



CIC IN BRIEF

2022

[Figures as of 12/31/2021]



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.

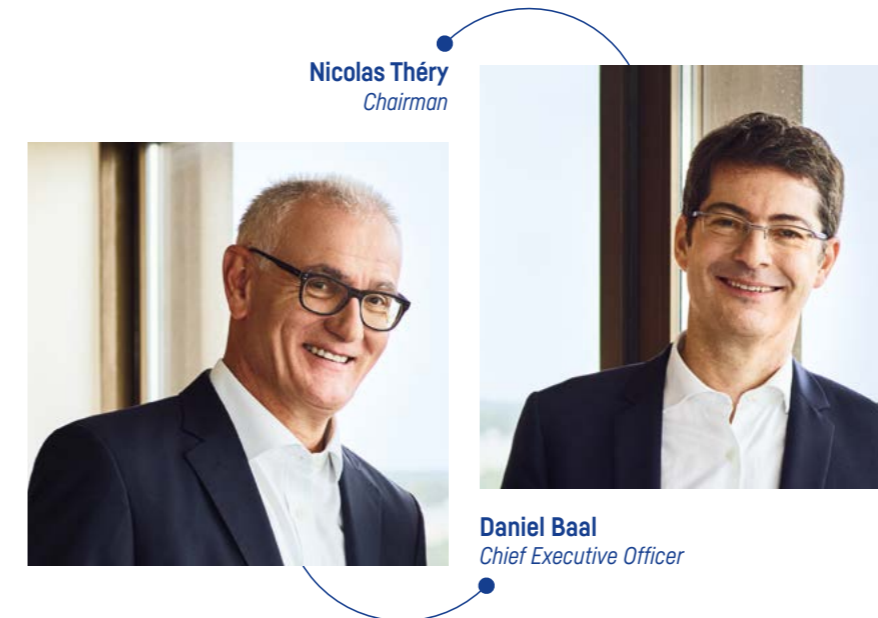


[1] CIC, the network's holding company and leading bank, is also a regional bank in Île-de-France.

[2] CIC Banque Privée is part of the CIC network and its five regional banks.

[3] Custodian and depositary for undertakings for collective investment.

Words from EDITORIAL NICOLAS THÉRY & DANIEL BAAL senior management



Nicolas Théry
Chairman



Daniel Baal
Chief Executive Officer

What do you take away from CIC's 2021 results?

In 2021, CIC generated net profit, at an unprecedented level, of €2.1 billion. While this performance can be explained by the strong growth in revenues in all our businesses, combined with tight control of general operating expenses and a very significant reduction in the cost of risk, it is above all the result of the collective commitment of our 20,000 employees, whom we would like to thank most sincerely.

Thanks to this mobilization, CIC remains more than ever the reference player in corporate finance. It is pursuing its multi-service strategy and its commitment to the local economy and strives to support all its customers.

Despite the uncertainties generated by the pandemic, we were able to respond to the needs of all the actors in the business world, thereby further strengthening the relationship of trust between us and our customers. CIC's results confirm the relevance of our choices, starting with that of adopting the status of a benefit corporation.

How does the status of a benefit corporation meet current societal challenges?

Our status as a benefit corporation has taken on its full meaning in the context of the health and economic crisis we have been facing. We were led to review our priorities. This crisis has made us face up to our duty: to support our customers and, more generally, the economy and all those who undertake.

We have defined 12 commitments that illustrate our role as a responsible bank. They place our customers at the heart of our actions: fight against all forms of discrimination, protect the digital privacy of our customers, act for the development of territories and contribute to building a fairer and more sustainable society. In 2021, CIC began to implement this transformation. In a world profoundly changed by the pandemic, CIC has demonstrated its ability to adapt and has taken a number of strong measures.

Last November, CIC became the first insurer to abolish the health questionnaire for its loyal customers when financing their primary residence with CIC Assurances. It is our view that health should not be a barrier to home ownership.

Because we are determined to strengthen our proximity to non-profit organizations and support local initiatives, we have decided to offer civil liability coverage to the senior management of CIC customer associations. We are particularly keen to protect those who get involved. CIC also continued to support the cultural and musical world, notably by consolidating its partnership with the Aix-en-Provence Easter Festival.

On the environmental front, we have chosen not to finance any new coal, oil or gas projects. Through this landmark initiative, we are demonstrating our desire to build a more sustainable world.

How do you see the future?

After two years of health crisis, we are entering a new period of uncertainty with the geopolitical crisis. We are vigilant and mobilized. With all our teams, we will continue to pursue the path outlined by our raison d'être and our social, societal and environmental commitments, and continue to accompany our customers and society towards a sustainable and inclusive world.

2021 Key figures

5.5 MILLION CUSTOMERS

19,400 EMPLOYEES⁽¹⁾

1,781 BRANCHES

INTERNATIONAL

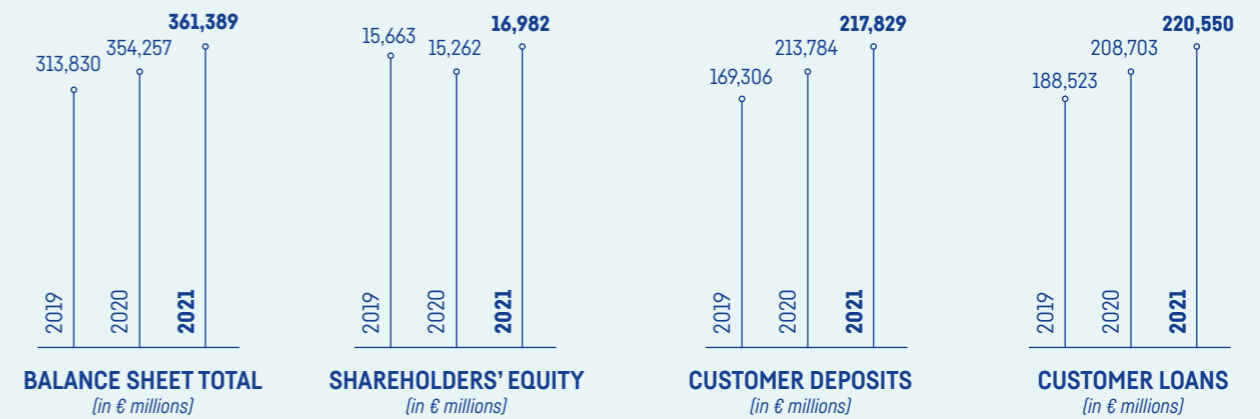
5 BRANCHES **37** REPRESENTATIVE OFFICES

⁽¹⁾ Full-time equivalent for consolidated entities.

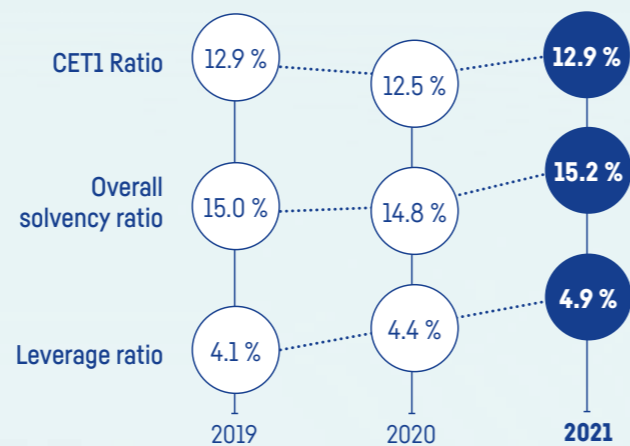
INCOME STATEMENT

(in € millions)	DECEMBER 2019	DECEMBER 2020	DECEMBER 2021
Net banking income	5,213	5,139	6,000
Gross operating income	1,962	1,914	2,654
Net profit/(loss)	1,468	662	2,116
Cost/income ratio	62.4%	62.8%	55.8%

BALANCE SHEET



CAPITAL

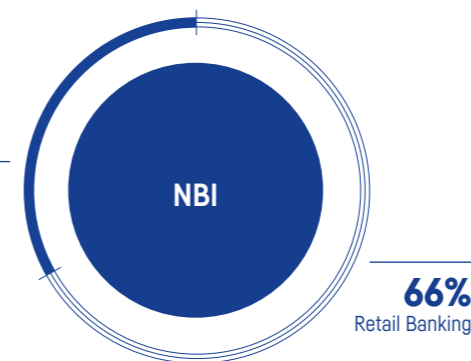


Data calculated without transitional measures.

BREAKDOWN OF NBI AND NET PROFIT/(LOSS) BY ACTIVITY

34% Specialized business lines

Private Banking: 12%
Corporate Banking: 7%
Capital Markets: 6%
Private Equity: 9%



46% Specialized business lines

Private Banking: 9%
Corporate Banking: 12%
Capital Markets: 5%
Private Equity: 20%



RATINGS

	Standard & Poor's At 12/16/2021	Moody's At 12/10/2021	Fitch Ratings At 11/17/2021*
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

- 19,400 employees⁽¹⁾
- 5.6% of payroll invested in training

Our locations

- 1,700+ branches in France via 6 regional banks
- Internationally, 5 branches and 37 representative offices

Our financial structure

- Shareholders' equity: €17 billion
- CET1 ratio: 12.9%

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
- 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

- €221 billion in outstanding customer loans
 - Start Innovation Scheme
- No. 1 in Customer Relations 2022⁽²⁾

For our employees

- Almost 38 hours of training per trained employee
- 46.6% of women among managerial staff or equivalent

In the regions where we operate

- 93.4% of loans granted locally⁽³⁾
- + €3 billion invested in equity in the real economy through private equity
- €13.4 million sponsorship budget

For the environment

- October 2021: stopped funding new oil and gas projects (exploration, production and infrastructure)
- Strengthening the “Hydrocarbons” sectoral policy
- By 2030: coal phase-out plan

For our shareholder

- NBI: €6 billion
- Net profit: €2.1 billion

⁽¹⁾ Full-time equivalent for consolidated entities.
⁽²⁾ BearingPoint study - Kantar.
⁽³⁾ Retail network.
 Data as of December 31, 2021.

CIC's 12 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.**

<p>01</p> <p>Guarantee to each customer a dedicated, non-commissioned advisor.</p>	<p>02</p> <p>Train all our employees and directors in the fight against discrimination.</p>	<p>03</p> <p>Recruit 25% of work-study students from priority neighborhoods and rural areas.</p>
<p>04</p> <p>Defend gender pay equality at all levels of the bank.</p>	<p>05</p> <p>Guarantee the privacy of our customers' data by processing 99.9% of their information in our infrastructures and systems located in France.</p>	<p>06</p> <p>Invest productivity gains from artificial intelligence in employment and development.</p>
<p>07</p> <p>Anchor decision-making centers in the regions with more than 90% of our lending decisions taken at branches.</p>	<p>08</p> <p>Offer the Pay Asso digital payment solution to our associations and civil liability coverage to their managers.</p>	<p>09</p> <p>Invest 5% of the group's equity mainly in innovative French companies.</p>
<p>10</p> <p>Reduce the group's carbon emissions by 20% and the carbon footprint of our investment portfolios by 12% by the end of 2022^[1].</p>	<p>11</p> <p>Immediately stop funding for new oil and gas projects.</p>	<p>12</p> <p>Insure the real estate loans of our loyal customers without any medical formalities.</p>

[1] Reduction compared to 2018.



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.**



<p>RELATION</p> <p>Be the reference relational bank in an omnichannel world</p> <ul style="list-style-type: none"> • 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 	<p>INNOVATION</p> <p>Be a multi-service innovative bank</p> <ul style="list-style-type: none"> • 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) 	<p>COMMITMENT</p> <p>Be a committed bank in tune with a changing world</p> <ul style="list-style-type: none"> • 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 	<p>SOLIDITY</p> <p>Use our robustness to drive the Crédit Mutuel Alliance Fédérale's mutualist model</p> <ul style="list-style-type: none"> • 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
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Our diversified range of services

Everyday, CIC is committed to meeting the needs and expectations of more than 5.5 million customers with its banking and insurance offering as well as additional products and services to support them in their various projects.



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 oldest deposit bank in France, CIC subsequently opened up to the insurance business lines.

Today, CIC covers a wide range of needs including protection for families, vehicles, homes, but also healthcare, pensions and professional activity.

... but also a partner in everyday life

In addition to traditional banking and insurance services, CIC has opened up to new areas of expertise over the past few years to make the daily lives of its customers easier. They can subscribe to a mobile phone or Internet offering, or protect their home via a remote monitoring service. CIC also offers to rent or buy a vehicle but also real estate property.

A flagship measure to facilitate access to home ownership

Since 2021, the medical formalities in borrower's insurance have been eliminated for loyal CIC customers for the financing of their main residence^[1]. Crédit Mutuel, of which CIC is a subsidiary, was a pioneer and the first banking group to set up this system, so that loyal customers are no longer subject to additional premiums or exclusions due to their state of health.

[1] Offer subject to cumulative conditions, reserved for the purchase of the main residence, to customers who have domiciled their principal income for at least 7 years with CIC, aged less than 42 years, within the limit of an insured capital of €500,000 per borrower, for any first subscription to ACM of a loan insurance contract for their main residence, or for any customer who already holds an ACM loan insurance for their main residence. Detailed conditions at CIC branches.

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.



START INNOVATION

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



INSURANCE

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



INTERNATIONAL

Assisting companies to set up abroad and facilitating local procedures.



MONETICS

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



SOCIAL PROTECTION

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

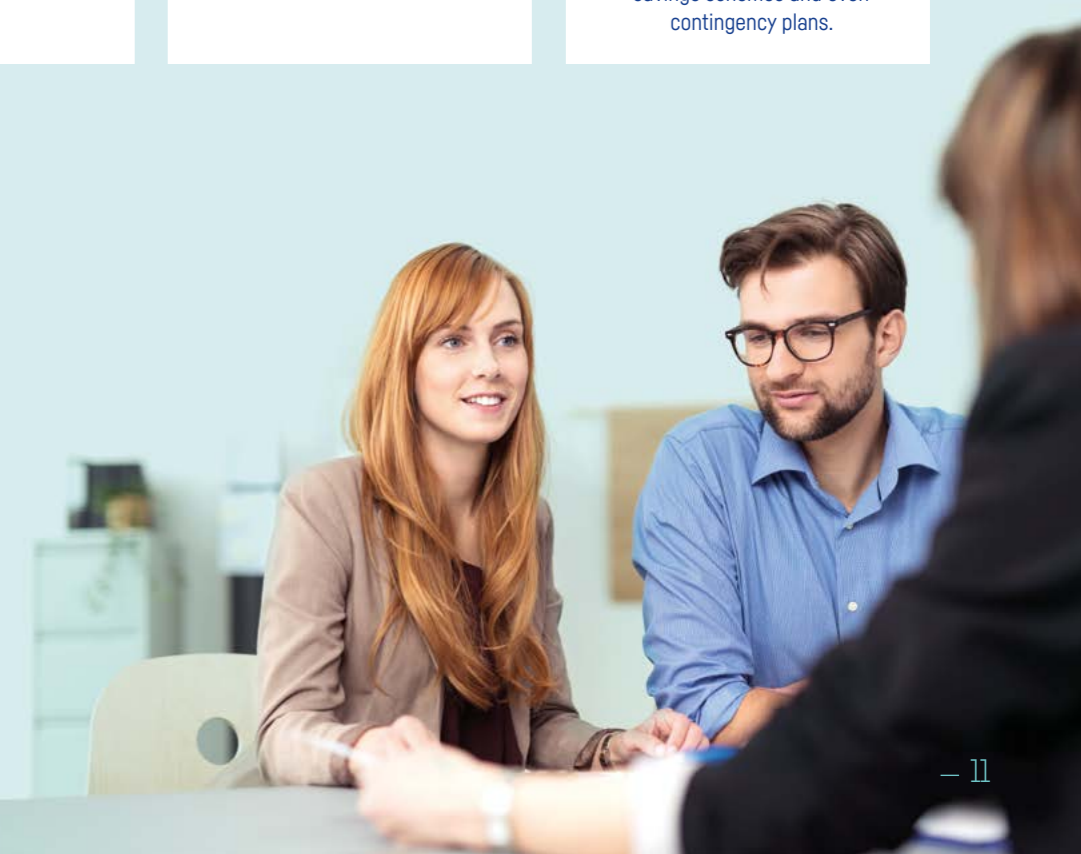


Start-ups and innovative companies rewarded by CIC

CIC Start Innovation Business Awards is a multi-regional initiative that recognizes start-ups and innovative companies each year.

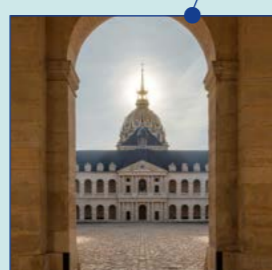
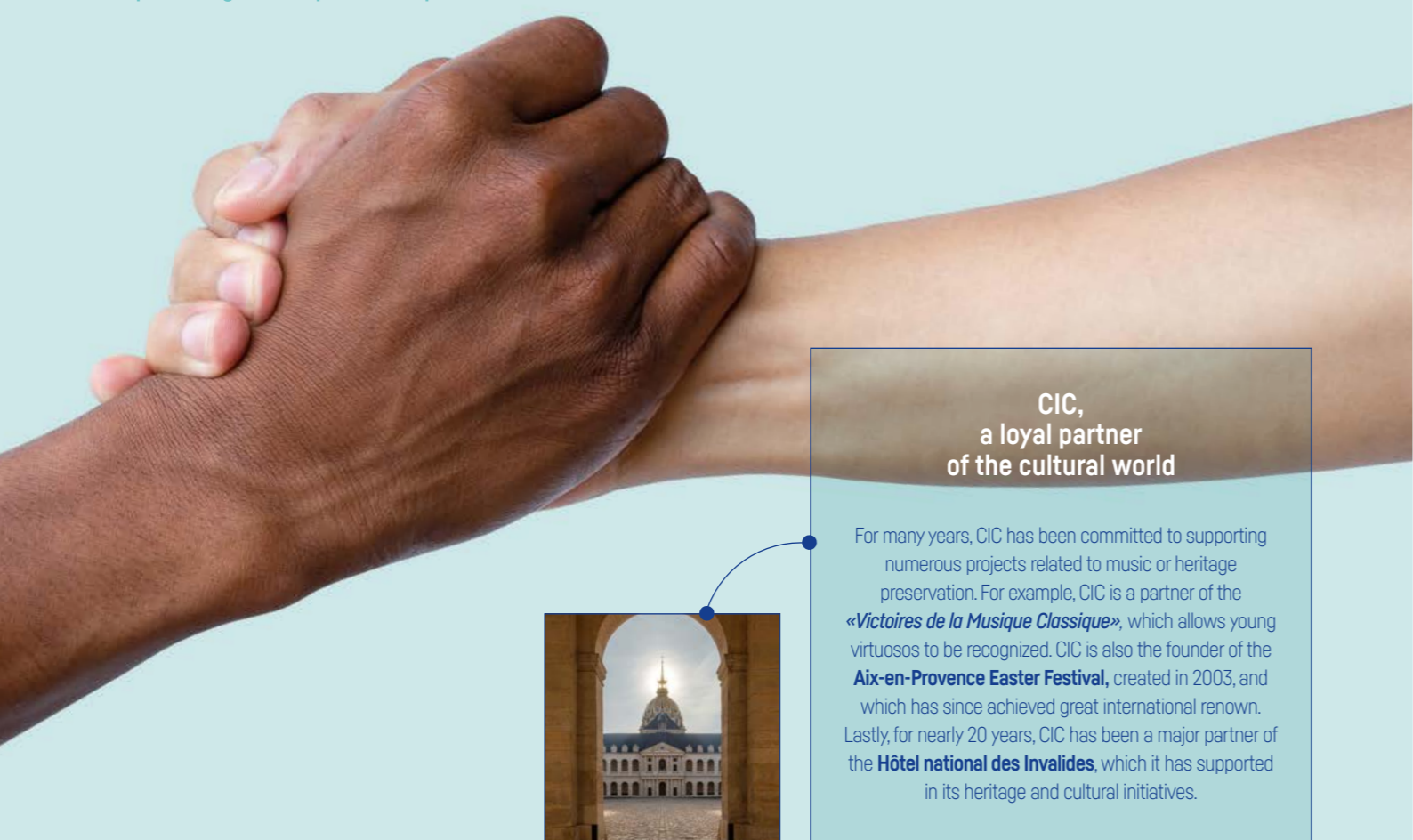
The program includes: discussions, meetings and the possibility of winning one of the regional or national prizes.

More information on cicstartinnovationbusinessawards.fr



Our societal and environmental commitment

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.



CIC, a loyal partner of the cultural world

For many years, CIC has been committed to supporting numerous projects related to music or heritage preservation. For example, CIC is a partner of the «Victoires de la Musique Classique», which allows young virtuosos to be recognized. CIC is also the founder of the **Aix-en-Provence Easter Festival**, created in 2003, and which has since achieved great international renown. Lastly, for nearly 20 years, CIC has been a major partner of the **Hôtel national des Invalides**, which it has supported in its heritage and cultural initiatives.

Access to socially-responsible savings solutions

For customers wishing to give meaning to their savings, CIC offers several options:

- The **Sustainable Development and Solidarity Passbook account**, part of which is used to finance environmental projects. Each holder can also make a donation to one of the ten selected associations;
- The **Passbook Savings Account for Others**, which has the Finansol label, and of which 50, 75 or 100% of the annual interest can be donated to one of the partner associations.

Actions to limit the internal carbon footprint

At CIC, protecting the environment is a priority. In this respect, CIC actively participates in the objective of reducing Crédit Mutuel Alliance Fédérale's internal carbon footprint.

The actions cover multiple areas such as the optimization of energy, water and paper consumption within the premises, the removal of unnecessary or obsolete emails, and the recycling of IT and telecommunications equipment.

CIC, a committed employer

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. Measures concerning the organization of day-to-day work, the preservation of health, and mobility between the home and the workplace are widely deployed. The promotion of responsible management is also encouraged.

Finally, the balance between professional and personal life is a major priority, in particular with the promotion of the right to disconnect.

An employer that promotes 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 commitment to increase the number of women in management positions.



More than **742,000**

hours of training provided in 2021, or nearly 38 hours per employee. At CIC, training is a priority to address an evolving sector.



CIC on the **PODIUM** Best Employers 2022^[1]

in the Banking and Financial Services category. This award demonstrates CIC's commitment to the development and fulfillment of each employee.

WANT TO JOIN US?

Discover the CIC careers website recrutement.cic.fr

A single address to discover the business lines, job offers and CIC's commitments for its employees.

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

A community-based bank



The dedicated advisor at the heart of the local customer relationship

In a context where customer relations are increasingly anonymous, CIC is committed to offering each employee a dedicated advisor. A dedicated advisor means a personalized, global, long-term and omnichannel relationship with customer-advisor interactions possible in the branch, by telephone and also by video from the CIC mobile application^[1].



Online banking: manage accounts and contracts independently

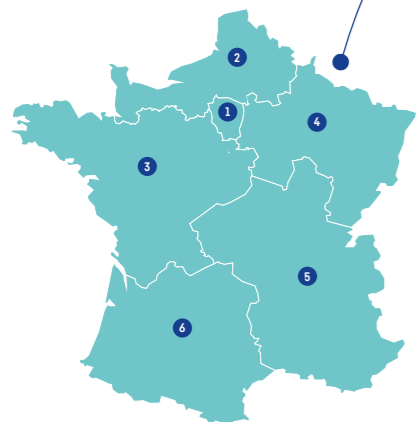
Online banking allows customers to carry out their banking activities with complete freedom from the CIC website^[2] or mobile application^[1]. For example, they can manage their payment cards, take out an insurance policy or report a car or home claim. While customers gain autonomy, they can always call on their advisor to help them, when they wish, and thus make the right choices for their projects.

CIC, winner of the Trophées de la Banque - Quality 2022^[3]
First bank in four categories:

- Everyday banking advisor
- Project advisor
- Website
- Mobile app

1,781
branches

located throughout the country and attached to local regional banks



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

[1] Subject to downloading the free CIC application.
 [2] As part of your Filbanque online banking service. The subscription to online banking services, accessible via the Internet, does not include the subscription to the Internet service provider.
 [3] «Les Trophées de la Banque 2022 - Quality» study by MoneyVox.fr
 [4] CIC, the network's holding company and leading bank, is also a regional bank in Île-de-France.

Our outlets around the world

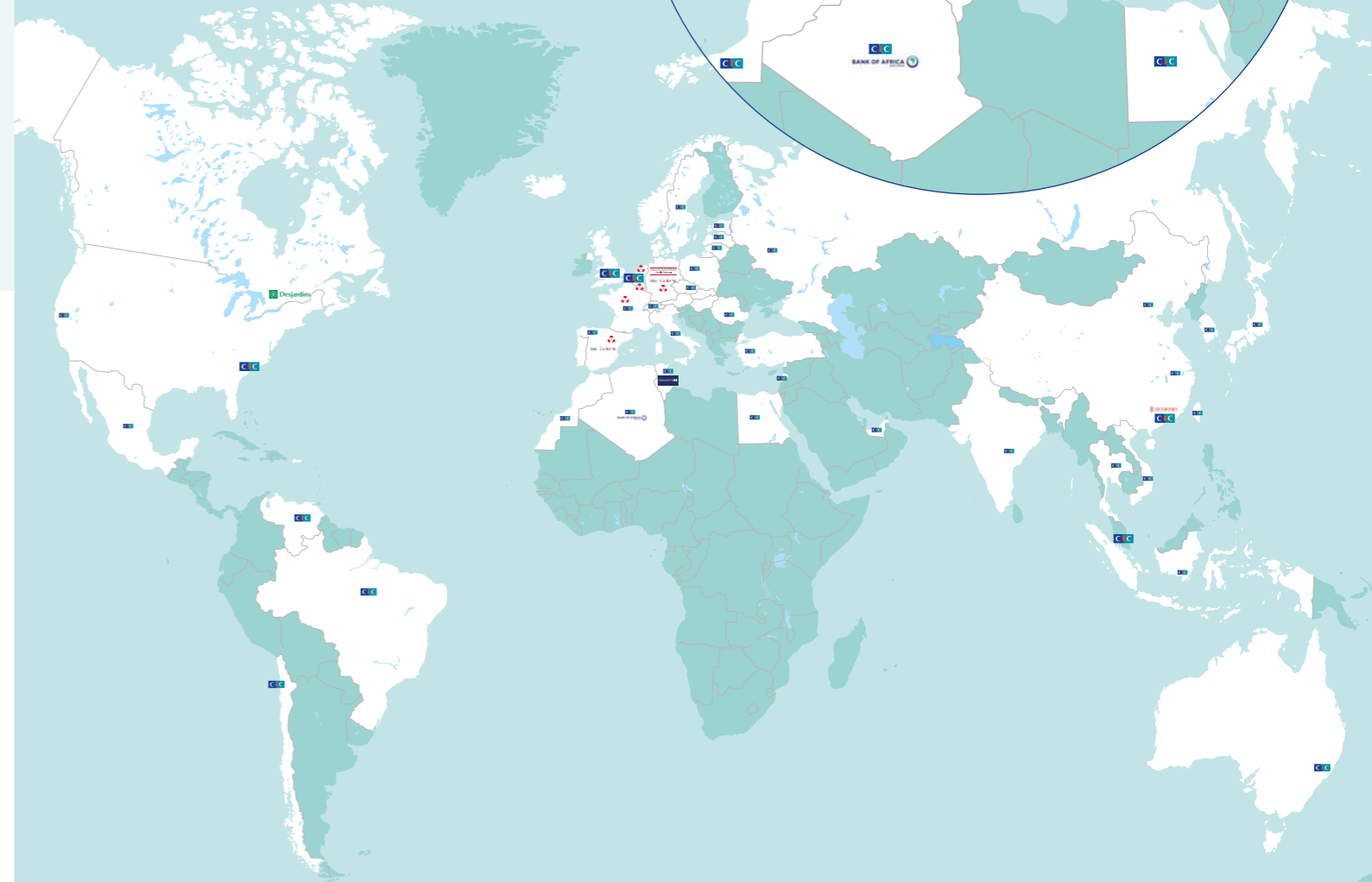


CIC supports its customers in foreign markets thanks to a diversified and tailored offering.

Branch teams (in Brussels, London, Hong Kong, New York and Singapore) and in the 37 representative offices make their skills and knowledge of national and international markets available to key accounts and specialized business lines.

CIC also builds on the strength of the Crédit Mutuel Alliance Fédérale network and on its strategic partnerships.

MAIN LOCATIONS AND PARTNERSHIPS





WWW.CIC.FR



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.

