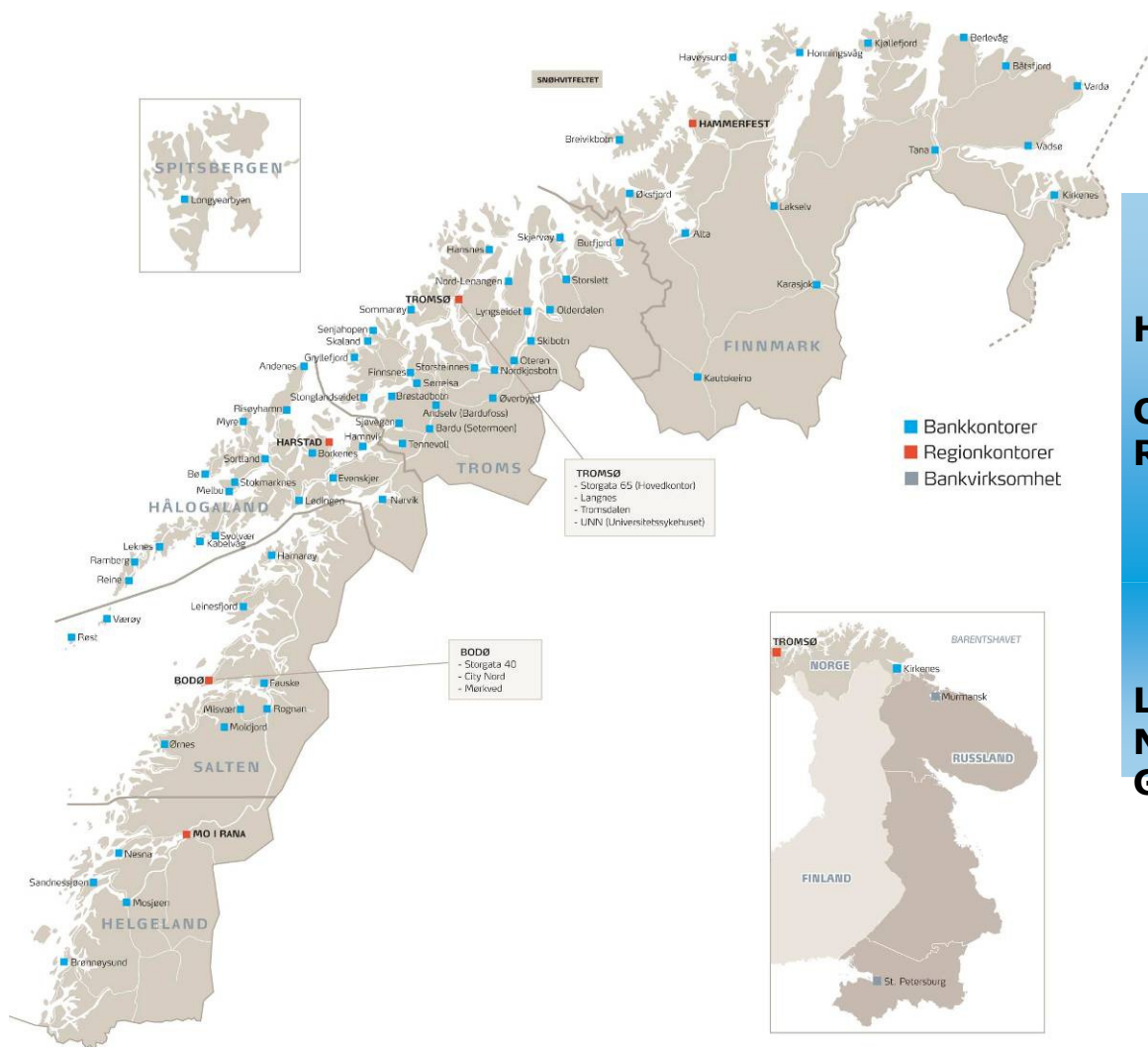


Presentation of 1st Quarter Report 2011

Oslo, 28 April 2011



SpareBank 1 Nord-Norge Group

**Headoffice:**

Tromsø

Organization:

5 regions

Regional branches:

Hammerfest

Tromsø

Harstad

Bodø

Mo i l

Local branches:

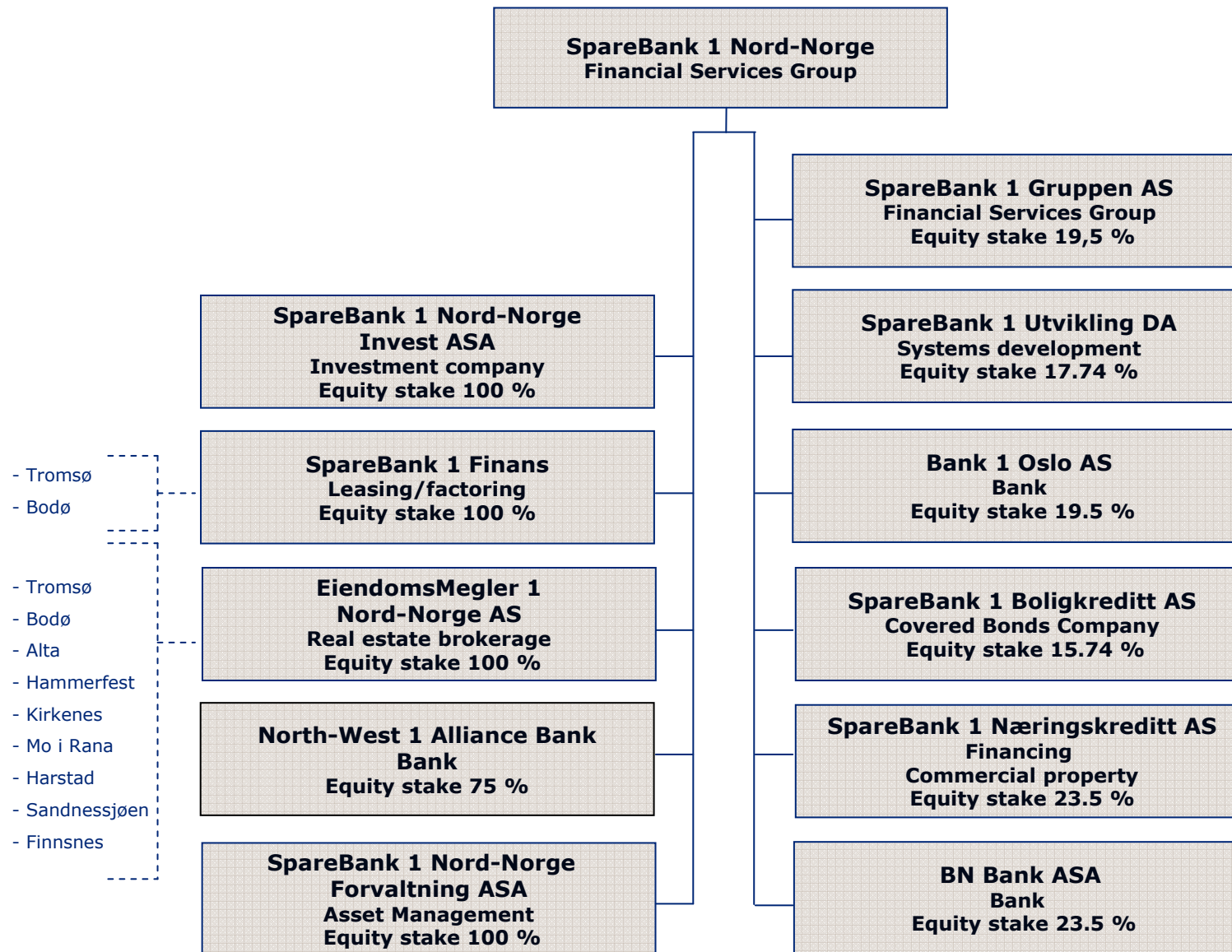
76

Number of man-years

Group:

788

Organisation of the financial services Group

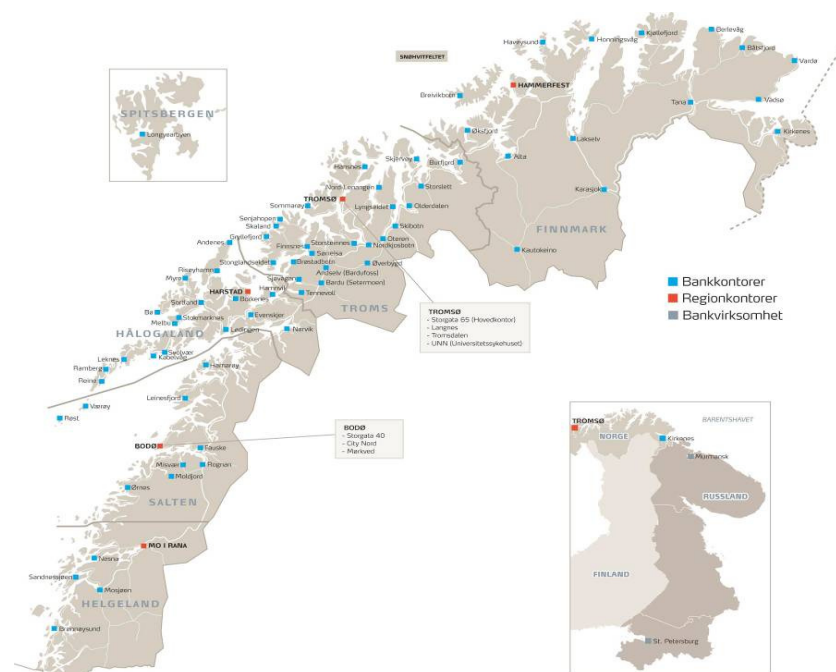


Status and possibilities



Northern Norwegian trade and industry on the right track

- Growth in production in Northern Norwegian trade and industry
 - Export records in the marine sector
 - Increasing export of industrial products
 - Increasing activity in Northern Norwegian industry
 - Major increase in number of foreign tourists – Winter tourism increasing
- Large investment plans ensure growth
 - Further development of oil and gas
 - Investment plans in electricity supply
- Continued low unemployment: 2.8% completely unemployed in March
- Great faith in continued growth in turnover and more jobs in Northern Norwegian enterprises



3 counties
88 municipalities
465,000 inhabitants

More money in households

- Increase in turnover in retail
- Increase in sales of new cars
- Higher increase in deposits in Northern Norway than in the rest of the country
- Higher expectations among households
 - with regard to own economy
 - with regard to the region's economy



Scarcity of competent labour a challenge

Competition for labour

- Scarcity of labour – a threat to the growth potential of trade and industry
- Scattered settlement and numerous small businesses represent a challenge in the struggle for labour
- Apprentices will be an important recruitment strategy
- Demographic developments lead to greater demands for public services

Trade and industry requires competence

- Competence: Formal and informal knowledge, abilities and attitudes
- Competent labour of vital importance for innovation and added value
- Informal competence important to uphold diversity in Northern Norwegian trade and industry

Low unemployment in Northern Norway

Low unemployment –
a challenge to the region

- Unemployment in Northern Norway lower than the country average
- Aging population reduces the working population
- Increased competence mismatch
- Recruitment problems greater than country average in all sectors
- Lack of qualified labour may limit investments in the north

	Northern Norway		Norway	
	Number	%	Number	%
Completely unemployed	6,827	2.8	74,190	2.9
In schemes	1,527	0.6	18,022	0.7
Gross unemployed	8,354	3.4	92,212	3.6
Available jobs	4,003		30,879	
Job offers ratio (Gross unemployed/a vailable jobs)	2.1		3.0	

Source: NAV, 1 April 2011

Financial goals

- Solidity
- Profitability
- Top line growth
- Effectiveness
- Market shares



Financial goals: New goals for capital adequacy ratio (December 2010)

- Core capital ratio: 11 per cent or higher
- SpareBank 1 Nord-Norge aims to emerge as an undisputedly solid bank.
- The capital adequacy goal is based on the Group's internal capital adequacy assessment process (ICAAP). The capital goal is expressed based on the current statutory regulation of capital adequacy.
- The Group's capital adequacy in a projected crisis scenario must have adequate buffers so that the core capital adequacy does not fall below 8 per cent.

Adaptation to the goal of a capital adequacy ratio of 11 per cent will take place over time. With the expected profit performance the Group aims to achieve this goal by the end of 2013.

Capital adequacy ratio - Group

Parent bank

Group

(Amounts in NOK million)

31.12.10	31.03.10	31.03.11		31.03.11	31.03.10	31.12.10
4 351	3 895	4 187	Core capital	5 259	4 687	5 334
549	575	552	Supplementary capital	490	636	515
4 900	4 470	4 739	Equity and related capital resources	5 749	5 323	5 849
Minimum requirements subordinated capital, Basel I I						
1 954	1 876	1 886	Total credit risk IRB	1 779	1 762	1 840
607	569	636	Credit risk standardised approach	1 647	1 362	1 492
130	73	216	Debt risk	216	73	126
19	18	16	Equity risk	65	36	46
17	0	16	Currency risk	16	0	17
242	242	258	Operational risk	273	284	284
0	0	0	Transitional arrangements	52	173	226
- 71	- 69	-71	Deductions	- 117	- 78	- 114
2 898	2 709	2 957	Minimum requirements subordinated capital	3 931	3 612	3 917
13.53 %	13.18 %	12.82 %	Capital adequacy ratio	11.70 %	11.79 %	11.95 %
12.01 %	11.49 %	11.33 %	Core capital ratio	10.70 %	10.38 %	10.90 %

Equity - bonus issue and split completed

Bonus issue

- NOK 298.5 million transferred from the Dividend Equalisation Fund to the Equity Certificate Capital. After this, the Dividend Equalisation Fund amounts to: NOK 155 million
- Number of equity certificates increased; 3 old certificates entitled the bearer to 1 new
- The equity certificate holders' priority with regard to capital and risk improved

Split:

- Each equity certificate split in two. The new nominal value per equity certificate is NOK 25.

Desired effect of bonus issue and split:

- Increased liquidity in the equity certificate
- Will contribute to make the equity certificate more available and thereby strengthen the financial instrument's position as well-suited for private savings.

Equity ratio - rights issue and private placement approved

Rights issue up to NOK 450 million:

- Purpose: Improve the Bank's financial strength and increase the liquidity in the equity certificates
- Amount: NOK 450 million - guaranteed fully subscribed
- Subscription price determined by the Bank's Main Board of Directors on 5 May 2011 in line with market practice. Probable price 20-30% lower than market price.
- Application for approval of prospectus is being processed by the Financial Supervisory Authority of Norway

A private placement of up to NOK 150 million

- Three target groups:
 - The Savings Bank Foundation (the foundation has at its disposal NOK 154.6 million)
 - Employees, members of the Bank's Main Board of Directors and regional boards of directors
 - One or more selected institutional investors (optional)
- Will be carried out in accordance with normal market conditions after completion of the rights issue
- Any premium that exceeds book equity per equity certificate on a group basis will be split between the equity certificate premium reserve and the compensation fund relative to the equity certificate ratio after the issue.

The Foundation, Sparebankstiftelsen SpareBank 1 Nord-Norge

- In March 2010, the Bank's Supervisory Board resolved to establish the foundation "Sparebankstiftelsen SpareBank 1 Nord-Norge"
- The principal purpose of the foundation is to exercise a long-term, stable ownership of SpareBank 1 Nord-Norge, including participation in future new issues by the Bank.
- Totals of NOK 30.5 million and NOK 124.1 million were set aside for this foundation in the year-end allocations for 2009 and 2010 respectively.
- Establishment of the foundation has been approved by the Financial Supervisory Authority of Norway
- The Foundation's Board of Directors and general assembly have been formally elected. Chairman of the Board: former Director Information og Public Relations, Kjell Kolbeinsen

SpareBank 1 Nord-Norge - issues

Provisional time schedule (key dates):

- March/April 2011: Supervisory Board meetings; formal approval granted
Bonus issue and split completed
- 5 May 2011 Determination of conditions and pricing for the issues
- 6 May 2011: The equity certificates are converted to exclusive
rights to receive subscription rights to the rights issue
- 12-26 May 2011: Subscription period and trading of subscription rights
on Oslo Børs (the Oslo Stock Exchange)
- 01 June 2011: Allocation of new equity certificates in the rights issue
- 07 June 2011: Listing of new equity certificates from the rights issue
on Oslo Børs

Financial targets

- **Capital adequacy ratio**

- Core-capital coverage: 11 % or higher

- **Profitability**

- ROE shall be comparable to the performance of competing banks in Norway. The targeted after-tax return is minimum 6 percentage points above the yield on long-term government bonds

- **Effectiveness**

- The targeted cost ratio is maximum 50 % of income and shall be comparable to the level of competing banks in Norway

- **Top-line growth**

- The growth in interest contribution and provisions is targeted to be 2 percentage points above the growth in operating costs

Profit and loss account - Group

(Amounts in NOK million)	31.03.11	31.03.10
Net interest income	275	272
Net fee-, commission and other operating income	120	121
Net income from financial investments	242	76
Total net income	637	469
Total costs	246	188
Result before losses and write-downs	391	281
Net losses and write-downs	10	21
Result before tax	381	260
Tax	48	56
Minority interests	0	0
Result for the period	333	204

ROE
23.3 %

Quarterly Summary – Profit and loss account figures

(Amounts in NOK million)	1Q11	4Q10	3Q10	2Q10	1Q10
Net interest income	275	285	291	281	272
Net fee-, commision and other operating income	120	128	131	133	121
Net income from financial investments	242	148	76	104	76
Total net income	637	561	498	518	469
Total costs	246	276	237	256	188
Result before losses and write-downs	391	285	261	262	281
Net losses and write-downs	10	43	1	22	21
Result before tax	381	242	260	240	260
Return on equity capital	23.3 %	15.3 %	15.6 %	15.6 %	15.9 %
Cost/income	38.6 %	49.2 %	47.6 %	49.4 %	40.1 %

Quarterly Summary

– net fee-, commision and other operating income

(Amounts in NOK million)	1Q11	4Q10	3Q10	2Q10	1Q10
Guarantee commissions	4	4	4	4	3
Other fee- and commission income	134	143	145	148	139
Fee- and commission income	138	147	149	152	142
Fee- and commission costs	19	22	21	20	22
Net fee- and commission income	119	125	128	132	120
Other operating income	1	1	-1	1	1
Operating- and sales income real estate	0	2	4	0	0
Total commissions and other income	1	3	3	1	1
Net fee-, commision and other operating income	120	128	131	133	121

Total commission and other income

(in NOK million)	1Q11	4Q10	3Q10	2Q10	1Q10	Per 1Q	
						2011	2010
Guarantee commissions	4	4	4	4	3	4	3
Interbank commissions	5	7	9	9	8	5	8
Credit arrangement fee	3	4	4	4	3	3	3
Arrangement fee from SpareBank 1 Boligkreditt	24	19	19	24	27	24	27
Arrangement fee from SpareBank 1 Finans	0	0	1	0	1	0	1
Securities trading, administration and trust departme	11	14	7	14	12	11	12
Payment transmission services	48	51	56	50	46	48	46
Brokerage commission	15	16	23	20	14	15	14
Insurance services	24	27	25	24	24	24	24
Other commission income	4	5	1	3	4	4	4
Total commissions income	138	147	149	152	142	138	142
Operating- and sales income real estate	1	2	2	1	1	1	1
Other operating income	0	1	1	0	0	0	0
Total other operating income	1	3	3	1	1	1	1
Commission expenses	19	22	21	20	22	19	22
Total commissions and other income	120	128	131	133	121	120	121

Group companies

Result before tax

	31.03.11	31.03.10
SpareBank 1 Finans Nord-Norge AS	17 104	15 667
SpareBank 1 Nord-Norge Invest AS	177 889	5 869
Eiendomsdrift AS	0	1 382
EiendomsMegler 1 Nord-Norge AS	- 443	- 281
SpareBank 1 Nord-Norge Forvaltning ASA	447	816
North-West 1 Alliance Bank	- 184	0
Total	194 813	23 453

Core banking activities

(Amounts in NOK million)

	31.03.11	31.03.10	Change
Earnings before losses	149	205	- 56
Net losses	10	21	11
A non-recurring effect of recognising income from reduced pension commitments	0	60	60
Core banking activities after losses	139	124	15

Results – the Group

In comparison with 2010, the reasons for the change in the pre-tax result are as follows:

• Increase in net interest income	+ NOK 3 mill.
• Reduction in net commission income	- NOK 1 mill.
• Increase in income from financial investments	+ NOK 166 mill.
• Unchanged other operating income	NOK 0 mill.
• Increase in costs	- NOK 58 mill.
• Reduction in net losses	+ NOK 11 mill.
<hr/>	
Total	+ NOK 121 mill.

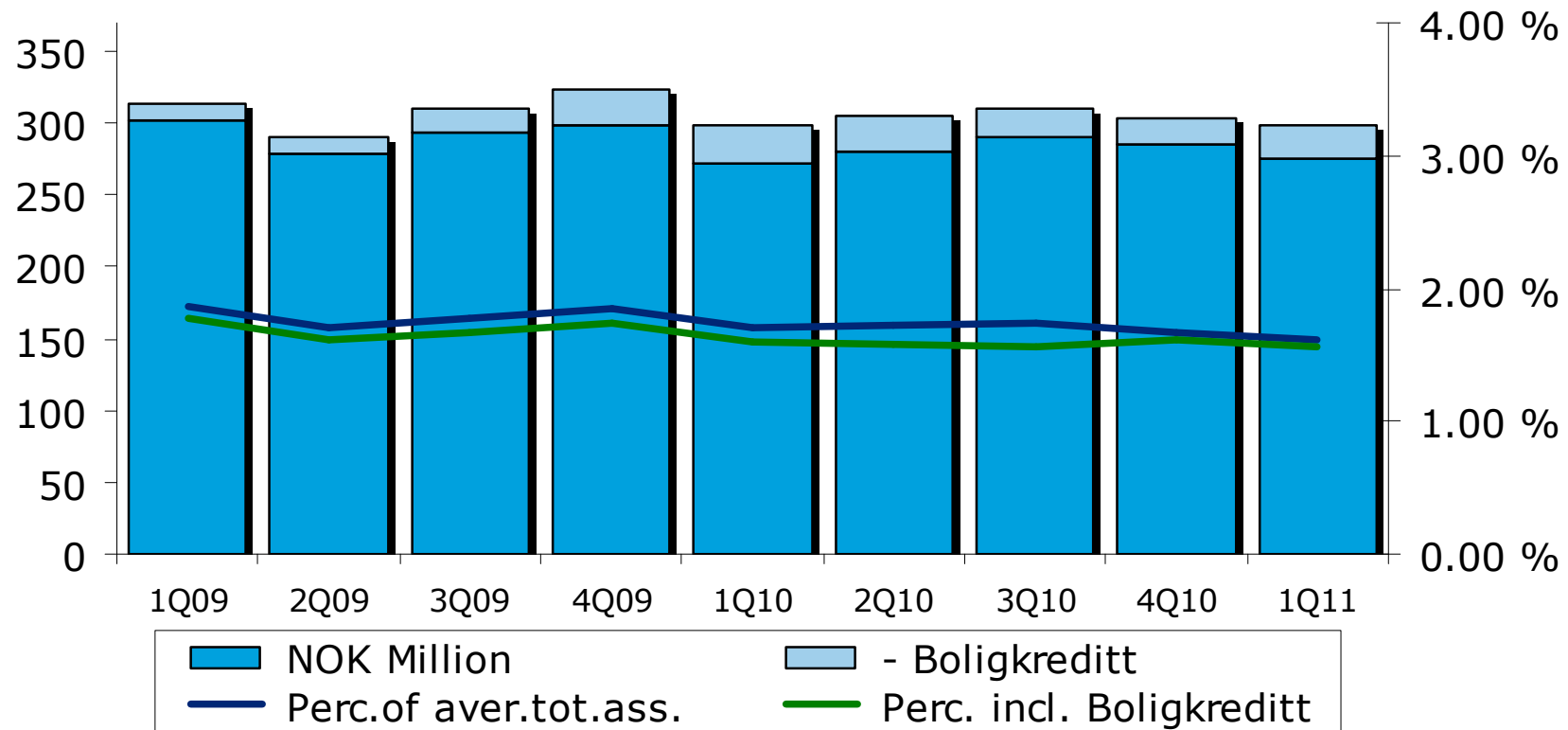
Very good underlying banking operations - (excl. income from financial investments)

Group

(Amounts in NOK million)

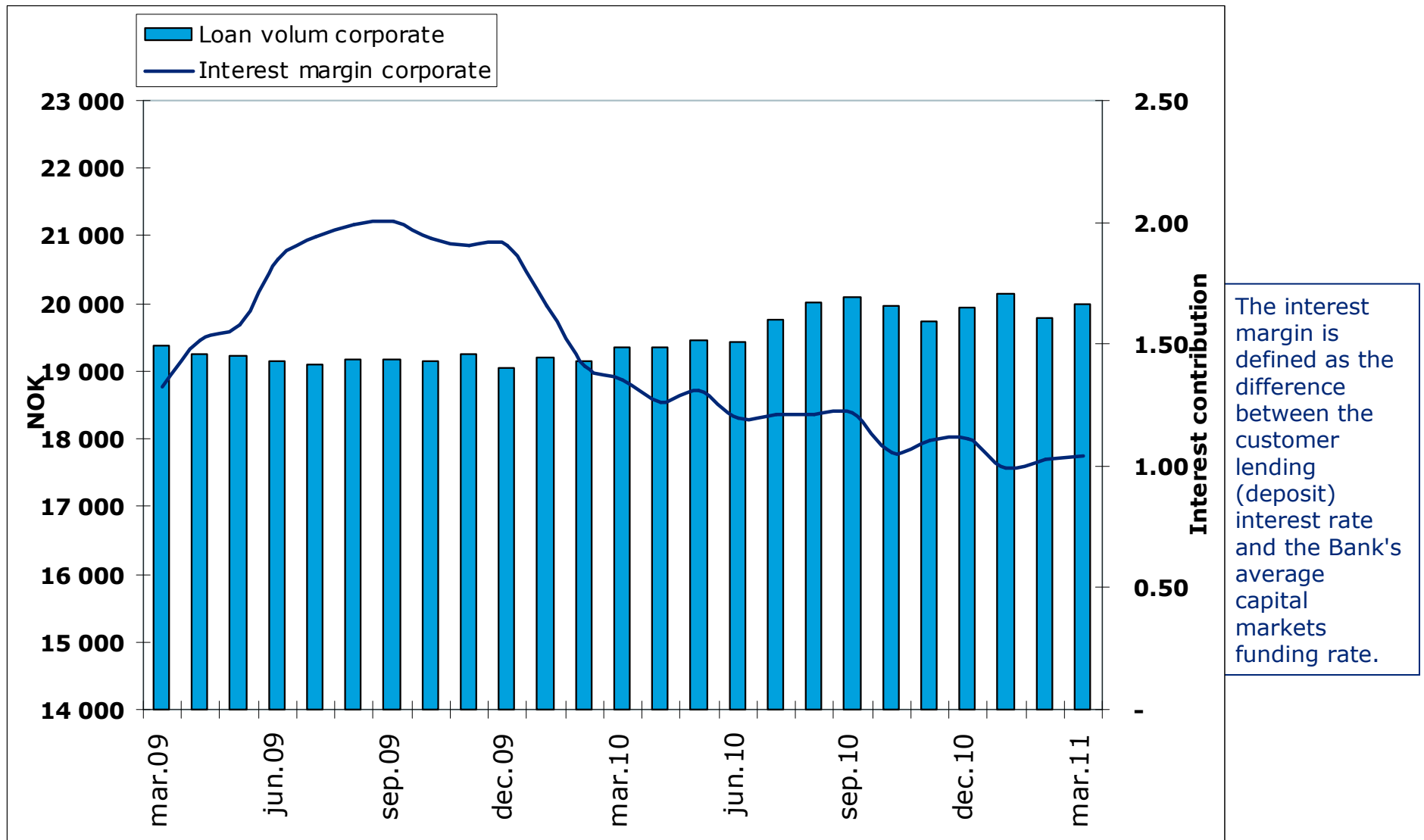
	1Q11	4Q10	3Q10	2Q10	1Q10
Net interest income	275	285	291	281	272
Net fee- and commission income	119	125	128	132	120
Other operating income	1	3	3	1	1
Total costs	246	276	237	256	188
Income, core banking	149	137	185	158	205
Net losses and write-downs	10	43	1	22	21
Income, core banking after losses and write-downs	139	94	184	136	184

Net interest income - Group

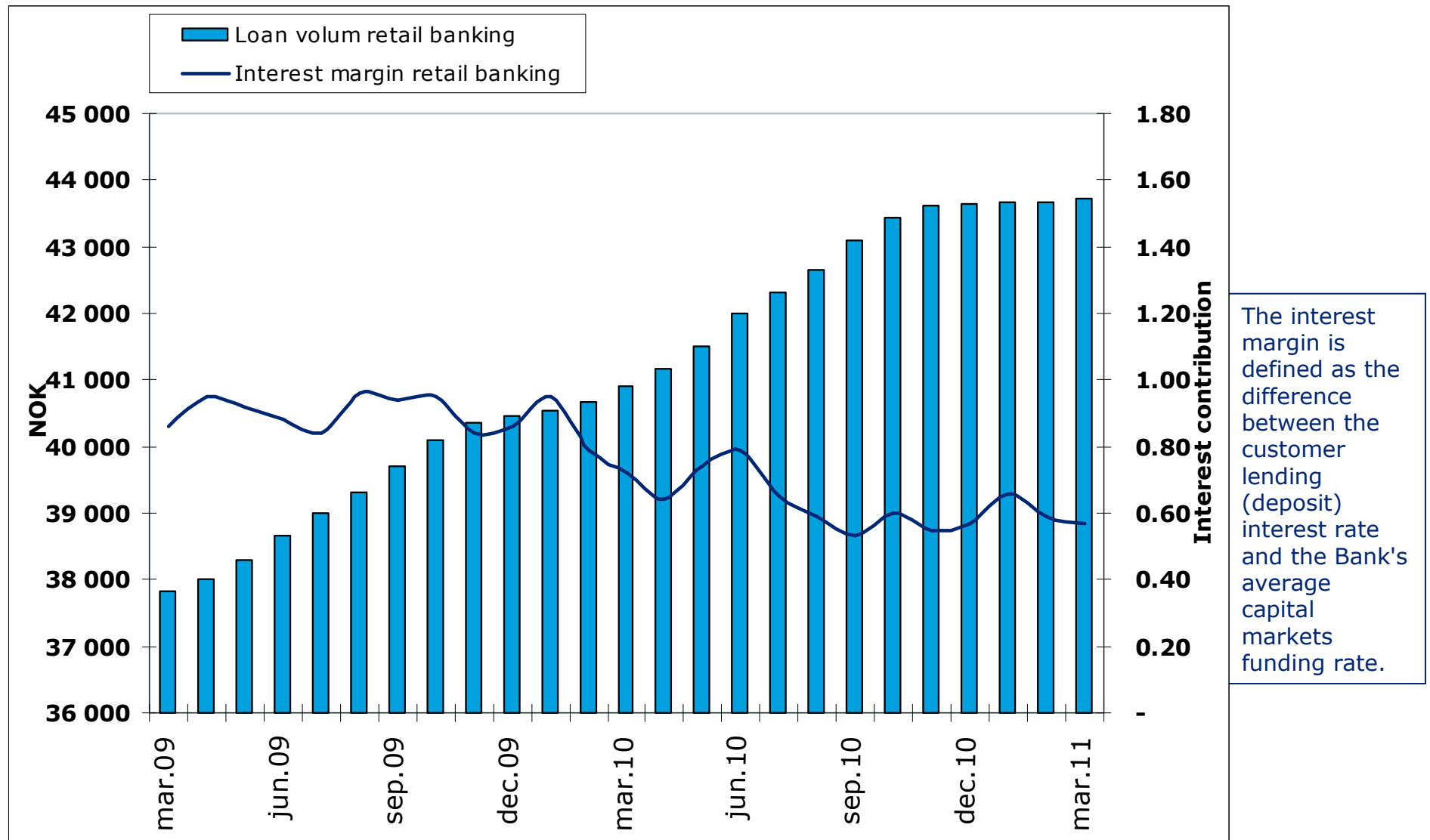


	1Q09	2Q09	3Q09	4Q09	1Q10	2Q10	3Q10	4Q10	1Q11
NOK Million	302	279	294	298	272	281	291	285	275
- Boligkreditt	12	11	17	26	27	24	19	19	24
Perc.of aver.tot.ass.	1.87 %	1.70 %	1.77 %	1.85 %	1.70 %	1.73 %	1.74 %	1.66 %	1.61 %
Perc. incl. Boligkreditt	1.78 %	1.61 %	1.67 %	1.74 %	1.59 %	1.58 %	1.56 %	1.61 %	1.56 %

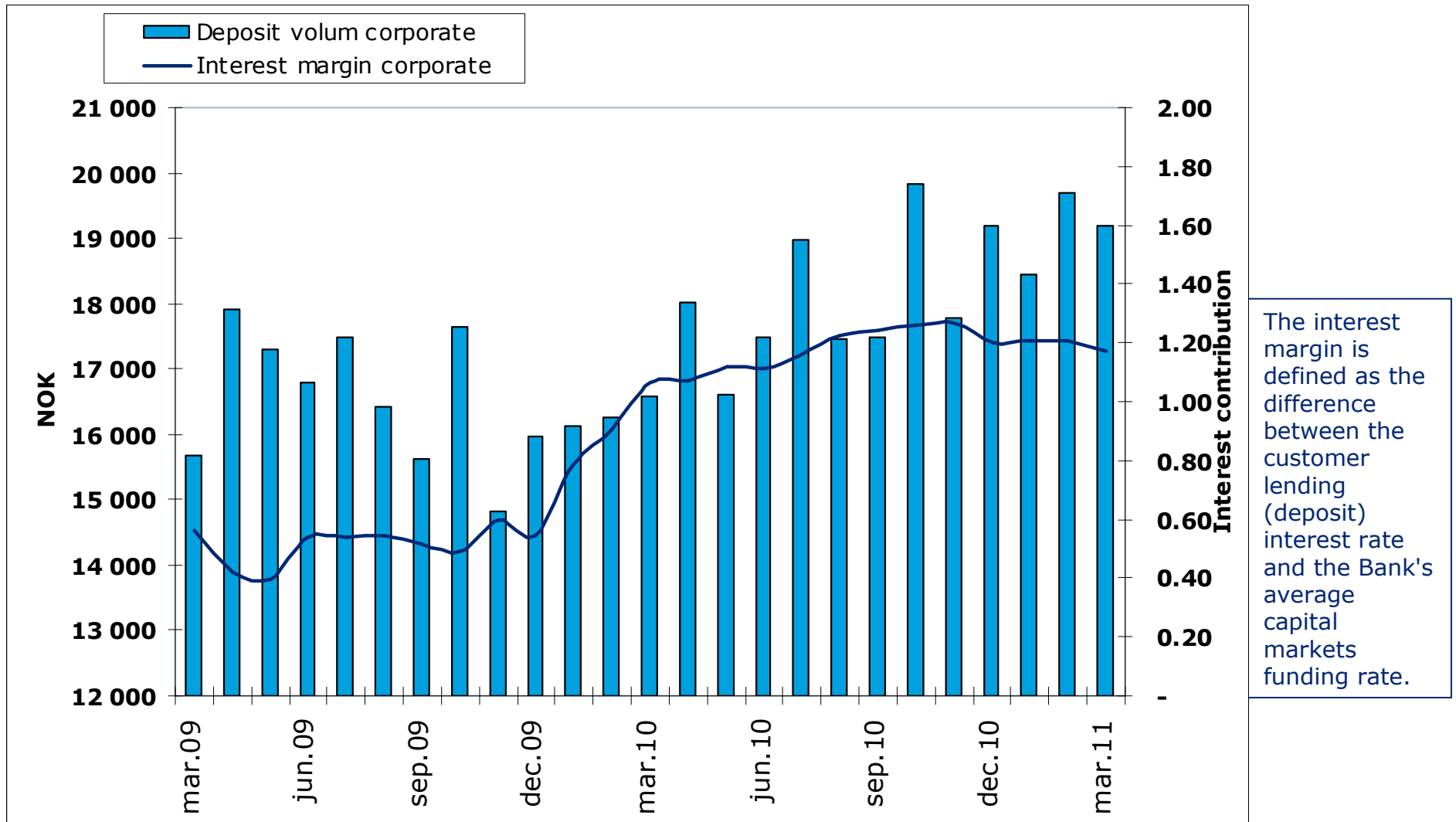
Lending, Parent bank – corporate market



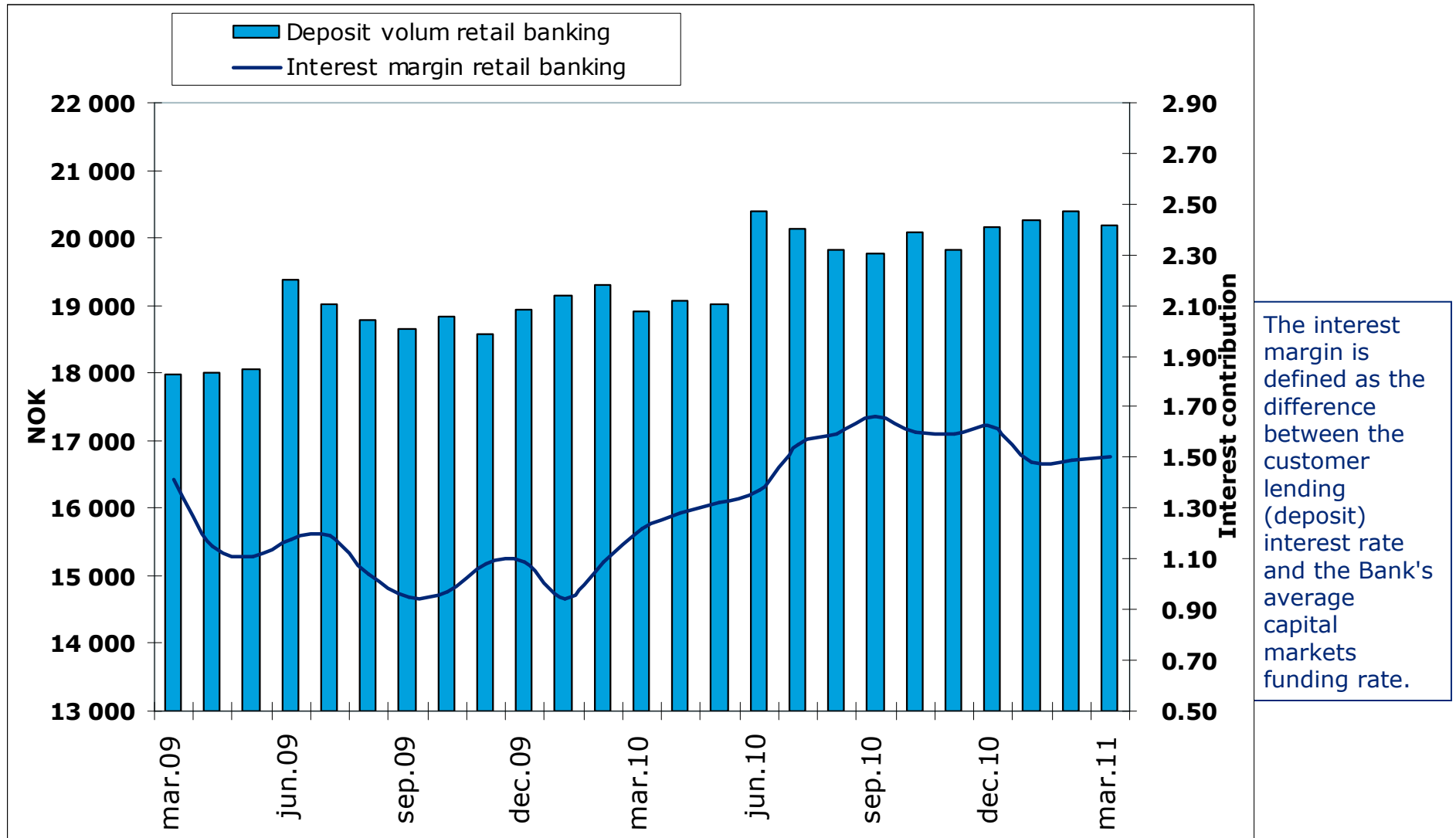
Lending, Parent bank – retail market



Customer deposits, Parent bank – corporate market



Customer deposits, Parent bank – retail market



Financial targets

- **Capital adequacy ratio**

- Core-capital coverage: 11 % or higher

- **Profitability**

- ROE shall be comparable to the performance of competing banks in Norway. The targeted after-tax return is minimum 6 percentage points above the yield on long-term government bonds

- **Effectiveness**

- The targeted cost ratio is maximum 50 % of income and shall be comparable to the level of competing banks in Norway

- **Top-line growth**

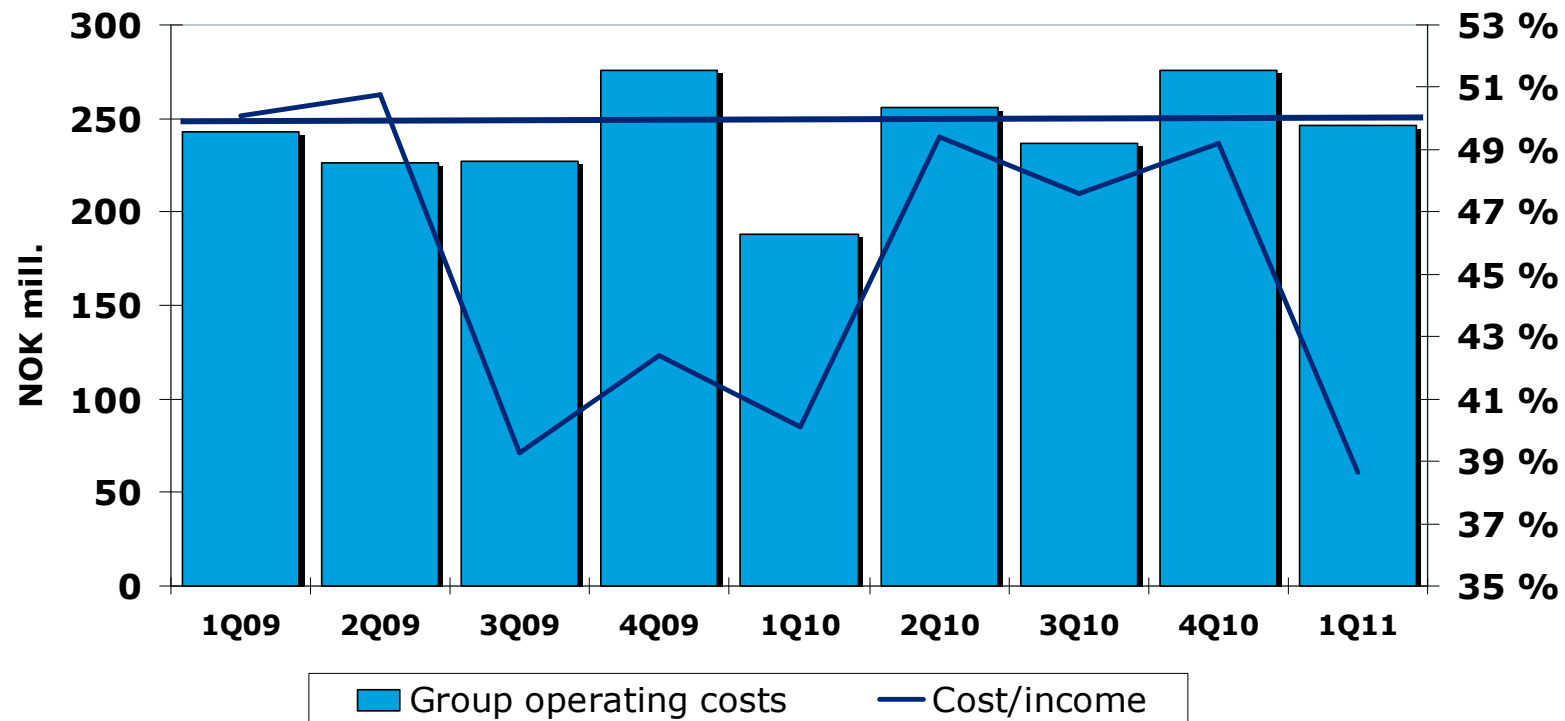
- The growth in interest contribution and provisions is targeted to be 2 percentage points above the growth in operating costs

Group operating costs

(NOK Million)

	31.03.11	31.03.10	Change
Wages and salaries	99	98	1
Pension costs	9	-48	57
Social costs	11	11	0
Total personnel costs	119	61	58
Administration costs	68	69	-1
Total personnel- and general administration costs	187	130	57
Depreciation and write-downs of fixed assets	11	12	-1
Total operating costs	48	46	2
Total costs	246	188	58

Group operating costs



	1Q09	2Q09	3Q09	4Q09	1Q10	2Q10	3Q10	4Q10	1Q11
Group operating costs	243	226	227	276	188	256	237	276	246
Cost/income	50.1 %	50.8 %	39.3 %	42.4 %	40.1 %	49.4 %	47.6 %	49.2 %	38.6 %

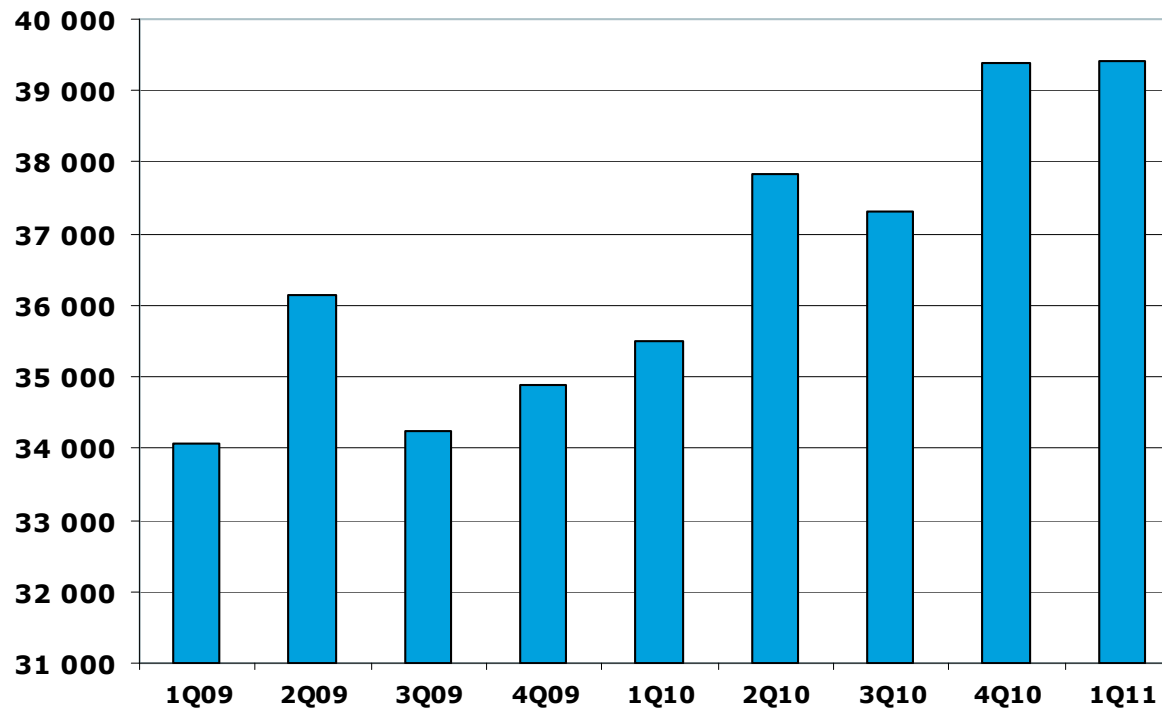
Key figures balance sheet

(Amounts in NOK million)

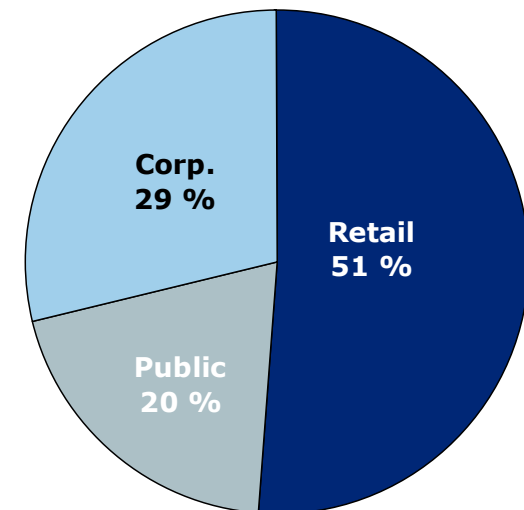
STATEMENT OF FINANCIAL POSITION	31.03.11	31.03.10	Change	Change %
Total assets	68 202	64 086	4 116	6.4%
Gross lending	49 638	48 429	1 209	2.5%
Loans and advances to customers including agency loans	63 512	59 872	3 640	6.1%
Deposits from customers	39 402	35 497	3 905	11.0%

Good development of customer deposits

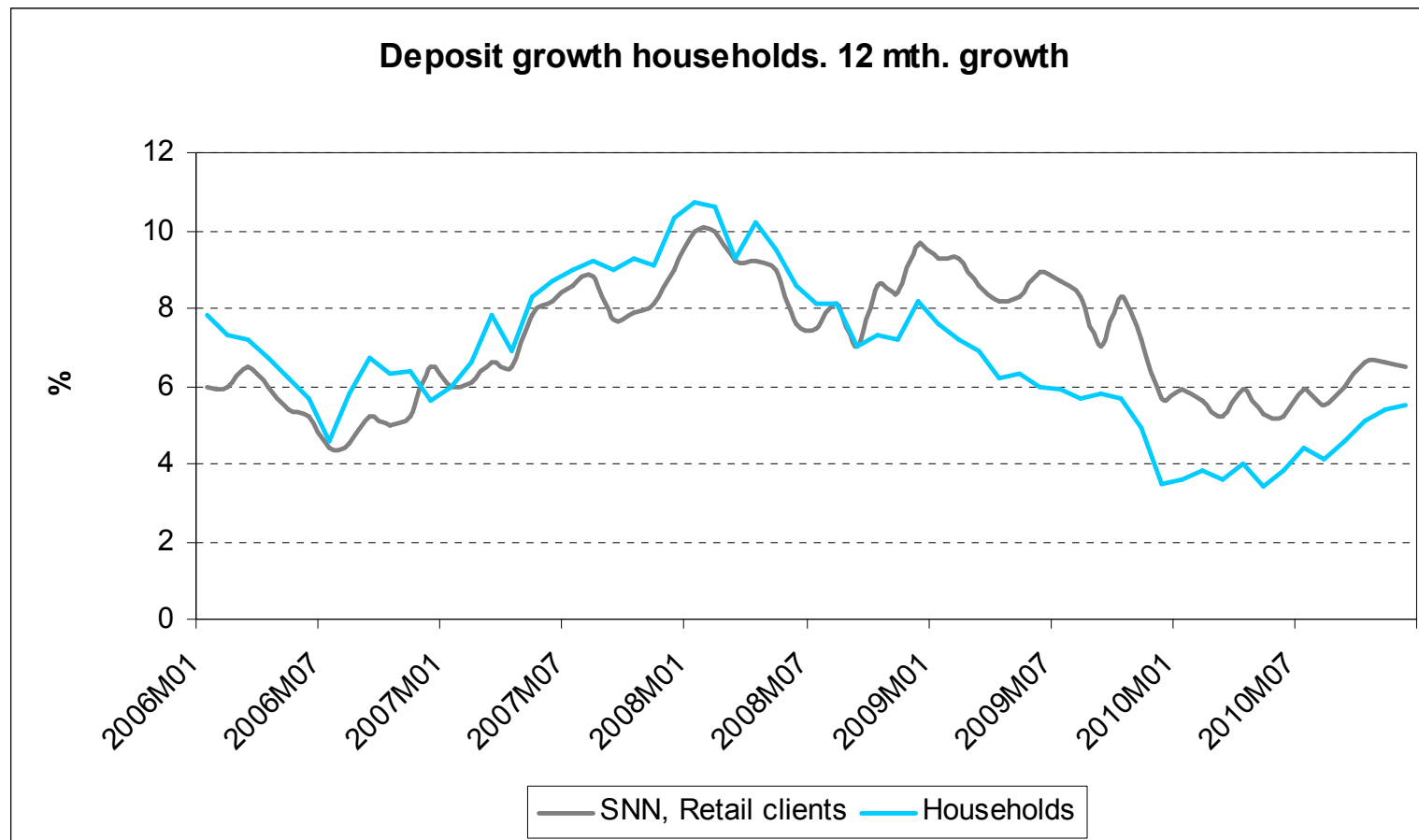
Deposits from customers



Volume according to markets 31.03.11

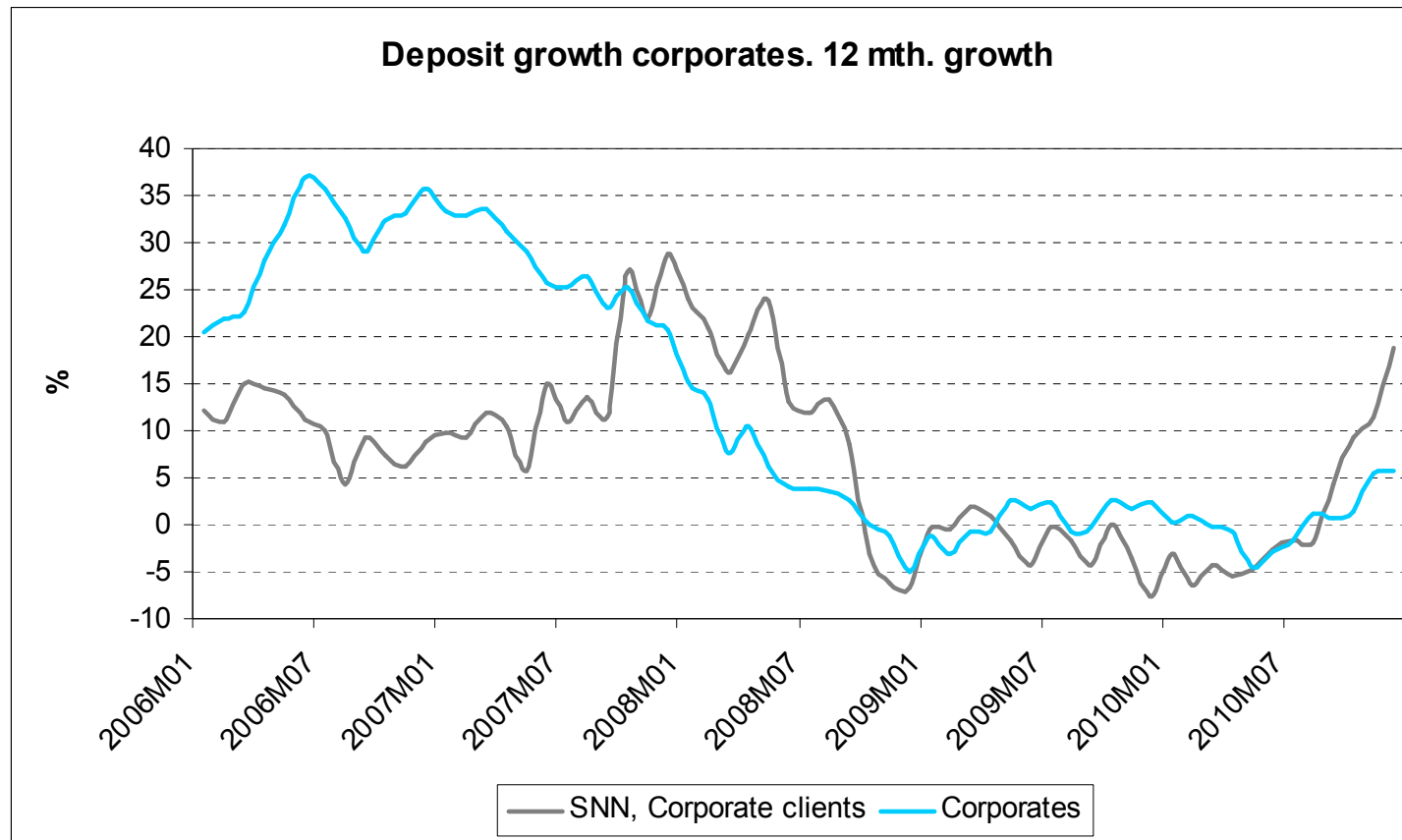


Deposit growth households



Source: Statistisk Sentralbyrå, The credit indicator C2, April 2011 & SNN Bare, March 2011

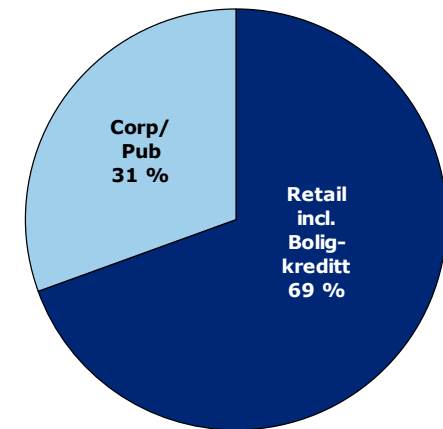
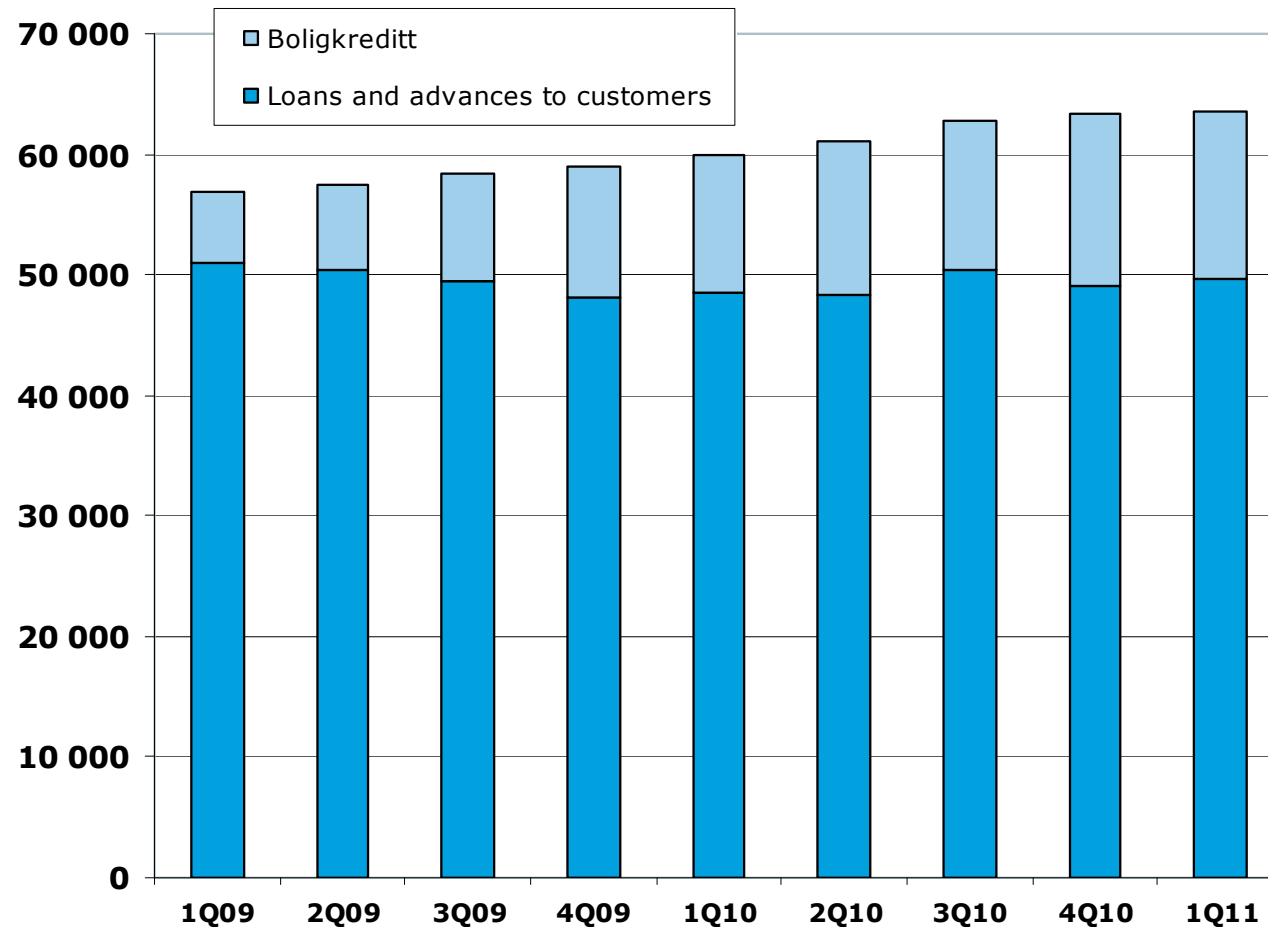
Deposit growth corporates



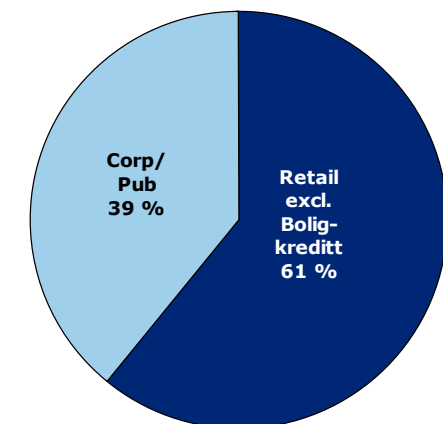
Source: Statistisk Sentralbyrå, The credit indicator C2, April 2011 & SNN Bare, March 2011

Group lending portfolio according to markets

Volume according to markets 31.03.11

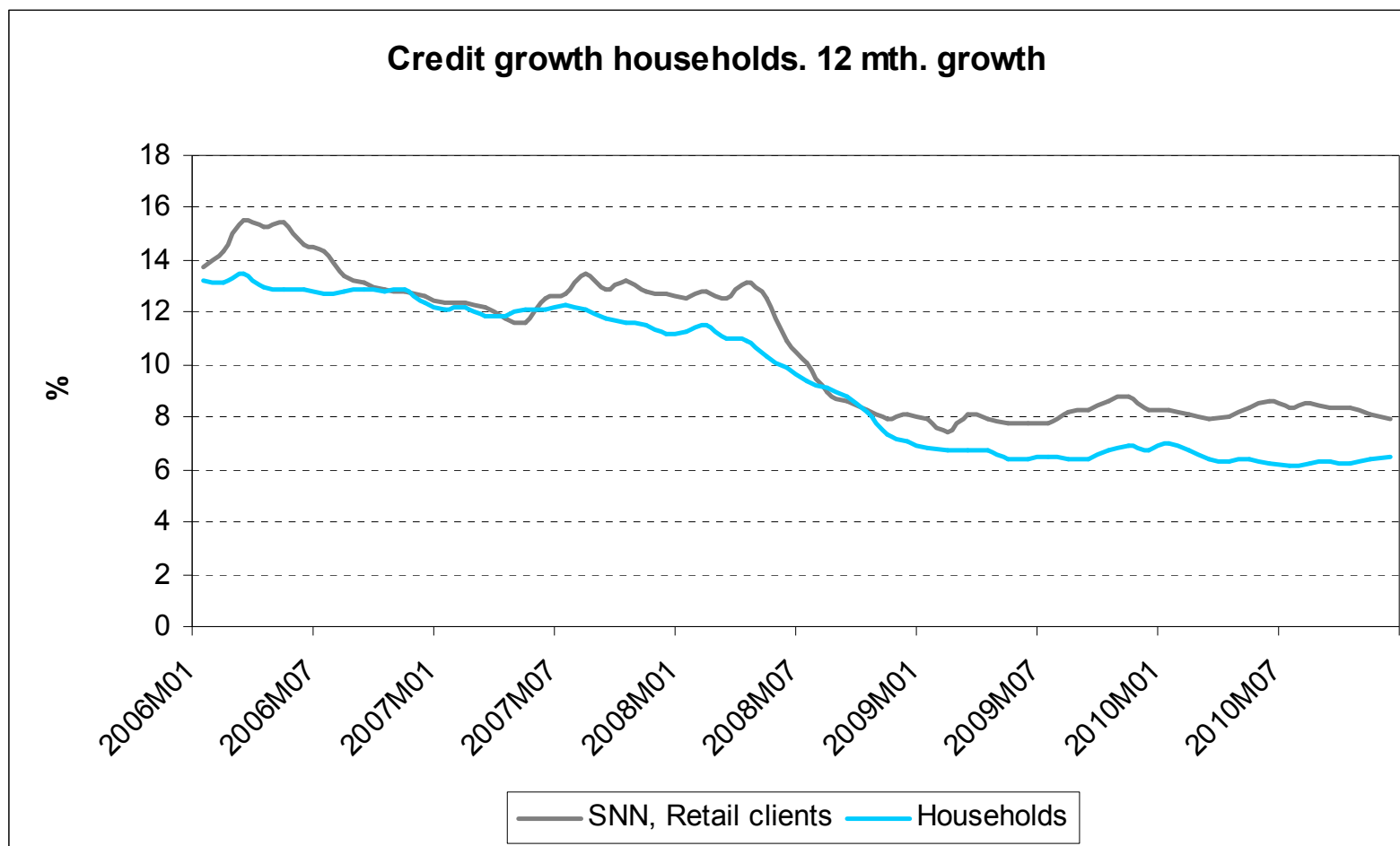


Volume incl. Boligkreditt



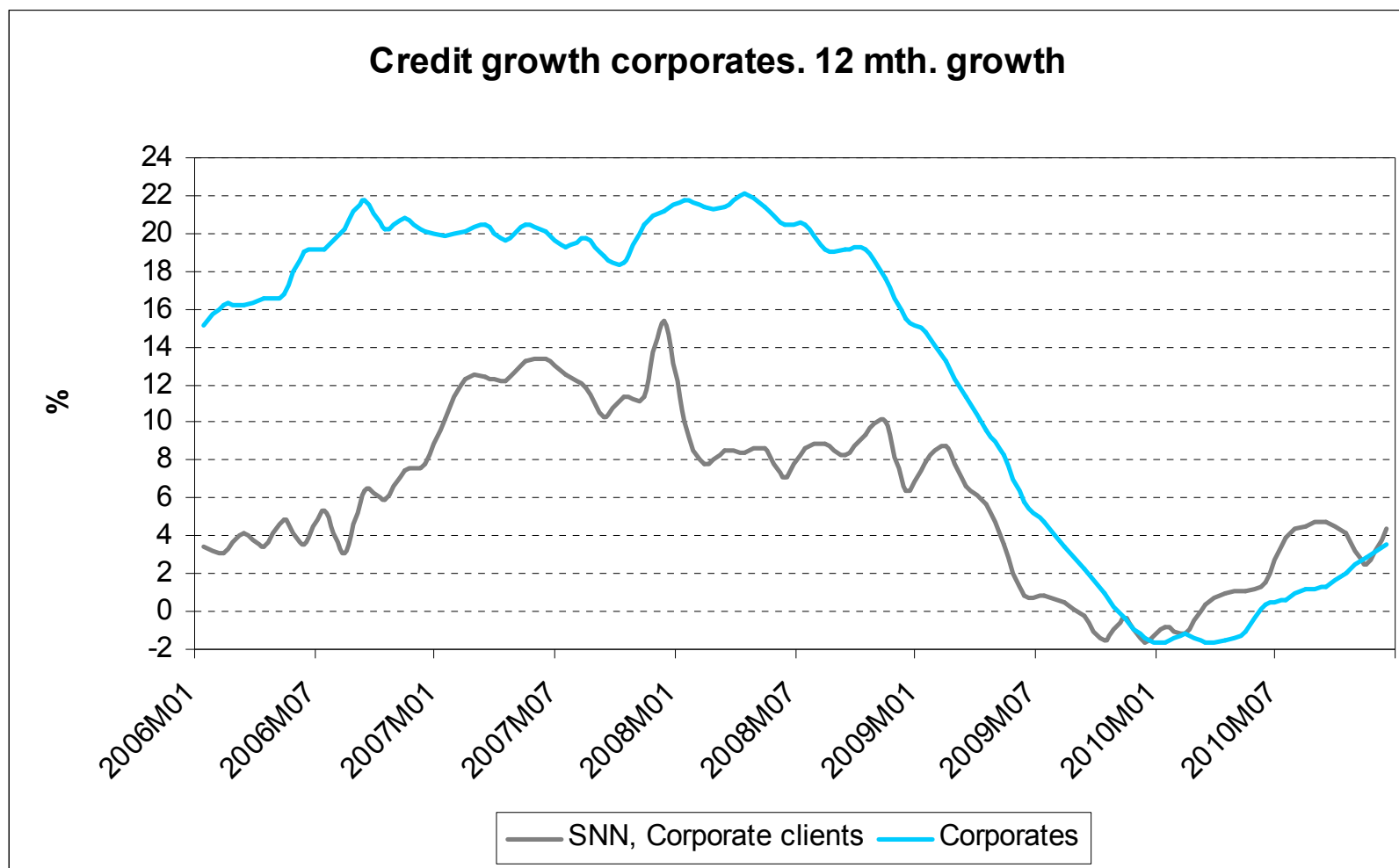
Volume excl. Boligkreditt

Credit growth households



Source: Statistisk Sentralbyrå, The credit indicator C2, April 2011 & SNN Bare, March 2011

Credit growth corporates



Source: Statistisk Sentralbyrå, The credit indicator C2, April 2011 & SNN Bare, March 2011

Credit area

- Quality
- Portfolio
- Migration, commitments in default and losses

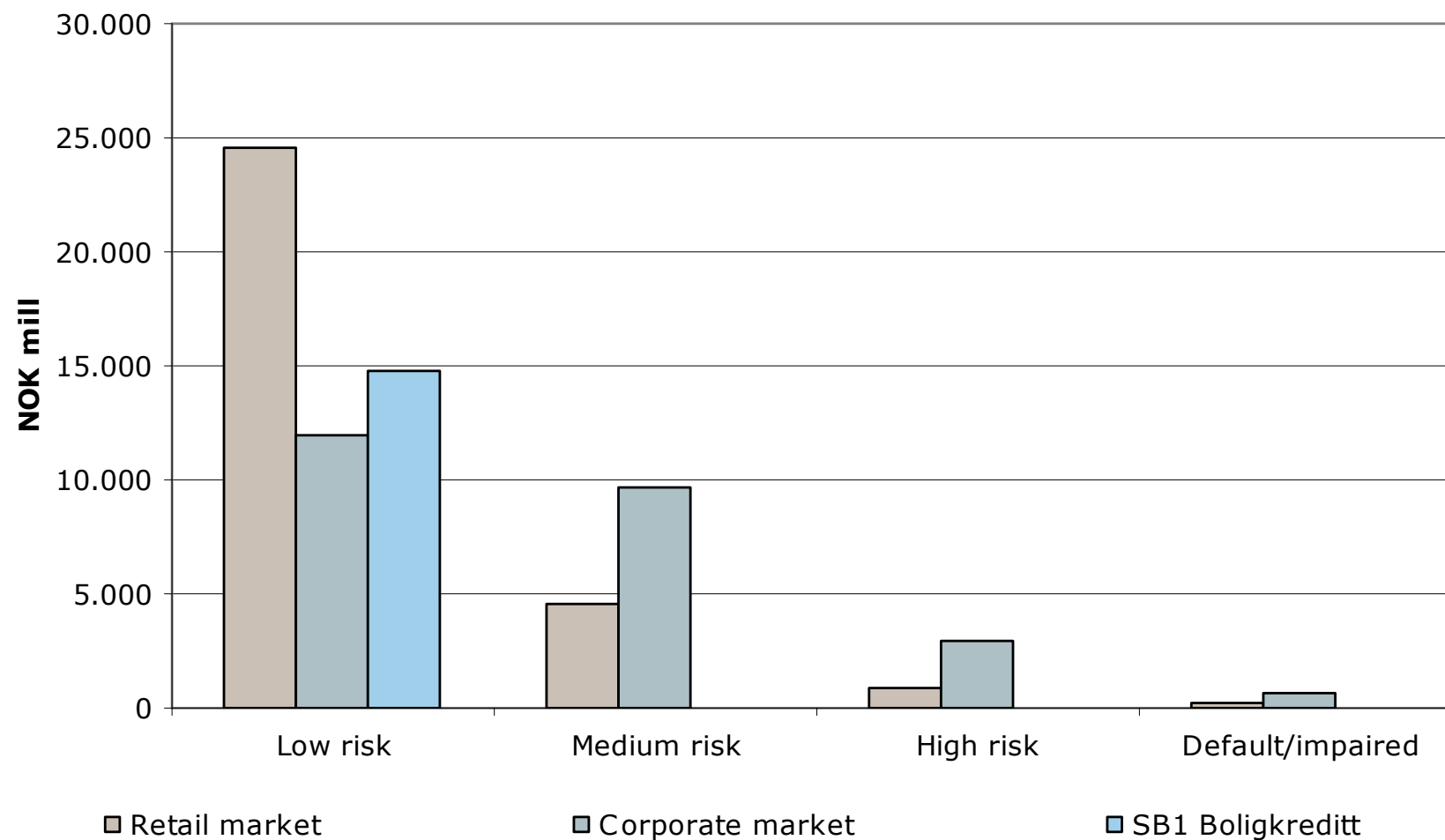


Portfolio

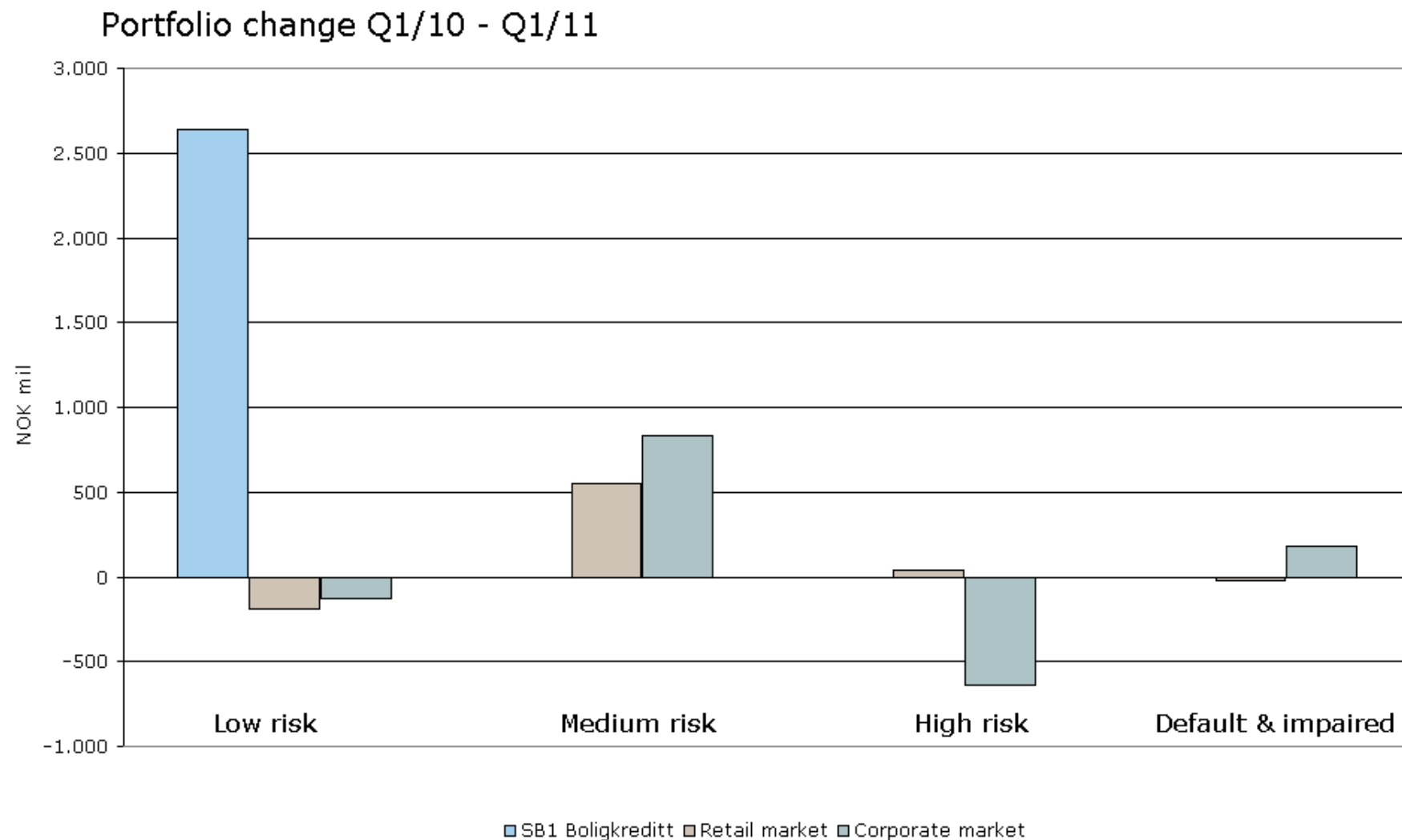
- High quality in lending portfolio. Steady level of default - still at low levels.
- A cautious lending policy and growth in 2006 – 2009 and few corporate exposures in high risk industries has contributed to an overall low portfolio risk.
- The Group's total write-downs in Q1 2011 is lower than the expected normalized level.
- The Group's corporate portfolio is well diversified
- Growth in portfolio in sectors with low/moderate risk
 - Building and construction
 - Retail trade
- Positive migration developments in corporate portfolio

Portfolio

- exposure as of 31.03.11



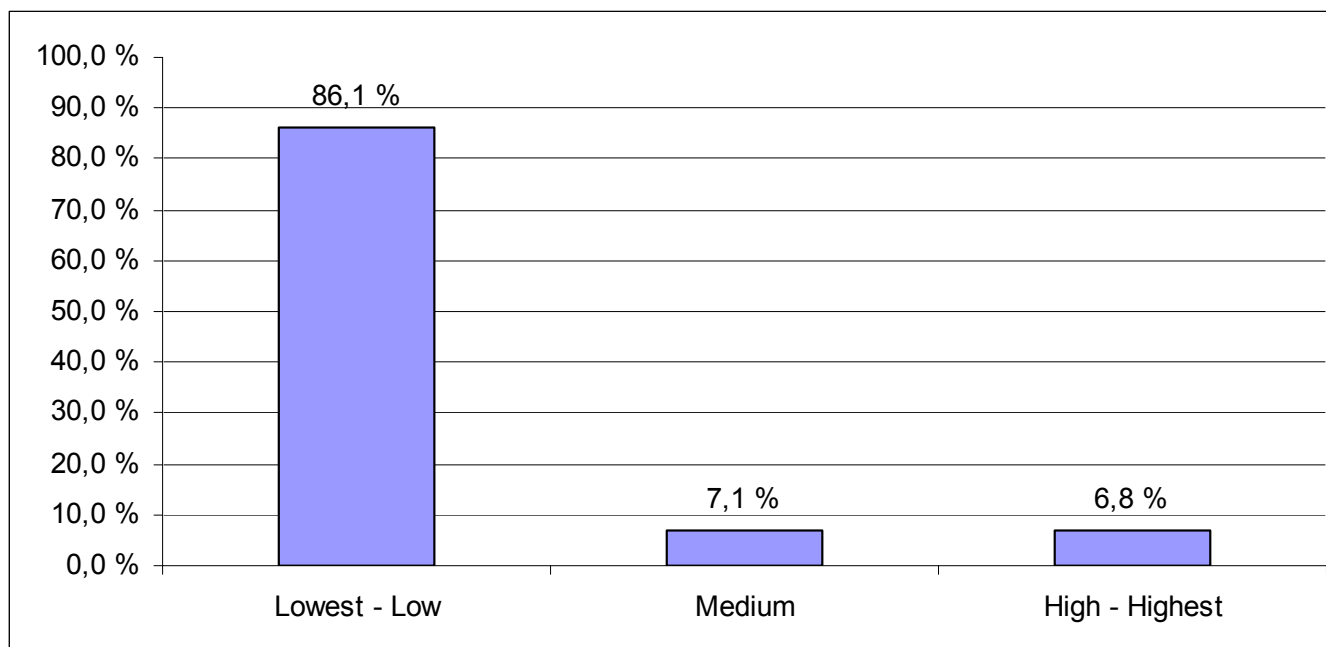
Risk change - portfolio change Q1/10 – Q1/11



Group lending by sector

(NOK million)	31.03.11	Share	31.03.10	Share	Change	Change in %
Mining and quarrying	70	0,1 %	8	0,0 %	62	775 %
Construction	524	1,1 %	495	1,1 %	29	6 %
Building of ships and boats	21	0,0 %	20	0,0 %	1	5 %
Electricity, gas, steam and air conditioning supply	980	2,1 %	1 003	2,1 %	- 23	-2 %
Professional, scientific and technical activities	769	1,6 %	542	1,2 %	227	42 %
Financial and insurance activities	0	0,0 %	80	0,2 %	- 80	-100 %
Fishing	1 016	2,2 %	1 496	3,2 %	- 480	-32 %
Marine aquaculture	206	0,4 %	174	0,4 %	32	18 %
Other business support activities	260	0,6 %	267	0,6 %	- 7	-3 %
Activities auxiliary to financial services and insurance activities	205	0,4 %	256	0,5 %	- 51	-20 %
County municipalities and municipalities	152	0,3 %	171	0,4 %	- 19	-11 %
Manufacturing	1 299	2,8 %	1 204	2,6 %	95	8 %
Information and communication	159	0,3 %	216	0,5 %	- 57	-26 %
Crop and animal production	776	1,6 %	679	1,5 %	97	14 %
Foreign industrial	0	0,0 %	50	0,1 %	- 50	-100 %
Real estate activities	6 596	14,0 %	6 439	13,8 %	157	2 %
Accommodation and food service activities	378	0,8 %	356	0,8 %	22	6 %
Forestry and logging	5	0,0 %	3	0,0 %	2	67 %
Central government and social security funds	0	0,0 %	0	0,0 %	0	0 %
Support activities for petroleum and natural gas extraction	1	0,0 %	1	0,0 %	0	0 %
Other service industries	685	1,5 %	686	1,5 %	- 1	0 %
Transportation and storage	1 082	2,3 %	961	2,1 %	121	13 %
International shipping and pipeline transport	576	1,2 %	638	1,4 %	- 62	-10 %
Development of building projects	596	1,3 %	610	1,3 %	- 14	-2 %
Extraction of crude oil and natural gas	42	0,1 %	126	0,3 %	- 84	-67 %
Unspecified	0	0,0 %	0	0,0 %	0	0 %
Water supply; sewerage, waste management and remediation activities	105	0,2 %	95	0,2 %	10	11 %
Wholesale and retail trade; repair of motor vehicles and motorcycles	1 396	3,0 %	1 211	2,6 %	185	15 %
Retail banking market - domestic	29 228	62,0 %	28 826	61,8 %	402	1 %
Retail banking market - international	44	0,1 %	50	0,1 %	- 6	-12 %
Total retail market	29 272	62,1 %	28 876	61,9 %	396	1 %
Total public market	17 747	37,6 %	17 616	37,8 %	131	1 %
Total government	152	0,3 %	171	0,4 %	- 19	-11 %
Total loans	47 171	100,0 %	46 663	100,0 %	508	1 %

Portfolio of corporate property lending



- Lowest – Low risk, expected loss 0 % - 0.50 %
- Medium risk, expected loss 0.50 – 2.00 %
- High - Highest risk, expected loss above 2.00 %

The portfolio of corporate property represents the Group's highest concentration concerning one single sector

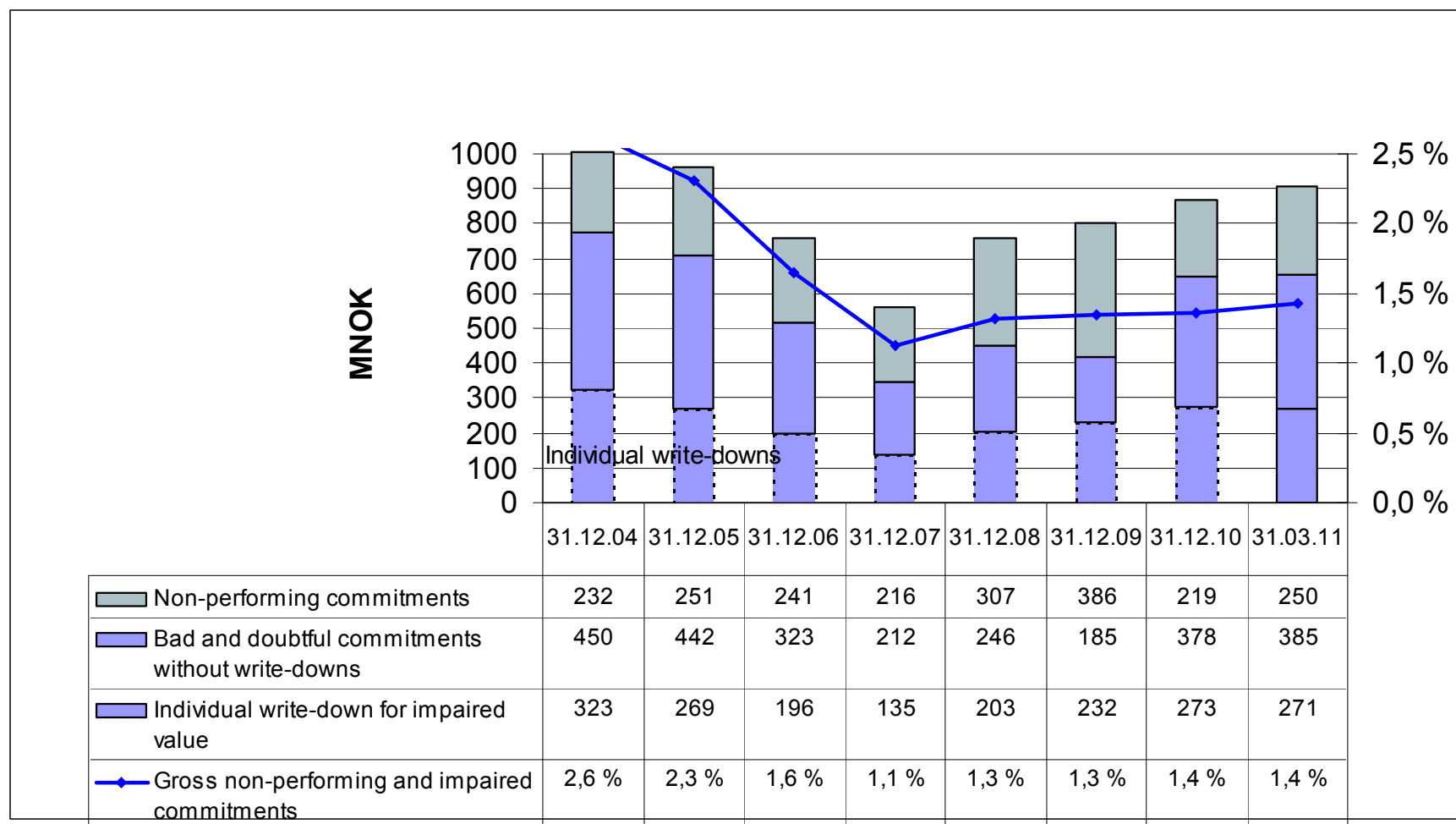
– Constitute about 11 percent of total volume

The portfolio of corporate property is being dominated by commitments with low risk

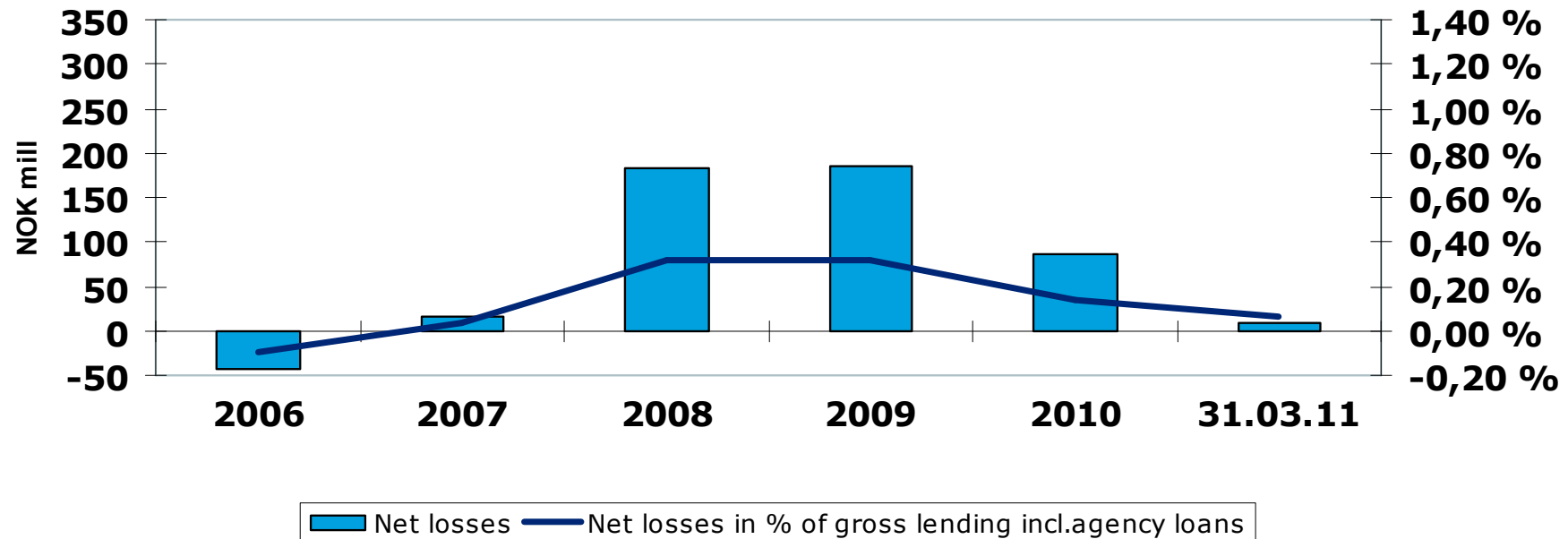
Losses and commitments in default

- Positive loss development. No new losses of essential character.
- Commitments in default and commitments in certain sectors are monitored very closely.
 - Property projects
 - Property rentals
 - Housing co-operatives

Defaulted commitments



Losses on loans and guarantees - Group



	2006	2007	2008	2009	2010	31.03.11
Individual write-downs for impaired value	20	55	202	163	133	15
Collective write-downs imp. value	-36	-13	40	36	-39	-3
Recoveries, previously confirmed losses	27	25	59	14	7	2
Net losses	-43	17	183	185	87	10
Net losses in % of gross lending incl. agency loans	-0,09 %	0,03 %	0,32 %	0,31 %	0,14 %	0,06 %

Loss on lending: The Group's write-downs in 2011

	Write-downs		2010	2009
	1st quarter 2011	1st quarter 2010		
Individual write-downs				
<i>Retail market</i>	5	5	16	13
<i>Corporate market</i>	8	15	100	127
<i>SpareBank 1 Finans Nord-Norge</i>	1	3	7	11
<i>Other group units</i>	0	0	4	1
Total individual write-downs	13	22	127	152
Collective write downs and other value change items	-3	-1	-40	33
Total write-down on loans and guarantees	11	21	87	185

- The Group's total write-downs in 2011 is lower than the expected normalized level.

Securities

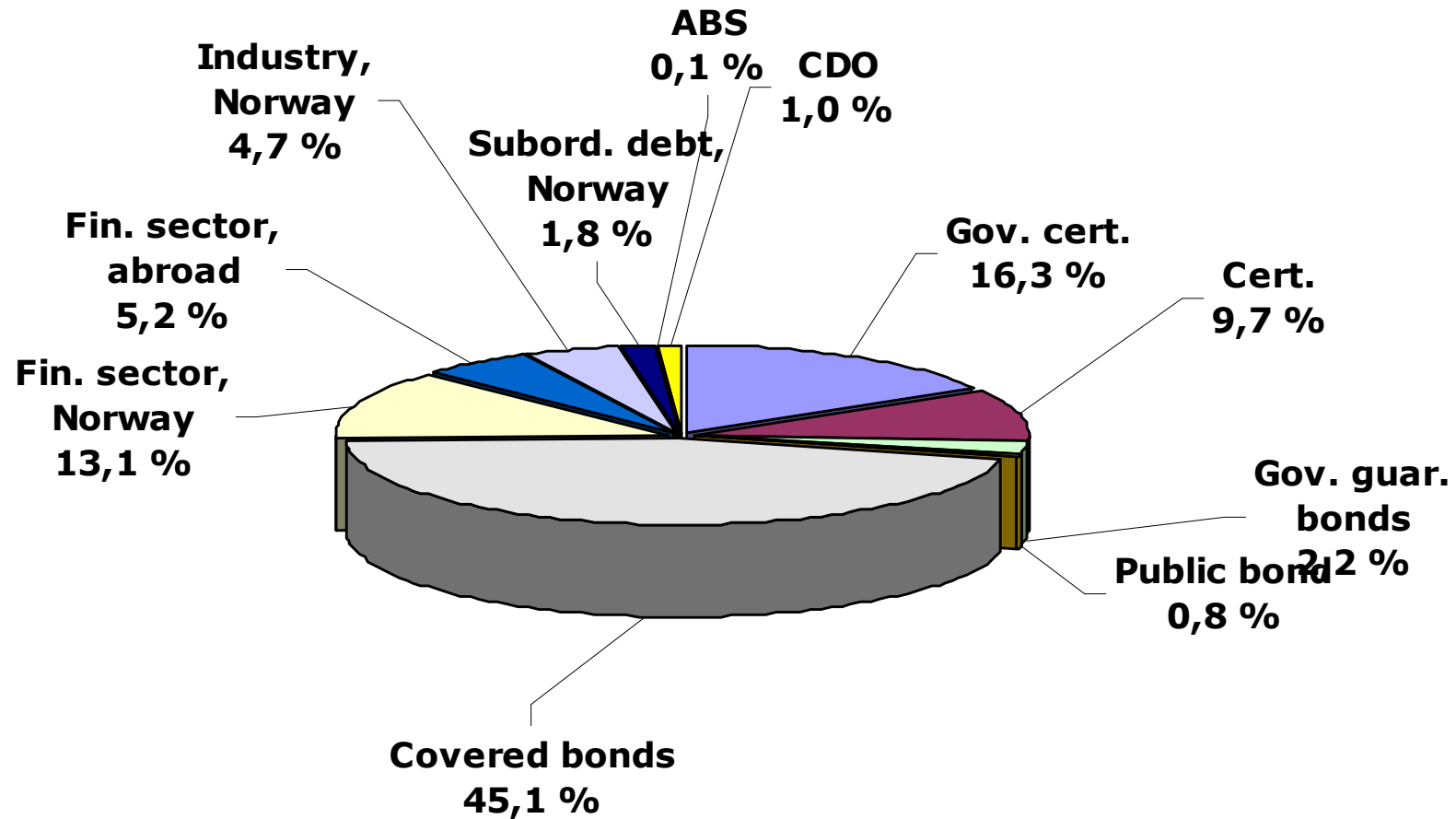


Income from financial investments

(Amounts in NOK million)

	31.03.11	31.03.10
Dividends	1	9
Income from joint ventures	49	41
Gains/losses and net value changes on certificates and bonds	-27	11
Gains/losses and net value changes on shares	176	21
Gains/losses and net value changes on foreign exchange	8	8
Gains/losses and net value changes on other financial derivatives	35	-14
Income from financial investments	242	76

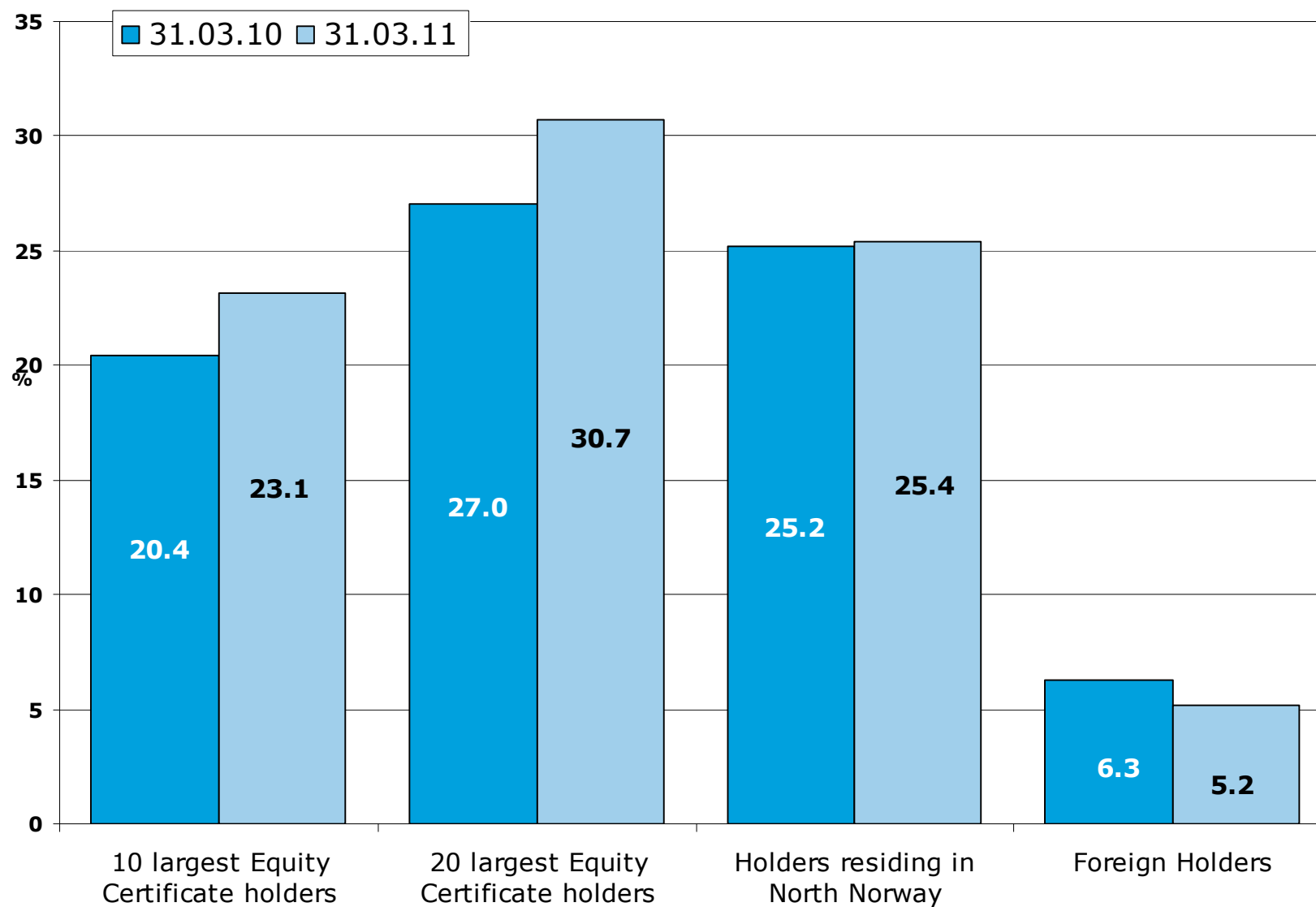
Interest-bearing portfolio



Equity certificate holders



Equity Certificates (ECCs) - holder structure



The 20 largest ECC holders as at 31.03.11

Equity Certificate holders	Number of Equity Certificates	Share of total Equity Certificate capital
Pareto Aksjer Norge	2 711 884	5.68 %
Protector Eiendom AS	1 491 664	3.12 %
Pareto Aktiv	1 258 560	2.63 %
MP Pensjon	1 115 410	2.34 %
Frank Mohn AS	1 016 964	2.13 %
Tonsenhagen Forretningssentrum AS	851 002	1.78 %
Citibank N.A.	742 804	1.56 %
Pareto VPF	645 112	1.35 %
Framo Development AS	636 794	1.33 %
Sparebanken Rogalands Pensjonskasse	586 882	1.23 %
Forsvarets Personellservice	464 890	0.97 %
Karl Ditlefsen, Tromsø	411 624	0.86 %
Sparebankstiftelsen DNBNOR	409 274	0.86 %
Nordea Bank Norge - markets	391 786	0.82 %
Trond Mohn	382 076	0.80 %
Nordisk Finans Invest A/S	350 880	0.73 %
Fred Olsen & Co's pensjonskasse	324 764	0.68 %
Troms Kraft Invest AS, Tromsø	306 968	0.64 %
Sparebank 1 Ringerike Hadeland	303 308	0.63 %
Tromsrygd, Tromsø	258 666	0.54 %
SUM	14 661 312	30.69 %

Liquidity/funding



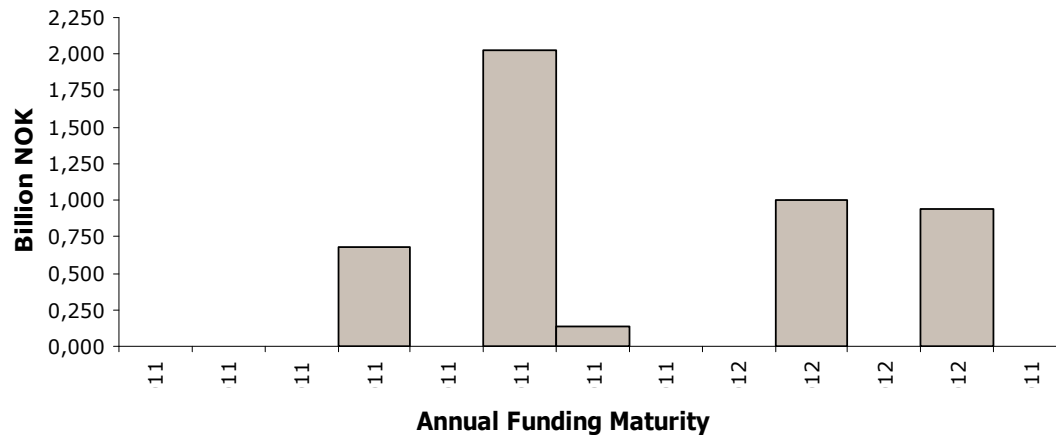
Funding instruments/diversification as at 31.03.11

Category	<1yr	>1yr	Total
Lower Tier 2, EUR	0	0	0
Lower Tier 2, NOK	0	1.000	1.000
EMTN, EUR	2.022	309	2.331
Tier 1, Perpetual, USD	0	336	336
NOK BONDS	821	11.281	12.102
Government	1.000	0	1.000
Schuldschein, EUR	0	0	0
Cert's, NOK	0	0	0
Gov. swap arr.	0	2.562	2.562
TOTAL, SHORT TERM FUNDING	3.843		
TOTAL, LONG TERM FUNDING		15.488	
TOTAL, ALL FUNDING			19.331

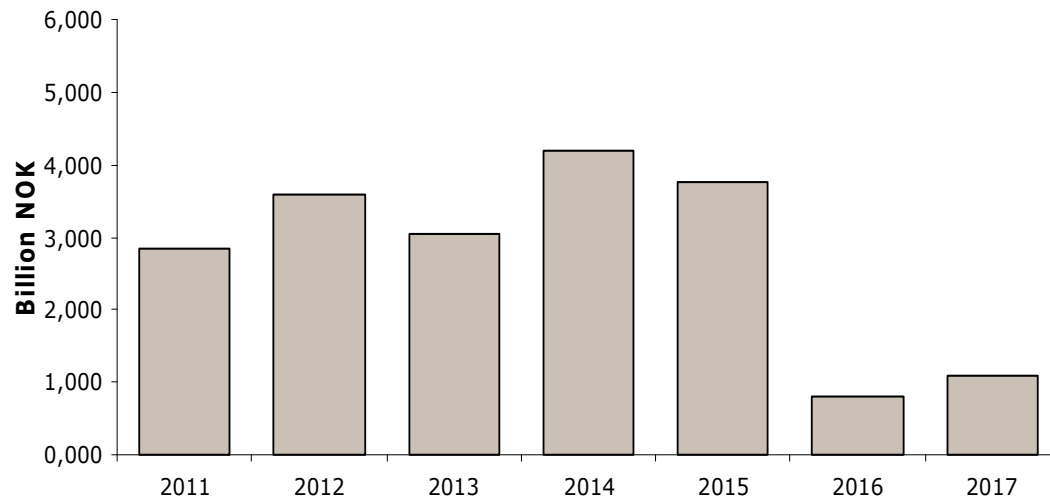
Funding and liquidity management

Maturity profile of capital markets funding as at 31.03.11

Funding Maturity Next 12 Months

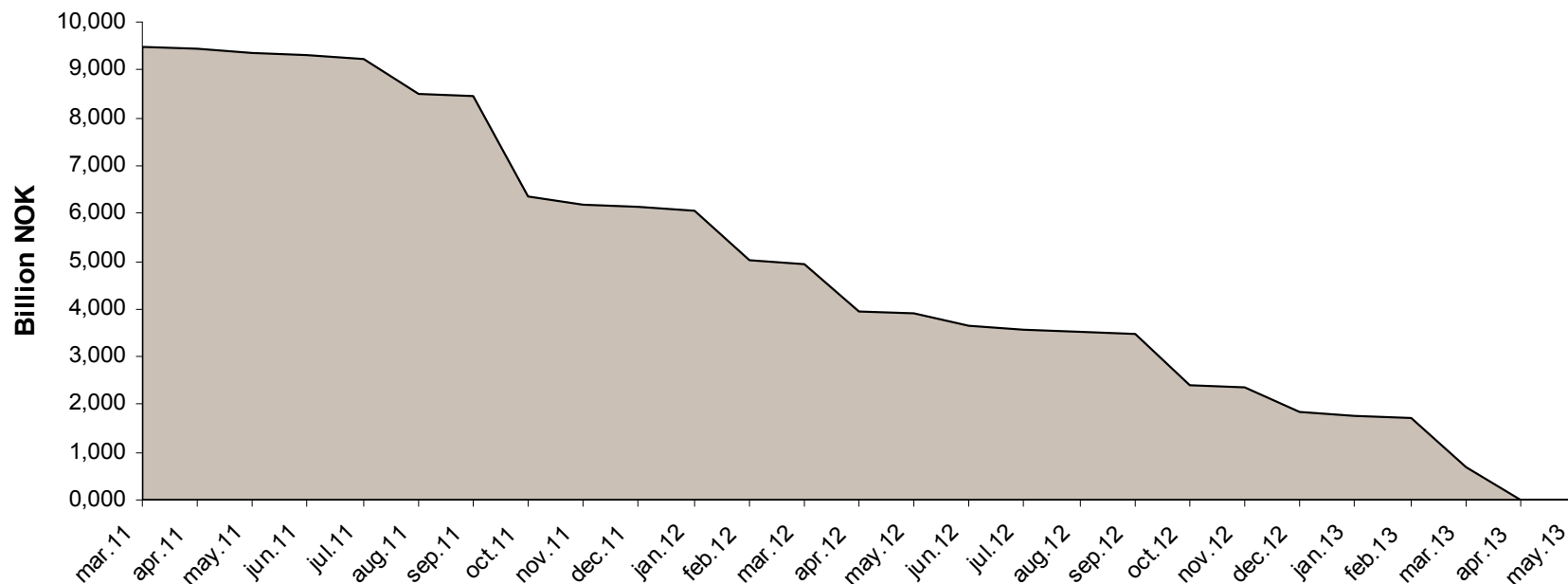


- Good liquidity
- Liquidity buffer 9,2 billion NOK per 31.03.2011
- Net refinancing need next 12 months 4,7 billion NOK



Liquidity buffer as at 31.03.11

Liquidity Buffer



- Liquidity buffer: Cash, drawing rights in Norges Bank, bond portfolio (not deposited in Norges Bank), equities and mortgage loans prepared for transfer to SpareBank 1 Boligkreditt.
- Assumption: No new capital markets funding and 7 % growth in both lending and deposits.

Strategy



Strategy 2012 – Market forces

The strongest market forces:

- More stringent regulations and public control
- Higher capital requirements, the banks are building capacity for growth
- Higher funding costs
- Increased pressure on margins
- Increased customer power
- Focus on profitable customers
- Focus on new revenue opportunities
- Simplified business models
- Better risk management
- Reduction of the cost level

Trends – The Finance Sector

- Mobile solutions are becoming more important
- The banks are facing challenges in terms of mobile payment solutions
- Much focus on contact-free payment
- Closer ties between
 - customer, customer needs and location and
 - The range of financial services offered will provide more effective solutions to customer and bank
- More digital services
- Development of customized customer solutions
- Increased participation via online communities – dialogue through several channels



Trends – Consumer behaviour

- Word of mouth increases its importance as an influence on behaviour and attitudes
 - Editorial publicity becomes less important
- Digitization continues – electronic solutions preferred
- Increased number of customers use payment cards, regardless of amount



SpareBank 1 Nord-Norge
Barske karer setter kursen mot Sørpolen, i anledning Nansen-Amundsenåret :-)

Vi støtter jubileumsekspedisjonen til Sørpolen
bit.ly.com
19. oktober 1911 rettet Roald Amundsen skituppene mot Sørpolen. Nøyaktig 100 år etter vil Vegard Ulvang, Jan-Gunnar Winther, Stein P. Aasheim og Harald Dag Jølle med støtte fra SpareBank 1 Nord-Norge-fondet gjøre det samme.
for 25 minutter siden · Liker · Kommenter · Del

SpareBank 1 Nord-Norge
Årsrapporten for 2010 er nå tilgjengelig. Vårt mål har vært å lage en moderne og lesevennlig elektronisk rapport, som av miljøhensyn kun er tilgjengelig på nett. Hva syns du?

Les vår elektroniske årsrapport her
bit.ly

for 5 timer siden · Liker · Kommenter · Del

Ørjan Haugli liker dette.

Vis alle 6 kommentarene

Børge Haaks PDF-versjonen fungerer flott på iPad. Et tips: Når man åpner lenken i Safari nettleser får man mulighet til å lagre årsrapporten i f.eks. iBooks, og da blir den enda bedre å bla i.
for 2 timer siden · Liker · 3 personer

SpareBank 1 Nord-Norge Takk for gode tips, Børge :-)
for ca. en time siden · Liker

Skriv en kommentar ...

SpareBank 1 Nord-Norge
De fleste av oss tar lett på kontrollen av den ferdigutfylte selvangivelsen. Går du gjennom selvangivelsen din?

Her får du gode tips om selvangivelsen
pengeroglivet.blogspot.com
Forbrukerøkonom Magne Gundersen anbefaler alle å gå gjennom tallene i selvangivelsen. - Du kan gå glipp av verdifulle fradrag eller risikere straffeskatt om selvangivelsen er mangelfull, sier han.
for 18 timer siden · Liker · Kommenter · Del

6 personer liker dette.

Vis alle 4 kommentarene

Stig Edvardsen Da er svaret: JA.. :-)
for 17 timer siden · Liker

Strategy 2012 – Higher market shares

Objective

- Higher market shares in all product groups

Process and measures

- Goal hierarchy adapted to the local market area and the bank's position
- Clearer market positioning
 - Important customer segments
 - Important market areas
- Increased activity aimed at existing and potential customers
- Improved management information
 - Activity follow-up of advisers
 - Follow-up of branches with regard to results
 - Balanced score card

Strategy 2012 – Customer-oriented distribution

Target

- Clear differentiation and increased interaction between distribution channels

Process and measures

- Local bank– cultivate advisory services
 - Financing, savings, insurance
 - All advisers are to be authorised
 - Cashier desks to be phased out in 2011
 - Larger entities, few traditional branches
- Customer centre– first line and hub
 - First line customer service
 - Hub in channel interaction
- Online bank and mobile bank; wider range of services in digital channels
 - Personal finance
 - Standard banking services
 - Simple advisory services

Strong growth in digital surfaces in 2010

- SMS notifications: 120,000 messages per month
- 2,500 loan applications via internet as at December 2010
- The iPhone app downloaded 55,000 times. Android app downloaded 12,000 times (figures for SpareBank 1)
- Interaction between digital and office channel increasingly important

APPS-TEST

Lettlest

Mens vi venter på at vi nordmenn skal få handle i Apples egen bokbutikk, har vi sett på hvilke alternativer lesehestene har til iPhone.

Bunny Munro
by Nick Cave
Pris: 99 kr.
App Store-utgaven av Nick Cave's «The Death of Bunny Munro» utfordrer hele e-bokdegrepet, for her kan du også følge å høre forfatteren lese hele historien. Videre har Cave laget «filmmusikk» til hele boken, lydboken, og videopipp.

The Pedlar Lady
iPhone Edition
Pris: 39 kr.
Du jeg var liten hadde vi barneteller på kjøkkenet, og når et barn en spesiell lyd, skulle vi vite om. «The Pedlar Lady of Quaking Cross» er 2013-utgaven av disse historiene. Fantastisk 3D-animasjon, musikk og en viss interaktivitet gjør at historien nærmest kommer ut av skjermen.

Comics by Comixology
Pris: Gratis
Et du ate eller å lese tegneserier på iPhone eller iPod Touch, er det et lite flus av applikasjoner du må navigere deg gjennom. Men nå har en DC Comics-utgiver laget enkeltstående apps for sine tegneserier. Comixology er modult som mest brukte distribusjonsplattformen når det kommer til digitale tegneserier.

Kindle
Pris: Gratis
Kindle er navnet på Amazon's eget lesebrett, men gjennom denne app med samme navn får vi tilgang til hele e-bokbutikken via iPhone og iPad også. Det fungerer, om enn ikke like sømløst som Apples egen iBooks. For her må du gå innom en nettleser for å se på boken, og regelmessig oppdateringer på Amazon.com. Last ned via en vanlig PC. Men om du leser Kindle er det et alternativ. Foto: AMAZON.COM

Desavens
er den ikke på norsk (kun engelsk, spansk og fransk), men er du rikstidskjent, kan du kanskje, og kanskje ikke, lese inn sin egen voiceover. Foto: MOVING TALES

og denne app heter Comics.
Det er et glimrende sted å begynne om du vil ha tegneserieroblikket i lønnen. Comixology presenterer «Guided View»-funksjonen som er den lille skjermen tanken for tegneseriereparatene. Foto: COMIXOLOGY

Vi har åpnet døgnåpen lokalbank sentralt beliggende mellom kalender, YouTube, Google Maps og Facebook.

Få det til en enkelt åpnings salde, transaksjoner, meddelelse og 24 tilgang til mobilbank, som det er å sjekke været på iPhone®.

Last ned vår applikasjon til iPhone helt gratis i App Store. Bruk søkeord «Mobilbank».

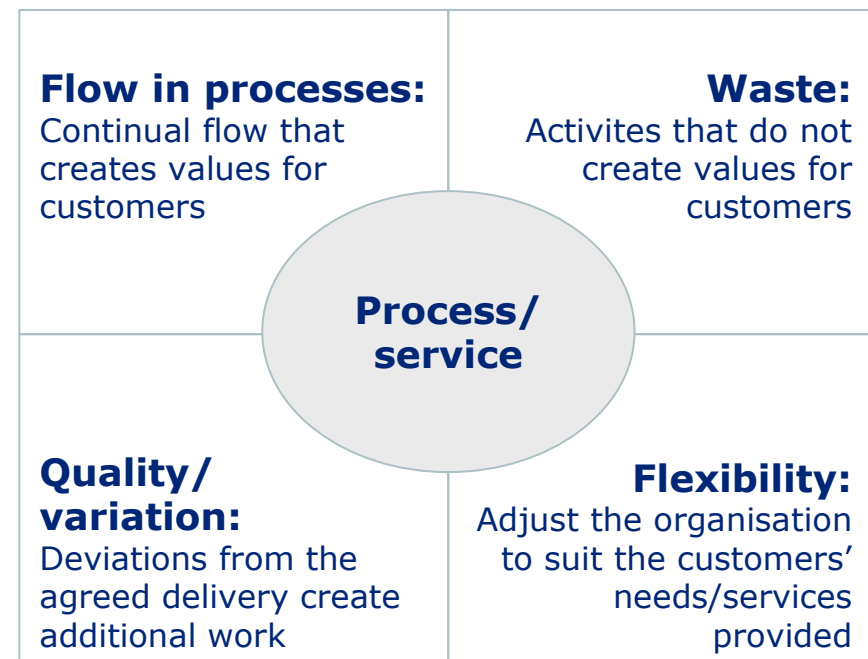
Mobilbank

SpareBank 1

Enhancing the efficiency of staff processes

- Start-up project 2011
- Project mandate
 - Purpose
 - Simplify processes
 - Incorporate Lean as practice
 - Scope: all specialist departments, intensive internal involvement
 - External expertise on methodology and working model
 - Time frame:
 - April – December 2011

Lean:
Create more with less



Summary – key figures

Group				
Amounts in NOK million	31.03.11	31.03.10	Change	Change %
RESULT				
Result before tax	381	260	121	46.5%
STATEMENT OF FINANCIAL POSITION				
Total assets	68 202	64 086	4 116	6.4%
Gross lending	49 638	48 429	1 209	2.5%
Deposits from customers	39 402	35 497	3 905	11.0%
KEY FIGURES				
Core capital adequacy ratio	10.7%	10.4%		0.3%
After-tax return on equity capital	23.3%	15.9%		7.4%
Cost/income	38.6%	40.1%		-1.5%
Manyear	791	774	17	
Parent bank				
Result per Equity Certificate	1.34	1.56	-0.22	

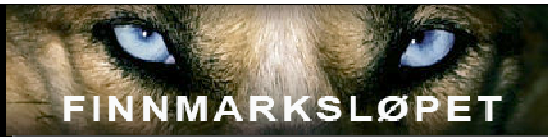
SpareBank 1 Nord-Norge 1st quarter report 2011

Very good result. The Bank's financial strength remains strong .

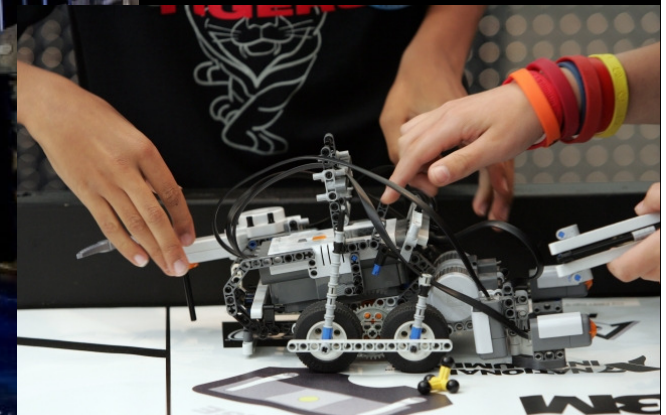
Main features (figures and percentages in brackets refer to the same interim period in 2010):

- Operating result before tax NOK 381 million (NOK 260 million).
 - Return on equity capital after tax 23.3 per cent (15.9 per cent).
 - Result per Equity Certificate (EC) (Parent Bank): NOK 2.41 (NOK 1.48).
- The underlying banking operations is good. Result from core operations before losses NOK 149 million (NOK 145 million).
- The total contribution to result from subsidiaries is NOK 195 million (NOK 23 million).
- Net result from financial investments NOK 242 million (NOK 76 million);
 - SpareBank 1 Gruppen AS' NOK 28 million
 - Other joint ventures in the SpareBank 1 Alliance NOK 21 million
 - Gains on the bank's share portfolio NOK 176 million
 - Net losses interest-bearing portfolio NOK 27 mill
 - FX and financial derivatives NOK 43 million
- Overall cost control under control. Cost income ratio: 38.6 % (40.1 %).
- Low losses on loans bearing in mind the macro-economic situation: Net losses totalled NOK 10 million (NOK 21 million).
- Lending growth during the last 12 months (including loans transferred to SpareBank 1 Boligkreditt): 6.1 per cent (5.2 per cent).
 - Retail banking market 7.0 per cent (including SpareBank 1 Boligkreditt)
 - Corporate banking market 4.1 per cent
- During the last 12 months, the accounts show an increase in lending of 2.5 per cent (-4.9 per cent).
- Deposit growth last 12 months: 11.0 per cent (0.9 per cent).
 - Retail market 6.7 per cent
 - Corporate market 14.6 per cent
 - Public market 18.0 per cent
- Overall deposit coverage ratio: 79.4 per cent (73.3 %).
- The Bank has good financial strength with the Group's core capital adequacy ratio at 10.7 per cent.
- Continued satisfactory liquidity.
- In Q1 2011, a bonus issue was carried out together with a split of the bank's equity certificates. Furthermore, the bank's Supervisory Board has passed a resolution to strengthen the bank's equity by way of new issues for up to NOK 600 million

Samfunnsengasjement 10



NIEUW
2010
15.10.10
driv.no/nieuw



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Internet:

SNN home page and internet bank: www.snn.no
Hugin Online: www.huginonline.no
Equity capital certificates in general: www.egenkapitalbevis.no

Financial calendar 2011

Q1	28. April
Q2	10. August
Q3	26. October