



Nest!^{BANK}

BUSINESS & FINANCIAL
RESULTS
2024

“Smaller, technologically advanced banks can effectively compete by combining cutting-edge technology with a dedicated team.”



Piotr Kowynia, CEO Nest Bank

2024 was a year of dynamic change and tangible successes for Nest Bank. We accelerated like never before, ending the year with a record-high net profit of PLN 102 million. Our capital position remained very strong, with a TCR ratio at 19.97%. Our total assets grew significantly—from PLN 7.3 billion in 2023 to PLN 8.9 billion in 2024, a 21% increase.

We achieved this despite substantial investments in artificial intelligence development and establishing a new leasing subsidiary. We consistently pursued our strategy of offering entrepreneurs the best solutions at the most competitive prices.

We launched Poland’s first AI-based banking assistant—N!Asystent. Our solution was highly rated by customers and recognized internationally, winning prestigious awards: Finovate Best of Show in New York and the Banking Tech Award in London.

In 2024, we made one of our most significant investment decisions—establishing our leasing company, Nest Leasing. In its first year, the company opened 13 branches across the country, providing clients with a wide range of modern leasing products.

We’re also the only bank in Poland offering a completely free business account, opened online in just two minutes.

In the coming years, Nest Bank plans to continue its dynamic growth, focusing on deepening its digital transformation, expanding its product portfolio, and further leveraging the opportunities offered by artificial intelligence.

We aim to strengthen our position in the SME segment, rapidly grow our leasing operations, and introduce new financial products tailored to the needs of entrepreneurs. Thanks to this strategic approach, Nest Bank is well prepared for future market challenges and for continued stable growth.

KEY BUSINESS AND FINANCIAL RESULTS

HIGHEST PROFIT EVER

Return on Equity (ROE)

>15%

Gross profit

134 ^m
PLN

Net profit

102 ^m
PLN

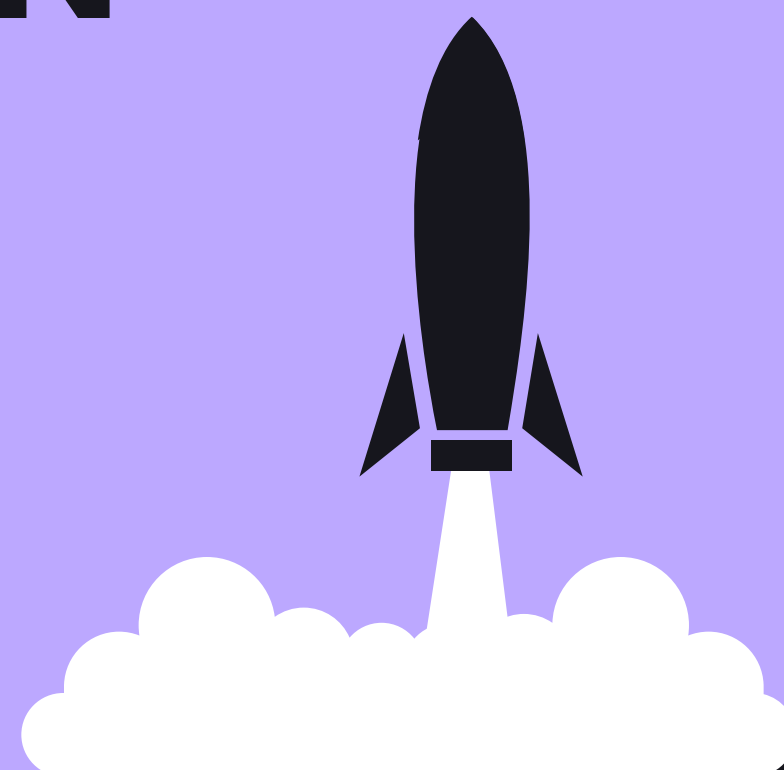
DYNAMIC GROWTH AND A VERY STRONG CAPITAL POSITION

Another year of dynamic
balance sheet growth

8.9^b
PLN

+21%

YoY



Total Capital Ratio (TCR)

19.97%

Solid capital position enabling
further growth

MORE CLIENTS PUT THEIR TRUST IN US

Number of individual clients in 2024

330_k

Number of business clients
in 2024

87_k

BUSINESS LOANS?
WE KNOW
HOW TO DO IT RIGHT

BREAKING RECORDS

Business loan sales in 2024

PLN 912 million

+38%

YoY

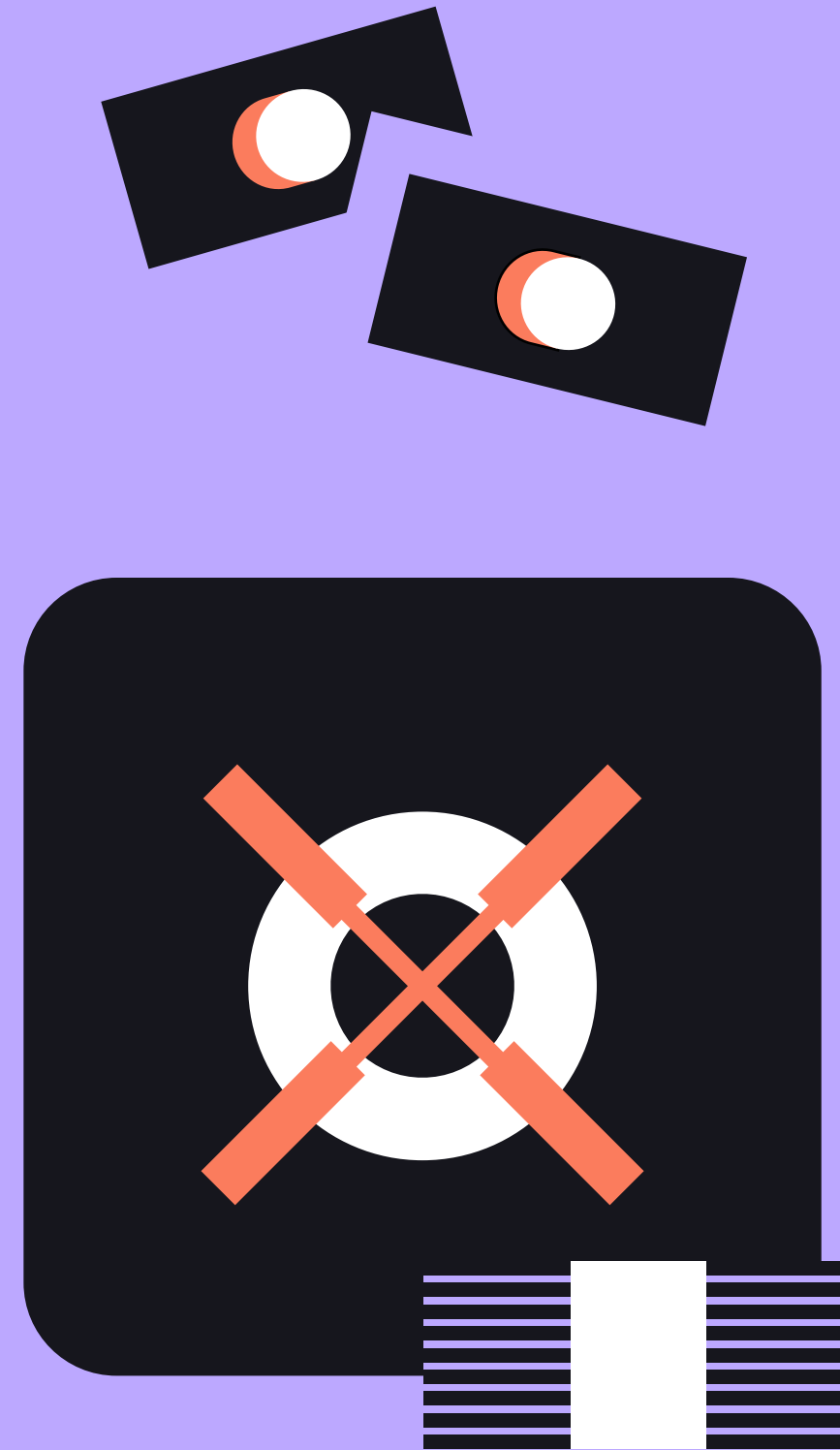


Loans with Guarantees

We signed an agreement for the **Investmax guarantee**, which secures loan repayments with a counter-guarantee from the European Investment Fund under the InvestEU programme.

98%

of our loan customers benefited from de minimis guarantees in 2024.

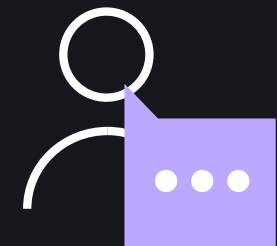


Expanding Our Sales Network

In 2024, we focused on the growth of our SME segment. Financing is now simpler and more accessible than ever – with fast processes, a broad range of loan and leasing products, and an expanded advisor network.

TECHNOLOGY AT THE FOREFRONT

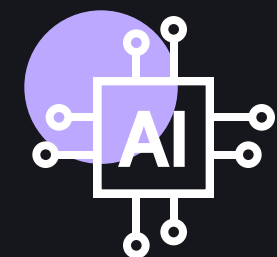
POLAND'S FIRST AI AGENT



Communicates in natural language



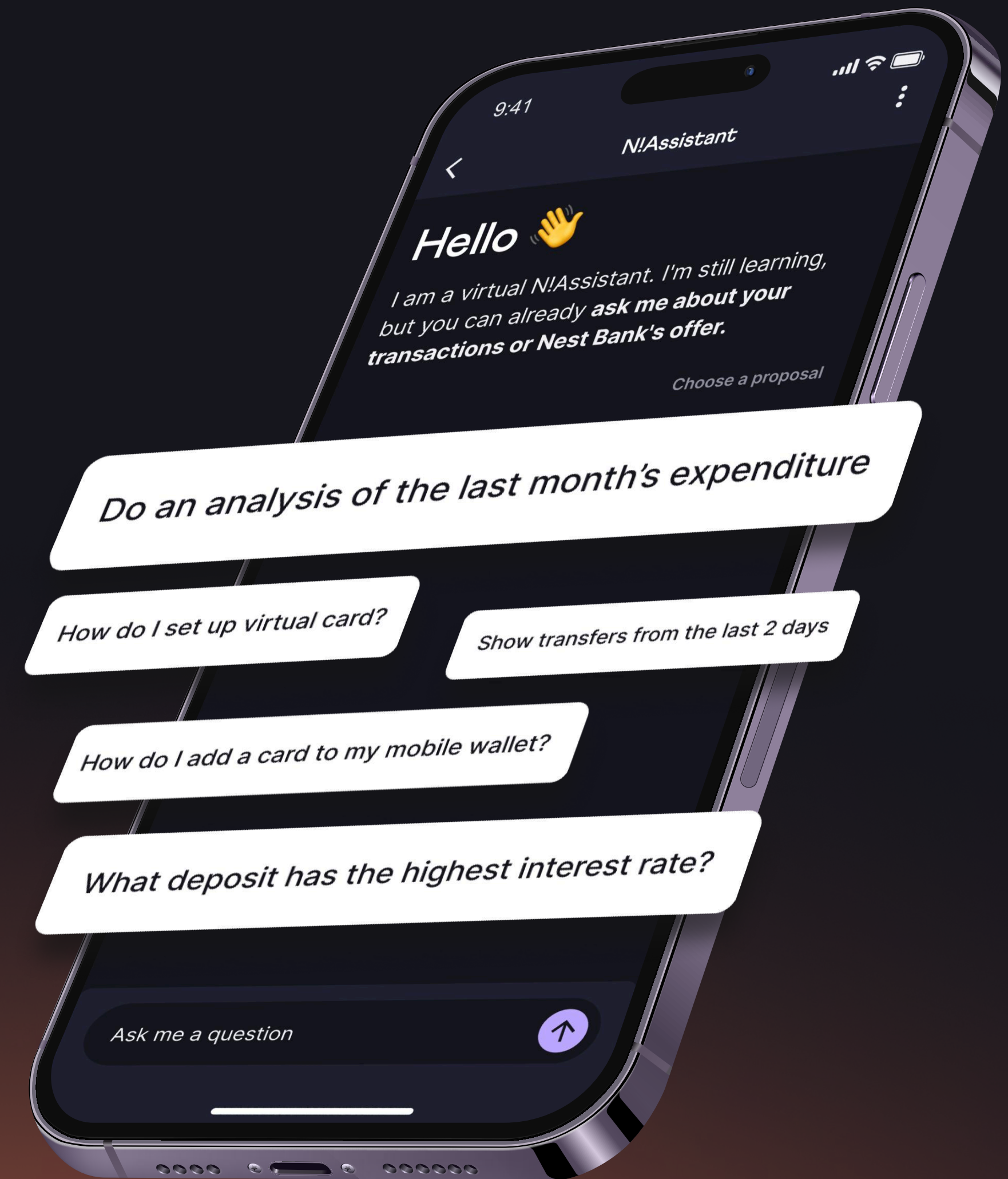
Understands context and provides clear, concise answers



Powered by GPT-4o and Microsoft Azure OpenAI



Has access to terms and conditions, pricing, and product information



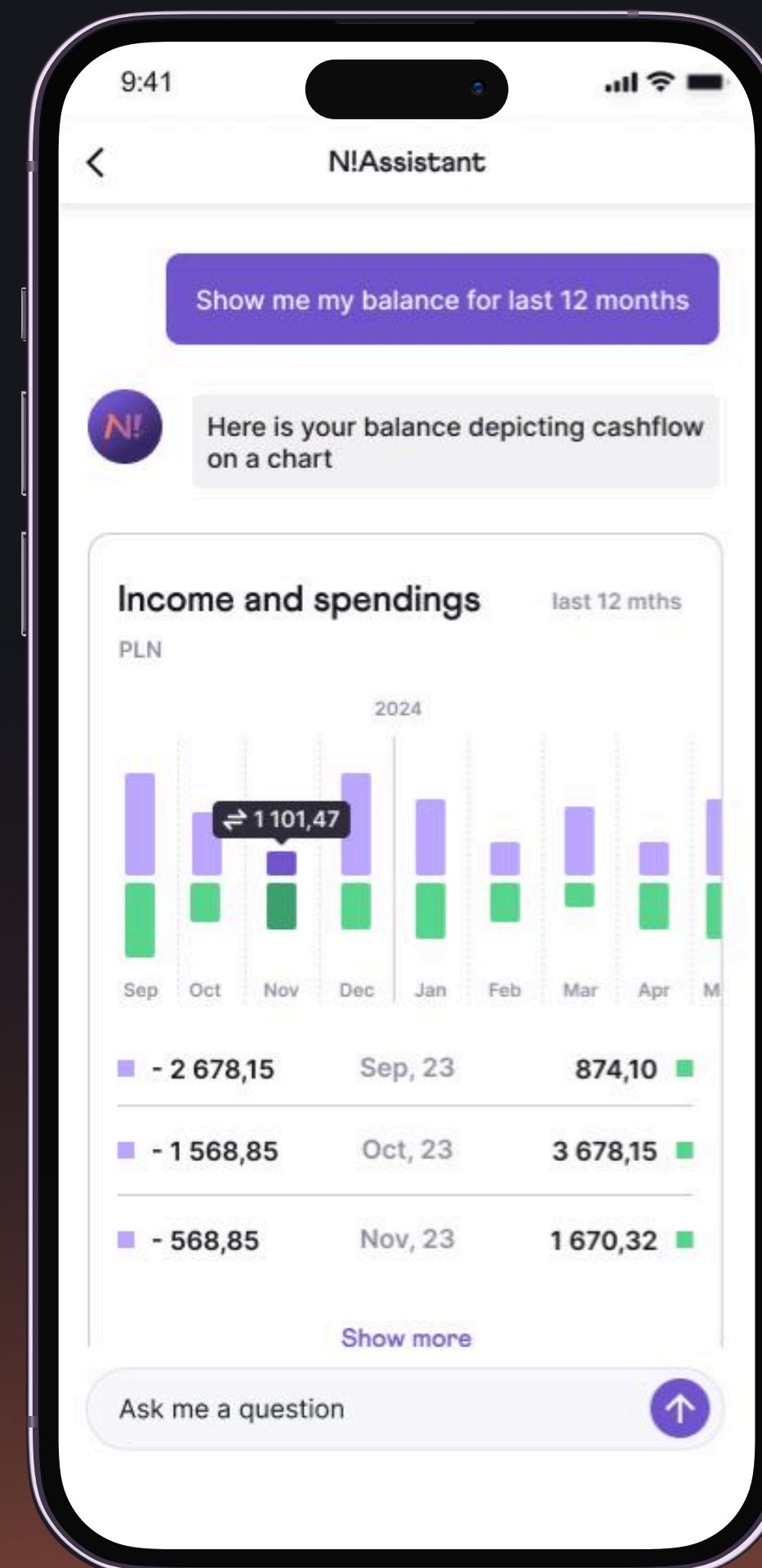
N!ASSISTANT FEATURES

Redirects users to any section of the app — for example, loan applications

Saves conversation history, allowing users to return to any topic at any time

Suggests ways to save money by identifying unnecessary expenses

Executes transfers — once a command is given, it fills in the form; all that's left is to verify the details, authorize the transaction, and it's done!



Intelligently analyzes personal and business finances, generating income and expense summaries in the form of charts

Makes it easier to schedule a meeting with a consultant

Supports voice commands via voice-to-text functionality

Knows the details of the client's products and has access to transaction history

N!ASSISTANT AND A SHOWER OF GLOBAL AWARDS

**Finovate
Best of Show** –
a prestigious title
won at the
FinovateFall
conference
in the USA



IT@Bank – awarded Product of
the Year

Techno Biznes –
awarded Leader in the
Banking category



**Global Retail
Banking
Innovation
Awards** – winner
in the Best Gen-AI
Personalised
Assistant Initiative
category



GLOBAL
**RETAIL BANKING
AWARDS 2024**

BEST GEN-AI PERSONALISED ASSISTANT INITIATIVE

WINNER



Brought to you by
**FINTECH
FUTURES**

Banking Tech Awards – recognition in the Top Innovation
– AI category

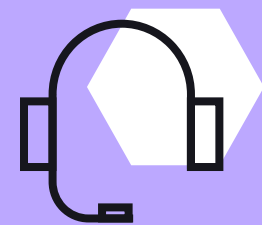
TECHNOLOGICAL DEVELOPMENT, AUTOMATION, AND EVEN MORE AI

AI and automation are the future of banking — and at Nest!, that future is already here. We don't just implement artificial intelligence; we use it to deliver real improvements in customer experience and operational efficiency.

Thanks to the expansion of our cloud architecture, our AI is now capable of analyzing text, voice, and images. This has enabled us to speed up decision-making and automate key processes across the organization.

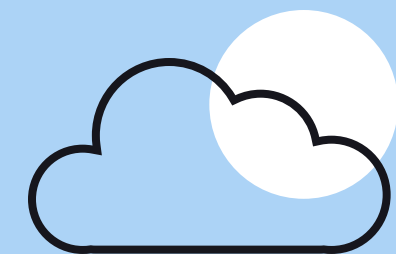
GenAI in the Contact Center

AI-powered intent analysis now enables us to accurately route calls to the most suitable consultants.



AWS Connect – Setting New Standards in Customer Service

We implemented additional cloud-based solutions through AWS and Azure, significantly enhancing the flexibility, availability, and security of our cloud infrastructure, particularly in AI-related areas. We migrated our call handling to the Amazon Connect platform, which has improved call quality, connection stability, and helpline availability.



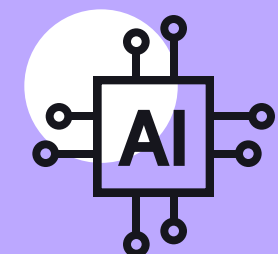
NestStore – Bots Tailored to Employees' Needs

Every employee can now create their own bot to automate repetitive tasks and free up time for more meaningful work. All it takes is writing a prompt and uploading any relevant files. These custom virtual assistants can then be shared with other team members across the organization.



AI Culture – Technology in the Hands of Every Employee

We introduced an AI virtual assistant for our employees, based on ChatGPT and our internal databases. It ensures full data security and supports employees in their daily tasks — answering questions, translating documents, and generating content in Nest Bank's signature tone of voice.



Cloud-Based CRM

Our system, built on Microsoft Dynamics 365, has streamlined complaint management and opened the door for future integration with other customer service processes.



TIME FOR LEASING

We made our offer broader so entrepreneurs can grow their businesses more easily.

Nest Lease opens up new financing opportunities for key business assets.

Our offer includes:

- Financing of vehicles – including passenger cars, trucks, and company fleets
- Financing of machinery and equipment – for construction, industrial, agricultural, and medical purposes
- Leasing loans
- Motor and property insurance
- GAP financial loss insurance
- N!Guard anti-theft protection

Close to Clients Across Poland

Nest Lease launched operations with **13 branches in key locations** — from Gdańsk to Zielona Góra.

Ambitious Plans, Dynamic Growth

Our goal? To rank among the Top 10 leasing companies in Poland and set new standards in business customer service.



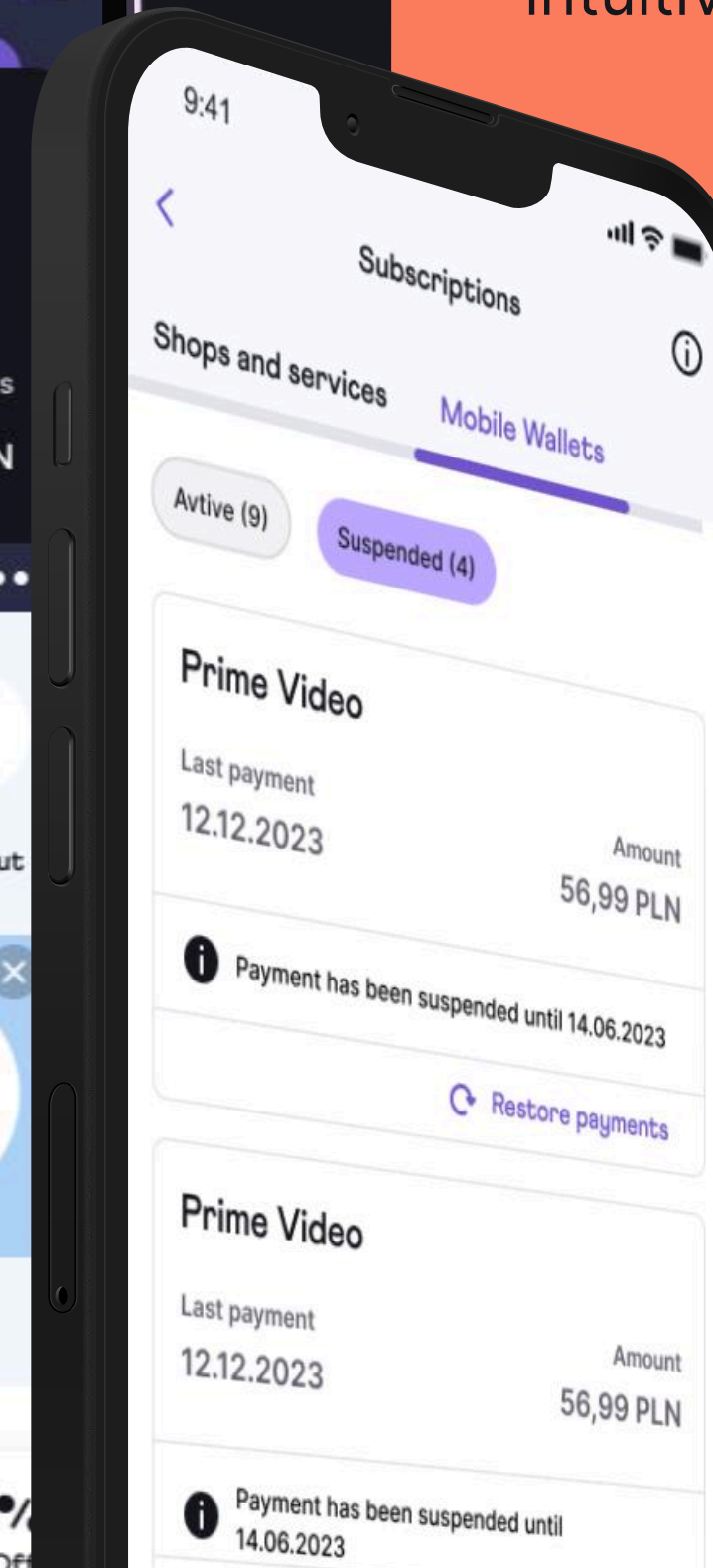
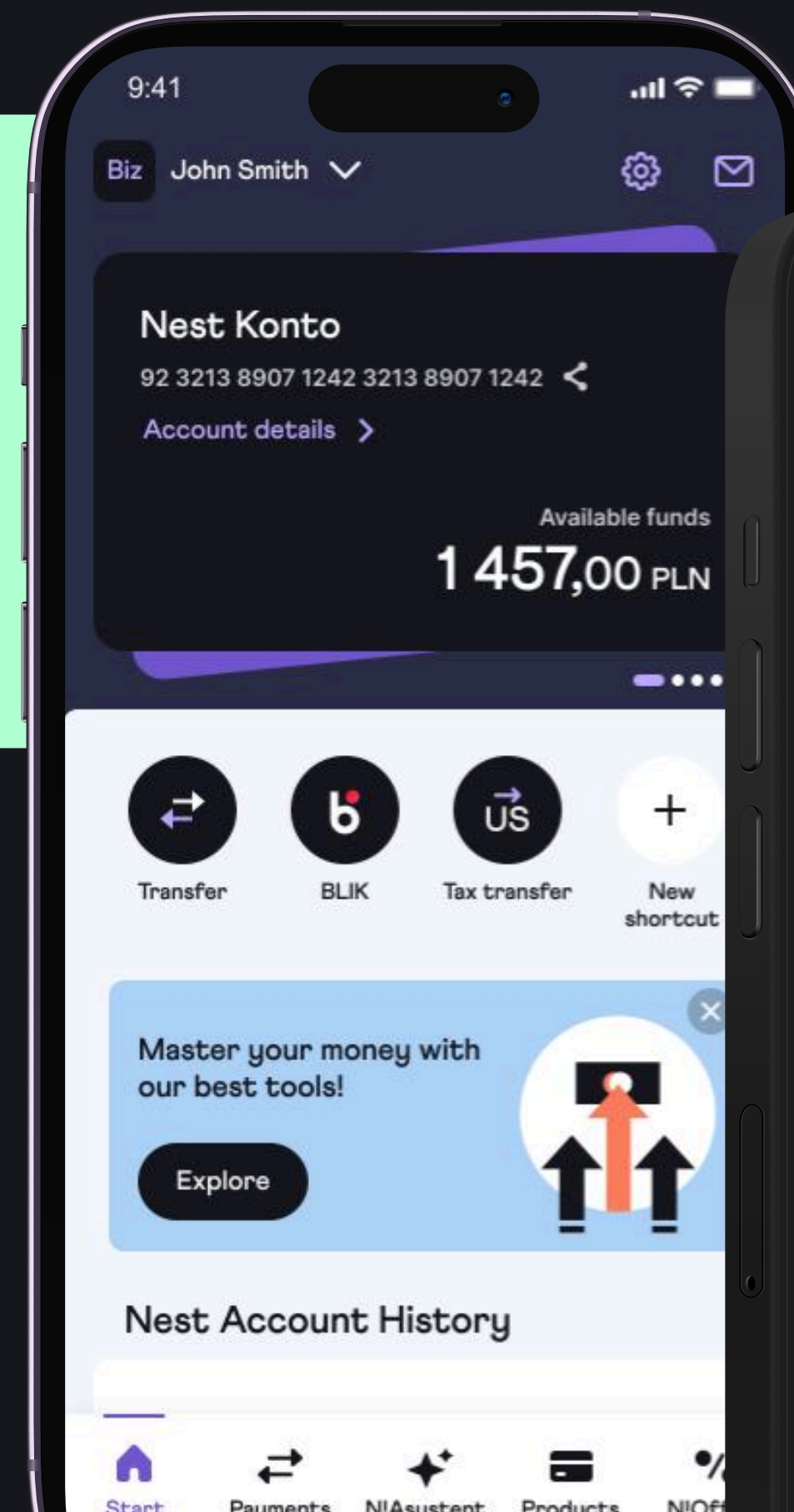
A NEW ERA FOR OUR MOBILE APP

New design and more convenient financial management

In 2024, we released a new version of our mobile app for clients.

Biometrics

Keeping your finances secure is our top priority. You can now log in and authorize transactions using facial recognition or fingerprint scan.



Context Switching

Switching between personal and business accounts is now even simpler and more intuitive.



Subscription Control

Take charge of your spending. With a dedicated subscription view, you can easily monitor recurring card payments.

The App Just Got Even More User-Friendly

Nest Bank

Transaction History with No Extra Clicks

Your transaction history is now instantly visible on the home screen.

New Menu with Simplified Navigation

The redesigned menu is now more convenient — even on larger screens. Account, loan, card? You decide what appears first.



Start



Payments



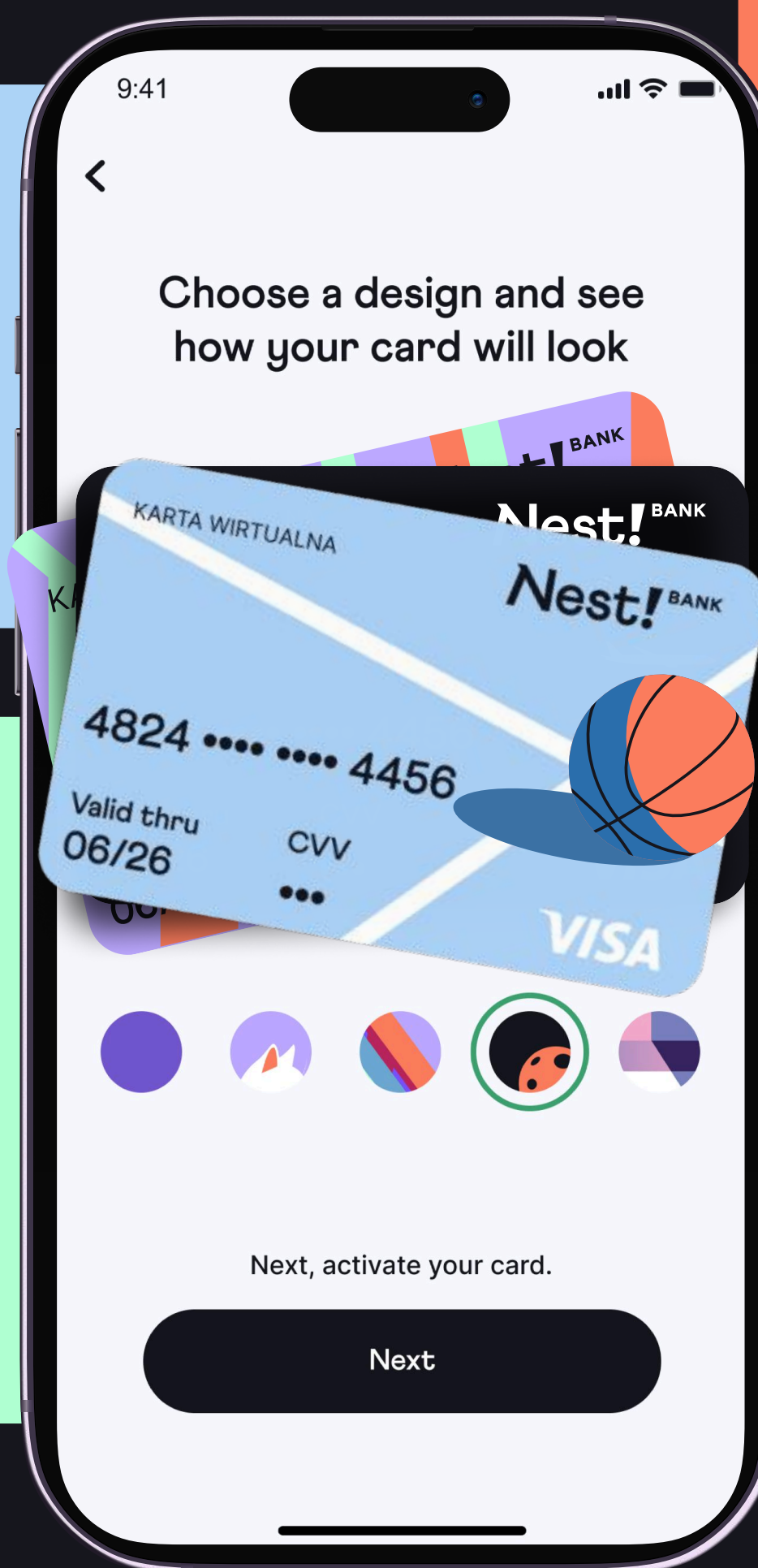
N!Assistant



Products



N!Offers



Faster Access to Settings and Support Center

All essential options are now grouped in one place for quick and easy access.

Multiple Looks for Virtual Cards

We introduced new visual designs for virtual cards, available to business clients, individual users, and teenagers — so everyone can pick a style that suits them.

KARTA WIRTUALNA

Nest! BANK



4824 0000 0000 4456

Valid thru
06/26

CVV
...

VISA

**FRIENDLY AND
CONVENIENT –
THIS IS BANKING
FOR EVERYONE**

2ND PLACE IN FORBES MAGAZINE'S BUSINESS-FRIENDLY BANK RANKING

An award that recognizes banking services and
customer experience for SME clients.

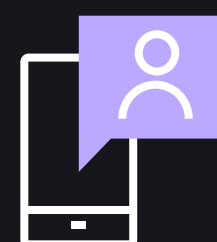


WHAT'S NEW?



More Saving Options

We introduced new-term deposits in EUR for both individual and business clients, along with a PLN deposit for new funds available to business clients.



Selfie Account with mObywatel

Opening an account with a selfie? Now even easier — clients can confirm their identity via the mObywatel app during the process.



More Ways to Deposit Cash

- We launched cash deposits using virtual cards in cooperation with Euronet and Fiserv Polska.
- Free cash deposits are now available using a card at Planet Cash ATMs.



Nest Profit – A Revolutionary Referral Program

A market-first program where clients can earn PLN 100, 1,000, or even 10,000+ for referring accounts or loans. The more referrals, the more rewards. With the new program structure, clients build their own referral networks and receive bonuses not just for their own referrals, but also for those made by people they've invited.

A PEOPLE-FIRST WORKPLACE

A BANK IS NOT JUST ABOUT PROJECTS AND BUSINESS — IT'S ABOUT PEOPLE!

At Nest Bank, we create an environment where everyone can grow on their own terms. Flexibility and a positive atmosphere are the foundation of our culture.

Employees who are familiar with the bank's core values

92%

Employees who see Nest Bank as a great place to work

86%

Employees satisfied with the current work model

91%

Employees who identify with the organizational culture

87%

Employees working in a hybrid or fully remote model

90%

Recognized by the market

Forbes Poland's Best Employers

Recognized in the
prestigious ranking of top
employers in Poland.

Diversity IN Check

Nest Bank listed among the most
inclusive employers by the
Responsible Business Forum.

Top-Tier Recruitment Experience

We know that first impressions matter — that's why we put great care into the experience of our candidates. We regularly measure and improve our candidate experience.

100%

of candidates positively evaluate
the content of our job postings

97%

point to the quality and
usefulness of our feedback

77 NPS

candidates rate our recruitment process very highly

EFFECTIVE MARKETING

Blending Creativity with Performance

Entrepreneurs are true heroes — navigating bureaucracy, regulations, and rising banking costs, yet never giving up in the fight for their businesses. That's the spirit behind our ongoing advertising campaign.

Growth in new business client acquisition.

+9%

YoY

Increase in the total value of business loans granted.

+38%

YoY

“Power of Entrepreneurs” Recognized by the Industry

Effie Awards – Bronze in the Business to Business category for the “Power of Entrepreneurs” campaign.



SUSTAINABLE DEVELOPMENT



WE CONSISTENTLY IMPLEMENT OUR SUSTAINABLE DEVELOPMENT STRATEGY

Climate Positive

Nest Bank has joined Climate Positive, an initiative by the United Nations Global Compact Network Poland focused on tackling climate change and environmental degradation. We shared our experience in the Green Finance report, showing how we integrate environmental responsibility with business operations. Our commitment has been recognized by UNGC Network Poland.



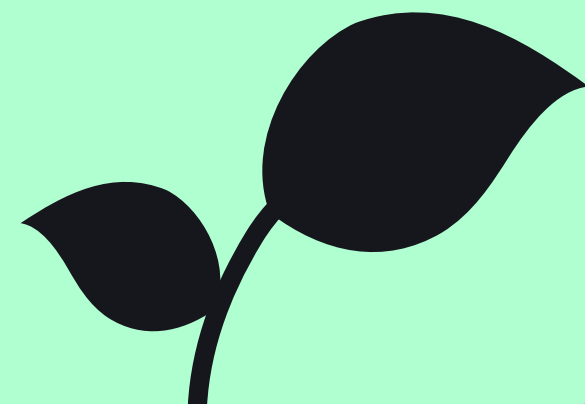
Employee Volunteering

We offer various ways for employees to engage in volunteering — including 16 paid hours annually per employee, a grant program, and skills-based volunteering initiatives.



Sustainability Reporting

We are developing our ESG reporting in line with the European Sustainability Reporting Standards (ESRS).



Diversity & Inclusion

We signed the Diversity Charter, joining an international initiative that promotes equality and respect in the workplace.



Diversity IN Check

Support for people affected by the flood

We provided financial aid to the Polish Red Cross to support those affected by flooding.



Card Recycling Pilot

Clients were able to return expired payment cards for free recycling as part of our environmental pilot program.

EcoVadis Gold Medal

Nest Bank was ranked among the top 5% of companies worldwide evaluated for ESG performance, earning the prestigious EcoVadis Gold Medal.



**SOCIALLY
ENGAGED**



ENTREPRENEURS UNDER THREAT

Mental Health of Entrepreneurs – a conversation that resonates

Nest Bank was the first in Poland to launch a social campaign focused on the mental health of micro-entrepreneurs.

Alarming Survey Results



7 out of 10

entrepreneurs have experienced signs of mental health crisis in the past 3 years.



1 out of 3

entrepreneurs shows symptoms of depression.

Widespread Campaign Reach

The initiative sparked strong media interest. Our campaign reached 6.5 million people, and the topic of entrepreneurs' mental health appeared in 1,600 media publications.

WHAT'S COMING IN 2025?

N!Assistant Expansion

Clients will soon be able to submit any application or instruction through N!Assistant — either automatically or by being connected to a bank representative.

Recurring BLIK Payments

We're launching a new service allowing clients to automatically pay for streaming services and other subscriptions using BLIK.

**Investment
loan**

**Fixed-rate
loans**

**Loan products
for civil law partnerships**

Trusted Profile Integration

Clients will be able to verify their identity via our online banking system — a feature that enables access to public administration services and commercial services through mojID.

NestGO

NestGO is an innovative platform designed with our partners in mind. It provides convenient access to all Nest Group products and facilitates everyday collaboration.

