

3Q24 Institutional
Presentation



With 100 years of history, we are the largest bank in Latin America¹

Market Value¹

USD 60.1 bn

Total Assets²

BRL 3,009 bn

Loan Portfolio²

BRL 1,278.0 bn

Recurring ROE³

22.7%

Efficiency Ratio in
Brazil⁵

37.7%

96.8 k

Employees in Brazil
and overseas²

(1) Market value on October 31, 2024; (2) On September 30th, 2024; (3) In the 3rd quarter of 2024; (4) Brand Finance - Latin America 500 2024 (5) Last 12 months ending in September/24;

Note: Loan Portfolio considers financial guarantees provided and private securities

Recurring Managerial Result

BRL 10.7 bn in 3Q24 | **BRL 35.6 bn** in 2023

94.1% Brazil | 5.9% Latin America³

We are the **most valuable⁴**
brand in South America

US\$ 8.4 bn

We are a universal bank present in

 **18 countries**

With **retail** operations in
Latin America

We are obstinate to delight **clients**,
through physical and digital services. We seek to transform
ourselves whenever needed for sustainable growth

**We are the only Latin America bank making up the
Dow Jones Sustainability Index since it was launched**



... And our values guide us towards the Itaú of the future, with ethics being the base of this journey

We
put the client first.

We
don't have all the answers.

To us,
ethics are non-negotiable.

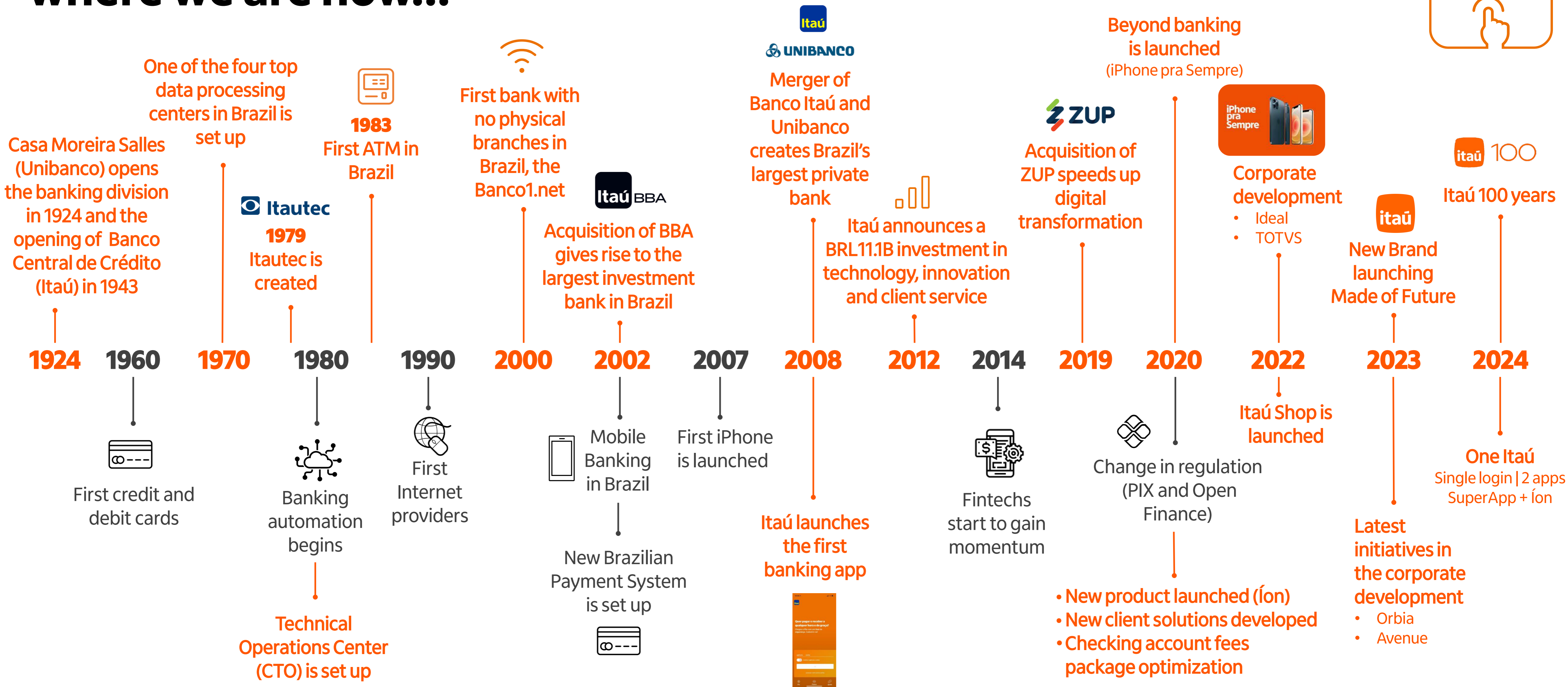
We
are driven by results.



We value
diversity and inclusion.

We
have each other's back.

Our ability to adapt, innovate and change has enabled us to get where we are now...

[Click Here for more info](#)

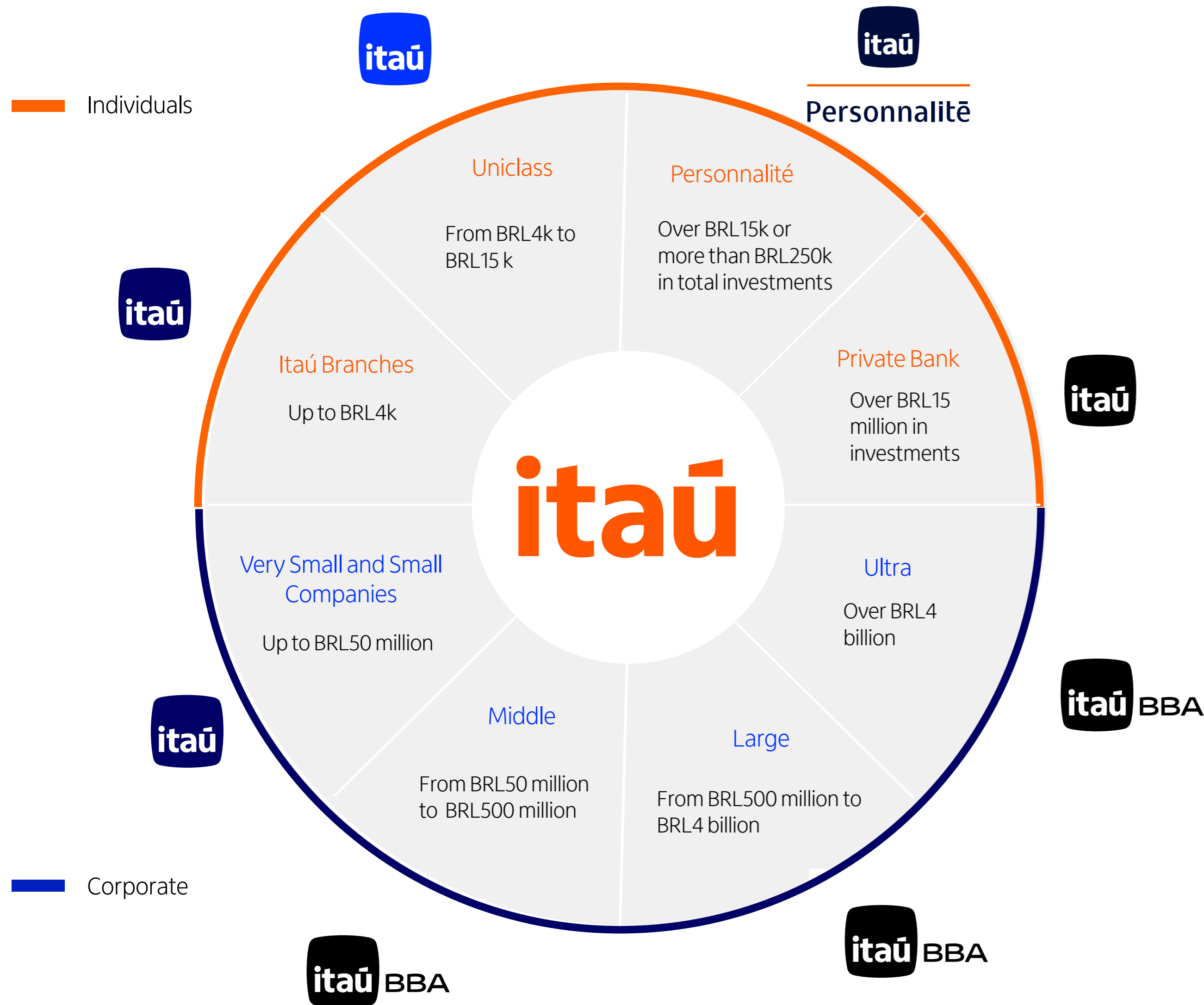



 Events in Brazil and in the world
 Itaú Unibanco



We put
the client
first

We offer an ecosystem...



Integrated systems enable the best and most **complete** experience allowing our customers full access to our solutions in a simple manner.

We work to offer a **full digital** operation delivering the best products and services for our clients with a very competitive cost to serve.

We put
the client
first

... with the most complete portfolio of financial products and services



Acquiring (Laranjinha)

Digital wallets, contactless payment and more than 50 brands.



Currency Exchange

Complete platform to support clients' travel needs, international payments and cash management.



Payments

Payments and Receivables done fast and safe.



Fund Administration

Complete portfolio through own and third-party products (open platform).



Cash Management

Complete cash management solution for institutional clients.



Pension Plans / Premium Bonds

No loading fee Pension Plans / Premium Bonds prize draw twice a month, monthly, and annually.



Bank Account

Access to several services and benefits for Itaú customers.



Derivatives

We have the right solution for any scenario.



Insurance

Complete portfolio through own and third-party products (open platform), with physical or digital service.



Loans

100% online through the app or at the branches.



Mortgage

Exclusive service and support throughout the process.



Auto Loans

Vehicle financing 100% online.



Credit Cards

We have a card for each client profile.



Investment Banking

Specialized team dedicated to provide advisory in the capital markets.



Payroll Loans

Payment in fixed monthly installments, deducted directly from the paycheck



Asset Management

Investment advisory and app connected to news, wallets, clients' checking account and the support of the advisory team ((lon)

**And many more solutions
for our customers!**



We put
the client
first

Our clients choose how they want to be served...

Remote



WhatsApp



Click to human



E-mail



Bankline



Telephone



Mobile banking

100% of the
features in the
App



Chat

We serve clients how,
when and where they
want to be served

In-Person

3 k

Branches

Over 39 k

ATMs

In Brazil and in our Other Latin American¹ operations

Digital Interactions² in 3Q24

Corporate

96%

Individuals

97%

**Our footprint is constantly
optimized by our clients' behavior
and needs.**

(1) Chile, Colombia, Paraguay and Uruguay

(2) It considers total financing contracts, transfers and payments made in all channels, except for cash.

We don't have all the answers

... that's why it's so important to listen to our clients



The client is the focus of everything we do

Our commitment: to serve our clients **where, when** and **how** they want to be served

Access to the **same** type of **service, independently of the channel**

Freedom to choose the type of relationship: **we are a digital bank with the advantage of in-person service**



+600k¹ calls

Leaders calling to hear direct feedback from clients and understand their experiences



+1,360¹

Visits that connect leadership and frontliners in the whole country on a remote basis



+45k¹

Meetings between agency employees, aligned with learnings, aiming to improve the client experience



Products and Services

The most complete product portfolio in the Brazilian financial sector, using data to provide the best offers

Our team is obstinate in delighting clients...

Broad NPS coverage in measuring businesses and journeys allows **data-driven insights** with UX indicators

Structured feedback process focused on the evolution of our products and services

Robust innovation ecosystem based on clients needs

Our clients' satisfaction is reflected in the high level of NPS from our digital application solutions



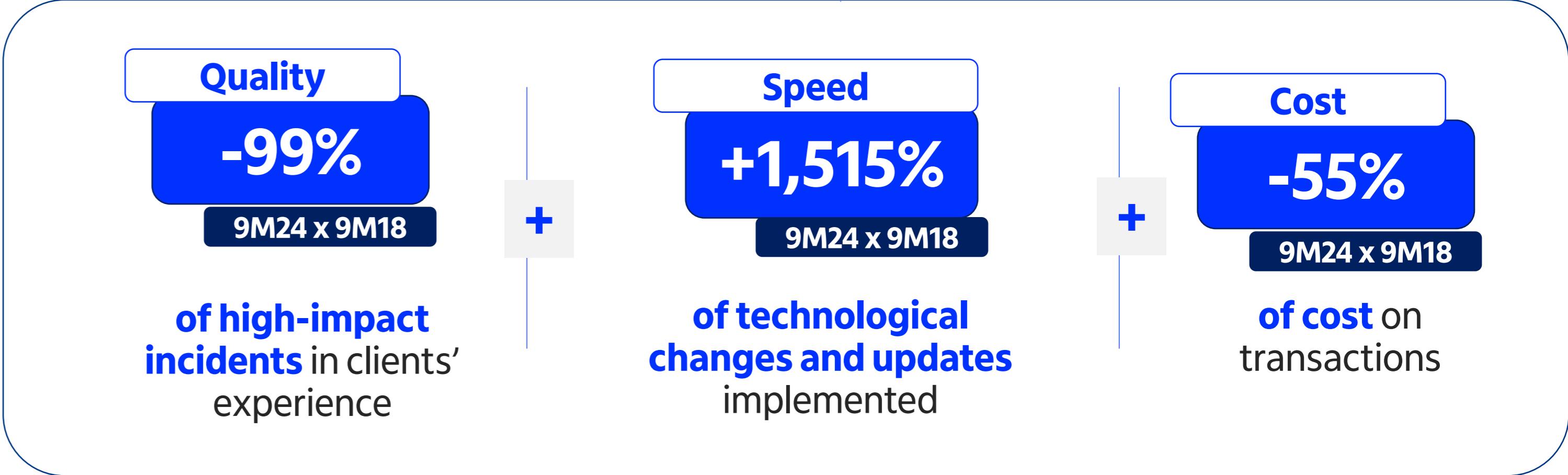
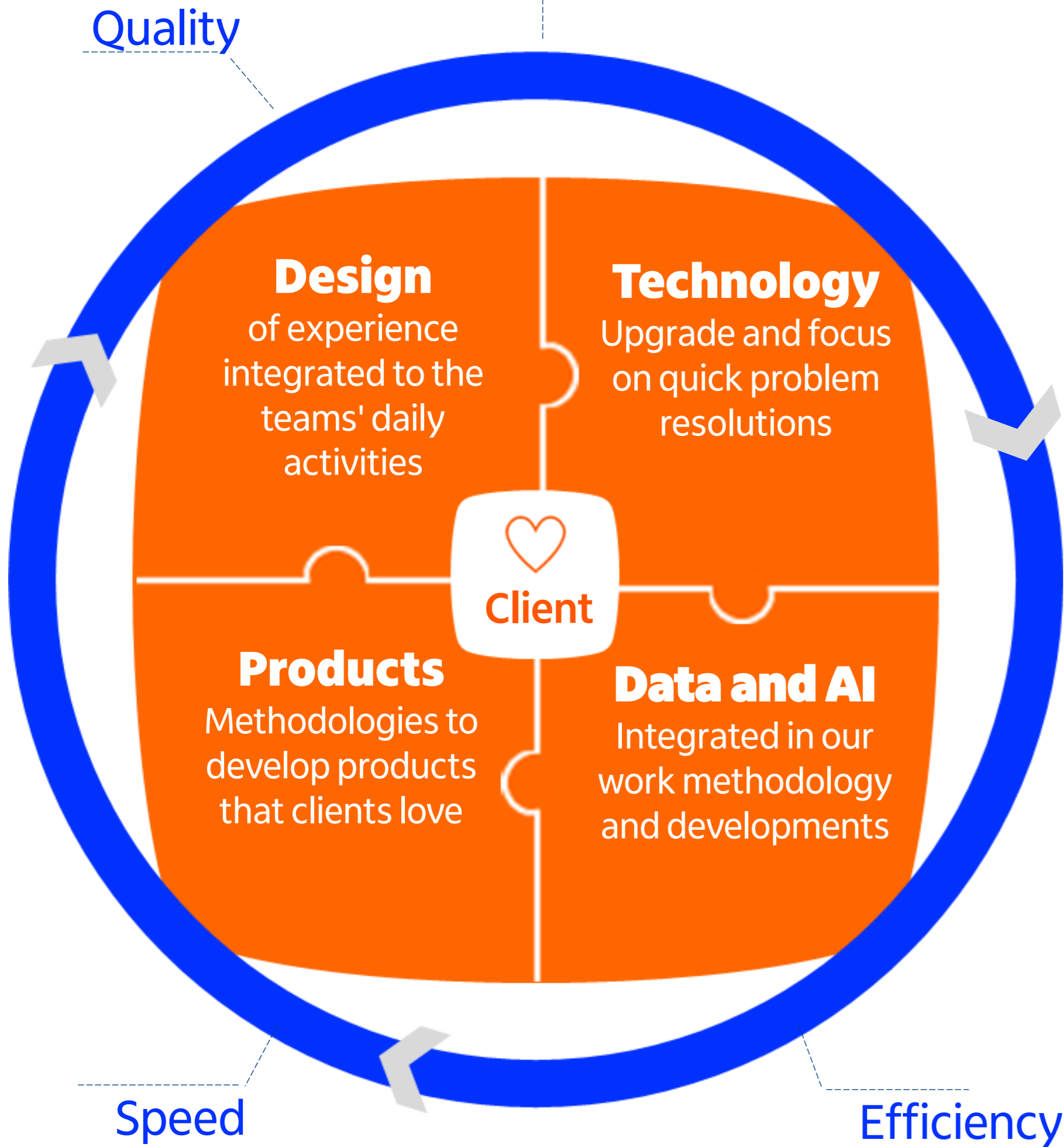
... and always pursue sustainable growth

(1) Last 12 months.

We don't have all the answers

Technology enables the best service to our clients

Design, technology, products, data and AI drive business competitiveness and the best UX



We have each other's back

Digital and cultural transformation generates efficiency gains and competitiveness

We are organized into multidisciplinary teams in the model of communities/tribes

Team-work to understand our clients' needs and to offer what they need when they need them

The communities are made of employees from different areas such as commercial departments, technology, operations, UX, among others

24.8 k
Employees

> 2.7 k
Squads

Continuous investment in technology

3Q24 vs 2018

+ 2x

Solution development investments

- 38%

Infrastructure costs

Strengthening culture

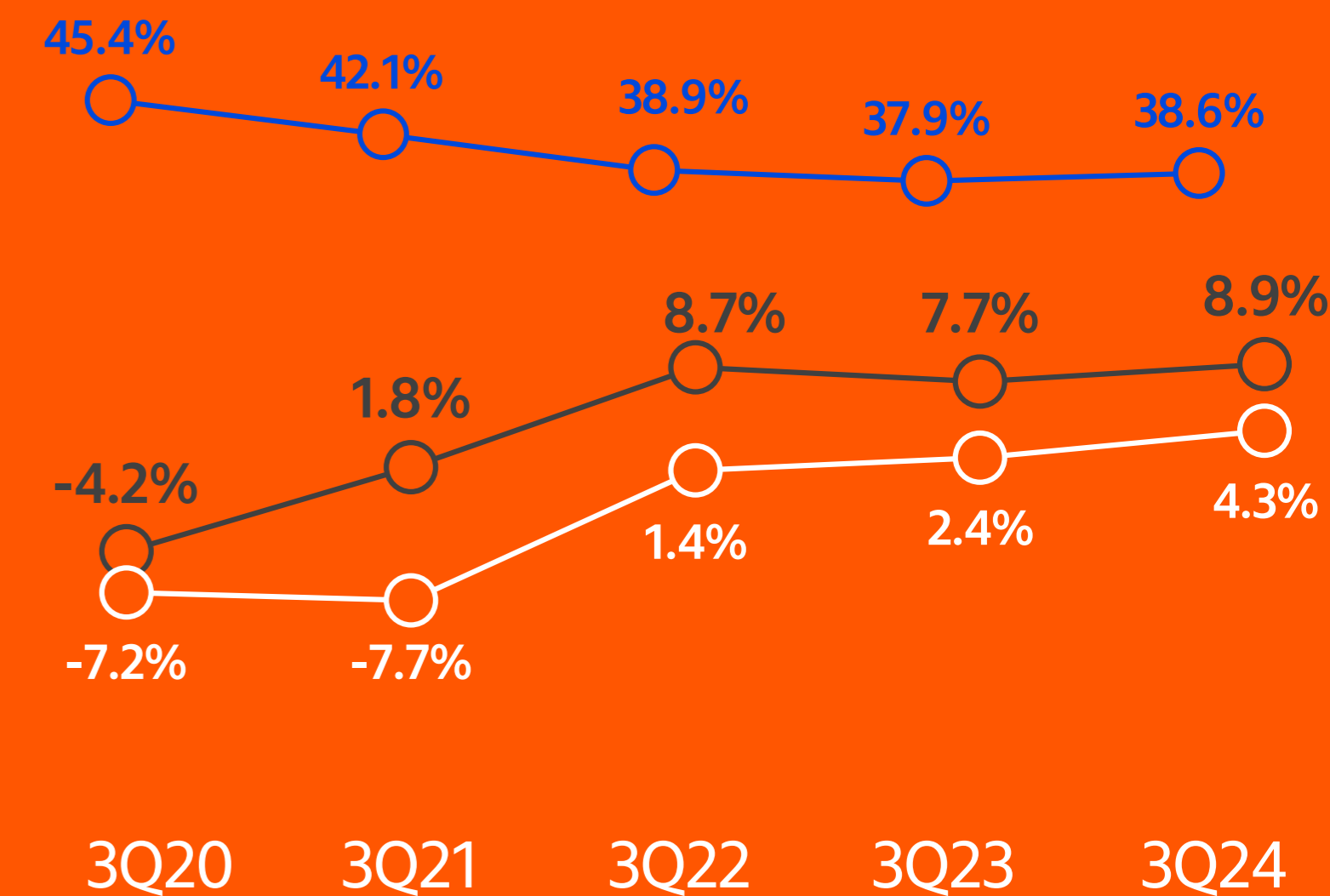
Ongoing activities and processes reviews to seek efficiency gains

> 2,100 Planned initiatives

To optimize processes, to automatize activities, and to use data and analytics

> 1,800 initiatives under implementation

We create value in a consistent way



- Efficiency ratio - Brazil
- Non-interest expenses growth compared to the same period of the previous year - Brazil
- Non-interest expenses growth compared to the same period of the previous year (deflated by IPCA¹) - Brazil

(1) IPCA: Brazilian consumer price index

We value diversity and inclusion

A diverse team is essential to better understand and serve our clients

In December 2023, we have already met the first tier of our 2025 targets

Women
54.5%
of employees



Leadership roles
35.4%
(target: 35% - 40%)

Hiring flow
53.9%
(target: >50%)

Black People
28.9%
of employees



Full-time¹
27.5%
(target: 27% - 30%)

Hiring flow
40.9%
(target: >40%)

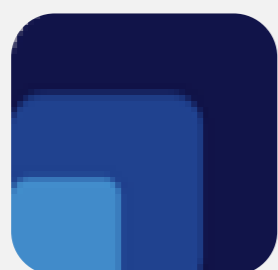
PWD²
5%
of employees



LGBT+
13.0%
of employees



Age Group
5.7%
Above 50 years old



Age Group
35.4%
Lower than 30 years old

Age Group
58.8%
Between 30 and 50 years old



Brazil

96.8%
of employees



International offices

3.2%
of employees

We believe that a **diverse** and **inclusive** team contributes to our goal of being the **leading bank** in **client satisfaction** and **sustainable performance**

Note: The indicators are present in our 2023 ESG Report and are referred to December 2023. ¹Total employees by self-declaration, divided by the total number of employees. It does not consider apprenticeship or internship.

²Considers Itaú Unibanco SA operations.

The sustainability of our performance is reinforced by our commitments to positive impact...

The evolution of Sustainability strategy was structured around three pillars: **Sustainable Finance, Diversity and Development, and Climate Transition.**

Sustainable Finance

Focus on generating increasingly sustainable business opportunities, such as green and socially responsible products and services

Previous goal

BRL 400 bn

between 2019 and 2025 for lending and financing operations for sustainable development.

As of June 24, we exceeded the initial target with R\$ 420 billion disbursed.

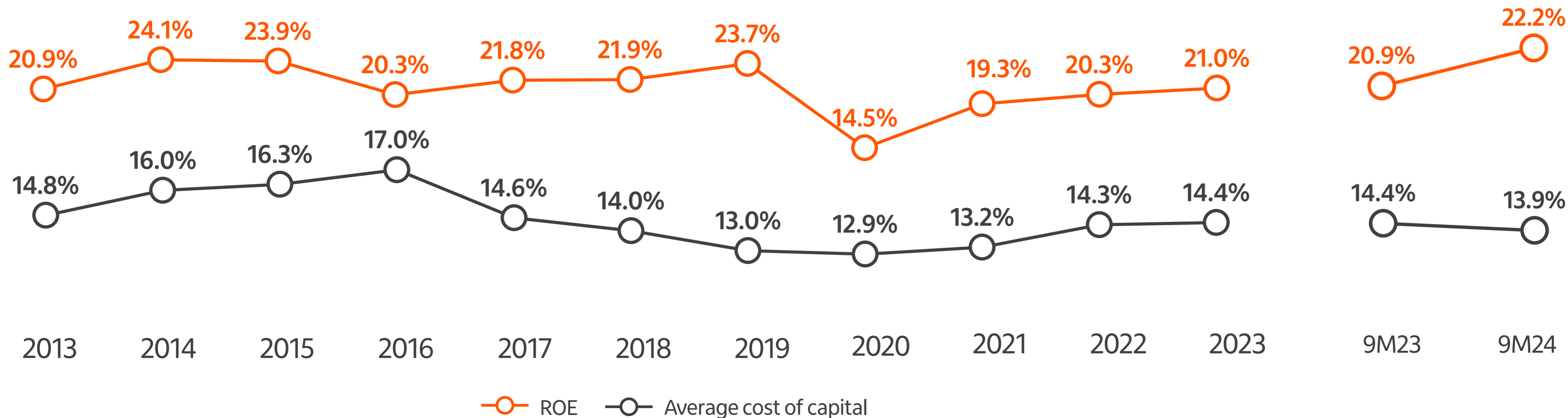
Updated goal

BRL 1 trillion

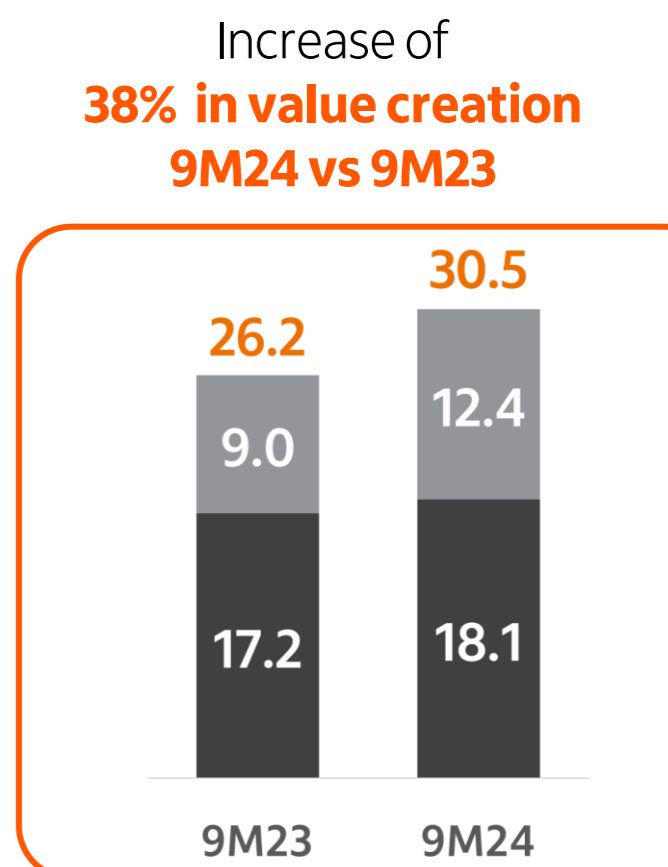
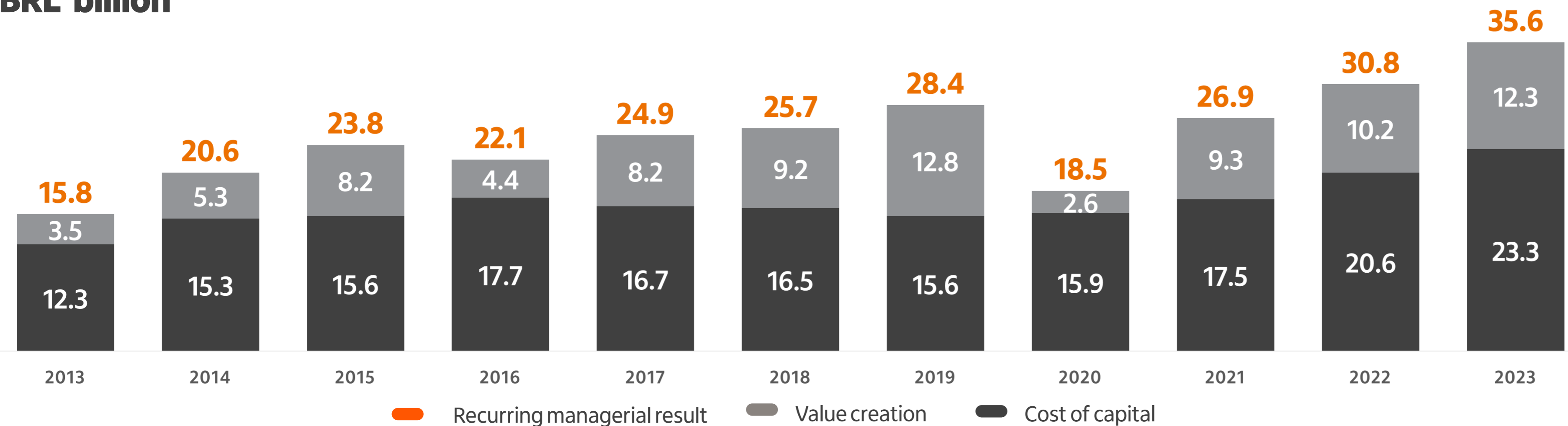
between 2020 and 2030 in lending and financing for the sustainable economy¹.

¹The strategic goal covers the time horizon from Jan/2020 to Dec/2030 and takes into account our old commitment of R\$400 billion and projects another R\$600 billion. From Jan/2025, new accounting criteria will be considered in line with advances in the taxonomy of sustainable finance.

... and by the focus in sustainable value creation



BRL billion



We have been presenting higher revenue with a cost discipline...

Clients NII

3Q24

BRL 27.5 bn

^ **4.5%**

3Q24 vs. 2Q24

^ **7.4%**

3Q24 vs. 3Q23

15.6	17.6	23.4	25.6
3Q20	3Q21	3Q22	3Q23

(BRL billion)

Market NII

3Q24

BRL 1.1 bn

∨ **24.7%**

3Q24 vs. 2Q24

^ **47.7%**

3Q24 vs. 3Q23

1.4	1.9	0.5	0.7
3Q20	3Q21	3Q22	3Q23

(BRL billion)

Cost of credit

3Q24

BRL 8.2 bn

∨ **6.4%**

3Q24 vs. 2Q24

∨ **11.0%**

3Q24 vs. 3Q23

6.3	5.2	8.0	9.3
3Q20	3Q21	3Q22	3Q23

(BRL billion)

Commissions and insurance

3Q24

BRL 13.8 bn

^ **0.2%**

3Q24 vs. 2Q24

^ **6.8%**

3Q24 vs. 3Q23

11.1	11.6	12.3	12.9
3Q20	3Q21	3Q22	3Q23

(BRL billion)

Non-interest expenses

3Q24

BRL 15.9 bn

^ **5.8%**

3Q24 vs. 2Q24

^ **8.2%**

3Q24 vs. 3Q23

12.7	12.8	13.9	14.7
3Q20	3Q21	3Q22	3Q23

(BRL billion)

Recurring managerial result

3Q24

BRL 10.7 bn

^ **6.0%**

3Q24 vs. 2Q24

^ **18.1%**

3Q24 vs. 3Q23

5.0	6.8	8.1	9.0
3Q20	3Q21	3Q22	3Q23

(BRL billion)

... without overlooking risk management

Credit portfolio¹

Sep-24
BRL 1,278 bn

^ **1.9%** ^ **9.9%**
Sep-24 vs. Jun-24 Sep-24 vs. Sep-23

847	962	1,111	1,163
Sep-20	Sep-21	Sep-22	Sep-23

(BRL billion)

90 days NPL²

Sep-24
2.6%

v **0.1 p.p.** v **0.4 p.p.**
Sep-24 vs. Jun-24 Sep-24 vs. Sep-23

2.2	2.6	2.8	3.0
Sep-20	Sep-21	Sep-22	Sep-23

(%)

15-90 days NPL²

Sep-24
2.2%

v **0.1 p.p.** v **0.1 p.p.**
Sep-24 vs. Jun-24 Sep-24 vs. Sep-23

1.9	1.7	2.3	2.3
Sep-20	Sep-21	Sep-22	Sep-23

(%)

Coverage ratio

Sep-24
205%

v **10.0 p.p.** v **4.0 p.p.**
Sep-24 vs. Jun-24 Sep-24 vs. Sep-23

339	234	215	209
Sep-20	Sep-21	Sep-22	Sep-23

(%)

Funding³

Sep-24
BRL 1,441 bn

^ **0.5%** ^ **8.6%**
Sep-24 vs. Jun-24 Sep-24 vs. Sep-23

1,039	1,081	1,216	1,328
Sep-20	Sep-21	Sep-22	Sep-23

(BRL billion)

LCR⁴

Sep-24
224.9%

^ **23.8 p.p.** ^ **371 p.p.**
Sep-24 vs. Jun-24 Sep-24 vs. Sep-23

195	171	158	188
Sep-20	Sep-21	Sep-22	Sep-23

(%)

NSFR⁵

Sep-24
124.2%

^ **1.9 p.p.** v **3.1 p.p.**
Sep-24 vs. Jun-24 Sep-24 vs. Sep-23

124	121	123	127
Sep-20	Sep-21	Sep-22	Sep-23

(%)

Tier I capital ratio

Sep-24
15.2%

^ **0.6 p.p.** ^ **0.6 p.p.**
Sep-24 vs. Jun-24 Sep-24 vs. Sep-23

12.4	12.9	13.2	14.6
Sep-20	Sep-21	Sep-22	Sep-23

(%)

(1) Includes financial guarantees provided and private bonds; (2) Excluding the effect of credit sales (more details in the report "Management analysis of the operation and complete financial statements 3Q24"); (3) Deposits + Debentures + TVM Obligations + Loans and Transfers; (4) LCR - Liquidity Coverage Ratio; (5) NSFR - Net Stable Funding Ratio.

We expect to continue delivering solid performance...

2024 Guidance	Consolidated	Growth on a comparable basis ⁴	Reviewed
Total credit portfolio ¹	Growth between 6.5% and 9.5%		Growth between 9.5% and 12.5%
Financial margin with clients	Growth between 4.5% and 7.5%	Growth between 5.5% and 8.5%	Maintained
Financial margin with the market	Between R\$3.0 bn and R\$5.0 bn		Maintained
Cost of credit ²	Between R\$33.5 bn and R\$36.5 bn		Maintained
Commissions and fees and results from insurance operations ³	Growth between 5.0% and 8.0%	Growth between 5.5% and 8.5%	Maintained
Non-interest expenses ⁵	Growth between 4.0% and 7.0%	Growth between 5.0% and 8.0%	Maintained
Effective tax rate	Between 29.5% and 31.5%		Maintained

(1) Includes financial guarantees provided and corporate securities; (2) Composed of result from loan losses, impairment and discounts granted; (3) Commissions and fees (+) income from insurance, pension plan and premium bonds operations (-) expenses for claims (-) insurance, pension plan and premium bonds selling expenses.(4) Considers pro forma adjustments in 2023 of the sale of Banco Itaú Argentina. (5) Calculated based on Brazil core expenses; (5) Core expenses below inflation. Calculated based on Brazil core expenses.

... exploring possible growth paths in different businesses

Individuals

More engagement and principality

One Itaú - one of the main levers in the short term to intensify relationships with our clients

Beyond banking - Solutions platform that goes beyond the banking needs of our clients



Corporate development – guarantee the most complete portfolio of products and services

Corporate

Strength of client relationship

Increase of client base, mainly for lower-revenue clients, through a new commercial proposal focused on delivering a digital operation with a specific value offer.

() Insurance

Potential growth in the sector and increase penetration in our individual and corporate client base throughout own and third-party products

More than 20 products and services offered at our open platform and more than 15 partners

Large Corporate

Continue growing with leadership in the large corporate business in both credit and capital market solutions



Investor Relations



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