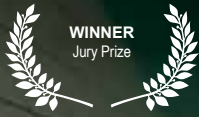




WINNER
Best Company 2011



WINNER
Jury Prize

No. 1 in Spain



WINNER
Audience Prize



WINNER
Critics' Prize

1,393 million purchase transactions

The Annual Report 2011

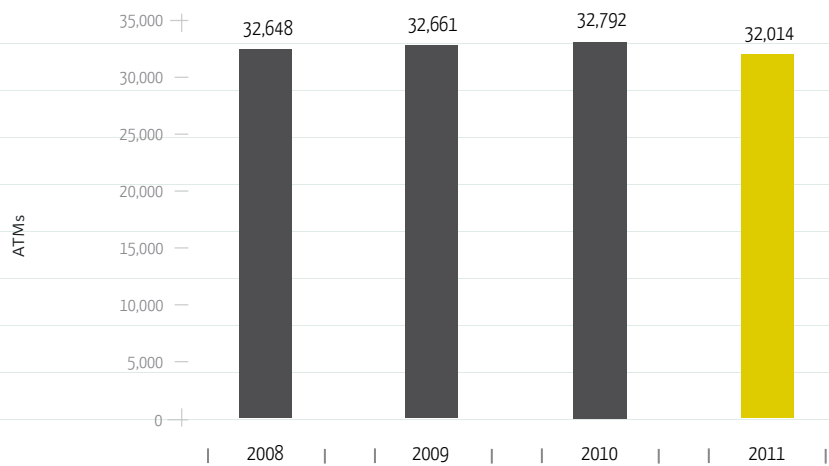
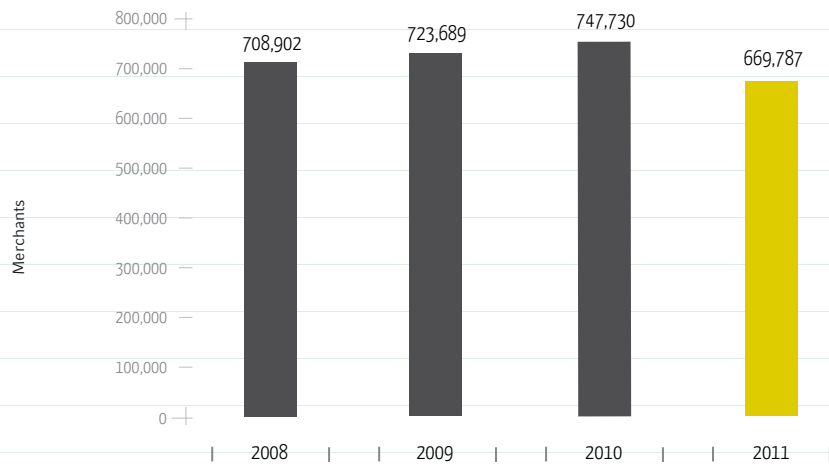
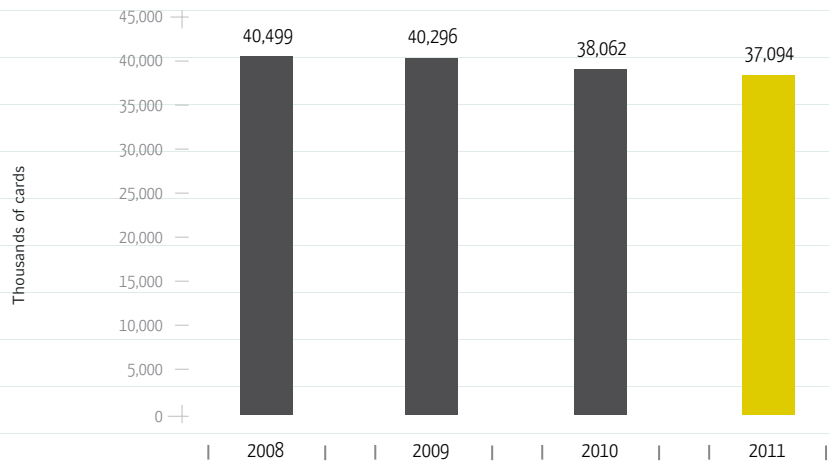
a **SERVIED** PREDUCTION, STARRING ALL OUR CUSTOMERS,
DIRECTED BY OUR BOARD OF DIRECTORS, AND SPONSORED BY ALL OUR MEMBER INSTITUTIONS





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Cards

The financial institution members of ServiRed have issued more than 37 million cards. In 2011 payments made with them reached a total of 66,793 million euros, a 3.2% increase from the previous year.

Merchants

In 2011 a total of 1,393 million purchases worth 67,020 million euros were made at 670,000 ServiRed merchants.

ATMs

There are more than 32,000 ServiRed ATMs in Spain.

Introduction

ServiRed, Sociedad Española de Medios de Pago, S.A. is Spain's leading card payment scheme. It has 37 million cards in circulation (18.8 million credit, and 18.3 million debit), 670,700 merchants, and more than 32,000 ATMs. ServiRed has 90 members (banks, savings banks, and credit cooperatives), of which 83 are shareholders in the company.

ServiRed's primary purpose is to assist its member institutions in substituting cash for innovative and efficient electronic payments systems, in order to reduce the high cost of cash transactions for society at large.

The ServiRed scheme provides international interoperability through co-branding with Visa and MasterCard, for which it is licensed as a Group Member of Visa Europe and as a Principal Member of MasterCard Worldwide, and thus its members are empowered to issue Visa and MasterCard products and to acquire transactions made with them. ServiRed's business is focused on the Spanish market. However, the advent of the Single Euro Payments Area (SEPA) affords a great opportunity to begin to provide services in other European markets.

ServiRed's services rest on three main pillars:

- the brand
- the operating rules and procedures and
- the interchange system.

The most important activities carried out by ServiRed in its mission of replacing cash in payments are as follows:

1. Guaranteeing comprehensive interoperability of card transactions in the domestic sphere by working closely and constantly with the two other domestic schemes.
2. Guaranteeing international access to holders of ServiRed cards, via direct connection with the international schemes (Visa, MasterCard, American Express, Diners Club, JCB, Citicorp, etc.).
3. Guaranteeing the acceptance of foreign cards used to make purchases at the ServiRed merchants.
4. Ensuring the correct use of the ServiRed brand, card designs, and the features of the products issued by ServiRed's member institutions.
5. Ensuring the proper labeling and operation of the POS (point of sale) terminals and ATMs.
6. Carrying out the processes of authorization, clearing, and settlement of interchange transactions amongst the system's member financial institutions and between them and other payments networks, cleanly, quickly, and without incidents.
7. Arbitration and resolution of any incidents that may arise from the use of the shared payments network by member institutions.
8. Preventing, detecting, and prosecuting fraud.

All these activities take place against a backdrop of continuous commercial and technological innovation, which ensures that holders of ServiRed cards can make payments at millions of merchants in Spain and all over the world, quickly, easily, and safely.

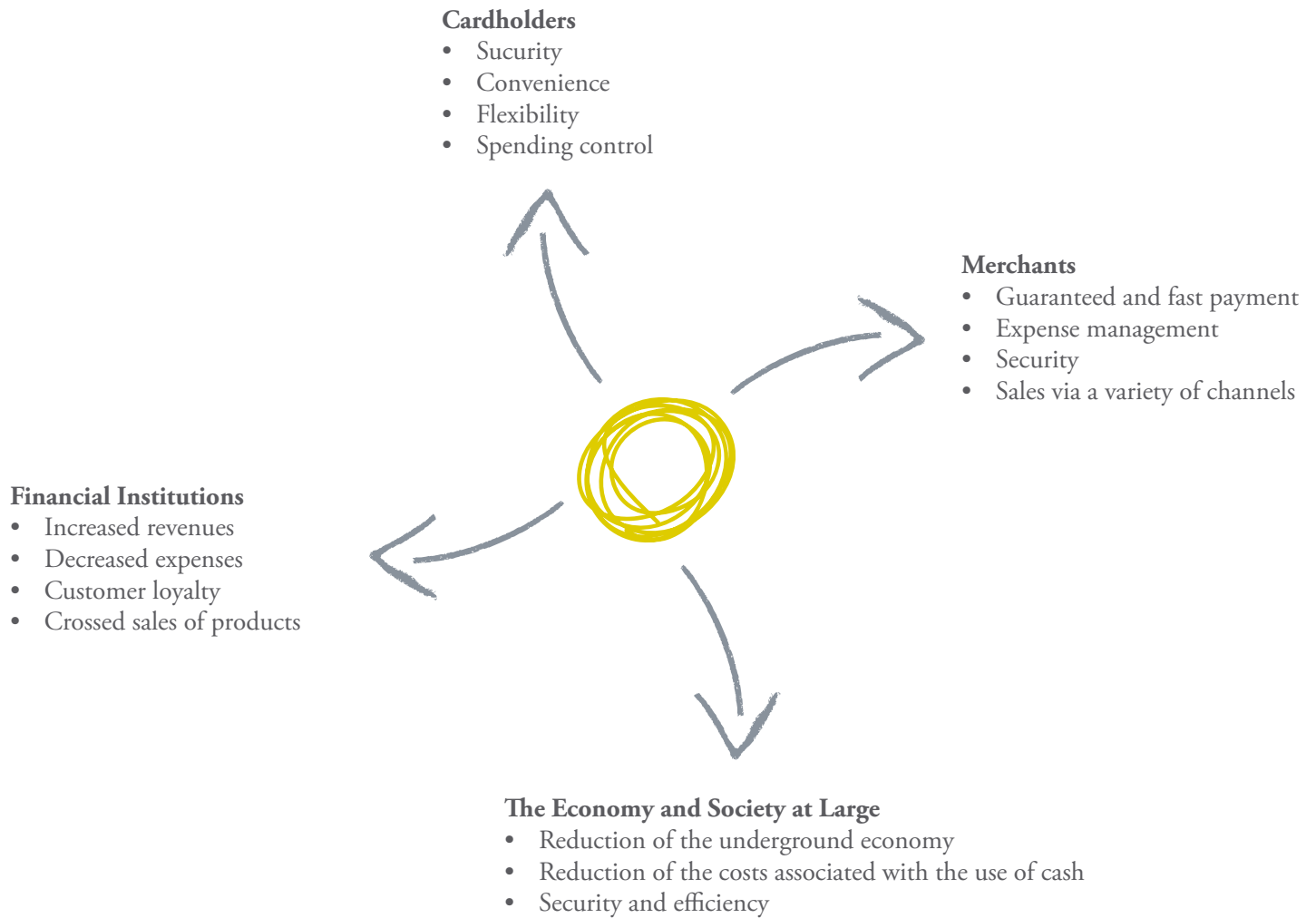
In addition to the many advantages for cardholders, the use of ServiRed cards facilitates management of business expenses by the merchants which accept them, and provides greater security by eliminating the negative aspects of using cash, such as theft and loss.



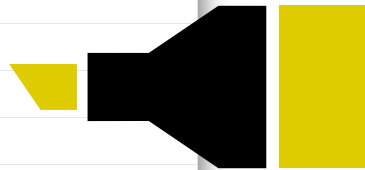




ANNUAL REPORT 2011



Advantages of the ServiRed System





Mission

To promote the proper transition from cash to new, more efficient and secure means of payment, to the benefit of member institutions and society as a whole (merchants and cardholders).

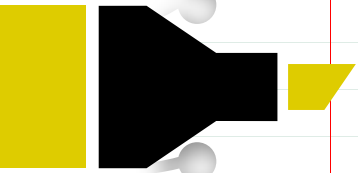
Objectives

To promote the use of electronic payments.

To represent member institutions before regulatory bodies, associations, institutions and other domestic and international payments schemes.

To manage the brand, set and uphold the rules of the domestic scheme to ensure interoperability and strengthen its position in the domestic and international markets.





Board

ANNUAL REPORT 2011

Mr. Rafael Martín-Peña García ¹	Chairman
Mr. Juan Luis Coghén Alberdingk-Thijm ²	Banco Cooperativo
Mr. Francisco José García Paramio ²	Caja España de Inversiones, Salamanca y Soria
Mr. Manuel Troyano Molina	Caixa Penedès
Mr. Miquel Montes i Güell ²	Banco Sabadell
Ms. Amparo Esteve Mercado ²	Bancaja
Mr. Sebastián Ruiz Gallardo ²	Caja Madrid
Mr. Francisco Javier Celaya Mingot ²	Participaciones y Cartera de Inversión S.L. Grupo Caja Madrid
Ms. Nicola Margaret Roomans ²	Bankinter
Mr. Diego Ferreiro Sánchez ²	Barclays Bank
Mr. Francisco Castells Delgado	BBVA
Mr. Juan de Lapuerta Montoya	BBVA
Mr. Fernando de la Rica Goiricelaya	BBVA
Ms. María Victoria Matía Agell	Caixabank
Mr. Joan Morlá Tomás	Caixabank
Mr. Miguel Ángel Pozuelo Villar	Caixabank
Mr. Xavier Eguibar Gainza ²	Caja Laboral Popular
Mr. Juan Carlos Hurtado Vázquez ²	Cajamar
Mr. Andreu Plaza López ²	CatalunyaCaixa
Mr. Enrique Sánchez Sierra ²	Deutsche Bank
Mr. Martí Crespo Arrufat ²	Unnim
Mr. Adrián Calvo Pelayo	Board Secretary (Non-member)

(1) Representative of Global Norwalk, S.L.U, Chairman of the Board.

(2) Representatives of board members that are legal persons.





ANNUAL REPORT 2011

Chairman of the Board

Rafael Martín-Peña García *

Dear friends:

The year 2011 featured major changes and transformations, both inside our company and in our industry on a national and international level, as I will briefly describe here.

At the close of the year ServiRed took the first steps in its strategic plan, leading to a structural modification of the company that was unanimously approved by the Board in March, 2012, with the aim of addressing our future in three separate areas, in which the financial institutions members can participate comfortably in regimes that reflect the specific needs of the diverse social realities, dealing with the working of ServiRed's domestic payments scheme from its own perspective, and considering matters relating to the international systems as services to be supplied to all who may be interested in using ServiRed as a total or partial vehicle for relating to such systems, thus endowing the company with the requisites for opening up that are sought by the new regulations of payments services.

This internal restructuring of ServiRed has been undertaken with conviction and the aim of having a soundly prepared and well-integrated company for the major challenges that will certainly arise in such a dynamic and competitive industry, in the framework of the most profound changes undergone by the Spanish financial panorama in many decades, and with a view to a not distant future. It need hardly be recalled that only a year ago there were more than

a hundred financial institutions on our list of shareholders, and that at this writing that number has diminished very considerably thanks to mergers and corporate operations. Next year the list is likely to be much shorter and more diverse in its composition.

This letter gives me the opportunity to reiterate the company's gratitude, as expressed in the minutes of a meeting of the Board, to José Manuel Gabeiras for his many years of service to ServiRed until his resignation in November, 2011 as Chairman of the Board, during which his contributions were crucial to the successes of ServiRed and to its domestic and international reputation as a payments scheme of the first rank.

It must also be mentioned that since April, 2011, our company's payments processing activity and its work as a payments scheme have been separate, and we wish to express our best wishes for the success of Redsys on its journey, in which companions and projects which only a year ago were part of the same group are now setting their own course and from now on will work independently from the payments schemes to lend services to them and their member financial institutions.

In international terms the year under review also brought outstanding events. The healthy and intense competition between payments systems has led to new positions and situations, ranging from the questioning by authorities and

(*) Representative of Global Norwalk, S.L.U, Chairman of the Board.

Rafael Martín-Peña García

Chairman of the Board, ServiRed S.A.

other players in the industry of the roles played by domestic members' groups, to the contrasting decision by financial institutions in other countries to strengthen their payments organizations which historically have lent support to the associative efforts inevitably required by an industry like that of payments schemes.

Also, and perhaps as a consequence of this, we have seen that the maintenance and construction of payments organizations are viable and useful only when they spring from the natural efficiencies of the market, but are hard to implement when they are derived from a priori theoretical designs, whose creation should be addressed from positions in which interests can be satisfactorily shared by all those involved, from their respective viewpoints.

Meanwhile, payments schemes in general, both face-to-face and virtual, have now become a business aim in themselves within the plans of companies of different natures which find, with unceasing and growing interest, the expansion of these activities in this area which some years ago ceased to be the exclusive reserve of the financial institutions. New types of companies legally authorized to operate in the industry, new and very attractive payments products and services, powerful new channels, and, outstandingly, new business developments based on the intelligent use of information associated with payments, all determine the obligation, today more than ever, to closely monitor consumer habits, since it is the consumers alone who today have the capacity to



choose among an increasingly complete and varied supply of payments alternatives.





Deputy General Manager

Carmen Carnero Silvo

The year 2011 marked a major milestone in the history of the payments industry in Spain with the separation of ServiRed and SERMEPA and the subsequent disappearance of SERMEPA whose payments processing business was taken over by the new company Redsys. We express our wish that Redsys, like SERMEPA for decades, should continue to be one of our country's leading technological innovators which continues to win international prestige for the Spanish payments industry.

The economic uncertainty prevailing throughout the year was responsible for the feebleness of the growth in private consumption and card payments in Spain. The Spanish purchases market on the issuing side increased by just 3.6% in monetary terms and by 4.4% in the number of transactions. ServiRed grew slightly below the market average, at 3.2% in monetary terms and slightly above in number of transactions, at 4.7%. The average card transaction amount declined to 47.94€ from the 48.64€ registered in 2010, while for the Spanish market as a whole it declined to 45.03€ from the 45.39€ posted in 2010. The market share of card payments grew at a negligible rate in the year, from 16.77% to 16.86%, while ServiRed cards' share of payments in private spending edged up from 10.12% in 2010 to 10.16% last year.

Meanwhile, in its annual report for 2011 Visa Europe announced that as of June of that year, its growth in purchases with cards issued in the European region had reached 16.1% in amounts and 17.1% in transactions. For the July 1, 2010 – June 30, 2011 period growth in purchases with ServiRed cards reached barely 3.1% in amounts and 4.8% in transactions. At the same time, while the total number of Visa Europe cards issued grew by 7.6%, that of ServiRed cards declined by 4.2% and the number for the Spanish market as a whole slipped by an even greater 4.5%. These figures show that both ServiRed and the Spanish

market overall are losing market share in Visa Europe which, unlike MasterCard, is still owned by European financial institutions.

Here follow other noteworthy Spanish card market performance data for the year:

- Larger growth in debit vs. credit cards in purchases: the debit card market total grew by 5.0% in amounts and 5.9% in transactions, while purchase growth with credit cards reached 2.6% in amounts and 3.3% in total transactions. Growth in purchases with ServiRed debit cards came to 7.1% in amounts and 7.7% in transactions, vs. the 0.4% posted in purchase amounts with credit cards and 1.9% growth in transactions.
- Cash withdrawals declined, pushing the use of cards in purchases within total sales volume steadily higher: 52.3% for ServiRed and 49.5% for the entire card market.
- An increase in international purchase acquisition thanks to the increase in tourism to Spain prompted by instability in competing tourist destinations during the year – purchases with foreign-issued cards in Spain grew by 17.4% at ServiRed merchants and 16.5% overall. The Spanish Ministry of Industry, Energy, and Tourism reports that nearly 57 million foreign visitors came to Spain in 2011, a 7.6% increase compared to 2010.

As regard card fraud, the incidence declined to the lowest level in a number of years, reaching just 0.017% of total sales volume, vs. the 0.024% posted in 2010, thanks particularly to the benefits of the implementation of EMV technology in the face-to-face purchasing environment. For Visa Europe as a whole the incidence of fraud came to 0.038% in 2011, vs. the 0.044% recorded in 2010. However, in the virtual transaction environment the incidence of fraud edged higher, though it still remained negligible as a proportion of

Carmen Carnero Silvo

Deputy General Manager, ServiRed S.A.

total card purchases in Spain. As in other years ServiRed and its member institutions together deployed new anti-fraud initiatives, and again would like to thank police and security forces for their outstanding cooperation in this area.

At all events, and despite these Spanish market figures as determined by the difficult economic situation, and to a lesser extent by the consolidation of the financial system, in global terms the payments industry is undergoing one of the most effervescent moments of its history. The new European regulations have brought new players from other industries (especially the Internet, retailers, and mobile telephone operators). This is bringing new challenges and opportunities and will contribute to the development of the industry in ways that we can scarcely imagine, given the extraordinary dimensions of the digital revolution and its still unforeseeable consequences.

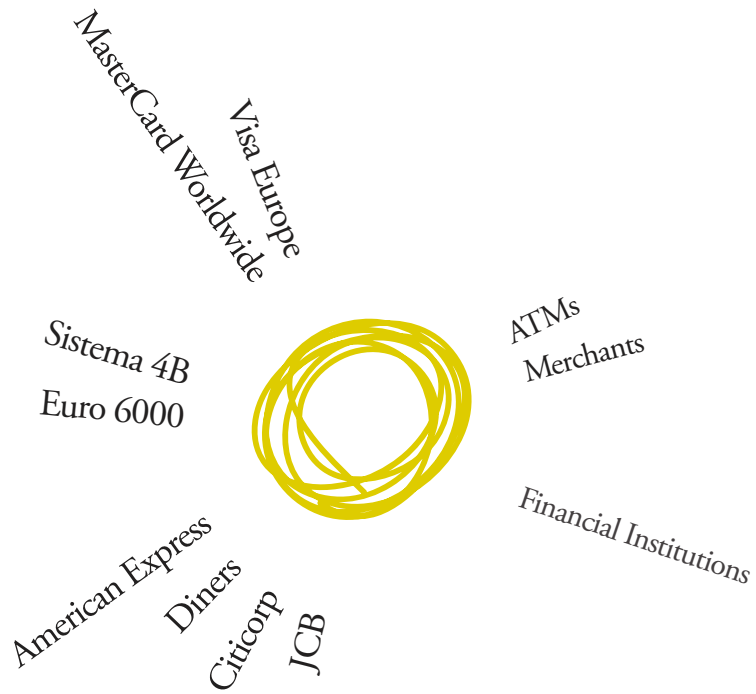
Data supplied by Google, indicate that in the last quarter of 2011 the number of portable devices (smart phones and tablets) manufactured surpassed that of PCs and laptops for the first time. Some 75% of mobile phone operating systems are smart phones, and users more often view Google maps on their cell phones than on tabletop or laptop PCs. Users are also connected to the Internet longer via smart phones and tablets than via PCs. Google puts the number of Internet users by the year 2020 at 5,000 million, and estimates that the amount of information available from the Internet will have expanded 67-fold by then.

Accordingly, the payments industry will have to learn to view the Internet through the prism of the portable devices now in massive use. The new frontier for the payments industry is without a doubt the payment for goods and services from the Internet via such devices, which will have serious implications for business models. The Internet is, above all, “re-intermediation” or the replacement of the traditional

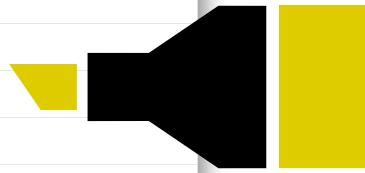


intermediary, and new business models will necessarily have to reflect this.

ServiRed’s purpose is to lend support to our members in the replacement of cash payments with electronic ones. Today there are more options in the market than ever before, and for this reason we wish to express our most heartfelt gratitude to all those who have placed their trust in us and continue to do so.

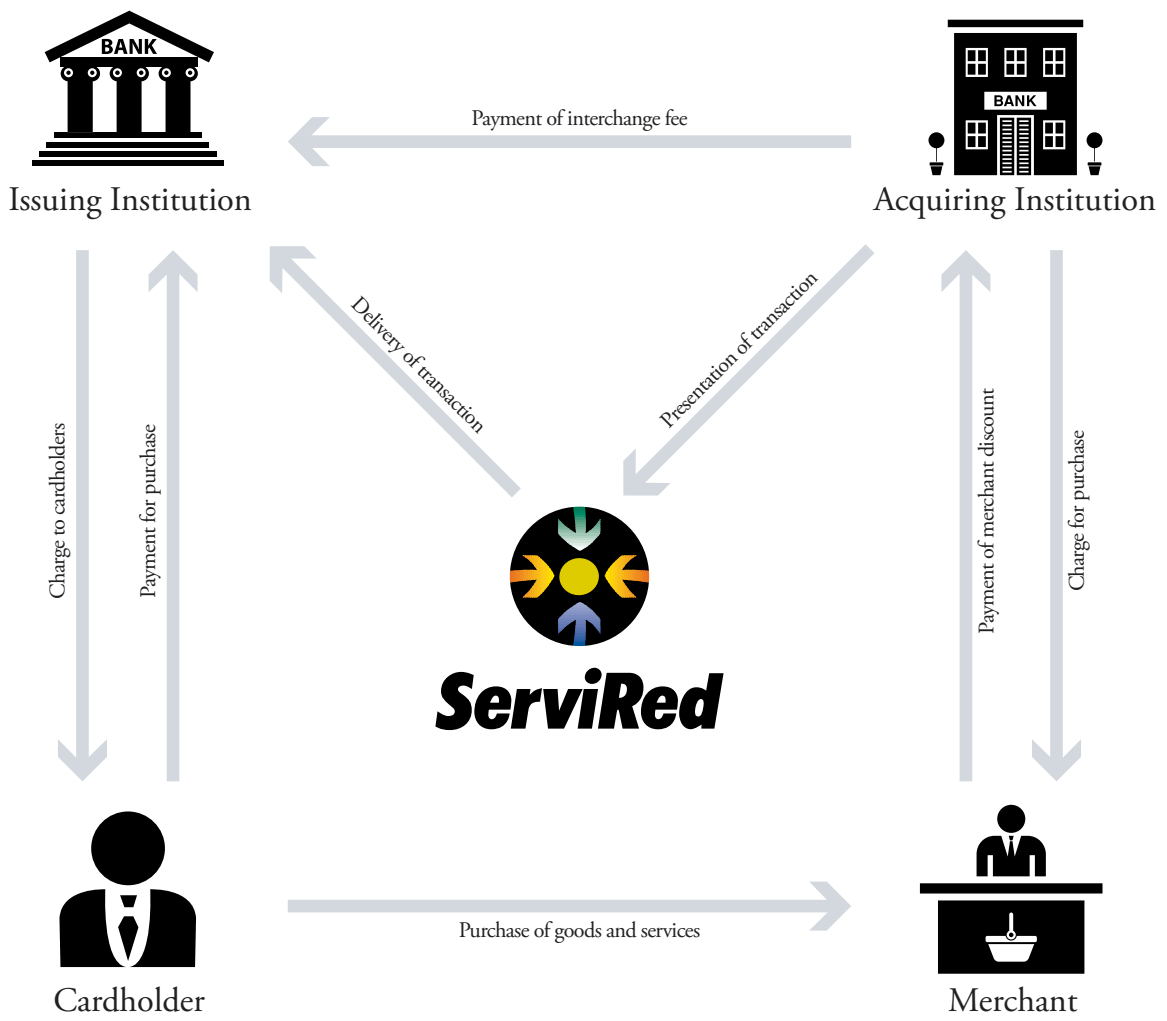


ServiRed Network





Card Purchases Circuit







Promoting Electronic Payments

Marketing

ServiRed - Visa

In 2011 ServiRed took part in the planning and development of the Visa campaign which, as on earlier occasions, was aimed at fostering an increase in the use of cards for purchases.

The campaign took place in two stages, the first in May-June and the second in September, and involved television, cinema, and the Internet.

The member institutions launched their own promotions using common creative materials.

VISA

Paga con Visa todas tus compras, incluso las
más **pequeñas**

*cada
día*



ServiRed

La vida es más fácil con Visa



¿POR QUÉ JUSTO
CUANDO TENGO UNA
REUNIÓN IMPORTANTE
SE ME BORRA
UN DOCUMENTO
QUE NECESITO



Saber que la solución ya está
en tu bolsillo, no tiene precio.

¿Eres empresario, autónomo o profesional?

¿Y te suena este tipo de problemas, verdad? Pues ahora las Tarjetas de Empresa MasterCard, además de ser una excelente herramienta para gestionar los gastos de tu negocio, incluyen **conexión**. Con este servicio podrás resolver de forma inmediata y **gratuita** cualquier duda o problema informático las **24 horas** del día. Técnicos especializados te darán asistencia online o por teléfono, e incluso en persona si fuera necesario.

Infórmate de ésta y otras ventajas de las Tarjetas de Empresa MasterCard
en tu Banco o Caja o en www.tunegocionotieneprecio.com



Marketing

ServiRed - MasterCard

In 2011 MasterCard again focused its advertising efforts on the use of corporate cards. Among the advantages of such cards, it stressed access to “CONEXIÓN”, an automated customer help service.

The campaign, which began in May, used radio, print media, billboards, and the Internet. A new wave was launched in October.

MasterCard continued its advertising activity by associating its brand more closely with on-line purchases via an agreement with the show-ticket website www.atrapalo.com. Under the agreement MasterCard cardholders who make purchases on the site took part in a draw for four trips to New York and also earned vouchers for discounts on future purchases. The was publicized on www.atrapalo.com as well as on television and other Internet sites.

For the second year running MasterCard took part in the McDonald’s MONOPOLY promotion as exclusive on-line sponsor.

The year ended with a television commercial broadcast on New Year’s Eve with the theme “Beginning the year with optimism –priceless”.



1818

4980

We continue to advance with the chip card

*Almost all ATMs and
POS terminals are
now EMV-enabled*

*At the close of 2011
there were more than
31 million ServiRed
EMV cards in
circulation*

Advancing with the Chip Card

EMV is the globally-agreed standard that guarantees the interoperability of transactions made with chip cards.

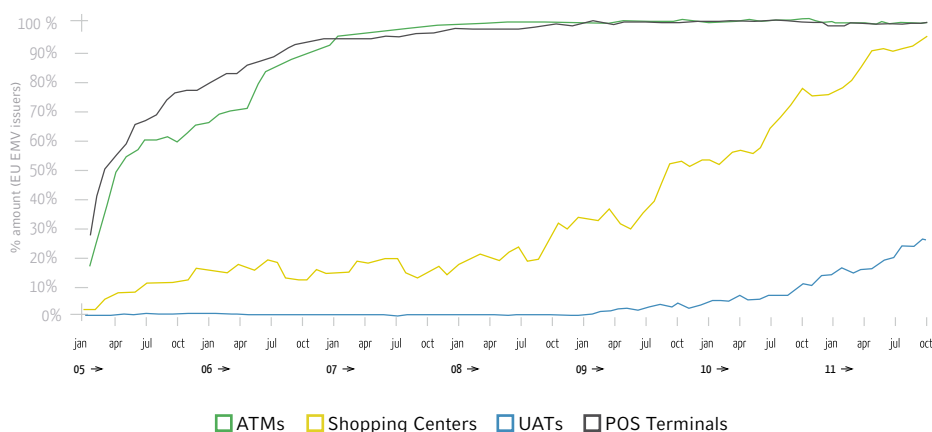
The SEPA Cards Framework also designated EMV as the standard for ensuring interoperability within the Single Euro Payments Area (SEPA).

One of the major advantages of EMV is its protection against fraud, although in the Spanish market, where almost all traffic generated with magnetic stripe cards is authorized on-line, in recent years Spain's card issuers have experienced rates of fraud that are lower than the European average.

At the close of 2011 100% of our ATMs and 97.4% of POS terminals were EMV-enabled. Moreover a total of 31.2 million ServiRed cards with chip had been issued, some 5.4 million more than at the close of 2010.

The high incidence of EMV-migration in the acquisition environment, chiefly ATMs and POS terminals, delivered good results in offsetting the impact of the liability shift in Europe, which took effect on January 1, 2005. Accordingly in 2011 traffic in Spain arising from the issue of EMV cards in Europe was acquired in EMV terminals and ATMs, as indicated in the graph below. At the same time shopping centers and non-attended terminals also had a notable increase in coverage of European EMV cards.

Coverage of EU EMV Cards on the Acquisition Side







Presence at Merchants

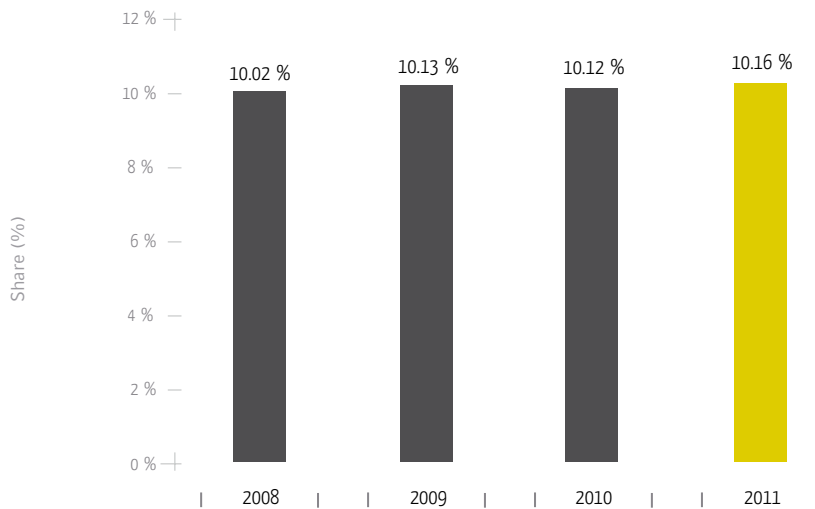
Card purchases at ServiRed merchants grew by 5.6% in the year. This brought card purchases at the 670,000 ServiRed merchants to a total amount of some 67,020 million euros.

For the second year running the average purchase amount at ServiRed merchants declined, this time by 1.0% to 48.11 euros, though the number of transactions increased by 6.7%.

More than half (52.3%) of all spending with ServiRed cards took place at merchants, where 1,393 million purchases brought a total volume of 66,793 million euros, leaving an average purchase amount of 47.94 euros.

As a percentage of all private spending, purchases with ServiRed cards reached 10.16%, while purchases with all banks card in Spain accounted for 16.86%. While these shares were larger than those posted in 2010, they remain far below the average among Spain's neighbors. European Central Bank figure for 2010 show that throughout the Europe Union card purchases accounted for 24.9% of all private spending. This shows that much room for growth remains in the replacement of cash with more efficient and secure means of payment.

Card Purchases as a Share of Final Spending by Households and NISH*



(*) NISH: Non-profit institutions serving households

*Purchases made
with ServiRed
cards accounted for
more than a tenth
of all consumer
spending*



Fraud Prevention

The year 2011 saw credit card fraud reach an all-time low in Spain, in keeping with the trend witnessed in 2010.

The incidence of fraud as a percentage of total sales volume dropped from 0.031% in 2009 to 0.024% in 2010 and 0.017% in 2011.

This progressive reduction was due to several factors, not least the firm commitment by all ServiRed member institutions to wage war against fraud and to take a series of technical and operational measures, including the following:

- The migration to EMV chip technology in card issue (84.2%), POS terminals (97.4%) and ATMs (100%).
- The use of increasingly robust authentication methods in virtual environments.
- Continued improvements to fraud prevention and detection tools.

All the foregoing was strengthened by the close collaboration with the various professional teams of the police and state security forces.

Fraud Prevention

Key data:

	Fraud as % of total sales volume		Fraud as % of total card purchases	
	2010	2011	2010	2011
ServiRed cards / Total acquisition	0.024%	0.017%	0.042%	0.029%
ServiRed cards / Domestic acquisition	0.009%	0.006%	0.016%	0.010%
ServiRed cards / International acquisition	0.308%	0.221%	0.332%	0.229%

Issuer side:

- Total fraud declined by 29% in the year.
- 89% of fraud was in purchases, 31% at domestic merchants and 69% at international ones, with respective decreases of 39% and 27% from 2010.
- Domestically, fraud in non face-to-face channels accounted for 34% of total confirmed fraud, while in international environments it accounted for 45%.

Acquirer side:

- Total fraud declined by 23% in the year.
- 95% of fraud was in purchases, 20% with domestic cards and 80% with foreign ones, but both posted declines, of 38% and 18% respectively.

All types of fraud showed declines with the exception of that taking place in non face-to-face environments, which amounted to 34% of ServiRed acquisition fraud with domestic cards and 50% of acquisition fraud with foreign cards.





Representing Member Financial Institutions

ServiRed represents its member institutions before regulatory bodies, sundry associations, government agencies, and other domestic and international payments schemes.

In the domestic sphere a very important forum is the Card Payments Observatory, under the aegis of the Ministry of Economy and Competitiveness, which was created in order to:

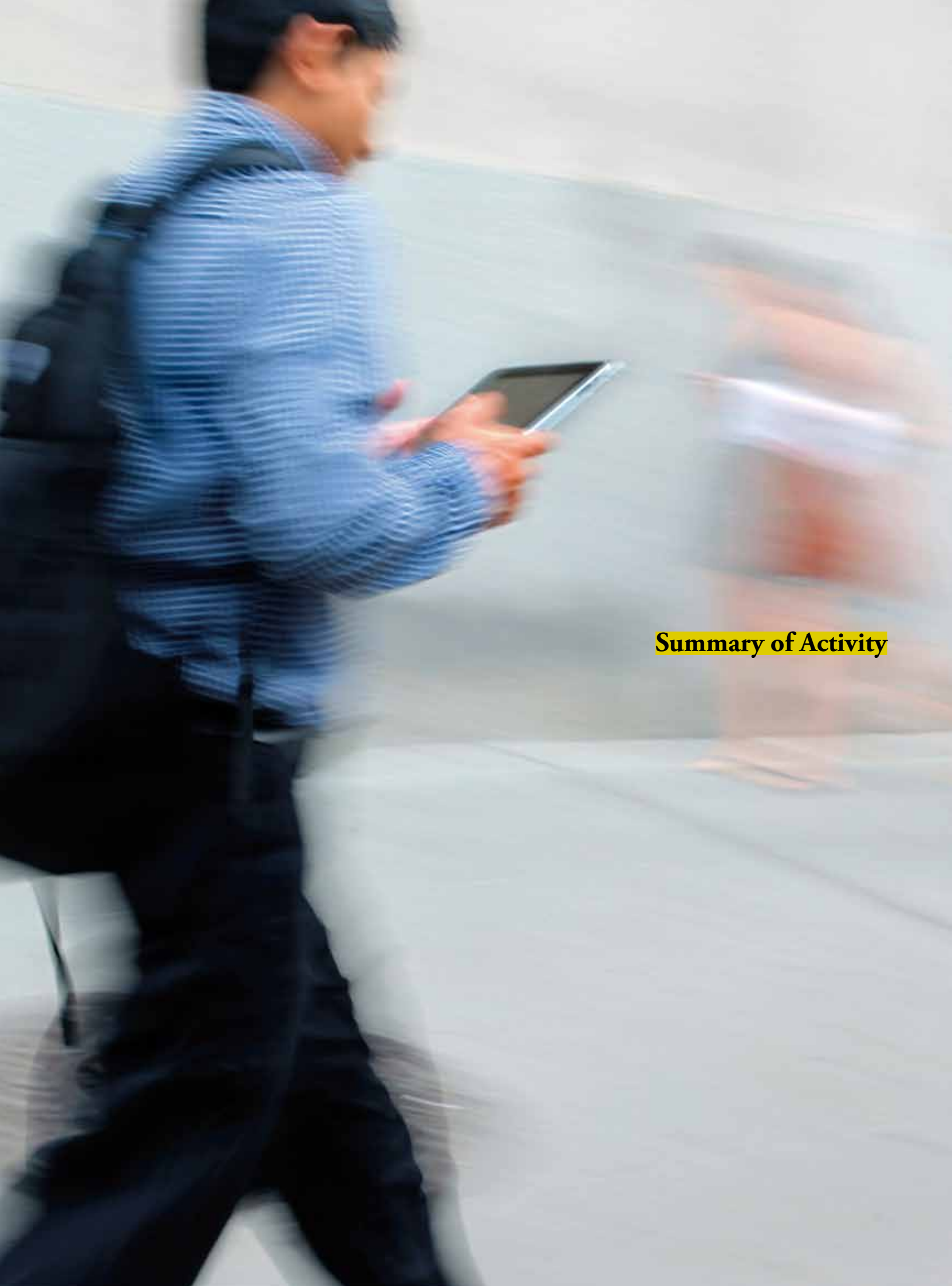
- study electronic card payments processes;
- identify and implement cooperative actions among all the parties involved;
- promote the use of cards for payments; and
- improve information about electronic payment cards.

Aside from ministry officials, participants in the Observatory include merchants and consumers associations, as well as banks and financial companies. ServiRed represents those of its member banks and financial institutions which lack their own representatives in the Observatory, and it speaks for all its members on the follow-up committee.

ServiRed also represents its member financial institutions before the Bank of Spain, especially in the following areas:

- Certification of card payment data to enable the monitoring of compliance with the commitment undertaken in the Framework Agreement;
- Monitoring migration to the SEPA in the Follow-up Committee and the Observatory established with this purpose by the Bank of Spain.





Summary of Activity

Brand Management and Interoperability Guarantee

ServiRed holds Visa Europe's Group Member license and that of Principal Member of MasterCard Worldwide. These licenses empower ServiRed to issue Visa and MasterCard cards and to acquire transactions made with Visa and MasterCard brand cards.

One of ServiRed's corporate purposes is to represent its member institutions before Visa Europe and MasterCard Worldwide, and to guarantee the international interoperability of its ServiRed cards, merchants, and ATMs.

The ServiRed brand is present on all cards issued by its member institutions, at all contracted merchants, and in more than half of all ATMs in Spain.

The management of the ServiRed brands includes its display on cards, at merchants, and on ATMs.

The proper identification of ServiRed cards is ensured by seeing that their designs conform to precise technical specifications. In 2011 we studied more than 300 design applications, most of them for ServiRed/Visa cards.

ServiRed also verifies that merchants correctly display their references to our cards for the sake of both domestic and foreign cardholders. The most popular method is to place adhesive decals showing the cards accepted on or near the door of the establishment.

The display of the ServiRed brand on pennants or plaques at ATMs is vital for making it visible to cardholders. In 2011, as in earlier years, field studies were made to verify that the brand was correctly displayed, and the offending institutions were notified when this was not the case.

ServiRed represents the interests of its member institutions before Visa Europe and MasterCard Worldwide.



*Credit card
purchases
accounted for 57%
of total purchases
made with
ServiRed cards*

Summary of Activity

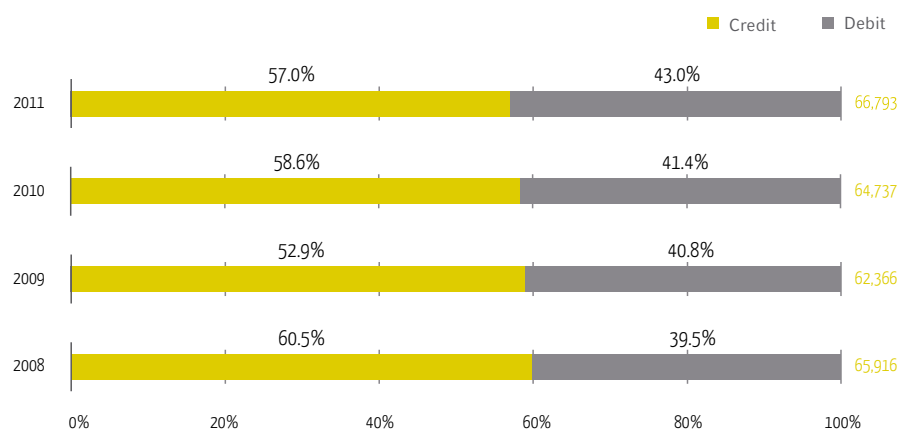
In 2011 some 1,393 million purchases were made with ServiRed cards for a total amount of 66,793 million euros. The latter figure represents a growth of 3.2% from the previous year.

For the fourth consecutive year the volume of purchases made with ServiRed cards surpassed that of cash withdrawals, which declined by 0.2% in the year to 61,020 million euros

ServiRed cards accounted for 60.3% of the entire domestically-issued card purchase amount and for 61.4% of domestic card transactions. ServiRed was also again the leader in cash withdrawals made with cards issued in Spain, with a 55.6% market share of the total amounts and a 54.7% share of the total number of transactions.

The acquisition side also reflected ServiRed market leadership, with ServiRed merchants accounting for 61.0% of the total purchase amounts and for 62.3% in transactions. Cash withdrawals with ServiRed cards accounted for 55.1% of the total amount and for 54.2% of the number of transactions.

Purchases with Credit and Debit Cards (millions of euros)



Credit cards were used for most of the volume of purchases with cards issued by ServiRed institutions, but purchases made with debits cards maintained the trend of the past few years by growing at a faster rate (7.1%) than that posted by credit cards (0.4%), thus gaining market share among ServiRed cards.

Summary of Activity

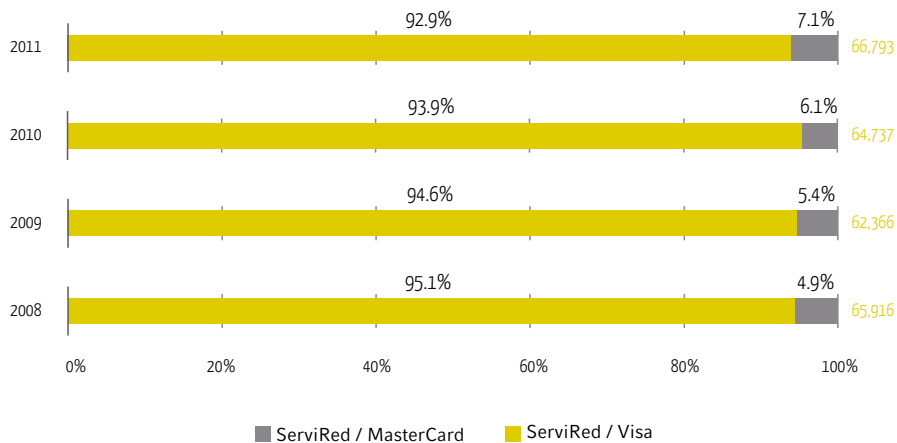
ServiRed/Visa cards

The 33.1 million ServiRed/Visa cards accounted for 89.3% of all cards issued by ServiRed members, and were used to make purchases with a total of 62,044 million euros, a 2.1% increase in the year, and representing 92.9% of all ServiRed card purchases (vs. 93.9% in 2010).

As in earlier years, the most popular card was the ServiRed/Visa Classic, of which 15.2 million had been issued by the end of 2011 and which accounted for the largest purchase volume: 28,240 million euros, or 44.5% of all purchases made with ServiRed/Visa cards, the same proportion as in 2010.

Credit cards accounted for 57.0% of the purchases made with ServiRed/Visa cards, although the use of debit cards for purchases increased by 7.1%, vs. 0.4% for ServiRed/Visa credit cards.

Purchases with ServiRed/Visa and ServiRed/MasterCard (millions of euros)



ServiRed/MasterCard cards

In 2011 a total of 92.5 million purchases worth 4.749 million euros were made with ServiRed/MasterCard cards. This amount is 19.5% greater than the total for 2010.

The standard ServiRed/MasterCard was the most popular, with more than 2.3 million cards issued, and purchases for a total amount of 2,783 million euros, a 22.2% increase for the year.

Credit cards were used for some 89.9% of all purchases made with ServiRed/MasterCard cards, up slightly from the 89.5% posted in 2010. This is because purchases with these cards grew at a faster rate (41.0%) than that of debit cards (21.1%).

*ServiRed
member financial
institutions have
more than 33.1
million ServiRed/
Visa cards in
circulation*



Summary of Activity

Purchases and Cash Withdrawals

TRANSACTIONS	Purchases	Incr.	% of total	Cash withdrawals	Incr.	% of total	Sales volume	Incr.	% of total
Credit cards	705,040	1.9%	50.6%	180,782	-4.6%	35.3%	885,822	0.5%	46.5%
Debit cards	688,078	7.7%	49.4%	331,671	-0.1%	64.7%	1,019,749	5.0%	53.5%
Total cards	1,393,118	4.7%	100.0%	512,453	-1.7%	100.0%	1,905,571	2.9%	100.0%

AMOUNTS	Purchases	Incr.	% of total	Cash withdrawals	Incr.	% of total	Sales volume	Incr.	% of total
Credit cards	38,086,204	0.4%	57.0%	25,107,668	-2.8%	41.1%	63,193,872	-0.9%	49.4%
Debit cards	28,706,696	7.1%	43.0%	35,912,667	1.7%	58.9%	64,619,362	4.0%	50.6%
Total cards	66,792,900	3.2%	100.0%	61,020,335	-0.2%	100.0%	127,813,235	1.5%	100.0%

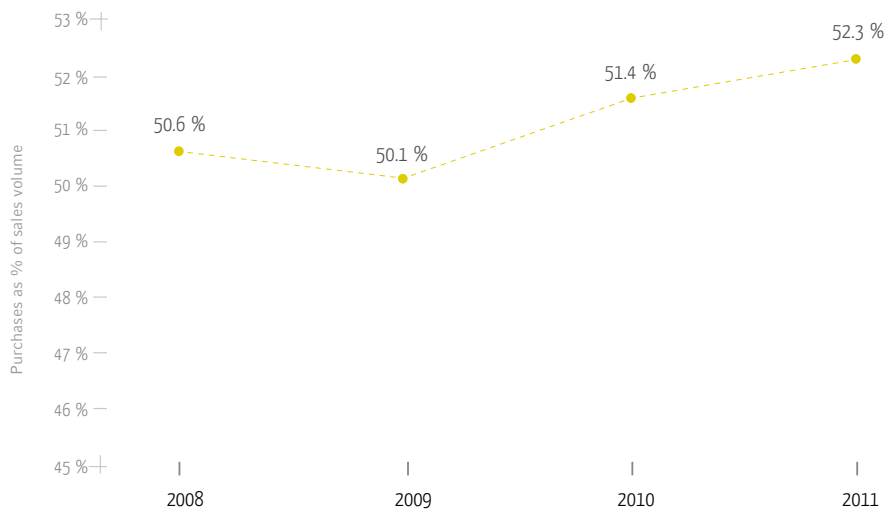
Amounts in thousands of euros
'000 of transactions

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Purchases and cash withdrawals



Card Purchases as % of Sales Volume



*Purchases continue
to gain on cash
withdrawals*



Dr. Carrillo Casaux
Enfermedades de la PIEL

L'Oréal

L'Oréal

L'Oréal

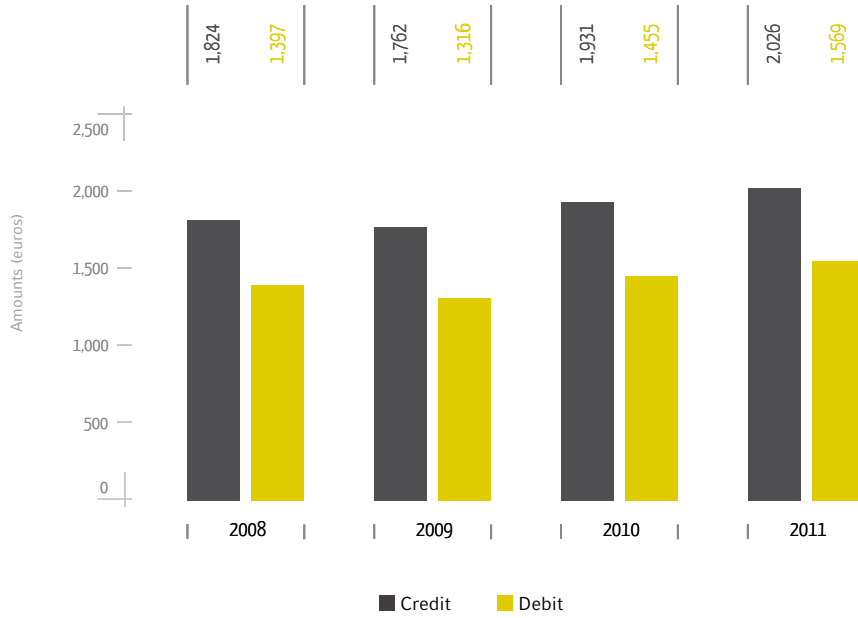
PHARMACY



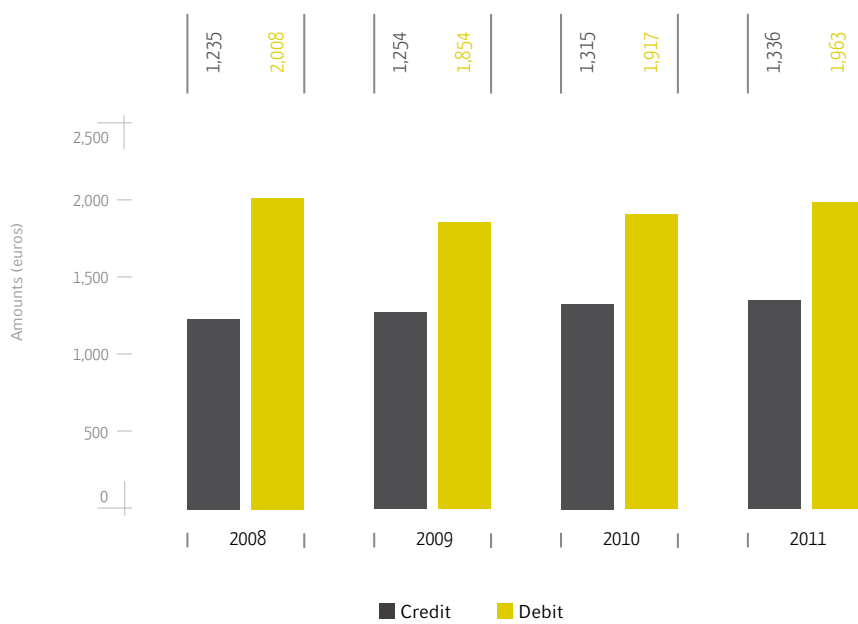
*Average spending
per card for
purchases rose by
some 100 euros
to 1,800 euros in
2011*

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Spending per Card in Purchases



Spending per Card on Cash Withdrawals



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International Activity

	Purchases	%total	Cash withdrawals	%total	Sales Vol.	%s/total
United Kingdom	1,236,807,306	21.3%	65,889,939	8.7%	1,302,697,245	19.9%
France	693,338,742	12.0%	64,244,210	8.5%	757,582,952	11.6%
Ireland	706,163,158	12.2%	7,288,568	1.0%	713,451,726	10.9%
Italy	274,996,150	4.7%	45,875,322	6.1%	320,871,472	4.9%
Germany	274,663,152	4.7%	42,153,069	5.6%	316,816,221	4.8%
Portugal	157,449,008	2.7%	44,283,733	5.9%	201,732,741	3.1%
Rest of European Union	661,813,875	11.4%	123,561,431	16.4%	785,375,306	12.0%
Total European Union	4,005,231,390	69.1%	393,296,271	52.1%	4,398,527,662	67.1%
United States	482,083,663	8.3%	31,971,310	4.2%	514,054,973	7.8%
Latin America	248,688,471	4.3%	164,823,340	21.8%	413,511,811	6.3%
Rest of the world	1,063,248,524	18.3%	165,472,421	21.9%	1,228,720,945	18.7%
Total International	5,799,252,048	100.0%	755,563,343	100.0%	6,554,815,391	100.0%

Purchases and cash withdrawals made with ServiRed cards abroad.
Amounts in thousands of euros.

*ServiRed cardholders
made 84 million
purchase transactions
abroad with a total
value of 5,800
million euros*

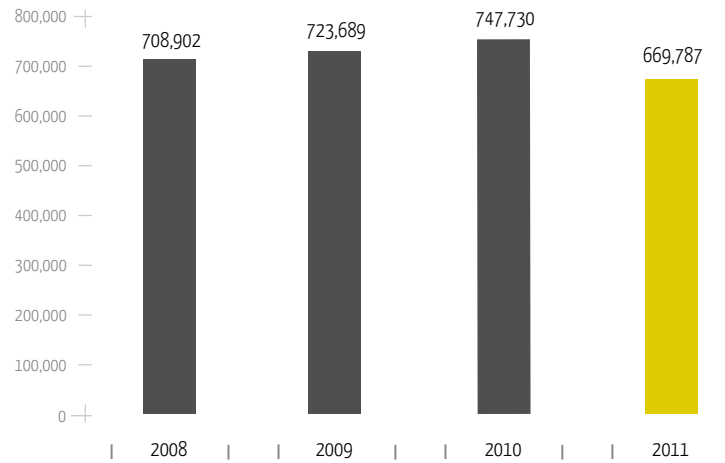
*About one-fifth of this spending took place in the
United Kingdom*





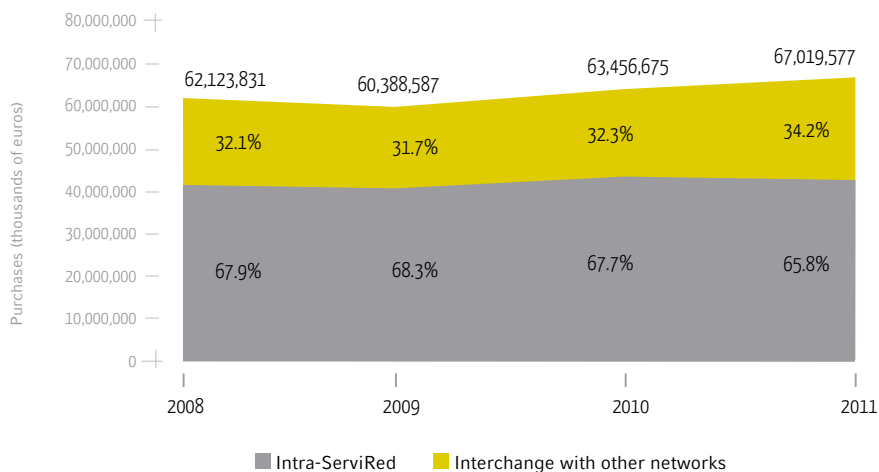


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Number of Merchants*

(*) Merchants working with ServiRed System member institutions.

ServiRed member institutions worked with some 670,000 merchants.

Purchases at ServiRed Merchants*

(*) Intra-ServiRed: purchases made with ServiRed cards and ServiRed merchants.

Interchanges with other networks: purchases made with non-ServiRed cards at ServiRed merchants.

Two-thirds of transactions acquired at ServiRed merchants involved ServiRed cards.

ServiRed
merchants reported
1,393 million
purchases worth
67,020 million
euros

Barcelona is the Spanish province with the largest number of card purchases

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Purchases in ServiRed Merchants by Province

	Amount (€)	Transactions	% total	Average amount (€)
Álava	457,063,736	8,409,342	0.60%	54.35
Albacete	300,845,871	6,073,936	0.50%	49.53
Alicante	1,855,711,317	33,458,182	2.60%	55.46
Almería	544,186,409	10,241,934	0.80%	53.13
Asturias	993,765,051	16,905,759	1.30%	58.78
Ávila	105,157,239	1,955,626	0.20%	53.77
Badajoz	397,295,466	7,608,002	0.60%	52.22
Balearics	2,270,399,906	34,561,078	2.70%	65.69
Barcelona	16,252,986,114	364,845,400	28.00%	44.55
Burgos	296,362,828	5,518,194	0.40%	53.71
Cáceres	209,276,704	3,911,533	0.30%	53.50
Cádiz	1,032,101,316	19,439,074	1.50%	53.09
Cantabria	478,505,025	8,110,202	0.60%	59.00
Castellón	871,152,347	17,862,608	1.40%	48.77
Ceuta	83,459,581	1,418,313	0.10%	58.84
Ciudad Real	410,637,253	7,672,644	0.60%	53.52
Córdoba	365,301,547	7,170,560	0.60%	50.94
Corunna	707,343,374	12,513,969	1.00%	56.52
Cuenca	115,327,202	2,135,157	0.20%	54.01
Gerona	2,265,773,401	38,773,953	3.00%	58.44
Granada	715,128,209	12,584,554	1.00%	56.83
Guadalajara	189,104,828	4,044,537	0.30%	46.76
Guipúzcoa	1,094,731,898	17,136,517	1.30%	63.88
Huelva	358,168,350	6,834,422	0.50%	52.41
Huesca	269,321,059	4,510,417	0.30%	59.71
Jaén	247,500,309	4,646,941	0.40%	53.26
León	465,279,495	8,604,735	0.70%	54.07
Lérida	894,765,982	16,692,991	1.30%	53.60
Lugo	155,820,517	2,812,233	0.20%	55.41
Madrid	13,793,704,708	266,500,794	20.50%	51.76
Málaga	2,008,674,861	33,448,715	2.60%	60.05
Melilla	55,110,738	896,393	0.10%	61.48
Murcia	1,079,242,534	19,408,578	1.50%	55.61
Navarra	772,965,065	14,366,339	1.10%	53.80
Orense	113,448,551	2,123,114	0.20%	53.43
Palencia	131,632,915	2,452,685	0.20%	53.67
Palmas, Las	1,308,643,724	23,699,102	1.80%	55.22
Pontevedra	429,357,363	7,966,747	0.60%	53.89
Rioja, La	324,830,921	5,839,753	0.40%	55.62
Salamanca	269,165,162	4,925,844	0.40%	54.64
Saragossa	913,194,969	17,328,577	1.30%	52.70
Segovia	140,952,962	2,620,670	0.20%	53.79
Seville	1,523,032,934	29,412,347	2.30%	51.78
Soria	86,501,076	1,433,757	0.10%	60.33
Tarragona	1,834,334,146	36,019,583	2.80%	50.93
Tenerife	1,153,022,631	19,905,044	1.50%	57.93
Teruel	97,706,838	1,654,533	0.10%	59.05
Toledo	534,668,619	10,100,356	0.80%	52.94
Valencia	3,531,332,459	75,284,481	5.80%	46.91
Valladolid	592,324,774	10,348,230	0.80%	57.24
Vizcaya	1,627,846,253	27,799,674	2.10%	58.56
Zamora	151,745,583	2,740,411	0.20%	55.37
Total	66,875,912,121	1,302,728,545	100.00%	51.34

Transactions authorized on-line were distributed by sectors as shown on the table.





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Purchases at ServiRed Merchants by retail categories

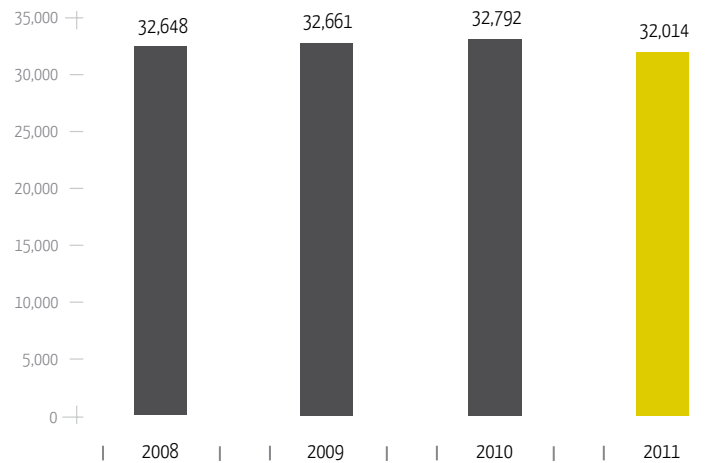
Retail categories	Amount (€)	% total	Transaction	Average amount (€)
Retail merchants	15,975,934,368	23.9%	285.372.367	55.98
Large food outlets	15,232,263,086	22.8%	364.739.615	41.76
Other large retail outlets	7,304,805,810	10.9%	105.603.489	69.17
Petrol stations	5,043,482,645	7.5%	118.208.583	42.67
Restaurants	4,531,450,748	6.8%	109.736.205	41.29
Hotels	2,910,399,799	4.4%	16.686.292	174.42
Travel agencies	2,312,582,185	3.5%	9.428.800	245.27
Supermarkets	1,920,267,999	2.9%	51.994.791	36.93
Mail order/telephone sales	1,652,248,681	2.5%	20.140.045	82.04
Passenger transport	1,262,974,990	1.9%	15.768.025	80.10
Leisure, entertainment	916,716,408	1.4%	15.746.273	58.22
Pharmacies	838,731,788	1.3%	30.372.370	27.61
Jewelers	518,342,527	0.8%	5.495.151	94.33
Small-amount categories	504,816,798	0.8%	27.808.887	18.15
Household supplies	469,678,616	0.7%	10.119.345	46.41
Car rentals	421,956,772	0.6%	2.425.452	173.97
Massage parlors, saunas, discos	224,772,460	0.3%	4.341.429	51.77
Toll motorways	212,284,901	0.3%	60.994.549	3.48
Casinos	187,213,444	0.3%	1.310.402	142.87
Charities	9,566,518	0.0%	228.560	41.86
Other	4,425,421,579	6.6%	46.207.915	95.77
Total	66,875,912,121	100.0%	1.302.728.545	51.34

Transactions authorized on line were as shown in the table.

*Retail merchants
accounted for
one-fourth of card
billing*

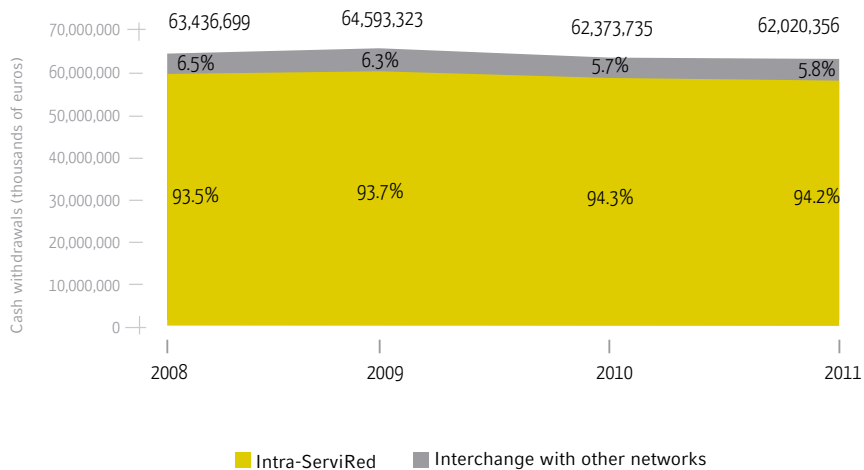


Total Number of ATMs



Retail merchants accounted for one-fourth of card billing.

Cash Withdrawals from ServiRed ATMs



ServiRed cards were used for 94% of cash withdrawals from ServiRed ATMs.

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Cash Withdrawals by Provinces

	Transactions	ATMs	Transactions per ATM	ATMs per million inhabitants
Álava	3,585,369	202	17,749	651
Albacete	3,150,104	203	15,518	512
Alicante	14,613,734	998	14,643	523
Almería	8,590,053	338	25,414	489
Asturias	9,256,444	604	15,325	574
Ávila	1,059,890	124	8,548	745
Badajoz	4,343,135	428	10,148	630
Balearics	10,853,193	677	16,031	619
Barcelona	111,209,052	6,200	17,937	1,157
Burgos	1,983,713	158	12,555	439
Cáceres	1,604,179	152	10,554	376
Cádiz	8,555,664	497	17,215	404
Cantabria	3,743,263	209	17,910	361
Castellón	8,623,651	570	15,129	965
Ceuta	1,216,533	52	23,395	676
Ciudad Real	4,029,019	316	12,750	609
Córdoba	3,697,719	324	11,413	411
Corunna	6,012,946	322	18,674	287
Cuenca	1,332,472	111	12,004	524
Gerona	11,700,541	775	15,097	1,062
Granada	7,635,235	490	15,582	537
Guadalajara	1,281,937	83	15,445	333
Guipúzcoa	8,267,143	443	18,662	644
Huelva	3,810,123	261	14,598	512
Huesca	1,508,617	212	7,116	968
Jaén	3,271,098	324	10,096	497
León	6,504,951	402	16,181	842
Lérida	6,113,022	487	12,552	1,128
Lugo	1,440,968	118	12,212	350
Madrid	105,607,013	5,694	18,547	892
Málaga	12,200,407	764	15,969	474
Melilla	789,616	26	30,370	341
Murcia	10,973,841	626	17,530	424
Navarra	6,580,631	432	15,233	692
Orense	1,195,697	78	15,329	243
Palencia	1,832,105	128	14,313	766
Palmas, Las	9,190,488	492	18,680	452
Pontevedra	4,684,996	269	17,416	284
Rioja, La	2,033,424	188	10,816	602
Salamanca	2,167,996	157	13,809	459
Saragossa	5,795,334	694	8,351	727
Segovia	894,750	75	11,930	472
Seville	12,492,648	829	15,070	439
Soria	863,256	62	13,923	673
Tarragona	13,119,052	864	15,184	1,080
Tenerife	7,776,873	459	16,943	448
Teruel	684,970	71	9,647	503
Toledo	4,078,373	332	12,284	492
Valencia	35,289,378	2,389	14,772	951
Valladolid	6,217,022	408	15,238	775
Vizcaya	11,751,620	746	15,753	660
Zamora	2,014,194	151	13,339	799
Total	517,227,452	32,014	16,156	693

This breakdown of cash withdrawals includes all those made from ServiRed ATMs with both domestic and foreign cards, thus it includes those in which the card and the ATM belong to the same financial institution.

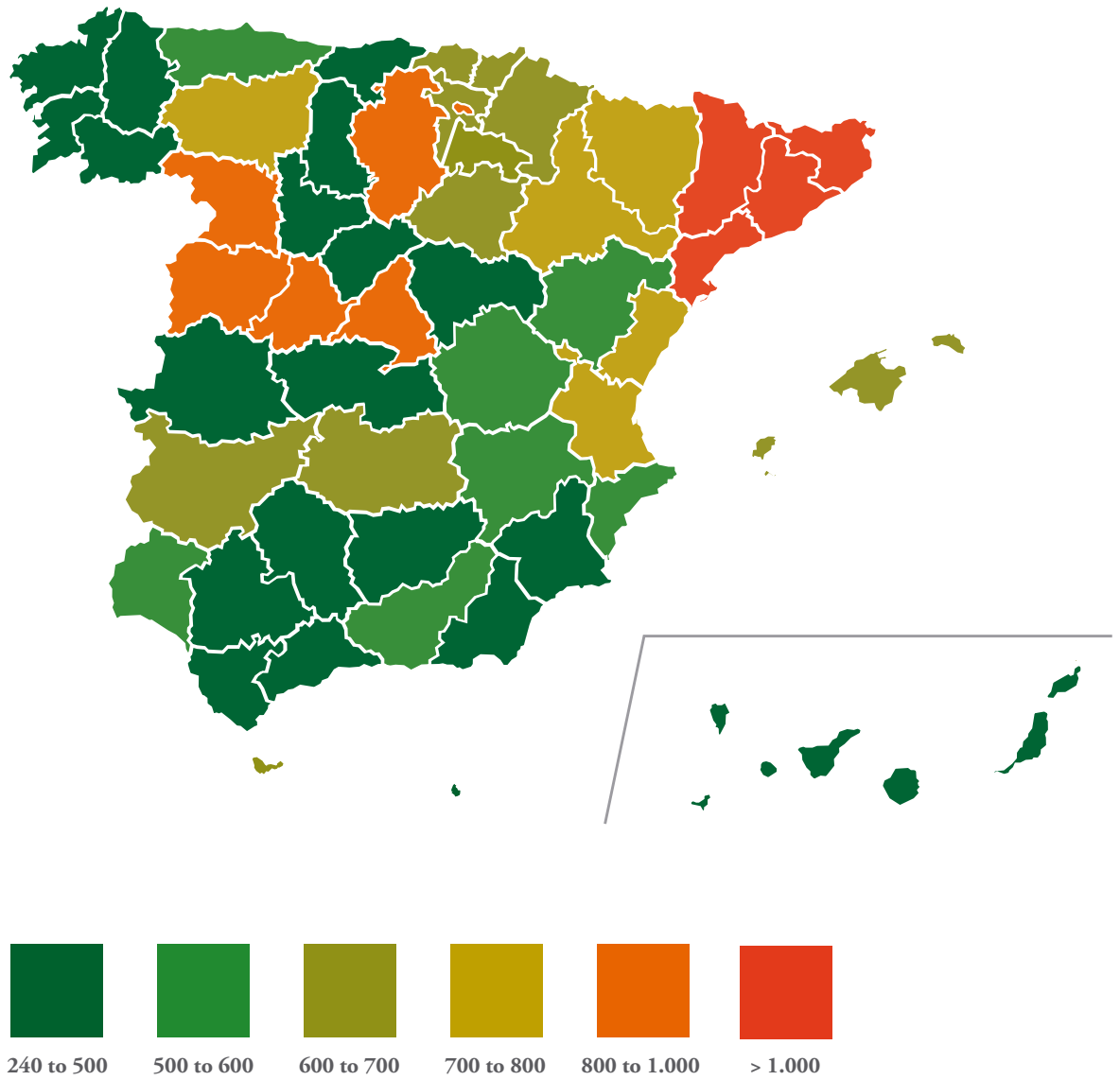
Barcelona is the Spanish province with the largest number of ATMs per capita

There is one ServiRed ATM for every 1,443 people

There are more than 32,000 ATMs in Spain



ATMs per million inhabitants



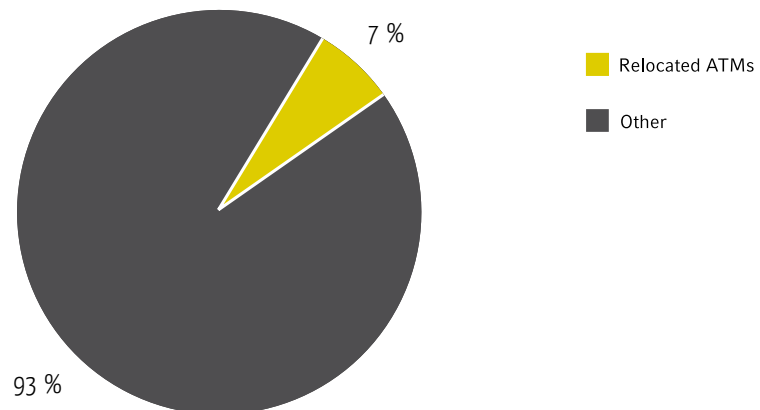
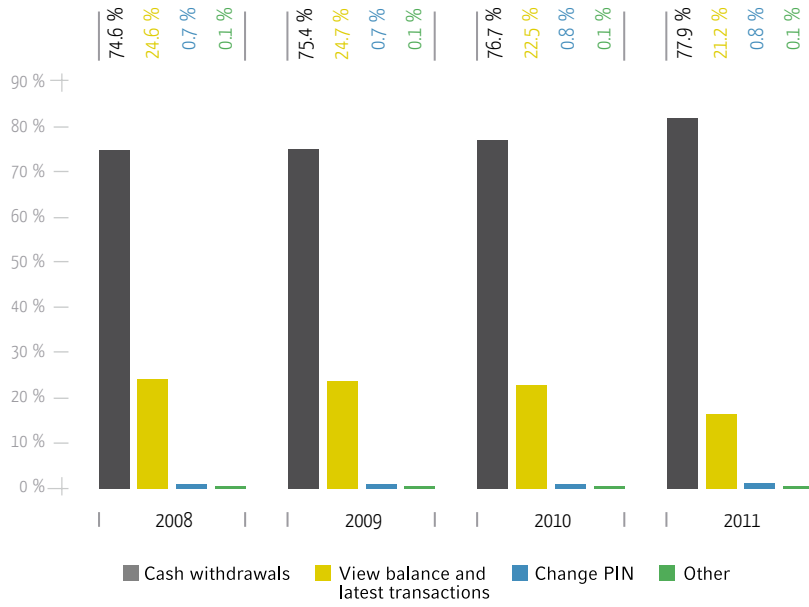
Geographical Distribution of ATMs

Population	ATMs	ATMs as % of total	Inhabitants as % of total
>500,000	7,898	24.7%	16.2%
>100,001<500,000	7,463	23.3%	23.7%
>50,001<100,000	3,490	10.9%	12.4%
>20,001<50,000	4,262	13.3%	15.9%
<=20,000	8,901	27.8%	31.8%
Total	32,014	100.0%	100.0%

25% of ServiRed ATMs are in towns with fewer than 20,000 people.



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*7% of the ATMs
are not in bank
branch offices*





Members of the ServiRed System

Shareholder Members of the ServiRed System

NRBE

Bank of Spain Registry Number

0019	Deutsche Bank, S.A.E.
0031	Banco Etchevarría
0057	Banco Depositario BBVA
0063	Bankia Banca Privada
0065	Barclays Bank
0078	Banca Pueyo
0081	Banco de Sabadell
0122	Citibank España
0125	Bancofar
0128	Bankinter
0129	BBVA Banco de Financiación
0130	Banco Caixa Geral
0131	Banco Espirito Santo, Sucursal En España
0138	Bankoa
0152	Barclays Bank PLC
0182	Banco Bilbao Vizcaya Argentaria
0186	Banco de Finanzas e Inversiones
0188	Banco Alcalá
0198	Banco Cooperativo Español
0220	Banco Finantia Sofinloc
0236	Lloyds Bank International
0227	Uno-e Bank
0234	Banco Caminos
1469	Banco Sygma Hispania, Sucursal en España
1484	MBNA Europe Bank Limited, Sucursal en España
2013	Catalunya Banc
2038	Bankia
2081	Banco Mare Nostrum
2108	Banco de Caja España de Inversiones, Salamanca y Soria
2100	Caixabank
2107	Unnim Banc
3001	Caja Rural de Almedralejo
3005	Caja Rural Central
3007	Caja Rural de Gijón
3008	Caja Rural de Navarra
3009	Caja Rural de Extremadura
3016	Caja Rural Salamanca
3017	Caja Rural de Soria
3020	Caja Rural de Utrera
3191	Nueva Caja Rural de Aragón
3022	Caja Rural de Fuentepelayo
3023	Caja Rural de Granada

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NRBE

Bank of Spain Registry Number

3025	Caixa de Credit dels Enginyers – Caja de Crédito de los Ingenieros
3029	Caja de Crédito de Petrel, Caja Rural
3035	Caja Laboral Euskadiko Kutxa
3045	Caja Rural Altea
3058	Cajamar Caja Rural
3059	Caja Rural de Asturias
3060	Caja Rural de Burgos
3063	Caja Rural de Córdoba
3067	Caja Rural de Jaén
3070	Caixa Rural Galega
3076	Cajasiete, Caja Rural
3078	Caja Rural de Segovia
3080	Caja Rural de Teruel
3081	Caja Rural de Castilla-La Mancha
3082	Caja Rural del Mediterráneo, Ruralcaja
3084	Ipar Kutxa Rural
3085	Caja Rural de Zamora
3096	Caja Rural de l'Alcudia
3098	Caja Rural Nuestra Señora del Rosario
3102	Caixa Rural Sant Vicent Ferrer de la Vall D'Uixó
3105	Caixa Rural de Callosa d'en Sarrià
3111	Caixa Rural la Vall "San Isidro"
3114	Caja Rural Castellón – S. Isidro
3117	Caja Rural d'Algemesi
3118	Caja Rural de Torrent
3121	Caja Rural de Cheste
3127	Caja Rural de Casas Ibañez
3130	Caja Rural San José de Almassora
3140	Caja Rural de Guissona
3146	Caja de Crédito Cooperativo
3159	Caixa Popular
3177	Caja Rural de Canarias
3179	Caja Rural de Alginet
3183	Caja de Arquitectos
3187	Caja Rural Del Sur
3188	Credit Valencia
3190	Caja Rural de Albacete, Ciudad Real y Cuenca
8321	Entre2 Servicios Financieros
8776	Finconsum
8816	Sociedad Conjunta para la Emisión y Gestión de Medios de Pago Global Norwalk



Non-shareholder Members of ServiRed System

NRBE

Bank of Spain Registry Number

0042	Banco Guipuzcoano
0235	Banco Pichincha España
1490	Self Trade Bank
1491	Triodos Bank N.V., Sucursal en España
1525	Banque Chaabi du Maroc, Sucursal en España
3137	Caja Rural de Casinos
3186	Caixa Rural Albalat dels Sorells

Changes in 2011

- Merger via absorption of Finanzia Banco de Crédito by BBVA.
- Change of name of Caja Rural de Toledo to Caja Rural de Castilla-La Mancha.
- Segregation of Unnim financial business to Unnim Banc.
- Segregation of Catalunya Caixa's financial business to Catalunya Banc.
- Segregation of Caixa Penedès financial business to Banco Mare Nostrum.
- Change of name of Banco de Servicios Financieros Caja Madrid-Mapfre to Bankia Banca Privada.
- Mergers by absorption of Caja Campo by Cajamar.
- Incorporation of Global Norwalk.
- Merger of Caja España and Caja Duero and founding of a new bank called Caja España de Inversiones, Salamanca y Soria, Caja de Ahorros y Monte de Piedad.
- Merger by absorption of Caja Rural de la Roda by Caja Rural de Albacete.
- Incorporation of Banque Chaabi du Maroc, Branch in Spain.
- Change of name of Iberdrola Servicios Financieros, Establecimiento Financiero de Crédito to Entre2 Servicios Financieros, Establecimiento Financiero de Crédito.
- Incorporation of Banco Financiero y de Ahorros.
- Merger by absorption of Caixa Rural de Balears by Cajamar.
- Merger by absorption of Servicios para Medios de Pago (SERMEPA) by ServiRed.
- Segregation of Banco Financiero y de Ahorros' banking business from its saving banks, and subsequent handover of this business to Bankia.
- Segregation of la Caixa's financial business to Caixabank.
- Resignation of Banco Occidental as a member of ServiRed.





Financial Information



Auditor's report

Audited by PricewaterhouseCoopers Auditores, S.L.



INFORME DE AUDITORÍA DE CUENTAS ANUALES

A los Accionistas de ServiRed, Sociedad Española de Medios de Pago, S.A.,

1. Hemos auditado las cuentas anuales de ServiRed, Sociedad Española de Medios de Pago, S.A., que comprenden el balance de situación al 31 de diciembre de 2011, la cuenta de pérdidas y ganancias, el estado de cambios en el patrimonio neto, el estado de flujos de efectivo y la memoria correspondientes al ejercicio anual terminado en dicha fecha. Los Administradores son responsables de la formulación de las cuentas anuales de la Sociedad, de acuerdo con el marco normativo de información financiera aplicable a la Sociedad (que se identifica en la Nota 2 de la memoria adjunta) y, en particular, con los principios y criterios contables contenidos en el mismo. Nuestra responsabilidad es expresar una opinión sobre las citadas cuentas anuales en su conjunto, basada en el trabajo realizado de acuerdo con la normativa reguladora de la actividad de auditoría de cuentas vigente en España, que requiere el examen, mediante la realización de pruebas selectivas, de la evidencia justificativa de las cuentas anuales y la evaluación de si su presentación, los principios y criterios contables utilizados y las estimaciones realizadas, están de acuerdo con el marco normativo de información financiera que resulta de aplicación.
2. En nuestra opinión, las cuentas anuales del ejercicio 2011 adjuntas expresan, en todos los aspectos significativos, la imagen fiel del patrimonio y de la situación financiera de ServiRed, Sociedad Española de Medios de Pago, S.A. al 31 de diciembre de 2011, así como de los resultados de sus operaciones y de sus flujos de efectivo correspondientes al ejercicio anual terminado en dicha fecha, de conformidad con el marco normativo de información financiera que resulta de aplicación y, en particular, con los principios y criterios contables contenidos en el mismo.
3. Sin que afecte a nuestra opinión de auditoría, llamamos la atención respecto de lo señalado en la Nota 1.3 de la memoria de las cuentas anuales adjuntas, en la que se indica que con fecha 26 de mayo de 2010, los Órganos de Administración de la Sociedad, Servicios para Medios de Pago, S.A.U. y Redsys Servicios de Procesamiento, S.L.U., aprobaron el Proyecto común de fusión y escisión parcial suscrito por las tres Sociedades. El mencionado Proyecto común de fusión y escisión implicó, en primer lugar, la fusión por absorción del 100% de Servicios para Medios de Pago, S.A.U. por la Sociedad, en virtud de la cual la Sociedad adquirió por sucesión universal el patrimonio de Servicios para Medios de Pago, S.A.U., que se extinguió al realizarse efectiva la fusión. Asimismo, en unidad de acto se aprobó, la escisión parcial de la Sociedad a favor de su filial al 100%, Redsys Servicios de Procesamiento, S.L.U., en virtud de la cual se traspasó en bloque por sucesión universal una parte del patrimonio de la Sociedad, que se adquirió como consecuencia de la fusión anterior, consistente en el negocio de procesamiento de transacciones, atribuyéndose a los Accionistas de la Sociedad la totalidad de las participaciones sociales que componen el 100% del capital social de Redsys Servicios de Procesamiento, S.L.U. Con posterioridad a las operaciones de fusión y escisión anteriormente descritas, Redsys Servicios de Procesamiento, S.L.U. procedió a la fusión con Redes y Procesos, S.A. Con fecha 22 de julio de 2010, la Junta General de Accionistas de la Sociedad ratificó los acuerdos de fusión y escisión anteriormente descritos. Con fecha 14 de marzo de 2011 se ha dictado Resolución por la Comisión Nacional de la Competencia (CNC), en segunda fase, mediante la cual se autoriza la operación de concentración económica consistente en la fusión entre Redsys Servicios de Procesamiento, S.L.U. y Redes y Procesos, S.A., lo que constituía una condición suspensiva del proceso de fusión de Servicios para Medios de Pago, S.A.U. con la Sociedad y de la posterior escisión parcial de ésta a favor de Redsys Servicios de Procesamiento, S.L.U. Asimismo, con fecha 29 de marzo de 2011, el Ministerio de Economía y Hacienda ha comunicado su ratificación a dicha autorización. Con fecha 13 de mayo de 2011 ha quedado inscrita en el Registro Mercantil de Madrid, la Escritura Pública de fusión por absorción y de escisión parcial de fecha 1 de abril de 2011, en la que se ejecuta la fusión por absorción de Servicios para Medios de Pago, S.A.U., como sociedad absorbida, por la Sociedad, como sociedad absorbente, y, de forma simultánea, la escisión parcial de la Sociedad a favor de su filial al 100% Redsys Servicios de Procesamiento, S.L.U.
4. El informe de gestión adjunto del ejercicio 2011 contiene las explicaciones que los Administradores consideran oportunas sobre la situación de ServiRed, Sociedad Española de Medios de Pago, S.A., la evolución de sus negocios y sobre otros asuntos y no forma parte integrante de las cuentas anuales. Hemos verificado que la información contable que contiene el citado informe de gestión concuerda con la de las cuentas anuales del ejercicio 2011. Nuestro trabajo como auditores se limita a la verificación del informe de gestión con el alcance mencionado en este mismo párrafo y no incluye la revisión de información distinta de la obtenida a partir de los registros contables de la Sociedad.

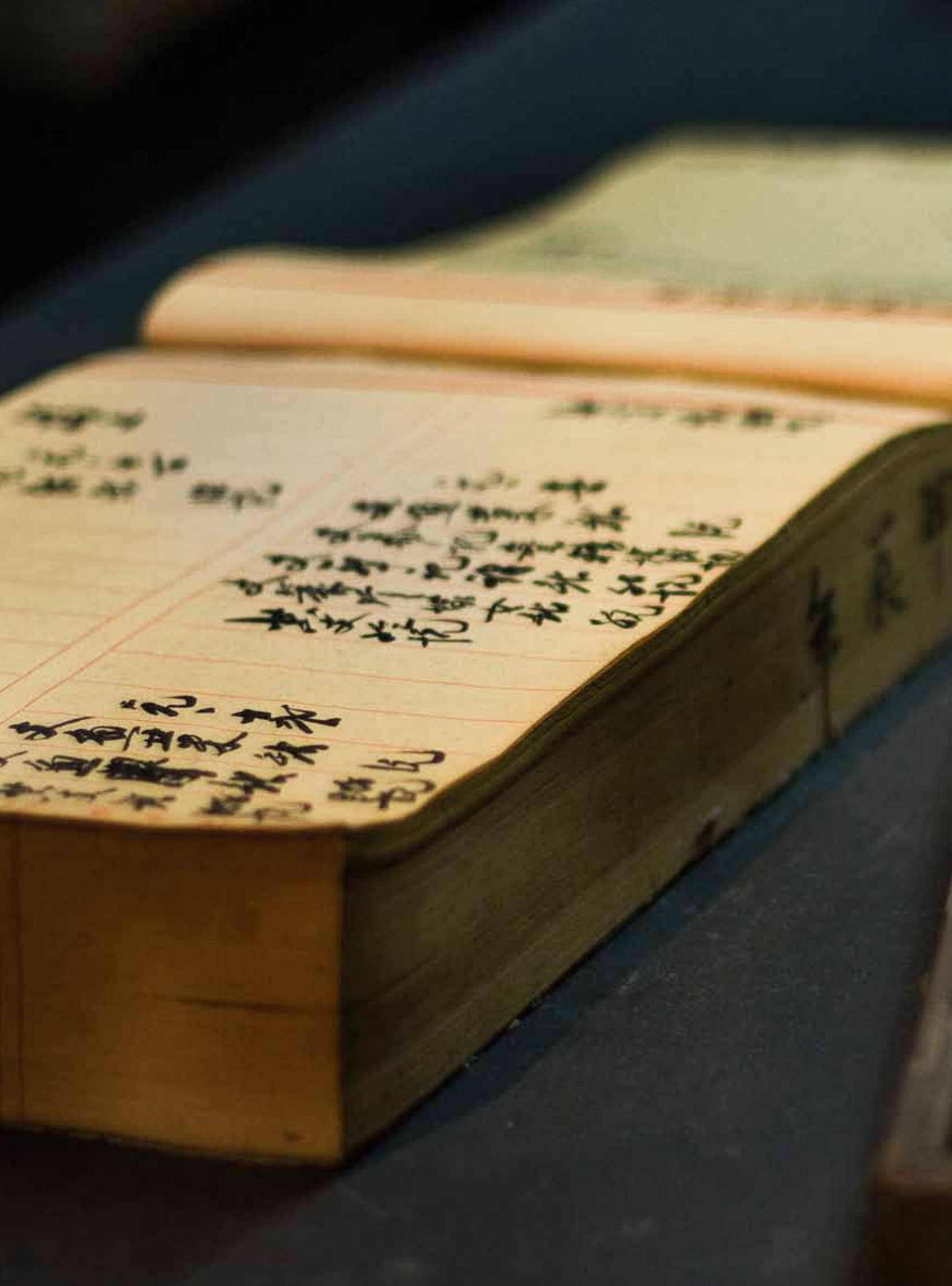
PricewaterhouseCoopers Auditores, S.L.

Jose Angel Díez Ruiz de Azúa
Socio - Auditor de Cuentas

13 de abril de 2012

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ANNUAL REPORT 2011

Balance Sheet

Audited by PricewaterhouseCoopers Auditores, S.L.

ASSETS	2011	2010
NON- CURRENT ASSETS	3,897,190.05 €	42,830,286.70 €
Intangible fixed assets	6,148.21 €	0.00 €
Patents, licences, trademarks, etc.	0.00 €	0.00 €
Software applications	6,148.21 €	0.00 €
Tangible fixed assets	2,678,236.77 €	66,089.92 €
Land and buildings	1,875,304.37 €	0.00 €
Technical installations and other tangible assets	802,932.40 €	66,089.92 €
Long-term financial investments in group entities	282,470.00 €	42,105,155.05 €
Investments in group entities	282,470.00 €	42,105,155.05 €
Long-term financial investments	331,696.14 €	99,716.20 €
Investments in entities	10.00 €	3,467.56 €
Loans to employees	263,382.04 €	96,248.64 €
Deferred tax assets	25,996.40 €	0.00 €
Other financial assets	42,307.70 €	0.00 €
Deferred tax assets	598,638.93 €	559,325.53 €
CURRENT ASSETS	62,036,947.07 €	31,882,719.31 €
Inventories	92,259.05 €	96,106.24 €
Trade inventories	92,259.05 €	96,106.24 €
Trade debts and other receivables	5,283,790.61 €	967,307.55 €
Customer sales and services receivables	1,988,706.13 €	(1,400,495.47)€
Customers group and associated company receivables	395.83 €	97,469.43 €
Sundry debtors	268,666.76 €	1,353,157.82 €
Personnel	38,302.94 €	27,394.68 €
Current tax assets	1,671,242.83 €	238,690.35 €
Other receivables from public authorities	1,314,076.12 €	648,617.40 €
Advances to suppliers	2,400.00 €	2,473.34 €
Short-term group and associated company investments	0.00 €	200,107.27 €
Capital instruments	0.00 €	200,000.00 €
Debt securities	0.00 €	107.27 €
Short-term financial investments	28,396,671.36 €	25,337,486.08 €
Capital instruments	16,917,490.55 €	5,204,872.08 €
Third-party loans	18,486.37 €	511.27 €
Debt securities	0.00 €	132,102.73 €
Other financial assets	11,460,694.44 €	20,000,000.00 €
Short-term accruals and prepayments	17,225.26 €	2,140.05 €
Cash and banks	28,247,000.79 €	5,279,572.12 €
Cash and banks	28,247,000.79 €	5,279,572.12 €
TOTAL ASSETS	65,934,137.12 €	74,713,006.01 €

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NET ASSETS AND LIABILITIES	2011	2010
NET ASSETS	33,030,282.58 €	60,747,152.96 €
Equity	31,199,802.80 €	60,418,513.88 €
Subscribed capital	16,371,783.35 €	20,780,236.10 €
Issue premium	0.00 €	25,945,118.93 €
Reserves	9,572,287.69 €	7,334,613.17 €
Legal and statutory reserves	3,590,426.03 €	4,472,116.53 €
Other reserves	5,981,861.66 €	2,862,496.64 €
Treasury stock	(187.57)€	0.00 €
Profit for the year	5,255,919.33 €	35,882,954.98 €
Interim dividend	0.00 €	(29,524,409.30)€
Market value adjustments	1,830,479.78 €	328,639.08 €
Financial assets held for sale	1,830,479.78 €	328,639.08 €
NON-CURRENT LIABILITIES	3,553,990.59 €	8,561,283.80 €
Long-term provisions	2,434,933.30 €	1,520,863.61 €
Provision for pensions and similar	498,745.33 €	570,863.61 €
Other provisions	1,936,187.97 €	950,000.00 €
Long-term debt	0.00 €	173,134.59 €
Other financial liabilities	0.00 €	173,134.59 €
Deferred tax liabilities	1,119,057.29 €	6,867,285.60 €
CURRENT LIABILITIES	29,349,863.95 €	5,404,569.25 €
Short-term debt	37,360.36 €	631,610.44 €
Other financial liabilities	37,360.36 €	631,610.44 €
Accounts payable	29,312,503.59 €	4,772,958.81 €
Suppliers	13,702,498.12 €	3,149,027.68 €
Suppliers group and associated companies	0.00 €	1,231.84 €
Sundry creditors	15,198,303.47 €	1,436,240.83 €
Personnel (payments pending)	202,234.41 €	0.00 €
Other debts to official bodies	209,467.59 €	186,458.46 €
TOTAL NET ASSETS AND LIABILITIES	65,934,137.12 €	74,713,006.01 €

ANNUAL REPORT 2011

Profit and Loss Account

Audited by PricewaterhouseCoopers Auditores, S.L.

	2011	2010
ONGOING OPERATIONS		
NET TURNOVER	20,658,093.94 €	3,934,392.50 €
Sales	43,704.37 €	35,613.20 €
Provision of services	20,614,389.57 €	3,898,779.30 €
SUPPLIES	29,883.84 €	24,646.05 €
Consumption of merchandise	26,079.75 €	7,521.78 €
Consumption of raw materials and other consumables	3,804.09 €	17,124.27 €
OTHER OPERATING INCOME	13,416,888.81 €	2,825,832.47 €
Ancillary and other management income	13,416,888.81 €	2,825,832.47 €
PERSONNEL COSTS	3,686,318.48 €	1,059,753.92 €
Wages and salaries	3,235,031.92 €	1,030,108.52 €
Personnel benefits	451,286.56 €	29,645.40 €
OTHER OPERATING EXPENSES	25,745,934.28 €	10,542,016.13 €
External services	25,959,455.94 €	10,366,731.96 €
Taxes	(213,521.66)€	175,284.17 €
DEPRECIATION OF FIXED ASSETS	209,020.26 €	7,684.87 €
OPERATING RESULTS	4,403,825.89 €	(4,731,868.24)€
FINANCIAL INCOME	910,339.74 €	4,403,832.41 €
Participation in capital instruments	8,874.00 €	3,978,338.06 €
From negotiable securities and other financial instruments	901,465.74 €	425,494.35 €
FINANCIAL EXPENSES	205,488.15 €	226,166.75 €
Debt with group and associated companies	0.00 €	2,116.09 €
Debt with third parties	205,488.15 €	224,050.66 €
CHANGES IN FAIR VALUE OF FINANCIAL INSTRUMENTS	0.00 €	264,080.91 €
Financial assets for sale booked to profit	0.00 €	264,080.91 €
EXCHANGE RATE DIFFERENCES	5,854.56 €	(148.87)€
IMPAIRMENT AND INCOME FROM DISPOSAL OF FINANCIAL INSTRUMENTS	(16,007.20)€	36,404,514.58 €
Impairment and losses	(16,007.20)€	0.00 €
Earnings from disposals and others	0.00 €	36,404,514.58 €
FINANCIAL RESULT	694,698.95 €	40,846,112.28 €
PROFIT BEFORE TAXES	5,098,524.84 €	36,114,244.04 €
Corporate income tax	(157,394.49)€	231,289.06 €
YEAR'S EARNINGS FROM ONGOING OPERATIONS	5,255,919.33 €	35,882,954.98 €
PROFIT FOR THE YEAR	5,255,919.33 €	35,882,954.98 €

