

Disclaimer



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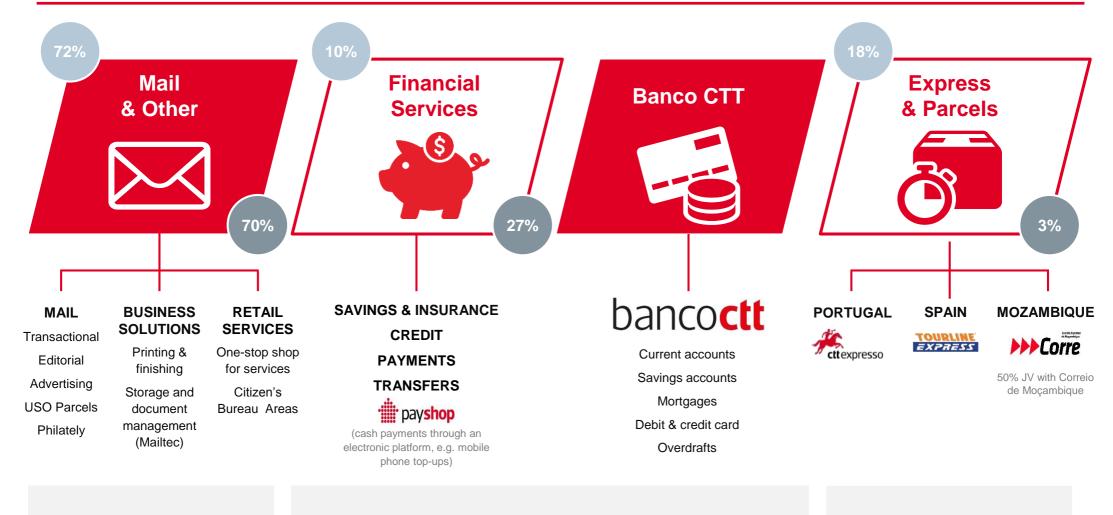
01. **Company overview** 02. **Key highlights Business units** 03. **Guidance update** 04.



COMPANY OVERVIEW: A modern and dynamic postal services operator with a

diversified portfolio of businesses





Indisputable market leader with industry-leading margins

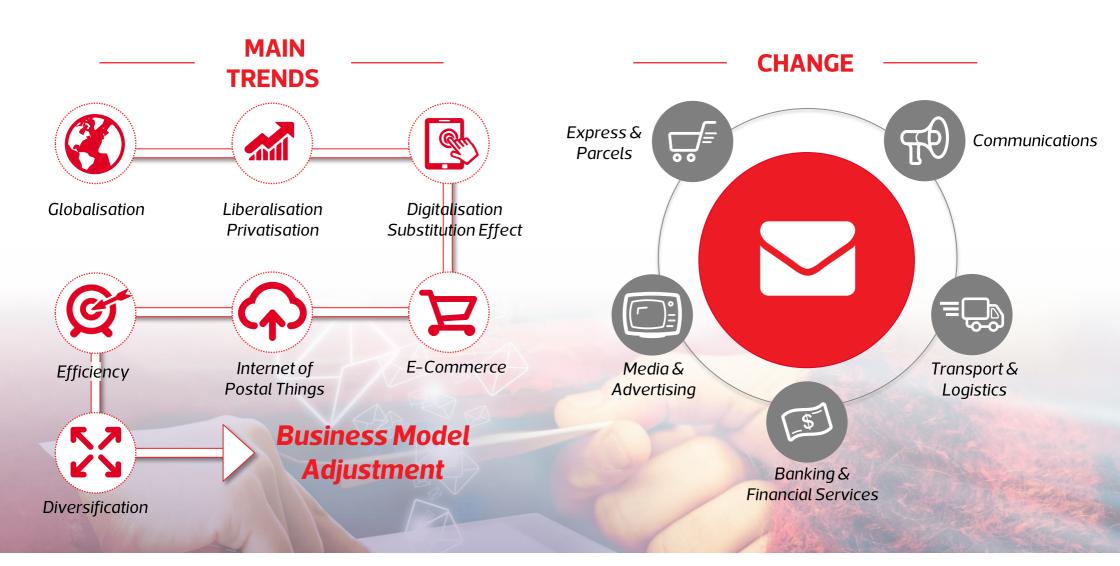
Leveraging on a strong brand name, a historical track record and a Retail Network comparable in size to those of the major Portuguese banks

Economies of scale and marketleading position in Portugal; relevant operation in Spain based on a franchisee model

COMPANY OVERVIEW: Going through a significant transformation phase in order to

ctt

adapt to new market trends



COMPANY OVERVIEW: Fine-tuning the key strategic levers to ensure the sustainability

of revenues & EBITDA growth





COMMERCIAL EXCELLENCE

Redefine an integrated commercial approach to identify and fully meet our clients' needs and preferences



OPERATIONAL EFFICIENCY

Focus on continuous improvement of processes and operations to enhance profitability



MAIL

Preserve the value of the mail business



EXPRESS & PARCELS

Capture the growth trend in parcels



FINANCIAL **SERVICES**

Develop the nonbanking products



BANCO CTT

From a successful launch to a profitable operation































KEY HIGHLIGHTS: Performance update after a challenging 3Q17



Mail

- 9M17 addressed mail volumes decline of 6.1%, given a negative evolution in 2Q17 (-7.6%) and 3Q17 (-7.2%), put a strong pressure on Mail EBITDA, due to a high level of fixed costs. Two quarters of above normal declines in mail volumes indicate a trend of acceleration
- Revenues from Retail & Distribution Networks utilisation by the growth businesses (Banco CTT and Express & Parcels, respectively) partially offset the impact of mail volumes decline on revenues, but with incremental costs

Express & Parcels

- Growth in parcels volumes in Portugal, offset by a decline in the E&P banking network business, pressure on the distribution costs of the Mail network (due to networks integration)
- Spain performance continues to improve towards breakeven before the end of the year

Banco CTT & Financial Services

- Growth in the customer base of Banco CTT was achieved with the need of temporary staff hires and additional costs at the CTT Retail Network
- In Financial Services, public debt stock fees received in 3Q16 resulted in a tough comparison in the quarter, however, savings & insurance revenues are still above the level of last year

KEY HIGHLIGHTS: Stabilisation of revenues as a result the development of the growth levers, which, in turn, put pressure on the recurring operating costs, and the Transporta acquisition



Financial and operational performance

€ million, except when otherwise indicated

		Financial results			Like-for-like ¹			_
	9M16	9M17	Δ€	Δ%	9M16	9M17	Δ€	Δ%
Recurring revenues	517.1	518.0	+0.9	+0.2%	509.6	512.3	+2.7	+0.5%
Recurring operating costs	426.1	449.8	+23.7	+5.6%	426.1	443.5	+17.3	+4.1%
Recurring EBITDA	91.0	68.1	-22.8	-25.1%	83.5	68.9	-14.6	-17.5%

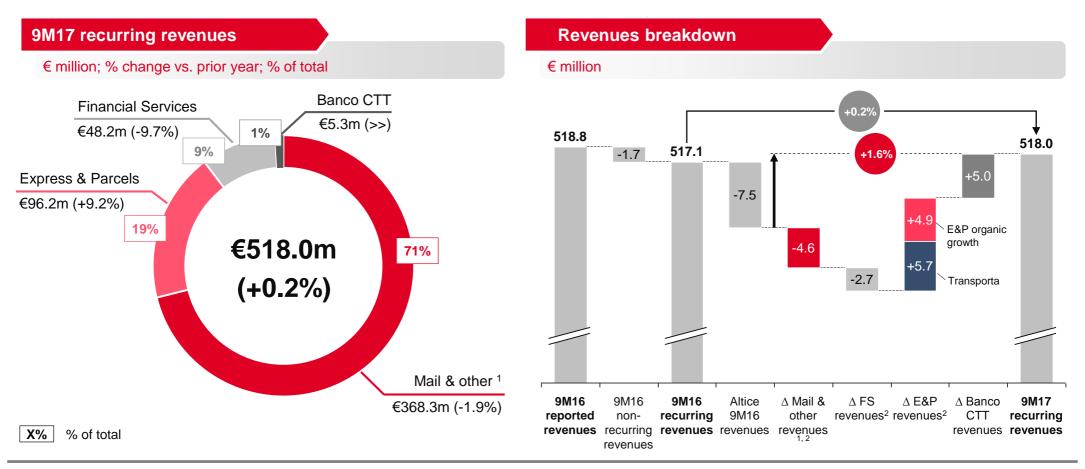
	Addressed mail (million items)	Parcels (million items)	€ FS savings flows ² (€ billion)	# Banco CTT current accounts (thousand)	Banco CTT deposits (€ million)
9M17	555.4	23.5	4.6	190.6	540.4
vs. 9M16	-6.1%	+21.1%	+29.8%	+322%	+197%

¹ Excluding €7.5m Altice revenues in 9M16 and €5.7m Transporta revenues and €6.4m Transporta recurring operating costs in 9M17.

² Amount of savings & insurance placements (€3.2bn) and redemptions (€1.4bn).

KEY HIGHLIGHTS: Strong growth from the Express & Parcels, banking businesses and the Transporta acquisition supported the increase in revenues





- Mail revenues decline was higher than expected, given the impact of the 6.1% mail volumes decline, just a part of which was offset by the 1.7% average price increase in the period and by the mix effect (3.7% registered mail revenues growth). The impact of a temporary suspension of lottery sales in the Retail Network was -€2.1m
- Express & Parcels was the main driver of growth, resulting from a strong parcels evolution in Portugal, and especially in Spain, and the Transporta acquisition (+€5.7m impact since May-17)
- Financial Services revenues declined mainly due to volumes / revenues declines in the payments business. Growth initiatives for this business line are under deployment
- Banco CTT with revenues below target but fully compensated by lower costs. Mortgage loans starting to contribute

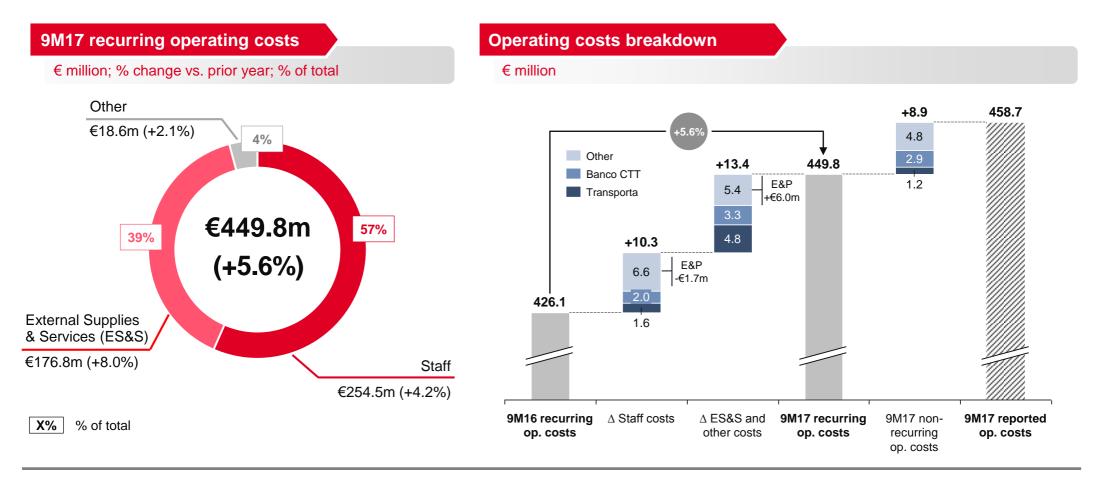
¹ Including income related to CTT Central Structure and Intragroup Eliminations amounting to -€22.6m in 9M16 and -€25.2m in 9M17.

² Excluding Altice 9M16 revenues.

KEY HIGHLIGHTS: The larger part of the recurring costs increase resulted from the



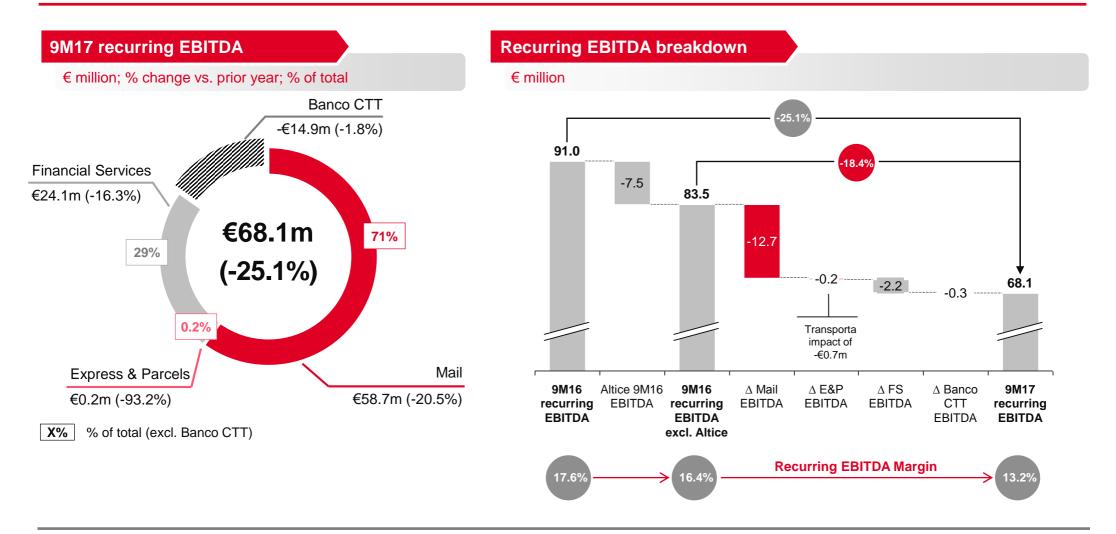
Transporta acquisition and the growth in Banco CTT and Express & Parcels business units



- Staff costs (excluding Banco CTT and Transporta) increased mainly due to a lower cut in the benefit associated with the telephone subscription fee vs 9M16 (+€1.4m impact), an update in salaries (+€1.7m), and an increase in temporary staff (+€2.0m), given the need to support the growth initiatives at the Distribution (E&P) and the Retail (Banco CTT) Networks
- ES&S and other costs (excluding Banco CTT and Transporta) increased mainly as a result of an increase in energy and fuel costs in Portugal (+€1.6m), an increase in distribution and transport costs at Tourline resulting from volumes growth and increase in delivery routes (+€3.5m) and an increase related to temporary work and travel expenses at Tourline (+€1.0m)
- Non-recurring costs of €8.9m include primarily costs related to staff contract terminations (€2.4m, of which €1.2m in Transporta), Banco CTT (€2.9m) and consulting projects (€1.9m), related to the transformation programme

KEY HIGHLIGHTS: The 9M17 recurring EBITDA performance was below expectations, driven by mail volumes decline worse than forecast and the incremental costs of the networks





The Mail business unit was mainly responsible for the decline in the recurring EBITDA. This was due, on the one hand, to mail volumes decline worse than expected (c.€5m impact) and, on the other, to the fact that it owns the main operating assets of CTT (Retail & Distribution Networks) used in the development of the growth levers and hence incurring the largest part of the operating costs increase

KEY HIGHLIGHTS: The adjusted operating free cash flow reflects the continued positive cash flow generation of Banco CTT (capture of deposits)



Cash Flow

n; % change vs. 9M16	R	eported	Adjusted ¹		
	9M17	Δ %	9M17	Δ%	
From operating activities	289.8	+36.5%	293.3	+70.8%	
Cash flow excl. Banco CTT	48.6	-0.9%	52.1	>>	
Banco CTT cash flow	241.2	+47.7%	241.2	+47.7%	
From investing activities	-212.7	-38.6%	-212.7	-38.6%	
Capex payments	-29.1	-15.9%	-29.1	-15.9%	
of which Banco CTT	-4.6	+48.8%	-4.6	+48.8%	
Banco CTT financial assets & credit	-189.7	-41.2%	-189.7	-41.2%	
Other	6.1	+2.9%	6.1	+2.9%	
Operating free cash flow	77.1	31.0%	80.6	>>	
From financing activities	-74.2	-3.3%	-74.2	-3.3%	
of which Dividends	-72.0	-2.5%	-72.0	-2.5%	
Other ²	43.6	>>	43.6	>>	
Net change in cash	46.5	>>	50.0	>>	
Cash at end of period	665.3	+12.2%	345.3	+51.8%	

Reflects the growth of Banco CTT deposits in the past 12 months

Capex payments of €29.1m in 9M17, partially from investments made in 2016

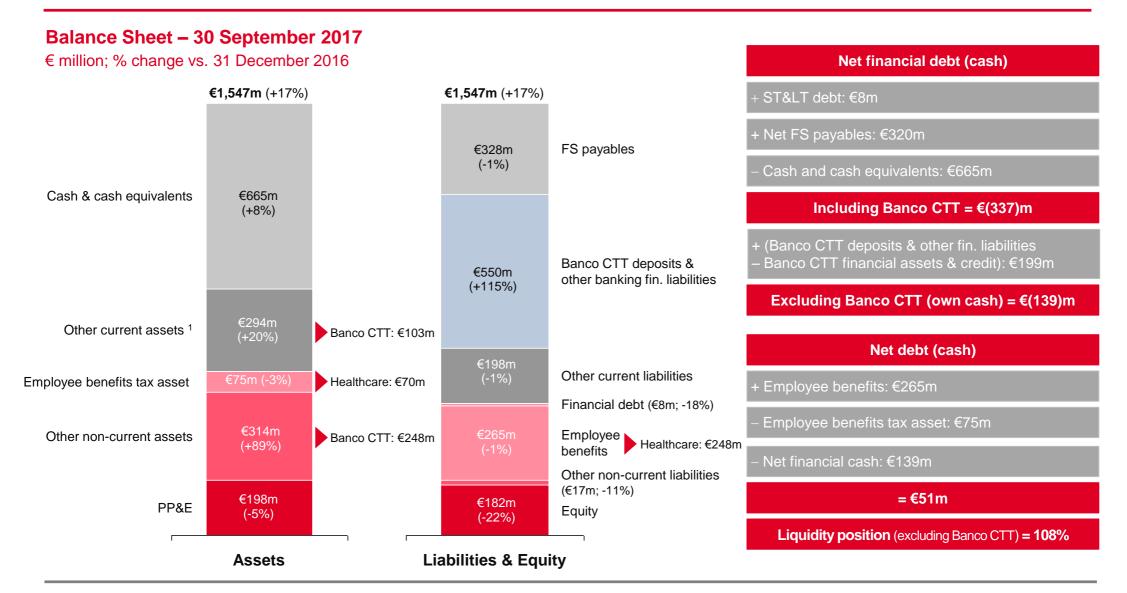
¹ Cash flow from operating activities excluding changes in net Financial Services payables of +€40.6m (9M16) and -€3.5m (9M17), respectively. Cash at the end of the period excluding net Financial Services payables of €365.3m (Sep-16) and €320.0m (Sep-17).

² These figures refer mostly to deposits with the Bank of Portugal and are not considered under Cash and equivalents in the Cash Flow statement. However, they are included in Cash and equivalents in the Balance Sheet (vs. Dec-16).

KEY HIGHLIGHTS: Own cash (excluding Banco CTT) remained stable in 3Q17 and stands

ctt

at €139m



The consolidated Balance Sheet reflects a growing weight of Banco CTT deposits (>33%) and financial assets

¹ Including Financial Services receivables of €8.6m and €7.8m as at Dec-16 and Sep-17, respectively, and Banco CTT current financial assets of €69.2m and €103.1m as at Dec-16 and Sep-17, respectively.



BUSINESS UNITS: Addressed mail volumes decline worse than guidance, together with

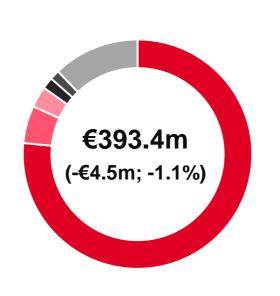




9M17 Mail revenues by type

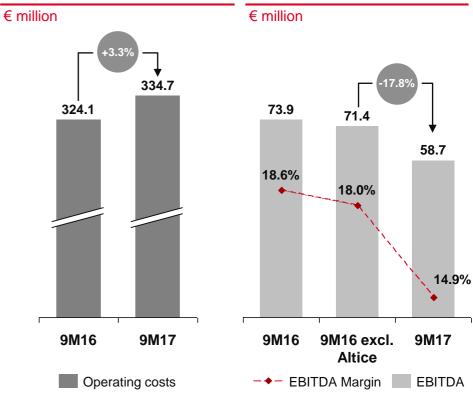
€ million, change vs. prior year (€; %)

- Transactional	€301.2m (-€1.9m; -0.6%)
- Advertising	€20.9m (-€0.8m; -3.9%)
- Editorial	€11.7m (+€0.02m; +0.2%)
– Business Solutions	€6.4m (-€0.6m; -8.7%)
- USO Parcels	€5.4m (+€0.9m; +19.1%)
- Other	€47.9m (-€2.1m; -4.2%)
Total excl. Altice	€393.4m (-€2.0m; -0.5%)



Recurring operating costs

Recurring EBITDA



Mail volumes ¹ by type

Metric	Avg. mail prices	Addressed mail	Transactional	Advertising	Editorial	Unaddressed mail	
9M17	N/A	555.4	475.3	49.4	30.7	368.2	
vs. 9M16	+1.7%	-6.1%	-5.9%	-9.5%	-3.8%	+1.9%	

BUSINESS UNITS: Strong parcels volumes growth in Portugal, driven also by the Transporta acquisition, and especially in Spain, drove high-single digit growth in E&P revenues

€96.2m

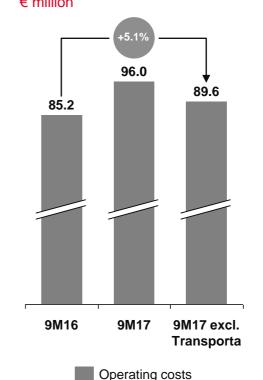
(+€8.1m; +9.2%)

9M17 E&P revenues by region

€ million, change vs. prior year (€; %)

- Portugal & other ¹	€58.8m (+€2.8m; +5.0%)
- Parcels	€46.0m (+€1.2m; +2.6%)
- Cargo & Logistics ²	€6.8m (+€5.3m; >>)
 Banking network 	€3.8m (-€1.3m; -24.9%)
- Other	€2.2m (-€2.5m; -52.9%)
- Spain	€36.3m (+€5.4m; +17.4%)
- Mozambique	€1.2m (-€0.04m; -3.6%)
E&P excl. Altice & Transporta	€90.5m (+€4.9m; +5.8%)

€ million



Recurring operating costs

Recurring EBITDA

€ million			
2.9		+€0.6m -	0.9
3.2%	0.4		ı
	0.4%	0.2	1.0%
9M16	9M16 excl. Altice	_	M17 excl. ransporta
- ◆ - EB	ITDA Mar	gin E	BITDA



Metric	Total	Portugal	Excl. Transporta	Spain	Mozambique
9M17	23.5	12.6	11.3	10.9	0.05
vs. 9M16	+21.1%	+18.4%	+6.9%	+24.6%	-14.5%

¹ Including internal and other revenues, and internal transactions with Spain and Mozambique.

² Including €5.7m of Transporta (external & internal) revenues in 9M17.

³ Million items.

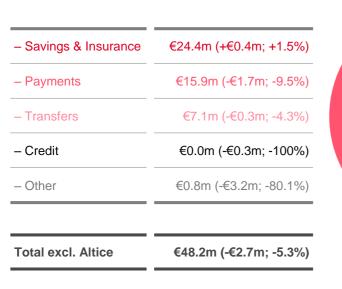
BUSINESS UNITS: Financial Services revenues were impacted by continued weakness in the payments business, mainly as a result of competitive price pressures

€48.2m

(-€5.2m; -9.7%)

9M17 FS revenues by type

€ million, change vs. prior year (€; %)



Recurring operating costs

€ million

Recurring EBITDA

€ million

24.6	24.1	28.8 54.0%	26.3	24.1
9M16	9M17	9M16	9M16 excl. Altice	9M17
Opera	ating costs	-◆- EBIT	DA Margin	EBITDA

F FS volumes by type

Metric	Savings placements (€bn)	Payments (m ops)	Money orders & transfers (m ops)	Credit (excl. Banco CTT) (€m)
9M17	3.2	41.1	13.3	5.7
vs. 9M16	+10.3%	-6.6%	-4.9%	-24.7%

BUSINESS UNITS: Banco CTT on track to achieve high-single digit FY17 revenues, while customer acquisition continues stronger than anticipated, putting pressure on the Retail Network costs

9M17 Banco CTT operating revenues Recurring operating costs Recurring EBITDA € million, change vs. prior year (€) € million € million €5.3m 20.2 - Net interest income €2.1m 8.0 €2.7m Interest income 14.9 - Interest expense €0.6m 0.2 10.4 €5.3m - Commissions income €3.1m 7.7 - Consumer credit, credit (+€5.0m) €1.8m cards 1 & insurance -14.6-14.9 Own products €1.3m 9.0 7.0 - Other €0.1m 9M16 9M16 9M17 9M17 ES&S costs Staff costs EBITDA **Selected Banco CTT Balance Sheet indicators Deposits** (€ million) Assets (€ million) Equity (€ million) / **Metric** Cash & cash **Financial assets** Credit to **CET 1** (%) Term dep. Sight dep. Mortgage equivalents & investments clients

29.2

4.9

42.4

32.6

341.3

252.3

199.1

172.0

82.1 / 35.0%

87.5 / 49.9%



254.9

197.4

30-Sep-17

30-Jun-17

308.7

261.6

¹ Partnership with BNP Paribas Personal Finance (Cetelem).

² Amount outside Banco CTT's Balance Sheet, representing the total outstanding balance of credit placed by Banco CTT branches.



GUIDANCE UPDATE: Given the 9M17 performance, CTT revises its guidance for FY17



- Worse than expected addressed mail volumes decline will impact negatively FY17 recurring EBITDA. After 2Q17 and 3Q17 volumes declines above 7%, an acceleration trend is perceived which will have a material impact in FY17
- Strong growth in Express & Parcels and Banco CTT customer base puts temporary pressure on the overall CTT cost base, which is not yet being fully absorbed by the installed capacity in the Distribution and Retail Networks, respectively
- Spain performance continues to improve towards breakeven before the end of the year
- Sizable cost restructuring, adjusting the scale of operations to the current needs, is being prepared to be presented before the end of the year

GUIDANCE UPDATE

- The company now expects to achieve recurring EBITDA around 20% below the initial FY17 guidance
- Given this EBITDA evolution, the Board of Directors intends to propose a FY17 dividend of c.€0.38 per share, payable in 2018



APPENDIX: Non-recurring items affecting the results



€ million

9M16	9M17	Δ
82.9	59.3	-23.6
8.1	8.9	+0.8
-1.7	-	+1.7
3.2	3.0	-0.1
6.7	5.9	-0.8
91.0	68.1	-22.8
70.4	36.3	-34.0
-7.0	1.3	+8.3
-7.6	-0.3	+7.4
0.6	1.5	+0.9
1.1	10.2	+9.1
	46.5	-24.9
	82.9 8.1 -1.7 3.2 6.7 91.0 70.4 -7.0 -7.6 0.6	82.9 59.3 8.1 8.9 -1.7 - 3.2 3.0 6.7 5.9 91.0 68.1 70.4 36.3 -7.0 1.3 -7.6 -0.3 0.6 1.5 1.1 10.2

€1.7m from recognised deferred gain due to early termination of vacant building lease contract in 1Q16

Non-recurring costs of €8.9m in 9M17 mainly include:

- €1.9m of costs related to consulting projects
- €2.9m related to Banco CTT
- €2.4m due to staff contract terminations (of which €1.2m in Transporta)

APPENDIX: Consolidated results



€ million	Repo	Reported Recurring ¹		ring ¹	ur	Banco CTT under equity metho		
	9M16	9M17	9M	16	9M17	g)M16	9M17
Revenues	518.8	518.0	517	7.1	518.0	5	18.9	513.7
Operating costs	436.0	458.7	426	6.1	449.8	4	17.5	436.7
EBITDA	82.9	59.3	9	1.0	68.1	1	01.4	77.0
EBITDA margin	16.0%	11.4%	17.6	6%	13.2%	19	9.5%	15.0%
EBIT	70.4	36.3	7	1.4	46.5		89.9	56.1
Financial income / (costs)	-4.2	-3.7	-4	1.2	-3.7		-4.2	-3.7
Subsidiaries, associates and joint ventures - gains / (losses)	0.2	0.0	().2	0.0		-15.3	-15.6
Earnings before taxes (EBT)	66.4	32.6	67	7.5	42.8		70.4	36.8
Income tax for the period ²	-20.6	-13.2	-19	9.0	-11.7		-24.6	-17.4
Non-controlling interests - gains / (losses)	-0.2	-0.1	-().2	-0.1		-0.2	-0.1
Net profit attributable to equity holders	46.0	19.5	48	3.7	31.2		46.0	19.5

¹ Recurring net profit excludes non-recurring revenues and costs and considers the theoretical (nominal) tax rate of CTT.

² Average tax rate increases in 9M17 due to lower results from subsidiaries which carry a lower tax rate and non-recurring positive effects from provision reversals and real estate gains in 9M16.

APPENDIX: Balance Sheet



€ million	СТТ			Banco CTT under equity method	
	31-Dec-16	30-Sep-17	31-Dec-16	30-Sep-17	
Non-current assets	452.6	587.1	393.2	400.4	
Current assets	864.1	959.4	669.9	599.3	
Assets	1,316.7	1546.5	1,063.1	999.7	
Equity	233.3	181.7	233.3	181.7	
Liabilities	1,083.4	1364.8	829.8	818.0	
Non-current liabilities	269.5	264.7	269.5	264.7	
Current liabilities	813.8	1100.0	560.3	553.3	
Equity and liabilities	1,316.7	1546.5	1,063.1	999.7	

