

CAPITAL HELD
BY BFA

64.2%

FREE-FLOAT

35.8%

NOMINAL
SHARE VALUE

€0.80

DIVIDEND
PAID

€0.0175/SHARE

DIVIDEND YIELD

1.62%

SHAREHOLDING STRUCTURE

Bankia had 435,755 shareholders at 31 December 2015. The number of issued shares remained constant during the year at 11,517 million, 35.77% of which were traded freely on the market while the remaining 64.23% were held by BFA.

Over the first six months, Bankia's share capital was subject to the following measures approved by the Board of Directors in April 2015:

- Offsetting of negative reserves with a charge to the share premium and a capital reduction.
- Capital reduction to bolster the legal reserve.
- Capital reduction to increase voluntary reserves.

The nominal share value was set at 0.80 euros.

The aim of these measures was to enhance the capital structure and did not affect the carrying amount of the shares.

DIVIDEND

On 7 July, Bankia distributed its first ever dividend with a charge to 2014 profits, fully paid out in cash. The dividend amounted to 1.75 euros, whereby the total pay-out was 202

million euros, representing 27% of total earnings. This sees the bank continuing to repay the bailouts received in 2012 and 2013; a process that commenced in 2014 when 7.5% of its capital was sold off.

MAIN SHAREHOLDERS



MAIN BANKIA SHAREHOLDERS BY INVESTOR TYPE	% SHARE CAPITAL AS AT 31/12/2015	% SHARE CAPITAL AS AT 31/12/2014	ANNUAL VARIATION (PP)	ANNUAL VARIATION (%)
BFA	64.23%	62.21%	2.02	3.25%
Spanish institutional investors	5.27%	3.86%	1.41	36.53%
Foreign institutional investors	17.78%	19.60%	-1.82	-9.29%
Retail investors	12.72%	14.33%	-1.61	-11.24%

Source: Bankia shareholder register

SHAREHOLDERS

168,158 VISITS TO THE SHAREHOLDER AND INVESTORS SECTION OF THE CORPORATE WEBSITE

1,332 CALLS AND **372 EMAILS** WITH QUERIES HANDLED BY THE SHAREHOLDER'S OFFICE

544 CONSULTATIONS WITH INSTITUTIONAL INVESTORS AND ANALYSTS FROM **331 FIRMS**, 83% OF WHICH ARE INTERNATIONAL

76.67% QUORUM AT THE 2015 GENERAL MEETING - 10% HIGHER THAN IN 2014

The General Meeting of Shareholders is the bank's most senior representative body and ensures that shareholders are treated the same and profit-sharing and voting rights are equal. From the date of publication of the call to a General Meeting, shareholders can access all information about these meetings on the Bankia website and from the Shareholder's Office. They can also

submit questions or ask for clarification of agenda points through the appropriate communication channels such as the Electronic Shareholders' Forum.

At the 22 April 2015 General Meeting in Valencia, approximately 76.67% of the bank's capital was represented – 10% more than in 2014.

THE GENERAL MEETING OF SHAREHOLDERS IS THE BANK'S MOST SENIOR REPRESENTATIVE BODY AND ENSURES THAT SHAREHOLDERS ARE TREATED THE SAME AND PROFIT-SHARING AND VOTING RIGHTS ARE EQUAL



PERCENTAGE OF BANKIA'S INSTITUTIONAL INVESTORS THAT APPLY SOCIALLY RESPONSIBLE INVESTMENT POLICIES

54%

COMMUNICATION CHANNELS

Bankia's articulates its commitment to dialogue with its shareholders and the investor community through different channels, establishing open, continuous and transparent communication:

CORPORATE WEBSITE

This is the main channel and is offered in Spanish and English. Its content is continuously updated. The website ensures equal and symmetric access to information for all, and features a Shareholder Corner. The website was revamped during 2015 through the following improvements:

- Option to subscribe to the new Shareholder and Investor Service newsletter and access previous editions.

- Specific section on dividends.
- More intuitive presentation of financial reporting.
- New wording and layout of FAQs.
- Inclusion of latest reports from ratings agencies and evolution over time.
- A quarterly report on mortgage covered bonds and issues.



The Investor's Calendar provides dates of earnings presentations, general meetings, conferences, dividend payouts and other important events. The documents and presentations issued to participants at these specialised forums and broadcasts of the bank's main results presentations are also offered here.

SHAREHOLDER AND INVESTOR SERVICE NEWSLETTER

This free regular electronic newsletter was first issued in July 2015. It is emailed to subscribers and provides information on the bank's results, financial reports, news, material disclosures, indicators, research and presentations, events, videos, infographics and other interesting links. It can also be downloaded from the website.

SHAREHOLDERS' OFFICE

This service provides transparent, direct and open lines of communication through which shareholders can obtain information about the group, the Bankia share and the advantages of being a Bankia shareholder, and make enquiries and suggestions. During 2015, it handled 1,332 calls and 372 emails from shareholders.

Other well-used communication channels in 2015 were the text messaging service (84,565 messages on quarterly results sent), corporate social network profiles, quality surveys and the commercial network

INSTITUTIONAL INVESTORS

The Investor Relations and Ratings Department hosted 10 roadshows during the year, as well as 16 international conferences, fieldtrips and numerous individual visits to share information on the bank's performance and results,

resolve doubts and exchange opinions. The events were attended by 540 institutional investors (with equity and fixed-income investments), analysts, brokers and ratings agencies from 325 firms in 23 countries.

Bankia was also a keynote speaker to institutional investors at five financial conferences, and broadcast four webcasts on quarterly earnings through a platform that enables viewers to submit questions in real time.

MORE AND BETTER INFORMATION

Bankia has incorporated specific social, environmental and governance information into its standard reporting for institutional investors and shareholders to meet a growing demand among the specialist public for information on non-financial matters.

The bank strives to be proactive and act with transparency to keep its various stakeholders (analysts, investors, brokers, shareholders, ratings agencies, banking counterparties, clearing houses and other financial institutions and public agencies) abreast of developments through communiqués and regular meetings.

All the information disseminated is first published on the corporate website and/or by the Spanish National Securities Market Commission (CNMV), ensuring the principles of information transparency, equal treatment and non-discrimination are adhered to.

SHAREHOLDER ENQUIRIES HANDLED

1,704

BENEFITS FOR SHAREHOLDERS

Bankia's strategy to eliminate fees and commission was launched in early 2016 and has improved terms for individual shareholders as they are no longer required to have their salaries paid into an account at the bank to enjoy zero-fees banking. They only have to hold a thousand or more shares deposited with the bank to avoid paying administration and maintenance fees for their demand accounts, regular debit card fees, commission on euro transactions for any amount and through any channel (online and mobile banking, ATMs and in-branch), and for paying in cheques issued in Spain into any of their bank accounts.

Bankia also offers its shareholders the following exclusive benefits:

- Special terms and discounts with the Tarjeta Oro credit at the standard credit card rate and the Tarjeta Platinum at the "Oro" rate.
- 15% discount on rewards in the Bankia Dream Points program.

*BANKIA HAS
INCORPORATED
SPECIFIC SOCIAL,
ENVIRONMENTAL AND
CORPORATE GOVERNANCE
INFORMATION INTO ITS
STANDARD REPORTING FOR
INSTITUTIONAL INVESTORS
AND SHAREHOLDERS*

SHAREHOLDERS
ATTENDING AND/
OR REPRESENTED AT
GENERAL MEETINGS

6,726

