

## GENTERA REPORTS 4Q19 RESULTS

**Mexico City, Mexico – February 26, 2020 – GENTERA S.A.B. de C.V. (“GENTERA” or “the Company”)** (BMV: GENTERA\*) announced today audited consolidated financial results for the fourth quarter ended December 31, 2019. All figures were prepared in accordance with requirements from the National Banking and Securities Commission (CNBV) and are expressed in nominal Mexican pesos (Ps.)

### 4Q19 & 2019 Highlights:

- **Total Loan Portfolio** reached **Ps. 41,692 million**, a **16.7% increase** compared to 4Q18. Consolidated Loan Portfolio broken down by subsidiary is shown below:
  - Banco Compartamos S.A., I.B.M. (Mexico) (Banco Compartamos) microcredit loan portfolio reached **Ps. 26,268 million**, **13.6% higher** than the figure recorded in 4Q18.
  - Compartamos Financiera (Peru) stood at **Ps. 14,754 million**, a **23.7% increase** vs. 4Q18; and,
  - Compartamos S.A. (Guatemala) was **Ps. 670 million**, the same level reached at the end of 4Q18.
- **Net Income** for 4Q19 was **Ps. 803 million**, a **13.4% increase** compared to the Ps. 708 million reached in 4Q18. **Earnings per outstanding share (EPS) in 4Q19** stood at \$0.50
  - **Net Income for the full-year 2019** was **Ps. 3,309 million**, an **18.0% growth** compared to the previous year, excluding 2018 extraordinary items, and a **10.7% growth** on a full-year on year comparison, considering the year 2018 at Ps. 2,990 million. **EPS in 2019 stood at Ps. 2.08**
- **Net Interest Income after provisions** for 4Q19 was **Ps. 4,575 million**, a 5.6% growth compared to the same period last year, while **NIM after provisions** stood at **38.2%**.
- **Non-performing loans (NPLs)** for 4Q19 stood at **2.79%**, compared to 2.73% in 4Q18, showing a slight improvement compared to the 2.90% of the previous quarter.
- **Efficiency ratio** for 4Q19 **improved to 77.2%** compared to **81.6%** reported in 4Q18. **For full-year 2019, efficiency ratio improved to 75.1%** compared to 77.5% in 2018.
- **ROE** stood at **15.9%**, the same level compared to 15.9% in 4Q18. **For the full-year 2019 ROE stood at 17.1%**, which was the same ROE generated in 2018.
- **ROA** reached **5.7%**, compared to 5.8% in 4Q18. **For the full-year 2019 ROA stood at 6.1%** compared to 6.3% ROA in 2018.
- **On February 26, 2020** the Board of Directors approved to propose at the Shareholders’ Meeting, to be held in April 2020, **an ordinary dividend payment equivalent to \$ 654,800,000.00 (Six hundred fifty four million eight hundred thousand pesos M.N.)**, which will be distributed among the outstanding shares at the date of payment, no later than June 30, 2020.

For additional information, please contact:  
Enrique Barrera Flores, Investor Relations Officer.  
Brenda García Cárdenas, Investor Relation.  
Telephone: +52 (55) 5276-7379; enbarrera@gentera.com.mx



## Financial Results and Ratios

	4Q19	4Q18	3Q19	% Change 4Q18	% Change 3Q19	2019	2018	% Change 2018
Clients <sup>(1)</sup>	3,781,120	3,416,201	3,702,747	10.7%	2.1%	3,781,120	3,416,201	10.7%
Credit Clients	3,486,699	3,196,675	3,417,200	9.1%	2.0%	3,486,699	3,196,675	9.1%
Portfolio*	41,692	35,725	39,423	16.7%	5.8%	41,692	35,725	16.7%
Net Income*	803	708	948	13.4%	-15.3%	3,309	2,990	10.7%
NPLs / Total Portfolio	2.79%	2.73%	2.90%	0.06 pp	-0.11 pp	2.79%	2.73%	0.06 pp
ROA	5.7%	5.8%	7.0%	-0.1 pp	-1.3 pp	6.1%	6.3%	-0.2 pp
ROE	15.9%	15.9%	19.4%	0.0 pp	-3.5 pp	17.1%	17.1%	0.0 pp
NIM	46.0%	49.7%	45.9%	-3.7 pp	0.1 pp	45.6%	49.1%	-3.5 pp
NIM after provisions	38.2%	42.3%	38.6%	-4.1 pp	-0.4 pp	38.7%	42.2%	-3.5 pp
Efficiency Ratio	77.2%	81.6%	72.1%	-4.4 pp	5.1 pp	75.1%	77.5%	-2.4 pp
Capital / Total Assets	36.2%	35.1%	35.9%	1.1 pp	0.3 pp	36.2%	35.1%	1.1 pp
Average Loan per Client	11,957	11,176	11,537	7.0%	3.6%	11,957	11,176	7.0%
Employees	22,736	22,062	22,551	3.1%	0.8%	22,736	22,062	3.1%
Service Offices**	747	739	749	1.1%	-0.3%	747	739	1.1%
Branches	201	231	201	-13.0%	0.0%	201	231	-13.0%

1) In 4Q19, 3,486,699 credit clients and 294,421 clients from Savings and Insurance Products.  
 In this table, employees in Banco Compartamos include employees from ATERNA, YASTAS and INTERMEX.  
 \*Portfolio and Net Income are expressed in millions of Mexican Pesos  
 \*\*74 Branches are inside a Service Office (same location)

### Comments from Mr. Enrique Majós, GENTERA's CEO:

2019 represented a strong year for GENTERA, the Company reached the expectations that it had set at the beginning of the year, following the improvements in service and incremental value added for the customers, which allowed to conclude the year with a consolidated portfolio surpassing the Ps. 41 billion mark, growing at a robust rate of 16.7% and serving over 3.7 million clients, in Mexico, Peru and Guatemala.

At the end of the year, GENTERA had a network of 201 branches and 747 service offices, and a staff of over 22.7 thousand employees, distributed in the countries where it has presence. GENTERA's subsidiaries reached great results during the year, among others are: 1) Compartamos, the Bank and Financial companies reached the largest portfolio in its history; 2) ATERNA concluded the year with more than 8.4 million active insurance policies, and during the full-year it allocated more than 27 million policies, 40% more than in 2018; 3) YASTAS, recorded close to 18 million operations during 2019, 15% more compared to 2018, and concluded the year with a network of 4,684 affiliates, 42.9% more than at the end of 2018, and 4) FIINLAB, our innovation laboratory, continued forging strategic alliances with Innovation Hubs and striving to develop new products and digital platforms, oriented to boost our customer's experience.

We are very enthusiastic with the results achieved in 2019, and we count on a really motivated team focused on delivering a remarkable service to our clients, while certain of being on the right path towards the fulfillment of our targets, as we continue to grow and evolving with the clear objective of supporting our clients in the fulfillment of their dreams, and generating social impact.

## 4Q19 Analysis & Results of Operations

Summary	Banco Compartamos		Compartamos Financiera		Compartamos S.A.	
	4Q19	Δ vs 4Q18	4Q19	Δ vs 4Q18	4Q19	Δ vs 4Q18
Clients	2,659,192	7.0%	721,754	18.3%	105,753	4.2%
Portfolio *	26,268	13.6%	14,754	23.7%	670	0.0%
Net Income *	567	32.5%	119	-5.9%	11.77	-45.7%
ROAA	7.1%	1.3 pp	2.9%	-1.0 pp	5.6%	-6.0 pp
ROAE	19.5%	3.6 pp	14.9%	-5.8 pp	6.4%	-6.4 pp
NIM	58.0%	-2.0 pp	26.5%	-1.7 pp	79.4%	-13.6 pp
NIM after provisions	48.3%	-3.3 pp	21.9%	-1.1 pp	66.4%	-13.6 pp
NPL	3.19%	0.60 pp	2.01%	-0.93 pp	4.24%	0.58 pp
Write - offs *	563	29.7%	192	132.5%	22	39.0%
Coverage Ratio	203.6%	-21.6 pp	295.6%	57.7 pp	156.8%	-7.6 pp
Average Loan per Client	9,878	6.1%	20,441	0.0 pp	6,334	0.0 pp
Employees **	16,296	-3.2%	5,470	27.1%	970	5.3%
Service Offices***	583	-0.7%	108	14.9%	56	-3.4%
Branches	201	-13.0%	-	0.0%	-	0.0%

\*Portfolio, Net Income and Write-offs are expressed in millions of Mexican Pesos

\*\*In this table, employees in Banco Compartamos include employees from ATERNA, YASTAS and INTERMEX.

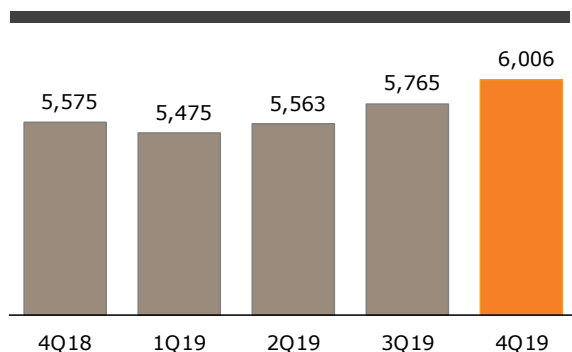
Compartamos Financiera (Peru) is reported under Mexican GAAP (all figures in millions of Mexican pesos).

Clients: Only credit clients.

## Income Statement

The following financial performance analysis was conducted with consolidated figures. The percentage comparisons are calculated for the fourth quarter 2019 versus the same period of 2018, unless otherwise stated. The reader must take into consideration FX fluctuations in the comparable periods.

### Interest Income (Ps. millions)



Interest income in 4Q19 was **Ps. 6,006** million, a 7.7% increase compared to 4Q18. The interest income growth was driven by: i) the annual growth of 13.6% in the Mexican microcredit loan portfolio compared to 4Q18 generating a 5.4% growth in its interest income considering year on year comparison; and, ii) the strong contribution of our Peruvian subsidiary, Compartamos Financiera, which continued reflecting a solid evolution with a 23.7% growth in its loan portfolio, leading to 17.9% growth in its interest income.

Banco Compartamos represented most of GENTERA's current portfolio and interest income, with 63.0% and 76.7%, respectively, compared to 4Q18 when it accounted for 64.7% and 78.4%, in the same order.

Gentera's three main subsidiaries grant loans with different **average outstanding balances** per client (Ps. 9,878 in Banco Compartamos, Ps. 20,441 for Compartamos Financiera and Ps. 6,334 for Compartamos Guatemala). These variations in ticket size are related to the share of the group lending or individual lending products in their respective portfolio. The **yield** for GENTERA's portfolio stood at **59.9%**.

**GENTERA's interest expense** stood at **Ps. 505 million**, a **2.4%** growth compared to the figure posted in 4Q18. This movement is mainly explained by: i) the variations in liabilities required to fund Banco Compartamos and Compartamos Financiera portfolios during the period; while helped by the improvement in the reference interest rate in Banco Compartamos - Mexico and Compartamos Financiera in Peru.

- **The Funding Cost of Banco Compartamos in Mexico**, which includes wholesale funding and deposits, **stood at 7.2%** in 4Q19, compared to 7.6% in 4Q18. Interest expenses at this subsidiary contracted 4.3% to Ps. 333 million, compared to Ps. 348 million in 4Q18. At the end of the quarter, **47.4%** of Banco Compartamos liabilities (considering interbank liabilities and long-term debt issuances) were subscribed at a **fixed rate**.

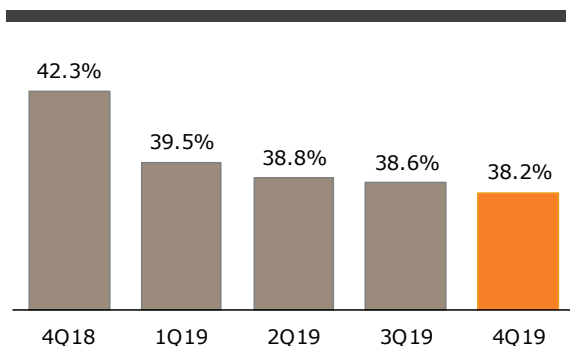
- **Compartamos Financiera in Peru** increased its Interest Expenses by **14.8%** to Ps. 164.1 million versus 4Q18, which implies a growth in the same direction but with improvements in interest cost considering the 24.8% increase in liabilities used to fund the portfolio. This was possible thanks to more favorable terms and conditions in credit lines and debt issuances, as well as the reductions in the reference interest rate in Peru. **Cost of funding stood at 5.0%**, compared to 5.6% in 4Q18.

**GENTERA's Net Interest Margin (NIM)** for the fourth quarter 2019 reached **46.0%, below the 49.7% in 4Q18**. This movement is primarily attributed to 1) Reduction in the prices of our Credits; 2) the smaller contribution of Banco Compartamos in the consolidated portfolio, now accounting for 63.0% at the end of 4Q19 compared to 64.7% in 4Q18 and in a lesser extent due to the extra liquidity that Banco Compartamos held during the year. These dynamics, among others, had the following consequences: i) a lower interest income was recorded in the period due to the improvements in rates and new participation that each subsidiary had in the consolidated portfolio; and, ii) the extra liquidity led to an increase in productive assets, consequently impacting NIM ratio.

**Provisions for loan losses** reached **Ps. 926 million** during the quarter. This item increased by Ps. 177 million, or **23.6%** when compared to the 4Q18, mainly derived from a 16.7% portfolio growth. The methodology followed is in line with banking regulations and methods, reflecting the level required for each product.

#### NIM after provisions <sup>1)</sup>

1) Net Interest margin after provisions / Average Yielding Assets



**NII after provisions** rose to **Ps. 4,575 million**, a 5.6% growth compared to **Ps. 4,333 million** in 4Q18.

As a result of the above and given the extra liquidity of Banco Compartamos in Mexico, **NIM after provisions** (NII after provisions for losses / average yielding assets) for 4Q19 stood at 38.2%, compared to 42.3% in 4Q18. It is worth highlighting that GENTERA's subsidiary, Banco Compartamos, increased its cash position since November 2018 to mitigate potential volatility. This additional liquidity impacted the NIM before and after provisions, since the average yielding assets increased substantially from November 2018 to December 2019. At the end of September 2019, Banco Compartamos held around Ps. 870 million in extra liquidity and, at the end of this quarter, it amounted to approximately Ps. 690 million, out of the Ps. 3,000 million added in November 2018.

**The net effect between commissions charged and commissions paid** in 4Q19 totaled **Ps. 138 million**, a decrease of **Ps. 112 million, or 44.8%**, compared to the net effect of Ps. 250 million in 4Q18, which for this particular quarter was impacted by the selling transaction of Intermex' Company and also is explained as follows:

**Commissions and fee income** during the quarter **decreased by 47.1%**, to Ps. 194 million, compared to 4Q18. This item mainly reflected: i) The effects originated by the sale of INTERMEX, reflected in this quarter, ii) late payment fees charged to clients with delinquent loans at Banco Compartamos; iii) fees generated at YASTAS and ATERNA; and, iv) commissions generated at Compartamos Financiera. **The following table shows consolidated numbers for each subsidiary.**

<b>Commissions and fee income</b>			
	<b>4Q19</b>	<b>4Q18</b>	<b>3Q19</b>
Banco Compartamos	219	236	201
Compartamos Financiera	69	50	60
Compartamos Guatemala S.A.	5	-	2
Yastás	10	7	8
Aterna	34	26	31
Intermex	(143)	48	50
<b>Total</b>	<b>194</b>	<b>367</b>	<b>352</b>

**Commissions and fee expenses** during the quarter decreased by **52.1% compared to 4Q18**, or Ps. 61 million, to **Ps. 56 million**. This variation is largely explained by the selling transaction of Intermex' Company. Even though we have given back the flexibility to our clients to execute their transactions in different channels it is important to continue highlighting that a significant amount of Banco Compartamos' disbursements and loan collection operations continued to be performed through GENTERA's channels, representing, at the end of December 2019, 68.3% and 29.1%, respectively, compared to 67.5% and 29.5% in the previous quarter.

The Commissions and Fee expense item included: i) fees charged by third parties to Banco Compartamos for the use of their networks; as well as, ii) fees related to the operation of YASTAS. **The following table shows consolidated numbers for each subsidiary.**

<b>Commissions and fee expense</b>			
	<b>4Q19</b>	<b>4Q18</b>	<b>3Q19</b>
Banco Compartamos	80	70	78
Compartamos Financiera	13	16	15
Compartamos Guatemala S.A.	2	2	2
SAB	2	3	2
Yastás	18	15	16
Servicios	1	1	1
Intermex	(60)	10	12
<b>Total</b>	<b>56</b>	<b>117</b>	<b>126</b>

**Trading Losses** in 4Q19 were **Ps. 8 million** and are linked to cash position in dollars that the Group has to cover its contracts in that currency.

**Other Operating Income/Expenses** during 4Q19 represented an income of **Ps. 3 million**. This item reflected non-recurring income or expenses, where also are registered: i) expenses linked to R&D of our innovation lab; and ii) donations, and others.

**Operating expenses** reached **Ps. 3,635 million, a 3.7% contraction** versus the Ps. 3,773 million in 4Q18. This improvement in operating expenses continued to reflect more discipline in cost controls in different subsidiaries, and mainly in Banco Compartamos, where Operating Expenses contracted 7.0% in its annual comparison. Employees and infrastructure expenses typically represent around 80% of total operating expenses, as outlined below:

GENTERA's subsidiaries employ a total of **22,736 people**, a 3.1% increase compared to 4Q18. The contraction of 2.9% from Banco Compartamos in Mexico were offset by a slight increase of 5.3% in Compartamos S.A. in Guatemala and by an increase of 27.1% in Compartamos Financiera in Peru, which was explained by the robust growth that this subsidiary is achieving.

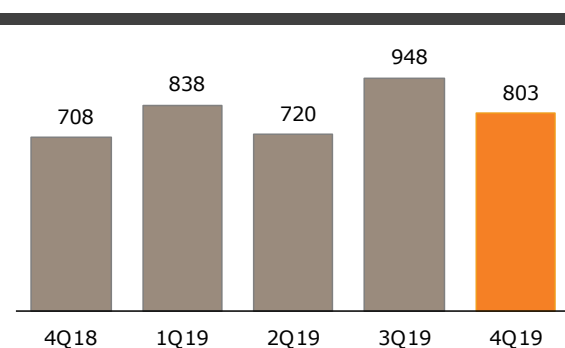
- **Salaries and benefits** accounted for approximately **Ps. 2,340 million**, or **64.4%** of total operating expenses.
- During 4Q19, GENTERA had 509 service offices and 201 branches in Mexico, 108 service offices in Peru and 56 in Guatemala for a **total of 673 Service Offices and 201 Branches**. Together, these service offices and branches (SO&B) and the Headquarters office accounted for **Ps. 601 million**, or **16.5%** of operating expenses.

- **Other strategic initiatives and advisory services, such as:** i) investments and depreciation of technology, such as the SAP platform and the ERP; ii) expenses associated to YASTAS and FIINLAB; and, iii) legal fees and advisory services, among others, jointly accounted for **Ps. 592 million, or 16.3%** of operating expenses during 4Q19.
- **Marketing Campaigns** accounted for **Ps. 102 million, or 2.8%** of operating expenses, during the fourth quarter.

**Participation in Net Income from Non-Consolidated Subsidiaries** resulted in a Ps. 57 million gain during the quarter, compared to Ps. 56 million in 4Q18. This item reflects GENTERA's minority contribution in Companies in which it has been investing.

**Discontinued Operations** represented a loss of Ps. 54 million and was related to the effects incurred by the selling of the remittances company, INTERMEX.

### Net Income (Ps. millions)



**For 4Q19, Net Income amounted to Ps. 803 million, which represents a 13.4% increase** compared to Ps. 708 million recorded in 4Q18. **This as a result of solid interest income generation and a strict control in expenses.**

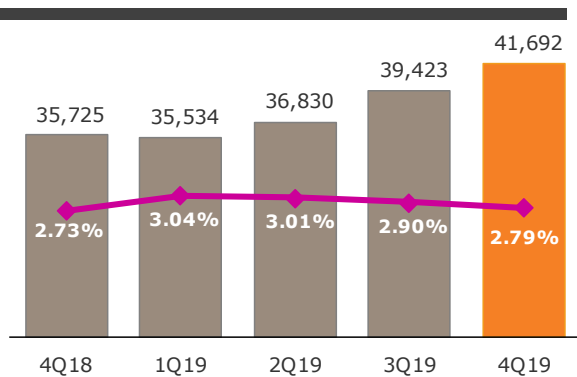
**GENTERA** concluded this year **with an accumulated Net Income of Ps. 3,309 million**, representing a 10.7% growth compared to the cumulated Net Income reached at the end of 2018

For this fourth quarter, Compartamos Banco represented 70.6% of GENTERA's Net Income, whereas Compartamos Financiera in Peru accounted for 14.8%, Compartamos S.A. in Guatemala 1.5%, and YASTAS, Compartamos Servicios, GENTERA S.A.B. and the non-consolidated subsidiaries generated the remaining 13.1%.

### Balance Sheet

**Cash and other investments** balance totaled **Ps. 7,710 million** at the end of the fourth quarter of 2019. This level of liquidity allows us to cover operating expense growth, debt amortizations and expected portfolio growth for the following 30 days. It is important to note that Banco Compartamos decided to hold extra liquidity in its accounts since November 2018 and a portion of that additional liquidity remained during 4Q19. At the end of 4Q19, 46.6% of the cash on the balance sheet corresponded to Banco Compartamos, with Ps. 3,593 million held in highly liquid assets, while 30.1% or Ps. 2,324 million, corresponded to Compartamos Financiera. The remainder corresponded to other GENTERA subsidiaries.

### Total Loan Portfolio (Ps. Millions) & NPL



**Total Loan Portfolio** reached **Ps. 41,692 million** in 4Q19 a **16.7% growth** compared to the figure reported in 4Q18. The Loan Portfolio was comprised as follows: 63.0% at Banco Compartamos, 35.4% at Compartamos Financiera in Peru and 1.6% at Compartamos in Guatemala.

## Credit Quality (Non-Performing Loans / Total Portfolio)

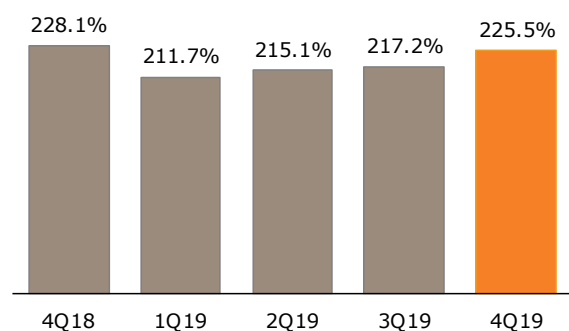
**Consolidated non-performing loans reached 2.79%** in 4Q19, a slightly larger figure compared to the 2.73% recorded in 4Q18 and a better level compared to 2.90% in 3Q19. The NPL level recorded continued to reflect the enhancement of origination processes, improvements in customer service and an adequate monitoring of customer performance.

It is worth noting that according to GENTERA's expectations in the medium-term and considering the different risk profile products in the portfolio as well as the effects of attracting additional new clients in the coming quarters, NPLs and cost of risk should be moving slightly upwards in coming quarters and years. Also, it is important to mention that Banco Compartamos' policy is to write-off loans that are past due after 180 days.

PRODUCT	4Q19				4Q18				3Q19			
	Portfolio	NPL	NPL Ratio	Write- Offs	Portfolio	NPL	NPL Ratio	Write- Offs	Portfolio	NPL	NPL Ratio	Write- Offs
C. Mujer	15,064	338	2.24%	222	13,036	184	1.41%	123	14,348	289	2.01%	202
C. Comerciante	5,175	254	4.90%	161	4,546	180	3.96%	139	5,060	211	4.17%	159
Group Methodology	20,239	592	2.92%	383	17,582	364	2.07%	262	19,408	500	2.57%	361
C. Individual	3,207	145	4.51%	106	2,775	126	4.55%	87	3,035	142	4.67%	97
C. CA (de CM y CCR)	385	13	3.34%	8	405	14	3.54%	9	408	11	2.70%	9
C. CCM( de CM, CCR y CI)	2,416	88	3.68%	65	2,351	96	4.05%	75	2,333	86	3.69%	73
C. Otros (CGD,CEC y CIA)	21	0	1.08%	0	14	0	0.57%	1	20	0	1.37%	0
Individual Methodology	6,029	246	4.09%	179	5,545	236	4.25%	172	5,796	239	4.13%	179
Banco Compartamos	26,268	838	3.19%	562	23,127	600	2.59%	434	25,204	739	2.93%	540
C.Mujer	3,222	32	1.00%	70	2,717	37	1.36%	1	2,822	72	2.54%	16
Group Methodology Peru	3,222	32	1.00%	70	2,717	37	1.36%	1	2,822	72	2.54%	16
Comercial	7,335	180	2.46%	62	5,529	202	3.65%	44	6,787	199	2.94%	57
Microempresa	3,401	76	2.22%	51	3,225	101	3.15%	34	3,253	94	2.90%	50
Consumo	795	9	1.11%	9	457	10	2.16%	3	704	10	1.46%	7
Individual Methodology Peru	11,532	265	2.30%	122	9,211	313	3.40%	81	10,744	304	2.83%	114
Compartamos Financiera	14,754	297	2.01%	192	11,928	350	2.94%	82	13,566	375	2.72%	130
C. Mujer	670	28	4.24%	22	670	24	3.66%	16	654	28.7	4.39%	26
Group Methodology	670	28	4.24%	22	670	24	3.66%	16	654	28.7	4.39%	26
Compartamos Guatemala S.A.	670	28	4.24%	22	670	24	3.66%	16	654	28.7	4.39%	26
<b>Total</b>	<b>41,692</b>	<b>1,164</b>	<b>2.79%</b>	<b>776</b>	<b>35,725</b>	<b>975</b>	<b>2.73%</b>	<b>532</b>	<b>39,423</b>	<b>1,143</b>	<b>2.90%</b>	<b>696</b>

## Performance Ratios and Metrics

### Coverage Ratio

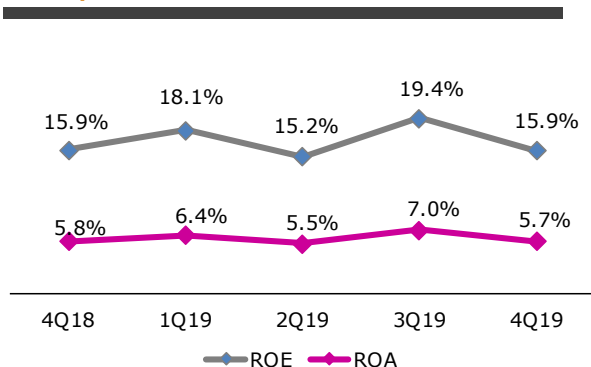


4Q19 **coverage ratio** was **225.5%**, which is suitable for the portfolio mix and its current dynamics and follows Mexican financial regulations.

**Long-lived assets available for sale** amounted to Ps. 241 million and was related to the selling price of the remittances company, INTERMEX.

**Goodwill** amounted to Ps. 873 million and was related to the acquisition of Compartamos Financiera and INTERMEX, which was recorded as an asset.

## ROAE/ROAA



During 4Q19, GENTERA recorded a return on average equity (**ROAE**) of **15.9%**, and a return on average assets (**ROAA**) of **5.7%**, a very similar level compared to 15.9% and 5.8% reached in 4Q18 respectively.

**For full-year 2019 ROAE was 17.1% and ROAA was 6.1%** compared to 17.1% and 6.3% reached in 2018, respectively.

### Other 4Q19 Highlights:

- With **1.79 million** debit accounts, **deposits from Clients in Banco Compartamos** stood at **Ps. 2,377 million**, which were generated from demand and time deposits, increasing 5.3% compared to the Ps. 2,257 million reached at the end of 4Q18.
- **YASTAS** recorded **5.1 million operations** during the quarter; out of those, **1.6 million were financial transactions**. At the end of 4Q19, YASTAS had a network of 4,684 affiliates, 42.9% more than 4Q18.
- **ATERNA** ended the quarter with more than **8.42 million active insurance policies** throughout its operations in Mexico, Peru and Guatemala, which represented a 58.8% growth compared to 4Q18.
- **On December 31<sup>st</sup>, GENTERA** announced a signing agreement to sell **Pagos Intermex S.A. de C.V.** to TransNetwork L.L.C., a company with more than 16 years of experience in processing payments to financial networks and retail chains.
- **Shares outstanding as of December 31, 2019** amounted to **1,590,893,876**.
- In 4Q19, **Fundación GENTERA** entered into alliances benefiting more than **14 thousand people** with educational opportunities and social responsibility actions. 40% of Gentera's employees participated in at least one volunteer activity during this quarter; through this effort, more than **44,000 hours** were devoted to different activities, benefiting more than **50,000 people**. As of now, 63% of our employees donate to Fundación Gentera to promote educational projects.



**GENTERA**  
**Consolidated Income Statement**  
**For the three- and twelve-month periods ended December 31, 2018 and 2019**  
(in millions of Mexican pesos)

	4Q19	4Q18	% Change 4Q18	3Q19	% Change 3Q19	2019	2018	% Change 2018
Interest income	6,006	5,575	7.7%	5,765	4.2%	22,809	20,987	8.7%
Interest expense	505	493	2.4%	517	-2.3%	2,076	1,711	21.3%
<b>Net Interest Income</b>	<b>5,501</b>	<b>5,082</b>	<b>8.2%</b>	<b>5,248</b>	<b>4.8%</b>	<b>20,733</b>	<b>19,276</b>	<b>7.6%</b>
Provisions for loan losses	926	749	23.6%	828	11.8%	3,164	2,712	16.7%
<b>Net interest income after provisions</b>	<b>4,575</b>	<b>4,333</b>	<b>5.6%</b>	<b>4,420</b>	<b>3.5%</b>	<b>17,569</b>	<b>16,564</b>	<b>6.1%</b>
Commissions and fee income	194	367	-47.1%	352	-44.9%	1,269	1,357	-6.5%
Commissions and fee expense	56	117	-52.1%	126	-55.6%	416	422	-1.4%
Trading gains (losses)	(8)	14	N/C	6	N/C	(9)	1	N/C
Other operating income (expense)	3	25	-88.0%	3	-	(34)	260	N/C
Operating Expenses	3,635	3,773	-3.7%	3,354	8.4%	13,808	13,768	0.3%
<b>Net operating income</b>	<b>1,073</b>	<b>849</b>	<b>26.4%</b>	<b>1,301</b>	<b>-17.5%</b>	<b>4,571</b>	<b>3,992</b>	<b>14.5%</b>
Participation in net income from non consolidated and associated subsidiaries	57	56	1.8%	57	-	199	68	192.6%
<b>Total income before income tax</b>	<b>1,130</b>	<b>905</b>	<b>24.9%</b>	<b>1,358</b>	<b>-16.8%</b>	<b>4,770</b>	<b>4,060</b>	<b>17.5%</b>
Income tax	273	197	38.6%	410	-33.4%	1,407	1,070	31.5%
Current	352	220	60.0%	483	-27.1%	1,616	1,123	43.9%
Deferred	(79)	(23)	N/C	(73)	N/C	(209)	(53)	N/C
<b>Net discontinued operations</b>	<b>857</b>	<b>708</b>	<b>21.0%</b>	<b>948</b>	<b>-9.6%</b>	<b>3,363</b>	<b>2,990</b>	<b>12.5%</b>
Discontinued operations	(54)	-	N/C	-	N/C	(54)	-	N/C
<b>Net income</b>	<b>803</b>	<b>708</b>	<b>13.4%</b>	<b>948</b>	<b>-15.3%</b>	<b>3,309</b>	<b>2,990</b>	<b>10.7%</b>
Participation (in net income) from controlling company	793	701	13.1%	939	-15.5%	3,275	2,965	10.5%
Participation (in net income) from non-controlling comp	10	7	42.9%	9	11.1%	34	25	36.0%

**GENTERA**  
**Consolidated Balance Sheet**  
**As of December 31, 2018 and 2019**  
(in millions of Mexican pesos)

	4Q19	4Q18	% Change 4Q18	3Q19	% Change 3Q19
Cash and other investments	7,710	8,727	-11.7%	9,194	-16.1%
Total performing loans	40,529	34,750	16.6%	38,280	5.9%
Non-performing loans	1,163	975	19.3%	1,143	1.7%
<b>Total loan portfolio</b>	<b>41,692</b>	<b>35,725</b>	<b>16.7%</b>	<b>39,423</b>	<b>5.8%</b>
Allowance for loan losses	2,625	2,224	18.0%	2,483	5.7%
<b>Loan portfolio, net</b>	<b>39,067</b>	<b>33,501</b>	<b>16.6%</b>	<b>36,940</b>	<b>5.8%</b>
Other accounts receivable	2,086	1,570	32.9%	1,867	11.7%
Fixed assets	1,032	1,144	-9.8%	1,031	0.1%
Permanent investment	2,428	2,399	1.2%	2,402	1.1%
Long-lived assets available for sale	241	-	N/C	-	N/C
Other assets	3,203	3,314	-3.3%	3,337	-4.0%
Goodwill	873	933	-6.4%	934	-6.5%
<b>Total assets</b>	<b>56,640</b>	<b>51,588</b>	<b>9.8%</b>	<b>55,705</b>	<b>1.7%</b>
Clients deposits	3,428	2,806	22.2%	3,156	8.6%
Deposits	8,731	6,687	30.6%	8,174	6.8%
Long term debt issuance	9,114	8,459	7.7%	9,375	-2.8%
Interbank loans	10,619	12,072	-12.0%	10,819	-1.8%
Other accounts payable	4,227	3,481	21.4%	4,191	0.9%
<b>Total liabilities</b>	<b>36,119</b>	<b>33,505</b>	<b>7.8%</b>	<b>35,715</b>	<b>1.1%</b>
Capital stock	4,764	4,764	0.0%	4,764	0.0%
Capital reserves	1,888	1,948	-3.1%	1,888	0.0%
Retained earnings	10,060	7,699	30.7%	10,060	0.0%
Other capital accounts	476	657	-27.5%	748	-36.4%
Net income for the year	3,275	2,965	10.5%	2,482	32.0%
Participation (in net income) from controlling company	20,463	18,033	13.5%	19,942	2.6%
Participation (in net income) from non-controlling company	58	50	16.0%	48	20.8%
<b>Total stockholders' equity</b>	<b>20,521</b>	<b>18,083</b>	<b>13.5%</b>	<b>19,990</b>	<b>2.7%</b>
<b>Total liabilities and stockholders' equity</b>	<b>56,640</b>	<b>51,588</b>	<b>9.8%</b>	<b>55,705</b>	<b>1.7%</b>



The following section sets forth the audited financial results for the fourth quarter of 2019 (4Q19) of Banco Compartamos, S.A. I.B.M. ("Banco Compartamos" or "the Bank"), which is GENTERA's main subsidiary in Mexico. All figures are expressed in Mexican pesos in accordance with Mexican banking regulations applicable to credit institutions and may vary due to rounding.

### Financial Highlights

	4Q19	4Q18	3Q19	% Change 4Q18	% Change 3Q19	2019	2018	% Change 2018
Clients	2,659,192	2,485,029	2,627,312	7.0%	1.2%	2,659,192	2,485,029	7.0%
Portfolio*	26,268	23,127	25,204	13.6%	4.2%	26,268	23,127	13.6%
Net Income	567	428	623	32.5%	-9.0%	2,342	2,051	14.2%
NPLs / Total Portfolio	3.19%	2.59%	2.93%	0.60 pp	0.26 pp	3.19%	2.59%	0.60 pp
ROA	7.1%	5.8%	7.9%	1.3 pp	-0.8 pp	7.5%	7.1%	0.4 pp
ROE	19.5%	15.9%	21.7%	3.6 pp	-2.2 pp	20.5%	18.8%	1.7 pp
NIM	58.0%	60.0%	57.2%	-2.0 pp	0.8 pp	56.6%	60.1%	-3.5 pp
NIM after provisions	48.3%	51.6%	47.6%	-3.3 pp	0.7 pp	48.1%	52.2%	-4.1 pp
Efficiency Ratio	79.1%	85.8%	74.8%	-6.7 pp	4.3 pp	77.0%	80.2%	-3.2 pp
ICAP	32.6%	31.0%	31.0%	1.6 pp	1.6 pp	32.6%	31.0%	1.6 pp
Capital / Total Assets	37.7%	35.1%	35.4%	2.6 pp	2.3 pp	37.7%	35.1%	2.6 pp
Average Loan (Ps.)	9,878	9,307	9,593	6.1%	3.0%	9,878	9,307	6.1%
Employees	16,114	16,598	16,151	-2.9%	-0.2%	16,114	16,598	-2.9%
Service Offices**	583	587	588	-0.7%	-0.9%	583	587	-0.7%
Branches	201	231	201	-13.0%	0.0%	201	231	-13.0%

\*Portfolio and Net Income are expressed in millions of Mexican pesos.

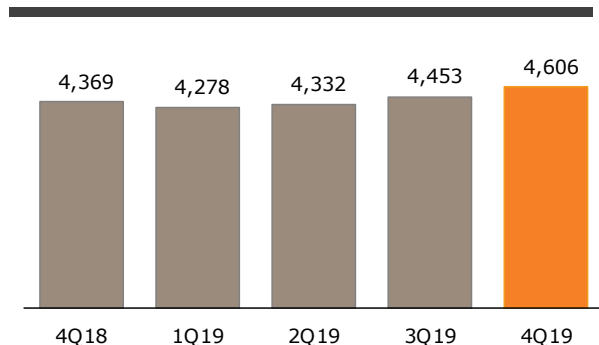
\*\* Some of the Service offices transformed into Branches. 74 Branches are inside a Service Office (same location)

### 4Q19 Highlights:

- **Total loan portfolio reached Ps. 26,518 million**, comprised as follows:
  - Loan portfolio from microcredit loans stood at **Ps. 26,268 million**, a 13.6% increase compared to 4Q18.
  - Related party loans stood at Ps. 250 million.
- **Non-performing loans** stood at **3.19%** in 4Q19, compared to 2.59% in 4Q18, and remained unchanged compared to the previous quarter.
- **Net Income for 4Q19** reached **Ps. 567 million**, a 32.5% increase compared to Ps. 428 million in 4Q18.
- **Capitalization Ratio** stood at **32.6%**.
- **ROA** was **7.1%**, an improvement compared to **5.8%** in 4Q18. **For full-year 2019, ROA stood at 7.5%** which was a better level compared to 7.1% in the previous year.
- **ROE** was **19.5%**, an improvement compared to **15.9%** in 4Q18. **For full-year 2019, ROE stood at 20.5%** which reached a better level compared to 18.8% in the previous year.

## Results of Operations

### Interest Income (Ps. millions)



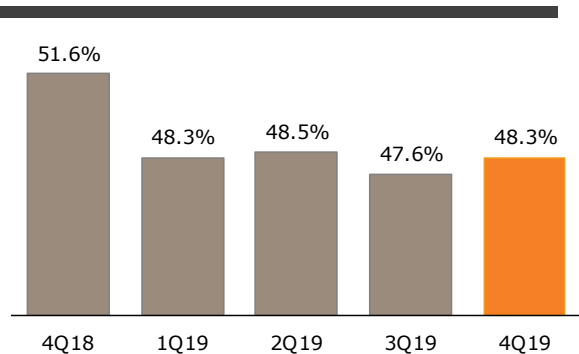
Interest income reached **Ps. 4,606 million in 4Q19**, **5.4%** higher versus 4Q18. This was the result of the loan portfolio growth experienced and the improvements in interest rates offered to the clients.

**The Funding Cost**, which includes liabilities and deposits from the public, **stood at 7.2%** in 4Q19, compared to **7.6%** in 4Q18. Interest expenses improved 4.3% to reach Ps. 333 million, compared to Ps. 348 million in 4Q18. This improvement is explained by a smaller amount in extra liquidity during 4Q19 compared to the extra liquidity acquired by Banco Compartamos in 4Q18 and also explained by i) a 100 basis points reduction in the reference interest rate experienced in Mexico during 2019; and ii) improvements in the Interest Rate obtained in the new liabilities used by Banco Compartamos.

As a result of the aforementioned, Banco Compartamos reported a **Net Interest Income** of **Ps. 4,273 million**, a **6.3%** increase compared to 4Q18.

**Provisions for loan losses** were **Ps. 715 million**, increasing 27.2%, or Ps. 153 million, compared to Ps. 562 million in 4Q18, mainly driven by the broader loan portfolio base.

### Net Interest Margin<sup>1</sup> (after provisions)



**NII after provisions** rose to Ps. 3,558 million, a 2.9% increase compared to Ps. 3,459 million in 4Q18.

**NIM (Net Interest Margin) after provisions** (NII after provisions for losses / average yielding assets) for **4Q19 was 48.3%**, compared to 51.6% in 4Q18. These lower NIM levels are mainly attributed to the higher cash and cash equivalents balance and a lower yield in Banco Compartamos portfolio in 4Q19, compared to 4Q18. The additional liquidity has impacted the NIM before and after provisions since the average yielding assets has increased substantially since November 2018.

1) Net Interest margin after provisions / Average Yielding Assets

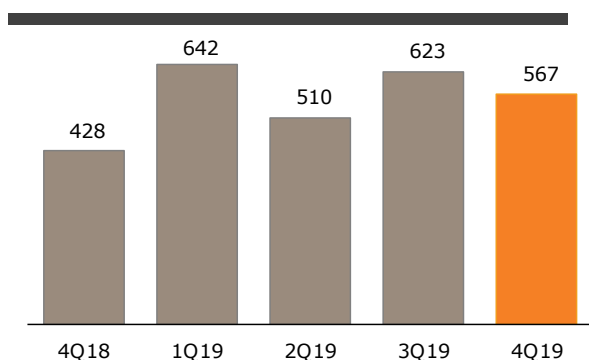
## Net Operating Income

- **Commissions and fee income** reached Ps. 224 million, a 7.4% contraction versus 4Q18, explained by the better performance in credit payments and, therefore, a smaller amount in penalties charged compared to 4Q18. This item reflected the collection fees and penalties charged to clients with delinquent accounts, representing 16.9% of fee income, as well as sales commissions for voluntary life insurance policies, which accounted for 73.0%. The remaining 10.1% was related to other concepts and fees.

- **Commissions and fee expenses** totaled Ps. 152 million, an 18.8% increase when compared to 4Q18. This item includes: i) collection and disbursement fee costs, accounting for 16.3%; ii) alternative channels to pay and withdraw loans from Banco Compartamos, for 37.7%; iii) free voluntary life insurance coverage included in the *Credito Mujer* product, for 10.7%; and iv) fees paid to YASTAS and other fees, for 35.3%.
- **Other income/expenses** reached an expense of **Ps. 29 million for 4Q19**. This item reflected non-recurring income or expenses, where are registered: i) expenses linked to R&D of our innovation lab; and ii) Donations and others.
- **Operating expenses** for 4Q19 decreased by **7.0%, to Ps. 2,842 million**, when compared to 4Q18, primarily attributable to tighter expenditure control. Operating expenses include items associated with: i) the operation of branches; ii) salaries and employee benefits; and, iii) the execution of strategic initiatives and marketing efforts.

## Net Income

### Net Income (Ps. millions)



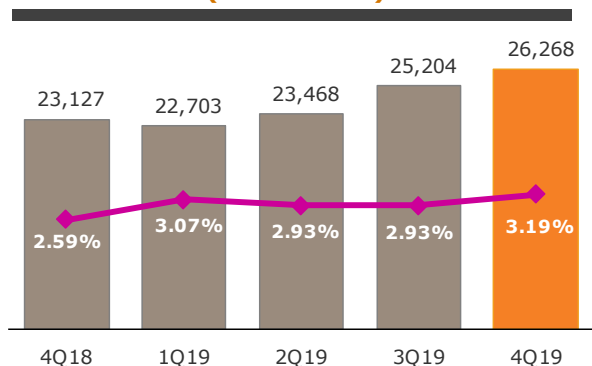
**Banco Compartamos** reported a **Net Income of Ps. 567 million**, a 32.5% expansion compared to Ps. 428 million in 4Q18. For the full-year 2019, Net Income was Ps. 2,342 million, a 14.2% increase compared to year 2018.

## Balance Sheet

**Cash and other investments** contracted by **33.6%, to Ps. 3,593 million**, compared to **Ps. 5,411 million** in 4Q18. This amount corresponds to the funding required by Banco Compartamos to cover operating expenses, debt maturities, and loan portfolio growth for the following 30 days; at the end of this 4Q19 it also included a portion, Ps. 690 million, of the additional resources acquired at the end of November 2018, to mitigate any potential volatility. Cash and other investments are held in short-term instruments, where the counterparty risk is approved by the Board's Risk Committee.

## Total Loan Portfolio

### Loan Portfolio (Ps. millions) & NPL



The **loan portfolio from microcredit loans** reached **Ps. 26,268 million**, a **13.6% increase** compared to the **Ps. 23,127 million** reported in 4Q18. The Total Portfolio, considering microcredit loans and related party loans at the end of 4Q19, increased 12.2% compared to the Ps. 23,627 million recorded at the end of 4Q18.

The **average outstanding balance per client** in 4Q19 was **Ps. 9,878**, **6.1%** above the Ps. 9,307 reported in 4Q18.

## Loan Products & Credit Quality

The loan products offered by Banco Compartamos are comprised of two main categories (*Group and Individual Methodologies*):

- Group Lending Methodology:** Merchant Credit (*Credito Comerciante*) and Women Credit (*Credito Mujer*) represented **77.0%** of the total loan portfolio in 4Q19, with a consolidated **NPL of 2.92%** for 4Q19, compared to 2.07% in 4Q18 and a deterioration compared to 2.57% in 3Q19.
- Individual Lending Methodology:** Improvement Loans (*Crece y Mejora*), Additional Loans (*Credito Adicional*) and Personal Loans (*Credito Individual*) represented **23.0%** of the total loans portfolio in 4Q19, with a consolidated **NPL of 4.09%** in 4Q19, an improvement compared to 4.25% in 4Q18.

During **4Q19**, total **NPLs reached 3.19%**, compared to the 2.59% recorded in 4Q18. **Banco Compartamos' policy is to write-off loans that are past due after 180 days.** During the fourth quarter, write-offs reached Ps. 562 million, a 29.5% increase or Ps. 128 million more compared to the amount recorded in 4Q18.

For 4Q19, the coverage ratio (allowance for loan losses / non-performing loans) was 203.6%, compared to 225.2% in 4Q18. Allowance for loan losses is calculated using the methodology established by the CNBV, which requires specific reserve coverage for each originated loan: Group Loans with a solidarity figure or Individual Loans. It is important to highlight that our methodology follows the rules that apply to the 'Microcredit' category.

**The allowance for loan losses by credit rating was distributed as follows:**

Risk	4Q19			4Q18			3Q19		
	%Allowance	Balance	Allowance	%Allowance	Balance	Allowance	%Allowance	Balance	Allowance
A-1	1.1%	17,594	202	1.1%	16,030	173	1.2%	16,924	198
A-2	2.4%	1,377	33	2.7%	915	24	2.4%	1,432	35
B-1	3.4%	235	8	3.4%	246	8	3.4%	210	7
B-2	4.1%	1,703	70	4.1%	1,777	73	4.1%	1,901	78
B-3	5.6%	445	25	5.6%	479	27	5.6%	481	27
C-1	7.2%	2,174	157	7.2%	1,711	123	7.2%	1,845	132
C-2	10.9%	1,132	123	10.9%	920	101	10.9%	846	92
D	21.9%	455	99	21.1%	522	110	21.2%	596	126
E	70.4%	1,402	987	69.5%	1,025	713	70.3%	1,218	856
<b>Total</b>		<b>26,517</b>	<b>1,706</b>		<b>23,626</b>	<b>1,351</b>		<b>25,452</b>	<b>1,553</b>
<b>Coverage Ratio<sup>1</sup></b>			<b>203.4%</b>			<b>225.6%</b>			<b>210.0%</b>

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

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.

## Total Liabilities

During 4Q19, total liabilities reached Ps. 19,751 million, 1.0% below the Ps. 19,956 million recorded during 4Q18. Banco Compartamos' liabilities are fully peso-denominated; therefore, there is no FX exposure.

**Banco Compartamos** maintains a well-diversified funding mix with different sources:

**i) Long-term debt issuances:** Banco Compartamos is a frequent issuer in the Mexican debt capital market. As of December 31, 2019, it had **Ps. 8,556 million** outstanding in domestic notes (*Certificados Bursatiles Bancarios*).

ii) **Strong capital base: 37.7%** of total assets were funded with equity.

iii) **Credit lines with Banks and other institutions:** Banco Compartamos had **Ps. 6,897 million** in credit lines among various banking creditors (Development Banks and Commercial Banks).

iv) **Deposits:** For 4Q19, deposits from Clients stood at **Ps. 2,377 million, a figure 5.3% higher than the Ps. 2,257 million recorded in 4Q18**, and deposits from other GENTERA subsidiaries totaled Ps. 327 million. At the end of 4Q19, Banco Compartamos had over **1.79 million** debit accounts.

### **Total Stockholders' Equity**

**The capitalization ratio was 32.59%**, a larger ratio compared to 31.04% reported in 4Q18. The current ratio continues to reflect the Bank's strength and is well above the Mexican banking system standards and levels required by Basel III. Banco Compartamos reported Ps. 10,886 million in Tier I capital and risk-weighted assets of Ps. 33,399 million.

**Banco Compartamos, S.A., Institución de Banca Múltiple**  
**Income Statement**  
**For the three- and twelve-month periods ended December 31, 2018 and 2019**  
(in millions of Mexican pesos)

	4Q19	4Q18	% Change 4Q18	3Q19	% Change 3Q19	2019	2018	% Change 2018
Interest income	4,606	4,369	5.4%	4,453	3.4%	17,669	16,744	5.5%
Interest expense	333	348	-4.3%	345	-3.5%	1,406	1,188	18.4%
<b>Net Interest Income</b>	<b>4,273</b>	<b>4,021</b>	<b>6.3%</b>	<b>4,108</b>	<b>4.0%</b>	<b>16,263</b>	<b>15,556</b>	<b>4.5%</b>
Provisions for loan losses	715	562	27.2%	689	3.8%	2,434	2,060	18.2%
<b>Net interest income after provisions</b>	<b>3,558</b>	<b>3,459</b>	<b>2.9%</b>	<b>3,419</b>	<b>4.1%</b>	<b>13,829</b>	<b>13,496</b>	<b>2.5%</b>
Commissions and fee income	224	242	-7.4%	207	8.2%	895	910	-1.6%
Commissions and fee expense	152	128	18.8%	149	2.0%	572	483	18.4%
Trading gains (losses)	(8)	14	N/C	6	N/C	(9)	1	N/C
Other operating income (expense)	(29)	(27)	N/C	17	N/C	1	141	-99.3%
Operating Expenses	2,842	3,056	-7.0%	2,618	8.6%	10,897	11,284	-3.4%
<b>Net operating income</b>	<b>751</b>	<b>504</b>	<b>49.0%</b>	<b>882</b>	<b>-14.9%</b>	<b>3,247</b>	<b>2,781</b>	<b>16.8%</b>
<b>Total income before income tax</b>	<b>751</b>	<b>504</b>	<b>49.0%</b>	<b>882</b>	<b>-14.9%</b>	<b>3,247</b>	<b>2,781</b>	<b>16.8%</b>
Income tax	184	76	142%	259	-29.0%	905	730	24.0%
Current	182	63	188.9%	283	-35.7%	1,039	627	65.7%
Deferred	2	13	-84.6%	(24)	N/C	(134)	103	N/C
<b>Net income</b>	<b>567</b>	<b>428</b>	<b>32.5%</b>	<b>623</b>	<b>-9.0%</b>	<b>2,342</b>	<b>2,051</b>	<b>14.2%</b>

**Banco Compartamos, S.A., Institución de Banca Múltiple**  
**Balance Sheet**  
**As of December 31, 2018 and 2019**  
(in millions of Mexican pesos)

	4Q19	4Q18	% Change 4Q18	3Q19	% Change 3Q19
Cash and other investments	3,593	5,411	-33.6%	4,963	-27.6%
Related parties	250	500	-50.0%	250	0.0%
Total performing loans	25,430	22,527	12.9%	24,465	3.9%
Non-performing loans	838	600	39.7%	739	13.4%
<b>Total loan portfolio</b>	<b>26,518</b>	<b>23,627</b>	<b>12.2%</b>	<b>25,454</b>	<b>4.2%</b>
Allowance for loan losses	1,706	1,351	26.3%	1,553	9.9%
<b>Loan portfolio, net</b>	<b>24,812</b>	<b>22,276</b>	<b>11.4%</b>	<b>23,901</b>	<b>3.8%</b>
Other accounts receivable	1,111	702	58.3%	917	21.2%
Fixed assets	337	472	-28.6%	358	-5.9%
Other assets	1,827	1,903	-4.0%	1,929	-5.3%
<b>Total assets</b>	<b>31,680</b>	<b>30,764</b>	<b>3.0%</b>	<b>32,068</b>	<b>-1.2%</b>
Clients' Deposits	2,377	2,257	5.3%	2,262	5.1%
Deposits	327	293	11.6%	339	-3.5%
Long term debt issuance	8,556	8,050	6.3%	9,085	-5.8%
Interbank loans	6,897	8,289	-16.8%	7,390	-6.7%
Other accounts payable	1,594	1,067	49.4%	1,628	-2.1%
<b>Total liabilities</b>	<b>19,751</b>	<b>19,956</b>	<b>-1.0%</b>	<b>20,704</b>	<b>-4.6%</b>
Capital stock	618	592	4.4%	618	0.0%
Capital reserves	566	539	5.0%	566	0.0%
Retained earnings	8,406	7,627	10.2%	8,406	0.0%
Remeasurements for employees benefit	(3)	(1)	N/C	(1)	N/C
Net income for the year	2,342	2,051	14.2%	1,775	31.9%
<b>Total stockholders' equity</b>	<b>11,929</b>	<b>10,808</b>	<b>10.4%</b>	<b>11,364</b>	<b>5.0%</b>
<b>Total liabilities and stockholders' equity</b>	<b>31,680</b>	<b>30,764</b>	<b>3.0%</b>	<b>32,068</b>	<b>-1.2%</b>

## Compartamos Financiera (Peru)



The following section sets forth the audited financial results for the fourth quarter of 2019 (4Q19) of Compartamos Financiera, GENTERA's Peruvian subsidiary. All figures are in Mexican pesos and may vary due to rounding. The reader must take into consideration the FX fluctuations in the comparison periods.

Note: It is important to highlight that the analysis and figures are expressed in accordance with Mexican Generally Accepted Accounting Principles and Mexican banking regulations. These figures are not comparable to the financial statements submitted to the Peruvian *Superintendencia de Banca, Seguros y AFP* (Peruvian Banking, Insurance and Pension Fund Commission).

### Financial Highlights

Summary	4Q19	4Q18	3Q19	% Change 4Q18	% Change 3Q19	2019	2018	% Change 2018
Clients	721,754	610,167	687,839	18.3%	4.9%	721,754	610,167	18.3%
Portfolio *	14,753.7	11,928.1	13,565.9	23.7%	8.8%	14,753.7	11,928.1	23.7%
Net Income *	118.9	126.3	186.2	-5.9%	-36.1%	553.8	468.5	18.2%
NPLs / Total Portfolio	2.01%	2.94%	2.8%	-0.93 pp	-0.76 pp	2.01%	2.94%	-0.93 pp
ROA	2.9%	3.9%	4.9%	-1.0 pp	-2.0 pp	3.6%	3.8%	-0.2 pp
ROE	14.9%	20.7%	24.8%	-5.8 pp	-9.9 pp	19.2%	20.1%	-0.9 pp
NIM	26.5%	28.2%	26.4%	-1.7 pp	0.1 pp	26.2%	25.7%	0.5 pp
NIM after provisions	21.9%	23.0%	23.3%	-1.1 pp	-1.4 pp	21.9%	20.9%	1.0 pp
Efficiency Ratio	81.3%	78.5%	69.1%	2.8 pp	12.2 pp	76.2%	76.4%	-0.2 pp
Capital / Total Assets	18.6%	18.4%	20.1%	0.2 pp	-1.5 pp	18.6%	18.4%	0.2 pp
Average Loan (Ps.)	20,441	19,549	19,722	4.6%	3.6%	20,441	19,549	4.6%
Employees	5,470	4,305	5,207	27.1%	5.1%	5,470	4,305	27.1%
Service Offices	108	94	105	14.9%	2.9%	108	94	15%

Compartamos Financiera's figures are reported under Mexican GAAP.

\*Portfolio and Net Income are expressed in Mexican pesos (millions) with their corresponding FX for the quarter.

### 4Q19 Highlights:

- **Total loan portfolio** reached **Ps. 14,754 million**, 23.7% higher than that of 4Q18.
- **Non-performing loans** stood at **2.01%** in 4Q19, an improvement compared to **2.94%** in 4Q18.
- **Active clients** reached 721,754, representing an 18.3% increase compared to 4Q18.
  - Group Loans (**Credito Mujer**) product represented **71.9%** of the clients served in Peru, ending the period with **518,655 clients**, **19.3%** more clients than in 4Q18. This methodology represented 21.8% of Compartamos Financiera loan portfolio.
- **ROA** was **2.9%** compared to **3.9%** reached in 4Q18. **For full-year 2019 ROA was 3.6%** compared to 3.8% in 2018.
- **ROE** was **14.9%** compared to **20.7%** reported in 4Q18. **For full-year 2019 ROE was 19.2%** compared to 20.1% in 2018.
- Compartamos Financiera reached a total of **108 service offices**, 14 more offices than in 4Q18.



**Compartamos Financiera**  
**Income Statement**  
**For the three- and twelve-month periods ended December 31, 2018 and 2019**  
(in millions of Mexican pesos)

	4Q19	4Q18	% Change 4Q18	3Q19	% Change 3Q19	2019	2018	% Change 2018
Interest income	1,229.4	1,042.5	17.9%	1,141.2	7.7%	4,496.8	3,633.0	23.8%
Interest expense	164.1	143.0	14.8%	163.0	0.7%	634.1	532.2	19.1%
<b>Net interest income</b>	<b>1,065.3</b>	<b>899.5</b>	<b>18.4%</b>	<b>978.2</b>	<b>8.9%</b>	<b>3,862.7</b>	<b>3,100.8</b>	<b>24.6%</b>
Provisions for loan losses	186.1	165.1	12.7%	116.1	60.3%	640.2	579.8	10.4%
<b>Net interest income after provisions</b>	<b>879.2</b>	<b>734.5</b>	<b>19.7%</b>	<b>862.2</b>	<b>2.0%</b>	<b>3,222.5</b>	<b>2,521.0</b>	<b>27.8%</b>
Commissions and fee income	69.2	50.0	38.5%	60.0	15.5%	229.9	169.7	35.4%
Commissions and fee expenses	12.6	16.0	-21.1%	14.7	-14.1%	57.7	54.9	5.0%
Other operating income (expense)	(21.8)	6.1	N/C	(5.3)	N/C	(26.6)	44.0	-160.5%
Operating expenses	743.4	608.1	22.2%	623.2	19.3%	2,566.1	2,047.8	25.3%
<b>Net operating income</b>	<b>170.6</b>	<b>166.5</b>	<b>2.5%</b>	<b>278.9</b>	<b>-38.8%</b>	<b>802.0</b>	<b>631.9</b>	<b>26.9%</b>
<b>Total income before income tax</b>	<b>170.6</b>	<b>166.5</b>	<b>2.5%</b>	<b>278.9</b>	<b>-38.8%</b>	<b>802.0</b>	<b>631.9</b>	<b>26.9%</b>
Current and Deferred	51.7	40.1	28.9%	92.8	-44.2%	248.2	163.4	51.9%
<b>Net income</b>	<b>118.9</b>	<b>126.3</b>	<b>-5.9%</b>	<b>186.2</b>	<b>-36.1%</b>	<b>553.8</b>	<b>468.5</b>	<b>18.2%</b>

**Compartamos Financiera**  
**Balance Sheet**  
**As of December 31, 2018 and 2019**  
(in millions of Mexican pesos)

	4Q19	4Q18	% Change 4Q18	3Q19	% Change 3Q19
Cash and other investments	2,323.9	1,909.5	21.7%	2,194.6	5.9%
Total performing loans	14,456.6	11,577.6	24.9%	13,190.5	9.6%
Non-performing loans	297.1	350.5	-15.2%	375.4	-20.9%
<b>Total loan portfolio</b>	<b>14,753.7</b>	<b>11,928.1</b>	<b>23.7%</b>	<b>13,565.9</b>	<b>8.8%</b>
Allowance for loan losses	878.2	833.9	5.3%	890.6	-1.4%
<b>Loan portfolio, net</b>	<b>13,875.5</b>	<b>11,094.2</b>	<b>25.1%</b>	<b>12,675.2</b>	<b>9.5%</b>
Other accounts receivable	261.4	59.4	N/C	95.2	174.6%
Fixed assets	374.8	312.6	19.9%	365.4	2.6%
Other assets	472.0	480.2	-1.7%	532.8	-11.4%
<b>Total assets</b>	<b>17,307.5</b>	<b>13,855.8</b>	<b>24.9%</b>	<b>15,863.2</b>	<b>9.1%</b>
Deposits	8,861.0	6,616.2	33.9%	8,198.0	8.1%
Long term debt issuance	1,277.6	1,029.2	24.1%	959.0	33.2%
Interbank loans	3,495.4	3,279.6	6.6%	3,001.3	16.5%
Other accounts payable	461.9	384.2	20.2%	518.4	-10.9%
<b>Total liabilities</b>	<b>14,096.0</b>	<b>11,309.3</b>	<b>24.6%</b>	<b>12,676.6</b>	<b>11.2%</b>
Capital stock	2,012.2	1,411.6	42.5%	2,012.2	0.0%
Capital reserves	152.9	106.2	44.0%	152.9	0.0%
Foreign exchange effect	452.0	537.1	-15.8%	545.9	-17.2%
Retained earnings	40.6	23.0	76.4%	40.6	0.0%
Net income for the year	553.8	468.5	18.2%	434.9	27.3%
<b>Total stockholders' equity</b>	<b>3,211.5</b>	<b>2,546.5</b>	<b>26.1%</b>	<b>3,186.6</b>	<b>0.8%</b>
<b>Total liabilities and stockholders' equity</b>	<b>17,307.5</b>	<b>13,855.8</b>	<b>24.9%</b>	<b>15,863.2</b>	<b>9.1%</b>

## Compartamos, S.A. (Guatemala)



The following section sets forth the audited financial results for the fourth quarter (4Q19) of Compartamos S.A., the Company's Guatemalan subsidiary. All figures are expressed in Mexican pesos in accordance with Mexican Accounting Principles and Regulations and may vary due to rounding. The reader must take into consideration the FX fluctuations in the comparison periods.

Summary	4Q19	4Q18	3Q19	% Change 4Q18	% Change 3Q19	2019	2018	% Change 2018
Clients	105,753	101,479	102,049	4.2%	3.6%	105,753	101,479	4.2%
Portfolio *	669.8	670.0	653.7	0.0%	2.5%	669.8	670.0	0.0%
Net Income *	11.8	21.7	10.2	-45.7%	15.2%	55.6	46.8	18.9%
NPLs / Total Portfolio	4.24%	3.66%	4.39%	0.58 pp	-0.15 pp	4.24%	3.66%	0.58 pp
ROA	5.6%	11.6%	5.0%	-6.0 pp	0.6 pp	6.9%	6.3%	0.6 pp
ROE	6.4%	12.8%	5.5%	-6.4 pp	0.9 pp	7.7%	7.0%	0.7 pp
NIM	79.4%	93.0%	77.4%	-13.6 pp	2.0 pp	78.4%	84.6%	-6.2 pp
NIM after provisions	66.4%	80.0%	65.7%	-13.6 pp	0.7 pp	66.1%	73.7%	-7.6 pp
Efficiency Ratio	87.9%	78.6%	89.6%	9.3 pp	-1.7 pp	85.4%	87.2%	-1.8 pp
Capital / Total Assets	88.5%	90.0%	89.0%	-1.5 pp	-0.5 pp	88.5%	90.0%	-1.5 pp
Average Loan (Ps.)	6,334	6,602	6,406	-4.1%	-1.1%	6,334	6,602	-4.1%
Employees	970	921	954	5.3%	1.7%	970	921	5.3%
Service Offices	56	58	56	-3.4%	0.0%	56	58	-3.4%

\* Portfolio and Net Income are expressed in Mexican pesos (millions) with their corresponding FX for the quarter.

Exchange rate as of December 31, 2019, from Quetzales to USD: 7.72

Exchange rate as of December 31, 2019, from USD to MXP: 19.24

Source: Bank of Guatemala and Bank of Mexico.

### 4Q19 Highlights:

- **Total loan portfolio** reached **Ps. 669 million**, which was the same figure reached at the end of 4Q18.
- **Net Income for 4Q19** stood at **Ps. 11.8 million**, compared to Ps. 21.7 million in 4Q18. **For full-year 2019, cumulative Net Income was Ps. 55.6 million, an 18.9% growth compared to 2018.**
- **Non-performing loans** stood at **4.24%** in 4Q19, compared to 3.66% in 4Q18.
- **Active clients** reached 105,753 representing a **4.2% increase** compared to 4Q18.

**Compartamos S.A.**  
**Income Statement**  
**For the three- and twelve-month periods ended December 31, 2018 and 2019**  
(in millions of Mexican pesos)

	4Q19	4Q18	% Change 4Q18	3Q19	% Change 3Q19	2019	2018	% Change 2018
Interest income	155.4	159.1	-2.3%	149.0	4.3%	590.4	574.1	2.8%
Interest expense	0.1	-	N/C	-	N/C	0.1	-	N/C
<b>Net interest income</b>	<b>155.3</b>	<b>159.1</b>	<b>-2.4%</b>	<b>149.0</b>	<b>4.2%</b>	<b>590.3</b>	<b>574.1</b>	<b>2.8%</b>
Provisions for loan losses	25.3	22.2	14.1%	22.6	12.0%	92.6	73.6	25.8%
<b>Net interest income after provisions</b>	<b>130.0</b>	<b>137.0</b>	<b>-5.1%</b>	<b>126.5</b>	<b>2.8%</b>	<b>497.7</b>	<b>500.5</b>	<b>-0.6%</b>
Commissions and fee income	5.3	-	N/C	2.3	126.1%	13.8	-	N/C
Commissions and fee expenses	1.9	2.0	-4.1%	1.8	10.4%	7.6	7.8	-1.5%
Other operating income (expense)	0.3	1.7	-83.8%	0.2	13.2%	0.1	4.7	-98.1%
Operating expenses	117.4	107.4	9.4%	114.1	2.9%	430.6	433.6	-0.7%
<b>Net operating income</b>	<b>16.21</b>	<b>29.3</b>	<b>-44.6%</b>	<b>13.2</b>	<b>22.9%</b>	<b>73.4</b>	<b>63.8</b>	<b>14.9%</b>
<b>Total income before income tax</b>	<b>16.2</b>	<b>29.3</b>	<b>-44.6%</b>	<b>13.2</b>	<b>22.9%</b>	<b>73.4</b>	<b>63.8</b>	<b>14.9%</b>
Current and Deferred	4.44	7.6	-41.4%	3.0	49.0%	17.8	17.1	4.0%
<b>Net income</b>	<b>11.8</b>	<b>21.7</b>	<b>-45.7%</b>	<b>10.2</b>	<b>15.2%</b>	<b>55.6</b>	<b>46.8</b>	<b>18.9%</b>

**Compartamos S.A.**  
**Balance Sheet**  
**As of December 31, 2018 and 2019**  
(in millions of Mexican pesos)

	4Q19	4Q18	% Change 4Q18	3Q19	% Change 3Q19
Cash and other investments	133.2	72.5	83.8%	166.0	-19.8%
Total performing loans	641.5	645.5	-0.6%	625.0	2.6%
Non-performing loans	28.4	24.5	15.9%	28.7	-1.2%
<b>Total loan portfolio</b>	<b>669.8</b>	<b>670.0</b>	<b>-0.0%</b>	<b>653.7</b>	<b>2.5%</b>
Allowance for loan losses	44.5	40.3	10.5%	42.6	4.5%
<b>Loan portfolio, net</b>	<b>625.3</b>	<b>629.7</b>	<b>-0.7%</b>	<b>611.1</b>	<b>2.3%</b>
Other accounts receivable	14.0	14.1	-0.3%	10.0	40.4%
Fixed assets	41.6	54.4	-23.6%	43.4	-4.2%
Other assets	12.4	10.4	18.8%	11.8	4.7%
<b>Total assets</b>	<b>826.5</b>	<b>781.1</b>	<b>5.8%</b>	<b>842.4</b>	<b>-1.9%</b>
Interbank loans	-	-	N/C	-	N/C
Other accounts payable	94.7	77.9	21.5%	92.5	2.4%
<b>Total liabilities</b>	<b>94.7</b>	<b>77.9</b>	<b>21.5%</b>	<b>92.5</b>	<b>2.4%</b>
Capital stock	439.7	439.7	0.0%	439.7	0%
Capital reserves	11.4	8.5	34.2%	8.4	35%
Foreign exchange effect	119.8	145.0	-17.4%	149.1	-19.6%
Retained earnings	105.3	63.2	66.8%	108.9	-3%
Net income for the year	55.6	46.8	18.9%	43.8	26.8%
<b>Total stockholders' equity</b>	<b>731.8</b>	<b>703.1</b>	<b>4.1%</b>	<b>749.9</b>	<b>-2.4%</b>
<b>Total liabilities and stockholders' equity</b>	<b>826.5</b>	<b>781.1</b>	<b>5.8%</b>	<b>842.4</b>	<b>-1.9%</b>

Figures are expressed in Mexican pesos (millions) with their corresponding FX for the quarter.

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**About GENTERA**

GENTERA, S.A.B. de C.V. (formerly Compartamos, S.A.B. de C.V.) is a holding company whose primary objective is to promote, organize and manage companies, domestic and international, that are subject to its investment policies. GENTERA was established in 2010 and is headquartered in Mexico. Its stock began trading on the Mexican Stock Exchange on December 24, 2010 under the ticker symbol COMPARC\*. On January 2, 2014, the ticker symbol was changed to GENTERA\*.

**Note on Forward-Looking Statements**

This press release may contain forward-looking statements. These statements are statements that are not historical facts and are based on Management's current view and estimates of future economic circumstances, industry conditions, Company performance and financial results. The words "anticipates", "believes", "estimates", "expects", "plans" and similar expressions, as they relate to the Company, are intended to identify forward-looking statements. Statements regarding the declaration or payment of dividends, the implementation of principal operating and financing strategies and capital expenditure plans, the direction of future operations and the factors or trends affecting financial condition, liquidity or results of operations are examples of forward-looking statements. Such statements reflect the current views of Management and are subject to a number of risks and uncertainties. There is no guarantee that the expected events, trends or results will actually occur. The statements are based on many assumptions and factors, including general economic and market conditions, industry conditions, and operating factors. Any changes in such assumptions or factors could cause actual results to differ materially from current expectations.