



**Banco Santander Chile  
Results/ Strategy  
Update**

# 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 2020 20-F filed with the SEC for an explanation of the differences between Chilean Bank GAAP and IFRS. Nevertheless, the consolidated accounts are prepared on the basis of generally accepted accounting principles. All figures presented are in nominal terms. Historical figures are not adjusted by inflation. Please note that this information is provided for comparative purposes only and that this restatement may undergo further changes during the year and, therefore, historical figures, including financial ratios, presented in this report may not be entirely comparable to future figures presented by the Bank.

# AGENDA



**MACRO & COVID-19 UPDATE**



SAN CHILE: BALANCE SHEET



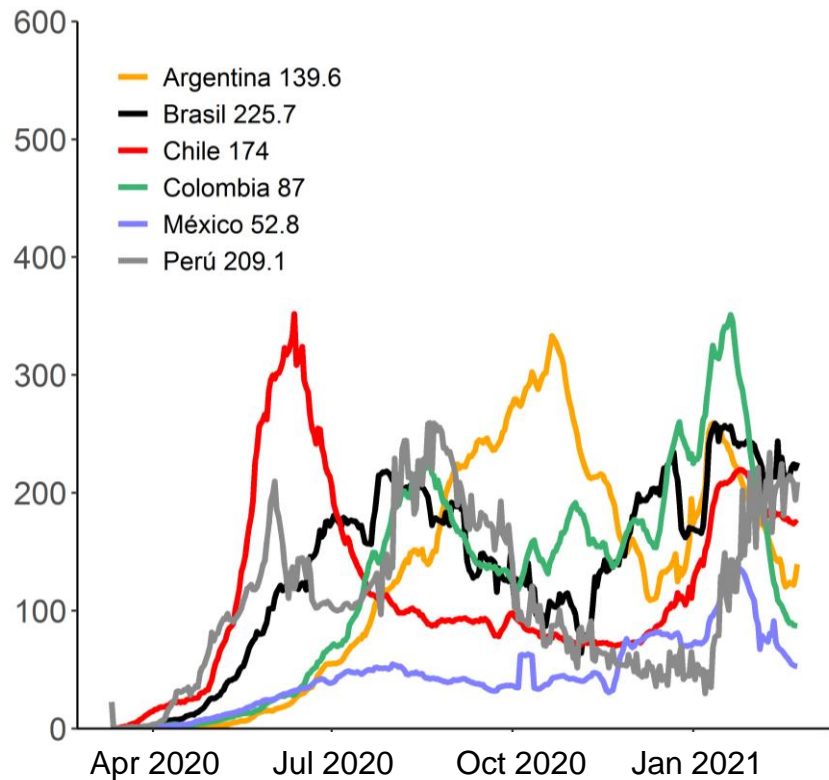
SAN CHILE: STRATEGIC INITIATIVES UPDATE & RESULTS

# Macroeconomic environment

## Sanitary restrictions loosening as vaccination process begins

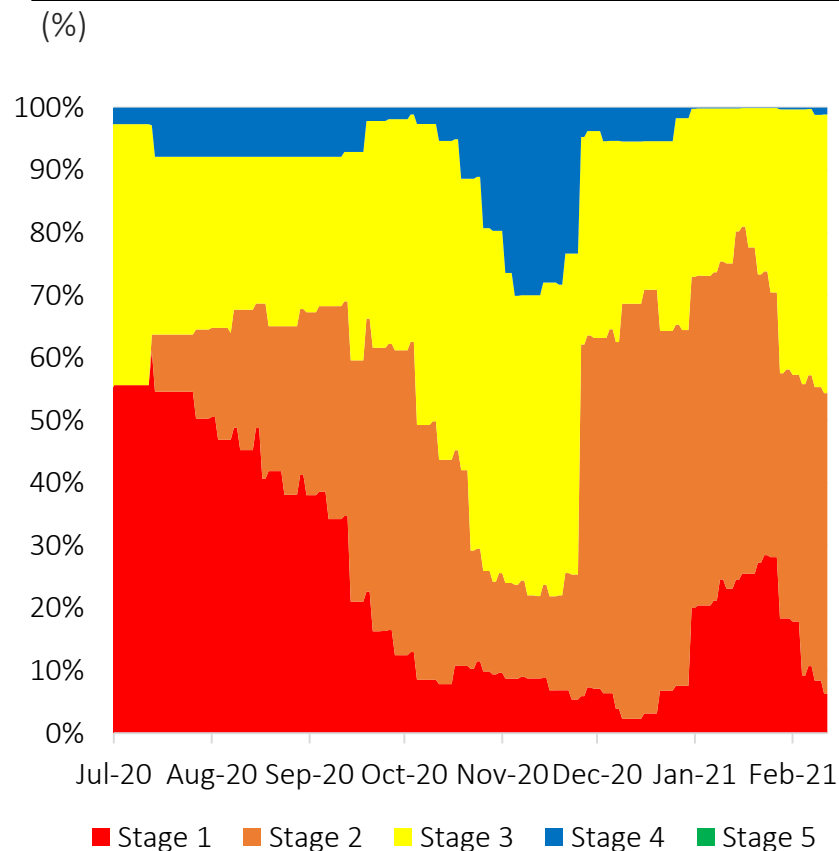
### Contagions

(daily cases per million inhabitants, rolling average)



Source: Our World in Data, Ministry of Health and Santander

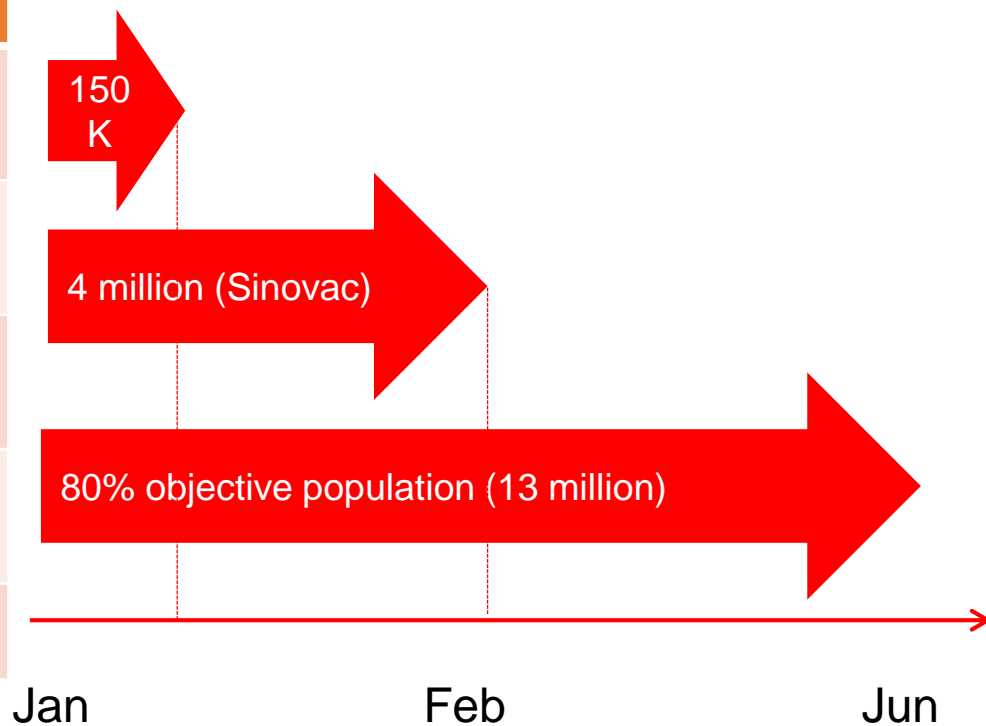
### Population under different stages



## Macroeconomic environment

### Chile has a well organized vaccination program

Vaccine	Effectiveness	Dosage compromised
Pfizer-Biontech (US- Germany)	95%	10mn (2 dosages required)
AztraSeneca-Oxford (UK - Sweden)	62% - 90%	4mn (2 dosages required)
Sinovac (China)	50% - 78%	10mn (2 dosages required)
Johnson & Johnson (US- Belgium)	50% - 66%	4mns (1 dosage required)
COVAX Mechanism	NA	3.8 mills



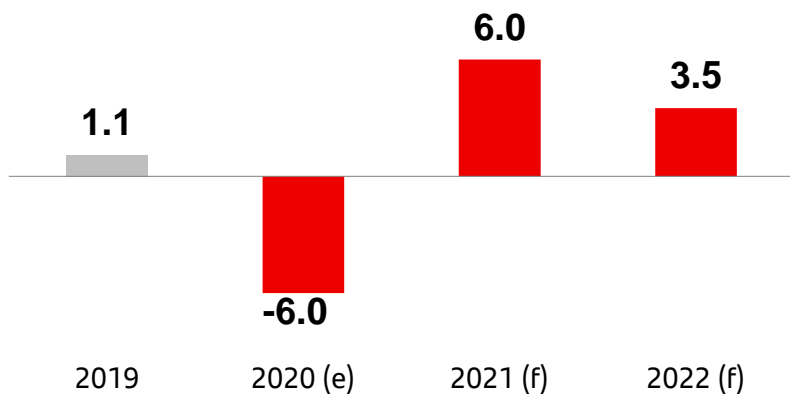
+3.1 million people vaccinated

# Macroeconomic environment

## GDP to grow 4.5% in 2020

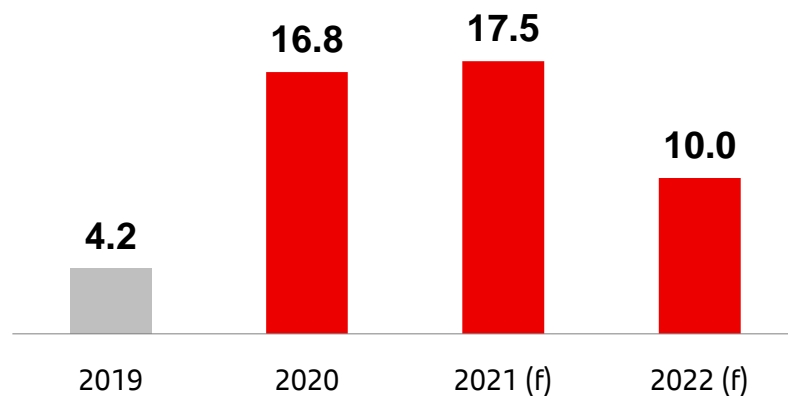
### GDP growth

Annual growth %



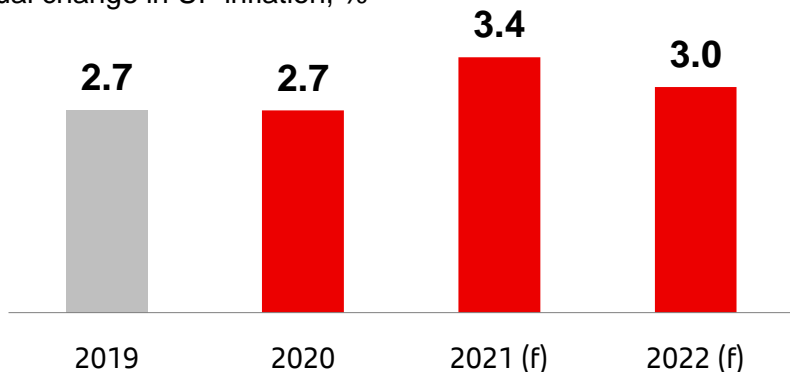
### Trade balance (USD bn)

%



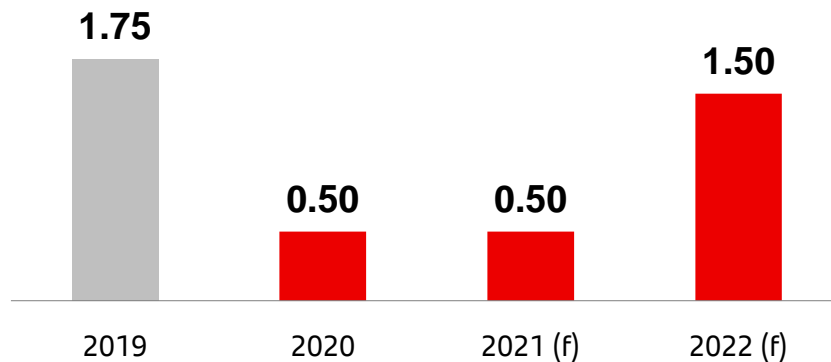
### Inflation

Annual change in UF inflation, %



### Monetary Policy Rate

%, eop



# AGENDA

MACRO & COVID19 UPDATE

**SAN CHILE: BALANCE SHEET**

SAN CHILE: STRATEGIC INITIATIVES UPDATE & RESULTS

## Santander Chile is the nation's leading bank

Figures in US\$

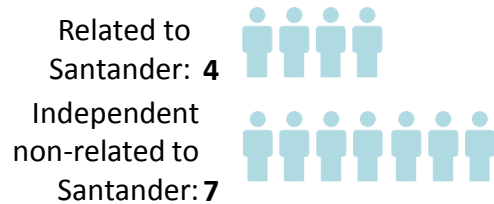


<b>Business and Results</b>	<b>12M20(US\$)</b>	<b>YoY<sup>1</sup></b>
Gross Loans	48.3 bn	5.1%
Deposits	35.3 bn	7.0%
Equity	5.1 bn	5.3%
Attributable profit to parent	726 mm	-6.3%
<b>Network and Customers</b>	<b>12M20</b>	<b>Market Share</b>
Clients	3.4 mn	25.4% <sup>2</sup>
Digital Clients	1.5mn	34.1%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

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



## Strong corporate governance



Our stocks are included in:



Dow Jones Sustainability Indexes

Chile, MILA, Emerging Markets



FTSE4Good

We are supervised by the following:



COMISIÓN PARA EL MERCADO FINANCIERO





- **Independent audit:** control by an autonomous area.
- **Board self-assessment:** every two years.
- **Shareholder's rights:** one share one vote.
- **Board approves** Corporate Responsibility & Sustainability Policy and Strategy.
- **Corporate governance strategy:** oriented to transparency, effectiveness and defense of shareholder interests.
- **Separation of functions:** commercial areas separated from risk; main credit decisions taken by committees.
- **Sustainability committee:** headed by CEO; meets twice a year.
- **Compliance division:** oversees application of codes of conduct; compliant with SOX and SEC & NYSE Corporate Governance Guidelines and Basel criteria.

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

## Our board was re-elected in April 2020

	Analysis & Resolution Committee	Retributions Committee	Audit Committee	Asset & Liability Committee	Market Committee	Risk Committee	Strategy Committee	Appointment Committee
Claudio Melandri ★		Member		Member	Member	Member	Member	Member
→ Rodrigo Vergara ☆ 📊			Member	Member	Member		Member	
→ Orlando Poblete Iturrate		Member	Member					
→ Juan Pedro Santa María Pérez	Member		Member			Member		
Lucia Santa Cruz Sutil	Member					Member	Member	
→ Félix de Vicente Mingo 📊			Member	Member			Member	Member
→ Alfonso Gomez Morales		Member		Member	Member	Member	Member	
Ana Dorrego								
Rodrigo Echenique								
→ Blanca Bustamante Bravo (Alternate)						Member	Member	Member
→ Oscar Von Chrismar (Alternate)	Member			Member	Member	Member	Member	Member

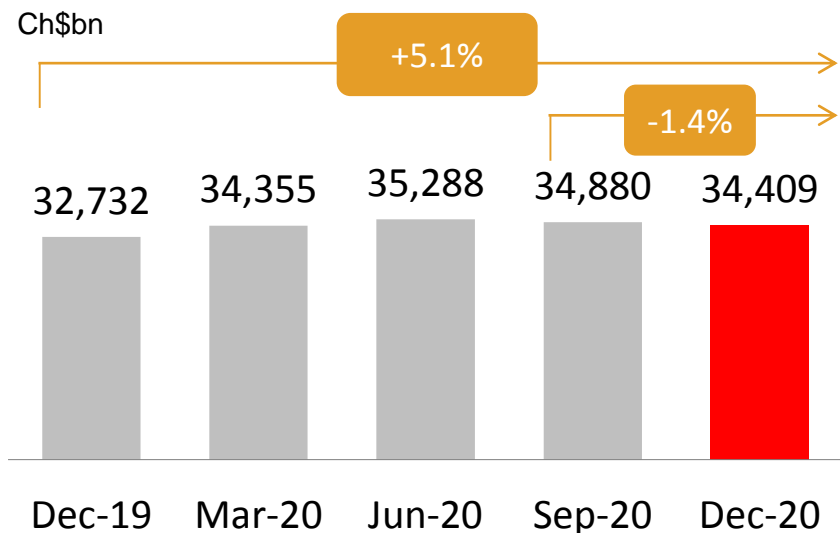
 = Chairperson  
  = Member  
 ★ = Chairman of the Board  
 📊 = Financial Expert  
 ☆ = Vice-Chair of the Board

→ Independent Board members

## Balance sheet

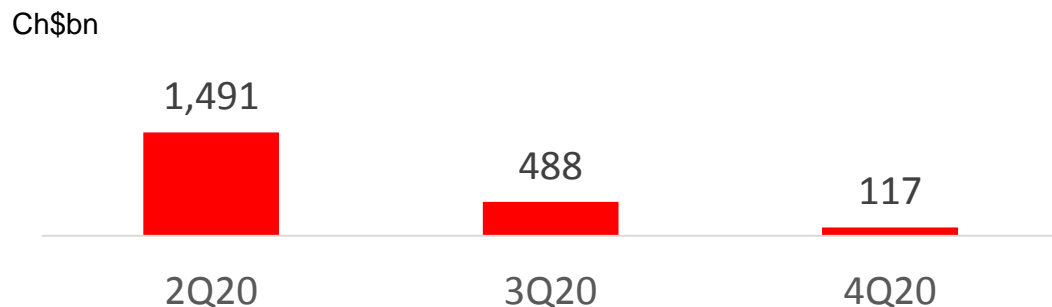
### Retail loans lead growth in 4Q20

#### Total Loans



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

#### FOGAPE loans disbursed each month

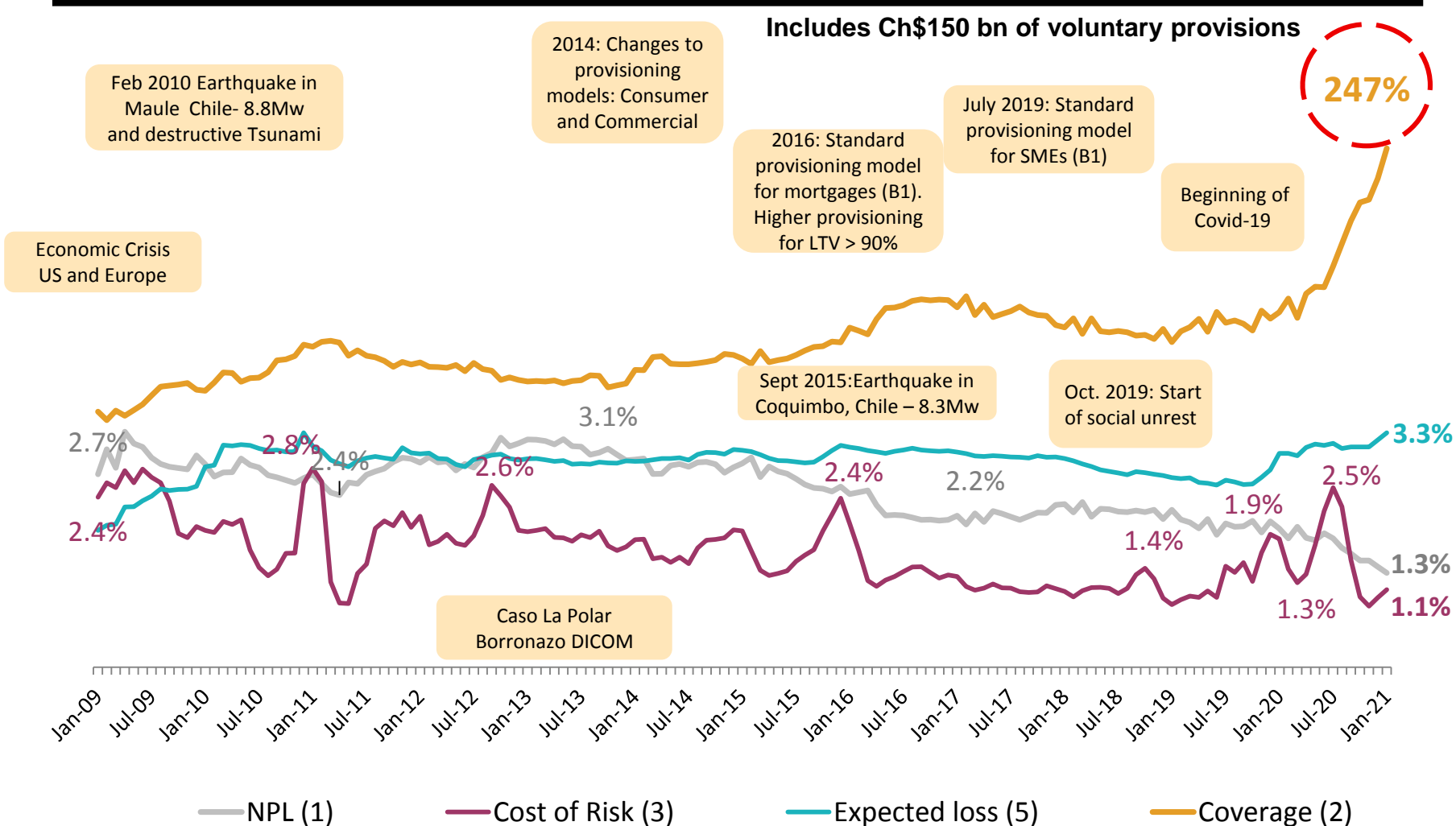


Total disbursed up to December:  
Ch\$2.0 trillion

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

## Coverage rising to record levels

### Total loans: NPLs, coverage and cost of risk

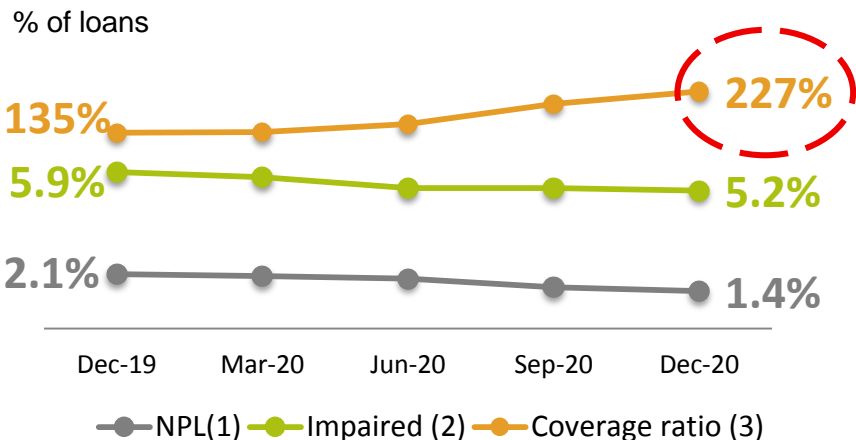


1. Loans with 90 days or more overdue. 2. Stock of provisions divided by NPLs. 3. Quarterly cost of risk = quarterly provision expense/ quarterly average loans. 4. Quarterly cost of risk for the banking system. Source: CMF. 5. Stock of Provision (including additional provisions)/ total loans.

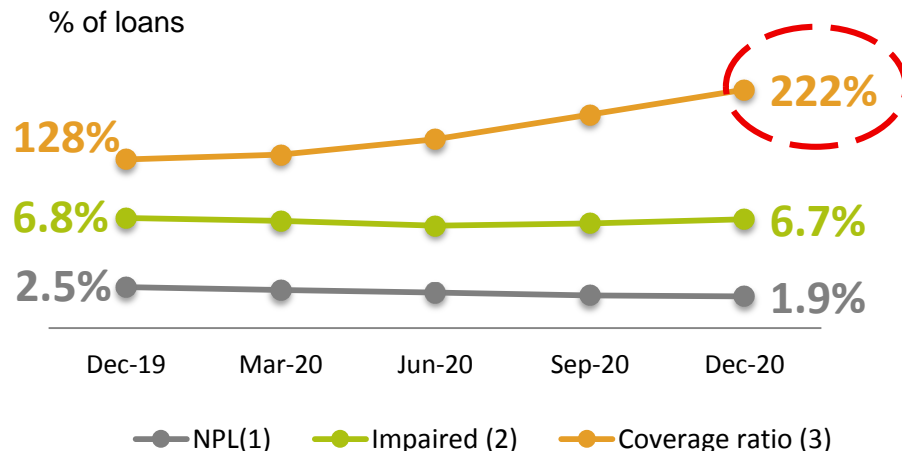
# Balance sheet

## Asset quality deterioration lower than expected

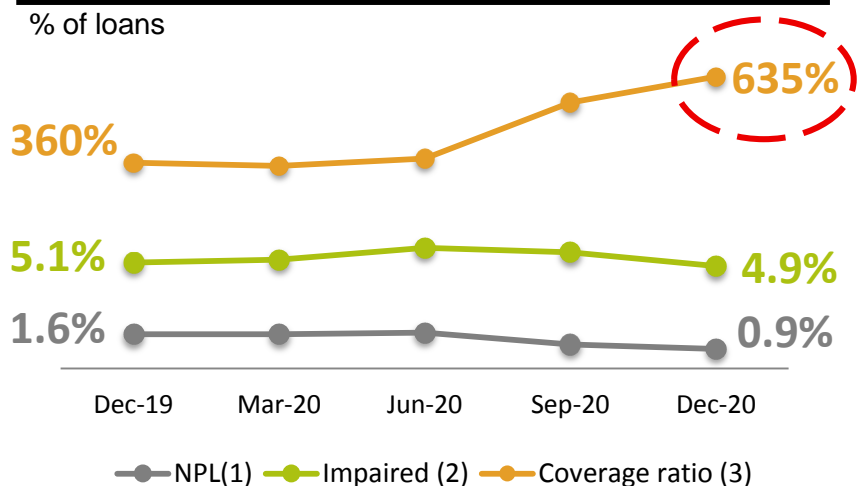
### Total loans



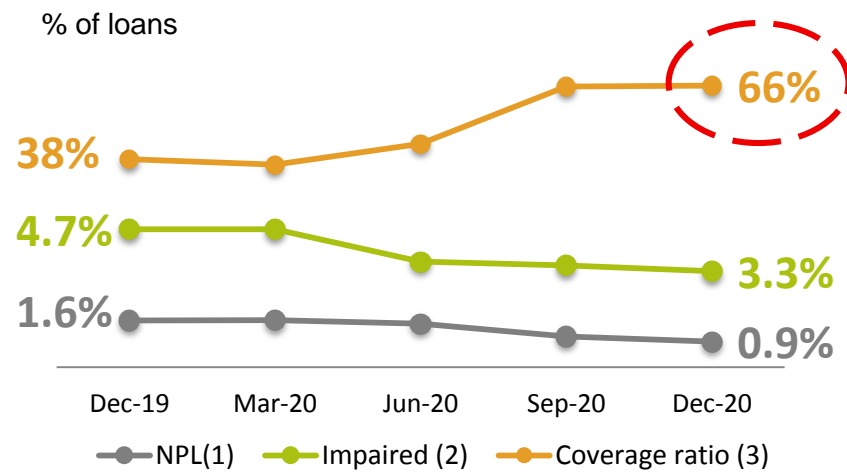
### Commercial loans



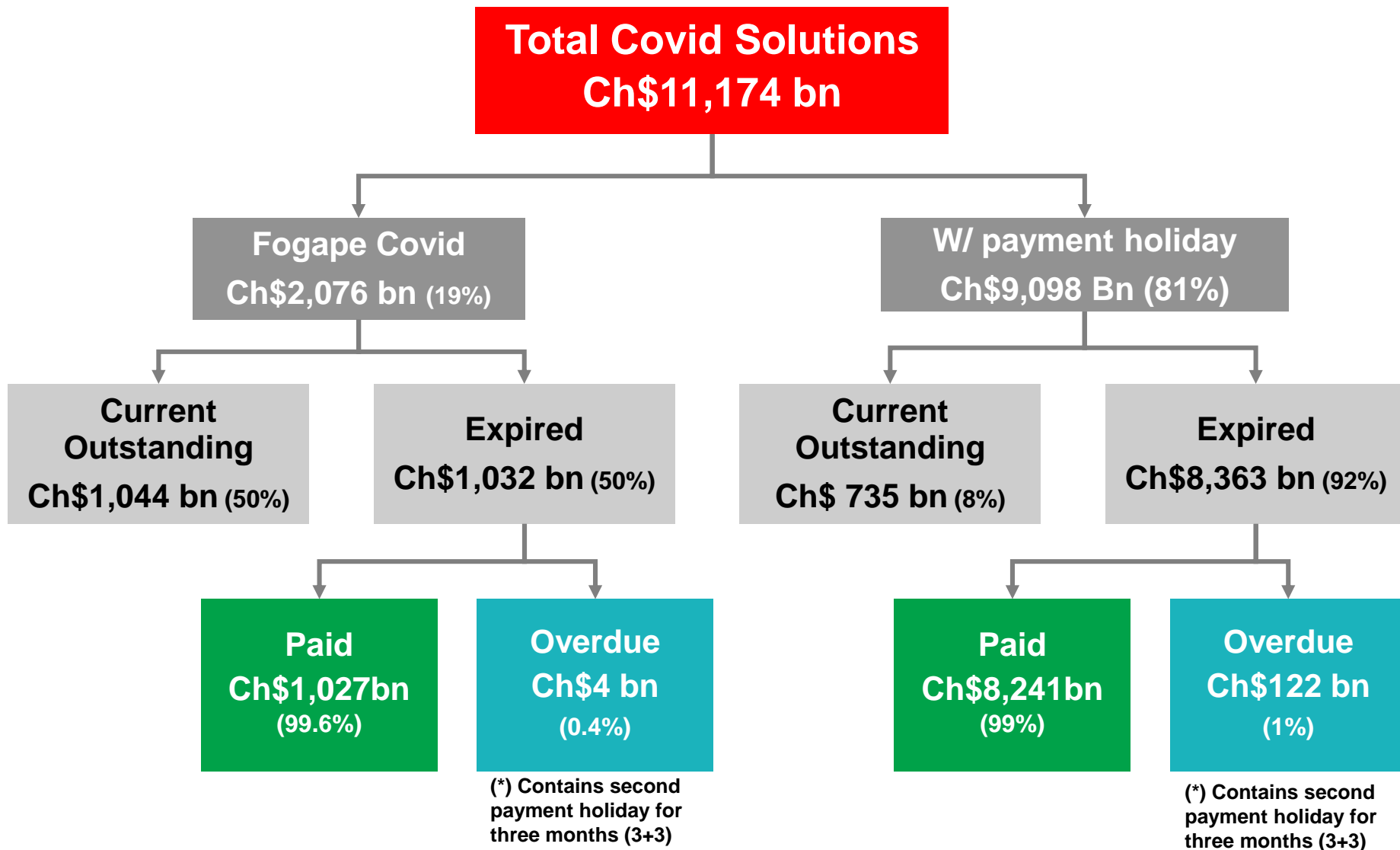
### Consumer loans



### Mortgage loans



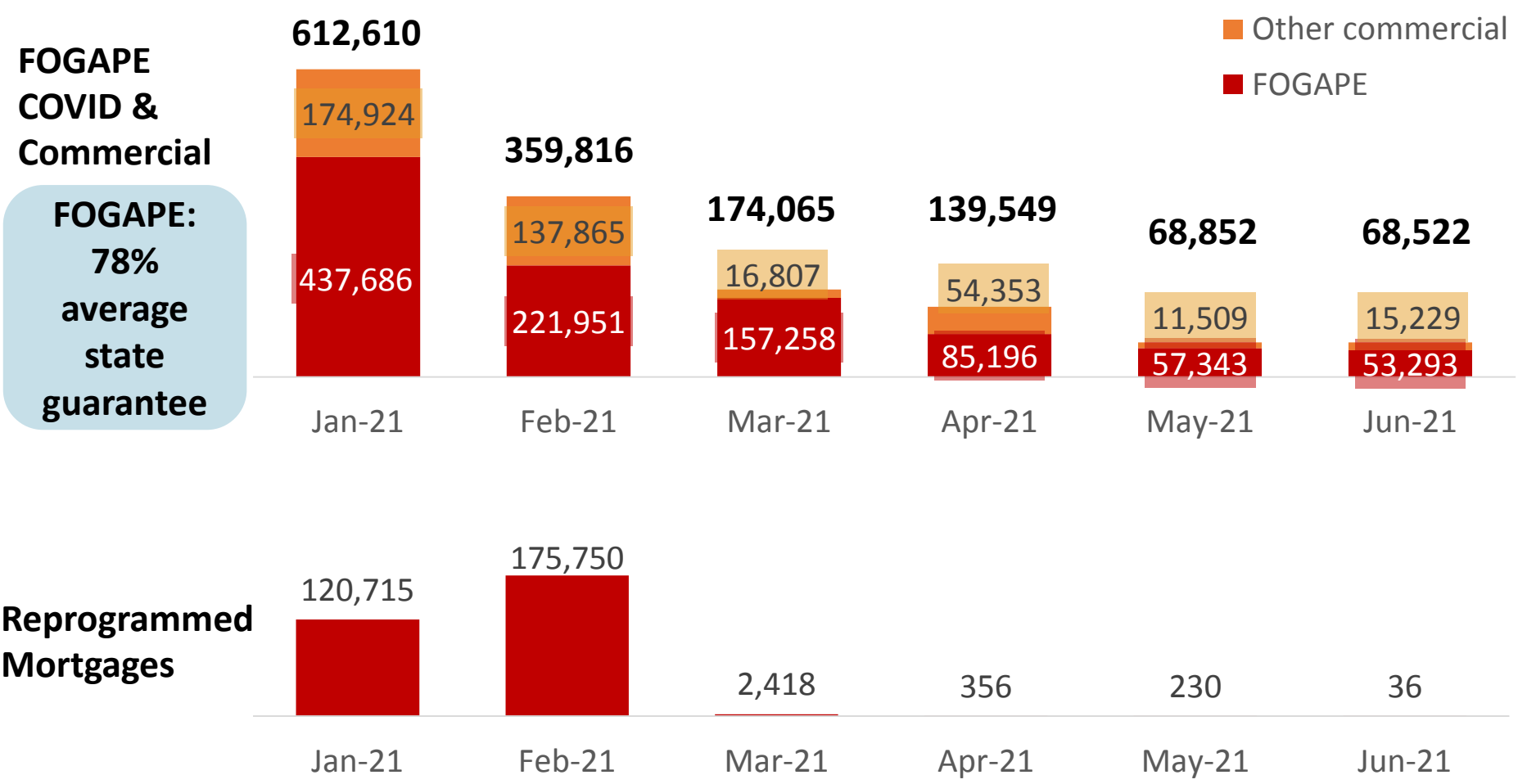
## Positive evolution of asset quality of COVID-19 Solutions



# Balance sheet

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

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

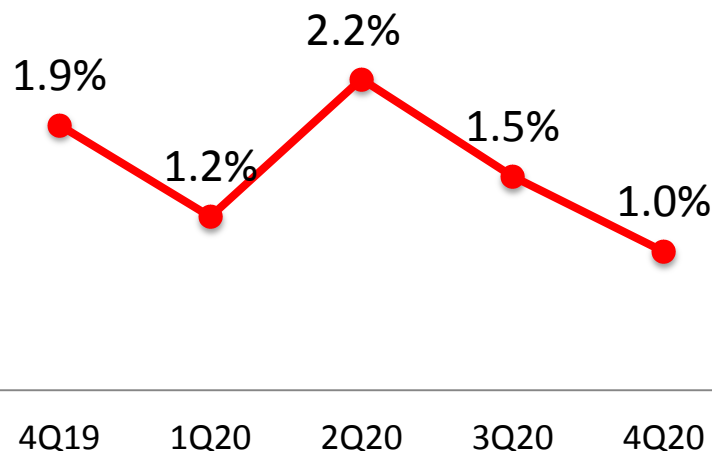


## Balance sheet

# 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

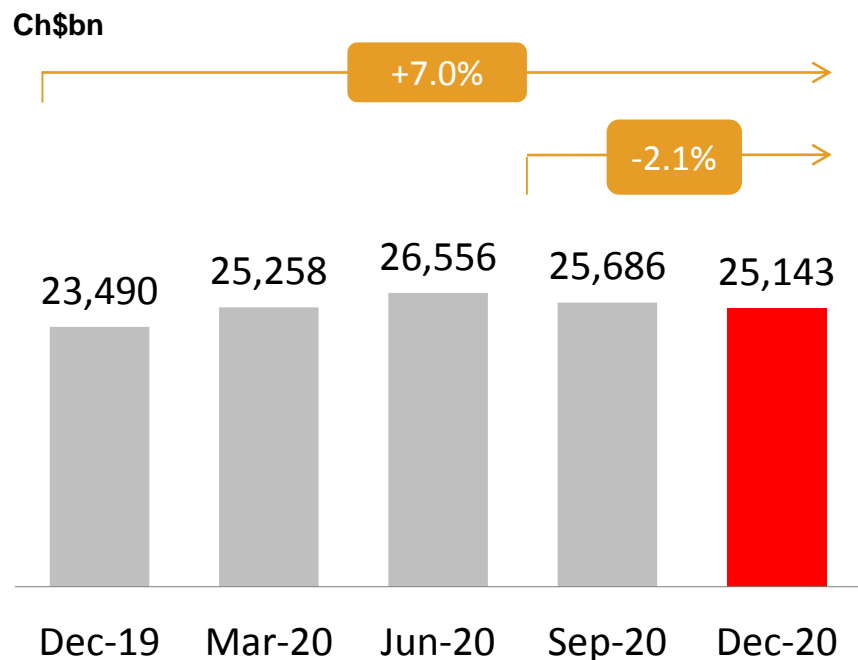
Ch\$ bn	12M20	YoY	QoQ
Gross provisions and write-offs	(586.0)	16.5%	(32.3%)
Recoveries	74.9	(9.4%)	(9.9%)
<b>Provisions</b>	<b>(511.1)</b>	<b>21.6%</b>	<b>(35.8%)</b>
<b>Cost of risk(YTD)</b>	<b>1.48%</b>		

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



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

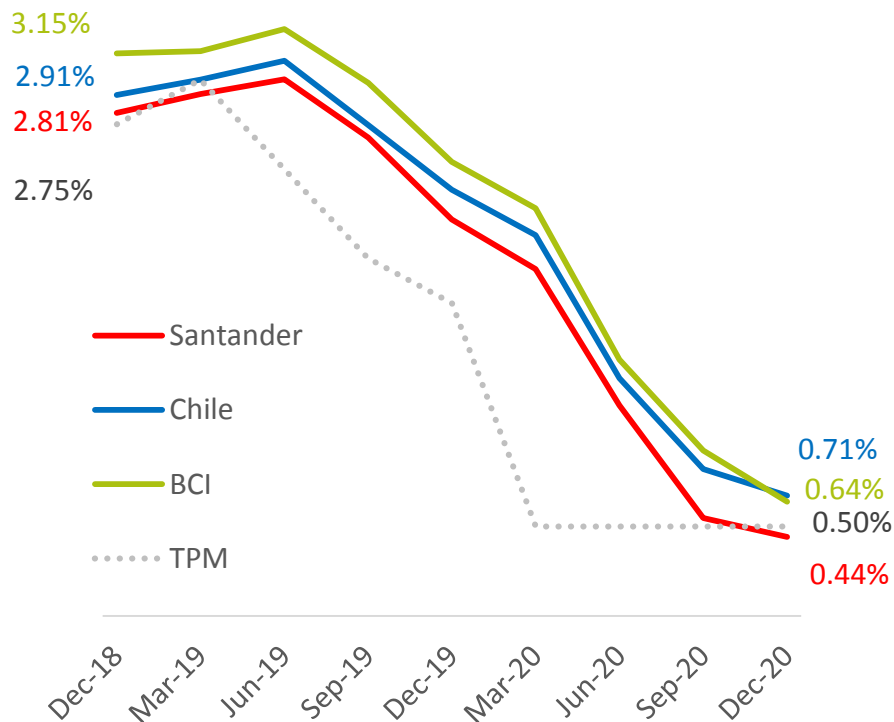
### Total Deposits



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

## Improved funding mix & outpacing competitors

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



### Demand deposits by segment

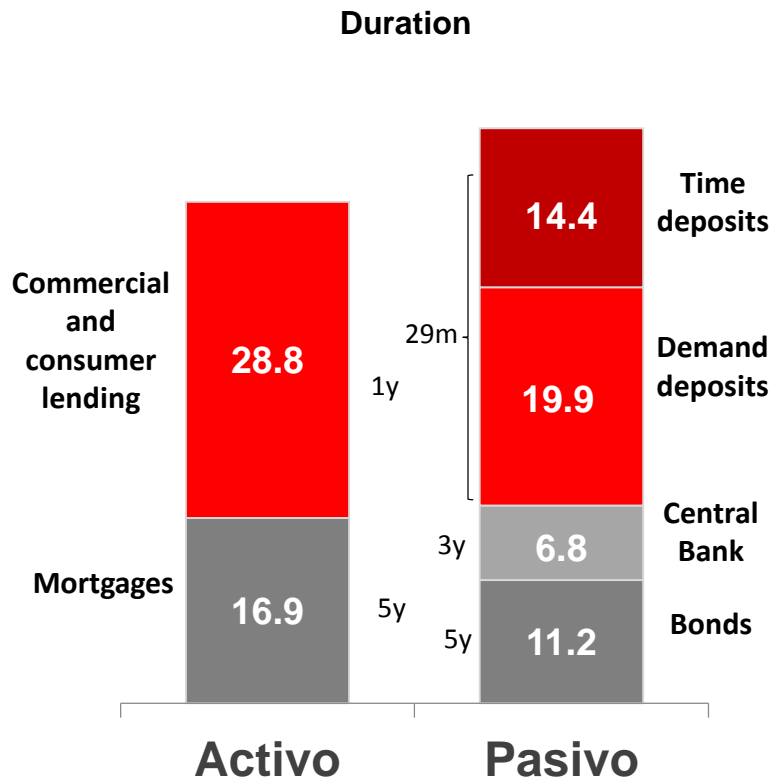
Ch\$ bn	12M20	YoY	QoQ
Individuals	5,600	53.5%	10.1%
SMEs	2,696	58.9%	7.0%
<b>Retail</b>	<b>8,296</b>	<b>55.2%</b>	<b>9.1%</b>
<b>Middle Market</b>	<b>3,861</b>	<b>29.4%</b>	<b>5.9%</b>
<b>Corporate (SCIB)</b>	<b>2,117</b>	<b>29.0%</b>	<b>(13.7%)</b>
<b>Total</b>	<b>14,561</b>	<b>41.4%</b>	<b>4.7%</b>

# Balance Sheet

## Solid balance structure and liquidity levels

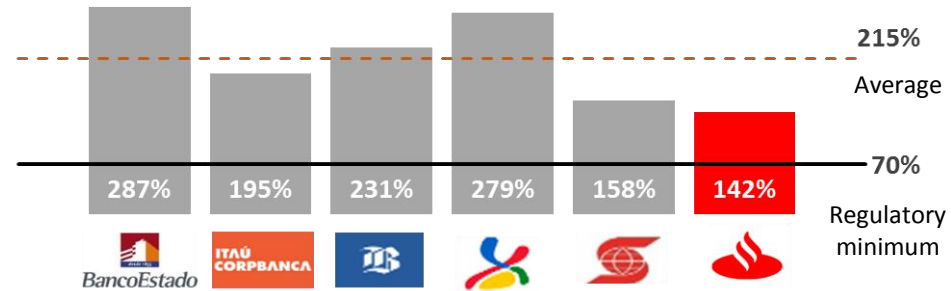
### Structural balance sheet

US\$bn December 2020

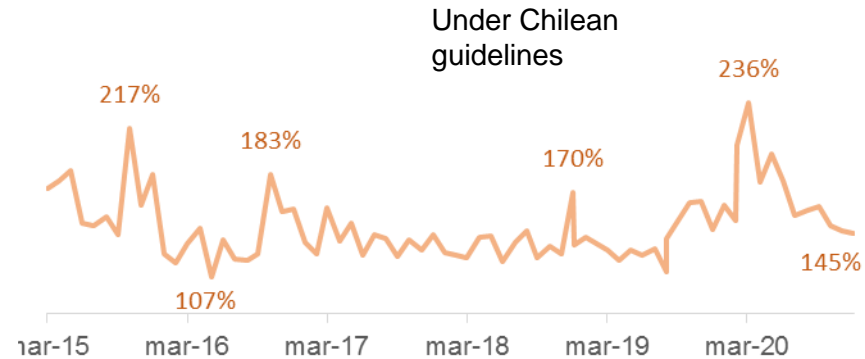


### Liquidity coverage ratio<sup>3</sup>

December 2020



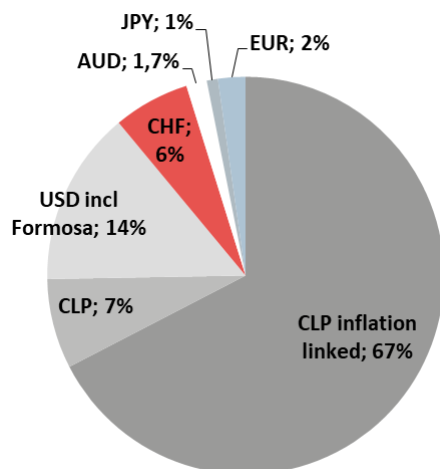
### Evolution of LCR<sup>4</sup>



# Balance Sheet

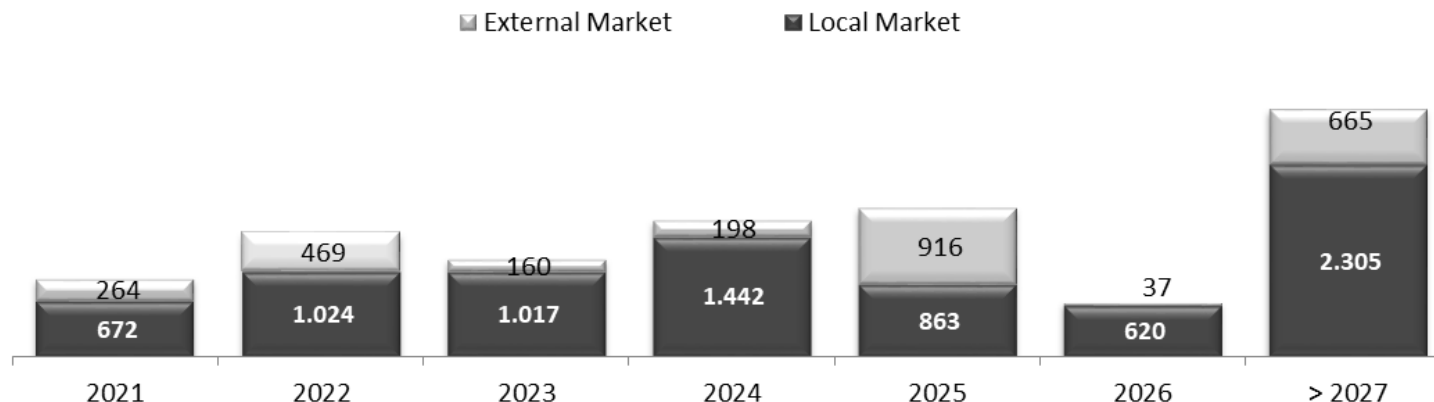
## Diversified presence in the international bonds markets

### Bonds



- Total outstanding: US\$ 10,7bn
- In 2020 we issued US\$1.5bn approximately
- Central Bank lines are currently providing liquidity up to 4 years.
- High diversification by country
- MTN program: Private placements or public deals
- All foreign debt is swapped backed to local currency
- AT1 approved under the new Banking Law, possible issuance from 2023

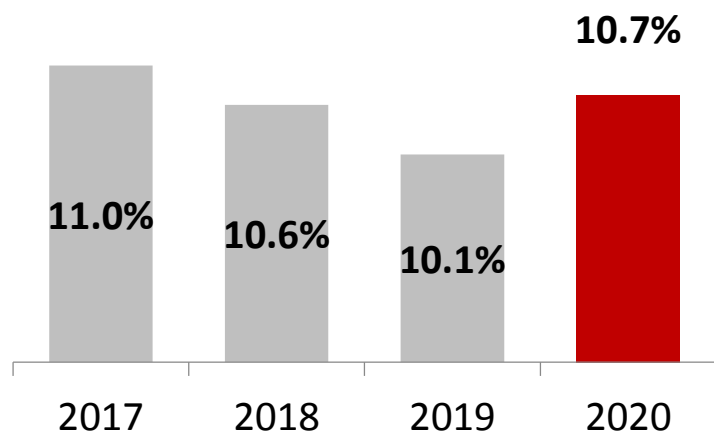
### Maturity profile<sup>1</sup>



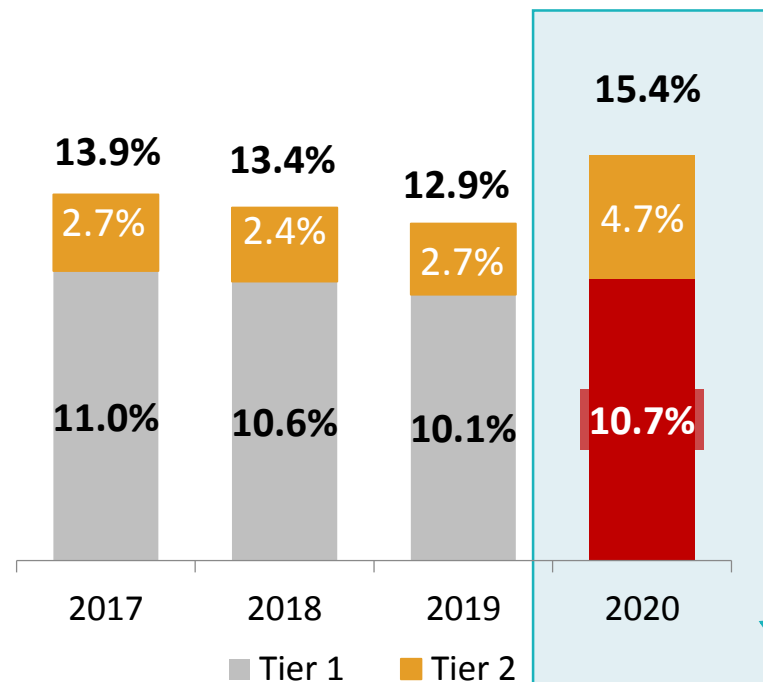
1. Includes nominal outstanding of senior, subordinated and local covered bonds. As of January 1st, 2021.

## Core capital at 10.7%

Core capital



BIS Ratio

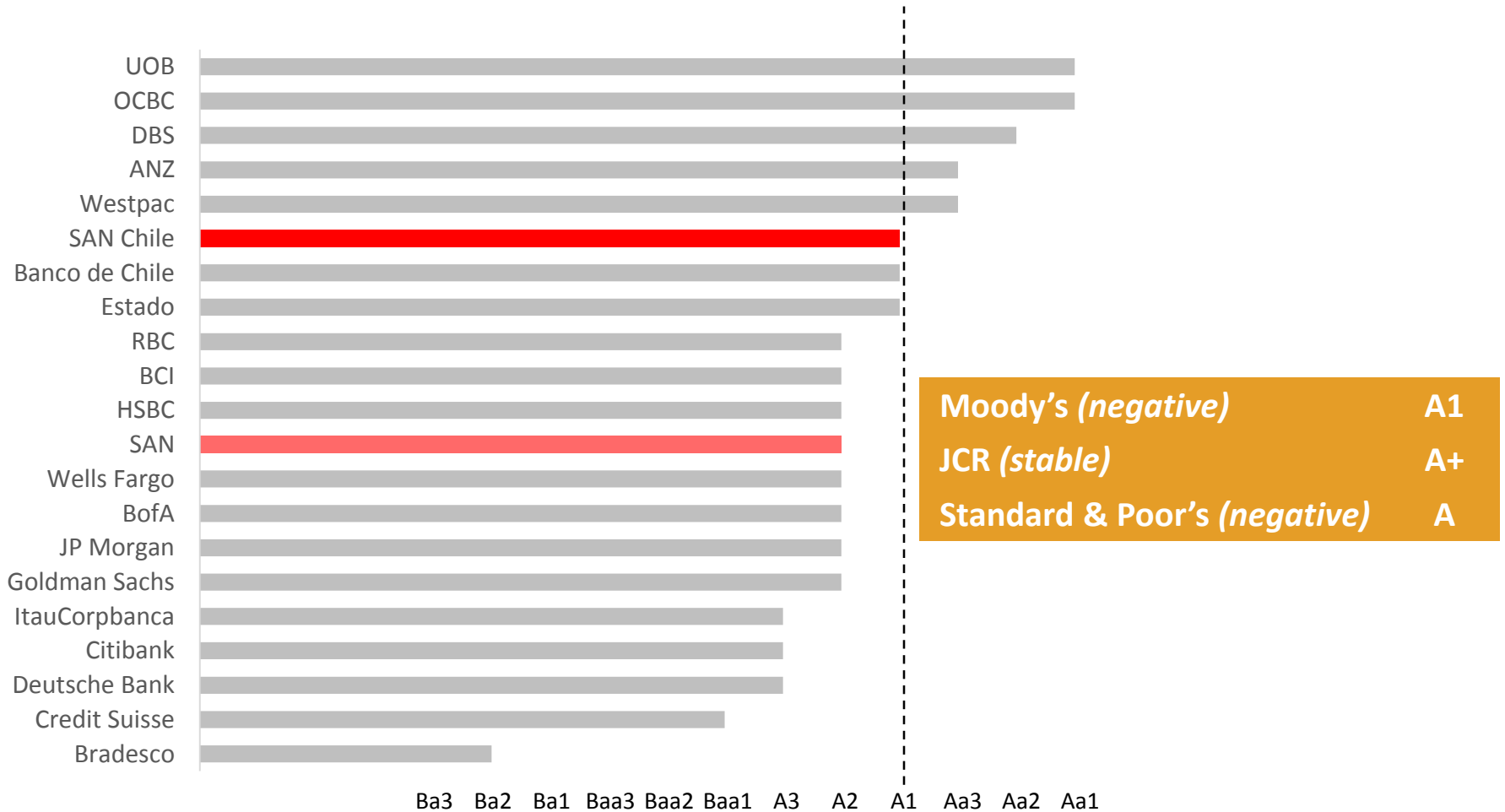


In August 2020, the CMF published new treatment for FOGAPE loan guarantees. Instead of computing as Tier II capital, it will now be included in the calculation of RWA with the risk weighting lowered from 100% to 10%. We issued US\$650 million in subordinated bonds during 2020.

# Balance sheet

## Among banks with best international rating

### Risk rating, Moody's scale



# AGENDA

COVID19: REGULATORY AND MACRO UPDATE

SAN CHILE: BALANCE SHEET

**SAN CHILE: STRATEGIC INITIATIVES UPDATE & RESULTS**

## ESG indexes



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

# #1

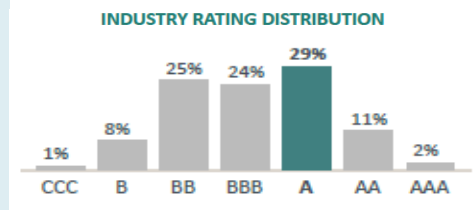
Among banks in Chile



Among retail banks:

# #8

of 270 in world



FTSE4Good

Included in Emerging Latam and Emerging Global



S&P IPSA ESG



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



# Strategic initiatives

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

Reactive loan growth in mass segment, rewarding positive financial behavior



More efficient and digital branches



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



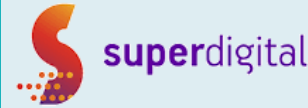
Higher client fidelity through the accumulation of miles and benefits



RUN THE BANK

CHANGE THE BANK

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



Give access to digital economy



Increase SME access to banks and to the digital economy



First insurtech in Chile, platform to compare and purchase insurance



Allows international transfers instantaneously and securely



Comparison platform for autoinsurance

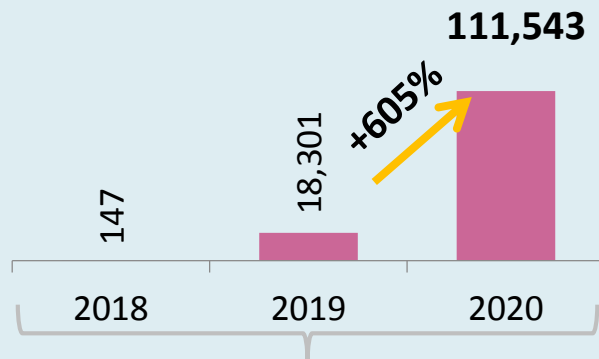
## Superdigital and Life opening record new accounts monthly



### Superdigital

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

#### New Superdigital clients each year



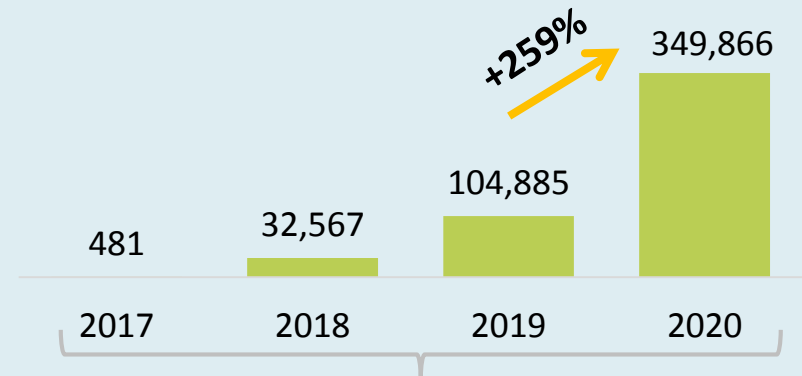
**+129,000**  
Total SD clients



### 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

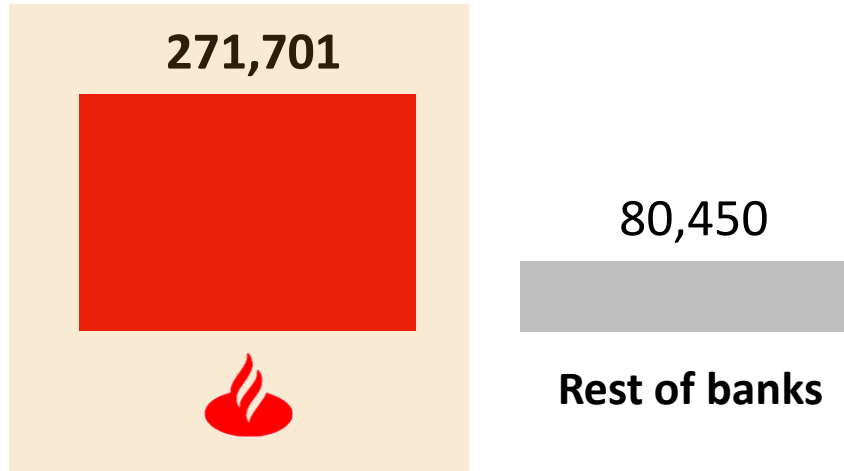


**+480,000**  
Total Life clients

## Strategic initiatives

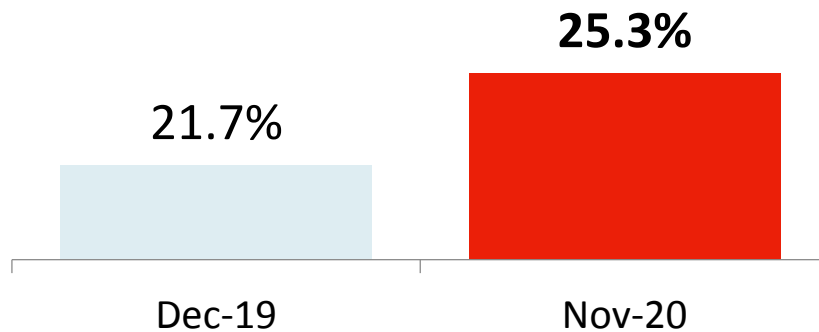
**Opening 3x more checking accounts than the rest of banks combined**

### Current account openings through 11M20<sup>1</sup>



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

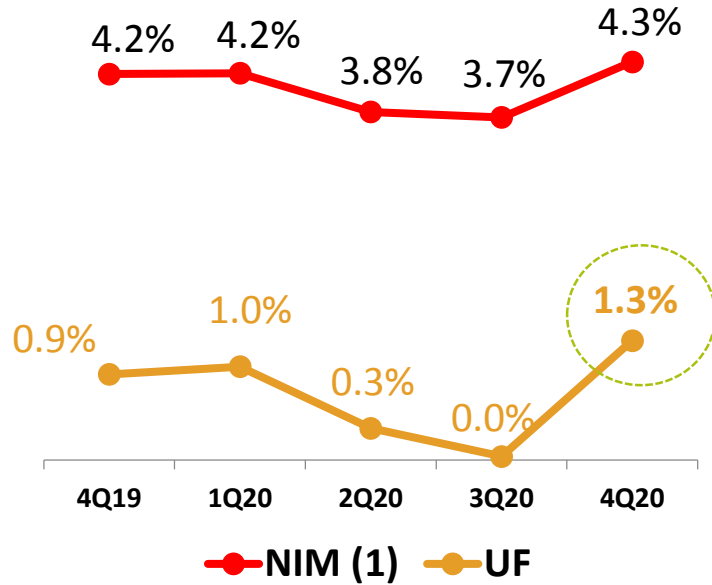
### Current account market share Santander Chile<sup>1</sup>



# Strategic initiatives

## NII increases 12.5% YTD

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



### Net interest income

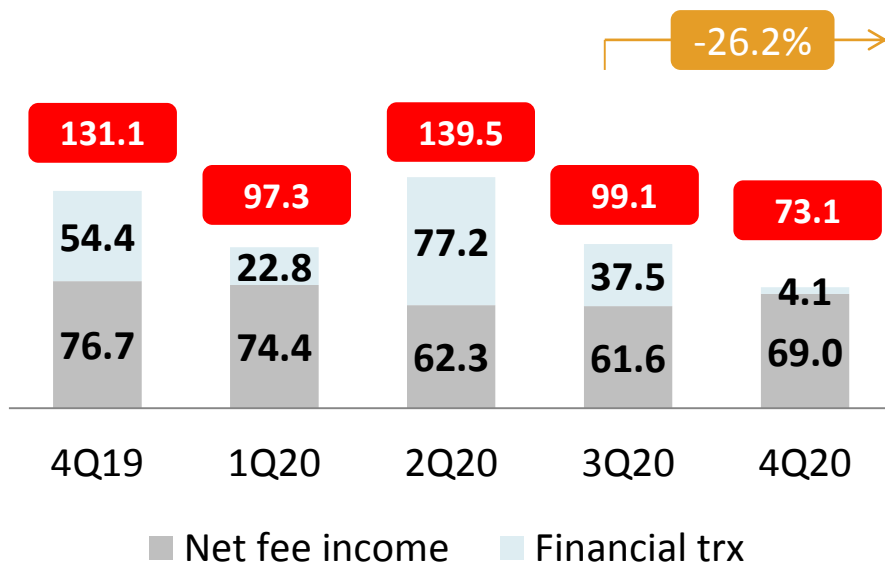
Ch\$ bn	12M20	YoY	QoQ
<b>Net interest income</b>	<b>1,594</b>	<b>12.5%</b>	<b>16.3%</b>
Avg. Int. earning assets	39,800	15.8%	0.1%
Average loans	34,436	9.7%	0.9%
Int. earning asset yield <sup>3</sup>	5.6%	-114bp	+205bp
Cost of funds <sup>4</sup>	1.60%	-108bp	+148bp
<b>NIM YTD</b>	<b>4.0%</b>	<b>-12bp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

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

## 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

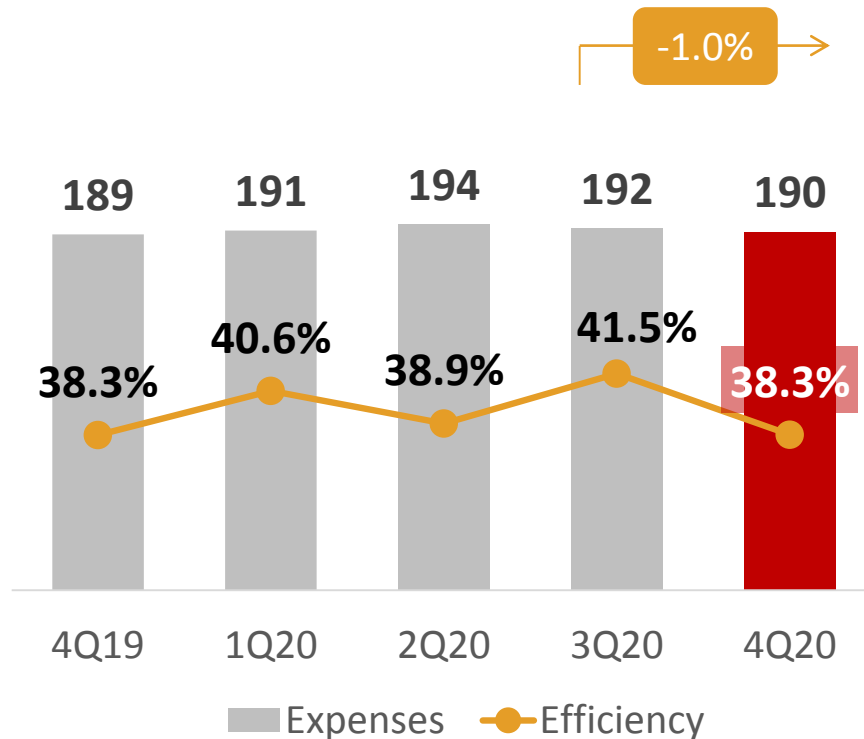
Ch\$ bn	12M20	YoY	QoQ
Client	145.2	4.4%	(21.2%)
Non-Client	(3.6)	(105.4%)	1,825.6%
<b>Total</b>	<b>141.6</b>	<b>(31.6%)</b>	<b>(89.2%)</b>

## Strategic initiatives

**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>



### Some guidance for 2021

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

# Annexes



# Annexes

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

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

# Annexes

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

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

# Annexes

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

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

# Annexes: Key Indicators

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

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

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

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

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

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

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

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

5. Provision expense annualized divided by average loans.

# Thank you.

Our purpose is to help people  
and business prosper.

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

## Simple Personal Fair



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

