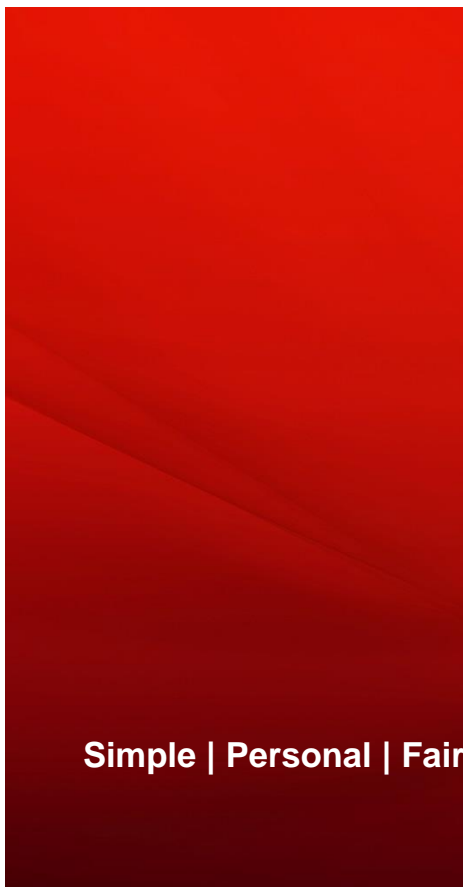


Banco Santander Chile

Solid business and profitability trends

April 2019



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 2018 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

Banco Santander Chile: the nation's leading bank

Healthy balance sheet

Positive results

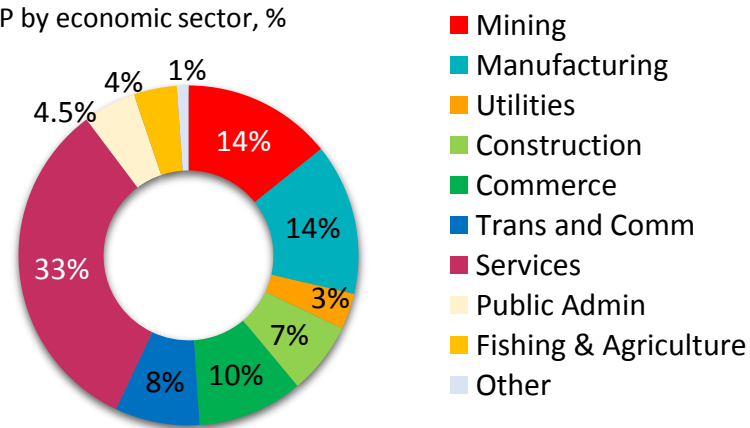
Summary

Chile: a stable and diversified economy

Chile: Key economic indicators^{1,2}

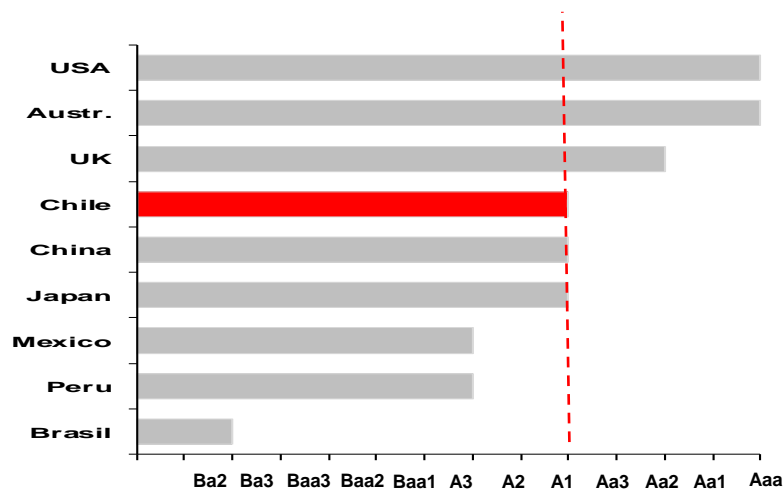
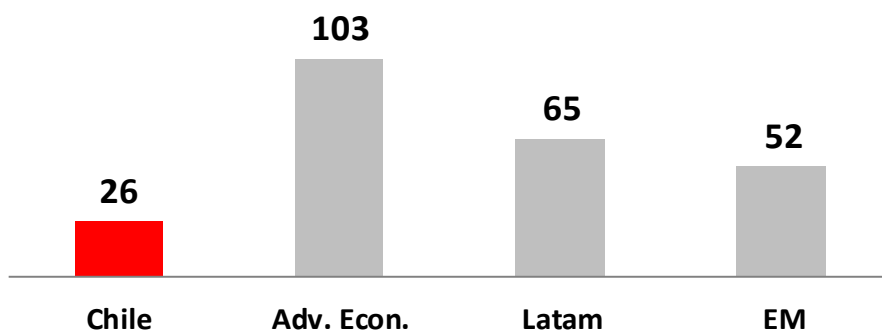
Population:	18.5mn
GDP ³ :	US\$297bn
GDP per capita (PPP): ⁴	US\$25,891
Exports / GDP:	25%
Investment / GDP :	21.8%
Net public debt / GDP:	5%
Sovereign ratings:	A1/A/A+

GDP by economic sector, %



Low public debt^{1,2}

Gross public debt, % GDP

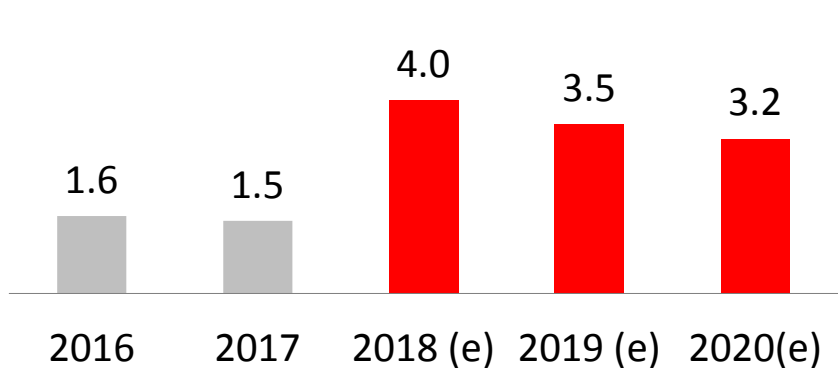


Macroeconomic environment

Good growth in 2018 set to continue in 2019 driven by investment...

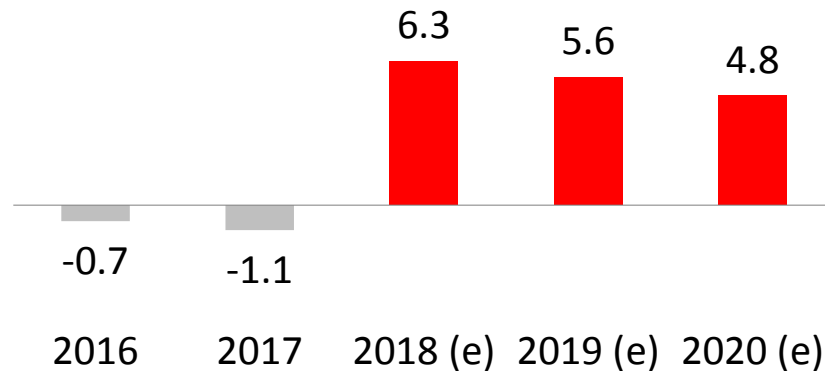
GDP

YoY real growth, %



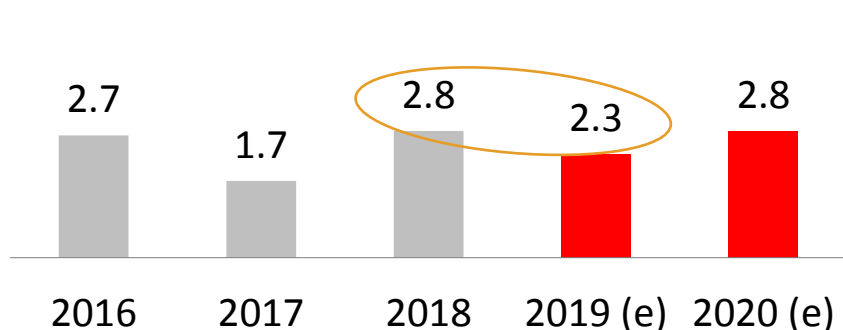
Investment

YoY real growth of fixed capital formation, %



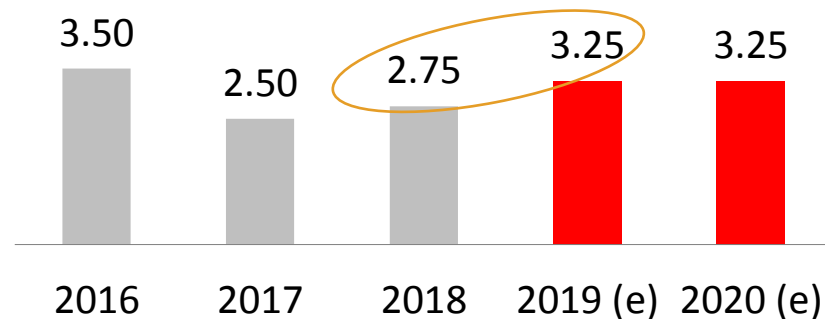
Inflation

Annual change in UF inflation, %



Central Bank ST Reference Rate

%

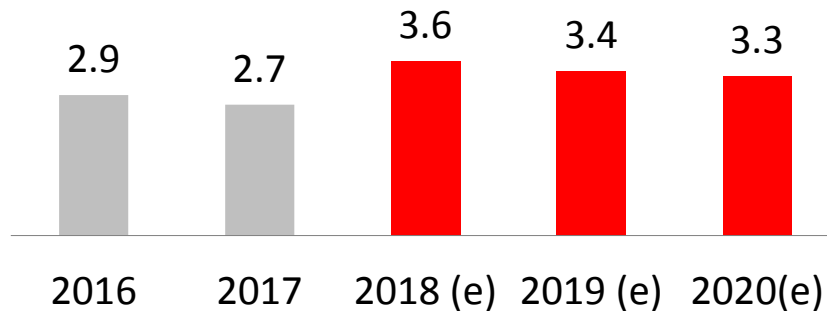


Macroeconomic environment

...in various sectors plus growth of consumption

Consumption

YoY growth, %

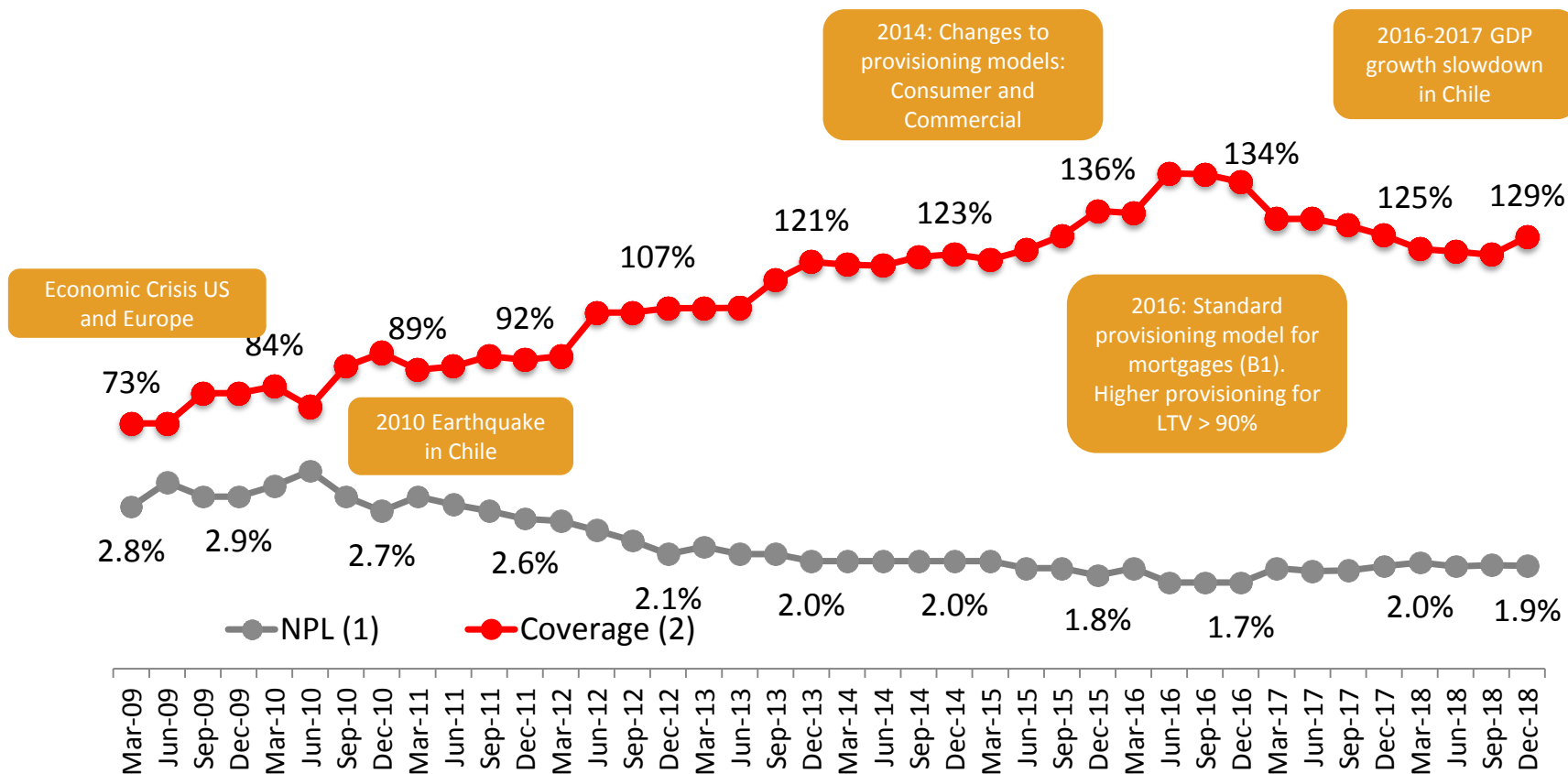


Growth by Sectors (YoY growth, %)

	2017	2018 (e)	2019 (f)	2020 (f)
Agro/Fishing	0.7	4.9	3.5	3.4
Mining	-2.0	4.8	2.8	1.2
Manufacturing	1.6	3.3	2.2	1.7
Utilities	3.2	3.5	3.3	2.9
Construction	-2.5	3.9	5.6	5.2
Commerce	3.6	5.4	4.2	4.0
Transportation	2.4	3.7	3.4	3.3
Communications	3.9	3.3	3.2	3.1
Services	1.7	4.0	3.8	3.5
Public Admin.	1.9	1.3	2.1	3.1
GDP	1.5	4.0	3.5	3.2

Asset quality has been stable throughout various cycles

Total loans: Non-performing loans (NPL) and coverage (%)



Agenda

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Summary

Santander Chile is the nation's leading bank

Figures in US\$



Business and Results	12M18 (US\$)	YoY
Gross Loans	43.4 bn	9.2%
Deposits	31.3 bn	10.8%
Equity	4.6 bn	5.7%
Net income ¹	855 mn	3.3%
Network and Customers	12M18	Market Share
Clients	3.4 mn	21.3% ²
Digital Clients	1.1 mn	34.5% ³
Offices	380	17.9%
Market Share²	12M18	Rank
Loans ⁴	18.6%	1
Deposits ⁴	17.9%	2
Checking accounts ²	21.3%	1
Bank credit cards ⁵	35.1%	1

1. Net income attributable to shareholder 2. Market share of clients with checking accounts, as of November 2018. Source: SBIF 3. Average yearly market share over clients that enter a website with a passkey. Excludes Banco Estado. Source: SBIF. YTD avg as of December 2018. 4. Excludes loans and deposits of Chilean banks held abroad. 5. Market share in terms of monetary amount of credit card purchases

Solid corporate governance standards

Independent Board

	Chairperson		Member		Financial Expert		
	★ Chairman of the Board	◆ Vice Chair	◆	◆	◆	◆	◆
	Analysis & Resolution Committee	Human Resources Committee	Audit Committee	Asset & Liability Committee	Market Committee	Risk Committee	Strategy Committee
Claudio Melandri ★		◆				◆	◆
Rodrigo Vergara ◆			◆	◆	◆		
Orlando Poblete Iturrate ◆		◆	◆			◆	
Juan Pedro Santa María Pérez	◆					◆	
Lucía Santa Cruz Sutil	◆					◆	◆
Ana Dorrego							
Andreu Plaza (*)							
Felix de Vicente Mingo		◆	◆	◆			◆
Alfonso Gomez Morales				◆	◆		◆
Blanca Bustamante Bravo, (Alternate)		◆					
Oscar Von Chrismar, (Alternate)				◆	◆	◆	

(*) Andreu Plaza resigned from the Board on March 12, 2019

Santander Group owns 67.2%. We are listed on the Santiago Stock Exchange and the NYSE



1. Source: SBIF Title IV Capital, Reserves and Dividends of Banks Art. 58

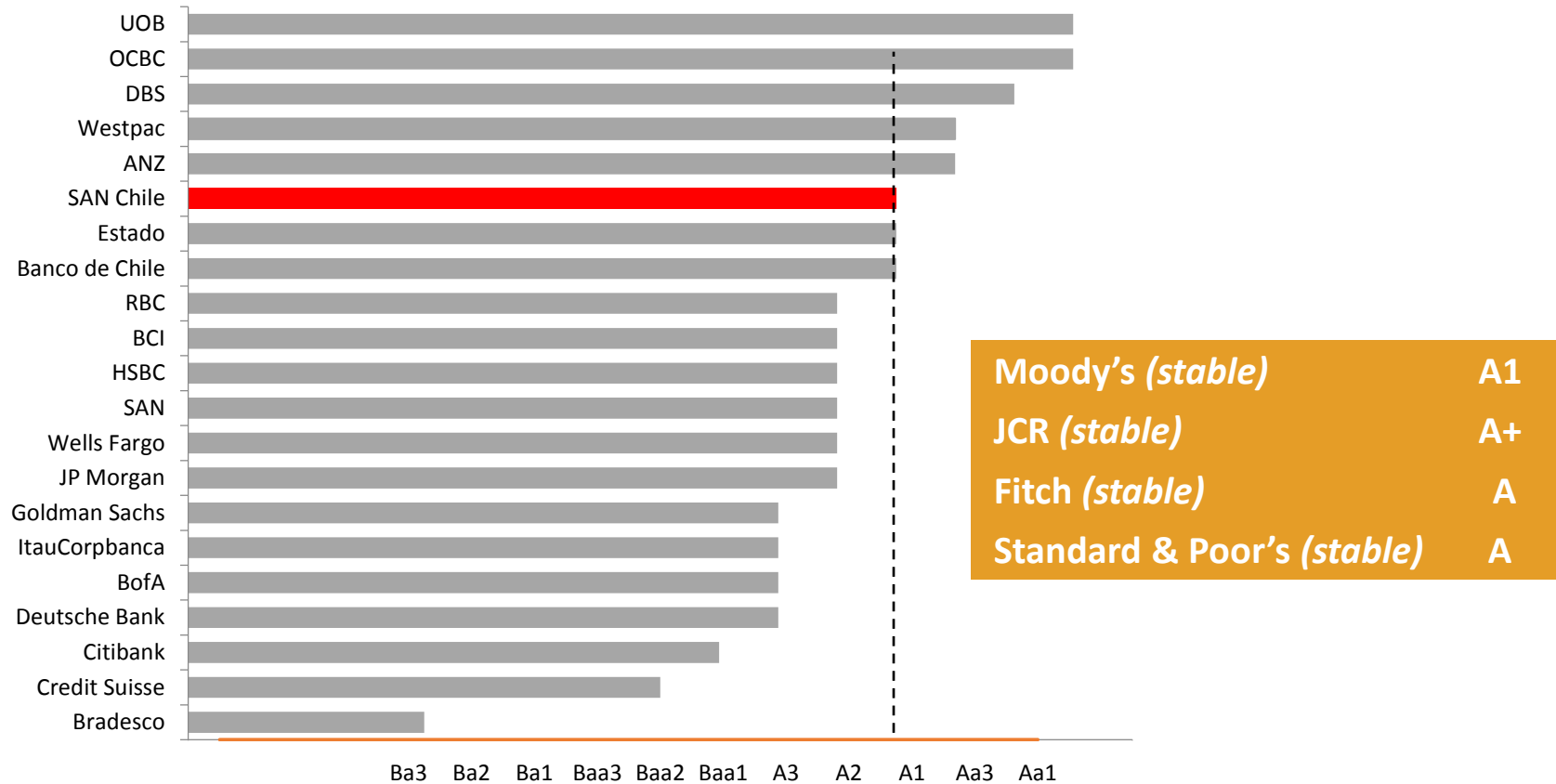
Corporate Governance Standards

- ✓ **Board of Directors:** 6 out of 11 Board members unrelated to Grupo Santander. Board approves Corporate Responsibility & Sustainability Policy and Strategy.
- ✓ **Liabe:** Directors of a Bank who propose the payment of dividends in violation of the provisions of Title IV of the General Banking Law shall be liable to the refund of the dividend distributed under such circumstances (Art. 58)¹.
- ✓ **Legal limits:** Related party lending: Limited to 5% of total equity (unsecured) or 25% (w/ collateral). Deposits in related party entities abroad: limited to 25% of regulatory capital. Too big to fail regulations. Santander Chile's BIS ratio >11% vs 8% legal limit.
- ✓ **Audit Committee:** At least 3 independent Board members by law. Autonomous Internal Auditing Area.
- ✓ **ALCO:** Makes decisions regarding capital, dividends, funding and liquidity.
- ✓ **Separation of functions:** commercial areas separated from risk; main credit decisions taken by committees.
- ✓ **Compliance:** Regulated by SBIF/CMF of Chile, ECB and SEC. Comply with SEC and NYSE Guidelines & SOX.
- ✓ **DJSI Chile, MILA**



Among banks with best international rating

Risk rating, Moody's scale



Agenda

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Healthy balance sheet

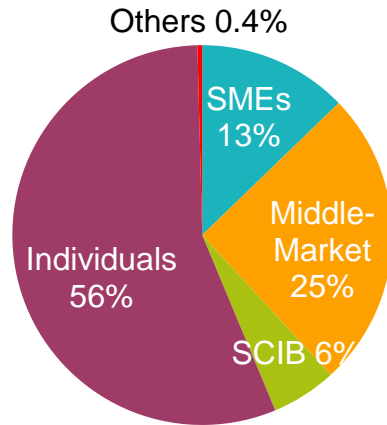
Positive results

Summary

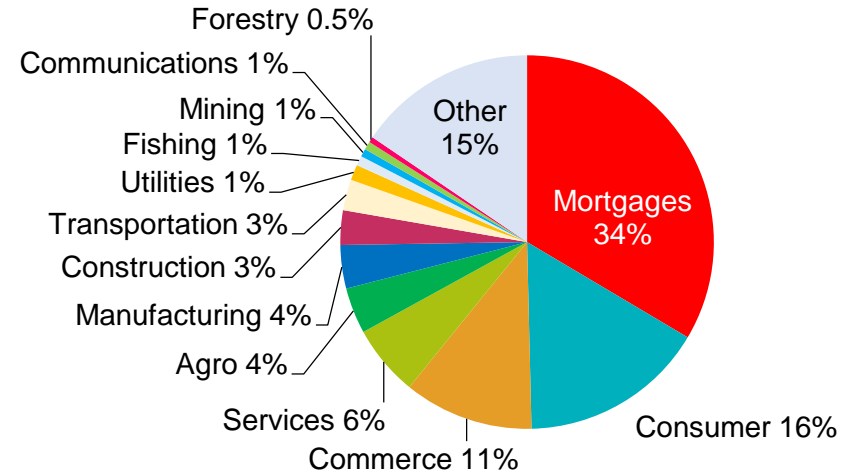
A diversified loan book

Figures as of Dec. 2018

Loans by Segment



Loans by sector

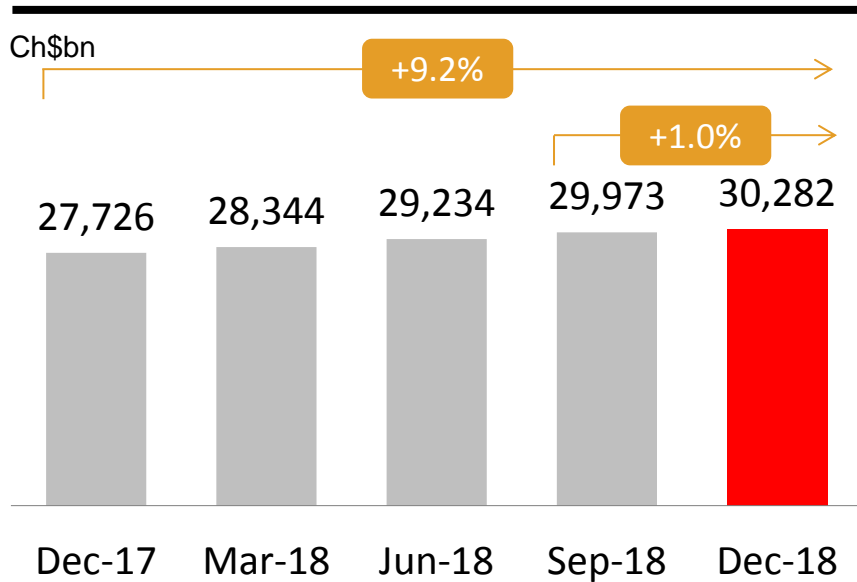


- **56% Individuals / 44% companies**
- **High diversification by sector**
- **Individual:** focus on growing in the mid-high income segments. Selective growth in lower-end segments
- **SMEs:** focus on larger SMEs, especially with a balanced flow of income (lending and non-lending products)
- **Middle-market:** focus on non-lending business activities. Loans as part of an integral client relationship
- **SCIB:** strong focus on non-lending activities

A healthy balance sheet

Loan growth accelerating in line with the economy

Total Loans



Ch\$ bn	12M18	YoY
Individuals ¹	16,921	9.8%
Consumer	4,876	7.0%
Mortgages	10,151	11.6%
SMEs	3,865	1.1%
Retail	20,787	8.1%
Middle Market	7,690	13.5%
Corporate (SCIB)	1,682	2.9%
Total²	30,282	9.2%

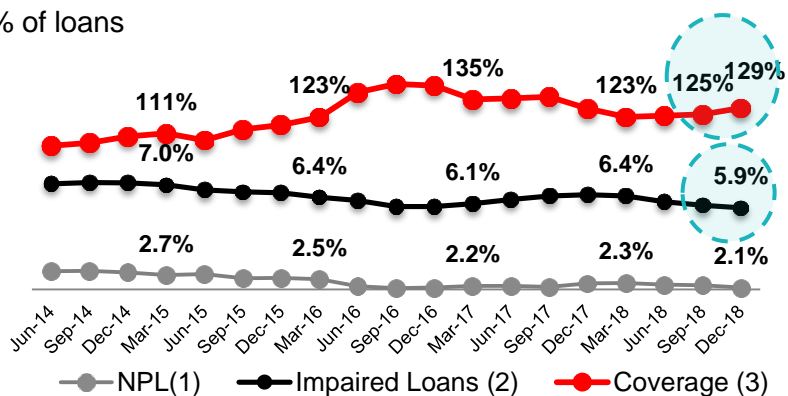
2019: Loan growth of 8-10% expected

A healthy balance sheet

Positive evolution of asset quality

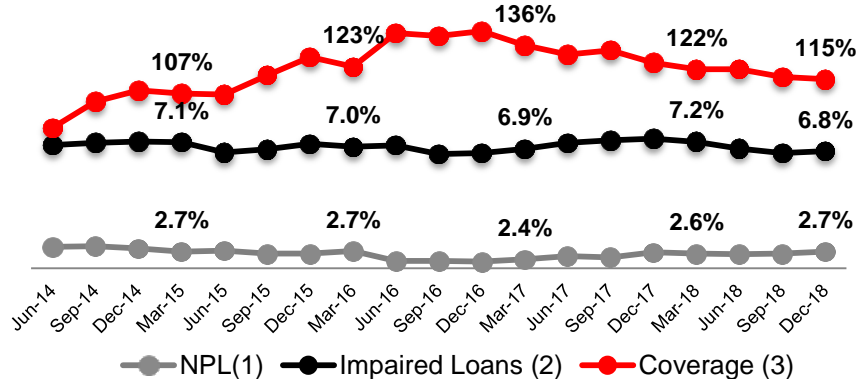
Total loans

% of loans



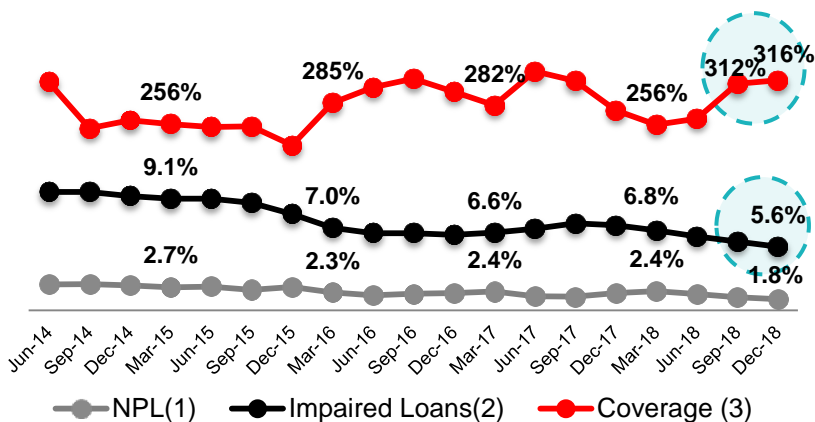
Commercial loans

% of loans



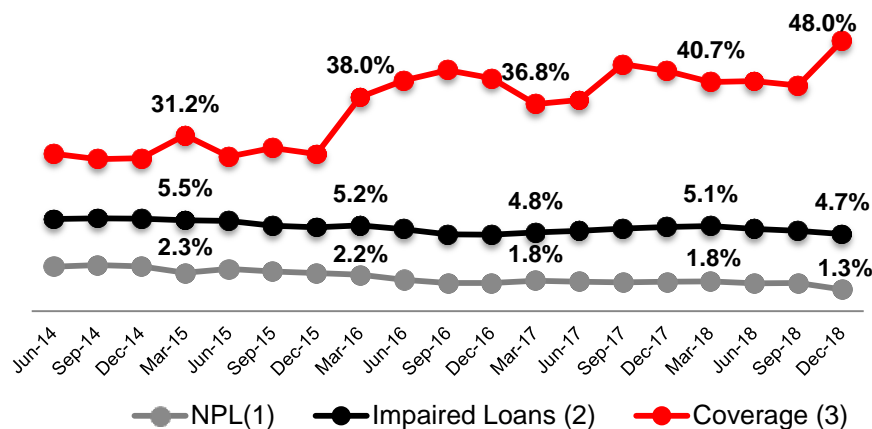
Consumer loans

% of loans



Mortgage loans

% of loans



Including one-time additional provision of Ch\$20bn in 3Q18

2Q19 we will recognize another one-time provision of Ch\$55bn



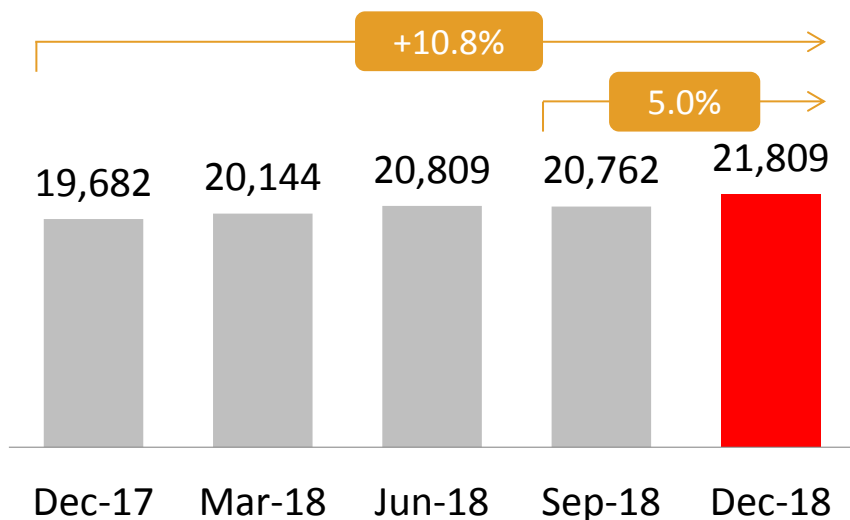
1. 90 days or more NPLs. 2. Impaired NPLs + restructured loans 3. Loan loss reserves over NPLs

A healthy balance sheet

Positive YoY growth of demand deposits in the year

Total Deposits

Ch\$bn

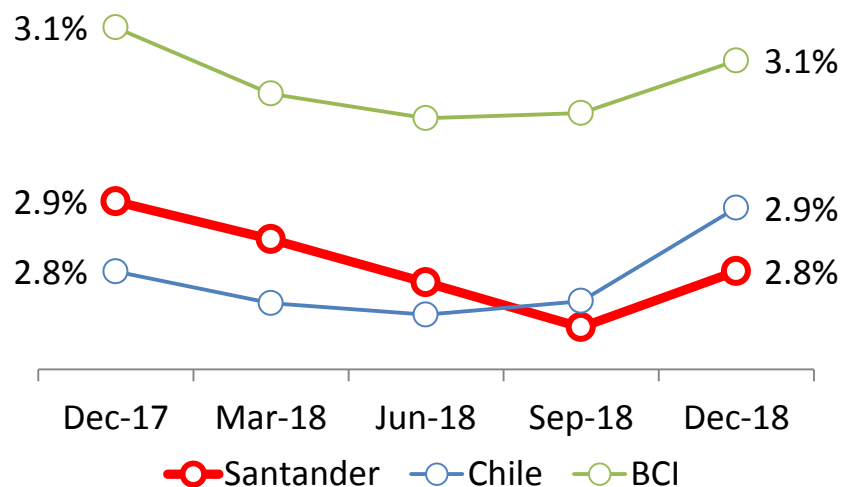


Ch\$ bn	12M18	YoY
Demand	8,741	12.5%
Time	13,068	9.7%
Total Deposits	21,809	10.8%
Mutual funds ¹	5,576	10.3%
Loans to deposits²	98.0%	
LCR³	151.6%	
NSFR⁴	109.5%	

A healthy balance sheet

Focus on cost of funds in light of higher local rates

CLP Time Deposit Cost Evolution¹



Demand deposits by segment

Ch\$ bn	12M18	YoY
Individuals	3,075	11.3%
SMEs	1,372	8.1%
Retail	4,448	10.3%
Middle Market	2,666	9.8%
Corporate (SCIB)	1,264	22.7%
Total²	8,741	12.5%



1. Interest expense from time deposits over time deposits on a monthly basis. Source of data used to construct the ratio: SBIF

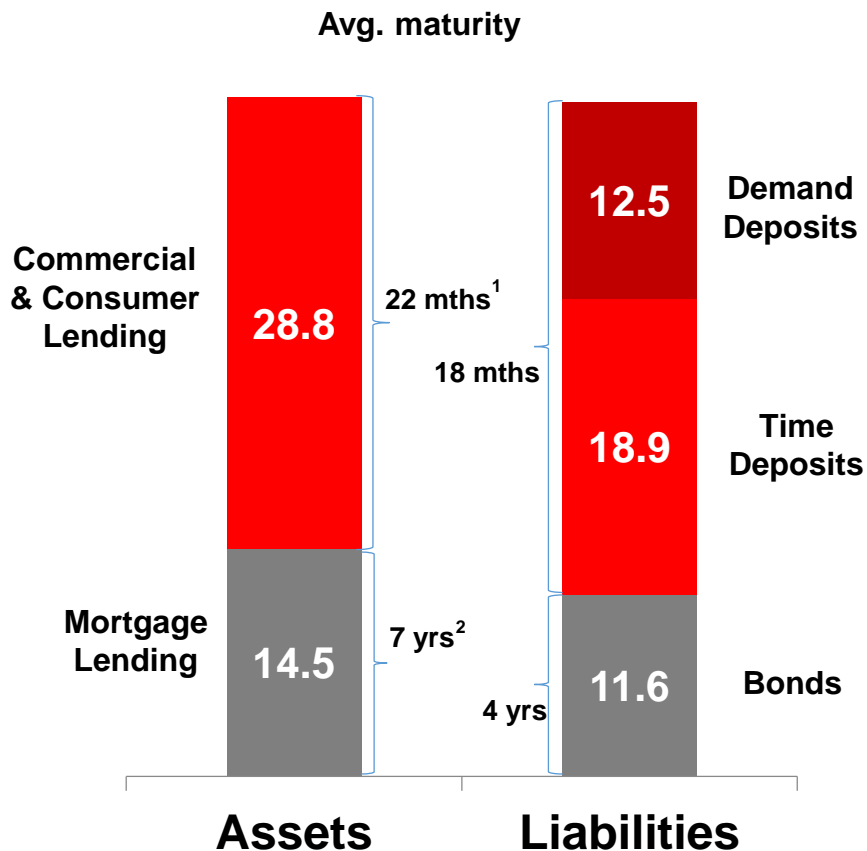
2. Includes deposits from our financial division

A healthy balance sheet

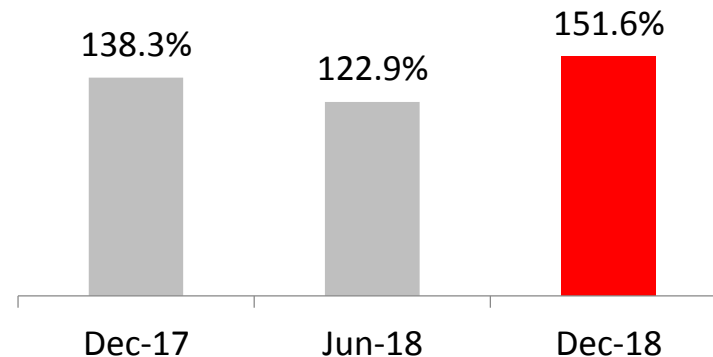
Solid balance structure and liquidity levels

Structural balance sheet

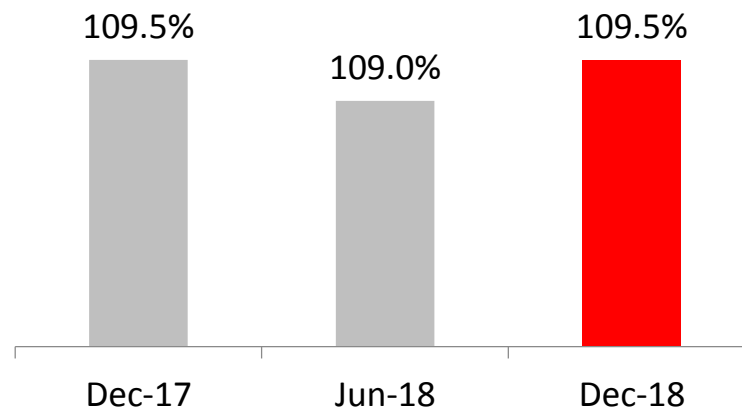
US\$bn Dec. 2018



LCR ECB³



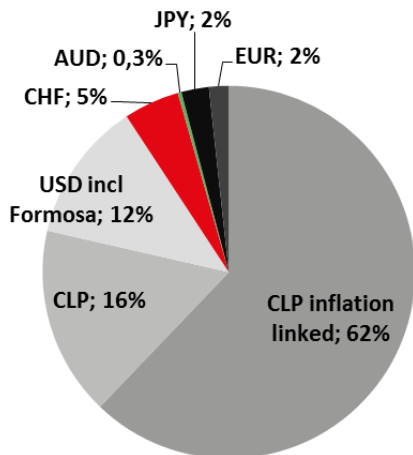
NSFR⁴



1. Assumes an actual duration for demand deposits of three years. 2. Duration includes pre-payment assumption. 3. LCR calculated following the ECB rules and not the local Chilean regulator's guidelines still under discussion. 4. Internal methodology and not the local Chilean regulator's guidelines still under discussion

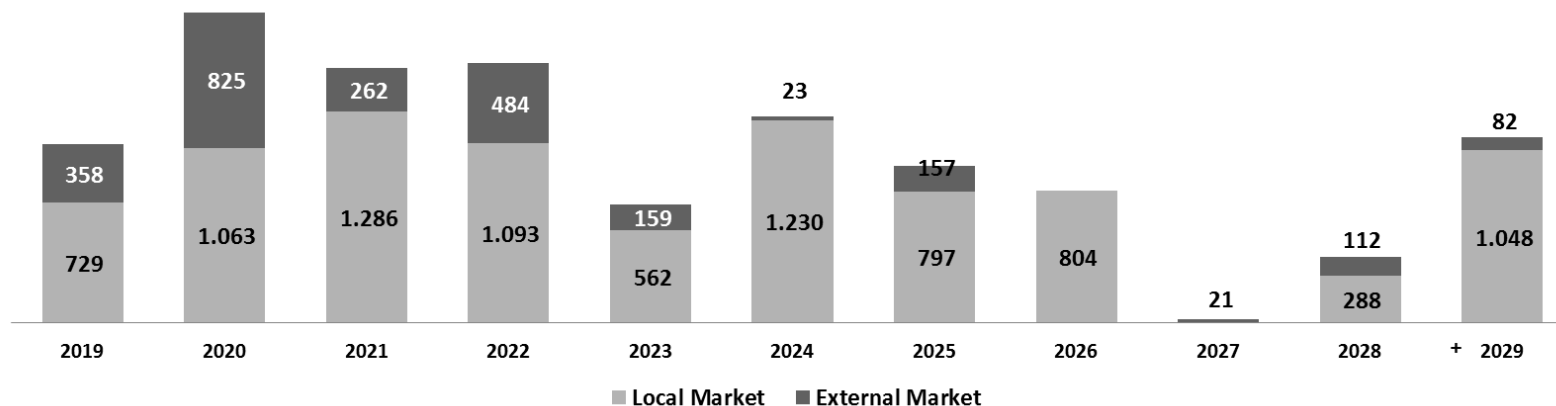
We are an active issuer in international markets

Bonds



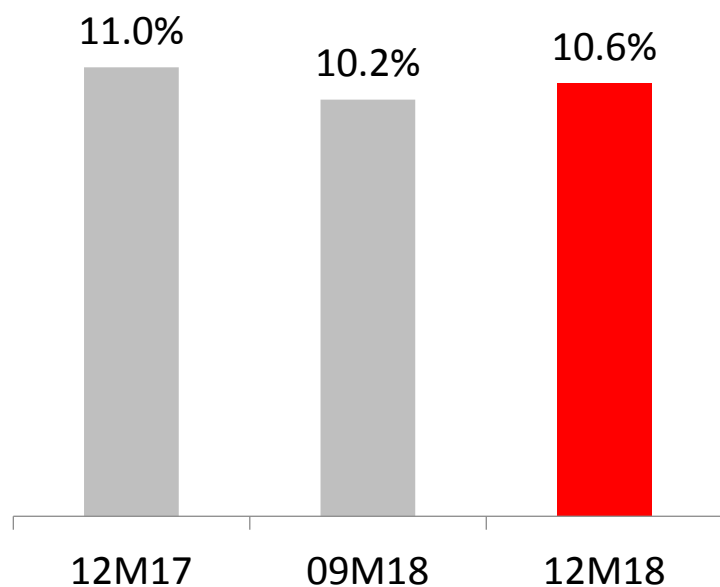
- Total outstanding: US\$11.6bn
- We issue US\$2-3bn a year
- High diversification by country
- MTN program: Private placements or public deals
- All foreign debt is swapped backed to local currency
- We issue Fixed and Floating notes
- AT1 approved under the new Banking Law. Probably can issue in 2020

Maturity profile

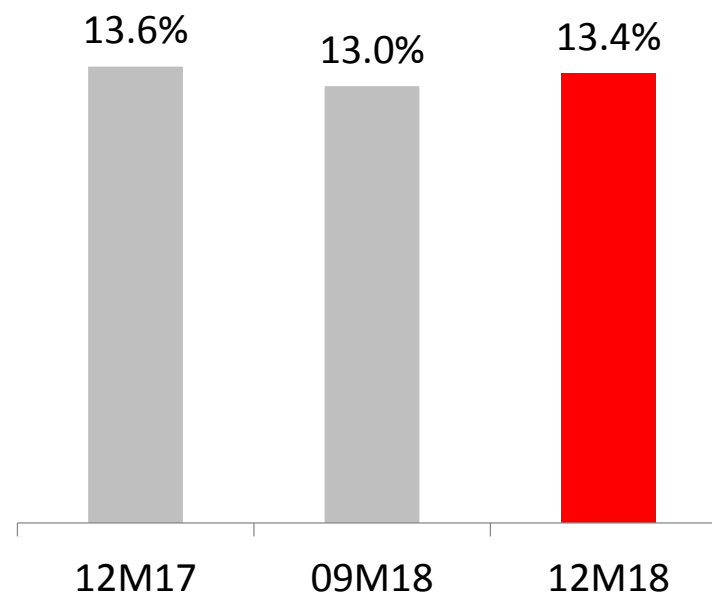


Sustainable capital ratios

Core capital



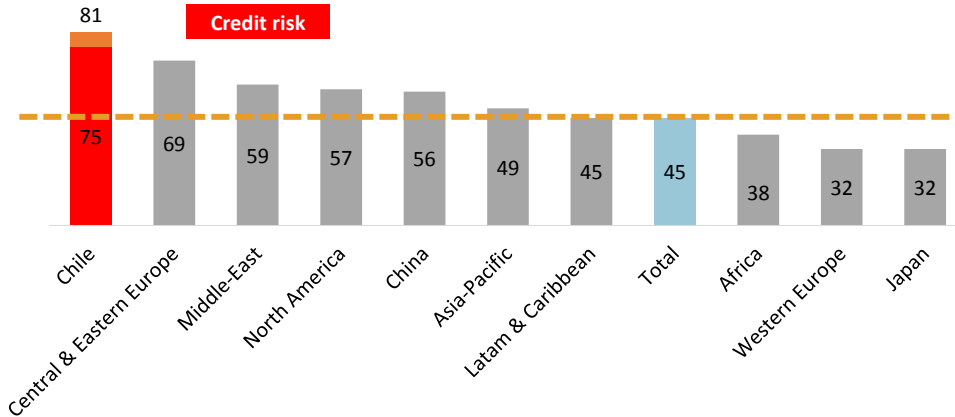
BIS Ratio



A healthy balance sheet

New banking regulation institutes BIS III in Chile

RWA Density Worldwide*

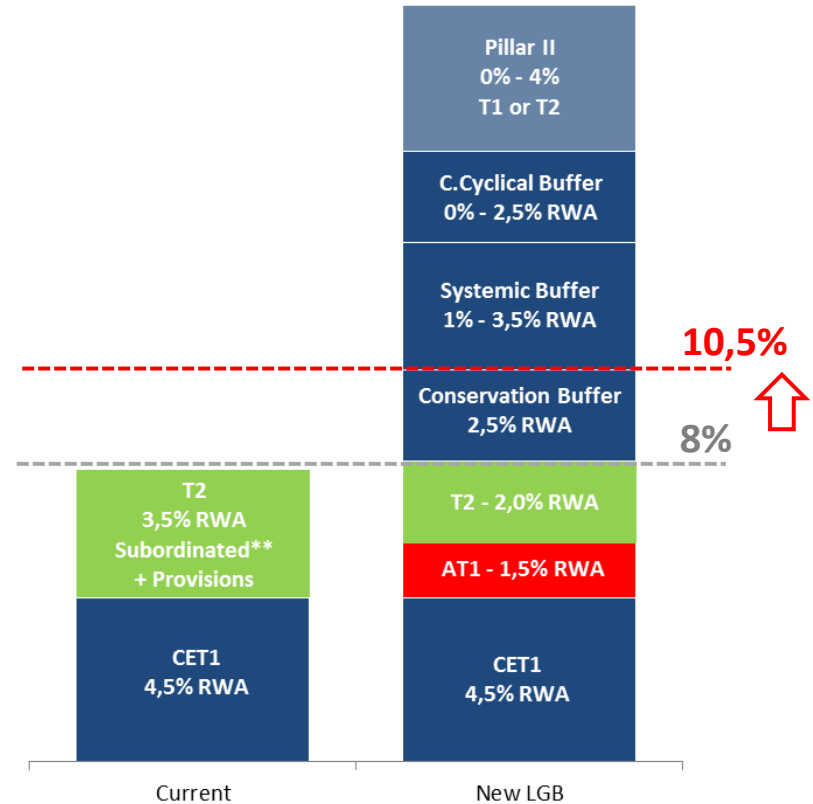


- New Banking Law passed at beginning of the year
- Hybrid instruments (AT1 and Preferred stock) will be recognized as capital
- A normal transition to BIS III should be positive for our capital ratios

* BIS. RWA density = Risk weighted assets / Total assets. The Banker database July 2017. Chile includes credit and market risk



Introducing new capital requirements



** Subordinated bonds allowed up to 50% of the CET1

Agenda

Macro-economic environment and financial system

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Healthy balance sheet

Positive results

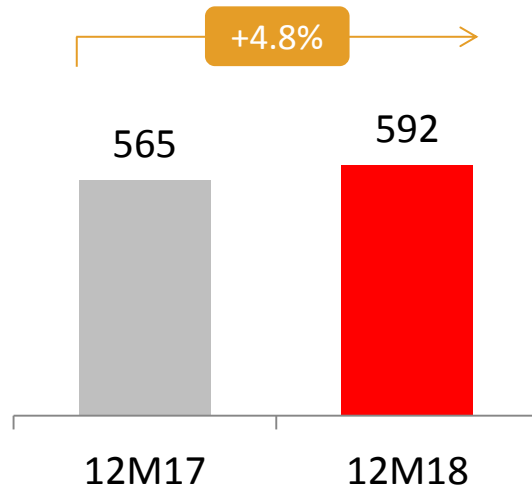
Summary

Positive results

Rise in net income driven by positive growth of core revenues

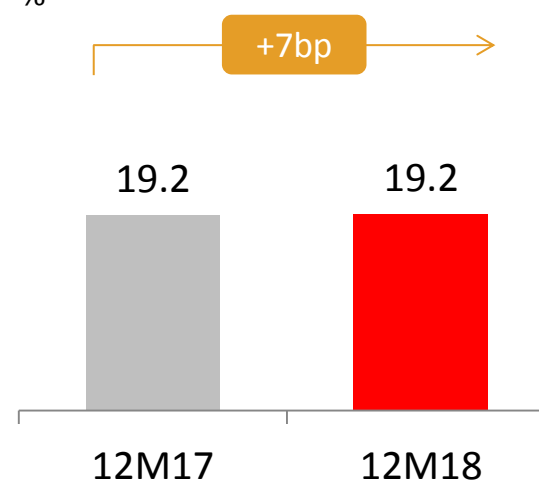
Net income¹

Ch\$bn



ROE

%



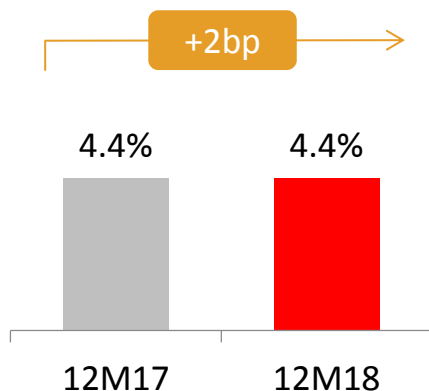
Positive results

NIM net of risk stable at 3.4% 12M18

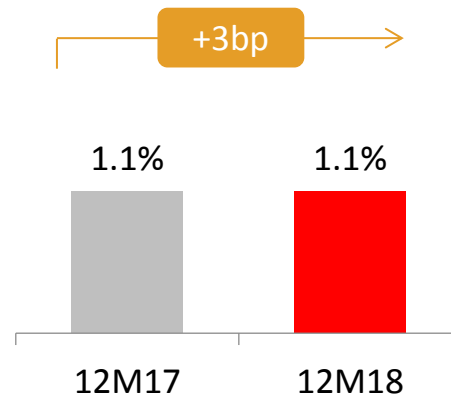
Net Interest Income

Ch\$ bn	12M18	YoY
Net interest income	1,414	6.6%
Average interest-earning assets	31,836	6.1%
Average loans	29,145	6.2%
Interest earning asset yield ²	7.0%	+19bp
Cost of funds ³	2.72%	+20bp
NIM YTD	4.4%	2bp

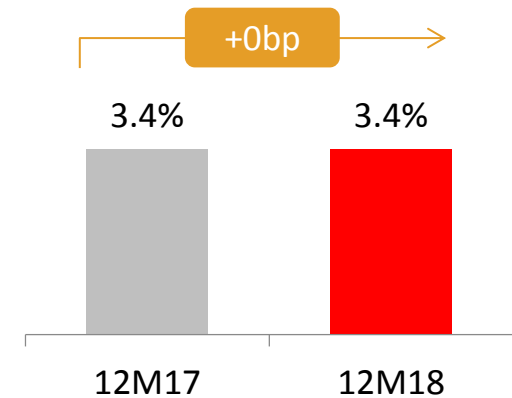
NIM¹



Cost of Credit²



NIM net of risk³



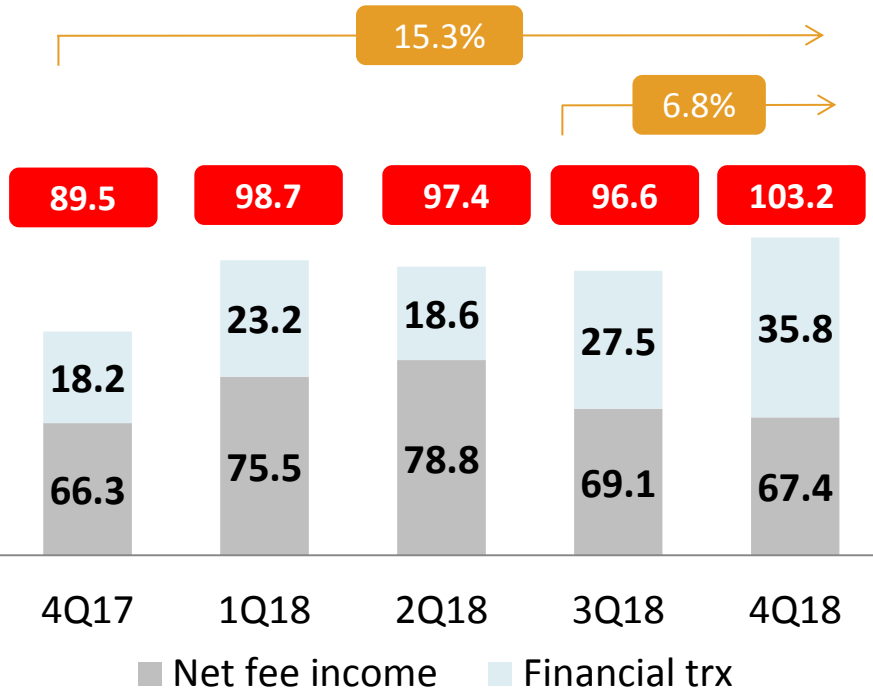
1. Annualized Net interest income divided by average interest earning assets 2. Annualized provisions for loans losses divided by average total loans.
3. Annualized Net interest income net of provisions divided by the average interest earning assets. Averages are calculated using monthly figures. 4. Annualized provisions for loans losses divided by average total loans.

Positive results

Positive growth of non-interest income from business segments

Non-interest income¹

Ch\$bn

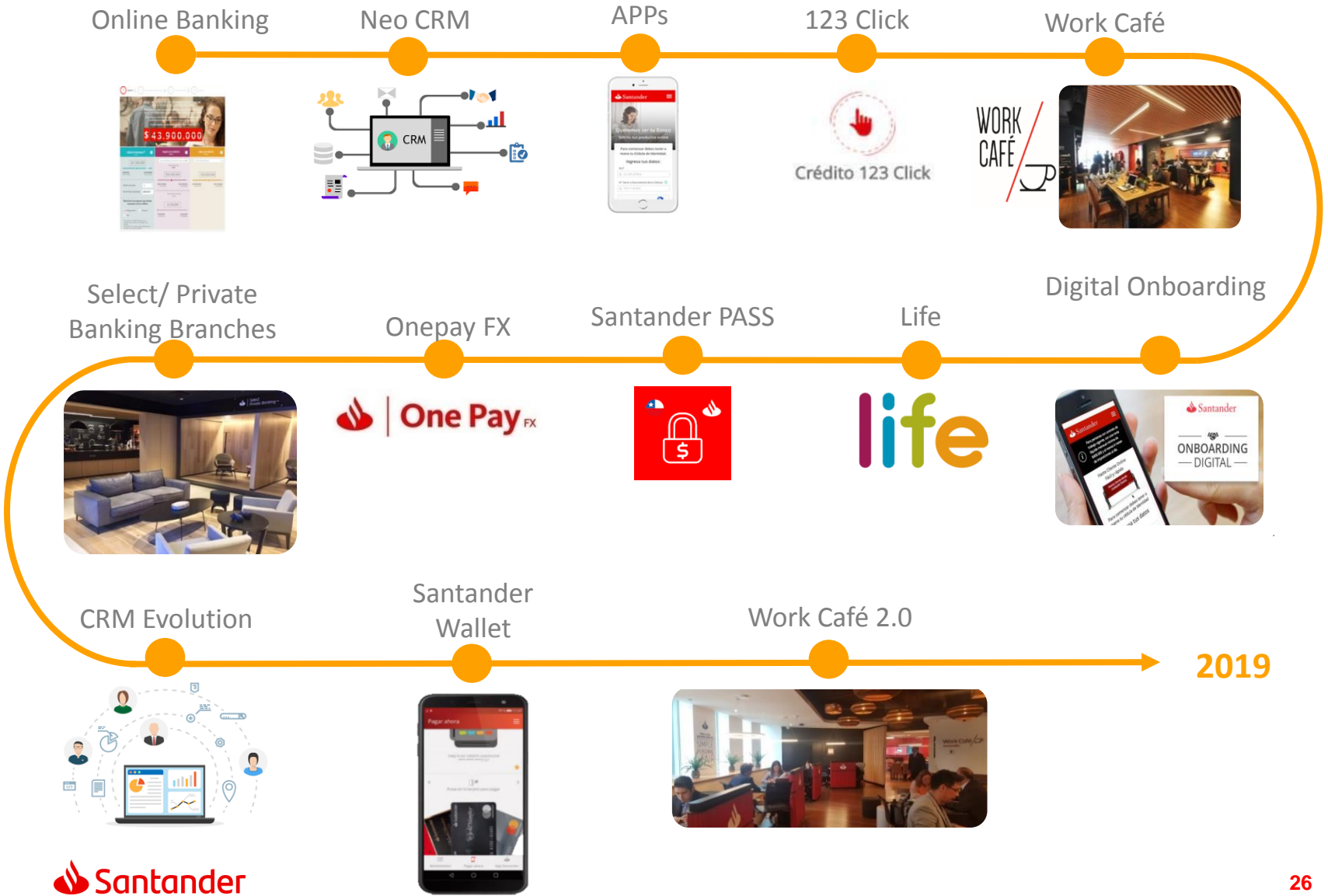


Non-interest income

Ch\$ bn	12M18	YoY
Retail	240.2	5.8%
Middle Market	53.6	7.1%
Corporate	92.4	18.0%
Subtotal	386.2	8.7%
Others ²	9.7	(81.8%)
Total non-interest income	396.0	(3.1%)

Higher rates and lower ATM fees reduces total results

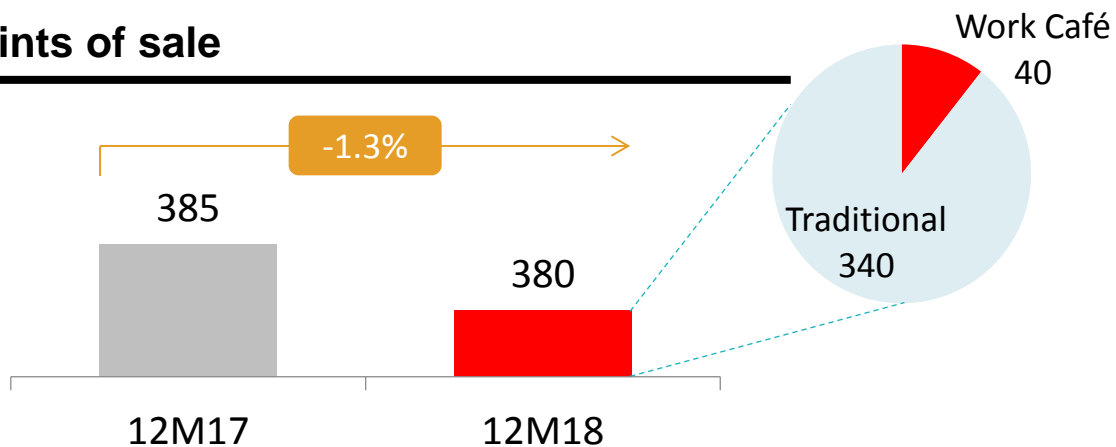
Advancing our *phygital* strategy



Positive results

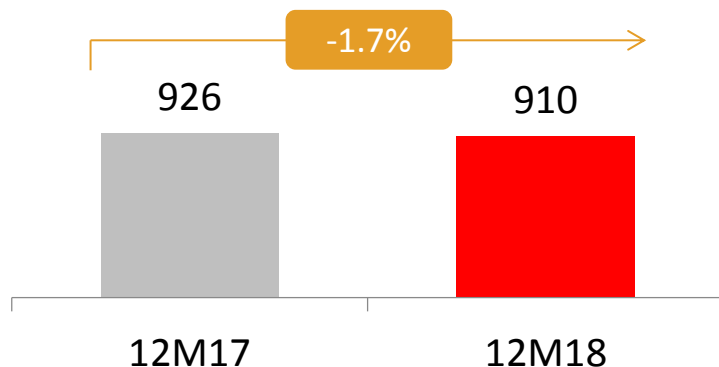
Restructuring our physical distribution network

Points of sale

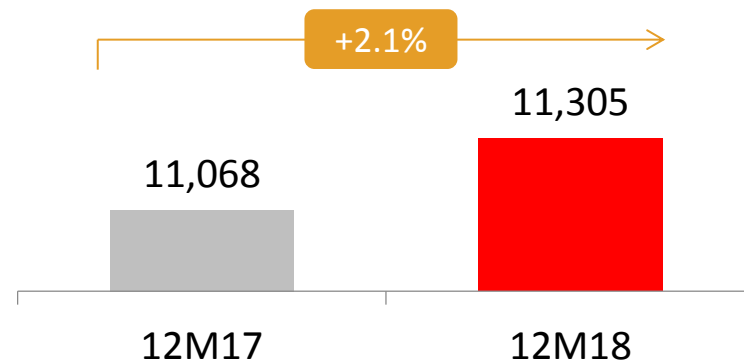


We reached 40 Work Cafés by year-end

ATMs



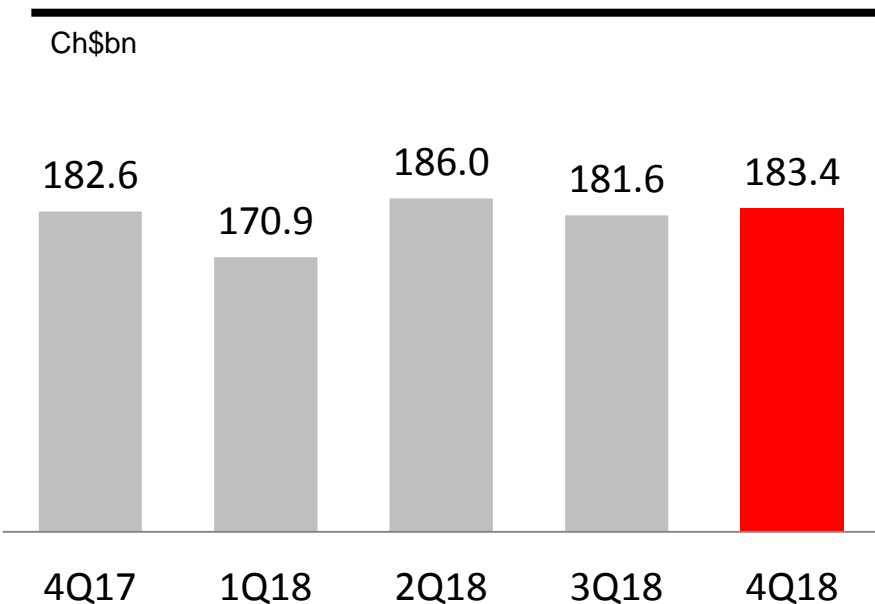
Employees



Positive results

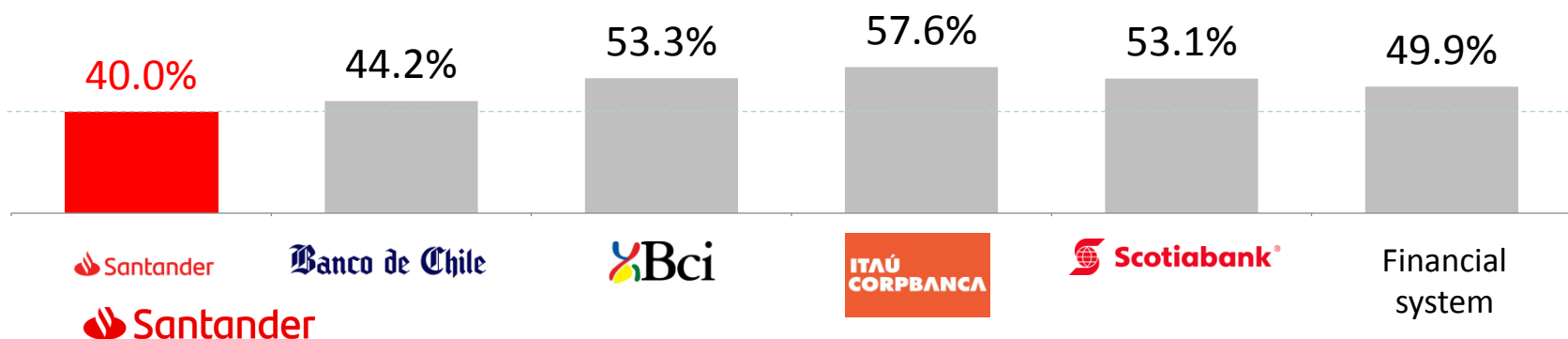
Improving our efficiency

Operating Expenses



Ch\$ bn	12M18	YoY
Personnel expenses	397.6	0.2%
Administrative expenses	245.1	6.5%
Depreciation	79.3	1.9%
Operating expenses	721.9	2.4%
Efficiency ratio	40.0%	-81bp
Cost/Assets	1.9%	-4.6bp

Efficiency Ratio (%)













1. Operating expenses excluding Impairment and Other operating expenses 2. Efficiency ratio: Oper. Expense excluding impairment / Net interest income + fee income + financial transactions, and Other operating income, net

Positive results

Overall growing ROAE above the competition

ROAE

Ch\$bn

		Growth 2015 to 2018	2018	2017	2016	2015
 Santander		+210bp	19.2%	19.2%	17.1%	17.1%
 Chile		-260bp	18.7%	19.3%	19.6%	21.3%
 BCI		-400bp	13.5%	14.0%	14.7%	17.5%
 Itaú Corpbanca		-950bp	5.3%	1.8%	0.1%	14.8%
 Scotiabank		-580bp	5.4%	12.0%	11.5%	11.2%

Agenda

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Summary

Sound outlook for 2019

- ✓ GDP growth estimate of 3.5% in 2019 led by investment
- ✓ Estimated loan growth of 8-10% this year
- ✓ We should be issuing US\$2-3bn this year
- ✓ New banking law passed. AT1 should be approved in 2020
- ✓ Core revenues growing in line with average loans, but some pressure on margins due to lower inflation
- ✓ Positive evolution of asset quality. New provisioning requirement for commercial loans analyzed on a group basis ~18bp in terms of cost of credit
- ✓ Advancing our investments in digital banking and new branch network models

Annexes

Annexes

Unaudited Balance Sheet				
	Dec-18	Dec-18	Dec-17	Dec-18/Dec-17
	US\$ Ths ¹	Ch\$ Million		% Chg.
Cash and deposits in banks	2,960,102	2,065,441	1,452,922	42.2%
Cash items in process of collection	506,990	353,757	668,145	(47.1%)
Trading investments	110,412	77,041	485,736	(84.1%)
Investments under resale agreements	-	-	-	--%
Financial derivative contracts	4,443,698	3,100,635	2,238,647	38.5%
Interbank loans, net	21,591	15,065	162,599	(90.7%)
Loans and account receivables from customers, net	42,235,683	29,470,370	26,747,542	10.2%
Available for sale investments	3,431,442	2,394,323	2,574,546	(7.0%)
Held-to-maturity investments	-	-	-	--%
Investments in associates and other companies	46,281	32,293	27,585	17.1%
Intangible assets	95,911	66,923	63,219	5.9%
Property, plant and equipment	363,429	253,586	242,547	4.6%
Current taxes	-	-	-	--%
Deferred taxes	548,805	382,934	385,608	(0.7%)
Other assets	1,411,643	984,988	755,183	30.4%
Total Assets	56,175,986	39,197,356	35,804,279	9.5%
Deposits and other demand liabilities	12,527,828	8,741,417	7,768,166	12.5%
Cash items in process of being cleared	233,666	163,043	486,726	(66.5%)
Obligations under repurchase agreements	69,573	48,545	268,061	(81.9%)
Time deposits and other time liabilities	18,728,243	13,067,819	11,913,945	9.7%
Financial derivatives contracts	3,608,301	2,517,728	2,139,488	17.7%
Interbank borrowings	2,563,383	1,788,626	1,698,357	5.3%
Issued debt instruments	11,630,407	8,115,233	7,093,653	14.4%
Other financial liabilities	308,702	215,400	242,030	(11.0%)
Current taxes	11,599	8,093	6,435	25.8%
Deferred taxes	22,063	15,395	9,663	59.3%
Provisions	472,856	329,940	324,329	1.7%
Other liabilities	1,290,427	900,408	745,363	20.8%
Total Liabilities	51,467,047	35,911,647	32,696,216	9.8%
Equity				
Capital	1,277,378	891,303	891,303	0.0%
Reserves	2,755,993	1,923,022	1,781,818	7.9%
Valuation adjustments	15,607	10,890	(2,312)	(571.0%)
Retained Earnings:				
Retained earnings from prior years	-	-	-	--%
Income for the period	848,289	591,902	564,815	4.8%
Minus: Provision for mandatory dividends	(254,487)	(177,571)	(169,444)	4.8%
Total Shareholders' Equity	4,642,780	3,239,546	3,066,180	5.7%
Non-controlling interest	66,159	46,163	41,883	10.2%
Total Equity	4,708,939	3,285,709	3,108,063	5.7%
Total Liabilities and Equity	56,175,986	39,197,356	35,804,279	9.5%

1. The exchange rate used to calculate the figures in dollars was Ch\$697.76/ US\$1

Unaudited YTD Income Statement

	Dec-18	Dec-18	Dec-17	Dec-18/Dec-17
	US\$ Ths ¹	Ch\$ Million		% Chg.
Interest income	3,216,460	2,244,317	2,058,446	9.0%
Interest expense	(1,189,448)	(829,949)	(731,755)	13.4%
Net interest income	2,027,012	1,414,368	1,326,691	6.6%
Fee and commission income	694,312	484,463	455,558	6.3%
Fee and commission expense	(277,428)	(193,578)	(176,495)	9.7%
Net fee and commission income	416,884	290,885	279,063	4.2%
Net income (expense) from financial operations	76,207	53,174	2,796	1801.8%
Net foreign exchange gain	74,392	51,908	126,956	(59.1%)
Total financial transactions, net	150,599	105,082	129,752	(19.0%)
Other operating income	56,647	39,526	87,163	(54.7%)
Net operating profit before provisions for loan losses	2,651,142	1,849,861	1,822,669	1.5%
Provision for loan losses	(465,898)	(325,085)	(299,205)	8.6%
Net operating profit	2,185,244	1,524,776	1,523,464	0.1%
Personnel salaries and expenses	(569,772)	(397,564)	(396,967)	0.2%
Administrative expenses	(351,251)	(245,089)	(230,103)	6.5%
Depreciation and amortization	(113,621)	(79,280)	(77,823)	1.9%
Op. expenses excl. Impairment and Other operating expenses	(1,034,644)	(721,933)	(704,893)	2.4%
Impairment of property, plant and equipment	(56)	(39)	(5,644)	(99.3%)
Other operating expenses	(65,553)	(45,740)	(96,014)	(52.4%)
Total operating expenses	(1,100,252)	(767,712)	(806,551)	(4.8%)
Operating income	1,084,992	757,064	716,913	5.6%
Income from investments in associates and other companies	7,302	5,095	3,963	28.6%
Income before tax	1,092,294	762,159	720,876	5.7%
Income tax expense	(237,757)	(165,897)	(143,613)	15.5%
Net income from ordinary activities	854,537	596,262	577,263	3.3%
Net income discontinued operations	-	-	-	--%
Net income attributable to:				
Non-controlling interest	6,249	4,360	12,448	(65.0%)
Net income attributable to equity holders of the Bank	848,289	591,902	564,815	4.8%

1. The exchange rate used to calculate the figures in dollars was Ch\$697.76/ US\$1

Annexes

Unaudited Quarterly Income Statement

	4Q18	4Q18	3Q18	4Q17	4Q18/4Q17	4Q18/3Q18
	US\$ Ths ¹		Ch\$ Million			% Chg.
Interest income	841,855	587,413	568,132	524,299	12.0%	3.4%
Interest expense	(329,357)	(229,812)	(211,410)	(177,798)	29.3%	8.7%
Net interest income	512,499	357,601	356,722	346,501	3.2%	0.2%
Fee and commission income	170,989	119,309	118,606	112,308	6.2%	0.6%
Fee and commission expense	(74,339)	(51,871)	(49,477)	(46,008)	12.7%	4.8%
Net fee and commission income	96,649	67,438	69,129	66,300	1.7%	(2.4%)
Net income (expense) from financial operations	54,179	37,804	24,223	(50,137)	(175.4%)	56.1%
Net foreign exchange gain	(2,915)	(2,034)	3,308	68,311	(103.0%)	(161.5%)
Total financial transactions, net	51,264	35,770	27,531	18,174	96.8%	29.9%
Other operating income	15,434	10,769	4,193	19,224	(44.0%)	156.8%
Net operating profit before provisions for loan losses	675,846	471,578	457,575	450,199	4.7%	3.1%
Provision for loan losses	(105,026)	(73,283)	(96,396)	(76,805)	(4.6%)	(24.0%)
Net operating profit	570,819	398,295	361,179	373,394	6.7%	10.3%
Personnel salaries and expenses	(143,132)	(99,872)	(104,115)	(102,086)	(2.2%)	(4.1%)
Administrative expenses	(88,869)	(62,009)	(58,215)	(58,203)	6.5%	6.5%
Depreciation and amortization	(30,873)	(21,542)	(19,298)	(22,355)	(3.6%)	11.6%
Op. expenses excl. Impairment and Other operating expenses	(262,874)	(183,423)	(181,628)	(182,644)	0.4%	1.0%
Impairment of property, plant and equipment	-	-	-	-	--%	--%
Other operating expenses	(19,310)	(13,474)	(12,414)	(23,343)	(42.3%)	8.5%
Total operating expenses	(282,184)	(196,897)	(194,042)	(205,987)	(4.4%)	1.5%
Operating income	288,635	201,398	167,137	167,407	20.3%	20.5%
Income from investments in associates and other companies	(183)	(128)	2,222	1,009	(112.7%)	(105.8%)
Income before tax	288,452	201,270	169,359	168,416	19.5%	18.8%
Income tax expense	(60,388)	(42,136)	(39,177)	(37,991)	10.9%	7.6%
Net income from ordinary activities	228,064	159,134	130,182	130,425	22.0%	22.2%
Net income discontinued operations	-	-	-	-	--%	--%
Net income attributable to:						
Non-controlling interest	3,569	2,490	455	(4,253)	(158.5%)	447.3%
Net income attributable to equity holders of the Bank	224,496	156,644	129,727	134,678	16.3%	20.7%

1. The exchange rate used to calculate the figures in dollars was Ch\$697.76 / US\$1

Annexes: Key Indicators

Profitability & Efficiency	12M18	12M17	Change bp
Net interest margin (NIM) ¹	4.4%	4.4%	2
Efficiency ratio ²	40.0%	40.8%	(81)
Return on avg. equity	19.2%	19.2%	(7)
Return on avg. assets	1.6%	1.6%	(0)
Core capital ratio	10.6%	11.0%	(40)
BIS ratio	13.4%	13.9%	(50)
Return on RWA	2.0%	2.1%	(5)

Asset Quality Ratios	Dec-18	Dec-17	Change bp
NPL ratio ³	2.1%	2.3%	(20)
Coverage of NPLs ratio ⁴	126.1%	128.8%	(267)
Cost of credit ⁵	1.1%	1.1%	3

Structure (#)	Dec-18	Dec-17	Change (%)
Branches	380	385	(1.3%)
ATMs	910	926	(1.7%)
Employees	11,305	11,068	2.1%

Market Capitalization	12M18	12M17	Change (%)
Net income per share (Ch\$)	3.14	3.00	4.8%
Net income per ADR (US\$)	1.80	1.94	(7.4%)
Stock price (Ch\$/ per share)	51.69	48.19	7.3%
ADR price (US\$ per share)	29.9	31.27	(4.4%)
Market capitalization (US\$m)	14,047	14,732	(4.6%)
Shares outstanding (millions)	188,446.1	188,446.1	--%
ADRs (1 ADR = 400 shares) (millions)	471.1	471.1	--%

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 = 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

