## Banco Santander Chile 3Q20 Results

## 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 2019 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 \& COVID19 UPDATE

SAN CHILE: BALANCE SHEET AND RESULTS

SAN CHILE: STRATEGIC INITIATIVES UPDATE

## Macroeconomic environment

## Transition to new normal began during the third quarter

## Strategy for reopening

Stages

Population under different stages
(Percentage)



Source: Ministry of Health, INE and Santander

## Macroeconomic environment

## Mobility has resumed and household received liquidity

Apple mobility trends
(jan-13/feb-12 = 100)


Liquidity injections to households


397,000 people left Chile's negative credit bureau in $3 Q$

## Macroeconomic environment

Several indicators show an important economic recovery

## Monthly activity index



## Business expectations



## Employment



Retail sales


Source: Central Bank of Chile, INE, Icare-UAI, ANAC and Santander
() Santander

## Macroeconomic environment

## The pandemic will have a lower economic impact than our regional peers

## GDP growth



Inflation
Annual change in UF inflation, \%


Trade balance (USD bn)


Monetary Policy Rate
\%, eof
2.75


## Regulatory update

## Process for a new constitution officially launched



## AGENDA

## MACRO \& COVID19 UPDATE

SAN CHILE: BALANCE SHEET AND RESULTS

SAN CHILE: STRATEGIC INITIATIVES UPDATE

## Balance sheet \& results

## We believe August was the inflection point

Monthly Operating income net of provisions
Ch\$mn


Quarterly ROAE
16.8\%


## Balance sheet \& results

## NII increases 10.5\% YTD

## NIM ${ }^{1}$ \& Inflation



Net interest income

|  |  |  |  |
| :--- | ---: | :---: | :---: |
| Ch\$ bn | 9M20 | YoY | QoQ |
| Net interest income | $\mathbf{1 , 1 5 0}$ | $\mathbf{1 0 . 5 \%}$ | $\mathbf{0 . 3 \%}$ |
| Avg. Int. earning assets | 39,431 | $16.4 \%$ | $1.9 \%$ |
| Average loans | 34,382 | $10.9 \%$ | $0.7 \%$ |
| Int. earning asset yield 3 | $5.4 \%$ | -130 bp | -90 bp |
| Cost of funds ${ }^{4}$ | $1.5 \%$ | -117 bp | -80 bp |
| NIM YTD | $3.9 \%$ | -21 bp | -10 bp |

## Higher inflation in 4Q20 to drive NIMs upward

## Balance sheet \& results

Better funding mix drives higher NII growth against peers

Net interest income 9M 2020


## Balance sheet \& results

Non-interest bearing demand deposits up 47.0\% YoY

## Total Deposits

| Ch\$bn |
| :--- | :--- | :--- | :--- | :--- | :--- | :--- | :--- | :--- | :--- | :--- | :--- |

## Balance sheet \& results

## Improved funding mix \& outpacing competitors

CLP Time Deposit Cost Evolution ${ }^{1}$


Demand deposits by segment

| Ch\$ bn | $\mathbf{9 M 2 0}$ | YoY | QoQ |
| :--- | :---: | :---: | :---: |
| Individuals | 5,088 | $63.2 \%$ | $19.8 \%$ |
| SMEs | 2,519 | $63.7 \%$ | $6.7 \%$ |
| Retail | $\mathbf{7 , 6 0 7}$ | $\mathbf{6 3 . 4 \%}$ | $\mathbf{1 5 . 1 \%}$ |
| Middle Market | $\mathbf{3 , 6 4 4}$ | $33.8 \%$ | $\mathbf{2 . 8 \%}$ |
| Corporate (SCIB) $^{2}$ | $\mathbf{2 , 4 5 3}$ | $\mathbf{4 0 . 2 \%}$ | $\mathbf{1 9 . 7 \%}$ |
| Total $^{2}$ | $\mathbf{1 3 , 9 0 8}$ | $\mathbf{4 7 . 0 \%}$ | $\mathbf{1 2 . 1 \%}$ |
|  |  |  |  |

## Balance sheet \& results

## Demand for reprogramming and FOGAPE loans decelerating

| Total Loans |  |  |  | Ch \$ bn | 9M20 | YoY | QoQ |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| Ch\$bn |  | +9.3\% |  | Individuals ${ }^{1}$ | 19,016 | 6.1\% | (0.0\%) |
| 31,905 | 32,732 |  |  | Consumer | 4,927 | (2.7\%) | (2.8\%) |
|  |  |  |  | Mortgages | 12,104 | 11.0\% | 1.4\% |
|  |  | 34,355 |  | SMEs | 4,894 | 21.1\% | 4.2\% |
|  |  |  |  | Retail | 23,910 | 8.9\% | 0.8\% |
|  |  |  |  | Middle Market | 8,793 | 9.9\% | (3.6\%) |
|  |  |  |  | Corporate (SCIB) | 1,897 | 6.8\% | (16.6\%) |
| Sep-19 | Dec-19 | Mar-20 | Jun-20 Sep-20 | Total ${ }^{2}$ | 34,880 | 9.3\% | (1.2\%) |

FOGAPE loans disbursed each month

| Ch\$bn 932 |  |  |  |  |
| :---: | :---: | :---: | :---: | :---: |

Total disbursed up to September: Ch\$1.99 trillion

As of September 2020, 11.1 \% of commercial loan book were FOGAPE loans

## Balance sheet \& results

## Asset quality deterioration lower than expected

Total loans


## Consumer loans



Commercial loans


## Mortgage loans



Balance sheet \& results

## COVID-19 Grace Period Results


(*) Contains second payment holiday for three months (3+3)
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Balance sheet \& results

## Positive trends for early non-performance of re-programmed mortgages

Calendar of maturities for reprogrammed loans (Ch\$mn)

| FOGAPE COVID | 0 |  | 1,030,044 | 78\% average state guarantee |  |  |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: |
|  |  |  |  | 434,307 |  |  |
|  |  | 20,291 |  |  | 222,041 | 156,997 |
|  | Oct-20 | Nov-20 | Dec-20 | Jan-21 | Feb-21 | Mar-21 |
|  | 2,097,668 | 2,453,252 |  |  |  |  |
| Reprogrammed Mortgages |  |  |  |  |  |  |
|  |  |  | 548,001 | 132,110 | 82,865 | 95,596 |
|  | Oct-20 | Nov-20 | Dec-20 | Jan-21 | Feb-21 | Mar-21 |
|  | Early Non-performance (<90 days) for reprogrammed loans |  |  |  |  |  |

## Balance sheet \& results

## Positive evolution of asset quality vs peers

## Impaired loan book + total charge-offs

## (Base 100 = January 2015)

Impaired loan book + total charge-offs
$\frac{\text { dif.impaired }_{12 \text { months }}+\text { charge offs } s_{12 \text { months }}}{\text { average loans } s_{12 \text { months }}}$


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Balance sheet \& results

## Cost of risk of 1.5\%in 3Q20 includes Ch\$30bn in additional provisions and Ch\$34bn for FOGAPE loans



> In total we have established Ch\$76 billion in additional provisions during $$
2019 \text { and } 2020 .
$$

## Balance sheet \& results

## Cost of risk of going forward should continue downward



## Balance sheet \& results

## Lower non-NII due to fall in non-client treasury income



Fees

| Ch\$ bn | 9M20 | YoY | QoQ |
| :--- | ---: | ---: | ---: |
| Card fees | 50.8 | $26.2 \%$ | $47.1 \%$ |
| Asset management | 33.3 | $(4.9 \%)$ | $0.5 \%$ |
| Insurance brokerage | 30.9 | $(16.3 \%)$ | $(35.8 \%)$ |
| Guarantees, cont. op. | 27.2 | $4.9 \%$ | $6.0 \%$ |
| Checking accounts | 26.1 | $(2.5 \%)$ | $(4.9 \%)$ |
| Collection fees | 17.7 | $(25.7 \%)$ | $(37.9 \%)$ |
| Others | 12.2 | $(43.6 \%)$ | $(36.0 \%)$ |
| Total | $\mathbf{1 9 8 . 2}$ | $\mathbf{( 5 . 8 \% )}$ | $\mathbf{( 1 . 1 \% )}$ |

Financial transactions, net

| Ch\$ bn | 9M20 | YoY | QoQ |
| :--- | :---: | :---: | ---: |
| Client | 114.6 | $6.7 \%$ | $(14.4 \%)$ |
| Non-Client | 22.9 | $(49.3 \%)$ | $(104.3 \%)$ |
| Total | $\mathbf{1 3 7 . 5}$ | $\mathbf{( 9 . 9 \% )}$ | $\mathbf{( 5 1 . 5 \% )}$ |

Balance sheet \& results

## Cost growth under control

## Operating expenses

| Ch\$bn |  |  |  |  | Ch\$ bn | 9M20 | YoY | QoQ |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
|  |  |  |  | $\rightarrow$ | Personnel expenses | 306.3 | 0.7\% | 1.0\% |
| 189 | 189 | 191 | 194 | 192 | Administrative expenses | 189.8 | 6.6\% | (3.3\%) |
| 39.3\% | 38.3\% | 40.6\% | 38.9\% |  | Depreciation | 81.9 | 4.4\% | (3.3\%) |
|  |  |  |  | 41.5\% | Operational expenses ${ }^{1}$ | 578.1 | 3.1\% | (1.1\%) |
|  |  |  |  |  | Efficiency ratio ${ }^{2}$ | 40.3\% | -34bp | +266bp |
|  |  |  |  |  | Costs/assets | 1.3\% | -44bp | +2bp |
| 3 Q19 | 4Q19 | 1Q20 | 2Q20 | 3 Q 20 |  |  |  |  |
|  | Ex | ses $\sim$ | ficien |  |  |  |  |  |

Balance sheet \& results

## Core capital at 10.7\%

Core capital


BIS Ratio


In August, the CMF published new treatment for FOGAPE loan guarantees. Instead of computing as Tier II capital, it will now be included in the calculation of RWA with the risk weighting lowered from 100\% to 10\%

## Balance sheet \& results

Among the highest capital ratios in history of the Bank
BIS ratio


## Balance sheet \& results

## Dividend of $\mathrm{Ch} \$ 0.83 /$ share proposed. 3\% div yield

## Dividend per share (Ch\$)



## AGENDA

COVID19: REGULATORY AND MACRO UPDATE

SAN CHILE: BALANCE SHEET AND RESULTS

## SAN CHILE: STRATEGIC INITIATIVES UPDATE

## Strategic initiatives

## Strong results from Vigeo

|  |  | 2020 |
| :--- | :--- | ---: |
|  | Environment | 177 |
| Company reporting <br> rate (versus sector <br> average 68\%) | Human Resources | 220 |
|  | Human rights | 186 |
|  | Community involvement | 131 |
|  | Business Behavior | 238 |

## Increases:

Lower CO2 emissions
More \% of women in the workforce, more \% of people with disabilities in the workforce Higher Independence in the Board

Decreases:
Not having some data publicly available

## Strategic initiatives

## Moving forward in our innovations

Challenge
Offer transactional products with
access to digital economy
Increase SME access to banks
and to digital economy

Enter the car loan market, creating synergies with other bank products, creating synergies with other bank products

| Reactivate loan growth within mass segment | life | Over 360,000 clients. Already profitable |
| :---: | :---: | :---: |
| Continue expanding cross-selling with our clients with better products | klar | Launch of the first Insurtech company in Chile in April 2020. Strong growth of Autocompara |
| Digitalization of onboarding and loans | SME | Obtain loan without going to a branch |
| Branch format in digital / socially-distanced world | WorkCafé $2.0$ | Building on our Workcafé 2.0 pilot branches to design the future of our network |

## We have announced an investment plan of US\$380 million for the period of 2019-2021 in technology, branch upgrading and new products and services.

## Strategic initiatives

## Strength of digital channels has been a key force in 2020

Of the central offices went back to office Sept. 7



Increase digital clients compared to previous quarter

Market share of digital clients ${ }^{1}$

## 90\%

Branches open including WorkCafés


## Strategic initiatives

## Superdigital and Life opening record new accounts monthly




## Life

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

New Life clients each year


## Strategic initiatives

## 42,000 net account opening vs $-10,000$ for the rest of the system

## Current account openings through 7M20¹



Doesnt include yet
strong jump in account openings in August and Sept ${ }^{1}$

2×1
Financial Portability:
in-bound versus out-bound requests ${ }^{3}$

Net Promoter Score (NPS) ${ }^{2}$


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Peer Group

From May-Oct 2020, Santander received:

| Net score 64 | Image |
| :--- | :--- |
| Net score 55 | Service Quality |
| Net score 54 | Product Quality |

## Strategic initiatives



Miguel Mata
CEO

Claudio Melandri
President

You are cordially invited to Santander Digital Talk, an event where will discuss Banco Santander Chile digital transformation.

Thursday, November 19th 20208:50 AM New York
10:50 AM Santiago, Chile

## 3Q20 inflection point

$\checkmark$ Demand for COVID-19 loan solutions decelerates
$\checkmark$ Asset quality evolving positively. Coverage at 199\%
$\checkmark$ Solid capital ratios. Second dividend to be proposed in Nov. 2020
$\checkmark$ Strong growth of NII. NIMs bottoming out
$\checkmark$ Strong growth of checking account volumes and accounts in the quarter. Santander Life and Super Digital game changers: Record account openings: 10 times more than a normal month
$\checkmark$ Number one in NPS
$\checkmark$ Fee growth affected by lockdowns. Strong growth of online transactions and card fees
$\checkmark$ Efficiency remains solid. Progressing with strategic projects

## ROE of $\mathbf{1 6 - 1 7 \%}$ in 4Q20

## Annexes

## Annexes

| Unaudited Balance Sheet | Sep-20 | Sep-20 | Sep-19 | Sep-20/Sep-19 |
| :---: | :---: | :---: | :---: | :---: |
|  | US\$ Ths ${ }^{1}$ | Ch\$ Million |  | \% Chg. |
| Cash and deposits in banks | 4,092,765 | 3,210,078 | 2,108,704 | 52.2\% |
| Cash items in process of collection | 697,018 | 546,692 | 485,672 | 12.6\% |
| Trading investments | 176,840 | 138,701 | 113,767 | 21.9\% |
| Investments under resale agreements | 101,737 | 79,795 |  | --\% |
| Financial derivative contracts | 13,265,407 | 10,404,457 | 7,304,132 | 42.4\% |
| Interbank loans, net | 13,767 | 10,798 | 4,130 | 161.5\% |
| Loans and account receivables from customers, net | 43,179,792 | 33,867,206 | 31,080,808 | 9.0\% |
| Available for sale investments | 7,628,238 | 5,983,056 | 3,050,341 | 96.1\% |
| Held-to-maturity investments | - | - |  | --\% |
| Investments in associates and other companies | 13,167 | 10,327 | 10,191 | 1.3\% |
| Intangible assets | 94,154 | 73,848 | 63,846 | 15.7\% |
| Property, plant and equipment | 233,924 | 183,474 | 185,158 | (0.9\%) |
| Right of use assets | 251,902 | 197,574 | 209,825 | (5.8\%) |
| Current taxes |  |  | 28,419 | (100.0\%) |
| Deferred taxes | 673,737 | 528,432 | 430,848 | 22.6\% |
| Other assets | 2,465,869 | 1,934,055 | 1,503,598 | 28.6\% |
| Total Assets | 72,888,316 | 57,168,493 | 46,579,439 | 22.7\% |
| Deposits and other demand liabilities | 17,732,174 | 13,907,876 | 9,463,459 | 47.0\% |
| Cash items in process of being cleared | 555,166 | 435,433 | 248,520 | 75.2\% |
| Obligations under repurchase agreements | 323,310 | 253,582 | 285,840 | (11.3\%) |
| Time deposits and other time liabilities | 15,017,145 | 11,778,397 | 13,404,816 | (12.1\%) |
| Financial derivatives contracts | 12,812,653 | 10,049,348 | 6,606,406 | 52.1\% |
| Interbank borrowings | 8,155,983 | 6,396,982 | 2,040,967 | 213.4\% |
| Issued debt instruments | 10,893,889 | 8,544,404 | 9,266,604 | (7.8\%) |
| Other financial liabilities | 204,409 | 160,324 | 187,647 | (14.6\%) |
| Leasing contract obligations | 187,564 | 147,112 | 152,103 | (3.3\%) |
| Current taxes | 71,488 | 56,070 | - | --\% |
| Deferred taxes | 131,260 | 102,951 | 98,379 | 4.6\% |
| Provisions | 434,502 | 340,793 | 267,836 | 27.2\% |
| Other liabilities | 1,614,225 | 1,266,085 | 1,151,524 | 9.9\% |
| Total Liabilities | 68,133,766 | 53,439,357 | 43,174,101 | 23.8\% |
| Equity |  |  |  |  |
| Capital | 1,136,388 | 891,303 | 891,303 | 0.0\% |
| Reserves | 2,985,970 | 2,341,986 | 2,159,783 | 8.4\% |
| Valuation adjustments | 18,085 | 14,185 | 2,546 | 457.1\% |
| Retained Earnings: |  |  |  |  |
| Retained earnings from prior years | 211,171 | 165,628 | - | --\% |
| Income for the period | 425,856 | 334,012 | 435,386 | (23.3\%) |
| Minus: Provision for mandatory dividends | $(127,757)$ | $(100,204)$ | $(130,616)$ | (23.3\%) |
| Total Shareholders' Equity | 4,649,714 | 3,646,910 | 3,358,402 | 8.6\% |
| Non-controlling interest | 104,836 | 82,226 | 46,936 | 75.2\% |
| Total Equity | 4,754,550 | 3,729,136 | 3,405,338 | 9.5\% |
|  |  |  |  |  |
| Total Liabilities and Equity | 72,888,316 | 57,168,493 | 46,579,439 | 22.7\% |

## Annexes

|  | Sep-20 | Sep-20 | Sep-19 | Sep-20/Sep-19 |
| :---: | :---: | :---: | :---: | :---: |
|  | US\$ Ths ${ }^{1}$ | Ch\$ Million |  | \% Chg. |
| Interest income | 2,024,159 | 1,587,609 | 1,694,570 | (6.3\%) |
| Interest expense | $(557,672)$ | $(437,399)$ | $(653,540)$ | (33.1\%) |
| Net interest income | 1,466,487 | 1,150,210 | 1,041,030 | 10.5\% |
| Fee and commission income | 423,308 | 332,013 | 370,973 | (10.5\%) |
| Fee and commission expense | $(170,539)$ | $(133,759)$ | $(160,589)$ | (16.7\%) |
| Net fee and commission income | 252,769 | 198,254 | 210,384 | (5.8\%) |
| Net income (expense) from financial operations | 213,596 | 167,530 | 28,609 | 485.6\% |
| Net foreign exchange gain | $(38,248)$ | $(29,999)$ | 123,966 | (124.2\%) |
| Total financial transactions, net | 175,348 | 137,531 | 152,575 | (9.9\%) |
| Other operating income | 20,276 | 15,903 | 15,920 | (0.1\%) |
| Net operating profit before provisions for loan losses | 1,914,880 | 1,501,898 | 1,419,909 | 5.8\% |
| Provision for loan losses | $(543,375)$ | $(426,185)$ | $(268,443)$ | 58.8\% |
| Net operating profit | 1,371,506 | 1,075,713 | 1,151,466 | (6.6\%) |
| Personnel salaries and expenses | $(390,554)$ | $(306,323)$ | $(304,293)$ | 0.7\% |
| Administrative expenses | $(242,047)$ | $(189,845)$ | $(178,046)$ | 6.6\% |
| Depreciation and amortization | $(104,437)$ | $(81,913)$ | $(78,441)$ | 4.4\% |
| Op. expenses excl. Impairment and Other operating expenses | $(737,038)$ | $(578,081)$ | $(560,780)$ | 3.1\% |
| Impairment of property, plant and equipment | (813) | (638) | - | --\% |
| Other operating expenses | $(85,556)$ | $(67,104)$ | $(39,640)$ | 69.3\% |
| Total operating expenses | $(823,407)$ | $(645,823)$ | $(600,420)$ | 7.6\% |
| Operating income | 548,098 | 429,890 | 551,046 | (22.0\%) |
| Income from investments in associates and other companies | 1,186 | 930 | 821 | 13.3\% |
| Income before tax | 549,284 | 430,820 | 551,867 | (21.9\%) |
| Income tax expense | $(119,944)$ | $(94,076)$ | $(117,265)$ | (19.8\%) |
| Net income from ordinary activities | 429,340 | 336,744 | 434,602 | (22.5\%) |
| Net income discontinued operations ${ }^{2}$ | - | - | 1,699 | (100.0\%) |
| Net consolidated income | 429,340 | 336,744 | 436,301 | (22.8\%) |
| Net income attributable to: |  |  |  |  |
| Non-controlling interest | 3,483 | 2,732 | 915 | 198.6\% |
| Net income attributable to equity holders of the Bank | 425,856 | 334,012 | 435,386 | (23.3\%) |

1. The exchange rate used to calculate the figures in dollars was $\mathrm{Ch} \$ 764.33 /$ US\$1

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## Annexes

|  | 3Q20 | 3Q20 | 2Q20 | 3Q19 | 3Q20/3Q19 | 3Q20/2Q20 |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: |
|  | US\$ Ths ${ }^{1}$ | Ch\$ Million |  |  | \% Chg. |  |
| Interest income | 553,921 | 434,457 | 512,718 | 557,708 | (22.1\%) | (15.3\%) |
| Interest expense | $(67,432)$ | $(52,889)$ | $(132,375)$ | $(209,754)$ | (74.8\%) | (60.0\%) |
| Net interest income | 486,489 | 381,568 | 380,343 | 347,954 | 9.7\% | 0.3\% |
| Fee and commission income | 133,931 | 105,046 | 101,317 | 126,246 | (16.8\%) | 3.7\% |
| Fee and commission expense | $(55,407)$ | $(43,457)$ | $(39,057)$ | $(54,511)$ | (20.3\%) | 11.3\% |
| Net fee and commission income | 78,524 | 61,589 | 62,260 | 71,735 | (14.1\%) | (1.1\%) |
| Net income (expense) from financial operations | $(61,888)$ | $(48,541)$ | 60,377 | 5,698 | (951.9\%) | (180.4\%) |
| Net foreign exchange gain | 109,650 | 86,002 | 16,846 | 59,016 | 45.7\% | 410.5\% |
| Total financial transactions, net | 47,762 | 37,461 | 77,223 | 64,714 | (42.1\%) | (51.5\%) |
| Other operating income | 5,054 | 3,964 | 5,528 | 5,973 | (33.6\%) | (28.3\%) |
| Net operating profit before provisions for Ioan losses | 617,829 | 484,582 | 525,354 | 490,376 | (1.2\%) | (7.8\%) |
| Provision for loan losses | $(168,618)$ | $(132,252)$ | $(191,063)$ | $(115,821)$ | 14.2\% | (30.8\%) |
| Net operating profit | 449,211 | 352,330 | 334,291 | 374,555 | (5.9\%) | 5.4\% |
| Personnel salaries and expenses | $(132,267)$ | $(103,741)$ | $(102,748)$ | $(104,985)$ | (1.2\%) | 1.0\% |
| Administrative expenses | $(79,101)$ | $(62,041)$ | $(64,180)$ | $(57,381)$ | 8.1\% | (3.3\%) |
| Depreciation and amortization | $(33,969)$ | $(26,643)$ | $(27,556)$ | $(26,762)$ | (0.4\%) | (3.3\%) |
| Op. expenses excl. Impairment and Other operating expenses | $(245,337)$ | $(192,425)$ | $(194,484)$ | $(189,128)$ | 1.7\% | (1.1\%) |
| Impairment of property, plant and equipment | - | - | - |  | --\% | --\% |
| Other operating expenses | $(26,961)$ | $(21,146)$ | $(24,901)$ | $(8,809)$ | 140.0\% | (15.1\%) |
| Total operating expenses | $(272,297)$ | $(213,571)$ | $(219,385)$ | $(197,937)$ | 7.9\% | (2.7\%) |
| Operating income | 176,914 | 138,759 | 114,906 | 176,618 | (21.4\%) | 20.8\% |
| Income from investments in associates and other companies | 426 | 334 | 458 | 257 | 30.0\% | (27.1\%) |
| Income before tax | 177,340 | 139,093 | 115,364 | 176,875 | (21.4\%) | 20.6\% |
| Income tax expense | $(41,757)$ | $(32,751)$ | $(29,777)$ | $(37,825)$ | (13.4\%) | 10.0\% |
| Net income from ordinary activities | 135,583 | 106,342 | 85,587 | 139,050 | (23.5\%) | 24.3\% |
| Net income discontinued operations ${ }^{2}$ | - | - | - | - | --\% | --\% |
| Net consolidated income | 135,583 | 106,342 | 85,587 | 139,050 | (23.5\%) | 24.3\% |
| Net income attributable to: |  |  |  |  |  |  |
| Non-controlling interest | 1,534 | 1,203 | 728 | 347 | 246.7\% | 65.2\% |
| Net income attributable to equity holders of the Bank | 134,049 | 105,139 | 84,859 | 138,724 | (24.2\%) | 23.9\% |

1. The exchange rate used to calculate the figures in dollars was Ch\$ 784.33/ US\$1

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## Annexes: Key Indicators

| Profitability and efficiency | $\mathbf{0 9 M 2 0}$ | $\mathbf{0 9 M 1 9}$ | Change bp |
| :--- | ---: | ---: | ---: |
| Net interest margin (NIM) $^{1}$ | $3.9 \%$ | $4.1 \%$ | $-\mathbf{2 1}$ |
| Efficiency ratio $^{2}$ | $40.3 \%$ | $40.6 \%$ | -34 |
| Return on avg. equity | $12.5 \%$ | $17.7 \%$ | -517 |
| Return on avg. assets | $0.8 \%$ | $1.4 \%$ | -61 |
| Core Capital ratio | $10.7 \%$ | $10.2 \%$ | 53 |
| BIS ratio | $15.1 \%$ | $12.8 \%$ | 236 |
| Return on RWA | $1.3 \%$ | $1.8 \%$ | -57 |


| Asset quality ratios (\%) | Sep-20 | Sep-19 | Change bp |
| :--- | ---: | ---: | ---: |
| NPL ratio $^{3}$ | $1.6 \%$ | $2.0 \%$ | -43 |
| Coverage of NPLs ratio $^{4}$ | $184.5 \%$ | $129.5 \%$ | 5,493 |
| Cost of credit $^{5}$ | $1.7 \%$ | $1.2 \%$ | 50 |


| Structure (\#) | Sep-20 | Sep-19 | Change (\%) |
| :--- | ---: | ---: | ---: |
| Branches | 365 | 381 | $(4.2 \%)$ |
| ATMs | 1,176 | 1,075 | $9.4 \%$ |
| Employees | 10,792 | 11,037 | $(2.2 \%)$ |


| Market capitalization (YTD) | Sep-20 | Sep-19 | Change (\%) |
| :--- | ---: | ---: | :---: |
| Net income per share (Ch\$) | 1.77 | 2.31 | $(23.3 \%)$ |
| Net income per ADR (US\$) | 0.90 | 1.27 | $(28.7 \%)$ |
| Stock price (Ch\$/per share) | 27.3 | 51.37 | $(46.9 \%)$ |
| ADR price (US\$ per share) | 13.86 | 28 | $(50.5 \%)$ |
| Market capitalization (US\$mn) | 6,478 | 13,187 | $(50.9 \%)$ |
| Shares outstanding (millions) | $188,446.1$ | $188,446.1$ | $0.0 \%$ |
| ADRs (1 ADR $=400$ shares) (millions) | 471.1 | 471.1 | $0.0 \%$ |

1. $\mathrm{NIM}=$ 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.

## Thank you.

Our purpose is to help people and business prosper.

Our culture is based on believing that everything we do should be:

## Simple Personal Fair

Dow Jones Sustainability Indices
In Collaboration with RobecoSAM eo

