

## Note 9. LOANS AND ADVANCES TO CUSTOMERS

This caption is analysed as follows:

(Thousands of AOA)

	31-12-2019	31-12-2020
<b>Domestic credit</b>		
<b>Corporate</b>		
Loans	324,656,878	334,912,279
Current account loans	41,847,634	23,200,986
Overdrafts	2,718,806	1,469,410
Credit cards	281,799	200,593
	<b>369,505,117</b>	<b>359,783,268</b>
<b>Retail</b>		
Loans	16,904,690	25,485,227
Employees	4,484,406	4,328,017
Consumer credit	3,204,329	4,217,883
Credit cards	927,000	2,786,859
Mortgage loans	2,815,354	2,648,637
Overdrafts	888,963	2,388,825
	<b>29,224,742</b>	<b>41,855,448</b>
	<b>398,729,859</b>	<b>401,638,716</b>
<b>Foreign credit</b>		
<b>Retail</b>		
Employees	498,444	275,408
Credit card	951,720	21,386
Consumer credit	3,646	4,014
Loans	14,611	706
Overdrafts	35,510	265
	<b>1,503,931</b>	<b>301,779</b>
<b>Total credit in compliance</b>	<b>400,233,790</b>	<b>401,940,495</b>
<b>Overdue loans</b>		
Below 1 year	8,052,183	4,530,475
1 to 3 years	39,445,122	43,579,220
Above 3 years	34,910,647	54,435,492
	<b>82,407,952</b>	<b>102,545,187</b>
<b>Total loans and advances to Customers</b>	<b>482,641,742</b>	<b>504,485,682</b>
Total interest receivable from loans and advances to Customers	69,317,982	95,195,593
<b>Total loans and interest receivable from Customers</b>	<b>551,959,724</b>	<b>599,681,275</b>
Impairment losses	(109,258,712)	(145,410,566)
<b>Net total of loans and advances to Customers</b>	<b>442,701,013</b>	<b>454,270,709</b>

For loans granted or restructured under this Notice, the total cost of the loan on the borrower, including the interest rate and commissions, cannot exceed 7.5% per annum (all-in-cost). In turn, the Bank can deduct the full amount of the loan in the value of the reserve requirements established. In this context, in relation to the new loans granted under Notice 10/2020, which have an interest rate limit of 7.5% and release of reserve requirements, it is the Bank's understanding that the fair value of the loans does not differ from their nominal value, considering that the interest rate of the operations exceeds the borrower's credit risk spread at the initial moment.

At 31 December 2020 and 2019, exposures and impairment established by situation and risk segment is detailed as follows:

(Thousands of AOA)

Segment	Exposure as at 31-12-2020				Impairment losses as at 31-12-2020			
	Total exposure	Credit in compliance	From which restructured	Credit overdue	From which restructured	Total impairment	Credit in compliance	Credit overdue
<b>Corporate</b>								
Loans	495,667,715	423,267,781	30,722,604	72,399,934	46,619,989	110,408,748	66,929,524	43,479,224
Current account loans	30,079,474	23,766,485	-	6,312,989	-	4,647,031	549,712	4,097,319
Overdrafts	18,017,574	1,816,400	-	16,201,174	-	7,869,841	266,908	7,602,933
Credit cards	200,611	200,611	-	-	-	11,711	11,711	-
	<b>543,965,374</b>	<b>449,051,277</b>	<b>30,722,604</b>	<b>94,914,097</b>	<b>46,619,989</b>	<b>122,937,331</b>	<b>67,757,855</b>	<b>55,179,476</b>
<b>Retail</b>								
Loans	36,657,951	30,661,792	5,997,394	5,996,159	1,043,259	19,923,035	10,026,808	9,896,227
Consumer credit	4,764,809	4,759,757	144,176	5,052	-	379,324	329,925	49,399
Employees	4,634,021	4,619,566	-	14,455	-	438,211	327,252	110,959
Overdrafts	4,152,345	2,538,296	-	1,614,049	-	1,391,713	518,485	873,228
Credit cards	2,808,244	2,808,244	-	-	-	87,176	87,176	-
Mortgage loans	2,698,531	2,697,156	27,506	1,375	-	253,776	139,316	114,460
	<b>55,715,901</b>	<b>48,084,811</b>	<b>6,169,076</b>	<b>7,631,090</b>	<b>1,043,259</b>	<b>22,473,235</b>	<b>11,428,962</b>	<b>11,044,273</b>
	<b>599,681,275</b>	<b>497,136,088</b>	<b>36,891,680</b>	<b>102,545,187</b>	<b>47,663,248</b>	<b>145,410,566</b>	<b>79,186,817</b>	<b>66,223,749</b>

(Thousands of AOA)

Segment	Exposure as at 31-12-2019					Impairment losses as at 31-12-2019		
	Total exposure	Credit in compliance	From which restructured	Credit overdue	From which restructured	Total impairment	Credit in compliance	Credit overdue
<b>Corporate</b>								
Loans	445,274,262	390,464,916	57,350,114	54,809,346	34,725,436	82,495,848	55,644,061	26,851,787
Current account loans	52,278,729	42,483,932	-	9,794,797	-	4,753,894	1,338,359	3,415,535
Overdrafts	17,183,019	3,593,260	-	13,589,759	-	8,325,503	786,133	7,539,370
Credit cards	281,859	281,859	-	-	-	12,540	12,540	-
	<b>515,017,869</b>	<b>436,823,967</b>	<b>57,350,114</b>	<b>78,193,902</b>	<b>34,725,436</b>	<b>95,587,785</b>	<b>57,781,093</b>	<b>37,806,692</b>
<b>Retail</b>								
Loans	22,223,934	18,596,329	4,981,007	3,627,605	385,409	12,107,626	5,601,668	6,505,958
Consumer credit	3,470,162	3,464,222	22,856	5,940	1	388,175	365,987	22,188
Employees	5,004,989	5,002,967	-	2,022	-	274,315	226,908	47,407
Overdrafts	1,517,075	941,083	-	575,992	-	502,028	14,133	487,896
Credit cards	1,878,720	1,878,720	-	-	-	55,077	55,077	-
Mortgage loans	2,846,975	2,844,484	-	2,491	-	343,706	144,328	199,378
	<b>36,941,855</b>	<b>32,727,805</b>	<b>5,003,863</b>	<b>4,214,050</b>	<b>385,410</b>	<b>13,670,927</b>	<b>6,408,101</b>	<b>7,262,827</b>
	<b>551,959,724</b>	<b>469,551,772</b>	<b>62,353,977</b>	<b>82,407,952</b>	<b>35,110,846</b>	<b>109,258,712</b>	<b>64,189,194</b>	<b>45,069,519</b>

As at 31 December 2020 and 2019, restructured loans gross of impairment losses are detailed as follows:

(Thousands of AOA)

	31-12-2019	31-12-2020
<b>Opening balance of restructured credit portfolio (gross of impairment losses)</b>	<b>47,696,210</b>	<b>97,464,823</b>
Restructured credits in the period	49,266,152	3,106,325
Accrued interest on restructured credit portfolio	3,189,363	277,791
Settlement of restructured credits (partial or total)	(2,686,902)	(63,696)
Write-off of restructured credits	-	(16,230,315)
<b>Closing balance of restructured credit portfolio (gross of impairment losses)</b>	<b>97,464,823</b>	<b>84,554,928</b>

As at 31 December 2020 and 2019, restructured loans and impairment losses established by segment and stage are detailed as follows:

## 1. By segment

(Thousands of AOA)

Segment	31-12-2020			Impairment losses
	Falling due	Overdue	Total	
<b>Corporate</b>	30,722,604	46,619,990	77,342,594	26,894,206
<b>Retail</b>				
Consumer credit	144,176	-	144,176	25,073
Mortgage loans	27,506	-	27,506	13,137
Other	5,997,394	1,043,258	7,040,652	2,194,856
	<b>36,891,680</b>	<b>47,663,248</b>	<b>84,554,928</b>	<b>29,127,272</b>

(Thousands of AOA)

Segment	31-12-2019			Impairment losses
	Falling due	Overdue	Total	
<b>Corporate</b>	57,350,113	34,725,437	92,075,550	23,440,888
<b>Retail</b>				
Consumer credit	22,856	-	22,856	2,005
Mortgage loans	-	-	-	-
Other	4,981,008	385,409	5,366,417	933,603
	<b>62,353,977</b>	<b>35,110,846</b>	<b>97,464,823</b>	<b>24,376,496</b>

## 2. By stage

(Thousands of AOA)

	31-12-2020				Impairment losses
	Stage of impairment				
	Stage 1	Stage 2	Stage 3	Total	
<b>Corporate</b>	-	7,635,023	69,707,570	77,342,593	26,894,206
<b>Retail</b>					
Consumer credit	-	144,176	-	144,176	25,073
Mortgage loans	-	27,506	-	27,506	13,137
Other	-	4,914,030	2,126,623	7,040,653	2,194,856
	-	<b>12,720,735</b>	<b>71,834,193</b>	<b>84,554,928</b>	<b>29,127,272</b>

(Thousands of AOA)

	31-12-2019				Impairment losses
	Stage of impairment				
	Stage 1	Stage 2	Stage 3	Total	
<b>Corporate</b>	-	33,787,191	58,288,359	92,075,550	23,440,888
<b>Retail</b>					
Consumer credit	-	22,857	-	22,857	2,005
Mortgage loans	-	-	-	-	-
Other	-	-	5,366,416	5,366,416	933,603
	-	<b>33,810,048</b>	<b>63,654,775</b>	<b>97,464,823</b>	<b>24,376,496</b>

As at 31 December 2020 and 2019, the breakdown of loans and advances to Customers by maturity, excluding interest receivable, is presented as follows:

(Thousands of AOA)

	31-12-2019	31-12-2020
Below 3 months	25,791,809	18,314,643
3 to 12 months	37,208,996	23,124,716
1 to 5 years	131,788,088	150,944,573
Above 5 years	205,444,897	209,556,563
Undefined maturity	82,407,952	102,545,187
	<b>482,641,742</b>	<b>504,485,682</b>

The distribution of loans and advances to Customers, including interest receivable, by interest rate type are as follows:

(Thousands of AOA)

	31-12-2019	31-12-2020
Fixed rate	57,958,616	86,818,590
Variable rate	494,001,108	512,862,685
	<b>551,959,724</b>	<b>599,681,275</b>

Changes occurred in impairment losses of loans and advances to Customers and interest receivable are as follows:

(Thousands of AOA)

	31-12-2019	31-12-2020
<b>Opening balance</b>	78,952,043	109,258,712
Charges for the period/Reversals (Note 33)	20,856,131	25,435,691
Charge-off	(6,861,851)	(5,437,954)
Exchange rate and other differences (Note 26)	16,312,389	16,154,117
<b>Closing balance</b>	<b>109,258,712</b>	<b>145,410,566</b>

The breakdown of loans and advances to Customers by stage of impairment is as follows:

(Thousands of AOA)

	31-12-2020			
	Stage 1	Stage 2	Stage 3	Total
Gross amount	85,974,928	277,104,754	236,601,593	599,681,275
Impairment losses	(1,414,060)	(25,817,822)	(118,178,684)	(145,410,566)
	<b>84,560,868</b>	<b>251,286,932</b>	<b>118,422,909</b>	<b>454,270,709</b>

(Thousands of AOA)

	31-12-2019			
	Stage 1	Stage 2	Stage 3	Total
Gross amount	99,486,212	251,931,267	200,542,245	551,959,724
Impairment losses	(1,065,994)	(23,389,439)	(84,803,279)	(109,258,712)
	<b>98,420,218</b>	<b>228,541,828</b>	<b>115,738,966</b>	<b>442,701,013</b>

As at 31 December 2020 and 2019, the gross credit transfer matrix by Stages is presented as follows:

(Thousands of AOA)

	31-12-2020			
	Stage 1	Stage 2	Stage 3	Total
<b>Stage as at 01-01-2020</b>				
Stage 1	47,956,151	8,542,357	5,374,090	61,872,598
Stage 2	14,591,868	202,441,348	22,246,493	239,279,709
Stage 3	-	24,801,480	201,998,183	226,799,663
Exposures originated during 2020	23,426,909	41,319,569	6,982,827	71,729,305
	<b>85,974,928</b>	<b>277,104,754</b>	<b>236,601,593</b>	<b>599,681,275</b>

(Thousands of AOA)

	31-12-2019			
	Stage 1	Stage 2	Stage 3	Total
<b>Stage as at 01-01-2019</b>				
Stage 1	39,825,756	79,033,621	575,101	119,434,478
Stage 2	2,819,942	121,521,499	986,261	125,327,702
Stage 3	-	408,608	165,284,674	165,693,282
Exposures originated during 2019	56,840,514	50,967,539	33,696,209	141,504,262
	<b>99,486,212</b>	<b>251,931,267</b>	<b>200,542,245</b>	<b>551,959,724</b>

As at 31 December 2020 and 2019, the detail of exposure and impairment established by segment and by range of days past due is presented as follows:

## 1. By segment

(Thousands of AOA)

Segment	Exposure as at 31-12-2020									Impairment losses as at 31-12-2020			
	Total exposure	Credit in Stage 1	Of which recovered	Credit in Stage 2	Of which under recovery	Of which restructured	Credit in Stage 3	Of which under recovery	Of which restructured	Total impairment	Credit in Stage 1	Credit in Stage 2	Credit in Stage 3
<b>Corporate</b>													
Loans	495,667,715	50,034,302	12,891,809	260,512,410	24,286,270	7,635,023	185,121,003	51,565,844	69,707,570	110,408,748	727,758	23,528,037	86,152,953
Current account loans	30,079,474	18,964,274	60,508	4,304,058	789,492	-	6,811,142	552,760	-	4,647,031	224,563	379,342	4,043,126
Overdrafts	18,017,574	119,056	28,453	1,678,204	33	-	16,220,314	279,793	-	7,869,841	71	150,785	7,718,985
Credit cards	200,611	170,159	1,777	20,235	4,849	-	10,217	1,041	-	11,711	2,597	1,661	7,453
	<b>543,965,374</b>	<b>69,287,791</b>	<b>12,982,547</b>	<b>266,514,907</b>	<b>25,080,644</b>	<b>7,635,023</b>	<b>208,162,676</b>	<b>52,399,438</b>	<b>69,707,570</b>	<b>122,937,331</b>	<b>954,989</b>	<b>24,059,825</b>	<b>97,922,517</b>
<b>Retail</b>													
Loans	36,657,951	4,658,067	-	5,129,324	188,824	4,914,030	26,870,560	2,366,508	2,126,623	19,923,035	181,761	875,289	18,865,985
Consumer credits	4,764,809	2,664,597	1,275,166	2,100,212	1,868,866	144,176	-	-	-	379,324	129,229	250,095	-
Employees	4,634,021	4,197,425	111,276	436,596	331,503	-	-	-	-	438,211	69,100	369,111	-
Overdrafts	4,152,345	491,748	1,383	2,161,567	857	-	1,499,030	600,634	-	1,391,713	1,142	47,773	1,342,798
Credit cards	2,808,244	2,562,484	4,667	176,433	41,901	-	69,327	33,202	-	87,176	37,285	2,507	47,384
Mortgage loans	2,698,531	2,112,816	216,827	585,715	369,477	27,506	-	-	-	253,776	40,554	213,222	-
	<b>55,715,901</b>	<b>16,687,137</b>	<b>1,609,319</b>	<b>10,589,847</b>	<b>2,801,428</b>	<b>5,085,712</b>	<b>28,438,917</b>	<b>3,000,344</b>	<b>2,126,623</b>	<b>22,473,235</b>	<b>459,071</b>	<b>1,757,997</b>	<b>20,256,167</b>
	<b>599,681,275</b>	<b>85,974,928</b>	<b>14,591,866</b>	<b>277,104,754</b>	<b>27,882,072</b>	<b>12,720,735</b>	<b>236,601,593</b>	<b>55,399,782</b>	<b>71,834,193</b>	<b>145,410,566</b>	<b>1,414,060</b>	<b>25,817,822</b>	<b>118,178,684</b>



(Thousands of AOA)

Segment	Exposure as at 31-12-2019									Impairment losses as at 31-12-2019			
	Total exposure	Credit in Stage 1	Of which recovered	Credit in Stage 2	Of which under recovery	Of which restructured	Credit in Stage 3	Of which under recovery	Of which restructured	Total impairment	Credit in Stage 1	Credit in Stage 2	Credit in Stage 3
<b>Corporate</b>													
Loans	445,274,262	53,534,638	2,257,741	233,526,892	79,678,843	33,787,191	158,212,732	25,017,215	58,288,359	82,495,848	451,017	21,769,541	60,275,290
Current account loans	52,278,729	35,709,425	-	9,791,038	1,717,377	-	6,778,266	498,720	-	4,753,894	411,319	306,358	4,036,217
Overdrafts	17,183,019	51,256	220	3,987,741	58,281	-	13,144,022	105,288	-	8,325,503	19,359	427,957	7,878,187
Credit cards	281,859	242,916	1,684	25,016	3,066	-	13,927	5,050	-	12,540	2,973	1,251	8,316
	<b>515,017,869</b>	<b>89,538,235</b>	<b>2,259,645</b>	<b>247,330,687</b>	<b>81,457,567</b>	<b>33,787,191</b>	<b>178,148,947</b>	<b>25,626,273</b>	<b>58,288,359</b>	<b>95,587,785</b>	<b>884,668</b>	<b>22,505,107</b>	<b>72,198,010</b>
<b>Retail</b>													
Loans	22,223,934	333,142	2,052	61,793	20,744	-	21,828,999	6,120,834	5,366,416	12,107,626	10,833	11,150	12,085,643
Consumer credits	3,470,162	711,328	386,484	2,758,834	2,643,320	22,857	-	-	-	388,175	44,735	343,440	-
Employees	5,004,989	4,812,926	89,281	192,063	137,838	-	-	-	-	274,315	65,734	208,581	-
Overdrafts	1,517,075	266,721	712	733,664	650,461	-	516,690	6,299	-	502,028	1,409	15,535	485,084
Credit cards	1,878,720	1,687,952	4,848	143,159	21,791	-	47,609	19,176	-	55,077	19,109	1,426	34,542
Mortgage loans	2,846,975	2,135,908	76,920	711,067	405,507	-	-	-	-	343,706	39,506	304,200	-
	<b>36,941,855</b>	<b>9,947,977</b>	<b>560,297</b>	<b>4,600,580</b>	<b>3,879,661</b>	<b>22,857</b>	<b>22,393,298</b>	<b>6,146,309</b>	<b>5,366,416</b>	<b>13,670,927</b>	<b>181,326</b>	<b>884,332</b>	<b>12,605,269</b>
	<b>551,959,724</b>	<b>99,486,212</b>	<b>2,819,942</b>	<b>251,931,267</b>	<b>85,337,228</b>	<b>33,810,048</b>	<b>200,542,245</b>	<b>31,772,582</b>	<b>63,654,775</b>	<b>109,258,712</b>	<b>1,065,994</b>	<b>23,389,439</b>	<b>84,803,279</b>

## 2. By range of days overdue

(Thousands of AOA)

	Exposure as at 31-12-2020							Impairment losses as at 31-12-2020						
	Stage 1		Stage 2			Stage 3		Stage 1		Stage 2			Stage 3	
	≤ 30 days	≤ 30 days	>30 days	≤ 90 days	≤ 30 days	>30 days	≤ 90 days	≤ 30 days	≤30 days	> 30 days	≤ 90 days	≤ 30 days	> 30 days	≤ 90 days
<b>Corporate</b>														
Loans	50,034,302	249,132,652	10,873,477	506,282	88,173,838	584,447	96,362,717	727,757	22,366,071	1,111,337	50,628	45,494,666	268,945	40,389,344
Current account loans	18,964,274	4,019,058	285,000	-	552,760	-	6,258,382	224,563	225,469	153,873	-	124,200	-	3,918,926
Overdrafts	119,055	17,881	1,287,634	372,689	275,834	13,336	15,931,145	71	247	111,716	38,823	272,846	4,414	7,441,724
Credit cards	170,159	20,235	-	-	10,217	-	-	2,597	1,661	-	-	7,453	-	-
	<b>69,287,790</b>	<b>253,189,826</b>	<b>12,446,111</b>	<b>878,971</b>	<b>89,012,649</b>	<b>597,783</b>	<b>118,552,244</b>	<b>954,988</b>	<b>22,593,448</b>	<b>1,376,926</b>	<b>89,451</b>	<b>45,899,165</b>	<b>273,359</b>	<b>51,749,994</b>
<b>Retail</b>														
Loans	4,658,067	205,010	10,316	4,913,999	15,900,599	121,622	10,848,338	181,761	50,092	4,673	820,525	9,623,641	108,318	9,134,025
Consumer credits	2,664,597	2,038,834	61,377	1	-	-	-	129,229	226,427	23,668	-	-	-	-
Employees	4,197,425	358,049	78,363	184	-	-	-	69,100	281,254	87,820	37	-	-	-
Overdrafts	491,749	1,502,145	149,346	510,076	597,138	2,592	899,299	1,142	27,186	10,008	10,579	493,329	2,279	847,190
Credit cards	2,562,482	176,433	-	-	69,329	-	-	37,285	2,507	-	-	47,384	-	-
Mortgage loans	2,112,818	396,982	188,731	-	-	-	-	40,555	106,145	107,076	-	-	-	-
	<b>16,687,138</b>	<b>4,677,453</b>	<b>488,133</b>	<b>5,424,260</b>	<b>16,567,066</b>	<b>124,214</b>	<b>11,747,637</b>	<b>459,072</b>	<b>693,611</b>	<b>233,245</b>	<b>831,141</b>	<b>10,164,354</b>	<b>110,597</b>	<b>9,981,215</b>
	<b>85,974,928</b>	<b>257,867,279</b>	<b>12,934,244</b>	<b>6,303,231</b>	<b>105,579,715</b>	<b>721,997</b>	<b>130,299,881</b>	<b>1,414,060</b>	<b>23,287,059</b>	<b>1,610,171</b>	<b>920,592</b>	<b>56,063,519</b>	<b>383,956</b>	<b>61,731,209</b>

(Thousands of AOA)

	Exposure as at 31-12-2019							Impairment losses as at 31-12-2019						
	Stage 1		Stage 2			Stage 3		Stage 1		Stage 2			Stage 3	
	≤ 30 days	≤ 30 days	>30 days	≤ 90 days	≤ 30 days	>30 days	≤ 90 days	≤ 30 days	≤30 days	> 30 days	≤ 90 days	≤ 30 days	> 30 days	≤ 90 days
<b>Corporate</b>														
Loans	53,534,639	232,575,566	951,326	-	94,655,520	105,356	63,451,855	451,017	21,735,765	33,776	-	31,948,010	73,695	28,253,585
Current account loans	35,709,425	4,103,097	5,687,941	-	588,767	300,000	5,889,499	411,319	159,444	146,914	-	182,675	19,856	3,833,686
Overdrafts	51,256	2,965,510	956,843	65,391	1,103,323	3,236	12,037,460	19,358	398,975	26,908	2,074	370,176	1,235	7,506,777
Credit cards	242,916	25,016	-	-	13,927	-	-	2,973	1,251	-	-	8,316	-	-
	<b>89,538,236</b>	<b>239,669,189</b>	<b>7,596,110</b>	<b>65,391</b>	<b>96,361,537</b>	<b>408,592</b>	<b>81,378,814</b>	<b>884,667</b>	<b>22,295,435</b>	<b>207,598</b>	<b>2,074</b>	<b>32,509,177</b>	<b>94,786</b>	<b>39,594,048</b>
<b>Retail</b>														
Loans	333,142	58,442	3,351	-	14,095,037	489,009	7,244,953	10,833	10,120	1,030	-	5,580,714	438,807	6,066,122
Consumer credits	711,328	2,667,823	91,011	-	-	-	-	44,735	321,252	22,188	-	-	-	-
Employees	4,812,926	147,887	38,909	5,267	-	-	-	65,735	161,132	42,730	4,718	-	-	-
Overdrafts	266,722	664,094	28,932	40,635	5,491	966	510,235	1,410	11,266	3,455	814	1,264	832	482,987
Credit cards	1,687,952	143,159	-	-	47,609	-	-	19,109	1,426	-	-	34,542	-	-
Mortgage loans	2,135,908	405,507	38,322	267,238	-	-	-	39,505	104,822	20,709	178,670	-	-	-
	<b>9,947,978</b>	<b>4,086,912</b>	<b>200,525</b>	<b>313,140</b>	<b>14,148,137</b>	<b>489,975</b>	<b>7,755,188</b>	<b>181,327</b>	<b>610,018</b>	<b>90,112</b>	<b>184,202</b>	<b>5,616,520</b>	<b>439,639</b>	<b>6,549,109</b>
	<b>99,486,212</b>	<b>243,756,101</b>	<b>7,796,635</b>	<b>378,531</b>	<b>110,509,676</b>	<b>898,567</b>	<b>89,134,002</b>	<b>1,065,994</b>	<b>22,905,453</b>	<b>297,710</b>	<b>186,276</b>	<b>38,125,697</b>	<b>534,425</b>	<b>46,143,157</b>



As at 31 December 2020 and 2019, the detail of the credit portfolio, by segment and by granting year, is as follows:

(Thousands of AOA)

Segment	31-12-2020							31-12-2019							Total		
	2017 and preceding years			2018			2019	2019		2020							
	Number of transactions	Amount	Impairment	Number of transactions	Amount	Impairment	Number of transactions	Amount	Impairment	Number of transactions	Amount	Impairment	Number of transactions	Amount	Impairment		
<b>Corporate</b>																	
Loans	294	319,397,896	72,794,234	81	68,054,824	21,852,156	67	47,479,360	8,295,660	51	60,735,635	7,466,698	493	495,667,715	110,408,748		
Current account loans	16	3,552,763	3,008,182	5	115,065	112,489	5	662,875	189,669	46	25,748,771	1,336,691	72	30,079,474	4,647,031		
Overdrafts	1,664	16,534,136	7,736,241	274	1,422,225	91,546	331	41,352	33,254	54	19,861	8,800	2,323	18,017,574	7,869,841		
Credit cards	303	89,027	8,862	35	20,570	1,119	212	65,236	1,145	73	25,778	585	623	200,611	11,711		
	<b>2,277</b>	<b>339,573,822</b>	<b>83,547,519</b>	<b>395</b>	<b>69,612,684</b>	<b>22,057,310</b>	<b>615</b>	<b>48,248,823</b>	<b>8,519,728</b>	<b>224</b>	<b>86,530,045</b>	<b>8,812,774</b>	<b>3,511</b>	<b>543,965,374</b>	<b>122,937,331</b>		
<b>Retail</b>																	
Loans	1,790	11,200,556	9,065,697	94	14,287,910	8,529,865	92	6,424,402	1,538,494	57	4,745,083	788,979	2,033	36,657,951	19,923,035		
Consumer credits	72	1,415,887	69,115	102	273,595	90,113	131	1,936,579	108,552	769	1,138,748	111,544	1,074	4,764,809	379,324		
Employees	1,927	3,489,582	251,285	331	427,744	93,467	617	418,695	88,516	67	298,000	4,943	2,942	4,634,021	438,211		
Overdrafts	57,920	3,478,664	1,309,382	41,090	139,788	25,719	169,556	517,884	49,490	2,642	16,009	7,122	271,208	4,152,345	1,391,713		
Credit cards	2,098	2,178,968	69,176	596	154,928	5,544	1,566	360,337	9,949	464	114,011	2,507	4,724	2,808,244	87,176		
Mortgage loans	20	1,753,387	126,410	4	230,868	79,943	4	524,715	31,459	4	189,561	15,964	32	2,698,531	253,776		
	<b>63,827</b>	<b>23,517,044</b>	<b>10,891,065</b>	<b>42,217</b>	<b>15,514,833</b>	<b>8,824,651</b>	<b>171,966</b>	<b>10,182,612</b>	<b>1,826,460</b>	<b>4,003</b>	<b>6,501,412</b>	<b>931,059</b>	<b>282,013</b>	<b>55,715,901</b>	<b>22,473,235</b>		
	<b>66,104</b>	<b>363,090,866</b>	<b>94,438,584</b>	<b>42,612</b>	<b>85,127,517</b>	<b>30,881,961</b>	<b>172,581</b>	<b>58,431,435</b>	<b>10,346,188</b>	<b>4,227</b>	<b>93,031,457</b>	<b>9,743,833</b>	<b>285,524</b>	<b>599,681,275</b>	<b>145,410,566</b>		

(Thousands of AOA)

Segment	31-12-2019							31-12-2019							
	2016 and preceding years			2017			2018	2018		2019			Total		
	Number of transactions	Amount	Impairment	Number of transactions	Amount	Impairment	Number of transactions	Amount	Impairment	Number of transactions	Amount	Impairment	Number of transactions	Amount	Impairment
<b>Corporate</b>															
Loans	446	245,513,854	56,029,049	79	35,478,579	4,069,233	107	88,210,802	13,458,347	89	76,071,027	8,939,219	721	445,274,262	82,495,848
Current account loans	21	3,593,182	2,948,147	-	-	-	9	1,585,776	237,343	82	47,099,771	1,568,404	112	52,278,729	4,753,894
Overdrafts	1,642	16,951,714	8,281,843	270	68,428	38,374	206	14,768	2,834	87	148,109	2,452	2,205	17,183,019	8,325,503
Credit cards	395	102,107	7,017	143	57,752	1,696	84	36,748	1,580	285	85,252	2,247	907	281,859	12,540
	<b>2,504</b>	<b>266,160,857</b>	<b>67,266,056</b>	<b>492</b>	<b>35,604,759</b>	<b>4,109,303</b>	<b>406</b>	<b>89,848,094</b>	<b>13,700,104</b>	<b>543</b>	<b>123,404,159</b>	<b>10,512,322</b>	<b>3,945</b>	<b>515,017,869</b>	<b>95,587,785</b>
<b>Retail</b>															
Loans	1,947	7,171,181	5,868,353	73	591,170	508,886	63	9,080,071	4,937,496	54	5,381,512	792,891	2,137	22,223,934	12,107,626
Consumer credits	263	1,431,644	280,482	89	107,548	8,185	127	588,812	31,220	163	1,342,158	68,288	642	3,470,162	388,175
Employees	929	1,625,389	116,143	1,115	2,355,495	118,459	339	583,924	31,400	600	440,181	8,313	2,983	5,004,989	274,315
Overdrafts	23,978	1,332,963	442,733	5,973	31,706	14,302	30,866	72,321	17,273	3,072	80,085	27,720	63,889	1,517,075	502,028
Credit cards	1,499	298,453	17,517	656	1,080,639	27,081	543	144,816	2,534	1,382	354,812	7,945	4,080	1,878,720	55,077
Mortgage loans	25	1,507,306	272,949	5	768,423	16,392	3	36,559	38,711	4	534,687	15,654	37	2,846,975	343,706
	<b>28,641</b>	<b>13,366,936</b>	<b>6,998,177</b>	<b>7,911</b>	<b>4,934,981</b>	<b>693,305</b>	<b>31,941</b>	<b>10,506,503</b>	<b>5,058,634</b>	<b>5,275</b>	<b>8,133,435</b>	<b>920,811</b>	<b>73,768</b>	<b>36,941,855</b>	<b>13,670,927</b>
	<b>31,145</b>	<b>279,527,793</b>	<b>74,264,233</b>	<b>8,403</b>	<b>40,539,740</b>	<b>4,802,608</b>	<b>32,347</b>	<b>100,354,597</b>	<b>18,758,738</b>	<b>5,818</b>	<b>131,537,594</b>	<b>11,433,133</b>	<b>77,713</b>	<b>551,959,724</b>	<b>109,258,712</b>

As at 31 December 2020 and 2019, the analysis of the amount of gross credit exposure and the amount of impairment established for exposures reviewed individually and collectively, by segment, business sector and geography, is as follows:

### 1. By segment

(Thousands of AOA)

2020	Individual impairment		Colective impairment		Total	
	Exposure	Impairment losses	Exposure	Impairment losses	Exposure	Impairment losses
<b>Corporate</b>						
Loans	431,630,128	96,167,994	64,037,587	14,240,754	495,667,715	110,408,748
Current account loans	8,693,076	3,066,425	21,386,398	1,580,606	30,079,474	4,647,031
Overdrafts	14,617,502	5,004,616	3,400,072	2,865,225	18,017,574	7,869,841
Credit cards	2,103	494	198,508	11,217	200,611	11,711
	<b>454,942,809</b>	<b>104,239,529</b>	<b>89,022,565</b>	<b>18,697,802</b>	<b>543,965,374</b>	<b>122,937,331</b>
<b>Retail</b>						
Loans	18,496,367	8,871,911	18,161,584	11,051,124	36,657,951	19,923,035
Consumer credits	1,593,273	79,862	3,171,536	299,462	4,764,809	379,324
Employees	-	-	4,634,021	438,211	4,634,021	438,211
Overdrafts	1,417,667	25,597	2,734,678	1,366,116	4,152,345	1,391,713
Credit cards	2,383	1,455	2,805,861	85,721	2,808,244	87,176
Mortgage loans	188,555	9,460	2,509,976	244,316	2,698,531	253,776
	<b>21,698,245</b>	<b>8,988,285</b>	<b>34,017,656</b>	<b>13,484,950</b>	<b>55,715,901</b>	<b>22,473,235</b>
	<b>476,641,054</b>	<b>113,227,814</b>	<b>123,040,221</b>	<b>32,182,752</b>	<b>599,681,275</b>	<b>145,410,566</b>

(Thousands of AOA)

2019	Individual impairment		Colective impairment		Total	
	Exposure	Impairment losses	Exposure	Impairment losses	Exposure	Impairment losses
<b>Corporate</b>						
Loans	360,820,688	69,515,251	84,453,574	12,980,597	445,274,262	82,495,848
Current account loans	14,042,209	2,973,189	38,236,520	1,780,705	52,278,729	4,753,894
Overdrafts	14,909,958	5,794,842	2,273,061	2,530,661	17,183,019	8,325,503
Credit cards	3,834	909	278,025	11,631	281,859	12,540
	<b>389,776,689</b>	<b>78,284,191</b>	<b>125,241,180</b>	<b>17,303,594</b>	<b>515,017,869</b>	<b>95,587,785</b>
<b>Retail</b>						
Loans	12,669,510	4,586,299	9,554,424	7,521,327	22,223,934	12,107,626
Consumer credits	1,230,533	35,257	2,239,629	352,918	3,470,162	388,175
Employees	-	-	5,004,989	274,315	5,004,989	274,315
Overdrafts	-	-	1,517,076	502,028	1,517,075	502,028
Credit cards	12	-	1,878,708	55,077	1,878,720	55,077
Mortgage loans	192,504	5,516	2,654,471	338,190	2,846,975	343,706
	<b>14,092,559</b>	<b>4,627,072</b>	<b>22,849,297</b>	<b>9,043,855</b>	<b>36,941,855</b>	<b>13,670,927</b>
	<b>403,869,248</b>	<b>82,911,263</b>	<b>148,090,477</b>	<b>26,347,449</b>	<b>551,959,724</b>	<b>109,258,712</b>

## 2. By business sector

(Thousands of AOA)

2020	Real estate		Wholesale and retail trade		Construction		Manufacturing industry		Retail		Other		Total	
	Exposure	Impairment losses	Exposure	Impairment losses	Exposure	Impairment losses	Exposure	Impairment losses	Exposure	Impairment losses	Exposure	Impairment losses	Exposure	Impairment losses
Individual impairment	171,486,536	31,790,059	81,147,423	19,023,384	95,746,006	31,402,875	84,162,892	19,115,028	21,698,242	8,988,285	22,399,955	2,908,183	476,641,054	113,227,814
Colective impairment	4,416,615	496,278	11,579,739	6,397,049	24,319,325	1,639,054	22,391,148	4,824,959	32,428,789	12,810,938	27,904,605	6,014,474	123,040,221	32,182,752
	<b>175,903,151</b>	<b>32,286,337</b>	<b>92,727,162</b>	<b>25,420,433</b>	<b>120,065,331</b>	<b>33,041,929</b>	<b>106,554,040</b>	<b>23,939,987</b>	<b>54,127,031</b>	<b>21,799,223</b>	<b>50,304,560</b>	<b>8,922,657</b>	<b>599,681,275</b>	<b>145,410,566</b>

(Thousands of AOA)

2019	Real estate		Wholesale and retail trade		Construction		Manufacturing industry		Retail		Other		Total	
	Exposure	Impairment losses	Exposure	Impairment losses	Exposure	Impairment losses	Exposure	Impairment losses	Exposure	Impairment losses	Exposure	Impairment losses	Exposure	Impairment losses
Individual impairment	149,136,179	30,085,328	63,261,055	8,822,400	72,699,093	12,481,925	82,318,365	23,550,568	19,247,703	2,253,966	17,206,853	5,717,076	403,869,248	82,911,263
Colective impairment	3,889,910	585,906	23,137,438	4,738,178	20,159,427	3,992,414	44,488,815	1,189,218	32,363,209	5,855,262	24,051,678	9,986,471	148,090,477	26,347,449
	<b>153,026,089</b>	<b>30,671,234</b>	<b>86,398,493</b>	<b>13,560,578</b>	<b>92,858,520</b>	<b>16,474,339</b>	<b>126,807,180</b>	<b>24,739,786</b>	<b>51,610,912</b>	<b>8,109,228</b>	<b>41,258,531</b>	<b>15,703,547</b>	<b>551,959,724</b>	<b>109,258,712</b>

## 3. By geography

(Thousands of AOA)

2020	Angola		Portugal		Other countries		Total	
	Exposure	Impairment losses	Exposure	Impairment losses	Exposure	Impairment losses	Exposure	Impairment losses
Individual impairment	473,659,701	111,667,708	2,981,353	1,560,106	-	-	476,641,054	113,227,814
Colective impairment	122,726,363	32,168,046	287,059	6,995	26,799	7,711	123,040,221	32,182,752
	<b>596,386,064</b>	<b>143,835,754</b>	<b>3,268,412</b>	<b>1,567,101</b>	<b>26,799</b>	<b>7,711</b>	<b>599,681,275</b>	<b>145,410,566</b>

(Thousands of AOA)

2019	Angola		Portugal		Other countries		Total	
	Exposure	Impairment losses	Exposure	Impairment losses	Exposure	Impairment losses	Exposure	Impairment losses
Individual impairment	401,614,290	82,035,832	2,254,958	875,431	-	-	403,869,248	82,911,263
Colective impairment	146,574,176	26,317,428	512,840	9,029	1,003,461	20,992	148,090,477	26,347,449
	<b>548,188,466</b>	<b>108,353,260</b>	<b>2,767,798</b>	<b>884,460</b>	<b>1,003,461</b>	<b>20,992</b>	<b>551,959,725</b>	<b>109,258,712</b>

As at 31 December 2020 and 2019, the analysis of the fair value of guarantees underlying the loan portfolio of the corporate, construction and real estate development and housing segments is as follows:

(Thousands of AOA)

Fair value	31-12-2020				31-12-2020							
	Corporate				Construction and real estate development				Mortgage loans			
	Real estate		Asset-backed loans		Real estate		Asset-backed loans		Real estate		Asset-backed loans	
	Number of properties	Amount	Number	Amount	Number of properties	Amount	Number	Amount	Number of properties	Amount	Number	Amount
< 50 M AOA	9	121,984	947	2,183,095	1	12,128	105	202,960	1	12,128	105	202,960
>= 50 M AOA and < 100 M AOA	8	431,450	44	2,836,799	-	-	6	394,383	-	-	6	394,383
>= 100 M AOA and < 500 M AOA	26	1,641,108	86	15,709,096	6	1,622,088	20	4,906,075	6	1,622,088	20	4,906,075
>= 500 M AOA and < 1.000 M AOA	13	1,846,843	20	11,918,557	3	1,079,469	4	1,795,735	3	1,079,469	4	1,795,735
>= 1.000 M AOA and < 2.000 M AOA	11	5,108,881	5	6,416,228	5	2,817,565	3	2,252,392	-	-	-	-
>= 2.000 M AOA and < 5.000 M AOA	24	21,826,881	2	6,608,105	3	4,979,746	3	8,436,995	-	-	-	-
>= 5.000 M AOA	11	79,005,209	3	43,930,746	16	152,135,250	3	19,390,321	16	152,135,250	3	19,390,321
	<b>102</b>	<b>109,982,358</b>	<b>1,107</b>	<b>89,602,626</b>	<b>34</b>	<b>162,646,346</b>	<b>144</b>	<b>37,378,861</b>	<b>26</b>	<b>154,848,936</b>	<b>138</b>	<b>26,689,475</b>

(Thousands of AOA)

Fair value	31-12-2019				31-12-2019							
	Corporate				Construction and real estate development				Mortgage loans			
	Real estate		Asset-backed loans		Real estate		Asset-backed loans		Real estate		Asset-backed loans	
	Number of properties	Amount	Number	Amount	Number of properties	Amount	Number	Amount	Number of properties	Amount	Number	Amount
< 50 M AOA	10	141,001	1,017	6,972,330	1	14,456	111	358,628	9	234,364	6	36,512
>= 50 M AOA and < 100 M AOA	10	620,522	127	8,732,736	-	-	7	485,651	9	466,849	-	-
>= 100 M AOA and < 500 M AOA	32	4,646,914	118	20,143,092	8	2,394,727	33	6,418,501	17	1,519,555	1	138,317
>= 500 M AOA and < 1.000 M AOA	11	1,482,157	12	7,371,878	3	1,264,054	5	1,532,333	-	-	-	-
>= 1.000 M AOA and < 2.000 M AOA	14	5,912,901	6	8,229,106	6	4,785,366	4	4,050,348	1	5,772	-	-
>= 2.000 M AOA and < 5.000 M AOA	17	20,859,809	1	3,044,800	4	4,854,130	5	9,587,848	-	-	-	-
>= 5.000 M AOA	9	71,877,681	4	41,480,467	17	135,489,051	3	30,787,345	1	12,206	-	-
	<b>103</b>	<b>105,540,985</b>	<b>1,285</b>	<b>95,974,409</b>	<b>39</b>	<b>148,801,783</b>	<b>168</b>	<b>53,220,654</b>	<b>37</b>	<b>2,238,747</b>	<b>7</b>	<b>174,829</b>



As at 31 December 2020 and 2019, the loan-to-value ratio of the corporate, construction and property development and housing segments is presented as follows:

(Thousands of AOA)

Segment/Ratio	2020					
	Number of properties	Number of asset-backed loans	Credit in Stage 1	Credit in Stage 2	Credit in Stage 3	Impairment losses
<b>Corporate</b>						
Unsecured	-	-	10,896,602	9,898,855	51,587,378	30,559,086
< 50%	49	144	6,342,275	1,863,990	22,953,218	11,108,501
≥ 50% and < 75%	6	127	611,283	5,087,889	15,381,544	5,189,616
≥ 75% and < 100%	2	151	10,712,506	36,831,965	126,038	2,513,969
≥ 100%	45	818	3,467,869	10,247,940	4,458,339	1,380,240
<b>Construction and real estate development</b>						
Unsecured	-	-	3,597,634	57,927,050	22,175,826	15,863,795
< 50%	4	21	-	10,693,709	14,474,088	2,620,643
≥ 50% and < 75%	6	7	-	-	15,590,318	3,810,978
≥ 75% and < 100%	5	7	-	3,038,784	-	411,445
≥ 100%	34	109	343,005	23,299,098	24,763,638	9,579,477
<b>Mortgage loans</b>						
Unsecured	-	-	1,914,981	585,714	-	251,025
< 50%	8	4	175,342	-	-	2,679
≥ 50% and < 75%	-	-	-	-	-	-
≥ 75% and < 100%	2	-	21,819	-	-	71
≥ 100%	1	1	675	-	-	-
	<b>162</b>	<b>1,389</b>	<b>38,083,982</b>	<b>159,474,994</b>	<b>171,510,388</b>	<b>83,291,525</b>

(Thousands of AOA)

Segment/Ratio	2019					
	Number of properties	Number of asset-backed loans	Credit in Stage 1	Credit in Stage 2	Credit in Stage 3	Impairment losses
<b>Corporate</b>						
Unsecured	-	-	11,618,811	17,559,928	35,494,076	23,401,578
< 50%	24	204	7,734,972	442,448	13,263,971	5,263,597
≥ 50% and < 75%	6	142	1,176,874	15,795,429	12,694,719	3,627,994
≥ 75% and < 100%	4	167	2,403,997	16,449,773	837,765	386,496
≥ 100%	69	772	2,242,599	28,968,433	8,179,217	2,956,593
<b>Construction and real estate development</b>						
Unsecured	-	-	2,121,114	42,829,386	16,673,305	12,354,760
< 50%	2	16	-	13,784,860	2,440,346	1,177,312
≥ 50% and < 75%	6	8	-	3,497,839	22,393,100	8,396,510
≥ 75% and < 100%	1	9	-	-	10,903	4,410,435
≥ 100%	30	135	887,543	34,270,565	2,984,888	4,332,217
<b>Mortgage loans</b>						
Unsecured	-	-	1,692,239	381,343	149,290	12,601,738
< 50%	1	5	146,383	-	-	1,179,754
≥ 50% and < 75%	1	-	-	40,665	-	8,409,275
≥ 75% and < 100%	3	-	-	-	345,761	4,709,018
≥ 100%	32	2	207,785	24,164	462,006	4,553,477
	<b>179</b>	<b>1,460</b>	<b>30,232,318</b>	<b>174,044,832</b>	<b>115,929,348</b>	<b>97,760,754</b>

As at 31 December 2020 and 2019, the analysis of the fair value and the net book value of properties received as recovery or foreclosure, by type of real estate and seniority, is as follows:

### 1. By type of property

(Thousands of AOA)

Type of real estate	31-12-2019			31-12-2020		
	Number of properties	Fair value of the asset	Net book value	Number of properties	Fair value of the asset	Net book value
<b>Land</b>						
Urban	41	155,855,143	70,904,685	5	4,452,877	2,943,846
<b>Constructed buildings</b>						
Commercial	8	19,933,291	12,910,859	2	6,815,208	3,070,428
Mortgage loans	24	4,119,067	3,011,107	2	2,042,745	1,122,642
	<b>73</b>	<b>179,907,501</b>	<b>86,826,651</b>	<b>9</b>	<b>13,310,830</b>	<b>7,136,916</b>

### 2. By seniority

(Thousands of AOA)

Time since recovery/foreclosure	31-12-2020				Total
	< 1 year	≥ 1 to < 2.5 years	≥ 2.5 to < 5 years	≥ 5 years	
<b>Land</b>					
Urban	193,800	1,063,640	1,686,406	-	2,943,846
<b>Constructed buildings</b>					
Commercial	624,204	2,446,224	-	-	3,070,428
Mortgage loans	307,467	815,173	-	-	1,122,642
	<b>1,125,473</b>	<b>4,325,037</b>	<b>1,686,406</b>	<b>-</b>	<b>7,136,916</b>

(Thousands of AOA)

Time since recovery/foreclosure	31-12-2019				Total
	< 1 year	≥ 1 to < 2.5 years	≥ 2.5 to < 5 years	≥ 5 years	
<b>Land</b>					
Urban	47,708,534	21,509,745	1,686,406	-	70,904,685
<b>Constructed buildings</b>					
Commercial	2,844,608	10,066,251	-	-	12,910,859
Mortgage loans	2,195,934	815,173	-	-	3,011,107
	<b>52,749,076</b>	<b>32,391,169</b>	<b>1,686,406</b>	<b>-</b>	<b>86,826,651</b>

As at 31 December 2020 and 2019, the distribution of the loan portfolio measured by internal risk degrees, is presented as follows:

(Thousands of AOA)

Segment	31-12-2020					31-12-2020					Total overall
	Low risk level			Medium risk level	High risk level			No rating			
	B1	B2	B3	C	D	E	F	G	-		
<b>Corporate</b>											
Loans	-	32,268,779	40,153,487	86,058,501	20,578,344	51,702,395	6,921,784	87,669,379	170,315,046	495,667,715	
Current account loans	-	-	99,650	955,515	,9047,641	7,287,160	-	8,319,719	4,369,789	30,079,474	
Overdrafts	-	-	1,231,094	443,226	3,588	1,880,898	1,883	7,913,286	6,543,599	18,017,574	
Credit cards	-	315	4,465	7,852	6,573	6,383	-	4,504	170,519	200,611	
	-	<b>32,269,094</b>	<b>41,488,696</b>	<b>87,465,094</b>	<b>29,636,146</b>	<b>60,876,836</b>	<b>6,923,667</b>	<b>103,906,888</b>	<b>181,398,953</b>	<b>543,965,374</b>	
<b>Retail</b>											
Loans	255,633	225,995	150,999	5,165,336	478,888	385,499	-	314,575	29,681,026	36,657,951	
Consumer credit	590	177,321	1,620,063	401,094	18,575	745	-	-	2,546,421	4,764,809	
Employees	16	-	-	-	91	-	-	-	4,633,914	4,634,021	
Overdrafts	-	224	3,163	5,890	571	-	-	5,663	4,136,834	4,152,345	
Credit cards	1,488	10,101	13,283	6,863	410	191	-	-	2,775,908	2,808,244	
Mortgage loans	-	47,702	311,384	24,540	-	-	-	-	2,314,905	2,698,531	
	<b>257,727</b>	<b>461,343</b>	<b>2,098,892</b>	<b>5,603,723</b>	<b>498,535</b>	<b>386,435</b>	<b>-</b>	<b>320,238</b>	<b>46,089,008</b>	<b>55,715,901</b>	
	<b>257,727</b>	<b>32,730,437</b>	<b>43,587,588</b>	<b>93,068,817</b>	<b>30,134,681</b>	<b>61,263,271</b>	<b>6,923,667</b>	<b>104,227,126</b>	<b>227,487,960</b>	<b>599,681,275</b>	

(Thousands of AOA)

Segment	31-12-2019					31-12-2019					Total overall
	Low risk level			Medium risk level	High risk level			No rating	-		
	B1	B2	B3	C	D	E	F	G			
<b>Corporate</b>											
Loans	-	27,814,485	43,814,438	62,652,824	15,316,944	47,432,771	1,475,933	72,449,163	174,317,704		445,274,262
Current account loans	-	959,243	6,971,771	10,704,552	10,513,510	8,414,490	2,068,673	8,747,060	3,899,430		52,278,729
Overdrafts	-	47,177	3,065	959,883	1,692,687	1,678,635	1,883	6,001,777	6,797,912		17,183,019
Credit cards	-	2,526	5,820	9,741	7,258	7,758	67	2,703	245,986		281,859
	-	<b>28,823,431</b>	<b>50,795,094</b>	<b>74,327,000</b>	<b>27,530,399</b>	<b>57,533,654</b>	<b>3,546,556</b>	<b>87,200,703</b>	<b>185,261,032</b>		<b>515,017,869</b>
<b>Retail</b>											
Loans	230,285	174,553	100,676	4,224,566	469,626	132,058	-	8,423	16,883,747		22,223,934
Consumer credit	9,853	163,750	1,494,032	151,714	25,991	991	-	-	1,623,831		3,470,162
Employees	-	-	-	-	-	-	-	-	5,004,989		5,004,989
Overdrafts	206	1,231	6,583	9,631	8,225	1	-	5,429	1,485,769		1,517,075
Credit cards	1,998	7,774	13,092	5,979	1,843	173	-	-	1,847,861		1,878,720
Mortgage loans	-	4,312	239,094	15	-	-	-	-	2,603,554		2,846,975
	<b>242,342</b>	<b>351,620</b>	<b>1,853,477</b>	<b>4,391,905</b>	<b>505,685</b>	<b>133,223</b>	-	<b>13,852</b>	<b>29,449,751</b>		<b>36,941,855</b>
	<b>242,342</b>	<b>29,175,051</b>	<b>52,648,571</b>	<b>78,718,905</b>	<b>28,036,084</b>	<b>57,666,877</b>	<b>3,546,556</b>	<b>87,214,555</b>	<b>214,710,783</b>		<b>551,959,724</b>

As at 31 December 2020 and 2019, the disclosure of risk factors associated with the impairment model, by segment, is as follows:

## Impairment as at 31-12-2020

2020	Probability of default (%)				Loss due to the default (%)
	< 30 days without evidence	< 30 days with evidence	Between 30 and 60 days	Between 60 and 90 days	
<b>Corporate</b>					
Loans	4%	16%	52%	72%	74%
Current account loans	4%	16%	52%	72%	75%
Overdrafts	4%	16%	-	72%	75%
Credit cards	2%	3%	-	-	85%
<b>Retail</b>					
Loans	5%	16%	50%	72%	80%
Consumer credits	6%	22%	50%	79%	86%
Employees	1%	11%	50%	67%	86%
Overdrafts	2%	2%	30%	49%	86%
Credit cards	2%	3%	-	-	85%
Mortgage loans	2%	15%	34%	-	86%

## Impairment as at 31-12-2019

2019	Probability of default (%)				Loss due to the default (%)
	< 30 days without evidence	< 30 days with evidence	Between 30 and 60 days	Between 60 and 90 days	
<b>Corporate</b>					
Loans	3%	12%	43%	62%	86%
Current account loans	3%	12%	43%	62%	78%
Overdrafts	3%	12%	43%	62%	76%
Credit cards	1%	2%	23%	35%	85%
<b>Retail</b>					
Loans	5%	40%	43%	66%	85%
Consumer credits	4%	19%	36%	54%	85%
Employees	4%	9%	35%	44%	85%
Overdrafts	1%	2%	23%	35%	85%
Credit cards	1%	2%	23%	35%	85%
Mortgage loans	6%	12%	26%	43%	85%



As at 31 December 2020 and 2019, financial leases, by residual maturity, is analysed as follows:

(Thousands of AOA)

	31-12-2019	31-12-2020
<b>Outstanding rents and residual values</b>		
Below 1 year	3,897,453	5,721,716
1 to 5 years	2,717,798	8,125,918
Above 5 years	6,686,064	8,217,617
	<b>13,301,315</b>	<b>22,065,251</b>
<b>Outstanding interest</b>		
Below 1 year	405,382	523,914
1 to 5 years	1,370,720	885,895
Above 5 years	1,798,872	2,328,020
	<b>3,574,974</b>	<b>3,737,829</b>
<b>Outstanding capital</b>		
Below 1 year	3,523,159	5,197,803
1 to 5 years	1,347,078	7,240,024
Above 5 years	4,887,192	5,889,595
	<b>9,757,429</b>	<b>18,327,422</b>
Impairment losses	(1,070,582)	(2,504,474)
	<b>8,686,847</b>	<b>15,822,948</b>

There are no finance lease agreements with contingent rents.

## Note 10. OTHER LOANS AND ADVANCES TO CENTRAL BANKS AND CREDIT INSTITUTIONS

This caption is analysed as follows:

(Thousands of AOA)

	31-12-2019	31-12-2020
<b>Loans and advances to credit institutions in Angola</b>		
Operations with resale agreement	12,433,000	34,156,023
Interest receivable	81,965	36,312
	<b>12,514,965</b>	<b>34,192,335</b>
<b>Loans and advances to credit institutions abroad</b>		
Loans and advances	4,496,521	49,786,098
Interest receivable	796	852
	<b>4,497,317</b>	<b>49,786,950</b>
Impairment losses	-	(388,144)
	<b>17,012,282</b>	<b>83,591,141</b>

As at 31 December 2020 and 2019, Other loans and advances to central banks and credit institutions, excluding interest receivable and impairment, had the following structure, by residual maturities:

(Thousands of AOA)

	31-12-2019	31-12-2020
Below 3 months	16,523,369	83,145,616
3 to 12 months	406,152	796,505
	<b>16,929,521</b>	<b>83,942,121</b>