2024 Results

Fixed Income Presentation

Lloyds Banking Group

20 February 2025

Leading UK digital bank and integrated financial services provider

Lloyds Banking Group

Retail

Consumer Relationships

- Current accounts
- Savings accounts
- Mass affluent proposition

Consumer Lending

- Mortgages
- Credit cards
- Personal loans
- Motor finance

Commercial

Business & Commercial Banking

- Business loans
- Transactional banking
- Working capital
- Merchant services

Corporate & Institutional Banking

- Lending & debt capital markets
- Cash liquidity
- Risk management

Insurance, Pensions & Investments

- Home, motor, and pet protection
- Workplace pensions, direct to consumer pensions, retirement
- Ready-Made investments, Sharedealing

Significant strategic progress, building momentum

Purpose

Helping Britain Prosper

Purpose-led strategy delivering for customers and wider stakeholders

First strategic chapter successfully completed, building broad momentum

Robust financial performance in line with guidance

Strong capital generation, enabling increased dividend and £1.7 billion buyback

New guidance for 2025, with targets reaffirmed for 2026

Successfully creating a platform for growth and higher returns

	2021	2024
Building a differentiated franchise	**c.15m** mobile app users	**>20m** mobile app users
	>2m Mass Affluent customers	**>3m** Mass Affluent customers[1]
	c.10% share of BCB products originated and fulfilled digitally	**>50%** share of BCB products originated and fulfilled digitally
	Negligible Cloud adoption	**c.50%** of applications on Cloud
Unlocking higher, more sustainable returns	**c.£15bn** net income[2]	**c.£17bn** net income
	Negative 3-year OOI CAGR	**c.7%** 3-year OOI CAGR
	c.8% 3-year average RoTE	**c.13%** 3-year average RoTE
	c.£7bn pension deficit	**Addressed** pension deficit
	c.£5bn 3-year capital distribution	**>£11bn** 3-year capital distribution

1 - Includes existing customers who have recently attained the >£75k threshold. 2 - Adjusted for IFRS17.

Robust financial performance in 2024

Positive business momentum

Largest UK digital bank
22.7m (+6%)
FY24 digitally active users

NIM turnaround
+2bps
4Q24 QoQ

OOI growth
9%
FY24 YoY

Disciplined costs
£9.4bn
FY24 operating costs

Loan[1] / deposit growth
3% / 2%
FY24

Open book AUA growth
13%
FY24

Meeting strategic guidance

£0.8bn
Additional revenues from strategic initiatives

£1.2bn
Gross cost savings

12.3% (14.0%)
Return on Tangible Equity (excl. Motor provision)

148bps (177bps)
Capital generation (excl. Motor provision)

1 - Lending excl. securitisations.

Financial update

Robust financial performance

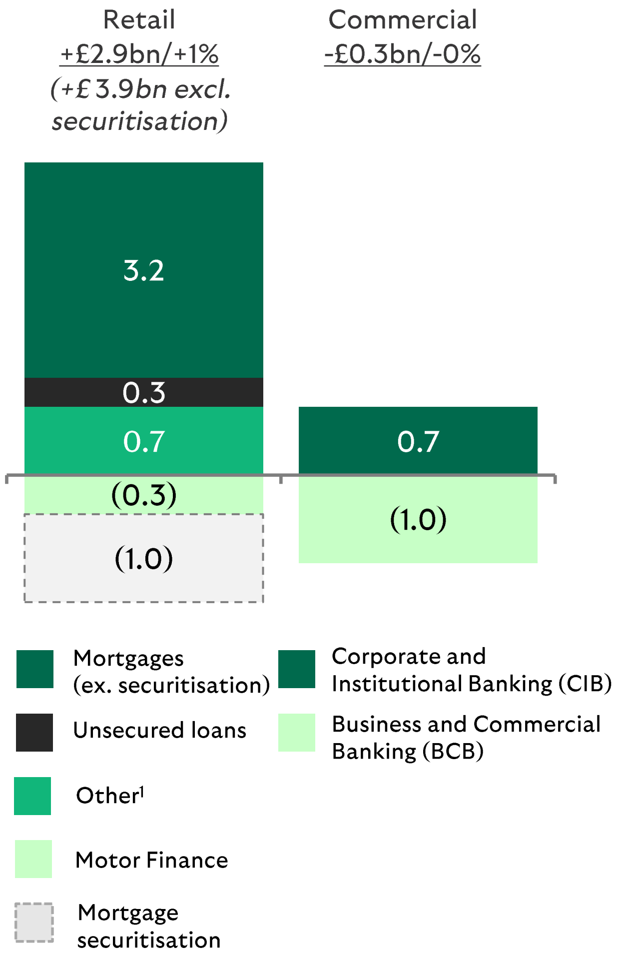
Financial performance (£m)

	FY 2024	FY 2023	YoY %	Q4 2024	Q3 2024	QoQ %
Net interest income	12,845	13,765	*(7)*	3,276	3,231	*1*
Other income	5,597	5,123	*9*	1,433	1,430	-
Operating lease depreciation	(1,325)	(956)	*(39)*	(331)	(315)	*(5)*
Net income	**17,117**	**17,932**	***(5)***	**4,378**	4,346	***1***
Operating costs	(9,442)	(9,140)	*(3)*	(2,450)	(2,292)	*(7)*
Remediation	(899)	(675)	*(33)*	(775)	(29)	-
Total costs inc. remediation	**(10,341)**	**(9,815)**	***(5)***	**(3,225)**	**(2,321)**	***(39)***
Underlying profit before impairment	**6,776**	**8,117**	***(17)***	**1,153**	**2,025**	***(43)***
Impairment charge	(433)	(308)	*(41)*	(160)	(172)	*7*
Underlying profit	**6,343**	**7,809**	***(19)***	**993**	**1,853**	***(46)***
Statutory profit after tax	**4,477**	**5,518**	***(19)***	**700**	**1,333**	***(47)***
Net interest margin	2.95%	3.11%	*(16)bps*	2.97%	2.95%	*2bps*
Return on tangible equity	12.3%	15.8%	*(3.5)pp*	7.1%	15.2%	*(8.1)pp*
Earnings per share	6.3p	7.6p	*(1.3)p*	1.0p	1.9p	*(0.9)p*
TNAV per share	52.4p	50.8p	*1.6p*	52.4p	52.5p	*(0.1)p*
Pro forma CET1 ratio	13.5%	13.7%	*(0.2)pp*	13.5%	14.3%	*(0.8)pp*

- **Statutory PAT £4.5bn; RoTE 12.3%; 14.0% excl. motor provision**
- **Robust net income: £17.1bn with NIM 295bps; Q4 297bps, up 2bps vs. Q3**
- **Continued cost discipline: Operating costs £9.4bn, up 3% given investment, inflation, new BoE charge**
- **Remediation £899m (inc. £700m for motor provision)**
- **Strong asset quality: £433m impairment charge; pre-MES AQR 19bps**
- **TNAV 52.4p, up 1.6p in 2024**
- **Strong capital generation: 148bps (177bps excl. motor provision); CET1 ratio 13.5%**

Growth in lending and deposits

Q4 lending change (£bn)



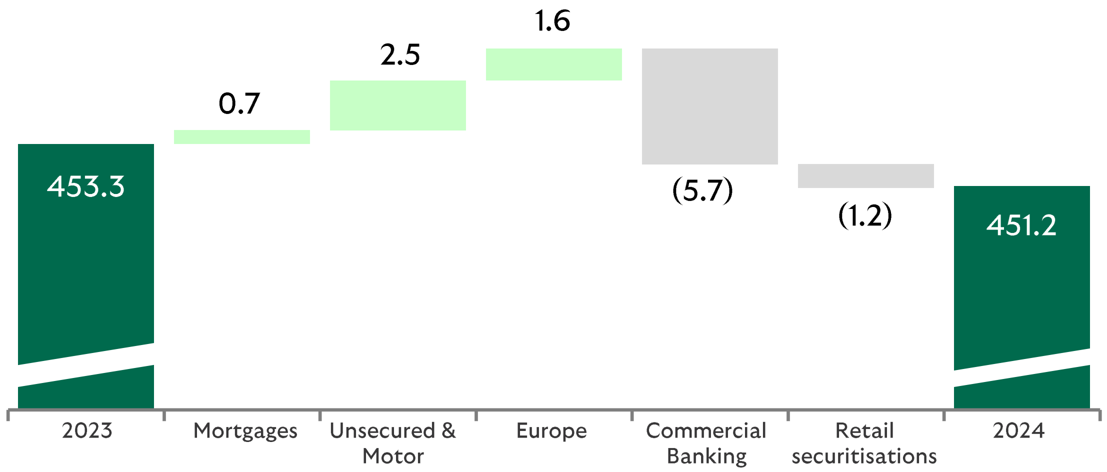
Q4 deposit change (£bn)

- **Lending £459.1bn, up 2% in 2024, Q4 up £2.1bn**
  - Q4 mortgages up £2.2bn, £3.2bn excl. securitisation
  - Q4 unsecured loans up £0.3bn
  - Q4 Commercial down £0.3bn; includes £0.4bn CBILS/BBLS repayments
- **Total deposits £482.7bn up 2% in 2024, Q4 up £7.0bn**
  - Q4 Retail up £4.7bn; savings £4.0bn, PCAs £0.7bn
  - Q4 Commercial up £1.9bn with targeted growth and FX impacts
- **£5.3bn IP&I open book AuA net new money in 2024; £1.8bn in Q4**

1 - Includes Overdrafts, Europe and Wealth. 2 - Includes Retail savings and Wealth.

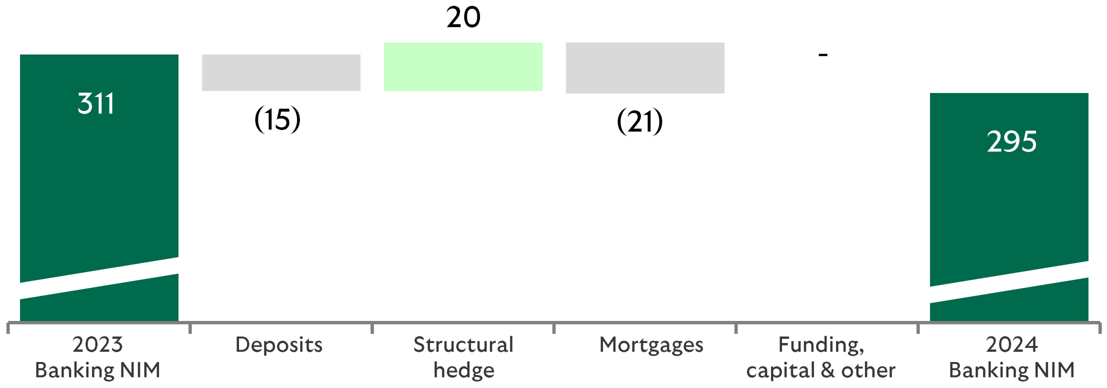
Resilient net interest income performance

Average interest earning assets[1] (£bn)



Banking net interest margin (bps)

Q3 '24 – Q4 '24	295	(1)	7	(5)	1	297

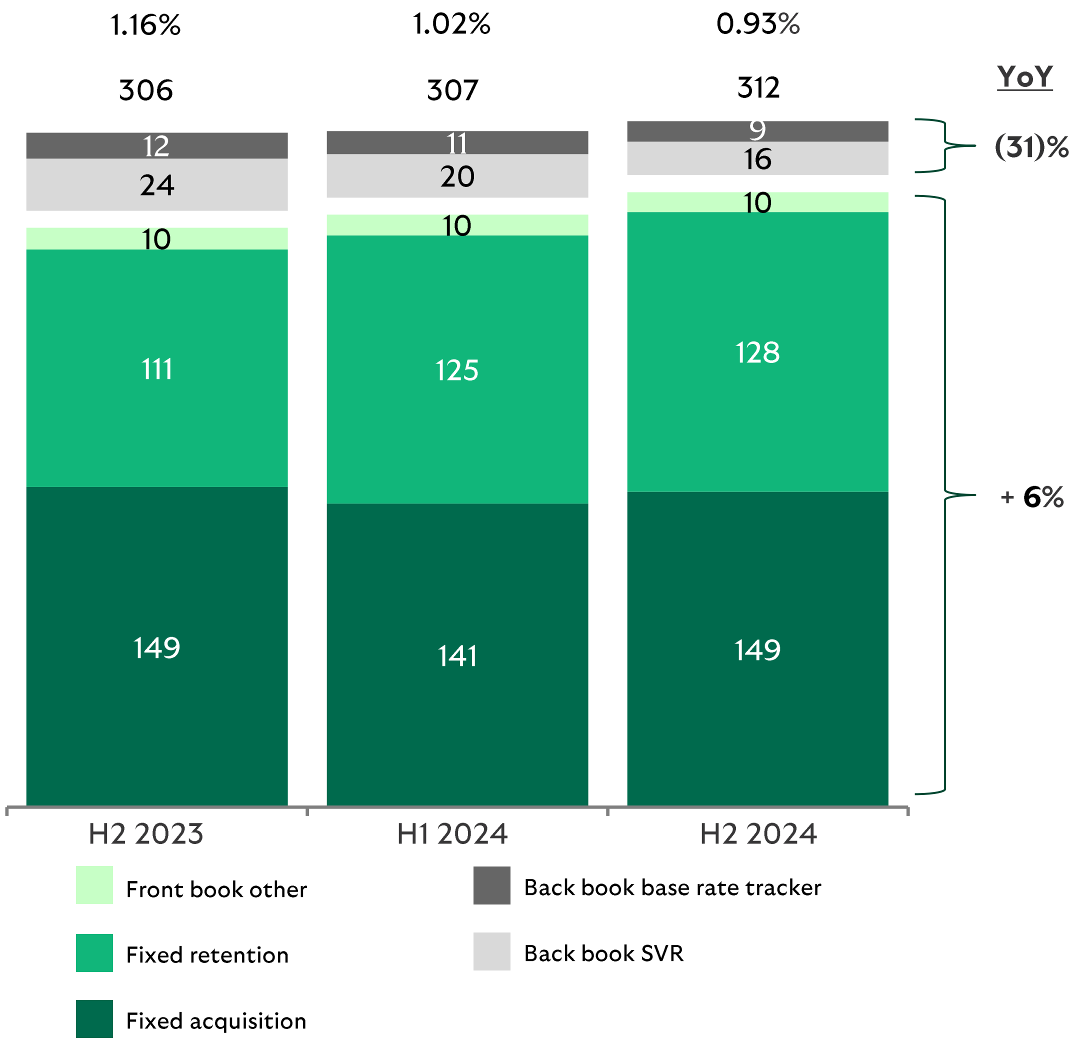


- **2024 NII £12.8bn, down 7% YoY, Q4 up 1%**
  - Growth in NII and NIM in H2; Q4 NII up after Q3 upturn
- **2024 AIEAs £451.2bn; Q4 AIEAs £455.1bn**
- **2024 NIM 295bps; Q4 NIM 297bps, up 2bps vs. Q3**
- **2024 non-banking NII charge £469m, £122m in Q4**
- **New NII guidance for 2025 of c.£13.5bn, c.£0.7bn higher than 2024:**
  - Franchise volume growth plus stronger hedge income
  - Partially offset by mortgage and deposit headwinds and non-banking NII
  - 2025 NII consistent with a NIM of c.305bps

1 - Retail customer balances derecognised through securitisations in 2023-24 are added back to products, with derecognition shown in 'Retail securitisations', net of retained notes.

Growth in mortgages

Mortgage book (Book size £bn, Gross margin %[1])



- **Mortgage balances £312.3bn, up £6.1bn in 2024, up £8.0bn excl. securitisations**
  - 2024 flow market share c.20%, above stock share c.19%
- **Completion margins[2] c.75bps in Q4**
- **Enhancing customer proposition solutions in protection and home insurance around mortgage journey**
  - 6pp increase in protection take-up rates to c.15%

1 - Gross margin is gross customer receivables, less short term funding costs; references SONIA. Chart uses rounded inputs. **2** - Total completion margins include new business and product transfers and is equal to customer rate, plus net customer fees, less the relevant funding rate.

Solid performance in consumer and commercial lending

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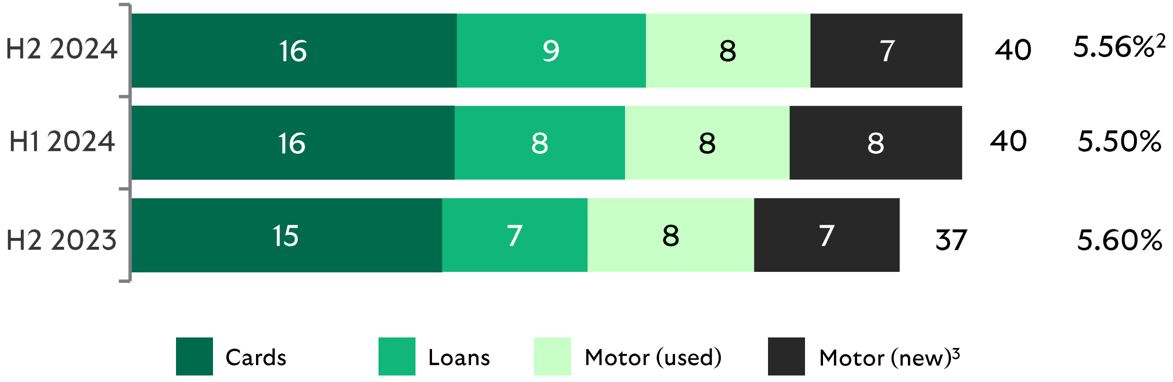
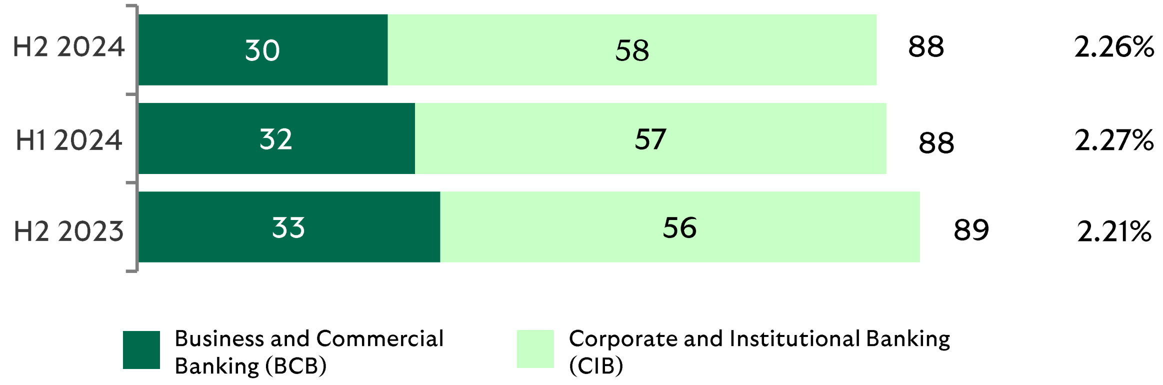
Cards, Loans & Motor (Book size £bn, Gross margin %[1])



Commercial Banking (Book size £bn, Gross margin %[1])

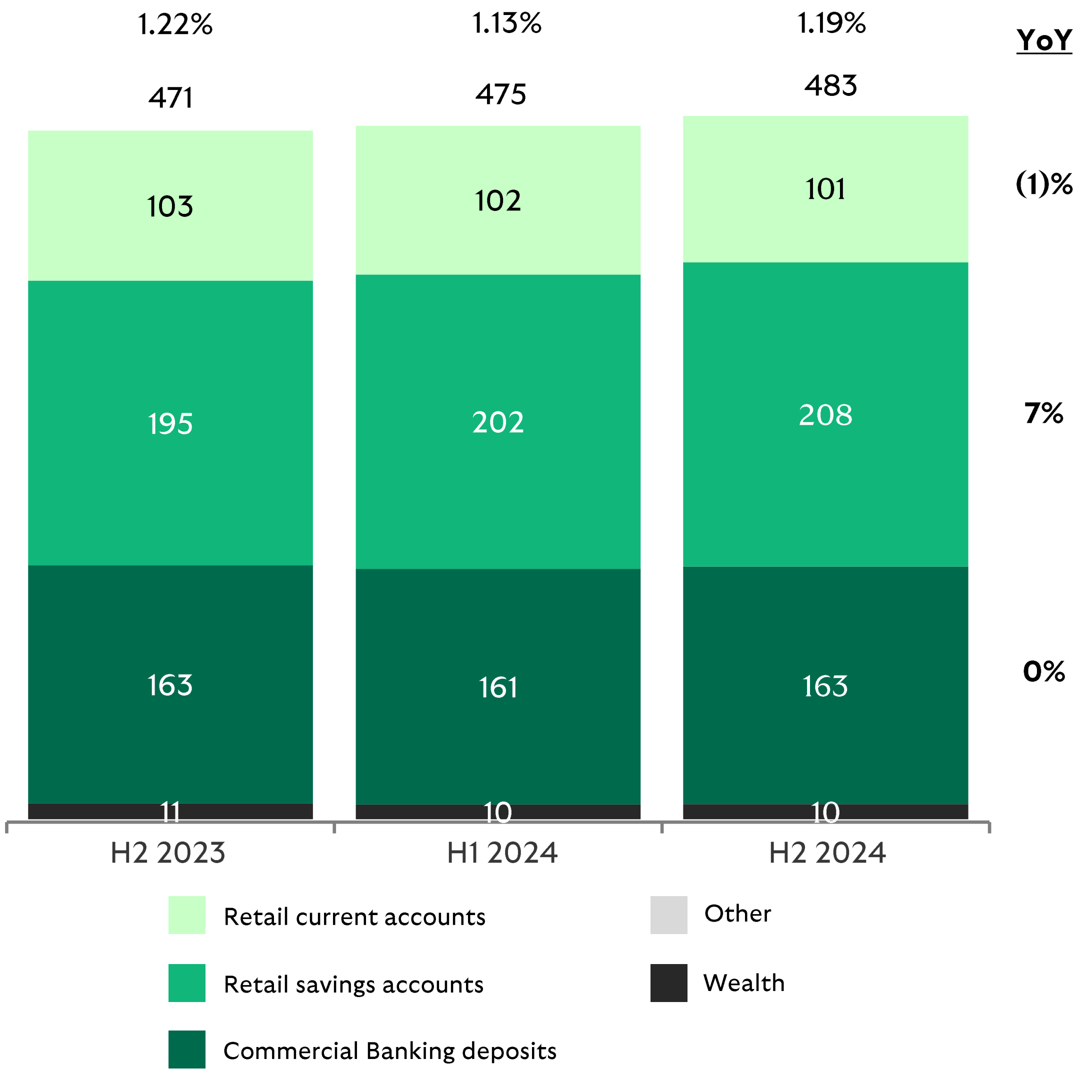


- **Cards, Loans & Motor up £2.8bn in 2024**
  - Unsecured loans up £2.2bn
  - Credit cards up £0.6bn
  - Motor finance stable in Black Horse
- **Commercial Banking down £1.0bn in 2024, up £0.6bn excl. government lending repayments**
  - BCB balances down £3.3bn, including £1.6bn repayments of CBILS/BBLS
  - CIB lending up £2.3bn, with strategic growth in infrastructure

1 - Gross margin is gross customer receivables, less short term funding costs; references SONIA. Chart uses rounded inputs. 2 - H2 2024 includes impact of a cost of funds methodology change, without which the gross margin would be broadly stable on H1 2024. 3 - Includes Black Horse Retail, Fleet and Stocking, as well as Lex finance leases.

Growing customer deposit franchise

Customer deposits (Book size £bn, Gross margin %[1])



- **Total deposits £482.7bn, up £11.3bn / 2% in 2024**
- **Retail deposits up £11.3bn in 2024**
  - Retail current accounts down £1.4bn / 1% in 2024; growing balance share during the year
  - Retail savings accounts up £13.4bn / 7% in 2024
- **Commercial deposits stable in 2024**
  - BCB up due to targeted growth in Mid-Corporates, offset by an expected Q3 outflow in CIB

1 - Gross margin is short term funding costs less gross customer payables; references SONIA and includes structural hedge income. Chart uses rounded inputs.

Strengthening tailwind from the structural hedge

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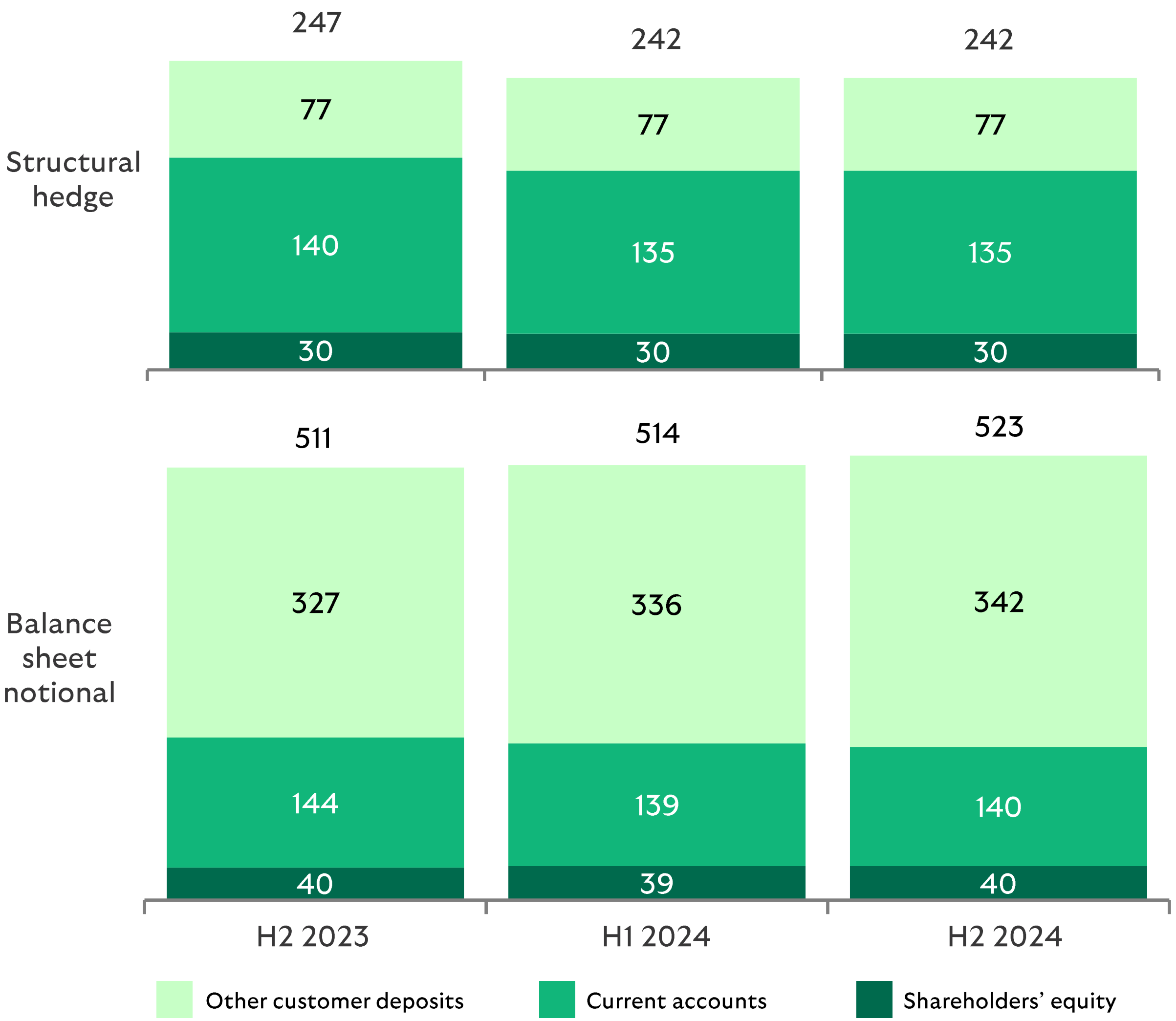
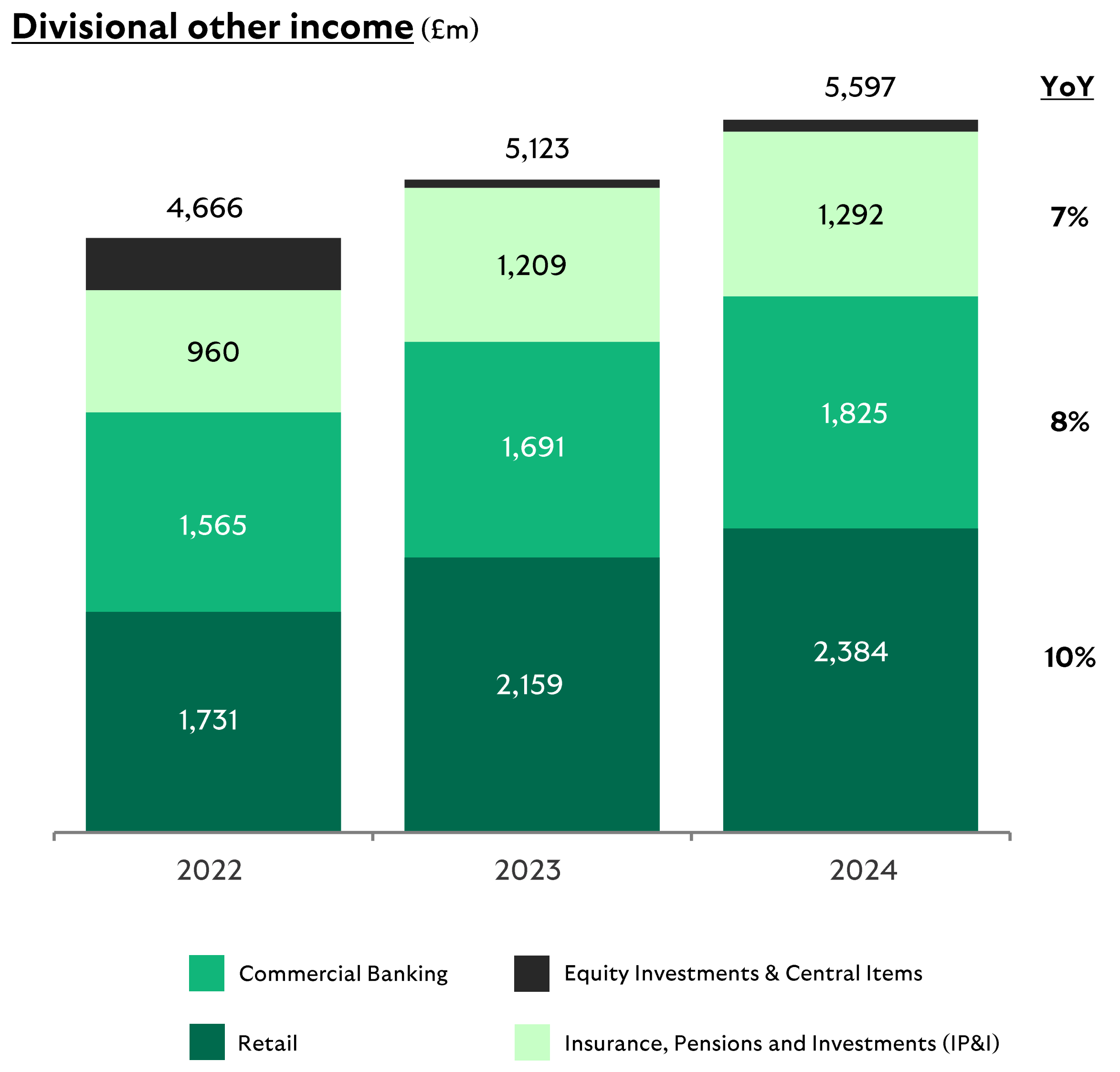
Hedged balances[1] (£bn)



- **Structural hedge notional £242bn, stable in H2**
  - Benefitting from stable current account performance, strong savings growth and easing churn
- **2024 structural hedge earnings of £4.2bn**
- **Stable c.3.5 year weighted average duration**
- **Strong tailwind over 2025-2026**
  - Expect 2025 hedge income c.£1.2bn higher than 2024
  - Expect 2026 hedge income c.£1.5bn higher than 2025

1 - The external sterling structural hedge nominal is managed as a portfolio, split shown is indicative. Commercial Banking current accounts primarily comprise non interest bearing current accounts; other Commercial. Banking customer deposits primarily comprise interest bearing accounts.

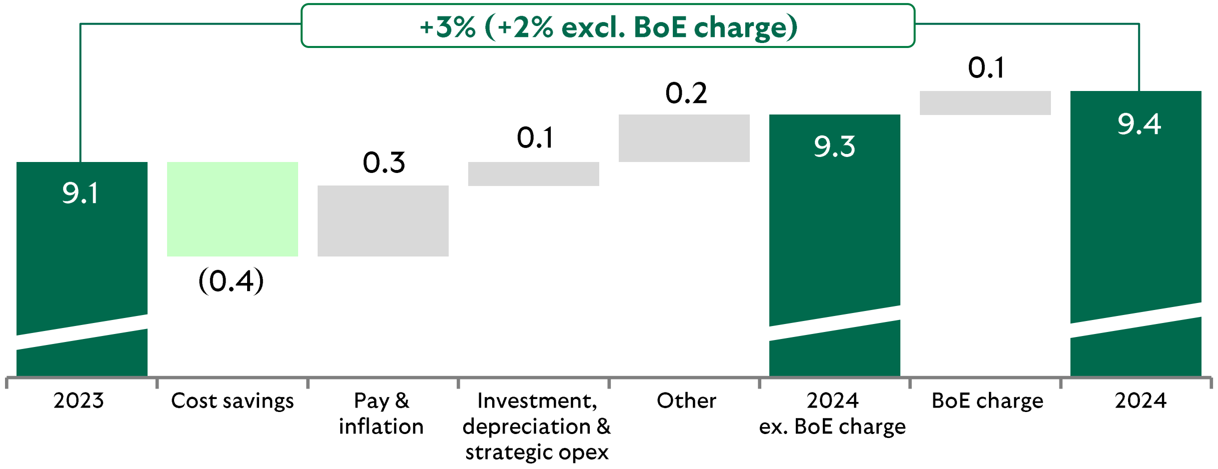
Momentum in other income



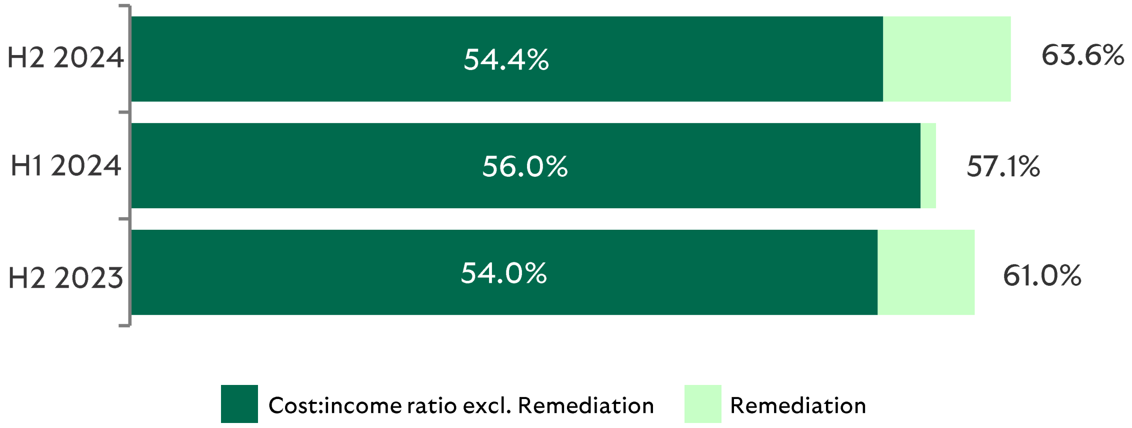
- **OOI £5.6bn in 2024, up 9% YoY; Q4 flat QoQ**
- **Broad based other income momentum in 2024**
  - Retail: Growing Motor and resilient banking income
  - Commercial: Strong Markets performance
  - IP&I: Strong performance in General Insurance, Workplace Pensions and Individual Annuities
  - Equity Investments: Growth in Lloyds Living and LDC
- **Operating lease depreciation £1,325m; Q4 £331m**
  - H2 vehicle prices in line with H1 revaluation expectations
  - 2025 charge to reflect fleet growth and higher value vehicles

Continued discipline on costs

Operating costs (£bn)



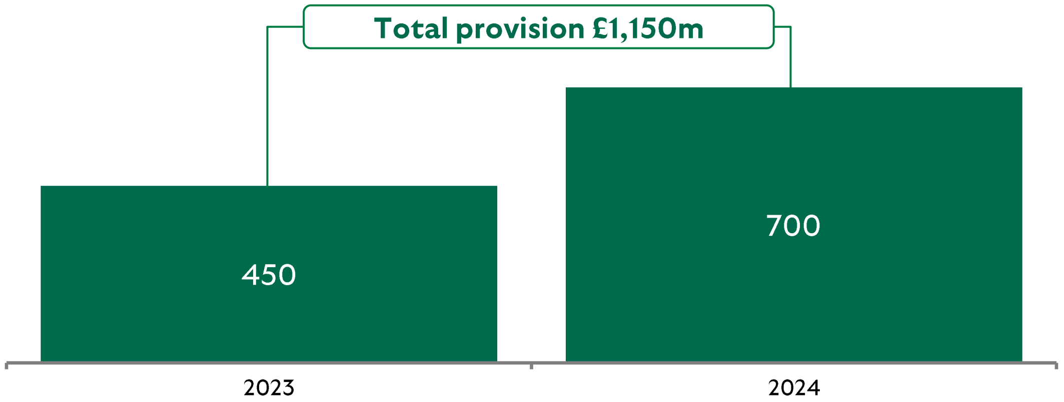
Cost:income ratio (%)



- **2024 operating costs £9.4bn, delivered guidance; reflects BoE charge, strategic investment, inflation and cost saves**
    - Q4 £2.5bn, inc. Bank Levy
- **2024 cost:income 60.4%; 55.2% excl. remediation**
- **Expect 2025 operating costs c.£9.7bn**
    - Includes impact of higher NIC of c.£0.1bn per annum
    - Ongoing investment, increased severance and inflation, partly offset by further efficiency savings
- **Continue to expect cost:income <50% in 2026**
- **Remediation charge £899m, including £700m for motor finance in Q4**

Motor finance commissions update

Motor finance commissions provision (£m)



Methodology and key assumptions for provision scenarios

Categories	Key inputs			
Process outcome	Supreme Court hearing (scheduled 1-3 April) potential outcomes ↓ FCA response and approach			
Subsequent approach clarity:	Commission type	Applicable time periods	Compensatory interest rate	Remedy per case
Other key variables	Loan interest rate	Claim / uphold rate	Operational cost per case	
	Scenarios and probabilities			

- £700m provision in Q4 2024 in relation to potential impact of motor finance commissions
- Reflects Court of Appeal judgment that goes beyond scope of FCA review
- Total motor finance provision now £1,150m, including £450m taken Q4 2023
- Provision includes estimate for operational costs and potential redress, based on multiple scenarios
- Significant uncertainty in relation to final financial impact

Strong asset quality

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Impairment (£m)

	Q4	2024	2023	YoY
Charge (credit) pre updated MES[1]	**230**	**827**	**565**	**(46)%**
Retail	197	789	1064	26%
Commercial Banking	32	48	(487)	-
Other	1	(10)	(12)	(17)%
Updated economic outlook	**(70)**	**(394)**	**(257)**	**53%**
Retail	(63)	(332)	(233)	42%
Commercial Banking	(7)	(62)	(24)	-
Total impairment charge/(credit)	**160**	**433**	**308**	**(41)%**

Gross lending and coverage level[2] (£bn, %)

		Stage 1	Stage 2	Stage 3	Total
Dec 2024	Loans and advances	405bn	48bn	9bn	**462bn**
	Coverage	0.2%	2.8%	16.4%	**0.8%**
Dec 2023	Loans and advances	387bn	57bn	10bn	**454bn**
	Coverage	0.3%	3.0%	15.8%	**0.9%**

- **Strong asset quality, with improved credit performance**
  - Arrears either stable or improving
- **2024 impairment charge £433m, AQR 10bps**
  - £827m pre-MES, AQR 19bps; low underlying charge plus release of inflationary judgements
  - £394m total MES release; economic outlook improvements plus revised severe downside scenario
- **Q4 impairment charge £160m, AQR 14bps**
  - £70m MES credit; pre-MES charge £230m / 20bps
- **Stock of ECL £3.7bn, c.£0.4bn above base case**
- **Expect 2025 AQR c.25bps**

1 - Impairment charges absent the impact from updated economic outlook, thus reflecting only observed movements in credit quality. 2 - Underlying basis. Table uses rounded inputs.

Low risk portfolio, resilient through the cycle

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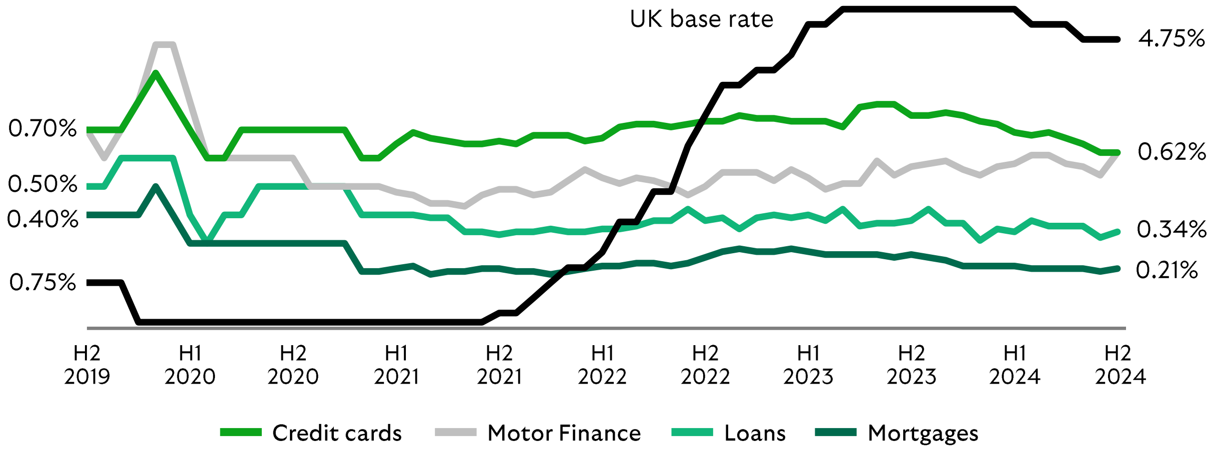
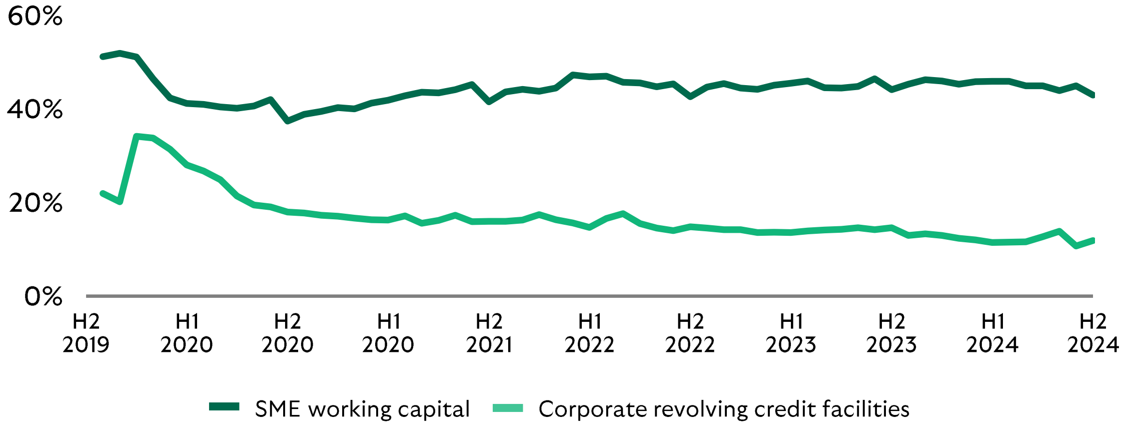
New to arrears and UK Bank Base Rate (3 month rolling average, %)



SME working capital[1] and corporate RCF[2] utilisation (%)



- **Very low and improving mortgage book new to arrears and default rates in 2024**
  - Over two thirds of fixed book now on pay rate >3%, with the portfolio tested to much higher rates
  - Average LTV 43.7%
  - Unsecured new to arrears continue to decline
- **Resilient performance in commercial portfolios**
  - Stable SME[1] working capital utilisation; RCF utilisation 10pp below pre-pandemic
- **Significant de-risking across the portfolio**
  - 2006-08 legacy mortgages (£24bn) halved since 2020
  - Net CRE exposure[3] £9.3bn, remains robust; reduced by one third since 2020

1 - Encompasses Overdrafts and Corporate Cards, excludes Business Banking. 2 - Revolving credit facility. 3 - Includes Business Banking.

Updated macroeconomic outlook

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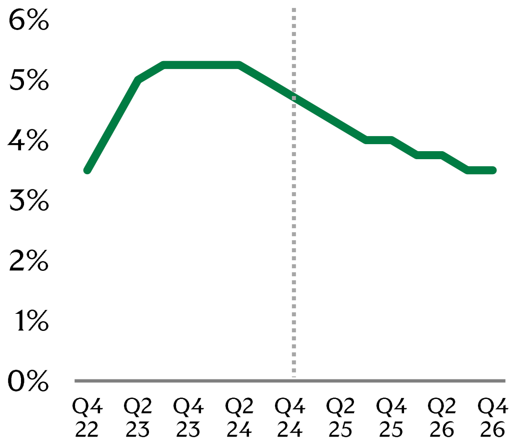
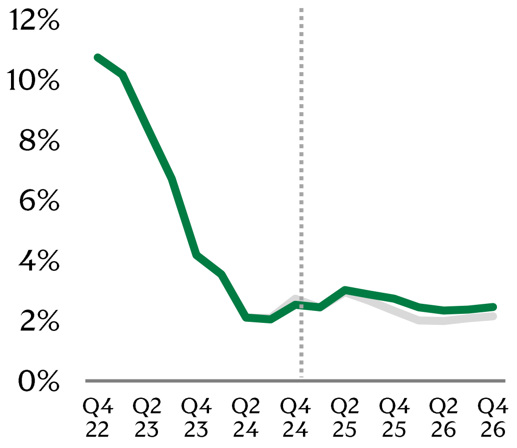
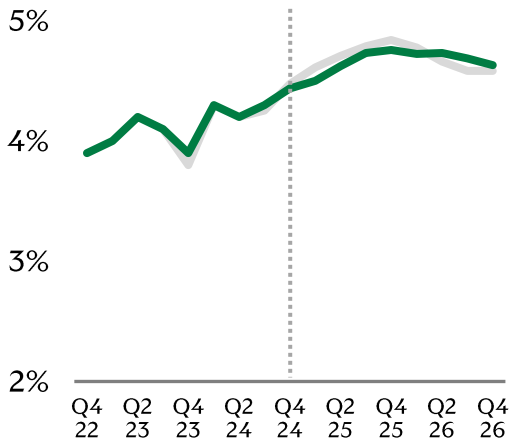
UK Bank Rate



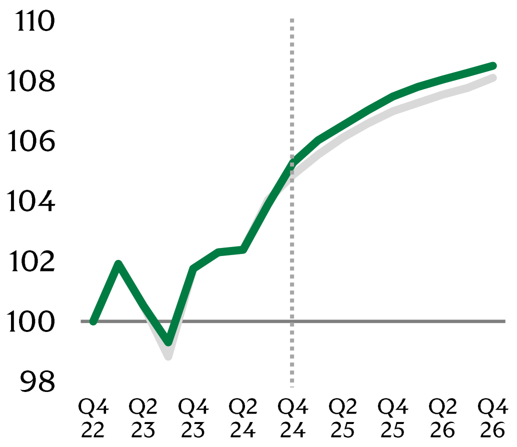
CPI inflation



Unemployment



Indexed house prices



Q4 base case   Q3 base case

- **Stable economic outlook with minor forecast changes since Q3:**
  - Slightly weaker GDP growth in 2025, forecast at 1.0% (vs. 1.3% previously)
  - Three 25bps cuts in UK Bank Rate in 2025, two cuts in 2026
  - Modest increase in unemployment: average 4.7% in both 2025 and 2026
  - House price growth forecast at c.2% in 2025

Confidence in delivering higher, more sustainable returns

	2025	2026
Income	**NEW:** NII c.£13.5bn	
Costs	**NEW:** c.£9.7bn operating costs	<50% cost:income ratio
Asset quality ratio	**NEW:** c.25bps	
Return on tangible equity	**NEW:** c.13.5%	>15%
Capital generation	**NEW:** c.175bps	>200bps
CET1 ratio target		Expect to pay down to c.13.0%
Capital distribution	Progressive and sustainable ordinary dividend	

Capital, Funding & Liquidity

Prudent Capital Ratios

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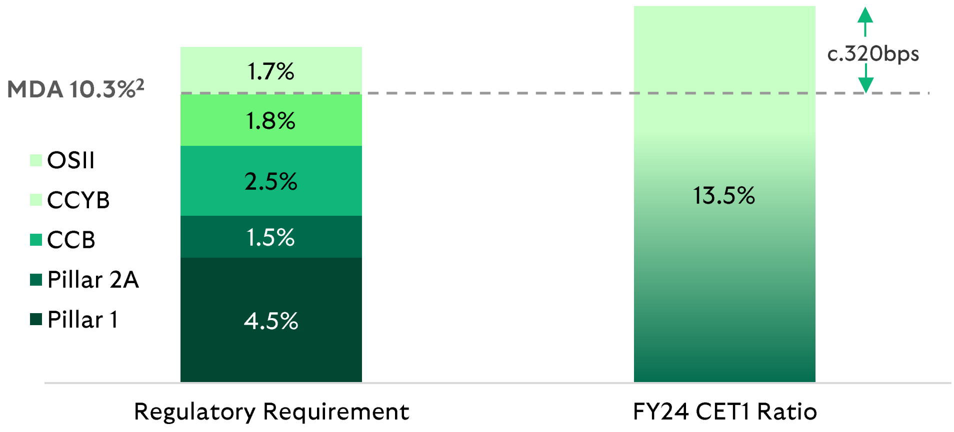
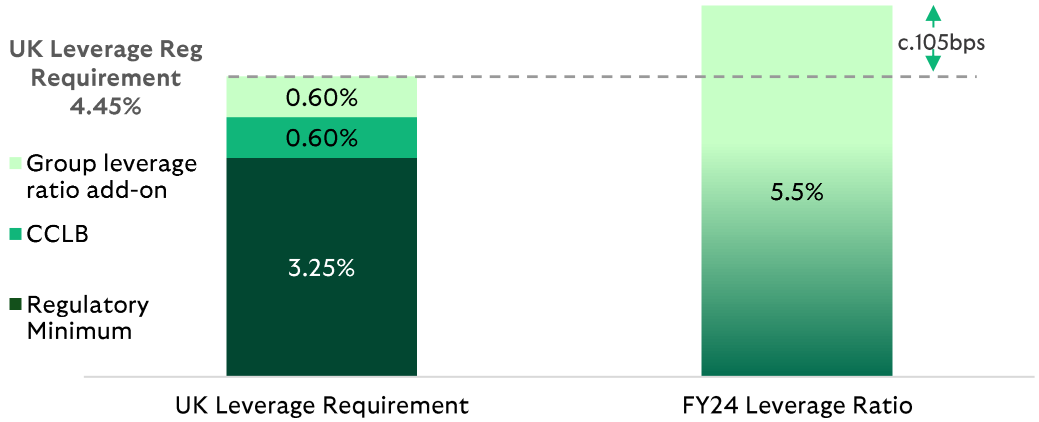
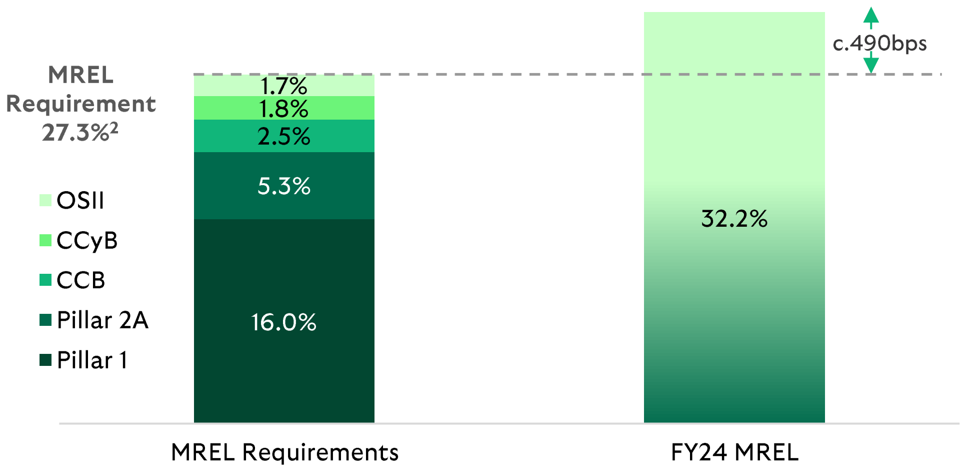
13.5% pro forma CET1 remains ahead of 10.3% MDA[1] and current target of c.13.0%



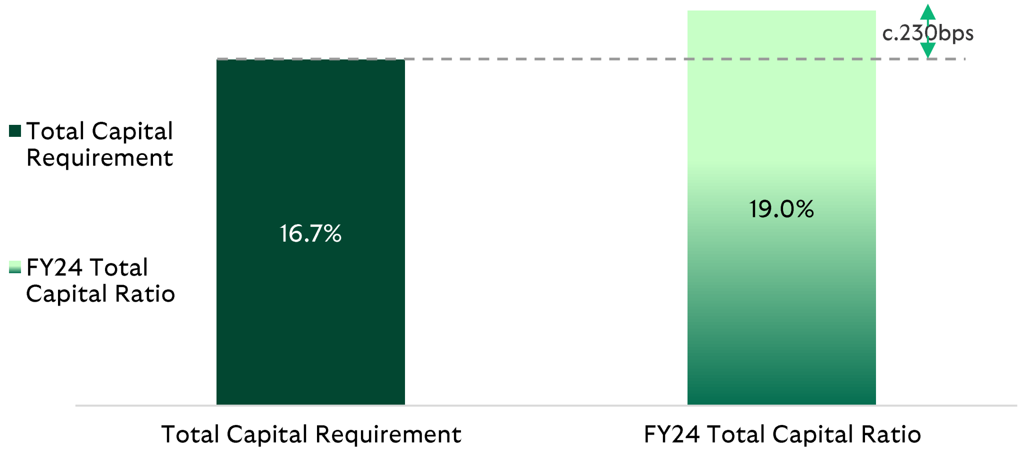
UK leverage ratio above requirement of 4.45%



MREL remains strong and above regulatory requirement of 27.3%



Total capital ratio of 19.0% ahead of 16.7% requirement



1 – The Group's total regulatory requirement is c.12%. The MDA threshold is based on the combined buffer requirement, which excludes the equivalent of the Ring-Fenced Bank's O-SII. 2 - MDA and MREL equals 10.3% and 27.3% respectively when using unrounded regulatory requirements.

Strong capital generation

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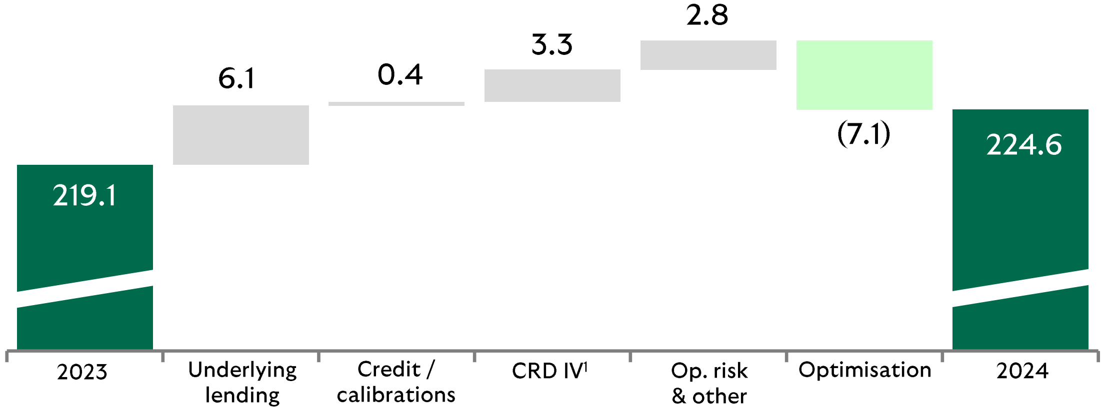
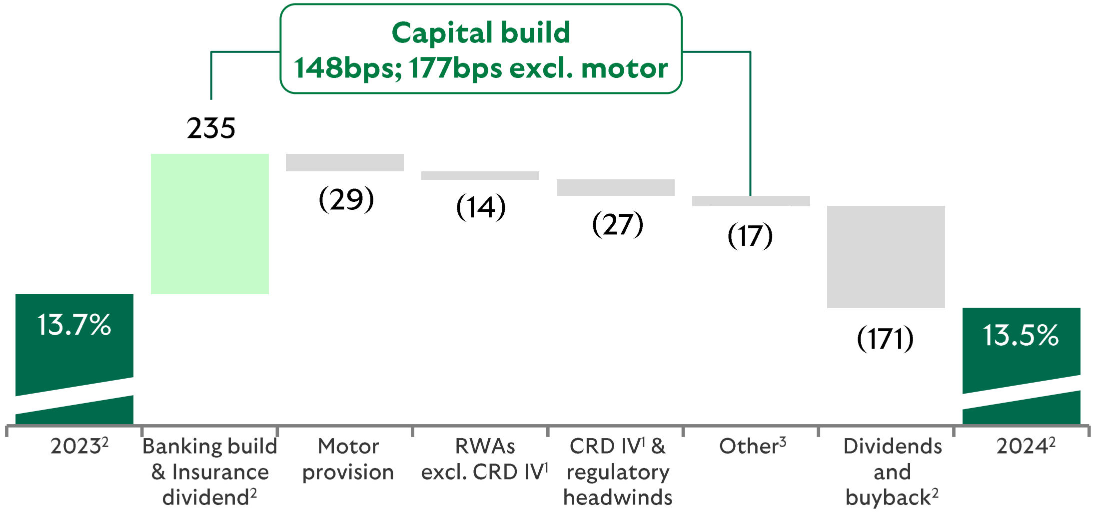
Risk weighted assets (£bn)



Common equity tier 1 ratio (%, bps)



- **RWAs £224.6bn, in line with guidance; up £5.5bn, inc. £1.3bn in Q4**
  - CRD IV: Now expect modestly >£5bn[1] uplift, inc. £3.3bn taken in 2024 (£2.6bn in Q4), subject to PRA review
  - Continued optimisation to offset CRD IV pressures
  - Basel 3.1 moderately positive, but now delayed to 2027
- **Strong 148bps capital generation; 177bps excl. motor provision**
- **Pro forma CET1 ratio 13.5%, in line with guidance**
- **Expect 2025 capital generation to be c.175bps**

1 - Retail secured CRD IV increases, performing exposures. 2 - Shown on a pro forma basis. 3 - Other includes share-based payments and an FX loss on the USD AT1 redemption.

Active capital & risk management

2024 risk transfer transactions

Synthetic SRT

- Investors provide credit protection against the junior part of a reference portfolio of assets
- The Group pays investors a coupon for providing the protection for an agreed period
- Assets remain on balance sheet, with no impact on the client relationship or servicing

Corporate loans incl. CRE
c. £3bn[1]

SME Loans
c. £2bn[1]

Securitised Sale

- Assets are fully or partially derecognised from the balance sheet
- There is no obligation to take assets back on balance sheet at transaction maturity
- Group continues to service the loans; no impact on customer treatment and retention of relationship

UK residential mortgages
c. £2bn[2]

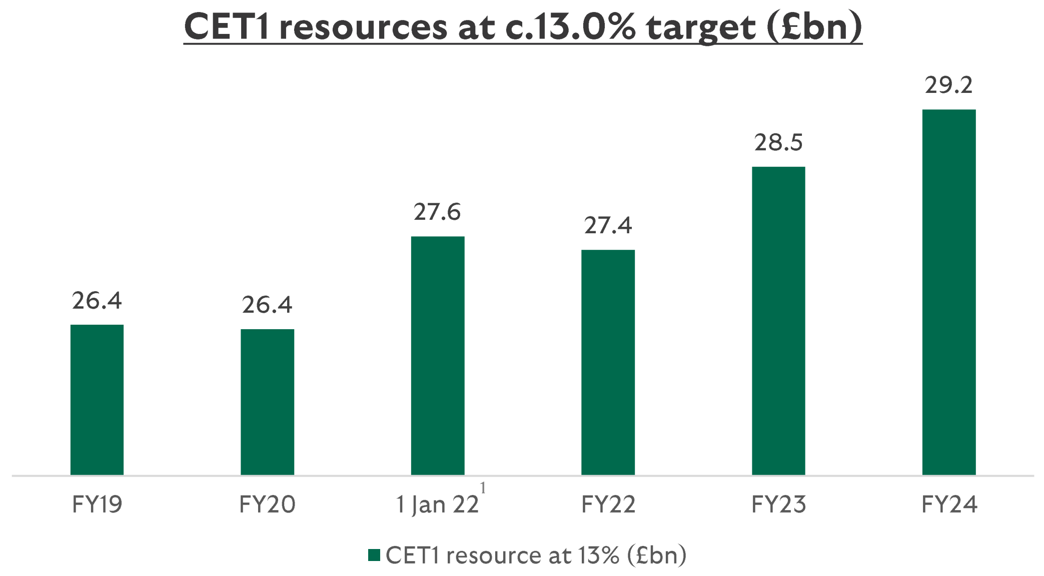
Auto Loans
c. £1bn[2]

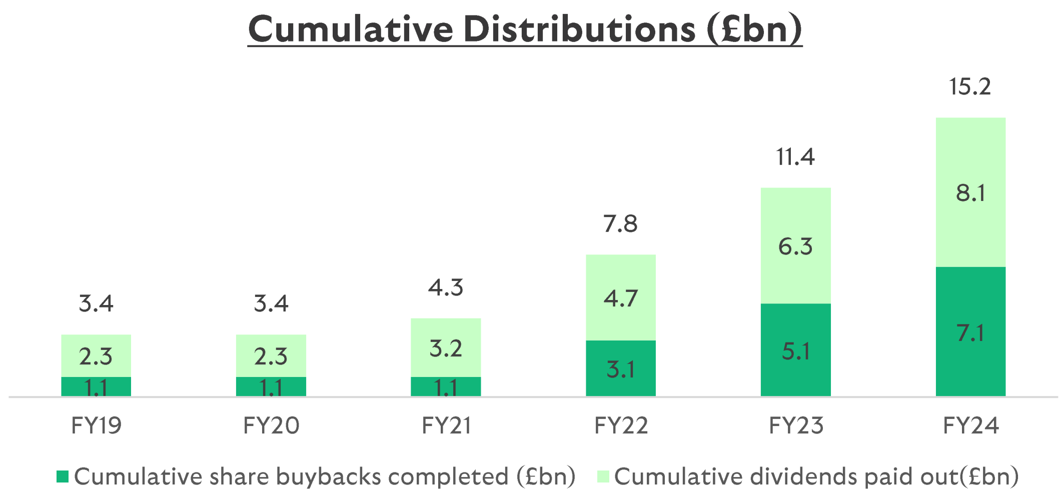
- **The Group engages in risk transfer transactions for capital and risk purposes amongst other methods for balance sheet optimisation**
- **Credit risk is transferred to investors, providing LBG the following benefits:**
  - Credit protection
  - Derisking legacy portfolios
  - Reduction of risk leads to lower capital requirements and provisions
- **Since 2014, the Group has been active in synthetic SRTs across SME, agriculture mortgages, large corporates, CRE and project finance.**
- **Recent securitised sales extend to retail portfolios, including UK residential mortgages, autos and unsecured personal loans**
- **These transactions are capital accretive, reduce risk and improve the efficiency of capital**

1 – Reference amount 2- Balance Sheet Notional Amount

2024 CET1 at 13.5%; target CET1 of c.13.0% by 2026

LLOYDS BANKING GROUP





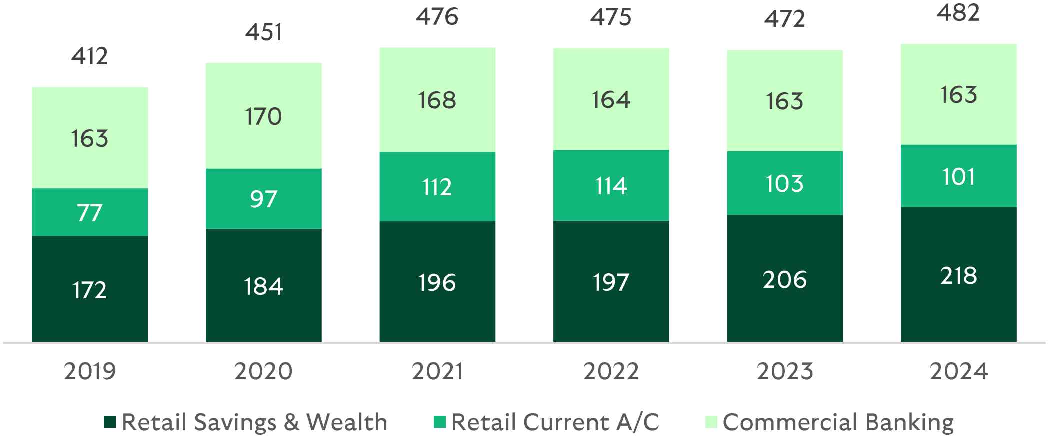
Capital target of c.13.0% supported by derisking and regulatory developments

- **Low risk profile and prudent underwriting standards, demonstrated by:**
  - Average LTV on mortgage portfolio 43.7%
  - 2006-08 mortgage book continues to decrease: £24bn in 2024 vs £143bn in 2012
  - CRE portfolio well diversified and reducing, <2% of total book, average LTV 45%
  - c.90% of SME lending secured
  - Exited businesses not aligned to strategy
- **Greater clarity on regulatory position and requirements**
- **CET1 resources have increased (+£3bn since 2019) despite risk reduction**
- **Solid fundamentals support the journey to c.13.0%:**
  - Track record of sustainable capital growth
  - Expect capital generation of c.175bps in 2025 increasing to >200bps in 2026 despite RWA growth
  - Significant capacity to absorb unexpected losses with 200bps CET1 generation equating to c£4.5bn post tax
  - Strong balance sheet position, including c.£3.7bn of ECL provisions held

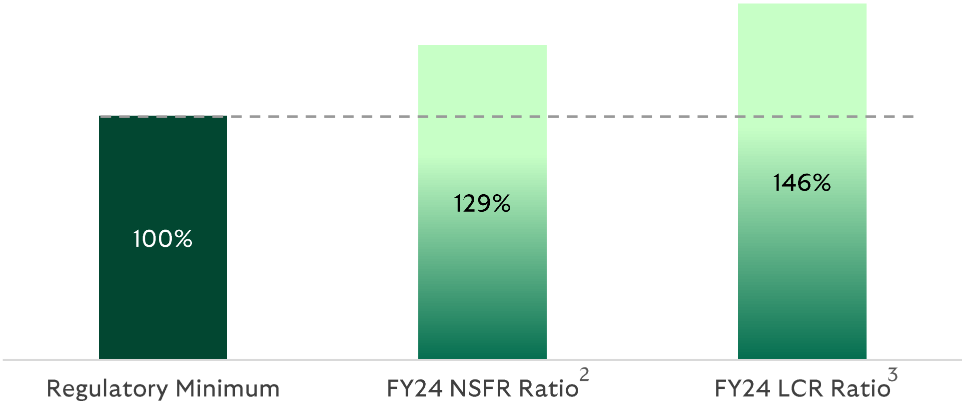
1 – The Group's RWAs increased by £16bn on 1 Jan 2022 (vs FY21) reflecting the UK implementation of CRR 2, including new CRD IV model requirements

Diversified deposit base and robust liquidity portfolio

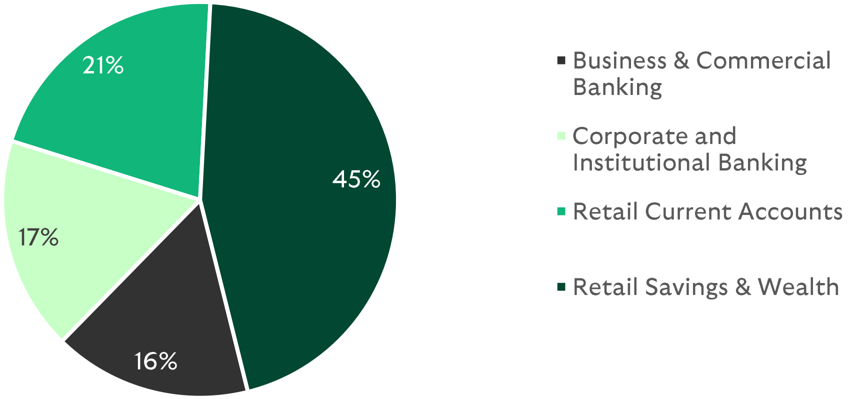
Deposits have steadily increased since 2019 driven primarily by Retail growth and remain stable (£bn)



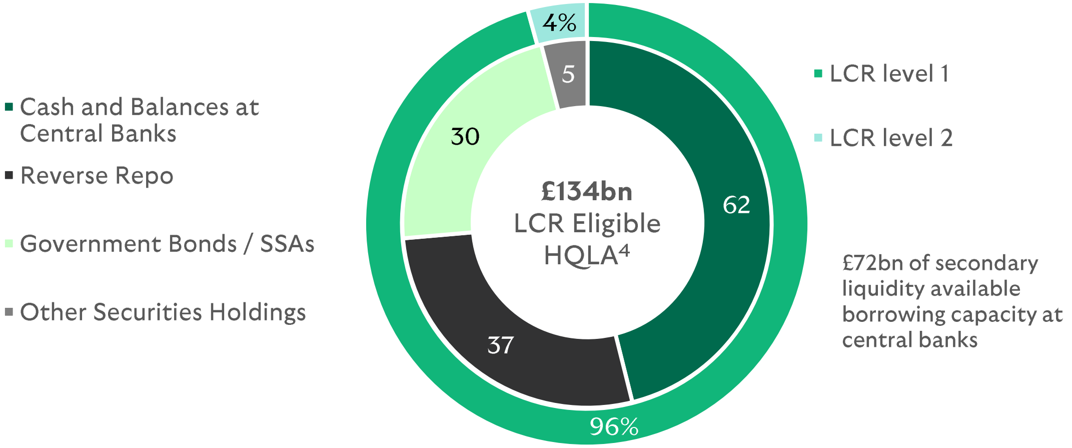
Liquidity ratios remain comfortably above requirements



Diversified deposit base across Retail and Commercial, with c.56% of total deposits insured[1]



£134bn primary liquidity fully hedged for interest rate risk and supported by further immediate drawing capacity of £72bn



1 – Insured being those deposits immediately eligible for deposit protection schemes (principally the FSCS in the UK). 2 – Calculated as an average of the four previous quarters. 3 – Calculated as an average of month-end observations over the previous 12 months. 4 – Calculated on a 12-month average basis.

2025 Forecast Wholesale Issuance

	Issuance principles	2024 Completed	2025 Guidance
HoldCo Senior	• Refinancing maturities across core and non-core currencies • Support the Group's balance sheet growth	£9.6bn[1]	**up to £4bn**

Capital	• Ongoing refinancing to **c.2.0% AT1 target** and **c.2.5% Tier 2 target**
	• Issuance across core and non-core currencies
	• FY24 Ratios:
	  ○ AT1 ratio c.2.4%
	  ○ Tier 2 ratio at c.2.4%
		£1.6bn	**up to £2bn**

OpCo	• Supporting balance sheet growth in RFB & NRFB entities • Continued deposit strength influences OpCo issuance needs • £8bn TFSME repaid in Dec-24 ○ Maturities: £13bn in 2025, £9bn 2027 & beyond	£2.6bn[2]	**up to £3bn**

1 – HoldCo issuance for 2024 includes $3bn pre-funding in November 2024. 2- Includes Private Placements

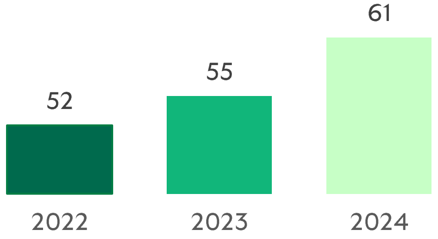
Strong ratings reaffirmed across the Group

		Lloyds Banking Group			Ring-fenced bank	Non-ring-fenced bank
Credit Ratings[1]	**UK Sovereign**	**LBG HoldCo[2]**	**LBG Tier 2**	**LBG AT1**	**Lloyds Bank, BoS**	**LBCM**
S&P	AA Stable	BBB+ Stable A-2	BBB- Stable	BB- Stable	A+ Stable A-1	A Stable A-1
Moody's	Aa3 Stable	A3 Stable P-2	Baa1 Stable	Baa3 Stable	A1 Stable P-1	A1 Stable P-1
Fitch	AA- Stable	A+ Stable F1	A- Stable	BBB Stable	AA- Stable F1+	AA- Stable F1+

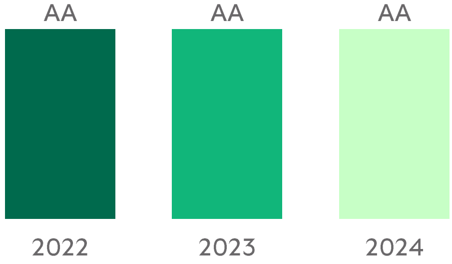
Fitch ratings upgraded by one notch in November 2024

ESG Ratings[1,3]

S&P CSA



MSCI



1 – Ratings shown as of 19.02.2025 and credit ratings reflect senior unsecured issuer ratings – LT, outlook, ST 2– LBG HoldCo issuer rating equivalent to HoldCo Senior Unsecured rating. 3 – Additional ESG Ratings can be found in our 2024 Sustainability Report

Appendix

Simple group structure with multiple issuance points

HoldCo

Lloyds Banking Group

BBB+ / A3 / A+[1] Sta / Sta / Sta	A-2 / P-2 / F1
Senior Unsecured Capital	-

Ring-fenced Sub-Group

Lloyds Bank, Bank of Scotland

A+ / A1 / AA- Sta / Sta / Sta	A-1 / P-1 / F1+
Senior Unsecured Covered Bonds ABS	-
L&A: £442bn[3]	Assets: £611bn

EU Sub: Berlin[5]

Non-Ring-fenced Sub-Group

Lloyds Bank Corporate Markets

A / A1 / AA- Sta / Sta / Sta	A-1 / P-1 / F1+
Senior Unsecured	CD, Yankee CD, CP
L&A: £18bn[3]	Assets: £95bn

EU Sub: Frankfurt

Insurance Sub-Group

Scottish Widows[2]

- / A2 / AA- - / Pos / Sta	-
Capital	-
L&A: N/A	AuA: £232bn[4]

EU Sub: Luxembourg

Equity Investments Sub-Group

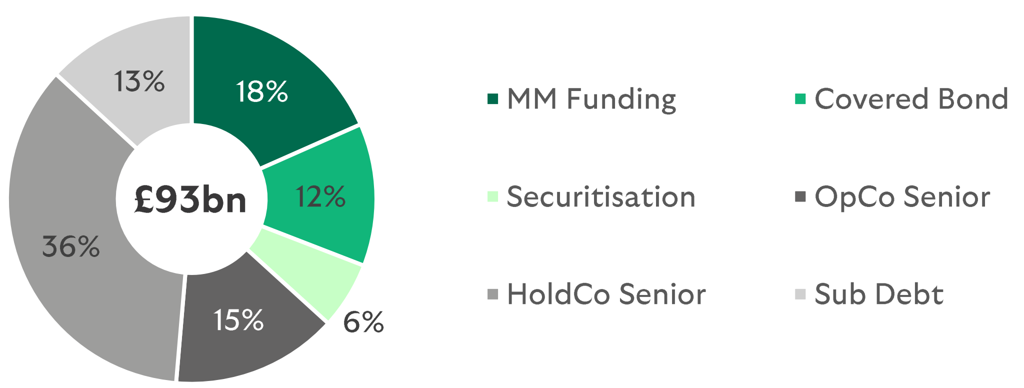
Lloyds Equity Investments

-	-
-	-
L&A: N/A	Assets: £6bn

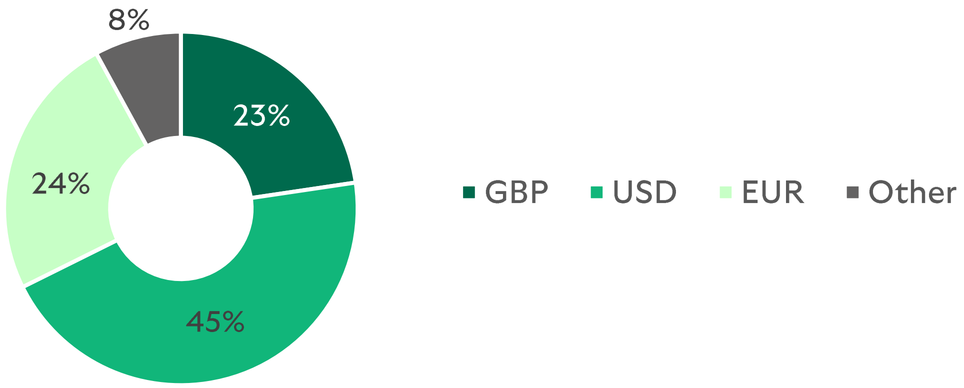
1 – Ratings shown are senior unsecured in the order of S&P / Moody's / Fitch as at 19.02.2025. 2 – Ratings shown for Scottish Widows are Insurer Financial Strength Ratings. 3 – "L&A" refers to Loans & Advances to customers. 4 – Insurance AuA excludes Wealth but includes stockbroking. 5 – GmbH is the Group's German entity and is the issuer of RMBS via the Candide Programmes and Pfandbrief

Diverse funding portfolio as at FY2024

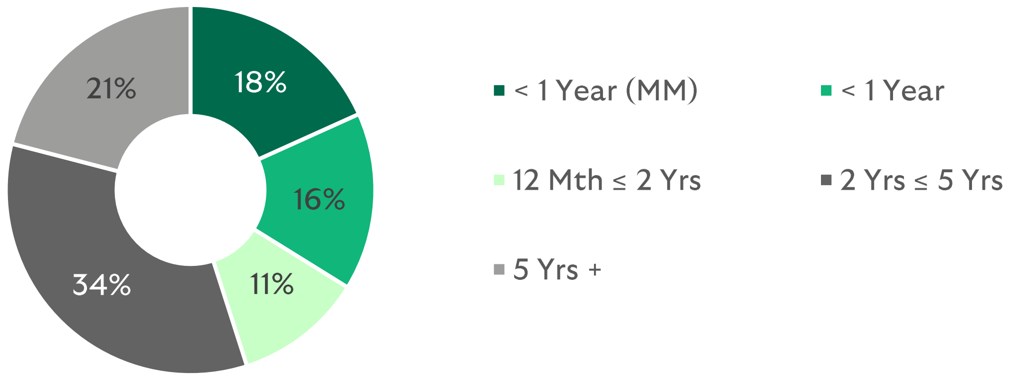
Wholesale funding portfolio by type



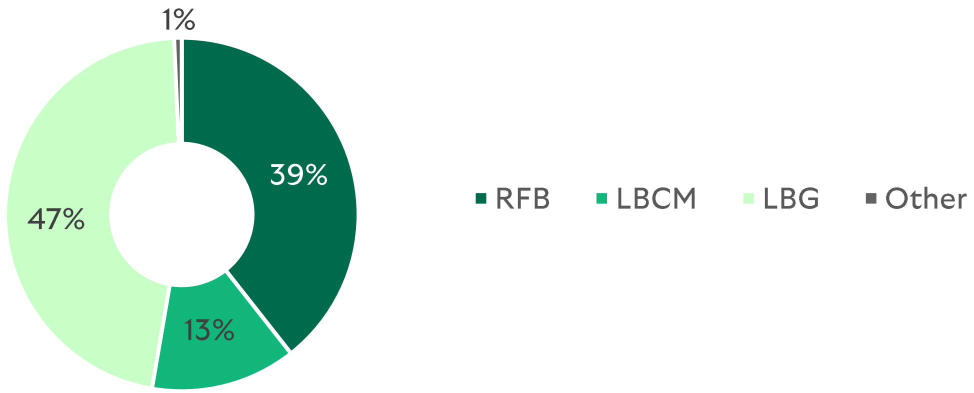
Wholesale funding portfolio by currency



Wholesale funding portfolio by maturity



Wholesale funding portfolio by entity



Quarterly P&L and key ratios

(£m)	Q4 2024	Q3 2024	Q2 2024	Q1 2024	Q4 2023	Q3 2023	Q2 2023	Q1 2023
Net interest income	3,276	3,231	3,154	3,184	3,317	3,444	3,469	3,535
Other income	1,433	1,430	1,394	1,340	1,286	1,299	1,281	1,257
Operating lease depreciation	(331)	(315)	(396)	(283)	(371)	(229)	(216)	(140)
Net income	4,378	4,346	4,152	4,241	4,232	4,514	4,534	4,652
Operating costs	(2,450)	(2,292)	(2,298)	(2,402)	(2,486)	(2,241)	(2,243)	(2,170)
Remediation	(775)	(29)	(70)	(25)	(541)	(64)	(51)	(19)
Total costs	(3,225)	(2,321)	(2,368)	(2,427)	(3,027)	(2,305)	(2,294)	(2,189)
Underlying profit before impairment	1,153	2,025	1,784	1,814	1,205	2,209	2,240	2,463
Impairment (charge)/credit	(160)	(172)	(44)	(57)	541	(187)	(419)	(243)
Underlying profit	993	1,853	1,740	1,757	1,746	2,022	1,821	2,220
Restructuring	(19)	(6)	(3)	(12)	(85)	(44)	(13)	(12)
Volatility and other items	(150)	(24)	(41)	(117)	114	(120)	(198)	52
Statutory profit before tax	824	1,823	1,696	1,628	1,775	1,858	1,610	2,260
Statutory profit after tax	700	1,333	1,229	1,215	1,234	1,420	1,223	1,641
Net interest margin	2.97%	2.95%	2.93%	2.95%	2.98%	3.08%	3.14%	3.22%
Average interest earning assets	£455bn	£451bn	£449bn	£449bn	£453bn	£453bn	£453bn	£454bn
Cost:income ratio	73.7%	53.4%	57.0%	57.2%	71.5%	51.1%	50.6%	47.1%
Asset quality ratio	0.14%	0.15%	0.05%	0.06%	(0.47)%	0.17%	0.36%	0.22%
Return on tangible equity	7.1%	15.2%	13.6%	13.3%	13.9%	16.9%	13.6%	19.1%
Tangible net asset value per share	52.4p	52.5p	49.6p	51.2p	50.8p	47.2p	45.7p	49.6p

Updated economic scenarios

Scenario	ECL (£m)	Measure (%)	2024	2025	2026	2027	2028	*Ave. 24-28*
Upside (30%)	**2,634**	GDP	0.8	1.9	2.2	1.5	1.4	1.6
		Unemployment rate	4.3	3.5	2.8	2.7	2.8	3.2
		HPI growth	3.4	3.7	6.5	6.6	5.4	5.1
		CRE price growth	0.7	7.8	6.7	3.2	0.5	3.7
		UK Bank Rate	5.06	4.71	5.02	5.19	5.42	5.08
		CPI inflation	2.6	2.8	2.6	2.9	3.0	2.8
Base case (30%)	**3,204**	GDP	0.8	1.0	1.4	1.5	1.5	1.2
		Unemployment rate	4.3	4.7	4.7	4.5	4.5	4.5
		HPI growth	3.4	2.1	1.0	1.4	2.4	2.0
		CRE price growth	0.7	0.3	2.5	1.9	0.0	1.1
		UK Bank Rate	5.06	4.19	3.63	3.5	3.5	3.98
		CPI inflation	2.6	2.8	2.4	2.4	2.2	2.5
Downside (30%)	**4,159**	GDP	0.8	(0.5)	(0.4)	1.0	1.5	0.5
		Unemployment rate	4.3	6.0	7.4	7.4	7.1	6.4
		HPI growth	3.4	0.6	(5.5)	(6.6)	(3.4)	(2.4)
		CRE price growth	0.7	(7.8)	(3.1)	(0.9)	(2.3)	(2.7)
		UK Bank Rate	5.06	3.53	1.56	0.96	0.68	2.36
		CPI inflation	2.6	2.8	2.3	1.8	1.2	2.1
Severe downside (10%)	**6,515**	GDP	0.8	(1.9)	(1.5)	0.7	1.3	(0.1)
		Unemployment rate	4.3	7.7	10.0	10.0	9.7	8.4
		HPI growth	3.4	(0.8)	(12.4)	(13.6)	(8.8)	(6.7)
		CRE price growth	0.7	(17.4)	(8.5)	(5.5)	(5.7)	(7.5)
		UK Bank Rate – adj.	5.06	4.03	2.7	2.23	1.95	3.19
		CPI inflation – adj.	2.6	3.6	2.1	1.4	0.8	2.1
Probability weighted	**3,651**							

Low mortgage LTVs

	December 2024[1]				2023[1]	2010[1]
	Mainstream	Buy to let	Specialist	Total	Total	Total
Average LTVs	43.2%	47.4%	33.2%	43.7%	43.6%	55.6%
New business LTVs	64.1%	56.4%	N/A	63.2%	61.7%	60.9%
≤80% LTV	86.2%	99.7%	96.8%	88.4%	89.3%	57.0%
>80–90% LTV	11.9%	0.1%	1.2%	10.0%	7.8%	16.2%
>90–100% LTV	1.8%	0.1%	0.9%	1.5%	2.8%	13.6%
>100% LTV	0.1%	0.1%	1.1%	0.1%	0.1%	13.2%
Value >80% LTV	£36.1bn	£0.1bn	£0.1bn	£36.3bn	£33.0bn	£146.6bn
Value >100% LTV	£0.2bn	-	-	£0.2bn	£0.3bn	£44.9bn
Gross lending	£261.7bn	£48.0bn	£3.6bn	£313.3bn	£307.6bn	£341.1bn

1 - 2023-24 LTVs use Markit's 2019 Halifax HPI; 2010 LTVs use Markit's pre 2019 Halifax HPI and include TSB. Table uses rounded inputs.

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Factors that could cause actual business, strategy, targets, plans and/or results (including but not limited to the payment of dividends) to differ materially from forward-looking statements include, but are not limited to: general economic and business conditions in the UK and internationally (including in relation to tariffs); acts of hostility or terrorism and responses to those acts, or other such events; geopolitical unpredictability; the war between Russia and Ukraine; the conflicts in the Middle East; the tensions between China and Taiwan; political instability including as a result of any UK general election; market related risks, trends and developments; changes in client and consumer behaviour and demand; exposure to counterparty risk; the ability to access sufficient sources of capital, liquidity and funding when required; changes to the Group's credit ratings; fluctuations in interest rates, inflation, exchange rates, stock markets and currencies; volatility in credit markets; volatility in the price of the Group's securities; natural pandemic and other disasters; risks concerning borrower and counterparty credit quality; risks affecting insurance business and defined benefit pension schemes; changes in laws, regulations, practices and accounting standards or taxation; changes to regulatory capital or liquidity requirements and similar contingencies; the policies and actions of governmental or regulatory authorities or courts together with any resulting impact on the future structure of the Group; risks associated with the Group's compliance with a wide range of laws and regulations; assessment related to resolution planning requirements; risks related to regulatory actions which may be taken in the event of a bank or Group failure; exposure to legal, regulatory or competition proceedings, investigations or complaints; failure to comply with anti-money laundering, counter terrorist financing, anti-bribery and sanctions regulations; failure to prevent or detect any illegal or improper activities; operational risks including risks as a result of the failure of third party suppliers; conduct risk; technological changes and risks to the security of IT and operational infrastructure, systems, data and information resulting from increased threat of cyber and other attacks; technological failure; inadequate or failed internal or external processes or systems; risks relating to ESG matters, such as climate change (and achieving climate change ambitions) and decarbonisation, including the Group's ability along with the government and other stakeholders to measure, manage and mitigate the impacts of climate change effectively, and human rights issues; the impact of competitive conditions; failure to attract, retain and develop high calibre talent; the ability to achieve strategic objectives; the ability to derive cost savings and other benefits including, but without limitation, as a result of any acquisitions, disposals and other strategic transactions; inability to capture accurately the expected value from acquisitions; assumptions and estimates that form the basis of the Group's financial statements; and potential changes in dividend policy. 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