
ESG

**Further
Information 2024**

Banco Itaú Chile



About this document

“ESG Further Information” consolidates material that complements Banco Itaú Chile's Integrated Annual Report. The objective of this document is to delve further into some of the most important material aspects, as well as to provide transparency and accessibility to relevant data about our organization, based on Chilean and global guidelines for the main ratios, ratings and reporting framework.

This document follows the same financial and operational consolidation scope as the Integrated Annual Report 2024, covering Banco Itaú Chile and all its national and international subsidiaries over which the Bank exercises financial and operational control. These include Itaú Colombia SA, Itaú (Panamá) SA, the New York Branch, and the representative office in Lima, Peru. The ESG disclosure in this report represents 100% of Banco Itaú Chile's consolidated revenues, as reported in the consolidated financial statements as of December 31, 2024.

Content

| | |
|--|-----------|
| 1. Governance & Economic Dimension | 5 |
| 1.2. Corporate Governance | 5 |
| 1.2.1, 1.2.2 and 1.2.3 Board Independence | 5 |
| 1.2.6. Board Accountability | 6 |
| 1.2.9. CEO Compensation – Success Metrics | 6 |
| 1.2.16. ESG Governance Oversight | 6 |
| 1.3. Materiality | 7 |
| 1.3.1. Materiality Analysis | 7 |
| 1.3.2. Material Issues for Enterprise Value Creation | 12 |
| 1.3.4. Material Issues for External Stakeholders | 15 |
| 1.4. Risk & Crisis Management | 17 |
| 1.4.2. Risk Management Processes | 17 |
| 1.4.3. Emerging Risks | 18 |
| 1.4.4. Global Systemically Important Banks | 20 |
| 1.5. Business Ethics | 21 |
| 1.5.5. Whistleblowing Mechanism | 21 |
| 1.6. Policy Influence | 22 |
| 1.6.1. Contributions and Other Expenses | 22 |
| 1.6.2. Largest Contributions & Expenditures | 22 |
| 1.6.3. Lobbying and Trade Associations - Climate Alignment | 23 |
| 1.7. Tax Strategy | 24 |
| 1.7.1. Tax Strategy and Governance | 24 |
| 1.7.2. Tax Reporting | 25 |
| 1.8. Information Security | 26 |
| 1.9. Sustainable Finance | 28 |
| 1.9.4. Sustainable Financing Policy | 28 |
| 1.9.8. Sustainable Financing Products & Services | 30 |
| 2. Environmental Dimension | 31 |
| 2.4. Climate Strategy | 31 |
| 2.4.3. Indirect Greenhouse Gas Emissions (Scope 3) | 31 |
| 2.4.5. TCFD Disclosure | 32 |
| 2.4.8. Financial Risks of Climate Change | 36 |
| 2.4.9. Financial Opportunities Arising from Climate Change | 38 |
| 2.4.12. Emissions Reduction targets | 38 |
| 2.4.13. Internal Carbon Pricing | 38 |
| 2.5. Decarbonization Strategy | 39 |
| 2.5.2. Scope 3 Financed Absolute Emissions/2.5.3 Scope 3 Financed Emission Intensity | 39 |
| 2.5.4. Coal Financing Policy / 2.5.5 Coal Investment Policy | 43 |

| | |
|--|-----------|
| 3. Social Dimension | 44 |
| 3.1. Labor Practices | 44 |
| 3.1.5. Workforce Breakdown: Race/Ethnicity & Nationality | 45 |
| 3.1.6. Gender Pay Indicators..... | 46 |
| 3.2. Human Rights | 46 |
| 3.2.1. Human Rights Commitment | 46 |
| 3.2.2. Human Rights Due Diligence Process | 47 |
| 3.2.3. Human Rights Assessment..... | 51 |
| 3.2.4. Human Rights Mitigation & Remediation | 51 |
| 3.3. Human Capital Management | 54 |
| 3.3.1. Training & Development Inputs..... | 54 |
| 3.3.2. Employee Development Programs..... | 54 |
| 3.3.4. Hiring | 55 |
| 3.3.5. Employee Turnover Rate | 55 |
| 3.3.6. Long- Term Incentives for Employees | 56 |
| 3.3.7. Employee Support Programs | 56 |
| 3.3.8. Type of Performance Appraisal | 58 |
| 3.3.9. Trend of Employee Wellbeing..... | 60 |
| 3.4. Occupational Health & Safety | 61 |
| 3.4.1. OHS Policy | 61 |
| 3.4.2. OHS Programs | 61 |
| 3.4.3. Absentee Rate | 63 |
| 3.5. Financial Inclusion | 64 |
| 3.5.2. Financial Inclusion Products & Services..... | 64 |
| 3.5.3. Financial Inclusion - Non- Financial Support..... | 66 |
| 3.6. Customer Relations | 67 |
| 3.6.1 Customer Satisfaction Measurement | 67 |
| 3.7. Privacy Protection | 68 |
| 3.7.1. Privacy Policy: Systems/ Procedures..... | 68 |
| 3.3 Human Capital Management | 68 |
| 3.3.3 Human Capital Return on Investment | 68 |
| 4. Governance & Economic Dimension | 70 |
| 1.2. Corporate Governance | 70 |
| 1.2.2, 1.2.3, 1.2.5, 1.2.7, 1.2.8. Board of Directors..... | 70 |
| 1.5. Business Ethics..... | 73 |
| 1.5.3 Crime Prevention: Business Policy/ Procedures | 73 |

1. Governance & Economic Dimension

1.2. Corporate Governance

1.2.1, 1.2.2 and 1.2.3 Board Independence

| Directors | Ricardo Villela Marino | Kevin Cowan Logan | Matías Granata | Diego Fresco Gutiérrez | Pedro Paulo Giubbina Lorenzini | Luis Octavio Bofill Genzsch | Gabriel Amado de Moura | Rogério Carvalho Braga (S) |
|---|-------------------------------|-------------------|----------------|------------------------|--------------------------------|-----------------------------|------------------------|----------------------------|
| Independence Requirement | Does it meet the requirement? | | | | | | | |
| 1.- The director must not have been employed by the company in an executive capacity during the last five years. | YES | YES | YES | YES | YES | YES | NO | YES |
| 2.- The director must not accept or have a "family member accept any payment from the company or a parent or subsidiary of the company in excess of USD\$60,000* during the current fiscal year or any of the previous three fiscal years." | NO | YES | NO | YES | NO | YES | NO | NO |
| 3.- The director must not be a "family member of a natural person who has worked, or during the last three years was employed by the company or by a parent or subsidiary of the company as an executive officer." | YES | YES | YES | YES | YES | YES | YES | YES |
| 4.- The director must not be (and must not be affiliated with a company that is) an advisor or consultant to the company or a member of the company's senior management. | YES | YES | YES | YES | YES | YES | YES | YES |
| 5.- The director must not be affiliated with a significant client or supplier of the company | YES | YES | YES | YES | YES | YES | YES | YES |
| 6.- The director must not have personal services contract(s) with the company or with a member of the company's senior management. | YES | YES | YES | YES | YES | YES | YES | YES |
| 7.- The director must not be affiliated with a non-profit entity that receives significant contributions from the company. | YES | YES | YES | YES | YES | YES | YES | YES |
| 8.- The director must not have been a partner or employee of the company's external auditor during the last three years. | YES | YES | YES | YES | YES | YES | YES | YES |
| 9.- The director must not have any other criteria than the board of directors itself determines that he cannot be considered independent. | NO | YES | NO | YES | NO | YES | NO | NO |

1.2.6. Board Accountability

Additional Boards of Directors of Banco Itaú Chile

| Directors | Other mandates |
|--------------------------------|-------------------------------------|
| Ricardo Villela Marino | Itaú Unibanco Holding SA |
| Gabriel Amado de Moura | None |
| Kevin Cowan Logan | None |
| Matías Granata | Itaú Unibanco SA |
| Diego Fresco Gutiérrez | Itaú Colombia |
| Pedro Paulo Giubbina Lorenzini | Itaú Bank BBA SA |
| Luis Octavio Bofill Genzsch | Oxxean SA / ENJOY SA Maritime Works |
| Rogério Carvalho Braga | None |

1.2.9. CEO Compensation – Success Metrics

The CEO's variable compensation model is based on two internal financial success metrics: i) RGO (Resultado General Operacional) – Recurring Net Profit, which measures the results achieved by the bank during the year and compares it both to the result for the previous year and the expected result in the budget approved by the Board of Directors; ii) CV (Creación de Valor) – Economic value added (EVA), which measures the shareholder value added by the bank in excess of its cost of capital.

The CEO's compensation may fluctuate based on our Return on Equity, our Cost of Capital and our Net Income compared to our main competitors. Our CEO belongs to “Partners Program,” where members of management and employees with a history of outstanding contribution and differentiated performance are entitled to use part or all of their annual variable compensation to purchase preferred shares of our parent bank. Program members are required to maintain ownership of these Own Shares, free of any liens or encumbrances, and to comply with other conditions precedent set forth in the Program Regulations for terms of three and five years from the initial investment in order to be entitled to the return of the investment through the receipt of the Issuer's preferred shares (“Partner Shares”), also within a term of three and five years. These Partner Shares received as consideration remain unavailable for periods of five (5) and eight (8) years as from the initial investment in Own Shares.

1.2.16. ESG Governance Oversight

The Board of Directors of Itaú Chile is the highest decision-making body and delegates management responsibilities to the General Manager and their direct reports, who make up the Executive Management Committee. The Board is responsible for directing the business activities and strategic objectives of our Bank, together with the corporate management, which is responsible for implementing Itaú Chile's priorities and addressing the specialized expectations of customers.

In this context, various governance structures are responsible for ensuring good corporate governance. The Board is supported in its oversight role by the Board Committees and Senior Committees. These structures, aligned with fundamental policies such as Sustainability, Corporate Governance for Subsidiaries, and Diversity and Inclusion, work together with the Board to strengthen and oversee corporate management across all units of the organization.

The Board of Directors maintains four committees: the Comprehensive Risk Committee, the Directors' Committee, the Audit Committee, and the Compensation and Talent Committee. All of these committees aim to strengthen the self-regulation of the Bank and the entities under their control, improving efficiency by providing greater

oversight and control over administrative activities. They are composed of directors, senior executives, and/or external advisors appointed by the Board of Directors, to whom they report and are directly accountable for their activities.

Board meetings may be ordinary or extraordinary. Ordinary meetings are held at least once a month on a prearranged date, time, and place, without the need for special notice. The annual agenda for these meetings is approved by the Board at the beginning of the calendar year. One week before each ordinary meeting, directors are provided with all the necessary documentation and background materials to ensure the smooth running of the meeting.

The Board of Directors also oversees ESG issues through two planned and formal meetings held annually. These meetings are scheduled in the Board's agenda. The first is a meeting of the Audit Committee, in which the results and progress in sustainability matters are presented. The second is carried out through an annual presentation led by the People, Sustainability and Marketing Department, where the Sustainability Manager presents to the Board the main results, progress, and next steps related to the Bank's ESG agenda.

Top executives

Our senior executives are led by our General Manager, André Gailey, and eight reporting directors, who serve as Corporate Managers and are members of the Executive Management Committee. Marcela Jiménez is the Corporate Manager of People, Sustainability, and Marketing (C-suite level).

1.3. Materiality

1.3.1. Materiality Analysis

In 2022, to identify our relevant issues to our new sustainability strategy we carried out a materiality assessment through three key phases:

Identification. We conducted a secondary information review and a benchmarking analysis of national and international industry best practices to understand prevailing ESG reporting and management approaches across the financial sector. This helped contextualize relevant sustainability issues for our organization.

We also analyzed internal studies, communications, press coverage, and key documents to identify milestones and focus areas in our management approach during 2022. The issues identified were compared against those emerging from the materiality assessment, which included input from employees, suppliers, clients, and investors through surveys. This process resulted in a broad list of potentially material ESG topics.

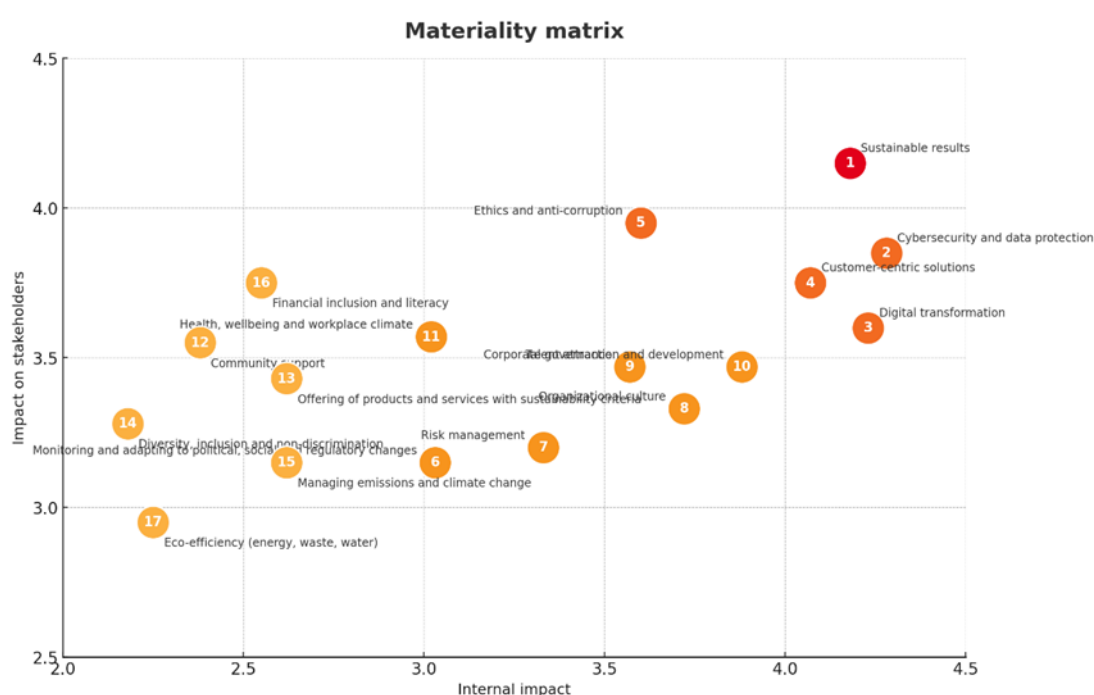
Prioritization. We conducted 15 interviews with the Bank's senior executives and key stakeholders to gain deeper insight into each of the issues identified in the previous phase. Based on these discussions, we prioritized the five issues considered most relevant in terms of significance and impact. This prioritization informed the final list of 16 material topics for 2022, which are presented in this Integrated Report.

Validation. The prioritization of ESG topics and the materiality matrix presented in this Integrated Report were validated by the Bank's Executive Committee. Our material topics are closely aligned with the risks and opportunities inherent to our business, as they are shaped by our corporate strategy. As such, they are directly linked to risk management and address the organization's key strategic challenges. Issues such as *operational efficiency*, *ethical conduct*, *ESG integration*, and *cybersecurity* represent core business challenges that we proactively manage to create value for both shareholders and stakeholders.

Materiality issues identified in 2022:

1. Sustainable results.
2. Cybersecurity and privacy.

3. Digital transformation.
4. Customer-centric solutions.
5. Ethics and anti-corruption.
6. Monitoring and adapting to political, social and regulatory changes.
7. Risk management.
8. Organizational culture.
9. Corporate governance.
10. Talent attraction and development.
11. Health, well-being and workplace climate.
12. Community support.
13. Offering of products and services with sustainability criteria.
14. Diversity, inclusion and non-discrimination.
15. Management of emissions and climate change.
16. Financial inclusion and literacy
17. Eco-efficiency (energy, water, waste and consumables).



The materiality assessment conducted in 2022, which enabled the implementation of our sustainability strategy, is aligned with our corporate purpose and business strategy. The material topics, addressed through the pillars of the sustainability strategy, represent Itaú's key risks to be mitigated, as well as the opportunities to be leveraged in the medium term, in line with strategic business objectives.

For example, the strategic pillar *"Leading the Climate Transition and Achieving Net Zero Emissions by 2050"* seeks to mitigate the risks associated with high emissions in the loan portfolio by promoting investments that reduce the potential impact of climate change on our clients, an issue that could increase default risks over the long term. The *"Diverse and Inclusive Culture"* pillar aims to mitigate potential risks to a meritocratic and inclusive work environment, supporting talent development for all employees. The pillar *"Promoting Social Development"* addresses risks related to over-indebtedness, financial exclusion, and lack of opportunities for clients and communities. It promotes financial inclusion, financial education, and social development, primarily through educational programs led by Fundação Itaú.

Then, in 2023, we carried out a consultation process with the Executive Committee to update our materiality assessment and refine the focus of sustainability disclosures in the Integrated Annual Report. As part of this process, the Bank conducted a materiality analysis aligned with its updated sustainability strategy. This included a review of studies, internal documentation, media coverage, and benchmarking of national and international banking practices, along with five interviews with senior management. The outcome of this process was the identification of 12 material topics to be disclosed in our 2023 Integrated Annual Report:

1. The company has made commitments and plans to move towards a low-carbon economy.
2. Operational Eco- efficiency.
3. Diversity, equality, and inclusion.
4. Promoting and supporting community development.
5. Financial inclusion and education.
6. Safety, health and welfare of employees and contractors.
7. Organizational culture and talent management.
8. Sustainable finance.
9. Integration of ESG factors into risk and opportunity, asset and credit management.
10. Ethical conduct and market conduct.
11. Customer-centric digital transformation and innovative solutions.
12. Cybersecurity and information security.

2024 reported materiality topics

In 2024, we updated our materiality assessment with the objective of reporting relevant and decision-useful information to our shareholders and refreshing material topics in response to emerging market trends. As part of this update, we conducted a peer analysis to identify industry-relevant aspects that could be of interest. In parallel, the indicators associated with these topics were reviewed, and updated definitions were proposed accordingly.

As a result, three new material topics—considered relevant to the management of Itaú Chile and its business model—were incorporated, increasing the total number of material topics from 12 in 2023 to 15 in 2024.

Following this, the Sustainability Department of Itaú Chile held a session to review, prioritize, and evaluate the proposed materiality structure. The Executive Senior Committee then reviewed the topics validated by the Sustainability Management team, providing feedback. The Committee also reviewed the proposed structure for the 2024 Integrated Report, offering observations and suggesting adjustments where necessary. The material topics defined for 2024 are:

1. Integration of environmental, social, and governance (ESG) factors in the management of credit and other asset risks and opportunities.
2. Sustainable finance.
3. Ethical behavior and market conduct.
4. Digitalization and innovative customer-focused solutions.
5. Cybersecurity and information protection.
6. Sustainable profitability.
7. Transparent and clear information.
8. Diversity, equity, and inclusion.
9. Promotion and support of social development.
10. Financial inclusion and education.
11. Comprehensive health and well-being of employees and contractors.
12. Innovative organizational culture.
13. Commitment to human rights.

14. Transition toward a low-carbon economy.
15. Operational eco- efficiency.

Strategic integration of ESG material topics

To address our sustainability priorities, at the end of 2024 we aligned our material topics with the Itaú Group's new sustainability strategy. In parallel, we analyzed the associated strategic risks and opportunities, with the aim of strengthening internal management and deepening engagement with our stakeholders.

| Strategic Sustainability Pillar | Related Material Topics | Associated strategic risks | Identified Opportunities |
|----------------------------------|--|---|--|
| Diversity and Development | <ul style="list-style-type: none"> Diversity, equity and inclusion. Promotion and support of social development. Comprehensive health of employees and contractors. Innovative organizational culture. Human rights in the value chain. | <p>Reputational Risk: Limited progress in Diversity, Equity, and Inclusion (DEI) initiatives can negatively impact public perception and erode stakeholder trust.</p> <p>Compliance Risk: Failure to comply with labor and human rights regulations may lead to legal sanctions, fines, or loss of operating licenses.</p> <p>Operational Risk: Non-inclusive workplace environments can hinder productivity, reduce employee engagement, and increase staff turnover.</p> <p>Supply Chain Risk: Suppliers that fail to uphold human rights standards can compromise the integrity and long-term sustainability of the value chain.</p> | <p>Attracting and Retaining Talent: Fostering an inclusive and diverse workplace enhances employee satisfaction, engagement, and long-term retention.</p> <p>Innovation and Creativity: Diverse teams contribute varied perspectives, driving innovation in products, services, and problem-solving.</p> <p>Enhancing Corporate Reputation: A strong commitment to Diversity, Equity, and Inclusion (DEI) and human rights reinforces the company's reputation among customers, investors, and other stakeholders.</p> <p>Compliance and Sustainability Leadership: Implementing responsible practices throughout the value chain positions the Bank as a sustainability leader and supports compliance with international ESG standards.</p> |
| Climate transition | <ul style="list-style-type: none"> Transition to a low-carbon economy. Operational eco-efficiency. | <p>Climate transition risk: Regulatory, fiscal, or market changes linked to the move toward a low-carbon economy, which may negatively affect sectors financed by the bank.</p> <p>Physical climate risk: Extreme events such as droughts or floods can affect clients' assets and their ability to pay, impacting portfolio quality.</p> <p>Reputational risk: Lack of concrete progress on climate commitments can damage the bank's perception among investors and stakeholders.</p> <p>Risk of misalignment with international regulations: Failure to comply with standards such as the TCFD or the Paris Agreement objectives could limit access to financial markets or international alliances.</p> | <p>Leading the Sustainable Finance Market in Chile: Through products such as green loans, sustainability-linked bonds, and ESG advisory services.</p> <p>Access to International Green Financing: Alignment with frameworks such as the Principles for Responsible Banking facilitates access to climate finance and strategic partnerships.</p> <p>Reducing Future Credit Risk: Assessing and adjusting the credit portfolio in line with climate-related risks enables the early identification of stranded assets.</p> <p>Innovation in Financial Products: Development of investment solutions tied to climate performance and energy transition supports portfolio diversification and sustainable impact.</p> <p>Enhanced Market Positioning and Public Trust: Being recognized as a key player in the ecological transition strengthens brand reputation and fosters customer loyalty.</p> |
| Sustainable Finance | <ul style="list-style-type: none"> Integrating ESG factors into risk management and | <p>Climate transition risk: Regulatory and market changes toward a low-carbon</p> | <p>Development of New Financial Products: Introduction of green loans, sustainability-linked bonds, and ESG-focused investment funds to address emerging market needs</p> |

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| | <p>credit opportunities.</p> <ul style="list-style-type: none"> • Sustainable finance. | <p>economy may affect the profitability of financed sectors.</p> <p>Reputational risk: Lack of alignment with international sustainability standards can affect the bank's perception by stakeholders.</p> <p>Credit risk: Clients in unsustainable sectors may face financial difficulties, impacting portfolio quality.</p> <p>Compliance Risk: Failure to adhere to ESG regulations and standards can result in penalties and loss of licenses.</p> | <p>and support the transition to a low-carbon economy.</p> <p>Access to New Markets and Investors: Alignment with international standards facilitates the attraction of sustainable capital and the expansion into responsible investment markets.</p> <p>Improved Competitiveness: Offering sustainable financial solutions strengthens the Bank's value proposition and differentiates it within an increasingly ESG-driven market.</p> <p>Strengthened Stakeholder Relationships: A firm commitment to sustainability fosters trust and long-term loyalty among clients, investors, and other key stakeholders. <u>Current strategy.</u></p> <p>Integration of ESG Criteria into Risk Assessment: All financing operations are evaluated considering environmental and social aspects, ensuring alignment with sustainable risk management practices.</p> <p>Development of Sustainable Financial Products: Launch of green bonds and loans aimed at supporting projects with measurable positive environmental impacts.</p> <p>Strategic Alliances: Collaboration with international organizations to promote the development and adoption of sustainable finance practices.</p> <p>Internal Training: Capacity-building initiatives on sustainability topics to enhance internal expertise and strengthen the Bank's ESG product and service offering.</p> |
| Governance and conduct | <ul style="list-style-type: none"> • Ethical behavior and conduct in the market. • Digitalization and innovative solutions with a focus on the customer. • Cybersecurity and information protection. • Sustainable profitability • Transparency. | <p>Compliance Risk: Non-compliance with applicable regulations may lead to legal sanctions, financial penalties, or the suspension of licenses.</p> <p>Reputational Risk: Unethical practices or a lack of transparency can erode stakeholder trust and damage the Bank's public image.</p> <p>Operational Risk: Weaknesses or failures in internal control systems may result in financial losses, fraud, or business disruptions.</p> <p>Technology and Cybersecurity Risk: Cyber threats and technological vulnerabilities can compromise the security, integrity, and continuity of the Bank's information systems and operations.</p> | <p>Strengthening Trust: Strong governance practices enhance the Bank's reputation and credibility among customers, investors, and other stakeholders.</p> <p>Improved Operational Efficiency: Robust internal controls contribute to process optimization and risk reduction across the organization.</p> <p>Market Differentiation: A demonstrated commitment to ethics, integrity, and transparency serves as a key differentiator in a competitive financial sector.</p> <p>Proactive Regulatory Adaptation: Anticipating regulatory changes positions the Bank as a leader in compliance and reinforces its long-term sustainability.</p> |

1.3.2. Material Issues for Enterprise Value Creation

| | Customer focused digitalization and innovative solutions | Cybersecurity and information security | Operating Ecoefficiency |
|----------------------------------|--|--|---|
| Material risk or opportunity: | Category: Customer Relations | Category: Cybersecurity | Category: Environmental Policy and Management |
| Impact | Revenues | Risk | Cost |
| Business case: | In a digital-first banking environment, customer experience and service directly influence our ability to generate recurring income and expand market share. Our digital channels (web, app, and remote branches) allow us to increase client engagement, reduce physical infrastructure costs, and streamline processes, including paperless communications, automated onboarding, SME loan origination and customer support. | Cybersecurity is critical to preserving client trust and operational continuity in a digitalized business model. As we expand cloud adoption and data-driven services, the risk of cyber threats significantly increases. A strong cybersecurity allows us to prevent data breaches, fraud, and regulatory sanctions, which could lead to direct financial losses and severe reputational damage. In 2024, our Cybersecurity & Fraud area reported zero security incidents, thanks to preventive monitoring, simulations, and over 3,900 hours of employee training. | Operational eco-efficiency is a strategic lever to reduce environmental impact and improve cost structure and resilience. In 2024, Itaú Chile achieved 60% reduction in Scope 1 emissions, 70% in Scope 2 (location-based), 39% in energy use, 44% in water use, and 11% in waste vs. 2021. We have already met 4 out of our 6 targets for 2030. Key initiatives include full transition to IREC-certified renewable electricity, hybrid work schemes, LED lighting, and smart tracking systems for energy, water, and waste. |
| | In 2024, improvements in digital customer experience contributed to increased product cross-sell ratios and a higher Net Promoter Score (NPS), which is directly linked to customer retention and recurring revenue. | We align with international frameworks (CIS, NIST, ISO 27017/27018, GDPR), and all critical infrastructure is externally audited. Strong governance (via the Senior Digital Security Commission) ensures strategic alignment with business objectives and protects our clients' information. | By improving our energy and resource management, we mitigate climate-related operational risks such as supply disruptions, utility price volatility, and infrastructure stress during extreme weather events. These efforts optimize resource use, reduce operating costs, and mitigate climate-related risks. Our standardized carbon accounting follows ISO 14064 and the GHG Protocol and is externally audited. |
| | Our innovation initiatives, such as the Transforma Awards, further incentivize internal teams to develop client-centric solutions, which positions us competitively to capture additional income opportunities in underserved and emerging segments. | This comprehensive approach not only protects our clients and assets but also minimizes financial risks arising from security incidents, avoiding costs related to fraud, regulatory purposes, and revenue losses. By strengthening trust among clients, regulators and other stakeholders, we ensure the medium- and long-term sustainability and continuity of our business. | By embedding efficiency into operations, we create long-term financial and environmental value while reinforcing stakeholder trust and alignment with our net-zero by 2050 ambition. |
| Business strategies: | Customer satisfaction is at the core of our business strategy and value proposition. In a digital-first financial landscape, we recognize that enhancing user experience through | At Itaú Chile, we protect our clients' data through a cybersecurity strategy aligned with business risks and international frameworks (CIS, NIST, ISO 27017/18, RGD). In 2024, we reported no data breaches or | In 2024, Itaú Chile advanced its decarbonization strategy aligned with SBTi, targeting a 42% reduction in scopes 1, 2 and 3 emissions, and 25% in water, energy and waste by 2030. We achieved -60% (scope 1), -70% |

| | | |
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| <p>innovation is key to driving long-term customer loyalty and revenue growth. Our strategy is centered on the deployment of advanced digital technologies to deliver faster, simpler, and more inclusive services.</p> <p>To address this material issue, and as detailed in our 2024 Integrated Report, we have implemented a broad portfolio of solutions tailored to customer needs. These include 100% digital onboarding, QR payments, and remote loan applications such as the FOGAPE Apoya which supports small and medium-sized enterprises (SME) with accessible financing, credit restructuring options, paper reduction through process digitization, and a partnership with Universidad Católica to co-develop low-carbon solutions with engineering students.</p> <p>Our digital ecosystem (mobile app, website, and remote branches) serves over 150,000 clients, providing extended service hours from 8:00 am to 7:00 pm via chat and contact center</p> <p>We also invest in co-creation and innovation through partnerships, such as our collaboration with Universidad Católica to develop low-carbon solutions with engineering students—an initiative that strengthens customer trust and brand positioning. Internally, we promote a culture of continuous improvement through agile squads and initiatives like the <i>Transforma</i> Awards, which recognize impactful ideas submitted by</p> | <p>security violations, avoiding potential financial losses and reputational damage that could impact our business continuity and customer trust. We operate under a three-lines-of-defense model and a governance structure led by the Cybersecurity and Fraud Corporate Management and the Senior Digital Security Commission. This commission meets quarterly to review strategic decisions and assess emerging cyber risks, ensuring alignment with the company's risk appetite and business goals. Our response and recovery plans are tested annually, and our IT infrastructure is externally audited. We delivered 3,933 training hours, including awareness on cybersecurity threats. Cloud environments follow AWS standards and are aligned with global protocols. We promote a data protection culture, supported by security policies, simulation exercises, and continuous risk evaluation. Our strategy also includes transparent communication with regulators and clients regarding cybersecurity practices and risk management, fostering trust and compliance. Our approach is centered on resilience, operational continuity, and customer trust through proactive and transparent cybersecurity management.</p> | <p>(scope 2), -20% (scope 3), -44% in water use, -39% in energy, and -11% in waste vs. 2021. 100% of electricity in Chile came from IREC-certified renewables, avoiding 1,806 tCO₂e. Paper use was reduced to 85 t and over 20 t of materials were recycled. Smart bins tracked recyclable and electronic waste, enhancing traceability and circularity. Bike Itaú avoided 549 tCO₂e through sustainable mobility. All environmental data is externally audited and aligned with ISO 14064 and the GHG Protocol. Governance is led by Operations and Sustainability teams. All 2024 operational eco-efficiency targets were met.</p> <p>These eco-efficiency initiatives contribute directly to reducing operational costs by lowering energy and water consumption and minimizing waste management expenses. Furthermore, by mitigating climate-related operational risks, such as potential disruptions from extreme weather events, we enhance our business resilience and reduce potential financial losses. Efficient resource management also supports regulatory compliance, reducing the risk of fines and reputational damage. Altogether, these measures strengthen Itaú Chile's long-term financial sustainability while advancing our environmental commitments.</p> |
|--|--|--|

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|------------------------------|--|---|--|
| | <p>employees.</p> <p>This strategy has delivered tangible results: we achieved the highest Net Promoter Score (NPS) in the Chilean banking sector for both individuals and companies in 2024, confirming our leadership in digital experience and reinforcing our role as the primary bank for our clients.</p> <p>This approach boosts satisfaction, talent retention, and customer acquisition.</p> | | |
| Goal/Metric | <p>-Lead NPS in all customer segments, targeting a position of 1st or 2nd in the industry. Obtain better customer satisfaction in App, with the highest NPS of the Banks.</p> <p>-Increase the number of customers in digital branches.</p> | <p>We maintain cybersecurity aligned with international standards, such as ISO 27001, NIST, ISO 27032 and PCI-DSS, as well as local regulation standards such as RAN 1-13 / 20-10.</p> <p>Our target is to maintain zero critical cybersecurity incidents and ensure 100% of employees receive annual training on cybersecurity, Phishing, and social Engineering risks.</p> | <p>We have established clear targets to reduce our environmental impact by 2030, using 2021 as the baseline year. These include:</p> <p>a 42% reduction in scope 1, 2 and 3 GHG; a 25% reduction in water consumption, energy use, and waste generation. These targets are part of our decarbonization roadmap.</p> |
| Year of the Objective | 2030 | 2025 | 2030 |
| Progress | <p>In 2024, Itaú Chile ranked 1st in NPS for Individuals (40%), Companies (56%) and Corporations (52%), and 2nd for SMEs (33%). We maintained the top-rated position across all major app stores, with a 76% satisfaction score for our app and 78% for our web platform. Our app enables immediate response to client needs, supporting decentralized, extended-hour service. We continued enhancing our digital onboarding, making it more seamless and efficient for new clients. More than 150,000 clients are now served through our digital branches.</p> <p>These improvements contributed to maintaining our leadership as the most recommended bank by clients in Chile, according to the Servitest NPS study by Ipsos.</p> | <p>In 2024, Itaú Chile reported zero security breaches, meeting our annual target of no critical cybersecurity incidents.</p> <p>. Our cybersecurity framework aligns with CIS, NIST, ISO 27001, ISO 27017/27018, and PCI, as well as local regulations (RAN 1-13 / 20-10).</p> <p>We also achieved our goal of training 100% of our employees in cybersecurity awareness, including phishing, data protection, and response to suspicious incidents. Our incident response and recovery plans are tested annually, and our IT infrastructure and vulnerability controls are externally audited. We strengthened internal governance through a dedicated Cybersecurity and Fraud unit and a Senior Digital Security</p> | <p>In 2024, Itaú Chile achieved a 60% reduction in Scope 1 emissions, 70% in Scope 2 (location-based), and 20% in Scope 3, compared to 2021. We also reduced water consumption by 44%, energy use by 39%, and waste generation by 11%. Four of our six 2030 environmental targets have already been met. We reached 100% renewable electricity use in Chile through IREC-certified sources, avoiding 1,806 tCO₂e. Initiatives included LED transition, hybrid work, and installation of smart meters for energy and water. Bike Itaú avoided 549 tCO₂e through sustainable urban mobility. Waste management was enhanced via intelligent containers and recycling efforts, recovering over 20 tons of materials. All</p> |

| | | | |
|-------------------------------|---|---|---|
| | We monitor these metrics quarterly to ensure transparency and continuous improvement in customer satisfaction and digital engagement. | Commission. We also enhanced our privacy framework with a Data Protection Officer and strict controls to protect client data across digital platforms, reinforcing our operational integrity and regulatory compliance | environmental data is externally audited and reported under ISO 14064 and GHG Protocol, reinforcing transparency, efficiency, and alignment with our net-zero 2050 goal. |
| Executive Compensation | The OKRs have a direct impact on the distribution of bonuses and incentives to executives, determined according to the annual fulfillment of the Objective Key Results, within the framework of the (public) business strategy by 2025. These OKRs call for joint work by technology, technological infrastructure, customer experience, financial and capital planning management, among others. | <p>Cybersecurity and data privacy forms part of the business strategy pillar. The OKRs have a direct impact on the distribution of bonuses and incentives to executives, determined according to the annual fulfillment of the Objective Key Results, within the framework of the (public) business strategy by 2025.</p> <p>These OKRs also include cybersecurity and data protection performance. The Executive compensation is directly tied to these performance outcomes and is reviewed annually.</p> | <p>The environmental roadmap and its projects are the strategy for implementing the operational ecoefficiency strategy. These projects are committed by the management involved to the Executive Committee, and therefore their development has a direct impact on the distribution of bonuses and incentives to executives, determined according to the annual fulfillment of the Objective Key Results, within the framework of the (public) business strategy by 2025.</p> <p>It should be noted that our operational decarbonization strategy takes 2021 as the based year, so its target year is 2030, but it operates as an incremental strategy to our business strategy, whose target year is 2025.</p> |

1.3.4. Material Issues for External Stakeholders

| Material Issue for External Stakeholders: | Promoting and supporting social development | Customer focused digitalization and innovative solutions |
|---|--|---|
| Category | Society and community relations | Customer Relations |
| Cause of Impact | <p>Operations</p> <p>Coverage: >50% of business activities</p> | <p>Operations</p> <p>Products/services</p> <p>Supply chain</p> <p>Coverage: >50% of business activities</p> |
| Interest Groups / Impact Areas Evaluated : | <p>Society</p> <p>Consumers/end users</p> | <p>Consumers/end users</p> <p>External employees (e.g., organizations in the supply chain, contractors)</p> |
| Relevance of the Topic to | As a bank, we seek to generate a positive impact on | |

| | | |
|------------------------|---|--|
| External Stakeholders: | the society we serve. This impact is caused by our core operations as a financial services provider, particularly through our role in improving access to education, employability, and financial inclusion for vulnerable populations. | Aligned with our strategy to drive sustainable profitability, Itaú Chile continues advancing digitalization to enhance innovation and customer experience. In 2024, more than 150,000 clients were served through digital branches. The Itaú App reached a 4.9/5 rating, with 76% satisfaction in app and 78% on web. Our transformation strategy focuses on simplifying customer journeys through fully digital onboarding, process automation, and personalized service. Initiatives include QR payments, FOGAPE <i>Apoya</i> digital credits, and paperless communications. We also partnered with Universidad Católica to co-develop low-carbon digital solutions. Engagement with customers through surveys, NPS, and app store feedback guides product design and service improvements. Our progress is reported through the Integrated Report, app updates, and public platforms, with KPIs disclosed to ensure transparency and responsiveness to evolving customer needs. |
| | Through Fundación Itaú Chile, and our Sustainability Department, we implement structured programs that reach external stakeholders, especially youth and communities in vulnerable contexts, and employability as pillars of transformation. | |
| | <p>In 2024, we reached 3,307 beneficiaries across 24 centers, with 10,920 volunteer hours. Programs included financial education, mentoring, and STEM training for girls. The “Experience Company” program impacted 624 students through 89 activities and internships, improving access to higher education and the labor market.</p> <p>Additionally, our Sustainability Department led field volunteering projects, including emergency housing reconstruction in Viña del Mar (1,360 hours, 133 volunteers) and disaster resilience training for 30 community leaders (200 hours). These initiatives target customers, non-customers, and youth in vulnerable contexts, reinforcing stakeholder trust and our role in promoting inclusive development. These impacts are directly linked to our business operations, particularly our role as a financial services provider that supports inclusion, capacity building, and upward mobility in vulnerable communities. They go beyond philanthropic efforts and are embedded into our strategic approach to responsible banking, which aims to create long-term social value.</p> | This impact arises from our digital platforms, which enhance accessibility, convenience, and financial inclusion for over 150,000 users nationwide, including underserved segments. Our digitalization efforts also reduce paper use and physical visits, contributing to environmental sustainability while providing innovative, user-friendly financial solutions. |
| Outcome metric | Number of volunteers and hours donated, including specific beneficiaries such as kindergartens and senior centers. | Number of digital branches; number of clients using digital channels. |
| | These output metrics directly reflect our social impact by quantifying community engagement and support. We track the total number of volunteers involved and the cumulative hours they contribute to programs aimed at improving education, care, and well-being in vulnerable groups. Additionally, we report on the number of beneficiaries reached in targeted institutions like kindergartens and senior centers to demonstrate the scope and reach of our initiatives. | Number of clients using digital channels and fully digital onboarding. These metrics reflect the reach of our digital transformation and its contribution to accessibility and financial inclusion. We track the number of users interacting via digital platforms, the volume of fully online onboarding processes, and the number of active digital branches, highlighting progress in customer- focused innovation and service simplification. |
| Impact | Positive | Positive |
| Impact assessment | Quality of life shocked quantified | Access provided to a product/service with positive impact |
| | Volunteer contributions positively impacted on the well-being of children, youth and the elderly; volunteer satisfaction was also evaluated. | Improved access, satisfaction and customer well- |

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|---------------|--|---|
| | Volunteer contributions have positively impacted the well-being of children, youth, and the elderly by enhancing their quality of life, social cohesion, and access to supportive services. We also evaluate volunteer satisfaction to ensure a positive experience that reinforces community engagement and sustained impact. These outcomes reflect improvements in social capital and community resilience, contributing to local development and reduced social inequalities among vulnerable groups. Although we currently do not disclose a formal monetary valuation, our assessments include qualitative and quantitative measures of the social benefits generated. | being. Our digitalization strategy has improved client access and autonomy by enabling over 150,000 users to access services remotely, reducing the need for physical visits and paper use. These changes contribute to greater financial inclusion and environmental sustainability. While perception metrics like app ratings and NPS help track satisfaction, we are advancing efforts to quantify broader impacts on wellbeing and accessibility through targeted analytics and surveys. |
| Impact metric | 24 benefited centers. 3,307 beneficiaries. 556 volunteers. 10,920 volunteer hours | 14 digital branches. ~150,000 clients served digitally. |

1.4. Risk & Crisis Management

1.4.2. Risk Management Processes

Risk Culture

At Itaú Chile, we have a structured training process that sets out guidelines for the organizational management of regulatory, technical, and professional development activities, with the objective of enhancing and updating the skills of all employees and their respective subsidiaries.

Our educational initiatives and programs related to risk management are designed to raise awareness among all employees about the Bank's risk management policies, their application across business operations, process and people management, and the organization as a whole. These initiatives also aim to build the capabilities needed to identify, prevent, and report adverse situations that could pose risks to the business, relationships, operations, corporate image, or reputation. Regular training is provided to employees across all levels of the organization.

Training is delivered through both virtual and in-person formats. Additionally, tailored training is offered to specific areas based on identified needs or regulatory requirements. Ethics is a core, cross-cutting value embedded in our corporate culture, reinforcing and strengthening our risk management practices. As a result, employees at all levels are expected to assess and manage the risks that may affect our business and our clients.

Some of our regulatory courses, which apply to all employees, are:

| Course | Description |
|------------------|--|
| Operational risk | Disclose financial transparency tools in accordance with the SOX Act, Banking Operational Risk and Operational Continuity Strategies in accordance with bank protocols |
| Cybersecurity | Key fundamentals of security awareness, complying with policy, learning how to protect employee and customer privacy, phishing, identifying suspicious emails, wire transfer fraud |

| | |
|----------------------|---|
| Telecommuting | Law 21,220 of April 1, 2020, which modifies the Labor Code regarding remote work. |
| obligation to inform | Supreme Decree No. 40 of the Ministry of Labor, which contains the Regulation on the Prevention of Occupational Risks, establishes that employers have the obligation to promptly inform about risks, preventive measures, and correct working methods. |
| Aml | Law regarding money laundering, regulations designed to prevent and detect this type of illegal activities |
| Compliance | Law 20.393, on Criminal Liability of Legal Entities, Anti-Corruption Policies, Reputational Risk, Conflict of Interest |

Product development with risk criteria

At Itaú Chile, we have a robust governance structure in place for the comprehensive management of risks associated with our products and services. Under the oversight of the Board of Directors and its committees, the Corporate Risk Management team applies a risk framework that includes risk appetite, defined limits, and stress testing, incorporating both internal and external factors.

The risk management process covers the main risk categories: credit, market, liquidity, and operational, as well as non-financial risks—such as reputational, compliance, and legal risks and socio-environmental and climate-related risks. These are managed in accordance with the RSAC Policy and disclosed annually in the Integrated Report.

For each identified risk, mitigation actions and contingency plans are defined and implemented, even when the risk remains within the established appetite, or when a product is rejected or redesigned. This approach ensures that all business decisions are aligned with our commitment to sustainable performance and to protecting the interests of our stakeholders.

The Higher Commission on Operational Risk is responsible for identifying, understanding, and assessing risks related to the Bank's processes and operations. It sets the guidelines for operational risk management and reviews the performance of audit and compliance systems, in line with the applicable regulations of the Financial Market Commission. The commission also defines the operational risk management framework, including the structure and policies for identifying, measuring, assessing, and monitoring risk and operational continuity. Additionally, it monitors compliance with regulatory commitments and tracks the implementation of new and emerging regulations.

1.4.3. Emerging Risks

In line with our integrated risk management framework, Banco Itaú Chile identifies and monitors emerging risks that are not yet fully understood or easily quantifiable due to limited historical data or the novelty of their underlying drivers—such as geopolitical shifts, technological disruptions, or systemic market changes.

As part of our cross-functional risk assessment, we evaluate and disclose emerging risks that could potentially impact our strategy, operations, financial resilience, or stakeholder confidence. These risks are reviewed periodically and publicly disclosed to promote transparency and support long-term decision-making by our stakeholders.

Below, we present two significant long-term emerging risks identified by the Bank as potentially impacting our business, along with the mitigation actions we have implemented in response:

Risk of domestic geopolitical and local macroeconomic

Risk of innovation in financial products and services

| Category | Geopolitical | Technological |
|-------------|---|---|
| Description | <p>Our operations depend on the performance of the economies in which we operate, particularly in Latin America, as well as on global geopolitical and macroeconomic stability. Factors such as armed conflicts, trade tensions between powers, international sanctions, fluctuations in commodity prices, and more restrictive monetary policies in developed economies directly affect our growth, liquidity, and operating performance projections. The increasing complexity of these scenarios positions this risk as emerging, given its rapid spread, its interdependence with other critical variables, and its potential to materialize simultaneously in multiple geographies.</p> <p>This risk has gained relevance in the last year due to the persistence of armed conflicts and the continuation of restrictive monetary policies in developed economies, which has generated additional pressures on capital flows and inflation in the region. It is continuously monitored, given its systemic and changing nature. This reinforces the need for strategic anticipation and strengthening our adaptive capabilities to protect business resilience.</p> <p>As part of our early risk identification process, this scenario has been classified as significant due to its potential cross-cutting impact on our operations and market confidence.</p> | <p>In recent years, the financial sector has undergone an accelerated technological transformation, driven by the arrival of Fintechs, new disruptive technologies, and regulatory frameworks such as Open Finance and Banking -as-a- Service. In this changing environment, it is essential to review and transform the business model to adapt to new consumer demands and ensure long-term sustainability. This risk has gained greater relevance in recent years due to the rapid advance of financial digitalization in Latin America and the accelerated adoption of technological solutions by consumers. It is considered an emerging risk because it requires new capabilities, agile governance, and early strategic decisions in the face of technologies that evolve faster than regulatory frameworks.</p> <p>To strengthen our team's motivation and improve service quality, we have launched various initiatives focused on transforming customer experience and optimizing operations. From a digitalization perspective, we have also made progress in optimizing key processes for our customers. We identified a need to improve the experience for mortgage-dividend payments, a key point of contact with the Bank. The implementation of Dividend Payments on the App resolved one of the main barriers for our customers, allowing them to check and pay their dividends from their mobile device, without having to rely on a computer or a branch. Additionally, we incorporated automatic notifications that alert them of upcoming payment due dates, facilitating customer financial management and helping to prevent late interest charges. We measure our performance with the NPS survey, which tells us how willing our customers would be to recommend us to others.</p> |
| Impact | <p>These events may lead to increased volatility in interest and exchange rates, persistent inflationary pressures, lower foreign investment, and a slowdown in credit and consumption. This directly affects our customers' ability to pay, increasing credit risk, delinquency rates, and portfolio deterioration.</p> <p>In an adverse macroeconomic environment, funding costs also increase, impacting our liquidity, margins, and operating profitability. At a systemic level, these scenarios imply greater risk aversion, rising unemployment, falling savings, and a contraction in GDP in the countries where we operate, which exacerbates the negative effects on our business.</p> <p>To mitigate the aforementioned impacts, we conducted stress tests for the scenarios with the greatest potential impact on the Bank, simulating extreme economic and market conditions and their impacts on our results over a three-year period.</p> | <p>Failure to respond in a timely manner to these transformations can affect our competitiveness and sustainability. We risk losing market share to new players, reducing the loyalty of current customers, and putting pressure on our financial margins.</p> <p>Furthermore, a lack of technical and regulatory knowledge of new technologies can lead to operational errors, security breaches, or noncompliance.</p> <p>Innovations and digital transformation are also seen as a cost-cutting opportunity. The intensive and large-scale use of new technologies, especially generative Artificial Intelligence, is a competitive lever. A more efficient bank is also potentially more competitive in determining the prices of products and services.</p> |

| | | |
|---------------------------|--|---|
| Mitigation actions | <p>Given this context, we periodically conduct stress tests that simulate extreme macroeconomic conditions, which will impact on our financial and operational results over the next three years.</p> <p>These tests are designed based on plausible geopolitical scenarios. The results inform action plans to strengthen financial resilience. We also monitor macroeconomic and political risk indicators.</p> <p>Itaú's board of directors is the highest body responsible for defining and approving the risk appetite framework and the associated risk management culture.</p> <p>We have risk management policies that allow us to identify and analyze risks, as well as establish appropriate limits and control processes within our risk appetite. Risk management policies and structures are updated periodically to adapt to changes in the institution's activities.</p> | <p>We have innovative projects that include multidisciplinary teams and monitoring of the competitive, regulatory, and technological environment.</p> <p>In the context of constant technological evolution, regulation of these new products and services, and market transformations with the aggressive actions of competitors (Fintech), our goal is to lead digital changes and trends by understanding changes in consumer behavior. By acting in this way, we anticipate and meet our clients' needs.</p> <p>The large-scale and timely adoption of disruptive and continuous technological innovation is critical to the Bank's medium- and long-term sustainability. This will enable it to maintain sustained customer and net margin growth.</p> |
|---------------------------|--|---|

1.4.4. Global Systemically Important Banks

A bank is considered systemically important when its failure could trigger a domino effect across the broader financial system due to its size, interconnectedness, complexity, or involvement in critical financial infrastructure. Regulatory authorities may classify such institutions as either Global Systemically Important Banks (G-SIBs) or Domestic Systemically Important Banks (D-SIBs), depending on the scope and scale of their potential impact.

G-SIB banks are of international relevance, and their insolvency could affect the global financial system, whereas D-SIB banks are primarily significant at the national level. Both types are subject to additional regulatory requirements, such as higher high-quality capital requirements, orderly resolution planning, and enhanced supervisory oversight.

Our Bank is classified as a Domestic Systemically Important Bank (D-SIB) and is therefore subject to specific capital requirements. However, in accordance with the Basel Committee on Banking Supervision's assessment methodology, it is not designated as a Global Systemically Important Bank (G-SIB) and, consequently, has not been assigned a G-SIB score.

The management of systemic risk within a bank involves identifying, assessing, mitigating, and monitoring risks that could affect not only the individual institution but also the financial system as a whole. While regulators play a key role in this process, banks themselves also bear internal responsibilities for their effective management. Stress testing, which simulates adverse macroeconomic scenarios, and indicators such as the leverage ratio, are commonly used to evaluate a bank's potential contribution to systemic risk.

Under Basel III, the leverage ratio—defined as the ratio of Tier 1 capital to total exposure, including all on-balance sheet assets and certain off-balance sheet items—must exceed 3%. In this context, Article 66 of Chile's General Banking Law was amended in 2019 to adopt a more conservative approach than that required by Basel III. This amendment stipulates that, for the purposes of calculating the leverage ratio, only CET1 (Common Equity Tier 1) capital should be included, excluding AT1 (Additional Tier 1 instruments), while the denominator remains total exposure. In periods when AT1 is issued, the leverage ratio measured under the approach established by the Financial Market Commission (CMF) will be lower than that calculated under the Basel III framework.

The following table presents the leverage ratio and its components, calculated under the Basel III criteria as of December 31, 2024, and 2023:

| BIS Leverage Components | Ace of December 31 · 2024 | Ace of December 31, 2023 |
|--|---------------------------|--------------------------|
| (Basel III) Tier 1 Capital* | 3,518,010 | 3,161,509 |
| (Basel III) Total Exposure (on and off balance sheet exposures) * | 43,033,529 | 42,115,813 |
| (Basel III) Leverage Ratio | 8.18% | 7.51% |

*Amounts expressed in millions of Chilean pesos (CLP)

1.5. Business Ethics

1.5.5. Whistleblowing Mechanism

In line with corporate governance best practices and to ensure an environment based on integrity, accountability, and a culture of compliance, Itaú Chile develops and implements training and internal communication programs to ensure that all members of the organization have the information, tools, and confidence needed to access the Whistleblowing Channel effectively and securely.

Whistleblowing Channel Training:

- **Compliance Training (e-learning):** The compliance training program includes a whistleblowing module covering key aspects such as access to the channel, types of reports, reporting procedures, and guarantees of confidentiality and non-retaliation. As of April 2025, this training achieved a 96% pass rate, reflecting a high level of understanding and adoption among participants.
- **Onboarding for new employees:** The Whistleblowing Channel is included in the induction training for all new employees, led by the relevant department. This ensures that from their first day, all team members understand the importance of this tool for upholding ethics and corporate responsibility.
- **Training across departments and branches:** Targeted training sessions are conducted for all departments and branches, promoting the effective adoption and appropriate use of the Whistleblowing Channel in daily operations.

Ongoing internal communication:

- **Digital signage:** The Whistleblowing Channel is regularly displayed on screens located at the entrances of the corporate building, continuously reinforcing its importance in promoting a work environment based on ethics and responsibility.
- **Internal Communications:** Periodic messages are sent to all bank personnel to maintain awareness of the Whistleblowing Channel's availability and importance, alongside reminders of the guarantees of confidentiality and non-retaliation for all who use it.

Through these training and communication mechanisms, the Bank ensures that everyone in the organization understands, uses, and



supports the Whistleblowing Channel as a key pillar for preventing, detecting, and addressing potential unethical conduct, thereby strengthening the culture of integrity and accountability that underpins our sustainability model.

1.6. Policy Influence

1.6.1. Contributions and Other Expenses

Banco Itaú seeks to contribute to public debate through various associations to which it makes contributions annually.

| | 2021 | 2022 | 2023 | 2024 |
|---|----------------------|----------------------|----------------------|-------------------------|
| Lobbying, promotion or similar activities | \$0 | \$0 | \$0 | \$0 |
| Local, regional or national political campaigns/organizations/candidates | \$0 | \$0 | \$0 | \$0 |
| Trade associations or tax-exempt groups (e.g., "think tanks") | \$494,218,538 | \$119,285,549 | \$837,486,384 | \$1,011,531,986* |
| Others (for example, expenses related to electoral measures or referendums) | \$0 | \$0 | \$0 | \$0 |
| Total | \$494,218,538 | \$119,285,549 | \$837,486,384 | \$1,011,531,986* |

Figures in CLP. In the case of contributions from Banco Itaú Colombia, the conversion was made considering 31/12/2024, where 1 COP = 0.2263 CLP [iii](#).

*Contributions to ABIF, Asobancaria, Asobolsa, the Colombian Association of Trustees, the Panamanian Banking Association, and the Chambers in which the company participates are taken into account.

For the conversion from UF to CLP, the value as of December 31, 2024, is considered.

1.6.2. Largest Contributions & Expenditures

Our greatest contributions in terms of political influence are as follows:

| Name of the entity | Description | Amount spent by Itaú Chile as of December 31, 2023 (CLP) |
|--------------------------|---|--|
| ABIF | Trade organization that brings together all private banks established in the country, as well as foreign banks that have representative offices in Chile | \$762,062,392 |
| Asobancaria and Asobolsa | The Colombian Banking and Financial Institutions Association (Asobancaria) is the representative organization of the Colombian financial sector. In the case of Asobolsa, it is made up of the association of stockbroking companies. | \$154,097,335 |

| | | |
|--|---|--------------|
| Association of Trustees of Colombia | Trade association that represents the interests of Colombian trust companies. | \$39,271,180 |
|--|---|--------------|

Banco Itaú has consistently participated in public debate through the aforementioned trade associations. Key topics on the agenda have included capital market solvency and the promotion of savings—particularly relevant in a high-inflation context. Another equally important topic has been the promotion of financial inclusion, facilitating access for underserved populations.

For example, ABIF, where Itaú plays an active role, has led several initiatives, such as the development of an investment and savings agenda to boost the capital market. It has also supported the advancement of Fintech regulations, including the implementation of an open banking system through a coordinated process involving multiple stakeholders.

1.6.3. Lobbying and Trade Associations - Climate Alignment

The climate crisis continues to escalate, with profound and critical effects on ecosystems worldwide. At Banco Itaú Chile, we believe it is urgent to take meaningful action to reverse this trend and to build adaptation and resilience capacities in the face of its adverse impacts. For this reason, we are one of the thirteen banking institutions in Latin America that have signed the **TCFD** framework, under which we are implementing policies, targets, and guidelines on climate change.

Implementing this framework has involved aligning all of the Bank's processes, operations, and workflows with climate goals—or, at a minimum, ensuring they do not conflict with them. This includes procurement, financing, investments, branch operations, and participation in trade associations.

It is important to note that all memberships and alliances in which Banco Itaú Chile participates (including trade associations) are validated by our executive and management teams. This validation considers alignment with the Bank's strategic objectives, including those related to sustainability and climate change.

To ensure that our participation in trade associations is aligned with sustainable goals—especially those related to climate change—Banco Itaú has conducted an assessment of the positions of these organizations on climate change and international frameworks such as the Paris Agreement.

On the one hand, Banco Itaú Chile actively participates in the Association of Banks and Financial Institutions (ABIF), the association that represents our sector in Chile, and whose Board of Directors includes our General Manager, Gabriel Amado de Moura. Analyzing ABIF's publications during 2022, the association also expressed concern about the consequences of climate change, as well as the role of the financial sector in mitigating and adapting to its effects. Furthermore, ABIF has carried out a series of actions in line with international frameworks, including:

- Participating in the "Green Table", a public-private initiative led by Chile's Ministry of Finance, to promote environmental objectives and develop financial instruments to combat climate change.
- Signing the Green Agreement, also led by the Ministry of Finance, through which common principles were agreed upon and a series of medium-term voluntary commitments defined within the framework of managing the risks and opportunities associated with climate change.
- Creating an internal **ESG committee** to analyze and promote environmental, social, and governance (ESG) issues across the industry.
- Adhering to the **Principles for Responsible Banking**, thereby committing to promote the UN Sustainable Development Goals (SDGs), the Paris Agreement, and other national and international frameworks among its members.

Similarly, **Banco Itaú Colombia** is a member of **Asobancaria**, which represents banking and financial institutions in Colombia. This association has demonstrated alignment with international climate frameworks. It co-developed the **Green Protocol** in collaboration with the Colombian Ministry of Environment to mobilize financial institutions in

implementing eco-efficiency strategies, developing green products, and adopting environmental and social risk management systems.

These efforts have fostered public-private partnerships to advance climate-related action in the financial sector. In 2022, Banco Itaú Colombia reaffirmed its support for the **renewal of the Green Protocol** and reiterated its endorsement of the **UN Global Compact's Ten Principles** through its Communication on Progress.

Banco Itaú has an internal management system for evaluating participation in trade associations and similar entities. This system reviews membership admission, continued participation, and ongoing monitoring to ensure alignment with the Bank's strategic objectives, particularly those related to sustainability and climate change.

The evaluation is conducted by the Sustainability Management Department, which periodically assesses the relevance and alignment of these memberships. Banco Itaú Chile implements a climate alignment review process for trade association memberships, which is carried out periodically and when considering new associations. This process includes the analysis of public documents and official positions on climate change, adherence to frameworks such as the Paris Agreement, and participation in governmental or multilateral initiatives.

Banco Itaú Colombia, through its Asset Management Department, is also a member of the Association of Fiduciary Companies of Colombia. This entity released its first sustainability report in 2022, identifying material topics relevant to the sector, including climate change. The report outlines an explicit commitment to mitigating and reducing environmental impacts. Furthermore, Itaú Asset Management Colombia joined the Principles for Responsible Investment (PRI) in 2022, recognizing that ESG factors are integral to its fiduciary responsibilities.

Banco Itaú's participation in trade associations in both Chile and Colombia not only confirms that there is no misalignment with the Bank's internal environmental goals, but also presents an opportunity to actively promote international climate standards. The Bank advocates for public policies and government partnerships that establish common guidelines aligned with the Paris Agreement's goal of limiting global warming to 1.5°C.

If a misalignment is ever identified between a trade association's climate position and Banco Itaú Chile's climate commitments, the Bank has a response framework that includes direct engagement with the association, setting deadlines for reviewing its position, and other measures as necessary.

Additionally, as outlined in our Chile Annual Report, our parent company, Itaú Unibanco, has also engaged in initiatives to advance sustainability in the banking and financial sector. Finally, Banco Itaú has not made any contributions related to lobbying activities, and therefore, no climate alignment assessment has been conducted in that regard.

1.7. Tax Strategy

1.7.1. Tax Strategy and Governance

At a group level, Banco Itaú Chile has a Tax Policy that defines the principles and guidelines governing tax conduct for the bank, its subsidiaries, directors, and employees, in alignment with international best practices. The policy ensures compliance with tax obligations, proper risk management, and transparent engagement with tax authorities. The Tax Department oversees the implementation of procedures, documentation, and controls, and ensures the existence of appropriate reporting channels. The institution acknowledges the relevance of tax contributions to the development of the countries where it operates. [See Tax Policy.](#)

1.7.2. Tax Reporting

Business, financial and tax information by tax jurisdiction 2024:

| Jurisdiction | Names of the resident entities | Primary activities of the organization | Number of employees | Revenues from third-party sales | Revenues from intra-group transactions (Ch\$) | Profit / loss before tax | Corporate income tax accrued | Corporate income tax paid |
|---------------|------------------------------------|--|---------------------|---------------------------------|---|--------------------------|------------------------------|---------------------------|
| Chile | Itaú Bank Chile | Banking activities | 4517 ¹ | 140,748,143,616 | 559,492,726 | 371,538,121,121 | (92,465,238,494) | 47,219,453,022 |
| Chile | Itaú General Fund Administrator SA | Mutual funds and mutual fund management | 23 | 24,488,134,620 | 110,227,050 | 19,359,445,882 | (5,059,312,483) | 3,394,534,975 |
| Chile | Itaú Corredores de Bolsa Ltda. | Stock brokers | 23 | 3,719,238,254 | 0 | 228,101,211 | 827,744,399 | 0 |
| Chile | Itaú insurance brokers Ltda. | Insurance agents and brokers | 24 | 29,149,432,543 | 0 | 29,629,856,564 | (7,432,622,877) | 7,383,869,739 |
| Chile | Itaú Financial Consulting Ltda | Management consulting activities | 18 | 12,200,081,329 | 0 | 9,918,489,386 | (2,591,788,454) | 468,009,695 |
| Chile | Collections and Collections Ltda. | Collection services and ancillary activities | 90 | 2,012,125 | 10,571,238,624 | 858,567,748 | (195,171,655) | 194,944,779 |
| Colombia | Itaú Holding Colombia SAS | Investment company | *2 | 0 | 0 | 621,400,624 | (946,860) | 0 |
| Colombia | Helm Insurance Broker Colombia SA | Insurance agents and brokers | 37 | 4,358,848,888 | 0 | 1,135,718,655 | (434,834,087) | 158,456,072 |
| United States | Itaú Chile New York Branch | Banking activities | 24 | 5,707,544,939 | 0 | 42,889,930,401 | (6,014,509,348) | 824,136,404 |
| Colombia | Itaú Colombia SA | Banking activities | 1959 | 67,039,510,215 | 409,614,532 | (15,482,839,210) | 309,722,099 | 40,597,387,492 |
| Colombia | Itaú Stock Broker Colombia SA | Investment banking and brokerage activities | 62 | 9,020,904,086 | 455,646,481 | 5,333,881,626 | (2,172,501,778) | 1,247,416,610 |

¹ Includes collaborators of the Lima - Peru Representative Office

² It is part of the structure of Itaú Colombia S.A. and Itaú Corredor de Seguros Colombia S.A. (<https://ir.itaui.cl/Spanish/nuestra-compania/estructura-corporativa/default.aspx>)

| | | | | | | | | |
|----------|-----------------------------|--|----|---------------|-------------|----------------|-----------------|-------------|
| Colombia | Itaú Fiduciaria Colombia SA | Provision of trust services for the administration of investment funds and portfolios and administration of structured trust agreements. | 71 | 5,990,666,827 | 333,951,726 | 2,119,258,597 | (1,140,598,955) | 820,623,091 |
| Panama | Itaú (Panama) SA | Banking activities | 45 | 1,731,530,164 | 0 | 24,921,769,633 | 0 | 0 |

1.8. Information Security

1. Strategic Vision and Governance

The cybersecurity strategy is overseen by the High Commission for Digital Security and Fraud, the Audit Committee, and the Comprehensive Risk Committee. Monthly reports allow for the alignment of initiatives with corporate and regulatory objectives. These bodies have approved strategic plans, reviewed maturity metrics, and monitored compliance with audit and regulatory findings.

Cybersecurity strategy and management are monitored through a “cybersecurity calculator” that assesses over 20 key domains, including Cybersecurity Governance, Vulnerability Management, Network Security, Secure Development, among others.

The cybersecurity strategy is led by the Chief Information Security Officer (CISO), who heads the Cybersecurity and Fraud Management Office and reports hierarchically to the Chief Risk Officer (CRO), with accountability to the High Commission for Digital Security and Fraud. At the Corporate Governance level, the CRO holds overall leadership responsibilities in this area.

CISO Responsibilities:

- Ensure compliance with the institution's Information Security and Cybersecurity regulatory framework.
- Ensure adherence to laws and regulatory requirements related to Information Security and Cybersecurity.
- Define corporate cybersecurity and information security strategies aligned with business, legal, and regulatory requirements, and oversee their implementation.
- Promote a strong culture and level of knowledge in Information Security and Cybersecurity within the institution.
- Design and maintain an effective system for identifying, monitoring, controlling, and mitigating information security and cybersecurity risks.
- Manage high-impact Information Security and Cybersecurity incidents that affect or could affect the institution's or clients' information assets.
- Evaluate risks associated with Information Security and Cybersecurity when launching new products or systems, starting new activities, or implementing new processes.

2. Continuous Improvement

The Cybersecurity Strategy evolves continuously in response to emerging risks and threats, as well as new regulations in the banking sector and legislation enacted in the country. Key areas of improvement include:

- Updating, enhancing, and automating cybersecurity processes and controls.
- Closing gaps and implementing action plans.
- Adopting new technologies and international best practices.
- Verifying compliance with security measures by third-party service providers contracted by the Bank.

3. Information Security and Cybersecurity Policy

This policy defines the principles, guidelines, and management approach to Information Security and Cybersecurity adopted by Banco Itaú Chile, its subsidiaries, and its Representative Office in Peru.

Information is one of the most valuable assets of any organization. As such, Banco Itaú Chile has established its Information Security and Cybersecurity Policy to ensure the confidentiality, integrity, and availability of information, comply with applicable laws and regulations, and maintain an acceptable level of risk. The policy also serves as guidance for employees across the bank, its subsidiaries, and the Representative Office in Peru.

Principles:

- Information is a strategic asset and must be protected.
- Cybersecurity is a shared responsibility across all departments.
- A culture of security is promoted through training and awareness.

Governance and Oversight:

- The Board of Directors approves the policy and supervises its implementation.
- The High Commission for Digital Security and Fraud Prevention reviews policy updates, promotes training, and ensures alignment with external regulations.

Statement of Responsibility

- Employees formally acknowledge and commit to acting in accordance with the institution's Information Security and Cybersecurity policies and guidelines.
- Institutional contracts include confidentiality clauses regarding information protection.

4. Vulnerability Management

Vulnerability management is a key technical pillar of the cybersecurity strategy. Continuous scanning of critical assets is conducted using specialized tools. Identified vulnerabilities are prioritized based on criticality and exposure levels, allowing for remediation SLAs that range from a few hours for the most critical cases to several days for lower-risk issues.

This approach has led to a sustained reduction in the Bank's exploitability index, as measured by key risk indicators.

5. Internal and External Audits

Internal and external audits serve to fine-tune and improve cybersecurity processes and controls. Identified findings are addressed through action plans with defined scopes, timelines, and follow-up to ensure compliance by the responsible areas.

Internal audits are conducted according to the annual audit plan and include targeted evaluations of cybersecurity controls and critical IT infrastructure. Compliance is assessed against leading cybersecurity standards such as ISO 27001, CIS Controls, and NIST.

In 2024, internal and external audit observations were successfully addressed, including those related to SOX (Sarbanes-Oxley Act) compliance, as certified annually by the Bank's external auditor PwC (PricewaterhouseCoopers), as well as those issued by the financial regulator CMF (Financial Market Commission).

6. Cybersecurity Culture and Awareness

Cybersecurity awareness has become a strategic pillar of risk management, especially in a landscape of rapidly evolving and increasingly sophisticated threats. At Itaú Chile, the Cybersecurity Culture and Awareness Program empowers employees as the first line of defense, promoting a cross-functional, proactive security culture aligned with both industry and regulatory standards.

Strategic Objectives

- **Strengthen the risk culture** surrounding Information Security and Cybersecurity through training, campaigns, and practical simulations such as phishing.

Results and Progress

During 2024, multiple initiatives were implemented, including the rollout of the Cybersecurity Regulatory Course to more than 4,800 employees, with a 90% participation and approval rate.

- Monthly talks for new collaborators and specific areas about cybersecurity best practices, regulatory compliance, social engineering, and reporting channels for suspicious situations or incidents.
- More than 20 communications and notes to collaborators were sent via email and the corporate intranet.
- Educational videos on screens in the corporate building reinforce good practices and cybersecurity tips.
- Phishing simulation exercises carried out across all departments, leading to a 22% increase in the reporting of suspicious emails over the past two years.

These actions allowed us to maintain effective controls and respond to external audit requirements such as SOX certification.

The Bank also conducts awareness campaigns on its social media channels aimed at customers, with a focus on cybersecurity and digital fraud prevention.

1.9. Sustainable Finance

1.9.4. Sustainable Financing Policy

Banco Itaú Chile has a Sustainable Finance Policy currently in the process of being disclosed. This policy sets forth the guidelines for structuring, validating, monitoring, and communicating financial operations that integrate environmental, social, and governance (ESG) criteria, in alignment with the bank's sustainability commitments.

The policy promotes active engagement with clients to identify ESG risks and opportunities, providing guidance and technical advice on sustainable products and services. This support is incorporated into the processes of analysis, structuring, and monitoring of transactions, fostering long-term relationships and shared value.

Objective

The purpose of the policy is to promote a portfolio of financial products and services that contribute to a sustainable economy, by integrating ESG factors into the origination, analysis, documentation, monitoring, and reporting of sustainability-labeled or sustainability-linked operations.

The policy applies to all financing products developed by Banco Itaú Chile that may be classified as ESG, including bilateral loans, syndicated loans, structured debt, among others.

ESG Criteria Covered by the Policy

ESG parameters are periodically updated from the origination and structuring stages of ESG transactions, addressing environmental, social, governance, and climate-related risks and opportunities, including but not limited to:

- **Environmental and Climate-related:** These consider corporate practices related to environmental management, including waste management, energy efficiency, use of renewable energy, biodiversity protection, among others. This category also includes climate-related criteria such as the management of greenhouse gas emissions, the transition to a net-zero economy, climate adaptation, mitigation and resilience, and the use of new technologies.
- **Social:** These cover the company's relationships with clients, suppliers, and other stakeholders. They include fair labor practices, community engagement, working conditions and safety, supply chain management, among others.
- **Governance:** These refer to the company's management and its practices in ethics, integrity, and compliance. This includes board structure, risk management, and anti-corruption policies, among others.

References and Regulatory Frameworks

The policy is based on international frameworks such as the Green Bond Principles (GBP), Social Bond Principles (SBP), Sustainability Bond Guidelines (SBG), and Sustainability-Linked Bond Principles (SLBP) of the International Capital Market Association (ICMA). It also incorporates recommendations from the Task Force on Climate-related Financial Disclosures (TCFD) and other global standards. Additionally, it is aligned with the strategic guidelines of the Itaú Unibanco Group, promoting regional consistency and the adoption of best practices across the holding.

ESG Due Diligence

ESG transactions are subject to enhanced due diligence processes, including the evaluation of environmental, social, and climate risks in accordance with the bank's RSAC manual and its ESG credit procedures. Sector-specific materiality is acknowledged, and the analyses are tailored to the risk profile of each industry and client. In the case of critical findings, mitigation clauses may be established, or the transaction may be excluded.

Training and Culture

The policy includes a dedicated action line for strengthening internal capabilities. This includes training content on ESG frameworks, internal processes, monitoring, and structuring.

Exclusions

The bank maintains a list of excluded activities based on ethical principles. This list is aligned with Itaú Unibanco's strategy and is described in the integrated report and internal documents.

List of Excluded Activities: This applies to all our customers. A list of activities has been defined for which we are not willing to provide any type of financing. These activities include those related to: child labor, slavery, and prostitution.

1.9.8. Sustainable Financing Products & Services

As part of our commitment to sustainable finance, we classify and report our corporate sustainable financing products according to internationally recognized categories. The following table presents the types of sustainable financing instruments offered by Banco Itaú Chile and their corresponding monetary values for the 2025 fiscal year. Notably, during this period, we established a strategic alliance with the Chilean Solar Energy Association (ACESOL), supported by the Energy Sustainability Agency (ASE), to promote financing for photovoltaic (PV) self-consumption projects tailored to the needs of SMEs:

| Product Category Description | Monetary Value 2025 |
|--|---------------------|
| Green loans, social loans, sustainable loans | US\$88,000,000 |
| Sustainability-linked loans | US\$2,000,000 |
| SME- tailored sustainable financing | US\$270,000 |
| Total corporate finance value | US\$13,264,000,000 |
| Totally sustainable value | US\$90,000,000 |
| Percentage of sustainable value over total | 0.68% |

2. Environmental Dimension

At Itaú Chile, we have aligned and rigorously integrated the reporting of operational eco-efficiency metrics with that of Itaú Colombia, following a comprehensive and meticulous approach in terms of scope, completeness, and applied methodologies. For carbon footprint measurement, we use the ISO 14064-1:2019 standard as a reference, complemented by the guidelines of the Greenhouse Gas Protocol (GHG Protocol). This approach includes direct GHG emissions, indirect emissions from energy consumption, and other indirect emissions across our value chain. Our emissions inventory, which covers Scopes 1, 2, and 3, reflects our commitment to environmental stewardship. To ensure accurate and up-to-date quantification of our annual carbon footprint, a dedicated working group regularly collects data from all areas of the organization. Our objective is to maintain the highest levels of rigor and comprehensiveness in our sustainability practices.

2.4. Climate Strategy

2.4.3. Indirect Greenhouse Gas Emissions (Scope 3)

Since 2022, we have included the operations of Itaú Colombia in our calculations. We have enhanced our measurement coverage by applying greater completeness and rigor, which also led to a recalculation of 2022 emissions. Some categories have shown increases due to the integration of Itaú Colombia into our corporate carbon footprint assessment across all GHG Protocol categories we report on.

We are fully aligned with recognized environmental metrics. For 2024, the calculation of reported financed emissions covers all our operations and subsidiaries, including Itaú Colombia. This broader measurement and reporting scope has resulted in an increase in the reported metric.

Our 2023 target for total indirect (Scope 3) greenhouse gas emissions was 1,071,018 tCO₂e.

Itaú Colombia & Itaú Chile consolidated

| Indirect Greenhouse Gas Emissions (Scope 3) | Units | 2021 | 2022 | 2023 | 2024 |
|---|-----------------------------------|-------|--------|-----------|-----------|
| | metric tons of CO ₂ eq | | | | |
| Total indirect GHG emissions | | 8,942 | 14,568 | 1,012,482 | 1,071,018 |

| Scope 3 Itaú Classification | Scope 3 Category (Metric tons CO ₂ e) | 2021 | 2022 | 2023 | 2024 | Emissions calculation methodology and exclusions |
|--|---|-------|-------|-------|-------|--|
| Office supplies + bank cards. External data center services ATMs. Energy consumed | 1. Purchased Goods and Services | 848 | 472 | 510 | 520 | GHG Protocol, ISO 14064 and GRI Standards |
| Fuel manufacture for Scope 1 | 3. Fuel- and energy - related activities (not included in Scope 1 or 2) | 13 | 19 | 16.42 | 13 | GHG Protocol, ISO 14064 and GRI Standards |
| Armored and Courier transportation services | 4. Upstream transportation and distribution | 907 | 1,727 | 1,111 | 598 | GHG Protocol, ISO 14064 and GRI Standards |
| Waste and recycling | 5. Waste generated in operations | 811 | 792 | 643 | 765 | GHG Protocol, ISO 14064 and GRI Standards |
| Business trips | 6. Business travel | 151 | 611 | 1,492 | 1,923 | GHG Protocol, ISO 14064 and GRI Standards |
| Employee transport | 7. Employee commuting | 2,176 | 5,083 | 4,096 | 4,012 | GHG Protocol, ISO 14064 and GRI Standards |

| | | | | | | |
|------------------------------------|---|----------------|----------------|----------------|----------------|---|
| Visits to the bank: Customer trips | 9. Downstream transportation and distribution | 2,807 | 4,995 | 4,088 | 3,285 | GHG Protocol, ISO 14064 and GRI Standards |
| Not applicable | 10. Processing of sold products | Not applicable | Not applicable | Not applicable | Not applicable | GHG Protocol, ISO 14064 and GRI Standards |
| Access to the bank: Website | 11. Use of sold products | 1,229 | 868 | 523 | 102 | GHG Protocol, ISO 14064 and GRI Standards |
| Final card disposal | 12. End of life treatment of sold products | 0.023 | 0.023 0 | 0.02 | 0.02 | GHG Protocol, ISO 14064 and GRI Standards |
| Financed emissions | 15. Investments | | | 1,000,000 | 1,059,800 | PCAF3 |

2.4.5. TCFD Disclosure

Risk management

At Banco Itaú Chile, we conducted a climate risk identification exercise based on the risk inventory developed by Itaú Unibanco, which is supported by scientific reports and publications from organizations within the financial system.

Additionally, a complementary exercise was carried out with representatives from each of the Bank's traditional risk areas to assess the relevance of each climate risk factor in relation to the corresponding traditional risk categories.

In 2025, we are in the process of updating this risk inventory to develop a climate risk map that will enable us to identify, assess, prioritize, and manage risks related to climate change across the Bank's various risk disciplines.

Moreover, we have implemented a climate risk management process from a credit risk perspective, as detailed below:

Metrics used by the organization to assess climate-related risks and opportunities in line with its risk management strategy and process.

Client Perspective:

For economic sectors classified by the Bank as sensitive — i.e., those inherently more exposed to socio-environmental and climate risks (RSAC) — a more in-depth assessment is conducted based on two components:

1. past controversial events related to socio-environmental or climate issues, and
2. potential future risks associated with the client's economic sector and its risk management and mitigation strategies.

Based on this information, we use a tool called the **RSAC Form** to determine the client's SAC risk level. This risk is rated on a scale from 1 to 5 and categorized as **Low**, **Medium**, **High**, or **Very High**. For clients whose evaluation results in a High or Very High SAC risk level, approval must be obtained from a higher-level authority.

Product Perspective:

From the product standpoint, the analysis of socio-environmental and climate risks includes Credit Operations, Capital Markets Transactions, Guarantees, and Real Estate Projects, including transactions classified as ESG and Project Finance.

³100% of Itaú Chile's financed emissions are included in the analysis. (Itaú Colombia is also included.) The data on financed emissions are verified by an independent third party. This verification process is conducted by Itaú Unibanco.

Socio-Environmental and Climate Risk Assessment (SERA) in ESG Credit and Capital Markets Transactions.

All credit and capital markets transactions requiring an ESG seal are subject to a Socio-Environmental and Climate Risk (RSAC) assessment. The financial products subject to this assessment include:

- Green Loans, Social Loans, and Sustainability Loans (SL)
- Sustainability-Linked Loans (SLL)
- Transition-Linked Loans

This assessment is conducted by the Socio-Environmental and Climate Risk Unit, part of the Risk Control Department. The outcome of the assessment—categorized as High, Medium, or Low—determines the required level of internal approval.

Assessment of Socio-Environmental and Climate Risks in Structured Transactions and Capital Markets

Structured transactions aimed at project financing, with a defined and traceable use of proceeds—that is, with a clearly identified financing objective—are subject to the RSAC assessment process. The financial products subject to this evaluation include:

- Bridge Loans
- Project Finance (PF)
- Corporate Financing for Projects (PRCL)
- Project-Related Refinance and Project-Related Acquisition Finance

For capital markets products without an ESG label, all transactions linked to projects with firm guarantees and a defined and traceable use of proceeds are also subject to this assessment.

The assessment is conducted by the Socio-Environmental and Climate Risk Unit, part of the Risk Control Department. The outcome of the assessment—categorized as **High**, **Medium**, or **Low**—determines the required level of internal approval.

Assessment of Socio-Environmental and Climate Risks in Urban and Rural Real Estate and Land Collateral.

Real estate and land collateral is subject to an RSAC assessment due to its exposure to location-specific risks, potential contamination, and property occupancy status. The financial products subject to this assessment include:

- Guarantees for rural and urban real estate
- Guarantees for rural and urban land
- Land guarantees for real estate purposes
- Real estate and land leasing

The assessment is conducted by the Wholesale Credit Management Department (Real Estate Risk Technical Area). High-risk cases are escalated to the Socio-Environmental and Climate Risk Unit, part of the Risk Control Department, which verifies the risk classification. If a High RSAC rating is confirmed, the transaction must be approved by a higher-level authority.

Assessment of Socio-Environmental and Climate Risks in Real Estate Projects

Real estate projects, in both their construction and operational phases, are exposed to a range of socio-environmental and climate (SAC) risks that may generate significant impacts on surrounding communities and

ecosystems. Key risk factors include project location, exposure to environmental contamination, and the status of environmental permits and licensing. All financing operations intended for the development of residential and commercial real estate projects are subject to this risk assessment process.

The evaluation is carried out by the Wholesale Credit Management Department (Real Estate Risk Technical Area). In cases where a high-risk rating is identified, the transaction is escalated to the Socio-Environmental and Climate Risk Department within the Risk Control Division. If a High SAC Risk rating is confirmed, the transaction must undergo approval by a higher decision-making authority.

Strategy

The climate-related risks that have been identified are presented in the table below:

| Risk Factor | Description of Climate Risks |
|--|---|
| Change in the Pricing of Assets and Real Estate | <ul style="list-style-type: none"> - Inadequate definition of climate risk taxonomy. - Decrease in demand for carbon-intensive products and services, as consumers and companies shift toward more sustainable alternatives, potentially impacting revenues and profitability. |
| Market Barriers and Stakeholder Demands | <p>Impacts on clients may include:</p> <ul style="list-style-type: none"> - Increased investment requirements for adaptation, mitigation, or repairs. - Geopolitical tensions arising from physical and transition risks. - Higher capital expenditures for new technologies. - Increased stakeholder expectations. - Failure to deliver new products or services demanded by the market (e.g., electrification of vehicle fleets or electrical grids). - Product price increases due to low-carbon transition regulations. |
| Deterioration in Credit Portfolio Quality | <ul style="list-style-type: none"> - Rise in non-performing loans. - Bankruptcies due to failure to adapt to climate risks. - Increased probability of a financial crisis. |
| Portfolio Exposure to Climate Risks and Taxonomy | <ul style="list-style-type: none"> - Portfolio concentration in sectors highly exposed to climate-related risks. - Widening inequality and increased likelihood of social unrest. |
| Impact of Physical Risks | <p>Impacts on clients' costs, income, and capital due to various physical threats, such as:</p> <ul style="list-style-type: none"> - Inadequate climate risk pricing. - Altered rainfall patterns. - Ocean warming and acidification. - Global temperature rise. - Sea level rise. - Heatwaves. - Water stress. - Extreme weather events. - Climate-induced migration. - Wildfires. - Severe droughts. - Emergence of climate-related diseases. |
| Climate Litigation | <p>Legal actions may arise from inadequate adaptation, insufficient disclosure, or non-compliance with climate regulations.</p> |
| Secondary Consequences of Climate Risks | <ul style="list-style-type: none"> - Government failure to meet Nationally Determined Contributions (NDCs). - Divestment from high-climate-risk sectors, reducing company valuation. - Higher capital requirements due to penalization of "brown" assets. |

| | |
|---|---|
| Carbon Pricing | Rising carbon prices may lead to increased direct production costs and indirect costs through more expensive inputs and services for clients. |
| Mandatory Disclosure Requirements | Following the release of TCFD recommendations, mandatory climate-related disclosure regulations have become a global trend. |
| Climate Regulation and Regulatory Oversight | <ul style="list-style-type: none"> - Integration of climate risk into Basel regulatory frameworks. - Stricter supervision by financial regulators. |
| Carbon Reduction, Neutralization, and Removal | Higher client costs stemming from commitments to reduce, neutralize, and remove greenhouse gas emissions. |
| Stranded Assets | Risk of investment in assets that become obsolete or non-viable due to climate transition (i.e., stranded assets) |
| Changes in Environmental Legislation | Regulatory and policy changes to address climate change—such as carbon taxes, emissions limits, and energy efficiency standards—may impact the viability and profitability of certain sectors and businesses. |

Metrics and objectives

At the Head Office level, one of the key metrics Itaú Unibanco uses to assess and manage climate-related risks is the climate risk appetite metric. This metric monitors the portfolio's exposure to sectors with high climate risk and guides the implementation of action plans aimed at managing this exposure. The objective is to restrict and/or progressively phase out financial support for coal-intensive activities, aligned with the institution's global commitment to positively impact the real economy and in accordance with international best practices.

To support this institutional goal, clients are assisted in addressing their decarbonization challenges through financing structures with contractually defined use of proceeds aimed at supporting the energy transition. Such operations are subject to monitoring and verification of progress and achievement of transition objectives. Financing is also provided for activities related to the responsible disposal of coal-related assets, promoting the shift toward energy sources with lower greenhouse gas (GHG) intensity.

In practice, the Bank does not engage in investment banking services or financial transactions directly linked to coal-fired power generation assets, coal mining operations, or related infrastructure. This also includes economic groups that exceed established thresholds for revenue, installed capacity in coal-based power generation, or volume of coal extraction.

Furthermore, regardless of whether an economic group is subject to formal restrictions, the Bank commits to refraining from providing direct financing, refinancing, or participating in syndicated transactions for clients involved in coal-related activities, including extraction, energy generation, or dedicated infrastructure.

Furthermore, to encourage companies in coal-related sectors to develop and implement transition plans—gradually phasing out coal and prioritizing lower greenhouse gas (GHG) intensity sources—the Bank may support specific financing operations, provided they are subject to contractually defined conditions that include climate mitigation measures:

- **Ring-Fenced Transactions:** Financing for economic groups that own coal-related assets or projects, with funds exclusively allocated to energy transition activities (e.g., a coal-fired power generation client financing solar panel installation).

- **Managed Phase-Out Financing:** Direct financing for carbon-intensive assets (e.g., a coal power plant converting to biomass), contingent upon a commitment to the early decommissioning of coal assets and fulfillment of the following cumulative conditions:
 - Contractually defined allocation of funds toward the energy transition
 - Ongoing monitoring and independent verification of compliance with transition objectives
 - Investment in the reduction or elimination of GHG emissions

At Banco Itaú Chile, we are currently developing a local socio-environmental and climate risk appetite metric to better assess, monitor, and manage exposure to economic sectors most vulnerable to climate-related impacts.

2.4.8. Financial Risks of Climate Change

According to the United Nations Framework Convention on Climate Change (UNFCCC), climate change refers to a change in the global climate system that is directly or indirectly attributable to human activity and alters the composition of the atmosphere, beyond the natural variability observed over time.

At Banco Itaú Chile, we recognize that climate change poses a material risk to our operations and to the broader Chilean economy. As outlined in our **Climate Change and Socio-Environmental Risk Policy**⁴, the impacts of climate change may affect our borrowers' ability to meet their financial obligations, potentially leading to increased default rates. In addition, climate-related impacts could depreciate the value of assets pledged as collateral, thereby increasing our credit risk exposure. While these effects are still emerging, they have the potential to transmit systemic risks across the financial sector.

The specialized literature distinguishes between two main categories of climate-related risks: **transition risks** and **physical risks**⁵. Transition risks arise from the potential impacts on the Bank's operations or those of its clients stemming from the transition to a low-carbon economy. These risks may materialize through market shifts, changes in customer behavior, technological innovation, regulatory developments, and reputational impacts.

Examples of transition risks include: changes in environmental legislation such as the implementation of carbon taxes, emissions caps, and energy efficiency requirements; shifts in supply and demand driven by the search for more sustainable alternatives; the adoption of cleaner technologies that render existing processes and equipment obsolete; and increased exposure to stranded assets⁶.

One of the most material transition risks for Banco Itaú Chile is the potential implementation or increase of carbon taxes, which would directly impact high-emitting companies and, consequently, the Bank through its credit exposure to them. This scenario could raise operating costs and reduce revenue generation capacity for those companies, leading to a higher risk of default and added pressure on the financial system. Failure to timely adapt our strategy to such regulatory changes could adversely affect our growth, competitiveness, profitability, funding costs, and financial stability. This risk is expected to materialize within the next five years.

⁴ See "Socio-Environmental and Climate Risk Policy"

https://s2.q4cdn.com/476556808/files/doc_downloads/ESG/2024/05/ITCL_Climate-change-and-socio-environmental-policy.pdf

⁵ See "Annual Integrated Report 2024 Itaú Chile", page 111.

https://s2.q4cdn.com/476556808/files/doc_financials/2024/ar/ITCL_-Annual-Integrated-Report-2024_Itau-Chile_ENG.pdf

⁶ It refers to assets that lose value or become obsolete unexpectedly or abruptly due to economic, regulatory, or technological changes primarily associated with the transition to a low-carbon economy.

To estimate the financial implications, we considered the findings of the study by Gonzales, L., and Rojas, C.⁷, which assesses the exposure of systemically important banks in Chile to a carbon tax increase of USD 70 per ton of CO₂. The study concludes that 5.6% of commercial loans are highly exposed to this risk⁸. Applying this ratio to Banco Itaú Chile, it is estimated that CLP 700 billion of its commercial loan portfolio would be highly exposed to the effects of a carbon tax increase.

On the other hand, **physical risks** stem from potential direct damage to the Bank's operations or its clients due to climate-related physical factors. These risks may result from acute events, such as extreme weather events (e.g., droughts or floods), or from chronic phenomena, such as permanent shifts in weather patterns. Such occurrences can have serious consequences for climate-sensitive sectors.

Physical climate risks include altered precipitation patterns, which may cause more intense droughts and floods; rising average global temperatures, which may result in more frequent and intense heatwaves and droughts; and sea level rise, which can lead to coastal flooding and erosion.

Among the most material **physical risks** for the Bank are those affecting three resource-intensive sectors: agriculture, energy, and mining. Each sector faces distinct and relevant vulnerabilities. In agriculture, hydrological droughts are a key concern; in the power transmission sector, elevated temperatures may affect transmission line performance; in hydroelectric generation, declining water availability poses a threat; in forestry, the risk of wildfires in plantations is significant; in solar power, changes in solar radiation may affect output; and in wind energy, a decline in wind availability could impact operations.

These risks may affect companies in these sectors with which the Bank maintains outstanding loans by altering the physical conditions under which they operate and affecting their production capacity. If these companies are unable to adapt to the new conditions or if their normal operations are disrupted, their ability to meet financial obligations may be compromised, which could, in turn, increase the Bank's credit risk due to higher default rates. To manage these risks, the Bank may incur costs both from restricting credit exposure to sectors such as agriculture, energy, and mining, and from developing financial products that support its clients' transition to more sustainable practices. The Bank estimates that physical risks will intensify and materialize more significantly within the next 15 years.

To quantify the potential financial impact, we used the results of the study by Gonzales, L., and Rojas, C.⁹, which evaluates the exposure of systemically important banks in Chile to physical risks in the three aforementioned sectors. The study concludes that 3.1% of commercial loans are highly exposed to these risks. Applying this ratio to Banco Itaú Chile, it is estimated that CLP 400 billion of its commercial loan portfolio is highly exposed¹⁰ to material physical risks in the agriculture, energy, and mining sectors.

Additionally, the Bank has adopted the recommendations of the **Task Force on Climate-related Financial Disclosures** (TCFD) and is a signatory of the Green Agreement, committing to the integration of sustainability into its business strategy and to the proactive management of climate-related risks and opportunities.

⁷ See Gonzales, L., and Rojas, C. (2024). "Exposure of Banking in Chile to Climate-Related Financial Risks: Physical and Transition Risks." https://www.cmfchile.cl/portal/estadisticas/617/articles-88327_doc_pdf.pdf

⁸ High exposure to transition risk is defined as the portion of exposure where an increase in the carbon tax would represent at least 10% of the company's outstanding debt or 10% of its revenue.

⁹ See Gonzales, L., and Rojas, C. (2024). "Exposure of Banking in Chile to Climate-Related Financial Risks: Physical and Transition Risks." https://www.cmfchile.cl/portal/estadisticas/617/articles-88327_doc_pdf.pdf

¹⁰ High physical risk exposure is considered to be the fraction of exposure whose loan-weighted risks are greater than the median.

These actions reflect Banco Itaú Chile's commitment to environmental stewardship and its active role in the transition to a low-carbon economy, in alignment with Chile's Climate Change Framework Law and its national target of carbon neutrality by 2050. In line with this objective, the Bank established the Sustainable Finance Sub-Management Department in 2024, responsible for issuing sustainable loans and managing climate-related risks.¹¹

2.4.9. Financial Opportunities Arising from Climate Change

At Banco Itaú Chile, we have developed a business model that integrates ESG criteria into financing activities within the wholesale segment (corporate finance, large companies, and real estate). A specialized team is dedicated to identifying opportunities and offering clients sustainability-linked financing solutions, including green, social, and blue bonds, as well as the development of sustainable KPIs. For SMEs and mid-sized companies, we offer a financing model focused on self-consumption and net billing projects, which includes external validation from the Energy Sustainability Agency for members of the Chilean Solar Energy Association.

Our goal for 2025 is to reach US\$200 million in business opportunities under both the corporate and SME financing models—equivalent to CLP 199.3 billion.

These business models generate value beyond financial returns. They support the Itaú Group's corporate climate commitments, enhance our value proposition to clients by creating new sustainable business opportunities, and strengthen our competitiveness in both national and international sustainable finance markets.

Operational costs are inherent to the lending process; however, they have not yet been quantified, as the model has only recently been implemented.

2.4.12. Emissions Reduction targets

| Scope | Baseline (Tons CO ₂ e) | % reduction committed to 2030 | Reduction target for 2030 (Tons CO ₂ e) | 2024 Results (Tons CO ₂ e) | % reduction achieved by 2024 | Compliance by 2024 |
|---------|--------------------------------------|-------------------------------------|--|--|------------------------------------|-----------------------|
| Scope 1 | 786 | -42 | 456 | 279 | -60% | Completed |
| Scope 2 | 6,070 | -42 | 3,520 | 1,806 | -70% | Completed |
| Scope 3 | 9,120 | -42 | 5,290 | 7,170 | -20% | In progress |

2.4.13. Internal Carbon Pricing

The overarching guidelines for climate strategy are established by the Holding Company. Therefore, Itaú Chile adopts the internal carbon price defined by Itaú Unibanco for 2024, set at R\$81.56 per tCO₂e. Converted to Chilean pesos, this corresponds to CLP\$13,057.42.

Itaú Unibanco Holding applies this carbon pricing approach to identify and prioritize internal emission reduction measures and to support the Group's broader decarbonization strategy across its operations. The institution uses an implicit carbon price based on the cost of offsetting operational emissions through the purchase of carbon credits.

¹¹ See "Annual Integrated Report 2024 Itaú Chile", pages 41, 87 and 88.

https://s2.q4cdn.com/476556808/files/doc_financials/2024/ar/ITCL_-Annual-Integrated-Report-2024_Itau-Chile_ENG.pdf

2.5. Decarbonization Strategy

2.5.2. Scope 3 Financed Absolute Emissions/2.5.3 Scope 3 Financed Emission Intensity

In 2024, Itaú Unibanco continued enhancing its methodology for calculating financed emissions by improving data quality and expanding the coverage of its loan portfolio analysis. The Group adopted the guidelines of the Partnership for Carbon Accounting Financials (PCAF) to quantify the greenhouse gas (GHG) emissions associated with its lending activities. This measurement includes all subsidiaries, such as Itaú Colombia and Itaú Chile, and covers 100% of the loan portfolio. Financed emissions are calculated based on the emissions generated by clients' activities in proportion to the financial resources granted to them. This approach underscores our commitment to supporting clients in their decarbonization journeys. The financed emission intensity for Itaú Chile and Itaú Colombia is 0.00007 MMtCO₂e / MMCLP\$.

Methodology for Calculating Emissions

The PCAF methodology enables the measurement of emissions associated with different asset classes. Itaú Unibanco has refined its approach by increasing both the precision and breadth of its data, covering operations in Brazil as well as international subsidiaries (including Chile and Colombia). The table below presents the scoring criteria used for data quality and the percentage of the portfolio falling under each category over the past three years. The PCAF data quality score ranges from 1 (highest quality) to 5 (lowest quality), based on the availability and reliability of emissions data from clients.

| Financed Emissions – Itaú Chile | Dec/21 | Dec/22 | Dec/23 | Dec/24 |
|---|-----------|----------|-----------|----------|
| Financed Emissions (tCO ₂ e) | 1,400,000 | 900,000 | 1,000,000 | 777,800 |
| Evaluated Portfolio Amount (MMCLP\$) | 12,454.5 | 11,624.2 | 11,454.7 | 11,119.1 |
| Emission Intensity (MMtCO ₂ e / MMCLP\$) | 0.00011 | 0.00008 | 0.00009 | 0.00007 |
| Weighted Data Quality Score (PCAF) | 4.97 | 4.53 | 4.26 | 4.44 |
| Portfolio Coverage (%) | 100 | 100 | 100 | 100 |

| Financed Emissions – Itaú Colombia | Dec/24 |
|---|---------|
| Financed Emissions (tCO ₂ e) | 282,000 |
| Evaluated Portfolio Amount (MMCLP\$) | 3,005.6 |
| Emission Intensity (MMtCO ₂ e / MMCLP\$) | 0.00009 |
| Weighted Data Quality Score (PCAF) | 4.71 |
| Portfolio Coverage (%) | 100% |

Financed Emissions by Asset Class – Itaú Chile

| PCAF Asset Class | Portfolio Amount | | | | Financed Emissions (Scopes 1 + 2) | | | | Emissions Intensity | | | |
|------------------------|------------------|-----------------|-----------------|-----------------|--------------------------------------|--------------|--------------|--------------|--------------------------------|----------------|----------------|----------------|
| | (MMCLP\$) | | | | (thousand tCO ₂ e) | | | | (tCO ₂ e / MMCLP\$) | | | |
| | 2021 | 2022 | 2023 | 2024 | 2021 | 2022 | 2023 | 2024 | 2021 | 2022 | 2023 | 2024 |
| Business Loans | 12,454.6 | 11,624.2 | 11,347.8 | 11,002.3 | 1,400.0 | 888.0 | 990.3 | 777.3 | 0.00011 | 0.00008 | 0.00009 | 0.00007 |
| Corporate Bonds | 0.0 | 0.0 | 106.9 | 116.7 | 0.0 | 0.0 | 3.6 | 0.5 | 0.00000 | 0.00000 | 0.00000 | 0.00000 |
| TOTAL PORTFOLIO | 12,454.6 | 11,624.2 | 11,454.7 | 11,119.1 | 1,400.0 | 888.0 | 993.9 | 777.8 | 0.00011 | 0.00008 | 0.00009 | 0.00007 |

Financed Emissions by Asset Class – Itaú Colombia

| PCAF Asset Class | Portfolio Amount (MMCLP\$) | | Financed Emissions (Scopes 1 + 2) (thousand tCO ₂ e) | | Emissions Intensity (tCO ₂ e / MMCLP\$) | |
|------------------------|-------------------------------|--|--|--|---|--|
| | 2024 | | 2024 | | 2024 | |
| Business Loans | 2,988.9 | | 282.0 | | 0.00009 | |
| Corporate Bonds | 16.7 | | 0.0 | | 0.00000 | |
| TOTAL PORTFOLIO | 3,005.6 | | 282.0 | | 0.00009 | |

| GHG Emissions Intensity by Sector of Activity – Itaú Chile | Portfolio Amount | | | | Financed Emissions (Scopes 1 + 2) | | | | Emissions Intensity | | | |
|--|------------------|--------|--------|--------|--------------------------------------|-------|-------|-------|--------------------------------|---------|---------|---------|
| | (MMCLP\$) | | | | (thousand tCO ₂ e) | | | | (tCO ₂ e / MMCLP\$) | | | |
| | 2021 | 2022 | 2023 | 2024 | 2021 | 2022 | 2023 | 2024 | 2021 | 2022 | 2023 | 2024 |
| Agribusiness | 436.2 | 301.3 | 533.2 | 525.6 | 230.9 | 127.6 | 163.8 | 167.6 | 0.00053 | 0.00042 | 0.00031 | 0.00032 |
| Mining | 457.8 | 231.4 | 349.7 | 419.5 | 111.5 | 62.6 | 223.4 | 103.0 | 0.00024 | 0.00027 | 0.00064 | 0.00025 |
| Trade | 1772.8 | 1525.9 | 1639.4 | 1616.0 | 219.9 | 86.1 | 87.3 | 95.0 | 0.00012 | 0.00006 | 0.00005 | 0.00006 |
| Industry - miscellaneous | 188.1 | 149.5 | 246.3 | 235.8 | 25.6 | 270.4 | 188.6 | 90.3 | 0.00014 | 0.00181 | 0.00077 | 0.00038 |
| Metallurgy and steel industry | 232.3 | 186.8 | 165.9 | 147.3 | 121.4 | 63.2 | 43.4 | 75.5 | 0.00052 | 0.00034 | 0.00026 | 0.00051 |
| Services – miscellaneous | 2943.6 | 899.7 | 677.5 | 1076.5 | 85.7 | 18.4 | 17.9 | 46.2 | 0.00003 | 0.00002 | 0.00003 | 0.00004 |
| Transportation | 592.7 | 522.2 | 329.7 | 381.0 | 71.9 | 42.2 | 42.7 | 41.5 | 0.00012 | 0.00008 | 0.00013 | 0.00011 |
| Real estate | 1520.6 | 3168.4 | 3199.3 | 2840.7 | 19.4 | 38.5 | 32.0 | 39.8 | 0.00001 | 0.00001 | 0.00001 | 0.00001 |

| | | | | | | | | | | | | |
|--|--------|--------|--------|--------|-------|------|------|------|---------|---------|---------|---------|
| Food and beverages | 184.8 | 229.6 | 248.9 | 242.0 | 16.3 | 22.7 | 24.7 | 31.5 | 0.00009 | 0.00010 | 0.00010 | 0.00013 |
| Petrochemical and chemical | 196.9 | 73.2 | 51.9 | 111.5 | 42.7 | 18.6 | 16.0 | 25.7 | 0.00022 | 0.00025 | 0.00031 | 0.00023 |
| Civil construction | 1356.1 | 1397.0 | 1307.0 | 1224.3 | 9.9 | 12.7 | 9.7 | 17.7 | 0.00001 | 0.00001 | 0.00001 | 0.00001 |
| Energy | 168.6 | 313.6 | 174.9 | 162.9 | 105.8 | 64.6 | 5.2 | 7.0 | 0.00063 | 0.00021 | 0.00003 | 0.00004 |
| Miscellaneous | 864.7 | 40.0 | 336.3 | 297.0 | 25.1 | 1.2 | 8.3 | 5.7 | 0.00003 | 0.00003 | 0.00002 | 0.00002 |
| Logistics | 0.0 | 50.5 | 81.0 | 38.5 | 0.0 | 0.6 | 2.2 | 5.0 | | 0.00001 | 0.00003 | 0.00013 |
| Pulp and paper | 48.1 | 54.6 | 49.7 | 30.4 | 7.7 | 14.0 | 15.6 | 4.7 | 0.00016 | 0.00026 | 0.00031 | 0.00016 |
| Banks and financial institutions | 1065.5 | 1342.7 | 1137.1 | 1019.7 | 311.4 | 1.5 | 16.4 | 3.8 | 0.00029 | 0.00000 | 0.00001 | 0.00000 |
| Leisure and tourism | 55.2 | 218.7 | 213.8 | 189.7 | 0.6 | 2.8 | 48.7 | 3.5 | 0.00001 | 0.00001 | 0.00023 | 0.00002 |
| Oil and gas | 0.6 | 32.6 | 23.6 | 11.5 | 0.5 | 2.6 | 23 | 23 | 0.00080 | 0.00008 | 0.00010 | 0.00020 |
| Education | 85.1 | 116.9 | 98.8 | 89.0 | 1.6 | 0.7 | 0.7 | 1.9 | 0.00002 | 0.00001 | 0.00001 | 0.00002 |
| Footwear and textiles | 36.5 | 30.2 | 27.5 | 31.2 | 2.0 | 1.8 | 1.6 | 1.7 | 0.00006 | 0.00006 | 0.00006 | 0.00005 |
| Healthcare | 30.6 | 101.1 | 88.0 | 78.5 | 0.4 | 1.0 | 1.1 | 1.4 | 0.00001 | 0.00001 | 0.00001 | 0.00002 |
| Recycling | 0.0 | 22.8 | 23.6 | 5.4 | 0.0 | 8.7 | 12.2 | 1.2 | | 0.00038 | 0.00052 | 0.00023 |
| Communications | 73.6 | 142.4 | 131.2 | 140.4 | 0.3 | 1.8 | 1.9 | 1.2 | 0.00000 | 0.00001 | 0.00001 | 0.00001 |
| Wood and furniture | 90.2 | 19.5 | 21.5 | 19.4 | 2.0 | 2.5 | 2.5 | 0.9 | 0.00002 | 0.00013 | 0.00012 | 0.00005 |
| Electrical & electronic equipment and IT | 7.2 | 17.6 | 11.9 | 6.9 | 0.2 | 1.0 | 0.6 | 0.9 | 0.00003 | 0.00006 | 0.00005 | 0.00013 |
| Cement | 0.4 | 12.5 | 10.1 | 6.0 | 0.1 | 4.7 | 9.1 | 0.7 | 0.00022 | 0.00037 | 0.00090 | 0.00012 |
| Infrastructure | 8.6 | 252.7 | 144.3 | 130.4 | 0.1 | 1.4 | 6.5 | 0.6 | 0.00001 | 0.00001 | 0.00004 | 0.00000 |
| Vehicles and auto parts | 15.4 | 0.8 | 0.2 | 24.1 | 0.5 | 0.0 | 0.0 | 0.4 | 0.00003 | 0.00004 | 0.00004 | 0.00002 |
| Services - public | 10.7 | 1.1 | 0.9 | 5.1 | 0.4 | 0.0 | 0.0 | 0.3 | 0.00004 | 0.00004 | 0.00004 | 0.00006 |
| Sanitation | 6.7 | 131.2 | 103.0 | 4.7 | 0.5 | 10.3 | 7.0 | 0.3 | 0.00007 | 0.00008 | 0.00007 | 0.00006 |
| Capital goods | 4.1 | 14.8 | 10.0 | 5.5 | 0.1 | 0.6 | 0.5 | 0.2 | 0.00003 | 0.00004 | 0.00005 | 0.00004 |
| Culture and entertainment | 0.1 | 12.8 | 9.4 | 2.2 | 0.0 | 0.1 | 0.0 | 0.1 | 0.00002 | 0.00001 | 0.00000 | 0.00006 |
| Pharmaceuticals and cosmetics | 2.6 | 7.8 | 5.5 | 0.3 | 0.6 | 1.2 | 0.7 | 0.1 | 0.00024 | 0.00015 | 0.00012 | 0.00025 |
| Coal | 0.0 | 0.5 | 0.4 | 0.1 | 0.0 | 1.7 | 1.1 | 0.0 | | 0.00305 | 0.00279 | 0.00001 |
| Third sector | 3.4 | 0.0 | 0.0 | 0.1 | 0.1 | 0.0 | 0.0 | 0.0 | 0.00002 | 0.00002 | 0.00002 | 0.00001 |
| Insurance, reinsurance and pensions | 0.0 | 3.4 | 3.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.00003 | 0.00001 | 0.00000 | 0.00003 |

| GHG Emissions Intensity by Sector of Activity – Itaú Colombia ¹² | Portfolio Amount | Financed Emissions (Scopes 1 + 2) | Emissions Intensity |
|--|------------------|--------------------------------------|--------------------------------|
| | (MMCLP\$) | (thousand tCO ₂ e) | (tCO ₂ e / MMCLP\$) |
| | 2024 | 2024 | 2024 |
| Agribusiness | 163.5 | 120.5 | 0.00074 |
| Food and drinks | 210.6 | 40.0 | 0.00019 |
| Trade | 348.0 | 19.1 | 0.00005 |
| Energy | 241.5 | 16.8 | 0.00007 |
| Petrochemical and chemical | 78.2 | 15.8 | 0.00020 |
| Metallurgy and steel industry | 22.9 | 13.4 | 0.00059 |
| Services – miscellaneous | 250.4 | 8.1 | 0.00003 |
| Pharmaceuticals and cosmetics | 29.0 | 6.7 | 0.00023 |
| Industry - miscellaneous | 16.4 | 6.6 | 0.00040 |
| Civil construction | 247.6 | 6.5 | 0.00003 |
| Miscellaneous | 188.4 | 5.7 | 0.00003 |
| Footwear and textiles | 71.5 | 4.3 | 0.00006 |
| Pulp and paper | 11.0 | 3.2 | 0.00029 |
| Real estate | 358.7 | 2.7 | 0.00001 |
| Oil and gas | 38.6 | 2.7 | 0.00007 |
| Leisure and tourism | 157.4 | 2.4 | 0.00002 |
| Transportation | 39.0 | 23 | 0.00006 |
| Healthcare | 104.6 | 1.7 | 0.00002 |
| Banks and financial institutions | 160.4 | 0.6 | 0.00000 |
| Communications | 105.8 | 0.6 | 0.00001 |
| Services - public | 64.7 | 0.4 | 0.00001 |
| Culture and entertainment | 8.2 | 0.4 | 0.00005 |
| Vehicles and auto parts | 9.4 | 0.4 | 0.00004 |
| Capital goods | 8.7 | 0.3 | 0.00004 |
| Education | 33.8 | 0.2 | 0.00001 |
| Wood and furniture | 7.1 | 0.2 | 0.00003 |
| Sanitation | 4.8 | 0.2 | 0.00003 |
| Insurance, reinsurance and pensions | 9.6 | 0.1 | 0.00001 |

¹² Itaú Colombia's financed emissions for 2024 have begun to be reported.

| | | | |
|--|-----|-----|---------|
| Mining | 0.4 | 0.1 | 0.00026 |
| Electrical & electronic equipment and IT | 5.6 | 0.1 | 0.00002 |
| Infrastructure | 7.4 | 0.1 | 0.00001 |
| Logistics | 2.5 | 0.0 | 0.00001 |
| Coal | 0.0 | 0.0 | 0.00023 |
| Third sector | 0.0 | 0.0 | 0.00000 |
| Recycling | 0.0 | 0.0 | |
| Cement | 0.0 | 0.0 | |

2.5.4. Coal Financing Policy / 2.5.5 Coal Investment Policy

At Itaú Chile, we fully adopt and implement the corporate policy of the Itaú Unibanco Group regarding restrictions and exclusions on thermal coal-intensive activities. This policy, updated in 2023, is global in scope and applies to all international operations of the Group, **including Itaú Chile**.

The policy reflects the Group's commitment to a low-carbon economy transition, aligned with scientific pathways to limit global warming to 1.5°C and with the guidelines of the **Glasgow Financial Alliance for Net Zero (GFANZ)**. In this context, Itaú Unibanco has committed to a **gradual phase-out of financing for the thermal coal sector by 2030**, supporting a fair, orderly, and responsible energy transition.

In line with these guidelines, Itaú Chile does not engage in investment banking or financing activities with economic groups that:

- Derive more than 15% of their revenue from coal-fired power generation or coal mining.
- Operate with installed coal-fired generation capacity greater than 1,000 MW;
- Have annual coal production exceeding 10 million tonnes;
- Are expanding operations related to coal-fired power generation or coal-based infrastructure/mining.

Additionally, Itaú Chile does not establish new business relationships with economic groups that derive more than 10% of their revenue from any of the above criteria.

We only consider three types of exceptions, subject to strict conditions and continuous monitoring:

1. Specific coal supply contracts for steel production.
2. Transactions with clearly defined use of proceeds for energy transition initiatives.
3. Operations that facilitate the planned and monitored disposal of coal-related assets under defined conditions.

Furthermore, Itaú Chile remains committed to actively supporting its clients in their energy transition, provided that their plans include credible decarbonization measures and a commitment to eliminate carbon-intensive assets by 2030.¹³

¹³For more information, see page 71 of <https://www.itaubr.com.br/download-file/v2/d/42787847-4cf6-4461-94a5-40ed237dca33/a50c5a48-df28-ae4b-3e3d-f31e227e944f?origin=2> Itaú Unibanco's 2024 Climate Report <https://www.itaubr.com.br/download-file/v2/d/42787847-4cf6-4461-94a5-40ed237dca33/a50c5a48-df28-ae4b-3e3d-f31e227e944f?origin=2>.

3. Social Dimension

3.1. Labor Practices

3.1.3. Discrimination & Harassment

At Itaú, we maintain a zero-tolerance policy toward behaviors that may lead to or constitute sexual harassment, workplace harassment, or violence in the workplace. All professional relationships must be grounded in mutual respect, regardless of position, gender, sexual orientation, race, disability, or religious beliefs.

We are committed to managing these risks to maintain a safe and healthy work environment through different policies and procedures. This commitment is shared by both senior management and the Bank's employees, who are engaged in a collaborative and participatory effort to prevent and eliminate these behaviors.

Non-compliance with the rights and responsibilities established in our Order, Hygiene, and Safety Regulations, Code of Ethics and Conduct, or other internal policies—including but not limited to the Diversity Policy and the Human Rights Policy—may result in disciplinary actions as outlined in our Sexual Harassment, Workplace Harassment, and Violence Investigation Procedure, which forms part of our Internal Regulations.

Upon completion of the investigation and assessment of the severity of the incident, the following corrective or disciplinary measures may be imposed:

- Verbal warning issued to the individual found responsible for sexual or workplace harassment.
- Written warning issued to the individual responsible for such misconduct.
- Deduction of 25% of the daily wage of the employee found responsible.
- Termination of the employment contract due to sexual or workplace harassment, pursuant to Article 160, No. 1, letters b) or f) of the Labor Code. In the case of letter f), the severity of the incident—as documented in the investigation report—will be considered.
- Any additional measures or sanctions established under internal policies or contractual agreements.

3.1.4. Workforce Breakdown: Gender

The Bank is actively working to achieve gender parity in leadership positions. Progress is monitored monthly by the Sustainability Department to ensure alignment with the **established target of reaching 45–50% female representation in leadership roles by 2025**. This target was determined using statistical modeling tools, which enable the Bank to generate forward-looking projections and implement corrective actions in the event of deviations.

- Percentage of women in junior management positions, i.e., first level of management (as a % of total junior management positions)

| Category | Female | % Female | Male | % Male | Total |
|-----------------------------|--------|----------|------|--------|-------|
| Junior management positions | 241 | 44% | 308 | 56% | 549 |

- Percentage of women in all management positions, including junior, middle and top management (as % of total management positions)

| Category | Female | % Female | Male | % Male | Total |
|---|--------|----------|------|--------|-------|
| All management positions, including junior, middle and top management | 307 | 40% | 454 | 60% | 761 |

- Percentage of women in top management positions, i.e. maximum two levels away from the CEO or comparable positions (as % of total top management positions)

| Category | Female | % Female | Male | % Male | Total |
|--------------------------|--------|----------|------|--------|-------|
| Top management positions | 25 | 25% | 75 | 75% | 100 |

- Percentage of women in management positions in revenue-generating functions (i.e. , Sales) as a percentage of total managers in those functions (excluding support functions such as HR, IT, Legal, etc.)

| Category | Female | % Female | Male | % Male | Total |
|--|--------|----------|------|--------|-------|
| Management positions in revenue-generating functions | 210 | 44% | 271 | 56% | 481 |

- Percentage of women in STEM-related positions (% of total STEM positions)

| Category | Female | % Female | Male | % Male | Total |
|----------|--------|----------|------|--------|-------|
| STEM | 182 | 26% | 513 | 74% | 695 |

3.1.5. Workforce Breakdown: Race/Ethnicity & Nationality

| Nationality | Percentage of total workforce (in % of total workforce) | Percentage of total workforce (in % of total workforce) Participation in all management positions, including junior, middle and senior management including junior, middle and senior management (% of total management) (in % of total management) |
|-------------|---|---|
| Chilean | 93% | 91% |
| Venezuelan | 4% | 3% |
| Brazilian | 1% | 2% |
| Colombian | 1% | 1% |
| Others | 1% | 3% |

3.1.6. Gender Pay Indicators

| Employee Level | Average Salary of Women | Average Male Salary |
|--|--|--|
| Executive Level (Base Salary) | No information will be released this year to protect confidential information. | No information will be released this year to protect confidential information. |
| Executive Level (Base salary + other cash incentives) | No information will be released this year to protect confidential information. | No information will be released this year to protect confidential information. |
| Management Level (Base Salary) | CLP 7,458,027 monetary units | CLP 9,473,499 monetary units |
| Management Level (Base salary + other cash incentives) | CLP 7,458,027 monetary units | CLP 9,473,499 monetary units |
| Non-management level (Base Salary) | CLP 2,373,500 monetary units | CLP 2,760,161 monetary units |

In line with our [Diversity and Inclusion Policy](#), we ensure meritocracy in all stages of the employee lifecycle, including recruitment, selection, performance evaluation, and compensation. Our processes are designed to safeguard candidate diversity and uphold equal opportunities for all participants, regardless of gender, race, nationality, disability, religion, sexual orientation, gender identity, gender expression, age, or any other characteristic.

We offer equitable and competitive opportunities for all our employees with a compensation model based on salary scales appropriate to their position and area of expertise. This model ensures fairness and internal consistency across roles and areas of specialization, reinforcing our commitment to meritocracy in recruitment, selection, evaluation, and compensation.

We reiterate our commitment to providing equitable and competitive opportunities for all employees, maintaining a compensation structure that reflects their position and professional expertise.

Additionally:

- Executive-level salaries will not be disclosed this year in order to protect confidential information.
- The criteria used in the 2024 Integrated Report regarding remuneration by employee level have been maintained; however, the grouping applied here differs from that used in the Integrated Report¹⁴.
- Additional bonuses to remuneration will not be reported separately; instead, the aggregate amount is disclosed.

3.2. Human Rights

3.2.1. Human Rights Commitment

Banco Itaú Chile has a [Human Rights Policy](#) approved by senior management and the Board of Directors, which reaffirms its commitment to the UN International Bill of Human Rights and the Guiding Principles on Business and Human Rights (UNGPs). The policy also reflects the Bank's adherence to the UN Global Compact, the Women's Empowerment Principles (WEPs), and the ILO Declaration on Fundamental Principles and Rights at Work.

¹⁴ See page 146 of the [2024 Integrated Annual Report](#).

The policy includes an explicit commitment to prevent and respect, across all stakeholders—primarily employees, suppliers, and society at large—at least the following aspects:

- Human trafficking
- Forced labor
- Child labor
- Freedom of association
- Right to collective bargaining
- Non-discrimination
- Occupational health and safety

The scope of the policy extends to all of Itaú Chile's operations—including employees, products, and services—as well as to its suppliers, contractors, partners, strategic allies, and both national and international subsidiaries.

Additionally, Itaú Chile aligns with a series of national and international frameworks in this area, incorporating various declarations, compacts, and principles applicable in both Chile and Colombia¹⁵.

3.2.2. Human Rights Due Diligence Process

a. Description of the process.

Since 2021, Itaú Chile has implemented a systematic human rights due diligence process, which is carried out every three years to identify, assess, and update the most relevant potential risks in this area. **We do a systematic periodic review of the risk mapping of potential issues every three years, in line with international best practices.**

The most recent assessment was conducted in 2024, with the support of the Corporate Sustainability Program at the Pontifical Catholic University of Chile. As part of the process, relevant information was collected through dialogue with various stakeholders, ensuring a participatory approach that reflects the principles of social dialogue. In addition, awareness-raising activities were carried out for participants, focusing on the Business and Human Rights framework. These included meetings, interviews, and informational sessions, where the fundamental principles of the regulatory framework were presented and the key components of the due diligence process were explained.

b. Scope of the process

The human rights due diligence process was structured into five stages: (1) design and preparation; (2) initial engagement; (3) impact assessment; (4) integration; and (5) training and follow-up. Each phase involved key activities, including internal team awareness-raising, conducting an organizational assessment, developing a human rights risk matrix, holding substantive stakeholder consultations, and issuing recommendations to strengthen corporate governance and risk management systems in line with the United Nations Guiding Principles.

The scope of the process focused on Itaú Chile's operations, including direct operations and key areas within the organization and its value chain. **This included risk identification in our own operations, our value chain, and other activities related to our business.** Specifically, the following business units and relationships were evaluated:

¹⁵See pages 164 to 166 of the [2024 Integrated Annual Report](#).

- **Supply (suppliers):** Gaps were identified in the explicit integration of the human rights approach into their assessment processes, as well as opportunities to strengthen the ESG survey and require specific contractual clauses on human rights.
- **Contractors:** Risks were identified due to limited coordination in the management of third-party workers and low usage of the reporting channel, prompting recommendations for stricter controls and improved traceability.
- **Socio-Environmental Risk Assessment (SRA) :** The analysis highlighted the need to better integrate human rights criteria into project evaluations conducted under the Equator Principles and to establish mechanisms to review impacts throughout project implementation.
- **Wholesale customers:** It was recommended to extend the review to include service companies (currently excluded as "category C") and to incorporate employment practices and judicial records as risk assessment criteria.
- **People Management:** The process addressed challenges related to the inclusion of women and persons with disabilities, health and safety gaps, and issues regarding freedom of association, harassment, and collective bargaining.
- **Retail customers and end users:** Potential risks identified included financial discrimination, excessive use of force by security personnel, digital fraud, and barriers to accessing financial products for older adults.

Overall, this exercise enabled the development of a cross-cutting perspective on human rights risks across the Bank's operations. It facilitated the identification of critical gaps, the design of action plans applicable to different business areas, and the generation of recommendations for future assessments—such as progressively incorporating new stakeholder groups (contractors, suppliers, wholesale and retail customers) and improving risk traceability within the Bank's global risk matrix.

It is also important to note that Itaú Chile does not participate in joint ventures with ownership stakes exceeding 10%. Therefore, human rights risk assessments are not currently applied to this type of business relationship. However, any future merger, acquisition, or significant partnership will incorporate human rights due diligence criteria as part of the prior evaluation process.

c. Main results

The due diligence process conducted in 2024 confirmed that Itaú Chile has a robust and advanced human rights management system, supported by an explicit institutional commitment, the implementation of formal policies, and an organizational culture centered on respect and inclusion.

The Human Rights Policy, approved by the Board of Directors in 2023, applies across the entire value chain and is complemented by an active sustainability strategy that integrates specific pillars on diversity, equity, and inclusion. Significant progress has been made in occupational health and safety—with updated protocols, active joint committees, and a comprehensive approach that addresses physical, emotional, and financial well-being—as well as in talent management and meritocracy, through structured incentive systems, 360° evaluations, and a clear focus on employee well-being.

The whistleblowing system, previously reinforced to comply with the Karin Law, enjoys a high level of internal trust. In addition, the bank has consolidated collaborative relationships with unions, actively promotes gender equality, and has strengthened responsible practices toward clients and suppliers, including the incorporation of contractual clauses aligned with the United Nations Guiding Principles.

These elements reflect an organizational culture committed to human rights and aligned with international standards such as S&P Global's Corporate Sustainability Assessment (CSA) and the Equator Principles.

During the 2024 human rights due diligence process, Itaú Chile identified and assessed multiple actual and potential risks related to the bank's operations, value chain, and labor and business relationships. The assessment considered both regulatory compliance and the organization's voluntary commitments, and it followed the framework of the United Nations Guiding Principles on Business and Human Rights.

The main topics assessed included:

- **Forced labor:** The risk of coercive working conditions or those infringing on workers' free will was assessed, particularly among suppliers and contractors.
- **Human trafficking:** Identified as a potential risk in the supply chain, especially in relation to indirect or outsourced practices.
- **Child labor:** The assessment verified contractual safeguards and due diligence procedures to prevent child labor in supplier relationships.
- **Freedom of Association:** This right was explicitly assessed, including interviews with union representatives. Perceptions of indirect barriers to freedom of association in internal promotion processes were identified.
- **Right to collective bargaining:** Negotiation practices and union fragmentation were reviewed, revealing risks of weakening the right to strike.
- **Discrimination:** Risks of discrimination based on gender, sexual orientation, age, and disability were mapped, both within the workplace and in customer service settings.

In addition, other issues relevant to the operational context of Itaú Chile were also examined:

- **Occupational Health and Safety:** Challenges were identified in the use of risk reporting systems, mental health, and working conditions in branches.
- **Workplace and sexual harassment:** This was one of the main areas of analysis. The implementation of the Karin Law, prevention mechanisms, and trust in the reporting channel were evaluated.
- **Financial accessibility and digitalization:** Risks of financial exclusion for older adults and people in vulnerable situations due to technological barriers were recognized.
- **Privacy and personal data protection:** Identified as an emerging critical right in the context of digitalization and evolving regulatory frameworks.
- **Labor rights of contractor and supplier workers:** The review included contracts, human rights clauses, access to reporting mechanisms, and the ethical standards required of third parties.

These issues were prioritized based on their severity, likelihood of occurrence, and linkage to the bank's operations—whether by cause, contribution, or connection—allowing their integration into the human rights risk matrix. Among the most critical risks identified were those related to freedom of association, discrimination, safe working conditions, and mental health, all of which have been flagged as priorities for future management.

d. Groups at risk of human rights problems covered/identified

Itaú Chile's 2024 human rights due diligence process included a systematic analysis of vulnerable groups to identify the specific risks they face and their level of exposure to potential negative impacts. This approach was applied

both in the collection of primary information (interviews, surveys, meetings with unions and executives) and in the analysis of documents, internal data, and existing policies.

The following groups were explicitly considered:

- **Own employees:** Risks were identified related to mental health, safe working conditions, dignified treatment, meritocracy, and effective access to reporting channels. The assessment also evaluated aspects such as respect in relationships with supervisors and pressure to meet performance targets.
- **Women:** This group was a priority focus of the analysis. Gender gaps in leadership, more critical self-assessments of the work environment, and accessibility challenges were identified. Specific risks of harassment and workplace violence were addressed, while institutional efforts—such as equity policies and programs like *iElla*—were also recognized.
- **Children:** The analysis considered child labor as a potential risk within the supply chain and reviewed control mechanisms associated with contractors and suppliers.
- **Indigenous Peoples:** Although no specific cases were identified within the bank's current operations, this group was included from a preventive perspective and in alignment with the UN Guiding Principles.
- **Migrant workers:** Considered a vulnerable group, particularly among contractors, with analysis focused on access to fair working conditions and awareness of reporting mechanisms.
- **Third-party employees (contractors and suppliers):** Risks were identified related to lack of clarity in responsibility management, limited awareness of reporting mechanisms, and the absence of specific human rights clauses in some contracts. It was recommended that the entire contractor management cycle—selection, evaluation, and termination—be strengthened with a human rights approach.
- **Local communities:** Included in the analysis of indirect risks related to projects financed under the Equator Principles, particularly those with potential socio-environmental impacts on the surrounding environment or involving wholesale clients.
- **Other groups considered:**
 - **People with disabilities:** Identified challenges in branch accessibility and inclusion in development and leadership pathways.
 - **Older people:** Particularly in relation to risks of financial exclusion due to technological barriers.
 - **LGBTIQ+ individuals:** The assessment focused on levels of inclusion and respect, supported by initiatives such as affinity groups and external evaluations (e.g., *Pride Connection*).
 - **Clients in vulnerable situations:** Considered in relation to risks of financial discrimination, inappropriate treatment, or lack of access to digital channels.

This multidimensional approach helped highlight how different groups may be differentially affected by the bank's operations and laid the foundation for the design of targeted and sustainable action plans.

3.2.3. Human Rights Assessment

| Category | % of the total evaluated in the last three years | % of the total assessed (column A) in which risks have been identified | % risk (column B) with mitigation measures adopted |
|---|--|--|--|
| Own operations (including joint ventures where the company has management control) | 55% | 100% | 100% |
| Tier I Contractors and Suppliers (as a percentage of Tier I contractors or suppliers) | 50% | 100% | 97% |

It is also important to note that Itaú Chile does not participate in joint ventures with ownership stakes exceeding 10%. Therefore, human rights risk assessments are not currently applied to this type of business relationship. However, any future merger, acquisition, or significant partnership will incorporate human rights due diligence criteria as part of the prior evaluation process.

3.2.4. Human Rights Mitigation & Remediation

a. Processes implemented to mitigate human rights risks

Itaú Chile has established a comprehensive approach to mitigate and remedy actual or potential human rights risks across its own operations and throughout its value chain. This approach integrates formal policies, management tools, preventive mechanisms, and a firm institutional commitment to continuous improvement.

1. Risk Identification and Assessment:

The Bank conducts a human rights due diligence process every three years, complemented by periodic socio-environmental assessments in accordance with the Equator Principles and IFC Performance Standards. The methodology includes interviews, surveys, document reviews, and risk matrix analysis, applied across its own operations, suppliers, contractors, and wholesale clients.

2. Multi-Channel Reporting System:

A multi-channel system is institutionalized for receiving complaints. This includes email, a web platform, in-person reporting, and specialized mechanisms aligned with the Karin Law. The system guarantees confidentiality, anonymity, and whistleblower protection, and has achieved high levels of trust among employees (7.6/10).

3. Sanctions for Non-Compliance:

Violations related to behavior contrary to human rights principles are addressed through the Ethics Committee, which applies corrective measures, internal sanctions, and remedial actions as appropriate. This process is governed by the Bank's Code of Ethics and operational protocols.

4. Integration into Risk Management:

The organization is actively working to formally integrate human rights into its operational and reputational risk matrix. As part of this effort, specific recommendations have been issued to develop a governance system for human rights risks, which have been identified as a priority for upcoming assessment and monitoring cycles.

5. Corrective and Preventive Action Plans:

Based on gap assessments and risk matrix findings, Itaú Chile has developed action plans in key areas such as mental health, gender equity, physical accessibility, dignified treatment, contractor management, and use of reporting mechanisms. These plans are aligned with the Bank's sustainability strategy and corporate DEI (Diversity, Equity, and Inclusion) goals.

6. Focus on Vulnerable Groups:

Mitigation plans prioritize the protection of vulnerable populations including workers, women, migrants, persons with disabilities, children, Indigenous Peoples, local communities, and older adults. The Bank acknowledges their differentiated risks and has taken active steps to address challenges such as the gender gap, treatment of persons with disabilities in branches, and bias in the digitalization of services.

7. Evaluation of Suppliers and Partners:

An ESG survey has been implemented for critical suppliers, and a supplier assessment model has been established based on seven dimensions, including labor relations, cybersecurity, and operational continuity. Evaluation criteria include governance, reputational history, activity type, and geographic location.

8. Requirements for Third Parties:

The Bank's contractual model includes clauses aligned with the United Nations Guiding Principles on Business and Human Rights and mandates compliance with the Code of Ethics, the Human Rights Policy, and other relevant commitments. Itaú Chile is currently considering the extension of these requirements to all critical suppliers.

9. Training and Awareness:

Itaú develops awareness-raising activities on human rights for employees, executives, and key partners. These initiatives are integrated into onboarding programs, internal training on the Karin Law, and specific workshops delivered during the 2024 due diligence cycle.

10. Stakeholder Dialogue:

Participatory mechanisms have been developed with relevant stakeholders, including meetings with unions, interviews with department heads, employee consultations, and broad-based surveys. The Bank is committed to strengthening this engagement and incorporating new stakeholders—such as clients and external suppliers—in future evaluation cycles.

11. Commitment to Human Rights:

Itaú Chile maintains a strong institutional commitment to the respect, promotion, and integration of human rights principles across all its activities and relationships, in alignment with international standards.

b. The number of sites with mitigation plans.

Since 2024, we have implemented measures to strengthen and mitigate human rights risk management through concrete actions derived from our due diligence process. Notably, we closed a critical gap in the area of socio-environmental risk assessment for financed projects, which constitutes a formal mitigation measure aligned with the recommendations of the United Nations Guiding Principles on Business and Human Rights (UNGPs).

Total number of sites with mitigation plans: 1

c. Improvement in the evaluation of Funded Projects in the services sector:

During the first quarter of 2025, the Risk Control Sub-Management Department implemented a corrective procedure to address a gap identified during the 2024 Human Rights (HR) due diligence process.

The gap involved the exclusion of Category C projects—primarily service-related activities that do not require an Environmental Qualification Resolution (RCA)—from the socio-environmental assessment process. As a result, commercial relationships with potential adverse impacts in areas such as decent working conditions, social inclusion and non-discrimination, and fair labor and contractual practices were left unanalyzed.

To mitigate this risk, a new procedure was established to prevent the financing of projects with high exposure to human rights risks that fall outside traditional evaluation methodologies. A preventive ex-ante screening mechanism was designed to identify and exclude such projects prior to approval, even in the absence of an RCA requirement. This measure applies to the entire Category C portfolio, with a particular focus on high-risk sectors such as private security, seasonal agribusiness, and activities involving extensive labor outsourcing. The initiative was led by the Socio-Environmental Risk Area, in coordination with Credit Risk and the Wholesale Business, and has been operational since June 2025. Annual reviews are conducted to ensure its ongoing effectiveness.

Additionally, in 2025, Banco Itaú Chile undertook a comprehensive update of its Socio-Environmental and Climate Risk (SAC) Assessment methodology to consolidate effective structural mitigation. This redesign included a sectoral mapping exercise to identify economic sectors with the highest exposure to human rights risks, prioritizing those with a history of controversy, regulatory sensitivity, or low adherence to international standards.

A new financial materiality criterion was also introduced, focusing on loan segments with the highest financial exposure, in order to enhance the impact of preventive risk management on the Bank's reputational and financial standing. Furthermore, a new SAC assessment form was implemented, incorporating both potential risks—such as the client's exposure based on sector and level of ESG management—and actualized risks, including social and environmental controversies.

Based on this assessment, an SAC risk level is assigned to both the client and the broader economic group to which they belong. This methodological reform provides more comprehensive coverage of Category C projects, closes critical analysis gaps, and enables early mitigation of adverse human rights impacts. It also strengthens the Bank's alignment with the United Nations Guiding Principles on Business and Human Rights and international best practices in responsible banking.

d. Remediation actions taken:

At Banco Itaú Chile, we have a robust, institutionalized, multi-channel reporting system managed by the Compliance team and applicable to all subsidiaries, both in Chile and internationally. This system includes whistleblower protection mechanisms—such as confidentiality, anonymity, and guarantees against retaliation—alongside impartial investigations and sanctions in accordance with established operational protocols.

In 2024, according to internal data disclosed in the Integrated Report, Itaú Chile publicly reported a total of 83 complaints. Of these, 26 resulted in formal investigations, leading to 12 dismissals, 12 restructurings, 8 reprimands, and 23 feedback sessions from management. These cases were related to discrimination, harassment, and other human rights violations.

The system also includes an Evaluation Board, formal documentation for each case, weekly case reviews, and cross-functional participation from key departments, including Legal, Sustainability, People, and Fraud. Disciplinary actions are regulated and aligned with the Bank's Human Rights Policy and Code of Ethics.

The Bank's response to these allegations—including dismissals, restructurings, and reprimands—demonstrates the effectiveness of its institutional remediation mechanisms, consistent with the remediation standards set forth in the United Nations Guiding Principles on Business and Human Rights.

3.3. Human Capital Management

3.3.1. Training & Development Inputs

In 2024, we allocated a total of CLP 2,031 million (equivalent to 0.16% of the Bank's total income) to training activities. This investment supported a total of 116,690 training hours, distributed across various initiatives, including management-level courses, training for business lines, co-financing of employee education, the use of digital learning platforms, and contributions to the National Training and Employment Service (SENCE), among others.

With a workforce of **4,681** employees (**2,367** women and **2,314** men), the following averages were recorded:

- **Average hours per FTE of training and development: 25.4**
 - Women: **23.9** hours
 - Men: **27.0** hours
- **Average amount spent per FTE on training and development: CLP \$433,882**

3.3.2. Employee Development Programs

| Type of program offered for employee development | Program name and description | Description of the program objective and benefits for the business | Quantitative impact of business benefits (monetary or non-monetary) | Learning methods | Scope |
|--|------------------------------|---|---|---|--|
| Leadership development programs | You Lead the Transformation | This program focuses on cultural development, the transformative power of people, and management change. Through it, leaders learn to manage resistance, motivate and mobilize their teams, and apply their leadership styles to positively influence organizational dynamics. The program supports cultural adoption, facilitates organizational change, and enables the implementation of new tools and processes—fostering a positive work environment where employees can grow, learn, and deliver better solutions to clients. | We measured the program's effectiveness by tracking improvements in participants' perceptions. On average, there was a 1.68-point increase in the perception of having the necessary tools to manage change at Itaú, helping to close the gap between knowing <i>what</i> to do and <i>how</i> to do it—according to our cultural principles. | In-person workshops - Teams and Network | This cross-cutting program was open to all leaders in the organization. A total of 706 leaders participated. |
| Cultural education | Mentoring | This development-oriented program is designed to foster leadership through structured mentoring relationships. Experienced leaders at Itaú Chile mentor employees identified as having high development potential within the organization. The program facilitates the transfer of leadership culture and style, accelerates the growth of mentees, and builds commitment in key positions. Mentees benefit from expanded internal networks and gain strategic insights to address leadership challenges. | At the end of the program: 100% of mentees reported gaining a broader and/or renewed understanding of Itaú's business strategy and/or culture. 100% of both mentors and mentees stated that the program helped strengthen a culture of collaboration at Itaú. | Mentoring sessions for mentor -mentee pairs | 34 mentors and 34 mentees participated through structured mentoring sessions. |

3.3.4. Hiring

The company disaggregates new hire data into the following categories, with the corresponding results detailed below:

New hires by gender

| Gender | 2021 | 2022 | 2023 | 2024 |
|--------|------|------|------|------|
| Female | 386 | 507 | 341 | 351 |
| Male | 391 | 566 | 271 | 449 |
| Total | 777 | 1073 | 612 | 800 |

New hires by age group

| Age Group | 2021 | 2022 | 2023 | 2024 |
|-----------------------------|------|------|------|------|
| Under 30 years old | 239 | 283 | 168 | 257 |
| Between 30 and 40 years old | 344 | 501 | 262 | 350 |
| Between 40 and 50 years old | 168 | 226 | 143 | 149 |
| More than 50 years | 26 | 63 | 39 | 44 |
| Total | 777 | 1073 | 612 | 800 |

New hires by management level

| Job category | 2021 | 2022 | 2023 | 2024 |
|-------------------|------|------|------|------|
| Administrative | 170 | 230 | 154 | 199 |
| Senior Management | 2 | - | - | 1 |
| Sales force | 74 | 68 | 63 | 37 |
| Management | 18 | 24 | 23 | 19 |
| Leadership | 30 | 40 | 28 | 25 |
| Professionals | 437 | 639 | 298 | 456 |
| Technicians | 46 | 72 | 46 | 63 |
| Total | 777 | 1073 | 612 | 800 |

At Itaú Chile, we promote equal opportunities across all areas of our operations and are committed to attracting the best talent. In 2024, we anticipate a 30% increase in hiring compared to 2023, primarily driven by the recruitment of profiles in technology-related areas.

3.3.5. Employee Turnover Rate

The turnover rate used to calculate this indicator at Itaú is based on the GRI 401-1 standard, which specifies that:

$$\text{Turnover rate} = \frac{(\text{Hires} + \text{Turnover}) * 0,5}{\text{average staffing}}$$

Therefore, although this information is disclosed publicly, the values may differ from those reported in the CSA. For the purposes of the CSA, the rate is calculated based on turnover occurring during the year:

$$\text{Turnover rate} = \frac{\text{Employees leaving the organization}}{\text{Total employees at end of last reported year}}$$

| Indicator | 2021 | 2022 | 2023 | 2024 |
|------------------------------------|-------|-------|-------|-------|
| Total, Employee Turnover | 12.7% | 15.9% | 14.4% | 12.4% |
| Voluntary employee turnover rate | 5.9% | 5.4% | 4.1% | 3.6% |
| Data coverage (as % of global FTE) | 100 | 100 | 100 | 100 |

. A sustained decline in both overall and voluntary employee turnover has been observed, reflecting the strength of our value proposition. This enables us to deliver better employee experience, which in turn enhances the service provided to our clients. At Itaú, we are committed to placing people at the center of our entire value proposition.

3.3.6. Long- Term Incentives for Employees

The percentage of the company's workforce below the senior management level (defined as a maximum of two hierarchical levels from the CEO) to which this program applies is 3.31%:

$$\frac{155}{4681} * 100 = 3,31\%$$

3.3.7. Employee Support Programs

New Advances in Occupational Health and Safety

We ensure the safety and well-being of our employees by identifying, assessing, and mitigating occupational hazards. Through a comprehensive strategy, we aim to minimize workplace incidents and foster safe work environments.

During 2024, we strengthened our commitment to the comprehensive well-being, quality of life, and gender equality of our employees, promoting new initiatives and deepening existing programs:

Occupational Health and Wellbeing / Employee Benefits

- **Chair Massages :**

We introduced monthly chair massage sessions as part of our benefits and quality of life program, available at all branches and corporate buildings. This initiative promotes relaxation, **reduces work-related stress**, and enhances overall workplace experience.

In 2024, a total of 637 employees used this benefit, resulting in 922 massages at the NLC.

- **Expanded Physical Activity:**

We strengthened our **physical wellness programs** by offering comprehensive fitness sessions at the NLC building, available Monday through Thursday in the morning and afternoon. These sessions support healthy routines and encourage self-care.

In 2024, 522 employees used this benefit, with the following breakdown:

- AFI am: 53 participants
- AFI pm: 154 participants
- Yoga NLC: 117 participants
- Zumba NLC: 101 participants
- Yoga Santiago center: 59 participants
- Zumba Santiago center: 38 participants

Diversity, Equity and Inclusion

- **Itú Women's Entrepreneurship:**

This training program in financial education and entrepreneurial skills includes female clients of the bank. It incorporates modules delivered by internal experts in areas such as banking and tax regulation, promoting women's empowerment through collaboration.

In 2024, 200 women participated in the program.

- 99 female entrepreneurs from employees' families (80 graduates)
- 101 Itaú clients from the personal banking segment (74 graduates)

- **STEM Girls:**

We continue to foster girls' participation in science, technology, engineering, and mathematics through activities and partnerships aimed at closing gender gaps in traditionally male-dominated fields. In 2024, 92 young women participated in the program, including:

- 2nd Semester Cycle 2024 – 42 participants.
- Bootcamp January 2025 – 50 participants.

Technovation Girls uses a cohort format with three cycles per year: First Semester, Second Semester, and Summer Bootcamp.

Work-Life Balance and Family Benefits

We actively promote work-life balance, particularly for parents, through policies that address gender-related gaps in caregiving responsibilities. All initiatives reflect our people-centered approach and commitment to a culture of well-being and equity. Key actions include:

- **Early Leave During Pregnancy:** Expectant mothers are entitled to leave work one hour early per day starting from the 30th week of pregnancy. In 2024, 13 employees used this benefit.
- **Gradual Return After Maternity Leave:** Employees returning from maternity leave are offered a gradual reintegration schedule: during the first week, they may leave work at 2:00 PM, followed by a 4:00 PM departure for the subsequent three weeks. This benefit is designed to support a respectful and balanced transition back to work and is provided separately from the legally mandated breastfeeding break.
- **Extended Postnatal Leave for Fathers:** The Bank has doubled the statutory five-day postnatal leave by granting an additional five working days, extending the total to two full weeks. In 2024, five employees made use of this benefit.

Paid Family and Caregiver Leave:

The “child support law” encompasses a set of regulations that guarantee the right of children and adolescents to be accompanied during medical care—particularly during hospitalizations or in cases of serious illness—while also facilitating the reconciliation of work and family life for parents. In Chile, this includes laws such as the Mila Law (Law 21.372) and the SANNA Law, which ensure a nurturing and emotionally supportive environment for minors and provide parents with legally justified leave to offer care.

In addition to these legal entitlements, the Bank grants additional paid leave to accompany family members in situations involving serious illness or major surgery, reflecting our broader commitment to caregiving responsibilities and employee well-being.

Work Conditions

40-Hour Law (Law 21.561):

In anticipation of Chile’s 40-Hour Law (Law 21.561), which grants flexibility for parents of children under 12 to adjust their work schedule by up to one hour at the start or end of the workday, Itaú Chile has proactively advanced its implementation. While the legislation will be phased in nationwide through 2028, the Bank adopted the 40-hour workweek ahead of schedule and is already fully compliant with its provisions. This approach reflects our institutional commitment to work-life balance and gender equality and reinforces our strategy to promote a supportive and inclusive work environment.

Contact Center

At our Contact Center, employees have the option to work part-time shifts of **20 hours per week**, allowing for greater adaptability based on individual needs. Itaú offers both **20-hour and 40-hour weekly work schedules**.

Flexible work model

Additionally, we have implemented a **flexible work model** for teams whose functions allow remote work. These teams operate under a **hybrid scheme**, with a minimum requirement of **eight in-person days per month**.

Employees also benefit from both **legal flexibility provisions** and a **bank of 32 paid personal hours per year**, which can be used for personal matters such as medical appointments or administrative needs—reinforcing our institutional focus on work-life balance and employee well-being.

3.3.8. Type of Performance Appraisal

At Itaú, we are driven by results and each year we set ambitious challenges that allow us to move forward together. To achieve our strategic objectives, we have an **ongoing management cycle** that operates throughout the year, with evaluations occurring at different times.

Through this process, known as the **Meritocracy Cycle**, we aim to meet the Bank’s OKRs and strengthen the development of our Itubers.

This continuous management process enables us to understand the degree of achievement of our yearly goals and the level of development of cultural behaviors—while identifying improvement opportunities and growth potential. This continuous measurement cycle provides insights to manage employees’ merit and improvement opportunities.

These results feed into our People Strategic Planning (PEP), through which we implement recognition, development, retention, and career development actions. Concurrently, differentiated processes are established based on the type of work methodology (agile or institutional) and managerial alignment (Relatoría).

The first evaluation of the cycle is the objectives assessment, which begins with formalizing challenges at the start of the year—where individual and collective goals linked to the Bank's OKRs are agreed. In 2024, 98% of eligible collaborators completed this stage.

Regarding frequency, evaluations occur twice a year: mid-year in July (an Intermediate Review where targets can be adjusted to better reflect performance) and at year-end for the formal assessment based on deliverables.

The final objectives evaluation involves an impartial manager-led assessment using a three-level qualitative scale ranging from 80% to 120%, with 100% representing the expected performance level.

In 2024, 4,158 individuals were evaluated under the institutional model, representing 97% of the evaluable population (n = 4,243). Of these, 59% were aligned with expectations (2,491), 32% exceeded expectations (1,353), and 7% were below expectations (314).

Additionally, **team-based performance evaluations are conducted** for those working in agile methodology within communities or tribes. Agile evaluations are done quarterly, where each community evaluates collective objectives. This is supplemented with an annual individual goals evaluation. In 2024, 14 agile communities included 176 collaborators assessed using this mixed methodology.

Communities holding quarterly evaluations conduct a Quarterly Plan session each quarter to align teams with community vision and OKRs, identify next quarter deliverables, and plan upcoming sprints. A joint planning session is also held at each semester end.

The second evaluation in the cycle is the **annual 360° multidimensional appraisal of Values and Behaviors within the Ituber culture**. Evaluations come from multiple sources depending on tenure and role. New Itubers (in onboarding) are evaluated only by their manager; those with over three months tenure also receive peer and partner evaluations. For managerial roles, evaluations include upward feedback from direct reports. This process assesses 18 cultural behaviors. In 2024, 4,243 people were evaluated: 30% *Outstanding* relative to their peer group (n = 1,299), 61% *Aligned* with their peer group (n = 2,488), and 7% *Needs Improvement* (n = 428).

The third evaluation identifies each Ituber's **Career Moment**, representing their current stage in their professional journey. Conducted annually, it supports discussion in the Evaluation Committee and informs meritocratic and consequence-management actions. Rating uses six levels and provides feedback focused on future development, strengths, objectives, and action plans. Before assigning this Career Moment rating, managers meet one-on-one with Itubers to understand their main motivators and individual development potential. This reflection can occur throughout the year and is guided by provided tools.

Finally, based on the final category obtained during these Committee sessions, People Strategic Planning (PEP) is carried out—generating actions for recognition, development, retention, and career planning.

To ensure the Meritocracy Cycle reflects the strategic perspective of executive roles, managers undergo a **Relatoría process**, where a corporate manager interviews representatives from all evaluator sources and presents an integrated view to a committee. In 2024, 59 executives were assessed under this approach.

Additionally, throughout the year we reinforced **Agile Conversations** within teams and enabled a permanent follow-up module so that managers and Itubers can conduct intermediary evaluations and track partial goal and

behavior progress. Using the Development Plans module in Rankmi, during 2024 a total of 4,108 individual development plans were entered, impacting 3,430 Itubers (80% of eligible evaluable collaborators).

Feedback closing conversations were held 3,339 times between collaborator and manager—representing 81% of all Itubers with calibrated final results in the 2024 performance evaluation (n = 4,101). Both parties received a result report detailing all evaluations received during the current and previous periods.

During these discussions, a work plan is agreed to address improvement opportunities for next year’s goals and development expectations. This information remains accessible in our online platform for continuous tracking throughout the year.

To support these conversations, annual training sessions are held for Itubers and leaders to systematically reinforce an agile, continuous feedback model that fosters powerful, trusting conversations. Manager training includes modules to enhance evaluation, conversation, and team support skills essential to this process.

3.3.9. Trend of Employee Wellbeing

We Are a Great Place to Work

At Itaú, we continually assess ourselves to keep building a better place to work, identifying improvements for our employees’ experience. We conduct **three internal evaluations per year** (April, July, and November) through our “ITú Hablas” survey, gathering regular information on where we stand, how we have progressed, and where our management needs strengthening or realignment. We also participate in various **external benchmarks** (EFY, GPTW, MERCO Talento), which enable us to compare with the market, position our employer brand, and assess our evolution.

Within the internal surveys, we measure **eNPS (employee promoter score)** three times a year. In 2023, we obtained an average eNPS of 75%, and in 2024, 81%—an increase of 6 percentage points—indicating the likelihood of Itubers recommending Itaú as a great place to work. Our target is to have an eNPS of equal to or greater than 75%, which we exceeded in 2024.

Additionally, during July, we supplemented the eNPS indicator with a **cultural alignment measurement**, obtaining 95% in the preferred evaluation, positioning us at the aspirational level for this metric.

In November, in addition to eNPS, we measured **Pulso, where we achieved 92% in the preferred evaluation—surpassing our target of 90%** (+2 p.p.)—covering dimensions: Team, Leadership, Meritocracy and Career Development, Human Sense, and Policies & Processes. This indicator is calculated through **18 main statements + 4 additional ones**, with a scale from 1 (“Totally disagree”) to 5 (“Totally agree”) aimed at evaluating employee satisfaction and commitment.

In Pulso, through the **22 statements measured in total**, we cover topics such as **job satisfaction, meaning at work through purpose and vision, stress by addressing workload and work-life balance, as well as happiness and motivation, among other items.**

Below is the evolution of our results:

| Year | 2021 | 2022 | 2023 | 2024 |
|--------------------|------|------|------|------|
| Pulse Indicator | 84.1 | 88.6 | 91.4 | 92 |
| Participation Rate | 89.1 | 89.9 | 93.0 | 89 |

The response rate obtained in this measurement in 2024 was 89%, +4p.p with respect to **the expected goal of 85%** (a goal that we redefined during 2024, reducing it by 5p.p)

With external measurements we complement the information we collect internally, with evaluations that also measure these levers, as in the case of the **Great Place to Ranking Work**, which in 2024 positioned us as the 2nd best company to work for in Chile, advancing from the 6th position obtained in 2023. GPTW measures employees' perceptions of the organization's work environment through various dimensions such as pride, camaraderie, respect, credibility, among others. In 2024, we obtained 93 points in the measurement.

Through the **MERCO Talento ranking**, we also measured employee satisfaction in the "Work Quality" category, where we obtained 8.41% in 2024, versus 7.84%, the study average, achieving 16th place.

Additionally, in **EFY** (a study for young people up to 35 years old), we obtained a score of 86.6% in quality of life, higher than the average of 78.9%, placing us in the Top 10.

3.4. Occupational Health & Safety

3.4.1. OHS Policy

Endorsement of the implementation of the OHS Policy:

Executive management at Itaú Chile is responsible for approving policies related to climate risk and other ESG matters, including the [Occupational Health and Safety Policy](#). The Sustainability Management team reports on progress in this area at least once a year.

Additionally, the High-Level Committee on Sustainability and Diversity—composed of the CEO and all corporate managers—oversees sustainability management, prioritizes strategic projects, delegates responsibilities to the relevant areas, and addresses key opportunities.

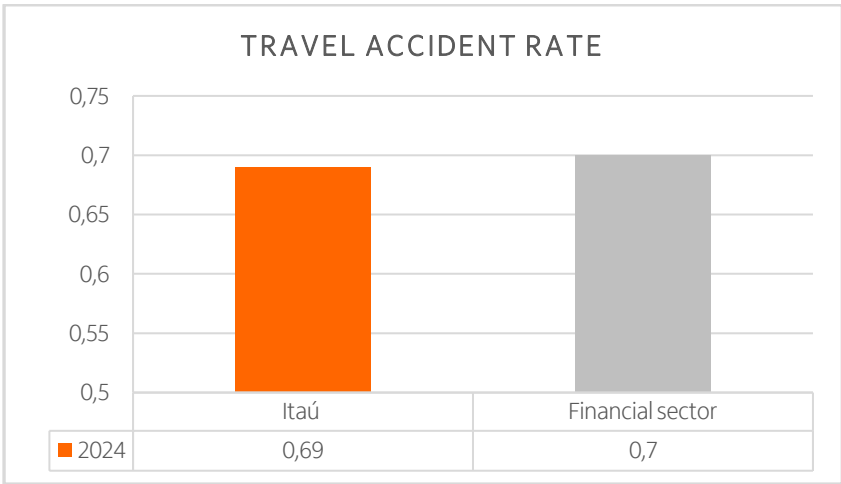
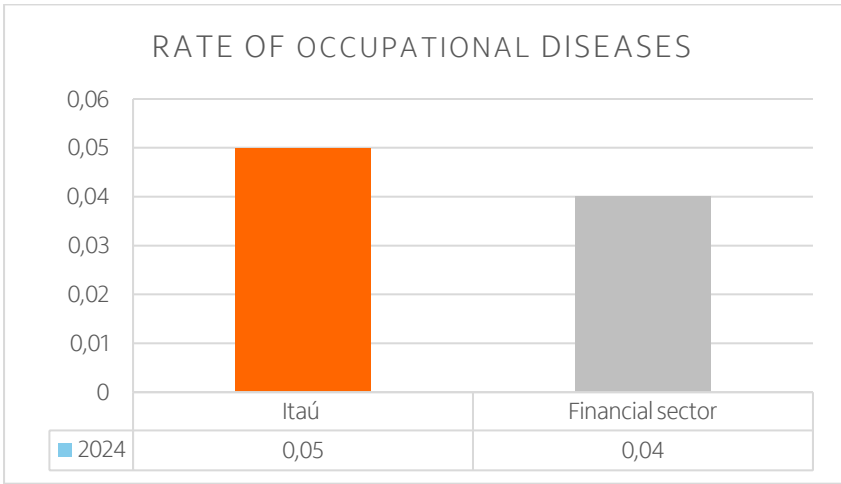
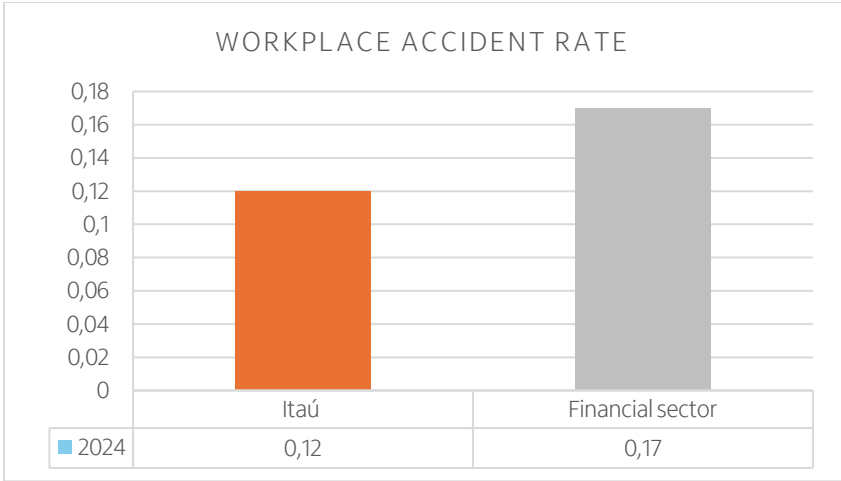
3.4.2. OHS Programs

Evaluation of progress in reducing/preventing health issues/risks against targets.

Regarding quantitative targets aimed at improving performance indicators in Occupational Health and Safety (OHS), the Risk Prevention area, together with the Administrator of the Work Accident Insurance Law, has established as a goal in its Work Program to **maintain accident rates equal to or lower than the average for the financial sector**.

Below are the results achieved:

Banking Segment Comparative - Closing November 2024



Preventive management

| Pillar | Activities carried out |
|-------------------------------|--|
| CEAL-SM SUSESO Protocol | <ul style="list-style-type: none">✓ 77 Implementation Committees established. This includes 100% of the planned work centers.✓ 79 participants in the Psychosocial Risk awareness webinar .✓ 214 participants in training for the Implementation Committees.✓ 91 Bank work centers nationwide and 5 Branches, which applied the CEAL questionnaire.✓ 178 participants in lower results for members of the Implementation Committees.✓ Focus groups are being planned. |
| TMERT Protocol | <ul style="list-style-type: none">✓ Regulatory dissemination to the Risk Prevention team.✓ 6 visits for Job Evaluations. |
| Joint Committees | <ul style="list-style-type: none">✓ 22 CPHS in force.✓ 106 accompaniment to monthly meetings.✓ 2 certified committees: Contact Center in the silver category and Insurance Broker in the bronze category. |
| Emergency Plans | <ul style="list-style-type: none">✓ 99 evacuation drills conducted. Compliance 100% in agreement with what was planned.✓ 98 emergency plan training sessions. 99% compliance with plan.✓ 100 Emergency Plan updates. 100% compliance according to plan.✓ 155 contacts to work centers due to special situations (fire, bad weather fronts, and earthquake). |
| On-site Technical Inspections | <ul style="list-style-type: none">✓ 29 follow-up inspections, checklist based on DS No. 594. 100% completed as planned.✓ 8 on-site visits for special situations (remodeling, technical inspections for auditing). |
| Webinar | <ul style="list-style-type: none">✓ 420 participants in 9 Karin Law Webinars (5 webinars focused on management and 4 webinars focused on management).✓ 230 participants in a CEAL Protocol Webinar . |
| Contractor Company Management | <ul style="list-style-type: none">✓ 2399 reviews by workers from contracting companies on the Pronexo platform .✓ 37 review of new and existing contracting companies. |
| Care in First Aid Rooms | <ul style="list-style-type: none">✓ 408 cases were treated in the three first aid rooms from January to November. |

3.4.3. Absentee Rate

Target

In the 2024 reporting period, Itaú consolidated comprehensive data regarding the absentee rate, allowing for the joint reporting of figures for both Itaú Chile and Itaú Colombia. This measurement, as disclosed in the Integrated Report, reflects our commitment to monitoring the absentee rate as a key performance target for the year. **The established target for 2024 is 7.4%, as this marks the first year in which the indicator is being measured jointly across both countries.** Based on this objective, Itaú will develop and implement a targeted strategy to reduce and/or maintain the absentee rate in alignment with the organization's operational goals and sustainability commitments.

3.5. Financial Inclusion

3.5.2. Financial Inclusion Products & Services

Itú : Digital Account¹⁶

Itú is a 100% digital and simple checkless checking account. To access this account, you need to download the Itú app from the Google Play Store or Apple App Store, fill in your personal details, and if you meet the checking account requirements, you can start using your digital debit card instantly.

This cost-free, fully digital checking account is designed to promote financial inclusion, particularly among unbanked individuals. It includes access to a financial education guide and is managed entirely through the app. Among account holders, 30% are women, 15% are migrants, and 61% are low-income individuals.

Itú also serves older adults, young people, individuals in rural or hard-to-reach areas, and those with limited education:

| Itú : Digital Account | 2024 |
|------------------------------------|---------|
| Number of clients reached | 10,035 |
| Number of transactions / contracts | 559,299 |

It is an account that is:

- 100% digital
- Simple and intuitive
- Includes financial tips and advice
- Offers 100% digital customer service
- Provides 24/7 emergency support
- Free of maintenance fee
- Available to foreign nationals who meet certain requirements.

To open an account you only need to:

- Be over 18 years old.
- Have a Chilean cell phone number.
- Valid identity card.
- Have a Unique Key .
- Comply with Banco Itaú Chile's risk policies.

FOGAPE:

The Guarantee Fund for Small Entrepreneurs (FOGAPE) is a state fund designed to guarantee a certain percentage of the capital of loans, leasing operations and other financing mechanisms that financial institutions, both public and private, grant to micro, small and medium-sized entrepreneurs, as well as exporters, supporters and

¹⁶ <https://www.ita.cl/itu/ayuda>

organizations of eligible small entrepreneurs defined in the law of the Fund, who have no or insufficient guarantees to present to financial institutions when applying for financing. Itaú Chile, like other banking institutions, provides commercial loans with government guarantees.

Itaú, like other banking institutions, provides commercial loans with government guarantees, one of the most relevant to the national Micro Enterprises is FOGAPE, a fund used to guarantee a certain percentage of the capital of loans, leasing operations and other financing mechanisms that financial institutions, both public and private, grant to Micro, Small and Medium Entrepreneurs, as well as Exporters, Supporters and Eligible Small Business Organizations defined in the FOGAPE law, which are not covered by the FOGAPE Fund.

This fund is intended to guarantee a certain percentage of the capital of credits, leasing operations and other financing mechanisms that financial institutions, both public and private, grant to targeted clients defined in the law of the Fund who do not have guarantees or are found insufficient to present to Financial Institutions when applying for their financing.

| Fogape | 2024 |
|---|-------------|
| Number of clients reached | 4,000 |
| Number of transactions / contracts | 4,169 |

Condell Bank

Through our Banco Condell unit, we offer financial services to customers with income of Ch\$600,000 or less. Customers with adequate credit behavior can choose to open a checking account at Itaú, accessing personalized and digital attention. We perform a case-by-case analysis in order to provide access to credit to people with low incomes, no assets and non-verifiable informal income.

Elderly People and Women will be the largest population (clients reached) in our portfolio in 2024.

| Financial Inclusion - Loans | 2024 |
|---|-------------|
| Number of clients reached | 22,786 |
| Number of transactions / contracts | 24.437 |

Below is a breakdown of our customer portfolio for this product:

- Young People: 9,833 clients (18-59 years old)¹⁷
- Elderly People: 12,953 clients (from 60 years old)¹⁸
- Women : 2,528 clients

It is also made up of people living in rural or hard-to-reach areas and migrants.

¹⁷Young People: Criteria: (18 – 20 years).

¹⁸Elderly people: Criteria: (women +60 and men +65)

3.5.3. Financial Inclusion – Non-Financial Support

New Pangea

Nueva Pangea is a pedagogical tool designed to strengthen Colombian students' knowledge, skills, and attitudes for managing risks and making decisions, managing, and planning the use of their resources. Through various stories, students help the inhabitants of “Nueva Pangea” tackle challenges that test their ability to value, identify, characterize, and manage risks and opportunities in contexts of study, entrepreneurship, and work life.

Nueva Pangea aims to enhance risk management and planning tools while fostering peer interaction in environmental and economic contexts to help students understand financial well-being. It assists them in making informed financial decisions based on fundamental principles taught to children and adolescents. This project stands out for its innovative methodology, which uses playful dynamics and interactive activities to facilitate learning. In this way, students not only understand financial concepts more accessibly, but also develop key skills to manage their economic future, making responsible decisions about insurance and other financial products.

As Banco Itaú, in 2024 we continued the Nueva Pangea program, which develops financial capabilities in vulnerable children and youth. We partnered with nine schools in the localities of Bosa, Engativá, San Cristóbal Sur, Kennedy, among others. In this new effort, Itaú supports the education of **862 children and youth from vulnerable areas of Bogotá**. These students come from socially vulnerable zones, typically characterized by poverty, lack of service access, and insufficient support.

Through Nueva Pangea, key competencies are strengthened, such as resource valuation and management, household finance, entrepreneurship, critical thinking, risk management, and decision-making.

Itú Women's Entrepreneurship

Our “Itú Emprendimiento Mujer” project is a transformative initiative designed to empower women entrepreneurs and create sustainable societal impact. Recognizing the structural challenges that women face in business, we developed a free program for relatives of employees. Its goal is to strengthen their entrepreneurial skills and competencies by addressing real challenges through workshops covering business model definition, digital marketing strategies, and entrepreneurship accounting.

Focused on women with micro-enterprises—a segment often excluded from traditional business and financial support mechanisms—the program promotes capacity-building in a key segment for local economic development and productive inclusion. Additionally, it provides personal development coaching sessions and e-learning courses, supported by a peer community of women entrepreneurs. Our methodology is interdisciplinary, engaging areas such as education, marketing, and program development. The implemented strategy seeks not only to empower current entrepreneurs but also to inspire future ones and foster lasting relationships. By supporting the economic development of families, our initiative creates positive societal impact and contributes to economic recovery.

Moreover, under **Gender Equity**, as adherents of the **Women's Empowerment Principles (WEPs)**, we promote equality between women and men across all management areas within the bank and in society, with initiatives supporting women's empowerment. Programs like this reflect our commitment to promoting equality and reinforce our contribution to the country's sustainable growth and, therefore, to the United Nations Sustainable Development Goals (SDGs). This program is available to family members of Itubers (mother, spouse, civil partner, partner, daughter, sister, 18 years or older) who currently have a business or business idea.¹⁹

¹⁹<https://conecta.pactoglobal.cl/casos-de-empresas/ituemprendimiento-mujer/>

3.6. Customer Relations

3.6.1 Customer Satisfaction Measurement

Servitest:

At Itaú Chile, we conduct four **Servitest** studies (People, SMEs, Companies, and Corporations). These studies serve as benchmarks positioning us within the industry, and our **target** at Itaú is always to be ranked first. Below, is the “Servitest Companies” and its evolution over time, where in 2024, we achieved first place as “the most recommended bank,” meeting our **target of reaching first place (56%)**:

| Aspect | 2021 | 2022 | 2023 | 2024 | Target 2024 |
|------------------------|------------------------|------------------------|------------------------|------------------------|------------------------|
| Measuring satisfaction | 1st place (NPS 39%) | 1st place (NPS 51%) | 2nd place (NPS 51%) | 1st place (NPS 56%) | 1st place (NPS 56%) |
| Data coverage | 68% | 68% | 68% | 68% | |

Data coverage:

At Itaú Chile, we maintain constant monitoring and regularly measure our clients' satisfaction in line with our continuous improvement commitment. Since 2020, we have measured our performance with NPS surveys, which tell us the likelihood of our clients recommending us to others. The methodology is benchmarked across multiple industries, and this year we achieved a significant improvement in our scores.

The second line in the table above shows our NPS survey coverage, which captures the voice of our customers.

Here we detail the consistency of the data:

1. **Statistical and operational representativeness:** The 68% coverage rate (the share of clients surveyed in one year) ensures a sufficiently large and diverse sample of our client base, allowing us to reliably capture perceptions, recommendation levels, and behaviors. This representativeness is essential for making strategic decisions based on real data, strengthening the bank's ability to anticipate market needs and continually enhance customer experience.
2. **Methodological consistency for longitudinal analysis:** Since 2020, keeping a constant rate has allowed us to make year-over-year comparisons (results that are comparable and not biased by changes), identify trends, and assess the impact of our relationship initiatives. This consistency strengthens analytical robustness and result traceability.
3. **Transparency and rigor in data collection:** The sample is randomly selected under defined statistical criteria and includes rest rules to avoid over-surveying. This approach ensures that results are unbiased and truly reflect the customer's voice, reinforcing the integrity of the process and trust in the reported findings.

3.7. Privacy Protection

3.7.1. Privacy Policy: Systems/Procedures

Designated person or department responsible for privacy issues

The protection and proper handling of personal data is a priority for Banco Itaú Chile. At Itaú, we have a dedicated Privacy and Personal Data Protection team focused on implementing and promoting best practices across the Bank's processes and initiatives. This team is led by **Francisco Rodríguez, Data Protection Officer (contact: francisco.rodriguez@itau.cl)**, who, together with the areas responsible for personal data processing and in an advisory capacity, works with the Legal and Information Security teams to implement processes, best practices, and training that ensure appropriate protection and proper handling of personal data.

Privacy policy system embedded in group-wide risk/compliance management

The Privacy and Protection practice is governed by our Privacy and Data Protection Policy, which is part of the compliance management process managed by the Bank's Compliance team.

Conduct internal audits of the privacy policy compliance

The data privacy, protection, and security processes and controls are subject to periodic evaluations by the Operational Risk and Internal Audit teams, focusing on ensuring the reliability and correct execution of practices related to the use of personal data.

In line with the above, and based on the 2024 review, we are developing a structural program that seeks to review and challenge our current way of working, with the goal of closing the identified gaps.

Disciplinary actions for non-compliance (i.e., zero tolerance policy)

We consider the trust placed in us a valuable asset, and any conduct that does not comply with corporate practices regarding privacy and data protection is sanctioned in accordance with our Code of Ethics and Conduct.

3.3 Human Capital Management

3.3.3 Human Capital Return on Investment

| Year | FY 2021 | 2022 | 2023 | 2024 |
|---|-------------------|-------------------|-------------------|-------------------|
| Total Revenue, as specified in the "Denominator" question Currency | 1.310.218.000.000 | 1.447.034.000.000 | 1.479.173.000.000 | 1.609.531.000.000 |
| Total Operating Expenses Currency | 666.364.000.000 | 735.807.000.000 | 747.916.000.000 | 795.413.000.000 |
| Total employee-related expenses Currency: | 306.720.000.000 | 341.498.000.000 | 340.092.000.000 | 357.000.000.000 |
| Resulting HC ROI (a - (b-c)) / c | 3,09916 | 3,08267 | 3,15017 | 3,28044 |
| Total Employees, as specified in the "Denominator" question. | 7.816 | 7.558 | 6.831 | 6.893 |

*Amounts expressed in Chilean pesos (CLP)

The value for "Total Operating Expenses Currency" is obtained directly from the company's consolidated financial statements. Specifically, it is found in the "Consolidated Statements of Income", under the line item labelled "Total Operating Expenses."

To refine this figure for analytical purposes, the following formula is applied:

$$\text{Total Operating Expenses} - \text{Other Operating Expenses}$$

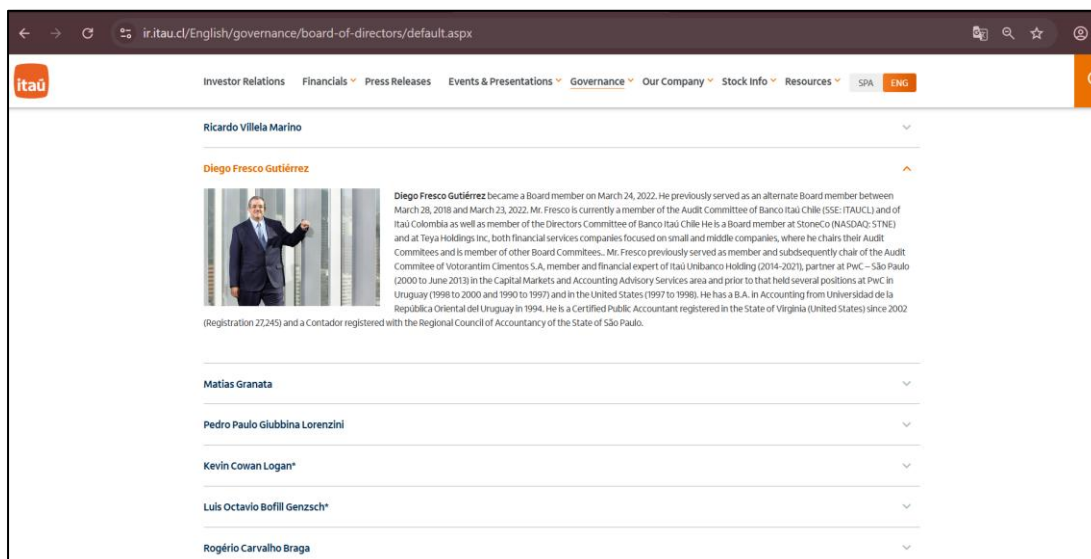
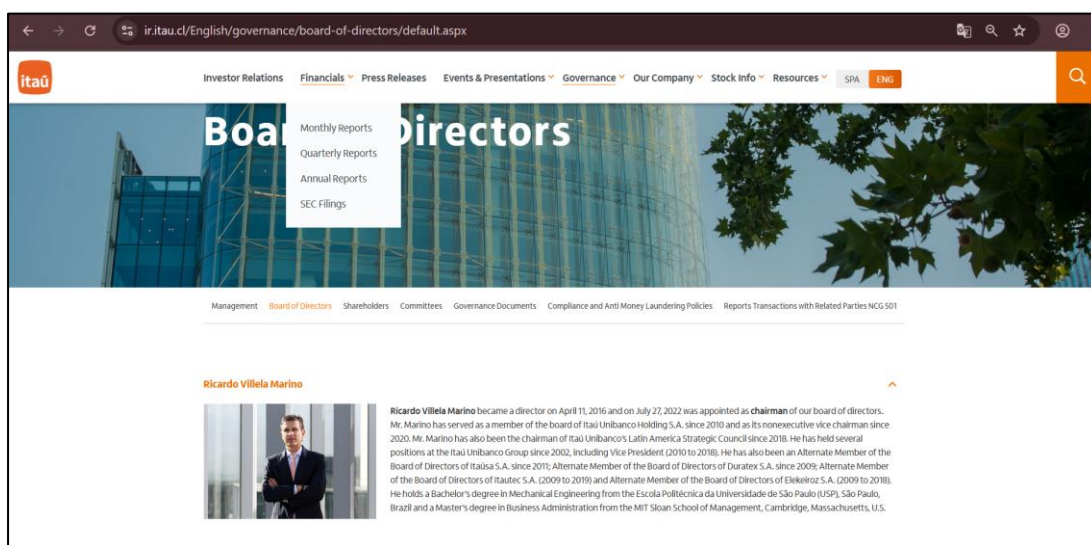
4. Governance & Economic Dimension

1.2. Corporate Governance

1.2.2, 1.2.3, 1.2.5, 1.2.7, 1.2.8. Board of Directors

The information presented in this annex corresponds to the content originally available on the Bank's institutional website. Given the possibility that the website may be undergoing updates or maintenance during the S&P Global CSA evaluation period, we have decided to include all reference information here. In addition, screenshots showing the usual state of the website have been included to facilitate verification by the evaluation team.

Preview of our website:



We have also kept the [original website link](#) in case it remains active at the time of the review.

(The Board of Directors presented below reflects the composition in effect as of July 2025)

Included information is detailed below:

Ricardo Villela Marino

Ricardo Villela Marino became a director on April 11, 2016 and on July 27, 2022 was appointed as **chairman** of our board of directors. Mr. Marino has served as a member of the board of Itaú Unibanco Holding S.A. since 2010 and as its nonexecutive vice chairman since 2020. Mr. Marino has also been the chairman of Itaú Unibanco's Latin America Strategic Council since 2018. He has held several positions at the Itaú Unibanco Group since 2002, including Vice President (2010 to 2018). He has also been an Alternate Member of the Board of Directors of Itaúsa S.A. since 2011; Alternate Member of the Board of Directors of Duratex S.A. since 2009; Alternate Member of the Board of Directors of Itaútec S.A. (2009 to 2019) and Alternate Member of the Board of Directors of Elekeiroz S.A. (2009 to 2018). He holds a Bachelor's degree in Mechanical Engineering from the Escola Politécnica da Universidade de São Paulo (USP), São Paulo, Brazil and a Master's degree in Business Administration from the MIT Sloan School of Management, Cambridge, Massachusetts, U.S.

Diego Fresco Gutiérrez

Diego Fresco Gutiérrez became a Board member on March 24, 2022. He previously served as an alternate Board member between March 28, 2018 and March 23, 2022. Mr. Fresco is currently a member of the Audit Committee of Banco Itaú Chile (SSE: ITAUCL) and of Itaú Colombia as well as member of the Directors Committee of Banco Itaú Chile. He is a Board member at StoneCo (NASDAQ: STNE) and at Teya Holdings Inc, both financial services companies focused on small and middle companies, where he chairs their Audit Committees and is member of other Board Committees. Mr. Fresco previously served as member and subsequently chair of the Audit Committee of Votorantim Cimentos S.A, member and financial expert of Itaú Unibanco Holding (2014-2021), partner at PwC – São Paulo (2000 to June 2013) in the Capital Markets and Accounting Advisory Services area and prior to that held several positions at PwC in Uruguay (1998 to 2000 and 1990 to 1997) and in the United States (1997 to 1998). He has a B.A. in Accounting from Universidad de la República Oriental del Uruguay in 1994. He is a Certified Public Accountant registered in the State of Virginia (United States) since 2002 (Registration 27,245) and a Contador registered with the Regional Council of Accountancy of the State of São Paulo.

Matias Granata

Matias Granata became a director on January 27, 2021. Mr. Granata is a Partner in the Partners Program and a Member of the Executive Committee at the Itaú Unibanco Group. He is currently the Chief Risk Officer (CRO) of the Itaú Unibanco Group, responsible for the risks department since 2021. He has held several positions at the Itaú Unibanco Group, including Officer responsible for AML, Credit Risk, Modeling and Market and Liquidity Risks (2014 to 2021). He holds a Bachelor's degree in Economics from the Universidad de Buenos Aires (UBA), Buenos Aires, Argentina, a postgraduate degree in Economics from the Universidad Torcuato Di Tella (UTDT), Buenos Aires, Argentina, and a Master's degree in International Economic Policy from the University of Warwick, United Kingdom with the British Chevening Scholarship.

Pedro Paulo Giubbina Lorenzini

Pedro Paulo Giubbina Lorenzini became a director on March 24, 2022. Mr. Lorenzini is a Member of the Partners Program and has been an Officer of the Executive Committee at the Itaú Unibanco Group since 2021. He is currently responsible for the Treasury, Client and Product Desks and Macroeconomics departments at the Itaú Unibanco Group and for its operations in South America (Argentina, Paraguay, Uruguay and Itaú Corpbanca), having held the

position of Executive Officer (2021). He is a Member of the Board of Directors and a Member of the Risk and Financial Committee at B3 S.A. – Brasil, Bolsa, Balcão (2021-2023 two-year period). Mr. Lorenzini was responsible for the Markets, Securities Services and Treasury (2008 to 2021); Sales and Structuring, ALM Management (2004 to 2008); Trading and Currency Management (2000 to 2004); Management of the ALM Department (1997 to 2000); several departments of the Treasury Products Sales to Corporate Clients (1995 to 1997); Structuring and Development of Treasury Products (1993 to 1995); Product and Risk Management Manager (1992 to 1993); and responsible for Controllershship and Management of Managerial Results from Corporate Products (1991 to 1992) at Citigroup Brazil, and was a Trainee (1989 to 1991) at Citibank Brazil. He was the Chairman of the Treasury Committee (2010 to 2013) and Citibank's representative at the Board of Executive Officers at the Federação Brasileira de Bancos (FEBRABAN) (2013 to 2021), and Chairman of the Treasury Committee (2010 to 2012) and Vice President of the Associação Brasileira das Entidades dos Mercados Financeiro e de Capitais (ANBIMA) (2010 to 2021). He holds a Bachelor's degree in Business Administration from the Pontifícia Universidade Católica de São Paulo (PUC-SP), São Paulo, Brazil.

Kevin Cowan Logan*

Kevin Cowan Logan assumed the position of director on April 1, 2025. Mr. Cowan has held significant roles in the banking and financial sector, including, among others, the positions of Manager of the Financial Policy Division at the Central Bank of Chile, Macroeconomic and Financial Advisor at the Ministry of Finance of Chile, Director at the Inter-American Development Bank, and Commissioner of the Commission for the Financial Market. He is a Commercial Engineer from the Pontificia Universidad Católica de Chile and holds a Ph.D. in Economics from the Massachusetts Institute of Technology (MIT).

Luis Octavio Bofill Genzsch*

Luis Octavio Bofill Genzsch assumed the role of independent director on April 20, 2023. He holds a law degree from the Pontificia Universidad Católica de Valparaíso. He is a partner and founder of Bofill Mir Abogados. He has focused his more than 30 years of legal professional practice in corporate and commercial matters, advising local and international clients in several areas and industries, including public and private organizations. Also, he has been an academic since 1991, including Professor of Commercial Law at the School of Law of the Universidad de Chile. He is a member of the list of arbitrators at the Center of Arbitration and Mediation of the Santiago Chamber of Commerce, member of the List of Experts for the integration of the Arbitration Court for the Concessions Law and member of the Chilean Bar Association. He has been a board member at several close and publicly traded companies in Chile, in several industries. Among his recognitions is being rated as "Highly Regarded" by IFLR1000 (International Financial Law Review) in the category of "Banking / M&A."

Rogério Carvalho Braga

Rogério Carvalho Braga became an alternate director on April 20, 2023 and was appointed director on April 29, 2020. Mr. Braga is a former senior executive of Itaú Unibanco and also a former corporate director of Marketing & Products at Itaú Corpbanca between April 1, 2016 and December 31, 2018. He has been a Member of the Audit Committee at the Itaú Unibanco Group since 2021. He has held a number of positions at the Itaú Unibanco Group, including Officer (2020). He joined the Itaú Unibanco Group in 1999 and was elected Officer in 2000. Before joining Itaú Unibanco, Mr. Braga worked for six years in AIG (American International Group) in New York and Lisbon, and for 11 years with the Moreira Sales group, in charge of the food industry sector. Mr. Braga received a law degree from the Pontificia Universidade Católica de São Paulo and an M.B.A. from Pepperdine University.

Gabriel Amado de Moura

Gabriel Amado de Moura became a director and vice-chairman of Itaú Chile's Board of Directors on October 1st, 2024. Before that date, Mr. Moura served as Chief Executive Officer of Itaú Chile from January 30, 2020 until September 30, 2024, after serving as Chief Financial Officer of Itaú Chile since April 1, 2016. Mr. Moura joined Itaú Unibanco in 2000 and became a partner in 2017. He has more than 24 years of experience in investment management, risk management, finance and M&A. Mr. Moura held the position of Chief Investment Officer for Itaú's pension funds, endowments and insurance businesses. He was also Chief Risk Officer for Wealth Management as well as member of the board of directors of different companies in Brazil and abroad. Prior to joining the Bank, he worked at BBVA Asset Management and Itaú Bankers Trust. Mr. Moura holds an M.B.A. from the Wharton School at the University of Pennsylvania.

1.5. Business Ethics

1.5.3 Crime Prevention: Business Policy/ Procedures

Compliance and Anti Money Laundering Policies

Preview of our website:



We have also kept the [original website link](https://ir.itaú.cl/English/governance/compliance-and-anti-money-laundering-policies/default.aspx) in case it remains active at the time of the review.

Included information is detailed below:

[Banking Licence\(opens in new window\)](#)

[USA Patriot Act Certification\(opens in new window\)](#)

[W-8BEN-E Certificate\(opens in new window\)](#)

[Banco Itaú Chile - Wolfsberg Questionnaire\(opens in new window\)](#)

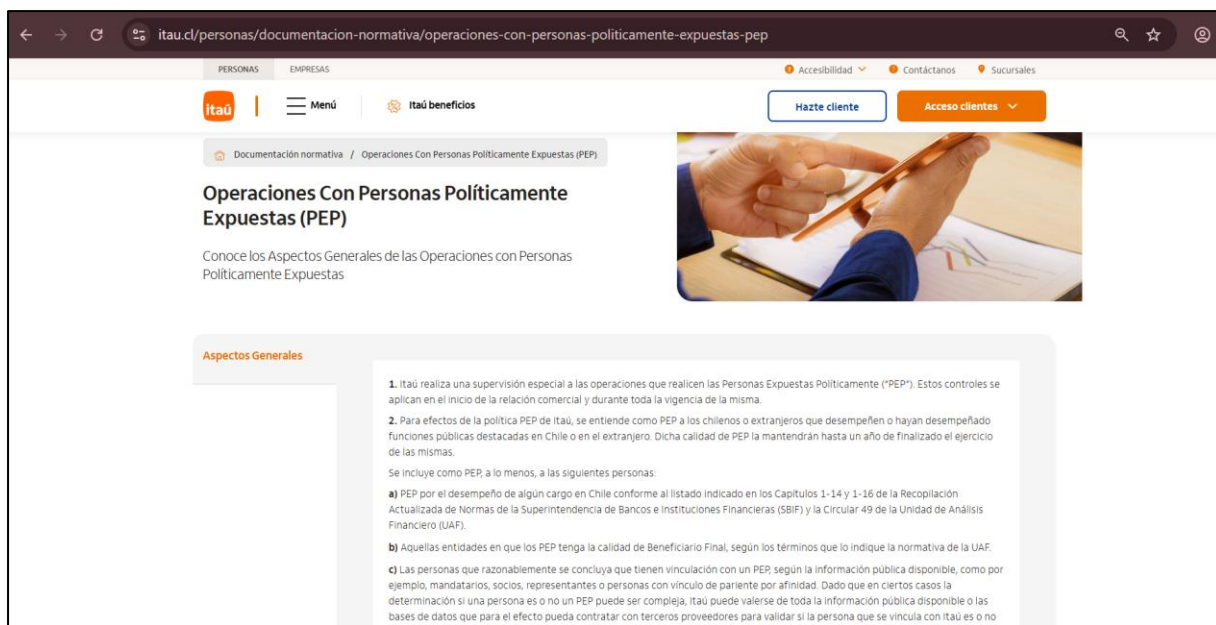
[Itaú Chile NY Branch - Wolfsberg Questionnaire\(opens in new window\)](#)

[Copia de Inscripción Registro de Comercio de Santiago\(opens in new window\)](#)

[FATCA – Foreign Account Tax Compliance Act\(opens in new window\)](#)

Politically exposed persons (PEPs)

Preview of our website:



We have also kept the [original website link](#) in case it remains active at the time of the review.

Included information is detailed below (English version):

Operations with Politically Exposed Persons (PEPs)

Learn about the General Aspects of Operations with Politically Exposed Persons:

General Aspects:

Itaú conducts special supervision of transactions carried out by Politically Exposed Persons (“PEPs”). These controls are applied at the beginning of the business relationship and throughout its entire duration.

For the purposes of Itaú’s PEP policy, a PEP is understood to be Chilean or foreign individuals who hold or have held prominent public functions in Chile or abroad. This PEP status will be maintained for up to one year after leaving such functions.

The following persons are included as PEPs, at a minimum:

- a) PEPs by virtue of holding a position in Chile, according to the list indicated in Chapters 1-14 and 1-16 of the Updated Compilation of Regulations of the Superintendency of Banks and Financial Institutions (SBIF) and Circular 49 of the Financial Analysis Unit (UAF).
- b) Entities in which the PEP is the Ultimate Beneficial Owner, as defined by the UAF regulations.
- c) Persons who can reasonably be concluded to be connected with a PEP, according to publicly available information, such as agents, partners, representatives, or persons with a kinship relationship by affinity. Since in some cases determining whether a person is a PEP can be complex, Itaú may rely on all publicly available information or databases contracted with third-party providers to verify whether a person linked to Itaú is a PEP.

Any PEP that establishes a relationship with Itaú must be analyzed by the Compliance Department and ratified by the Anti-Money Laundering (AML) Committee.

Credit transactions involving a PEP, whose amount or direct, indirect, or total risk is equal to or greater than CLP 50,000,000 (fifty million Chilean pesos) or 5,000 UF (five thousand Inflation-Indexed Units), must be ratified by a higher authority, as defined in Itaú's PEP Policy.

The Compliance Department carries out transactional monitoring of PEP clients, following the guidelines of its internal Procedures for the Review of PEP Clients.

At least semi-annually, the following information must be presented to Itaú's Board of Directors:

- a) The PEPs who are Itaú clients, the products they operate with, and their characteristics.
- b) All contracts entered into with PEPs in which they act as suppliers or service providers and/or commercial counterparties, or any contracts or arrangements maintained with any PEP, regardless of the relationship, other than that of being a client of Itaú.
- c) Whether the PEP directly holds the position that qualifies them as such or whether they are categorized as PEPs due to a kinship or contractual relationship.