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1. Country Profile and Bulgarian Economic Overview

- **Country Profile**
- **Bulgarian Economic Overview**

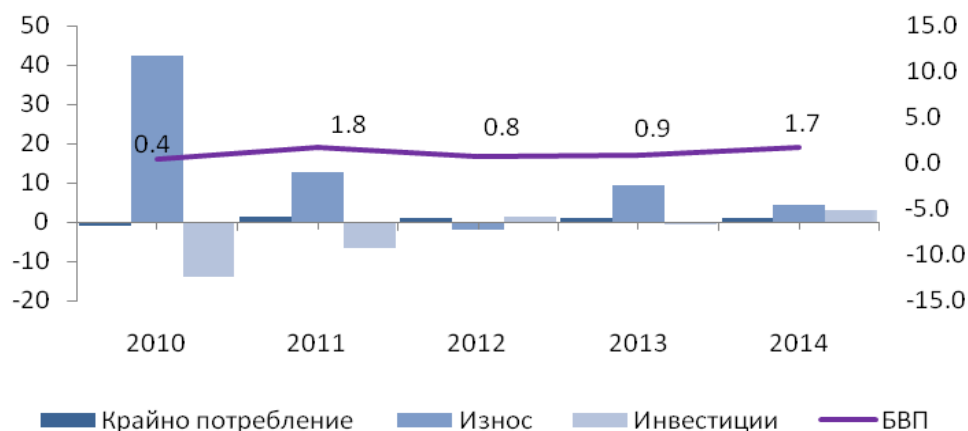
- Full name: **Republic of Bulgaria**
- Memberships: **European Union** (since 2007), **NATO** (since 2004)
- Population: **7.3 M**
- Capital: **Sofia**
- Area: **110,994 sq km (42,855 sq miles)**
- Official language: **Bulgarian**
- Traditional religion: **Orthodox Christianity**
- Monetary unit: **Bulgarian Lev** (plural: Levs, code: BGN)
- A currency board arrangement was established in 1997 through the Bulgarian National Bank Act.
- Fixed Exchange rate: **EUR 1 = BGN 1.95583** (BGN 1 \approx EUR 0.51)
- Main tax rates:
 - corporate tax rate of 10%;
 - personal income tax rate of 10%;
 - Value Added Tax Act (VAT) rate of 20%;
- Main exports: **Ferrous and non-ferrous metals, petrol products, foods and drinks, textiles, machines and equipment**
- Payment Systems: **RINGS, TARGET2**
BNB, BISERA, BISERA7EUR, BORICA, SEPA, ESROT, CENTRAL DEPOSITARY



Macroeconomic Indicators

		2010	2011	2012	2013	2014
GDP	EUR M	36,052	38,504	39,667	39,940	42,010
	growth, %	0.4	1.8	0.8	0.9	1.7
Current account	EUR M	(533.1)	33.2	(458.0)	848.2	359.2
	% of GDP	(1.5)	0.1	(1.1)	2.1	0.9
FDI	EUR M	1 151	1 330	1 142	1 275	1 306
	% of GDP	3.1	3.3	2.8	3.1	3.1
Budget deficit/ surplus	% of GDP	(3.2)	(2.0)	(0.4)	(1.8)	(3.7)

Growth of Real GDP, Consumption and Investments



Bulgaria Current Ratings

Date	Outlook	Rating
22 July 2011	Stable	Baa2
12 Dec 2014	Stable	BB+
10 Jan 2014	Stable	BBB-



STANDARD
& POOR'S

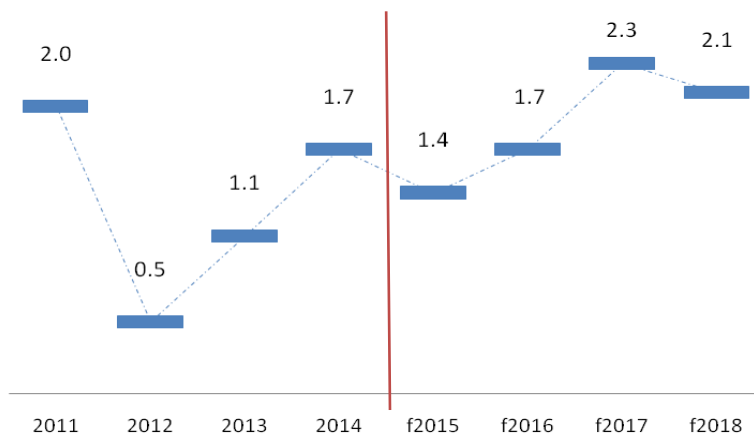
FitchRatings
KNOW YOUR RISK



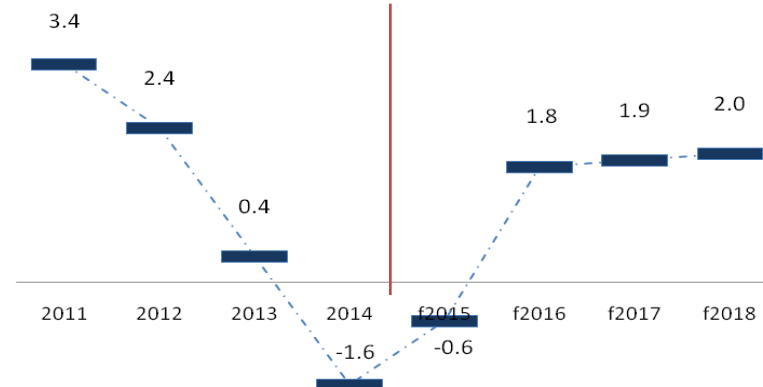
Bulgarian Economic Overview

Main Economic Indicators – Bulgaria and Euro area

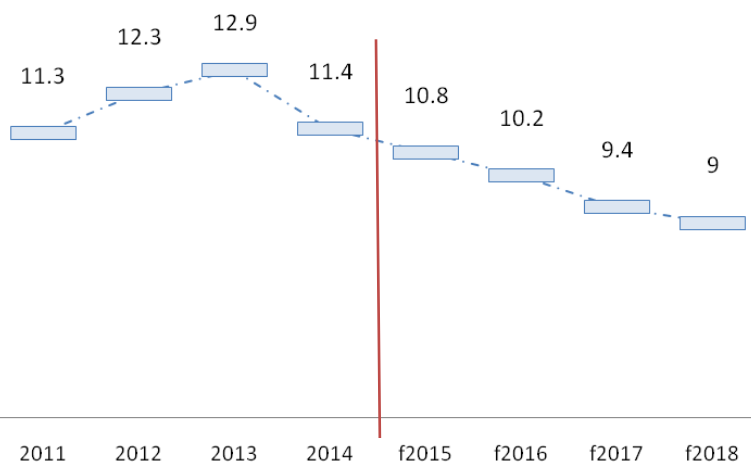
GDP (growth, %)



HICP inflation (period average, %)



Unemployment rate (%)



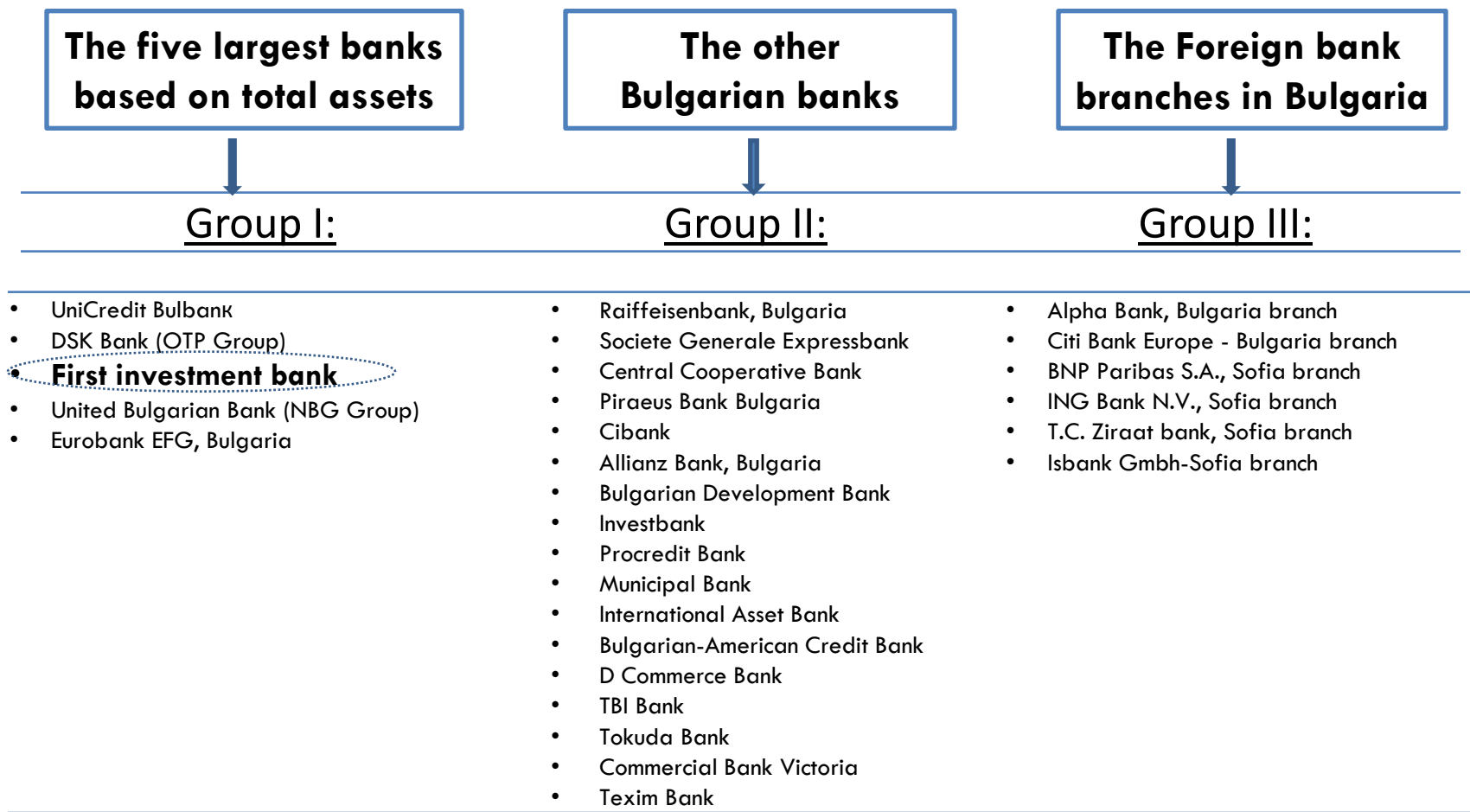
- Growth this year is forecast to rise to 1.7% for EU;
- Positive impact on growth are:
 - low oil price
 - depreciation of the euro
 - ECB has announced quantitative easing
 - European Commission has presented its Investment Plan for Europe;

2. Fibank and the Bulgarian Banking System

- **The Banking System Structure**
- **Current Status of the Bank System**
- **Fibank and Bulgarian Banking System**
- **Fibank: Market Share and Market Position**

Banking System Structure

The Bulgarian banking sector comprises of 28 banks, allocated in three groups based on BNB classification:





Current Status of the Bank System

Banking Sector as at 31 December 2014

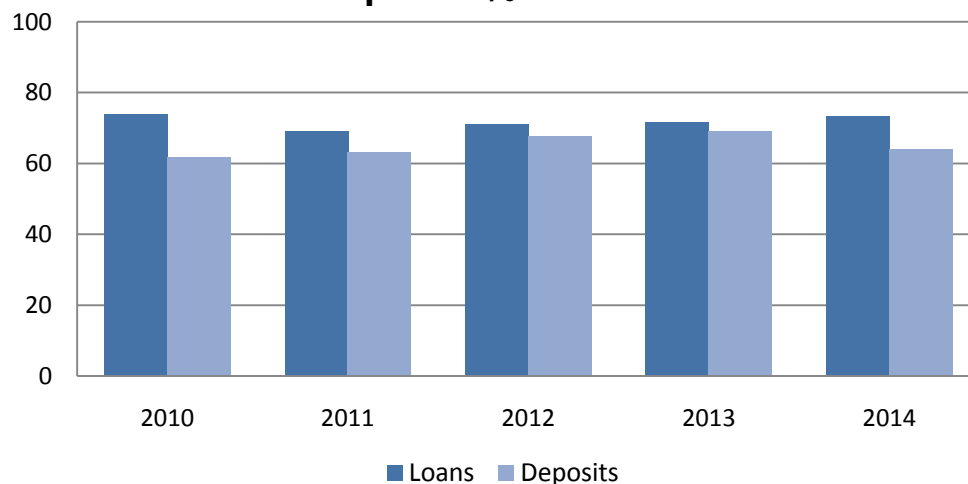
y/oy	2010	2011	2012	2013	2014
Bank system assets, BGN M	73,726	76,811	82,416	85,747	85,135
Growth of assets in the bank system, %	4.0	4.2	7.3	4.0	-0.7
Bank system profit, BGN M	616.6	586	566.8	584.9	746.3
Profit growth, %, y/oy	(20.96)	(4.9)	(3.3)	3.2	27.6
Bank system deposits, BGN M	46,928	52,808	57,256	62,230	63,710
Growth of deposits, %	8.4	12.5	8.4	8.7	2.4
Bank system loans, BGN M	53,073	55,208	56,847	57,376	54,158
Growth of loans, %	2.9	4.0	3.0	0.9	-5.6
Capital adequacy, %	17.48	17.53	16.7	16.85	21.95
Liquidity, %	24.37	25.57	26.0	27.1	30.12

At the end of December the banking system remained stable registering growth and good financial results. During the last quarter of 2014 the liquidity position, profitability and balance sheet capital were further strengthened;

For Q4 2014:

- increase in bank assets reached 4.2%;
- growth in deposits is 6.2%;
- increase in corporate lending reached 0.8%;
- Growth in loans to non-banks is 2.3%.

Loans and Deposits % of GDP





Fibank and the Bulgarian Banking System

Fibank and the Banking Sector as at 31 December 2014

in BGN M		December 2013	December 2014	Growth
Assets	Banking system	85,747	85,135	(0.7%)
	Fibank	7,446	8,646	16.1%
Deposits (other than from credit institution)	Banking system	62,230	63,710	2.4%
	Fibank	6,398	7,410	15.8%
Deposit of individuals and households	Banking system	39,248	41,003	4.5%
	Fibank	4,984	5,545	11.3%
Loans to non-banks	Banking system	57,376	54,158	(5.6%)
	Fibank	5,096	6,250	22.6%
Consumer loans	Banking system	9,115	8,986	(1.4%)
	Fibank	530	640	20.8%
Mortgage loans	Banking system	9,389	9,304	(0.9%)
	Fibank	356	636	78.5%
Corporate loans	Banking system	38,306	34,319	(-10.4)
	Fibank	4,210	4,974	18.1%

in '000		December 2013	December 2014	Growth
Profit	Banking system	585	746	27.6%
	Fibank	25.9	30.5	17.7%



Fibank: Market Share and Market Position

Market share

As at December 2014

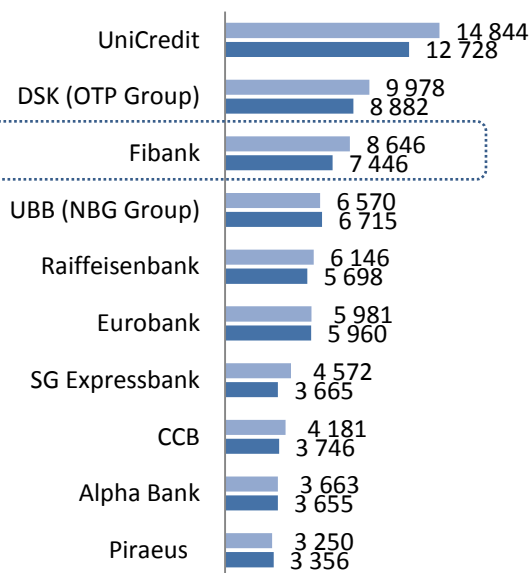
Market position

13.5%	Deposits from individual and households	2nd
11.7%	Lending to businesses and individuals	2nd
10.2%	Assets	3rd
11.6%	Deposits other than from credit institution	3rd
11.5%	Loans to non-banks	3rd
6.8%	Mortgage loans	5th
7.1%	Consumer lending	7th
5.4%/6.5%	Trade finance, Sent/Received	
8.8%/11.4%	Payments, Sent/Received	

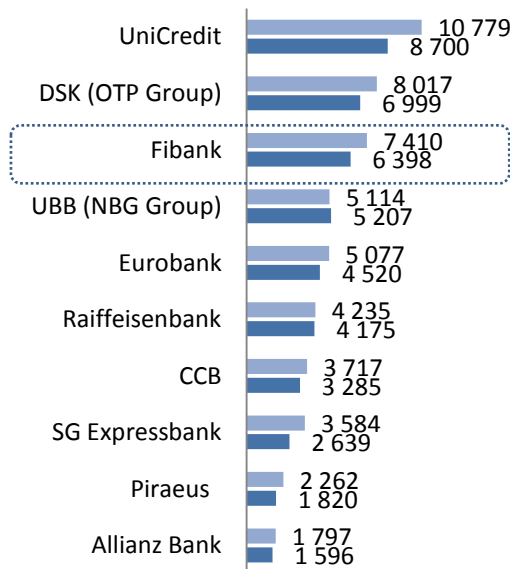
◆ Fibank is the third largest bank in terms of assets;

◆ Fibank is the only bank with Bulgarian capital in the Top 5.

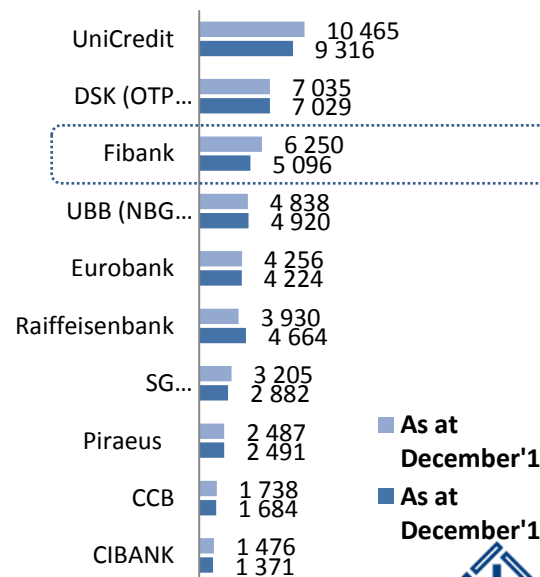
Top 10 Banks Total assets



Deposits NFI



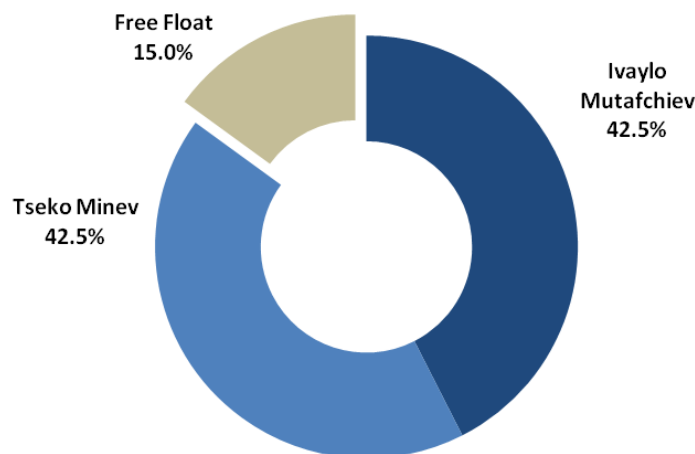
Loans NFI



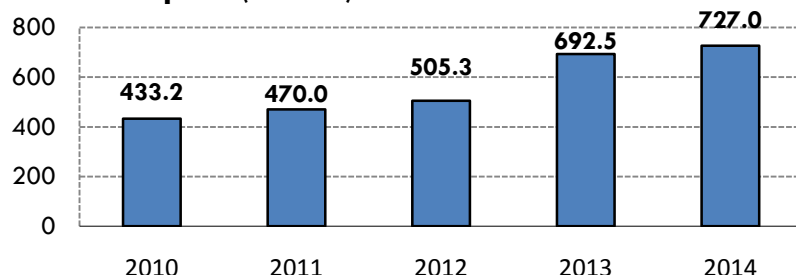
■ As at December '14
■ As at December '13

3. Fibank at a Glance

Shareholders' structure



***Capital (BGN M)**



****No dividends have been paid to shareholders since the establishment of the Bank***

- ◆ 2003-2005: Fibank entered into 10 Subordinated term debt agreements for the total amount of EUR 28 M included in the Tier 2 capital;
- ◆ In August 2005, the Bank issued its first perpetual subordinated bonds with par value of €27 M included in the Tier 2 capital. The arranger of the instrument was Dresdner Bank;
- ◆ 2006: Fibank issued a perpetual debt for the total amount of €21 M included in the Tier 2 capital;
- ◆ In October 2006 Fibank issued 1 M ordinary shares with nominal value of BGN 10 each - total BGN 10 M. All of the newly issued shares have been fully paid up. Each of the founding shareholders acquired new shares pro rata from the capital increase;
- ◆ In December 2006 reserves and retained earnings were converted into 8 M ordinary shares distributed pro rata to existing shareholders;
- ◆ In March 2007 Fibank decided on 10 for 1 stock split, where 10 M shares with nominal value of BGN 10 each were replaced by 100 M shares with nominal value BGN 1 each;
- ◆ In May 2007 Fibank issued 10 M new ordinary shares through an IPO. FFBH offered 6.5 M shares of its stake in Fibank's share capital. The issue was oversubscribed nearly 6 times;
- ◆ 2011: Fibank issued a new €20 M perpetual debt instrument which was included in the additional Tier 1 capital of the Bank, meeting all requirements of Basel 3;
- ◆ 2012: A second tranche of €20 M perpetual debt instrument was issued which was included in the additional Tier 1 capital of the Bank, meeting all requirements of Basel 3;
- ◆ 2012: Fibank issued a new hybrid instrument (bond issue) under private subscription with a nominal value of €20 M constituting the first tranche of a bond issue with a total amount of up to €60 M. The amount was included in the Bank's tier 1 capital, meeting all requirements of Basel 3;
- ◆ On 09 January 2014 each of the major shareholders, Messrs Ivaylo Mutafchiev and Tseko Minev, acquired directly 14.9 M additional Fibank shares. As a result each of the abovementioned shareholders owns 46.75 M registered dematerialized shares of the Bank's share capital, i.e. the two of them own a total of 93.5 M shares constituting 85% of the Bank's share capital.



Areas of operation:

Fibank is licensed and registered as:

- ❖ A Joint-Stock Company (JSC) /registered in the Commercial Register, since 1993/
- ❖ A Credit Institution /licensed by the Bulgarian National Bank – a domestic license obtained since 1993, an universal license - since 1995/
- ❖ A Public Company /registered in the public register of the Financial Supervision Commission since 2007/
- ❖ An Investment Intermediary /registered in the public register of the Financial Supervision Commission since 1997/
- ❖ A Primary Dealer of Government Securities (included in the list of primary dealers of government securities held by the Ministry of Finance of Bulgaria)

Fibank is present across all key business lines:

- ❖ Corporate Banking
- ❖ Micro-Companies and SMEs
- ❖ Retail Banking
- ❖ Bank Cards – Issuing and Acquiring
- ❖ Trade Finance
- ❖ Payments
- ❖ Money Markets
- ❖ Foreign Exchange
- ❖ Investment Gold

Main competitive advantages

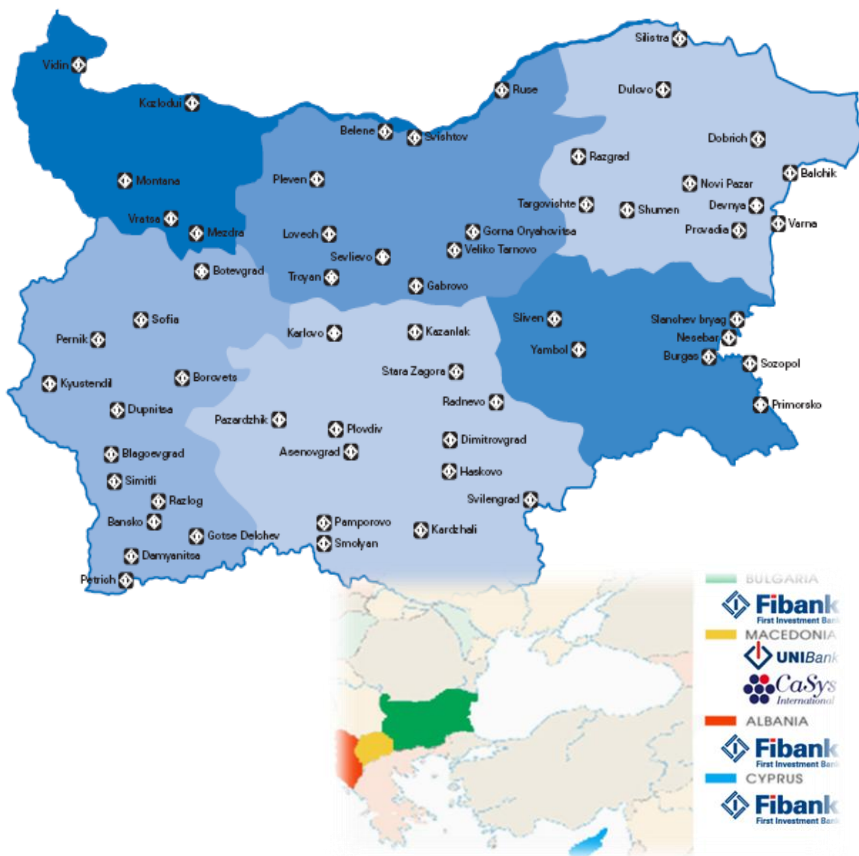
- ❖ Well established market position
- ❖ A streamlined decision-making process
- ❖ An efficient distribution network
- ❖ A good understanding of the Bulgarian market
- ❖ A proven track record in managing risks and a moderate exposure to market risks
- ❖ Insight into corporate client activities and established long-term relationships with personalized service and tailored products
- ❖ First-class customer service
- ❖ Innovative approach to product development

Domestic network

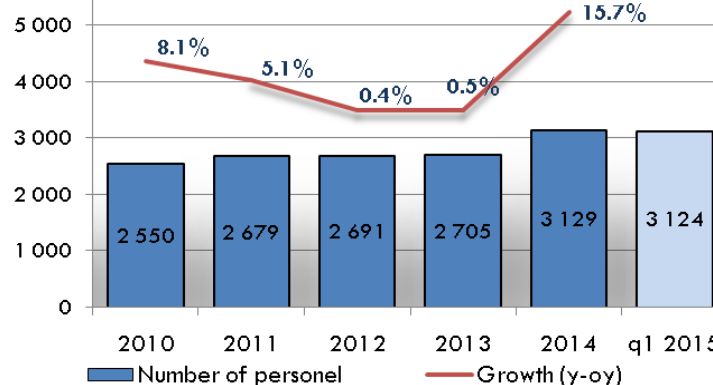
- As at 31 March 2015, Fibank clients are served in 166 outlets all over the country

Regional presence

- Fibank has 1 branch in Cyprus
- Fibank has a wholly owned subsidiary in Albania with 10 branches

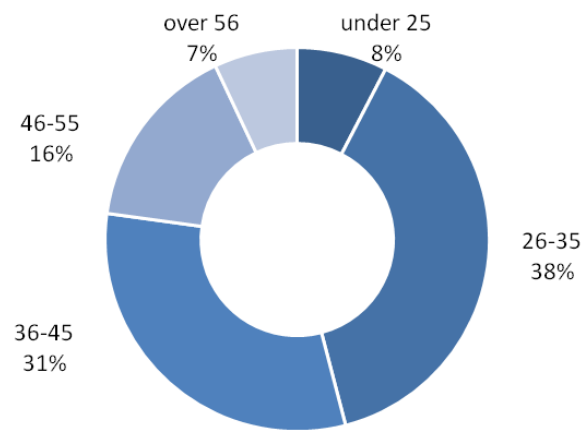


Human Resources



- 895 (28.6%) employees work in the Head Office and 2 229 (71.4%) in the branch network
- Employees per sex : 32.0% male and 68.0% female
- Average age: 38 years
- Average personnel turnover for Q1 2015 is 1.7%.
- For Q1 2015 the number of participants in training programs reached 1,778 (57% of total Fibank employees)

Personnel per age groups

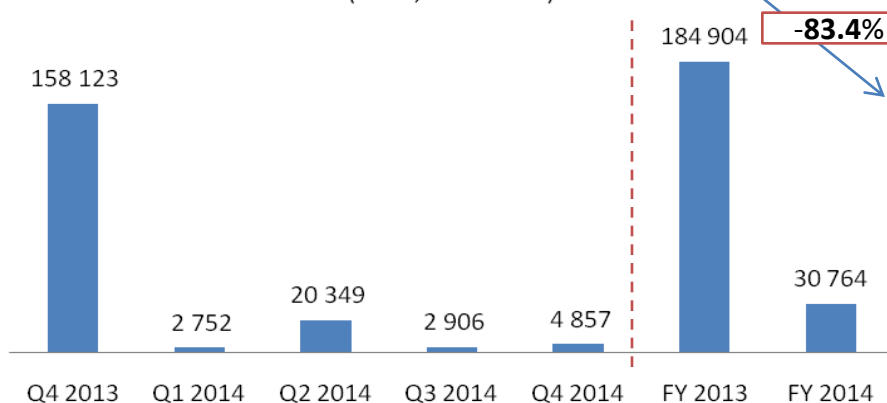


4. Key Figures and Loan Portfolio

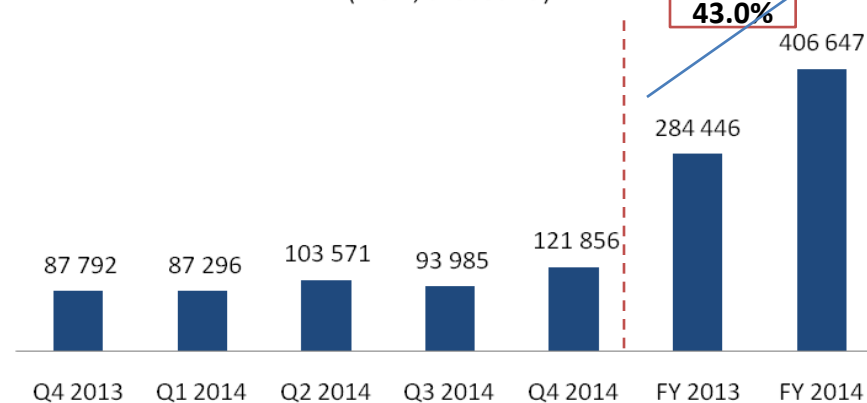
Income Statement

BGN (thousands)	Q4 2013	Q1 2014	Q2 2014	Q3 2014	Q4 2014	FY 2013	FY 2014
Net interest income	60,138	58,287	71,068	63,670	98,657	181,711	291,911
Net fees & commissions income	25,392	20,957	24,637	24,121	18,002	86,691	87,425
Net trading income	2,643	3,258	3,121	3,090	2,524	9,381	11,997
Other net operating income	4,703	4,793	4,745	3,104	2,673	6,662	15,315
Total income from banking operations	92,875	87,296	103,571	93,985	121,856	284,446	406,647
General administrative expenses	(52,571)	(51,323)	(51,998)	(46,655)	(41,051)	(156,239)	(190,981)
Other income/(expenses), net	145,900	(5,750)	(3,596)	(5,441)	134,500	130,327	119,665
Allowance for impairment before tax	186,205	30,223	47,977	41,889	215,306	258,534	335,394
Allowance for impairment	(27,774)	(26,650)	(25,416)	(38,737)	(208,719)	(70,305)	(299,621)
Profit before tax	158,431	3,574	22,560	3,151	6,587	188,229	35,710
Income tax expense	(309)	(822)	(2,211)	(245)	(1,729)	(3,325)	(4,946)
Profit after tax	158,122	2,752	20,349	2,906	4,858	184,904	30,764

Net profit
(BGN, thousand)



Total income from banking operations
(BGN, thousand)



Balance Sheet

BGN M	Q4 2013	Q1 2014	Q2 2014	Q3 2014	Q4 2014
Liquid assets	2,086	2,162	2,317	1,874	2,324
Loans and advances to customers	6,021	5,997	5,941	5,959	5,810
Other assets	671	712	756	755	694
Total assets	8,778	8,871	9,014	8,588	8,828
Due to other customers	7,536	7,639	7,710	7,339	7,602
Other liabilities	550	535	586	529	499
Shareholders' equity	693	697	717	720	727
Total liabilities	8,778	8,871	9,014	8,588	8,828

BGN M	2010	2011	2012	2013	2014
Total assets	4,999	6,174	7,050	8,778	8,828
Due to other customers	4,286	5,388	6,190	7,536	6,700
Loans and advances to customers	3,417	4,182	4,540	6,021	5,810

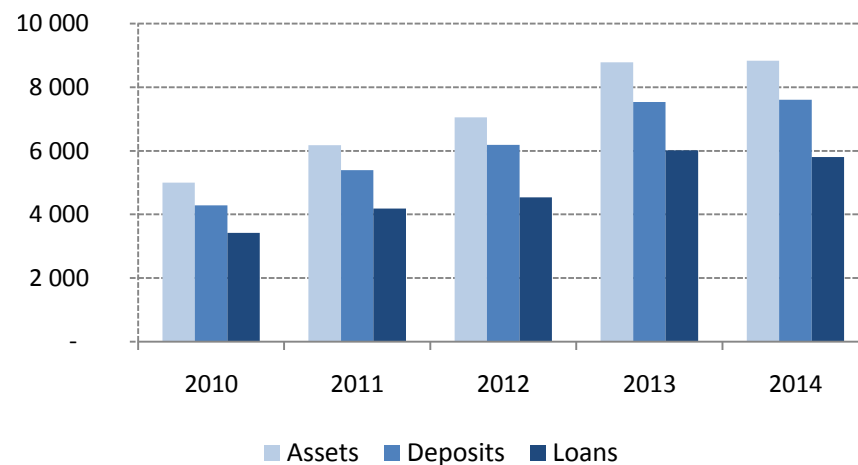
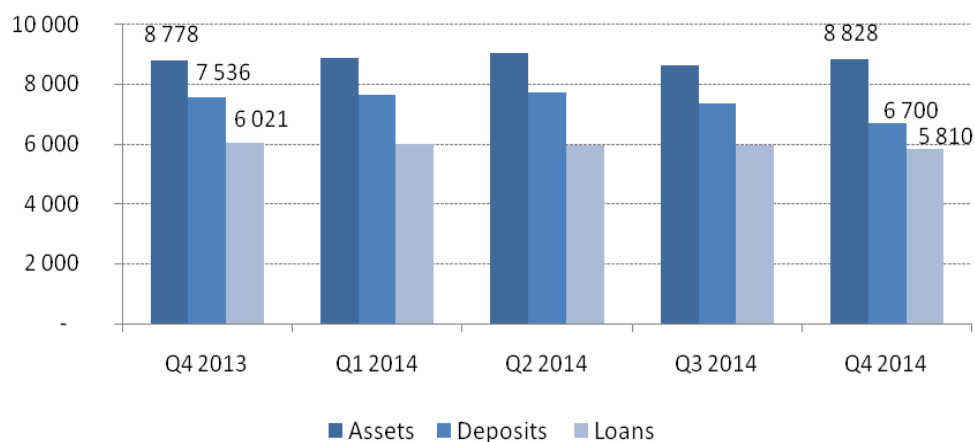
Growth, y-o-y

Assets: 0.6%

Deposits: -11.1%

Loans: -3.5%

BGN M

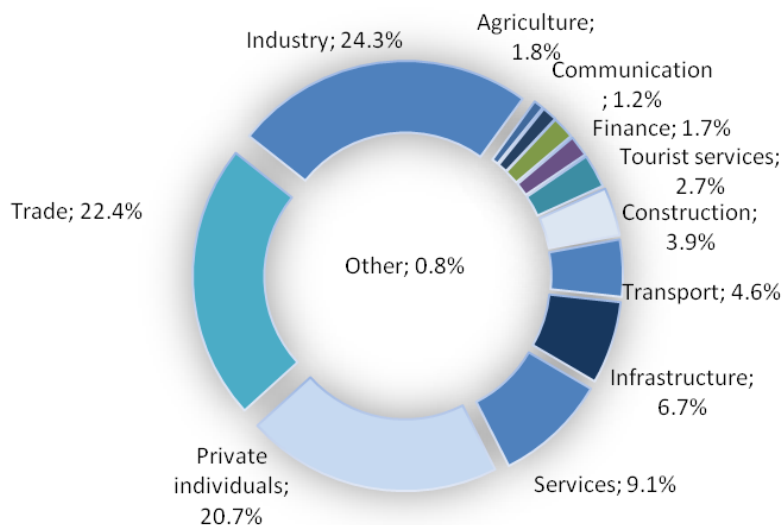


Key Ratios

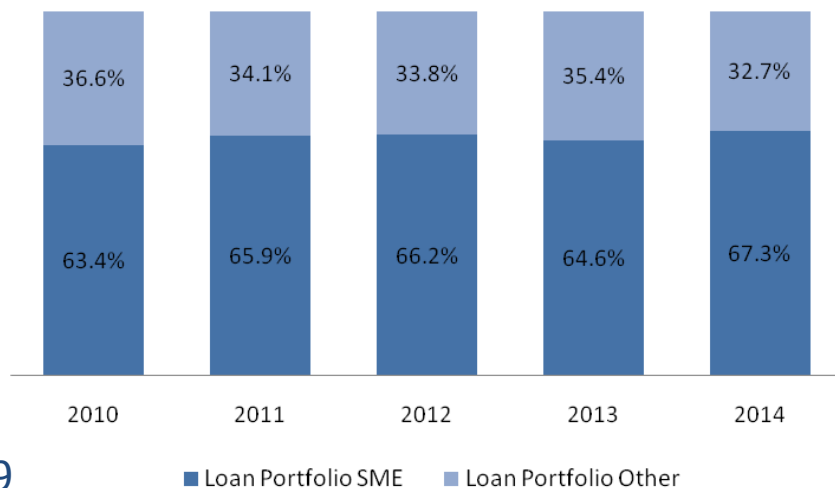
	Q4 2013	Q1 2014	Q2 2014	Q3 2014	Q4 2014
Overall cap adequacy	-	15.55%	15.50%	15.13%	14.89%
Tier I cap adequacy	-	14.29%	14.24%	13.90%	13.64%
CET1 adequacy	-	11.43%	11.38%	11.13%	10.80%
ROE (after tax)	33.34%	1.61%	6.90%	4.83%	4.33%
LCR	-	-	452.73%	238.17%	399.44%
NSFR	-	-	118.58%	107.12%	118.46%
Liquidity ratio Letter BNB regulatory*	23.17%	25.46%	26.26%	22.15%	27.37%
Loan Provisioning Ratio (%)	3.77%	4.02%	4.44%	5.02%	8.74%
NPL ratio	10.22%	10.50%	10.97%	10.90%	10.80%
Cost/income ratio	54.93%	58.79%	54.13%	52.65%	46.96%
Net Interest margin	3.40%	3.62%	4.07%	4.06%	4.55%

**Unconsolidated data*

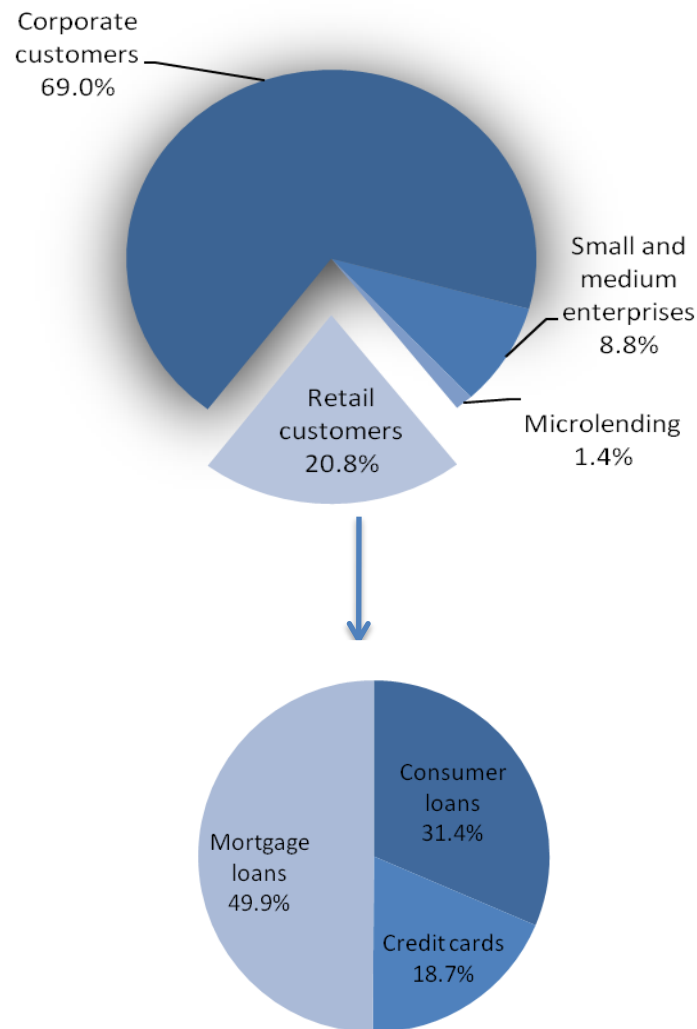
Loan portfolio by sectors of economy



Corporate Loan portfolio as per EU definition for SME (Unconsolidated data)



Loan portfolio by business lines



Consolidated - audited data, q4 2014

5. Company Profile

- **Mission Statement**
- **Supervisory and Managing Board**
- **History Highlights**
- **Customer Profile**
- **Awards**



Mission Statement

Mission



First Investment Bank Central Office, Sofia

First Investment Bank AD aspires to continue to be one of the best banks in Bulgaria, recognized as a rapidly growing, innovative, customer-oriented bank, offering outstanding products and services to its customers, ensuring excellent careers for its employees, and contributing to the community. The Bank will continue to develop high-technological solutions providing its customers with opportunities for banking from any place around the world at any time.



First Investment Bank New Head Office, Sofia

Supervisory and Managing Board

Supervisory Board

(Chairman –Evgeni Lukanov, Deputy Chairman -Maya Georgieva, Members -Georgi Mutafchiev,Radka Mineva, Jordan Skorchev)

Audit Committee
Chairman –Stefana Tsenova

Presiding Committee
Chairman –Maya Georgieva

Risk Committee
Chairman –Evgeni Lukanov

Remuneration Committee
Chairman –Jordan Skorchev

Nomination Committee
Chairman –Georgi Mutafchiev

Internal Audit
(Ralitsa Bogoeva)

Managing Board

(Chairman -Dimitar Kostov,Members -Vassil Christov, Svetoslav Moldovansky, Maya Oyfalosh, Milka Todorova, Chavdar Zlatev, Ivaylo Ivanov, Mariana Sadjaklieva)

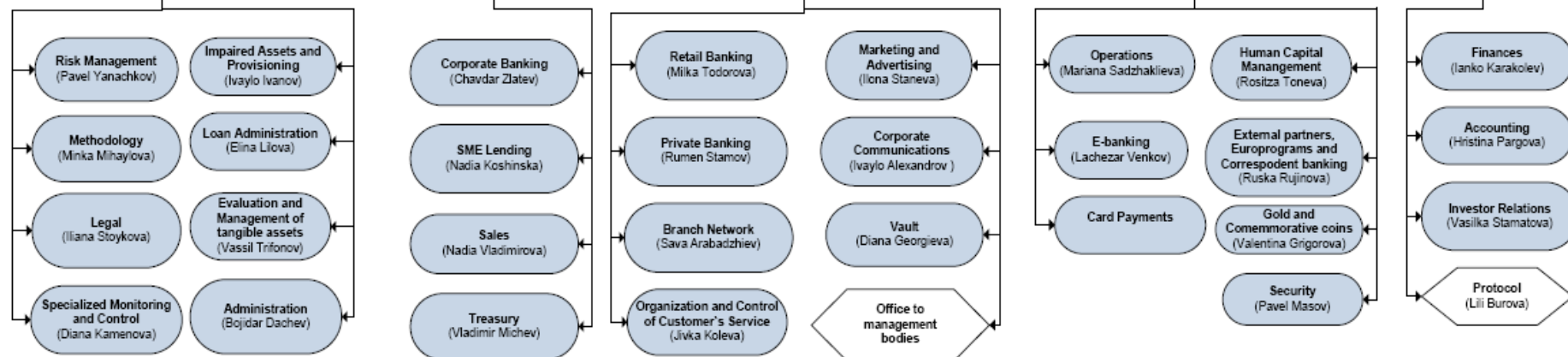
Executive Director
(Dimitar Kostov)

Executive Director
(Maya Oyfalosh)

Executive Director
(Vassil Christov)

Executive Director
(Svetoslav Moldovansky)

Chief Financial Officer
(Jivko Todorov)



Year	Facts
1993	First Investment Bank was established on October 8, 1993, in Sofia. It was granted a full banking licence for carrying out operations in Bulgaria and abroad.
1994 – 1995	The Bank developed and specialised in servicing corporate clients.
1996	FIBank was the first in Bulgaria to offer services enabling banking from home or from the office. FIBank was the first bank to receive a 5-year loan from the European Bank for Reconstruction and Development for financing small and medium-sized enterprises in Bulgaria.
1997	The Bank started issuing Cirrus/Maestro debit cards, Eurocard/Mastercard credit cards and the American Express card. Fibank was the first Bulgarian bank to offer debit cards with international access. Thompson Bankwatch awarded Fibank its first credit rating. The Bank opened its first branch abroad, in Cyprus.
1998	Fibank obtained its first syndicated loan from foreign banks. The Bank negotiated financing for the import of investment goods from Austria, Belgium, Denmark, Finland, France, Germany, Italy, the Netherlands, Norway, Portugal, Spain, Sweden and Switzerland, guaranteed by export insurance agencies.
2000	First Investment Bank started developing its business in the field of retail banking. Deposits from private individuals grew 2.3 times.
2001	First Investment Bank launched the first virtual bank branch in Bulgaria allowing customers to bank via the Internet.
2003	Products and services to individuals became the focus of the Bank's activities. Loans to individuals increased over five times during the year.
2004	The Bank expanded its infrastructure. The branch network expanded by 27 new branches and offices, the ATM network more than doubled.
2005	FIBank acquired 80% of the share capital of Diners Club Bulgaria AD. The Bank issued Eurobonds at the amount of EUR 200 M on the Luxembourg Stock Exchange. FIBank was also the first Bulgarian bank to issue perpetual subordinated bonds.
2006	Fibank negotiated financing for SMEs at the amount of USD 10 M for a 5-year term, covered by OPIC. Share capital was increased from BGN 10 M to BGN 20 M through the issuance of 1 M shares. Fibank received a syndicated loan at the amount of EUR 185 M, organised by Bayerische Landesbank with 33 banks participating. Fibank's share capital was increased from BGN 20 M to BGN 100 M by transforming retained profit into 8 M new shares with a nominal value of BGN 10 each.

Year	Facts
2007	<p>Fibank realized the biggest banking initial public offering of shares in Bulgaria. The Bank became a public company and increased its issued share capital from BGN 100 M to BGN 110 M.</p> <p>„Fibank Mobile“ – the first banking mobile portal created by Fibank was successfully launched, containing useful financial information for its customers. Fibank was one of the first banks in Bulgaria to implement the new chip technology when issuing debit and credit cards. The processing of card transactions was transferred to the new authorization centre in Macedonia – CaSys International.</p> <p>The Albanian Central Bank issued a full banking license to First Investment Bank – Albania Sh.a.</p>
2008	<p>Repaid on maturity EUR 200 M of principal and EUR 15 M of interest due under a long-term bond issue by First Investment Finance B.V.</p> <p>Fibank successfully completed the first stage of the new centralized and integrated core banking information system FlexCube, suitable for retail banking as well as for corporate banking, with a module for Internet banking and a module for work processes management.</p> <p>Fibank received a syndicated loan at the amount of EUR 65 M from 11 leading banks all over the world.</p> <p>Fibank became the first bank in Bulgaria with its own corporate blog – an Internet platform where clients, employees and fans of Fibank can exchange ideas, share impressions of the Bank in general, its products and services, its initiatives and values.</p>
2009	<p>Fibank signed an Agreement with the Bulgarian Development Bank for a credit facility for funding agricultural producers.</p> <p>Fibank became the only Bulgarian bank-partner under the GSM-102 Program for the South East Balkans. The Program aims at relieving the export of USA agricultural goods and facilitating the payment of the latter.</p> <p>Fibank signed an Agreement with the National Guarantee Fund EAD, a subsidiary of the Bulgarian Development Bank, for co-financing of small and medium-sized enterprises in Bulgaria.</p> <p>Fitch upgraded First Investment Bank's (Fibank) Support rating from '5' to '3'</p> <p>In November 2009, Fibank and China Eximbank signed a Memorandum of Understanding for a strategic business relationship.</p>
2010	<p>Fibank set up two new companies: Debita OOD and Realtor OOD.</p> <p>The number of Fibank's customers reached 1,000,000.</p> <p>Fibank's Socila Responsibility Fund financed 6 projects for children deprived of parental care.</p> <p>Fibank's Virtual Branch introduced identification by a Token device.</p> <p>Fibank acquired a 2% minority stake of the share capital of Health Insurance Fund Prime Health AD, with the option to list the amount of shares needed to become a major shareholder at the next increase of capital of the company.</p> <p>Fitch Ratings affirmed Fibank's ratings: Long-term Issuer Default Rating 'BB-', Short-term IDR 'B', Individual rating 'D'.</p> <p>Support rating of '3', Support rating floor 'BB-'.</p> <p>Fibank's Social Responsibility Fund financed 6 projects for children deprived of parental care.</p> <p>Fibank acquired a minority share in Health Insurance Fund Prime Health AD, with the option of listing additional capital.</p> <p>Fibank became the first bank in Bulgaria to introduce Maestro and MasterCard PayPass.</p> <p>Fibank obtained controlling shares in two companies: FiHealth and Framas Enterprises.</p>

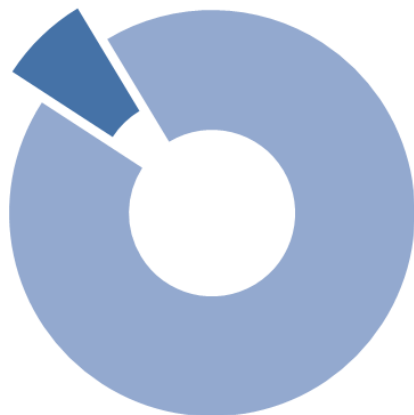
Year	Facts
2011	<p>Fibank's management team was strengthened by new members of the Managing Board and Deputy Executive Directors.</p> <p>Fibank issued a new EUR 20 M. hybrid debt instrument which was included in the Tier I capital of the Bank.</p> <p>Balkan Financial Services Ltd became a subsidiary of First Investment Bank .</p> <p>Fitch Ratings affirmed Fibank's ratings, revising its outlook to "stable". FIBank's ratings are, as follows: Long-term Issuer Default Rating (LT IDR) 'BB-', Outlook Stable, Short-term Issuer Default Rating 'B', Individual Rating 'D', Support rating '3' and Support Rating Floor 'BB-'. Change in legal form of Balkan Financial Services, subsidiary of First Investment Bank.</p> <p>First General Meeting of bond holders of the first tranche of First Investment Bank bond issue, ISIN code BG2100008114.</p> <p>Fibank renewed its five-year partnership with the Bulgarian Olympic Committee and became the main sponsor of the Bulgarian Athletics Federation (BFLA).</p> <p>Fitch Ratings affirms First Investment Bank's ratings.</p>
2012	<p>The Bank donated BGN 300,000 to the people who suffered from the floods in Harmanli and Svilengrad municipalities, as part of its corporate social responsibility program.</p> <p>Fibank was included in the Top 1000 banks in terms of Tier 1 capital of the world ranking, determined by The Banker prestige edition.</p> <p>The Bank signed an agreement with the European Investment Fund for the financing of small and medium enterprises under the JEREMIE initiative on the total amount of EUR 70 M, at twice lower interest rates and preferential terms for collateral and fees and commissions.</p> <p>The Bank started redemption of investment gold and silver in the form of bars and coins with the cooperation of the Italian refinery "Italpreziosi".</p> <p>New products were developed for contactless payments –the Visa Classic payWave credit cards and Visa Electron payWave debit cards, based on NFC (Near Field Communication) contactless technology.</p>
2013	<p>On 15 August 2013 the Bank has signed with the Hungarian MKB Bank Zrt a share purchase agreement to acquire 100% of shares of MKB Unionbank EAD.</p> <p>Fibank (First Investment Bank) began lending at preferential terms under the JEREMIE Programme.</p> <p>Fibank renewed the framework agreement with Eximbank Taiwan</p> <p>Fibank successfully finalized the purchase of 100% of MKB Unionbank EAD from the Hungarian MKB Bank Zrt, a subsidiary of the German Bayerische Landesbank AG.</p> <p>Fibank has signed the first RSI guarantee agreement for Bulgaria aimed at innovative enterprises</p>
2014	<p>Fibank successfully finalized the merger of MKB Unionbank EAD. The procedure for IT and technological merger and merger for the accounting purposes of the two banks was also completed.</p> <p>The Bank signed a new agreement with the National Guarantee Fund for a guarantee scheme to provide financing for SME in Bulgaria under risk sharing mechanism.</p> <p>Fibank's ratings by Fitch are, as follows: Long-term Issuer Default Rating (LT IDR) 'BB-', Outlook Negative, Short-term Issuer Default Rating 'B', Viability rating 'b-', Support rating '3' and Support Rating Floor 'BB-'. Fitch Ratings has affirmed First Investment Bank (Fibank) Long-term Issuer Default Rating (IDR) at 'BB-' with a Negative Outlook and its Viability Rating (VR) at 'b-'.</p>



Customer Profile

**Retail vs. Corporate
(number of clients)**

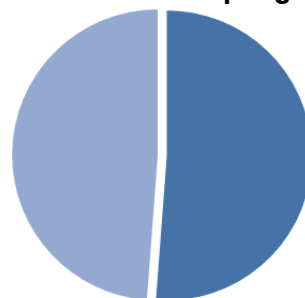
Corporate
customers
7.2%



Retail
customers
92.8%

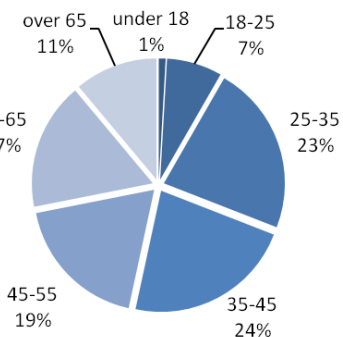
Retail customers per gender

Female
48.8%

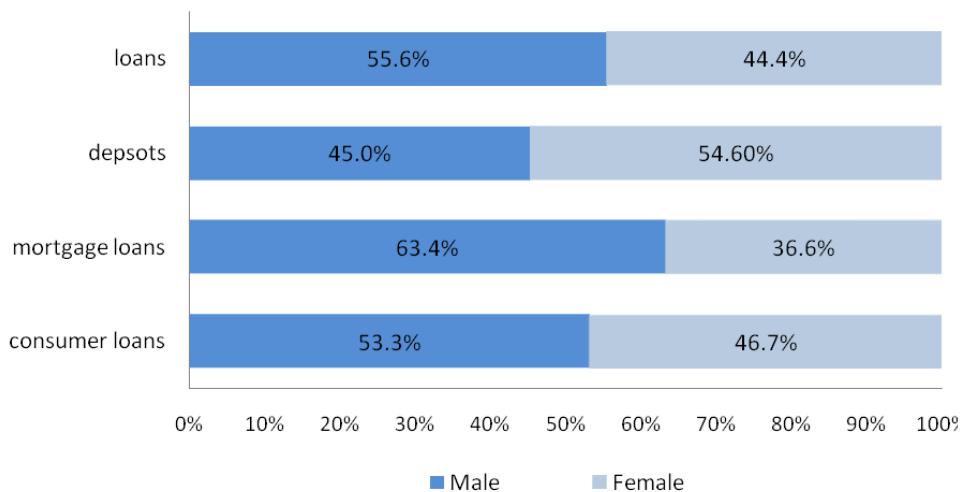


Male
51.2%

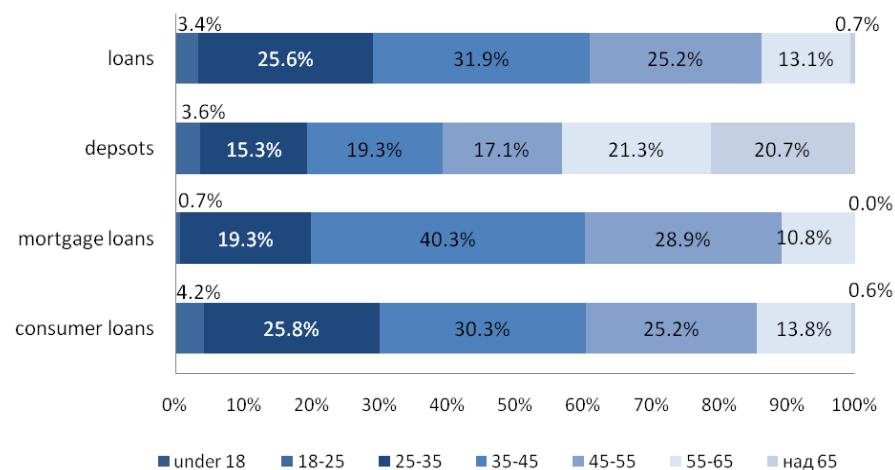
Retail customers per age groups



Retail customers per gender and products



Retail customers per age groups and products



Best Bank in Bulgaria



2010
2011
2012 Bank of the year by market share, by Bank of the year association



2001
2011
2012 Bank of the year by Bank of the year association



2011 Best Bank in Bulgaria by the financial magazine Euromoney



2014 Best Retail Bank in Bulgaria by Global banking & Finance

Management



2001
2011 Mrs. Maya Georgieva Banker of the year, by financial magazine Banker



2005 Mr. Matthew Mateev Banker of the year



2012 Mr. Vasil Christov Banker of the year, by financial magazine Banker

Quality of Service



2002
2003
2006
2008
2009 Bank of the Customer, by the influential Bulgarian daily "Pari" ("Money")



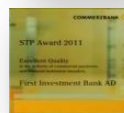
2007 The best customers service of the year by International Finance Exhibition "Banks, Investments, Money"



2012 Bank of the Client by Bank of the year association



2012 Mystery Client by Bank of the year association



2009
2010
2011
2013 STP Award, Excellent quality, Commerzbank



2009
2011
2010 Straight-Through Processing (STP) Excellence Award, Deutsche Bank



2009 For achieving a Straight Through Processing Rate in excess of 97% for US Dollar payments sent to Citibank New York



2014 Innovation in Retail Banking Bulgaria and Best Private Bank Of The Year by Finance publishing

Brand/ Products/ Web/Other awards



2004
2005
2006
2007
Financial product of the year, by International Finance
Exhibition "Banks, Investments, Money"



2008
OSCARD for innovative co-branded credit card
Fibank-Vivatel



2011
2012
Best brand in financial institutions by My love marks



2012-
2013
Fibank is the strongest brand in Bulgarian market by the
Superbrands



2009
Three awards for charity at the Fifth Annual Donors'
Conference organized by the Bulgarian Donors'
Forum



2012
Golden Martenitsa by Made in Bulgaria union



2006
VISA International Certificate
for VISA Cards Retail Sales Volume



2009
The Bank's corporate site won category
"Business" by Bulgarian Web Awards 2009



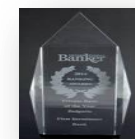
2009
The best corporate blogs in Bulgaria by Nova Vizia



2009
2012
First prize for best corporate BG Site



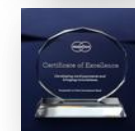
2007
2008
Best public company on the Bulgarian Stock
Exchange, by "Dnevnik" newspaper



2014
Most Innovative Banking Product (Credit and
Debit Card) by Global banking & Finance



2014
Best maturity deposits by Handelsblatt
newspaper



2014
Developing card payments and bringing
innovations by MasterCard

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