BANCO DE LOS TRABAJADORES

GUATEMALA 2021



BANTRAB

Bantrab was founded in 1966 with the mission of working hard for the well-being of all workers. Fifty-five years later, we rank sixth Guatemalan bank system in terms of assets volume, one of the most profitable banks, and we have more than 4,600 employees.

Over the past four years, we have steadily strengthened our Corporate Governance by adopting the best international practices. As a result, Fitch Ratings and Moody's have steadily improved our risk ratings. We rank 9th out of 151 banks in Central America and the Dominican Republic.

Our employees' well-being is one of our priorities, particularly in the face of a pandemic. Currently, 90% of our employees are vaccinated against COVID-19.

Our well-being initiatives have allowed us to place in different rankings of the Great Place to Work Institute, including:

- **3rd in Central American** companies with more than 2,500 employees
- **6th in Central American** financial service and insurance companies
- **45th in large** Latin American organizations

We are committed to the United Nations Sustainable Development Goals (WEPs), especially those relating to financial education, entrepreneurship and labor inclusion. We are a benchmark for digital transformation, approached through a lens of inclusivity.

BANTRAB IN financial figures

55 years of history

160 Business Centers

US$3,915 millions in assets*

US$2,159 millions in our loan portfolio*

US$3,137 millions in deposits*

A capital of **US$561** millions*

A net profit of **US$70** million*

3.39% return on assets (ROA)**

24.33% return on equity (ROE)**

*September 2021 | ** August 2021

CAPITAL structure

We are one of the most solid and solvent banks in the Guatemalan financial system. As of September 30th 2021, our capital neared US$561 million and was comprised as follows:

Capital reserve
78.85%

Profit
12.46%

Preferred capital
3.63%

Others
3.33%

Workers' common capital
0.96%

Asset revaluation
0.76%

State-contributed capital
0.01%

OUR results

Assets

During the first nine months of the year, we registered a US$315 million increase, when compared to December 2020.



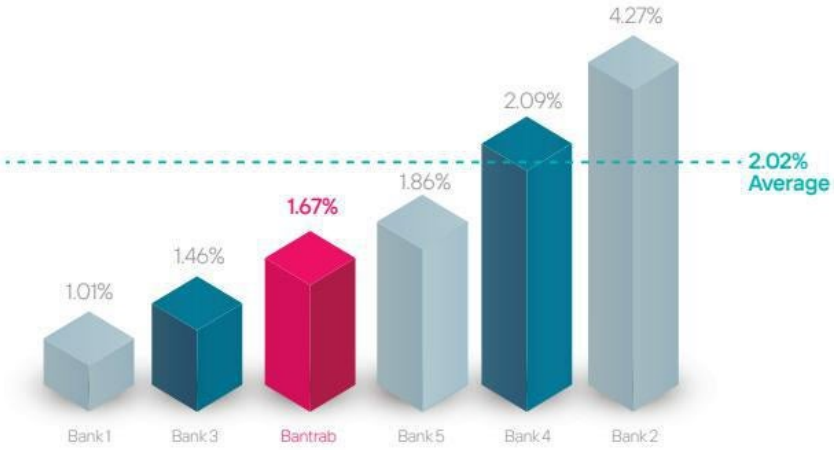
Loan portfolio

As of September, our loan portfolio had increased by US$218 million, when compared to December 2020.



Portfolio quality

Our outstanding balance portfolio was kept at 1.67%, below the Guatemalan banking system's 2.02% average.



Deposits

From January to September, Bantrab increased its funds by US$229 million, when compared to December 2020.



In millions of US$

Net profits

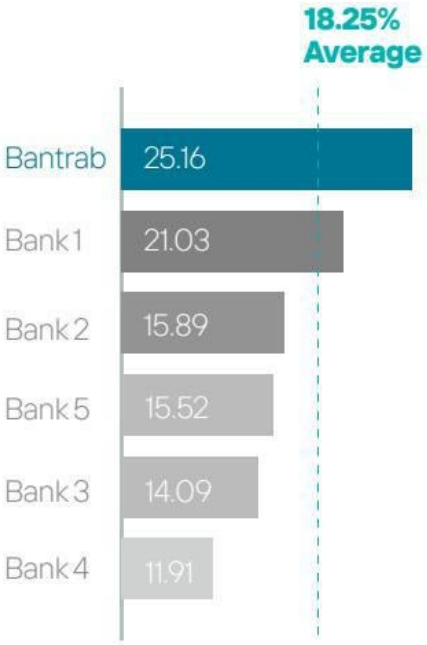
From January to September, our profits behaved similarly when compared to the same period in 2020, this allowed us to rank fourth in the Guatemalan banking system, in terms of profit volume.



In millions of US$

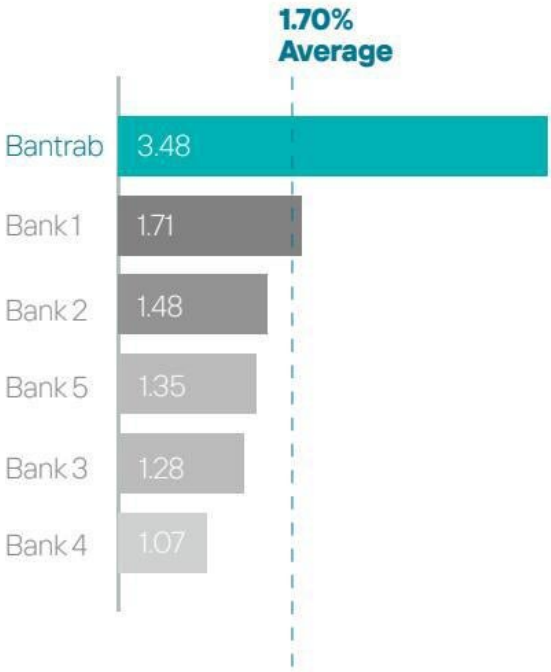
ROE

Bantrab is the leading bank in terms of highest return on equity. It reached 25.16% in August, surpassing the 18.25% average of the Guatemalan banking system.



ROA

Bantrab is also the leading bank in terms of highest return on assets, reaching 3.48% in August; doubling the Guatemalan banking system's average.



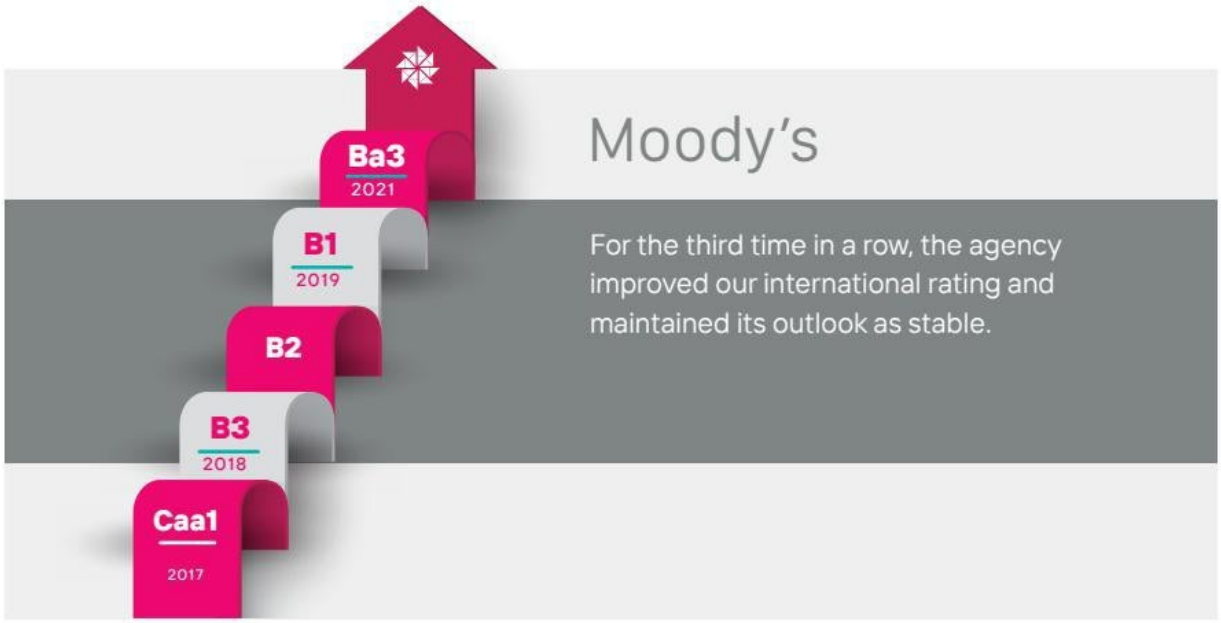
Risk Ratings

Fitch Ratings

As a result of our high levels of profitability and solid capitalization, risk agencies recognize our financial stability. In May of 2021, Fitch Ratings revalued our international ratings, by awarding Bantrab a BB- in the long-term category, and a bb- in the viability category. It also raised the long-term national from A-(gtm) to A(gtm). Additionally, it improved our outlook for both ratings, raising them from negative to stable.







OUR strategy

Our 2020-2024 Strategic Plan prioritizes two aspects:

Social compensator role

- Assistance to all workers, regardless of whether they're located in or outside of Guatemala.
- Focus on the financial well-being of workers, independent of whether they're Bantrab's clients or not.

Sustainability

- Permanent growth of our assets and liabilities portfolios.
- The transformation of our platforms and ecosystems, based on the well-being of the bank's clients and the additional institutions that comprise Grupo Financiero Bantrab.
- Financial optimization, through functional tools like loans and interest rate adequacy.

OUR value proposition

The following five pillars distinguish our strategy from that of other financial institutions in Guatemala:

Proximity. We are welcoming to our clients.

Digitality. We are present at any moment and any location.

Frictionless. We offer a world-class experience.

Agility. We design efficient and agile procedures that guarantee full access.

Well-being. We promote financial education and savings habits through our inclusive ecosystem.

Business model



Our goal is to become a bank centered around our customers. We aim to respond to the needs and desires of workers through the conceptualization, development and marketing of products and services. Above all, we wish to contribute to their well-being, access to banking and financial health.



Our new business model will foster community building. It will require a digital transformation, advanced data analysis and a profound knowledge of current and potential customers.

INNOVATION for inclusion

(our Onboarding Wallet)

We became the first bank to launch a completely digital onboarding wallet, which allows:



- To pay and collect payments through numeric and QR codes
- Manage Bantrab accounts
- Pay for services
- Use savings accounts
- Apply for a debit card

As of September 30th 2021, the app had been downloaded more than 430,000 times and simplified the process of opening more than 67,000 monetary and savings accounts. YoLo has been recognized with the following awards:

- **Best Financial Inclusion Initiative** at the Iupana Awards: Best Disruptions of 2020
- **Gold at the Fintech Americas Awards** in the Disruptive Innovation in Financial Services category
- **Silver at the 2021 CMM Awards,** in the Best Mobile APP in Latin America and the Caribbean category

Emprendopor ti

(our Entrepreneurship Program)

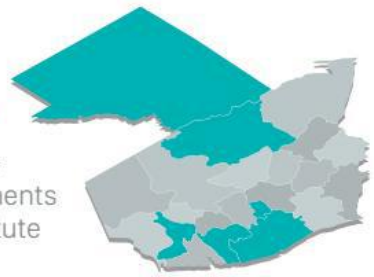
It is a free business development program that, over a year's time, trains entrepreneurs who have innovative business ideas, but come from low-income backgrounds. As a result, this program contributes to job creation, business formalization, and banking.

Beneficiaries

- **1,723** people trained
- **155** formalized ventures
- **253** jobs created
- **50** entrepreneurs have received seed capital

Coverage

6 out of the 22 departments that constitute Guatemala



(Figures as of September 30th 2021)

BancAprende (our Fanancial Education Platform)

We became the first institution regulated by the Guatemala's Banking Superintendency (SIB) to launch a free, pedagogically structured, digital platform dedicated to financial education.



Modules

- Savings and expenditure management
- Loan management
- Retirement
- Insurance
- Entrepreneurship

Beneficiaries

+13,400 people have enrolled in the different modules

1,353 people participated in 40 in person and virtual workshops

4,000 people participated in our first Virtual Wellness Congress in 2020.

BANCONSEJOS DE BANTRAB

(our Financial Advice Office)

We opened our first free, personalized finance advisory office in October of 2018. In February of 2021, we launched BanConsejos Móvil, a bus equipped to tour the country, giving workers financial advice and training them to understand how to responsibly use financial products and services.

Beneficiaries

- **6,940** personalized consultations
- **+9,100** people attended 251 educational talks
- **422** people have consolidated their debt

LA CHIRIPA F.C

The Chiripa F.C is an animated series produced in Colombia, Uruguay and Guatemala. It was created to communicate moral values and financial education to children and, since its launch in May 2020, it has accumulated more than 9.2 million views. It is the most viewed content on YouTube made by a Central American brand.

The series won the gold award for Best Content Marketing for Financial Services in Latin America and the Caribbean at the 2021 CMM Awards.

(Figures as of September 30th 2021)

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