

Our mission:

Growing a better world together

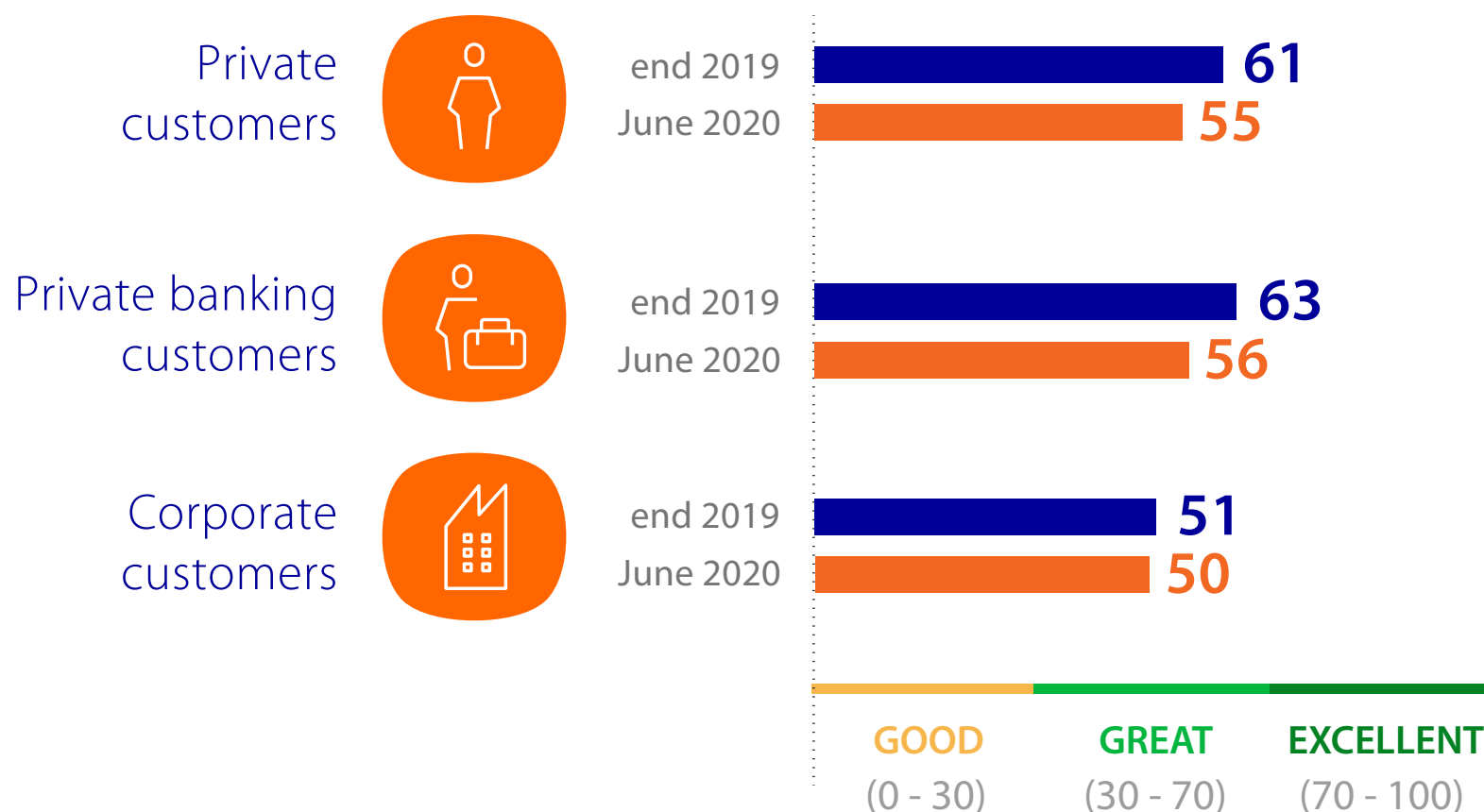
Rabobank wants to make a substantial contribution to welfare and prosperity in the Netherlands and to feeding the world sustainably.

Our Customer Satisfaction

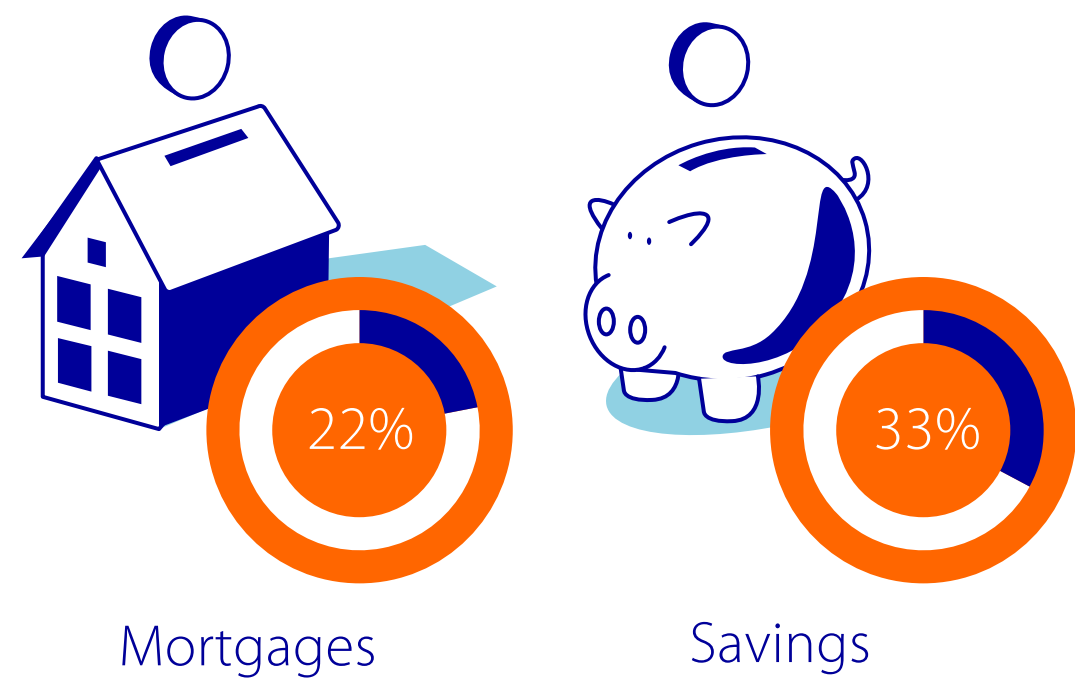
Satisfaction among our wholesale clients remains high. High levels of client satisfaction among our international rural clients are stable.

'Would you recommend us?'

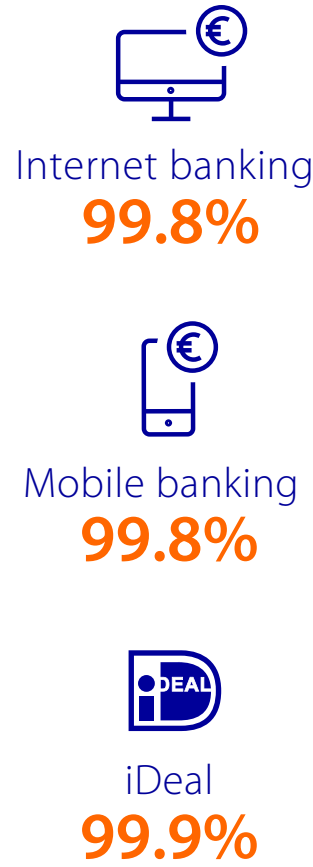
As measured by NPS



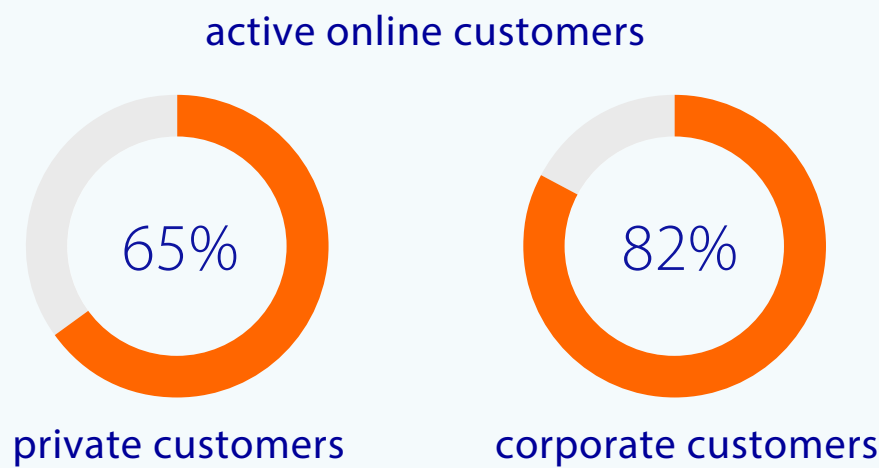
Market shares in the Netherlands remained stable at a high level



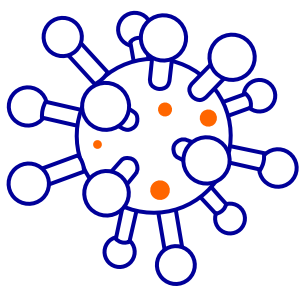
Availability



Digital transformation & innovation



Support in Covid-19 Times



7,500 private customers supported:

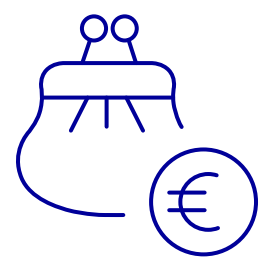
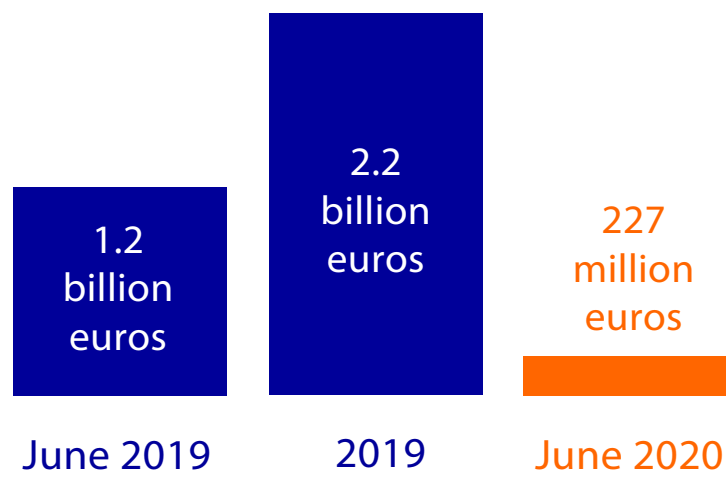
- Three-months payment holidays for mortgage loan installments and customer loan payments
- No forced home sales because of arrears until at least 1 July 2020
- Lower interest rate for overdrafts on payment accounts and giving clients an extra three months to settle their balance

72,500 business clients supported:

- Six-months payment holidays for principal repayments on loans
- Postponement of scheduled reductions of credit facilities
- Three-months payment holidays for lease payments

Our Net profit: 227 million euros

Credit ratings remained at a high level



415 billion euros

private sector loan portfolio



382 billion euros

deposits from customers

Meaningful cooperative

Local banks allocated part of their profit to investments in local community initiatives in the Netherlands.



16 million euros

Projects & Funds:

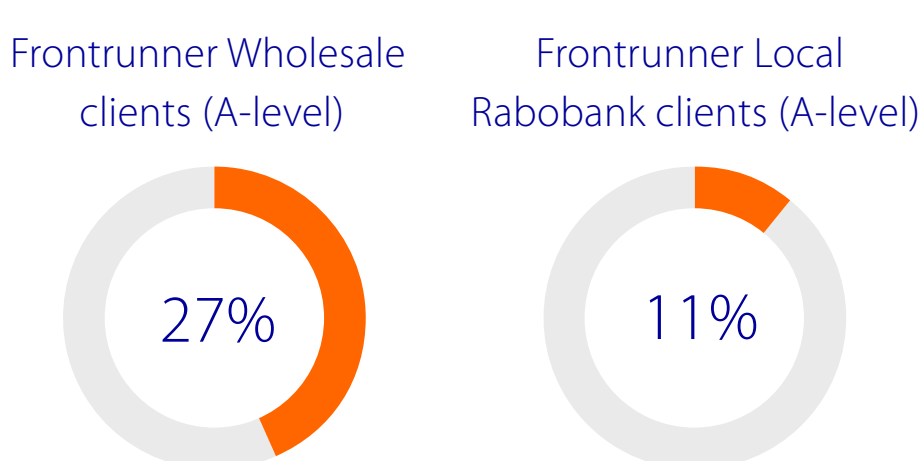
- Fund for young farmers
- AGR13 Fund
- Good Fashion Fund
- Support Your Locals NL
- SHIFT III
- Biodiversity monitor

Sustainability Rating & Ranking

Sustainalytics ESG Risk Rating: **1 of 374**
Sustainable Brand Index: **Rabobank most sustainable bank in the Netherlands**

Client Photo

We measure the sustainability performance of our clients with an exposure over EUR 1 million



View our [interim report](#)

These figures have not been checked by the accountant.