

COMPANY PROFILE

The logo for Agos, featuring the word "Agos" in a white, bold, sans-serif font. The letter "o" is stylized with a red diagonal bar across its top and a black horizontal bar below it.

Financial data updated to
December 31, 2024*

* unless otherwise noted

“**Acting every day
in the interests of our
customers and
civil society.**”



About us

Italy's leading **consumer credit** provider, Agos has all the characteristics that make it a partner you can count on.



+9,4 million

customers



Thousands

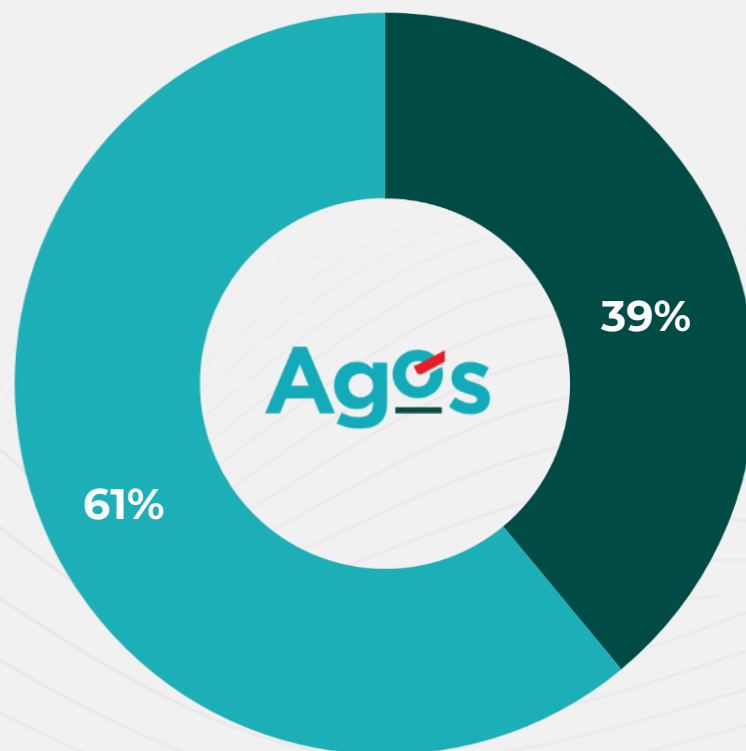
of sales points



+30 years

of experience in the industry





Note:
1. As at 30.06.2024

Cr dit Agricole Personal Finance & Mobility

CAPFM is a strategic asset of the Cr dit Agricole Group focused on consumer credit.

- Customers: 17,2 m
- Production: Euro 47,2 bn
- Managed outstanding: Euro 119 bn¹
- Employees : 11,000

Banco BPM

It was established on January 1st 2017 from the merger of two large cooperative banks:

**Banco Popolare and
Banca Popolare di Milano**

- Ranks as 3rd Banking Group in Italy
- Customers: around 3.8 m
- Net customer loans: Euro 102 bn¹
- Employees: around 20.000
- Branches in Italy: 1,400



Shareholders: Crédit Agricole Personal Finance & Mobility

Crédit Agricole Group specializes in consumer credit.
Crédit Agricole Personal Finance & Mobility (CAPFM) is a strategic component of Crédit Agricole Group.

- Managed outstanding **119bn**
- Operations in **22 countries**
- Number of customers: **17.2m**
- Number of employees: **+11,000**
- Net banking Income: **Euro 2.8 bn**
- Net Income: **422 M€**
- High international development (**more than 50%** of all originations outside France)
- Sustainable refinancing, self-financing rate: **84%**
- Rated: **A+/A-1** by S&P 2023 and **A+/F1** by Fitch 2023

Commercial and retail bank



Specialized financial services



Asset management



Investment banking



Assets servicing



Insurance



Wealth management



Crédit Agricole in Italy

Rebranding CACF

 CRÉDIT AGRICOLE
CONSUMER FINANCE

 PERSONAL FINANCE
& MOBILITY

In 2024, Crédit Agricole Consumer Finance changes its name to **Crédit Agricole Personal Finance & Mobility**.

In a changing world, marked by digitalization, the evolution of consumer needs and habits and the growing challenges of the energy transition, we have adapted to better serve you and affirm our usefulness.

On the one hand, our historical consumer credit business is an asset for day-to-day management of personal expenses, home and household equipment, and support towards a more circular economy. It is changing thanks to increasingly flexible solutions that adapt to each individual's needs.

On the other hand, mobility is a major challenge for sustainability-oriented societies. Within the Crédit Agricole Group, we have made a strategic shift in the automotive and mobility sector, with the aim of becoming the leader in Europe by providing a continuum of solutions that meet all the expectations of our customers and partners.

This is why we are now called Crédit Agricole Personal Finance & Mobility: to reflect who we are and what our ambitions are for all our customers and all our partners in all the territories where we are present.



AUTO BANK

Sofinco

CreditPlus

CréditLift
Courtage_

Agos

Credibom

LEASYS

DRIVALIA

Hiflow

 广汽汇理汽车金融
GAC-SOFINCO AUTO FINANCE

Agilauto
GRUPE CRÉDIT AGRICOLE

وفاسلاف
Wafasalaf
ديمامعك



Agilauto
PARTAGE



Shareholders: Gruppo Banco BPM

- **Leading Banking Group** in the Northern regions of Italy
- **Deep local presence** in its home territories
- **Ranks as 3rd Banking Group** in the Italian credit market
- Around **3.8 million customers** served
- Around **20,000 staff members**
- **More than 1,400 branches** in Italy¹

Note:

¹ Includes Holding and Territorial Division branches (1,358), Banca Aletti PB Unit (51) and other Group outlets (26), as at 30.09.2023.

Shareholders: Gruppo Banco BPM

Asset Management

ANIMA Asset Management^{td} | 21.7%  **numia** | 28.57%

Consumer Finance

Agos | 39%

Bancassurance²

VERA Vita | 35%  **BANCO BPM VITA** | 100%

VERA Assicurazioni | 35%

Corporate &
Investment Banking

Banca Akros | 100%
GRUPPO BANCO BPM

Private Banking

BANCA ALETTI |  **BANCO BPM GRUPPO** | 100%

Note:

² New Bancassurance set-up fully operational starting from Jan. 2024, post “Vera” and “CAA” transactions closed in Dec. 2023.



Montedison creates **Agos Credit**, which later became **Agos Service**



Sofinco – French company specialized in consumer credit that acquires a 49% stake



Merger with **Itafinco**, company owned by Crédit Agricole Group and Banco Ambrosiano Veneto, now Intesa San Paolo. 10 years alliance period between the two banking groups begins



Agos Itafinco changes its name in **Agos**



Agos incorporates **Ducato** and becomes **Agos Ducato**



New logo
Launched: Agos Ducato becomes AGOS on 16th of April



New headquarters
Milan
Greenlife 280
And **new logo**

1986 1987 1989 1993 1997 2005 2008 2009 2010 2013 2015 2017 2019 2020

Beginning of activity

Following Ferruzzi crisis (succeeding Montedison as control group), Sofinco acquires 100% ownership

May: Intesa Sanpaolo sells its share (49%) in Agos to Sofinco S.A. (Crédit Agricole Group). At the same time, Sofinco signs an agreement with Banco Popolare Group for the acquisition of Ducato by Agos

December: The purchase of Ducato becomes effective

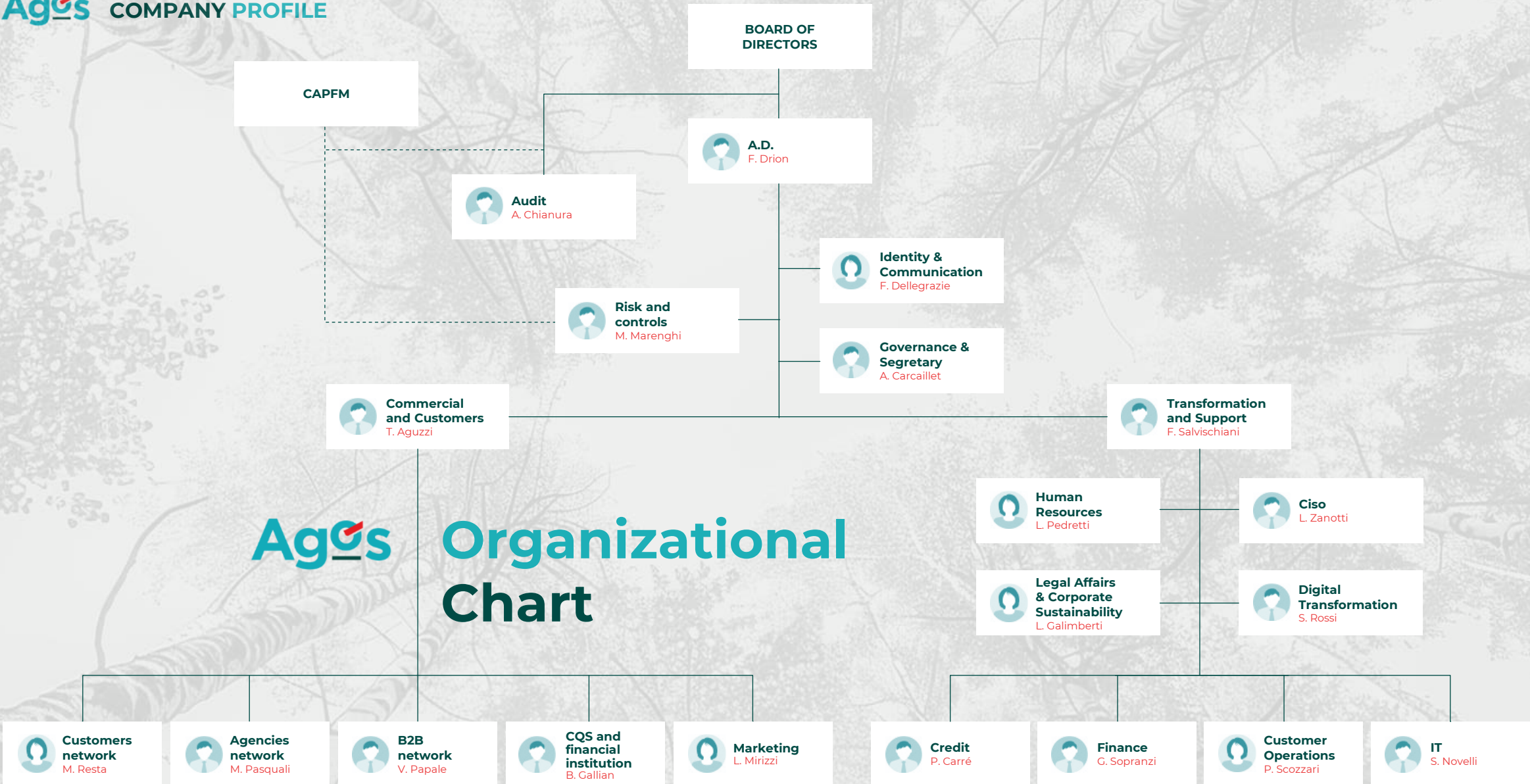
The merger between Sofinco and Finaref gives life to CACF (Crédit Agricole Consumer Finance). Agos shareholding structure becomes as follow: **61% CACF, 39% Banco Popolare Group**

Renewed shareholder agreement and capital increase to support Agos Ducato's new business plan

Merger Banco Popolare-BPM: **61% CACF, 39% Banco BPM**

Agos buys Profamily and renews exclusive distribution agreement with Banco BPM for 15 years

Agos History



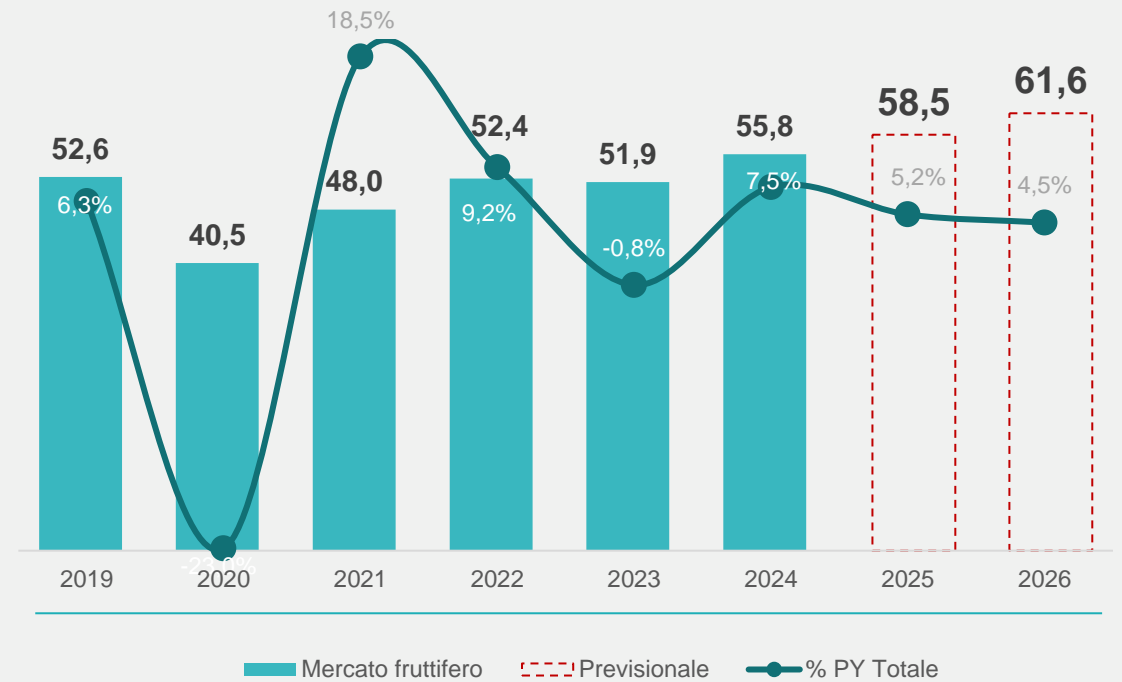
Agos Organizational Chart

Consumer Credit «fruttifero» trend in Italy

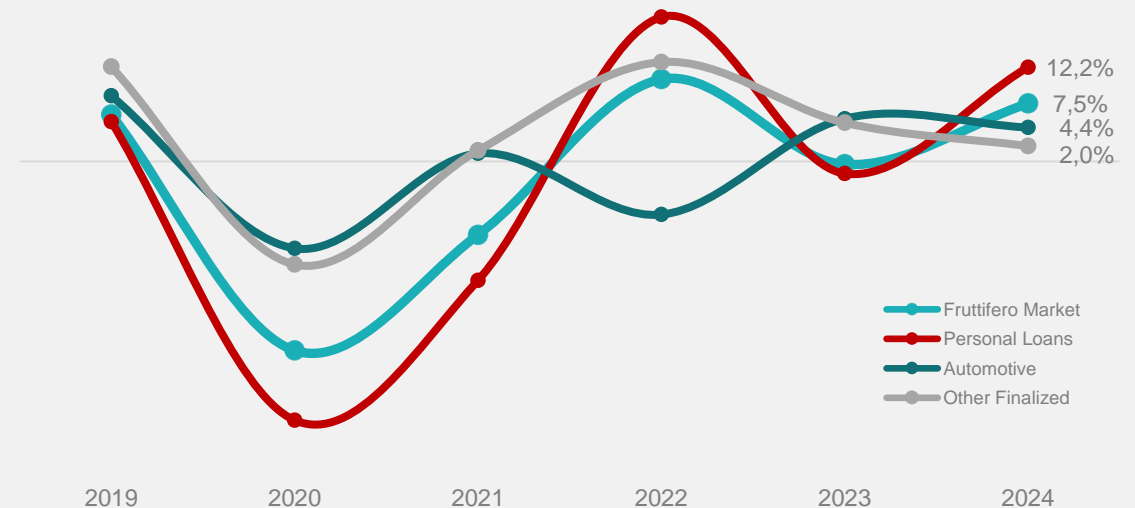
After the rebound in 2021 and 2022, consumer credit market in 2023 is flat with a sign of growth in the first part of 2024 driven by personal loans. The consumer credit market in 2023 in Italy is worth around Euro 52 bn (fruttifere cards included), with a slight decrease of -0,4% vs 2022. During the year, the market was held back by direct loans and salary backed loans (-1,6% and -4,5%), contrary the B2B segment (automotive and HHE*) both grew at around 5%.

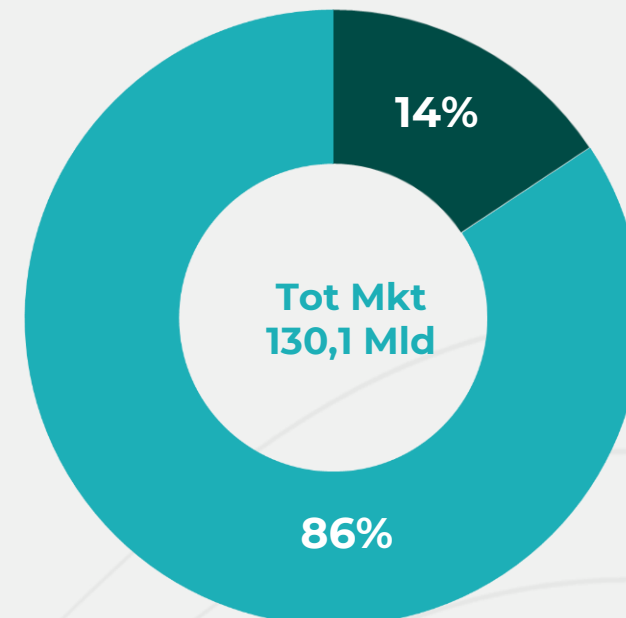
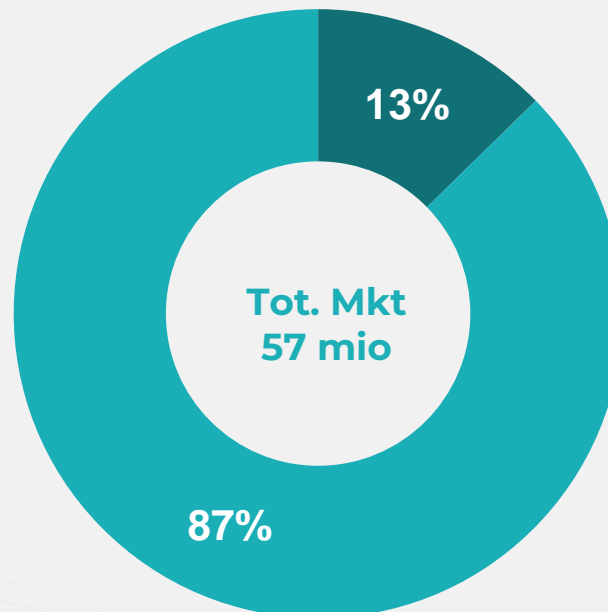
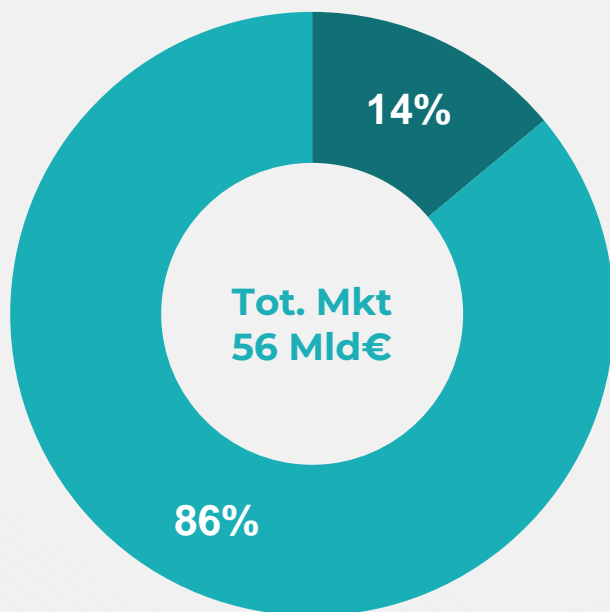
Source: Assofin
* HouseHold Equipment

Total Volumes «Fruttiferi» (B€)



Products Trend





Market and Agos 2024 figures

This perimeter includes the **total interest-bearing consumer credit market**

Bn € Agos PRODUCTION*

7,8

#/mio OPERATIONS*

7,2






bn € OUTSTANDING

17,7

Source: Agos elaborations on Agos and Assofin data

*Total production does not include finstock and leasing volumes in automotive and "charge" card

Agos Production Mix 2024

	 Personal loans	 Automotive	 Other finalized	 Credit cards	 Salary backed loans
Agos production	4.3 Euro bn	1.2* Euro bn	1.5** Euro bn	0.5 Euro bn	0.2 Euro bn
Agos product weight	55%	16%	19%	6%	3%
Market share – Agos production	14.8%	15.4%	22.0%	8.3%	3.9%
Market share production vs 2022	-1.0%	-0.7%	-0.7%	+1.0%	-0.1%
Market share – Agos outstanding**	16%	15%	19%	15%	3%

Dec'24 data – Source: Agos elaborations, Assofin data

*Motor production includes **business vehicles** and does not include finstock (loans provided to few automotive dealer SMEs that are out of the perimeter of securitization and not core business) and leasing

** Excluding installment/revolving lines of credit from the calculation



Credit protection

Credit Protection Insurance (CPI) protects the customers and their family in case of serious and sudden events such as death, inability or loss of employment, paying the outstanding debt or the amount of the instalments as defined in the insurance policy.

GWP
246,9 €M



Personal protection

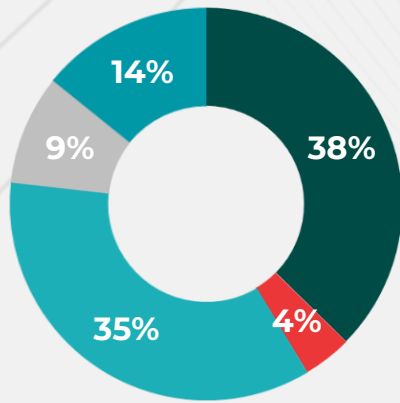
Insurance solutions that protect the customer and his family, in the event of accident or illness, both in leisure time and work, paying an amount of money or offering assistance services as defined in the insurance policy.

GWP
75,9 €M

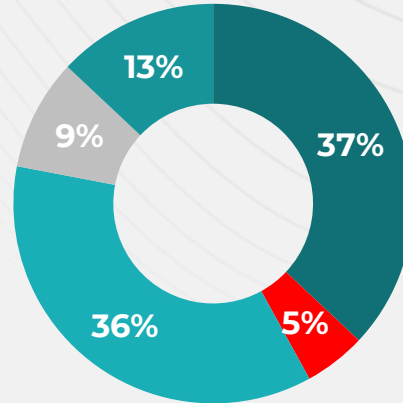


Asset protection

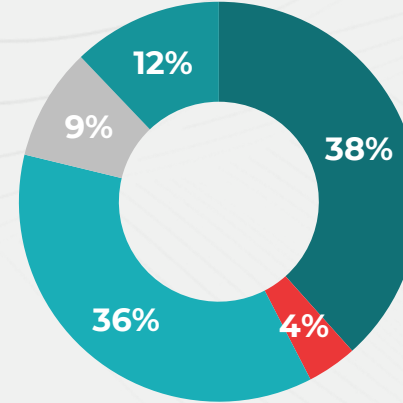
Insurance solutions that protect Home or Assets (cars, motorcycles, campers, furniture, electronics, etc.) in the event of fire, theft, natural event, accidental damage, paying an amount of money or offering assistance services as defined in the insurance policy.



End of 2022
Euro 15.2 bn



End of 2023
Euro 16.5 bn



End of 2024
Euro 17.1 bn



Agos Funding Mix

Strong support of shareholders and secured funding programs as major and stable external funding source

- A new Funding Agreement was signed in June 2019 by the two Shareholders which, among other agreements, extended the partnership for 15 years
- Based on the business plan agreed at the same time, the agreement defined the guidelines for Agos Ducato funding with:
 - Renewal of both shareholders' support and commitment for financing the development of the company
 - A constant diversification of funding resources, where external funds (Secured and Banking Lines) account for half of the total funding sources.

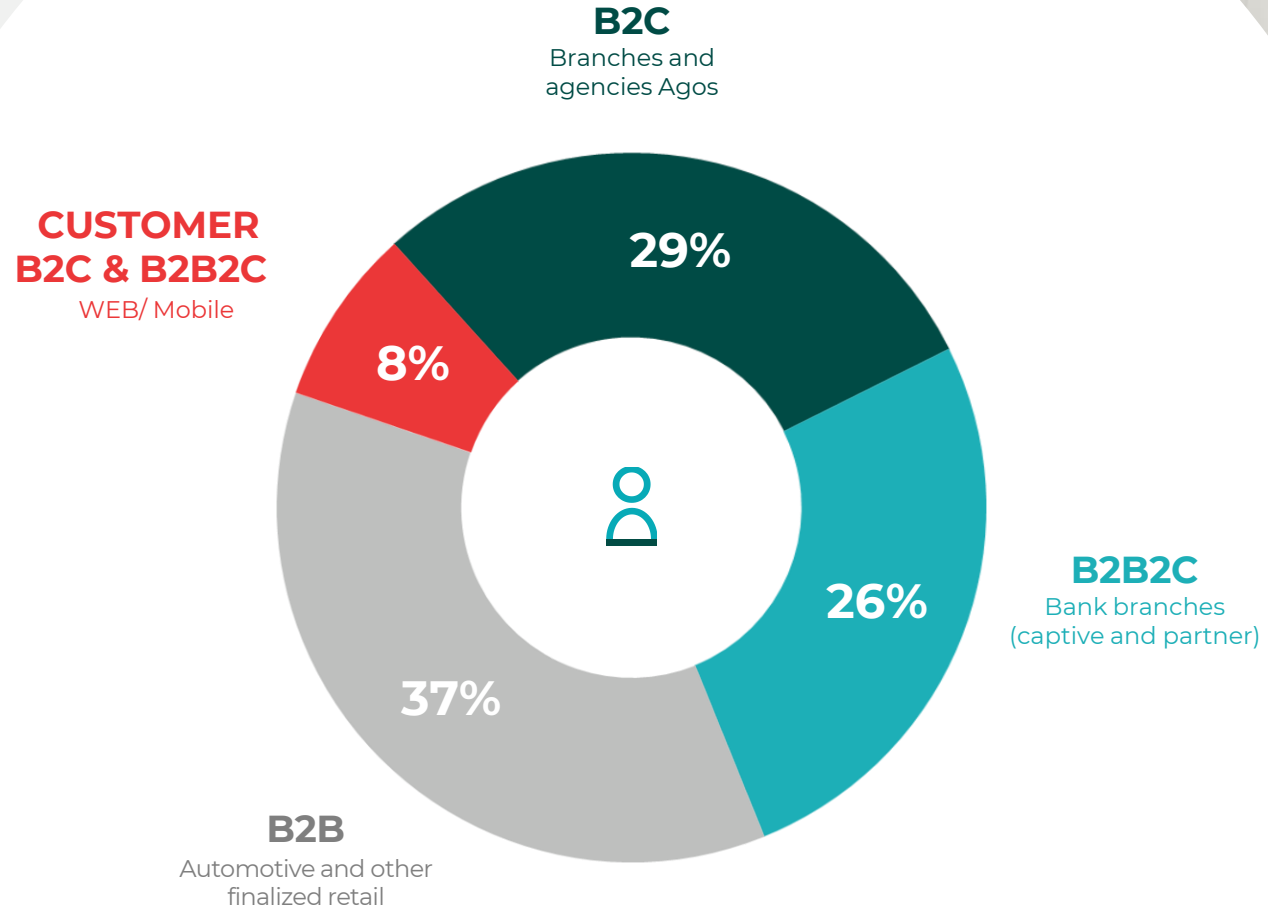
Agos' Financial KPI

Note:
1. Data 31.12.2024

Eur/M	2021	2022	2023	2024 ¹
Managed Portfolio	14.092	15.562	16.828	17.706
Production	6.561	7.763	7.825	8.016
Interest Margin	755	731	712	714
Intermediation Margin	845	841	817	824
Cost of Risk	-110	-125	-218	-229
Earning before tax	424	396	278	286
Net Income	388	265	188	189
CET 1	832	953	1053	1052
CET 1 Ratio	6,32%	6,48%	6,92%	7,35%

Business Channels 2024

BUSINESS MODEL AND DISTRIBUTION CHANNELS





Wide Range of Products for Our Customers and Partners

- **Monthly instalment**
- **Fixed interest rate**
- **French amortization profile ("Piano alla Francese")**
- **Postal coupon and Direct Debit (SDD) as the main means of payment**
- **Flexibility option**

Eligible customer categories and specific requirements:

- Workers with fixed-term/permanent contracts, self-employed and retired;
- Employees, Italian and non-Italian citizens, with an employment contract and/or demonstrable income;
- Self-employed workers with at least 12 months of seniority;
- The sum of the age and duration of the contract must be less than or equal to 82 years (maximum age);
- For non-EU citizens, a valid residence permit is required



**PERSONAL
LOAN**



**FURNITURE
AND
HOUSEHOLD
EQUIPMENT,
NEW AND
USED VEHICLES**



**CREDIT
CARDS AND
DEDICATED
CREDIT LINES**



LEASING



**INSURANCE
PRODUCTS**

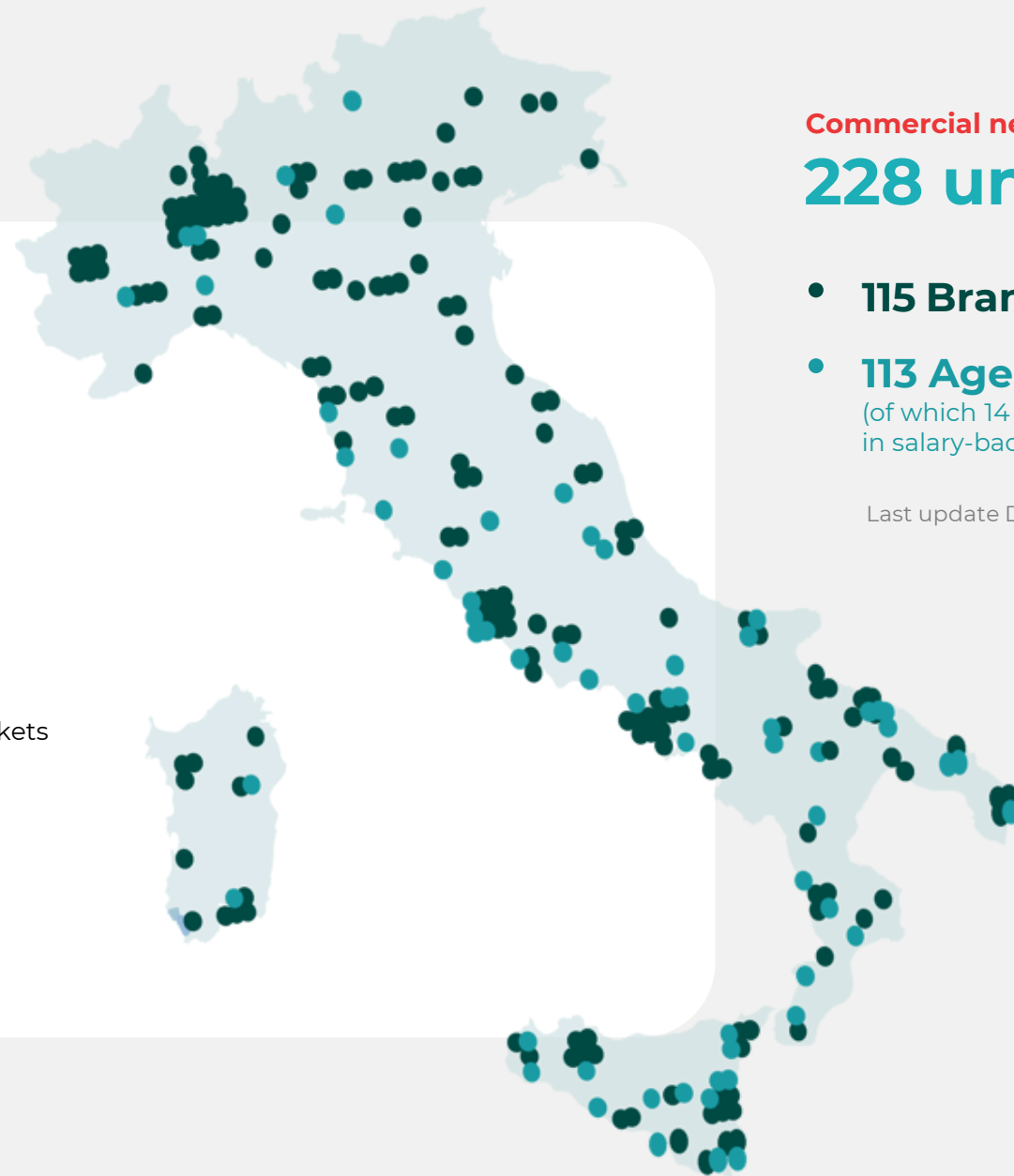


**SALARY
BACKED
LOANS**

Agos Team

More than 2,300 people work in the "Agos world" between employees, agents and their collaborators

- Nearly 1400 people are in market-specialized sales teams (except for the Agent Network). They are active in all markets
- The mission of the networks is to ground the business strategy, ensuring service excellence to customers and partners (simplicity, innovation, accessibility and relationship)



Commercial network
228 units

- **115 Branches**
- **113 Agencies**
(of which 14 specialized in salary-backed loans)

Last update Dec. 2024

Main Commercial Partnerships - B2B2C

Automotive



Electronics



Forniture & bricolage



Green e new products



Financial Institutions Distributing Agos Products - B2B2C

Captive banks



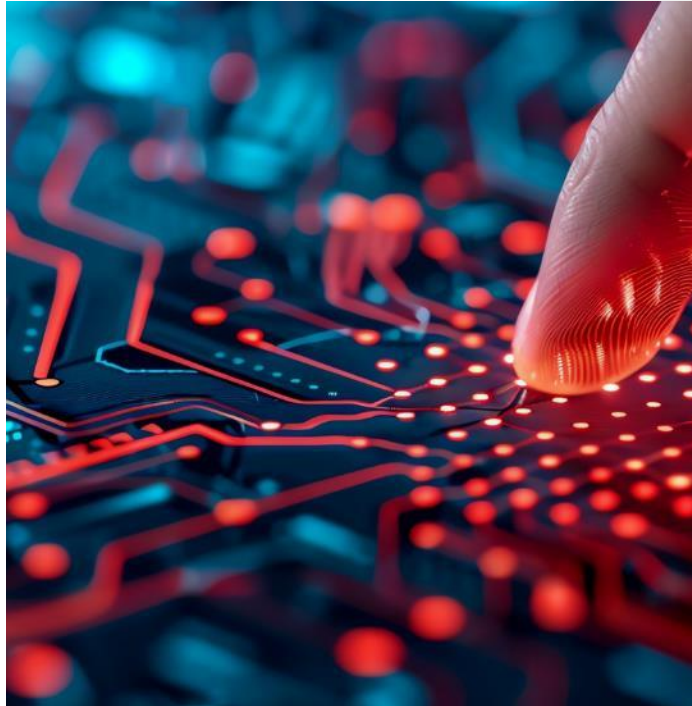
Other banks



Insurance and financial intermediaries



(1) Banca Sant'Angelo has been recently incorporated by Banca Agricola Popolare di Ragusa (BAPR). BAPR will take on the new name of BAPS – Banca Agricola Popolare di Sicilia.



Innovative Operating Solutions

- **DIGITAL SIGNATURE**
Pioneering the adoption of digital signatures for remote and in-person processes
- **AUTOMATIC ACCEPTANCE**
Automatic or semi-automatic evaluation of creditworthiness, by querying external and internal databases with real time return of the result
- **NEW IDENTIFICATION MODES: SPID**
Introduction of identification via digital identity in e-commerce processes, with the possibility of extension to personal loans as well
- **OPEN BANKING**
Use of open banking in the loan evaluation process (and further application developments underway...)
- **SMART ENROLLMENT**
Simplification of the methods of access to credit on the part of the client, with regard to the verification and control of documents during the investigation of the practices
- **RPA**
Robots used for the automation of repetitive and routine activities in place of the operator with consequent optimization of processing timing
- **VIRTUAL ROOM**
Evolved tool that allows us to simplify customer interactions on the remote PP process
- **INTEGRATED E-COMMERCE**
Agos partner online customer solution "full digital UX", directly from e-commerce platform of the dealer's website

Agos' Awards and Commitments

Agos is a company that believes in:



Sustainability

- Agos obtained **Ecovadis Bronze**, of international scope, which assesses corporate sustainability at 360° and which places us in the top 67% of companies
- GL280, the HQ in Milan, is **Leed Gold certified**, which assesses the energy efficiency and ecological footprint of buildings.
- Start the **continuous improvement path of ISO 20400 (Sustainable Procurement)**, in synergy with Crédit Agricole Italia, with annual review (certified by Bureau Veritas)
- Agos won the **first edition of Guerrieri Moderni**, Agos was chosen for **its commitment to the three pillars** identified by the Italian presidency at the G20 for the future: People, Planet and Prosperity



Respect of the Environment

- This commitment has led the company to measure its impact in order to set out on the path to reduction which, through major investments and projects, has made it possible **to reduce CO2 emissions by around 30% in 2022 compared to 2019 baseline** (certified by BL-Evolution, on behalf of CA CF).



Agos' Awards and Commitments

Agos is a company that believes in:



People's development

- Agos **ranks in "Italy's Best Employers 2024"** ranking compiled by Statista for Corriere della Sera and the certification as one of the **Great Place to Work**
- The digital training platform **Agos Academy** was **placed 2nd in the "BEYOND THE COMPETENCIES" contest** sponsored by HRC International Group.



Social inclusion

- Agos adheres to the **"Manifesto di valore D"**, a nine-point policy document that defines concrete tools to enhance and include diversity, particularly gender diversity, within the company. Agos is also involved in **"Parks Liberi e Uguali"** a companies' association that helps them to realize the business potential of inclusive LGBT diversity strategies.



Innovation

- Agos won the **Open Innovation award at the MF Innovation Awards 2022** for the **Green Sulte** project, for combining digital and sustainability to create value for the market and the entire ecosystem.



NEXT25: is the Medium-Term Plan of Agos

Based on 3 leaderships objectives



GROWTH

AGOS WILL BE THE ACTOR WITH THE HIGHER REVENUE GROWTH

How?

- Strengthen our company's assets
- Speed up digital solutions
- Diversify our products offer and our business model

- Growth of NBI
- Market share increase in personal loans



QUALITY

AGOS WILL IMPROVE ITS QUALITY FROM THREE DIFFERENT POINTS OF VIEW

- Speed up the credit process and its consistency
- Push automation and mutualization of activities
- Adopt a proactive approach to customers pain points

- NPS excellency
- CoR under control
- Improvement of customer service and efficiency



GREEN

AGOS WANTS TO SUPPORT CUSTOMERS AND PARTNERS IN THEIR GREEN TRANSITION IN ALL CHANNELS AND PRODUCTS

- AGOS will support the green mobility and houses renewal to reduce emissions.
- AGOS will be more and more qualified as inclusive credit lender
- Agos adheres to CO2 reduction objectives

- Double the green financing quota before 2025
- Achieve the Group's objectives in terms of CO2 emissions

NEXT25
CRESCITA - QUALITÀ - GREEN

**NEXT25: is the
Medium-Term Plan
of Agos**

to achieve thanks to 2 main levers



HR

Recruit, train and develop **our people to strengthen our customer centric culture** and reinforce competences



IT

Speed up modernization of mainframe and deploy an **open IT approach** for agile integration to face competition and reduce time-to-market

Sustainability in Agos. A hybrid organization



SUSTAINABILITY COMMITTEE

CORPORATE SUSTAINABILITY

E

Combating the climate crisis by accompanying customers and partners in their energy transition and reducing their direct and indirect emissions

- **Financing to support the energy transition**
Expected 900MIO 2025
- **Carbon Foot Print**
Expected
-25% by 2025 (to 2019)
-50% by 2030 (to 2019)
- Energy Efficiency
- Sustainable mobility/sustainable employee choices
- Waste reduction
- Supply chain sustainability
- Green IT

S

Generate a positive social impact through the exercise of its business, the implementation of policies aimed at employees and the commitment to the communities in the territory in which it operates

- **Social Financing**
- **Welfare & Inclusion**
 - + 100% disabled in the branch vs 2024
 - Corporate volunteering
 - + 100% students trained in financial education by 2025 vs 2022
 - +50% employees involved vs 2024

G

Manage and administer according to policies in line with corporate values in order to ensure a proven positive impact in the long term. These include attention to equal opportunities and ESG risk management.

- **Gender**
Women at the top
Salary gap
- **Privacy and data protection**
- **ESG Training**
CDD and CDA training 100%
- **ESG Risks and Reporting**
- **Sustainability Communication**

AGOS PARCHI AGOS GREEN & SMART

COMMUNITY AGOS FOR GOOD

TEAM REPORT ESG

The Observatory

The observatory «INSIGHT» is an annual appointment to monitor the habits of Italian families.

The Agos Insights research is now in its third edition. It has now become an observatory on the market of new sustainable consumption rooted and able to dictate current trends, in many cases solid and confirmed over time, in others still gradually evolving but well traced by the data that the Eumetra MR SpA research institute has collected..



Digital Observatory is available on the Corporate site of Agos al link [Agos insights 2024](#)

The main findings



The third edition notes a tendency towards sharing an ideal approach to sustainability, where the latter is interpreted in a more abstract way and far from the pragmatism necessary to translate convictions and good intentions into a lifestyle concretely aimed at improving sustainability on different levels.



The electric car is not a means of transport that can replace the petrol or diesel car owned until now because it cannot meet the same needs. And over long distances, the electric car shows all its limits, starting with the need to recharge on the motorway. Also holding back purchases is the holding of the value of used cars: constantly evolving technology, lithium batteries guaranteed for 8 years or 160 thousand Kilometers (values well below the expected useful life of non-electric cars) and a price that is still too high. We should shift the focus from the vehicle to the power supply of the vehicle, i.e. the decarbonisation of fuels. The future belongs to e-fuels on which an important tug-of-war will be played out in Europe.



It is not the right time to undertake the efficiency works of your property. According to Italians, the increasingly significant limit is represented by bureaucratic delays and the lack of clarity on the grounding of the European EPBD directive which indicates 2050 as the maximum deadline for achieving zero emissions.

Agos channels - stay in touch



Agos.it

Sito istituzionale.

Agos Corporate

Sito commerciale.



Facebook

Per essere parte della nostra fanpage.



instagram.aspx

Per seguire le iniziative ed i progetti che l'azienda mette in atto per essere sempre più sostenibile



Agos | LinkedIn

Per rimanere aggiornati sugli eventi e le esperienze professionali di Agos.



Agos Partner | LinkedIn

Agos | LinkedIn

Per rimanere aggiornati sugli eventi e le esperienze professionali di Agos.



Realize

Magazine di Agos che tratta, con ampio respiro e in chiave sostenibile, temi legati al consumo ed ai consumatori.



Parchi Agos Green&Smart

Per tenersi informati su tutte le novità dedicate ai parchi.

COMPANY PROFILE

Agos

Thank you