# Banco Santander Chile March 2022











# **Important information**

Banco Santander Chile caution that this presentation contains forward looking statements within the meaning of the US Private Securities Litigation Reform Act of 1995. These forward looking statements are found in various places throughout this presentation and include, without limitation, statements concerning our future business development and economic performance. While these forward looking statements represent our judgment and future expectations concerning the development of our business, a number of risks, uncertainties and other important factors could cause actual developments and results to differ materially from our expectations. These factors include, but are not limited to: (1) general market, macro-economic, governmental and regulatory trends; (2) movements in local and international securities markets, currency exchange rates, and interest rates; (3) competitive pressures; (4) technological developments; and (5) changes in the financial position or credit worthiness of our customers, obligors and counterparties. The risk factors and other key factors that we have indicated in our past and future filings and reports, including those with the Securities and Exchange Commission of the United States of America, could adversely affect our business and financial performance.

Note: the information contained in this presentation is not audited and is presented in Chilean Bank GAAP which is similar to IFRS, but there are some differences. Please refer to our 2020 20-F filed with the SEC for an explanation of the differences between Chilean Bank GAAP and IFRS. Nevertheless, the consolidated accounts are prepared on the basis of generally accepted accounting principles. All figures presented are in nominal terms. Historical figures are not adjusted by inflation. Please note that this information is provided for comparative purposes only and that this restatement may undergo further changes during the year and, therefore, historical figures, including financial ratios, presented in this report may not be entirely comparable to future figures presented by the Bank.

AGENDA

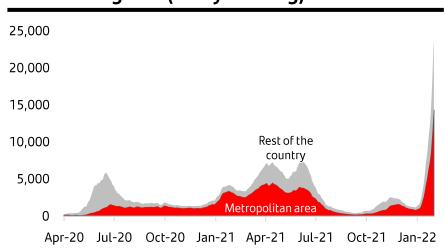
**MACRO & COVID-19 UPDATE** 

SAN CHILE: LEADING BANK

SAN CHILE: BALANCE SHEET

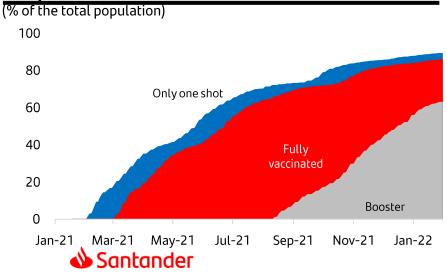
SAN CHILE: STRATEGIC INITIATIVES UPDATE & RESULTS

## Contagion level is increasing but high level of vaccination

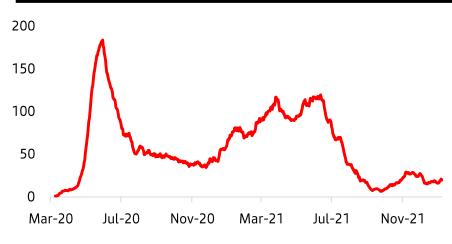


#### New contagions (7 days rolling)

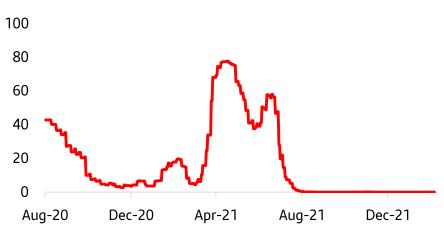
#### People vaccinated in Chile



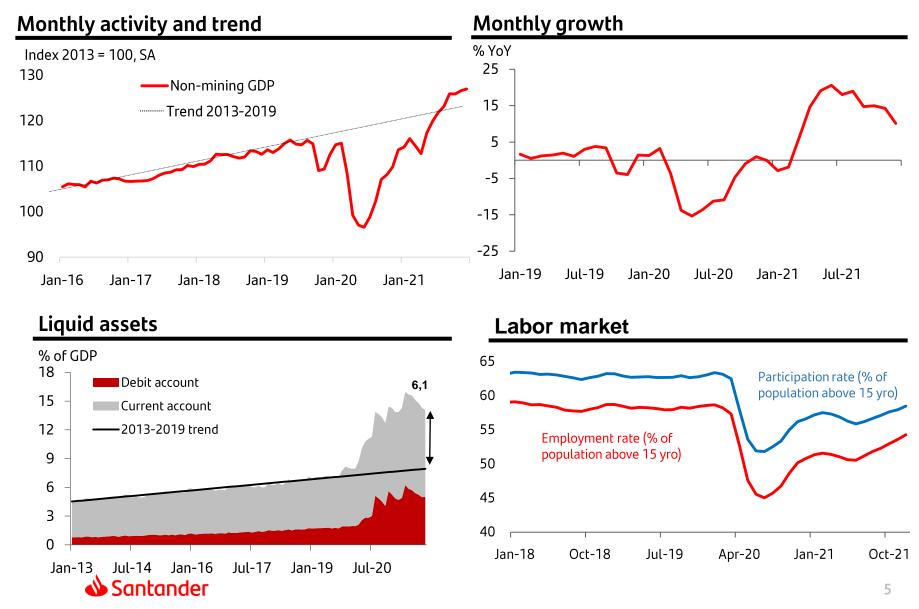
Daily average deaths



#### Population under full lockdown (%)

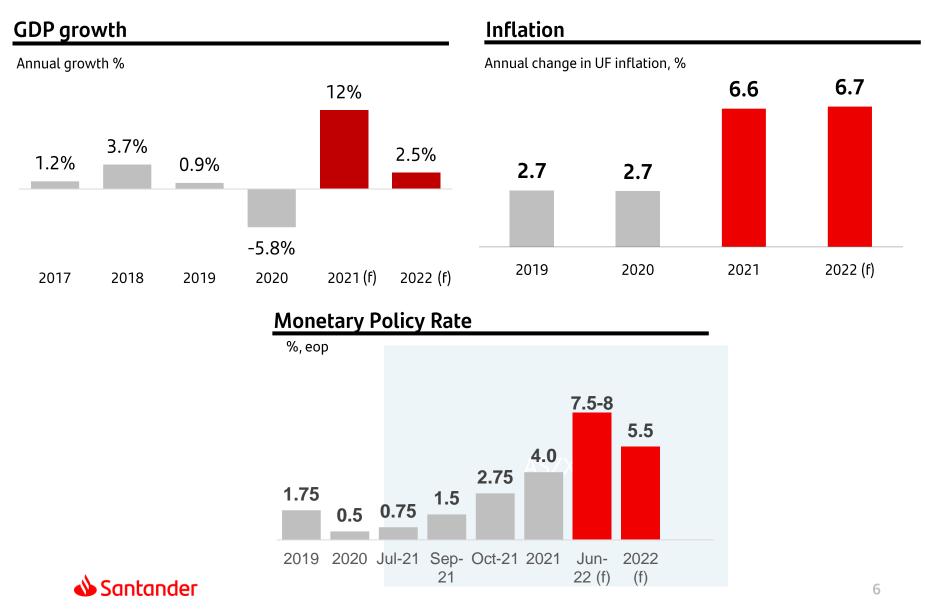


## Strong economic recovery led by domestic demand



Source: Central Bank of Chile, Financial Market Commission, and National Bureau of Statistics

## GDP to grew almost 12% in 2021 with higher inflation and interest rates



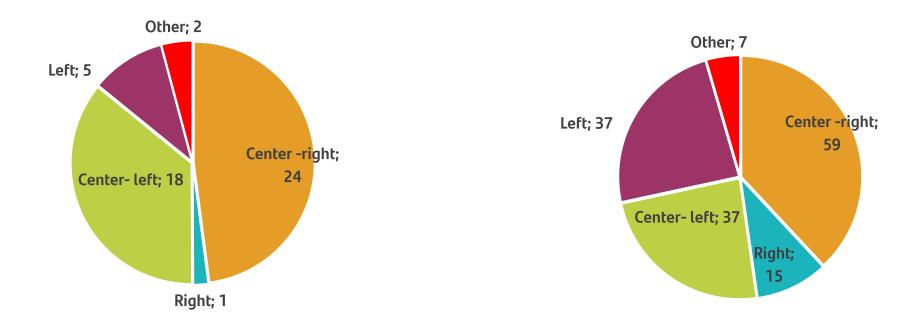
Source: Central Bank of Chile and Santander estimates

# Results of recent elections should lead to important changes and compromises

<u>Presidential Elections</u> Boric (left) 56% vs. Kast (right) 44%

#### **Composition of the Senate**

**Composition of the House of Representatives** 



The composition of the Senate and the House of Representatives is balanced between the Right and Left, therefore reducing polarization of the political agenda AGENDA

MACRO & COVID-19 UPDATE

SAN CHILE: LEADING BANK

SAN CHILE: BALANCE SHEET

SAN CHILE: RESULTS

#### Leading bank in Chile

# Santander Chile is the nation's leading bank



Business and Results	12M21(US\$)	<b>ΥοΥ</b> <sup>1</sup>
Gross Loans	42.9 bn	6.5%
Deposits	32.8 bn	11.5%
Equity	4.0 bn	-4.7%
Attributable profit to parent	907 mm	49.8%
Network and Customers	12M21	Market Share
Clients	4.1 mn	28.9% <sup>2</sup>
Digital Clients	2.0mn	32.2% <sup>3</sup>
Offices	326	18.9%
Market Share	12M21	Rank
Loans <sup>4</sup>	17.9%	1
Deposits <sup>4</sup>	17.9%	1
Checking accounts <sup>2</sup>	28.9%	1
Bank credit cards⁵	25.9%	1

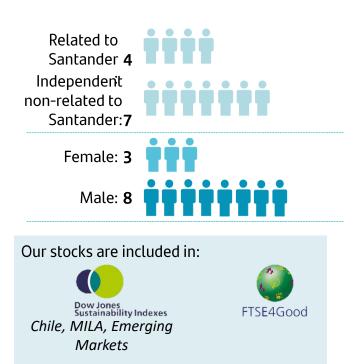
1. Variations with constant USD 2. Market share of clients with checking accounts, as of October 2021. Source: CMF 3. Average yearly market share over clients that enter a website with a passkey. Excludes Banco Estado. Source: CMF. YTD avg as of October 2021. 4. Excludes loans and deposits of Chilean banks held abroad as of December 2021. 5. Market share in terms of monetary amount of credit card purchases, as of October 2021.



#### Leading bank in Chile

# Strong corporate governance

# BSAC LISTED NYSE



We are supervised by the following:





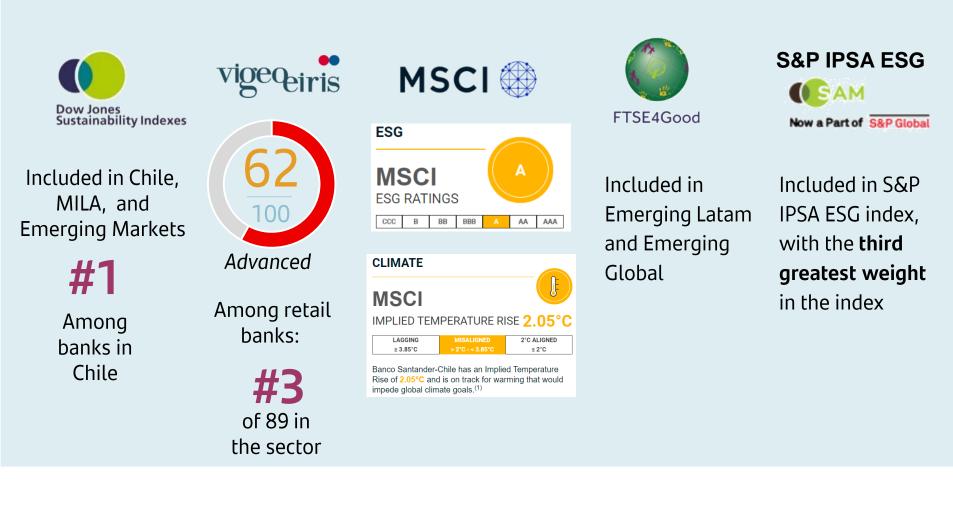
• 7 of 11 Board members are independent

- Independent board majority in main committees: Audit Committee, ALCO and Integral Risk Committee.
- Integrated Annual Report: GRI and SASB compliant
- Local regulations also protect investors: capital and dividend requirements, related part lending, role of the Board
- **Compliance division**: oversees application of codes of conduct; compliant with SOX and SEC & NYSE Corporate Governance Guidelines and ECB Basel criteria.

Banco Santander's corporate governance meets the highest international standards and ensures a sustainable management in the long run



# We are highly ranked in various ESG indexes



Transform the Bank into a platform Maintain a high level of consumer satisfaction, increase the productivity of allowing clients to use the bank as a all channels, and be more efficient and channel or as a software provider to develop business. profitable. Reactive loan growth in life BANK mass segment, rewarding Give access to digital **RUN THE** positive financial behavior super digital economy HE Santander Encourage bankerization Increase SME access to **prospera**é getnet of SMES and support banks and to the digital micro entrepreneurs economy BANK CHANG More efficient and digital First insurtech in Chile, WORK CA klare branches platform to compare and purchase insurance

Comparison platform

for auto insurance

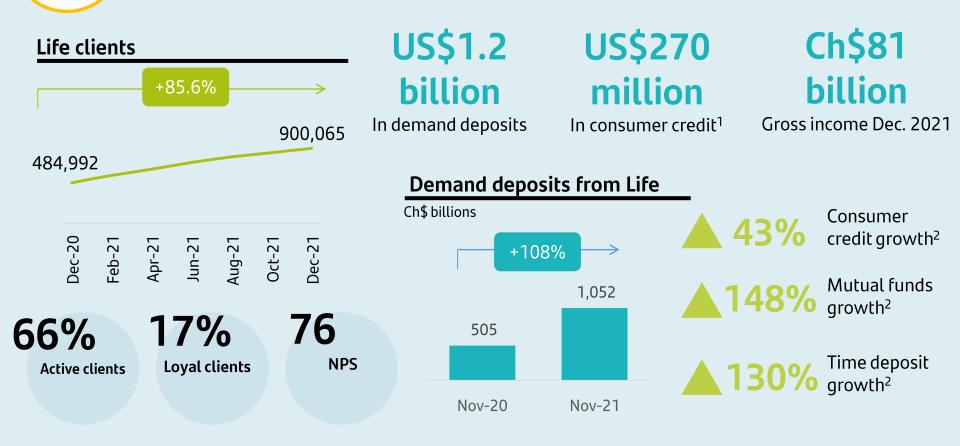
Autocompara

Become more sustainable through eco-friendly initiatives (i.e. Carbon footprint compensation)



# Santander Life: rapid growth and rapid monetization

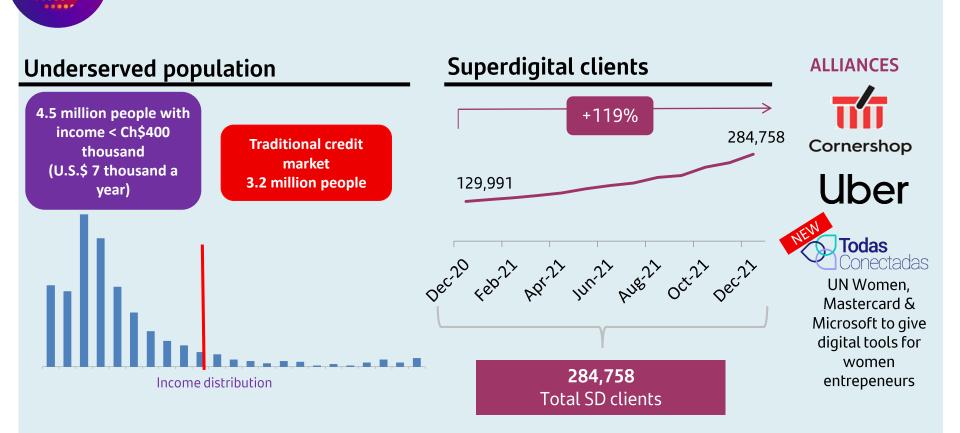
Digital product for unbanked population that seeks to be part of Bank, receiving merits for positive financial behavior (through credit and savings)



Superdigital

# Superdigital: rapid growth among previously unbanked population

Prepaid digital product for the unbanked population seeking a low-cost bank account



# **Successful launch of Getnet**

Acquiring network that uses the four-part model to operate, offering a payments solution to businesses

- Pays instantaneously
- Different plans for different clients
- No more "Credit or debit?"





# **Prospera: Supporting Micro entrepreneurs**

## Santander **PROSPERA**

Encourage bankerization of SMEs and support micro entrepreneurs

# Prospera Current account + Getnet mPOS

#### Includes:

- Debit card
- Digital platform
- Full use of domestic ATMs free-of-charge
- Unlimited free transfers
- No requirement of prior relationship with Santander or minimum sales
- No limit to balances of monthly deposits.

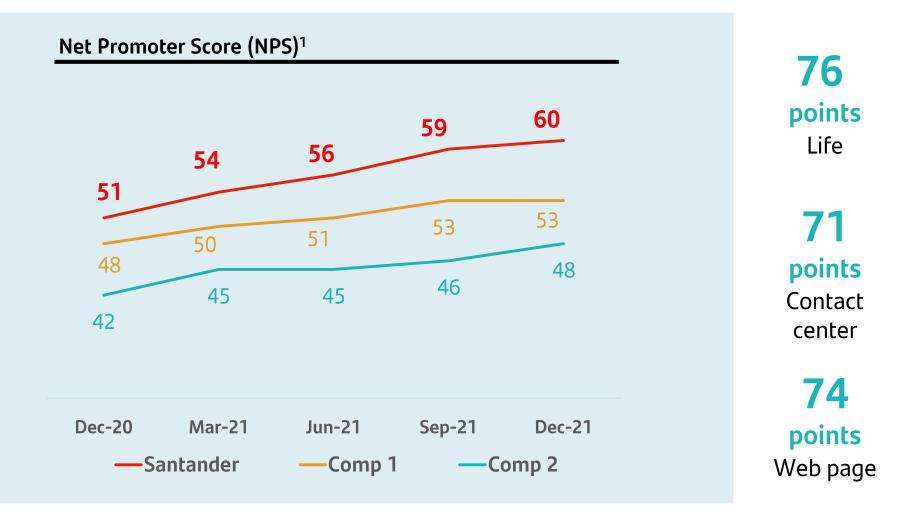
Ch\$2,500 (monthly) + Ch\$ 19,990 one-off for mPOS



#### mPOS

- Same-day sales deposit
- Collect payments from mobile phone
- Accepts all cards and payments in installments

# Leading our competitors in NPS improvements

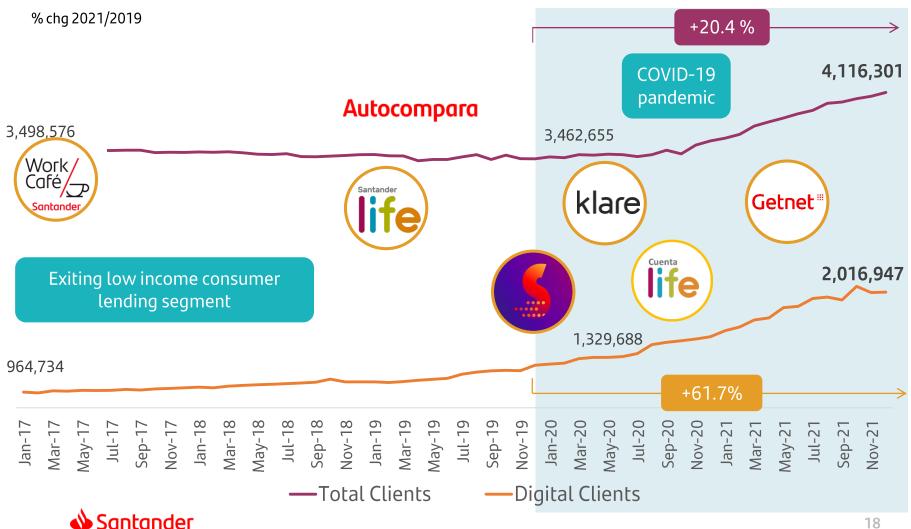


#### 📣 Santander

1.. Source: Study by Activa for Santander with a scope of 60,000 surveys to our own clients and over 1,200 surveys to each competitor's clients. Measures the Net Global Satisfaction and Net Promoter Score in three main aspects: service quality, product quality, and brand image. % of clients that value with grade 9 and 10 subtracted by clients that value with grade 1 through 6. Audited by an external provider.

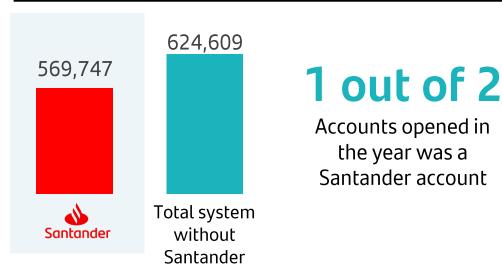
# Record growth in clients since 2020 reflects successful digital strategy and improvements in NPS

#### **Total and Digital Client Evolution**

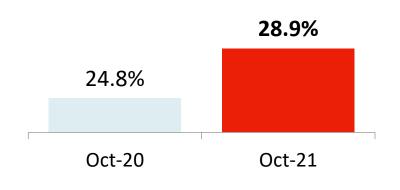


# Strong rise in checking account market share in 2021

Net current account openings, LTM October 2021



Current account market share Santander Chile<sup>1</sup>



# +410bp

Rise in checking Account market share



1. Source: CMF as of last available information as of October 2021. Last 12 months yearly average





Homes or real estate projects with sustainable construction certificates are financed at a preferential rate and offset their carbon footprint.





# Consumer credit

Reconditioning and energy efficiency projects. This credit provides a preferential rate to the client and also the bank compensates 1 ton in Carbon Bonds to mitigate the impact of the product.

# Carbon footprint offset program

Where clients can choose to offset their footprint through the purchase of carbon bonds or choose to make a direct contribution to environmental projects in Chile.



Electric car loans

Launch of a credit line for electric cars sold by SKBergé and a discount for electric cars sold by VoltEra.



Initiative in conjunction with Sistema B that is supporting some 300 small companies to measure their ESG footprint and thus be able to start a certification process.

#### Santander Asset Management Green Mutual Fund

Allows investment in companies committed to the environment, society and good corporate governance practices.



# Strategic initiatives Santander Verde: Products and services to help clients become greener



# Mortgage loan

Homes or real estate projects with sustainable construction certificates are financed at a preferential rate and offset their carbon footprint.

# Pyme Verde

Initiative in conjunction with Sistema B that is supporting some 300 small companies to measure their ESG footprint and thus be able to start a certification process.

# **C**nCl US\$50 million

ESG loan July 2021

#### d Consumer credit

Reconditioning and energy efficiency projects. This credit provides a preferential rate to the client and the bank compensates 1 ton in Carbon Bonds to mitigate the impact of the product.

Santander Asset
 Management
 Green Mutual
 Fund

Allows investment in companies committed to the environment, society and good corporate governance practices.

> Ultranav US\$30 million

> > ESG loan June 2021

# Carbon footprint offset program

Where clients can choose to offset their footprint through the purchase of carbon bonds or choose to make a direct contribution to environmental projects in Chile.

# cmpc

#### US\$500 million

Sustainability-linked bond Joint bookrunner March 2021

Casaideas. Ch\$16 billion ESG structured syndicate loans July 2021

#### ✓ Electric car loans

Launch of a credit line for electric cars sold by SKBergé and a discount for electric cars sold by VoltEra.



## US\$7.8 billion

Social bond Joint bookrunner July and Sept. 2021

21



# **Our 10 Responsible Banking Commitments**

1. Best Company t	o work for in Chile
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- 2. Women in managerial positions
- 3. Eliminate gender pay gap
- 4. People financially empowered
- 5. Green financing
- 6. Energy from renewable sources
- 7. Carbon neutral
- 8. Eliminate single-use plastics
- 9. Scholarships, internships, entrepeneurship programs
- 10. Support people through our community contribution programs

2020	2021	2022	2023	2024	2025
1	1	1	1	1	1
25% …					> 30%
3% ····					- <b>&gt; 0%</b>
					2 million
					JS\$1.5 billion
28%					10070
Mitigate 100%	, 0			····> C	arbon neutral
····>> Elim	inate 100%	6			
2,951			~~~>	13,541	

103,792 ····· **493,852** 

An agreement was signed with Gasco Luz and Fourtrees Capital where six solar plants of 300kW each will be built in the Coquimbo, Valparaiso and Metropolitan Region and will be fully operational by 2022.





AGENDA

MACRO & COVID-19 UPDATE

SAN CHILE: LEADING BANK

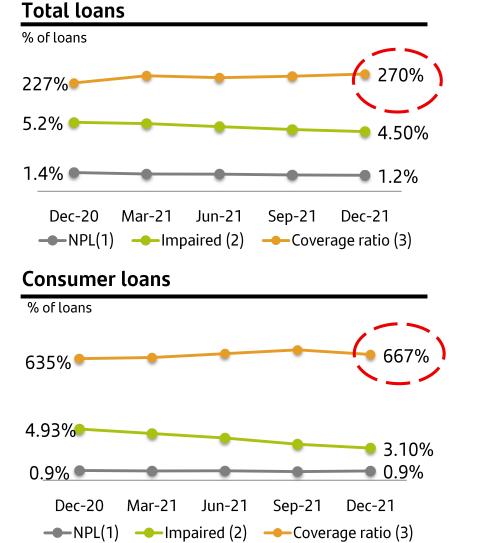
SAN CHILE: BALANCE SHEET

SAN CHILE: RESULTS

# Loan growth accelerates to reach growth of 6.5% YoY

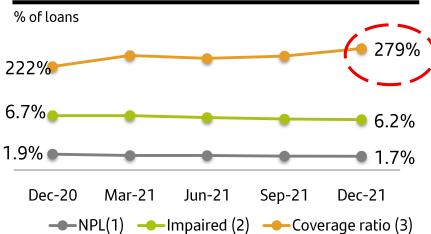
+6.5%       Consumer       4,999       1.2%       2.5%         34,409       34,507       34,678       35,757       36,635       Auto loans 2       723       53.7%       11.2%         Mortgages       13,876       11.8%       3.5%         SMEs       4,646       (5.5%)       (3.3)         Retail       25,785       6.2%       2.2%         Middle Market       8,512       4.6%       0.6%	Total Loans	Ch\$ bn	12M21	YoY	QoQ
+2.5%       Auto       723       53.7%       11.2         34,409       34,507       34,678       35,757       36,635       Mortgages       13,876       11.8%       3.9         Mortgages       13,876       11.8%       3.9       3.3       3.4	Ch\$bn	Individuals <sup>1</sup>	21,139	9.2%	3.5%
34,409       34,507       34,678       35,757       36,635       11.2         Mortgages       13,876       11.8%       3.9         SMEs       4,646       (5.5%)       (3.3)         Retail       25,785       6.2%       2.2         Middle Market       8,512       4.6%       0.6	+6.5%	Consumer	4,999	1.2%	2.9%
Mortgages       13,876       11.8%       3.9         SMEs       4,646       (5.5%)       (3.3)         Retail       25,785       6.2%       2.2         Middle Market       8,512       4.6%       0.6			723	53.7%	11.2%
Retail         25,785         6.2%         2.2           Middle Market         8,512         4.6%         0.6		Mortgages	13,876	11.8%	3.9%
<b>Middle Market</b> 8,512 4.6% 0.6		SMEs	4,646	(5.5%)	(3.3%)
		Retail	25,785	6.2%	2.2%
<b>Corporate (SCIB)</b> 2,260 32.6% 12.6		Middle Market	8,512	4.6%	0.6%
		Corporate (SCIB)	2,260	32.6%	12.6%
Dec-20 Mar-21 Jun-21 Sep-21 Dec-21 <b>Total<sup>3</sup> 36,635 6.5% 2.5</b>	Dec-20 Mar-21 Jun-21 Sep-21 Dec-21	Total <sup>3</sup>	36,635	6.5%	2.5%

1. Includes other commercial loans to individuals. 2. Santander Consumer Finance, auto loans 3. Includes other non-segmented loans and interbank loans

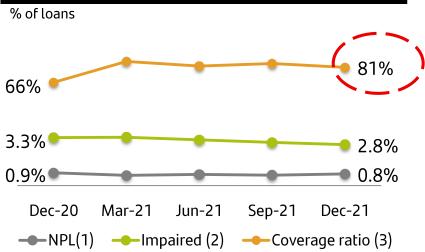


#### **Commercial loans**

Asset quality evolution remains solid



#### **Mortgage loans**

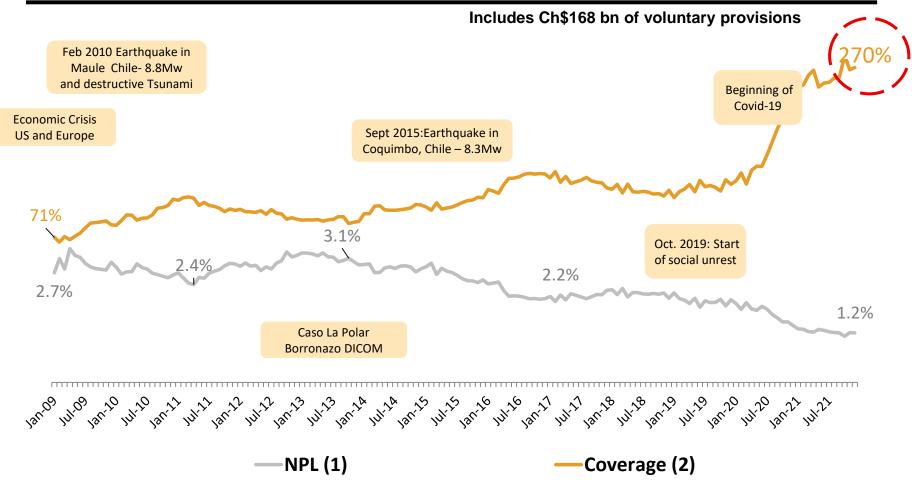


1. 90 days or more NPLs. 2. NPLs + restructured loans. 3. Loan loss reserves over NPLs, includes provisions due to new provisioning model for commercial loans analyzed on a group basis for 25 Ch\$31 billion in 3Q19 and additional provisions of Ch\$16 billion in 4Q19 for the consumer loan book, Ch\$110 billion in June-December 2020: Ch\$90 billion allocated to commercial, Ch\$10 billion allocated to mortgage, and Ch\$26 billion allocated to consumer; and Ch\$24 billion for the commercial loan book for 1Q21, Ch\$18 billion for the commercial loan book in 2Q21, Ch\$30 billion for the commercial loan book in 3Q21 and Ch\$60 billion for the commercial loan book in 4Q21.

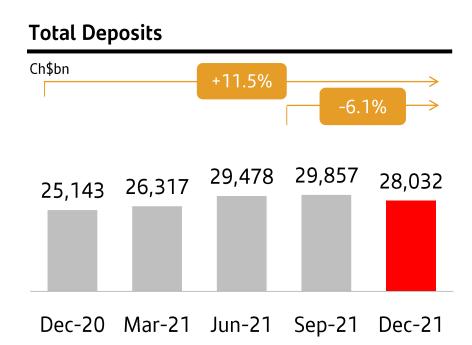
#### **Balance sheet**

#### Lowest NPLs and highest coverage to date

#### Total loans: NPLs, coverage and cost of risk



# Non-interest bearing demand deposits up 22.9% YoY



Ch\$ bn	12M21	YoY	QoQ
Demand deposits	17,901	22.9%	3.1%
Time deposits	10,131	(4.3%)	(18.9%)
Total Deposits	28,032	11.5%	(6.1%)
Mutual funds <sup>1</sup>	7,892	(2.5%)	(10.9%)
LCR <sup>2</sup>	149%		
Demand deposits by	v segment		
Ch\$ bn	12M21	YoY	QoQ
Individuals	7,192	28.4%	1.2%
SMEs	3,386	25.6%	3.7%
Retail	10,578	27.5%	2.0%
Middle Market	4,365	13.1%	(0.2%)
Corporate (SCIB)	2,621	23.8%	11.2%

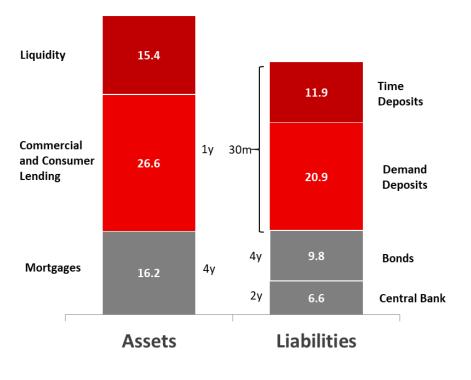
1. Banco Santander Chile is the exclusive broker of mutual funds managed by Santander Asset Management, a subsidiary of SAM Investment Holdings Limited. 2. LCR calculated following the new local Chilean models

#### **Balance sheet**

## Solid balance structure and liquidity levels

#### Structural balance sheet

US\$bn Dec 2021



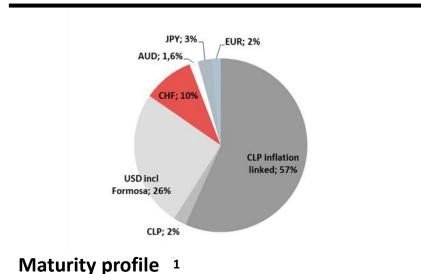
Duration

- Commercial and consumer loans are funded with short –term funding through demand and time deposits
- Mortgages are fixed rate plus inflation, and funded mainly through long-term bonds
- We have US\$15.4 bn in short-term liquidity, including cash, available-forsale, held to collect portfolio and trading investments
- Central bank lines due in March-June 24 and were fixed at a 0.5% interest rate

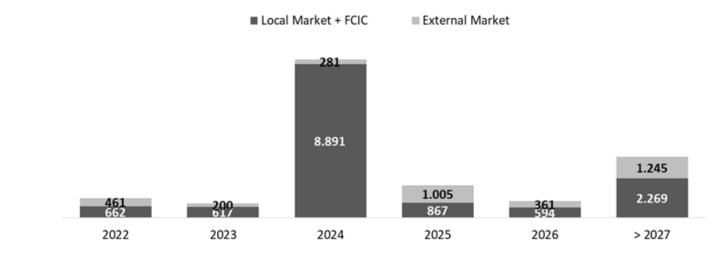
#### **Balance sheet**

#### Diversified presence in the international bonds markets





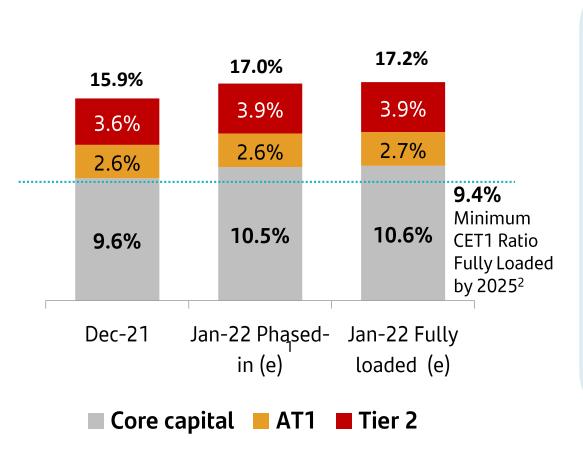
- Total outstanding: US\$ 9.8 bn
- In 2021 we issued US\$1,980 mm approximately
- Central Bank lines are currently providing liquidity up to 2024
- High diversification by currency
- MTN program: Private placements or public deals
- All foreign debt is swapped backed to local currency



1. Includes nominal outstanding of senior, subordinated and local covered bonds. As of January 2022.

# Healthy outlook for CET1 and total BIS III ratio

#### Core capital & BIS Ratio



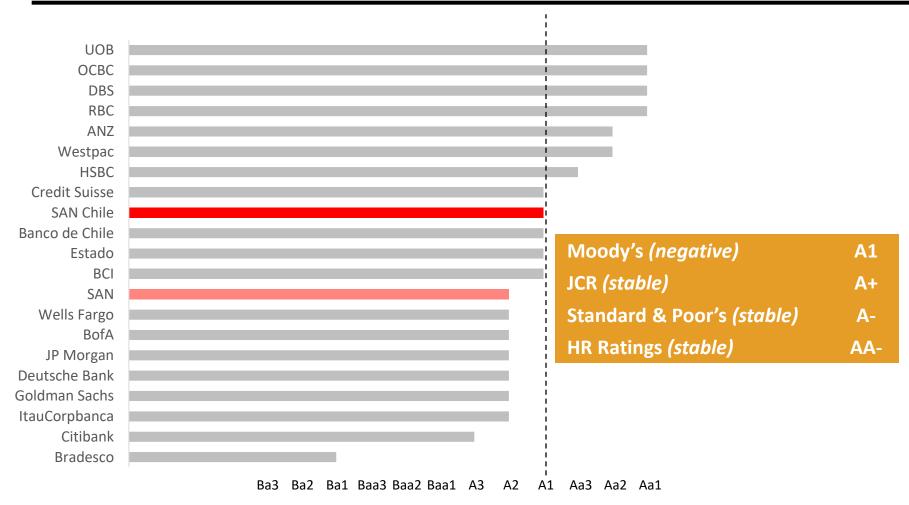
- CET1: +~60bp in Jan. 2022
   with adoption in Chile of IFRS 9<sup>1</sup>
- > Issuance of AT1 for US\$ 700 million in October 2021
   Issuance of subordinated
   bond in Jan. 2022 for
   US\$120 million in UF
- > Pilar II requirement set at 0%
- Current estimated payout remains at 50-60%, which implies a dividend yield of 5%-6%.

1. Beginning Jan. 2022 Chilean banks will adopt IFRS 9 standard except for credit risk which will remain under Chilean Bank GAAP rules. 2. Includes 1% of Board buffer, systemic charge of 1.4% (Level II), and Pillar 2 of 0% according to CMF's assessment process and regulatory phase-in of other impacts on CET1 and RWAs.

#### **Balance sheet**

### Among banks with best international rating

#### Risk rating, Moody's scale



AGENDA

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**SAN CHILE: RESULTS** 

4Q20

1Q21

# Strong results in 4Q21 driven by client activities & inflation

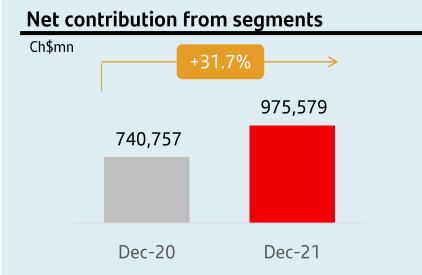
 $\rightarrow$ 

#### Net contribution by segment Ch\$mn 2020 2021 +21.6% 536,675 +18.0% 441,300 +109.4% 242,992 205,893 195,912 93,564 SCIB Retail Middle-Market Net income attributable to shareholders Ch\$mn +26.3% +31.7% 183,435 176,007 181,713 185,478 231,761

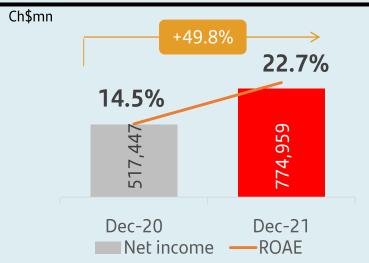
2Q21

3Q21

4Q21



#### Net income attr. to shareholders & ROE



# Surpassing the competition

3.7%

Competitors

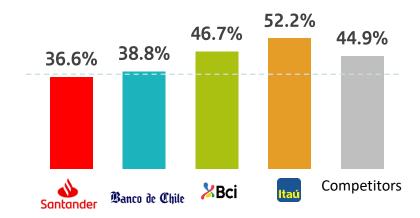
# Net interest margin YTD, as of December 2021 4.2% 4.1% 3.3% 3.4%

Banco de Chile

Santander

#### Efficiency

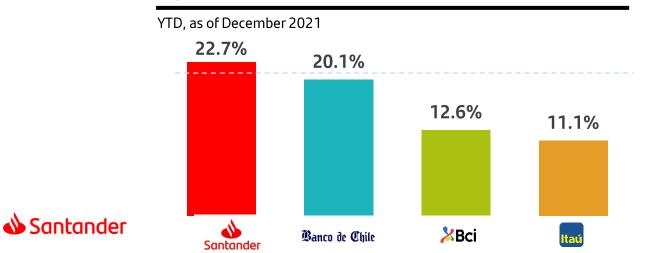
YTD, as of December 2021



ROE

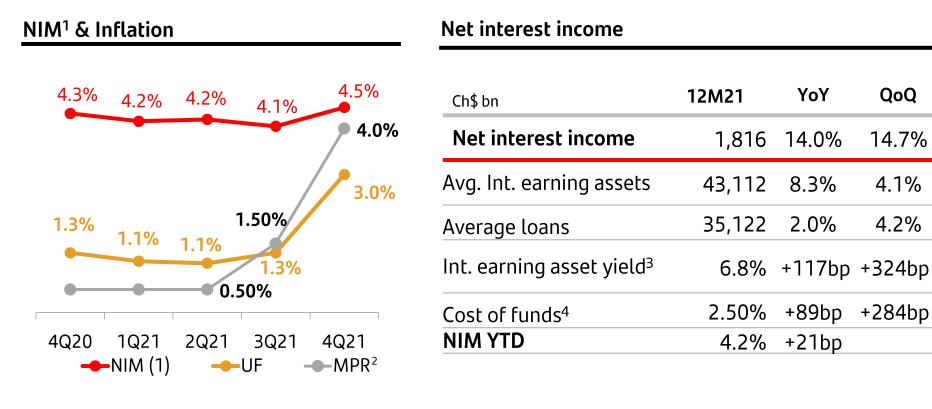
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Source: Ratios calculated by Santander Chile based on data from CMF as of December 2021

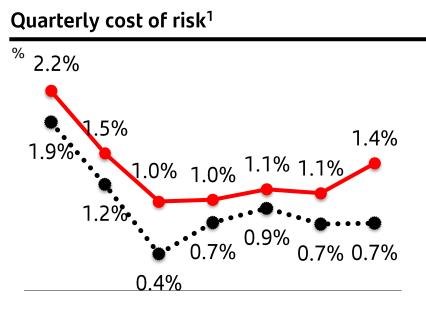
# NII increases 14.7% with NIM of 4.5% in 4Q21



#### 📣 Santander

1. Annualized Net interest income divided by average interest earning assets. 2. MPR: Monetary Policy Rate. 3. Annualized gross interest income divided by average interest earning assets. 4. Annualized interest expense divided by sum of average interest bearing liabilities, including non-interest bearing demand deposits.

# Positive evolution of asset quality with cost of credit at 1.15%



2Q20 3Q20 4Q20 1Q21 2Q21 3Q21 4Q21

```
Cost of risk • • • Adjusted cost of risk<sup>2</sup>
```

**Provision for loan losses** 

Ch\$ bn	12M21	YoY	QoQ
Gross provisions and write-offs	(482.6)	(17.6%)	29.5%
Recoveries	77.0	2.8%	6.5%
Provisions	(405.6)	(20.6%)	34.4%
Cost of risk(YTD)	1.2%	(33bp)	
Adj. Cost of risk (YTD) <sup>2</sup>	0.78%		

#### 📣 Santander

1. Quarterly provision expense annualized divided by average loans. 2. Quarterly provision expense without additional provisions, annualized and divided by average loans.

Foos & financial transaction

# Digital platforms drives client growth and fees

Fees

Ch\$bn				
		+67.2%		$\longrightarrow$
			+	1.5% →
	105.0	118.3	120.4	122.3
73.1	29.5	41.8	34.6	27.3
4.1 69.0	75.5	76.5	85.8	95.0
4Q20	1Q21	2Q21	3Q21	4Q21
	Net fee ind	come	Financial tr	x

Liability management operations has affected non-client treasury business

Ch\$ bn	12M21	YoY	QoQ
Card fees	95.2	29.9%	22.2%
Getnet	7.1	%	77.0%
Asset management	49.2	11.6%	11.4%
Insurance brokerage	43.9	10.4%	6.1%
Guarantees, cont. op.	39.0	7.5%	1.6%
Checking accounts	39.6	13.7%	6.0%
Collection fees	26.9	15.6%	(3.0%)
Others	39.0	(81.4%)	10.8%
Total	332.8	24.5%	10.7%

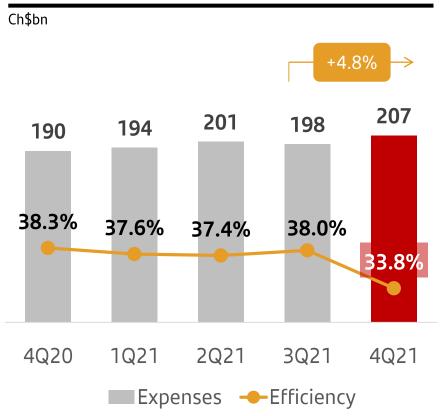
#### Financial transactions, net

Ch\$ bn	12M21	YoY	QoQ
Client	184.0	26.7%	4.2%
Non-Client	(50.8)	%	(73.1%)
Total	133.2	(5.9%)	(21.3%)
			07



# Efficiency at 36.6% YTD

#### **Operating expenses**



Ch\$ bn	12M21	YoY	QoQ
Personnel	397.7	(2.7%)	0.4%
expenses	.,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,	(2.770)	0.770
Administrative	280.1	11.9%	14.5%
expenses	280.1	11.9%	14.5%
Depreciation	122.1	11.5%	(1.7%)
Operational expenses <sup>1</sup>	799.9	4.1%	4.8%
Efficiency ratio <sup>2</sup>	36.6%	-317bp	-416bp
Costs/assets	1.4%	+0.4bp	-1bp

YoY growth due to launch of Getnet and advances with digital initiative in line with our US\$260 million investment plan for the years 2022-2024

#### 📣 Santander

1. Operational expenses exclude impairment and other operating expenses. 2. Efficiency ratio: operating expenses excluding impairment / financial margin + fees+ financial transactions and net other operating income

#### Conclusions

# Initial guidance 2022: Strong 2021 leads to positive outlook for 2022

- Base assumptions: GDP ~2% with UF inflation of 5.0%-5.5% and average MPR at 6.0%
- Loan growth: 6%-8% led by consumer and commercial loans
- NIMs: ~3.9%-4.0%
- Cost of risk: 0.90%-1.0%
- Non-NII (Fees+ Fin.trx): mid to high single digits
- Costs growing below inflation
- Effective tax rate: ~20%

# **ROE ~20%**



Unaudited Balance Sheet	Dec-21 USS Ths <sup>1</sup>	Dec-21 Ch\$ Mi	Dec-20	Dec-21/Dec-2
Cash and deposits in banks				% Chg.
	3,372,294	2,881,558	2,803,288	2.8%
Cash items in process of collection	456,735	390,271	452,963	(13.8%)
Trading investments	85,838	73,347	133,718	(45.1%)
Investments under resale agreements	-	-	-	%
Financial derivative contracts	11,847,682	10,123,607	9,032,085	12.1%
Interbank loans, net	501	428	18,920	(97.7%)
Loans and account receivables from customers, net	41,751,216	35,675,579	33,413,429	6.8%
Available for sale investments	6,791,428	5,803,139	7,162,542	(19.0%)
Held-to-maturity investments	5,126,720	4,380,680	-	%
Investments in associates and other companies	42,054	35,934	10,770	233.6%
Intangible assets	111,660	95,411	82,537	15.6%
Property, plant and equipment	222,697	190,290	187,240	1.6%
Right of use assets	215,954	184,528	201,611	(8.5%)
Current taxes	142,232	121,534	-	%
Deferred taxes	889,078	759,699	538,118	41.2%
Other assets	3,458,267	2,955,020	1,738,856	69.9%
Total Assets	74,514,354	63,671,025	55,776,077	14.2%
Deposits and other demand liabilities	20,949,511	17,900,938	14,560,893	22.9%
Cash items in process of being cleared	444,638	379,934	361,631	5.1%
Obligations under repurchase agreements	101,388	86,634	969,808	(91.1%)
Time deposits and other time liabilities	11,856,398	10,131,055	10,581,791	(4.3%)
Financial derivatives contracts	12,722,640	10,871,241	9,018,660	20.5%
Interbank borrowings	10,329,771	8,826,583	6,328,599	39.5%
Issued debt instruments	9,827,100	8,397,060	8,204,177	2.4%
Other financial liabilities	214,057	182,907	184,318	(0.8%)
Leasing contract obligations	163,602	139,795	149,585	(6.5%)
Current taxes	,		12,977	(100.0%)
Deferred taxes	403,891	345,117	129,066	167.4%
Provisions	831,405	710,419	456,120	55.8%
Other liabilities	2,580,238	2,204,762	1,165,853	89.1%
Total Liabilities	70,424,638	60,176,445	52,123,478	15.4%
	70,424,030	00,170,445	52,123,470	13.470
Equity				
Capital	1,043,094	891,303	891,303	0.0%
Reserves	2,983,060	2,548,965	2,341,986	8.8%
Valuation adjustments	(675,878)	(577,524)	(27,586)	1993.5%
Retained Earnings:	(0, 0, 0, 0)	(0.7,027)	(_,,300)	2000.070
Retained earnings from prior years	-	-	-	%
Income for the period	906,936	774,959	517,447	49.8%
Minus: Provision for mandatory dividends	(277,927)	(237,483)	(155,234)	53.0%
Total Shareholders' Equity	3,979,286	3,400,220	3,567,916	(4.7%)
Non-controlling interest	110,430	94,360	84,683	11.4%
Total Equity	4,089,715	3,494,580	· · · · ·	(4.3%)
	4,003,715	3,434,380	3,652,599	(4.3%)
Total Liabilities and Equity	74 514 354	62 671 025	EE 776 077	14.2%
1. The exchange rate used to calculate the figures in dellar	74,514,354	63,671,025	55,776,077	14.2%

1. The exchange rate used to calculate the figures in dollars was Ch\$854.48 / US\$1

	Dec-21	Dec-21	Dec-20	Dec-21/Dec-20
	US\$ Ths <sup>1</sup>	Ch\$ Mi	llion	% Chg.
Interest income	3,418,567	2,921,097	2,232,327	30.9%
Interest expense	(1,292,893)	(1,104,751)	(638,479)	73.0%
Net interest income	2,125,674	1,816,346	1,593,848	14.0%
Fee and commission income	677,142	578,604	451,162	28.2%
Fee and commission expense	(287,722)	(245,853)	(183,884)	33.7%
Net fee and commission income	389,419	332,751	267,278	24.5%
Net income (expense) from financial operations	(7,493)	(6,403)	90,800	(107.1%)
Net foreign exchange gain	163,374	139,600	50,785	174.9%
Total financial transactions, net	155,881	133,197	141,585	(5.9%)
Other operating income	23,946	20,461	21,652	(5.5%)
Net operating profit before provisions for loan losses	2,694,920	2,302,755	2,024,363	13.8%
Provision for loan losses	(474,645)	(405,575)	(511,073)	(20.6%)
Net operating profit	2,220,274	1,897,180	1,513,290	25.4%
Personnel salaries and expenses	(465,400)	(397,675)	(408,670)	(2.7%)
Administrative expenses	(327,841)	(280,134)	(250,450)	11.9%
Depreciation and amortization	(142,841)	(122,055)	(109,426)	11.5%
Op. expenses excl. Impairment and Other operating expenses	(936,083)	(799,864)	(768,546)	4.1%
Impairment of property, plant and equipment	-	-	(638)	(100.0%)
Other operating expenses	(136,989)	(117,054)	(91,808)	27.5%
Total operating expenses	(1,073,071)	(916,918)	(860,992)	6.5%
Operating income	1,147,203	980,262	652,298	50.3%
Income from investments in associates and other companies	(776)	(663)	1,388	(147.8%)
Income before tax	1,146,427	979,599	653,686	49.9%
Income tax expense	(227,833)	(194,679)	(131,123)	48.5%
Net income from ordinary activities	918,594	784,920	522,563	50.2%
Net income discontinued operations <sup>2</sup>			-	%
Net consolidated income	918,594	784,920	522,563	50.2%
Net income attributable to:				
Non-controlling interest	11,657	9,961	5,116	94.7%
Net income attributable to equity holders of the Bank	906,936	774,959	517,447	49.8%

1. The exchange rate used to calculate the figures in dollars was Ch\$854.48/US\$1

	4Q21	4Q21	3Q21	4Q20	4Q21/4Q20	4Q21/3Q21
	US\$ Ths <sup>1</sup>		Ch\$ Million		% <b>C</b>	chg.
Interest income	1,227,611	1,048,969	654,362	644,718	62.7%	60.3%
Interest expense	(635,493)	(543,016)	(213,064)	(201,080)	170.0%	154.9%
Net interest income	592,118	505,953	441,298	443,638	14.0%	14.7%
Fee and commission income	197,676	168,910	152,533	119,149	41.8%	10.7%
Fee and commission expense	(86,540)	(73,947)	(66,737)	(50,125)	47.5%	10.8%
Net fee and commission income	111,135	94,963	85,796	69,024	37.6%	10.7%
Net income (expense) from financial operations	(4,117)	(3,518)	(12,146)	(76,730)	(95.4%)	(71.0%)
Net foreign exchange gain	36,015	30,774	46,788	80,784	(61.9%)	(34.2%)
Total financial transactions, net	31,898	27,256	34,642	4,054	572.3%	(21.3%)
Other operating income	7,344	6,275	3,870	5,749	9.1%	62.1%
Net operating profit before provisions for loan losses	742,495	634,447	565,606	522,465	21.4%	12.2%
Provision for loan losses	(148,668)	(127,034)	(94,498)	(84,888)	49.6%	34.4%
Net operating profit	593,827	507,413	471,108	437,577	16.0%	7.7%
Personnel salaries and expenses	(115,512)	(98,703)	(98,313)	(102,347)	(3.6%)	0.4%
Administrative expenses	(90,220)	(77,091)	(67,357)	(60,605)	27.2%	14.5%
Depreciation and amortization	(36,970)	(31,590)	(32,141)	(27,513)	14.8%	(1.7%)
Op. expenses excl. Impairment and Other operating expenses	(242,702)	(207,384)	(197,811)	(190,465)	8.9%	4.8%
Impairment of property, plant and equipment	-	-	-	-	%	%
Other operating expenses	(24,673)	(21,083)	(44,586)	(24,704)	(14.7%)	(52.7%)
Total operating expenses	(267,375)	(228,467)	(242,397)	(215,169)	6.2%	(5.7%)
Operating income	326,451	278,946	228,711	222,408	25.4%	22.0%
Income from investments in associates and other companies	(2,241)	(1,915)	365	257	(845.1%)	(624.7%)
Income before tax	324,210	277,031	229,076	222,665	24.4%	20.9%
ncome tax expense	(49,512)	(42,307)	(49,852)	(37,047)	14.2%	(15.1%)
Net income from ordinary activities	274,698	234,724	179,224	185,618	26.5%	31.0%
Net income discontinued operations <sup>2</sup>	-	-	-	-	%	%
Net consolidated income	274,698	234,724	179,224	185,618	26.5%	31.0%
Net income attributable to:						
Non-controlling interest	3,468	2,963	3,217	2,384	24.3%	(7.9%)
Net income attributable to equity holders of the Bank	271,230	231,761	176,007	183,435	26.3%	31.7%

1. The exchange rate used to calculate the figures in dollars was Ch\$854.48/US\$1

#### **Annexes: Key Indicators**

Profitability and efficiency	12M21	12M20	Change bp
· · · ·			chunge op
Net interest margin (NIM) <sup>1</sup>	4.2%	4.0%	21
Efficiency ratio <sup>2</sup>	36.6%	39.8%	-317
Return on avg. equity	22.7%	14.5%	820
Return on avg. assets	1.3%	0.9%	40
Core Capital ratio	9.4%	10.7%	-123
BIS ratio	0.0%	15.4%	-1,537
Return on RWA	2.3%	1.5%	80
Asset quality ratios (%)	Dec-21	Dec-20	Change bp
NPL ratio <sup>3</sup>	1.2%	1.4%	-19
Coverage of NPLs ratio <sup>4</sup>	270.5%	226.7%	4,378
Cost of credit <sup>5</sup>	1.2%	1.5%	-33
Structure (#)	Dec-21	Dec-20	Change (%)
Branches	326	358	(8.9%)
ATMs	1,338	1,199	11.6%
Employees	9,988	10,470	(4.6%)
Market capitalization (YTD)	Dec-21	Dec-20	Change (%)
Net income per share (Ch\$)	4.11	2.75	49.8%
Net income per ADR (US\$)	1.93	1.54	24.9%
Stock price (Ch\$/per share)	34.25	34.1	0.4%
ADR price (US\$ per share)	16.29	18.99	(14.2%)
Market capitalization (US\$mn)	7,674	8,946	(14.2%)
Shares outstanding (millions)	188,446.1	188,446.1	0.0%

1. NIM = Net interest income annualized divided by interest earning assets.

2. Efficiency ratio: Operating expenses excluding impairment and other operating expenses divided by Operating income. Operating income = Net interest income + Net fee and commission income + Total financial transactions, net + Other operating income minus other operating expenses.

3. Capital + future interest of all loans with one installment 90 days or more overdue divided by total loans.

4. Loan loss allowance divided by Capital + future interest of all loans with one installment 90 days or more overdue.

5. Provision expense annualized divided by average loans.