

27 October 2020

9M'20 Earnings Presentation

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Important information

Non-IFRS and alternative performance measures

In addition to the financial information prepared in accordance with International Financial Reporting Standards (“IFRS”) and derived from our financial statements, this presentation contains certain financial measures that constitute alternative performance measures (“APMs”) as defined in the Guidelines on Alternative Performance Measures issued by the European Securities and Markets Authority (ESMA) on 5 October 2015 (ESMA/2015/1415en) and other non-IFRS measures (“Non-IFRS Measures”). The financial measures contained in this presentation that qualify as APMs and non-IFRS measures have been calculated using the financial information from Santander Group but are not defined or detailed in the applicable financial reporting framework and have neither been audited nor reviewed by our auditors. We use these APMs and non-IFRS measures when planning, monitoring and evaluating our performance. We consider these APMs and non-IFRS measures to be useful metrics for management and investors to facilitate operating performance comparisons from period to period, as these measures exclude items outside the ordinary course performance of our business, which are grouped in the “management adjustment” line and are further detailed in Section 3.2. of the Economic and Financial Review in our Directors’ Report included in our Annual Report on Form 20-F for the year ended 31 December 2019. While we believe that these APMs and non-IFRS measures are useful in evaluating our business, this information should be considered as supplemental in nature and is not meant as a substitute of IFRS measures. In addition, other companies, including companies in our industry, may calculate or use such measures differently, which reduces their usefulness as comparative measures. For further details of the APMs and Non-IFRS Measures used, including its definition or a reconciliation between any applicable management indicators and the financial data presented in the consolidated financial statements prepared under IFRS, please see the 2019 Annual Report on Form 20-F filed with the U.S. Securities and Exchange Commission on 6 March 2020, as well as the section “Alternative performance measures” of the annex to the Banco Santander, S.A. (“Santander”) Q3 2020 Financial Report, published as Inside Information on 27 October 2020. These documents are available on Santander’s website (www.santander.com). Underlying measures, which are included in this presentation, are non-IFRS measures.

The businesses included in each of our geographic segments and the accounting principles under which their results are presented here may differ from the included businesses and local applicable accounting principles of our public subsidiaries in such geographies. Accordingly, the results of operations and trends shown for our geographic segments may differ materially from those of such subsidiaries

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Santander cautions that this presentation contains statements that constitute “forward-looking statements” within the meaning of the U.S. Private Securities Litigation Reform Act of 1995. Forward-looking statements may be identified by words such as “expect”, “project”, “anticipate”, “should”, “intend”, “probability”, “risk”, “VaR”, “RoRAC”, “RoRWA”, “TNAV”, “target”, “goal”, “objective”, “estimate”, “future” and similar expressions. These forward-looking statements are found in various places throughout this presentation and include, without limitation, statements concerning our future business development and economic performance and our shareholder remuneration policy. While these forward-looking statements represent our judgment and future expectations concerning the development of our business, a number of risks, uncertainties and other important factors could cause actual developments and results to differ materially from our expectations. The following important factors, in addition to those discussed elsewhere in this presentation, could affect our future results and could cause outcomes to differ materially from those anticipated in any forward-looking statement: (1) general economic or industry conditions in areas in which we have significant business activities or investments, including a worsening of the economic environment, increasing in the volatility of the capital markets, inflation or deflation, changes in demographics, consumer spending, investment or saving habits, and the effects of the COVID-19 pandemic in the global economy; (2) exposure to various types of market risks, principally including interest rate risk, foreign exchange rate risk, equity price risk and risks associated with the replacement of benchmark indices; (3) potential losses associated with prepayment of our loan and investment portfolio, declines in the value of collateral securing our loan portfolio, and counterparty risk; (4) political stability in Spain, the UK, other European countries, Latin America and the US; (5) changes in laws, regulations or taxes, including changes in regulatory capital and liquidity requirements, including as a result of the UK exiting the European Union and increased regulation in light of the global financial crisis; (6) our ability to integrate successfully our acquisitions and the challenges inherent in diverting management’s focus and resources from other strategic opportunities and from operational matters while we integrate these acquisitions; and (7) changes in our ability to access liquidity and funding on acceptable terms, including as a result of changes in our credit spreads or a downgrade in our credit ratings or those of our more significant subsidiaries.

Important information

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Index



**Group
performance**



**Business
areas review**



**Key
takeaways**



Appendix



Highlights

Growth

- ▶ **Signs of recovery in activity in some markets and segments** (mortgage and consumer new business lending increasing from minimums in April to pre-COVID levels in September; SMEs and corporates continued towards pre-COVID levels)
- ▶ **Stock continued to grow YoY:** +5% in loans, +9% in deposits
- ▶ **Digital adoption accelerating even faster:** 44% of sales through our digital channels in 9M (vs. 36% in 2019), more than 41 million digital customers (+14% YoY) of which more than 34 million use mobile banking (+21% YoY)

Profitability

- ▶ **Q3'20 underlying attributable profit of EUR 1,750 mn** (+18% QoQ), driven by **strong revenue growth** (+7%), cost control and **lower LLPs**. All regions delivered a **strong quarter**
- ▶ **9M'20 underlying attributable profit of EUR 3,658 mn. Net operating income grew by 3% YoY** driven by resilient revenue and cost efficiencies ahead of schedule

Strength

- ▶ EUR 75 bn (66%) of Santander's total loans under moratoria already expired, with just 2% in stage 3
- ▶ **New cost of credit guidance of c.1.3% for FY2020** compared with the previous 1.4-1.5% guidance
- ▶ **CET1 reached 12%¹ (+14 bps vs. Q2'20)** due to 40 bps of **organic generation** and reflects 13 bps of **dividend² accrual in Q3**
- ▶ The board has proposed to the AGM (27 October) a fully-paid capital increase to distribute new shares equivalent to EUR 0.10 per share, as well as a **EUR 0.10** per share to be paid in cash to shareholders in 2021²

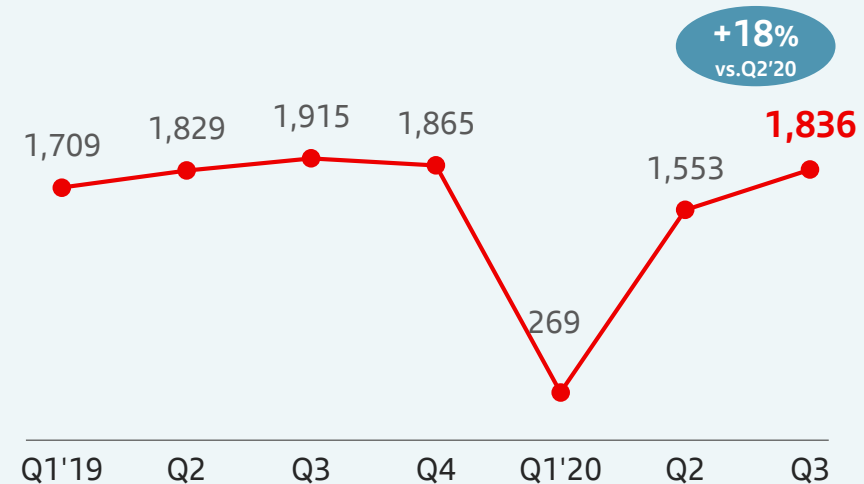
Improved quarterly trends in business activity and results despite ongoing uncertainties

Resilient 9M net operating income (ex-FX), with strong earnings recovery in Q3 ...

EUR mn	9M'20	9M'19	% change	
			Euros	Constant Euros
Net interest income	23,975	26,442	-9	0
Net fee income	7,559	8,818	-14	-5
Customer revenue	31,534	35,260	-11	-1
Trading and other income	2,071	1,642	26	28
Total income	33,605	36,902	-9	0
Operating expenses	-15,726	-17,309	-9	-2
Net operating income	17,879	19,593	-9	3
Loan-loss provisions	-9,562	-6,748	42	58
Other results	-1,301	-1,422	-9	0
Underlying PBT	7,016	11,423	-39	-30
Underlying attributable profit	3,658	6,180	-41	-33
Net capital gains and provisions ¹	-12,706	-2,448	419	411
Attributable profit	-9,048	3,732	—	—

Underlying attributable profit

Constant EUR mn



Underlying attributable profit (EUR mn)

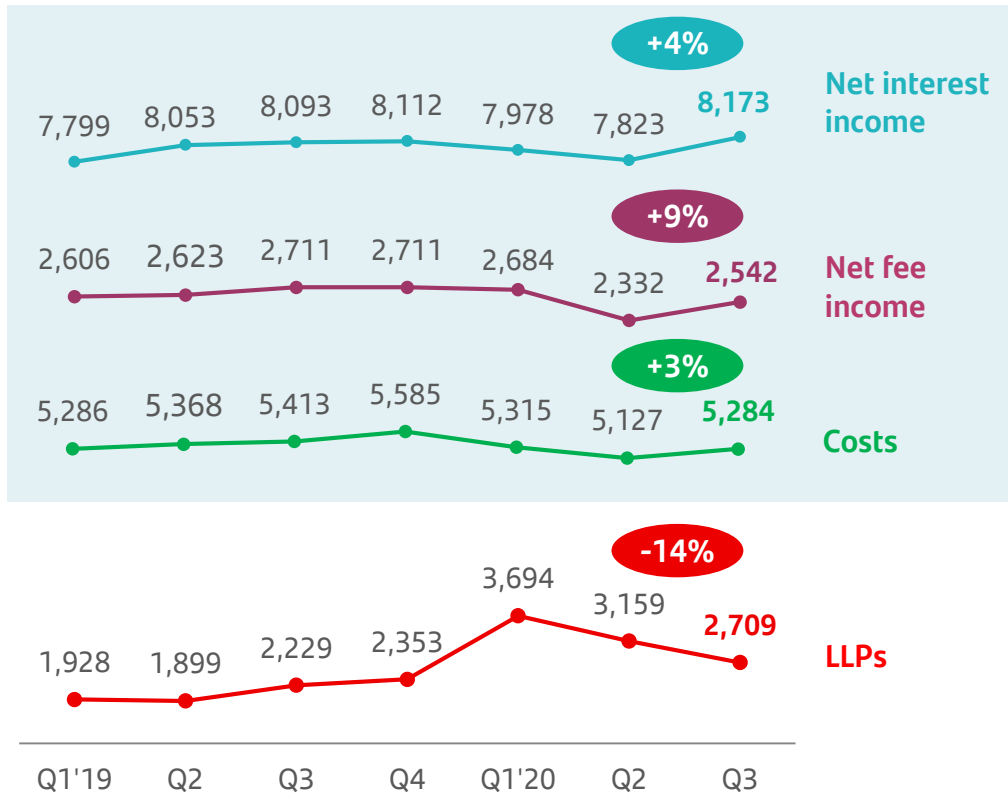
1,948 2,097 2,135 2,072 377 1,531 1,750

+14% vs. Q2'20

... supported by 7% growth in revenue, controlled costs and lower LLPs ...

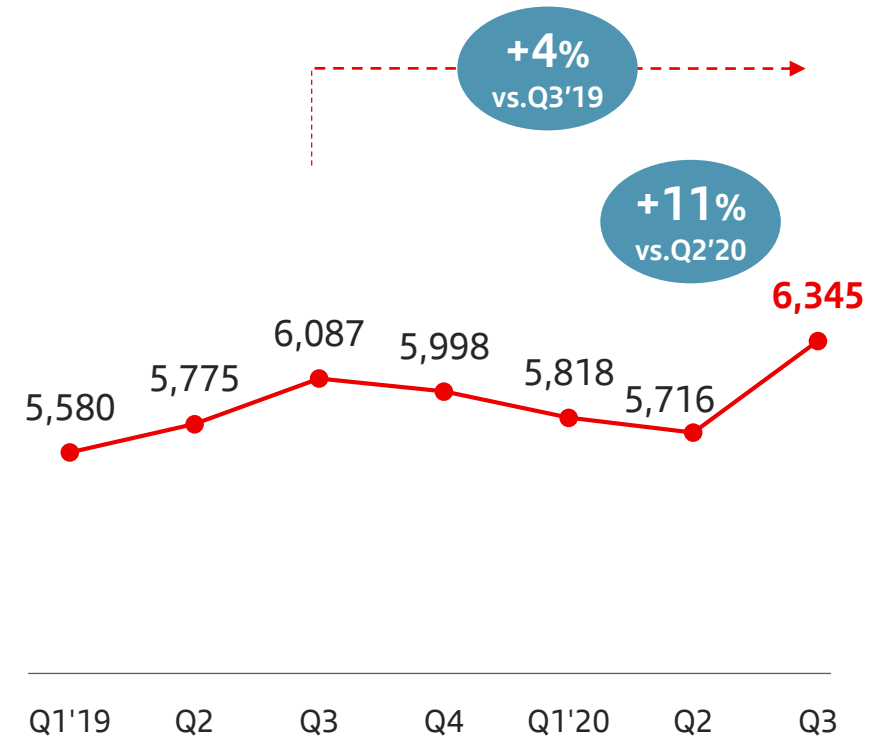
QoQ evolution in core P&L lines

Constant EUR mn



Net operating income

Constant EUR mn



... with all the regions delivering a strong performance



Europe

P&L	% Q2'20	% Q3'19
NII	6.2	1.3
Net fee income	6.0	-10.9
Operating expenses	1.1	-6.0
Net operating income	27.4	2.1
LLPs	9.3	95.7
Underlying att. profit	49.7	-26.1



North America

P&L	% Q2'20	% Q3'19
NII	4.2	1.0
Net fee income	5.5	1.3
Operating expenses	2.7	-5.0
Net operating income	4.0	1.2
LLPs	-25.9	-15.3
Underlying att. profit	34.1	28.0

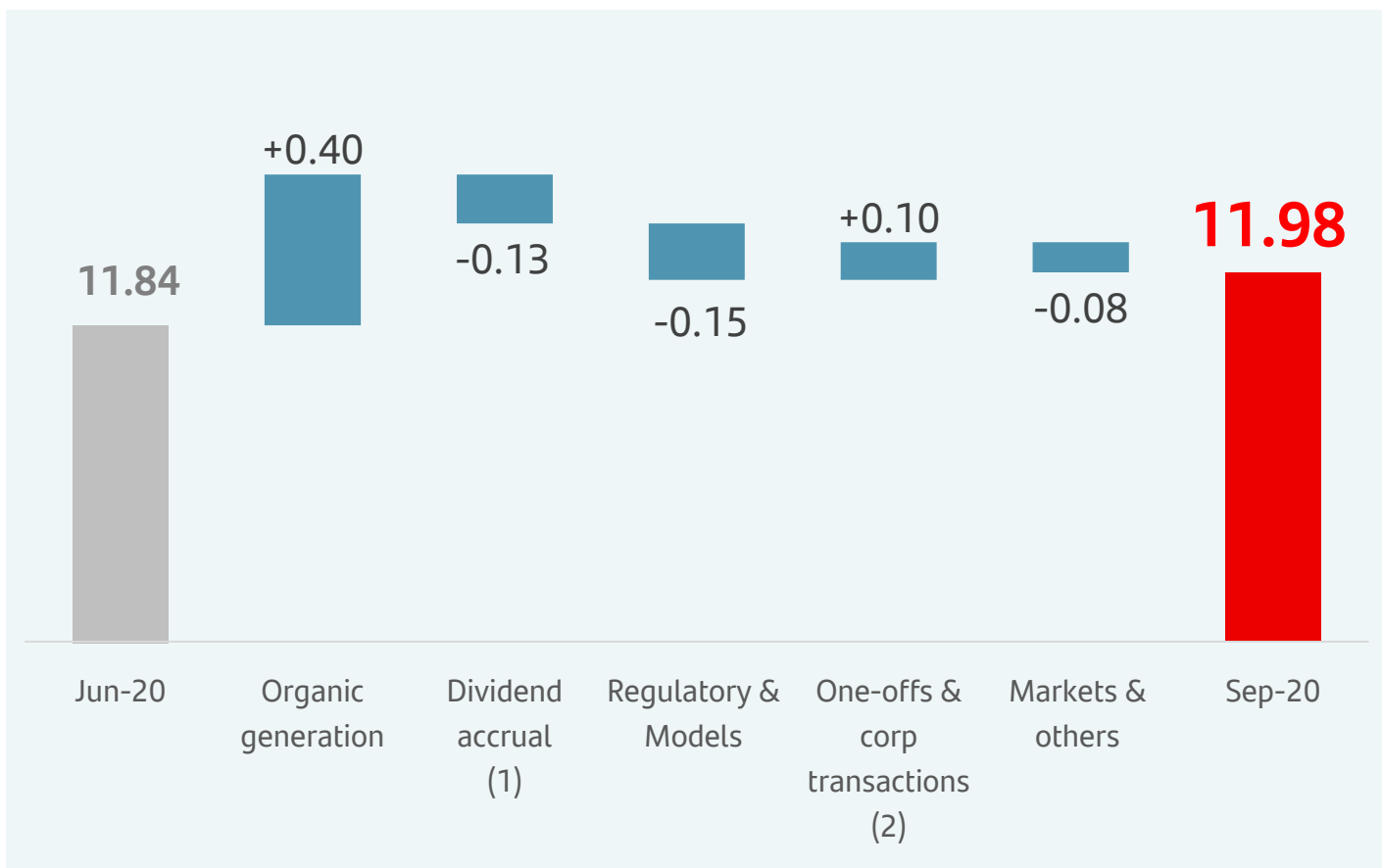


South America

P&L	% Q2'20	% Q3'19
NII	2.6	2.0
Net fee income	14.8	-5.2
Operating expenses	4.6	3.6
Net operating income	-0.3	2.6
LLPs	-21.8	20.9
Underlying att. profit	15.1	-2.5

Strong quarterly organic capital generation. Continuing dividend accrual

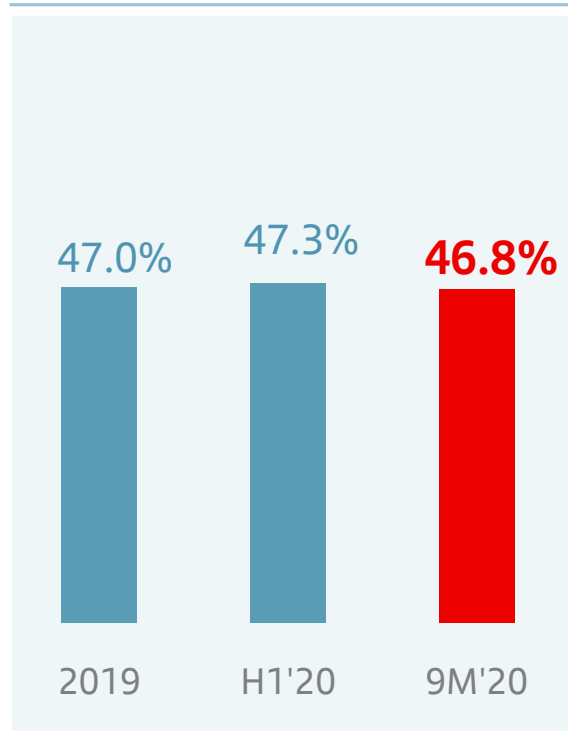
CET1 ratio quarterly evolution



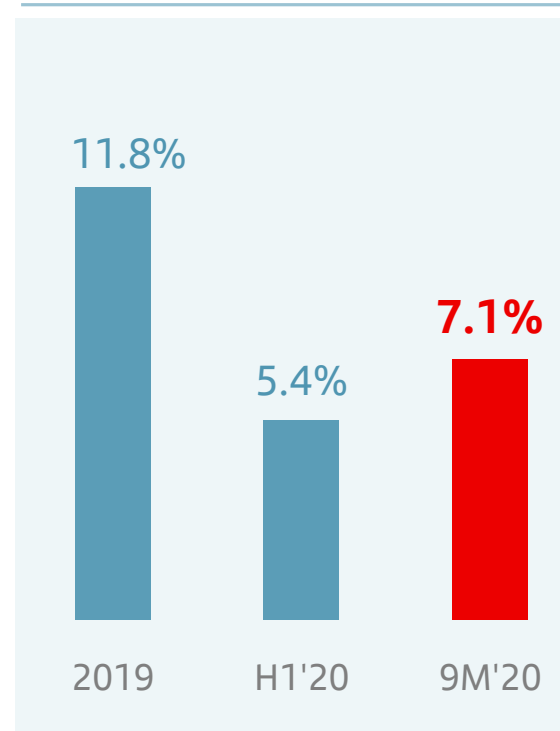
**Group CET1
at c.12%, already
at the top of our
11%-12% target**

Recovery of KPIs in Q3

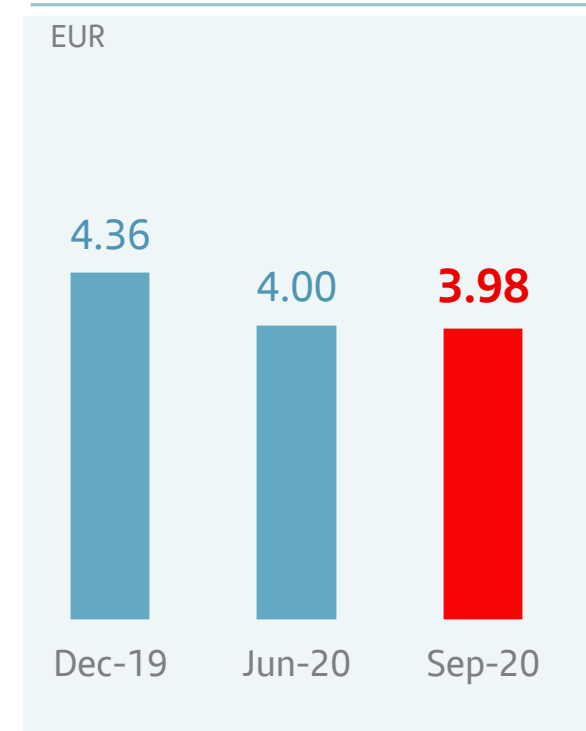
Efficiency ratio



Underlying RoTE¹



TNAV per share



(1) Statutory RoTE 2019 11.4%, H1'20 1.7% and 9M'20 3.3%.

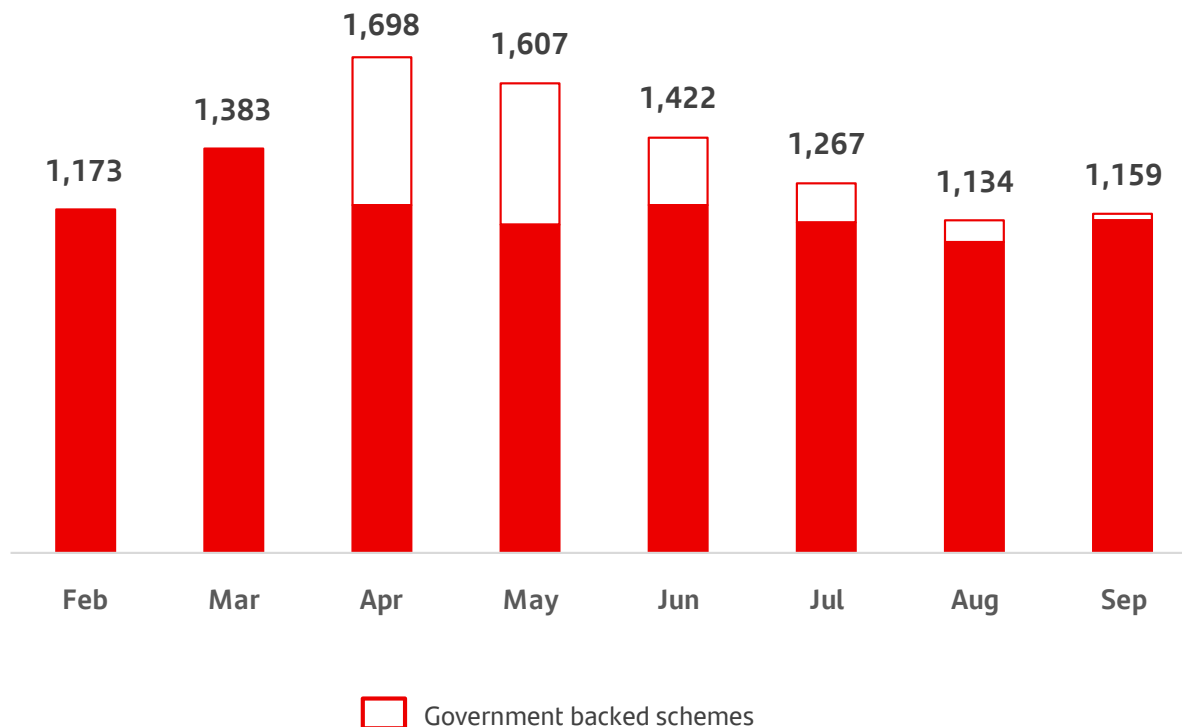
Group business activity



New lending in Q3 similar pre-COVID levels

Average daily new lending¹

Constant EUR mn

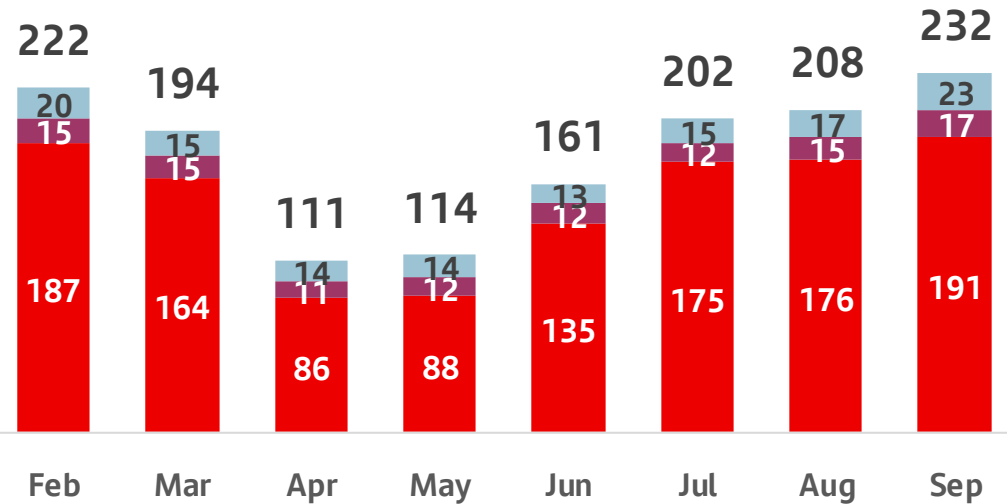


- Strong **recovery in mortgage lending**, particularly in the UK
- New **consumer lending in line with pre-COVID levels**
- **SME & Corporate new lending more normalised**, following sharp increases in the early stages of the crisis

Rebound in mortgage and consumer lending volumes

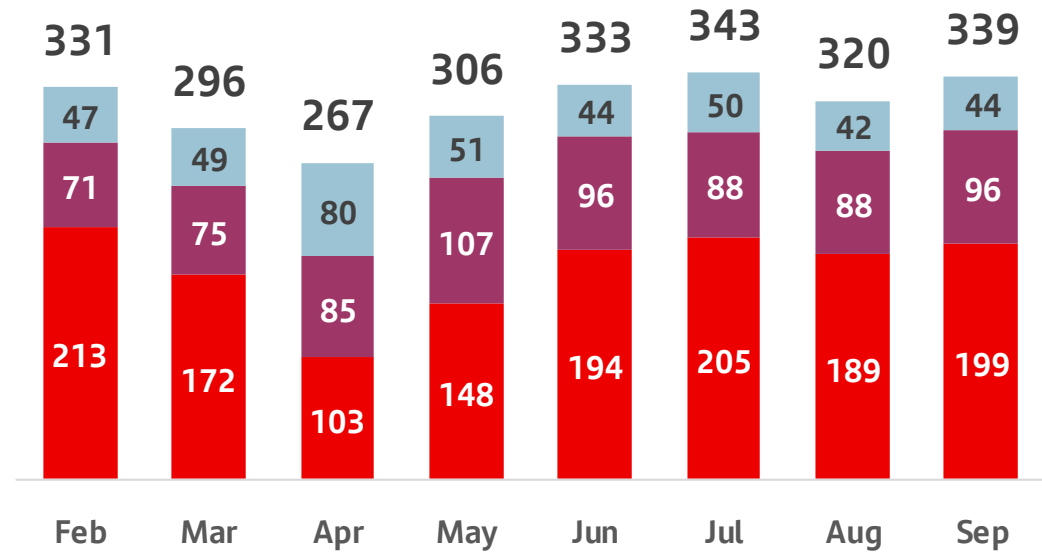
New Mortgage lending¹

(daily average, constant EUR mn)



New Consumer lending¹

(daily average, constant EUR mn)



■ Europe ■ N. America ■ S. America



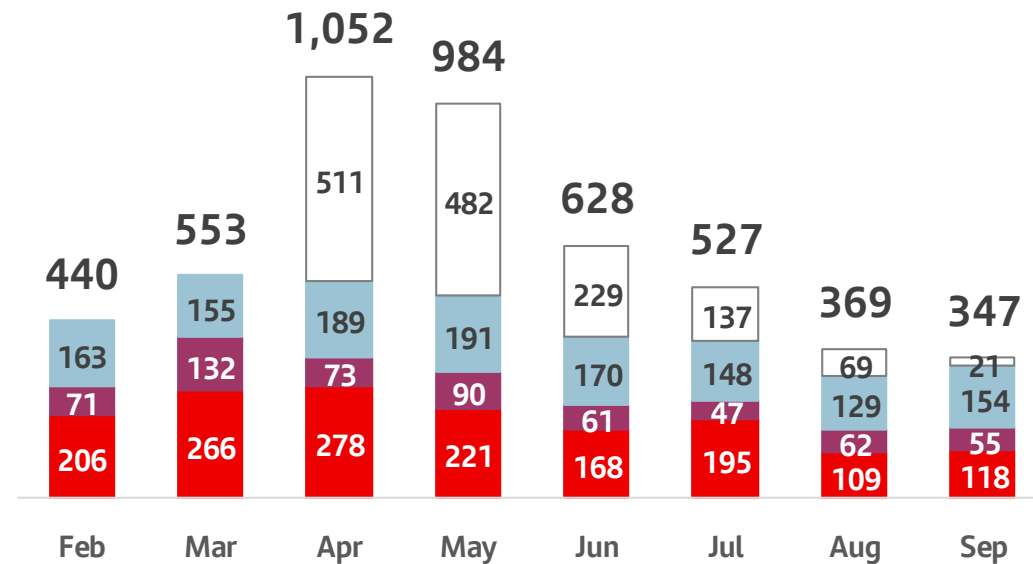
Note: Geographic regions are calculated as the sum of the largest markets

(1) Contracts which have been paid in the reporting period which are reflected in stock of loans

SME and corporate lending, which was supported by government guarantees, continue towards pre-crisis levels

New SME and Corporates lending¹

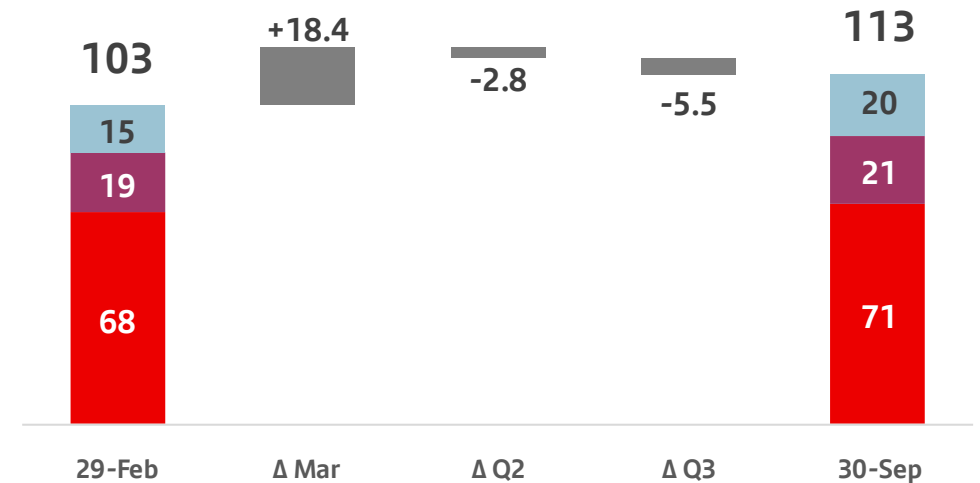
(daily average, constant EUR mn)



■ Europe
 ■ N. America
 ■ S. America
 □ Gov. backed

CIB change stock of loans

(L&A to customers excluding reverse repos, constant EUR billion)



Digital sales represented 44% of total in 9M. Increasing digital adoption (mobile customers +5.9 mn YoY)



41.4 mn (+14% YoY)
Digital customers¹

Steady growth in digital customers: **+4.5 mn in 9M'20** vs. +4.2 mn in 9M'19

Strong engagement and digital sales:



44% in 9M'20
(36% in 2019)

Digital sales² as % of total sales



+27% YoY

Accesses³
(online & mobile)



+25% YoY

Transactions⁴
(monetary & voluntary)

Digital customers:

 4.7 mn

 6.2 mn

 5.1 mn

 15.2 mn

Strong mobile customer growth:



34.1 mn (+21% YoY)
Mobile customers

+5.9 mn YoY
+4.8 mn YTD

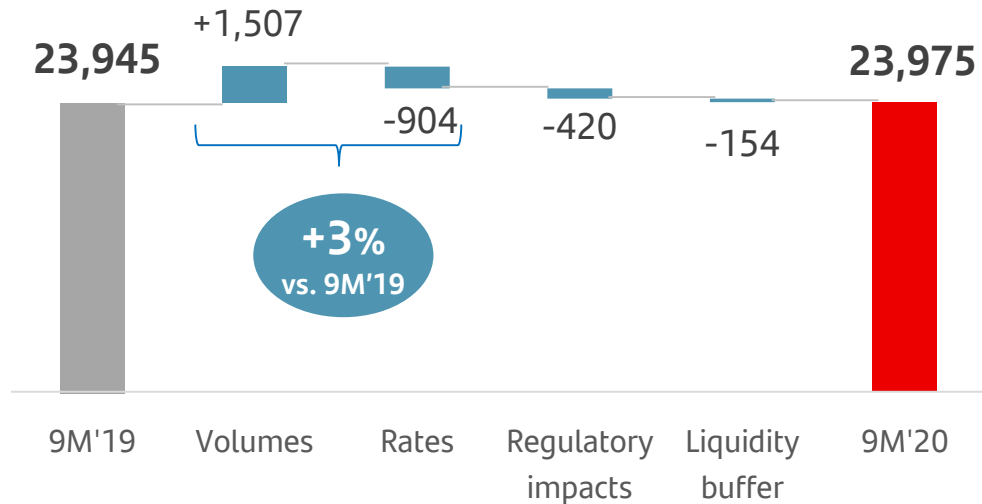
Group P&L details



Strong quarterly recovery of NII and fees...

NII evolution

Constant EUR mn

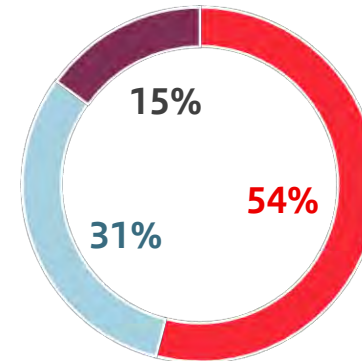


NII from recurring business increased 3% YoY from higher lending and deposits volumes

- ▶ Negative regulatory impacts (Brazil and Poland) and increased liquidity buffers
- ▶ Q3 NII recovery in almost all the geographies

Net fee income - breakdown by global business

As % of total Group¹
















	9M'20 vs. 9M'19	Q3'20 vs. Q2'20
Retail Banking	-11%	+18%
WM&I	+1%	+4%
SCIB	+12%	-8%
Total Group	-5%	+9%

Recovery across products in Q3

- ▶ **PoS and Card turnover** (+60% and +45% vs Apr-20; +13% and +8% vs Sep-19)
- ▶ **SAM AuM** (+2% vs. Sep-19), **Private Banking fees** (+9% vs. 9M'19)
- ▶ **SCIB** YoY increase (GDF², Global Markets). Strong Q3, compared with an extraordinary high Q2

... and cost efficiencies well ahead of schedule

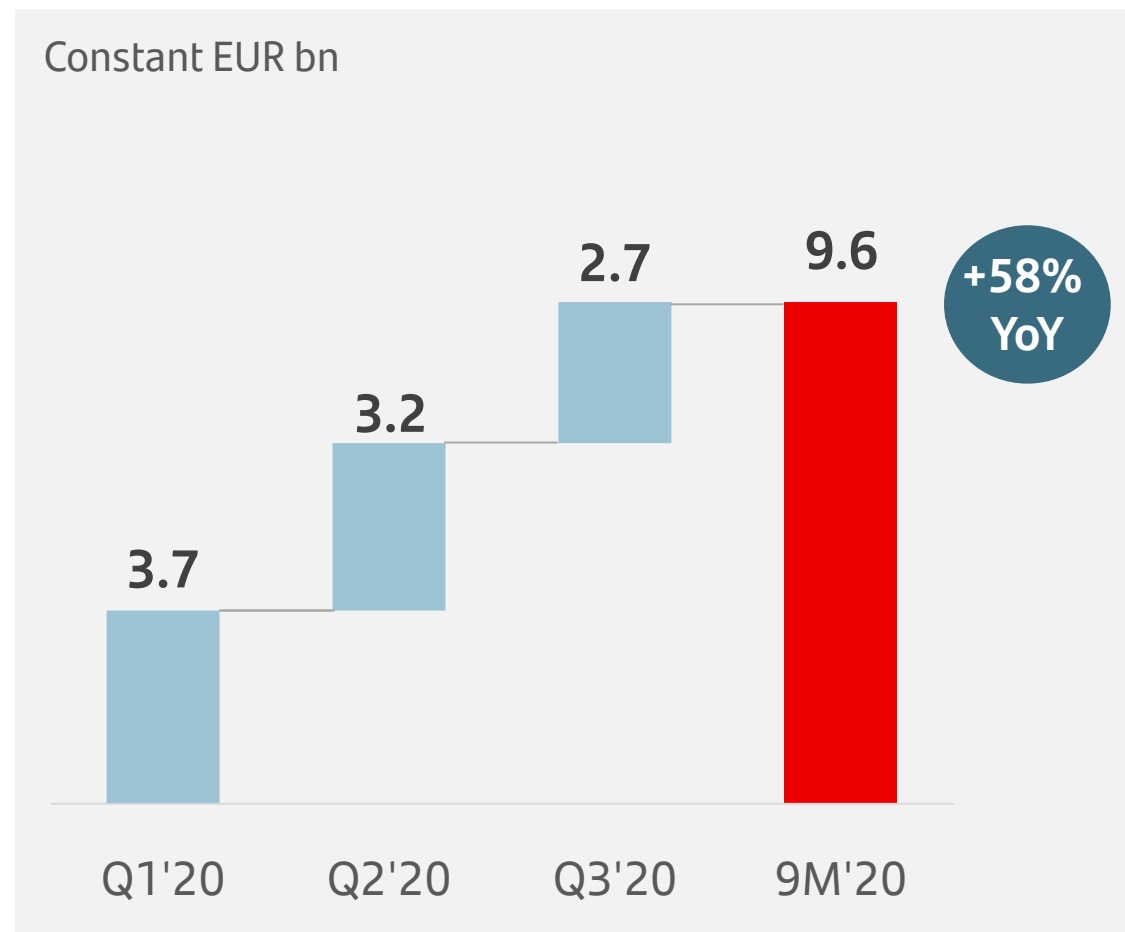
YoY change		Nominal costs	Costs adjusted for inflation
Europe		-5.9%	-6.6%
			 -10%  -4%  -6%  -10%  -6%
North America		-2.3%	-4.3%
			 -6%  0%
South America¹		1.9%	-1.3%
			 -1%  -2%
Group		-2.1%	-5.1%

Accelerating cost reduction in most markets

Achieved c. **EUR 500 mn** in efficiencies in Europe in 9M'20 (above the FY2020 target)

Expected cost of credit for FY2020 improved to c.1.3% vs 1.4-1.5% previously

Loan-loss provisions



Credit quality ratios

	Sep-19	Jun-20	Sep-20
Cost of credit ¹	1.00%	1.26% ²	1.27% ²
NPL ratio	3.47%	3.26%	3.15%
Coverage ratio	67%	72%	76%

Note: Exposure and coverage ratio by stage in appendix, page 64

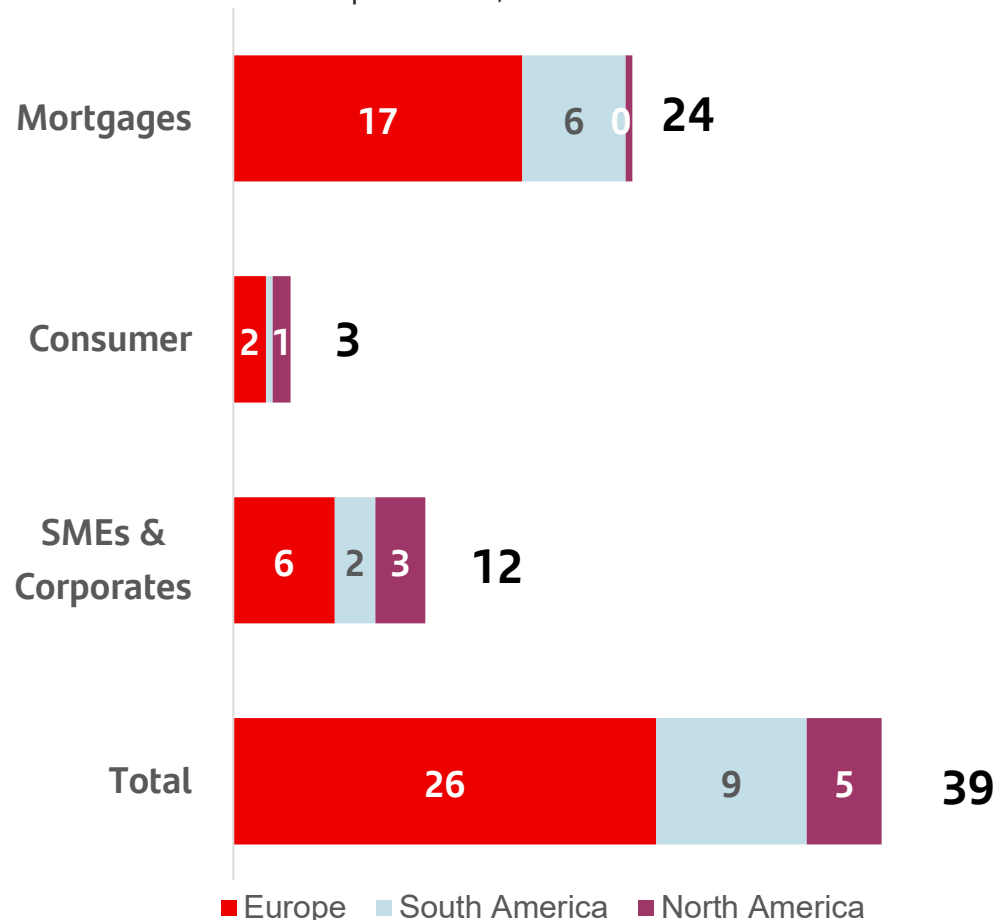
66% of loans subject to moratoria have expired, with 2% in Stage 3

EUR bn, 30-Sep-20	Total moratoria	% loan book	o/w: expired	Expired as % of Total	Expired		
					% Stage 1	% Stage 2	% Stage 3
Total Group	114	13%	75	66%	82%	16%	2%
Mortgages	69	23%	45	65%	86%	13%	2%
Consumer	21	9%	18	84%	79%	17%	4%
SMEs & Corporates	24	7%	12	51%	74%	25%	1%
Europe	73	11%	47	65%	84%	14%	2%
North America	23	19%	18	80%	76%	21%	3%
South America	18	16%	9	51%	87%	11%	2%

Over 60% of the active loans under moratoria are mortgages

Distribution of loans subject to moratoria

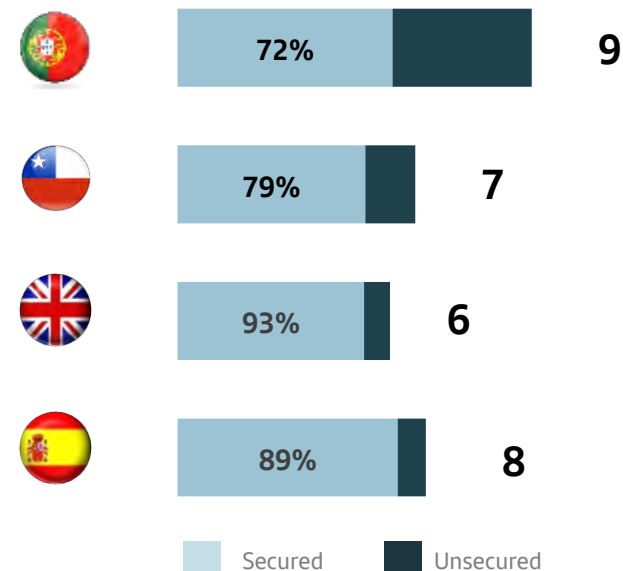
Active moratoria as of 30 September 20, EUR bn



Note: Data aligned with EBA disclosure template

Main units

Active moratoria as of 30 September 20, EUR bn



- UK, Portugal, Spain and Chile represent 77% of active moratoria and 82% is secured

Index



Group
performance



**Business
areas review**








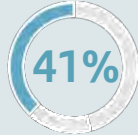


Key
takeaways



Appendix



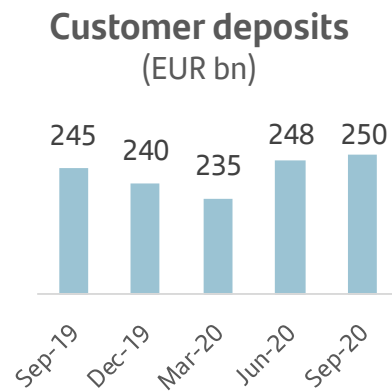
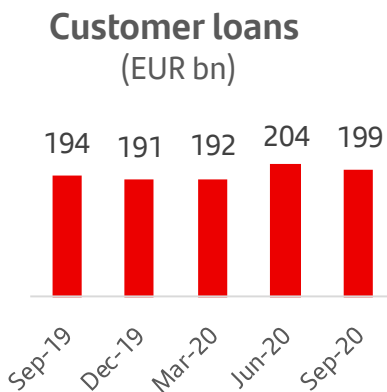
Our geographical and business diversification continues to add value

9M'20 (vs. 9M'19)	Customer loans (EUR bn)	Customer funds (EUR bn)	Net operating income (EUR mn)	Underlying att. profit (EUR mn)	Contribution to Group's Underlying profit
 Europe	648 +3%	682 +4%	6,927 -6%	2,022 -44%	 39%
 North America	123 +6%	117 +15%	4,882 +1%	1,061 -12%	 20%
 South America	114 +17%	146 +21%	7,333 +6%	2,119 -10%	 41%
Global businesses					
 SCIB	113 +12%	105 +23%	2,584 +38%	1,493 +30%	Enhancing our local scale with global reach
 WM&I	16 +5%	150 +5%	888 +4%	622 0%	



KEY DATA	9M'20	% 9M'19
Loyal / active customers (%)	33	+2 pp
Digital customers (mn)	5.1	+10%
NPL ratio (%)	5.98	-125 bps
Cost of credit (%)	0.80	+39 bps
Efficiency ratio (%)	53.1	-36 bps
RoTE (%)	4.2	-6.4 pp

VOLUMES¹



P&L*	Q3'20	% Q2'20	9M'20	% 9M'19
NII	1,034	11.1	2,890	-3.2
Net fee income	562	5.1	1,740	-6.5
Total income	1,800	15.3	5,150	-9.6
Operating expenses	-893	-0.4	-2,734	-10.2
Net operating income	907	36.4	2,417	-8.9
LLPs	-449	43.6	-1,390	104.4
PBT	346	45.8	696	-57.0
Underlying att. profit	246	53.1	497	-58.1

(*) EUR mn



Q3 recovery boosted by **NII and fee income**

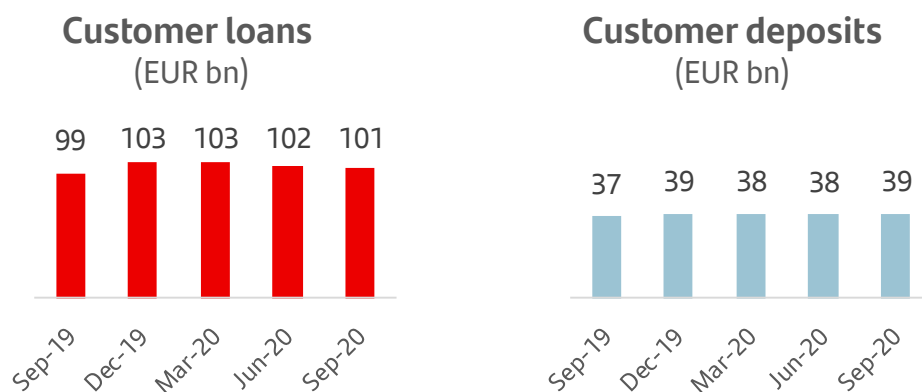
9M earnings impacted mainly by lower non-customer revenue and higher LLPs partially offset by **strong cost reduction (-10%)**

No signs of asset quality deterioration. **Reinforced provisions coverage**



KEY DATA	9M'20	% 9M'19
Active customers (mn)	18.1	-6%
NPL ratio (%)	2.50	+25 bps
Cost of credit (%)	0.84	+46 bps
Efficiency ratio (%)	42.4	-131 bps
RoTE (%)	11.8	-3.7 pp

VOLUMES¹



P&L*	Q3'20	% Q2'20	9M'20	% 9M'19
NII	945	-0.8	2,871	1.1
Net fee income	205	29.1	551	-11.8
Total income	1,196	8.7	3,462	-0.3
Operating expenses	-483	2.6	-1,467	-3.4
Net operating income	712	13.2	1,995	2.1
LLPs	-211	14.4	-712	120.4
PBT	489	4.5	1,337	-20.6
Underlying att. profit	284	9.6	761	-22.1

(*) EUR mn and % change in constant euros



Most markets showed **strong signs of business recovery** in the quarter

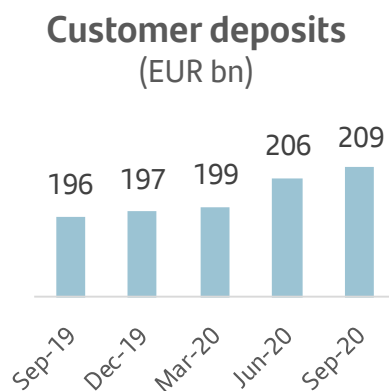
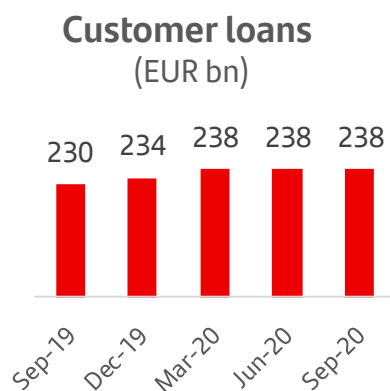
This greater activity is reflected **profit growth in Q3**, particularly in fee income

9M profit decreased YoY due to higher COVID related provisions.
Net operating income up YoY driven by strong NII and cost savings



KEY DATA	9M'20	% 9M'19
Loyal / active customers (%)	31	-
Digital customers (mn)	6.2	+7%
NPL ratio (%)	1.30	+22 bps
Cost of credit (%)	0.27	+19 bps
Efficiency ratio (%)	63.1	+257 bps
RoTE (%)	3.1	-4.4 pp

VOLUMES¹



P&L*	Q3'20	% Q2'20	9M'20	% 9M'19
NII	976	14.1	2,745	-2.7
Net fee income	117	23.2	407	-36.3
Total income	1,117	16.0	3,193	-8.8
Operating expenses	-646	0.5	-2,016	-4.9
Net operating income	471	47.6	1,178	-14.8
LLPs	-189	-18.9	-619	295.4
PBT	246	208.9	444	-59.9
Underlying att. profit	179	229.5	318	-61.5

(*) EUR mn and % change in constant euros



Volume growth boosted by mortgages and corporates

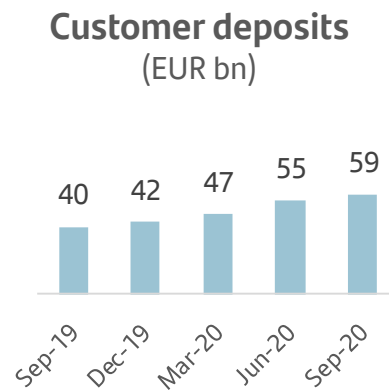
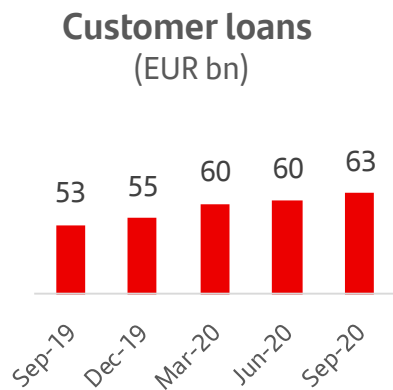
Strong Q3 revenue growth in addition to flat costs and lower LLPs

Profit down YoY mainly due to COVID-related provisions and regulatory changes (overdrafts), **partially offset by lower costs**



KEY DATA	9M'20	% 9M'19
Loyal / active customers (%)	22	+1 pp
Digital customers (mn)	15.2	+13%
NPL ratio (%)	4.64	-69 bps
Cost of credit (%)	4.58	+73 bps
Efficiency ratio (%)	31.8	-61 bps
RoTE (%)	18.4	-3.3 pp

VOLUMES¹



P&L*	Q3'20	% Q2'20	9M'20	% 9M'19
NII	1,756	3.2	5,840	0.0
Net fee income	664	13.3	2,148	-1.8
Total income	2,534	2.2	8,322	3.5
Operating expenses	-805	2.9	-2,644	1.5
Net operating income	1,729	1.8	5,677	4.4
LLPs	-569	-24.8	-2,478	43.9
PBT	1,092	22.5	2,973	-10.7
Underlying att. profit	550	21.2	1,545	-11.3

(*) EUR mn and % change in constant euros



Double-digit YoY volume growth, with controlled credit quality

Strong Q3 profit recovery boosted by higher productivity and lower LLPs

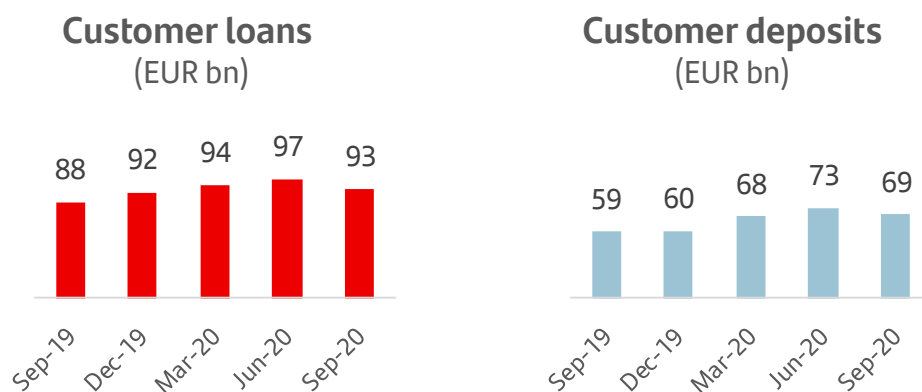
9M net operating income growth driven by total income and efficiency improvement, reaching 31.8%

RoTE remained high at **18%**



KEY DATA	9M'20	% 9M'19
Loyal / active customers (%)	22	+4 pp
Digital customers (k) ¹	997	+5%
NPL ratio (%)	1.85	-33 bps
Cost of credit (%)	3.08	-1 bp
Efficiency ratio (%)	41.5	-100 bps
RoTE (%) ²	7.1	-3.1 pp

VOLUMES³



Note: Underlying RoTE

(1) Excluding Puerto Rico disposal impact. Considering it, -1% YoY

(2) RoTE adjusted for excess capital. Otherwise 4%

(3) Constant euros. Customer loans excluding reverse repos. Customer deposits excluding repos. In Q3, disposal of Puerto Rico impact of: EUR 2.2 bn in loans and EUR 3.5 bn in deposits

P&L*	Q3'20	% Q2'20	9M'20	% 9M'19
NII	1,406	4.5	4,297	-0.5
Net fee income	218	7.7	682	-4.7
Total income	1,830	7.9	5,559	-2.6
Operating expenses	-722	-1.0	-2,307	-4.9
Net operating income	1,108	14.6	3,252	-0.9
LLPs	-572	-25.4	-2,376	21.0
PBT	515	225.5	820	-29.2
Underlying att. profit	259	78.5	470	-24.0

(*) EUR mn and % change in constant euros



Solid YoY growth, both in loans and customer funds, boosted by corporate demand and incentive programmes

Q3 profit growth boosted lower cost of funding, cost management and lower cost of credit

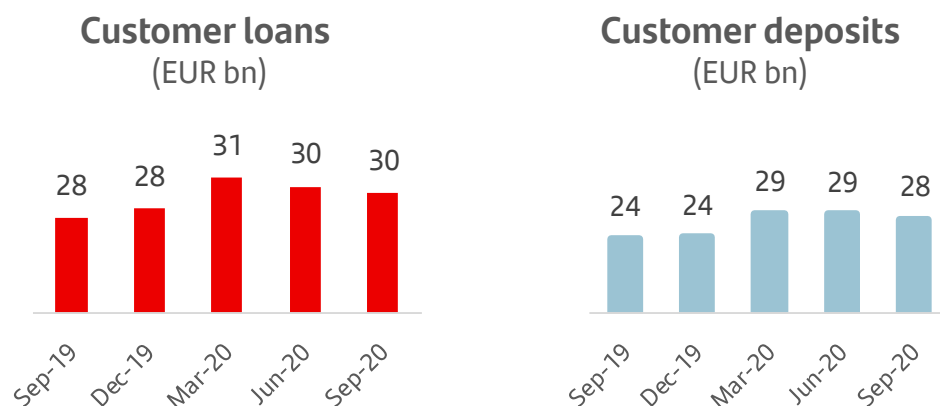
9M profit down YoY due to COVID-19 LLPs and lower interest rates

In Q3, SHUSA increased its ownership of SC USA to 80.25% and completed the sale of its retail franchise in Puerto Rico



KEY DATA	9M'20	% 9M'19
Loyal / active customers (%)	37	+5 pp
Digital customers (mn)	4.7	+24%
NPL ratio (%)	2.33	+3 bps
Cost of credit (%)	2.97	+42 bps
Efficiency ratio (%)	41.0	-68 bps
RoTE (%)	15.1	-5.1 pp

VOLUMES¹



P&L*	Q3'20	% Q2'20	9M'20	% 9M'19
NII	669	3.6	2,118	1.7
Net fee income	189	3.2	584	3.8
Total income	848	-4.8	2,760	5.4
Operating expenses	-375	10.3	-1,130	3.7
Net operating income	473	-14.0	1,629	6.6
LLPs	-203	-27.2	-767	34.5
PBT	266	0.7	844	-10.8
Underlying att. profit	185	0.5	591	0.8

(*) EUR mn and % change in constant euros



YoY growth in loans (CIB, corporates and mortgages) and **deposits** (individuals) with strong increase in **digital customers**

Q3 performance affected by **high trading gains in Q2** and **increased costs** (mainly IT)

9M net operating income boosted by revenue and efficiency gains. Profit impacted by greater LLPs, though **RoTE remains high** at 15%



Corporate Centre

P&L*	9M'20	9M'19
NII	-1,029	-919
Gains/Losses on FT	182	-257
Operating expenses	-248	-283
LLPs and other provisions	-430	-214
Tax and minority interests	112	96
Underlying att. profit	-1,455	-1,637

(*) EUR mn



NII impacted by the increased liquidity buffer

Positive impact of FX hedging cost reflected in results from financial transactions

Operating expenses down -12% YoY

Provisions include non-recurring charges for certain holdings whose valuation has been affected by the crisis

Index



Group
performance



Business
areas review



Key
takeaways



Appendix



Our quarterly results reinforce the strength of our model

Strong capital position

- ▶ **CET1 ratio of c.12%** including **19 bps of dividend accrual over Q2 and Q3** in order to pay a EUR 0.10 cash per share to be paid in 2021¹
- ▶ **Expect to maintain c.12% CET1 ratio in Q4**

High resiliency of our P&L and robust credit quality

- ▶ **Net operating income was up 3% YoY** driven by resilient revenue and cost efficiencies ahead of plan
- ▶ **Q3 underlying attributable profit was up 18% vs Q2'20:**
 - **Strong revenue growth (+7% vs Q2'20)** showing the highest NII of the last seven quarters and net fee income growth in all our core markets
 - **Cost control and lower LLPs**
- ▶ **New cost of credit guidance of c.1.3% for FY'20**
- ▶ Management's **focus remains on the execution of plans** to: strengthen revenue, reduce costs and minimise LLP impacts in the coming quarters

We expect underlying profit of EUR 5 bn in FY'20 supported by our geographic and business diversification as well as our balance sheet strength

2021 outlook¹

Resilient revenues and accelerating cost reduction

- ▶ We expect **positive trends in revenue²**:
 - NII expected to grow as higher lending volumes (mainly the Americas), positive asset repricing and lower funding costs should offset lower rates
 - CIB and insurance to remain as key growth drivers for fee income
- ▶ We are in a position to **achieve further efficiencies** (additional EUR 1 bn savings in Europe in the next 2 years)

Credit quality

- ▶ **In the current economic scenario, we expect the Group's cost of credit to remain stable or trend downwards in 2021**

Strength and profitability

- ▶ **As we have reached 12% CET1**, we will have more management flexibility
- ▶ **Underlying RoTE in 2021** expected to be **in line with our cost of equity**

Unlocking potential for organic growth going forward

- ▶ Our scale creates significant opportunities for organic value creation, which we will realise through **three structural changes**:
 - **One Santander**, starting in Europe
 - **Combining Openbank and SCF**
 - **Creating one of the largest payments companies** in the world
- ▶ This will allow us to **generate more revenue** and **additional cost efficiencies**, providing a **best-in-class customer experience** and **leveraging market-leading technology**

Our business model, our diversification and the structural changes will provide a strong platform to continue to generate value for Santander's shareholders

Index



Group
performance



Business
areas review



Key
takeaways



Appendix



Appendix

Net capital gains and provisions

Primary segments

Secondary segments

Other countries. Detail

Balance sheet and capital management

Yield on loans and cost of deposits

NPL and coverage ratios and cost of credit

Responsible Banking

Quarterly income statements

Glossary

Net capital gains and provisions

9M'19	
Capital gains Prisma (Argentina)	+130
Restructuring costs	-724
• Spain: -600	
• UK: -104	
• Poland: -20	
Property sales (Corporate Centre)	-180
PPI ¹ (UK)	-183
UK goodwill (Corporate Centre)	-1,491
Group total	-2,448

9M'20	
Goodwill impairment	-10,100
• UK: -6,101	
• US: -2,330	
• Poland: -1,192	
• SCF (Nordics and others): -477	
Deferred tax assets	-2,500
Restructuring costs + Others	-106
• UK: -33	
• SCF: -28	
• Poland: -5	
• Other: -40	
Group total	-12,706

Appendix

Net capital gains and provisions

Primary segments

Secondary segments

Other countries. Detail

Balance sheet and capital management

Yield on loans and cost of deposits

NPL and coverage ratios and cost of credit

Responsible Banking

Quarterly income statements

Glossary

Europe



KEY DATA	9M'20	% 9M'19
Loyal / active customers (%)	36	+1 pp
Digital customers (mn)	14.9	+9%
NPL ratio (%)	3.13	-34 bps
Cost of credit (%)	0.53	+28 bps
Efficiency ratio (%)	52.9	0 bp
RoTE (%)	5.6	-4.4 pp

P&L*	Q3'20	% Q2'20	9M'20	% 9M'19
NII	3,549	6.2	10,336	-2.4
Net fee income	1,162	6.0	3,575	-9.0
Total income	5,155	12.9	14,706	-5.8
Operating expenses	-2,542	1.1	-7,779	-5.9
Net operating income	2,613	27.4	6,927	-5.7
LLPs	-956	9.3	-3,168	138.0
PBT	1,461	44.0	3,208	-41.2
Underlying att. profit	947	49.7	2,022	-44.0

(*) EUR mn and % change in constant euros



The creation of **One Europe** will allow us to accelerate business transformation in order to provide the best customer service

Loans up YoY with broad-based growth in all countries, mainly in Spain (loans with ICO guarantee), the UK (mortgages) and CIB



Q3 profit up 50% mainly due to the recovery of customer revenue, cost control and SRF contribution in Q2

9M profit down due to **higher LLPs** based on the expected deterioration arising from COVID-19

We have already reached our FY2020 cost savings target

North America



KEY DATA	9M'20	% 9M'19
Loyal / active customers (%)	35	+5 pp
Digital customers (mn)	5.7	+19%
NPL ratio (%)	1.96	-25 bps
Cost of credit (%)	3.07	+14 bps
Efficiency ratio (%)	41.3	-89 bps
RoTE (%) ¹	10.1	-3.6 pp

P&L*	Q3'20	% Q2'20	9M'20	% 9M'19
NII	2,075	4.2	6,415	0.2
Net fee income	406	5.5	1,267	-1.0
Total income	2,678	3.4	8,319	-0.1
Operating expenses	-1,097	2.7	-3,438	-2.3
Net operating income	1,581	4.0	4,882	1.5
LLPs	-775	-25.9	-3,144	24.0
PBT	781	82.3	1,664	-20.9
Underlying att. profit	444	34.1	1,061	-11.9

(*) EUR mn and % change in constant euros



Increasing coordination and cooperation between Mexico and the US

Continued development of the USMX trade corridor (SCIB: +29%; Commercial: +30%)

Joint technology programmes between the two countries



Growth in loans and customer funds boosted by corporate demand

Strong profit increase in Q3 boosted by higher customer revenue and lower LLPs in both countries

Net operating income slightly up YoY with **efficiency improvement**, whilst **profit** affected by LLP increase

South America



KEY DATA	9M'20	% 9M'19
Loyal / active customers (%)	26	-
Digital customers (mn)	19.8	+15%
NPL ratio (%)	4.40	-41 bps
Cost of credit (%)	3.50	+60 bps
Efficiency ratio (%)	35.3	-41 bps
RoTE (%)	17.3	-3.5 pp

P&L*	Q3'20	% Q2'20	9M'20	% 9M'19
NII	2,486	2.6	8,157	4.6
Net fee income	841	14.8	2,688	-2.8
Total income	3,477	1.4	11,331	5.5
Operating expenses	-1,238	4.6	-3,998	4.5
Net operating income	2,240	-0.3	7,333	6.1
LLPs	-787	-21.8	-3,221	48.8
PBT	1,382	17.3	3,847	-11.9
Underlying att. profit	736	15.1	2,119	-9.8

(*) EUR mn and % change in constant euros



Continued focus on **profitable growth**, supported by operational efficiency and risks and cost control

Activity levels still affected by the pandemic, although **volumes and transactionality gradually recovering month by month**

Overall double-digit growth in loans and deposits



Positive performance in Q3 boosted by positive trend in **NII, net fee income** and **LLPs**

9M net operating income growth backed by higher NII and efficiency improvement

YoY profit decrease due to **COVID-19** impact on **LLPs**

Appendix

Net capital gains and provisions

Primary segments

Secondary segments

Other countries. Detail

Balance sheet and capital management

Yield on loans and cost of deposits

NPL and coverage ratios and cost of credit

Responsible Banking

Quarterly income statements

Glossary

Retail Banking

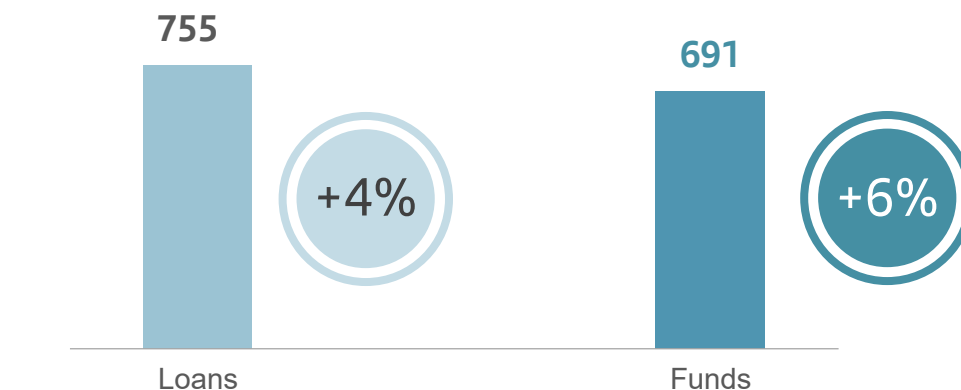
P&L*	Q3'20	% Q2'20	9M'20	% 9M'19
NII	7,148	3.6	22,173	-0.9
Net fee income	1,671	14.6	5,189	-9.8
Total income	9,226	7.6	28,056	-3.5
Operating expenses	-4,058	2.4	-12,669	-2.8
Net operating income	5,168	12.1	15,388	-4.0
LLPs	-2,463	-8.8	-9,198	54.1
PBT	2,438	45.4	5,368	-40.5
Underlying att. profit	1,322	37.7	2,938	-43.9

(*) EUR mn and % change in constant euros



Activity

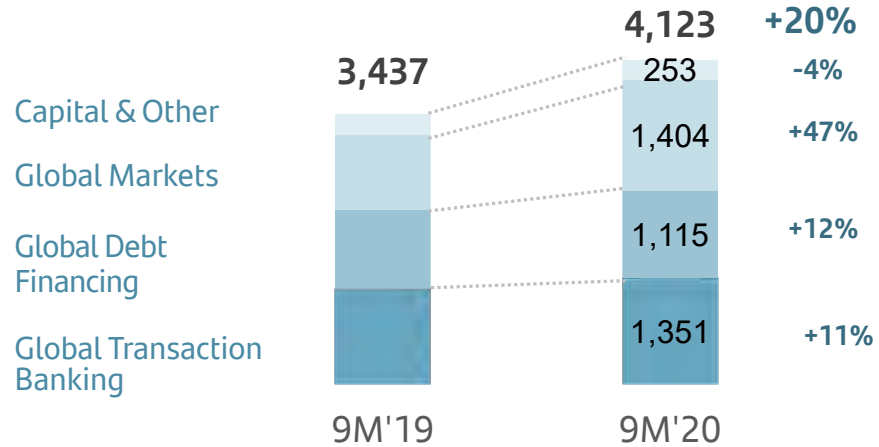
EUR bn and % change YoY in constant euros



Our priority was to ensure the **necessary financial support** for our stakeholders

Focus on accelerating our **digital transformation**, through a **multi-channel** strategy

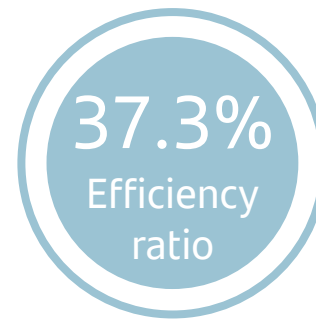
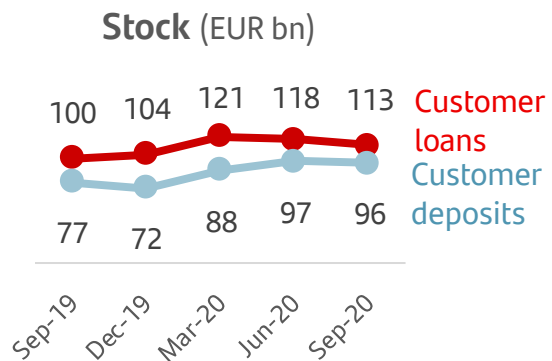
Total income (Constant EUR mn)



P&L*	Q3'20	% Q2'20	9M'20	% 9M'19
NII	788	14.7	2,172	18.9
Net fee income	361	-8.4	1,172	11.8
Total income	1,397	2.4	4,123	20.0
Operating expenses	-496	0.7	-1,539	-1.9
Net operating income	901	3.4	2,584	38.3
LLPs	-41	-82.1	-290	830.0
PBT	839	36.4	2,230	25.3
Underlying att. profit	565	35.8	1,493	30.4

(*) EUR mn and % change in constant euros

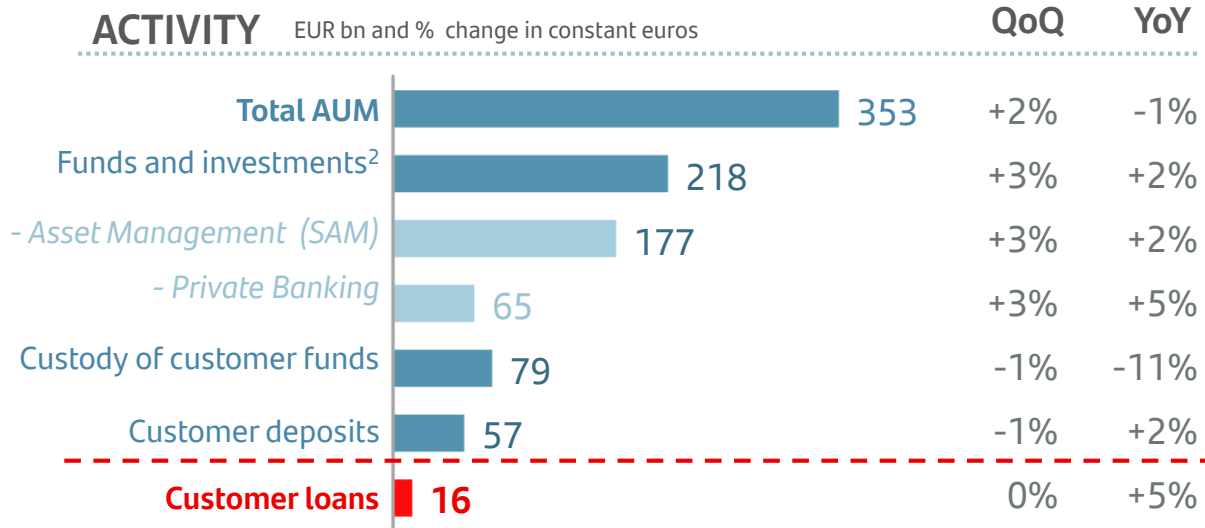
VOLUMES¹



In **Q3**, as some economies began to slightly recover, **contingency funding needs started to fall**

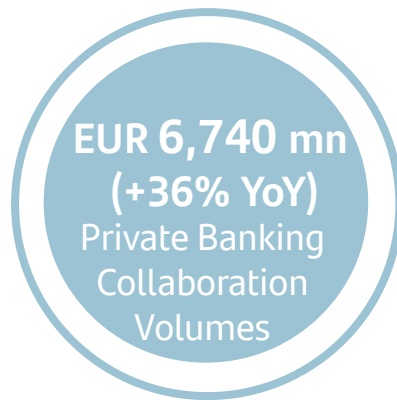
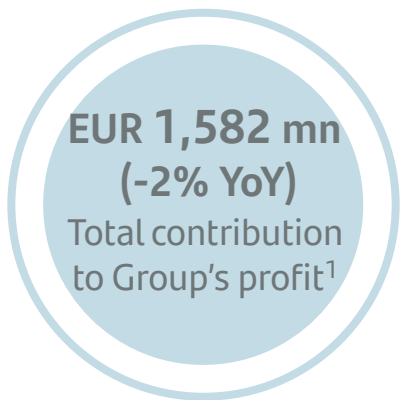
In the quarter, **profit boosted by NII** (larger volumes) and **provisions** (COVID-19 related charges in Q2). Lower fees and trading gains (both especially high in Q2)

9M profit was 30% higher, backed by double-digit growth in the majority of businesses.



P&L*	Q3'20	% Q2'20	9M'20	% 9M'19
NII	104	5.1	340	-15.8
Net fee income	290	6.2	888	8.3
Total income	498	5.9	1,566	1.9
Operating expenses	-215	0.2	-679	-0.7
Net operating income	283	10.7	888	4.0
LLPs	-10	96.1	-22	--
PBT	269	8.7	858	1.1
Underlying att. profit	195	7.8	622	0.1

(*) EUR mn and % change in constant euros



Profit resilience YTD: sound revenues and flat costs. Q3 reflecting the gradual recovery in activity since the months of strongest impact from the health crisis in the first half of the year

In **Private Banking**, continued good activity levels and business growth, despite the markets situation and the reduction of interest rates

In **SAM**, volumes recovering (up +2% YoY), both by market movement and by positive net sales since May

In **Insurance**, production affected by lower activity derived from the crisis, mainly in Europe, but protection non-related fees up 6% YoY

Appendix

Net capital gains and provisions

Primary segments

Secondary segments

Other countries. Detail

Balance sheet and capital management

Yield on loans and cost of deposits

NPL and coverage ratios and cost of credit

Responsible Banking

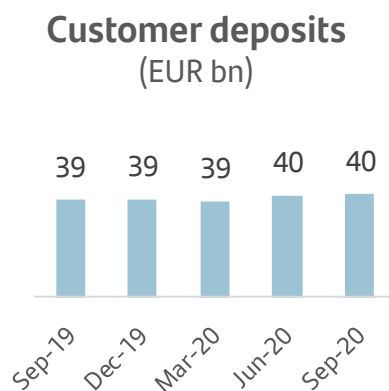
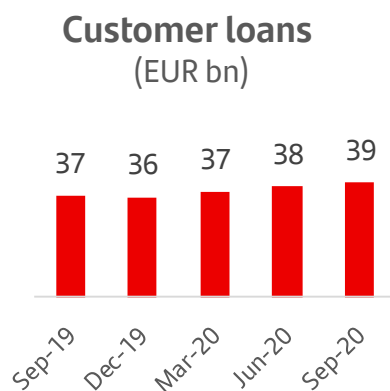
Quarterly income statements

Glossary



KEY DATA	9M'20	% 9M'19
Loyal / active customers (%)	47	+2 pp
Digital customers (k)	903	+17%
NPL ratio (%)	4.25	-65 bps
Cost of credit (%)	0.42	+42 bps
Efficiency ratio (%)	45.1	+32 bps
RoTE (%)	8.5	-3.7 pp

VOLUMES¹



P&L*	Q3'20	% Q2'20	9M'20	% 9M'19
NII	193	-2.4	592	-7.9
Net fee income	94	4.6	285	-2.5
Total income	312	-1.7	979	-6.1
Operating expenses	-146	0.7	-442	-5.4
Net operating income	166	-3.6	538	-6.6
LLPs	-47	95.3	-152	--
PBT	120	-9.4	350	-37.2
Underlying att. profit	83	-9.2	243	-36.9

(*) EUR mn



Strong **increase in digital customers** with **higher digital sales penetration**

New lending market share above 20% in mortgages and at 17% in corporates

Profit decrease mainly due to **COVID-19 impacts on revenue and LLPs**

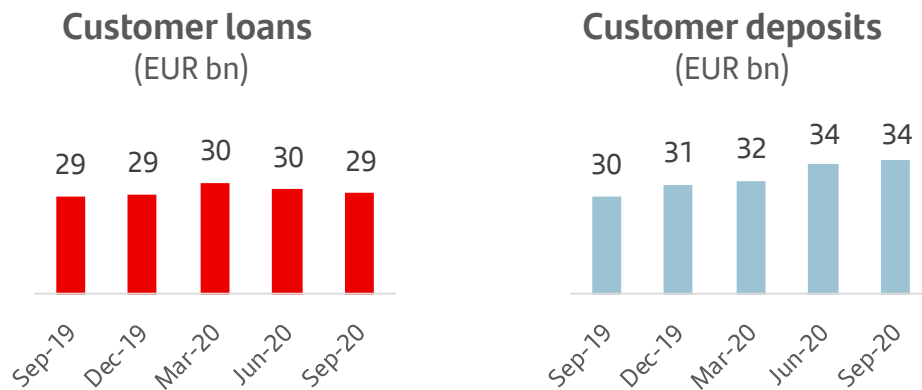


KEY DATA	9M'20	% 9M'19
Loyal / active customers (%)	54	+1 pp
Digital customers (k)	2,704	+10%
NPL ratio (%)	4.58	+23 bps
Cost of credit (%)	0.99	+28 bps
Efficiency ratio (%)	41.8	+18 bps
RoTE (%) ¹	10.9	-7.4 pp

P&L*	Q3'20	% Q2'20	9M'20	% 9M'19
NII	246	-3.5	794	-5.5
Net fee income	112	6.7	332	-2.2
Total income	394	3.1	1,136	-7.2
Operating expenses	-161	10.6	-475	-6.8
Net operating income	233	-1.5	661	-7.5
LLPs	-65	-27.2	-249	54.2
PBT	136	28.2	303	-34.4
Underlying att. profit	68	34.2	142	-40.5

(*) EUR mn and % change in constant euros

VOLUMES²



Strong customer deposit growth, driven by SMEs and corporates

Profit up in Q3 driven by lower LLPs (mainly individuals) and increased net fee income

9M profit down impacted by COVID-19 LLPs, interest rate cuts and higher BFG contribution. **Costs fell** due to efficiency projects

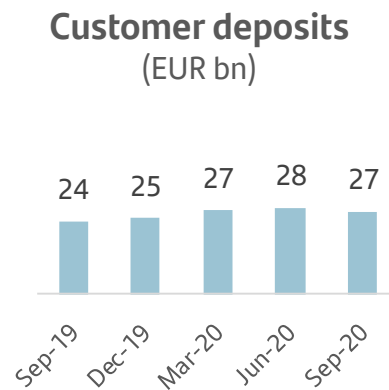
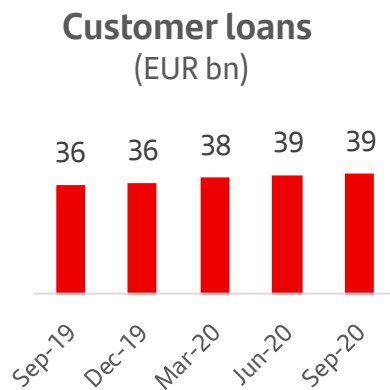


KEY DATA	9M'20	% 9M'19
Loyal / active customers (%)	44	-3 pp
Digital customers (k)	1,489	+23%
NPL ratio (%)	4.76	+28 bps
Cost of credit (%)	1.59	+53 bps
Efficiency ratio (%)	40.8	-47 bps
RoTE (%)	11.0	-6.9 pp

P&L*	Q3'20	% Q2'20	9M'20	% 9M'19
NII	420	-0.2	1,293	7.8
Net fee income	74	0.4	240	-7.0
Total income	532	-8.0	1,669	2.6
Operating expenses	-223	-1.4	-681	1.5
Net operating income	310	-12.1	988	3.5
LLPs	-154	-15.1	-500	86.3
PBT	169	-0.5	500	-31.6
Underlying att. profit	86	0.7	269	-33.5

(*) EUR mn and % change in constant euros

VOLUMES¹



Record checking account openings driving **improved funding mix** (demand deposits +47% YoY). **Increased lending** to corporates
Q3 performance affected by NII (lower inflation) and trading gains (exceptionally high in Q2)

9M net operating income growth boosted by higher NII (larger volumes and lower cost of funds) and efficiency improvement

Profit down YoY impacted by higher LLPs related to COVID-19



Argentina

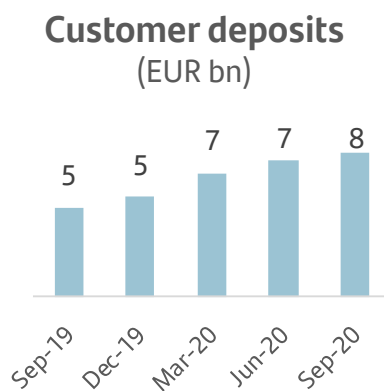
South America
other markets



KEY DATA	9M'20	% 9M'19
Loyal / active customers (%)	43	-4 pp
Digital customers (k)	2,690	+24%
NPL ratio (%)	2.88	-76 bps
Cost of credit (%)	5.54	+68 bps
Efficiency ratio (%)	54.5	-328 bps
RoTE (%)	29.2	+10.4 pp

P&L*	Q3'20	% Q2'20	9M'20	% 9M'19
NII	218	7.9	721	48.9
Net fee income	70	48.3	202	-12.3
Total income	274	12.9	902	34.4
Operating expenses	-152	24.3	-491	26.8
Net operating income	122	1.4	411	44.9
LLPs	-46	4.0	-178	38.9
PBT	59	-4.3	185	51.0
Underlying att. profit	52	-7.6	161	137.9

VOLUMES¹



Consumer finance and **Getnet** launched in Q3, **Openbank** license approved.

Double-digit YoY volume growth, maintaining high liquidity in both pesos and USD

Strong revenue in Q3 though profit affected by higher costs (annual salary review)

9M profit and RoTE increase due to NII and efficiency improvement



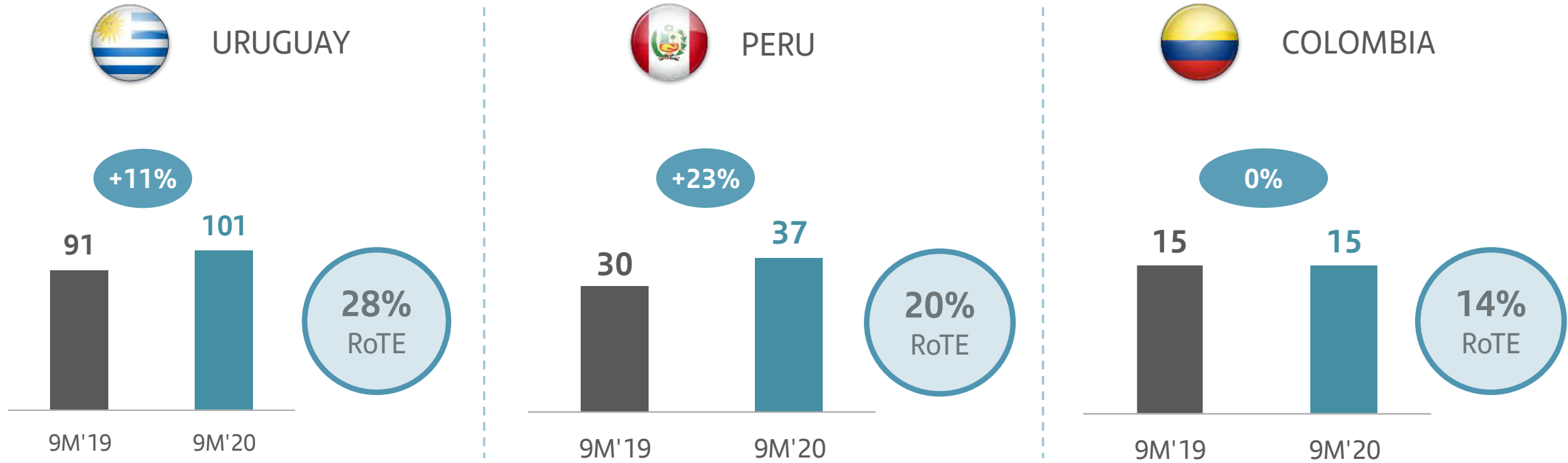
Note: Underlying RoTE

(1) Constant euros. Customer loans excluding reverse repos. Customer deposits excluding repos

Uruguay and Andean region



Underlying attributable profit



Double-digit volume growth in all countries, both in loans and customer funds

Strong **profit** growth in Uruguay and Peru boosted by higher revenue and efficiency improvement.
Colombia evolution impacted by Project finance extraordinary revenue in Q3'19

Appendix

Net capital gains and provisions

Primary segments

Secondary segments

Other countries. Detail

Balance sheet and capital management

Yield on loans and cost of deposits

NPL and coverage ratios and cost of credit

Responsible Banking

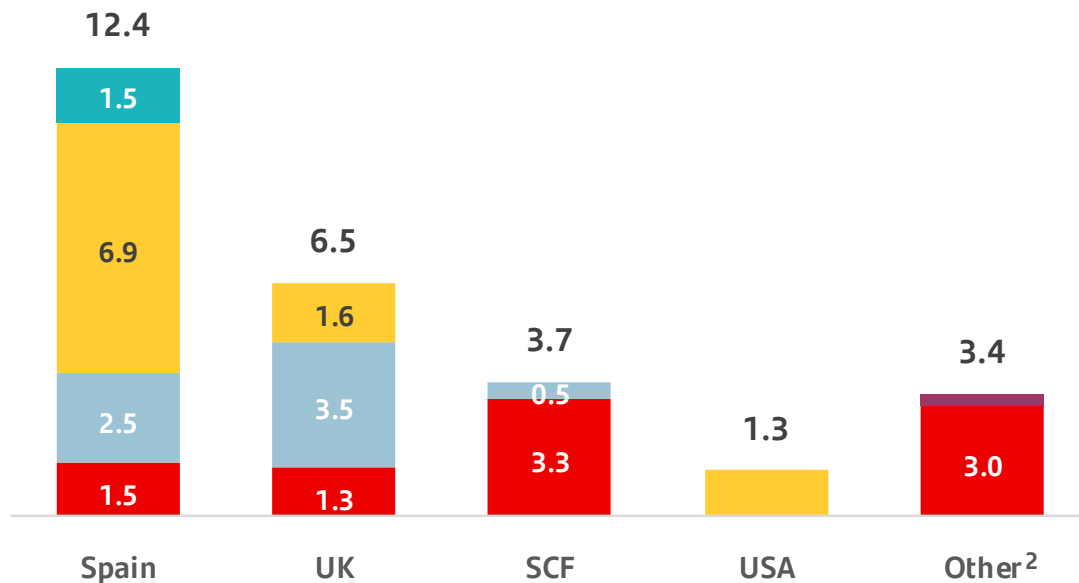
Quarterly income statements

Glossary

In the year to date, the Group has issued EUR 27 bn¹ of MLT debt and is able to cover its very manageable maturity profile

Public market issuances in 2020

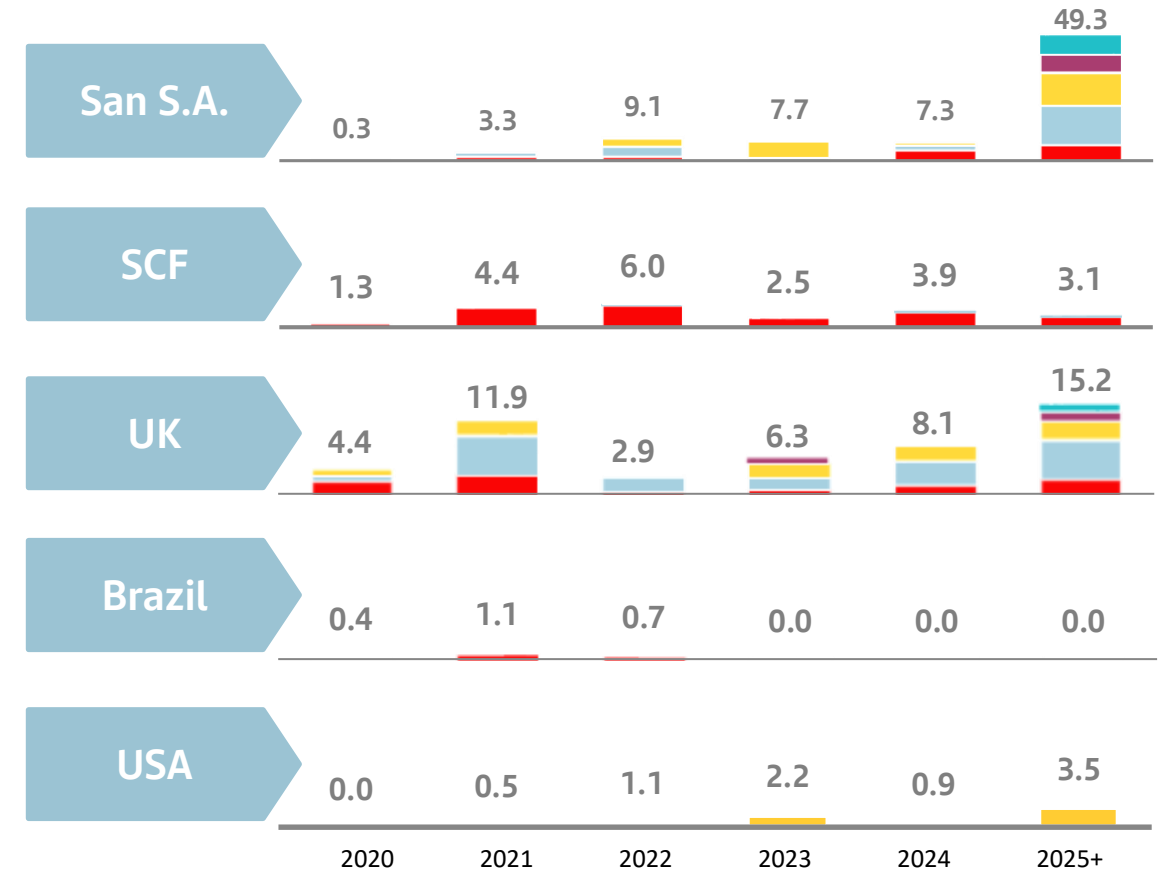
EUR bn, Sep-20



Additionally, in October, Santander S.A. completed a subordinated tier 2 issuance: EUR 1 bn, 10 year, coupon of 1.625%

Maturity profile

EUR bn, Sep-20



■ Senior Debt ■ Covered bond ■ Senior TLAC ■ Subordinated ■ Preferred stock

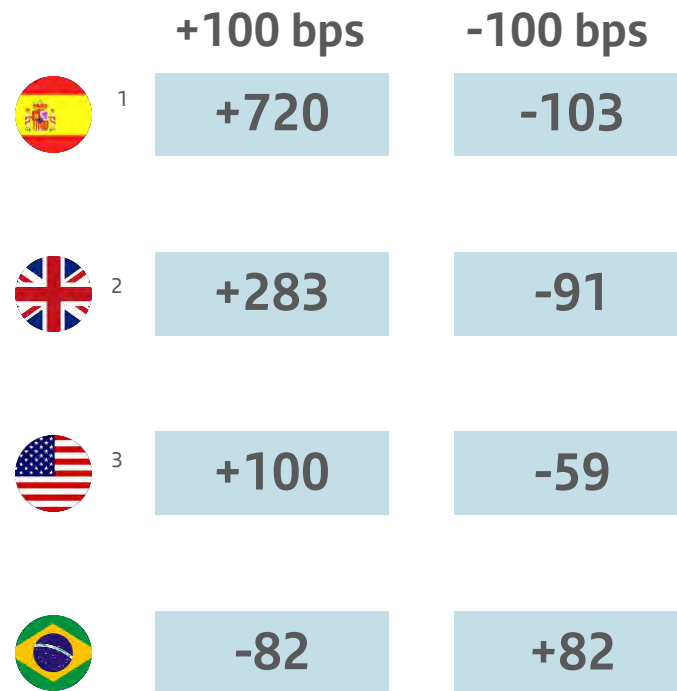


(1) Data include public issuances from all units with period-average exchange rates. Excludes securitisations
 (2) Other public market issuances in Mexico, Brazil, Chile and Poland

We actively manage interest rate risk and our ALCO portfolios to optimise results while maintaining an appropriate risk profile

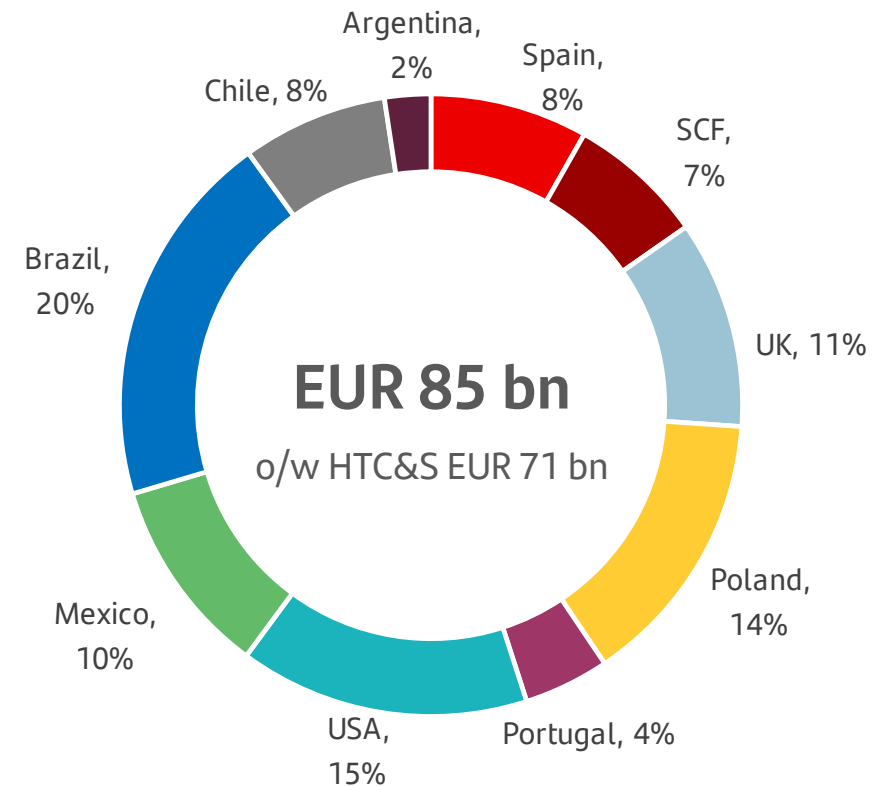
Positive interest rate sensitivity in Europe

Net interest income sensitivity to a +/-100 bp parallel shift
EUR mn, Aug-20



ALCO portfolios reflect our geographic diversification

Distribution of ALCO portfolios by country
%, Sep-20



(1) Parent bank
(2) Ring-fenced bank
(3) SBNA. SCUSA has positive NII sensitivity to interest rate decreases

Issuances YTD against funding plan

EUR bn, Sep-20	Covered Bonds + Senior		Senior Non-Preferred		Hybrids		TOTAL	
	Plan	Issued	Plan	Issued	Plan	Issued	Plan	Issued
Santander S.A	4-5	3.0	7-8	6.9	1-2	1.5 ¹	12-15	11.4
SCF	6-8	3.7	-	0.0	-	0.0	6-8	3.7
UK	6-8	4.8	2-3	1.6	-	0.0	8-11	6.5
SHUSA	-	-	1-2	1.3	-	0.0	1-2	1.3
TOTAL	16-21	11.5	10-13	9.9	1-2	1.5	27-36	22.9²

- Frontloading of issuances in the first half of the year, having issued EUR 22 billion, particularly focused on TLAC eligible issuances. Further EUR 1 bn issued in Q3 (mainly Santander UK)
- Santander S.A. completed a subordinated tier 2 issuance in October: EUR 1 bn, 10 year, coupon of 1.625%
- Through the issuances YTD and access to central bank facilities, many countries have now largely covered their funding needs for the year and future liquidity needs will be assessed depending on market conditions
- Liquidity position remains solid, with LCR above minimum requirements and ample liquidity buffers in all of our units



Note: Issuance plan subject to, amongst other considerations, market conditions and regulatory requirements. Other secured issuances (for example ABS, RMBS, etc.) are not considered in the table above

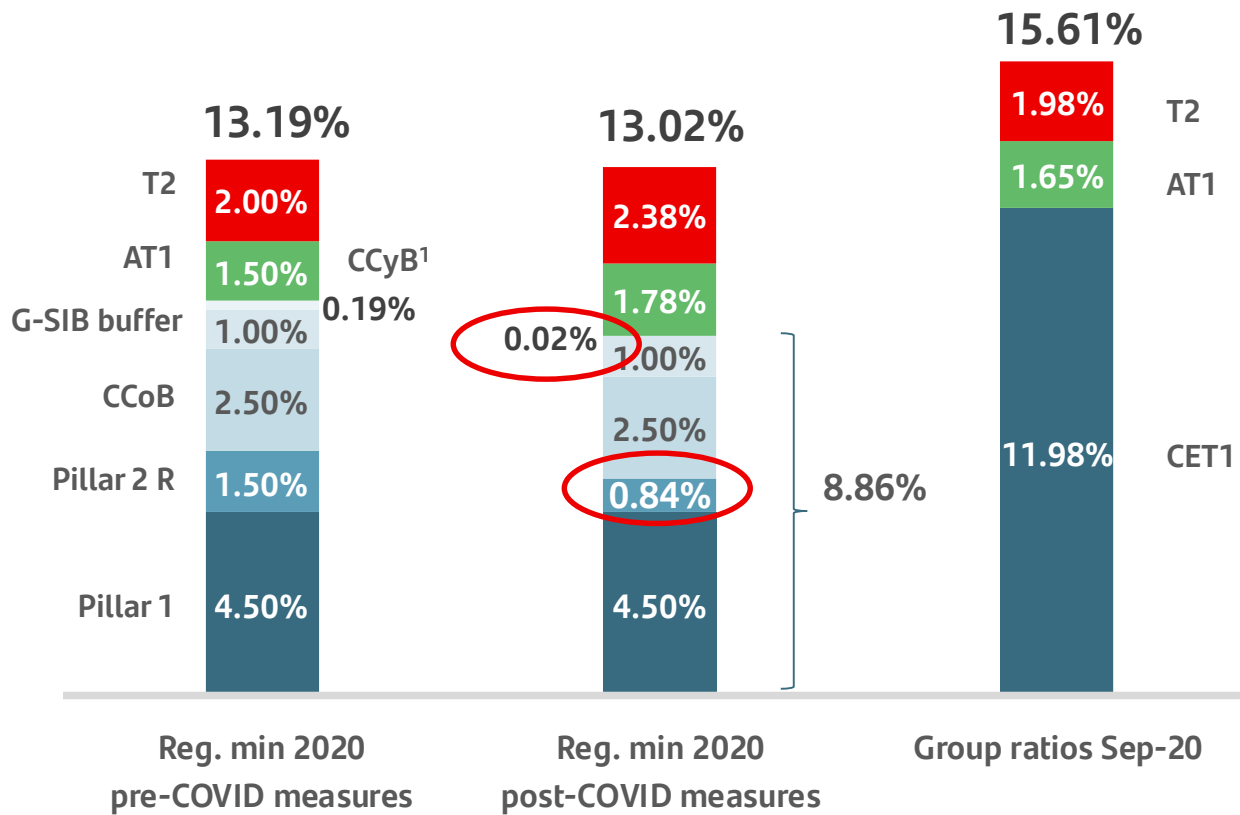
1. Issuance of EUR 1.5 bn AT1 (4.375%) in January 2020, replacing the EUR 1.5 billion AT1 (5.481%) that was called in March, therefore not within the scope of funding plan

2. EUR 23 billion refers to the four entities given in the table. See slide 53 for full Group figures

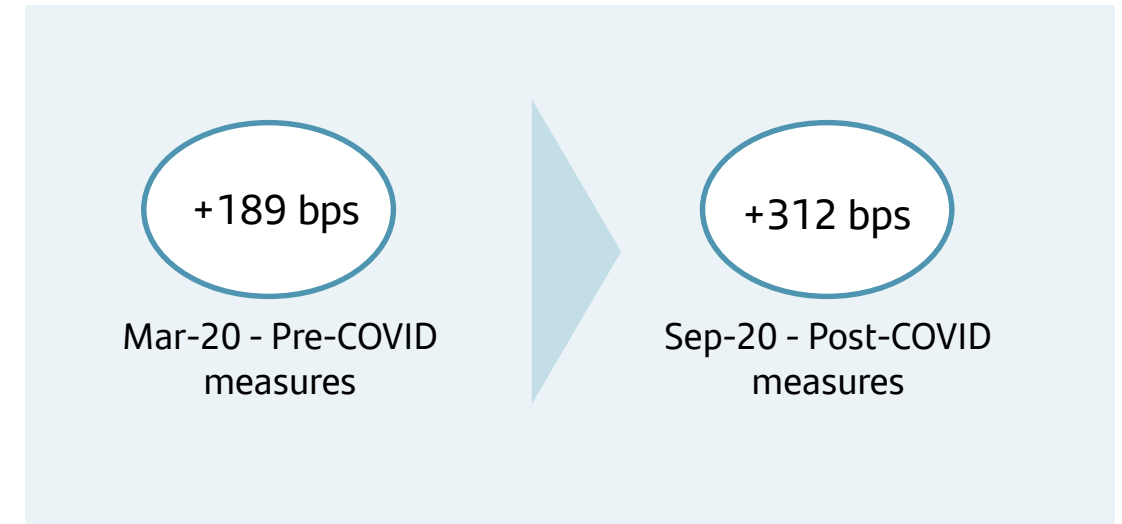
Regulatory changes in Q1 and increased capital levels, increased the Group's CET1 management buffer to 312 bps

SREP capital requirements (phased-in)

Sep-20



CET1 management buffer²



TLAC ratios for the Resolution Group headed by Banco Santander, S.A.

TLAC Ratio

EUR mn

	Dec-19	Mar-20	Jun-20	Sep-20 (e)
Own Funds	91,294	91,550	86,335	86,191
of which: Common Equity Tier 1 (CET1) capital	75,683	75,821	70,746	70,829
of which: Additional Tier 1 (AT1) capital	7,742	7,829	7,794	7,740
of which: Tier 2 (T2) capital	7,869	7,900	7,796	7,621
Eligible Liabilities	24,138	26,271	30,998	30,624
Subordinated instruments	673	685	767	860
Non preferred senior debt	16,473	18,452	23,336	22,912
Preferred senior debt and equivalent instruments	6,992	7,134	6,894	6,852
TLAC BEFORE DEDUCTIONS	115,431	117,821	117,333	116,815
Deductions	62,405	61,567	53,652	53,120
TLAC AFTER DEDUCTIONS	53,026	56,254	63,681	63,694
Risk Weighted Assets (RWAs)	279,680	285,354	275,774	274,085
TLAC RATIO (% RWAs)	19.0%	19.7%	23.1%	23.2%
Leverage Exposure (LE)	672,721	699,813	735,543	634,940
TLAC RATIO (% LE)	7.9%	8.0%	8.7%	10.0%

- TLAC ratio at 30-Sep-20 increased by 15 bps to 23.2%¹ (compared with the expected requirement of 19.52% at year-end)
- Between June and September, leverage exposure dropped by EUR 100 bn, due to the waiver of CRR II for Central Bank exposures and the reduction of the balance sheet
- Between March and June, CET1 and deductions were mainly down due to the impairment on the value of equity stakes and tax credits. Instruments increased due to SNP debt issuances (EUR 5 bn)

Appendix

Net capital gains and provisions

Primary segments

Secondary segments

Other countries. Detail

Balance sheet and capital management

Yield on loans and cost of deposits

NPL and coverage ratios and cost of credit

Responsible Banking

Quarterly income statements

Glossary

Yield on loans (%)

	Q1'19	Q2'19	Q3'19	Q4'19	Q1'20	Q2'20	Q3'20
EUROPE	2.77	2.75	2.70	2.68	2.66	2.47	2.40
Spain	2.05	2.08	2.02	2.02	1.99	1.86	1.82
Santander Consumer Finance	4.51	4.48	4.41	4.26	4.27	4.17	4.08
United Kingdom	2.72	2.67	2.63	2.59	2.52	2.37	2.35
Portugal	1.79	1.76	1.71	1.64	1.63	1.56	1.57
Poland	4.14	4.15	4.17	4.17	4.04	3.34	2.95
NORTH AMERICA	9.81	9.71	9.45	9.20	8.95	7.86	7.97
US	8.70	8.52	8.27	7.95	7.77	6.93	7.13
Mexico	12.74	12.82	12.67	12.64	12.25	11.00	10.74
SOUTH AMERICA	12.61	13.43	12.30	12.27	11.71	9.90	8.91
Brazil	15.86	15.88	15.32	14.49	13.58	12.12	11.47
Chile	6.02	8.48	6.86	7.39	7.35	5.74	4.75
Argentina	24.22	23.99	23.95	26.26	23.74	20.05	18.37

Cost of deposits (%)

	Q1'19	Q2'19	Q3'19	Q4'19	Q1'20	Q2'20	Q3'20
EUROPE	0.42	0.42	0.41	0.41	0.39	0.28	0.16
Spain	0.14	0.14	0.13	0.13	0.06	0.04	0.04
Santander Consumer Finance	0.60	0.61	0.60	0.58	0.57	0.53	0.48
United Kingdom	0.67	0.70	0.70	0.69	0.69	0.52	0.29
Portugal	0.14	0.12	0.10	0.10	0.08	0.06	0.05
Poland	0.89	0.89	0.78	0.74	0.65	0.42	0.14
NORTH AMERICA	1.94	1.91	1.99	1.76	1.56	1.14	0.90
US	0.95	0.87	0.96	0.86	0.73	0.39	0.29
Mexico	3.95	4.08	4.14	3.68	3.54	3.21	2.53
SOUTH AMERICA	4.20	4.43	3.82	3.42	3.16	2.09	1.59
Brazil	4.70	4.70	4.55	3.71	3.16	2.30	1.64
Chile	1.62	2.01	1.63	1.47	1.35	0.71	0.34
Argentina	9.93	11.09	10.90	12.29	10.64	7.37	8.70

Appendix

Net capital gains and provisions

Primary segments

Secondary segments

Other countries. Detail

Balance sheet and capital management

Yield on loans and cost of deposits

NPL and coverage ratios and cost of credit

Responsible Banking

Quarterly income statements

Glossary

The IMF's GDP growth projections in its October World Economic Outlook report were revised upwards across Santander's main countries

GDP growth	October WEO		June WEO update		Difference	
	2020 (e)	2021 (e)	2020 (e)	2021 (e)	2020 (e)	2021 (e)
Euro Area	-8.3%	5.2%	-10.2%	6.0%	1.9 pp	-0.8 pp
Spain	-12.8%	7.2%	-12.8%	6.3%	0.0 pp	0.9 pp
Germany	-6.0%	4.2%	-7.8%	5.4%	1.8 pp	-1.2 pp
UK	-9.8%	5.9%	-10.2%	6.3%	0.4 pp	-0.4 pp
USA	-4.3%	3.1%	-8.0%	4.5%	3.7 pp	-1.4 pp
Mexico	-9.0%	3.5%	-10.5%	3.3%	1.5 pp	0.2 pp
Brazil	-5.8%	2.8%	-9.1%	3.6%	3.3 pp	-0.8 pp

Breakdown of moratoria by segment and country: Credit quality of expired moratoria remains solid

EUR bn, 30-Sep-20	Total moratoria	% loan book	o/w: expired	Expired as % of Total	Expired		
					% Stage 1	% Stage 2	% Stage 3
Total Group	114	13%	75	66%	82%	16%	2%
Detail by segments							
Mortgages	69	23%	45	65%	86%	13%	2%
Consumer	21	9%	18	84%	79%	17%	4%
SMEs & Corporates	24	7%	12	51%	74%	25%	1%
Detail by countries							
UK	44	19%	38	86%	83%	15%	2%
USA (SBNA & SC)	15	19%	13	87%	72%	24%	4%
Spain	9	5%	2	21%	76%	17%	7%
Mexico	8	26%	5	67%	87%	12%	1%
Brazil	7	11%	6	83%	83%	15%	2%
SCF	5	5%	4	83%	90%	9%	1%

Stage coverage

	Exposure ¹			Coverage		
	Sep-20	Jun-20	Mar-20	Sep-20	Jun-20	Mar-20
Stage 1	862	878	891	0.6%	0.6%	0.6%
Stage 2	60	61	53	8.8%	7.7%	8.2%
Stage 3	31	33	33	43.3%	41.1%	40.8%

NPL ratio (%)

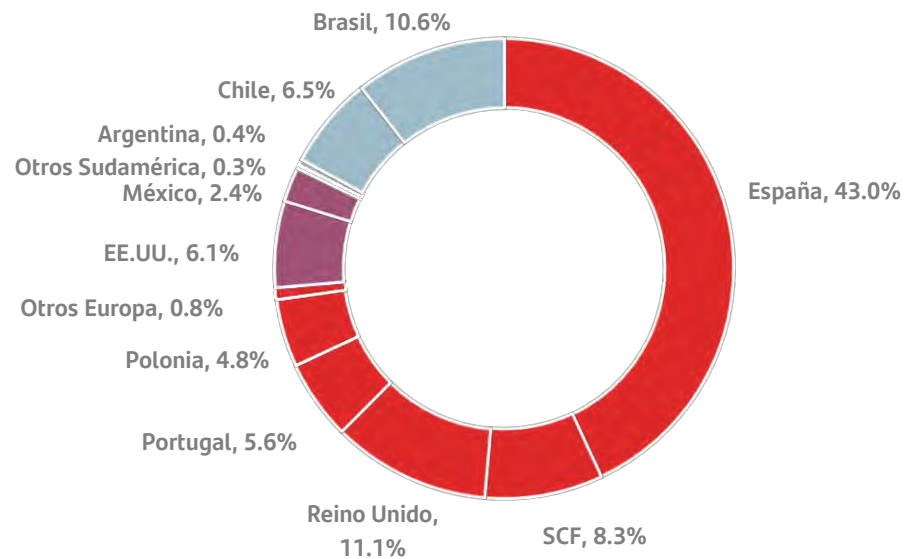
	Mar-19	Jun-19	Sep-19	Dec-19	Mar-20	Jun-20	Sep-20
EUROPE	3.61	3.48	3.47	3.25	3.19	3.24	3.13
Spain	7.29	7.02	7.23	6.94	6.88	6.55	5.98
Santander Consumer Finance	2.33	2.24	2.25	2.30	2.43	2.52	2.50
United Kingdom	1.17	1.13	1.08	1.01	0.96	1.08	1.30
Portugal	5.77	5.00	4.90	4.83	4.56	4.43	4.25
Poland	4.39	4.21	4.35	4.31	4.29	4.57	4.58
NORTH AMERICA	2.33	2.29	2.21	2.20	2.02	1.73	1.96
US	2.41	2.32	2.18	2.20	2.00	1.49	1.85
Mexico	2.12	2.21	2.30	2.19	2.07	2.50	2.33
SOUTH AMERICA	4.83	4.81	4.81	4.86	4.63	4.74	4.40
Brazil	5.26	5.27	5.33	5.32	4.93	5.07	4.64
Chile	4.67	4.52	4.48	4.64	4.63	4.99	4.76
Argentina	3.50	3.79	3.64	3.39	3.97	3.15	2.88
TOTAL GROUP	3.62	3.51	3.47	3.32	3.25	3.26	3.15

Coverage ratio (%)

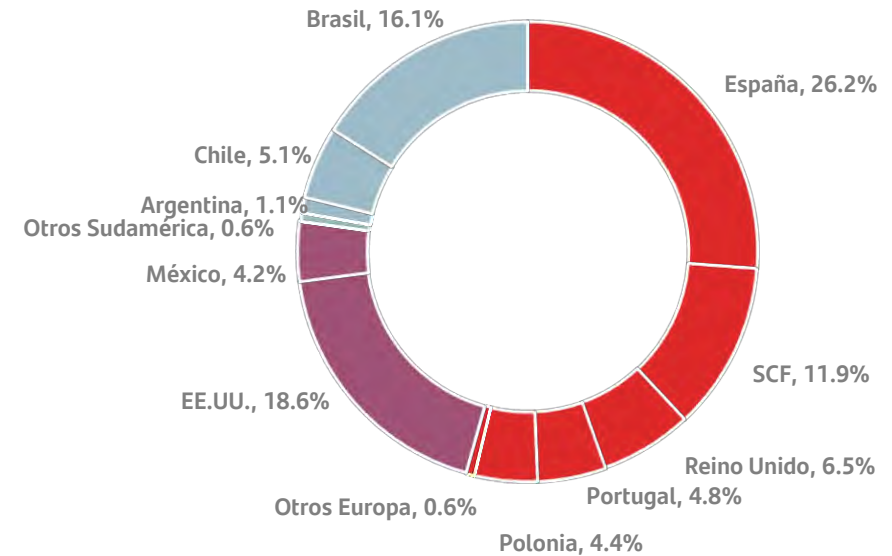
	Mar-19	Jun-19	Sep-19	Dec-19	Mar-20	Jun-20	Sep-20
EUROPE	49.5	49.9	48.2	49.8	54.1	53.4	55.8
Spain	43.3	42.9	40.6	41.1	44.6	43.3	46.0
Santander Consumer Finance	105.3	105.9	104.2	106.1	109.6	106.1	108.2
United Kingdom	30.9	31.9	34.1	36.5	43.0	46.0	44.5
Portugal	50.7	52.9	51.5	52.8	59.0	60.9	64.3
Poland	67.6	69.7	69.0	66.8	68.1	69.0	70.8
NORTH AMERICA	153.4	150.3	155.6	153.0	170.1	206.5	201.6
US	161.0	158.4	166.6	161.8	181.4	253.1	228.8
Mexico	130.1	126.9	125.2	128.3	133.9	114.9	132.6
SOUTH AMERICA	94.1	93.0	89.7	88.4	92.9	93.0	97.2
Brazil	107.7	105.5	101.1	99.8	108.0	110.2	114.9
Chile	59.7	59.1	57.3	56.0	57.2	54.7	59.7
Argentina	118.6	126.4	134.0	124.0	131.2	165.7	186.3
TOTAL GROUP	67.8	68.1	67.3	67.9	71.3	72.1	76.0

Non-performing loans and loan-loss allowances. Breakdown by operating areas. September 2020

Non-performing loans



Loan-loss allowances



Cost of credit (%)

	Mar-19	Jun-19	Sep-19	Dec-19	Mar-20	Jun-20	Sep-20
EUROPE	0.24	0.24	0.25	0.28	0.40	0.47	0.53
Spain	0.40	0.41	0.41	0.43	0.64	0.68	0.80
Santander Consumer Finance	0.38	0.36	0.38	0.48	0.66	0.78	0.84
United Kingdom	0.07	0.06	0.08	0.10	0.14	0.23	0.27
Portugal	0.03	0.03	0.00	(0.02)	0.23	0.30	0.42
Poland	0.61	0.66	0.71	0.72	0.88	0.96	0.99
NORTH AMERICA	2.97	2.95	2.93	2.76	3.02	3.21	3.07
US	3.11	3.09	3.09	2.85	3.13	3.30	3.08
Mexico	2.62	2.61	2.55	2.49	2.69	2.95	2.97
SOUTH AMERICA	2.89	2.87	2.90	2.92	3.29	3.49	3.50
Brazil	3.88	3.84	3.85	3.93	4.43	4.67	4.58
Chile	1.13	1.10	1.06	1.08	1.25	1.46	1.59
Argentina	4.02	4.33	4.86	5.09	5.48	5.67	5.54
TOTAL GROUP	0.97	0.98	1.00	1.00	1.17	1.26	1.27

Appendix

Net capital gains and provisions

Primary segments

Secondary segments

Other countries. Detail

Balance sheet and capital management

Yield on loans and cost of deposits

NPL and coverage ratios and cost of credit

Responsible Banking

Quarterly income statements

Glossary

We continue to do business in a more responsible and sustainable way

Culture

Engagement

86% of employees proud to work for Santander (+1 pp vs 2018)

Best Bank in the world for D&I



Women

40% Group Board

23% women in senior leadership positions¹ (+2 pp vs. 2018)

Top 10 companies to work for in 6 geographies



Leader

Most sustainable bank in the world

Dow Jones index²

Green finance & Env. footprint

>EUR 22 bn

mobilised in Green finance (2019-H1'20)

66% Electricity used from renewable energy sources already surpassing our 2021 commitment (2019-H1'20)

EUR 1 bn

Santander first green bond issuance (Oct-19)

EUR 1 bn

Santander second green bond issuance (June-20)

Communities

2.6 mn

people helped through our community programmes (2019-H1'20)

110 k

scholarships granted (2019-H1'20)

Financial inclusion

2.8 mn

people financially empowered (2019-H1'20)

EUR 225 mn

credit to microentrepreneurs (H1'20) (+45% vs. H1'19)³



Note: 2019 data and YoY changes (2019 vs 2018) unless otherwise indicated. H1'20 data is monitoring data and not audited

- (1) Senior positions represent 1% of total workforce
- (2) Dow Jones Sustainability index 2019
- (3) Constant exchange rate



PRINCIPLES FOR RESPONSIBLE BANKING

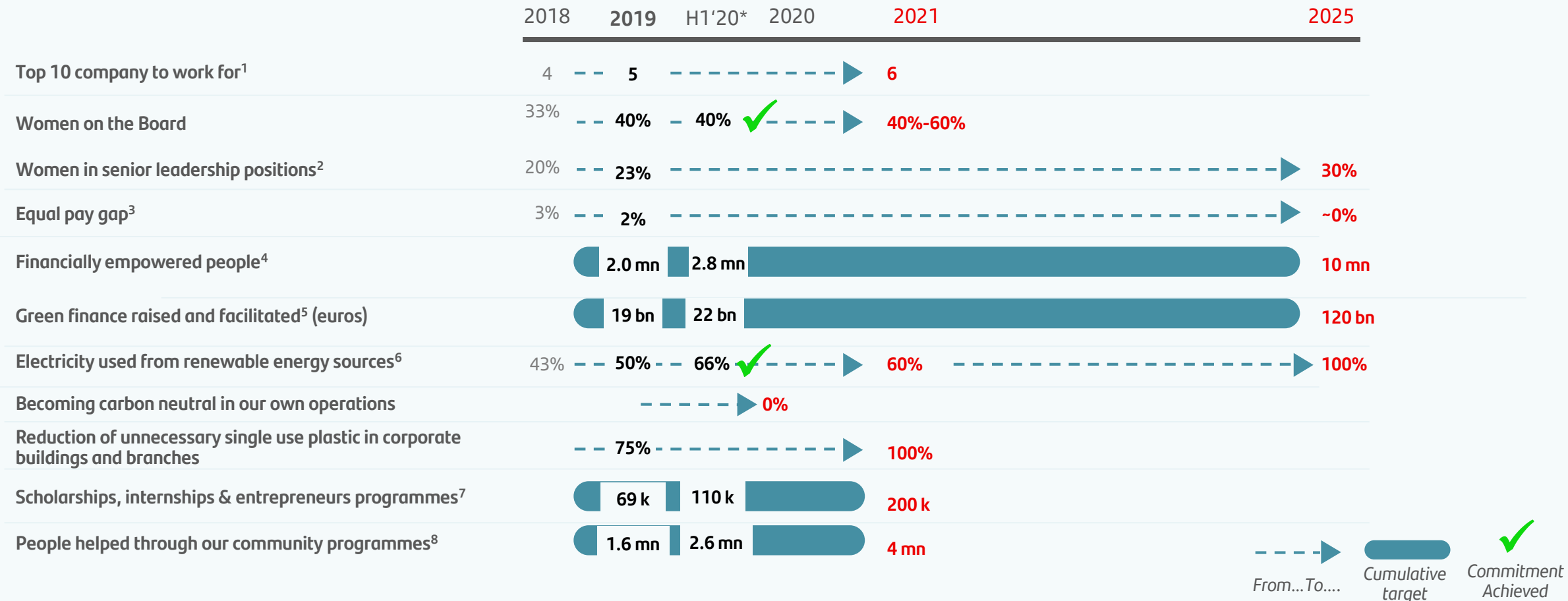


MEMBER OF Dow Jones Sustainability Indices In Collaboration with RobecoSAM



Santander Responsible Banking goals

We are building a more Responsible Bank aligned with our commitments



*Note: H1 Data is monitoring data not audited

(1) According to relevant external indexes in each country (Great Place to Work, Top Employer, Merco, etc.)

(2) Senior positions represent 1% of total workforce

(3) Calculation of equal pay gap compares employees of the same job, level and function

(4) People (unbanked, underbanked or financially vulnerable), who are given access to the financial system, receive tailored finance and increase their knowledge and resilience through financial education

(5) Includes Santander overall contribution to green finance: project finance, syndicated loans, green bonds, capital finance, export finance, advisory, structuring and other products to help our clients in the transition to a low carbon economy. Commitment from 2019 to 2030 is EUR 220 bn

(6) In those countries where it is possible to certify renewable sourced electricity for the properties occupied by the Group

(7) People supported through Santander Universities initiative (students who will receive a Santander scholarship, will achieve an internship in an SME or participate in entrepreneurship programmes supported by the bank)

(8) People helped through our community investment programmes (excluded Santander Universities and financial education initiatives)

Appendix

Net capital gains and provisions

Primary segments

Secondary segments

Other countries. Detail

Balance sheet and capital management

Yield on loans and cost of deposits

NPL and coverage ratios and cost of credit

Responsible Banking

Quarterly income statements

Glossary

SANTANDER GROUP (EUR mn)

	Q1'19	Q2'19	Q3'19	Q4'19	Q1'20	Q2'20	Q3'20	9M'19	9M'20
Net interest income	8,682	8,954	8,806	8,841	8,487	7,715	7,773	26,442	23,975
Net fee income	2,931	2,932	2,955	2,961	2,853	2,283	2,423	8,818	7,559
Gains (losses) on financial transactions and other	472	465	705	790	474	706	891	1,642	2,071
Total income	12,085	12,351	12,466	12,592	11,814	10,704	11,087	36,902	33,605
Operating expenses	(5,758)	(5,829)	(5,722)	(5,971)	(5,577)	(5,076)	(5,073)	(17,309)	(15,726)
Net operating income	6,327	6,522	6,744	6,621	6,237	5,628	6,014	19,593	17,879
Net loan-loss provisions	(2,172)	(2,141)	(2,435)	(2,573)	(3,909)	(3,118)	(2,535)	(6,748)	(9,562)
Other gains (losses) and provisions	(471)	(486)	(465)	(542)	(372)	(625)	(304)	(1,422)	(1,301)
Underlying profit before tax	3,684	3,895	3,844	3,506	1,956	1,885	3,175	11,423	7,016
Underlying consolidated profit	2,358	2,542	2,529	2,397	696	1,677	2,047	7,429	4,420
Underlying attributable profit	1,948	2,097	2,135	2,072	377	1,531	1,750	6,180	3,658
Net capital gains and provisions*	(108)	(706)	(1,634)	711	(46)	(12,660)	—	(2,448)	(12,706)
Attributable profit	1,840	1,391	501	2,783	331	(11,129)	1,750	3,732	(9,048)

(*) Including: in Q1'19, capital gains from Prisma, capital losses due to property sales and restructuring costs
in Q2'19, restructuring costs
in Q3,19, restructuring costs, PPI, deterioration of goodwill ascribed to the UK and impact of devaluation of the ARS on the capital gain from Prisma registered in Q1'19
in Q4'19, net capital gains related to the agreement with Crédit Agricole S.A. to integrate the custody businesses, net positive results in Brazil related to DTAs, net capital losses related to real estate in Spain, restructuring costs, provisions for the ruling on Swiss franc mortgages, provisions related to intangible assets and other and impact of appreciation of the ARS on the capital gains from Prisma registered in Q1'19
in Q1'20, restructuring costs
in Q2'20, adjustment to the valuation of goodwill, adjustment has been made to deferred tax assets of the Spanish consolidated fiscal group and restructuring costs and other

SANTANDER GROUP (Constant EUR mn)

	Q1'19	Q2'19	Q3'19	Q4'19	Q1'20	Q2'20	Q3'20	9M'19	9M'20
Net interest income	7,799	8,053	8,093	8,112	7,978	7,823	8,173	23,945	23,975
Net fee income	2,606	2,623	2,711	2,711	2,684	2,332	2,542	7,940	7,559
Gains (losses) on financial transactions and other	461	467	696	760	470	688	913	1,624	2,071
Total income	10,866	11,143	11,500	11,583	11,133	10,843	11,629	33,509	33,605
Operating expenses	(5,286)	(5,368)	(5,413)	(5,585)	(5,315)	(5,127)	(5,284)	(16,067)	(15,726)
Net operating income	5,580	5,775	6,087	5,998	5,818	5,716	6,345	17,442	17,879
Net loan-loss provisions	(1,928)	(1,899)	(2,229)	(2,353)	(3,694)	(3,159)	(2,709)	(6,057)	(9,562)
Other gains (losses) and provisions	(424)	(452)	(421)	(489)	(348)	(635)	(318)	(1,297)	(1,301)
Underlying profit before tax	3,228	3,423	3,437	3,156	1,775	1,923	3,318	10,089	7,016
Underlying consolidated profit	2,078	2,234	2,271	2,162	577	1,701	2,142	6,583	4,420
Underlying attributable profit	1,709	1,829	1,915	1,865	269	1,553	1,836	5,453	3,658
Net capital gains and provisions*	(177)	(703)	(1,605)	559	(45)	(12,660)	(1)	(2,486)	(12,706)
Attributable profit	1,532	1,126	309	2,424	224	(11,107)	1,835	2,967	(9,048)

(*) Including: in Q1'19, capital gains from Prisma, capital losses due to property sales and restructuring costs
in Q2'19, restructuring costs
in Q3,19, restructuring costs, PPI, deterioration of goodwill ascribed to the UK and impact of devaluation of the ARS on the capital gain from Prisma registered in Q1'19
in Q4'19, net capital gains related to the agreement with Crédit Agricole S.A. to integrate the custody businesses, net positive results in Brazil related to DTAs, net capital losses related to real estate in Spain, restructuring costs, provisions for the ruling on Swiss franc mortgages, provisions related to intangible assets and other and impact of appreciation of the ARS on the capital gains from Prisma registered in Q1'19
in Q1'20, restructuring costs
in Q2'20, adjustment to the valuation of goodwill, adjustment has been made to deferred tax assets of the Spanish consolidated fiscal group and restructuring costs and other

EUROPE (EUR mn)

	Q1'19	Q2'19	Q3'19	Q4'19	Q1'20	Q2'20	Q3'20	9M'19	9M'20
Net interest income	3,561	3,580	3,530	3,531	3,435	3,352	3,549	10,671	10,336
Net fee income	1,327	1,304	1,310	1,319	1,315	1,098	1,162	3,941	3,575
Gains (losses) on financial transactions and other	337	304	455	443	225	126	444	1,097	795
Total income	5,225	5,188	5,295	5,292	4,974	4,577	5,155	15,709	14,706
Operating expenses	(2,802)	(2,789)	(2,719)	(2,733)	(2,712)	(2,526)	(2,542)	(8,310)	(7,779)
Net operating income	2,423	2,399	2,576	2,559	2,263	2,051	2,613	7,398	6,927
Net loan-loss provisions	(457)	(387)	(497)	(498)	(1,335)	(877)	(956)	(1,340)	(3,168)
Other gains (losses) and provisions	(198)	(231)	(130)	(209)	(195)	(160)	(196)	(560)	(551)
Underlying profit before tax	1,768	1,781	1,949	1,852	733	1,014	1,461	5,498	3,208
Underlying consolidated profit	1,276	1,306	1,418	1,370	515	739	1,055	4,001	2,310
Underlying attributable profit	1,163	1,191	1,286	1,238	443	632	947	3,640	2,022

EUROPE (Constant EUR mn)

	Q1'19	Q2'19	Q3'19	Q4'19	Q1'20	Q2'20	Q3'20	9M'19	9M'20
Net interest income	3,524	3,543	3,527	3,483	3,398	3,365	3,573	10,594	10,336
Net fee income	1,320	1,297	1,311	1,308	1,306	1,102	1,167	3,927	3,575
Gains (losses) on financial transactions and other	338	303	455	441	225	125	445	1,095	795
Total income	5,181	5,142	5,292	5,232	4,930	4,592	5,185	15,616	14,706
Operating expenses	(2,780)	(2,768)	(2,723)	(2,704)	(2,686)	(2,533)	(2,561)	(8,271)	(7,779)
Net operating income	2,401	2,375	2,569	2,529	2,244	2,059	2,624	7,344	6,927
Net loan-loss provisions	(451)	(388)	(491)	(491)	(1,326)	(880)	(962)	(1,331)	(3,168)
Other gains (losses) and provisions	(196)	(230)	(130)	(207)	(192)	(162)	(197)	(556)	(551)
Underlying profit before tax	1,754	1,757	1,948	1,831	726	1,017	1,465	5,458	3,208
Underlying consolidated profit	1,266	1,288	1,417	1,353	510	741	1,058	3,971	2,310
Underlying attributable profit	1,153	1,174	1,286	1,223	438	634	950	3,613	2,022

Spain (EUR mn)

	Q1'19	Q2'19	Q3'19	Q4'19	Q1'20	Q2'20	Q3'20	9M'19	9M'20
Net interest income	1,009	1,009	967	934	925	931	1,034	2,985	2,890
Net fee income	623	624	614	620	643	535	562	1,861	1,740
Gains (losses) on financial transactions and other	224	216	408	258	220	96	204	849	520
Total income	1,857	1,849	1,989	1,811	1,789	1,562	1,800	5,695	5,150
Operating expenses	(1,025)	(1,020)	(999)	(977)	(944)	(896)	(893)	(3,043)	(2,734)
Net operating income	832	829	990	834	844	665	907	2,652	2,417
Net loan-loss provisions	(242)	(228)	(210)	(176)	(628)	(313)	(449)	(680)	(1,390)
Other gains (losses) and provisions	(112)	(143)	(100)	(100)	(104)	(115)	(112)	(355)	(331)
Underlying profit before tax	478	458	681	557	112	237	346	1,617	696
Underlying consolidated profit	356	338	491	401	90	160	246	1,184	496
Underlying attributable profit	356	338	491	400	90	161	246	1,185	497

Santander Consumer Finance (EUR mn)

	Q1'19	Q2'19	Q3'19	Q4'19	Q1'20	Q2'20	Q3'20	9M'19	9M'20
Net interest income	941	971	977	960	979	947	945	2,888	2,871
Net fee income	214	201	213	195	187	159	205	627	551
Gains (losses) on financial transactions and other	13	(18)	14	30	5	(11)	45	9	40
Total income	1,167	1,154	1,203	1,185	1,171	1,095	1,196	3,525	3,462
Operating expenses	(508)	(527)	(504)	(499)	(514)	(469)	(483)	(1,539)	(1,467)
Net operating income	659	627	699	686	656	626	712	1,986	1,995
Net loan-loss provisions	(122)	(59)	(147)	(148)	(317)	(184)	(211)	(328)	(712)
Other gains (losses) and provisions	24	(12)	42	(33)	44	23	(13)	54	54
Underlying profit before tax	561	556	594	504	383	466	489	1,711	1,337
Underlying consolidated profit	402	401	420	394	277	333	355	1,223	965
Underlying attributable profit	324	334	338	319	219	258	284	995	761

Santander Consumer Finance (Constant EUR mn)

	Q1'19	Q2'19	Q3'19	Q4'19	Q1'20	Q2'20	Q3'20	9M'19	9M'20
Net interest income	924	953	961	949	972	953	945	2,839	2,871
Net fee income	213	200	212	194	186	159	205	625	551
Gains (losses) on financial transactions and other	12	(18)	14	29	6	(11)	46	9	40
Total income	1,149	1,135	1,187	1,173	1,164	1,101	1,197	3,472	3,462
Operating expenses	(501)	(519)	(498)	(495)	(512)	(471)	(484)	(1,518)	(1,467)
Net operating income	648	616	689	678	653	630	713	1,954	1,995
Net loan-loss provisions	(118)	(63)	(143)	(145)	(316)	(185)	(212)	(323)	(712)
Other gains (losses) and provisions	24	(12)	43	(33)	44	23	(13)	55	54
Underlying profit before tax	555	542	589	500	381	467	489	1,685	1,337
Underlying consolidated profit	397	390	416	390	275	335	355	1,204	965
Underlying attributable profit	320	323	334	315	218	259	284	977	761

United Kingdom (EUR mn)

	Q1'19	Q2'19	Q3'19	Q4'19	Q1'20	Q2'20	Q3'20	9M'19	9M'20
Net interest income	975	944	908	961	898	871	976	2,827	2,745
Net fee income	216	207	217	226	193	96	117	640	407
Gains (losses) on financial transactions and other	15	32	(5)	33	6	12	23	41	41
Total income	1,206	1,183	1,119	1,220	1,098	979	1,117	3,508	3,193
Operating expenses	(739)	(703)	(681)	(712)	(714)	(656)	(646)	(2,123)	(2,016)
Net operating income	467	479	438	508	384	323	471	1,384	1,178
Net loan-loss provisions	(61)	(19)	(77)	(96)	(191)	(239)	(189)	(157)	(619)
Other gains (losses) and provisions	(50)	(25)	(43)	(66)	(74)	(4)	(36)	(118)	(115)
Underlying profit before tax	357	435	318	345	119	80	246	1,110	444
Underlying consolidated profit	260	333	252	255	91	61	184	844	336
Underlying attributable profit	254	327	246	249	84	54	179	828	318

United Kingdom (GBP mn)

	Q1'19	Q2'19	Q3'19	Q4'19	Q1'20	Q2'20	Q3'20	9M'19	9M'20
Net interest income	850	825	820	827	774	773	881	2,496	2,428
Net fee income	189	181	195	194	166	87	107	565	360
Gains (losses) on financial transactions and other	13	28	(4)	29	5	10	21	36	37
Total income	1,052	1,034	1,011	1,050	946	870	1,009	3,097	2,824
Operating expenses	(644)	(615)	(615)	(612)	(615)	(583)	(585)	(1,875)	(1,783)
Net operating income	407	419	396	437	331	287	424	1,222	1,042
Net loan-loss provisions	(53)	(17)	(68)	(83)	(164)	(211)	(171)	(138)	(547)
Other gains (losses) and provisions	(43)	(22)	(39)	(58)	(64)	(5)	(33)	(104)	(102)
Underlying profit before tax	311	380	288	296	102	71	219	980	392
Underlying consolidated profit	227	291	228	219	78	55	165	745	297
Underlying attributable profit	222	286	223	214	73	49	160	731	281

Portugal (EUR mn)

	Q1'19	Q2'19	Q3'19	Q4'19	Q1'20	Q2'20	Q3'20	9M'19	9M'20
Net interest income	216	213	214	213	202	197	193	643	592
Net fee income	98	99	96	98	101	90	94	292	285
Gains (losses) on financial transactions and other	44	42	22	21	47	30	25	108	102
Total income	357	354	331	332	350	317	312	1,043	979
Operating expenses	(157)	(154)	(155)	(156)	(151)	(145)	(146)	(467)	(442)
Net operating income	200	200	176	175	199	172	166	576	538
Net loan-loss provisions	13	(1)	(0)	(4)	(80)	(24)	(47)	12	(152)
Other gains (losses) and provisions	(20)	(13)	2	21	(21)	(16)	1	(30)	(36)
Underlying profit before tax	193	186	178	192	98	132	120	557	350
Underlying consolidated profit	135	126	125	140	68	92	83	386	243
Underlying attributable profit	135	125	125	140	68	92	83	385	243

Poland (EUR mn)

	Q1'19	Q2'19	Q3'19	Q4'19	Q1'20	Q2'20	Q3'20	9M'19	9M'20
Net interest income	281	284	298	307	296	251	246	863	794
Net fee income	113	117	119	117	116	104	112	349	332
Gains (losses) on financial transactions and other	(18)	39	24	34	(48)	23	35	46	10
Total income	377	440	442	459	365	377	394	1,258	1,136
Operating expenses	(173)	(176)	(175)	(169)	(172)	(143)	(161)	(524)	(475)
Net operating income	204	263	267	290	193	235	233	734	661
Net loan-loss provisions	(43)	(64)	(59)	(51)	(95)	(89)	(65)	(166)	(249)
Other gains (losses) and provisions	(34)	(34)	(24)	(34)	(36)	(40)	(32)	(92)	(108)
Underlying profit before tax	127	166	183	205	62	105	136	476	303
Underlying consolidated profit	89	130	139	153	32	74	100	358	206
Underlying attributable profit	61	89	95	104	23	51	68	245	142

Poland (PLN mn)

	Q1'19	Q2'19	Q3'19	Q4'19	Q1'20	Q2'20	Q3'20	9M'19	9M'20
Net interest income	1,209	1,216	1,288	1,317	1,279	1,134	1,095	3,713	3,508
Net fee income	488	499	514	504	503	467	498	1,502	1,468
Gains (losses) on financial transactions and other	(76)	168	104	147	(206)	95	156	196	45
Total income	1,622	1,883	1,906	1,968	1,576	1,696	1,749	5,411	5,021
Operating expenses	(745)	(755)	(754)	(726)	(742)	(645)	(714)	(2,254)	(2,100)
Net operating income	877	1,128	1,152	1,242	834	1,051	1,036	3,157	2,921
Net loan-loss provisions	(186)	(272)	(256)	(217)	(411)	(399)	(291)	(714)	(1,101)
Other gains (losses) and provisions	(145)	(146)	(106)	(147)	(155)	(181)	(141)	(397)	(478)
Underlying profit before tax	546	710	791	878	268	470	603	2,046	1,342
Underlying consolidated profit	385	556	600	655	140	329	442	1,540	911
Underlying attributable profit	264	379	409	446	98	225	302	1,052	626

Other Europe (EUR mn)

	Q1'19	Q2'19	Q3'19	Q4'19	Q1'20	Q2'20	Q3'20	9M'19	9M'20
Net interest income	139	159	166	155	134	155	155	465	444
Net fee income	62	56	52	63	74	115	71	171	260
Gains (losses) on financial transactions and other	60	(7)	(8)	68	(6)	(23)	110	45	81
Total income	261	209	211	286	202	246	337	680	785
Operating expenses	(200)	(208)	(205)	(219)	(216)	(217)	(214)	(613)	(647)
Net operating income	61	0	5	66	(14)	29	123	67	138
Net loan-loss provisions	(2)	(16)	(3)	(23)	(23)	(29)	5	(21)	(46)
Other gains (losses) and provisions	(7)	(4)	(7)	4	(4)	(7)	(4)	(18)	(16)
Underlying profit before tax	52	(19)	(5)	48	(41)	(7)	124	28	77
Underlying consolidated profit	33	(21)	(8)	27	(42)	18	86	5	63
Underlying attributable profit	32	(22)	(8)	26	(42)	17	86	2	61

Other Europe (Constant EUR mn)

	Q1'19	Q2'19	Q3'19	Q4'19	Q1'20	Q2'20	Q3'20	9M'19	9M'20
Net interest income	139	159	166	155	134	154	156	465	444
Net fee income	62	56	52	63	74	114	72	171	260
Gains (losses) on financial transactions and other	60	(7)	(8)	67	(7)	(23)	111	45	81
Total income	261	209	210	285	201	245	340	680	785
Operating expenses	(200)	(208)	(205)	(219)	(215)	(216)	(216)	(613)	(647)
Net operating income	61	0	5	66	(15)	29	124	67	138
Net loan-loss provisions	(2)	(16)	(3)	(23)	(23)	(29)	5	(21)	(46)
Other gains (losses) and provisions	(7)	(4)	(7)	4	(4)	(7)	(4)	(18)	(16)
Underlying profit before tax	53	(19)	(5)	48	(41)	(7)	125	28	77
Underlying consolidated profit	34	(21)	(8)	26	(42)	18	87	5	63
Underlying attributable profit	32	(22)	(8)	26	(42)	17	87	2	61

NORTH AMERICA (EUR mn)

	Q1'19	Q2'19	Q3'19	Q4'19	Q1'20	Q2'20	Q3'20	9M'19	9M'20
Net interest income	2,173	2,230	2,259	2,265	2,261	2,079	2,075	6,661	6,415
Net fee income	439	463	448	427	461	400	406	1,349	1,267
Gains (losses) on financial transactions and other	142	226	277	257	214	228	196	645	638
Total income	2,753	2,918	2,983	2,949	2,936	2,706	2,678	8,655	8,319
Operating expenses	(1,172)	(1,214)	(1,267)	(1,314)	(1,224)	(1,117)	(1,097)	(3,654)	(3,438)
Net operating income	1,581	1,705	1,716	1,634	1,712	1,589	1,581	5,002	4,882
Net loan-loss provisions	(804)	(793)	(1,009)	(1,050)	(1,246)	(1,123)	(775)	(2,606)	(3,144)
Other gains (losses) and provisions	(64)	(31)	(79)	(31)	(14)	(36)	(24)	(174)	(74)
Underlying profit before tax	713	881	628	554	452	430	781	2,222	1,664
Underlying consolidated profit	526	664	481	422	336	371	533	1,671	1,240
Underlying attributable profit	386	503	388	389	280	336	444	1,278	1,061

NORTH AMERICA (Constant EUR mn)

	Q1'19	Q2'19	Q3'19	Q4'19	Q1'20	Q2'20	Q3'20	9M'19	9M'20
Net interest income	2,108	2,139	2,153	2,142	2,153	2,087	2,175	6,401	6,415
Net fee income	420	438	421	399	435	405	427	1,279	1,267
Gains (losses) on financial transactions and other	147	226	275	249	211	222	205	648	638
Total income	2,675	2,803	2,849	2,790	2,799	2,714	2,807	8,327	8,319
Operating expenses	(1,140)	(1,166)	(1,211)	(1,247)	(1,167)	(1,120)	(1,150)	(3,517)	(3,438)
Net operating income	1,536	1,636	1,638	1,543	1,632	1,593	1,657	4,810	4,882
Net loan-loss provisions	(791)	(767)	(977)	(1,011)	(1,200)	(1,116)	(827)	(2,534)	(3,144)
Other gains (losses) and provisions	(64)	(30)	(78)	(31)	(13)	(36)	(26)	(172)	(74)
Underlying profit before tax	682	840	583	500	419	441	804	2,104	1,664
Underlying consolidated profit	501	632	446	380	310	379	551	1,578	1,240
Underlying attributable profit	367	478	360	351	257	343	460	1,205	1,061

United States (EUR mn)

	Q1'19	Q2'19	Q3'19	Q4'19	Q1'20	Q2'20	Q3'20	9M'19	9M'20
Net interest income	1,407	1,453	1,460	1,449	1,462	1,429	1,406	4,320	4,297
Net fee income	234	244	238	230	250	215	218	716	682
Gains (losses) on financial transactions and other	174	222	278	215	217	157	206	674	580
Total income	1,815	1,920	1,977	1,894	1,929	1,801	1,830	5,711	5,559
Operating expenses	(775)	(805)	(847)	(869)	(809)	(776)	(722)	(2,427)	(2,307)
Net operating income	1,039	1,115	1,130	1,025	1,120	1,024	1,108	3,283	3,252
Net loan-loss provisions	(611)	(568)	(786)	(828)	(972)	(832)	(572)	(1,965)	(2,376)
Other gains (losses) and provisions	(58)	(26)	(76)	(39)	(6)	(30)	(20)	(161)	(56)
Underlying profit before tax	370	521	267	158	141	163	515	1,158	820
Underlying consolidated profit	260	383	196	109	99	170	333	838	602
Underlying attributable profit	181	284	154	98	60	151	259	619	470

United States (USD mn)

	Q1'19	Q2'19	Q3'19	Q4'19	Q1'20	Q2'20	Q3'20	9M'19	9M'20
Net interest income	1,598	1,633	1,623	1,604	1,612	1,573	1,644	4,854	4,829
Net fee income	266	275	264	255	275	237	255	805	767
Gains (losses) on financial transactions and other	197	250	310	238	239	173	240	758	652
Total income	2,061	2,158	2,198	2,096	2,126	1,983	2,139	6,416	6,248
Operating expenses	(881)	(905)	(942)	(963)	(892)	(855)	(846)	(2,727)	(2,593)
Net operating income	1,180	1,253	1,256	1,134	1,235	1,128	1,292	3,689	3,655
Net loan-loss provisions	(694)	(637)	(876)	(918)	(1,072)	(916)	(683)	(2,207)	(2,671)
Other gains (losses) and provisions	(66)	(29)	(85)	(43)	(7)	(33)	(24)	(180)	(63)
Underlying profit before tax	420	586	295	172	156	180	586	1,301	921
Underlying consolidated profit	295	431	216	118	109	188	381	942	677
Underlying attributable profit	206	319	170	107	66	166	296	696	529

Mexico (EUR mn)

	Q1'19	Q2'19	Q3'19	Q4'19	Q1'20	Q2'20	Q3'20	9M'19	9M'20
Net interest income	766	777	798	816	798	650	669	2,341	2,118
Net fee income	204	218	210	197	211	185	189	633	584
Gains (losses) on financial transactions and other	(32)	4	(1)	42	(2)	70	(10)	(29)	58
Total income	939	999	1,007	1,054	1,007	905	848	2,944	2,760
Operating expenses	(397)	(409)	(420)	(445)	(415)	(341)	(375)	(1,226)	(1,130)
Net operating income	542	590	586	609	592	565	473	1,718	1,629
Net loan-loss provisions	(193)	(225)	(223)	(222)	(273)	(291)	(203)	(642)	(767)
Other gains (losses) and provisions	(6)	(5)	(3)	8	(8)	(6)	(4)	(13)	(18)
Underlying profit before tax	343	360	361	395	311	267	266	1,064	844
Underlying consolidated profit	266	280	286	313	237	201	200	832	638
Underlying attributable profit	205	219	234	291	220	186	185	659	591

Mexico (MXN mn)

	Q1'19	Q2'19	Q3'19	Q4'19	Q1'20	Q2'20	Q3'20	9M'19	9M'20
Net interest income	16,703	16,694	17,231	17,393	17,484	16,706	17,310	50,628	51,500
Net fee income	4,455	4,695	4,535	4,188	4,617	4,719	4,868	13,684	14,203
Gains (losses) on financial transactions and other	(687)	83	(31)	906	(51)	1,658	(194)	(635)	1,413
Total income	20,471	21,471	21,735	22,487	22,049	23,083	21,984	63,676	67,117
Operating expenses	(8,655)	(8,786)	(9,076)	(9,501)	(9,088)	(8,749)	(9,654)	(26,517)	(27,491)
Net operating income	11,816	12,685	12,659	12,987	12,962	14,334	12,330	37,160	39,626
Net loan-loss provisions	(4,211)	(4,850)	(4,813)	(4,725)	(5,985)	(7,336)	(5,339)	(13,874)	(18,660)
Other gains (losses) and provisions	(120)	(105)	(59)	175	(167)	(166)	(109)	(284)	(442)
Underlying profit before tax	7,485	7,729	7,787	8,437	6,810	6,832	6,881	23,001	20,523
Underlying consolidated profit	5,804	6,028	6,167	6,682	5,191	5,149	5,170	17,999	15,511
Underlying attributable profit	4,472	4,713	5,059	6,219	4,814	4,761	4,786	14,243	14,361

SOUTH AMERICA (EUR mn)

	Q1'19	Q2'19	Q3'19	Q4'19	Q1'20	Q2'20	Q3'20	9M'19	9M'20
Net interest income	3,222	3,425	3,314	3,356	3,065	2,606	2,486	9,960	8,157
Net fee income	1,178	1,178	1,204	1,228	1,074	774	841	3,559	2,688
Gains (losses) on financial transactions and other	88	45	59	130	25	311	150	192	486
Total income	4,487	4,647	4,577	4,714	4,163	3,690	3,477	13,711	11,331
Operating expenses	(1,645)	(1,664)	(1,586)	(1,762)	(1,486)	(1,275)	(1,238)	(4,895)	(3,998)
Net operating income	2,842	2,984	2,991	2,953	2,677	2,416	2,240	8,817	7,333
Net loan-loss provisions	(903)	(956)	(916)	(1,015)	(1,325)	(1,110)	(787)	(2,775)	(3,221)
Other gains (losses) and provisions	(154)	(151)	(193)	(249)	(142)	(52)	(70)	(499)	(264)
Underlying profit before tax	1,785	1,876	1,882	1,688	1,211	1,254	1,382	5,543	3,847
Underlying consolidated profit	1,093	1,205	1,184	1,107	795	783	837	3,481	2,415
Underlying attributable profit	926	1,035	1,016	947	698	685	736	2,977	2,119

SOUTH AMERICA (Constant EUR mn)

	Q1'19	Q2'19	Q3'19	Q4'19	Q1'20	Q2'20	Q3'20	9M'19	9M'20
Net interest income	2,441	2,651	2,710	2,797	2,700	2,693	2,764	7,802	8,157
Net fee income	878	901	986	1,017	939	814	935	2,765	2,688
Gains (losses) on financial transactions and other	72	48	53	111	24	300	162	173	486
Total income	3,390	3,600	3,748	3,924	3,663	3,808	3,860	10,739	11,331
Operating expenses	(1,228)	(1,272)	(1,329)	(1,472)	(1,306)	(1,315)	(1,377)	(3,828)	(3,998)
Net operating income	2,163	2,328	2,420	2,452	2,357	2,492	2,484	6,911	7,333
Net loan-loss provisions	(679)	(739)	(746)	(840)	(1,164)	(1,154)	(903)	(2,165)	(3,221)
Other gains (losses) and provisions	(109)	(119)	(151)	(199)	(122)	(60)	(82)	(379)	(264)
Underlying profit before tax	1,375	1,470	1,523	1,413	1,071	1,277	1,499	4,368	3,847
Underlying consolidated profit	849	947	962	930	706	798	910	2,758	2,415
Underlying attributable profit	716	809	824	793	618	698	803	2,349	2,119

Brazil (EUR mn)

	Q1'19	Q2'19	Q3'19	Q4'19	Q1'20	Q2'20	Q3'20	9M'19	9M'20
Net interest income	2,459	2,520	2,560	2,534	2,270	1,813	1,756	7,539	5,840
Net fee income	931	924	970	974	869	614	664	2,825	2,148
Gains (losses) on financial transactions and other	21	9	(7)	57	(3)	224	114	23	335
Total income	3,411	3,453	3,522	3,565	3,137	2,651	2,534	10,386	8,322
Operating expenses	(1,125)	(1,102)	(1,137)	(1,242)	(1,004)	(835)	(805)	(3,364)	(2,644)
Net operating income	2,286	2,351	2,385	2,323	2,133	1,816	1,729	7,022	5,677
Net loan-loss provisions	(710)	(761)	(753)	(813)	(1,066)	(843)	(569)	(2,223)	(2,478)
Other gains (losses) and provisions	(167)	(153)	(178)	(205)	(127)	(31)	(68)	(498)	(226)
Underlying profit before tax	1,409	1,438	1,454	1,305	940	942	1,092	4,301	2,973
Underlying consolidated profit	816	856	862	777	571	533	611	2,535	1,716
Underlying attributable profit	721	762	767	689	517	478	550	2,249	1,545

Brazil (BRL mn)

	Q1'19	Q2'19	Q3'19	Q4'19	Q1'20	Q2'20	Q3'20	9M'19	9M'20
Net interest income	10,516	11,095	11,272	11,534	11,100	10,725	11,066	32,883	32,891
Net fee income	3,980	4,070	4,271	4,429	4,250	3,679	4,167	12,321	12,096
Gains (losses) on financial transactions and other	91	41	(31)	254	(14)	1,196	703	101	1,885
Total income	14,587	15,206	15,511	16,216	15,336	15,600	15,935	45,304	46,871
Operating expenses	(4,810)	(4,857)	(5,007)	(5,636)	(4,907)	(4,922)	(5,065)	(14,674)	(14,894)
Net operating income	9,777	10,350	10,504	10,580	10,429	10,678	10,871	30,631	31,977
Net loan-loss provisions	(3,037)	(3,347)	(3,314)	(3,690)	(5,214)	(4,990)	(3,752)	(9,698)	(13,957)
Other gains (losses) and provisions	(716)	(673)	(785)	(928)	(621)	(226)	(428)	(2,174)	(1,274)
Underlying profit before tax	6,024	6,330	6,405	5,962	4,594	5,462	6,691	18,759	16,746
Underlying consolidated profit	3,491	3,769	3,795	3,546	2,794	3,111	3,760	11,055	9,665
Underlying attributable profit	3,082	3,353	3,376	3,147	2,526	2,792	3,386	9,811	8,704

Chile (EUR mn)

	Q1'19	Q2'19	Q3'19	Q4'19	Q1'20	Q2'20	Q3'20	9M'19	9M'20
Net interest income	440	500	462	464	448	425	420	1,402	1,293
Net fee income	103	97	102	102	92	74	74	302	240
Gains (losses) on financial transactions and other	56	59	82	71	12	85	38	197	136
Total income	600	656	646	638	553	584	532	1,901	1,669
Operating expenses	(255)	(269)	(260)	(246)	(230)	(228)	(223)	(785)	(681)
Net operating income	344	387	386	392	322	356	310	1,117	988
Net loan-loss provisions	(102)	(105)	(106)	(130)	(163)	(183)	(154)	(314)	(500)
Other gains (losses) and provisions	37	(1)	15	12	1	(2)	13	52	12
Underlying profit before tax	279	281	295	274	160	171	169	855	500
Underlying consolidated profit	219	237	234	229	138	129	125	690	393
Underlying attributable profit	148	163	162	157	97	86	86	473	269

Chile (CLP mn)

	Q1'19	Q2'19	Q3'19	Q4'19	Q1'20	Q2'20	Q3'20	9M'19	9M'20
Net interest income	333,439	383,545	363,195	386,260	397,015	384,057	383,394	1,080,180	1,164,466
Net fee income	78,010	74,473	80,052	85,052	81,770	67,170	67,421	232,535	216,362
Gains (losses) on financial transactions and other	42,713	45,387	63,719	58,999	10,853	76,629	35,003	151,819	122,484
Total income	454,162	503,405	506,966	530,311	489,638	527,855	485,818	1,464,533	1,503,312
Operating expenses	(193,440)	(206,641)	(204,239)	(205,576)	(204,237)	(205,998)	(203,043)	(604,321)	(613,279)
Net operating income	260,722	296,763	302,727	324,735	285,401	321,857	282,775	860,213	890,033
Net loan-loss provisions	(77,584)	(80,828)	(83,231)	(106,535)	(144,587)	(165,302)	(140,381)	(241,643)	(450,270)
Other gains (losses) and provisions	28,393	(417)	11,726	10,140	739	(1,905)	11,526	39,702	10,360
Underlying profit before tax	211,531	215,518	231,222	228,340	141,553	154,650	153,920	658,272	450,123
Underlying consolidated profit	165,949	182,169	183,336	190,253	122,619	116,749	114,468	531,454	353,837
Underlying attributable profit	112,355	125,176	126,756	130,587	86,013	77,918	78,454	364,287	242,385

Argentina (EUR mn)

	Q1'19	Q2'19	Q3'19	Q4'19	Q1'20	Q2'20	Q3'20	9M'19	9M'20
Net interest income	213	298	180	250	241	261	218	690	721
Net fee income	116	125	88	118	76	56	70	328	202
Gains (losses) on financial transactions and other	2	(33)	(31)	(8)	1	(8)	(14)	(62)	(21)
Total income	331	389	237	359	318	310	274	957	902
Operating expenses	(202)	(229)	(122)	(209)	(186)	(153)	(152)	(553)	(491)
Net operating income	129	161	115	150	132	157	122	404	411
Net loan-loss provisions	(73)	(70)	(39)	(53)	(75)	(57)	(46)	(182)	(178)
Other gains (losses) and provisions	(22)	3	(28)	(54)	(14)	(18)	(17)	(47)	(48)
Underlying profit before tax	34	94	47	43	44	82	59	174	185
Underlying consolidated profit	10	63	24	47	34	75	52	98	162
Underlying attributable profit	10	63	23	47	34	75	52	97	161

Argentina (ARS mn)

	Q1'19	Q2'19	Q3'19	Q4'19	Q1'20	Q2'20	Q3'20	9M'19	9M'20
Net interest income	10,117	14,548	18,638	19,924	16,991	22,846	24,646	43,303	64,484
Net fee income	5,486	6,131	8,976	9,403	5,327	5,132	7,611	20,593	18,070
Gains (losses) on financial transactions and other	102	(1,596)	(2,372)	(847)	89	(595)	(1,349)	(3,866)	(1,855)
Total income	15,704	19,083	25,243	28,480	22,407	27,384	30,908	60,030	80,699
Operating expenses	(9,602)	(11,210)	(13,861)	(16,583)	(13,112)	(13,756)	(17,093)	(34,673)	(43,960)
Net operating income	6,102	7,872	11,382	11,897	9,295	13,628	13,815	25,357	36,738
Net loan-loss provisions	(3,441)	(3,459)	(4,538)	(4,391)	(5,266)	(5,207)	(5,417)	(11,438)	(15,890)
Other gains (losses) and provisions	(1,067)	131	(2,040)	(3,831)	(953)	(1,546)	(1,821)	(2,976)	(4,319)
Underlying profit before tax	1,594	4,544	4,805	3,674	3,076	6,875	6,578	10,943	16,529
Underlying consolidated profit	497	3,056	2,574	3,636	2,421	6,276	5,807	6,126	14,504
Underlying attributable profit	490	3,043	2,519	3,600	2,405	6,234	5,759	6,053	14,399

Other South America (EUR mn)

	Q1'19	Q2'19	Q3'19	Q4'19	Q1'20	Q2'20	Q3'20	9M'19	9M'20
Net interest income	109	108	112	108	106	107	91	329	304
Net fee income	29	32	44	34	37	29	33	104	99
Gains (losses) on financial transactions and other	8	9	16	10	14	9	13	33	36
Total income	146	149	172	153	157	145	137	466	438
Operating expenses	(63)	(64)	(67)	(64)	(66)	(59)	(57)	(193)	(182)
Net operating income	83	85	105	88	91	86	80	273	257
Net loan-loss provisions	(18)	(20)	(18)	(20)	(21)	(27)	(19)	(55)	(66)
Other gains (losses) and provisions	(2)	(1)	(2)	(2)	(2)	(1)	1	(5)	(1)
Underlying profit before tax	63	64	86	66	68	59	62	214	189
Underlying consolidated profit	47	48	64	54	51	46	48	159	144
Underlying attributable profit	47	47	64	54	51	46	48	158	144

Other South America (Constant EUR mn)

	Q1'19	Q2'19	Q3'19	Q4'19	Q1'20	Q2'20	Q3'20	9M'19	9M'20
Net interest income	90	93	97	98	99	107	98	280	304
Net fee income	24	27	38	31	34	29	35	89	99
Gains (losses) on financial transactions and other	7	8	14	9	13	10	13	29	36
Total income	121	128	150	138	146	146	146	399	438
Operating expenses	(52)	(55)	(58)	(58)	(62)	(59)	(61)	(164)	(182)
Net operating income	69	74	92	80	85	87	85	234	257
Net loan-loss provisions	(15)	(17)	(15)	(17)	(19)	(27)	(20)	(47)	(66)
Other gains (losses) and provisions	(1)	(1)	(2)	(2)	(2)	(1)	1	(4)	(1)
Underlying profit before tax	53	56	75	60	64	59	66	184	189
Underlying consolidated profit	39	41	56	49	47	46	51	137	144
Underlying attributable profit	39	41	56	49	47	46	51	135	144

SANTANDER GLOBAL PLATFORM primary segment (EUR mn)

	Q1'19	Q2'19	Q3'19	Q4'19	Q1'20	Q2'20	Q3'20	9M'19	9M'20
Net interest income	22	23	23	23	31	32	33	69	97
Net fee income	2	1	2	2	13	18	24	4	55
Gains (losses) on financial transactions and other	(5)	(4)	(1)	(7)	1	(6)	(9)	(11)	(14)
Total income	19	20	24	18	45	44	48	63	137
Operating expenses	(41)	(67)	(60)	(72)	(71)	(77)	(114)	(168)	(262)
Net operating income	(22)	(47)	(36)	(54)	(26)	(33)	(66)	(105)	(125)
Net loan-loss provisions	(0)	(0)	(0)	(0)	(0)	(1)	(1)	(1)	(2)
Other gains (losses) and provisions	(1)	(0)	(1)	(4)	(1)	(6)	(1)	(2)	(8)
Underlying profit before tax	(23)	(47)	(37)	(58)	(27)	(40)	(68)	(107)	(135)
Underlying consolidated profit	(11)	(40)	(26)	(43)	(13)	(28)	(48)	(77)	(90)
Underlying attributable profit	(11)	(40)	(26)	(43)	(13)	(28)	(48)	(77)	(89)

CORPORATE CENTRE (EUR mn)

	Q1'19	Q2'19	Q3'19	Q4'19	Q1'20	Q2'20	Q3'20	9M'19	9M'20
Net interest income	(296)	(304)	(319)	(333)	(304)	(354)	(371)	(919)	(1,029)
Net fee income	(14)	(13)	(9)	(15)	(9)	(6)	(11)	(35)	(26)
Gains (losses) on financial transactions and other	(90)	(106)	(85)	(34)	9	47	110	(281)	166
Total income	(399)	(423)	(413)	(381)	(304)	(313)	(271)	(1,236)	(889)
Operating expenses	(97)	(96)	(90)	(89)	(85)	(82)	(82)	(283)	(248)
Net operating income	(497)	(519)	(504)	(471)	(389)	(395)	(353)	(1,519)	(1,137)
Net loan-loss provisions	(8)	(5)	(14)	(10)	(3)	(8)	(16)	(26)	(27)
Other gains (losses) and provisions	(55)	(72)	(61)	(49)	(20)	(370)	(12)	(188)	(403)
Underlying profit before tax	(559)	(595)	(579)	(529)	(413)	(773)	(381)	(1,733)	(1,567)
Underlying consolidated profit	(526)	(592)	(529)	(458)	(937)	(188)	(330)	(1,647)	(1,455)
Underlying attributable profit	(517)	(592)	(529)	(459)	(1,031)	(94)	(330)	(1,637)	(1,455)

RETAIL BANKING (EUR mn)

	Q1'19	Q2'19	Q3'19	Q4'19	Q1'20	Q2'20	Q3'20	9M'19	9M'20
Net interest income	8,083	8,323	8,227	8,229	7,885	7,141	7,148	24,633	22,173
Net fee income	2,178	2,134	2,108	2,141	2,024	1,495	1,671	6,420	5,189
Gains (losses) on financial transactions and other	150	201	485	339	63	224	407	836	694
Total income	10,412	10,658	10,819	10,710	9,972	8,859	9,226	31,889	28,056
Operating expenses	(4,694)	(4,747)	(4,658)	(4,827)	(4,526)	(4,084)	(4,058)	(14,099)	(12,669)
Net operating income	5,718	5,911	6,161	5,882	5,445	4,775	5,168	17,790	15,388
Net loan-loss provisions	(2,143)	(2,090)	(2,428)	(2,439)	(3,889)	(2,846)	(2,463)	(6,662)	(9,198)
Other gains (losses) and provisions	(391)	(397)	(377)	(454)	(338)	(218)	(267)	(1,164)	(822)
Underlying profit before tax	3,184	3,423	3,357	2,989	1,218	1,711	2,438	9,964	5,368
Underlying consolidated profit	2,119	2,377	2,286	2,122	802	1,175	1,571	6,783	3,548
Underlying attributable profit	1,763	2,000	1,958	1,858	634	982	1,322	5,722	2,938

RETAIL BANKING (Constant EUR mn)

	Q1'19	Q2'19	Q3'19	Q4'19	Q1'20	Q2'20	Q3'20	9M'19	9M'20
Net interest income	7,293	7,517	7,564	7,564	7,428	7,242	7,503	22,375	22,173
Net fee income	1,927	1,900	1,927	1,948	1,895	1,535	1,759	5,755	5,189
Gains (losses) on financial transactions and other	196	245	495	345	87	205	402	936	694
Total income	9,416	9,663	9,987	9,857	9,410	8,982	9,664	29,066	28,056
Operating expenses	(4,290)	(4,352)	(4,393)	(4,492)	(4,304)	(4,133)	(4,231)	(13,035)	(12,669)
Net operating income	5,126	5,311	5,594	5,365	5,106	4,848	5,433	16,030	15,388
Net loan-loss provisions	(1,902)	(1,851)	(2,217)	(2,227)	(3,675)	(2,889)	(2,634)	(5,969)	(9,198)
Other gains (losses) and provisions	(345)	(364)	(334)	(404)	(314)	(228)	(280)	(1,043)	(822)
Underlying profit before tax	2,879	3,097	3,043	2,734	1,117	1,732	2,519	9,019	5,368
Underlying consolidated profit	1,944	2,170	2,093	1,954	738	1,188	1,622	6,208	3,548
Underlying attributable profit	1,618	1,824	1,793	1,711	576	994	1,368	5,235	2,938

CORPORATE & INVESTMENT BANKING (EUR mn)

	Q1'19	Q2'19	Q3'19	Q4'19	Q1'20	Q2'20	Q3'20	9M'19	9M'20
Net interest income	654	700	657	716	671	713	788	2,012	2,172
Net fee income	352	374	421	373	404	406	361	1,147	1,172
Gains (losses) on financial transactions and other	272	217	153	337	225	307	248	642	780
Total income	1,278	1,292	1,232	1,426	1,300	1,426	1,397	3,801	4,123
Operating expenses	(561)	(560)	(552)	(608)	(536)	(507)	(496)	(1,673)	(1,539)
Net operating income	717	731	679	818	764	919	901	2,128	2,584
Net loan-loss provisions	(10)	(45)	27	(128)	(4)	(245)	(41)	(27)	(290)
Other gains (losses) and provisions	(22)	(16)	(21)	(32)	(15)	(28)	(20)	(59)	(63)
Underlying profit before tax	686	670	685	658	745	646	839	2,042	2,230
Underlying consolidated profit	484	466	486	449	527	467	597	1,436	1,590
Underlying attributable profit	441	419	443	410	491	437	565	1,303	1,493

CORPORATE & INVESTMENT BANKING (Constant EUR mn)

	Q1'19	Q2'19	Q3'19	Q4'19	Q1'20	Q2'20	Q3'20	9M'19	9M'20
Net interest income	583	624	621	664	631	718	823	1,828	2,172
Net fee income	320	340	388	349	384	411	377	1,048	1,172
Gains (losses) on financial transactions and other	228	188	145	314	205	305	269	561	780
Total income	1,131	1,152	1,154	1,327	1,219	1,435	1,469	3,437	4,123
Operating expenses	(520)	(521)	(528)	(578)	(513)	(511)	(515)	(1,569)	(1,539)
Net operating income	611	630	626	748	706	923	954	1,868	2,584
Net loan-loss provisions	(9)	(44)	21	(121)	(4)	(243)	(43)	(31)	(290)
Other gains (losses) and provisions	(20)	(15)	(21)	(30)	(14)	(28)	(21)	(56)	(63)
Underlying profit before tax	582	572	626	598	688	653	890	1,780	2,230
Underlying consolidated profit	412	398	446	408	487	471	632	1,256	1,590
Underlying attributable profit	377	358	409	374	455	440	598	1,145	1,493

WEALTH MANAGEMENT & INSURANCE (EUR mn)

	Q1'19	Q2'19	Q3'19	Q4'19	Q1'20	Q2'20	Q3'20	9M'19	9M'20
Net interest income	141	143	141	146	132	104	104	424	340
Net fee income	273	298	298	330	320	279	290	869	888
Gains (losses) on financial transactions and other	110	121	113	114	134	100	104	343	337
Total income	523	562	551	589	586	482	498	1,637	1,566
Operating expenses	(242)	(236)	(234)	(244)	(244)	(220)	(215)	(711)	(679)
Net operating income	282	327	318	345	342	263	283	926	888
Net loan-loss provisions	7	(1)	(4)	21	(7)	(5)	(10)	2	(22)
Other gains (losses) and provisions	(3)	(1)	(3)	(5)	(1)	(3)	(4)	(7)	(8)
Underlying profit before tax	285	325	310	361	334	255	269	920	858
Underlying consolidated profit	218	249	240	272	252	195	204	707	651
Underlying attributable profit	208	237	227	257	240	186	195	672	622

WEALTH MANAGEMENT & INSURANCE (Constant EUR mn)

	Q1'19	Q2'19	Q3'19	Q4'19	Q1'20	Q2'20	Q3'20	9M'19	9M'20
Net interest income	132	134	138	139	127	104	109	404	340
Net fee income	257	280	283	311	309	281	299	821	888
Gains (losses) on financial transactions and other	100	110	103	103	127	102	108	312	337
Total income	489	524	524	553	563	487	516	1,537	1,566
Operating expenses	(232)	(225)	(226)	(234)	(237)	(221)	(221)	(683)	(679)
Net operating income	257	299	298	319	326	267	295	854	888
Net loan-loss provisions	7	(1)	(4)	21	(7)	(5)	(10)	2	(22)
Other gains (losses) and provisions	(3)	(1)	(3)	(5)	(1)	(3)	(4)	(7)	(8)
Underlying profit before tax	261	297	291	335	318	259	281	848	858
Underlying consolidated profit	199	227	224	251	239	198	214	651	651
Underlying attributable profit	190	217	213	238	229	189	204	621	622

SANTANDER GLOBAL PLATFORM secondary segment (EUR mn)

	Q1'19	Q2'19	Q3'19	Q4'19	Q1'20	Q2'20	Q3'20	9M'19	9M'20
Net interest income	100	92	100	83	103	112	104	292	318
Net fee income	142	139	137	132	115	109	111	417	335
Gains (losses) on financial transactions and other	30	32	40	34	43	29	23	102	94
Total income	271	263	277	249	260	250	238	811	748
Operating expenses	(165)	(191)	(188)	(202)	(186)	(183)	(222)	(543)	(591)
Net operating income	107	72	89	47	74	67	16	268	157
Net loan-loss provisions	(18)	(0)	(16)	(17)	(5)	(14)	(5)	(35)	(24)
Other gains (losses) and provisions	(1)	0	(2)	(2)	2	(6)	(2)	(3)	(5)
Underlying profit before tax	88	72	71	28	71	46	10	231	127
Underlying consolidated profit	63	41	46	13	52	28	5	150	85
Underlying attributable profit	52	33	36	6	43	20	(3)	121	61

SANTANDER GLOBAL PLATFORM secondary segment (Constant EUR mn)

	Q1'19	Q2'19	Q3'19	Q4'19	Q1'20	Q2'20	Q3'20	9M'19	9M'20
Net interest income	87	82	90	77	97	113	109	258	318
Net fee income	116	115	121	117	106	111	118	352	335
Gains (losses) on financial transactions and other	27	29	38	33	42	29	23	95	94
Total income	230	226	249	227	244	253	251	705	748
Operating expenses	(146)	(174)	(176)	(190)	(175)	(180)	(235)	(496)	(591)
Net operating income	83	53	73	37	69	73	15	209	157
Net loan-loss provisions	(17)	0	(16)	(16)	(5)	(14)	(5)	(32)	(24)
Other gains (losses) and provisions	(1)	0	(2)	(3)	2	(6)	(1)	(3)	(5)
Underlying profit before tax	66	53	55	18	66	52	9	175	127
Underlying consolidated profit	49	30	37	8	49	33	3	115	85
Underlying attributable profit	40	21	28	1	41	24	(4)	90	61

Appendix

Net capital gains and provisions

Primary segments

Secondary segments

Other countries. Detail

Balance sheet and capital management

Yield on loans and cost of deposits

NPL and coverage ratios and cost of credit

Responsible Banking

Quarterly income statements

Glossary

Glossary - Acronyms

- ❑ **AFS:** Available for sale
- ❑ **AuM:** Assets under Management
- ❑ **BFG:** Deposit Guarantee Fund in Poland
- ❑ **bn:** Billion
- ❑ **CET1:** Common equity tier 1
- ❑ **C&I:** Commercial and Industrial
- ❑ **CIB:** Corporate & Investment Bank
- ❑ **COVID-19:** Coronavirus Disease 19
- ❑ **DGF:** Deposit guarantee fund
- ❑ **GDP:** Gross domestic product
- ❑ **HQLA:** High quality liquid asset
- ❑ **FL:** Fully-loaded
- ❑ **FX:** Foreign exchange
- ❑ **EPS:** Earning per share
- ❑ **ESG:** Environmental, social and governance
- ❑ **LTV:** Loan to Value
- ❑ **LLPs:** Loan-loss provisions
- ❑ **M/LT:** Medium- and long-term
- ❑ **mn:** million
- ❑ **MXN:** Mexican Pesos
- ❑ **n.a.:** Not available
- ❑ **NII:** Net interest income
- ❑ **NIM:** Net interest margin
- ❑ **n.m.:** Not meaningful
- ❑ **NPL:** Non-performing loans
- ❑ **PBT:** Profit before tax
- ❑ **P&L:** Profit and loss
- ❑ **PPP:** Pre-provision profit
- ❑ **QoQ:** Quarter-on-Quarter
- ❑ **RE:** Real Estate
- ❑ **Repos:** Repurchase agreements
- ❑ **ROF:** Gains on financial transactions
- ❑ **RoRWA:** Return on risk-weighted assets
- ❑ **RoTE:** Return on tangible equity
- ❑ **RWA:** Risk-weighted assets
- ❑ **SBNA:** Santander Bank NA
- ❑ **SCF:** Santander Consumer Finance
- ❑ **SC USA:** Santander Consumer USA
- ❑ **SME:** Small and Medium Enterprises
- ❑ **SRF:** Single Resolution Fund
- ❑ **ST:** Short term
- ❑ **SVR:** Standard variable rate
- ❑ **TDR:** Troubled debt restructuring
- ❑ **TLAC:** Total loss absorbing capacity
- ❑ **TNAV:** Tangible net asset value
- ❑ **UF:** Unidad de fomento (Chile)
- ❑ **YoY:** Year-on-Year
- ❑ **UX:** User experience

Glossary - Definitions

PROFITABILITY AND EFFICIENCY

- ✓ **RoTE:** Return on tangible capital: Group attributable profit / average of: net equity (excluding minority interests) – intangible assets (including goodwill)
- ✓ **RoRWA:** Return on risk-weighted assets: consolidated profit / average risk-weighted assets
- ✓ **Efficiency:** Operating expenses / gross income. Operating expenses defined as general administrative expenses + amortisations

CREDIT RISK

- ✓ **NPL ratio:** Non-performing loans and customer advances, customer guarantees and contingent liabilities / total risk. Total risk is defined as: normal and non-performing balances of customer loans and advances, customer guarantees and contingent liabilities
- ✓ **NPL coverage ratio:** Provisions to cover losses due to impairment of customer loans and advances, customer guarantees and contingent liabilities / non-performing balances of customer loans and advances, customer guarantees and contingent liabilities
- ✓ **Cost of credit:** Provisions to cover losses due to impairment of loans in the last 12 months / average customer loans and advances of the last 12 months

CAPITALISATION

- ✓ **Tangible net asset value per share – TNAVps:** Tangible stockholders' equity / number of shares (excluding treasury shares). Tangible stockholders' equity calculated as shareholders equity + accumulated other comprehensive income - intangible assets

Notes: 1) The averages for the RoTE and RoRWA denominators are calculated on the basis of 10 months from December to September.

2) For periods of less than a year, and in the event of non-recurring results existing, the profit used to calculate the RoTE is the annualised underlying attributable profit (excluding non-recurring results), to which are added non-recurring results without annualising them.

3) For periods of less than a year, and in the event of non-recurring results existing, the profit used to calculate the RoRWA is the annualised underlying consolidated result (excluding non-recurring results), to which is added non-recurring results without annualising them.

4) The risk-weighted assets included in the RoRWA denominator are calculated in accordance with the criteria defined by the Capital Requirements Regulation (CRR).

Thank You.

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