



CIC IN BRIEF

2021

[Figures as of 12/31/2020]



Building the future in a changing world

2020 IN 3 QUESTIONS

TO NICOLAS THÉRY & DANIEL BAAL



Nicolas Théry, Chairman
Daniel Baal, Chief executive officer

In the context of the health crisis, what can we say about CIC's 2020 results?

The results reflect sustained activity with the increase in the number of customers (+1.3%) and growth in outstanding deposits (+26.3%) and loans (+10.7%). They show the strength of our sales momentum and the relevance of our multi-service strategy. They also reflect the commitment of our 20,000 employees to adapt to the context and offer our customers an adapted offering at the cutting edge of innovation. More than ever, CIC has invested in the regional economies to help all of its customers through the crisis.

The combined effects of the crisis and the high level of uncertainty generated by the pandemic resulted in a decrease in net profit, which was affected by the sharp increase in the cost of non proven risk.

What did the commitment of CIC and its employees concretely translated into in 2020?

The health crisis brought us back to what really matters. All the teams mobilized to support our customers and ensure business continuity. The employees of our 1,837 branches maintained quality relations with our 5.4 million customers, even remotely. As the bank of one in three SMEs* in France, CIC has stepped up its support for companies and professionals, particularly in terms of cash flow with the arrangement of State-guaranteed loans.

The fiscal year was also marked by the strong commitment of CIC Assurances to support professionals through the payment of the cooperative recovery bonus or the freezing of contributions.

In this disrupted context, CIC also mobilized to support young people: payment of an exceptional bonus of €150, a deferral of our customers' student loan payments, as well as a zero interest loan to help with computer equipment.

To support sports, CIC strengthened its relations with the clubs of federations (cycling, swimming). For culture, it maintained its partnerships (Aix-en-Provence Festival, Musée de l'Armée des Invalides) in all circumstances.

Lastly, for its employees, CIC has taken measures in line with their mobilization: exceptional mobilization bonus, general increase of 0.5% of the payroll, budget of 1.5% dedicated to individual increase measures, signature of an agreement on quality of life at work, in particular to define the procedures for implementing remote working.

CIC saw transformation in 2020... What are its strengths to face the new situation and build in a changing world?

2020 was marked by further transformation, the development of the multi-service strategy and increased lending as close as possible to the regions. It is fully in line with the ambitions of the new strategic plan of its parent company, Crédit Mutuel Alliance Fédérale: *ensemble#nouveaumonde, plus vite, plus loin !* (together#today's world, faster, further!)

CIC's strengths are also based on our powerful entrepreneurial values and the collective commitment of our employees. As a responsible bank, CIC continues to address its social, societal and environmental objectives and confirms its commitment by adopting the benefit corporation status: a strong commitment, which translates into quality customer service and the desire to contribute to the common good.

*2019 Kantar TNS study

2021, further implementation of the *ensemble#nouveaumonde, plus vite, plus loin !* (together#today's world, faster, further!)

Faced with the economic and social disruption accentuated by the health crisis, Crédit Mutuel Alliance Fédérale, CIC's parent company, decided to review its 2019-2023 strategic plan, at the end of 2020. The Group is thus demonstrating its ambition to accelerate its transformation in order to overcome the crisis and reaffirm the relevance of its decentralized, relational mutual banking and insurance model anchored in the regions. CIC fully supports these ambitions and deploys the commitments of the *ensemble#nouveaumonde, plus vite, plus loin !* (together#today's world, faster, further!) strategic plan on a daily basis.



3

A RAISON D'ÊTRE IN WORDS ENSEMBLE, ÉCOUTER ET AGIR [LISTENING AND ACTING TOGETHER]

In 2020, CIC, within Crédit Mutuel Alliance Fédérale and with all its subsidiaries, adopted the following *raison d'être*: *Ensemble, écouter et agir* [Listening and acting together], and adopted the benefit corporation status. Listening and acting together, three words that unite us to affirm our identity and our values and mobilize skills and energies around a common dynamic.

TOGETHER

Because CIC, within Crédit Mutuel Alliance Fédérale and with all its subsidiaries, is an organization where everyone works with the same objectives: from the local CIC branch to the regional bank, from support duties to subsidiaries.

LISTEN

Because CIC, within Crédit Mutuel Alliance Fédérale and with all its subsidiaries, is attentive to the needs of customers, open to the major changes in the world, and strives to reconcile each individual's interests with the success of all.

ACT

To put to work the collective strength and spirit of innovation of its employees in order to make the banking and insurance businesses serve the life paths and aspirations of all, from individuals to companies.

THE RAISON D'ÊTRE, COMMON GOALS THAT BIND OUR EMPLOYEES AND OUR CUSTOMERS



19,800
EMPLOYEES¹



5.35
MILLION
CUSTOMERS
INCLUDING:

4.3 M
PRIVATE INDIVIDUALS

143,000
CORPORATES

750,000
PROFESSIONALS

134,000
NON-PROFIT ORGANIZATIONS

The *raison d'être* in motion in 2020

In 2020, in the midst of the health crisis, all of the CIC teams worked alongside of its customers, united around a common dynamic: supporting them as closely as possible to their needs.

MAINTAINING TIES WITH CUSTOMERS AND ADAPTING OFFERINGS AND SOLUTIONS

- **Contactless payment** up to €50 on all payment cards
- **E-withdrawal, possibility to withdraw** cash in the Group's ATMs
- **Video appointment** to stay close to customers
- **Simplified processing of applications** with use of the **electronic signature** thereby enabling to answer State-guaranteed loan (SGL) applications within five days

SUPPORTING EMPLOYEES¹

- **Exceptional bonus** of €2,000 paid to all employees to reward their exceptional commitment
- **Signature of an agreement on Quality of Life at Work** defining the procedures for remote work

SUPPORTING CUSTOMERS

940,000 deferrals of loan installments granted for €2.1 billion

FOR CORPORATES:

- **Prime de relance mutualiste (mutual stimulus bonus): €7,000** granted to policyholders of professional multi-risk insurance, with business interruption coverage
- **82,200 SGLs** granted for an amount of €14.6 billion
- **Protection Homme Clé (key employee protection) granted free of charge** for six months for any subscription to the Company's Professional Protection contract

FOR STUDENTS AND APPRENTICES:

- **€150 of exceptional bonus** for student loan holders
- Automatic **deferral** of student loan installments²
- **Prêt Connexion Jeunes**, an interest-free offer with no application fees to help with IT equipment³

FOR PEOPLE IN FINANCIAL DIFFICULTIES:

Total **exemption** of and charges for incidents⁴

FOR SENIORS:

Calling campaign for customers with Senior Assistance contracts

FOR NON-PROFIT ORGANIZATIONS:

Free⁵ Pay Asso solution which facilitates internal collection

2020 Data

¹ Scope of Crédit Mutuel and CIC single status.

² For customers holding a student loan taken out before or on April 30, 2020, for which the amortization period began between May 15, 2020, and December 31, 2020.

³ For young people under the age of 28.

⁴ Subscribers of the CIC Service Accueil offer.

Details of the relevant charges available on www.cic.fr

⁵ As part of the support measures for non-profit organizations, the service is free from May 3, 2021 to December 31, 2021. At the end of the promotion, pay-as-you-go pricing for services other than collecting donations. See conditions in branches.



SPECIALIZED EXPERTISE AND BRANDS

to support the diverse needs of customers

CIC offers solutions tailored to all of its customers' needs, whether they are individuals, professionals, businesses or NPOs. To support their development, CIC offers a range of tailored services through five dedicated hubs each based on specialized brands.

RETAIL BANKING

comprises:

- the banking network comprising regional banks (**CIC Est, CIC Lyonnaise de Banque, CIC Nord Ouest, CIC Ouest, CIC Sud Ouest**) and CIC in Île-de-France*;
- and specialized business lines whose products and services are marketed by the network.
 - Property, personal and life insurance (**CIC Assurances**);
 - Equipment (**CIC Leasing**) and real estate leasing (**CIC Real Estate Lease**);
 - Factoring (**CIC Factoring Solutions**);
 - Collective third-party asset management (**Crédit Mutuel Asset Management**, and the core asset management business line **Crédit Mutuel Investment Managers**);
 - Employee savings (**CIC Épargne Salariale**);
 - Real estate (**CIC Immobilier**);
 - International support (**CIC Aidexport**).

* CIC, the network's holding company and leading bank, is also a regional bank in Île-de-France.

CORPORATE BANKING

supports the Group's key accounts - large corporate customers and institutional investors - with customized solutions, in France and abroad.

PRIVATE BANKING

offers wealth management and estate planning expertise. This business line relies on dedicated subsidiaries whose main players are **CIC Banque Privée** and **Banque Transatlantique** in France; **Banque de Luxembourg** and **Banque CIC (Suisse)** abroad.



CAPITAL MARKETS

offer corporate clients, institutional investors and asset management companies placement, hedging, trading, investment and asset servicing solutions¹, through **CIC Marchés** and **CIC Market Solutions** in charge of capital markets and post-trading.

PRIVATE EQUITY

takes care of equity investments and M&A advisory services. **Crédit Mutuel Equity**, the leading French bank-owned private equity operator, supports companies in equity financing.

¹ Custody account management and UCITs custodian.

STRONG FINANCIAL RESULTS

This performance was achieved thanks to the commitment and know-how of its employees and networks. It confirms the success of CIC's multi-services strategy, which also benefits from the financial strength of its parent company, **Crédit Mutuel Alliance Fédérale**.

LONG-TERM RATINGS



STANDARD & POOR'S

A

STABLE OUTLOOK
(AT 11/17/2020)

MOODY'S

Aa3

STABLE OUTLOOK
(AT 11/18/2020)

FITCH RATINGS

AA-

NEGATIVE OUTLOOK
(AT 12/15/2020)

Standard & Poor's: Crédit Mutuel Group rating.
Moody's: rating for Crédit Mutuel Alliance Fédérale/BFCM and CIC.
Fitch Ratings: Crédit Mutuel Alliance Fédérale rating.

NET BANKING INCOME

€5,139 million

GROSS OPERATING INCOME

€1,914 million

NET PROFIT/(LOSS)

€662 million

COST/INCOME RATIO

62.8%

BALANCE SHEET TOTAL

€354,257 million

EQUITY

€15,262 million

DEPOSITS CUSTOMER

€213,784 million

CUSTOMER LOANS

€208,703 million

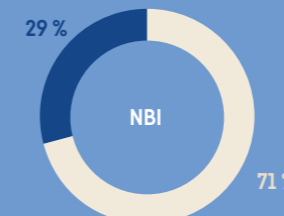
SOLVENCY RATIO (CET 1)

12.5%

BREAKDOWN OF NBI AND NET PROFIT BY BUSINESS LINE

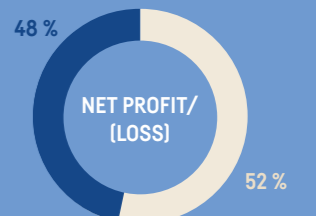
■ RETAIL BANKING
■ SPECIALIZED BUSINESS LINES

Private banking: 12%
Corporate banking: 7%
Capital markets: 6%
Private equity: 4%



■ RETAIL BANKING
■ SPECIALIZED BUSINESS LINES

Private banking: 19%
Corporate banking: 2%
Capital markets: 9%
Private equity: 18%



A DIVERSIFIED RANGE OF SERVICES

to meet customer expectations

Every day, CIC is committed to meeting the needs and expectations of more than 5.3 million customers by providing them a banking and insurance offering as well as additional products and services to support them in all their projects.

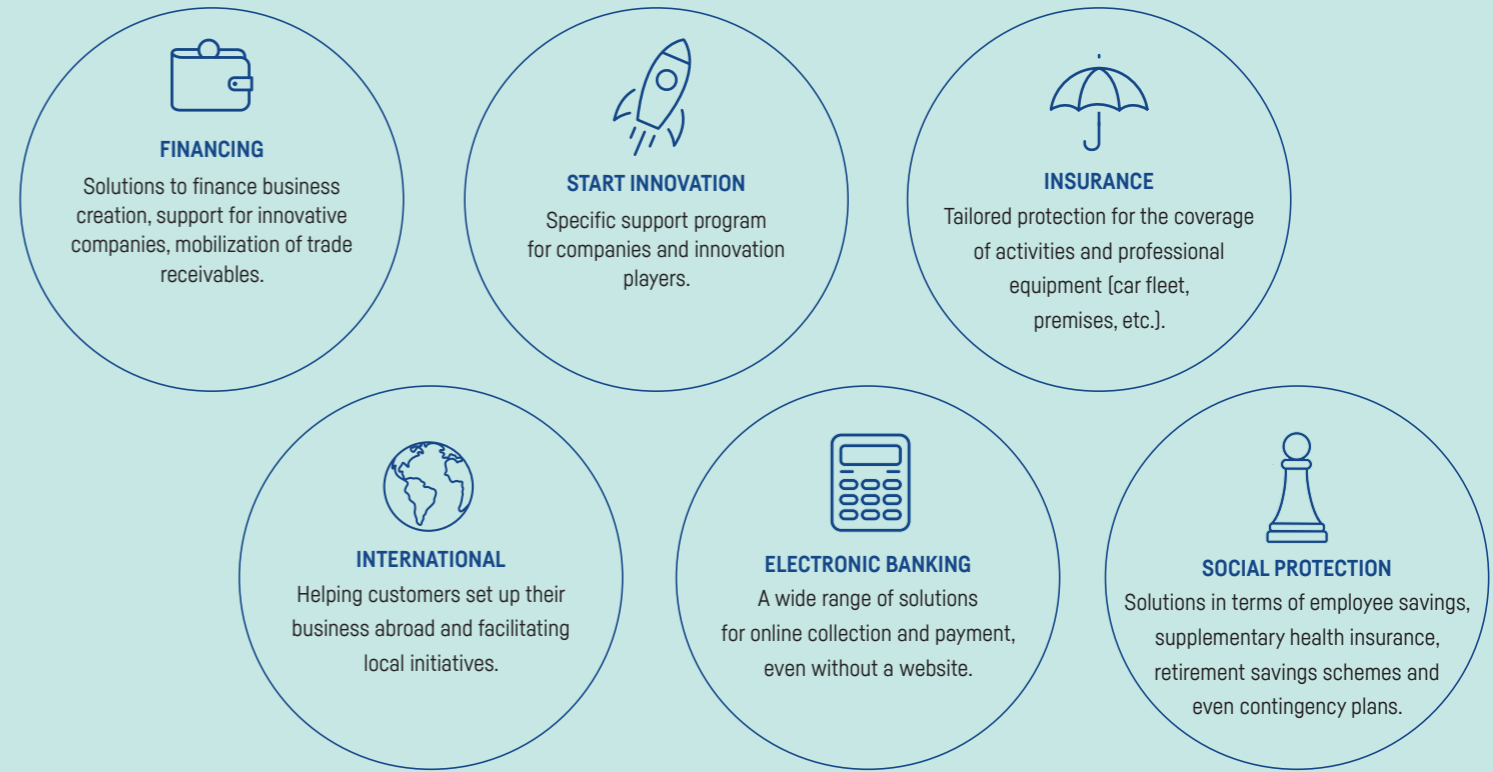
A BANKING AND INSURANCE OFFERING TAILORED TO THE NEEDS OF EACH CLIENT

CIC offers banking solutions for current account management, payment instruments, savings and financing adapted to each stage of life. The insurance offerings cover a wide range of needs including protection for families, vehicles, homes, but also healthcare, pensions and professional activity.



Focus on supporting those with the energy to be entrepreneurs

The bank of one in three SMEs*, CIC targets all those who feel that they are the entrepreneurs of their lives, whether they are company directors, professionals, individuals or student entrepreneurs.



CIC, MORE THAN A BANK, AN EVERYDAY PARTNER

In addition to traditional banking and insurance services, several years ago CIC elected to include new areas of expertise and offers a wide range of day-to-day services. Customers can subscribe to a mobile phone or Internet offering or protect their home via a remote monitoring service. CIC also offers to rent or buy a vehicle, or a real estate offering to help customers find a new home.

SUPPORTING FRAGILE OR VULNERABLE CUSTOMERS

CIC ensures that it supports customers who are going through difficult life situations, whether structural, social or cyclical. The offering available provides assistance for account management and settling everyday expenses. Customers can be offered a current account without a checkbook, which enables to cash-in checks and cash, withdraw cash and print RIBs/IBANs. Other benefits, such as access to an online banking service or the subscription to a mobile contract, are also available.



Start-ups and innovative companies rewarded by CIC

CIC Start Innovation Business Awards is a multi-regional initiative that recognizes start-ups and innovative companies each year.

The program includes: discussions, meetings and the possibility of winning one of the regional or national prizes.

More information on cicstartinnovationbusinessawards.fr



*2019 Kantar TNS study

A STRONG LOCAL RELATIONSHIP

thanks to an omnichannel approach

In an evolving world, CIC is innovating and continuing to adapt to the new uses of its customers. CIC is part of an omnichannel approach that provides support and closer relationships between customers and their account managers.

A CLOSE AND ATTENTIVE ACCOUNT MANAGER, EVEN ONLINE

CIC is adapting to new lifestyles by offering customers a fluid and ongoing relationship through new means of communication. In addition to appointments in branches or by telephone, it is now possible to chat with an account manager directly from the CIC mobile app. Confidentiality conditions and level of service are identical, whether in face to face or online. In 2020, nearly three million appointments were organized in branches, by telephone or by videoconference.

CIC ASSISTANT, PROVIDES ANSWERS 24/7

Getting an answer to a question outside opening hours of the retail outlets is possible thanks to the CIC Assistant functionality available on the CIC mobile application¹. Depending on the question asked, the virtual assistant can:

- provide an answer;
- direct towards the desired functionality or content;
- connect the customer with his or her advisor.

Most issues are resolved within a few seconds.

1,837

BRANCHES IN FRANCE

3.2 MILLION

CUSTOMERS WITH ONLINE BANKING CONTRACTS

725 MILLION

REMOTE CONNECTIONS MORE THAN 2/3 THROUGH THE MOBILE APPLICATIONS



REWARDED CIC CUSTOMER SERVICE QUALITY

Customer relations are a priority within CIC. As an illustration of this commitment, CIC received the highest scores in the Trophées Qualité de la Banque in 2021² in categories "Remote customer service" and "Website".

¹ As part of your CIC online banking service and subject to downloading the free CIC mobile app.

² "Les Trophées de la Banque 2021 - Quality" study by MoneyVox.fr

Online banking, autonomous access to everyday tools

Online banking enables customers to carry out a wide variety of operations via the website www.cic.fr or the mobile app. Customers can choose, according to their preferences, the level of autonomy with which they carry out their transactions and have access to an advisor when they want for help, support and to make the best choices for their projects. The many features offered meet the needs expressed by customers, enabling them to save time.



ACCOUNT MANAGEMENT

It is easy to view the balance of one or more accounts, manage transactions or make transfers between accounts or to other beneficiaries using online banking. It is possible to download various documents such as an IBAN or bank statements.



MANAGEMENT OF PAYMENT CARDS

Need to cancel a card or increase the credit limit? Through online banking, you can activate/de-activate Internet and international payments, cancel a card while ordering a new one at the same time, or temporarily increase payment and withdrawal limits.



QUOTES OR CONTRACT SUBSCRIPTION

It is possible to take out a vehicle or home insurance policy, set up a savings passbook or PEA, arrange revolving credit, a work loan or personal loan online. Customers can use the online tools to calculate how much they can borrow, submit supporting documents and sign their offer (subject to acceptance of your application by CIC).



CLAIM FILING

E-filing offers peace of mind to vehicle or home policyholders by allowing them to manage the claim filing formalities online. You can attach all of the documents required to process your application: photos, quotes, invoices, etc. online.



A SOCIETAL COMMITMENT

grounded on respect for people and their environment

CIC is committed to building a world that is more respectful of people and their environment. All over France, the Group's entities support numerous projects, and are involved in a variety of patronage and sponsorship initiatives.

A BUSINESS THAT PROMOTES EQUAL OPPORTUNITIES AND DIVERSITY

Equal opportunity for all at work is a top priority for CIC, from onboarding and throughout the career path. This commitment is governed by a charter on the fight against discrimination, the promotion of diversity, and the integration and retention of disabled workers. This is illustrated in particular by the increase in the number of work-study students recruited or by the commitment to increase the number of women in management positions.

NEARLY **550,000**
HOURS OF TRAINING

provided in 2020, i.e. nearly 30 hours per employee. At CIC, training is a priority to address an evolving world.

LEARN
MORE

Discover the CIC
careers website
www.recrutement.cic.fr.

Access job offers,
find out about CIC's
commitments and learn more
about the Group's different
business lines and
employee testimonials.

CIC RECOGNIZED BY ITS EMPLOYEES,

SECOND of "Best employer in 2021" 1 ranking, 2021 »¹

, ranking, just behind Crédit Mutuel, thereby reflecting the proactive human resources policy within Crédit Mutuel Alliance Fédérale, of which CIC is the main subsidiary.

¹ Capital magazine's annual ranking of employees, whether or not they are CIC employees. CIC, second in the Banking and Financial Services sector, behind Crédit Mutuel, its parent company.

CIC, A LOYAL, ACTIVE PARTNER IN ENTREPRENEURSHIP

CIC has committed to numerous partnerships with entrepreneurs and professionals. For more than ten years, the Group has supported WorldSkills France, Olympics for technical, artisanal and services professions, as well as Moovjee, a non-profit organization that supports young entrepreneurs, project leaders and self-employed people aged between 18 and 30. More recently, CIC combined its image with e-sport by supporting the CIC Esport Business Awards, the aim of which is to help new players develop their business and raise awareness of the e-sport business among the general public. CIC has also established a partnership with the French League of *League of Legends*.

SUPPORTING CULTURE AND SOCIETY

Throughout France, CIC entities support cultural, musical, sporting and heritage preservation projects. Since 2013, CIC has been a major partner of the *Hôtel national des Invalides*, which it supports in its heritage and cultural initiatives. In terms of music, CIC has been a partner of the *Victoires de la Musique Classique* awards, which showcased young virtuosos and the Aix-en-Provence Easter Festival since its creation in 2003. In sport, the group is a partner of the French Cycling Federation and the French Swimming Federation.

FINANCING OF ENERGY-SAVING WORKS OR ENERGY TRANSITION PROJECTS

For more than ten years, CIC has supported individuals, professionals and companies in their investments devoted to energy saving or renewable energies: eco-mobility offerings, specific prices for hybrid or electric vehicles, assistance with the installation of wind, photovoltaic and methanisation farms. In 2020, CIC financed a number of projects, including, for example, eight onshore wind farm projects of nearly 1,500 MW, offshore wind farms in Europe representing 2,900 MW and several methanisation units.



Close to customers in all regions

1 CIC¹
6, avenue de Provence
75009 Paris
Tél. : 01 45 96 96 96

5 REGIONAL BANKS CLOSE TO CUSTOMERS

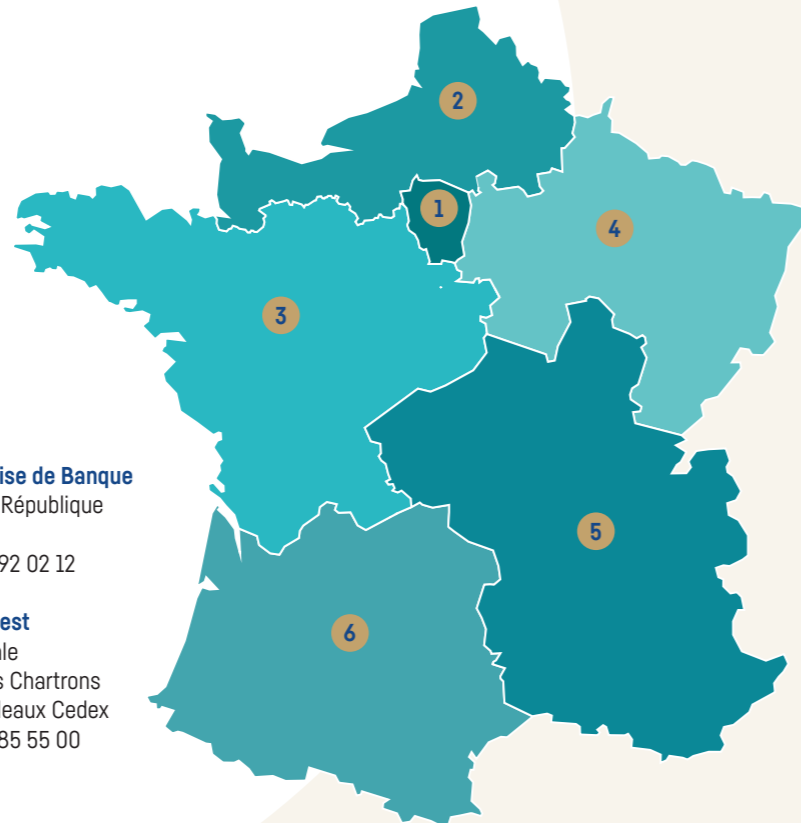
2 CIC Nord Ouest
33, avenue Le Corbusier
59800 Lille
Tél. : 03 20 12 64 64

3 CIC Ouest
2, avenue Jean-Claude Bonduelle
44000 Nantes
Tél. : 02 40 12 91 91

4 CIC Est
31, rue Jean Wenger-Valentin
67000 Strasbourg
Tél. : 03 88 37 61 23

5 CIC Lyonnaise de Banque
8, rue de la République
69001 Lyon
Tél. : 04 78 92 02 12

6 CIC Sud Ouest
Cité Mondiale
20, quai des Chartrons
33058 Bordeaux Cedex
Tél. : 05 57 85 55 00



LEARN MORE

For more information please visit www.cic.fr

SPECIALIZED BUSINESS LINES

- CIC Leasing: www.cic-leasing.fr
- CIC Real Estate Lease: www.creditmutuel-leasing.eu
- CIC Factoring Solutions: www.cic-factoringsolutions.eu
- Crédit Mutuel Asset Management: www.creditmutuel-am.eu
- Crédit Mutuel Investment Managers: www.creditmutuel-im.eu
- CIC Épargne Salariale: www.cic-epargnesalariale.fr
- CIC Immobilier: www.cic-immobilier.fr

PRIVATE BANKING

- CIC Banque Privée: www.cicbanqueprivee.com
- Banque Transatlantique: www.banquetransatlantique.com
- Banque de Luxembourg: www.banquedeluxembourg.com
- CIC Suisse: www.cic.ch

CAPITAL MARKETS

- CIC Market Solutions: www.cic-marketsolutions.eu

PRIVATE EQUITY

- Crédit Mutuel Equity: www.creditmutuelequity.com

¹ CIC, the network's holding company and lead bank, is also a regional bank in Ile-de-France

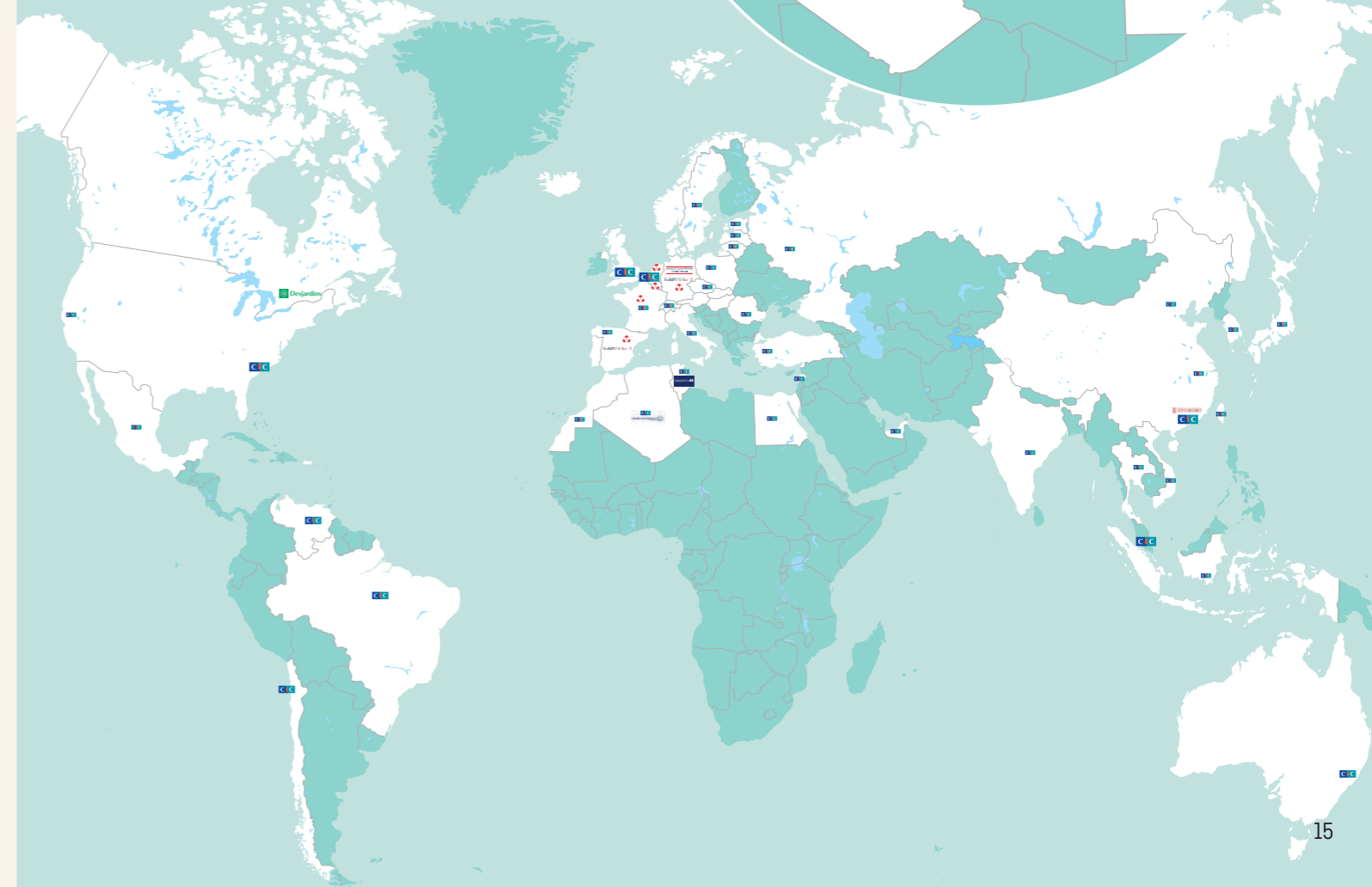
WORLDWIDE LOCATIONS

CIC supports its customers in foreign markets thanks to a diversified and tailored offering.

Branch teams (in Brussels, London, Hong Kong, New York and Singapore) and in the 37 representative offices make their skills and knowledge of national and international markets available to key accounts and specialized business lines.

CIC also builds on the strength of the Crédit Mutuel Alliance Fédérale network and on its strategic partnerships.

MAIN LOCATIONS AND PARTNERSHIPS



WWW.CIC.FR



CIC – Société anonyme (French Limited Company) with share capital of 611,858,064 euros - 6, avenue de Provence - 75009 Paris

Swift CMCIFRPP – Tel.: +33 (0)1 45 96 96 96 – Paris Trade and Companies Register 542 016 381

Register of Insurance intermediaries (ORIAS) no. 07 025 723 (www.orias.fr)

Bank governed by Articles L. 511-1 et seq. of the French Monetary and Financial Code.

For transactions carried out as intermediaries in insurance transactions
(registrations available at www.orias.fr), insurance policies of ACM VIE SA and ACM IARD SA, companies governed
by the French Insurance Code and distributed under the CIC Assurances brand.

