

# H1 2017 Results

4 August 2017



# Howard Davies

Chairman



# Ross McEwan

Chief Executive Officer

## Key messages



H1 attributable profit of £939m; Adjusted RoE 11.5%

Cost, capital and lending targets on track for fourth consecutive year

Targeting a bottom line profit in 2018, subject to final approval of the alternative remedies package for W&G, and resolving DOJ investigations

Continue to support the UK economy, growing in the markets we like within our risk appetite

All delivered through better customer service, income growth, cost reduction and RWA productivity

2020 financial targets remain - unadjusted 12%+ ROTE, sub-50% cost to income ratio, 13% CET1 target. #1 customer ambition



## Good progress against our strategic priorities in H1

	Priorities	Our 2017 Goal	Our Progress in H1 2017		
	Customer experience	Significantly increase NPS or maintain No.1 in chosen segments	Commercial NPS score up 4 points, to +22, NatWest Personal stable at +13, further work required to close the gap in our other franchises		
	Supporting growth	Net 3% growth in PBB and CPB customer loans	Net lending in PBB and CPB up 4.1% on an annualised basis for the year to date		
}•	Simplifying the bank	Reduce operating expenses by £750m	Reduced operating expenses by £494m, or 11.7%, excluding VAT recoveries, 66% of the total full year target		
8	Strength and sustainability	Maintain CET1 ratio of 13%	CET1 ratio of 14.8%, up 140 basis points from Q4 2016		
	Employee engagement	Improve employee engagement	Improved scores in nearly all areas since 2016, employee engagement up 4 points in H1 2017		



## The bank we will become – 2020 financial targets<sup>(1)</sup>

Our strategic plan targets sustainable returns based on...



Sub-50% Cost:Income Ratio

£6.4bn cost base<sup>(3)</sup>

This will be based off...



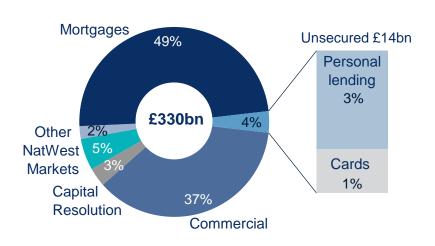
UK income ~90% Retail & Commercial RWAs ~85%

## Continue to support the UK within our risk appetite

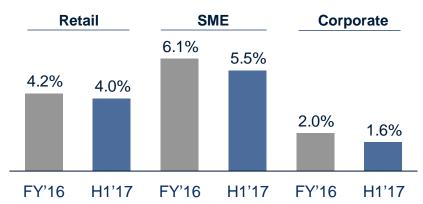


## Diversified portfolio with improving risk metrics

#### **Gross loans and advances to customers**

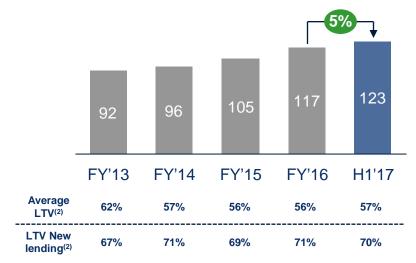


#### Probability of default rates

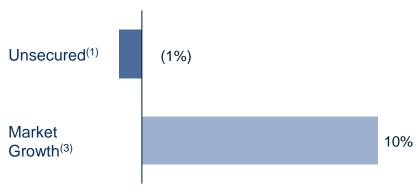


## Growing in chosen markets, within risk appetite

#### Gross mortgage lending UK PBB (£bn)



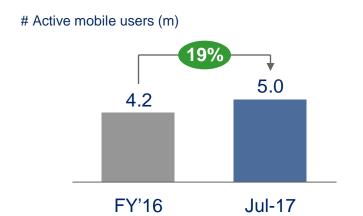
#### UK PBB unsecured lending growth (H1 2017 vs H1 2016)





# Responding to changing customer behaviour and using technology to meet their needs

#### **Customers continue to migrate to digital channels**





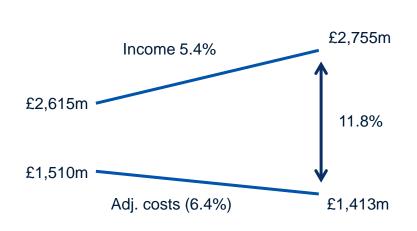
#### **Customer centric innovation**

Personal and Business Banking	Commercial and Private Banking	NatWest Markets		
Al Assist	Bankline	Agile Markets		
Chatbot responding to customer queries 24 hours a day	<ul> <li>Payments management platform allowing business users to monitor transactions in real time</li> </ul>	<ul> <li>FX platform trading platform for commercial, corporate, and financial institutions</li> </ul>		
<ul> <li>Live on rbs.co.uk, interacting with 2.6k customers per month</li> </ul>	<ul> <li>Independently rated market leading digital platform</li> </ul>	<ul> <li>Provides latest financial market data, analysis and post trade functionality</li> </ul>		
<ul> <li>Expect 1.3m monthly conversations when further rolled out in 2017</li> </ul>	<ul><li>Used by 90% of active customers</li><li>Processes 400,000 payments a day</li></ul>	<ul> <li>Accessed through a web browser or a desktop application for greater flexibility</li> </ul>		



# Digital transformation and simplification delivering positive JAWs in our UK PBB business

#### **Positive operating JAWs in UK PBB**



1.1414.0	1.1414.7
H1′16	H1'1/
111 10	111 17

Adjusted ROE	Adjusted Cost:income
32.4%	51.3%

#### Mortgage process digitalised

Paperless	10 days to completion	<b>50%</b> reduction
Efficient	~70% of customers receive offer within 14 days	Up from 58% at H1 2016
Self service	~18.6k mortgage renewals online	35% of all renewals in H1 2017
Digital	~21k digital sales	12% of all mortgages sales

## Good progress simplifying the bank and reducing cost **XRBS**



#### **Subsidiary companies**



#### **Commercial products**



#### Property footprint<sup>(1)</sup>



#### **Systems**

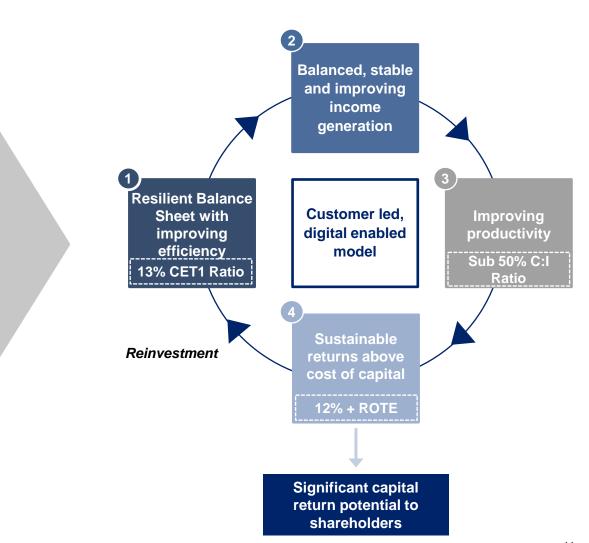


#### Our 2020 investment case



#### 2020

- A leading UK Retail and Commercial Bank with a focussed Markets division
- Strong brands and market positions
- Growing in attractive chosen markets
- Track record of cost and risk reduction
- Improving returns and capital generation
- Significant distribution potential





# Ewen Stevenson

Chief Financial Officer

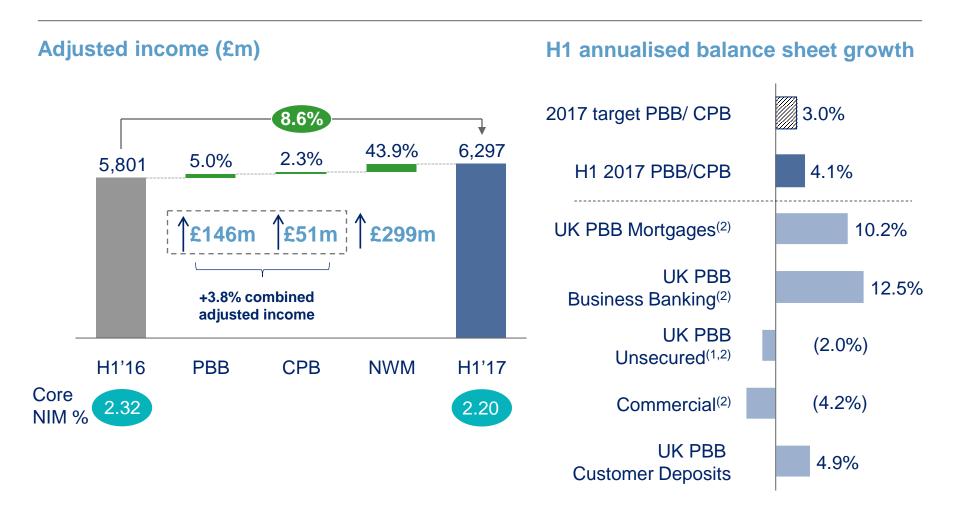




Core Bank	Progress	
Grow income	<ul> <li>Core adjusted income growth of 8.6% over H1 2016</li> <li>On track to meet 3% lending growth FY 2017 target supported by mortgages</li> </ul>	V
Cut costs	<ul> <li>£494m additional costs out in H1 2017</li> <li>On track to meet £750m reduction target for 2017</li> </ul>	
Reduce RWAs	<ul> <li>Reduced H1 2017 gross RWAs by £8.6bn in the Core bank</li> <li>On track to remove £20bn of gross RWA from the Core bank through FY 2018</li> <li>CET1 ratio up 70bps Q/Q to 14.8% vs. 13% target</li> </ul>	V
Legacy		
Capital Resolution run-down	<ul> <li>Further £7.9bn RWA reduction in H1 2017; £26.6bn remaining</li> <li>Capital Resolution quarterly cost run rate of £64m, is £112m lower than Q4 2016 and £119m lower than Q2 2016</li> </ul>	V
Settle Conduct & Litigation	<ul> <li>£176m of additional provisions for the recent FHFA settlement and 2008 rights issue litigation</li> <li>RBS continues to cooperate with the DoJ in its civil and criminal investigations of RMBS matters and several state attorneys general in their investigations, expect further material settlement costs</li> </ul>	Pending
Agree solution for W&G	<ul> <li>Agreed an alternative remedies package subject to approval by the EC College of Commissioners</li> </ul>	Pending
	On track to deliver 2017 and 2020 financial targets	

## Core income growth H1 2017 vs. H1 2016

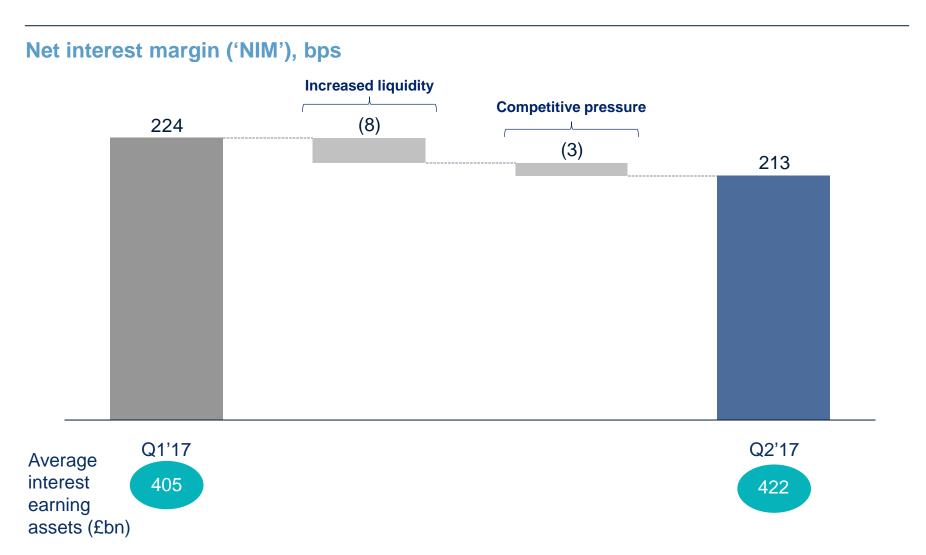




84% of our adjusted income in H1 in the Core Bank from PBB & CPB income flows

## NIM progression

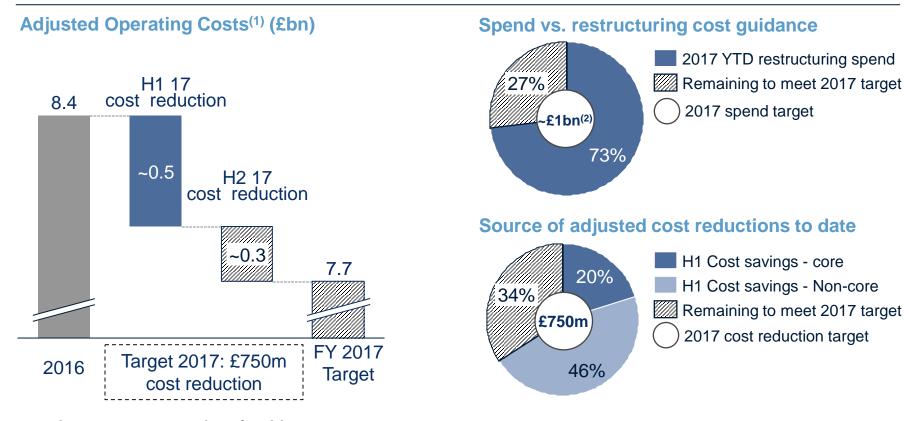




The majority of the NIM decline in Q2 was driven by a conscious build-up in liquidity

## Adjusted operating cost progress to 2017 target





- £494m cost saving for H1 2017
- On track to meet £750m reduction for 2017, and all-in £6.4bn<sup>(3,4)</sup> cost base in FY 2020
- 31% of the H1 cost reduction was in the core bank, Q2 59% in core
- We expect core bank cost savings to represent around half for the full year

## Progress made on £20bn gross RWA reduction across PBB, CPB and NWM



#### H1 2017 change in RWA (£bn)

Group RWAs FY 2016	£228.2bn		
Core gross RWA reduction	(£8.6bn)		
o/w PBB	(£0.7bn)		
o/w CPB	(£4.4bn)		
o/w NWM	(£3.5bn)		
Core volume growth	£3.2bn		
Core net RWA reduction	(£5.4bn)		
Capital Resolution	(£7.9bn)		
Other	£0.5bn		
Group RWAs Q2 2017	£215.4bn		

- RWAs down by £12.8bn in H1; Q2 reduction of £6.3bn
- Core bank gross RWAs reduced by £8.6bn in H1; On track to achieve £20bn reduction by Q4 2018
- Capital Resolution RWAs down to £19.2bn, excluding Alawwal<sup>(1)</sup>, expect to be at the lower end of our £15bn-£20bn guidance ex Alawwal

## H1 2017 results by business



	Core Franchises						Total Other				Total RBS	
(£bn)	UK PBB	Ulster Bank Rol	Commercial Banking	Private Banking	RBS International	NatWest Markets	Total Core Franchises	Capital Resolution	W&G <sup>(1)</sup>	Central items & other <sup>(2)</sup>	Total Other	
Adj. Income <sup>(3)</sup>	2.8	0.3	1.8	0.3	0.2	1.0	6.3	(0.1)	0.4	0.2	0.5	6.8
Adj. Operating expenses <sup>(4)</sup>	(1.4)	(0.2)	(0.9)	(0.2)	(0.1)	(0.6)	(3.5)	(0.1)	(0.2)	0.1	(0.2)	(3.7)
Impairment (losses) / releases	(0.1)	0.0	(0.1)	(0.0)	(0.0)	(0.0)	(0.2)	0.1	(0.0)	(0.0)	0.1	(0.1)
Adj. operating profit <sup>(3,4)</sup>	1.3	0.1	0.8	0.1	0.1	0.3	2.7	(0.1)	0.2	0.3	0.4	3.1
Funded Assets <sup>(5)</sup>	161.6	24.8	151.9	19.6	24.7	117.0	499.6	24.7	26.0	38.8	89.5	589.1
Net L&A to Customers	138.5	19.5	98.1	12.8	8.8	17.7	295.4	10.1	20.4	0.2	30.7	326.1
Customer Deposits	149.8	16.9	100.9	26.1	25.5	8.1	327.3	7.2	24.9	0.5	32.6	359.9
RWAs	32.9	18.0	76.2	9.0	9.4	31.7	177.2	26.6	9.4	2.2	38.2	215.4
LDR	92%	115%	97%	49%	35%	n.m.	90%	n.m.	82%	n.m.	94%	91%
Adj. RoE (%) <sup>(3.4,5)</sup>	32%	7%	10%	9%	14%	7%	(14%)	n.m.	n.m.	n.m.	n.m.	11.5%
Adj. Cost : Income ratio (%) <sup>(3,4)</sup>	51%	73%	48%	68%	46%	65%	54%	n.m.	38%	n.m.	n.m.	53%

(1) Williams and Glyn refers to the business formerly intended to be divested as a separate legal entity and comprises RBS England and Wales branch-based businesses, along with certain small and medium enterprises and corporate activities across the UK. During the period presented W&G has not operated as a separate legal entity (2) Central items include unallocated transactions which principally comprise volatile items under IFRS (3) Excluding own credit adjustments, gain on redemption of own debt and strategic disposals (4) Excluding restructuring costs and litigation and conduct costs (5) RBS's CET 1 target is 13% but for the purposes of computing segmental return on equity (ROE), to better reflect the differential drivers of capital usage, segmental operating profit after tax and adjusted for preference dividends is 18 divided by notional equity allocated at different rates of 14% (Ulster Bank RoI - 11% prior to Q1 2017), 11% (Commercial Banking), 14% (Private Banking - 15% prior to Q1 2017), 12% (RBS International) and 15% for all other segments, of the monthly average of segmental risk-weighted assets incorporating the effect of capital deductions (RWAes) \*Totals may not cast due to rounding



Day 1 impact expected to be modestly capital accretive, estimated at ~3 pence to TNAV and ~30bps to CET1 ratio

Uplift in provisions estimated to be in the order of £0.5bn. CET1 impact neutral as fully offset by reduced expected loss deduction

£1.0bn MTM adjustment on certain loan portfolios to be reclassified to Fair Value as a result of IFRS9

## Strategic developments



Legacy issues	Comments
Capital Resolution	Wind up expected by year end 2017; expect to stop separately reporting beyond Q3
Alawwal Bank	In ongoing discussions with a Saudi merger partner
Litigation	FHFA settled Rights Issue settled
W&G	Agreed alternative remedies package now subject to approval by the EC College of Commissioners

Strategic successes	Comments	
MREL	Issuance £3.6bn in H1, total issuance now £7.8bn	V
Distributable Reserves	HoldCo capital reorganisation in Q2, £38.1bn of distributable reserves at Q2	$\checkmark$
Moody's	RBSG upgraded to investment grade for Senior HoldCo debt	V

Clearing up the vast majority of legacy issues has created a much clearer investment case

#### Conclusion



Core bank - income up, costs down, less capital with a corresponding step change in operating performance

Legacy – Continuing to make good progress; no update on DoJ / RMBS

Consecutive quarterly bottom-line profits, over £900m in H1 of attributable profits

On track to meet all 2017 and 2020 financial targets



# Q&A



# Appendix

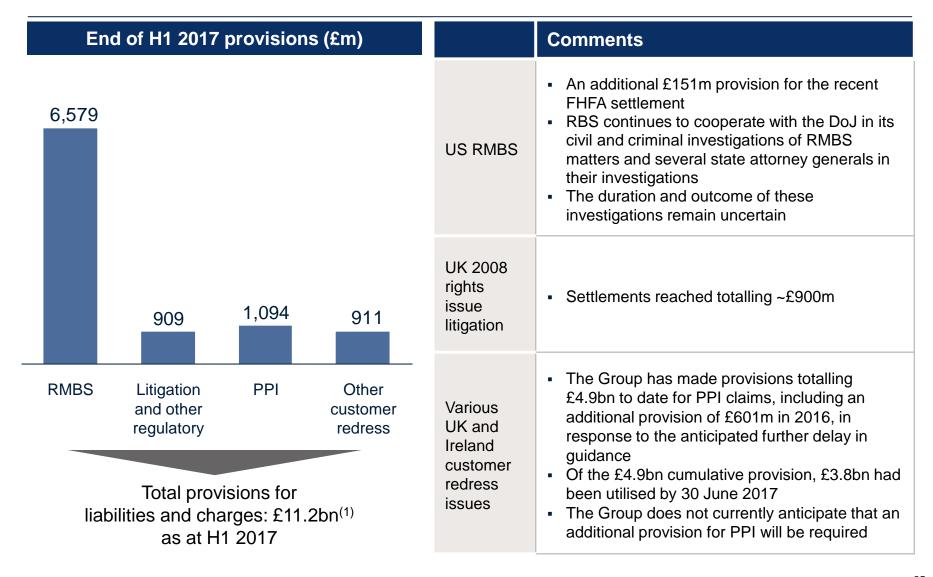
## Notable items



(£m)	Q2 2017	Q1 2017	Q4 2016	Q2 2016	H1 2017	H1 2016
Total Income	3,707	3,212	3,216	3,000	6,919	6,064
Own Credit Adjustments	(44)	(29)	(114)	194	(73)	450
Gain/(Loss) on redemption of own debt	(9)	2	1	(130)	(7)	(130)
Strategic disposals	156	-	-	201	156	195
o/w Visa Gain	-	-	-	246	-	246
o/w Vocalink Gain	156	-	-	-	156	-
o/w Cap Res	-	-	-	(45)	-	(51)
Adjusted Income	3,604	3,239	3,329	2,735	6,843	5,549
FRS volatility in Central items	172	(18)	308	(312)	154	(668)
Property	-	(105)	-	-	(105)	-
Funding value adjustments in Capital Resolution	-	-	-	(220)	-	(330)
Madoff recovery in Capital Resolution	-	-	-	-	-	109
-X gain/(loss) in Central items	(56)	(52)	140	201	(108)	253
X reserve gain in Central items	`-	-	-	-	· -	-
Capital Resolution (Disposal gain/(losses) in adjusted income)	(53)	(50)	(325)	(102)	(103)	(104)
Total Expenses	(2,399)	(2,453)	(7,354)	(3,509)	(4,852)	(5,929)
Restructuring	(213)	(577)	(1,007)	(392)	(790)	(630)
o/w Williams & Glyn	(46)	(12)	(810)	(187)	(58)	(345)
o/w NV pension settlement	-	(73)	-	-	(73)	-
o/w Property	18	(235)	-	-	(217)	-
Litigation & Conduct	(342)	(54)	(4,128)	(1,284)	(396)	(1,315)
o/w US RMBS	(222) (1)	-	(3,051)	-	(222)	-
o/w GRG	-	-	(400)	-	-	-
o/w PPI	-	-	(201)	(400)	-	(400)
o/w Ulster mortgage tracker	-	-	(77)	(96)	-	(96)
Adjusted Expenses	(1,844)	(1,822)	(2,219)	(1,833)	(3,666)	(3,984)
o/w VAT recovery in Centre	-	51	-	227	51	227
Impairments	(70)	(46)	75	(186)	(116)	(409)
Capital Resolution	33	45	130	(67)	78	(263)
o/w Shipping	17	4	30	14	21	(264)
Jister Bank Rol	(13)	24	47	14	11	27

## Litigation and conduct





## Tangible Net Asset Value (TNAV) movements

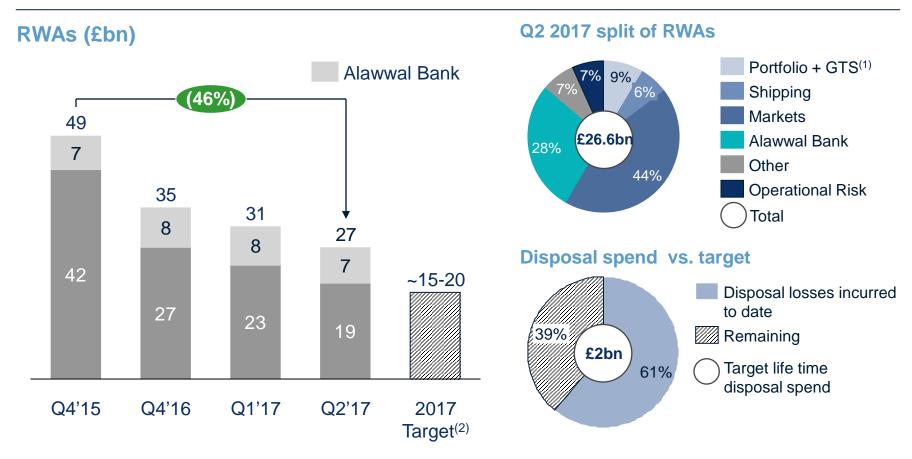


	£m	Shares in issue (m)	TNAV per share
Q1 2017 TNAV	35,186	11,842	297p
Profit for the period post tax <sup>(1)</sup>	846		<b>7</b> p
Less: profit to NCI / other owners	(158)		(1p)
Other comprehensive Income	(270)		(2p)
o/w AFS	(31)		-
o/w Cashflow hedging gross of tax	(422)		(4p)
o/w FX	109		1p
o/w Remeasurement of net defined pension liability	(5)		<u>-</u>
o/w OCA	(57)		-
o/w Tax	136		<b>1</b> p
Less: OCI attributable to NCI / other owners	(21)		-
Proceeds of share issuance	80	34	(1p)
Other movements <sup>(2)</sup>	19	-	-
Q2 2017 TNAV	35,682	11,876	300p

<sup>(1)</sup> Profit for the period is pre non controlling interests and other owners dividends and excludes write-down of goodwill and other intangible assets (2) Other reserve movements including intangibles

### Continued reduction of Capital Resolution RWAs

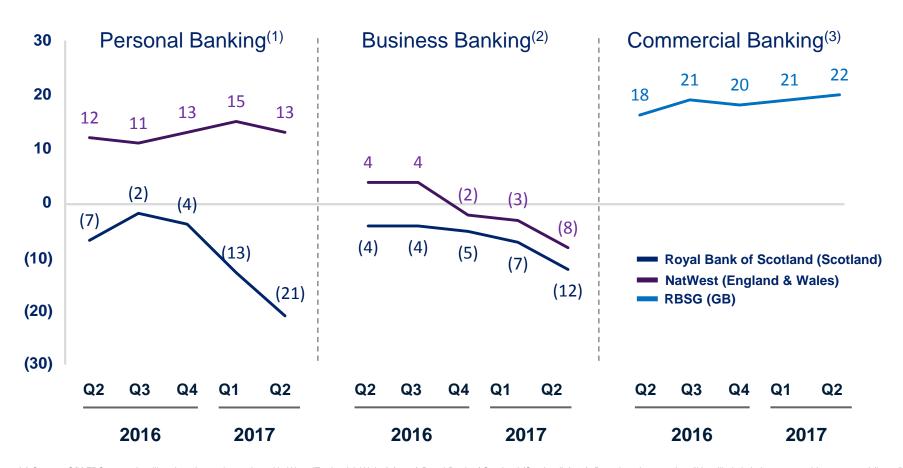




- Expect to wind up Capital Resolution by year end; Q3 will be the last quarter of separate reporting, now expect FY 2017 RWAs target to be at the lower end of our previous guidance of £15-20bn (ex Alawwal)
- Continue to anticipate £2bn lifetime disposal losses; only £1.2bn incurred to date, expect H2 to be substantially higher, at around £0.7bn



#### **Net Promoter Scores across our core businesses**



<sup>(1)</sup> Source: GfK FRS 6 month rolling data. Latest base sizes: NatWest (England & Wales) (3365) Royal Bank of Scotland (Scotland) (510). Based on the question: "How likely is it that you would recommend (brand) to a relative, friend or colleague in the next 12 months for current account banking?"

<sup>(2)</sup> Source: Charterhouse Research Business Banking Survey, YE Q2 2017. Based on interviews with businesses with an annual turnover up to £2 million. Latest base sizes: NatWest England & Wales (1228), RBS Scotland (401). Question: "How likely would you be to recommend (bank)". Base: Claimed main bank. Data weighted by region and turnover to be representative of businesses in Great Britain.

<sup>(3)</sup> Source: Charterhouse Research Business Banking Survey, YE Q2 2017. Commercial £2m+ in GB (RBSG sample size, excluding don't knows: 913). Question: "How likely would you be to recommend (bank)". 28 Base: Claimed main bank. Data weighted by region and turnover to be representative of businesses in Great Britain



# Fixed Income Investor Presentation

H1 2017 Results 4 August 2017

## Core credit messages



Diversified income streams

Three core franchises generating stable and attractive returns

Targeted growth

Well progressed on legacy clean-up and improving balance sheet resilience

#### **2020 Target Operating Profile**

12+% ROTE

Sub-50% C:I ratio

13% CET1 ratio

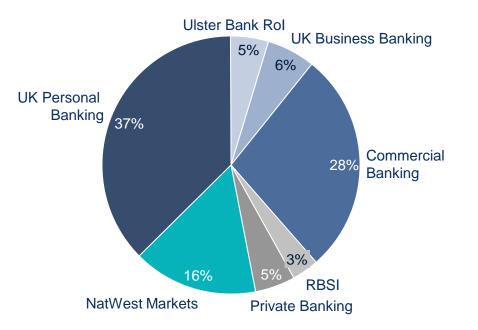
~85% RWAs in PBB & CPB

~90% Income from UK

#### Diversified income streams



#### H1 2017 Adjusted income contribution (%)



#### Strategic plan targets higher quality of earnings in future

- Focus on customer loyalty, conducting more business with our most valuable customers
- Targeted growth
- Simplification and digital driving a better customer experience at a lower cost
- Low-risk profile and actions to improve capital efficiency





















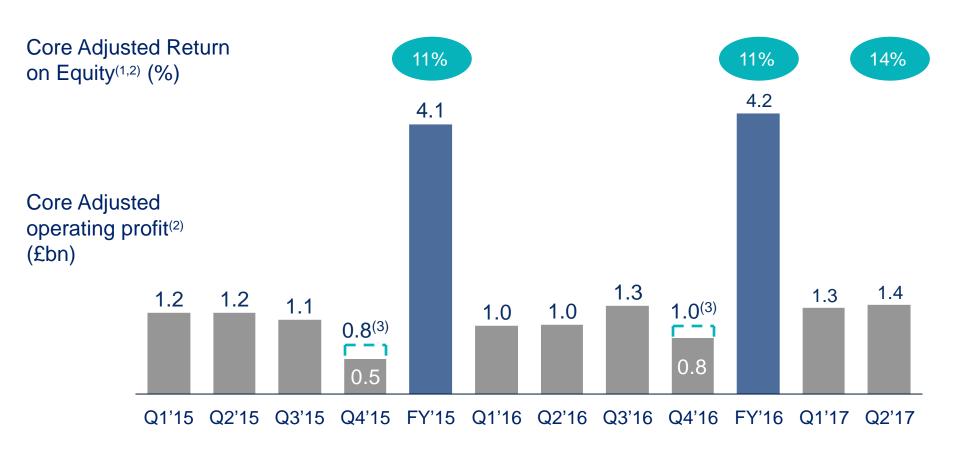








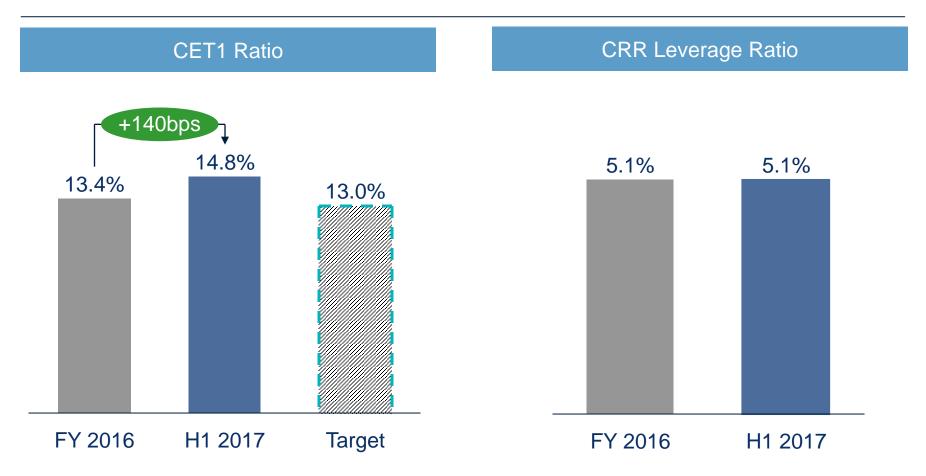
### Three core businesses generating stable and attractive returns



Core businesses averaged >£1bn operating profit for last 10 quarters

## CET1 and leverage ratios





- CET1 increased 140bps despite £1.2bn of restructuring, conduct & litigation costs
- Leverage ratio maintained
- Increasing clarity on capital generation as legacy issues are resolved

#### H1 2017 Results – Treasurer's view



Solid capital and liquidity metrics maintained, continued focus on balance sheet optimisation

Capital reorganisation complete, distributable reserves up £30bn

Good progress against issuance plans

Delivering on structural reform – ring-fencing plans entering execution phase

Strategic progress reflected in rating agency upgrade and market pricing

## Solid capital and liquidity metrics maintained



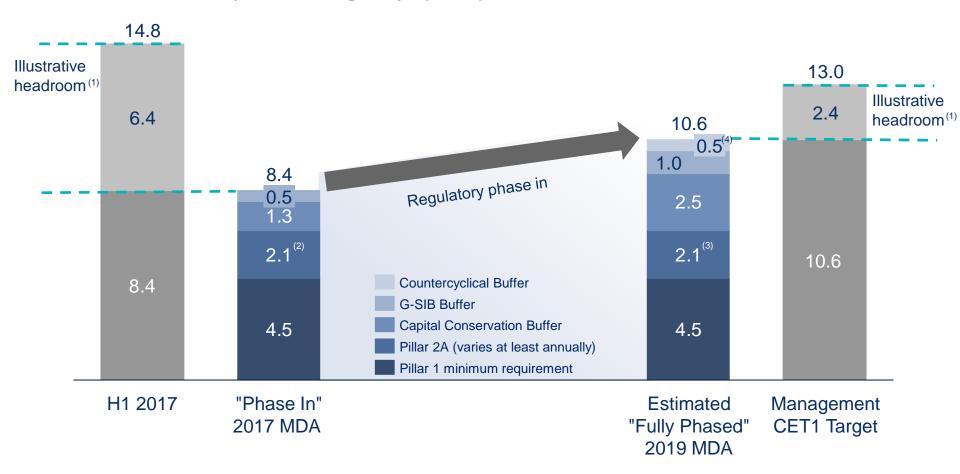
	H1 2017	FY 2016
Loan : deposit ratio	91%	91%
Short-term wholesale funding	£18bn	£14bn
Liquidity coverage ratio	145%(1)	123%
Net stable funding ratio	123%	121%
Common equity tier 1 ratio	14.8%	13.4%
CRR Leverage ratio	5.1%	5.1%
Loss Absorbing Capital ratio <sup>(2)</sup>	25.5%	24.9%



## MDA phase-in and assessment of appropriate buffers

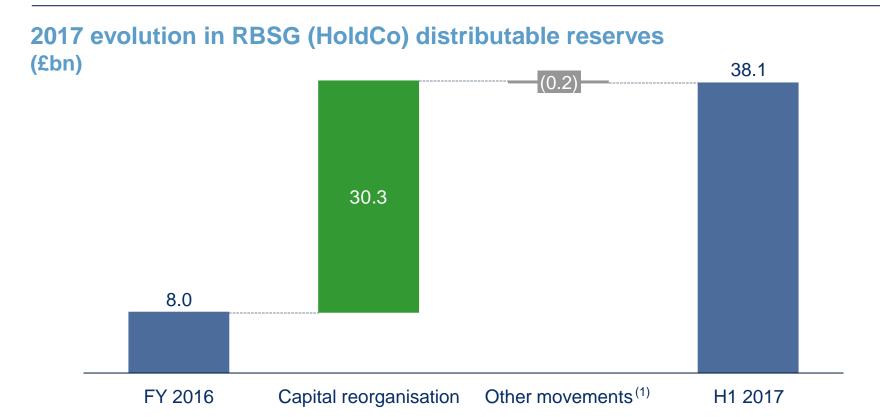
#### Target CET1 ratio versus maximum distributable amount ("MDA"), %

Illustration, based on assumption of static regulatory capital requirements





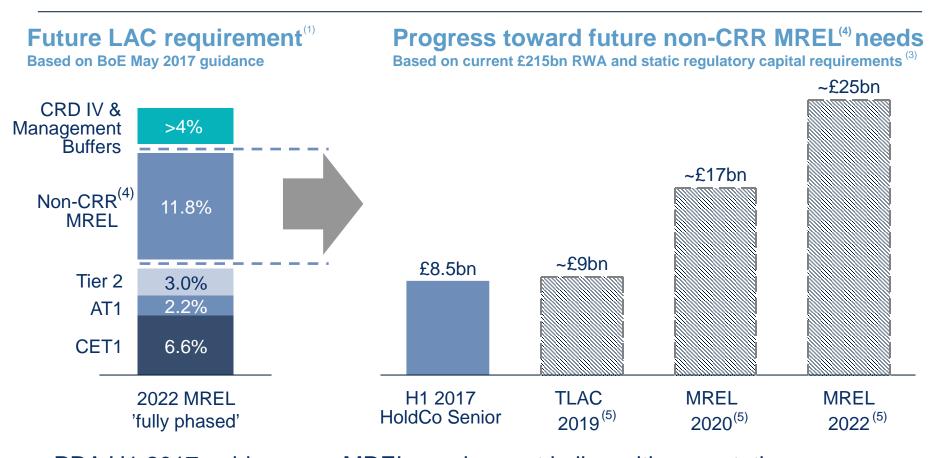
## Capital reorganisation successfully completed and increased available distributable reserves



- H1 2017 RBSG (HoldCo) distributable reserves £38.1bn vs £8.0bn at FY 2016
- Capital reduction executed to reclassify approximately £25bn share premium and £5bn capital redemption reserve as distributable reserves



## On track to meet future MREL requirements



- PRA H1 2017 guidance on MREL requirement in line with expectations
- H1 2017 Loss Absorbing Capital ratio 25.5%, including CET1 and other legacy securities<sup>(6)</sup>, versus 27.8% BoE 2022 guidance

## Managing legacy securities



Manage stack for value, balancing factors including: current & future regulatory value; relative funding cost; and Rating Agency considerations

Not called equity accounted USD7.640% and EUR7.0916% (nominal value ~£0.8bn)<sup>(1)</sup>

- Retained for transitional Tier 1 and rating agency contribution
- -£370m CET1 impact from FX translation on redemption not economic versus relative coupon cost (\$/€LIBOR plus ~2.3%)

Intend to call equity accounted USD6.990% and CAD6.666% securities (~£0.4bn)<sup>(2)</sup>

- ~£260m CET1 impact on redemption from FX translation and deferred coupon<sup>(3)</sup>
- No transitional Tier 1 or future MREL contribution

Intend to redeem seven debt accounted Tier 1 securities (~£1.5bn)<sup>(4)</sup> over the next few months, in line with their relevant terms

- No CET1 impact on redemption
- Provides coupon savings ranging up to ~9%

## Good progress against simple issuance needs



#### 2017 Issuance Plan

#### Issuance focussed on MREL build:

- Target £3-5bn equivalent Senior HoldCo
- No active need for AT1
- No active need for Tier 2

#### **H1 Progress**

 Issued £3.6bn equivalent MREL eligible Senior HoldCo

#### **Returning to modest funding activity:**

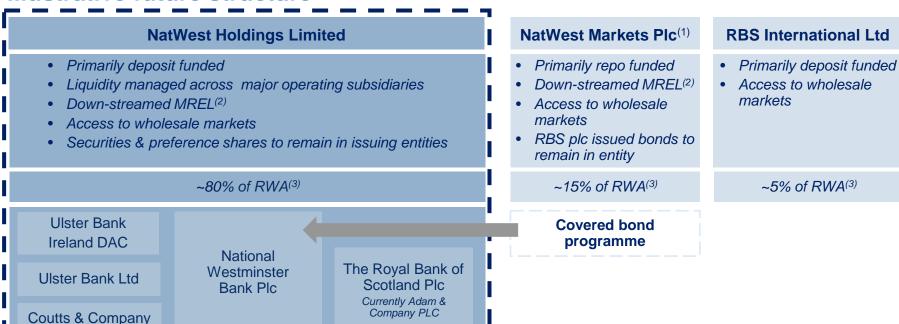
- Reintroduce regular secured funding
- Participant in the Term Funding Scheme
- Tactical unsecured funding

- Issued £2.3bn equivalent covered bonds
- Drew down £9bn from the TFS, £14bn in total
- Issued £1.1bn equivalent Senior OpCo

## Ring fencing plans progressing well



#### Illustrative future structure



- External debt to remain in its original issuing entity; Covered bond programme transferred to NatWest Bank reflecting source collateral
- RBS NV repurposed to support NatWest Markets serve its European customers
- Entities outside ring fence likely to be rated lower than those inside S&P have guided toward a one-notch differential

## Estimated Loss Absorbing Capital ("LAC") positon<sup>(1)</sup>



H1 2017, £bn	LAC value (1)	Regulatory Value <sup>(2,3)</sup>	Par Value (4)
Common Equity Tier 1 Capita <sup>(5)</sup>	31.9	31.9	31.9
Tier 1 Capital: End point CRR compliant AT1	4.0	4.0	4.0
o/w RBS Group Plc (HoldCo)	4.0	4.0	4.0
o/w RBS Operating Subsidiaries (OpCos)	-	-	-
Tier 1 Capital: End point CRR non-compliant	2.8	3.6	5.6
o/w HoldCo	2.7	3.5	5.3
o/w OpCos	0.1	0.1	0.3
Tier 2 Capital: End point CRR compliant	5.6	7.3	9.0
o/w HoldCo	5.1	6.6	6.7
o/w OpCos	0.5	0.7	2.3
Tier 2 Capital: End point CRR non-compliant	2.1	1.9	2.5
o/w HoldCo	0.1	0.1	0.4
o/w OpCos	2.0	1.8	2.1
Senior unsecured debt securities	8.5	-	25.5
o/w HoldCo	8.5	-	9.9
o/w OpCos	-	-	15.6
Total LAC	54.9	48.7	78.5
Total LAC as a ratio of RWAs	25.5%		

<sup>(1) &#</sup>x27;LAC value' reflects RBS's interpretation of the Bank of England's policy statement on the minimum requirement for own funds and eligible liabilities (MREL), published in November 2016. MREL policy and requirements remain subject to further potential development, as such RBS estimated position remains subject to potential change. Liabilities excluded from LAC include instruments with less than one year remaining to maturity, structured debt, operating company senior debt, and other instruments that do not meet the TLAC/MREL criteria. Includes Tier 1 and Tier 2 securities prior to incentive to redeem. (2) Regulatory capital instruments issued from operating companies are included in the transitional LAC calculation, to the extent they meet the TLAC/MREL criteria. (3) Regulatory amounts reported for Additional Tier 1, Tier 1 and Tier 2 instruments are before grandfathering restrictions imposed by CRR. (4) Par value reflects the nominal value of securities issued. (5) Corresponding shareholders' equity was £49.3bn.

## RBS senior debt rating composition



	Standard & Poor's		Moody's		Fitch	
	Stand Alone Credit Profile	bbb	Baseline Credit Assesment	baa3	Viability Ratings	bbb+
Stand- alone rating	Anchor	bbb+	Macro profile	Very Strong -	Operating environment	a+ to aa
	Business position	0	Financial profile	baa2	Company profile	bbb to a-
	Capital and earnings	0	Qualitative adjustments	-1	Management & strategy	bbb to a-
	Risk position	-1	adamanto adjuonnonio		Risk appetite	bbb to a-
	Funding and liquidity	0			Financial profile	bb- to a+ <sup>(1)</sup>
+						
Additional factors	Additional factors		Additional factors		Aditional factors	
	Notching (HoldCo)	-1	Loss given failure (HoldCo)	0	Government support	0
	ALAC support (OpCo)	+2	Government support	+1	Qualifying junior debt	0
	Government support	0	Loss given failure (OpCo)	+2		
	Group support	0				
_						
Liability	HoldCo senior long-term	BBB-	HoldCo senior long-term	Baa3	HoldCo senior long-term	BBB+
	OpCo senior long-term	BBB+	OpCo senior long-term	A3	OpCo senior long-term	BBB+
	OpCo senior short-term	A-2	OpCo senior short-term	P-2	OpCo senior short-term	F2
ratings						
	Outlook	Stable	Outlook	Stable	Outlook	Stable

### Forward Looking Statements



#### Cautionary statement regarding forward-looking statements

Certain sections in this document contain 'forward-looking statements' as that term is defined in the United States Private Securities Litigation Reform Act of 1995, such as statements that include the words 'expect', 'estimate', 'project', 'anticipate', 'commit', 'believe', 'should', 'intend', 'plan', 'could', 'probability', 'risk', 'Value-at-Risk (VaR)', 'target', 'goal', 'objective', 'may', 'endeavour', 'outlook', 'optimistic', 'prospects' and similar expressions or variations on these expressions.

In particular, this document includes forward-looking statements relating, but not limited to: future profitability and performance, including financial performance targets such as return on tangible equity; cost savings and targets, including cost:income ratios; litigation and government and regulatory investigations, including the timing and financial and other impacts thereof; structural reform and the implementation of the UK ring-fencing regime; the implementation of RBS's transformation programme, including the further restructuring of the NatWest Markets business; the satisfaction of the Group's residual EU State Aid obligations; the continuation of RBS's balance sheet reduction programme, including the reduction of risk-weighted assets (RWAs) and the timing thereof; capital and strategic plans and targets; capital, liquidity and leverage ratios and requirements, including CET1 Ratio, RWA equivalents (RWAe), Pillar 2 and other regulatory buffer requirements, minimum requirement for own funds and eligible liabilities, and other funding plans; funding and credit risk profile; capitalisation; portfolios; net interest margin; customer loan and income growth; the level and extent of future impairments and write-downs, including with respect to goodwill; restructuring and remediation costs and charges; future pension contributions; RBS's exposure to political risks, operational risk, conduct risk, cyber and IT risk and credit rating risk and to various types of market risks, including as interest rate risk, foreign exchange rate risk and commodity and equity price risk; customer experience including our Net Promotor Score (NPS); employee engagement and gender balance in leadership positions.

#### Limitations inherent to forward-looking statements

These statements are based on current plans, estimates, targets and projections, and are subject to significant inherent risks, uncertainties and other factors, both external and relating to the Group's strategy or operations, which may result in the Group being unable to achieve the current targets, predictions, expectations and other anticipated outcomes expressed or implied by such forward-looking statements. In addition certain of these disclosures are dependent on choices relying on key model characteristics and assumptions and are subject to various limitations, including assumptions and estimates made by management. By their nature, certain of these disclosures are only estimates and, as a result, actual future gains and losses could differ materially from those that have been estimated. Accordingly, undue reliance should not be placed on these statements. Forward-looking statements speak only as of the date we make them and we expressly disclaim any obligation or undertaking to release publicly any updates or revisions to any forward-looking statements contained herein to reflect any change in the Group's expectations with regard thereto or any change in events, conditions or circumstances on which any such statement is based.

#### Important factors that could affect the actual outcome of the forward-looking statements

We caution you that a large number of important factors could adversely affect our results or our ability to implement our strategy, cause us to fail to meet our targets, predictions, expectations and other anticipated outcomes or affect the accuracy of forward-looking statements we describe in this document, including in the risk factors and other uncertainties set out in the Group's 2016 Annual Report on Form 20-F and other materials filled with, or furnished to, the US Securities and Exchange Commission, and other risk factors and uncertainties discussed in this document. These include the significant risks for RBS presented by the outcomes of the legal, regulatory and governmental actions and investigations that RBS is or may be subject to (including active civil and criminal investigations) and any resulting material adverse effect on RBS of unfavourable outcomes and the timing thereof (including where resolved by settlement); economic, regulatory and political risks, including as may result from the uncertainty arising from the vote to leave in the EU Referendum and from the outcome of general elections in the UK and changes in government policies; RBS's ability to satisfy its residual EU State Aid obligations and the timing thereof; RBS's ability to successfully implement the significant and complex restructuring required to be undertaken in order to implement the UK ring-fencing regime and related costs; RBS's ability to successfully implement the various initiatives that are comprised in its transformation programme, particularly the proposed further restructuring of the NatWest Markets business, the balance sheet reduction programme and its significant cost-saving initiatives and whether RBS will be a viable, competitive, customer focused and profitable bank especially after its restructuring and the implementation of the UK ring-fencing regime; the exposure of RBS to cyberattacks and its ability to defend against such attacks; RBS's ability to achieve its capital including additional litigation or co

In addition, there are other risks and uncertainties that could adversely affect our results, ability to implement our strategy, cause us to fail to meet our targets or the accuracy of forward-looking statements in this document. These include operational risks that are inherent to RBS's business and will increase as a result of RBS's significant restructuring initiatives being concurrently implemented; the potential negative impact on RBS's business of global economic and financial market conditions and other global risks, including risks arising out of geopolitical events and political developments; the impact of a prolonged period of low interest rates or unanticipated turbulence in interest rates, yield curves, foreign currency exchange rates, credit spreads, bond prices, commodity prices; eauity prices; basis, volatility and correlation risks; the extent of future write-downs and impairment charges caused by depressed asset valuations; deteriorations in borrower and counterparty credit quality; heightened regulatory and governmental scrutiny and the increasingly regulated environment in which RBS operates as well as divergences in regulatory requirements in the jurisdictions in which RBS operates; the risks relating to RBS's IT systems or a failure to protect itself and its customers against cyber threats, reputational risks; risks relating to increased pension liabilities and the impact of pension risk on RBS's capital position; risks relating to the failure to embed and maintain a robust conduct and risk culture across the organisation or if its risk management framework is ineffective; RBS's ability to attract and retain qualified personnel; limitations on, or additional requirements imposed on, RBS's activities as a result of HM Treasury's investment in RBS; the value and effectiveness of any credit protection purchased by RBS; risks relating to changes in applicable accounting policies or rules which may impact the preparation of RBS's financial statements or adversely impact its capital position; the

The forward-looking statements contained in this document speak only as at the date hereof, and RBS does not assume or undertake any obligation or responsibility to update any forward-looking statement to reflect events or circumstances after the date hereof or to reflect the occurrence of unanticipated events.

The information, statements and opinions contained in this document do not constitute a public offer under any applicable legislation or an offer to sell or solicit of any offer to buy any securities or financial instruments or any advice or recommendation with respect to such securities or other financial instruments.