



Sustainability results 2024



Growth and stability

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Growth and stability



2024 flagship results

Income after tax

2.7 EUR
bn

In 2024, we achieved a profit after tax of EUR 2.7 billion, driven by 9% organic growth in performing loans year-on-year.

Our focus on margin improvement, cost efficiency and improving capital adequacy ratios has delivered strong results and **positions us well for future sustainable growth.**



PROFITABILITY

Profitability up by 9%

23.5 % Return on equity (ROE)

68 % Non-Hungarian profit contribution

ROE exceeded that of our main regional competitors. **All geographical segments reported a positive result**, with foreign profit contribution reaching 68%.



STABLE CREDITWORTHINESS

We have maintained our strong creditworthiness

3.6 % Stage 3 ratio

38 bps Credit risk expense ratio

Only 3.6% of our loans are in phase 3, which decreased by 0.7 percentage points by 2024. Our cost of credit risk was 38 basis points, reflecting **effective risk management** and experienced lending practices.



GROWTH

Credit growth accelerated in 2024 compared to 2023

9 % Organic loan growth

106 EUR bn Total assets

We achieved 9% organic loan growth, building on a decade of significant expansion, with **net loans quadrupling**. Our total assets currently amount to EUR 106 billion.



STABILITY

Our goal is long-term financial stability and resilience

18.9 % Common Equity Tier 1 (CET1) indicator

74 % Net loan-to-deposit ratio (LTD)

266 % Liquidity Cover Requirement (LCR)

At 18.9%, our CET1 ratio **exceeds regulatory requirements** as well as those of our main regional competitors.

The net loan-to-deposit ratio is 74%, reflecting strategic investments with long-term debt. With an LCR of 266%, our liquidity position exceeds our short-term liabilities by more than double.



Dear Shareholders,

Last year, we celebrated the 75th anniversary of the founding of OTP Bank, and this May marks 30 years since OTP went public. We can be justly proud of our achievements: over the past 30 years we have become a leading financial institution in the Central and Eastern European region, currently providing high quality financial services to more than 17 million customers in 11 countries.

Our financial indicators also reflect a successful strategy. Stability is our top priority, while for more than two decades we have successfully combined faster organic growth than our competitors with value-creating acquisitions and outstanding profitability. At the end of 2023, the Banking Group's balance sheet total was over EUR 100 billion, and in 2024 it grew further, despite the sale of our Romanian subsidiary at the end of July.

Meanwhile, our profit after tax increased to EUR 2.7 billion.

In recent years, the structure of the Banking Group has changed significantly: 44% of net loans are now directly in the Eurozone or a soon-to-join country, and more than two-thirds of our profit

after tax is generated by non-Hungarian group members. We have a dominant position in five countries and we aim to be around the top of the league in our other markets.

Over the past 10 years, OTP Bank has made 14 successful acquisitions, which have resulted in a significant restructuring of the Banking Group. We stepped out of the Central and Eastern European region with our acquisition of a bank in Uzbekistan, but at the same time we further strengthened our position in Slovenia with our largest acquisition to date, which significantly increased our weight in the EU and current and future Eurozone countries. OTP Group's net loans have quadrupled since 2014. This average annual growth rate of 16% significantly exceeded the dynamics of our regional competitors over the same period.

Over the past decades, OTP has gained unique experience in the professional implementation of bank acquisitions and the successful integration of acquired banks into the Group. This is how we became the leading consolidator in the regional banking sector. We have achieved this by relying on our solid capital base, our excellent liquidity and, of course, the outstanding professional experience of our staff.

Once again, our excellent performance was rewarded with numerous professional accolades, all important and honourable, but I would like to highlight one: Standard & Poor's Global Market Intelligence has ranked OTP Bank as the best of Europe's 50 listed banks in its 2024 efficiency ranking based on objective financial indicators.

While our focus is on efficient operations with sustainable profitability, we do this in a way that is consistent with our ESG ambitions and commitments.

OTP Group aims to be a leading player in the region in financing the transition to low-carbon economies, thereby gradually building a sustainable future.

OTP Bank's sustainability strategy focuses on building a green loan portfolio, which exceeded HUF 1,000 billion by the end of 2024. These green investments offer significant opportunities for both our customers and the Bank.

We believe that financial stability cannot exist without environmental and social sustainability. In recognition of OTP's consistent work in this area, our bank has won the Global Sustainability Award from Global Finance magazine for the past two years, ahead of several large multinational banks.

In recent years, despite external challenges, we have delivered excellent financial results, strengthened our market leadership, set a new industry standard in digitalisation and successfully expanded into the non-bank services market, building customer trust and loyalty.

I am confident that management's medium-term strategic objectives will continue to meet your expectations.



Dr. Sándor Csányi
Chairman & CEO
OTP Bank



Current credit ratings (2025 Q1)

S&P GLOBAL

OTP Bank and
OTP Mortgage Bank –
long-term issuer rating

BBB

OTP Bank and
OTP Mortgage Bank –
long-term resolution
counterparty risk rating

BBB+

OTP Bank –
senior unsecured debt

BBB

The other ratings of OTP Bank Plc. and
OTP Mortgage Bank Ltd. were confirmed
by the rating agency. The outlook for long-
term debt ratings is negative.

SCOPE

OTP Bank –
issuer rating

BBB+

OTP Bank – subordinated foreign
currency debt with maturity

BB+

OTP Bank Plc's issuer rating and Senior
Preferred bond rating with Scope Ratings
are **BBB+**, its Senior Non-Preferred rating is
BBB, and its subordinated debt rating is **BB+**;
all with a stable outlook.

MOODY'S

OTP Bank –
long-term deposit rating

Baa1

OTP Bank –
subordinated foreign
currency debt with maturity

Ba2

OTP Mortgage Bank –
forint mortgage bonds

A1

Moody's has rated the Senior Preferred bond
at **Baa3**, while the subordinated foreign
currency debt is rated **Ba2**.

On 4 December 2024, Moody's affirmed
OTP Bank's rating and revised the outlook
on its long-term forint and foreign currency
deposit ratings from stable to positive and
the outlook on its Senior Preferred debt
from stable to negative.

OTP Mortgage Bank's long-term issuer
rating of **Baa3** was also changed to negative;
the mortgage bond rating is **A1**.

LIANHE

OTP Bank – issuer rating
(China -- domestic)

AAA

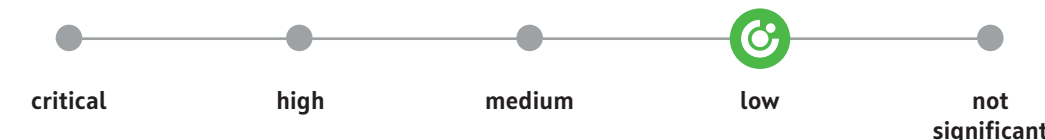
OTP Bank Plc has a long-term issuer credit
rating (on the Chinese national scale) of **AAA**
by Lianhe Credit Rating Co. of China, with
a stable outlook.



Current ESG ratings (2025 Q1)

SUSTAINALYTICS

ESG risk rating

17.2


MOODY'S

ESG total score

40


MSCI

ESG category

BBB


CDP

ESG category

B-




Cross-border presence

OTP Bank celebrated the 75th anniversary of its founding in 2024, while in May it will be 30 years since it went public. Over the past three decades, it has become one of the leading financial institutions in the Central and Eastern European region, **currently providing high quality financial services to more**

than 17 million retail, corporate and municipal customers in 11 countries. At the end of 2023, the Banking Group's balance sheet total exceeded EUR 100 billion. In 2024 it grew further, despite the sale of the Romanian subsidiary. Profit after tax increased to EUR 2.7 billion.



OTP Group in figures

	Number of bank branches	Number of employees	Balance sheet total (billion EUR)	Market capitalisation (billion EUR)
OTP Group	1,251	43,113	106.5	16.5*

	Number of bank branches	Number of employees	Balance sheet total (billion EUR)	Market share (% total loans)
OTP Bank Hungary (Core)	317	14,298	47.3	24.4
OTP Bank Ukraine	70	2,267	2.9	3.4
OTP Bank Russia	78	7,003	5.8	0.2
OTP Bank Moldova	51	878	1.1	10.5
OTP Bank Slovenia	82	2,413	15.0	24.5
DSK Bank Bulgaria	278	5,302	18.8	21.0
OTP Bank Serbia	155	2,851	8.5	17.2
OTP Bank Croatia	105	2,485	9.3	13.6
OTP Bank Albania	50	700	1.9	14.5
CKB Bank Montenegro	26	563	1.9	33.0
Ipoteka Bank Uzbekistan	39	4,353	37	9.1**

* Based on data from 16/04/2025 ** Retail loans

Financing the green transition



Increasing green lending to help build a sustainable future

OTP Group has set its targets in 2024 to reduce its financed greenhouse gas (GHG) emissions by 2030. The targets are in line with the International Energy Agency's Net Zero 2050 scenario and national decarbonisation plans. In setting its climate targets, **OTP Group has taken into account its financial interests,**

social responsibility and impact on the economic environment. But to achieve the targets, the rest of the economy will also need to meet the carbon neutrality requirements linked to Net Zero. The banking group has no control over this, but has identified measures to contribute to reducing GHG emissions.

Taking into account its portfolio, the banking group can achieve its climate goals primarily by increasing green lending, financing electric cars and limiting financing to high GHG-intensive industries.



Green finance

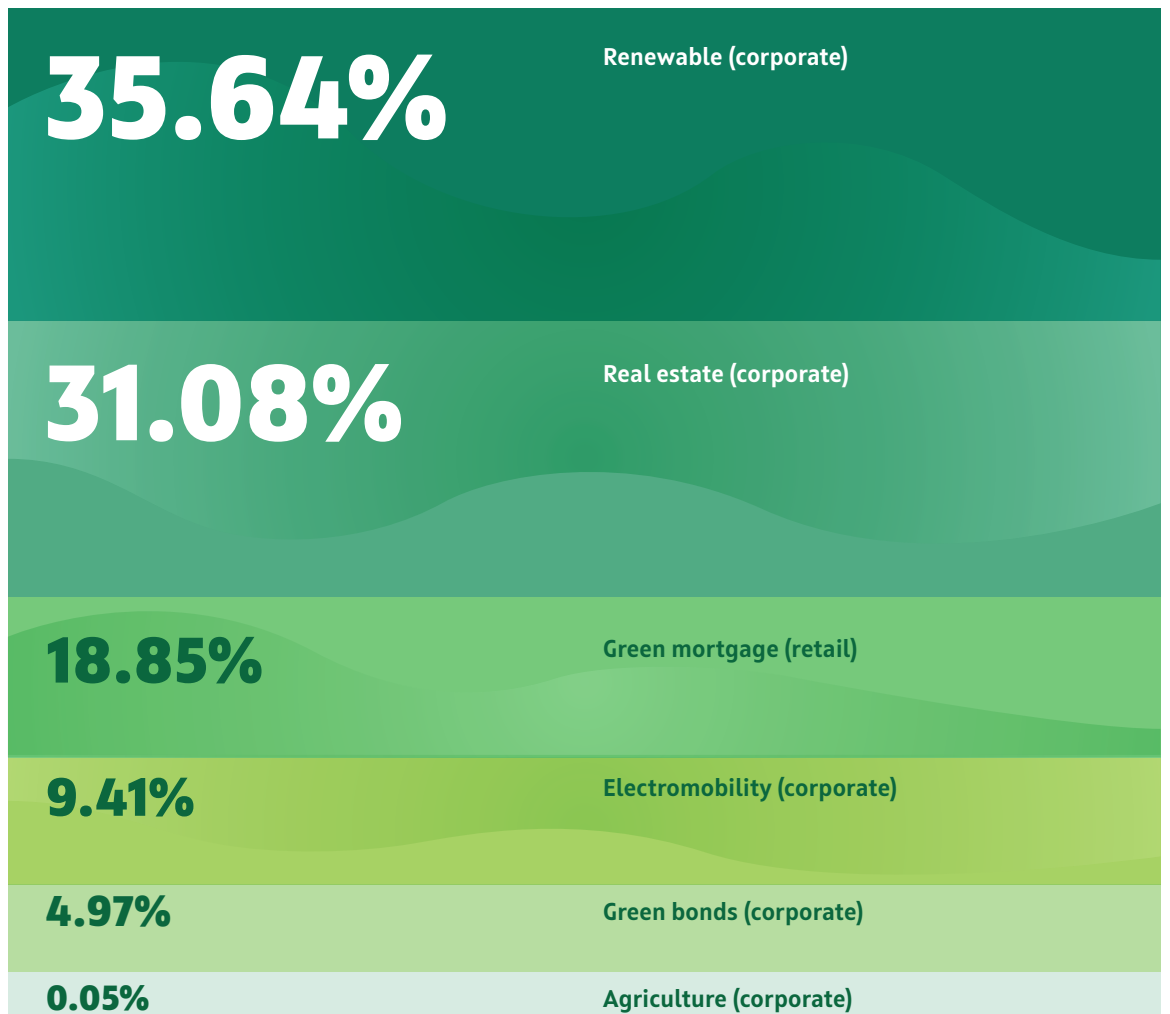
In 2021, OTP Group has developed an ESG strategy, which aims to position the banking group as a regional leader in financing a fair and gradual transition to a low-carbon economy and building a sustainable future through responsible solutions.

The portfolio is growing steadily, with OTP Group's on-balance sheet green exposure reaching HUF 1,027 billion at the end of 2024. **Increasing green financing is a priority for all members of OTP Group.**

Large corporations, micro, small and medium-sized enterprises, as well as the entire retail customer base are all important parts of our client base. We offer sustainable financing options for all of them: residential customers can benefit from green home loans, while large companies and SMEs can finance their projects related to renewable energy, energy efficiency, green buildings and clean transport with OTP financing.

Breakdown of OTP Group's green portfolio by loan purpose

OTP Group focuses on green and sustainable growth, especially in the areas of renewable energy, real estate and electromobility.





Year-end green exposure portfolio at group level (EUR billion)

The banking group plans to build a green loan portfolio worth EUR 3.7 billion by 2025.



What can we do as a bank to become carbon neutral?

OTP Bank aims to be carbon neutral. Alongside the use of renewable energy and energy efficiency measures, this means **offsetting the carbon dioxide**

emitted from its operations by buying carbon credits to support the 2030 target of zero emissions.

OTP Group plans to replace the purchase of carbon credits with a **habitat restoration project** and its certification, going beyond its current practice.



Pilis Park Forest

In cooperation with Pilisi Parkerdő Zrt., we are developing the **320-hectare Budakeszi Wildlife Garden**, emphasizing the natural and ecological values of the forests. We want to preserve and enhance the values of the forest by developing ecotourism and strengthening public welfare functions, rather than forestry.

On the one hand, the cooperation provides an opportunity to build professional collaborations and scientific work, and on the other hand, it is a good way to spread the sustainability approach among our employees. By investing in the restoration of the natural environment, we will now provide a solution for decarbonisation.



Social responsibility



We have been supporting financial literacy of the population for years

OTP Group is committed to financial education. We believe that more financially literate customers can make more informed, responsible decisions because they can better assess their real needs and opportunities. We also try to support our education activities with our banking products.

Examples include the **Personal Finance Management** or the **Piggy Bank** functions, which help our customers better understand and plan their day-to-day finances. We also focus on fraud prevention and cyber security.

Our staff support our customers in making responsible choices in an understandable way

Our staff help our clients with their financial needs on a daily basis. They provide clear and comprehensive information to help our clients understand their financial options and assess their risks so they can make responsible decisions. Many of our colleagues also volunteer in financial education.



OTP Fáy András Foundation

The OTP Fáy András Foundation also plays a prominent role in increasing financial literacy, **enriching the economic and financial knowledge of nearly 55,000 students every year** through its free, practice-oriented training and digital courses.



Protecting our customers with more secure banking

In 2024, OTP Group has taken major steps to reduce and prevent bank fraud. As a result of the development of **OTP Bank's Cyber Defence Centre**, we can quickly detect if the OTP brand is being misused in the online space. Thanks to this, **we were able to remove thousands of phishing sites and misleading ads, mainly on social media.**

This has prevented many fraud attempts targeting our customers: 23,664 pieces of social media content and 127 social media accounts were taken offline.

We developed a **segmented education campaign** focusing on the prevention of bank fraud. Younger and older people were targeted through different channels and formats to reach them as effectively as possible. Thus, the awareness-raising campaign has been promoted in digital and traditional media, and even on information boards in doctors' surgeries.

OTP Bank participates in the **CyberShield programme**, the main objectives of which are

to inform, educate and raise awareness among customers and users of the risks to financial security in the online space, in order to develop the fullest possible financial awareness among the population using digital financial services.

The education and communication campaign raises awareness of the importance of online user awareness and basic digital security skills, which enable customers to keep their valuables and savings safe online.

Prudence and basic knowledge provide protection in finances.

It is also important to enable institutions involved in financial transactions, as well as law enforcement and other authorities, to exchange information and experience, thus making the fight against fraud more effective.

We are constantly working on new developments to provide our customers with more convenient and simpler solutions to protect their data.



Our aim is to make banking services more accessible to everyone

At OTP Bank, we believe that banking should be easy, intuitive and accessible to everyone – whether in our branches, at ATMs or through our digital platforms – so we are constantly working to remove barriers and create a seamless experience for everyone

Accessibility in the physical world

In 2024, OTP Bank improved accessibility by installing tactile guides in 151 branches, sign language boards in 171 branches and induction loops for the hearing impaired in all branches. More than 100 accessible ATMs have been introduced to ensure a smoother banking experience for all.

Almost all branches in Hungary and more than 75% of branches abroad are accessible.

Our Slovenian subsidiary has assessed all its branches for accessibility and has already started the adaptation work. Meanwhile, in Croatia, 13 new pieces of induction loop equipment were installed as part of the branch refurbishment. In Ukraine, 21 branches have been technically assessed for physical accessibility.

Accessibility in the digital world

OTP Bank will increase the accessibility of internet and mobile banking and aims to provide accessible services by 2025. From 2024, built-in browser tools support users with special needs. Simplified texts, clear pictures and diagrams help people with cognitive disabilities to understand more easily.

OTP Bank's websites, including those of its Hungarian subsidiaries, comply with the WCAG 2.1 standard at level "A" and some at level "AA", ensuring smoother navigation and screen reader compatibility for visually impaired users. In Slovenia, a project is underway to upgrade digital channels to WCAG 2.2 standards for even better accessibility.



Bringing banking closer

In March 2024, we launched **Hungary's first mobile branch**, providing full banking services to communities without a physical branch. By the end of 2024, three mobile banking buses have been launched, offering a personalised service to customers wherever they are.





We empower our clients to make a difference with their micro-donations

The International Children's Safety Service was able to purchase a new, state-of-the-art dental bus from micro-donations collected by OTP Bank customers.

The dental bus helps to screen and treat children who miss out on regular care. This year, it will visit 17 sites to provide free dental care. So far, the dental bus has screened and treated between 3,500 and 4,000 children a year. The handover of the new bus is another milestone in the more than 30-year cooperation between OTP Bank and ICSS.

The previous bus, donated by OTP Bank in 1995, was due for replacement after 30 years. Through our donation programme, our customers donated HUF 56 million for the bus, which we matched with HUF 139 million, enabling the dental programme to continue with a new, state-of-the-art bus.

In addition to its micro-donation programme, OTP Bank regularly supports the health programmes of the International Children's Safety Service, helping to provide care for children in need.



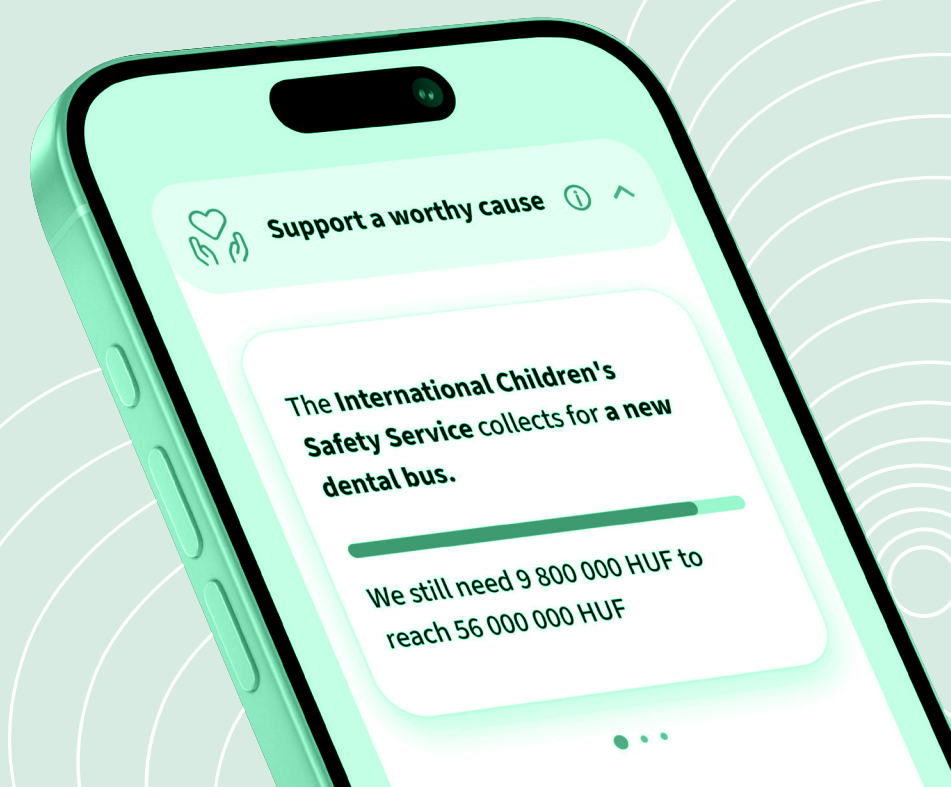
The microdonation programme, unique in Hungary, is simple and safe.

2.4 EUR million

The amount of micro-donations pledged so far exceeded EUR 2.4 million in autumn 2024

30+ aid targets

More than 30 aid targets have been met so far



Supporting our employees



We take responsibility for the professional development of our staff

For OTP Group to be successful and to provide value-added services to its customers, we consider committed and professionally prepared employees to be a cornerstone. Our ongoing development is driven by sharing the substantial knowledge and market experience accumulated within the group and strengthening internal cooperation across borders and disciplines.

The professional development of our colleagues is supported by the OTP Academy, launched this year, which promotes the development of key skills needed for long-term success.

As one of the first steps of OTP Academy, we launched the Advanced Leadership Programme, which aims to create a community of leaders across international disciplines. The Strategic Risk Leadership Programme of OTP Risk Academy, on the other hand, develops strategic thinking and leadership skills.

OTP Academy will continue with two programmes in 2025: the Collection Academy will strengthen collection skills and the Digital Academy will focus on developing key digital skills.

The training programmes aim to develop critical skills such as risk management and digital development, while building an international professional community.



Offering a Trainee Programme to lay the foundations for a long-term career

The success of the OTP Trainee Programme is demonstrated by the fact that all of the 2024 participants said they had a good time and **would like to stay with the bank in the long term**, and 97% would recommend the programme to others. The programme provides new entrants to the labour market with skills and abilities that match their competences and help them perform well in their first job.

We are committed to women's career fulfilment

At OTP Group, we place a strong focus on women's career fulfilment. To focus on community building and knowledge transfer by senior women leaders, the **international Women Network programme** and the related **mentoring programme and webinar series** aim to support the career development of women leaders at group level. The OTP Digital GirlPower Program, launched in 2024, supports the increase of female employees in digital fields.



We support employee well-being and an inclusive company culture

OTP Bank regularly analyses the key indicators for talent acquisition and development opportunities for its employees. We believe it is important for the OTP Group to be a highly prestigious and attractive place to work for talented employees. In addition to our extensive employee welfare programmes, we provide opportunities for staff training and development. It is also important for us to attract talent.

Last year, the number of colleagues who would recommend OTP Bank as a place to work increased by 3%.

We support diversity

To strengthen organisational diversity and an inclusive corporate culture, **we are launching a mindset-shaping programme** with the primary aim of fostering cooperation between different generations and cultures to promote sustainability and innovation.

Wellbeing

As a family-friendly workplace, OTP is committed to promoting health and well-being of its employees. We believe that a healthy lifestyle contributes to effective work and a stronger workplace community.

It is the practice of OTP Group to offer employees regular **preventive health check-ups**. In addition, we ensure annual occupational health checks for all jobs, going beyond the legal requirements. We offer our employees a range of health and wellbeing programmes, including lectures, webinars, health days and vaccination.

In addition to general health promotion, we also emphasise the importance of mental health and stress management, and provide opportunities for your colleagues to do so. An excellent example is the Slovenian subsidiary bank, which continued its active breaks practice in 2024, encouraging staff to take refreshing office breaks.

