## Crédit Mutuel Alliance Fédérale in brief

2022 EDITION



## 2021, an exceptional year, serving our customers and society

**EDITORIAL NICOLAS THÉRY & DANIEL BAAL** 



#### After an unprecedented period of health crisis, what is your assessment of 2021?

Once again, Crédit Mutuel Alliance Fédérale has demonstrated its value to its members and customers, and to society in general. This crisis has transformed us. It has led us to fully implement the "results-based mutualism" to which we are committed, as illustrated by the solidarity measures taken over the past two years. In 2021, we recorded a strong increase in our activity, which reached €15.9 billion in net banking income. Our operational efficiency increased further with a cost/ income ratio of 57.4%. In total, our net profit reached €3.5 billion, up by 39%. This performance, the best in our history, was made possible by the dedication of our 72,500 employees and 15,000 elected members. Our thanks go first and foremost to them. Despite the uncertain context, they have succeeded in strengthening our relationships of trust and proximity with our customers and members.

These solid results confirm the relevance of our mutualist model and of our strategic plan, ensemble#nouveaumonde, plus vite, plus loin ! [together#today's world, faster, further!) and our decision to adopt the status of a benefit corporation.

### How does this status as a benefit corporation translate into actions?

We have made 14 commitments that concretely illustrate our mutualist and solidarity commitment. They place our customers and members at the heart of our actions, whether it be fighting discrimination, protecting the digital privacy of our customers, acting for the development of the regions or contributing to making society fairer and more sustainable. As of 2021, we have implemented this transformation by being ever more present alongside our members and customers in all regions, proving our ability to constantly adapt. In this respect,



we have taken several strong measures. Last November, Crédit Mutuel Alliance Fédérale became the first insurer to abolish the health questionnaire for its loyal customers when financing their main residence. We believe that health should not be a barrier to home ownership.

Because we are determined to strengthen our proximity to the non-profit world and our support for local initiatives, we have also decided to offer civil liability coverage to the managers of Crédit Mutuel or CIC customer associations and to make our Pay Asso payment solution available to them for free. We want to support and protect those who aet involved.

On the environmental front, Crédit Mutuel Alliance Fédérale was the first bank to announce that it would no longer finance new coal, oil or gas projects. This is a strong initiative that reflects our desire to join the carbon trajectory set by the Paris Climate Agreement as soon as possible.

#### What is your state of mind going into 2022?

In the context of strong geopolitical tensions in Europe at the beginning of 2022, we are mobilized and vigilant. In particular, we will strengthen our support for entrepreneurs impacted by the war in Ukraine. We will also pay special attention to addressing purchasing power issues related to the return of inflation.

Our mutualist culture responds to increasingly deep-seated societal aspirations, which are amplified in times of crisis. Since the beginning of the health crisis, we have actively supported the economy. Today, in this uncertain situation, we remain mobilized to accelerate our commitments for the common good and to build a sustainable future for everyone.

The employees of Crédit Mutuel Alliance Fédérale are fully involved in this project. Their commitment fuels our development and the success of our strategy of diversifying and pooling our resources. We would like to thank them.

# **Our business lines**

Crédit Mutuel Alliance Fédérale, a multi-service banking and insurance, supports its members and customers in their needs through a wide range of offers and services.

### RFTAIL BANKING

**Crédit Mutuel** 

**Preferred bank** 

of the French

(1) Posternak / IFOR survey - March 2022

(4) 2021 awards aranted by Le Revenu

Asset management

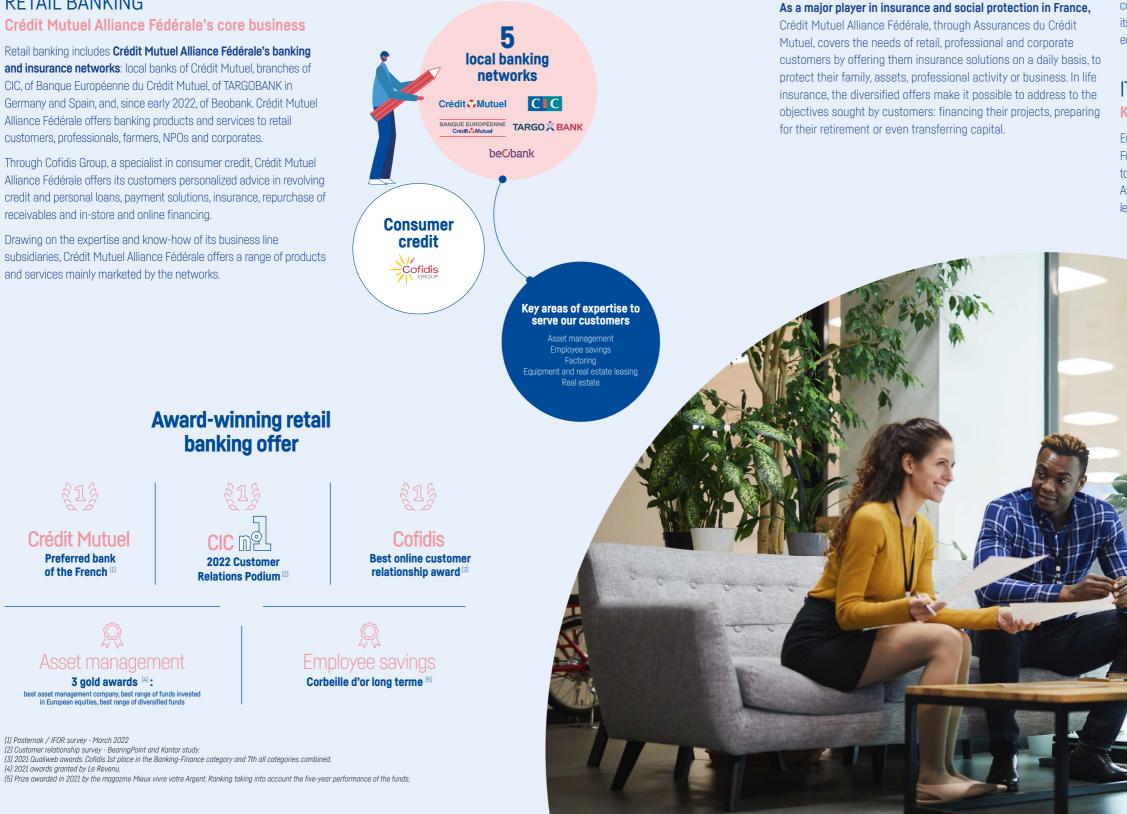
3 gold awards <sup>[4]</sup>: nt company, best range of funds

Crédit Mutuel Alliance Fédérale's core business

Retail banking includes Crédit Mutuel Alliance Fédérale's banking and insurance networks: local banks of Crédit Mutuel, branches of CIC, of Banque Européenne du Crédit Mutuel, of TARGOBANK in Germany and Spain, and, since early 2022, of Beobank. Crédit Mutuel Alliance Fédérale offers banking products and services to retail customers, professionals, farmers, NPOs and corporates.

Through Cofidis Group, a specialist in consumer credit, Crédit Mutuel Alliance Fédérale offers its customers personalized advice in revolving credit and personal loans, payment solutions, insurance, repurchase of receivables and in-store and online financing.

Drawing on the expertise and know-how of its business line subsidiaries, Crédit Mutuel Alliance Fédérale offers a range of products and services mainly marketed by the networks.



**INSURANCE AND** 

of their needs

SOCIAL PROTECTION

Insuring all customers for each one

### SPECIALIZED BUSINESS LINES Supporting more specific needs

In addition to the banking and insurance offer, Crédit Mutuel Alliance Fédérale addresses the strategic challenges of large corporate customers, institutional customers and corporate executives through its private banking, corporate banking, capital markets and private equity offers.

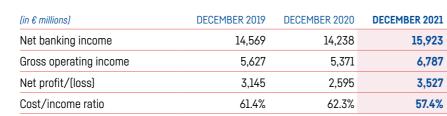
### IT. LOGISTICS AND PRESS

### Key areas of expertise

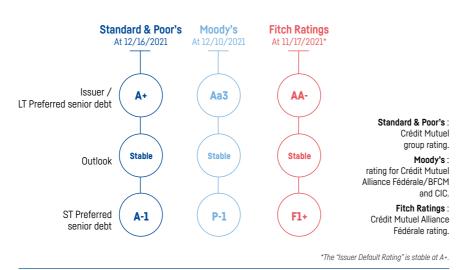
Euro-Information, the technological subsidiary of Crédit Mutuel Alliance Fédérale, provides customers and employees with innovative and efficient tools and services and places data protection at the heart of its strategy. Along with the EBRA group, Crédit Mutuel Alliance Fédérale is also the leading regional daily press group in France.

## 2021 Key figures

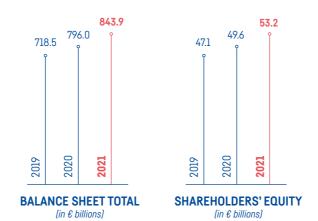




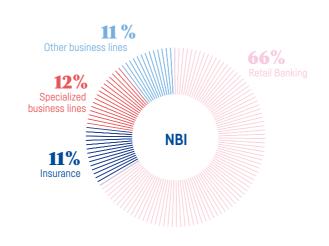
### **RATINGS** \_

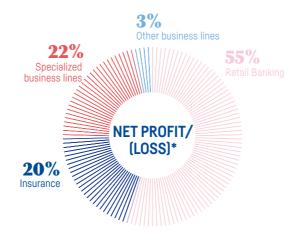


### **BALANCE SHEET**

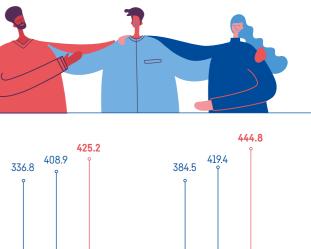


BREAKDOWN OF NBI AND NET PROFIT BY BUSINESS LINE





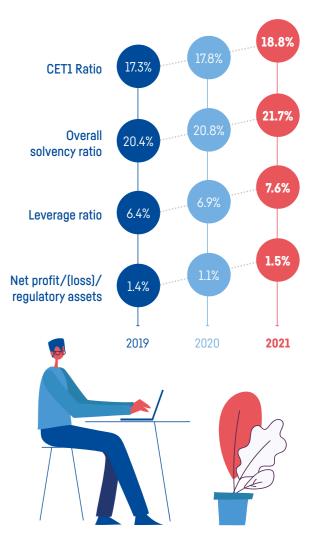
\* Excluding the Holding segment.





### CAPITAL

Data calculated without transitional measures.



# **Our business** model



#ENSEMBLE NOUVEAUMONDE

**OUR VALUE** 

CREATION

**SUSTAINABLE** 

COLLECTIVE

PERFORMANCE

### A long-term commitment to our customers

€444.8 billion in outstanding loans 9 out of 10 loans<sup>[2]</sup> granted

### **Omnichannel close relations**

A dedicated account manager for each customer **219,000** virtual customer appointments

#### **Concrete actions for the climate**

**Carbon footprint reduction** for loan and investment portfolios Plan for coal phase-out by 2030 End of funding for all new oil and gas projects

#### A company that acts in the interest of society

77% of NBI generated in France More than 4.800 hires with open-ended contracts<sup>[3]</sup>

### A constant innovative approach

11.9 million of contract subscription or management actions digitally validated Remote banking: 2.3 billion connections Crédit Mutuel and CIC, among the best rated banking applications in App stores<sup>[4]</sup>

### A sustainable and efficient company

NBI: €15.9 billion Net profit: €3.5 billion Industry leading operational efficiency<sup>(5)</sup> with a cost/income ratio of 57.4%

## CRÉDIT MUTUEL ALLIANCE FÉDÉRALE, THE FIRST **benefit corporation** BANK



A mutualist, ethical, supportive and responsible bank, Crédit Mutuel Alliance Fédérale stands out as a benefit corporation.

## missions Our

AS A COOPERATIVE AND MUTUALIST ORGANIZATION. WE SUPPORT OUR CUSTOMERS AND MEMBERS WITH THEIR

AS A BANK FOR ALL MEMBERS AND CUSTOMERS **EMPLOYEES AND ELECTED** MEMBERS. WE ACT FOR **EVERYONE AND REFUSE** ANY DISCRIMINATION

AS A SOLIDARITY-BASED COMPANY, WE CONTRIBUTE TO REGIONAL DEVELOPMENT

**RESPECTFUL OF** 

PLACE TECHNOLOGY AND

INNOVATION AT THE SERVICE OF PEOPLE

AS A RESPONSIBLE COMPANY. WE ACTIVELY WORK FOR A FAIRER AND MORE SUSTAINABLE SOCIETY

"Being a benefit corporation

is about taking concrete action for you"

10 -

# concrete commitments

to be achieved by the end of 2022, to improve our impact on the environment around us

- 1 Bring democracy to life in the bank by doubling the number of members voting at Shareholders' Meetings
- 2 Guarantee to each customer a dedicated, non-commissioned advisor
- 4 | Train all our employees and elected members in the fight against discrimination
- 5 Recruit 25% of work-study students from priority neighborhoods and rural areas
- 6 Defend gender pay equality at all levels of the bank
- in our infrastructures and systems located in France
- taken at banks and branches
- to their managers
- 11 | Invest 5% of our equity mainly in innovative French companies
- portfolios by 12% by the end of 2022\*
- 13 | Immediately stop funding for new oil and gas projects

Commitments assessed and verified by a Mission Committee

The Mission Committee will ensure that Crédit Mutuel Alliance Fédérale implements the means, governance and ambition necessary to progress in its missions. It will draw on the expertise of its nine members to propose avenues of work and possible initiatives for the medium term.



"Faced with economic, social and climate challenges, the company must position itself as a true vector of chanae. I am honored to take on the chairmanship of Crédit Mutuel Alliance Fédérale's Mission Committee to help transition our economies to a more inclusive and sustainable development model."

\*Reduction compared to 2018

3 Give more room to young people and move closer to parity on Boards of Directors from 2022

7 Guarantee the privacy of our customers' data by processing 99.9% of their information 8 I Invest productivity gains from artificial intelligence in employment and development

91 Anchor decision-making centers in the regions with more than 90% of our lending decisions

10 Offer the Pay Asso digital payment solution to our associations and civil liability coverage

12 Reduce the group's carbon emissions by 20% and the carbon footprint of our investment

14 I Insure the real estate loans of our loyal customers without any medical formalities

Fleur Pellerin Chairwoman of the Mission Committee of Crédit Mutuel Alliance Fédérale Founder and CEO of Korelya

# **Our strategic plan**

The 2019-2023 strategic plan, ensemble#nouvegumonde, plus vite. plus loin ! (together#today's world, faster, further!) revised in 2020 in the context of the health crisis, is a major catalyst for development and transformation to achieve sustainable and responsible performance.



## Our ambitions for

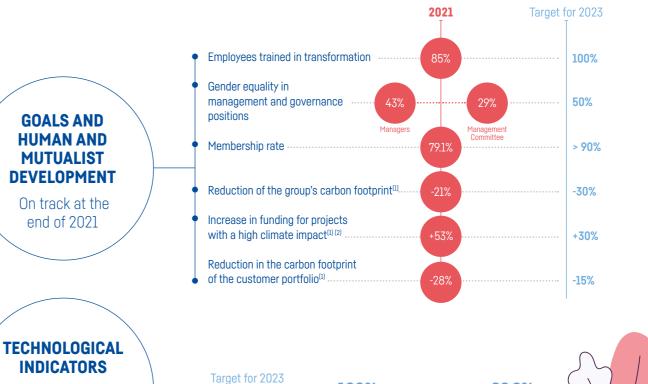
end of 2021

Technological

acceleration for the benefit

of the relationship





(1) Reduction compared to 2018. (2) Corporate customer portfolio.

# **RFI ATION**

#### Be the reference relational bank in an omnichannel world

A dedicated advisor with a strengthened role, pivotal to a constantly accelerating omnichannel relationship: physical, telephone or digital, at the customer's discretion

Optimized local networks for a tailored response to customer expectations and increased operational efficiency in each region

Continued development of proprietary offers (insurance, leasing, etc.) and the launch of a platform of services offered to customers with partner companies

An even more efficient organization to market the multi-service offer

Strengthening synergies between local networks and all of the group's business lines and support functions



### INNOVATION

### Be a multi-service innovative bank

Increased customer orientation in IT project management Simplified offers and processes, supported by powerful cognitive tools

Maintaining our technological lead in the service of development, security and data protection (digital privacy)

### COMMITMENT

Be a committed bank in tune with a changing world

Strengthened commitments to support and protect members and customers weakened by the crisis, and to support regional development players

Strong social, societal and environmental commitments, emphasized in the context of a demanding policy of "social and mutualist responsibility"

> Increased training for elected members and employees to support the development of the business lines. in a confident and responsible social dialog

> > Pooling of resources for greater collective efficiency

### **STRATEGIC** PRIORITIES

### SOLIDITY

Putting solidity to work for the development of the mutualist model

Increased selectivity in the allocation of capital and liquidity

**Development** focused on banking, insurance and financial and technological services in the Eurozone, in particular through its subsidiaries TARGOBANK and Cofidis

> Increased profitability through the development of new business synergies that serve networks



> 99.9% 100% of current applications of data processing available online performed on our systems

## A community-based bank A BENCHMARK IN A MULTI-CHANNEL WORLD

At Crédit Mutuel Alliance Fédérale, each customer has a dedicated advisor and powerful remote applications. Technological innovation fuels continuous improvement of the relationships between customers and their advisors, both on-site and online.



## Did you know?

### Online you can...

### Sign a home loan agreement and a creditor insurance policy

Simplified loan management, in particular by eliminating postal delivery times and giving more flexibility to trigger the reflection period, which can now be activated even from where you are on vacation.

### Get a quote and take out insurance

Whether for auto, multi-risk home insurance or personal accident insurance, you can receive a quote and take out a policy by yourself online via the online banking application.

## File a car or home claim or a health reimbursement claim in electronic format

Fast and simple, the e-declaration is widely used: more than one million e-declarations are filed each year.

## 28,000 advisors working closely with our customers, even online

With its 1,919 Crédit Mutuel branches and 1,781 CIC branches, Crédit Mutuel Alliance Fédérale stays close to its customers. Because habits and needs change over time, Crédit Mutuel Alliance Fédérale also offers them high-performance online banking, including mobile apps that are among the best-rated within the Android and Apple stores. Thus, as part of the omnichannel relationship, customers have the choice between visiting a local bank or branch, or managing their projects online, with the same level of trust and quality of service.

## Our omnichannel proximity in 2021







## Technological innovation to serve customer relations

Crédit Mutuel Alliance Fédérale places innovation at the heart of its commercial system, with high-performance IT tools, cognitive artificial intelligence solutions and optical character recognition solutions. Administrative management time is reduced for advisors to give them more time with their customers, which ensures a high quality of service.

# 4,000

employees in the technology subsidiary from Crédit Mutuel Alliance Fédérale, Euro-Information

innovation

Crédit & Mutu

a new t in Stras accele

## Being an innovative community-based bank also means actively supporting innovation in the regions

In 2020 Crédit Mutuel Alliance Fédérale launched "4S Sowing seeds of innovation" (*4S Semeur d'innovation*). The purpose of this annual competition is to provide coaching to a selection of innovative companies and provide financial support to the winning companies. In 2021, the innovative projects proposed pertained to one of the following four themes: environment, solidarity, territory or culture. Challenges which are in line with the values promoted by Crédit Mutuel Alliance Fédérale.

## nbitions

#### a new technological center of excellence in Strasbourg in partnership with IBM to accelerate the transformation of banking

and insurance in response to the ramping-up of digital uses

# **Our multi-service offer**

### AS CLOSE AS POSSIBLE TO THE NEEDS OF OUR CUSTOMERS

True to its ambition to support its customers as closely as possible to their needs, Crédit Mutuel Alliance Fédérale offers a wide range of banking services as well as a range of additional, diversified and local services.

### A banking offer committed to serving customers and members

Crédit Mutuel Alliance Fédérale is committed on a daily basis to its customers, whether they are private individuals, small retailers, self-employed professionals, farmers, NPOs, small and medium-sized companies or international groups.

Based on its comprehensive and high-quality offer, Crédit Mutuel Alliance Fédérale helps its customers to take climate issues into account. With the Eco-mobility offer for retail customers and professionals, Crédit Mutuel Alliance Fédérale is supporting their transition to low-carbon mobility. "Transition" loans for corporates enable them to accelerate their ecological approach, strengthen their CSR policy, or finance the transformation of their business model.

Building our offers together with our customers

Crédit Mutuel Alliance Fédérale has designed the Lab, a platform that collects ideas, comments and suggestions from customers to build with them and as closely as possible to their needs, the products, services and the banking relationship of tomorrow.

More than 10,000 Crédit Mutuel and CIC customers are involved in the initiative. They are invited to give their views on specific topics such as the importance of appointments, the ideal bank of the future, or the relationship with their advisor.

### Local services as an extension to the banking offer



### **Remote monitoring**

610.000 homes and businesses protected under the Homiris brand, the leader in remote home monitoring in France<sup>[1]</sup>.

### KIOSQUE À SERVICES : a new digital offer to facilitate the completion of our customers' projects

Since February 2022, Crédit Mutuel Alliance Fédérale has provided its customers with the Kiosque à services, a unique service platform for connecting with the best professionals. Carefully selected, particularly for their value for money and their reliability, these professionals work in the housing, personal services, legal advice, equipment rental and construction sectors.

This 100% digital, simple and secure platform is accessible by customers' directly from their remote banking space.

(1) Source Atlas 2021 En Toute Sécurité. Includes the number of EPS connections in 2020 and that of its subsidiary Protection 24 absorbed in 2021



### **Telephony**



### 1.4 Million

customers subscribed to Bouyaues Telecom's fixed and mobile offers sold at Crédit Mutuel local banks and CIC branches.





newly-built properties sold in 2021 by AFEDIM, Crédit Mutuel Alliance Fédérale's real estate agency.



## A committed bank AND ADAPTED TO THE NEW WORLD

Crédit Mutuel Alliance Fédérale is a responsible and solidarity-based mutual bank, which is committed to a strategy of Social and Mutualist Responsibility to serve the environment, the regions and social issues.



### Taking action to decarbonize the economy

Resolutely committed to decarbonizing the economy, Crédit Mutuel Alliance Fédérale has decided to no longer finance new oil and gas exploration, production and infrastructure projects. This decision was taken as an extension to the strong measures taken in 2020 to fully phase-out financing and investments in coal and unconventional hydrocarbons (shale gas and oil, projects in the Arctic).

Crédit Mutuel Alliance Fédérale has also set itself the target of reducing by 15% the carbon footprint of its corporate, asset management and insurance portfolios by 2023.

### SUPPORTING FARMERS in their transformation projects

Crédit Mutuel Alliance Fédérale, the second largest bank in agriculture, supports efficient, sustainable and low-carbon agriculture with adapted financing solutions: the financing of the calculation of carbon emissions produced by the farm, the payment of a Transition Agri' bonus to help farmers transition towards High Environmental Value (HEV) or certified organic (OA) agriculture and the subsidized Agricultural Transition Loan to transform their farms.

### END OF THE HEALTH **OUESTIONNAIRE**

for the acquisition of a primary residence

In November 2021, Crédit Mutuel Alliance Fédérale became the first insurer to abolish the health questionnaire for its loyal customers when financing their primary residence (up to €500,000 per borrower).

This decision, which helps people who have a health condition, to gain enhanced access to credit, is fully in line with the relationship of trust and loyalty which are the raison d'être of mutualism.

notation. Crédit 🖧 Mutuel

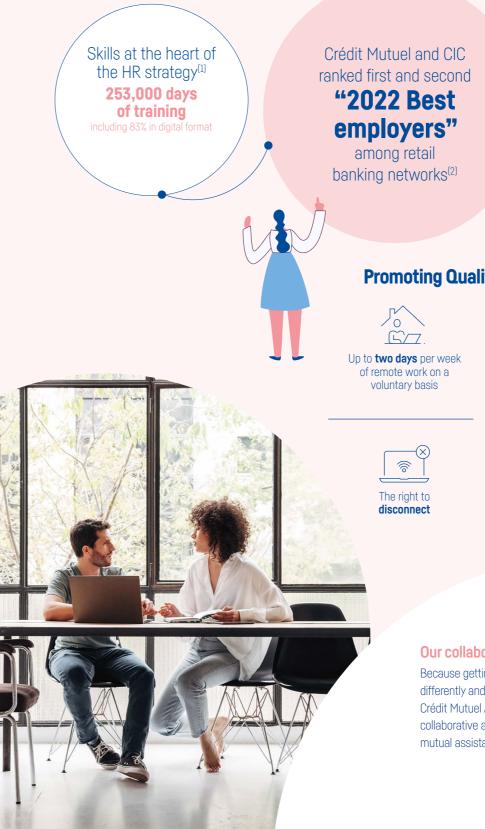
### Acting for a more sustainable and fairer world

Created in 2021, the Fondation Crédit Mutuel Alliance Fédérale supports projects in the public interest in two areas: the environment and the regions. It supports projects that fight against global warming and its impacts on health, or that promote social inclusion and access to culture for all.



## A SOCIALLY RESPONSIBLE employer

Crédit Mutuel Alliance Fédérale's Human Resources policy is based on the development of skills, diversity and equal opportunities.



A strong commitment to promote the employment of young people +1,500 work-study students recruited in 2021

Human resources scope including the entities of the common social base. 2021 data
Source Magazine Capital - January 2022

### **Promoting Quality of Life at Work**



Access to a health platform and prevention measures

"Soft" transportation modes encouraged with the Sustainable Mobility Plan



### Our collaborative and social network

Because getting to know each other better is an asset for working differently and strengthening the sense of belonging to the group, Crédit Mutuel Alliance Fédérale provides its employees with a collaborative and social platform that promotes discussion, sharing, mutual assistance, collective intelligence and expertise: COM.UNITY.

# A bank which belongs to its customers

Crédit Mutuel Alliance Fédérale is a cooperative and mutual bank. With its 5.2 million customer-members and its 14,500 elected representatives fully invested in its governance, Crédit Mutuel Alliance Fédérale is building a common good and forms part of long-term development ethics.

### Being a member: getting involved in the life of your bank

At Crédit Mutuel Alliance Fédérale, the capital of each Crédit Mutuel bank is held by its customer-members in the form of cooperative shares. Customer-members participate in the decisions of their bank and monitor its proper management. Under the "one person, one vote" model, each member has one vote at Shareholders' Meetings. This status makes it possible to develop individual initiatives around the collective interest. As an autonomous credit institution, the local bank is the foundation of the cooperative organization.

#### Frédéric-Guillaume Raiffeisen, the pioneer behind mutualism

Born in Germany in 1818, this son of a farmer who became mayor laid the foundation for mutualism as we know it today.

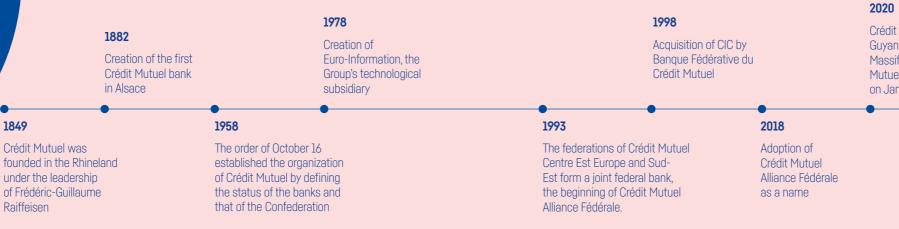
At the time, farmers had to use loan sharks to improve their working tools or deal with climate hazards. Convinced that mutual support translated into sharing and cooperation, Frédéric-Guillaume Raiffeisen founded the local credit banks. Within these banks, whether a lender or a borrower, an asset owner or a poor farmer, each member has one vote and may be elected as a director. All members are strictly equal in terms of position and responsibility.

These principles are still in place today at all Crédit Mutuel banks.

### The bank, a place for regional and local democracy

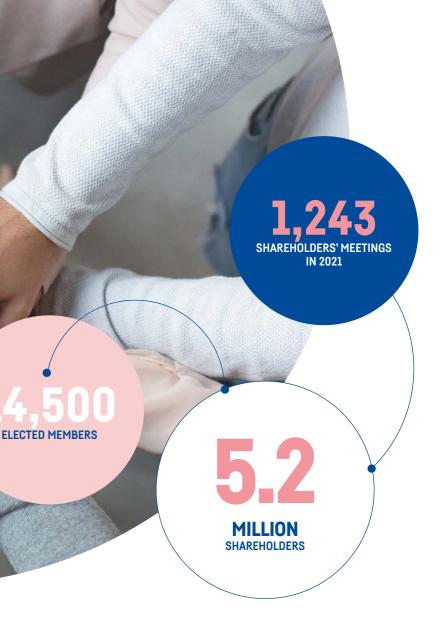
The cooperative organization promotes local roots and in-depth knowledge of members and local projects. This proximity is also expressed in decision-making: nearly 90% of loans are granted locally at Crédit Mutuel banks or CIC branches.

### **KEY DATES OF** CRÉDIT MUTUEL ALLIANCE FÉDÉRALE



### **COOPERATIVE BANKING** AN ORIGINAL MODEL THAT STANDS THE TEST OF TIME

### 20 -



Crédit Mutuel Antilles-Guyane and Crédit Mutuel Massif Central joined Crédit Mutuel Alliance Fédérale on January 1

#### 2022

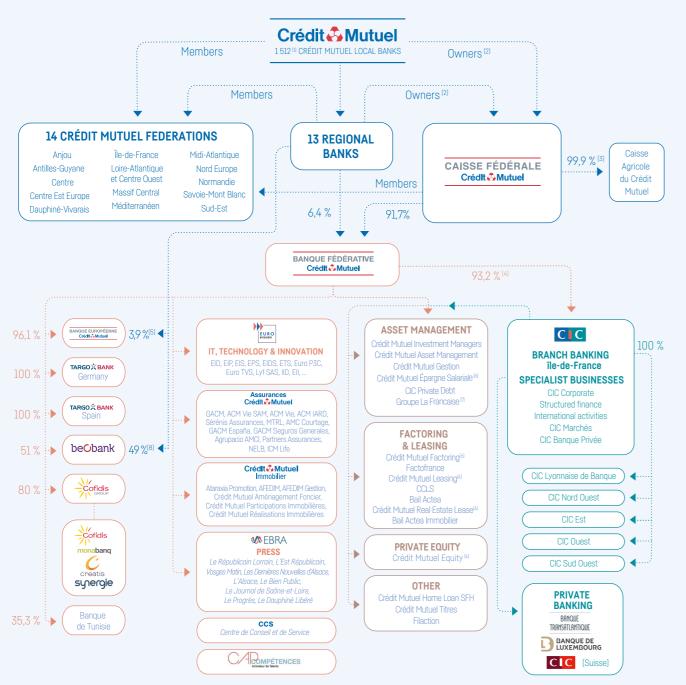
Crédit Mutuel Nord Europe joined Crédit Mutuel Alliance Fédérale on January 1

#### 2020

In October, Crédit Mutuel Alliance Fédérale became the first "benefit corporation" bank

## **Our organization** AS CLOSE AS POSSIBLE TO OUR CUSTOMER-MEMBERS AND REGIONS

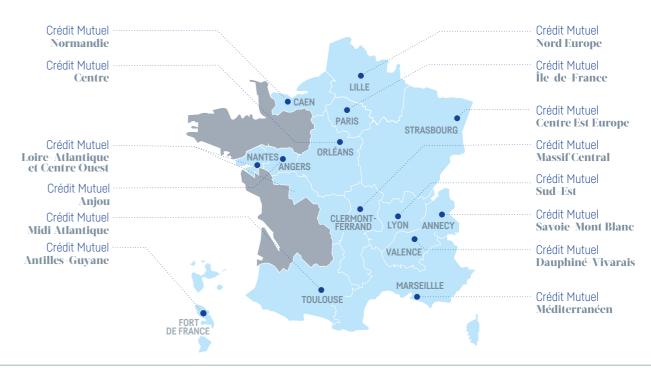
Crédit Mutuel Alliance Fédérale is the alliance of 14 Crédit Mutuel federations. The Group deploys its expertise in banks and branches, and in its business line subsidiaries. An organization focused on service and added value for our customers and members.



(8) 49% held

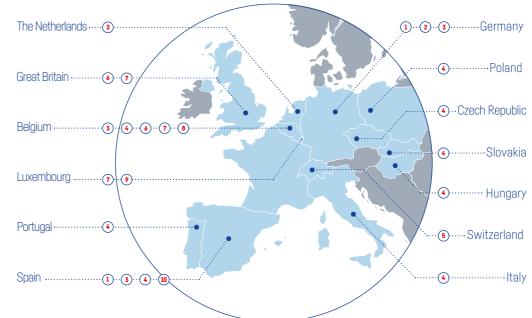
## **The 14 Crédit Mutuel Alliance Fédérale federations**

By joining Crédit Mutuel Alliance Fédérale on January 1, 2022, Crédit Mutuel Nord Europe brings the number of federations that make it up to 14.



# **International reach**

Over 20% of Crédit Mutuel Alliance Fédérale's business is carried out internationally through its subsidiaries, representative offices and CIC branches in more than 50 countries.







#### See our publications at

www.creditmutuelalliancefederale.fr









Crédit Mutuel Alliance Fédérale

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