CrediaBank

Q1 2026 Financial Results

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A strong start to the year, robust growth rates, record results

Solid net credit expansion

+€459 mln
Net credit expansion
vs. credit net flow to the private sector by €1.5bn in Q1 2026 (BoG)

+40% annually
Gross Loans
(ex-senior notes)

Benign Asset Quality

2.5%
NPE ratio

NPE ratio **at historical low** on net NPE outflows, despite the elevated loan growth

New record recurring PPI

€24.1 mln

+26% annually

Net profit at €7.8 mln

vs. €108k in Q1 2025

Core income growth

+32% annually

€46.8 mln
Net interest income, +28% annually

+55% annually
Net fee income at €11.0 mln, ~18% of recurring operating income

Resilient liquidity

>€6.8 bln
Group Deposits

+14%
YoY

122%
LCR

Business Developments

- Successful completion of share capital increase of €300m, with the participation of 3 cornerstone investors and oversubscription of ~4x by domestic and global investors, despite the heightened geopolitical uncertainty.
- Acquisition of a 70.0% majority stake in Pantelakis Securities, one of the leading brokerage firms in Greece.

Key Financial Highlights

- **Group Recurring Pre-Provision Income jumped by 26% YoY to a new record high at €24.1 mln in Q1 2026. Recurring Profit After Tax also surged by 17% YoY and reached €13.0 mln** in Q1 2026, fueled by robust core income growth.

- **New Disbursements elevated by 43% YoY to €964 mln in Q1 2026.** Thus, **net credit expansion** soared by **97% YoY to €459 mln.** Gross loans (ex-senior notes) accelerated by 40% YoY (>5x higher than the growth rate of the private sector) and by 10% QoQ to €4.9 bln. Group assets also increased by 19% YoY and stood at €8.5 bln.

- **Net Interest Income soared by 28% on an annual basis to €46.8 mln on the back of solid net credit expansion.** NIM adjusted for the Galene portfolio (performing residential mortgage loans of €89.0 mln acquired in Q4 2025) expanded by 21 bps YoY to 2.20% and by 1 bp QoQ.

  Net Fee Income came in at €11.0 mln, up by 55% on an annual basis and by 0.3% QoQ, despite the quarter's seasonality, driven by strong loan growth and a sharp increase in wealth management and bancassurance fees. Thus, NFI augmented its contribution and accounted for 17.9% of recurring operating income in Q1 2026, up 504bps YoY. Client funds under management amounted to €803 mln, marginally higher (+0.4%) compared to Q1 2025 and mutual funds under management increased by 14% YoY.

- **Core income[1] jumped by 32% YoY to** €57.7 mln and hence **recurring Operating Income rose by 12% YoY** to €61.2 mln vs €54.9 mln in Q1 2025.

- **Efficient cost control, as recurring cost-to-income ratio improved by 448bps YoY** in Q1 2026. In specific, recurring cost-to-income squeezed to 60.7% vs. 65.2% in Q1 2025, in line with the target set and the plan for further improving the bank's efficiency. On top of that, recurring cost-to-income also improved by 251 bps QoQ, as operating expenses fell by 4% sequentially.

- **Group Deposits advanced by 14% YoY and exceeded €6.8 bln, outperforming the system by 2.5x (private sector deposits +5.4%).** Resilient liquidity profile with LDR at 72% and LCR at 122% in March 2026.

- **The NPE ratio squeezed by 37 bps sequentially to the historical low of 2.5%, on the back of net NPE outflows and despite the elevated loan book growth.** The NPE coverage ratio further widened QoQ to 54.7% in Q1 2026 from 48.2% in Q4 2025.

- **Pro forma CET1 ratio for the share capital increase of €300m that was successfully completed on 07 April 2026 and including Q1 2026 profit, widened by 558bps QoQ to 16.6%,** well above (+760bps) the minimum regulatory threshold of 8.99%. TCR ratio also expanded by 496bps QoQ to 22.4% and well above (+861 bps) the minimum regulatory threshold of 13.81%. Both capital adequacy ratios also stand above the sector average.

[1] Core income=Net Interest Income + Net Fee Income

CEO Statement

2026 is emerging as a year of heightened challenges for both the international and domestic financial system, as the macroeconomic backdrop continues to be characterized by geopolitical uncertainties, market volatility, pressures on the cost of money, and rapid technological developments. Within this complex landscape, at CrediaBank we are not only maintaining our steady upward trajectory, but further strengthening our position by reinforcing the trust of our customers, shareholders, and society. With a strategic commitment to sustainable growth, the recent strengthening of our capital position, and ongoing digital transformation, we are consistently advancing to the next phase of extroversion and our strategic objectives, building an even more resilient, agile, and modern banking organization capable of effectively responding to the demands of the new era.

Q12026 financial results confirm this progress. The Bank recorded the best performance in several years, achieving **record net credit expansion of €459 mln**, further increasing its penetration into the healthy segment of the Greek economy and expanding its loan portfolio by 40% YoY. All financial metrics improved, with **recurring PPI reaching a new historical high of €24.1 mln, up 26% YoY** and recurring net profit at **€13.0 mln**, compared to **€11.2 mln** in Q1 2025. At the same time, asset quality improved significantly compared to Q4 2025, with **NPEs declining to €150 mln** from €160 mln in Q4 2025. As a result, the NPE ratio reached a **new historical low of 2.5%** (from 2.9% in Q4 2025), supported by the reduction in NPEs and strong credit expansion. Net fee income surged by 55% YoY to €11.0 mln, powered by strong loan disbursements, wealth management and bancassurance fees.

Undoubtedly, a key milestone in the Bank's growth trajectory was the highly successful **€300 mln share capital increase** completed in April. **With an oversubscription of nearly 4x**, **attracting demand exceeding €1.1 bln** from top tier domestic and international institutional investors, as well as more than 7,000 retail investors, this transaction reaffirms the market's recognition of our performance to date and its confidence in our strategic direction.

The significant strengthening of our capital position through the recent share capital increase enables us to accelerate our growth trajectory both in Greece and internationally, while also reinforcing our resilience against potential challenges arising from the current environment of uncertainty. At the same time, as we have committed, we are growing at a faster pace than the market through prudent financing directed toward the healthy segments of the economy, advancing key initiatives such as digital transformation, and executing our strategy to create additional value through mergers and acquisitions.

In early May, **we proceeded with the signing of an agreement for the acquisition of a 70% stake in Pantelakis Securities S.A.**, one of the most reputable and leading brokerage firms in the Greek market, as part of our strategy to expand and upgrade the products and service offering to our customers. The transaction, which is subject to the receipt of all necessary regulatory approvals, is expected to futher enhance fee income and further diversify the fee revenue pools.

At the same time, we have commenced the implementation of initiatives launched in 2025:

- Our branch network is being modernized, with New Experience branches now established in Attica, Crete, Thessaloniki, Patras, Kalamata, and Tripoli. Our objective is to have renovated 40% of our network by the end of 2026.

- Through our strategic partnership with Euronet, we now operate the largest ATM network nationwide, with more than 2,500 locations, even in the most remote regions, offering zero fees for our customers. In addition, Euronet, leveraging its international expertise and technological infrastructure, will provide the full range of secure transaction processing and management services, including the issuance of debit, credit, and prepaid cards, electronic payments, and digital wallet services, thereby enhancing the quality and security of our services.
- The integration of HSBC Malta, which will mark our entry into the Maltese market and is expected to double our size, is currently underway, both in terms of securing the necessary regulatory approvals and our internal organizational preparations. Our objective is to establish a new bank in Malta, without this effort detracting from the further strengthening of our position in Greece.

The next day finds us fully prepared, with a strategic plan for sustainable growth and profitability, built on four pillars:

1. Gaining Market Share in Greece

We are increasing our market share by supporting every viable business plan, as well as every creditworthy individual and professional. We have already expanded our loan portfolio to €4.9 bln (+40% YoY), 5x higher than the growth rate of loans to the private sector. We actively support SMEs, with new disbursements accounting for 35% of total. At the same time, Group's deposits exceeded €6.8 bln, up 14% YoY, outpacing again (2.5x) the growth rate of the banking system.

2. Acceleration of Momentum in Malta

Preparations for the integration of HSBC Malta have already commenced at an intensive pace. The regulatory submission process has been completed, while engagement with the supervisory authorities is at an advanced stage. In parallel, work is underway to reshape the product pallet, including the introduction of new retail products and the leveraging of our expertise in wholesale lending. At the same time, we are implementing the redesign of the technological infrastructure required for the Bank's future operations. Our objective is to establish a strong regional banking group — the 5th largest bank in Greece and the 2nd largest in Malta.

3. Digital Transformation and Leveraging Synergies

A digital transformation program is already underway through a three-year investment plan of €60 mln, aimed at enhancing the customer experience and introducing additional functionalities that will streamline our cost base. The plan also seeks the full modernization of both our digital channels and the Bank's internal operations. Our new e-banking and mobile banking platforms are currently being redesigned, in parallel with our website, and are expected to be launched in Q4 2026.

4. Value Creation through Targeted Partnerships and Acquisitions

We have signed the share purchase agreement, and the acquisition of a 70% stake in Pantelakis Securities S.A. is progressing, enabling CrediaBank to expand its range of offered services while also allowing the brokerage firm itself to enhance its outreach through access to the Bank's customer base. In parallel, we are scrutinizing potential acquisitions or strategic partnerships in other product areas, such as bancassurance and wealth management, with a view to further strengthening fee income, which recorded a 55% YoY increase in Q1 2026.

As success is driven by people, we continuously invest in the development and training of our team, which constitutes the driving force behind everything we do.

In this new phase of outward expansion, we are consistently advancing our business plan, acting responsibly towards the Supervisory Authorities, the shareholders who place their trust in us, our people, and our customers, with a firm commitment that we will never cease to evolve.

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Key Performance Indicators

Income Statement (€ mln)	Q1 2026*	Q1 2025*	YoY (%)	Q4 2025*	QoQ (%)
Net interest income	46.8	36.6	*27.7%*	47.5	*-1.6%*
Fee income	11.0	7.1	*55.3%*	10.9	*0.3%*
Core income	57.7	43.7	*32.2%*	58.5	*-1.2%*
Trading & other income	3.5	11.2	*-69.0%*	2.8	*24.2%*
Total Recurring Operating Income	61.2	54.9	*11.6%*	61.2	*-0.1%*
Non - core revenues	0.0	1.3	-	43.4	-
Total Reported Operating Income	**61.2**	**56.2**	***8.9%***	**104.7**	***-41.5%***
Personnel expenses	(18.0)	(19.4)	*-7.5%*	(17.0)	*6.0%*
General & admin expenses	(11.7)	(8.8)	*32.5%*	(13.5)	*-13.3%*
Depreciation and amortizaton	(7.4)	(7.5)	*-0.5%*	(8.2)	*-9.4%*
Recurring Operating expenses	**(37.1)**	**(35.7)**	***3.9%***	**(38.7)**	***-4.0%***
One-off expenses	(4.8)	(14.6)	*-67.0%*	(9.7)	*-50.2%*
Total Operating expenses	**(42.0)**	**(50.3)**	***-16.6%***	**(48.4)**	***-13.3%***
Recurring Pre Provision Income/(Loss)	24.1	19.1	*25.9%*	22.5	*6.8%*
Reported Pre Provision Income/(Loss)	19.3	5.9	*228.1%*	56.3	*-65.8%*
Provisions for expected credit losses	(7.2)	(4.8)	*48.3%*	(5.9)	*22.2%*
Recurring Profit Before Tax/(Loss)	16.7	14.3	*16.7%*	17.1	*-2.2%*
Reported Profit Before Tax/(Loss)	11.9	1.1	*n.m.*	50.2	*-76.3%*
Income Tax	(4.1)	(1.0)	*319.7%*	(44.9)	*-90.9%*
Recurring Net Profit/(Loss)	13.0	11.2	*16.7%*	13.3	*-2.2%*
Reported Net profit/(Loss)	7.8	0.1	*n.m.*	5.3	*47.4%*

* *adjusted for PPA reclassification to interest expense and depreciation*

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Balance Sheet (€ mln)	31/3/2026	31/12/2025	30/9/2025	30/6/2025	31/3/2025
Gross Loans	5,946	5,534	5,222	4,932	4,723
Senior notes	1,014	1,058	1,089	1,112	1,210
Net Loans	5,864	5,457	5,149	4,864	4,659
Gross loans (ex-senior notes)	4,932	4,477	4,133	3,820	3,513
Performing loans	4,782	4,316	3,980	3,678	3,376
Investment Securities	1,389	1,440	1,461	1,503	1,359
Assets	8,549	8,480	8,172	7,972	7,167
Deposits	6,813	6,757	6,662	6,556	5,998
Common Equity	881	879	876	875	872
Total Equity	981	979	976	975	872
Tangible Book Value	616	617	617	621	620
Pro forma Tangible Book Value**	896	617	617	621	620

Key Metrics	Q1 2026	Q1 2025	Q4 2025
Profitability			
NIM (% avg. assets)*	2.20%	1.99%	2.19%
Fees (% recurring revenues)	17.9%	12.9%	17.8%
Recurring Cost to Income (%)	60.7%	65.2%	63.2%
Liquidity			
LDR ratio (%)	72.4%	58.6%	66.3%
LCR (%)	122.0%	183.0%	163.0%
Asset quality			
NPE ratio (%)	2.5%	2.9%	2.9%
NPE coverage ratio (%)	54.7%	46.8%	48.2%
Capital**			
CET1 ratio (%)	16.6%	11.0%	11.0%
TCR ratio (%)	22.4%	11.4%	17,5%
RWAs (€ mln)	4,374	3,530	3,964
Commercial KPIs			
Branches	66	77	66
Employees	1,204	1,408	1,202

**Adjusted for Galene portfolio*
*** Pro forma for the share capital increase of €300m*

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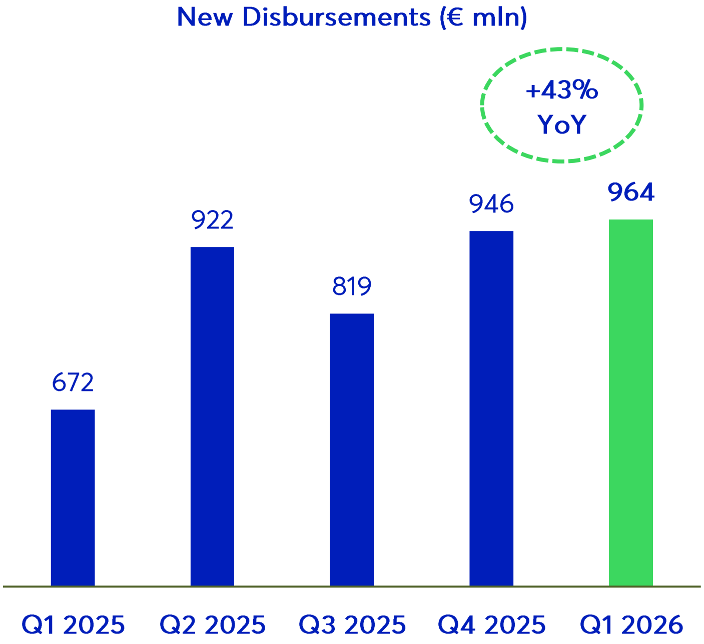
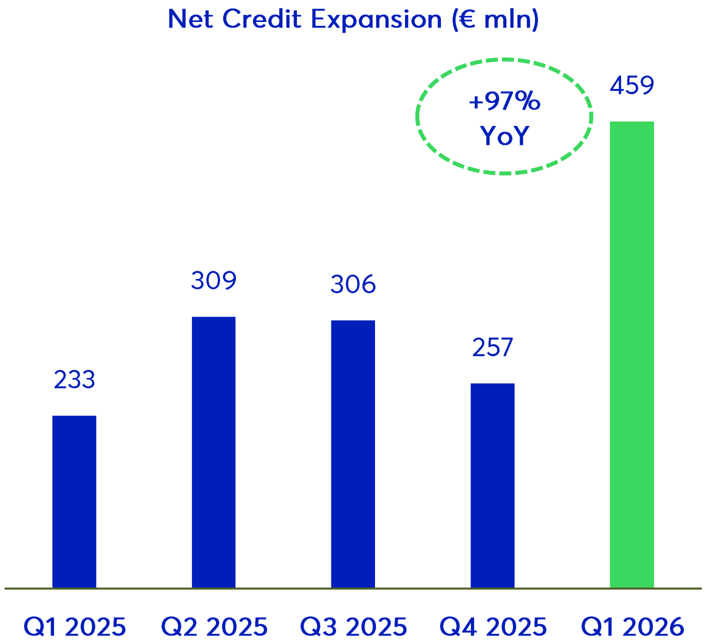
Q1 2026 Financial Analysis

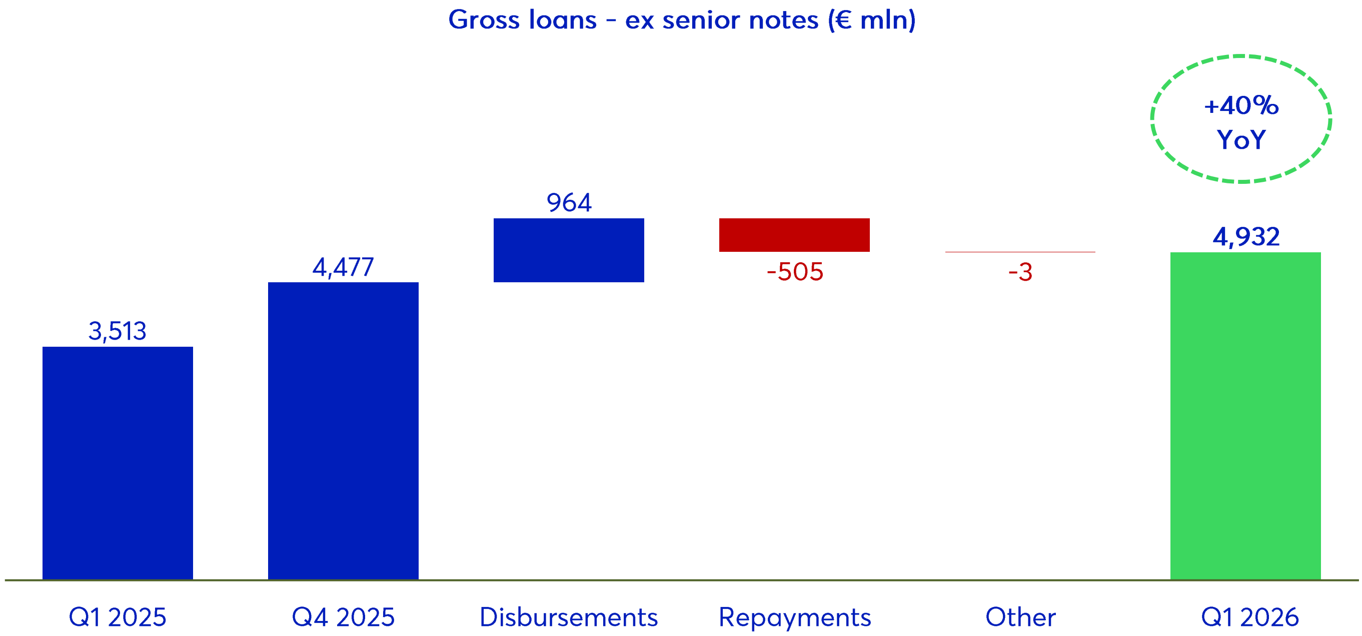
Balance Sheet Highlights

Solid growth in new disbursements and net credit expansion in Q1 2026

Group's new disbursements reached €964 mln (+43% YoY) in Q1 2026. New disbursements to SMEs and structured finance (majority of which accounts for SMEs) held the lion's share, 35% and 36% respectively. New disbursements to large corporates comprised 16% of total, while the remaining 13% was equally disbursed to individuals and shipping. Thus, net credit expansion was shaped at €459 mln in Q1 2026 (+97% YoY) versus €257 mln (+78% QoQ) in Q4 2025.







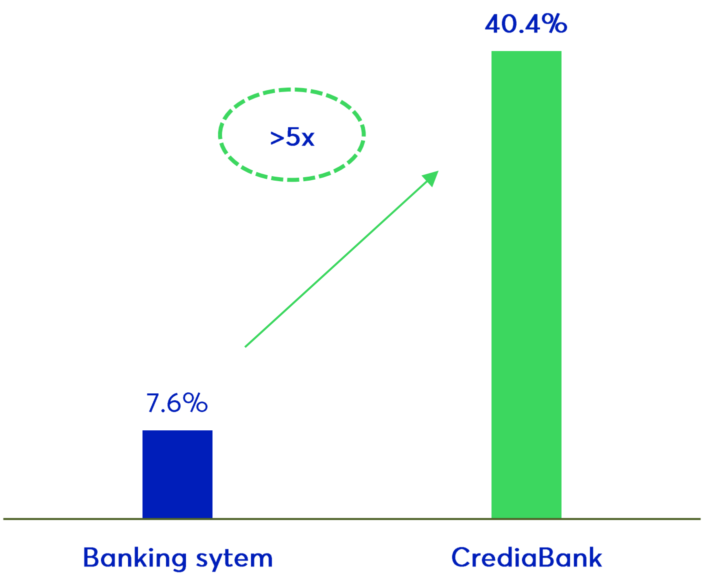
Gross Loans (excluding senior notes) came in at €4.9 bln in Q1 2026, up by 40% YoY and 10% QoQ, outpacing by >5x banking system's loan growth (private sector loans +7.6% YoY) and posting the highest growth rate in the sector, both on a yearly and sequential basis.

The sharp increase of the loan portfolio is attributed primarily to the increase of wholesale loans (+43% YoY), with structured finance (+180% YoY), shipping (+85% YoY) and large corporates (+20% YoY) being the linchpins of growth. Wholesale lending comprised 86% of the total loan book and focuses on energy, infrastructure, shipping, tourism and trade sectors.

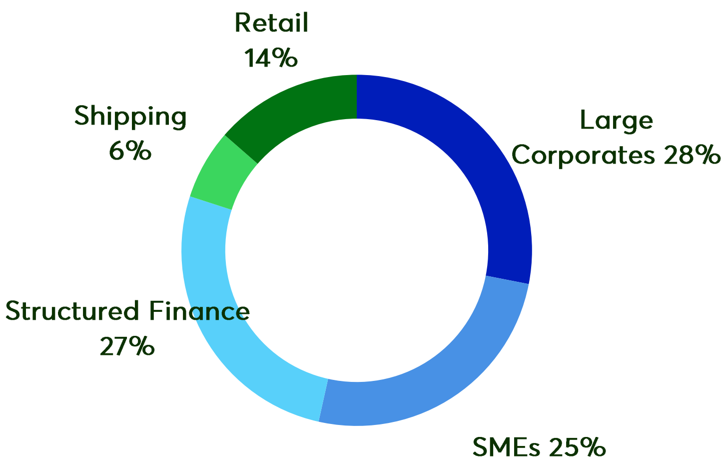
Moreover, loans to individuals and small businesses grew by an impressive 28% YoY and account for 14% of the total loan book. The sharp increase is owing to housing loans (+37% YoY) due to the acquisition of a portfolio of performing residential mortgage loans (Project Galene) amounting to circa €89 mln in Q4 2025 as well as to loans to small businesses (+24% YoY). Mortgage loans account for 61% of retail lending, consumer credit accounts for just 11% and Small Businesses for the remaining 28%.

(€ mln)	Q1 2025	Q4 2025	Q1 2026	YoY (%)	QoQ (%)
Gross loans - ex senior notes	3,513	4,477	4,932	40%	10%
Large corporates	1,154	1,375	1,385	20%	1%
SMEs	1,197	1,175	1,254	5%	7%
Structured Finance	467	987	1,306	180%	32%
Shipping	171	273	317	85%	16%
Wholesale Loans	2,989	3,810	4,262	43%	12%
Mortgage	299	403	408	37%	1%
Consumer	52	59	55	5%	-6%
SB	152	186	188	24%	1%
Credit Cards	21	19	19	-9%	-4%
Retail loans	524	666	670	28%	1%

Gross loans YoY growth | Q1 2026 (%)

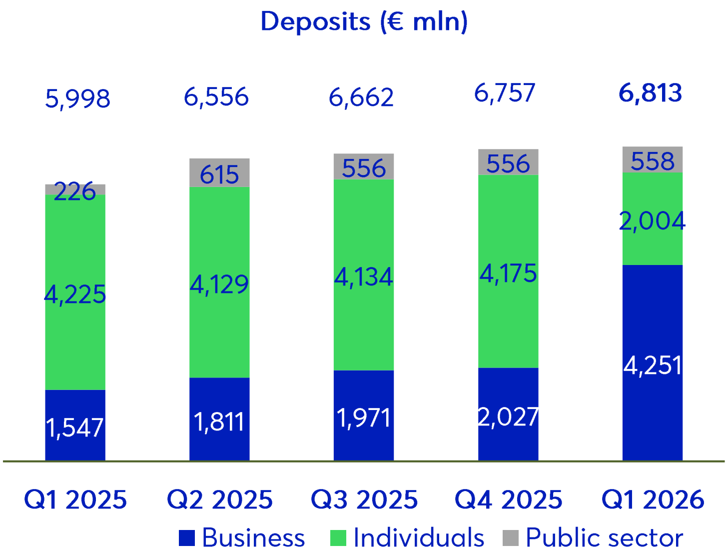


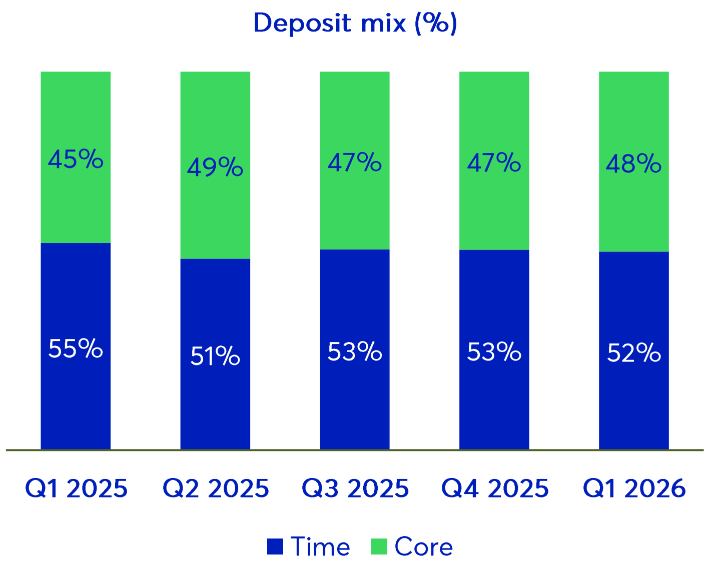
Gross Loans b/d (%)



Resilient liquidity position, deposits up 14% YoY

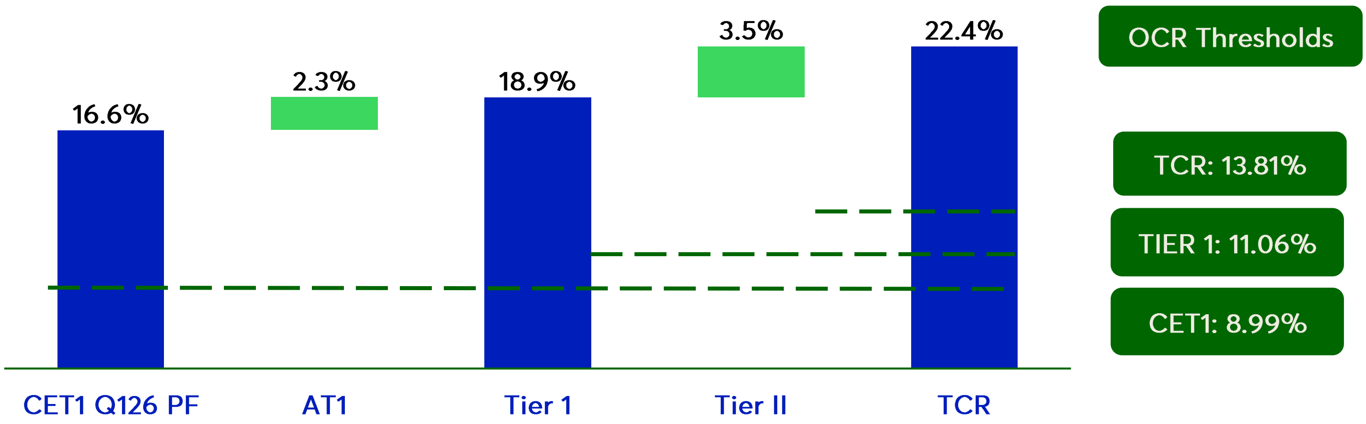
Group deposits continued their upward trend and surpassed €6.8 bln in Q1 2026, up by 14% YoY and 1% QoQ, outperforming the banking system by 2.5x (+5.4% YoY private sector deposits). On top of that, the deposit mix further improved on an annual basis, as core deposits comprised 47.5% of the deposit base vs. 45.3% in Q1 2025. The resilient liquidity position of the group is reflected in the Loans to Deposits ratio (LDR) that stood at 72% as well as in the liquidity coverage ratio (LCR), that was shaped at 122% in March 2026, well above regulatory thresholds.





Strong Capital Dynamics

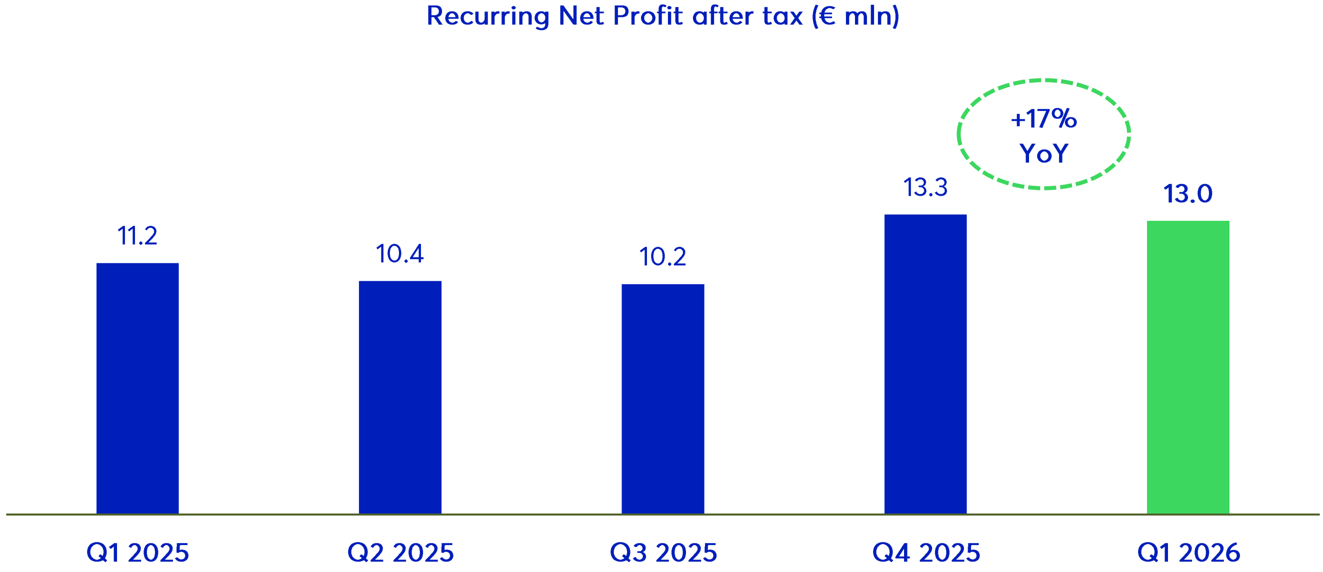
CET1 ratio including net profit for the quarter and pro forma for the share capital increase of €300 mln, which completed with flying colours on 07 April 2026, expanded by 558bps QoQ to 16.6%, well above (+760 bps) the minimum regulatory threshold of 8.99%. TCR ratio also widened by 496bps QoQ to 22.4%, well above (+861 bps) the minimum regulatory threshold of 13.81%. Both capital adequacy ratios stand well above the sector average.



Profit & Loss Highlights

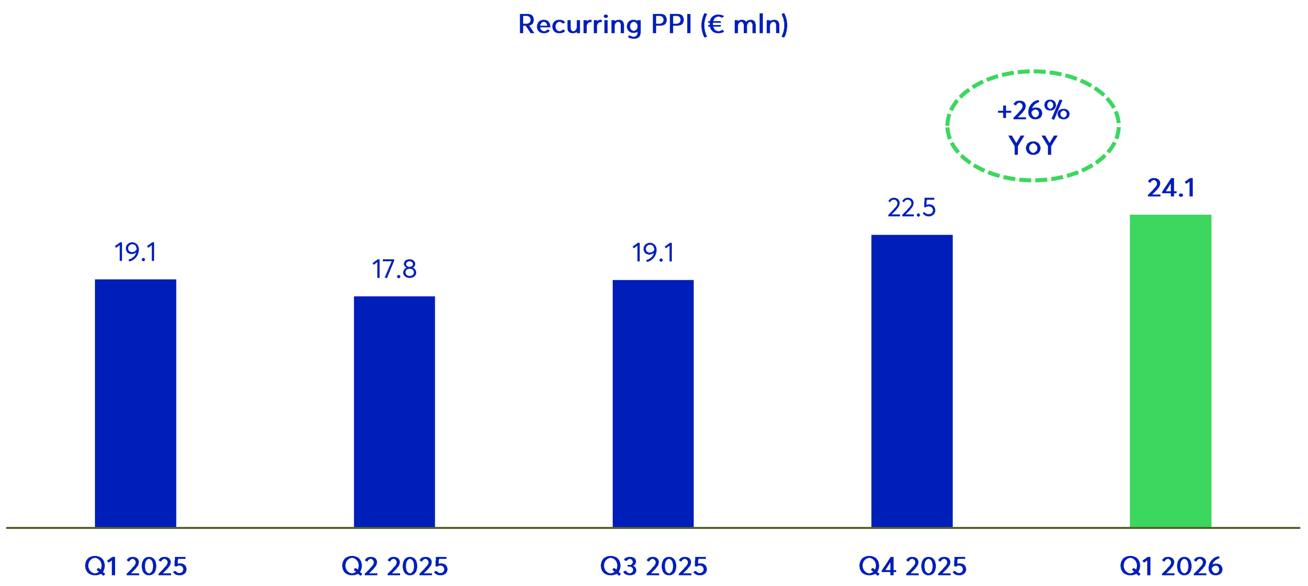
Double-digit growth in recurring net profit after tax

Recurring net profit after tax jumped by 17% YoY and reached **€13.0 mln** in Q1 2026. The main growth lever was the new all-time high of recurring pre provision income (+26% YoY) on the back of the robust growth in core income (+32% YoY) and despite the increase in loan loss provisions (+48% YoY) owing to the sharp increase of the loan book (+40% YoY). Reported net profit came in at €7.8 mln versus €108k in Q1 2025, posting the highest growth rate in the sector.



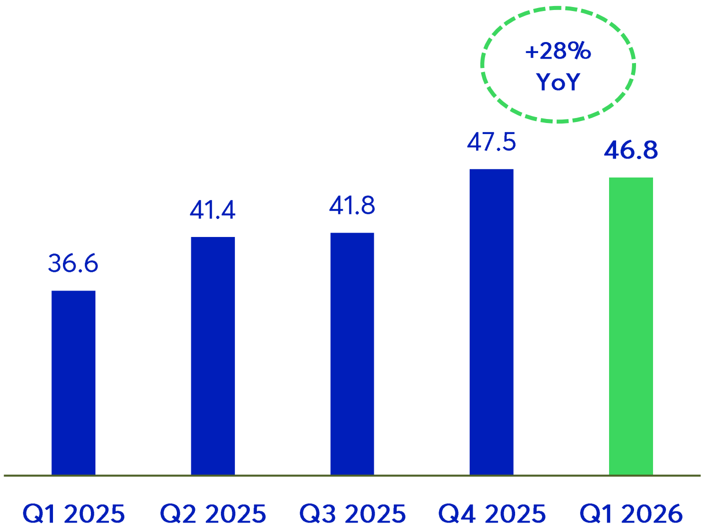
Recurring PPI hit a new record

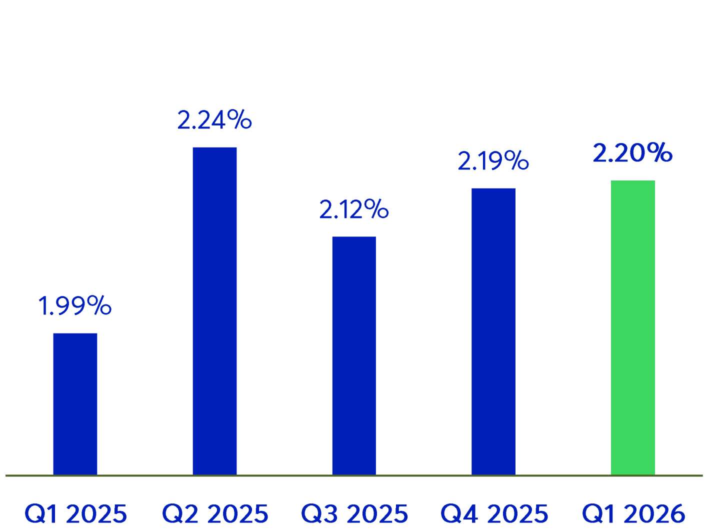
Recurring Pre Provision Income hit a new record at **€24.1 mln** in Q1 2026 (+7% QoQ, +26% YoY) on stellar Net Interest Income (+28% YoY) and Net Fee Income (+55% YoY) growth.



Strong NII growth

Net interest income grew strongly by 28% YoY and reached €46.8 mln in Q1 2026, fueled by the strong loan volumes growth. NII narrowed by 1.6% QoQ or by €0.7 mln sequentially due to the lower interest income from bonds by €0.9 mln owing to the lower investment securities portfolio, whilst interest income from loans rose marginally by 0.1% QoQ, despite the calendar effect. Nevertheless, adjusting for the acquisition of the Galene portfolio that was acquired in Q4 2025, net interest income rose by 3% QoQ. It is noted that the interest income for the Galene portfolio (performing residential mortgage loans acquired in Q4 2025), covering a seven-month period, has been entirely recognized in Q4 2025. Hence, NIM adjusted for the Galene portfolio expanded by 21 bps YoY to 2.20% in Q1 2026 and widened slightly QoQ.



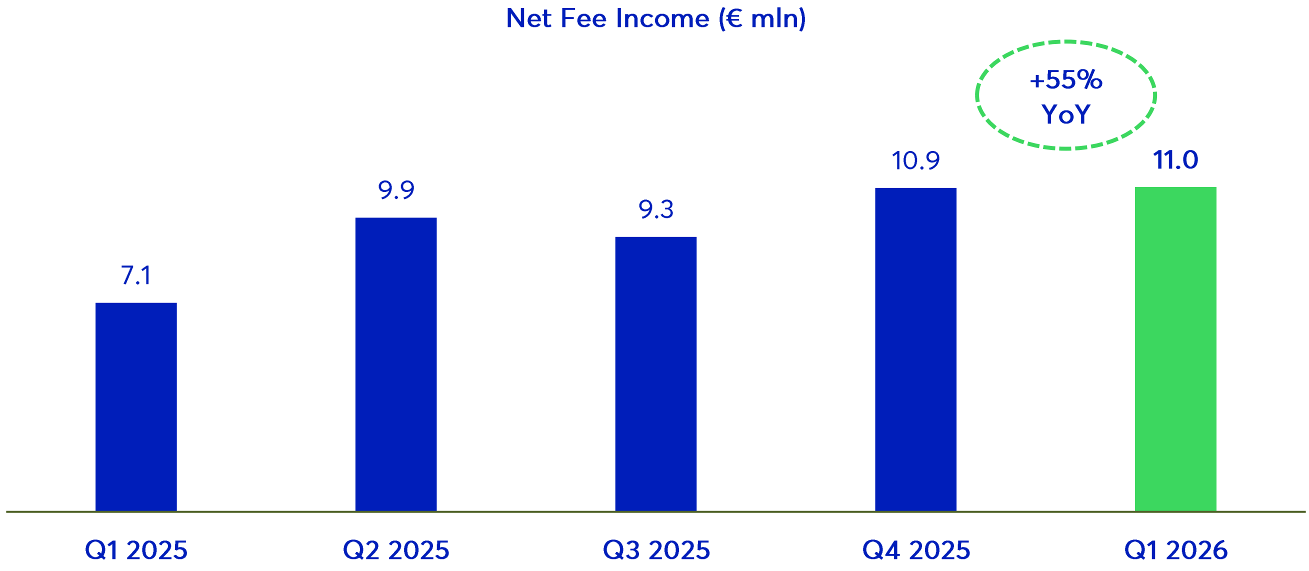


** adjusted for PPA reclassification to interest expense and depreciation*
*** NIM adjusted for portfolio Galene calendarization (Q2–Q4 2025)*

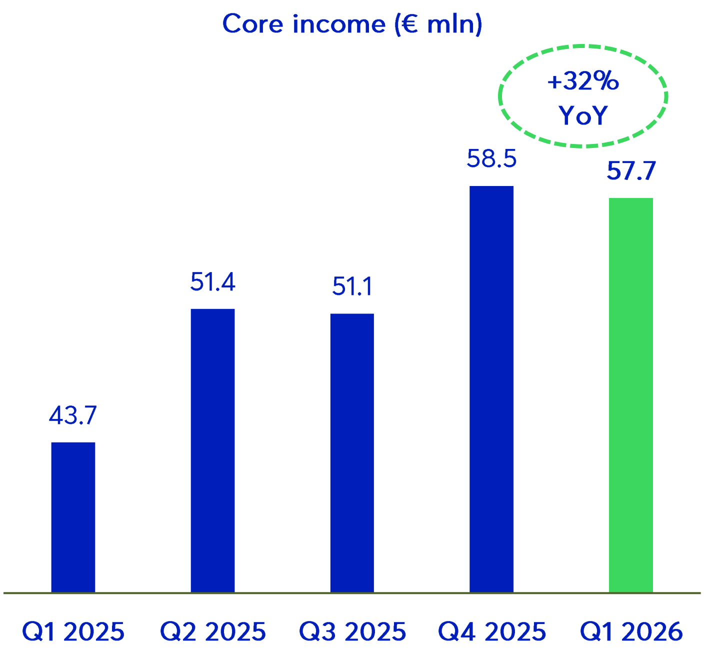
(€ mln)	Q1 2025	Q4 2025	Q1 2026	YoY	QoQ
PEs	44.2	55.3	55.4	25.3%	0.1%
Senior notes	3.4	3.2	3.0	-11.1%	-6.0%
NPEs	0.5	0.5	0.4	-18.1%	-18.1%
Bonds	12.4	10.6	9.7	-21.5%	-8.1%
Cash & Banks	1.9	0.8	1.2	-35.5%	48.5%
Interest income	**62.4**	**70.4**	**69.7**	**11.8%**	**-1.0%**
Deposits	(21.0)	(15.2)	(15.2)	-27.7%	-0.4%
Debt securities	(0.6)	(3.4)	(3.2)	416.1%	-6.7%
Other	(4.2)	(4.3)	(4.6)	10.4%	7.6%
Interest expense	**(25.8)**	**(22.9)**	**(23.0)**	**-10.9%**	**0.2%**
Net interest income	36.6	47.5	46.8	27.7%	-1.6%

Robust net fee income despite seasonality

Net fee income surged by 55% YoY to €11.0 mln in Q1 2026, powered by increased loan production, wealth management and bancassurance fees. Thus, NFI augmented its contribution by 504bps YoY and accounted for 17.9% of recurring operating income vs. 12.9% in Q1 2025 and 17.8% in Q4 2025, despite the quarter's seasonality.



As a result, core income grew by 32% YoY to €57.7 mln in Q1 2026, while non-recurring revenues (trading and other income) fell by 69% YoY. It is noted that other operating income in Q1 2025 was bolstered by a one-off gain of €5.0 mln relating to a structured finance transaction. **Recurring Operating Income rose by 12% YoY** to €61.2 mln versus €54.9 mln in Q1 2025 and was flattish QoQ.



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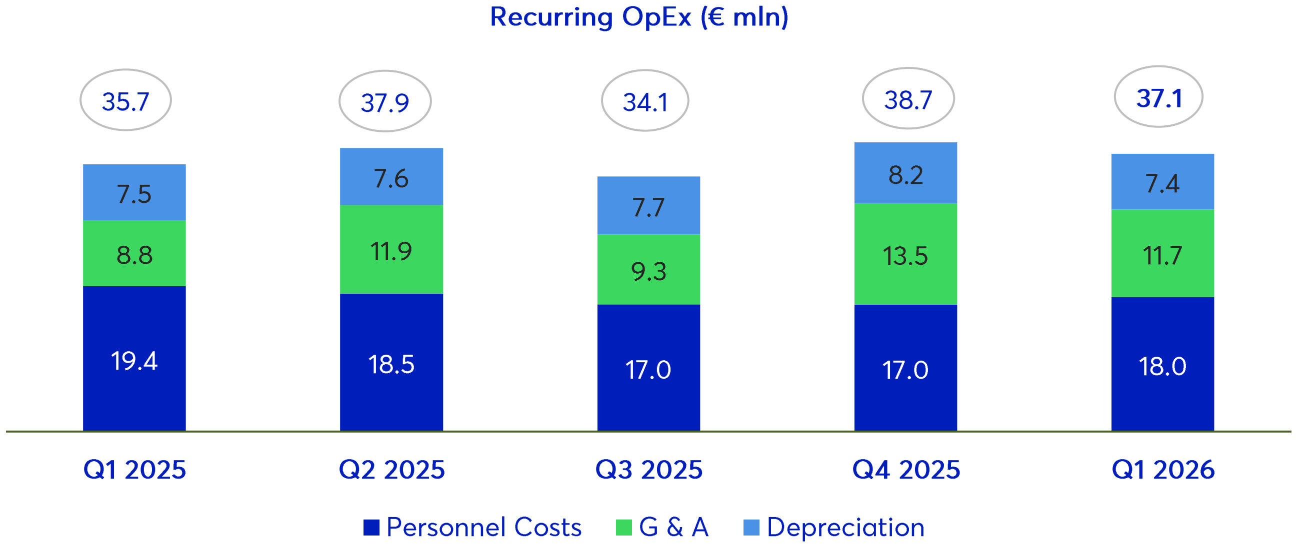
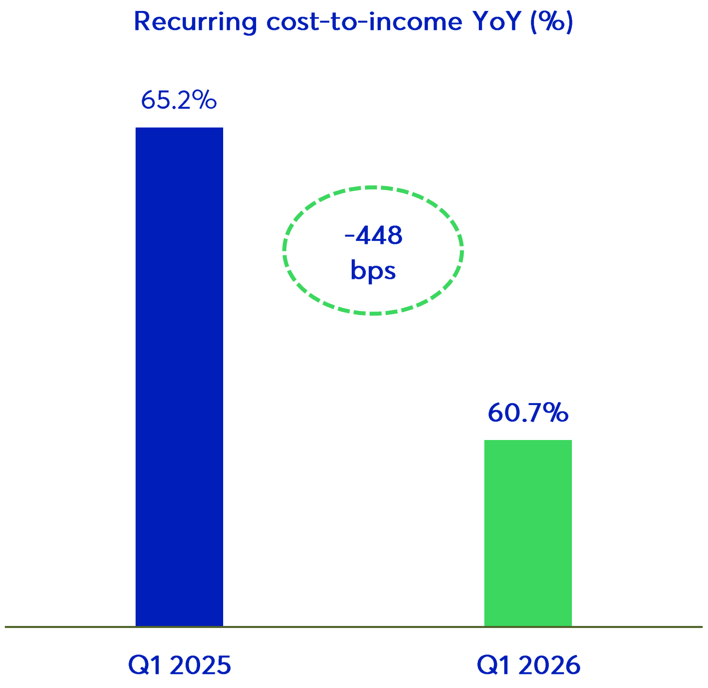
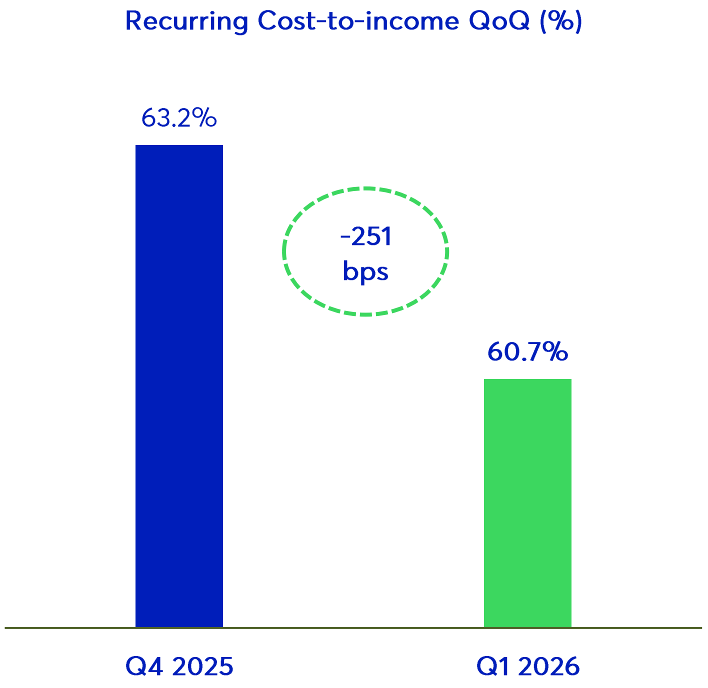
Continuous cost control

Recurring operating expenses fell by 4% sequentially and came in at €37.1 mln in Q1 2026, on the back of lower recurring G & A expenses (-13% QoQ) and depreciation (-9% QoQ), whilst recurring personnel expenses rose by 6% sequentially. Recurring operating expenses also rose by 4% YoY due to a calendarization impact in 2025 from the pre-integration/merger with Pancreta Bank. The Group's headcount stood at 1,204 in March 2026 from 1,202 in 2025 and 1,408 employees in Q1 2025 (-14% YoY), owing to the VES. One-off expenses that burdened Q1 2026 results amounted to €4.8 mln, of which VES and incentive scheme costs stood at €3.9 mln and restructuring costs at circa €1.0 mln.



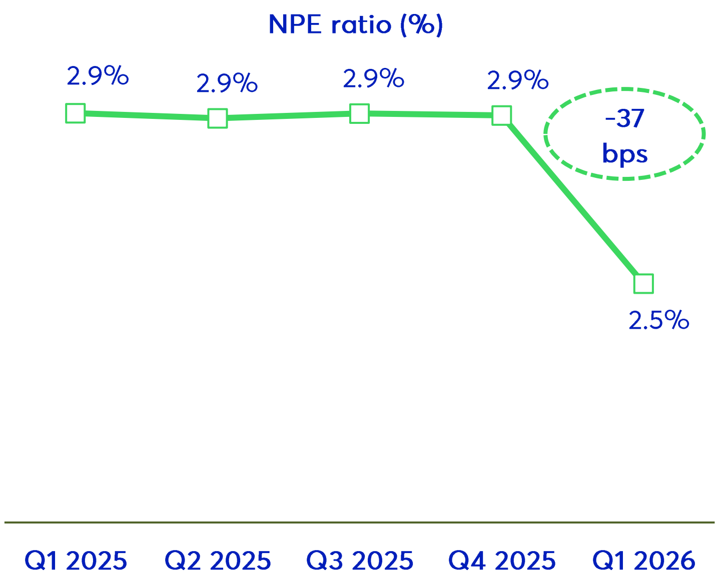
Recurring cost-to-income ratio squeezed by 448bps YoY to 60.7% in Q1 2026 and by 251bps QoQ. With the completion of the operational integration of the IT systems in September 2025, the Management aims at a continuous improvement of the cost-to-income ratio.

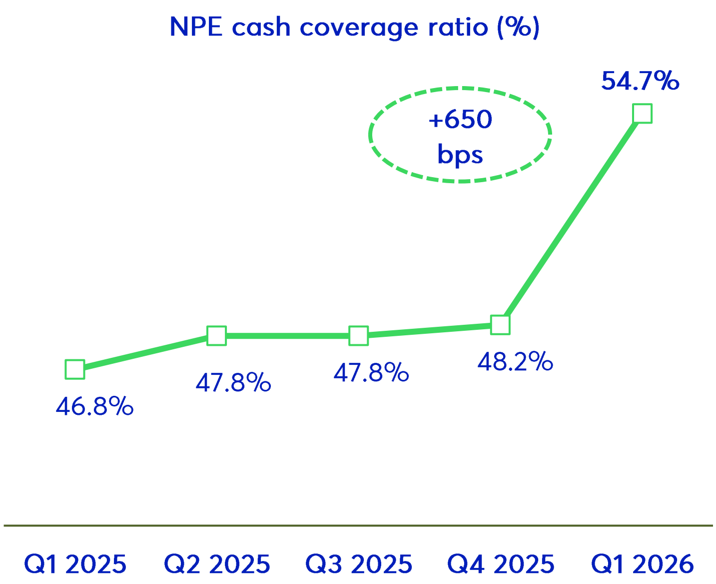


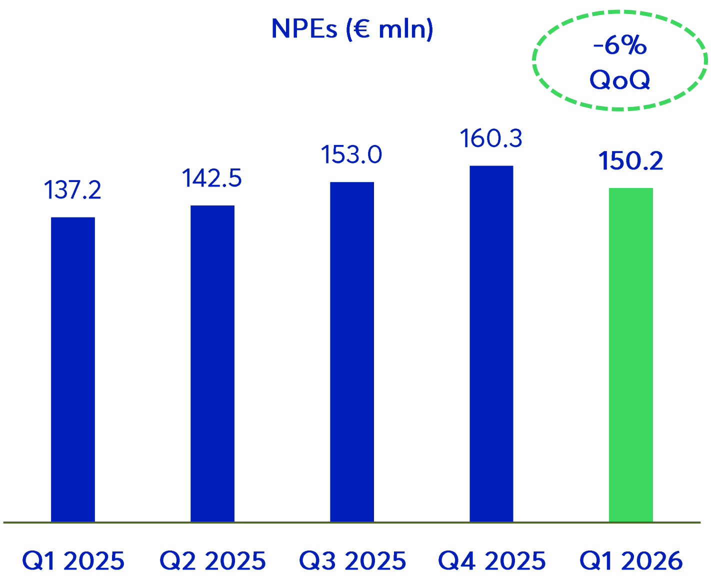


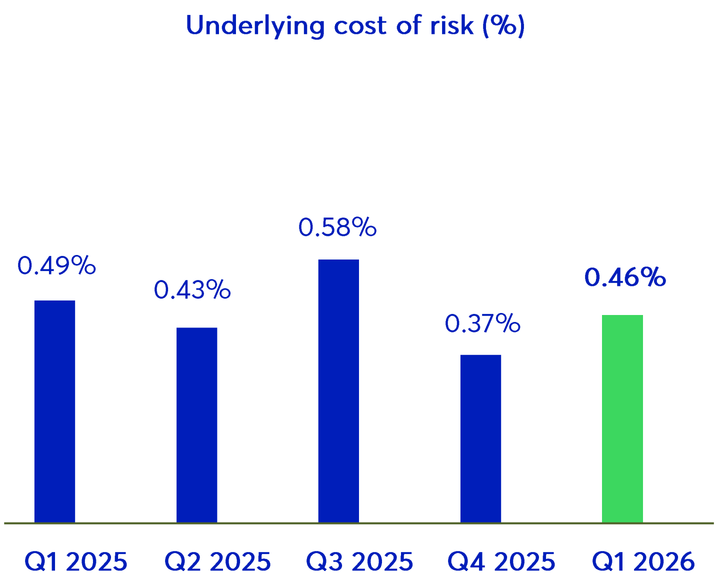
Benign Asset Quality dynamics, NPE ratio at record low

Provisions for expected credit losses increased by 48% YoY and reached €7.2 mln in Q1 2026 against €4.8 mln in Q1 2025 owing to the strong loan growth. Asset quality metrics improved significantly, with NPEs down by 6% QoQ thanks to net NPE outflows and stood at €150.2 mln versus €160.3 mln in Q4 2025, despite the elevated loan growth. Hence, the NPE ratio hit a record low at 2.5%, down by 37bps sequentially. The NPE cash coverage ratio further widened by 650bps QoQ to 54.7% in Q1 2026. Finally, the underlying cost of risk (excluding the cost of synthetic securitizations) rose to 46bps in Q1 2026 from 37bps in Q4 2025, whilst the total cost of risk (including the cost of synthetic securitizations) also advanced to 61bps in Q1 2026 versus 55bps in Q4 2025.









Business Developments

CrediaBank signed a Share Sale and Purchase Agreement with the Shareholders of Pantelakis Securities

CrediaBank announced on 11 May 2026 that it entered into a share sale and purchase agreement with the shareholders of Pantelakis Securities S.A. for the acquisition of a 70.0% majority stake in the Company for a consideration of €8.75 mln. The transaction is expected to have a minor impact on the Bank's capital position, while it includes a Call and Put Option for the acquisition of the remaining 30.0% of the Company's shares three years after the completion of the transaction. The transaction does not include the participation of Pantelakis (50%) in AssetWise SA. The parties aim to complete the transaction within Q3 2026, subject to the satisfaction of several conditions, including all necessary regulatory approvals.

Successful share capital increase of €300 mln with significant oversubscription

The Share Capital Increase of €300 mln was completed on 07 April 2026 with flying colours, through the combined offering of 375,000,000 new shares, via (i) a public offering in Greece to Retail Investors and Qualified Investors and (ii) a private placement abroad, at a subscription price of €0.80 per New Share. Total valid demand expressed by investors participating in the Combined Offering amounted to 1,419,357,928 shares, corresponding to an amount of €1,135,486,342.40, oversubscribing the 375,000,000 New Shares offered by approximately 3.8x. 80% of the total new shares (300,000,000 New Shares) were allocated to investors in the International Offering, while 20% (75,000,000 New Shares) were allocated to investors in the Greek Public Offering.

Transformation Plan

The completion of the operational integration, combined with the acceleration of digital developments in the banking sector, has created for CrediaBank an expanded set of opportunities, as well as clearly identified areas for improvement. Within this context, the Bank is implementing a coherent and structured transformation program, combining operational and digital initiatives aimed at enhancing efficiency, upgrading the customer experience, and establishing a modern, agile, and resilient operating model.

During Q1 2026, the Bank dynamically entered the implementation phase, laying the foundations for a model of continuous improvement and digital advancement. This model is progressively being embedded into the organization's day-to-day operations and is aligned with its strategic priorities.

Operational Excellence and Network Optimisation

As part of its transformation program, CrediaBank has implemented a significant number of Operational Excellence initiatives, driven by a combination of strategic priorities, business needs, and active employee engagement.

These initiatives have focused on:

- streamlining and accelerating processes
- enhancing the customer experience
- reducing operational complexity
- improving the efficiency of the network and central functions

The Transformation Unit acted as the central mechanism for identifying, prioritizing, and monitoring initiatives, ensuring their coherent implementation and alignment with the Bank's strategic priorities. At the same time, the systematic use of the Voice of the Employee, close engagement with the branch network, and the incorporation of customer feedback contributed to identifying meaningful areas for improvement and to developing targeted solutions.

This approach is leading to the gradual establishment of a robust framework for continuous improvement, enhancing operational effectiveness and supporting the Bank's sustainable growth.

Transition to a Continuous Improvement Model

During Q1 2026, a total of 45 operational excellence initiatives were implemented. These resulted from coordinated collaboration with business units, targeted ad hoc interventions, and the systematic incorporation of feedback from the branch network and the Bank's employees.

Particular emphasis was placed on upgrading critical operational processes that impact the Bank's day-to-day operations, customer experience, and unit efficiency. Specifically, initiatives were advanced in areas including:

- improving the management of KYC documentation and the monitoring of expiry dates through timely customer notification mechanisms, with the aim of reducing delays and operational risks,
- reorganizing processes related to the dispatch of cards and statements, with a focus on accelerating service delivery, reducing manual interventions, and enhancing the overall customer experience,
- optimizing the mass onboarding process for payroll customers through streamlined actions, redesign of individual steps, and strengthened collaboration among involved units, resulting in a significant reduction in processing times,
- simplifying forms and day-to-day operational processes by eliminating unnecessary approvals, repetitive steps, and operational ambiguities that impacted unit productivity and the overall customer experience,
- as well as strengthening remote service capabilities, reducing the need for physical presence at branches while enhancing flexibility and speed of customer service.

These initiatives confirm the gradual embedding of a culture of continuous improvement, where operational effectiveness, cross-functional collaboration, and both customer and employee experience constitute core pillars of the Bank's operating model.

Digital Transformation

During Q1 2026, CrediaBank launched the Aurora program, a multi-year transformation initiative aimed at strengthening commercial growth, enhancing the customer experience, improving operational efficiency, and establishing a more modern, scalable, and secure technology platform.

The program builds on the completion of the Bank's operational integration and rebranding, marking the transition from the integration phase to a phase of targeted execution and value creation.

During the first quarter, critical preparatory and design activities were completed, laying the foundation for the 2026 deliverables. The program's scope for the year includes the development of a new omnichannel experience across digital channels, the enhancement of CRM capabilities for sales, service and campaigns, the preparation and implementation of digital lending journeys, the upgrade of core technology infrastructure, the strengthening of data utilization capabilities, and the simplification of critical operational processes.

Within this framework, the design of new mobile and web experiences progressed, based on a unified design system and a mobile-first approach. At the same time, the first CRM homepage dashboards were developed, and workshops covering sales, service, and marketing use cases were completed. These initiatives aim to enhance the productivity of Relationship Managers, improve the utilization of customer data, and elevate the overall customer service experience.

Moreover, the key products underpinning digital lending were defined, with supporting analysis and design work advancing accordingly. In parallel, initial diagnostics were completed across digital channels, the contact center, virtual branch, and branch network, aiming to identify friction points, unlock simplification opportunities, and pinpoint areas where automation can drive cost efficiencies and improve the customer experience.

Within the program's technology pillars, key infrastructure initiatives advanced, including the delivery of the

Azure Landing Zone and the analysis of the Cloud Data Warehouse, initially focusing on core data domains such as customers, deposits, limits, and loans. These initiatives lay the groundwork for faster service rollout, greater data-driven capabilities, enhanced security, and a more resilient technology environment.

The progress achieved in the first quarter creates the conditions for delivering measurable business value. The main value areas include:

- increased conversion across digital journeys and product origination,
- reduced drop-off and friction across service channels,
- enhanced productivity in sales and service through CRM capabilities,
- reduced manual effort and operational complexity,
- improved data utilization for reporting, analytics, and personalized customer engagement,
- accelerated time-to-market through shared technology platforms and integration capabilities.

The execution of the program is supported by enhanced governance, with a strong focus on managing critical dependencies across Data, Integration, Infrastructure, and Change Management. This ensures adherence to timelines, high-quality delivery, and the realization of the intended business value of the program's deliverables.

Establishing a Sustainable Transformation Model

The overall progress achieved during Q1 2026 reflects CrediaBank's structured transition to an integrated transformation model, where operational excellence and digital modernization work in a complementary manner.

The focus on continuous improvement, data utilization, and the enhancement of technological capabilities is establishing a strong foundation for the creation of sustainable value. At the same time, embedding an effective governance framework and fostering the active engagement of the Bank's people ensure consistency in execution and adaptability to future challenges.

CrediaBank continues with a clear orientation towards becoming a more efficient, customer-centric, and digitally mature organization, well positioned to respond dynamically to the evolving demands of the market.

ESG

During the first quarter, CrediaBank continued the consistent implementation of its Sustainable Development strategy, further strengthening the integration of ESG principles into its business model, governance structures, and decision-making processes. This approach supports responsible and resilient growth, with a focus on long-term value creation. The Group's ESG strategy is centered on the systematic identification and management of impacts, risks, and opportunities across environmental, social, and governance dimensions. In this context, the findings of the Double Materiality Assessment continue to be leveraged in both strategic planning and the risk management framework, enhancing transparency, accountability, and operational as well as capital resilience.

At the environmental level, the Group maintains a strong focus on deepening its assessment of climate and environmental risks, alongside promoting practices aimed at the gradual reduction of its operational environmental footprint.

At the same time, CrediaBank continues to direct its activities towards sustainable finance, supporting investments that contribute to the green transition and the sustainable development of the economy.

At the social level, CrediaBank continues to invest in a modern, safe, and inclusive working environment, with a focus on employee well-being, skills development, and maintaining responsible and transparent relationships with customers and other stakeholders.

For its customers, the Bank incorporates the principles of inclusion and accessibility across its network through a comprehensive "accessibility by design" model, offering equal, immediate, and appointment-free service for all. Through a specialized digital platform, it ensures service for deaf and hard-of-hearing customers, providing sign language interpretation and live captioning.

In parallel, the Bank invests in inclusive infrastructure and experiences, such as Braille signage, neurodiversity-friendly design, and full accessibility for individuals with mobility impairments (including ramps, accessible layouts, and supportive facilities). To date, seven branches have been renovated, with upgrades to 40% of the network scheduled by year-end, shaping a modern and accessible branch network.

At the same time, through the CrediaConnect service, the Bank extends the personalized banking experience beyond the physical branch, enhancing digital inclusion and customer-centric service.

At the governance level, the Group maintains robust internal control, reporting, and compliance mechanisms, ensuring the consistent application of the regulatory framework and the principles of the Code of Ethics and Professional Conduct.

The progress of the first quarter underscores CrediaBank's consistent advancement towards a sustainable and resilient business model, contributing to the broader economy while delivering long-term value.

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