

To the Shareholders
of Credit Suisse Group AG

Letter from the Chairman of the Board of Directors



Zurich, March 18, 2021

Dear Shareholders

I am pleased to enclose the agenda for the Annual General Meeting of Shareholders (AGM) of Credit Suisse Group AG.

As in 2020, this year's AGM will have to take place without your personal attendance in view of the ongoing exceptional circumstances relating to the COVID-19 pandemic, and in line with the Federal Council's Ordinance 3 regarding measures on combatting coronavirus (COVID-19). Shareholders may only be represented by the independent proxy. You will find information on how to issue your voting instructions to the independent proxy at the end of the enclosed invitation. It goes without saying that we will broadcast the AGM live as usual on the internet at [credit-suisse.com/agm](https://www.credit-suisse.com/agm). Please do make use of the opportunity to at least participate virtually. The ongoing rollout of vaccine programs around the world makes us hopeful that a return to normality will be possible in time for the next AGM in the spring of 2022, and that we will then be able to welcome you in person.

In 2020, net revenues in the Wealth Management-related businesses across our divisions declined by 8% in total to CHF 13.6 billion. Global investment banking revenues of USD 10.2 billion in 2020, increased 19% year on year. With overall net revenues remaining stable at CHF 22.4 billion and a 2% increase in total operating expenses to CHF 17.8 billion, the Group therefore recorded pre-tax income of CHF 3.5 billion, 27% lower than in the previous year. Net income attributable to shareholders amounted to CHF 2.7 billion for 2020, a decline of 22% year on year. The main factors affecting the result were higher provision for credit losses and major litigation provisions, as well as the impairment to the valuation of our shareholding in York Capital Management. Across the Group, we attracted net new assets of CHF 42.0 billion in 2020, and recorded assets under management in excess of CHF 1.5 trillion at year-end.

The fact that we were able to deliver a solid result in the extremely challenging environment of the global coronavirus pandemic is very much down to the outstanding commitment and loyalty of our employees. After equity markets – and not least financial stocks – came under great pressure in March and April 2020, the global economy contracted with extraordinary severity at the start of the second quarter as a result of the measures decreed to combat the pandemic. Central banks responded with monetary measures and governments announced fiscal stimulus and support packages of an unprecedented magnitude. The period May to August was characterized by a sharp recovery as volatility declined and stock markets bounced back impressively. The resurgence of new case numbers in the US, Europe, and a number of Asian countries from the fall onward then led to new restrictions to public life, together with commercial restrictions in certain sectors.

However, our strategy of being a leading wealth manager with strong investment banking capabilities proved robust in this environment, and we were able to deliver a strong operating performance. By contrast, the macroeconomic challenges and very unfavorable exchange rate movements inevitably left their mark on our results. Since only around one-quarter of our business is conducted in Swiss francs, any depreciation of the US dollar in particular – which is precisely what we saw in the reporting year – has a not insignificant impact on us.

With regard to the suspension and liquidation of the supply chain finance funds managed by Credit Suisse Asset Management (CSAM) with assets originated and structured by Greensill Capital, Credit Suisse's priority remains the recovery of funds for CSAM's investors. CSAM is working closely with the administrators of Greensill Capital and with other parties to facilitate this process. Initial redemption repayments totalling USD 3.1 billion across the four funds have been made beginning on March 8, 2021. The funds' management companies intend to announce further cash distributions over the coming months. With respect to the collateralized USD 140 million bridge loan made by Credit Suisse to Greensill Capital last year, USD 50 million has been recently repaid by the administrators of Greensill Capital, reducing the outstanding loan to USD 90 million. While these issues are still at an early stage, we would note that it is reasonably possible that Credit Suisse will incur a charge in respect of these matters.

On March 17, 2021, and subsequent to the recent reports and announcements regarding the CSAM managed supply chain finance funds, the Board of Directors decided to appoint Ulrich Körner as CEO of Asset Management and a member of the Group Executive Board, effective April 1, 2021. From that date, the Asset Management business will be separated from the International Wealth Management division and managed as a new separate division. As a member of the Executive Board, Ulrich Körner will report directly to the Group CEO, Thomas Gottstein.

In keeping with our intention to increase the ordinary dividend per share by at least 5% per year, the Board of Directors will propose to shareholders at the AGM of April 30, 2021, a cash distribution of CHF 0.2926 per share for the 2020 financial year. This represents an increase of 5.4% compared to 2019. 50% of the distribution will be paid out of capital contribution reserves, free of Swiss withholding tax, and will not be subject to income tax for Swiss resident individuals who hold the shares as a private investment; the remaining 50% will be paid out of retained earnings, net of 35% Swiss withholding tax.

In December, we completed our share buyback program for 2020 that we had started on January 6, 2020, and then had to suspend in March as a result of the coronavirus pandemic. As part of this program, we bought back a total of 28.5 million shares with a value of CHF 325 million, which were then cancelled in line with the capital reduction proposed to shareholders at the 2020 AGM. Our share buyback program for 2021, through which we intend to buy back shares amounting to at least CHF 1.0 billion with an upper limit of CHF 1.5 billion, was launched in January. The shares bought back in 2021 are to be cancelled via a capital reduction, in line with a resolution to be passed at a later General Meeting of Shareholders.

After five years on the Executive Board, which I joined in 2004, followed by 12 years on the Board of Directors, I will reach the maximum term of office as set out in our Articles of Association at this year's AGM, and will therefore not stand for re-election. Chairing the Board of Directors of Credit Suisse Group AG for the last decade has been a great honor for me. I would like to thank you warmly for your trust and support during my time as member and Chairman of the Board of Directors, as well as for our respectful dialogue over that period.

I am very pleased that the Board of Directors is able to propose to you, dear shareholders, an outstanding candidate in António Horta-Osório to succeed me as Chairman of the Board of Directors. António Horta-Osório has been Group Chief Executive of Lloyds Banking Group, the largest retail and commercial bank in the UK, since 2011. Through his nomination for election as Chairman, the Board is proposing a hugely experienced figure in the international banking industry with a proven track record. I have every confidence that you will also lend my successor your support and trust.

In addition, of our existing board members, Joaquin J. Ribeiro has informed the Board of Directors that he will not be standing for re-election this year. Joaquin "Jack" Ribeiro has been a member of the Board since 2016, and has also been a member of the Audit Committee for the last five years. A certified public accountant with many years' expertise in the financial services industry, he has made valuable contributions during his time on the Audit Committee and the Board of Directors. John Tiner, who joined the Board of Directors in 2009, has also reached the maximum term of office. He too will therefore not stand for re-election at the 2021 AGM. The Group has benefited greatly from John Tiner's valuable contributions to the Audit Committee, which he has chaired for nine years, as well as to the Risk Committee, the Governance and Nominations Committee, and the Conduct and Financial Crime Control Committee. Furthermore, he has provided his expertise as a Board member to various legal entities of Credit Suisse. We thank both departing colleagues for their exceptional commitment and excellent collaboration, and wish them all the best for the future.

As already communicated at the end of October last year, the Board of Directors of Credit Suisse Group AG will be proposing the election of two new, non-executive members of the Board of Directors at the Annual General Meeting of April 30, 2021, namely Clare Brady and Blythe Masters. Clare Brady is a member of the Audit and Risk Commission of the International Federation of Red Cross and Red Crescent Societies (IFRC) in Switzerland, and a non-executive member of the Board of Directors of Fidelity Asian Values in the UK and a Trustee of The Golden Charter Trust in Scotland. Blythe Masters is Industry Partner at Motive Partners in the United States, as well as CEO and member of the Board of Directors of Motive Capital Corporation. In addition, she is a member of the Board of Directors of A.P. Møller – Maersk, a member of the Board of Directors and Chair of the Audit Committee for the investment and advisory company GCM Grosvenor, and Chair of the Board and member of the Audit Committee at Phunware, a mobile platform for companies. She is also a member of the International Advisory Board of Santander Group and a member of the Board of Directors of Open Digital Services in Spain.

As in previous years, we will submit to you our compensation report, drawn up by the Compensation Committee chaired by Kai Nargolwala, at the AGM for a consultative vote. In addition, we are submitting proposals for the compensation of the Board of Directors and the Executive Board for your approval. You will find further information about the individual proposals in the invitation and the additional documentation on the AGM, which accompany this letter.

On behalf of the entire Board of Directors, I would like to express my sincere thanks for your support and your trust in Credit Suisse.

Yours sincerely



Urs Rohner
Chairman of the Board of Directors

Note:

References to Wealth Management-related mean SUB, IWM and APAC or their combined results. References to global investment banking mean the Investment Bank, APAC advisory and underwriting as well as M&A, DCM and ECM in SUB Corporate & Institutional Clients.

We may not achieve all of the expected benefits of our strategic initiatives. Factors beyond our control, including but not limited to the market and economic conditions (including macroeconomic and other challenges and uncertainties, for example, resulting from the COVID-19 pandemic), changes in laws, rules or regulations and other challenges discussed in our public filings, could limit our ability to achieve some or all of the expected benefits of these initiatives.

This document contains forward-looking statements that involve inherent risks and uncertainties, and we might not be able to achieve the predictions, forecasts, projections and other outcomes we describe or imply in forward-looking statements. A number of important factors could cause results to differ materially from the plans, objectives, expectations, estimates and intentions we express in these forward-looking statements, including those we identify in "Risk factors" and in the "Cautionary statement regarding forward-looking information" in our Annual Report on Form 20-F for the fiscal year ended December 31, 2020 filed with the US Securities and Exchange Commission and other public filings and press releases. We do not intend to update these forward-looking statements.

In preparing this document, management has made estimates and assumptions that affect the numbers presented. Actual results may differ. Figures throughout this document may also be subject to rounding adjustments. All opinions and views constitute judgments as of the date of writing without regard to the date on which the reader may receive or access the information. This information is subject to change at any time without notice and we do not intend to update this information.

Information referenced in this document, whether via website links or otherwise, is not incorporated into this document.



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