

TARGETED KEY FINANCIAL PERFORMANCE INDICATORS FOR THE PERIOD 2022–2024

- **Average annual return on equity (ROE):**
 - 2022–2024: $\geq 0\%$
- **Designated average dividends for the calendar year:**
 - 2022–2024: $\geq 75\text{--}85\%$ of distributable profit

TARGETED SPECIALIZED INDICATORS FOR THE PERIOD 2025–2027

- **Ratio of income from balance sheet activities to total revenue (%):**
 - 2025: 11
 - 2026: 21
 - 2027: 28
- **C/I (Cost-to-Income ratio) (%):**
 - 2025–2027: < 75
- **Process maturity level:**
 - 2025: 2
 - 2026: 3
 - 2027: 3
- **Ratio of digitalized new financial instruments to all new financial instruments created during the reporting year (%):**
 - 2025: 20
 - 2026: 30
 - 2027: 50
- **Partner satisfaction index (NPS, % from previous value):**
 - 2025: Initial value
 - 2026: +2
 - 2027: +2
- **Customer/partner effort level in obtaining services (CES):**
 - 2025: > 4
 - 2026: > 4
 - 2027: > 5
- **Employee engagement index (%):**

- 2025: 62
- 2026: 64
- 2027: 66
- **Share of voice on green finance in the public space (% from previous value):**
 - 2025: *Initial value*
 - 2026: +20
 - 2027: +10