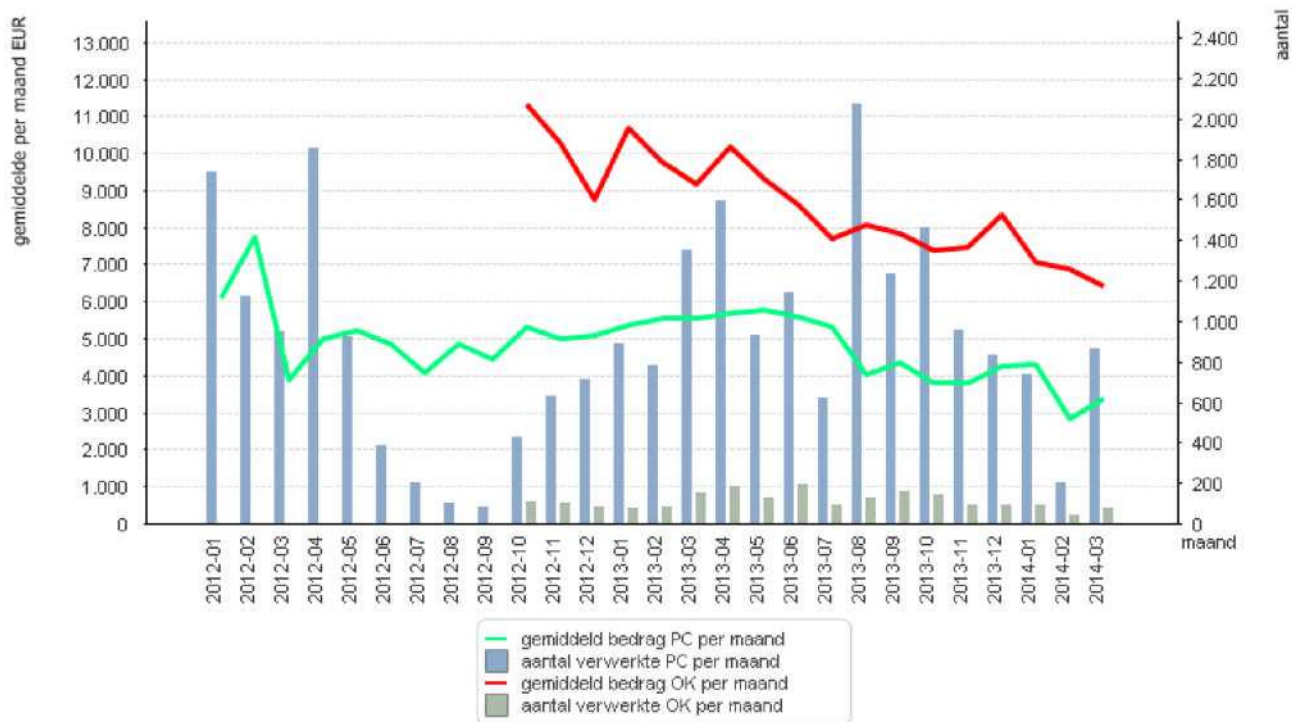


ANNEX 3 TO THE PUBLIC REPORT OF 30 APRIL 2014

COMPENSATION FOR PPI MIS-SELLING AND EXCESSIVE LENDING

Average amounts and numbers of compensation claims processed per month (not cumulative), excluding claims for mis-selling of insurance relating to current HWL policies



Average per month in EUR

Number

Average amount for PPI per month

Number of PPI claims processed per month

Average amount of excessive lending claims per month

Number of excessive lending claims processed per month

Definitions:

Average amount per month: arithmetic mean for the month

Processed per month: number of files processed during the month

File: main file comprising a group of subfiles; compensation awards are processed by subfile and aggregated in the main file

Statistics for mis-selling insurance (excluding current HWL policies)

Max amount per file (overall): €55,351

Min amount per file (overall): €4

Average amount per file in the month of March 2014: €3,406

Average amount per file overall: €4,993

Statistics for excessive lending

Max amount per file (overall):	€65,841
Min amount per file (overall):	€12
Average amount per file in the month of March 2014:	€6,414
Average amount per file overall:	€8,736