

Banco Santander Chile

1Q 2018 results

April 2018



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 2016 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



Strategy and results

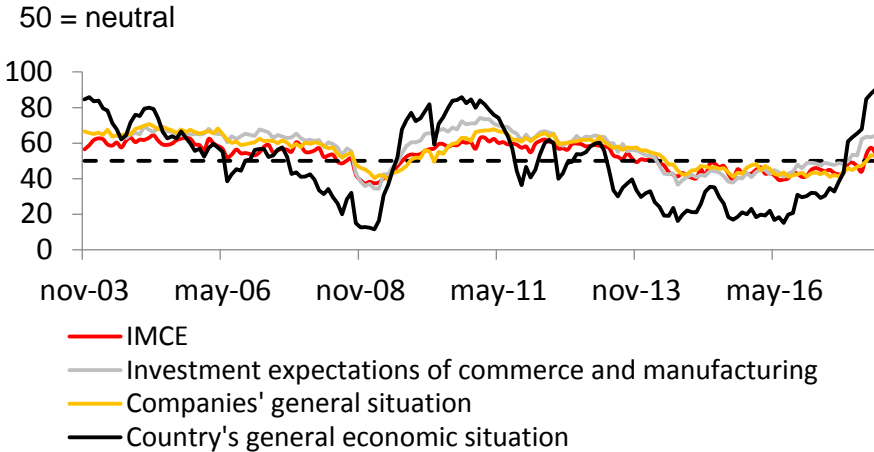


Outlook

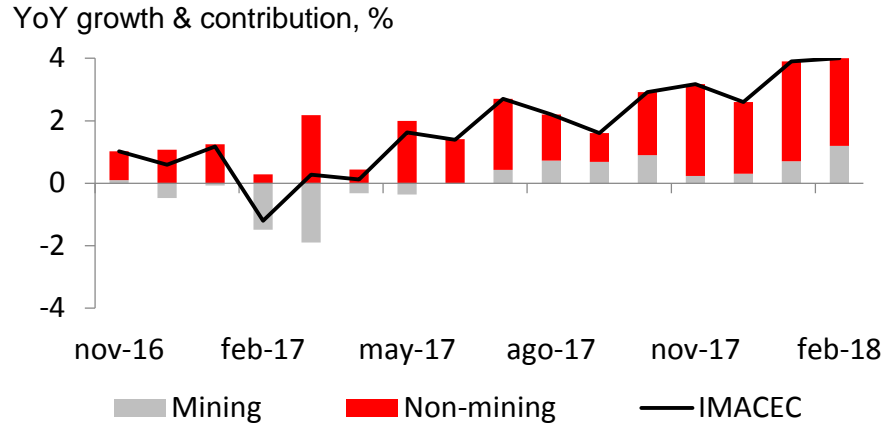
Macroeconomic environment

The economy is accelerating

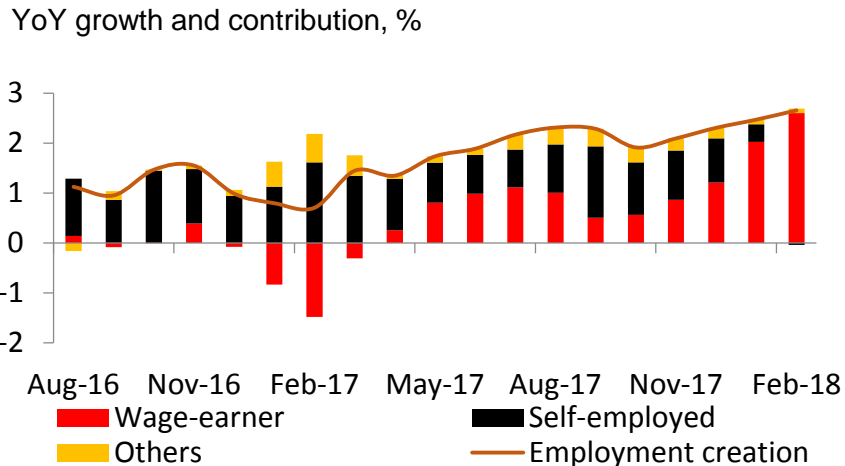
Business confidence (IMCE^{1,2})



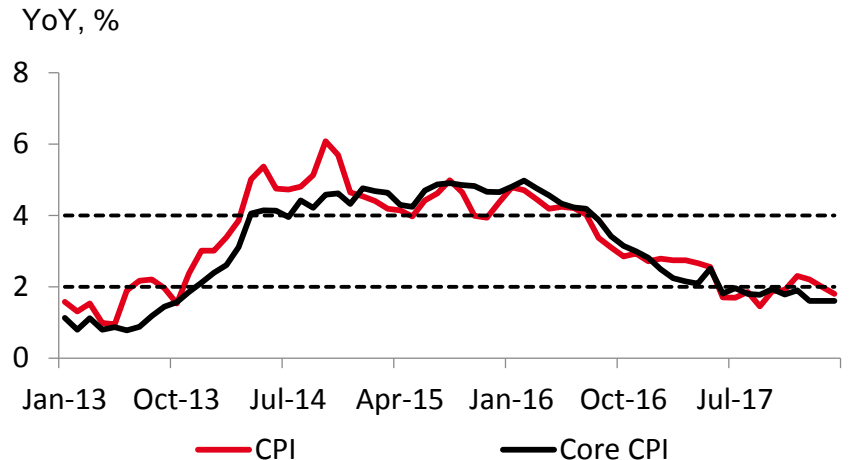
Monthly economic activity²



Job Creation²



Inflation²

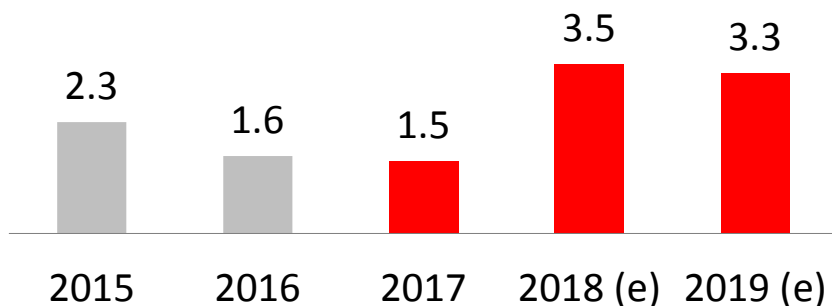


Macroeconomic environment

GDP growth expectations rise for 2018-19

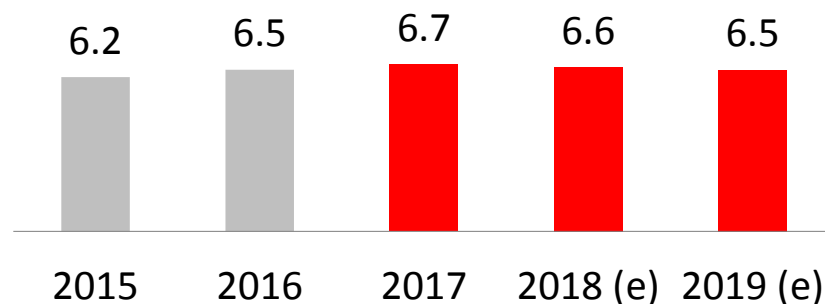
GDP

YoY real growth, %



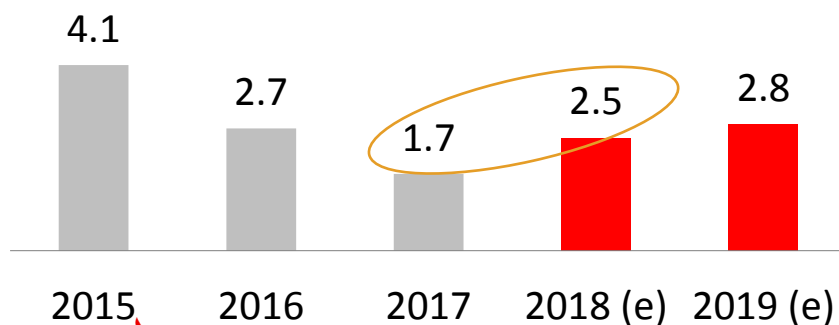
Unemployment

% of workforce, %



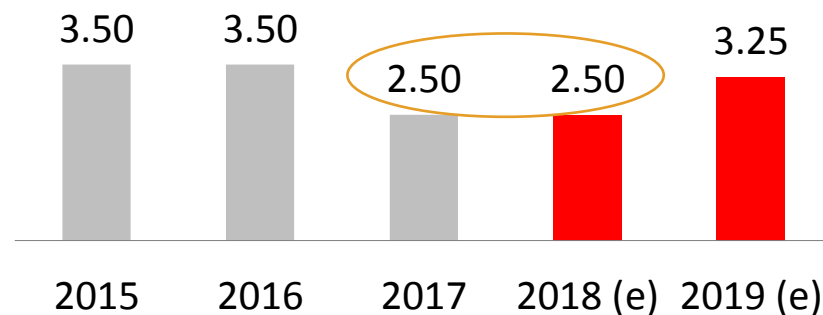
Inflation

Annual change in UF inflation, %



Central Bank ST Reference Rate

%



Agenda

Macro-economic environment

Strategy and results

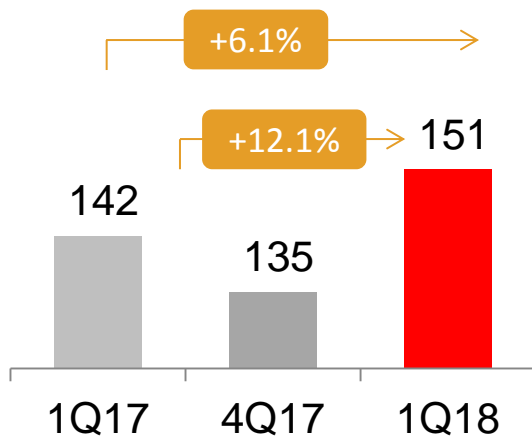
Outlook

Positive results in 3M18

Net income increased 6.1%, and ROE reached 19.4% in 1Q18

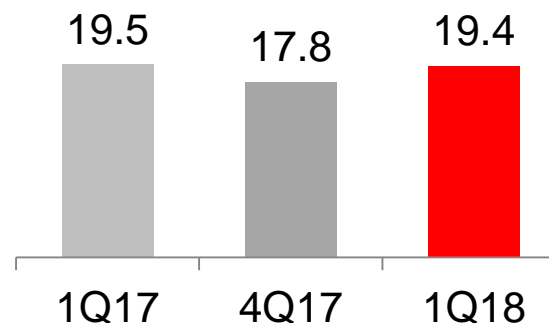
Net income¹

Ch\$bn



ROE


%



Results driven by business growth, stable asset quality and tight cost control

3 objectives for healthy growth / higher profitability

I  Re-focusing on growth as economy recovers...

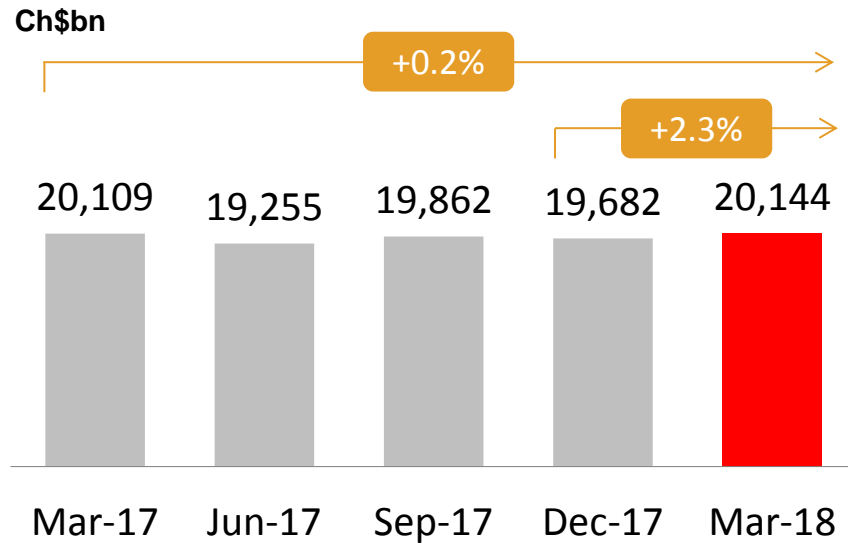
II  ... by increasing client loyalty through an improved client experience and quality of service and expanding digital banking capabilities

III  Optimizing profitability and capital use to increase shareholder value in time

Strategy: I. Re-focusing on growth as economy recovers...

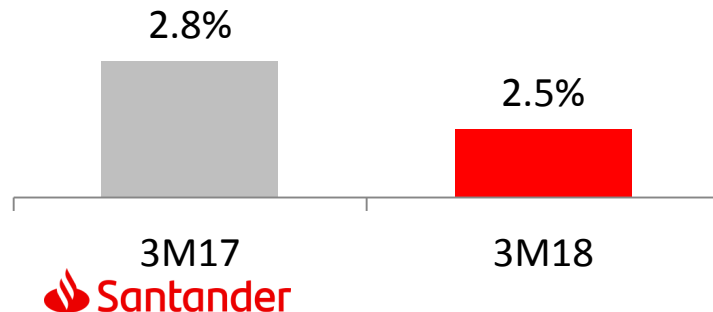
Positive growth of demand deposits in the quarter

Total Deposits

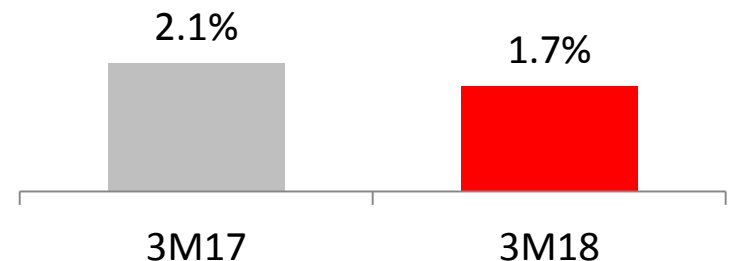


Ch\$ bn	3M18	YoY	QoQ
Demand	8,176	10.4%	5.2%
Time	11,969	(5.8%)	0.5%
Total Deposits	20,144	0.2%	2.3%
Mutual funds ¹	5,387	(1.9%)	6.5%
Loans to deposits ²	98.0%		
LCR ³	125%		
NSFR ⁴	109%		

YTD average cost of funds



YTD average time and demand deposit cost

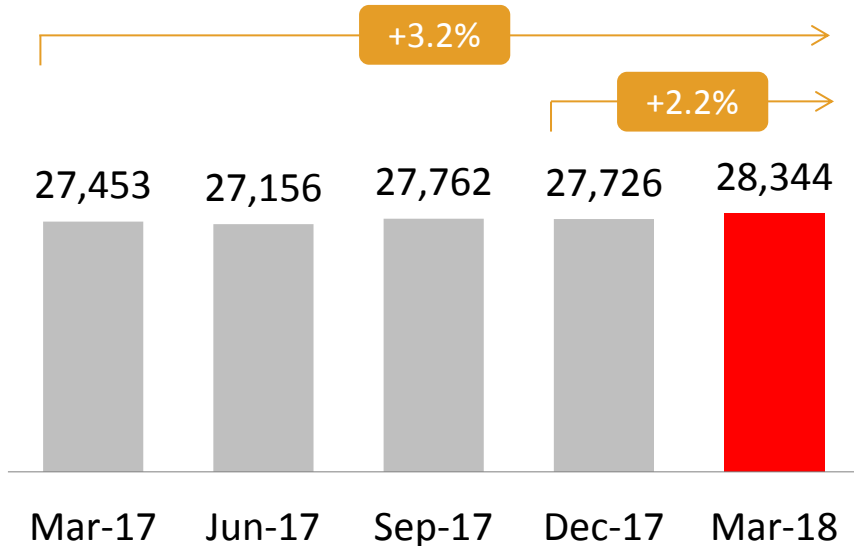


Strategy: I. Re-focusing on growth as economy recovers...

Loan growth accelerating in line with the economy

Total Loans

Ch\$bn

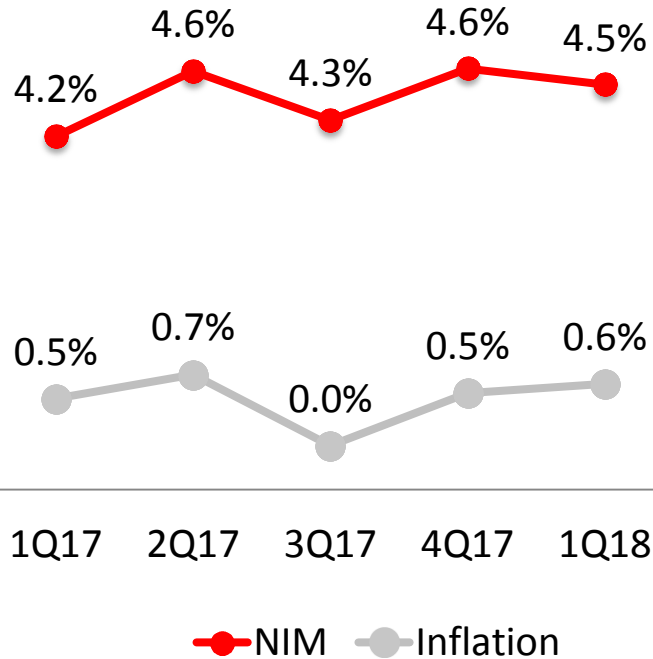


Ch\$ bn	3M18	YoY	QoQ
Individuals¹			
Consumer	4,596	2.1%	0.8%
Mortgages	9,270	6.0%	1.9%
SMEs	3,731	0.2%	(2.5%)
Retail	19,381	3.8%	0.8%
Middle Market	6,975	6.7%	2.9%
Corporate	1,886	(12.8%)	15.5%
Total²	28,344	3.2%	2.2%

Strategy: I. Re-focusing on growth as economy recovers...

NII grows 8.8% YoY

NIM¹, Client NIM² & UF Inflation



NII by segment

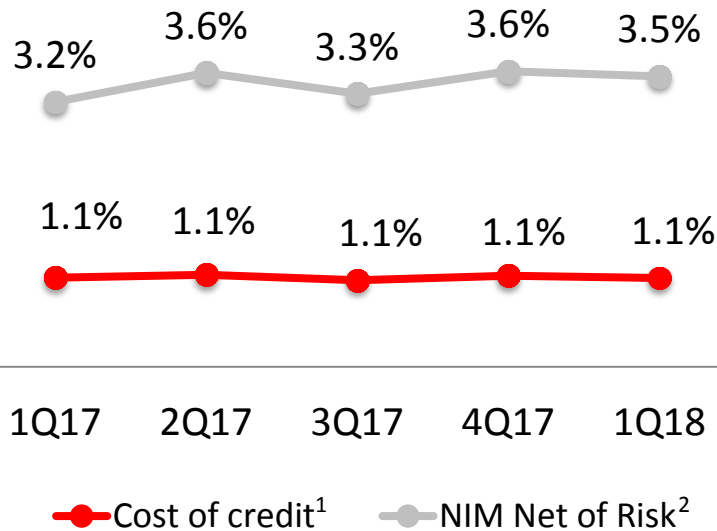
Ch\$ bn	3M18	YoY	QoQ
Net interest income	347	8.8%	0.1%
Average interest-earning assets	30,708	1.1%	2.3%
Average loans	27,885	3.6%	1.4%
Interest earning asset yield ¹	6.9%	-2bp	-10bp
Cost of funds ²	2.5%	-27bp	+3bp

Strategy: I. Re-focusing on growth as economy recovers...

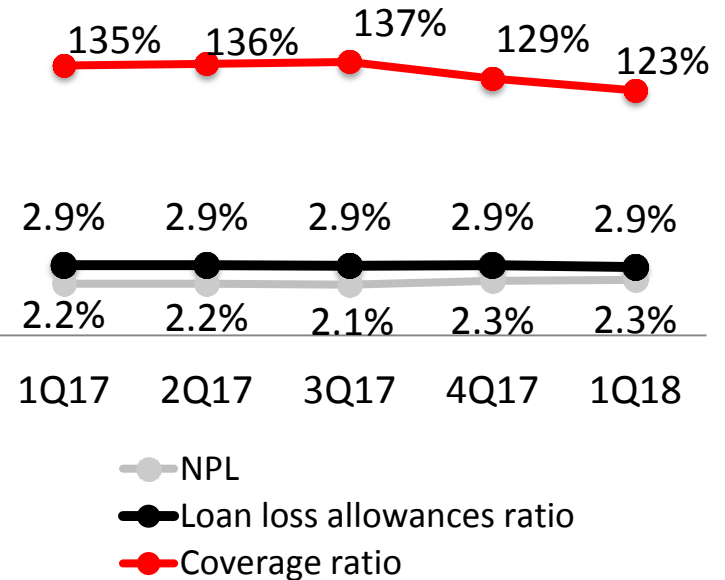
Cost of credit at 1.1%. Stable asset quality metrics

Cost of credit and NIM Net of Risk

% of loans





NPL and Coverage Ratio



1. Annualized quarterly provisions expense/total loans. 2. Annualized Net interest income net of provision expense divided by average interest earning assets.
3. 90 days or more NPLs 4. Loan loss reserves over NPLs

3 objectives for healthy growth / higher profitability

I  Re-focusing on growth as economy recovers...

II  ... by increasing client loyalty through an improved client experience and quality of service and expanding digital banking capabilities

III  Optimizing profitability and capital use to increase shareholder value in time

Strategy: II. Increasing client loyalty and expanding digital banking



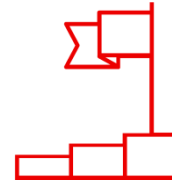
~15,200

Clients as of March 2018



60%

Of clients in Life are new clients



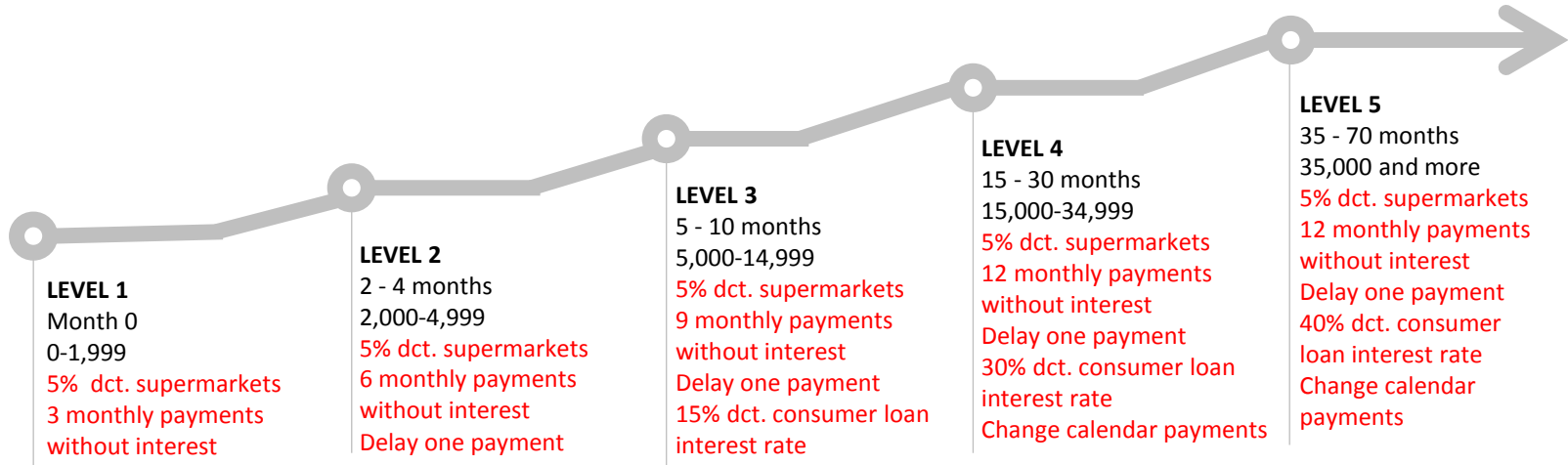
~28%

Of new monthly total bank plans are Life



6.6

Average monthly transaction through Life credit cards



Strategy: II. Increasing client loyalty and expanding digital banking

Digital clients surpass 1 million and digital trx double



+1 million
Digital clients¹



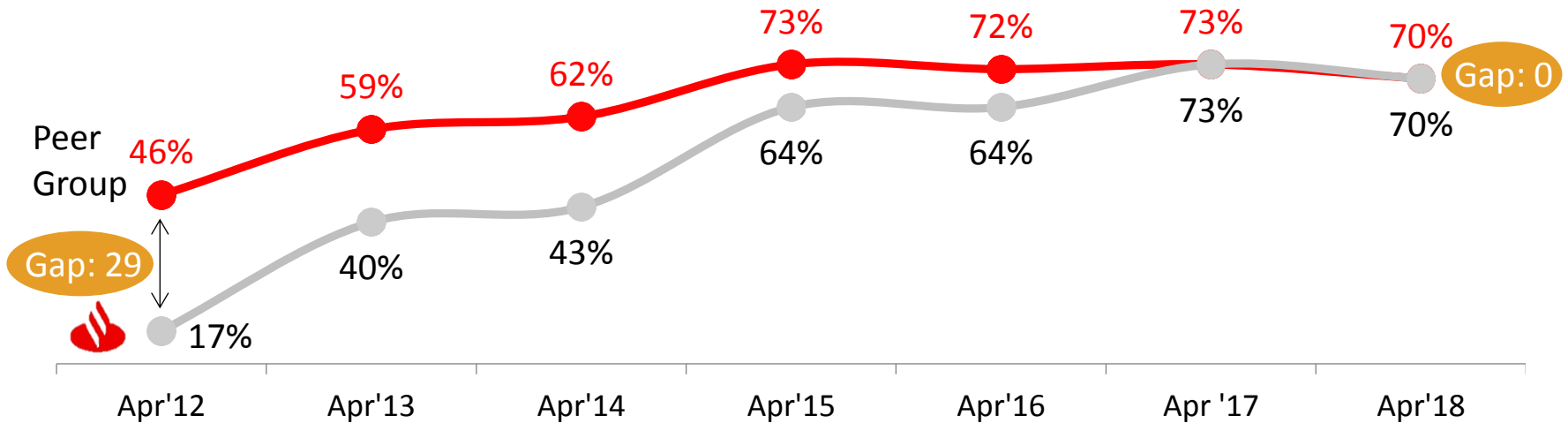
100 million → 210 million
Monthly transactions through
digital channels²

APP 2.0: More transactional capabilities and a
user-friendly interface

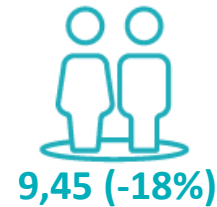
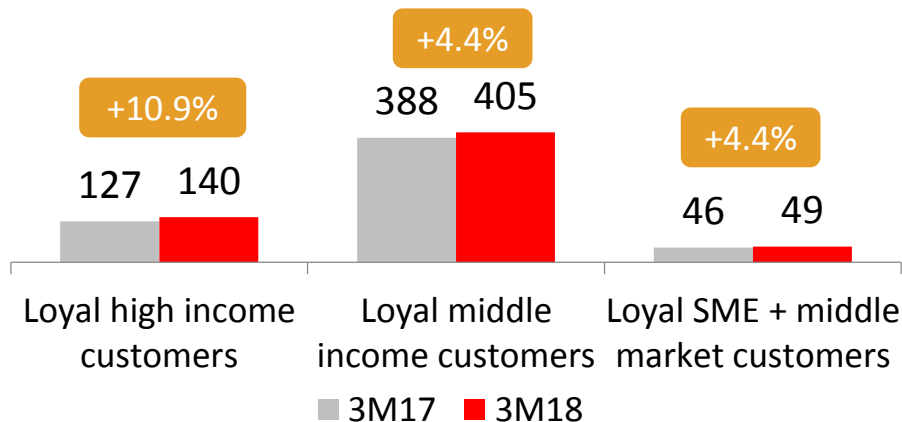


Strategy: II. Increasing client loyalty and expanding digital banking

Evolution of Bank Satisfaction Gap (% Net Satisfaction)¹



Loyal customer (thousands)²



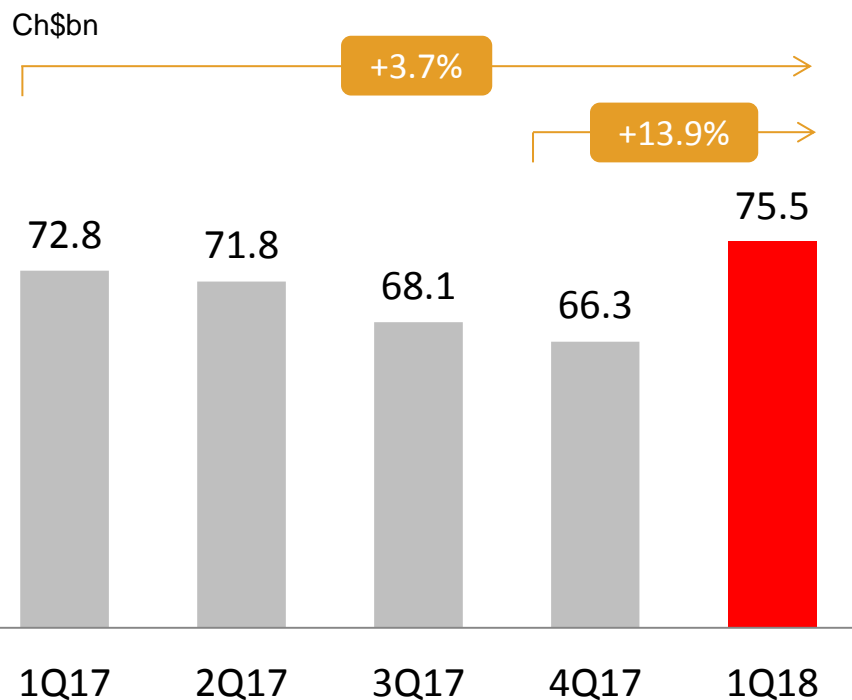
Complaints for every 10,000 debtors³

1. Source: GfK Adimark 2. Loyal high income and middle income customers with 4 products plus a minimum profitability level and a minimum usage indicator, as differentiated by segment. SME + Middle-market cross-selling differentiated by client size using a point system that depends on number of products, usage of products and income net of risk 3. As of Dec. 2017, change compared to Dec. 2016

Strategy: II. Increasing client loyalty and expanding digital banking

Fees growing 13.9% QoQ

Net fee income



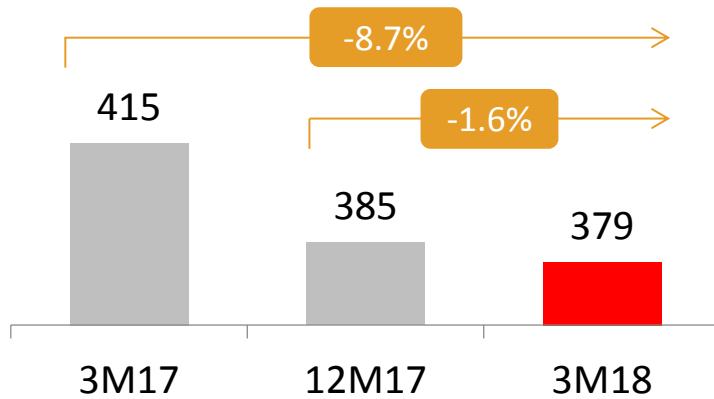
Ch\$ bn	3M18	YoY	QoQ
Retail ¹	54.5	18.0%	17.4%
Middle Market	9.1	(0.7%)	0.7%
Corporate	10.5	(1.4%)	90.0%
Subtotal	74.0	12.3%	21.5%
Others ²	1.5	(78.8%)	(72.9%)
Total	75.5	3.7%	13.9%

Healthy fee growth impelled by retail and GCB

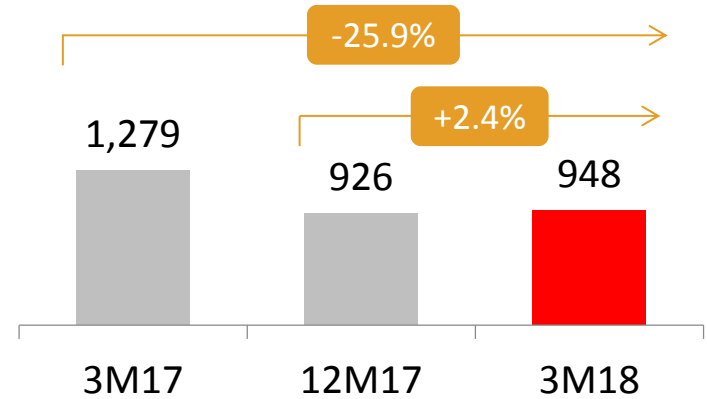
Strategy: II. Increasing client loyalty and expanding digital banking

Restructuring our physical distribution network

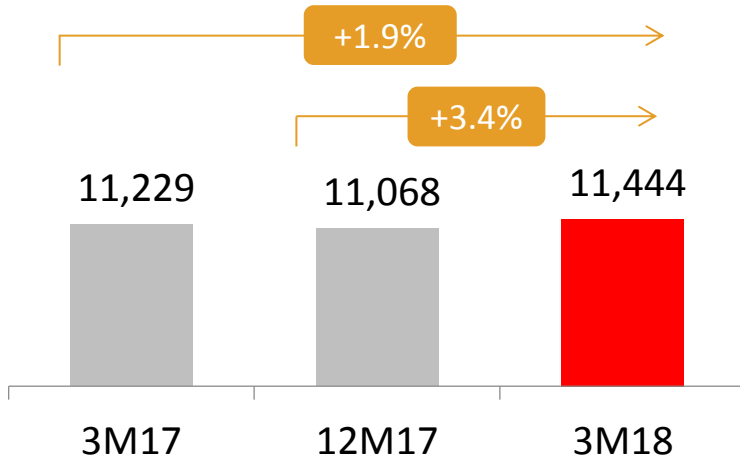
Branches



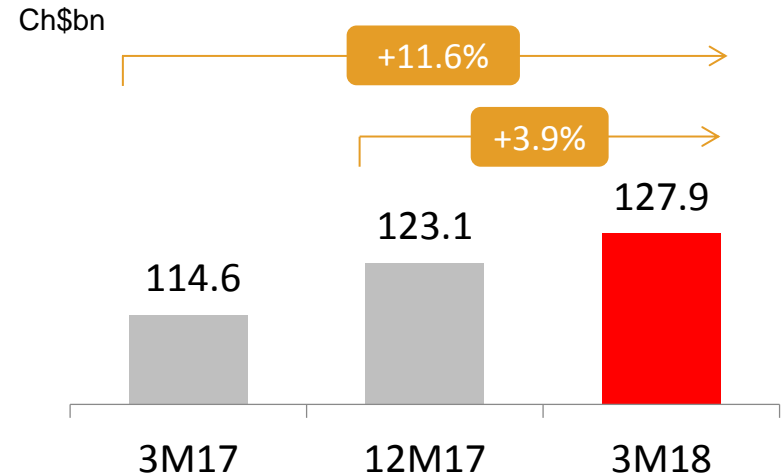
ATMs



Employees



Loans and Deposits / Branches



Strategy: II. Increasing client loyalty and expanding digital banking



95%
Client satisfaction



15% vs 17%
Direct cost / income
(vs traditional branch)



+13%
Increase in income vs
traditional branch

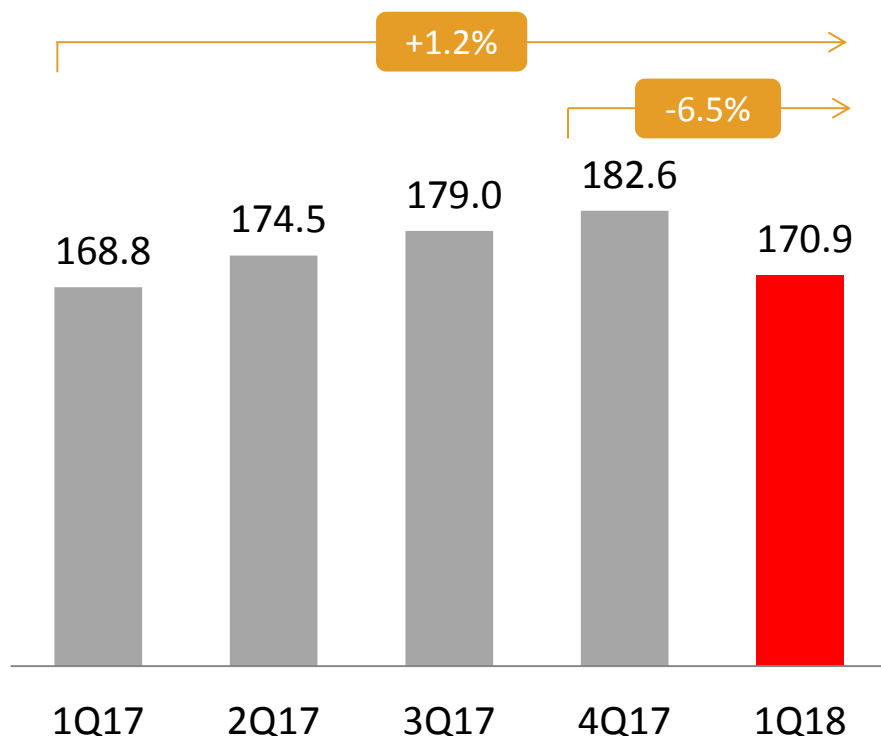
We will be opening 20 more Workcafés this year

Strategy: II. Increasing client loyalty and expanding digital banking

Improving our efficiency

Operating Expenses


Ch\$bn




Ch\$ bn	3M18	YoY	QoQ
Personnel expenses	89.5	(3.4%)	(12.3%)
Administrative expenses	62.2	6.3%	6.8%
Depreciation	19.2	8.8%	(14.2%)
Operating expenses	170.9	1.2%	(6.5%)
Efficiency ratio	38.7%	-129bp	-412bp
Cost/Assets	1.9%	+4bp	-18bp

3 objectives for healthy growth / higher profitability

I  Re-focusing on growth as economy recovers...

II  ... by increasing client loyalty through an improved client experience and quality of service and expanding digital banking capabilities

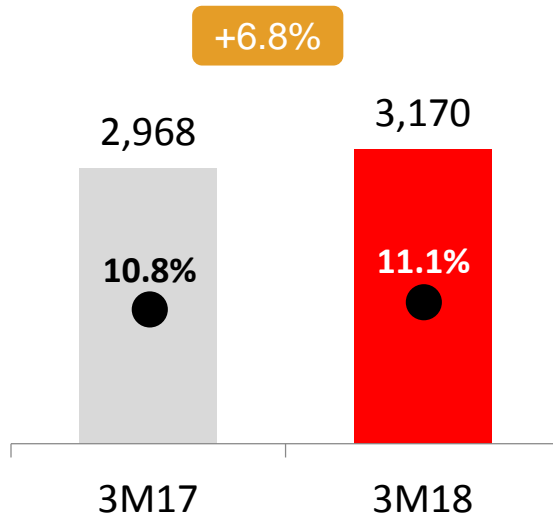
III  **Optimizing profitability and capital use to increase shareholder value in time**

Strategy: III. Optimizing profitability and capital

High profitability levels sustains high core capital ratios

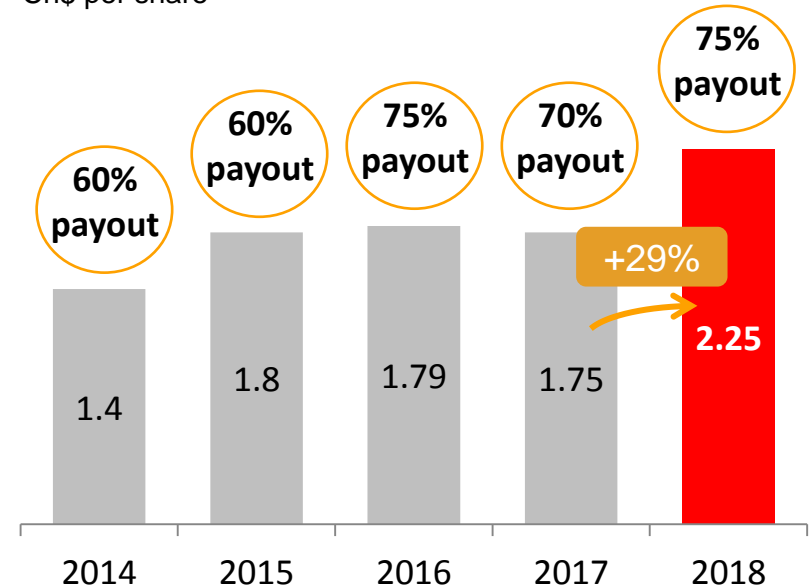
Core Capital & Core Capital Ratio

Ch\$bn



Dividend per share

Ch\$ per share



Dividend yield = 4.2% in 2018

Agenda

Macro-economic environment

Strategy and results

Outlook

Sound outlook for 2018

- **Loan growth 8% with focus in Retail and Middle-market.**
- **Stable rates and 2018 UF inflation ~2.5% should drive margins, but with potential downside risks**
- **Client loyalty and higher growth of total clients to drive fee income, but lower ATM fees compensated in with cost control**
- **Financial transaction income rising mid-single digits**
- **Cost of credit stable**
- **Efficiency ratio between 40%-40.5%**
- **Effective tax rate to rise 1.5%-2.0%**

Maintain guidance with loan growth in upper bound

Investor day Banco Santander.

Top management of the bank will present a strategic and financial update, as well as a closer look at our phygital transformation.



June 1, 2018: New York, US - NYSE

June 6, 2018: Santiago, Chile- Double Tree by Hilton

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



Agenda

Annexes

■ Unaudited Balance Sheet

	Mar-18 US\$ Ths ¹	Mar-18 Ch\$ Million	Mar-17	Mar-18/Mar-17 % Chg.
Cash and deposits in banks	2,645,570	1,599,697	1,828,411	(12.5%)
Cash items in process of collection	846,017	511,561	800,901	(36.1%)
Trading investments	285,281	172,501	387,190	(55.4%)
Investments under resale agreements	-	-	-	--%
Financial derivative contracts	3,307,684	2,000,057	2,500,630	(20.0%)
Interbank loans, net	15,260	9,227	351,880	(97.4%)
Loans and account receivables from customers, net	45,520,328	27,524,777	26,294,766	4.7%
Available for sale investments	4,948,977	2,992,498	2,807,974	6.6%
Held-to-maturity investments	-	-	-	--%
Investments in associates and other companies	46,759	28,274	24,501	15.4%
Intangible assets	103,293	62,458	59,118	5.6%
Property, plant and equipment	384,716	232,626	249,485	(6.8%)
Current taxes	11,173	6,756	-	--%
Deferred taxes	616,311	372,665	368,276	1.2%
Other assets	1,522,756	920,765	1,035,406	(11.1%)
Total Assets	60,254,125	36,433,862	36,708,538	(0.7%)
Deposits and other demand liabilities	13,520,777	8,175,608	7,408,618	10.4%
Cash items in process of being cleared	585,519	354,046	602,307	(41.2%)
Obligations under repurchase agreements	175,135	105,899	205,151	(48.4%)
Time deposits and other time liabilities	19,793,896	11,968,775	12,700,210	(5.8%)
Financial derivatives contracts	3,178,274	1,921,807	2,293,744	(16.2%)
Interbank borrowings	2,187,163	1,322,512	1,491,687	(11.3%)
Issued debt instruments	12,892,277	7,795,573	7,411,645	5.2%
Other financial liabilities	403,003	243,684	238,331	2.2%
Current taxes	-	-	24,847	--%
Deferred taxes	18,557	11,221	11,623	(3.5%)
Provisions	562,126	339,901	324,584	4.7%
Other liabilities	1,624,635	982,368	997,313	(1.5%)
Total Liabilities	54,941,363	33,221,394	33,710,060	(1.4%)
Equity				
Capital	1,474,032	891,303	891,303	--%
Reserves	2,946,761	1,781,818	1,640,112	8.6%
Valuation adjustments	-7,191	-4,348	6,763	(164.3%)
Retained Earnings:				
Retained earnings from prior years	934,088	564,815	472,351	19.6%
Income for the period	249,749	151,016	142,375	6.1%
Minus: Provision for mandatory dividends	-355,151	-214,749	-184,413	16.5%
Total Shareholders' Equity	5,242,289	3,169,855	2,968,491	6.8%
Non-controlling interest	70,473	42,613	29,987	42.1%
Total Equity	5,312,762	3,212,468	2,998,478	7.1%
Total Liabilities and Equity	60,254,125	36,433,862	36,708,538	(0.7%)

1. The exchange rate used to calculate the figures in dollars was Ch\$604.67 / US\$1

■ Unaudited YTD Income Statement

	Mar-18 US\$ Ths ¹	Mar-18 Ch\$ Million	Mar-17	Mar-18/Mar-17 % Chg.
Interest income	873,290	528,052	523,968	0.8%
Interest expense	(299,894)	(181,337)	(205,393)	(11.7%)
Net interest income	573,395	346,715	318,575	8.8%
Fee and commission income	205,325	124,154	115,295	7.7%
Fee and commission expense	(80,474)	(48,660)	(42,472)	14.6%
Net fee and commission income	124,852	75,494	72,823	3.7%
Net income (expense) from financial operations	(44,940)	(27,174)	1,276	--%
Net foreign exchange gain	83,343	50,395	35,456	42.1%
Total financial transactions, net	38,403	23,221	36,732	(36.8%)
Other operating income	10,430	6,307	13,019	(51.6%)
Net operating profit before provisions for loan losses	747,080	451,737	441,149	2.4%
Provision for loan losses	(124,704)	(75,405)	(73,862)	2.1%
Net operating profit	622,376	376,332	367,287	2.5%
Personnel salaries and expenses	(148,041)	(89,516)	(92,676)	(3.4%)
Administrative expenses	(102,792)	(62,155)	(58,482)	6.3%
Depreciation and amortization	(31,720)	(19,180)	(17,622)	8.8%
Op. expenses excl. Impairment and Other operating expenses	(282,552)	(170,851)	(168,780)	1.2%
Impairment of property, plant and equipment	(64)	(39)	(184)	(78.8%)
Other operating expenses	(16,407)	(9,921)	(18,817)	(47.3%)
Total operating expenses	(299,024)	(180,811)	(187,781)	(3.7%)
Operating income	323,352	195,521	179,506	8.9%
Income from investments in associates and other companies	1,364	825	720	14.6%
Income before tax	324,716	196,346	180,226	8.9%
Income tax expense	(73,682)	(44,553)	(37,208)	19.7%
Net income from ordinary activities	251,034	151,793	143,018	6.1%
Net income discontinued operations	-	-	-	--%
Net income attributable to:				
Non-controlling interest	1,285	777	643	20.8%
Net income attributable to equity holders of the Bank	249,749	151,016	142,375	6.1%

1. The exchange rate used to calculate the figures in dollars was Ch\$604.67 / US\$1

■ Unaudited Quarterly Income Statement

	1Q18	1Q18	4Q17	1Q17	1Q18/1Q17	1Q18/4Q17
	US\$ Ths ¹	Ch\$ Million			% Chg.	
Interest income	873,290	528,052	524,299	523,968	0.8%	0.7%
Interest expense	(299,894)	(181,337)	(177,798)	(205,393)	(11.7%)	2.0%
Net interest income	573,395	346,715	346,501	318,575	8.8%	0.1%
Fee and commission income	205,325	124,154	112,308	115,295	7.7%	10.5%
Fee and commission expense	(80,474)	(48,660)	(46,008)	(42,472)	14.6%	5.8%
Net fee and commission income	124,852	75,494	66,300	72,823	3.7%	13.9%
Net income (expense) from financial operations	(44,940)	(27,174)	(50,137)	1,276	--%	(45.8%)
Net foreign exchange gain	83,343	50,395	68,311	35,456	42.1%	(26.2%)
Total financial transactions, net	38,403	23,221	18,174	36,732	(36.8%)	27.8%
Other operating income	10,430	6,307	19,224	13,019	(51.6%)	(67.2%)
Net operating profit before provisions for loan losses	747,080	451,737	450,199	441,149	2.4%	0.3%
Provision for loan losses	(124,704)	(75,405)	(76,805)	(73,862)	2.1%	(1.8%)
Net operating profit	622,376	376,332	373,394	367,287	2.5%	0.8%
Personnel salaries and expenses	(148,041)	(89,516)	(102,086)	(92,676)	(3.4%)	(12.3%)
Administrative expenses	(102,792)	(62,155)	(58,203)	(58,482)	6.3%	6.8%
Depreciation and amortization	(31,720)	(19,180)	(22,355)	(17,622)	8.8%	(14.2%)
Op. expenses excl. Impairment and Other operating expenses	(282,552)	(170,851)	(182,644)	(168,780)	1.2%	(6.5%)
Impairment of property, plant and equipment	(64)	(39)	-	(184)	(78.8%)	--%
Other operating expenses	(16,407)	(9,921)	(23,343)	(18,817)	(47.3%)	(57.5%)
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Operating income	323,352	195,521	167,407	179,506	8.9%	16.8%
Income from investments in associates and other companies	1,364	825	1,009	720	14.6%	(18.2%)
Income before tax	324,716	196,346	168,416	180,226	8.9%	16.6%
Income tax expense	(73,682)	(44,553)	(37,991)	(37,208)	19.7%	17.3%
Net income from ordinary activities	251,034	151,793	130,425	143,018	6.1%	16.4%
Net income discontinued operations	-	-	-	-	--%	--%
Net income attributable to:						
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Net income attributable to equity holders of the Bank	249,749	151,016	134,678	142,375	6.1%	12.1%

1. The exchange rate used to calculate the figures in dollars was Ch\$604.67 / US\$1

Annexes: Key Indicators

Profitability & Efficiency	03M18	03M17	Change bp
Net interest margin (NIM) ¹	4.5%	4.2%	32
Efficiency ratio ²	38.7%	40.0%	-129
Return on avg. equity	19.4%	19.5%	-17
Return on avg. assets	2.0%	1.9%	9
Core capital ratio	11.1%	10.8%	31
BIS ratio	14.0%	13.7%	30
Return on RWA	2.1%	2.1%	4

Asset Quality Ratios	Mar-18	Mar-17	Change bp
NPL ratio ³	2.3%	2.2%	16
Coverage of NPLs ratio ⁴	122.9%	135.5%	-1,259
Cost of credit ⁵	1.1%	1.1%	-1

Structure (#)	Mar-18	Mar-17	Change (%)
Branches	379	415	(8.7%)
ATMs	948	1,279	(25.9%)
Employees	11,444	11,229	1.9%

Market Capitalization	Mar-18	Mar-17	Change (%)
Net income per share (Ch\$)	0.80	0.76	6.1%
Net income per ADR (US\$)	0.46	0.46	1.2%
Stock price (Ch\$/ per share)	50.88	41.37	23.0%
ADR price (US\$ per share)	33.51	25.08	33.6%
Market capitalization (US\$m)	15,855	11,816	34.2%
Shares outstanding (millions)	188,446	188,446	--%
ADRs (1 ADR = 400 shares) (millions)	471	471	--%

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.