

## Balance sheet as at December 31, 2019

### ASSETS

€ million	(Note)	Dec. 31, 2019	Dec. 31, 2018
Cash and cash equivalents	(14, 51)	52,545	51,845
Loans and advances to banks	(15, 52)	97,544	91,627
Loans and advances to customers	(15, 53)	186,224	174,549 <sup>1</sup>
Hedging instruments (positive fair values)	(16, 54)	201	883
Financial assets held for trading	(17, 55)	44,781	37,942
Investments	(18, 56)	56,927	48,262
Investments held by insurance companies	(57, 62)	113,549	100,840
Property, plant and equipment, investment property, and right-of-use assets	(19, 58, 62)	1,632	1,423
Income tax assets	(20, 59)	1,018	1,457
Other assets	(21, 60, 62)	5,444	4,655
Loss allowances	(22, 61)	-2,277	-2,416 <sup>1</sup>
Non-current assets and disposal groups classified as held for sale	(23, 63)	516	7,133
Fair value changes of the hedged items in portfolio hedges of interest-rate risk		1,275	533
<b>Total assets</b>		<b>559,379</b>	<b>518,733</b>

<sup>1</sup> Amount restated (see note 2).

### EQUITY AND LIABILITIES

€ million	(Note)	Dec. 31, 2019	Dec. 31, 2018
Deposits from banks	(24, 64)	141,121	142,486
Deposits from customers	(24, 65)	131,516	132,548
Debt certificates issued including bonds	(25, 66)	85,123	63,909
Hedging instruments (negative fair values)	(16, 67)	1,306	2,516
Financial liabilities held for trading	(17, 68)	51,762	44,979
Provisions	(26, 69)	3,835	3,380
Insurance liabilities	(11, 70)	104,346	93,252
Income tax liabilities	(20, 59)	1,069	920
Other liabilities	(21, 71)	9,173	7,919
Subordinated capital	(27, 72)	2,187	2,897
Liabilities included in disposal groups classified as held for sale	(23, 63)	1	281
Fair value changes of the hedged items in portfolio hedges of interest-rate risk		144	134
Equity	(73)	27,796	23,512
Shareholders' equity		24,787	20,775
Subscribed capital		4,926	4,926
Capital reserve		5,551	5,551
Retained earnings		10,047	8,530
Reserve from other comprehensive income		1,694	599
Additional equity components		2,245	845
Unappropriated earnings		324	324
Non-controlling interests		3,009	2,737
<b>Total equity and liabilities</b>		<b>559,379</b>	<b>518,733</b>