



## Corporate Presentation **1Q21**



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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 more than 30 years of History

- Three decades **servicing 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 **21,900 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**.
- Gentera 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.

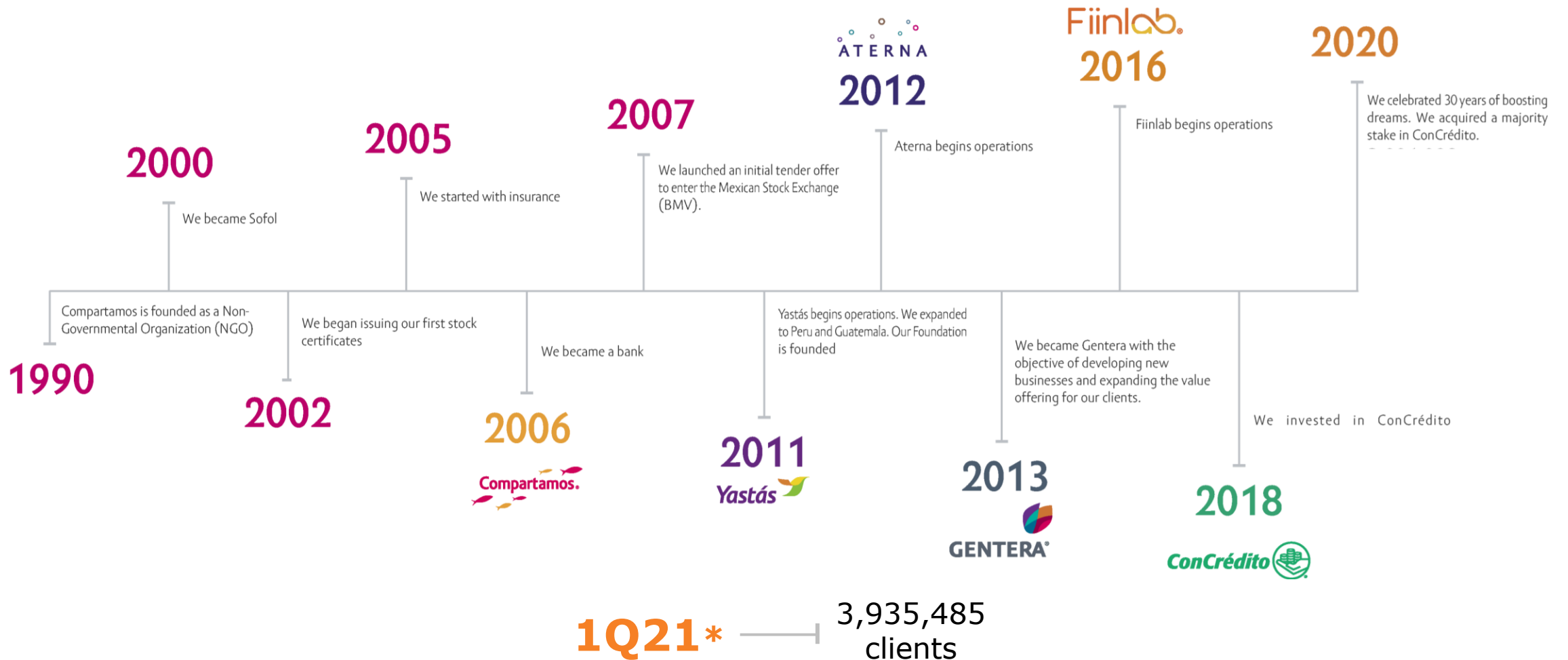


# Corporate structure with the purpose of serving more clients



- **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 users.

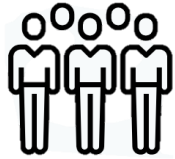
# Our history, more than 30 years of evolution



\*3,026,518 credit clients and 908,964 users from ConCrédito, savings, remittances and insurance products.



# Highlights 1Q21



Total Clients reached +3.9 million, a **+3.5%** growth compared to 1Q20.



Net Income reached **\$378 million** pesos in 1Q21, presenting a sequential growth compared to 4Q20.



**Strong Liquidity Position**  
Cash grew **+40.6%** to Ps. 19,812 million, compared to 1Q20.



**Solid Capital Position**  
Genera, Capital / Total Assets **32.3%**.  
Banco Compartamos reached an ICAP at **33.3%**.



In México, Banco Compartamos, reached a microcredit loan portfolio at **\$21,887 million pesos**.



In Peru, the NPL improved to **+2.86%**, compared to 4Q20.  
**Capital Ratio 19.6%**



Red Yastás at the end of 1Q21, reached 5,328 affiliates, a **+17.4%** increase compared to 1Q20.



Aterna ended 1Q21 with more than **7.1 million** active insurance policies.



ConCrédito reached **\$2,315 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**

**3 of whom are women**

## Code

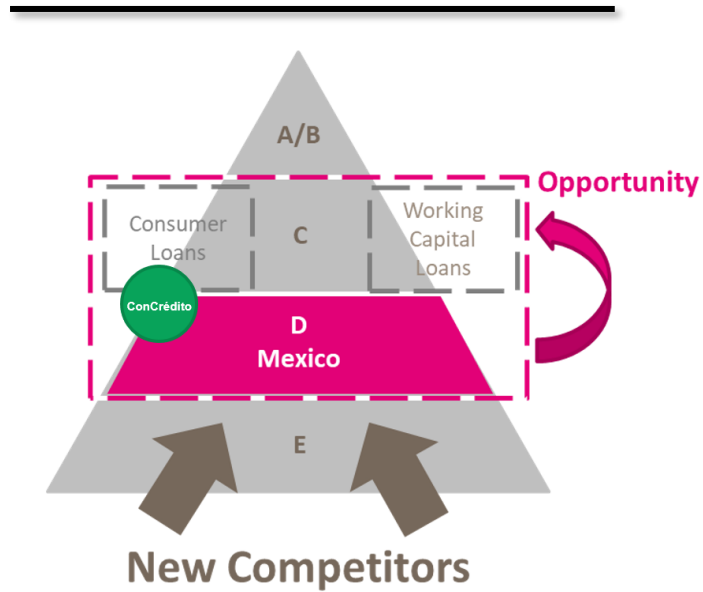
**Code of Good Corporate Governance**, which contains the regulations of the Board of Directors

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

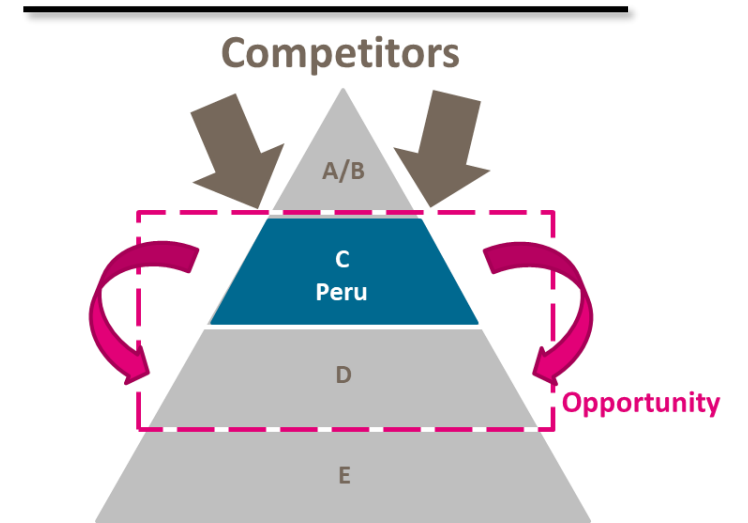
**3 out of 7 Independent Board Members are Women**

# Potential market for working capital loans

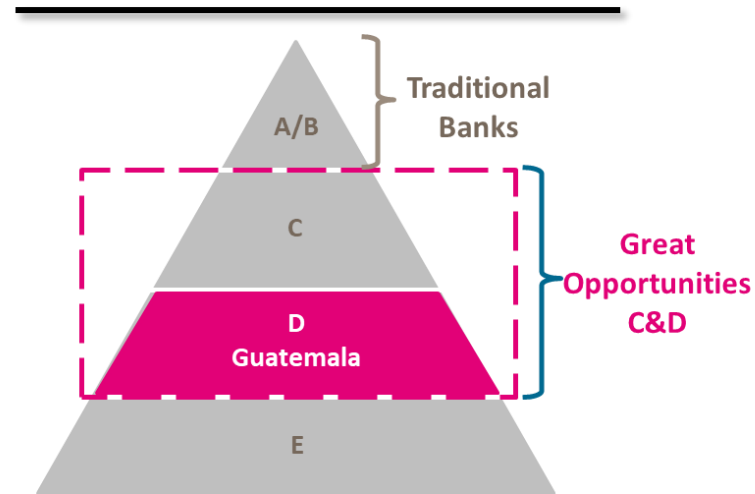
## Mexico



## 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 a Ps. 70,000
- Average Ticket  
Ps. 8,712
- Term  
16 semanas
- Contribution to loan portfolio  
60.5%
- Contribution to number of clients  
67.6%
- Life insurance / number of clients  
92.5%

## 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 a Ps. 60,000
- Average Ticket  
Ps. 6,818
- Term  
5 a 6 meses
- Contribution to loan portfolio  
18.7%
- Contribution to number of clients  
26.7%
- Life insurance / number of clients  
87.0%

# Individual loans – Compartamos Banco

## CI Crédito Individual

### 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 a Ps. 200,000
  - Average Ticket  
Ps. 25,264
  - Term  
6 a 24 meses
- Contribution to loan portfolio  
13.5%
  - Contribution to number of clients  
5.2%
  - Life insurance / number of clients  
74.3%



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 a Ps. 30,000  
CCR: Ps. 8,000 a Ps. 30,000  
CI: Ps. 5,000 a Ps. 50,000
- Average Ticket  
CM: Ps. 9,392  
CCR: Ps. 9,586  
CI: Ps. 6,502

- Term  
6 a 24 meses
- Contribution to loan portfolio  
CM: 5.0%  
CCR: 1.3%  
CI: 0.01%

## Additional loans for CM and CCR

### General Characteristics:

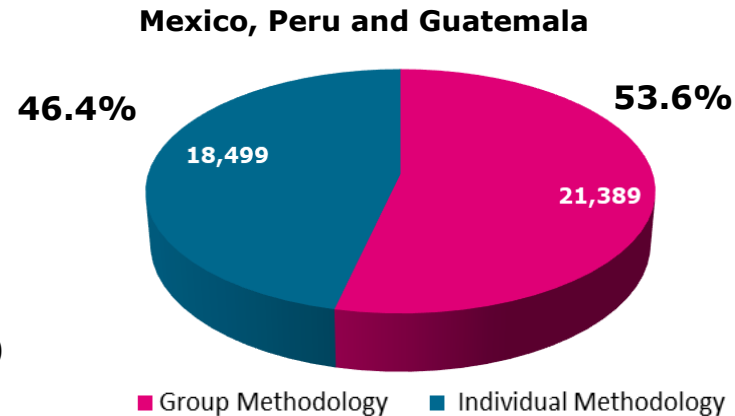
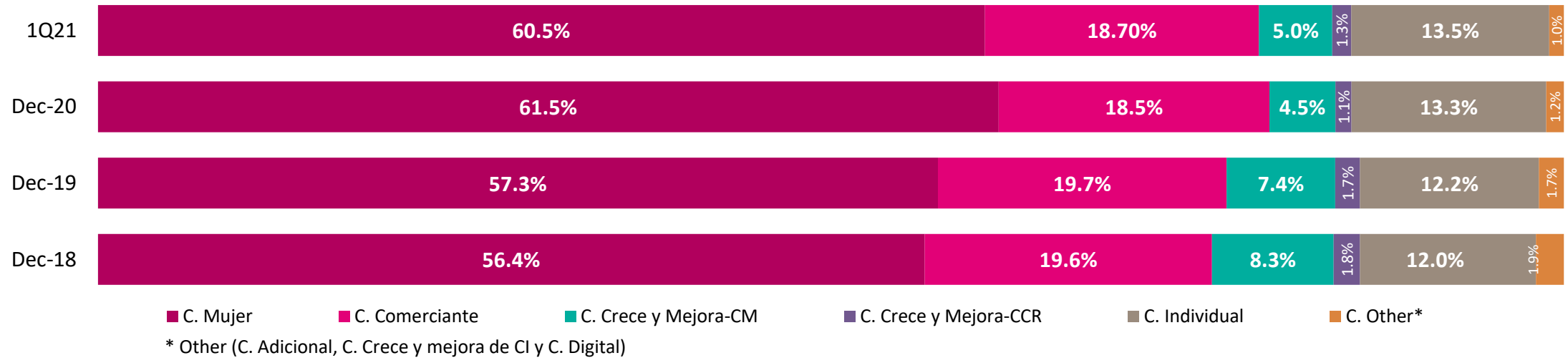
- Working capital loan
- Second loan offered simultaneously to Crédito Mujer (CM) and Crédito Comerciante (CCR) clients.
- Clients must have completed 3 cycles under Crédito Mujer (CM) or 2 under Crédito Comerciante (CCR).

- Loan size  
Ps. 4,000 a Ps. 7,000
- Average Ticket  
CM: Ps. 3,427  
CCR: Ps. 3,420
- Term  
4 a 5 meses

- Contribution to loan portfolio  
CM: 0.6%  
CCR: 0.3%

# Evolution in group and individual loans methodologies (2018-1Q21)

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

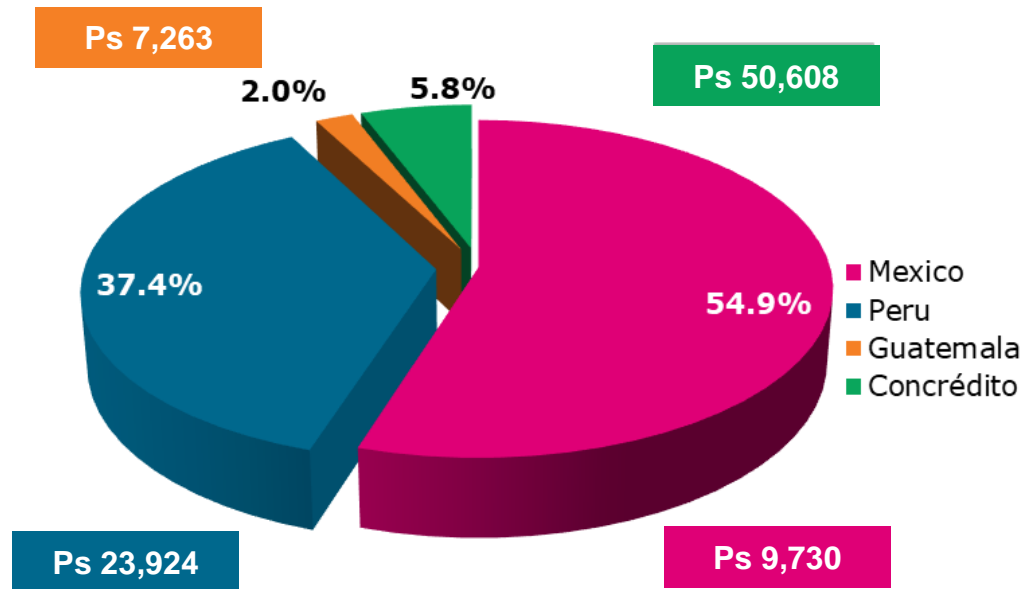


\*Figures are expressed in Mexican Pesos (million)

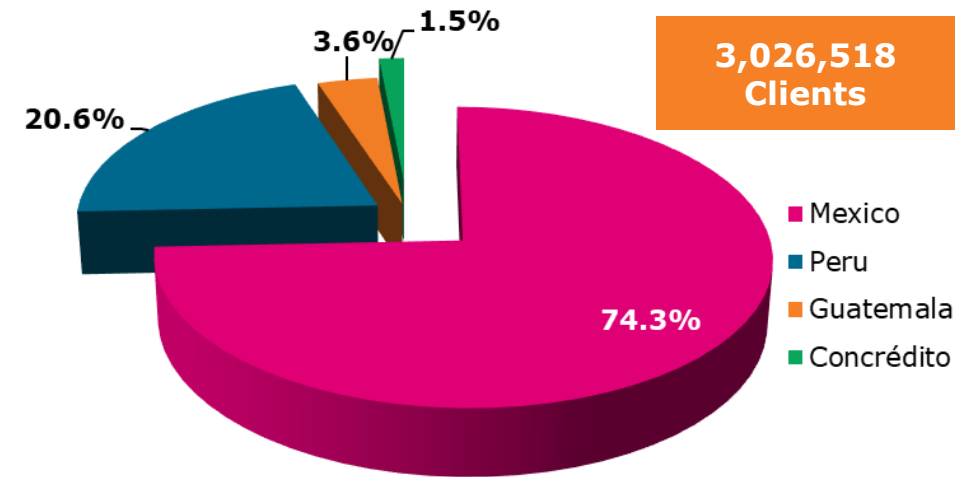


# Market distribution per subsidiary

## % Total loan portfolio and average ticket



## Credit Clients per subsidiary



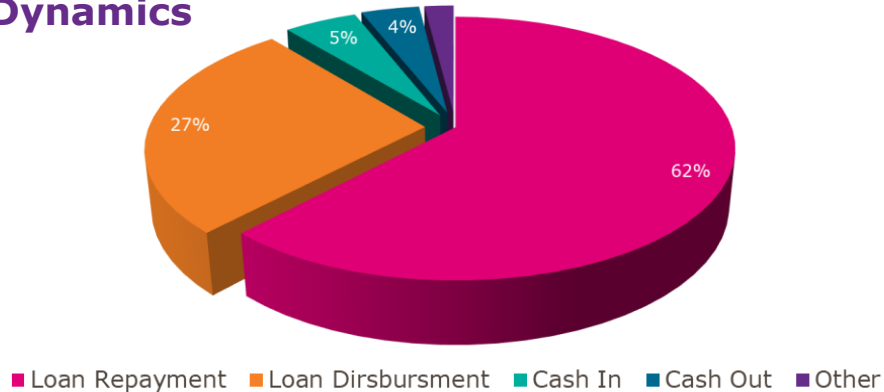
The 3 markets where we are present have an opportunity to serve more clients in D and C segment.

# Yastás (correspondent network manager)

- Presence in **32 Mexican States**
- As of **1Q21** reached more than **5,300** affiliates.
- Executed approximately **5.76 million operations** during the quarter; out of those **1.54 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.

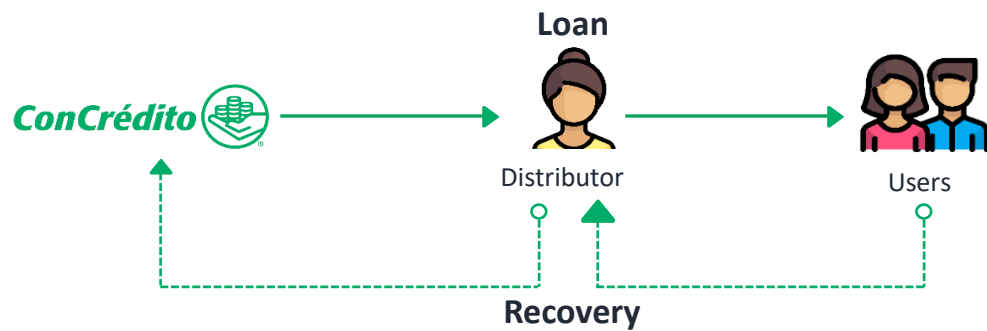
## 1Q21

	<b>Active Policies</b>	7.1 million
	<b>Placed Policies</b>	<ul style="list-style-type: none"> <li>• 1Q21 – 5.9 million</li> <li>• 2020 – 24.6 million</li> </ul>
	<b>Coverage</b>	Mexico, Peru and Guatemala

## Products

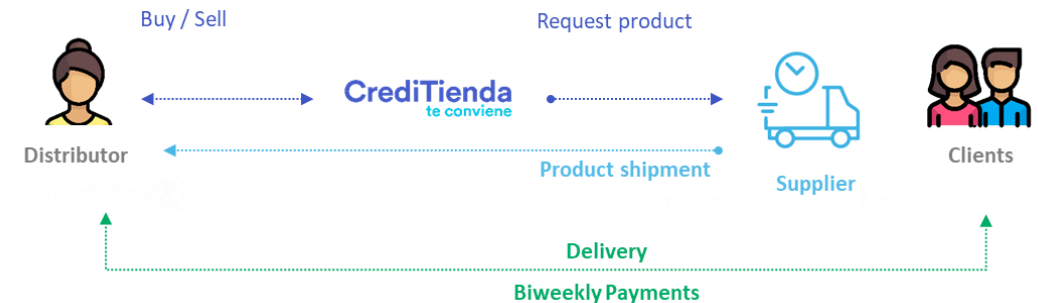
### ValeDinero

- **Maturity:** 1 to 18 biweeks
- **Loan Size:** Ps. 500 to Ps. 8,000
- **Final Users Per Distributor:** ~14
- **Av. Ticket Distributors:** Ps. 50,608\*
- **Portfolio:** Ps. 2,315 million



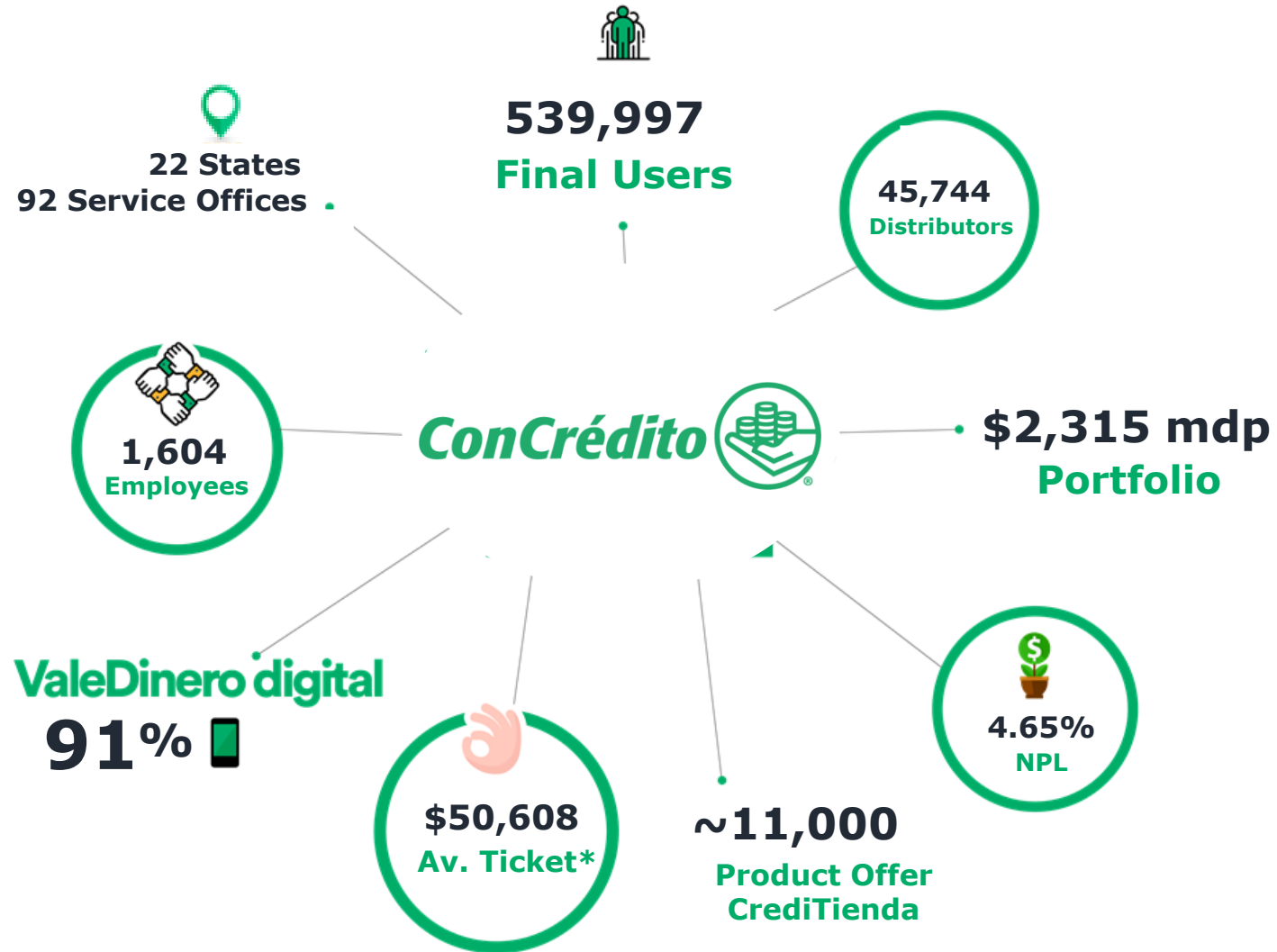
### CrediTienda

- **Maturity:** 6 to 16 biweeks
- **Apps Users:** 710,000
- **Product Offer:** ~11,000
- **Portfolio:** Ps. 280 million\*\*



\*Average Ticket per Entrepreneur/Distributor.

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



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

**Growth and  
profitability**



# Summary

	1Q21	1Q20	4Q20	% Change 1Q20	% Change 4Q20
Clients <sup>(1)</sup>	3,935,482	3,801,507	3,876,775	3.5%	1.5%
Credits Clients	3,026,518	3,463,056	3,001,092	-12.6%	0.8%
Portfolio*	39,889	44,510	40,689	-10.4%	-2.0%
Net Income*	378	787	291	(1)	0
NPLs / Total Portfolio	3.74%	3.32%	5.43%	0.42 pp	-1.69 pp
ROA	2.2%	5.2%	1.6%	-3.0 pp	0.6 pp
ROE	6.7%	14.7%	5.2%	-8.0 pp	1.5 pp
NIM	32.1%	41.7%	29.0%	-9.6 pp	3.1 pp
NIM after provisions	27.1%	32.2%	25.2%	-5.1 pp	1.9 pp
Efficiency Ratio	84.6%	77.4%	91.3%	7.2 pp	-6.7 pp
Capital / Total Assets	32.3%	34.0%	32.3%	-1.7 pp	0.0 pp
Average Loan per Client	13,180	12,853	13,558	2.5%	-2.8%
Employees	21,916	22,659	22,372	-3.3%	-2.0%
Service Offices**	767	740	788	3.6%	-2.7%
Branches	160	201	163	-20.4%	-1.8%

Summary	Banco Compartamos		Compartamos Financiera		Compartamos S.A.	
	1Q21	Δ vs 1Q20	1Q21	Δ vs 1Q20	1Q21	Δ vs 1Q20
Clients	2,249,520	-14.1%	622,741	-15.9%	108,513	5.5%
Portfolio *	21,887	-13.8%	14,899	-18.7%	788	-1.2%
Net Income *	313	-30.1%	(37.4)	-125.2%	(5.4)	-165.3%
ROAA	3.4%	-1.9 pp	-0.8%	-3.8 pp	-2.9%	-6.4 pp
ROAE	11.7%	-3.0 pp	-4.4%	-20.5 pp	-3.8%	-7.8 pp
NIM	39.1%	-14.2 pp	18.7%	-5.2 pp	69.6%	-1.4 pp
NIM after provisions	35.8%	-4.4 pp	11.9%	-7.9 pp	56.7%	-1.3 pp
NPL	3.56%	-0.18 pp	2.86%	0.22 pp	22.49%	16.98 pp
Write - offs *	849	39.2%	496	528.0%	45	112.8%
Coverage Ratio	206.3%	-17.5 pp	336.3%	88.6 pp	93.1%	-51.5 pp
Average Loan per Client	9,730	0.4%	23,924	0.0 pp	7,263	-0.1 pp
Employees **	14,305	-11.5%	5,163	-6.4%	844	-13.5%
Service Offices***	525	-8.9%	108	0.0%	42	-25.0%
Branches	160	-20.4%	-	0.0%	-	0.0%

(1) 3,026,518 credit clients and 908,964 users/clients from ConCrédito, savings, remittances and insurance products

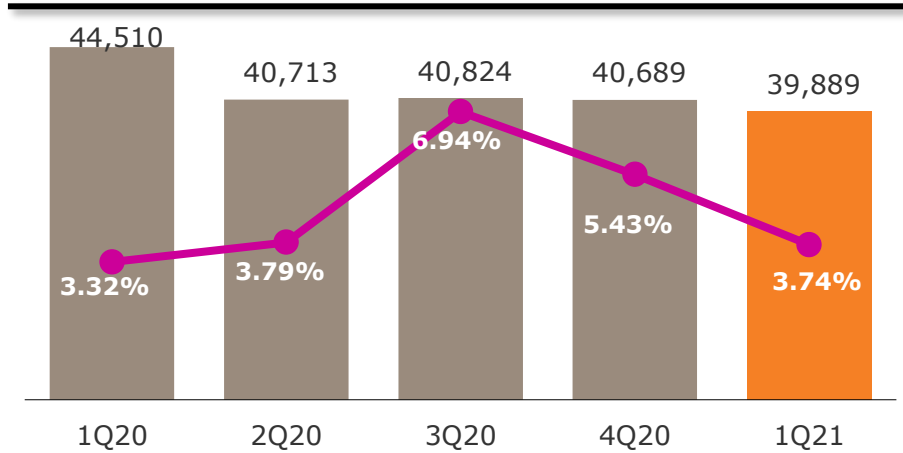
\* Portfolio, net income and write-offs are expressed in million (Mexican Pesos)

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

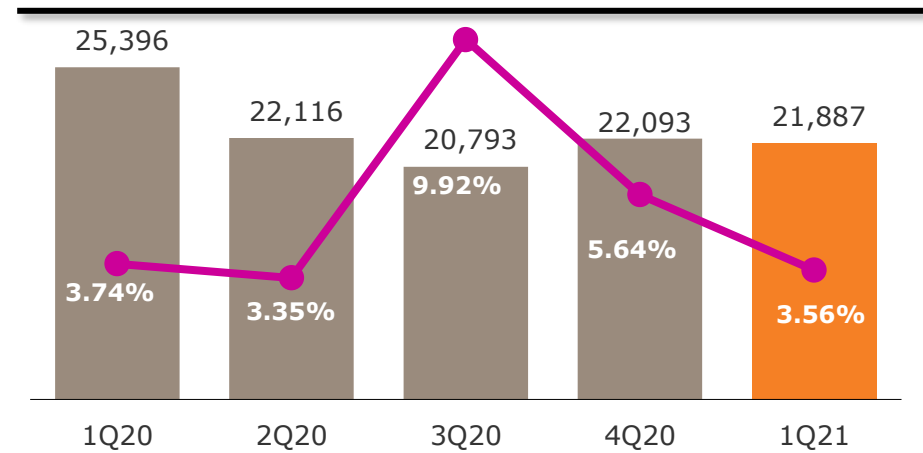
\*\*\* Some service offices in Mexico are being transformed into branches. 74 Branches are inside a Service Office.

# Total Portfolio – NPL %

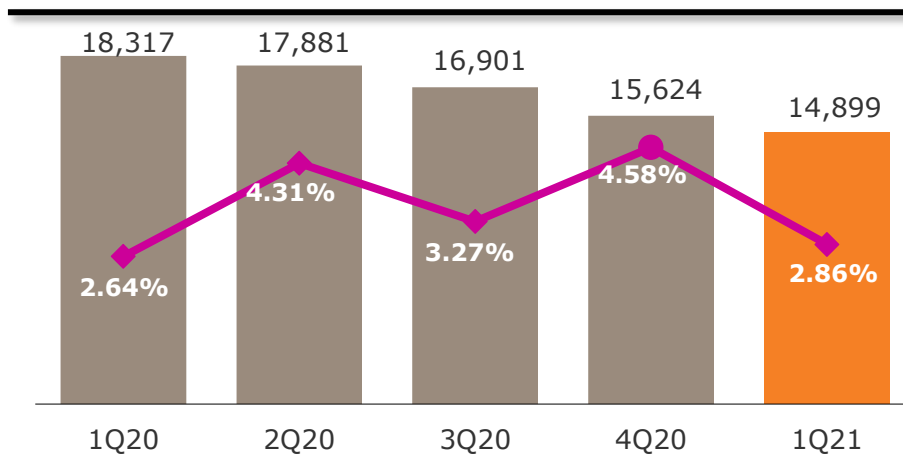
**Gentera (Ps. millones)**



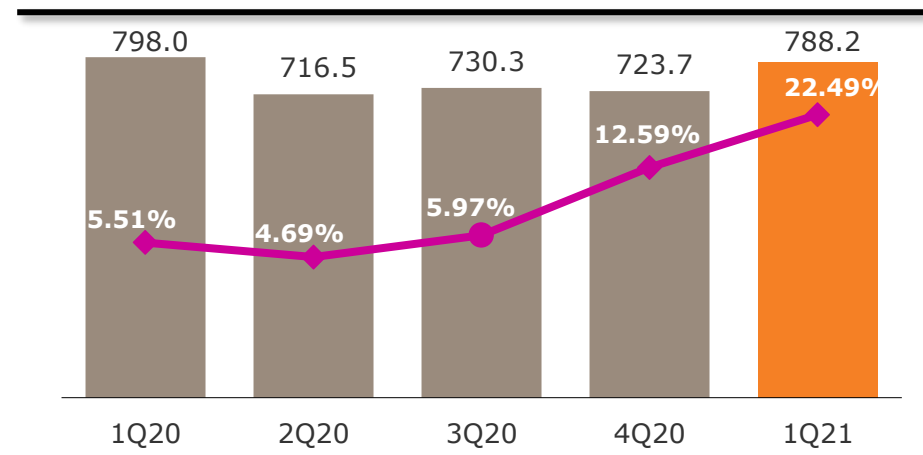
**México - Banco (Ps. millones)**



**Perú (Ps. millones)**



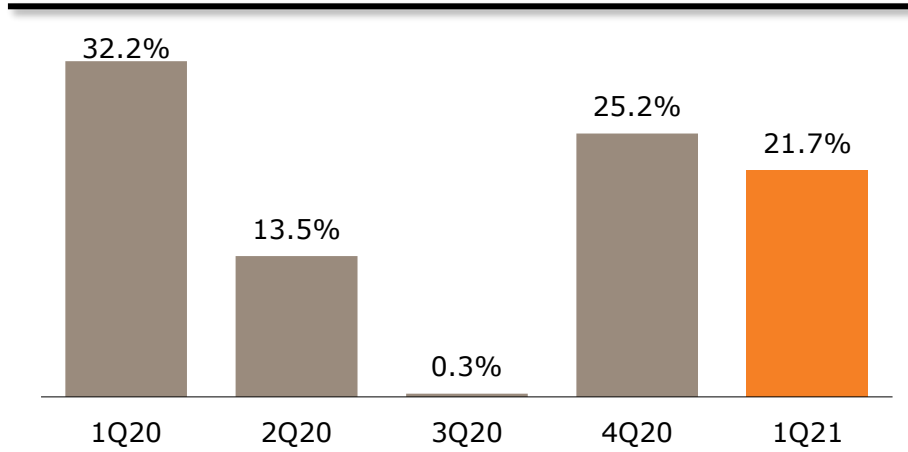
**Guatemala (Ps. millones)**



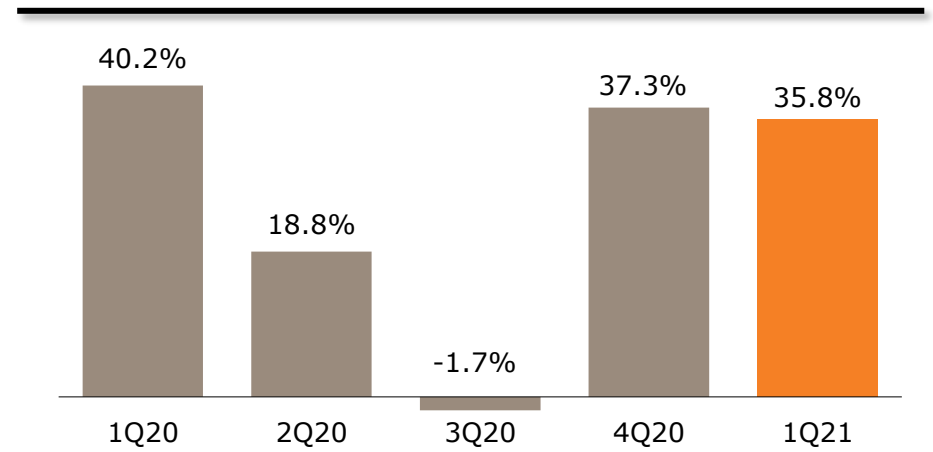


# NIM (%) after provisions

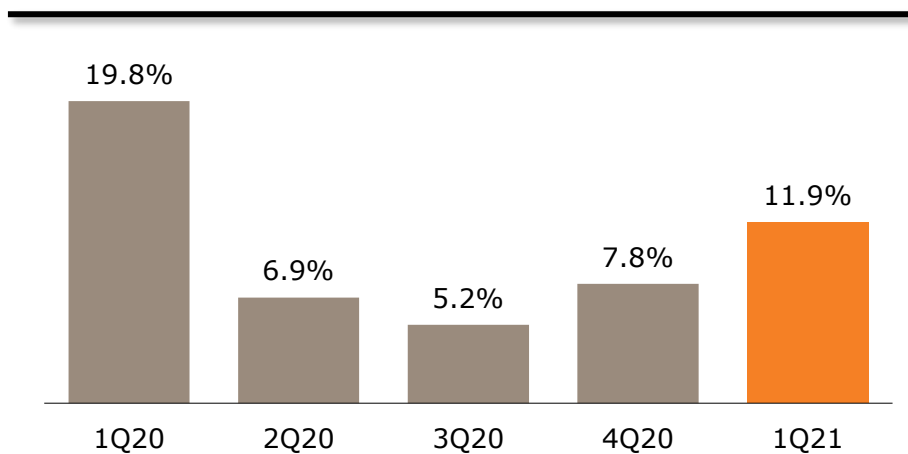
**Gentera**



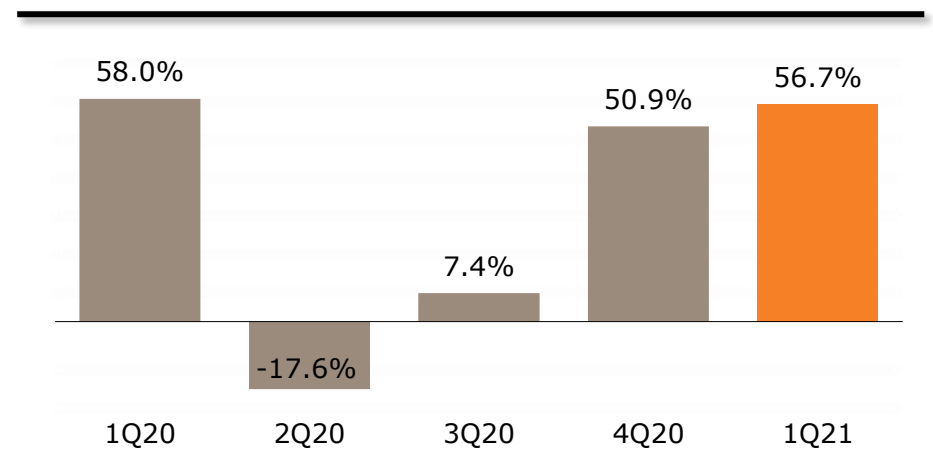
**México - Banco**



**Perú**

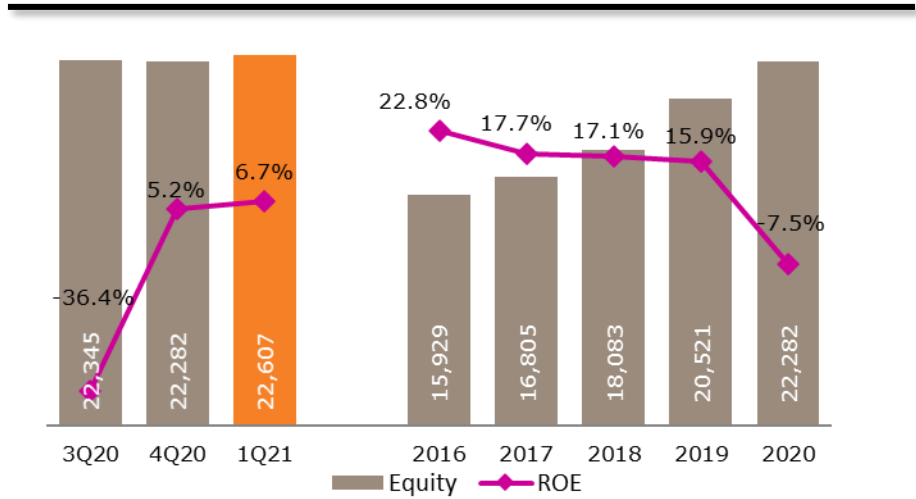


**Guatemala**

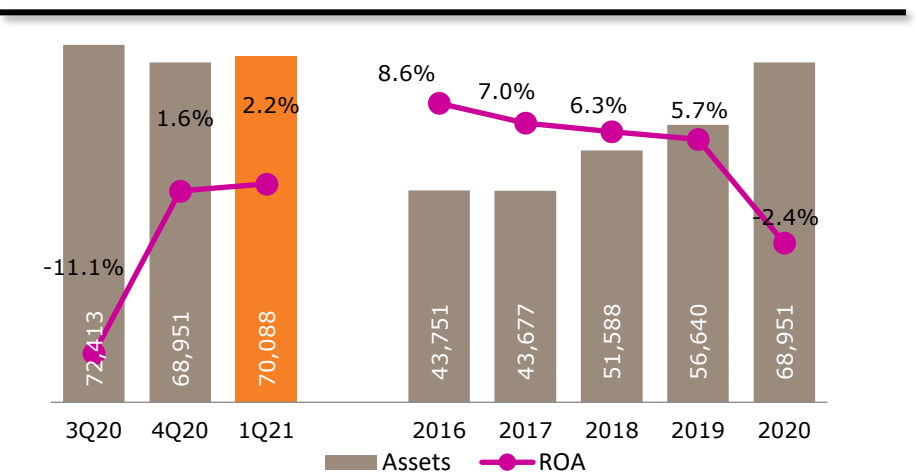


# ROAA & ROAE evolution

Genera ROAE

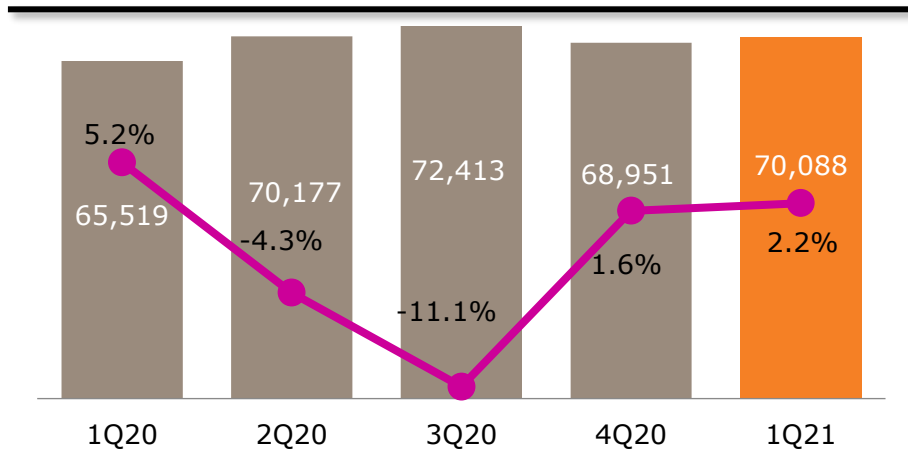


Genera ROAA

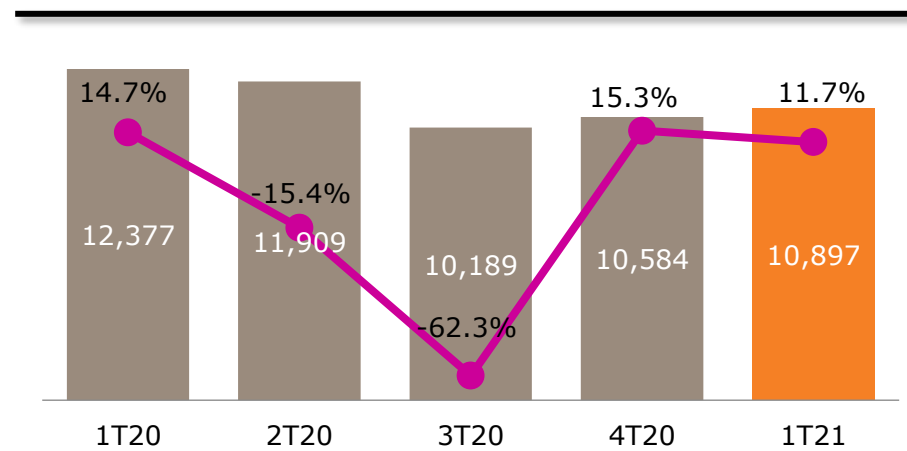


# Equity - ROAA

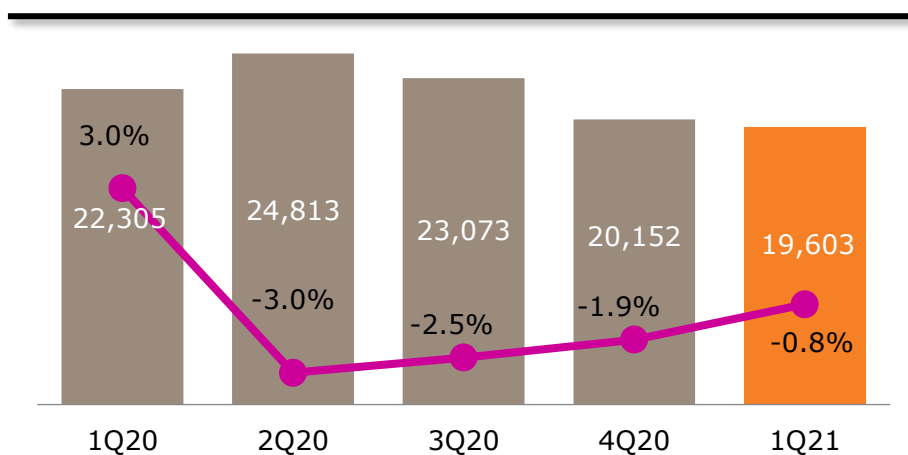
## Gentera



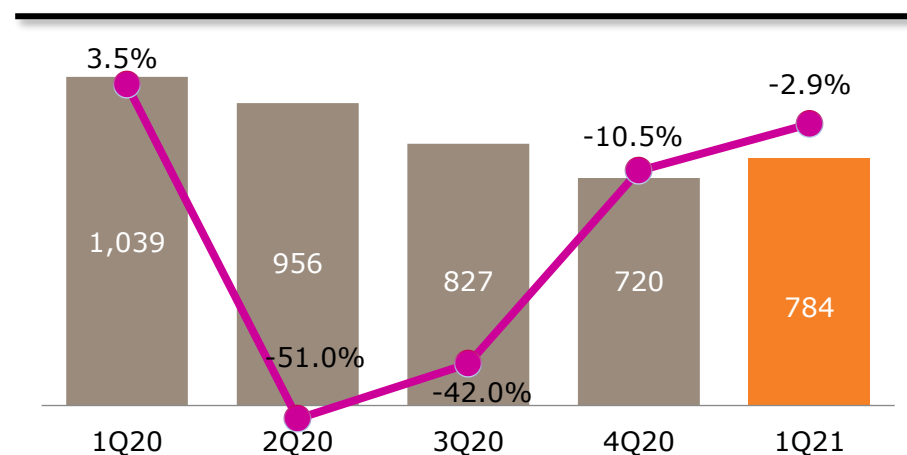
## México - Banco



## Perú

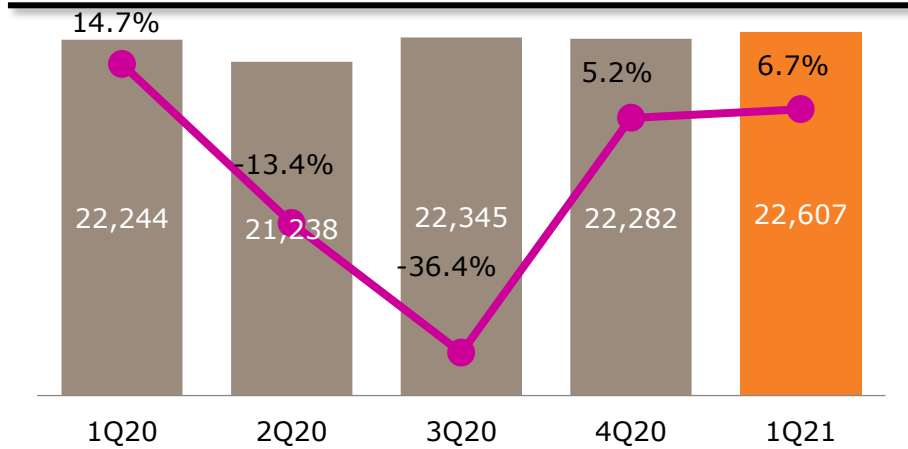


## Guatemala

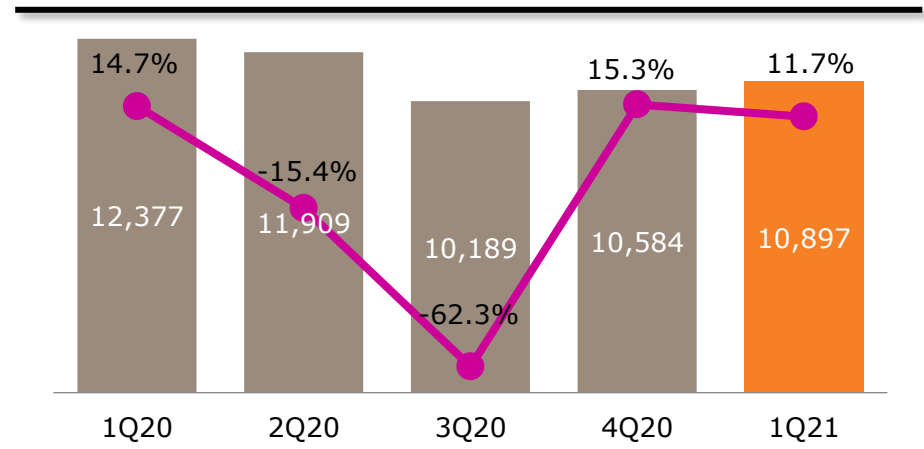


# Assets - ROAE

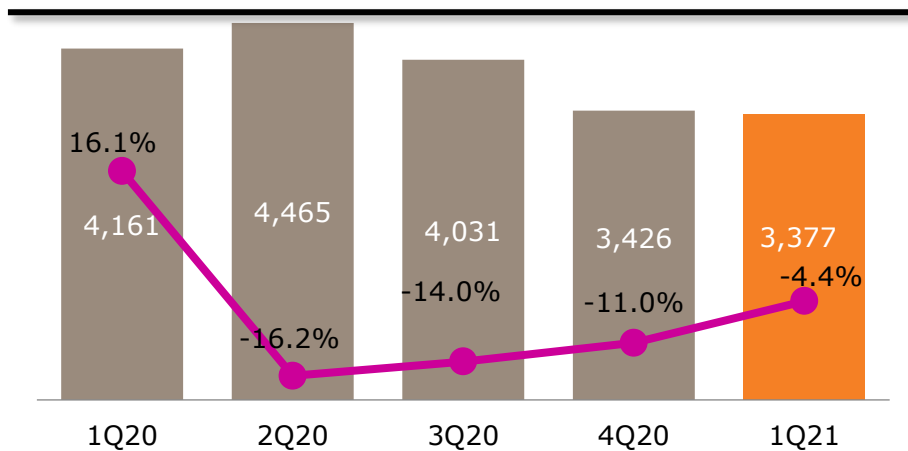
**Gentera**



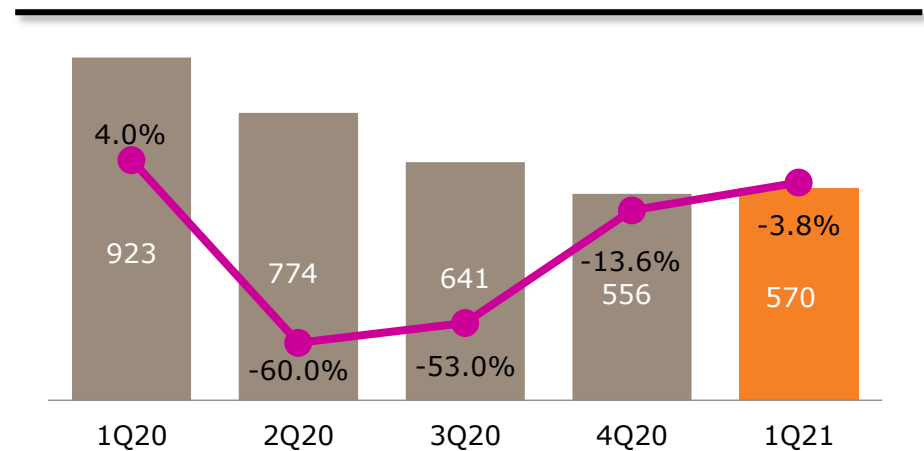
**México - Banco**



**Perú**



**Guatemala**





# **Financial Information**

## **1Q21**

# Balance Sheet

	1Q21	1Q20	% Change 1Q20	4Q20	% Change 4Q20
Cash and other investments	19,812	14,090	40.6%	18,481	7.2%
Total performing loans	38,398	43,032	-10.8%	38,480	-0.2%
Non-performing loans	1,491	1,478	0.9%	2,209	-32.5%
<b>Total loan portfolio</b>	<b>39,889</b>	<b>44,510</b>	<b>-10.4%</b>	<b>40,689</b>	<b>-2.0%</b>
Allowance for loan losses	3,401	3,383	0.5%	4,178	-18.6%
<b>Loan portfolio, net</b>	<b>36,488</b>	<b>41,127</b>	<b>-11.3%</b>	<b>36,511</b>	<b>-0.1%</b>
Other accounts receivable	3,045	1,852	64.4%	2,980	2.2%
Fixed assets	819	1,068	-23.3%	870	-5.9%
Permanent investment	100	2,466	-95.9%	94	6.4%
Long-lived assets availablefor sale	-	241	N/C	-	N/C
Other assets	4,781	3,628	31.8%	4,963	-3.7%
Goodwill	5,043	1,047	381.7%	5,052	-0.2%
<b>Total assets</b>	<b>70,088</b>	<b>65,519</b>	<b>7.0%</b>	<b>68,951</b>	<b>1.6%</b>
Clients deposits	4,876	3,657	33.3%	4,360	11.8%
Deposits	10,583	10,862	-2.6%	10,374	2.0%
Long term debt issuance	8,872	8,276	7.2%	8,794	0.9%
Interbank loans	17,469	16,031	9.0%	17,790	-1.8%
Securitization transactions	968	-	N/C	1,217	-20.5%
Other accounts payable	4,713	4,449	5.9%	4,134	14.0%
<b>Total liabilities</b>	<b>47,481</b>	<b>43,275</b>	<b>9.7%</b>	<b>46,669</b>	<b>1.7%</b>
Capital stock	4,764	4,764	0.0%	4,764	0.0%
Capital reserves	1,845	1,845	0.0%	1,845	0.0%
Retained earnings	11,743	13,335	-11.9%	13,335	-11.9%
Other capital accounts	483	1,455	-66.8%	531	-9.0%
Net income for the year	319	778	-59.0%	(1,592)	-120.0%
Participation from controlling company	19,154	22,177	-13.6%	18,883	1.4%
Participation from non-controlling company	3,453	67	N/C	3,399	1.6%
<b>Total stockholders' equity</b>	<b>22,607</b>	<b>22,244</b>	<b>1.6%</b>	<b>22,282</b>	<b>1.5%</b>
<b>Total liabilities and stockholders' equity</b>	<b>70,088</b>	<b>65,519</b>	<b>7.0%</b>	<b>68,951</b>	<b>1.6%</b>

\* Figures expressed in Mexican pesos (millions)

# Income Statement

	1Q21	1Q20	% Change 1Q20	4Q20	% Change 4Q20
Interest income	5,149	5,965	-13.7%	4,900	5.1%
Interest expense	528	478	10.5%	585	-9.7%
<b>Net Interest Income</b>	<b>4,621</b>	<b>5,487</b>	<b>-15.8%</b>	<b>4,315</b>	<b>7.1%</b>
Provisions for loan losses	720	1,251	-42.4%	555	29.7%
<b>Net interest income after provisions</b>	<b>3,901</b>	<b>4,236</b>	<b>-7.9%</b>	<b>3,760</b>	<b>3.8%</b>
Commissions and fee income	316	329	-4.0%	275	14.9%
Commissions and fee expense	124	105	18.1%	172	-27.9%
Trading gains (losses)	6	30	-80.0%	(17)	N/C
Other operating income (expense)	151	82	84.1%	118	28.0%
Operating Expenses	3,595	3,539	1.6%	3,621	-0.7%
<b>Net operating income</b>	<b>655</b>	<b>1,033</b>	<b>-36.6%</b>	<b>343</b>	<b>91.0%</b>
Participation in net income from non consolidated and associated subsidiaries	(3)	53	N/C	(10)	-70.0%
<b>Total income before income tax</b>	<b>652</b>	<b>1,086</b>	<b>-40.0%</b>	<b>333</b>	<b>95.8%</b>
Income tax	274	299	-8.4%	42	552.4%
Current	87	504	-82.7%	(124)	N/C
Deferred	187	(205)	N/C	166	12.7%
<b>Net discontinued operations</b>	<b>378</b>	<b>787</b>	<b>-52.0%</b>	<b>291</b>	<b>29.9%</b>
Discontinued operations	-	-	N/C	-	N/C
<b>Net income</b>	<b>378</b>	<b>787</b>	<b>-52.0%</b>	<b>291</b>	<b>29.9%</b>
Participation (in net income) from controlling company	319	778	-59.0%	288	10.8%
Participation (in net income) from non-controlling company	59	9	555.6%	3	N/C

\* Figures expressed in Mexican pesos (millions)

# NPLs per subsidiary

## NPL's per methodology and subsidiaries

PRODUCT	1Q21				1Q20				4Q20			
	Portfolio	NPL	NPL Ratio	Write- Offs	Portfolio	NPL	NPL Ratio	Write- Offs	Portfolio	NPL	NPL Ratio	Write- Offs
C. Mujer	13,242	294	2.22%	447	14,639	383	2.62%	246	13,583	619	4.56%	1,169
C. Comerciante	4,095	197	4.80%	239	5,011	313	6.24%	181	4,082	340	8.34%	708
Group Methodology	17,337	491	2.83%	686	19,650	696	3.54%	427	17,665	959	5.43%	1,877
C. Individual	2,959	212	7.18%	74	3,148	142	4.52%	108	2,940	160	5.43%	242
C. CA (de CM y CCR)	205	4	2.08%	9	342	15	4.19%	10	250	11	4.54%	35
C. CCM( de CM, CCR y CI)	1,385	73	5.28%	80	2,237	97	4.33%	65	1,234	117	9.42%	236
C. Otros (CGD)	1	0	1.25%	0	19	0	0.55%	0	4	0	5.26%	2
Individual Methodology	4,550	289	6.37%	163	5,746	254	4.42%	183	4,428	288	6.50%	515
<b>Banco Compartamos</b>	<b>21,887</b>	<b>780</b>	<b>3.56%</b>	<b>849</b>	<b>25,396</b>	<b>950</b>	<b>3.74%</b>	<b>610</b>	<b>22,093</b>	<b>1,247</b>	<b>5.64%</b>	<b>2,392</b>
C.Mujer	3,266	168	5.15%	306	4,155	48	1.16%	19	3,752	341	9.09%	116
Group Methodology Peru	3,266	168	5.15%	306	4,155	48	1.16%	19	3,752	341	9.09%	116
Comercial	7,781	172	2.21%	98	9,112	298	3.27%	31	7,721	231	2.99%	129
Microempresa	2,989	76	2.55%	66	4,041	120	2.96%	24	3,316	117	3.54%	71
Consumo	863	9	1.07%	27	1,008	18	1.77%	4	835	27	3.20%	18
Individual Methodology Peru	11,633	258	2.21%	191	14,161	436	3.08%	60	11,872	375	3.16%	218
<b>Compartamos Financiera</b>	<b>14,899</b>	<b>426</b>	<b>2.86%</b>	<b>496</b>	<b>18,317</b>	<b>484</b>	<b>2.64%</b>	<b>79</b>	<b>15,624</b>	<b>716</b>	<b>4.58%</b>	<b>335</b>
Group Methodology Guatemala	788	177	22.49%	45	798	44	5.51%	21	724	91.1	12.59%	37
<b>Compartamos Guatemala S.A.</b>	<b>788</b>	<b>177</b>	<b>22.49%</b>	<b>45</b>	<b>798</b>	<b>44</b>	<b>5.51%</b>	<b>21</b>	<b>724</b>	<b>91.1</b>	<b>12.59%</b>	<b>37</b>
ConCrédito	2,315	108	4.65%	126	2,774	110	3.98%	158	2,248	156	6.92%	106
<b>Total</b>	<b>39,889</b>	<b>1,491</b>	<b>3.74%</b>	<b>1,516</b>	<b>44,510</b>	<b>1,478</b>	<b>3.32%</b>	<b>710</b>	<b>40,689</b>	<b>2,210</b>	<b>5.43%</b>	<b>2,870</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	'mxAA / mxA-1+'	BB+ / B'

	1Q21	1Q20	4Q20	% Change 1Q20	% Change 4Q20
Clients	2,249,520	2,620,086	2,175,142	-14.1%	3.4%
Portfolio*	21,887	25,396	22,093	-13.8%	-0.9%
Net Income	313	448	396	-30.1%	-21.0%
NPLs / Total Portfolio	3.56%	3.74%	5.64%	-0.18 pp	-2.08 pp
ROA	3.4%	5.3%	4.3%	-1.9 pp	-0.9 pp
ROE	11.7%	14.7%	15.3%	-3.0 pp	-3.6 pp
NIM	39.1%	53.3%	36.1%	-14.2 pp	3.0 pp
MFAR %	35.8%	40.2%	37.3%	-4.4 pp	-1.5 pp
Efficiency Ratio	86.1%	81.3%	84.5%	4.8 pp	1.6 pp
Operating Efficiency	28.3%	31.8%	29.1%	-3.5 pp	-0.8 pp
ICAP	33.3%	35.5%	31.4%	-2.2 pp	1.9 pp
Capital / Total Assets	29.0%	35.0%	29.5%	-6.0 pp	-0.5 pp
Average Loan (Ps.)	9,730	9,693	10,157	0.4%	-4.2%
Employees	14,137	15,990	14,438	-11.6%	-2.1%
Service Offices**	525	576	543	-8.9%	-3.3%
Branches	160	201	163	-20.4%	-1.8%

\* Figures expressed in Mexican pesos (millions)

# Balance Sheet

	1Q21	1Q20	% Change 1Q20	4Q20	% Change 4Q20
Cash and other investments	11,889	8,617	38.0%	10,486	13.4%
Related parties	1,060	250	324.0%	1,060	0.0%
Total performing loans	21,107	24,446	-13.7%	20,846	1.3%
Non-performing loans	780	950	-17.9%	1,247	-37.4%
<b>Total loan portfolio</b>	<b>22,947</b>	<b>25,646</b>	<b>-10.5%</b>	<b>23,153</b>	<b>-0.9%</b>
Allowance for loan losses	1,609	2,126	-24.3%	2,181	-26.2%
<b>Loan portfolio, net</b>	<b>21,338</b>	<b>23,520</b>	<b>-9.3%</b>	<b>20,972</b>	<b>1.7%</b>
Other accounts receivable	1,919	914	110.0%	1,869	2.7%
Fixed assets	207	307	-32.6%	231	-10.4%
Other assets	2,266	2,040	11.1%	2,354	-3.7%
<b>Total assets</b>	<b>37,619</b>	<b>35,398</b>	<b>6.3%</b>	<b>35,912</b>	<b>4.8%</b>
Clients' Deposits	3,149	2,340	34.6%	2,751	14.5%
Deposits	15	102	-85.3%	16	-6.3%
Long term debt issuance	8,486	7,598	11.7%	8,408	0.9%
Interbank loans	13,707	11,396	20.3%	13,218	3.7%
Other accounts payable	1,365	1,585	-13.9%	935	46.0%
<b>Total liabilities</b>	<b>26,722</b>	<b>23,021</b>	<b>16.1%</b>	<b>25,328</b>	<b>5.5%</b>
Capital stock	634	618	2.6%	634	0.0%
Capital reserves	582	566	2.8%	582	0.0%
Retained earnings	9,372	10,748	-12.8%	10,716	-12.5%
Remeasurements for employees benefit	(4)	(3)	33.3%	(4)	0.0%
Net income for the year	313	448	-30.1%	(1,344)	N/C
<b>Total stockholders' equity</b>	<b>10,897</b>	<b>12,377</b>	<b>-12.0%</b>	<b>10,584</b>	<b>3.0%</b>
<b>Total liabilities and stockholders' equity</b>	<b>37,619</b>	<b>35,398</b>	<b>6.3%</b>	<b>35,912</b>	<b>4.8%</b>

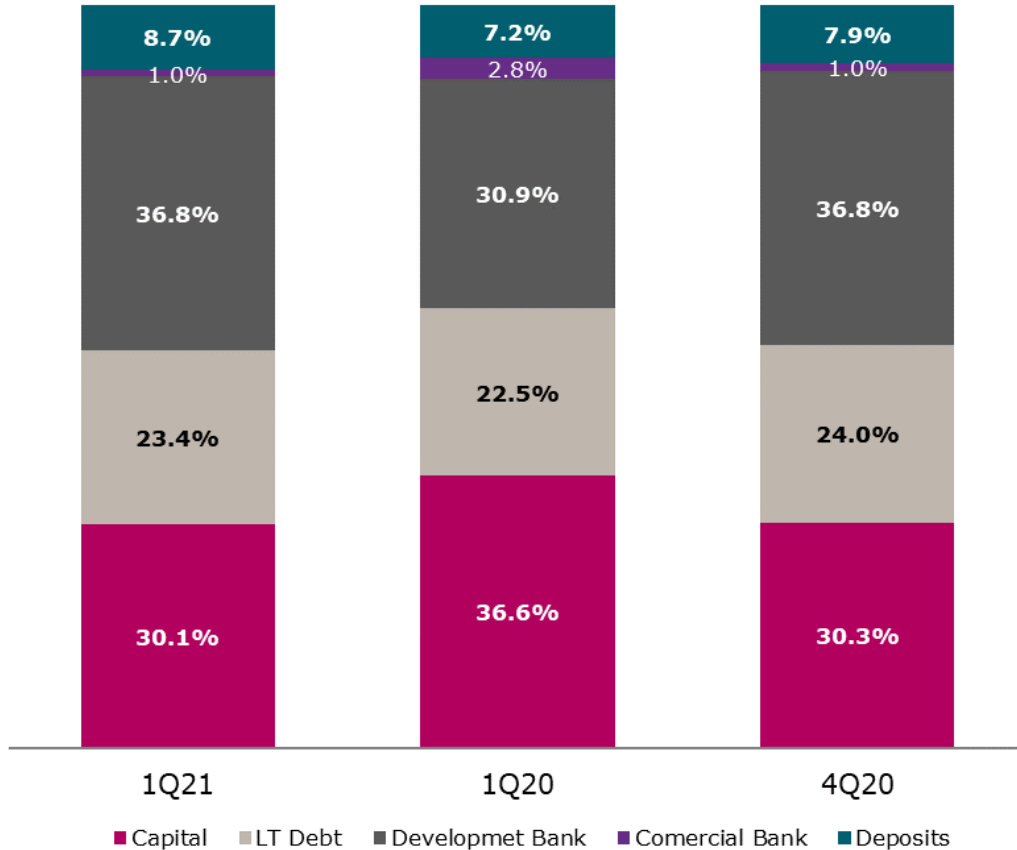
\* Figures expressed in Mexican pesos (millions)

# Income Statement

	1Q21	1Q20	% Change 1Q20	4Q20	% Change 4Q20
Interest income	3,576	4,479	-20.2%	3,403	5.1%
Interest expense	327	308	6.2%	348	-6.0%
<b>Net Interest Income</b>	<b>3,249</b>	<b>4,171</b>	<b>-22.1%</b>	<b>3,055</b>	<b>6.4%</b>
Provisions for loan losses	276	1,028	-73.2%	(102)	N/C
<b>Net interest income after provisions</b>	<b>2,973</b>	<b>3,143</b>	<b>-5.4%</b>	<b>3,157</b>	<b>-5.8%</b>
Commissions and fee income	163	227	-28.2%	170	-4.1%
Commissions and fee expense	137	150	-8.7%	183	-25.1%
Trading gains (losses)	6	31	-80.6%	(18)	N/C
Other operating income (expense)	17	31	-45.2%	5	240.0%
Operating Expenses	2,601	2,667	-2.5%	2,647	-1.7%
<b>Net operating income</b>	<b>421</b>	<b>615</b>	<b>-31.5%</b>	<b>484</b>	<b>-13.0%</b>
<b>Total income before income tax</b>	<b>421</b>	<b>615</b>	<b>-31.5%</b>	<b>484</b>	<b>-13.0%</b>
Income tax	108	167	-35%	88	22.7%
Current	-	351	N/C	(128)	N/C
Deferred	108	(184)	-158.7%	216	-50.0%
<b>Net income</b>	<b>313</b>	<b>448</b>	<b>-30.1%</b>	<b>396</b>	<b>-21.0%</b>

\* Figures expressed in Mexican pesos (millions)

# Funding structure



**Cost of funds 1Q21**  
5.3%

Debt profile excluding clients deposits		
Year	Maturity	%
2021	350	2%
2022	5243	24%
2023	5,145	23%
2024	5,181	23%
2025	5,645	26%
2026	500	2%
<b>Total</b>	<b>22,064</b>	<b>100%</b>

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

# Allowance for loan losses

Risk	1Q21			1Q20			4Q20		
	%Allowance	Balance	Allowance	%Allowance	Balance	Allowance	%Allowance	Balance	Allowance
A-1	1.2%	14,736	179	1.2%	16,946	200	1.2%	15,484	190
A-2	2.0%	1,973	39	2.4%	1,280	31	1.9%	1,841	35
B-1	3.4%	97	3	3.4%	216	7	3.4%	98	3
B-2	4.2%	773	32	4.1%	1,825	75	4.1%	1,464	60
B-3	5.7%	375	21	5.6%	542	30	5.5%	430	24
C-1	7.1%	2,389	170	7.2%	1,821	132	7.1%	1,327	95
C-2	10.9%	1,147	125	10.9%	1,004	109	10.9%	669	73
D	22.2%	392	87	21.5%	504	108	21.7%	285	62
E	72.9%	1,066	777	70.6%	1,508	1,064	75.7%	1,554	1,176
<b>Total</b>		<b>22,947</b>	<b>1,434</b>		<b>25,646</b>	<b>1,757</b>		<b>23,153</b>	<b>1,718</b>
<b>Coverage Ratio<sup>1</sup></b>			<b>206.3%</b>			<b>223.6%</b>			<b>173.8%</b>

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

<sup>2</sup> Additional 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.

\* Figures expressed in Mexican pesos (millions)

# Summary



## Compartamos Financiera (Peru)

Summary	1Q21	1Q20	4Q20	% Change 1Q20	% Change 4Q20
Clients	622,741	740,085	677,678	-15.9%	-8.1%
Portfolio *	14,898.7	18,316.6	15,623.8	-18.7%	-4.6%
Net Income *	(37.4)	148.5	(102.6)	-125.2%	-63.5%
NPLs / Total Portfolio	2.86%	2.64%	4.58%	0.22 pp	-1.72 pp
ROA	-0.8%	3.0%	-1.9%	-3.8 pp	1.1 pp
ROE	-4.4%	16.1%	-11.0%	-20.5 pp	6.6 pp
NIM	18.7%	23.9%	16.7%	-5.2 pp	2.0 pp
NIM after provisions	11.9%	19.8%	7.8%	-7.9 pp	4.1 pp
Efficiency Ratio	98.6%	78.6%	158.1%	20.0 pp	-59.5 pp
Operating Efficiency	12.2%	15.9%	11.5%	-3.7 pp	0.7 pp
Capital / Total Assets	17.2%	18.7%	17.0%	-1.5 pp	0.2 pp
Average Loan (Ps.)	23,924	24,749	23,055	-3.3%	3.8%
Employees	5,163	5,514	5,352	-6.4%	-3.5%
Service Offices	108	108	108	0.0%	0.0%

Group loans represented **21.9%** of the portfolio, and **68.4%** 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



	1Q21	1Q20	% Change 1Q20	4Q20	% Change 4Q20
Cash and other investments	4,674.8	3,818.4	22.4%	4,673.8	0.0%
Total performing loans	14,473.1	17,832.7	-18.8%	14,907.6	-2.9%
Non-performing loans	425.6	483.9	-12.1%	716.3	-40.6%
<b>Total loan portfolio</b>	<b>14,898.7</b>	<b>18,316.6</b>	<b>-18.7%</b>	<b>15,623.8</b>	<b>-4.6%</b>
Allowance for loan losses	1,431.2	1,198.4	19.4%	1,601.7	-10.6%
<b>Loan portfolio, net</b>	<b>13,467.4</b>	<b>17,118.2</b>	<b>-21.3%</b>	<b>14,022.2</b>	<b>-4.0%</b>
Other accounts receivable	479.3	195.4	145.3%	404.3	18.6%
Fixed assets	353.7	449.1	-21.2%	350.5	0.9%
Other assets	627.8	723.8	-13.3%	701.1	-10.5%
<b>Total assets</b>	<b>19,602.9</b>	<b>22,304.9</b>	<b>-12.1%</b>	<b>20,151.9</b>	<b>-2.7%</b>
Deposits	12,309.3	12,178.8	1.1%	11,982.8	2.7%
Long term debt issuance	386.3	678.5	-43.1%	386.1	0.1%
Interbank loans	2,716.1	4,458.5	-39.1%	3,578.5	-24.1%
Repos	244.5	-	N/C	258.0	-5.3%
Other accounts payable	569.2	827.6	-31.2%	520.0	9.5%
<b>Total liabilities</b>	<b>16,225.5</b>	<b>18,143.5</b>	<b>-10.6%</b>	<b>16,725.4</b>	<b>-3.0%</b>
Capital stock	2,571.5	2,012.2	27.8%	3,241.0	-20.7%
Contributions for future capital increases	-	-	N/C	-	N/C
Capital reserves	209.8	152.7	37.4%	211.9	-1.0%
Foreign exchange effect	156.1	1,253.6	-87.5%	222.2	-29.7%
Retained earnings	477.5	594.4	-19.7%	28.8	N/C
Net income for the year	(37.4)	148.5	N/C	(277.4)	N/C
<b>Total stockholders' equity</b>	<b>3,377.5</b>	<b>4,161.4</b>	<b>-18.8%</b>	<b>3,426.5</b>	<b>-1.4%</b>
<b>Total liabilities and stockholders' equity</b>	<b>19,602.9</b>	<b>22,304.9</b>	<b>-12.1%</b>	<b>20,151.9</b>	<b>-2.7%</b>

FX (End of period):	Soles - Dollars	Pesos MX - Dollars	Pesos MX - Soles
<b>1Q21</b>	3.7570	20.4400	5.4405
<b>1Q20</b>	3.4370	23.4847	6.8329
<b>4Q20</b>	3.6210	19.9087	5.4981

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



	1Q21	1Q20	% Change 1Q20	4Q20	% Change 4Q20
Interest income	1,060.8	1,313.5	-19.2%	1,068.1	-0.7%
Interest expense	155.2	166.9	-7.0%	185.6	-16.4%
<b>Net interest income</b>	<b>905.6</b>	<b>1,146.6</b>	<b>-21.0%</b>	<b>882.5</b>	<b>2.6%</b>
Provisions for loan losses	331.8	194.9	70.3%	469.1	-29.3%
<b>Net interest income after provisions</b>	<b>573.8</b>	<b>951.7</b>	<b>-39.7%</b>	<b>413.4</b>	<b>38.8%</b>
Commissions and fee income	97.1	59.4	63.4%	45.5	113.3%
Commissions and fee expenses	28.4	14.9	90.3%	30.3	-6.3%
Other operating income (expense)	(25.6)	3.4	-856.8%	(34.2)	-25.3%
Operating expenses	608.0	785.7	-22.6%	623.4	-2.5%
<b>Net operating income</b>	<b>8.8</b>	<b>213.8</b>	<b>-95.9%</b>	<b>(229.1)</b>	<b>-103.8%</b>
Participation in net income from non consolidated and associated subsidiaries	4	-	N/C	(8)	-154.6%
<b>Total income before income tax</b>	<b>13.0</b>	<b>213.8</b>	<b>-93.9%</b>	<b>(236.8)</b>	<b>-105.5%</b>
Current and Deferred	50.4	65.3	-22.8%	(134.2)	N/C
<b>Net income</b>	<b>(37.4)</b>	<b>148.5</b>	<b>-125.2%</b>	<b>(102.6)</b>	<b>-63.5%</b>

FX (Average)	Soles - Dollars	Pesos MX - Dollars	Pesos MX - Soles
<b>1Q21</b>	3.6593	20.3401	5.5584
<b>1Q20</b>	3.4012	19.9876	5.8766
<b>4Q20</b>	3.6019	20.5473	5.7046

Peru figures are reported under Mexican GAAP

Figures are expressed in Mexican Peso with its corresponding FX

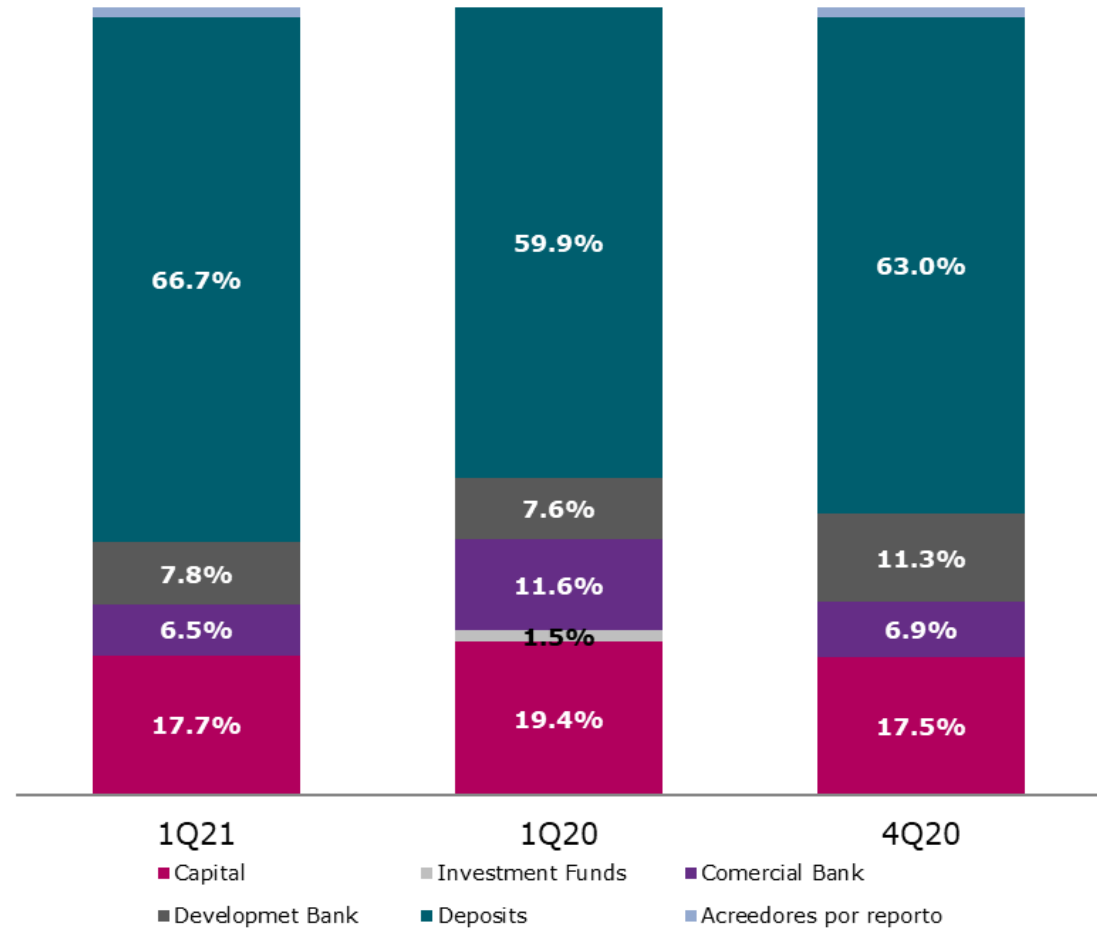
Source: Banco de México and Banco Central of Perú



# Funding structure



Cost of funds 1Q21  
3.7%



# Summary

## Compartamos S.A. (Guatemala)

Committed to generate social, economic and human value

Summary	1Q21	1Q20	4Q20	% Change 1Q20	% Change 4Q20
Clients	108,513	102,885	105,355	5.5%	3.0%
Portfolio *	788.2	798.0	723.7	-1.2%	8.9%
Net Income *	(5.4)	8.3	(20.3)	-165.3%	-73.4%
NPLs / Total Portfolio	22.49%	5.51%	12.59%	16.98 pp	9.90 pp
ROA	-2.9%	3.5%	-10.5%	-6.4 pp	7.6 pp
ROE	-3.8%	4.0%	-13.6%	-7.8 pp	9.8 pp
NIM	69.6%	71.0%	52.8%	-1.4 pp	16.8 pp
NIM after provisions	56.7%	58.0%	50.9%	-1.3 pp	5.8 pp
Efficiency Ratio	100.1%	92.1%	117.2%	8.0 pp	-17.1 pp
Operating Efficiency	53.4%	50.6%	60.4%	2.8 pp	-7.0 pp
Capital / Total Assets	72.8%	88.8%	77.2%	-16.0 pp	-4.4 pp
Average Loan (Ps.)	7,263	7,756	6,870	-6.3%	5.7%
Employees	844	976	836	-13.5%	1.0%
Service Offices	42	56	42	-25.0%	0.0%

FX (Average)	Quetzales - Dollars	Pesos MX - Dollars	Pesos MX - Quetzales
1Q21	7.7519	20.3401	2.6239
1Q20	7.6769	19.9876	2.6036
4Q20	7.7905	20.5473	2.6375

\* 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

- **ConCrédito** is a Mexican company with more than 12 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 and 105 cities in Mexico.**
- **Active clients** reached more than **45 thousand distributors** that work with approximately **540 thousand final users** through its Credit, Insurance and CrediTienda products.
- **CrediTienda App**, is a **digital online sales platform with Ps. 280 million** in loans. It offers more than **11 thousand products**. More than 710 thousand users have downloaded CrediTienda App and more 210 thousand clients have purchased through this platform.
- As of 1Q21, **98% of credit disbursements are carried out digitally**, only the remaining 2% of its final users go to ConCrédito branches.

ConCrédito	1T21	1T20	4T20	% Change 1Q20	% Change 4Q20
Clients	45,744	44,248	42,917	3.4%	6.6%
Portfolio *	2,315	2,774	2,248	-16.6%	3.0%
Net Income *	121.8	125.5	5.8	-3.0%	2017.3%
NPL	4.65%	3.98%	6.92%	0.67 pp	-2.27 pp
ROAA	12.1%	11.1%	-0.3%	1.0 pp	12.4 pp
ROAE	23.4%	23.1%	1.1%	0.3 pp	22.3 pp
NIM	41.7%	42.6%	32.4%	-0.9 pp	9.3 pp
NIM after provisions	31.1%	27.1%	11.1%	4.0 pp	20.0 pp
Write - offs *	126	157.90	177	-20.2%	-29.0%
Coverage Ratio	194.6%	105.5%	146.4%	89.1 pp	48.2 pp
Average Loan per Client	50,607	62,699	52,384	-19.3%	-3.4%
Employees	1,604	1,738	1,580	-7.7%	1.5%

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

# Balance Sheet and Income Statement

	1Q21	1Q20	% Change 1Q20	4Q20	% Change 4Q20
Cash and other investments	1,165.8	1,157.5	0.7%	1,314.9	-11.3%
Total performing loans	2,207.4	2,664.0	-17.1%	2,092.6	5.5%
Non-performing loans	107.6	110.3	-2.5%	155.6	-30.8%
<b>Total loan portfolio</b>	<b>2,315.0</b>	<b>2,774.3</b>	<b>-16.6%</b>	<b>2,248.2</b>	<b>3.0%</b>
Allowance for loan losses	209.4	116.3	80.0%	227.8	-8.1%
<b>Loan portfolio, net</b>	<b>2,105.6</b>	<b>2,657.9</b>	<b>-20.8%</b>	<b>2,020.3</b>	<b>4.2%</b>
Accounts receivable	279.6	232.3	20.4%	316.9	-11.8%
Allowances	16.4	11.2	46.5%	20.2	-19.2%
Other account receivable	263.2	221.1	19.0%	296.7	-11.3%
Other accounts receivable	108.1	164.9	-34.4%	115.4	-6.3%
Fixed assets	35.0	141.0	-75.2%	42.2	-17.0%
Deferred income tax	150.5	76.2	97.4%	175.1	-14.1%
Other assets	162.1	123.2	31.5%	131.2	23.6%
<b>Total assets</b>	<b>3,990.3</b>	<b>4,541.9</b>	<b>-12.1%</b>	<b>4,095.8</b>	<b>-2.6%</b>
Interbank loans	572.5	580.0	-1.3%	580.0	-1.3%
Securitization transactions	974.2	1,311.5	-25.7%	1,225.9	-20.5%
Lease liability	-	97.3	N/C	-	N/C
Other accounts payable	302.8	382.6	-20.9%	270.9	11.8%
<b>Total liabilities</b>	<b>1,849.5</b>	<b>2,371.4</b>	<b>-22.0%</b>	<b>2,076.8</b>	<b>-10.9%</b>
Capital stock	1,424.3	766.5	85.8%	1,424.3	0.0%
Contributions for future capital increases	-	610.0	N/C	-	N/C
Premium on sale of stock	6.7	6.7	0.0%	6.7	0.0%
Retained earnings	588.0	671.9	-12.5%	482.8	21.8%
D5	-	(10.1)	N/C	-	N/C
Net income for the year	121.8	125.5	-3.0%	105.2	15.8%
<b>Total stockholders' equity</b>	<b>2,140.8</b>	<b>2,170.5</b>	<b>-1.4%</b>	<b>2,019.0</b>	<b>6.0%</b>
<b>Total liabilities and stockholders' equity</b>	<b>3,990.3</b>	<b>4,541.9</b>	<b>-12.1%</b>	<b>4,095.8</b>	<b>-2.6%</b>

	1Q21	1Q20	% Change 1Q20	4Q20	% Change 4Q20
<b>Interest income</b>	<b>391.7</b>	<b>482.0</b>	<b>-18.7%</b>	<b>251.0</b>	<b>56.0%</b>
Interest expense	38.5	75.1	-48.7%	45.1	-14.6%
<b>Net interest income</b>	<b>353.1</b>	<b>406.9</b>	<b>-13.2%</b>	<b>205.9</b>	<b>71.5%</b>
Provisions for loan losses	89.9	148.4	-39.5%	111.4	-19.4%
<b>Net interest income after provisions</b>	<b>263.3</b>	<b>258.5</b>	<b>1.9%</b>	<b>94.5</b>	<b>178.7%</b>
Commissions and fee income	7.1	11.2	-37.0%	8.6	-18.3%
Commissions and fee expenses	7.8	11.8	-33.7%	8.4	-7.3%
Other operating income (expense)	119.5	140.1	-14.7%	148.2	-19.4%
Operating expenses	208.0	216.1	-3.7%	221.6	-6.1%
<b>Total income before income tax</b>	<b>174.0</b>	<b>181.9</b>	<b>-4.3%</b>	<b>21.3</b>	<b>717.5%</b>
Current and Deferred	52.2	56.4	-7.4%	15.5	236.1%
<b>Net income</b>	<b>121.8</b>	<b>125.5</b>	<b>-3.0%</b>	<b>5.8</b>	<b>2017.3%</b>

\* Figures expressed in Mexican pesos (millions)

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