

Banco Santander Chile

Solid business and client profitability trends

October 28th, 2016

Simple | Personal | Fair



Important information

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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 2015 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-economic environment and financial system**

- **Strategy and results**

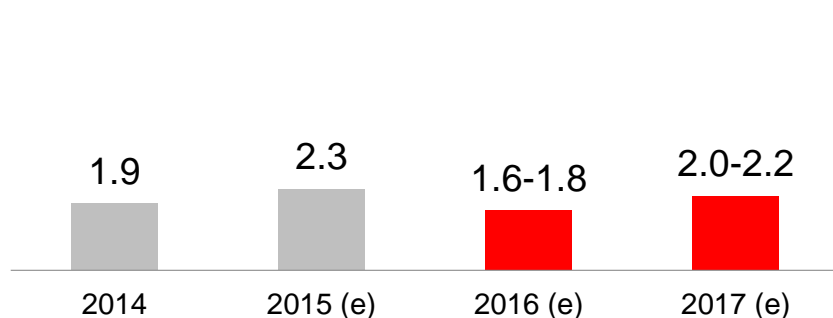
- **Outlook**

Macroeconomic environment

GDP growth expectations stabilize for 2016 and rise for 2017

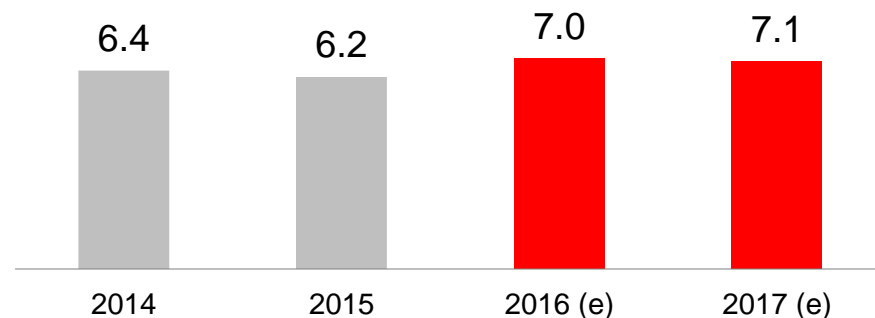
GDP

YoY real growth, %



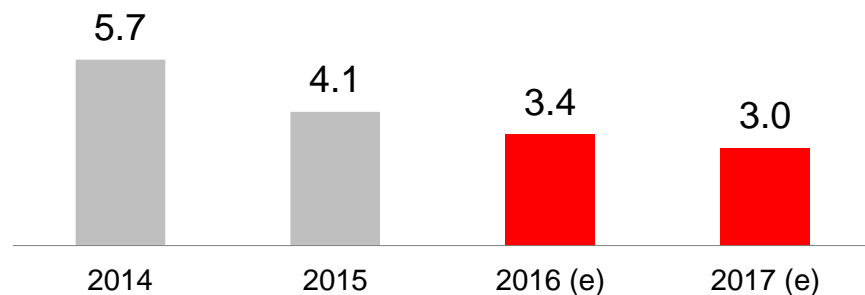
Unemployment

% of workforce, %



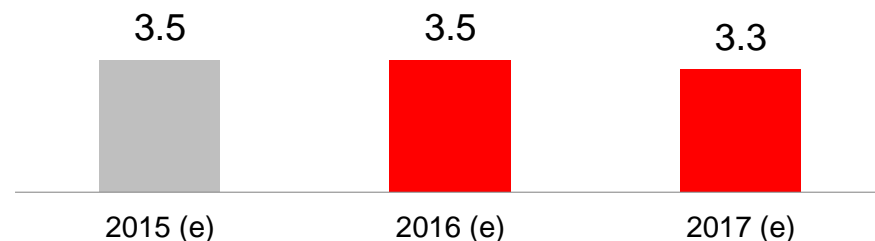
Inflation

Annual change in UF inflation, %



Central Bank ST Reference Rate

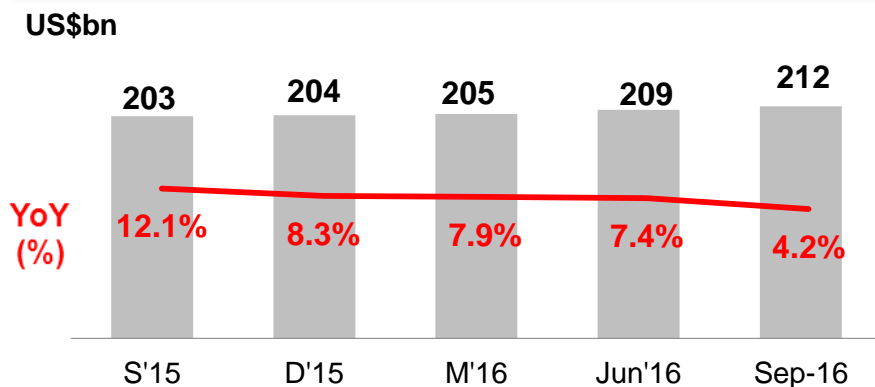
%



Financial system: loan and deposit growth

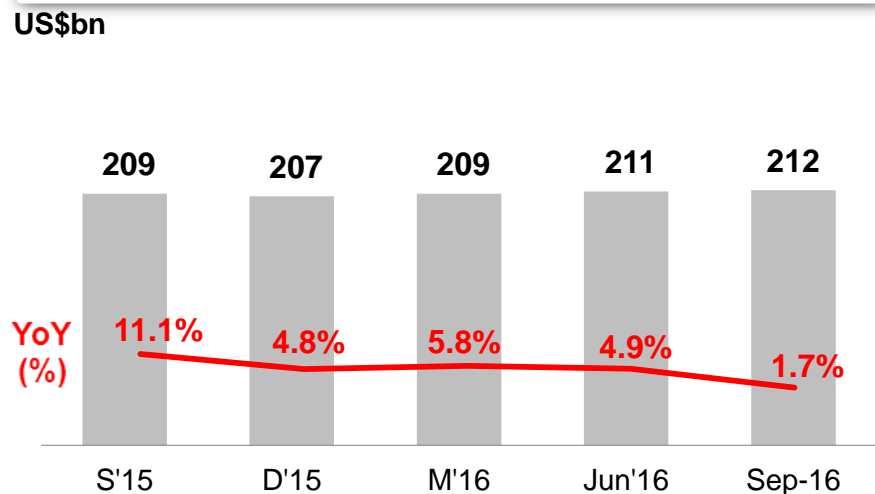
Financial system outstripping GDP growth due to low exposure to the mining sector

Total Loans¹



- Mortgage lending leading deceleration after extraordinary leading growth in 2015
- Appreciation of the peso lowers commercial loan growth in 3Q16
- Growth of retail banking and non-copper sectors drives loan growth
- Stable asset quality

Customer funds^{1,2}



- High liquidity in the system to fund business growth
- Deceleration of customer fund growth due to shift of investment flows away from deposits to bonds given low interest rates

Agenda

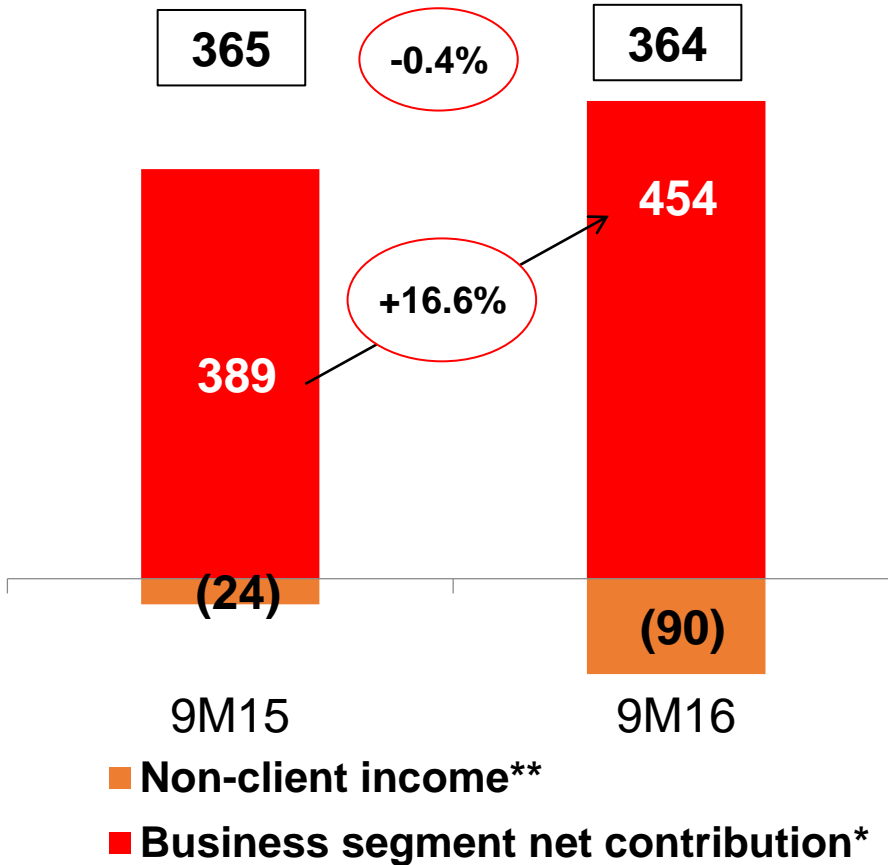
- **Macro-economic environment and financial system**

- **Strategy and results**

- **Outlook**

Stronger Client contribution driving profitability, in line with our strategy

Net income 9M16 / 9M15, Ch\$bn



- Positive core revenue growth in all segments
- Asset quality improving
- Costs under control
- Non-client income negatively affected in 9M16 by lower inflation, severance expenses & higher tax rate

ROE in 9M16 and 3Q16 reached 17.7%, in line with guidance

4 objectives for healthy growth / higher profitability

I. Focusing growth on segments with the highest contribution, net of risk...



II. ... by increasing client loyalty through an improved client experience and quality of service



III. Deepening ongoing commercial transformation by expanding digital banking capabilities



IV. Optimizing profitability and capital use to increase shareholder value in time

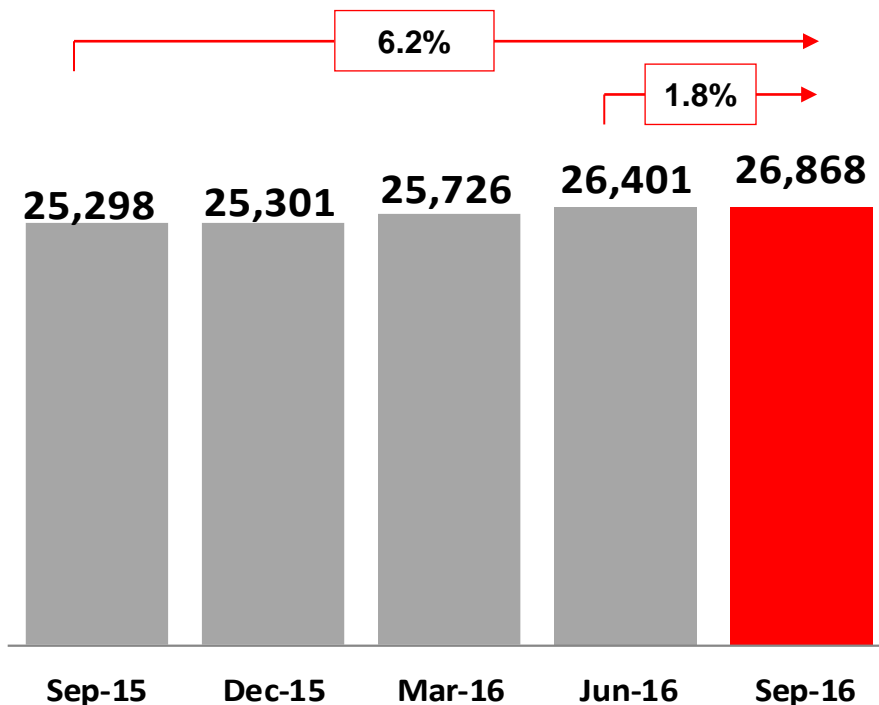


Strategy: I. Growth focused on segments with highest contribution, net of risk

Balanced loan growth in the quarter in all business segments...

Total Loans

Ch\$bn



Ch\$bn

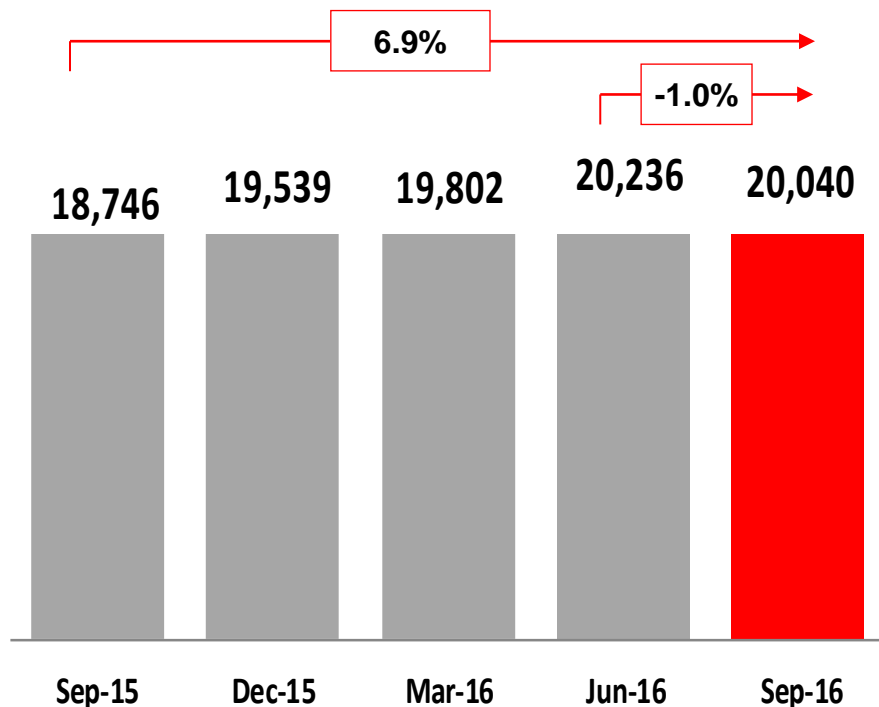
	9M'16	YoY (%)	QoQ(%)
Individuals¹	14,463	11.1	1.4
Consumer	4,311	6.6	1.7
Mortgages	8,472	13.7	1.8
SMEs	3,750	9.3	1.7
Retail	18,214	10.7	1.5
Middle Market	6,313	1.5	2.9
Corporate	2,257	-9.2	0.9
Total²	26,868	6.2	1.8

Strategy: I. Growth focused on segments with highest contribution, net of risk

... with strong liquidity levels

Total Deposits

Ch\$bn



Ch\$bn

	1H'16	YoY(%)	QoQ(%)
Demand	6,913	4.0	-4.5
Time	13,127	8.5	1.0
Total deposits	20,040	6.9	-1.0
Mutual funds¹	5,270	16.0	8.0
Customer funds	25,310	8.7	0.8
Loan to deposit²	100%		
LCR³	150%		

1. Banco Santander Chile is the exclusive broker of mutual funds managed by Santander Asset Management, a subsidiary of SAM Investment Holdings Limited.

2. (Loans – portion of mortgages funded with long-term bonds) / (Time deposits + demand deposits). 3. LCR: Liquidity Coverage Ratio calculated under the new Chilean guidelines regarding liquidity.

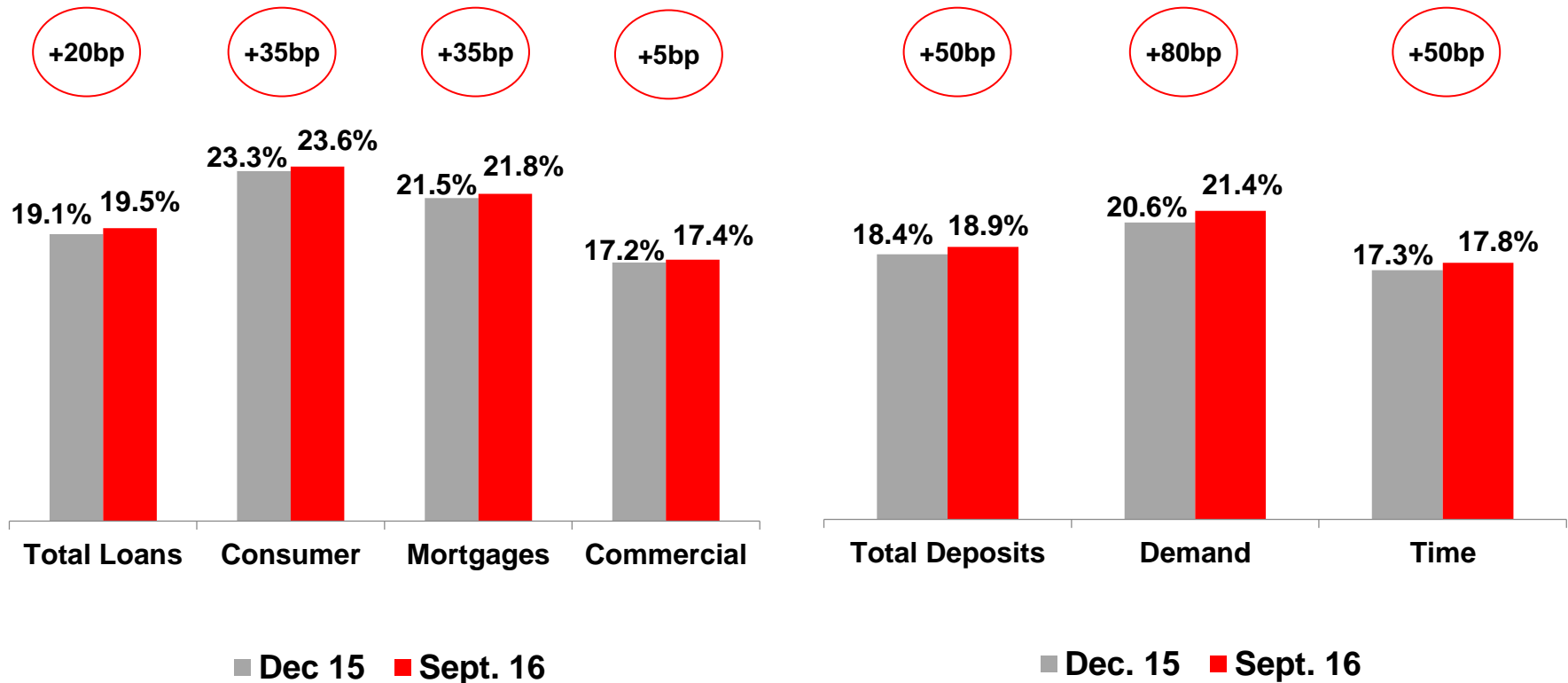
Strategy: I. Growth focused on segments with highest contribution, net of risk

Santander Chile is gaining market share across the board in 2016...

Banco Santander Chile's market share

Total loans

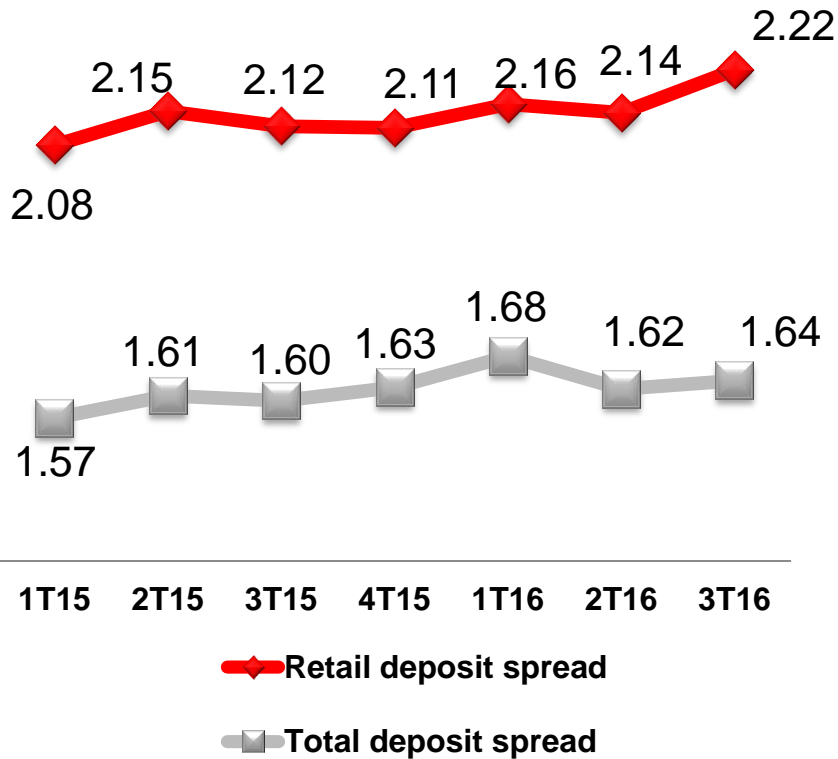
Total deposits



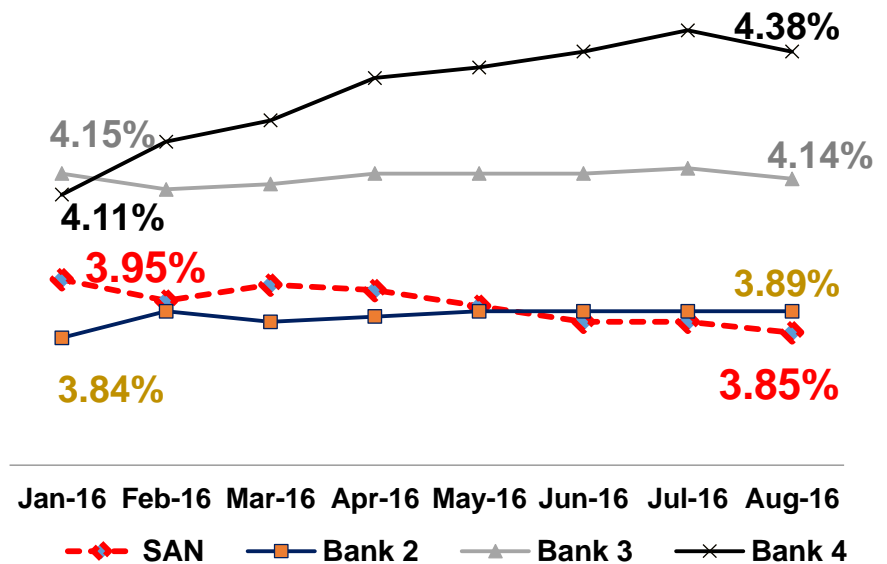
Strategy: I. Growth focused on segments with highest contribution, net of risk

...and improving its funding costs

Deposit Spread¹



YTD CLP time deposit cost²

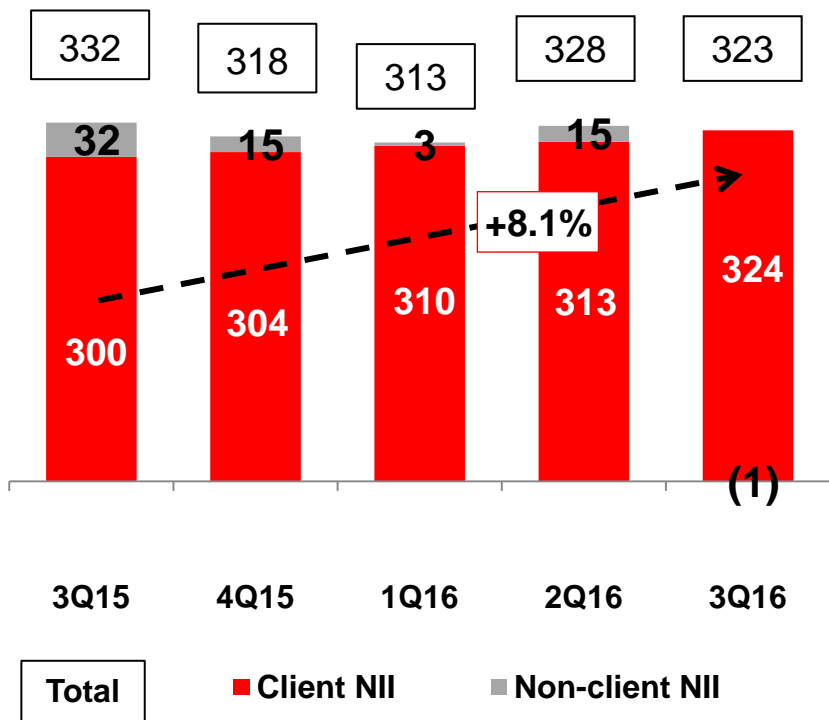


Strategy: I. Growth focused on segments with highest contribution, net of risk

This drives the 8.1% YoY increase in Client NII growth

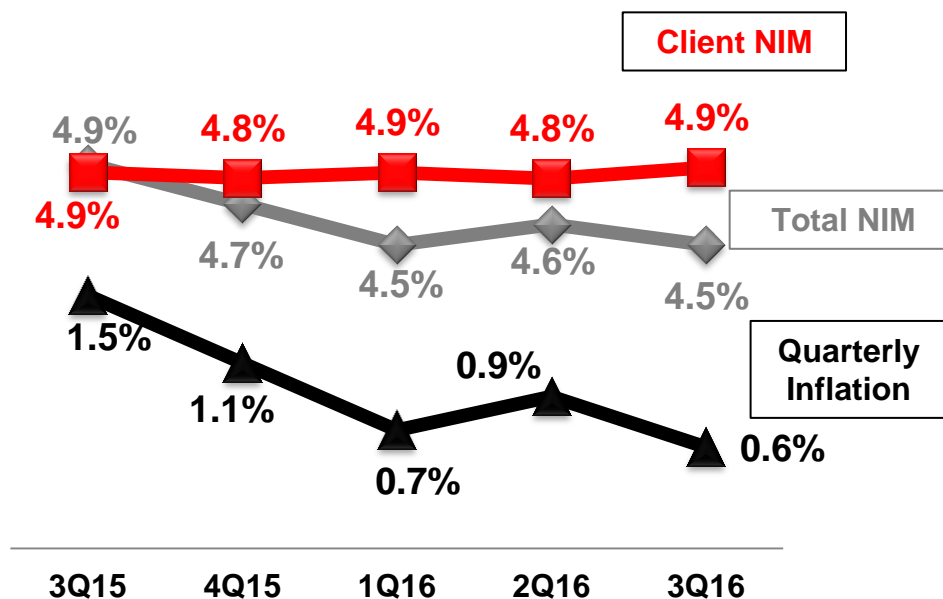
Client and total net interest income¹

Ch\$bn



NIM & Client NIM

Net Interest Margin (NIM), %



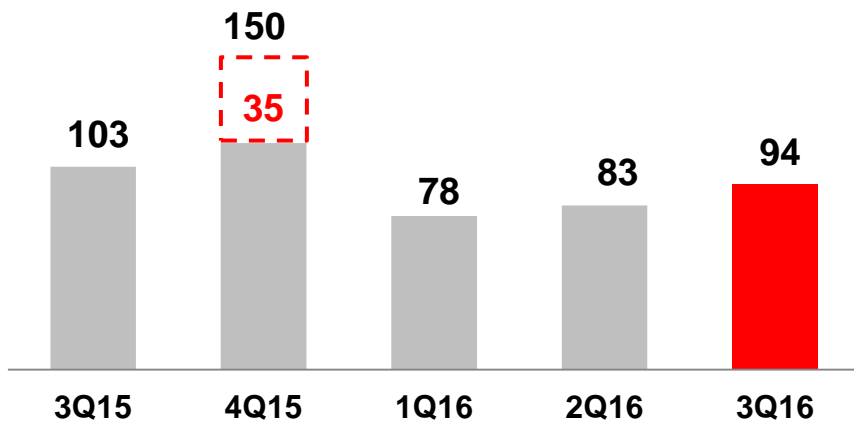
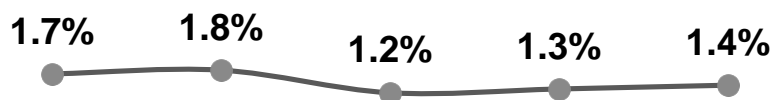
1. Client Net interest income (NII) is NII from all client activities such as loans and deposits, minus the internal transfer rate. Non-client NII is NII mainly from the Bank's ALCO positions and includes the effects of inflation on the Bank's NII

Strategy: I. Growth focused on segments with highest contribution, net of risk

Sound asset quality metrics...

Provision expense & cost of credit¹

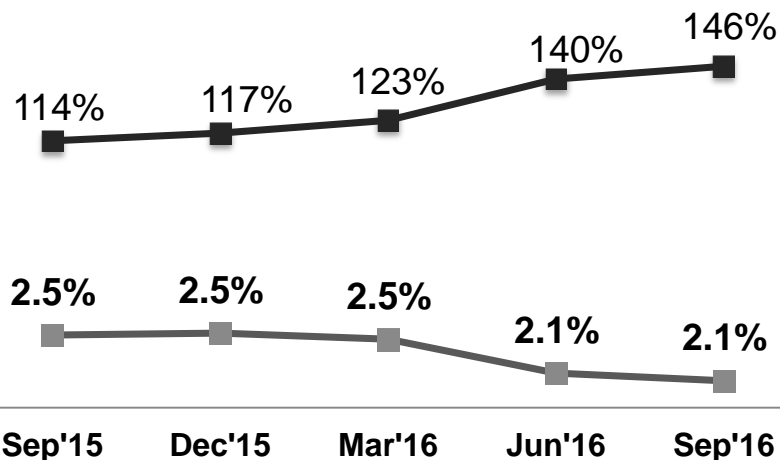
Ch\$bn



One time Provision expense

NPL and coverage ratio

% of loans

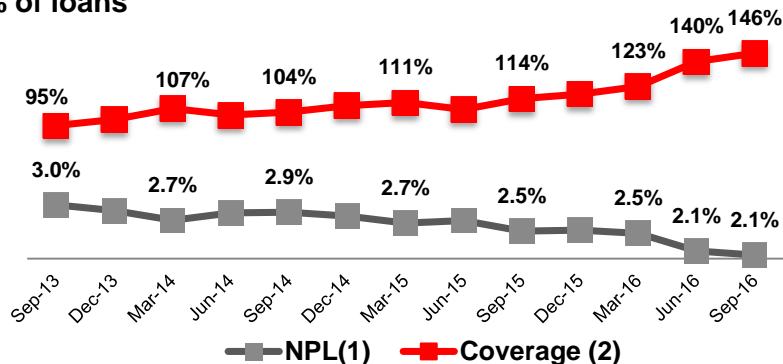


Strategy: I. Growth focused on segments with highest contribution, net of risk

... seen in most segments we attend

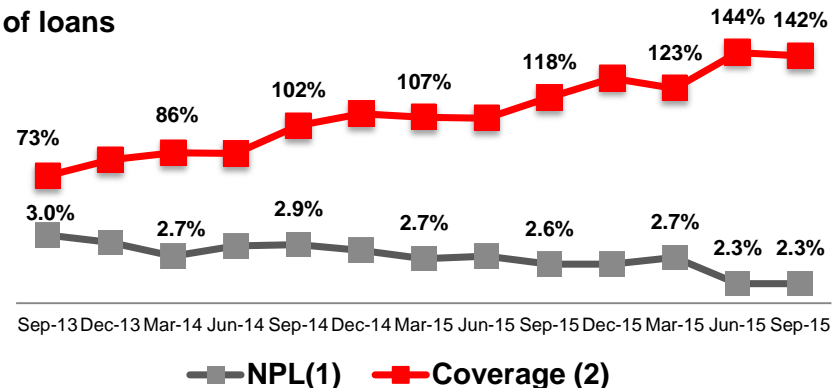
Total loans

% of loans



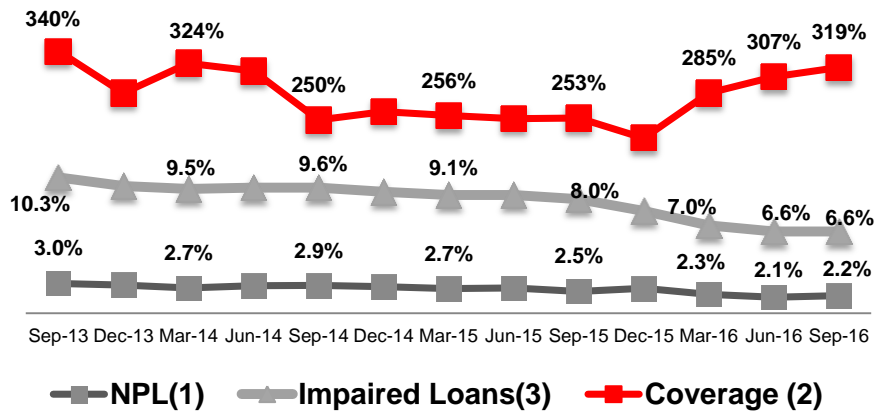
Commercial loans

% of loans



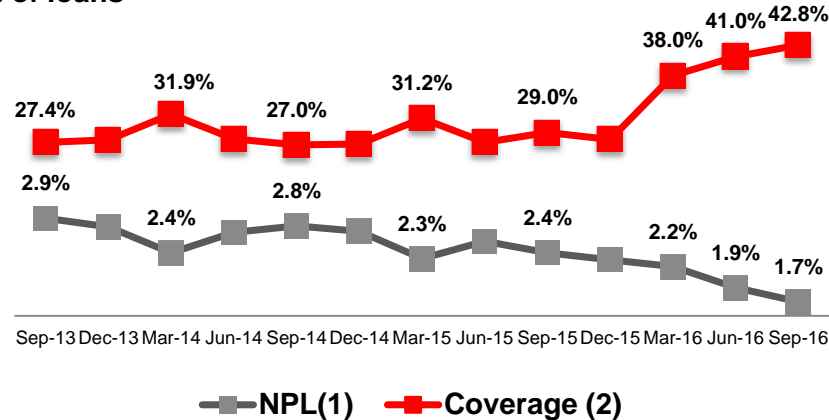
Consumer loans

% of loans



Mortgage loans

% of loans

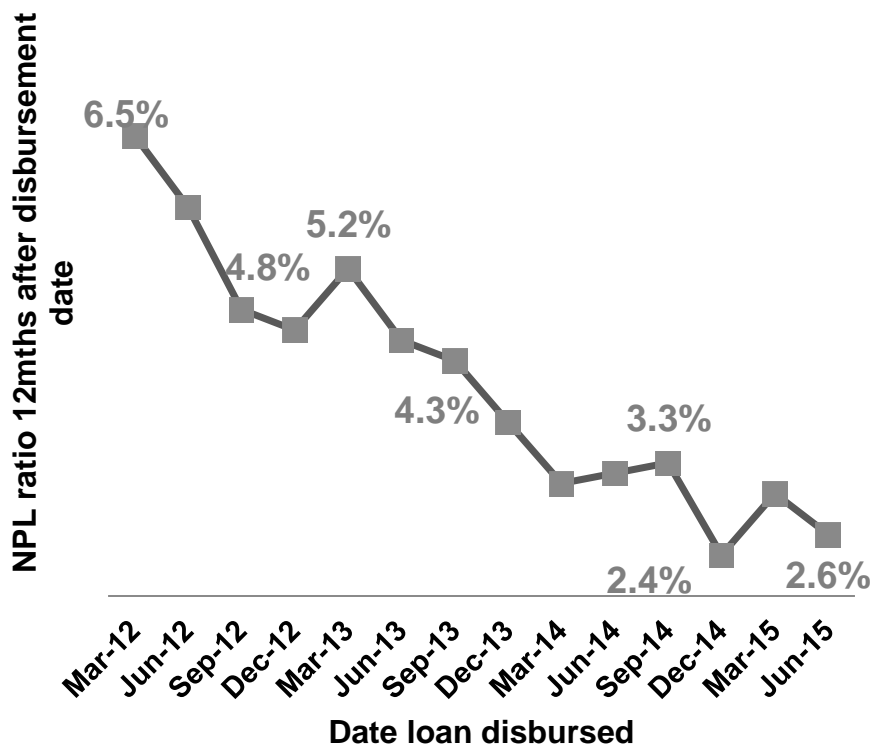


Strategy: I. Growth focused on segments with highest contribution, net of risk

Improved vintages should lead to a lower cost of credit

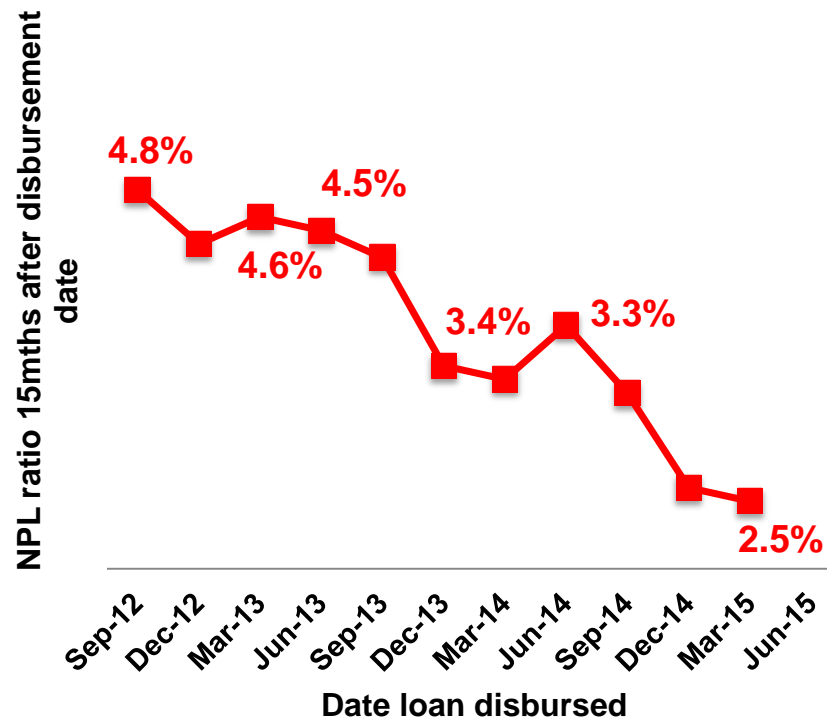
Vintages: Individuals*

% of loans



Vintages: SMEs*

% of loans



Vintages improving due to better asset mix / credit models / risk management

4 objectives for healthy growth / higher profitability

I. Focusing growth on segments with the highest contribution, net of risk...



II. ... by increasing client loyalty through an improved client experience and quality of service



III. Deepening ongoing commercial transformation by expanding digital banking capabilities



IV. Optimizing profitability and capital use to increase shareholder value in time

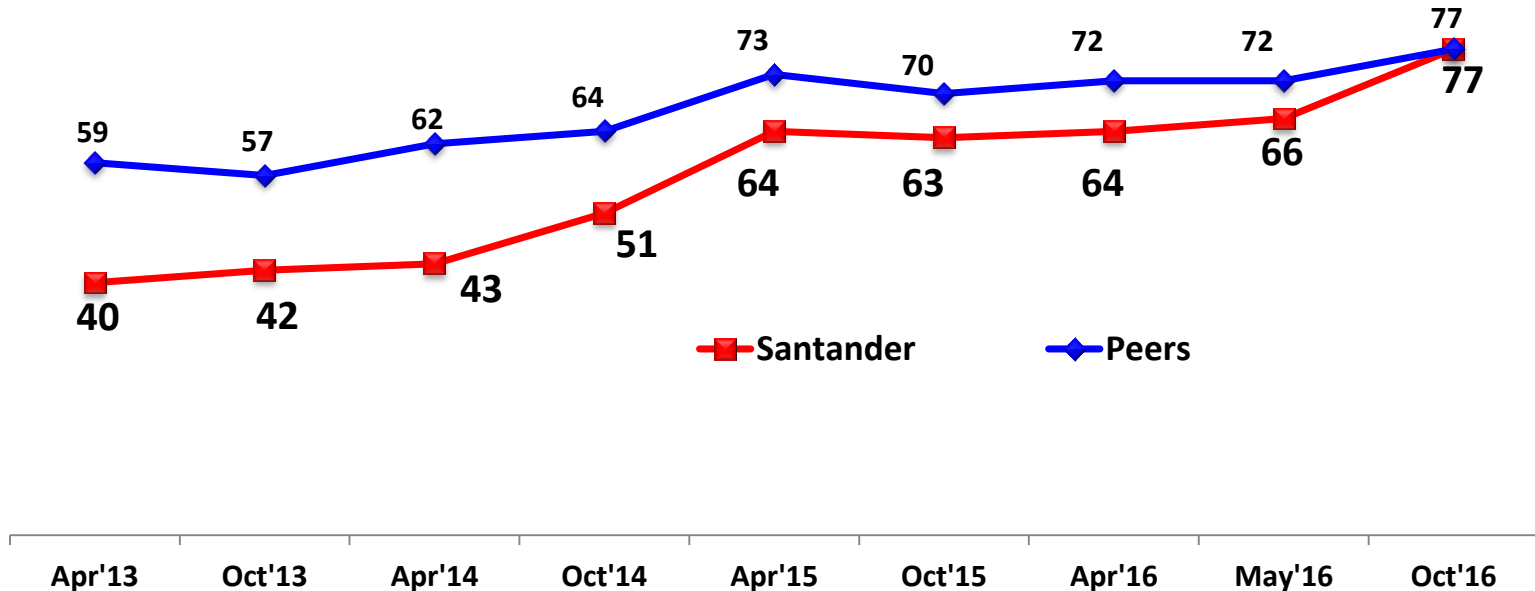


Strategy: II. Increasing client loyalty

Improved customer satisfaction and service...

Customer Satisfaction vs peers (%)¹

% of net satisfied clients

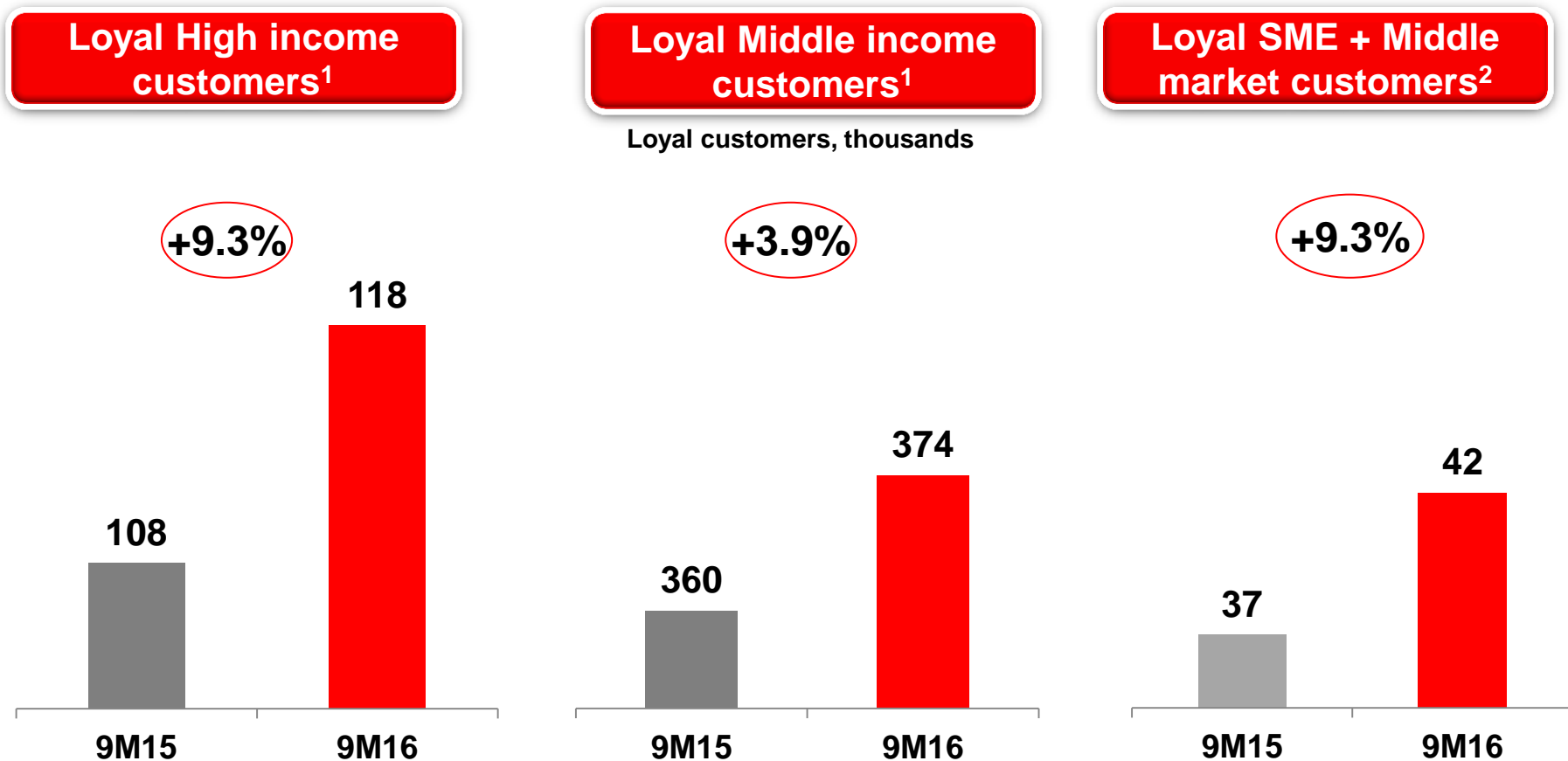


We are aiming at becoming the leader in customer satisfaction by:

- Continuous investing / improving CRM and other IT systems that boost service
- Full indoctrination in new SPF culture

Strategy: II. Increasing client loyalty

...drives growth in customer loyalty in targeted segments

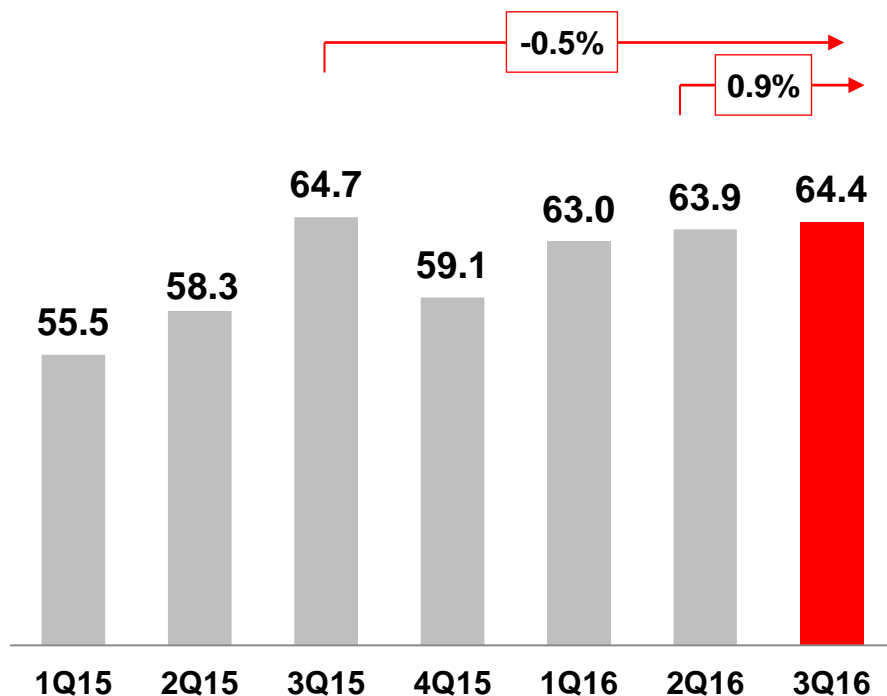


Strategy: II. Increasing client loyalty

This leads to a 7.2% fee income growth in 9M16

Net fee income

Ch\$bn



Fee income from business segments

Ch\$bn

	9M'16	YoY (%)
Retail	148.4	4.3
Middle Market	23.3	9.0
Corporate	18.8	58.5
Subtotal	190.5	8.5
Others	0.8	--%
Total	191.3	7.2%

Low YoY growth of fees in 3Q16 due to one-time income in 3Q15

4 objectives for healthy growth / higher profitability

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Strategy III: Digital transformation

Redesigning our distribution network...

Trx intensive
branch
2013



Branch
model 1.0
2014-2016



Business Center / Digital
2016-2019



**HIGHER
EFFICIENCY**



**MORE
PRODUCTIVITY**



**BEST IN CLASS
EXPERIENCE**



**COMFORT
#1 MOBILE**

Strategy III: Digital transformation

... by creating multi-segment business centers



- New Work Cafes
- 100% dedicated to value added activities
- Multi-segment
- No tellers
- No back office
- Paperless
- Fully digital



WIFI



Cafetería



Mesas de trabajo



Todo el tiempo que necesites



Ejecutivos especialistas en asesoría financiera



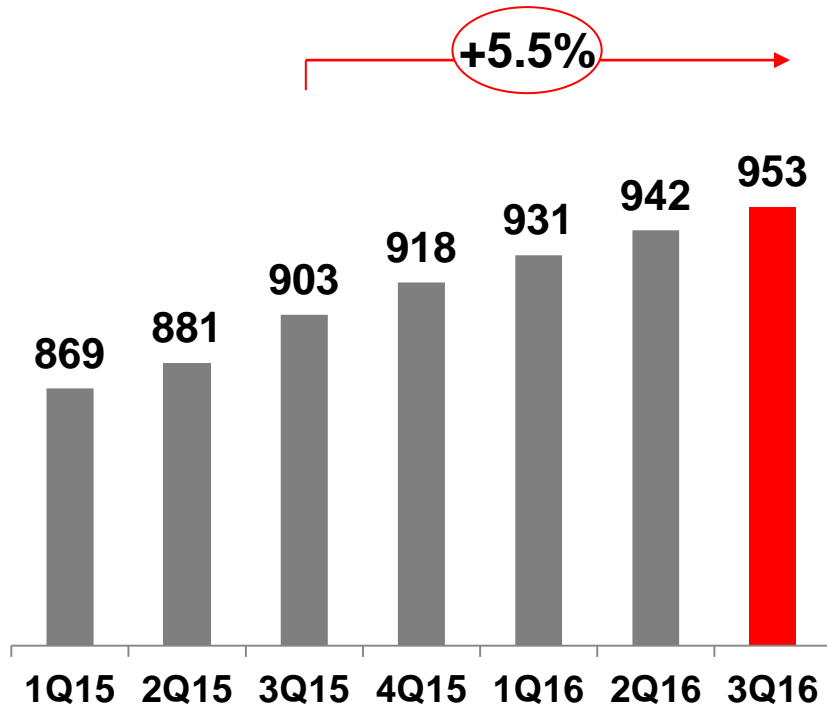
La mejor tecnología de autoservicio

Strategy III: Digital transformation

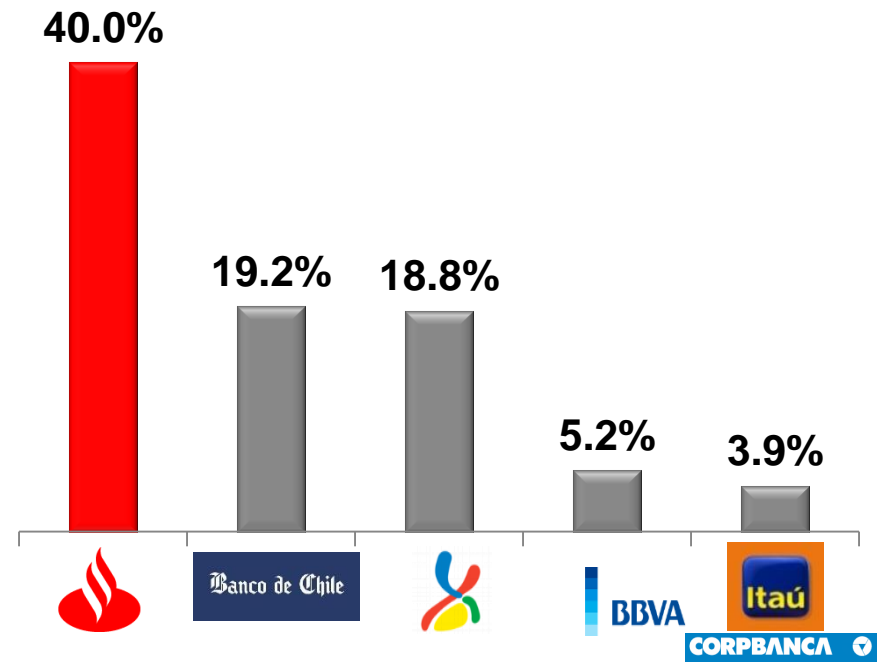
... and expanding the use of digital channels

Digital clients¹

Thousand

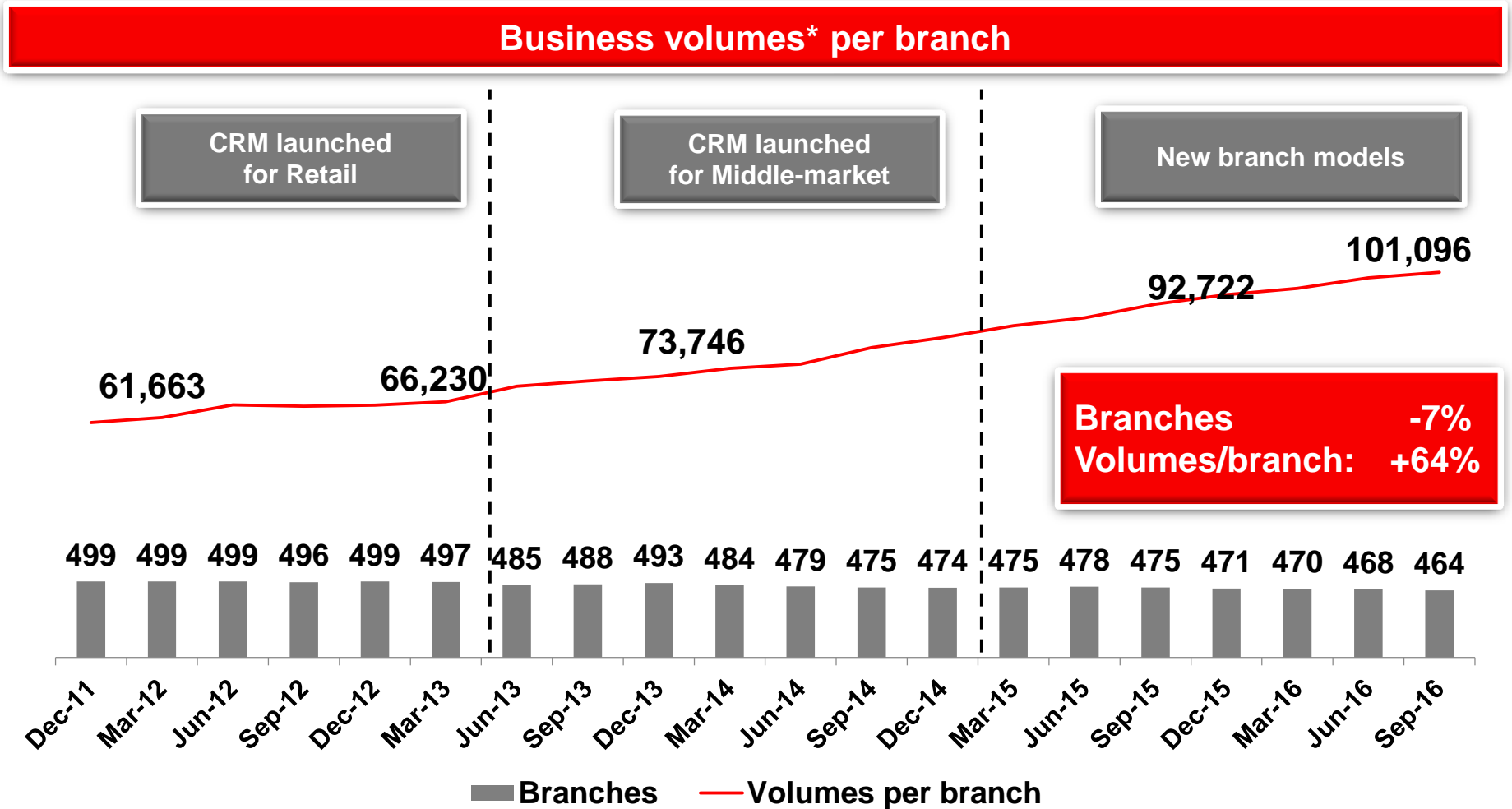


Internet usage market share²



Strategy III: Digital transformation

This transformation is boosting productivity...

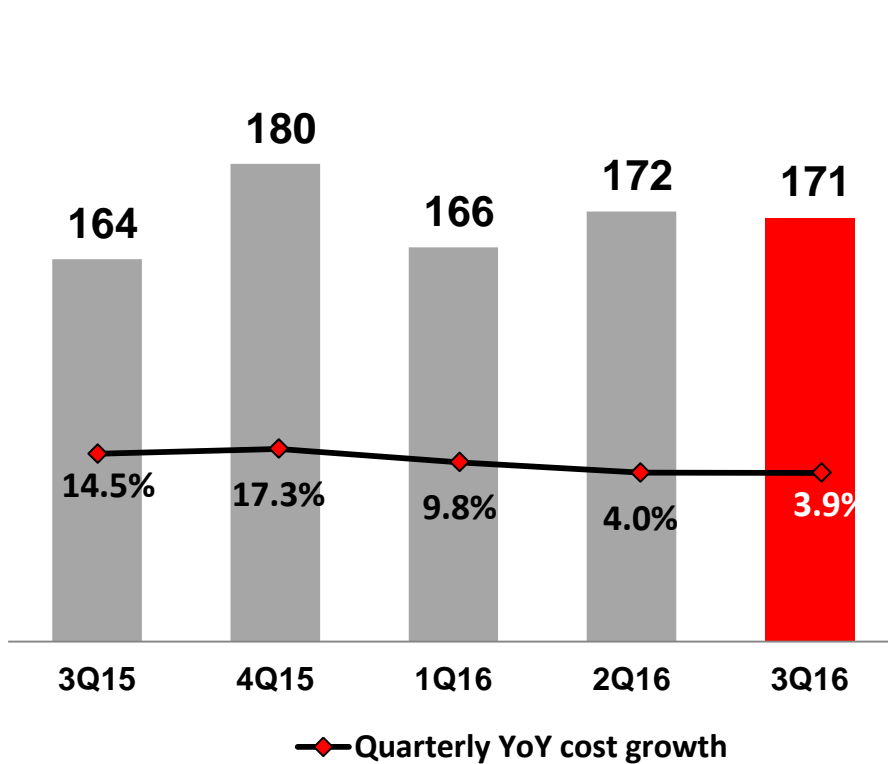


Strategy III: Digital transformation

... and lowering cost growth

Operating expenses

Ch\$bn



	9M16	YoY%
Personal exp.	294	5.7
Adm. exp.	169	2.0
Depreciation	47	23.2
Op. expenses	509	5.8
Efficiency Ratio ¹	42.1%	+150
Cost / Assets	1.9%	-10

4 objectives for healthy growth / higher profitability

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III. Deepening ongoing commercial transformation by expanding digital banking capabilities

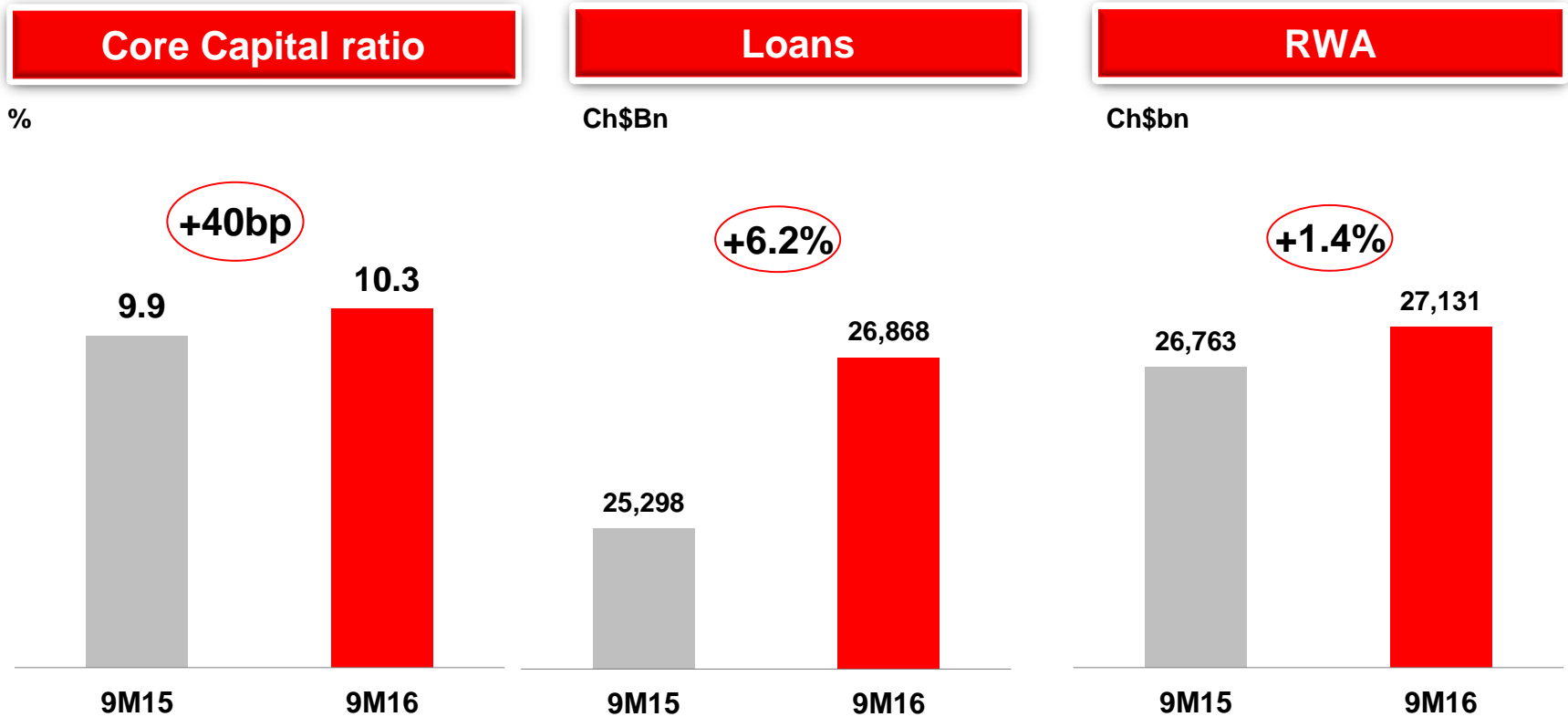


IV. Optimizing profitability and capital use to increase shareholder value in time



Strategy: IV. Optimizing profitability and capital

Solid capital levels for further growth



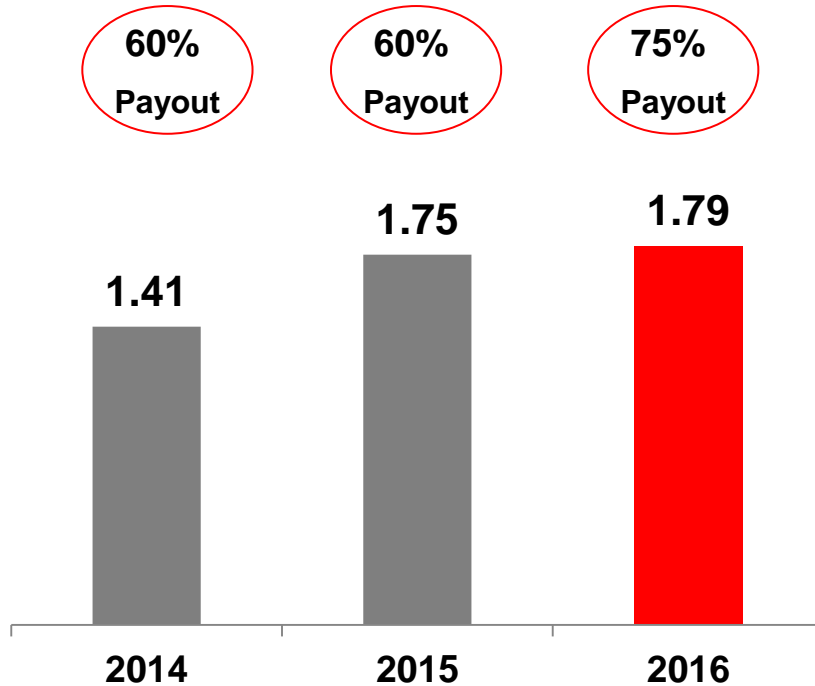
Capital ratios improve with contained RWA growth

Strategy: IV. Optimizing profitability and capital

Our strategy is increasing shareholder value in time

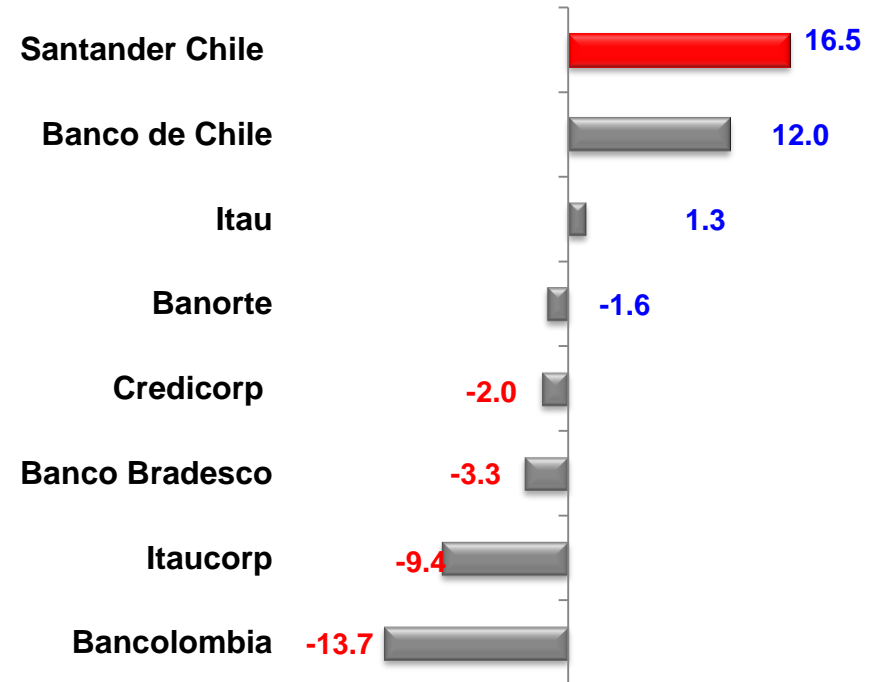
Dividend per share

Ch\$ per share



Total shareholder return

TSR including dividend, 12/31/14 - 9/30/16, %*



Dividend yield = 5.3% in 2016

Agenda

- **Macro-economic environment and financial system**
- **Strategy and results**
- **Outlook**

Sound outlook for Santander Chile

- **Chile: GDP growth expectations stabilize for 2016 and rise for 2017**
- **Loans and deposits growth decelerating, with stable risk levels**
- **BSAC: stronger Client contribution driving profitability in 3Q16, in line with strategy**
 - **Loan growth up 6.2% YoY and 1.8% QoQ, with a balanced growth between all segments and solid loan spreads**
 - **Funding costs improving**
 - **Gaining market share in most products**
 - **Stronger Client revenues: Client NII grew 8.1% YoY, with rising Client NIMs.**
 - **Customer loyalty and satisfaction continue to improve**
 - **Improved asset quality: coverage rises to 146% / NPLs at 2.1%**
 - **Cost growth under control: up 3.9% YoY in the quarter. Branch optimization plans underway**
 - **Business segment contribution up 16.6% YoY in 9M16**
 - **ROE reached 17.7% in 2Q16 and 9M16**
- **In 2017 we expect these sound business trends to continue**