



Santander

Tu banco

# Banco Santander Chile Results 4Q23

February 2, 2024



## 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 2022 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

### 1| Macro Update

2| Chile First: Strategy 2023-2026

3| Balance sheet and results

4| Conclusions

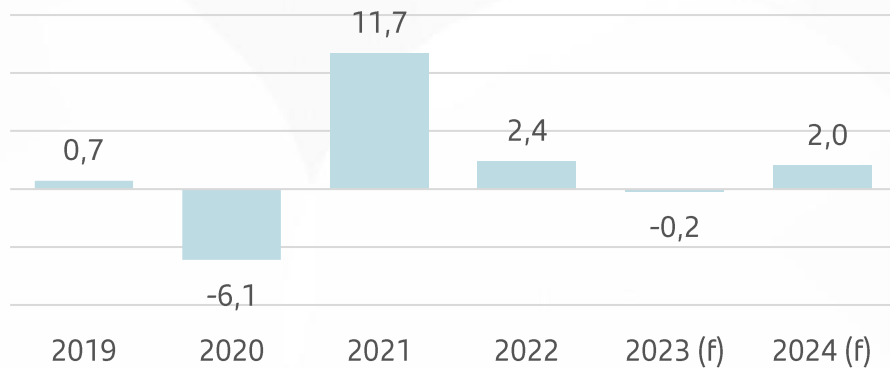
5| Annexes



# Macro view

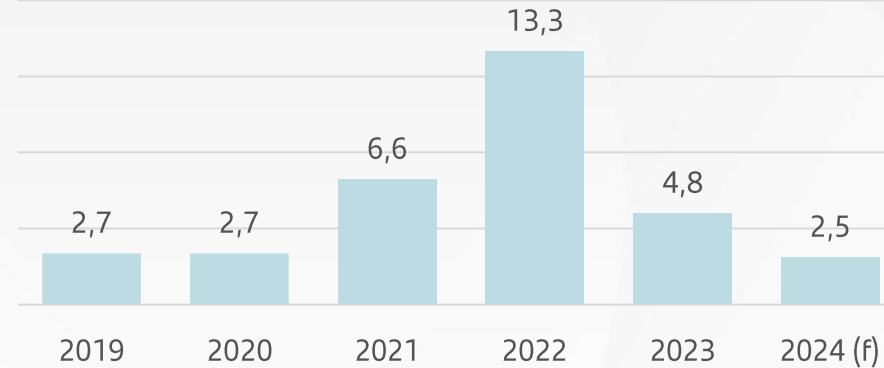
## GDP growth

Annual growth %



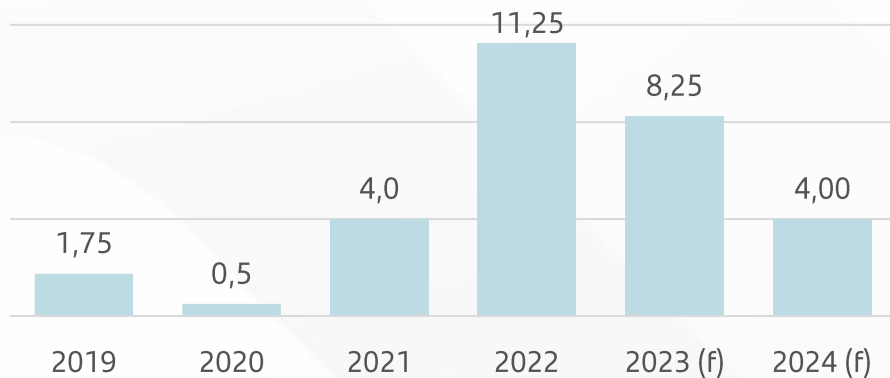
## Inflation

UF inflation, annual variation, %



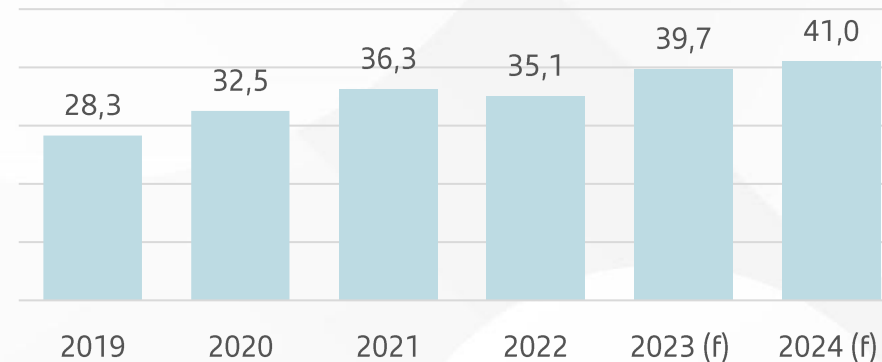
## Monetary Policy Rate

%, eop



## Fiscal debt

% GDP





# Financial Conditions

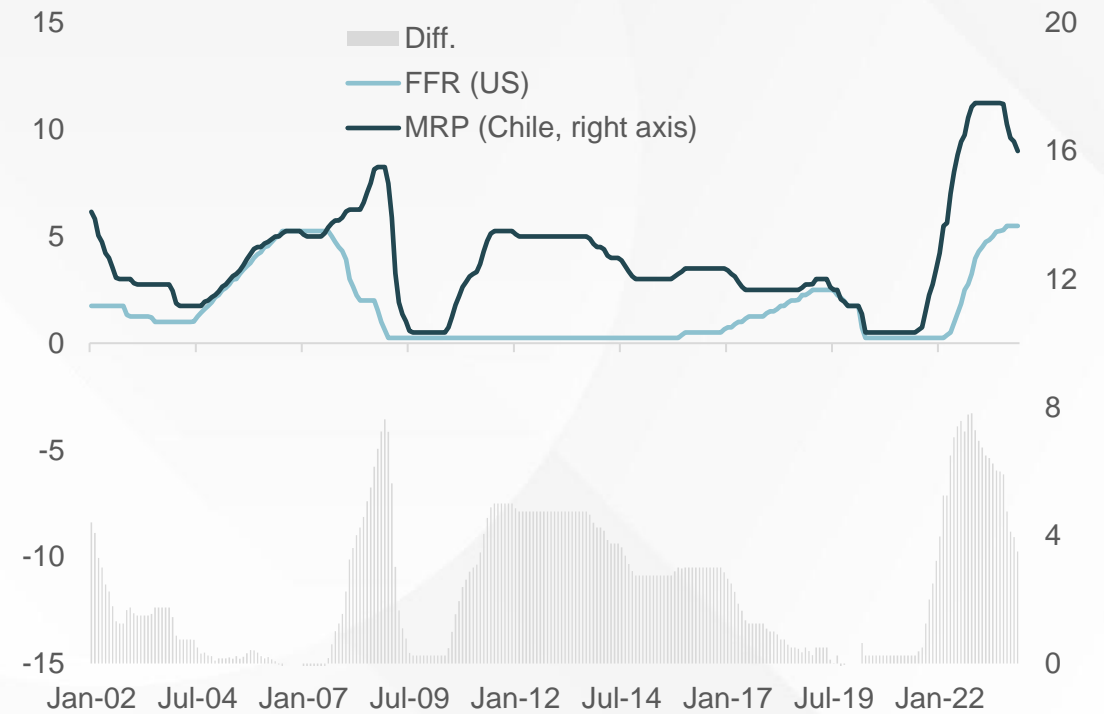
Nominal exchange rate

\$/US\$; %



Interest rate spread: TPM- Fed Funds

%







## Agenda

- 1 | Macro Update
- 2 | **Chile First: Strategy 2023-2026**
- 3 | Balance sheet and results
- 4 | Conclusions
- 5 | Annexes



# Highlights of 2023



**Largest bank**  
in Chile in terms of loans and deposits  
17.4% market share<sup>1</sup>

**Only Chilean Bank to be  
included in the DJSI EM**

**1st green bond of  
US\$ 50 million**  
to finance green mortgages

**More than 167,000  
bankerized in 2023**  
through Cuenta Life and Más Lucas

**91 Workcafés in Chile**  
serving clients and the community  
in different formats

**1st**  
in Service quality for  
4th consecutive year<sup>2</sup>

**Best Bank in Chile**  
By The Banker and Euromoney

**Highest TSR of 35.8%**  
in 2023 among Chilean banks

**More than US\$ 450 million**  
to be invested in infrastructure  
and technology in 2023 – 2026

1. Source CMF, latest available information. 2. According to our NPS ranking by Activa Research based on over 50,000 surveys.



# Our strategic pillars

## A Digital Bank with Work/Cafés...

...for more than 5 million clients and 450 thousand SMEs<sup>1</sup> 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.





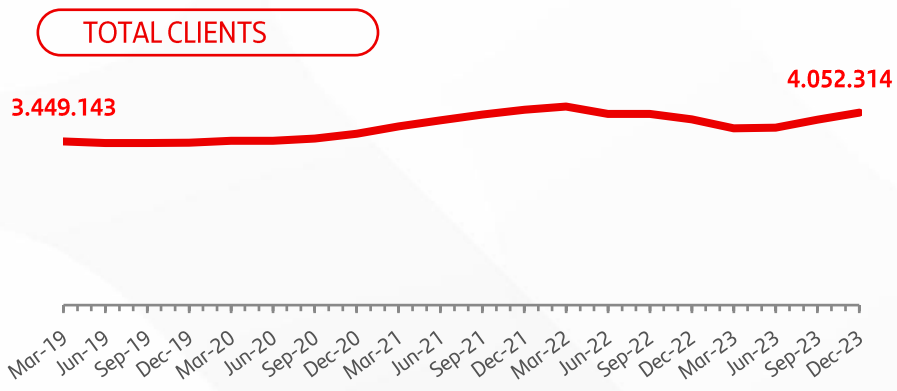
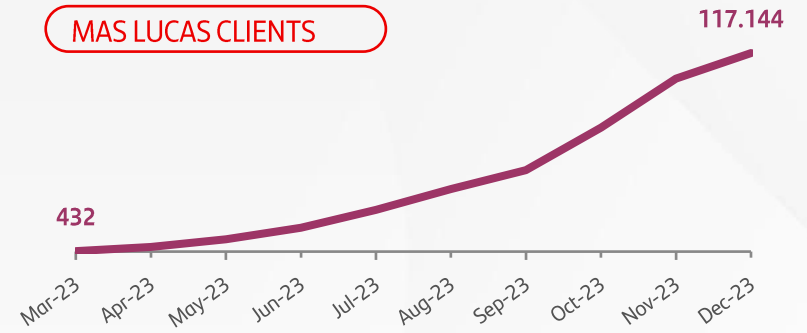
# A Digital Bank with Work/Cafés



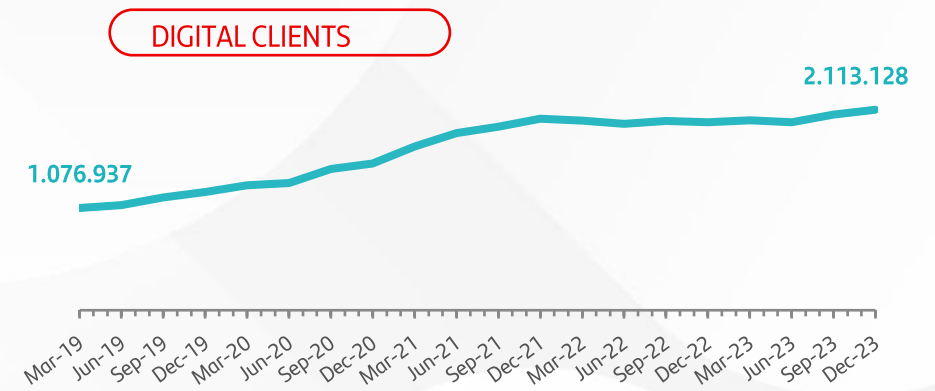
- Digital products for the non-bankerized populations that seek to part of the bank, receiving merits for the positive financial behaviours (through loans and savings).



- The first 100% digital sight and savings accounts for the mass market. Launched in March 2023.



>4 million clients



>2.1 million digital clients



# Digital initiatives and Work/Café boost productivity indicators



Work/Café   
Santander  
**Expresso**



Work/Café   
Santander  
**StartUp**



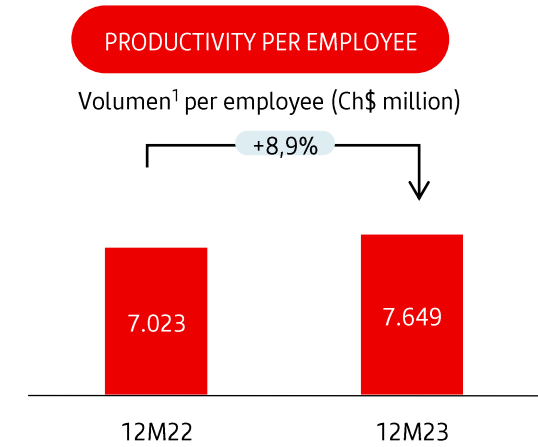
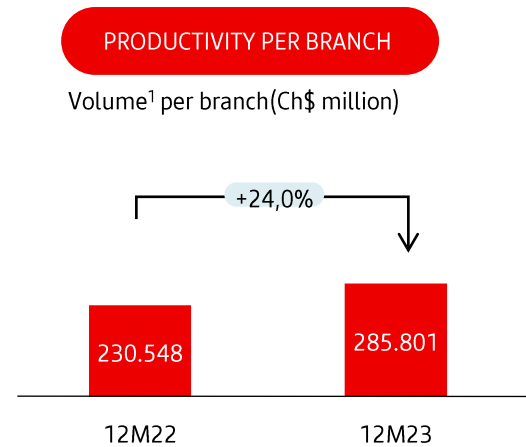
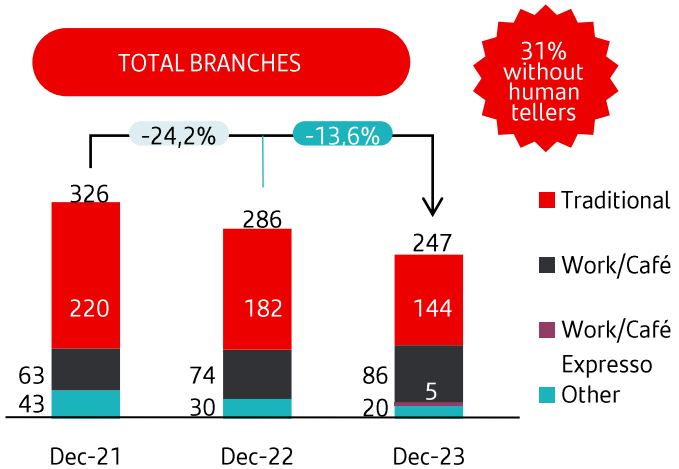
 **NEW 4Q**

Work/Café   
Santander  
**Inversiones**

- Consolidating cash services into the Work/Café Expresso.
- New transaction centers, removing tellers and replacing traditional branches.
- Private spaces for cashier interactions and self-service technology, in a Work/Café environment.
- Greater efficiency in the management of cash.
- Less waiting times.
- Improved customer experience NPS score of 74.

- A branch dedicated to the StartUps
- Financial products that are specific to their needs
- Advice from an expert panel on the development of StartUp projects
- Support of fintechs with high potential
- Encourage the relationship between the StartUps and the Bank

- Work/Café model dedicated to investment advice for clients and potential clients
- Offers talks and workshops based on investment
- Support financial education and financial well being Open to everyone, independent of the amount they want to invest.



1. Volume= total loans + total deposits



# Specialization and added value for companies

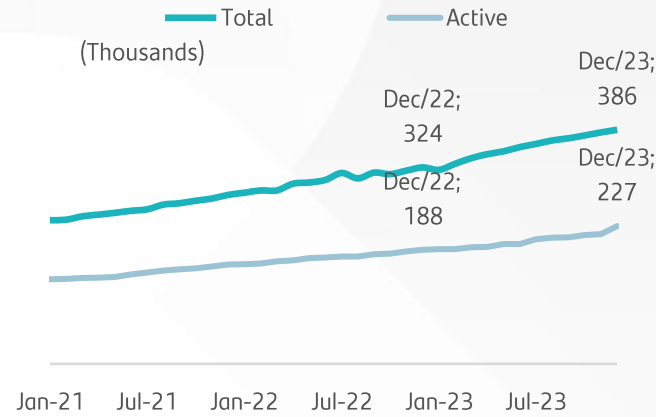


- For small and medium sized companies that want a current account for their business.

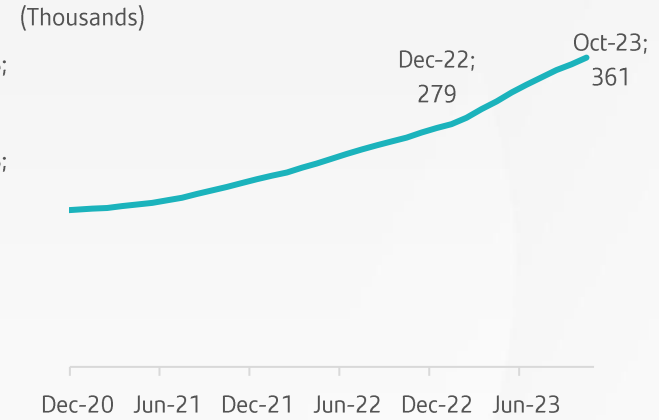


- Acquiring network that uses the four-part model to operate, offering an integrated payments solution to businesses.
- Focus on the development of companies of different sizes and improving the customer experience.
- More than 163k of active POS.

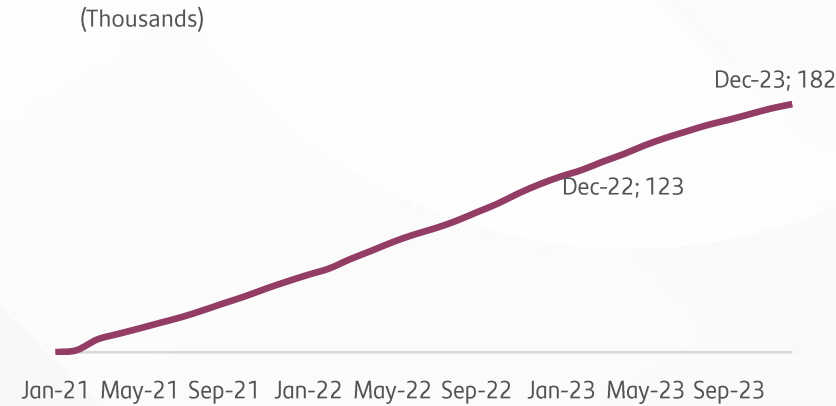
**SME CLIENTS: TOTAL AND ACTIVE**



**NUMBER OF BUSINESS CURRENT ACCOUNTS**



**NUMBER OF SME GETNET CLIENTS**



**+19%**  
YoY Total SME clients

**+21%**  
YoY Active SME clients

**+35%**  
YoY Business Current accounts

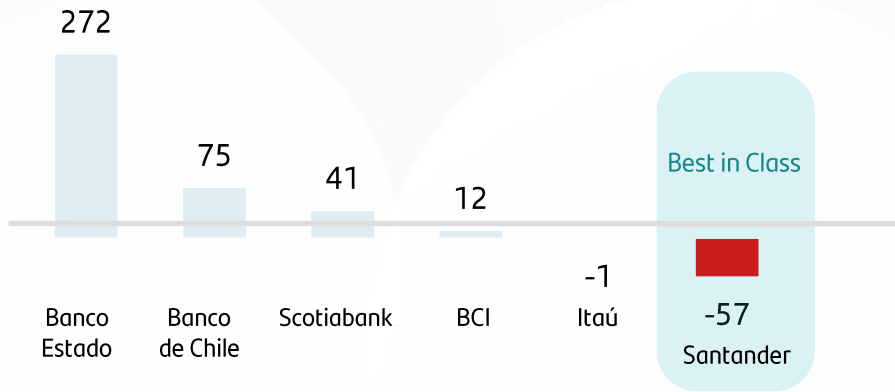
**+48%**  
YoY SMES Getnet clients





# The best cost dynamics in the industry and investing in world class technology

ABSOLUTE EXPENSE VARIATION IN 2023 VS 2022 (CH\$ MILLION)<sup>1</sup>



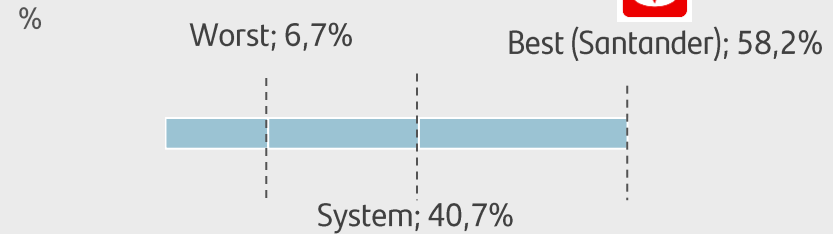
## Gravity

Our home-grown digital cloud-native core banking platform. This technology is unique in the industry and has helped Santander become the first major bank in the world with in-house software that digitalizes core banking – allowing the bank to serve customer better and more efficiently.

This process has already begun in Chile with Santander Consumer and will begin with the rest of the bank in 2024.

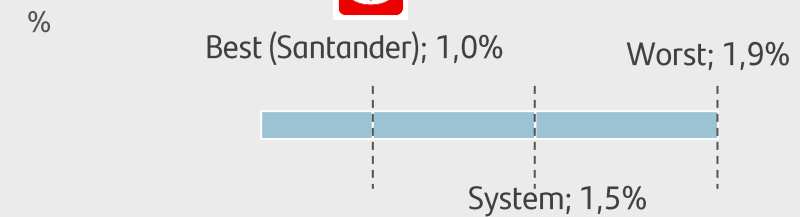


## Recurrence<sup>2</sup>



Our fees generated from clients represent more than 55% of our expenses.

## Costs/assets<sup>3</sup>



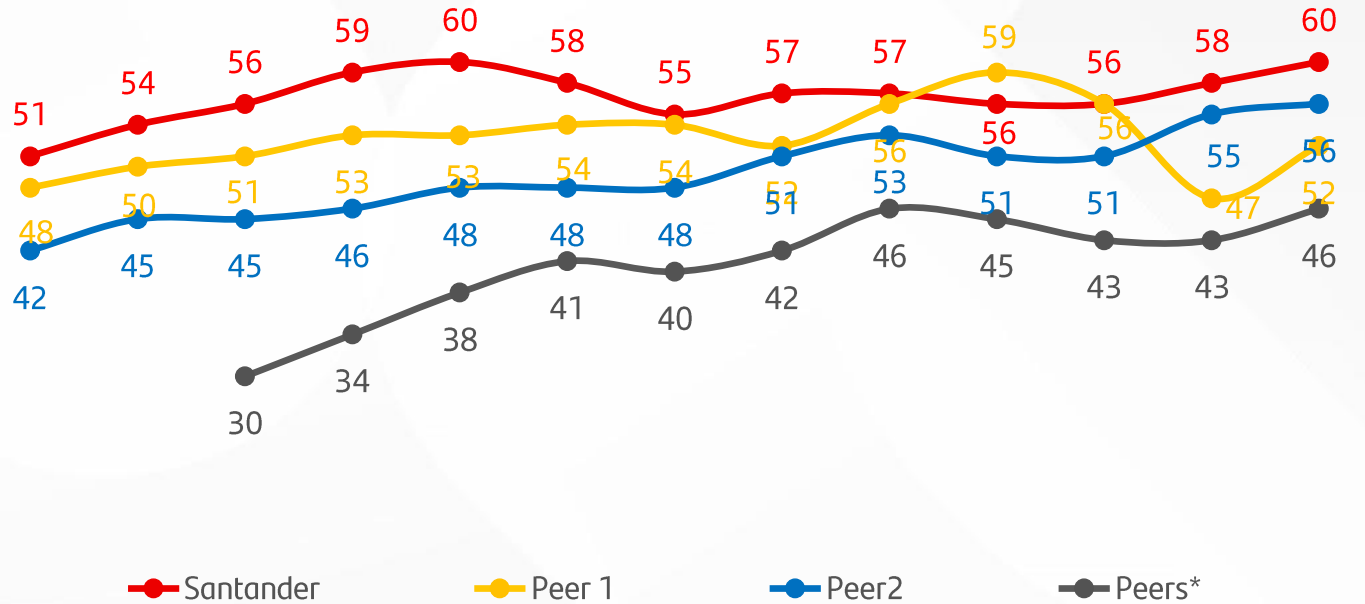
Our expenses represent only 1.0% of our assets in 2023.

1. Operating expenses including other operating expenses. 2. Recurrence: Annualized fees/ annualized total expenses. 3. Costs/assets: Total expenses annualized/ Total assets. Source: CMF Chile as of December 2023, YTD



# Leading our peers in NPS, with the best contact center in the industry

NET PROMOTER SCORE (NPS)<sup>1</sup>



Top 1 **72 points**  
**Contact Center**

**74 points**  
**App**

**73 points**  
**Website**

Based on more than 50,000 surveys, measuring more than 30 NPS metrics everyday across our different service channels

Dec-20 Mar-21 Jun-21 Sep-21 Dec-21 Mar-22 Jun-22 Sep-22 Dec-22 Mar-23 Jun-23 Sep-23 Dec-23

Source: Study by Activa for Santander with a scope of 50,000 surveys to our own clients and over 1,200 surveys to each competitor's clients in a period of 6 months. 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 9 and 10 subtracted by clients that value with grade 1 through 6. Audited by an external provider. \*Peer group: BCI, Banco de Chile, Banco Estado, Itau, Scotiabank



# Avanzando con nuestros empleados

## NUEVO ACUERDO COLECTIVO CON SINDICATOS PARA 2024-2027



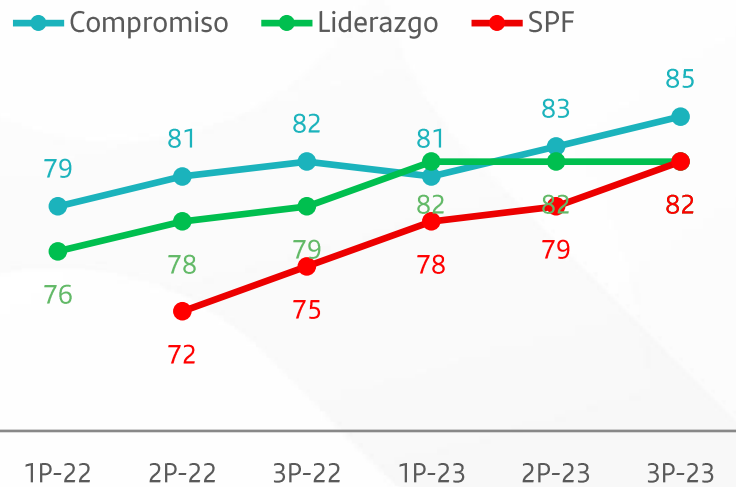
Obtuvimos el certificado de Top Employer por el quinta año consecutivo y nuestro NPS de empleado está mejorando en forma consistente.

Acuerdo entre 23 sindicatos de empleados

Líderes en la industria para beneficios de empleados

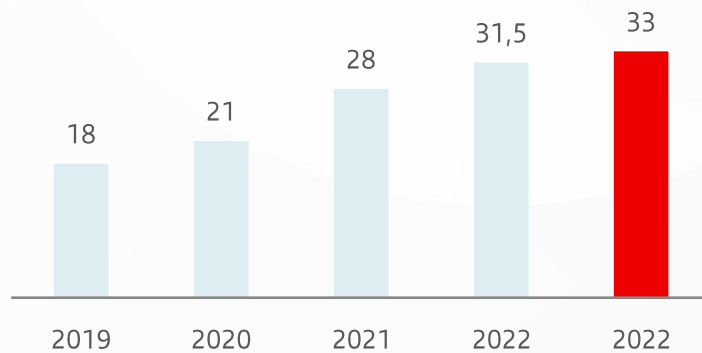
Buena recepción de la reducción de la semana laboral a 40 horas

### Evolución de Tu Voz (NPS)



### Más mujeres como ejecutivos claves

% de mujeres en posición de gerencias



Santander Chile tiene el mayor número de directoras en el el IPSA

Durante la Junta de Accionistas se aprobó el nombramiento de María Olivia Recart y Blanca Bustamante como directoras, además de Lucía Santa Cruz y Ana Dorrego.

1. Tu Voz: Encuesta interna en la que se pregunta a los empleados sobre aspectos en los que están satisfechos y cuáles deberían mejorar.





# Meeting our Responsible Banking goals



Santander Chile	2020	2021	2022	Progress in 2023	Goal 2025
1. Among the best top 10 companies to work for in Chile (#)	GPTW #1	Top Employer	Top Employer	✓ Top Employer	Top Employer
2. Women in managerial positions (%) <sup>2</sup>	25%	28%	31%	33%	30% → 35%
3. Eliminate gender pay gap (%) <sup>2</sup>	3.1%	3.0%	2.4%	2.1%	0%
4. People financially empowered (k) <sup>1,2</sup>	918.2	1,690.0	2,404.1	2,955.6	4,000
5. Green financing (US\$ million) <sup>1,2</sup>		54	345	752	-
6. Renewable energy (%)	28%	28%	28%	✓ 100%	100%
7. Eliminate single-use plastics (% reached)	-	100%	100%	✓ 100%	100%
8. Scholarships, internships, entrepreneurship programs (#) <sup>1</sup>	4,087	9,663	15,881	✓ 19,234	+13,500
9. Support people through our community contribution programs (k) <sup>1,2</sup>	166.0	274.5	387.6	474.1	+500.0
10. Be Carbon neutral				✓ 100% since 2019	
NEW: Women in the board of directors (%) <sup>2</sup>	33%	33%	33%	44%	40-60%

1 Numbers accumulated since 2019

2 Goals that will continue to be reported during 2024





# Highly recognized as leaders in our industry in Chile

## Recognitions

**THE BANKER: Best bank in Chile**

**EUROMONEY: Best Bank in the country in**

- SMEs
- Corporate Social Responsibility
- Diversity and Inclusion category
- ESG

**GLOBAL FINANCE: Best bank for SMEs**

**Recognition for our commitment to sustainability in the Latin Trade Index Americas Sustainability Awards 2023**



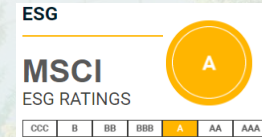
## Sustainable ratings and indexes



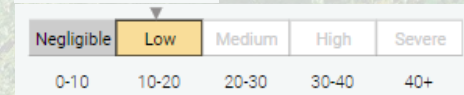
Dow Jones Sustainability Indexes

Including Chile, MILA, and Emerging Markets

**#1** Among Chilean banks



**15.0** Low Risk



FTSE4Good

Included in Emerging Latam and Emerging Global



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

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





## Agenda

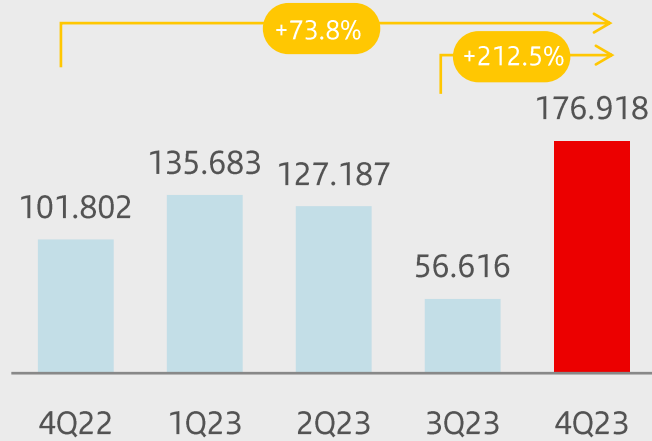
- 1 | Macro Update
- 2 | Chile First: Strategy 2023-2026
- 3 | Balance sheet and results**
- 4 | Conclusions
- 5 | Annexes



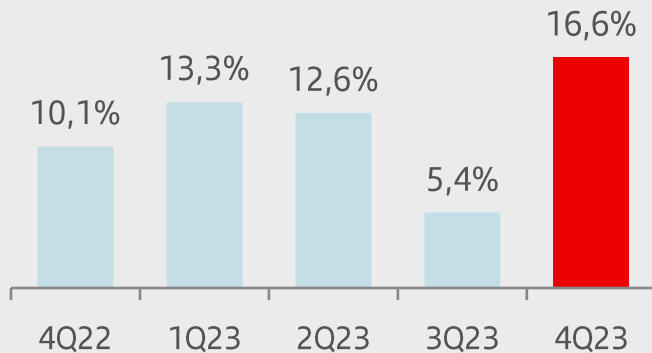


# Strong quarter reaching an ROAE of 16.6% with segments continuing to outperform<sup>1</sup>

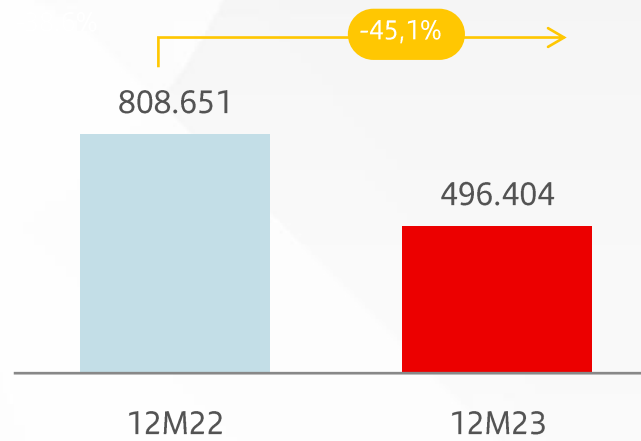
Quarterly net income attributable to shareholders  
Ch\$ million



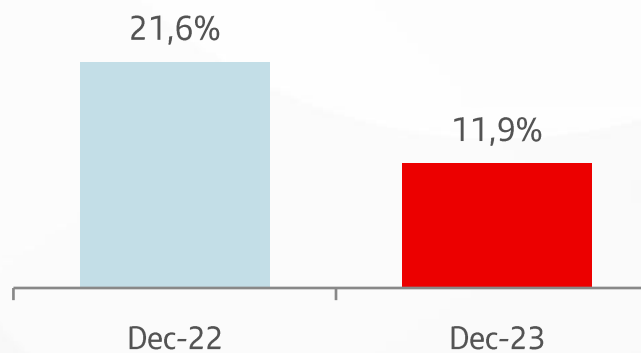
Quarterly ROAE  
%



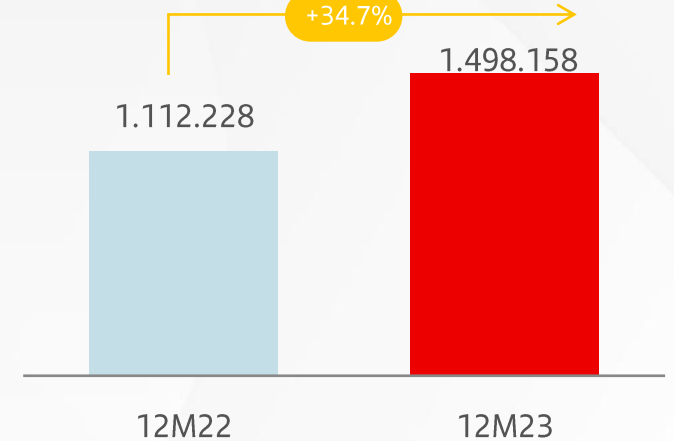
Accumulated net income attributable to shareholders  
Ch\$ million



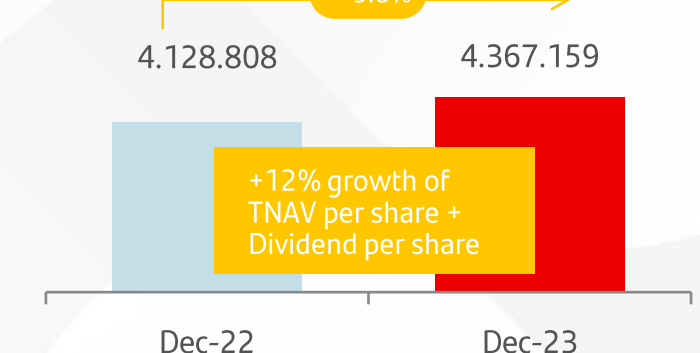
Accumulated ROAE  
%



YTD accumulated net contribution from segments  
Ch\$ million



Book Value  
Ch\$ million



1. Please note that these figures are unaudited,



## Solid results from CIB & Middle Market

### Net contribution from CIB

Ch\$ bn	12M23	YoY
Net interest income	248.4	73.0%
Fees	50.5	35.3%
Financial trx	185.6	17.3%
<b>Total income</b>	<b>484.5</b>	<b>42.8%</b>
Provisions	1.8	(115.5%)
<b>Net op. profit</b>	<b>486.2</b>	<b>48.3%</b>
Op. expenses	(95.9)	4.3%
<b>Total contribution</b>	<b>390.3</b>	<b>65.4%</b>

### Net contribution from Middle Market

Ch\$ bn	12M23	YoY
Net interest income	459.3	18.0%
Fees	65.0	3.7%
Financial trx	28.2	22.7%
<b>Total income</b>	<b>552.4</b>	<b>16.3%</b>
Provisions	(54.5)	(14.8%)
<b>Net op. profit</b>	<b>497.9</b>	<b>21.2%</b>
Op. expenses	(106.9)	1.6%
<b>Total contribution</b>	<b>391.0</b>	<b>27.9%</b>

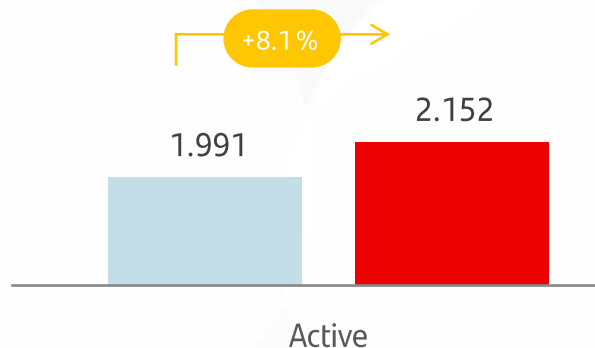
Focus on non-lending activities drives profitability in these two segments



# Retail banking results increase 25.6% YoY driven by the greater client base and more activity by our clients

## Evolution of individual clients (thousands)<sup>1</sup>

% Var Dec 2023 / Dec 2022

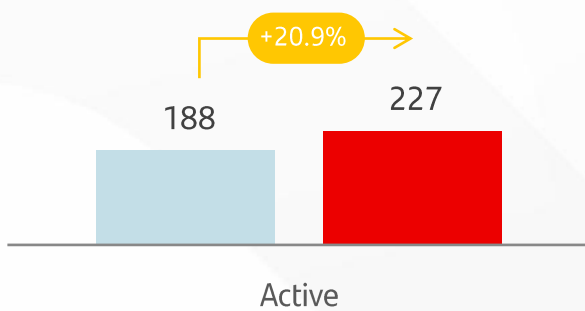


Active individual clients in 2023 include:

- 8.8k Private Banking and Wealth management
- 62.7k Santander Consumer Finance

## Evolution of SME clients (thousands)<sup>1</sup>

% Var Dec 2023 / Dec 2022



## Net contribution of retail banking

Ch\$ bn	12M23	YoY
Net interest income	1,381.0	22.3%
Fees	376.6	20.4%
Financial trx	44.8	29.0%
<b>Total income</b>	<b>1,802.4</b>	<b>22.0%</b>
Provisions	(423.7)	56.7%
<b>Net op. profit</b>	<b>1,378.7</b>	<b>14.3%</b>
Op. expenses	661.9	4.1%
<b>Total contribution</b>	<b>716.8</b>	<b>25.6%</b>

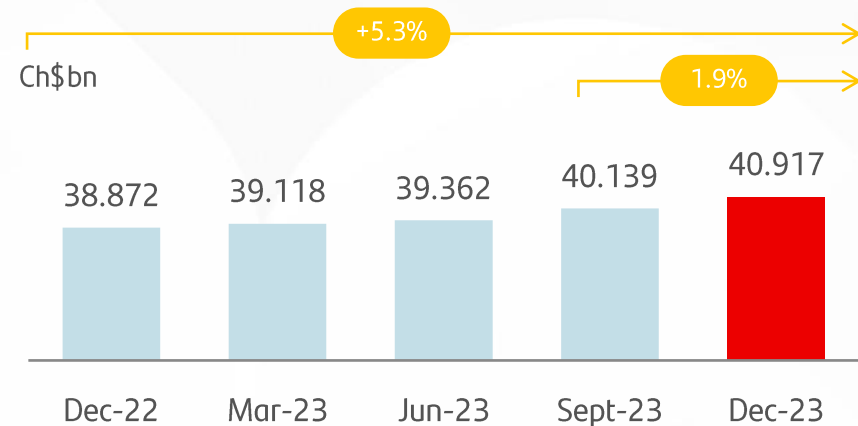
1. Active clients: Clients with a minimum average balance and/or transactionality



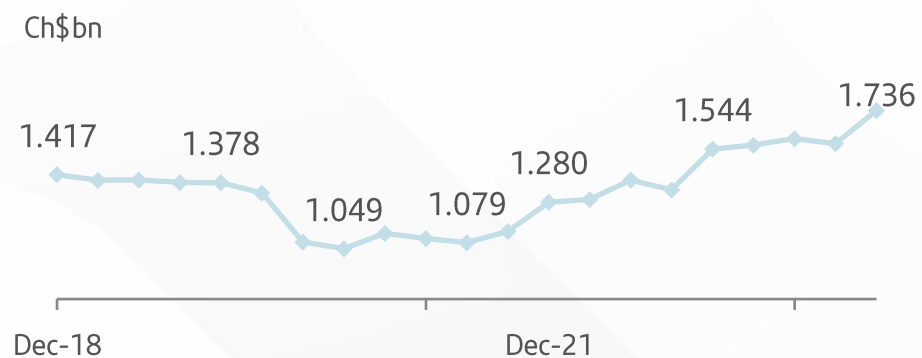


## Loan growth driven by retail lending in the quarter

### Total loans



### Credit card loans



Ch\$ billion	12M23	YoY	QoQ
Individuals <sup>1</sup>	25,312	7.6%	3.3%
Consumer	5,598	6.0%	2.9%
Auto loans <sup>2</sup>	894	0.7%	0.5%
Credit cards	1,736	12.4%	10.5%
Mortgages	17,073	8.5%	2.5%
SMEs	3,755	1.8%	2.4%
<b>Retail</b>	<b>29,067</b>	<b>7.3%</b>	<b>3.1%</b>
<b>Middle Market</b>	<b>8,774</b>	<b>1.5%</b>	<b>(0.5%)</b>
<b>Corporate (CIB)</b>	<b>3,077</b>	<b>3.3%</b>	<b>(1.5%)</b>
<b>Total<sup>3</sup></b>	<b>40,917</b>	<b>5.3%</b>	<b>1.9%</b>

2023: Focus on loan growth in all segments

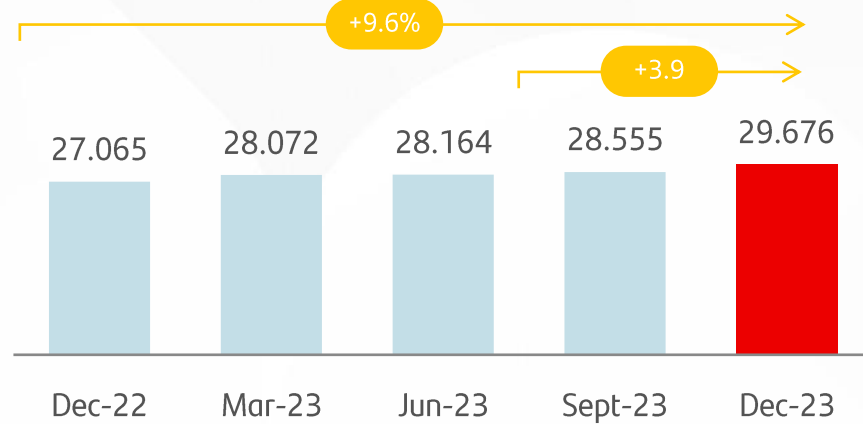
Credit cards resume growth after strong contraction in 2020-2021

SME lending starting to reactivate as Covid Fogape loans finish



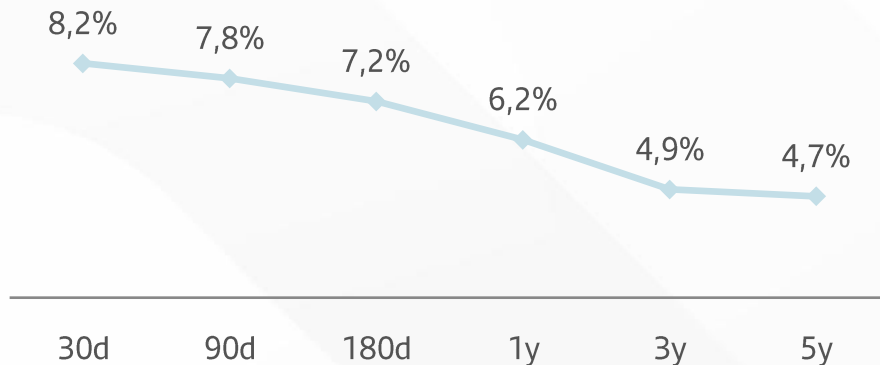
## Solid liquidity levels and total deposits increase 3.9% QoQ

Total deposits  
Ch\$bn



Nominal Yield Curve

% , annualized, 29/12/2023



Ch\$ billion	12M23	YoY	QoQ
Demand deposits	13,538	(3.9%)	4.9%
Time deposits	16,138	24.3%	3.1%
<b>Total deposits</b>	<b>29,676</b>	<b>9.6%</b>	<b>3.9%</b>
Mutual funds	10,247	25.5%	5.4%
Bonds	10,424	9.8%	1.1%
LCR <sup>2</sup>	212.2%		
NSFR <sup>2</sup>	106.5%		

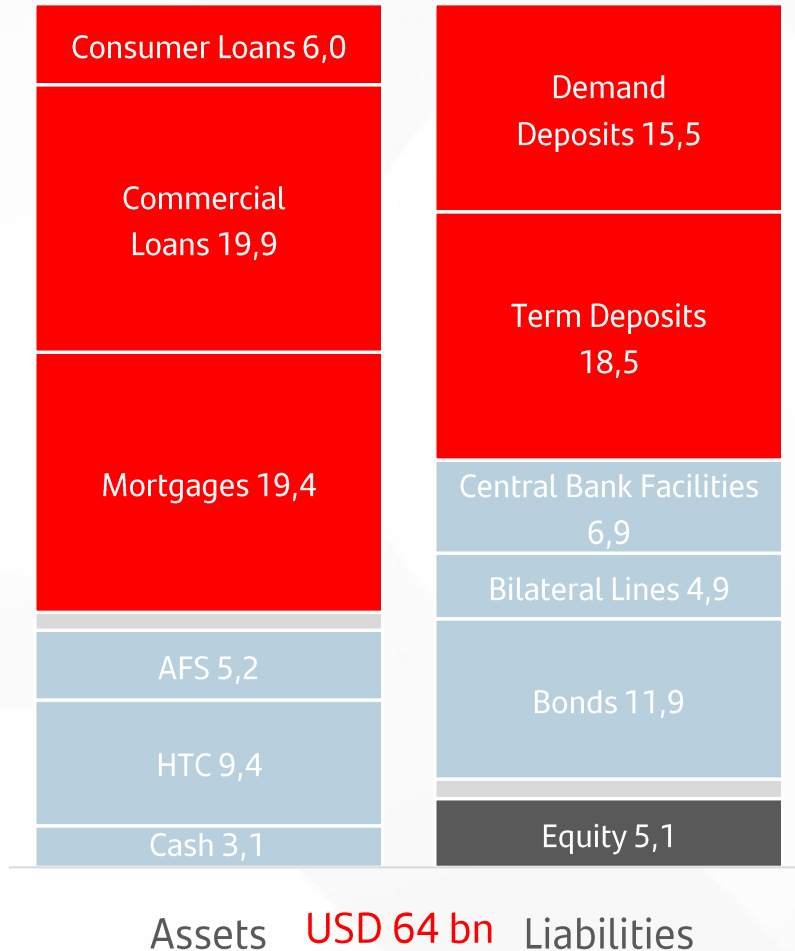
- In January 2024, the bank issued a bond in Swiss francs for CHF 225 million (equivalent to US\$ 263 million) with a term of three years.
- It had great interest and demand from investors, becoming the third largest placement by a Chilean issuer in this market.



## Solid balance structure and liquidity levels

### Structural balance sheet

US\$bn, Dec 2023



### Balance Sheet sensitivities

#### Inflation:

- Approx 58% of loans are linked to inflation.
- UF Gap is managed through some UF deposits and bonds, and hedges.

#### Interest rates:

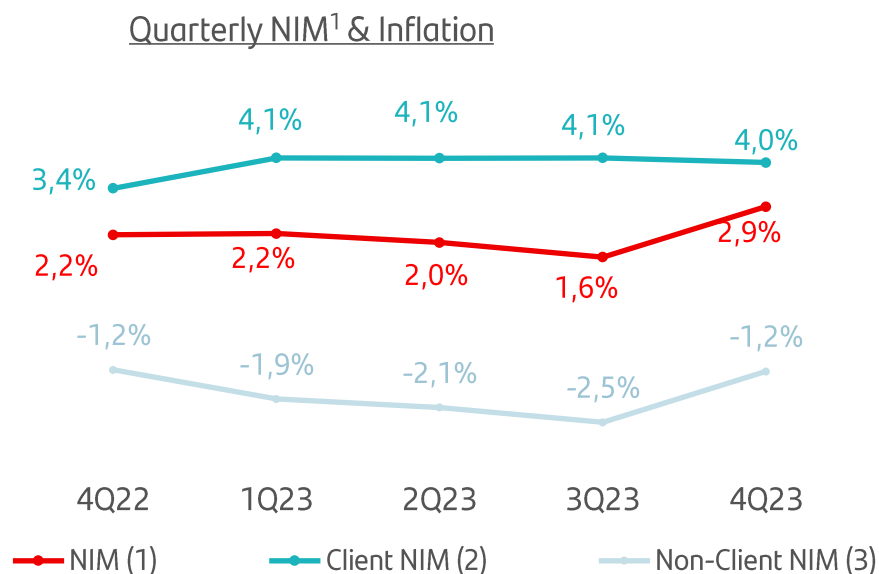
- Time deposits have an average maturity of 30-60 days.
- FCIC (swapped to variable rate) due April 1<sup>st</sup> and July 1<sup>st</sup> 2024.
- The Chilean Central Bank is providing Liquidity Deposits with maturities matching the payment dates of the FCIC, and paying interest at variable MPR. We have US\$ 3.9 bn in the HTC portfolio.

#### Effects of payment of FCIC

- No significant impact on our NII as we will be paying the FCIC (swapped to variable rate) with HTC (variable rate).
- Improvement in NIM due to a reduction of the balance sheet including interest earning assets.



## NIM in 4Q23 of 2.9% with Client NIM's solid



	4Q	1Q	2Q	3Q	4Q	1Q (Estimated)
UF	2.5	1.3	1.4	0.3	1.6	0.1
Average MPR.	11.3	11.3	11.3	10.4	9.1	7.6

### Net interest income

Ch\$ billion	12M23	YoY	QoQ
Retail	1,024	20.8%	3.2%
Middle market	348	20.3%	(0.3%)
CIB	186	72.7%	(4.2%)
Other (Non-client NII)	(816)	(1168.6%)	19.1%
<b>Net income from interest and readjustments</b>	<b>1,121</b>	<b>(29.8%)</b>	<b>(79.6%)</b>
Avg. Int. earning assets	51,001	6.2%	2.4%
Average loans	39,624	4.5%	2.4%
Int. earning asset yield <sup>4</sup>	8.6%	+12bp	+119bp
Cost of funds <sup>5</sup>	6.8%	+138bp	-9bp
<b>NIM YTD</b>	<b>2.2%</b>	<b>-113bp</b>	<b>+124bp</b>

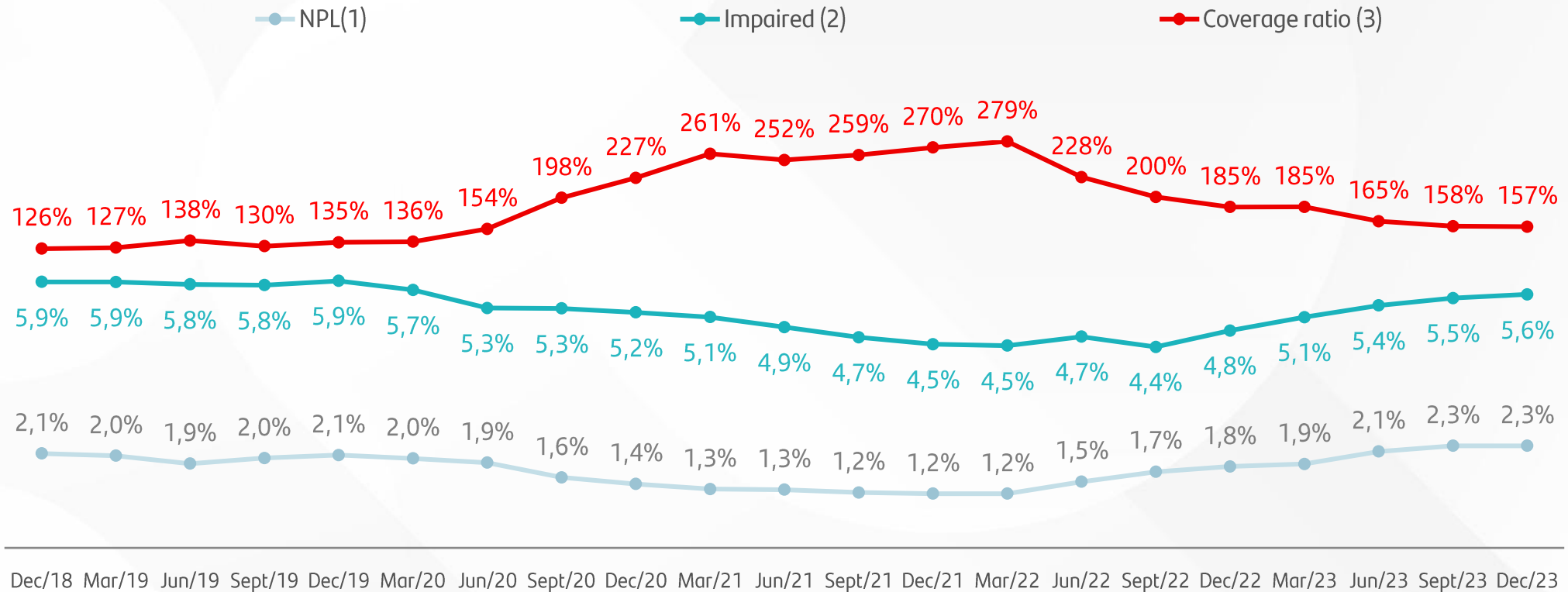
1. Annualized Net interest income divided by average interest earning assets (IEA). 2. NII from business segments divided by IEA. 3. Non client NIM = Total NIM minus Client NIM. 4. Annualized gross interest income divided by average interest earning assets. 5. Annualized interest expense divided by sum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





# Asset quality levels normalizing with a slight increase in NPLs from the lower economic activity

NPLs, Impaired and coverage of NPLs

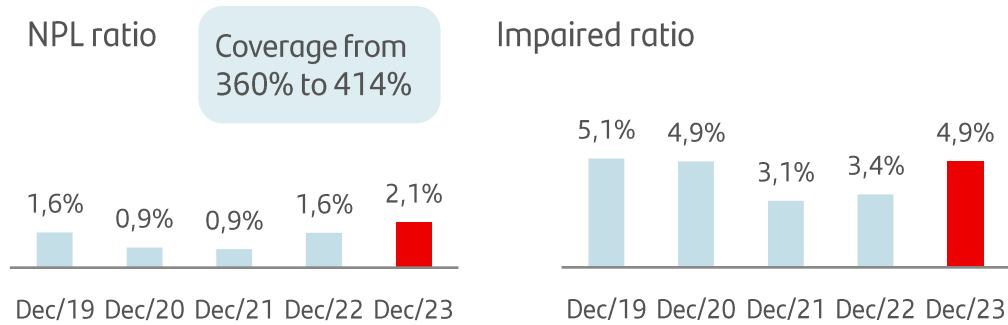


1. 90 days or more NPLs. 2. NPLs + restructured loans. 3. Loan loss reserves over NPLs, includes total additional provisions and regulatory requirements for Ch\$299 bn

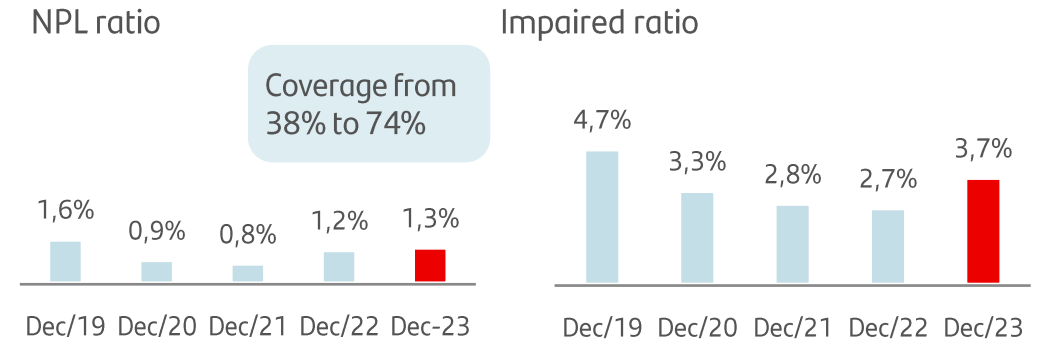


# Asset quality levels normalizing with a slight increase in NPLs from the lower economic activity

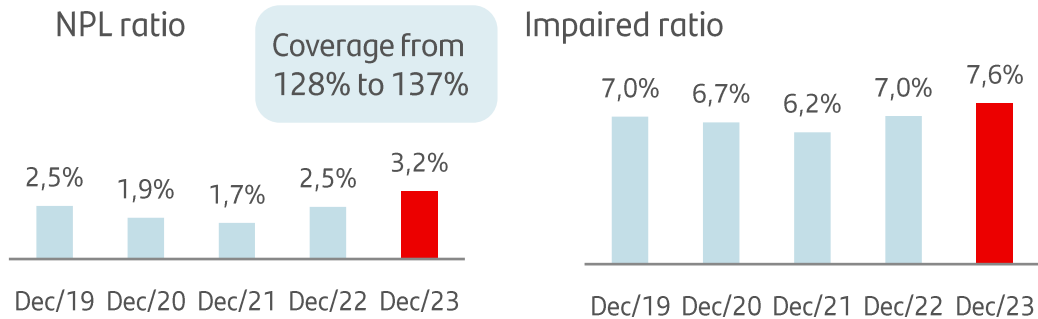
## Consumer loans



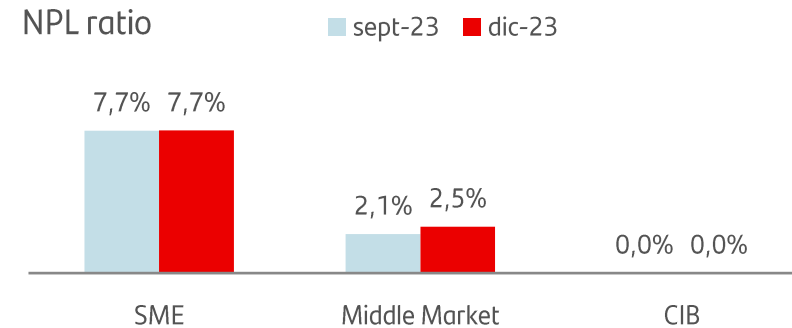
## Mortgage loans



## Commercial loans



## Commercial loans by Segments

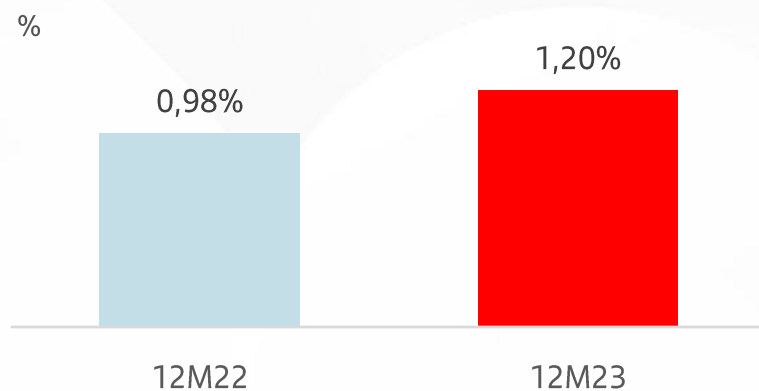


1. 90 days or more NPLs. 2. NPLs + restructured loans. 3. Loan loss reserves over NPLs, includes total additional provisions and regulatory requirements for Ch\$299 bn.



## Cost of Credit at 1.20% YTD in line with guidance

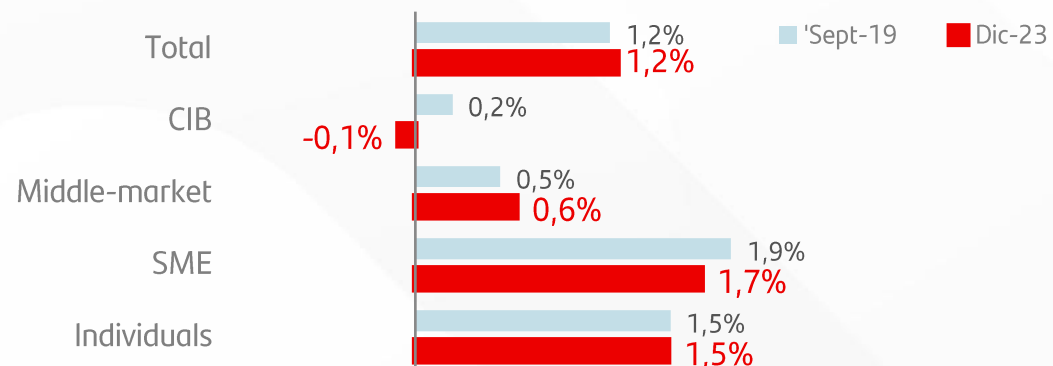
Cost of risk (YTD)<sup>1</sup>



Provisions

Ch\$ billion	12M23	YoY	QoQ
Gross provisions and write-offs	(580.7)	25.9%	2.3%
Recoveries	107.1	18.2%	9.8%
<b>Provisions</b>	<b>(473.6)</b>	<b>27.7%</b>	<b>0.5%</b>
<b>Cost of risk(YTD)</b>	<b>1.20%</b>		

Evolution of cost of risk by segment (YTD)<sup>2</sup>

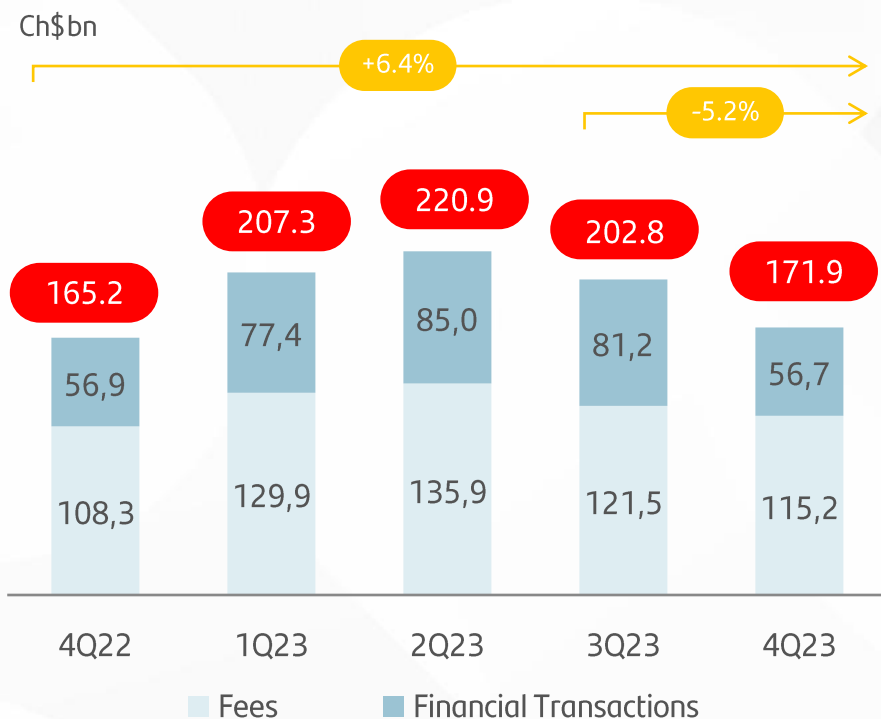


1. Cost of risk: YTD provision expense annualized divided by average loans. 2. Cost of risk: YTD provision expense annualized by segment divided by average loans.



## Digital platforms drives client growth and fees

### Fees and Financial Transactions



New interchange fee regulation started on October 2023. Estimated negative gross impact in 2024 is Ch\$ 25bn and in 2025 Ch\$47 bn

### Fees

Ch\$ billion	12M23	YoY	QoQ
Card fees	131.4	25.2%	18.0%
Getnet	49.0	81.2%	46.7%
Asset management	60.8	7.6%	1.2%
Collection fees	60.9	12.7%	(29.4%)
Insurance brokerage	61.5	17.0%	(18.1%)
Checking accounts	59.5	14.0%	6.5%
Guarantees, cont. op.	34.5	(4.1%)	(9.5%)
Others	445.9	88.2%	(168.7%)
<b>Total</b>	<b>502.6</b>	<b>23.4%</b>	<b>(5.2%)</b>

### Financial transactions

Ch\$ billion	12M23	YoY	QoQ
Client	247.9	13.1%	(2.2%)
Non-Client	56.3	(3954.0%)	(109.5%)
<b>Total</b>	<b>304.2</b>	<b>39.7%</b>	<b>(33.4%)</b>

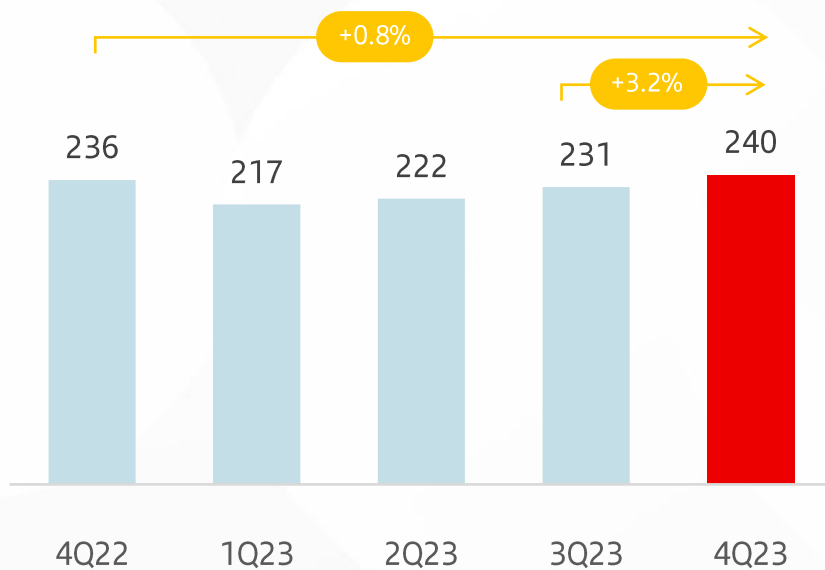




## Costs under control, decreasing YoY

### Operating expenses

Ch\$bn



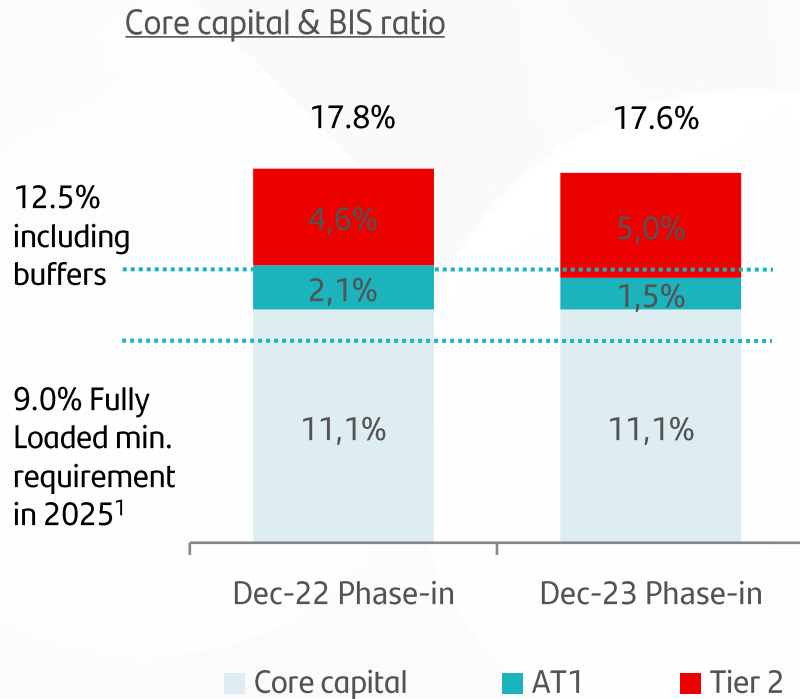
	4Q	1Q	2Q	3Q	4Q
Efficiency	52.4%	44.4%	46.3%	54.1%	43.1%

Ch\$ billion	12M23	YoY	QoQ
Personnel expenses	412.3	(0.6%)	(9.7%)
Administrative expenses	320.1	3.2%	18.6%
Investment amortization	143.8	10.6%	0.4%
Other operating expenses	31.6	(70.2%)	28.7%
<b>Operating expenses<sup>1</sup></b>	<b>907.8</b>	<b>(5.6%)</b>	<b>3.2%</b>
Efficiency ratio <sup>2</sup>	46.6%	+383bp	-1,098bp
Costs/assets	1.3%	+2bp	+2bp

US\$450 million investment plan for the years 2023-2026



## Solid capital levels with CET1 ratio at 11.1% & BIS ratio at 17.6%



### Current Phase-in of Basel III

	Dec-22	Dec-23	May-24	Dec-24	Dec-25
Minimum from Banking Law	4.5%	4.5%	4.5%	4.5%	4.5%
D- SIB	0.38%	0.75%	0.75%	1.13%	1.5%
<b>Minimum CET1</b>	<b>4.88%</b>	<b>5.25%</b>	<b>5.25%</b>	<b>5.63%</b>	<b>6.00%</b>
Conservation buffer	1.25%	1.88%	1.88%	2.5%	2.5%
Countercyclical buffer	0.0%	0.0%	0.5%	0.5%	0.5%
<b>Min. CET1 + Buffers</b>	<b>6.1%</b>	<b>7.1%</b>	<b>7.6%</b>	<b>8.6%</b>	<b>9.0%</b>
Pillar II (CET1, AT1 and Tier 2)	0.0%	0.0%	0.0%	0.0%	0.0%

### New requirements for Pillar II

- New requirements of Pillar II contemplate two main topics: Credit Concentration Risk (RCC in Spanish) and Banking Book Market Risk (RMLB in Spanish).
- CMF assigned different charges for these concepts to the banks. For Santander Chile the charge is 0%.
- The measurement of the market risk of the banking book will continue to be discussed, and capital charges may be made in the coming years, based on the IAPE (self-assessment of effective equity) exercises carried out by the banks.

1. Includes systemic charge of 1.5% (Level II), and Pillar 2 of 0% according to current CMF requirements and regulatory phase-in of CET1 and RWAs.



## Agenda

- 1 | Macro Update
- 2 | Chile First: Strategy 2023-2026
- 3 | Balance sheet and results
- 4 | Conclusions**
- 5 | Annexes





# Guidance

## 2024 guidance

- Macro assumptions: GDP~2% / UF inflation: ~3% / MPR at 4.0% by year end.
- Mid-single digit loan growth as economy reactivates
- Robust income growth from clients
- Margins improving, with NIM of 3-3.5%. First quarter impacted by low inflation. Stronger in second semester
- Non-NII growing +8% with good customer product trends but impacted by lower interchange fees
- CoR stabilizing at around 1.2% with asset quality following the economic cycle
- Cost in line with inflation 3%, best in class in the industry
- Effective tax rate returning to normalized levels
- **2024 ROE: recovering towards normalized levels, reaching 15%-17% considering 1Q24 reaching the neighborhood of 10%, with profitability improving during the year.**
- **Given the capital levels and subject to the Board and Shareholders' approval we expect dividend payout range of between 60-70%.**
  
- **LT ROE expectations unaltered: 17-19%**









## Agenda

- 1 | Macro Update
- 2 | Chile First: Strategy 2023-2026
- 3 | Balance sheet and results
- 4 | Conclusions
- 5 | Annexes



	Dec-23	Dec-22	Dec-23/Dec-22
	Ch\$ Million		% Chg.
<b>Assets</b>			
Cash and deposits in banks	2.723.282	1.982.942	37,3%
Cash items in process of collection	812.524	843.816	(3,7%)
Financial assets for trading at fair value through earnings	10.217.794	11.827.007	(13,6%)
<i>Financial derivative contracts</i>	10.119.486	11.672.960	(13,3%)
<i>Financial debt instruments</i>	98.308	154.046	(36,2%)
Financial assets at fair value through other comprehensive income	4.641.282	6.023.039	(22,9%)
<i>Financial debt instruments</i>	4.536.025	5.880.733	(22,9%)
<i>Other financial instruments</i>	105.257	142.306	(26,0%)
Financial derivative contracts for hedge accounting	605.529	477.762	26,7%
Financial assets at amortized cost	47.834.678	42.560.431	12,4%
<i>Investments under resale agreements</i>	-	-	--%
<i>Financial debt instruments</i>	8.176.895	4.867.591	68,0%
<i>Interbank loans, net</i>	68.326	32.955	107,3%
<i>Loans and account receivables from customers- Commercial</i>	17.401.425	17.684.589	(1,6%)
<i>Loans and account receivables from customers- Mortgage</i>	16.925.058	15.729.010	7,6%
<i>Loans and account receivables from customers- Consumer</i>	5.262.974	5.282.812	(0,4%)
Investments in associates and other companies	55.284	46.586	18,7%
Intangible assets	97.551	107.789	(9,5%)
Property, plant and equipment	198.744	189.364	5,0%
Assets with leasing rights	153.528	182.526	(15,9%)
Current taxes	146	315	(53,6%)
Deferred taxes	428.549	314.125	36,4%
Other assets	3.046.607	3.578.004	(14,9%)
Non-current assets and groups for sale	42.390	30.896	37,2%
<b>TOTAL ASSETS</b>	<b>70.857.886</b>	<b>68.164.603</b>	<b>4,0%</b>



	Dec-23	Dec-22	Dec-23/Dec-22
	Ch\$ Million		% Chg.
<b>LIABILITIES</b>			
Cash items in process of being cleared	775.082	746.872	3,8%
Financial liabilities for trading at fair value through earnings	9.521.575	11.319.320	(15,9%)
<i>Financial derivative contracts</i>	9.521.575	11.319.320	(15,9%)
Financial derivative contracts for hedge accounting	2.466.767	2.788.794	(11,5%)
Financial liabilities at amortized cost	48.622.170	43.704.023	11,3%
<i>Deposits and other demand liabilities</i>	13.537.826	14.086.226	(3,9%)
<i>Time deposits and other time liabilities</i>	16.137.942	12.978.790	24,3%
<i>Obligations under repurchase agreements</i>	282.584	315.355	(10,4%)
<i>Interbank borrowings</i>	10.366.499	8.864.765	16,9%
<i>Issued debt instruments</i>	8.001.045	7.165.893	11,7%
<i>Other financial liabilities</i>	296.273	292.995	1,1%
Obligations for leasing contracts	104.516	137.089	(23,8%)
Financial instruments of issued regulatory capital	2.422.659	2.324.116	4,2%
Provisions for contingencies	108.781	172.826	(37,1%)
Provisions for dividend, payment of interest and re-appreciation of financial instruments of issued regulatory capital	154.033	247.508	(37,8%)
Special provisions for credit risk	339.334	331.519	2,4%
Current taxes	163.878	112.481	45,7%
Deferred taxes	3.547	1	441231,1%
Other liabilities	1.683.650	2.041.682	(17,5%)
<b>TOTAL LIABILITIES</b>	<b>66.365.993</b>	<b>63.926.231</b>	<b>3,8%</b>
<b>EQUITY</b>			
Capital	891.303	891.303	0,0%
Reserves	3.115.239	2.815.170	10,7%
Accumulated other comprehensive income	(5.242)	(167.147)	(96,9%)
<i>Elements that will not be reclassified to earnings</i>	1.369	597	129,4%
<i>Elements that can be reclassified to earnings</i>	(6.611)	(167.744)	(96,1%)
Retained earnings from prior years	23.487	28.339	(17,1%)
Income from the period	496.404	808.651	(38,6%)
Provisions for dividend, payment of interest and re-appreciation of financial instruments of issued regulatory capital	(154.033)	(247.508)	(37,8%)
<b>Total Shareholders' Equity</b>	<b>4.367.159</b>	<b>4.128.808</b>	<b>5,8%</b>
<b>Non-controlling interest</b>	<b>124.735</b>	<b>109.564</b>	<b>13,8%</b>
<b>EQUITY</b>	<b>4.491.893</b>	<b>4.238.372</b>	<b>6,0%</b>
<b>TOTAL LIABILITIES AND EQUITY</b>	<b>70.857.886</b>	<b>68.164.603</b>	<b>4,0%</b>





	Dec-23	Dec-22	Dec-23/Dec-22
	Ch\$ Million		% Chg.
Interest income	3,872,573	2,850,175	35.9%
Interest expense	(3,130,089)	(2,247,808)	39.3%
<b>Net interest income</b>	<b>742,484</b>	<b>602,367</b>	<b>23.3%</b>
Readjustment income	531,418	1,236,481	(57.0%)
Readjustment expense	(152,464)	(240,502)	(36.6%)
<b>Net readjustment income</b>	<b>378,954</b>	<b>995,979</b>	<b>(62.0%)</b>
<b>Net income from interest and readjustment</b>	<b>1,121,438</b>	<b>1,598,345</b>	<b>(29.8%)</b>
Fee and commission income	848,513	729,063	16.4%
Fee and commission expense	(345,873)	(321,794)	7.5%
<b>Net fee and commission income</b>	<b>502,640</b>	<b>407,269</b>	<b>23.4%</b>
Financial assets not for trading	91,761	78,191	17.4%
Result from de recognition of financial assets and liabilities at amortized cost and of financial assets at fair value with changes in other comprehensive income	(120,934)	(1,628)	7326.6%
Changes, readjustments, and hedge accounting in foreign currency	329,412	141,090	133.5%
<b>Net financial result</b>	<b>300,239</b>	<b>217,653</b>	<b>37.9%</b>
Income from investments in associates and other companies	8,763	10,310	(15.0%)
Results from non-current assets and non-continued operations	13,558	6,223	117.9%
Other operating income	3,807	5,539	(31.3%)
<b>Total operating income</b>	<b>1,950,444</b>	<b>2,245,340</b>	<b>(13.1%)</b>
Personnel expenses	(412,275)	(414,808)	(0.6%)
Administrative expenses	(320,111)	(310,219)	3.2%
Depreciation and amortization	(143,762)	(129,993)	10.6%
Impairment of non-financial assets	(1,912)	-	—%
Other operating expenses	(31,638)	(106,306)	(70.2%)
<b>Total operating expenses</b>	<b>(909,697)</b>	<b>(961,326)</b>	<b>(5.4%)</b>
<b>Operating results before credit losses</b>	<b>1,040,748</b>	<b>1,284,014</b>	<b>(18.9%)</b>
Expense for provisions established for credit risk of loans at amortized cost	(572,590)	(418,066)	37.0%
Expense for special provisions for credit risk	(7,312)	(42,717)	(82.9%)
Recovery of written-off loans	107,069	90,577	18.2%
Impairment for credit risk for other financial assets at amortized cost and financial assets at fair value through other comprehensive income	(759)	(521)	45.8%
<b>Credit loss expenses</b>	<b>(473,593)</b>	<b>(370,727)</b>	<b>27.7%</b>
<b>Net income from ordinary activities before tax</b>	<b>567,155</b>	<b>913,287</b>	<b>(37.9%)</b>
Income tax	(56,341)	(89,430)	(37.0%)
<b>Consolidated income for the period</b>	<b>510,814</b>	<b>823,857</b>	<b>(38.0%)</b>
<b>Income attributable to shareholders</b>	<b>496,404</b>	<b>808,651</b>	<b>(38.6%)</b>
Income attributable to non-controlling interest	14,410	15,206	(5.2%)



	4Q23	3Q23	4Q22	4Q23/4Q22	4Q23/3Q23
	Ch\$ Million			% Chg.	
Interest income	1,012,962	987,377	892,009	13.6%	2.6%
Interest expense	(761,148)	(796,629)	(761,916)	(0.1%)	(4.5%)
<b>Net interest income</b>	<b>251,814</b>	<b>190,748</b>	<b>130,093</b>	<b>93.6%</b>	<b>32.0%</b>
Readjustment income	179,628	25,189	215,858	(16.8%)	613.1%
Readjustment expense	(52,155)	(4,778)	(69,013)	(24.4%)	991.5%
<b>Net readjustment income</b>	<b>127,473</b>	<b>20,411</b>	<b>146,845</b>	<b>(13.2%)</b>	<b>524.5%</b>
<b>Net income from interest and readjustment</b>	<b>379,286</b>	<b>211,159</b>	<b>276,938</b>	<b>37.0%</b>	<b>79.6%</b>
Fee and commission income	218,446	215,215	196,063	11.4%	1.5%
Fee and commission expense	(103,212)	(93,665)	(87,754)	17.6%	10.2%
<b>Net fee and commission income</b>	<b>115,234</b>	<b>121,550</b>	<b>108,309</b>	<b>6.4%</b>	<b>(5.2%)</b>
Financial assets not for trading	(8,943)	(26,390)	100,797	(108.9%)	(66.1%)
Result from derecognition of financial assets and liabilities at amortized cost and of financial assets at fair value with changes in other comprehensive income	(89,049)	3,497	(18,443)	382.8%	(2646.5%)
Changes, adjustments and hedge accounting in foreign currency	154,687	104,099	(25,433)	(708.2%)	48.6%
<b>Net financial result</b>	<b>56,695</b>	<b>81,206</b>	<b>56,922</b>	<b>(0.4%)</b>	<b>(30.2%)</b>
Income from investments in associates and other companies	2,357	2,209	4,062	(42.0%)	6.7%
Results from non-current assets and non-continued operations	2,176	9,186	1,896	14.7%	(76.3%)
Other operating income	742	942	2,920	(74.6%)	(21.3%)
<b>Total operating income</b>	<b>556,489</b>	<b>426,252</b>	<b>451,047</b>	<b>23.4%</b>	<b>30.6%</b>
Personnel expenses	(95,465)	(105,668)	(99,876)	(4.4%)	(9.7%)
Administrative expenses	(92,611)	(78,115)	(83,751)	10.6%	18.6%
Depreciation and amortization	(36,472)	(36,310)	(33,816)	7.9%	0.4%
Impairment of non-financial assets	(1,912)	-	-	-%	-%
Other operating expenses	(13,604)	(10,571)	(18,773)	(27.5%)	28.7%
<b>Total operating expenses</b>	<b>(240,064)</b>	<b>(230,664)</b>	<b>(236,215)</b>	<b>1.6%</b>	<b>4.1%</b>
<b>Operating results before credit losses</b>	<b>316,426</b>	<b>195,588</b>	<b>214,832</b>	<b>47.3%</b>	<b>61.8%</b>
Expense for provisions established for credit risk of loans at amortized cost	(150,254)	(145,127)	(137,148)	9.6%	3.5%
Expense for special provisions for credit risk	(2,521)	(4,856)	(4,657)	(45.9%)	(48.1%)
Recovery of written-off loans	31,643	28,807	24,688	28.2%	9.8%
Impairment for credit risk for other financial assets at amortized cost and financial assets at fair value through other comprehensive income	(178)	480	(166)	7.1%	(137.1%)
<b>Credit loss expenses</b>	<b>(121,310)</b>	<b>(120,695)</b>	<b>(117,283)</b>	<b>3.4%</b>	<b>0.5%</b>
<b>Net income from ordinary activities before tax</b>	<b>195,115</b>	<b>74,893</b>	<b>97,548</b>	<b>100.0%</b>	<b>160.5%</b>
Income tax	(18,538)	(13,280)	7,248	(355.7%)	39.6%
<b>Consolidated income for the period</b>	<b>176,578</b>	<b>61,613</b>	<b>104,797</b>	<b>68.5%</b>	<b>186.6%</b>
<b>Income attributable to shareholders</b>	<b>176,918</b>	<b>56,616</b>	<b>101,802</b>	<b>73.8%</b>	<b>212.5%</b>



<b>Profitability and efficiency</b>	<b>Dec-23</b>	<b>Dec-22</b>	<b>Variation bp</b>
Net interest margin (NIM) <sup>1</sup>	2.2%	3.3%	(113)
Recurrencia <sup>2</sup>	55.3%	42.4%	1,289
Efficiency ratio <sup>3</sup>	46.6%	42.8%	383
Return on avg. equity <sup>4</sup>	11.9%	21.6%	(970)
Return on avg. assets <sup>5</sup>	0.7%	1.2%	(49)
Return on RWA <sup>6</sup>	1.3%	2.1%	(86)
<b>Asset quality ratios (%)</b>	<b>Dec-23</b>	<b>Dec-22</b>	<b>Variation bp</b>
NPL ratio <sup>7</sup>	2.3%	1.8%	41
Coverage of NPLs ratio <sup>8</sup>	157.3%	185.3%	(2,804)
Cost of credit <sup>9</sup>	1.20%	0.98%	22
<b>Capital indicators</b>	<b>Dec-23</b>	<b>Dec-22</b>	<b>Variation</b>
Risk-weighted assets	39,552,229	38,026,916	4.0%
Common Equity	4,397,881	4,212,916	4.4%
Regulatory capital	6,978,733	6,759,047	3.3%
Core capital ratio <sup>10</sup>	11.1%	11.1%	4
Tier I ratio <sup>11</sup>	1.5%	2.1%	(51)
Tier II ratio <sup>12</sup>	5.0%	4.6%	34
BIS ratio <sup>13</sup>	17.6%	17.8%	(13)
<b>Clients and service channels</b>	<b>Dec-23</b>	<b>Dec-22</b>	<b>Variation %</b>
Total clients <sup>14</sup>	4,052,314	3,910,094	3.6%
Active clients	2,398,741	2,195,847	9.2%
Loyal clients <sup>15</sup>	850,905	855,156	(0.5%)
Digital clients <sup>16</sup>	2,113,128	1,981,540	6.6%
Branches	247	286	(13.6%)
Employees	9,229	9,389	(1.7%)
<b>Market capitalization (YTD)</b>	<b>Dec-23</b>	<b>Dec-22</b>	<b>Variation %</b>
Net income per share (Ch\$)	2.63	4.29	(38.6%)
Net income per ADR (US\$)	1.20	2.02	(40.4%)
Stock price (Ch\$/per share)	43	33.95	26.7%
ADR price (US\$ per share)	19.49	15.84	23.0%
Market capitalization (US\$mn)	9,182	7,462	23.1%
Shares outstanding (millions)	188,446.1	188,446.1	—%
ADRs (1 ADR = 400 shares) (millions)	471.1	471.1	—%