

Balance sheet as at December 31, 2020

ASSETS

€ million	(Note)	Dec. 31, 2020	Dec. 31, 2019
Cash and cash equivalents	(14, 51)	68,354	52,545
Loans and advances to banks	(15, 52)	103,020	97,544
Loans and advances to customers	(15, 53)	190,294	186,224
Hedging instruments (positive fair values)	(16, 54)	161	211 ¹
Financial assets held for trading	(17, 55)	42,846	44,771 ¹
Investments	(18, 56)	60,232	56,927
Investments held by insurance companies	(57, 62)	121,668	113,549
Property, plant and equipment, investment property, and right-of-use assets	(19, 58, 62)	1,744	1,632
Income tax assets	(20, 59)	879	1,018
Other assets	(21, 60, 62)	5,516	5,444
Loss allowances	(22, 61)	-2,320	-2,277
Non-current assets and disposal groups classified as held for sale	(23, 63)	199	516
Fair value changes of the hedged items in portfolio hedges of interest-rate risk		1,980	1,368 ¹
Total assets		594,573	559,472

¹ Amount restated (see note 2).

EQUITY AND LIABILITIES

€ million	(Note)	Dec. 31, 2020	Dec. 31, 2019
Deposits from banks	(24, 64)	177,852	141,121
Deposits from customers	(24, 65)	133,925	131,516
Debt certificates issued including bonds	(25, 66)	70,500	85,123
Hedging instruments (negative fair values)	(16, 67)	2,638	2,018 ¹
Financial liabilities held for trading	(17, 68)	50,404	51,050 ¹
Provisions	(26, 69)	4,003	3,843 ¹
Insurance liabilities	(11, 70)	111,213	104,346
Income tax liabilities	(20, 59)	1,229	1,069
Other liabilities	(21, 71)	10,243	9,165 ¹
Subordinated capital	(27, 72)	3,090	2,187
Liabilities included in disposal groups classified as held for sale	(23, 63)	2	1
Fair value changes of the hedged items in portfolio hedges of interest-rate risk		315	237 ¹
Equity	(73)	29,159	27,796
Shareholders' equity		26,066	24,787
Subscribed capital		4,926	4,926
Capital reserve		5,551	5,551
Retained earnings		10,553	10,055 ¹
Reserve from other comprehensive income		2,212	1,686 ¹
Additional equity components		2,245	2,245
Unappropriated earnings		579	324
Non-controlling interests		3,093	3,009
Total equity and liabilities		594,573	559,472

¹ Amount restated (see note 2).