Ladies and Gentlemen,

In 2004, Bank Zachodni WBK posted record results. The profit before tax of BZWBK Group was PLN 570m and was up 119% on 2003, while the profit after tax was PLN 444m and grew by 245%. Accordingly, the return on equity (ROE) for BZWBK was 17.3% and for BZ WBK Group 17.2%, which is one of the best ratios in the Polish banking industry. Our superior performance is driven by substantial growth dynamics in all business areas, and especially, the strong contributions from our key subsidiaries are worth highlighting. A 15.5% growth in the funds entrusted by customers to the Bank Zachodni WBK Group and good results from the lending activity, as compared to the banking sector, also need to be emphasised. Last year's successes also include a sustainable reduction of the costs of our operations as a result of continuous drive for efficiency and disciplined cost management.

The largest and most important project executed last year in Bank Zachodni WBK was the implementation of the Segmentation and CRM Programme. We commenced this process in 2003 and successfully completed it in December last year. The implementation of the Segmentation and CRM Programme will enable us to build better and stronger relationships with customers and thus will substantially enhance the quality of customer experience in Bank Zachodni WBK. Another initiative worth highlighting and pursued by Bank Zachodni WBK in 2004 was the programme "Let us become distinctive through customer service". The survey examining the outcome of the programme confirmed that throughout last year we succeeded in increasing the customer satisfaction index and ensuring higher consistency of customer experience in the branch network.

Last year, Bank Zachodni WBK Group recorded several spectacular successes, with the excellent performance of Arka mutual funds being the greatest achievement. Four funds (Arka Equity, Arka Balanced, Arka EURO Bonds and Lukas Stable Growth Fund) were recognised as the best funds on the Polish market in 2004. Last year also saw the successful completion of Property Fund sales, the first one of that type on the Polish market. Other subsidiaries of Bank Zachodni WBK also had a successful year, in particular, the Brokerage House which actively participated in all major privatisations, including the sales of PKO BP shares and IPO's of several important companies on the Warsaw Stock Exchange. I must emphasise that our Brokerage House not only considerably increased its market share but its retail customer proposition was also recognised as the best on the market.

In 2004, we focused on the sale of our strategic products but we also succeeded in extending the array of our product proposition to include pre-paid chip cards, introduced in Poland for the first time, and cash loan over the phone.

Bank Zachodni WBK is an institution who demonstrates social awareness and concern and who has been engaged in charity to support children of the poor and unemployed for years. Thanks to our programme "Bank Dziecięcych Uśmiechów" (Bank of Children Smiles), last year we donated over PLN 1m for this purpose. We also collaborate with Polska Akcja Humanitarna – owing to the popular "Pajacyk" card in 2004 we bought over 111.6k meals for children. The Bank also supports scientific centres by issuing affinity cards for the benefit of Polish universities such as Kraków University, Mikołaj Kopernik University, Wrocław University.

The performance of Bank Zachodni WBK last year proves that our long-term development strategy is very effective. The record results are based on strong foundations which we laid down in previous years and which now effectively support our efforts. However, the success of 2004 would not have been possible without our employees – their expertise, experience, commitment and creativity are the greatest and the most valuable assets of Bank Zachodni WBK Group. Therefore, I wish to express my gratitude to all employees for their effective work last year. I would also like to thank the members of the Supervisory Board of Bank Zachodni WBK for good and harmonious collaboration.