

POSTE ITALIANE

Q3 & 9M-21 FINANCIAL RESULTS

11 NOVEMBER 2021

CONTENTS

-   EXECUTIVE SUMMARY
-  BUSINESS REVIEW
-  APPENDIX



EXECUTIVE SUMMARY



- STRONG PERFORMANCE DRIVEN BY UNDERLYING OPERATING TRENDS: UP Y/Y AND ABOVE PRE-PANDEMIC LEVELS
- FY-21 GUIDANCE UPGRADED: EBIT TO €1.8BN AND NET PROFIT €1.3BN: MORE THAN €100M HIGHER THAN 24SI TARGET
- BOD APPROVED INTERIM DIVIDEND¹ OF €0.185 (€241M,+14%Y/Y) ON FY-21 RESULTS
- 24SI WELL ON TRACK WITH REDUCED EXECUTION RISK AND ONGOING NEW INITIATIVES

1. Ex dividend date 22 November; record date 23 November; payment date 24 November

Q3 & 9M RESULTS OVERVIEW VS 2020

ROBUST OPERATING PERFORMANCE...

€ m unless otherwise stated

	Q3-20	Q3-21	VAR.	VAR. %	9M-20	9M-21	VAR.	VAR. %
REVENUES	2,574	2,761	+187	+7.3%	7,562	8,445	+883	+11.7%
TOTAL COSTS	2,095	2,195	+100	+4.8%	6,317	6,830	+512	+8.1%
EBIT	479	566	+87	+18.3%	1,244	1,615	+371	+29.8%
NET PROFIT	353	401	+48	+13.6%	898	1,174	+276	+30.7%

Q3 & 9M RESULTS OVERVIEW VS 2019

...ABOVE PRE-PANDEMIC LEVELS - SUSTAINABLE UNDERLYING TRENDS

€ m unless otherwise stated

	Q3-19	Q3-21	VAR.	VAR. %	9M-19	9M-21	VAR.	VAR. %
REVENUES	2,549	2,761	+212	+8.3%	8,036	8,445	+409	+5.1%
TOTAL COSTS	2,090	2,195	+105	+5.0%	6,496	6,830	+334	+5.1%
EBIT	459	566	+107	+23.3%	1,540	1,615	+75	+4.9%
NET PROFIT	320	401	+81	+25.3%	1,083	1,174	+91	+8.4%

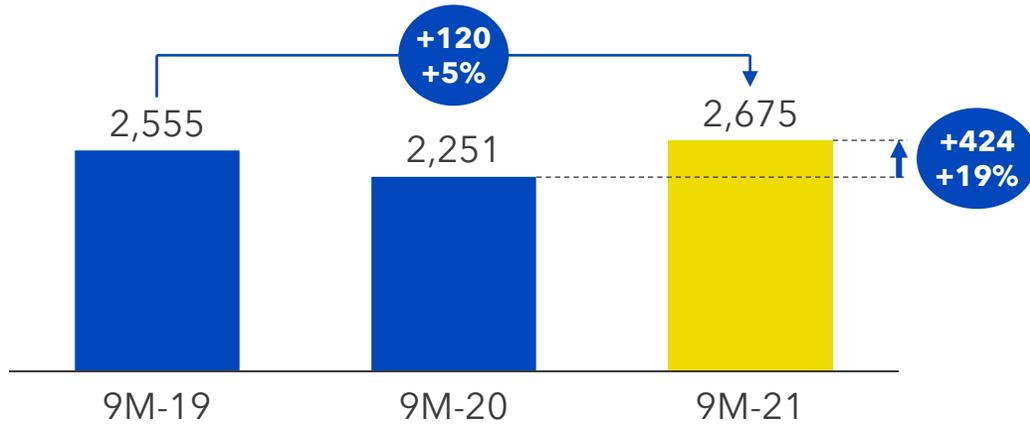
REVENUES

TOP LINE GROWTH ACROSS ALL SEGMENTS Y/Y

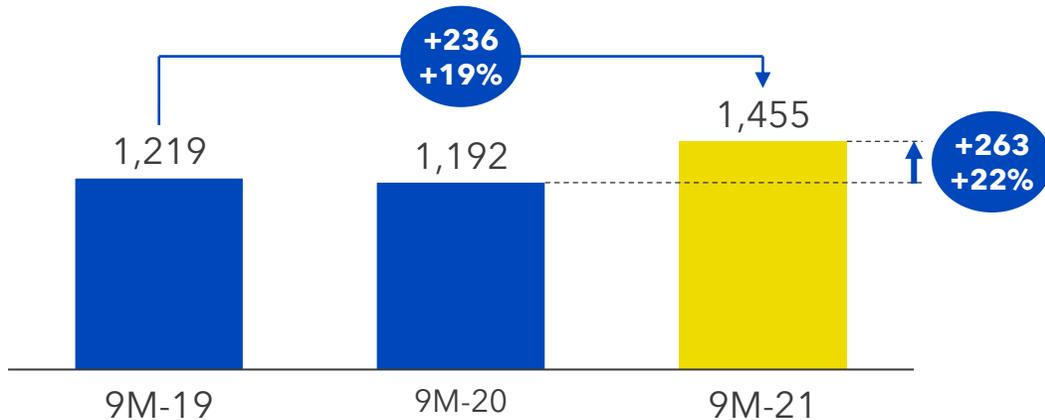


MAIL, PARCEL & DISTRIBUTION

€ m unless otherwise stated

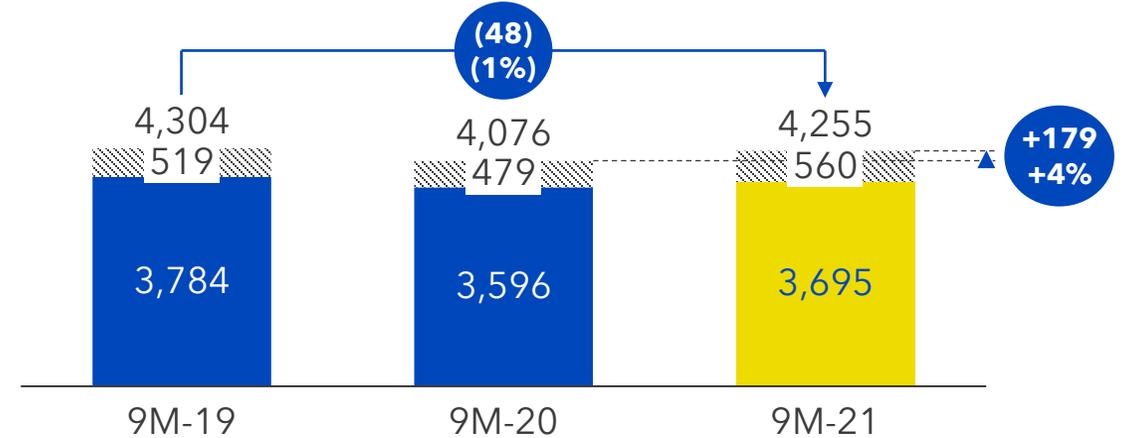


INSURANCE SERVICES

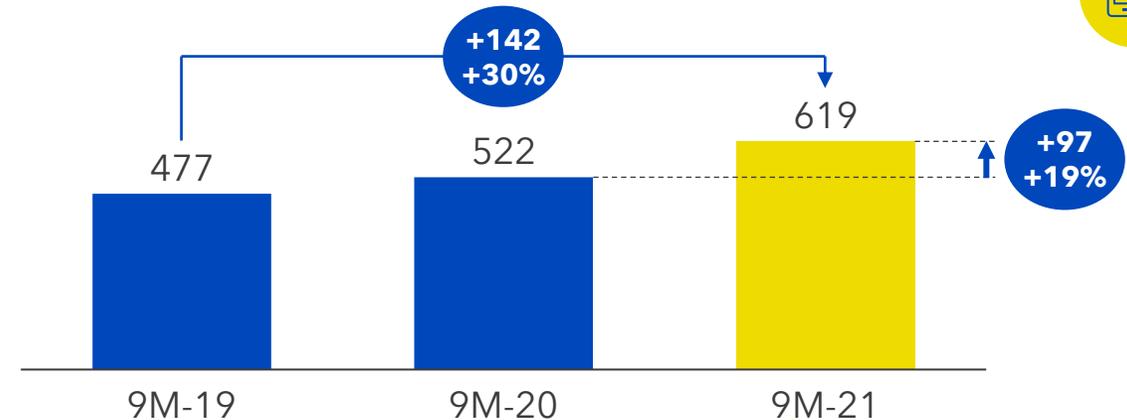


FINANCIAL SERVICES¹

■ Segment revenues ■ Intersegment



PAYMENTS & MOBILE



1. Revenues are presented net of interest expenses and capital losses on investment portfolio, previously booked as costs. 2019 and 2020 figures have been restated accordingly

FY-21 GUIDANCE UPDATE

STRONG OPERATING TRENDS UNDERPINNING UPGRADED TARGETS VS 24SI

€ bn unless
otherwise stated

	FY-21 <i>24SI target announced in March</i>	FY-21 GUIDANCE UPDATE	VAR.VS 24SI TARGET	OUTPERFORMANCE DRIVERS
REVENUES	11.2	11.2	UP TO 100M	HIGHER PARCEL & PM REVENUES AND NII
EBIT	1.7	1.8	MORE THAN 100M	LOWER HR COSTS
NET PROFIT (exc. SIA revaluation)	1.2	1.3	AROUND 100M	

WELL ON TRACK TOWARDS A SUCCESSFUL EXECUTION OF 24SI



MAIL, PARCEL & DISTRIBUTION

- FY-21¹ MAIL RECOVERY IN LINE WITH 24SI
- FY-21¹ PARCEL TARGET OVERDELIVERED - H2-21 TRENDING IN LINE WITH 24SI
- ANTICIPATED FTE REDUCTION
- FY-21¹ EBIT TARGET OVERACHIEVED
- GROUP LABOUR CONTRACT RENEWED IN LINE WITH PLAN
- NEXIVE INTEGRATION AHEAD OF PLAN



FINANCIAL & INSURANCE

- NII BENEFITTING FROM €3.9BN² TAX CREDITS PURCHASE CONTRIBUTION
- POSTAL SAVING COMMERCIAL ACTIVITY IN LINE WITH THE LAST 3 YEARS, WHILE NEGOTIATING NEW TERMS
- INSURANCE SERVICES: AMBITIOUS FY-21 TARGET CONFIRMED

New vs 24SI !



PAYMENTS & MOBILE

- PAYMENTS: ON TRACK WITH FY-21 EBIT TARGET
- TELCO MIGRATION TO VODAFONE NETWORK COMPLETED: RUNNING SAVINGS FROM 4Q-21
- ENERGY START-UP ON TRACK WITH 24SI

1. Based on FY-21 forecasts 2. Net book value as of September 2021

REDUCED EXECUTION RISK

KEY FACTORS UNDERPINNING 24SI STRATEGY AND BEYOND



Growing sustainably.
| For a carbon neutral 2030 |



UNIVERSAL SERVICE AGREEMENT (Until Dec-24)

Steady compensation over 24SI plan horizon and key partnerships with Public Administrations



AMAZON (Until Apr-24)

Long-term contract, enabling balancing of peak periods and urban vs rural areas deliveries



GROUP LABOUR CONTRACT (Until Dec-23)

Visibility on HR costs over 24SI plan horizon



FUNDING OF TAX CREDIT PURCHASES

New law allowing tax credit purchases to be funded through retail deposits



POSTAL SAVINGS DISTRIBUTION

Agreement negotiations on the way



POSTE'S ROLE WITHIN 'NEXT GENERATION EU'

Key projects to support local economies within the EU resilience and recovery plan

On the way
New
vs 24SI



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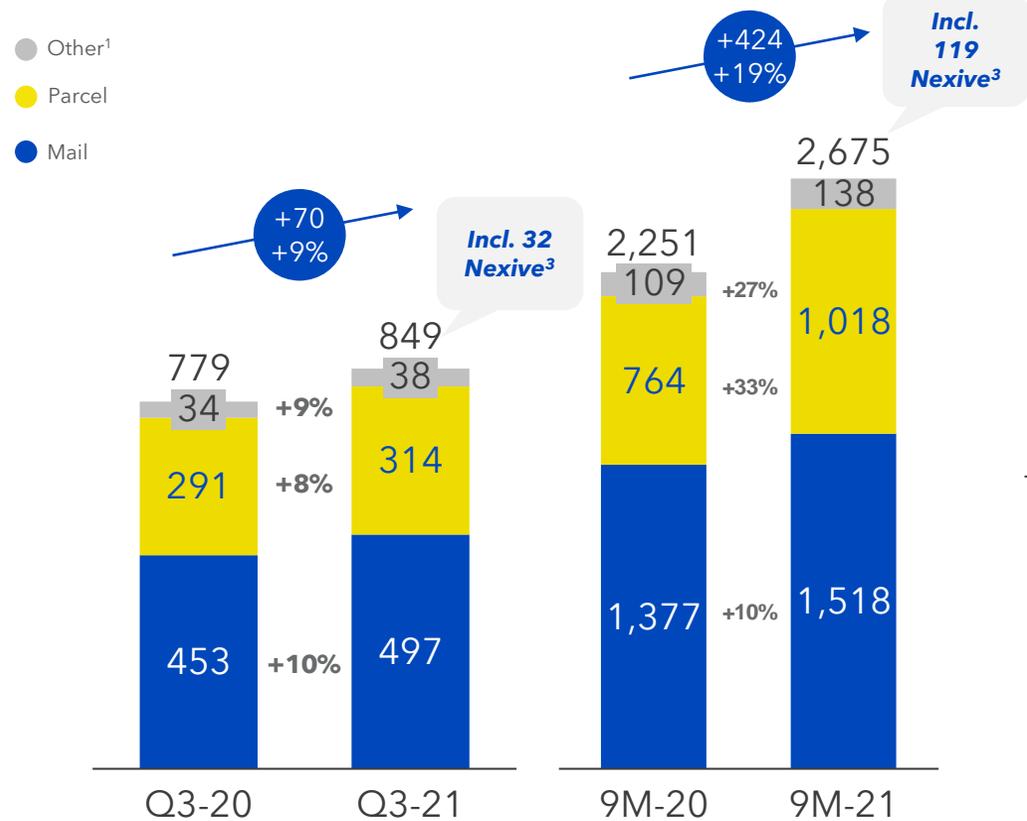
MAIL, PARCEL & DISTRIBUTION

STRONG REVENUE INCREASE BOOSTED BY ALL BUSINESS LINES - IMPROVING UNDERLYING EBIT

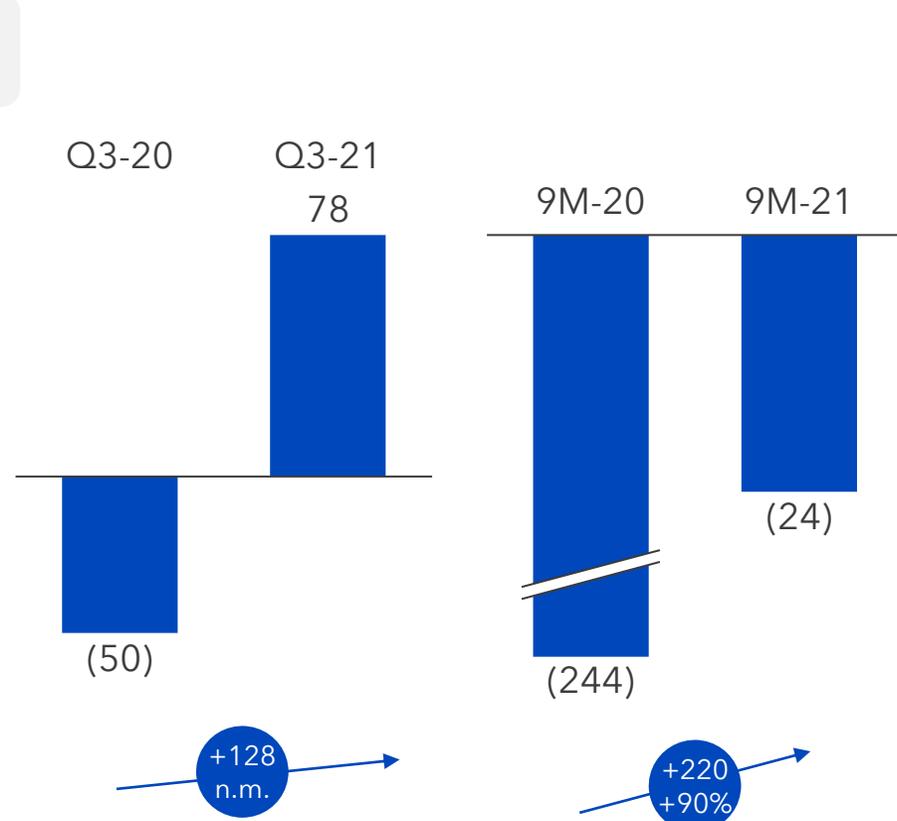
€ m unless

otherwise stated

SEGMENT REVENUES



EBIT



Q3-HIGHLIGHTS

- Mail revenues up thanks to ongoing volume recovery and Nexive consolidation
- Parcel volume growth supported by B2B and B2C - trending toward a 'new normal'
- Other revenues up thanks to vaccination plan related expense recovery
- Positive EBIT thanks to market and intersegment revenue contribution - early retirement charges to be booked in Q4-21 as expected

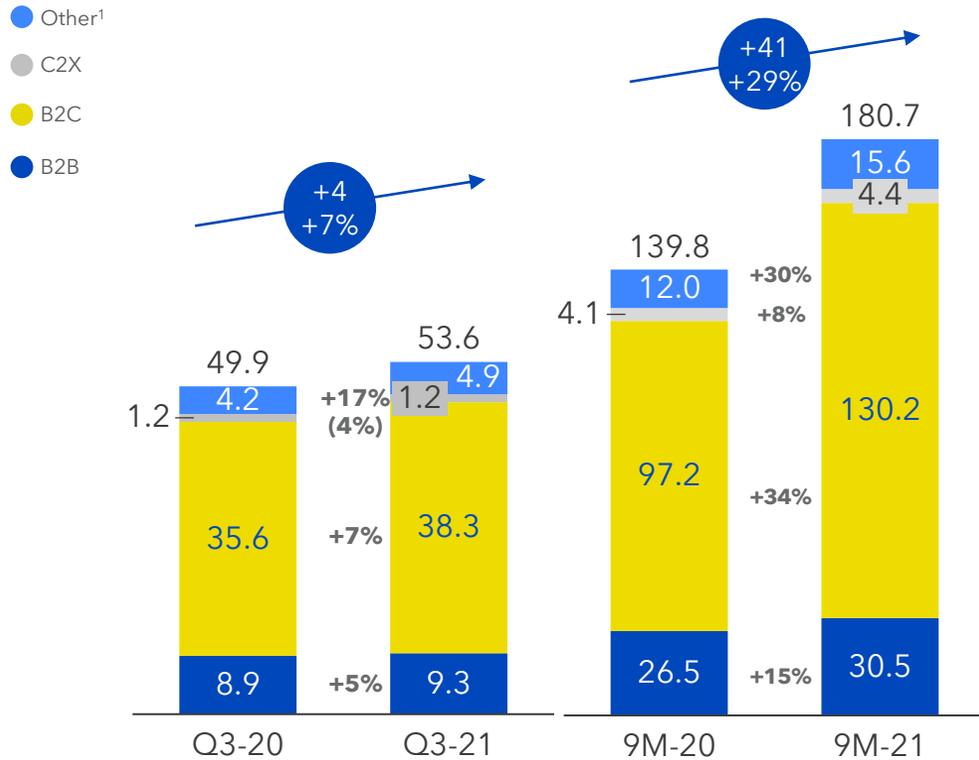
Distribution Revenues² **1,124** **1,237** **3,380** **3,583**

1. Includes Philately, Patenti Via Poste, Poste Motori, Poste Air Cargo, tax credit contribution and vaccination plan related expense recovery 2. Includes income received by Other Segments in return for use of the distribution network and Corporate Services 3. Of which 24 in mail and 8 in parcel in Q3-21; of which 88 in mail and 31 in parcel in 9M-21

MAIL, PARCEL & DISTRIBUTION: VOLUMES AND PRICING

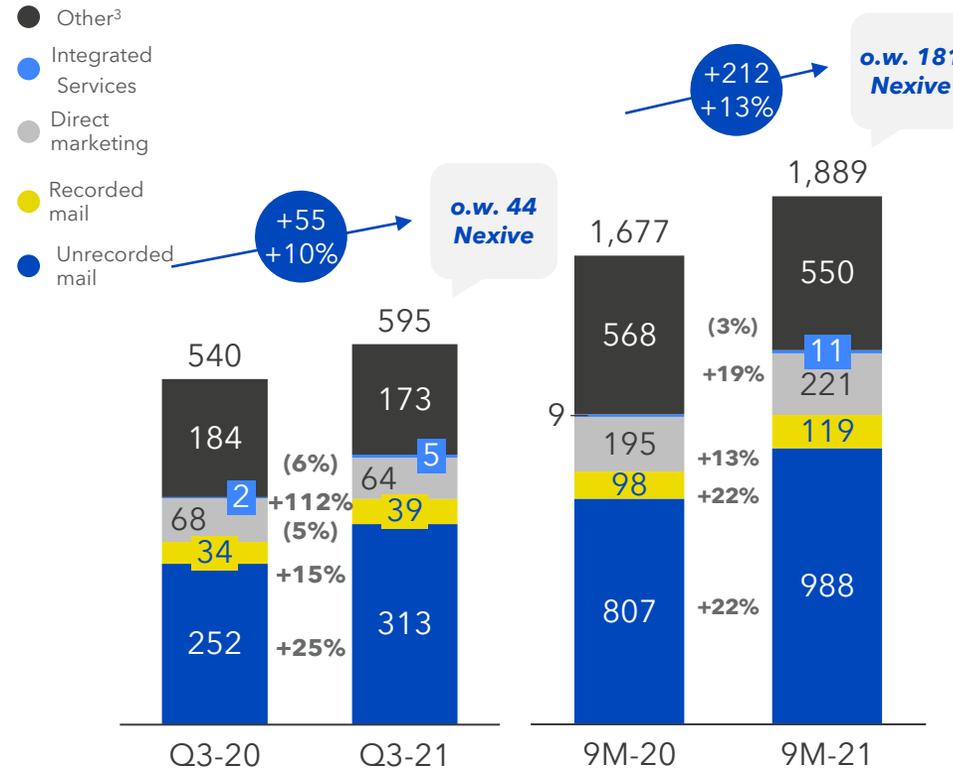
PARCEL VOLUMES SUPPORTED BY B2C - MAIL UP THANKS TO RECOVERY AND NEXIVE CONSOLIDATION

PARCEL VOLUMES (M, PC)



Avg. B2C price index (Base 100) ²	Q3-20	Q3-21	9M-20	9M-21
	100	107	100	101

MAIL VOLUMES (M, PC)



Avg. price index (Base 100)	Q3-20	Q3-21	9M-20	9M-21
	100	100	100	98

Q3-HIGHLIGHTS

- B2C up compared to a strong Q3-20
- B2B volumes up on improving macroeconomic trends
- C2X impacted by strong Q3-20 - in line with FY-21 target
- Mail volumes supported by resuming PA notifications and Nexive contribution
- B2C tariff up related to customer base mix
- Stable mail tariff

¹. Includes International parcels and partnerships with other logistic operators ². Including logistic value chain contribution from China inbound volumes and proforma for Nexive in 2020 ³. Includes Multichannel services, Editorial services, Postal volumes and other basic services

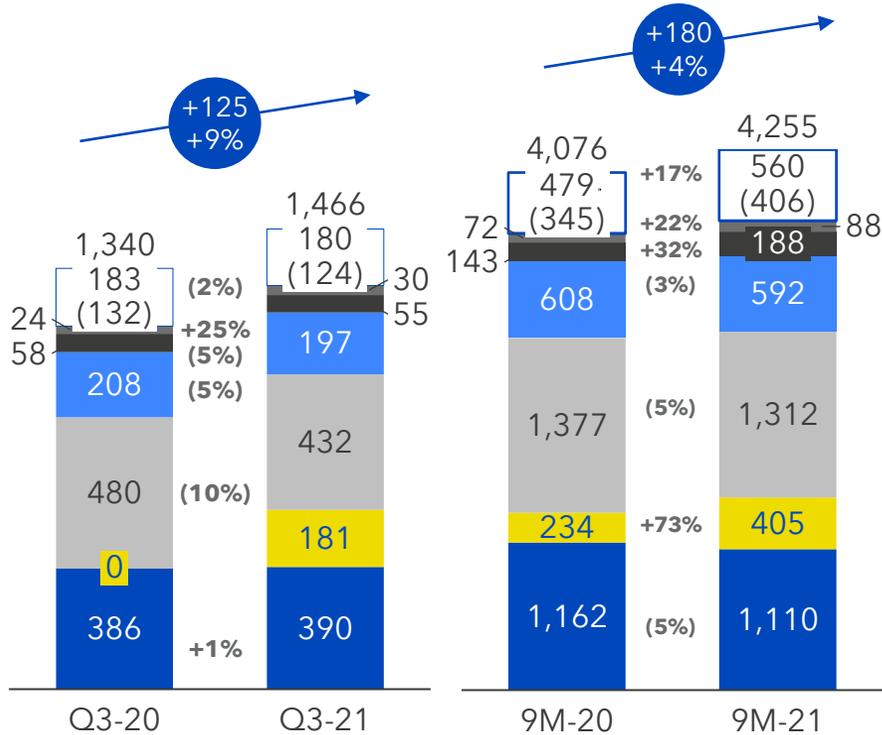
FINANCIAL SERVICES

WEALTH MANAGEMENT AT THE CORE OF COMMERCIAL ACTIVITY

€ m unless otherwise stated

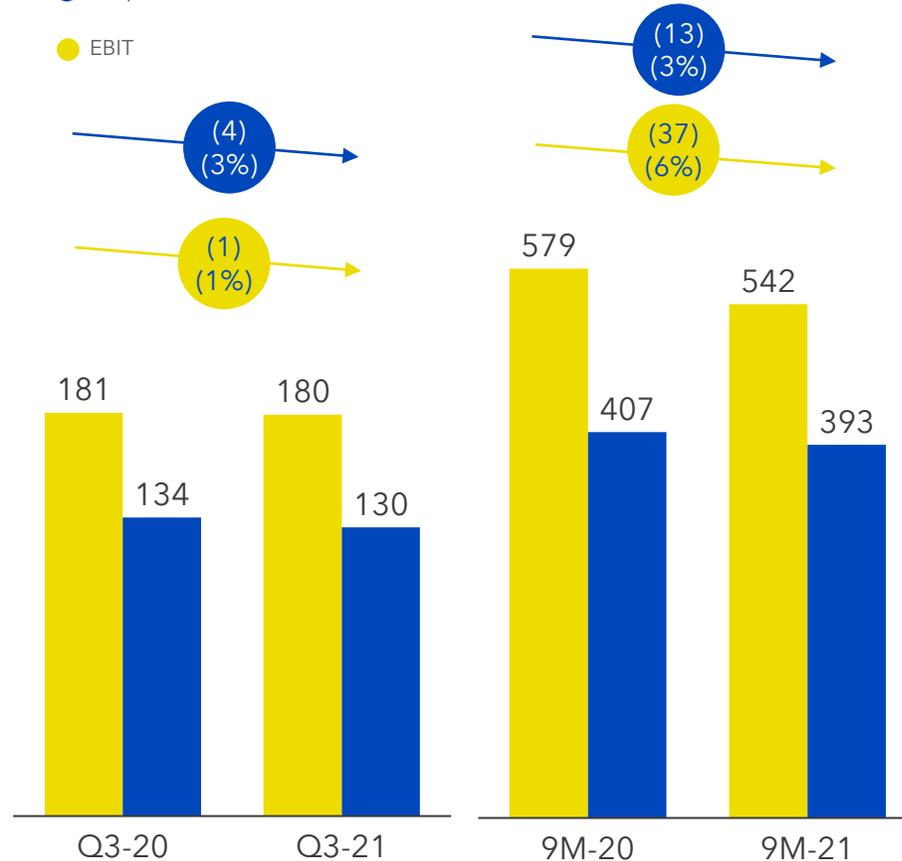
GROSS REVENUES^{1,2}

- Net interest income
- Active portfolio management
- Postal savings
- Transaction banking³
- Loan & mortgage distribution⁴
- Asset management
- Intersegment revenues (o.w. insurance)



EBIT & NET PROFIT

- Net profit
- EBIT



Q3-HIGHLIGHTS

- NII stable with higher deposits and Tax Credit contribution offsetting lower rates impact
- Active portfolio mgmt. contribution secured for 2021 and 2022
- Postal savings in line with FY-21 target - supported by postal bonds gross inflows
- Transaction banking down on fewer payment slips
- Positive loan & mortgage trend - fees impacted by accounting of potential early repayments
- Asset management up on increasing net inflows and new products
- EBIT stable with higher intersegment costs

1. Figures presented include intersegment distribution revenues 2. Revenues are now presented net of interest income charges and capital losses on investment portfolio, previously booked as costs. 2020 figures have been restated accordingly 3. Includes revenues from payment slips (*bollettino*), banking accounts related revenues, fees from INPS and money transfers, Postamat 4. Includes reported revenues from custody accounts, credit cards, other revenues from third party products distribution.

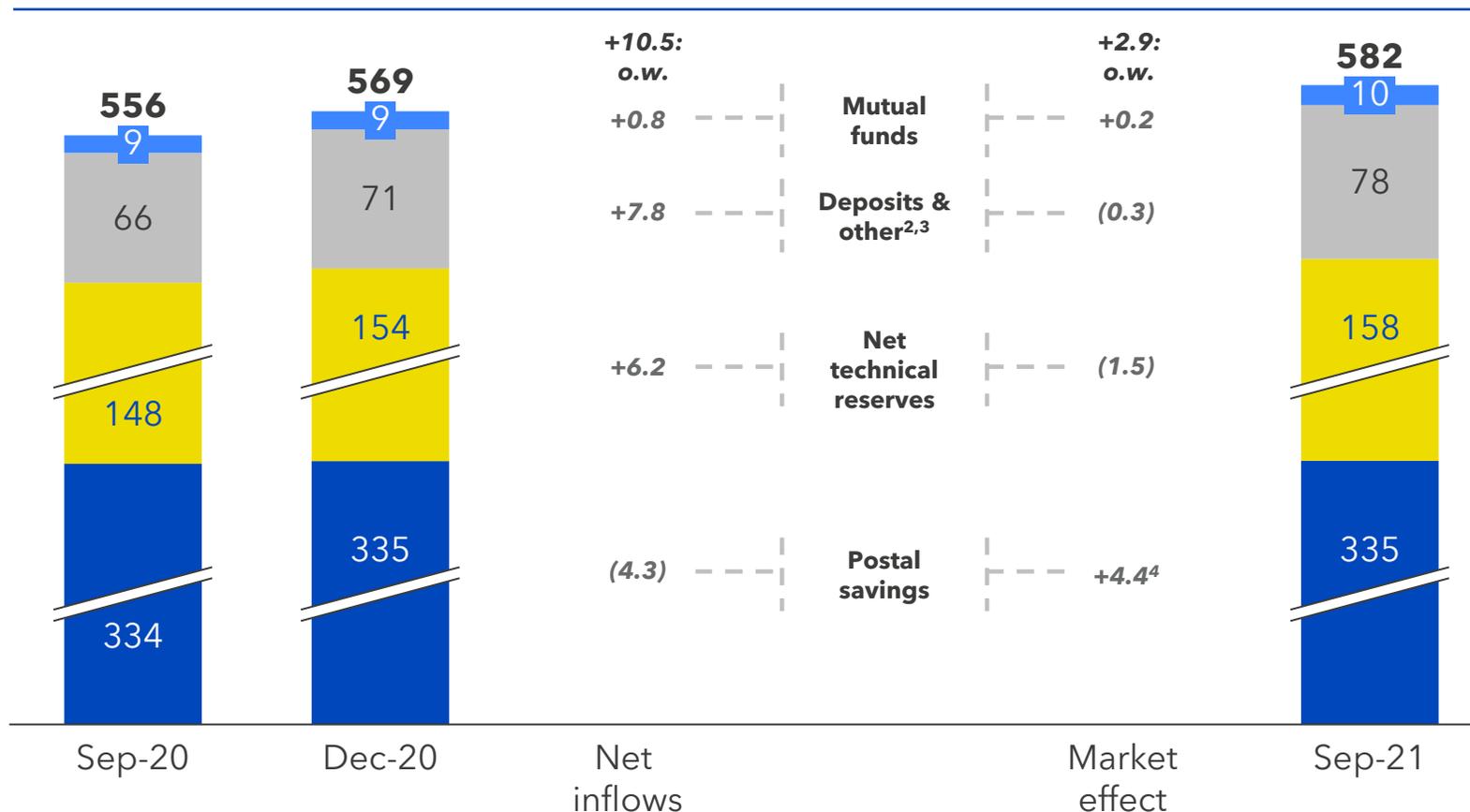
GROUP TOTAL FINANCIAL ASSETS

TFA GROWING STEADILY - 24SI FY-21 TARGET OVERACHIEVED

€ bn unless otherwise stated

- Mutual funds
- Deposits & other^{2,3}
- Net technical reserves
- Postal savings

TFA EVOLUTION¹



Net inflows	11.2	17.8	10.5
Retail net inflows	9.8	15.0	5.0

HIGHLIGHTS

- Postal savings stable supported by postal bonds gross inflows
- Net technical reserves up boosted by multiclass products
- Mutual funds up supported by net inflows, benefitting from a wider product range
- Deposits up across all customer segments

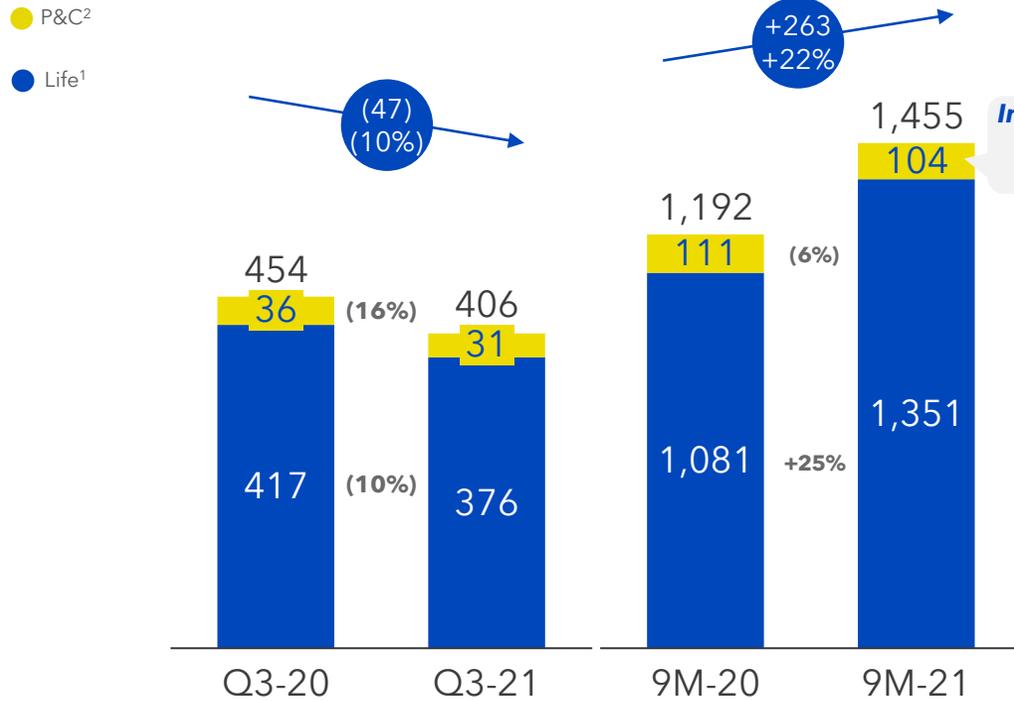
1. End of period figures 2. Includes deposits and Assets Under Custody 3. Deposits do not include REPOs and Poste Italiane liquidity 4. Includes accrued interests

INSURANCE SERVICES

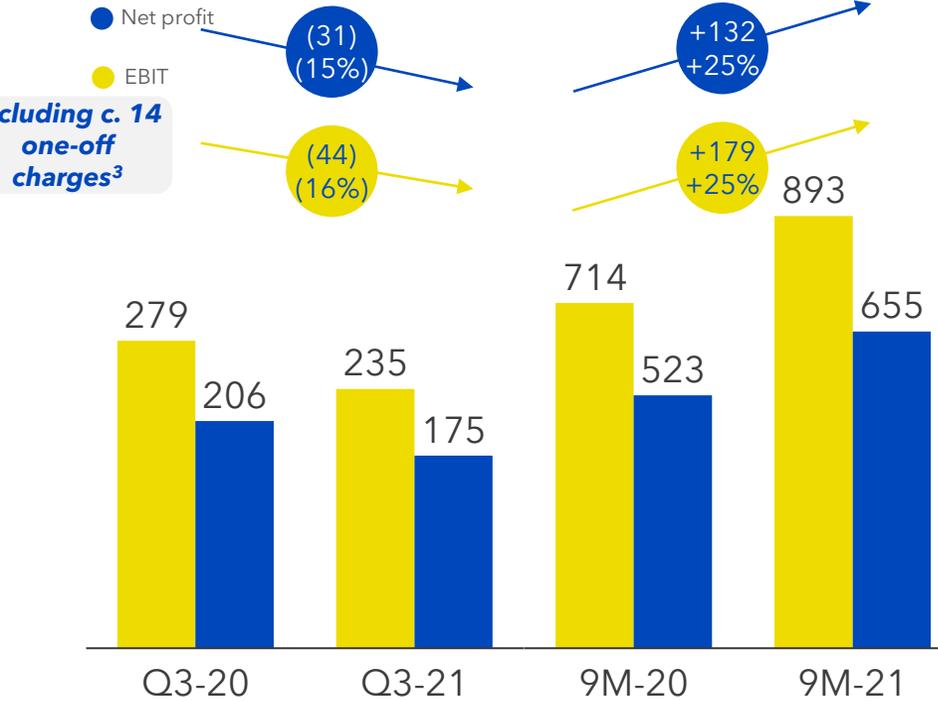
STRONG PERFORMANCE IN LINE WITH 24SI, SUPPORTED BY FAVOURABLE MARKET CONDITIONS

€ m unless otherwise stated

SEGMENT REVENUES^{1,2}



EBIT & NET PROFIT



Q3-HIGHLIGHTS

- Life revenues down y/y in line with expectations:
 - lower investment margin, impacted by higher rebates to policyholders
 - mitigated by increasing volumes and higher-margin multiclass products
- P&C revenues impacted by business mix with higher share of welfare policies
- EBIT in line with ambitious 24SI targets for FY-21

Life GWP (€ bn)	4.6	3.7	12.2	13.9
Lapse Rate (%)	2.6	3.0	2.5	3.0

P&C GWP (€ m)	56	75	185	239
Comb. Ratio (%) ⁴			76	88

1. Includes Private Pension Plan (PPP) 2. Includes Poste Welfare Servizi (PWS) and Poste Insurance Broker (PIB) net of claims 3. Related to COVID-19 and dormant policies 4. Net of reinsurance 5. Negative one-offs amounting to c.14m in 9M-21

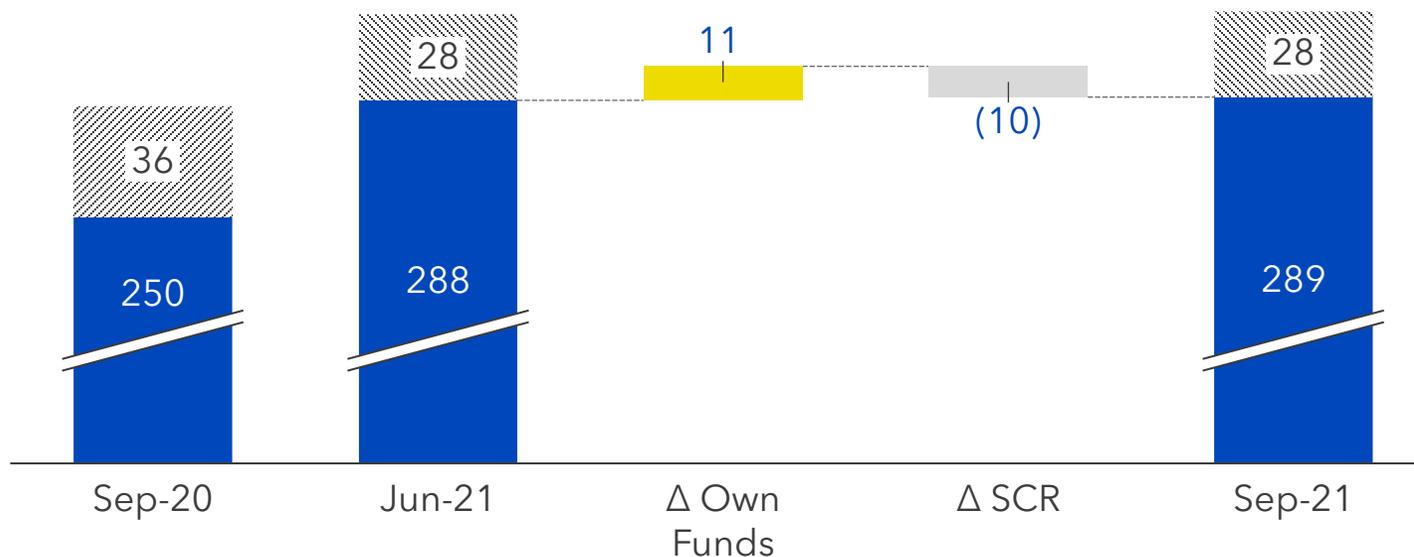
SOLVENCY II RATIO

SOLVENCY II RATIO BENEFITTING FROM FAVOURABLE MARKET CONDITIONS



SOLVENCY II RATIO EVOLUTION¹

▨ Transitional measures



Core Solvency Ratio (%) ²	154	159	158
10Y SWAP (bp)	(23)	10	16
BTP-SWAP SPREAD (bp)	110	72	70

HIGHLIGHTS

- Solvency II broadly stable:
 - positive impact from narrowing BTP and increasing interest rates
 - negative impact from corporate portfolio mark-to-market
- Restricted Tier 1 for €300m providing 7pp
- Transitional measures provide additional 28pp to address potential market volatility

1. Eop figures. 2. Core Solvency Ratio defined as (shareholders' Equity + retained earnings + Tier 2) / SCR. More details on page 43

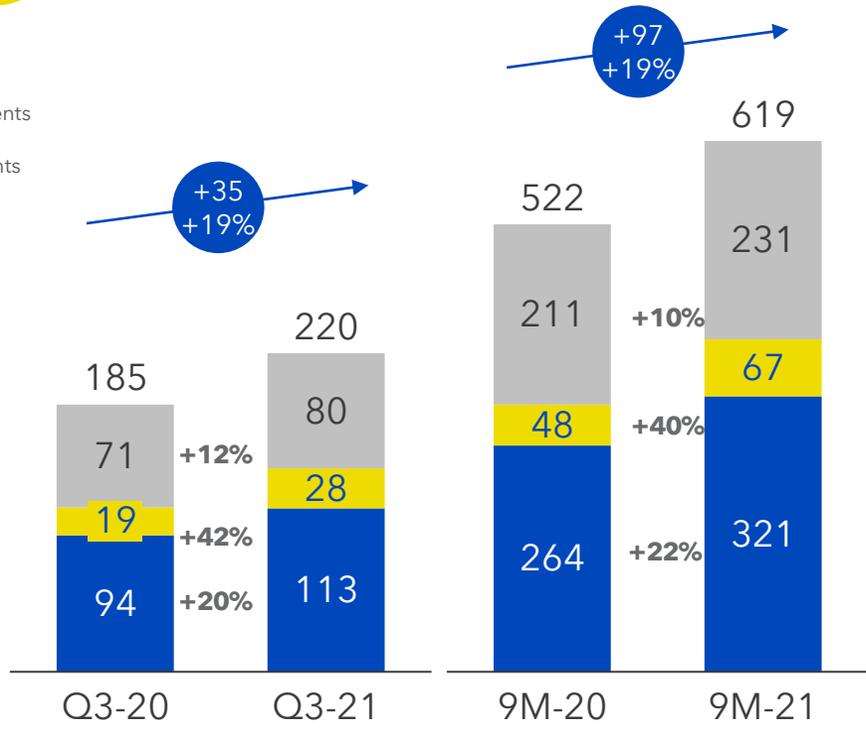
PAYMENTS & MOBILE

STRONG REVENUE GROWTH BOOSTED BY ALL BUSINESS LINES

€ m unless otherwise stated

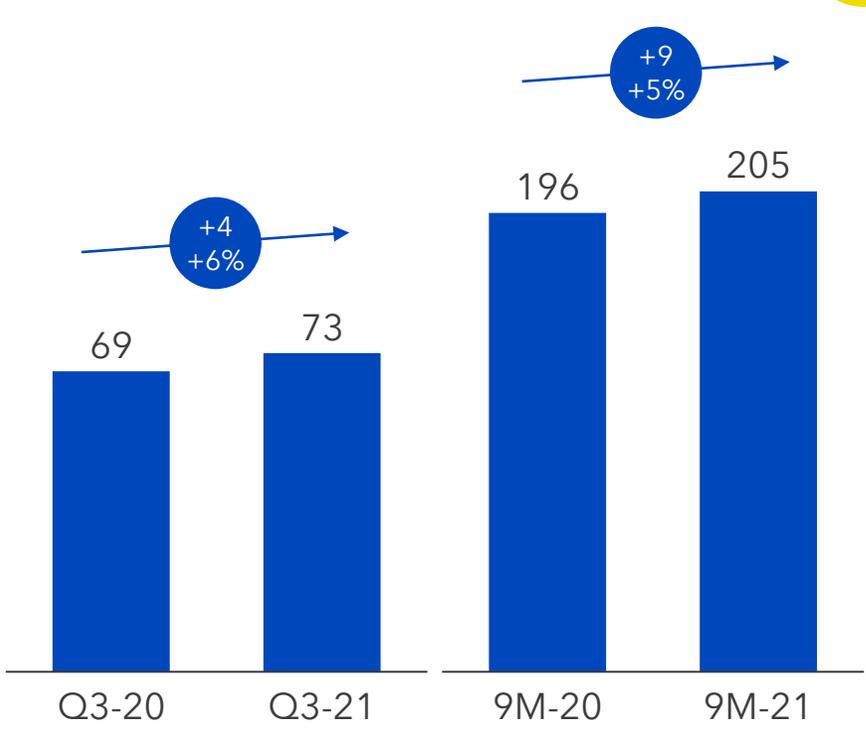
- Telco
- Other payments
- Card Payments

SEGMENT REVENUES



Intersegment revenues	89	79	260	246
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EBIT



Q3-HIGHLIGHTS

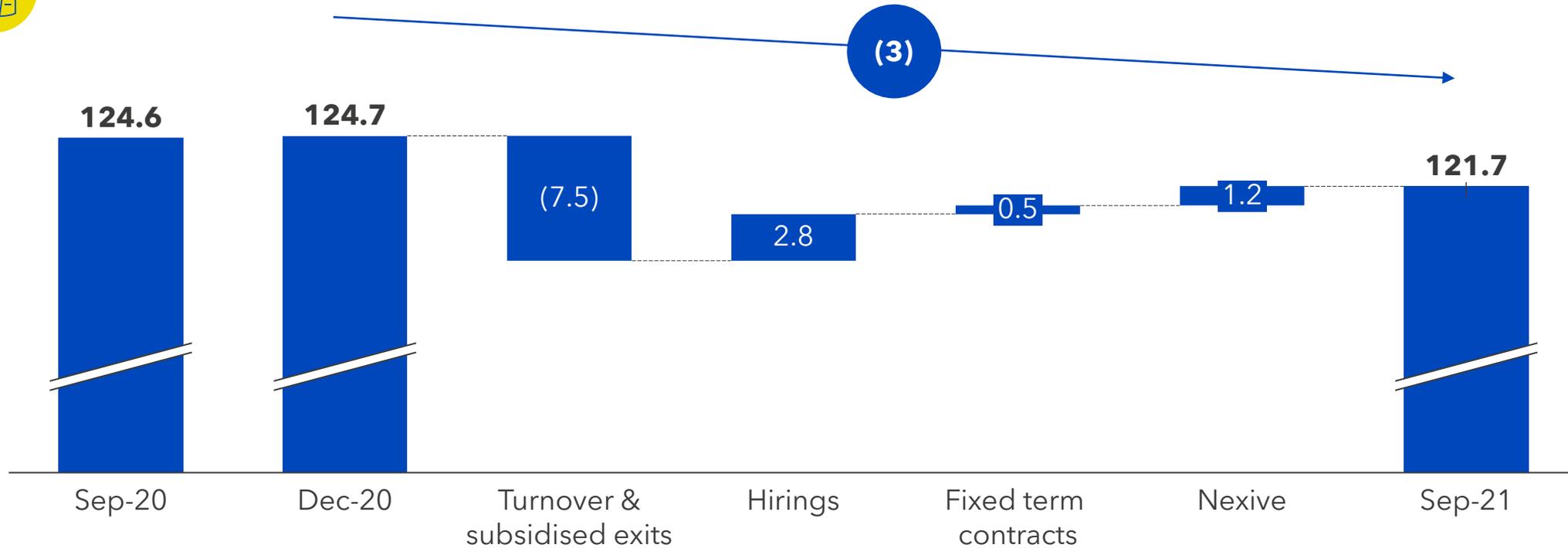
- Steady growth of card payment revenues supported by higher volumes and increasing digital payments
- Other payments supported by transactions directly managed by PostePay as Payment Service Provider
- Telco revenues up thanks to increasing customer base and low churn rate
- EBIT growth impacted by lower payment slips and one-off charges
- New Vodafone contract providing running efficiencies from Q4-21

HUMAN CAPITAL

ONGOING WORKFORCE TRANSFORMATION - FASTER FTEs REDUCTION



AVERAGE WORKFORCE EVOLUTION (#, K)



HR cost / FTE (€ K) ¹	41.3	41.7	+3%	42.9
Value added/ FTE (€ K) ^{1,2}	62	64	+8%	70

1. Annualised figure 2. Group revenues minus cost of goods sold

HUMAN CAPITAL

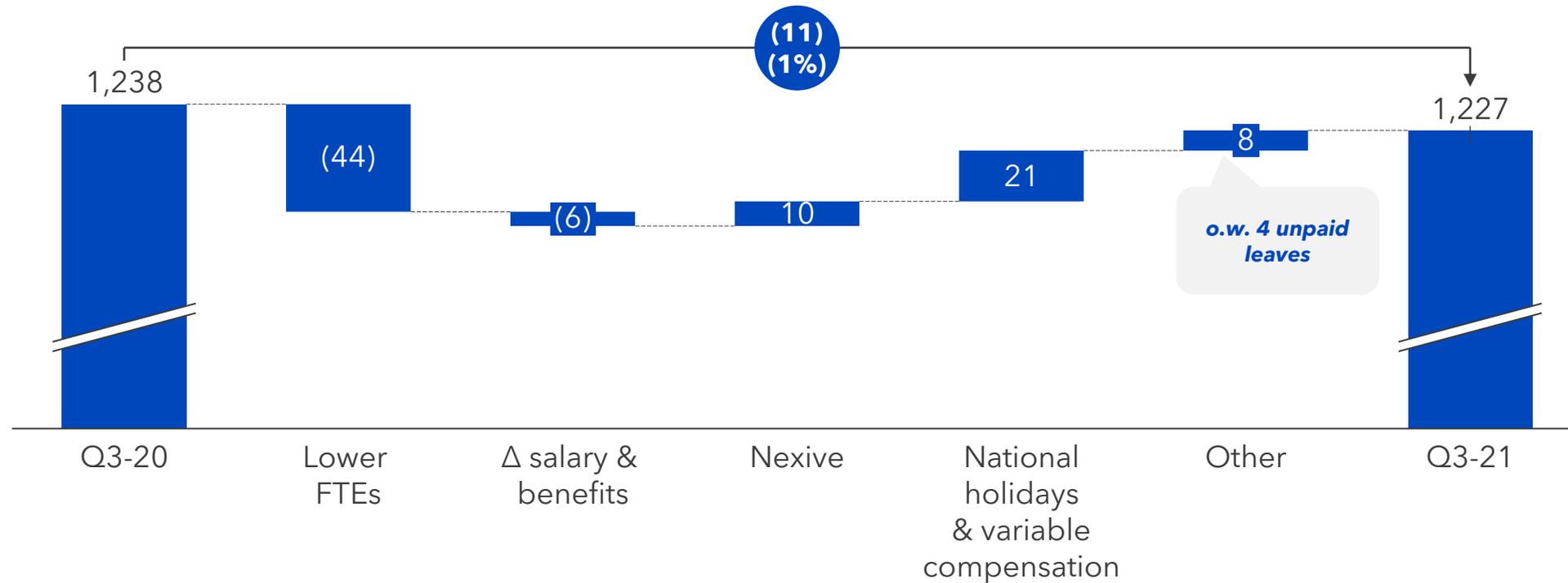
HR COSTS STABLE THANKS TO LOWER FTEs – HR COSTS ON REVENUES DOWN



ORDINARY HR COSTS¹

€ m unless otherwise stated

Ordinary HR costs / revenues (%) **48** **44**



1. Excluding legal disputes with employees

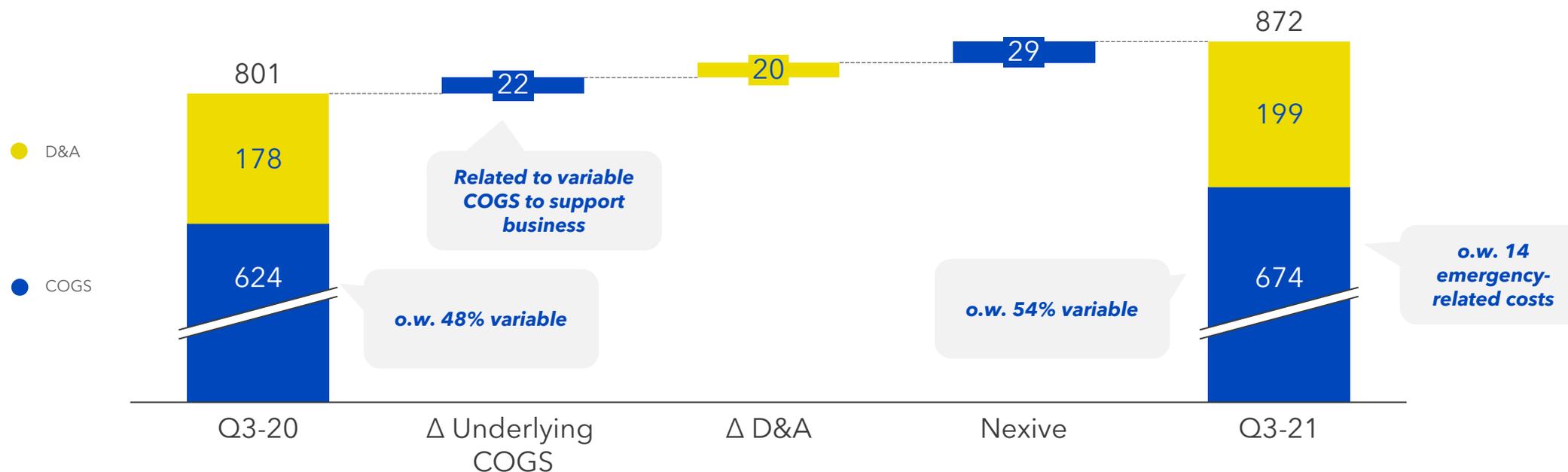
NON-HR COSTS

HIGHER COGS SUPPORTING BUSINESS GROWTH

NON-HR COSTS

€ m unless otherwise stated

Variable costs / variable revenue ^{1,2} (%)	68	68
Total fixed costs / revenues ^{1,2,3} (%)	59	55



1. Excluding one-off expenses to face the emergency 2. Q3-20 including Nexive 3. Ordinary labour costs and fixed COGS

FY-21 COST BASE GUIDANCE UPGRADE

LOWER FTE DRIVING REDUCED COST TARGET

€ bn unless otherwise stated



FTE BASE & HR COSTS

- Average FTE reduction anticipated from H2-21 to H1-21, also leveraging on 'Quota 100', currently allowing for higher early retirements
- c. 3,000 lower average FTEs driving c. 0.2bn savings vs target
- Additional hirings expected in Q4-21
- Early retirement plan progressing well: lower than expected unit cost and lower Nexive integration costs (early retirement charges of 0.2bn to be booked in Q4-21, as expected)



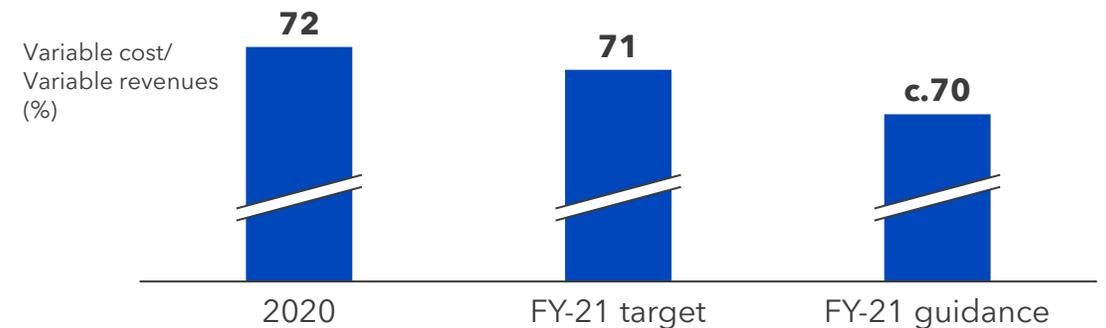
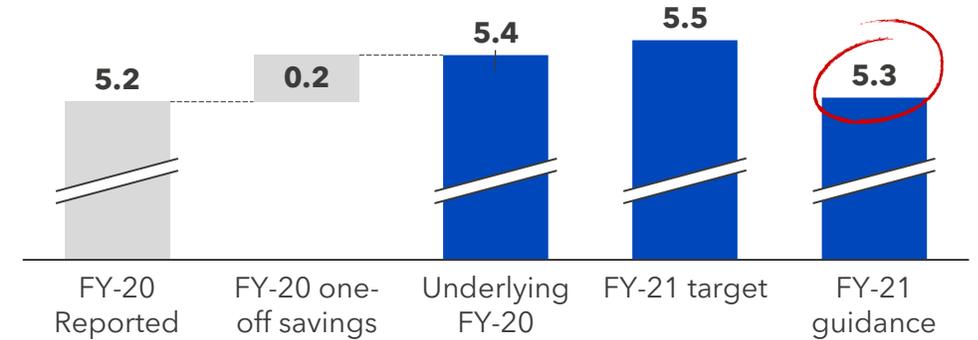
NON-HR COSTS

- Business-driven increase: parcels, payments and telco
- Ongoing reduction in parcel unit cost
- Vodafone contract started to provide savings - running efficiencies from Q4-21

UPGRADED GUIDANCE



Ordinary HR cost^{1,2}



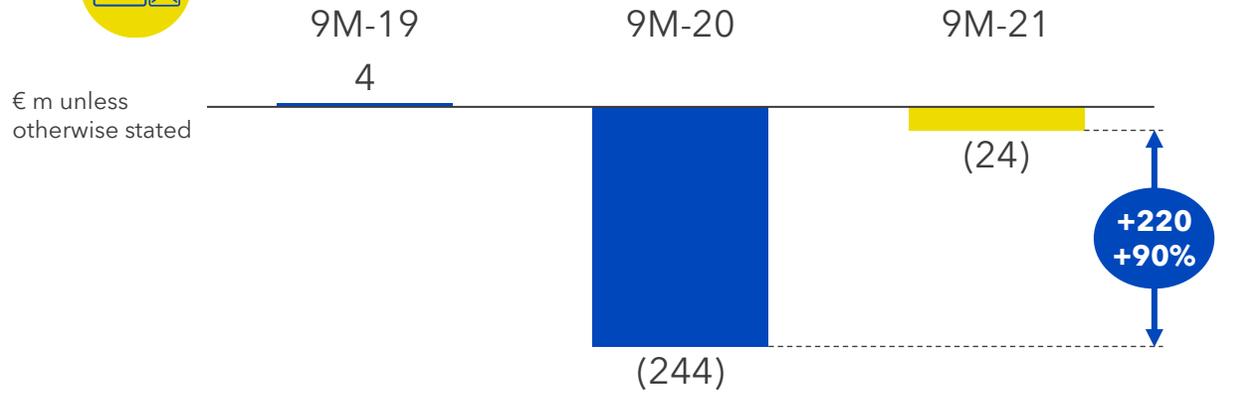
1. Including Nexive 2. Excluding legal disputes with employees

SEGMENT OPERATING PROFIT

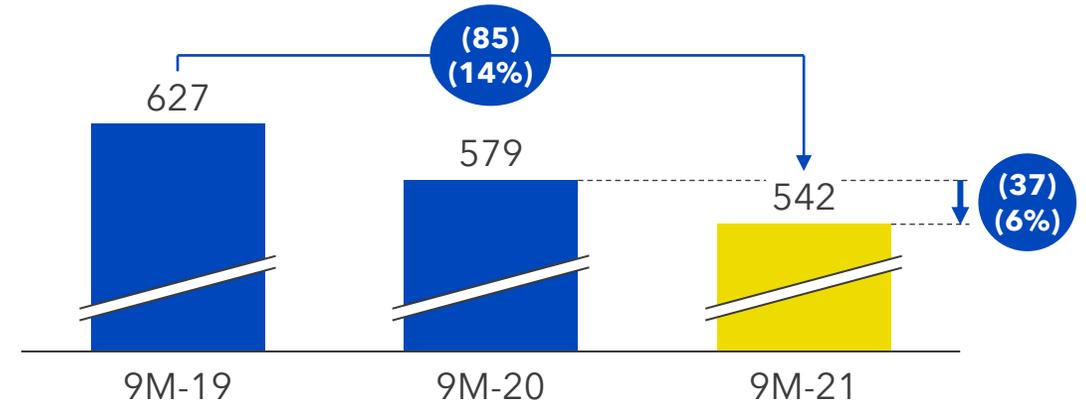
EBIT PROGRESSION SUPPORTED BY STRONG UNDERLYING TRENDS



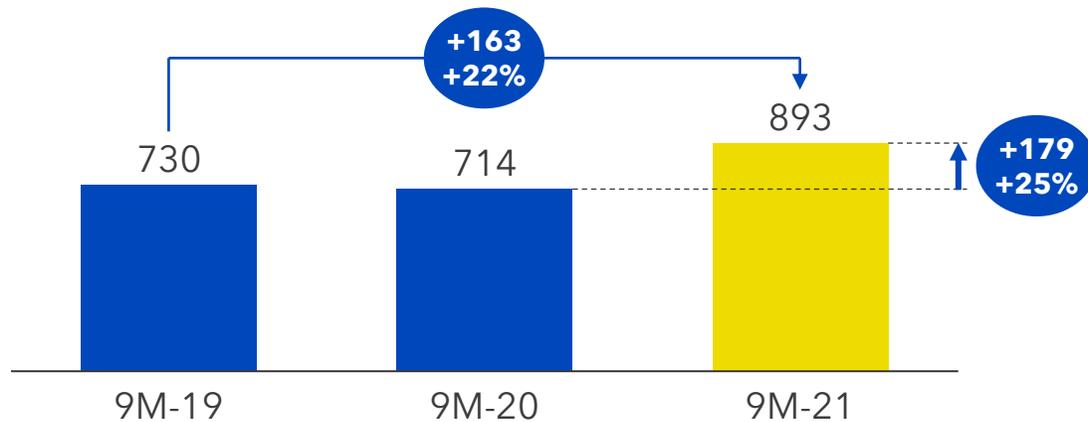
MAIL, PARCEL & DISTRIBUTION



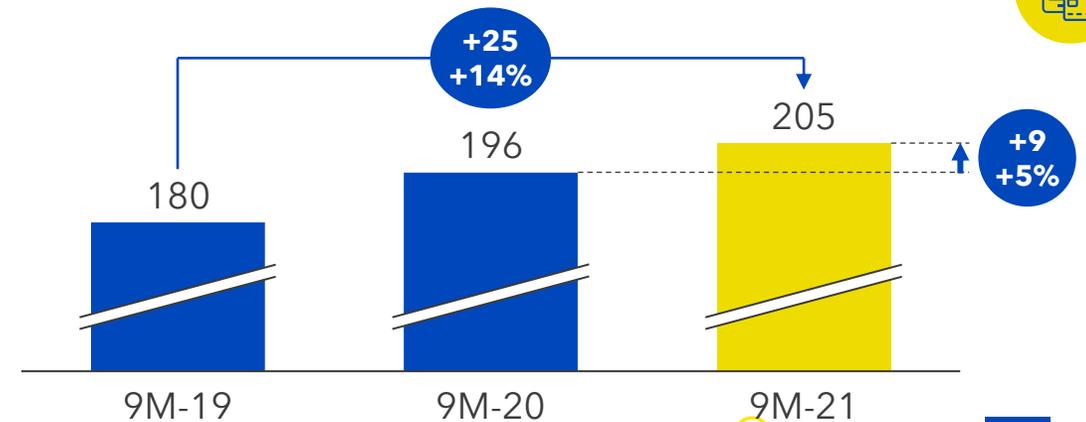
FINANCIAL SERVICES



INSURANCE SERVICES



PAYMENTS & MOBILE



CLOSING REMARKS



- STRONG PERFORMANCE DRIVEN BY UNDERLYING OPERATING TRENDS: UP Y/Y AND ABOVE PRE-PANDEMIC LEVELS
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Q&A

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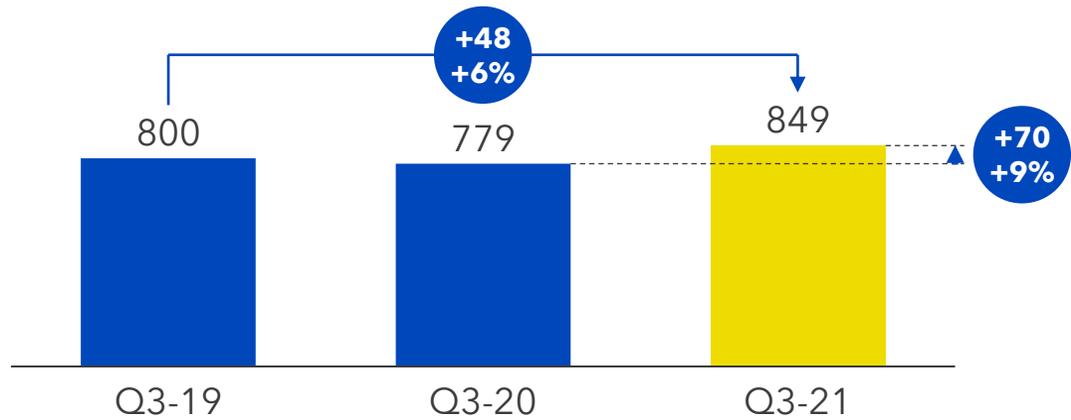
SEGMENT REVENUES

TOP LINE GROWTH ACROSS ALL SEGMENTS



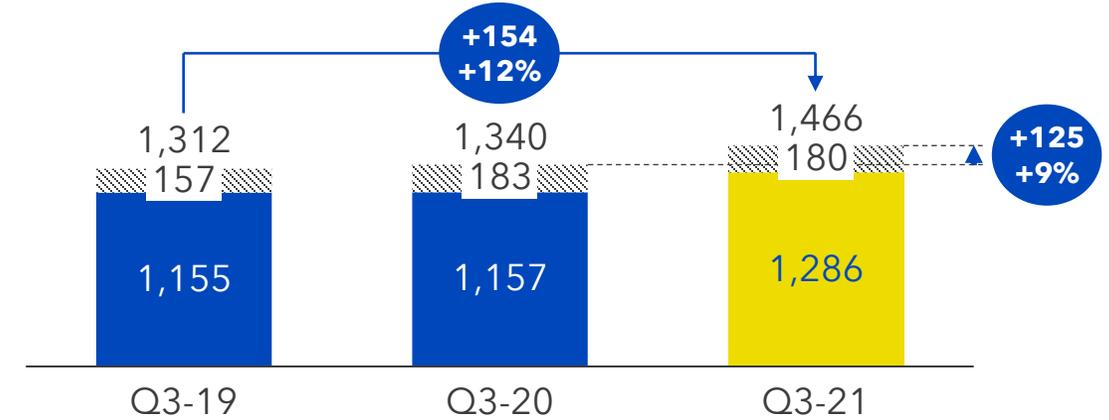
MAIL, PARCEL & DISTRIBUTION

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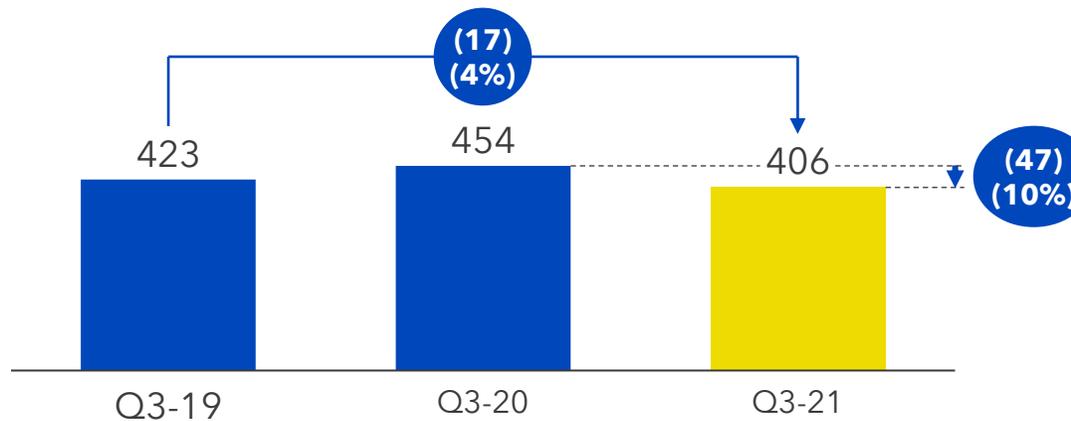


FINANCIAL SERVICES¹

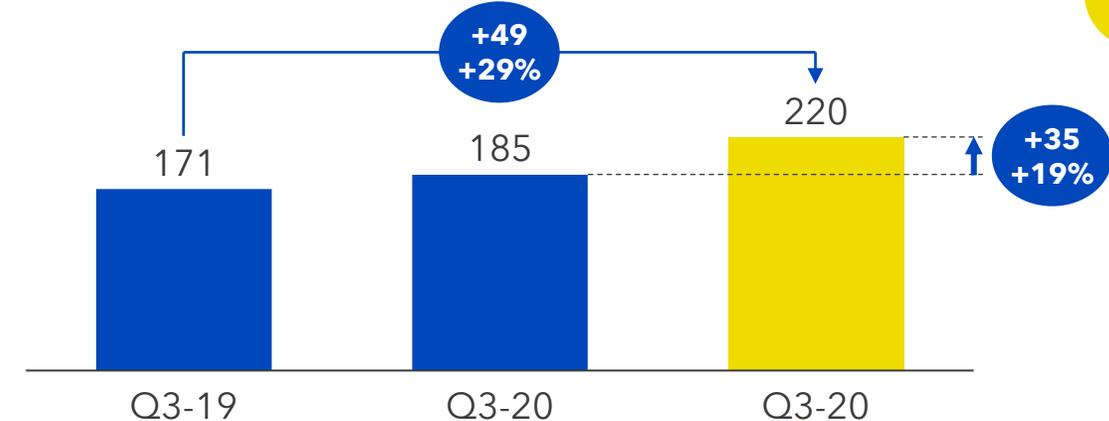
■ Segment revenues ■ Intersegment



INSURANCE SERVICES



PAYMENTS & MOBILE



1. Revenues are now presented net of interest income charges and capital losses on investment portfolio, previously booked as costs. 2020 figures have been restated accordingly

SEGMENT OPERATING PROFIT

EBIT PROGRESSION SUPPORTED BY STRONG UNDERLYING TRENDS



MAIL, PARCEL & DISTRIBUTION

Q3-19 Q3-20 Q3-21

78

+128

(77)

(50)

€ m unless otherwise stated

FINANCIAL SERVICES



192

(12)
(6%)

181

180

(1)
(1%)

Q3-19

Q3-20

Q3-21

INSURANCE SERVICES



275

279

(40)
(15%)

235

(44)
(16%)

Q3-19

Q3-20

Q3-21

PAYMENTS & MOBILE



69

+4
+6%

69

73

+4
+6%

Q3-19

Q3-20

Q3-21

POSTE ITALIANE'S ESG RATED PERFORMANCE, AWARDS AND MEMBERSHIPS

ESG Index Scores

Rating agency	Performance
CDP	A- Rating (Leader)
MSCI	A Rating (Average)
ISS E & S Disclosure Quality Score	1- Environmental & Social
Equaleap Gender Parity Index	#3 in Italy
Vigeo Eris Eurozone 120	#1 (Transport & Logistics)
European Women on Boards	Among Top 10 in Italy
Borsa Italiana	#1 ESG Global Score

Included in these indices



Awards & Recognition in 2021



Top Manager Reputation



Top Employer Italia 2021



1st in the world's Top 100 insurance companies



Best performance in the 500 Top Brand Finance



SMAU Innovation Award



Certificate of Excellence



Find out more about our awards and recognition in our [annual report](#)

Memberships

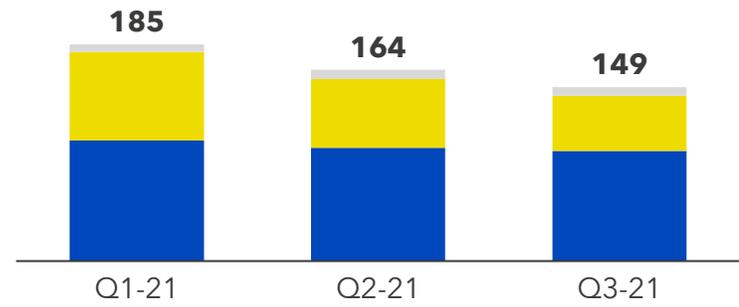
- UN Global Compact
- Principles for Responsible Investment
- UNEP FI Principles for Sustainable Insurance
- UN Women
- CSR Exhibition
- Sodalitas
- Anima per Il Sociale
- CSR Manager
- Valore D
- Fondazione ASPHI Onlus
- Organismo Italiano di Business Reporting - Sustainability, Non-Financial e Integrated Reporting (O.I.B.R.)

QUARTERLY BUSINESS TRENDS: PAYMENTS & MOBILE, FINANCIAL & INSURANCE



INVESTMENT GROSS INFLOWS (DAILY AVG., €/M)

- Other
- Insurance products
- Postal bonds

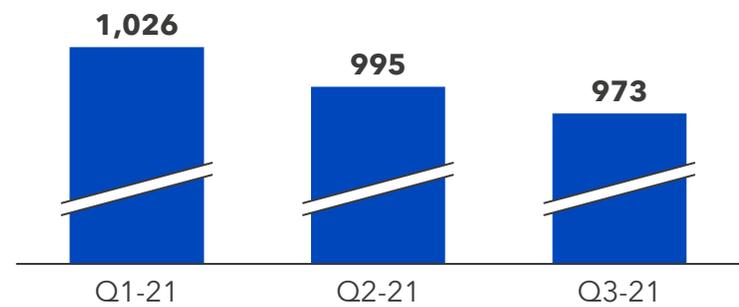


Δ Y/Y	+36%	+26%	(11%)
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Retail net inflows (€ bn)	1.6	2.1	1.2
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POSTEPAY DAILY AVG. E-COMM. TRANS. (K/#)

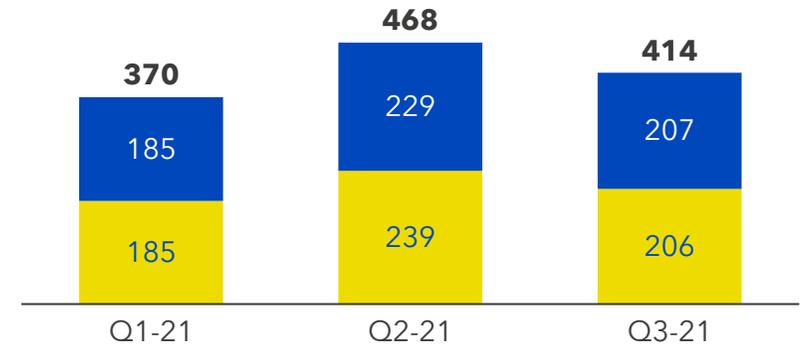


Δ Y/Y	+50%	+20%	+30%
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P&C RETAIL NEW BUSINESS (DAILY AVG., €/K)

- Modular
- CPI¹

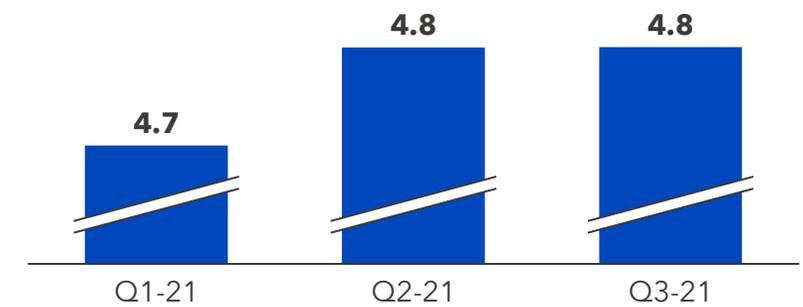


Δ Y/Y	+30%	+181%	+35%
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o.w. Modular Δ Y/Y	+68%	+239%	+99%
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TELCO CUSTOMER BASE (AVG. M/#)



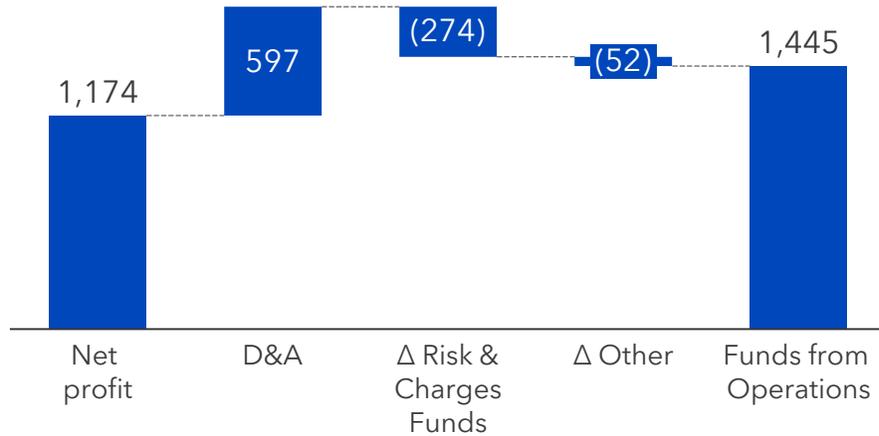
Δ Y/Y	+6%	+7%	+6%
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1. Credit protection insurance

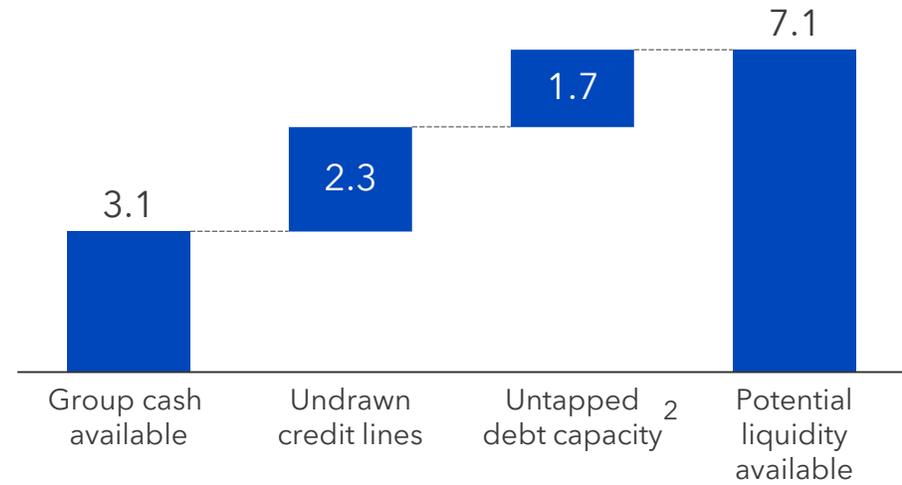
STRONG CASH GENERATION, AMPLE LIQUIDITY & BALANCED DEBT PROFILE



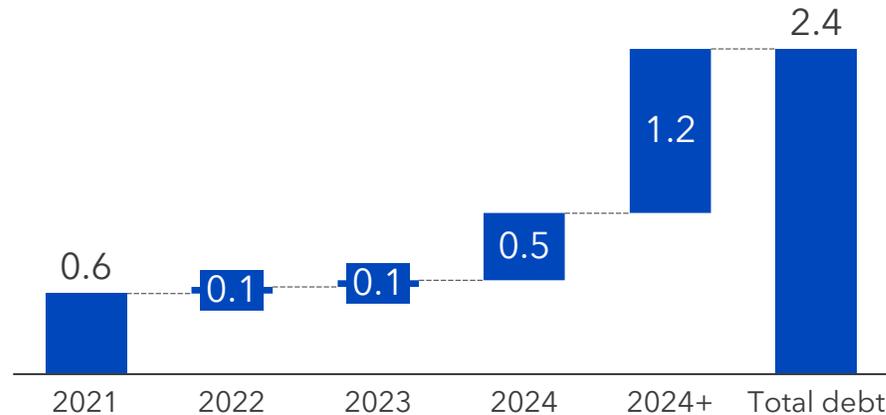
GROUP FUNDS FROM OPERATIONS (9M - € M)



SIGNIFICANT LIQUIDITY RESOURCES (€ BN)¹



BALANCED MATURITY PROFILE (€ BN)



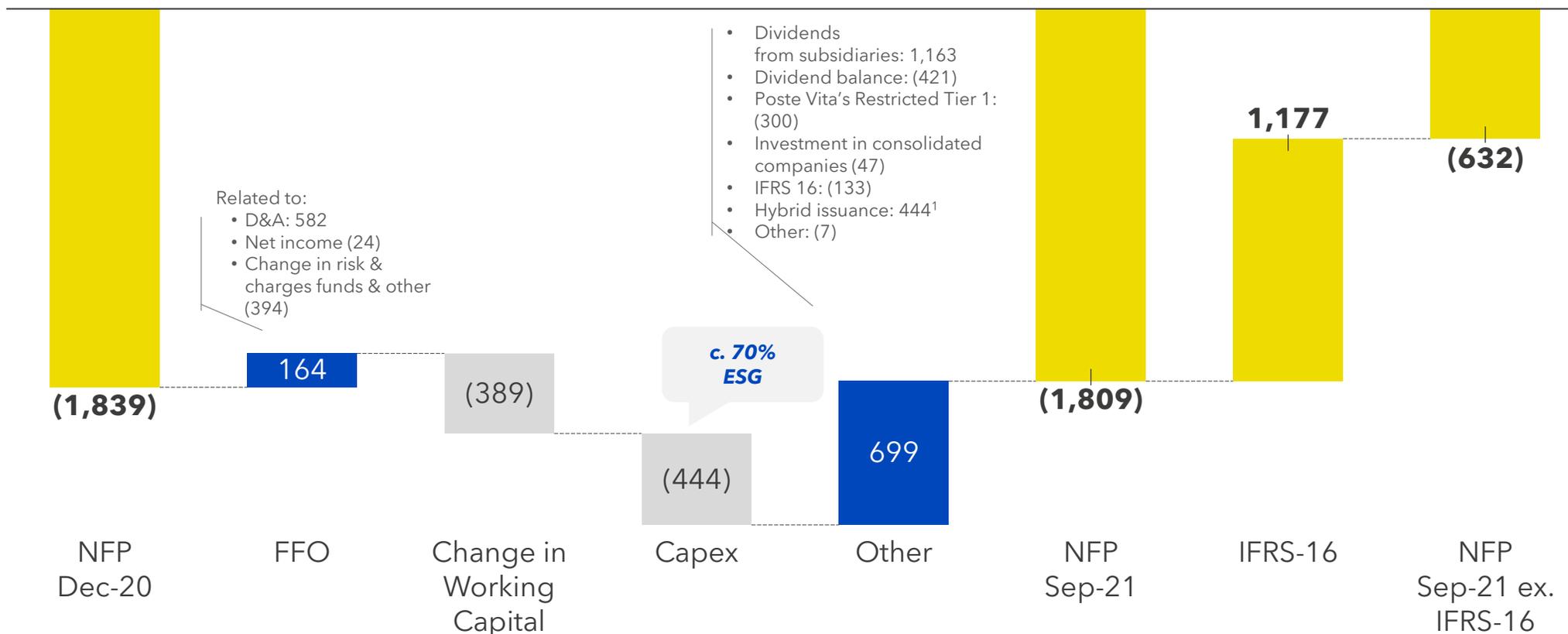
1. As of September 2021 2. Debt capacity consistent with current rating (based on the Moody's credit opinion as of June 2021) and available for future potential financing operations

MAIL, PARCEL AND DISTRIBUTION NET FINANCIAL POSITION



NET FINANCIAL POSITION (+CASH - DEBT)

€ m unless otherwise stated



1. Net of 350m downstreamed to BancoPosta

HUMAN CAPITAL

ORDINARY HR COSTS IN LINE WITH 24SI TARGET - LOWER SHARE ON REVENUES



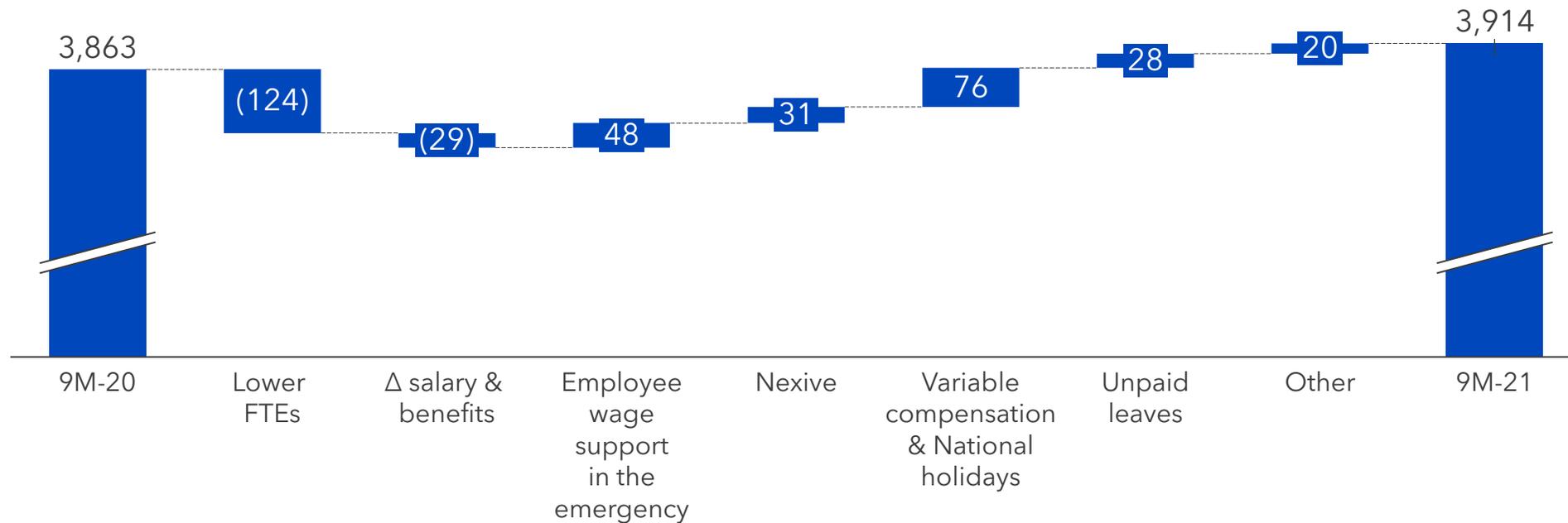
ORDINARY HR COSTS¹

€ m unless otherwise stated

Ordinary HR costs / revenues (%)

51

46



1. Excluding legal disputes with employees

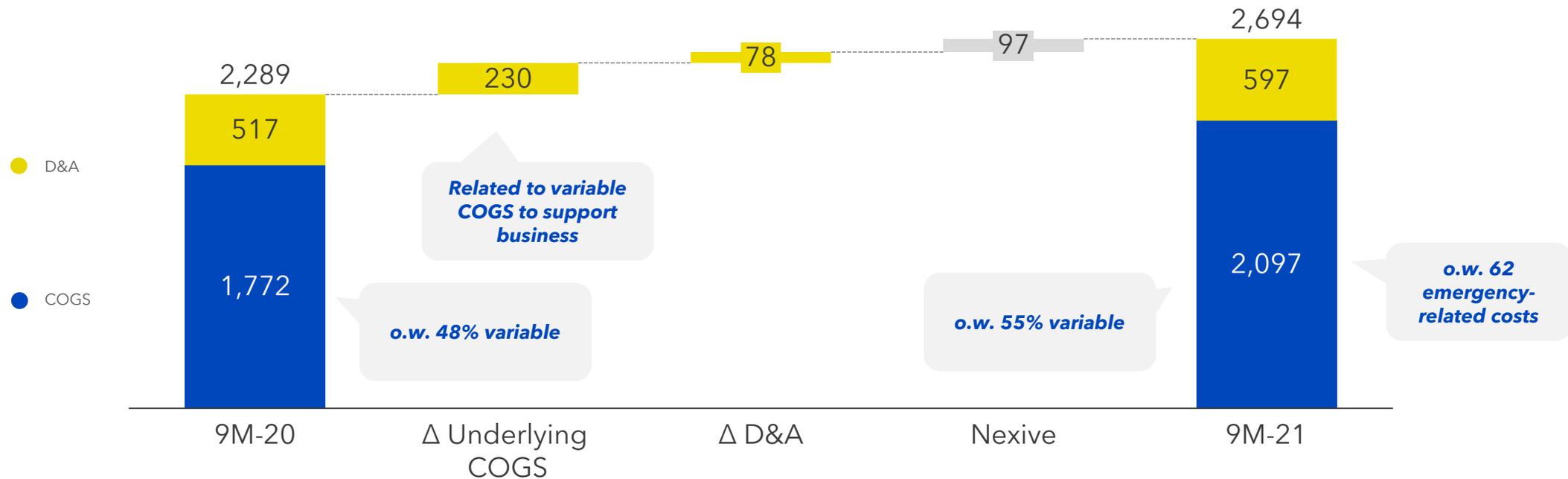
NON-HR COSTS

HIGHER COGS SUPPORTING BUSINESS GROWTH IN LINE WITH 24SI

NON-HR COSTS

€ m unless otherwise stated

Variable costs / variable revenue ^{1,2} (%)	71	70
Total fixed costs / revenues ^{1,2,3} (%)	62	57



1. Excluding one-off expenses to face the emergency 2. 9M-20 including Nexive 3. Ordinary labour costs and fixed COGS

TAX CREDIT PURCHASE – BUSINESS OVERVIEW

€3.9BN BOUGHT AT SEPTEMBER 2021¹



**PUBLIC
ADMINISTRATION**

- Tax credit recognized for certain expenses such as (eco-friendly) building renovation
- Such tax credit is currently tradable
- Credit duration: from 1 to 10 years



**BUSINESS &
INDIVIDUALS**

**Sell tax credit at
discount**



**Interest income is
generated by the discount
spread over the duration of
the tax credit
(Similarly to a zero-coupon
bond)**

Funding



AVAILABLE CASH &
UP TO c.15% OF CORPORATE AND RETAIL
DEPOSITS

1. Net book value as of September 2021

BANCOPOSTA ASSETS AND LIABILITIES STRUCTURE

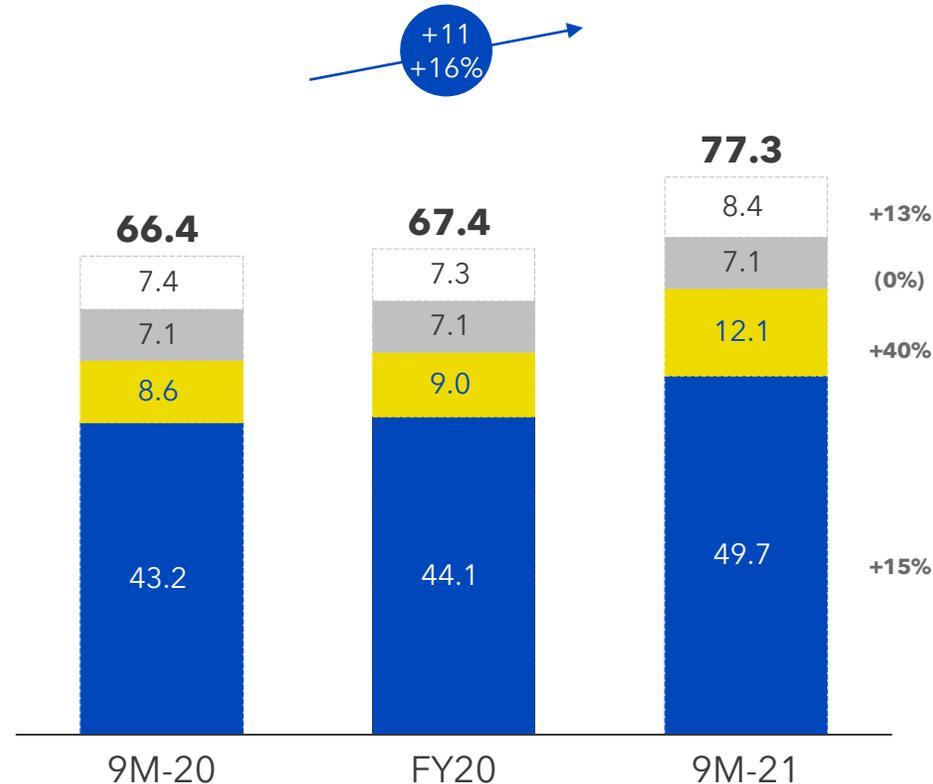
PRUDENT ALM STRATEGY TO MATCH ASSETS AND LIABILITIES

€ bn unless otherwise stated



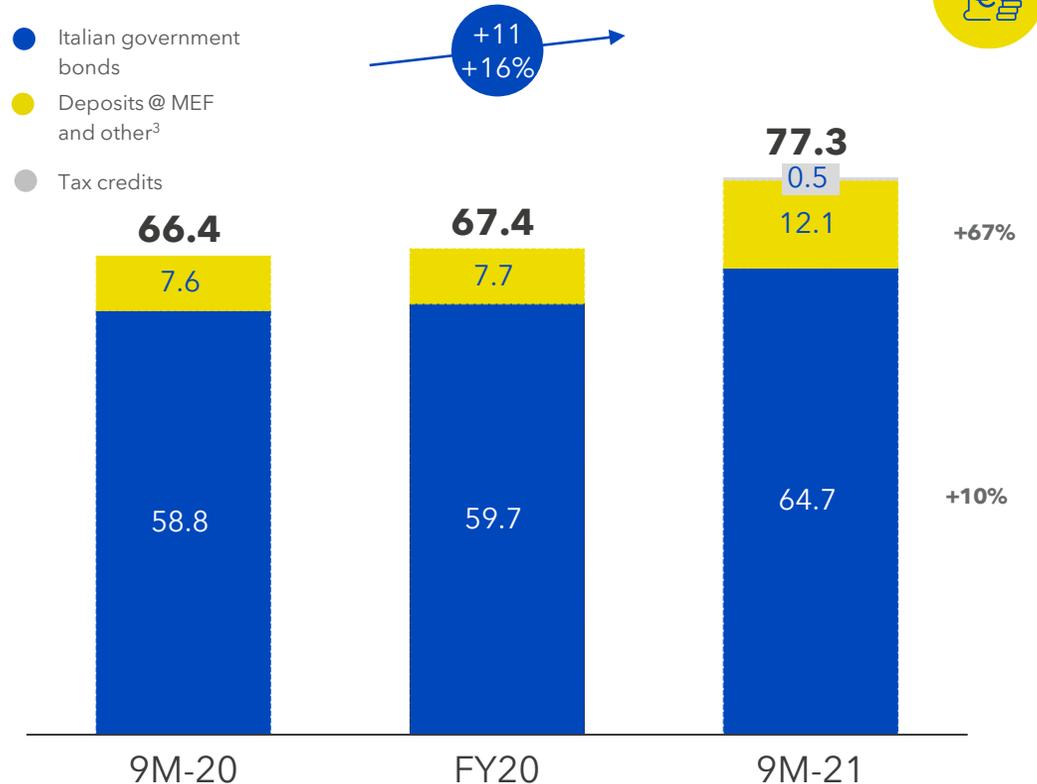
AVERAGE CURRENT ACCOUNT DEPOSITS

- Public Administration²
- REPO
- Corporate customers & other¹
- Retail + Postepay



AVERAGE INVESTMENT PORTFOLIO

- Italian government bonds
- Deposits @ MEF and other³
- Tax credits



Avg. Return exc. Cap. gains (%) ⁴	2.35	2.30	1.92
Duration (# of years)	6.2	6.2	5.7

1. Includes business current accounts, PostePay business and other customers debt 2. Entirely invested in floating rate deposits c/o MEF 3. Including liquidity Buffer, deposits c/o other financial institutions, short term bonds (for treasury management) and excluding Poste Italiane liquidity 4. Average yield calculated as interest income on average current account deposits

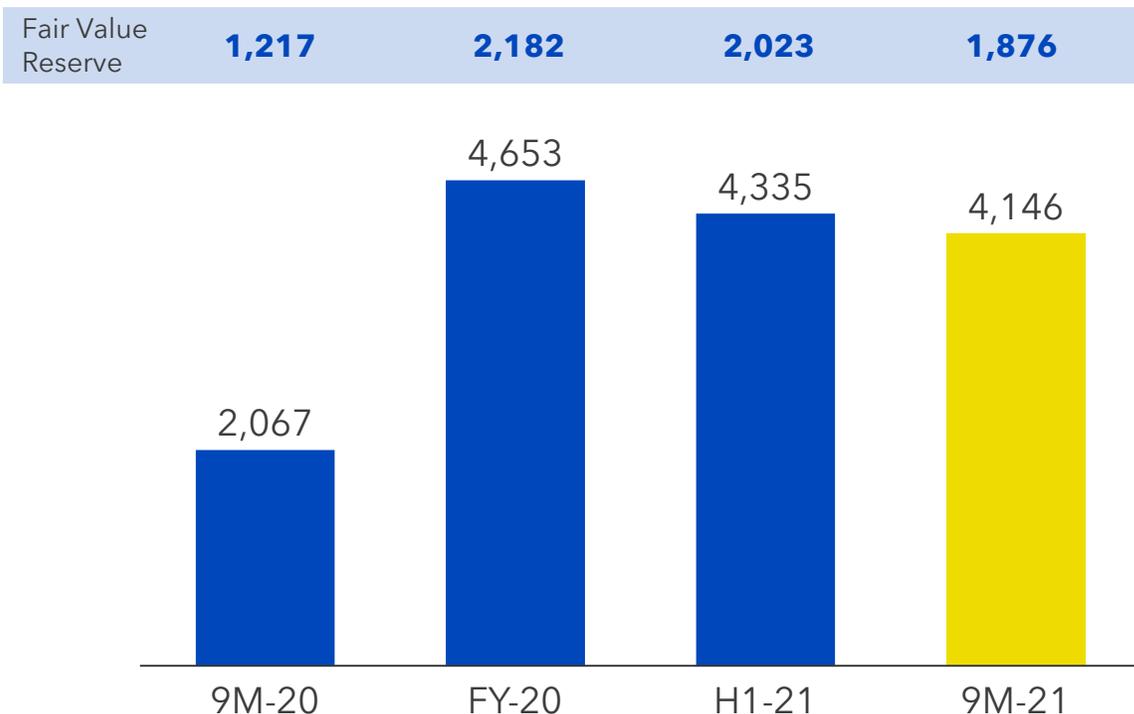
UNREALISED GAINS & LOSSES AND SENSITIVITIES

NET UNREALISED GAINS AT € 4.1BN

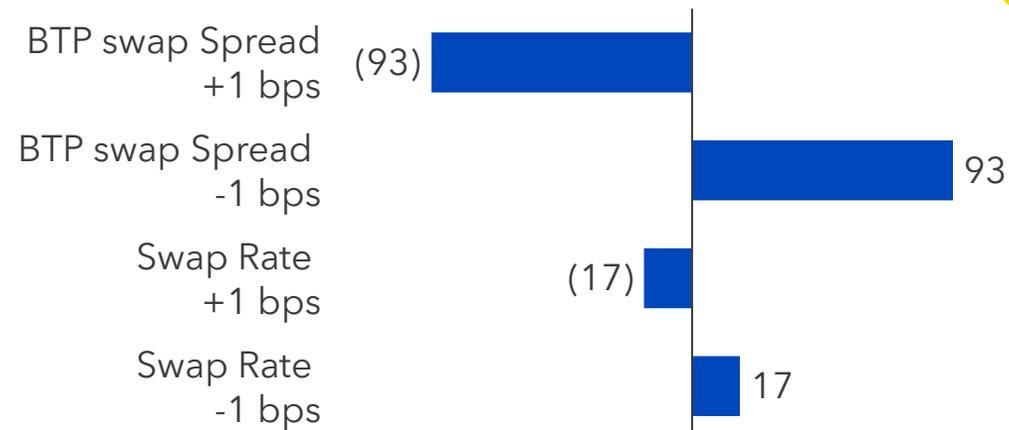
€ m unless otherwise stated



UNREALISED GAINS AND LOSSES



UNREALISED GAINS SENSITIVITIES



	Q3-20	FY-20	Q2-21	Q3-21	Var (bp) Q3-21 vs Q2-21
BTP 10Y	0.87	0.54	0.82	0.86	+4
SWAP 10Y	(0.23)	(0.26)	0.1	0.16	+6
BTP 15Y	1.23	0.92	1.29	1.32	+3
SWAP 15Y	(0.05)	(0.08)	0.36	0.40	+4
BTP 30Y	1.75	1.42	1.84	1.82	(2)
SWAP 30Y	(0.01)	(0.03)	0.48	0.48	+1

POSTAL SAVINGS

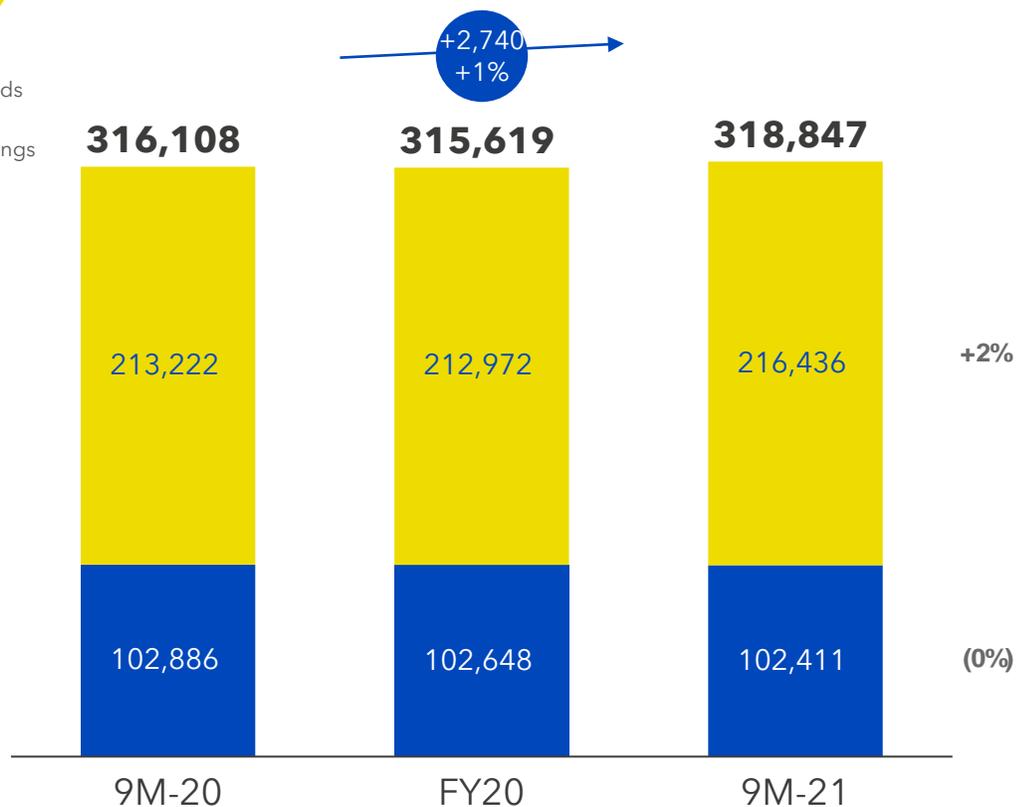
EARLY PENSION PAYMENT IN 2020 AND INCREASED CONSUMPTION PROPENSITY DRIVING OUTFLOWS

€ m unless otherwise stated

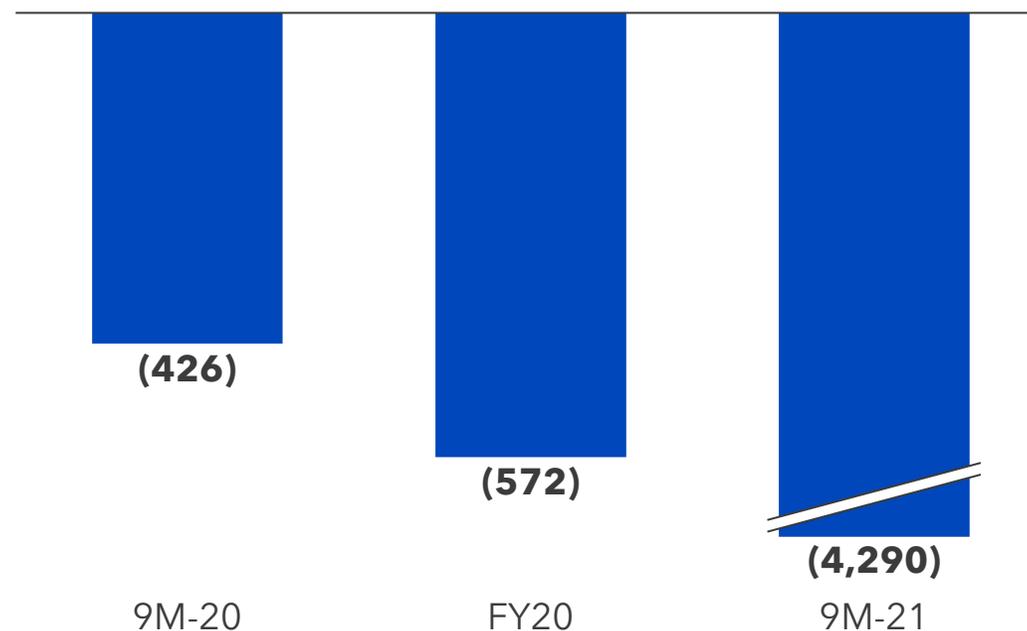


AVERAGE POSTAL SAVINGS¹

- Postal Bonds
- Postal savings books



POSTAL SAVINGS NET INFLOWS



1. Average postal savings excludes interests accrued year-to-date and interests compounded, but not yet payable, on postal bonds not matured as of the reporting date

ASSET MANAGEMENT

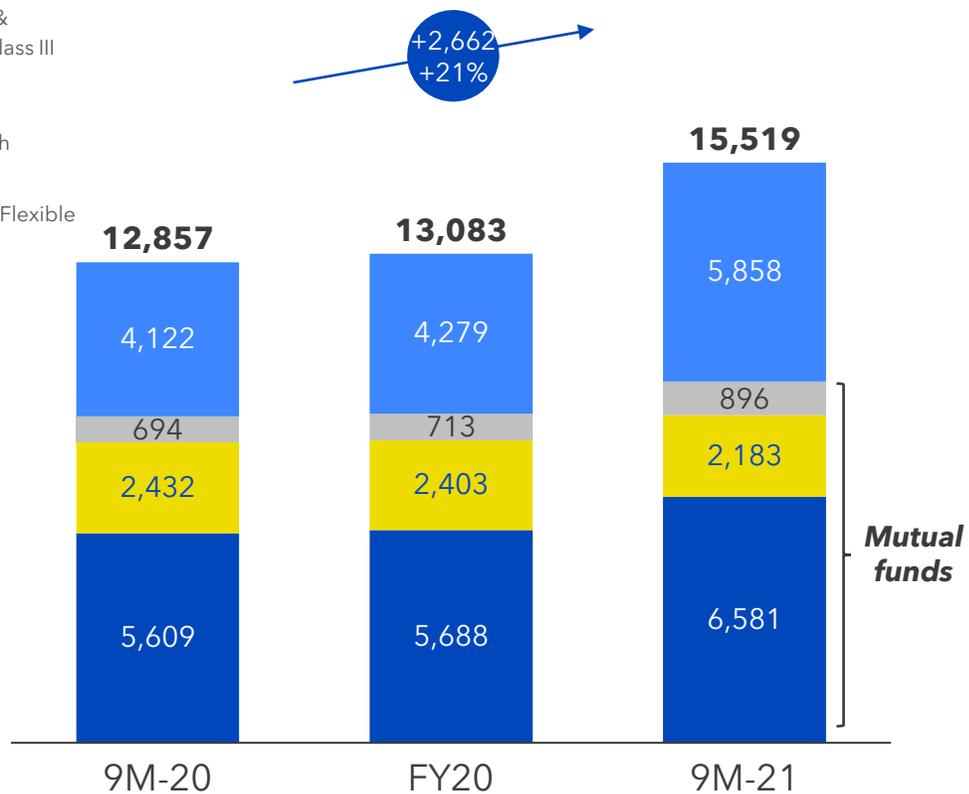
POSITIVE NET INFLOWS SUPPORTED BY MULTICLASS PRODUCTS

€ m unless otherwise stated

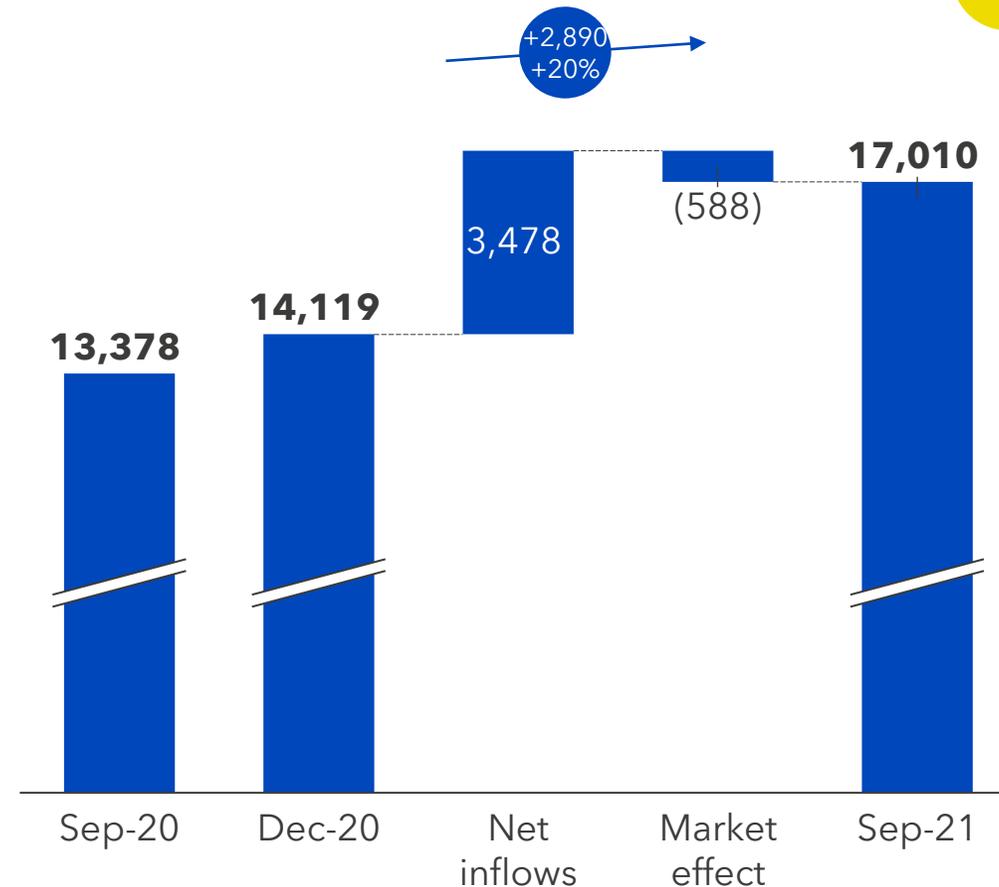


AVERAGE ASSETS UNDER MANAGEMENT

- Unit linked & multiclass Class III
- Equity
- Bond & Cash
- Balanced & Flexible



AUM EVOLUTION - EOP



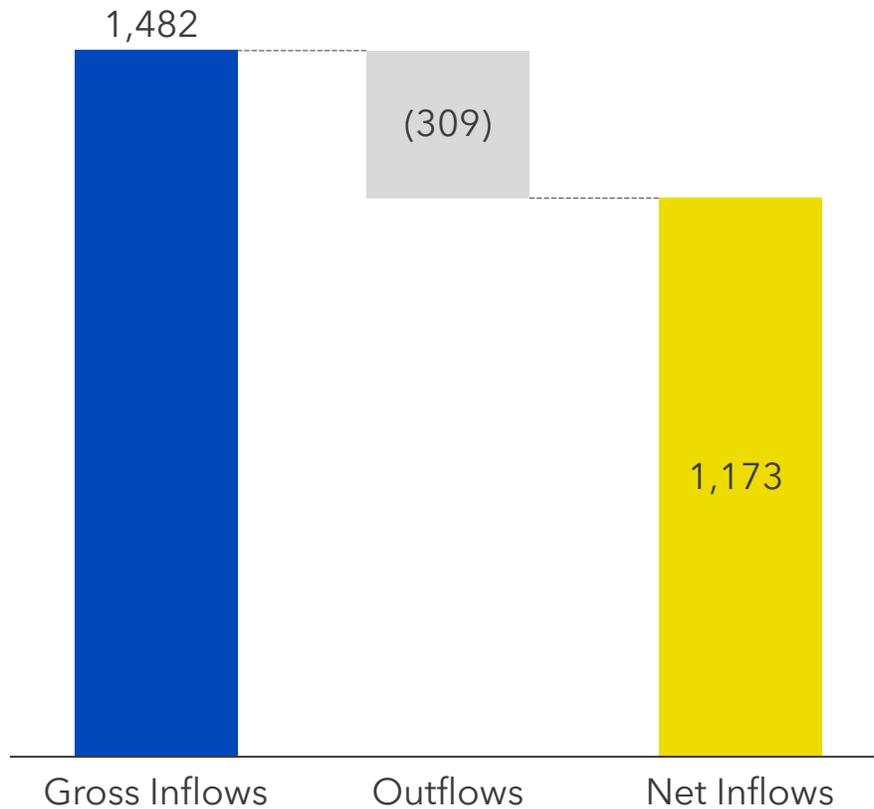
ASSET MANAGEMENT NET INFLOWS

POSITIVE NET INFLOWS THANKS TO MULTICLASS CLASS III COMPONENT AND MUTUAL FUNDS

€ m unless otherwise stated



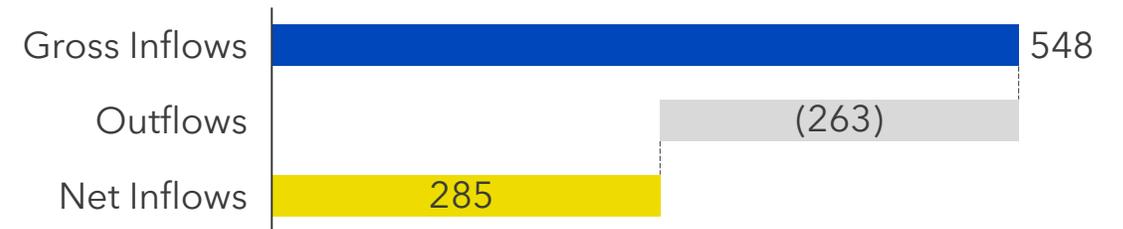
TOTAL NET INFLOWS Q3-21



MULTICLASS CLASS III & UNIT LINKED



MUTUAL FUNDS



BANCOPOSTA: SOLID AND EFFICIENT CAPITAL POSITION

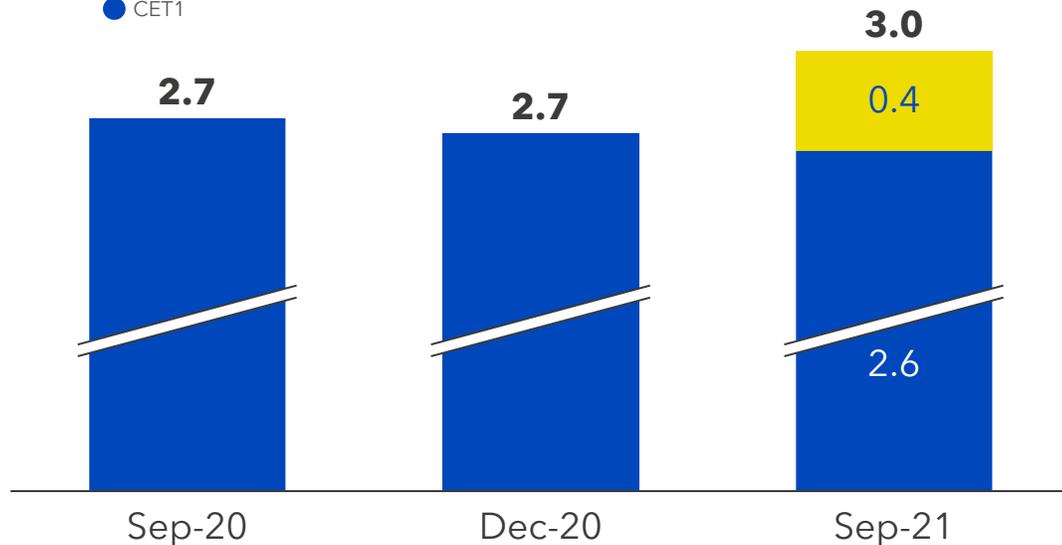
AN ASSET GATHERER WITH A CAPITAL LIGHT BALANCE SHEET



LEVERAGE RATIO (%)

● AT1

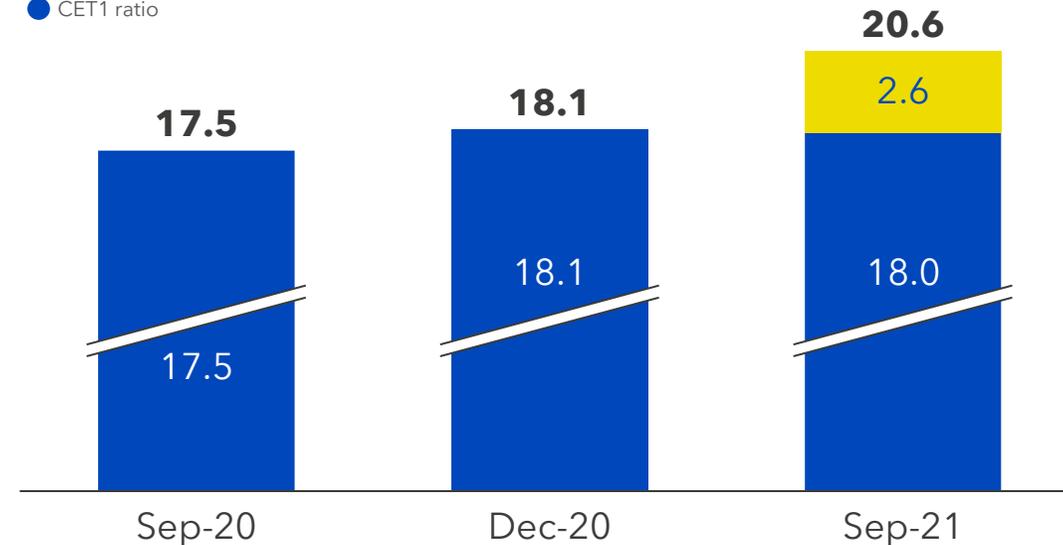
● CET1



TOTAL CAPITAL RATIO (%)

● AT1 ratio

● CET1 ratio



BALANCE SHEET EXPOSURE (€ BN)

87.9

92.3

94.3

RWA (€ BN)

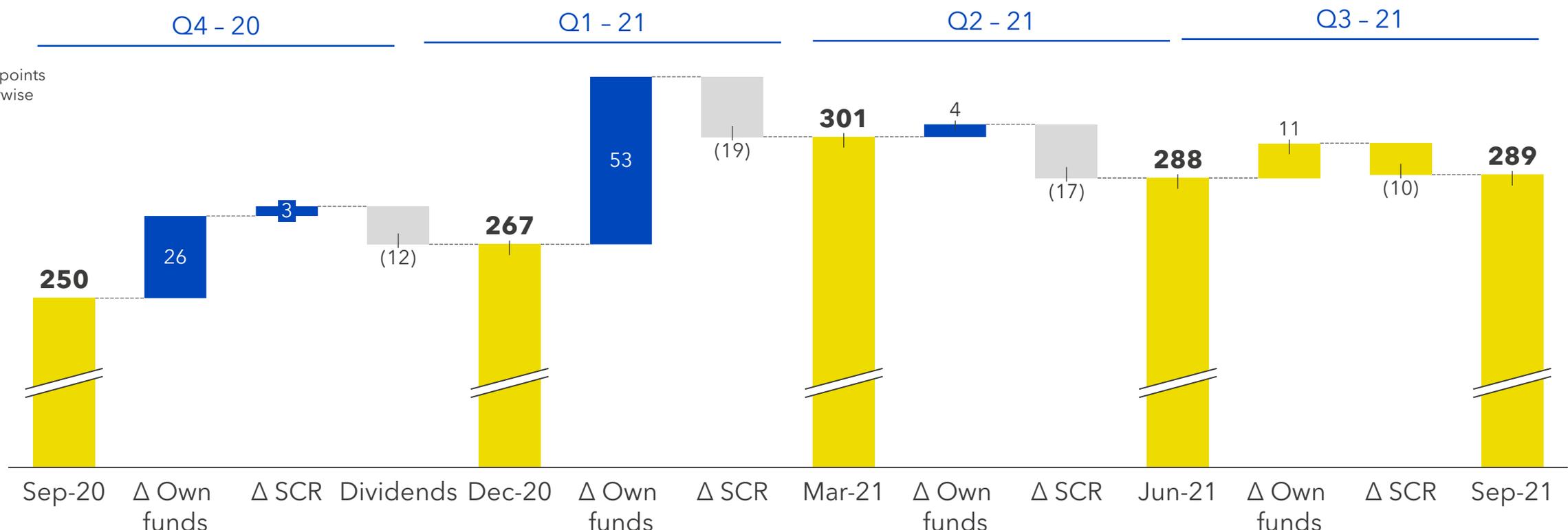
13.6

13.5

13.5

INSURANCE SERVICES SOLVENCY II EVOLUTION

Percentage points
unless otherwise
stated

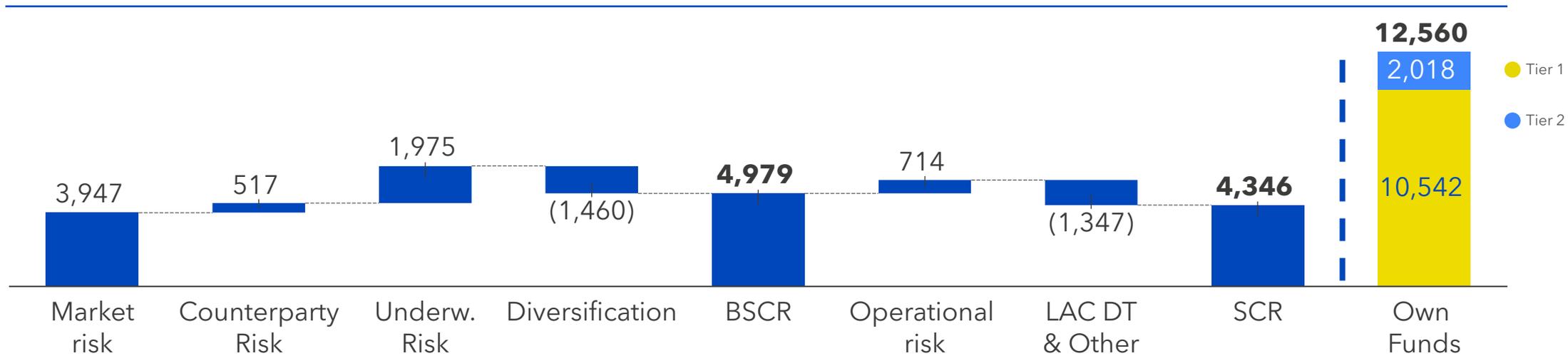


SWAP (BP)	(23)	(26)	7	10	16
BTP-SWAP SPREAD (BP)	110	81	60	72	70
V.A. CURR. (BP)	14	7	5	5	3

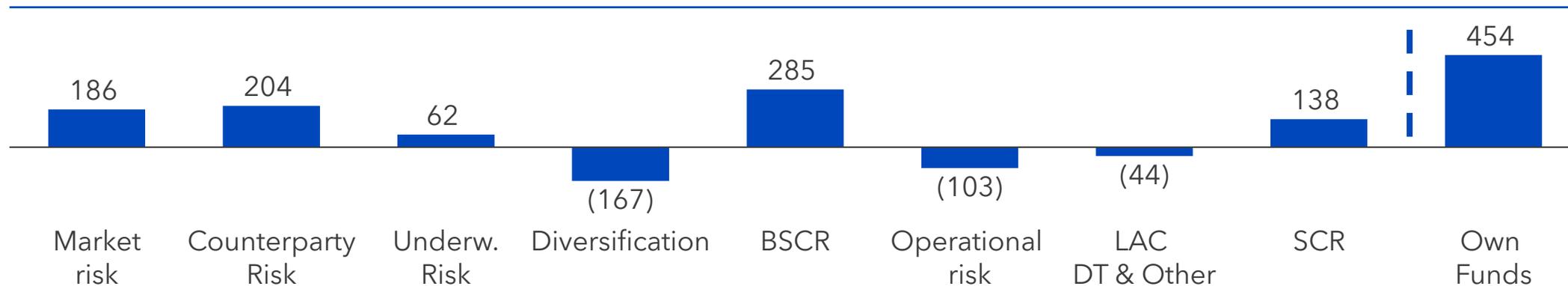
INSURANCE SERVICES

SOLVENCY II OWN FUNDS TIERING AND SOLVENCY CAPITAL REQUIREMENTS

SOLVENCY II CAPITAL AND SOLVENCY II CAPITAL REQUIREMENT BREAKDOWN (€ M)



CHANGE VS JUNE 2021 (€ M)



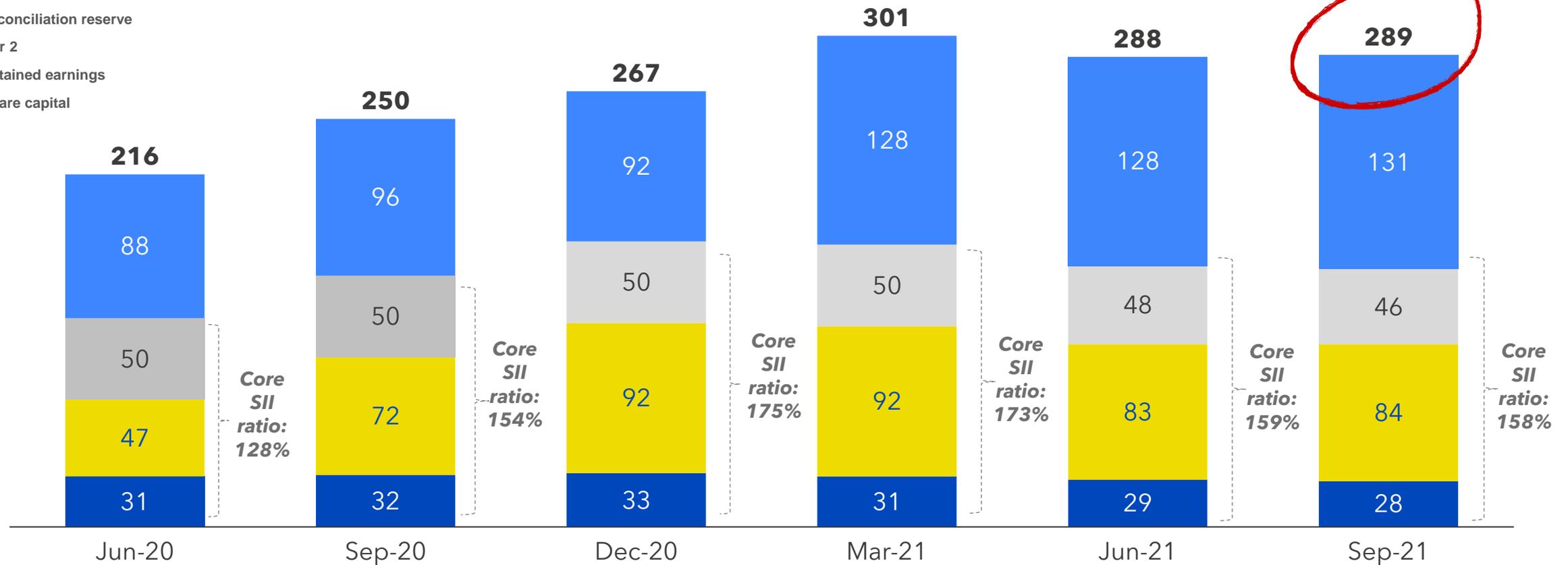
INSURANCE SERVICES: SOLVENCY II RATIO COMPOSITION

BROADLY STABLE CORE SOLVENCY II RATIO

CORE SOLVENCY RATIO - EXCLUDING TRANSITIONAL MEASURES (%)



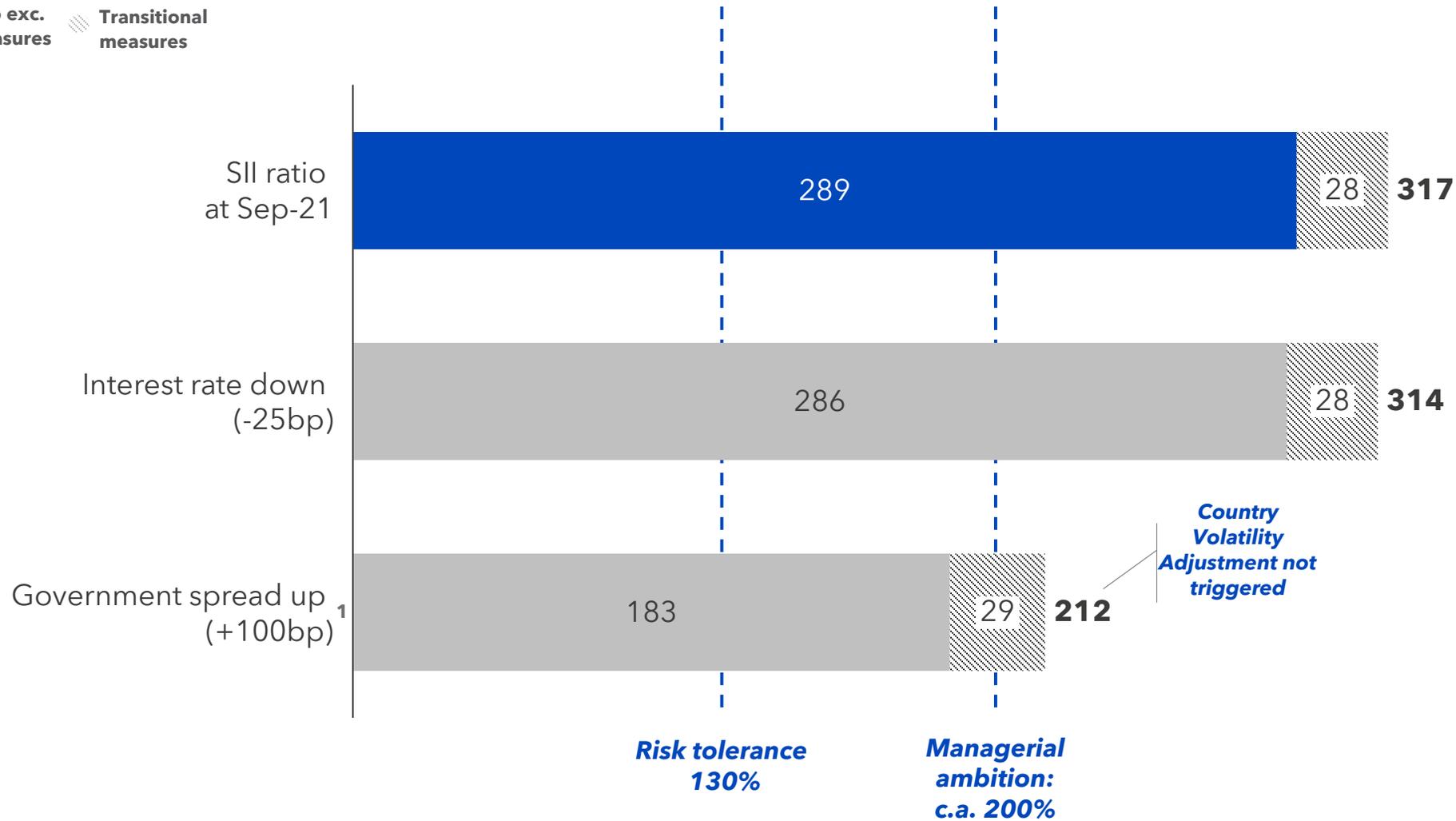
- Reconciliation reserve
- Tier 2
- Retained earnings
- Share capital



SOLVENCY II RATIO SENSITIVITIES

RESILIENT UNDER SEVERE SCENARIOS BENEFITTING FROM FAVOURABLE MARKET CONDITIONS

● Solvency II ratio exc. transitional measures
 ▨ Transitional measures



¹ Vs Asset Swap Spread

INSURANCE SERVICES

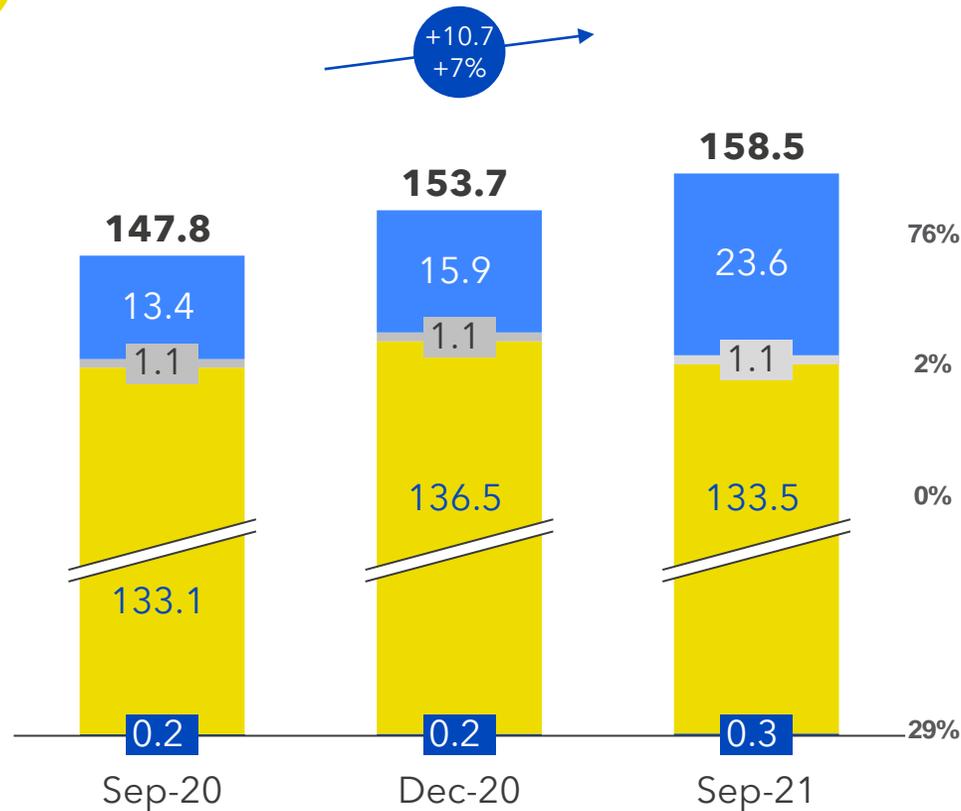
CONTINUED DIVERSIFICATION TOWARDS MULTICLASS INSURANCE PRODUCTS

€ bn unless otherwise stated

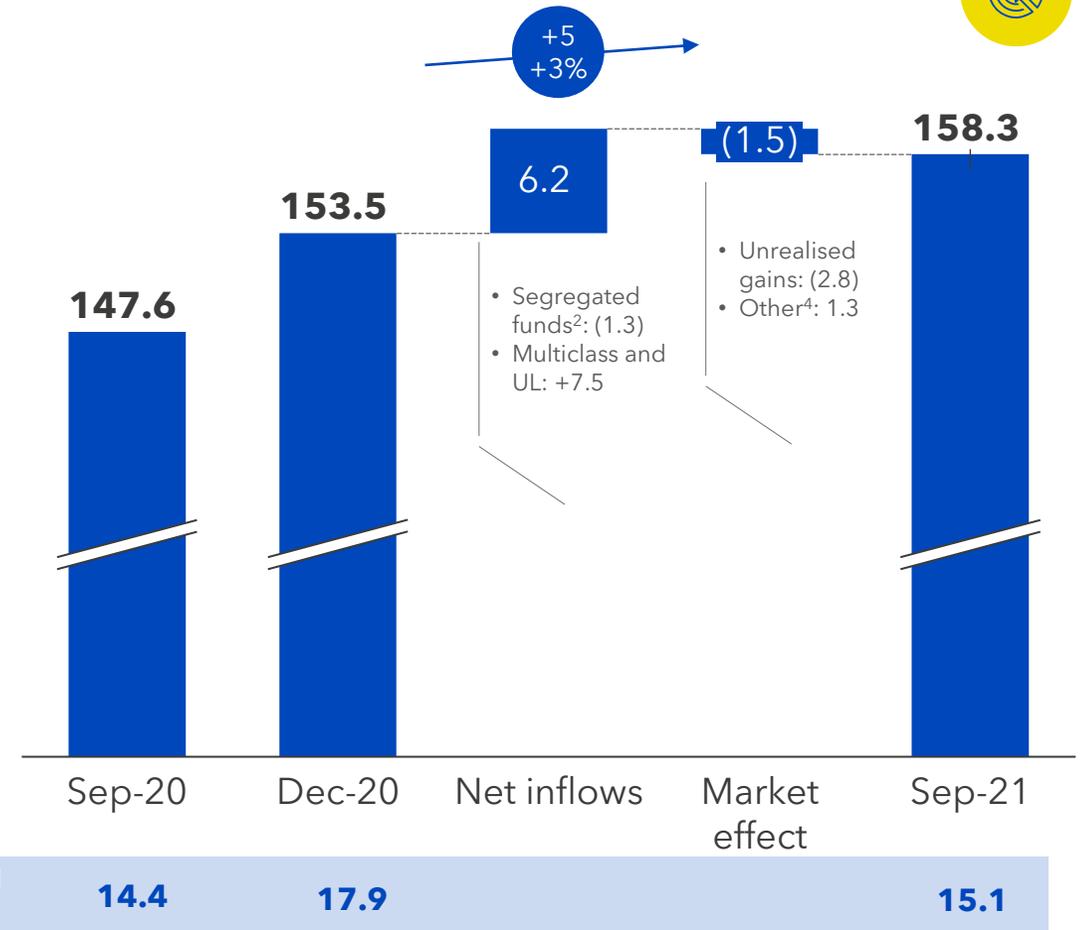


GROUP NET TECHNICAL PROVISIONS¹

- Multiclass
- Unit linked (Class III)
- Segregated fund products (class I-V)²
- P&C



LIFE NET TECHNICAL PROVISIONS EVOLUTION³



1. Includes non-life technical reserves and net of re-insurance reserves; EoP figures 2. Includes life protection and PPP; 3. EoP figure; 4. Includes interests, upfront fees and other minor items

INSURANCE SERVICES GWP

INCREASING SHARE OF MULTICLASS AND NON-LIFE GROSS WRITTEN PREMIUMS

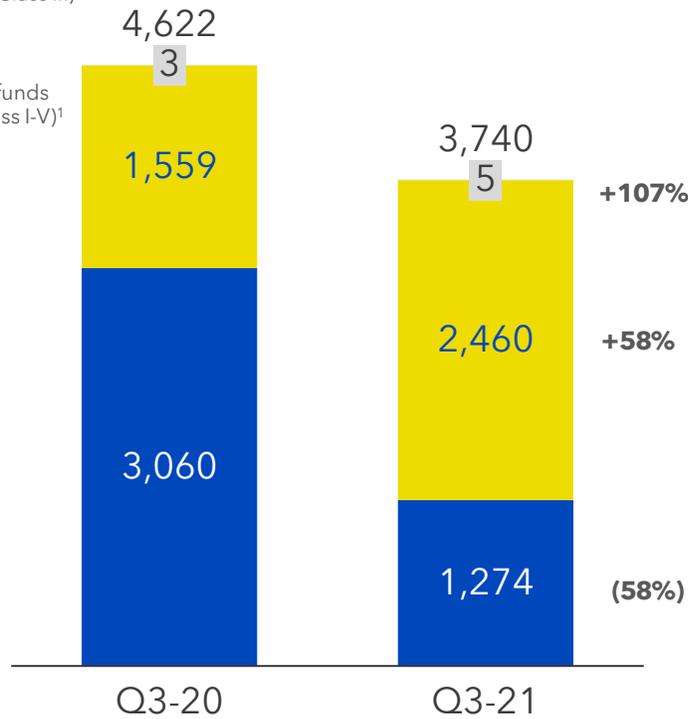
€ m unless otherwise stated



LIFE

(882)
(19%)

- Unit Linked (Class III)
- Multiclass
- Segregated funds products (class I-V)¹



Multiclass (% of life GWP) **34** (Q3-20) **66** (Q3-21)

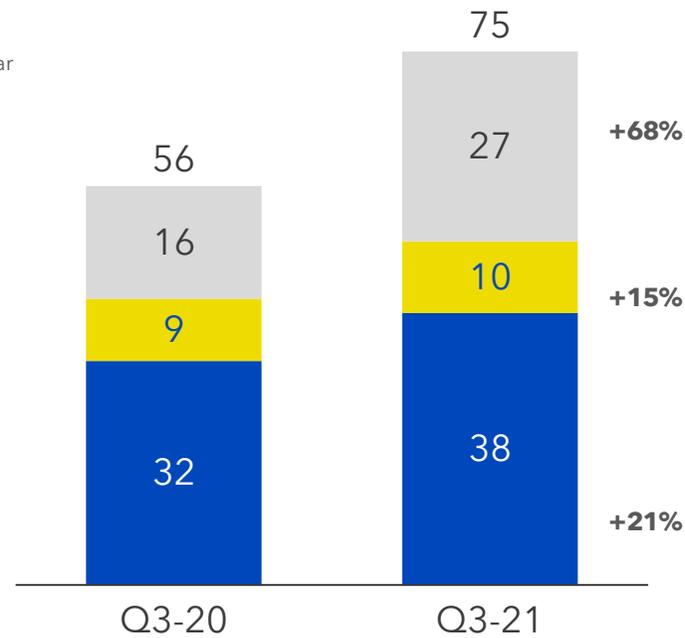
1. Includes life protection and PPP



NON-LIFE

+19
+34%

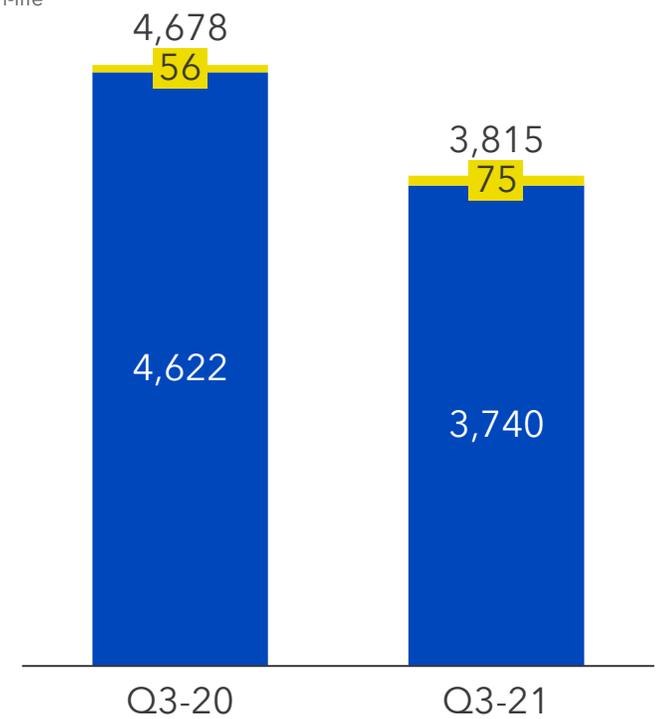
- Welfare
- CPI
- Modular



TOTAL

(863)
(18%)

- Non-life
- Life



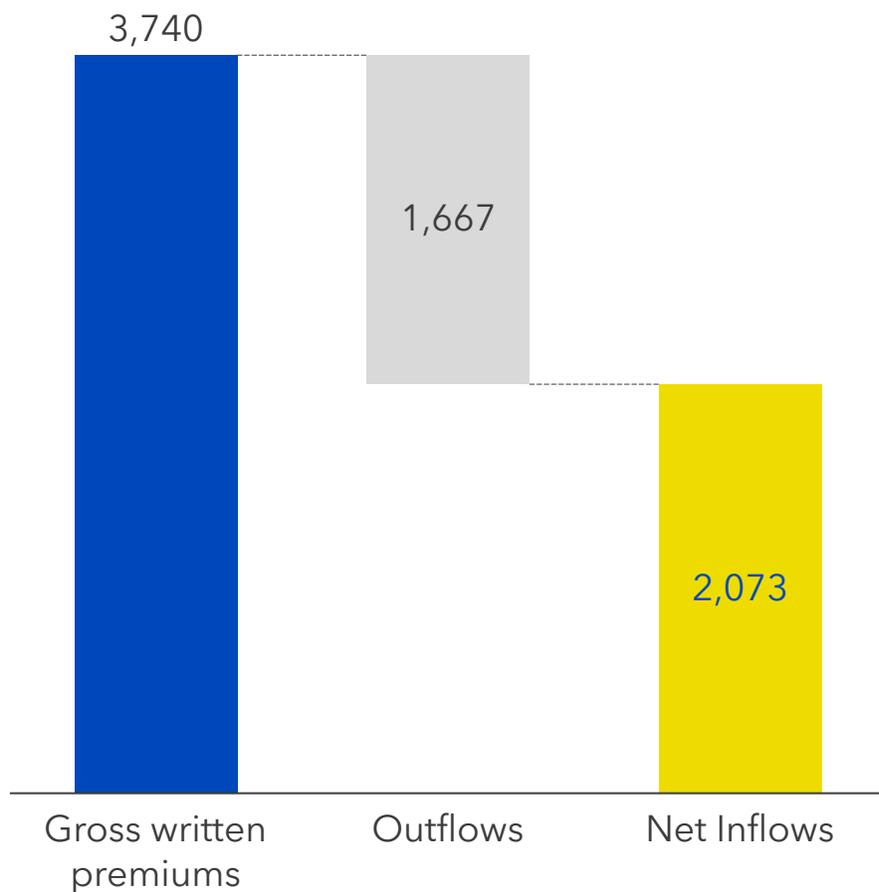
INSURANCE SERVICES NET INFLOWS

POSITIVE NET INFLOWS THANKS TO MULTICLASS INSURANCE PRODUCTS

€ m unless otherwise stated

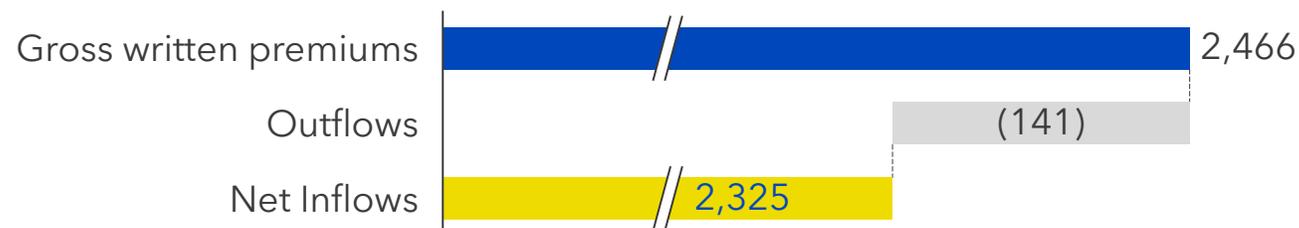


TOTAL NET INFLOWS Q3-21

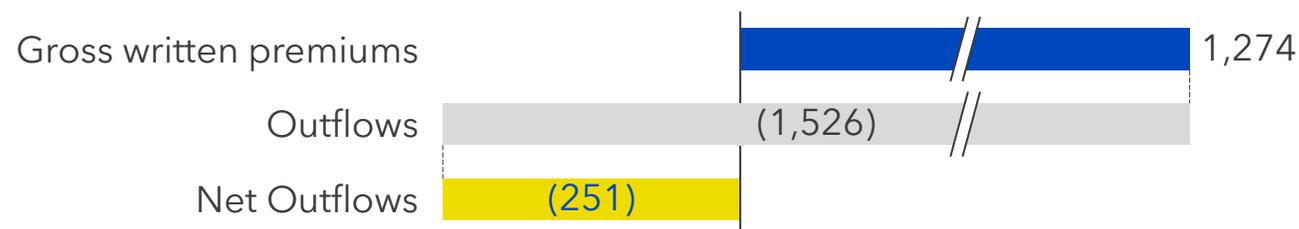


1. Includes life protection and PPP

MULTICLASS & UNIT LINKED



CLASS I¹



INSURANCE SERVICES

INVESTMENT PORTFOLIO ONGOING DIVERSIFICATION

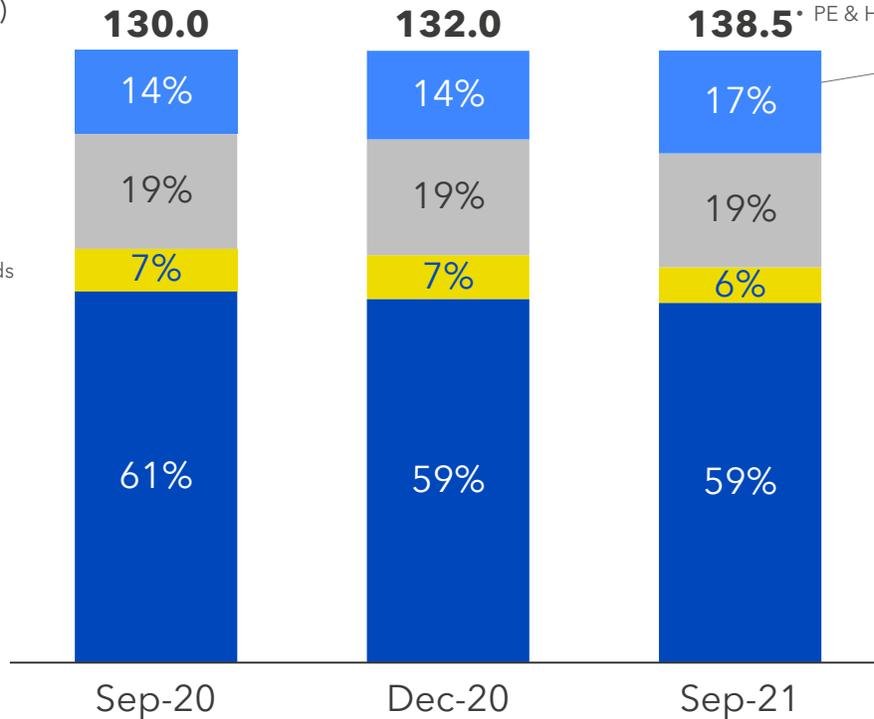


INVESTMENT PORTFOLIO BREAKDOWN¹

Total investment portfolio (€ bn)

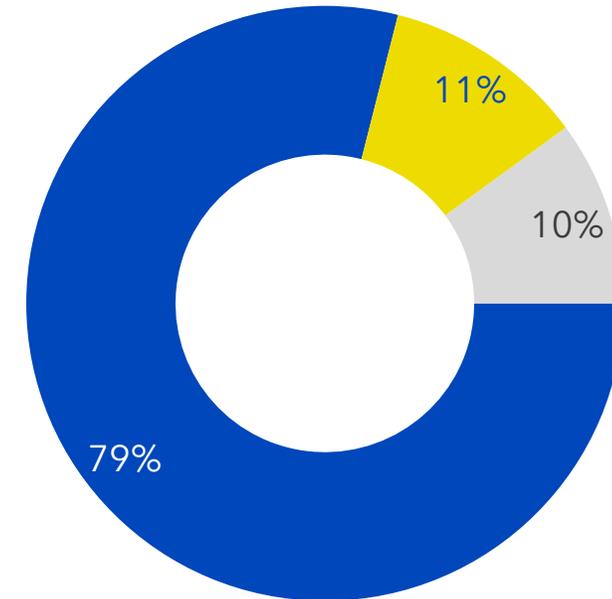
- HY: 6%
- EM: 5%
- Equity: 2%
- Private Debt: 1%
- RE: 0%
- Infrastructure: 1%
- PE & HF: 1%

- Other
- Corporate bonds
- Global Govies
- Italian Govies



BOND PORTFOLIO BREAKDOWN BY COUPON TYPE

- Fixed
- Floating
- Inflation linked



	9M-20	FY20	H1-21	9M-21	Var (bp) 9M-21 vs H1-21
Minimum guaranteed return (Class I) (%)	0.6	0.57	0.47	0.45	(2bp)
Segregated Fund return (%)	2.22	2.16	2.31	2.30	(1bp)

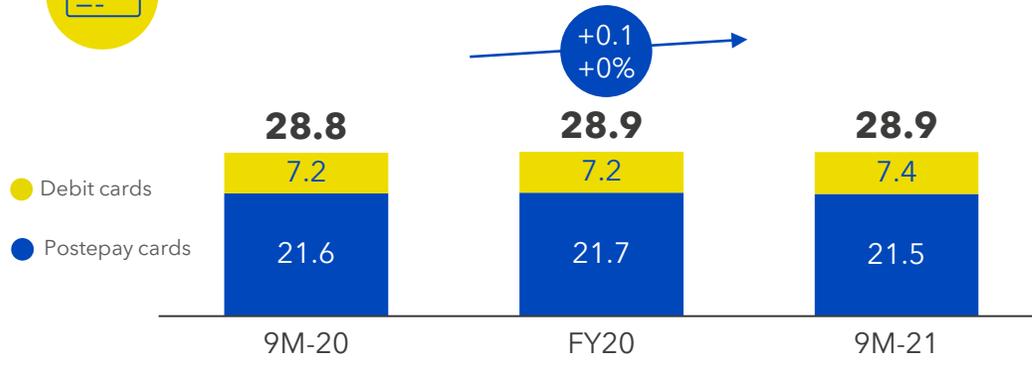
1. Includes financial assets covering Class I technical provisions and free surplus investments according to local GAAP

PAYMENTS & MOBILE KEY METRICS

STEADY INCREASE ACROSS ALL METRICS



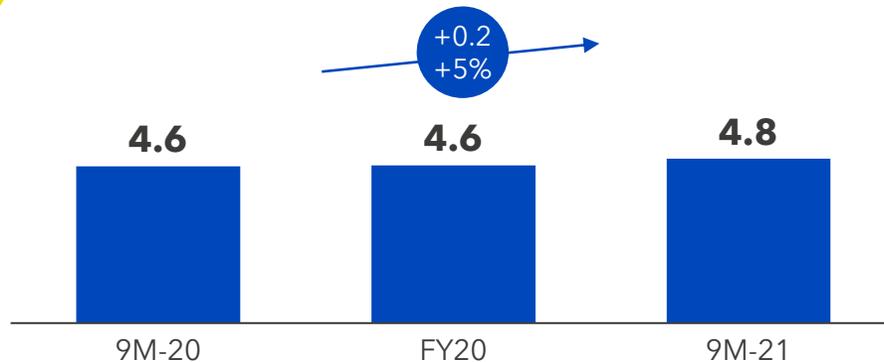
CARD STOCK¹ (# M)



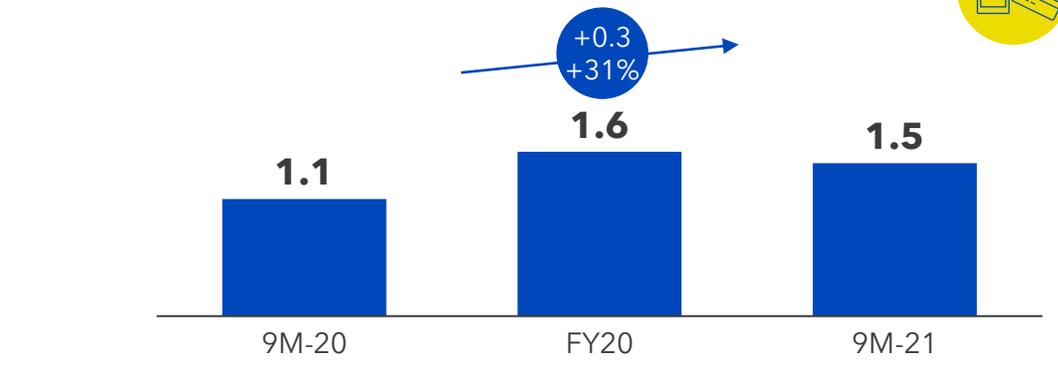
Postepay Evolution stock	9M-20	FY20	9M-21
	7.4	7.7	8.4



MOBILE & LAND LINE, STOCK (# M)

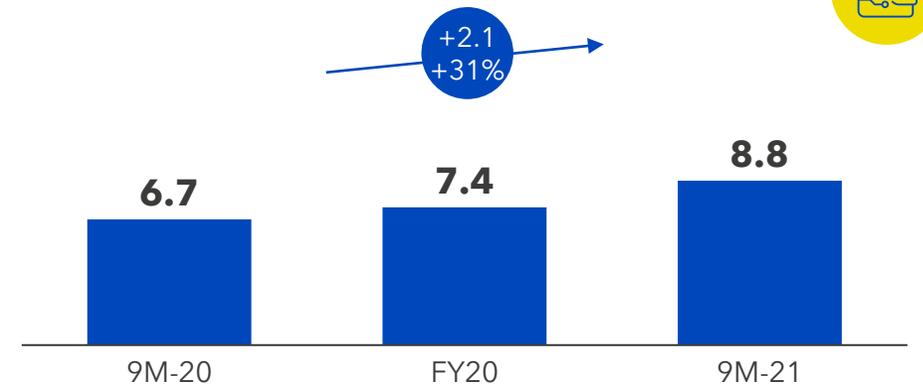


TOTAL CARD TRANSACTIONS (# BN)²



Of which e-commerce, m ³	9M-20	FY20	9M-21
	275	397	374

POSTE ITALIANE DIGITAL E-WALLET (# M)⁴



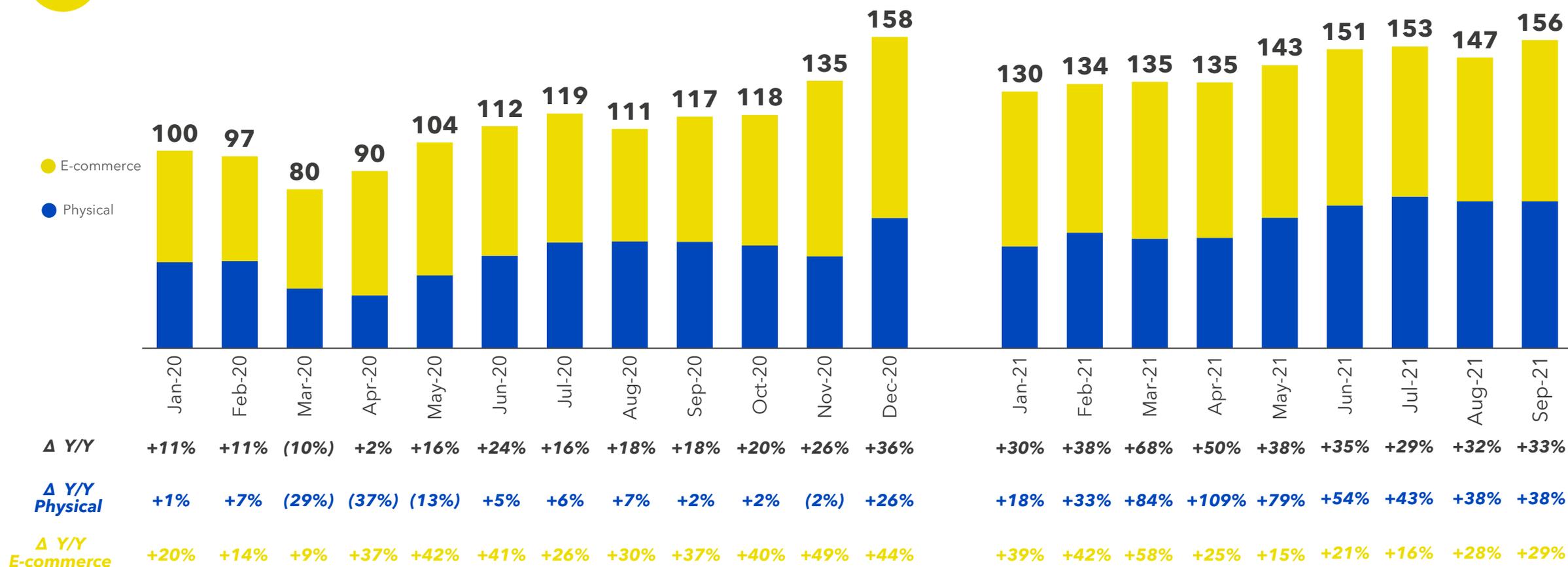
1. Including social measures related cards 2. Including payments, top ups and withdrawals 3. Includes e-commerce and web transactions on Poste Italiane channels 4. An innovative electronic tool associated to a single customer, able to authorize in app payment transactions

PAYMENTS & MOBILE: POSTEPAY TRANSACTION VALUE¹

STEADY INCREASE IN E-COMMERCE TRANSACTIONS



POSTEPAY DAILY AVERAGE TRANSACTION VALUE (BASE 100)



1. Includes in-store transactions on mobile and physical channels, accounted for by transaction date

POSTE ITALIANE DIGITAL FOOTPRINT

KEY METRICS STEADILY IMPROVING



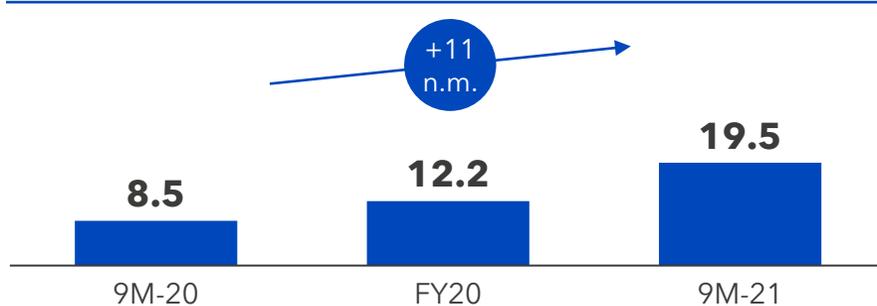
CUMULATED APP DOWNLOADS (# M)¹



REGISTERED ONLINE USERS (# M)

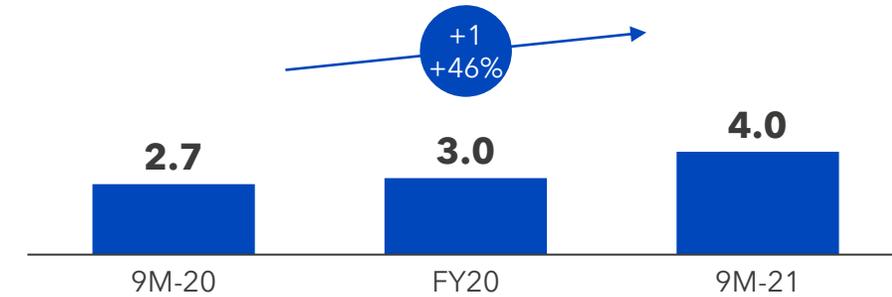


ELECTRONIC IDENTIFICATION STOCK (# M)²

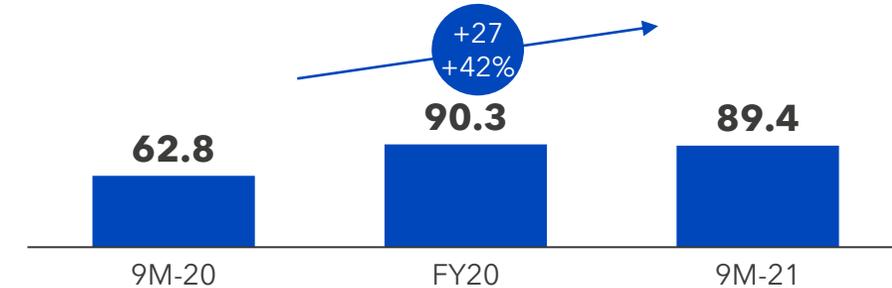


1. Source: App stores (iOS and Android) 2. Electronic identification refers to number of ID outstanding

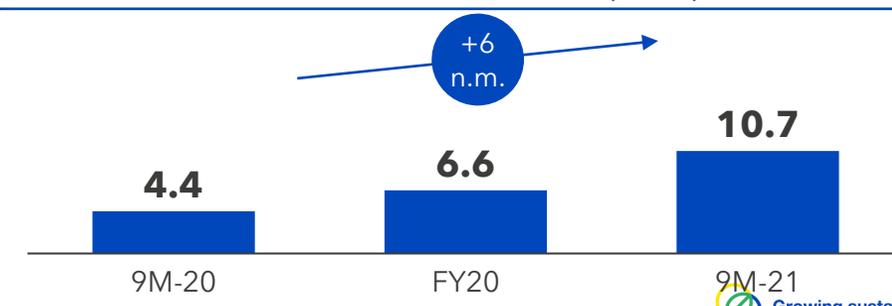
DAILY ONLINE USERS (# M)



CONSUMER FIN. TRANSACTIONS (# M)



PRIVATE DIGITAL IDs (# M)



GROUP PERFORMANCE

MAIN KPIs

OPERATIONAL KPI's		Q3-20	Q3-21	Var.	9M-20	9M-21	Var.
 MAIL PARCEL & DISTRIBUTION	Mail Volumes (#m)	540	595	+10%	1,677	1,889	+13%
	Parcels delivered by mailmen (#m)	20	16	(20%)	53	55	+4%
	Parcel volumes (#m)	50	54	+7%	140	181	+29%
	B2C Revenues (€m)	145	160	+10%	398	522	+31%
 PAYMENTS & MOBILE	PostePay cards (#m)			n.a.	21.6	21.5	(0%)
	<i>of which PostePay Evolution cards (#m)</i>			n.a.	7.4	8.4	+13%
	Total payment cards transactions (#bn) ¹			n.a.	1.1	1.5	+31%
	<i>of which eCommerce transactions (#m)²</i>			n.a.	275	374	+36%
	Mobile & land-lines (#m)			n.a.	4.6	4.8	+5%
Digital e-Wallets (#m)			n.a.	6.7	8.8	+31%	
 FINANCIAL SERVICES	Total Financial Assets - TFAs (€/bn)			n.a.	556	582	+5%
	Unrealized gains (€m)			n.a.	2,067	4,146	n.m.
 INSURANCE SERVICES	Gross Written Premiums (€m)	4,678	3,815	(18%)	12,424	14,146	+14%
	GWP - Life (€m)	4,372	3,484	(20%)	11,522	13,154	+14%
	GWP - Private Pension Plan (€m)	250	256	+2%	717	753	+5%
	GWP - P&C (€m)	56	75	+34%	185	239	+29%
	o.w. Modular	32	38	+21%	97	112	+16%
	o.w. Welfare	16	27	+68%	66	96	+45%
	o.w. Payment	9	10	+15%	21	30	+40%

1. Including payments, top ups and withdrawals 2. Includes e-commerce and web transactions on Poste Italiane channels

INTERSEGMENT COSTS AS OF Q3-21

INTERSEGMENT DYNAMICS' KEY DRIVERS

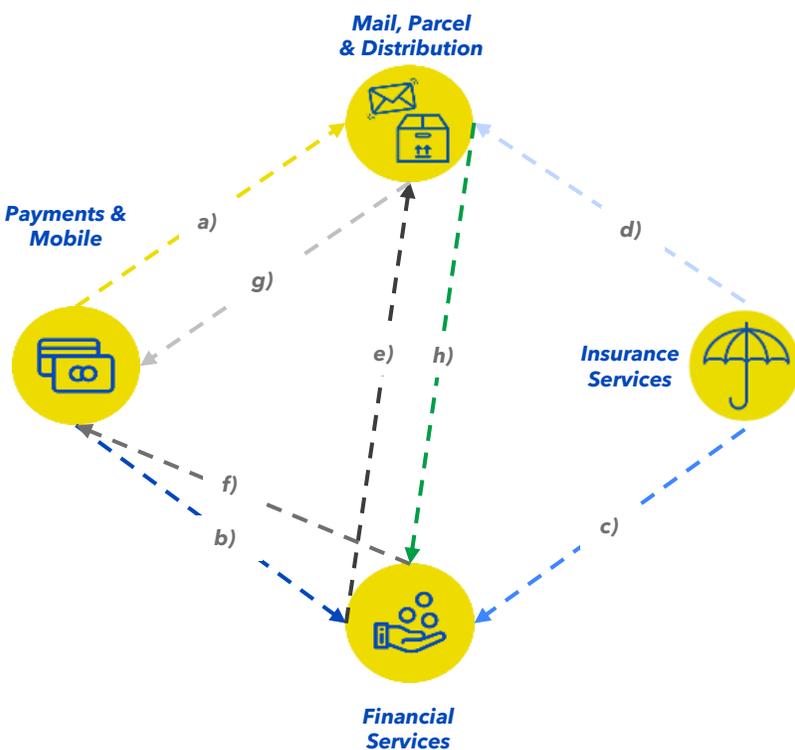
€ m unless otherwise stated

INTERSEGMENT COST FLOWS

MAIN RATIONALE

INDICATIVE MAIN REMUNERATION SCHEME

€ M



Payments and Mobile remunerates:

- a) **Mail, Parcel and Distribution** for providing IT, delivery volume and other corporates services¹;
- b) **Financial Services** for promoting and selling card payments and other payments (e.g. tax payments) throughout the network;

Insurance Services remunerates:

- c) **Financial Services** for promoting and selling insurance products² and for investment management services³;
- d) **Mail, Parcel and Distribution** for providing corporate services¹;

Financial Services remunerates:

- e) **Mail, Parcel and Distribution** for promoting and selling Financial, Insurance and PMD products throughout the network and for providing corporate services⁴;
- f) **Payments & Mobile** for providing certain payment services⁵

Mail, Parcel and Distribution remunerates:

- g) **Payments & Mobile** for acquiring services and postman electronic devices
- h) **Financial Services** as distribution fees related to "Bollettino DTT"

a)	Number of payment transactions flat fee (depending on the product)	a) 57
b)	Fixed % of revenues	b) 54
		Total: 110
<hr/>		
c)	Fixed % of upfront fees	c) 123
d)	Depending on service/product	d) 15
		Total: 139
<hr/>		
e)	Fixed % (depending on the product) of revenues	e) 1,166
f)	Depending on service/product	f) 62
		Total: 1,228⁶
<hr/>		
g)	Annual fee	g) 9
h)	Flat fee for each «Bollettino»	h) 10
		Total: 19

1. Corporate Services such as communication, anti money laundering, IT, back office and call centers 2. Which, in turn, remunerates Mail, Parcel and Distribution 3. Investment management services provided by BancoPosta Fondi SGR. 4. E.g. Corporate services are remunerated according to number of allocated FTEs, volumes of sent letters and communication costs 5. E.g. 'Bollettino' 6. Excluding interest charges

€ 1 BN 4-YR & 8-YR DUAL SENIOR-TRANCHE & € 800M HYBRID ISSUANCE

DIVERSIFYING FUNDING SOURCES AND INVESTOR BASE AT ALL TIME LOW RATES ENVIRONMENT

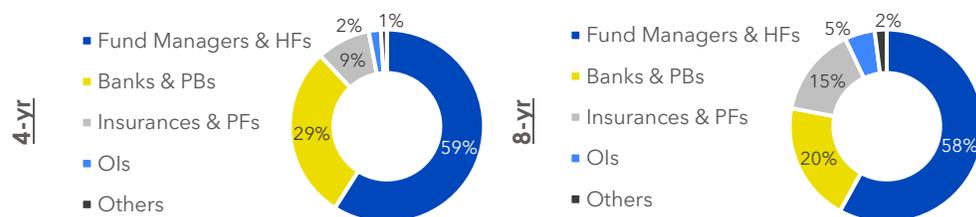
SENIOR KEY TERMS AND CONDITIONS

Issuer	Poste Italiane S.p.A. ("Poste")	
Issuer Ratings:	Baa3 (stable) and BBB (stable) by Moody's and S&P	
Expected Issue Ratings:	Baa3 / BBB by Moody's and S&P	
Notes	EUR Senior Unsecured, Reg S Bearer, dematerialized	
Pricing Date	2 December 2020	
Settlement Date	10 December 2020 (T+6)	
Maturity Date	10 December 2024 (4-yr)	10 December 2028 (8-yr)
Amount Issued	Eur 500mln	Eur 500mln
Re-offer Spread vs MS	45bps	85bps
Re-offer Yield	-0.025%	0.531%
Coupon (FX)	0.000%, Annual, ACT/ACT	0.500%, Annual, ACT/ACT
Re-offer/Issuer Price	100.100%	99.758%
ISIN	XS2270395408	XS2270397016
Call Options	Clean-Up (80%) 1M par call	Clean-Up (80%) 3M par call

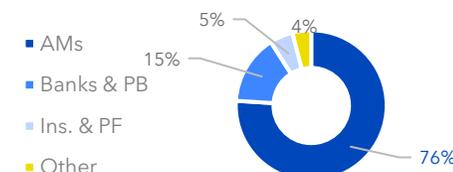
HYBRID KEY TERMS AND CONDITIONS

Issuer	Poste Italiane S.p.A.	
Issuer Rating	Baa3 (stable) and BBB (stable) by Moody's and S&P	
Expected Issue Rating	Ba2 and BB+ by Moody's and S&P	
Expected Equity Credit	Moody's 50% / S&P 50% until the First Reset Date	
Ranking/Format	RegS. Bearer, Direct, unsecured and subordinated obligations of the Issuer, ranking senior only to Junior Securities, and junior to all other outstanding indebtedness of the Issuer	
Pricing Date	16 June 2021	
Settlement Date	24 June 2021 (T+6)	
Tranche Maturity	Perpetual NC8	
Size	€800mn	
First Call Date	24 March 2029 (3 months prior to the First Reset Date)	
First Reset Date	24 June 2029	
IPTs	3.000% area	
Final Landing	2.625%	
Interest	2.625 %, annual fixed until First Reset Date then reset every 5 years at 5yr Mid-swaps + initial margin (incl. relevant step-up)	
Initial Margin	MS+267.7 bps	
Yield/Issue Price	2.625% (ann.) / 100.00%	
1st Step-Up	+ 25bps on 24 June 2034	
2nd Step-Up	+ 75bps on 24 June 2049	
Optional Interest Deferral	At any time at the option of the Issuer (in whole or in part) on a cash-cumulative and not compounding basis	
Redemption	3-month Par Call / Make-Whole Call / Withholding Tax Event / Substantial Law	
Law	English law, status and subordination governed by Italian law	
Listing	Luxembourg Stock Exchange (Regulated Market)	
Use of Proceeds	General corporate purposes and to strengthen the regulatory capital structure of	
Denominations	EUR 100k + EUR 1k	
ISIN	XS2353073161	

SENIOR BOND INVESTOR TYPE ALLOCATION



HYBRID BOND INVESTOR TYPE ALLOCATION



CONSOLIDATED ACCOUNT

PROFIT & LOSS

€m	Q3-20	Q3-21	Var.	Var. %	9M-20	9M-21	Var.	Var. %
Total revenues	2,574	2,761	+187	+7%	7,562	8,445	+883	+12%
of which:								
Mail, Parcel and Distribution	779	849	+70	+9%	2,251	2,675	+424	+19%
Financial Services	1,157	1,286	+129	+11%	3,596	3,695	99	+3%
Insurance Services	454	406	(47)	(10%)	1,192	1,455	+263	+22%
Payments and Mobile	185	220	+35	+19%	522	619	+97	+19%
Total costs	2,095	2,195	+100	+5%	6,317	6,830	+512	+8%
of which:								
Total personnel expenses	1,245	1,242	(3)	(0%)	3,878	3,934	+57	+1%
<i>of which personnel expenses</i>	1,238	1,227	(11)	(1%)	3,863	3,914	+51	+1%
<i>of which early retirement incentives</i>	8	14	+6	+81%	12	25	+13	+115%
<i>of which legal disputes with employees</i>	0	1	+1	n.m.	(3)	5	7	n.m.
Other operating costs	673	755	82	+12%	1,923	2,298	+375	+20%
Depreciation, amortisation and impairments	178	199	21	+12%	517	597	+80	+16%
EBIT	479	566	+87	+18%	1,244	1,615	+371	+30%
EBIT Margin	+19%	+21%			+16%	+19%		
Finance income/(costs) and profit/(loss) on investments accounted for using the equity method	19	20	+1	+3%	27	59	+32	+118%
Profit before tax	498	586	+88	+18%	1,271	1,674	+403	+32%
Income tax expense	145	185	+40	+28%	373	500	+127	+34%
Profit for the period	353	401	+48	+14%	898	1,174	+276	+31%

MAIL, PARCEL & DISTRIBUTION PROFIT & LOSS

€m	Q3-20	Q3-21	Var.	Var. %	9M-20	9M-21	Var.	Var. %
Segment revenue	779	849	+70	+9%	2,251	2,675	+424	+19%
Intersegment revenue	1,124	1,237	+113	+10%	3,380	3,583	+203	+6%
Total revenues	1,902	2,086	+183	+10%	5,630	6,258	+628	+11%
Personnel expenses	1,222	1,218	(4)	(0%)	3,804	3,856	52	+1%
<i>of which personnel expenses</i>	1,215	1,205	(10)	(1%)	3,794	3,832	39	+1%
<i>of which early retirement incentives</i>	7	14	+6	+87%	10	24	+14	n.m.
Other operating costs	541	577	+36	+7%	1,528	1,785	+257	+17%
Intersegment costs	20	19	(1)	(5%)	54	60	+6	+11%
Total costs	1,783	1,815	+31	+2%	5,386	5,701	+315	+6%
EBITDA	119	271	+152	n.m.	245	558	+313	n.m.
Depreciation, amortisation and impairments	170	193	+24	+14%	489	582	+93	+19%
EBIT	(50)	78	+128	n.m.	(244)	(24)	+220	+90%
EBIT MARGIN	(3%)	+4%			(4%)	(0%)		
Finance income/(costs)	(1)	6	+7	n.m.	5	7	+1	+25%
Profit/(Loss) before tax	(51)	84	+135	n.m.	(238)	(17)	+221	+93%
Income tax expense	(9)	39	+48	n.m.	(62)	7	+69	n.m.
Profit for the period	(42)	45	+87	n.m.	(177)	(24)	+153	+86%

FINANCIAL SERVICES

PROFIT & LOSS

€m	Q3-20	Q3-21	Var.	Var. %	9M-20	9M-21	Var.	Var. %
Segment revenue	1,157	1,286	+129	+11%	3,596	3,695	99	+3%
Intersegment revenue	183	180	(4)	(2%)	479	560	+81	+17%
Total revenues	1,340	1,466	+125	+9%	4,076	4,255	+180	+4%
Personnel expenses	9	9	+0	+4%	29	32	+2	+7%
<i>of which personnel expenses</i>	9	9	+1	+7%	29	31	+3	+9%
<i>of which early retirement incentives</i>	0	0	+0	n.m.	0	0	+0	n.m.
Other operating costs	20	48	+28	+141%	59	125	+66	+112%
Depreciation, amortisation and impairments	0	0	(0)	(16%)	0	0	(0)	(5%)
Intersegment costs	1,130	1,228	+98	+9%	3,408	3,556	+149	+4%
Total costs	1,159	1,286	+126	+11%	3,496	3,713	+217	+6%
EBIT	181	180	(1)	(1%)	579	542	(37)	(6%)
EBIT MARGIN	14%	12%			14%	13%		
Finance income/(costs)	2	2	(1)	n.m.	(11)	9	+20	n.m.
Profit/(Loss) before tax	183	182	(2)	(1%)	568	551	(17)	(3%)
Income tax expense	49	52	3	+5%	161	158	(4)	(2%)
Profit for the period	134	130	(4)	(3%)	407	393	(13)	(3%)

INSURANCE SERVICES

PROFIT & LOSS

€m	Q3-20	Q3-21	Var.	Var. %	9M-20	9M-21	Var.	Var. %
Segment revenue	454	406	(47)	(10%)	1,192	1,455	+263	+22%
Intersegment revenue	0	1	+1	n.m.	0	2	+2	n.m.
Total revenues	454	407	(47)	(10%)	1,192	1,457	+265	+22%
Personnel expenses	7	8	+1	+9%	25	28	+3	+10%
<i>of which personnel expenses</i>	7	8	+1	+9%	24	26	+2	+9%
<i>of which early retirement incentives</i>	0	0	+0	n.m.	1	1	0	+38%
Other operating costs	20	25	+4	+21%	67	77	+10	+15%
Depreciation, amortisation and impairments	1	1	(0)	(23%)	7	3	(4)	(54%)
Intersegment costs	146	139	(7)	(5%)	380	456	+76	+20%
Total costs	175	172	(3)	(2%)	479	564	+85	+18%
EBIT	279	235	(44)	(16%)	714	893	+179	+25%
EBIT MARGIN	61%	58%			60%	61%		
Finance income/(costs)	12	13	+1	+6%	27	40	+13	+48%
Profit/(Loss) before tax	291	248	(43)	(15%)	741	933	192	+26%
Income tax expense	85	73	(12)	(14%)	218	279	+61	+28%
Profit for the period	206	175	(31)	(15%)	523	655	132	+25%

PAYMENTS & MOBILE PROFIT & LOSS

€m	Q3-20	Q3-21	Var.	Var. %	9M-20	9M-21	Var.	Var. %
Segment revenue	185	220	+35	+19%	522	619	+97	+19%
Intersegment revenue	89	79	(10)	(11%)	260	246	(14)	(5%)
Total revenues	274	299	+25	+9%	783	866	+83	+11%
Personnel expenses	6	6	(1)	(10%)	19	19	(0)	(1%)
<i>of which personnel expenses</i>	6	6	(1)	(10%)	19	19	(0)	(1%)
<i>of which early retirement incentives</i>	0	0	+0	n.m.	0	0	+0	n.m.
Other operating costs	91	105	+14	+16%	269	311	+42	+16%
Intersegment costs	100	110	+10	+10%	278	318	+40	+15%
Total costs	197	221	+23	+12%	566	648	+82	+15%
EBITDA	76	78	2	+2%	217	217	0	+0%
Depreciation, amortisation and impairments	7	4	(2)	(35%)	21	13	(9)	(41%)
EBIT	69	73	+4	+6%	196	205	+9	+5%
EBIT MARGIN	25%	25%			25%	24%		
Finance income/(costs)	6	-1	(6)	n.m.	6	3	(3)	n.m.
Profit/(Loss) before tax	75	73	(2)	(3%)	201	208	+7	+3%
Income tax expense	20	21	+1	+5%	56	57	+2	+3%
Profit for the period	55	52	(3)	(6%)	145	150	5	+3%

DISCLAIMER

This document contains certain forward-looking statements that reflect Poste Italiane's management's current views with respect to future events and financial and operational performance of the Company and of the Company's Group.

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Pursuant to art. 154- BIS, par.2, of the Consolidated Financial Bill of February 24, 1998, the executive (Dirigente Preposto) in charge of preparing the corporate accounting documents at Poste Italiane, Alessandro Del Gobbo, declares that the accounting information contained herein corresponds to document results and accounting books and records.

This presentation includes summary financial information and should not be considered a substitute for Poste Italiane's full financial statements.

Numbers in the document may not add up only due to roundings.

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