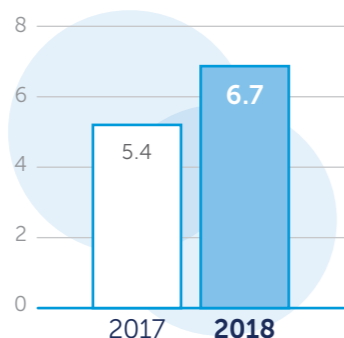


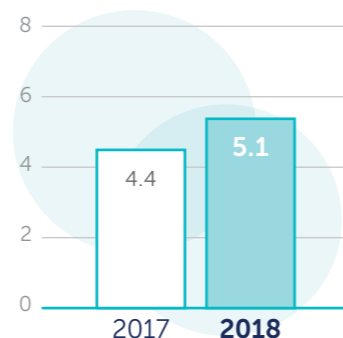
2018 highlights

Customer loans and receivables (£bn)



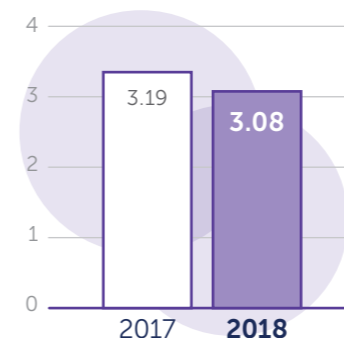
£6.7bn

Deposits from customers (£bn)



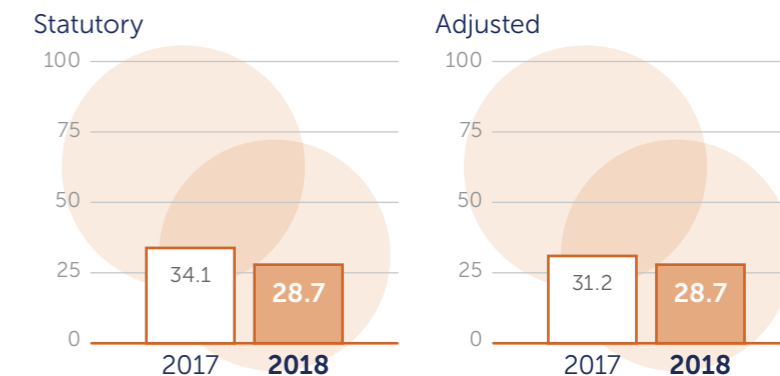
£5.1bn

Net interest margin (%)



3.08%

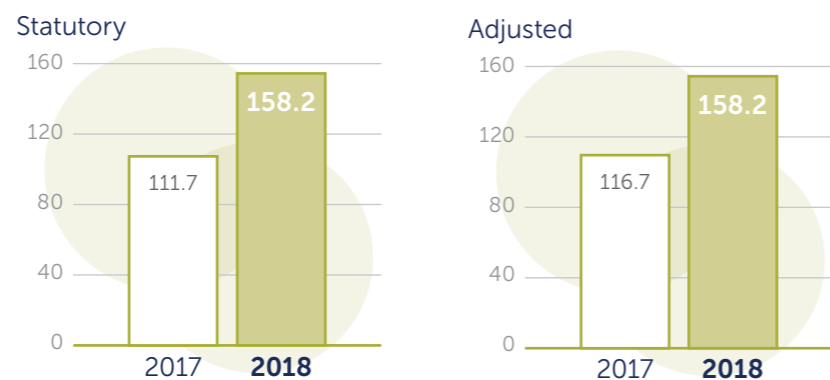
Cost income ratio (%)



28.7%

28.7%

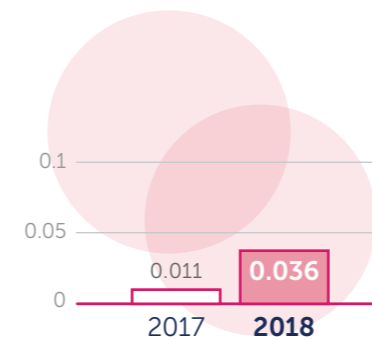
Profit before tax (£m)



£158.2m

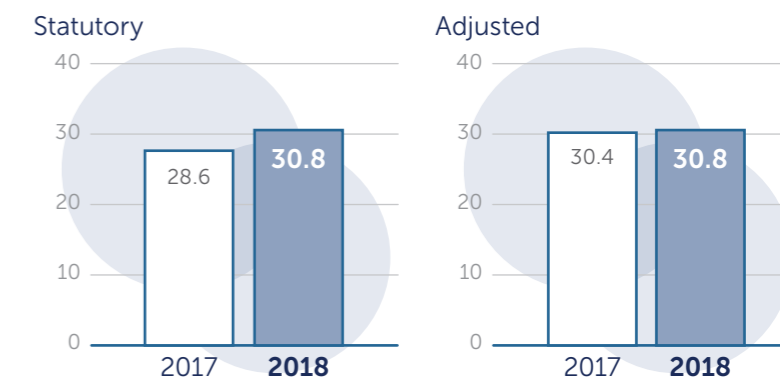
£158.2m

Cost of risk (%)



0.036%

Return on equity (%)



30.8%

30.8%

¹ 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 incurred costs on the IPO during 2017. These costs, included within administrative expenses, are not considered to be part of the adjusted administrative expenses of the Group as they relate to a very specific one-off activity. Adjusted KPIs exclude these costs. See Appendix: Alternative Performance Measures. The Group has adopted IFRS 9 & IFRS 15 in 2018 and, as permitted by these standards, has chosen not to restate comparatives. Therefore, all 2017 comparative figures are presented on an IAS 39 and IAS 18 basis.