



COMMERZBANK

This is Commerzbank



An Overview

Agenda



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Facts and Figures: an Overview



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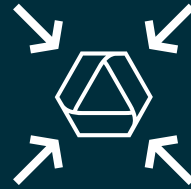
Facts and Figures: an Overview



Private and Small-Business Customers



Focussed Business Model



Growth – Excellence – Responsibility

Customer focus with steady revenue growth

Shaping the digital and sustainable transformation

Earning cost of capital and increase capital return

Corporate Clients



Commerzbank is the leading bank for the German Mittelstand and a strong partner for almost 11 million private and small-business customers in Germany with a client-centric portfolio of financial services in two segments

Facts and Figures: Commerzbank's Global Presence



Operative foreign branches

Amsterdam, Beijing, Brno (office), London, Luxembourg, Madrid, Milan, New York, Paris, Prague, Shanghai, Singapore, Tokyo, Vienna, Zurich

Significant Group companies

- Commerzbank (Eurasija) AO, Moscow
- Commerzbank Finance & Covered Bond S. A., Luxembourg
- Commerz Markets LLC, New York
- Commerz Real AG, Wiesbaden
- mBank S. A., Warsaw

Representative Offices and Financial Institutions Desks (FID)

Abidjan, Addis Abeba, Almaty, Amman, Ashgabat, Bangkok, Beijing (FID), Brussels (Liaison Office to the EU), Buenos Aires, Cairo, Caracas, Casablanca, Dhaka, Dubai, Ho Chi Minh City, Istanbul, Johannesburg, Kiev, Lagos, Luanda, Melbourne, Moscow (FID), Mumbai, New York (FID), Panama City, São Paulo, Seoul, Shanghai (FID), Singapore (FID), Taipei, Tashkent, Tokyo (FID), Zagreb

Facts and Figures: Highlights



Germany



Almost 11 million private and small-business customers

In the Private and Small-Business Customers segment, the Bank is at the side of its customers with its brands Commerzbank and comdirect: online and mobile, in the advisory centre, and personally in its branches.

Important contact for wealth management, private banking, and small-business customers

Market leader for the Mittelstand in Germany

With approximately 30% market share the leading bank in processing German foreign trade

Sector know-how due to penetration of German key industrial sectors

Europe

One of the leading providers of trade services within the eurozone

Top rankings in the bond market

mBank: innovative digital bank serving around 5.8 million private and corporate customers, predominantly in Poland, but also in the Czech Republic and Slovakia; preferred business partner for German corporates in Poland



Digital



Mobile payment with giro pay, Apple Pay, and Google Pay as well as Garmin Pay, SwatchPAY!, and Fitbit Pay

Banking App with photo transfer, brokerage, financial analysis, and financial compass

Safety guarantee for online and mobile banking services

“Focus Money” award for safest online bank in Germany

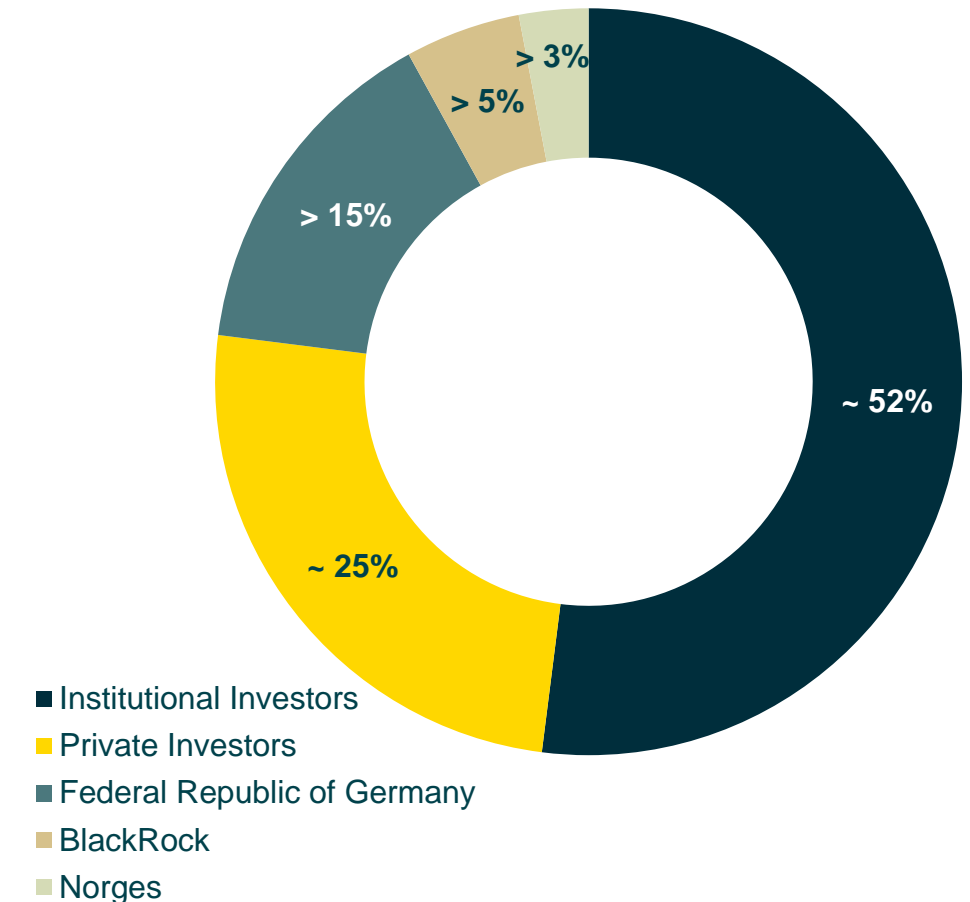
In the Corporate Clients business we are investing strongly in digital solutions so as to expand products and processes for our clients and to further extend our lead

Facts and Figures: Selected Group Financial Figures



Figures	FY 2022	FY 2023 ⁴	Q4 2023 ⁴
Total revenues (in €m)	9,461	10,461	2,409
Operating result (in €m)	2,099	3,421	542
Consolidated profit/loss (in €m) ¹	1,435	2,224	395
Cost-income ratio op. business (in %) ²	68.6	61.4	67.1
CET 1 ratio (in %) ³	14.1	14.7	14.7
Op. RoTE (in %)	7.2	11.3	7.0
	31 Dec 2022	31 Dec 2023	
Employees	41,909	42,098	

Shareholder structure as of February 2024



¹ Attributable to Commerzbank shareholders and investors in additional equity components.

² Includes compulsory contributions.

³ Includes net result reduced by pay-out accrual and potential (fully discretionary) AT 1 coupons.

⁴ Figures are preliminary and unaudited.










Board of Managing Directors



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Board of Managing Directors



Group Management	Private and Small-Business Customers Segment	Corporate Clients Segment	Group Services			
<p>Manfred Knof</p> <p>Chairman</p> 	<p>Bettina Orlopp</p> <p>Deputy Chairwoman Chief Financial Officer</p> 	<p>Bernhard Spalt</p> <p>Chief Risk Officer</p> 	<p>Sabine Mlnarsky</p> <p>Chief Human Resources Officer</p> 	<p>Thomas Schaufler</p> 	<p>Michael Kotzbauer</p> 	<p>Jörg Oliveri del Castillo-Schulz</p> <p>Chief Operating Officer</p> 



Strategic Positioning



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Strategy programme until 2027: “Moving Forward”



GROWTH



EXCELLENCE



RESPONSIBILITY

Under the motto “Moving Forward”, which builds on our recent marketing campaign, we position ourselves as **the bank for Germany** – with a tradition of more than 150 years. **We are partners at the side of our customers in the sustainable and digital transformation.**

As part of the strategy programme until 2027, we are planning with annual investments of around €530 million, more than half of which will be invested in customer business.

Private and Small-Business Customers

With a holistic approach and our two brands, Commerzbank and comdirect, we will meet all customer needs – be it online or mobile, in the advisory centre, or in existing around 400 branches.

Corporate Clients

Commerzbank is the leading Mittelstandsbank for its corporate clients. The Bank offers solutions, and it supports enterprises in both their growth and their transformation. Commerzbank distinguishes with the highest level of client orientation and global support.

Targets 2027



>11%

Net RoTE



13.5%

CET 1 Ratio



55%

Cost-Income Ratio



€3.4bn

Net Result



Segments



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Segments of Commerzbank: Private and Small-Business Customers



€m	FY 2022	FY 2023 ¹	Q4 2023 ¹
Revenues	5,266	5,374	1,203
Operating result	1,001	1,024	-39

- With almost **11 million customers** one of the leading banks for private and small-business customers in Germany
- In the Private and Small-Business Customers segment, the Bank is at the side of its customers with its brands **Commerzbank** and **comdirect**: **online** and **mobile**, in the **advisory centre**, and **personally in its branches**
- An attractive combination of a **highly efficient direct bank** and **first-class advisory offering**
- A simple, secure, and convenient way to carry out **everyday banking transactions 24/7**
- Comprehensive personal support and **individual solutions** on all issues related to investing and financing

¹ Figures are preliminary and unaudited.

Segments of Commerzbank: Corporate Clients



€m	FY 2022	FY 2023 ¹	Q4 2023 ¹
Revenues	3,792	4,481	1,106
Operating result	1,065	2,142	508

- **No 1** in financing the **Mittelstand** in Germany
- Strong regional franchise in **Germany**, active internationally in more than 40 countries **worldwide**
- **Strong linkage** of our expertise in **corporate banking** and **capital markets**
- **Approximately 30% market share**: Commerzbank is the **leading bank** in processing German foreign trade
- With a **loan volume** of approximately **€78 billion** in **Germany** one of the **largest financiers** of **German corporates**
- **Top rankings**:
 - in the European bond market
 - syndicated corporate loans: **position 4** in EMEA² League Table



¹ Figures preliminary and unaudited.

² Europe, Middle East, Africa.



Purpose and Brand



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Purpose and Brand



Purpose

We create prospects for ambitious people and companies



Brand Positioning

Creating prospects, shaping the future together

We, Commerzbank, take on the responsibility of providing people and companies with security, even in difficult times, and opening up prospects for them. That's why we are: the bank for Germany – at the side of our customers to shape the future together.



Brand Promise

The bank at your side



Brand Character

Future-oriented, focussed on results and performance, interaction in the spirit of partnership



Sustainability



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Make banking sustainable – for our customers, for us, for everybody

 Our commitment: To become a net-zero bank 

Customer Transformation

We empower our customers in their sustainable transformation

- Accompanying the process of transformation, e.g. by offering innovative, sustainable products like “klimaVest” or through applying our ESG¹ know-how
- Commitment to mobilise **€300bn for a sustainable transformation by 2025**
- Reduce the **CO₂ emissions of the entire lending and investment portfolio to net zero by no later than 2050**

Bank Transformation

We are leading by example

- Reduce own carbon footprint and use of resources: **Net-zero emissions in bank operations** as well as **climate neutral supplier portfolio by no later than 2040**
- Meet social responsibilities internally as well as externally
- Govern responsibly and act with integrity

Sustainability is an integral part of Commerzbank – we opt for a strategic, holistic, and long-term approach

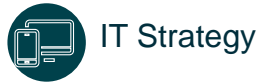


Digitalisation



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Goals of IT Strategy support Strategy 2027 and focus on IT Performance



Cornerstones of Strategy 2027

Targets of IT Strategy 2024 to 2027



Growth

We are digital and innovative



Excellence

We are cost-efficient and able to deliver



Responsibility

Our solutions are secure and stable



Improving
customer and employee focus

In cooperation with
the segments
and functions



Improving
delivery capability



Developing
IT stability



Increasing
operational efficiency



Guaranteeing
IT security

The strategy 2027 sets the framework for the goals of the IT strategy

The IT strategy supports the achievement of the business strategy's goals and focusses on the performance of the IT/DO¹

¹ Delivery Organisation.



Diversity & Inclusion



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Diversity & Inclusion: Living Diversity and Shaping Fair Cooperation



We take on social responsibility – which our employees, clients, and business partners benefit from



Identifying and fostering potential

35.5% women in management positions

Employees from 120 nations

6.3% employees with disabilities



Facilitating work-life balance

Keep in Touch/return guarantee

Child care offers/support for employees caring for relatives

Mobile working/flexible working time models/job sharing, Co-Leadership



Supporting commitment

D&I¹ events and awareness formats

D&I¹ learning formats via learning platform cliX

1,500 employees in 7 employee resource groups

¹ Diversity & Inclusion.



Our corporate culture includes everyone – irrespective of age, gender, provenance, disabilities, religion, or sexual orientation

We are committed beyond Commerzbank:

Signee and member of the



Co-founder and council of the foundation



Signee of the United Nations' Women's Empowerment Principles



For the inclusion of individuals with disabilities member of





History



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International Bank with more than 150 Years of Tradition

- **2023** Return to the leading German stock index Dax
- **2021** Manfred Knof new Chairman of the Board of Managing Directors
- **2020** Merger of comdirect completed
150 years of Commerzbank
50 years of Commerzbank Foundation
- **2013** Final redemption of the silent participation of the Financial Market Stabilisation Fund (Finanzmarktstabilisierungsfonds, Soffin)
- **2009** Financial market crisis
- **2008** Announcement of merger with Dresdner Bank
- **1995** Foundation of comdirect: launch of Commerzbank's direct banking business
- **1940** New name: Commerzbank
- **1870** Foundation of Commerz- und Disconto-Bank in Hamburg, Germany



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These statements are based on plans, estimates, projections and targets as they are currently available to the management of Commerzbank. Forward-looking statements therefore speak only as of the date they are made, and Commerzbank undertakes no obligation to update any of them in light of new information or future events. By their very nature, forward-looking statements involve risks and uncertainties. A number of important factors could therefore cause actual results to differ materially from those contained in any forward-looking statement. Such factors include, among others, the conditions in the financial markets in Germany, in Europe, in the United States and elsewhere from which Commerzbank derives a substantial portion of its revenues and in which it holds a substantial portion of its assets, the development of asset prices and market volatility, potential defaults of borrowers or trading counterparties, the implementation of its strategic initiatives and the reliability of its risk management policies.

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