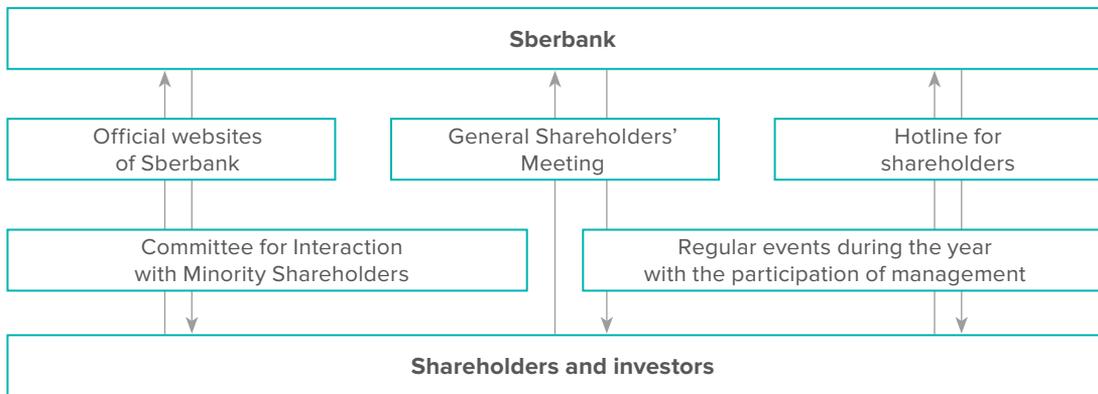


# Interaction with shareholders and investors

Sberbank has organized a system of interaction with shareholders and investors that is aimed at supporting the information transparency and investment appeal of the Bank. Investors and shareholders may use any of the communication channels available to them.

## Main communication channels with investors and shareholders



We continue paying special attention to the development and deployment of new technological solutions during communications with shareholders and investors in order to increase their effectiveness, accessibility and convenience. For example, at the end of 2017 we implemented a function that enables shareholders to submit requests through any of Sberbank’s offices serving individuals in the Russian Federation, and also through an automated secure customer remote service system Sberbank Online. This initiative has simplified significantly the access of shareholders to information of interest to them. The shareholders are notified of the status of the consideration of submitted requests through SMS notices.

## Results of the work of the Investor Service Center

In 2017 the Investor Service Center of Sberbank continued its work of interacting with investors, taking account of numerous years of experience of using different forms of communications.

During the reporting period it held 445 individual and group meetings with investors, 22 investment conferences, six events in the format of Non-Deal Roadshows, and also Investor's Day, during which the new Development Strategy of Sberbank till 2020 was presented. In addition to regular information events, Sberbank also participates in conference calls and organizes visits to bank offices (site visits).

The findings of the annual research on the perception of Sberbank by leading international investors and analysts conducted in 2017 show that the market highly values our approach to public interaction with the investment community and disclosure of information on our results.

The research on the perception of Sberbank by leading international investors and analysts based on the results of 2017 was performed in 2018 by the independent organization Nasdaq Global Perception. It engaged 22 representatives of the investment community from Great Britain, the USA, Germany and the Russian Federation for the survey of opinions.

The research on perception was conducted on a number of criteria, which were rated from 1 to 5 points. The overall rating of Sberbank based on the results of the research fluctuates between 3.9 and 4.8 points. The best result was obtained on such criteria as strategic vision, management experience and expertise, and also the accessibility and transparency of investor communications. At the same time, expectations on improvements were drafted for such criteria as the accessibility of management and the extent of the implementation of ESG<sup>1</sup> aspects in the activity of the Bank.

## Interaction with minority shareholders

A Committee for Interaction with Minority Shareholders has been established and is operational at Sberbank. In accordance with the Regulations on this Committee, its main competencies are:

- Comprehensive study of the proposals and initiatives of shareholders on issues of improving the corporate governance of Sberbank;
- Drafting of recommendations on issues of expanding the participation of minority shareholders in the activity of Sberbank, improvements to the quality of customer service of Sberbank and the provision of services to them.

In 2017 the Committee held nine meetings, including three in the cities of Kemerovo, Krasnodar and Khabarovsk. The participants of the meetings discussed among other things the performance of Sberbank, issues on how to improve corporate governance practices,

<sup>1</sup> Environment, social, corporate governance

management of subsidiaries and associates, and also the charitable activities of the Bank. Senior Independent Director of the Supervisory Board G. Melikyan attended the final meeting of the Committee in December 2017.

Regulations on the Committee for Interaction with Minority Shareholders



An online survey of minority shareholders on the level of satisfaction with the exercise of their rights was held for the first time through Sberbank’s website. More than one thousand minority shareholders of Sberbank participated in the survey. The average percentage of shareholders satisfied with the level of exercise of their rights equaled 72%. The minority shareholders highlighted what they considered to be corporate governance strengths at Sberbank:

- High business indicators and positive dynamics of the share value;
- Positive history of compliance with the rights of minority shareholders, including a transparent and consistent dividend policy;
- High degree of transparency and prompt disclosure of information.

## Dividend payments

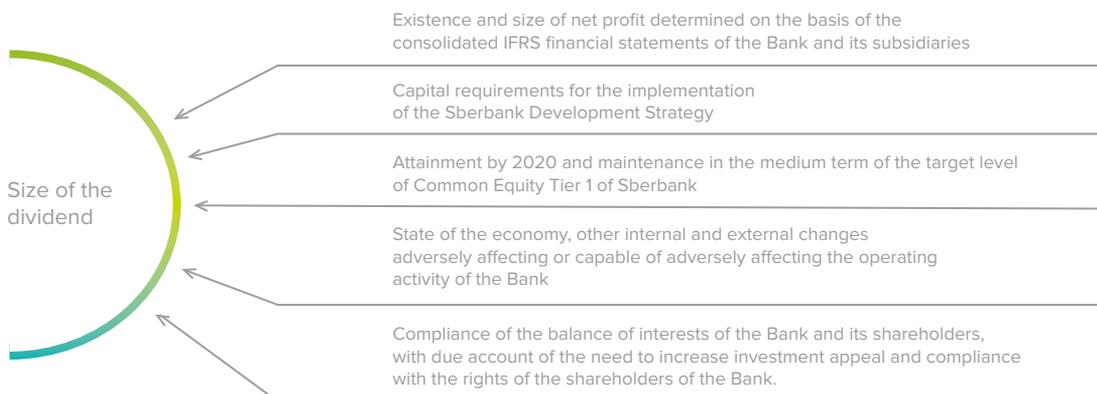
The right of shareholders to participate in Sberbank’s profits is upheld through the Dividend Policy (<http://www.sberbank.com/investor-relations/disclosure/regulative-documents> ). The Supervisory Board of Sberbank considers and approves the Dividend Policy for the medium term, in effect for at least three years, depending on the external and internal economic factors affecting business development.

Dividend Policy



At the end of 2017 the Supervisory Board approved and introduced the new Dividend Policy for 2018–2020. This document stipulates a gradual increase in dividend distribution out of the share of dividend payments in the net profit of Sberbank in accordance with IFRS from the current level up to 50% by 2020, taking into account the criteria affecting the amount of the dividend (achievement of the target adequacy of the core capital (Common Equity Tier 1) of 12.5% without taking into account the Russia’s national countercyclical buffer set by the Central Bank of Russia pursuant to Basel III requirements.

## Dividend distribution on Sberbank’s shares is subject to



On May 26, 2017 the Annual General Shareholders' Meeting approved to pay dividends for 2016 in the amount of RUB 6 per ordinary and preferred share, which is a record amount over the past seven years. The aggregate amount of dividends paid for 2016 was RUB 135.5 billion, or 25% of the net profit.

### History of dividend payments

Year of payment	2011	2012	2013	2014	2015	2016	2017
Based on the results of the year	2010	2011	2012	2013	2014	2015	2016
Ordinary shares, RUB per share	0.92	2.08	2.57	3.2	0.45	1.97	6.0
Nominal value of an ordinary share, RUB	3	3	3	3	3	3	3
Preferred shares, RUB per share	1.15	2.59	3.2	3.2	0.45	1.97	6.0
Nominal value of preferred shares, RUB	3	3	3	3	3	3	3
Dividend payout based on net profit under IFRS	12.0	15.3	16.9	20.0	3.5	20.0	25.0