



CIC IN BRIEF 2023

[Figures as of 12/31/2022]



Building the future in a changing world

Our business lines

CIC deploys solutions adapted to the needs of all its customers, whether individuals, professionals or non-profit organizations, through five areas of expertise. As a benefit corporation whose entrepreneurial dimension is at the heart of its DNA, CIC relies on its employees to develop, diversify and pool its resources in the interests of all its customers.

RETAIL BANKING

offers a range of products and services for a diversified clientele of individuals, professionals, farmers, non-profit organizations and companies. It includes:

► The banking network

CIC network in Île-de-France⁽¹⁾ and the five regional banks: CIC Est, CIC Lyonnaise de Banque, CIC Nord Ouest, CIC Ouest, CIC Sud Ouest

► The business line subsidiaries

whose offers are marketed by the network:

Insurance

CIC Assurances

Equipment leasing

CIC Leasing

Factoring

CIC Factoring Solutions

Real estate

CIC Immobilier

Real estate leasing

CIC Real Estate Lease

ASSET MANAGEMENT & PRIVATE BANKING

has expertise in financial and wealth management and organization. This business line includes:

Asset Management

Crédit Mutuel Asset Management
Crédit Mutuel Epargne Salariale
Cigogne Management
CIC Private Debt

Private Banking

CIC Banque Privée⁽²⁾
Banque Transatlantique
Banque de Luxembourg
Banque CIC (Suisse)

CORPORATE BANKING

relies on the large corporates department, the structured finance department and the international activities department to support large corporate customers and institutional investors, through personalized financing and development solutions, in France and abroad.

CIC Corporate is the point of contact for large corporate customers.

CAPITAL MARKETS

advises corporate customers, institutional investors and asset management companies on their investment, market financing, investment, risk hedging and asset servicing needs⁽³⁾.

CIC Marchés and CIC Market Solutions are in charge of market and post-trade activities.

PRIVATE EQUITY

combines equity investments, mergers & acquisitions advisory services and capital support for senior management in France and abroad.

Crédit Mutuel Equity supports start-ups, SMEs and mid-sized companies.

⁽¹⁾ The Île-de-France network is housed within CIC, the holding company and leading bank.

⁽²⁾ CIC Banque Privée part of the CIC network and its five regional banks.

⁽³⁾ Custodian and depositary for undertakings for collective investment.

Words from senior management

QUESTIONS TO NICOLAS THÉRY & DANIEL BAAL

Nicolas Théry
Chairman



Daniel Baal
Chief Executive Officer

Has the economic situation had an impact on the financing granted?

Despite a slowdown in the economic situation in the second half of the year, CIC was more than ever alongside all its customers in their projects. This support was able to take place effectively thanks to decisions made as close as possible to the field: more than 9 out of 10 credit decisions were made locally, within the CIC networks.

This resulted in an increase in our outstanding loans: outstanding home loans reached €108.7 billion (+8.4%), consumer credit activities increased by +4.9% to €6.6 billion while agricultural, professional and corporate customers benefited from the strong increase in equipment loans (+13.8%) to €73.0 billion.

What is your outlook for the group in 2023?

2022 was a year of overall performance for CIC and its parent company, Crédit Mutuel Alliance Fédérale, from a commercial, environmental, societal and financial point of view. As the first banking group to adopt the status of a mission-driven company, CIC intends to increase its commitments in 2023. First of all, by strengthening its presence with our customers and prospects. Crédit Mutuel Alliance Fédérale is also transforming the way in which value is shared through the societal dividend mechanism. Launched in January 2023, the societal dividend will support the financing of the environmental and solidarity revolution. This will result, on the one hand, in the launch of an environmental and solidarity revolution fund whose added value will be ecological, and on the other hand, with the deployment of inclusive banking and insurance services or by the multiplication of actions of sponsorship throughout the regions.

And of course, we are building the future. 2023 is the last year of the *ensemble#nouveau monde plus vite, plus loin !* [together#today's world faster, further!] strategic plan. As of today, work has begun to develop the next plan, at the level of the group, CIC and the specialized businesses and subsidiaries!

How did you experience 2022?

2022 was a strange year in several respects. We were gradually emerging from the health crisis, which was a period marked by the exceptional commitment of the group and its employees to support our customers, when the return of war in Europe once again upset the balance.

From February, the Russian offensive in Ukraine and its impact on energy prices significantly amplified price increases. While disruptions in supply chains were maintained by the continued zero-Covid policy in Asia.

To face this uncertain context, CIC has met the expectations of its 5.5 million customers. The group's 19,300 employees mobilized in the CIC regional networks as well as in all its business lines and specialized subsidiaries, for the benefit of all customers and prospects.

How did this mobilization take shape?

From the beginning of the year, strong actions were initiated in favor of the customers most affected by inflation, in all regions. Particularly attentive to the repercussions of inflation on low income households, our banking advisors have, since April 2022, taken strong initiatives such as the 100,000 emergency inflation meetings (initiated by its parent company) or the active promotion of regulated passbook savings accounts, to best protect their savings. In 2022, openings of *Livrets d'Epargne Populaire* [LEP] were multiplied by 4, and inflows were particularly high on *Livret A* savings accounts (+13.8% year-on-year, to more than €13 billion in outstandings). To protect the most vulnerable people, the group also launched the first banking offer at €1 net per month, without the possibility of incident fees - an original initiative on the French banking market.

2022 Key figures

5.5 MILLION CUSTOMERS

19,290 EMPLOYEES⁽¹⁾

1,749 BRANCHES

INTERNATIONAL

5 BRANCHES **36** REPRESENTATIVE OFFICES

⁽¹⁾ Full-time equivalent for consolidated entities.

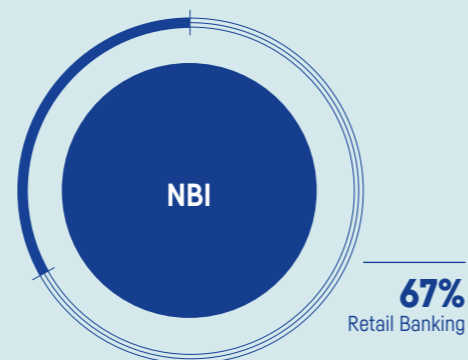
INCOME STATEMENT

(in € millions)	DECEMBER 2020	DECEMBER 2021	DECEMBER 2022
Net revenue	5,139	6,000	6,327
Gross operating income	1,914	2,654	2,770
Net income	662	2,116	2,291
Cost/income ratio	62.8%	55.8%	56.2%

BREAKDOWN OF NBI AND NET INCOME BY ACTIVITY

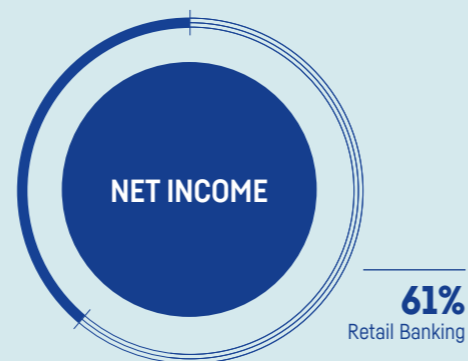
33% Specialized business lines

Private Banking and Asset Management: **13%**
Corporate Banking: **8%**
Capital Markets: **5%**
Private Equity: **7%**

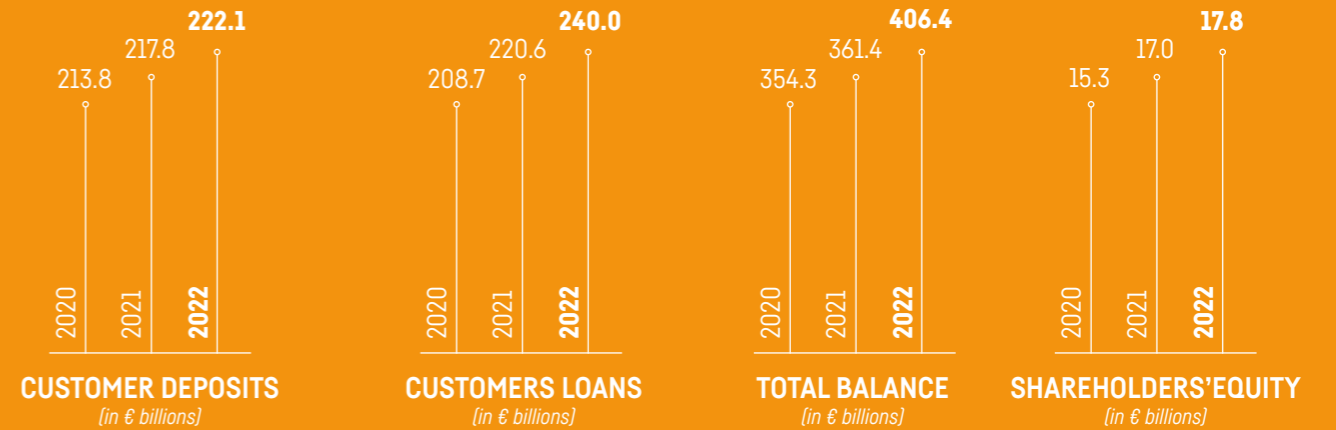


39% Specialized business lines

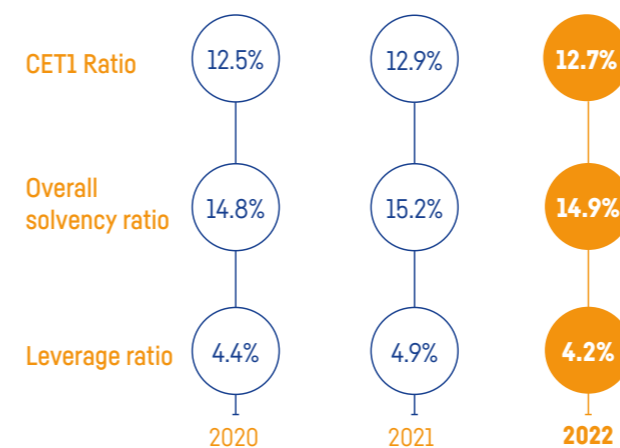
Private Banking and Asset Management: **9%**
Corporate Banking: **12%**
Capital Markets: **3%**
Private Equity: **15%**



BALANCE SHEET



CAPITAL



Data calculated without transitional measures.

RATINGS

	Standard & Poor's At 11/30/2022	Moody's At 09/20/2022	Fitch Ratings At 12/30/2022*
Issuer/ Senior debt preferred LT	A+	Aa3	AA-
Outlook	Stable	Stable	Stable
ST Preferred senior debt	A-1	P-1	F1+

Standard & Poor's :
Crédit Mutuel group rating.

Moody's :
Crédit Mutuel Alliance Fédérale/BFCM and CIC rating.

Fitch Ratings :
Crédit Mutuel Alliance Fédérale rating.

*The "Issuer Default Rating" is stable at A+.

Our business model

OUR RAISON D'ÊTRE

Ensemble, écouter et agir
 [Listening and acting together]

CIC,
 BENEFIT CORPORATION

As a subsidiary of a cooperative and mutualist organization, we support our customers in their best interests.

As a bank for all, customers and employees, we act for everyone and refuse any discrimination.

Respectful of everyone's privacy, we place technology and innovation at the service of people.

As a solidarity-based company, we contribute to regional development.

As a responsible company, we actively work for a fairer and more sustainable society.

OUR RESOURCES AND ASSETS

Our customers

5.5 million individual, professional, corporate and non-profit customers

Our human capital

- 19,290 employees⁽¹⁾
- 5.9% of payroll invested in training

Our locations

- 1,700+ branches in France via 6 regional banks
- Internationally, 5 branches and 36 representative offices

Our financial structure

- Shareholders' equity: €17.8 billion
- CET1 ratio: 12.7%

Our shareholding structure

Crédit Mutuel Alliance Fédérale, a banking and insurance company recognized for its solid financial structure, its capacity for innovation and its sustainable commitment



4 STRATEGIC PRIORITIES 2019-2023

RELATIONSHIP, COMMITMENT, INNOVATION, SOLIDITY

OUR MULTI-SERVICE BANKING AND INSURANCE ACTIVITIES

- RETAIL BANKING
- CORPORATE BANKING
- CAPITAL MARKETS
- ASSET MANAGEMENT AND PRIVATE BANKING
- PRIVATE EQUITY

ACCOMPANYING ALL THOSE WHO BUILD IN A CHANGING WORLD

- FINANCING
- CONSULTING
- INSURANCE
- SAVINGS AND INVESTMENTS
- MULTI-SERVICE OFFER (remote monitoring, telephony, service platform).

VALUES CREATED FOR OUR STAKEHOLDERS

For our customers

- €240 billion in outstanding loans
- Start Innovation Scheme

For our employees

- Almost 36 hours of training per trained employee
- 47.2% of women among managerial staff or equivalent

In the regions where we operate

- 93.8% of loans granted locally⁽²⁾
- + €3 billion invested in equity in the real economy through private equity

For the environment

- October 2021: stopped funding new oil and gas projects
- Strengthening the "Hydrocarbons" sectoral policy
- By 2030: coal phase-out plan

For our shareholder

- NBI: €6.3 billion and net profit: €2.3 billion

Creation of a societal dividend by Crédit Mutuel Alliance Fédérale, parent company of CIC

- 15% of Crédit Mutuel Alliance Fédérale's consolidated net profit mobilized
- Financing of environmental and solidarity-based transformation projects

⁽¹⁾ Full-time equivalent for consolidated entities.
⁽²⁾ BearingPoint study - Kantar. Data as of December 31, 2022.

CIC's 13 commitments

to build the future in a changing world

Fight against all forms of discrimination, provide digital protection to all our customers, act for the development of the regions and a fairer and more sustainable society: as a benefit corporation, CIC is committed.



CREATION OF A SOCIETAL DIVIDEND BY CRÉDIT MUTUEL ALLIANCE FÉDÉRALE, PARENT COMPANY OF CIC, IN JANUARY 2023

15% of consolidated net profit^[3] broken down as follows:

- an **impact fund** for 50%
- **solidarity and inclusive measures** for 35%
- **sponsorship** actions for 15%

[1] CIC Pay Asso is a simple payment solution.

[2] Reduction compared to 2018.

[3] Crédit Mutuel Alliance Fédérale scope.

More information in the Mission Committee's report in chapter 3 of CIC's 2022 Universal registration document.

01

Guarantee to each customer a dedicated, non-commissioned advisor.

02

Train all our employees and directors in the fight against discrimination.

03

Recruit 25% of work-study students from priority neighborhoods and rural areas.

04

Defend gender pay equality at all levels of the bank.

05

Guarantee the privacy of our customers' data by processing 99% of their information in our infrastructures and systems located in France.

06

Invest productivity gains from artificial intelligence in employment and development.

07

Anchor decision-making centers in the regions with more than 90% of our lending decisions taken at branches.

08

Offer the Pay Asso^[1] digital payment solution to our associations and civil liability coverage to their managers.

09

Invest 5% of our shareholders' equity mainly in French companies to promote innovation, growth and employment in our regions.

10

Reduce the group's carbon emissions by 20% and the carbon footprint of our investment portfolios by 12% by the end of 2022^[2].

11

Promote the energy transition by no longer financing new oil and gas projects.

12

Insure the real estate loans of our loyal customers without any medical formalities.

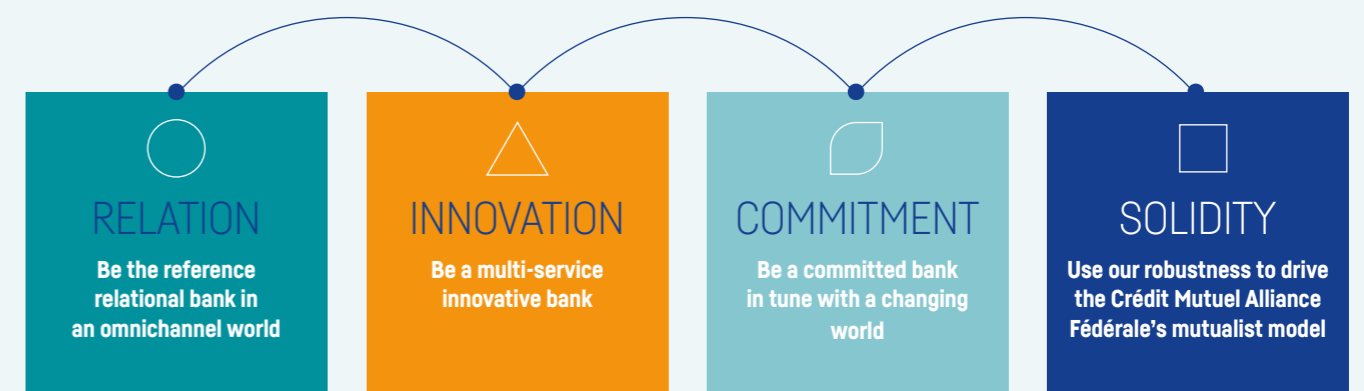
13

Committing to customers in financial difficulty with an account at €1 net per month with no incident fees.

4 strong strategic priorities



CIC deploys on a daily basis the commitments of the 2019-2023 strategic plan *ensemble#nouveau monde, plus vite, plus loin!* [together#today's world, faster, further!] initiated by its parent company, Crédit Mutuel Alliance Fédérale.



- A **dedicated advisor** with a strengthened role, pivotal to a constantly accelerating omnichannel relationship: in person, telephone or digital, at the customer's discretion
- Optimized **local networks** for a tailored response to customer expectations and increased operational efficiency in each region
- Continued **development** of proprietary **offers** (insurance, leasing, etc.) and the launch of a platform of services offered to customers with partner companies
- An even **more efficient** organization to market the multi-service offer
- **Strengthening synergies** between local networks and all of the group's business lines and support functions
- Increased **customer orientation** in IT project management
- **Simplified** offers and **processes**, supported by powerful cognitive tools
- Maintaining our **technological lead** in the service of development, security and data protection (digital privacy)
- Increased **selectivity** in the allocation of capital and liquidity
- **Development** focused on banking, insurance and financial and technological services in the Eurozone
- Increased **profitability** through the development of new business synergies that serve the networks
- Strengthened commitments to **support and protect** customers weakened by the crisis, and to support regional development players
- **Strong social, societal and environmental commitments**, emphasized in the context of a demanding policy of "corporate social responsibility"
- **Increased** employee **training** to keep pace with changes in the business lines, in a climate of trusting and responsible social dialog
- Pooling of resources for greater **collective efficiency**

CIC, a customer-oriented bank

in an omnichannel world





In a changing world, CIC is innovating and adapting to new uses. Because customers expect the right service at the right time, CIC offers them an omnichannel relationship that is both digital and physical. This approach combines autonomy and freedom with a close relationship with their advisor.

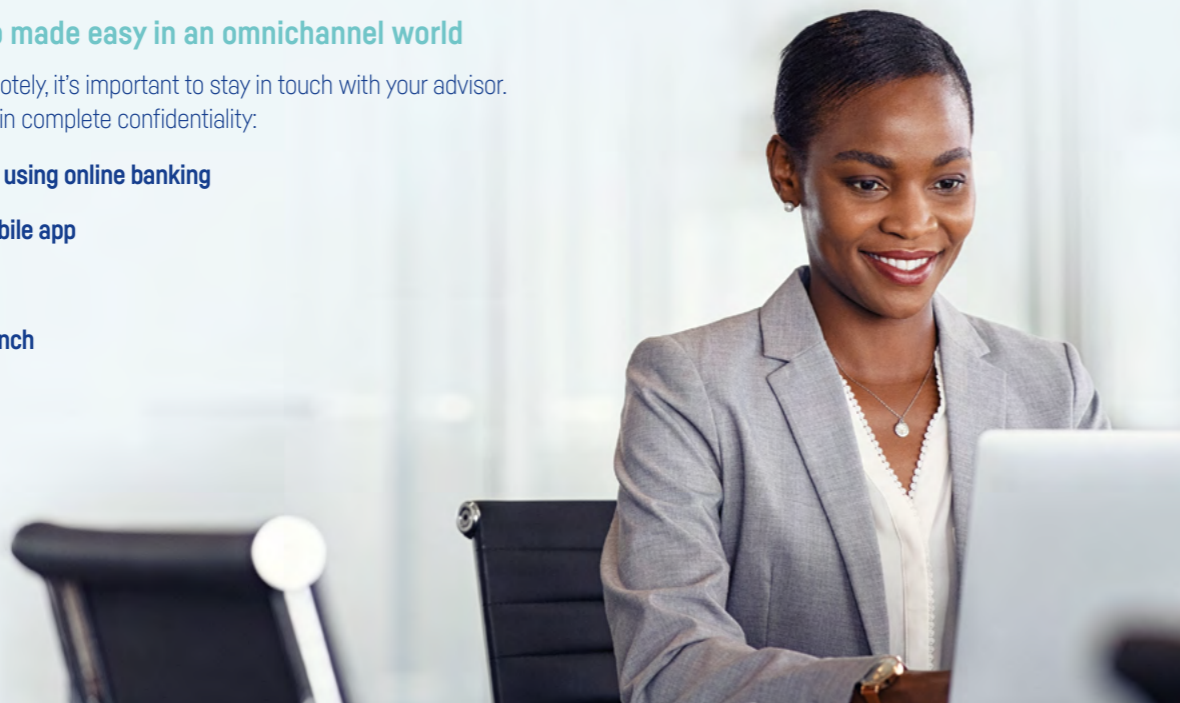
Guarantee to each customer a dedicated, non-commissioned advisor

Whatever their situation and income, each customer has a dedicated advisor to meet their needs. With no commercial profit-sharing and no individual variable compensation, CIC advisors meet customers' needs in their best interests. In short, a dedicated advisor means a personalized, comprehensive and lasting relationship.

A close relationship made easy in an omnichannel world

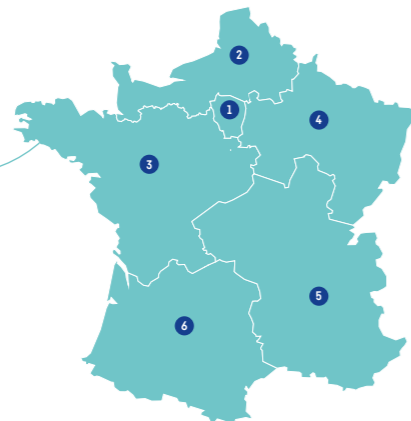
Whether in person or remotely, it's important to stay in touch with your advisor. Today, it's possible to talk in complete confidentiality:

-  by secure messaging using online banking
-  by video from the mobile app
-  by phone
-  in person at the branch



In France

1,749
branches throughout
France
attached to CIC's regional
local banks



- 1 CIC[®]
6, avenue de Provence • 75009 Paris • Tel. : +33 (0)1 45 96 96 96
- 2 CIC Nord Ouest
33, avenue Le Corbusier • 59800 Lille • Tel. : +33 (0)3 20 12 64 64
- 3 CIC Ouest
2, avenue Jean-Claude Bonduelle • 44000 Nantes • Tel. : +33 (0)2 40 12 91 91
- 4 CIC Est
31, rue Jean Wenger-Valentin • 67000 Strasbourg • Tel. : +33 (0)3 88 37 61 23
- 5 CIC Lyonnaise de Banque
8, rue de la République • 69001 Lyon • Tel. : +33 (0)4 78 92 02 12
- 6 CIC Sud Ouest
Cité Mondiale 20, quai des Chartrons • 33058 Bordeaux Cedex
Tel. : +33 (0)5 57 85 55 00

[1] The Île-de-France network is housed within CIC, the holding company and leading bank.

Need information 24/7? Request the virtual assistant

CIC Assistant, available on the CIC mobile app, makes it possible to get an answer to a question outside branch opening hours^[1]. Depending on the question asked, the virtual assistant:

- provides a response;
- points to the desired function or content;
- connects customers with their advisors.

Most questions are resolved in a matter of seconds.

Technology at the service of customer relations

At CIC, numerous innovative digital tools are deployed to help advisors save time in their customer relations. For example, for many years now, employees have been using artificial intelligence on a daily basis to optimize e-mail processing.

Other solutions are also being implemented to improve operational processes such as the use of electronic signatures. More technology means more skills for the advisor and more attention for the customer.



An international presence

5
branches
(London, Brussels, New York,
Singapore, Hong Kong)

35
representative offices
internationally



to support and finance customers in
many foreign markets, with a range of products
and services tailored to their needs.

[1] As part of your Filbanque online banking service and subject to the download of the free CIC app.

The subscription to online banking services, accessible via the Internet, does not include the subscription to the Internet service provider.

[2] « Les Trophées de la Banque 2023 - Quality » study by MoneyVox.fr

CIC, a multi-service ^{!/-} innovative bank

Everyday, CIC is committed to meeting the expectations of its 5.4 million customers with an adapted banking and insurance offering. Partner of ambitions of each and every project, CIC continues its dynamic of development with the objective of offering services as close as possible to the needs in a changing world.



CIC, both a bank and an insurer...

Since its inception, CIC has offered solutions tailored to the needs of its customers in terms of current account management, payment instruments, savings and financing. The range has since been enriched with insurance offers covering family, vehicles, property but also health, retirement savings and protection of professional activity.

...but also a partner in everyday life

To make everyday life easier for its customers, CIC also offers them a range of complementary and diversified services such as:

- cell phone and Internet services;
- the protection of a home or business via a remote monitoring service;
- the purchase or lease of a vehicle and/or real estate property, etc.

LE KIOSQUE A SERVICES

Trusted partners to make your projects a reality

Renovating a home, seeking legal advice or calling on household help is just a few clicks away via the *Kiosque à Services* (Service Kiosk), available from the online customer area^[1]. For individuals and professionals, this platform offers a selection of partners renowned for the quality of their services and their sense of customer care.

[1] As part of the Filbanque online banking service and subject to the download of the free CIC app. The subscription to online banking services, accessible via the Internet, does not include the subscription to the Internet service provider.

Focus on supporting entrepreneurs

As a bank for those with an entrepreneurial spirit, CIC supports business leaders, professionals and individual or student entrepreneurs at every stage of their projects.



FINANCING

Solutions to finance investments, equipment, innovative projects or optimize the management of trade receivables.



INSURANCE

Tailor-made products to protect activities in the event of a disaster or insure premises and equipment.



SOCIAL APPROACH

Offerings in terms of employee savings, health insurance, retirement savings schemes and even contingency plans.



START INNOVATION

Specific program for companies and innovation players including expertise and dedicated offers.



MONETICS

Secure payment solutions and online payment service, even without a website.



INTERNATIONAL

Assisting companies to set up abroad and facilitating local procedures.

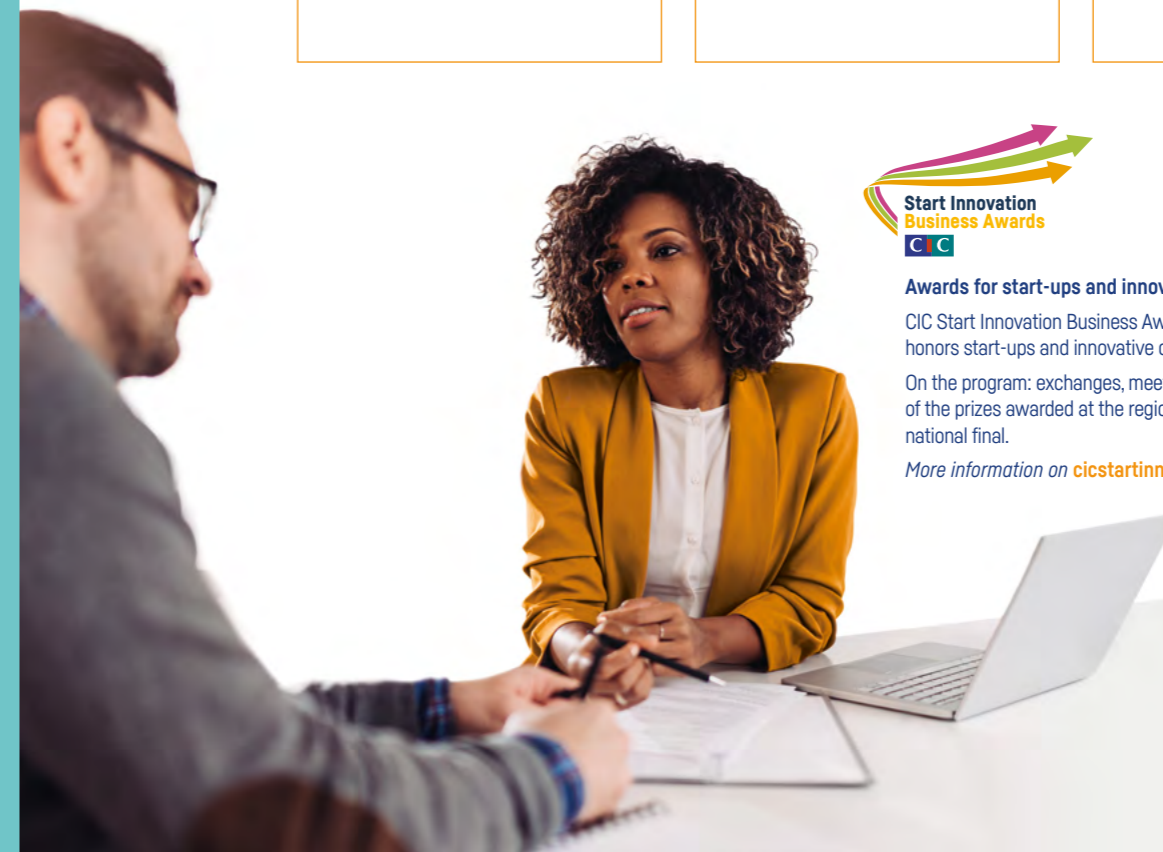


Awards for start-ups and innovative companies

CIC Start Innovation Business Awards is a multi-regional event that honors start-ups and innovative companies every year.

On the program: exchanges, meetings and the chance to win one of the prizes awarded at the regional finals, followed by the grand national final.

More information on cicstartinnovationbusinessawards.fr



CIC, a committed bank

in tune with a changing world

CIC is committed to building a world that is more respectful of people and their environment. All over France, the Group's entities support numerous projects, and are involved in a variety of patronage and sponsorship initiatives.

Striving for a fairer and more sustainable society

CIC is constantly working on behalf of its customers. A forerunner in its commitments to decarbonizing the economy and eliminating the health questionnaire for home loans, CIC is now committed to purchasing power.

A €1 account for customers in difficulty

It's possible for people on modest incomes to enjoy all the advantages of a bank without any payment incidents. CIC is now offering a regulated range of products and services that are more supportive of its vulnerable customers, with appropriate measures such as the elimination of incident fees and the reduction of account maintenance fees to 1 euro net per month.



CIC, founding partner of the Festival de Pâques d'Aix-en-Provence for 10 YEARS

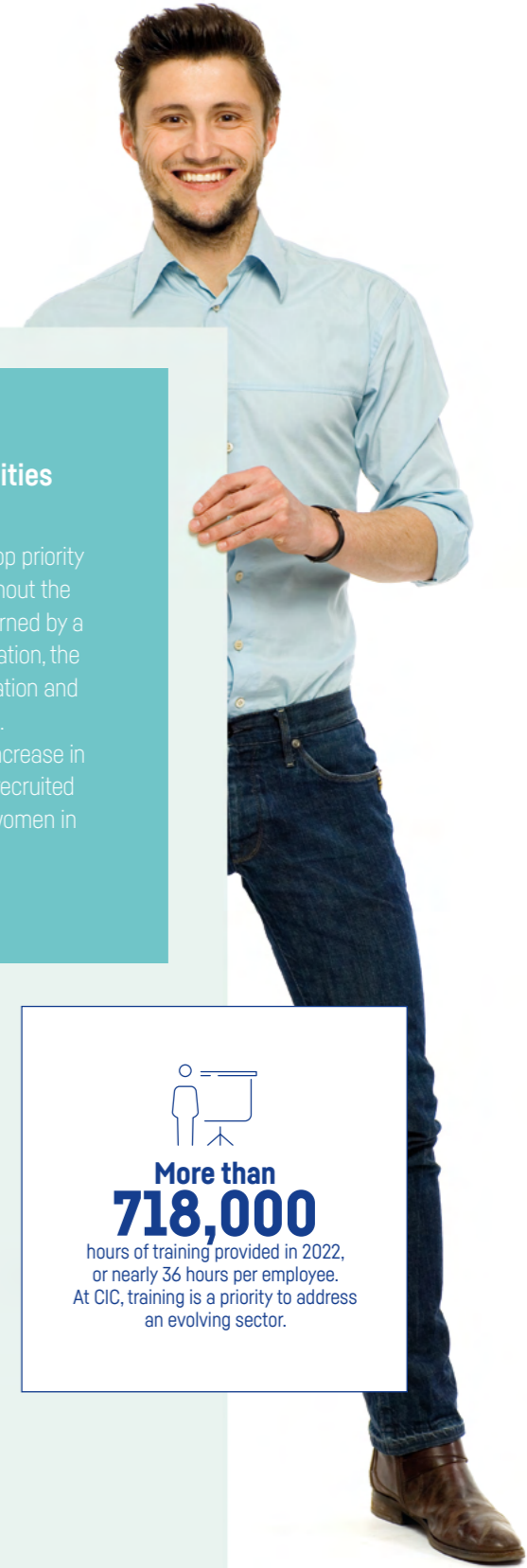
A major classical music festival in Europe.



CIC, has been supporting the Musée de l'Armée in Paris for 20 YEARS

through a wide-ranging and evolving partnership.

A committed employer



One step further

The citizen CV
Crédit Mutuel Alliance Fédérale, CIC's parent company, gives young people a chance by taking into account skills acquired through voluntary work when recruiting.

Promoting equal opportunities and diversity

Equal opportunity for all at work is a top priority for CIC, from onboarding and throughout the career path. This commitment is governed by a charter on the fight against discrimination, the promotion of diversity, and the integration and retention of disabled workers. This is illustrated in particular by the increase in the number of work-study students recruited or by the increase in the number of women in management positions.

Quality of life at work : a daily commitment

Since 2020, an agreement on quality of life at work and remote working has been in place for all employees. Day-to-day work organization, health protection and mobility between home and work are among the key measures deployed. In addition to comprehensive measures, concrete actions are also taken to better combine professional and personal life.

CIC on the PODIUM Best Employers 2023^[1]

in the Banking and Financial Services category.

More than 718,000 hours of training provided in 2022, or nearly 36 hours per employee. At CIC, training is a priority to address an evolving sector.

[1] Capital magazine's annual ranking of employees conducted by Statista, whether or not they are CIC employees. CIC, second in the Banking and Financial Services sector, behind Crédit Mutuel, its parent company.



CIC – Société anonyme (French Limited Company) with share capital of 611,858,064 euros - 6, avenue de Provence - 75009 Paris
Swift CMCIFRPP – Tel.: +33 (0)1 45 96 96 96 – Paris Trade and Companies Register 542 016 381
Register of Insurance intermediaries (ORIAS) no. 07 025 723 (www.orias.fr)

Bank governed by Articles L. 511-1 et seq. of the French Monetary and Financial Code.

For transactions carried out as intermediaries in insurance transactions (registrations available at www.orias.fr), insurance policies of ACM VIE SA and ACM IARD SA, companies governed by the French Insurance Code and distributed under the CIC Assurances brand.

