

# **Banco Santander Chile 4Q20 Results**

# 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 2019 20-F filed with the SEC for an explanation of the differences between Chilean Bank GAAP and IFRS. Nevertheless, the consolidated accounts are prepared on the basis of generally accepted accounting principles. All figures presented are in nominal terms. Historical figures are not adjusted by inflation. Please note that this information is provided for comparative purposes only and that this restatement may undergo further changes during the year and, therefore, historical figures, including financial ratios, presented in this report may not be entirely comparable to future figures presented by the Bank.

# AGENDA



**MACRO & COVID-19 UPDATE**



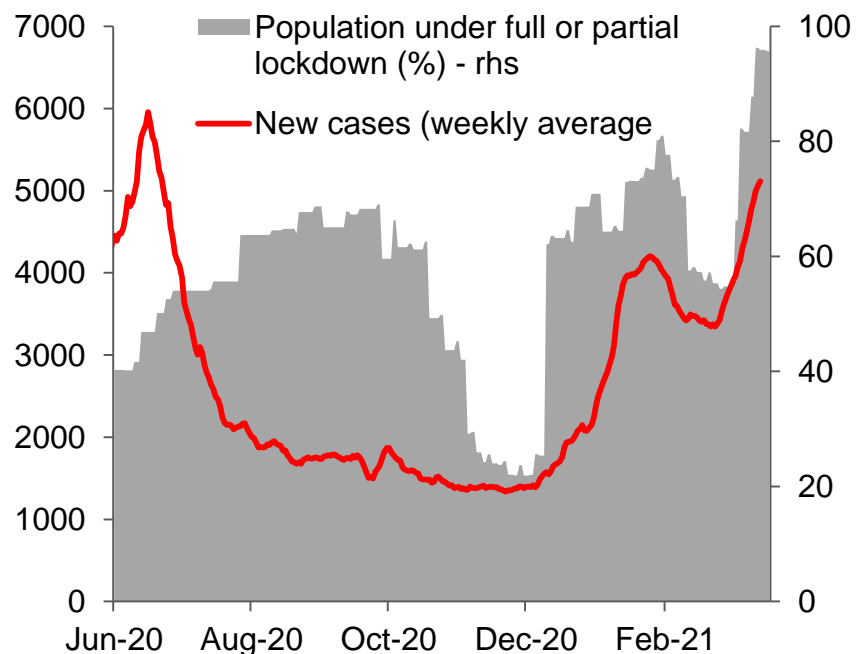
SAN CHILE: BALANCE SHEET AND RESULTS



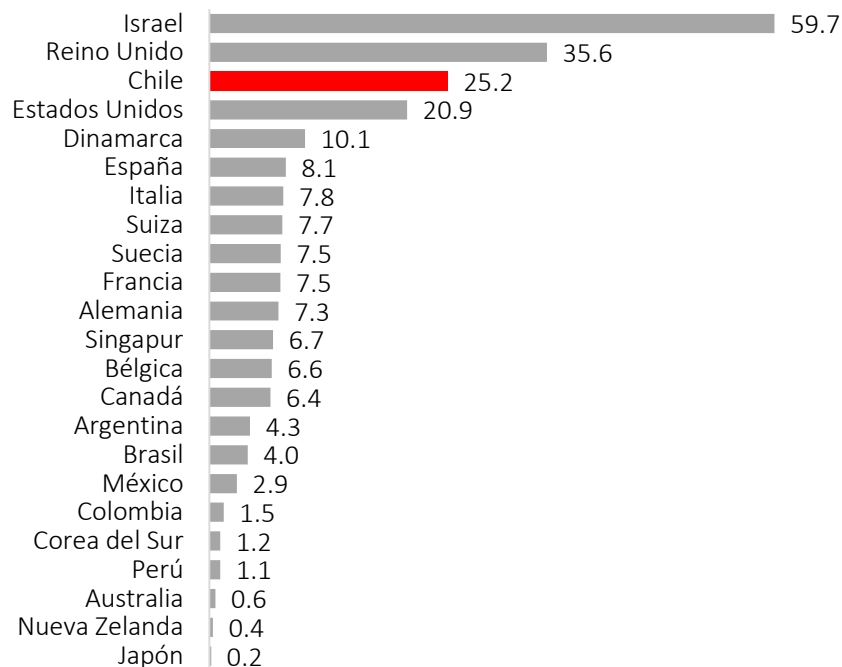
SAN CHILE: STRATEGIC INITIATIVES UPDATE

## Despite recent surge in contagions, succesful vaccination strategy reduces downside risks

### New contagions and population under lockdown



### People vaccinated (Every 100 inhabitants, March 14th)

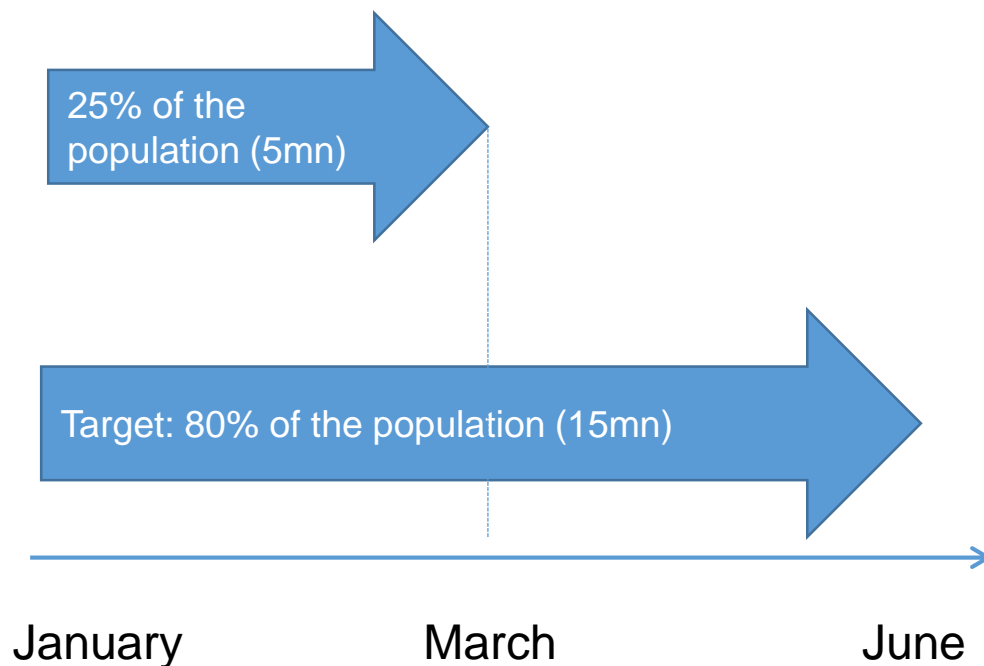


Source: OWID and Santander

## Macroeconomic environment

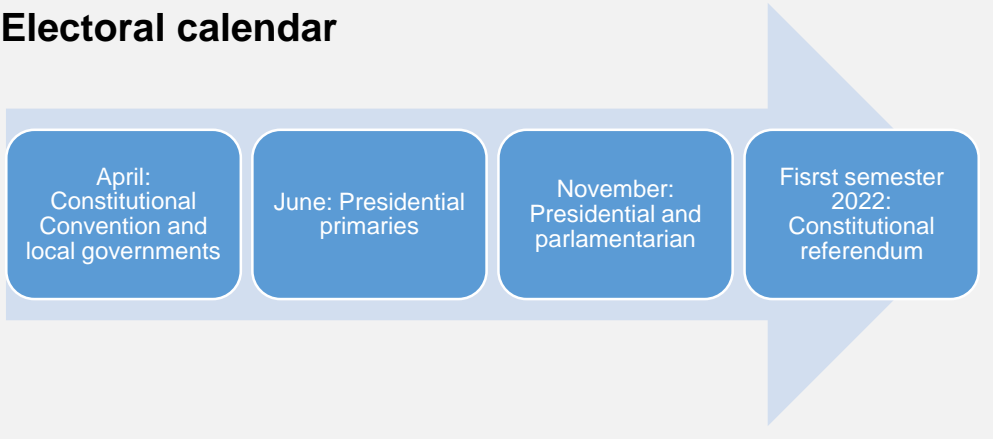
### Chile has a well organized vaccination program

Vaccine	Effectivity	Supply
Pfizer-Biontech (U.S.A – Germany)	95%	10 mills (2 doses)
AztraSeneca-Oxford (UK-Sweden)	62% - 90%	4 mills (2 doses)
Sinovac (China)	50% - 78%	10 mills. (2 doses)
Johnson & Johnson (U.S.A. - Belgium)	72% - 86%	4 mills (1 doses)
Mecanismo COVAX	NA	3,8 persons



## An intense electoral year

### Electoral calendar



### Constitutional convention

- 155 members / 17 reserved for indigenous people
- Equal female representation
- Large number of lists
- D'Hont system will favor existing large coalitions

### Possible contents of the constitutional discussion:

- Political system
- Social rights
- Economic participation of the state
- Autonomous bodies of the state
- Indigenous people recognition
- Supramajority quorums
- Natural resources ownership

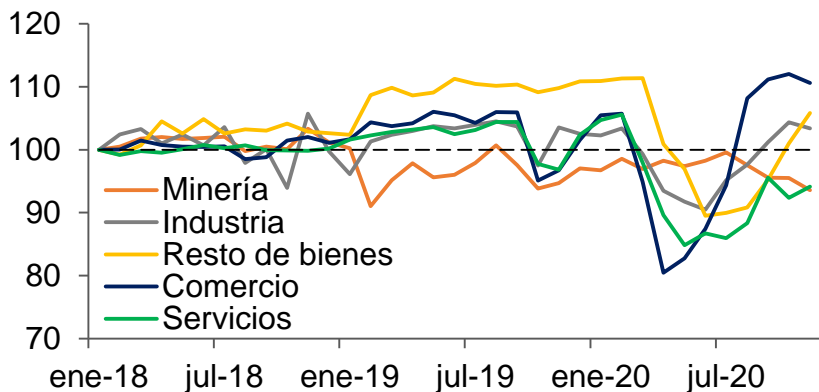
Source: Servel and Santander

# Macroeconomic environment

## Several indicators point to a decent economic recovery

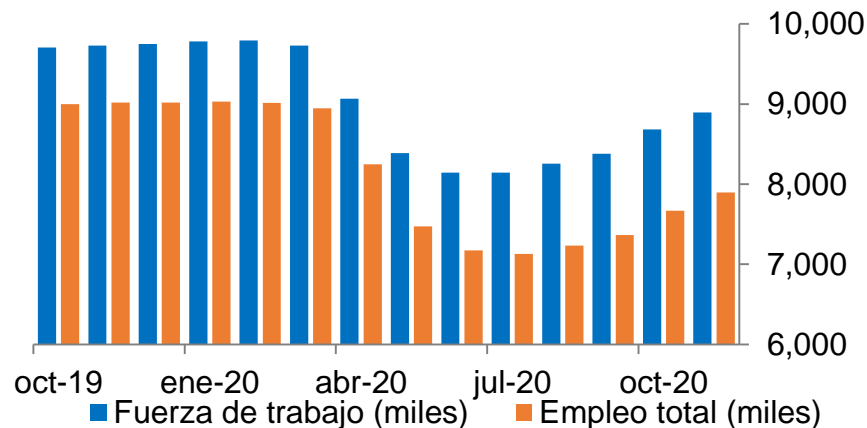
### Monthly activity index

(Jan-2019 = 100, SA)



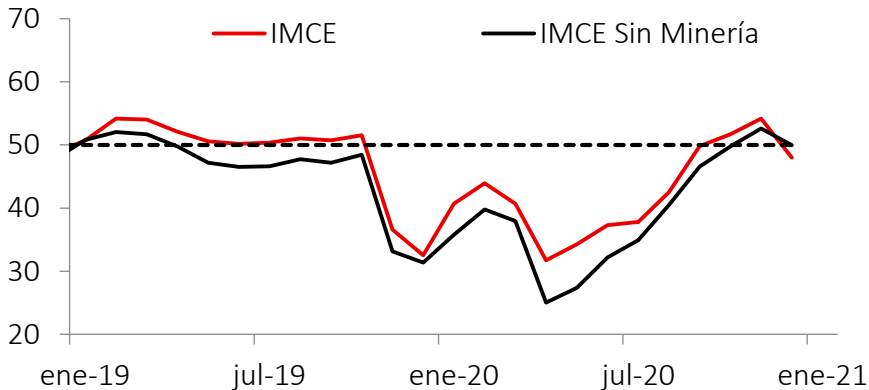
### Employment

(Thousands, 3-month average)



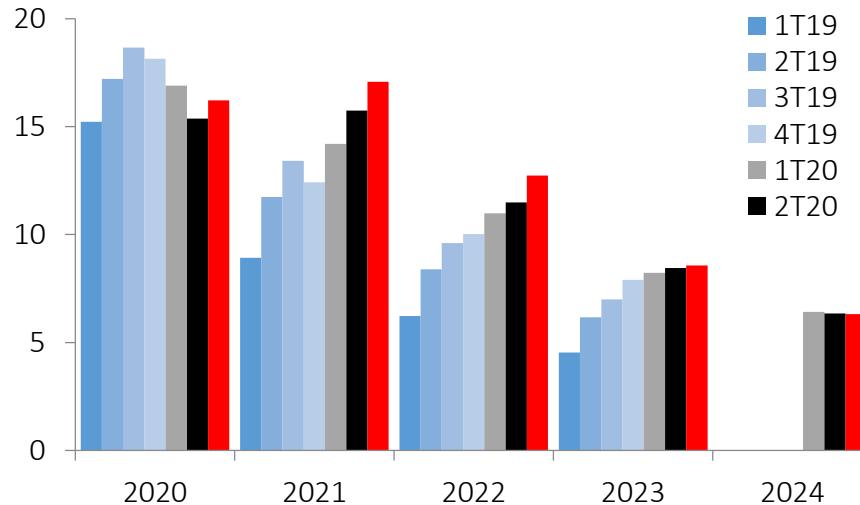
### Business expectations

(50 = neutral)



### Capital Goods Inventory

(Annual investment, US\$ billions)

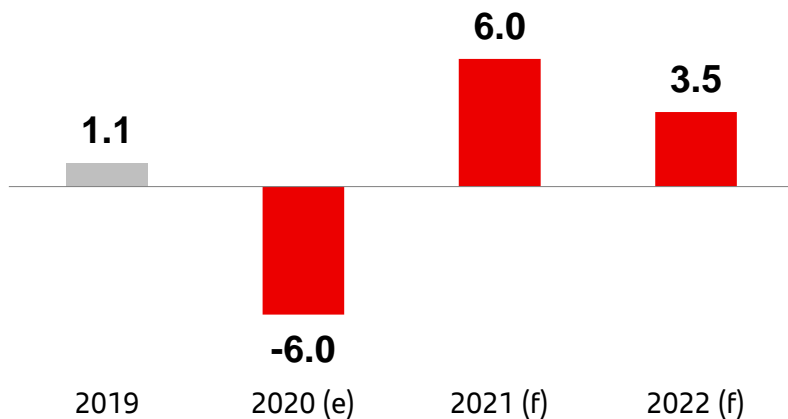


# Macroeconomic environment

## GDP to grow 6.0% in 2020

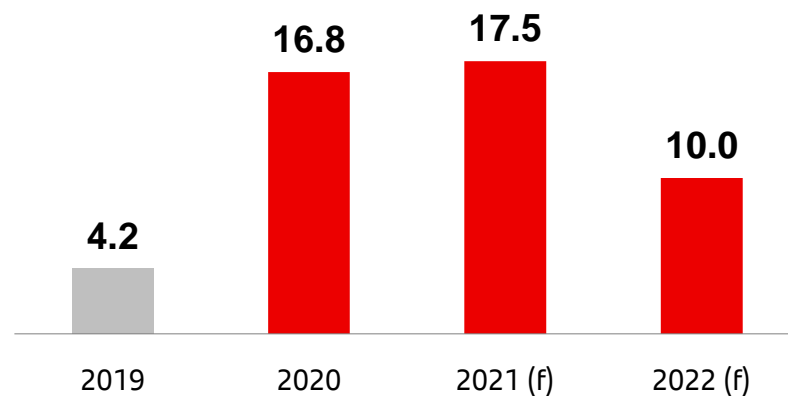
### GDP growth

Annual growth %



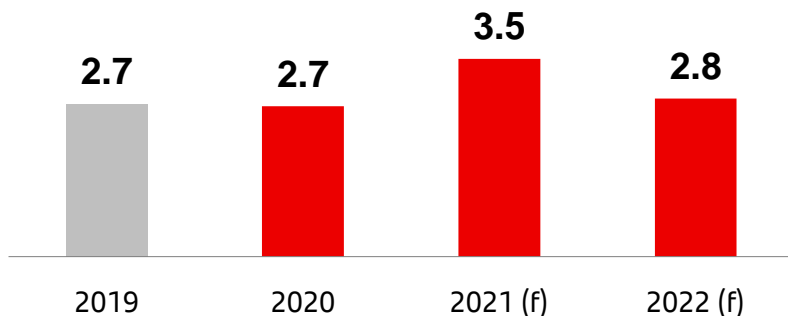
### Trade balance (USD bn)

%



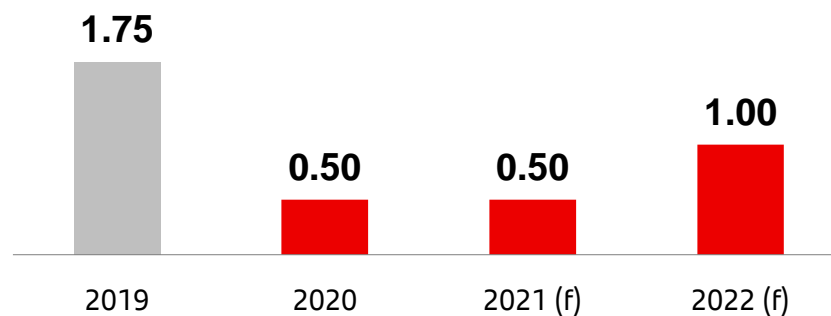
### Inflation

Annual change in UF inflation, %



### Monetary Policy Rate

%, eop





# AGENDA

MACRO & COVID-19 UPDATE

**SAN CHILE: BALANCE SHEET AND RESULTS**

SAN CHILE: STRATEGIC INITIATIVES UPDATE

## Santander Chile is the nation's leading bank

Figures in US\$



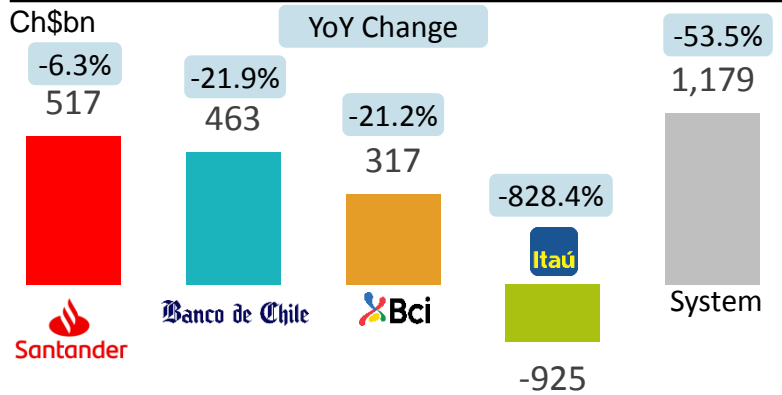
Business and Results	12M20(US\$)	YoY <sup>1</sup>
Gross Loans	48.3 bn	5.1%
Deposits	35.3 bn	7.0%
Equity	5.1 bn	5.3%
Attributable profit to parent	726 mm	-6.3%
Network and Customers	12M20	Market Share
Clients	3.4 mn	25.9% <sup>2</sup>
Digital Clients	1.5mn	34.1% <sup>3</sup>
Offices	358	19.0%
Market Share	12M20	Rank
Loans <sup>4</sup>	18.6%	1
Deposits <sup>4</sup>	17.4%	2
Checking accounts <sup>2</sup>	25.4%	1
Bank credit cards <sup>5</sup>	25.0%	1

1. Variations with constant USD 2. Market share of clients with checking accounts, as of December 2020. Source: CMF 3. Average yearly market share over clients that enter a website with a passkey. Excludes Banco Estado. Source: CMF. YTD avg as of September 2020. 4. Excludes loans and deposits of Chilean banks held abroad as of November 2020. 5. Market share in terms of monetary amount of credit card purchases, as of October 2020.

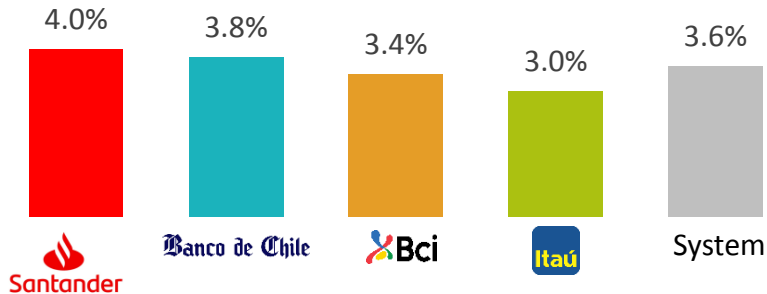
# Balance sheet & results

## Outperforming our peers in 2020

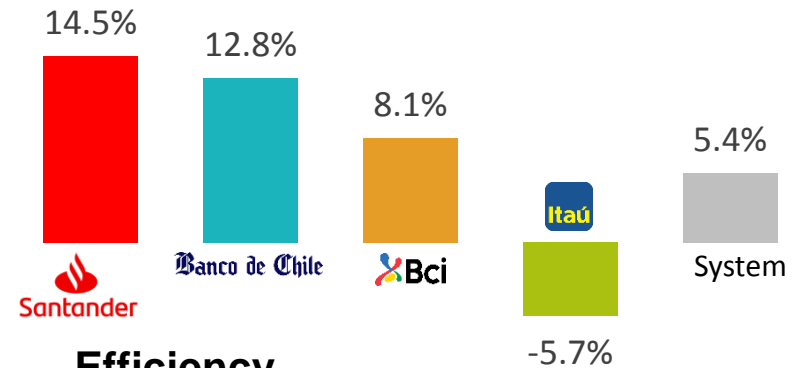
### Net income att.to shareholders



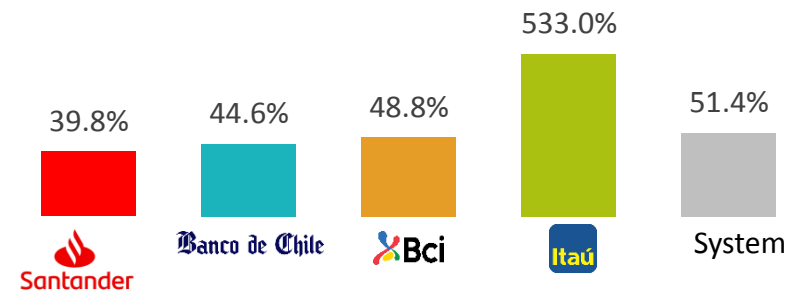
### NIM



### ROAE



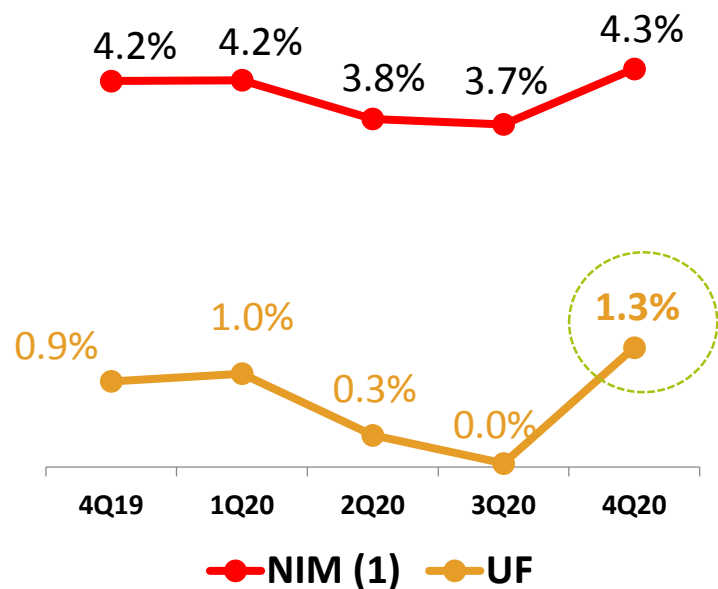
### Efficiency



## Balance sheet & results

**NII increases 12.5% YTD**

### NIM<sup>1</sup> & Inflation



### Net interest income

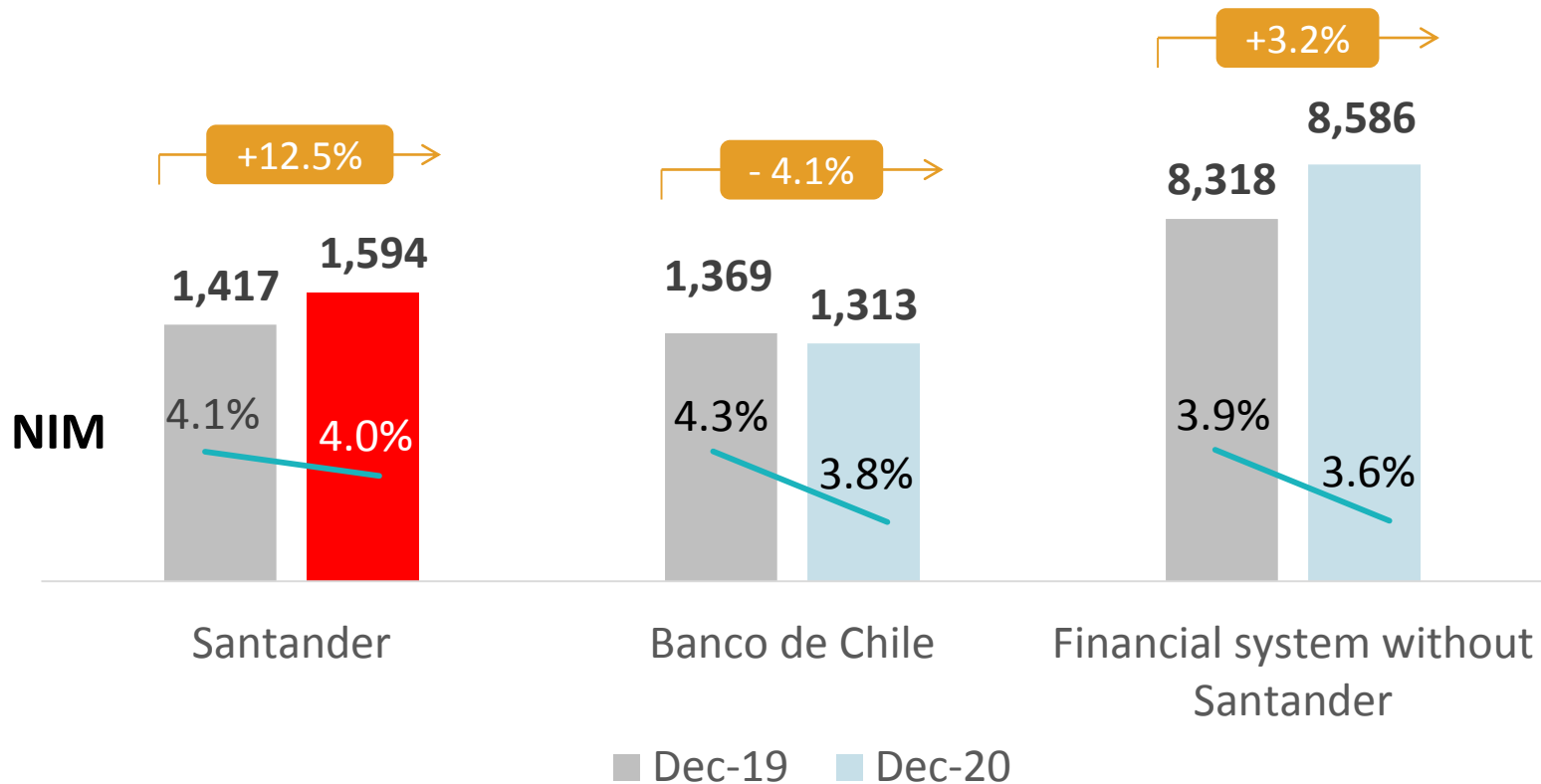
Ch\$ bn	12M20	YoY	QoQ
<b>Net interest income</b>	<b>1,594</b>	<b>12.5%</b>	<b>16.3%</b>
Avg. Int. earning assets	39,800	15.8%	0.1%
Average loans	34,436	9.7%	0.9%
Int. earning asset yield <sup>3</sup>	5.6%	-114bp	+205bp
Cost of funds <sup>4</sup>	1.60%	-108bp	+148bp
<b>NIM YTD</b>	<b>4.0%</b>	<b>-12bp</b>	<b>+60bp</b>

**Improved funding mix and higher inflation drives NIMs in 4Q20**

## Outpacing the system in NII growth and NIM evolution

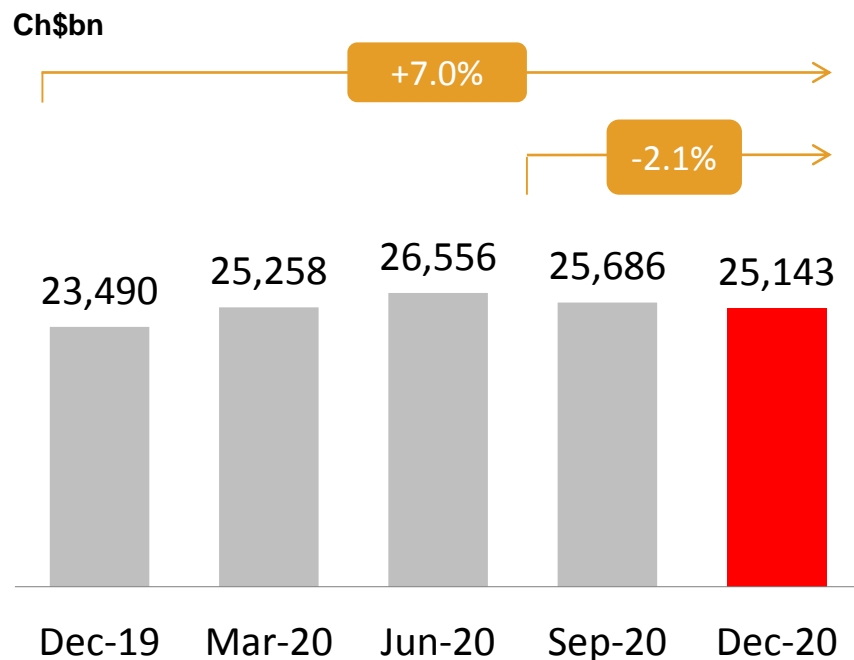
### Net interest income & NIM

Ch\$bn, %



## Non-interest bearing demand deposits up 42.0% YoY

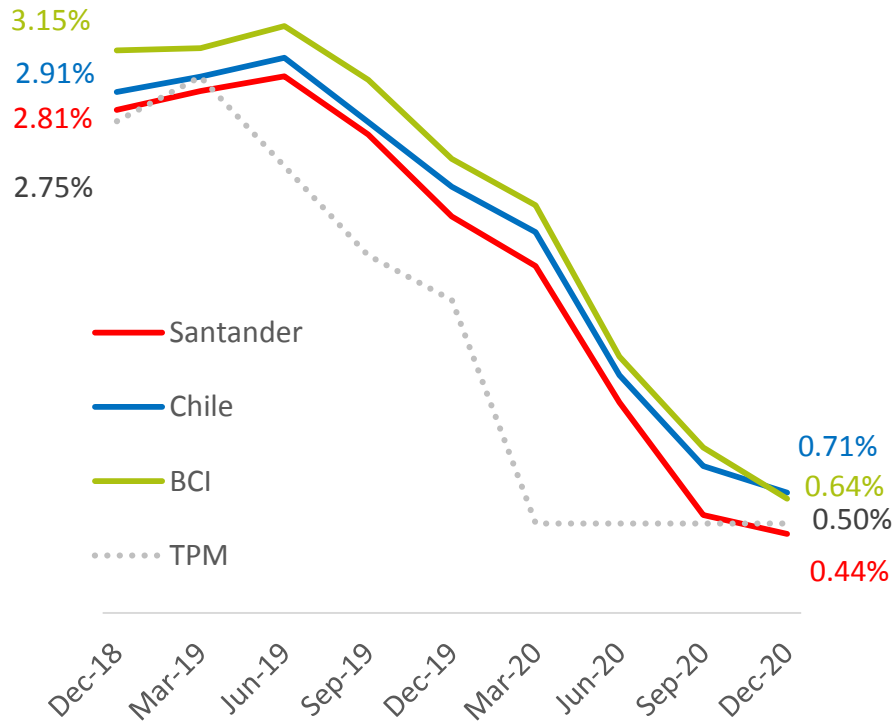
### Total Deposits



Ch\$ bnS	12M20	YoY	QoQ
Demand deposits	14,561	41.4%	4.7%
Time deposits	10,582	(19.8%)	(10.2%)
<b>Total Deposits</b>	<b>25,143</b>	<b>7.0%</b>	<b>(2.1%)</b>
Mutual funds <sup>1</sup>	8,092	24.0%	(2.8%)
<b>Loans/Deposits<sup>2</sup></b>	100.3%		
<b>LCR<sup>3</sup></b>	155.4%		

## Improved funding mix & outpacing competitors

### CLP Time Deposit Cost Evolution<sup>1</sup>



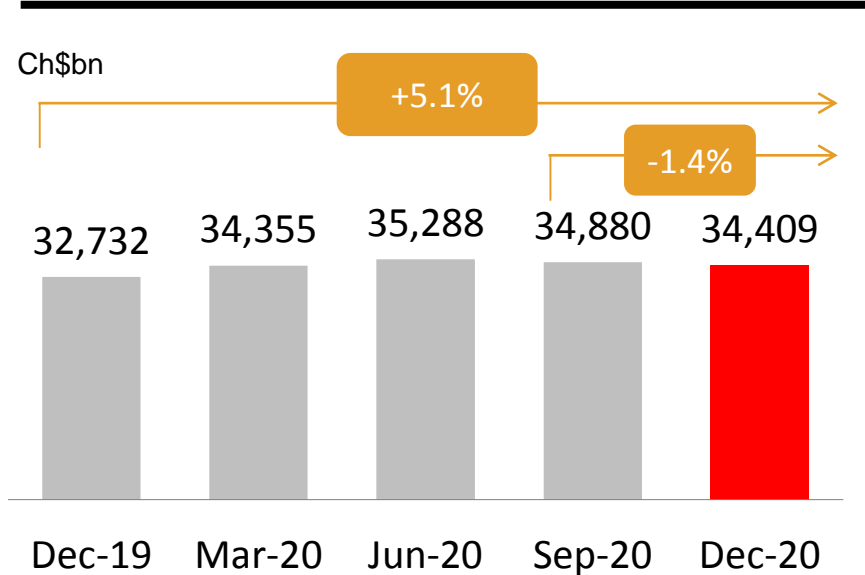
### Demand deposits by segment

Ch\$ bn	12M20	YoY	QoQ
Individuals	5,600	53.5%	10.1%
SMEs	2,696	58.9%	7.0%
<b>Retail</b>	<b>8,296</b>	<b>55.2%</b>	<b>9.1%</b>
<b>Middle Market</b>	<b>3,861</b>	<b>29.4%</b>	<b>5.9%</b>
<b>Corporate (SCIB)</b>	<b>2,117</b>	<b>29.0%</b>	<b>(13.7%)</b>
<b>Total</b>	<b>14,561</b>	<b>41.4%</b>	<b>4.7%</b>

## Balance sheet & results

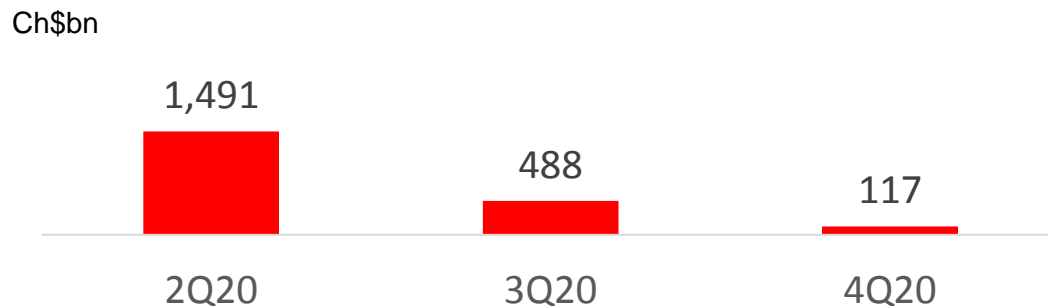
### Retail loans lead growth in 4Q20

#### Total Loans



Ch\$ bn	12M20	YoY	QoQ
Individuals <sup>1</sup>	19,363	2.8%	1.8%
Consumer	4,941	(10.8%)	0.3%
Mortgages	12,412	10.2%	2.5%
SMEs	4,916	20.3%	0.4%
<b>Retail</b>	<b>24,279</b>	<b>5.9%</b>	<b>1.5%</b>
<b>Middle Market</b>	<b>8,136</b>	<b>0.5%</b>	<b>(7.5%)</b>
<b>Corporate (SCIB)</b>	<b>1,704</b>	<b>2.0%</b>	<b>(10.1%)</b>
<b>Total<sup>2</sup></b>	<b>34,409</b>	<b>5.1%</b>	<b>(1.4%)</b>

#### FOGAPE loans disbursed each month



Total disbursed up to December:  
Ch\$2.0 trillion

As of December 2020, 12.2% of  
commercial loan book were  
FOGAPE loans



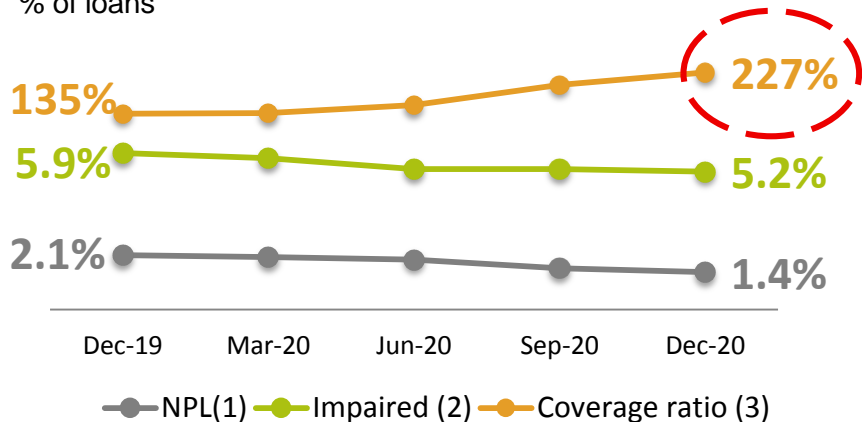


# Balance sheet & results

## Asset quality deterioration lower than expected

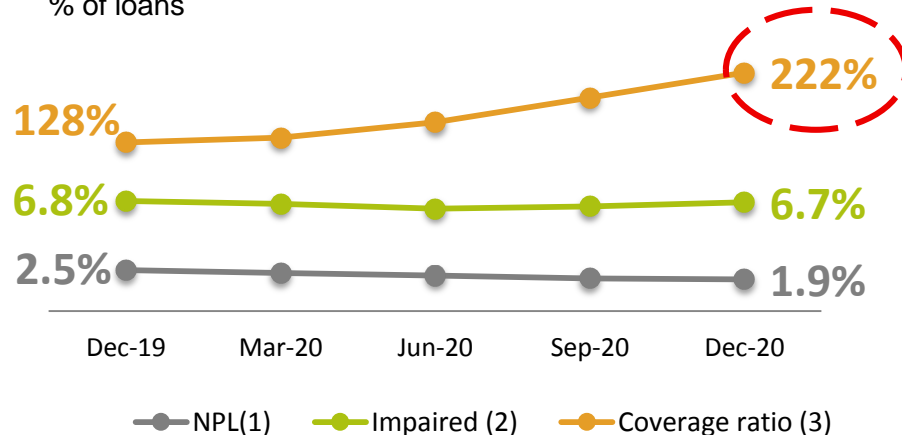
### Total loans

% of loans



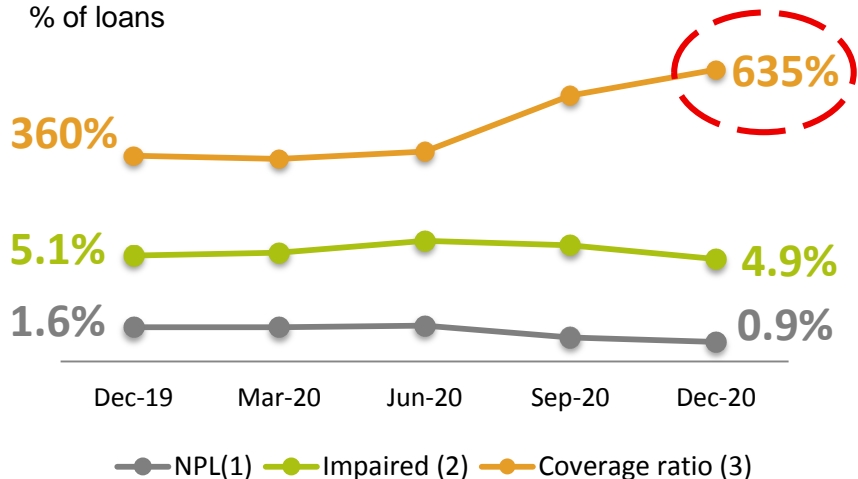
### Commercial loans

% of loans



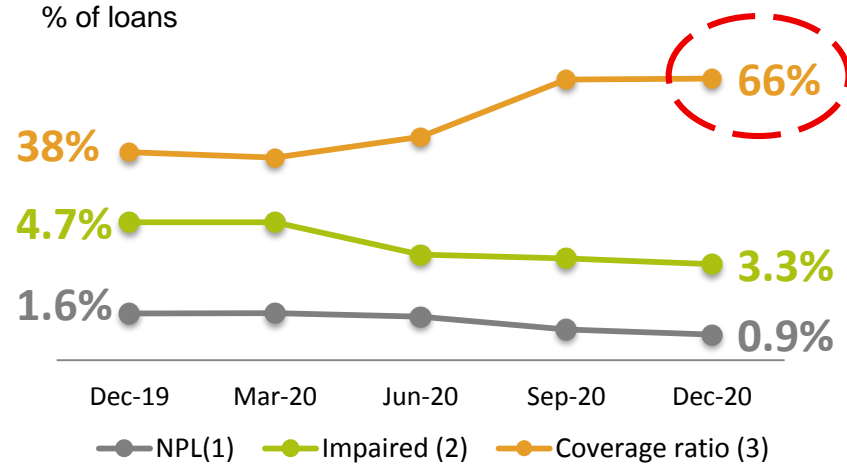
### Consumer loans

% of loans

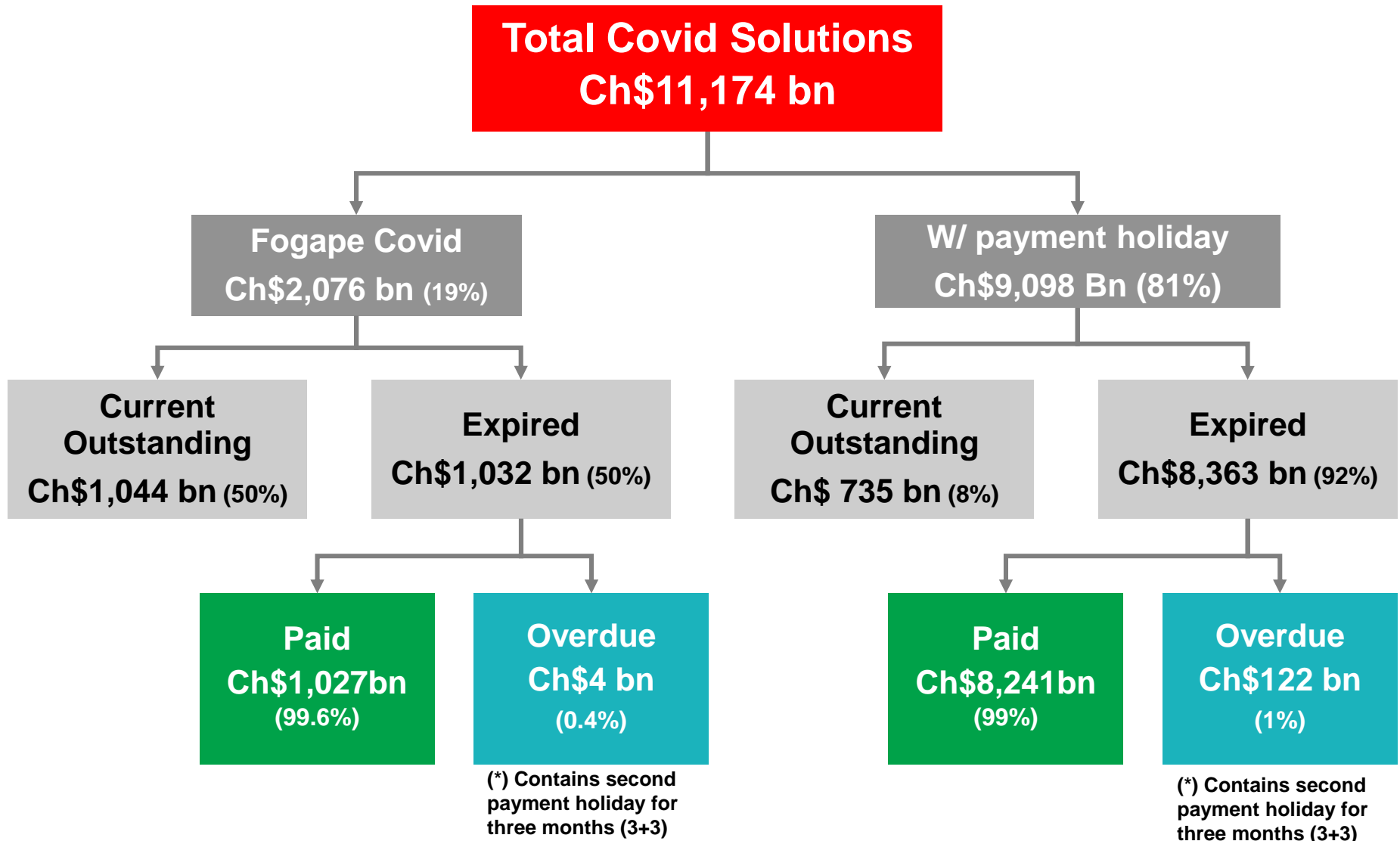


### Mortgage loans

% of loans



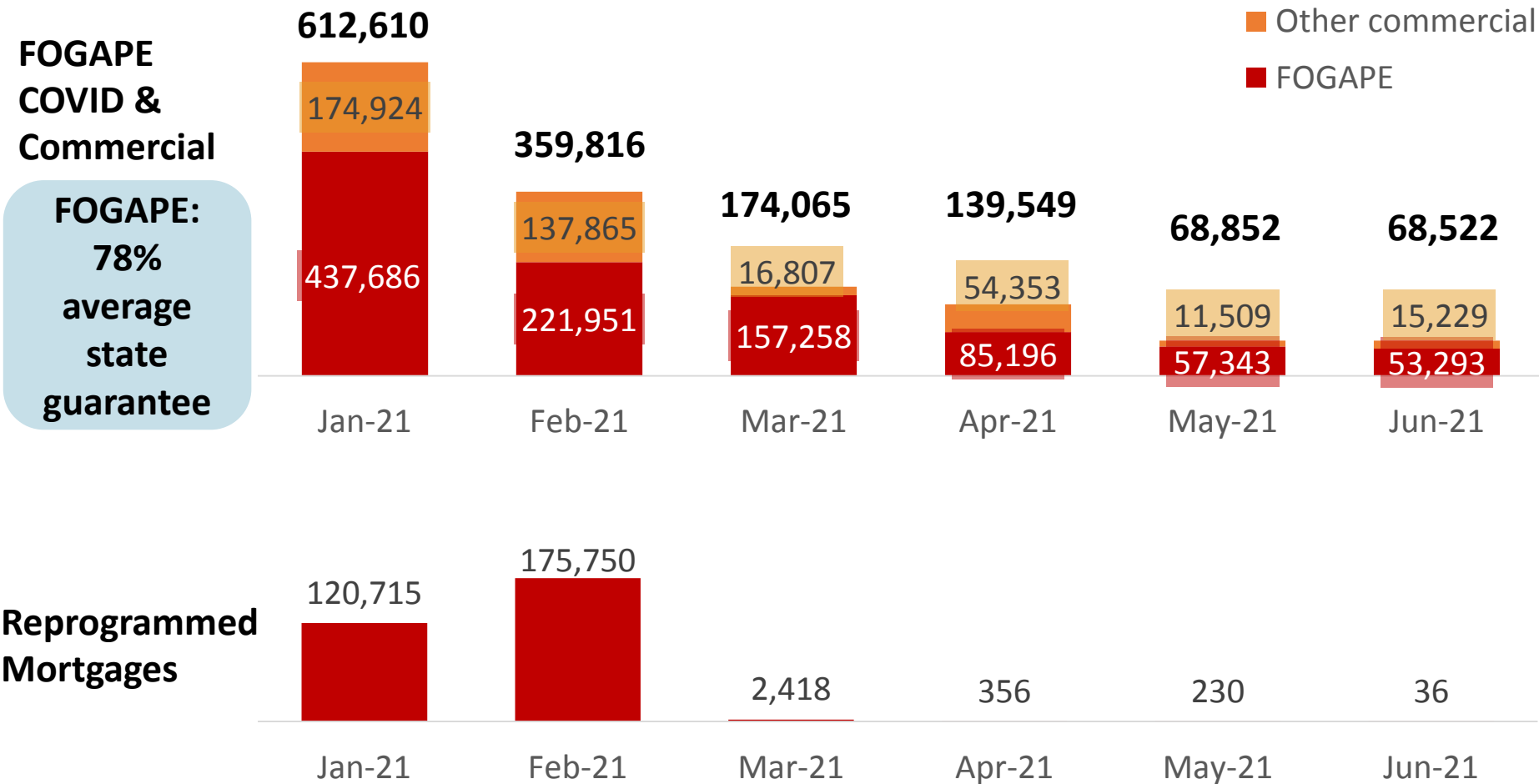
## Positive evolution of asset quality of COVID-19 Solutions



## Balance sheet & results

**By end of February >99% of grace periods will have expired**

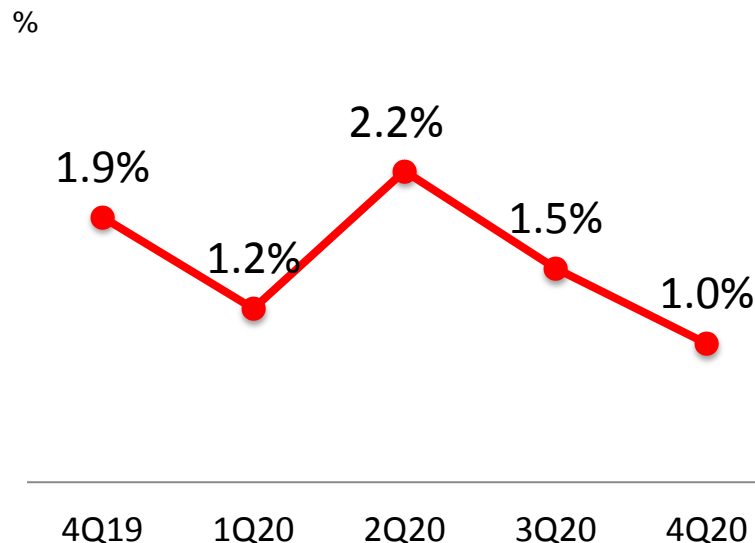
### Calendar of maturities for reprogrammed loans (Ch\$m)



## Balance sheet & results

### Cost of risk of 1.0% in 4Q20 includes Ch\$50bn in additional provisions

#### Quarterly cost of risk<sup>1</sup>



#### Provision for loan losses

Ch\$ bn	12M20	YoY	QoQ
Gross provisions and write-offs	(586.0)	16.5%	(32.3%)
Recoveries	74.9	(9.4%)	(9.9%)
<b>Provisions</b>	<b>(511.1)</b>	<b>21.6%</b>	<b>(35.8%)</b>
<b>Cost of risk(YTD)</b>	<b>1.48%</b>		

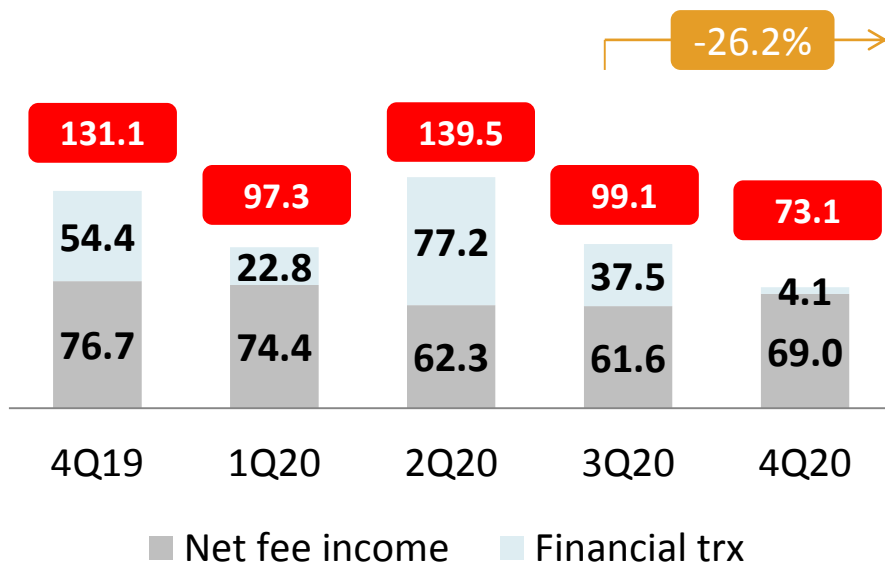
In total we have established Ch\$126 billion in additional provisions during 2019 and 2020.

## Balance sheet & results

### Fees rebound in 4Q20 led by card fees

#### Fees & financial transaction

Ch\$bn



Lower Non-client treasury results due to FX hedge of provision expenses and liability management

#### Fees

Ch\$ bn	12M20	YoY	QoQ
Card fees	73.3	35.3%	9.8%
Asset management	44.1	(6.9%)	0.9%
Insurance brokerage	39.8	(19.9%)	16.6%
Guarantees, cont. op.	36.3	3.5%	(0.9%)
Checking accounts	34.8	(3.1%)	4.0%
Collection fees	23.2	(30.3%)	72.7%
Others	15.8	(92.7%)	70.0%
<b>Total</b>	<b>267.3</b>	<b>(6.9%)</b>	<b>12.1%</b>

#### Financial transactions, net

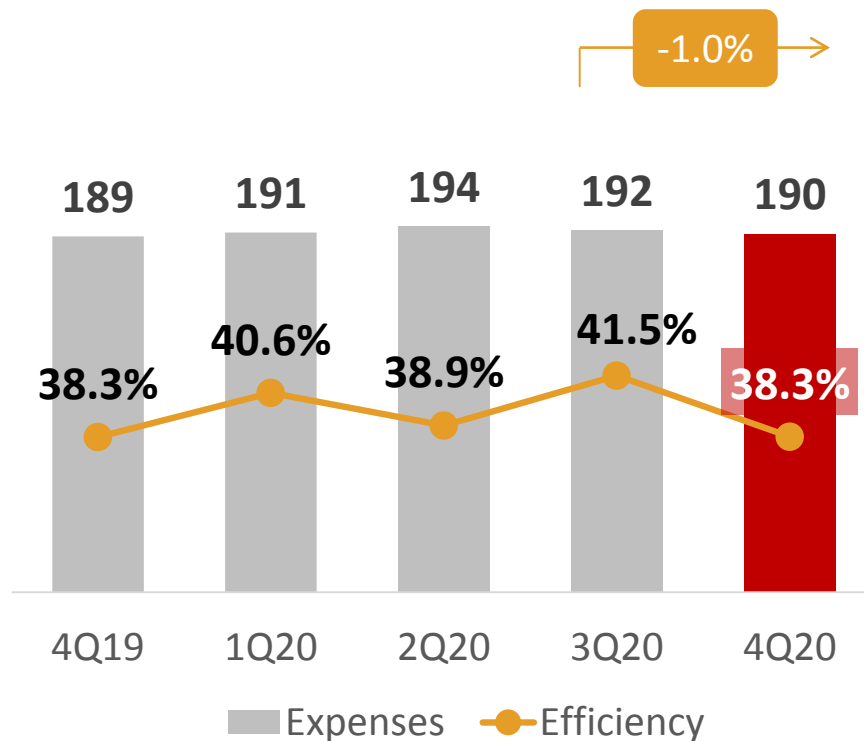
Ch\$ bn	12M20	YoY	QoQ
Client	145.2	4.4%	(21.2%)
Non-Client	(3.6)	(105.4%)	1,825.6%
<b>Total</b>	<b>141.6</b>	<b>(31.6%)</b>	<b>(89.2%)</b>

## Balance sheet & results

**Efficiency at 39.8% in 2020. Cost growth under control**

### Operating expenses

Ch\$bn

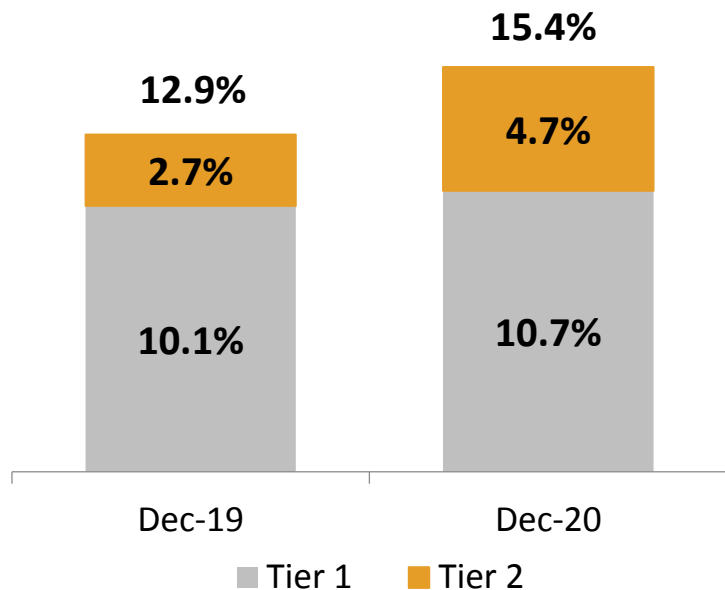


Ch\$ bn	12M20	YoY	QoQ
Personnel expenses	408.7	(0.4%)	(1.3%)
Administrative expenses	250.5	7.2%	(2.3%)
Depreciation	109.4	3.1%	3.3%
<b>Operational expenses<sup>1</sup></b>	<b>768.5</b>	<b>2.5%</b>	<b>(1.0%)</b>
<b>Efficiency ratio<sup>2</sup></b>	<b>39.8%</b>	<b>-23bp</b>	<b>-326bp</b>
<b>Costs/assets</b>	<b>1.3%</b>	<b>-36bp</b>	<b>+6bp</b>

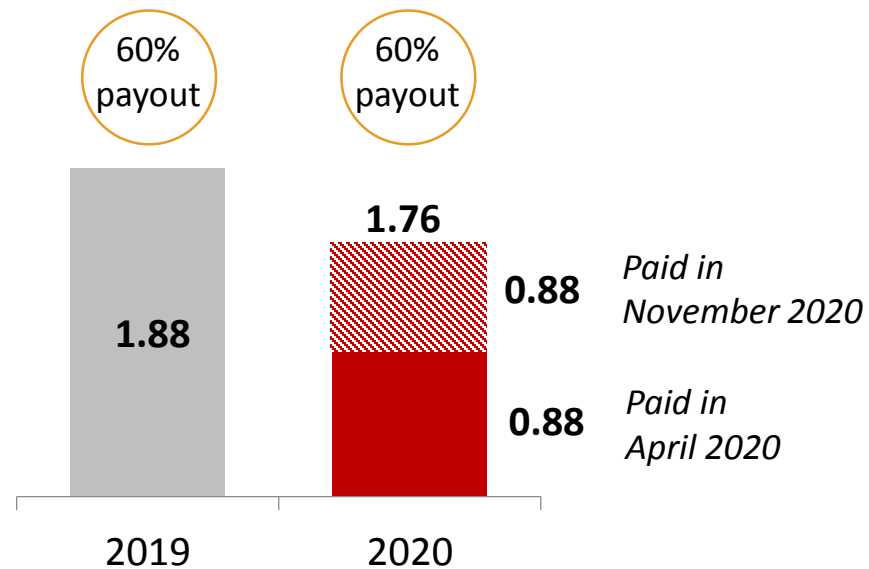


## Record high BIS ratio. Core capital at 10.7%

### Core capital & BIS Ratio



### Dividend per share (Ch\$)



Regulatory capital increased 19.5% YoY compared to a 0.1% fall in RWA in 2020

Payout in line with 2020 levels

# AGENDA

COVID19: REGULATORY AND MACRO UPDATE

SAN CHILE: BALANCE SHEET AND RESULTS

**SAN CHILE: STRATEGIC INITIATIVES UPDATE**



# Strategic initiatives

## Strength of digital channels has been a key force in 2020

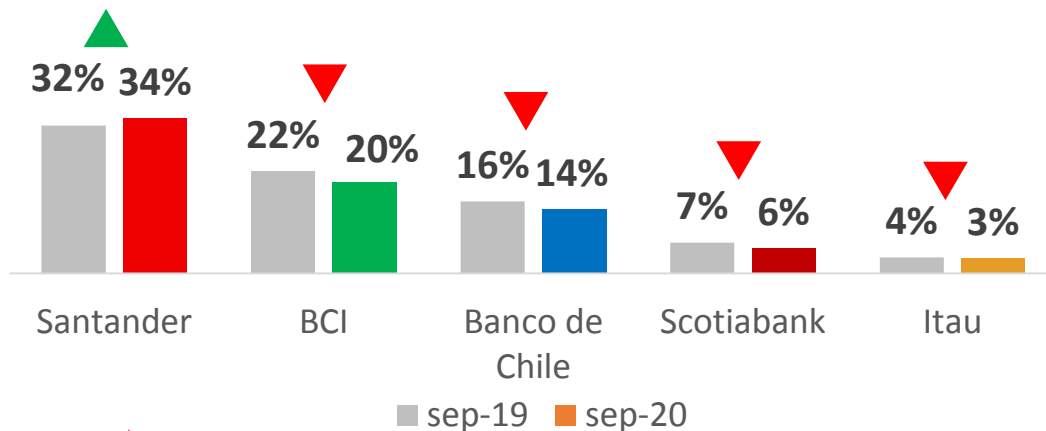
**+24%**

Increase digital clients compared previous year

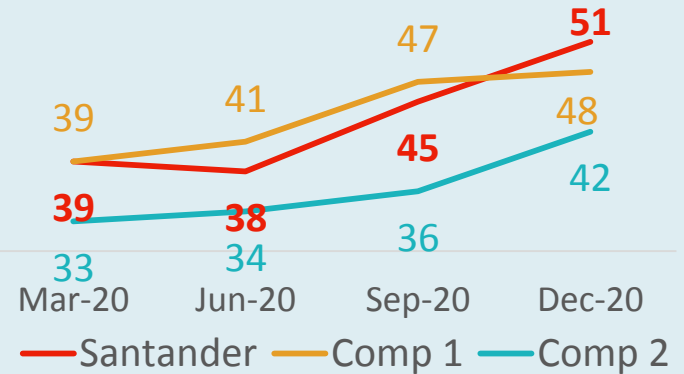
**+33%**

Increase in sales through digital channels compared to previous year

### Market share of digital clients<sup>1</sup>



### Net Promoter Score (NPS)<sup>2</sup>

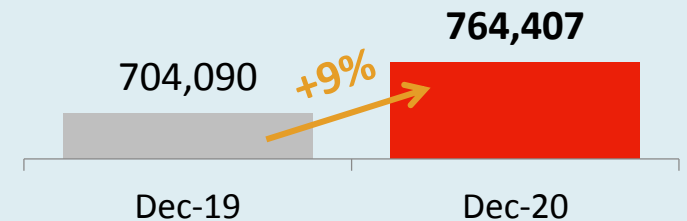


As of December 2020, Santander received:

**Net score 66**

### Accessibility to Digital Channels

### Total Loyal Clients<sup>3</sup>



1. Source: CMF as of last available information. Last 12 months yearly average. Based on clients who access their account with a password. Excludes Banco Estado. 2. Source: Study by Activa for Santander with a scope of 60,000 surveys to our own clients and over 1,200 surveys to each competitor's clients. Measures the Net Global Satisfaction and Net Promoter Score in three main aspects: service quality, product quality, and brand image. % of clients that value with grade 6 and 7 subtracted by clients that value with grade 1 through 4. Audited by an external provider. For the 6 month moving average ended December 2020. 3. Customers with 4 products plus a minimum profitability level and a minimum usage indicator, all 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.

# Strategic initiatives

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

Reactive loan growth in mass segment, rewarding positive financial behavior



More efficient and digital branches



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



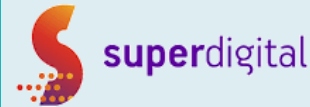
Higher client fidelity through the accumulation of miles and benefits



RUN THE BANK

CHANGE THE BANK

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



Give access to digital economy



Increase SME access to banks and to the digital economy



First insurtech in Chile, platform to compare and purchase insurance



Allows international transfers instantaneously and securely



Comparison platform for autoinsurance

# Strategic initiatives: Run the Bank

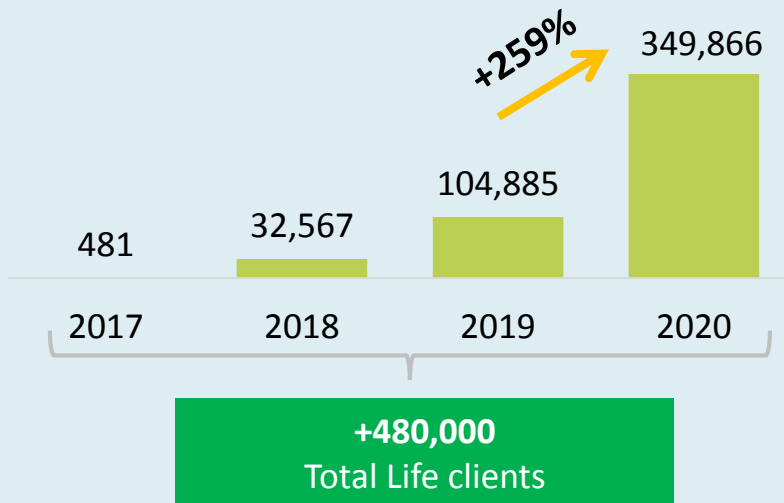
## Life: strong growth and quick monetization



### Life

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

#### New Life clients each year



#### Life: Evolution of total gross revenues<sup>1</sup>

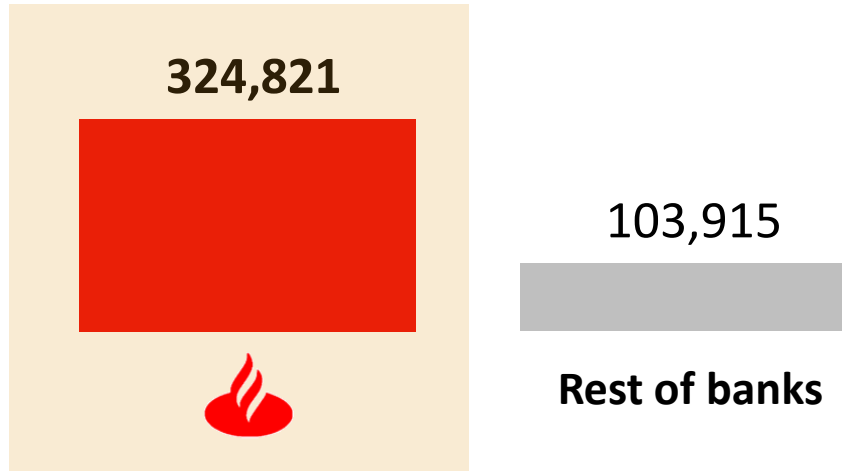


1. Net interest income plus fees

## Strategic initiatives: Run the Bank

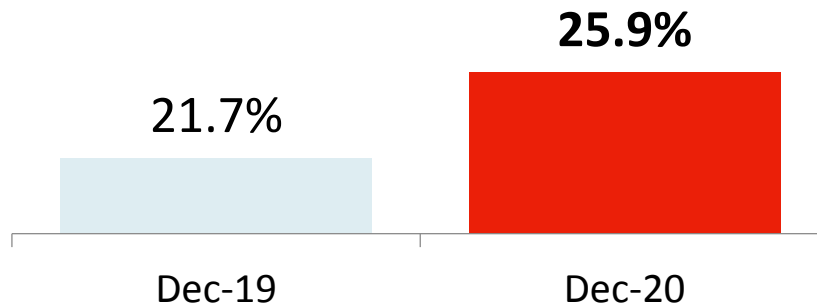
**Opening 3x more checking accounts than the rest of banks combined**

### Current account openings through 12M20<sup>1</sup>



**3x1**  
*Advantage in checking account opening<sup>1</sup>*

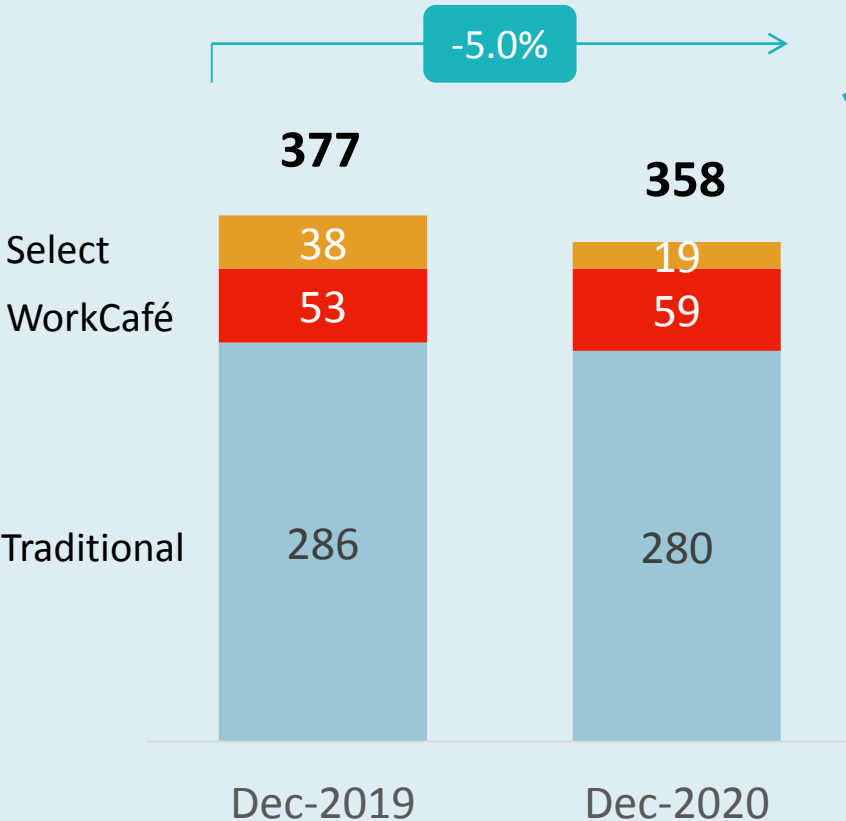
### Current account market share Santander Chile<sup>1</sup>



# Strategic initiatives: Run the Bank

## Transforming the branch network

### Points of sale



Work Café /   
Santander

COMUNIDAD

Workcafé Community helps entrepreneurs continue to grow:

LAUNCHED 4Q20



Mercado

Marketplace for local entrepreneurs



Empleabilidad

Support through e-learning, employment offers, among others



Toolkit

Tools to help create website, digitize sales systems, among others



Mentorías

Network of volunteers to advise in several subjects



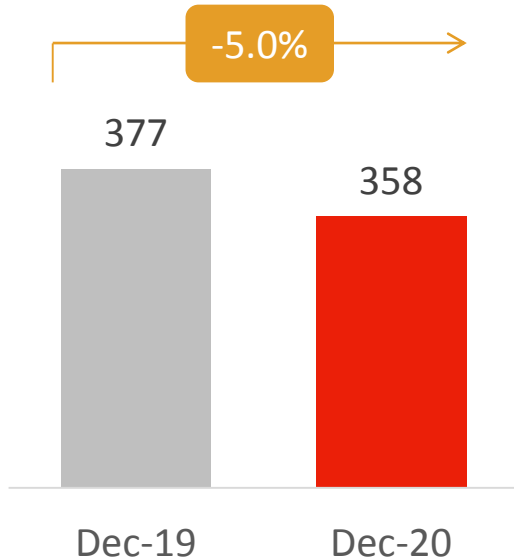
Conversaciones

Presentations from experts and other entrepreneurs sharing their knowledge

# Strategic initiatives: Run the Bank

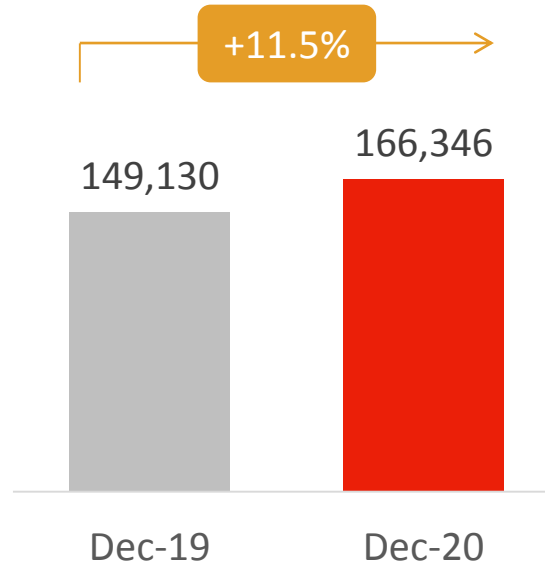
## Productivity continues to rise

### Points of Sale



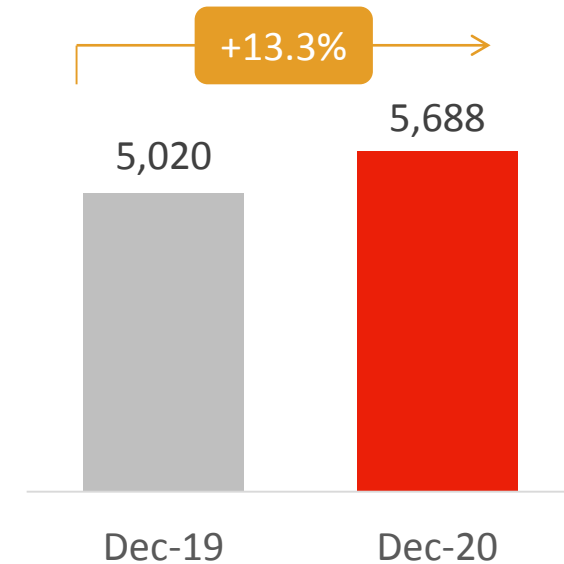
### Productivity per point of sale

Volumes<sup>1</sup> per point of sale, Ch\$m



### Productivity per employee

Volumes<sup>1</sup> per point of sale, Ch\$m



1. Volumes= loans + deposits

# Strategic initiatives: Run the Bank

## ESG indexes



**NEW** Included in Chile, MILA, and Emerging Markets

**#1**

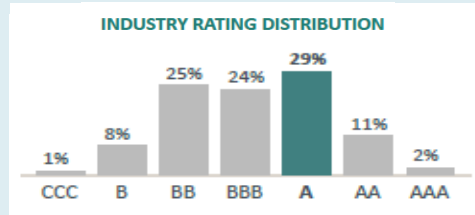
Among banks in Chile



Among retail banks:

**#8**

of 270 in world



FTSE4Good

Included in Emerging Latam and Emerging Global



**S&P IPSA ESG**



Now a Part of **S&P Global**

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

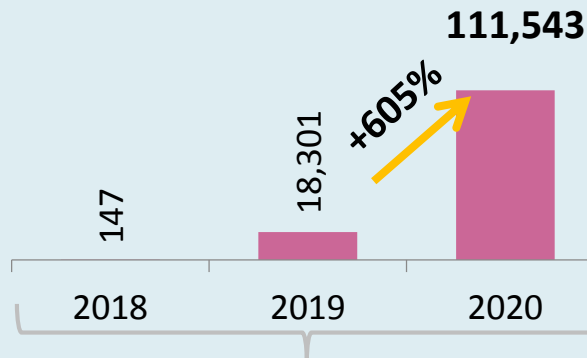
## Superdigital opening record new accounts monthly



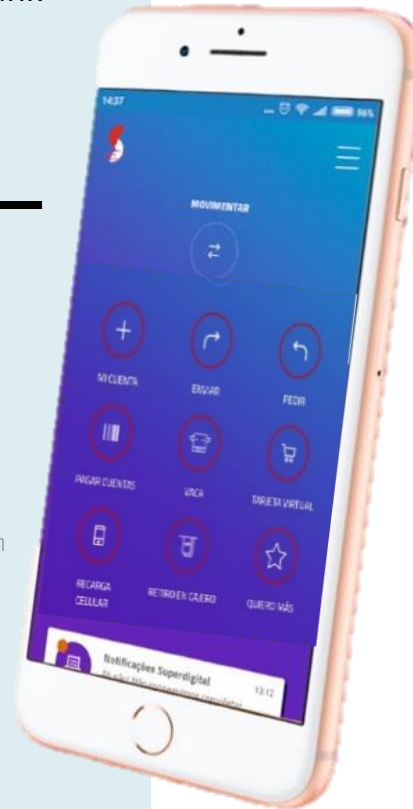
### Superdigital

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

#### New Superdigital clients each year



**+129,000**  
Total SD clients



# 16%

Market share of balance in prepaid card market as of Dec. 2020

*With one of the highest average balances in the market*



## Getnet has officially been launched

### Getnet

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



#### Pays instantaneously

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



#### Different plans for different clients

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



#### No more "Credit or debit?"

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

Accepts all cards, with following brands:



By Santander



Imágenes de POS referenciales

# 15%

Expected market share in the next three years

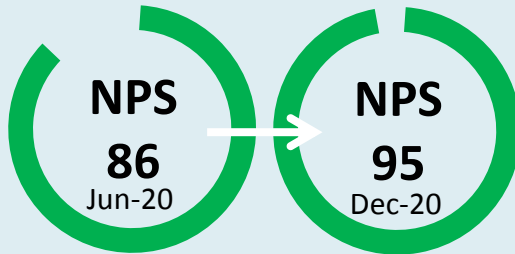
## Insuretech platforms driving insurance brokerage fee rebound



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

20K

Visits on a monthly basis



75%

Are not Santander clients

Currently sell **life insurance** (Apr 2020) and **sports insurance** (Oct 2020)

Insurance companies participating:



MAPFRE



### Autocompara

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



*High range vehicles and hybrids/electric cars*  
One of the few in the market to offer insurance of these vehicles

-14%

Cheaper insurance than the industry

+52%

Growth of insurance policies in 2020

+9,000

Insurance policies sold in November alone, a record month

### Some guidance for 2021

- ✓ Loan growth mid-single digit accelerating as year progresses, especially personal loans
- ✓ NIMs stable
- ✓ Cost of credit at 1.3%-1.4%
- ✓ Fee income accelerating with reopening
- ✓ Costs growing in line with inflation. Efficiency ~39-40%
- ✓ Effective tax rate ~21%
- ✓ Payout: 60% of 2020 earnings
- ✓ ROE ~15%-16%

# Annexes

# Annexes

Unaudited Balance Sheet	Dec-20	Dec-20	Dec-19	Dec-20/Dec-19
	US\$ Ths <sup>1</sup>	Ch\$ Million		% Chg.
Cash and deposits in banks	3,934,605	2,803,288	3,554,520	(21.1%)
Cash items in process of collection	635,764	452,963	355,062	27.6%
Trading investments	187,682	133,718	270,204	(50.5%)
Investments under resale agreements	-	-	-	--%
Financial derivative contracts	12,677,144	9,032,085	8,148,608	10.8%
Interbank loans, net	26,556	18,920	14,833	27.6%
Loans and account receivables from customers, net	46,898,015	33,413,429	31,823,735	5.0%
Available for sale investments	10,053,114	7,162,542	4,010,272	78.6%
Held-to-maturity investments	-	-	-	--%
Investments in associates and other companies	15,116	10,770	10,467	2.9%
Intangible assets	115,846	82,537	73,389	12.5%
Property, plant and equipment	262,804	187,240	197,833	(5.4%)
Right of use assets	282,975	201,611	210,500	(4.2%)
Current taxes	-	-	11,648	(100.0%)
Deferred taxes	755,285	538,118	462,867	16.3%
Other assets	2,440,602	1,738,856	1,434,308	21.2%
<b>Total Assets</b>	<b>78,285,510</b>	<b>55,776,077</b>	<b>50,578,246</b>	<b>10.3%</b>
Deposits and other demand liabilities	20,437,202	14,560,893	10,297,432	41.4%
Cash items in process of being cleared	507,574	361,631	198,248	82.4%
Obligations under repurchase agreements	1,361,191	969,808	380,055	155.2%
Time deposits and other time liabilities	14,852,262	10,581,791	13,192,817	(19.8%)
Financial derivatives contracts	12,658,301	9,018,660	7,390,654	22.0%
Interbank borrowings	8,882,618	6,328,599	2,519,818	151.2%
Issued debt instruments	11,515,119	8,204,177	9,500,723	(13.6%)
Other financial liabilities	258,703	184,318	226,358	(18.6%)
Leasing contract obligations	209,953	149,585	158,494	(5.6%)
Current taxes	18,214	12,977	-	--%
Deferred taxes	181,153	129,066	99,608	29.6%
Provisions	640,195	456,120	337,397	35.2%
Other liabilities	1,636,354	1,165,853	2,806,325	(58.5%)
<b>Total Liabilities</b>	<b>73,158,839</b>	<b>52,123,478</b>	<b>47,107,929</b>	<b>10.6%</b>
<b>Equity</b>				
Capital	1,251,004	891,303	891,303	0.0%
Reserves	3,287,136	2,341,986	2,121,148	10.4%
Valuation adjustments	(38,719)	(27,586)	(8,093)	240.9%
<b>Retained Earnings:</b>				
Retained earnings from prior years	-	-	-	--%
Income for the period	726,272	517,447	552,093	(6.3%)
Minus: Provision for mandatory dividends	(217,881)	(155,234)	(165,628)	(6.3%)
<b>Total Shareholders' Equity</b>	<b>5,007,812</b>	<b>3,567,916</b>	<b>3,390,823</b>	<b>5.2%</b>
Non-controlling interest	118,858	84,683	79,494	6.5%
<b>Total Equity</b>	<b>5,126,671</b>	<b>3,652,599</b>	<b>3,470,317</b>	<b>5.3%</b>
<b>Total Liabilities and Equity</b>	<b>78,285,510</b>	<b>55,776,077</b>	<b>50,578,246</b>	<b>10.3%</b>

1. The exchange rate used to calculate the figures in dollars was Ch\$712.47 / US\$1

# Annexes

	Dec-20	Dec-20	Dec-19	Dec-20/Dec-19
	US\$ Ths <sup>1</sup>	Ch\$ Million		% Chg.
Interest income	3,133,222	2,232,327	2,321,268	(3.8%)
Interest expense	(896,149)	(638,479)	(904,417)	(29.4%)
<b>Net interest income</b>	<b>2,237,074</b>	<b>1,593,848</b>	<b>1,416,851</b>	12.5%
Fee and commission income	633,236	451,162	498,658	(9.5%)
Fee and commission expense	(258,094)	(183,884)	(211,572)	(13.1%)
<b>Net fee and commission income</b>	<b>375,143</b>	<b>267,278</b>	<b>287,086</b>	(6.9%)
Net income (expense) from financial operations	127,444	90,800	(78,165)	(216.2%)
Net foreign exchange gain	71,280	50,785	285,184	(82.2%)
<b>Total financial transactions, net</b>	<b>198,724</b>	<b>141,585</b>	<b>207,019</b>	(31.6%)
Other operating income	30,390	21,652	24,598	(12.0%)
<b>Net operating profit before provisions for loan losses</b>	<b>2,841,331</b>	<b>2,024,363</b>	<b>1,935,554</b>	4.6%
<b>Provision for loan losses</b>	<b>(717,326)</b>	<b>(511,073)</b>	<b>(420,447)</b>	21.6%
<b>Net operating profit</b>	<b>2,124,005</b>	<b>1,513,290</b>	<b>1,515,107</b>	(0.1%)
Personnel salaries and expenses	(573,596)	(408,670)	(410,157)	(0.4%)
Administrative expenses	(351,524)	(250,450)	(233,612)	7.2%
Depreciation and amortization	(153,587)	(109,426)	(106,092)	3.1%
<b>Op. expenses excl. Impairment and Other operating expenses</b>	<b>(1,078,706)</b>	<b>(768,546)</b>	<b>(749,861)</b>	2.5%
Impairment of property, plant and equipment	(895)	(638)	(2,726)	(76.6%)
Other operating expenses	(128,859)	(91,808)	(61,021)	50.5%
<b>Total operating expenses</b>	<b>(1,208,461)</b>	<b>(860,992)</b>	<b>(813,608)</b>	5.8%
<b>Operating income</b>	<b>915,545</b>	<b>652,298</b>	<b>701,499</b>	(7.0%)
Income from investments in associates and other companies	1,948	1,388	1,146	21.1%
<b>Income before tax</b>	<b>917,493</b>	<b>653,686</b>	<b>702,645</b>	(7.0%)
Income tax expense	(184,040)	(131,123)	(150,168)	(12.7%)
<b>Net income from ordinary activities</b>	<b>733,453</b>	<b>522,563</b>	<b>552,477</b>	(5.4%)
Net income discontinued operations <sup>2</sup>	-	-	1,699	(100.0%)
<b>Net consolidated income</b>	<b>733,453</b>	<b>522,563</b>	<b>554,176</b>	(5.7%)
Net income attributable to:				
Non-controlling interest	7,181	5,116	2,083	145.6%
<b>Net income attributable to equity holders of the Bank</b>	<b>726,272</b>	<b>517,447</b>	<b>552,093</b>	<b>(6.3%)</b>

1. The exchange rate used to calculate the figures in dollars was Ch\$712.47/ US\$1

# Annexes

	4Q20	4Q20	3Q20	4Q19	4Q20/4Q19	4Q20/3Q20
	US\$ Ths <sup>1</sup>		Ch\$ Million			% Chg.
Interest income	904,905	644,718	434,457	626,698	2.9%	48.4%
Interest expense	(282,229)	(201,080)	(52,889)	(250,877)	(19.8%)	280.2%
<b>Net interest income</b>	<b>622,676</b>	<b>443,638</b>	<b>381,568</b>	<b>375,821</b>	<b>18.0%</b>	<b>16.3%</b>
Fee and commission income	167,234	119,149	105,046	127,685	(6.7%)	13.4%
Fee and commission expense	(70,354)	(50,125)	(43,457)	(50,983)	(1.7%)	15.3%
<b>Net fee and commission income</b>	<b>96,880</b>	<b>69,024</b>	<b>61,589</b>	<b>76,702</b>	<b>(10.0%)</b>	<b>12.1%</b>
Net income (expense) from financial operations	(107,696)	(76,730)	(48,541)	(106,774)	(28.1%)	58.1%
Net foreign exchange gain	113,386	80,784	86,002	161,218	(49.9%)	(6.1%)
<b>Total financial transactions, net</b>	<b>5,690</b>	<b>4,054</b>	<b>37,461</b>	<b>54,444</b>	<b>(92.6%)</b>	<b>(89.2%)</b>
Other operating income	8,069	5,749	3,964	8,678	(33.8%)	45.0%
<b>Net operating profit before provisions for loan losses</b>	<b>733,315</b>	<b>522,465</b>	<b>484,582</b>	<b>515,645</b>	<b>1.3%</b>	<b>7.8%</b>
<b>Provision for loan losses</b>	<b>(119,146)</b>	<b>(84,888)</b>	<b>(132,252)</b>	<b>(152,004)</b>	<b>(44.2%)</b>	<b>(35.8%)</b>
<b>Net operating profit</b>	<b>614,169</b>	<b>437,577</b>	<b>352,330</b>	<b>363,641</b>	<b>20.3%</b>	<b>24.2%</b>
Personnel salaries and expenses	(143,651)	(102,347)	(103,741)	(105,864)	(3.3%)	(1.3%)
Administrative expenses	(85,063)	(60,605)	(62,041)	(55,566)	9.1%	(2.3%)
Depreciation and amortization	(38,616)	(27,513)	(26,643)	(27,651)	(0.5%)	3.3%
<b>Op. expenses excl. Impairment and Other operating expenses</b>	<b>(267,331)</b>	<b>(190,465)</b>	<b>(192,425)</b>	<b>(189,081)</b>	<b>0.7%</b>	<b>(1.0%)</b>
Impairment of property, plant and equipment	-	-	-	(2,726)	(100.0%)	--%
Other operating expenses	(34,674)	(24,704)	(21,146)	(21,381)	15.5%	16.8%
<b>Total operating expenses</b>	<b>(302,004)</b>	<b>(215,169)</b>	<b>(213,571)</b>	<b>(213,188)</b>	<b>0.9%</b>	<b>0.7%</b>
<b>Operating income</b>	<b>312,165</b>	<b>222,408</b>	<b>138,759</b>	<b>150,453</b>	<b>47.8%</b>	<b>60.3%</b>
Income from investments in associates and other companies	643	458	334	257	78.2%	37.1%
<b>Income before tax</b>	<b>312,808</b>	<b>222,866</b>	<b>139,093</b>	<b>150,710</b>	<b>47.9%</b>	<b>60.2%</b>
Income tax expense	(51,998)	(37,047)	(32,751)	(32,903)	12.6%	13.1%
<b>Net income from ordinary activities</b>	<b>260,810</b>	<b>185,819</b>	<b>106,342</b>	<b>117,807</b>	<b>57.7%</b>	<b>74.7%</b>
Net income discontinued operations <sup>2</sup>	-	-	-	-	--%	--%
<b>Net consolidated income</b>	<b>260,810</b>	<b>185,819</b>	<b>106,342</b>	<b>117,807</b>	<b>57.7%</b>	<b>74.7%</b>
<b>Net income attributable to:</b>						
Non-controlling interest	3,346	2,384	1,203	1,168	104.1%	98.2%
<b>Net income attributable to equity holders of the Bank</b>	<b>257,463</b>	<b>183,435</b>	<b>105,139</b>	<b>116,707</b>	<b>57.2%</b>	<b>74.5%</b>

1. The exchange rate used to calculate the figures in dollars was Ch\$ 712.47/ US\$1

# Annexes: Key Indicators

<b>Profitability and efficiency</b>	<b>12M20</b>	<b>12M19</b>	<b>Change bp</b>
Net interest margin (NIM) <sup>1</sup>	4.0%	4.1%	-12
Efficiency ratio <sup>2</sup>	39.8%	40.0%	-23
Return on avg. equity	14.5%	16.7%	-220
Return on avg. assets	0.9%	1.3%	-35
Core Capital ratio	10.7%	10.1%	53
BIS ratio	15.4%	12.9%	252
Return on RWA	1.5%	1.7%	-24

<b>Asset quality ratios (%)</b>	<b>Dec-20</b>	<b>Dec-19</b>	<b>Change bp</b>
NPL ratio <sup>3</sup>	1.4%	2.1%	-64
Coverage of NPLs ratio <sup>4</sup>	226.7%	135.4%	9,129
Cost of credit <sup>5</sup>	1.5%	1.3%	14

<b>Structure (#)</b>	<b>Dec-20</b>	<b>Dec-19</b>	<b>Change (%)</b>
Branches	358	377	(5.0%)
ATMs	1,199	1,088	10.2%
Employees	10,470	11,200	(6.5%)

<b>Market capitalization (YTD)</b>	<b>Dec-20</b>	<b>Dec-19</b>	<b>Change (%)</b>
Net income per share (Ch\$)	2.75	2.93	(6.3%)
Net income per ADR (US\$)	1.54	1.57	(1.7%)
Stock price (Ch\$/per share)	34.1	43	(20.7%)
ADR price (US\$ per share)	18.99	23.07	(17.7%)
Market capitalization (US\$m)	8,946	11,180	(20.0%)
Shares outstanding (millions)	188,446.1	188,446.1	0.0%
ADRs (1 ADR = 400 shares) (millions)	471.1	471.1	0.0%

1. NIM = Net interest income annualized divided by interest earning assets.

2. Efficiency ratio: Operating expenses excluding impairment and other operating expenses divided by Operating income. Operating income = Net interest income + Net fee and commission income + Total financial transactions, net + Other operating income minus other operating expenses.

3. Capital + future interest of all loans with one installment 90 days or more overdue divided by total loans.

4. Loan loss allowance divided by Capital + future interest of all loans with one installment 90 days or more overdue.

5. Provision expense annualized divided by average loans.



# Thank you.

Our purpose is to help people  
and business prosper.

Our culture is based on believing  
that everything we do should be:

## Simple Personal Fair



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

