## Banco Santander Chile Solid business and client profitability trends

September, 2017



Simple | Personal | Fair

## 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, macroeconomic, 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.

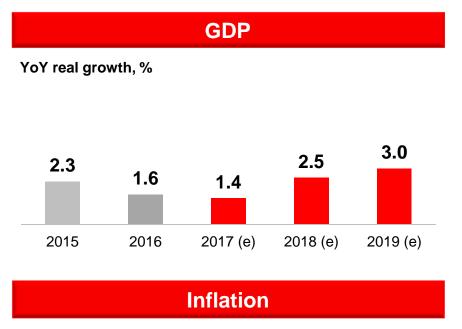
Note: the information contained in this presentation is not audited and is presented in Chilean Bank GAAP which is similar to IFRS, but there are some differences. Please refer to our 2016 20-F filed with the SEC for an explanation of the differences between Chilean Bank GAAP and IFRS. Nevertheless, 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 environment and financial system
- Successful execution of our strategy leads to positive results in 2017
- Outlook

#### **Macroeconomic environment**

## **GDP** growth expectations rise for 2018-19



Unemployment
% of workforce, %

6.2 6.5 6.8 6.6 6.3

Annual change in UF inflation, %



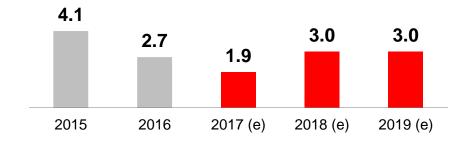
2018 (e)

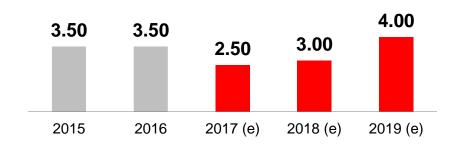
2017 (e)

%

2015

2016 (e)





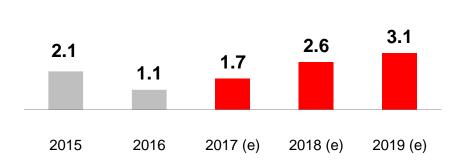
**Santander** 

2019 (e)

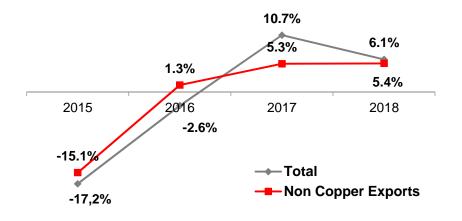
#### **Macroeconomic environment**

## **Exports and consumption driving growth in 2017-18**

## **Internal Demand (YoY growth, %)**



## Exports<sup>1</sup> (YoY growth, %)

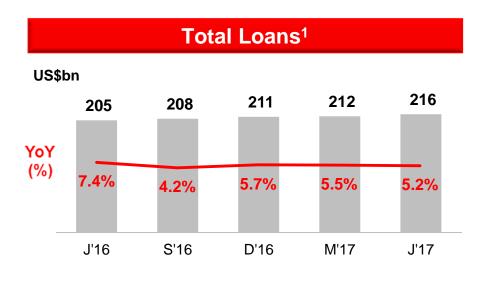


#### **Growth by sectors (YoY growth, %)**

Sector	2015	2016	2017e	2018e
Communications	6.1	3.1	3.8	4.1
Agro / Fishing	5.7	3.6	2.5	4.9
Public adm.	3.9	3.0	2.9	2.6
Transportation	3.7	3.3	1.3	3.2
Services	2.3	2.3	1.6	2.6
Construction	3.9	2.5	-2.4	0.7
Manufacturing	0.2	-0.9	1.1	1.5
Commerce	2.3	3.4	4.7	5.3
Utilities	3.5	1.6	1.7	2.3
Mining	0.0	-2.9	-1.3	2.1
GDP	2.3	1.6	1.5	2.8



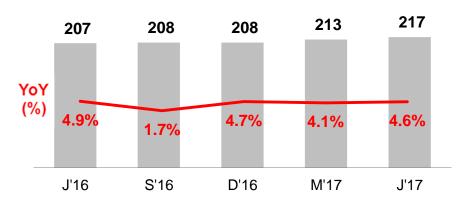
## Financial system is currently growing at a moderate pace



- Growth of consumer loans offset by slower commercial loan growth due to weaker macroeconomic environment
- Mortgage lending leading deceleration after extraordinary growth in 2015-16
- Stable asset quality



US\$bn

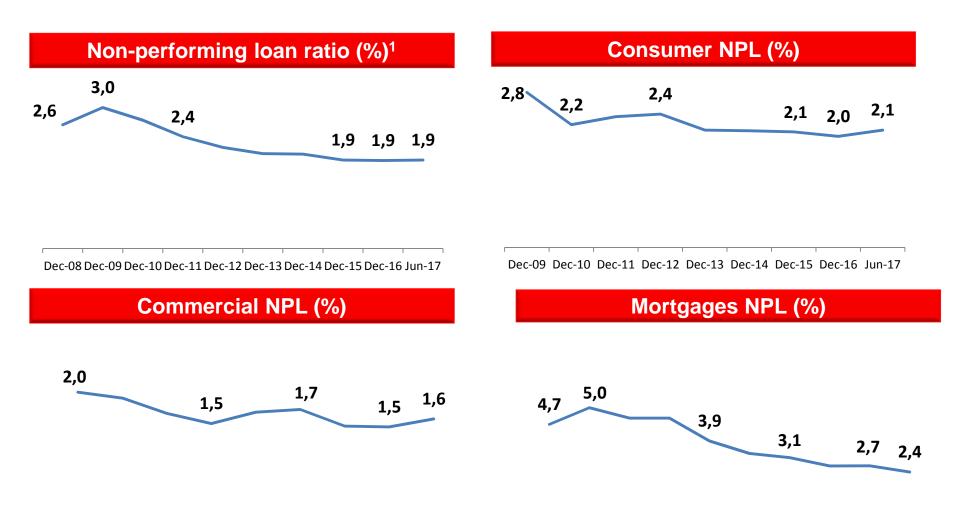


- High liquidity in the system to fund business growth
- Deceleration of customer fund growth due to shift of investment flows away from deposits to bonds given low interest rates

📣 Santander

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## Asset quality has performed well in this low growth cycle

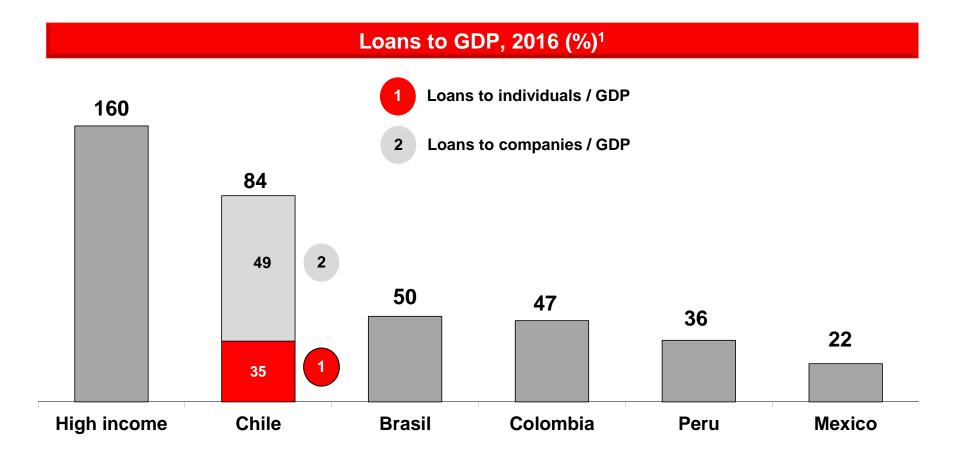


**♦** Santander

Dec-08 Dec-09 Dec-10 Dec-11 Dec-12 Dec-13 Dec-14 Dec-15 Dec-16 Jun-17

Dec-09 Dec-10 Dec-11 Dec-12 Dec-13 Dec-14 Dec-15 Dec-16 Jun-17

## Loan /GDP ratio is between developed and developing world levels

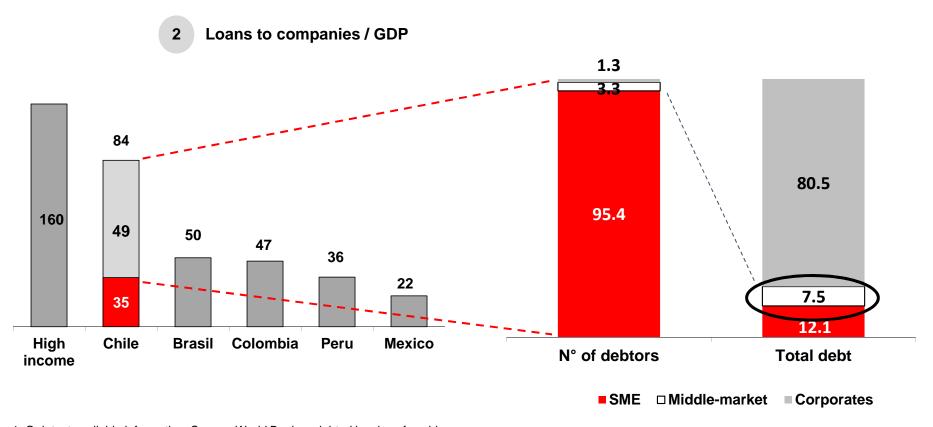




## High growth potential in Middle-market and SME customers...

Loans to GDP, 2016 (%)<sup>1</sup>

**Commercial lending by type of client** 



1. Or latest available information. Source: World Bank, weighted by size of world economies. Chilean loan include bank and non-bank lending. Source Chile: Santander Chile based on information from SBIF, BCCh, Superintendency of Securities of Chile, SVS, and www.cajasdechile.cl.

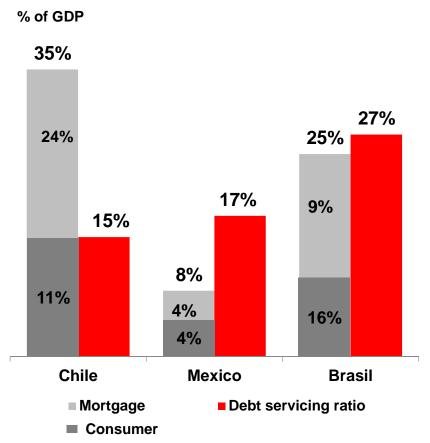
Source: SBIF, 2016

## The market has high growth potential in loans to individuals...

#### Loans to GDP, 2016 (%)<sup>1</sup>

#### Loans to individuals / GDP 84 160 49 50 47 36 35 22 High Chile **Brasil** Colombia Peru Mexico income

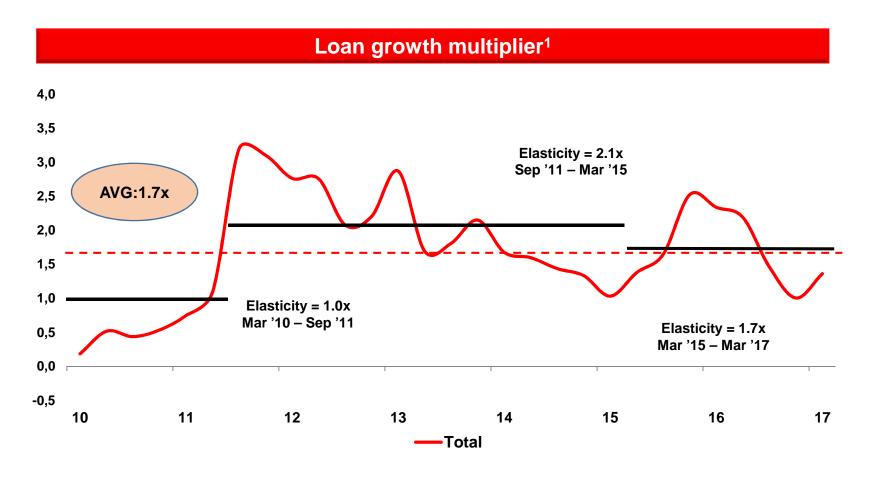
## Individual loans penetration and DSR<sup>2</sup>



<sup>1.</sup> Source: J.P. Morgan estimates, Bloomberg, Central Bank of Brazil, Superintendencia de Bancos e Instituciones Financieras Chile, Superintendencia Financiera de Colombia, Comision Nacional Bancaria y de Valores (Mexico), Banco Central de la Republica Argentina, and Superintendencia de Banca, Seguros, Y AFP (Peru).

<sup>2.</sup> Debt servicing ratio, DSR: Total debt payments including amortization and interest / Disposable income. Sources: for Chile: SVS, SBIF and SVS; for Brazil and Mexico: JP Morgan, Scotiabank and Felaban

## Loan growth should accelerate to 6%-8% in 2018



A loan growth to GDP growth multiplier of 1.5-1.7x is sustainable

## **Agenda**

- Macro environment and financial system
- Successful execution of our strategy leads to positive results in 2017
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#### **Strategy and results**

## Santander Chile is the nation's leading bank Figures in US\$

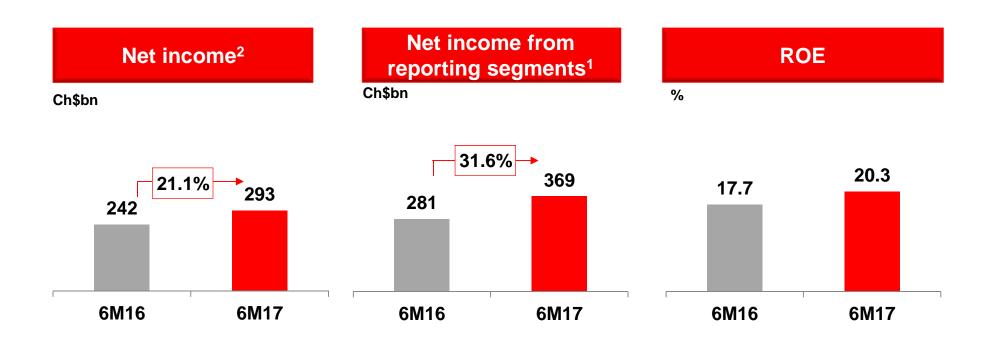


<del>-</del>		
<b>Business and Results</b>	6M'17	Var. YoY
<b>Gross Loans</b>	40.9bn	2.9%
Deposits	29.0bn	(4.8%)
Equity	4.4bn	7.0%
Net inc. business segments	556mn	31.6%
Net income	227mn	29.1%
Network and Customers	6M'17	Mkt. share <sup>1</sup>
Clients	3.5 mn.	21.6% <sup>2</sup>
Internet banking	1.7mn	42.2% <sup>3</sup>
Branches	409	18.5%
Market Share <sup>1</sup>	%	Rank
Loans	19.0%	1
Deposits	17.7%	2
Checking accounts	21.6%	1
Bank credit cards <sup>4</sup>	36.4%	1

<sup>1.</sup> As of Jun. 2017 or latest available figures using the period-end exchange rate. Excludes Chilean bank loan and deposits held abroad. 2. Market share of clients with checking accounts. Source: SBIF. 3. Average yearly market share over clients that enter a website with a passkey. Excludes Banco de Estado. Source: Superintendency of Banks of Chile. YTD avg as of Abr. 2017 4. Market share in terms of credit card purchases.

#### Strategy and results

#### **ROE** reached 20.3% in 6M17...



Strong results from most business segments despite low growth environment

## ...driven by our strategy

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



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



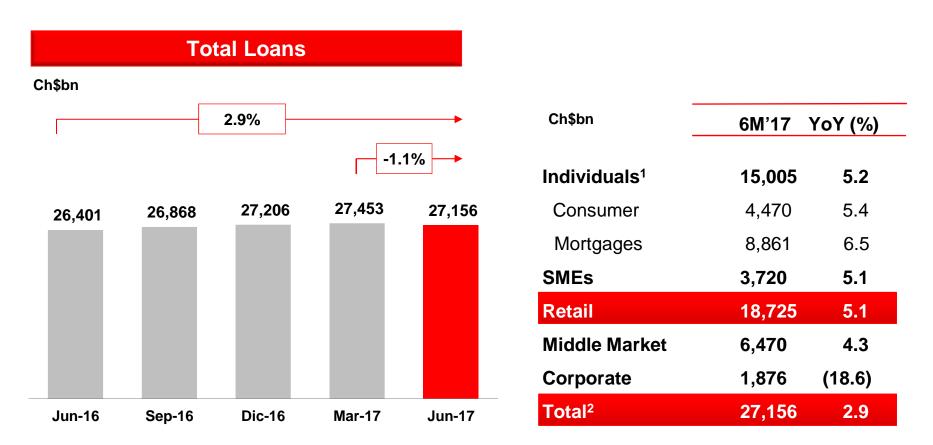
III. Deepening ongoing commercial transformation by expanding digital banking capabilities



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



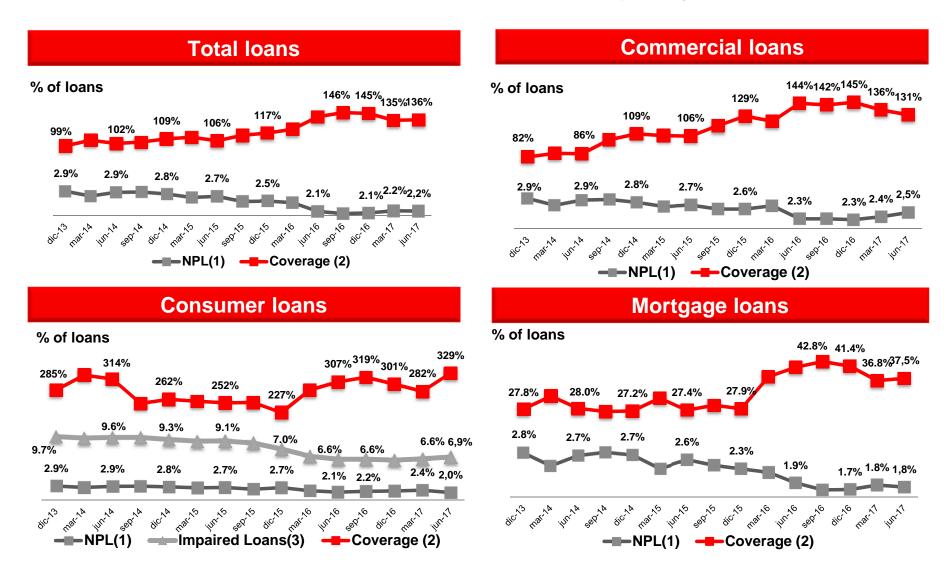
# Strategy: I. Growth focused on segments with highest contribution, net of risk Loans grow 2.9% YoY, with retail loans expanding 5.1%...



Lending to gather momentum in 2H17 and 2018 to levels between 6-8%

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

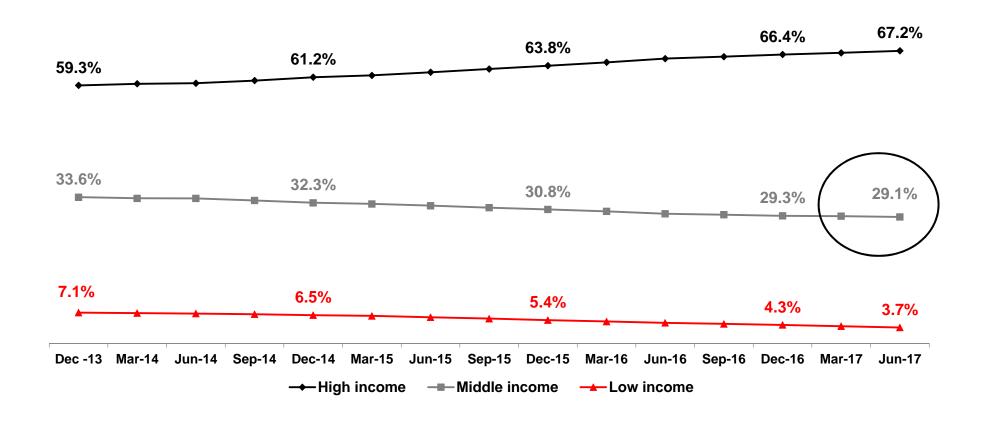
## Positive evolution of asset quality



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

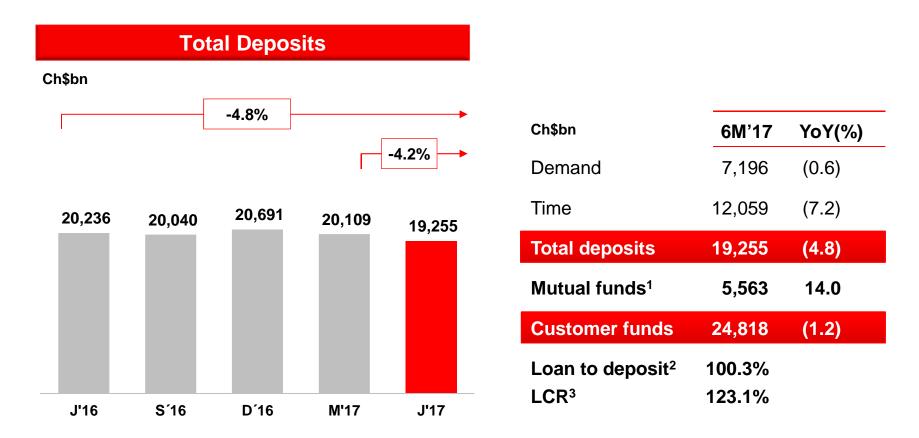
## ...with a focus on higher income segments

Loans to high, middle and low income individuals1



We will be returning to higher growth in middle income as the economy improves

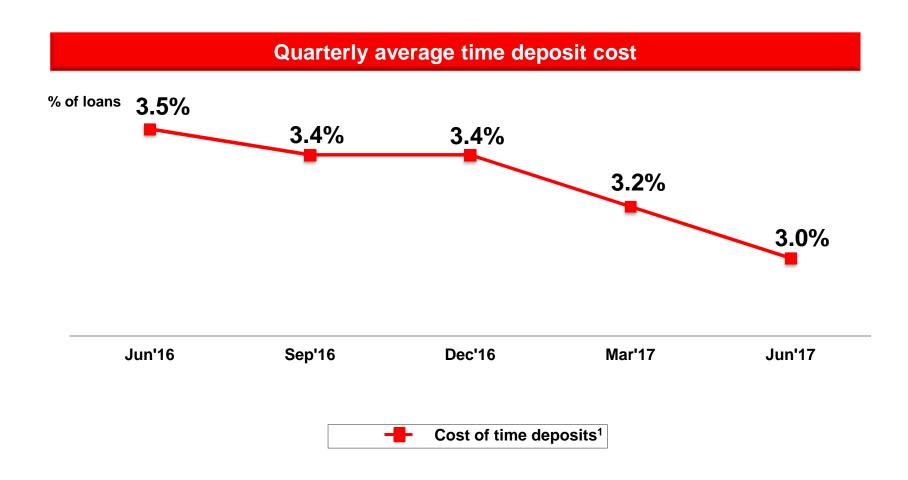
# Strategy: I. Growth focused on segments with highest contribution, net of risk Mutual funds brokered increase 14.0% YoY



Rate cut drives shift of time deposits towards fee generating mutual funds



# Strategy: I. Growth focused on segments with highest contribution, net of risk Lower funding costs

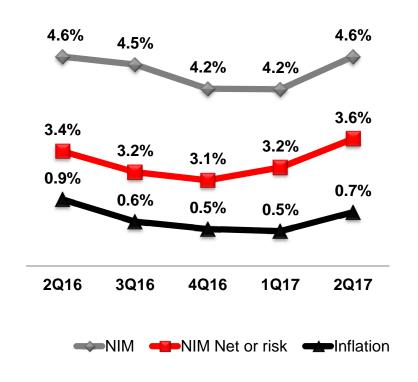


Lower inflation in 2H17 will be partially offset by lower funding costs

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

## Positive evolution of NIMs, net of risk driven by strong Client NIMs and a lower cost of credit

#### NIM<sup>1</sup>, NIM Net of Risk & Inflation



#### Client NIM<sup>2</sup> & Client NIM Net of Risk



Lower YoY inflation offset by cheaper cost of funds and higher level of equity

#### Strategy and results

## 4 objectives for healthy growth / higher profitability

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



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



III. Deepening ongoing commercial transformation by expanding digital banking capabilities



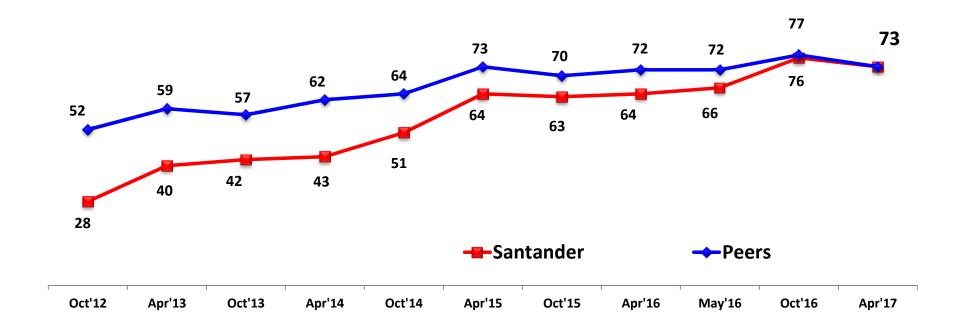
IV. Optimizing profitability and capital use to increase shareholder value in time



## Improved customer satisfaction and service

#### Customer Satisfaction vs peers (%)1

Customer satisfaction (%)1



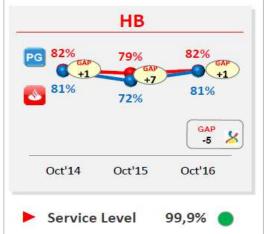
We are aiming at becoming the leader in customer satisfaction by:

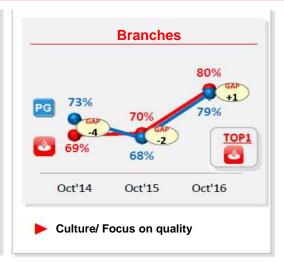
- Continuous investing / improving CRM and other IT systems that boost service
- Full transformation to new SPF culture

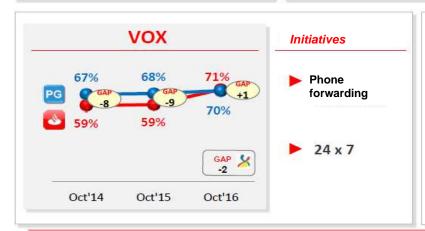
## Improved customer satisfaction and service

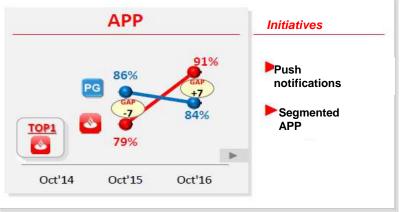
## Customer Satisfaction vs peers (%)1



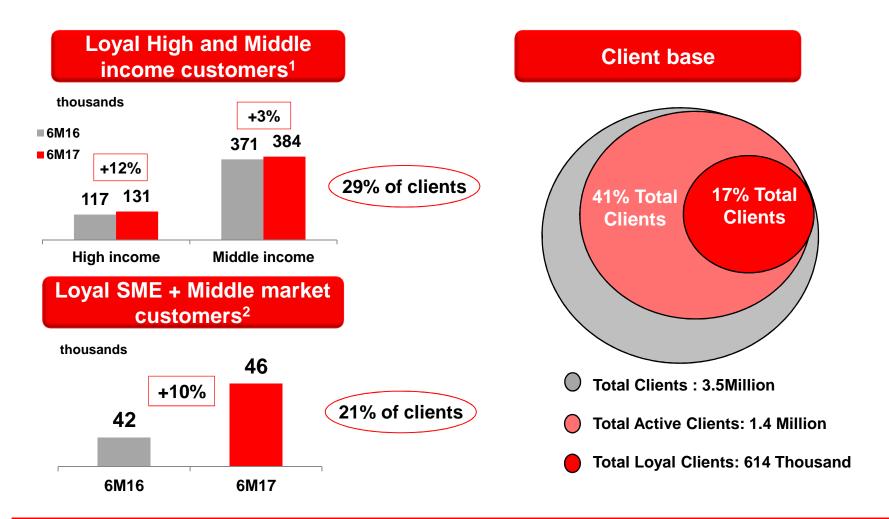






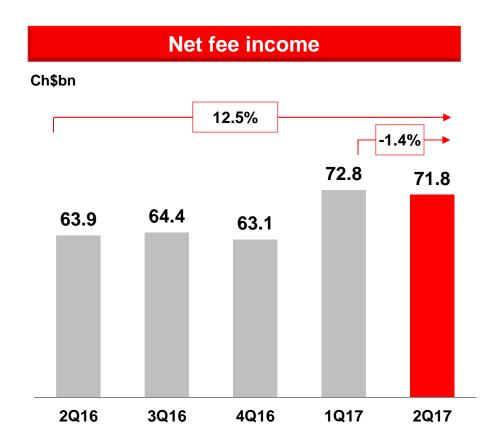


## Rising customer loyalty with room for further growth



Going forward we will renew our focus on middle income clients

## 14.0% YoY growth in fee income in 6M17



#### Fee income from business segments

Ch\$bn

	6M'17	YoY (%)
Retail	105.3	11.0
Middle Market	18.2	(4.4)
Corporate	16.5	23.4
Subtotal	140.1	10.0
Others	4.6	%
Total	144.7	14.0%

Fees from Corporate are driven by greater financial advisory services

#### Strategy and results

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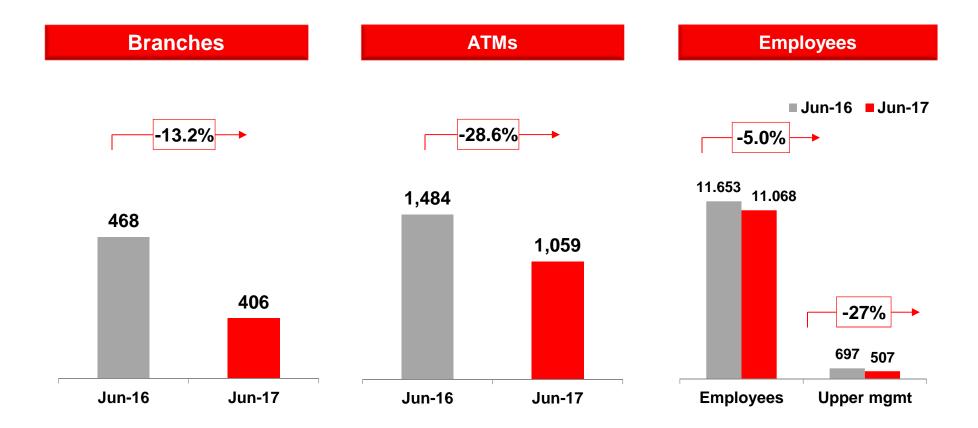
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## Improving and reducing the physical distribution network...



# ... by creating friendlier and more productive multi-segment business centers





- 20 Work Cafes by year-end
- 100% dedicated to value added activities
- Multi-segment
- No tellers
- No back office
- Paperless
- Fully digital







Cafetería



Mesas de trabajo



Todo el tiempo que necesites



Ejecutivos especialistas en asesoría financiera



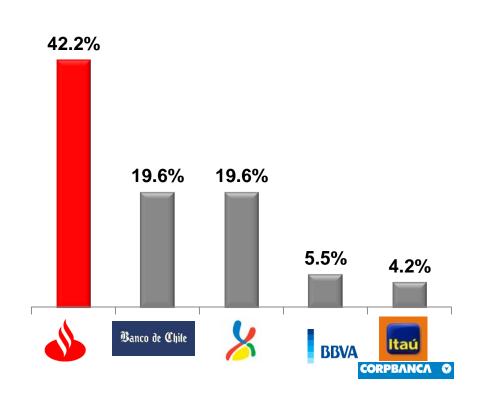
La mejor tecnología de autoservicio



## We continue to expand the use of digital banking...

Internet usage market share<sup>1</sup>

## **Mobile Banking**





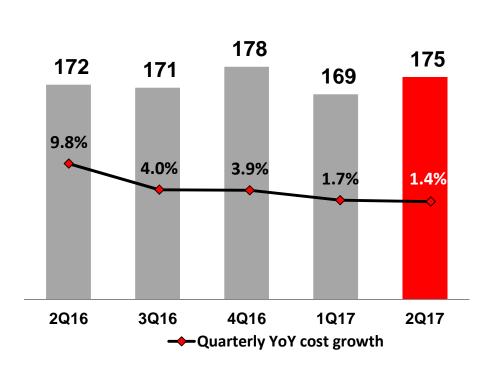
- √ N°1 Client Satisfaction²
- ✓ N°1 Digital Brand among banks² based on relevance and influence.
- √ 450,000 clients with the APP and more than 300,000 active users.

The focus now is digital onboarding and expanding mobile banking capabilities

## ..and improving our efficiency and productivity

#### **Operating expenses**

Ch\$bn



_	
_	6M17 YoY%
Personal exp.	194 (0.1)
Adm. exp.	113 (0.7)
Depreciation	36 20.6
Op. expenses	343 1.5
Volume <sup>2</sup> per branch	114,213 14.7%
Volume <sup>2</sup> per employee	4,193 4.8%
Efficiency Ratio <sup>1</sup> Cost / Assets	40.2% -251bp 1.9% -3bp

## Costs should grow below inflation for 2017 and 2018

#### Strategy and results

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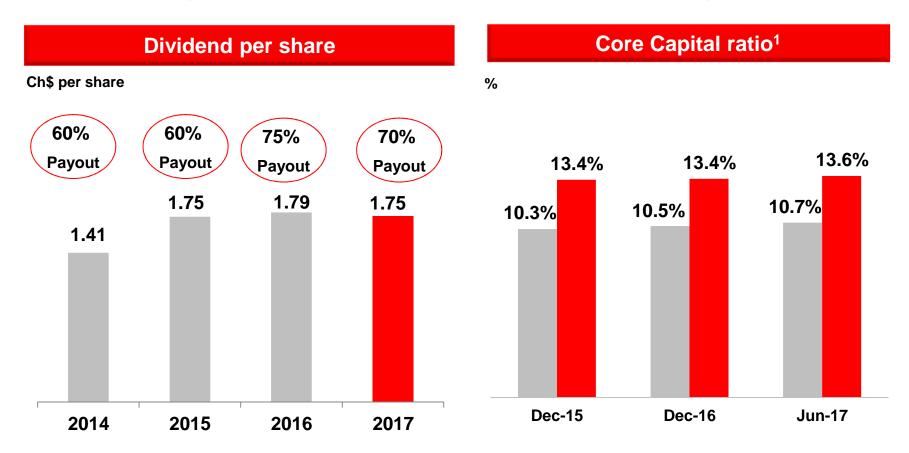
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## Core capital ratio increases / Attractive dividend paid in 2Q17



A higher and more sustainable ROE is resulting in better capital ratios and greater dividend yields

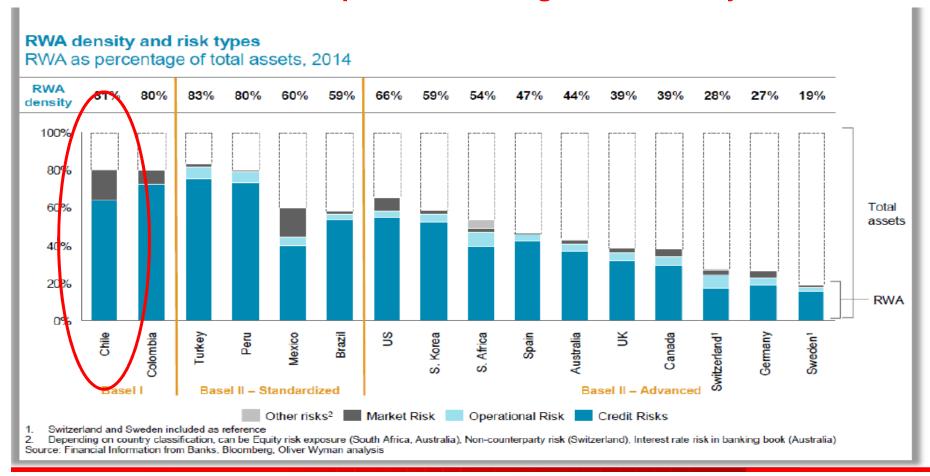
## **New banking law submitted to Congress**

## Capital requirements: Basel III, current GBL and new proposed requirements

(% over risk weighted assets)

Capital categories	Current Law	Proposed Bill
(1) Total Tier 1 Capital (2+3)	4.5	6
(2) Basic Capital	4.5	4.5
(3) Additional Tier 1 Capital (AT1)	-	1.5
(4) Tier 2 Capital	3.5	2
(5) Total Regulatory Capital (1+4)	8	8
(6) Conservation Buffer	2% over effective equity in order to be classified in Category A solvency.	2.5
(7) Total Equity Requirement (5+6)	8	10.5
(8) Counter Cyclical Buffer	-	up to 2.5
(9) SIB* Requirement	Up to 6% in case of a merger	Between 1 - 3.5

# Implementation of BIS III should not lead to a need to increase the Bank's capital due to a high RWA density

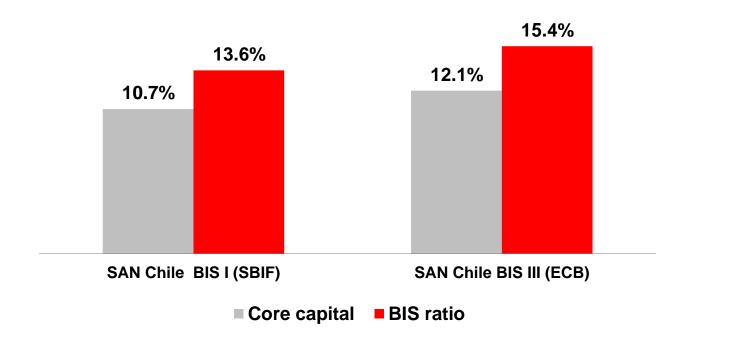


RWA density<sup>3</sup> of 77% should fall under BIS III. Under Chilean BIS I mortgage loans weigh 60% and other loans weigh 100%

## Under BIS III (*ECB model*) our core capital ratio is 140bp higher

#### Capital ratio higher under BIS III<sup>1,2</sup>

%



New risk weightings under Chilean regulations will be known after law is approved

## **Agenda**

- Macro environment and financial system
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Outlook

#### Outlook

#### Sound outlook for Santander Chile

- **BSAC:** stronger Client contribution driving profitability in 2017, in line with strategy
  - Business segment contribution up 21.6% YoY in 6M17
  - Loan growth at 2.9%, led by segments with highest contribution, net of risk, with retail loans growing 5.1%
  - Demand deposits grow 4.8 % YoY with improving funding costs
  - Client NII grew 11.5% YoY in 6M17
  - Customer loyalty and satisfaction continue to improve
  - Stable asset quality: coverage lowers to 136% / NPLs at 2.2% / cost of credit decreases to 1.1% with a favorable outlook
  - Cost growth under control: up 1.4% YoY in 6M17. Branch optimization plans underway
  - ROE reached 20.8% in the second quarter.
- In 2017 and 2018 we expect these sound business trends to continue with higher volume growth

**ROE** guidance increased to 19%-19.5% for 2017

## Agenda

## **Annexes**

#### **Balance sheet**

#### ■ Unaudited Balance Sheet

	Jun-17	Jun-17	Dec-16	Jun-16	Jun-17/Dec16	Jun-17/Jun-16
	US\$ Ths	Ch\$ M	Iillion		% C	hg.
Cash and deposits in banks	2,024,771	1,344,043	2,279,389	2,164,211	(41.0%)	(37.9%
Cash items in process of collection	646,635	429,236	495,283	773,774	(13.3%)	(44.5%
Trading investments	1,055,038	700,334	396,987	387,554	76.4%	80.7%
Investments under resale agreements	-	54	6,736	8,168	-%	(100.0%
Financial derivative contracts	3,337,834	2,215,654	2,500,782	3,001,807	(11.4%)	(26.2%
Interbank Ioans, net	354,794	235,512	272,635	236,345	(13.6%)	(0.4%
Loans and account receivables from	39,350,813	26,121,070	26,113,485	25,368,817	0.0%	3.09
Available for sale investments	3,268,823	2,169,845	3,388,906	2,391,465	(36.0%)	(9.3%
Held-to-maturity investments	-17 No. 3 CON CONTROL CO	**	i= -	1 F	-%	-9
Investments in associates and other	37,932	25,179	23,780	22,254	5.9%	13.19
Intangible assets	89,399	59,343	58,085	55,564	2.2%	6.89
Property, plant and equipment	369,236	245,099	257,379	233,066	(4.8%)	5.29
Current taxes	8,992	5,969	-	- 1	-%	9
Deferred taxes	545,253	361,939	372,699	337,915	(2.9%)	7.19
Other assets	1,345,597	893,207	840,499	1,142,827	6.3%	(21.8%
Total Assets	52,435,116	34,806,430	37,006,645	36,123,767	(5.9%)	(3.6%
Deposits and other demand liabilities	10,840,453	7,195,893	7,539,315	7,238,303	(4.6%)	(0.6%
Cash items in process of being cleared	389,355	258,454	288,473	529,784	(10.4%)	(51.2%
Obligations under repurchase agreements	219,298	145,570	212,437	31,005	(31.5%)	369.59
Time deposits and other time liabilities	18,167,044	12,059,284	13,151,709	12,997,791	(8.3%)	(7.2%
Financial derivatives contracts	3,104,307	2,060,639	2,292,161	2,848,418	(10.1%)	(27.7%
Interbank borrowings	2,758,144	1,830,856	1,916,368	1,952,761	(4.5%)	(6.2%
Issued debt instruments	10,614,263	7,045,748	7,326,372	6,369,956	(3.8%)	10.69
Other financial liabilities	368,518	244,622	240,016	216,741	1.9%	12.99
Current taxes	-	-	29,294	4,796	96)	%
Deferred taxes	12,510	8,304	7,686	11,136	8.0%	(25.4%
Provisions	359,696	238,766	308,982	223,799	(22.7%)	6.79
Other liabilities	1,194,616	792,986	795,785	963,571	(0.4%)	(17.7%
Total Liabilities	48,028,204	31,881,122	34,108,598	33,388,061	(6.5%)	(4.5%
	ox -	20 30		5 59	.00	
Equity						
Capital	1,342,728	891,303	891,303	891,303	%	9
Reserves	2,684,269	1,781,817	1,640,112	1,640,112	96	8.69
Valuation adjustments	25,853	17,162	6,640	4,053	-%	323.49
Retained Earnings:						
Retained earnings from prior years	<u>-</u>		12.0	07	-96	
Income for the period	441,113	292,811	472.351	241,739	(38.0%)	21.19
Minus: Provision for mandatory dividends	(132,334)	(87,843)	(141,700)	(72,522)	(38.0%)	21.19
Total Shareholders' Equity	4,361,630	2,895,250	2,868,706	2,704,685	0.9%	7.09
Non-controlling interest	45,282	30,058	29,341	31,021	2.4%	(3.1%
and the second s	4,406,912	2,925,308	2,898,047	2,735,706	0.9%	6.99
Total Equity						



#### **Income statement**

#### Unaudited YTD Income Statement

	Jun-17	Jun-17	Jun-16	Jun-17/Jun-16
1	US\$ Ths1	Ch\$ Mil	lion	% Chg.
Interest income	1,619,227	1,074,843	1,074,937	%
Interest expense	(621,021)	(412,234)	(433,627)	(4.9%
Net interest income	998,206	662,609	641,310	3.3%
Fee and commission income	347,788	230,862	210,155	9.9%
Fee and commission expense	(129,860)	(86,201)	(83,292)	3.5%
Net fee and commission income	217,929	144,661	126,863	14.0%
Net income (expense) from financial operations	7,380	4,899	(133,993)	%
Net foreign exchange gain	101,293	67,238	196,115	(65.7%
Total financial transactions, net	108,673	72,137	62,122	16.1%
Other operating income	43,790	29,068	9,859	194.8%
Net operating profit before provisions for loan losses	1,368,597	908,475	840,154	8.1%
Provision for loan losses	(226,532)	(150,372)	(161,362)	(6.8%)
Net operating profit	1,142,065	758,103	678,792	11.7%
Personnel salaries and expenses	(292,296)	(194,026)	(194,184)	(0.1%
Administrative expenses	(170,029)	(112,865)	(113,685)	(0.7%
Depreciation and amortization	(54,836)	(36,400)	(30,188)	20.6%
Op. expenses excl. Impairment and Other operating expenses	(517,160)	(343,291)	(338,057)	1.5%
Impairment of property, plant and equipment	(526)	(349)	(85)	9
Other operating expenses	(81,347)	(53,998)	(48,244)	11.99
Total operating expenses	(599,033)	(397,638)	(386,386)	2.99
Operating income	543,033	360,465	292,406	23.35
Income from investments in associates and other companies	1	7,5532		
Income before tax	2,418	1,605	1,172	36.9%
	545,450	362,070	293,578	23.39
Income tax expense	(102,969)	(68,351)	(50,776)	34.6%
Net income from ordinary activities	442,481	293,719	242,802	21.09
Net income discontinued operations  Net income attributable to:		850		9
	Carles and	- Salara	2-2000	460 400
Non-controlling interest	1,368	908	1,063	(14,6%
Net income attributable to equity holders of the Bank	441,113	292,811	241,739	21.19

<sup>1.</sup> The exchange rate used to calculate the figures in dollars was Ch\$663.80 / US\$1

## **Income statement**

	2Q17	2Q17	1017	2Q16	2Q17/2Q16	2017/1017
	US\$ Ths1		Ch\$ Million		% C	hg.
Interest income	829,881	550,875	523,968	556,203	(1.0%)	5.1%
Interest expense	(311,601)	(206,841)	(205,393)	(227,771)	(9.2%)	0.7%
Net Interest income	518,280	344,034	318,575	328,437	4.7%	8.0%
Fee and commission income	174,099	115,567	115,295	105,647	9.4%	0.2%
Fee and commission expense	(65,877)	(43,729)	(42,472)	(41,775)	4.7%	3.0%
Net fee and commission income	108,222	71,838	72,823	63,872	12.5%	(1.4%)
Net income (expense) from financial operations	5,458	3,623	1,276	45,706	(92.1%)	183.9%
Net foreign exchange gain	47,879	31,782	35,456	(17,846)	%	(10.4%)
Total financial transactions, net	53,337	35,405	36,732	27,861	27.1%	(3.6%)
Other operating income	24,177	16,049	13,019	4,611	248.0%	23.3%
Net operating profit before provisions for loan losses	704,016	467,326	441,149	424,780	10.0%	5.9%
Provision for loan losses	(115,261)	(76,510)	(73,862)	(83,436)	(8.3%)	3.6%
Net operating profit	588,756	390,816	367,287	341,344	14.5%	6.4%
Personnel salaries and expenses	(152,682)	(101,350)	(92,676)	(101,217)	0.1%	9.4%
Administrative expenses	(81,927)	(54,383)	(58,482)	(54,991)	(1.1%)	(7.0%)
Depreciation and amortization	(28,289)	(18,778)	(17,622)	(15,843)	18.5%	6.6%
Op. expenses excl, Impairment and Other operating expenses	(262,897)	(174,511)	(168,780)	(172,051)	1.4%	3.4%
Impairment of property, plant and equipment	(249)	(165)	(184)	(48)	%	(10.3%)
Other operating expenses	(52,999)	(35,181)	(18,817)	(32,010)	9.9%	87.0%
Total operating expenses	(316,145)	(209,857)	(187,781)	(204,109)	2.8%	11.8%
Operating income	272,611	180,959	179,506	137,235	31.9%	0.8%
Income from investments in associates and other companies	1,333	885	720	641	38.2%	22.9%
Income before tax	273,944	181,844	180,226	137,876	31.9%	0.9%
Income tax expense	(46,916)	(31,143)	(37,208)	(21,114)	47.5%	(16.3%)
Net income from ordinary activities	227,028	150,701	143,018	116,762	29.1%	5.4%
Net income discontinued operations	-		-	-	%	%
Net income attributable to:						- 2
Non-controlling interest	399	265	643	462	(42.6%)	(58.8%)
Net income attributable to equity holders of the Bank	226,629	150,436	142,375	116,300	29.4%	5.7%

<sup>1.</sup> The exchange rate used to calculate the figures in dollars was Ch\$663.80 / US\$1

## **Key indicators**

Profitability and efficiency	1H17	1H16	Change bp	
Net interest margin (NIM) <sup>1</sup>	4.4%	4.6%	-20	
Efficiency ratio <sup>2</sup>	40.2%	42.7%	-250 +260	
Return on avg. equity	20.3%	17.7 %		
Return on avg. assets	1.6%	1.4%	+20	
Core Capital ratio	10.7%	10.1%	+60	
BI5 ratio	13.7%	13.0%	+70	
Return on RWA	2.1%	1.8%	+30	
Asset quality ratios (%)	Jun'17	Jun'16	Change bp	
NPL ratio <sup>3</sup>	2.2%	2.1%	+10	
Coverage of NPLs ratio 4	136.2%	140.5%	-430	
Cost of credit <sup>3</sup>	1.1%	1.3%	-20	
Structure (#)	Jun'17	Jun'16	Change (%	
Branches	406	468	(13.2%)	
ATMs	1,059	1,484	(28.6%)	
Employees	11,068	11,653	(5.0%)	
Market capitalization	Jun'17	Jun'16	Change (%)	
Net income per share (Ch\$)	1.55	1.28	21.1%	
Net income per ADR (US\$)	0.94	0.77	22.1%	
Stock price (Ch\$/per share)	42.24 31.92		32.3%	
ADR price (US\$ per share)	25.41	19.37	31.2%	
Market capitalization (US\$mn)	11,971	9,126	31.2%	
Shares outstanding (millions)	188,446.1	188,446.1	96	
ADRs (1 ADR = 400 shares) (millions)	471.1	471.1	%	

<sup>1</sup> NIM - Net interest income annualized divided by interest earning assets.

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

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

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

<sup>5.</sup> Provision expense annualized divided by average loans.

## Thank You

Nuestra misión es contribuir al progreso de las personas y de las empresas.

Nuestra cultura se basa en la creencia de que todo lo que hacemos debe ser

Simple | Personal | Fair





