

Appendix





Information for shareholders and investors

The Bankinter S.A. Annual Report is presented at this year's annual general meeting of shareholders and is available to all of the Company's shareholders. The information contained includes the period from 1 January 2017 to 31 December 2017, unless otherwise specified. The previous Report, referring to the year 2016, was published on February 22, 2017.

This document, coordinated by the External Communication area of the bank, was prepared with information collected from the different areas of the entity through interviews, questionnaires addressed to those responsible and requests for accurate information.

The Bankinter Annual Report has followed a process of pooling, review, correction and audit.

The sustainability information of the 2017 integrated annual report has been prepared in accordance with the international framework, G4 Global Reporting Initiative and all its principles. This information has been externally verified by independent firm PwC, which has also audited the financial statements.

In addition to the Annual Report, the bank publishes consolidated quarterly results in January, April, July and October. Both reports are available on the Bankinter Corporate Website.

(G4-18)

Shareholders office

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 28108 Alcobendas (Madrid)
 Tel.: 913398330-913397500
 Fax: 913397445
 Email: ofiaccionista@bankinter.com

Investor relations

Alfonso Alfaro Llovera
 David López Finistrosa
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 Tel.: 91 339 75 00
 Email:
 Investor_Relations@bankinter.com

Customer service

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 Fax: 91 623 44 21
 Email:
 incidencias_sac.bankinter@bankinter.com

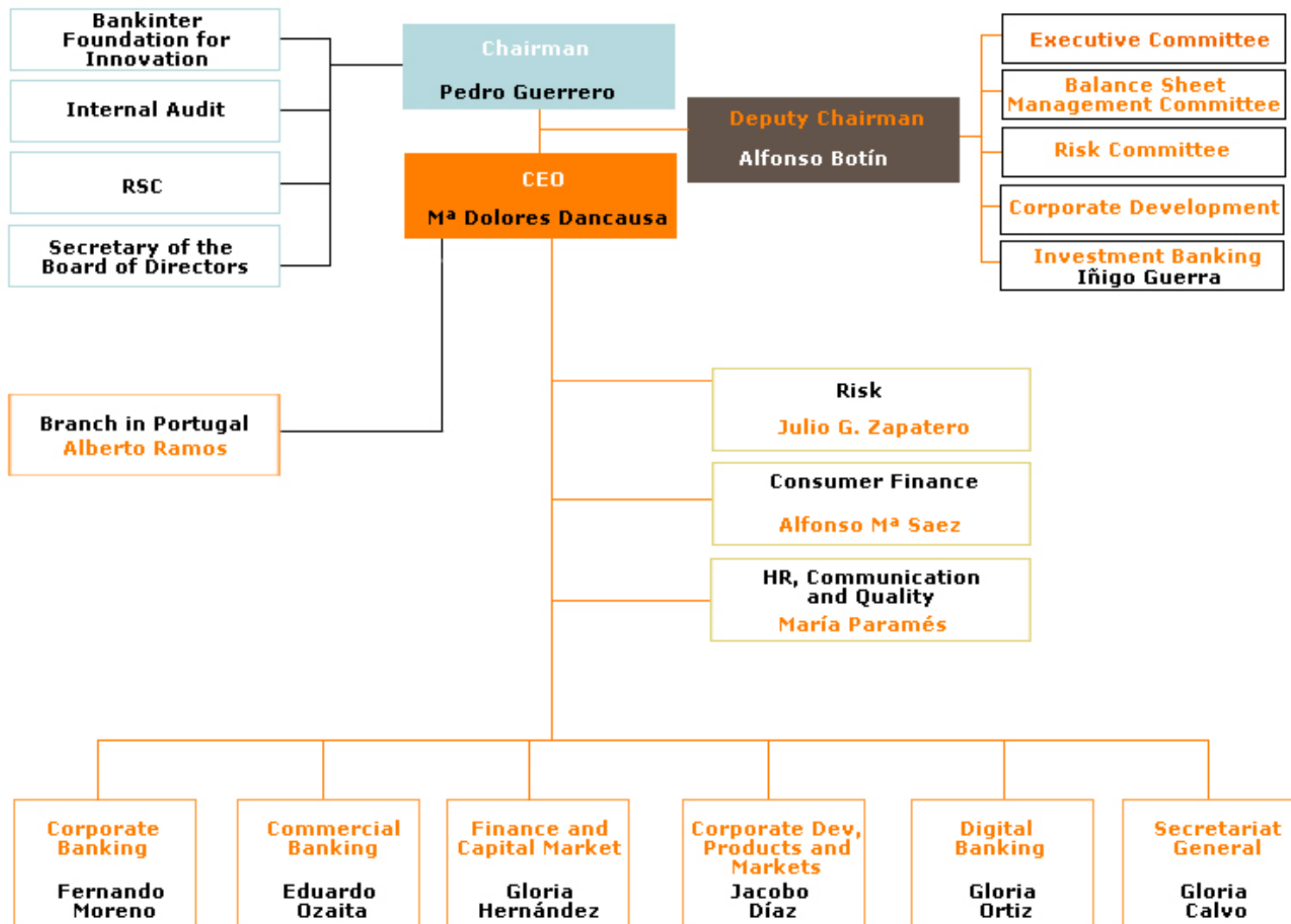
External communication

Inés García Paine
 Paseo de la Castellana, 29
 28046 Madrid
 Tel. 91 339 83 38
 Email:
 comunicacion@bankinter.com

Service

Customer assistance to personal and private banking customers.	8.00 to 22.00 h Monday to Saturday (except bank holidays)	
Individual retail banking	9.00 to 18.00 h Monday to Friday (except bank holidays)	902 132 313
Insurance specialists / Commercial insurance	09.00 to 18.00 Monday to Friday (except bank holidays)	
Asset specialists	09.00 to 18.00 Monday to Friday (except bank holidays)	901 810 440
Assistance in English	09.00 to 18.00 Monday to Friday (except bank holidays)	902 888 835
Customer service support	09.00 to 18.00 Monday to Friday (except bank holidays)	900 802 081
Technical web assistance (particulares.com)	8.00 to 22.00 h Monday to Friday and Saturdays 9.00 to 15.00 h (except bank holidays)	902 365 563
Investment and stock Exchange Specialists	8.00 to 22.00 h Monday to Friday (including bank holidays if markets are operating)	902 131 114
International business specialists	8.00 to 17.00 h Monday to Friday (except bank holidays)	902 882 000
Company telephone banking	8.00 to 18.00 Monday to Thursday and Friday 8.00 to 17.00. August 08.00 to 15.00 Monday to Friday (except bank holidays)	902 888 855
Technical web assistance (empresas.com)		902 365 656
Video call in sign language	9.00 to 14.00 h Monday to Friday (except bank holidays)	bankinter.com

Management structure



Board of Directors

Does the	Name / Company
Chairman	Pedro Guerrero Guerrero
Vice chairman	Cartival, S.A.
Chief executive officer	María Dolores Dancausa Treviño
Director	Jaime Terceiro Lomba
Director	Marcelino Botín-Sanz de Sautuola y Naveda*
Director	Fernando Masaveu Herrero
Director	Gonzalo de la Hoz Lizcano
Director	María Teresa Pulido Mendoza
Director	Rafael Mateu de Ros Cerezo
Director	Teresa Martín-Retortillo Rubio
Secretary (non director)	Gloria Calvo Díaz

- Cartival, S.A.: A company represented on the Board by Alfonso Botín-Sanz de Sautuola y Naveda, where Jaime Botín-Sanz de Sautuola is the significant shareholder that controls this company.
- Marcelino Botín-Sanz de Sautuola y Naveda: Linked to the significant shareholders Cartival S.A.

Organisation Managers

Juan Carlos Barbero Maeso	Andalusia
Juan Manuel Castaño Escudero	Canary Islands
Jacobo Cañellas Colmenares	Castilla-La Mancha-Extremadura
Eduard Gallart Sullà	Catalonia
Antonio Berdiel Bitrián	Levante y Baleares
Enrique Becerril Atienza	Madrid Corporate banking
Ignacio Lozano Egea	Madrid East
Juan Villasante Cerro	Madrid West
Lucas Peinado Mataix	Navarra-Aragón-Rioja-Soria
Joaquín Da Silva Castaño	Northwest
Juan Manuel Astigarraga Capa	North