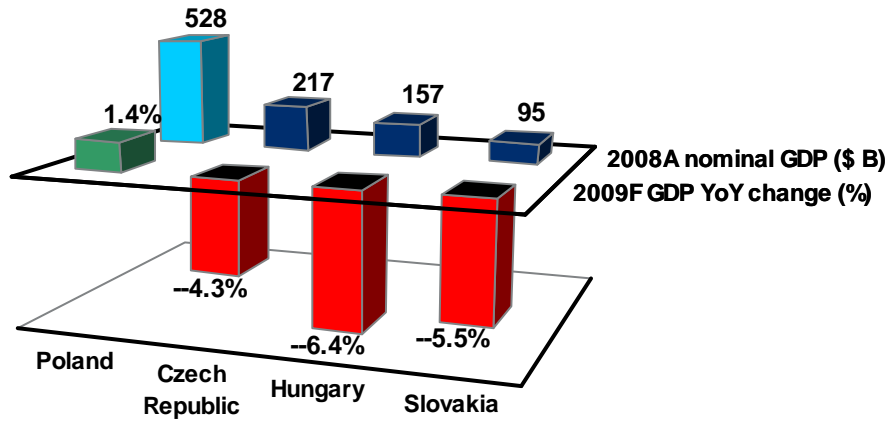
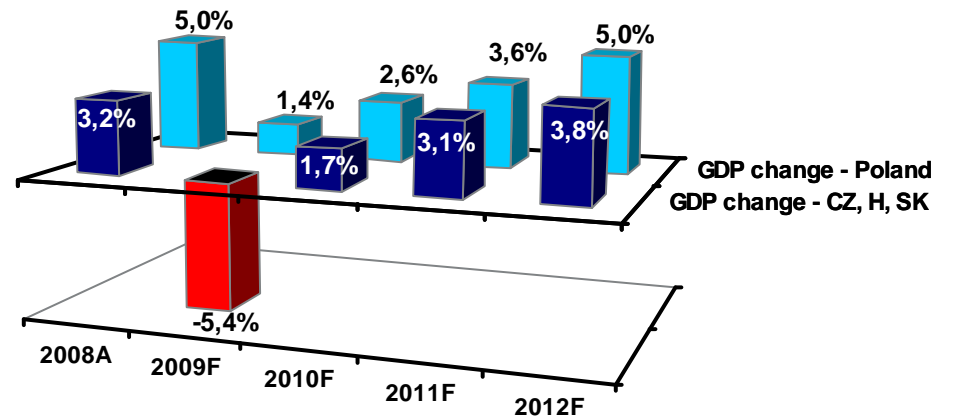


Citi Handlowy - Strategic Directions for Growth for 2010-2012

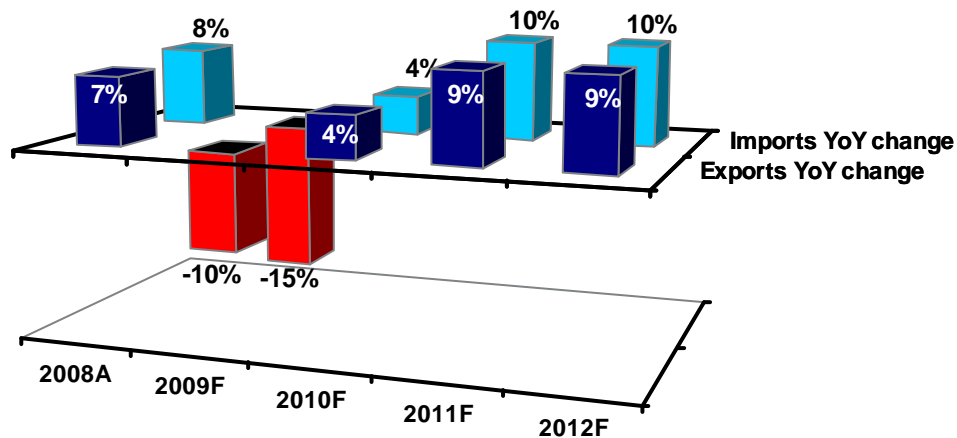
The biggest economy in the CE region, resilient to the crisis



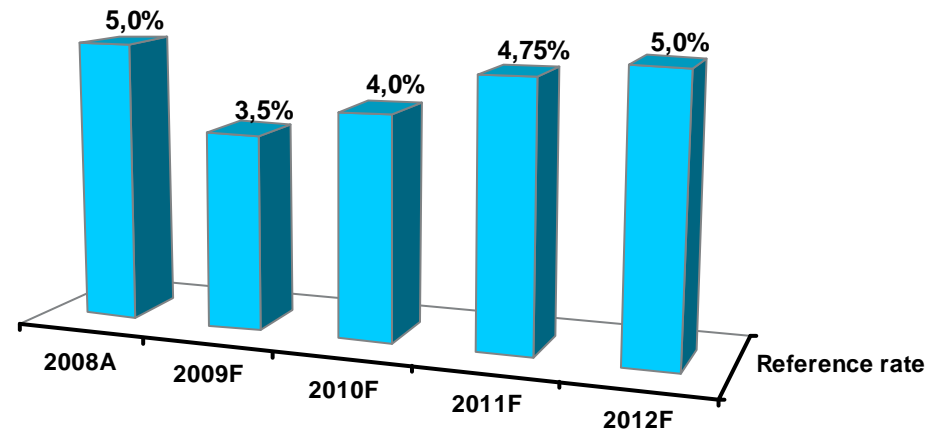
Poland likely to outperform other CE countries



Recovery in foreign trade to begin in 2010



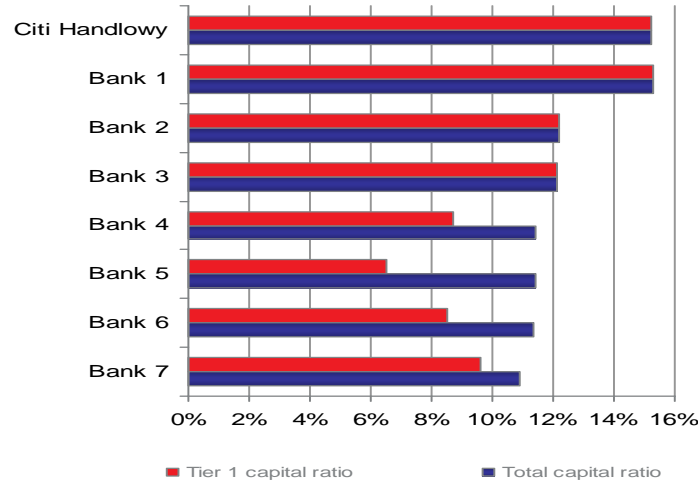
Nominal interest rates going up



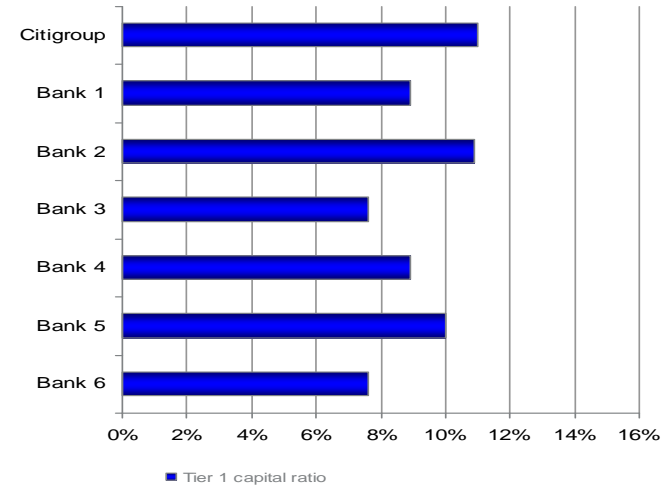
Source: Citi Handlowy, GUS, NBP, Eurostat

STRONG CAPITAL BASE

Capital structure of the biggest banks in Poland 3Q 2009



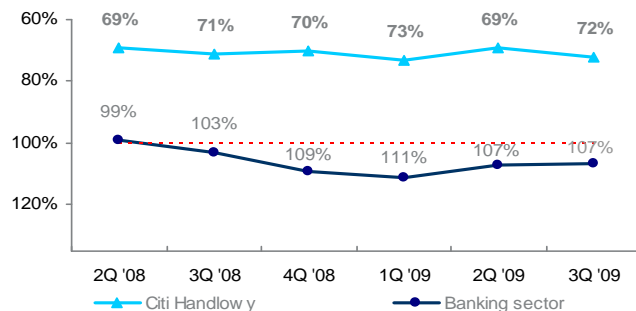
Capital strength of the parent companies of the biggest banks in Poland 3Q 2009



Competitive banks calculate CAR under Basel II

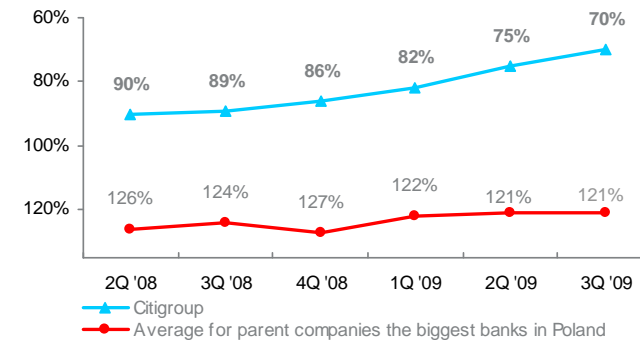
SOLID DEPOSIT FUNDING BASE

Citi Handlowy: Net Loans / Deposits



Source: Citi Handlowy, banks' FS, own calculations

Citigroup: Net Loans / Deposits



Source: Citigroup, banks' FS, own calculations

Client segmentation

Based on behavior patterns and scope of cooperation with bank.

Quality

The highest clients' satisfaction on the market. Quality standards for particular client groups. Quality parameters in employees motivation systems.



Innovations

Innovations leader in banking.

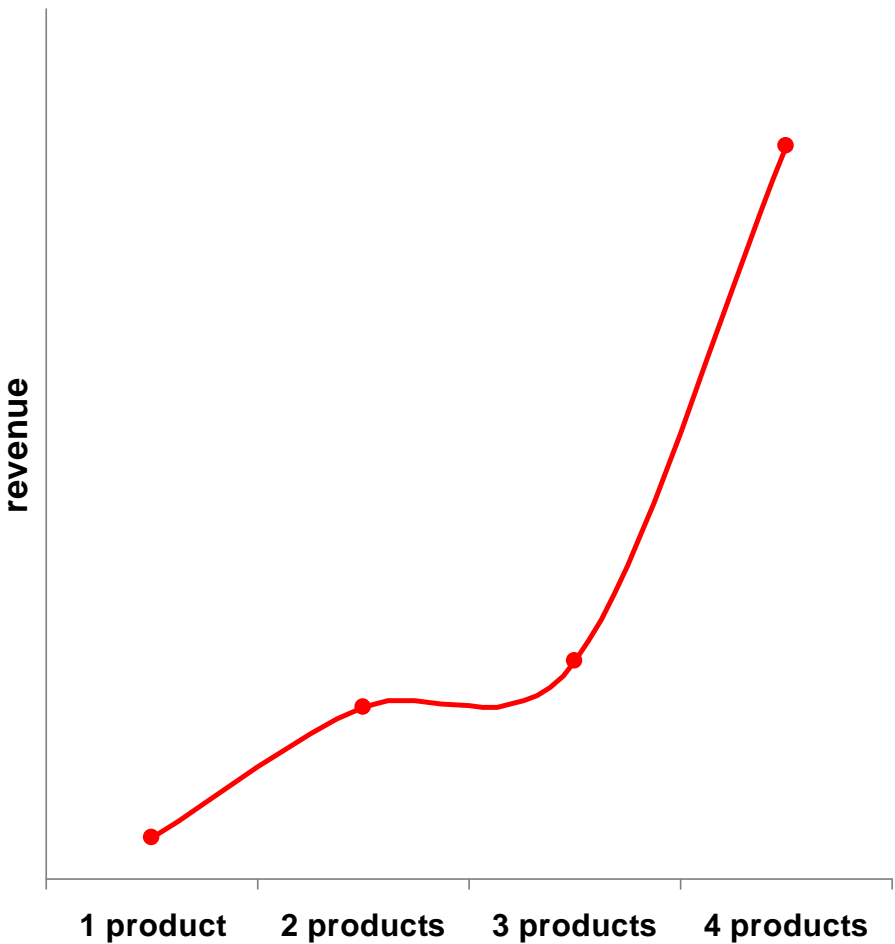
Business model

Increasing the scope of cooperation with client and expansion of banking service network including remote channels. Tailoring the offer to clients' expectations and preferences.

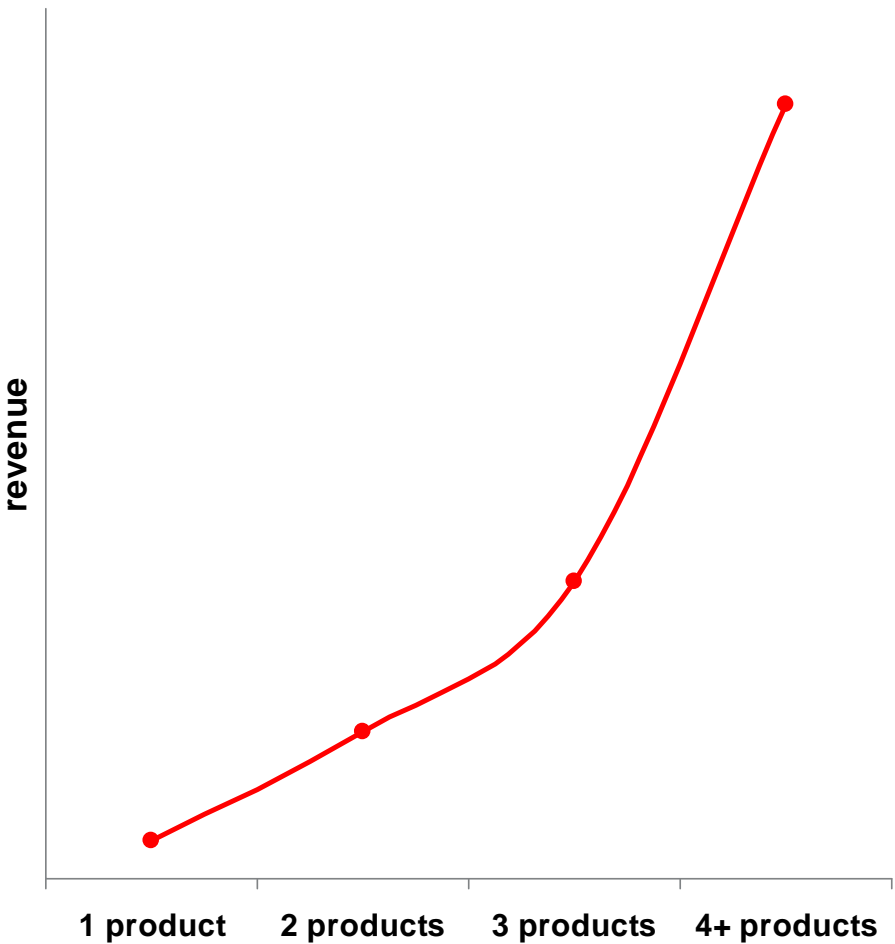
Efficiency

Correlation between number of products and revenue

Annual revenue per retail client

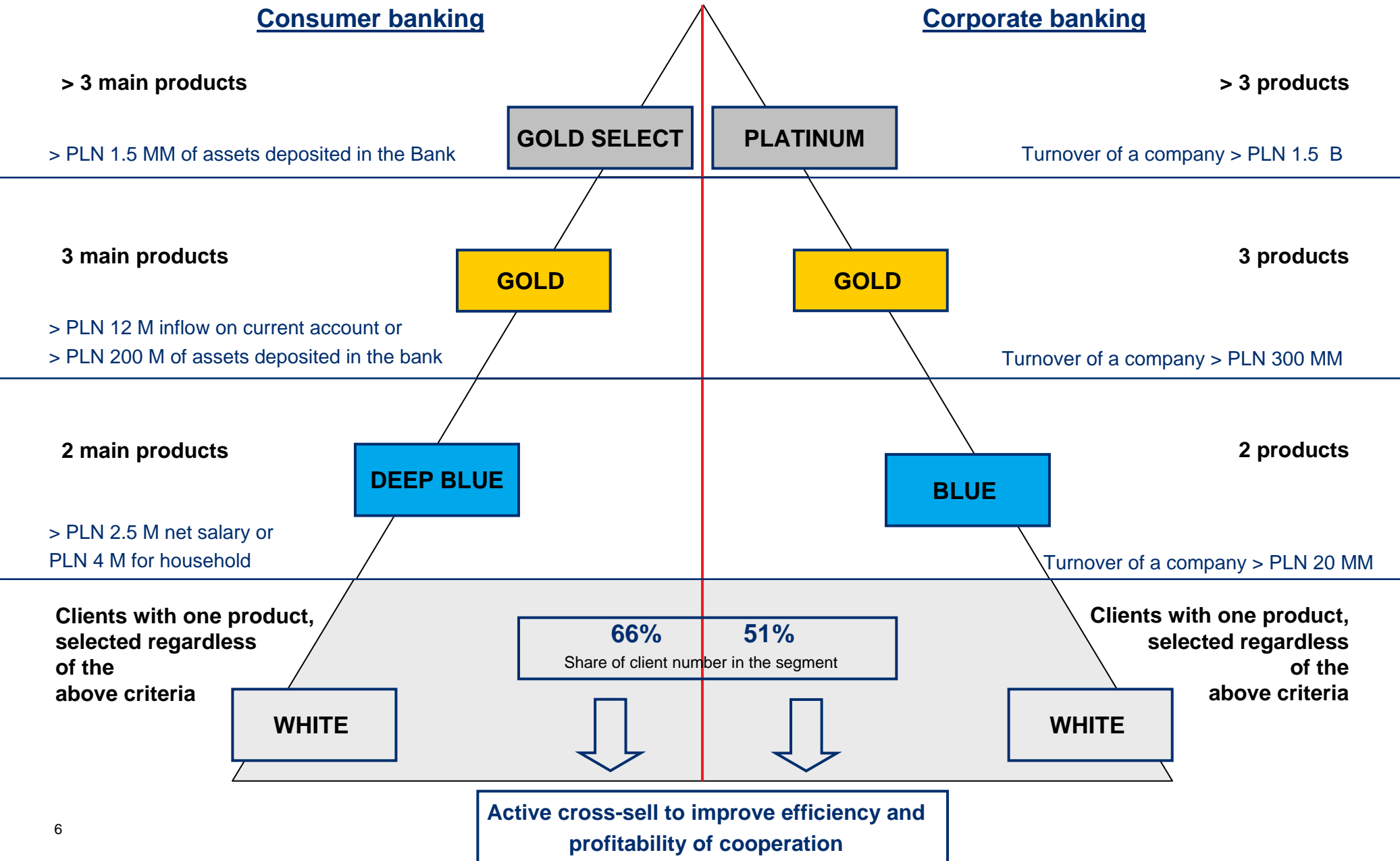


Annual revenue per corporate client



More cross-sell drivers higher EBIT per client but also higher total revenue

Client segmentation based on cross-sell and behavior patterns



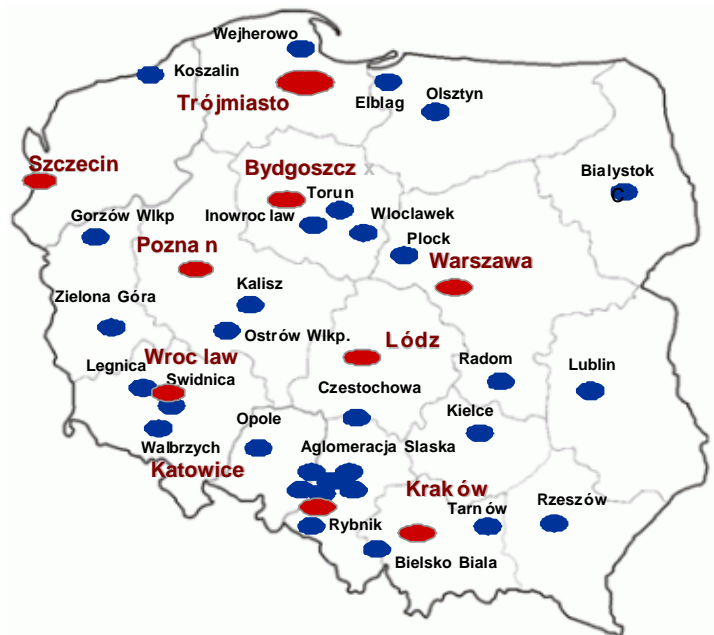


The way of providing services tailored to clients' preferences

Building of service network tailored to the clients lifestyle

A new way of educating and motivating customer relationship managers promoting development of long lasting and wide relationship through increase of the scope of cooperation

At Citi Handlowy clients receive what they need and what they like



Banking service network will increase 10 times and will be integrated with remote channels

- branches
- stands
- multifunctional ATMs
- partnership points of service

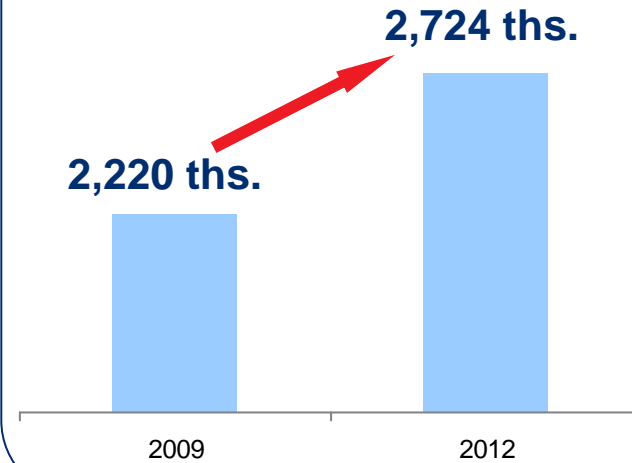
~300  ~3,000

Smooth, speedy and clients friendly access to the Bank

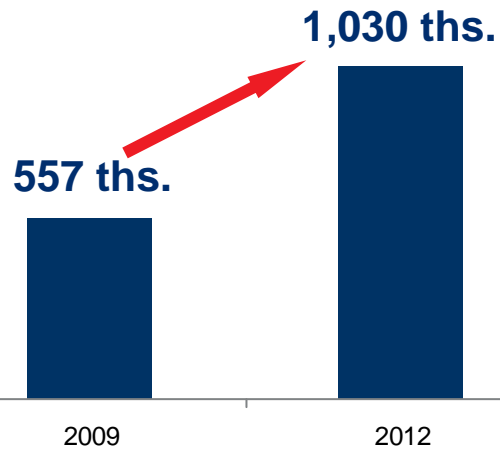


Integration of traditional banking with phone and internet banking

Over a half million more calls with CitiPhone annually



Double number of Citibank Online users

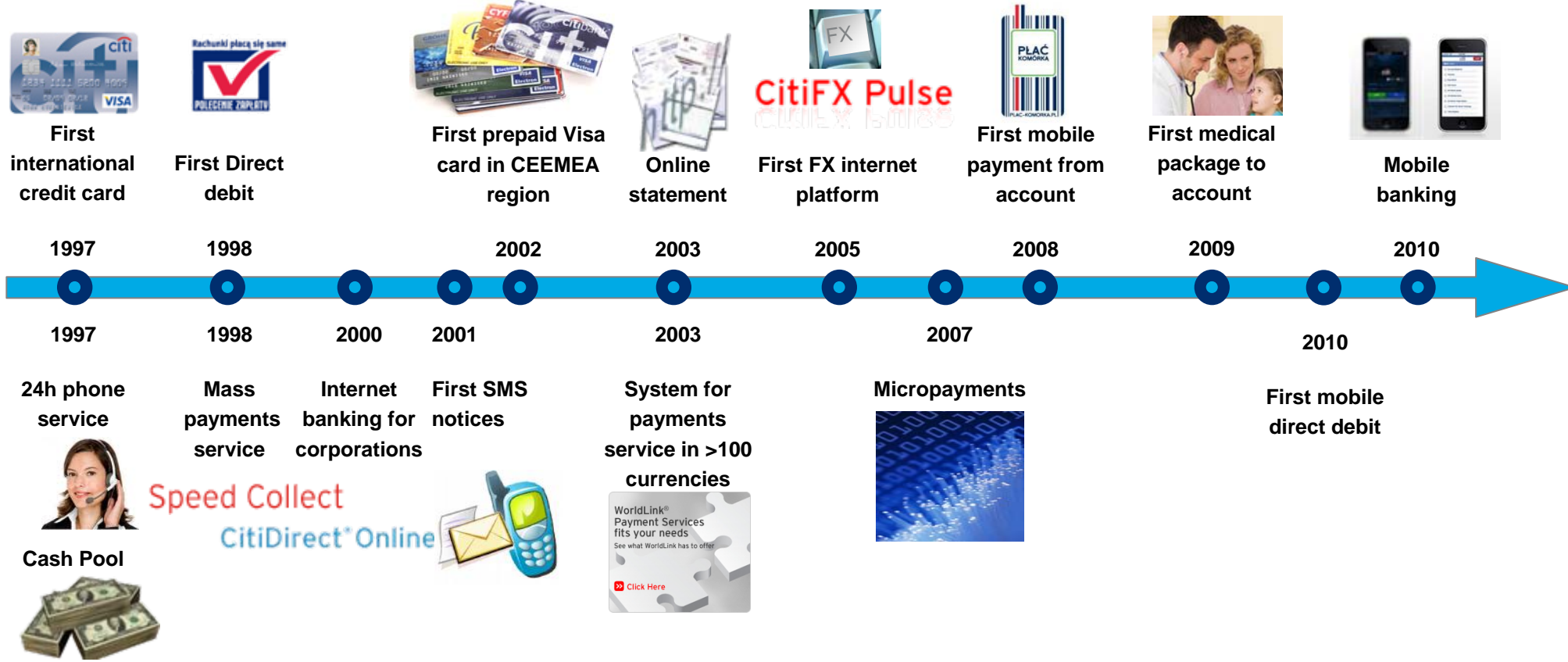


50% shorter average waiting time for CitiPhone consultant



Mobile banking

Investment in innovative solutions and products





Citi Handlowy yesterday

- focus on clients acquisition
- focus on the products sale
- product excellence
- silo structure

Citi Handlowy today

- increasing the scope of cooperation with the existing clients
- full client relationship based on trust
- innovations and service quality
- teamwork, One Citi

Higher efficiency on solid foundations



Citi Handlowy yesterday

- average efficiency

Citi Handlowy tomorrow

- market leader in efficiency

	1-3Q 2009	2012	Market 1-3Q 2009
ROE	8.0%	>20%	8.8%
ROA	1.0%	>2.5%	0.8%
Cost / Income	57%	<50%	56%

Efficiency improvement

- **Revenue: double digit average growth for 2010-2012**
- **Expenses: single digit average growth for 2010-2012**
- **Positive operating leverage for 2010-2012**

Growth directions

- **Blue and Gold Segments** as revenue increase drivers of Corporate and Consumer Banking
- **Loans** (CAGR '10-'12):
 - corporate: 9%
 - individuals: 14%
- **Current deposits corporate** (CAGR '10-'12: 30%) and **factoring** (CAGR '10-'12: 31%)

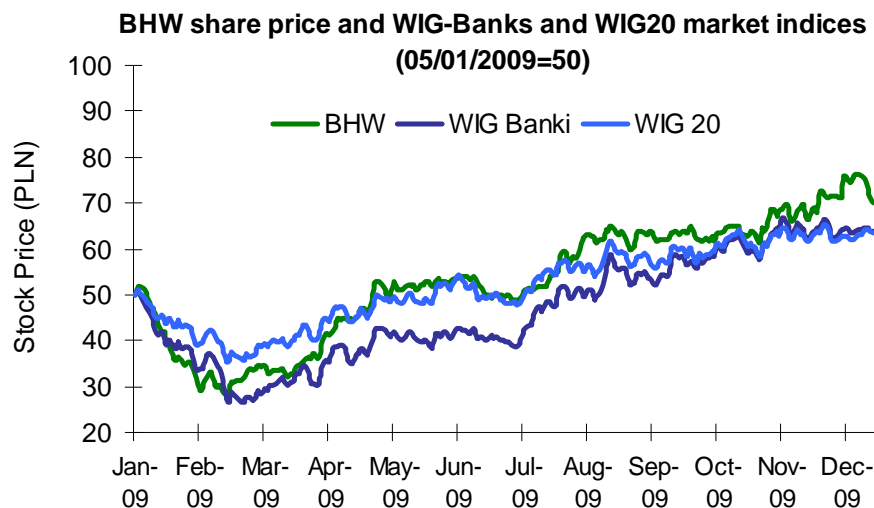
Innovations

- **10% increase of gross profit generated from innovations**
- **Implementation of mobile banking** for individual customers
- **Start-up of debit and credit cards issuing directly in branch**

Share price in 2009

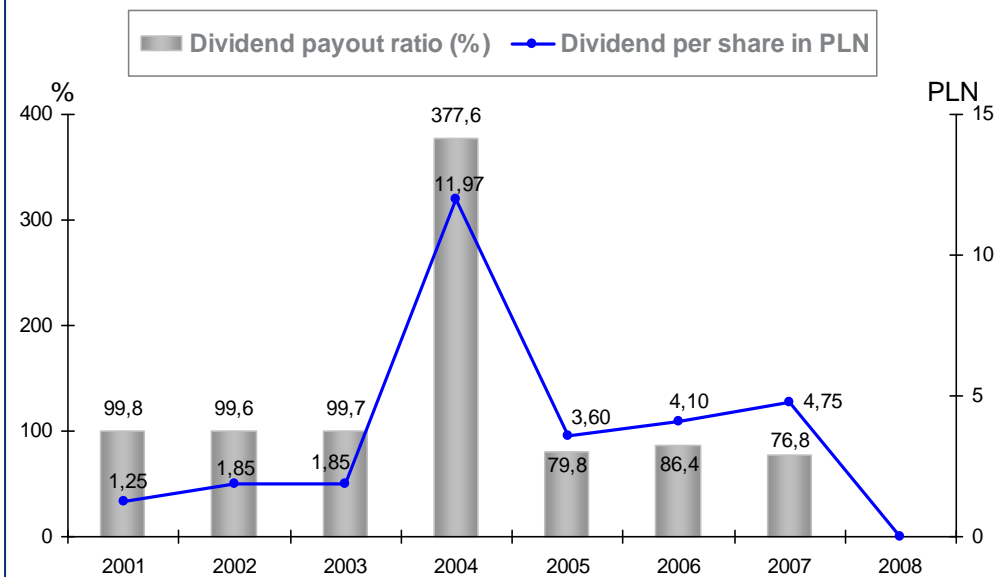
December 31 2009 : PLN 70.0 per share

40% increase in 2009



The policy of high and stable dividend

Excess capital will be recommended by Management Board for payout



Apart from the special dividend paid out of the previous years profits, dividend payout ratio for 2004 amounts 100% and dividend per share 3.17 PLN