

# Corporate Presentation 4Q20

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

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GENTERA 



About Gentera

# Aiming to fulfill our clients' dreams

We boost the dreams of our clients by attending their financial needs with 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 and 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 deeply committed with our actions and the practice of our institutional values, which constitutes our **Philosophy**.

## Our Values



# Generating Social Impact in 30 years of History

- Three decades **servng 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 more than **22,000 employees**.
- We serve **3.9 million people** in Mexico, Peru and Guatemala.
- Compartamos Banco is signatory of the **Principles for Responsible Banking**, being the **first microfinance institution to be part of this initiative**.
- Genera is participant of the **United Nations Global Compact**, which commits us to fulfill the 10 Principles of the Global Compact. In this program GENTERA must identify the main impacts that it generates with its operation, as well as define areas of opportunity and annually communicate its progress following international standards.



# 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 Compartamos.**- 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 (Entrepreneurs), which may grant loans to final costumers, who will then be their own clients.



# Our history, more than 30 years of evolution



**4Q20\***

3,876,775  
clients

\*3,001,092 credit clients and 875,683 clients from ConCrédito, savings, remittances and insurance products



# Highlights 4Q20



Total Clients reached **+3.8 million**, a **+2.5%** growth compared to 4Q19.



**Net Income** reached **\$291 million** pesos in 4Q20.



**Strong Liquidity Position**  
Cash grew **+139.7%** to Ps. 18,481 million, compared to 4Q19.



**Solid Capital Position**  
Genera, Capital / Total Assets **32.3%**.  
Banco Compartamos reached an ICAP at **31.4%**.



In México, Banco Compartamos, reached a microcredit loan portfolio at **\$22,093 million pesos**.



In Peru, the portfolio grew **+5.9%** compared to 4Q19.



Red Yastás at the end of 4Q20, reached 4,904 affiliates, a **4.7%** increase compared to 4Q19.



Aterna ended 4Q20 with more than **6.9 million** active insurance policies.



ConCrédito reached **\$2,248 million** in Loan Portfolio

# Genera's strategies through the pandemic

Due to the health contingency that we are experiencing, we have taken measures with our clients, which we divide into **3 phases**:

1

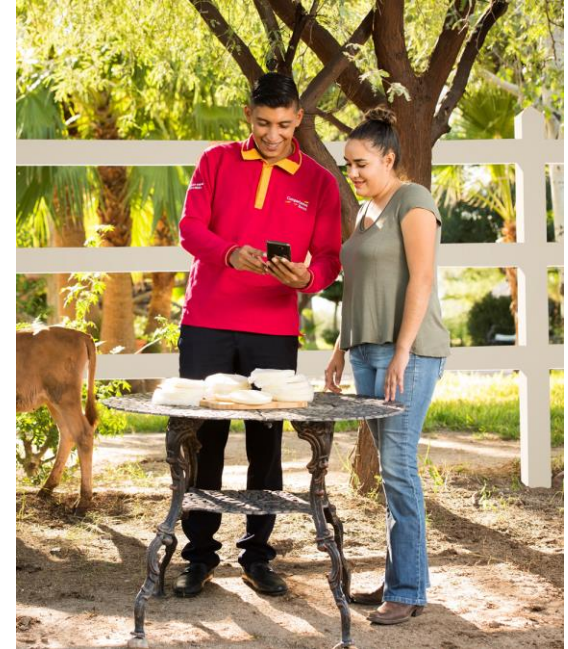
**Maintain our customer base** (End of Mar20 - Jun20): Implementation of programs that allowed customers to defer their principal and interest payments; and for those clients that remained paying on time, we offered a discount in the interest rate.

2

**Give alternatives to clients so they can pay their credit and restart their business** (Jun20 - End 2020): Be close to our clients and give them alternatives and flexibility to make their payments while restarting their business.

3

**Reactivate growth** (End 2020 - Beginning 2021): Reactivate customers and try to gain a new market share. At this stage, it's crucial to **continue providing credit** to our clients so they can keep their businesses running. Likewise, we seek to **materialize the progress** we have made during the contingency to **digitize our operation**, which will allow us to recover more efficiently and faster our **portfolio growth**.



# Best practices in Corporate Governance

## Board of Directors (11 members)

**7 Independent Board members**

**4 Related Board members**

**2 of whom are women**

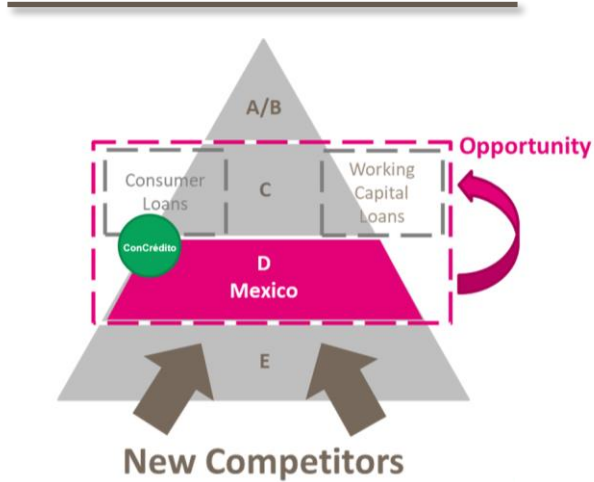
## Code

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

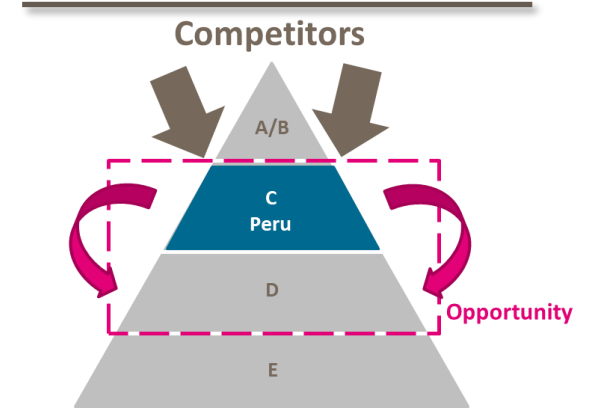
**Code of Ethics and Conduct** of utmost importance for Gentera, which applies to counselors, collaborators, suppliers and civil society organizations

# Potential market for working capital loans

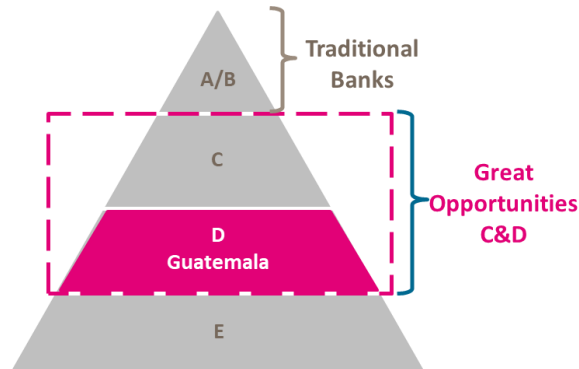
## Mexico



## 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. 9,270
  - Term  
16 weeks
- Contribution to loan portfolio  
61.5%
  - Contribution to number of clients  
67.4%
  - Life insurance / number of clients  
90.4%

## 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. 7,026
  - Term  
5 to 6 months
- Contribution to loan portfolio  
18.5%
  - Contribution to number of clients  
26.7%
  - Life insurance / Number of clients  
84.4%

# 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. 25,869
  - Term  
6 to 24 months
  - Contribution to loan portfolio  
13.3%
  - Contribution to number of clients  
5.2%
  - Individual life insurance <sup>1</sup>  
75.4%



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. 8,891  
CCR: Ps. 9,319  
CI: Ps. 7,103

- Maturity  
6 to 24 months
- Contribution to loan portfolio  
CM: 4.5%  
CCR: 1.1%  
CI: 0.02%

## Additional loans for CM and CCR

### General Characteristics:

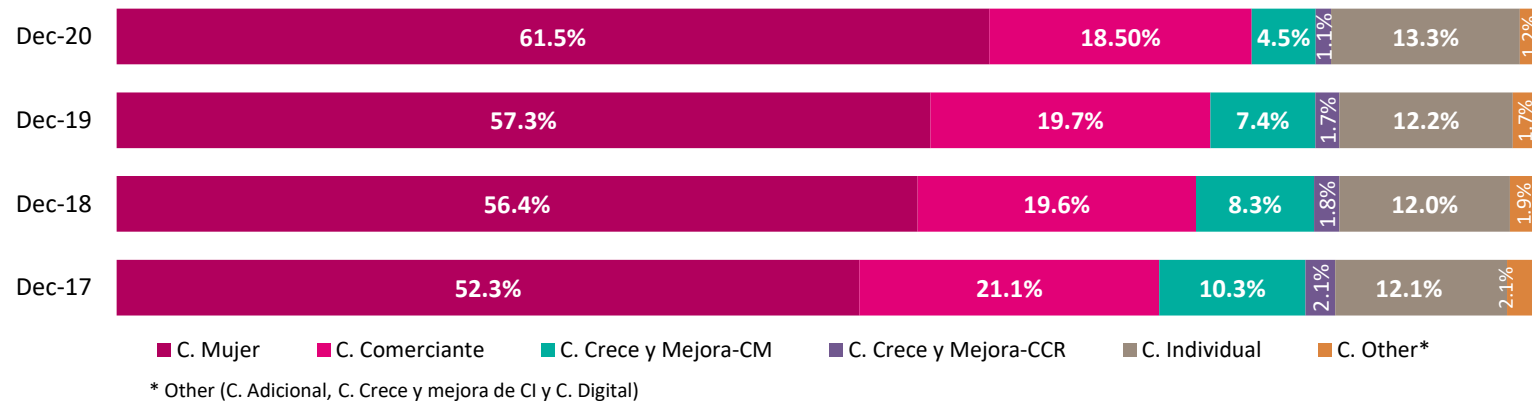
- > Working capital loan
- > Second loan offered simultaneously to Crédito Mujer (CM) and Crédito Comerciante (CCR) clients.
- > Clients must have completed 3 cycles under Crédito Mujer (CM) or 2 under Crédito Comerciante (CCR).

- Loan size  
Ps. 4,000 to Ps. 7,000
- Average ticket  
CM: Ps. 4,063  
CCR: Ps. 4,156
- Maturity  
4 to 5 months

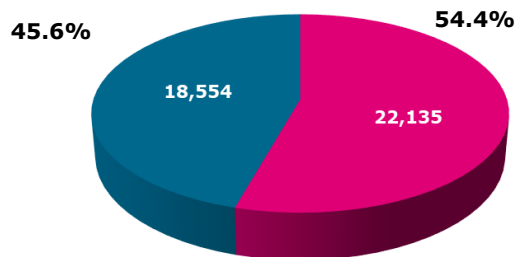
- Contribution to loan portfolio  
CM: 0.8%  
CCR: 0.3%

# Evolution in group and individual loans methodologies (2017-4Q20)

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



### Mexico, Peru and Guatemala



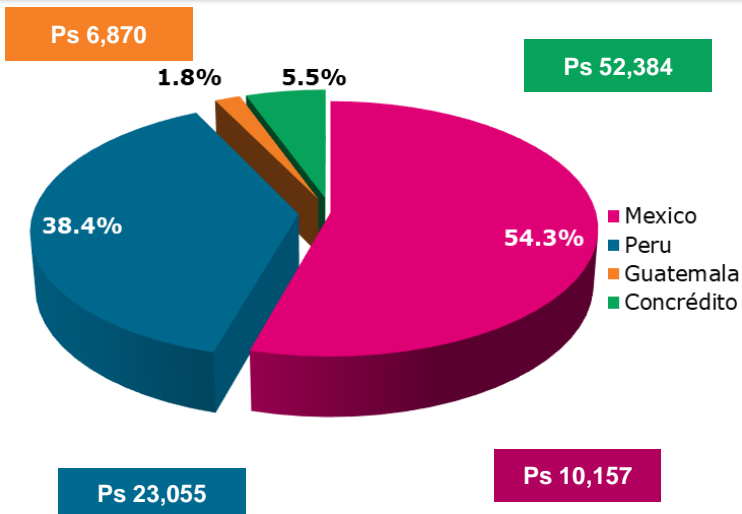
Figures are expressed in Mexican Pesos (million)

■ Group Methodology ■ Individual Methodology

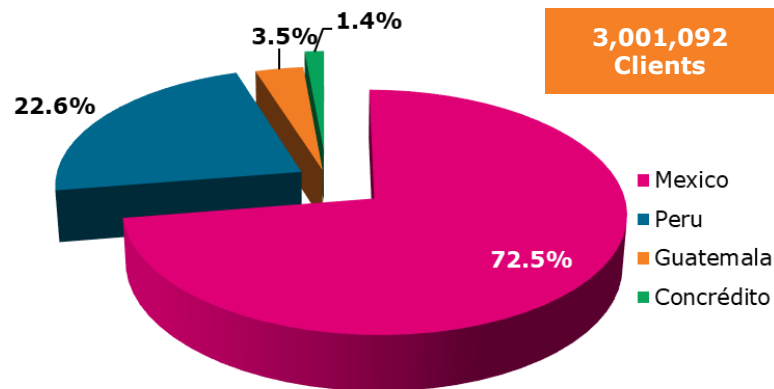


# Market distribution per subsidiary

## % Total loan portfolio and average ticket



## Credit Clients per subsidiary



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

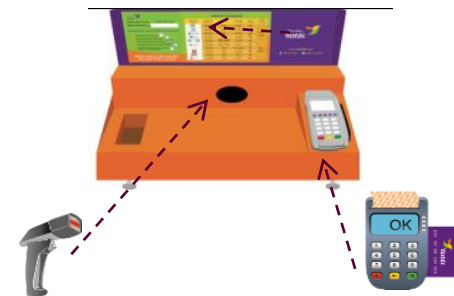
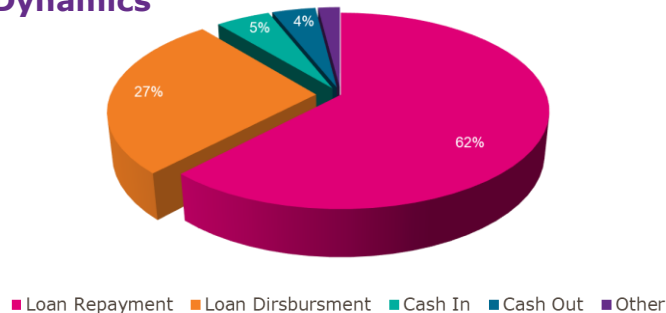
# Yastás (correspondent network manager)



- Presence in **32 Mexican States**
- As of **4Q20** reached more than **4,900** affiliates.
- Executed approximately **5.8 million operations** during the quarter; out of those **1.49 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.

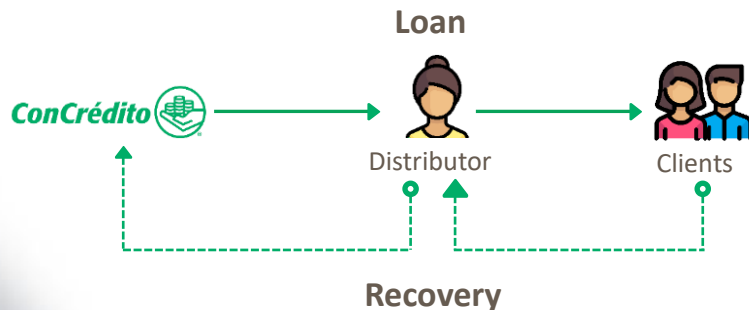
## 4Q20

	<b>Active Policies</b>	6.9 million
	<b>Placed Policies</b>	<ul style="list-style-type: none"><li>• 4Q20 - 6.7 million</li><li>• 2020 - 24.6 million</li></ul>
	<b>Coverage</b>	Mexico, Peru and Guatemala

## Products

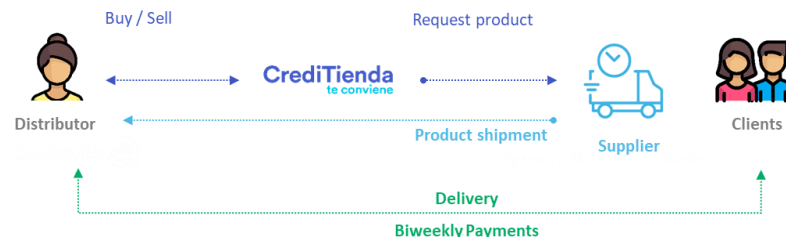
### ValeDinero

- **Maturity:** 1 to 18 biweeks
- **Loan Size:** Ps. 500 to Ps. 8,000
- **Clients per Distributor:** ~12
- **Av. Ticket Distributors:** Ps. 52,384\*
- **Portfolio:** Ps. 2,248 million



### CrediTienda

- **Maturity:** 6 to 16 biweeks
- **Apps Users:** 701,000
- **Product Offer:** ~9,500
- **Portfolio:** Ps. 316.9 million\*\*

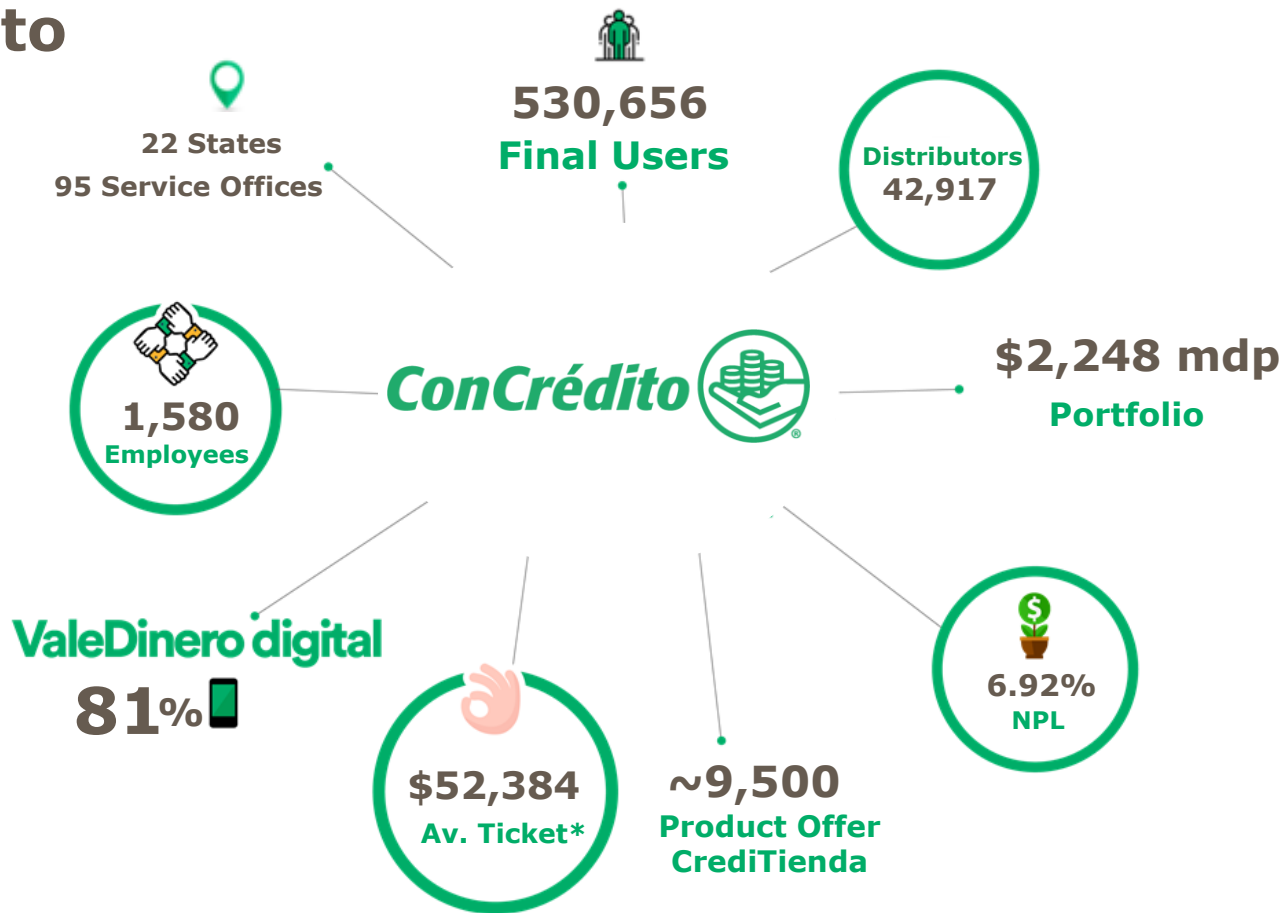


\*Average Ticket per Entrepreneur/Distributor. This ticket

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



# ConCrédito



\*Average Ticket.  
Figures are expressed in Mexican Pesos (million)

# Growth and profitability



# Summary

	4Q20	4Q19	3Q20	% Change 4Q19	% Change 3Q20	2020	2019	% Change 2019
Clients <sup>(1)</sup>	3,876,775	3,781,120	4,053,574	2.5%	-4.4%	3,876,775	3,781,120	2.5%
Portfolio*	40,689	41,692	40,824	-2.4%	-0.3%	40,689	41,692	-2.4%
Net Income*	291	803	(1,983)	-63.8%	N/C	(1,635)	3,309	-149.4%
NPLs / Total Portfolio	5.43%	2.79%	6.94%	2.64 pp	-1.51 pp	5.43%	2.79%	2.64 pp
ROA	1.6%	5.7%	-11.1%	-4.1 pp	12.7 pp	-2.4%	6.1%	-8.5 pp
ROE	5.2%	15.9%	-36.4%	-10.7 pp	41.6 pp	-7.5%	17.1%	-24.6 pp
NIM	29.0%	46.0%	22.3%	-17.0 pp	6.7 pp	29.7%	45.6%	-15.9 pp
NIM after provisions	25.2%	38.2%	0.3%	-13.0 pp	24.9 pp	17.5%	38.7%	-21.2 pp
Efficiency Ratio	91.3%	77.2%	979.7%	14.1 pp	-888.4 pp	122.7%	75.1%	47.6 pp
Capital / Total Assets	32.3%	36.2%	30.9%	-3.9 pp	1.4 pp	32.3%	36.2%	-3.9 pp
Average Loan per Client	13,558	11,957	13,024	13.4%	4.1%	13,558	11,957	13.4%
Employees	22,372	22,736	23,464	-1.6%	-4.7%	22,372	22,736	-1.6%
Service Offices**	788	747	830	5.5%	-5.1%	788	747	5.5%
Branches	163	201	167	-18.9%	-2.4%	163	201	-18.9%

Summary	Banco Compartamos		Compartamos Financiera		Compartamos S.A.	
	4Q20	Δ vs 4Q19	4Q20	Δ vs 4Q19	4Q20	Δ vs 4Q19
Clients	2,175,142	-18.2%	677,678	-6.1%	105,355	-0.4%
Portfolio *	22,093	-15.9%	15,624	5.9%	724	8.0%
Net Income *	396	-30.2%	(102.6)	-186.3%	(20.3)	-272.6%
ROAA	4.3%	-2.8 pp	-1.9%	-4.8 pp	-10.5%	-16.1 pp
ROAE	15.3%	-4.2 pp	-11.0%	-25.9 pp	-13.6%	-20.0 pp
NIM	36.1%	-21.9 pp	16.7%	-9.8 pp	52.8%	-26.6 pp
NIM after provisions	37.3%	-11.0 pp	7.8%	-14.1 pp	50.9%	-15.5 pp
NPL	5.64%	2.45 pp	4.58%	2.57 pp	12.59%	8.35 pp
Write - offs *	2,392	324.9%	335	74.7%	37	68.3%
Coverage Ratio	174.9%	-28.7 pp	223.6%	-72.0 pp	199.8%	43.0 pp
Average Loan per Client	10,157	2.8%	23,055	0.1 pp	6,870	0.1 pp
Employees **	14,604	-10.4%	5,352	-2.2%	836	-13.8%
Service Offices***	543	-6.9%	108	0.0%	42	-25.0%
Branches	163	-18.9%	-	0.0%	-	0.0%

1) 3,001,092 credit clients and 875,683 clients from ConCrédito, savings, remittances and insurance products

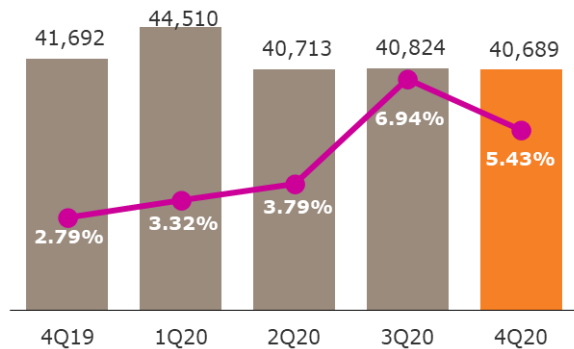
\* Portfolio, net income and write-offs are expressed in million (Mexican Pesos)

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

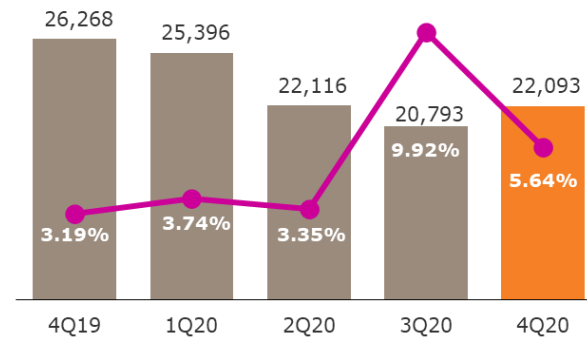
\*\*\* Some service offices in Mexico are being transformed into branches. 74 Branches are inside a Service Office.

# Total Portfolio – NPL %

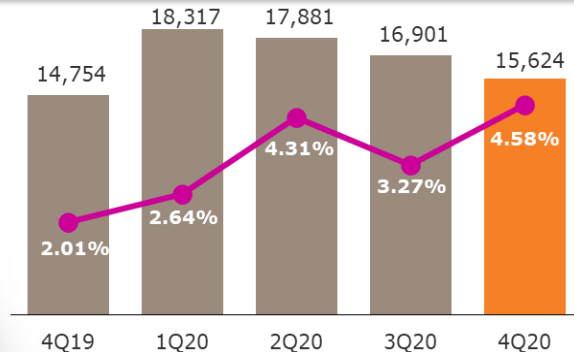
## Genera (Ps. million)



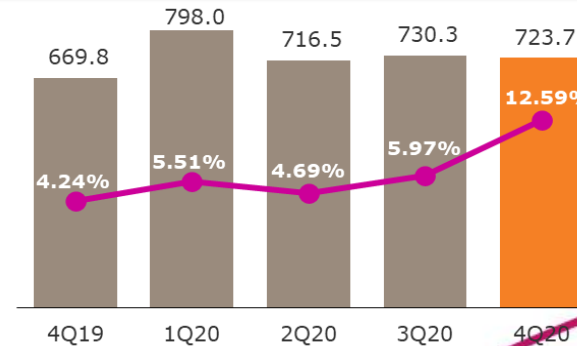
## Mexico - Banco (Ps. million)



## Peru (Ps. million)



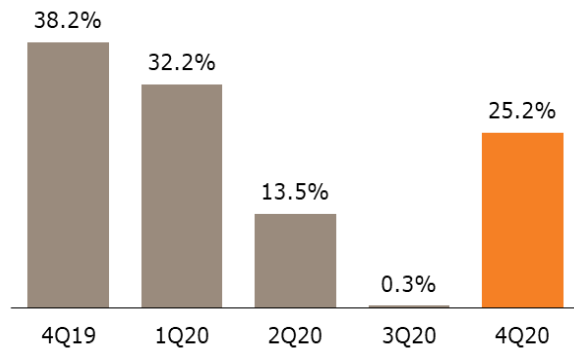
## Guatemala (Ps. million)



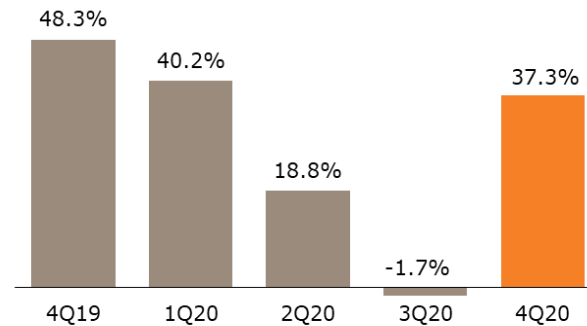


# NIM (%) after provisions

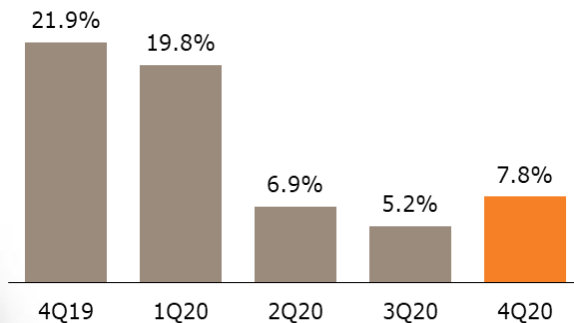
## Gentera



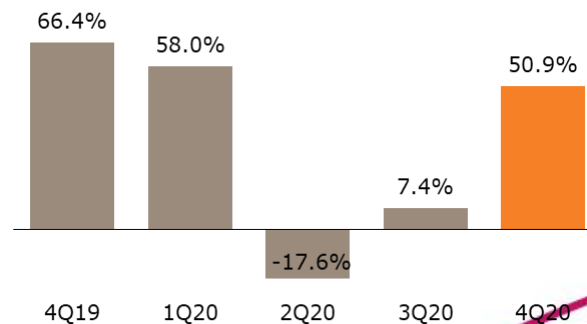
## Mexico - Banco



## Peru

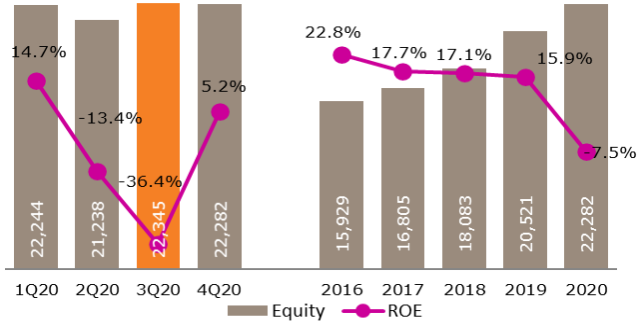


## Guatemala

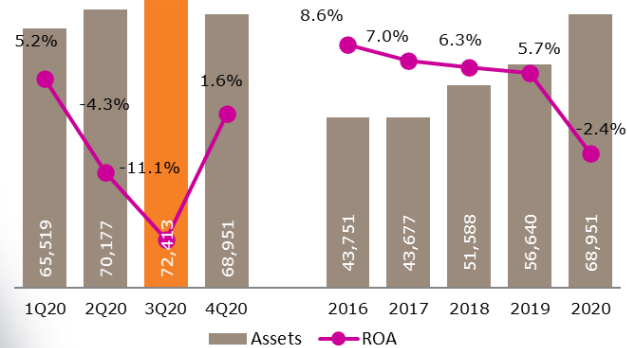


# ROAA & ROAE evolution

## Genera ROAE

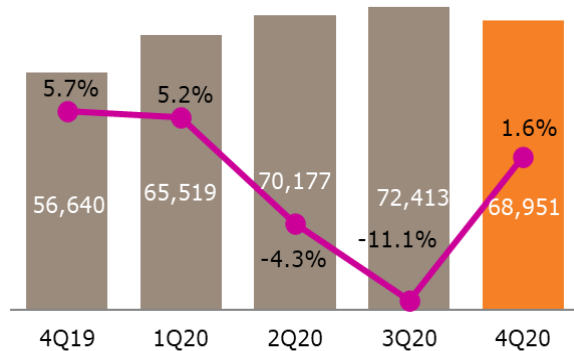


## Genera ROAA

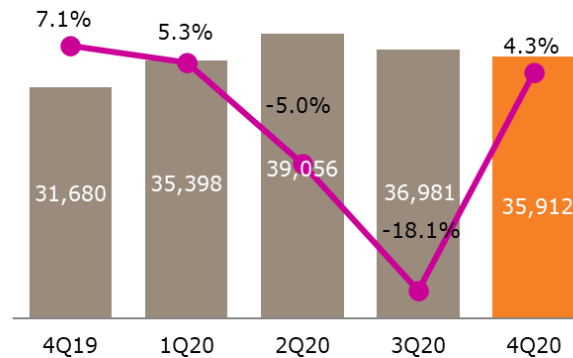


# Assets - ROAA

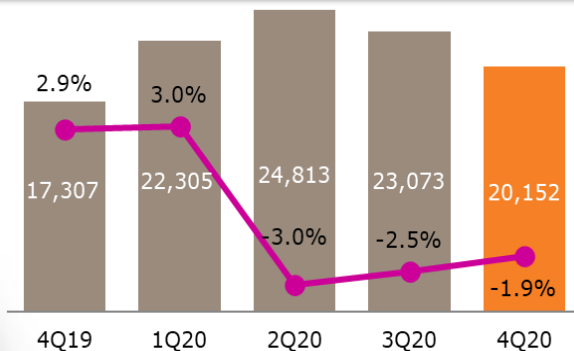
## Genera



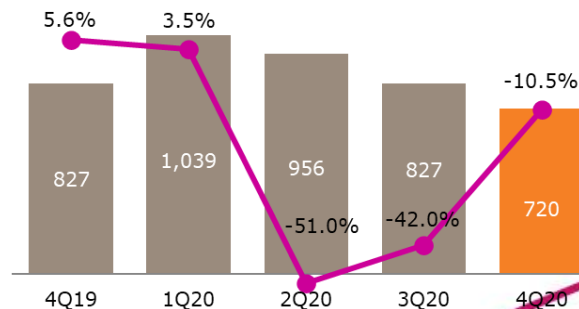
## Mexico - Banco



## Peru



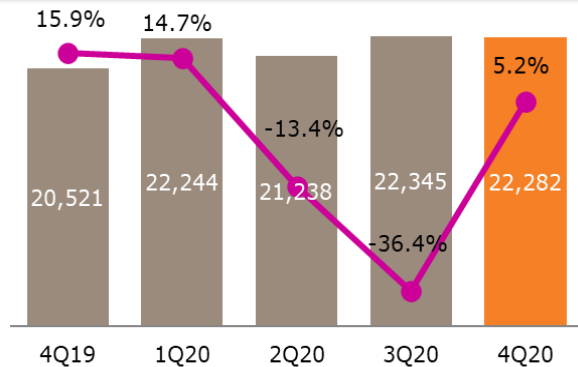
## Guatemala



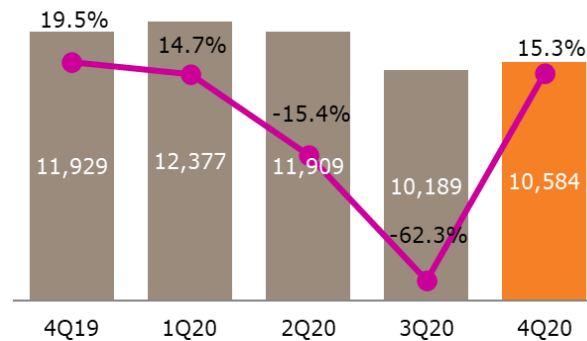
\*Assets in Ps. Million

# Equity - ROAE

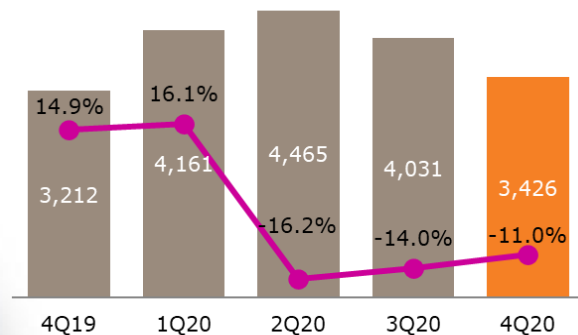
## Genera



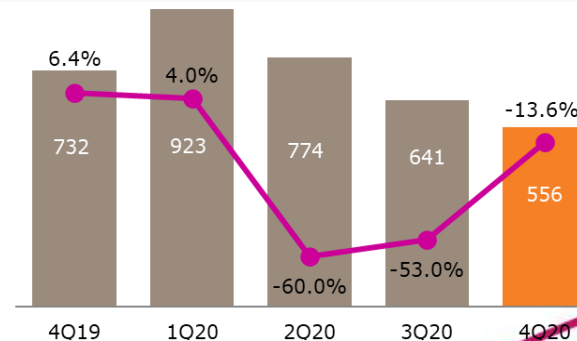
## Mexico - Banco



## Peru



## Guatemala



\*Equity in Ps. million

# Financial Information 4Q20



# Balance Sheet

	4Q20	4Q19	% Change 4Q19	3Q20	% Change 3Q20
Cash and other investments	18,481	7,710	139.7%	24,188	-23.6%
Total performing loans	38,480	40,529	-5.1%	37,991	1.3%
Non-performing loans	2,209	1,163	89.9%	2,833	-22.0%
<b>Total loan portfolio</b>	<b>40,689</b>	<b>41,692</b>	<b>-2.4%</b>	<b>40,824</b>	<b>-0.3%</b>
Allowance for loan losses	4,178	2,625	59.2%	6,815	-38.7%
<b>Loan portfolio, net</b>	<b>36,511</b>	<b>39,067</b>	<b>-6.5%</b>	<b>34,009</b>	<b>7.4%</b>
Other accounts receivable	2,980	2,086	42.9%	2,162	37.8%
Fixed assets	870	1,032	-15.7%	995	-12.6%
Permanent investment	94	2,428	-96.1%	96	-2.1%
Long-lived assets availablefor sale	-	241	N/C	-	N/C
Other assets	4,963	3,203	54.9%	5,264	-5.7%
Goodwill	5,052	873	478.7%	5,699	-11.4%
<b>Total assets</b>	<b>68,951</b>	<b>56,640</b>	<b>21.7%</b>	<b>72,413</b>	<b>-4.8%</b>
Clients deposits	4,360	3,428	27.2%	3,670	18.8%
Deposits	10,374	8,731	18.8%	11,912	-12.9%
Long term debt issuance	8,794	9,114	-3.5%	8,915	-1.4%
Interbank loans	17,790	10,619	67.5%	19,108	-6.9%
Securitization transactions	1,217	-	N/C	1,300	-6.4%
Other accounts payable	4,134	4,227	-2.2%	5,163	-19.9%
<b>Total liabilities</b>	<b>46,669</b>	<b>36,119</b>	<b>29.2%</b>	<b>50,068</b>	<b>-6.8%</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	531	476	11.6%	873	-39.2%
Net income for the year	(1,592)	3,275	-148.6%	(1,880)	-15.3%
Participation from controlling company	18,883	20,463	-7.7%	18,937	-0.3%
Participation from non-controlling company	3,399	58	N/C	3,408	-0.3%
<b>Total stockholders' equity</b>	<b>22,282</b>	<b>20,521</b>	<b>8.6%</b>	<b>22,345</b>	<b>-0.3%</b>
<b>Total liabilities and stockholders' equity</b>	<b>68,951</b>	<b>56,640</b>	<b>21.7%</b>	<b>72,413</b>	<b>-4.8%</b>

\* Figures expressed in Mexican pesos (millions)



# Income Statement

	4Q20	4Q19	% Change 4Q19	3Q20	% Change 3Q20	2020	2019	% Change 2019
Interest income	4,900	6,006	-18.4%	4,123	18.8%	19,352	22,809	-15.2%
Interest expense	585	505	15.8%	641	-8.7%	2,302	2,076	10.9%
<b>Net Interest Income</b>	<b>4,315</b>	<b>5,501</b>	<b>-21.6%</b>	<b>3,482</b>	<b>23.9%</b>	<b>17,050</b>	<b>20,733</b>	<b>-17.8%</b>
Provisions for loan losses	555	926	-40.1%	3,434	-83.8%	6,980	3,164	120.6%
<b>Net interest income after provisions</b>	<b>3,760</b>	<b>4,575</b>	<b>-17.8%</b>	<b>48</b>	<b>N/C</b>	<b>10,070</b>	<b>17,569</b>	<b>-42.7%</b>
Commissions and fee income	275	194	41.8%	295	-6.8%	1,083	1,269	-14.7%
Commissions and fee expense	172	56	207.1%	148	16.2%	603	416	45.0%
Trading gains (losses)	(17)	(8)	112.5%	(3)	466.7%	9	(9)	N/C
Other operating income (expense)	118	3	N/C	138	-14.5%	376	(34)	N/C
Operating Expenses	3,621	3,635	-0.4%	3,233	12.0%	13,417	13,808	-2.8%
<b>Net operating income</b>	<b>343</b>	<b>1,073</b>	<b>-68.0%</b>	<b>(2,903)</b>	<b>N/C</b>	<b>(2,482)</b>	<b>4,571</b>	<b>-154.3%</b>
Participation in net income from non consolidated and associated subsidiaries	(10)	57	-117.5%	27	-137.0%	79	199	-60.3%
<b>Total income before income tax</b>	<b>333</b>	<b>1,130</b>	<b>-70.5%</b>	<b>(2,876)</b>	<b>N/C</b>	<b>(2,403)</b>	<b>4,770</b>	<b>-150.4%</b>
Income tax	42	273	-84.6%	(833)	N/C	(709)	1,407	-150.4%
Current	(124)	352	-135.2%	(186)	-33.3%	313	1,616	-80.6%
Deferred	166	(79)	-310.1%	(647)	N/C	(1,022)	(209)	389.0%
<b>Net discontinued operations</b>	<b>291</b>	<b>857</b>	<b>-66.0%</b>	<b>(2,043)</b>	<b>N/C</b>	<b>(1,694)</b>	<b>3,363</b>	<b>-150.4%</b>
Discontinued operations	-	(54)	N/C	60	N/C	59	(54)	N/C
<b>Net income</b>	<b>291</b>	<b>803</b>	<b>-63.8%</b>	<b>(1,983)</b>	<b>N/C</b>	<b>(1,635)</b>	<b>3,309</b>	<b>-149.4%</b>
Participation (in net income) from controlling company	288	793	-63.7%	(1,939)	N/C	(1,592)	3,275	-148.6%
Participation (in net income) from non-controlling company	3	10	-70.0%	(44)	N/C	(43)	34	-226.5%

\* Figures expressed in Mexican pesos (millions)

# NPLs per subsidiary

## NPL's per methodology and subsidiaries

PRODUCT	4Q20				4Q19				3Q20			
	Portfolio	NPL	NPL Ratio	Write- Offs	Portfolio	NPL	NPL Ratio	Write- Offs	Portfolio	NPL	NPL Ratio	Write- Offs
C. Mujer	13,583	619	4.56%	1,169	15,064	338	2.24%	222	12,247	978	7.98%	285
C. Comerciante	4,082	340	8.34%	708	5,175	254	4.90%	161	4,417	619	14.01%	229
Group Methodology	17,665	959	5.43%	1,877	20,239	592	2.92%	383	16,664	1,597	9.58%	514
C. Individual	2,940	160	5.43%	242	3,207	145	4.51%	106	2,911	226	7.77%	106
C. CA (de CM y CCR)	250	11	4.54%	35	385	13	3.34%	8	90	31	33.75%	10
C. CCM( de CM, CCR y CI)	1,234	117	9.42%	236	2,416	88	3.68%	65	1,122	207	18.46%	69
C. Otros (CGD)	4	0	5.26%	2	21	0	0.43%	1	6	0	7.82%	0
Individual Methodology	4,428	288	6.50%	515	6,029	246	4.09%	180	4,129	464	11.26%	185
<b>Banco Compartamos</b>	<b>22,093</b>	<b>1,247</b>	<b>5.64%</b>	<b>2,392</b>	<b>26,268</b>	<b>838</b>	<b>3.19%</b>	<b>563</b>	<b>20,793</b>	<b>2,061</b>	<b>9.92%</b>	<b>699</b>
C.Mujer	3,752	341	9.09%	116	3,222	32	1.00%	70	3,886	187	4.82%	20
Group Methodology Peru	3,752	341	9.09%	116	3,222	32	1.00%	70	3,886	187	4.82%	20
Comercial	7,721	231	2.99%	129	7,335	180	2.46%	62	8,795	239	2.71%	38
Microempresa	3,316	117	3.54%	71	3,401	76	2.22%	51	3,343	112	3.36%	35
Consumo	835	27	3.20%	18	795	9	1.11%	9	877	14	1.56%	7
Individual Methodology Peru	11,872	375	3.16%	218	11,532	265	2.30%	122	13,015	365	2.80%	81
<b>Compartamos Financiera</b>	<b>15,624</b>	<b>716</b>	<b>4.58%</b>	<b>335</b>	<b>14,754</b>	<b>297</b>	<b>2.01%</b>	<b>192</b>	<b>16,901</b>	<b>552</b>	<b>3.27%</b>	<b>101</b>
Group Methodology Guatemala	724	91	12.59%	37	670	28	4.24%	22	730	43.6	5.97%	9
<b>Compartamos Guatemala S.A.</b>	<b>724</b>	<b>91</b>	<b>12.59%</b>	<b>37</b>	<b>670</b>	<b>28</b>	<b>4.24%</b>	<b>22</b>	<b>730</b>	<b>43.6</b>	<b>5.97%</b>	<b>9</b>
<b>ConCrédito</b>	<b>2,248</b>	<b>156</b>	<b>6.92%</b>	<b>177</b>	<b>2,847</b>	<b>108</b>	<b>3.78%</b>	<b>100</b>	<b>2,400</b>	<b>176</b>	<b>7.34%</b>	<b>157</b>
<b>Total</b>	<b>40,689</b>	<b>2,209</b>	<b>5.43%</b>	<b>2,941</b>	<b>41,691</b>	<b>1,163</b>	<b>2.79%</b>	<b>776</b>	<b>40,824</b>	<b>2,833</b>	<b>6.94%</b>	<b>966</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+'	BB+ / B'

	4Q20	4Q19	3Q20	% Change 4Q19	% Change 3Q20	2020	2019	% Change 2019
Clients	2,175,142	2,659,192	2,297,063	-18.2%	-5.3%	2,175,142	2,659,192	-18.2%
Portfolio*	22,093	26,268	20,793	-15.9%	6.3%	22,093	26,268	-15.9%
Net Income*	396	567	(1,720)	-30.2%	-123.0%	(1,344)	2,342	-157.4%
NPLs / Total Portfolio	5.64%	3.19%	9.92%	2.45 pp	-4.28 pp	5.64%	3.19%	2.45 pp
ROA	4.3%	7.1%	-18.1%	-2.8 pp	22.4 pp	-3.8%	7.5%	-11.3 pp
ROE	15.3%	19.5%	-62.3%	-4.2 pp	77.6 pp	-11.8%	20.5%	-32.3 pp
NIM	36.1%	58.0%	28.4%	-21.9 pp	7.7 pp	38.1%	56.6%	-18.5 pp
NIM after provisions	37.3%	48.3%	-1.7%	-11.0 pp	39.0 pp	23.2%	48.1%	-24.9 pp
Efficiency Ratio	84.5%	79.1%	-4819.6%	5.4 pp	4904.1 pp	126.0%	77.0%	49.0 pp
ICAP	31.4%	32.6%	31.1%	-1.2 pp	0.3 pp	31.4%	32.6%	-1.2 pp
Capital / Total Assets	29.5%	37.7%	27.6%	-8.2 pp	1.9 pp	29.5%	37.7%	-8.2 pp
Average Loan (Ps.)	10,157	9,878	9,052	2.8%	12.2%	10,157	9,878	2.8%
Employees	14,438	16,114	15,326	-10.4%	-5.8%	14,438	16,114	-10.4%
Service Offices**	543	583	569	-6.9%	-4.6%	543	583	-6.9%
Branches	163	201	167	-18.9%	-2.4%	163	201	-18.9%

\* Figures expressed in Mexican pesos (millions)

# Balance Sheet

	4Q20	4Q19	% Change 4Q19	3Q20	% Change 3Q20
Cash and other investments	10,486	3,593	191.8%	15,461	-32.2%
Related parties	1,060	250	324.0%	1,060	0.0%
Total performing loans	20,846	25,430	-18.0%	18,731	11.3%
Non-performing loans	1,247	838	48.8%	2,062	-39.5%
<b>Total loan portfolio</b>	<b>23,153</b>	<b>26,518</b>	<b>-12.7%</b>	<b>21,853</b>	<b>5.9%</b>
Allowance for loan losses	2,181	1,706	27.8%	4,677	-53.4%
<b>Loan portfolio, net</b>	<b>20,972</b>	<b>24,812</b>	<b>-15.5%</b>	<b>17,176</b>	<b>22.1%</b>
Other accounts receivable	1,869	1,111	68.2%	1,410	32.6%
Fixed assets	231	337	-31.5%	253	-8.7%
Other assets	2,354	1,827	28.8%	2,681	-12.2%
<b>Total assets</b>	<b>35,912</b>	<b>31,680</b>	<b>13.4%</b>	<b>36,981</b>	<b>-2.9%</b>
Clients' Deposits	2,751	2,377	15.7%	2,306	19.3%
Deposits	16	327	-95.1%	1,114	-98.6%
Long term debt issuance	8,408	8,556	-1.7%	8,478	-0.8%
Interbank loans	13,218	6,897	91.6%	13,842	-4.5%
Other accounts payable	935	1,594	-41.3%	1,052	-11.1%
<b>Total liabilities</b>	<b>25,328</b>	<b>19,751</b>	<b>28.2%</b>	<b>26,792</b>	<b>-5.5%</b>
Capital stock	634	618	2.6%	618	2.6%
Contributions for future capital increases	-	-	N/C	16	N/C
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	(4)	(3)	33.3%	(3)	33.3%
Net income for the year	(1,344)	2,342	-157.4%	(1,740)	-22.8%
<b>Total stockholders' equity</b>	<b>10,584</b>	<b>11,929</b>	<b>-11.3%</b>	<b>10,189</b>	<b>3.9%</b>
<b>Total liabilities and stockholders' equity</b>	<b>35,912</b>	<b>31,680</b>	<b>13.4%</b>	<b>36,981</b>	<b>-2.9%</b>

\* Figures expressed in Mexican pesos (millions)

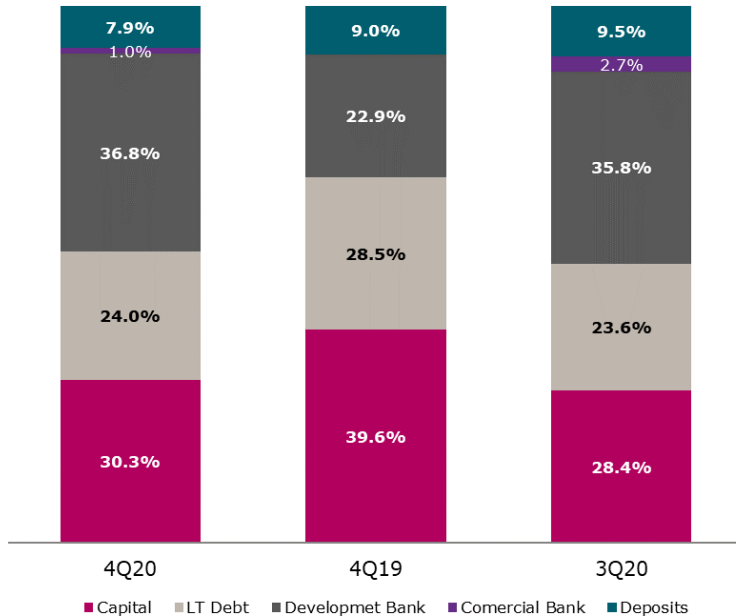
# Income Statement



	4Q20	4Q19	% Change 4Q19	3Q20	% Change 3Q20	2020	2019	% Change 2019
Interest income	3,403	4,606	-26.1%	2,985	14.0%	14,215	17,669	-19.5%
Interest expense	348	333	4.5%	393	-11.5%	1,415	1,406	0.6%
<b>Net Interest Income</b>	<b>3,055</b>	<b>4,273</b>	<b>-28.5%</b>	<b>2,592</b>	<b>17.9%</b>	<b>12,800</b>	<b>16,263</b>	<b>-21.3%</b>
Provisions for loan losses	(102)	715	-114.3%	2,749	-103.7%	4,991	2,434	105.1%
<b>Net interest income after provisions</b>	<b>3,157</b>	<b>3,558</b>	<b>-11.3%</b>	<b>(157)</b>	<b>N/C</b>	<b>7,809</b>	<b>13,829</b>	<b>-43.5%</b>
Commissions and fee income	170	224	-24.1%	162	4.9%	665	895	-25.7%
Commissions and fee expense	183	152	20.4%	129	41.9%	676	572	18.2%
Trading gains (losses)	(18)	(8)	125.0%	(2)	800.0%	9	(9)	-200.0%
Other operating income (expense)	5	(29)	-117.2%	75	-93.3%	140	1	N/C
Operating Expenses	2,647	2,842	-6.9%	2,458	7.7%	10,017	10,897	-8.1%
<b>Net operating income</b>	<b>484</b>	<b>751</b>	<b>-35.6%</b>	<b>(2,509)</b>	<b>N/C</b>	<b>(2,070)</b>	<b>3,247</b>	<b>-163.8%</b>
<b>Total income before income tax</b>	<b>484</b>	<b>751</b>	<b>-35.6%</b>	<b>(2,509)</b>	<b>N/C</b>	<b>(2,070)</b>	<b>3,247</b>	<b>-163.8%</b>
Income tax	88	184	-52%	(789)	N/C	(726)	905	-180.2%
Current	(128)	182	-170.3%	(285)	-55.1%	-	1,039	N/C
Deferred	216	2	N/C	(504)	N/C	(726)	(134)	441.8%
<b>Net income</b>	<b>396</b>	<b>567</b>	<b>-30.2%</b>	<b>(1,720)</b>	<b>N/C</b>	<b>(1,344)</b>	<b>2,342</b>	<b>-157.4%</b>

\* Figures expressed in Mexican pesos (millions)

# Funding structure



**Cost of funds 4Q20**  
**5.5%**

Debt profile excluding clients deposits		
Year	Maturity	%
2021	450	2%
2022	5,243	24%
2023	5,146	24%
2024	5,184	24%
2025	5,648	26%
<b>Total</b>	<b>21,671</b>	<b>100%</b>

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



# Allowance for loan losses

Risk	4Q20			4Q19			3Q20		
	%Allowance	Balance	Allowance	%Allowance	Balance	Allowance	%Allowance	Balance	Allowance
A-1	1.2%	15,483	190	1.1%	17,594	202	1.2%	12,203	150
A-2	1.9%	1,841	35	2.4%	1,377	33	2.6%	522	14
B-1	3.4%	98	3	3.4%	235	8	2.0%	1,184	24
B-2	4.1%	1,464	60	4.1%	1,703	70	4.1%	837	34
B-3	5.5%	430	24	5.6%	445	25	5.5%	351	19
C-1	7.1%	1,327	95	7.2%	2,174	157	7.1%	1,103	78
C-2	10.9%	669	73	10.9%	1,132	123	11.4%	1,196	136
D	21.7%	285	62	21.9%	455	99	23.1%	957	221
E	75.7%	1,554	1,176	70.4%	1,402	987	70.2%	3,504	2,461
<b>Total</b>		<b>23,152</b>	<b>1,718</b>		<b>26,517</b>	<b>1,705</b>		<b>21,857</b>	<b>3,137</b>
<b>Coverage Ratio<sup>1</sup></b>			<b>173.8%</b>			<b>203.8%</b>			<b>226.6%</b>

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

Note: A dditional allowance for non performing loans included

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	4Q20	4Q19	3Q20	% Change 4Q19	% Change 3Q20	2020	2019	% Change 2019
Clients	677,678	721,754	692,738	-6.1%	-2.2%	677,678	721,754	-6.1%
Portfolio *	15,623.8	14,753.7	16,901.4	5.9%	-7.6%	15,623.8	14,753.7	5.9%
Net Income *	(102.6)	118.9	(148.3)	-186.3%	-30.8%	(277.4)	553.8	-150.1%
NPLs / Total Portfolio	4.58%	2.01%	3.3%	2.57 pp	1.31 pp	4.58%	2.01%	2.57 pp
ROA	-1.9%	2.9%	-2.5%	-4.8 pp	0.6 pp	-1.3%	3.6%	-4.9 pp
ROE	-11.0%	14.9%	-14.0%	-25.9 pp	3.0 pp	-7.2%	19.2%	-26.4 pp
NIM	16.7%	26.5%	13.2%	-9.8 pp	3.5 pp	16.6%	26.2%	-9.6 pp
NIM after provisions	7.8%	21.9%	5.2%	-14.1 pp	2.6 pp	9.8%	21.9%	-12.1 pp
Efficiency Ratio	158.1%	81.3%	190.5%	76.8 pp	-32.4 pp	124.0%	76.2%	47.8 pp
Operating Efficiency	11.5%	17.9%	8.9%	-6.4 pp	2.6 pp	11.54%	17.93%	-6.4 pp
Capital / Total Assets	17.0%	18.6%	17.5%	-1.6 pp	-0.5 pp	17.0%	18.6%	-1.6 pp
Average Loan (Ps.)	23,055	20,441	24,398	12.8%	-5.5%	23,055	20,441	12.8%
Employees	5,352	5,470	5,420	-2.2%	-1.3%	5,352	5,470	-2.2%
Service Offices	108	108	108	0.0%	0.0%	108	108	0%

Group loans represented **24.0%** of the portfolio, and **70.4%** of the customers served in Peru.

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



	4Q20	4Q19	% Change 4Q19	3Q20	% Change 3Q20
Cash and other investments	4,673.8	2,323.9	101.1%	6,313.5	-26.0%
Total performing loans	14,907.6	14,456.6	3.1%	16,349.4	-8.8%
Non-performing loans	716.3	297.1	141.1%	552.0	29.8%
<b>Total loan portfolio</b>	<b>15,623.8</b>	<b>14,753.7</b>	<b>5.9%</b>	<b>16,901.4</b>	<b>-7.6%</b>
Allowance for loan losses	1,601.7	878.2	82.4%	1,705.3	-6.1%
<b>Loan portfolio, net</b>	<b>14,022.2</b>	<b>13,875.5</b>	<b>1.1%</b>	<b>15,196.1</b>	<b>-7.7%</b>
Other accounts receivable	404.3	261.4	54.7%	398.4	1.5%
Fixed assets	350.5	374.8	-6.5%	418.7	-16.3%
Other assets	701.1	472.0	48.5%	746.8	-6.1%
<b>Total assets</b>	<b>20,151.9</b>	<b>17,307.5</b>	<b>16.4%</b>	<b>23,073.5</b>	<b>-12.7%</b>
Deposits	11,982.8	8,861.0	35.2%	13,274.1	-9.7%
Long term debt issuance	386.1	1,277.6	-69.8%	436.8	-11.6%
Interbank loans	3,578.5	3,495.4	2.4%	4,162.7	-14.0%
Repos	258.0	-	N/C	489.9	-47.3%
Other accounts payable	520.0	461.9	12.6%	679.2	-23.4%
<b>Total liabilities</b>	<b>16,725.4</b>	<b>14,096.0</b>	<b>18.7%</b>	<b>19,042.7</b>	<b>-12.2%</b>
Capital stock	3,241.0	2,012.2	61.1%	3,241.0	0.0%
Capital reserves	211.9	152.9	38.5%	212.2	-0.2%
Foreign exchange effect	222.2	452.0	-50.8%	723.5	-69.3%
Retained earnings	28.8	40.6	-29.1%	28.8	0.0%
Net income for the year	(277.4)	553.8	-150.1%	(174.8)	58.7%
<b>Total stockholders' equity</b>	<b>3,426.5</b>	<b>3,211.5</b>	<b>6.7%</b>	<b>4,030.8</b>	<b>-15.0%</b>
<b>Total liabilities and stockholders' equity</b>	<b>20,151.9</b>	<b>17,307.5</b>	<b>16.4%</b>	<b>23,073.5</b>	<b>-12.7%</b>

FX (End of period):	Soles - Dollars	Pesos MX - Dollars	Pesos MX - Soles
<b>4Q20</b>	3.621	19.9087	5.4981
<b>4Q19</b>	3.314	18.8642	5.6923
<b>3Q20</b>	3.597	22.1438	6.1562

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



	4Q20	4Q19	% Change 4Q19	3Q20	% Change 3Q20	2020	2019	% Change 2019
Interest income	1,068.1	1,229.4	-13.1%	989.4	8.0%	4,274.7	4,496.8	-4.9%
Interest expense	185.6	164.1	13.1%	217.8	-14.8%	798.7	634.1	26.0%
<b>Net interest income</b>	<b>882.5</b>	<b>1,065.3</b>	<b>-17.2%</b>	<b>771.6</b>	<b>14.4%</b>	<b>3,476.1</b>	<b>3,862.7</b>	<b>-10.0%</b>
Provisions for loan losses	469.1	186.1	152.1%	470.7	-0.4%	1,414.5	640.2	121.0%
<b>Net interest income after provisions</b>	<b>413.4</b>	<b>879.2</b>	<b>-53.0%</b>	<b>300.8</b>	<b>37.4%</b>	<b>2,061.5</b>	<b>3,222.5</b>	<b>-36.0%</b>
Commissions and fee income	45.5	69.2	-34.3%	74.5	-38.9%	229.0	229.9	-0.4%
Commissions and fee expenses	30.3	12.6	140.3%	47.8	-36.5%	98.7	57.7	71.1%
Other operating income (expense)	(34.2)	(21.8)	57.2%	(47.3)	-27.6%	(72.4)	(26.6)	171.9%
Operating expenses	623.4	743.4	-16.1%	534.0	16.7%	2,627.6	2,566.1	2.4%
<b>Net operating income</b>	<b>(229.1)</b>	<b>170.6</b>	<b>-234.3%</b>	<b>(253.7)</b>	<b>-9.7%</b>	<b>(508.2)</b>	<b>802.0</b>	<b>-163.4%</b>
Participation in net income from non consolidated and associated subsidiaries	(8)	-	N/C	-	N/C	(8)	-	N/C
<b>Total income before income tax</b>	<b>(236.8)</b>	<b>170.6</b>	<b>-238.8%</b>	<b>(253.7)</b>	<b>-6.7%</b>	<b>(515.8)</b>	<b>802.0</b>	<b>-164.3%</b>
Current and Deferred	(134.2)	51.7	-359.4%	(105.4)	27.3%	(238.5)	248.2	-196.1%
<b>Net income</b>	<b>(102.6)</b>	<b>118.9</b>	<b>-186.3%</b>	<b>(148.3)</b>	<b>-30.8%</b>	<b>(277.4)</b>	<b>553.8</b>	<b>-150.1%</b>

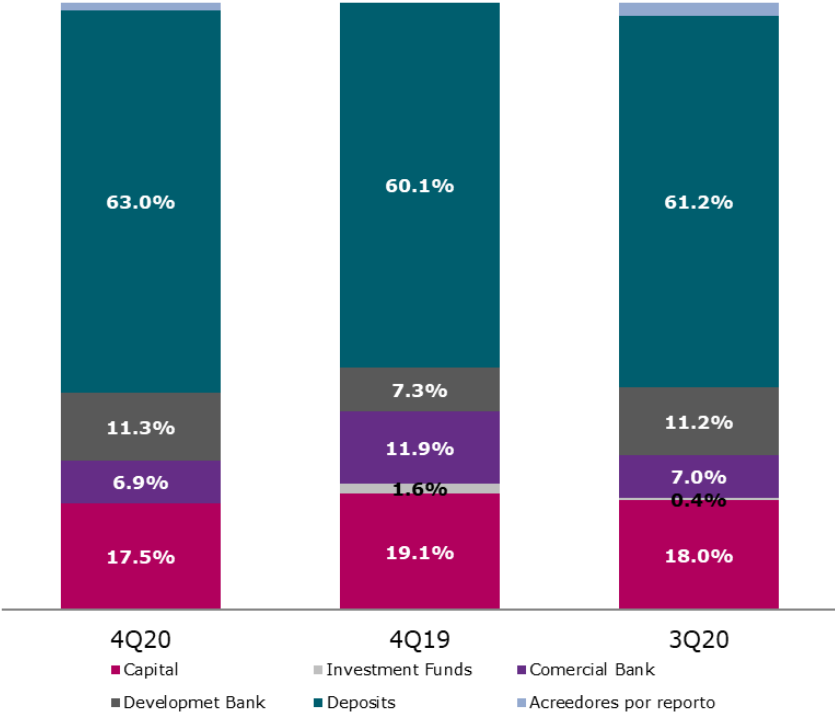
FX (Average)	Soles - Dollars	Pesos MX - Dollars	Pesos MX - Soles
<b>4Q20</b>	3.6019	20.5473	5.7046
<b>4Q19</b>	3.3606	19.2367	5.7241
<b>3Q20</b>	3.5446	22.0774	6.2285

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 4Q20**  
4.3%



# Summary



## Compartamos S.A. (Guatemala)

Summary	4Q20	4Q19	3Q20	% Change 4Q19	% Change 3Q20	2020	2019	% Change 2019
Clients	105,355	105,753	103,248	-0.4%	2.0%	105,355	105,753	-0.4%
Portfolio *	723.7	669.8	730.3	8.0%	-0.9%	723.7	669.8	8.0%
Net Income *	(20.3)	11.8	(93.7)	-272.6%	-78.3%	(232.8)	55.6	-518.8%
NPLs / Total Portfolio	12.59%	4.24%	5.97%	8.35 pp	6.62 pp	12.59%	4.24%	8.35 pp
ROA	-10.5%	5.6%	-42.0%	-16.1 pp	31.5 pp	-26.6%	6.9%	-33.5 pp
ROE	-13.6%	6.4%	-53.0%	-20.0 pp	39.4 pp	-32.1%	7.7%	-39.8 pp
NIM	52.8%	79.4%	30.4%	-26.6 pp	22.4 pp	50.8%	78.4%	-27.6 pp
NIM after provisions	50.9%	66.4%	7.4%	-15.5 pp	43.5 pp	23.3%	66.1%	-42.8 pp
Efficiency Ratio	117.2%	87.9%	674.9%	29.3 pp	-557.7 pp	235.0%	85.4%	149.6 pp
Operating Efficiency	60.4%	56.3%	54.8%	4.1 pp	5.6 pp	54.3%	53.4%	0.9 pp
Capital / Total Assets	77.2%	88.5%	77.4%	-11.3 pp	-0.2 pp	77.2%	88.5%	-11.3 pp
Average Loan (Ps.)	6,870	6,334	7,073	8.5%	-2.9%	6,870	6,334	8.5%
Employees	836	970	1,007	-13.8%	-17.0%	836	970	-13.8%
Service Offices	42	56	56	-25.0%	-25.0%	42	56	-25.0%

FX (Average)	Quetzales - Dollars	Pesos MX - Dollars	Pesos MX - Quetzales
<b>4Q20</b>	7.7905	20.5473	2.6375
<b>4Q19</b>	7.7186	19.2367	2.4922
<b>3Q20</b>	7.7195	22.0774	2.8600

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 integrated 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 22 states in Mexico.**
- **Active clients** reached more than **42 thousand distributors** that work with approximately **530 thousand final 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 700 thousand users have downloaded CrediTienda App and more 160 thousand clients have purchased through this platform.

ConCrédito	4T20	3T20
Clients	42,917	41,534
Portfolio *	2,248	2,400
Net Income *	(2.9)	(60.7)
ROAA	-0.3%	-5.6%
ROAE	-0.6%	-11.9%
NIM	32.4%	15.7%
NIM after provisions	11.0%	-5.8%
NPL	6.92%	7.34%
Write - offs *	177	157
Coverage Ratio	146.4%	120.4%
Average Loan per Client	52,384	57,776
Employees	1,580	1,541
Service Offices	95	97

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

# Balance Sheet and Income Statement

	4T20	3T20	% Var 3T20
Cash and other investments	1,314.9	1,202.2	9.4%
Total performing loans	2,092.6	2,223.6	-5.9%
Non-performing loans	155.6	176.1	-11.6%
<b>Total loan portfolio</b>	<b>2,248.2</b>	<b>2,399.7</b>	<b>-6.3%</b>
Allowance for loan losses	227.8	212.0	7.5%
<b>Loan portfolio, net</b>	<b>2,020.3</b>	<b>2,187.7</b>	<b>-7.6%</b>
Other accounts receivable	559.1	478.7	16.8%
Fixed assets	42.4	50.7	-16.4%
Permanent investment	1.3	1.3	0.0%
Other assets	453.7	382.0	18.8%
<b>Total assets</b>	<b>4,391.8</b>	<b>4,302.6</b>	<b>2.1%</b>
Interbank loans	580.0	580.0	0.0%
Securitization transactions	1,216.7	1,300.0	-6.4%
Other accounts payable	364.2	409.4	-11.0%
Deferred credits and prepayments	220.5	-	N/C
<b>Total liabilities</b>	<b>2,381.4</b>	<b>2,289.4</b>	<b>4.0%</b>
Capital stock	1,424.3	1,424.3	0.0%
Capital reserves	21.9	21.9	0.0%
Foreign exchange effect	0.0	0.0	-
Premium on sale of stock	6.7	6.7	-
Retained earnings	460.9	460.9	0.0%
Net income for the year	96.5	99.5	-2.9%
<b>Total stockholders' equity</b>	<b>2,010.3</b>	<b>2,013.2</b>	<b>-0.1%</b>
<b>Total liabilities and stockholders' equity</b>	<b>4,391.8</b>	<b>4,302.6</b>	<b>2.1%</b>

	4T20	Ago - Dic 2020	3T20
Interest income	321.5	405.4	186.3
Interest expense	45.1	76.9	47.6
<b>Net interest income</b>	<b>276.4</b>	<b>328.5</b>	<b>138.7</b>
Provisions for loan losses	182.6	345.5	190.4
<b>Net interest income after provisions</b>	<b>93.8</b>	<b>(17.1)</b>	<b>(51.7)</b>
Commissions and fee income	9.4	14.6	6.6
Commissions and fee expenses	8.4	14.6	9.2
Other operating income (expense)	136.4	476.8	124.0
Operating expenses	238.6	615.2	177.7
<b>Net operating income</b>	<b>(7.3)</b>	<b>(155.4)</b>	<b>(108.0)</b>
<b>Total income before income tax</b>	<b>(7.3)</b>	<b>(155.4)</b>	<b>(108.0)</b>
Current and Deferred	(4.4)	(54.8)	(47.3)
<b>Net income</b>	<b>(2.9)</b>	<b>(100.6)</b>	<b>(60.7)</b>

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