




ANNUAL REPORT 2024

 BANCO
INTERNACIONAL



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4	GOOD CORPORATE GOVERNANCE
5	CUSTOMER-CENTRICITY
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SUMMARY 2024

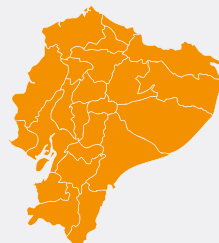
GEOGRAPHIC PRESENCE

81 Service points, agencies, branches, and counters

Central offices in Quito and Guayaquil

352 Automatic teller machines

1.333 Employees



INNOVATION

Digital acquisition

- ⊕ Customer engagement through the digital channel.
- ⊕ +55k (63%)



Digital sales

- ⊕ Purchase of new products through the digital channel.
- ⊕ +72K (47%)

%: Total digital products vs total products

FINANCIAL HIGHLIGHTS 2024 (IN MILLIONS)

5.450

Total assets

3.849

Loan portfolio

4.352

Deposits



ENVIRONMENTAL AND SOCIAL COMMITMENTS

- ⊕ Carbon Neutral for the third consecutive year.
- ⊕ Social contribution programs have benefited more than 10,700 people.
- ⊕ Thematic portfolio management
(en millones):

128

Blue
Portfolio

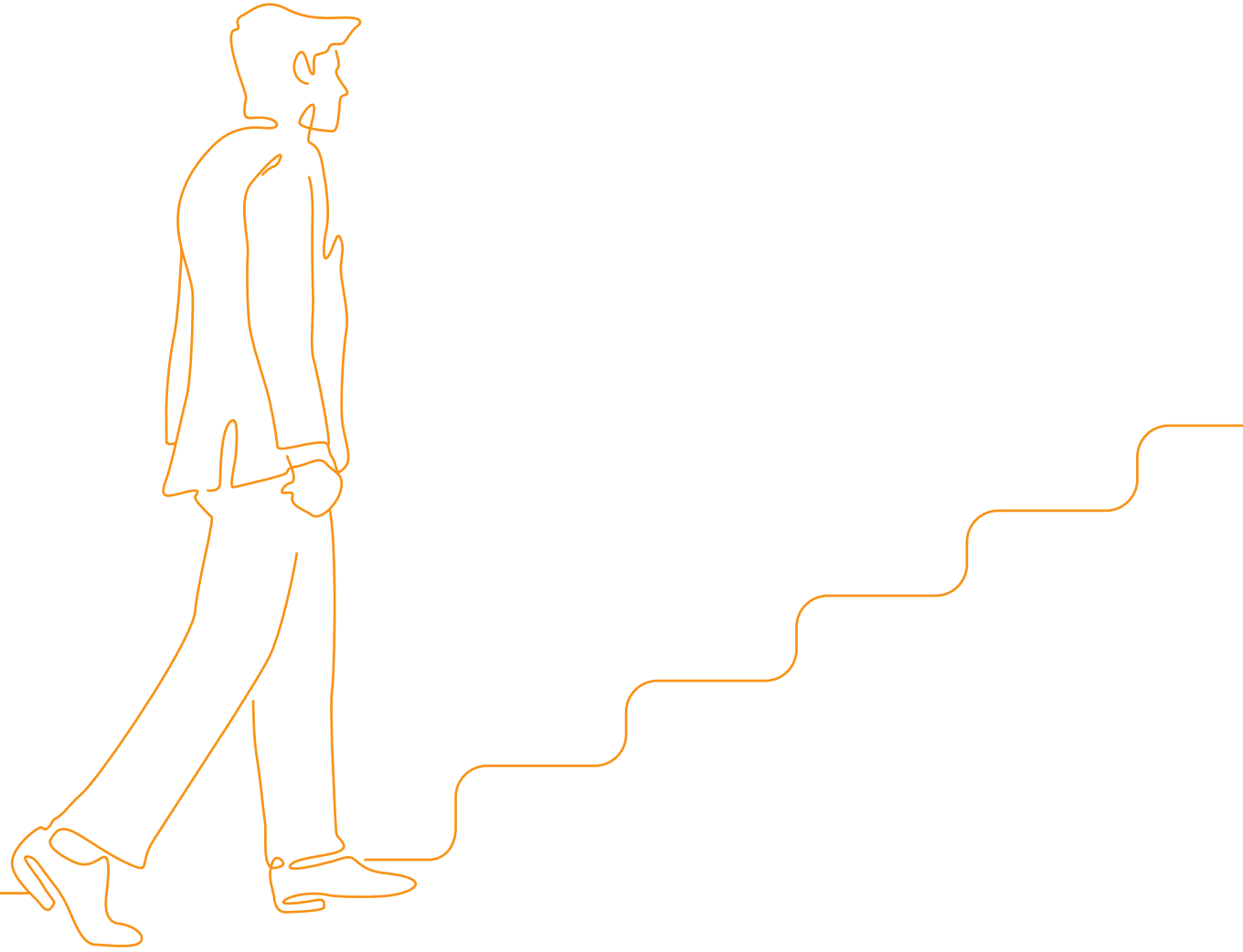
367

Green
Portfolio

+1.000

Women's
Portfolio





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COVER LETTERS





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LETTER FROM THE CHAIRMAN OF THE BOARD OF DIRECTORS

To the Shareholders of Banco Internacional S.A.

The challenging environment affecting Ecuador's social, economic, and productive performance was not an obstacle for Banco Internacional to deepen its transformation towards modern and digital banking during 2024. Aligned to accompany the growth and sustainable development of the country, we maintain our mission, vision, and corporate values, which allow us to grow by creating value, focused on being the bank of choice for our customers.

In 2024, Banco Internacional was recognized as Bank of the Year in Ecuador by the prestigious publication The Banker of the Financial Times, distinguishing financial institutions that stand out for their performance, strategy, and impact on the sector. It reached the first place as the best place to work in our country, the second place as the best place to work for women, the 11th position among the fifty best places to work in Latin America, first place in sectoral reputation, was distinguished as one of the best companies in terms of triple impact, which measures the creation of economic, social and environmental value, and obtained carbon neutral certification.

With this strength, Banco Internacional deepened the implementation of "Business Agility" as a new system of administration supported by digital transformation and artificial intelligence during this period, which will allow

it to become a bank that manages its growth through data exploitation.

This will allow it to make quick and strategic decisions that impact the entire organization and focus on customer satisfaction.

These new challenges have required us to not only meet the significant investments demanded by digital transformation but also implement ambitious processes to ensure information security and, of course, develop a permanent training policy for our 1,300 employees to foster a cultural shift that will allow us to retain talent.

From the Board of Directors of Banco Internacional, we have understood this ambitious process to promote technological innovation in financial management, as an inevitable step to maintain the leadership of Banco Internacional in the Ecuadorian financial market, we have committed our support and backing to the critical work carried out by the administration that, based on corporate values, maintains as decision factors, customer satisfaction and the achievement of results, managing risk with discipline, caution and quality.

Banco Internacional wants to continue contributing to the progress of people and companies by aligning its performance and development of policies of sustainability, environmental care, and sustainable growth. Together with prestigious international institutions, it maintains its policy of promoting the growth of environ-





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mentally responsible businesses in the different productive sectors, ensuring the sustainable exploitation of natural resources while stimulating the stock market and attracting investment.

Days before Ecuadorians turn to democracy to elect the authorities that will guide the country's political and institutional future, Banco Internacional is ready to take advantage of the opportunities that arise and address the significant challenges posed by economic growth and social development in an environment that does not cease to be complicated. This is the right and responsible way to generate sustainable shareholder value.

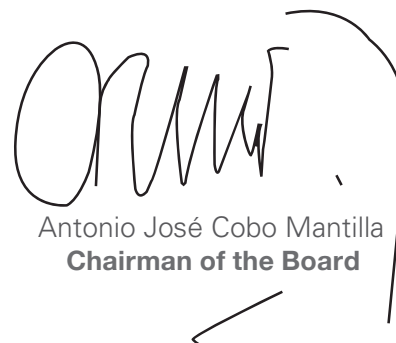
As in previous years, the management report of the Chief Executive Officer to be submitted for your consideration was duly and timely approved by the Board of Directors, which, after reviewing the goals achieved, resolved to request the approval of the General Shareholders' Meeting.

Together with the proposed distribution of

social benefits. The Board of Directors reviewed the reports presented today at this General Shareholders' Meeting and recommended their approval.

Finally, I must reiterate my gratitude to the members of the Board of Directors for their committed support during the year, express my congratulations to our Chief Executive Officer and, through him, to the management, for the results obtained, and acknowledge the shareholders for their trust.

Cordially yours,



Antonio José Cobo Mantilla
Chairman of the Board





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LETTER FROM THE CHIEF EXECUTIVE OFFICER



In a challenging context for our country, characterized by insecurity, energy crisis, and uncertainty, Banco Internacional continues to strengthen its leadership in the financial system with a management based on soundness, transparency, and efficiency. Our commitment to the country's sustainable development is reflected in granting more than 80% of our loan portfolio to the productive sector.

In 2024, we advanced in our digital transformation, enabling 46% of transactions to be conducted online and expanding our services with new functionalities in Mobile Banking and Business Online Banking. Implementing tools such as CRM and Data Fabric has optimized our Customer management and the use of advanced analytics, strengthening decision-making.

Our people are key to this process. Through the BI Academy, we provide more than 35,000 hours of online training, while with the NEO Project, we optimize our organizational structure for greater agility and efficiency. Thanks to this vision, Great Place To Work® recognized us as the best Ecuadorian company to work for and the eleventh best in Latin America.

Sustainability is a fundamental pillar of our strategy. We have been certified as Carbon Neutral for the third consecutive year and have made 93% progress in our Sustainability Plan. In addition, we have benefited more than 10,700 people through education and social support programs, ratifying our commitment to the community.

Thanks to innovation, Customer experience, and sustainability, Banco Internacional has been recognized by IPSOS as the bank with the best reputation in Ecuador for the third consecutive year. We will continue working to be the bank of choice for our customers and a benchmark in the national financial sector.

With our hopes set for the future, this report reflects our organization's commitment to supporting your growth and the country's sustainable development.

Francisco Naranjo Martínez
Chief Executive Officer





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ECONOMIC OUTLOOK

This section details the real and external economic context and the Bank's financial position.





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THE ECUADORIAN ECONOMY IN 2024



Significant political, social, and economic events marked 2024.

The levels of violence recorded at the end of 2023 continued to rise during 2024. The coastal provinces suffered more intensely from this environment of insecurity, forcing the government to declare the country in internal armed conflict and a state of emergency, and as part of the measures to address this crisis, sent to the National Assembly several tax reforms aimed at improving tax collection, which included: the increase of VAT to 15%, ISD (Foreign Currency Outflow Tax) to 5% and the establishment of an exceptional contribution to the tax rate to companies and banks.

Other economic measures were enacted throughout the year, such as the progressive elimination of gasoline subsidies while maintaining subsidies for diesel and LPG.

The second half of 2024 was not free of shocks, as the country faced one of the biggest energy crises in recent years. This was partly due to the severe drought that affected the national territory and reduced the hydroelectric generation capacity. As a result, there were power outages of up to 14 hours per day between September and December, which consequently impacted the economic activity of individuals and companies.





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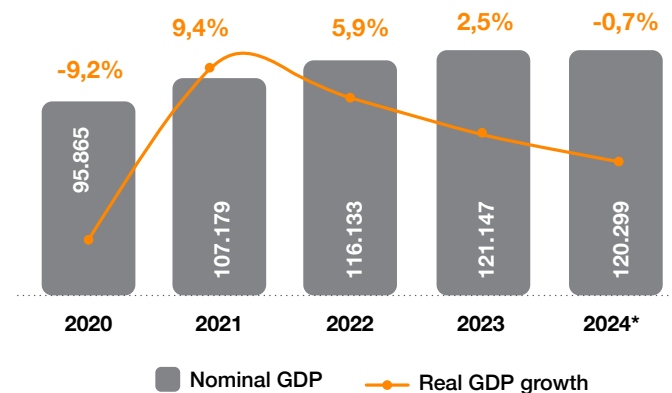
REAL SECTOR

In the international context, the United States' anti-inflationary measures throughout the year, the slowdown in China, the reduction in oil prices, and the resurgence of regional conflicts were key factors leading to a slight deceleration in global growth.

During 2024, Ecuador's nominal GDP reached US\$ 120,299 million, showing a contraction of 0.7% in real terms. The political instability leading up to the early presidential elections, the declaration of an internal armed conflict, the physical imbalance in the country's economy, and a severe energy crisis contributed to the economic slowdown. In the third quarter of 2024, GDP decreased by 2.2% compared to the same period of 2023, due to a variation of -0.8% in household spending, -6.6% in investment, and -1.4% in government spending.

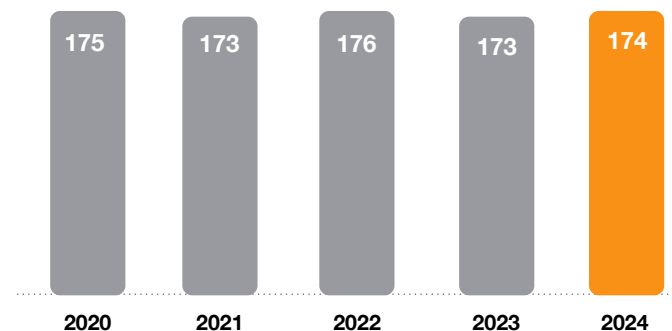
On the other hand, crude oil production remained stable (+0.3% compared to the previous year), reaching 174 million barrels. The advance of the Coca River's regressive erosion and ITT's gradual closure slowed the oil sector's development. At the same time, the average price per barrel of oil exported grew by 1%, reaching US\$ 68.6 per barrel.

Gross Domestic Product GDP Millions US\$



Source: Central Bank of Ecuador.
*Forecast 2024: World Bank

Oil Production Millions of barrels



Source: Central Bank of Ecuador





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The electricity crisis, a complex fiscal outlook, and increased crime generated a contraction in the non-oil sector relative to 2023 performance. By the end of 2024, the economy contracted in most sectors, and a marked reduction in sales was evident in the last quarter.

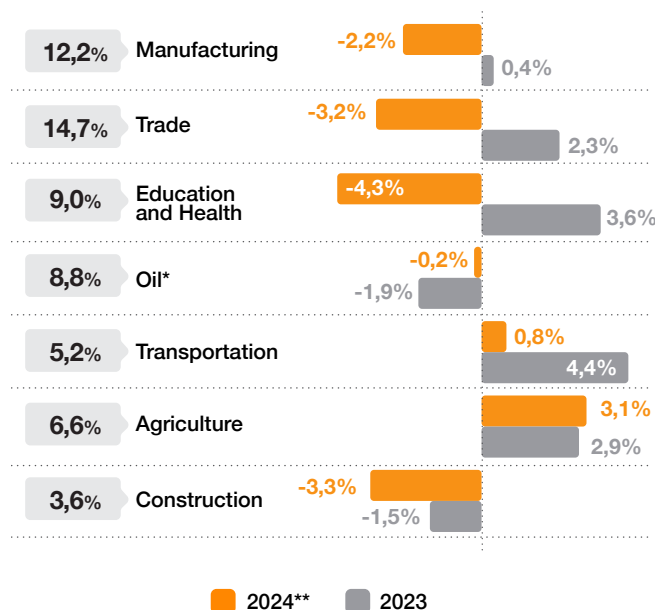
The industries with the most significant declines during the year were: education and health with -4.3%, construction with -3.3%, commerce and trade with -3.2%, and manufacturing with

-2.2%; these activities, in aggregate, represent 40% of GDP.

In this context, the labor market showed a decrease in unemployment of 0.7 percentage points in 2024 compared to the previous year; however, underemployment increased by 3.3 percentage points, reaching 24.5% of the economically active population (EAP). As a result, there was a drop of 2.9 percentage points in adequate employment compared to 2023.

GDP by Sector

Annual rate of change

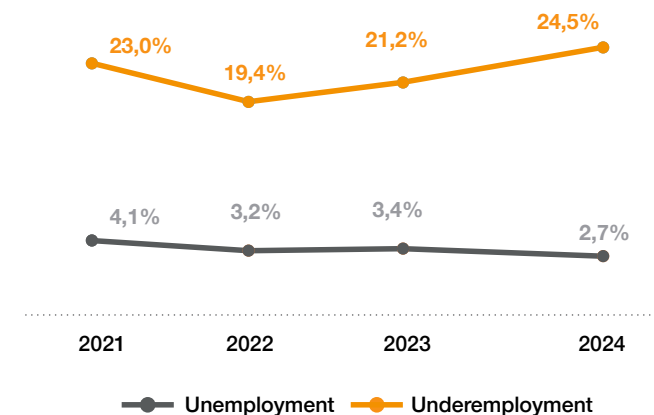


Source: Central Bank of Ecuador.

*Includes oil refining and mining.

**Forecasts (BCE).

Labor Market



Source: National Institute of Statistics and Census - INEC





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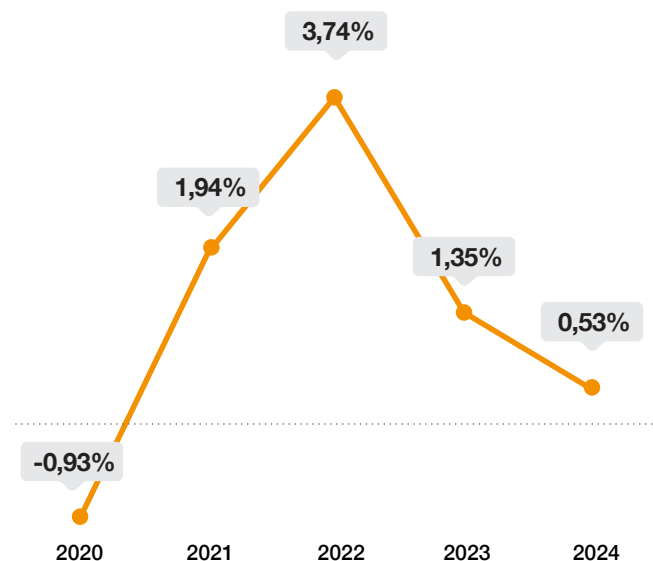
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The annual inflation rate closed at 0.53%, mainly influenced by the electric energy service and the food and non-alcoholic beverages category; both items were affected by the country's severe drought.

Inflation



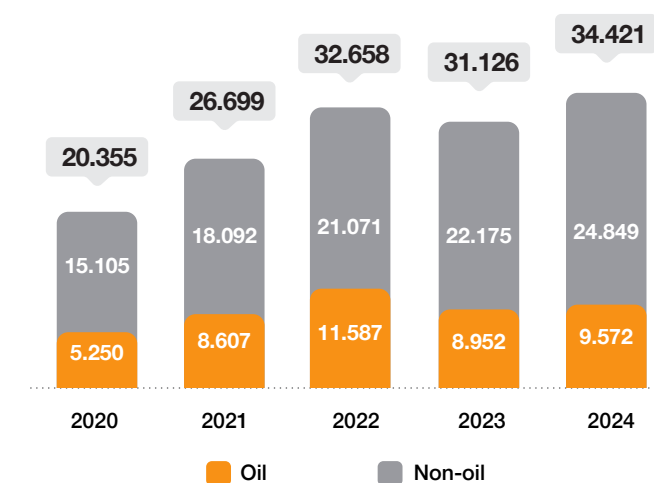
Source: National Institute of Statistics and Census - INEC

EXTERNAL SECTOR

The external sector performed well, with a significant increase in cocoa exports and a slight recovery in oil production. Thus, total exports grew by 11% at the end of 2024, US\$ 3,294 million more than in 2023. Oil exports increased by 7% compared to the previous year, representing US\$ 621 million.

Exports

Millions US\$ and Composition



Source: Central Bank of Ecuador





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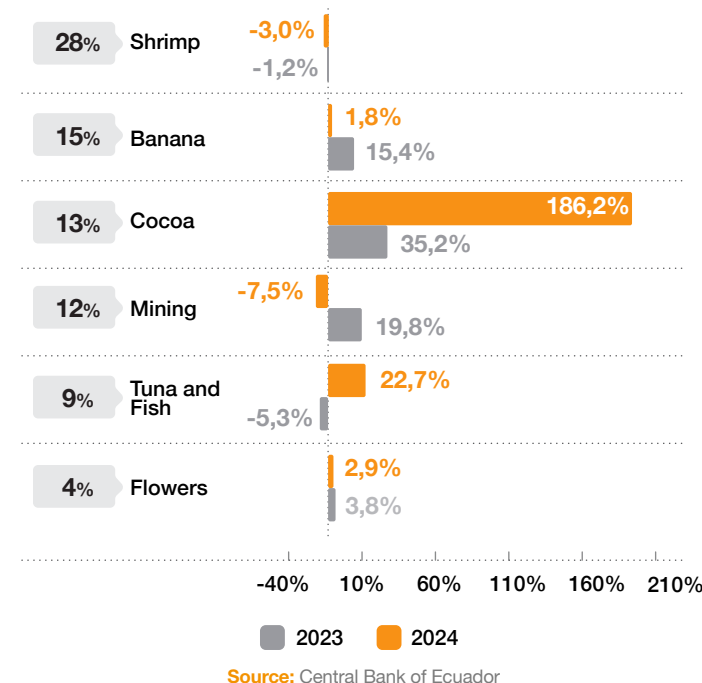
Non-oil exports grew by 12% in 2024, reaching a total of US\$ 24,848 million. Cocoa experienced a growth of 186.2% compared to 2023, reaching a 13% share of nonoil exports.

This performance was driven by adverse weather conditions faced by the main cocoa-producing countries, which led to shortages and, consequently, an increase in cocoa prices on the international market. Despite decreasing by 3% with respect to the previous year, shrimp continues to be the product with the highest demand abroad (28% of total nonoil exports).

Bananas, second in importance with a 15% share, had a slight growth of 1.8% in the year, while mining, with a 12% share, decreased by 7.5% annually.

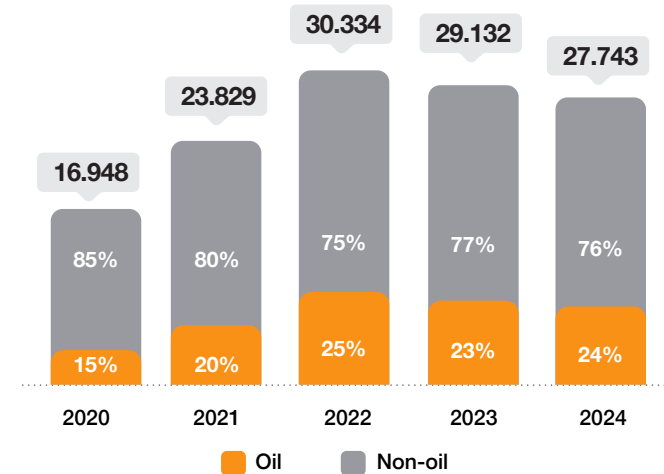
The energy crisis and insecurity affected local consumption and production, causing a 5% contraction in imports in 2024, totaling US\$ 27,743 million. Oil imports decreased by 2% as of December 2024, representing 24% of total imports, while nonoil imports, representing 76%, reached US\$ 21,132 million, decreasing 6% in 2023.

Non-oil Exports



Imports

Millions US\$ and Composition





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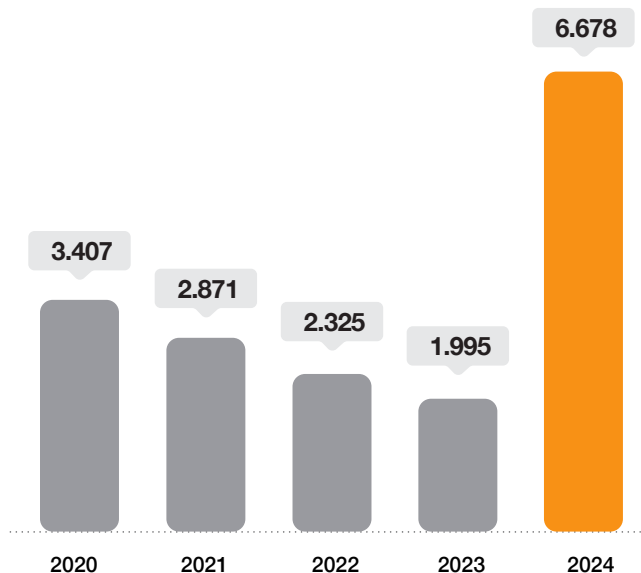
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As a result, the trade balance recorded a surplus of US\$ 6,678 million for the year.

Balance of trade Millions US\$



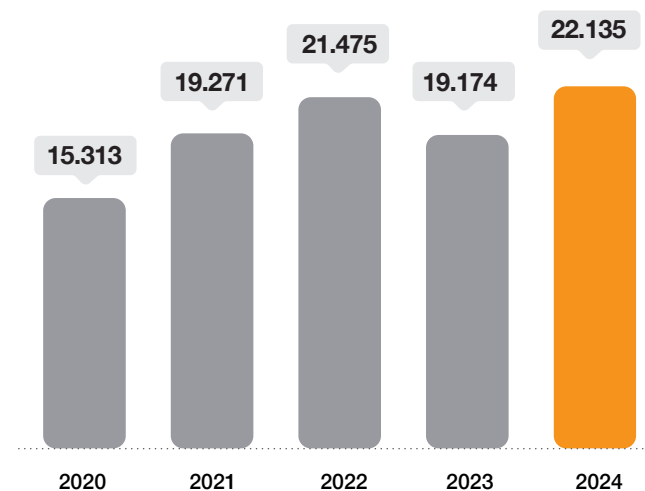
Source: Central Bank of Ecuador

Up to September 2024, remittances received totaled US\$ 4,753 million, representing a growth of 20.3% compared to the same period of 2023. As for foreign direct investment, US\$ 217 million was recorded as of the third quarter of 2024, equivalent to 0.18% of GDP, a decrease of 30% compared to the same period of the previous year.

FISCAL SECTOR

In 2024, total Central Government revenues reached US\$ 22,135 million, 18% of GDP, representing a 15% increase compared to 2023 revenues. Of this item, 74% came from tax collection (US\$ 16,421 million), higher by 15.4% compared to 2023, influenced by measures taken to address the internal armed conflict (VAT, contributions, subsidies, etc.).

Tax Revenues Millions US\$



Source: Fiscal Policy Observatory

On the other hand, government expenditure increased by 1.3% during the year, reaching US\$ 25,243 million, equivalent to 21% of the GDP.





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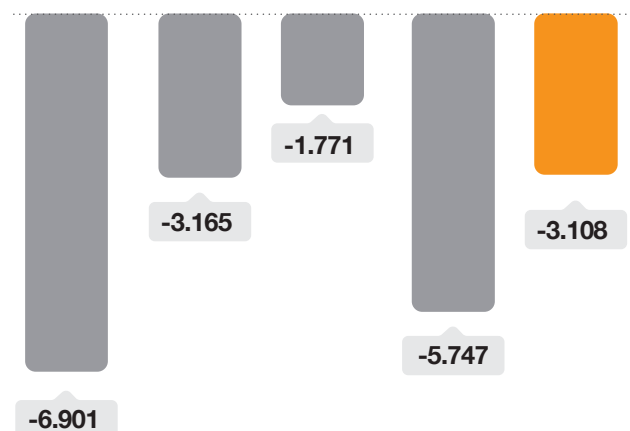
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Current spending grew by 2.1%, representing an additional US\$ 420 million in 2024; salaries represent 39% of total spending. Capital spending experienced a 2.1% reduction.

At the end of the year, the fiscal deficit stood at US\$ 3,108 million (3% of GDP).

Fiscal Deficit
Millions US\$



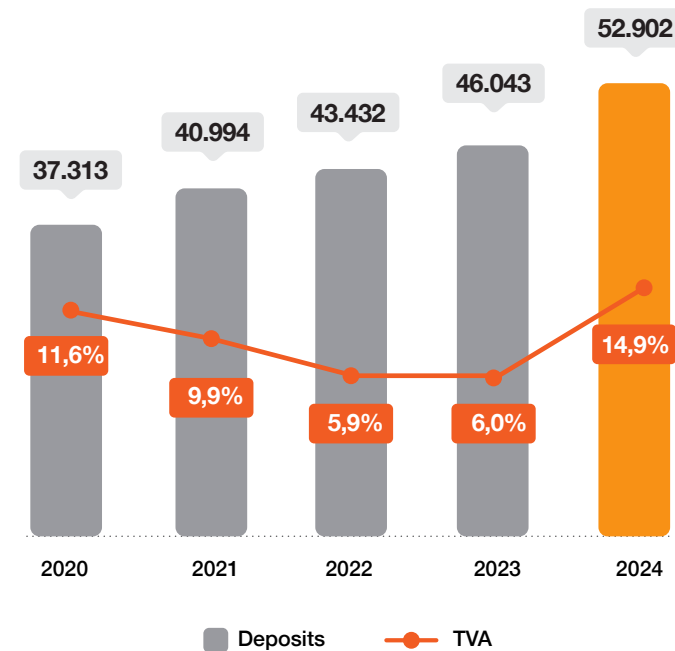
Source: Fiscal Policy Observatory

As of December 2024, the Ministry of Economy and Finance reported a 2% growth in public debt, reaching US\$ 62.26 billion, which represents 51% of GDP, of which 77% corresponds to external debt.

MONETARY AND FINANCIAL SECTOR

The economy's liquidity has strengthened thanks to the positive balance of trade and disbursements of external financing, mostly from multilateral organizations. As of December 2024, bank deposits reached US\$ 52,901 million (43% of GDP), registering an annual growth rate of 14.9%. Time deposits grew 16.8% and demand deposits 13.5%.

Bank deposits
Millions US\$



Source: Superintendency of Banks





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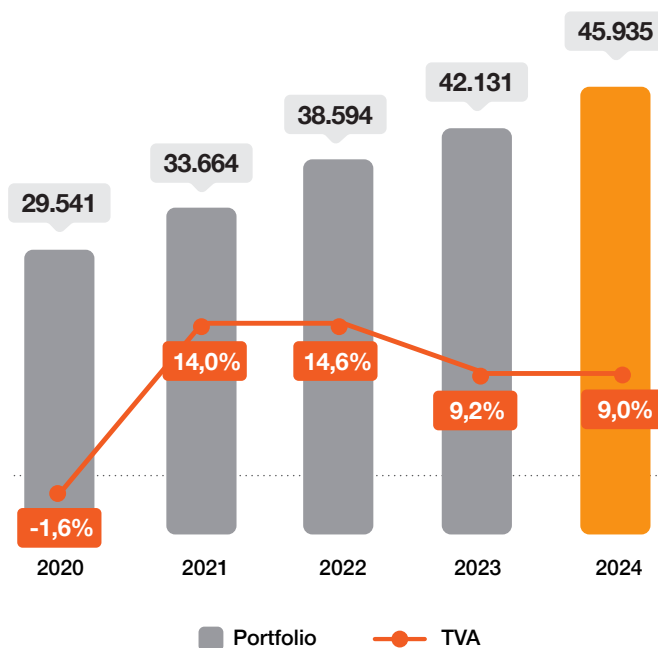
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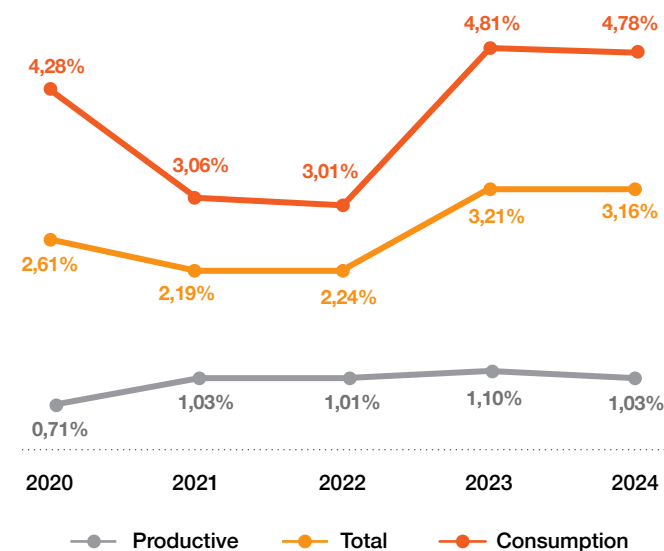
The decline in domestic consumption led to a slowdown in credit demand growth. In this context, the portfolio experienced an annual variation of 9%, reaching US\$ 45,935 million (37% of GDP). At the segment level, the Productive and Consumer portfolios showed favorable yearly rates of 10%.

Credit Portfolio
Millions US\$



The banking system's non-performing loans ratio showed a slight decrease at the end of the year due to the application of the "Organic Law for Financial Relief and Economic Strengthening," standing at 3.6% (1% productive and 4.8% consumption).

Non-Performing Loans Ratio by Segment





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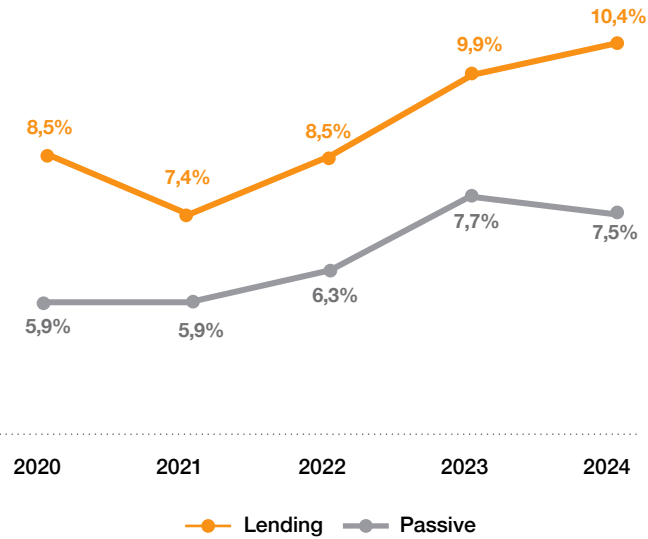
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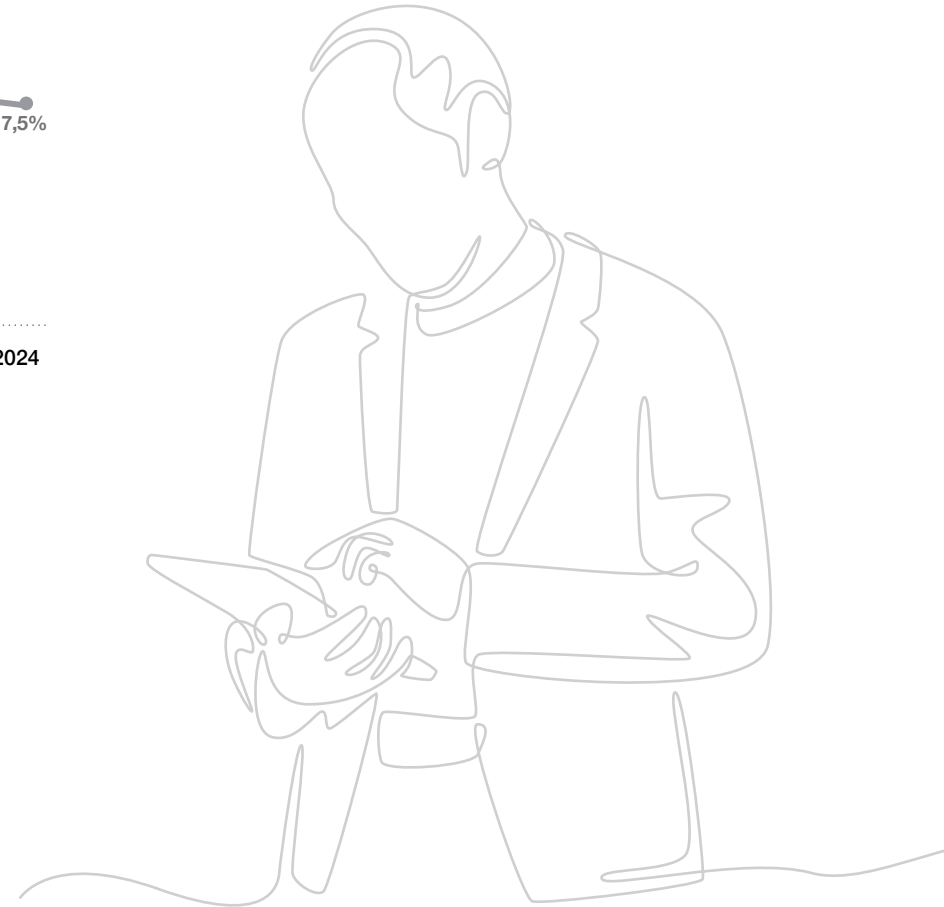
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At the end of 2024, the system's benchmark lending rate was 10.4% (an increase of 49 basis points) and the benchmark deposit rate was 7.5% (a decrease of 24 basis points).

Benchmark interest rate



Source: Central Bank of Ecuador





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RESPONSIBLE BANK

The organization's mission, vision, principles, purpose, values, business management and strategic plan are detailed.





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MISSION AND VISION

MISSION

Ser más, [Being More], reflects our commitment to respond with strength, efficiency, and quality to our customers' financial needs.



VISION

To be the best bank in Ecuador through:



Solid and profitable growth.



Human talent.



Caution in Integral risk management.



Quality and service.



Efficient and productive.





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OUR PRINCIPLES

- ⦿ Maintain customer satisfaction and the achievement of results as decision factors.
- ⦿ Promote operational efficiency and discipline in expense management.
- ⦿ Manage credit risk based on discipline, caution, and quality.
- ⦿ Promote technological innovation in financial management.
- ⦿ To offer our customers quality and competitiveness in each product.
- ⦿ Encourage teamwork, personal initiative, and leadership.
- ⦿ Count on the commitment of our employees in the practice of the values and principles of the institution.

WE SUPPORT YOUR GROWTH AND THE SUSTAINABLE DEVELOPMENT OF THE COUNTRY.



Customers

To foster a **relationship of trust** where your dreams are our challenges, and Together Be More



Employees

Drive your **growth through leadership** that recognizes achievement and encourages teamwork.



Society

To **contribute with solvency to the development of the country** in a sustainable way, living our values.



Shareholders

Ensure the **bank's long-term profitability and sustainability**, safeguarding our corporate reputation.

PURPOSE





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VALUES



- ⊕ **Exemplary behavior:** Committed to their principles and values. They demonstrate this in their service to customers, shareholders, employees, and society at large.
- ⊕ **Soundness:** Working with the responsibility of their trajectory, to ensure future development. Maintains the shared vision of integrating in the short and long term and thus creating a legacy.
- ⊕ **Approachability:** Communicate clearly and listen attentively to their customers and employees. Adapt to change according to circumstances and diversity.
- ⊕ **Decision:** Identify all alternatives to choose the best one, even in the most changing environments. Seek continuous improvement and learn from error with self-criticism and humility.





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STRATEGIC PLAN 2022 - 2025

The 2025 Strategic Plan, with a medium-term vision, results from the work and participation of the Board of Directors, the Executive Committee, and members of the Management Team, accompanied by the Spanish consulting firm Accenture.

Thus, the Horizon 2025 Strategic Plan was defined, with the ambition of being the Bank of reference in Ecuador. To achieve this, the focus will be:

- ➔ Growth in customer base and business volume.
- ➔ Improvement in market share.
- ➔ Maintain leadership in financial strength, efficiency, and profitability, diversifying the portfolio into new value segments.

After the third year of executing the 2025 Strategic Plan, Banco Internacional S.A. has completed 25 strategic initiatives and has 33 initiatives under execution. These initiatives, governed by the Executive Committee, seek to maintain its leadership in efficiency through operational improvements and the adoption of digital technologies.

We also prioritize our employees' personal and professional development, guaranteeing an excellent working environment. We maintain our commitment to stakeholders, seeking a positive social and environmental impact, with the customer at the center of actions and the vision of "To be the best Bank in Ecuador and preferred by our customers."

STRATEGIC PRIORITIES

- 1 ▶ Efficiency and productivity.
- 2 ▶ The best human talent..
- 3 ▶ Caution in comprehensive risk management.
- 4 ▶ Solid and sustainable growth.
- 5 ▶ Improve the customer experience in all interactions.
- 6 ▶ Business diversification to generate profitable growth.

STRATEGIC GOALS

The strategic Plan defined 9 goals, which were leveraged in 77 initiatives, the workshop results, and the integration of the digital transformation plans, sustainability, and other initiatives.





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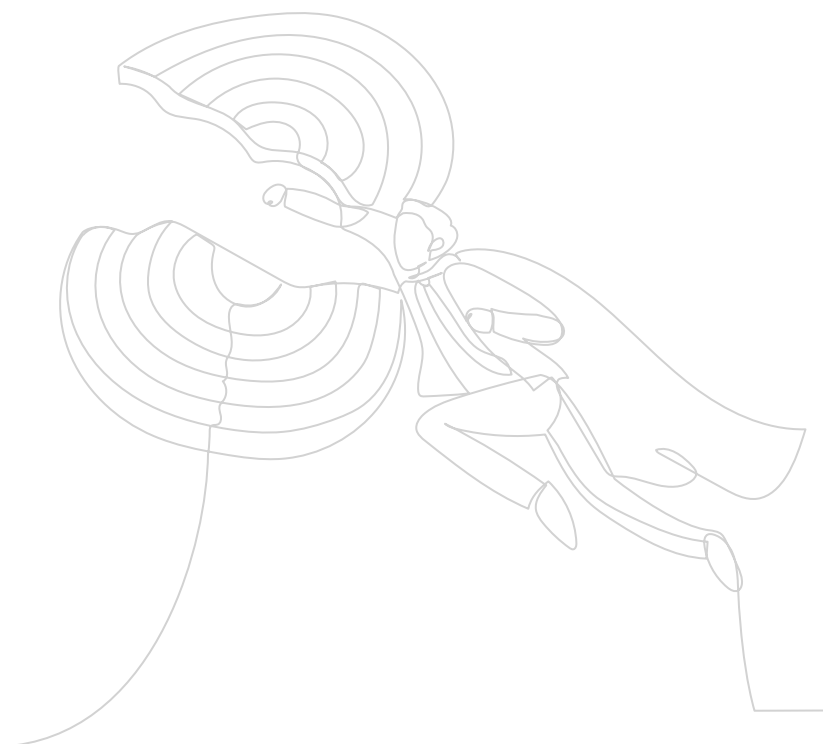
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2025 STRATEGIC PLAN INITIATIVES

Strategic plan roadmap

Initiatives identified within the framework of the 2025 strategic planning exercise.





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BUSINESS MANAGEMENT

Soundness, solvency, and senior management are the hallmarks of Banco Internacional. Our cautious and transparent management of our customers' resources, outstanding operational efficiency, and service that guarantees satisfactory customer experiences make us a reference in the Financial System.

The Bank's commitment to the country's development was again reflected in its support for the business fabric, allocating nearly 80% of the loan portfolio to the productive sector. This strategy has been fundamental in maintaining the bank's leading position in the industry, especially in the Foreign Trade business, with a notable market share of 16%.

With the institutional Strategic Plan as a guide for the execution of our initiatives and to maintain a solid and profitable growth, take care of the quality of service, efficiency, and productivity, but without neglecting a cautious management of the risks we face, during the year twenty-five initiatives have been closed and thirty-three initiatives of said Plan are still being executed, which, governed by the Executive Committee, seek to maintain the permanent growth of our institution, its customers, employees and other stakeholders.

Without prioritizing our human talent's personal and professional development, this would be impossible, so we strive to guarantee an excellent working environment.

The bank's digital transformation strategy implementation stands out. It always keeps the customer at the center, ensuring a constant

evolution in the culture of innovation and digital business results.

We already have a solid range of products available for digital contracting, making this channel the most important one this year, incorporating 55,000 new customers and contracting 72,000 products 100% digitally, which added to those acquired through traditional channels, have allowed the Bank to reach more than 500,000 active customers at the end of the year.

To serve customers efficiently, we have improved our service capabilities in digital channels, highlighting: changes in navigation, data update and checks deposits in Mobile Banking; expansion of service payments, bank certificate in Business Online Banking; in addition to a new Business Mobile Banking and Google Pay and Apple Pay for all the Bank's debit and credit cards. As a result of the above, 49% of individual customers use Online and Mobile Banking every month, while 73% of corporate customers access the Corporate Online Banking. Everything described above has resulted in 46% of all transactions being carried out through the Internet, which added to 21% at ATMs and 17% at card points of sale (POS), totaling 84% of transactions outside banking agencies.

Digital services complement our physical customer service network, which comprises 71 offices and 10 extension counters distributed in 18 provinces and 30 country cantons. We also have a network of 343 ATMs.





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A new CRM tool was implemented in 2024 to improve customer relationship management, increase customer satisfaction and loyalty, and optimize sales and marketing processes. It is currently in use and has enabled the automation and fine-tuning of digital marketing strategies and commercial systematics in the office network.

Looking to strengthen the institution's capabilities for data management as a central source for more accurate decision making, customer knowledge, increased competitiveness, among others, a new data management platform was implemented that will integrate multiple sources of information, advanced analytics, and generative artificial intelligence, with information governance incorporated throughout the process, to increase the generation of value for the Bank's stakeholders.

As part of the strategy to consolidate the Bank as the leader in customer experience in Ecuador and strengthen the service culture, a new Voice of the customer capture tool was implemented in the digital channels. This tool allows monitoring the customer experience in real time and generating alerts for quick corrections of possible errors or service unavailability.

This work and the continuous improvement processes that are part of the customer service Culture have allowed us to maintain the customer satisfaction Index at 81.3% at the end of the year.

Banco Internacional's solid reputation has been built on the pillars of customer experience,

quality of its financial products, business ethics, innovation, and social responsibility. Thanks to this commitment, for the third consecutive year, the prestigious firm IPSOS recognizes the Bank as a leader in reputation within the financial industry.

In line with the purpose of "We support your growth and the sustainable development of the country" and the experience of our corporate values: approachability, exemplary behavior, soundness, and decisiveness, various programs and initiatives were promoted to enhance talent and ensure a professional career for our employees. Through the BI Academy, the strategies necessary to execute the annual training plan, aligned with each area's needs, are managed comprehensively. Within this framework, the Aprendemos JUNTOS training platform offered more than 35,000 hours of e-learning, with more than 3,100 courses delivered.

Underpinning the Bank's transformation process and always aligned with the strategy, a new, more agile, and efficient organizational structure was designed to clarify and update the organizational design required to achieve the established goals.

In addition, a project was initiated that seeks to transform the work approach based on flexibility and collaboration. Thus, more than 500 people have been part of this cultural change, providing 3,000 hours of training to implement the agile model. This new method facilitates continuous





value delivery through short work cycles, improving efficiency and adapting to changes without compromising quality or results, and promoting synergy between teams.

We are proud to have been recognized as one of the 50 Best Places to Work™ in Latin America 2024 by Great Place to Work®, in eleventh

place. In addition, the organization achieved first place in the category of “Companies with more than 500 employees in Ecuador” and second place “Best places to work for women”. These awards reflect the company’s firm commitment to the well-being and development of the team, consolidating an environment where each person can reach his or her maximum potential.

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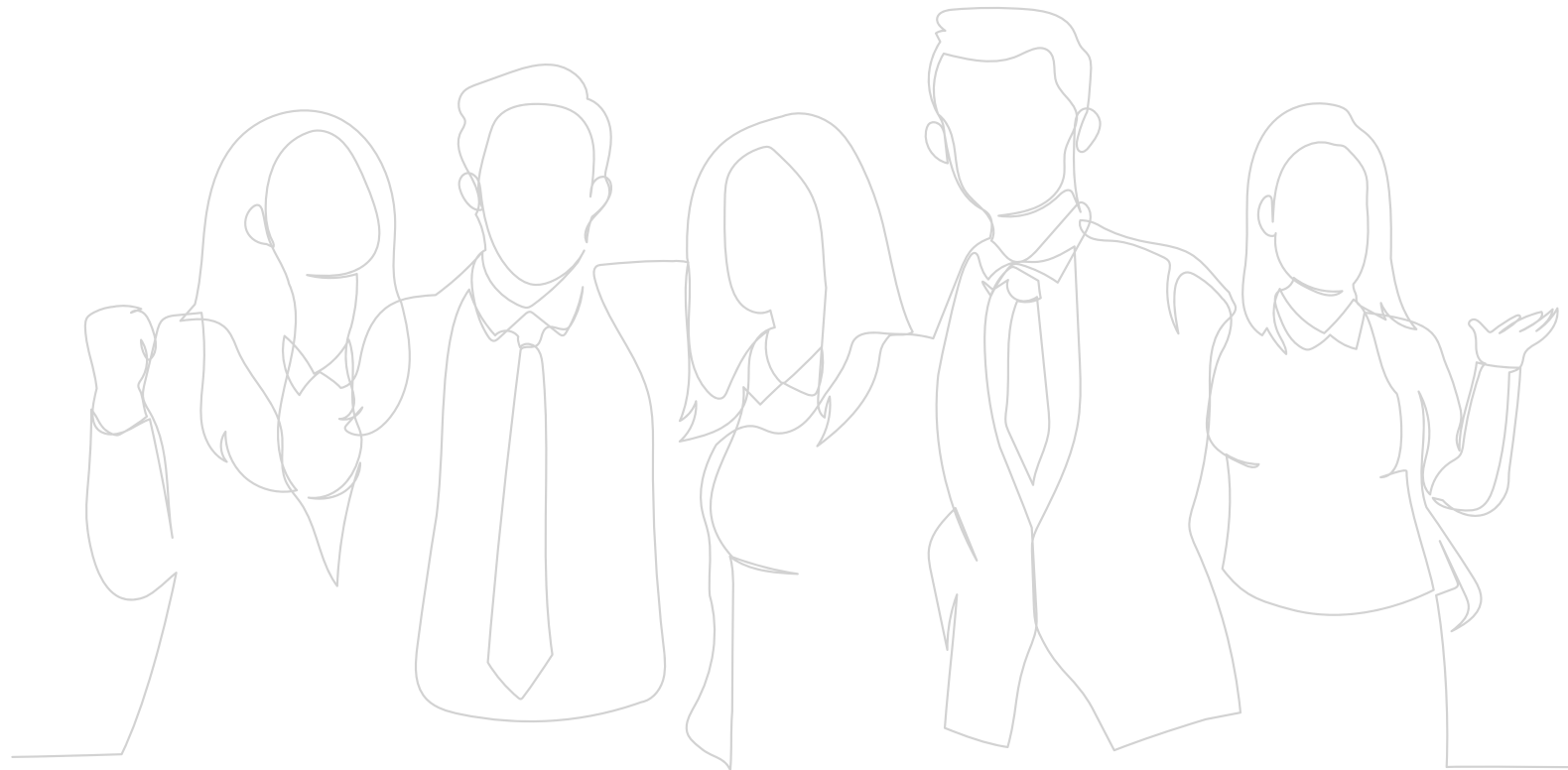
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THE BANKER
BANK OF THE YEAR 2024



IPSOS
FIRST PLACE IN REPUTATION -
SECTOR RANKING: BANKS.



EKOS
BEST TRIPLE IMPACT
COMPANIES



GREAT PLACE TO WORK
11TH PLACE IN BEST PLACES TO
WORK RANKING
WORKING IN LATIN AMERICA



GREAT PLACE TO WORK
BEST PLACE TO WORK IN
ECUADOR



GREAT PLACE TO WORK
SECOND PLACE-BEST PLACE
TO WORK FOR WOMEN IN
ECUADOR



CERTIFICACIÓN SGS
“CARBON NEUTRAL AT
NATIONAL LEVEL”





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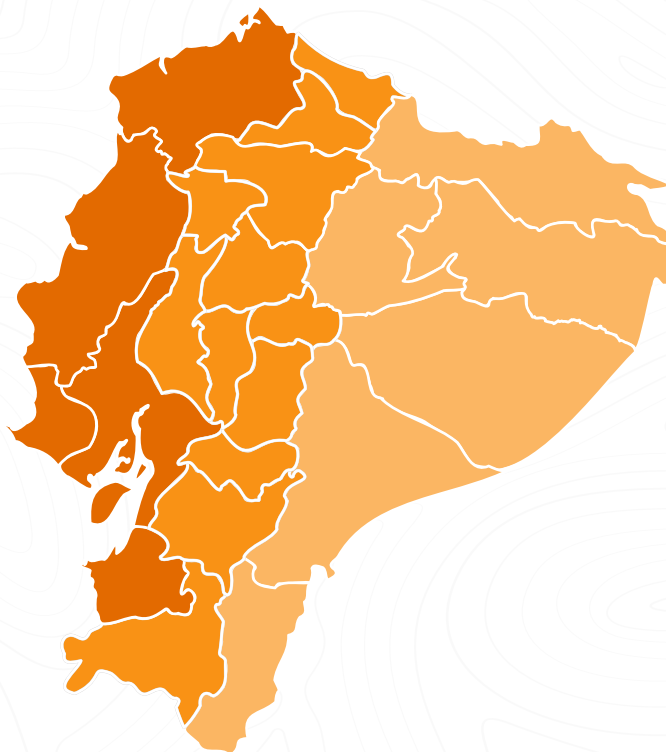
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INSTITUTIONAL PRESENCE

POINTS OF SERVICE

Banco Internacional has envisioned a multichannel value proposition/service in which its customers can interact without going to the service centers.



COASTAL REGION

 40  125  165

- El Oro
- Esmeraldas
- Manabí
- Guayas
- Los Ríos
- Santo Domingo de los Tsáchilas

ANDES REGION

 36  197  233

- Azuay
- Cañar
- Chimborazo
- Cotopaxi
- Imbabura
- Loja
- Pichincha
- Tungurahua

AMAZON REGION

 5  30  35

- Orellana
- Pastaza
- Sucumbios

NATIONWIDE

 81  352  433

AGENCIES AND COUNTERS

ATMS

POINTS OF SERVICE








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SERVICE CHANNELS

Internet transactions accounted for more than 45.7% of the total, which added to the 21.5% at ATMs and 17% at card points of sale (POS),

totaling 84.2% of transactions carried out outside bank branches.

TRANSACTIONS BY SERVICE CHANNEL		2022	2023	2024
	DIGITAL CHANNELS <ul style="list-style-type: none">• Web and mobile• Business Online Banking	39,2%	41,9%	45,7%
	 ATMS	26,2 %	24%	21,5%
	CREDIT AND DEBIT CARD POINTS OF SALE (POS)	15,0%	15,7%	17%
TOTAL OUTSIDE BANK AGENCIES:		80,4%	81,7%	84,2%





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COMMUNICATION

Communication is a fundamental pillar for Banco Internacional; therefore, throughout 2024, relevant and current content has been shared through the website and social networks:

SOCIAL NETWORKS

Through social networks, key information was released about:

- ➔ Financial products and services.
- ➔ Institutional campaigns.
- ➔ Relevant information on the Bank's management: financial education, cybersecurity, opening hours.

FOLLOWERS IN SOCIAL NETWORKS

f @BancoInternacionalEcuador
👤 378,500 users

X @baninterEc
👤 111,600 users

in @BancoInternacionalEcuador
👤 208,400 users

o @BancoInternacionalEcuador
👤 5,549 users





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WEBSITE

- **Sustainable Finance Program:** Customers and the community were invited to participate in free webinars on sustainability. In addition, a free calculator is available for corporate customers and individuals to measure their carbon footprint.
- **Sustainability Site:** Information on the Sustainability Strategic Plan and its eight pillars, covering social, environmental, and governance impact, was published.
- **Financial Education Blogs:** Sharing articles with recommendations for maintaining good financial health and tips for improving family budget management.
- **Regulations:** Information on the regulations and guidelines that apply to the Bank is presented.

NEWSLETTER

- Key information on innovation, sustainability, products, services, and figures is disseminated regularly.
- Invitations to webinars on sustainability were sent to suppliers and corporate customers of the Bank.





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LETTER FROM THE EXECUTIVE VICE-PRESIDENT



Dear customers and friends,

Through this integrated report, we are proud to present Banco Internacional's progress in terms of Sustainability during 2024.

We know that banking plays a fundamental role in building a more sustainable future. In this sense, we continue contributing to the United Nations Development Goals (SDGs) through the

Sustainability Plan 2022-2025, reaching 93% compliance.

We have defined our institutional purpose as supporting our customers' growth and contributing to the country's sustainable development. In this line, we have closed 2024 with significant results regarding sustainable financing. Thus, we have allocated US\$ 128 million to green loans, US\$ 367 million to blue loans, and more than US\$ 1 billion to initiatives led by women, thus contributing to developing a more inclusive and resilient economy.

Regarding our society management, we reinforce our commitment to education as the most effective and powerful tool for transforming our country and reducing inequality. In the year 2024, we will continue our partnerships with LabXXI and Unidos por la Educación, which have allowed us to intervene in the Manuel Lasso school in Latacunga, benefiting more than 560 children, and to deliver a Ludo library to the Othón Castillo Vélez school in the Batallón del Suburbio in Guayas, benefiting more than 2,200 children and adolescents.

Our financial education program was implemented as scheduled, reaching more than 4,620 people with training.

In 2022, we created the program "To Serve and Support is to Be More" to encourage our employees to get involved in the communities in which Banco Internacional operates. This





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program allows the best-qualified agencies in Customer service to make donations to programs within their canton. This program benefited more than 1,700 people in 11 cities in the country.

All the previously mentioned initiatives of our Comprehensive Education Plan benefited more than 10,800 people throughout the country, with the collaboration of more than 105 volunteers from the Bank supporting this effort.

In 2024, under the Bank's slogan, "Queremos ser más" [We want to be more], we strived to find creative ways to benefit the community; as a result, we donated 5,000 lunches to the families of children at the Baca Ortiz Pediatric Hospital. Likewise, by exchanging recyclable products, we paid for 50 physiotherapy sessions through the Hermano Miguel Foundation.

In environmental matters, we celebrated our third consecutive year as a carbon-neutral organization at the national level, a milestone that reflects our responsible management and our efforts to reduce our carbon footprint.

Finally, in terms of governance, which has traditionally been one of the pillars of institutional management, we continue to implement best practices worldwide. We have completed the first self-assessment of the Board of Directors

by an independent consultant, thus ensuring high standards of transparency, accountability, and strategic alignment.

All these advances are proof of Banco Internacional's firm commitment to building a sustainable future aligned with the principles of responsible growth and generation of shared value. We thank our customers, employees, shareholders, and strategic allies for being part of this path.

We believe a better future is possible, and we are working for it.

George Lalama Rovayo
Executive Vice President





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CONTRIBUTION TO THE SUSTAINABLE DEVELOPMENT GOALS

Banco Internacional has defined its sustainability purpose and strategy, aligned with the United Nations Agenda 2030 and the Sustainable Development Goals (SDGs), contributing mainly to SDGs 4 and 5 (quality education and gender equality), SDGs 8, 10, and 12 (economic growth, reduction of inequalities, and responsible consumption and production), SDGs 13, 14 (climate action and life below water), and SDGs 7 (affordable and clean energy).

reduction of inequalities, and responsible consumption) and SDGs 13,14 (climate action and life below water). In addition, the Bank contributes significantly to these and other SDGs through its business, the direct impact of its activity, and its investment in the community.

SUSTAINABILITY





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IMPACT METRICS

SDGs	Details	Impact	Metrics Banco Internacional	2024
SDG 4: Quality education 	Ensure inclusive, equitable, and quality education and promote learning opportunities for all.	Direct impact	Financing the Comprehensive Education Plan <ul style="list-style-type: none">→ Colegios XXI [21st Century Schools] Program→ Comunidad XXI [21st Century Community Program→ United for Education→ To Serve and Support is To Be More	\$56.000
			Number of beneficiaries under the Comprehensive Education Plan	4.609
			Number of volunteers in all programs	105
SDG 5: Gender equality 	Achieving gender equality and empowering women and girls.	Direct impact	Positioning Great Place to Work Women Operation and follow-up of the zero tolerance for harassment complaints for employees Updating of the Code of Good Corporate Governance, Code of Ethics, and Internal Regulations on Human Rights.	Second Place: Best Place to Work for Women ✓ ✓
			Percentage of female employees in leadership positions	54%
			Percentage of female employees in the organization	56%
SDG 7: Affordable and clean energy 	Ensure access to affordable, secure, sustainable, and modern energy for all.	Direct impact	Green portfolio	128 million





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SDGs	Details	Impact	Metrics Banco Internacional	2024
SDG 8: Decent work and economic growth 	Promoting sustained, inclusive and sustainable economic growth; full employment and productive, decent work for all.	Direct impact	Investment in Financial Education Program	\$10.000
			Number of people trained	4.609
			Number of women trained	2.192
			Number of men trained	2.417
			Portfolio for women	+1.000 million
			Percentage of the bank's portfolio dedicated to the productive sector	+ 80%
SDG 10: Reducing inequality in and between countries. 	To enhance and promote all people's social, economic, and political inclusion, regardless of age, gender, disability, race, ethnicity, origin, religion, economic or other status. Ensuring equality of opportunity and reducing inequality of outcomes, including eliminating discriminatory laws, policies, and practices, and promoting appropriate legislation, policies, and measures in this regard.	Direct impact	Inclusion of human rights in the Corporate Governance Code and Code of Ethics	✓
			UN Women's diagnosis on diversity issues	✓
			Club IN workshops fostering diverse and inclusive leadership	✓
			Training on unconscious biases and discriminatory practices	✓
			Presentation of the Equality Plan in compliance with the Organic Law to Promote the Violet Economy and its Regulations.	✓





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SDGs	Details	Impact	Metrics Banco Internacional	2024
SDG 12: Responsible production and consumption 	Ensure sustainable consumption and production patterns.	Impact on stakeholder support	Internal and external sustainability campaign	✓
			Sustainability training (e-learning)	1.040 partners
			Availability of the Sustainable Finance Program on the Bank's website	✓
			<ul style="list-style-type: none"> ➔ Sustainability webinars ➔ Sustainable suppliers ➔ Carbon footprint calculator 	
			Number of visits to the Sustainable Finance site	11.700
			Number of visits to the carbon footprint calculator	1.900
			Donation of leftover lunches from the head office to the Baca Ortiz Pediatric Hospital	+5000 lunches
SDG 13: Climate action 	Adopt urgent measures to combat climate change and its effects.	Direct and indirect impact	Carbon footprint measurement of direct and indirect reach	2516 ton CO ₂
			Reduction initiatives: <ul style="list-style-type: none"> ➔ Try My Ride application for sustainable employee mobility ➔ Energy efficiency in buildings and agencies ➔ Footprint reduction workshops with universities and employees. 	✓
			Carbon footprint offsetting under the Carbon Neutral Protocol in renewable energy projects	Mitigation of 103,000 tons of CO ₂ annually and power generation for 80.000 households in the region.





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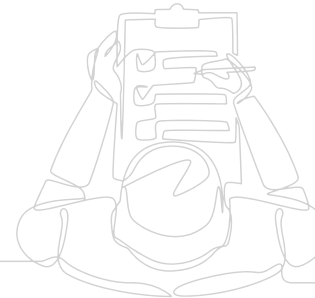
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SDGs	Details	Impact	Metrics Banco Internacional	2024
<p>SDG 14: Life below water</p> 	<p>Conserve and sustainably use the oceans, seas, and marine resources for sustainable development.</p>	<p>Direct impact</p>	<p>Blue Portfolio</p>	<p>367 million</p>
<p>SDG 17: Partnerships for the goals</p> 	<p>Strengthen the means of implementation and revitalize the Global Partnership for Sustainable Development.</p>	<p>Impact on stakeholder support</p>	<ul style="list-style-type: none">→ UNEP-FI alliance→ CERES alliance→ UN Women alliance→ Amazon Finance Network Alliance→ Mariscal Sur Initiative Collaboration→ Ecuador Zero Carbon Program	<p>✓</p>





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MEMBERSHIPS



UNEP FINANCE INITIATIVE

Banco Internacional is a member of the United Nations Environment Program Finance Initiative (UNEPFI), reaffirming its commitment to sustainability and responsible finance. Through this membership, the Principles of Responsible Banking are integrated into the Bank's strategy, promoting initiatives that foster sustainable development, environmental management, and responsible financing. In this way, the Bank strengthens its positive impact on the economy, society, and the environment, aligning itself with international best practices.

Principles of Responsible Banking:

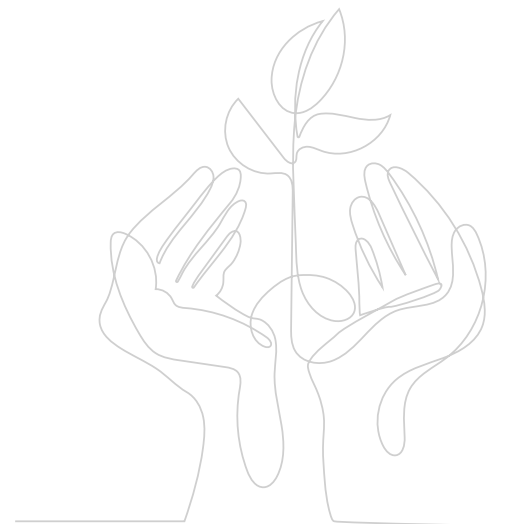
- Align business strategy with the SDGs and the Paris Agreement.
- Increase positive impacts and set clear goals.
- Encourage sustainable practices and responsible practices with customers.
- Promote the participation of stakeholders to achieve the goals

- Implement a commitment through effective governance and a culture of responsible banking.
- Conduct a periodic review of implementation, ensuring transparency and accountability.



CERES

Since 2024, Banco Internacional has been an active member of CERES, strengthening its positive and sustainable impact. Through this alliance, it shares best practices with other responsible organizations and leads initiatives that contribute to the country's sustainable development.





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UN WOMEN

Once again, Banco Internacional ratifies its commitment to support and promote gender equality in line with the “Women’s Empowerment Principles” (WEPs), promoted by UN Women.

This commitment promotes the implementation of action plans and best practices, in terms of gender equity, such as:

- ⊕ Attract as much talent as possible.
- ⊕ Increase competitiveness.

- ⊕ Achieve commitments to corporate responsibility and sustainability.
- ⊕ Model behaviors that reflect the society we want to build for our employees, citizens, partners, and their families.
- ⊕ Promote economic and social conditions that generate opportunities for women and men, girls, and boys.
- ⊕ Promote sustainable development in the country.





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STAKEHOLDERS

STAKEHOLDER MANAGEMENT PLAN

Stakeholder management is crucial for sustainability because it allows us to understand and consider stakeholders' needs and thus implement continuous improvement plans. These groups include shareholders, customers, employees, suppliers, control entities, and society at large.

The Bank has established a formal plan for managing these stakeholders and mechanisms for listening to them, which undoubtedly allows us to identify risks and opportunities and contribute to the reputation that the Bank has maintained throughout its history.



COMMUNICATION WITH STAKEHOLDERS

Shareholders

Shareholders' Meeting, face-to-face and virtual meetings, email, public website: publication of the comprehensive sustainability report; and good corporate governance regulations.

Customers

Customer service, advisors, social networks, e-mail, telephone communication, face-to-face and virtual meetings, website, informative screens, CHIP virtual advisor, WhatsApp.

Suppliers

Face-to-face and virtual meetings, e-mail, informative newsletter, workshops, and webinars.

Government

E-mail and telephone communication.

Society

Face-to-face training, corporate volunteering, e-mail, CHIP virtual advisor.

Employees

Face-to-face and virtual meetings, Intranet, institutional e-mail, internal communications—mass mailings, informative newsletters, WhatsApp.





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MATERIALITY ANALYSIS: IDENTIFICATION OF MATERIAL ASPECTS

01

IDENTIFICATION OF MATERIAL ISSUES

➡ Initial list of potential material ESG issues, among which the following stand out:

- Global and national trends and benchmark prescribers: regulation, recommendations, and expectations
- ESG analyst and investor requirements: Sustainalytics, MSCI and S&P Global
- Benchmark what is relevant to other companies and leading practices through sector and country-level analysis.

02

MATRIX DEVELOPMENT

- ➡ Prioritization of the material issues identified according to the degree of relevance and the perceptions of its stakeholders.
- ➡ Subsequent construction of the matrix axes according to:
- External and internal analysis.
 - Analysis of the sources of information used.
 - Analysis of internal regulations and strategies.
 - Interviews with external and internal stakeholders.
 - Internal analysis.

03

VALIDATION

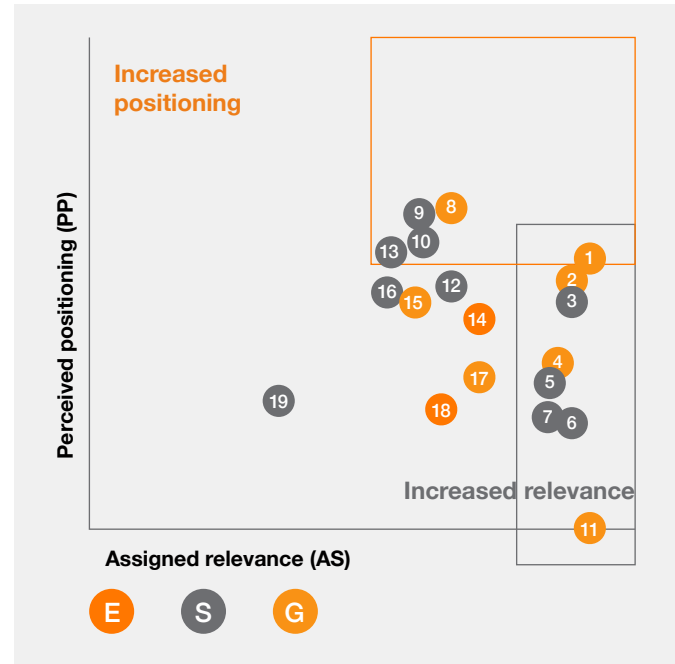
- ➡ Validation of the issues identified and their prioritization.





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RATIO MATRIX



Source: Prepared by KPMG following the stakeholder perception surveys.

PRIORITIZATION OF ISSUES

#	SUBJECT
1	Compliance and business ethics
2	Fiscal responsibility and transparency
3	Respect for human rights
4	Cybersecurity and information security
5	Customer experience and satisfaction
6	Talent development and collaborator well-being
7	Diversity and equal opportunity for employees
8	Corporate governance
9	Responsible purchasing
10	Information and marketing practices for products and services
11	Innovation, technology, and digitalization
12	Contribution and social development
13	Financial education
14	Environmental management and sustainable use of resources
15	Risks and opportunities
16	Relationship with stakeholders
17	Sustainable finance
18	Climate strategy and decarbonization of portfolios
19	Financial inclusion and accessibility to vulnerable groups





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PLAN ESTRATÉGICO DE SOSTENIBILIDAD

Banco Internacional is working on its Sustainability Plan 2022-2025, whose objective is “To contribute to the sustainable development of the country through the responsible growth of our operations, the creation of shared value and the accompaniment of our stakeholders in the transition to a more sustainable future”.

- ➔ The Plan is structured by 8 strategic lines and 13 specific initiatives, which respond to the material issues gathered by its stakeholders and the analysis of relevant aspects for the entity.
- ➔ Aims to consolidate its corporate culture, contribute to the sustainable development of Ecuador, and care for the planet.

8

STRATEGIC PILLARS

They work on material issues perceived by our stakeholders.

13

INITIATIVES

Transversal to all areas of the Bank, aligned with the 2030 agenda.

93%

EXECUTED UNTIL
DECEMBER 2024

CULTURE OF GOOD GOVERNANCE AND ETHICS

Promote a culture of sustainability from the highest governance bodies and provide continuity to high ethical standards and conduct.



Ethical conduct and culture

Percentage: 93%

Deviation: 0%

Organizational behavior

- ➔ Internal and corporate whistleblower channel to prevent harassment, anti-corruption, and bribery.
- ➔ Deployment on the “Servo” campaign on prevention of harassment, anti-courruption, and bribery issues.
- ➔ Elaboration of a Human Rights section within the Code of Ethics.
- ➔ Updating of Internal Regulations.
- ➔ Anti-corruption and bribery guideline.

Responsible Purchasing

- ➔ Updating of the “Acquisition Management” Manual, regarding suppliers, to include clauses on supplier evaluation and selection, following ESG criteria.





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Good Corporate Governance

Percentage: 92% Deviation: 0%

- Publication of the Code of Good Governance in the Bank's website.
- The first 3 sessions were held as part of the sustainability training plan for directors.
- Establishment of a new sustainability scorecard, which details the most relevant KPIs to be reported periodically to the Board of Directors and the Corporate Social Responsibility Committee.

Risk Management

Percentage: 96% Deviation: +2%

- Credit Policy Update: Section on Environmental and Social Risk Management Policies.
- Update of the Environmental and Social Risk Management System methodology. New, more efficient, and dynamic questionnaire.
- Strengthened environmental and social risk assessment.

SUSTAINABLE FINANCE AND RISK

Contribute to the sustainable transformation of economic activity in Ecuador.



Sustainable financial management

Percentage: 100% Deviation: 0%

- Thematic portfolio management:**
 - Green portfolio: 128 million.
 - Blue portfolio: 367 million.
 - Credit to women: + 1 billion.
- ASOBANCA: Internal training program on new Sectoral Taxonomy.
- Credit school training for 200 employees in the identification of green credits.
- Automation of the RIB Empresas documents and the Environmental and Social Information Questionnaire, including a digital module for AS risk categorization.





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CYBERSECURITY AND DATA PROTECTION

To achieve the highest standards of excellence in protecting sensitive and confidential customer and business information.



Cybersecurity and data protection culture

Percentage: 99% Deviation: -1%

➔ Completion of Phase II with initiatives of:

- Improved prevention of information leakage.
- Definition and implementation of data protection controls.
- Development and implementation of a cyber-attack response Plan.
- Improved third-party security management.

CUSTOMER EXPERIENCES

To position itself as a benchmark for customer service, satisfaction, and its advanced digital offerings.



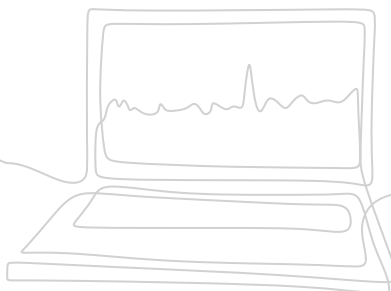
Responsible marketing

Percentage: 100% Deviation: 0%

- ➔ Implementation of the 2024 Innovation Maturity Plan. (Hackathon, Innovation Challenge, Innovation Day, Disruptive internal customer, UX research).
- ➔ Launch of Banca Seguros in Onboarding (UX, UI).
- ➔ Responsible marketing protocol guides behavior in marketing processes (adaptation to customer needs, clear and transparent information, long-term relationship building).

Innovation, technology, and digitalization

- ➔ Promotion of alternative channels and digital tools 2024.
- ➔ Cross Selling: OB Investment, OB Credit Cards, OB Checking Account, natural person and legal entity, CRM Sales and Marketing, G PAY, APPLE PAY, Business Mobile Banking, Business Banking Service Payment





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CARE FOR THE PLANET

Measure the net environmental impact, supported by international technology and best practices.



Environmental management and resource efficiency

Percentage: 100% Deviation: 0%

- To quantify, reduce, and compensate 100% of emissions under the Carbon Neutral Protocol and ISO 14064-1, achieving Carbon Neutral status for the third consecutive year.
- Footprint reduction through initiatives such as: Try My Ride, which reduces the impact of employee commuting, and the use of efficient lighting nationwide.
- Workshops were held to generate a reduction plan with initiatives to mitigate major contamination sources in the short, medium, and long term.

DIVERSITY, EQUALITY, AND WELL-BEING

To be recognized as an entity with a diverse team and equal opportunities that promotes the well-being of its employees.



Pride in belonging and employee welfare

Percentage: 98% Deviation: 0%

- First Place: Best Place to Work in Ecuador, in the category "Companies with more than 500 employees".
- Second Place: Best Place to Work for Women in Ecuador, in the category "Companies with more than 500 employees".
- Promotion of flexible work and teleworking.
- Updated employee wellness programs, including new physical and mental health initiatives.
- Development of programs: 100% Attitude, Emotional Health, Internacional Contigo Siempre, Occupational Medical follow-up, Clubs for employees.
- FITWELL certification in the main building.





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Diversity and equal opportunities

Percentage: 76% Deviation: -1%

- Disability guideline: Banco IN.
- Creation of a podcast, regarding human rights.
- **UN Women**
 - Workshop on unconscious biases, applied to the area of talent attraction.
 - UN Women Action Plan.

Training and talent development

Percentage: 98% Deviation: 0%

- Training in sustainability, through an e-learning tool comprised of five modules and an evaluation on the *Aprendemos Juntos* platform, reaching 76% of employees.
- Design of training and capacity building programs for employees on cybersecurity issues.
- Information Security Curriculum.
- **Risk school:**
 - Business Continuity 2024 Curriculum.
 - Operational Risk E-learning.
 - Legal Risk E-learning.
 - E-learning on Regulatory Compliance.

CONTRIBUTION AND SOCIAL DEVELOPMENT

To support the socioeconomic development of the communities where the Bank is present with knowledge, values, and talent



Social action and philanthropic contributions

Percentage: 98% Deviation: 0%

Formalization and dissemination of the Social Action Plan, which sets out the company's efforts in the areas of volunteering, financial inclusion, financial education, and social contribution, through donations or participation in initiatives such as:

- Financial Education.
- Comprehensive Education Plan:
 - Volunteering at Colegio XXI in Quito
 - Comunidad XXI Volunteering in Guayaquil.
 - Comunidad XXI Volunteering in Quito.
 - Volunteering in *Unidos por la Educación*.
 - To Serve and Support is to Be More.
- Blood donation campaign.
- Donation of lunches to the Baca Ortiz Pediatric Hospital.
- Donation of recycling and funding of speech therapy for children.





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COMMUNICATION AND PARTICIPATION WITH STAKEHOLDERS

To keep stakeholders informed about the entity's strategy and performance and know and respond to their expectations and concerns.

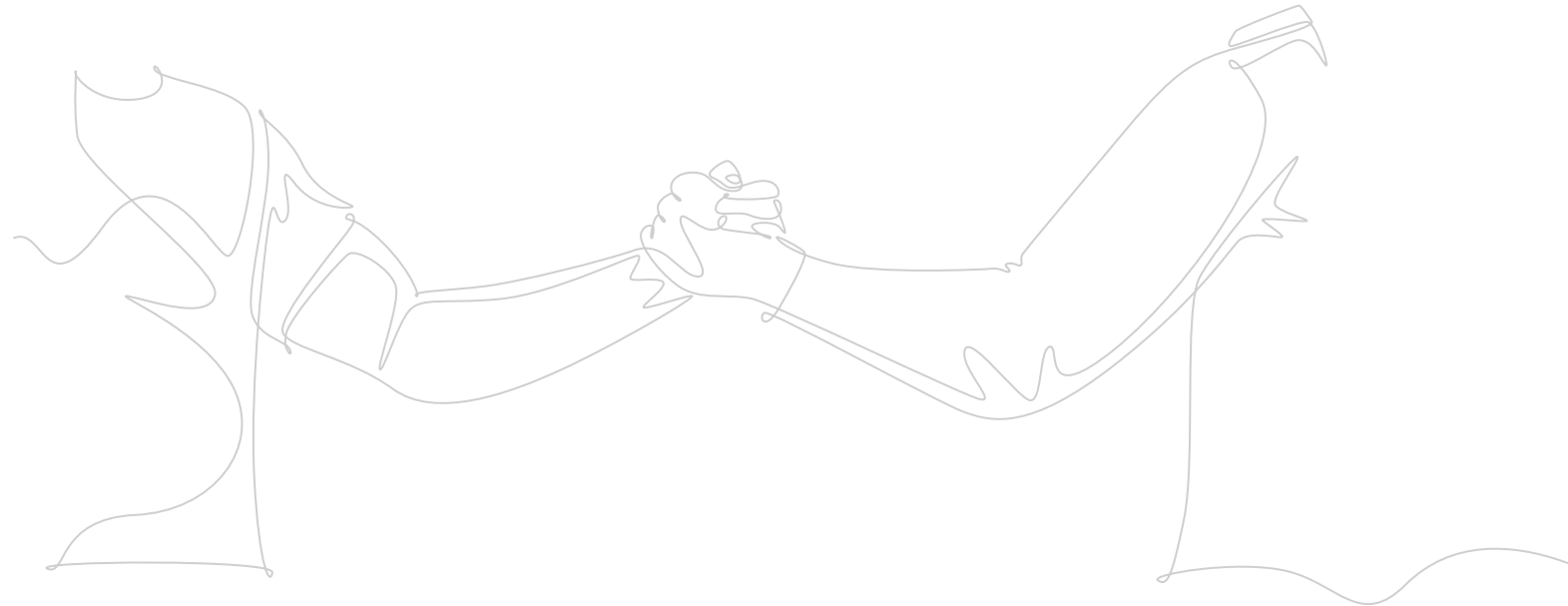


Stakeholder management

Percentage: 91%

Deviation: 0%

- Stakeholder communication plan 2024-2025.
- Participation in and adherence to initiatives, events and forums that promote sustainability: CERES, UNEP-FI, UN Women, Amazon Finance Network, and *Iniciativa Urbana Mariscal Sur*.
- Annual preparation of the Sustainability Report, which details the Bank's performance within the framework of international standards





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SUSTAINABLE FINANCE

ENVIRONMENTAL MANAGEMENT SYSTEM (ESRMS)

The Environmental and Social Risk Management System (ESRMS) encourages customers to adopt appropriate management levels to ensure compliance with current environmental and social legislation.



CATEGORIZATION

It evaluates both the customer's consolidated financial risk and the probability of generating negative environmental and social impacts. In this process, Banco Internacional classifies its customers in categories A, B1, B2, and C, where category A represents the highest risk and category C, the lowest.

METHODOLOGY

It allows for a differentiated evaluation of credit operations through a process called "Environmental and Social Due Diligence" (ESDD).

The following are the results of the monitoring:

CATEGORY A&S	NO. CUSTOMERS	% CUSTOMERS
A	5	0,17%
B1	16	0,53%
B2	99	3,28%
C	2.894	96,2%
Total	3.014	100%





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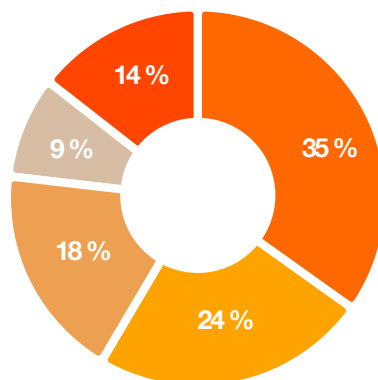
GREEN AND BLUE PORTFOLIO MANAGEMENT

In 2024, the Bank reaffirmed its commitment to sustainability by placing green and blue credits, aligned with international best practices. These financings, which by the end of December exceeded US\$490 million, were allocated to key projects to promote the transition to a low-carbon economy and the conservation of water resources.

In more detail, US\$128 million corresponds to green loans and more than US\$360 million to blue loans, granted to companies certified under sustainable management standards and the development of responsible supply chains. This way, sustainability criteria were effectively integrated into the analysis and decision-making processes, identifying and managing the risks and opportunities associated with these objectives.

TOTAL GREEN PORTFOLIO

\$ 128.751.267 Total initial amount



TOTAL BLUE PORTFOLIO

\$ 367.037.467 Total initial amount

CERTIFICATION TYPE

TOTAL INITIAL AMOUNT

Acuaculture Stewardship Council (ASC)	\$ 272.956.983
Marine Stewardship Council (MSC)	\$ 94.080.484
Total	\$ 367.037.467





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SUSTAINABLE FINANCE PROGRAM

This program provides customers with information and tools to invest and transform their production processes in favor of society, the economy, and the environment.

BLUE BONUSES

Content related to the Blue Economy: preservation of water resources, sustainable management of the aquaculture, fisheries, and seafood value chain.

CONTINUING EDUCATION

- ➔ Exclusive digital content, articles, and free webinars to learn about sustainability and its benefits. In 2024, two webinars were held with a total participation of 80 attendees and a 94% satisfaction rate.
- ➔ Impact of sustainability on SMEs.
- ➔ Circular economy in SMEs

CONSULTING

Network of consultants and suppliers offering sustainable products and services in energy efficiency, mobility, circular economy, construction, as well as consulting and certification.

DESCUBRE
CUÁL ES TU HUELLA DE CARBONO
Como primer paso selecciona una opción:

PERSONAS
Calcula tu huella personal

EMPRESAS
Calcula tu huella organizacional

CARBON FOOTPRINT CALCULATOR

The carbon footprint of companies and individuals can be easily determined based on energy consumption and mobility, suggesting sustainable actions to reduce environmental impact.





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RISK MANAGEMENT

FIRST LINE

Risk takers are primarily responsible for the management of their operations.

Responsible for assessing, controlling and mitigating risks. Their effectiveness is measured periodically, complying with policies, standards, and exposure limits.

SECOND LINE

The Integral Risk Unit is independent from the business areas.

Its function is to generate methodologies to identify and quantify potential risks in the various businesses and generate early warnings.

THIRD LINE

Internal audit

In charge of validating the reasonableness of the risk management process implemented by the Bank.

Risk management at Banco Internacional is based on continuously identifying and analyzing exposed risks to measure their impact, establishing adequate limits and controls, and ensuring monitoring and compliance with the risk appetite framework. Management policies and systems are reviewed periodically to reflect changes in market conditions and the products and services offered.

The Bank's comprehensive risk management model is based on the three lines of defense model.

The risk management process includes identifying, measuring, controlling, and monitoring risks, for which the established guidelines, processes, and procedures related to each type of risk will be observed.

In 2024, Management was briefed on the ongoing management of liquidity, market, credit, operational, technology, and other non-discretionary risks to which Banco Internacional is exposed.

During this period, the risks evaluated remained within the limits and risk appetite levels approved by the Board of Directors, with residual risk levels ranging from low to moderate.

The Integral Risk Unit has monitored different scenarios of impact on the loan portfolio, due to insecurity and electricity rationing, as well as the evolution of liquidity and funding cost, to alert and strengthen the Bank's risk management. The results were communicated on time to the Committee and the Board of Directors.





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TYPES OF RISK

CREDIT RISK

Proactive management and effective control have enabled the credit portfolio to remain within the bank's risk appetite. It stands out due to its high credit quality and coverage levels above the local market average.

During the year, risk measurement methodologies, portfolio projection, and recovery models have been strengthened, aligning with the Bank's business strategy.

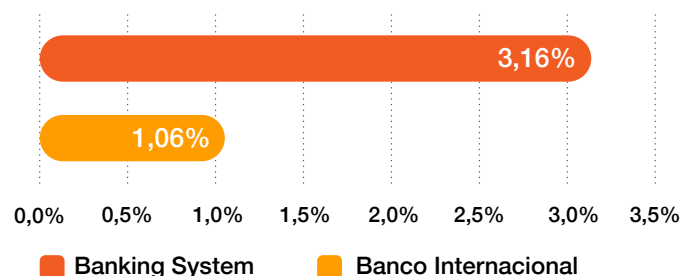
Likewise, credit provisions are sufficient to cover the credit risk estimated by the internal expected loss model. In addition, analyses were conducted on the possible impact of the energy crisis on the financial system's loan funding and credit demand.

At the end of December, the non-performing loan rate was 1.06%, lower than the 3.16 % recorded by the banking system on the same date, considering the effect of the financial relief contemplated in the regulation.

LIQUIDITY AND MARKET RISK

In 2024, the environment was marked by uncertainty due to power outages, which affected the companies' production levels and generated greater volatility in deposits, as well as high interest rates until the second half of the

Non-performing loans at year-end 2024



year. Nevertheless, liquidity and market risks remained within the defined risk appetite.

Regulatory indicators were comfortably covered during the year, thanks to active risk management and constant monitoring of early warnings, funding behavior, and funding costs. The plan to implement the LCR (Liquidity Coverage Ratio) regulations continued, and stress tests were performed on the projected financial statements for 2025 to anticipate adverse events and measure the Bank's financial strength.

LEGAL RISK

During this period, tools were developed to identify the essential elements of contracting for the provision of services and digital transformation products of the Bank, ensuring its compliance in civil law matters: capacity or target market, consent, cause, and object.

Management has made it possible to reduce high-level legal risks, and the constant monitoring of





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the action plans defined with the managers has strengthened the capacity to mitigate risk.

REPUTATIONAL RISK

The high levels of mitigation of the most relevant risk factors for stakeholders confirm the timely implementation of action plans and adequate controls by the different areas responsible for the Bank. Effective reputation management has allowed us to maintain a low risk profile in 2024.

COMPLIANCE

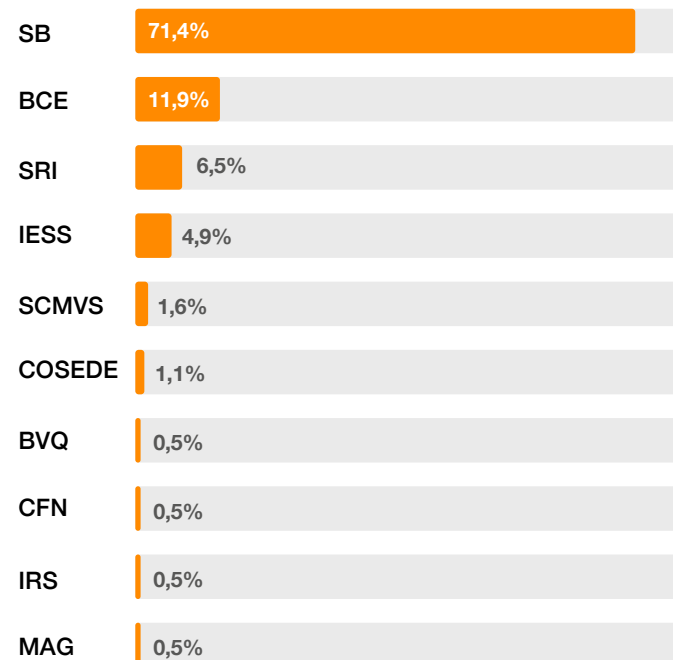
Coordinated management throughout the organization strengthens a compliance and internal control culture, recognized by the various control agencies.

As of December 2024, 267 regulatory issues were registered, of which 89% are compliant and 11% are in the implementation process. During the year, monitoring regulations in progress was automated, optimizing efficiency, productivity, and risk mitigation capacity. In total, a timely delivery rate of 98 % was achieved, with 185 reports delivered, distributed as follows:

OPERATIONAL RISK

Managed under a three lines of defense model, which ensures a robust system of controls, promoting alignment between areas, favoring timely identification, measurement, control, mitigation, and monitoring of risks that could impact the operation.

Distribution by Control Organisms



In 2024, the operational risk indicators were within the institution's risk appetite; during this period, operating losses were recorded, caused mainly by failures in process execution and external fraud, for which mitigation measures were implemented.

At the end of 2024, the outside of appetite risk indicator was reduced due to active monitoring and follow-up of action plans.





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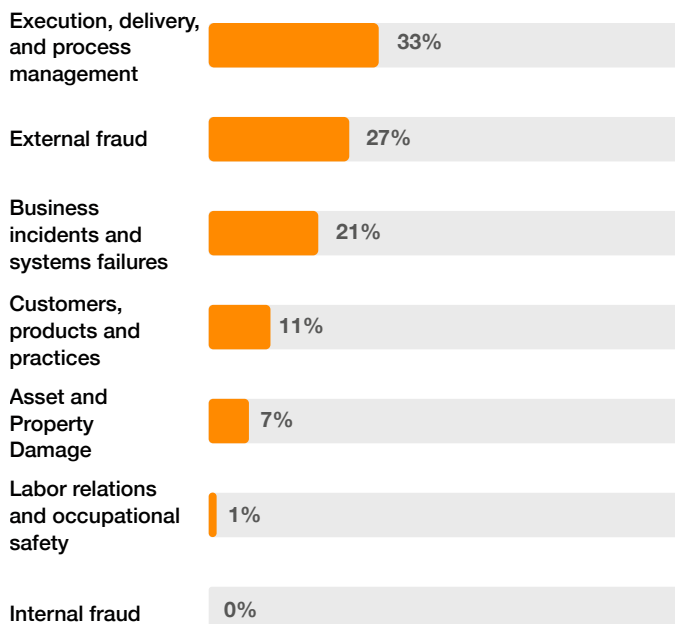
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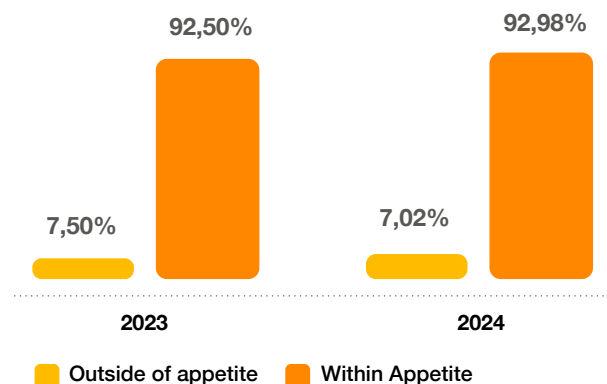
During the period under analysis, the percentage of action plans implemented and in progress reached 97.21%, remaining within the institution's standards.

Operating Losses by Type 2024

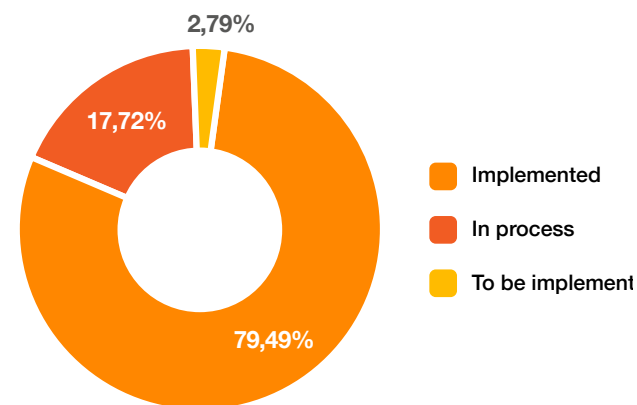


Considering the implementation of new technologies and digital transformation processes, the Operational Risk Unit actively implements new products and services, applying agile methodologies to identify risks in projects and services provided by third parties, from an integral perspective.

Residual Risk 2023 - 2024



Action Plans Status December 2024





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BUSINESS CONTINUITY

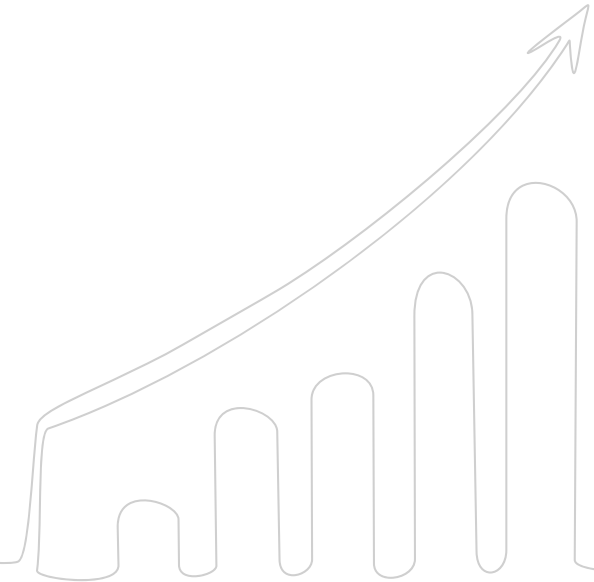
Business Continuity management has focused on consolidating the Bank's operational resilience in the face of disruptive incidents, through a collaborative effort between the Operational Risk Unit, business managers, and the Technology area. This effort ensures an efficient and timely response, considering compliance with current regulations and international best practices.

To this end, periodic evaluations are carried out to identify the validity and criticality of key processes, incorporating the updating of operational continuity and contingency plans and the allocation of essential resources. In the technological area, recovery and contingency tests are carried out to ensure the functionality and availability of services.

These actions culminate in comprehensive tests involving all business areas, support, and third parties. These tests evaluate unavailability scenarios and strengthen the Bank's capacity to maintain the continuity of its operations.

RISK CULTURE

The institution promotes training and awareness-raising initiatives on appropriate risk management through a methodology aimed at reinforcing theoretical and practical knowledge, as well as interpersonal skills and competencies to prepare employees to face environmental challenges and make the right decisions in their field of action.





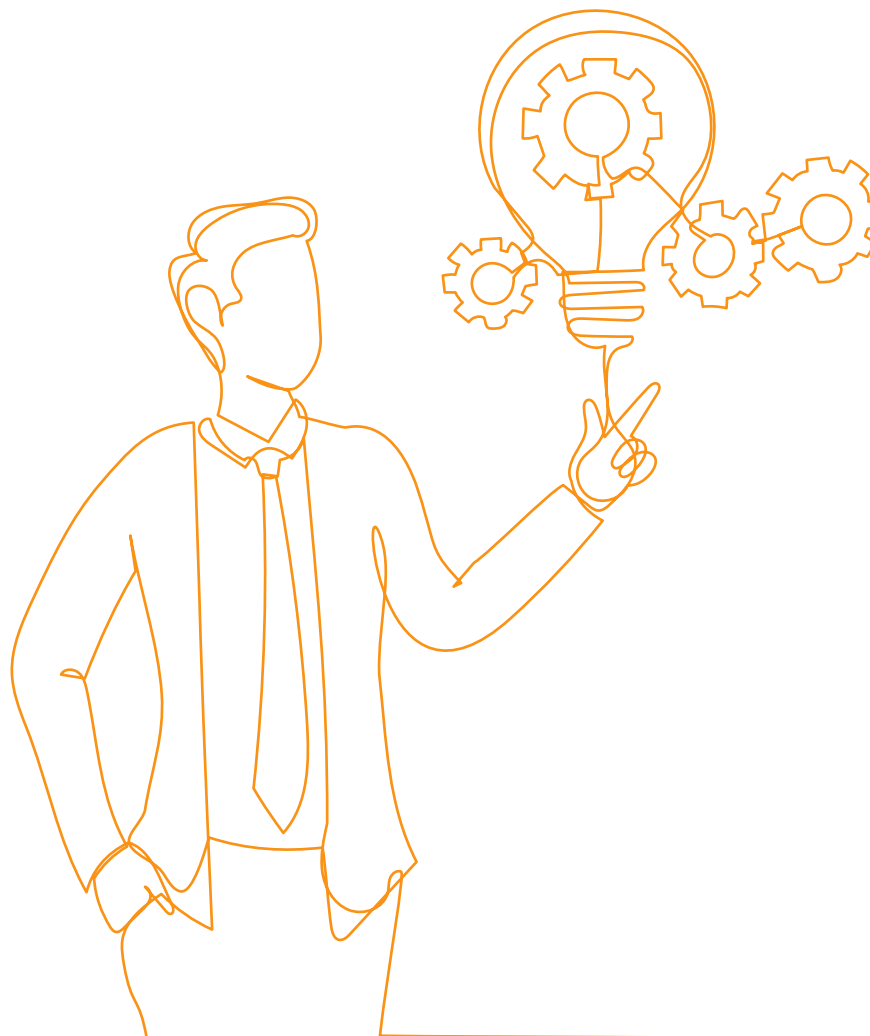
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TRAINING METODOLOGY



COURSE NAME	TRAINED EMPLOYEE	PLATFORM
Information Security Curriculum	728	"Aprendemos Juntos" Platform
Risk School: Business Continuity 2024 Curriculum	780	
Risk School 2024: E-Learning on Operational Risk	1.053	
Risk School 2024: E-Learning on Legal Risk	1.066	
Risk School 2024: Regulatory Compliance E-Learning	1.079	
Risk Fair	259	On-site event





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GOOD CORPORATE GOVERNANCE

Commitment of the governing bodies to the best practices of good corporate governance, ethics, and corporate responsibility.





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GOVERNANCE STRUCTURE

GENERAL SHAREHOLDERS' MEETING

It is the main governing body of the Bank, and its powers are established at the regulatory level, as well as in the Corporate Bylaws, among which the following stand out:

- Appoint the Principal and Alternate Members of the Board of Directors, the Internal Auditor, and the External Auditor-Commissioner; to consider their excuses and resignations; and to remove them when there is cause to do so.
- Annually receive the balance sheet, profit and loss statement, and other reports presented by the Board of Directors.
- Resolve on the distribution of corporate profits, increase or decrease of authorized, subscribed or paid-in capital.
- Amend the Corporate Bylaws.
- Approve and amend, if applicable, the Code of Ethics.

Communication channels with the General Shareholders' Meeting:

General Shareholders' Meeting Report: Management report together with economic performance and financial indicators.

Annual report: Compilation of the Bank's management, as well as its sustainability management, through international indicators.

Website: www.bancointernacional.com.ec

BOARD OF DIRECTORS

It is the highest administrative body and the central authority of the Bank before the shareholders. Likewise, its functions are detailed in the legal system, as well as in the Corporate Bylaws. Among its functions are the following:

- Appoint the Chairman, Vice Chairman, and Secretary of the Board of Directors, the Executive Chairman and Executive Vice Chairman, hear their excuses and resignations, and remove them.
- Issue the Bank's internal administrative regulations, including its Bylaws, and define the powers of the various managers and officers.
- Set the compensation of the members of the Board of Directors and the Chief Executive Officer.
- Approve the Bank's budget and the general activity plan, based on projects to be submitted by the Chief Executive Officer.
- Annually submit for consideration by the General Shareholders' Meeting, after prior review, the activity report that will, in turn, be submitted by the Chief Executive Officer.
- Be informed of all communications addressed by the Superintendency of Banks to the Bank or any of its officers, containing observations, recommendations, or initiatives concerning the conduct of banking business.





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- ⊕ Monitor the activities of the Bank and its officers and to require the managers to furnish, occasionally or periodically, all the information it deems necessary on the business, operations, and other activities of the Institution.
- ⊕ Authorize investment in the capital of other companies authorized by law.
- ⊕ Issue an opinion on the institutional regulatory framework regarding Good Corporate Governance.
- ⊕ Analyze and approve the entity's policies, control their execution, and risk reports.
- ⊕ Approve active and contingent operations and their guarantees, and review the passive operations that exceed the percentages established by law.
- ⊕ Approve increases in subscribed and paid-in capital.
- ⊕ Issue an opinion, under its responsibility, on the financial statements and the internal audit report, which shall include the auditor's opinion regarding compliance with controls to prevent illicit activities, including money laundering and financing of crimes such as terrorism. The board of directors' opinion must be sent to the control body, observing the instructions provided for this purpose.

The exercise of the powers established for the Board of Directors is subject to Good Corporate Governance practices, as outlined in the Code of Good Corporate Governance.



CHIEF EXECUTIVE OFFICER

The Chief Executive Officer is the Bank's legal, judicial, and extrajudicial representative, as provided in the Bank's Bylaws. Their function is summarized as follows: to manage the Bank, direct all business and operations, as well as to perform all acts and enter into all contracts necessary to fulfill the corporate purpose, resolutions of the General Meeting and the Board of Directors for the proper functioning of the institution, in accordance with the requirements and limitations established by law and the corporate bylaws.





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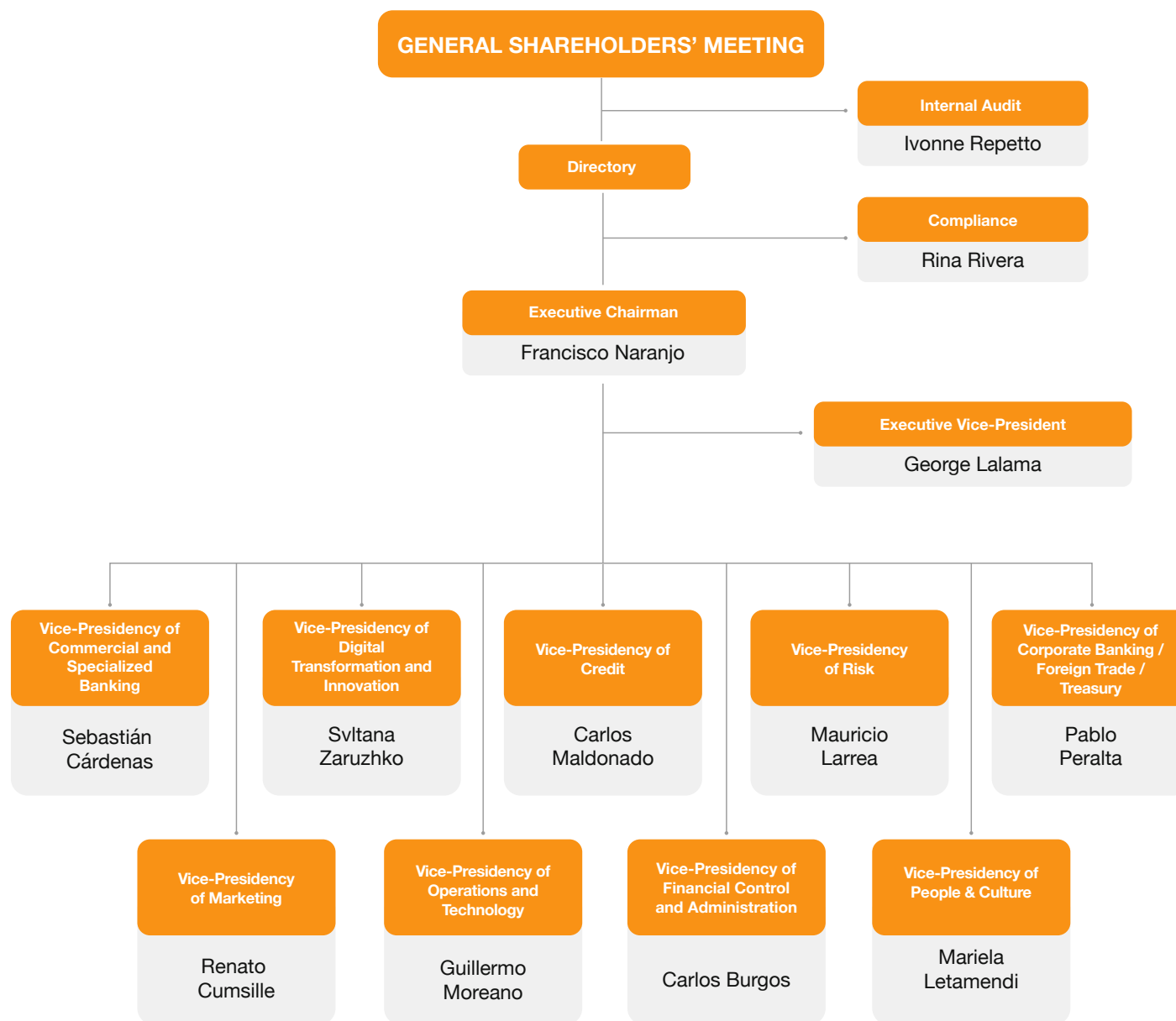
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COMMITTEE FUNCTIONS

Banco Internacional has the following regulatory committees attached to the Board of Directors:

AUDIT COMMITTEE

Function

- It is an advisory and consulting unit of the board of directors, responsible for ensuring effective support for the audit function by all entity members, ensuring compliance with internal control objectives, and monitoring compliance with the entity's vision and objectives.

▶ Sessions held: 8 sessions

COMPLIANCE COMMITTEE

Function

- Proposes for the approval of the Board of Directors, the level of risk appetite for money laundering and financing of crimes, such as terrorism, its tolerance, key risk indicators and limits, the outline of roles and responsibilities of the officers who supervise its implementation and monitoring.
- Reports quarterly to the Board of Directors on the evolution of the key risk indicators of money laundering and financing of crimes, such as terrorism, to assess the efficiency and effectiveness of the risk appetite framework, policies, processes, procedures, and methodologies applied.

- Evaluates and proposes for approval by the Risk Management Committee and subsequently the Board of Directors, the appropriate specific limits for exposure to the risk of money laundering and financing of crimes, such as terrorism.

▶ Sessions held: 12 sessions

ASSET-RISK RATING COMMITTEE

Function

- It performs ongoing monitoring of risk assets, which will be used to determine the level of provisions required to adequately protect them against possible losses due to uncollectible accounts or asset impairment.

▶ Sessions held: 4 sessions

TECHNOLOGY COMMITTEE

Function

- Plans, coordinates, and supervises the technological activities of the institution, ensuring the capture, processing, storage, and transmission of timely and reliable information, avoiding business interruptions, thus ensuring that the information, including that provided through third-party services is accurate, confidential, and available for later consultation, by the administration.

▶ Sessions held: 4 sessions





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INFORMATION SECURITY COMMITTEE

Function

- ⌕ Evaluates and monitors the information security management system.
 - ▶ Sessions held: 4 sessions

INTEGRATED RISK MANAGEMENT COMMITTEE

Function

- ⌕ Evaluates and proposes to the Board of Directors the strategies, policies, processes, procedures, and methodologies that allow an efficient integral risk management and the corresponding proposals or reforms.
 - ▶ Sessions held: 4 sessions

BUSINESS CONTINUITY COMMITTEE

Function

- ⌕ Evaluates and supervises the business continuity management system; monitors the plan's implementation and ensures its alignment with the business continuity management methodology; proposes for review and acceptance by the integrated risk management committee. Follows up on potential threats that could lead to business continuity interruption and coordinates preventive actions.
 - ▶ Sessions held: 4 sessions

COMPENSATION COMMITTEE

Function

- ⌕ Oversees the compensation of senior of senior management and other high-ranking executives.
 - ▶ Sessions held: 1 session

ETHICS COMMITTEE

Function

- ⌕ Drafts and updates the code of ethics, which in addition to the statements of principles and responsibilities and the way of proceeding within the organization, should place restrictions on the actions of employees; establishes a procedure to avoid vices or conflicts of interest; determines sanctioning measures for breaches of the principles and duties depending on the severity of the case.
 - ▶ Sessions held: 1 session

CREDIT COMMITTEE

Function

- ⌕ Approves credit operations exceeding 2B up to 5% of total equity.
 - ▶ Sessions held: 44 sessions





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ETHICS AND COMPLIANCE

Financial institutions are constantly exposed to the risk that their products and services are used to commit crimes and illicit activities, such as money laundering. In this context, the Compliance Unit and the Compliance Committee are fundamental in ensuring compliance with legal and regulatory provisions.

In addition to providing continuous training to its employees and senior management, Banco Internacional carries out a permanent review of its methodologies, tools, and criteria for the prevention of money laundering. As a reflection of this commitment, the reports presented to the shareholders have evidence management aligned with applicable regulations and the best practices at the local and international levels in the field.

ANTI-CORRUPTION, ANTI-BRIBERY, AND ANTI-MONEY LAUNDERING MEASURES

BANCO INTERNACIONAL S.A.'S ANTI-CORRUPTION AND BRIBERY POLICY

It establishes institutional guidelines that allow acting and governing the fight against corruption and bribery, rejecting any act that may be committed directly or indirectly by its officers, employees, and/or employees, managers, service providers, public officials, and other stakeholders with a relationship with the organization. It aims to prevent, detect, and address possible bribery risks through control and process improvement, promoting an anti-bribery culture in every process or act.

ANTI-CORRUPTION AND ANTI-BRIBERY GUIDELINES

Banco Internacional S.A. is committed to establishing mechanisms to prevent the proliferation of acts of corruption and bribery by employees, managers, and service providers related to the organization.

FRAUD PREVENTION POLICY

Guidelines to maintain an ethical culture for the prevention, detection, response, investigation, and “no tolerance” of fraud that may affect its institutional image and the trust of its related parties, such as shareholders, administrators, employees, and customers.

COMPLIANCE UNIT MANAGEMENT

The activities of the Compliance Unit were executed in accordance with the Annual Work Plan, duly approved by the Compliance Committee and the Board of Directors. The progress and results were presented to the committee through monthly reports submitted by the Compliance Officer, addressing the following aspects:

- Reports and structures sent to the control body.
- Risk appetite indicators.
- Progress and management of Annual Work Plan activities.
- Monthly update of the laundering risk matrix.





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- ⊕ Compliance with policies and guidelines.

INDUCTION AND TRAINING

PREVENTION OF MONEY LAUNDERING, TERRORIST FINANCING, AND OTHER CRIMES, FINANCING OF TERRORISM AND OTHER CRIMES

Annual Training Plan

58% Trained employees

781 Employees
(Commercial, Cashier's School, and the Compliance Unit)



The remaining staff will be trained in the first half of 2025

In compliance with the provisions of the Risk Management Control Standard for the Management of the Anti-Money Laundering and Countering Terrorist Financing (AML/CFT) risk, the Compliance Unit has carried out activities aimed at controlling and mitigating the risk of money laundering and the financing of other crimes, such as terrorism, leveraged on technological tools for transaction monitoring and the filtering of reserved lists, which are under

constant review to ensure efficiency, adaptation to new typologies and the completeness and quality of the data, essential for the integrated and timely detection of suspicious transactions.

REGULATIONS:

- ⊕ In 2024, Banco Internacional applied and updated the control standard for risk management of money laundering, financing of terrorism, and proliferation of weapons of mass destruction.
- ⊕ In accordance with the institutional schedule, the Bank held workshops with those responsible for different policies to evaluate: changes in the standard, impact on internal procedures that require updating and the definition of compliance dates.
- ⊕ The regulator verified compliance with the standard, with satisfactory results. The recommendation issued was implemented in November 2024.
- ⊕ The Money Laundering Risk Matrix of Banco Internacional was submitted semiannually to the control agency, ensuring its homologation with the criteria established by the regulator.

INTERNAL PROCEDURE:

The Compliance Committee updated and approved the money laundering risk methodology for customers, improving the detection of unusual operations and reducing false negatives. Likewise, the “Eficiencia de





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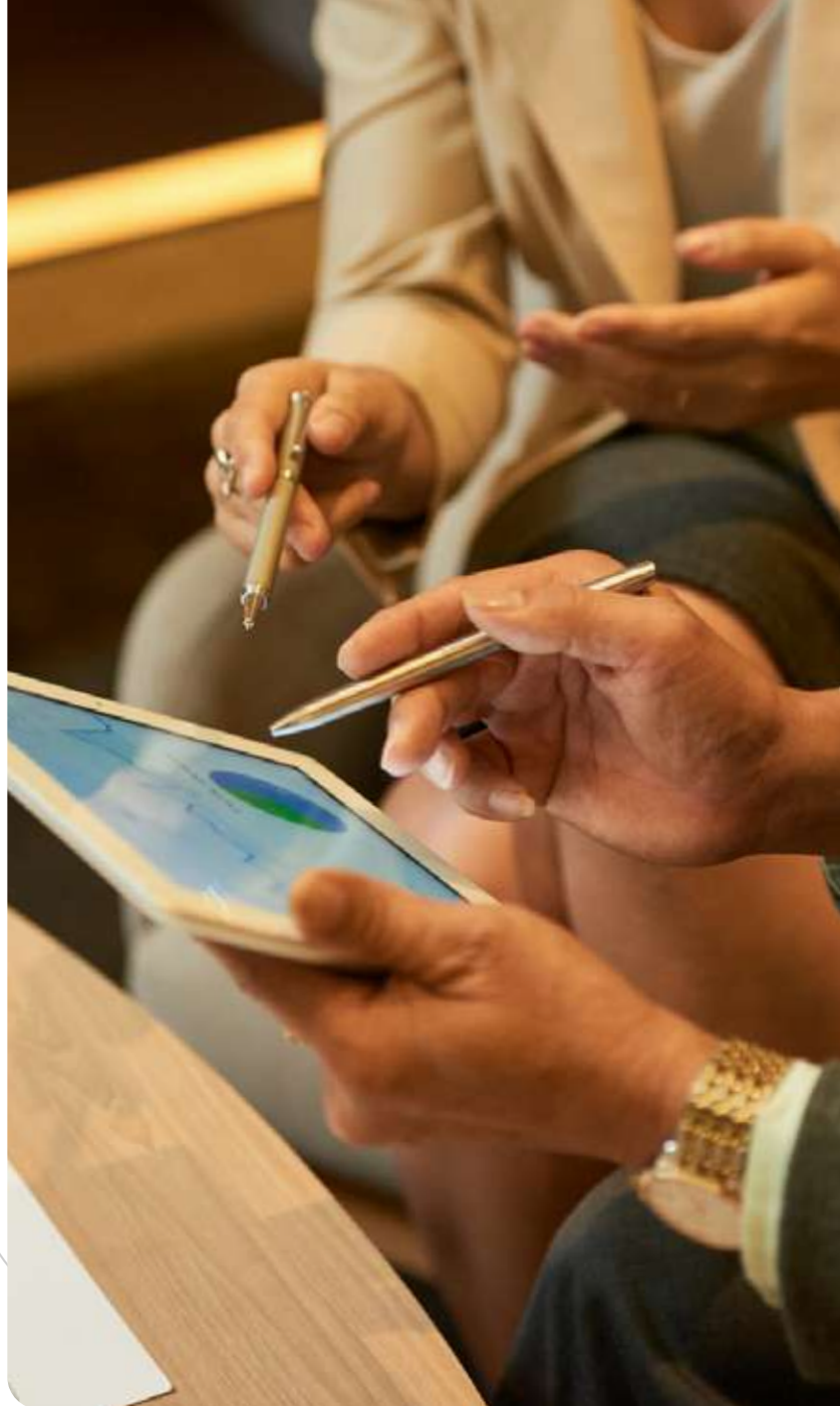
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Alertas” [Alert efficiency] project optimizes monitoring with statistical thresholds, reduces alerts and discards, and incorporates whitelists of customers validated with due diligence.

Based on the activities carried out in this report and the scope defined in the annual work plan, Banco Internacional is in reasonable compliance with the regulations in force on risk management of money laundering, financing of terrorism, and weapons of mass destruction proliferation, integrating continuous improvements according to the recommendations of the regulator.





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CORPORATE POLICIES

RESPECT FOR HUMAN RIGHTS

The People and Culture policy seeks to ensure that all processes are conducted equitably and impartially, regardless of gender, sexual orientation, age, ideology, religion, or any other criteria that are not strictly related to the necessary and objective qualifications of the position. In 2024, work is being done on:

- ➔ Internal and corporate whistleblower channel to prevent harassment, anti-corruption, and bribery.
- ➔ Deployment of the “*Ser Integro*” [To be honest] campaign on harassment prevention, anti-corruption, and bribery to 100% of employees.
- ➔ Reporting and registration of the Equality Plan is required by the Ministry of Labor, which aims to implement measures to achieve equal treatment and opportunities between women and men.

INFORMATION SECURITY POLICY

Protects the information, applying guidelines that preserve and ensure its confidentiality, integrity, and availability. Establishes the basis for implementing measures and controls that allow it to adequately manage the risks that affect its information and the related information assets.

COMPREHENSIVE RISK MANAGEMENT POLICY

It safeguards the Bank’s solvency and institutional image, ensuring that risk exposure remains within the limits accepted by management and has a balanced risk-return profile. It also provides the different functional areas of the Bank with the corporate guidelines of the comprehensive risk management model, delineating roles, responsibilities, and courses of action.

Banco Internacional pursues the following specific objectives through the implementation of this policy:

- Plan and execute a risk policy aligned with the strategic objectives, corporate principles, and requirements of the control bodies.
- Promote the inclusion of risk assessment and mitigation criteria into the institutional management culture.
- Encourage the use of methodologies to model risk behavior and generate early warnings.
- Establish counter-control frameworks in the analysis, decision-making, and control of the portfolio as well as in risk management.





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CORPORATE POLICIES

Banco Internacional has a Compensation Committee that establishes the guidelines that allow managing the compensation system, complying with the principles of internal equity and competitiveness with the market, reflecting the individual performance of the employees and that of the organization. In this regard, there is a Compensation Policy approved by the Board of Directors, and whose compliance is reported annually to the Shareholders' Meeting. This document is a fundamental pillar for the effective management of human talent in Banco Internacional.

CONFLICT OF INTEREST GUIDELINE

Defines the cases that an employee may present to other employees in the organization, potential employees, customers, suppliers, and officials in control agencies. Cases of conflict of interest are presented to the Ethics Committee.





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ETHICAL BEHAVIOR

CODE OF GOOD CORPORATE GOVERNANCE

The Board of Directors completely reformed the Code of Good Corporate Governance. The main modifications were:

- ➔ Inclusion of ESG (Environmental, Social, and Governance) principles as a basis for sound Corporate Governance.
- ➔ Digital transformation in terms of management of Board and Committee minutes, as well as innovation culture.
- ➔ Incorporation of the Bank's purpose as well as corporate values.
- ➔ Self-assessment of the Board of Directors as a good practice of Good Corporate Governance.
- ➔ Diversity criteria in the composition of the Board of Directors. Directors' suitability duties. Also, the maximum age for holding office was included.
- ➔ A chapter on Institutional Principles, containing general good corporate practices, was added.

CODE OF ETHICS

Banco Internacional maintains a firm commitment to guaranteeing the fundamental human rights of all people. The institution continuously promotes an inclusive and respectful working environment,

values diversity, and ensures compliance with human rights in all its operations.

INTERNAL WORK REGULATIONS

Provisions of mandatory compliance for all Bank personnel, the violation of which will constitute a serious offense, reaffirming the policy of zero tolerance for harassment, corruption, and bribery.





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INTERNAL COMMUNICATION TOOLS

Through the intranet, institutional mail, and internal social network, employees have been informed about bylaws, regulations, institutional policies, methodologies, guidelines, code of ethics, and good corporate governance, as well as documentation, available forms, and templates in the document manager.

100% of the employees who join Banco Internacional receive training on the documents that make up the Corporate Governance, which expressly includes the Code of Ethics and Internal Work Regulations.



5

CUSTOMER-CENTRICITY

It highlights excellence in service, Customer satisfaction, and its digital offering.





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CUSTOMER EXPERIENCES



In 2024, Banco Internacional focused on strengthening the service culture under the “CUSTOMER-CENTRICITY” principle. This principle implies that the organization’s processes, decisions, and actions are oriented to understanding and satisfying customers’ needs and expectations.

The Service Culture Development Program, aimed at all employees, was implemented as part of this strategy. This program included periodic communication, establishing the “*Día del Servicio*” [Service Day], distributing the “*Mi Customere BI*” [My BI Customer] newsletter,

and training sessions, which benefited 442 employees.

In addition, as part of continuous Customer listening management, a monitoring tool was implemented to manage Customer feedback in real time. This allowed us to maintain the organization’s overall Net Promoter Score (NPS) at 78% at the end of the year, reflecting both strengths and opportunities for improvement.

The following table shows the Customer experience indicators by channel:

IN-PERSON CHANNELS		IN-PERSON CHANNELS	
	NPS		NPS
Commercial Banking	89% 2023: 87%	Online Banking	64% 2023: 64%
Corporate Banking	92% 2023: 83%	Mobile Banking	52% 2023: 62%
Specialized Banking	82% 2023: 71%	Business Banking	61% 2023: 70%

Regarding claims management, a total of 23,867 cases were registered in 2024, representing a decrease of 20.4% compared to 2023. Of these, 98% (23,450) were handled at year-end.



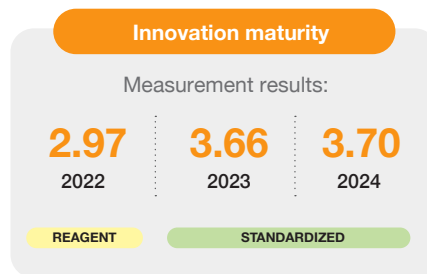


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DIGITAL TRANSFORMATION AND INNOVATION

CONTINUOUS IMPROVEMENT 2024

DIGITAL CULTURE AND INNOVATION IN THE ORGANIZATION

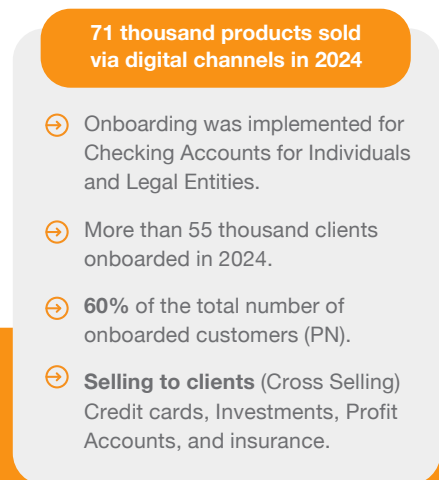


More than 30 people are dedicated to the Bank's digital transformation, and more than 150 people are applying new ways of working.

INCREASED TRAFFIC ON DIGITAL CHANNELS



ONBOARDING AND DIGITAL SALES



As part of the 2025 strategic planning, digital transformation and innovation serve as a fundamental pillar for the Bank's economic, human, structural, and methodological growth. This implies adapting the culture and processes to a new vision of execution under the Design Thinking methodology, maintaining the Bank's DNA in quality and proximity in service, placing the customer at the center of decisions, and sharing an agile culture of doing things.

FIELDS OF ACTION:

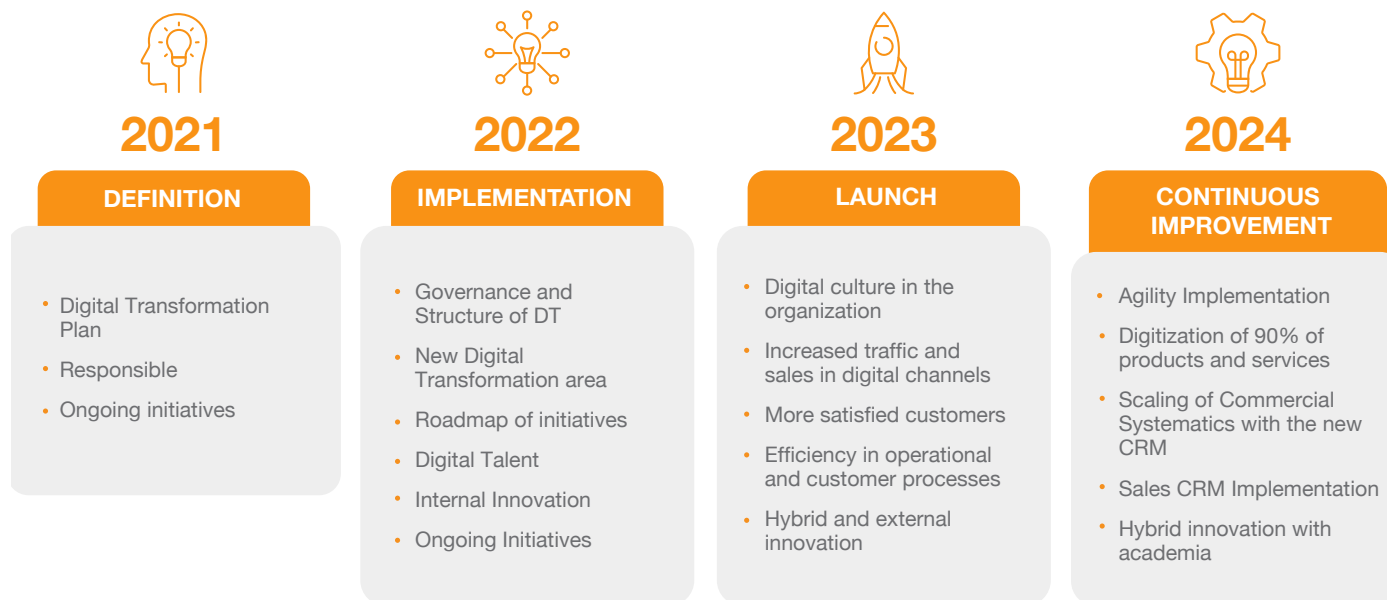
- Digital business**
Generate high-value (aspirational) products and services through more agile processes and innovation.
- Digital adoption and use**
To have the best user experience in digital channels, ensuring a complete self-management model.
- Digital excellence**
Achieve operational and digital excellence by maintaining high efficiency, productivity, and customer orientation standards.





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EVOLUTION OF THE DIGITAL TRANSFORMATION AREA



CULTURE OF DIGITAL TRANSFORMATION AND INNOVATION

In 2024, Banco Internacional consolidated its Digital Transformation and Innovation (DTI) process through the implementation of agile methodologies and the active participation of multidisciplinary teams. This approach optimized the development of digital products and services, ensuring a more efficient response to customers' and stakeholders' needs.

INNOVATION METHODOLOGY

El The Bank promoted hybrid innovation through events such as Innovation Day, Innovation

Challenge, and Hackathons, which allowed us to gather multiple ideas from employees and stakeholders. These proposals were evaluated and prioritized for development under a structured innovation model.

AGILITY

This model facilitates the continuous delivery of value through short work cycles, improving efficiency and the ability to adapt to changes without compromising quality or focus on results. In addition, it fosters synergy between teams, enabling the development of solutions for both internal and external needs.

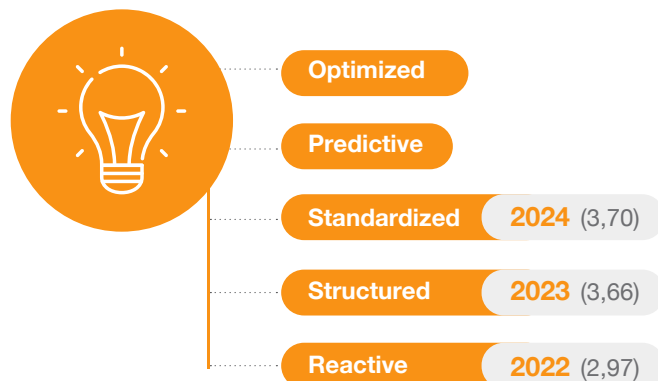




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DIGITAL TRANSFORMATION

ADOPTION OF INNOVATION CULTURE



INNOVATION CULTURE

INNOVATION
day

4 Events
100 Participants
20 Ideas
32 Hours

DISRUPTIVA

2 Events
37 Participants
6 Hours

HACKATHON
2024

2 Events
60 Participants
17 Ideas
48 Hours

INNOVATION
24 CHALLENGE

30 Participants
170 Hours
5 Ideas

INNOVATION CHALLENGE 2 AWARDS





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NEW CHANNELS AND SERVICES

BUSINESS MOBILE BANKING

In 2024, a new mobile application was launched for business customers that allows the approval of orders and the query of transactions and balances from mobile devices, without the need for a laptop or desktop computer. This development was based on interviews with customers to identify their main needs and optimize their experience.

MAIN CHARACTERISTICS



- ➔ Secure login with Fingerprint or Face ID.
- ➔ Consult and approve orders quickly and easily.
- ➔ Verify balances and movements of accounts and cards.
- ➔ Review important credit and investment information.





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APPLE PAY AND GOOGLE PAY::

Digital payment methods were implemented, allowing secure and fast transactions in stores, applications, and websites. The development of this solution ensured high standards of security and user experience, facilitating the use of debit and credit cards from cell phones and smart watches.



With Apple Pay our customers can pay securely and easily with mobile devices and iOS watches, using VISA cards from Banco Internacional.



With Gpay, our customers can pay with mobile devices and Android watches, using their Banco Internacional cards.





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WIP

Banco Internacional has positioned itself as a pioneer in implementing BANRED's WIP system. This system allows immediate transfers between Banco Internacional, Produbanco, Banco de Guayaquil, and Bolivariano customers using only the recipient's cell phone number. The average transfer time is less than 3 minutes, eliminating the need to enter the beneficiary's data manually.

RESULTS

In 2024, the number of new customers joining through the digital channel reached 63%, consolidating it as the main onboarding means. This reflects a growing preference for opening accounts securely and efficiently from digital devices without needing to visit branches.

Likewise, 47% of new products were acquired through the digital channel, evidencing a greater adoption of online banking solutions.

This behavior highlights the importance of understanding our customers' needs, strengthening digital security, designing intuitive interfaces, and optimizing the experience, generating savings in time and resources for both users and the Bank.

En la cita con tu crush, tú **WIPEAS**

Afiliate en 3 pasos desde tu Banca Móvil:

1. En el menú da clic en: **WIP - Transferencias**
2. ¿Qué cuenta deseas utilizar? **Seleccionar**
3. ¡Estás listo para Wipoar!

Transfiere sin costo solo con un número celular.

BANCOS PARTICIPANTES: Banco Guayaquil, BANCO INTERNACIONAL, Produbanco

AFÍLIATE AQUÍ

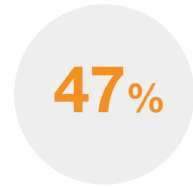
WIP



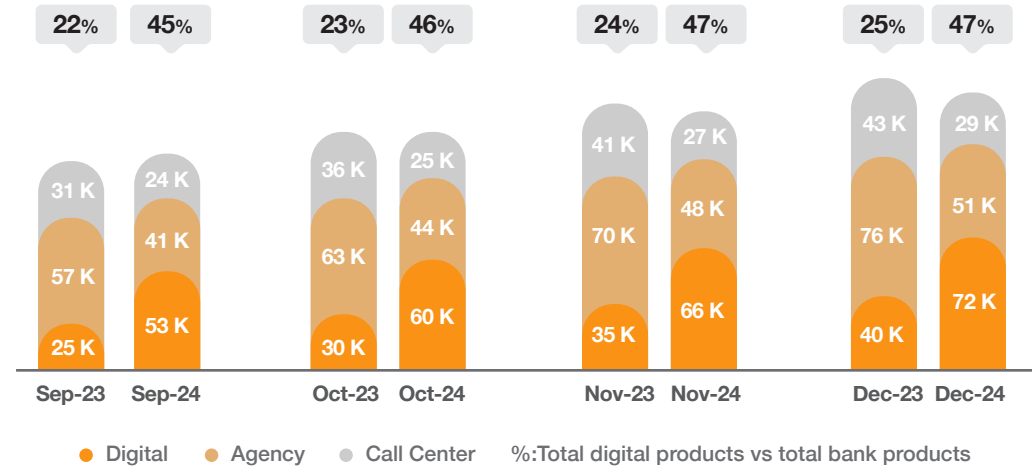
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NEW PRODUCTS

ACCUMULATED PER YEAR



IMPORTANCE DEC 2024

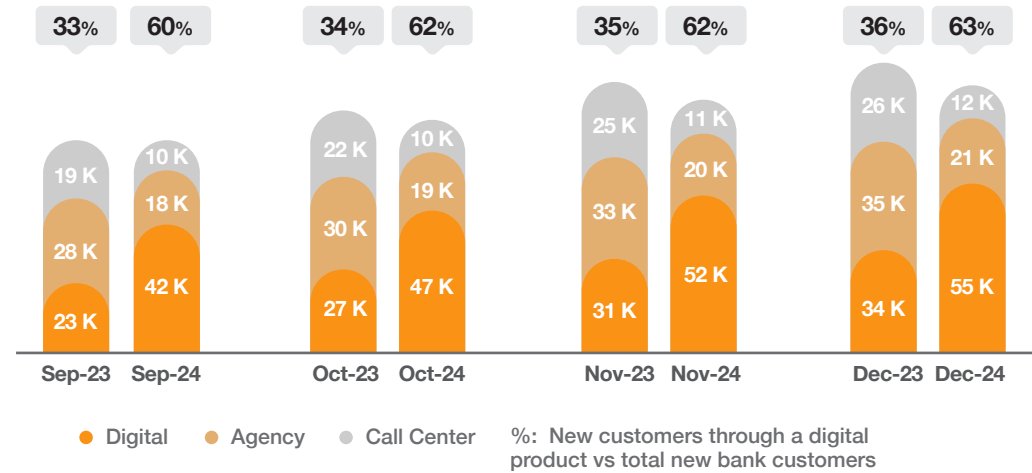


NEW CUSTOMERS

ACCUMULATED PER YEAR



WEIGHT DEC 2024





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CYBERSECURITY AND INFORMATION SECURITY

Banco Internacional continued implementing its Cybersecurity Strategy, achieving a 45% improvement in its maturity level, according to the plan established for 2024. This progress strengthened the Bank's capabilities to identify, protect, detect, respond to, and recover from any security event.

Cybersecurity management is developed with a comprehensive approach to people, processes, technology, and relationships with third parties, which makes it essential to continuously monitor and control cyber risks, allowing the implementation of early actions to mitigate possible impacts on the business. Throughout the year, essential achievements were made in the Cybersecurity program's pillars: Governance, Culture, Asset Protection, and Detection/Response.



GOVERNMENT

Key initiatives were implemented to strengthen security management, among them:

- Definition of security controls in response to the adoption of new technologies.
- Management of technological and security risks in relations with third parties.
- Update of guidelines to promote secure software development.



ASSET PROTECTION

The supervision and control of information assets was strengthened through:

- Implementation of new controls in the security architecture.
- Preventive management of cyber risk information assets.
- Automation of security configurations in productive services



CULTURE AND TRAINING

The information security awareness program included practical social engineering and e-learning training exercises, with 83% of the central departments participating. These initiatives strengthened the preventive capabilities of employees, considering constant attacks directed at the end user.



DETECTION AND RESPONSE

- The malware detection and containment within the technological infrastructure were optimized, improving the capacity to respond to incidents.
- There was an increase in security incidents during 2024, mainly due to phishing attacks targeting customers. However, no incidents greatly impacted the Bank's information assets.





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SUPPLIERS

CONTROL DE PROCESO DE COMPRAS

The Procurement process is constantly evolving. Consistent with the Bank's purpose, we have embarked on initiatives that challenge the team daily and seek operational and economic efficiency.

- ➔ Process focuses on internal Customer service and continuous improvement.
- ➔ Development of a sustainable procurement.
- ➔ Critical supplier management.

PROCESS CONTROL

- Zero-paper management with a digitized and automated database.
- System developed in Share Point with indicators created in Power BI.
- Real-time end-to-end control and decision-making based on objective data.
- Maintains an orderly, systematic, transparent, and equitable process

PROCUREMENT MANAGEMENT 2024

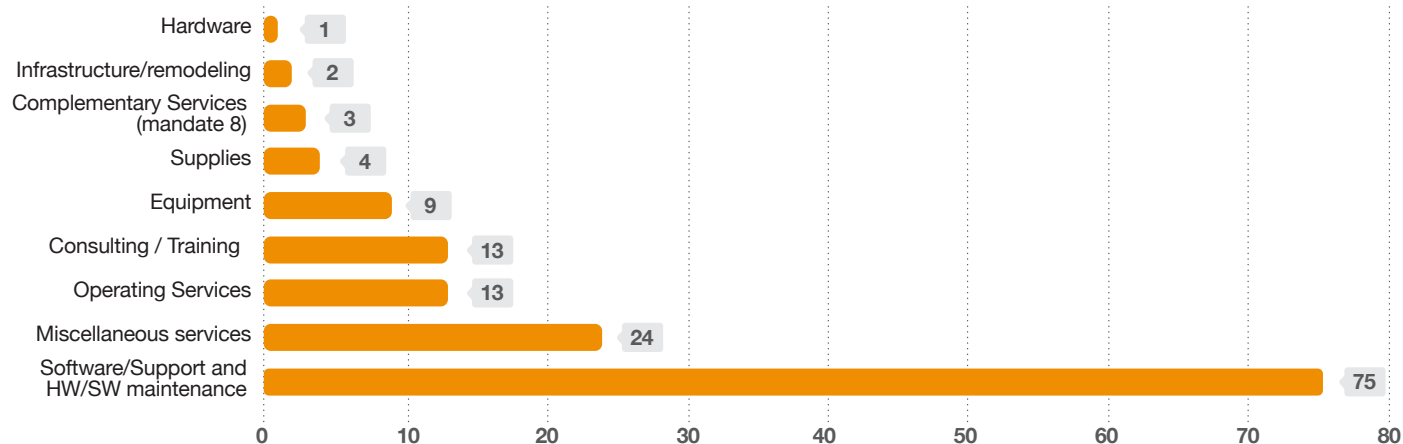
PROCESSES
124

BUDGET
\$ 35.339.929,74

AMOUNT AWARDED
\$ 30.586.149,50

% BUDGET SAVINGS
13%

% MANAGEMENT SALES
15%



144 MANAGED SUPPLIERS





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RESPONSIBLE PURCHASING

As part of its purpose of accompanying the growth of its customers and the sustainable development of the country, Banco Internacional promotes responsible procurement management based on ESG (environmental, social, and governance) criteria. This approach ensures that acquisitions meet quality and efficiency standards and contribute to sustainability, promoting ethical practices, respect for labor rights, and mitigation of environmental impact. Under this context, in 2024, we worked on:

- ➦ Update of the Procurement Manual: Implement sustainable guidelines aligned with ESG criteria.

- ➦ Supplier Evaluation: Sustainability analysis of critical and auxiliary suppliers.
- ➦ Purchase Classification: Categorization of acquisitions according to ESG criteria.
- ➦ Training of the Purchasing Team: Training to ensure effective implementation of the new standards.
- ➦ ESG Documents Integration: Inclusion of the ESG Commitment Letter and specific clauses in contracts with suppliers.





6

A DIVERSE AND PREPARED TEAM

Describes wellness and development practices that promote a work-life balance for employees.





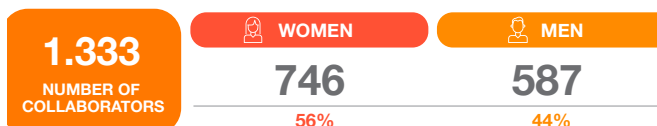
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DIVERSITY AND INCLUSION

Banco Internacional promotes programs and initiatives that enhance the talent of its employees and strengthen their competencies and capabilities. These actions reflect its purpose and the corporate values of Approachability, Exemplarity, Strength, and Decision, thereby promoting professional growth, personal well-being, and the sustainable progress of the institution's communities.

Thus, solutions are developed that not only meet today's needs but also anticipate future

challenges, contributing to employees' well-being and strengthening trusting relationships with customers, the community, and shareholders. Ser Más consolidates its identity.



Distribución de la plantilla por tipo de contrato, región y genero

TYPE OF CONTRACT	REGION	MEN	WOMEN	TOTAL	% MEN	% WOMEN
Indefinite	Coast	118	214	332	44%	56%
	Andes	446	492	938		
	Amazon	12	33	45		
	Total	576	739	1315		
Temporary	Coast	2	2	4	61%	39%
	Andes	9	5	14		
	Amazon	0	0	0		
	Total	11	7	18		
Part-time	Coast	0	0	0		
	Andes	0	0	0		
	Amazon	0	0	0		
	Total	0	0	0		
Total		587	746	1333	44%	56%





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Workforce distribution by age

TYPE OF CONTRACT	AGE	MEN	WOMEN	TOTAL	% MEN	% WOMEN
Indefinite	Under 30 years	121	134	255	44%	56%
	From 30 to 50 years	390	533	923		
	Over 50 years	65	72	137		
	Total	576	739	1315		
Temporary	Under 30 years	6	6	12	61%	39%
	From 30 to 50 years	4	1	5		
	Over 50 years	1	0	1		
	Total	11	7	18		
Part-time	Under 30 years	121	134	255		
	From 30 to 50 years	390	533	923		
	Over 50 years	65	72	137		
	Total	0	0	0		
Total		587	746	1333	44%	56%





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New hire rate

REGION	MEN	WOMEN	TOTAL	% MEN	% WOMEN
Coast	17	26	43	65%	60%
Andes	64	45	109	59%	41%
Amazon	3	1	4	75%	25%
Total	84	72	156	52%	48%

Staff turnover rate

REGIÓN	MEN	WOMEN	TOTAL	% MEN	% WOMEN
Coast	18	26	44	13%	19%
Andes	44	44	88	32%	32%
Amazon	1	3	4	1%	2%
Total	63	73	136		

OUTPUT NUMBER: 136



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INCLUSION AND EQUAL OPPORTUNITIES

Banco Internacional guarantees equity in all the processes that directly impact its employees, from selection and permanence to compensation and benefits. With an equitable and inclusive approach, we promote an environment where each employee feels valued and supported in their professional and personal development.

Through the People and Culture policy, we ensure that all processes are managed equitably, without distinction of gender, sexual orientation, age, ideology, religion, or other criteria unrelated to the objective qualifications of the position. In 2024, the main milestones in this area were:

- ➔ Development of diversity, inclusion, and human rights policies, which ratify the Bank's commitment to ethical principles, sustainability, and corporate social responsibility, strengthens the organizational culture and generates tangible benefits.
- ➔ Implementation and socialization of the whistleblower channel, a mechanism for managing ethical misconduct and situations, reaching 100% of employees.
- ➔ Presentation of the Equality Plan to the Ministry of Labor, with measures aimed at guaranteeing equal treatment and opportunities between women and men, in compliance with the Organic Law to Promote the Violet Economy and its Regulations.

EMPLOYEES WITH DISABILITIES AND ACCESSIBILITY

Banco Internacional promotes an inclusive environment where disability is valued and talent is prioritized, encouraging individual and collective growth. This strengthens an organizational culture based on respect, equity, and sustainable development.

In 2024, the Bank continued to strengthen the Banco IN Program, whose objective is to provide tools and raise awareness among all employees about the importance of the inclusion of people with disabilities.





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COMMUNICATION CAMPAIGNS

An internal communication campaign was designed to debunk myths and promote a more inclusive culture. In addition, the International Day of Persons with Disabilities was commemorated, and the Sinamune Foundation choir organized a Christmas carol concert.

BANCO IN CLUB

It is a support space for employees who serve as substitutes due to being parents of children with disabilities. It provides emotional support, guidance, and a fund designated to cover medical events or therapies not included in private health insurance.



Disability by gender



Number of collaborators with disabilities

	TOTAL	%
Collaborators with disabilities	31	2,38%
Substitute collaborators	21	1,58%
Total	52	3,96%





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TRAINING AND EDUCATION

TRAINING PLAN AND BI ACADEMY

For Banco Internacional, the development of its employees is a priority. Through the BI Academy, initiatives and strategies necessary to comply with the annual training plan, aligned to the needs of the different areas, are managed integrally. It provides continuous training, strengthens technical and leadership skills, and prepares employees to face the challenges of the environment, promoting their growth and the success of the organization:

⊕ Training Schools

Develops, strengthens, and aligns the profile of a specific segment to ensure internal development processes within the organization.

⊕ Join us

Generates spaces for continuous training through MasterClasses, keeping employees updated on cutting-edge topics of organizational interest with internationally recognized speakers.

⊕ Knowledge Laboratories

Contemplates the design of spaces that promote and generate learning through experience. These laboratories vary depending on the specific topic or theme required.

⊕ Learning Communities

It promotes collaborative learning in the teams,

encouraging participation through questions that generate debate and exchange of ideas.

EL CAMINO DEL LÍDER [THE LEADER'S WAY] PROGRAM

This program was designed to strengthen leaders by providing them with tools to develop their leadership, team management, and high-performance skills.

⊕ Personal Leadership

The program has been redesigned with a purpose-driven approach. It promotes self-knowledge and emotional awareness and establishes a meaningful connection between emotions and work.

⊕ Management Skills Program

It seeks to promote a leadership culture that is aligned with and oriented toward corporate purpose and values, with a focus on practical work.

32 leaders participated, with a satisfaction rate of 97%.

⊕ PAD (acronym in Spanish) "Senior Management Program"

Oriented to corporate-level leaders and is carried out in alliance with one of Spain's most important Business Schools.

6 leaders participated with a satisfaction rate of 99%.





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DIGITAL TALENT SCHOOL

It offers tools to develop digital skills and face the Bank's transformation, aimed at 100% of the Bank's employees. It began in 2023 with the "Innova" and "Digital Tools" modules, and closed in 2024 with "Effective Hybrid Meetings", reaching 89% progress, under the following methodology:

- ▶ Curriculum
- ▶ Join us
- ▶ Knowledge Laboratories

BUSINESS SCHOOL AND COMMERCIAL STRATEGY

It allows managers and advisors to reinvent, empower, and transform themselves, developing the necessary skills to successfully implement Commercial Systematics, drive results, and achieve success. 315 participants from the commercial team were trained through an innovative methodology that combines e-learning, live sessions, and collaborative learning; these include agency managers, business advisors, and customer service advisors. In 2024, the program concluded with the graduation of 100% of the employees and a satisfaction rate of 96%.

CREDIT SCHOOL

Strengthens credit skills and know-how, guaranteeing compliance with the customer value proposition. It is aimed at business advisors, agency managers, a selected group of operational ser-

vice managers, and customer service advisors. A total of 173 employees participated, achieving a satisfaction rate of 92%.

RISK SCHOOL

Enhances knowledge in risk management, ensuring cautious management in all areas of the Bank. The methodology includes a curriculum structure, learning laboratories with interactive games, and a risk fair to reinforce what was learned in each module. It was implemented in the central offices and the commercial network, achieving 90% participation and 92% satisfaction.

CUSTOMER SERVICE SCHOOL

Promotes a culture where each employee contributes to the customer experience through 20 "Putting the customer first" workshops. A total of 492 employees participated, achieving 99% satisfaction.

LEARNING TOGETHER / GAMIFICATION

Plataforma A virtual platform that promotes the development of leadership and management skills, soft skills, and technical knowledge, fostering a culture of self-learning with the 70- 20-10 model (70% practice, 20% collaborative learning, and 10% formal training). In 2024, the gamification process was redesigned, establishing a monthly ranking to recognize employees with the highest number of training hours.





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PLATFORM

INDICATORS

Aprendemos Juntos:
Percentage of participation

97,24%

Aprendemos Juntos: Number
of courses completed

2.698

Aprendemos Juntos: Number
of courses completed through
self-development (structured
curriculum)

2.469

Annual training plan covered
by *Aprendemos Juntos*

99,81%

Training hours

Aprendemos Juntos:
21.193,22

Percentage of participation by
organizational level

N2: **90%**
N3: **100%**
N4: **97,72%**
N5: **97,82%**
N6: **95,93%,**





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BENEFITS

BIP (PERSONALIZED WELLNESS PROGRAM)

A program that fosters a culture of emotional salary through the self-management of benefits and privileges via points, allowing each employee to choose according to their needs, tastes, personal, and family interests. It also encourages recognition among employees through virtual cards that highlight behaviors aligned with corporate values.

It also awards annual points redeemable in categories such as restaurants, technology, promotional material, and entertainment, with additional opportunities through initiatives such as gamification, academic recognition, and the “Try My Ride” carpooling program.

In 2024, 71,246 points were redeemed, delivering 8,970 products to more than 1,300 employees.

BENEFITS

- IESS sickness or maternity benefit
- Childcare voucher.
- Special credits.
- Salary advances.
- Exemption of financial services.
- Medical assistance.
- Life insurance.
- Dental plan.
- Cellular plans.
- Flexible clothing.

TIME FOR YOU

- Day off for birthday.
- One additional vacation day when taking fifteen days in a row.
- Marriage leave.
- Calamity leave.
- Miti Miti, special schedule for school vacation period, Andes and Coast calendars.

PRIVILEGES

- Restaurants and Fast Food.
- Entertainment.
- Promotional Material.
- Technology.
- Household items.
- Others: fuel credit cards, fuel, travel bags, and others.

VALUE PORTAL

Through this portal, virtual acknowledgment cards are delivered as a sign of gratitude for their outstanding actions. Each card is equivalent to 10 BIP points.





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ACKNOWLEDGMENT

INTERACTING

It is a space to share, learn, and strengthen ties. Through this initiative, the CEO shares breakfast with a group of employees in a close and relaxed atmosphere. In 2024, five of these meetings were held with the Human Resources, Treasury, Credit, Agency Managers, and Audit teams.

YEARS OF SERVICE

It is a space for recognizing our employees' loyalty, invaluable contribution, and commitment. Each year, those who complete 10 and 15 years receive a recognition plaque, while those with 20, 25, 30, or more years are honored at a special event with the CEO and Vice Presidents.

VALUE DAYS WITH PURPOSE

YEARS OF SERVICE	# OF RECOGNIZED EMPLOYEES
10	96
15	47
20	5
25	5
30	4



It celebrates and recognizes extraordinary behavior aligned with institutional values. Through the BIP portal, employees can grant and receive value cards, which generate BIP points that can be exchanged for products or services on the platform. Since its implementation in 2021, more than 6,000 cards have been delivered.

ACADEMIC ACHIEVEMENTS

For employees who complete their third—or fourth-level studies, a personalized gift and a letter of recognition signed by their Vice President are awarded. In 2024, 58 awards were presented.





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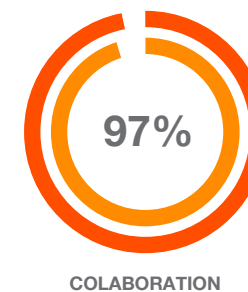
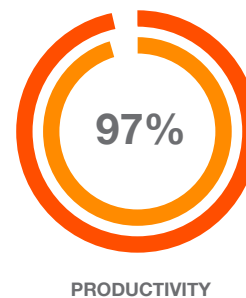
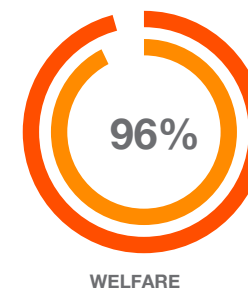
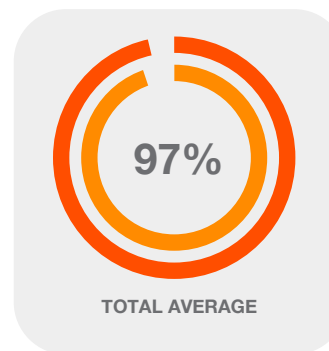
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WORK ORGANIZATION

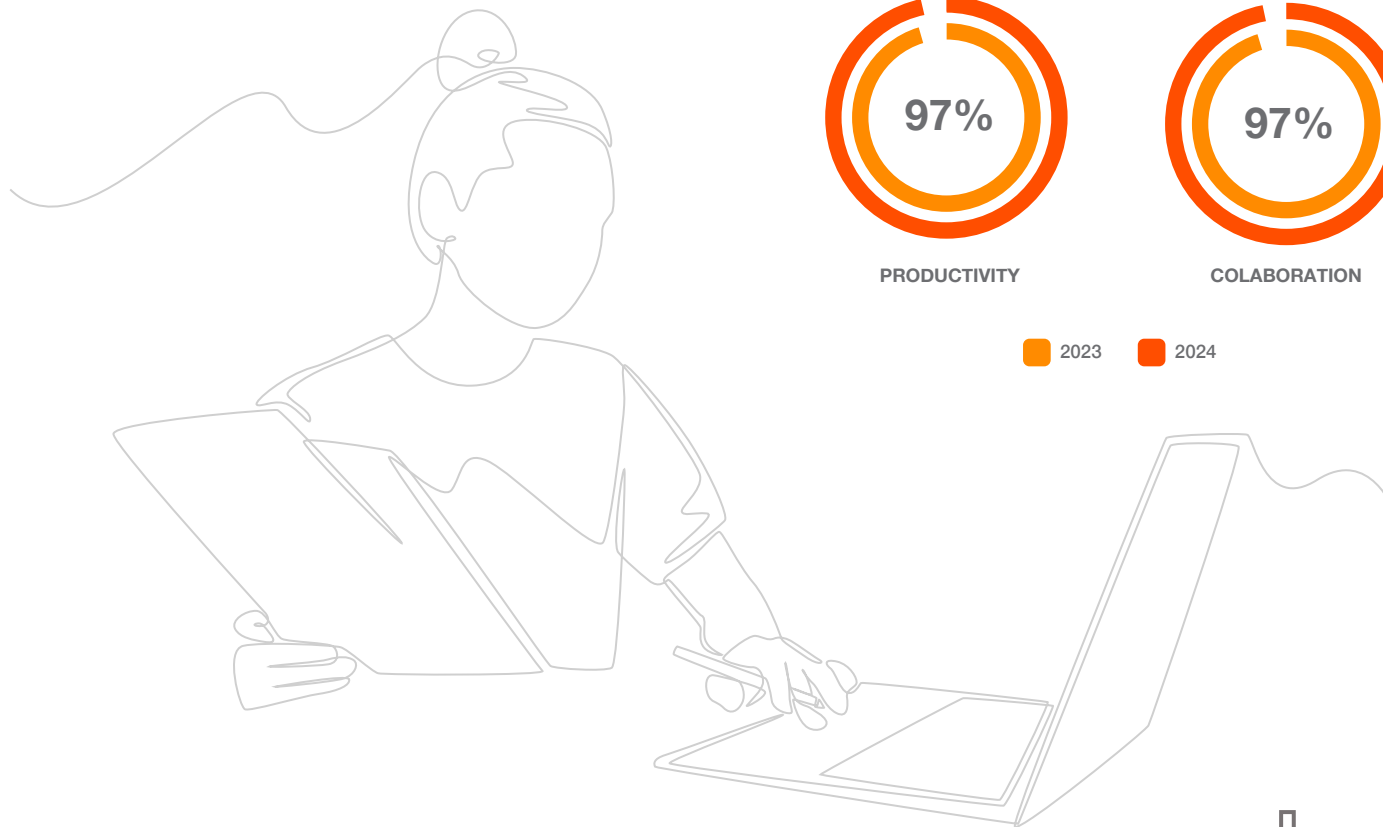
BIFLEX MODEL

This model allows working from home up to two days per week and three days in the office. In April 2024, the BI Flex Model celebrated three years of implementation, consolidating itself as a mature and strategic work model that has transformed the dynamics of collaboration at Banco Internacional.

Satisfaction results



2023 2024





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TALENT WELFARE

QUALITY OF LIFE PILLARS



HEALTHY LIVING

Nutritional education and reinforcement of healthy eating habits.



LIFE IN MOTION

Development of healthy habits related to physical activity.



LIFE IN BALANCE

Strengthening of positive habits with empowerment and self-esteem tools.



LIFE IN PREVENTION

Preventive Medical Control to reduce cardiovascular and metabolic risk.

CULTURE OF WELL-BEING

Quality of Life programs are an essential part of the value proposition for employees, reflecting our commitment to their integral well-being. These initiatives are designed to promote a balance between personal and work life, fostering individual and professional development to strengthen the sense of belonging to the organization. The goal is to consolidate a memorable experience in which each employee feels that their well-being and growth are a priority, thus contributing to a stronger, more inclusive, and sustainable organizational culture.





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CRE SER + PROGRAMS



100% Attitude Challenge

- ➔ It fosters positive habits promoting well-being, supporting holistic development, and leading to a more productive and fulfilling life.
- ➔ 65 employees participated, with a satisfaction rate of 97%.

Internacional Always With You

- ➔ The bank accompanies employees 18 or older in constructing a life plan with purpose, providing tools for internal growth through transformational coaching sessions.
- ➔ 17 employees participated, with 100% satisfaction.

Activate Program

- ➔ It promotes health and disease prevention based on healthy lifestyles.
- ➔ Banco Internacional achieves the "Activate y Vive" [Get Active and Live] 2024 certification for the head office and the Guayaquil Branch.

Peques BI

- ➔ Every year, different activities are shared with the employees' children at different times of the year.
- ➔ Summer Mode: 64 children participated in the "Banconautas" initiative.
- ➔ Innovation Day: Spaces for creativity and the construction of financial products for teenagers.
- ➔ Christmas gifts for the employees' children.





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WORKSPACE RENOVATION

Banco Internacional, thinking about the well-being and ergonomics of its employees, continues to innovate areas to work collaboratively and share.

The second meeting center was inaugurated at the Main Branch in Guayaquil:

- ➔ Collaborative rooms for formal meetings, celebrations, and team activities, including a cooking area.
- ➔ Creative area for informal meetings, idea development, and breaks.
- ➔ A concentration space for individual or group work, suitable for medium concentration tasks and meetings without privacy requirements.
- ➔ Dining room in an open environment is available for sharing lunches, and it also functions as a meeting and training space after hours.





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HEALTH AND SAFETY CONDITIONS

OCCUPATIONAL HEALTH AND SAFETY

The Occupational Wellness and Safety area, formed by a multidisciplinary team of doctors and social work specialists, adapts and implements controls to achieve an operation free of accidents and occupational diseases. It also performs occupational risk assessments of ergonomic, physical, mechanical, chemical, biological, and psychosocial risks throughout the organization.

Furthermore, this area maintains the following nationwide employee participation mechanisms, which contribute to efficient management:

Structure	Location	# Members
Central Committee of Occupational Health and Safety	UIO Head Office	12 employees
Occupational Health and Safety Delegates	National Agencies	72 employees

SAFETY, HEALTH, AND WELLNESS PROMOTION AND PREVENTION PLAN

The process of identifying, evaluating, measuring, and controlling occupational risks is implemented through methodologies required

by legislation and best practices, which allows the development of an occupational risk matrix for each process carried out by the Bank.

Occupational risk management is addressed in its own facilities and employees' homes under the BI-Flex hybrid work model, with occupational and general medical control.

COMMUNICATION

- ➔ Newsletters: Stress management, breast cancer prevention, breastfeeding, home safety, Mental Health Day, among others.
- ➔ Safety, Health, and Wellness Talks: as part of corporate induction, emergency response plan, ergonomics in the workplace, among others.
- ➔ Quality of Life Programs for developing and strengthening healthy habits and preventive medical care.

EMOTIONAL HEALTH CAMPAIGNS AND PROGRAMS

- ➔ Lockdown Prevention Campaign
- ➔ Disease prevention campaign and occupational examinations.
- ➔ Promotion and prevention campaign during Wellness and Safety Week.
- ➔ “*Ponte en sintonía con tu cuerpo*” [Get in tune with your body] physical activity campaign.





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- ➔ World No Tobacco Day Campaign
- ➔ Cervical therapy campaign.
- ➔ Blood donation campaign in alliance with the Ecuadorian Red Cross, with 50 employees.
- ➔ Breastfeeding room: provides a cozy, private space with the necessary equipment for breast milk expressing, which allowed us to achieve the recognition granted by the Ministry of Public Health of Ecuador with the endorsement of UNICEF in this area.



SAFETY, HEALTH, AND WELLNESS TRAINING

This program teaches the following topics: prevention and control of occupational hazards, emergency response plan and brigade training, ergonomics in the workplace for on-site and teleworking, emergency response plan, emotional health, breastfeeding, among others.



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OCCUPATIONAL HEALTH AND SAFETY TRAINING 2024

TYPE OF TRAINING	# C.PL	# C.PA	% COVERAGE
OHS talks	620	600	97%
OHS training	450	445	99%
OHS workshops	620	595	96%

97% training coverage

● Planned employees

● Participant employees

ACCIDENT RATE

As part of occupational risk prevention management, a record of occupational accidents and illnesses is kept and reported to the control entities. This information allows us to identify the root causes of these accidents and illnesses and implement efficient controls.

CUMULATIVE 2024

Minor occupational accident without loss of working hours

3

Occupational accident with loss of working time

1 accident with 20 days of absenteeism

Frequency index

0,46

Severity rate

1,50

Risk rate

0,31

Incidence of occupational diseases

0

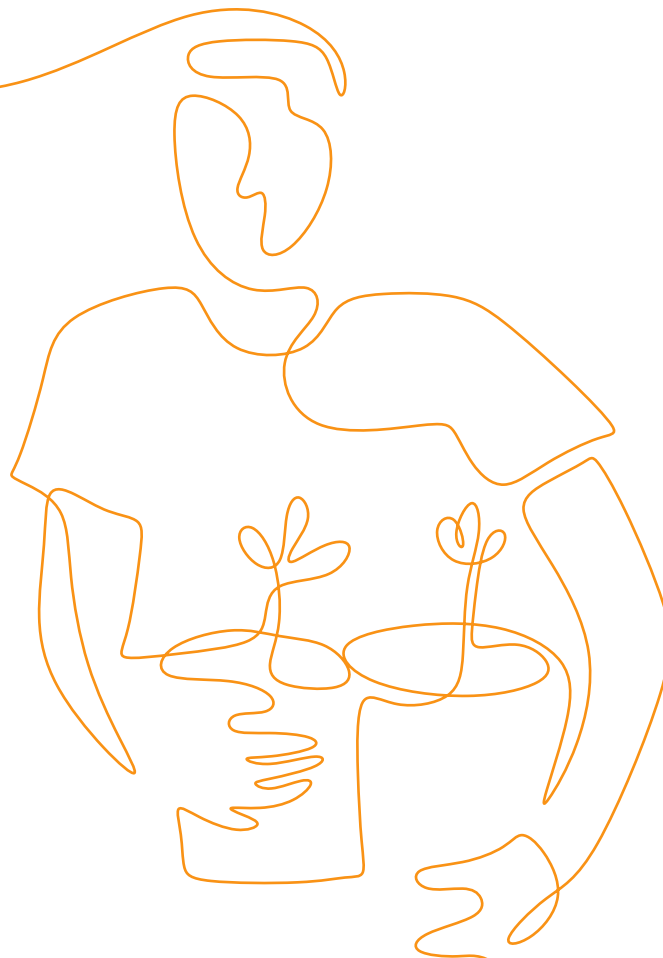
SUPPORT AND GUIDANCE INITIATIVES

Banco Internacional accompanies its employees from the notification of pregnancy until the end of the period of breastfeeding and/or parenthood, through instructions that facilitate the preparation of the leader, the team, and the employees. During this time, information is provided to strengthen the mother-father-child bond, along with medical and wellness follow-up. In 2024, the Bank maintains the certification of the Breastfeeding Support Room, granted by the Ministry of Public Health of Ecuador with the endorsement of UNICEF, and achieves the qualification of breastfeeding room for the Guayaquil Branch.

EMPLOYEES ON PARENTAL LEAVE BY SEX

2024	MEN	WOMEN	TOTAL
Employees who have been entitled to parental leave	23	19	42
Employees who have taken parental leave	23	19	42
Employees who have returned to work after parental leave ended	23	19	42





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SOCIAL AND ENVIRONMENTAL COMMITMENT

Details the social and environmental responsibility programs and their impact on the environment





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SOCIAL CONTRIBUTION PROGRAMS

The Bank's social and environmental commitment is fundamental to its strategy and operations, promoting actions that seek to generate a positive impact on society and the environment. Through initiatives aligned with the United Nations Sustainable Development Goals, the Bank promotes sustainability in all aspects of its operations, ensuring that every action contributes to the community's well-being and the protection of the natural environment.

SYSTEM AND METHODOLOGY



COLEGIOS XXI VOLUNTEER PROGRAM

Aimed at teachers and students of the public education system, to transform the class methodology. This is transferred to teachers, so

they can develop their students' life skills and 21st-century employability skills.

Training teachers in teaching methodologies so that they can replicate this impact over time.

Development of soft, entrepreneurial, and work skills in young people.

Impact:

- ➡ 1.428 beneficiaries.
- ➡ 1.400 students.
- ➡ 28 teachers.
- ➡ 27 Bank volunteers





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INFRASTRUCTURE AND MATERIALS

UNIDOS POR LA EDUCACIÓN



Together with *Unidos por la Educación*, the infrastructure of the schools is improved year after year, and pedagogical and technological materials are equipped under the Montessori modality.

⊕ Manuel Lasso School

- ▶ Infrastructure improvement.
- ▶ Provision of teaching materials.

Beneficiaries

- ▶ 23 teachers.
- ▶ 540 students.
- ▶ 9 Bank volunteers in Quito and Ambato.

⊕ Othón Castillo Library

- ▶ Infrastructure improvement.
- ▶ Didactic material equipment.
- ▶ Reading programs for students.

Beneficiaries

- ▶ 64 teachers.
- ▶ 2.209 students.





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RE-ENTRY SKILLS

COMUNIDAD XXI VOLUNTEER PROGRAM

It strengthens the development of soft skills and entrepreneurial and employability capacities. In this way, it provides the necessary tools for young people who are neither studying nor working to face a constantly changing world alongside Bank volunteers.

Impact

- ▶ 289 young beneficiaries.
- ▶ 59 Bank volunteers from Quito and Guayaquil.





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FINANCIAL EDUCATION PROGRAM

This program promotes, through immersive workshops, financial education in Ecuadorian teenagers, young people, and adults with the objective of:

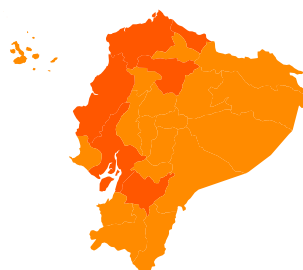
- ➔ Managing their finances in a better way.
- ➔ It provides a deeper understanding of the banking system's functioning in the country.

Benefits

4.609 Beneficiaries trained

6 Provinces nationwide

28 Various institutions and companies



- Manabí: Manta, Crucita, Tosagua
- Guayas: Guayaquil
- Pichincha: Quito
- Carchi: San Gabriel, Tulcán
- Azuay: Cuenca
- Esmeraldas: Río Verde

Communication via internal channels:

- Network
- Offices
- Webpage
- E-mail
- Social Networks
- Financial Education Blogs

4.609

NUMBER OF BENEFICIARIES

WOMEN

2.192

48%

MEN

2.417

52%

Beneficiaries

Pre-teens (9 to 12 years) trained

366

8%

Young people (13 to 17 years) trained

3.267

71%

Young adults (18 to 24 years) trained

258

6%

Adults (25 to 64 years) trained

703

15%





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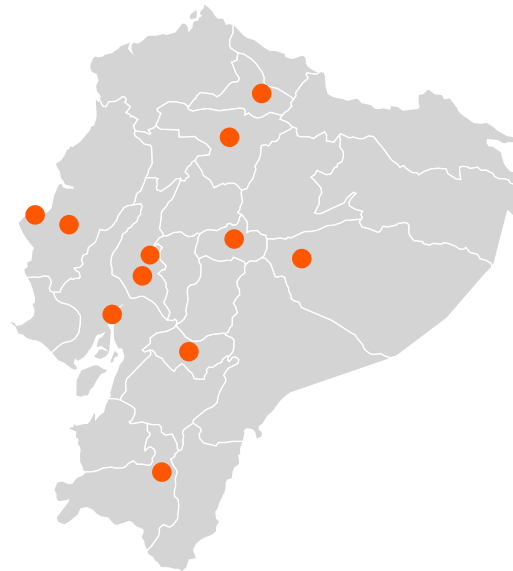
TO SERVE AND SUPPORT IS TO BE MORE

Recognition for its Service Excellence-winning agencies with \$1,500 to benefit their local community.

11 Cities

12 Foundations

+1.700 Beneficiaries



- Azogues
- Babahoyo
- Ibarra
- Loja
- Portoviejo
- Puyo
- Guayaquil
- Ambato
- Manta
- Quito
- Ventanas





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SUSTAINABILITY IS EVERYONE'S RESPONSIBILITY

Through our Social Contribution programs in 2024, we have impacted:

+10.800 Beneficiaries

Colegios XXI LABXXI Program

+14 Volunteers **+1.455 Beneficiaries**

Comunidad XXI LABXXI Program

+28 Volunteers **+289 Beneficiaries**

Unidos por la Educación

Improvement of school infrastructure.

+19 Volunteers **+2.836 Beneficiaries**

To Serve and Support is to Be More

Recognition for Service Excellence-winning agencies with benefits for their local community.

11 Cities **12 Foundations**

+1.700 Beneficiaries

Financial Education

Workshops for the community and our clients.

+4.609 Beneficiaries





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OTHER INITIATIVES

RECOGNITION FOR PROGRAM LEADERS AND VOLUNTEERS

More than 60 employees, including Sustainability Plan managers and volunteers, were recognized for their commitment to the various sustainability actions carried out in the Bank. During this event, information was shared about how their work has positively impacted society, the environment, and good corporate governance.

HERMANO MIGUEL FOUNDATION

The funds raised from selling the Bank's recycling and waste management helped finance 50 speech development therapies for children with special needs at the Hermano Miguel Foundation.

BACA ORTIZ HOSPITAL FOUNDATION

More than 5,000 leftover lunches from the headquarters are donated daily to families of the Baca Ortiz Pediatric Hospital.



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ENVIRONMENTAL MANAGEMENT

CARBON FOOTPRINT MANAGEMENT

In 2024, all Greenhouse Gas emissions for 2023 were managed, including direct emissions under categories 1, 2, 3, and 4, under ISO 14064-1.

Measurement: 2.623,95 tons of CO₂..

Reduction in emission sources: Try My Ride, a car-sharing application that reduces the impact of employees commuting and the use of efficient lighting nationwide.

Compensation: Ventus Wind Farm Project

Verification: Greenhouse Gas Inventory Neutrality Verification Statement, under the requirements of ISO 14064-1:2018 and the Carbon Neutral Protocol 2024.



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MEASUREMENT GREENHOUSE GAS INVENTORY (GHG)

EMISSION SOURCE	SOURCE FLOW	CATEGORY	2021	2022	2023
Electric generators	Diesel	1	18,23	11,82	39,14
Own vehicles	Diesel / Gasoline	1	3,43	55,34	59,80
CO ₂ extinguishers.	CO ₂	1	0,78	0,00	0,90
Refrigeration systems	R-410A	1	730,25	573,07	398,79
Subtotal (Direct Emissions)			752,69	640,24	498,64
Energy matrix	Electricity	2	744,94	707,56	609,34
T&D losses	Electricity	4	75,92	70,45	58,97
Corporate air travel	Aircraft fuel	3	8,42	43,07	78,57
Hotel stays	Electricity and refrigerants	3	4,59	9,72	32,84
Mobilization of employees	Gasoline/Diesel	3	636,11	654,42	638,12
Corporate ground travel	Gasoline	3	31,15	6,81	14,58
Transportation of valuables	Diesel	3	387,24	404,76	477,97
External courier	Diesel	3	84,12	3,58	3,53
Internal courier	Gasoline	3		0,78	0,67
Paper transport	Diesel	3	17,17	59,27	9,77
Card transport	Gasoline	3	155,04	133,89	133,89
Solid waste management	Gasoline / Incineration residue gas / landfill degradation	4	33,70	34,39	29,19
Remote work	Electricity	4	22,70	18,95	12,97
Paper consumption	Paper	4	97,27	24,69	24,90
Subtotal (Indirect Emissions)			2.298,36	2.172,32	2.125,31
Total CO₂ emissions (t)			3.051,04	2.812,56	2.623,5

Other emissions

Emissions from biomass combustion CO ₂ (t)	1,62
Emissions per R-22 CO ₂ (t)	4,00
Emissions per R-141B CO ₂ (t)	51,60



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REDUCTION

Banco Internacional developed a comprehensive reduction plan to obtain measurable results in the short, medium, and long term. Among the main initiatives promoted are:

TRY MY RIDE – CARPOOLING APP

The carpooling app promotes a sustainable mobility culture that will reduce the carbon footprint and ensure the safety and care of employees in their commutes to and from work.



More than 646 users share cars, walk together, accompanied by other colleagues, or use bicycles or scooters, thereby reducing more than 10 tons of CO2 over the years.

RESOURCE OPTIMIZATION AND EFFICIENCY

Through the switch to LED lights and the implementation of sensors nationwide, energy consumption has been reduced. In addition, the Bank has invested in remodeling its headquarters building with a sustainable approach. Thus, the building has obtained the EDGE and Fitwell certifications for achieving a 20% reduction in the consumption of resources such as energy, water, and materials during its construction, and achieving thermal and natural lighting comfort for its employees. This double certification makes it the first building in the country to obtain it.

BI FLEX WORK MODE

This scheme has been consolidated as a mature and strategic work model that allows working





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from home up to two days per week and three days from the office. This not only optimizes the use of time and resources allocated to commuting but also reduces CO₂ emissions by reducing fuel consumption in mobilization.

WASTE MANAGEMENT

Thanks to responsible waste management and the recycling social program “YO RECICLO” of the Hermano Miguel Foundation, more than 3,000 kg of cardboard, paper, and plastic were recycled in Quito and Guayaquil in 2024.

INNOVATION DAY- HUELLA DE CARBONO

This initiative generated ideas to reduce the carbon footprint through a day of hybrid innovation. 21 people participated, including employees and students of environmental engineering and related fields. During the activity, 4 innovative ideas were developed that will contribute to reducing the carbon footprint in the long term.





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REDUCTION WORKSHOP

In commitment to the ongoing carbon footprint reduction, a workshop was held with key strategic areas aligned with this objective. As a result, medium- and long-term goals and concrete actions were defined, and they focused on optimizing the use of resources and minimizing the environmental impact.

ENVIRONMENTAL CULTURE

Awareness and commitment of employees to good environmental practices are part of the objectives of reducing and optimizing resources. To this end, we provide information on the proper use of resources, promoting a responsible environmental culture.

Recursos

Uso no adecuado:
Ventiladores, Calefactores, Planchas de Cabello y Equipos Similares



Con el fin de garantizar la seguridad y el buen funcionamiento de nuestras instalaciones, **se prohíbe el uso de ventiladores, planchas de cabello, calefactores y cualquier equipo similar en el Banco.** Estos dispositivos pueden representar riesgos potenciales, como sobrecarga eléctrica, accidentes o daños en la infraestructura.

Agradecemos su comprensión y cooperación para cumplir con esta normativa para mantener un entorno seguro para todos.

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COMPENSATION

On the road to carbon neutrality, Banco Internacional has offset its carbon footprint by supporting renewable energy projects contributing to a cleaner energy transition. These initiatives have mitigated 103,000 tons of CO₂ annually and generated enough energy to supply 80,000 homes in the region.



CARBON NEUTRAL

For the third consecutive year, Banco Internacional is Carbon Neutral nationwide thanks to its compliance with measuring, reducing, and compensating its operations' environmental impact.





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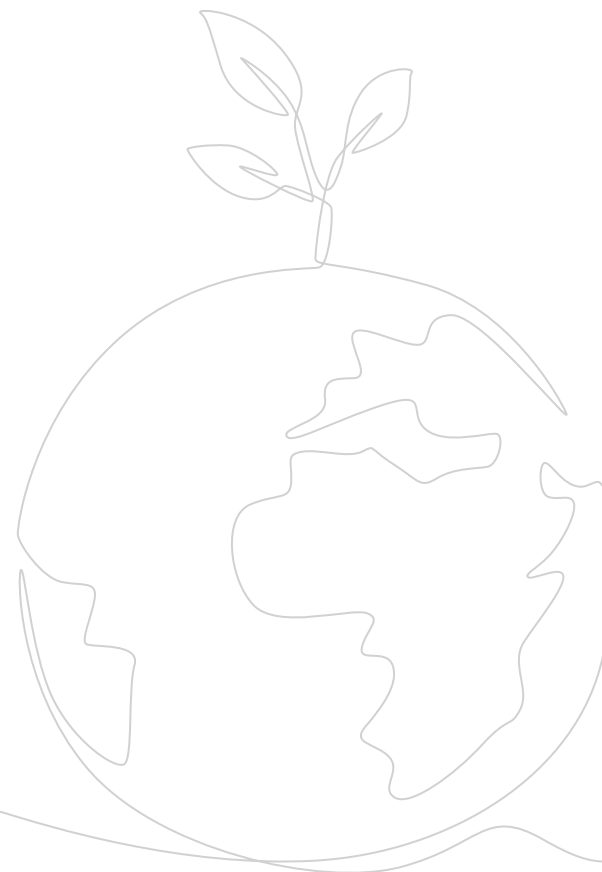
ABOUT THIS REPORT

Sustainability is at the core of the Bank's strategy, committed to doing more to “*Ser Más*” (Being More), transparently reporting its management in the economic, social, environmental, and governance fields, regarding the Global Reporting Initiative (GRI) standards.

Thus, since 2023, Banco Internacional has built the Strategic Sustainability Plan based on a materiality analysis, which includes the most relevant topics for stakeholders, prioritizing efforts to contribute to their economic development by integrating social welfare and environmental care.

This report highlights the Bank's management and its performance from January 1 to December 31, 2024, engaging different areas of the organization for the construction of this document.

Questions or inquiries may be sent to:
amozo@bancointernacional.ec





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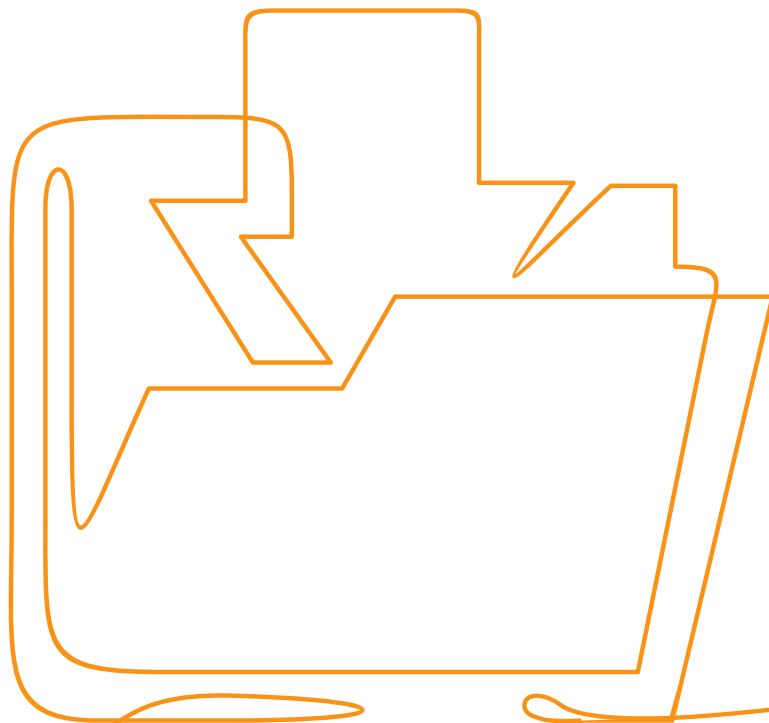
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	VARIATION			
	DEC . 23	DEC . 24	US\$	%
ACTIVE	4,842,248,358.03	5,450,146,466.89	607,898,108.86	12.55%
Available Funds	668,088,038.70	786,384,915.23	118,296,876.53	17.71%
Investments	545,038,460.83	669,710,443.71	124,671,982.88	22.87%
Credit Portfolio	3,404,133,716.72	3,706,577,339.70	302,443,622.98	8.88%
Outstanding Loan Portfolio	3,500,242,170.35	3,808,812,905.64	308,570,735.29	8.82%
Non-interest-bearing loan portfolio	24,240,362.05	26,199,694.73	1,959,332.68	8.08%
Past due loan portfolio	9,070,566.36	14,417,622.55	5,347,056.19	58.95%
Loan Loss Allowance	(129,419,382.04)	(142,852,883.22)	(13,433,501.18)	10.38%
Accounts receivable	59,355,383.47	82,259,233.09	22,903,849.62	38.59%
Foreclosed assets for payment	4,990,953.10	7,937,369.52	2,946,416.42	59.04%
Property and Equipment	38,665,808.76	36,969,558.58	(1,696,250.18)	-4.39%
Other assets	121,975,996.45	160,307,607.06	38,331,610.61	31.43%
LIABILITIES	4,340,945,230.10	4,919,643,718.85	578,698,488.75	13.33%
Obligations to the Public	3,868,157,341.94	4,352,063,147.62	483,905,805.68	12.51%
Immediate Obligations	12,445,722.28	7,580,723.16	(4,864,999.12)	-39.09%
Accounts Payable	161,732,075.62	205,818,851.64	44,086,776.02	27.26%
Financial Obligations	239,026,819.00	314,375,000.00	75,348,181.00	31.52%
Outstanding Securities	59,167,500.00	39,502,500.00	(19,665,000.00)	-33.24%
Other Liabilities	415,771.26	303,496.43	(112,274.83)	-27.00%





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SHAREHOLDERS' EQUITY	501,303,127.93	530,502,748.04	29,199,620.11	5.82%
Capital Stock	357,910,753.00	386,981,383.00	29,070,630.00	8.12%
Reservations	60,211,469.45	66,424,240.59	6,212,771.14	10.32%
Valuable Surplus	19,940,033.89	19,173,986.68	(766,047.21)	-3.84%
Retained Earnings	1,113,160.20	678,680.28	(434,479.92)	-39.03%
Profit for the year	62,127,711.39	57,244,457.49	(4,883,253.90)	-7.86%
Contingent Accounts	1,119,475,651.97	1,053,941,254.32	(65,534,397.65)	-5.85%
Memorandum Accounts	19,718,630,954.76	22,325,741,621.66	2,607,110,666.90	13.22%

*Internal presentation format

Income Statement* (Expressed in U.S. Dollars)

	DEC . 23	DEC . 24	VARIATION	
			US\$	%
Financial Income				
Interest Earned	344,119,119	425,219,542	81,100,423	23.57%
Commissions Earned	30,961,563	32,308,346	1,346,784	4.35%
Financial Income	15,029,982	11,561,645	(3,468,337)	-23.08%
Service Income	39,552,697	42,375,832	2,823,135	7.14%
	429,663,361	511,465,365	81,802,004	19.04%





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Financial Expenses

Interest Accrued	176,239,779	239,022,326	62,782,547	35.62%
Commissions Incurred	2,441,839	2,112,775	(329,064)	-13.48%
Financial Losses	8,629,140	6,212,815	(2,416,325)	-28.00%
	187,310,758	247,347,916	60,037,158	32.05%
Gross Financial Margin	242,352,603	264,117,450	21,764,847	8.98%
Provisions for risk assets	(29,979,997)	(42,058,076)	(12,078,079)	40.29%
Gross Financial Margin after Provisions	212,372,606	222,059,374	9,686,768	4.56%
Operating Expenses	(113,149,016)	(124,535,888)	(11,386,872)	10.06%
Other operating income and expenses	479,762	1,498,486	1,018,724	212.34%
Net Operating Margin	99,703,352	99,021,972	(681,380)	-0.68%
Non-operating income and expenses, net	(1,715,573)	(5,641,245)	(3,925,671)	228.83%
Income before taxes and employee profit sharing	97,987,779	93,380,727	(4,607,052)	-4.70%
Employee profit sharing	(14,698,167)	(14,007,109)	691,058	-4.70%
Income tax	(21,161,901)	(22,129,161)	(967,260)	4.57%
Net income for the year	62,127,711	57,244,457	(4,883,254)	-7.86%





Financial Indicators *

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	DEC . 22		DEC . 23		DEC . 24	
	Bank	System	Bank	System	Bank	System
ASSET QUALITY						
Productive Assets / Total Assets	87.08%	87.65%	91.64%	90.08%	88.80%	89.26%
CREDIT RISK						
Non-performing Loans	0.57%	2.19%	0.94%	3.20%	1.06%	3.16%
PROFITABILITY						
Return on Assets	1.18%	1.24%	1.32%	1.27%	1.13%	1.04%
Return on Equity	12.27%	12.21%	13.84%	12.36%	11.82%	10.07%
ADMINISTRATIVE EFFICIENCY						
Operating Expenses / Financial Margin	57.94%	80.12%	53.28%	79.74%	56.08%	82.00%
Operating Expenses / Average Assets	2.73%	4.32%	2.41%	4.09%	2.45%	4.02%
Personnel Expenses / Average Assets	0.98%	1.32%	0.93%	1.31%	0.94%	1.25%
LIQUIDITY						
Cash on hand / Short-term deposits	28.33%	28.90%	21.90%	24.13%	24.03%	22.25%

* Internal presentation format





Balance Sheet (Consolidated)

BANCO INTERNACIONAL S.A. AND SUBSIDIARY

CONSOLIDATED BALANCE SHEET

AS OF DECEMBER 31, 2024

(Expressed in thousands of U.S. dollars)

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Assets	Reference to Notes		Liabilities and Shareholders' Equity	Reference to Notes	
Available funds	4	786.563	Obligations to the public	12	4.351.715
Investments	5	670.171	Immediate obligations	13	7.581
Loan portfolio, net	9	3.715.169	Accounts payable	14	209.696
Accounts receivable, net	7	89.587	Financial obligations	15	314.375
Foreclosed assets for payment and not used by the institution, net	8	7.937	Outstanding securities	16	46.503
			Other liabilities	17	18.737
Property and equipment, net	9	37.016	Shareholders' equity	18	530.535
Other assets, net	10	173.260	Minority interest		551
Total assets		<u>5.479.703</u>	Total liabilities and equity		<u>5.479.703</u>
			Contingent accounts <<Note 24>>		<u>1.053.941</u>
			Memorandum accounts <<Note 25>>		<u>22.554.900</u>

The accompanying notes are an integral part of the consolidated financial statements.


Francisco Naranjo
Chief Executive Officer


Fabian Encalada
Accountant



Income Statement (Consolidated)

BANCO INTERNACIONAL S.A. AND SUBSIDIARY
CONSOLIDATED INCOME STATEMENT
AS OF DECEMBER 31, 2024
 (Expressed in thousands of U.S. dollars)

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	Reference to Notes	
Interest and discounts earned	19	426.405
Interest Accrued	19	-239.231
Net interest margin		187.174
Commissions paid	19, 22	35.861
Service income	19, 22	42.353
Commissions incurred	19	-2.328
Financial income	19	11.562
Financial losses	19	-5.988
Gross Financial Margin		258.654
Provisions for risk assets	11	-42.149
Net financial margin		226.505
Operating expenses	20	-128.009
Net interest margin		98.496
Other operating income	20	1.264
Other operating losses	20	-904
Operating margin		98.856
Other income	21	15.523
Other expenses	21	-20.158
Income before taxes and employee profit sharing		94.221
Employee profit sharing	23	-14.304
Income before income tax		79.917
Income taxes	23	-22.511
Income before minority interest		57.406
Income attributable to minority interest		-130
Consolidated net income		57.276

The accompanying notes are an integral part of the consolidated financial statements.


 Francisco Naranjo
 Chief Executive Officer


 Fabián Encalada
 Accountant



REPUBLIC OF ECUADOR
SUPERINTENDENCY OF BANKS
NATIONAL INTENDENCY OF FINANCIAL INSTITUTIONS
RATIO REGULATORY CAPITAL TO RISK-WEIGHTED ASSETS
AND CONTINGENT LIABILITIES
(IN U.S. DOLLARS)

Form. 229

ENTITY: Banco Internacional S,A,
OFFICE AT: Quito

OFFICE CODE: 1023
31-Dec-24

1 COVER LETTERS

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ESTABLISHED
REGULATORY CAPITAL

CODE	DESCRIPTION	VALUE
ESTABLISHED REGULATORY CAPITAL		
TIER 1 CAPITAL		
31	Paid-in Capital	386,981,383.00
3201	Share Premium	0.00
3301	Legal Reserve	66,424,240.59
3302	General Reserves	0.00
330310	Special Reserves for Future Capital Increases	0.00
34-340210-3490	Other Capital Contributions, net of Donations	0.00
2608	Subordinated Loan	0.00
3602	Accumulated Losses-Audited Balances (1)	0.00
5-4	Net Income After Taxes (6) (1)	0.00
3604	Current Year Loss (1)(5)	0.00
2802	Contributions for Future Capital Increases (2)	0.00
190530	Goodwill (1)	2,282,397.86
3202	Discount on Share Issuance (1)	0.00
A	TOTAL TIER 1 CAPITAL	451,123,225.73
TIER 2 CAPITAL		
2801	Convertible Bonds (3)	0.00
2803	Subordinated Term Debt (4)	0.00
3303-330310	Special Reserves	0.00
3305	Revaluation Reserves	0.00
3310	45% of Non-operating Result Reserves	0.00



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35	45% of Asset Valuation Surpluses	8,628,294.01
3601	Retained Earnings	678,680.28
3603	Profit for the Year (5)	57,244,457.49
5-4	Net Income After Taxes (6) (1)	0.00
149989	General Loan Loss Provisions -Up to Regulatory Limits (7)	11,891,991.65
2912	Other Liabilities – Negative Goodwill (Badwill) (8)	0.00
1613	Payment of Interim Dividends	0.00
37	Deficiency in Provisions, Amortization, Depreciation, and Asset Impairment (1)(9)	0.00

B	TOTAL TIER 2 CAPITAL	78,443,423.43
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C=A+B (**)	TOTAL REGULATORY CAPITAL	529,566,649.16
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Minus:

The capital assigned to a branch or agency abroad will be deducted from the total regulatory capital of the parent company, and, in addition, the capital invested, that is, the value of its participation in the paid-in capital plus the reserves, except those coming from asset valuations, in a subsidiary or affiliated institution.

0.00

When a subsidiary registers investments in other institutions of the financial system, which make it a subsidiary of said institution, said values shall be deducted, under the provisions of the preceding paragraph, from the total Technical Patrimony of the parent company.

0.00

The balances recorded in sub-account 1611, "Advance for acquisition of shares," correspond to investments in shares and advances in the capitalization or incorporation of subsidiary or affiliated companies.

0.00

D	DEDUCTIONS FROM TOTAL REGULATORY CAPITAL	0.00
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E=C-D	ESTABLISHED REGULATORY CAPITAL	529,566,649.16
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RISK-WEIGHTED ASSETS AND CONTINGENT EXPOSURES

Weighted assets with 0.00	0.00
Weighted assets with 0.10	11,409,997.37
Weighted assets with 0.20	21,294,827.36
Weighted assets with 0.40	87,997,580.50
Weighted assets with 0.50	76,868,437.33
Weighted assets with 1.00	4,122,984,419.94
Weighted assets with 2.50	17,346,210.48

F	TOTAL RISK-WEIGHTED ASSETS AND CONTINGENT EXPOSURES	4,337,901,472.98
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POSITION: REGULATORY CAPITAL REQUIREMENT AND RATIO

G=F*9%	REQUIRED REGULATORY CAPITAL	390,411,132.57
H=E-G	EXCESS OR SHORTFALL OF REQUIRED REGULATORY CAPITAL	139,155,516.59
	TOTAL ASSETS AND CONTINGENT EXPOSURES * 4%	260,163,508.85

REGULATORY COMPLIANCE

Art, 190 COFM	TOTAL REGULATORY CAPITAL / RISK-WEIGHTED ASSETS AND CONTINGENT EXPOSURES	12.21%
Art, 190 COFM	TOTAL REGULATORY CAPITAL / TOTAL ASSETS AND CONTINGENT EXPOSURES	8.14%
	FIXED ASSETS TO TOTAL REGULATORY CAPITAL RATIO	6.98%


 Francisco Naranjo
 Chief Executive Officer


 Fabián Encalada
 Accountant



BANCO INTERNACIONAL S.A. AND ITS SUBSIDIARIES
RATIO BETWEEN REGULATORY CAPITAL AND RISK-WEIGHTED ASSETS
AND CONTINGENT EXPOSURES

Al 31 de Diciembre del 2024

(Expressed in U.S. dollars)

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3201	Share Premium	0,00
3301	Legal Reserve	66.424.240,59
3302	General Reserves	0,00
330310	Special Reserves for Future Capital Increases	0,00
34-340210-3490	Other Capital Contributions, net of Donations	0,00
2608	Subordinated Loan	0,00
3602	Accumulated Losses-Audited Balances (1)	0,00
5-4	Net Income After Taxes (6) (1)	0,00
3604	Current Year Loss (1)(5)	0,00
2802	Contributions for Future Capital Increases (2)	0,00
3901	Minority Shareholding	480.600,66
190530	Goodwill (1)	2.282.397,86
3202	Discount on Share Issuance (1)	0,00





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A TOTAL TIER 1 CAPITAL 451.603.826,39

TIER 2 CAPITAL

2801	Convertible Bonds (3)	0,00
2803	Subordinated Term Debt (4)	0,00
3303-330310	Special Reserves	0,00
3305	Revaluation Reserves	0,00
3310	45% of Non-operating Result Reserves	0,00
35	45% of Asset Valuation Surpluses	8.628.294,01
3601	Retained Earnings	678.680,28
3603	Profit for the Year (5)	57.276.636,95
5-4	Net Income After Taxes (6) (1)	0,00
149989	General Loan Loss Provisions -Up to Regulatory Limits (7)	11.891.991,65
2912	Other Liabilities – Negative Goodwill (Badwill) (8)	0,00
1613	Payment of Interim Dividends	0,00
37	Deficiency in Provisions, Amortization, Depreciation, and Asset Impairment (1)(9)	0,00

B TOTAL TIER 2 CAPITAL 78.475.602,89

C=A+B (**) TOTAL REGULATORY CAPITAL 530.079.429,28

Menos:

The capital assigned to a branch or agency abroad will be deducted from the total regulatory capital of the parent company, and, in addition, the capital invested, that is, the value of its participation in the paid-in capital plus the reserves, except those coming from asset valuations, in a subsidiary or affiliated institution.	0.00
When a subsidiary registers investments in other institutions of the financial system, which make it a subsidiary of said institution, said values shall be deducted, under the provisions of the preceding paragraph, from the total Technical Patrimony of the parent company.	0.00
The balances recorded in sub-account 1611, "Advance for acquisition of shares," correspond to investments in shares and advances in the capitalization or incorporation of subsidiary or affiliated companies.	0.00



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D	DEDUCTIONS FROM TOTAL REGULATORY CAPITAL	0.00
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E=C-D	ESTABLISHED REGULATORY CAPITAL	530.079.429,28
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RISK-WEIGHTED ASSETS AND CONTINGENT EXPOSURES

Weighted Assets with 0.00	0,00
Weighted Assets with 0.10	11.409.997,37
Weighted Assets with 0.20	21.294.827,36
Weighted Assets with 0.40	87.997.580,50
Weighted Assets with 0.50	76.868.437,33
Weighted Assets with 1.00	4.209.629.624,83

F	TOTAL RISK-WEIGHTED ASSETS AND CONTINGENT EXPOSURES	4.407.200.467,40
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POSITION: REGULATORY CAPITAL REQUIREMENT AND RATIO

G=F*9%	REQUIRED REGULATORY CAPITAL	396.648.042,07
H=E-G	EXCESS OR SHORTFALL OF REQUIRED REGULATORY CAPITAL	133.431.387,21
	TOTAL ASSETS AND CONTINGENT EXPOSURES *4	261.345.776,02

REGULATORY COMPLIANCE

Art, 190 COFM	TOTAL REGULATORY CAPITAL / RISK-WEIGHTED ASSETS AND CONTINGENT EXPOSURES	12,02%
Art, 190 COFM	TOTAL REGULATORY CAPITAL / TOTAL ASSETS AND CONTINGENT EXPOSURES	8,11%
	FIXED ASSETS TO TOTAL REGULATORY CAPITAL RATIO	6,98%

GEORGE LALAMA
EXECUTIVE VICE-PRESIDENT

FABIAN ENCALADA
ACCOUNTANT GENERAL





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GOOD CORPORATE GOVERNANCE

CORPORATE GOVERNANCE INDICATORS FOR FINANCIAL SYSTEM INSTITUTIONS

FISCAL YEAR 2024

INFORMATION ON GOOD CORPORATE GOVERNANCE PRACTICES FOR FINANCIAL INSTITUTIONS REGULATED BY THE SUPERINTENDENCY OF BANKS
APPENDIX 2

A	CONTENTS OF THE CORPORATE GOVERNANCE REPORT TO BE PRESENTED TO THE GENERAL SHAREHOLDERS' MEETING OF THE INSTITUTIONS OF THE FINANCIAL SYSTEM	
A. 1	CAPITAL FORMATION	
A.1.1	Report on the composition of the entity's capital, distribution of shareholders. Disclosure of related institutions.	<p>As of December 31, 2024, the paid-in capital of Banco Internacional S.A. is US\$386,981,383.00 divided among 342 shareholders.</p> <p>Of the 342 shareholders:</p> <ul style="list-style-type: none">- 317 are individuals- 25 are legal entities <p>- As of December 31, 2023, paid-in capital was divided among 330 shareholders.</p> <p>- As of December 31, 2022, paid-in capital was divided among 312 shareholders.</p> <p>- As of December 31, 2021, paid-in capital was divided among 297 shareholders.</p> <p>As of December 31, 2024, the institutions related to Banco Internacional S.A. are as follows:</p> <ol style="list-style-type: none">1. Novacredit S.A.2. Medianet S.A.3. Banred S.A.4. Corporación de Desarrollo de Mercado Secundario de Hipotecas CTH S.A.
	Statistics on capital formation	<p>Percentage distribution of capital by range: No. Shareholders:</p> <ol style="list-style-type: none">1) Up to US\$ 1,000 --> 282) From US\$ 1,001 to US\$ 5,000 --> 613) From US\$ 5,001 to US\$ 10,000 --> 394) From US\$ 10,001 to US\$ 50,000 --> 745) From US\$50,001 to US\$100,000 --> 396) Over US\$100,000 --> 101
A.1.2	Classification of shareholders by length of tenure:	<p>Classification of shareholders by length of tenure:</p> <ol style="list-style-type: none">1) Less than 1 year --> 23 shareholders2) From 1 to 3 years --> 54 shareholders3) More than 3 to 5 years --> 31 shareholders4) More than 5 years --> 234 shareholders





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A.2 PARTICIPATION IN GENERAL SHAREHOLDERS' MEETINGS	
Information on the general meetings held during the year under analysis, with the following information fields:	
Number of meetings held during the year	1
A. 2.1	<p>Ordinary Shareholders' Meeting: (a) Reports: from the Board of Directors on the progress of the business, corporate governance and compensation; from the Internal Auditor, with the respective pronouncement of the Board; from the External Auditor on the Bank's and consolidated Financial Statements, Statutory Auditor, reports from the Customer Service Unit and the Customer Ombudsman; and the Committees appointed by the Board of Directors; and, (b) Financial Statements, cut off as of December 31, 2023, of the Bank and consolidated; 2. Proposal on the use of profits; 3. Determination of the number of members of the Board of Directors and designation of the principal and alternate members of the Board of Directors; 4. Appointment of the Bank's External Auditor-Committee; and, 5. Appointment of shareholder representatives to the Ethics Committee and the Compensation Committee.</p>
	Date of the meetings (dd-mm-yy). 19-03-24
	Type of meeting: ordinary or extraordinary. Ordinary General Meeting
	Total number of shareholders in attendance. 40 shareholders attended the Ordinary General Meeting out of a total of 343 existing at the date of the Meeting, which represented 296'881,604 shares equivalent to 82.95% of the subscribed and paid-in capital.
	Number of shareholders or partners who registered their vote at the general meeting compared to the total number of shareholders or partners of the entity. The votes of the 40 (total number of attendees) shareholders attending the Ordinary General Shareholders' Meeting were recorded out of 343 existing shareholders as of the meeting date.
A. 2.2	<p>Total expenses incurred per meeting - Total expenses incurred for holding each meeting, including any type of expenses incurred (per diem, advertising, transportation, rent, others).</p> <p>1. Expenses for holding the Ordinary General Shareholders' Meeting were approximately \$20.38 per shareholder*, which includes: a) Beverages and food: \$1383.68 b) Notice of the meeting: \$455.18 c) Printing of stockholders' report and layout: \$1620.00 d) Shareholders' presentation: \$2970 e) Sound: \$560 Total: \$6988.86 *The total number of shareholders, 343, was considered for the value per guest.</p>



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The total number of shareholders who participated in the last election of the Board of Directors members, this information may be classified by the gender of the participants. The data to be included are as follows:

A. 2.3	Date of the last election of representatives.	The Ordinary General Shareholders' Meeting was held on Thursday, March 19, 2024.
	Total number of shareholders attending the meeting.	40 shareholders attended the Ordinary General Meeting.
	Number of votes with which each of the members of the Board of Directors was elected, currently.	The members of the Board of Directors were unanimously elected at the Ordinary Shareholders' Meeting, under the Company's bylaws, and are elected for one year.
	Total number of shareholders in attendance.	The Ordinary General Meeting was attended by 40 shareholders, out of a total of 343 existing at the date of the Meeting. These shareholders represented 296,881,604 shares, equivalent to 82.95% of the subscribed and paid-in capital.
		<p>Dr. Antonio José Cobo Mantilla is a Doctor of Jurisprudence and a lawyer by the Pontificia Universidad Católica del Ecuador, has taken training courses at Yale University, New Haven, United States of America, at the University of Stockholm, Sweden, and at the Technion of Haifa, Israel. He practices the profession as a partner in the firm COBO abogados, has been a member of the Board of Directors of renowned national companies and public institutions, and served as Vice-Minister of Industry.</p> <p>Juan Manuel Ventas is a BA in Economics and Business Administration from the Universidad Complutense de Madrid. He has spent the last 39 years of his professional career in world-leading Consulting Firms, in the top management of European Insurance Groups, and, over the previous 25 years, in the world of Banking, as Chief Executive Officer of a prestigious Institution in Central America, as Director of Supervision and Control of a Multinational Banking Group, and, for the last 11 years, as Chief Executive Officer of said Banking Group.</p> <p>Dr. Giuseppe Marzano is a PhD in Tourism Management from the School of Business, Economics and Law of the University of Queensland (Australia), a Master in Natural Resources Management from INCAE Business School (Costa Rica), a Master in Procedural Law and Oral Litigation from the Universidad Internacional SEK, a Master in Archival and Documentary Management Systems from the Universidad Andina Simón Bolívar and a PhD in Jurisprudence from the University of Rome "La Sapienza". He is a lawyer and serves as Dean of the Graduate School of the University of</p>



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A. 2.4

Information on the elected members of the Board of Directors.

María Paulina Burbano de Lara is a BA in Economics from the Pontificia Universidad Católica del Ecuador with fourth-level specialization studies at world-renowned institutions such as Universidad de los Andes - Colombia, Facultad Latinoamericana de Ciencias Sociales - FLACSO, Massachusetts Institute of Technology- MIT, ADEN Business School. Currently, she offers services and knowledge promoting tourism in Ecuador, directing one of the most recognized tourism companies worldwide.

Roberto Coronel Jones is an Ecuadorian executive with extensive training in legal and financial matters at prestigious universities and business schools. He has extensive experience in senior management positions in the financial and legal sectors and has managed an important non-profit corporation oriented towards the educational sector for many years.

Ignacio Cabello Domínguez holds a degree in Economics and Business Administration from the Universidad de Málaga, a Bachelor of Arts (BA) in European Business & Finance at the University of Leeds in Great Britain, an Executive MBA at the Instituto de Empresa (IE) and he recently completed an Executive Program in Generative AI by the Digital Business School ISDI. He has held illustrious positions in entities with worldwide presence and recognition during his significant professional career.

Dr. Dominic Channer, PhD in philosophy from the University of Toronto, additionally has postgraduate and undergraduate degrees from two of the most important universities in the world. He is an executive with 30 years of experience in the mining industry, where he is a reference for his leadership skills in strategy development and for his vision of social responsibility in stakeholder management. He has a GCB.D certification in the "Competent Boards of Directors" program.

Inés Allende Diez has a Law Degree from the Universidad de León and a master's degree in human resources management from the Instituto de Empresa in Madrid. She has also been part of the senior management of multinational companies operating in the European Union and the Americas.



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		<p>Dr. José Luis Bruzzone Dávalos is a Doctor of Jurisprudence and a lawyer by the Pontificia Universidad Católica del Ecuador. He has also specialized in several courses at Harvard University. At present, he is a partner of the firm Bruzzone & Abogados. Dr. Bruzzone has also distinguished himself for his service to the country, occupying important positions, including that of Secretary of State from 2005 to 2007. He is also a member of the Board of Regents of the Universidad de la Américas.</p>
		<p>Sebastian Hurtado Pérez is a Political Risk Expert with over 20 years of experience working at the intersection between business, government, and society. Founder of PRóFITAS, a firm specializing in analyzing and managing political risk in the Andean region. He has a BA in Economics from the Universidad Católica (Quito), a Master in Business Administration from the University of Texas at Austin, and a Master of Public Administration from the Kennedy School of Harvard. Columnist and analyst on politics and business, whose opinions and contributions appear regularly in local and international media.</p>
	Average length of tenure of Board of Directors' representatives	9.1 years
	Time for which they were elected	The term for which the members of the Board of Directors were appointed is one year.
A.2.5	Decisions adopted at the general shareholders' meeting on the remuneration policy.	The General Ordinary Shareholders' Meeting did not discuss issues related to the compensation policy.
	Date of the meeting at which the decisions were adopted (dd-mm-yy).	N/A
	Total number of shareholders (equity interest they represent) who approved such policies.	N/A
A.2.6	Decisions adopted at the general shareholders' meeting on the policy for dealing with conflicts of interest.	The General Ordinary Shareholders' Meeting did not discuss issues related to the policy dealing with conflicts of interest.
	Date of the meeting at which the decisions were adopted (dd-mm-yy).	N/A
	Total number of shareholders (equity interest they represent) who approved such policies.	N/A





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ESTABLISHMENT OF A MECHANISM FOR THE DISSEMINATION OF INFORMATION TO SHAREHOLDERS

A.3.1	Dissemination mechanisms implemented by the organization to provide information and generate consultation on such information.	<p>Banco Internacional S.A. has the following communication tools with the Institution's shareholders:</p> <ol style="list-style-type: none"> 1. Informative press publications, under regulatory requirements. 2. Notice issued by the press, in which it was established that all the documentation that will be known in the Agenda is exhibited and available to the shareholders at the offices of the Secretary of the Shareholders' Meeting. 3. The Office of the Secretary, as the body in charge, maintained close and direct communication with each shareholder. 4. This area updated data on identifying the shareholders who could obtain such information. 5. Contact was made with the shareholders who had pending dividend payments to make the pending payments and update their data.
A.3.2	Systems for promoting shareholder capacity and level of participation.	<p>7.30% of the shareholders are legal entities.</p> <p>Currently, only 5 shareholders own equal to or more than 1% of Banco Internacional's subscribed and paid-in capital. Two of these shareholders are legal entities that together own 80.98% of the Bank's capital stock. On the other hand, according to information available in public sources, most of the natural person shareholders hold at least second-level securities and above.</p>
A.3.3	Training courses for shareholders on topics related to understanding the issues to be analyzed, to increase the quality of participation.	<p>The Bank's majority shareholders are institutional investors. Due to the Institution's shareholder composition, the information to be discussed at general meetings is made available to shareholders sufficiently in advance so that they may approach the Bank and, if necessary, ask for clarification.</p> <p>The Secretary's Office seeks to establish a close relationship with all shareholders to encourage their participation and clarify any doubts they may have.</p>
A.3.4	Promulgation of principles of tolerance, pragmatism, cooperation, and compromise to avoid conflicts of interest and power struggles.	<p>The Code of Good Corporate Governance establishes as institutional principle that Senior Management shall perform its functions under the duty of loyalty, confidentiality, and diligence, always making the Bank's interest prevail over their own, which obliges them to refrain from obtaining any personal benefit at the expense of the Bank and avoid situations of conflict of interest. This is transmitted equally to all employees of the Institution in the Code of Ethics.</p>





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DIRECTORY INFORMATION		
B	DISCLOSURE OF MATERIAL MATTERS OF THE FINANCIAL INSTITUTION'S CONDITION, RISK LEVELS AND POLICIES IMPACTING THE STRATEGY, BY MEMBERS OF THE BOARD OF DIRECTORS	
B. 1.	Report by the Board of Directors to the Shareholders' Meeting regarding the following aspects:	
	Compliance with the strategic objectives; the risk positions assumed by the entity in the different types of risks (institutional risk map); and the control actions recommended to minimize such risks.	This information is part of the Report delivered to the shareholders at the Ordinary General Shareholders' Meeting and is permanently available at the Secretary's Office. The Board of Directors knows and approves the different business risk policies.
	Effectiveness of the control environment and the representative topics stated by the organization's bodies in charge of its evaluation: internal auditor, external audit, audit committee, compliance committee, and integrated risk management committee.	This information is part of the Report delivered to the shareholders at the General Meeting of Shareholders and is permanently available at the Secretary's Office of the Institution. Additionally, these Committees have members of the Board and report periodically the results of each Committee.
	Determination and resolution of conflicts of interest that clearly identify the relationships of the entity or entities that are financial group members.	The Institution maintains a Code of Ethics and a Code of Good Corporate Governance that comply with current regulations. The Ethics Committee has not known cases of conflicts of interest.
	Application of the compensation policy and performance evaluation of the Board of Directors and management.	<ol style="list-style-type: none"> 1. The per diem allowance of each Director is determined by the sessions in which he/she participates and is set under market rates for this type of remuneration. 2. Management's compensation is based on a policy that relates to the employee's functions and responsibilities, job performance, the Institution's financial results, and is composed of a fixed component and a variable component that is measured quarterly.
	The transparency policy and its execution concerning financial services users and the statistics of complaints and queries made by customers, those resolved by the institution, or those brought to the attention of the control organism.	Banco Internacional complies and performs according to the current regulations established for this purpose. Annually, the General Shareholders' Meeting receives the report from the Customer Service Management, which is also included in the Institutional Report delivered to the shareholders and the Customer Ombudsman's Report.
B. 1.1		Section C of the title "Acting before the Institution" of the Code of Ethics provides that conflicts of interest arise when the interest of a employee or of a relative up to third degree of consanguinity (parents, children, grandparents, siblings, grandchildren, uncles, nephews, nieces) or first degree of affinity (spouse's parents, spouse's children), conflicts with the interest of the Banco Internacional or may affect it in any way.





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The guidelines and application of the Code of Ethics in force and the policies aimed at mitigating conflicts of interest, in addition to the cases brought to the attention of the ethics committee and their resolution.

Likewise, all employees of the Banco Internacional must strictly avoid any conflict between their personal interests and the institutional interests, avoiding to act unduly to obtain personal benefits within the performance of their functions, as well as to avoid participating in any transaction in which a shareholder, officer, director, administrator or his/her spouse or cohabitant and relatives up to the third degree of consanguinity or first degree of affinity have an interest of any nature.

Employees who perceive a conflict of interest with the Institution, real or apparent, direct or indirect, must provide their immediate supervisor with a verbal and written statement describing the situation and, consequently, must immediately withdraw from any form of participation in the Institution's actions and decisions related to the conflict.

It should be noted that the Banco Internacional's non-negotiable priority is to preserve its good image. Therefore, ambiguous situations that could lead to questioning the honorability of its employees and the rectitude of its activities should be avoided. Ambiguity concerning conflict of interest cases leads to improper acts, i.e., all acts that lead to obtaining personal benefits for the employee or third parties, either by using the position within the Banco Internacional, or its facilities or assets.

There are 27 identified cases of potential conflicts of interest among the Bank's employees. These employees reported each possible conflict of interest through a written statement addressed to the Vice-Presidency of Human Resources to validate that they are not within the same reporting line or within the same areas for future internal movements.

8 meetings of the Audit Committee have been held, the minutes of which are filed in the archives of the Secretary of the Committee. 3 members appointed by the Board of Directors, including an independent external member and two members of the Board of Directors, attend these meetings. The Executive Vice President, as delegate of the Chief Executive Officer, and the Internal Auditor also participate with voice but no vote.

12 meetings of the Compliance Committee have been held, the minutes of which are filed in the archives of the Secretary of the Committee. A member of the Board of Directors, the Chief Executive Officer, the Executive Vice President, the General Counsel, the Vice President of Operations and Technology, the Vice President of Commercial and Specialized Banking, the Vice President of Credit, the Vice President of Risk Control, and the Internal Auditor attend these meetings. The Compliance Officer and invited guests participate with voice but no vote according to each session.





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B.1.2

Statistics on the audit operation, compliance, risk, ethics, compensation committees, and performance indicators.

4 meetings of the Committee of Integral Management of Risks have been held, the minutes of which are filed in the archives of the Secretary of the Committee. These sessions are attended by a) with the right to vote: the Chairman of the Board of Directors, the Chief Executive Officer, the delegate of the Board of Directors, and the manager of Non-discretionary Financial Risks. b) Without right to vote: Executive Vice President and Vice Presidents of: Financial Control, Credit, Risk, Operations and Technology, and Security, c) As guests: Vice President of Marketing, Internal Auditor, Compliance Officer, Credit Administration Manager, Corporate Risk Manager, Corporate Director of Risk, Operational Risk Manager, Delegate for Protection of Personal Data Protection Officer, and Assistant Managers and/or Integral Risk Specialist.

1 meeting of the Ethics Committee has been held, the minutes of which are filed in the archives of the Secretary of the Committee. These sessions are attended by 1 representative of the Board of Directors, 1 representative of the employees, the Chief Executive Officer, the Executive Vice President, and the Vice President of Human Resources.

1 meeting of the Remuneration Committee was held, , the minutes of which are filed in the archives of the Secretary of the Committee. This meeting was attended by 1 representative of the shareholders, 1 representative of the Board of Directors, 1 representative of the employees, the Chief Executive Officer, the Executive Vice President, and the Vice President of Human Resources.

4 meetings of the Information Security Committee have been held, the minutes of which are filed in the archives of the Secretary of the Committee. The Committee is attended by a member of the Board of Directors, the Chief Executive Officer, the Executive Vice President, the Vice President of Control of Risks, the Internal Auditor, the Vice President of Operations and Technology, and the officer responsible for Information Security.

4 meetings of the Technology Committee have been held, the minutes of which are filed in the archives of the Secretary of the Committee. These are attended by a Delegate of the Board of Directors, who chairs the Committee; the Chief Executive Officer, the Executive Vice President, the Manager of Operational Risk; the Vice President of Operations and Technology; the Vice President of Digital Transformation, the Chief Technology Officer; the Information Security Officer, as well as the Internal Auditor, as a guest.





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		<p>4 meetings of the Special Committee for Risk Asset Rating have been held, the minutes of which are filed in the archives of the Secretary of the Committee. These meetings are attended by a delegate of the Board of Directors, the Chief Executive Officer, the Vice President of Financial Control, the Vice President of Credit, the Internal Auditor, the Vice President of Risk Control, and the Credit Administration Manager, who is the Secretary. The Accountant and the Treasurer participate as guests.</p> <p>4 meetings of the Business Continuity Committee have been held, the minutes of which are filed in the archives of the Secretary of the Committee. The Committee is attended by 1 member of the Board of Directors, the Chief Executive Officer, the Executive Vice President, the Vice President of Financial Control, the Vice President of Credit, the Vice President of Risk Control, the Vice President of Operations and Technology, the Vice President of Human Resources, the Vice President of Security, the Vice President of Commercial Banking / Specialized Banking, the National Vice President of Corporate Banking and COMEX, the Vice President of Marketing, the Internal Auditor, the Operational Risk Manager, who acts as Secretary, and the person in charge of business continuity.</p>
		INSTITUTIONAL CAPACITY BUILDING
	B. 2.1	<p>Comments on the systems for promoting the capacity of the members of the Board of Directors.</p> <p>In 2024, before each Board meeting, the necessary information was disseminated so that the directors could have the evidence on the issues to be discussed, which are included in the respective agenda. Likewise, since June 2024, the Directors have access to a digital platform of Corporate Governance where they have an access profile to review the information to be discussed at the Board meetings, as well as that which was previously discussed.</p>
	B.2.2	<p>Participation of the members of the Board of Directors in training processes</p> <p>In 2024, to strengthen the capacities of Directors, Corporate Management organized a Training Program in charge of the PAD School of Management of the Universidad de Piura (integrated in the IESE network—Spain). The Training Program for Directors, which began in May 2024 and will end in 2025, covers various topics, including the task of the Board of Directors, basic concepts of Corporate Governance, Board effectiveness: success factors, skills, quality of information, leadership in discussions, the human side of the Board, the five challenges of Governance, and ESG aspects aimed at the Board's responsibility for long-term sustainability. Likewise, at the Board of Directors' meetings, analyses are presented on relevant issues affecting the financial sector so that the members of this collegiate body are fully aware of the current situation.</p>
		<p>Shareholder participation in training processes or processes promoted by the entity</p> <p>Banco Internacional S.A. presents to its shareholders the Report of the General Meeting, which contains all the relevant reports compiled by the different areas so that they are aware of the work carried out during the previous year.</p>





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B.3.		INFORMATION ON THE OPERATION OF THE BOARD OF DIRECTORS OR THE BODY ACTING IN ITS STEAD
		LEVEL OF EXPENDITURES INVESTED IN THE BOARD OF DIRECTORS
B.3.1	Total annual expense of the Board of Directors - Corresponds to the expenses incurred by the members of the Board of Directors during the period analyzed. Training, mobilization, and other expenses are also included.	7 members regularly attended the Board of Directors' meetings, which are held once a month. The annual amount allocated to the Board of Directors was \$242,167.80. Average meeting expenses: \$18,628.28 (for 13 meetings). Average expense incurred by Board members attending meetings: \$35,309.68 Amount invested in training courses: \$2,500.00
		INFORMATION ABOUT THE MANAGEMENT TEAM
C	CHARACTERISTICS OF THE MANAGEMENT TEAM	
C.1	This is information on the management team of the controlled institutions. For this purpose, the management team members are the general manager, main administrator, or legal representative and the hierarchical levels that are qualified as higher in the functions manual or organization chart of the entity.	
C.1.1	Time of service in the entity.	Year 2024: 9.05 years in the Entity (average)
C.1.2	Average time spent by the management team on these assigned functions	Year 2024: 13.99 years (average)
C.1.3	Participation in the management team by gender.	Year 2024: Female 18%. Male 82%.
C.1.4	Classification of the management team by level of education: secondary education, higher education, and postgraduate.	Year 2024: a) Master's/Doctor's Degree: 91%. b) Bachelor's Degree: 9%. c) Secondary Education: 0%. d) Primary Education: 0%.
C.2	REMUNERATION LEVEL	
C.2.1	Remuneration level.	Year 2024: The percentage ratio of annual remuneration expenses invested in the management team over the total operating expenses for remuneration invested by the entity in the period analyzed is 10.33%.
C.2.2		Year 2024: The ratio of the annual remunerations invested in the management team over the total of pre-tax profits recorded by the entity in the period analyzed is 3.42%.
D	EMPLOYMENT INFORMATION	
D.1	CHARACTERISTICS OF THE ENTITY'S EMPLOYEES	
D.1.1	Characteristics of the entity's employees, by gender.	Number of employees in 2022: Female: 761. Male: 544 Number of employees in 2023: Female: 743. Male: 565 Number of employees in 2024: Female: 745. Male: 584



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	Number of employees of the entity classified by level of education, for the three (3) years. Levels of education: primary education, secondary education,	Year 2022: Master's/Doctor's Degree: 128. Bachelor's Degree: 879. Technical/Intermediate: 64. Secondary Studies: 232. Primary Studies: 2
D. 1.2	Higher education, and postgraduate.	Year 2023: Master's/Doctor's Degree: 139. Bachelor's Degree: 898. Secondary Education: 271. Primary Education: 2
		Year 2024: Master's/Doctor's Degree: 148. Bachelor's Degree: 897. Secondary Education: 281. Primary Education: 2
D. 1.3	Number of employees directly related to fundraising and lending operations	Year 2022: 754
		Year 2023: 750
		Year 2024: 773
D.1.4	Classification of employees according to their tenure	Year 2022: less than or up to 1 year: 139. Over 1 year up to 3 years: 151. Over 3 years up to 5 years: 139.
		Year 2023: less than or up to 1 year: 242. Over 1 year up to 3 years: 133.
		Year 2024: less than or up to 1 year: 132. Over 1 year up to 3 years: 203.
D.1.5	Personnel departures in each of the last three (3) years.	Year 2022: 139
		Year 2023: 148
		Year 2024: 136
D.1.6	Classification of personnel by salary ranges.	Year 2022: Under or up to \$1000: 610. Over \$1000 up to \$3000: 534. Over \$3000 up to \$5000: 96.
		Year 2023: Under or up to \$1000: 529. Over \$1000 to \$3000: 596. Over \$3000 to \$5000: 118.
		Year 2024: Under or up to \$1000: 490. Over \$1000 to \$3000: 654. Over \$3000 to \$5000: 120.
D.2	TRAINING	
	TRAINING PROGRAMS	
D.2.1	Value of investment in training (For the last three (3) years).	Year 2022: \$115,000
		Year 2023: \$211,000
		Year 2024: \$150,000





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D.2.2	Number of training programs undertaken by the entity during the year.	Year 2022: 3,596
		Year 2023: 2,089
		Year 2024: 3,193
D.2.3	Number of attendees to training programs / Number of employees	Year 2022: 1,259
		Year 2023: 1,291
		Year 2024: 1,303





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RISK ASSET RATING

Srs.

To the Members of the Board of Directors

BANCO INTERNACIONAL S.A.

Dear Directors:

To comply with the provisions of the “Regulation for the risk asset rating and the establishment of provisions by entities in the public and private financial sectors under the control of the Superintendency of Banks” issued by the Financial Policy and Regulation Board contained in Chapter XVIII, Book I of the Codification of Monetary, Financial, Securities and Insurance Resolutions, the Special Committee on the Classification of Risk Assets and Contingent Exposures appointed by the Board of Directors has proceeded to carry out the assessment and rating of the risk assets and contingent exposures of Banco Internacional S.A., with balances as of December 31, 2024.

The Special Committee on the Classification of Risk Assets and Contingent Exposures is made up of Mr. Sebastián Hurtado, Delegate of the Board of Directors, Mr. Francisco Naranjo, Chief Executive Officer, Mr. Carlos Maldonado, Vice President of Credit, and Mr. Carlos Burgos, Vice President of Financial Control and Administration; and Mr. Mauricio Larrea, Vice President of Risk Control, Mrs. Ivonne Repetto, Internal Auditor, Mr. Javier Abarca, Treasurer, Mr. Fabián Encalada, Accountant, and Mr. Santiago Iturralde, Credit Administration Manager, attend as guests.

The result of the evaluation, under the provisions of the aforementioned standards, has made it possible to determine the following:

1.- CREDIT AND CONTINGENT PORTFOLIO. -

The credit and contingent portfolio rating amount is US\$ 4,354,477,549.75, with a cutoff date of December 31, 2024.

The accounts established by the Superintendency of Banks of Ecuador have been considered for the rating of the credit and contingent portfolio.

The result of this rating by risk category is as follows:





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Table 1

Rating by Risk Category of the Credit and Contingent Portfolio

TOTAL CREDIT AND CONTINGENT PORTFOLIO

	USD	%
Standard Risk	3, 657,046,660.31	83.98%
A1	1,667,452,004.81	38.29%
A2	1,052,642,876.06	24.17%
A3	936,951,779 .44	21.52%
Potential Risk	591,843,207.56	13.59%
B1	350,709,049.21	8.05%
B2	241,134,158.35	5.54%
Substandard Risk	57,925,991.71	1.33%
C1	53,293,205.70	1.22%
C2	4,632,786 .01	0.11%
Doubtful Collection	12,577,659.58	0.29%
Loss	35,084,030.59	0.81%
TOTAL	4,354,477,549.75	100.00%

The application of current regulations implies that risks with self-liquidating guarantees are segregated, since they are exempted from rating; then, the customer is rated in risk categories. For the productive portfolio with a risk rating up to C-1, the regulations accept mortgage guarantees as risk mitigants; therefore, 50% of the appraised value of these guarantees is subtracted from the risk subject to rating as long as it does not exceed 50% of the balance subject to provision and the provision percentages per category are applied to this reduced balance.

The Bank sets up the amount required in accordance with the rating standard as a provision for accounting purposes, as shown below in the summary of the effects on the productive portfolio.





Table No. 2

Rating of Productive and Contingent Portfolio

RATING OF PRODUCTIVE PORTFOLIO: MITIGATING GUARANTEES

			Total Risk	(-) Self-liquidating guarantees	Risk subject to rating	Required and Established Provision		
						Without considering mortgage guarantees	Considering mortgage guarantees	
1	COVER LETTERS		US\$	US\$	US\$	%	US\$	US\$
2	ECONOMIC OUTLOOK	Normal Risk	2,913 B	72 B	2,841 B	81.43%	75 B	45 B
		Potential Risk	586 B	8 B	578 B	16.56%	46 B	36 B
3	RESPONSIBLE BANK	Substandard Risk	55 B	1 B	54 B	1.55%	11 B	11 B
4	GOOD CORPORATE GOVERNANCE	Doubtful Collection	8 B	0 B	8 B	0.22%	5 B	5 B
		Loss	8 B	0 B	8 B	0.24%	8 B	8 B
5	CUSTOMER-CENTRICITY	TOTAL	3. 570 B	81 B	3.489 B	100%	145 B	106 B

Finally, the provision per customer by risk category is the same as that required based on the rating made for the entire credit and contingent portfolio, as follows:

**Table No. 3**

Provision by Risk Category for the Total Credit and Contingent Portfolio

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PROVISIONS

	US\$	%
Standard Risk	52,626,309.37	36.46%
A1	13,896,901.06	9.63%
A2	15,277,121.66	10.58%
A3	23,452,286.65	16.25%
Potential Risk	36,893,343.69	25.56%
B1	16,912,298.63	11.72%
B2	19,981,045.06	13.84%
Substandard Risk	11,624,021.38	8.05%
C1	9,516,500.89	6.59%
C2	2,107,520.50	1.46%
Doubtful Collection	8,116,062.62	5.62%
Loss	35,084,030.59	24.31%
TOTAL	144,343,767.65	100.00%

Art. 8 Chapter XVIII, Book I of the Codification of Monetary, Financial, Securities and Insurance Resolutions defines that public and private sector entities that operate with microcredit, consumer, and educational loans must establish and maintain a generic provision when their lending activity presents risk factors of uncollectibility in addition to non-performing loans.

The total provision constituted as coverage of credit and contingent operations as of December 31, 2024 is US\$ 152,183,902.16 and represents 3.59% of total credit and contingent operations, 1,055.54% coverage of past due operations and 374.68% coverage of troubled operations (past due plus those that do not accrue interest). At the end of December 2024, we have generic provisions of US\$ 11,891,991.65





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2.- INVESTMENTS. -

100% of the investment portfolio has been rated FOR US\$ 669,710,443.71

Of the total qualified, 28.98% corresponds to investments at fair value through profit or loss of public and private sector entities, 37.89% to investments available for sale, 27.15% to investments held to maturity of the State or public sector entities, 5.97% to restricted investments and 0.01% to investments held in the Liquidity Fund Guarantee Trust.

In accordance with current regulations, Banco International's investment portfolio as of December 31, 2024, is valued at market prices "at fair value with changes in the statement of income" and "Available for sale;" the variations of the first group affect the year's results, and those of the second group are recorded in shareholders' equity.

3.- ACCOUNTS RECEIVABLE AND OTHER ASSETS. -

For the rating of accounts receivable and other assets, with the exception of available funds and property and equipment, their non-performing loans will be considered as of the due date of the balances of the respective accounts.

100% of accounts receivable and other assets subject to rating for US\$ 86,048,760.65 have been rated. The provision established and recorded as of December 31, 2024, of US\$ 6,415,806.70

4.- GOODS RECEIVED IN LIEU OF PAYMENT. -

100% of the assets received in lieu of payment of Customer obligations, subject to qualification for US\$ 9,277,096.78, have been qualified.

The required provision is US\$ 5,301,710.93, which includes US\$ 3,899,531 equivalent to 100.00% of the total of goods received that are more than one year old and US\$ 1,402,182 equivalent to provisions in process to complete 100% of the provisions in accordance with current regulations.

RECOMMENDATIONS. -

As a result of the evaluation carried out and considering the facts indicated in the previous points, the Special Committee on the Classification of Risk Assets and Contingent Exposures of Banco Internacional recommends:



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1. Maintain the same criteria of caution in all matters relating to its credit policies and the structure of its credit and investment portfolios.
2. Adjust the provisions in each of the risk modalities as necessary to accommodate the institution's growth.
3. Determine the required provisions of the Expert Portfolio Rating Model, with the necessary adjustments by the regulator, considering the comprehensive studies of expected losses generated by the Vice-Presidency of Risk Control.
4. This Commission is informed of the provisions issued by the Financial Policy and Regulation Board through Resolution No. JPRF-F-2024-0123, issued on November 5, 2024, and the complementary provisions instructed by the Superintendency of Banks. The Financial Relief Mechanism for the Energy Crisis is established in this context.
The temporary and extraordinary deferral of credit operations allow deferring for up to 90 days the payment of installments due on operations in force as of September 30, 2024, or the mechanism's implementation date. The deferred installments will be transferred to the end of the corresponding amortization table. This mechanism may be requested by the customer or by the financial entities and will be in force for its application until March 31, 2025.
5. Financial institutions, both public and private, will consider, on a case-by-case basis, the possibility of refinancing or restructuring credit operations with overdue balances between August 10, 2023, and October 31, 2024. This process will be carried out upon prior agreement with the debtor and only at the debtor's request. It is important to note that this mechanism will not generate additional costs, such as collection expenses, legal costs, or fees. In the refinancing or restructuring of loans, it will be possible to consolidate all credit transactions that the debtor has with the financial institution when the agreement is implemented, always by mutual agreement between the parties.
Likewise, the Superintendency of Banks will have a term of up to two months, counted as the issuance of this resolution, to establish the necessary information structures for implementing this mechanism.
As for cardholders, those who have not submitted past due payments by September 30, 2024, and who, as of November 27, 2024, have not made the minimum or full payment on their credit card, will be eligible for payment deferral.
To this effect, the following provisions have been issued: Resolution No. JPRF-F-2024-0120, Circular No. SB-INRE-2024- 0017-C, No. JPRF-F-2024-0123 and Executive Decree No. 444.





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6. In the opinion of the Special Committee on the Classification of Risk Assets and Contingent Exposures, Banco Internacional complies with all the important aspects of the policies defined and approved by the Board of Directors in credit matters and as regards the structure of the portfolio and investment portfolios. Additionally, this Committee considers that the provisions constituted for the entity's Risk and Contingent Assets are reasonable given the risk conditions, the regulations in force, and the market.

Sincerely yours

Eco. Sebastián Hurtado

Francisco Naranjo
Chief Executive Officer

Eco. Carlos Maldonado

Eco. Carlos Burgos





REPUBLIC OF ECUADOR
SUPERINTENDENCY OF BANKS AND INSURANCE COMPANIES
NATIONAL INTENDENCY OF FINANCIAL INSTITUTIONS

FORM. 231- A

SUMMARY OF CREDIT AND CONTINGENT PORTFOLIO RATING AND PROVISIONING
(INFORMATION IN DOLLARS)

REPORTING ENTITY: BANCO INTERNACIONAL S.A.
CUT-OFF DATE: DECEMBER 31, 2024

OFFICE CODE: 1023

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231 A.1											
	PRODUCTIVE	TOTAL	LOANS SECURED BY SELF-LIQUIDATING COLLATERAL	BALANCE SUBJECT TO CLASSIFICATION	% OF PARTICIPATION	% OF PROVISION	REQUIRED PROVISIONS	ESTABLISHED PROVISIONS	DIFFERENCE BETWEEN REQUIRED AND ESTABLISHED PROVISIONS	PROVISIONS MITIGATED BY MORTGAGE GUARANTEES	EXCESS (OR DEFICIENT) PROVISIONS
		(A)	(B)	(C=A-B)	(D)	(E=G/C)	(F)	(G)	(H=F-G)	(I)	(J=I-H)
A1	NORMAL RISK	\$954.785.687,22	\$22.829.940,00	\$931.955.747,22	26,74%	0,73%	\$12.626.053,50	\$6.786.230,66	\$5.839.822,84	\$5.839.822,84	-
A2		\$1.025.851.028,00	\$31.660.195,09	\$994.190.832,91	28,73%	1,48%	\$24.292.578,76	\$14.741.663,43	\$9.550.915,33	\$9.550.915,33	-
A3		\$932.309.207,89	\$17.156.835,03	\$915.152.372,86	26,11%	2,54%	\$38.301.257,82	\$23.267.398,94	\$15.033.858,88	\$15.033.858,88	-
B1	POTENTIAL RISK	\$346.875.954,82	\$4.849.403,91	\$342.026.550,91	9,72%	4,86%	\$22.922.104,19	\$16.646.287,46	\$6.275.816,73	\$6.275.816,73	-
B2		\$239.319.126,68	\$3.526.763,84	\$235.792.362,84	6,70%	8,39%	\$22.915.332,12	\$19.781.835,72	\$3.133.496,39	\$3.133.496,39	-
C1	SUBSTANDARD RISK	\$51.426.649,12	\$802.187,68	\$50.624.461,44	1,44%	18,02%	\$8.853.866,84	\$9.124.785,17	(\$270.918,33)	-	\$270.918,33
C2		\$3.791.492,62	-	\$3.791.492,62	0,11%	46,42%	\$1.760.185,57	\$1.760.185,57	-	-	-
D	DOUBTFUL COLLECTION	\$7.982.001,24	-	\$7.982.001,24	0,22%	66,57%	\$5.313.313,52	\$5.313.313,52	-	-	-
E	LOSS	\$8.245.667,59	-	\$8.245.667,59	0,23%	100,00%	\$8.239.250,16	\$8.245.667,59	-	-	-
	TOTAL	3.570.586.815,18	80.825.325,55	3.489.761.489,63	100,00%		145.223.942,48	105.667.368,06	39.562.991,84	39.833.910,17	270.918,33

231 A.2										
	CONSUMER LOANS	TOTAL	LOANS SECURED BY SELF-LIQUIDATING COLLATERAL	BALANCE SUBJECT TO CLASSIFICATION	% OF PARTICIPATION	% OF PROVISION	REQUIRED PROVISIONS	ESTABLISHED PROVISIONS	EXCESS (OR DEFICIENT) PROVISIONS	
		(A)	(B)	(C=A-B)	(D)	(E=G/C)	(F)	(G)	(H=F-G)	
A1	NORMAL RISK	\$564.373.339,60	\$1.304,00	\$564.372.035,60	91,44%	1,00%	\$5.643.746,17	\$5.642.442,17	\$1.304,00	-
A2		\$16.421.634,43	-	\$16.421.634,43	2,66%	2,00%	\$328.431,11	\$328.431,11	-	-
A3		\$2.985.358,95	-	\$2.985.358,95	0,48%	3,98%	\$118.729,66	\$118.729,66	-	-
B1	POTENTIAL RISK	\$2.997.740,79	-	\$2.997.740,79	0,49%	7,00%	\$209.841,94	\$209.841,94	-	-
B2		\$679.498,58	-	\$679.498,58	0,11%	10,94%	\$74.359,77	\$74.359,77	-	-
C1	SUBSTANDARD RISK	\$1.722.691,07	-	\$1.722.691,07	0,28%	20,99%	\$361.599,98	\$361.599,98	-	-
C2		\$784.576,37	-	\$784.576,37	0,13%	41,19%	\$323.152,28	\$323.152,28	-	-
D	DOUBTFUL COLLECTION	\$1.940.201,64	-	\$1.940.201,64	0,31%	60,97%	\$1.183.032,90	\$1.183.032,90	-	-
E	LOSS	\$25.282.389,41	-	\$25.282.389,41	4,10%	100,00%	\$25.282.389,41	\$25.282.389,41	-	-
	TOTAL	617.187.430,84	1.304,00	617.186.126,84	100,00%		33.525.283,22	33.523.979,22	1.304,00	

231 A.3										
	REAL ESTATE	TOTAL	LOANS SECURED BY SELF-LIQUIDATING COLLATERAL	BALANCE SUBJECT TO CLASSIFICATION	% OF PARTICIPATION	% OF PROVISION	REQUIRED PROVISIONS	ESTABLISHED PROVISIONS	EXCESS (OR DEFICIENT) PROVISIONS	
		(A)	(B)	(C=A-B)	(D)	(E=G/C)	(F)	(G)	(H=F-G)	
A1	NORMAL RISK	\$142.801.851,02	-	\$142.801.851,02	88,75%	1,00%	\$1.428.018,63	\$1.428.018,63	-	-
A2		\$10.300.024,71	-	\$10.300.024,71	6,40%	2,00%	\$206.000,49	\$206.000,49	-	-
A3		\$1.602.732,76	-	\$1.602.732,76	1,00%	3,99%	\$63.989,90	\$63.989,90	-	-
B1	POTENTIAL RISK	\$768.168,38	-	\$768.168,38	0,48%	7,00%	\$53.771,79	\$53.771,79	-	-
B2		\$1.135.245,59	-	\$1.135.245,59	0,71%	11,00%	\$124.820,83	\$124.820,83	-	-
C1	SUBSTANDARD RISK	\$143.850,51	-	\$143.850,51	0,09%	20,93%	\$30.112,74	\$30.112,74	-	-
C2		\$56.717,02	-	\$56.717,02	0,04%	42,64%	\$24.182,64	\$24.182,64	-	-
D	DOUBTFUL COLLECTION	\$2.634.028,09	-	\$2.634.028,09	1,64%	61,00%	\$1.606.648,39	\$1.606.648,39	-	-
E	LOSS	\$1.452.326,33	-	\$1.452.326,33	0,90%	100,00%	\$1.452.326,33	\$1.452.326,33	-	-
	TOTAL	160.894.944,41	-	160.894.944,41	100,00%		4.989.871,74	4.989.871,74	-	



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PUBLIC INTEREST HOUSING LOANS		TOTAL	LOANS SECURED BY SELF-LIQUIDATING COLLATERAL	BALANCE SUBJECT TO CLASSIFICATION	% OF PARTICIPATION	% OF PROVISION	REQUIRED PROVISIONS	ESTABLISHED PROVISIONS	EXCESS (OR DEFICIENT) PROVISIONS
		(A)	(B)	(C=A-B)	(D)	(E=G/C)	(F)	(G)	(H=F-G)
A1	NORMAL RISK	\$259.990,36	-	\$259.990,36	84,17%	1,00%	\$2.599,90	\$2.599,90	-
A2		\$32.318,28	-	\$32.318,28	10,46%	2,00%	\$646,37	\$646,37	-
A3		-	-	-	0,00%	0,00%	-	-	-
B1	POTENTIAL RISK	-	-	-	0,00%	0,00%	-	-	-
B2		-	-	-	0,00%	0,00%	-	-	-
C1	SUBSTANDARD RISK	-	-	-	0,00%	0,00%	-	-	-
C2		-	-	-	0,00%	0,00%	-	-	-
D	DOUBTFUL COLLECTION	\$16.563,34	-	\$16.563,34	5,36%	61,00%	\$10.103,64	\$10.103,64	-
E	LOSS	-	-	-	0,00%	0,00%	-	-	-
TOTAL		308.871,98	-	308.871,98	100,00%		13.349,91	13.349,91	-

231 A.5

MICROENTERPRISE		TOTAL	LOANS SECURED BY SELF-LIQUIDATING COLLATERAL	BALANCE SUBJECT TO CLASSIFICATION	% OF PARTICIPATION	% OF PROVISION	REQUIRED PROVISIONS	ESTABLISHED PROVISIONS	EXCESS (OR DEFICIENT) PROVISIONS
		(A)	(B)	(C=A-B)	(D)	(E=G/C)	(F)	(G)	(H=F-G)
A1	NORMAL RISK	\$5.231.136,61	\$14.865,92	\$5.216.270,69	95,12%	0,72%	\$52.475,56	\$37.609,70	\$14.865,86
A2		\$37.870,64	\$377,16	\$37.493,48	0,69%	1,01%	\$757,42	\$380,26	\$377,16
A3		\$54.479,84	-	\$54.479,84	0,99%	3,98%	\$2.168,15	\$2.168,15	-
B1	POTENTIAL RISK	\$67.185,22	\$2.305,53	\$64.879,69	1,22%	3,70%	\$4.702,96	\$2.397,43	\$2.305,53
B2		\$287,50	-	\$287,50	0,01%	10,00%	\$28,75	\$28,75	-
C1	SUBSTANDARD RISK	\$15,00	-	\$15,00	0,00%	20,00%	\$3,00	\$3,00	-
C2		-	-	-	0,00%	0,00%	-	-	-
D	DOUBTFUL COLLECTION	\$4.865,27	-	\$4.865,27	0,09%	60,93%	\$2.964,17	\$2.964,17	-
E	LOSS	\$103.647,26	-	\$103.647,26	1,88%	100,00%	\$103.647,26	\$103.647,26	-
TOTAL		5.499.487,34	17.548,61	5.481.938,73	100,00%		166.747,27	149.198,72	17.548,55

GENERAL TOTAL 4.354.477.549,75 80.844.178,16 4.273.633.371,59 100,00% 3,38% 183.919.194,62 144.343.767,65 39.581.844,39 39.833.910,17 270.918,33 (1)

(1) This amount corresponds to the provisions mitigated by the mortgage guarantees of the commercial portfolio.


Francisco Naranjo
LEGAL REPRESENTATIVE


Fabián Encalada
GENERAL ACCOUNTANT



REPUBLIC OF ECUADOR
SUPERINTENDENCY OF BANKS AND INSURANCE COMPANIES
NATIONAL INTENDENCY OF FINANCIAL INSTITUTIONS

SUMMARY OF INVESTMENT AND OTHER ASSET CLASSIFICATIONS AND PROVISIONING
(INFORMATION IN DOLLARS)

REPORTING ENTITY: BANCO INTERNACIONAL S.A.

OFFICE CODE: 1023

CUT-OFF DATE: DECEMBER 31, 2024

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CODE	INVESTMENTS	NOMINAL VALUE	MARKET VALUE	SPECIFIC PROVISIONS	GENERAL PROVISIONS FOR INVESTMENTS	
1301	AT FAIR VALUE WITH CHANGES IN THE STATEMENT OF INCOME OF PRIVATE SECTOR ENTITIES	153.000.000,00	152.573.765,30	N.A	N.A	
1302	AT FAIR VALUE WITH CHANGES IN THE STATEMENT OF OF INCOME STATEMENT OF PUBLIC SECTOR ENTITIES	41.612.393,58	41.545.397,38	N.A	N.A	
1303	AVAILABLE-FOR-SALE PRIVATE SECTOR ENTITIES	115.798.934,53	114.804.047,11	0	0	
1304	AVAILABLE-FOR-SALE STATE OR PUBLIC SECTOR ENTITIES	139.135.000,00	138.980.125,43	0	0	
TOTAL		449.546.328,11	447.903.335,22	0	0	
CODE	INVESTMENTS	BOOK VALUE	MARKET VALUE	SPECIFIC PROVISIONS	GENERAL PROVISIONS FOR INVESTMENTS	
1202	OPER. WITH FINANCIAL INSTITUTIONS	0,00	0,00	0,00	0,00	
1305	HELD TO MATURITY PRIVATE SECTOR	0,00	0,00	0,00	0,00	
1306	HELD TO MATURITY ST. OR PUBLIC SECTOR ENTITIES	181.810.251,68	181.810.251,67	0,00	0,00	
1307	RESTRICTED AVAILABILITY	40.006.151,97	39.996.856,82	0,00	0,00	
190205	FIDUCIARY RIGHTS - INVESTMENTS	60.000,00	57.882,90	0,00	0,00	
TOTAL		221.876.403,65	221.864.991,39	0,00	0,00	



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231 B.2

OTHER ASSETS		TOTAL	% RIESGO	PROVISIONES REQUERIDAS	PROVISIONES CONSTITUIDAS	PROVISIONES EXCD. O DEF.
A1		79.196.344,23	0,03%	24.196,30	24.196,30	0,00
A2	NORMAL RISK	253.640,58	2,00%	5.072,83	5.072,83	0,00
A3		16.298,83	3,00%	488,96	488,96	0,00
B1	POTENCIAL	4.161,55	7,00%	291,31	291,31	0,00
B2		2.610,01	10,00%	261,00	261,00	0,00
C1	SUBSTANDARD	394,09	20,00%	78,81	78,81	0,00
C2		315.132,00	45,95%	144.814,29	144.814,29	0,00
D	DOUBTFUL COLLECTION	48.940,39	60,00%	29.364,23	29.364,23	0,00
E	LOSS	6.211.238,97	100,00%	6.211.238,97	6.211.238,97	0,00
	ASSESSED	86.048.760,65	7,46%	6.415.806,70	6.415.806,70	0,00
	NOT ASSESSED					
TOTAL		86.048.760,65	7,46%	6.415.806,70	6.415.806,70	0
% OF OTHER ASSETS ASSESSED [(Assessed,Total)100]=					100,00%	
% OF OTHER ASSETS RISK EVALUATED[(Prov.Required,Assessed)100]=					7,46%	
ESTIMATED LOSS ON OTHER ASSETS(Total x Risk Other Assets Assessed)=					6.415.806,70	

231 B.3

ASSETS RECEIVED IN LIEU OF PAYMENT		TOTAL	REQUIRED PROVISIONS (a)	REQUIRED PROVISIONS (b)	TOTAL REQUIRED PROVISIONS	ESTABLISHED PROVISIONS	EXCESS (OR DEFICIENT) PROVISIONS
A	NORMAL RISK	1.487.850,22	0,00	0,00	0,00	0,00	0,00
B	POTENTIAL RISK	484.487,83	42.261,28	0,00	42.261,28	42.261,28	0,00
C	SUBSTANDARD RISK	3.086.086,20	1.085.102,51	0,00	1.085.102,51	1.085.102,51	0,00
D	DOUBTFUL COLLECTION	319.142,84	274.817,48	0,00	274.817,48	274.817,48	0,00
E	LOSS	3.899.529,69	3.899.529,69	0,00	3.899.529,69	3.899.529,69	0,00
TOTAL		9.277.096,78	5.301.710,95	0,00	5.301.710,95	5.301.710,95	0,00

(a) REQUIRED PROVISIONS: Art.195 of the Organic Monetary and Financial Code

(b) PROVISIONS REQUIRED FOR APPRAISAL: Second paragraph, numeral 3, article 5, section II, chapter II, title IX, book I of the Codification of Resolutions of the Superintendency of Banks and of the Banking Board.


Francisco Naranjo
LEGAL REPRESENTATIVE


Fabián Encalada
GENERAL ACCOUNTANT





FORM. 231 -C

REPUBLIC OF ECUADOR
SUPERINTENDENCY OF BANKS AND INSURANCE COMPANIES
NATIONAL INTENDENCY OF FINANCIAL INSTITUTIONS

GENERIC PROVISIONS
(INFORMATION IN DOLLARS)

REPORTING ENTITY: BANCO INTERNACIONAL S.A.
CUT-OFF DATE: DECEMBER 31, 2024

OFFICE CODE: 1023

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231 C.1		PROVISIÓN ANTICÍCLICA							
	(A)	(B)	(C = A * B)	(D)	(E = C - D)	(F)(G = E * F)	(H)	(I = G - H)	
QUARTER	ALPHA FACTOR	TOTAL GROSS PORTFOLIO	LATENT LOSS	BALANCE 1499	COUNTERCYCLICAL PROVISION	% ADJUSTMENT ACCORDING TO SCHEDULE	REQUIRED COUNTERCYCLICAL PROVISIONS	COUNTERCYCLICAL PROVISIONS ESTABLISHED AT THE END OF THE PREVIOUS PERIOD	PROVISIONS ESTABLISHED DURING THE PERIOD
December 2023	3,57%	3.533.553.098,76	126.147.845,63	129.419.382,04	-3.271.536,41	100,00%	0,00	0,00	0,00
March 2024	3,57%	3.641.460.106,83	130.000.125,81	133.204.955,90	-3.204.830,09	100,00%	0,00	0,00	0,00
June 2024	3,57%	3.644.652.368,18	130.114.089,54	137.506.841,75	-7.392.752,21	100,00%	0,00	0,00	0,00
September 2024	3,57%	3.638.159.299,89	129.882.287,01	140.170.700,97	-10.288.413,96	100,00%	0,00	0,00	0,00
December 2024	3,57%	3.849.430.222,92	137.424.658,96	142.852.883,22	-5.428.224,26	100,00%	0,00	0,00	0,00

231 C.2		PROVISIÓN GENÉRICA *				
	(D)	(J)	(L)	(M)	(N = D -J -K -L -M)	
QUARTER	BALANCE 1499	TOTAL ESTABLISHED SPECIFIC PROVISION	TOTAL ESTABLISHED GENERIC PROVISION FOR CREDIT TECHNOLOGY AND DISCRETIONARY USE	TOTAL ESTABLISHED GENERIC COUNTERCYCLICAL PROVISION	NON-REVERSED PROVISION DUE TO REGULATORY REQUIREMENT	VOLUNTARY GENERIC PROVISION
December 2023	129.419.382,04	117.527.390,39	11.891.991,65	0,00	-	0,00
March 2024	133.204.955,90	121.312.964,25	11.891.991,65	0,00	-	0,00
June 2024	137.506.841,75	125.614.850,10	11.891.991,65	0,00	-	0,00
September 2024	140.170.700,97	128.278.709,32	11.891.991,65	0,00	-	0,00
December 2024	142.852.883,22	130.960.891,57	11.891.991,65	0,00	-	0,00

* For control purposes, financial institutions must disaggregate at the auxiliary record level the generic provisions for each of the items set forth in the above table,

Note: According to Resolution JB-2013-2498 of the Banking Board, the anti-cyclical provision was suspended as of September 2013; therefore, no provision has been constituted for this concept.


Francisco Naranjo
LEGAL REPRESENTATIVE


Fabián Encalada
GENERAL ACCOUNTANT



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COMPLIANCE REPORT

Quito, January 23, 2025

A los
Members of the Board of Directors
Banco Internacional S.A.

In compliance with the provisions of the "Organic Law for the Prevention, Detection and Eradication of the Crime of Laundering and Financing of Crimes" and the "Control Standard for the Management of the Risk of Money Laundering and Financing of Terrorism, and Financing of the Proliferation of Weapons of Mass Destruction (AML/CFT)", the Compliance Unit of Banco Internacional S.A., executed the Annual Plan of activities for the fiscal year 2024, presented to the Compliance Committee on January 14, 2025 and approved by the Board of Directors in session of January 23, 2025.

Banco Internacional S.A., leverages its management in a risk management system, subject to a permanent evaluation and audit, composed of policies, processes, procedures and methodologies that seek, in the first instance, to avoid that the operations and transactions executed in the institution are used as instruments for the commission of financial crimes; and, on the other hand, to detect and report suspicious operations and deliver control structures and additional information required by the different control entities, in a timely, complete and effective manner.

To meet this objective, the institution has developed the AML/CFT Matrix, which complies with the guidelines established by the Superintendency of Banks for the timely identification and mitigation of risk events in new products and services offered and the macro-processes established by the organization, as well as the establishment of risk appetite, tolerance and indicators that have allowed focusing efforts according to the institution's risk profile.

The AML/CFT Manual was updated, based on regulatory changes, and was disseminated to employees, officers, directors and shareholders, and contains a description of the policies to be followed, such as the verification and compliance with the controls applicable to the Customer engagement process through physical and digital channels, the updating and verification of information based on the risk level assigned to each Customer and their segmentation, in accordance with the methodology designed by the institution.



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This manual also contemplates the description of the due diligence mechanisms applied in segments considered high risk as established in internal policies, the continuous monitoring of domestic and international operations and transactions of clients and employees, based on rules and deviations from the transactional history or the segment to which they belong, the filtering in reserved lists of Clients, final beneficiaries, shareholders and suppliers, together with those responsible for each policy; procedures that are constantly being improved and redesigned to ensure efficiency, timeliness and adaptation to new typologies.

The strengthening of the organizational culture is promoted through continuous internal communication and training mechanisms, e-learning courses, institutional communications, workshops, and conferences for new personnel, the commercial area, and areas related to the management of this risk.

Based on the activities developed described in this report and according to the scope defined in the annual work plan, Banco Internacional S.A. reasonably complies with the current regulations on risk management for Money Laundering, financing of Terrorism, and Financing the Proliferation of Weapons of Mass Destruction.

Dr. José Luis Bruzzzone Dávalos
Chairman of the Compliance Committee
BANCO INTERNACIONAL

Ing. Rina Rivera Ron
Compliance Officer
BANCO INTERNACIONAL





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REPORT FROM THE INTERNAL AUDITOR

Internal Audit Annual Report

Quito, February 19, 2025

To the Shareholders' Meeting and Board of Directors of
Banco Internacional S.A.:

I have conducted my audit in accordance with the International Standards for the Professional Practice of Internal Auditing and with the Annual Work Plan for the year 2024, which was approved by the Audit Committee and the Board of Directors of Banco Internacional S.A. and submitted to the Superintendency of Banks of Ecuador.

Responsibilities of the Bank's Management

The Bank's Management is responsible for the preparation and fair presentation of financial statements in accordance with accounting standards and practices established by the Financial Regulation and Policy Board and the Superintendency of Banks of Ecuador. In addition, it is responsible for the design and effective operation of the internal control system; compliance with the regulations established for good corporate governance, risk management and administration, management of the risk of money laundering and financing of terrorism, and financing for the proliferation of weapons of mass destruction (AML/CFT); and compliance with the resolutions issued by the Control Organisms, the General Shareholders' Meeting and the Board of Directors.

Responsibilities of the Internal Auditor

My audit was conducted in accordance with the International Standards for the Professional Practice of Internal Auditing; these consider the application of ethical requirements. An audit involves performing procedures to obtain audit evidence about the balances and disclosures in the financial statements, as well as about the other aspects evaluated, as indicated in the preceding paragraph. For the selection of the procedures, the evaluation of the risks and the scope of the reviews, I applied my professional judgment and maintained an attitude of professional skepticism throughout the audit. The evidence gathered complies with professional internal auditing standards and is sufficient to provide a basis for my report.



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Fundamentals of auditing

Mi auditoría fue efectuada de acuerdo con las Normas Internacionales para el Ejercicio Profesional de la Auditoría Interna; éstas consideran la aplicación de requerimientos éticos. Una auditoría comprende la realización de procedimientos para obtener evidencia de auditoría sobre los saldos y revelaciones presentadas en los estados financieros, así como sobre los demás aspectos evaluados, indicados en el párrafo anterior. Para la selección de los procedimientos, la evaluación de los riesgos y el alcance de las revisiones apliqué mi juicio profesional y mantuve una actitud de escepticismo profesional durante toda la auditoría. Las evidencias recopiladas cumplen con las normas profesionales de auditoría interna y son suficientes para proveer una base para emitir mi informe.

Internal Audit Report

Based on the result of the application of the auditing procedures performed in accordance with the regulatory framework mentioned in the first paragraph, I report that:

- In my opinion, the individual financial statements of Banco Internacional S.A. and the consolidated financial statements of Banco Internacional S.A. and its subsidiary present fairly, in all material respects, its financial position as of December 31, 2024, the results of its operations and its cash flows for the year then ended, in conformity with accounting standards and practices established by the Financial Regulation and Policy Board and the Superintendency of Banks of Ecuador.
- In the execution of my audit, I evaluated the operation of the internal control system of Banco Internacional S.A., the which, taken in its set, I consider it is adequate to comply with its objectives which are to provide sufficient and necessary security to the Bank's Management to develop its function.
- The Corporate Governance system implemented in Banco Internacional S.A. is framed within the current regulatory provisions, and its operation has been adequate during the year 2024.
- Regarding the evaluation carried out, with the scope defined in the annual work plan, of the regulations on risk management and administration, I did not find any situations that have come to my attention or that are considered to be significant non-compliances during the year 2024.





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- In relation to the evaluation of compliance with the regulations for the management of the risk of money laundering and financing of terrorism, and financing for the proliferation of weapons of mass destruction (AML/CFT), with the scope defined in the annual work plan, I have not identified situations that are considered significant non-compliance by Banco Internacional S.A. during the year 2024.
- As far as I am competent, the results of the tests carried out did not reveal any significant non-compliance during the year 2024 with the laws, regulations, resolutions, and provisions of the Controlling Bodies, the General Shareholders' Meeting, and the Board of Directors.

These reviews have resulted in recommendations that I have communicated to the Bank's Management, which has defined those responsible for the execution of the respective action plans for their implementation.

This report is exclusively for the information of the Shareholders, Directors, and Management of Banco Internacional S.A. as well as the Superintendency of Banks of Ecuador, and may not be used for any other purpose.

Sincerely,
Banco Internacional S.A.

Ivonne Repetto D.
Internal Auditor





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EXTERNAL AUDITOR'S OPINION ON BANCO INTERNACIONAL S.A.



INDEPENDENT AUDITORS' REPORT ON SUMMARIZED FINANCIAL STATEMENTS

To the Shareholders and Members of the Board of Directors

Banco Internacional S.A.

Quito, February 18, 2025

Opinion

The summarized financial statements of Banco Internacional S.A., which comprise the summarized balance sheet as of December 31, 2024, and the summarized statement of income for the year then ended, are derived from the audited financial statements of Banco Internacional S.A. for the year ended December 31, 2024.

In our opinion, the accompanying summarized financial statements are consistent, in all material respects, with the audited financial statements prepared using accounting standards established by the Superintendency of Banks of Ecuador and the Financial Regulation and Policy Board.

Summarized financial statements

The summarized financial statements do not contain all the disclosures required under accounting standards established by the Superintendency of Banks of Ecuador and the Financial Regulation and Policy Board. Therefore, the reading of the summarized financial statements and this independent auditor's report is not a substitute for reading the audited financial statements and the respective independent auditor's report.

Audited financial statements and our respective reports

On February 18, 2025, we issued our audit report containing an unqualified opinion on Banco Internacional S.A.'s financial statements as of December 31, 2024. That report also includes the significant audit matter that, in our professional judgment, was the most significant matter identified in our audit of the current period's financial statements.





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Management's responsibility for the summarized financial statements

The Management of Banco Internacional S.A. is responsible for preparing these summarized financial statements based on accounting standards established by the Superintendency of Banks of Ecuador and the Financial Policy and Regulation Board.

Auditor's responsibilities

Our responsibility is to express an opinion on whether the summarized financial statements are consistent, in all material respects, with the audited financial statements based on our procedures, which were performed in accordance with the International Standard on Auditing 810 (ISA 810) "Reporting Engagements on

Registration No. at the Superintendency of Banks: AE-9101

Juan Carlos Sáenz P.
Partner
Professional License No. 47 000

PricewaterhouseCoopers del Ecuador Cía. Ltda., Av. 6 de diciembre y Boussingault. Edificio T6. Piso 14, Quito – Ecuador.
T: (593-2) 3829330





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EXTERNAL AUDITOR'S OPINION ON BANCO INTERNACIONAL S.A. AND ITS SUBSIDIARY



INDEPENDENT AUDITORS' REPORT ON CONDENSED CONSOLIDATED FINANCIAL STATEMENTS

To the Shareholders and Members of the Board of Directors

Banco Internacional S.A. and its subsidiary

Quito, February 18, 2025

Opinion

The condensed consolidated financial statements of Banco Internacional S.A. and its subsidiary, which comprise the condensed consolidated balance sheet as of December 31, 2024, and the condensed consolidated statement of income for the year then ended, are derived from the audited consolidated financial statements of Banco Internacional S.A. for the year ended December 31, 2024.

In our opinion, the accompanying condensed consolidated financial statements are consistent, in all material respects, with the audited consolidated financial statements prepared using accounting standards established by the Superintendency of Banks of Ecuador and the Financial Regulation and Policy Board.

Summarized consolidated financial statements

The summarized consolidated financial statements do not contain all the disclosures required under accounting standards established by the Superintendency of Banks of Ecuador and the Financial Regulation and Policy Board. Therefore, reading the summarized consolidated financial statements and this independent auditor's report is not a substitute for reading the audited consolidated financial statements and the respective independent auditor's report.

Audited consolidated financial statements and our report thereon

On February 18, 2025, we issued our consolidated audit report containing an unqualified opinion on the consolidated financial statements of Banco Internacional S.A. and its subsidiary as of December 31, 2024. That report also includes the significant audit matter that, in our professional judgment, was the most significant audit matter identified in our audit of the consolidated financial statements of the current period.

Management's responsibility for the condensed consolidated financial statements

The Management of Banco Internacional S.A. and its subsidiary are responsible for preparing these summarized consolidated financial statements based on accounting standards established by the Superintendency of Banks of Ecuador and the Financial Regulation and Policy Board.





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Auditor's responsibilities

Our responsibility is to express an opinion on whether the summarized consolidated financial statements are consistent, in all material respects, with the audited consolidated financial statements based on our procedures, which were performed under the International Standard on Auditing 810 (ISA 810) "Reporting Engagements on Summarized Financial Statements".

Registration No. at the Superintendency of Banks: AE-9101

Juan Carlos Sáenz P.
Partner
Professional License No.: 17-223

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COMMISSIONER'S REPORT



COMMISSIONER'S REPORT

To the shareholders and members of the Board of Directors

Banco Internacional S.A.

Quito. February 18, 2025

We have audited, following International Standards on Auditing, the financial statements of Banco Internacional S.A., which comprise the individual balance sheet as of December 31, 2024, and the related individual statements of income, changes in equity and cash flows for the year then ended, and a summary of significant accounting policies and other explanatory notes, and have issued our unqualified report thereon dated February 18, 2025.

Responsibilities of the Bank's Management for the financial statements

Management of Banco Internacional S A is responsible for preparing and fair presenting these financial statements following accounting standards established by the Superintendency of Banks of Ecuador and the Financial Regulation and Policy Board and for such internal control as is necessary to enable the preparation of financial statements free from material misstatement, whether due to fraud or error.

In preparing the financial statements, management is responsible for assessing the Bank's ability to continue as a going concern by disclosing, as appropriate, going concern matters and using the going concern basis of accounting, unless management intends to liquidate the company or to cease operations, or there is no more realistic alternative to closing its operations.

The Bank's Corporate Governance Officers oversee the process of preparing the Bank's financial information.

Responsibilities of the External Auditor - Commissioner

The objectives of our audit are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion Reasonable assurance is a high degree of assurance, but is not a guarantee that an audit conducted following International Standards on Auditing will always detect a material misstatement when it exists Material misstatements can arise from fraud or error and are considered material if. Individually or in the aggregate, they could reasonably influence users' economic decisions based on the financial statements.





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Banco Internacional S.A.

Quito. February 18, 2025

As part of an audit conducted following International Standards on Auditing, we apply our professional judgment and maintain an attitude of professional skepticism throughout the audit. Also, as part of our audit

Identify and assess the risks of material misstatement of the financial statements, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for our opinion The risk of not detecting a material misstatement due to fraud is higher than for a material misstatement due to error, because fraud may involve collusion, deliberate misrepresentation, intentional omissions, intentional misstatement or the override of internal control.

Obtain an understanding of internal control relevant to the audit to design audit procedures that are appropriate in the circumstances, but not to express an opinion on the effectiveness of the Bank's internal control.

Evaluate the appropriateness of accounting policies applied and the reasonableness of accounting estimates and related disclosures made by management.

Conclude on the appropriateness of management's use of the going concern basis of accounting and, based on the audit evidence obtained, conclude on whether a material uncertainty exists related to events or conditions that may cast significant doubt on the Bank's ability to continue as a going concern If we conclude that a material uncertainty exists, we are required to draw attention in our auditors' report to the related disclosures in the financial statements or if such disclosures are inadequate, to express a modified opinion Our conclusions are based on the audit evidence obtained up to the date of our audit report However, future events or conditions may cause the Bank to become a going concern

Evaluate the financial statements' overall presentation, structure, and content, including the disclosures, and whether they represent the underlying transactions and events in a manner that achieves fair presentation.

Legal and regulatory requirements

In compliance with the provisions of the Organic Monetary and Financial Code and the Law of Companies, we have carried out control procedures, within the framework of the scope of our audit explained above, to comply with the duties and functions of the commissioner of Banco Internacional S.A. On account of the application of such procedures, we report that:

The financial statements agree with the amounts recorded in the accounting books, which have been prepared following accounting standards established by the Superintendency of Banks of Ecuador and the Financial Regulation and Policy Board.





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Banco Internacional S.A.

Quito. February 18, 2025

In planning and performing our audit of the financial statements of Banco Internacional S.A., we considered its internal control structure to determine our auditing procedures to express an opinion on the financial statements. Matters arising from our evaluation of the internal control structure are communicated in a separate report.

The information required in Chapter VI of Title IX of Book I of the Codification of the Norms of the Superintendency of Banks of Ecuador, on the reasonable assurance report of the Independent Auditors on the controls and procedures for the prevention of money laundering and financing of the proliferation of weapons of mass destruction, shall be included in a separate report.

Concerning the provisions of Art. 268 of the Law of Companies, no matter that needs to be reported has come to our attention.

The results of the tests mentioned in the previous paragraph did not reveal situations in the transactions and documentation examined that, in our opinion, are considered significant non-compliances with the legal, statutory and regulatory standards, as well as with the resolutions of the General Shareholders' Meeting and the Board of Directors, by Management Our report on compliance with tax obligations for the year ended December 31, 2024 required by current provisions will be issued separately.

The Bank's compliance with the aforementioned rules and resolutions, as well as the criteria for their application, is the responsibility of its Management, which the competent authorities may not share.

This Statutory Auditor's report is issued exclusively for the information and use of Banco Internacional S.A. shareholders and for submission to the Superintendency of Banks of Ecuador in compliance with the provisions issued by this controlling entity. It may not be used for any other purpose.

PricewaterhouseGopers





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OVERALL RISK RATING

BANKWATCH RATINGS S.A.
CALIFICADORA DE RIESGOS

CERTIFIES
that it rated

BANCO INTERNACIONAL S.A.

and that as of December 31, 2023,
it maintains the rating at

“AAA-”

Stable outlook

According to the local rating scale, the indicated category has the following definition:

“The financial institution’s position is very strong and it has an outstanding track record of profitability, which is reflected in an excellent reputation in the sector, very good access to its natural money markets and clear prospects for stability. If there is weakness or vulnerability in any aspect of the institution’s activities, it is entirely mitigated by the organization’s strengths”.

The rating granted belongs to a local scale, which indicates the relative credit risk within the Ecuadorian market. Therefore, it does not incorporate convertibility and transfer risk. The rating includes the risks of the economic environment and systemic risk.

Legal Representative:

PATRICIO VICENTE BAUS HERRERA
Firmado digitalmente por:
PATRICIO VICENTE BAUS HERRERA
Fecha: 2024.04.30
09:16:42 -05'00'

Patricio Baus H.

Quito, April 23, 2024

Note: The Rating is not a recommendation to invest or maintain commitments with an entity, but a risk assessment, the knowledge of which allows the public and other entities in the sector to have access to a better negotiation capacity





Quito, January 15, 2025

To the Shareholders' Meeting and Board of Directors of
Banco Internacional S.A.:

The Customer Experiences Area submits the annual report for 2024 in compliance with current legal regulations.

1. Customer experiences Culture

In 2024, part of the strategy aimed at strengthening the service culture through the "Customer-centricity" approach, which implies that the organization's processes, decisions, and actions are oriented toward understanding and satisfying the needs and expectations of our customers.

Thus, the "Service Culture Development Program" was implemented, aimed at all the Bank's employees. This program includes a periodic communication plan, the establishment of the "Día del Servicio", the quarterly distribution of the newsletter "Mi Cliente BI", and the incorporation of training sessions benefiting 442 employees. Through these activities, decision-making based on the customer's needs was encouraged.

To evaluate the progress of the actions described above, the second service culture maturity survey was conducted. It achieved a higher result than the previous period, allowing us to ensure that "the organization continually strives to provide high-quality service, processes that have shown dissatisfaction are adequately channeled and resolved, and we seek to exceed Customer expectations and offer exceptional experiences".

On the other hand, as part of continuous customer listening management, a new monitoring tool was implemented. This tool allows us to listen to and act in real time on customer feedback and from the channel through which they interact; this year, it was launched in Online Corporate Banking and will soon be extended to other channels.

CUSTOMER SERVICE REPORT

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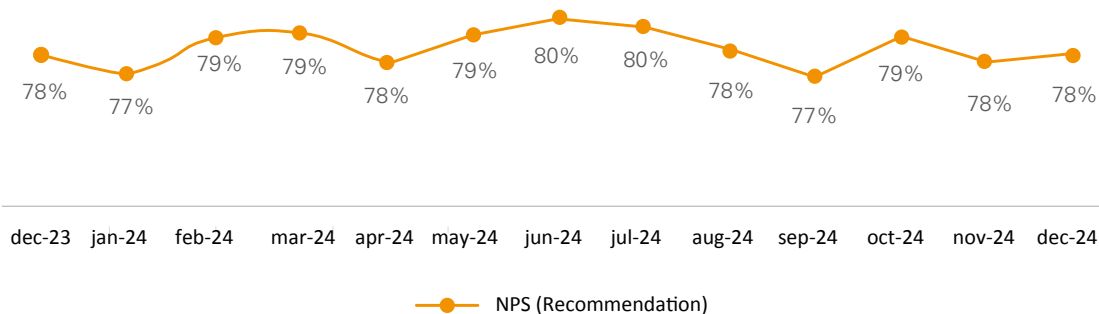
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Bank General Results

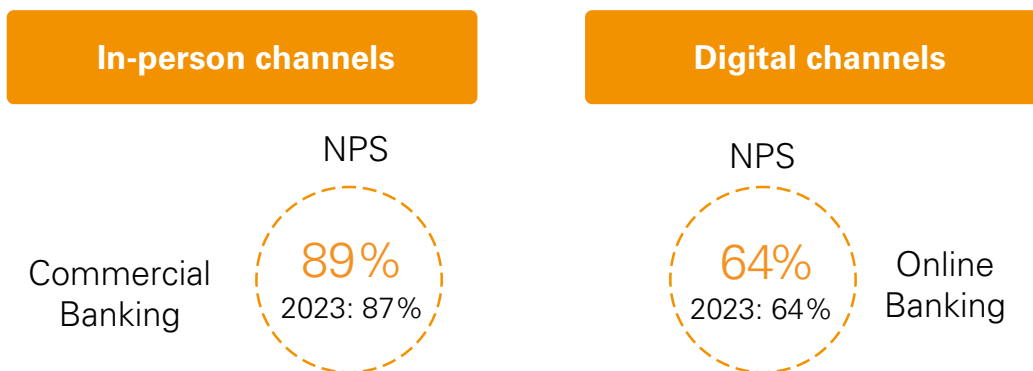


As of 2024, a global indicator was incorporated that reflects the recommendation scores (NPS) of the main Customer interactions with the Bank.

This indicator closed at 78% in December, the same as the previous year, which highlights strengths and points to improvement areas.

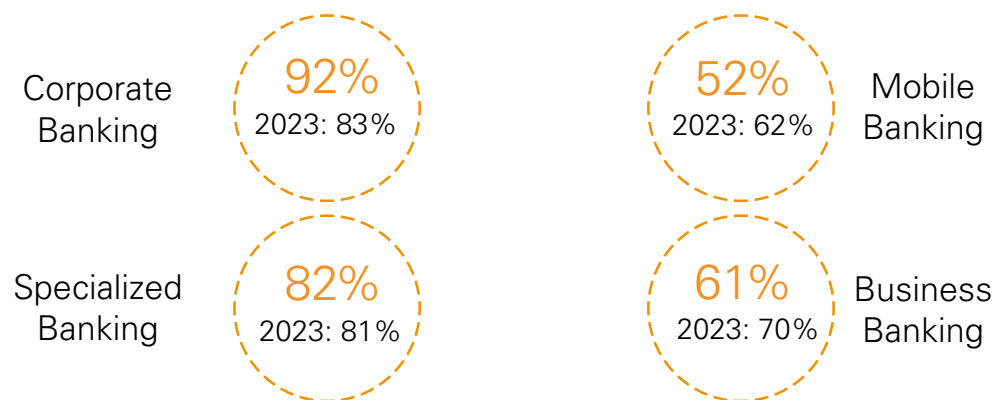
The following table shows the results by channel:

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a. In-person channels

The recommendation indicator (NPS) recovered compared to the previous year, allowing us to close the year with an increase of 2 points in Commercial Banking, 9 points in Corporate Banking, and 1 point in Specialized Banking. We continue working on the key attributes of agility and friendliness, which are essential to sustain and strengthen this positive trend.

b. Digital channels

Online Banking (Individuals and Companies):

The NPS in Personal Online Banking was maintained compared to the previous year, thanks to the work that has allowed a decrease in performance detractor.

In Business Online Banking, the implementation of the new voice of the Customer monitoring tool has allowed us to obtain more detailed and real-time information on Customer feedback, which is why the NPS shows a deterioration mainly explained by improvement opportunities related to performance and ease of use.





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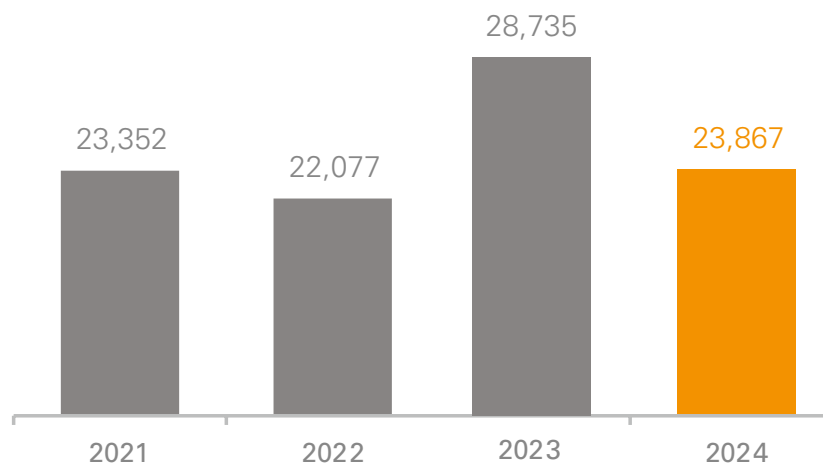
Mobile Banking

The indicator shows a downward trend, with an increase in the proportion of detracting customers, closing the year 10 points below December of the previous year. The main reasons for detraction are those classified in performance and ease of use. The team responsible is focusing its efforts on these identified opportunities for improvement.

Constant monitoring of the channels is maintained, prioritizing improvement opportunities identified by Customers to improve their experience.

2. Claims attention

In 2024, 23,867 cases were recorded, representing a decrease of 20.4% compared to 2023.



The complaints that showed a decrease were mainly related to unsuccessful debit card transactions and undelivered credit cards, which were reduced by implementing corrective measures to improve the Customer experience.

On the other hand, there was an increase in claims associated with unauthorized credit card transactions and unauthorized debits, cases that were alerted to the corresponding areas for immediate corrective actions, thus reducing friction with Customers.





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Motivos	2023	2024	Var (%)
Transactions not carried out by the CC holder	3,784	4,552	20.30%
Unauthorized debits	2,786	4,026	44.51%
Credit card not delivered	4,371	2,890	-33.88%
Purchases not made by the debit card holder	1,987	1,866	-6.09%
Failed Transfers	2,086	1,517	-27.28%
Unsuccessful transactions in establishments	3,030	1,147	-62.15%
Debit in account money not dispensed to the customer	1,368	1,133	-17.18%
Debits and does not dispense cash BANRED cash dispenser	760	664	-12.63%
Duplicate Transfers	683	424	-37.92%
Duplicate debit card transactions	562	416	-25.98%

Regarding claims management, 98% (23,450) of the cases were handled at the end of the year, and 95% of these were resolved within the timeframe established internally.

3. Recommendations

The Customer Experiences area recommends the following actions for management in 2025:

1. Finalize the implementation of the voice of the Customer monitoring tool for all channels of Customer interaction with the Bank, allowing for listening and acting in real time on the feedback received.
2. Leverage the voice of the Customer monitoring tool to design and implement a follow-up method based on alerts that allows the extraction of improvement levers. This will allow faster collaboration with those responsible for executing action plans, positively impacting each point of contact with Customers.





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method based on alerts that allows the extraction of improvement levers. This will allow faster collaboration with those responsible for executing action plans, positively impacting each point of contact with Customers.

3. Continue with the “Culture Development Program,” maintaining the weekly communication plan and training sessions to strengthen Customer-centricity.
4. Maintain continuous monitoring of the Complaint Attention System to identify cases early on that generate friction with Customers and take immediate corrective actions in coordination with those responsible.
5. The Customer Experiences Area will maintain a monthly management report that includes observations on compliance with service times and the quality of responses.

Sincerely yours;

Liliana Casares Ch.

Customer Service Manager





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REPORT OF THE COMPENSATION COMMITTEE

To the
GENERAL SHAREHOLDERS' MEETING
Banco Internacional S.A.
City. -

Dear Sir or Madam:

I hereby submit for your consideration, the following Report of Activities of the Remuneration Committee, corresponding to the management related to the application of the Salary Policy during the year 2024, under the provisions of literal a of Article 5 of Section II, Chapter LI, Volume VIII, Book One of the Codification of Resolutions of the Monetary and Financial Policy and Regulation Board, published in the Official Gazette on April 3, 2018.

The Salary Policy of Banco Internacional S.A. establishes the remuneration scheme for employees. It applies to a job evaluation system under the MERCER IPE methodology, which establishes internal salary ranges considering the grades and points resulting from this process. Thus, it guarantees concepts of internal equity and competitiveness with the market. We have been applying this methodology since 2016.

Within this policy, the salary scheme for senior management was established under the resolution of the Monetary and Financial Policy and Regulation Board in 2018. This resolution specifies the maximum limits for the remuneration of the first and second line of executives.

On the other hand, the Board of Directors has defined the salary scheme and the respective competencies for approving salary increases.

The salary scheme for the Chief Executive Officer is established by the Chairman of the Compensation Committee by delegation of the Board of Directors. The other levels of the salary scale are jointly responsible for the executive chairmanship and the vice president of people and culture.

Finally, the steps taken during the year 2024 regarding the Salary Policy have been complied with in accordance with the regulations in force, and the internal control procedures are in accordance with Banco Internacional's own needs.

For your kind attention to this letter.

Sincerely yours,

Inés Allende
Chairman - Compensation Committee





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OFFICE NETWORK

CUSTOMER-FACING NAME	ADDRESS
Matriz Branch	Av. Patria E4-21 y Av. 9 de Octubre.
La Niña Branch	La Niña E9-64 y Av. 6 de Diciembre, frente al C.C. Multicentro.
Iñaquito Branch	Av. Amazonas N36-147 y Corea, frente al C.C. Iñaquito.
La Y Branch	Av. Gaspar de Villarroel SN y Londres, esquina.
Meditrópoli Branch	Av. Mariana de Jesús Oe84 y Av. Mariscal Sucre, Edf. Centro Médico Meditrópoli.
Los Shyris Branch	Av. De Los Shyris N35-174 y Suecia, esquina.
El Condado Branch	Av. Mariscal Sucre y Av. La Prensa C.C. El Condado, local 230.
Quito Tennis Branch	Av. Brasil N42-134 y Mariano Echeverría.
La Carolina Branch	Av. General Eloy Alfaro y Av. Mariana de Jesús, Edf. Gaia, Local 2 PB.
Tumbaco Branch	Av. Interoceánica Oe6-192 y Fco. Pizarro, C. C. Ventura Mall.
Cumbayá Branch	Av. Interoceánica y Av. Diego de Robles, C. C. Plaza Cumbayá, local 8.
12 de Octubre Branch	Av.12 de Octubre N24-660 y Francisco Salazar, Edf. Concorde.
El Inca Branch	Av. 6 de Diciembre N51-64 e Isaac Barrera.
Panamericana Norte Branch	Av. Galo Plaza Lasso N74-14 y Antonio Basantes, Pana. Norte Km 7 1/2.
Villaflora Branch	Av. Alonso de Angulo Oe1-100 y Francisco Gómez.
San Rafael Branch	Av. Gral. Enríquez e Isla Genovesa, C.C. Rumiñahui.
Santa Rita Branch	Av. Mariscal Sucre 6762 y calle La Maná.
Mariscal Sucre Branch	Av. Mariscal Sucre 2023 y Calle Quitus, esquina.
Plaza Santo Domingo Branch	Guayaquil y Bolívar, esquina.
Maldonado Branch	Av. Maldonado S28-40, entre Río Zabaleta y Borbón, frente a LEVAPAN.
Santa Prisca Branch	Santa Prisca OE2-10 y Manuel Larrea.
Sangolquí Branch	Venezuela y Montufar, esquina, Edf. Jijón y Caamaño, Parque Turismo.
Carapungo Branch	Av. Giovanni Calles S/N y Concordia, Centro Comercial Marianitas.
Otavalo Branch	Sucre y Panamericana Norte.
Cayambe Branch	Av. Bolívar 605 entre Morales y Restauración.
Ibarra Branch	Calle Pedro Moncayo N 754 entre Olmedo y Sánchez y Cifuentes.
La Plaza Branch	Av. Mariano Acosta 21-47 y Víctor Gómez Jurado, C. C. La Plaza Shopping, local 4.
Cuenca Branch	Presidente Borrero 784 y Sucre, Edf. Banco Internacional.
España Branch	Av. España 314 y Sebastián de Benalcázar.
Remigio Crespo Branch	Av. Remigio Crespo Toral 5-182 y Remigio Romero.





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Azogues Branch	Bolívar 621 y 10 de Agosto.
Alborada Branch	Av. Rodolfo Baquerizo Nazur y Demetrio Aguilera Malta, esquina.
Albán Borja Branch	Av. Carlos Julio Arosemena y Llanes, C. C. Albán Borja, Local 18.
Hilton Colón Branch	Av. Francisco de Orellana Mz. 111, Hotel Hilton Colón Local 18 P.B.
Mayor Guayaquil Branch	Av. 9 de Octubre 117, entre Pichincha y Malecón.
Urdesa Branch	Av. Víctor Emilio Estrada 425 y Ébanos.
Babahoyo Branch	Gral. Barona y Rocafuerte.
Durán Branch	Autopista Durán-Bolicho Km. 3 1/2, C. C. Paseo Shopping Durán, local 9, junto al Terminal Terrestre de Durán.
Los Ceibos Branch	Vía a la Costa Km 6 1/2, C. C. Río Centro los Ceibos, local A14
Samborondón Branch	Av. Malecón y García Moreno Esquina, Edificio Jacindros local Nro. 1, PB
Vía Samborondón Branch	Centro Comercial Village Plaza Km. 1.5, Vía Samborondón, local 1, PB
La Bahía Branch	Chile 805 y Colón.
Portete Branch	Portete 4415 y Calle 19.
Parque California Branch	Km. 11 1/2 vía Daule, Parque Comercial California Uno, bodega 4.
Mall del Sur Branch	Av. 25 de Julio entre José de la Cuadra y Ernesto Albán, C.C. Mall del Sur, local 19-20.
Mercado Central Branch	Av. 6 de Marzo 829 y Clemente Ballén
Sonesta Branch	Av. Joaquín Orrantia y Av. Leopoldo Benítez, Edf. Sonesta, local 9-10-11, junto al C.C. Mall del Sol.
Centro Branch	Av. Pichincha 332 y Elizalde.
El Dorado Branch	Centro Comercial Riocentro El Dorado, local 20, PB; Vía a La Aurora Km. 10 1/2, Av. León Febres Cordero Ribadeneira, Daule.
Machala Branch	Av. 25 de Junio, Urbanización Las Paulinas solar #6, Mz MERC-L, Vía Machala - Pasaje.
Loja Branch	Bolívar y Azuay, esquina.
Manta Branch	Av. Malecón y Calle 13, esquina.
Cuatro de Noviembre Branch	Av. Cuatro de Noviembre entre las calles J6 y J8.
Portoviejo Branch	Av. América y Calle Pedro Zambrano Izaguirre, esquina.
Santo Domingo Branch	Av. Quito y Río Blanco, esquina.
La Concordia Branch	Av. Simón Plata Torres 052 y Quito.
El Colorado Branch	Vía a Quevedo 114 y Av. Chone, por la "Y" del Indio Colorado.





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Esmeraldas Branch	Calle 10 de Agosto, lote 6, entre Bolívar y Sucre. Parque Central 20 de Marzo.
Quevedo Branch	Av. 7 de Octubre 336 y la Cuarta.
Ventanas Branch	Av. Velasco Ibarra 406 y Seminario.
Ambato Branch	Bolívar 1632 entre Martínez y Mera.
Cevallos Branch	Av. Cevallos 665 y Unidad Nacional, esquina.
Atahualpa Branch	Av. Atahualpa y Nery Pillahuazo.
Riobamba Branch	10 de Agosto y García Moreno, esquina.
Daniel León Borja Branch	Av. Daniel León Borja 44-43 y Eplicachima.
Puyo Branch	Av. General Villamil SN y Francisco de Orellana.
Latacunga Branch	Calle Quijano y Ordóñez N 4-151 y General Maldonado, esquina.
Lago Agrio Branch	12 de Febrero y Av. Quito.
Shushufindi Branch	Av. Policía Nacional y Unidad Nacional.
El Coca Branch	Av. Cuenca y 9 de Octubre.
Joya de los Sachas Branch	Av. De los Fundadores y G. Moreno.





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INTERNATIONAL PARTNER BANKS

NAME	COUNTRY
Deutsche Bank	Germany
Commerzbank	Germany
BNDES	Brazil
Banco de Comercio Exterior de Colombia - Bancoldex	Colombia
Banco de Occidente	Colombia
Ebna Bank	Curaçao
Citibank	USA
IFB - International Finance Bank	USA
Wells Fargo	USA
U.S. Century Bank	USA
IFC	USA
BID	USA
Banco Sabadell	Spain
Santander Central Hispano	Spain
BBVA	Spain
Caixabank	Spain
Bankinter	Spain
Interbanco	Guatemala
Standard Chartered Bank	England
UniCredit	Italy
Bank of Tokyo - Mitsubishi	Japan
Banco Nacional de México - Banamex	Mexico
Banco Internacional de Costa Rica - BICSA	Panama
Banco Latinoamericano de Exportaciones - Bladex	Panama
Multibank	Panama
BanBif	Peru
Banco Exterior	Venezuela
Corporación Andina de Fomento - CAF	Venezuela





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