

Fee and commission income/expense

The Group's net fee and commission income increased 21% to 170.3 bln RUB in 2012.

RUB bln	2012	2011	Change, RUB bln	Change, %
Plastic card operations	51.9	35.1	16.8	47.9%
Cash and settlement transactions w ith individuals	48.7	41.5	7.2	17.3%
Cash and settlement transactions w ith legal entities	47.5	42.5	5.0	11.8%
Agent commissions on selling insurance contracts	17.0	14.0	3.0	21.4%
Guarantees issued	7.3	4.4	2.9	65.9%
Operations w ith foreign currencies	5.2	6.5	(1.3)	-20.0%
Cash collection	5.1	4.7	0.4	8.5%
Operations w ith securities	2.6	1.1	1.5	136.4%
Other	3.9	2.1	1.8	85.7%
Fee and commission expense	(18.9)	(11.2)	(7.7)	68.8%
Net fee and commission income	170.3	140.7	29.6	21.0%



The largest item and main driver of fee income growth were fees from operations with bankcards, which increased 47.9% for the year. Cash operations and settlement transactions with individuals and legal entities increased 14.5% to 96.2 bln RUB in 2012. Agent commissions on selling insurance contracts and fees from issuing guarantees also delivered strong growth.