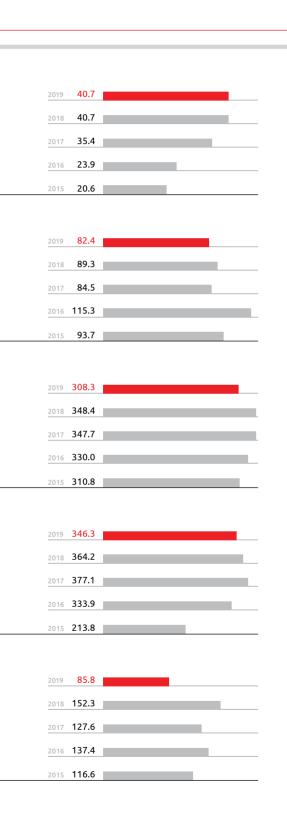
Business model

	CLIENTS	MARKETS	MARKET DATA	
	29,300 Legal entities	EQUITY & BOND MARKET	 Russian and foreign shares Sovereign bonds (OFZ) Bank of Russia bonds Regional and corporate bonds Sovereign and corporate Eurobonds Mutual funds and Russian-law ETFs Exchange-traded funds (ETFs) Depository receipts Mortgage participation certificates 	Trading Volumes, RUB trln
	1,778	DERIVATIVES MARKET	Futures and options on: Indices (MOEX Russia Index, RTS Index, RVI) Russian and foreign shares OFZ and sovereign Eurobonds Currency pairs Interest rates Oil and sugar Metals (gold, silver, platinum, palladium, copper, aluminum, zinc, nickel)	Trading Volumes, RUB trln
L	Professional brokerage companies		 USD − RUB EUR − RUB USD − TRY CNY − RUB BYN − RUB USD − CNY KZT − RUB HKD − RUB USD − KZT GBP − RUB EUR − USD GBP − USD JPY − RUB CHF − RUB USD − JPY USD − CHF 	Trading Volumes, RUB trln
	3.9 mln Retail investors	MONEY MARKET	 Repo with the CCP GCC repo Inter-dealer repo Direct repo with the CBR Repo with collateral management system Deposit operations with the CCP Deposit and credit operations 	Trading Volumes, RUB trln
		COMMODITIES MARKET	► Gold ► Silver ► Wheat	Trading Volumes, RUB bln

INTRODUCTION

STRATEGIC REPORT PERFORMANCE REVIEW CORPORATE GOVERNANCE CONSOLIDATED FINANCIAL STATEMENTS APPENDICES



Advantages of cycle-protected business model. Fee & commission income:

Equity Market

Bond Market

2019

▲ 17.2% ²⁰¹⁸ **▲ 20.0**%

▲1.3%

2019

2017

▲17.4%

2018 **▲** 9.6%

2017

▲ 33.7%

OPERATING INCOME

26,181.4

Fee & commission income

²⁰¹⁹ **▲23.0%**

▲15.3%

²⁰¹⁷ **▼2.0%**

16,713.0

RUB mln

Interest income

²⁰¹⁹ **▼11.1%**

2018 **▲ 4.3**%

2017 **▼11.9%**

RUB mln

Other operating income

2019 **▲ 9.2%**

> 2018 **▲ 13.1%**

▲16.8%

Post-trading Services

Clearing (NCC) Depository and

settlement services (NSD) Depository and settlement services

▲15.4%

2018

▲8.3%

2017 **▲17.4**% **43,229**

Total