

1Q21 Results

April 30, 2021



Important information

Banco Santander Chile cautions 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 & COVID-19 UPDATE



SAN CHILE: BALANCE SHEET AND RESULTS

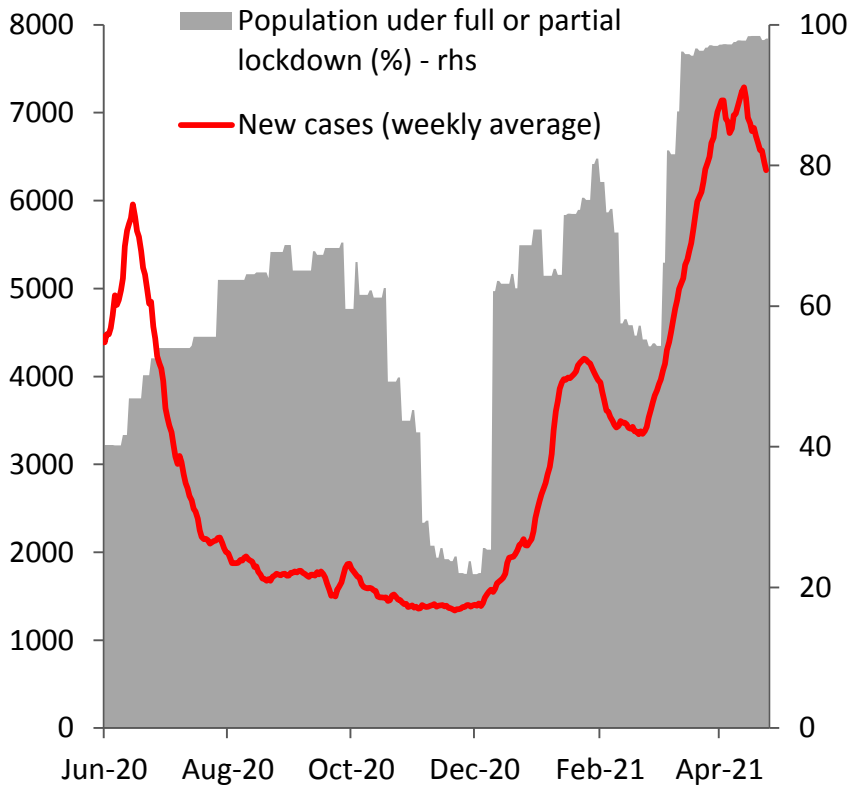


SAN CHILE: STRATEGIC INITIATIVES UPDATE

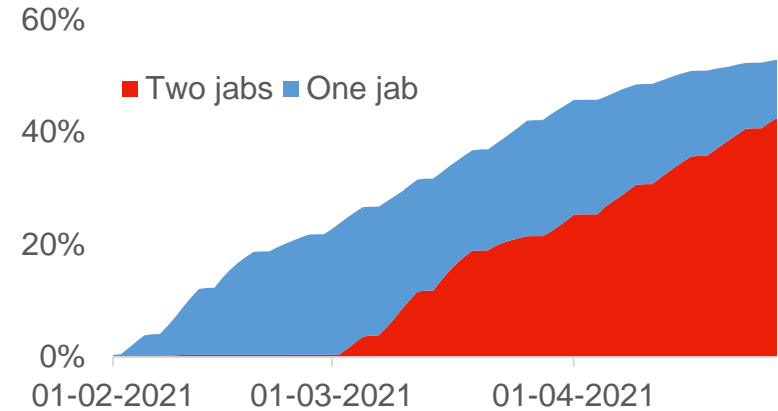
Macroeconomic environment

Despite recent surge in contagions, successful vaccination strategy reduces downside risks

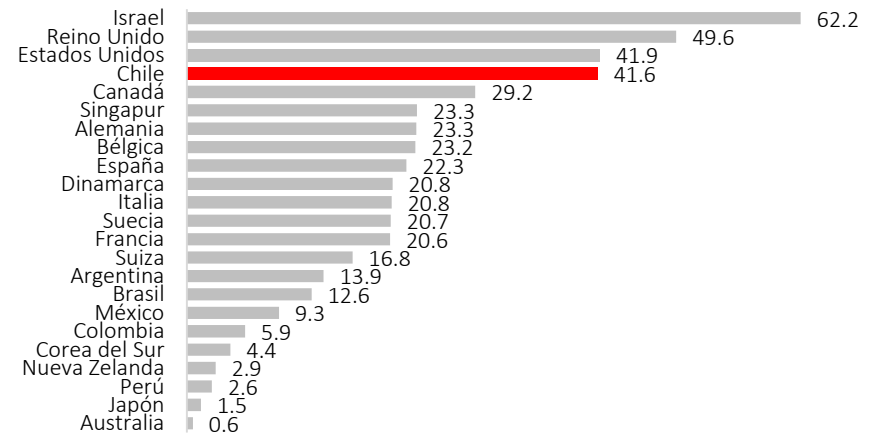
New contagions and population under lockdown



People vaccinated (% of target population)



People vaccinated (Every 100 inhabitants, April 25th)

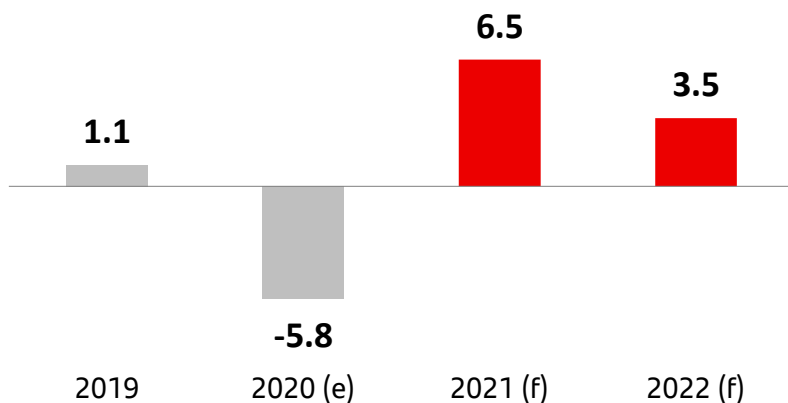


Macroeconomic environment

GDP to grow 6.5% in 2021 driven by investment, consumption & exports

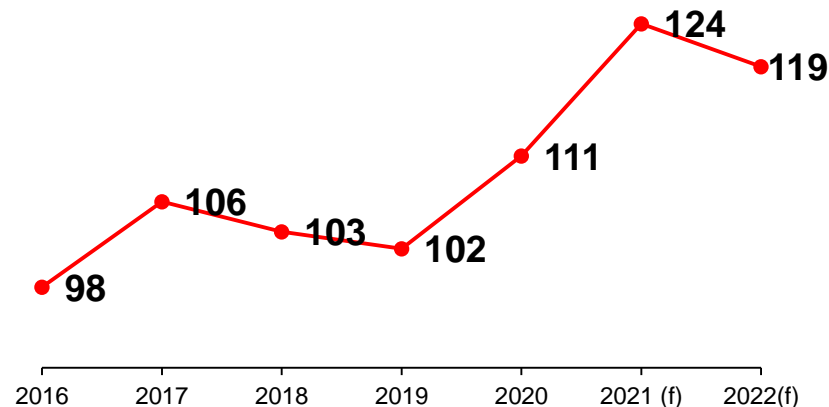
GDP growth

Annual growth %



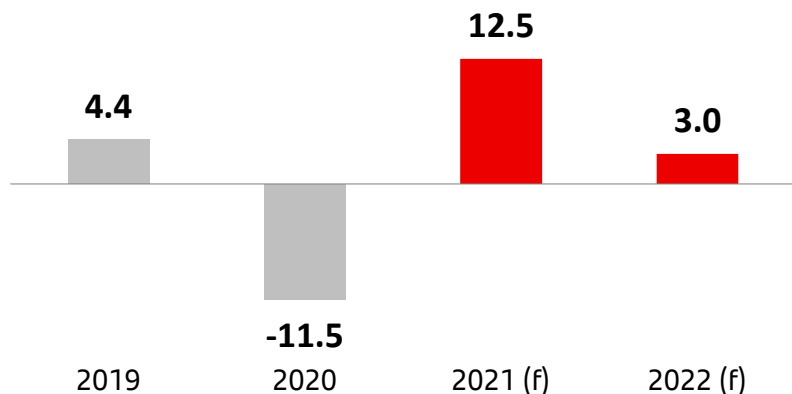
Terms of Trade

Index 2013 = 100



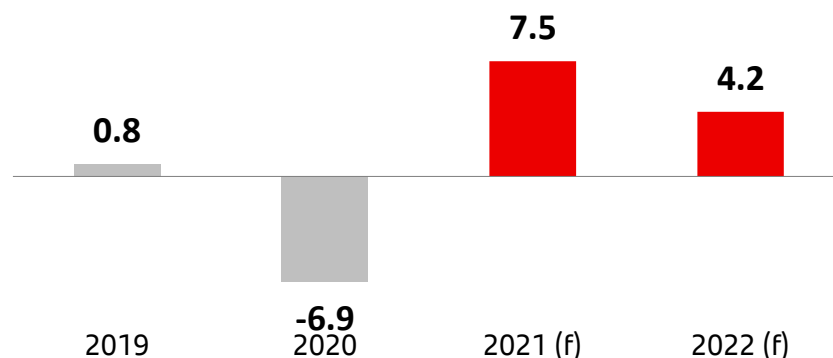
Investment

Fixed capital formation, annual variation, %



Consumption

Annual variation, %

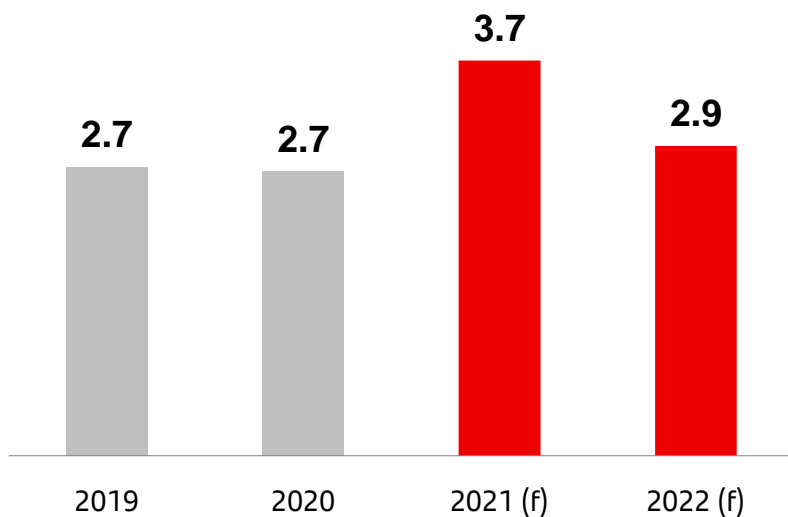


Macroeconomic environment

Higher inflation and stable short-term rates in 2021

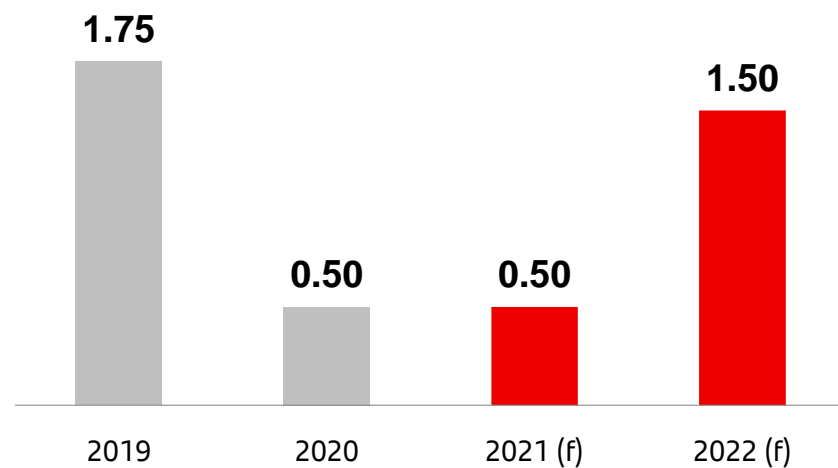
Inflation

Annual change in UF inflation, %



Monetary Policy Rate

%, eop



AGENDA

MACRO & COVID-19 UPDATE

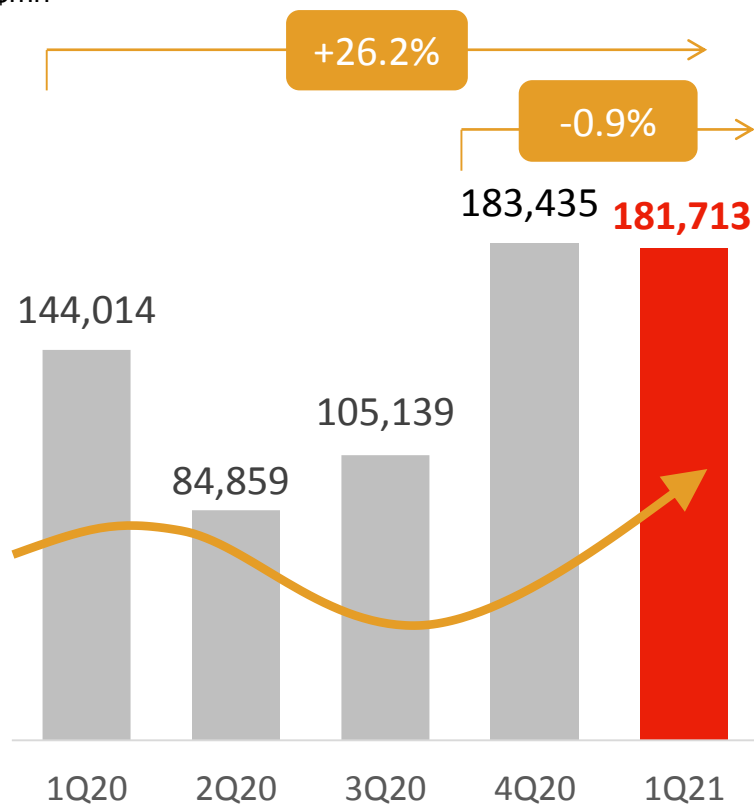
SAN CHILE: BALANCE SHEET AND RESULTS

SAN CHILE: STRATEGIC INITIATIVES UPDATE

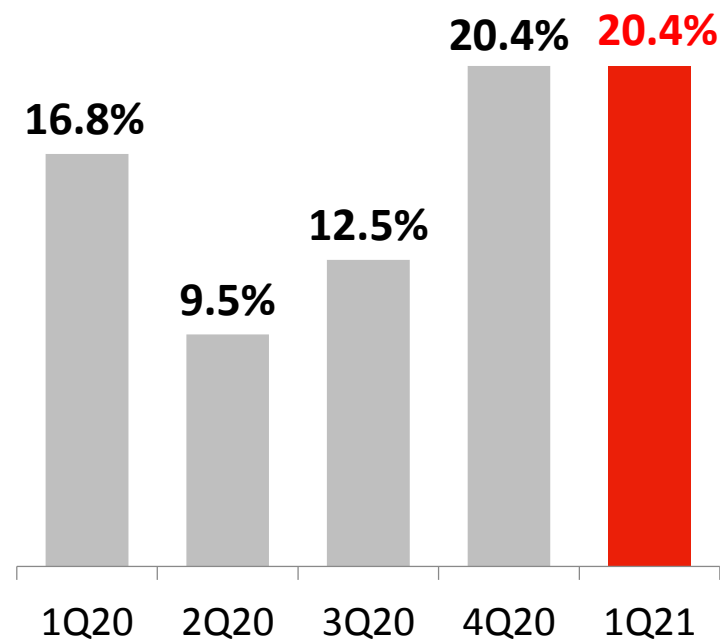
Strong results in 1Q21. ROE at 20.4%

Quarterly net income attributable to shareholders

Ch\$mn



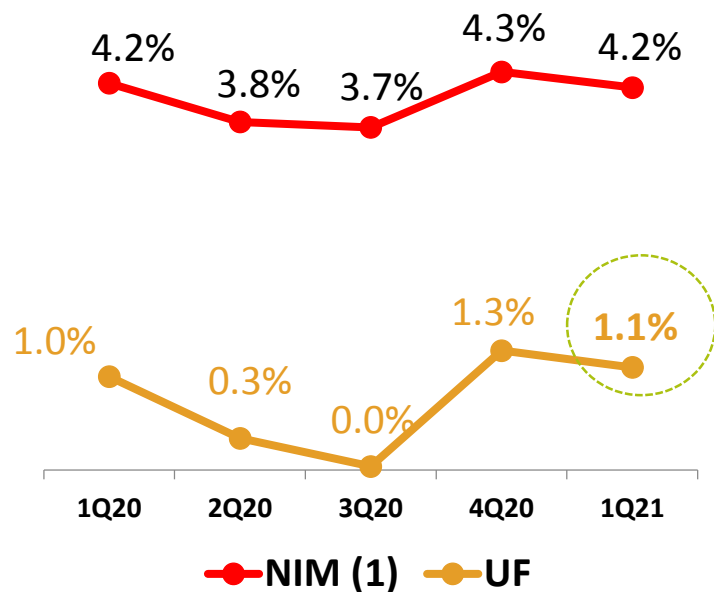
Quarterly ROAE



Balance sheet & results

NII increases 11.0% YTD

NIM¹ & Inflation



Net interest income

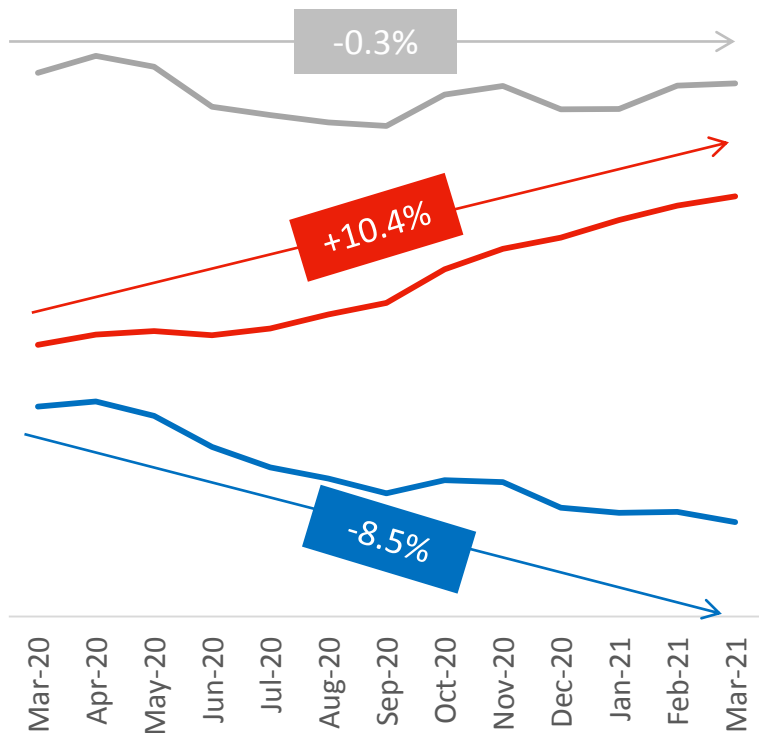
Ch\$ bn	3M21	YoY	QoQ
Net interest income	431	11.0%	(2.8%)
Avg. Int. earning assets	41,510	12.4%	1.2%
Average loans	34,359	2.3%	(0.2%)
Int. earning asset yield ³	5.9%	-102bp	-37bp
Cost of funds ⁴	1.81%	-90bp	-18bp
NIM YTD	4.2%	-5bp	

Improved funding mix, asset growth and higher inflation drives NII

Stronger growth in NII and better evolution of NIMs than competitors

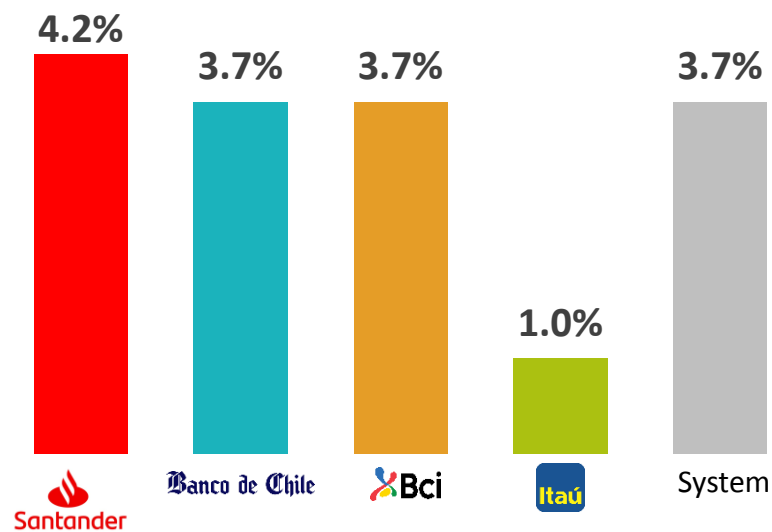
Net interest income

Ch\$ billion, rolling 12 months



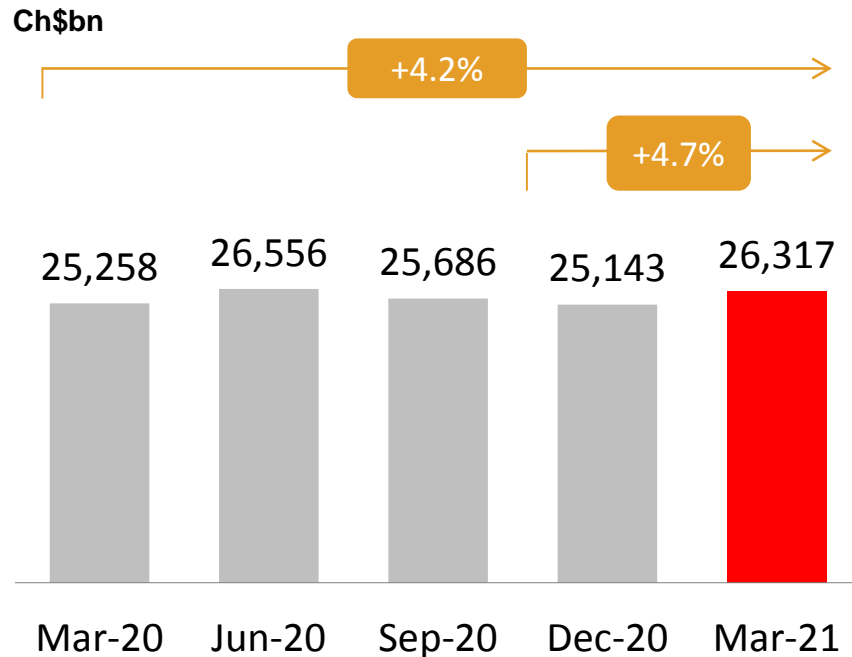
— Banco de Chile — Santander — System without Santander

Net interest margin



Non-interest bearing demand deposits up 42.2% YoY

Total Deposits

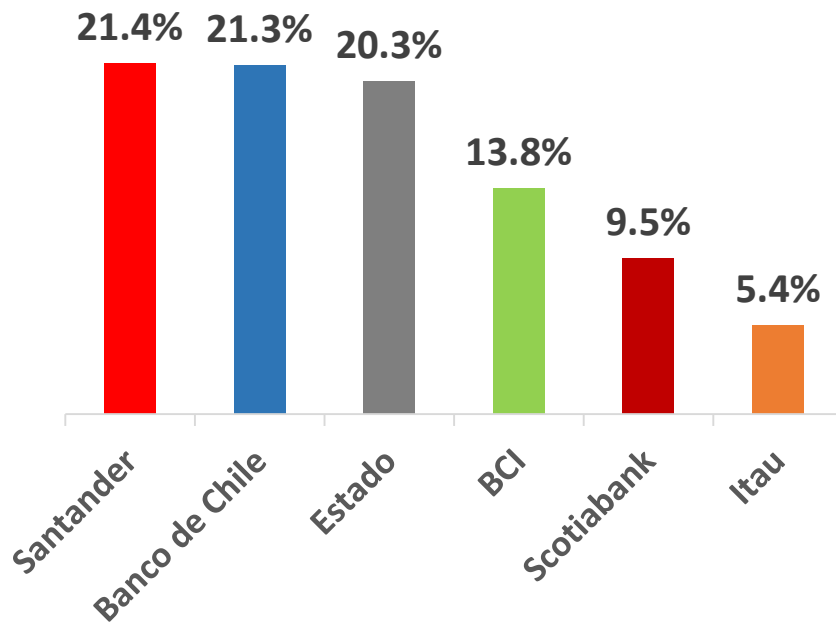


Ch\$ bnS	3M21	YoY	QoQ
Demand deposits	15,713	42.2%	7.9%
Time deposits	10,604 (25.4%)		0.2%
Total Deposits	26,317	4.2%	4.7%
Mutual funds ¹	8,149	16.8%	0.7%
Loans/Deposits²	96.9%		
LCR³	103%		

Improved funding mix & outpacing competitors

Market share in demand deposits¹

Ch\$ mn, market share %



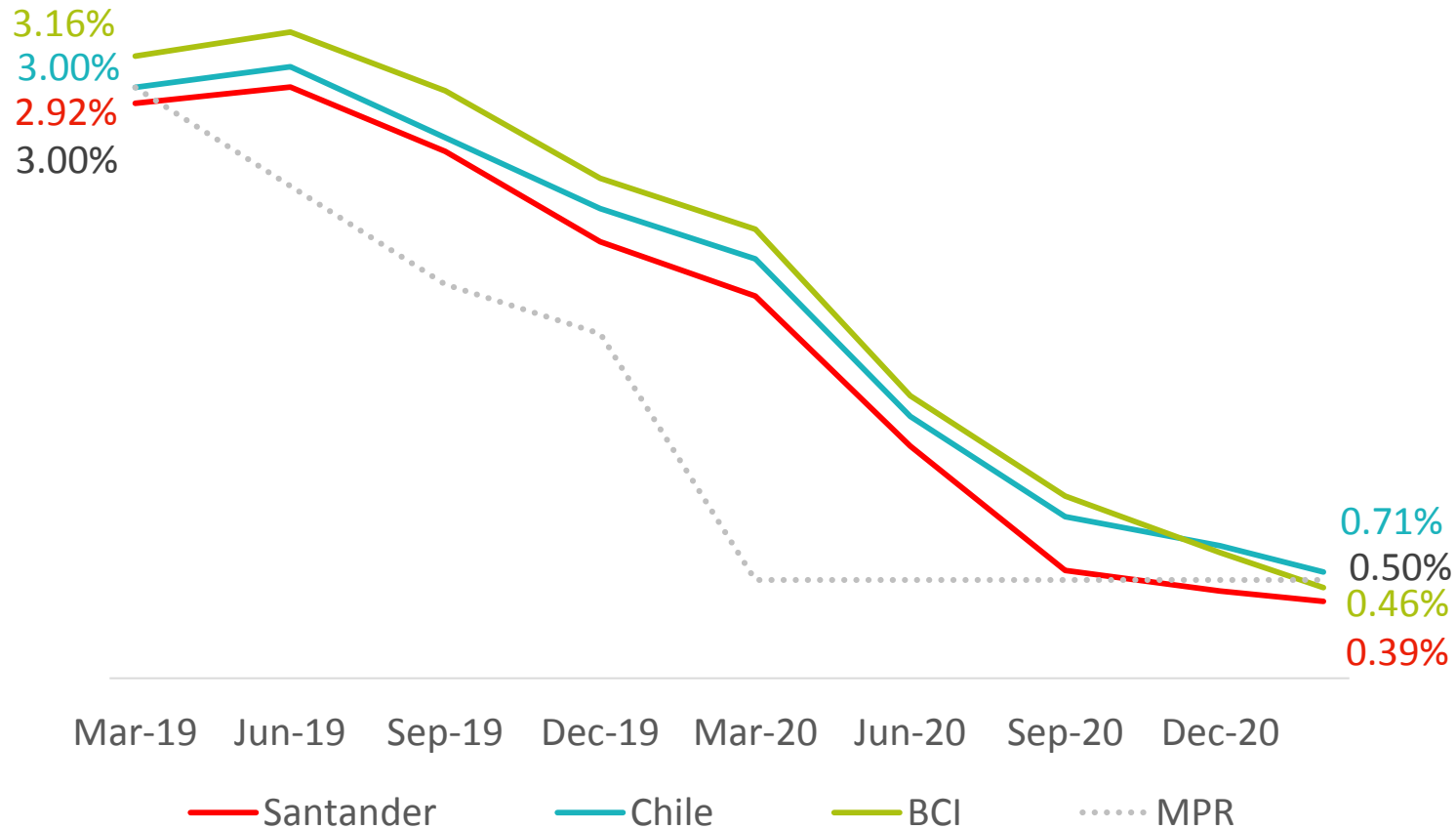
Demand deposits by segment

Ch\$ bn	03M21	YoY	QoQ
Individuals	5,948	50.6%	6.2%
SMEs	2,809	56.6%	4.2%
Retail	8,757	52.4%	5.6%
Middle Market	3,893	25.7%	0.9%
Corporate (SCIB)	2,832	38.8%	33.7%
Total	15,713	42.2%	7.9%

#1 market share in demand deposits, with 21.4%

Improved funding mix & outpacing competitors

CLP Time Deposit Cost Evolution¹

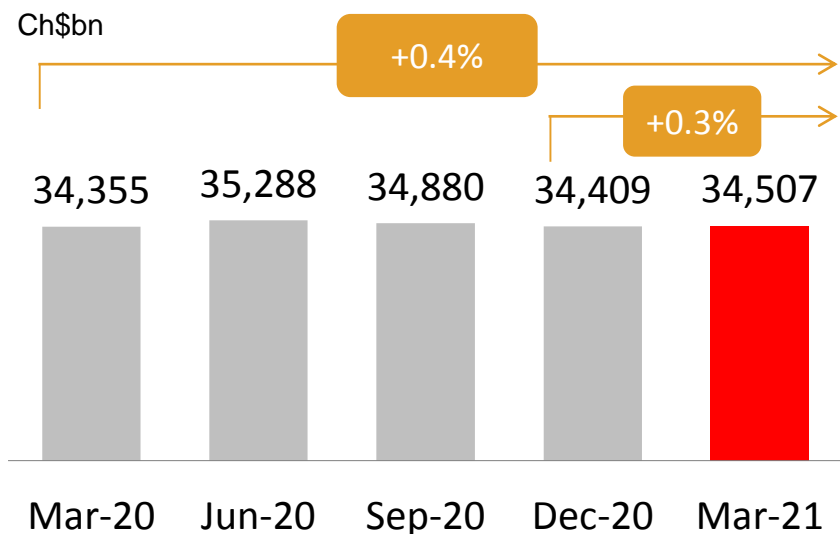


1. Source: CMF. Quarterly Calculation is based on time deposit in CLP average and interest paid on time deposits in pesos.

Balance sheet & results

Loan growth remains subdued due to high liquidity & lockdowns

Total Loans



Ch\$ bn	3M21	YoY	QoQ
Individuals ¹	19,642	2.0%	1.4%
Consumer	4,827	(11.4%)	(2.3%)
Mortgages	12,676	8.7%	2.1%
SMEs	4,989	20.8%	1.5%
Retail	24,630	5.3%	1.4%
Middle Market	8,189	(6.8%)	0.6%
Corporate (SCIB)	1,629	(25.0%)	(4.4%)
Total²	34,507	0.4%	0.3%

FOGAPE Reactiva

Ch\$241,703 million disbursed in 1Q21

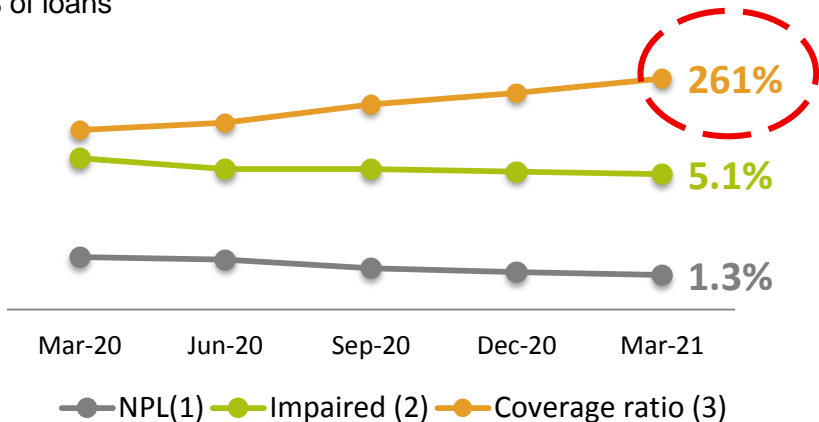


Balance sheet & results

Asset quality evolution remains solid

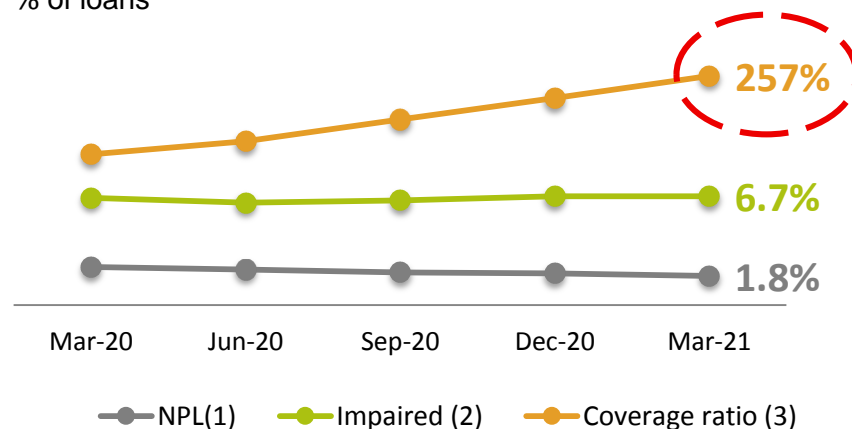
Total loans

% of loans



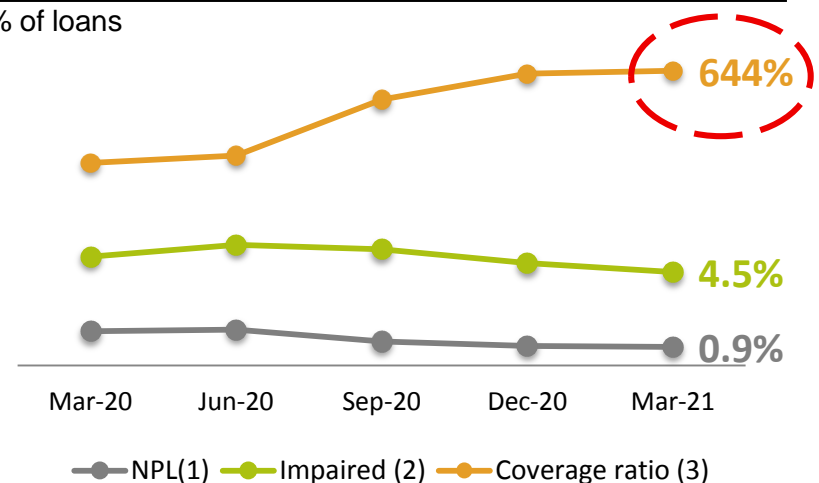
Commercial loans

% of loans



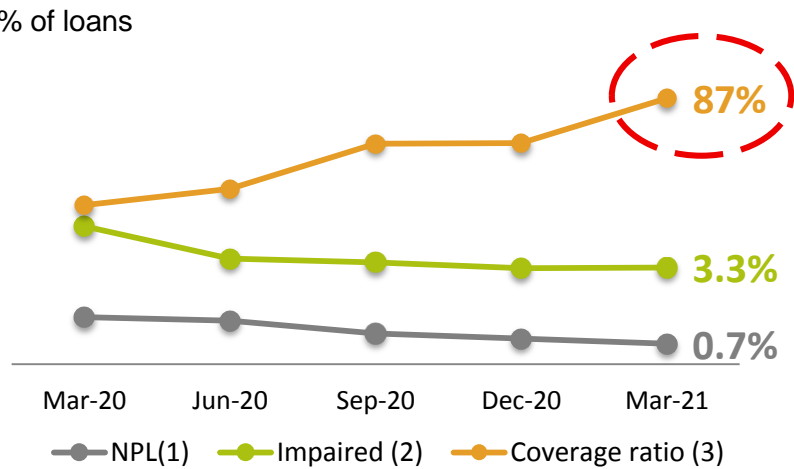
Consumer loans

% of loans



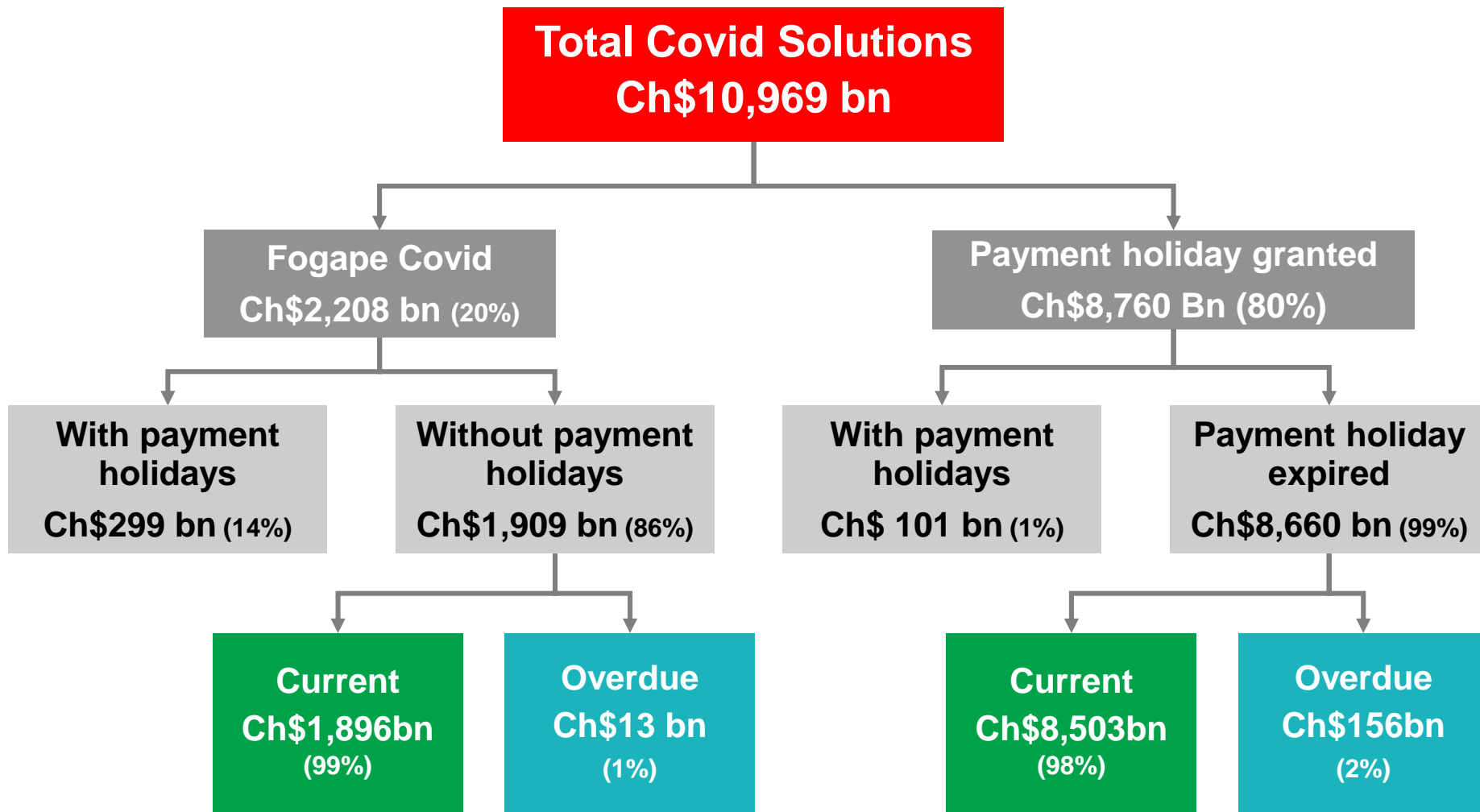
Mortgage loans

% of 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 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.

Positive evolution of asset quality of COVID-19 Solutions



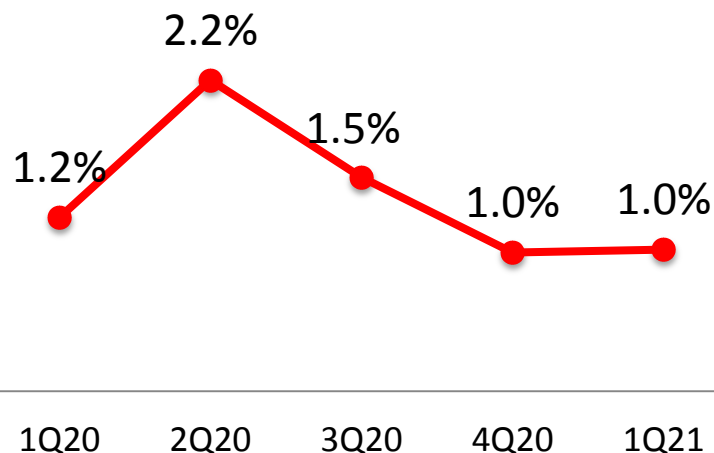
Ch\$400bn still under payment holidays, less than 1% of total loans

Balance sheet & results

Cost of risk of 1.0% in 1Q21 includes Ch\$24bn in additional provisions

Quarterly cost of risk¹

%



Provision for loan losses

Ch\$ bn	3M21	YoY	QoQ
Gross provisions and write-offs	(105.2)	(15.8%)	1.7%
Recoveries	16.9	(23.3%)	(413.4%)
Provisions	(88.3)	(14.2%)	92.2%
Cost of risk(YTD)	1.03%		

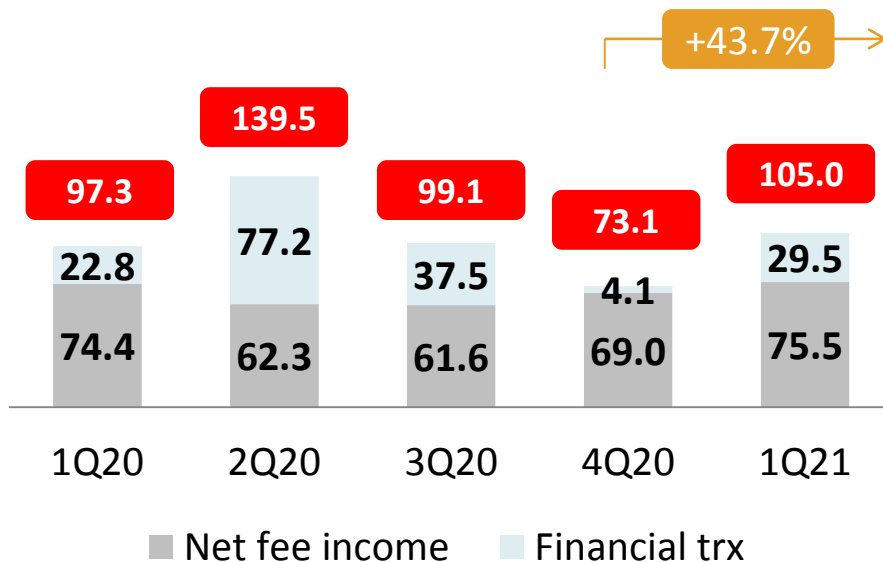
In total we have established Ch\$150bn in additional provisions during 2019-2021

Balance sheet & results

Fee growth continues to accelerate

Fees & financial transaction

Ch\$bn



Higher long-term interest rates have impacted ALM management financial transactions in the last quarter

Fees

Ch\$ bn	3M21	YoY	QoQ
Card fees	21.7	32.2%	(3.7%)
Asset management	11.2	(7.3%)	3.6%
Insurance brokerage	10.2	(12.1%)	15.9%
Guarantees, cont. op.	8.9	(6.6%)	(2.1%)
Checking accounts	9.1	3.3%	4.5%
Collection fees	5.9	(36.3%)	6.1%
Others	8.5	(84.8%)	136.9%
Total	75.5	1.4%	9.3%

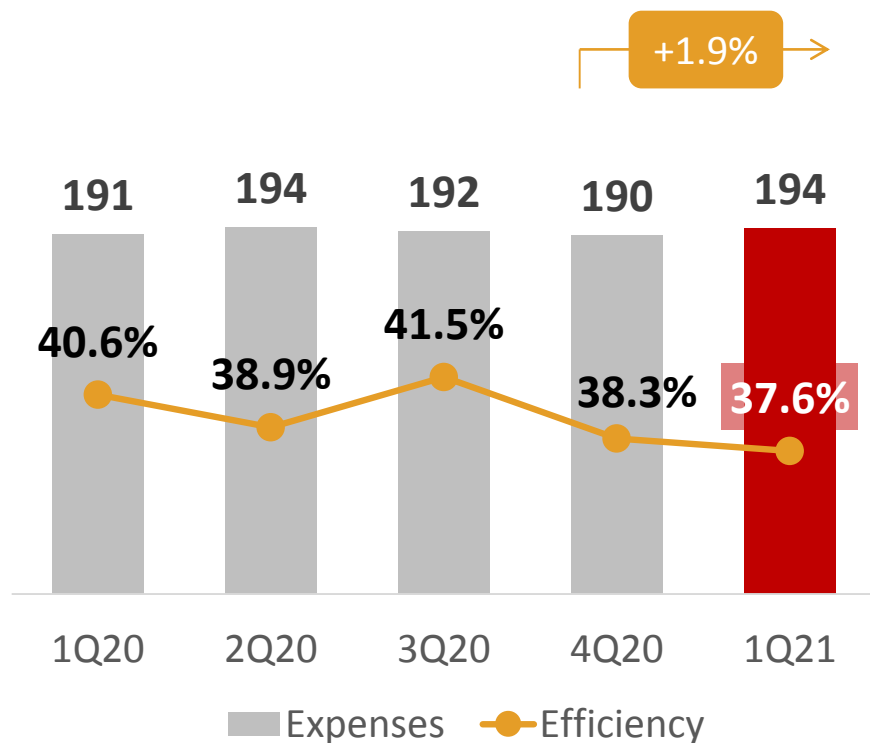
Financial transactions, net

Ch\$ bn	3M21	YoY	QoQ
Client	42.6	40.2%	39.2%
Non-Client	(13.1)	73.8%	(50.6%)
Total	29.5	29.1%	627.5%

Efficiency at 37.6%. Cost growth under control

Operating expenses

Ch\$bn

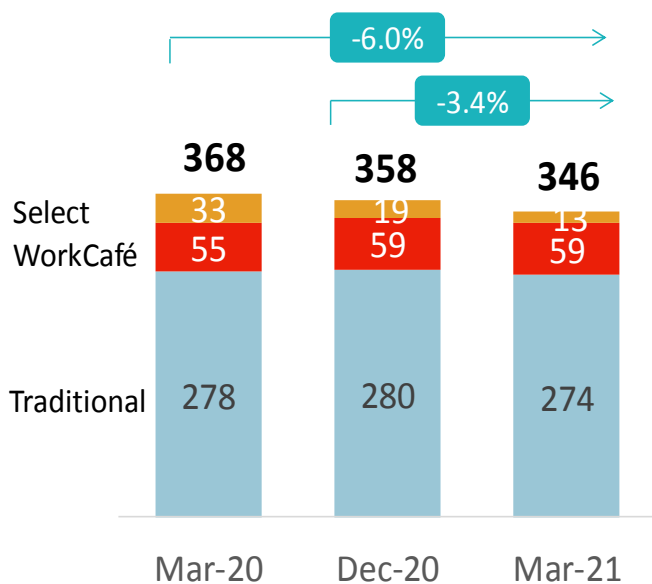


Ch\$ bn	3M21	YoY	QoQ
Personnel expenses	96.9	(3.0%)	(5.4%)
Administrative expenses	69.4	9.1%	14.5%
Depreciation	27.7	0.1%	0.8%
Operational expenses¹	194.0	1.5%	1.9%
Efficiency ratio²	37.6%	-295bp	-62bp
Costs/assets	1.4%	+0.2bp	+5bp

1Q21 administrative expenses increase QoQ due to launching of Getnet and partial reopening

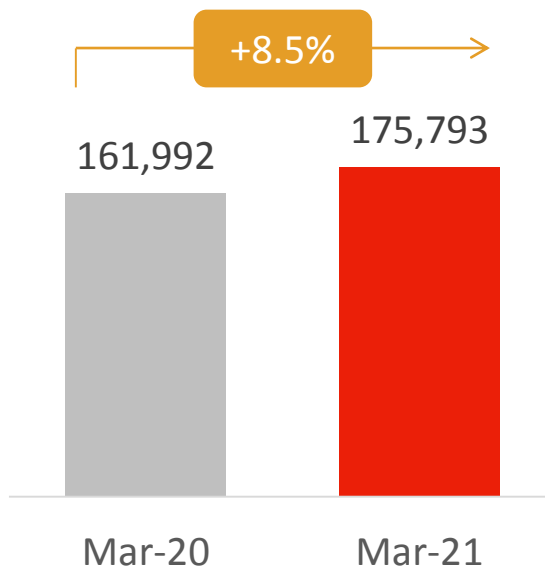
Productivity continues to rise

Points of Sale



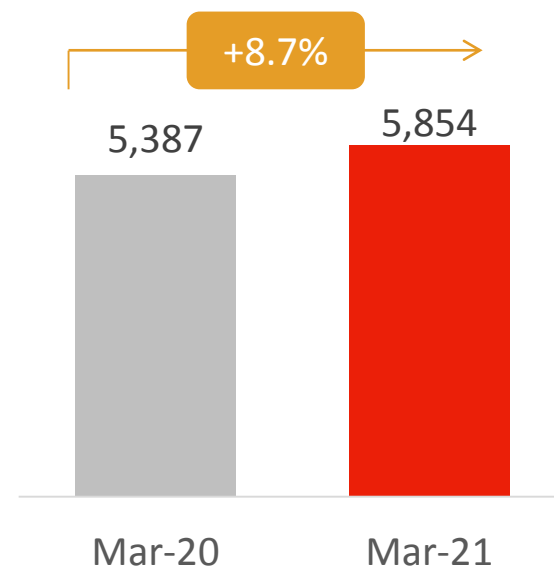
Productivity per point of sale

Volumes¹ per point of sale, Ch\$mn



Productivity per employee

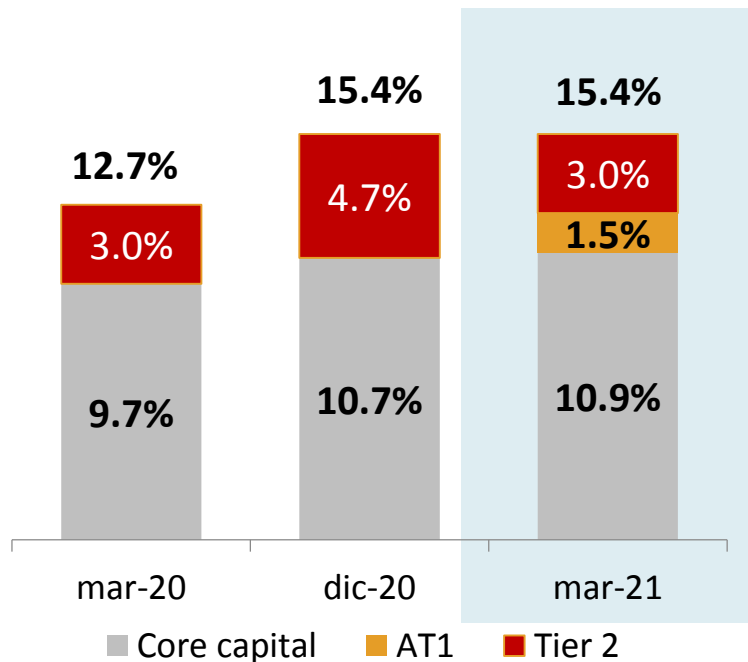
Volumes¹ per point of sale, Ch\$mn



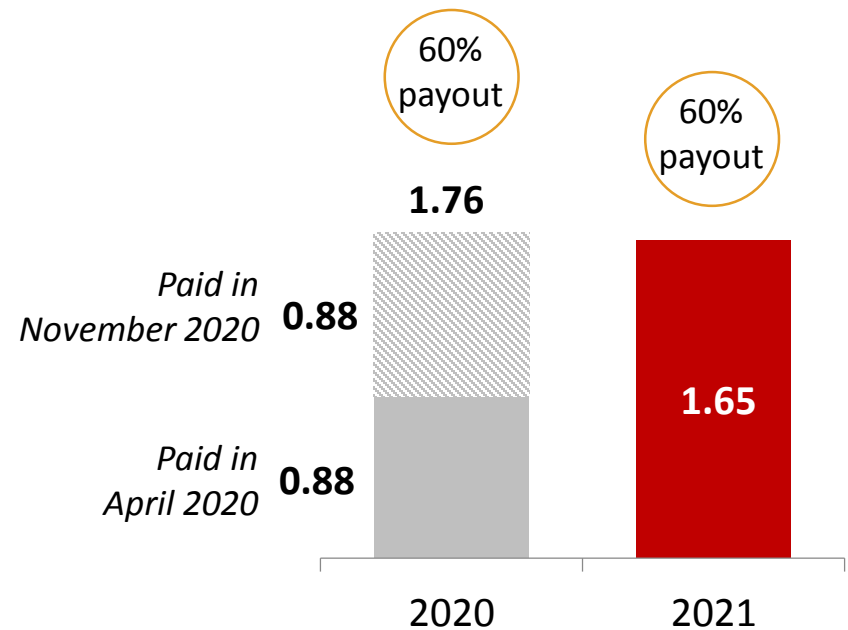
1. Volumes= loans + deposits

Core capital at 10.9% as phase-in of BIS III begins

Core capital & BIS Ratio



Dividend per share (Ch\$)



BIS III phase-in begins:

- Tier I: AT1 temporarily comprised of subordinated bonds
- Minority interest included as core capital

60% payout approved on April 29th, 2021

Balance sheet & results

SAN Chile estimated minimum BIS III requirements with phase-in

Banco Santander Chile	Mar. 2021 Actual	Min. 2021e	Min. 2022e	Min. 2023e	Min. 2024e	Min. 2025e
Min CET1		4.8%	4.5%	4.5%	4.5%	4.5%
Systemic charge ¹		1.5%	1.1%	0.9%	1.1%	1.4%
Conservation buffer		0.6%	1.3%	1.9%	2.5%	2.5%
Pilar 2 ²		0.7%	0.7%	0.7%	0.6%	0.6%
Minimum CET1 ratio	10.9%	7.6%	7.6%	8.0%	8.7%	9.0%
Management buffer ³		1.0%	1.0%	1.0%	1.0%	1.0%
Minimum w/ mgmt. buffer		8.6%	8.6%	9.0%	9.7%	10.0%
AT1 ⁴	1.5%	1.5%	1.5%	1.5%	1.7%	1.7%
Tier I		10.1%	10.1%	10.5%	11.4%	11.7%
Tier 2 ^{1,5}	3.0%	2.7%	2.6%	2.4%	2.3%	2.3%
Minimum BIS III ratio	15.4%	12.8%	12.7%	12.9%	13.7%	14.0%

Assumptions :

1. Systemic charge: Considers phase out of previous systemic buffer of 3% additional total capital and gradual phase-in according to regulatory capital of new systemic charge of 1.4% (Level 2) calculated based on Dec. 2020 levels
2. Pilar 2: assumption of Pilar 2 of 1% with 55% in CET1, 18% AT1 and 27% Tier II in line with the maximums permitted by new BIS III regulations
3. Management buffer: considers Board imposed buffer of 1% Core Capital
4. AT1: initially considers 1.5% of subordinated bonds currently in balance sheet to be gradually phased out and replaced with perpetual bonds in line with new BIS III regulations. Also includes Pilar 2 assumption
5. Tier 2: subordinated debt.

AGENDA

COVID19: REGULATORY AND MACRO UPDATE

SAN CHILE: BALANCE SHEET AND RESULTS

SAN CHILE: STRATEGIC INITIATIVES UPDATE

Strategic initiatives

Maintain a high level of consumer satisfaction, increase the productivity of all channels, and be more efficient and profitable.

Reactive loan growth in mass segment, rewarding positive financial behavior



More efficient and digital branches



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



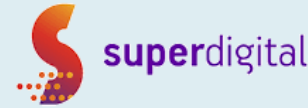
Higher client fidelity through the accumulation of miles and benefits



RUN THE BANK

CHANGE THE BANK

Transform the Bank into a platform allowing clients to use the bank as a channel or as a software provider to develop business.



Give access to digital economy



Increase SME access to banks and to the digital economy



First insurtech in Chile, platform to compare and purchase insurance



Allows international transfers instantaneously and securely



Comparison platform for auto insurance

Strategic initiatives

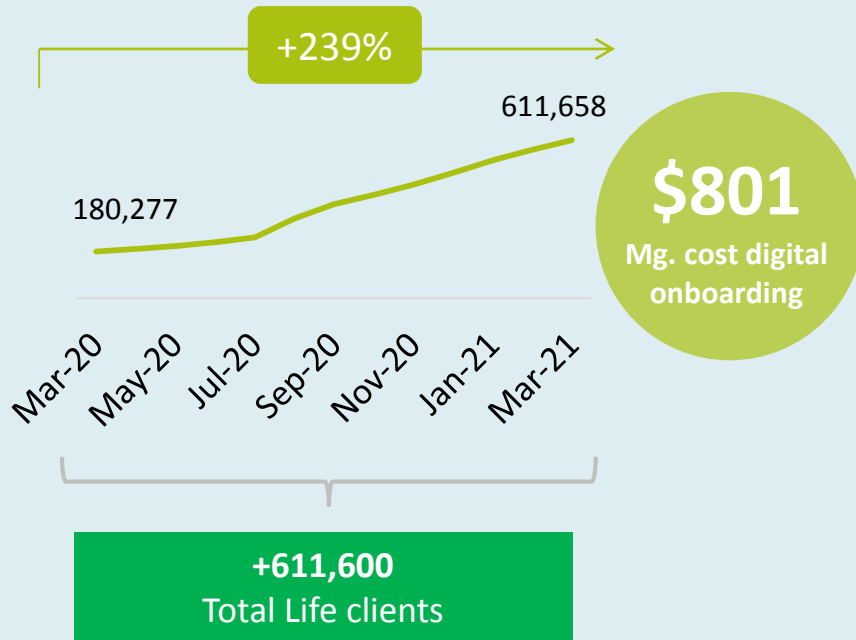
Life: strong growth and quick monetization



Life

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

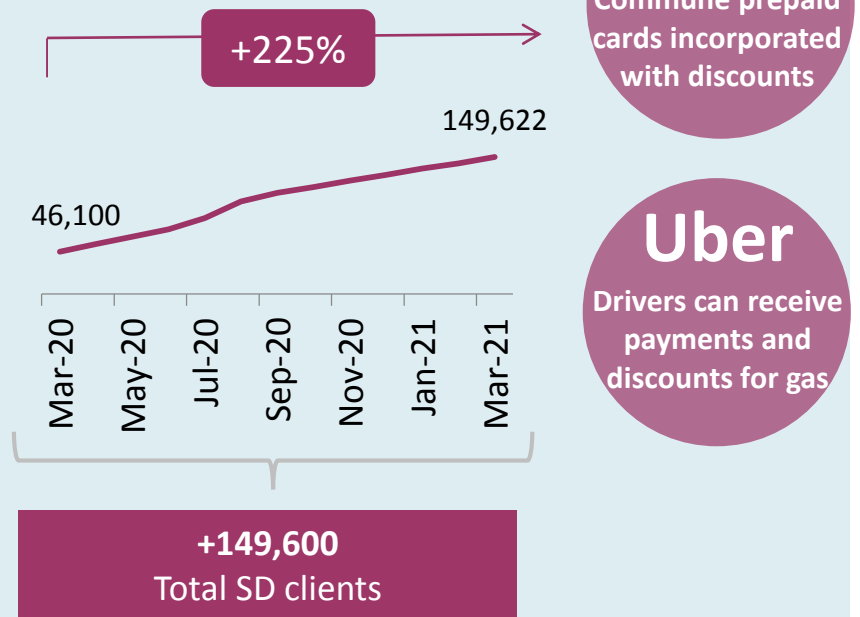
Life clients



Superdigital

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

Superdigital clients



Successful launch of Getnet

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



Pays instantaneously

Clients will be able to receive money from their sales in a Santander account up to five times in one day, including holidays.



Different plans for different clients

There will be fixed or mobile POS, all with a SIM card incorporated. Rebates for integrated plans with Santander, and insurance for "Protected Billing".



No more "Credit or debit?"

Cardholders will no longer need to answer what type of card as the POS will automatically detect it, making the shopping experience more seamless.

Accepts all cards, with following brands:



By Santander



Imágenes de POS referenciales

+14,000

Clients

65%

Auto-installed

+16,700

POS sold

15%

Expected market share in the next three years

Insuretech platforms driving insurance brokerage fee rebound



An online platform that compares insurance between different providers in a quick and transparent way.

35K

Visits on a monthly basis

75%

Are not Santander clients

Insurance products



Life insurance



Health insurance



Sports insurance



Dental plan

Insurance companies participating:



Autocompara

An online platform that compares insurance between different providers in a quick and transparent way.



High range vehicles and hybrids/electric cars

One of the few in the market to offer insurance of these vehicles

+16%

Growth in insurance fees from Autocompara

+55%

Growth of insurance policies YoY

+10,000

Insurance policies sold in March alone, a record month

Strategic initiatives

Strength of digital channels has been a key force in 2020

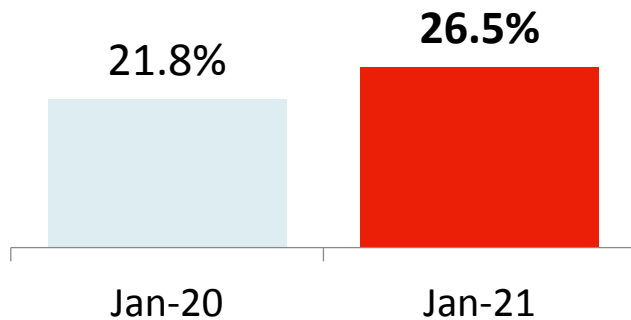
+31%

Increase digital clients compared to previous year

+9%

Increase in loyal clients compared to previous year

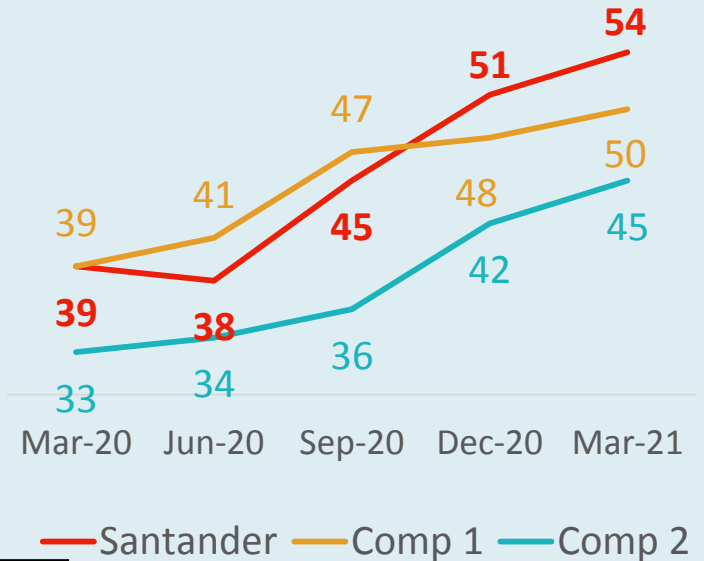
Current account market share Santander Chile¹



3x1

Advantage in checking account opening¹

Net Promoter Score (NPS)²



Net score 65

Availability of digital channels

Strategic initiatives

ESG update

MSCI reaffirms our A rating



58/100
Robust

#8 of 270 in the
world
Among retail banks



Included in Chile, MILA,
Emerging Markets



FTSE4Good

Included in Emerging Latam
and Emerging Global

S&P IPSA ESG

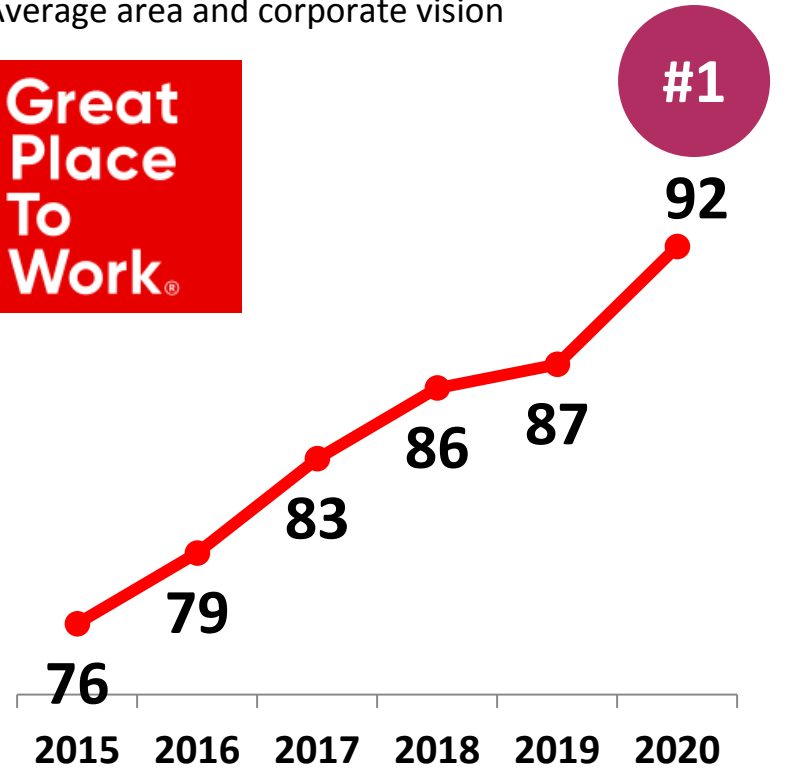


Included in S&P IPSA ESG,
with the **third great weight** in
the index

#1 in GPTW

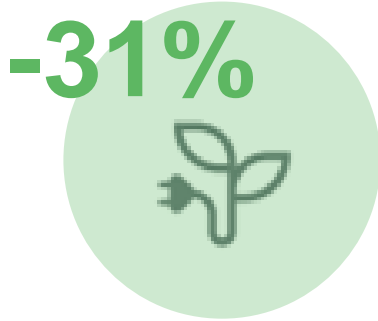
GPTW

Average area and corporate vision

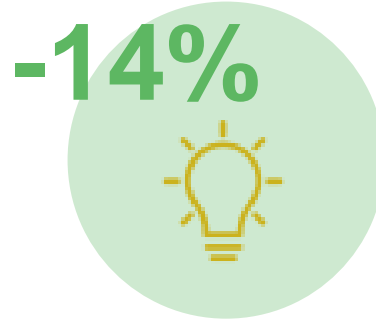


Reducing our environmental footprint

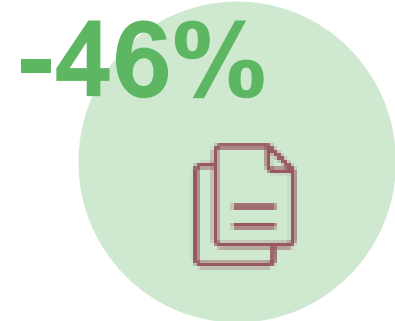
2020 / 2019



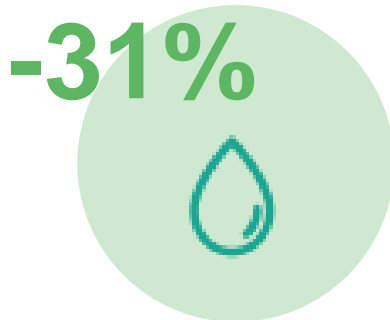
Carbon footprint
(th. of tCO₂eq)



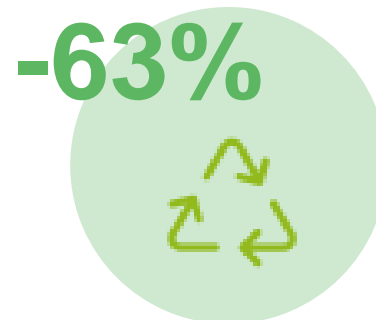
Electricity
consumption (in GJ)



Paper consumption
(In th. of tons)



Water consumption
(In th. of m³)

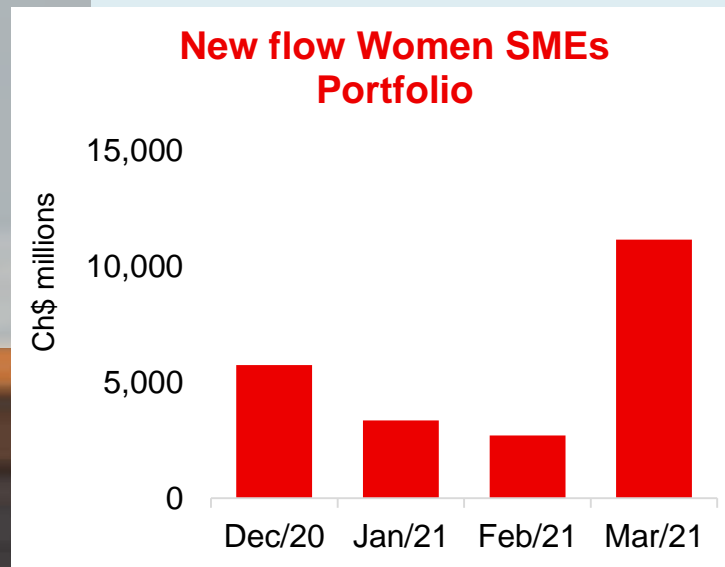


E-Waste
(In th. of tons)

Santander Chile issues first Women SME Bonds

The objective of this transaction is to contribute to the growth of small and medium businesses -with annual sales less than Ch\$ 2,000 MM- owned and operated by women.

- First approach to sustainable bonds
- Two private placements for a total of US\$150 million



COMING SOON...

Santander Chile ESG Talk



**...with the participation of
Board members and Bank
executives**



Updating guidance for 2021

- ✓ Loan growth low single digits accelerating as year progresses, especially personal loans
- ✓ NIMs at 4.0%
- ✓ Cost of credit at 1.1%-1.2%
- ✓ Fee income growth 8-10% accelerating with reopening
- ✓ Costs growing in line with inflation. Efficiency ~38-39%
- ✓ Effective tax rate ~21%
- ✓ ROE: 16% - 18%

Annexes

Annexes

Unaudited Balance Sheet	Mar-21	Mar-21	Mar-20	Mar-21/Mar-20
	US\$ Ths ¹	Ch\$ Million		% Chg.
Cash and deposits in banks	4,774,521	3,432,117	3,755,786	(8.6%)
Cash items in process of collection	483,216	347,355	615,922	(43.6%)
Trading investments	154,760	111,248	552,889	(79.9%)
Investments under resale agreements	-	-	-	--%
Financial derivative contracts	9,348,587	6,720,138	14,925,196	(55.0%)
Interbank loans, net	6,988	5,023	12,935	(61.2%)
Loans and account receivables from customers, net	46,622,936	33,514,431	33,435,231	0.2%
Available for sale investments	10,255,559	7,372,106	3,048,071	141.9%
Held-to-maturity investments	-	-	-	--%
Investments in associates and other companies	15,391	11,064	10,605	4.3%
Intangible assets	114,405	82,239	70,298	17.0%
Property, plant and equipment	256,755	184,566	190,892	(3.3%)
Right of use assets	269,669	193,849	208,041	(6.8%)
Current taxes	38,594	27,743	13,989	98.3%
Deferred taxes	810,004	582,263	469,653	24.0%
Other assets	2,646,453	1,902,376	2,000,950	(4.9%)
Total Assets	75,797,838	54,486,518	59,310,458	(8.1%)
Deposits and other demand liabilities	21,859,429	15,713,432	11,047,625	42.2%
Cash items in process of being cleared	391,328	281,302	627,535	(55.2%)
Obligations under repurchase agreements	109,935	79,026	252,621	(68.7%)
Time deposits and other time liabilities	14,751,348	10,603,859	14,210,320	(25.4%)
Financial derivatives contracts	9,759,052	7,015,197	13,367,012	(47.5%)
Interbank borrowings	9,518,082	6,841,978	3,002,998	127.8%
Issued debt instruments	11,138,334	8,006,680	10,340,124	(22.6%)
Other financial liabilities	243,684	175,170	222,722	(21.4%)
Leasing contract obligations	204,137	146,742	156,554	(6.3%)
Current taxes	-	-	-	--%
Deferred taxes	236,985	170,354	99,539	71.1%
Provisions	706,611	507,940	357,686	42.0%
Other liabilities	1,799,359	1,293,451	2,051,004	(36.9%)
Total Liabilities	70,718,284	50,835,131	55,735,740	(8.8%)
Equity				
Capital	1,239,918	891,303	891,303	0.0%
Reserves	3,258,007	2,341,986	2,121,149	10.4%
Valuation adjustments	(220,006)	(158,149)	(5,294)	2887.3%
Retained Earnings:				
Retained earnings from prior years	719,836	517,447	552,093	(6.3%)
Income for the period	252,786	181,713	144,014	26.2%
Minus: Provision for mandatory dividends	(291,787)	(209,748)	(208,832)	0.4%
Total Shareholders' Equity	4,958,756	3,564,552	3,494,433	2.0%
Non-controlling interest	120,799	86,835	80,285	8.2%
Total Equity	5,079,555	3,651,387	3,574,718	2.1%
Total Liabilities and Equity	75,797,838	54,486,518	59,310,458	(8.1%)

1. The exchange rate used to calculate the figures in dollars was Ch\$718.84 / US\$1

Annexes

	Mar-21	Mar-21	Mar-20	Mar-21/Mar-20
	US\$ Ths ¹	Ch\$ Million		% Chg.
Interest income	854,742	614,423	640,434	(4.1%)
Interest expense	(254,891)	(183,226)	(252,135)	(27.3%)
Net interest income	599,851	431,197	388,299	11.0%
Fee and commission income	174,869	125,703	125,650	0.0%
Fee and commission expense	(69,906)	(50,251)	(51,245)	(1.9%)
Net fee and commission income	104,964	75,452	74,405	1.4%
Net income (expense) from financial operations	34,378	24,712	155,694	(84.1%)
Net foreign exchange gain	6,655	4,784	(132,847)	(103.6%)
Total financial transactions, net	41,033	29,496	22,847	29.1%
Other operating income	7,349	5,283	6,411	(17.6%)
Net operating profit before provisions for loan losses	753,197	541,428	491,962	10.1%
Provision for loan losses	(122,769)	(88,251)	(102,870)	(14.2%)
Net operating profit	630,428	453,177	389,092	16.5%
Personnel salaries and expenses	(134,759)	(96,870)	(99,834)	(3.0%)
Administrative expenses	(96,575)	(69,422)	(63,624)	9.1%
Depreciation and amortization	(147,588)	(106,092)	(106,092)	0.0%
Op. expenses excl. Impairment and Other operating expenses	(378,922)	(272,384)	(269,550)	1.1%
Impairment of property, plant and equipment	-	-	(638)	(100.0%)
Other operating expenses	(36,154)	(25,989)	(21,057)	23.4%
Total operating expenses	(415,076)	(298,373)	(291,245)	2.4%
Operating income	324,366	233,167	176,225	32.3%
Income from investments in associates and other companies	422	303	138	119.6%
Income before tax	324,787	233,470	176,363	32.4%
Income tax expense	(68,861)	(49,500)	(31,548)	56.9%
Net income from ordinary activities	255,926	183,970	144,815	27.0%
Net income discontinued operations ²	-	-	-	--%
Net consolidated income	255,926	183,970	144,815	27.0%
Net income attributable to:				
Non-controlling interest	3,140	2,257	801	181.8%
Net income attributable to equity holders of the Bank	252,786	181,713	144,014	26.2%

1. The exchange rate used to calculate the figures in dollars was Ch\$718.84/ US\$1

Annexes

	1Q21	1Q21	4Q20	1Q20	1Q21/1Q20	1Q21/4Q20
	US\$ Ths ¹		Ch\$ Million			% Chg.
Interest income	854,742	614,423	644,718	640,434	(4.1%)	(4.7%)
Interest expense	(254,891)	(183,226)	(201,080)	(252,135)	(27.3%)	(8.9%)
Net interest income	599,851	431,197	443,638	388,299	11.0%	(2.8%)
Fee and commission income	174,869	125,703	119,149	125,650	0.0%	5.5%
Fee and commission expense	(69,906)	(50,251)	(50,125)	(51,245)	(1.9%)	0.3%
Net fee and commission income	104,964	75,452	69,024	74,405	1.4%	9.3%
Net income (expense) from financial operations	34,378	24,712	(76,730)	155,694	(84.1%)	(132.2%)
Net foreign exchange gain	6,655	4,784	80,784	(132,847)	(103.6%)	(94.1%)
Total financial transactions, net	41,033	29,496	4,054	22,847	29.1%	627.6%
Other operating income	7,349	5,283	5,749	6,411	(17.6%)	(8.1%)
Net operating profit before provisions for loan losses	753,197	541,428	522,465	491,962	10.1%	3.6%
Provision for loan losses	(122,769)	(88,251)	(84,888)	(102,870)	(14.2%)	4.0%
Net operating profit	630,428	453,177	437,577	389,092	16.5%	3.6%
Personnel salaries and expenses	(134,759)	(96,870)	(102,347)	(99,834)	(3.0%)	(5.4%)
Administrative expenses	(96,575)	(69,422)	(60,605)	(63,624)	9.1%	14.5%
Depreciation and amortization	(38,575)	(27,729)	(27,513)	(27,714)	0.1%	0.8%
Op. expenses excl. Impairment and Other operating expenses	(269,908)	(194,021)	(190,465)	(191,172)	1.5%	1.9%
Impairment of property, plant and equipment	-	-	-	(638)	(100.0%)	--%
Other operating expenses	(36,154)	(25,989)	(24,704)	(21,057)	23.4%	5.2%
Total operating expenses	(306,063)	(220,010)	(215,169)	(212,867)	3.4%	2.2%
Operating income	324,366	233,167	222,408	176,225	32.3%	4.8%
Income from investments in associates and other companies	422	303	458	257	17.9%	(33.8%)
Income before tax	324,787	233,470	222,866	176,482	32.3%	4.8%
Income tax expense	(68,861)	(49,500)	(37,047)	(31,548)	56.9%	33.6%
Net income from ordinary activities	255,926	183,970	185,819	144,934	26.9%	(1.0%)
Net income discontinued operations ²	-	-	-	-	--%	--%
Net consolidated income	255,926	183,970	185,819	144,934	26.9%	(1.0%)
Net income attributable to:						
Non-controlling interest	3,140	2,257	2,384	801	181.8%	(5.3%)
Net income attributable to equity holders of the Bank	252,786	181,713	183,435	144,014	26.2%	(0.9%)

1. The exchange rate used to calculate the figures in dollars was Ch\$ 718.84/ US\$1

Annexes: Key Indicators

Profitability and efficiency	03M21	03M20	Change bp
Net interest margin (NIM) ¹	4.0%	4.2%	-20
Efficiency ratio ²	39.8%	40.6%	-83
Return on avg. equity	14.5%	16.8%	-227
Return on avg. assets	0.9%	1.1%	-15
Core Capital ratio	10.9%	9.7%	120
BIS ratio	15.4%	12.7%	270
Return on RWA	1.5%	1.6%	-17

Asset quality ratios (%)	Mar-21	Mar-20	Change bp
NPL ratio ³	1.3%	2.0%	-72
Coverage of NPLs ratio ⁴	261.4%	135.9%	12,555
Cost of credit ⁵	1.5%	1.2%	26

Structure (#)	Mar-21	Mar-20	Change (%)
Branches	346	368	(6.0%)
ATMs	1,222	1,093	11.8%
Employees	10,391	11,067	(6.1%)

Market capitalization (YTD)	Mar-21	Mar-20	Change (%)
Net income per share (Ch\$)	0.96	0.76	26.2%
Net income per ADR (US\$)	0.54	0.36	49.9%
Stock price (Ch\$/per share)	34.1	33	3.3%
ADR price (US\$ per share)	18.99	15.13	25.5%
Market capitalization (US\$m)	8,946	7,008	27.7%
Shares outstanding (millions)	188,446.1	188,446.1	0.0%
ADRs (1 ADR = 400 shares) (millions)	471.1	471.1	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.

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



MEMBER OF
**Dow Jones
Sustainability Indices**
In Collaboration with RobecoSAM

