

STI ► Performance objectives 2021

Performance criteria	Weight	Indicator	Result
Financial targets	30%	Adjusted OPEX	100%
	30%	ROE	100%
Organisation	10%	Ensuring proper measures for preventing money laundering and/or financing terrorism	100%
Customers & Solutions	10%	NPS	100%
Organisation	20%	Executing the annual risk measures and internal audit plan	100%
Overall STI, %			100%