

Banco Santander Chile Equity Presentation

Credicorp conference
September 2022



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 2021 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 Update

Potential growth opportunities in the Chilean financial system

Strategic Initiatives

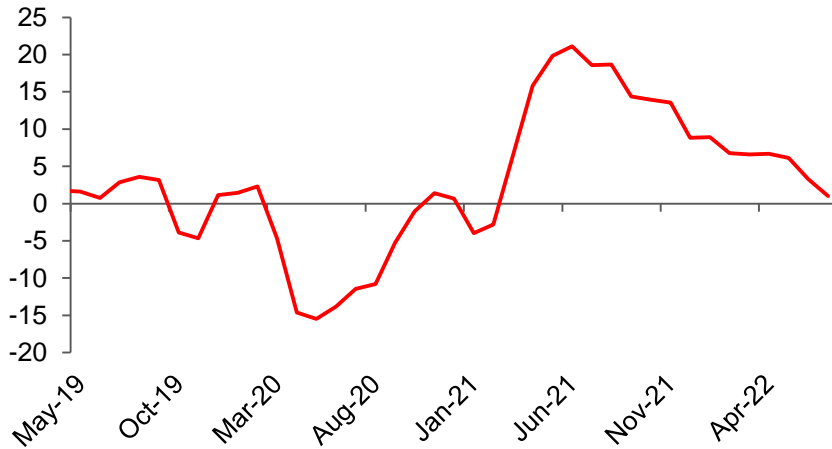
Balance Sheet and Results

Macroeconomic environment

Slowdown in activity and higher inflation

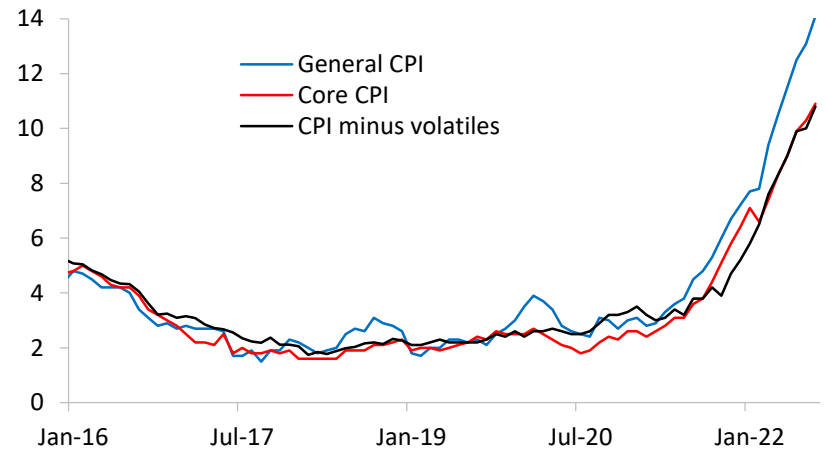
Monthly growth of economic activity

YoY % growth of monthly GDP data (IMACEC)



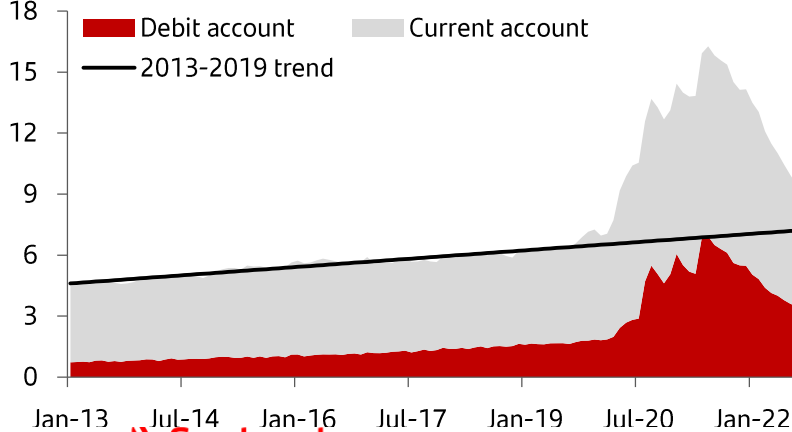
Inflation

% YoY



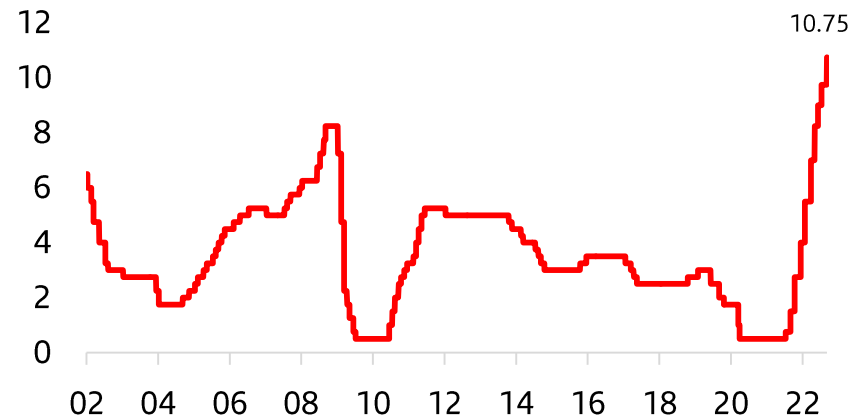
Liquid assets

% GDP



Monetary Policy Rate

% YoY

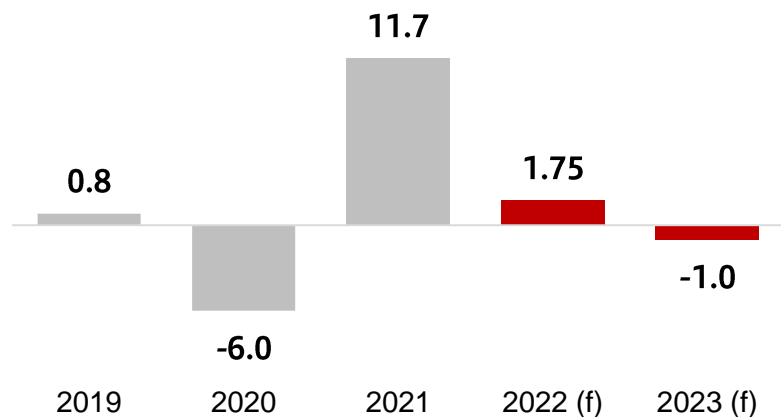


Macroeconomic environment

GDP will moderate to 1.75% in 2022

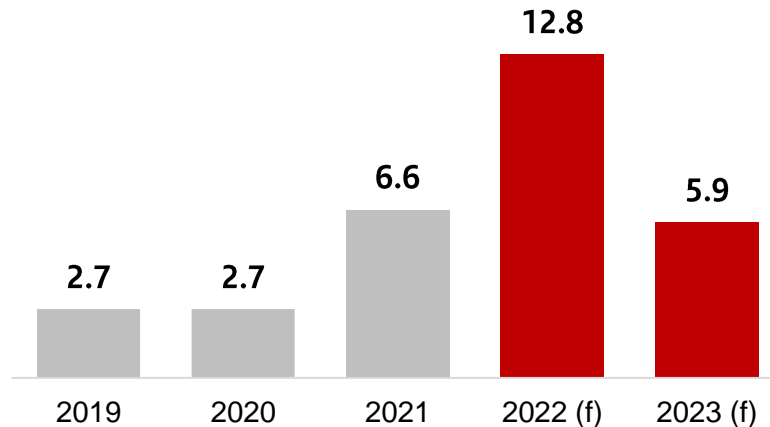
GDP growth

Annual growth %



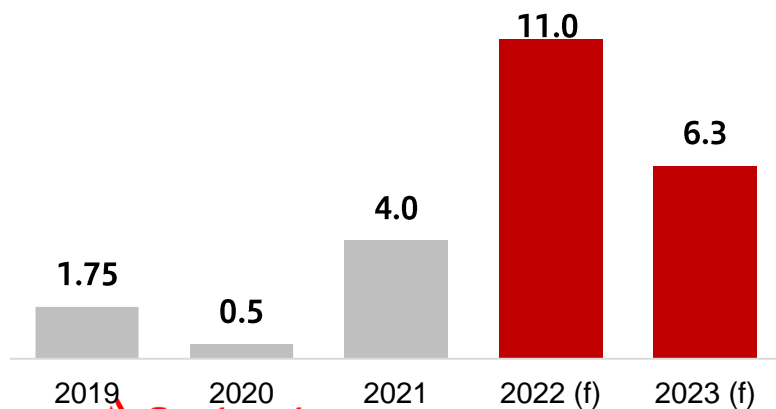
Inflation

Annual change in UF inflation, %



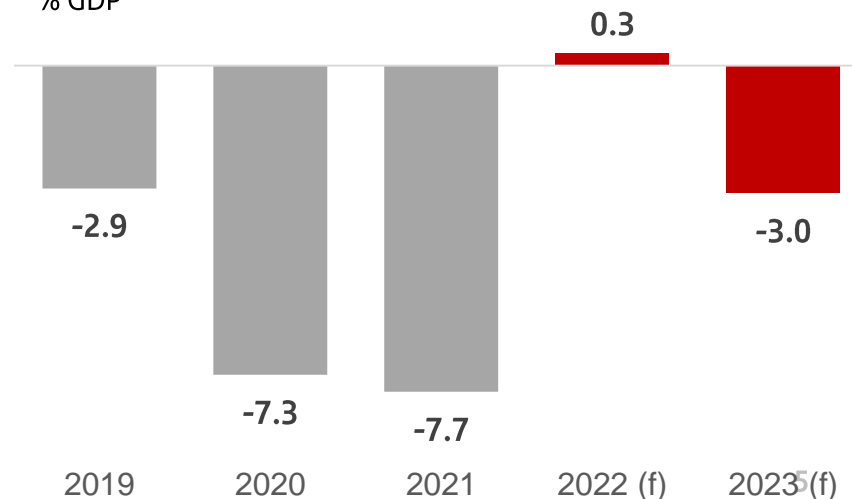
Monetary Policy Rate

%, eop



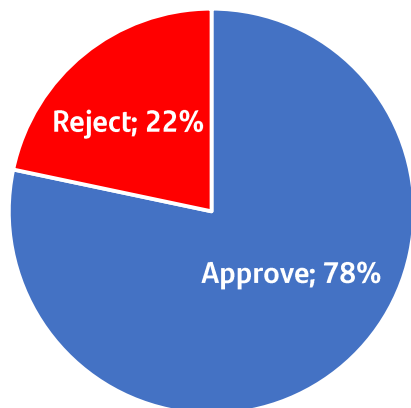
Fiscal deficit

% GDP

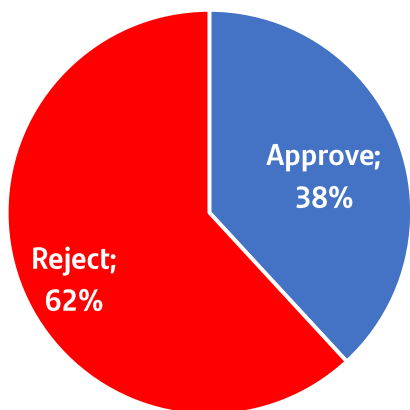


Constitutional reform process continues

Referendum Results 2020



New Constitution Text Results 2022




- In 2020, a vote was taken to write a new constitution for Chile, which obtained a 78% approval.
- In September 2022, the final text of the new constitution was rejected by 62% of the population.
- A new convention will probably be held which will conclude with a new and improved text in the next 12M.

Macroeconomic environment

Framework Law on Climate Change: Goals to 2050 are a window of opportunities for ESG financing

2025




Withdrawal/
reconvert 65% of
carbon thermoelectric



10,000-15,000 ha
protected urban
wetlands




Obligatory eco-
labelling (for
recycling)




Reuse and recycle
30% of pavement
waste



Recondition of
36,000 houses per
year



100% of new
residential buildings
must have electric
car chargers




100% of marine
areas protected




Roadmap for blue
carbon


2030




80% of renewable
energy




10% reduction of
energetic intensity




50% increase in glacial
stations network




100% of big mining
transport zero emission




15%-30% of the
threatened species will
have a recovery plan



100% of urban population
will have access to
sanitary services




50% of regions must have
policies for social
integration




Inclusive master plans for
cycle paths for all cities
over 50,000 hbts


2040




Total withdrawal/
reconversion of carbon
thermoelectric




20% Green H2 in fuel
matrix




100% of valleys with
strategic management




100% of urban
population with access
to landfills



100% buses & taxis
with zero emission




100% of vehicles zero
emission (2035)




40% reduction and
prevention of waste into
the sea and beaches


2050




100% renewable energy




30%-50% threatened
species with Recovery
Plan




75,000-100,000 ha
protected urban
wetlands




70% emission reduction
in industry and mining



100% traceability of
construction and
demolition waste



71% reconversion of
cargo vehicles to low/zero
emission



50% emission reduction
of ocean transportation

Agenda

Macro

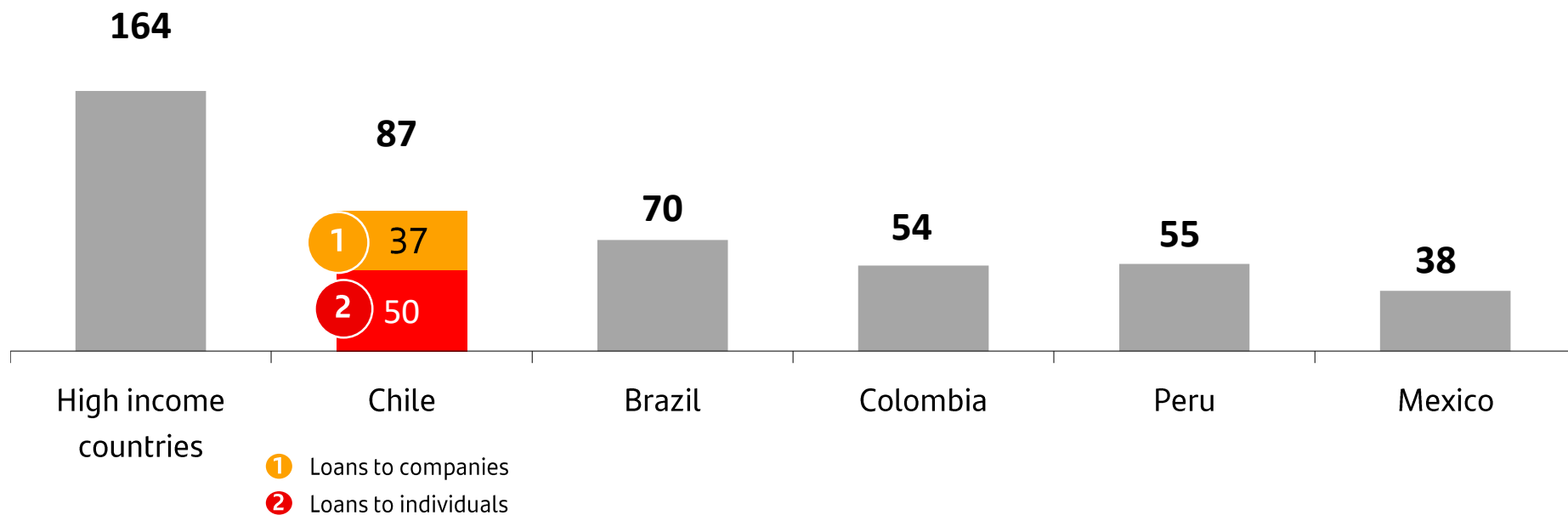
Potential growth opportunities in the Chilean financial system

Strategic Initiatives

Balance Sheet and Results

Where is there potential growth in the Chilean financial system?

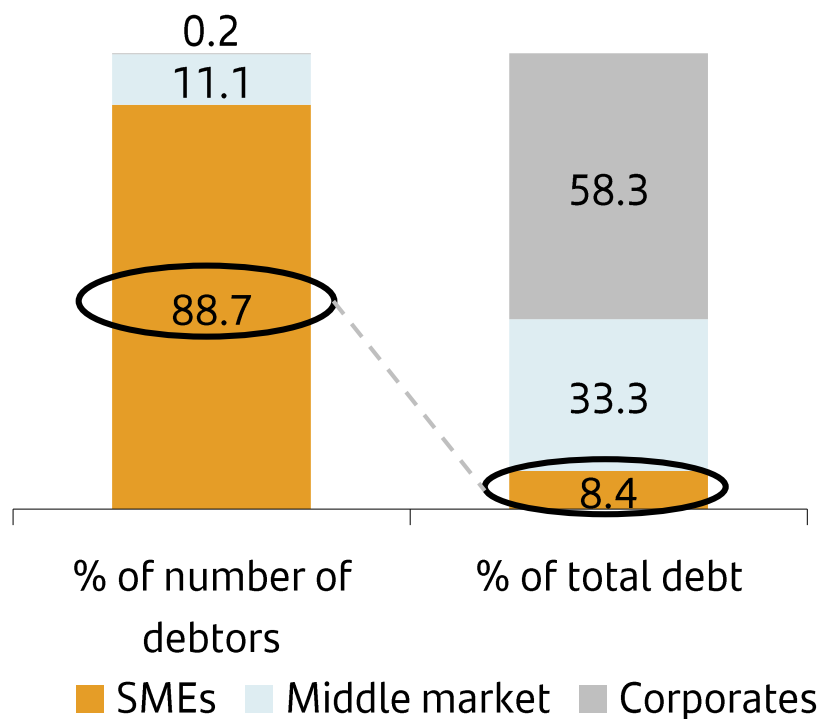
Loans to GDP (%)¹



1. World Bank 2020 Or latest available information. Source: World Bank, weighted by size of world economies. Chilean loan include bank and non-bank lending. Source Chile: Santander Chile based on information from BCCh and CMF as of June 2021

Commercial loans: High growth potential among SMEs and Middle-market of corporates

1 Loans to companies by size of client¹



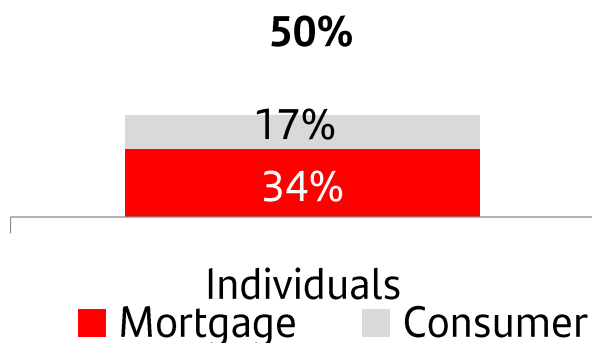
- The high commercial loan penetration is mainly due to the large corporates.
- 89% of companies are SMEs which in total have less than 9% of the total commercial debt.
- High demand for transactional and payment services among SMEs

1. Based on loan size data from CMF Chile May 2022.

Growth opportunities

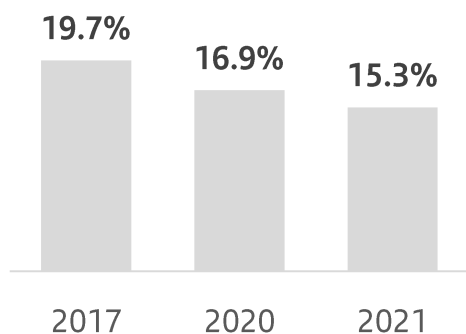
High growth potential for personal loans. Low household debt and financial burden

2 Loans to individuals over GDP¹

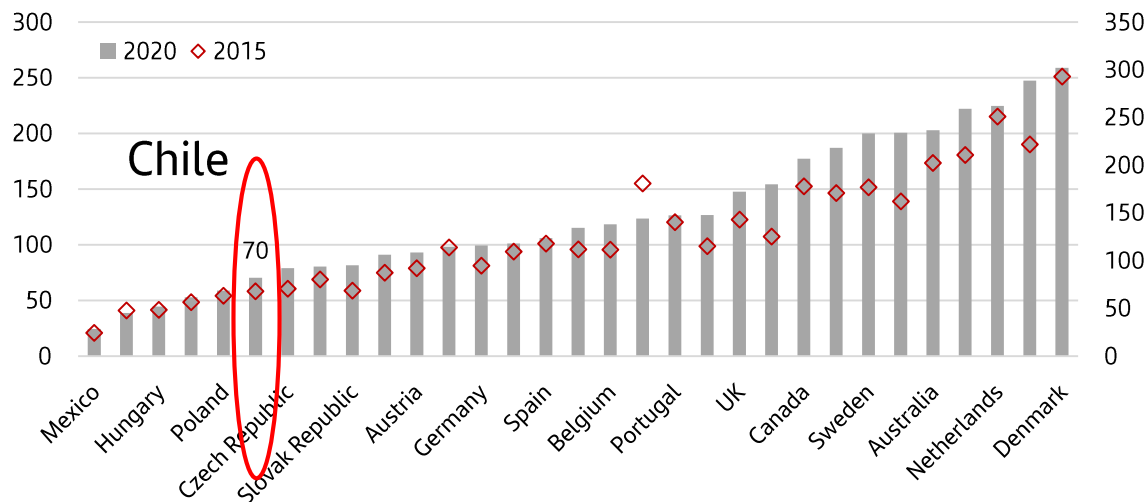


- Mortgages are 67% of individual debt.
- Consumer loan penetration is relatively low.

Financial burden²

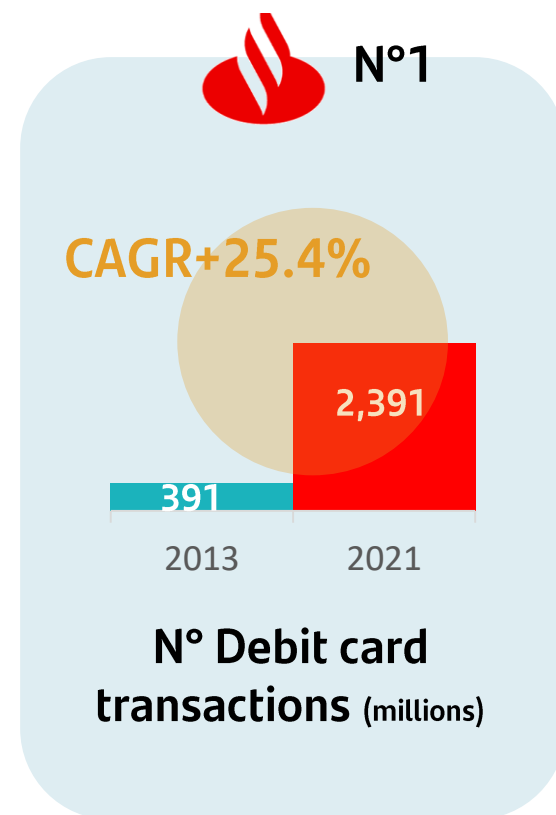
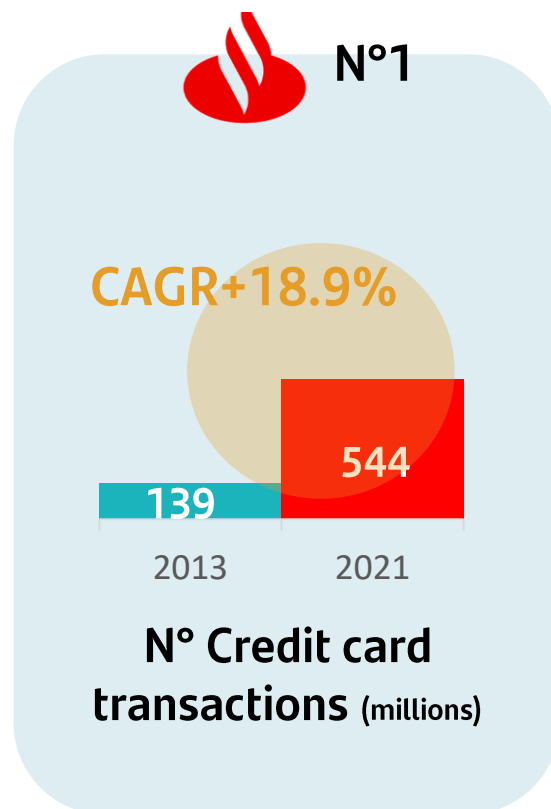
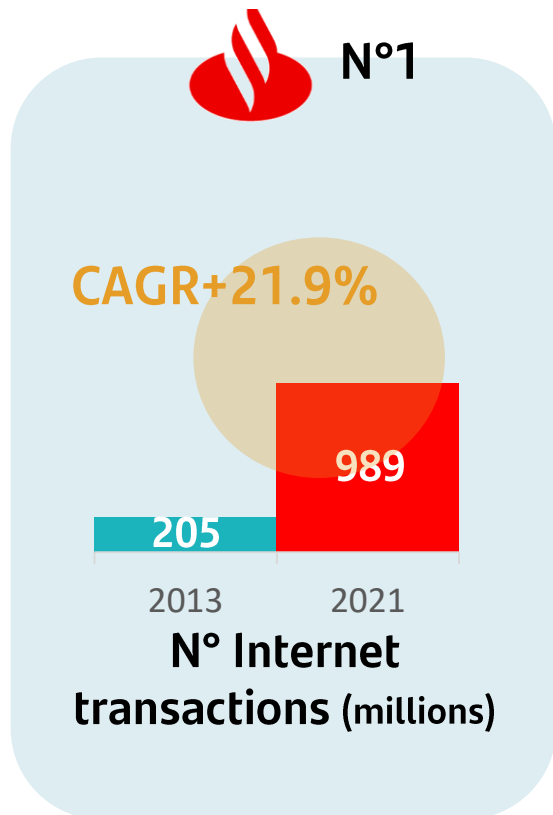


Household debt as a percentage of disposable income³



Strong growth in digital payment methods

Growing payment methods in Chile

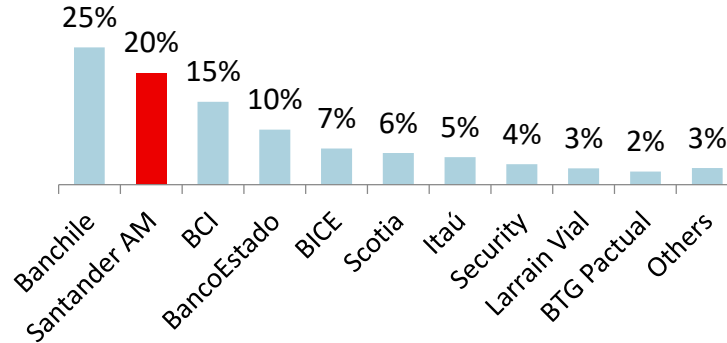


Growth opportunities

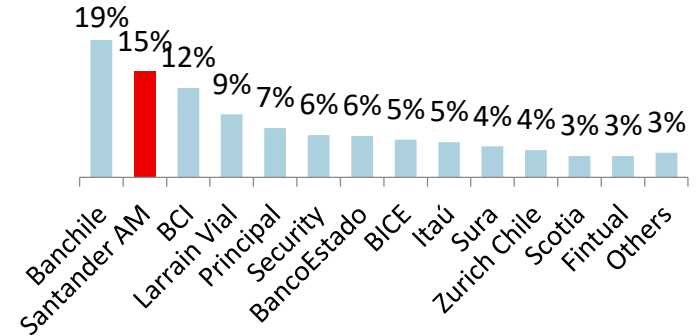
High growth potential in asset management and insurance brokerage

Mutual funds

Money-Market Fund Market Share¹



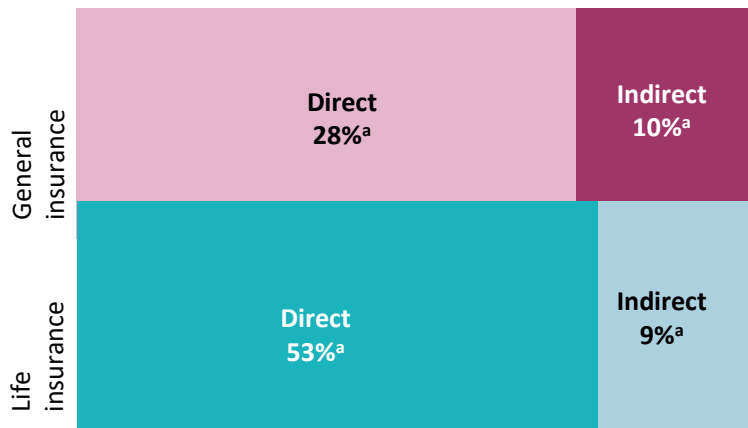
Equity/Mixed Fund Market Share¹



Note: Banco Santander Chile is the exclusive broker of mutual funds managed by Santander Asset Management S.A. Administradora General de Fondos, a subsidiary of SAM Investment Holdings Limited.

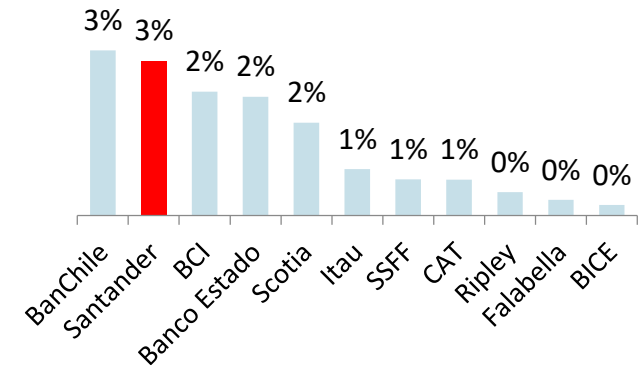
Insurance Market

Total insurance market: U.S.\$ 12.1 billion



a. Share of total insurance market

Bancassurance Market Share²



Agenda

Macro & Covid Update

Potential growth opportunities in
the Chilean financial system

Strategic Initiatives

Balance Sheet and Results

Santander Chile is the nation's leading bank

Figures in US\$



Business and Results	6M22(US\$)	YoY¹
Gross Loans	41.4 bn	10.0%
Deposits	30.0 bn	-6.3%
Equity	3.9 bn	7.4%
Attributable profit to parent	565 mm	40.9%
ROE	28.7%	+760bp
Network and Customers	6M22	Market Share
Clients	4.0 mn	29.1% ²
Digital Clients	2.0mn	34.5% ³
Offices	310	18.8%
Market Share	6M22	Rank
Loans ⁴	17.6%	1
Deposits ⁴	17.4%	1
Checking accounts ²	29.1%	1
Bank credit cards ⁵	23.6%	1

1. Variations with constant USD 2. Market share of clients with checking accounts, as of May 2022. 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 April 2022. 4. Excludes loans and deposits of Chilean banks held abroad as of June 2022. 5. Market share in terms of monetary amount of credit card purchases, as of May 2022.

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



Encourage bankerization of SMES and support micro entrepreneurs



More efficient and digital branches



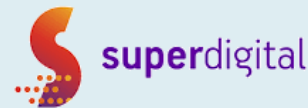
Become more sustainable through eco-friendly initiatives (i.e. Carbon footprint compensation)



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



Comparison platform for auto insurance

Santander Life: rapid growth and monetization

Surpassing 1 million clients!



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

US\$950 million

In demand deposits

US\$316 million

In consumer credit¹

+68%

Gross operational income
Jun.22/Jun.21

+30%

Active clients

+46%

Loyal clients

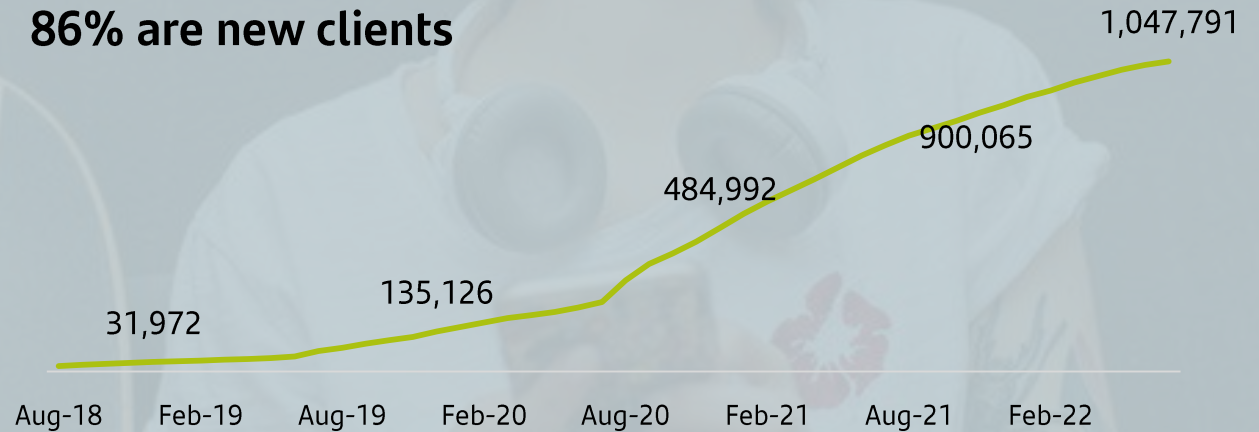
Life Clients

86% are new clients

▲ 56% Consumer credit growth²

▲ 44% Mutual funds growth²

▲ 203% Time deposit growth²



1. Includes consumer, credit card 2. YoY growth in balance of each product, as of June 2022

Superdigital: rapid growth among previously unbanked population

Superdigital

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

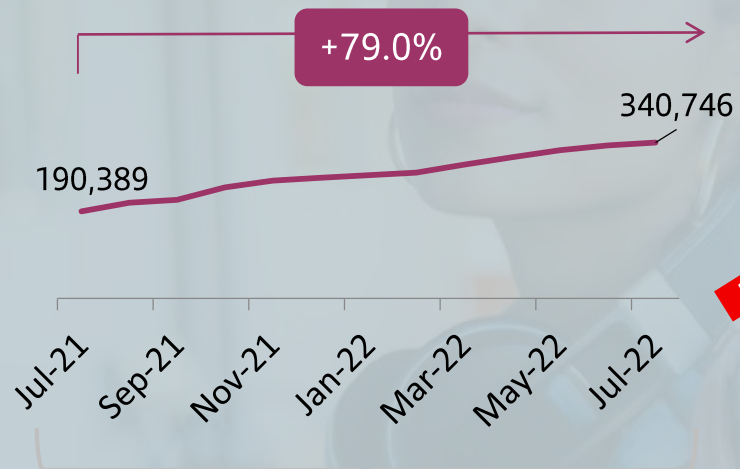
Underserved population

4.5 million people with income < Ch\$400 thousand (U.S.\$ 7 thousand a year)

Traditional credit market 3.2 million people



Superdigital clients



340,746
Total SD clients

ALLIANCES



Cornershop

Uber



Todas Conectadas

UN Women, Mastercard & Microsoft to give digital tools for women entrepreneurs

Getnet's success continues

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



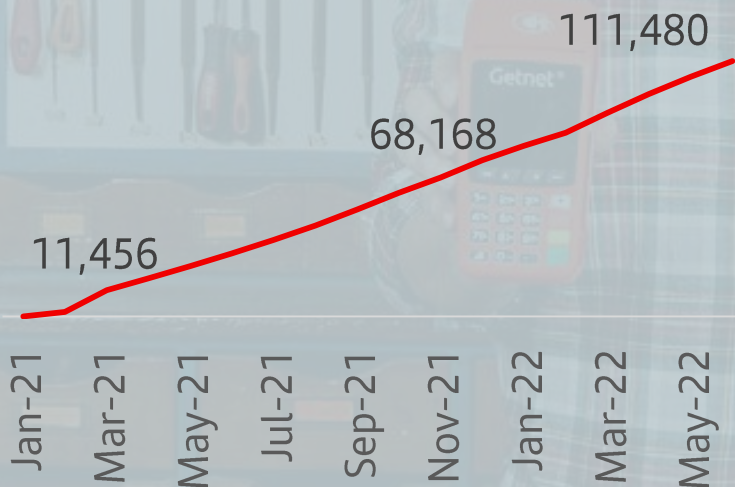
- Ecommerce launched in 1H22
- Market share of 14% of POS as market expands
- Breaking even in 2Q22.

By Santander



Imágenes de POS referenciales

Total POS



~111k

POS sold

94%

Of clients are SMEs

Ch\$318 billion

Monthly sales through Getnet

99%

POS sold through the Bank's network

Accepts all cards, with following brands:



Ch\$9 billion

Fees during 6M22

Supporting Micro entrepreneurs



Ch\$2,500 (monthly) +
Ch\$ 19,990
one-off for mPOS

For individuals that want a current account for their business

Includes:

- Debit card
- Digital platform
- Full use of domestic ATMs free-of-charge
- Unlimited free transfers
- No requirement of prior relationship with Santander or minimum sales
- No limit to balances of monthly deposits.

mPOS

- Same-day sales deposit
- Collect payments from mobile phone
- Accepts all cards and payments in installments



First six months
free and Ch\$10,000
(monthly)

For companies that want a current account for their business



Government program which enables anyone to open a company in one day online.

These companies seek to open a no-fuss, 100% digital account that does not need any sales history.

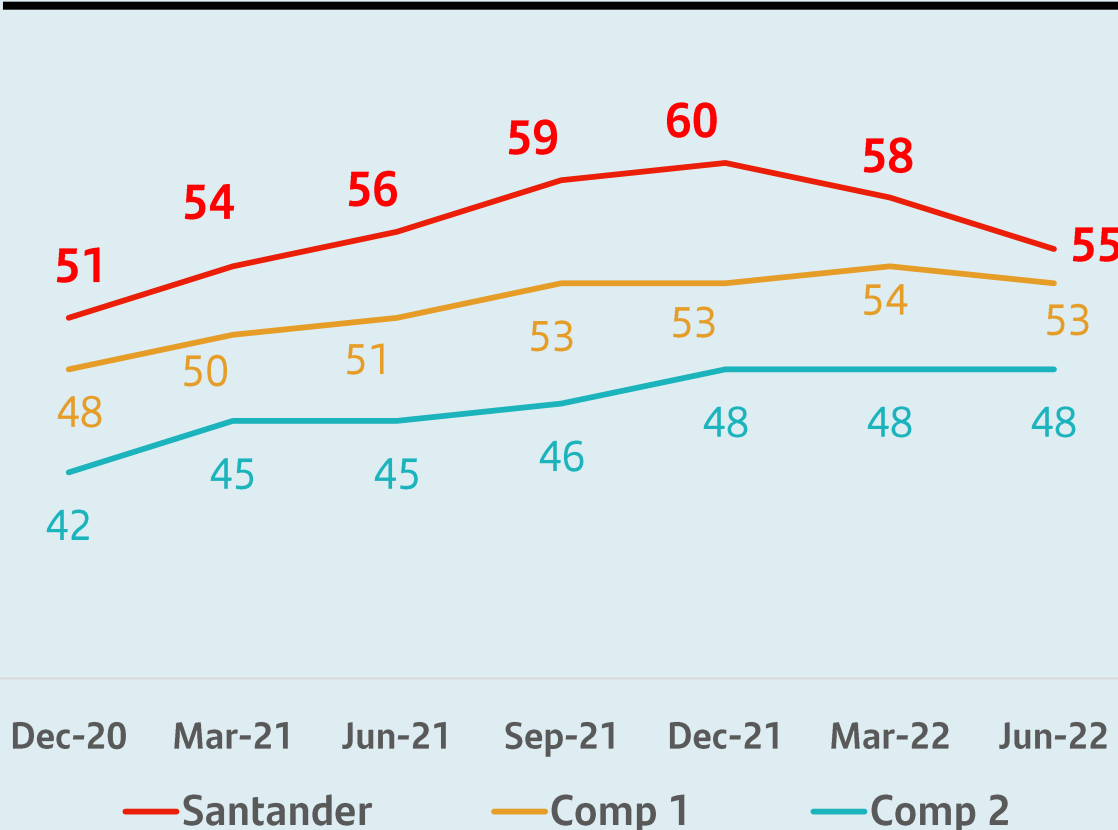
Includes:

- Current account with unlimited transfers and balance
- Use of Office Banking APP
- No requirement of prior relationship with Santander or minimum sales

Opened 100% online
Both launched during 1Q2022

Leading our competitors in NPS improvements

Net Promoter Score (NPS)¹



66
points
Contact center

69
points
Web page

69
points
App



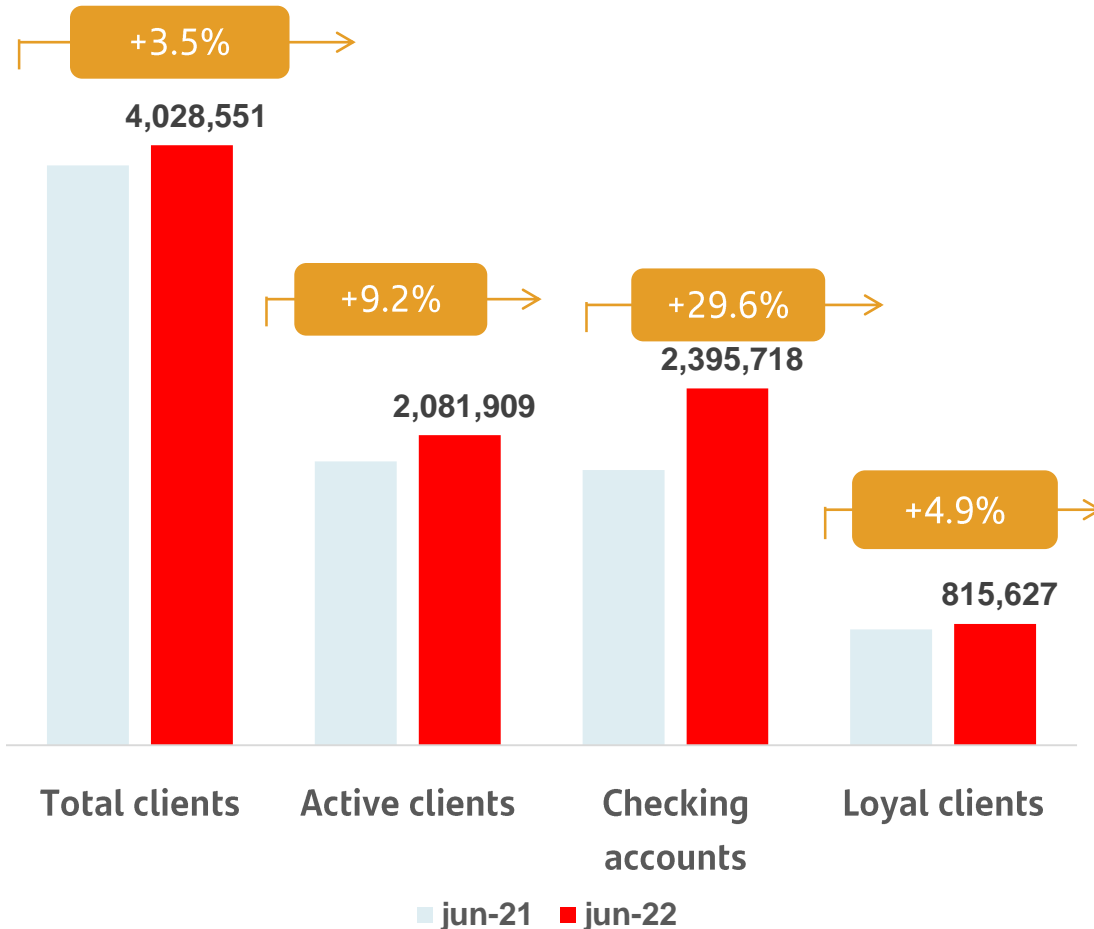
1.. Source: Study by Activa for Santander with a scope of 60,000 surveys to our own clients and over 1,200 surveys to each competitor's clients. Measures the Net Global Satisfaction and Net Promoter Score in three main aspects: service quality, product quality, and brand image. % of clients that value with grade 9 and 10 subtracted by clients that value with grade 1 through 6. Audited by an external provider.

Strategic initiatives

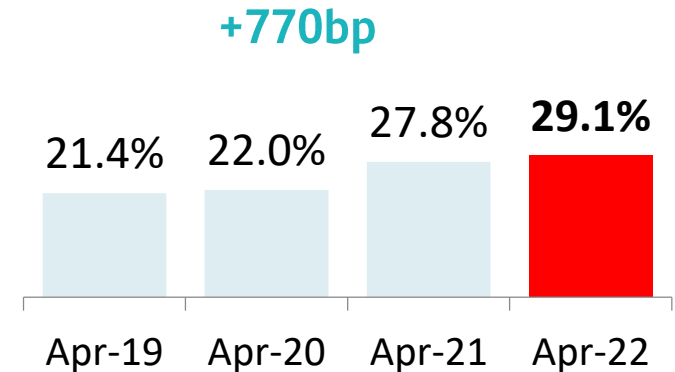
Strong momentum in current account openings continues

Evolution of client base¹

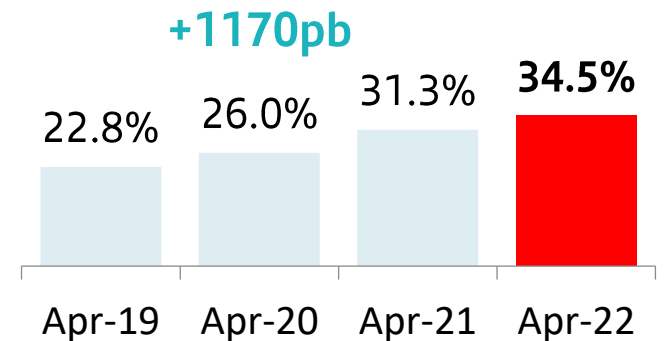
% chg Jun 2022/Jun 2021



Current account market share Santander Chile²



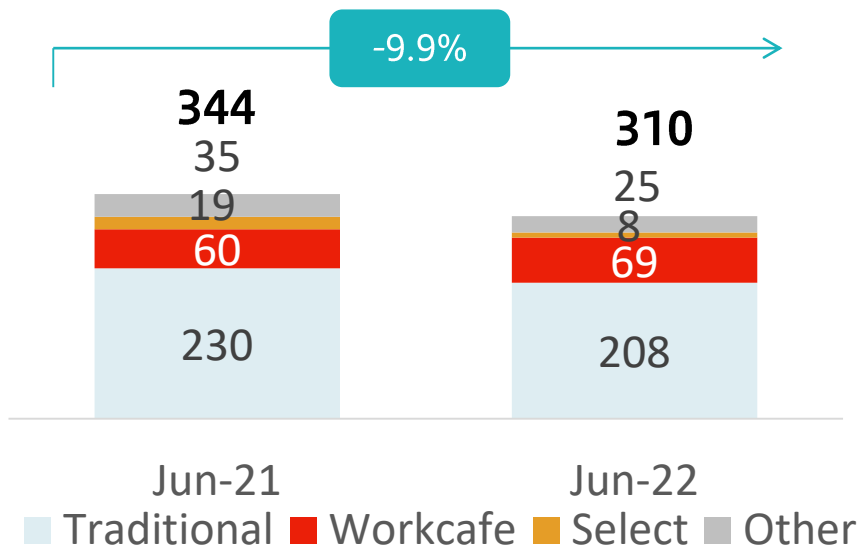
US\$ Current account market share Santander Chile²



- Active clients: Clients that have a minimum average balance and/or transactionality. Checking accounts: Number of current account + Superdigital accounts. Loyal clients: 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.
- Source: CMF as of last available information as of April 2022.

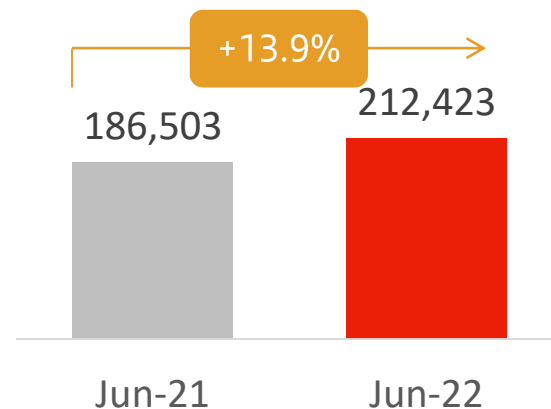
Digital initiatives & Work Café drive rise in productivity indicators

Branches



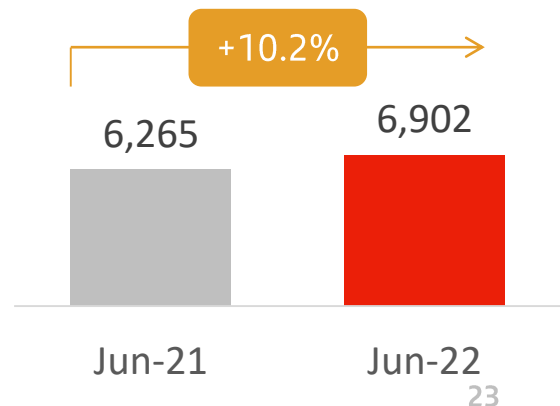
Productivity per point of sale

Volumes¹ per point of sale, Ch\$m



Productivity per employee

Volumes¹ per point of sale, Ch\$m



Work Café / Santander

COMUNIDAD



- Market place with over 6000 shops
- Job search facilities
- Work Café school
- Business tools- website design
- Informative talks
- No tellers
- Cash-less
- 3 x 1 ratio Front vs back personnel

1. Volumes= loans + deposits



Progress with our 10 commitments of responsible banking

Our commitments

1. Best Company to work for in Chile
2. Women in managerial positions
3. Eliminate gender pay gap
- 4. People financially empowered**
5. Sustainable financing
- 6. Energy from renewable sources**
7. Carbon neutral
8. Eliminate single-use plastics
9. Scholarships, internships, entrepreneurship programs
10. Support people through our community contribution programs

2,052,547 since 2019
Target of 4 million by 2025

Our first solar plant will initiate operations in September, generating some 300kw. 3 more plants scheduled to start operations in 2022



Agenda

Macro Update

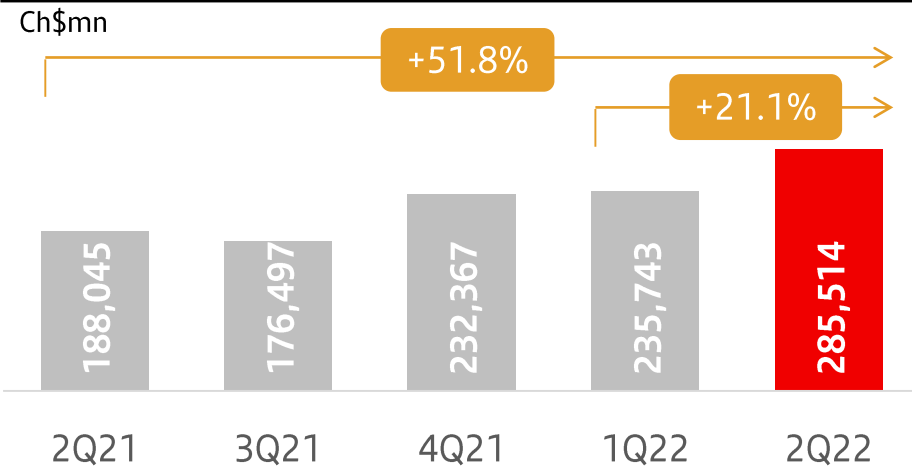
Strategic Initiatives

Potential growth opportunities in
the Chilean financial system

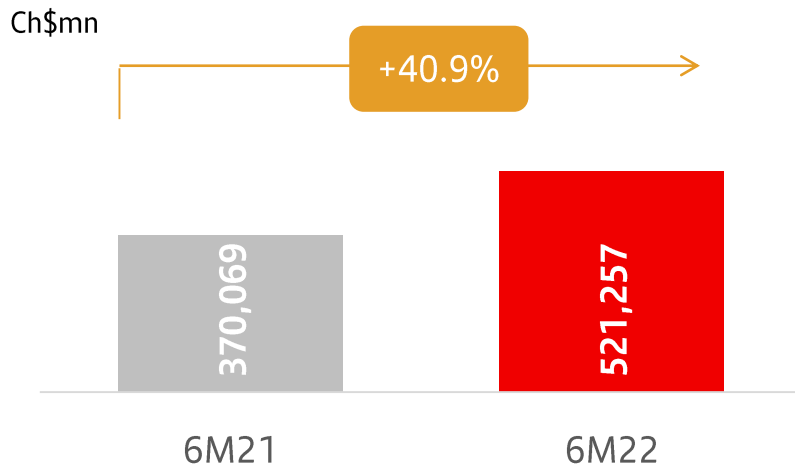
Balance Sheet and Results

Strong results in 2Q22 and 6M22

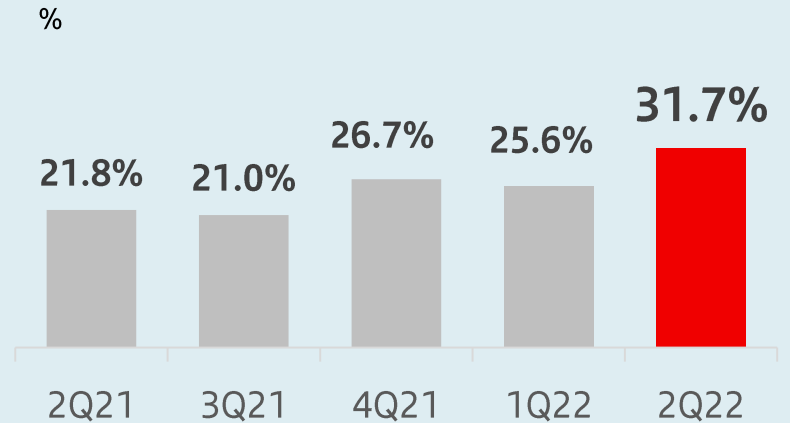
Quarterly net income attributable to shareholders



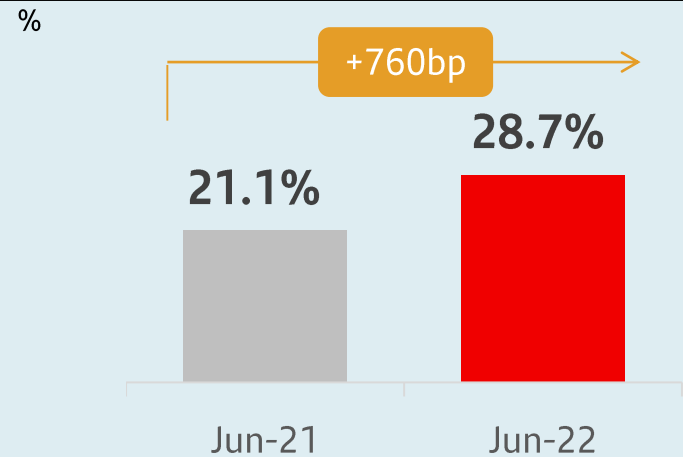
YTD Net income attributable to shareholders



Quarterly ROE

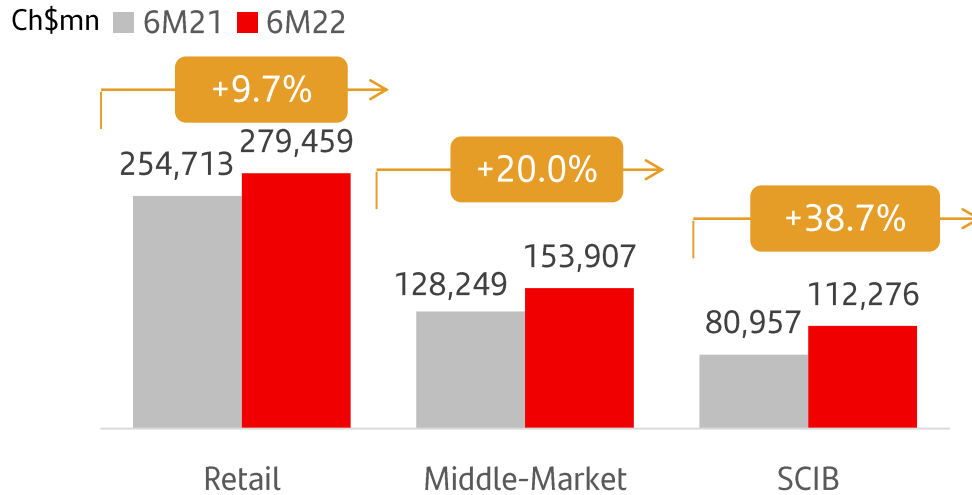


YTD ROE

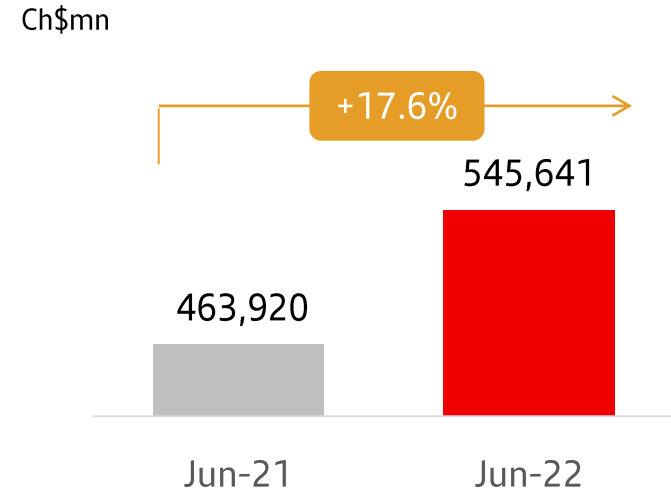


Solid results from business segments in 6M22

YTD Net contribution by segment

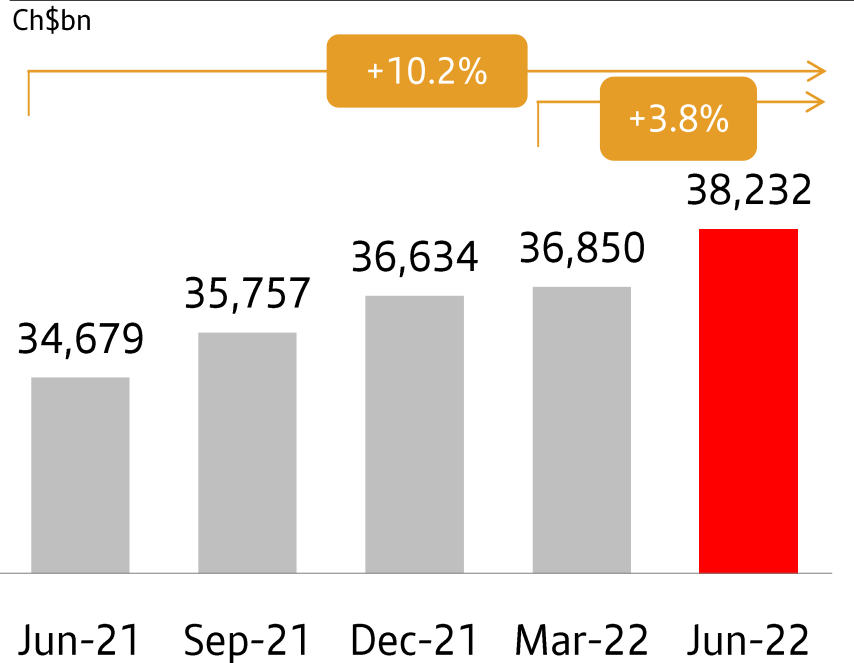


YTD Net contribution from segments



Loan growth led by corporates and consumer

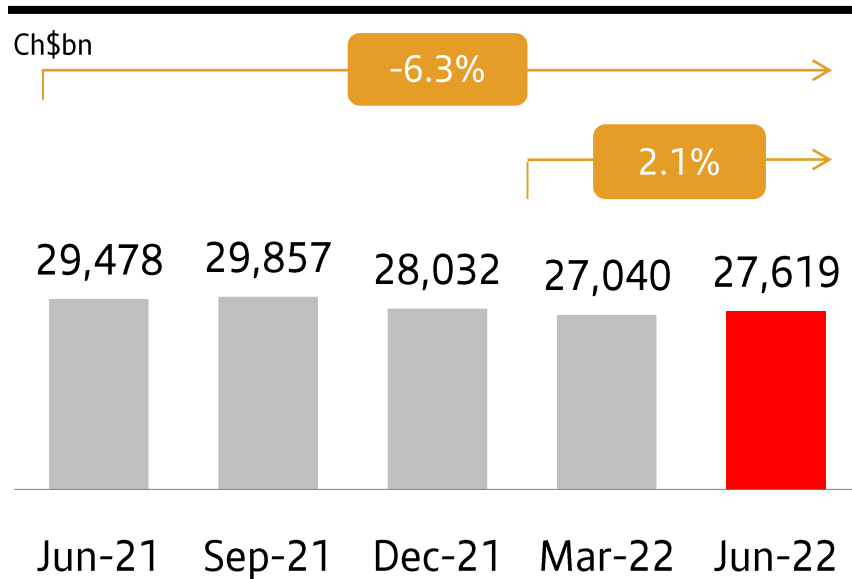
Total Loans



Ch\$ bn	6M22	YoY	QoQ
Individuals ¹	22,249	11.8%	3.3%
Consumer	5,101	6.9%	1.5%
Auto loans ²	836	51.0%	5.2%
Mortgages	14,723	13.5%	4.0%
SMEs	4,080	(17.2%)	(2.9%)
Retail	26,329	6.0%	2.3%
Middle Market	9,077	10.2%	4.7%
Corporate (SCIB)	2,714	77.0%	12.8%
Total³	38,232	10.2%	3.8%

As MPR increases clients begin to shift to time deposits

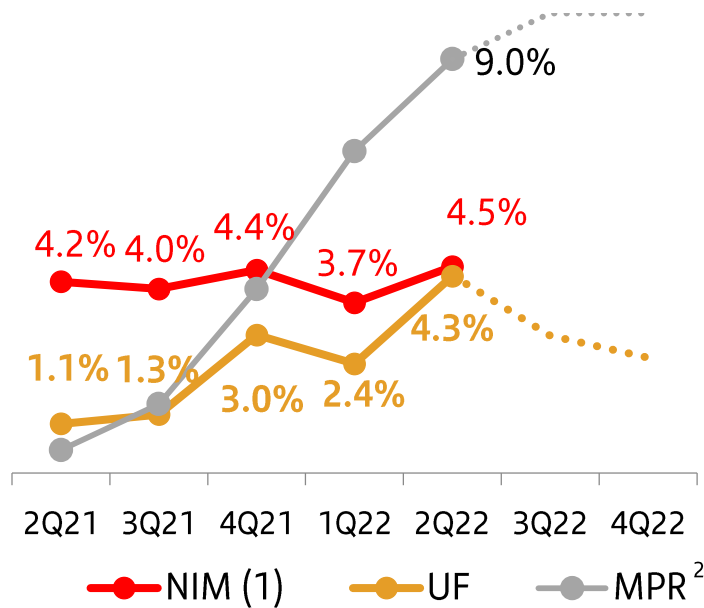
Total Deposits



Ch\$ bn	6M22	YoY	QoQ
Demand deposits	15,726 (11.3%)	(6.8%)	
Time deposits	11,893	1.2%	17.1%
Total Deposits	27,619 (6.3%)	2.1%	
Mutual funds ¹	8,013 (3.5%)	3.1%	
LCR²	153.3%		

NIM of 4.1% in 6M22

NIM¹ & Inflation

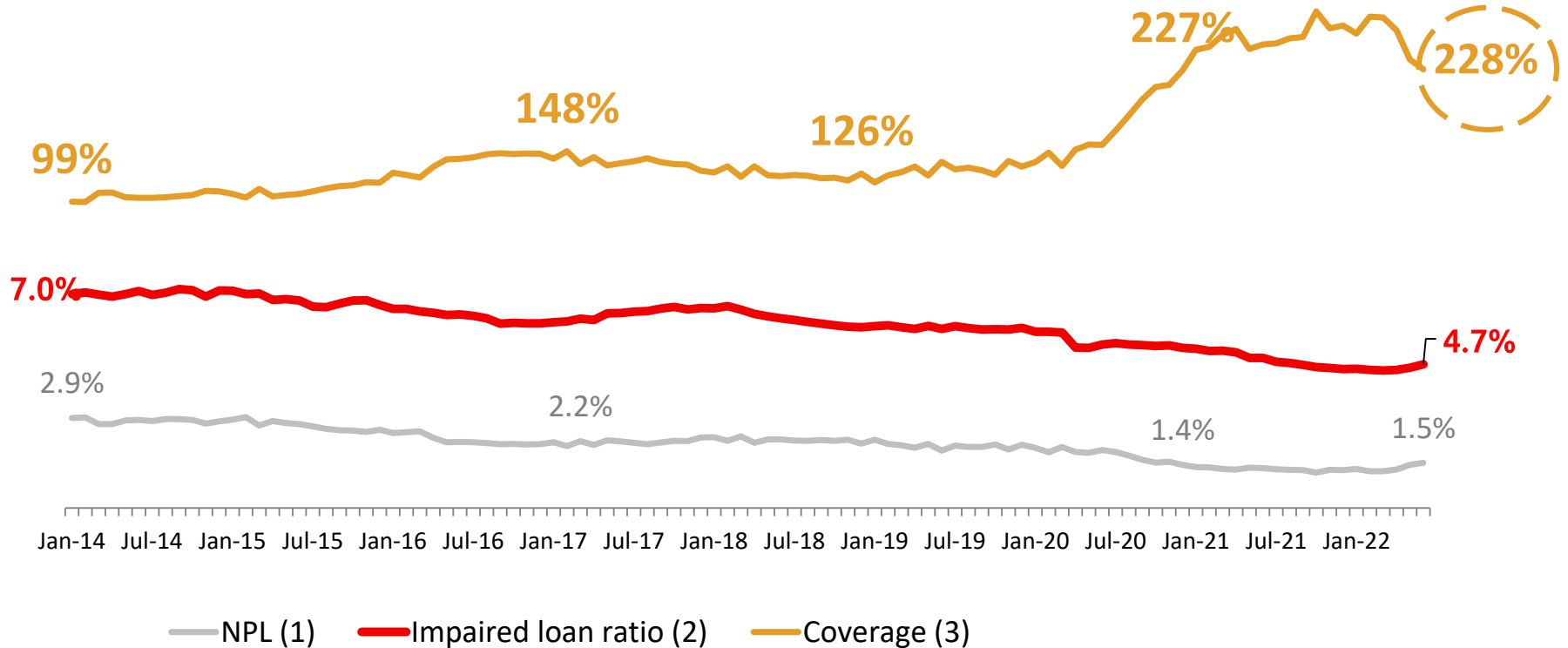


Net interest income

Ch\$ bn	6M22	YoY	QoQ
Retail	567	9.7%	0.6%
Middle-market	190	16.6%	1.6%
SCIB	71	54.8%	10.5%
Other	130	(1.8%)	565.4%
Net income from interest and readjustments	958	11.7%	24.0%
Avg. Int. earning assets	46,858	12.7%	2.3%
Average loans	37,264	8.4%	2.3%
Int. earning asset yield ³	7.9%	+287bp	+289bp
Cost of funds ⁴	4.0%	+330bp	+218bp
NIM YTD	4.1%	-9bp	+78bp

Asset quality remains at historically low levels

NPLs, Impaired and coverage of NPLs

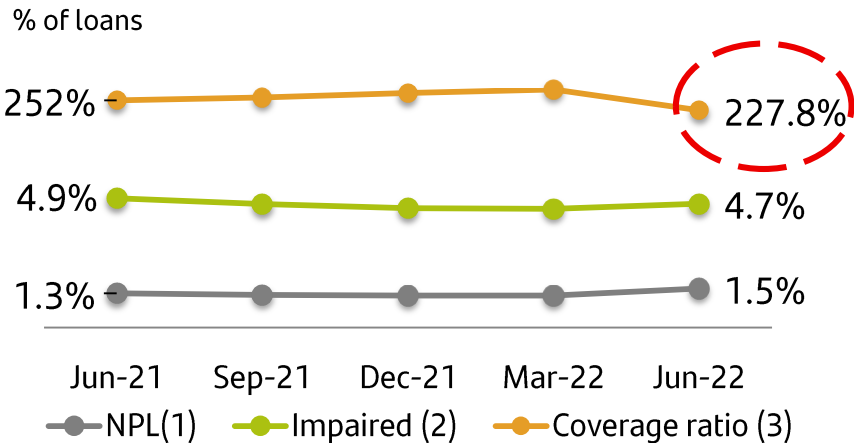


1. 90 days or more NPLs. 2. NPLs + restructured loans. 3. Loan loss reserves over NPLs, includes additional provisions of Ch\$16 billion in 4Q19, Ch\$110 billion 2020, Ch\$24 billion for 1Q21, Ch\$18 billion for 2Q21, Ch\$30 billion for 3Q21 and Ch\$60 billion for 4Q21. During the 1H22 there were no additional provision constituted.

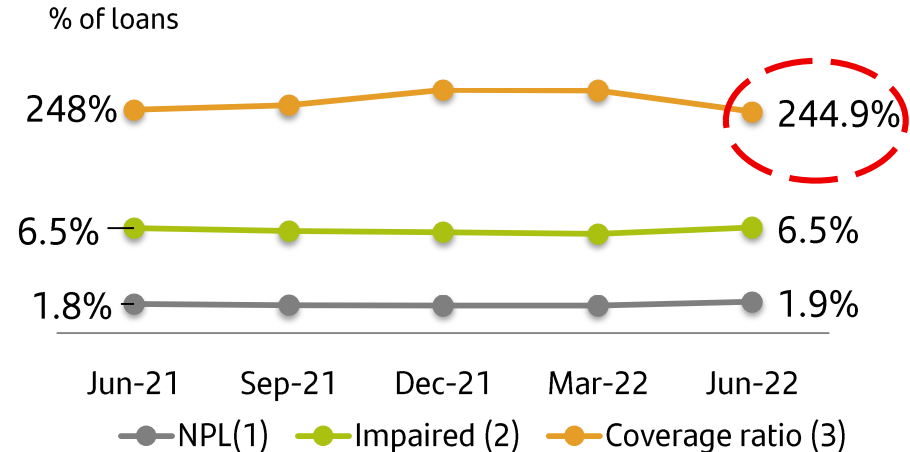
Balance sheet & results

Asset quality levels should gradually return to pre-pandemic levels

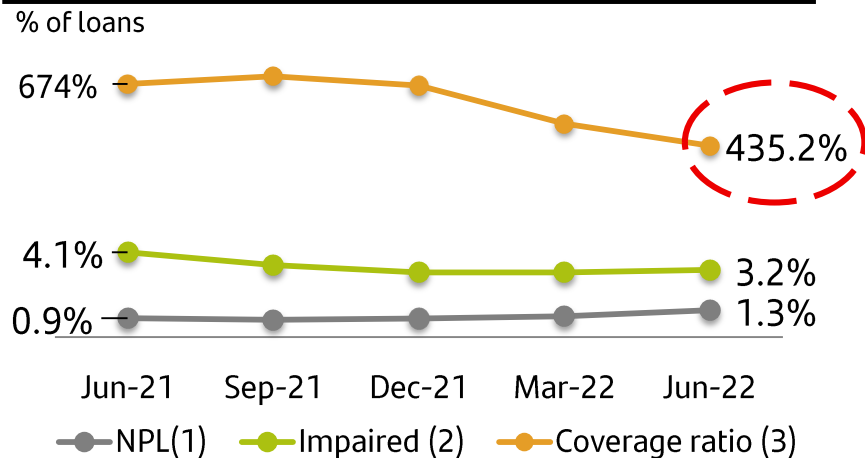
Total loans



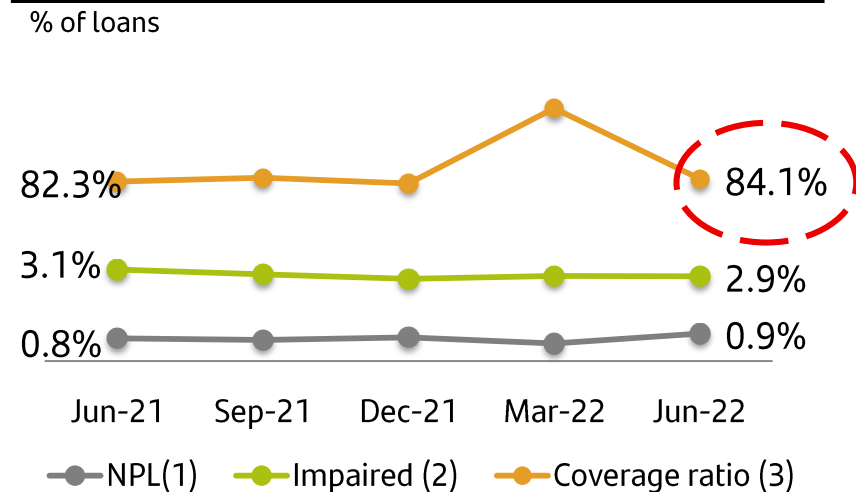
Commercial loans



Consumer loans



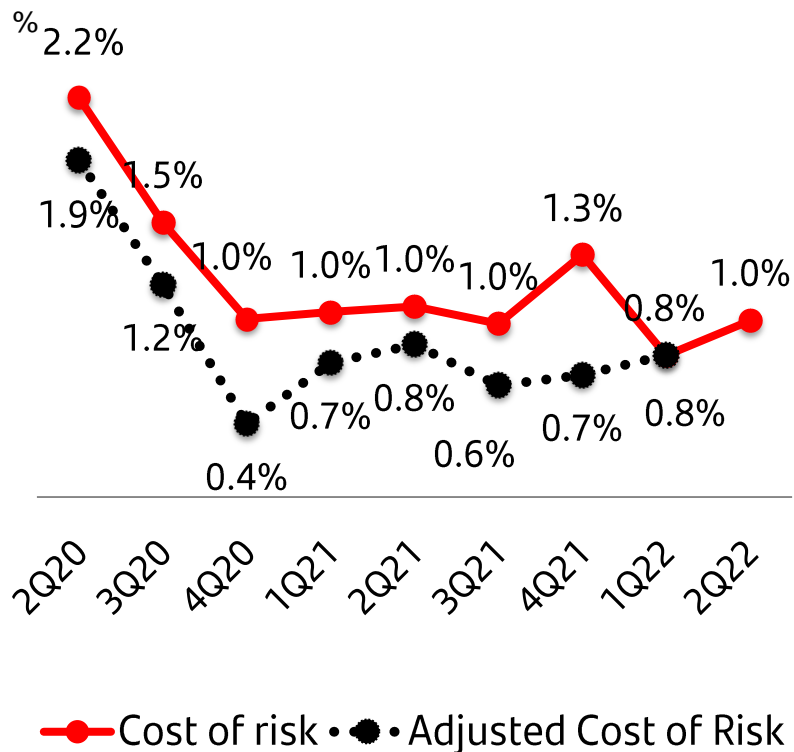
Mortgage loans



1. 90 days or more NPLs. 2. NPLs + restructured loans. 3. Loan loss reserves over NPLs, includes additional provisions of Ch\$16 billion in 4Q19, Ch\$110 billion 2020, Ch\$24 billion for 1Q21, Ch\$18 billion for 2Q21, Ch\$30 billion for 3Q21 and Ch\$60 billion for 4Q21. During the 1H22 there were no additional provision constituted.

Cost of credit at 0.9% YTD

Quarterly cost of risk^{1,2}

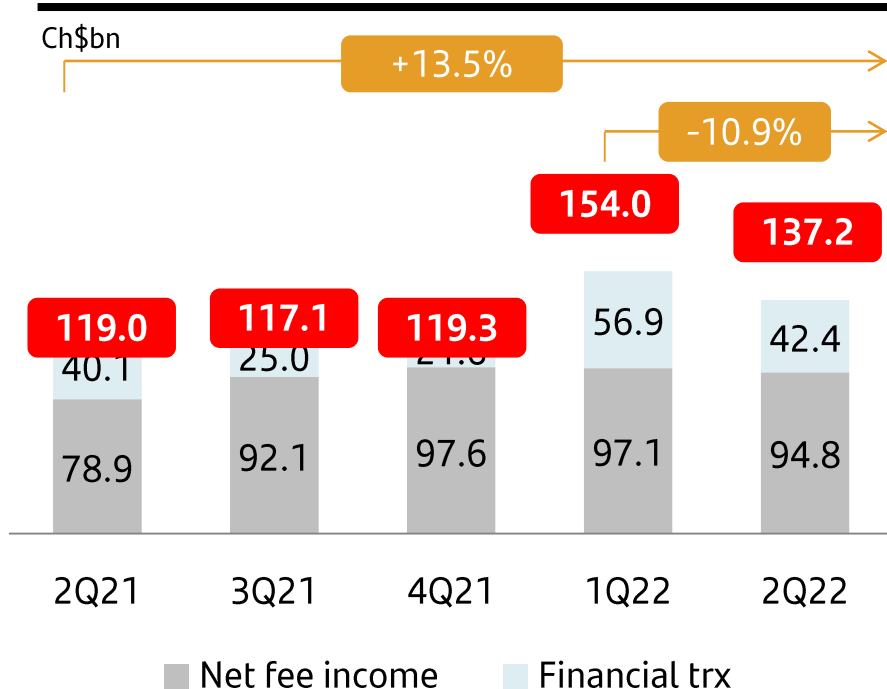


Provision for loan losses

Ch\$ bn	6M22	YoY	QoQ
Gross provisions and write-offs	(207.8)	(2.8%)	(74.3%)
Recoveries	45.2	26.8%	(64.7%)
Provisions	(162.6)	(8.7%)	(76.2%)
Cost of risk(YTD)	0.9%		

Digital platforms drives client growth and fees

Fees & financial transaction



Fees

Ch\$ bn	6M22	YoY	QoQ
Card fees	48.2	7.1%	(10.8%)
Getnet	9.2	800.7%	71.0%
Asset management	27.1	20.8%	6.0%
Collection fees	26.7	111.7%	(10.2%)
Insurance brokerage	24.9	19.9%	27.5%
Checking accounts	24.1	29.2%	11.1%
Guarantees, cont. op.	17.4	(3.5%)	8.2%
Others	14.4	(42.5%)	(60.7%)
Total	192.0	17.4%	(2.5%)

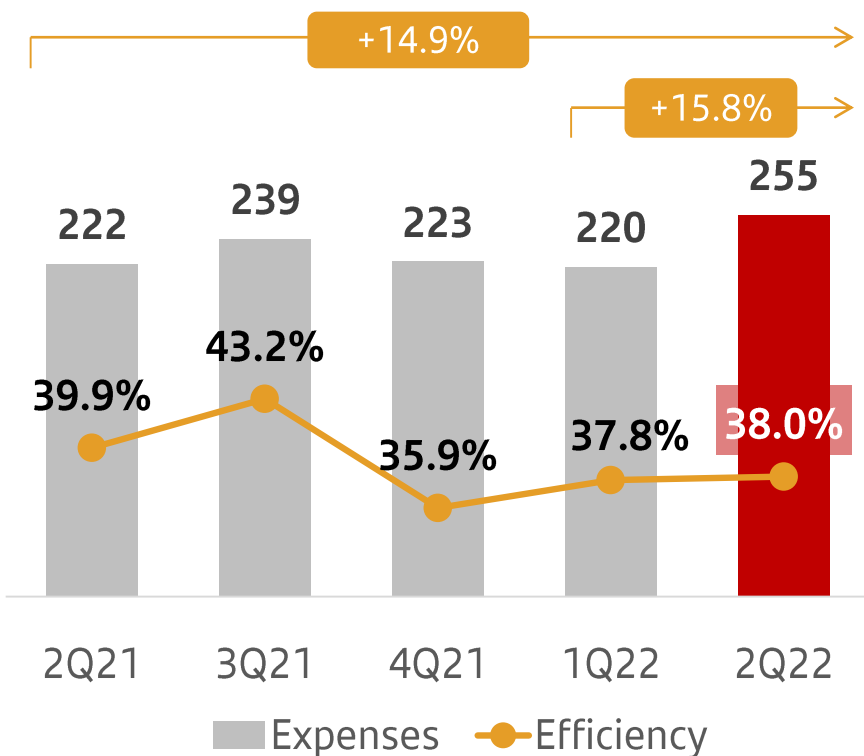
Financial transactions, net

Ch\$ bn	6M22	YoY	QoQ
Client	104.8	20.3%	(9.6%)
Non-Client	-5.5	(68.9%)	(505.7%)
Total	99.3	43.2%	(25.4%)

Efficiency at 37.9% YTD

Operating expenses

Ch\$bn

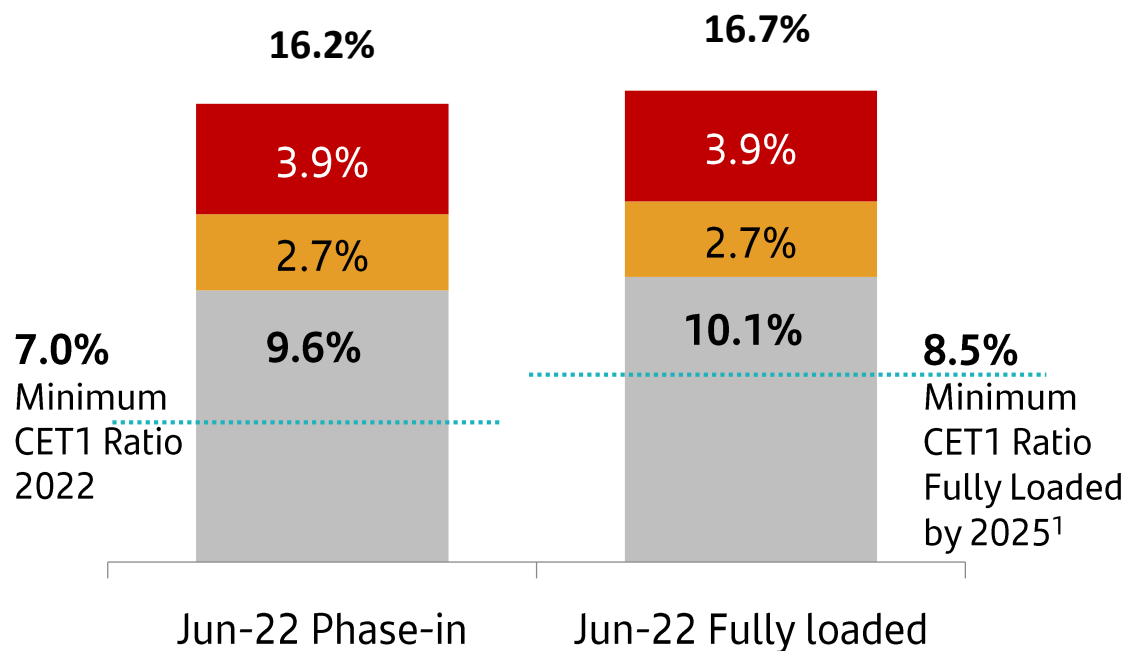


Ch\$ bn	6M22	YoY	QoQ
Personnel expenses	208.8	4.1%	14.1%
Administrative expenses	144.1	6.2%	2.8%
Depreciation	64.1	9.9%	2.7%
Other operating expenses	57.5	34.7%	92.3%
Operating expenses¹	474.5	8.5%	15.8%
Efficiency ratio²	37.9%	-932bp	+22bp
Costs/assets	1.5%	+5.9bp	+13bp

US\$260 million investment plan for the years 2022-2024

Healthy outlook for CET1 and total BIS III ratio

Core capital & BIS Ratio



■ Core capital ■ AT1 ■ Tier 2

- › CET1: -60bp in 2Q22 mainly due to the payment of the annual dividend and depreciation of the peso
- › Tier I hedged to FX due to AT1
- › >10% CET1 by year-end
- › 50%-60% payout expected

Outlook for 2022

- Strong quarter led by client activities and positive effects of higher inflation
- Strong client trends to continue in 2022
- Base assumptions:
 - GDP ~1.8%, Inflation ~ 12.8%, MPR ~11% at year-end
- Loan growth: 8%-10% & NIMs: 3.5%-3.7%
- Non-NII: ~15% due to greater client activity
- Cost of risk: 0.90%-1.0%
- Costs: below inflation ~7%
- Effective tax rate: ~17%

ROE expectation for 2022 = 21%-22%

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 ●



Annexes

Balance sheet

	Jun-22	Dec-21	Jun-22/Dec-21
Assets	Ch\$ Million		% Chg.
Cash and deposits in banks	2,890,381	2,881,557	0.3%
Cash items in process of collection	507,463	390,272	30.0%
Financial assets for trading at fair value through earnings	14,579,153	9,567,818	52.4%
<i>Financial derivative contracts</i>	14,495,254	9,494,470	52.7%
<i>Financial debt instruments</i>	83,899	73,348	14.4%
Financial assets at fair value through other comprehensive income	6,020,627	5,900,278	2.0%
<i>Financial debt instruments</i>	5,945,398	5,800,861	2.5%
<i>Other financial instruments</i>	75,229	99,418	-24.3%
Financial derivative contracts for hedge accounting	894,425	629,136	42.2%
Financial assets at amortized cost	41,722,124	40,262,247	3.6%
<i>Investments under resale agreements</i>	-	-	-%
<i>Financial debt instruments</i>	4,581,663	4,691,730	-2.3%
<i>Interbank loans, net</i>	12	428	-97.2%
<i>Loans and account receivables from customers-Commercial</i>	17,684,096	17,033,448	3.8%
<i>Loans and account receivables from customers-Mortgage</i>	14,617,466	13,802,214	5.9%
<i>Loans and account receivables from customers-Consumer</i>	4,838,886	4,734,428	2.2%
Investments in associates and other companies	41,264	37,695	9.5%
Intangible assets	93,326	95,411	(2.2%)
Property, plant and equipment	173,857	190,291	(8.6%)
Assets with leasing rights	180,136	184,529	(2.4%)
Current taxes	8,304	124,348	(93.3%)
Deferred taxes	321,619	748,574	(57.0%)
Other assets	3,424,991	2,929,997	16.9%
Non-current assets and groups for sale	26,769	22,207	20.5%
TOTAL ASSETS	70,884,440	63,964,359	10.8%

Balance sheet

	Jun-22	Dec-21	Jun-22/Dec-21
	Ch\$	Million	% Chg.
LIABILITIES			
Cash items in process of being cleared	426,556	379,935	12.3%
Financial liabilities for trading at fair value through earnings	14,222,893	9,507,032	49.6%
<i>Financial derivative contracts</i>	14,222,893	9,507,032	49.6%
Financial derivative contracts for hedge accounting	2,382,889	1,364,210	74.7%
Financial liabilities at amortized cost	44,989,235	44,063,519	2.1%
<i>Deposits and other demand liabilities</i>	15,725,629	17,900,917	(12.2%)
<i>Time deposits and other time liabilities</i>	11,893,299	10,131,056	17.4%
<i>Obligations under repurchase agreements</i>	811,731	86,635	837.0%
<i>Interbank borrowings</i>	9,243,716	8,826,582	4.7%
<i>Issued debt instruments</i>	7,013,641	6,935,423	1.1%
<i>Other financial liabilities</i>	301,219	182,906	64.7%
Obligations for leasing contracts	140,180	139,794	0.3%
Financial instruments of issued regulatory capital	2,297,706	2,053,589	11.9%
Provisions for contingencies	159,342	165,563	(3.8%)
Provisions for dividend, payment of interest and re-appreciation of financial instruments of issued regulatory capital	161,539	238,770	(32.3%)
Special provisions for credit risk	294,596	288,984	1.9%
Current taxes	1,995	-	--%
Deferred taxes	1,836	421,274	(99.6%)
Other liabilities	2,114,960	1,612,411	31.2%
TOTAL LIABILITIES	67,193,727	60,235,082	11.6%
EQUITY			
Capital	891,303	891,303	0.0%
Reserves	2,871,772	2,557,815	12.3%
Accumulated other comprehensive income	(520,608)	(354,364)	46.9%
<i>Elements that will not be reclassified to earnings</i>	592	576	2.9%
<i>Elements that can be reclassified to earnings</i>	(521,200)	(354,940)	46.8%
Retained earnings from prior years	(13,765)	0	(31274675.1%)
Income from the period	521,257	778,933	(33.1%)
Provisions for dividend, payment of interest and re-appreciation of financial instruments of issued regulatory capital	(161,539)	(238,770)	(32.3%)
Total Shareholders' Equity	3,588,420	3,634,917	(1.3%)
Non-controlling interest	102,293	94,360	8.4%
EQUITY	3,690,712	3,729,277	(1.0%)
TOTAL LIABILITIES AND EQUITY	70,884,440	63,964,359	10.8%

Annexes

Income statement YTD

	Jun-22	Jun-21	Jun-22/Jun-21
	Ch\$ Million		% Chg.
Interest income	1,177,532	887,972	32.6%
Interest expense	(824,396)	(147,060)	460.6%
Net interest income	353,136	740,912	(52.3%)
Readjustment income	682,943	166,192	310.9%
Readjustment expense	(78,527)	(49,606)	58.3%
Net readjustment income	604,416	116,586	418.4%
Net income from interest and readjustment	957,551	857,498	11.7%
Fee and commission income	346,064	268,758	28.8%
Fee and commission expense	(154,095)	(105,169)	46.5%
Net fee and commission income	191,969	163,589	17.3%
<i>Financial assets not for trading</i>	(58,613)	7,029	(933.8%)
<i>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</i>	16,113	2,231	622.1%
<i>Changes, readjustments and hedge accounting in foreign currency</i>	141,756	60,029	136.1%
Net financial result	99,256	69,290	43.2%
Income from investments in associates and other companies	4,393	925	375.0%
Results from non-current assets and non-continued operations	(1,953)	841	(332.2%)
Other operating income	1,241	740	67.6%
Total operating income	1,252,458	1,092,883	14.6%
Personnel expenses	(208,797)	(200,659)	4.1%
Administrative expenses	(144,102)	(135,686)	6.2%
Depreciation and amortization	(64,083)	(58,324)	9.9%
Impairment of non-financial assets	-	-	-%
Other operating expenses	(57,534)	(42,712)	34.7%
Total operating expenses	(474,516)	(437,381)	8.5%
Operating results before credit losses	777,942	655,502	18.7%
<i>Expense for provisions established for credit risk of loans at amortized cost</i>	(202,695)	(169,003)	19.9%
<i>Expense for special provisions for credit risk</i>	(4,797)	(44,814)	(89.3%)
<i>Recovery of written-off loans</i>	45,246	35,674	26.8%
<i>Impairment for credit risk for other financial assets at amortized cost and financial assets at fair value through other comprehensive income</i>	(356)	75	(575.1%)
Credit loss expenses	(162,602)	(178,068)	(8.7%)
Net income from ordinary activities before tax	615,340	477,434	28.9%
Income tax	(86,146)	(103,584)	(16.8%)
Consolidated income for the period	529,194	373,850	41.6%
Income attributable to shareholders	521,257	370,069	40.9%
Income attributable to non-controlling interest	7,937	3,781	109.9%

Annexes

Quarterly income statement

	2Q22	1Q22	2Q21	2Q22/2Q21	2Q22/1Q22
	\$ Million			% Chg.	
Interest income	662,085	515,447	445,010	48.8%	28.4%
Interest expense	(530,757)	(293,639)	(69,932)	659.0%	80.8%
Net interest income	131,328	221,808	375,077	(65.0%)	(40.8%)
Readjustment income	447,648	235,295	84,109	432.2%	90.3%
Readjustment expense	(48,891)	(29,636)	(25,386)	92.6%	65.0%
Net readjustment income	398,757	205,658	58,723	579.0%	93.9%
Net income from interest and readjustment	530,085	427,466	433,800	22.2%	24.0%
Fee and commission income	173,935	172,129	135,709	28.2%	1.0%
Fee and commission expense	(79,112)	(74,983)	(54,736)	44.5%	5.5%
Net fee and commission income	94,823	97,147	80,973	17.1%	(2.4%)
Financial assets not for trading	(76,319)	17,706	(18,455)	313.5%	(531.0%)
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	2,021	14,092	3,005	(32.7%)	(85.7%)
Changes, readjustments and hedge accounting in foreign currency	116,696	25,060	55,529	110.2%	365.7%
Net financial result	42,398	56,858	40,079	5.8%	(25.4%)
Income from investments in associates and other companies	3,033	1,360	622	387.8%	123.0%
Results from non-current assets and non-continued operations	(1,053)	(900)	594	(277.4%)	17.0%
Other operating income	1,020	221	313	226.3%	361.1%
Total operating income	670,307	582,152	556,380	20.5%	15.1%
Personnel expenses	(111,251)	(97,546)	-103,789	7.2%	14.1%
Administrative expenses	(73,059)	(71,043)	-66,264	10.3%	2.8%
Depreciation and amortization	(32,469)	(31,614)	-30,595	6.1%	2.7%
Impairment of non-financial assets	-	-	-	-%	-%
Other operating expenses	(37,848)	(19,686)	-21,486	76.2%	92.3%
Total operating expenses	(254,628)	(219,889)	(222,134)	14.6%	15.8%
Operating results before credit losses	415,679	362,263	334,246	24.4%	14.7%
Expense for provisions established for credit risk of loans at amortized cost	(116,081)	(86,614)	-88,768	30.8%	34.0%
Expense for special provisions for credit risk	(1,879)	(2,918)	-20,599	(90.9%)	(35.6%)
Recovery of written-off loans	27,146	18,100	18,738	44.9%	50.0%
Impairment for credit risk for other financial assets at amortized cost and financial assets at fair value through other comprehensive income	(341)	(15)	105	(424.9%)	2156.6%
Credit loss expenses	(91,155)	(71,447)	(90,524)	0.7%	27.6%
Net income from ordinary activities before tax	324,525	290,816	243,539	33.3%	11.6%
Income tax	(35,036)	(51,110)	-53970	(35.1%)	(31.5%)
Consolidated income for the period	289,488	239,706	189,569	52.7%	20.8%
Income attributable to shareholders	285,514	235,743	188,045	51.8%	21.1%
Income attributable to non-controlling interest	3,974	3,963	1,524	160.7%	0.3%

Annexes: Key Indicators

Profitability and efficiency	Jun-22	Jun-21	Variation bp
Net interest margin (NIM) ⁵	4.1%	4.1%	(5)
Efficiency ratio ⁶	37.9%	40.0%	(213)
Return on avg. equity ⁷	28.7%	21.1%	757
Return on avg. assets ⁸	1.6%	1.3%	31
Return on RWA ⁹	2.8%	2.2%	61

Asset quality ratios (%)	Jun-22	Jun-21	Variation bp
NPL ratio ¹⁰	1.5%	1.3%	18
Coverage of NPLs ratio ¹¹	227.8%	252.2%	(2,444)
Cost of credit ¹²	0.9%	1.0%	(16)

Clients and service channels	Jun-22	Jun-21	Variation %
Total clients	4,028,551	3,893,309	3.5%
Current account holders (including Superdigital)	2,395,718	1,848,457	29.6%
Loyal clients ¹³	1,964,191	1,867,167	5.2%
Digital clients ¹⁴	815,627	777,664	4.9%
Branches	310	344	(9.9%)
Employees	9,541	10,240	(6.8%)
Market capitalization (YTD)	Jun-22	Jun-21	Variation %
Net Income per share (Ch\$)	2.77	1.96	40.9%
Net Income per ADR (US\$)	1.20	1.07	11.8%
Stock price (Ch\$/per share)	37.05	36.31	2.0%
ADR price (US\$ per share)	16.29	19.87	(18.0%)
Market capitalization (US\$mn)	7,750	9,361	(17.2%)
Shares outstanding (millions)	188,446.1	188,446.1	–%
ADRs (1 ADR = 400 shares) (millions)	471.1	471.1	–%

1. NIM = Annualized net income from interest and readjustments divided by interest generating assets.

2. Efficiency ratio: Operating expenses including impairment and other operating expenses divided by Operating income.

3. Accumulated Shareholders' net income annualized, divided by annual average shareholders' equity.

4. Accumulated Shareholders' net income annualized, divided by annual average assets.

5. Accumulated Shareholders' net income annualized, divided by risk-weighted assets.

6. Capital + future interest of all loans 90 days or more overdue divided by total loans.

7. Loan loss allowance divided by Capital + future interest of all loans with one installment 90 days or more overdue. Includes additional provisions. Adjusted to include the Ch\$16,000 million additional provisions from 4Q19, the Ch\$30,000 million established in 2Q20, the Ch\$30,000 million established in 3Q20, the Ch\$50,000 million established in 4Q20, the Ch\$24,000 million established in 1Q21, the Ch\$18,000 million established in 2Q21, Ch\$30,000 million established in 3Q21, Ch\$ 60,000 million established in 4Q21.

8. Provision expense annualized divided by average loans.

9. Individual clients that have 4 products or more with a minimum level of profitability and minimum usage. Companies with a minimum profitability and usage.

10. Clients that use our digital clients at least once a month.