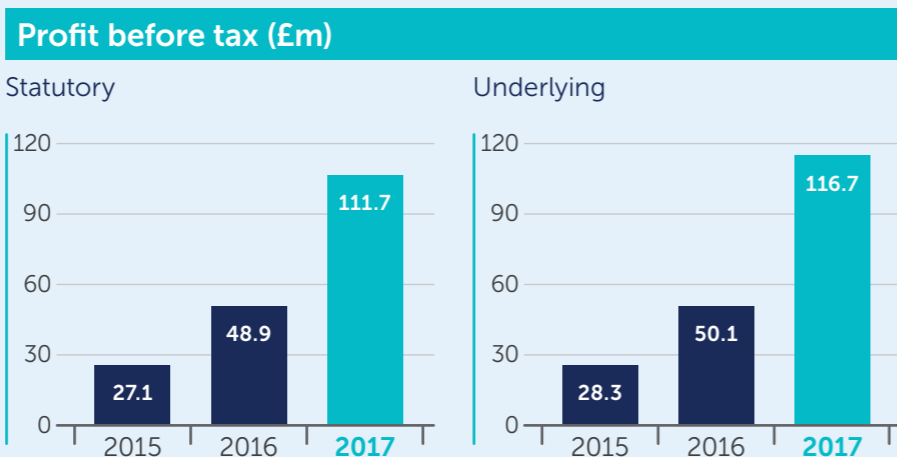


# 2017 highlights<sup>1</sup>

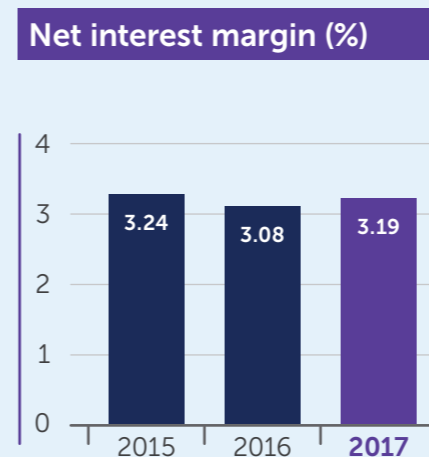


£ **111.7** m  
+128% vs. 2016

Total profit generated by the Group before paying tax.

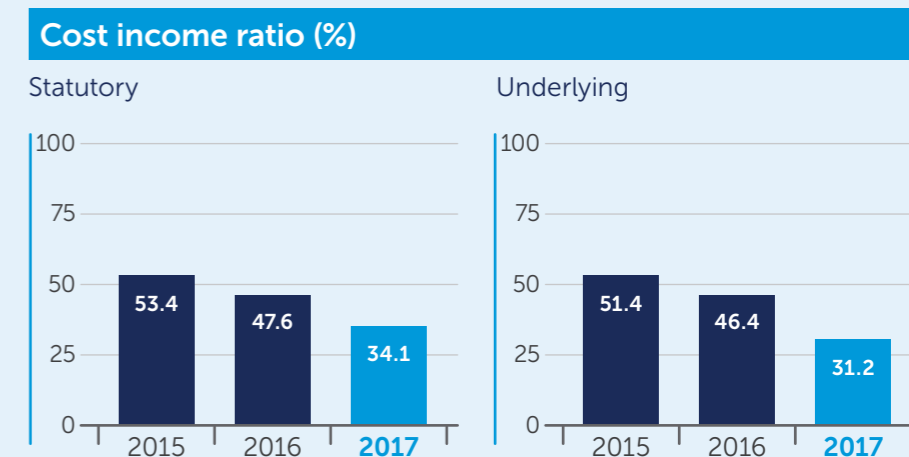
£ **116.7** m  
+132% vs. 2016

Total profit generated by the Group before paying tax, excluding one-off expenses related to our IPO in 2016/17 and attempted sale of the business in 2015/16.



**3.19%**  
+3.50% vs. 2016

Net interest income as a percentage of average interest earning assets.

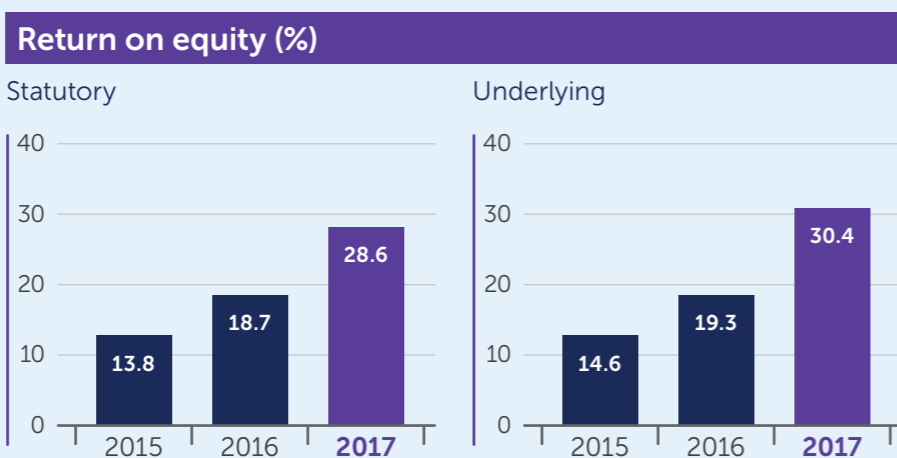


**34.1%**  
-28% vs. 2016

Total costs as a percentage of total income.

**31.2%**  
-33% vs. 2016

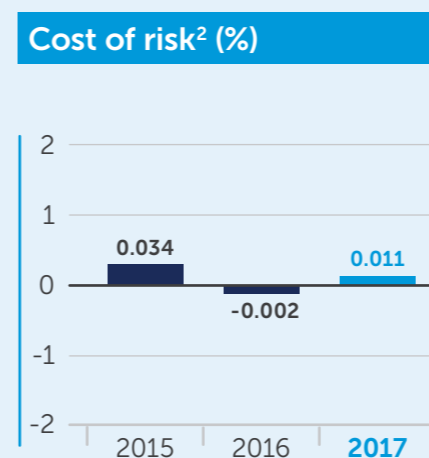
Total costs, excluding one-off expenses related to our IPO in 2016/17 and attempted sale of the business in 2015/16, as a percentage of total income.



**28.6%**  
+53% vs. 2016

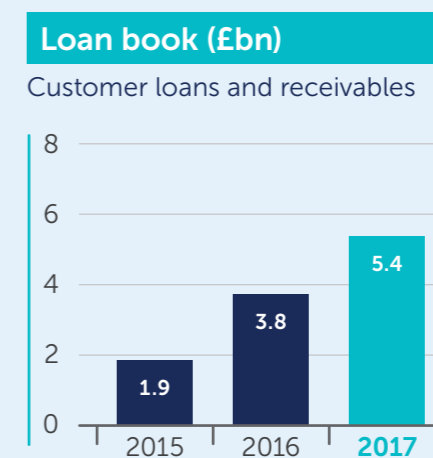
Amount of profit generated with each £ of shareholders' equity.

**30.4%**  
+58% vs. 2016



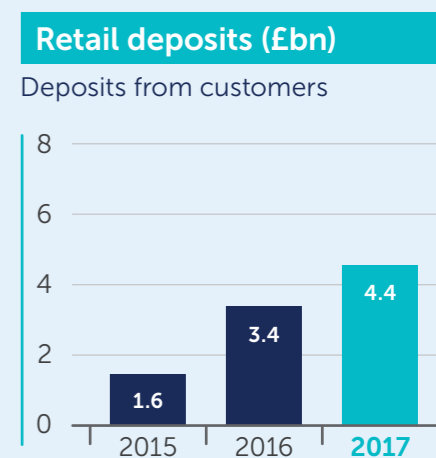
**0.011%**

The cost of managing risks and incurring losses.



£ **5.4** bn  
+42% vs. 2016

Outstanding balance of loans we provided to customers.



£ **4.4** bn  
+29% vs. 2016

Current balance of savings deposited with us by our retail customers.

<sup>1</sup> This financial report provides alternative performance measures ("APMs") which are not defined or specified under the requirements of International Financial Reporting Standards. We believe these APMs provide readers with important additional information on our business. To support this we have included a reconciliation of the APMs we use, where relevant, and a glossary indicating the APMs we use, an explanation of how they are calculated and why we use them.

The Group has incurred costs on the IPO during 2016 and 2017 and on a project to sell the Group to private bidders during 2015 and 2016. These costs, included within administrative expenses, are not considered to be part of the underlying administrative expenses of the Group as they relate to a very specific one-off activity. Underlying KPIs exclude these costs. Please see page 154 for further detail.

<sup>2</sup> Cost of risk was negative in 2016 as the reversal of specific provisions, previously raised in 2015, outweighed new provisions made in the year.