

Banco Santander Chile

1Q23 Results

April 28, 2023



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Chile First: Strategy 2023-2026

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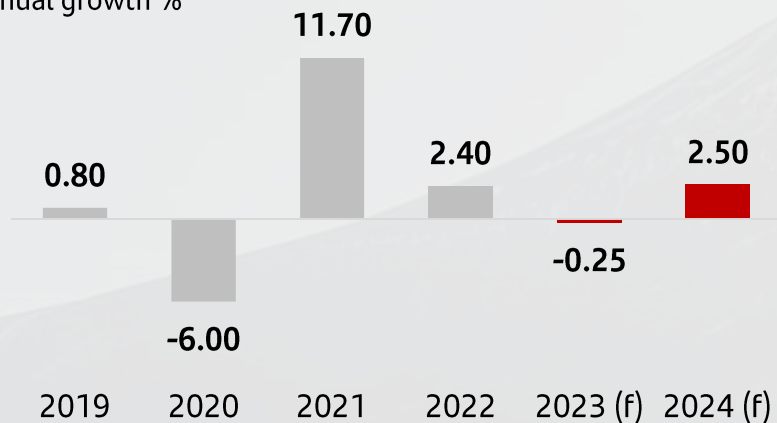
Annexes



Soft landing in 2023

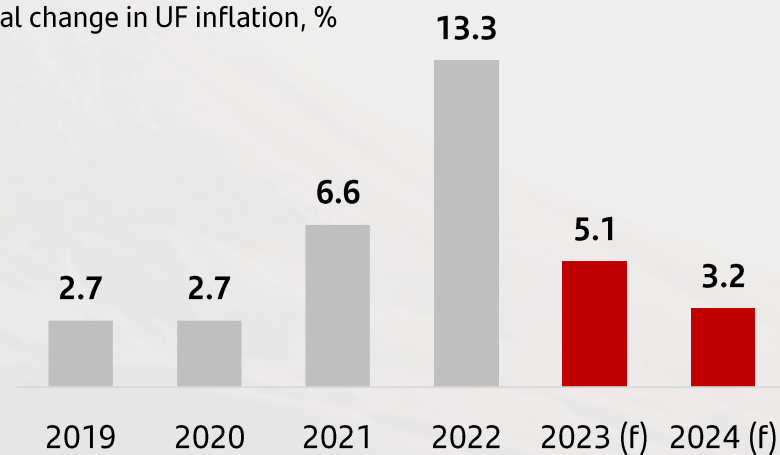
GDP growth

Annual growth %



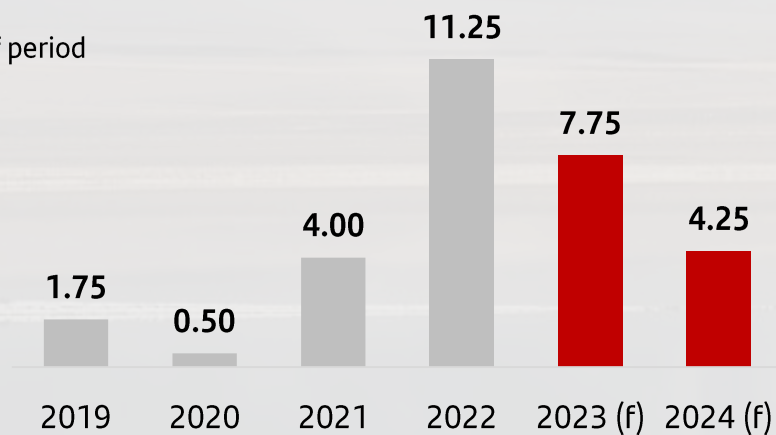
Inflation

Annual change in UF inflation, %



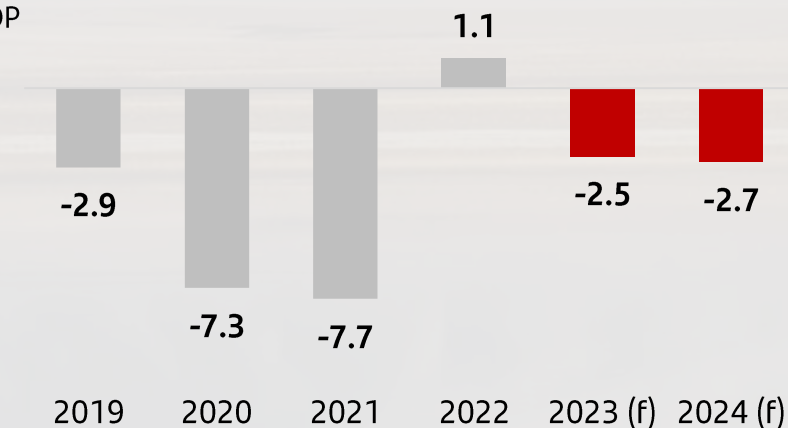
Monetary Policy Rate

% , end of period



Fiscal balance

% GDP

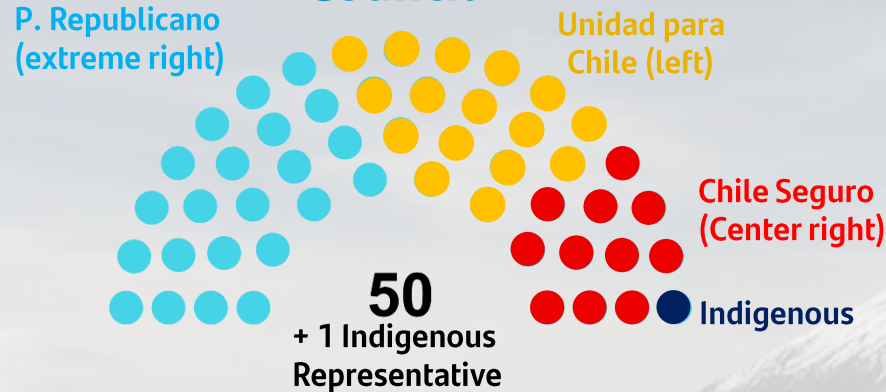


| Update on proposed regulations

Tax reform	Rejected by lower house. New proposal expected. Royalty discussion taking the agenda
Pension reform	Proposal expected by 2H23
Constitution	New constitutional assembly. Exit referendum in December 2023.
Reduction of working week	Reduction from 45 to 40 hr working week with a 5 yr implementation
Interchange fees	Gradual implementation of new maximum interchange fees from 4Q23.
Fogape/Fogaes	New Fogape program for SMEs. Fogaes: state guarantees for mortgages
Lithium announcement	New country strategy for Lithium announced

Constitutional Agreement

Constitutional Council



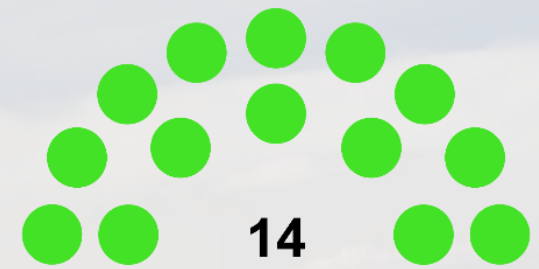
- Parity between men and women (26 vs 25)
- Indigenous representation proportional to their vote (1 representative)
- Elected by direct and mandatory vote

Expert Commission



- 12 appointed by the Senate and 12 by the lower house in proportion to the representation of each party.

Technical Commission



- Appointed by the Senate based on the lower house proposal.
- Endorses that proposals are consistent with main ideas.

March 2023

- Expert appointment
- Prepare constitutional proposal

May 2023

- Council Election
- Expert committee proposals are approved by 3/5 or rejected by 2/3
- Otherwise: mixed commission

November 2023

- Delivery of the constitutional draft

December 17th 2023

- Exit plebiscite with mandatory vote

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| Our purpose and mission

Our purpose

To help people and businesses prosper

Our mission

To be the **best financial services company**, acting responsibly and gaining the loyalty of our clients, shareholders, collaborators and communities

Our style

Simple, Personal and Fair

Our behaviors



Think Customer



Embrace Change



Act Now



Move together



Speak up

| In 2026 Santander Chile aspires to be...

The **best Financial Services company** in Chile and the Santander Group for our Clients, Collaborators, Communities and Shareholders

Clients

Passionate for the client, their progress and their experience

Collaborators

A committed, high performance team

Community

Leader in social and sustainable finance

Shareholders

Attractive and predictable return

... the **leading** bank for profitability, efficiency and recurrence in Chile

| Our strategic pillars...



A Digital Bank with
Work/Cafés...

...Based on state of the art technology and processes and collaborators
centered on the customer

Specialization and
added value for
companies...

...with a differential **value added** service and offer for transactional
products, FX and advisory

Sustained generation of
new business
opportunities...

...encouraging competition, **looking for growth** and leading the market in
sustainable finance

An organization that is
agile, collaborative and
high performance...

...the **best place to work** in Chile, attracting, developing and retaining
exceptional people based on **merit**

| Commitment with diversity in our structure

Santander Chile, the company with the largest number of female directors in the IPSA

During the Ordinary Shareholders' Meeting, the appointment of María Olivia Recart and Blanca Bustamante as directors was approved, in addition to Lucía Santa Cruz and Ana Dorrego.



**More women in
higher
positions**

The bank continues to integrate ESG criteria into its management, including its corporate governance.

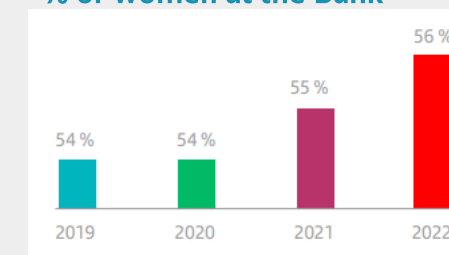
More women in managerial positions, reporting directly to the CEO

Two new areas reporting directly to general management, which are led by women:

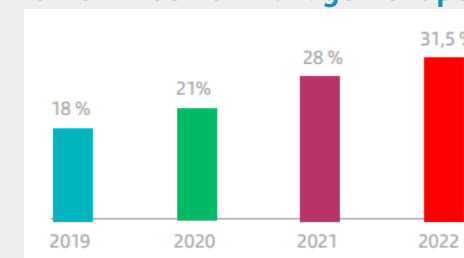
- Sustainable finance and climate change
- Transformation and monitoring of strategic projects.



% of women at the Bank



% of women in senior management positions



Our new revolutionary transactional strategy through Work/Café Espresso

Work/Café Espresso (launched 1Q23)





Consolidating cash services into the Work/Café Espresso

New transaction centers, removing tellers and replacing traditional branches

Private spaces for cashier interactions and self-service technology, in a Work/Café environment.



 Work/Café
 Work/Café Espresso

- Greater efficiency in the management of cash
- Less waiting times
- Improved customer experience. NPS score of 96



Work/Café (launched 2016)



100% digital branches with no human tellers nor cash transactions

Free co-working space for clients and non-clients

All account executives are managed by a sophisticated CRM. If they are not physically assisting a client in the branch, they are calling clients or visiting clients

Work/Café Startup (launched 4Q22)



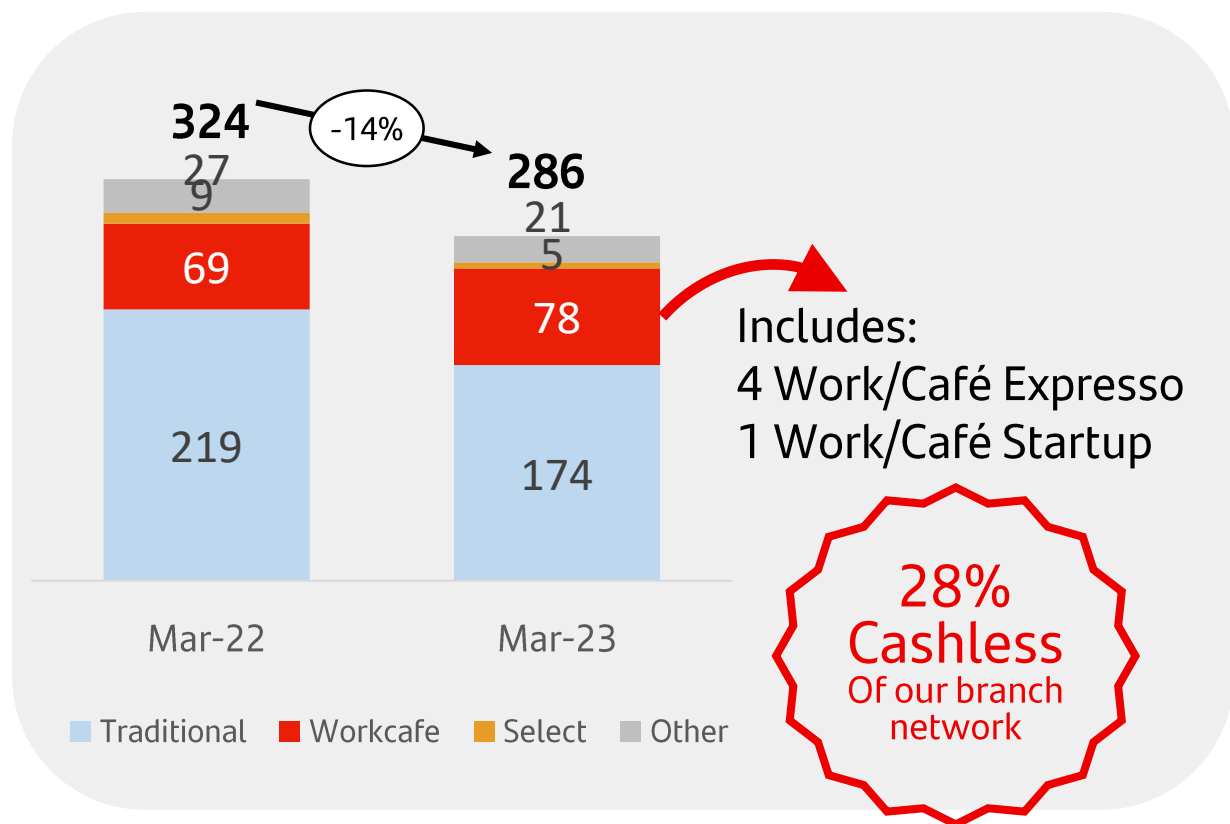
Specifically to support the development and growth of Startups in Chile and Latin America.

3 Strategic Pillars:

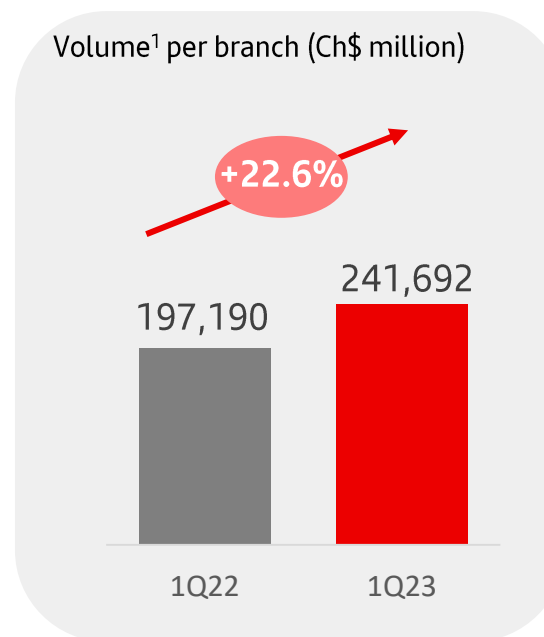
- Financial products: current accounts, cards, financing,
- Collaboration with a team of experts .
- Partnership: Support the growth of fintechs with high potential.

Reduction in branches and improving productivity

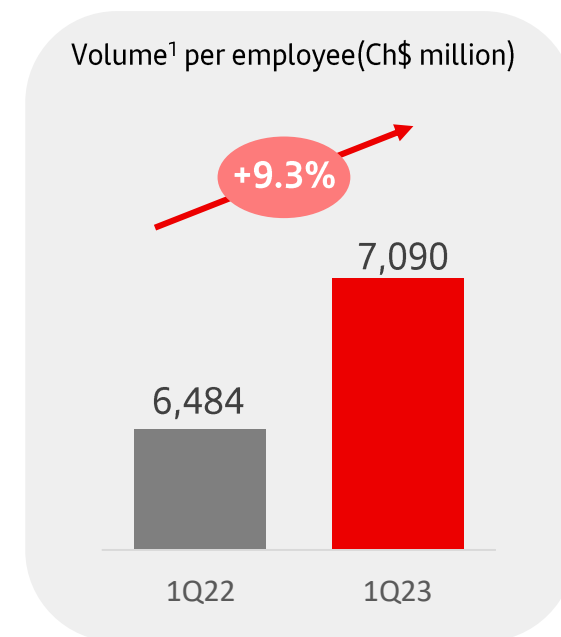
Branches



Productivity per branch



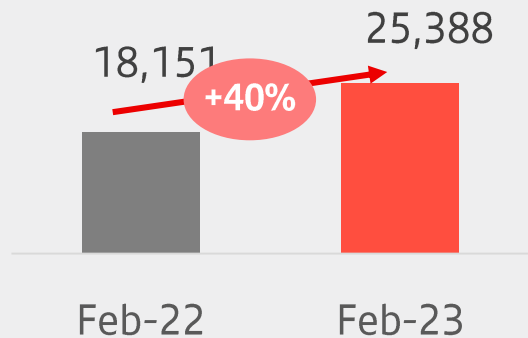
Productivity per employee



Santander Life: rapid growth and monetization: Over 1 million clients!

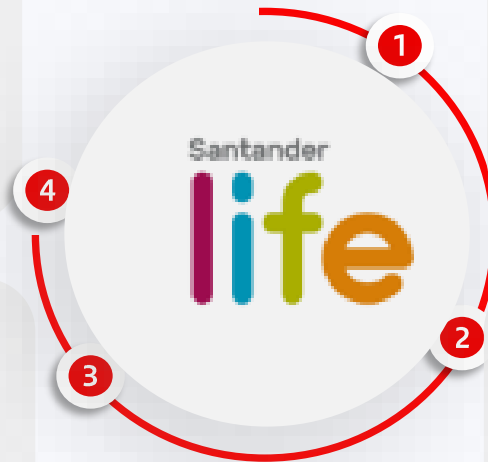
Rapid monetization

Income generated (Ch\$ million)



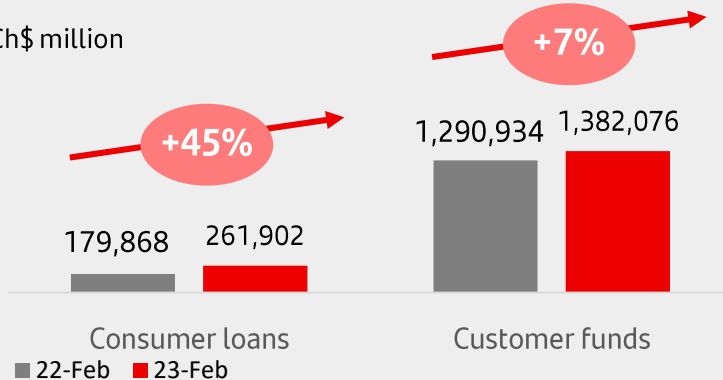
Products:

1. Cuenta Life: Basic current account, without credit
Free for young people and the elderly. Ch\$ 2,800 per month for other clients.
2. Santander Life: Current account with a credit card
Minimum monthly income: Ch\$400,000
3. Plan Santander Life Latam: Current account with Latam airmiles credit card
Minimum monthly income: Ch\$400,000



Product growth:

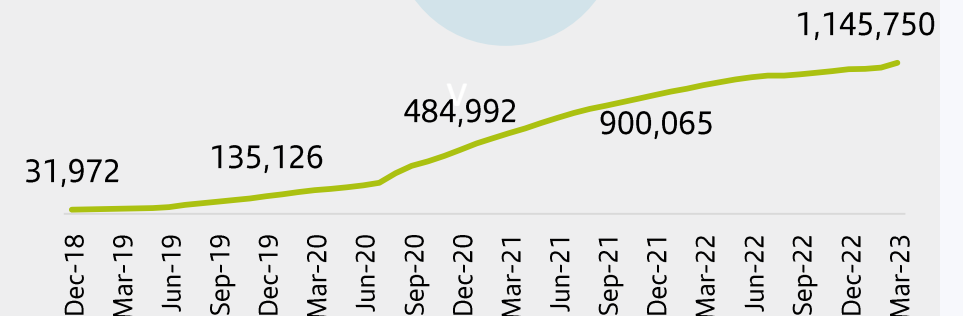
Ch\$ million



SMEs: 9,506 total clients +31%YoY

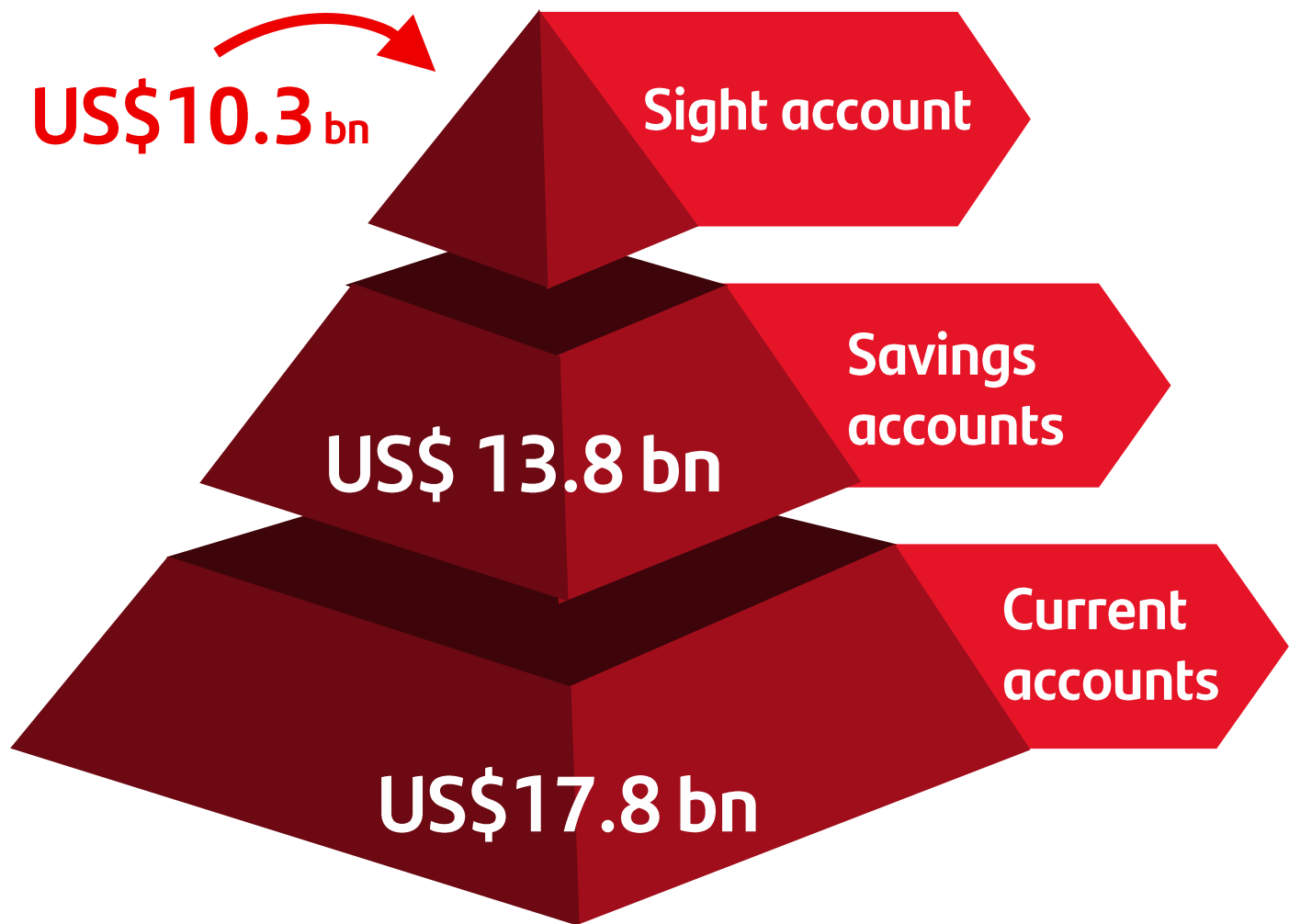
Total Life clients

+17%
Total clients



|Target markets and Santander Chile product offering

Total Chilean market



Santander Chile Current market share

7.7%

1.8%

24.8%

Santander Chile offering



Más Lucas

The first 100% digital on-boarding interest-bearing sight and savings account for the mass market. Launched March 2023.

- No maintenance fee
- Maximum balance and transfer amount. Ch\$ 5 million
- No password- verification using facial recognition

Products



Sight account (56+national ID number)



Debit account



Savings account

Sight account

Santander Chile
Current market share

7.7%

Savings accounts

1.8%

Santander Chile
offering



|Getnet continues surpassing expectations

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

Focus on the development of companies of different sizes and improving the customer experience.

Ch\$ 556 billion

In monthly purchases
through Getnet

91%

Of clients are SMEs

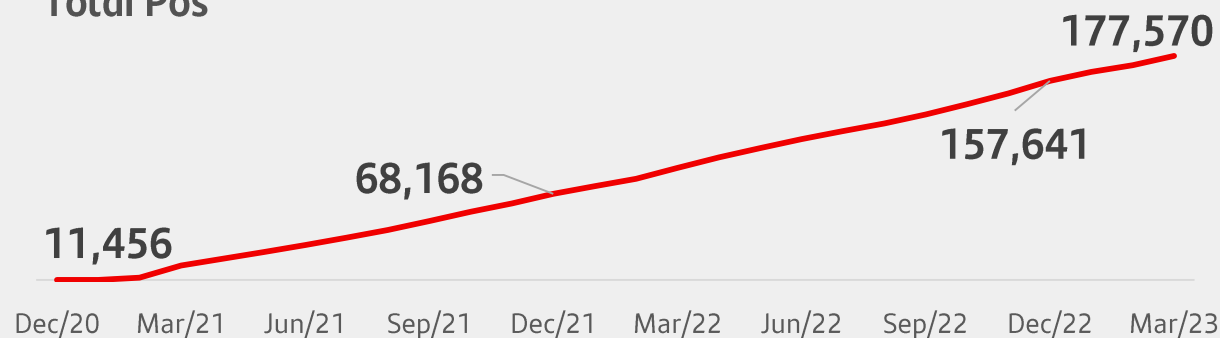
+9k

E-commerce clients

Ch\$10 billion

In fees in 1Q23

Total Pos



Accepts the following cards:



9.4%

Market share
in
transactions

17.9%

Market share
In N° of
businesses

|Expansion of specialized attention model for our Middle-market of corporate clients

In our Middle-market bank we offer specialized services to institutions (such as governments, local councils, universities) and real estate companies.

Building on this experience, in 1Q23 we have launched a new specialized business service model in 1Q23, with a special focus on the **agricultural, automotive and “Multi-Latina”** companies (Middle-market clients seeking to internationalize).

Offering expert advice and financial solutions tailored to client needs to promote growth and development.
From the Ch\$ 8,500bn in Middle-market total loans, 57% are covered by all these service models.



Agriculture



Automotive



Multi-latina



As a percentage of total Middle –market loans

Products and services for a more sustainable world



ESG loans to corporate clients:

 ESG MM\$ 24.090	 ESG MM\$21.000	 Verde MM\$ 5.059	 Verde MM\$ 4.417	 Verde MM\$ 4.818
 ESG MM\$ 5.360	 ESG MM\$ 16.000	 Verde MM\$ 4.085	 Verde MM\$ 36.858	 Verde MM\$ 1.043
 ESG MM\$ 5.000		 Verde MM\$ 1.990	 Verde MM\$ 1.043	

Participation in ESG bond placements

 Verde	CMPC UF 7million
 Social	Caja Los Andes UF 1.8 million
 SSL	Republic of Chile US\$ 4 billion

Progressing with our Responsible Banking Goals for 2025



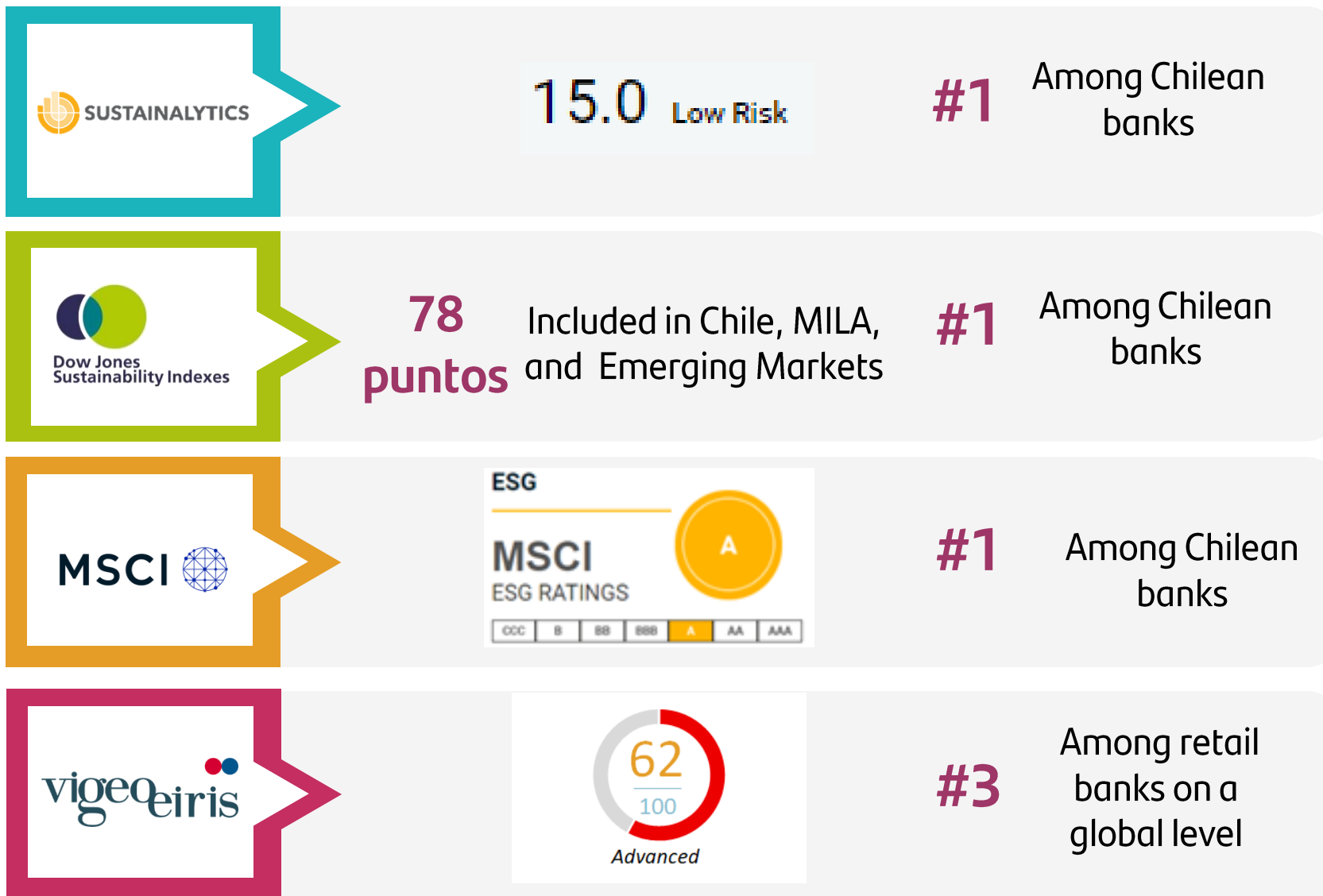
Santander Chile:

1. Among the best top 10 companies to work for in Chile (#)
2. Women in managerial positions (%)
3. Eliminate gender pay gap (%)
4. People financially empowered (k) ¹
5. Green financing (US\$ million) ¹
6. Energy from renewable sources (%)
7. Eliminate single-use plastics (% achieved)
8. Scholarships, internships, entrepreneurship programs (#) ¹
9. Support people through our community contribution programs (k) ¹
10. Be Carbon neutral for the three scopes by 2050

¹ Figures accumulated since 2019.

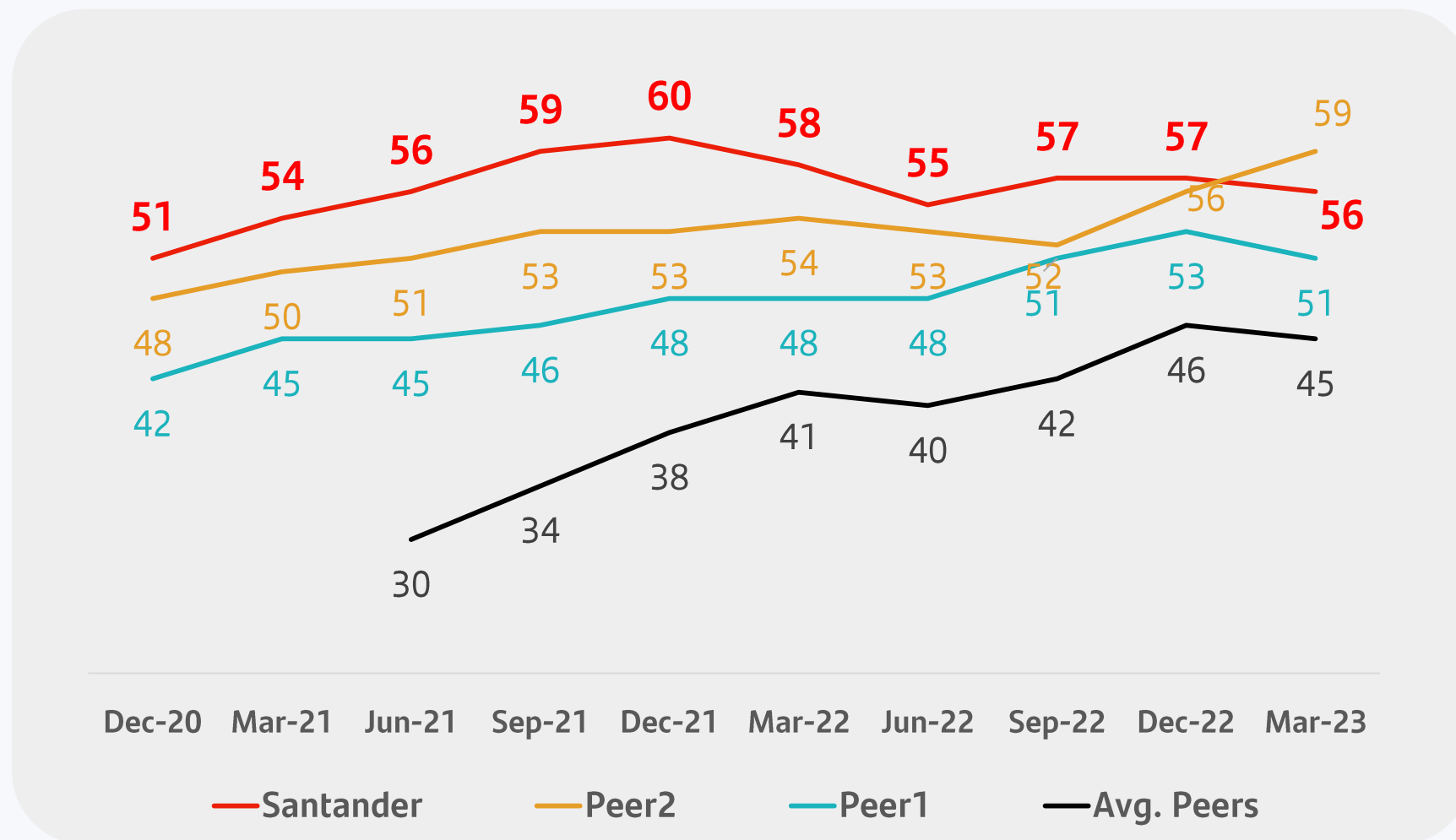
2020	2021	2022	Goal 2023	Goal 2025
GPTW #1	Top Employer	Top Employer	✓ Top Employer	Top Employer
25%	28%	31.5%	✓ 29%	✓ 30%
3.1%	2.5%	2.4%	2%	0%
921.8	1,693.3	2,404.2	3,133.8	4,000
	47.3	230	500	1,500
28%	28%	28%	45%	100%
-	100%	100%	✓ 100%	100%
4,087	9,663	15,881	✓	13,500 by 2024
172.7	281.2	394.4	450.0	500k by 2024
Carbon footprint 100% since 2019 New commitment			✓	93% of companies evaluated

Santander is a leader in ESG



| Leading our peers in NPS

Net Promoter Score (NPS)¹



96
points

Work Café
expresso

67
points
Life

68
points
Contact
center

72
points
Web page

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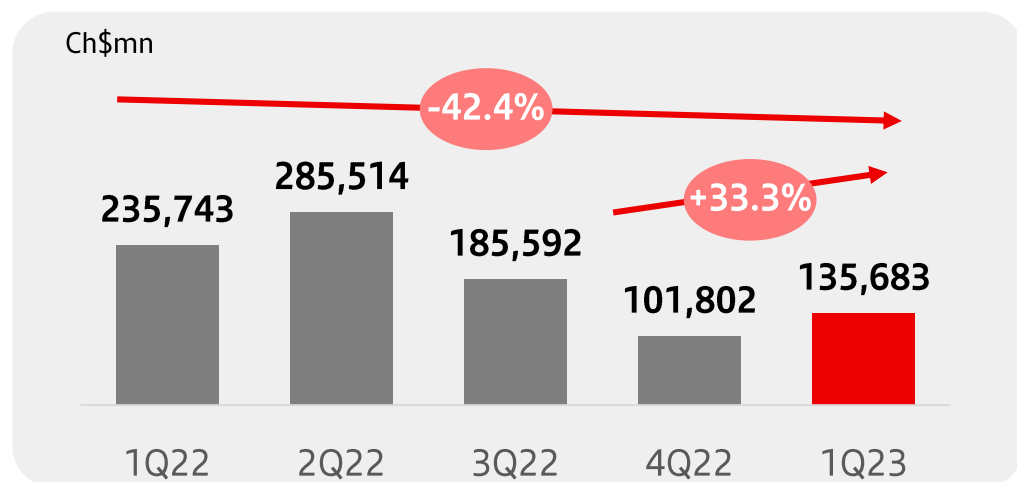
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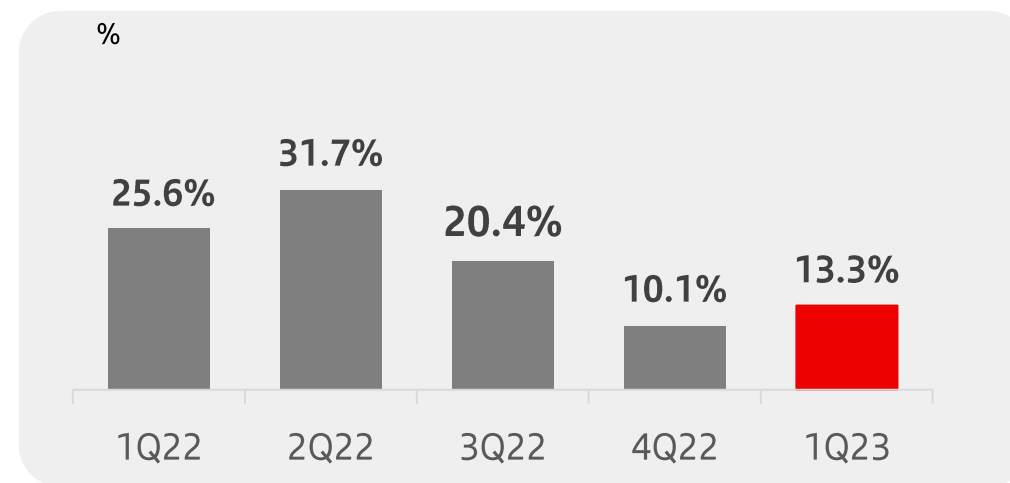


| Net income increasing 33.3% compared to 4Q22.

Quarterly net income attributable to shareholders

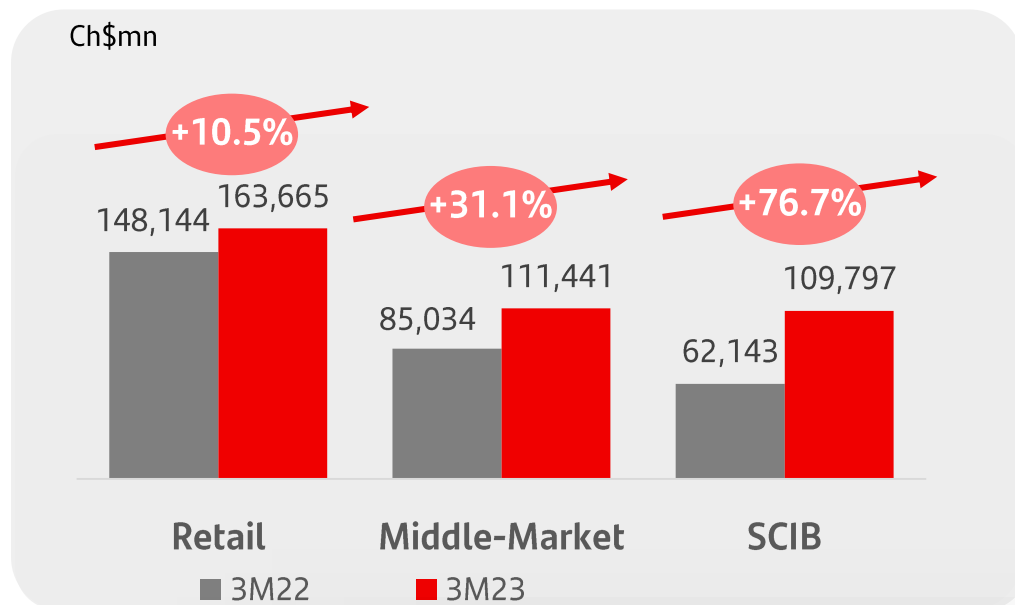


Quarterly ROE

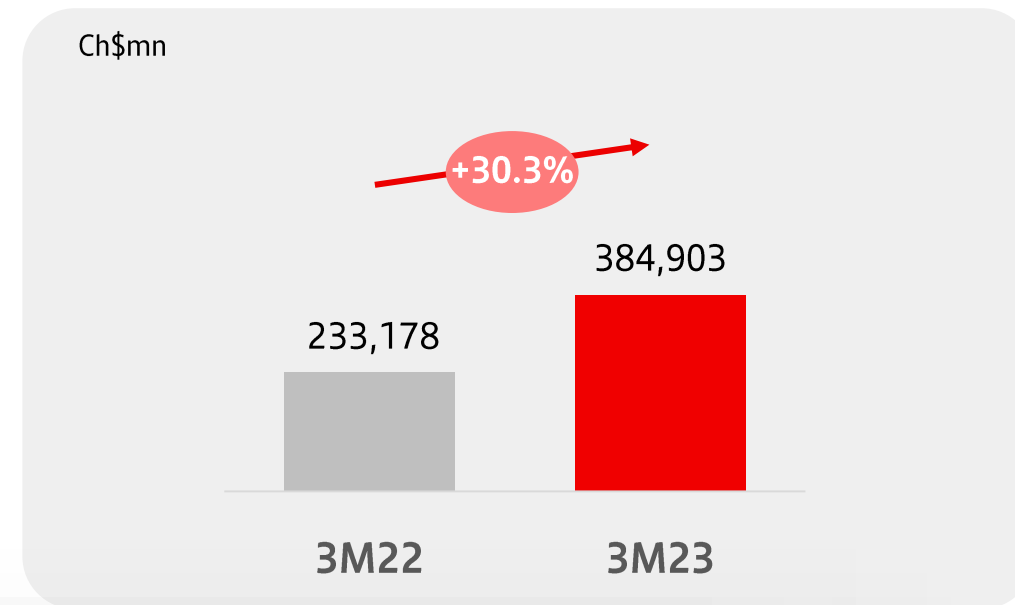


Net income increasing 33.3% compared to 4Q22.

YTD net contribution by segment



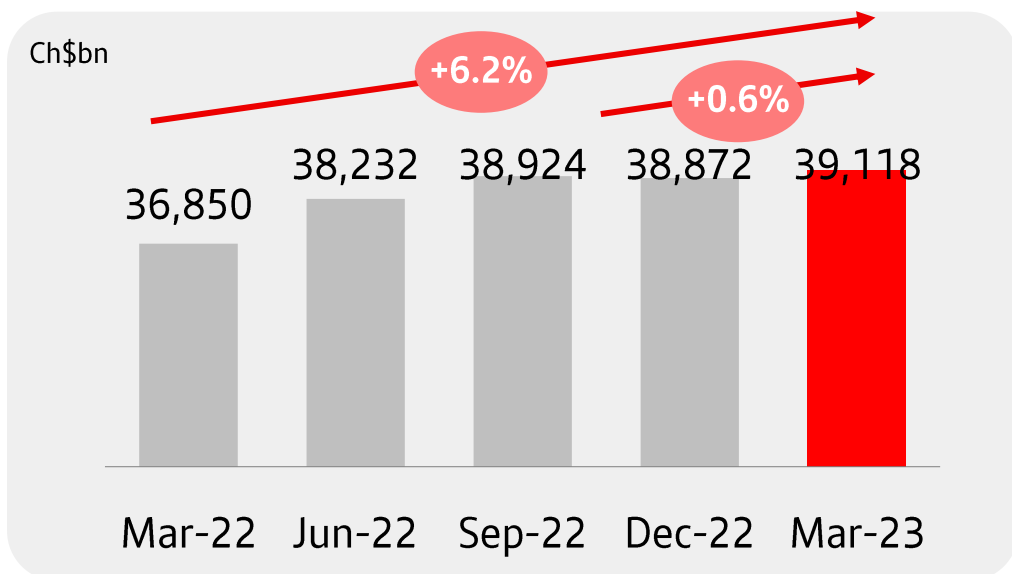
YTD net contribution from segments



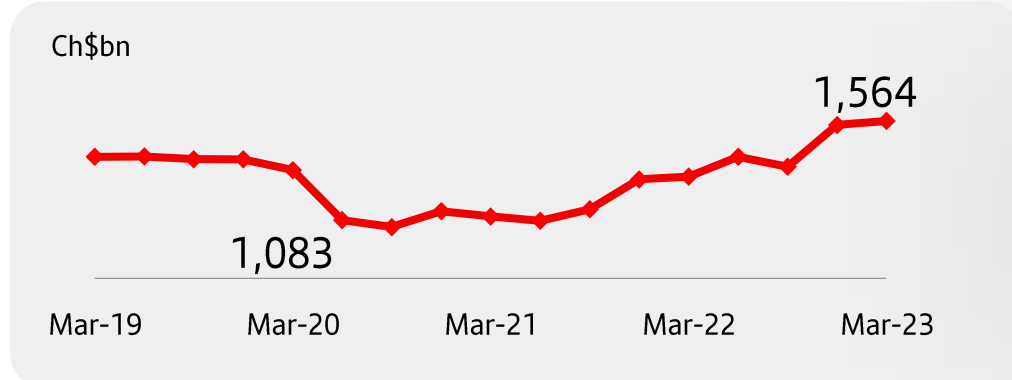
All business segments with a significant rise in profitability

Loan growth led by consumer lending

Total loans



Credit card loans



Ch\$ bn	3M23	YoY	QoQ
Individuals ¹	23,792	10.4%	1.1%
Consumer	5,341	6.3%	1.1%
Auto loans ²	895	12.7%	0.9%
Credit cards	1,564	20.9%	1.3%
Mortgages	16,030	13.2%	1.9%
SMEs	3,576	(14.9%)	(3.1%)
Retail	27,369	6.3%	0.6%
Middle Market	8,556	(1.3%)	(1.0%)
Corporate (SCIB)	2,943	22.3%	(1.2%)
Total³	39,118	6.2%	0.6%

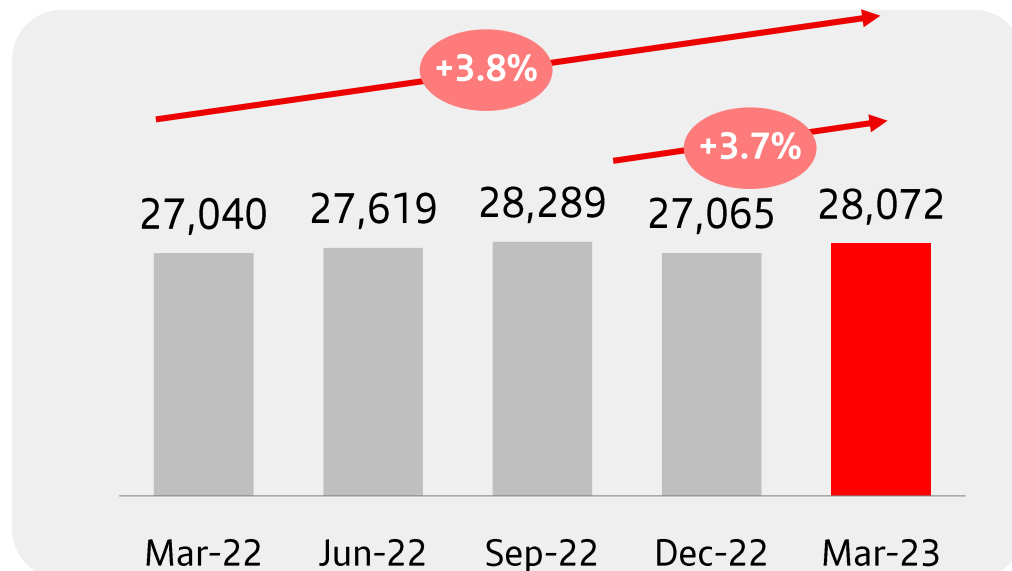
2023: Focus on loan growth in all segments

Credit cards resume growth after strong contraction in 2020-2021

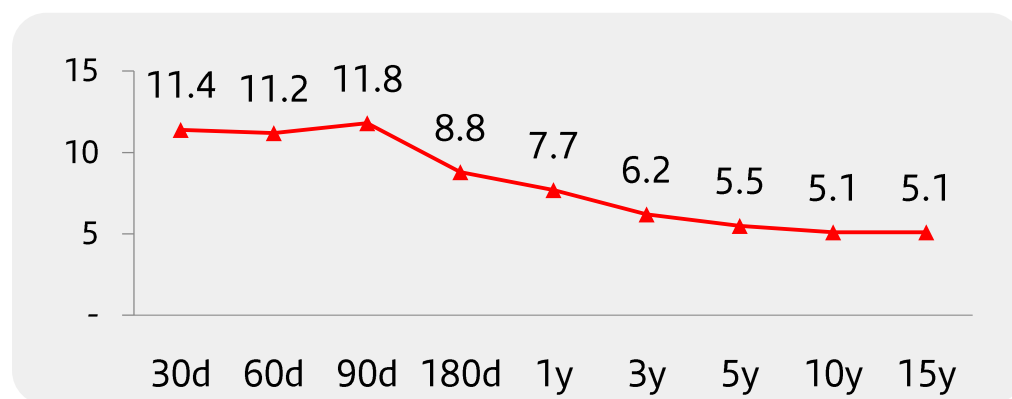
New Fogape program should reverse growth trends in SME lending

| Full focus on reducing funding costs

Total deposits

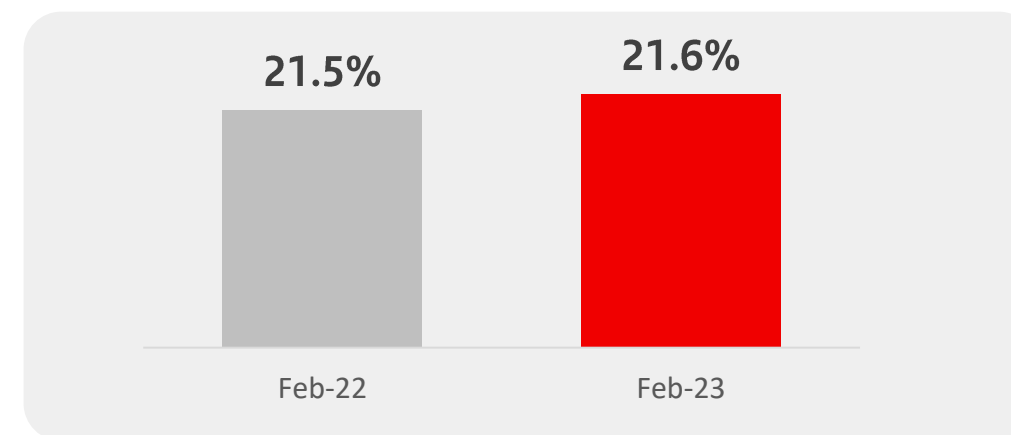


Yield curve



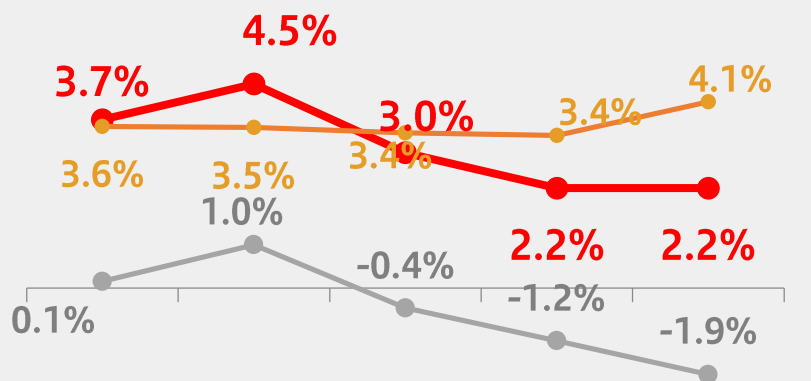
Ch\$ bn	3M23	YoY	QoQ
Demand deposits	13,807 (18.2%)	(2.0%)	
Time deposits	14,266	40.4%	9.9%
Total Deposits	28,072	3.8%	3.7%
Mutual funds ¹	8,522	9.7%	4.4%
Bonds	9,705	17.2%	2.3%
LCR²	182.3%		
NSFR²	113.2%		

Market share demand deposits³



YTD NIM of 2.2% as inflation decelerates. Client NIMS improving

NIM¹ Client NIM², Non Client NIM³



1Q22 2Q22 3Q22 4Q22 1Q23
 ● NIM (1) ● Client NIM (2) ● Non-Client NIM (3)

	1Q	2Q	3Q	4Q	1Q
UF	2.4	4.3	3.5	2.5	1.3
Avg. MPR	5.13	7.95	9.90	11.25	11.25

Net interest income

Ch\$ bn	3M23	YoY	QoQ
Retail	330	16.9%	17.2%
Middle market	118	25.0%	18.0%
SCIB	63	85.2%	75.2%
Other (Non-client NII)	(234)	--%	--%
Net income from interest and readjustments	277	(35.2%)	(0.0%)
Avg. Int. earning assets	49,617	7.5%	(0.1%)
Average loans	38,940	6.0%	(0.3%)
Int. earning asset yield ⁴	8.6%	+210bp	-30bp
Cost of funds ⁵	6.8%	+390bp	-30bp
NIM YTD	2.2%	-150bp	+0bp

1. Annualized Net interest income divided by average interest earning assets (IEA). 2. NII from business segments divided by IEA 3. Non client NIM = Total NIM minus Client NIM 4. Annualized gross interest income divided by average interest earning assets. 5. Annualized interest expense divided by sum of average interest bearing liabilities, including non-interest bearing demand deposits.

| NIM 2023: 2.4% under current macro assumptions

NIM 2023e		Avg MPR		
UF inflation 2023		9,4%	10,4%	10,9%
	4,1%	2,5%	2,2%	2,0%
	5,1%	2,6%	2,4%	2,2%
	6,1%	2,7%	2,5%	2,3%

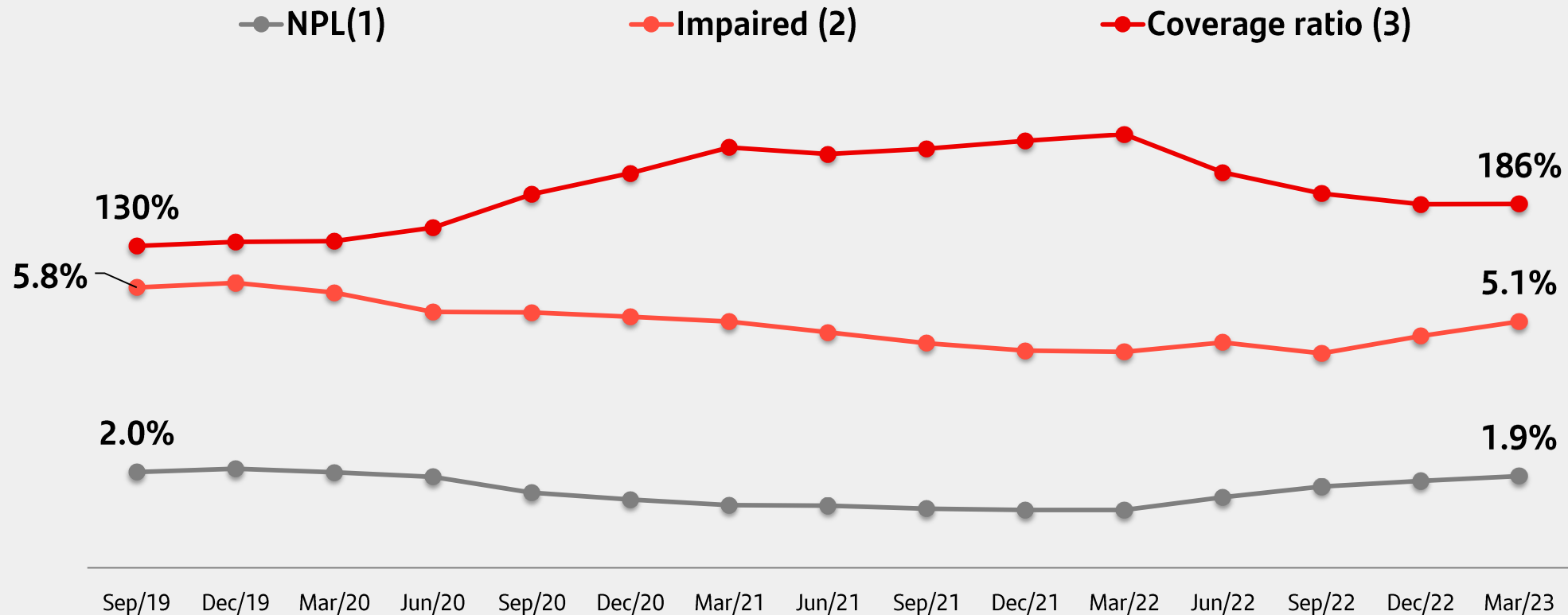
Base case:

- UF inflation: 5.1%
- Avg MPR: 10.4%

- Sensitivity to inflation ~+15bp for every +100bp (and vice-versa)
- MPR ~-30bp for every +100bp in 12M period (and vice versa)

Asset quality levels should gradually return to pre-pandemic levels

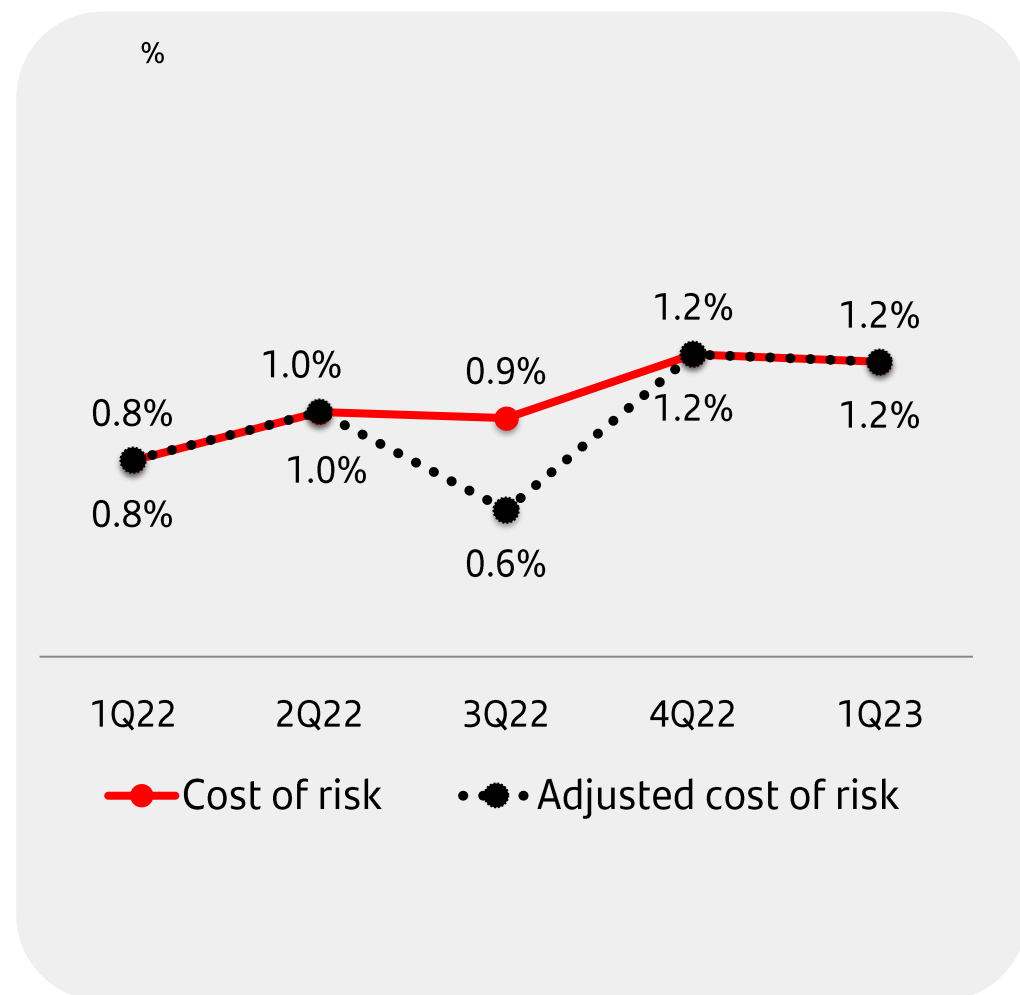
NPLs, Impaired and coverage of NPLs



NPLs have been normalizing towards pre-pandemic levels

| Cost of Credit at 1.2% YTD, in line with guidance

Quarterly cost of risk^{1,2}

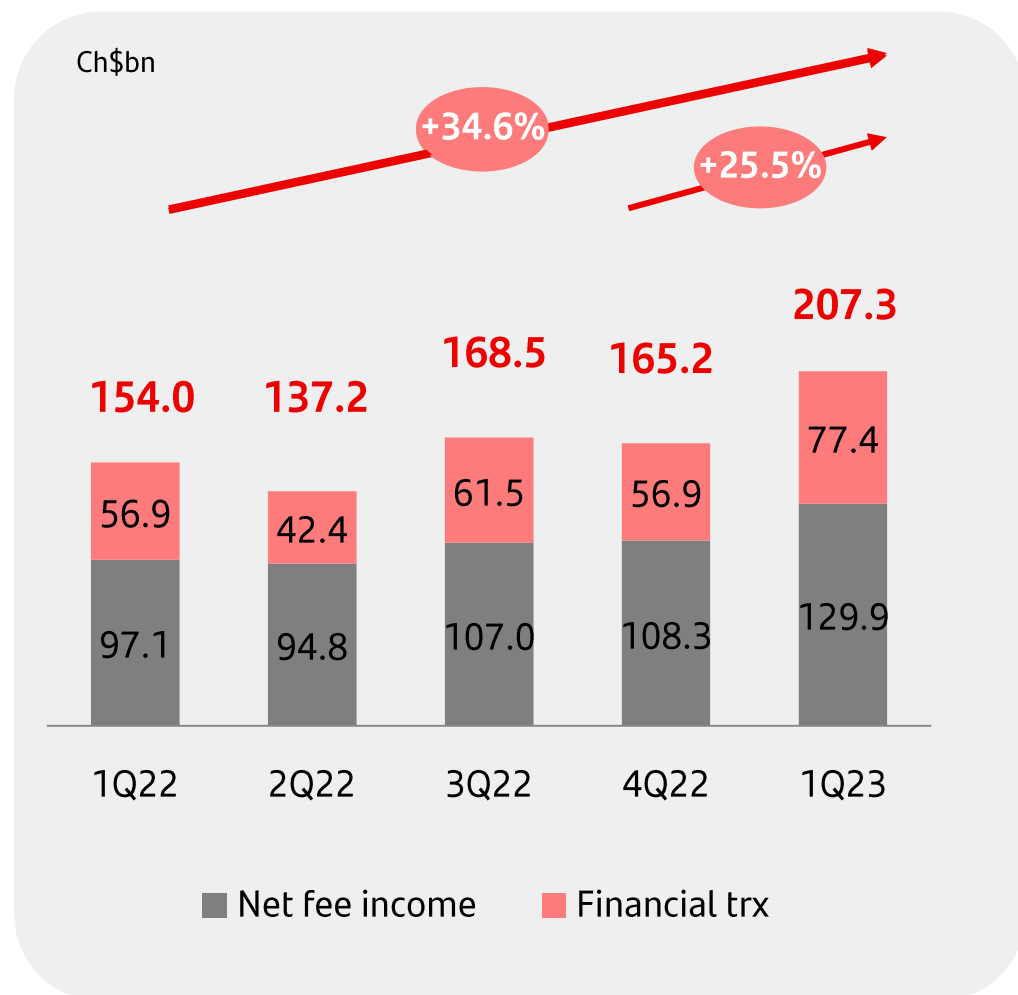


Provisions for loan losses

Ch\$ bn	1Q23	YoY	QoQ
Gross provisions and write-offs	(134.6)	50.3%	(5.2%)
Recoveries	20.3	12.2%	(17.7%)
Provisions	(114.2)	59.9%	(2.6%)
Cost of risk(YTD)	1.2%		

| Digital platforms drives client growth and fees

Total Fees and financial transactions



Fees

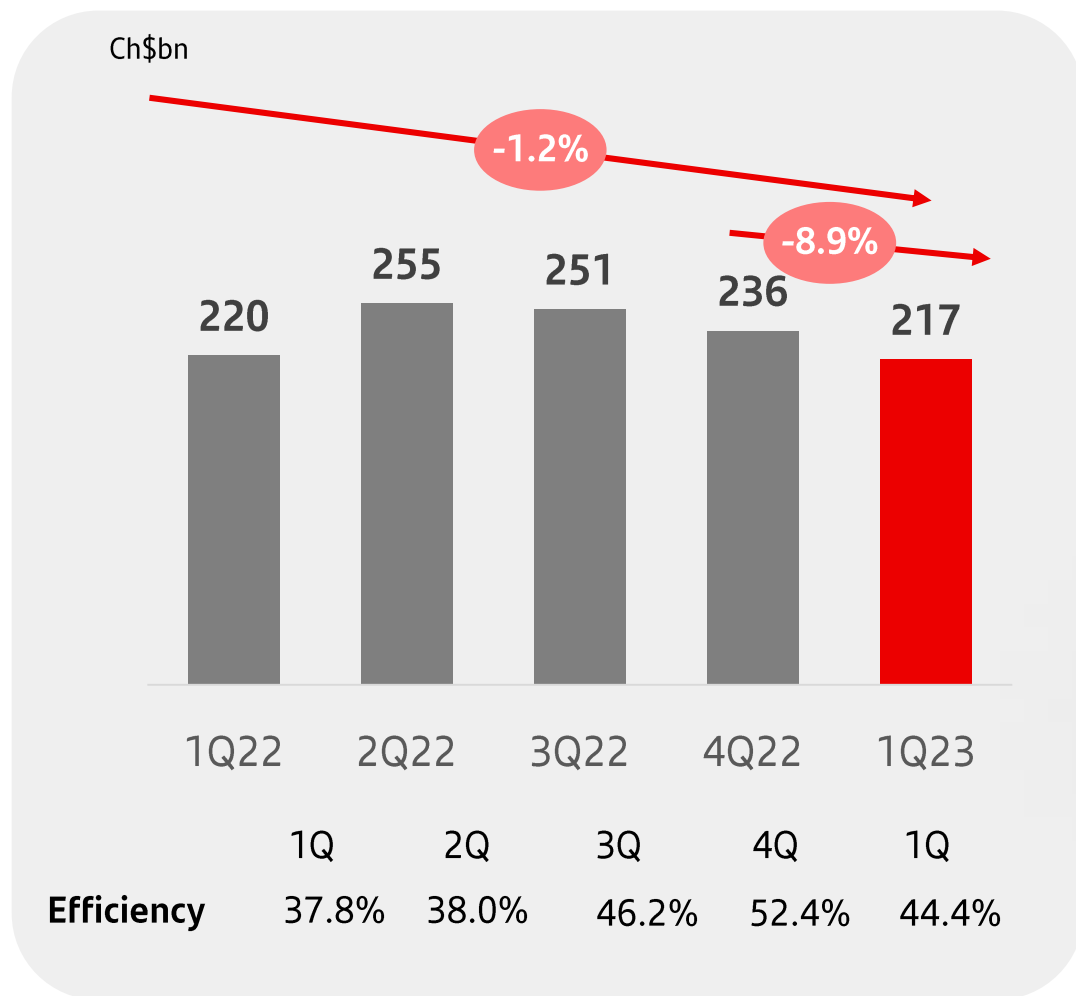
Ch\$ bn	3M23	YoY	QoQ
Card fees	33.9	32.9%	12.9%
Getnet	10.2	201.9%	2.3%
Asset management	14.3	8.5%	(2.3%)
Collection fees	16.2	15.1%	15.6%
Insurance brokerage	15.5	42.1%	15.5%
Checking accounts	14.2	24.3%	(1.2%)
Guarantees, cont. op.	9.3	11.5%	7.2%
Others	16.3	57.9%	411.8%
Total	129.9	33.8%	20.0%

Financial transactions

Ch\$ bn	3M23	YoY	QoQ
Client	72.3	32.7%	34.2%
Non-Client	5.1	114.1%	66.1%
Total	77.4	36.1%	35.9%

| Strong focus on cost control. Costs growing below inflation

Operating expenses

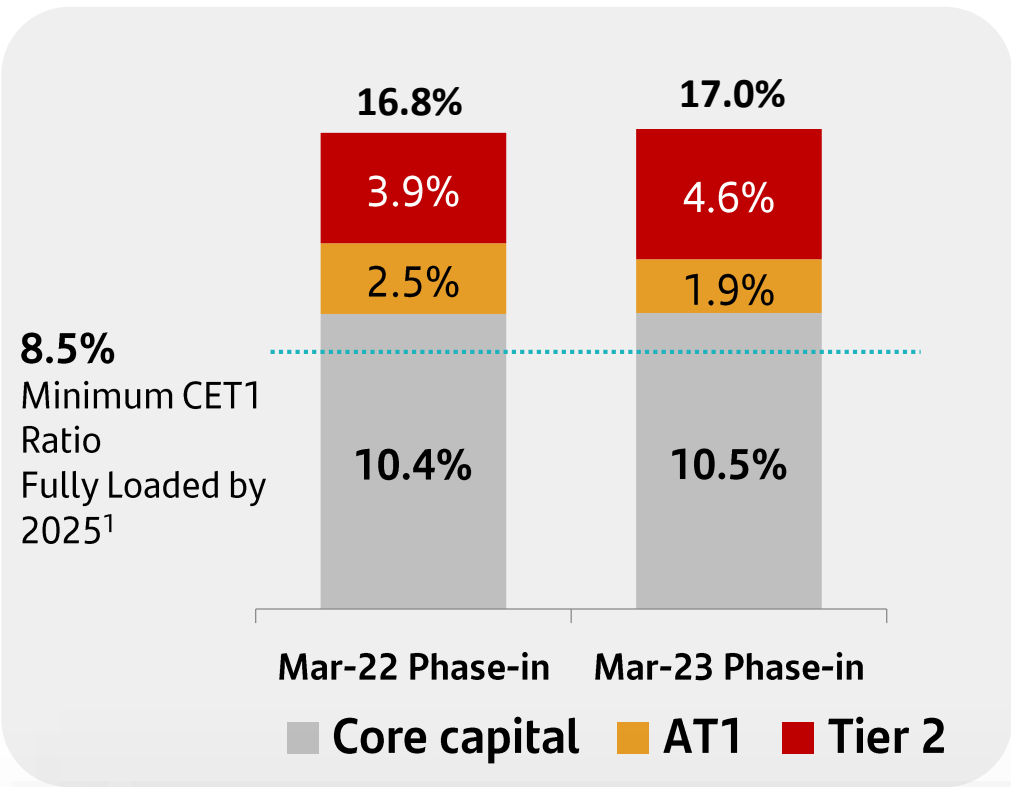


Ch\$ bn	3M23	YoY	QoQ
Personnel expenses	97.2	(0.3%)	(2.7%)
Administrative expenses	77.3	8.8%	(7.7%)
Investment amortization	36.0	14.0%	6.6%
Other operating expenses	6.8	(65.6%)	(63.9%)
Operating expenses¹	217.3	(1.2%)	(8.0%)
Efficiency ratio²	44.4%	-665bp	+795bp
Costs/assets	1.3%	-16.7bp	-6bp

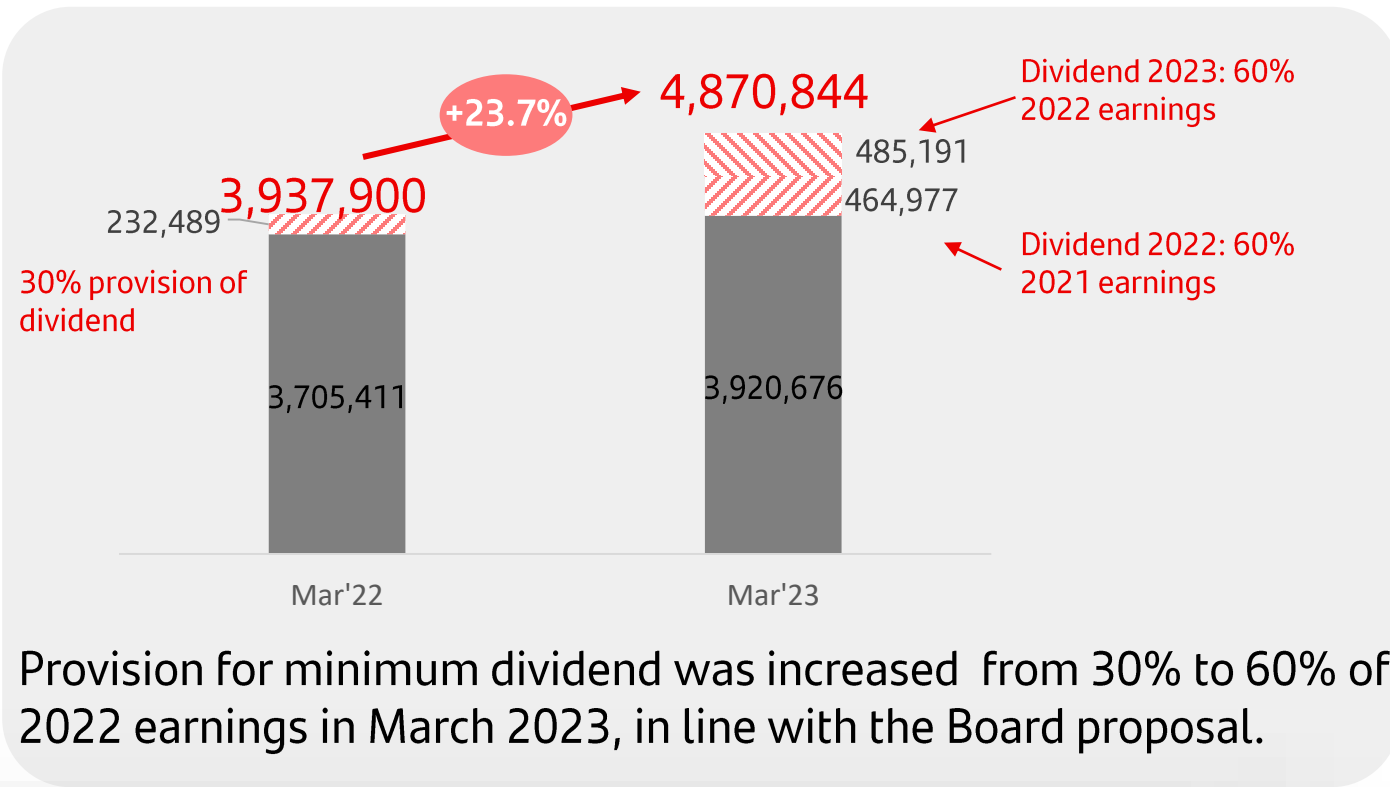
US\$260 million investment plan for the years 2022-24

Healthy CET1 and BIS ratio levels

Capital ratios (BIS III phase-in)



Shareholders' equity



60% dividend payment of 2022 earnings approved at shareholders' meeting in April 2023
Dividend yield of 6.8%

1. Includes systemic charge of 1.5% (Level II) , and Pillar 2 of 0% according to CMF's assessment process and regulatory phase-in of other impacts on CET1 and RWAs.

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|Guidance for 2023

- › Macro assumptions: GDP: -0.25% / UF inflation: 5.1% / Avg. MPR: 10.4%
- › Mid-single digit loan growth
- › Business segment results & margins growing strongly
- › Tighter margins due to delay in reduction of MPR. NIM of ~2.4% with robust client NIMs
- › Non-NII growing ~20% led by greater product usage & growth of client base
- › Slight uptick in CoR: 1.1%-1.2%
- › Negative growth of total costs. Large improvements in productivity
- › **2023 ROE: 15-17%**
- › **LT ROE expectations unaltered: 17%-19%**

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Balance sheet

	Mar-23	Dec-22	Mar-23/ Dec-22 % Chg.
Assets	Ch\$ Million		
Cash and deposits in banks	2.586.609	1.982.942	30,4%
Cash items in process of collection	865.384	843.816	2,6%
Financial assets for trading at fair value through earnings	11.631.884	11.827.007	(1,6%)
<i>Financial derivative contracts</i>	11.490.794	11.672.960	-1,6%
<i>Financial debt instruments</i>	141.090	154.046	-8,4%
Financial assets at fair value through other comprehensive income	6.542.873	6.023.039	8,6%
<i>Financial debt instruments</i>	6.336.100	5.880.733	7,7%
<i>Other financial instruments</i>	206.773	142.306	45,3%
Financial derivative contracts for hedge accounting	360.339	477.762	-24,6%
Financial assets at amortized cost	42.615.413	42.560.431	0,1%
<i>Investments under resale agreements</i>	-	-	--%
<i>Financial debt instruments</i>	4.755.740	4.867.591	-2,3%
<i>Interbank loans, net</i>	32.828	32.955	-0,4%
<i>Loans and account receivables from customers- Commercial</i>	16.875.526	17.684.589	-4,6%
<i>Loans and account receivables from customers- Mortgage</i>	15.908.392	15.729.010	1,1%
<i>Loans and account receivables from customers- Consumer</i>	5.042.928	5.282.812	-4,5%
Investments in associates and other companies	47.952	46.586	2,9%
Intangible assets	102.176	107.789	(5,2%)
Property, plant and equipment	185.707	189.364	(1,9%)
Assets with leasing rights	175.439	182.526	(3,9%)
Current taxes	51	315	(83,9%)
Deferred taxes	309.162	314.125	(1,6%)
Other assets	4.053.378	3.578.004	13,3%
Non-current assets and groups for sale	29.400	30.896	(4,8%)
TOTAL ASSETS	69.505.768	68.164.603	2,0%

	Mar-23	Dec-22	Mar-23/ Dec-22 % Chg.
LIABILITIES	Ch\$ Million		
Cash items in process of being cleared	791.211	746.872	5,9%
Financial liabilities for trading at fair value through earnings	11.126.412	11.319.320	(1,7%)
<i>Financial derivative contracts</i>	11.126.412	11.319.320	(1,7%)
Financial derivative contracts for hedge accounting	3.065.761	2.788.794	9,9%
Financial liabilities at amortized cost	45.053.552	43.704.023	3,1%
<i>Deposits and other demand liabilities</i>	13.806.513	14.086.226	(2,0%)
<i>Time deposits and other time liabilities</i>	14.265.830	12.978.790	9,9%
<i>Obligations under repurchase agreements</i>	456.418	315.355	44,7%
<i>Interbank borrowings</i>	8.795.417	8.864.765	(0,8%)
<i>Issued debt instruments</i>	7.415.774	7.165.893	3,5%
<i>Other financial liabilities</i>	313.600	292.995	7,0%
Obligations for leasing contracts	132.939	137.089	(3,0%)
Financial instruments of issued regulatory capital	2.289.506	2.324.116	(1,5%)
Provisions for contingencies	122.918	172.826	(28,9%)
Provisions for dividend, payment of interest and re-appreciation of financial instruments of issued regulatory capital	538.233	247.508	117,5%
Special provisions for credit risk	331.990	331.519	0,1%
Current taxes	98.597	112.481	(12,3%)
Deferred taxes	1	1	84,6%
Other liabilities	1.920.355	2.041.682	(5,9%)
TOTAL LIABILITIES	65.471.476	63.926.231	2,4%
EQUITY			
Capital	891.303	891.303	0,0%
Reserves	2.815.170	2.815.170	0,0%
Accumulated other comprehensive income	(220.237)	(167.147)	31,8%
<i>Elements that will not be reclassified to earnings</i>	518	597	(13,2%)
<i>Elements that can be reclassified to earnings</i>	(220.755)	(167.744)	31,6%
Retained earnings from prior years	836.990	28.339	2853,5%
Income from the period	135.683	808.651	(83,2%)
Provisions for dividend, payment of interest and re-appreciation of financial instruments of issued regulatory capital	(538.233)	(247.508)	117,5%
Total Shareholders' Equity	3.920.676	4.128.808	(5,0%)
Non-controlling interest	113.615	109.564	3,7%
EQUITY	4.034.291	4.238.372	(4,8%)
TOTAL LIABILITIES AND EQUITY	69.505.768	68.164.603	2,0%

Income Statement

	1Q23	4Q22	1Q22	1Q23/1Q22	1Q23/4Q22
	Ch\$ Million			% Chg.	
Interest income	923,500	892,009	515,447	79.2%	3.5%
Interest expense	(748,155)	(761,916)	(293,639)	154.8%	(1.8%)
Net interest income	175,345	130,093	221,808	(20.9%)	34.8%
Readjustment income	148,464	215,858	235,295	(36.9%)	(31.2%)
Readjustment expense	(46,928)	(69,013)	(29,636)	58.3%	(32.0%)
Net readjustment income	101,537	146,845	205,658	(50.6%)	(30.9%)
Net income from interest and readjustment	276,881	276,938	427,466	(35.2%)	(0.0%)
Fee and commission income	209,176	196,063	172,129	21.5%	6.7%
Fee and commission expense	(79,241)	(87,754)	(74,983)	5.7%	(9.7%)
Net fee and commission income	129,935	108,309	97,147	33.8%	20.0%
<i>Financial assets not for trading</i>	133,242	100,797	17,706	652.5%	32.2%
<i>Result from derecognition of financial assets and liabilities at amortized cost and of financial assets at fair value with changes in other comprehensive income</i>	(36,561)	(18,443)	14,092	(359.5%)	98.2%
<i>Changes, readjustments and hedge accounting in foreign currency</i>	(19,309)	(25,433)	25,060	(177.1%)	(24.1%)
Net financial result	77,371	56,922	56,858	36.1%	35.9%
Income from investments in associates and other companies	1,542	4,062	1,360	13.4%	(62.0%)
Results from non-current assets and non-continued operations	2,929	1,896	(900)	(425.4%)	54.5%
Other operating income	544	2,920	221	145.7%	(81.4%)
Total operating income	489,203	451,047	582,152	(16.0%)	8.5%
Personnel expenses	(97,214)	(99,876)	(97,546)	(0.3%)	(2.7%)
Administrative expenses	(77,297)	(83,751)	(71,043)	8.8%	(7.7%)
Depreciation and amortization	(36,047)	(33,816)	(31,614)	14.0%	6.6%
Impairment of non-financial assets	-	-	-	--%	--%
Other operating expenses	(6,769)	(18,773)	(19,686)	(65.6%)	(63.9%)
Total operating expenses	(217,327)	(236,215)	(219,889)	(1.2%)	(8.0%)
Operating results before credit losses	271,876	214,831	362,263	(25.0%)	26.6%
<i>Expense for provisions established for credit risk of loans at amortized cost</i>	(132,039)	(137,148)	(86,614)	52.4%	(3.7%)
<i>Expense for special provisions for credit risk</i>	(1,354)	(4,657)	(2,918)	(53.6%)	(70.9%)
<i>Recovery of written-off loans</i>	20,314	24,688	18,100	12.2%	(17.7%)
<i>Impairment for credit risk for other financial assets at amortized cost and financial assets at fair value through other comprehensive income</i>	(1,169)	(166)	(15)	7634.4%	603.8%
Credit loss expenses	(114,249)	(117,283)	(71,447)	59.9%	(2.6%)
Net income from ordinary activities before tax	157,627	97,548	243,539	(35.3%)	61.6%
Income tax	(17,838)	7,248	(51,110)	(65.1%)	(346.1%)
Consolidated income for the period	139,789	104,797	239,706	(41.7%)	33.4%
Income attributable to shareholders	135,683	101,802	235,743	(42.4%)	33.3%
Income attributable to non-controlling interest	4,106	2,994	3,963	3.6%	37.1%

Indicators

Profitability and efficiency	Mar-23	Mar-22	Variation bp
Net interest margin (NIM) ¹	2.2%	3.7%	(147)
Efficiency ratio ²	44.4%	37.8%	665
Return on avg. equity ³	13.3%	25.6%	(1,233)
Return on avg. assets ⁴	0.8%	1.5%	(74)
Return on RWA ⁵	1.4%	2.6%	(115)
Asset quality ratios (%)	Mar-23	Mar-22	Variation bp
NPL ratio ⁶	1.9%	1.2%	66
Coverage of NPLs ratio ⁷	185.5%	278.6%	(9,316)
Cost of credit ⁸	1.2%	0.8%	42
Capital indicators	Mar-23	Mar-22	Variation
Risk-weighted assets	38,386,948	36,483,249	5.2%
Core capital ratio ⁹	10.5%	10.4%	3
Tier I ratio ¹⁰	1.9%	2.5%	(55)
Tier II ratio ¹¹	4.6%	3.9%	69
BIS ratio ¹²	17.0%	16.8%	18
Clients and service channels	Mar-23	Mar-22	Variation %
Total clients	3,720,147	4,183,188	(11.1%)
Active clients	2,174,818	2,060,430	5.6%
Loyal clients ¹³	831,953	830,674	0.2%
Digital clients ¹⁴	2,001,980	1,996,386	0.3%
Branches	278	324	(14.2%)
Employees	9,477	9,854	(3.8%)
Market capitalization (YTD)	Mar-23	Mar-22	Variation %
Net income per share (Ch\$)	0.72	1.25	(42.4%)
Net income per ADR (US\$)	0.36	0.64	(43.2%)
Stock price (Ch\$/per share)	35.25	44.31	(20.4%)
ADR price (US\$ per share)	17.83	22.59	(21.1%)
Market capitalization (US\$mn)	8,400	10,661	(21.2%)
Shares outstanding (millions)	188,446.1	188,446.1	--%
ADRs (1 ADR = 400 shares) (millions)	471.1	471.1	--%