



PRESS RELEASE

Paris, September 6<sup>th</sup> 2012

**La Banque Postale posted sound results  
as at June 30<sup>th</sup> 2012, and is continuing to expand  
by broadening its range of products and services for all its customers  
(private individuals, companies, and the local public sector)**

Today, Philippe Wahl, Chairman of La Banque Postale's Executive Committee, and Philippe Bajou, Member of the Board, reminded attendees at an early autumn press conference that the Bank had posted sound results as at June 30<sup>th</sup> 2012. La Banque Postale's Executive Committee also presented the Bank's future developments for the second half of 2012.

**> Sound results as at June 30<sup>th</sup> 2012**

Despite the unfavourable economic and financial environment, La Banque Postale's NBI increased by 1%<sup>1</sup> as at June 30<sup>th</sup> 2012, boosted by customer services and the expansion of the lending business. Net profit, Group share amounted to €334 million, an increase of 29%<sup>2</sup>.

**Results as at June 30<sup>th</sup> 2012:**

Net Banking Income: **€2,668 million (+1%)**  
Operating costs: **€2,234 million (+0.2%)**  
Cost of risk: **€82 million (-57.6%)**  
Operating profit: **€352 million (+41.6%)**  
Net profit, Group share: **€334 million (+29%)**  
Core Tier One ratio: **12.6%**

**> Second half of 2012: an ambitious commercial expansion programme, in order to improve the service for all the Bank's customers**

As the Bank for everyone, La Banque Postale is pursuing its expansion by broadening its range of products and services for all its customers, including private individuals, companies, and the local public sector, in keeping with its 2011-2015 strategic plan, entitled "Putting the customer first: Let's show that we are different!"<sup>3</sup> These new offerings will be gradually introduced to the market during the second half of 2012.

**1. A broader lending range**

**✓ Launch of medium and long-term financing for local authorities**

La Banque Postale has been processing the first financing requests from local authorities since June this year, as it had undertaken to do. To meet local authorities' short-term financing requirements, La Banque Postale has been offering a draw-down cash facility (for a maximum period of 364 days) that has been marketed remotely<sup>4</sup> since June 21<sup>st</sup>. This

<sup>1</sup> Excluding the Home Loan Savings provision and the refund of the Cheque Image Exchange fine.

<sup>2</sup> See the 2012 first half results press release in Appendix 1.

<sup>3</sup> See the breakdown of the strategic priorities for 2011-2015: "Putting the customer first: let's prove that we are different" in Appendix 2.

<sup>4</sup> Via La Banque Postale's portal at [www.labanquepostale.fr/collectivites.html](http://www.labanquepostale.fr/collectivites.html), where local authorities can make direct contact with the Bank's experts by filling in an application for financing online. These local finance experts can also be contacted by telephone on 09 69 36 88 00, between 9.00 am and 5.00 pm Monday to Friday, or by post.

offering, which is simple to use, transparent, and fairly priced enables the flexible management of local authorities' requirements.

La Banque Postale has decided to increase the €2 billion budget that was initially provided for to €4 billion, in order to meet the growing demand for short-term loans. To date, it has received over €3.2 billion in financing requests from local authorities.

In the two months since the launch of the business, La Banque Postale has already offered loans of almost €1 billion. The City of St Ouen is the first local authority customer to have subscribed to a cash facility (in an amount of €5 million).

La Banque Postale would like to broaden its local financing range before the end of 2012, by also offering medium and long-term loans. It will be in a position to offer the initial ranges at the beginning of November, subject to Dexia Crédit Local providing the management tools required to launch this new business. La Banque Postale's aim is to extend this local financing range to all the players involved in the local public sector (social housing bodies, semi-public companies, local public companies, and healthcare institutions) during 2013.

La Banque Postale will be meeting the local public sector between September and December 2012, by taking part in a number of regional conferences and exhibitions, including H Expo in Rennes, followed by the French Mayors' Exhibition in December.

#### ✓ **Launch of a factoring offering for companies**

The marketing of the first financing offering (corporate leasing) for companies began in late 2011, while the first financing offering for the social economy (advances on subsidies, and cash facilities) began in early 2012. As at the end of June 2012, the balances outstanding on corporate loans (Key Accounts, SMCs, VSCs, and professionals) amounted to €1.5 billion.

La Banque Postale's financing offering will be extended between now and the end of the year. In fact, following an industry-wide consultation, La Banque Postale has chosen Crédit Mutuel-CIC FACTOR to launch a new factoring offering.

Furthermore, the financial leasing and lease-to-buy product ranges will be offered to all the Bank's corporate customers by the end of the year. A property leasing offering has already been available since the month of July. These offerings will be backed by La Banque Postale Crédit Entreprises, a 100%-owned subsidiary of La Banque Postale.

Financing offers for companies are distributed via La Banque Postale's 17 Business Centres, and via a Multi-Channel Agency (which can be contacted by telephone on 0 820 826 826), which is responsible for advising professionals and SMCs and for the initial processing of loan applications. Corporate customers can also contact Post Office advisors, in order to be put in touch with the Multi-Channel Agency.

## **2. The Bank's commitment to highly vulnerable customer groups**

In addition to its access-to-banking remit and its reasonable pricing policy, La Banque Postale now pays more attention than ever before to the needs of its financially-stretched customers, in order to improve the way it supports and serves them.

In fact, La Banque Postale plays an essential role in the combat against exclusion from banking services, through its day-to-day actions to promote access to high-quality banking services for the greatest number of people, and through support for financially-stretched customers.

To help it implement this approach, La Banque Postale develops strong relationships with partners in social services and voluntary organisations, in order to find simple, handy, and practical solutions together, and to combat exclusion from banking services in an effective manner.

In fact, since March 2012, La Banque Postale and the French Local Missions network have been providing workshops to teach financially-stretched young people about budgeting. These workshops, which are staffed by young Civil Service volunteers, cover good budget management, using a bank account, and using loans and savings properly.

Furthermore, La Banque Postale would like to broaden its range of products and services that are appropriate for this kind of customer base, by relying on the help of major social service and voluntary partners. This is why it has entered into a partnership with the ADIE (French Association for the Right to Economic Initiative), in order to encourage the development of professional micro-loans. It is also continuing to market personal micro-loans, in partnership with bodies working in the social inclusion field, like *UDAFs* (Departmental Family Organisation Unions), and *CCAS* (Social Action Community Centres), as they enable the financing of individual projects backed by private individuals who are excluded from banking services due to their poor creditworthiness.

Lastly, it is currently testing a very low-cost mobile telephony range, as well as offering a free subscription to La Banque Postale's remote banking service, which includes providing the customer with a smartphone.

### **3. Planned development of a bank for high-net-worth customers**

La Banque Postale currently has over 800,000 high-net-worth customers<sup>5</sup>, to whom it offers a range of products and services that is still limited, and that currently consists of a range of:

- upmarket life insurance products (*Cachemire*, a multi-platform and multi-manager policy, *Excelis*, a fund-switching policy, and *Toscane Vie*, a policy with a loyalty guarantee);
- tax-exempt solutions (*Sofica*, a venture capital product backed by XAnge Private Equity, and property investments with La Banque Postale Immobilier Conseil and Ciloger);
- investment solutions, including a discretionary management range offered by La Banque Postale Gestion Privée and Tocqueville Finance.

In order to meet the specific requirements of this customer base, and to gain a strategic head start by offering a range of products and services covering all these high-net-worth customers' requirements within a short timeframe, La Banque Postale is choosing to buy in expertise in this sector. Several targets are currently under review.

In accordance with the terms of the partnership agreement signed between La Banque Postale and Oddo & Cie in 2007, in the context of their joint La Banque Postale Gestion Privée (LBPGP) subsidiary, La Banque Postale has decided not to renew the partnership, which was reaching its expiry date.

### **4. A substantial multi-channel offering**

One of La Banque Postale's aims is to offer its customers all the facets of a multi-channel relationship, by adapting to their behaviour trends, which have changed significantly over the past few years, driven by new technologies and new models for distributing banking services. As the Internet has become a favoured channel for information, and for managing bank accounts, La Banque Postale is gradually developing its range of products and services that are offered on a remote basis.

#### **✓ Rolling out a new remote banking relationship model: "La Banque Postale at Home"**

Following a trial carried out among several thousand customers seeking a totally remote relationship with their bank, La Banque Postale will be rolling out "La Banque Postale at Home"<sup>6</sup> in the next few weeks.

"La Banque Postale at Home", which is more than just a website, offers the Bank's full product range on a remote basis, as well as its high-quality financial advisory services, in order to support its customers' projects.

<sup>5</sup> Corresponds to the number of customers who have assets of over €75,000 invested with La Banque Postale.

<sup>6</sup> For more information, go to: <http://chezsoi.labanquepostale.fr/>

In fact, "La Banque Postale at Home" enables customers to contact a range of financial advisors, who are available with and without an appointment, from 8.00 am to 8.00 pm Monday to Friday, and from 9.00 am to 5.00 pm on Saturdays, via telephone, email, chat, or video-conference.

The team, which is currently based at the Orléans La Source Financial Centre, consists of 19 advisors, who are both generalists and specialists (financial advisors, specialist property advisors, and private wealth advisors).

After three months of trials, this new service has already attracted over 25,000 customers, including busy people who do not have much time to go to their bank outside office hours. "La Banque Postale at Home" therefore enables them to save time, and makes it easier for them to discuss matters with their advisor. It also makes setting up a telephone meeting for more complex requirements very easy.

The gradual roll-out of this new remote banking relationship method will begin as from October 2012.

#### ✓ **Launch of an online comprehensive insurance policy for voluntary organisations**

Like any organisation, voluntary organisations must protect themselves against various material, financial and third-party liability risks, regardless of whether they are cultural, sporting, artistic, or charitable organisations. Thanks to its new tailor-made comprehensive risk insurance policy, La Banque Postale, which counts one third of France's voluntary organisations among its customers, wants to offer a comprehensive solution to these organisations' requirements via an extensive range of basic guarantees (third-party liability for the organisation's activities, criminal defence and appeals, and legal cover), as well as optional guarantees that are appropriate for the subscribing organisation (third-party owner-occupier liability, directors' personal liability, personal injury, and damage to property). This offering, which is one of the most comprehensive on the market, was designed with GAN Eurocourtage, a Groupama subsidiary, and also offers extended personal injury and legal cover guarantees.

La Banque Postale's comprehensive insurance policy can be subscribed to simply and quickly online, via a dedicated website (<https://assurance.association.labanquepostale.fr>), which can be accessed from the Bank's portal at [www.labanquepostale.fr](http://www.labanquepostale.fr) and [www.assoandco.fr](http://www.assoandco.fr), the dedicated website for voluntary organisations designed by La Banque Postale. Once an online quote has been agreed, the policies are sent out by post, while a dedicated service is available to help customers make and manage their claims.

This new offering, which is simple, accessible, and reasonably-priced, is mainly intended for organisations with up to 500 members, and an annual budget of up to €250,000.

## **5. Other new developments<sup>7</sup>**

Between now and the end of the year, La Banque Postale will launch new products and services intended for retail customers, both in the casualty insurance (school insurance, and new legal cover guarantees) and personal insurance (*Prévia* Accidents de la vie) sectors, and in the means of payment field (mobile telephone money transfers via Western Union, and extending the network that accepts CA DO CARTE gift cards).

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<sup>7</sup> See Appendices 3 to 6 for further information.

To sum up, Philippe Wahl stated that: *"La Banque Postale posted sound results in the first half of 2012, despite the unfavourable economic and financial environment. As the Bank for everyone, it is continuing to develop its range of products and services for all its customers, including private individuals, companies, and players in the local public sector. La Banque Postale aims to put its values at the service of local regions, via the launch of its local financing range."*

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**La Banque Postale ([www.labanquepostale.fr](http://www.labanquepostale.fr))**

La Banque Postale, the banking subsidiary of the La Poste group, is a unique and special bank operating in the French retail banking market. As an institution that is faithful to its core values: acting in the general interest, confidentiality and closeness to its customers, La Banque Postale puts welcoming all its customers at the heart of its business. It supports its retail and corporate customers by providing a sustainable banking relationship, with an accessible and reasonably-priced range of products and services. It is continually adding to its product range, specifically through relying on the expertise of its subsidiaries and partners, thus entering new areas. La Banque Postale is accessible 24/7, anywhere, any time.

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# APPENDICES

## Appendix 1: LA BANQUE POSTALE'S 2012 HALF-YEAR RESULTS

**NBI and GOP held up well  
Customers' equipment expanded  
The balance sheet structure was reinforced**

**Net profit, Group share increased by 29% to €334 million**

### **RESULTS & PERFORMANCE FOR THE 1<sup>ST</sup> HALF OF 2012:**

#### **OPERATING RESULTS HELD UP WELL IN AN ADVERSE ECONOMIC ENVIRONMENT**

. NBI <sup>8</sup> increased by	<b>+1% to</b>	<b>€2,668 million</b>
. Operating expenses under control	<b>+0.2% to</b>	<b>€2,234 million</b>
. Cost of risk <sup>9</sup> fell by	<b>-57.6% to</b>	<b>€82 million</b>
. Operating profit increased by	<b>41.6% to</b>	<b>€352 million</b>

#### **CUSTOMERS' EQUIPMENT EXPANDED**

. Bank cards:	<b>620,000 subscriptions (+5%)</b>
. Account agreements:	<b>343,000 agreements entered into (+4.6%)</b>
. Casualty insurance:	<b>220,000 policies subscribed</b>
. Health insurance:	<b>12,300 policies subscribed</b>

#### **THE LOAN RANGE WAS BROADENED, BOOSTING THE BANK'S CONTRIBUTION TO FINANCING THE ECONOMY**

. Loans outstanding increased by	<b>+6.5%</b>	<b>to</b>	<b>€48 billion</b>
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#### **THE BALANCE SHEET STRUCTURE WAS REINFORCED**

. Customer deposits increased by	<b>+2.2%</b>	<b>to</b>	<b>€162.7 billion</b>
. Favourable loan-to-deposit <sup>10</sup> ratio:	<b>50.8%</b>		
. Sound solvency ratio:	<b>12.6% (Core Tier 1 ratio)</b>		

<sup>8</sup> Excluding the Home Loans Savings provision and the refund of the Cheque Image Exchange fine.

<sup>9</sup> The cost of risk had been affected by the provisions on Greek sovereign securities in 2011.

<sup>10</sup> Deposits excluding Livret A & LDD account deposits, and LEP deposits centralised at the CDC.

## Sound results in an adverse environment

La Banque Postale Group	June 30 <sup>th</sup> 2012 (€ million)	June 30 <sup>th</sup> 2011 (€ million)	Change (in %)
<b>Net Banking Income</b>	<b>2,668</b>	<b>2,671</b>	<b>-0.1%</b>
<b>Net Banking Income excluding CIE and HL provision</b>	<b>2,668</b>	<b>2,642</b>	<b>+1%</b>
General operating expenses	-2,234	-2,230	+0.2%
Gross operating profit	433	441	-1.8%
Cost of risk	-82	-193	-57.6%
Operating profit	352	248	+41.6%
Income from equity associates	100	101	-0.8%
Tax	-119	-92	+28.4%
<b>Net profit, Group share</b>	<b>334</b>	<b>259</b>	<b>+29%</b>

Despite the disrupted economic and financial environment in the first half, the La Banque Postale group's **Net Banking Income held up well**, and came in at €2,668 million, a 1% increase compared with the first half of 2011, excluding the impact of the home loans provision<sup>11</sup> in 2011 and 2012, and the refund of the CIE fine<sup>12</sup> in 2012.

**Operating expenses** remained under control at €2,234 million (+0.2% compared with June 2011), despite the investment in new businesses (lending to companies and local authorities, and casualty and health insurance, etc.).

The **operating ratio** increased by 0.3 point to 83.9%.

**Gross operating profit** was down €8 million to €433 million. Restated for the impact of the refund of the CIE fine and of the home loan savings provision, GOP was up 5.1%.

The **cost of risk**, which had suffered from the impact of the Greek crisis in the first half of 2011, when an impairment charge of €158 million had been recorded on the securities in question, improved markedly in 2012. **It amounted to €82 million (-57.6%) in the first half of 2012**, including €30 million in additional provisions for Greece, compared with €193 million in the first half of 2011.

**Operating profit** was up 41.6% as at June 30<sup>th</sup> 2012. Excluding the impact of the provisions relating to Greece and of non-recurring items, the increase was 1.3%.

Including the equity consolidation of CNP Assurances' net profit (€100 million, unchanged compared with the first half of 2011), **net profit, Group share** amounted to €334 million, an increase of €75 million compared with the first half of 2011.

La Banque Postale reported a sound solvency position as at June 30<sup>th</sup> 2012, with a **Core Tier 1 ratio** of 12.6%.

## Business volumes were driven by customers' equipment and by the expansion of the lending business

La Banque Postale continued to expand its customers' equipment in the first half of 2012. In fact, over 420,000 post office accounts were opened with La Banque Postale in the first half, while 5.7 million customers now have an account agreement with the Bank. The bank card pool continued to expand, reaching 7.1 million cards as at the end of June 2012 (+4.4%).

<sup>11</sup> A €29 million reversal was recorded on the home loan savings provision in the first half of 2011, while an additional €33 million provision was charged in the first half of 2012.

<sup>12</sup> The portion refunded by the French Competition Authority following the cancellation of the fine on cheque image exchanges via a ruling of the Paris Appeal Court in February 2012 amounted to €33 million. The French Competition Authority has lodged an appeal with the Supreme Court of Appeal.

Savings accounts (overnight deposits, regulated savings, etc.) increased, due to the impact of customers refocusing their investments on banking investment vehicles. Overnight deposits outstanding increased by 2.9% year-on-year to €48 billion. Ordinary savings deposits outstanding were up 5.7% year-on-year, driven by the strong inflow of funds recorded on Livret A (+5.1%) and LDD (+11.4%) accounts.

	<b>La Banque Postale deposits (in € bn)</b>	<b>Year-on-year growth rate</b>
<b>Overnight deposits</b>	<b>48.0</b>	<b>+2.9%</b>
<b>Ordinary savings</b>	80.1	+5.7%
<b>of which Livret A accounts</b>	58.2	+5.1%
<b>Home loan savings</b>	26.5	+3.2%
<b>UCITS (La Banque Postale)</b>	10.6	-12.4%
<b>Life insurance</b>	111.5	+2.2%
<b>Home loans</b>	43.0	+8.1%
<b>Consumer loans</b>	2.2	+55.5%

In the insurance sector, around 110,000 life insurance policies and around 230,000 personal insurance policies were subscribed in the first half. Despite the difficult environment for life insurance, which was penalised by uncertainty regarding tax, and by competition from short-term insurance products, the outstanding increased by over 2.2%, due primarily to the successful marketing of the high-end *Cachemire* range.

The selling of casualty insurance products, which was launched in December 2010 and is now offered over all La Banque Postale's distribution channels, continued to gain momentum, with over 220,000 policies subscribed in the first half of 2012. La Banque Postale Assurances IARD now has over 372,000 policies in its portfolio.

The launch of the health insurance business in early 2012 still had little impact on NBI as at June 30<sup>th</sup> 2012. La Banque Postale already has 12,300 health insurance policies in its portfolio. The roll-out of the offering will continue in the second half, so as to be available in all post offices by the end of the year.

Excluding the home loan savings provision, the net interest margin<sup>13</sup> increased by €48 million, driven by the increase in volumes and by the improved margins on the generation of home loans.

La Banque Postale boosted its contribution to financing the economy by developing its corporate lending business in addition to its lending business to individuals, together with its local authority lending business as from June 21<sup>st</sup> 2012.

Despite a downturn in the property market in the first half of 2012, which resulted in a decrease in loan generation, home loans outstanding rose by 8.1% compared with the first half of 2011, reaching €43 billion. La Banque Postale's share of loans outstanding in this business sector increased to 5.2%.

The consumer lending business continued its expansion. Loans outstanding increased by €0.8 billion to €2.2 billion (+55.5%).

<sup>13</sup> Including centralised savings.



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**La Banque Postale's ratings**

	<b>Standard &amp; Poor's</b>	<b>Fitch</b>
Long-term rating	A+	AA-
Outlook	Stable	Negative
Date updated	April 30 <sup>th</sup> 2012	December 21 <sup>st</sup> 2011
Short-term rating	A-1	F1+

**Appendix 2: The 2011-2015 strategic plan: "Putting the customer's interests first: Let's show that we are different!"**

**La Banque Postale has determined its goals and strategic direction according to two main guidelines: boosting its positioning as a different bank, and accelerating its commercial expansion.**

To achieve its aims, La Banque Postale has adopted an action plan based on nine major development areas:

- Making service quality a driver for customer satisfaction and loyalty
- Offering customers all the facets of multi-channel relationships
- Making attracting and retaining the loyalty of young people a priority
- Offering appropriate solutions to vulnerable customers
- Accelerating the high-net-worth banking business
- Overhauling the partnership with the La Poste network
- Making the voluntary organisation and social landlord market the Bank's second largest market
- Obtaining the funds required for the Bank's development from La Poste
- Turning postmen and women into 'ambassadors for their Bank
- Involving and educating all parties involved in the La Poste Group about their Bank's goals
- Designing life solutions for senior citizens
- Building a corporate financing offering
- Developing the local public sector financing business

## Appendix 3: Launch of a school insurance policy and of new legal cover guarantees in the casualty insurance sector

To improve the protection for its customers, La Banque Postale is altering its casualty insurance range, by adding school insurance as an option to home insurance, and by including new guarantees and services in its legal cover offering.

**The school insurance policy** includes guarantees and services that allow children to be insured during their time at school and during extra-curricular activities. It provides cover for the harm that children cause to third parties and for any physical injuries that they may suffer. A helpdesk is planned, in order to support families with issues such as childcare, academic support, and transport between home and school, etc. in difficult times.

In addition, La Banque Postale is offering a leisure activities budget guarantee, which refunds subscriptions for children's sporting or leisure activities in the event that they are unable to take part as the result of an accident. Lastly, the "Décllic exos" helpdesk puts the child in touch with a teacher to help them understand a homework problem following an illness-related absence.

### **School Insurance policy factsheet (home insurance option)**

- **A simple offering**

The option is identical, regardless of the child's age or their level of education (before they embark on a higher education programme).

- **A protective offering**

The School Insurance option covers physical injuries suffered by the child during the school day and extra-curricular activities, including family holidays, outdoor classes, and outdoor centres, for instance, and even from birth, if the child is in a crèche, or is minded by an approved child-minder.

Damage caused by the child is included in the Home Insurance policy's Civil Liability cover.

- **Assistance so as to be there "in difficult circumstances":**

- **The Leisure Budget Guarantee** refunds subscriptions for children's sporting or leisure activities in the event that they are unable to take part as the result of an accident;
- **the "Décllic exos" helpdesk** puts the child in touch with a teacher to help them understand a homework problem following an illness-related absence. The service enters into play if the child has been prevented from going to class for three consecutive days due to illness.

- **Exclusions**

- Healthcare costs, including medical and surgery costs, and expenses relating to the insured pupil's dental braces, glasses and contact lenses
- Damage to property: satchels, school supplies, schoolbooks, musical instruments, clothing, and the pupil's bicycle, for instance.

- **Cost of the insurance premium<sup>14</sup>**

- €17.10 per year in the event of annual payment;
- €1.50 per month in the event of monthly payment.

- **Payment**

The premium can be paid on an annual or monthly basis. A 5% discount is granted for annual payment

- **Persons insured**

The policyholder's children and/or their partner's children, who attend school in Metropolitan France (including Corsica) and in the Overseas Departments, and who live with them, or are dependent on them for tax purposes. The following are not insured: students attending a higher education course, and students studying abroad.

**In the legal insurance field**, La Banque Postale is offering new guarantees, which make its policy one of the most comprehensive on the market, at a reasonable price. These new guarantees are aimed at meeting families' requirements regarding inheritances, donations and legacies, invalidity (tutorship and/or guardianship), and filiation and/or adoption. La Banque Postale is also innovating by offering the "Sign with more confidence"

<sup>14</sup> Rates in force as at 07.05.12.

service, a legal service that provides assistance with reading and understanding contracts, statements, and administrative forms.

### **Legal cover policy factsheet**

- **One of the most comprehensive policies available**

15 areas of the law that offer day-to-day protection for: Consumer issues, Cars and two-Wheel vehicles, Health, Social Protection, Administration, Voluntary organisations, In-Home Workers, Criminal offences, and attempts on physical and mental safety, Accommodation, Employment, Divorce by mutual consent, Inheritance, Filiation and/or adoption, and Invalidity (tutorship and/or guardianship).

- **Payment**

The premium can be paid on an annual or monthly basis. A 5% discount on the amount of the premium is granted for annual payment

- **A practical, useful, and high-performance policy**

. A team of specialist legal experts providing legal information is just a telephone call away.

- assistance with "contracts" to help policyholders read and understand the legal implications of the contract. Our involvement is limited to contracts for accommodation leases, seasonal rentals, and for the provision of leisure-related services.

- assistance with "administrative forms and statements" to help policy holders read and understand the form or statement, in order to enable them to fill in the document (help with filling in income tax returns and other personal tax returns, benefit requests, and Family Allowance Fund forms)

. Low excess thresholds, from €150 for an amicable settlement, and €500 for a legal settlement.

. High eligibility ceilings<sup>15</sup>: €20,000 (incl. tax) for each dispute, regardless of its length, €20,000 (incl. tax) for all the disputes likely to be dealt with under all the policy guarantees and that have occurred in the same insurance year.

### **3 Level of involvement**

- A dedicated team of legal experts providing legal information is just a telephone call away. This team is qualified to answer questions regarding all areas of French law.

- Seeking an amicable settlement. Expenses, which include the procedures undertaken by all those involved (e.g. amicable appraisal, or a lawyer) during the amicable settlement phase are covered up to a total of €550.

- Initiation of legal proceedings

- **How it works**

**Persons insured:** the policy holder, their spouse, their children, if they are dependent for tax purposes, or their partner's children.

- **Insurance conditions**

Waiting periods:

- Employment and accommodation: 3 months;

- Divorce by mutual consent: 24 months;

- Inheritance, donations and/or legacies, filiation and/or adoption and invalidity (tutorship or guardianship): 12 months;

- There is no waiting period in the Inheritance Law area in the event of accidental death.

Guaranteed ceilings for the other countries under guarantee:

Up to €7,500 (incl. tax) per dispute, without exceeding the following cover ceilings, including execution (limitations, and bailiffs, etc.):

- Courts of 1<sup>st</sup> instance: €4,000 (incl. tax)

- Courts of 2<sup>nd</sup> instance: €2,000 (incl. tax)

- Courts of 3<sup>rd</sup> instance: €1,500 (incl. tax)

- **Expenses guaranteed as part of the amiable settlement of the dispute:**

- These expenses include the procedures undertaken by all those involved (e.g. amicable appraisal, or lawyer) during the amicable settlement phase. They are covered up to an amount of €550.

- This amount includes the expenses and the fees for any lawyer who may have been appointed, within the following limits:

~ Failure of the case: €150

~ Completion and execution of the case: €300

- **Expenses guaranteed as part of the legal settlement of the dispute:**

- Legal Appraisal: this item includes the fees paid to the legal expert appointed at the customer's request, once we have given our approval. Covered up to an amount of €1,500.

- Court bailiff: the Court bailiff's expenses and fees are covered within the limits of the laws governing their profession.

- Lawyer: lawyer's expenses are covered where supporting documents are provided, as are the fees, including the case review fees, likely to be paid to the lawyer in order to obtain an order, ruling, or decree. These expenses and fees are covered up to the amounts (incl. tax) specified in the general terms and conditions of the policy (e.g. District Court: €950, Appeal Court: €1,000, Assize Court: €1,500).

<sup>15</sup> For France, the Principality of Monaco, and Andorra.

- **Cost of the insurance premium<sup>16</sup>**

- €68.40 per month in the event of annual payment.
- €6.00 per month in the event of monthly payment.

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<sup>16</sup> Rate in force as at 05.05.12.

## Appendix 4: New personal insurance cover have been added to the *Prévialys Accidents de la Vie* policy

In October 2012, La Banque Postale will add new guarantees to its *Prévialys Accidents de la Vie* policy, which is backed by La Banque Postale Prévoyance, with no increase in cost.

Fixed-rate cover, which are paid in the event of accidents that are less serious, but just as traumatic, like burns, or the loss of a finger, toe, or joint, will now be added to the compensation provided to cover the financial consequences of everyday accidents, (guarantee of up to €1 million per accident for adults and of up to €2 million for children). The new policy also includes attacks.

In response to societal changes, the *Prévialys Accidents de la Vie* policy, which is already accessible to single-parent families, will now offer an inter-generational cover, which enables grandparents to insure their grandchildren when they are minding them, e.g. during the school holidays. Subscription will still not require any medical formalities, and the subscription age has been raised to 69. The *Prévialys Accidents de la Vie* policy includes a range of assistance, (home helps, academic support, etc.), information, and advisory services (returning to work, etc.), as well as legal cover, in order to further improve customers' cover.

### *Prévialys Accidents de la Vie* product factsheet

<b><i>Prévialys Accidents de la Vie</i></b>	
<b>OBJECT OF THE CONTRACT</b>	To compensate policyholder for the damages arising from an insured accident that has occurred outside of work, and which results in their death or their permanent disability, up to a level of at least 10% on the disability scale.
<b>SUBSCRIPTION CONDITIONS</b>	Subscribers must have a bank account with La Banque Postale and be aged between 18 and 69. The subscriber chooses the formula: individual, family, or single-parent family. Policyholders must be under 70 on the day they subscribe, and be resident in Metropolitan France or in the Overseas Departments.
<b>INSURANCE COVER</b>	The insurance cover is triggered for the following accidents: <ul style="list-style-type: none"> <li>- non-workplace accidents (domestic, sport, or leisure-related)</li> <li>- physical harm, attacks, and break-ins</li> <li>- medical accidents</li> <li>- accidents due to natural or technological disasters</li> </ul> Maximum compensation: €1 million (or €2 million for a child)
<i>Fixed-rate cover In the event of permanent disability of less than 10% on the disability scale</i>	<ul style="list-style-type: none"> <li>- Flat-rate payment in the event of burns: €5,000</li> <li>- Flat-rate payment in the event of loss of a finger or toe: €1,000 €</li> </ul>
<i>Guaranteed compensation In the event of permanent disability of over 10% on the disability scale</i>	Functional impairment: an impairment resulting in permanent disability Financial damages: <ul style="list-style-type: none"> <li>- Medical expenses (maximum of €50,000)</li> <li>- The cost of a third party</li> <li>- Adaptation of the home or vehicle</li> <li>- Lack of earnings before the settlement (maximum of €25,000)</li> <li>- Professional impact after the settlement</li> </ul> Personal damages: <ul style="list-style-type: none"> <li>- The suffering endured</li> <li>- Disfigurement</li> <li>- Impact on quality of life</li> </ul>

<p><i>Guaranteed compensation In the event of death</i></p>	<p>Financial damages:</p> <ul style="list-style-type: none"> <li>- The financial losses suffered by the policyholder's beneficiaries due to the former's death</li> <li>- Burial expenses (maximum of €5,000)</li> <li>- The beneficiaries' sundry expenses in connection with the death (hotels, transport, and restaurants) (maximum of €500)</li> </ul> <p>Personal damages:</p> <ul style="list-style-type: none"> <li>- Mental harm caused to the beneficiaries</li> </ul>
<p><b>ASSISTANCE (non-exhaustive list)</b></p>	<ul style="list-style-type: none"> <li>- At any time: practical information over the telephone</li> <li>- Following an insured accident: organisation and cover of the injured person's repatriation, and ski-slope rescue expenses</li> <li>- Following an insured accident that results in a hospital stay of up to 24 hours or convalescence at home for up to 7 days: organising and paying for minding the children and/or grandchildren, organising and paying for the home-help, paying for children's home-schooling</li> <li>- Following an accident that requires adapting the home and/or vehicle: paying for an expert (such as an occupational therapist) to visit, and paying for the installation of a remote assistance system</li> <li>- Following an insured accident that results in loss of employment: personal review and advice over the telephone, and paying for the cost of training, etc.</li> </ul>
<p><b>LEGAL COVER</b></p>	<ul style="list-style-type: none"> <li>- At any time: legal information over the telephone</li> <li>- In the event of a dispute following an insured accident: organising the process and paying the lawyer's fees and legal costs</li> </ul>
<p><b>ADVANTAGES</b></p>	<ul style="list-style-type: none"> <li>- Formulas that are appropriate for every family situation</li> <li>- A family formula that enables grandparents to insure their grandchildren when they are looking after them</li> <li>- No medical formalities</li> <li>- Fixed-rate cover for burns and the loss of a finger or toe in the event of a disability of less than 10% on the disability scale</li> <li>- Compensation of up to €1 million for adults, which is increased to up to €2 million for children</li> <li>- Assistance</li> <li>- Built-in legal cover</li> </ul>

*The information notice is available on request from the Press Relations Department.*

## **Appendix 5: Means of payment**

- Western Union and La Banque Postale are offering a **mobile telephone international money transfer service**

La Banque Postale and Western Union are continuing to develop their money transfer range, by offering to the ability to receive amounts directly into a mobile telephone wallet (m-wallet). The service already covers nine countries<sup>17</sup> and will be extended to other destination countries in the near future.

This new service is simple to use, and does not involve any additional cost for the sender: all they need to do is to provide the beneficiary's mobile number when they make the transfer in one of the 6,000 post offices offering the Western Union service in France. This is a pioneering offering in France based on a domestic banking network. It incorporates mobile telephony into La Banque Postale and Western Union's multi-channel strategy for world-wide money transfers, providing ever increasing flexibility when sending and receiving money.

The service does not involve any additional costs for the sender, and avoids the beneficiary having to travel to withdraw the money in cash.

-CA DO CARTE, the multi-retailer gift card from Titres Cadeaux, a subsidiary of La Banque Postale and Natixis, is broadening its distribution network.

CA DO CARTE, which was launched in the Post Office network in 2011, is now sold in FNAC stores (90 sales outlets). CA DO CARTE, which is more accessible and comes with a choice of images, can be used as a means of payment with over 85 major retailers everywhere in France, including Fnac, Darty, Sephora, Yves Rocher, Castorama, Conforama, and La Grande Récré, etc.

Between €30 and €150 may be loaded onto the card and spent in one or several instalments, therefore offering greater freedom to the recipient.

## **Appendix 6: Designing a dedicated Stock Market application for Easybourse customers**

During the month of October, Easybourse, La Banque Postale's online broking subsidiary, will offer a mobile telephone application, which will be available on iPhone and Android, and will enable users to follow the Stock Market, manage their accounts (positions, unrealised gains or losses, committed and available cash, and order book, etc.) and place orders. Customers will therefore enjoy real-time access to market news, including stocks listed on NYSE Euronext (Paris, Brussels, and Amsterdam) and on the US markets (NYSE and NASDAQ). This new application also offers a wide range of decision-assistance tools (e.g. price alerts, security rankings, detailed security factsheet, and interactive real-time charts, etc.).

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<sup>17</sup> Madagascar, Burkina Faso, Kenya, Uganda, Tanzania, the Philippines, Bangladesh, Salvador and Paraguay.