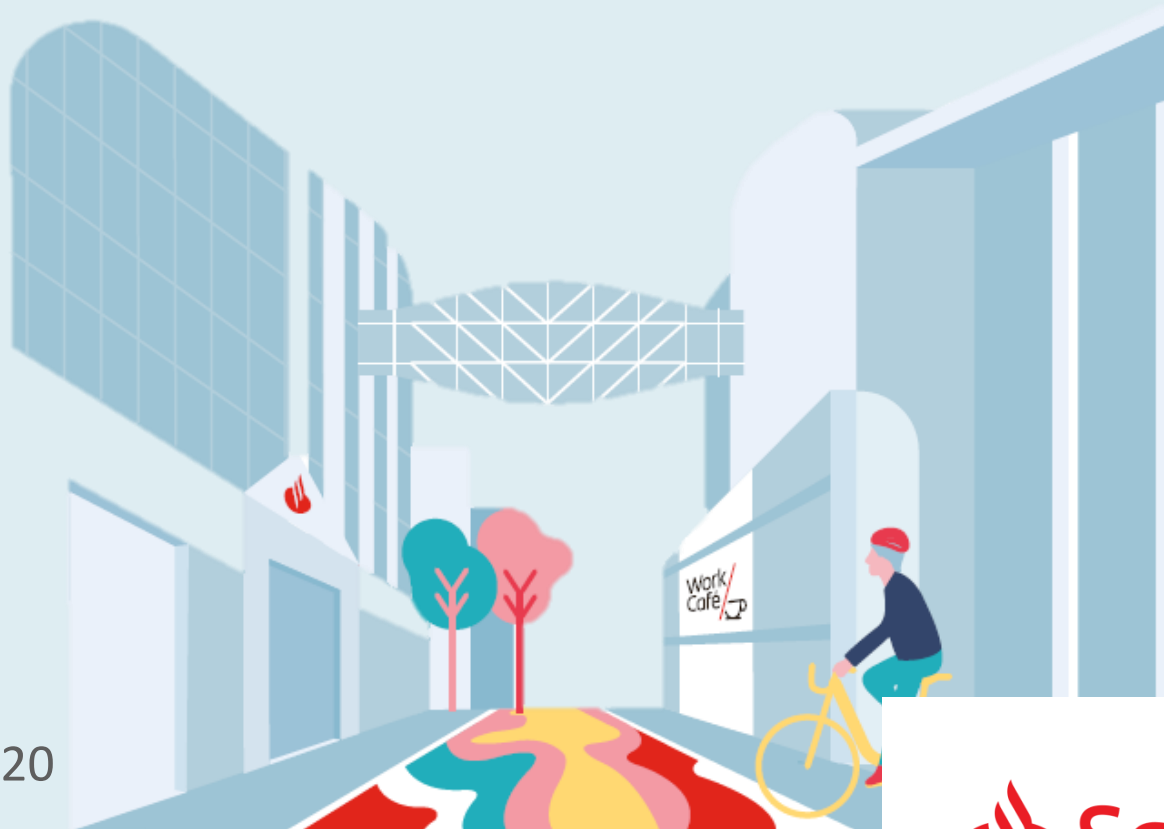


# Banco Santander Chile

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## Institutional Presentation



December 2020



# AGENDA

**MACROECONOMIC ENVIRONMENT**

SOLID FINANCIAL SYSTEM WITH GROWTH POTENTIAL

SANTANDER CHILE: LEADING BANK

ADVANCES IN OUR STRATEGIC INITIATIVES



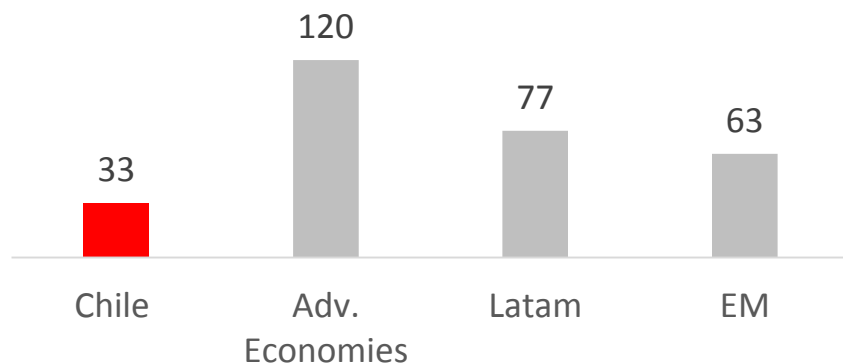
## Economy based on low debt and high rating

### Chile: Key economic indicators

Population <sup>1</sup> :	19.7mm
GDP <sup>2</sup> :	US\$267 billion
GDP per capita <sup>3</sup> (PPP):	US\$23,366
Exports / GDP <sup>2</sup> :	28%
Investment / GDP <sup>2</sup> :	20%
Net public debt / GDP <sup>3</sup> :	11%
Sovereign ratings:	JCR: AA- / Mdy: A1/ SP: A/ Fch: A

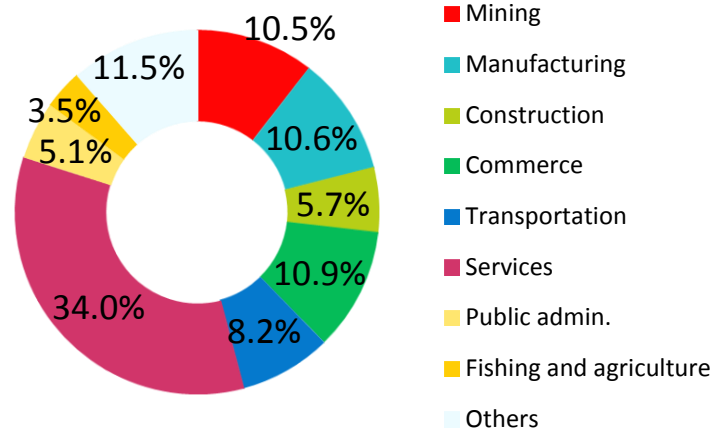
### Low public debt

Gross public debt, % GDP<sup>3</sup>

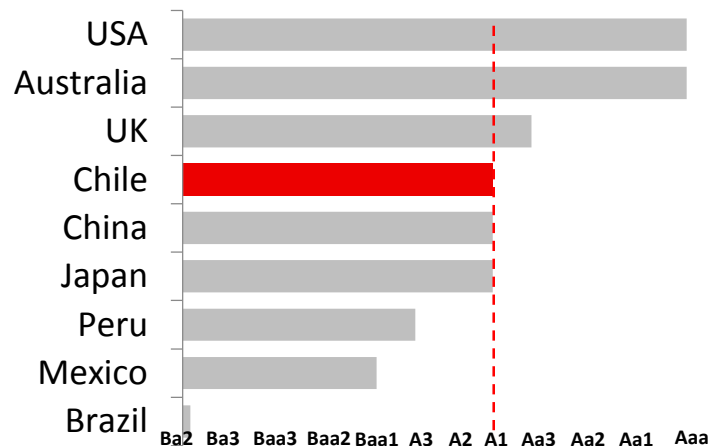


### Economy is highly diversified<sup>1</sup>

GDP by economic sector, %



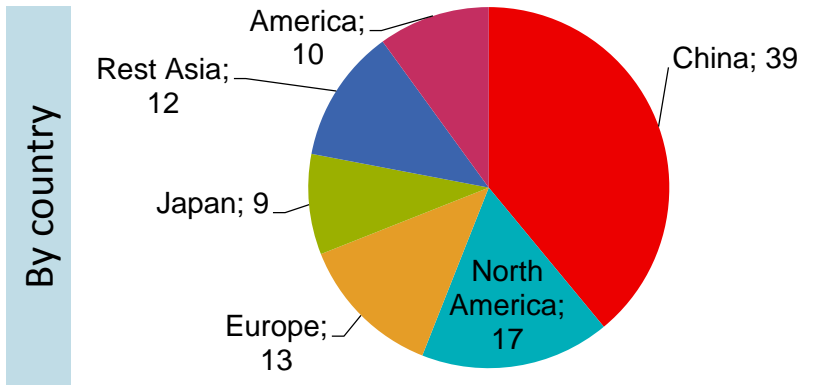
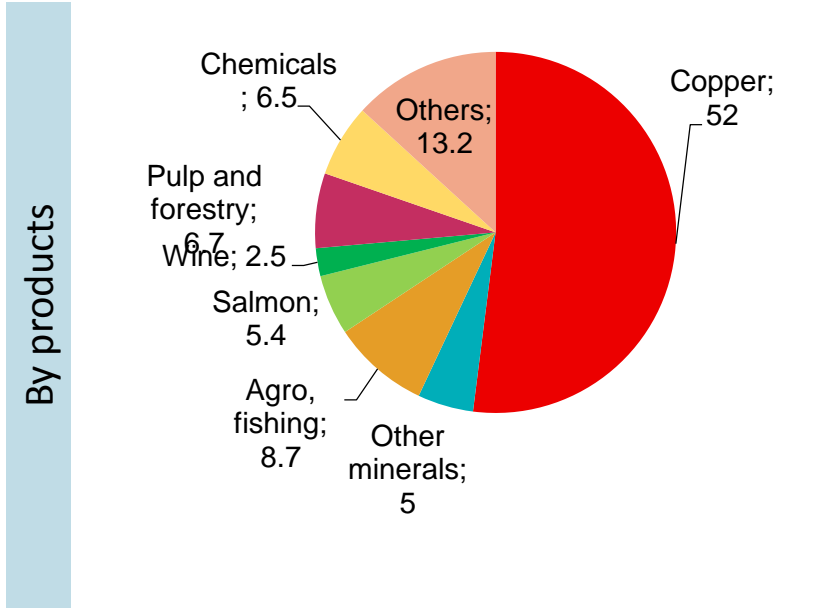
### High sovereign rating<sup>5</sup>



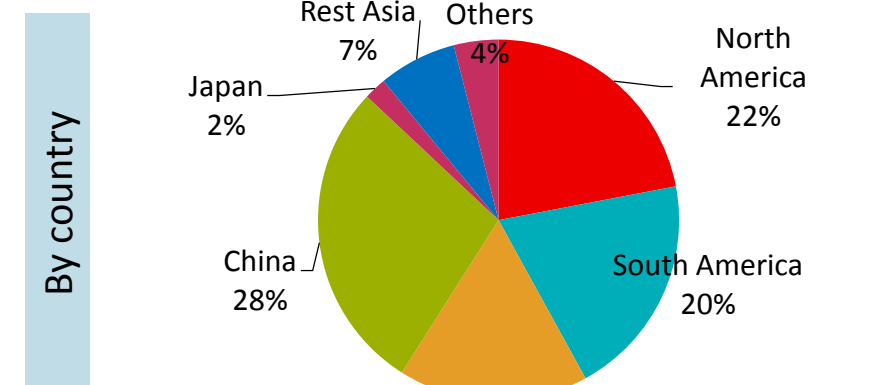
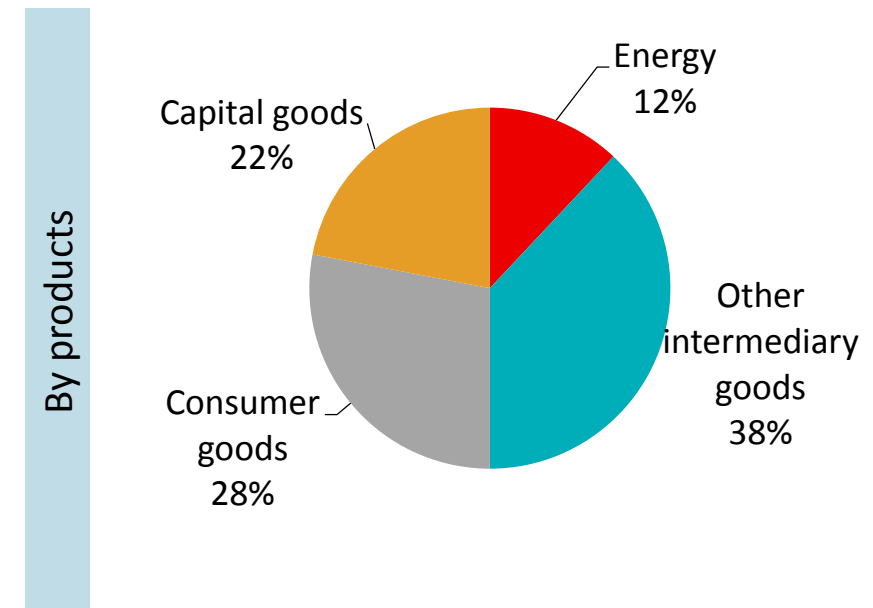


## Our largest commercial partners are China and USA

### Exports: US\$73 billion

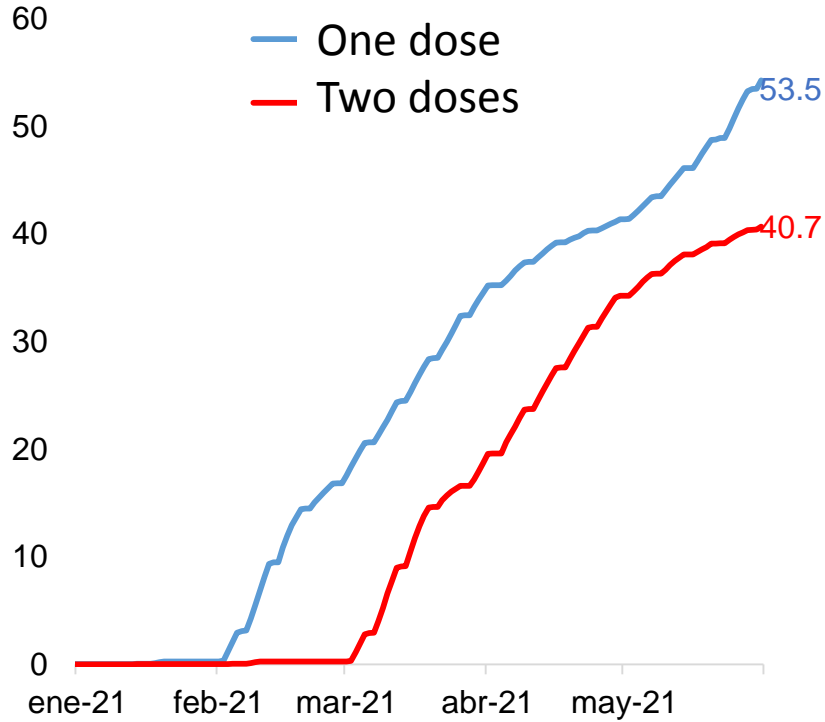


### Imports: US\$60 billion

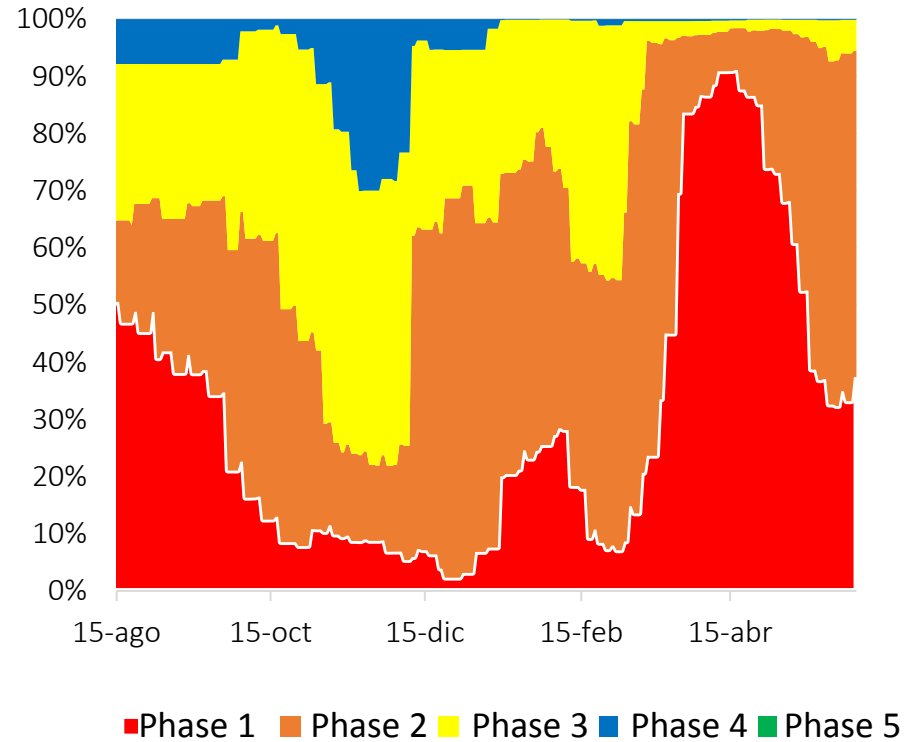


## Evolution of the pandemic

### Population vaccinated (% of total)



### Population under different phases of confinement (% of total)



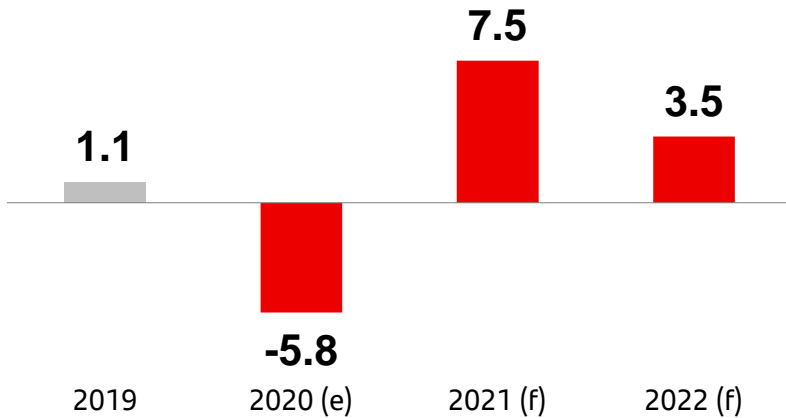
Phase 1 is the strictest lockdown

# Macroeconomic environment

## Strong economic recovery in 2021

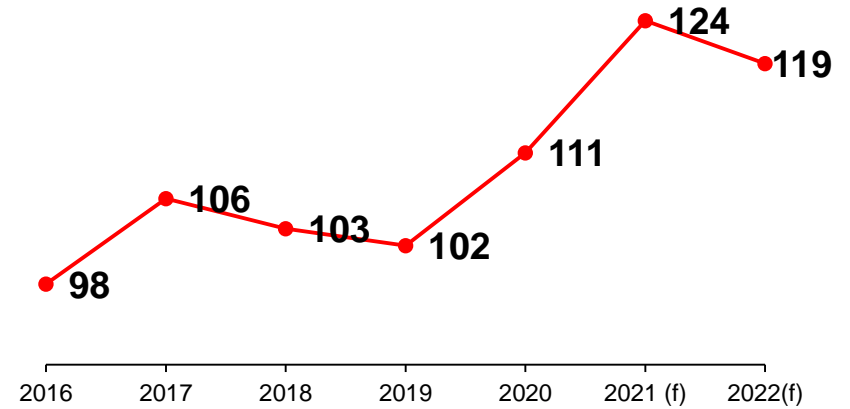
### GDP

YoY real growth, %



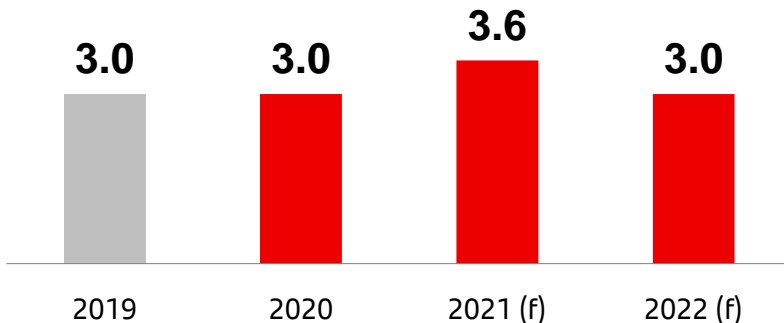
### Terms of trade

2013 = 100



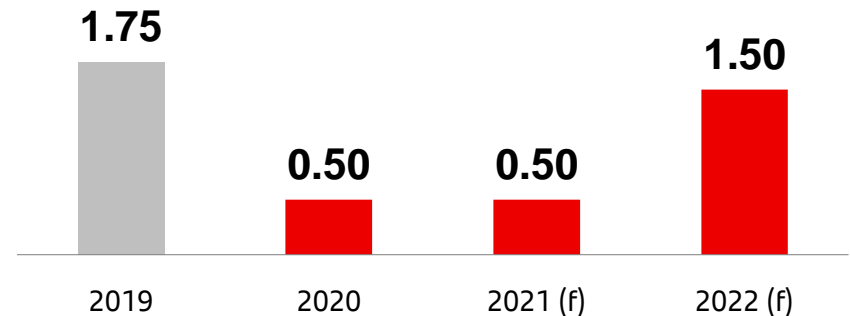
### Inflation

Annual CPI inflation, %



### Central Bank Monetary Policy Rates

%



# Composition of Constitutional Convention

Participation: 43.4% 6,467,978 votes/ 14.9 million signed up

Última actualización: 17-05-2021, 06:07 decidechile.cl



○ A elegir ▲ Pueblos indígenas

Vamos Por Chile	Apruebo	Apruebo Dignidad	Nueva Constitución	Del Pueblo	Otros
1.2 M votos	824.8 K votos	1.1 M votos	449.3 K votos	941.4 K votos	1.2 M votos
<b>37</b> 5 EVOP 15 RN 17 UDI	<b>25</b> 2 PDC 3 PL 3 PPD 1 PR 1 PRO 15 PS	<b>28</b> 1 COMU 6 CONV 4 FREVS 1 IGUAL 7 PC 9 RD	<b>11</b> 11 IND	<b>27</b> 27 IND	<b>27</b> 27 IND
<b>24%</b> Center right	<b>16%</b> Center left	<b>18%</b> Left	<b>7%</b>	<b>17%</b>	<b>17%</b>
Traditional parties			Independents		

Political system

Social rights

Subsidiary role of the state

Autonomous bodies of the state

# AGENDA

MACROECONOMIC ENVIRONMENT

**SOLID FINANCIAL SYSTEM WITH GROWTH POTENTIAL**

SANTANDER CHILE: LEADING BANK

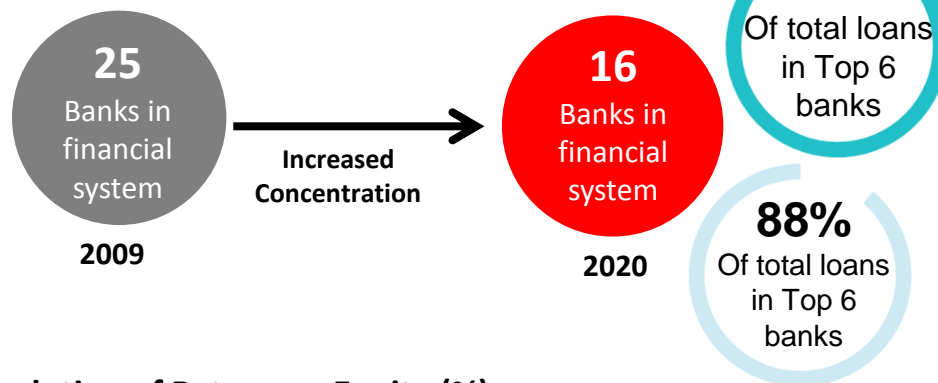
ADVANCES IN OUR STRATEGIC INITIATIVES



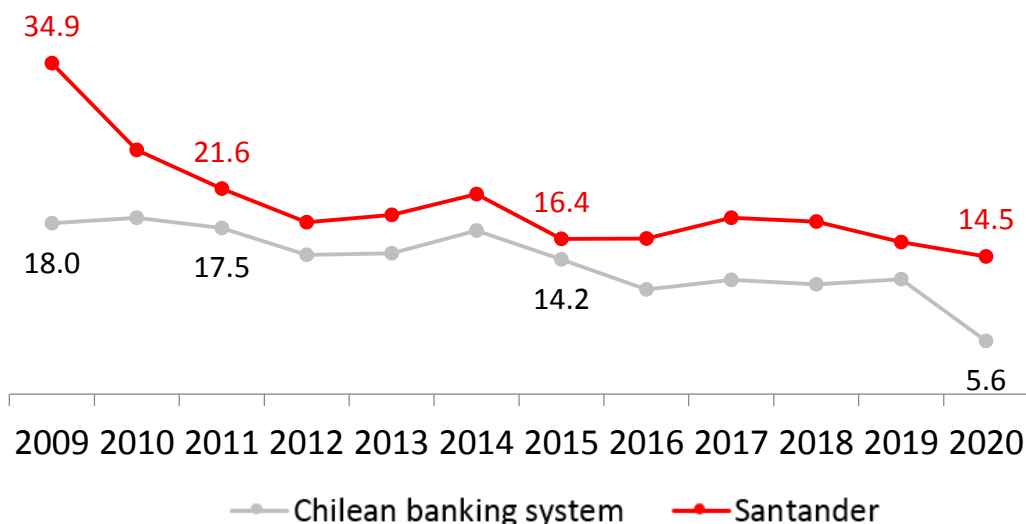
## Solid financial system

## Solid financial system

As of Dec. 2020	Ch\$bn	US\$ bn
Assets	323,127	441.16
Loans	189,092	252.70
Deposits	144,422	197.18
Equity	22,170	30.27
Net income	1,242	1.70
NIM	3.6%	
Cost of credit	1.7%	
NPL ratio	1.6%	
Coverage ratio	218.1%	
Efficiency ratio	51.4%	
ROAA	0.4%	
ROAE	5.6%	
Core capital	10.6%	
BIS ratio	14.3%	



### Evolution of Return on Equity (%)

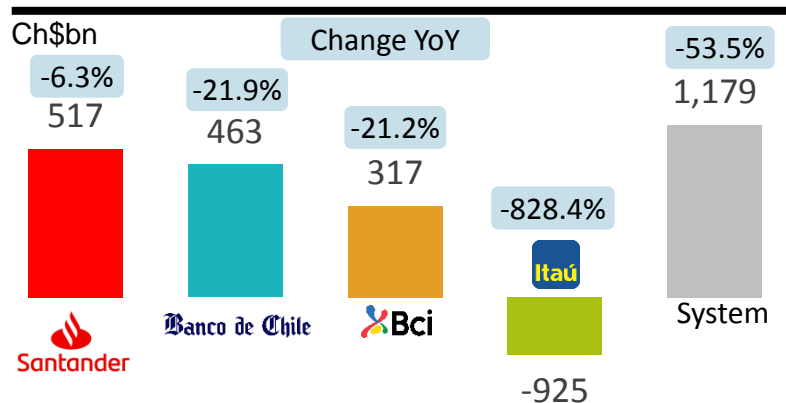


No banking crisis in Chile since the beginning of the 1980's thanks to prudent regulations and strong supervisory bodies.

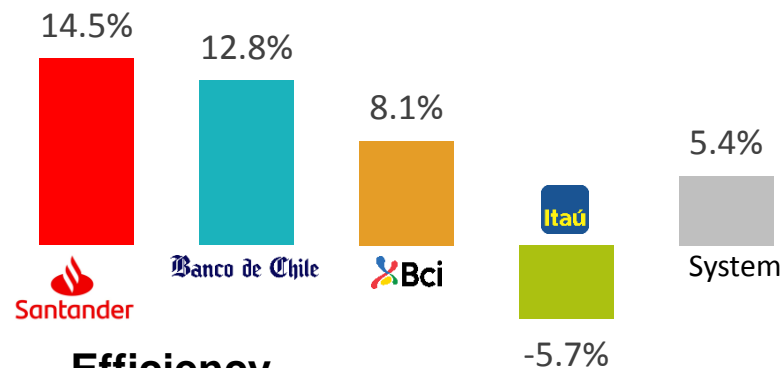
# Solid financial system

## Financial indicators of the system 2020

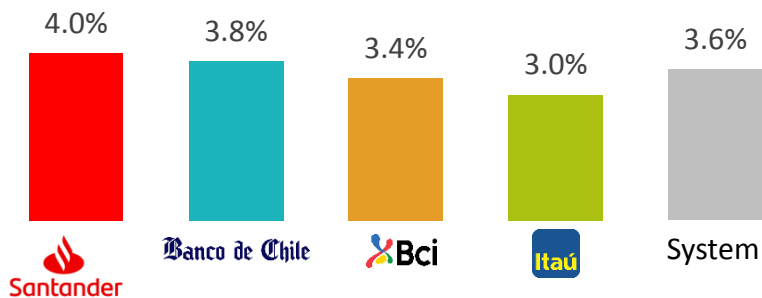
### Net income attr. to shareholders



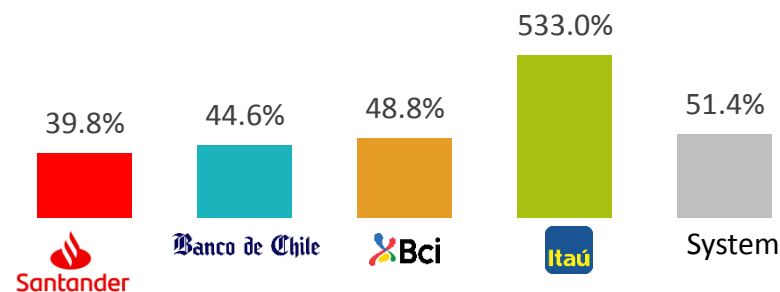
### ROAE



### NIM



### Efficiency

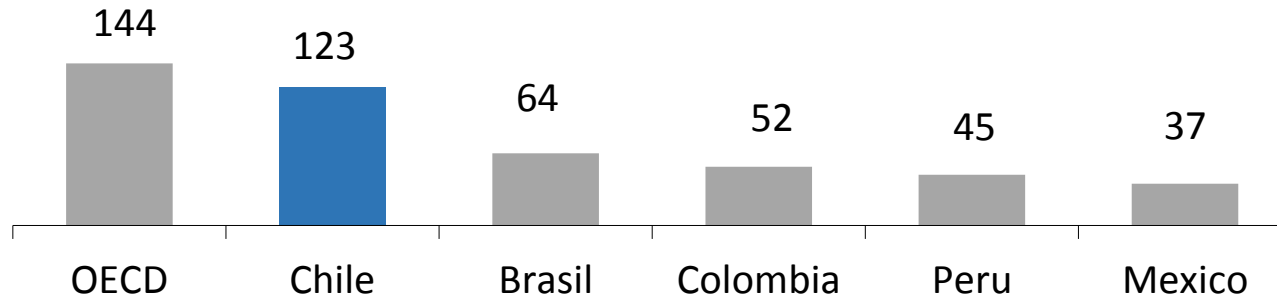


Source: CMF and Santander Chile estimates

## Solid financial system

# Developed banking system with high growth potential

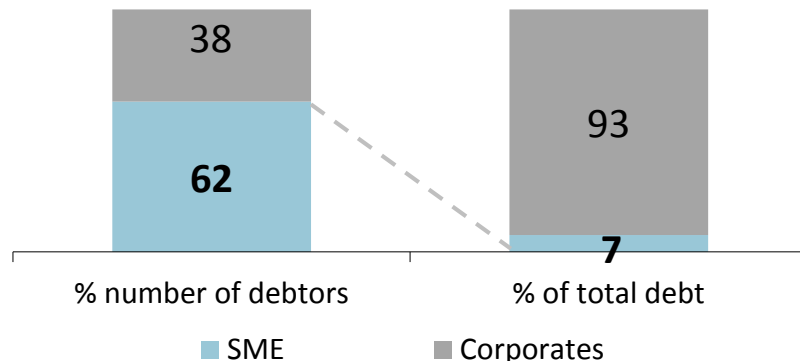
### Loans to GDP (%)<sup>1</sup>



### 1 Loans to companies over GDP

The large corporates make up around 1% of all the companies, but have 80% of the total debt.

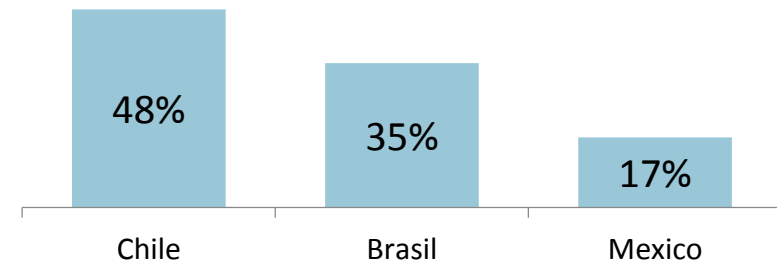
### Commercial lending by type of client<sup>2</sup>



### 2 Loans to individuals over GDP

The mortgage market is deep in Chile and many households have long-term stable debt.

### Debt households/GDP(%)<sup>3</sup>



1. Fuente: World Bank <https://data.worldbank.org/indicador/FS.AST.PRVT.GD.ZS> 2. Fuente: CMF dic 2020

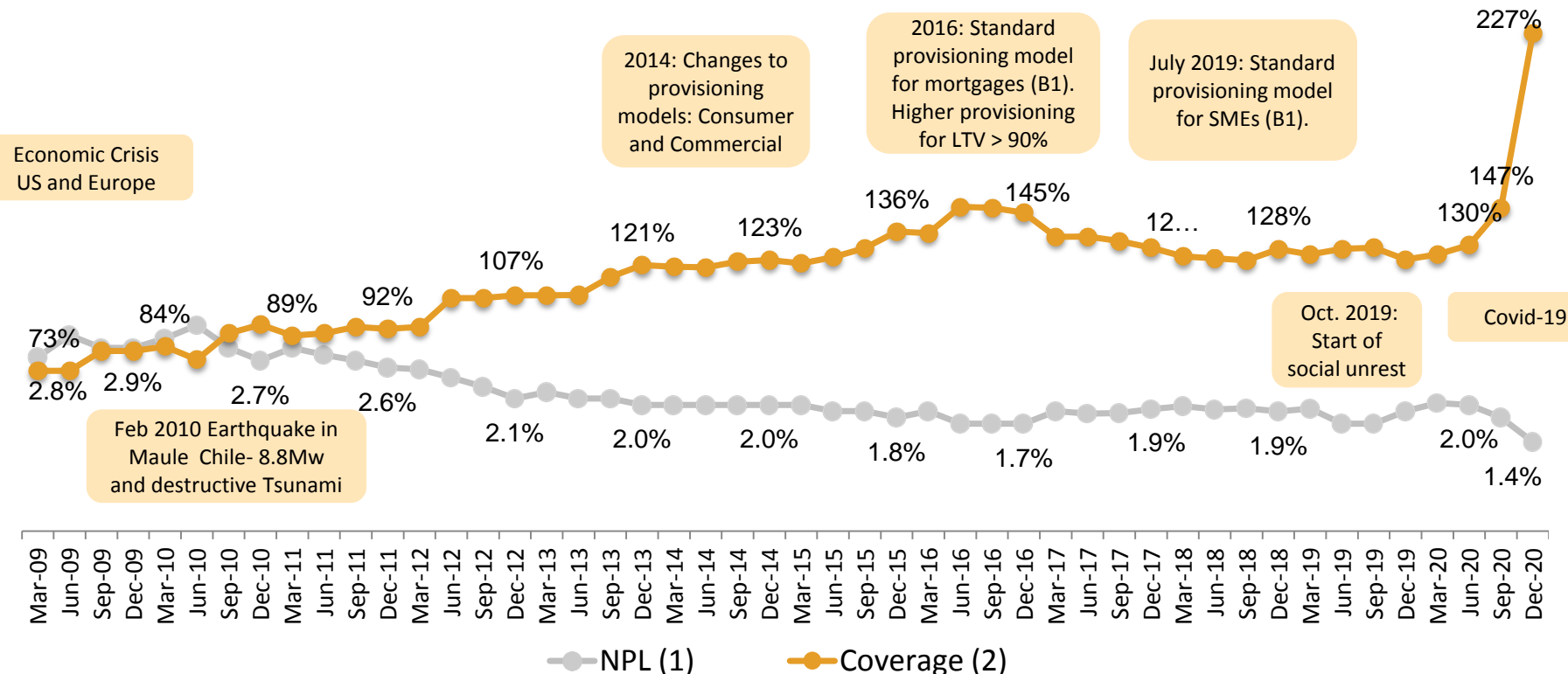
3. Fuentes : <https://tradingeconomics.com/country-list/households-debt-to-gdp?continent=america> 09/2020

## Solid financial system

# Asset quality stable throughout different economic cycles

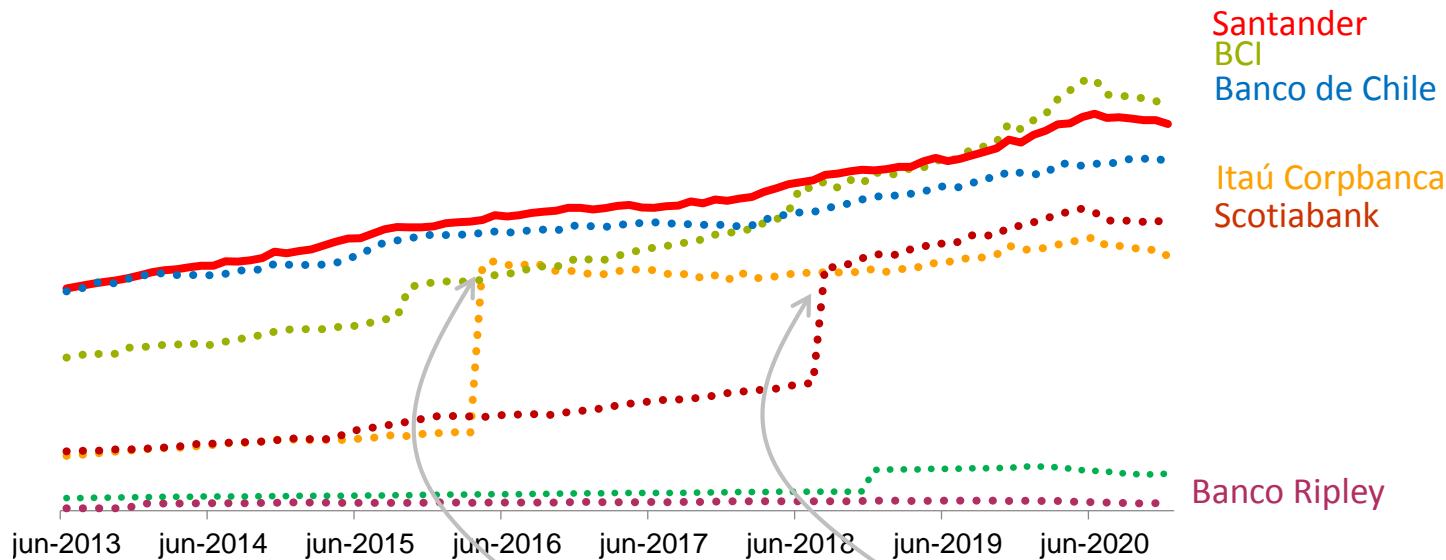
All financial institutions regulated by the CMF (previously the SBIF) use Chilean Bank GAAP as the accounting standard. The main difference to other accounting standards is that under Chilean Bank GAAP, loan loss allowances are calculated based on specific guidelines set by the local regulator, using an expected loss approach. Through the years, the local regulator has been updating their standardized provisioning models, becoming more conservative. To date, the local regulator has announced that it will not be adopting IFRS 9.

### Total loans: Non-performing loans (NPL) and coverage (%)



## Competition has been consolidating throughout the years

Total loans to clients by bank

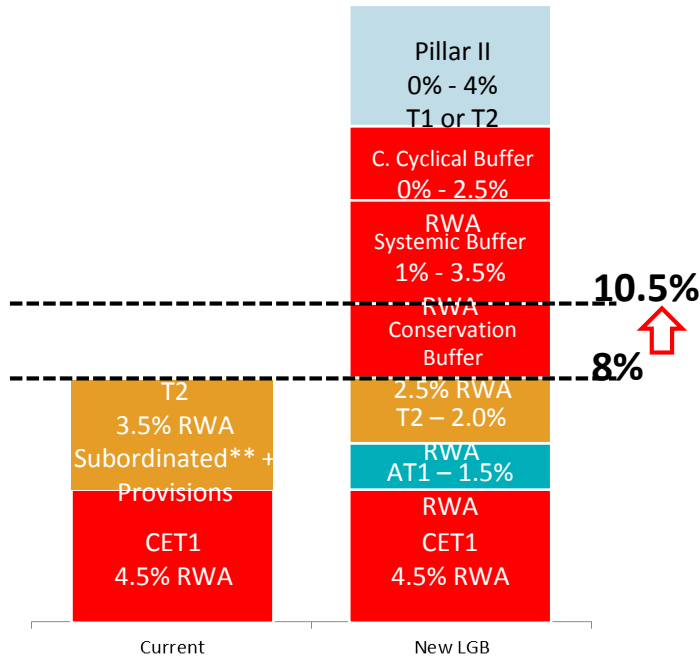


Santander's growth has been organic throughout the years, but recently acquired Santander Consumer Chile, an autofinancing company.

2013	2015	2015	2016	2018	2018	2018	2018	2019
Ripley moves its credit card business into Banco Ripley	Scotiabank buys Cencosud's credit card business	BCI acquires City National in Florida, USA	Itaú acquires Corpbanca, becoming Itaú Corpbanca	BCI buys over Walmart's credit card business	Scotiabank acquires BBVA	BCI acquires TotalBank in Florida, USA	Falabella moves its CMR credit card business into Banco Falabella	Santander acquires Santander Consumer Finance, and autofinancing company

## BIS III requirements already published

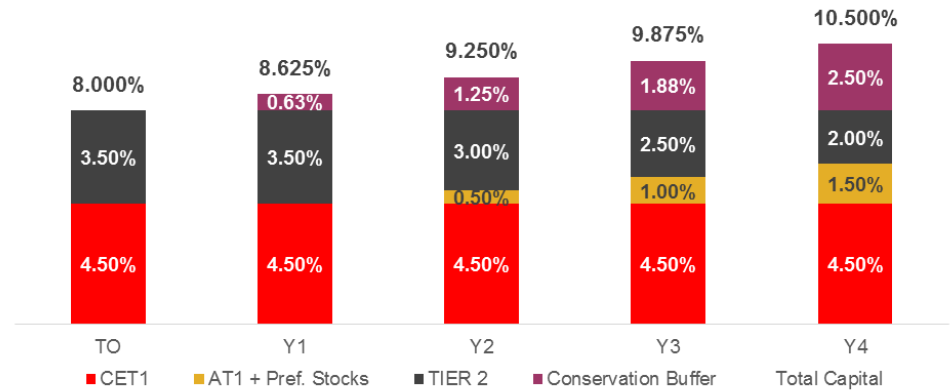
### Introducing new capital requirements



\*\* Subordinated bonds allowed up to 50% of the CET1

In general the new local norm is aligned with BIS III, however the greatest innovation are in credit risk and systemic charge.

### Phase In



### Publications

Regulation	Published
Systemic buffer	YES
AT1, Pref. Stocks and Tier II	YES
Operational risk	YES
Capital deductions	YES
Conservation and countercyclical buffer	YES
Credit risk	YES
Subordinated bonds	YES
Pref. Stocks and CoCos	YES
Leverage	YES
Pillar II	YES
Market risk	YES
Pillar III	YES

# AGENDA

MACROECONOMIC ENVIRONMENT

SOLID FINANCIAL SYSTEM WITH GROWTH POTENTIAL

**SANTANDER CHILE: LEADING BANK**

ADVANCES IN OUR STRATEGIC INITIATIVES

## Santander Chile is the nation's leading bank



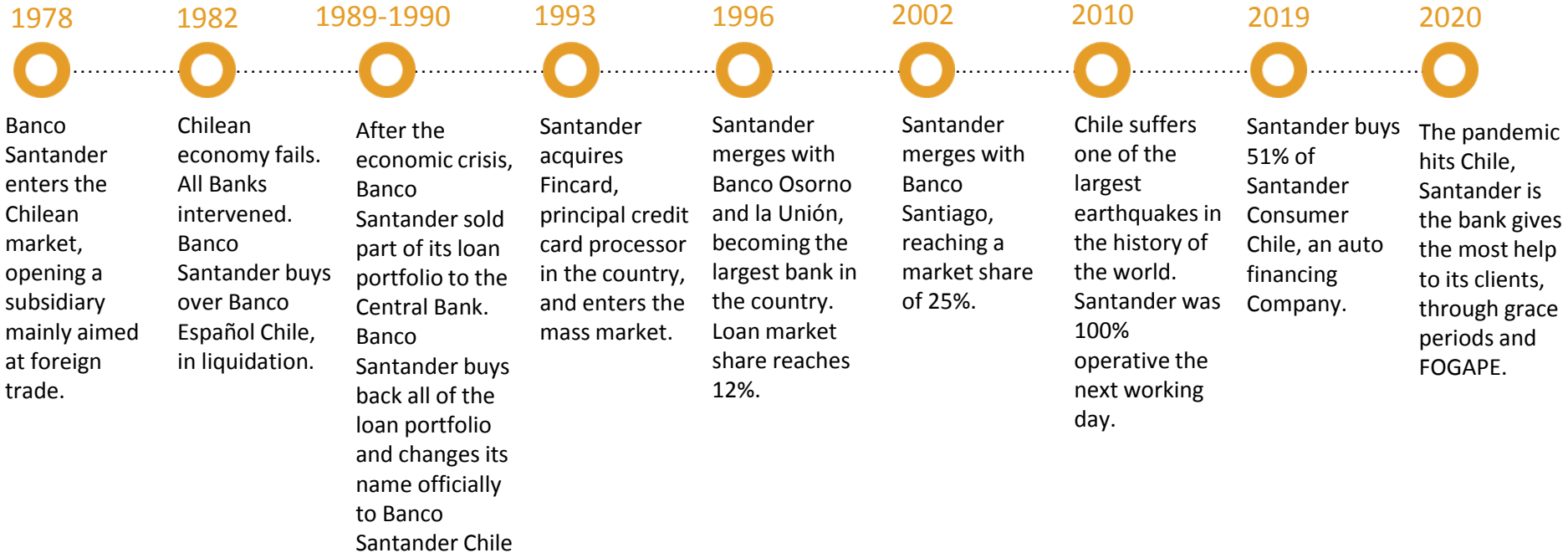
<b>Business and Results</b>	<b>12M20 (US\$)</b>		<b>YoY</b>
Gross Loans	48.3bn		5.1%
Deposits	35.3 bn		7.0%
Equity	5.1 bn		53%
Attributable profit (YTD) <sup>1</sup>	726 mn		(6.3%)
<b>Network and Customers</b>	<b>12M20</b>	<b>Market Share</b>	
Clients	3.6 mn	25.9% <sup>2</sup>	
Digital Clients	1.5mn	32.0% <sup>3</sup>	
Offices	358	19.0%	
<b>Market Share</b>	<b>12M20</b>	<b>Rank</b>	
Loans <sup>3</sup>	18.6%	1	
Deposits <sup>3</sup>	17.4%	2	
Checking accounts <sup>2</sup>	25.9%	1	
Bank credit cards <sup>4</sup>	25.0%	1	

1. Attributable profit to shareholders. 2. Market share of clients with checking accounts, as of Dec. 2020. Source: CMF . 4. Excludes loans and deposits of Chilean banks held abroad as of Dec 2020 4. Average yearly market share over clients that enter a website with a passkey. Excludes Banco Estado. Source: CMF. YTD avg as of Dec. 2020



## A leading bank

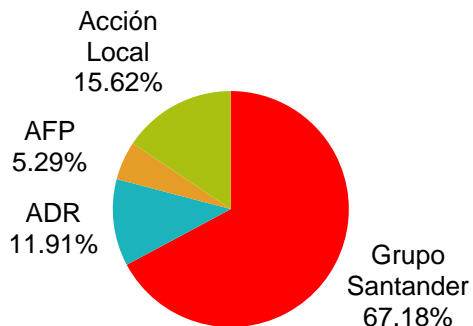
# Santander Group's first significant foreign endeavor was in Chile



# A leading bank

## Ownership structure

### Composition of shareholders



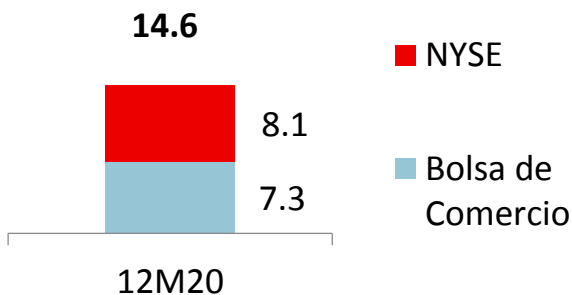
**35.0%**

Total return local stock since 2015

**Santander Group owns 67.2%. We are listed on the Santiago Stock Exchange and the NYSE**

### Average daily volume traded

(US\$ millions)



**+1,500**

Contacts with investors in the year

### Minority shareholders

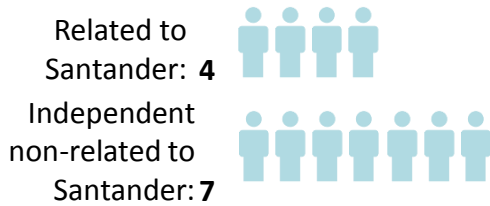
T Rowe Price Group Inc	3.2% EE.UU.
Schroders PLC	2.6% UK
A F P Provida S A	1.4% Chile
A F P Habitat S A	1.4% Chile
JPMorgan Chase & Co	1.4% EE.UU.
GOVERNMENT OF SINGAPORE*	1.0% SINGAPUR
A F P Cuprum S A	1.0% Chile
A F P Capital S A	0.9% Chile
Banchile Corredores de Bolsa S.A	0.9% Chile
Wells Fargo & Co	0.6% EE.UU.
B.C.I.Corredor de Bolsa S.A.	0.6% Chile
INCA Investments LLC	0.6% EE.UU.
AVIVA LIFE AND PENSIONS UK LIMITED*	0.5% UK
Harding Loevner LP	0.5% EE.UU.
Vanguard Group Inc/The	0.5% EE.UU.
Larrain Vial S.A.Corredora de Bolsa	0.5% Chile
Santander Corredores de Bolsa Limitada	0.5% Chile
BlackRock Inc	0.5% EE.UU.
NORGES BANK*	0.4% NORUEGA
Renaissance Technologies LLC	0.4% EE.UU.
Standard Life Aberdeen PLC	0.4% UK
SAUDI ARABIAN MONETARY AUTHORITY*	0.4% Saudi Arabia
Bolsa de Comercio de Santiago Bolsa de V	0.4% Chile
A F P Modelo S A	0.3% Chile
ISHARES MSCI CHILE ETF*	0.3% EE.UU.
QSUPER*	0.3% AUSTRALIA
SAS TRUSTEE CORPORATION POOLED FUND*	0.3% Australia
ISHARES CORE MSCI EMERGING MARKETS ETF*	0.3% EE.UU.
Itau Unibanco Holding SA	0.2% Brazil
Btg Pactual Chile S.A.Corredores de Bolsa	0.2% Chile
UBS GLOBAL ASSET MANAGEMENT LIFE *	0.2% UK
Bice Inversiones Corredores de Bolsa S.A.	0.2% Chile
CALIFORNIA PUBLIC EMPLOYEES RETIREMENT SYSTEM*	0.2% EE.UU.



All numbers as of Dec. 2020

\*Por cuenta de terceros al 27 de noviembre, 2020

## Strong corporate governance



Our stocks are included in:



We are supervised by the following:



- **7 of 11 Board members are independent**
- **Independent board majority in main committees:** Audit Committee, ALCO and Integral Risk Committee.
- **Integrated Annual Report:** GRI and SASB compliant
- **Local regulations also protect investors:** capital and dividend requirements, related part lending, role of the Board
- **Compliance division:** oversees application of codes of conduct; compliant with SOX and SEC & NYSE Corporate Governance Guidelines and ECB Basel criteria.

Banco Santander's corporate governance meets the highest international standards and ensures a sustainable management in the long run

A leading bank

## Our team



**PRESIDENT &  
COUNTRY HEAD**  
Claudio Melandri



**DIRECTOR OF  
INTERNAL AUDITING**  
Oscar Gomez



**CEO**

Miguel Mata



**DIRECTOR OF RETAIL  
BANKING**

Pedro Orellana



**DIRECTOR OF  
MIDDLE-MARKET**

Luis Araya



**DIRECTOR OF SCIB**

Andrés Trautmann



**PRODUCTS**

Cristián Peirano



**DIRECTOR OF RISK**

Franco Rizza



**DIRECTOR OF  
TECH & OPERATIONS**

Ricardo Bartel



**DIRECTOR OF  
ADMINISTRATION**

Sergio Ávila



**GENERAL COUNSEL**

Cristián Florence



**HR DIRECTOR**  
M. Eugenia de  
la Fuente



**DIRECTOR OF  
CLIENTS &  
QUALITY**  
Carlos Volante



**CFO**

Emiliano Muratore



**CONTROLLER**

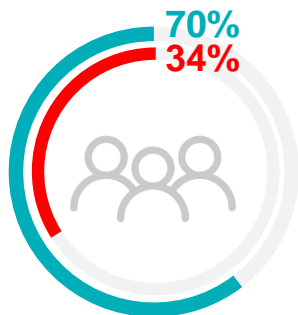
Guillermo Sabater



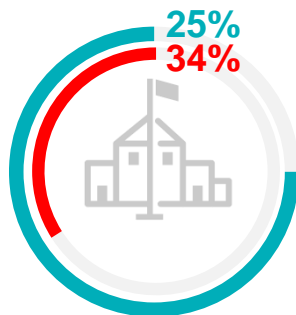
# A leading bank

## A diversified and universal bank

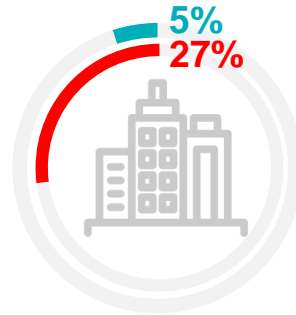
■ % of total loans    ■ % of total net income



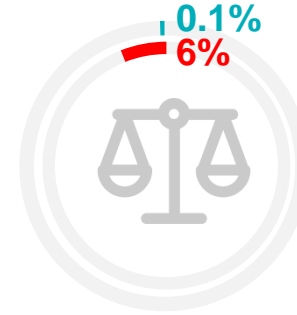
Retail



Middle-market

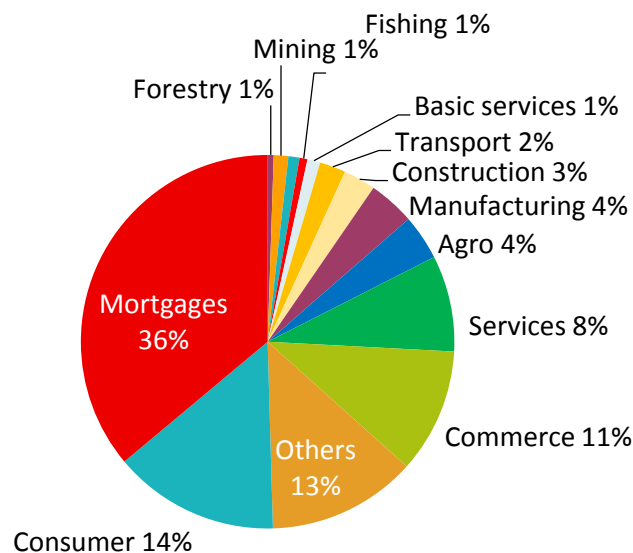


Corporate Investment Banking (SCIB)



Corporate activities

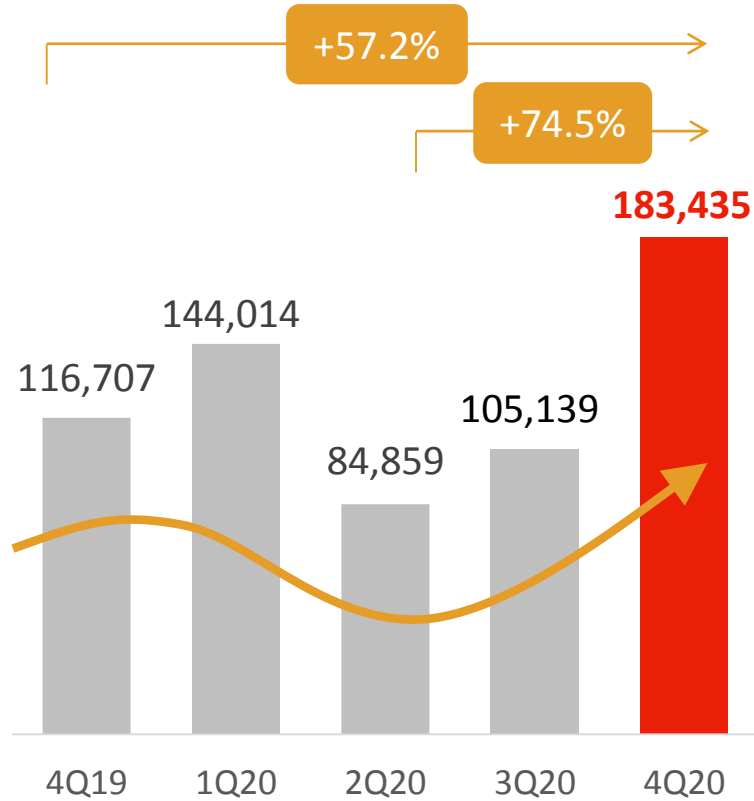
- **Loans: 70% Individuals / 30% companies**
- **High diversification by sector. ALL LOANS IN CHILE.**
- **Individual:** focus on growing in the mid-high income segments. Selective growth in lower-end segments
- **SMEs:** focus on larger SMEs, especially with a balanced flow of income (lending and non-lending products)
- **Middle-market:** focus on non-lending business activities. Loans as part of an integral client relationship
- **SCIB:** strong focus on non-lending activities



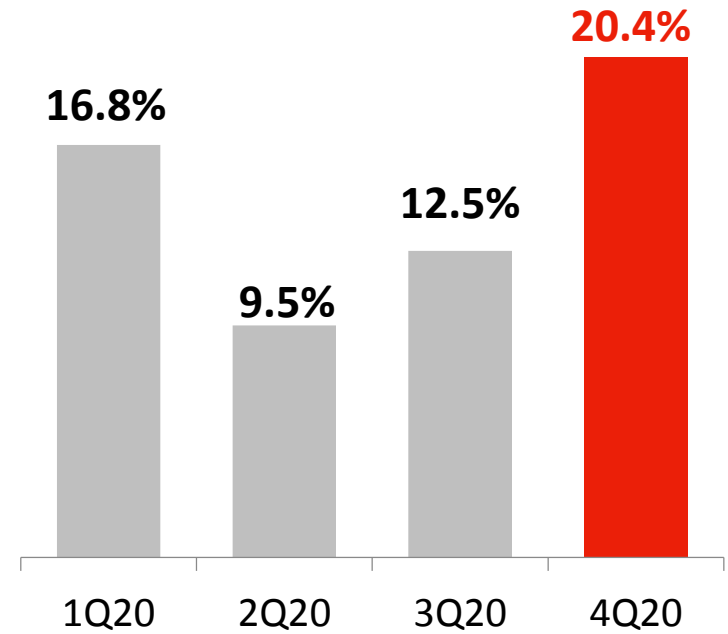
## Strong results in 4Q20

### Quarterly net income attributable to shareholders

Ch\$mn



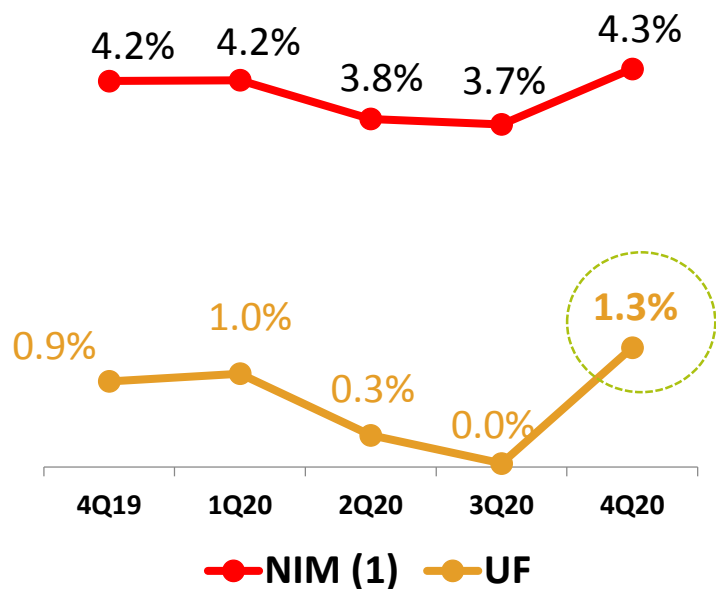
### Quarterly ROAE



## A leading bank

# 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**

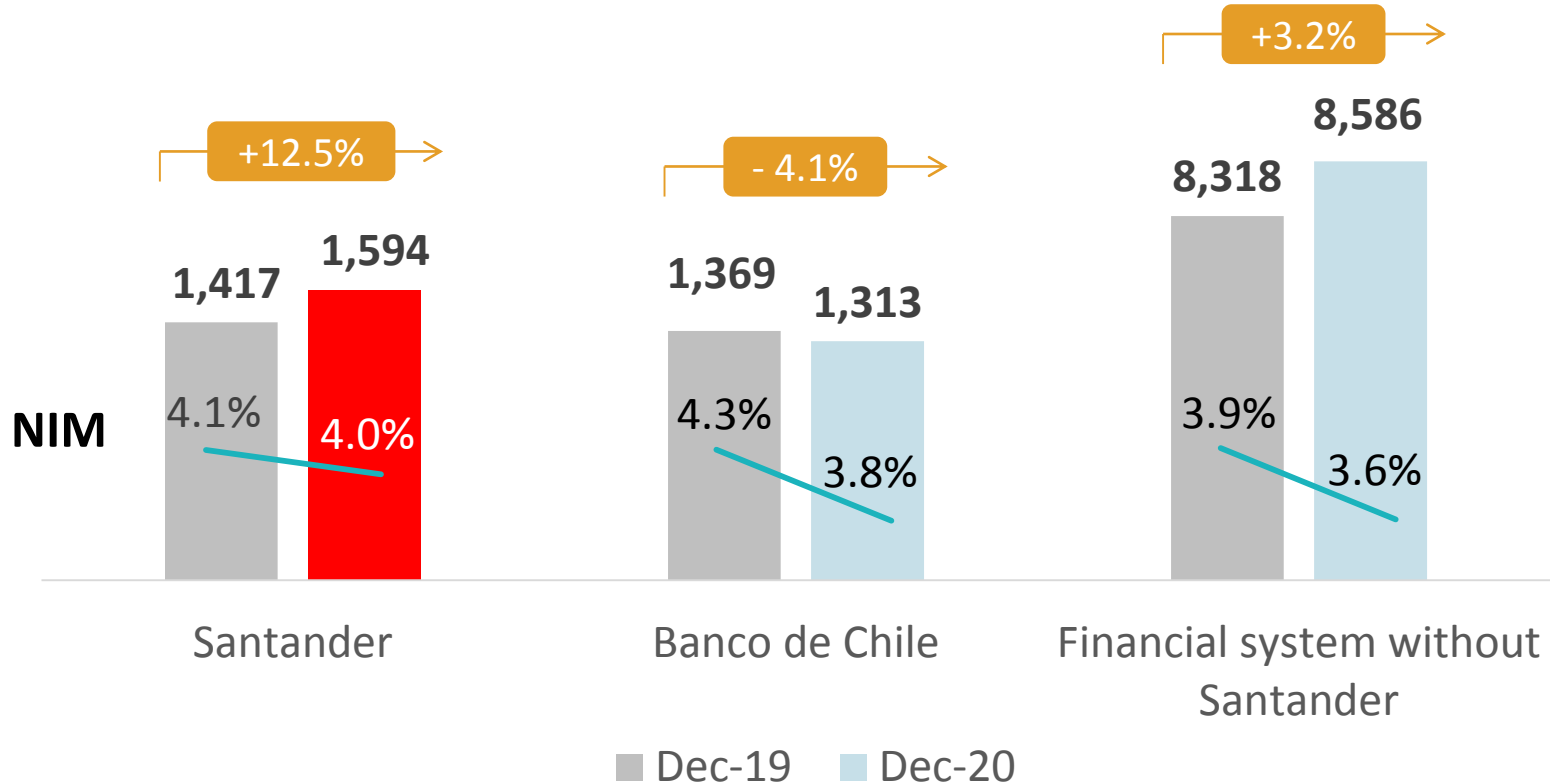


1. Annualized Net interest income divided by average interest earning assets. 2. MPR: Monetary Policy Rate. 3. Annualized gross interest income divided by average interest earning assets. 4. Annualized interest expense divided by sum of average interest bearing liabilities, including non-interest bearing demand deposits.

# Outpacing the system in NII growth and NIM evolution

## Net interest income & NIM

Ch\$bn, %



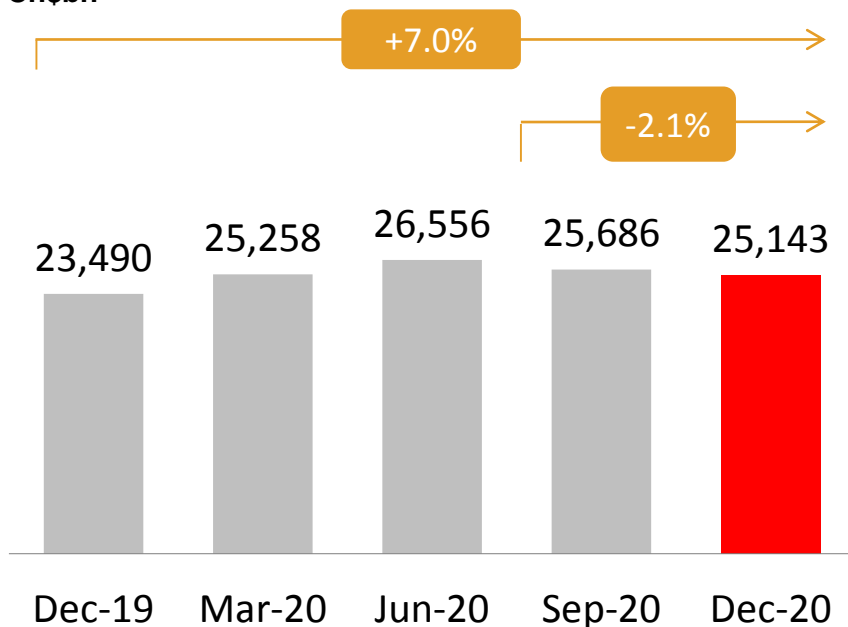


## A leading bank

# Non-interest bearing demand deposits up 42.0% YoY

### Total Deposits

Ch\$bn

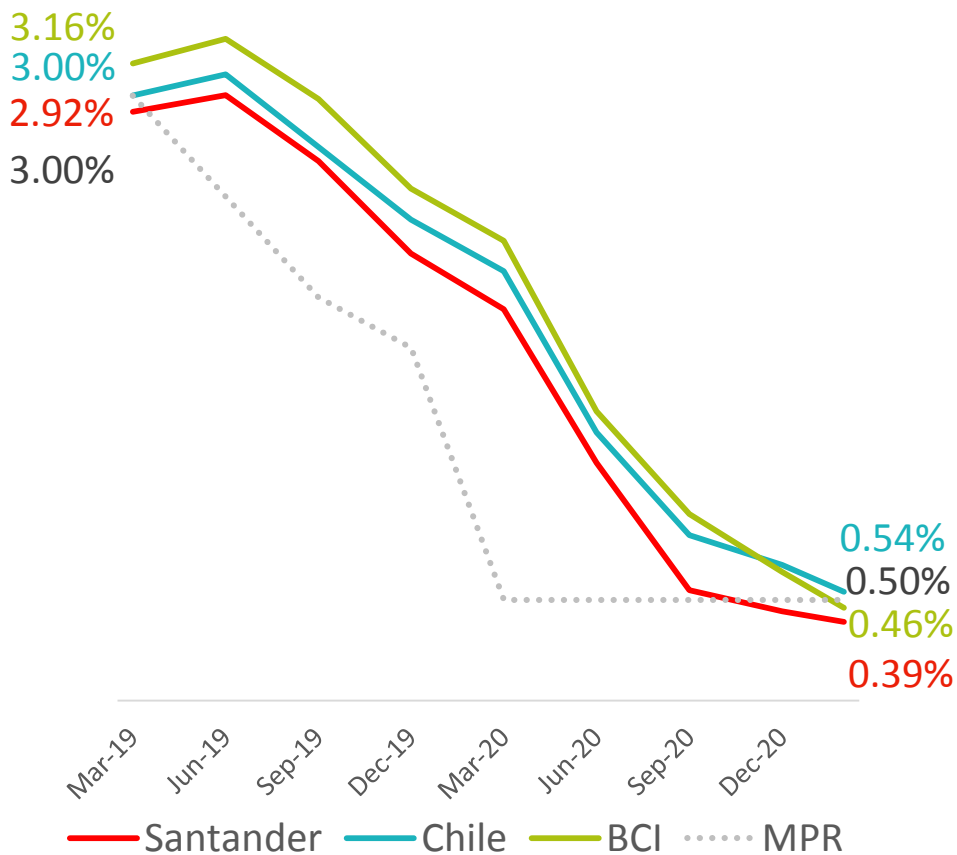


Ch\$ bnS	12M20	YoY	QoQ
Demand deposits	14,561	41.4%	4.7%
Time deposits	10,582	(19.8%)	(10.2%)
<b>Total Deposits</b>	<b>25,143</b>	<b>7.0%</b>	<b>(2.1%)</b>
Mutual funds <sup>1</sup>	8,092	24.0%	(2.8%)
<b>Loans/Deposits<sup>2</sup></b>	100.3%		
<b>LCR<sup>3</sup></b>	155.4%		

## A leading bank

# 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>

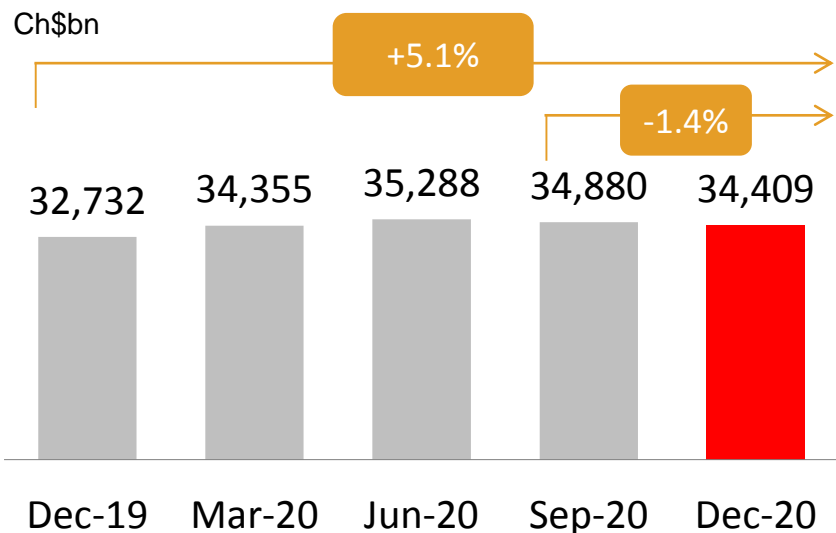


1. Source: CMF. Quarterly Calculation is based on time deposit in CLP average and interest paid on time deposits in pesos.

## A leading bank

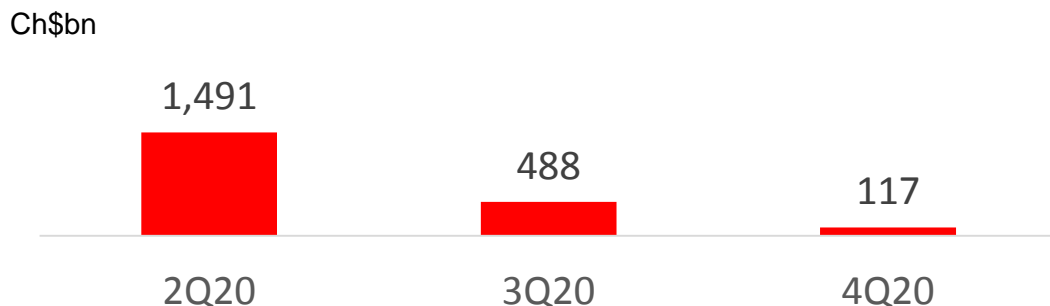
# Retail loans lead growth in 4Q20

### 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>	8,136	0.5%	(7.5%)
<b>Corporate (SCIB)</b>	1,704	2.0%	(10.1%)
<b>Total<sup>2</sup></b>	<b>34,409</b>	<b>5.1%</b>	<b>(1.4%)</b>

### FOGAPE loans disbursed each month

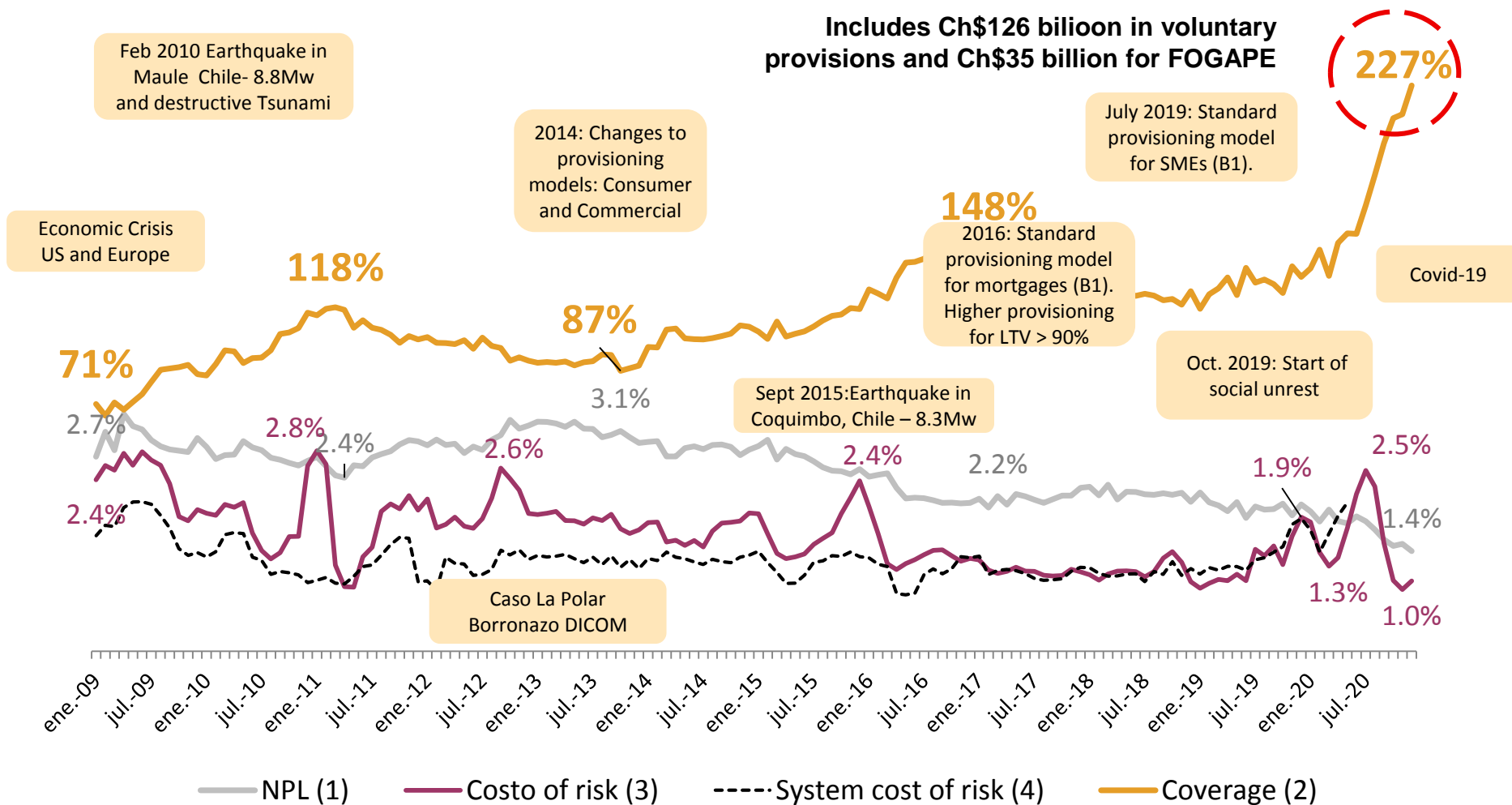


Total disbursed up to December:  
Ch\$2.0 trillion

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

## Record level of coverage

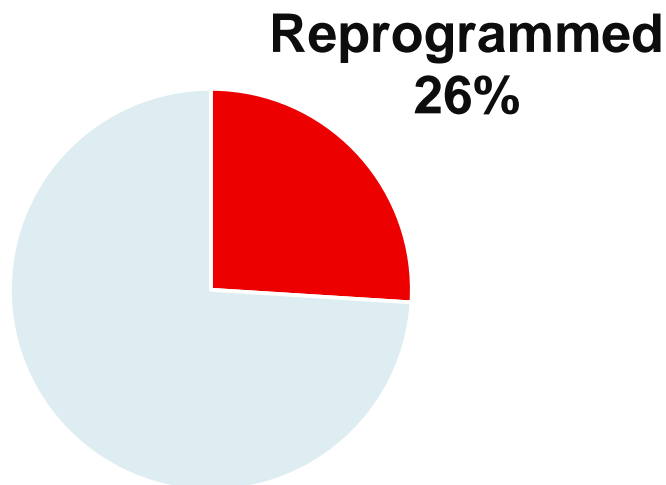
### Total loans: Non-performing loans (NPL), coverage and cost of risk (%)



1. Loans with 90 days or more overdue. 2. Stock of provisions divided by NPLs. 3. Quarterly cost of risk= quarterly provision expenses/ average of quarterly loans 4. Quarterly cost of risk for the financial system. Source: CMF

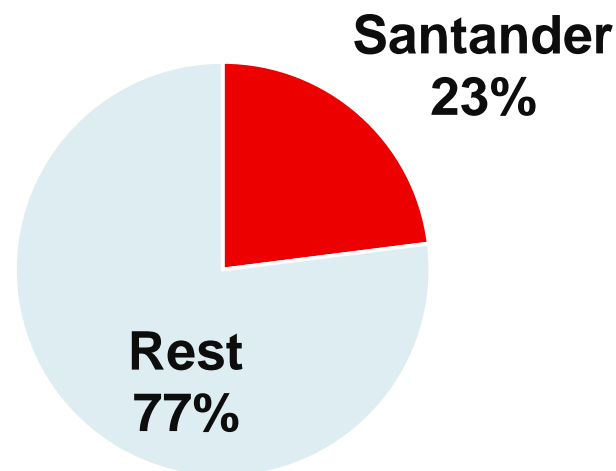
## Strong support to clients during the pandemic

### COVID Solutions<sup>1</sup>



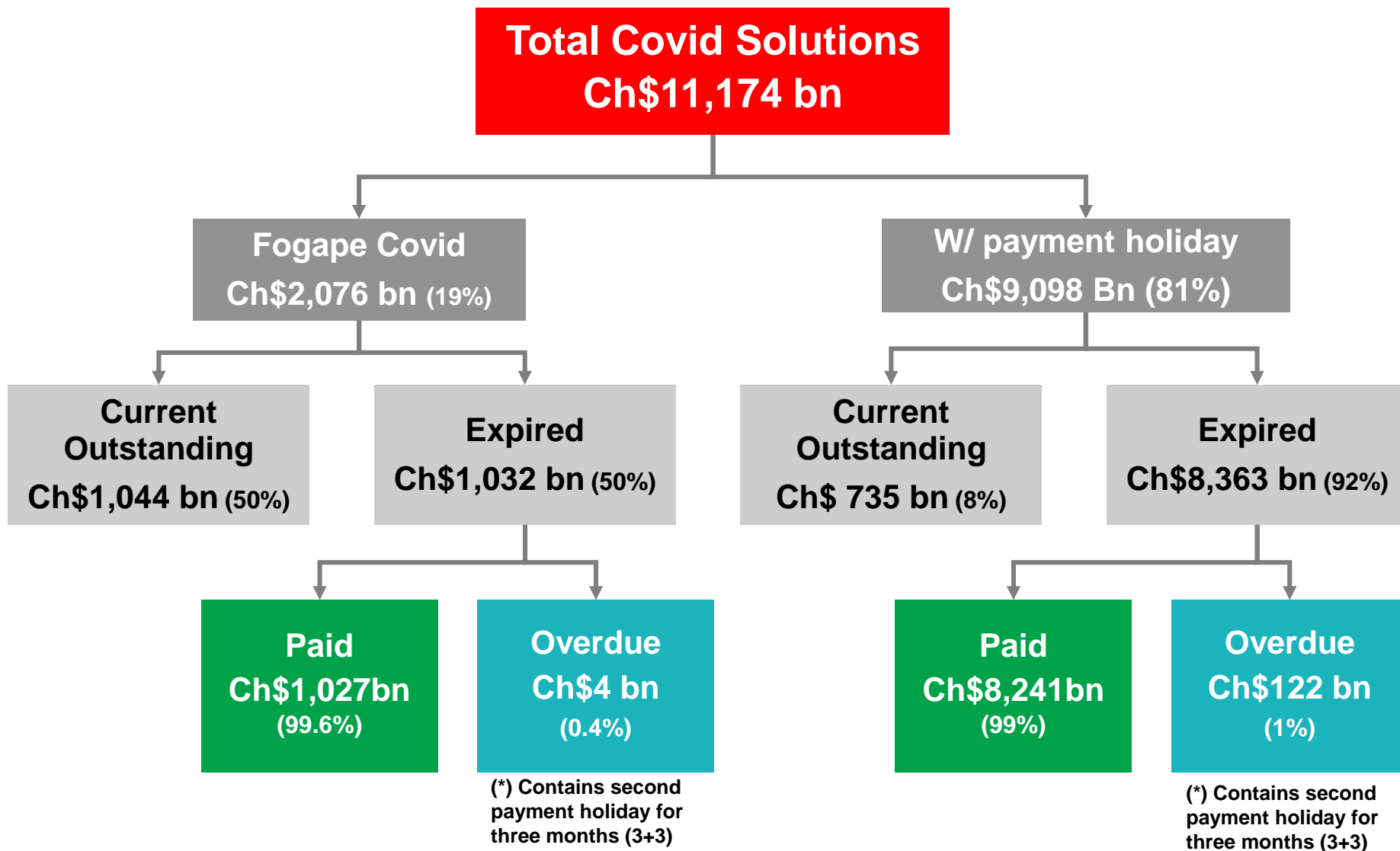
- \$9bn of loans with grace periods
- 26% of total loans received grace periods
- > than 300,000 digital reprogramming for personal loans

### Cuota FOGAPE<sup>2</sup>



- #1 in FOGAPEs
- Ch\$2 bn disbursed
- >35,000 clients benefited

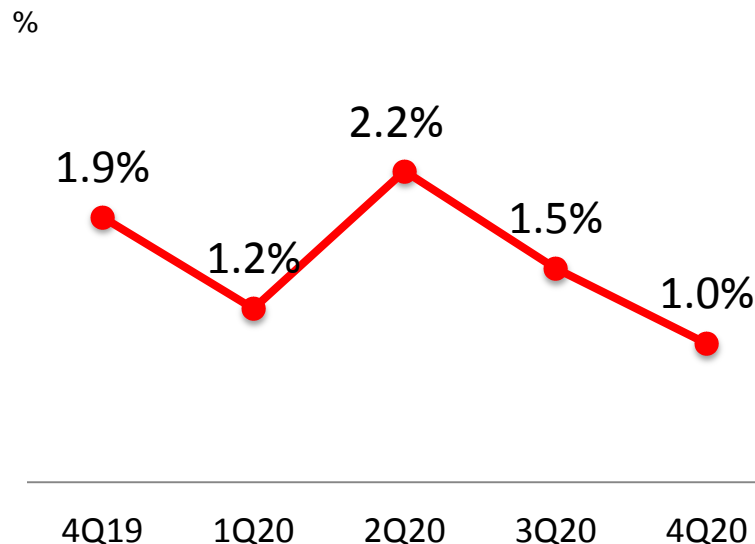
## Positive evolution of asset quality of COVID-19 Solutions



## A leading bank

# 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>		

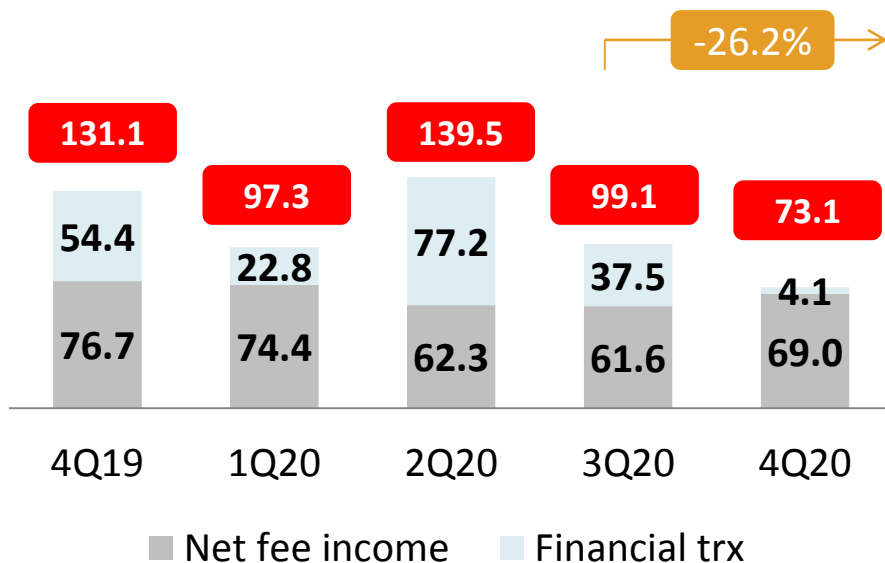
In total we have established Ch\$126 billion in additional provisions during 2019 and 2020.

## A leading bank

### 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>

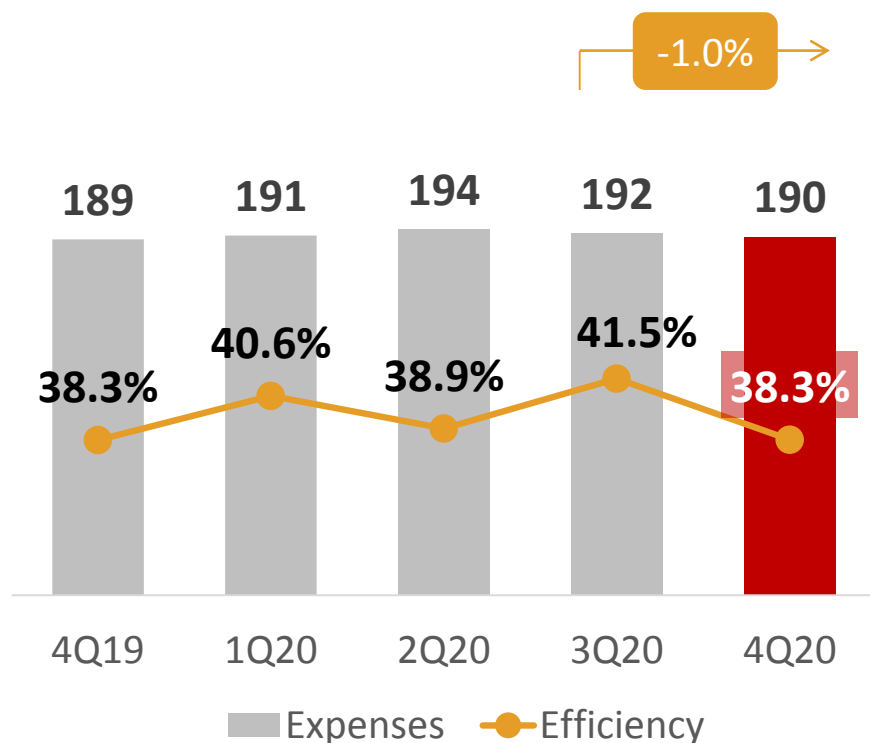


## A leading bank

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

### Operating expenses

Ch\$bn



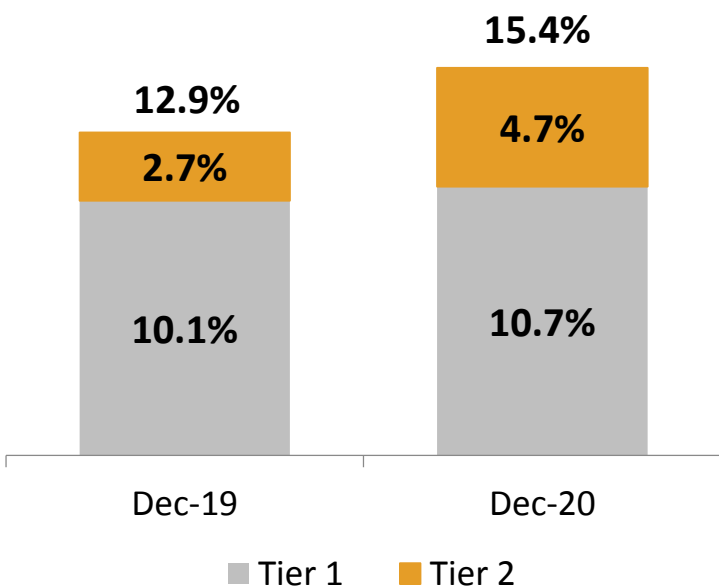
Ch\$ bn	12M20	YoY	QoQ
Personnel expenses	408.7	(0.4%)	(1.3%)
Administrative expenses	250.5	7.2%	(2.3%)
Depreciation	109.4	3.1%	3.3%
<b>Operational expenses<sup>1</sup></b>	<b>768.5</b>	<b>2.5%</b>	<b>(1.0%)</b>
<b>Efficiency ratio<sup>2</sup></b>	<b>39.8%</b>	<b>-23bp</b>	<b>-326bp</b>
<b>Costs/assets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



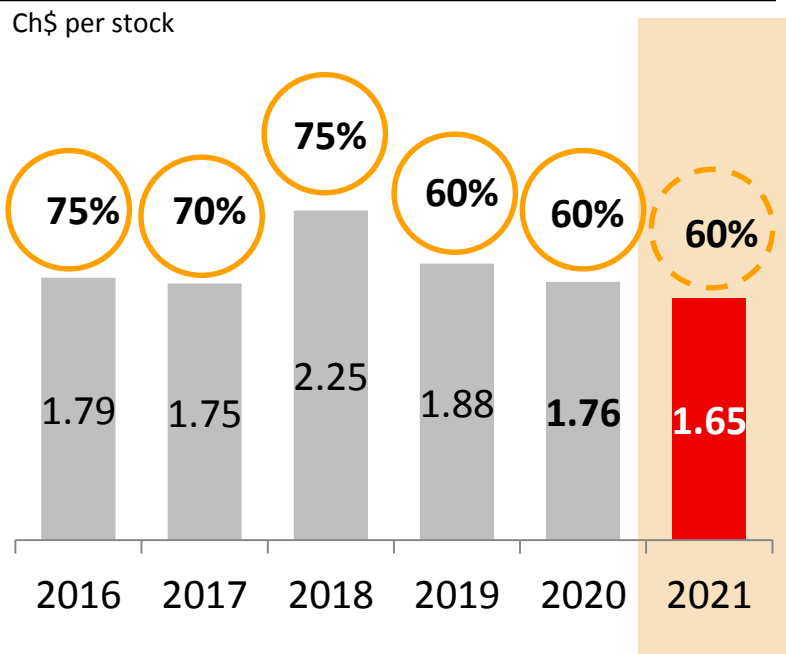
1. Operational expenses exclude impairment and other operating expenses. 2. Efficiency ratio: operating expenses excluding impairment / financial margin + fees+ financial transactions and net other operating income

## Core capital at 10.7%

### Core capital and BIS ratio



### Dividend per stock

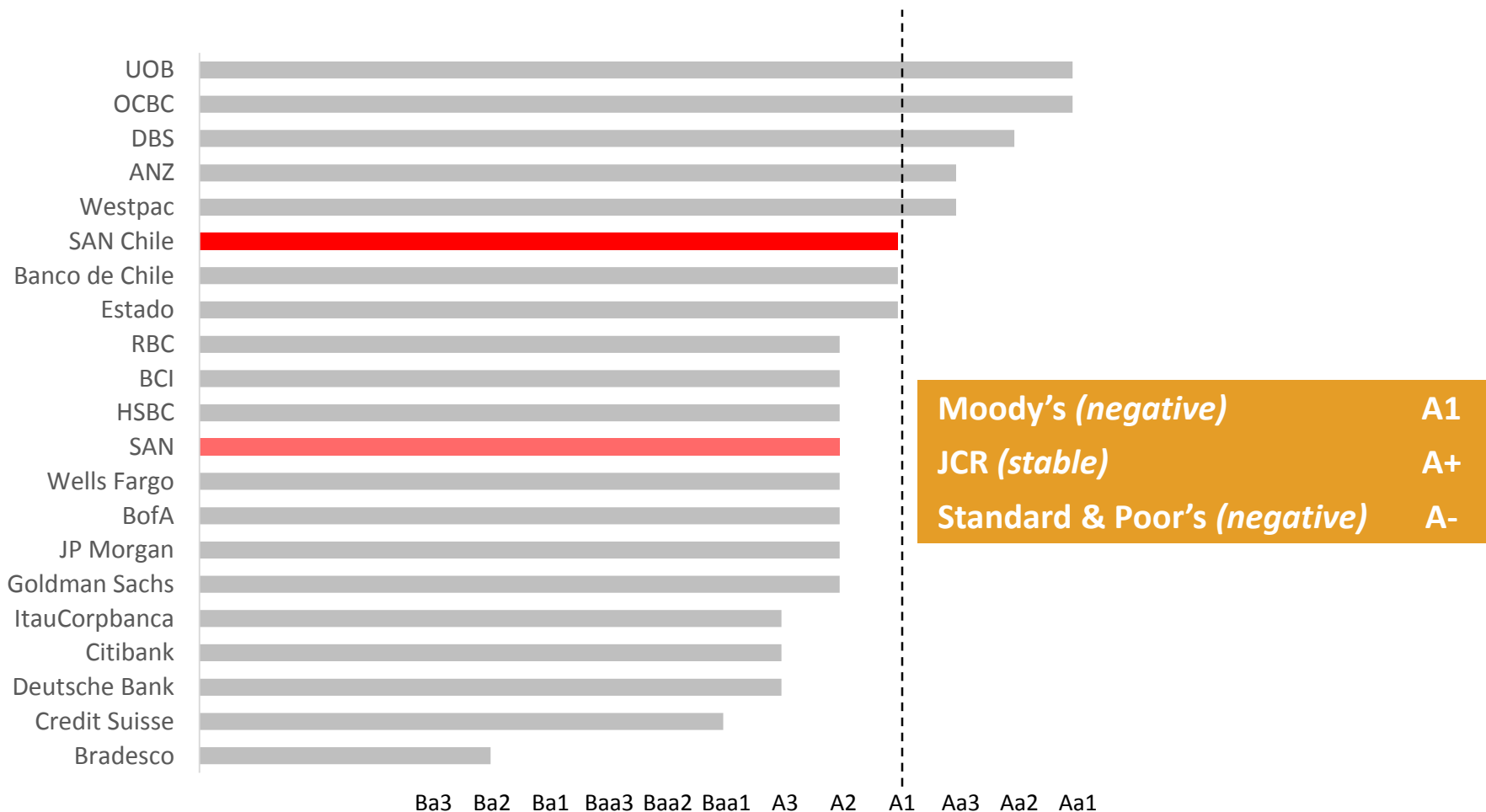


In August, CMF published the new treatment of FOGAPE guarantees. Instead of computing as Tier II, now it is included in Tier I and RWA reduced from 100% to 10%

# A leading bank

## Among banks with best international rating

### Risk rating, Moody's scale



# AGENDA

MACROECONOMIC ENVIRONMENT

SOLID FINANCIAL SYSTEM WITH GROWTH POTENTIAL

SANTANDER CHILE: LEADING BANK

**ADVANCES IN OUR STRATEGIC INITIATIVES**

# Strategic priorities



**Our purpose**  
Help people and businesses to prosper



**Our way of doing things**  
Simple, Personal, Fair



**Our vision**  
Be the best Bank acting responsibly and gaining the loyalty of our clients, shareholders, people and communities



Clients



Employees



Shareholders



Community

## Declaration

*We want to be the best bank for our customers, leading in digital excellence and experience, gaining their loyalty*

*We want to be the best large company to work in Chile, attracting and developing talent, always committed to our SPF culture*

*We want to be the most profitable and sustainable bank, with solid capital levels, attractive dividends and strong risk management*

*We want to be recognized as a responsible bank that contributes to the community*

*We want everything we do to have a seal of excellence in execution*



Excellence in execution



# Advances in our strategic objectives

*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)



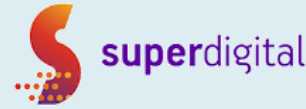
Higher client fidelity through the accumulation of miles and benefits



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



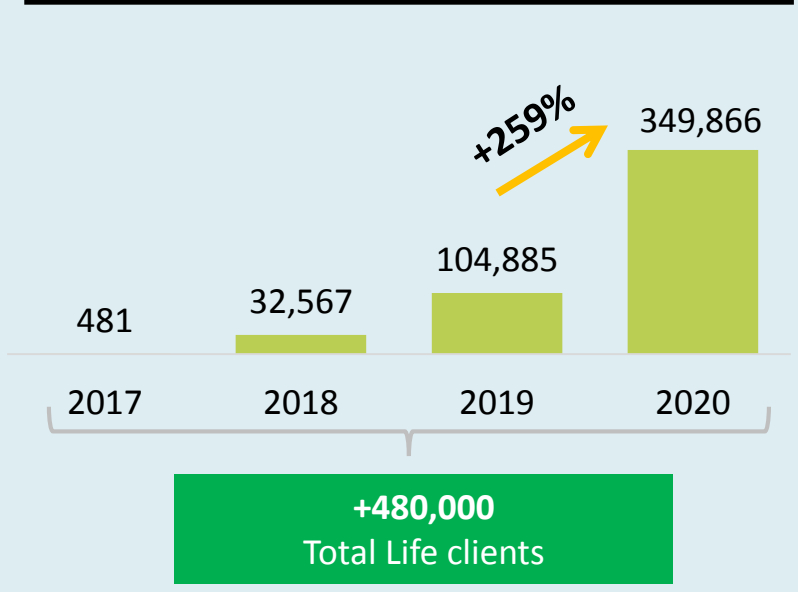
# Life: strong growth and quick monetization



## 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

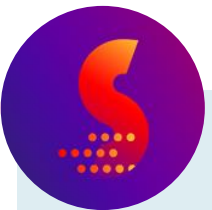


Life: Evolution of total gross revenues<sup>1</sup>



1. Net interest income plus fees

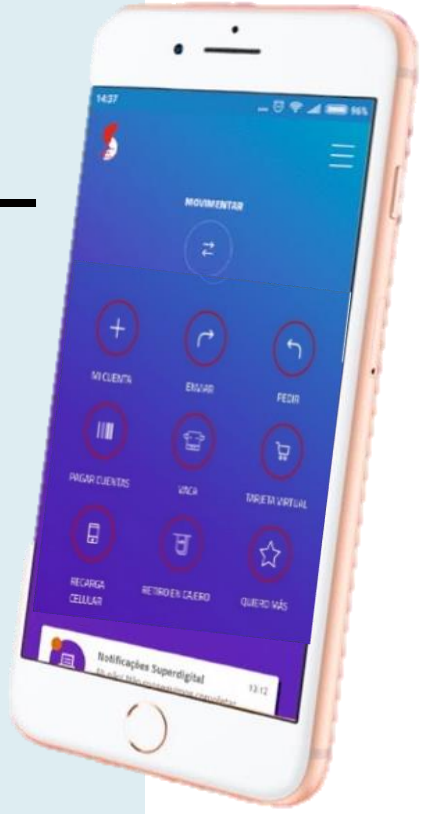
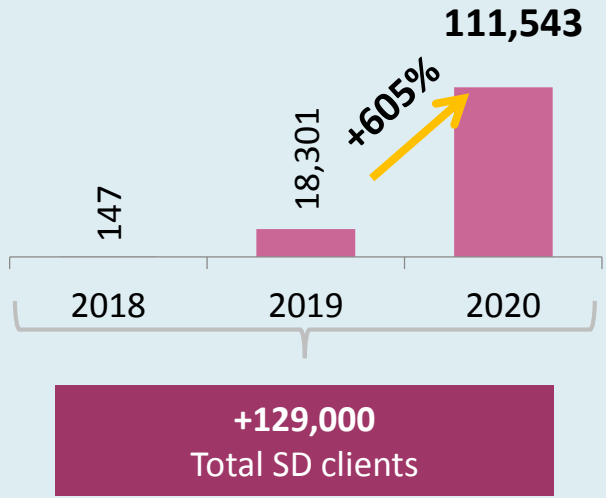
# Superdigital opening record new accounts monthly



## Superdigital

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

New Superdigital clients each year



# 16%

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

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



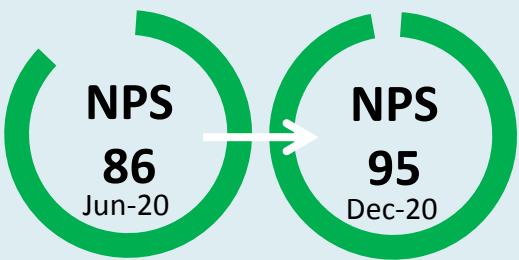


# Insuretech platforms driving insurance brokerage fee rebound



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:



## 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

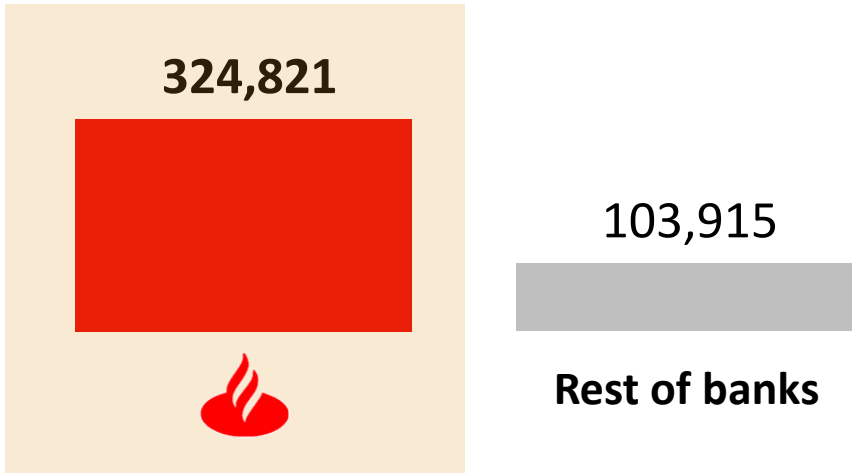
**+9,000**

Insurance policies sold in November alone, a record month



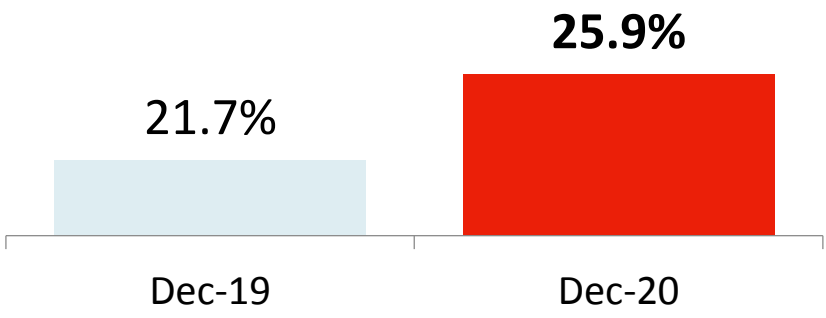
# Opening 3x more checking accounts than the rest of banks combined

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>



1. Source: CMF, with latest available information



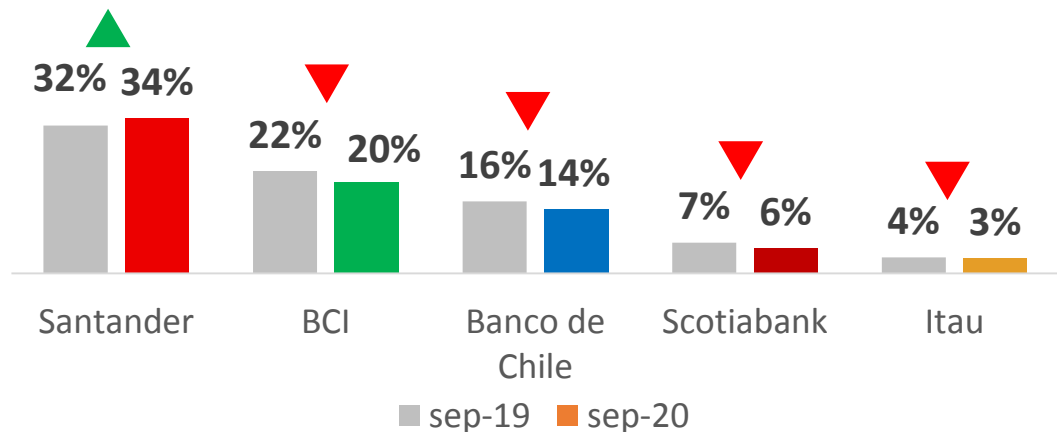
# Advances in our strategic objectives

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

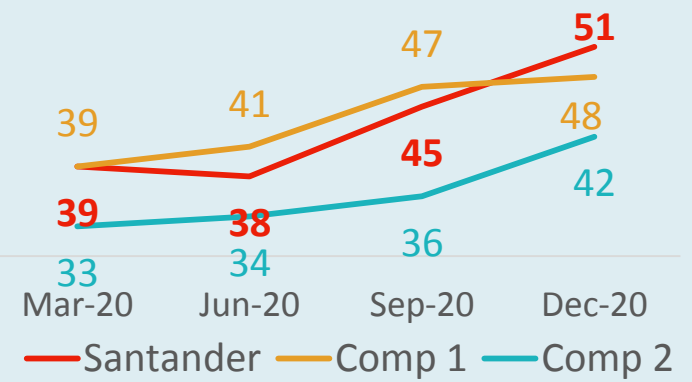
**+24%**  
Increase digital clients compared previous year

**+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>

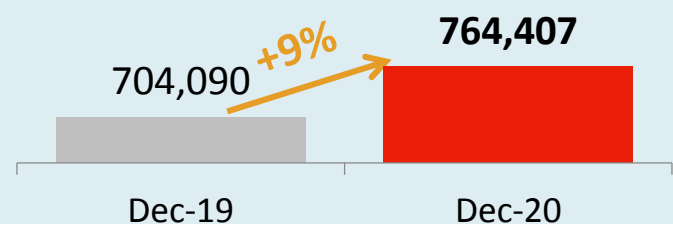


As of December 2020, Santander received:

**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.

## Official launching of 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

**+14,000**

Clients

**65%**

Auto-installed

**+16,700**

POS sold

**15%**

Expected market share in the next three years



# Work Café: An open environment for everyone



*Its digital format fits perfectly for the post COVID-19 world.*



- *Open to anyone*
- *Free wifi*
- *Meeting rooms for free. Reserved online*

## COMUNIDAD

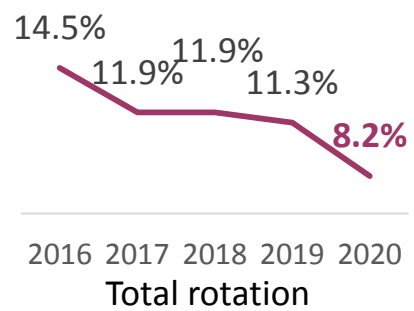
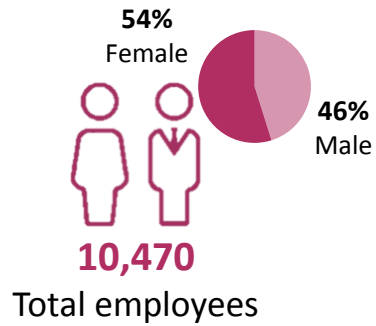
Workcafé Community helps entrepreneurs continue to grow:



Presentations from experts and other entrepreneurs sharing their knowledge <sup>45</sup>



# Strong commitment to our employees



**Ch\$880,488 monthly**  
**(US\$14,675 yearly)**  
Minimum wage in Santander (vs Ch\$326,500 monthly or US\$5,442 yearly)

### Top 3 in Great Place to Work

**Ranking GPTW**

86 (2018), 87 (2019), 92 (2020) **Top 1**

We were recognized as being one of the best places to work in the country in the category of institutions of over 1,000 employees



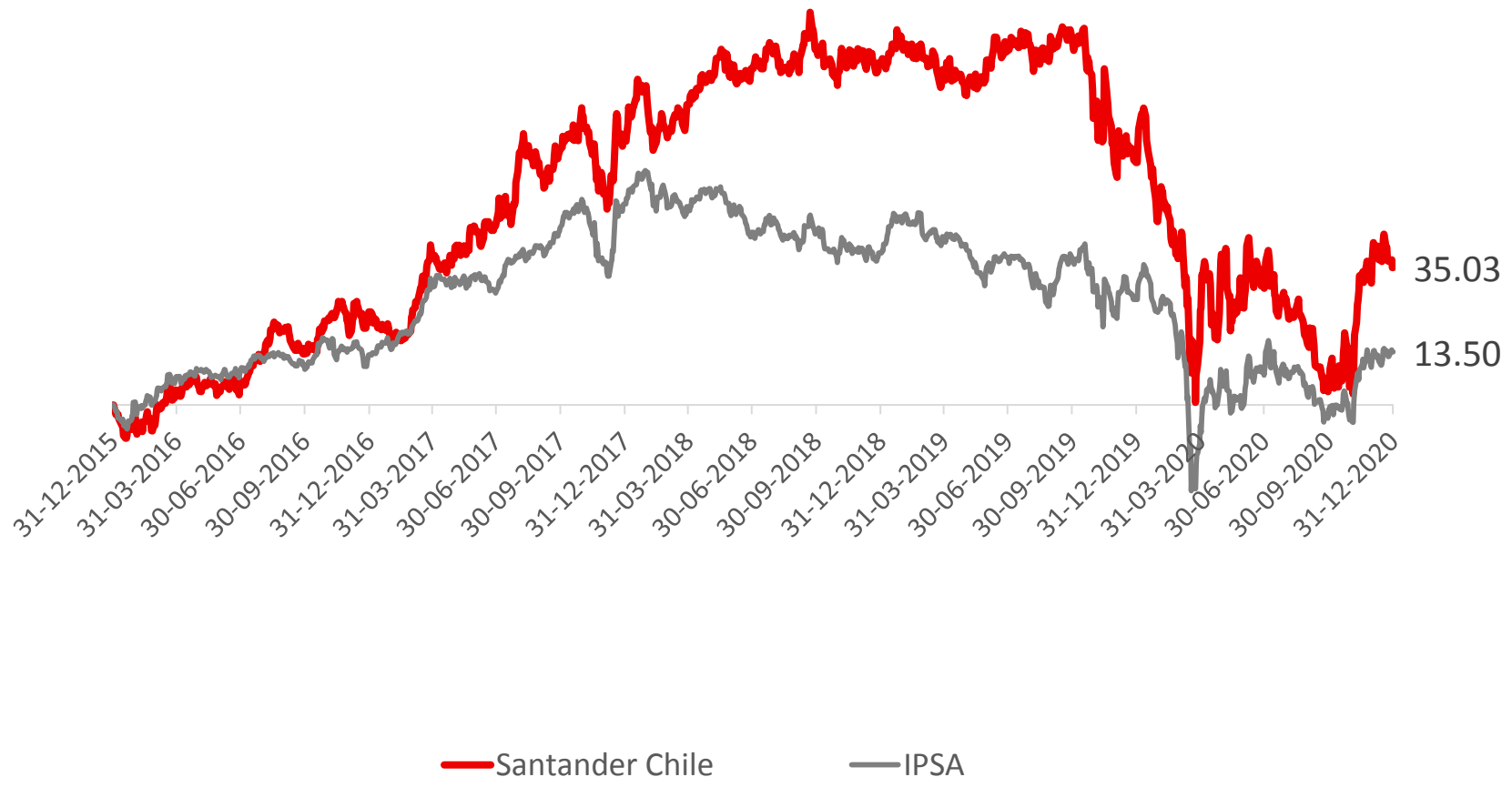
*Recognized firms with the best condition to develop its collaborators personally and professionally*



# Stock return versus local stock index

## Total return 2020

From December 31, 2015; %



Source: Santiago Stock Exchange and Bloomberg



# COVID-19 Solutions



Clients

- Financial Support: FOGAPE loans, reprogramming plan
- Virtual channels prioritized
- Digital products: Santander Life, Superdigital
- Sanitary prevention in branches



Employees

- Health and work safety
- Teleworking implementation
- Adaptation of corporate buildings
- Family and work life conciliation



Shareholders

- Remote shareholder’s meeting
- Santander Digital Talk 2020



Society

- Corporate volunteering
- Social Support during the pandemic: [estoslosuperamosjuntos.cl](http://estoslosuperamosjuntos.cl), etc.
- Innovation, entrepreneurship and employment: Work Café Community



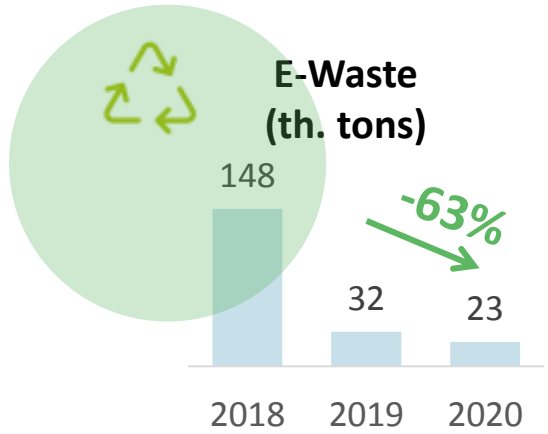
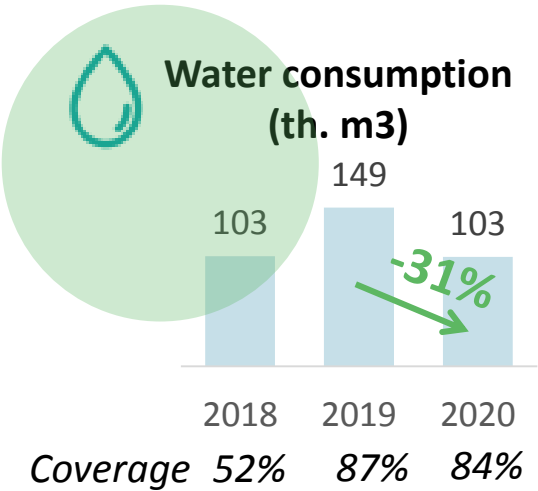
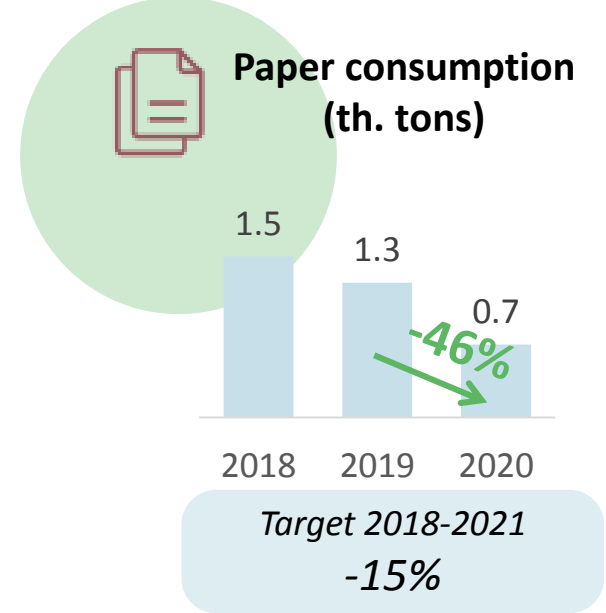
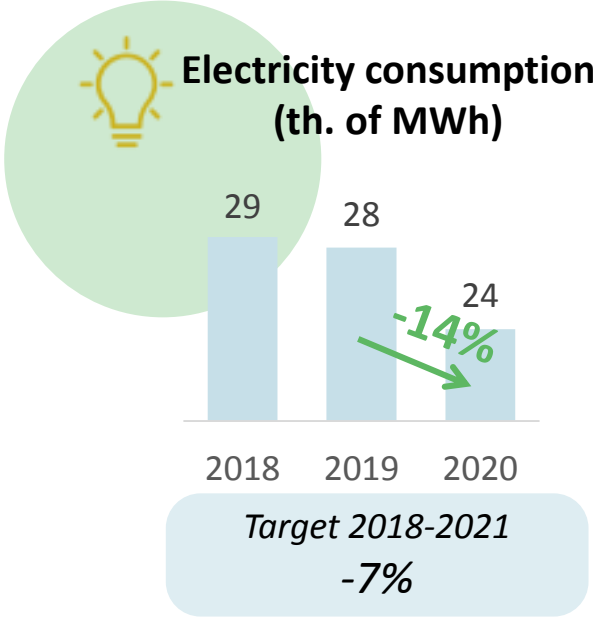
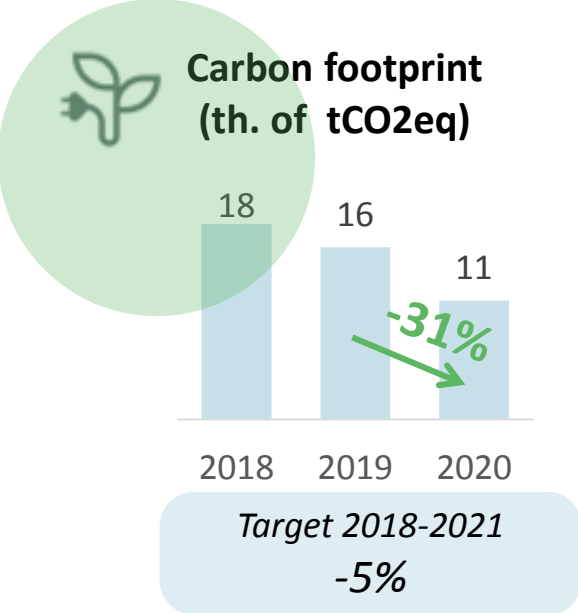
Technology and suppliers  


- Strengthening of remote accesses and secure
- Generation of new products: Klare, Getnet
- Development of digital solutions to replace in-person processes
- Digitalization of almost 100% of processes with suppliers





# Reducing our impact on the environment





## Santander Verde: our new products to help clients become greener

### Carbon footprint compensation

Up to December 2020: **2,543 tons of CO2 were compensated** through the purchase of carbon credits  
First milestone of **Contribution to Fundación Llampangui** for a project in Parque El Durazno in Coquimbo, Chile. Now contributing to Huilo Huilo Foundation

**Certified Carbon Credits**  
Supports the development of renewable energy, conservation, reforestation

**Chilean environmental projects**  
Contributes to non-profit organization who seek to conserve protected ecosystems in Chile.

### Green Mutual Fund

First fund in Chile to allow clients to invest in companies in different geographical regions with a strong focus on sustainability

- Aimed at long term investors with an aggressive risk profile
- Investment completely through digital channels

**70%**  
At least is invested in Santander GO Global Equity ESG, a diversified portfolio of around 90 positions managed by Boston Partners (Robeco)

### Green Mortgage Loan

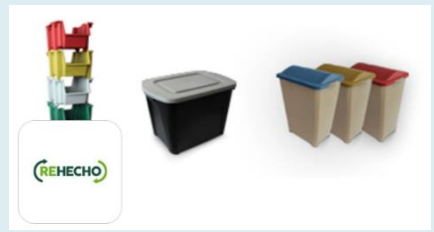
- Alliance with real estate projects with LEED certificate for sustainable construction.
- Clients are able to buy these properties at a preferential rate as well as contributing to the compensate the carbon footprint.



**30%** less water consumption  
**12%** less energy consumption

### Green Benefits

Discounts with brands that are eco-friendly using you Santander card.  
Incentivizes recycling and reusable materials





# We are highly ranked in various ESG indexes



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

Among retail banks:



Included in Emerging Latam and Emerging Global

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

# #1

Among banks in Chile

# #8

of 270 in world

# 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

