

# FACTSHEET 2016

(ENGLISH)

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ES DEC 2016	2.209,50	-0,02%	8:43:04
FDAX DEC 2016	10.942,00	1,53%	15:43:05
FESX DEC 2016	3.130,00	0,84%	15:43:05
FTI DEC 2016	461,45	0,49%	15:43:05
FTSE MIB	18.033,56	1,55%	15:43:05
Light Sweet Crude ...	50,20	-1,47%	15:43:05
...	4.779,00	-0,10%	15:43:05
...ge ...	1.694,6462	-0,12%	15:43:05

# PROFILE BINCKBANK

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Private individuals today face a number of challenges. Interest rates are historically low, the pension system is being cut back and social security is becoming less secure. We are convinced that consumers must take control themselves to secure their future and at BinckBank we want to help. With its 'navigator' role, BinckBank helps customers find the services they need in a user-friendly digital environment.

BinckBank N.V. (BinckBank) is an online bank for investors and savers. BinckBank provides services for private customers, independent asset managers and institutional investors (BPO) in the Trading (brokerage), Investing and Saving segments. Trading focuses on customers who want to trade actively in securities and makes up the largest segment of BinckBank. Investing covers more diversified forms of investment, often focused on the long term. In the Saving segment, BinckBank offers a range of savings formulas.

In the Trading field BinckBank is the market leader in the Netherlands and Belgium and ranks third in France. BinckBank offers its customers a stable platform giving them access to all important financial markets in the world. This includes order execution at competitive rates, combined with facilities such as excellent customer service, a professional investment website with streaming quotes, news, depth of order book, research and tools for technical and other analysis. BinckBank provides its services under the Alex and Binck brands. The Alex brand name is used in the Netherlands and Spain, while the Binck brand name is used in the Netherlands, Belgium, France and Italy.

In the Investing field BinckBank provides Binck Fundcoach and Alex Vermogensbeheer. Binck Fundcoach offers the easiest possible way for customers to invest in investment funds and ETFs. Binck Fundcoach has an online platform where customers can find news, opinions, columns and extensive fund information. A customer who wishes to invest his or her capital, but lacks the time or knowledge to do so, can use Alex Vermogensbeheer. Alex Vermogensbeheer manages its customers' assets on the basis of a personal investment plan. An automated computer system carries out daily quantitative analyses to determine whether the portfolio needs to be adjusted.

BinckBank is listed on Euronext Amsterdam stock exchange and has been included in the Amsterdam AScXIndex. BinckBank's market capitalisation at the end of 2015 was € 564 million. BinckBank operates in four European markets and also has an investor centre in Spain targeted at Dutch nationals resident in that country.

# VISION, MISSION AND CORE VALUES

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## Vision

Private customers are becoming more and more aware, autonomous, and active when it comes to their private finances and capital. BinckBank believes in customers' financial self-reliance. People should be able to control their own financial affairs. BinckBank is well-positioned to assist private customers in achieving their financial ambitions and goals regarding the retention and accumulation of their capital.

## Mission

BinckBank serves all customers wishing to consciously, actively, and autonomously manage their capital and assets for a broad and differentiated market with a wide range of financial profiles and motives. BinckBank supports and encourages customers with technology-driven but highly personalised solutions. The innovative solutions centre on convenience, simplicity, clarity, insight, and accessibility at acceptable prices. BinckBank plays a key role in activating, facilitating, and teaching all those wishing to retain and accrue capital. Each and every customer is given optimum control of and insight into the development of his or her capital and its revenues.

## Our core values

### Sincerity

This is the essence of our right to exist. Sincere interest in our customers, observable in our customer satisfaction. Sincere interest in investing, visible in our investment expertise and in all the products and services we offer. Fair rates, with no hidden costs. And the will to improve, because we can always do better.

### Accessible

Providing affordable access to markets, this is where it all started. Then we made our investment services accessible to financial intermediaries and introduced a low-threshold alternative for asset management. With expert employees who are approachable for our customers – and for each other – regardless of their position.

### Convenience

Investing – whether you do it yourself or not – is already difficult enough. Ease of use is therefore very important. Not making things more difficult than they need to be. For instance, a user-friendly platform and expert employees who use understandable language. And by providing extensive information and inspiration, amongst others through various educational programmes, to increase confidence in investing.

### Transparency

We believe in clarity: 'what you see, is what you get'. In other words a clear fee structure on a single page, no hidden costs and communication without the small print. Also regarding the remuneration of our directors.

## Ambition

Our right to exist and our core values provide us with a unique understanding of investors, and assist in improving our response to their needs. This is why we offer separate products and services for various types of investors. This leads to satisfied or even very satisfied customers, and a substantial market share. We continue to innovate in order to outperform our customers' expectations.

Beside the Netherlands, we have successfully rolled out this approach in Belgium, France and, since 2012, Italy. BinckBank is now the market leader in Belgium, and we are number 3 among the online brokers in France. We intend to expand these positions in the coming years by offering more products and services that give people more control of their investments and help them put their financial goals within reach. This will involve the offering of our successful asset management product abroad and a new investment fund service for independent investors taking a longer-term view.

The driving force behind all our initiatives is, and will remain, a high level of customer satisfaction. BinckBank's ambition is to be the bank with the highest customer satisfaction in all countries.

# FINANCIAL RESULTS 2016

## KEY FIGURES (CONSOLIDATED)

(amounts in € 000's)	2016	2015	Δ
<b>CUSTOMER FIGURES</b>			
Number of transactions	7,726,110	9,293,591	-17%
Assets under administration	22,793,380	20,575,397	11%
Assets under management	1,279,980	1,697,871	-25%
<b>ADJUSTED PROFIT AND LOSS ACCOUNT</b>			
Net interest income	26,325	25,724	2%
Net fee and commission income	109,076	131,461	-17%
Other income from operational activities	12,324	12,993	-5%
<b>Total income from operating activities</b>	<b>147,725</b>	<b>170,178</b>	<b>-13%</b>
Total adjusted operational expenses*	116,634	108,863	7%
<b>Adjusted result from operating activities</b>	<b>31,091</b>	<b>61,315</b>	<b>-49%</b>
Adjusted tax*	2,273	(3,961)	
Results of associates	(2,821)	(730)	
<b>Adjusted result after tax</b>	<b>30,543</b>	<b>56,624</b>	<b>-46%</b>
Result attributable to non-controlling interests	(87)	(1,076)	
<b>Adjusted net result</b>	<b>30,456</b>	<b>55,548</b>	<b>-45%</b>
<b>Adjusted net earnings per share (in €)</b>	<b>0.45</b>	<b>0.79</b>	
Cost/income ratio excluding IFRS amortisation	79%	64%	
<b>CAPITAL ADEQUACY</b>			
Total equity	245,542	253,582	-3%
Capital ratio	31.9%	40.2%	
Leverage ratio	6.7%	7.1%	

\* Compared to the IFRS results, within the adjusted result, the total operating expenses and taxes are adjusted for IFRS amortisation and tax savings on the difference between fiscal and commercial amortisation of the intangible assets acquired with the acquisition of Alex and goodwill paid. Page 33 of the Annual Report includes the reconciliation of the adjusted result to the IFRS result.

### KEY FIGURES 2016

Total income from operating activities	147,725
Adjusted result after tax	30,543
Cost/income ratio excluding IFRS amortisation	79%
Total equity	245,542
Capital ratio	31.9%
Leverage ratio	6.7%
Number of FTE	642

### KEY FIGURES BINCKBANK SHARES 2016

Adjusted EPS	0.45
Number of issued shares	67,578,245
Market capitalisation	390.5 million

### MEDIUM-TERM TARGETS 2018

TARGETS	TARGET 2018	REALISATION YEAR-END 2016
Customer satisfaction	>=8 weighted-average	7.3 weighted-average
Number of transactions	11.0 million	7.7 million
Assets under administration	€ 21.0 billion	€ 22.8 billion
Assets under management	€ 3.5 billion	€ 1.3 billion
Cost/income ratio (excluding IFRS amortisation)	<65%	79%
More balanced income flow	At least $\frac{2}{3}$ of revenue comes from recurring commission, interest and asset management fees	35.6%

# MANAGEMENT

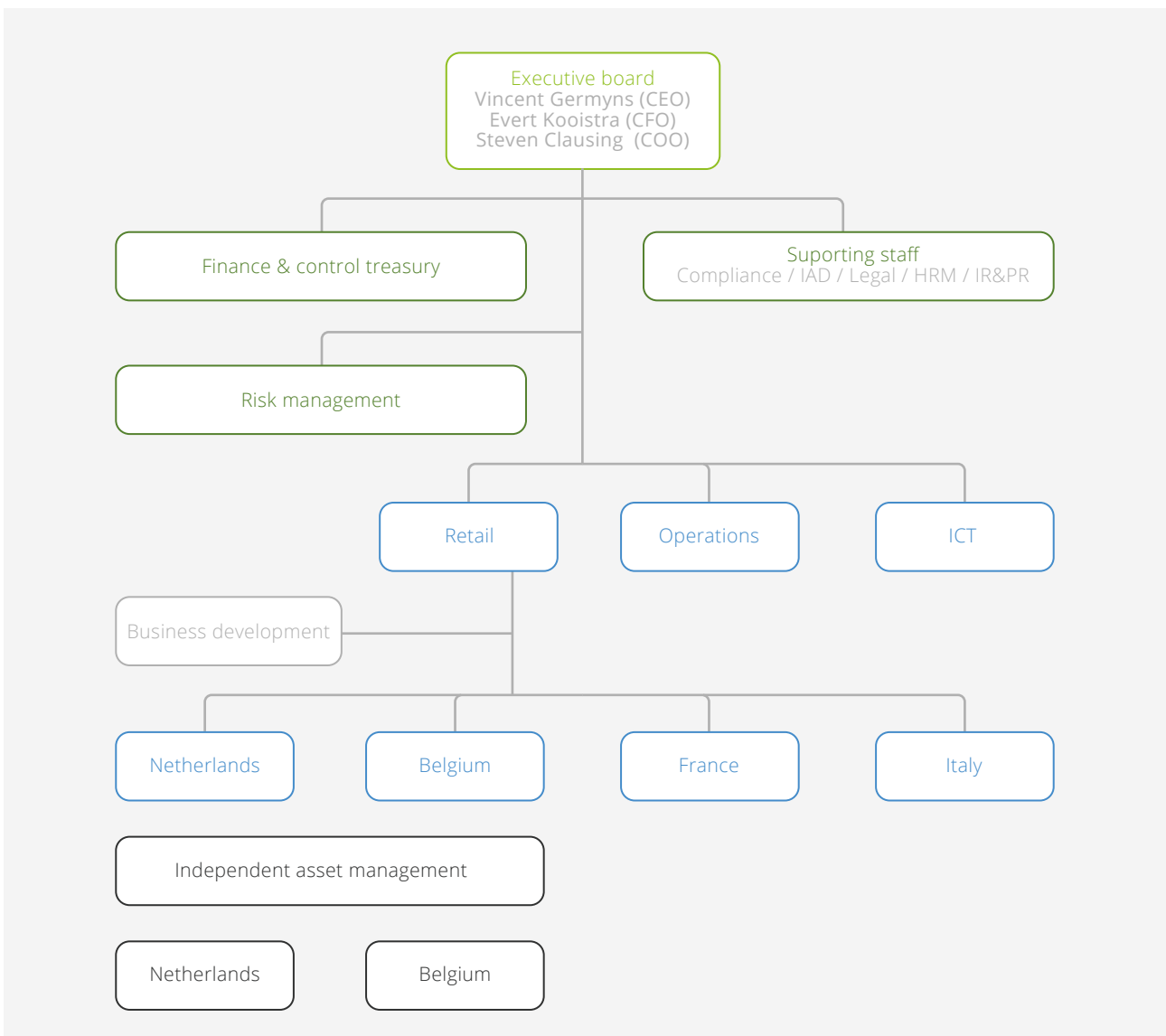
## Executive board

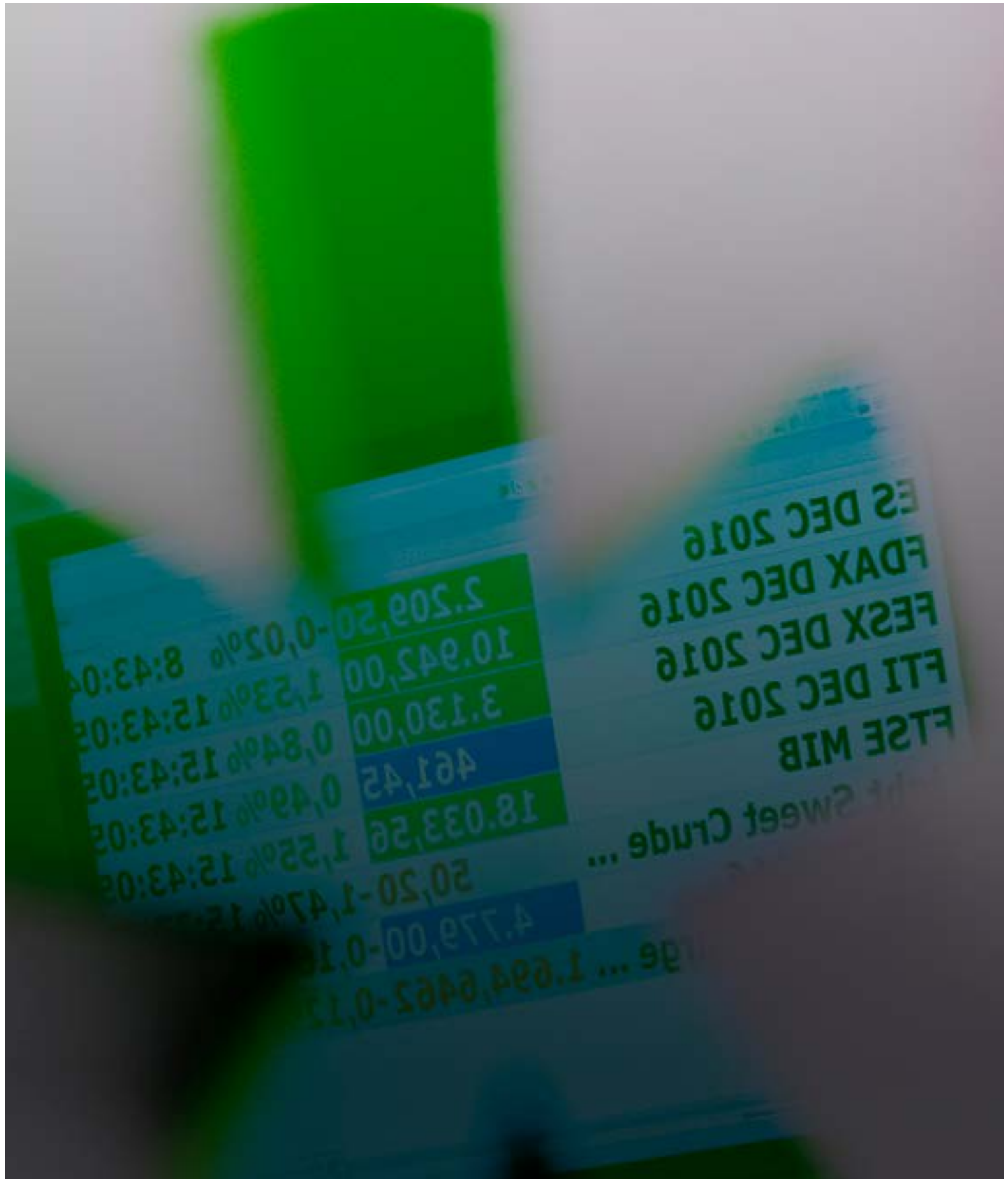
Vincet Germyns (CEO and Chairman)  
 Evert Kooistra (CFRO and board member)  
 Steven Clausing (COO)

## Supervisory board

John van der Steen (Chairman)  
 Hanny Kemna  
 Carla van der Weerd-Norder  
 Leo Deuzeman  
 Arjen Soederhuizen

## Organisational framework





**BinckBank N.V.**

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**\*BINCKBANK**