# DEUTSCHE BANK GLOBAL FINANCIAL SERVICES INVESTOR CONFERENCE





#### DB 2011 Global Financial Services Conference

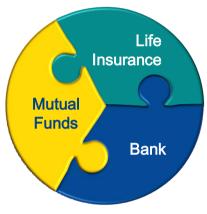
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### DB 2011 Global Financial The Mediolanum Integrated **Business Model**

We integrate the asset gathering business of Life insurance & mutual funds with the banking business...



...on the strength of an avant-garde model

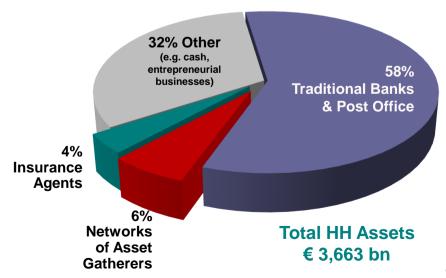


DB 2011 Global Financial Services Conference

## Household Assets in Italy

as at 31/12/2010

Traditional Banks still hold nearly 10 times more assets than the Networks of Asset Gatherers





## Household savings naturally build up in bank accounts where salaries are deposited

- Banks hold the sources of household savings, i.e. they have the easiest access to & the firmest grip on the disposable income of their account holders
- Networks of asset gatherers have to work hard to obtain a fragment of these savings held in the bank accounts
- Though Networks do a better job than Banks in the area of managed savings, they'll always be on the sidelines of this market

Mediolanum never intended to stay on the sidelines... ...that's why we created the Bank

Ultimate objective: to become the leader in asset gathering







#### Mediolanum vs. Current Bank Models





**Traditional bank** (the human relationship)

On-line bank (freedom)

The Mediolanum model unifies the advantages of the on-line with the traditional

- invalidating the concept of branch proximity -> 'Freedom in Banking'
- the same time enhancing the 'human touch' -> one-to-one relationship with the Family Banker™



DB 2011 Services

### Global Financial Setting the stage for Growth: Mediolanum's strategic choices

Two decisions with long-term ramifications made a few years ago laid the initial groundwork for our present performance

- To grow our overall business capitalising on the retail banking offer as 'entry point'
- **2** To develop our network by changing the image & role of our Financial Advisors into 'Family Bankers', self-employed tied professionals not only concerned with investments & markets, but also with everyday banking needs



# DB 2011 Global Financial Services Conference Net Inflows Mediolanum at the top of the ranking

	Raccolta nei	ta (dicembi	e 2009)			Raccolta ne	tta (dicemb	re 2010)
2000	Da inizio anno	Men			2040	da inizio anno	me	nsile
2009	a	b	Di c C		2010	a	b	di C
lanca Mediolanum (Gr. Mediolanum) lanca Fideuram (Gr. Intesa Sanpaolo)	5.869.644,0 1.624.913.8	905.688,6	310.952,7 1.111.335.2		Banca Mediolanum (Gr. Mediolanum)	3.363.222,2	250.040,1	146.050,5
inecobank (Gr. Unicredit) Sanpaolo Invest Sim (Gr. Intesa Sanpaolo)	1.575.097,9	564.991,5 291,767,1	369.269,4 348.615.3		Banca Fideura (Gr. Intesa Sanpaolo)	1.310.334,8	53.826,3	211.365,2
lanca Generali (Gr. Banca Generali)	1.054.226,8	378.745,9	258.212,5	a	Banca Generali (Gr. Banca Generali)	1.270.554,1	204.214,2	212.318,6
lanca Bsi Italia (Gr. Banca Generali) Ibi Banca Priv. Inv.	1.021.940,8	422.996,2 151.327,4	249.588,1 92.182.5	Total Net Inflows	Finecobank (Gr. Unicredit)	1.144.694,5	367.923,6	99.492,4
Gr. Unione Banche Italiane) Izimut (Gr. Azimut)	552.145,2	202.572,9	185.492,0	for the year	Allianz Bank F.A. (Gr. Allianz ) Finanza & Futuro Banca	1.094.947,6	361.486,9	356.742,1
redem (Gr. Credito Emiliano) Aps Banca Personale	535.584,6	95.066,8	57.823,7		(Gr. Deutsche Bank) Banca Monte Dei Paschi Di Siena			
Gr. Monte dei Paschi di Siena)	480.743,8	125.716,0	107.873,9		(Gruppo Montepaschi)	595.422,7	55.882,7	43.421,
Gr. Deutsche Bank)	410.477,0	190.291,4	176.394,1	b	Sanpaolo Invest Sim (Gr. Intesa Sanpaolo)	567.175,9	79.273,6	112.266,
z Investimenti Sim (Gr. Azimut) lito Adige Banca - Sudtirol Bank	406.460,3 357.461,4	42.327,8 74.890,6	46.996,6 29.316,6	Total Net Inflows	Ubi Banca Priv. Inv. (Gr. Unione Di Banche Italiane)	356.880,6	46.976,2	18.841,0
pogeo Consulting Sim Gr. Cattolica Ass.)	295.426,2	19.865,9	20.072,2	in December	Banca Sara (Gr. Banca Sara) Azimut Sim (Gr. Azimut)	347.236,4 336.161,7	-8.431,5 18.717,1	17.988,4 2.026,5
danca Sara (Gr. Banca Sara) Illianz Bank F.A. (Gr. Allianz )	250.083,0 244.531.3	65.784,2 282.782,9	60.068,3 400.301.2		Apogeo Consulting Sim	320.944,1	22.509.9	23.079.3
Banca Ipibi Financial Advisory Gr. B. Intermobiliare)	192.277,0	34.556,2	22.793,3		(Gr. Azimut)  Banca Ipibi Financial Advisory (Gr. Banca Intermobiliare)	319.812,5	22.312,7	21.215,
eneto Banca (Gr. Veneto Banca)	117.924,9	22.445,8	24.873,4	C	Az Investimenti Sim (Gr. Azimut)	302.860,6	32.791,4	16.550,
Banca Network Investimenti Banca Nuova	102.890,5 85.328,5	42.175,1 49.039.0	11.456,8	Net Inflows into	Credem (Gr. Credito Emiliano)	289.811,2	-14.830,7	12.641,
Gr. Banca Popolare di Vicenza) Iancapulia (Gr. Bancapulia)	60.921.2	2.397,0	1.122,0	Managed Assets	Veneto Banca (Gr. Veneto Banca) Hypo Alpe-Adria-Bank (Gr. Hypo	63.873,7 34.275,5	2.877,1 -8.593.2	2.712,4 -4.217.1
Groupama Sim (Gr. Groupama)	26.823,6	1.696,0	868,5	in December	Alpe-Adria-Bank) Banca Sai (Gr. Fondiaria - Sai)	19.009.1	6.650.2	2.899.0
lypo Alpe-Adria-B. Gr. Hypo Alpe-Adria-Bank)	17.664,2	-1.834,2	1.839,0		Groupama Sim (Gr. Groupama)	4.366,2	-9,5	-828,7
Banca Sai (Gr. Fondiaria - Sai) Juf Banca (Gr. Uuf)	3.310,2 -3.990,1	11.372,6 564.2	-2.161,8 564.2		Banca Nuova (Gr. Banca Popolare Di Vicenza)	-7.186,0	-649,0	-555,0
Consultinvest Investim. (Gr. Consultinvest)		-3.685,0	-3.685,0		Banca Network Investimenti	-195.328,2	-9.099,2	-4.673,:

<sup>&#</sup>x27;Il Sole-24Ore', 30/01/2010 & 29/01/2011 - data do not include Life claims

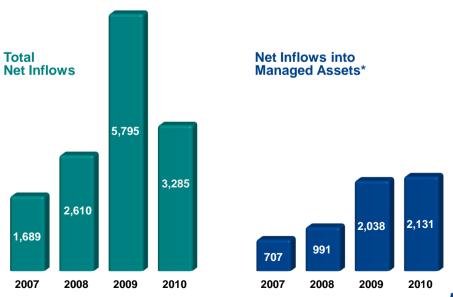
DB 2011
Global Financial
Services
Conference

Total Net Inflows

Services
Vs. Managed Assets Inflows

10

Banca Mediolanum - € mn



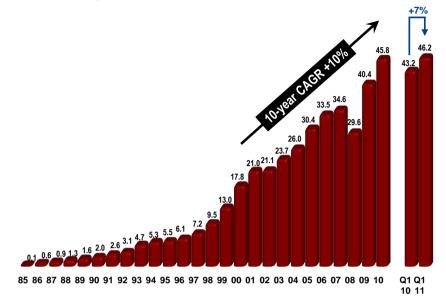
<sup>\*</sup> Including 3rd-party structured bonds that replace Index-linked policies in 2010 & have a similar profitability



Conference

#### Assets under Administration

Mediolanum Group - € bn





Services

## Global Financial Setting the stage for Growth: **Building credibility**



June 2008 - interest spread cut for all mortgage customers (giving up ~€ 65 mn of future revenues)



July 2008 - free protection added against total permanent disability for all mortgage customers

October 2008 - substitution of Lehman Brothers' bonds underlying Index-linked policies

(Final cost of € 85 mn entirely born by the two majority shareholders with no impact on minority shareholders)

These courageous & heavy investments made during the crisis demonstrate we are the bank that cares about the customer's money



## DB 2011 Global Financial 'Freedom' Account An offensive move to gather assets

#### A completely new-to-the-market product/concept launched March 2009

All the features & options of a fully-fledged bank account plus an automatic high-yield investment



Deposits less than €15,000 are not remunerated



Deposits in excess of €15,000 are automatically & seamlessly transferred to a traditional Life policy with a very attractive yield, pre-set quarterly, taxed at 12.5% (investment product) instead of 27% (bank interest earned)



All normal banking operations & features included

- €7.5/mo. flat fee
- no fee with avg. balance above the non-interest-bearing threshold or €30,000 in managed assets



DB 2011
<b>Global Financia</b>
Services
Conference

## 'Freedom' Account Results

March 2009 to March 2011

'Freedom' Accounts as at 31.03.11 New accounts Conversions	<b>158,267</b> 53% 47%
Total assets in 'Freedom' Accounts	€ 6.99 bn
Asset split:	
- non-interest-bearing current account	€ 1.62 bn
- associated high-yield Life policy	€ 5.37 bn

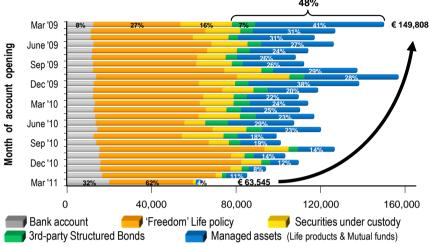
The explosive success of the 'Freedom' account increased the quality of our customer base & laid the foundation for cross-selling managed assets



15

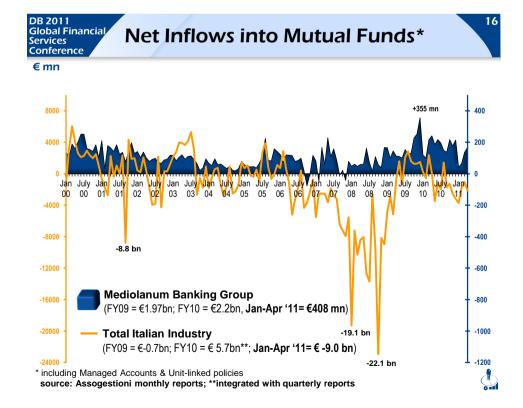
Avg assets as at 31.03.11

New 'Freedom' account customers who have taken advantage of the attached high-yield policy (56% of total, € 2.86 bn in total assets)



Sample: all households acquired as banking customers via the Freedom bank account + Life policy combo





### DB 2011 Global Financial Ranking of Italian A.M. Groups by Mutual Funds Assets

	June 2007	Dec. 2007	Dec. 2008	Dec. 2009	Dec. 2010	Apr. 2011
1.	Eurizon	Intesa Sanpaolo	Intesa Sanpaolo	Intesa Sanpaolo	Intesa Sanpaolo	Intesa Sanpaolo
2.	Pioneer	Pioneer	Pioneer	Pioneer	Pioneer	Pioneer
3.	Crédit Agricole/Intesa	UBI Banca	UBI Banca	UBI Banca	UBI Banca	AM Holding
4.	UBI Banca	Arca	Arca	Bipiemme/Anima	Mediolanum	UBI Banca
5.	Capitalia	Banco Popolare	MPS	Arca	Bipiemme/Anima	Mediolanum
6.	Arca	MPS	Mediolanum	Mediolanum	Arca	BNP Paribas
7.	MPS	Crédit Agricole	BNP Paribas	Prima	BNP Paribas	Arca
8.	JPMorgan	BNP Paribas	Generali	BNP Paribas	Prima	Azimut
9.	BNP Paribas	JPMorgan	Azimut	Azimut	Generali	Generali
10	. BPVe-No	Mediolanum	Banco Popolare	Generali	Azimut	JPMorgan
11	. Mediolanum	Azimut	JPMorgan	JPMorgan	Amundi	Amundi
12	. Generali	Generali	Bipiemme	Crédit Agricole	JPMorgan	Credito Emiliano
13	. Azimut	Bipiemme	Crédit Agricole	Credem	Credito Emiliano	Banco Popolare
14	. RAS	Allianz	Allianz	Banco Popolare	Banco Popolare	Allianz
15	. Bipiemme	Anima	Credem	Allianz	Allianz	Fondaco
16	. Deutsche Bank	Credem	Anima	Kairos Partners	Banca Carige	Banca Carige
17	. Credem	Deutsche Bank	Polaris	Banca Carige	Fondaco	Deutsche Bank
18	. Kairos Partners	Kairos Partners	C.R. Firenze	Ersel	Deutsche Bank	Ersel
19	. C.R. Firenze	C.R. Firenze	Kairos Partners	Deutsche Bank	Kairos Partners	Kairos Partners
20	. Anima	Polaris	Deutsche Bank	Fondaco	Ersel	Poste Italiane
Market share:	2.73%	2.79%	2.94%	3.81%	4.44%	4.49%
Assets (€ bn)	16.6	15.9	12.0	16.4	20.1	20.1*
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(underwent M&A operations)

\*gap of only € 0.3 bn between Mediolanum & 4th place



source: Assogestioni

Services

## OB 2011 Global Financial 'InMediolanum' Deposit Account An aggressive move to amass assets

Launched May 7, 2011 for both new & existing customers of Mediolanum

The most competitive interest rate paid: 3.5% gross (2.55% net) when money is locked in for one year

Interest rate paid for a six-month period: 2.3% gross For a three-month period: 1.8% gross

In case of early withdrawal: 1% gross

No costs (not even for the 'stamp tax')

#### **Direct Access:**

customers can now be acquired directly via the Internet no network involvement required

The network steps in later to develop the customer & cross sell into managed assets...

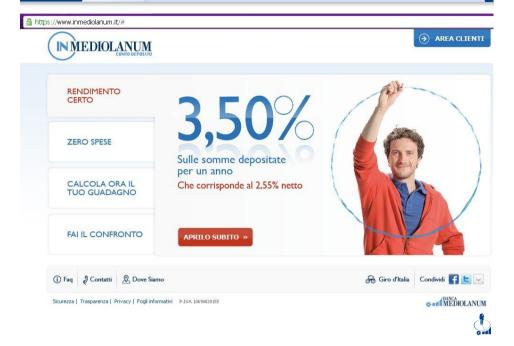
...something that our competitors cannot do





# 'InMediolanum' Deposit Account Direct Access via the Internet

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Growth: a crystal-clear goal Services for Mediolanum

20

Growth is a definite & sustainable reality

Our goal is to be the **number 1 retail bank in Italy**within the next two decades



# Q1 2011 Group Results



Q1 2011 Group

## **Income Statement**

22

€mn

	Q111	Q110	Change
Net premiums written	2,448.7	2,691.5	-9%
Amounts paid & change in technical reserves  Life revenues ex-commission	(2,435.3)	(2,682.9)	-9% +56%
Entry fees	26.4 104.8	29.0 85.9	-9% +22%
Management fees Performance fees	13.6	52.7	+22% -74%
Banking service fees	32.2	30.4	+6%
Other fees	7.1	6.4	+11%
Total commission income	184.1	204.4	-10%
Interest spread	44.2	35.6	+24%
Net income on investments at fair value	16.9	6.2	+174%
Net financial income	61.1	41.7	+46%
Equity Contribution (Mediobanca & Banca Esperia)	6.2	3.7	+69%
Net income on other investments	2.7	1.3	+115%
Other revenues	4.7	5.0	-7%
Total Revenues	272.1	264.6	+3%
Acquisition costs	(80.2)	(78.8)	+2%
Other commission expenses	(12.5)	(13.5)	-8%
G&A expenses	(82.2)	(84.2)	-2%
Amortisation & depreciation	(3.2)	(4.9)	-34%
Provisions for risks	(2.9)	(4.3)	-33%
Total Costs	(180.9)	(185.6)	-3%
PROFIT BEFORE TAX	91.2	79.0	+15%
Income tax	(22.6)	(13.1)	+73%
NET INCOME	68.6	66.0	+4%





#### **Income Statement Salient Points**

€mn

- Solid & reliable contribution from recurring revenues: Management Fees up € 20 mn & Interest Spread up € 10 mn reflecting growth & quality of our assets
- Investments at fair value: up € 10 mn, partially compensating for the lack of performance fees (down € 39 mn less)
- Attenuation of **Costs**, due to cost containment activity & shifting of some items from Q1 to Q2



Q1 2011 Group

#### **Assets under Administration**

24

€mn

	31/03/11	31/12/10	Change	31/03/10	Change
Life	14,593.6	15,068.7	-3%	15,411.6	-5%
'Freedom' Life Policies	5,370.3	5,025.3	+7%	5,564.2	-3%
Asset management	19,545.5	19,509.2	+0%	17,064.6	+15%
Banking*	7,514.1	7,195.6	+4%	6,004.3	+25%
Consolidation adjustments	(9,191.7)	(9,285.2)	-1%	(8,732.1)	+5%
Banca Mediolanum	37,831.8	37,513.6	+1%	35,312.7	+7%
Banca Esperia (Mediolanum's share)	6,359.5	6,372.5	-0%	5,981.9	+6%
Domestic Market's Assets	44,191.3	43,886.1	+1%	41,294.6	+7%
Life	518.5	504.4	+3%	439.1	+18%
Asset management	946.3	939.6	+1%	926.6	+2%
Banking	785.8	748.8	+5%	793.8	-1%
Consolidation adjustments	(246.9)	(230.1)	+7%	(232.6)	+6%
Foreign Markets' Assets	2,003.8	1,962.6	+2%	1,926.9	+4%
AUA	46,195.1	45,848.7	+1%	43,221.4	+7%



Q1 2011 Group

**Net Inflows** 

25

€mn

	Q111	Q110	Change
Managed Assets + Structured Bonds Inflows	0.3	435.1	-100%
'Freedom' Life Policies (change in assets)	345.0	992.4	-65%
Administered Assets Inflows	161.3	70.9	+127%
Banca Mediolanum		1,498.5	-66%
- · · · · · · · · · · · · · · · · · · ·	(= 4 A)	007.5	
Banca Esperia (Mediolanum share)	(71.1)	287.5	n.s.
Foreign Markets	17.0	26.8	-36%
NET INFLOWS	452.6	1,812.8	-75%



26

## Q1 2011 Results: Domestic Market



27

#### Q1 2011 Domestic Market

## **Income Statement**

€ mn

	Q111	Q110	Change
Net premiums written	2,414.9	2,666.5	-9%
Amounts paid & change in technical reserves	(2,407.6)	(2,661.3)	-10%
Life revenues ex-commission	7.3	5.2	+41%
Entry fees	25.3	28.1	-10%
Management fees	100.7	82.2	+22%
Performance fees	13.0	51.3	-75%
Banking service fees Other fees	25.7 6.8	21.1 6.1	+22% +13%
- 1111			
Total commission income	171.4	188.7	-9%
Interest spread	42.4	34.2	+24%
Net income on investments at fair value	16.6	6.2	+165%
Net financial income	59.0	40.4	+46%
Equity contribution (Mediobanca & Banca Esperia)	6.2	3.7	+69%
Net income on other investments	2.5	1.1	+129%
Other revenues	4.6	4.9	-5%
Total Revenues	250.9	243.9	+3%
	(= . a)		
Acquisition costs	(74.8)	(74.1)	+1%
Other commission expenses	(6.9)	(6.4) (74.9)	+7% -3%
G&A expenses Amortisation & depreciation	(72.6) (2.6)	(4.0)	-3% -36%
Provisions for risks	(2.9)	(4.4)	-34%
Total Costs	(159.7)	(163.9)	-3%
Total Gosts	(100.1)	(100.0)	-370
PROFIT BEFORE TAX	91.2	80.0	+14%
Income tax	(22.8)	(13.4)	+70%
NET INCOME	68.4	66.6	+3%



Q1 2011 Domestic Market

## **Income Statement by Quarter**

28

€mn

Q210	Q310	Q410	Q111
9.6	3.6	7.3	7.3
32.4 87.7 15.2 30.1 9.4	22.8 89.9 27.3 22.1 5.7	29.3 95.8 53.1 29.8 7.4	25.3 100.7 13.0 25.7 6.8
174.8	167.8	215.4	171.4
28.7 (4.6)	33.2 13.7	39.2 (4.1)	42.4 16.6
24.0	46.9	35.1	59.0
(0.2) (4.1) 5.9	6.1 0.1 5.3	4.8 (1.1) 6.4	6.2 2.5 4.6
210.0	229.8	267.9	250.9
(80.1) (6.5) (85.6) (4.2) (2.2)	(66.1) (7.1) (66.7) (3.8) (1.3)	(84.4) (6.9) (77.0) (1.7) (7.4)	(74.8) (6.9) (72.6) (2.6) (2.9)
(178.7)	(145.0)	(177.4)	(159.7)
<b>31.3</b> (10.9)	<b>84.8</b> (15.5)	<b>90.6</b> (12.5)	<b>91.2</b> (22.8)
20.5	69.3	78.1	68.4
	9.6 32.4 87.7 15.2 30.1 9.4 174.8 28.7 (4.6) 24.0 (0.2) (4.1) 5.9 210.0 (80.1) (6.5) (85.6) (4.2) (2.2) (178.7) 31.3 (10.9)	9.6 3.6 32.4 22.8 87.7 89.9 15.2 27.3 30.1 22.1 9.4 5.7 174.8 167.8 28.7 33.2 (4.6) 13.7 24.0 46.9 (0.2) 6.1 (4.1) 0.1 5.9 5.3 210.0 229.8  (80.1) (66.1) (6.5) (7.1) (85.6) (66.7) (4.2) (3.8) (2.2) (1.3) (178.7) (145.0)  31.3 84.8 (10.9) (15.5)	9.6 3.6 7.3 32.4 22.8 29.3 87.7 89.9 95.8 15.2 27.3 53.1 30.1 22.1 29.8 9.4 5.7 7.4 174.8 167.8 215.4 28.7 33.2 39.2 (4.6) 13.7 (4.1) 24.0 46.9 35.1 (0.2) 6.1 4.8 (4.1) 0.1 (1.1) 5.9 5.3 6.4 210.0 229.8 267.9  (80.1) (66.1) (84.4) (6.5) (7.1) (6.9) (85.6) (66.7) (77.0) (4.2) (3.8) (1.7) (2.2) (1.3) (7.4) (178.7) (145.0) (177.4)  31.3 84.8 90.6 (10.9) (15.5) (12.5)



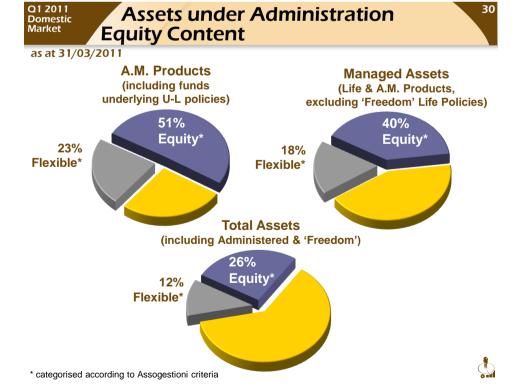
#### **Assets under Administration**

€mn

	31/03/11	31/12/10	Change	31/03/10	Change
Life	14,593.6	15,068.7	-3%	15,411.6	-5%
Asset management	19,545.5	19,509.2	+0%	17,064.6	+15%
Consolidation adjustments	(9, 191.7)	(9,285.2)	-1%	(8,732.1)	+5%
Managed Assets	24,947.4	25,292.7	-1%	23,744.1	+5%
'Freedom' Life Policies	5,370.3	5,025.3	+7%	5,564.2	-3%
Administered Assets*	7,514.1	7,195.6	+4%	6,004.3	+25%
BANCA MEDIOLANUM	37,831.8	37,513.6	+1%	35,312.7	+7%
BANCA ESPERIA (Mediolanum's share)	6,359.5	6,372.5	-0%	5,981.9	+6%
TOTAL AUA	44,191.3	43,886.1	+1%	41,294.6	+7%

\* retail only





**Net Inflows** 

31

€mn

	Q111	Q110	Change
Life premiums	(370.4)	(149.8)	+147%
Asset management products	281.0	448.5	
Managed Assets Inflows	(89.4)	298.7	n.s.
Third-party Structured Bonds	89.7	136.5	-34%
Managed Assets + Structured Bonds	0.3	435.1	-100%
'Freedom' Life Policies (change in assets)	345.0	992.4	-65%
Cash deposits	237.1	64.9	+265%
Repurchase agreements	(89.3)	31.6	n.s.
Mediolanum bonds	(3.7)	(0.7)	+393%
Other securities under custody	17.2	(24.8)	n.s.
Administered Assets Inflows	161.3	70.9	+127%
BANCA MEDIOLANUM	506.7	1,498.5	-66%
BANCA ESPERIA (Mediolanum's share)	(71.1)	287.5	n.s.
TOTAL NET INFLOWS	435.5	1,786.0	-76%

0:11

Q1 2011 Domestic Market

## **Profit by Segment**

32

€mn

	Q111	Q110	Change	
Life	31.5	41.8	-25%	
Asset Management	24.7	31.0	-20%	
Banking	30.2	5.2	+481%	
Other	4.8	2.1	+133%	
PROFIT BEFORE TAX	91.2	80.0	+14%	



## Life Gross Premiums Written

€ mn

	Q111	Q110	Change
U-L pension plans o/w Tax Benefit New U-L endowment policies U-L whole-life investment policies	7.5 5.1 3.9 5.6	14.6 10.0 7.7 5.7	<i>-49%</i> -49%
Recurring policies (AP)*	17.1	28.1	-39%
Term, Group, Investment policies U-L whole-life investment policies U-L 'Synergy' 'Tax Benefit New' inbound portability	4.8 19.1 26.7 7.1	4.5 22.8 21.3 5.3	+25%
Single premium policies (SP)	57.7	54.0	+7%
TOTAL NEW BUSINESS	74.8	82.0	-9%
Pension plans in force Endowment policies in force Whole-life investment policies in force	139.1 81.5 67.4	133.5 83.7 71.9	+4% -3% -6%
TOTAL IN-FORCE BUSINESS	288.0	289.1	-0%
TOTAL GROSS PREMIUMS WRITTEN (EX-'FREEDOM'	) 362.8	371.1	-2%
'Freedom' Life Policies	2,056.7	2,297.0	-10%

<sup>\*</sup> includes automatic increase in premiums & discretionary increases paid (also on discontinued products)



Q1 2011 Domestic Market	Life Policyholders' Assets
-------------------------------	-------------------------------

€mn

	31/03/11	31/12/10	Change	31/03/10	Change
Traditional	1,332.4	1,331.5	+0%	1,373.5	-3%
	1,00211	1,00110	7070	1,01010	0,0
Index-linked	4,010.5	4,428.4	-9%	5,357.8	-25%
Unit-linked pension plans	2,999.7	2,930.1	+2%	2,495.9	+20%
Unit-linked endowment policies	3,637.3	3,736.0	-3%	3,572.8	+2%
Unit-linked investment policies	2,613.7	2,642.6	-1%	2,611.7	+0%
Unit-linked	9,250.7	9,308.8	-1%	8,680.3	+7%
o/w equity	75.9%	76.2%	-0%	76.2%	-0%
LIFE ASSETS (EX-'FREEDOM')*	14,593.6	15,068.7	-3%	15,411.6	-5%
Freedom' Life Policies	5,370.3	5,025.3	+7%	5,564.2	-3%



€ mn

	Unit-linked Products Commission Income		Comn	Total nission	Income*	
	Q111	Q110	Change	Q111	Q110	Change
Entry fees				25.3	28.1	-10%
Management fees	52.5	46.4	+13%	100.7	82.2	+22%
Performance fees	7.4	28.8	-74%	13.0	51.3	-75%
TOTAL	59.9	75.2	-20%	138.9	161.6	-14%
TOTAL	59.9	<i>r</i> 5.2	-20%	130.9	0.101	-14%



Q1 2011 Domestic	Life	36
Market	Amounts Paid in detail	

€ mn - ex 'Freedom' Life Policies

	Q111	Q110	Change	
Claims	16.0	19.5	-18%	
Coupons	23.0	51.8	-56%	
Maturities o/w index-linked	445.9 <i>377.6</i>	253.1 194.1	+76% +95%	
Surrenders	247.7	196.7	+26%	
AMOUNTS PAID	732.6	521.1	+41%	



<sup>\*</sup> on all products with mutual funds underlying

expressed as a % of average reserves

	Q111	Q110
U-L Individual pension plans	0.6%	0.5%
Traditional pension plans	0.4%	0.4%
U-L endowment policies	1.6%	1.4%
U-L whole-life investment policies	5.6%	4.3%
Traditional investment policies*	1.5%	1.4%



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Q1 2011
Domestic
Market

# Asset Management Gross Inflows

€ mn

	Q111	Q110	Change
'Best Brands'	700.8	311.5	+125%
'Portfolio'	11.0	19.2	-43%
'Elite'	0.0	3.8	n.s.
Total Funds of Funds	711.9	334.5	+113%
Italy-based Funds	168.3	243.5	-31%
'Challenge'	287.7	494.8	-42%
Total 'unbundled' mutual funds	456.0	738.3	-38%
'Chorus' managed accounts	0.1	0.2	-23%
'Real estate' fund & other	22.2	64.1	-65%
TOTAL GROSS INFLOWS INTO A. M. PRODUCTS	1,190.2	1,137.0	+5%



<sup>\*</sup> discontinued products, almost all of which are whole-life

## Asset Management Net Inflows

€mn

	Q111	Q110	Change
'Best Brands'	385.2	108.6	+255%
'Portfolio'	(35.8)	(17.4)	+106%
'Elite'	0.0	(3.8)	n.s.
Total Funds of Funds	349.4	87.4	+300%
Italy-based Funds	(18.4)	50.0	n.s.
'Challenge'	(54.6)	262.2	n.s.
Total 'unbundled' mutual funds	(73.0)	312.2	n.s.
'Chorus' managed accounts	(4.5)	(5.8)	-22%
'Real estate' fund & other	9.2	54.7	-83%
TOTAL NET INFLOWS INTO A. M. PRODUCTS	281.0	448.5	-37%



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#### Q1 2011 Domestic Market

# Asset Management Assets

€ mn - including U-L assets

31/03/10 Change 31/03/11 31/12/10 Change 4,335.2 'Best Brands' 4,044.2 +7% 2,610.2 +66% 'Portfolio' 761.6 806.3 -6% 870.2 -12% 'Elite' \* 0.0 0.0 n.s. 110.4 n.s. Funds of Hedge Funds 320.1 341.1 -6% 398.6 -20% **Total Funds of Funds** 5,416.9 5,191.5 +4% +36% 3,989.4 2,240.3 -2% Italy-based Funds 2,202.8 1,875.4 +17% 'Challenge' 11,849.7 12,046.7 -2% 11,213.8 +6% Gamax SIF + Gamax funds 236.3 246.9 -4% 281.3 -16% Total 'unbundled' mutual funds 14,533.9 -2% 13,370.4 14,288.8 +7% -8% 'Chorus' managed accounts 67.5 73.0 83.9 -20% Real estate-related funds & other 538.7 535.1 +1% 482.8 +12% Adj. for own mutual funds in 'Chorus' & FoFs (766.4)(824.4)-7% (862.0) -11% ASSET MANAGEMENT ASSETS 19,545.5 19,509.2 +0% 17,064.6 +15%

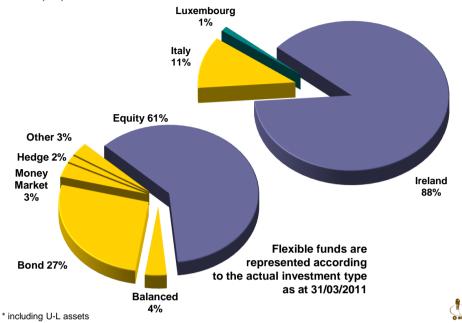


<sup>\*</sup> transformed into Italy-based funds in April 2010



Asset Management
Assets\* by category and location





Q1 2011 Domestic Market

Asset Management Commission Income

€ mn

	A.M. Products Commission Income		Comn	Total nission	Income*	
	Q111	Q110	Change	Q111	Q110	Change
Entry fees	25.3	28.1	-10%	25.3	28.1	-10%
Management fees	48.2	35.8	+35%	100.7	82.2	+22%
Performance fees	5.6	22.5	-75%	13.0	51.3	-75%
TOTAL	79.0	86.3	-8%	138.9	161.6	-14%



<sup>\*</sup> on all products with mutual funds underlying

## Banking Administered Assets\*

4:

€mn

	31/03/11	31/12/10	Change	31/03/10	Change
Cash deposits	4,119.1	3,882.1	+6%	4,041.8	+2%
Repurchase agreements	568.5	657.8	-14%	81.7	n.s.
Mediolanum bonds	329.1	334.1	-2%	174.4	+89%
Third-party structured bonds	932.8	833.5	+12%	166.2	+461%
Other securities under custody	1,564.6	1,488.3	+5%	1,540.2	+2%
BANKING ADMINISTERED ASSETS	7,514.1	7,195.6	+4%	6,004.3	+25%

\* retail only



Q1 2011 Domestic Market	Banking Revenues	44
€mn		_

	Q111	Q110	Change
Interest spread	35.8	28.4	+26%
Net income on investments at fair value	8.9	2.7	+233%
Banking Net Financial Income	44.7	31.0	+44%
Securities trading fees o/w third party structured bonds	14.0 11.4	8.3 <i>6.1</i>	+69% +87%
Service fees	11.7	12.8	-9%
Fee Income	25.7	21.1	+22%
BANKING REVENUES	70.4	52.1	+35%



# Net Financial Income & Net Income on Other Investments

€mn

	Q111	Q110	Change
Banking	44.7	31.0	+44%
Life	14.9	9.1	+63%
Other	(0.6)	0.2	n.s.
NET FINANCIAL INCOME	59.0	40.4	+46%
Banking	4.7	(2.7)	n.s.
Life	(2.5)	5.1	n.s.
Other	0.3	(1.3)	n.s.
NET INCOME ON OTHER INVESTMENTS	2.5	1.1	+129%



Q1 2011 Domestic Market	Costs	46
€mn		

	Q111	Q110	Change
Acquisition costs	(74.8)	(74.1)	+1%
3rd party A.M. fees & Other commission expenses	(4.1)	(3.4)	+19%
Interbank service fees	(2.8)	(3.0)	-6%
G&A expenses + Amortisation & depreciation	(75.2)	(79.0)	-5%
Provisions for risks	(2.9)	(4.4)	-34%



## Banca Esperia (100%) Highlights

€mn

	Q111	Q110	Change	vs. FY10
Operating Income	2.5	2.8	-11%	
Net Income o/w Mediolanum share	1.6 0.8	2.0 1.0	-21% -21%	
Assets under Administration % in Managed Assets	12,719 <i>74.9%</i>	11,964 78.6%	+6% -5%	-0%
Net Inflows o/w Managed Assets Inflows	(142) (146)	575 370	n.s. n.s.	
Clients	3,821	3,749	+2%	-2%
Private Bankers	77	60	+28%	+18%



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## Q1 2011 Results: Foreign markets



€mn

	Q111	Q110	Change	vs. FY10
Net Income	1.0	0.3	+207%	
Assets under Administration o/w Managed Assets	1,669.4	1,624.6	+3%	+3%
	1,009.6	956.1	+6%	+2%
Gross Inflows	72.3	65.65	+10%	
o/w Managed Assets Inflows	<i>74.6</i>	<i>63.4</i>	+18%	
Net Inflows	15.6	20.9	-25%	
o/w Managed Assets Inflows	18.0	18.6	-4%	
Dedicated sales network o/w FA (Mediolanum model)	501	463	+8%	+4%
	<i>456</i>	416	+10%	+4%
Total customers	74,809	78,241*	-4%	-3.6%
o/w Primary Account Holders	63,723	66,093	-4%	

<sup>\*</sup> Customers holding just a current account w/ zero balance were removed from the calculation in 2010



Q1 2011 Foreign Markets	Spain Inflows by Distribution Model
-------------------------------	--

50

€mn

N	lediolanum n Advisors	nodel Pre-existing Agents	Total
Managed Assets			
Gross Inflows	71.2	3.4	74.6
Net Inflows	22.0	(4.1)	18.0
Administered Assets Net Inflows	0.9	(3.3)	(2.4)



## Germany - B.A. Lenz Highlights

€mn

	Q111	Q110	Change	vs. FY10
Net Income	(1.2)	(1.3)	-9%	
Assets under Administration o/w Managed Assets	<b>116.6</b> 81.5	<b>83.6</b> 67.0	<b>+40%</b> +22%	<b>+14%</b> +3%
Inflows into Managed Assets				
Gross Inflows	7.3	6.2	+18%	
Net Inflows	3.4	2.7	+23%	
Inflows into Administered Assets Net Inflows	9.2	4.4	+110%	
Financial Advisors	36	40	-10%	
Total Customers	3,494	3,297	+6%	+0%





2

€ mn

	Q111	Q110	Change	vs. FY10
Net Income	0.4	0.3	+15%	
Assets under Administration	217.8	218.7	-0%	-9%
Gross Inflows	2.1	10.7	-80%	
Net Inflows	(11.2)	(1.2)	n.s.	



€mn

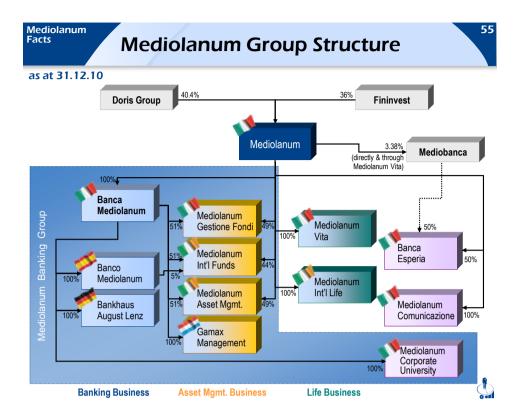
	Q111	Q110	Change	vs. FY10
Net Income	(0.8)	(1.0)	-16%	
Assets under Administration o/w Managed Assets	334.4 299.3	302.3 285.7	+11% +5%	-2% -6%
Gross Inflows	18.7	21.3	-12%	
Net Inflows o/w Managed Assets inflows o/w Administered Assets inflows	1.4 (7.8) 9.2	5.9 1.5 4.4	-76% n.s. +110%	
Financial Advisors	36	40	-10%	
Customers	3,494	3,297	+6%	+0%



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# **Mediolanum Facts**





Our Culture,
Our Competitive Advantage

Our ability to generate positive inflows also in bear markets is explained by our customer-oriented culture especially embodied in two specific areas:

- The Investment strategy we advocate to our customers that provides solutions according to an analysis of each customer's needs & is based on the concept of 'diversification'
- Our effective, innovative and committed Training & Communication strategy



### Mediolanum's Investment Strategy

Our investment strategy explains the consistency of our inflows & transfers 'technical performance' into 'customer performance'

- We advise our customers proposing products & services that correspond to each of their **specific needs**
- Investor needs remain fundamentally the same, they are **not influenced by market crises**
- We do not engage in stock-picking, tactical asset allocation decisions, or market-timing
- We recommend a series of diversification criteria, the most important being time horizon
- **Equity** investments are only considered for the **long term** (>10 yrs) and are diversified across the global economy to further reduce risk
- We strongly advise investors who have a long-term outlook to view market crises as buying opportunities

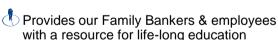


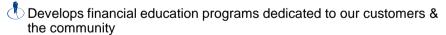
#### Mediolanum Facts

# Training & Communication: Mediolanum Corporate University

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- Inaugurated March 2009
- Centralises our training know-how, in coordination with top universities, professors and individuals who are experts in the field







# Training & Communication: Corporate TV Channel

## A proprietary state-of-the-art tool established in 1989

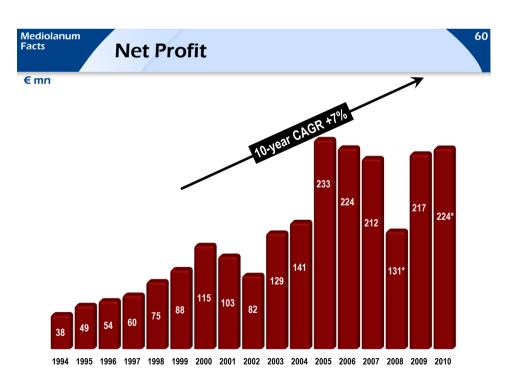
Encrypted programs to train, motivate & communicate with our Family Bankers



- Company news
- Product information
- Online training course support
- Inspirational thoughts for personal motivation & sales techniques

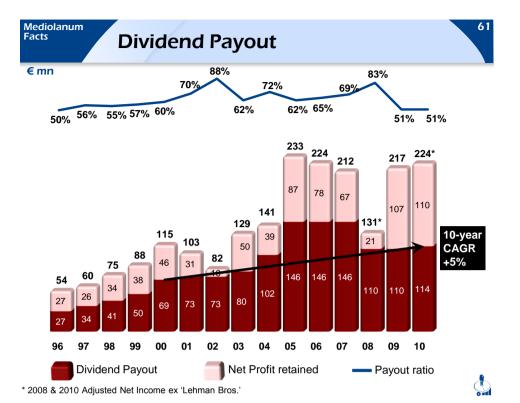
2 daily specials dedicated to crisis-related topics were added to the ongoing programming in 2008/2009

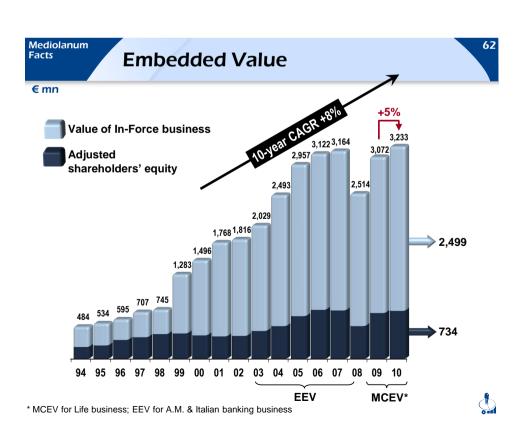






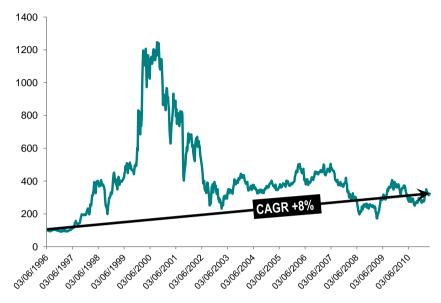












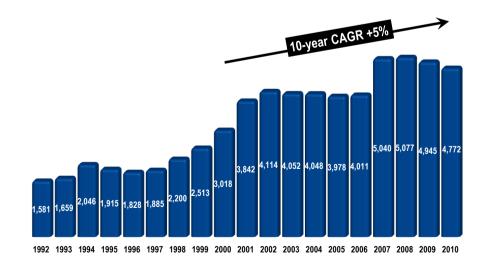
\* includes dividend reinvestment, June 3, 1996 – March 28, 2011 source: Datastream



Banca Mediolanum
Facts
Family Banker Network

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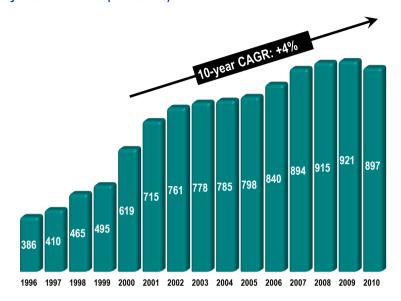
Licensed Advisors





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Primary account holders (thousands)

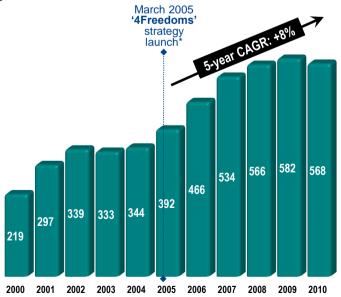




Banca Mediolanum
Bank accounts

66

Thousands



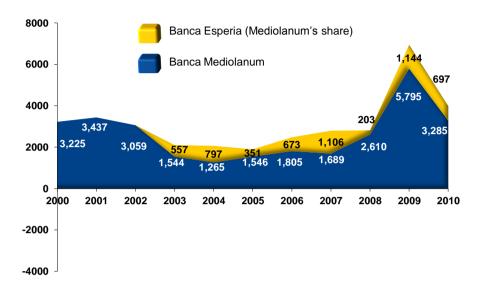
<sup>\*</sup> all new customers are acquired through the bank account





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€ mn - Domestic Market





#### Mediolanum Facts

# The Mediolanum Approach vs. Open Architecture

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- 'Best Brands' family of Funds of branded Funds unveiled in April 2008
- Offers our customers the opportunity to further diversify their investments
- This is not the 'Open Architecture' approach
- It is impossible for a private investor to choose among a supermarket-like offer of thousands of funds, if not on the very risky basis of past performance
- Products can be tailored to customer needs, objectives & risk profile
- Synergy of the best A.M. companies' expertise & pursuit of quality and Mediolanum's capacity to select & coordinate asset managers, and give high quality advice to customers



Mediolanum

#### 'Best Brands' Funds of Branded Funds The 'Selection' Series

#### 6 Funds of single-branded Funds established through exclusive international partnerships

BLACKROCK JPMorgan 🗘 Asset Management Morgan Stanley

Mediolanum BlackRock Global Selection Mediolanum JPMorgan Global Selection Mediolanum Morgan Stanley Global Selection

Each fund combines the best funds of each asset manager. All invest in global equity, in all markets with no limits in terms of regions, sectors, investment style & market cap

2010 **DWS** 

#### Mediolanum DWS Megatrend Selection

Identifies the mega-trends that guide the transformation of the world's economy and invest in funds specialising in sectors such as food-farming, sustainable development, infrastructures, etc.



Mediolanum Franklin Templeton Emerging Markets Selection Harnesses the potential of emerging markets, investing in equity, government & corporate bonds, and currencies

PIMCO

Mediolanum PIMCO Inflation Strategy Selection

Protects capital from inflation through a sophisticated flexible strategy investing in bonds, inflation-protected bonds, equity, commodities, real estate, and currencies



Mediolanum **Facts** 

#### 'Best Brands' Funds of Branded Funds The 'Collection' Series

9 Funds of multi-branded Funds created in collaboration with some of the world's best A.M. companies (2008)

Each fund can invest in funds managed by a set of renowned partner A.M. companies, whose brand names are actively used in marketing materials

























huvestment style of each fund is characterised by a focus on a particular









- geographic area, industry, or equity / bond mix: - Mediolanum US Collection
  - Mediolanum European Collection
  - Mediolanum Pacific Collection
  - Mediolanum Emerging Markets Collection
  - Mediolanum Global Tech Collection
  - Mediolanum Moderate Collection
  - Mediolanum Dynamic Collection
  - Mediolanum Aggressive Collection
  - Mediolanum Coupon Strategy Collection (2011)



#### 'Best Brands' Funds of Branded Funds The 'Multi-manager' Series

## 2 Bond Funds of Funds investing in the institutional classes of more than 60 A.M. companies worldwide (2008)

### Mediolanum Global High Yield

Medium- to long-term time horizon, investing in high-yield bonds in the U.S. and Europe, & also emerging markets.

#### Mediolanum Euro Fixed Income

Short- to medium-term, investing in Euro-denominated bonds in all markets, protecting customers from currency fluctuations.



#### Mediolanum Facts

### **Italy-based funds**

7

## 5 Mutual Funds managed in-house o/w 4 in the 'Flexible' category







MEDIOLANUM FLESSIBILE STRATEGICO

MEDIOLANUM FLESSIBILE OBBLIGAZIONARIO GLOBALE

MEDIOLANUM RISPARMIO DINAMICO Short-term € Government Bonds



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#### DECLARATION BY THE SENIOR MANAGER IN CHARGE OF DRAWING UP COMPANY ACCOUNTS

The undersigned, Mr. Luigi Del Fabbro, declares, pursuant to Section 154 bis (2) of Legislative Decree 58/98 "*Testo Unico della Finanza*", that the accounting data set out in this presentation agree with the documentary records, books and accounting entries.

The senior manager in charge of drawing up Company Accounts Luigi Del Fabbro



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