

# Corporate Presentation 3Q20

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**Note:** All Figures in Financial Statements are expressed in Mexican Pesos (million)

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Compartamos  
Banco

# About Gentera



# Aiming to fulfill our clients dreams

We boost the dreams of our clients by attending their financial needs with a human sense. For more than 30 years, we have worked to bring opportunities that promote their development and that of their communities. We generate shared value through three values:



## Social value:

We offer inclusion opportunities to the largest number of people in the shortest possible time.



## Human value:

We trust in people, in their ability to develop and fulfill their potential.



## Economic value:

We build innovative, efficient and profitable business models.

With presence in Mexico, Peru and Guatemala, through our companies, we work intensely committed with our actions and the practice of our institutional values, which constitutes our **Philosophy**.

## Our Values



# Social Impact

In 2020, Genera celebrates its **30th Anniversary** which means:

- ▶ Three decades serving three generations of popular segments with a human sense, mostly women
- ▶ We have been the gateway for more than 13 million people to the financial system
- ▶ More than 100,000 people have joined our purpose, today we are 22,000 employees
- ▶ We serve over 4.0 million people in Mexico, Peru and Guatemala
- ▶ We evolved from a one-product institution to a group of companies with a wide financial ecosystem
- ▶ We believe in people and their ability to strive and fulfill their goals



# Corporate structure with the purpose of serving more clients



- **Compartamos (Mexico-Peru-Guatemala).**- Leader in financial solutions for the sub-served segment.
- **Yastás (Mexico).**- Correspondent network manager.
- **Aterna (Mexico-Peru-Guatemala).**- Leading agent in microinsurance.
- **Fiinlab:** Financial inclusion laboratory, meeting point with the entrepreneurial ecosystem.
- **Fundación Gentera.**- It seeks to generate social value in the communities where it operates through its axes of action: education, volunteering, donation and contingencies.
- **ConCrédito.**- Mexican company that offers financial solutions through distributors, which may grant loans to final costumers, who will then be their own clients.

# Our history, more than 30 years of evolution



**3Q20\***

4,053,574  
clients

\*3,134,583 credit clients and 918,991 clients from ConCrédito, savings, remittances and insurance products



# Highlights 3Q20



Total Loan Portfolio reached \$40,824 million pesos, a **+3,6%** growth compared to 3Q19.



Cash and Other investments grew **+163.1%** to Ps. 24,188 million, compared to 3Q19; reaching an ICAP of **31.1%** in Mexico and **22%** in Peru.



**\$1,576 million pesos** in additional provisions.



NPL for 3Q20 stood at **6.94%**.



In México, Banco Compartamos, reached a microcredit loan portfolio **\$20,793 million pesos**.



In Peru, the portfolio grew **+24.6%** compared to 3Q19.



Red Yastás at the end of 3Q20, reached 4,437 affiliates, an increase of **+10.3%** compared to 3Q19.



Aterna ended the quarter with more than **5.4 million** active insurance policies.



ConCrédito reached a Portfolio **\$2,400 million pesos**

# Best practices in Corporate Governance

## Board of Directors (11 members)

7 Independent Board members

4 Related Board members

2 of whom are women

## Code

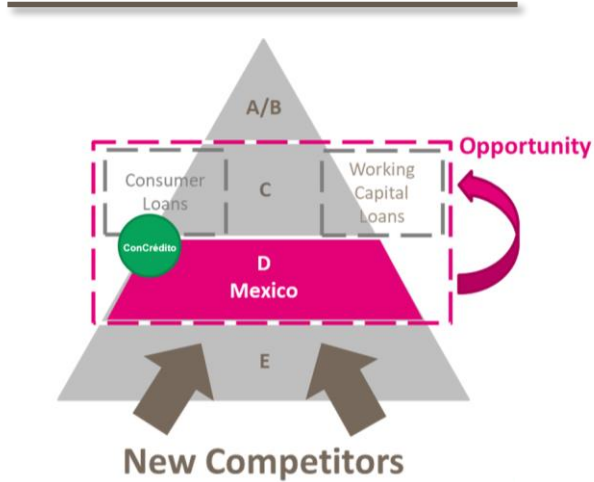
**Code of Good Corporate Governance**, which contains the regulations of the Board of Directors

**Code of Ethics and Conduct** of utmost importance for Genera, which applies to counselors, collaborators, suppliers and civil society organizations

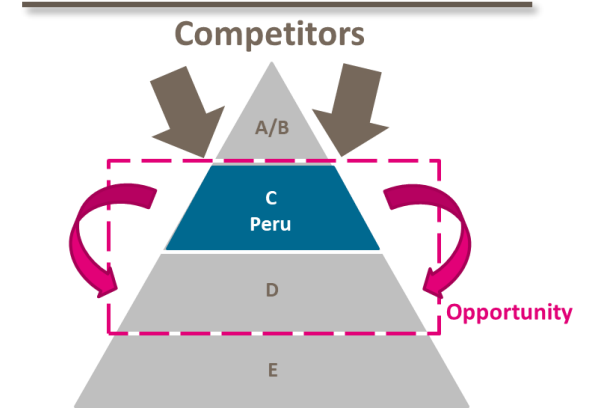
In 2019, Genera was recognized by [2020 Women on Boards](#) and [Women Corporate Directors](#) as one of the listed companies in the Mexican Stock Exchange with an important participation of women in its Board of Directors.

# Potential market for working capital loans

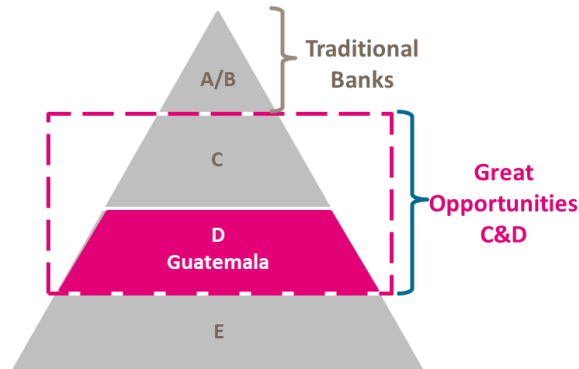
## Mexico



## Peru



## Guatemala



# Group loans – Compartamos Banco

## CM

## Crédito Mujer

### General Characteristics:

- > Group loan for working capital purposes
  - > Groups of 10 to 50 women
  - > Group guarantee
- Loan size  
Ps. 5,000 to Ps. 70,000
  - Average ticket  
Ps. 8,065
  - Term  
16 weeks
- Contribution to loan portfolio  
58.9%
  - Contribution to number of clients  
66.1%
  - Life insurance / number of clients  
70.0%

## CCR

## Crédito Comerciante

### General Characteristics:

- > Group loan for working capital purposes
  - > Group of 5 to 20 members (men and women)
  - > Group guarantee
- Loan size  
Ps. 6,000 to Ps. 60,000
  - Average ticket  
Ps. 6,924
  - Term  
5 to 6 months
- Contribution to loan portfolio  
21.2%
  - Contribution to number of clients  
27.8%
  - Life insurance / Number of clients  
52.5%

# Individual loans – Compartamos Banco

## CI Personal loans

### General Characteristics:

- > Working capital loan
  - > Fixed assets and investments
  - > Mainly in urban areas
  - > Personal guarantee
  - > Have a salaried endorsement or independent economic activity
- Loan size  
Ps. 20,000 to Ps. 200,000
  - Average ticket  
Ps. 24,402
  - Term  
6 to 24 months
  - Contribution to loan portfolio  
14.0%
  - Contribution to number of clients  
5.2%
  - Individual life insurance <sup>1</sup>  
70.8%



Source: Compartamos Banco

1) Compartamos Banco insures its clients with third parties

# Other loans – Compartamos Banco

## Improvement loans for CM, CCR and CI

### General Characteristics:

- > Personal credit to maintain or improve the client's house or business.
- > To clients with credit history of 5 cycles in Crédito Mujer (CM), Crédito Comerciante (CCR) or Individual.
- > Personal guarantee

- Loan size  
CM: Ps. 8,000 to Ps. 30,000  
CCR: Ps. 8,000 to Ps. 30,000  
CI: Ps. 5,000 to Ps. 50,000
- Average ticket  
CM: Ps. 7,402  
CCR: Ps. 7,848  
CI: Ps. 7,670

- Maturity  
6 to 24 months
- Contribution to loan portfolio  
CM: 4.2%  
CCR: 1.1%  
CI: 0.1%

## Additional loans for CM and CCR

### General Characteristics:

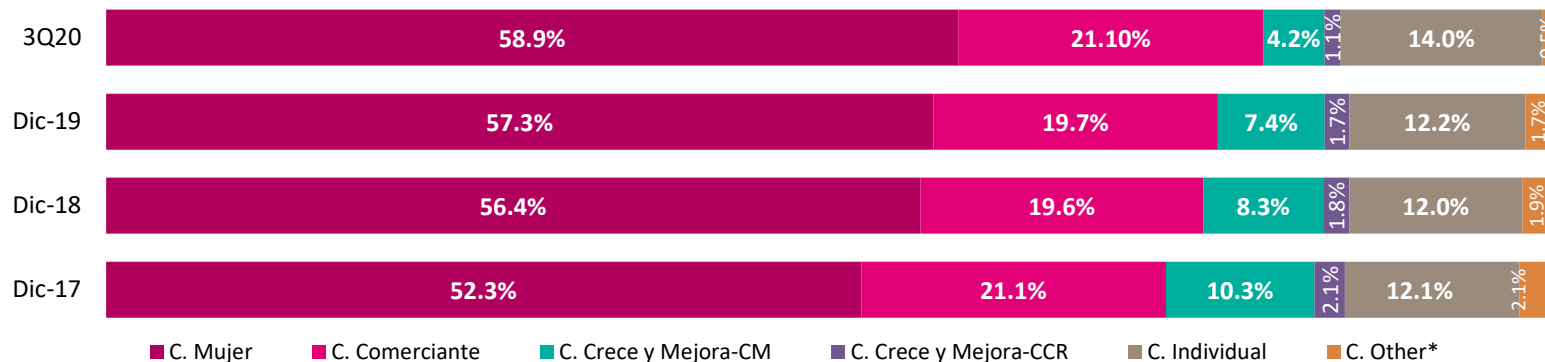
- > Working capital loan
- > Second loan offered simultaneously to Crédito Mujer (CM) and Crédito Comerciante (CCR) clients.
- > Clients must have completed 3 cycles under Crédito Mujer (CM) or 2 under Crédito Comerciante (CCR).

- Loan size  
Ps. 4,000 to Ps. 7,000
- Average ticket  
CM: Ps. 3,174  
CCR: Ps. 3,136
- Maturity  
4 to 5 months

- Contribution to loan portfolio  
CM: 0.3%  
CCR: 0.1%

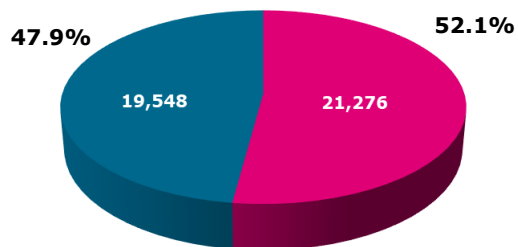
# Evolution in group and individual loans methodologies (2017-3Q20)

## BANCO COMPARTAMOS, S.A. I.B.M.



\* Other (C. Adicional, C. Crece y mejora de CI y C. Digital)

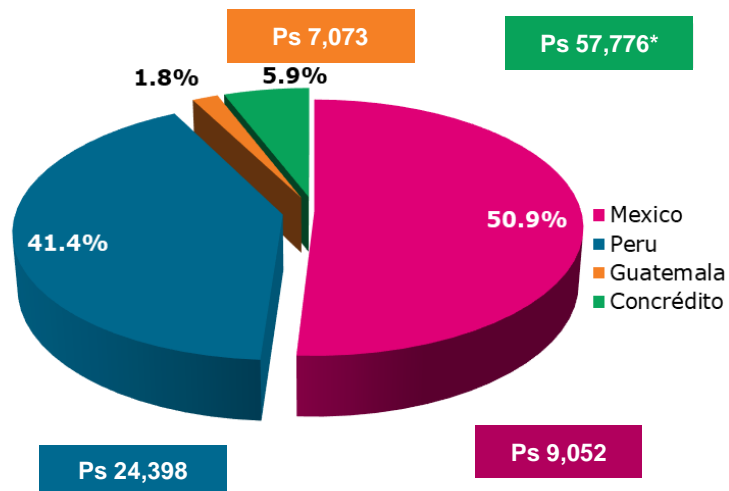
### Mexico, Peru and Guatemala



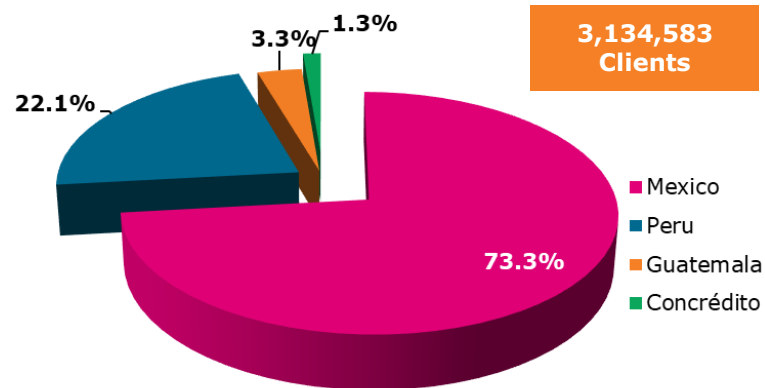
Figures are expressed in Mexican Pesos (million) ■ Group Methodology ■ Individual Methodology

# Market distribution per subsidiary

## % Total loan portfolio and average ticket



## Credit Clients per subsidiary



The 3 markets where we are part have an opportunity to serve more clients in D and C segment

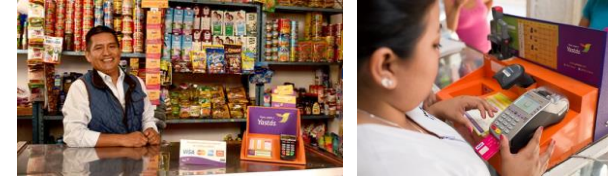
\*Average Ticket considering consolidation in this third quarter.



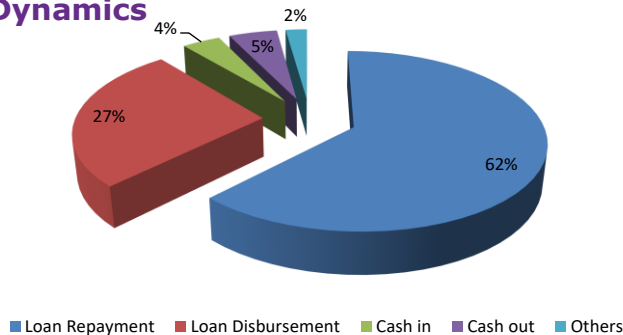
# Yastás (correspondent network manager)



- ▶ Presence in **32 Mexican States**
- ▶ As of **3Q20** reached more than **4,400** affiliates.
- ▶ Executed approximately **5.1 million operations** during the quarter; out of those **1.3 million** were financial transactions.
- ▶ Around **60 services** affiliated to Yastás platform, and more than **2,000 payment categories**.
- ▶ Alliance with Banorte and Banco del Bienestar.
- ▶ We offer CoDi service to the different Yastás correspondent.



## Example of Dynamics



(\*) Issuers for payment services: Aportación Afore, Axtel, Blim, Cablemas, CFE, Cinépolis, Dish, Infonavit, Izzi, Maxcom, Megacable, Nintendo, Pase Urbano (IAVE), PlayStation Store, Sky, Televisa, Telmex, Totalplay, Vetv, Xbox Live Gold, Arabela, Avon, Fuller, Illusion, Jafra, Lebel, Oriflame, Tupperware, Stanhome, Payments to Banco Compartamos and Telcel air time.

# Aterna (microinsurance broker)



## Products:



**Life:** Aterna offers life insurance products to provide security to our customers and their families.



**Health and Accidents:** Through this coverage Aterna seeks to avoid a destabilization in the economy of our customers due to a disease or accident.



**Cash Protection:** Aterna protects Yastas affiliates and clients who withdraw their remittances.

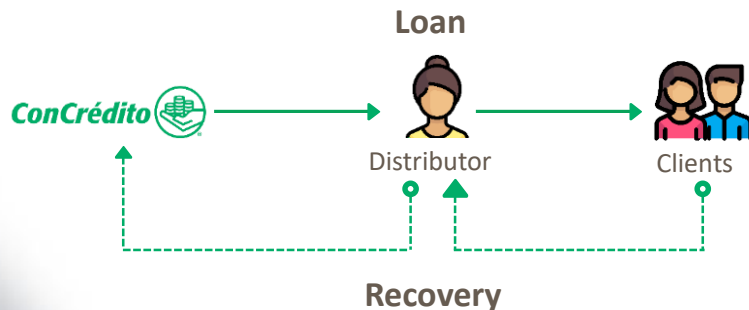
**Theft Insurance:** Aterna protects Compartamos Banco clients against violent money theft.

3Q20		
<b>Active Policies</b>	5.4 million	
<b>Placed Policies</b>	<b>3Q20</b>	6.4 million
	<b>2019</b>	27.5 million
<b>Coverage</b>	Mexico, Peru and Guatemala	

## Products

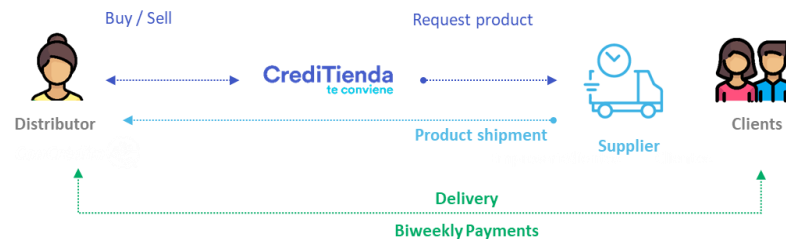
### ValeDinero

- **Maturity:** 1 to 18 biweeks
- **Loan Size:** Ps. 500 to Ps. 8,000
- **Clients per Distributor:** 14
- **Av. Ticket Distributors:** Ps. 57,776\*



### CrediTienda

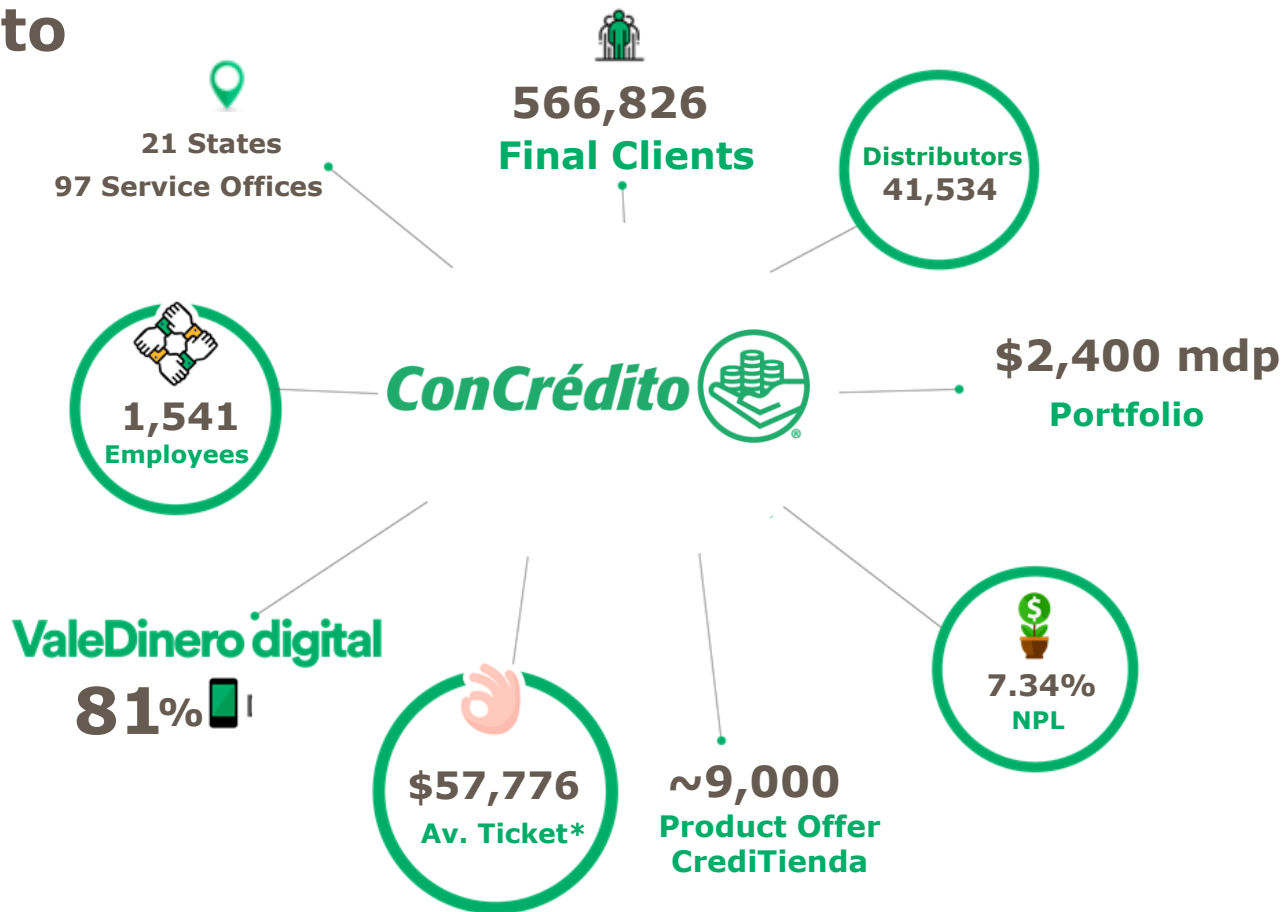
- **Maturity:** 6 to 16 biweeks
- **Apps Users:** 650,000
- **Product Offer:** ~9,000
- **Portfolio:** Ps. 286.72\*



\*Average Ticket considering consolidation in this third quarter.

\*Portfolio CrediTienda is registered as an account receivable on balance sheet  
Figures are expressed in Mexican Pesos (million)

# ConCrédito



\*Average Ticket considering consolidation in this third quarter.  
Figures are expressed in Mexican Pesos (million)



**Growth and  
profitability**

**GENTERA** ®

# Summary

	3Q20	3Q19	2Q20	% Change 3Q19	% Change 2Q20	9M20	9M19	% Change 9M19
Clients <sup>(1)</sup>	4,053,574	3,702,747	3,621,322	9.5%	11.9%	4,053,574	3,702,747	9.5%
Credits Clients	3,134,583	3,417,200	3,277,647	-8.3%	-4.4%	3,134,583	3,417,200	-8.3%
Portfolio*	40,824	39,423	40,713	3.6%	0.3%	40,824	39,423	3.6%
Net Income*	(1,983)	948	(730)	(3)	2	(1,926)	2,506	-176.9%
NPLs / Total Portfolio	6.94%	2.90%	3.79%	4.04 pp	3.15 pp	6.94%	2.90%	4.04 pp
ROA	-11.1%	7.0%	-4.3%	-18.1 pp	-6.8 pp	-3.9%	6.3%	-10.2 pp
ROE	-36.4%	19.4%	-13.4%	-55.8 pp	-23.0 pp	-11.9%	17.6%	-29.5 pp
NIM	22.3%	45.9%	25.1%	-23.6 pp	-2.8 pp	29.5%	45.4%	-15.9 pp
NIM after provisions	0.3%	38.6%	13.5%	-38.3 pp	-13.2 pp	14.6%	38.7%	-24.1 pp
Efficiency Ratio	979.7%	72.1%	146.2%	907.6 pp	833.5 pp	140.5%	74.4%	66.1 pp
Capital / Total Assets	30.9%	35.9%	30.3%	-5.0 pp	0.6 pp	30.9%	35.9%	-5.0 pp
Average Loan per Client	13,024	11,537	12,421	12.9%	4.8%	13,024	11,537	12.9%
Employees	23,464	22,551	22,301	4.0%	5.2%	23,464	22,551	4.0%
Service Offices**	830	749	740	10.8%	12.2%	830	749	10.8%
Branches	167	201	201	-16.9%	-16.9%	167	201	-16.9%

Summary	Banco Compartamos		Compartamos Financiera		Compartamos S.A.	
	3Q20	Δ vs 3Q19	3Q20	Δ vs 3Q19	3Q20	Δ vs 3Q19
Clients	2,297,063	-12.6%	692,738	0.7%	103,248	1.2%
Portfolio *	20,793	-17.5%	16,901	24.6%	730	11.7%
Net Income *	(1,720)	-376.1%	(148.3)	-179.7%	(93.7)	-1017.2%
ROAA	-18.1%	-26.0 pp	-2.5%	-7.4 pp	-42.0%	-47.0 pp
ROAE	-62.3%	-84.0 pp	-14.0%	-38.8 pp	-53.0%	-58.5 pp
NIM	28.4%	-28.8 pp	13.2%	-13.2 pp	30.4%	-47.0 pp
NIM after provisions	-1.7%	-49.3 pp	5.2%	-18.1 pp	7.4%	-58.3 pp
NPL	9.92%	6.99 pp	3.27%	0.50 pp	5.97%	1.58 pp
Write - offs *	699	29.4%	101	-22.6%	9	-66.4%
Coverage Ratio	226.8%	16.7 pp	308.9%	71.6 pp	550.9%	402.6 pp
Average Loan per Client	9,052	-5.6%	24,398	0.2 pp	7,073	0.1 pp
Employees **	15,491	-5.5%	5,420	4.1%	1,007	5.6%
Service Offices***	569	-3.2%	108	2.9%	56	0.0%
Branches	167	-16.9%	-	0.0%	-	0.0%

1) 3,134,583 credit clients and 918,991 clients from ConCrédito, savings, remittances and insurance products

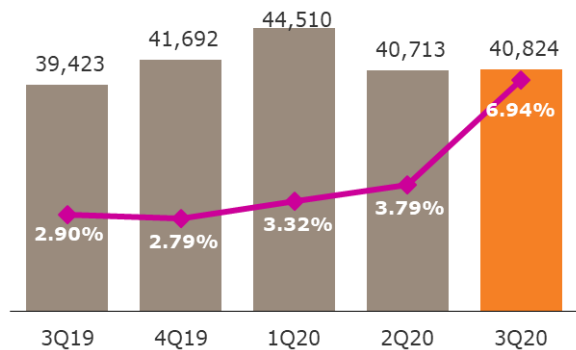
\* Portfolio, net income and write-offs are expressed in million (Mexican Pesos)

\*\* In table 2, employees in Compartamos Banco include employees from Aterna, Yastás and Intermex.

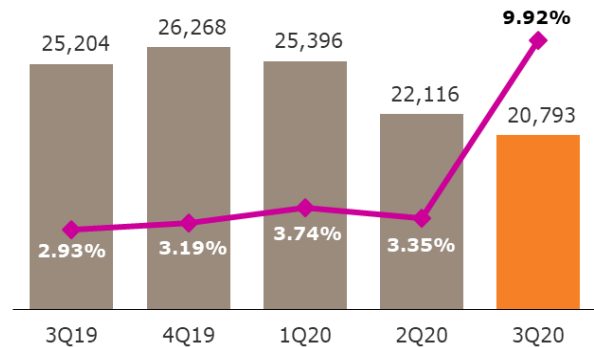
\*\*\* Some service offices in Mexico are being transformed into branches. 74 Branches are inside a Service Office.

# Total Portfolio – NPL %

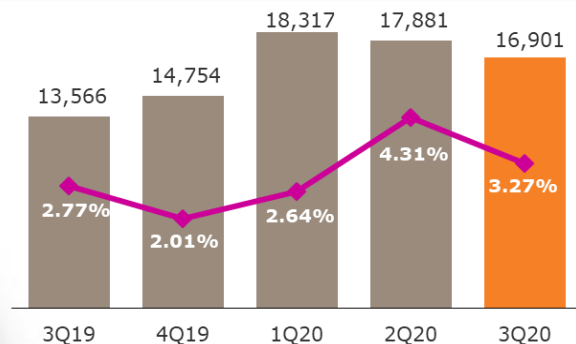
## Genera (Ps. million)



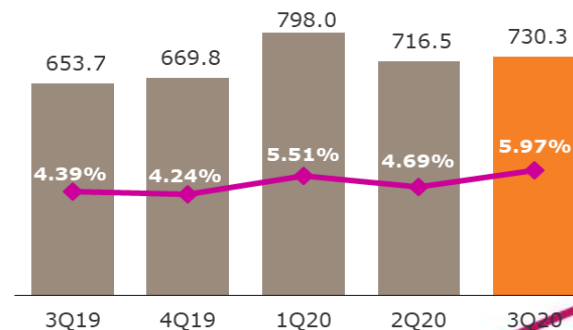
## Mexico - Banco (Ps. million)



## Peru (Ps. million)

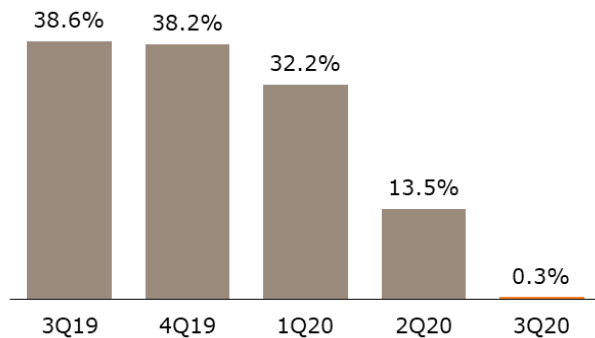


## Guatemala (Ps. million)

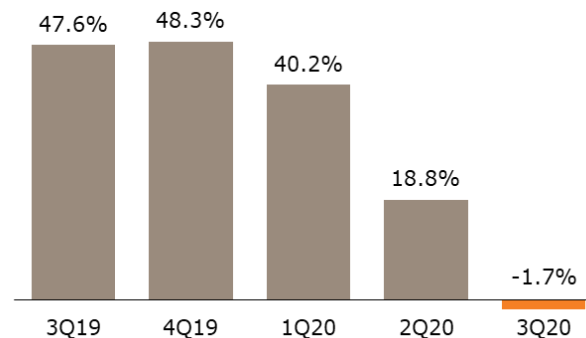


# NIM (%) after provisions

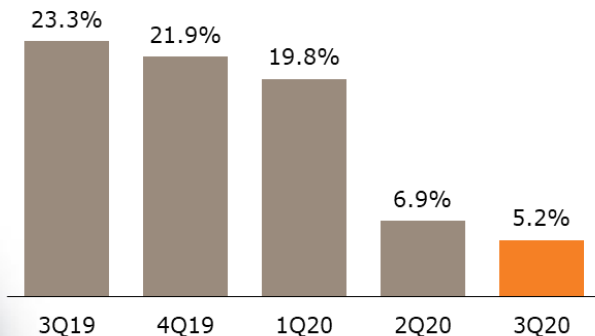
## Gentera



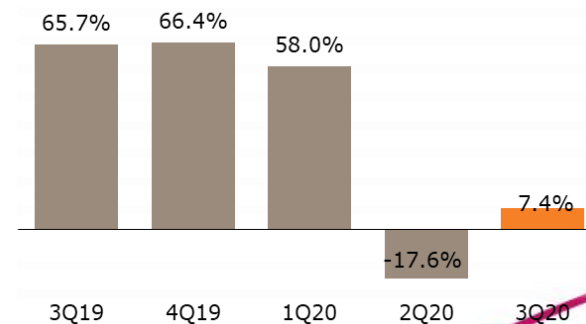
## Mexico - Banco



## Peru



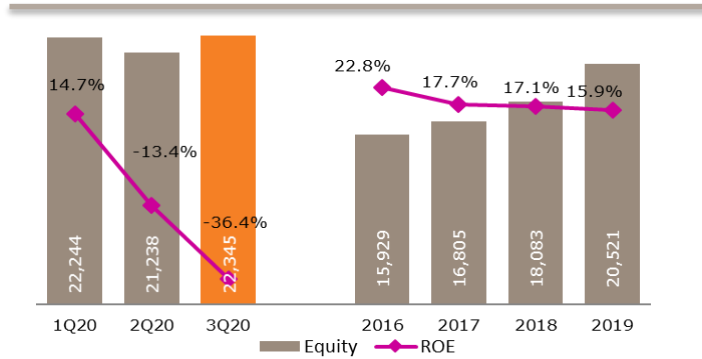
## Guatemala



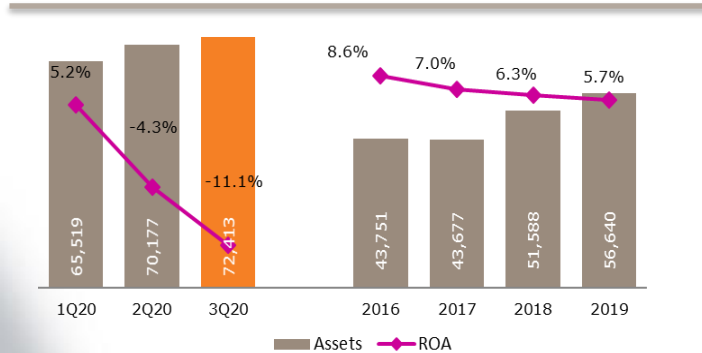


# ROAA & ROAE evolution

## Gentera ROAE

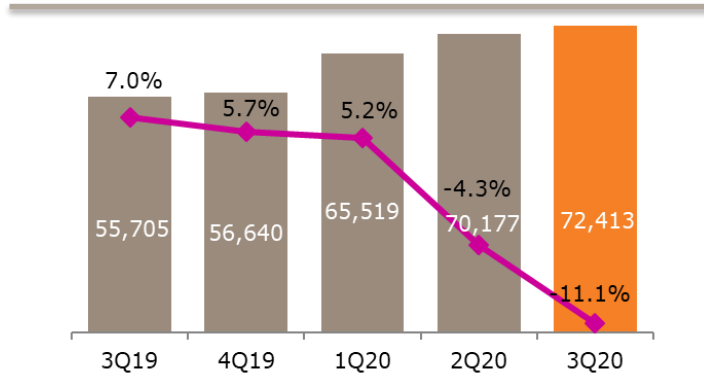


## Gentera ROAA

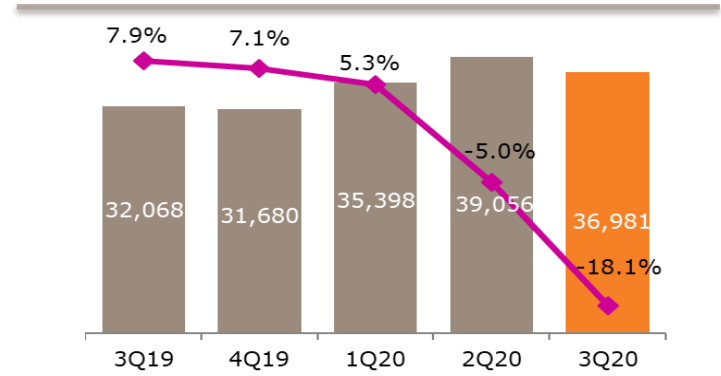


# Assets - ROAA

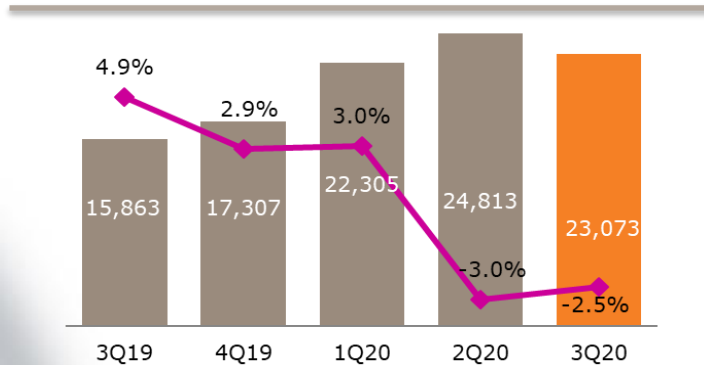
## Genera



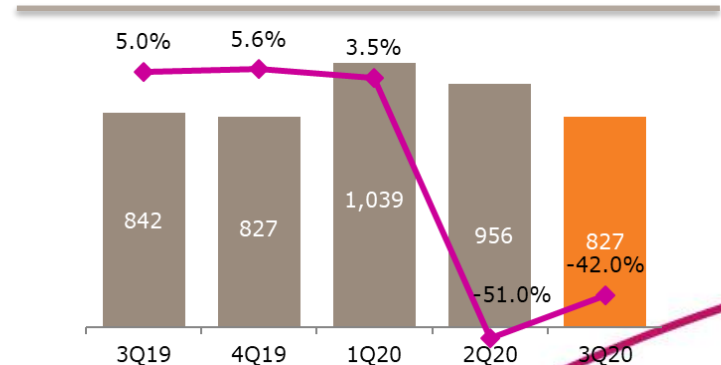
## Mexico - Banco



## Peru



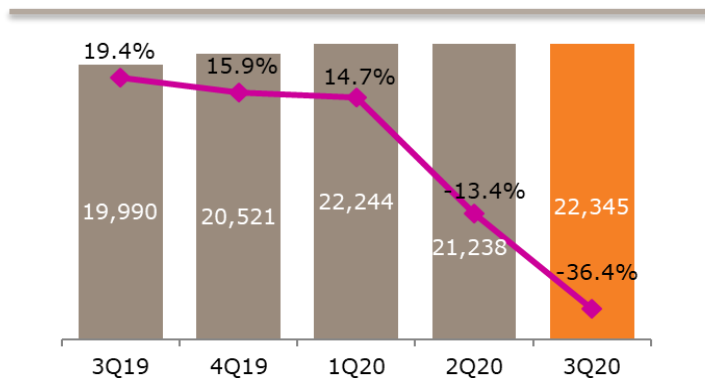
## Guatemala



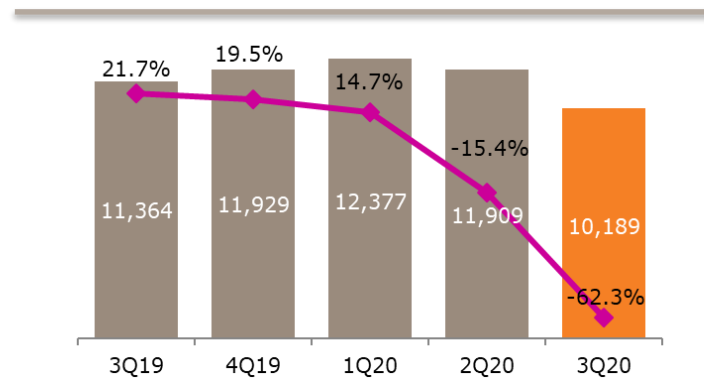
\*Assets in Ps. Million

# Equity - ROAE

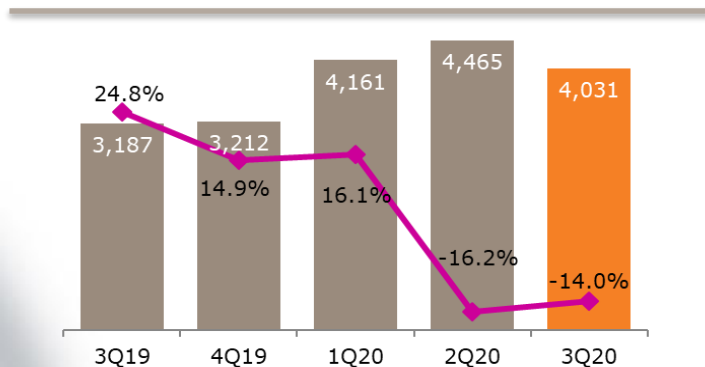
## Gentera



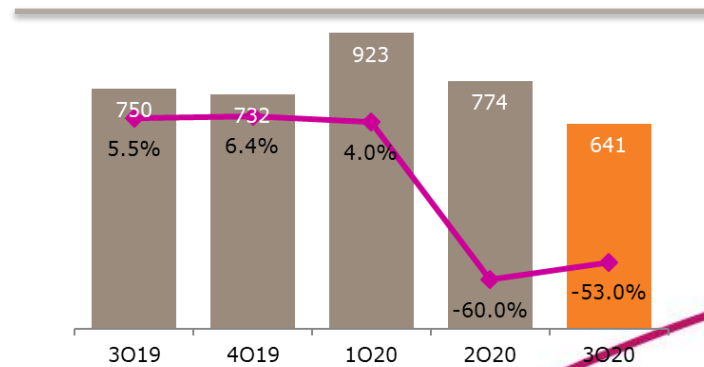
## Mexico - Banco



## Peru



## Guatemala



\*Equity in Ps. million



# Financial Information 3Q20

# Balance Sheet

	3Q20	3Q19	% Change 3Q19	2Q20	% Change 2Q20
Cash and other investments	24,188	9,194	163.1%	23,798	1.6%
Total performing loans	37,991	38,280	-0.8%	39,168	-3.0%
Non-performing loans	2,833	1,143	147.9%	1,545	83.4%
<b>Total loan portfolio</b>	<b>40,824</b>	<b>39,423</b>	<b>3.6%</b>	<b>40,713</b>	<b>0.3%</b>
Allowance for loan losses	6,815	2,483	174.5%	4,500	51.4%
<b>Loan portfolio, net</b>	<b>34,009</b>	<b>36,940</b>	<b>-7.9%</b>	<b>36,213</b>	<b>-6.1%</b>
Other accounts receivable	2,162	1,867	15.8%	1,253	72.5%
Fixed assets	995	1,031	-3.5%	994	0.1%
Permanent investment	96	2,402	-96.0%	3,073	-96.9%
Long-lived assets availablefor sale	-	-	N/C	-	N/C
Other assets	5,264	3,337	57.7%	3,846	36.9%
Goodwill	5,699	934	510.2%	1,000	469.9%
<b>Total assets</b>	<b>72,413</b>	<b>55,705</b>	<b>30.0%</b>	<b>70,177</b>	<b>3.2%</b>
Clients deposits	3,670	3,156	16.3%	3,457	6.2%
Deposits	11,912	8,174	45.7%	12,502	-4.7%
Long term debt issuance	8,915	9,375	-4.9%	9,871	-9.7%
Interbank loans	19,108	10,819	76.6%	19,316	-1.1%
Obligations in securitization transactions	1,300	-	N/C	-	N/C
Other accounts payable	5,163	4,191	23.2%	3,793	36.1%
<b>Total liabilities</b>	<b>50,068</b>	<b>35,715</b>	<b>40.2%</b>	<b>48,939</b>	<b>2.3%</b>
Capital stock	4,764	4,764	0.0%	4,764	0.0%
Capital reserves	1,845	1,888	-2.3%	1,845	0.0%
Retained earnings	13,335	10,060	32.6%	13,335	0.0%
Other capital accounts	873	748	16.7%	1,198	-27.1%
Net income for the year	(1,880)	2,482	-175.7%	59	N/C
Participation (in net income) from controlling company	18,937	19,942	-5.0%	21,201	-10.7%
Participation (in net income) from non-controlling company	3,408	48	N/C	37	N/C
<b>Total stockholders' equity</b>	<b>22,345</b>	<b>19,990</b>	<b>11.8%</b>	<b>21,238</b>	<b>5.2%</b>
<b>Total liabilities and stockholders' equity</b>	<b>72,413</b>	<b>55,705</b>	<b>30.0%</b>	<b>70,177</b>	<b>3.2%</b>

\* Figures expressed in Mexican pesos (millions)

# Income Statement

	3Q20	3Q19	% Change 3Q19	2Q20	% Change 2Q20	9M20	9M19	% Change 9M19
Interest income	4,123	5,765	-28.5%	4,364	-5.5%	14,452	16,803	-14.0%
Interest expense	641	517	24.0%	598	7.2%	1,717	1,571	9.3%
<b>Net Interest Income</b>	<b>3,482</b>	<b>5,248</b>	<b>-33.7%</b>	<b>3,766</b>	<b>-7.5%</b>	<b>12,735</b>	<b>15,232</b>	<b>-16.4%</b>
Provisions for loan losses	3,434	828	314.7%	1,740	97.4%	6,425	2,238	187.1%
<b>Net interest income after provisions</b>	<b>48</b>	<b>4,420</b>	<b>-98.9%</b>	<b>2,026</b>	<b>-97.6%</b>	<b>6,310</b>	<b>12,994</b>	<b>-51.4%</b>
Commissions and fee income	295	352	-16.2%	184	60.3%	808	1,075	-24.8%
Commissions and fee expense	148	126	17.5%	178	-16.9%	431	360	19.7%
Trading gains (losses)	(3)	6	-150.0%	(1)	200.0%	26	(1)	N/C
Other operating income (expense)	138	3	N/C	38	263.2%	258	(37)	-797.3%
Operating Expenses	3,233	3,354	-3.6%	3,024	6.9%	9,796	10,173	-3.7%
<b>Net operating income</b>	<b>(2,903)</b>	<b>1,301</b>	<b>-323.1%</b>	<b>(955)</b>	<b>204.0%</b>	<b>(2,825)</b>	<b>3,498</b>	<b>-180.8%</b>
Participation in net income from non consolidated and associated subsidiaries	27	57	-52.6%	9	200.0%	89	142	-37.3%
<b>Total income before income tax</b>	<b>(2,876)</b>	<b>1,358</b>	<b>-311.8%</b>	<b>(946)</b>	<b>204.0%</b>	<b>(2,736)</b>	<b>3,640</b>	<b>-175.2%</b>
Income tax	(833)	410	-303.2%	(217)	283.9%	(751)	1,134	-166.2%
Current	(186)	483	-138.5%	119	-256.3%	437	1,264	-65.4%
Deferred	(647)	(73)	786.3%	(336)	92.6%	(1,188)	(130)	813.8%
<b>Net discontinued operations</b>	<b>(2,043)</b>	<b>948</b>	<b>-315.5%</b>	<b>(729)</b>	<b>180.2%</b>	<b>(1,985)</b>	<b>2,506</b>	<b>-179.2%</b>
Discontinued operations	(60)	-	N/C	1	N/C	(59)	-	N/C
<b>Net income</b>	<b>(1,983)</b>	<b>948</b>	<b>-309.2%</b>	<b>(730)</b>	<b>171.6%</b>	<b>(1,926)</b>	<b>2,506</b>	<b>-176.9%</b>
Participation (in net income) from controlling company	(1,939)	939	-306.5%	(719)	169.7%	(1,880)	2,482	-175.7%
Participation (in net income) from non-controlling company	(44)	9	-588.9%	(11)	300.0%	(46)	24	-291.7%

\* Figures expressed in Mexican pesos (millions)

# NPLs per subsidiary

## NPL's per methodology and subsidiaries

PRODUCT	3Q20				3Q19				2Q20			
	Portfolio	NPL	NPL Ratio	Write- Offs	Portfolio	NPL	NPL Ratio	Write- Offs	Portfolio	NPL	NPL Ratio	Write- Offs
C. Mujer	12,247	978	7.98%	285	14,348	289	2.01%	202	12,509	299	2.39%	115
C. Comerciante	4,417	619	14.01%	229	5,060	211	4.17%	159	4,702	247	5.25%	83
Group Methodology	16,664	1,597	9.58%	514	19,408	500	2.57%	361	17,211	546	3.17%	198
C. Individual	2,911	226	7.77%	106	3,035	142	4.67%	97	2,916	109	3.75%	42
C. CA (de CM y CCR)	90	31	33.75%	10	408	11	2.70%	9	195	11	5.55%	4
C. CCM( de CM, CCR y CI)	1,122	207	18.46%	69	2,333	86	3.69%	73	1,777	75	4.22%	27
C. Otros (CGD)	6	1	7.82%	0	20	0	0.52%	0	17	0	0.57%	0
Individual Methodology	4,129	465	11.26%	185	5,796	239	4.13%	179	4,905	195	3.98%	73
<b>Banco Compartamos</b>	<b>20,793</b>	<b>2,062</b>	<b>9.92%</b>	<b>699</b>	<b>25,204</b>	<b>739</b>	<b>2.93%</b>	<b>540</b>	<b>22,116</b>	<b>741</b>	<b>3.35%</b>	<b>271</b>
C.Mujer	3,886	187	4.82%	20	2,822	72	2.54%	16	4,350	80	1.83%	0
Group Methodology Peru	3,886	187	4.82%	20	2,822	72	2.54%	16	4,350	80	1.83%	0
Comercial	8,795	239	2.71%	38	6,787	199	2.94%	57	9,188	457	4.97%	0
Microempresa	3,343	112	3.36%	35	3,253	94	2.90%	50	3,406	200	5.88%	0
Consumo	877	14	1.56%	7	704	10	1.46%	7	938	33	3.53%	0
Individual Methodology Peru	13,015	365	2.80%	81	10,744	304	2.83%	114	13,532	690	5.10%	0
<b>Compartamos Financiera</b>	<b>16,901</b>	<b>552</b>	<b>3.27%</b>	<b>101</b>	<b>13,566</b>	<b>375</b>	<b>2.77%</b>	<b>130</b>	<b>17,881</b>	<b>770</b>	<b>4.31%</b>	<b>0</b>
Group Methodology Guatemala	730	44	5.97%	9	654	29	4.39%	26	716	33.6	4.69%	14
<b>Compartamos Guatemala S.A.</b>	<b>730</b>	<b>43</b>	<b>5.97%</b>	<b>9</b>	<b>654</b>	<b>29</b>	<b>4.39%</b>	<b>26</b>	<b>716</b>	<b>33.6</b>	<b>4.69%</b>	<b>14</b>
<b>ConCrédito</b>	<b>2,400</b>	<b>176</b>	<b>7.34%</b>	<b>157</b>	<b>2,781</b>	<b>89</b>	<b>3.22%</b>	<b>70</b>	<b>2,733</b>	<b>49</b>	<b>1.79%</b>	<b>148</b>
<b>Total</b>	<b>40,824</b>	<b>2,833</b>	<b>6.94%</b>	<b>966</b>	<b>39,423</b>	<b>1,143</b>	<b>2.90%</b>	<b>696</b>	<b>40,713</b>	<b>1,545</b>	<b>3.79%</b>	<b>285</b>

\* Figures expressed in Mexican pesos (millions)

# Summary



## Banco Compartamos S.A. I.B.M.

	National Scale	Global Scale
Fitch Ratings	'AA(mex) / F1+(mex)'	BB+ / B
Standard & Poor's	'mxA++ / mxA-1+'	BBB- / A-3

	3Q20	3Q19	2Q20	% Change 3Q19	% Change 2Q20	9M20	9M19	% Change 9M19
Clients	2,297,063	2,627,312	2,476,451	-12.6%	-7.2%	2,297,063	2,627,312	-12.6%
Portfolio*	20,793	25,204	22,116	-17.5%	-6.0%	20,793	25,204	-17.5%
Net Income	(1,720)	623	(468)	-376.1%	267.5%	(1,740)	1,775	-198.0%
NPLs / Total Portfolio	9.92%	2.93%	3.35%	6.99 pp	6.57 pp	9.92%	2.93%	6.99 pp
ROA	-18.1%	7.9%	-5.0%	-26.0 pp	-13.1 pp	-6.5%	7.6%	-14.1 pp
ROE	-62.3%	21.7%	-15.4%	-84.0 pp	-46.9 pp	-20.0%	21.0%	-41.0 pp
NIM	28.4%	57.2%	33.6%	-28.8 pp	-5.2 pp	38.3%	55.9%	-17.6 pp
MFAR %	-1.7%	47.6%	18.8%	-49.3 pp	-20.5 pp	18.3%	47.9%	-29.6 pp
Efficiency Ratio	-4819.6%	74.8%	141.6%	-4894.4 pp	-4961.2 pp	153.0%	76.3%	76.7 pp
Operating Efficiency	25.9%	33.3%	24.1%	-7.4 pp	1.8 pp	27.5%	34.4%	-6.9 pp
ICAP	31.1%	31.0%	35.8%	0.1 pp	-4.7 pp	31.1%	31.0%	0.1 pp
Capital / Total Assets	27.6%	35.4%	30.5%	-7.8 pp	-2.9 pp	27.6%	35.4%	-7.8 pp
Average Loan (Ps.)	9,052	9,593	8,931	-5.6%	1.4%	9,052	9,593	-5.6%
Employees	15,326	16,151	15,771	-5.1%	-2.8%	15,326	16,151	-5.1%
Service Offices**	569	588	576	-3.2%	-1.2%	569	588	-3.2%
Branches	167	201	201	-16.9%	-16.9%	167	201	-16.9%

\* Figures expressed in Mexican pesos (millions)



# Balance Sheet

	3Q20	3Q19	% Change 3Q19	2Q20	% Change 2Q20
Cash and other investments	15,461	4,963	211.5%	15,524	-0.4%
Related parties	1,060	250	324.0%	860	23.3%
Total performing loans	18,731	24,465	-23.4%	21,375	-12.4%
Non-performing loans	2,062	739	179.0%	741	178.3%
<b>Total loan portfolio</b>	<b>21,853</b>	<b>25,454</b>	<b>-14.1%</b>	<b>22,976</b>	<b>-4.9%</b>
Allowance for loan losses	4,677	1,553	201.2%	2,896	61.5%
<b>Loan portfolio, net</b>	<b>17,176</b>	<b>23,901</b>	<b>-28.1%</b>	<b>20,080</b>	<b>-14.5%</b>
Other accounts receivable	1,410	917	53.8%	951	48.3%
Fixed assets	253	358	-29.3%	280	-9.6%
Other assets	2,681	1,929	39.0%	2,221	20.7%
<b>Total assets</b>	<b>36,981</b>	<b>32,068</b>	<b>15.3%</b>	<b>39,056</b>	<b>-5.3%</b>
Clients' Deposits	2,306	2,262	1.9%	2,158	6.9%
Deposits	1,114	339	228.6%	1,208	-7.8%
Long term debt issuance	8,478	9,085	-6.7%	9,413	-9.9%
Interbank loans	13,842	7,390	87.3%	13,495	2.6%
Other accounts payable	1,052	1,628	-35.4%	873	20.5%
<b>Total liabilities</b>	<b>26,792</b>	<b>20,704</b>	<b>29.4%</b>	<b>27,147</b>	<b>-1.3%</b>
Capital stock	618	618	0.0%	618	0.0%
Contributions for future capital increases	16	-	N/C	16	0.0%
Capital reserves	582	566	2.8%	582	0.0%
Retained earnings	10,716	8,406	27.5%	10,716	0.0%
Remeasurements for employees benefit	(3)	(1)	200.0%	(3)	0.0%
Net income for the year	(1,740)	1,775	-198.0%	(20)	N/C
<b>Total stockholders' equity</b>	<b>10,189</b>	<b>11,364</b>	<b>-10.3%</b>	<b>11,909</b>	<b>-14.4%</b>
<b>Total liabilities and stockholders' equity</b>	<b>36,981</b>	<b>32,068</b>	<b>15.3%</b>	<b>39,056</b>	<b>-5.3%</b>

\* Figures expressed in Mexican pesos (millions)

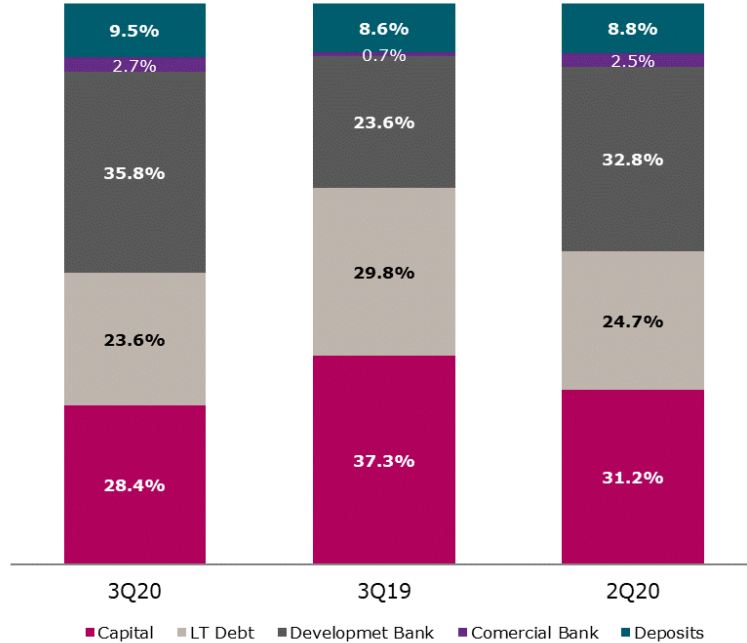
# Income Statement



	3Q20	3Q19	% Change 3Q19	2Q20	% Change 2Q20	9M20	9M19	% Change 9M19
Interest income	2,985	4,453	-33.0%	3,348	-10.8%	10,812	13,063	-17.2%
Interest expense	393	345	13.9%	366	7.4%	1,067	1,073	-0.6%
<b>Net Interest Income</b>	<b>2,592</b>	<b>4,108</b>	<b>-36.9%</b>	<b>2,982</b>	<b>-13.1%</b>	<b>9,745</b>	<b>11,990</b>	<b>-18.7%</b>
Provisions for loan losses	2,749	689	299.0%	1,316	108.9%	5,093	1,719	196.3%
<b>Net interest income after provisions</b>	<b>(157)</b>	<b>3,419</b>	<b>-104.6%</b>	<b>1,666</b>	<b>-109.4%</b>	<b>4,652</b>	<b>10,271</b>	<b>-54.7%</b>
Commissions and fee income	162	207	-21.7%	106	52.8%	495	671	-26.2%
Commissions and fee expense	129	149	-13.4%	214	-39.7%	493	420	17.4%
Trading gains (losses)	(2)	6	-133.3%	(2)	0.0%	27	(1)	N/C
Other operating income (expense)	75	17	341.2%	29	158.6%	135	30	350.0%
Operating Expenses	2,458	2,618	-6.1%	2,245	9.5%	7,370	8,055	-8.5%
<b>Net operating income</b>	<b>(2,509)</b>	<b>882</b>	<b>-384.5%</b>	<b>(660)</b>	<b>280.2%</b>	<b>(2,554)</b>	<b>2,496</b>	<b>-202.3%</b>
<b>Total income before income tax</b>	<b>(2,509)</b>	<b>882</b>	<b>-384.5%</b>	<b>(660)</b>	<b>280.2%</b>	<b>(2,554)</b>	<b>2,496</b>	<b>-202.3%</b>
Income tax	(789)	259	-405%	(192)	310.9%	(814)	721	-212.9%
Current	(285)	283	-200.7%	62	-559.7%	128	857	-85.1%
Deferred	(504)	(24)	N/C	(254)	98.4%	(942)	(136)	592.6%
<b>Net income</b>	<b>(1,720)</b>	<b>623</b>	<b>-376.1%</b>	<b>(468)</b>	<b>267.5%</b>	<b>(1,740)</b>	<b>1,775</b>	<b>-198.0%</b>

\* Figures expressed in Mexican pesos (millions)

# Funding structure



**Cost of funds 3Q20**  
**5.9%**

Debt profile excluding clients deposits		
Year	Maturity	%
2020	800	4%
2021	150	1%
2022	5,246	24%
2023	5,148	23%
2024	5,188	23%
2025	5,655	25%
<b>Total</b>	<b>22,187</b>	<b>100%</b>

**Compartamos Banco has a diversified funding structure and a very solid debt profile**

# Allowance for loan losses

Risk	3Q20			3Q19			2Q20		
	%Allowance	Balance	Allowance	%Allowance	Balance	Allowance	%Allowance	Balance	Allowance
A-1	1.2%	12,203	150	1.2%	16,924	198	1.2%	10,286	123
A-2	2.1%	1,582	33	2.4%	1,432	35	1.9%	1,592	31
B-1	3.5%	124	4	3.4%	210	7	3.4%	329	11
B-2	4.1%	837	34	4.1%	1,901	78	4.2%	931	39
B-3	5.5%	351	19	5.6%	481	27	5.5%	892	49
C-1	7.1%	1,103	78	7.2%	1,845	132	9.3%	2,988	278
C-2	11.4%	1,196	136	10.9%	846	92	10.9%	307	33
D	23.1%	957	221	21.2%	596	126	22.0%	2,744	603
E	70.2%	3,504	2,461	70.3%	1,218	856	59.4%	2,906	1,727
<b>Total</b>		<b>21,857</b>	<b>3,137</b>		<b>25,452</b>	<b>1,553</b>		<b>22,975</b>	<b>2,894</b>
<b>Coverage Ratio<sup>1</sup></b>			<b>152.5%</b>			<b>210.0%</b>			<b>389.8%</b>

<sup>1</sup> Allowance for loan losses / Non-performing loans

Note: Additional allowance for non performing loans for 3Q20 not included (\$1,538 million pesos)

Classification for allowance for loan losses is in accordance with CNBV regulations (Chapter V, Section First, Paragraph F) applicable to credit institutions [1]. Allowance for loan losses continue to sufficiently cover non-performing loans. The ratings and the allowance reported consider the modifications to the General Provisions for Credit Institutions published in the Official Gazette of the Federation (Diario Oficial de la Federación) on January 6, 2017, and for which its initial effect was constituted on December 31, 2017, according to applicable regulation.

# Summary



## Compartamos Financiera (Peru)

Summary	3Q20	3Q19	2Q20	% Change 3Q19	% Change 2Q20	9M20	9M19	% Change 9M19
Clients	692,738	687,839	702,406	0.7%	-1.4%	692,738	687,839	0.7%
Portfolio *	16,901.4	13,565.9	17,881.3	24.6%	-5.5%	16,901.4	13,565.9	24.6%
Net Income *	(148.3)	186.2	(175.0)	-179.7%	-15.2%	(174.8)	434.9	-140.2%
NPLs / Total Portfolio	3.27%	2.77%	4.3%	0.50 pp	-1.04 pp	3.27%	2.77%	0.50 pp
ROA	-2.5%	4.9%	-3.0%	-7.4 pp	0.5 pp	-1.1%	4.0%	-5.1 pp
ROE	-14.0%	24.8%	-16.2%	-38.8 pp	2.2 pp	-5.9%	20.7%	-26.6 pp
NIM	13.2%	26.4%	11.8%	-13.2 pp	1.4 pp	16.2%	26.2%	-10.0 pp
NIM after provisions	5.2%	23.3%	6.9%	-18.1 pp	-1.7 pp	10.3%	22.0%	-11.7 pp
Efficiency Ratio	190.5%	69.1%	153.7%	121.4 pp	36.8 pp	116.2%	74.3%	41.9 pp
Operating Efficiency	8.9%	16.3%	11.6%	-7.4 pp	-2.7 pp	8.92%	16.33%	-7.4 pp
Capital / Total Assets	17.5%	20.1%	18.0%	-2.6 pp	-0.5 pp	17.5%	20.1%	-2.6 pp
Average Loan (Ps.)	24,398	19,722	25,457	23.7%	-4.2%	24,398	19,722	23.7%
Employees	5,420	5,207	5,348	4.1%	1.3%	5,420	5,207	4.1%
Service Offices	108	105	108	2.9%	0.0%	108	105	3%

**Group loans represented 23.0% of the portfolio, and 71.8% of the customers served in Peru**

**Around 40% of our clients in the Group Lending use electronic wallet to execute their payments**

Peru figures are reported under Mexican GAAP.  
Portfolio and Net Income are expressed in Mexican pesos (millions)  
with their corresponding FX for the quarter. Average Loan (Mexican pesos)

# Balance Sheet



	3Q20	3Q19	% Change 3Q19	2Q20	% Change 2Q20
Cash and other investments	6,313.5	2,194.6	187.7%	6,950.6	-9.2%
Total performing loans	16,349.4	13,190.5	23.9%	17,111.1	-4.5%
Non-performing loans	552.0	375.4	47.1%	770.2	-28.3%
<b>Total loan portfolio</b>	<b>16,901.4</b>	<b>13,565.9</b>	<b>24.6%</b>	<b>17,881.3</b>	<b>-5.5%</b>
Allowance for loan losses	1,705.3	890.6	91.5%	1,409.7	21.0%
<b>Loan portfolio, net</b>	<b>15,196.1</b>	<b>12,675.2</b>	<b>19.9%</b>	<b>16,471.6</b>	<b>-7.7%</b>
Other accounts receivable	398.4	95.2	318.5%	209.5	90.2%
Fixed assets	418.7	365.4	14.6%	421.4	-0.6%
Other assets	746.8	532.8	40.2%	760.0	-1.7%
<b>Total assets</b>	<b>23,073.5</b>	<b>15,863.2</b>	<b>45.5%</b>	<b>24,813.0</b>	<b>-7.0%</b>
Deposits	13,274.1	8,198.0	61.9%	13,801.2	-3.8%
Long term debt issuance	436.8	959.0	-54.5%	457.7	-4.6%
Interbank loans	4,162.7	3,001.3	38.7%	5,242.1	-20.6%
Acreeedores por reporto	489.9	-	N/C	-	N/C
Other accounts payable	679.2	518.4	31.0%	847.1	-19.8%
<b>Total liabilities</b>	<b>19,042.7</b>	<b>12,676.6</b>	<b>50.2%</b>	<b>20,348.1</b>	<b>-6.4%</b>
Capital stock	3,241.0	2,012.2	61.1%	3,241.0	0.0%
Capital reserves	212.2	152.9	38.8%	213.3	-0.5%
Foreign exchange effect	723.5	545.9	32.5%	1,008.2	-28.2%
Retained earnings	28.8	40.6	-29.1%	28.8	0.0%
Net income for the year	(174.8)	434.9	-140.2%	(26.4)	561.0%
<b>Total stockholders' equity</b>	<b>4,030.8</b>	<b>3,186.6</b>	<b>26.5%</b>	<b>4,464.9</b>	<b>-9.7%</b>
<b>Total liabilities and stockholders' equity</b>	<b>23,073.5</b>	<b>15,863.2</b>	<b>45.5%</b>	<b>24,813.0</b>	<b>-7.0%</b>

FX (End of period):	Soles - Dollars	Pesos MX - Dollars	Pesos MX - Soles
<b>3Q20</b>	3.597	22.1438	6.1562
<b>3Q19</b>	3.383	19.7345	5.8334
<b>2Q20</b>	3.538	23.0893	6.5261

Peru figures are reported under Mexican GAAP  
 Figures are expressed in Mexican Peso with its corresponding FX Source:  
 Banco de México and Banco Central de Perú.

# Income Statement



	3Q20	3Q19	% Change 3Q19	2Q20	% Change 2Q20	9M20	9M19	% Change 9M19
Interest income	989.4	1,141.2	-13.3%	903.8	9.5%	3,206.7	3,267.3	-1.9%
Interest expense	217.8	163.0	33.6%	228.4	-4.6%	613.1	469.9	30.5%
<b>Net interest income</b>	<b>771.6</b>	<b>978.2</b>	<b>-21.1%</b>	<b>675.4</b>	<b>14.2%</b>	<b>2,593.6</b>	<b>2,797.4</b>	<b>-7.3%</b>
Provisions for loan losses	470.7	116.1	305.6%	279.8	68.2%	945.4	454.1	108.2%
<b>Net interest income after provisions</b>	<b>300.8</b>	<b>862.2</b>	<b>-65.1%</b>	<b>395.6</b>	<b>-24.0%</b>	<b>1,648.1</b>	<b>2,343.3</b>	<b>-29.7%</b>
Commissions and fee income	74.5	60.0	24.3%	49.6	50.3%	183.5	160.6	14.2%
Commissions and fee expenses	47.8	14.7	225.0%	5.7	742.8%	68.4	45.1	51.7%
Other operating income (expense)	(47.3)	(5.3)	793.3%	5.8	-919.3%	(38.1)	(4.8)	689.3%
Operating expenses	534.0	623.2	-14.3%	684.4	-22.0%	2,004.2	1,822.7	10.0%
<b>Net operating income</b>	<b>(253.7)</b>	<b>278.9</b>	<b>-191.0%</b>	<b>(239.1)</b>	<b>6.1%</b>	<b>(279.0)</b>	<b>631.4</b>	<b>-144.2%</b>
<b>Total income before income tax</b>	<b>(253.7)</b>	<b>278.9</b>	<b>-191.0%</b>	<b>(239.1)</b>	<b>6.1%</b>	<b>(279.0)</b>	<b>631.4</b>	<b>-144.2%</b>
Current and Deferred	(105.4)	92.8	-213.6%	(64.1)	64.3%	(104.3)	196.5	-153.1%
<b>Net income</b>	<b>(148.3)</b>	<b>186.2</b>	<b>-179.7%</b>	<b>(175.0)</b>	<b>-15.2%</b>	<b>(174.8)</b>	<b>434.9</b>	<b>-140.2%</b>

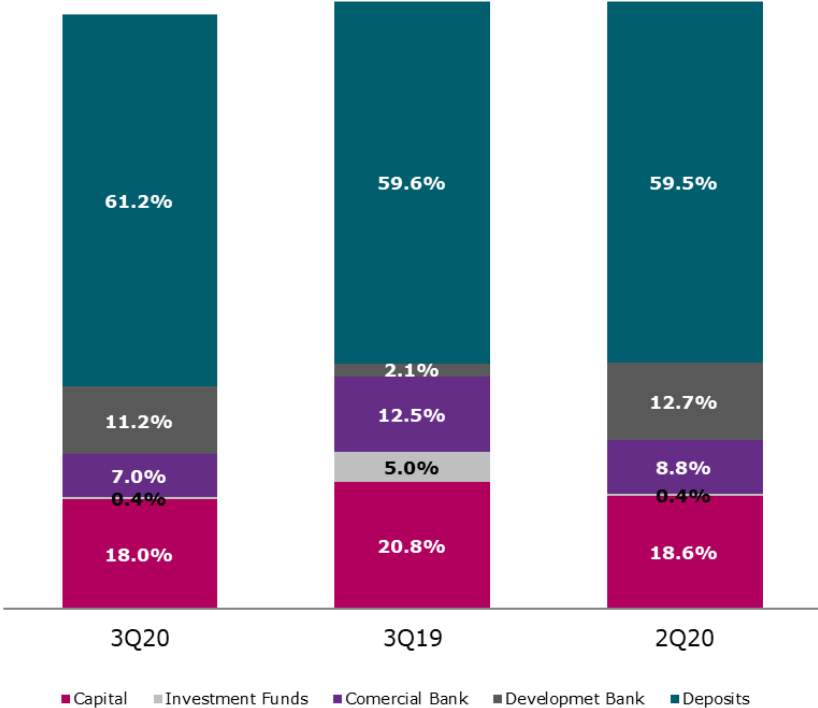
FX (Average)	Soles - Dollars	Pesos MX - Dollars	Pesos MX - Soles
<b>3Q20</b>	3.5446	22.0774	6.2285
<b>3Q19</b>	3.3418	19.4283	5.8137
<b>2Q20</b>	3.4292	23.3364	6.8052

Peru figures are reported under Mexican GAAP  
 Figures are expressed in Mexican Peso with its corresponding FX  
 Source: Banco de México and Banco Central of Perú

# Funding structure



**Cost of funds 3Q20**  
4.7%





# Summary



## Compartamos S.A. (Guatemala)

Summary	3Q20	3Q19	2Q20	% Change 3Q19	% Change 2Q20	9M20	9M19	% Change 9M19
Clients	103,248	102,049	98,790	1.2%	4.5%	103,248	102,049	1.2%
Portfolio *	730.3	653.7	716.5	11.7%	1.9%	730.3	653.7	11.7%
Net Income *	(93.7)	10.2	(127.2)	-1017.2%	-26.3%	(212.5)	43.8	-584.9%
NPLs / Total Portfolio	5.97%	4.39%	4.69%	1.58 pp	1.28 pp	5.97%	4.39%	1.58 pp
ROA	-42.0%	5.0%	-51.0%	-47.0 pp	9.0 pp	-31.1%	7.3%	-38.4 pp
ROE	-53.0%	5.5%	-60.0%	-58.5 pp	7.0 pp	-36.9%	8.1%	-45.0 pp
NIM	30.4%	77.4%	44.3%	-47.0 pp	-13.9 pp	49.1%	77.6%	-28.5 pp
NIM after provisions	7.4%	65.7%	-17.6%	-58.3 pp	25.0 pp	14.7%	65.6%	-50.9 pp
Efficiency Ratio	674.9%	89.6%	-264.5%	585.3 pp	939.4 pp	350.1%	84.6%	265.5 pp
Operating Efficiency	54.8%	55.5%	46.9%	-0.7 pp	7.9 pp	52.2%	52.1%	0.1 pp
Capital / Total Assets	77.4%	89.0%	80.9%	-11.6 pp	-3.5 pp	77.4%	89.0%	-11.6 pp
Average Loan (Ps.)	7,073	6,406	7,252	10.4%	-2.5%	7,073	6,406	10.4%
Employees	1,007	954	998	5.6%	0.9%	1,007	954	5.6%
Service Offices	56	56	56	0.0%	0.0%	56	56	0.0%

FX (Average)	Quetzales - Dollars	Pesos MX - Dollars	Pesos MX - Quetzales
<b>3Q20</b>	7.7195	22.0774	2.8600
<b>3Q19</b>	7.6842	19.4283	2.5283
<b>2Q20</b>	7.7011	23.3364	3.0302

Source: Banco de Guatemala and Banco de Mexico  
 Figures expressed in Mexican pesos. Portfolio and Net Income are expressed in million and with their corresponding FX for the quarter

Source: Banco de Guatemala y Banco de México

**Committed to generate social, economic and human value**

- **ConCrédito** is a Mexican company with more than 13 years of experience in granting credits. The company is composed by Fin Útil, S.A. de C.V. SOFOM, E.N.R., Comfu, S.A. de C.V. and Talento ConCrédito S.A. de C.V. **ConCrédito has presence in 21 states in Mexico.**
- **Active clients** reached more than **41 thousand distributors** that work with approximately **560 thousand end customers** through its Credit, Insurance and CrediTienda products.
- **CrediTienda App**, which was launched in 2018 and is part of **ConCredito** is a **digital online sales platform** in which more than **9 thousand products** are offered to its customers. More than 650 thousand users have downloaded CrediTienda App and more 160 thousand clients have purchased through this platform.

Summary	ConCrédito
	3Q20
Clients	41,534
Portfolio *	2,400
Net Income *	(60.7)
ROAA	-5.6%
ROAE	-11.9%
NIM	15.7%
NIM after provisions	-5.8%
NPL	7.34%
Write - offs *	157
Coverage Ratio	120.4%
Average Loan per Client	57,776
Employees	1,541
Service Offices	97

\* Portfolio; Net Income and Write-offs are expressed in Mexican pesos (millions).

# Balance Sheet and Income Statement

	3T20
Cash and other investments	1,202.2
Total performing loans	2,223.6
Non-performing loans	176.1
<b>Total loan portfolio</b>	<b>2,399.7</b>
Allowance for loan losses	212.0
<b>Loan portfolio, net</b>	<b>2,187.7</b>
Other accounts receivable	478.7
Fixed assets	50.7
Permanent investment	1.3
Other assets	382.0
<b>Total assets</b>	<b>4,302.6</b>
Interbank loans	580.0
Securitized Transactions	1,300.0
Leasing	-
Other accounts payable	409.4
<b>Total liabilities</b>	<b>2,289.4</b>
Capital stock	1,424.3
Capital reserves	21.9
Foreign exchange effect	0.0
Premium on sale of stock	6.7
Retained earnings	460.9
Net income for the year	99.5
<b>Total stockholders' equity</b>	<b>2,013.2</b>
<b>Total liabilities and stockholders' equity</b>	<b>4,302.6</b>

	3Q20
Interest income	186.3
Interest expense	47.6
<b>Net interest income</b>	<b>138.7</b>
Provisions for loan losses	190.4
<b>Net interest income after provisions</b>	<b>(51.7)</b>
Commissions and fee income	6.6
Commissions and fee expenses	9.2
Other operating income (expense)	124.0
Operating expenses	177.7
<b>Net operating income</b>	<b>(108.0)</b>
<b>Total income before income tax</b>	<b>(108.0)</b>
Current and Deferred	(47.3)
<b>Net income</b>	<b>(60.7)</b>

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