

CONSOLIDATED AND BANK BALANCE SHEET AND OFF BALANCE SHEET ITEMS

For the period ended 30/09/2011

000'EUR

Items	30.09.2011	30.09.2011	31.12.2010	31.12.2010
	Group B	Bank	Group B	Bank
Cash and due from Bank of Latvia	57,228	57,228	24,377	24,377
Loans and receivables due from credit institutions	20,600	20,600	101,987	101,987
Financial instruments at fair value through profit or loss	2,873	2,873	2,888	2,888
Available-for-sale financial assets	6,313	6,313	5,953	5,953
Loans and receivables due from customers	72,921	72,921	148,561	148,561
Held-to-maturity investments	2,755	2,755	2,787	2,787
Deferred expense and accrued income	598	553	535	496
Property, plant and equipment	5,218	5,218	6,029	6,029
Intangible assets	394	394	351	351
Investments in subsidiaries	-	383	-	354
Investment property	3,560	3,560	2,060	2,060
Other assets	620	579	1,349	1,317
Total assets	173,080	173,377	296,877	297,160
Due to credit institutions	591	591	582	582
Financial instruments at fair value through profit or loss	65	65	1,629	1,629
Financial liabilities at amortized cost	153,946	154,773	265,930	266,606
Deferred income and accrued expense	1,022	1,013	1,553	1,544
Other liabilities	582	582	821	817
Total liabilities	156,206	157,024	270,515	271,178
Equity and reserves	16,874	16,353	26,362	25,982
Total liabilities, equity and reserves	173,080	173,377	296,877	297,160
Off-Balance Sheet items				
Guarantees	874	874	1,514	1,514
Other commitments	2,043	2,043	2,299	2,299

CONSOLIDATED AND BANK INCOME STATEMENT

For the period ended 30/09/2011

000'EUR

Items	30.09.2011	30.09.2011	30.09.2010	30.09.2010
	Group	Bank	Group	Bank
Interest income	4,828	4,828	10,619	10,619
Interest expense	(4,466)	(4,493)	(11,006)	(11,046)
Commissions and fee income	2,311	2,113	2,621	2,393
Commissions and fee expense	(845)	(842)	(891)	(888)
Net gain/(loss) on held for trading financial assets	(66)	(66)	19	19
Net gain on foreign exchange	431	431	1,918	1,918
Other operating income	2,114	2,114	2,201	2,201
Other operating expenses	(68)	(68)	(443)	(443)
Administrative expenses	(12,896)	(12,814)	(14,634)	(14,543)
Net impairment allowance expense	(952)	(952)	(13,142)	(13,142)
Income tax	-	-	-	-
Profit/ (loss) for the period	(9,609)	(9,749)	(22,738)	(22,912)

Key ratios of the Group and the Bank

For the period ended 30/09/2011

Item	30.09.2011	30.09.2010
Return on Equity (ROE) (%)	-59.96	-95.71
Return on Assets (ROA) (%)	-4.55	-7.94

Consolidation group as of 30 September 2011

Nr. p.k.	Name of company	Registration No. and address	Type of activity	Investment %	Rights of voting (%)	Reason to be consolidated
1.	AS GE Money Bank	Reg.No. 40003090171 Riga, 13.janvara street 3	Bank	-	-	Parent company
2.	IPS "GE Money Asset management"	Reg.No. 40003720753, LV, Riga, 13.janvara street 3	Asset management company	100%	100%	Subsidiary company
3.	AS "GE Money atklātais pensiju fonds"	Reg.No. 40003652353, LV, Riga, 13.janvara street 3	Pension fund	100%	100%	Subsidiary company

INFORMATION ON THE BANK'S MANAGEMENT

Council members as of the date of signing these financial statements

Name	Position	Election date	Resignation date
Richard L Neff	Member of the Council	03.12.2009. 28.12.2010.	
	Chairperson of the Council	01.04.2011.	
Xavier Pascal Durand	Chairperson of the Council	01.06.2010.	01.04.2011.
Aleš Blažek	Deputy Chairperson of the Council	28.03.2008. 25.08.2008. 09.04.2009. 17.06.2009. 03.12.2009. 28.12.2010. 01.04.2011.	
Alain Daniel Amiel	Member of the Council	28.12.2010. 01.04.2011.	
Kelvin Jones	Member of the Council	02.07.2010. 01.04.2011.	
Galina Gavrich Ruotolo	Member of the Council	28.12.2010. 01.04.2011.	

Board members as of the date of signing these financial statements

Name	Position	Election date	Resignation date
Alla Konnova Woodson	Chairperson of the Board	28.12.2010.	
Francisco Javier Lopez Segura	Member of the Board	05.02.2010.	
Aleksandra Baranova	Member of the Board	02.07.2010.	
Franck Antoine Raymond Marzilli	Member of the Board	02.07.2010.	
Jurita Brunava	Member of the Board	27.05.2011.	

The immediate controlling party and its share are as follows:

30.09.2011

Name	Number of shares	Total amount 000' EUR	Investment in share capital, %
SIA "FINSTAR BALTIC INVESTMENT"	511,938	36,421	99,983
Total	511,938	36,421	99,983

The immediate controlling party and its share are as follows:

30.09.2010

Name	Number of shares	Total amount 000' EUR	Investment in share capital, %
SIA "FINSTAR BALTIC INVESTMENT"	511,938	36,421	99,983
Total	511,938	36,421	99,983

Risk management

Risk management is the cornerstone of the Group's and the Bank's business activity and a key element within its planning process. Through the developed system for the identification, supervision and management of its main financial risks, the Group and the Bank ensure that they have the functional capability to manage the risk in new and existing businesses, and that business plans are consistent with the risk appetite. The Group's and the Bank's risk management system is regularly reviewed taking into account the market conditions and the Group's and the Bank's business strategy in order to set appropriate risk limits and controls.

The Board has the overall responsibility for the establishing and supervision of the Group and Bank's risk management framework. The Group and Bank have established credit risk committee that is responsible for developing and supervising the respective risk management policies and procedures.

The risk appetite is the level of risk the Group and the Bank choose to take to reach its strategic objectives, acknowledging a range of possible outcomes, as business plans are implemented. The Group's and the Bank's risk management framework, combines a top-down view of its capacity to take risk, with a bottom-up view of the business risk profile requested and recommended by each business area. The objectives of the risk appetite framework are to:

- protect the Group's and the Bank's performance;
- improve management control and coordination of risk-taking across businesses; and,
- enable unused risk capacity to be identified and thus profitable opportunities to be highlighted

Risk elements and policy framework

The Group and the Bank identify certain risk factors that they face in the ordinary course of their operations. In order to implement and maintain an appropriate risk management framework, the Group and the Bank have developed and implemented a set of risk management policies.

Credit Risk

Credit risk is the risk of a financial loss to the Group or the Bank if a customer or counterparty to a financial instrument fails to meet its contractual obligations, and arises primarily from the Group's loans and advances to customers and other banks and investment debt securities. The Group and Bank accept and limit the risk by defining reasonable limits and developing an internal control system for their supervision. According to the credit risk strategy, the responsibility for the credit decision making and management is delegated to the Chief Risk Officer and credit risk committee and Asset Liability Committee for the Bank's counterparties limits. The Board and the Council of the Bank approve all credit risk deals above 6 million EUR limit. Bank's counterparties limits are set for direct lending and for other financial instruments (e.g. foreign exchange, debt securities). The principal elements of credit risk management of the Group and the Bank include:

- Evaluation of credit worthiness of borrowers (issuers, transaction counterparties);

- Processes for accepting, issuing and controlling repayment of the loans;
- Undertakings for Credit Risk mitigation, including collateral monitoring and revaluation;
- Limitation of concentration;
- Elements of Portfolio quality monitoring;
- Normative documentation of Credit Risk management and Internal Control system for the activity.

The Group's and the Bank's Credit Policy defines lending guidelines according to the business strategy and efficient risk management, securing its loan portfolio and protecting the Bank's assets as well as complying with the local regulatory requirements. The policy sets industry lending limits and limits for lending by collateral type in comparison to the Group's and the Bank's asset and deposit base. The Group and the Bank lend to both private and legal entities and accepts only assessable and manageable loans. The credit policy sets the types of collateral and loan granting conditions, terms and interest rates pricing principles. The Group's and the Bank's credit policy is based on evaluation of credit ratings of the customers and assessment of the expected cash flows. The Group and the Bank continuously monitor the performance of individual credit exposures and regularly reassesses the creditworthiness of its customers. The review is based on the customer's most recent financial statements and other information submitted by the borrower, and, when evaluating client's credit ability, pays most attention to credit risk analysis to evaluate the client's financial condition or the ability to fulfill obligations under the agreement, business potential and credit guarantee as precise as possible, or otherwise obtained by the Group or the Bank. The current market value of collateral is regularly assessed by either independent appraisal companies or the Group's or the Bank's specialists. The Group and the Bank credit only those clients that are creditworthy. The Credit Policy stipulates the basic principles of loans issuing, collateral types and maximum acceptance values for various type of collateral. The Group and the Bank accept several items as potential collateral – mortgage, commercial and financial pledge, guarantee or credit risk insurance. Additionally, the Group and the Bank use regular macroeconomic situation stress tests to evaluate the changes in the macroeconomic situation and its impact on the Group's and the Bank's activities. Bank's counterparties risk assessment is defined by using external credit ratings.

Bank ensures regular loan quality assessment and loan loss impairment detection and estimation for problem loans to reflect objective and fair value of the assets. Impairment is calculated as excess of loan book value over the recoverable cash flow from the collateral, where the recovery of the loan is expected to be collateral dependent, or excess of client liabilities over the present value of future expected cash flow from client, where the recovery of the loan is not collateral dependent. Restructuring of problem loans and change of original repayment terms are done in accordance to the internal restructuring guidelines.

Market risk

The profitability and the long term objectives of the Group and the Bank could be adversely affected by worsening economic conditions in the country. Such factors as interest rates, inflation, the availability of credit, cost of credit, the liquidity of the markets which could significantly affect the economic activity and the Group and Bank's customers. Foreign currency risk is considered a separate risk and is managed separately.

The Group and the Bank manage their market risk by first identifying different risk factors (market risk due to change in interest rates risk, market risk connected to the quality, credit risk or performance of underlying asset, like shares, credit-linked notes, mortgage bonds, etc.).

The Group and the Bank have a country and sovereigns risk management policy in order to define and identify country risk, its mitigation and control procedures. This policy requires the Group and Bank to establish and regularly monitor the limits on counterparties and lines of business.

Foreign currency risk

Foreign currency (FC) risk is the risk of potential loss, arising from the revaluation of the Group's and the Bank's open currency position (the difference between assets, liabilities and off-balance items) in each of the foreign currencies when there is a movement in foreign currency exchange rates against the functional currency.

The Group and the Bank manage this risk by minimization of its open currency position by:

- setting limits on open currency positions in each currency and in total
- maintaining daily control of the open currency positions, closing the positions on the inter-bank market or with GE Treasury.

The Group and the Bank monitor its established foreign currency limits daily, which decreases the risk of losses from the foreign exchange rate fluctuations and in order to comply with the respective regulations.

Operational Risk

Operational Risk is the possibility to experience losses from inadequate or unsuccessful internal processes, performance of people and systems, or under the influence of external circumstances. The Group and the Bank have established operational risk policy and respective procedures. Bank uses operational risk events and risks register system, where potential or confirmed operational risks are identified and assessed in order to:

- ensure that the full range of significant operational risks is encompassed within the risk management process of the Group and the Bank;
- develop controls to mitigate these risks regarding their frequency and their impact;
- improve risk transparency and promote common understanding of risks and controls within the organization.

Interest rate risk

The principal risk to which non-trading portfolios are exposed is the risk of loss from fluctuations in the future cash flows or fair values of financial instruments because of a change in market interest rates. The goal of the interest rate risk policy is the Group's and the Bank's interest risk identification, limitation and control practices. In order to minimize interest rate risks according to its assets and liabilities structure, the Group and the Bank balances loans and funding term structure by repricing using floating interest rates (three or six month RIGIBOR or LIBOR). Interest rates of loans, included in mortgage bonds cover register, are based upon 6 months RIGIBOR or 6 months LIBOR. To reduce the Interest rates risk, the Group and the Bank performs the following activities:

- manages funding (liabilities) which matches to loans portfolio interest rates re-pricing structure;
- manages the pricing for lending business that the matching funding can be maintained;
- places surplus liquidity in a manner, which reduces the total Group and Bank's interest rates re-pricing difference between assets and liabilities for each time period.

Liquidity risk

Liquidity risk is the risk that the Bank or the Group will encounter difficulty in meeting obligations associated with financial liabilities that are settled by delivering cash or another financial asset.

During the year, the Group's and the Bank's assets were managed to meet its current liabilities in accordance with its liquidity management policy. The Group and the Bank maintained a constant amount of liquid assets with the maturity up to 30 days to ensure a compliance with the objective of maintaining such liquid assets at a level of 30% of the Group's and the Bank's current liabilities. The policy defines assets and liabilities maturity structure management guidelines, internal liquidity limits, early warning indicators and the Group's and the Bank's response to liquidity stress situations. The Group's and the Bank's major funding sources during the year have been customer deposits and financial institution deposits and funding sources from the General Electric group.

Risk, which arises from concentration of the risk deals (Concentration risk)

Concentration risk denotes the risk arising from the uneven distribution of credit exposures over counterparties, geography, or industry in the portfolio. Concentration risk is assessed through the following several Risk management areas – Credit, Market, Liquidity, Operational risks.

The Bank manages its lending operations in such a way that the Group and the Bank maintain a well balanced and diversified risk exposure, from which it follows that the loan portfolio has a highly diversified spread of risk. The credit policies of the Bank and the Group set:

- Industry concentration limits
- Lending limits by collateral type
- Aggregated lending limits to related customer groups
- Lending limits to related parties
- Transaction limits within the Group

Residual risk

Residual risk arises when the Group and the Bank fail to realize the value of a credit risk mitigation technique such as guarantees or collateral. The Group and the Bank have chosen to refrain from

financing operating lease for transport units. For other products with collateral, the loan agreement contains rights for the Group and the Bank to regress any residual amount to the borrower.

Money laundering and terrorist financing risk

To manage Money laundering risk the Bank and the Group have developed Internal Control System for Prevention of Money Laundering and Terrorism Financing, which ensure compliance with money laundering and terrorism financing prevention laws and regulations. Internal Control System for Prevention of Money Laundering and Terrorism Financing consists of the following elements: client identification, establishment of true beneficiaries, knowing client's economic activities, recognition of unusual and suspicious transactions and their reporting. The Customer Control Division escalates money laundering monitoring results to the Bank's AML Committee on a monthly basis. Bank performs regular employee trainings regarding money laundering and terrorism financing prevention.

Bank's Client policy in force does not anticipate an active attraction of non-resident clients.

Trading portfolio management policy

The Policy is aimed at defining financial trading activities the Group and the Bank are involved in, the extent of such involvement and how the Group and the Bank limit trading risks. For purposes of ensuring compliance with the trading portfolio management policy, the assets in the portfolio are valued on a regular basis.

Investment policy

The goal of the policy is to define investment practices, to ensure investment quality and to safeguard the Group's and the Bank's assets, while managing risks. The policy regulates the Group and the Bank's investments in property and equipment and in other entities' equity.

The policy of interest conflict situation management

The policy determines the basic principles for management, the timely identification and the prevention of conflict of interest situations that could arise between the Group and the Bank or its subsidiary company, including its employees and persons that directly or implicitly control the Group and the Bank, as well as between its customers.

Client policy

The policy describes cooperation practices between the Group or the Bank and a client: identification requirements and the customer segments the Group and Bank is working with.

Basel II

In order to promote a more sophisticated capital assessment and risk management framework, the Group and the Bank have implemented Basel II capital adequacy requirements consisting of a minimum required capital assessment and an internal capital adequacy assessment process. This enables the Group and the Bank to have a closer alignment of internal economic capital and regulatory capital measures and processes, thus helping the Group and the Bank to manage its capital ratios more effectively over time.

The Group and the Bank is using a standardized approach to determine the minimum capital requirement for credit risk and since 2011 the Standardized approach for operational risk capital requirement calculation. In November 2010, the Group and the Bank revised the Internal Capital Adequacy Assessment Policy, describing a process of overall capital adequacy management in relation to the Group's and the Bank's risk profile and a strategy for maintaining the Group's and the Bank's capital level high enough at any time to cover all material risks that the Group and the Bank can face. The internal capital adequacy assessment process includes such essential elements of capital management as establishing a list of strategic risks and evaluation of their potential impact on the Group's and the Bank's financial situation through stress testing.

CORPORATE GOVERNANCE

The corporate governance of the AS "GE Money Bank" and its subsidiaries (further in text – Bank) is based on international standards, the best Corporate governance practice and laws of the Republic of Latvia.

The Bank constantly works on the improvement of its corporate governance. The purpose of the corporate governance is to establish, maintain and continuously develop the operational systems that

ensure proper control over operations and management of the operational risks while taking care of customer satisfaction and sustaining good co-operation with the business partners.

Shareholders

SIA "Finstar Baltic Investments owns 99.983% of AS "GE Money Bank". SIA „GE Money Latvia Holdings" owns 100% of SIA "Finstar Baltic Investments", and GE Capital International Financing Corporation owns 100% of SIA "GE Money Latvia Holdings".

AS "GE Money Bank" have no shareholders with special control rights, no right of voting restrictions or other restrictions, incl. shareholders' profit share rights that is not related to the part of shares proportionally owned by shareholders and for this reason AS "GE Money Bank" shareholders act in accordance with the Commercial Law provisions. According to AS "GE Money Bank" Articles of Association, the shareholders' meeting is entitled to resolve if at least half of the paid-up joint stock company equity capital is represented, while the reconvened shareholders' meeting is entitled to resolve irrespective of the equity capital represented at the meeting.

Supervisory Council

The Supervisory Council (the 'Council') is responsible for the Bank's development strategy, including goals, risks management and capital adequacy maintenance strategy. The Council monitors how the Executive Board (the 'Board') ensures internal control system establishment and efficient functioning, as well as ensures risks monitoring, incl. risks identification and maintenance policies approval.

AS „GE Money Bank" Articles of Association regulate the procedure of the Council members' election and changes to the council composition, as well as authorities of the Council members. According to AS "GE Money Bank" Articles of Association the Shareholders meeting elects Council in the composition of 6 (six) members for the term of 5 (five) years. Resolutions of the Council shall be passed by simple majority of votes of attending members of the Council.

Board

Board is the executive body that manages and represents the Bank. The Board manages and administrates commercial activities of the Bank. The Board takes full responsibility for the Bank's activities as well as for the proper bookkeeping maintenance. The Board acts in accordance with the local legislation, Bank's Charters and Shareholders decisions. The Board acts within the strategies and policies approved by the Council.

The Board is responsible for the development of internal risks control system, its maintenance and constant improvement. The Board sets qualitative and quantitative goals for the each sphere in compliance with the strategy approved by the Council. The Board approves the organizational structure, ensures tasks distribution between the structural units and employees.

The Board ensures risks identification and maintenance. The Board controls capital adequacy and its maintenance, as well as develops respective internal documentation.

AS „GE Money Bank" Articles of Association regulates the procedure of the Board members' election and changes to the board composition, as well as authorities of the Board members. According to AS "GE Money Bank" Articles of Association AS „GE Money Bank" Council elects the Board in the composition of 5 (five) members for the term of 5 (five) years is elected by . AS „GE Money Bank" Articles of Association provide the following limitations for the Board: the chairman of the Board, as well as every member of the Board is entitled to represent the joint stock company only jointly with another Board member, as well as the Council consent is required for resolving on significant items established by the Articles of Association.

Internal Control and Risk management

Within the framework of corporate governance the Bank implements:

- Protection of the rights and securing of the interests of the investors, customers and other related parties;
- Timely and adequate provision of information about the operations and financial performance and other important events of the Bank;
- Compliance with generally adopted GE corporation code of ethics;
- Protection of the rights and securing of the interests of the shareholder.

The Bank has elaborated and implemented an internal control system over the operations of the Bank incorporating the management system of the operational risks of the Bank. The internal control system identifies and defines responsibility for maintaining functioning of the specific components of the internal control system by listing the duties and obligations of the shareholders, Council, Board, special committees established by Board, structural units and employees.

To promote comprehensive internal control system in all areas of the Bank activities, the Bank has created following internal control functions:

- Risk control function;
- Compliance function;
- Internal audit function.

Risks control function ensures the controls on Risk management, as well as analyzes reports regarding:

- Processes of loan repayment and recovery;
- Analysis and supervision of lending processes in the branches.

Risk management is the cornerstone of the Bank's business activity and a key element within its planning process. Through the developed system for the identification, supervision and management of its main financial risks, the Bank ensures that it has the functional capability to manage these risks and that business plans are consistent with the Bank's risk appetite. The Bank's risk management system is regularly reviewed taking into account the market conditions and the Bank's business strategy in order to set appropriate risk limits and controls. In order to implement and maintain an appropriate risk management framework, the Bank has developed and implemented a set of policies:

- Credit Risk policy;
- Foreign currency risk policy;
- Operational Risk policy;
- Interest rate risk policy;
- Liquidity risk policy;
- Trading portfolio management policy
- Investment policy
- The policy of interest conflict situation management
- Client policy
- The Anti Money laundering policy
- Capital management policy
- Information system security policy
- Country Risk management policy

Compliance function is one of the Internal Control functions, which is established with the purpose of identification, assessment and management of the risk related to development of the Bank's activity. The Compliance function is ensured by the Compliance Department composed of the Compliance and Methodology Division, Anti-Money Laundering Division, Self-Audit Division and Branch Control Division.

The Bank has created Compliance Review Board, whose principal functions include: supervision of business of the Bank, ensuring compliance of its business to the legal requirements, introduction of legislative changes in business of the Bank; oversight of development and implementation of Compliance policies and procedures; execution of requirements for prevention of legalization of proceeds from criminal activity (Anti-Money Laundering); issues of consumer rights protection; analysis of complaints of the customers, as well as evaluation of Operational Risk events and determination of the measures necessary to improve the business.

The Internal Audit function (IAD) performs independent supervision of Internal Control system of the Bank, evaluation of its adequacy and efficiency in order to help the Council of the Bank, the Board and heads of the subordinated structural units execute their functions more efficiently. Employees of the IAD are not involved in performance of daily transactions of the Bank.

The IAD is subordinated to the Audit Committee (which consists of the two members of the Bank Council and one independent committee member) and performs audits in accordance with a work plan approved by the Audit Committee and Council. The IAD performs audit of Bank transactions, processes, internal documentation, services and products, evaluating their lawfulness, compliance with the internal or external regulating documents, risks and management thereof, sufficiency,

economic profitability and efficiency. Internal Audit provides regular reporting on the status of issue resolution to bank's Audit Committee and to Senior Management.

Internal Control function, decision making rights, duties and responsibility of employees are prescribed in charters of structural units, operational procedures and in job descriptions. Internal Control function is separate from daily operations and control function.

In order to ensure internal controls the Management of the Bank (Board) regularly receives and examines the following information:

- Daily financial reports – balance sheet and profit/loss;
- Monthly reports on capital adequacy, liquidity, large risks, country risks, connected persons risks, assets classification (credit quality steps and levels of provisions) and term structure of interest rates;
- Calculation of amount of the monetary reserves.
- List of limits, international credit ratings and assessments of financial state of the transactions partners (counterparties);
- Internal calculations of liquidity;
- Investments summary;
- Capital adequacy forecasts;
- Summary of foreign currencies positions;
- Summary of interest risk positions;
- Reports on the state of the securities portfolio.

More over regarding internal controls for preparation of Financial statements is the responsibility of the Finance department who has established the following key controls:

- Internal documents multiple level control and authorization procedure;
- External and internal transactions authorization procedure;
- Preparation of the financial reports in accordance with the Bank approved procedures, internal instructions and policies;
- Multiple level control and sign-off of the reports prepared.
- Body of specific controls and tests, which ensures regular examination of observance and effectiveness of the controlling processes mentioned above.

Finance Department on a regular basis ensures controls of the following indices and norms:

- Calculation of term structure and liquidity;
- Execution of limits for the counterparties;
- Summary of foreign currencies positions;
- Calculation and execution of amount of the monetary reserve;
- State of the securities portfolio (reports from the Financial Accounting and Control Department);
- Daily level of own funds and monthly capital adequacy;
- Sufficiency of liquid assets (in cooperation with the Treasury and Corporate Customers Servicing Department).

In view of the importance of such a component of corporate governance as independent evaluation and control of the financial standing of the Bank, the Council and the Board of the Bank ensure that regarding the drawing up of the financial reports the internal control system gives a true and fair representation of the operations and financial standing of the Bank.

In order to protect the rights and ensure the interests of the shareholders and investors, the Bank has established the structure and implemented the principles of good corporate governance ensuring provision of timely and exhaustive information on all the substantial matters that concern the Bank, including its strategic goals, financial situation, business results, structure of owners, and realizing proper control over operations and management of the risks.