



TRANSCRIPT

Mr. **Germyns**: Good morning and welcome to you all for the BinckBank presentation. We are very pleased to be able to present you our third quarter figures. You will see that we are on track with our strategy to bring BinckBank to the next level. As we said earlier this year, 2015 should be the year for the turnaround. Of course, it will still be a bumpy road with ups and downs but nevertheless, we are moving in positive territory again.

Later in this presentation you will see that after the third quarter we have profit figures, which are in line with the nine months period of last year but it is good to mention that this year we have achieved this based on our own operational strength where the last year we had a very contribution from the sale of BeFrank. So, excluding this one-off this year was much better than last year and little by little we are increasing the stability of the backbone, our platform, and we try to eliminate the waste and the procedures and processes. We are convinced that this more customer-oriented approach combined with the financial disciplines are the keys for our company to increase the shareholder value in the longer term.

That was for the beginning. We will give you the update in the usual sequence. I will present the commercial part and Evert will guide you through the financial position. After that, we will come back with the key messages and we will organise a QandA session.

Strategy on track

Continuously improving customer experience

- Customer service levels remain high, also on volatile trading days
- Telephone waiting time and unplanned down-time trading-platform very low
- Customer service Binck nominated for Gouden Oor Award
- Customer lead product development; input in App-development results in successful introduction
- Customer satisfaction high, but not yet at target levels



The strategy is on track. We are continuously improving our customer experience and every day we are emphasizing to all our employees that customer focus is key for the future growth of our company.

Customer service levels remain high, also on volatile trading days. For instance, on Black Monday, which was the most active day of this third quarter, we kept a clean sheet regarding website issues and this is what it is all about in our online brokerage business. On times that our customers want to trade they should be able to trade. On those particular moment it does not matter that you pay a couple of euros more but it should be compensated with the uptime. This was the case for Binck whereas competition suffered severe hiccups while Binck was still online.

The telephone waiting time and unplanned down-time for the trading platform was also very low. By adding some extra resources we managed to bring the average waiting down-time down from more than two minutes to below ten seconds. This led also to the fact that we were nominated as finalists for the 'Gouden Oor Award', an award you can get for extreme customer service and focus. Unfortunately, we ended as runner-up and the award went to Philips. Nevertheless, this kind of recognition is inspiring our customer service department to run the extra mile in favour of customer satisfaction.

This customer-centric approach is also visible in our product development, where for instance we develop a new mobile app based on input of our customers.

All this is leading to increased customer satisfaction but we are not yet at the level where we should be and where we want to be and which is also translated in our long-term targets. But we are moving upwards, that is for sure.

Strategy on track (2)

Progress in implementing operating excellence

- Introduction ProRealTime in France excellent example of “navigator role” and Operational excellence
- Intended appointment COO on agenda EGM 30 October 2015
- Integration BU Netherlands and Professional Services effective per 1 September 2015
- Cost/income ratio 15Q3 62%; below long term target (65%)

So, the strategy is still on track, also with the implementation of operational excellence. We see that also this part is quite well on track. We have launched ProRealTime for France, which is in line with our navigator role and which shows that we prefer buying – maybe in this case leasing – over making.

As a company, we think we should focus on how to do that. We keep in close contact with possible providers in order to achieve cost reduction whilst increasing the time to market.

We have also announced our new COO, Steven Clausing, who is intended to be in function as of coming Friday after the EGM.

Also on the organisational level, we fully integrated the former Professional Services department and we integrated it completely within our Business Unit the Netherlands as of 1st September.

Last but not least, we had another quarter with a cost/income ratio below 65%, which is the long-term target for 2018. So, we are moving in the right direction.

Solid financial results in 15Q3

- Total income from operating activities up 8% to € 40.7m in 15Q3
- Transactions up 20% to 2.3m in 15Q3, driven by heavy trading in August
- Comparative data 14Q3 includes € 15.5m gain on divestiture BeFrank
- Adjusted net earnings* up 54% to € 14.1m in 15Q3
- Net result* up 3x to € 8.7m in 15Q3
- Net-outflow AuM Alex 15Q3 reduced to € 25m (15Q2: € 74m; 15Q1: € 241m)
- Strong capital position (capital ratio 38.4%)
- BinckBank Italy and ThinkCapital Holding B.V. break-even in 15Q3

* Excluding the gain on the divestiture of BeFrank in 14Q3

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We saw solid financial results for the third quarter. All in all, this results in another good quarter with an EPS of EUR 0.20, which is above the average estimate with approximately 10%.

The total operating income from operating activities went up 8% to EUR 40.7 million in the third quarter and the number of transactions went up with 20% compared to the

same quarter last year. This results in 2.3 million trades, which is a very decent figure for the third quarter, also with a historical view.

This was mainly in August, because the volatility was at abnormally high levels. As a result, the adjusted net earnings climbed with 64% compared with the same quarter last year. Of course, this is when we exclude the EUR 15.5 million gain on the BeFrank divestiture.

The net result tripled in the quarter up to EUR 8.7 million.

Also for Alex Asset Management we have some positive news. The net outflow almost stabilised. In the first two quarters we were still confronted with a massive outflow of respectively 241 million for the first quarter and 74 million for the second quarter, but in Q3 this was reduced to 25 million. In the coming months we will extra features for Alex Asset Management and we are preparing a new commercial.

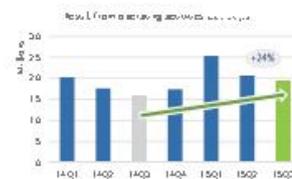
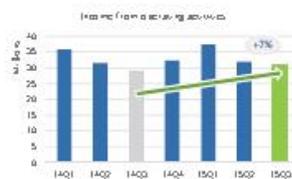
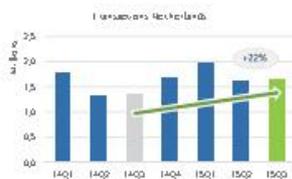
We continue to have a very strong capital position with our capital ratio on 38.4, but Evert will comment further on the financials.

Other remarkable news is coming from Binck Italy and ThinkCapital Holding. We are very proud to be able to announce that both companies reached the break-even point. For both this is ahead of schedule. Binck Italy is very promising and we are capable of fighting our way in this very competitive market, which is a big achievement. Also for ThinkCapital the future for ETF is looking very good and little by little we are able to convince customers of the added value of these low-cost structures and the function and building of the backbone of a well-diversified portfolio.

Let's go to the highlights per business unit.

The Netherlands

- Transactions up 22% to 1.6m in 15Q3 (14Q3: 1.3m); Transaction related income up 13% to € 18.4m
- Asset management fees 15Q3 down 22% to € 3.2m (14Q3: € 4.1m)
- Net interest income 15Q3 up 2% to € 5.4m (14Q3: € 5.3m)
- Integration Prof Services in BU Netherlands completed
- Continued growth in ZV customers (independent asset managers); over 125 in Netherlands and Belgium
- New version mobile app well received; ca 15% Binck transactions via mobile platform
- New marketing campaign started



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For the business unit the Netherlands, a couple more nice indicators of growing business are that the number of trades went up 22% in the third quarter, bringing it to approximately 1.6 million trades. In the same quarter last year we did 1.3 million trades.

Asset management fees were 22% lower but this is in line with a lower total of assets under management of Alex Asset Management.

The former Professional Services department was fully integrated in the business unit the Netherlands in order to ensure the continuity of the business.

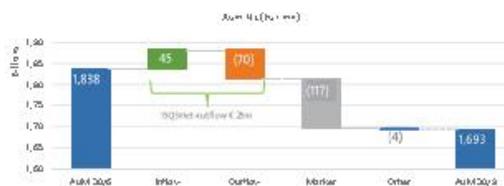
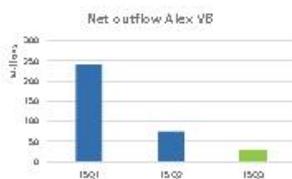
Also, our independent asset managers business is still growing at a fast pace. We have over 125 customer activity developing, as planned.

We launched a new version of the mobile app for iPhone and Android and reactions from our customers are very positive. Almost 15% of the transactions are generated via the mobile platforms and this means that this new medium is gaining traction for the future. We will continue to keep this on our agenda in optimising our user experience.

In this quarter, we also worked on a new campaign 'Ik maak mezelf'. Not only is this campaign well received by customers and leads but it is resulting in a promising conversion ratio.

Diminishing outflow Alex Asset Management

- Total AuM end 15Q3 at € 1.7b (end 15Q2: € 1.8b)
- Net outflow 15Q3 € 25m (15Q2: € 74m)
- Investment returns 15Q3 negative impact; 15Q3ytd returns positive
 - Voorbeeldportefeuille Behoedzaam: 8.3% 15Q3ytd
- Outstanding customer claims: 116 for an amount of € 2.8m
- Income from asset management totaled € 3.2m in 15Q3 (15Q3ytd: € 10.3m)



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Here we see a diminishing outflow for Alex Asset Management. The total assets under management by the end of the second quarter was EUR 1.7 billion compared to EUR 1.8 billion in the second quarter. This means that we were still confronted with a net outflow in the third quarter of approximately EUR 25 million but compared to the first and the second quarter the outflow was substantially lower and almost dried up completely.

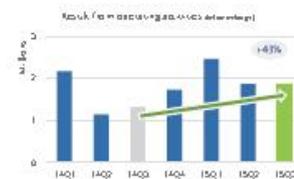
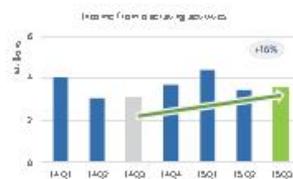
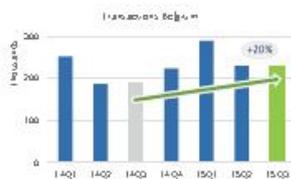
As you can see on the graph, the EUR 25 million is a combination of EUR 45 million net inflow and EUR 70 million of outflow.

The performance of the portfolio has negatively impacted the total assets under management but nevertheless, the performance of the 'voorbeeldportefeuille behoedzaam' – the cautious profile – had a positive performance of 8.3. That is Q3, year-to-date.

The total of customer claims increased, bringing this to a total of 116 claims, which represent a total amount of 2.8 million. The income from asset management in the third quarter totalled EUR 3.2 million, bringing this to a total amount of EUR 10.3 million year-to-date.

Belgium

- Transactions up 20% to 227k in 15Q3 (14Q3: 189k)
- Continued growth brokerage accounts: up 5% to 63,640
- Increased income from operating activities (+16%) driven by higher number of transactions and other provision income, partly offset by lower net interest income (-10%)
- Declined operating expenses reflecting lower employee and marketing expense in 15Q3
- Strong interest in passive investments: ETF's up 37%
- Introduction of 'speculation tax' brings uncertainty



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Again, a very solid quarter for Belgium. Transactions went up 20% to 227k compared to the third quarter in 2014.

We also see a positive evolution of the number of customer brokerage accounts, up 5% to 63,640.

Increased income from operating activities -- +16% -- due to a high number of transactions and other provision income, partly offset by lower net interest income. Here you can see the effect of the absence or at least the very low presence of collateralised lending.

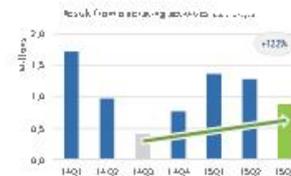
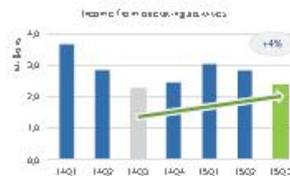
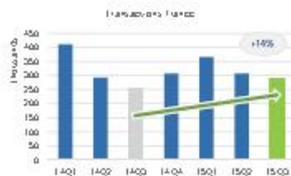
The financial discipline can also be seen in the expenses of Belgium, which were lower than in the same period in 2014.

On the customer side, we see increased interest and popularity of the ETFs and it is good to notice that the instruments will be excluded from the speculation tax. The introduction of this tax brings a lot of uncertainty to our customers and in brief, all transactions, shares, options and warrants will be charged with a speculation tax of 33% when there are capital gains on the investments of course and when the transactions take place within a six months' timeframe. A preliminary analysis shows us that almost 20% to 25% of the transactions we executed over the last four quarters would have been impacted by this speculation tax.

Of course, this will lead to a shift in consumer behaviour but it will inevitably lead to customers stop trading or try to move their portfolios abroad, unfortunately. Of course, we will keep you posted of further developments but we will come back to that later on.

France

- Transactions up 14% to 291k in 15Q3 (14Q3:256k)
- Brokerage accounts: up 5% to 51,873
- Income from operating activities 15Q3 up 4%; higher transaction-related income (+12%) offset by lower net interest income (-17%)
- Initial customer response launch ProRealTime in line with expectations
- Migration to Topline platform beginning of 16Q1



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France still is a very competitive market. We see competition struggling with the pricing and one could ask himself whether their business models are still viable. We did quite some transactions in Q3 and compared to the same quarter a year before we did 14% extra to 291k transactions.

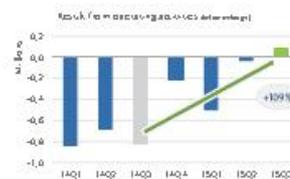
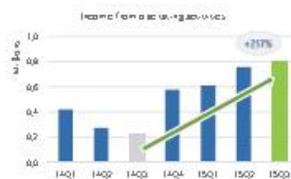
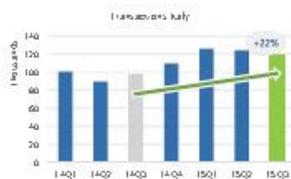
There is also positive growth in the number of customers. Overall, the income from operating activities was a bit higher for the third quarter. This was a combination of higher transaction-related income, offset by lower net interest income.

As I said before, the ProRealTime project has been launched, in line with expectations and the combination of a high-end technical analysis, too. Combined with an embedded order interface module this helps us to attract more active customers.

As I mentioned before, France is still promising but in order to be more competitive we need to migrate from the Europort to the Topline platform. Once we have migrated, all retail business will be on the same European base platform. This is why this big effort is justified. We bring extra trades to the Topline platform, which makes it more efficient and in the long run, this will prove to be a very interesting synergy. This also means that the frequency of being able to rule out new features will increase accordingly. The migration of French customers should be in the first quarter of 2016.

Italy break-even conform plan

- Transactions up 22% to 118k in 15Q3 (14Q3: 97k)
- Brokerage accounts: up 29% to 5,064
- Increased income from operating activities 15Q3 (+257%) driven by higher transaction-related income (+88%) and higher net interest income (+152%)
- Welcomed its 5,000th customer; record number of daily transactions on August 24
- Italy break-even conform plan



Italy has reached a break-even level conform plan. The number of transactions increased with 22%, up to almost 120k for the last quarter. The brokerage accounts up with almost 30%, whilst passing the 5,000 customers milestone, which is very important for our Italian business.

The income from operating activities is +257%, driven by higher transaction-related income and higher net interest income due to increased collateralised lending. In Italy, our directors [...] are doing a great job by challenging the traditional banks and other online brokers. We are convinced that this milestone for Italy is just a first step in the beginning phase of a very interesting history.

Now, I will hand it over to Evert who will guide you through the financial position and the consolidated Q3 results. Evert, go ahead.

15Q3 consolidated results and financial position

Mr. Kooistra: Good morning everybody, we continue with part 2.

Profit & Loss quarterly comparison

	15Q3	15Q2	14Q3
Net interest income	6,718	6,429	6,605
Net fee and commission income	30,716	31,698	27,963
Transaction related fee and commission income	23,491	24,255	20,689
Asset management fee and commission income	3,803	4,000	4,606
Other fee and commission income	3,422	3,443	2,668
Other income	2,806	2,591	2,891
Result from financial instruments	491	582	160
Impairment of financial assets	-28	86	-5
Total income from operating activities	40,703	41,386	37,614
Employee expenses	12,987	13,289	13,489
Depreciation and amortisation	6,773	6,769	6,912
Other operating income	10,969	12,277	12,841
Total operating expenses	30,729	32,335	33,242
Result from operating activities	9,974	9,051	4,372
Tax	-1,016	-2,093	-1,404
Share in profit/ (loss) of associates and joint ventures	-215	-12	15,192
Net result	8,743	6,946	18,160
Result attributable to non-controlling interests	-1156	57	-
Net result attributable to shareholders BinckBank	7,587	7,003	18,160
IFRS amortisation	5,379	5,379	5,379
Tax goodwill amortisation	1,102	1,102	1,102
Adjusted net result	14,068	13,484	24,641

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As Vincent said, we had a strong third quarter with adjusted earnings per share of EUR 0.20. This is an increase of 54% compared to the third quarter of 2014, excluding

the proceeds from the sale of BeFrank. The sale of BeFrank contributed last year EUR 0.22 to the bottom line and the business performance in Q3 last year was EUR 0.13.

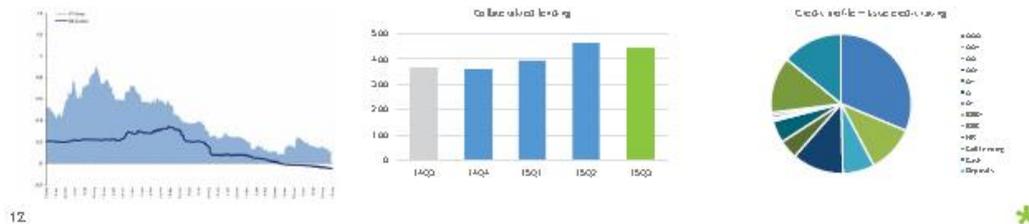
The strong result this quarter was primarily driven by strong transaction volumes and lower operating expenses. From a volume perspective it was a volatile quarter. We saw strong transaction volumes in July and August and lower volumes in September. Also the first weeks of October are characterised by lower volume levels. The start of Q4 is slow.

Due to the crash of the markets in August, we saw a decline of the net fee and commission income per transaction, as average order sizes were smaller. We also saw a shift from the higher-priced instruments to lower-priced instruments. This mix effect also reduced the average income per trade.

Slides 11 to 14 show the highlights of the profit and loss quarterly comparison.

Net interest income remains stable

- Net interest income up 4% to € 6.7 million in 15Q3 compared to 15Q2
- Collateralized lending declined 4%, but average outstanding amount was 6% higher then in 15Q2
- Average return investment portfolio end 15Q3 at 0.45% (15Q2: 0.48%)
- Investment portfolio stable at € 2.1b at 15Q3



Net interest income in the third quarter increased with EUR 289,000 to EUR 6.7 million. Interest income increased due to higher outstanding balances for collateralised loans during the course of the quarter. Although collateralised lending balances at the end of September dropped by 4% to EUR 445 million the average outstanding balance during the quarter increased by 6%. Furthermore, lower cash balances held with the Central Bank had negative interest rates and resulted in lower interest expenses, which contributed positively to the interest income line.

The size of the investment portfolio remained stable in the third quarter at around EUR 2.1 billion. The average yield in the investment portfolio dropped slightly with the 3

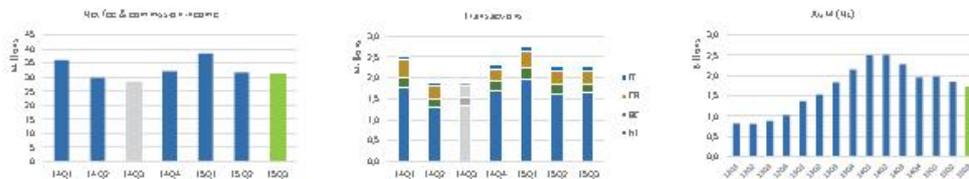
bps, from 48 bps in the second quarter to 45 bps at the end of the third quarter. Duration decreased slightly from 1.5 years to 1.4 years.

In the third quarter we invested EUR 79 million in nominal value in bonds at an average yield of 25 bps and redeemed bonds for EUR 160.2 million in nominal value and on these redemptions we lost an average of 83 bps.

The yield on the investment portfolio is expected to decline towards 43 bps by the end of the year.

Net fee and commission income

- Net fee and commission income down 3% in 15Q3 to € 30.7m (15Q2: €31.7m)
- Transaction-related income in 15Q3 down 3% to € 23.5m (15Q2: € 24.3m)
- Asset management fees reflect decline in AuM to € 1.7 billion, driven primarily by lower valuation on financial markets as well as net-outflow of funds



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The transaction-related net fee and commission income for the third quarter was EUR 23.5 million, 14% higher than the transaction-related fee income in Q3 last year and 3% lower than the previous quarter. The 3% decline is due to a lower average net fee per transaction. Across all branches, except for Italy, we saw a decline in the average net fee per transaction due to lower average order sizes and mix effects.

Fees from asset management activities dropped slightly from EUR 4 million in the second quarter to EUR 3.8 million in the third quarter. This drop is caused by lower earnings from Alex Asset Management. Alex Asset Management fees dropped as a result of the decrease in assets under management. The assets under management at the end of the third quarter were EUR 1.7 billion, a decrease with 8% compared to the second quarter.

The drop in assets under management is due to a decline in stock markets that started in August and continued in September en due to the net outflow as a result of client transfers.

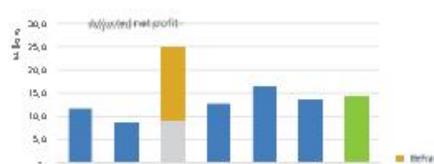
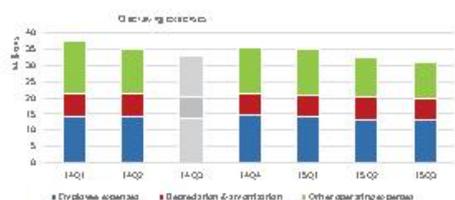
ThinkCapital is showing increased assets under management and contributed positively to the fees from asset management activities. At this moment, ThinkCapital is showing a profit and management considers it probable that future taxable profit will be available against which unused tax losses can be utilised. Management has therefore decided to record a deferred tax asset of EUR 1.2 million in the tax line for carry-back tax losses. This amount has limited effect on the adjusted EPS, as it will largely be attributable to a non-controlling interest due to agreements made between shareholders up on the acquisition back in 2011.

Other fee and commission income remained stable on EUR 3.4 million.

Other operating income includes software-related revenues from Able and from the BPO-business. We saw an increase of 8% due to higher activity levels in Able.

Operating expenses & adjusted net profit

- Total operating expenses 15Q3 down 5% to € 30.7m (15Q2: € 32.3m)
- Employee expenses and other operating expenses were lower, depreciation was stable
- Adjusted net profit 15Q3 up 4% to € 14.1m in 15Q2 (15Q2: € 13.5m)
- Compared to 14Q3 (excl. gain divestiture BeFrank) adjusted net profit up 54%



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Operating expenses were well under control in the third quarter. Compared with the second quarter, total operating expenses were 5% lower. Total operating expenses for the third quarter were EUR 30.7 million.

Employee expenses decreased by 2%. The cost reduction is primarily the result of the release of the accrual for holidays. Furthermore, we had a slight temporary reduction in staff of 10 FTEs. In total, we employed 639 FTEs at the end of Q3.

Other operating expenses decreased by 11%. The cost reduction is the result of lower marketing expenses and lower IT-expenses. Marketing expenses in the third quarter were EUR 2.3 million versus EUR 2.5 million in the second quarter.

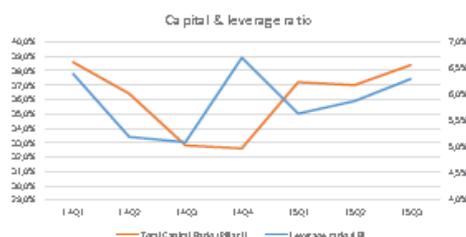
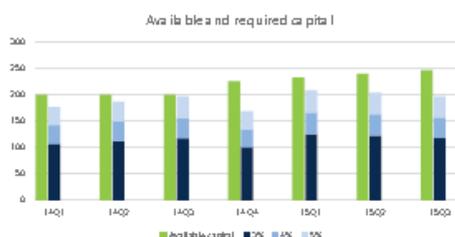
Furthermore, other operating expenses contain a one-off positive effect of EUR 1 million due to movements in provisions. So, normalised other operating expenses for Q3 would have been approximately EUR 12 million.

The tax charge is reduced this quarter due to the recognition of the deferred tax assets of EUR 1.2 million for ThinkCapital. As said, the recognition of the deferred tax assets has limited effect on the adjusted EPS.

The share of profit and loss of associates and joint ventures is the share of loss in TOM, which was EUR 215,000 for the third quarter.

Strong financial position

- Solid equity position end 15Q3: € 432 (14Q4: € 440m)
- Capital ratio remains strong at 38.4% end 15Q3 (14Q4: 37.1%)
- Leverage ratio strong at 6.3% en 15Q3 (14Q4: 6.7%)



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IFRS equity amounted to EUR 431.9 million as at the end of the third quarter, which is a net decrease of EUR 1.3 million versus the second quarter. The decrease is primarily the net effect of profits recorded during the third quarter less the payment of the 2015 interim dividend of EUR 9.8 million back in August.

The capital ratio slightly increased from 37% to 38.4% in Q3. The increase is due to a decline of risk-weighted assets and growth of the tier-one capital. Risk-weighted assets decreased due to smaller short-term risk exposures on financial institutions as we had lower cash balances and changes in the investment portfolio.

The balance sheet total reduced in the third quarter by EUR 185 million, mainly due to a reduction in funds entrusted by clients. The reduction of the balance sheet had a positive effect on the leverage ratio in Q3. The leverage ratio at the end of September was 6.3%.

So far the financial position. I will now hand it back to Vincent for part 3, the round up.

Mr. **Germyns**: Thank you, Evert. What are the key messages of the third quarter?

Key messages 15Q3

- Strong financial results, driven by high transaction level and cost control
- Continuous improvements in customer experience
- Operating excellence
- Good progress in execution of strategic plans and development of product roadmaps

Capital Markets Event - for institutional investors and analysts - 18 november 2015 - Amsterdam

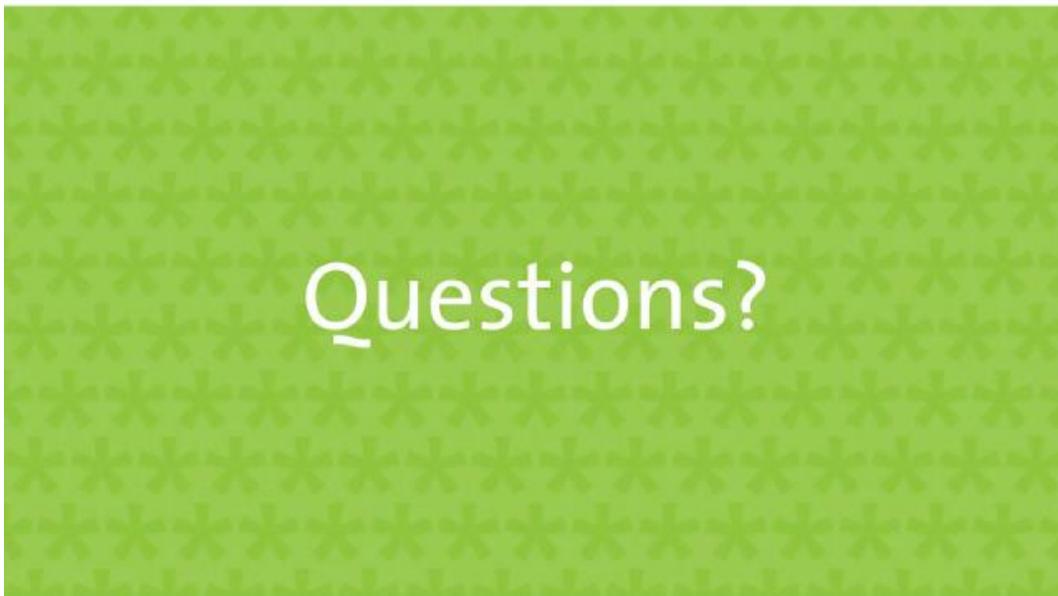


We had strong financial results driven by a high transaction level and financial discipline with cost control.

We are continuously improving customer experience and we are making good progress in implementing operational excellence but also on the execution of the strategic plans and the development of the products and services road maps. On 18th November we will have our Capital Markets Day for institutional investors and analysts and we will be pleased with your presence. On that occasion, we will have more time to elaborate on our strategic plans and the road map.

All in all, another good quarter with touch points of the turnaround phase we are in. We are proud of all our employees in the four countries in which we are active and also in the [...] office we have in Spain. We would like to thank them for their efforts and their search for excellence and customer satisfaction and the maximisation of shareholders value. On behalf of the board – and I think I am allowed to say this also on behalf of the Supervisory Board – I can state that we are confident with this team of people and that we can put BinckBank on the radar screen again.

So far for the outlook. We can continue with the QandA session now.



QUESTIONS AND ANSWERS

Cor Kluis – Rabobank

Good morning. I have a few questions, first of all on the banking levy. That should be around EUR 650,000 per quarter. Was that already in the Q3 results and, if so, where and what can we expect for Q4?

My second question is on your comment that the Q4 start is slow. Can you give a little bit more indication? Is this around 10% lower than in the first quarter or is it less material?

My third question is about Italy. You mentioned that Binck360 will come with a new version in Italy, probably to upgrade the product level. Is it now the same kind of level and quality as Fineco is currently offering in Italy and, if so, will you roll this out to more countries going forward?

My last question is also about Italy. You mentioned in the Q2 results that you were testing with a kind of [peered] fee structure that clients pay for separate services. Can you give an indication of the progress so far over there?

Maybe one final question on collateralised lending. Could you give the absolute figure of what is was at the end of Q3? I saw a graph in the presentation but also going forward, can you just put that in the press release?

Mr. **Germyns**: I will give the first and the last question to Evert and I can start with the second, the third and the fourth question. We mentioned a slow start for Q4. This is also related to what we saw in the financial markets. You asked whether it was substantially lower. Yes, it is a bit more than 10%. So, it is a slow start. This is related to the online brokerage business that we are doing and every day the counters are reset to zero. This means that you always relate it to what is happening in the financial markets. For instance, the end of last week was positive again. If the markets have big and interesting news, it can be a very positive day for Binck but of course the first couple of weeks of October were relatively slow for the online trading business and even more than 10%.

Your next question was about Italy and 360: do we have a product which is at par with Fineco? We are constantly working and it is not only on the technical part and not only on 360, which is our trading application, but also on what we call the backbone of the system. For instance, just on the credit risk level what you saw a couple of quarters ago and what you see now in the net interest income from Italy is that when you loosen up a bit regarding the credit risk management you also need to bring your proposition at par with competition. There, we loosened up a bit of the policy we apply for the countries and brought it more in line with Italy. This is what we saw in the collateralised lending

for Italy, which is increasing. This has a positive result on the net interest income. It is not only the technical part but you should bring your product offering completely in line with competition. At this moment we are not yet at the level where we want to be and we are able to compete at the maximum with Fineco, IWBank and all those other competitors but we are moving in the right direction. Little by little, we are bringing our proposition more in line with local standards and we are moving. So, it is good.

As for the separate services, we launched a sort of a pilot with the quotes subscription in Italy. Instead of offering immediately everything for free to customers we asked whether they were willing to pay for it if for instance they want US quotes. Those are the types of pilots we are talking about. It is just testing to see what the stretching level can be and to what extent we could apply such a technique of pricing and to bring it in line with the local standards. As we said, in all countries where we are active we try to have a sort of a decent proposal related to the local standards. For Italy, this is relatively common so we did not have a good reason to not to try it. We see that customers are happy with it and are still satisfied but it is just one element of the whole proposition that we offer customers.

Mr. **Kooistra**: You had a question regarding the banking level. We have a charge recorded in Q3 for banking levies, which is close to EUR 800,000. It is recorded in 'other operating expenses' so in the EUR 4 million.

The balance of the collateralised lending at the end of Q3 was EUR 445 million and in Q2 it was EUR 463 million. We will pick it up again in the presentation next quarter.

Cor Kluis – Rabobank: Much appreciated!

- **Albert Ploegh – ING**

Good morning. In the presentation you made reference to the 'ik maak mijzelf' campaign. Can you give a little bit more insight in the activation and the re-activating of clients? What are your first impressions and what are your expectations on the longer term?

My next question is on ThinkCapital. You own 60% and you recognise a DTA of 1.2 million. I guess this is a part that you have recognised. If anything in the future will be recognised will this also be for the other shareholders and not for Binck? Maybe you can give a little bit insight there.

Another question is on the operating expenses, which were well under control this quarter, especially the 'other operating expenses'. Can you give a bit of colour on how much of that was somewhat one-off in terms of releases and on what we should expect on that line for the fourth quarter and also in relation to the statement that the

cost/income ratio is temporarily below your long-term target in Q3? How should I read that statement? Is this really an exceptional quarter in that sense or are you happy with the progress with the cost going forward?

Mr. **Germyns**: I will take the first question and Evert will come back to Think and the other operating expenses.

First of all, the 'ik maak mezelf' campaign. A couple of years ago we also had some challenging campaigns and we are always to attack the more traditional banks. This is part of the maturity process we are in. Binck is a more mature player in the financial market and this means that it should have its communication in line with that level of maturity. This is what we did, so we started already with it in the second quarter, when we tested it a bit. We saw that the commercials were very much appreciated and very well accepted but we did not see an immediate traction on the conversion rate. We slightly modified it in the third quarter, we altered it a bit, also on the same team. The big strong element of the 'ik maak mezelf', so making your own decisions and trying to convince people that they should make their own decisions if they want to be strong in the future. For that, they need a good and stable financial partner, which is Binck. We emphasized this but the call to action was a bit better, a bit more emphasized in the third quarter. We saw that in the way that we were able to attract new customers. So, it is not only in attracting, so the acquisition power of the commercial but also in the re-activation power of the commercial. At the end of the third quarter last year we had 340,000 customers and over the last year we were able to gather approximately 10,000 new customers. Those are net new customers; if somebody closes his portfolio you get some discount on it. All in all, we are still able to attract new customers. From what we see, we are able to attract also the younger customers and this means that the communication you have is also applying to that younger public. That is very promising for the future.

Mr. **Kooistra**: Binck is indeed a 60% shareholder in ThinkCapital and the other 40% is owned by flow traders and management. We fully record ThinkCapital, so we consolidate it for 100%. ThinkCapital's numbers are fully consolidated in BinckBank's number. So, the deferred tax charge that is picked up is 100% charge, so there is a credit in the tax line and a corresponding debit in the minority shareholders line. That is why it does not materially impact the adjusted EPS. Does that answer your question on ThinkCapital?

Albert Ploegh – ING: Yes, but I was more looking in the future. If something similar happens will it have the same treatment?

Mr. **Kooistra**: Going forward, we will record profits according to the shareholding in ThinkCapital, so 60% for Binck and 40% for the minority shareholders.

Then your question regarding other operating expenses. There is a one-off charge of EUR 1 million due to movements in provisions. If you add that back you come to other operating expenses of close to EUR 12 million. We said we are temporarily under the 65% cost/income ratio and that is because the transaction volumes this quarter are very strong. If you have a quarter with lower transaction volumes your earnings fall back and your cost/income ratio increases again. Our business model is still very dependent on the online brokerage volumes. That is why we see it going up and down.

Albert Ploegh – ING: And looking at the fourth quarter, because you were about to launch the new campaign on Alex. Should it be logical to expect that the run rate will be closer to EUR 13 million or EUR 14 million in the fourth quarter or is that too high for the other operating expenses?

Mr. **Germyns:** We did not make the decision that it will be in the fourth quarter, so for sure we are aiming at the beginning of next year. Maybe the fourth quarter, but we want to be ready for the beginning of next year because the beginning of the year is always a very good period and it is a reflection moment to think about your financials. Especially in that period we want to be active. This is more the period we are aiming at.

Albert Ploegh – ING: I have one extra question that I forgot to ask in the beginning. I have noticed that the interest income was a bit higher than expected, as there was some less capital part at the ECB. Can you maybe quantify that a bit and if there is still some cash placed at the ECB or is that now fully invested elsewhere? How was this invested?

Mr. **Kooistra:** If you look at page 22 of the press release and you compare the cash balances as per the end of the third quarter to the cash balances at the end of the second quarter, you see that we have significantly less cash. That corresponds with the reduction in the funds entrusted by clients. In August, a lot of money went back into the market as retail customers did transactions and they probably bought stock. Then you see the cash disappearing from our balance sheet. That excess cash that was temporarily [...] at the ECB has a negative interest carry of around 20 bps. We saw the opposite effect earlier this year. Especially in Q1 we saw the cash balances increasing, so the balance sheet grew, and now you see the balance sheet coming back again. That has to do with the amount of money that we carry for customers in the balance sheet.

Albert Ploegh – ING: So, it was purely client-driven and not any change in the investment policy?

Mr. **Kooistra:** No, purely client-driven.

Albert Ploegh – ING: Thank you.

- **Michiel de Jonge – ABN AMRO**

Good morning. I have one question left. Last quarter you indicated that most of your Alex portfolios were above the high watermark. Obviously, you missed some performance over the quarter but you recuperated some at the start of October. Can you indicate anything on how the portfolio stands? Are there high watermarks at this moment?

Mr. **Germyns**: What happened is that we had a very positive performance in the beginning of this year. Unfortunately, due to August and September we lost a bit of the performance ending up at the end of the third quarter a bit above 8% due to the positive performance by the cautious 'voorbeeldportefeuille'. What we said in previous quarters regarding the high watermark is that the performance fee would be substantial. This is lowered, related to that performance. We still have a positive possibility but as you said it is always depending on what is happening in the financial markets. In the beginning of the fourth quarter, last week the model gave a new 'buy intention', so we increased the equity position within the portfolios. After that, we had an increase at the end of last week. This was positive for our portfolios but we cannot give more visibility on where we are. We still have a view on a slightly positive performance fee.

Michiel de Jonge – ABN AMRO: Thank you.

Mr. **Germyns**: If there are no further questions, thank you all very much for attending this meeting. As I said, you are invited by Michel Hülter for our Capital Markets Day. We hope to see you over there. If you have further questions do not hesitate to contact us. For today, thank you and have a nice day!

End of call

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