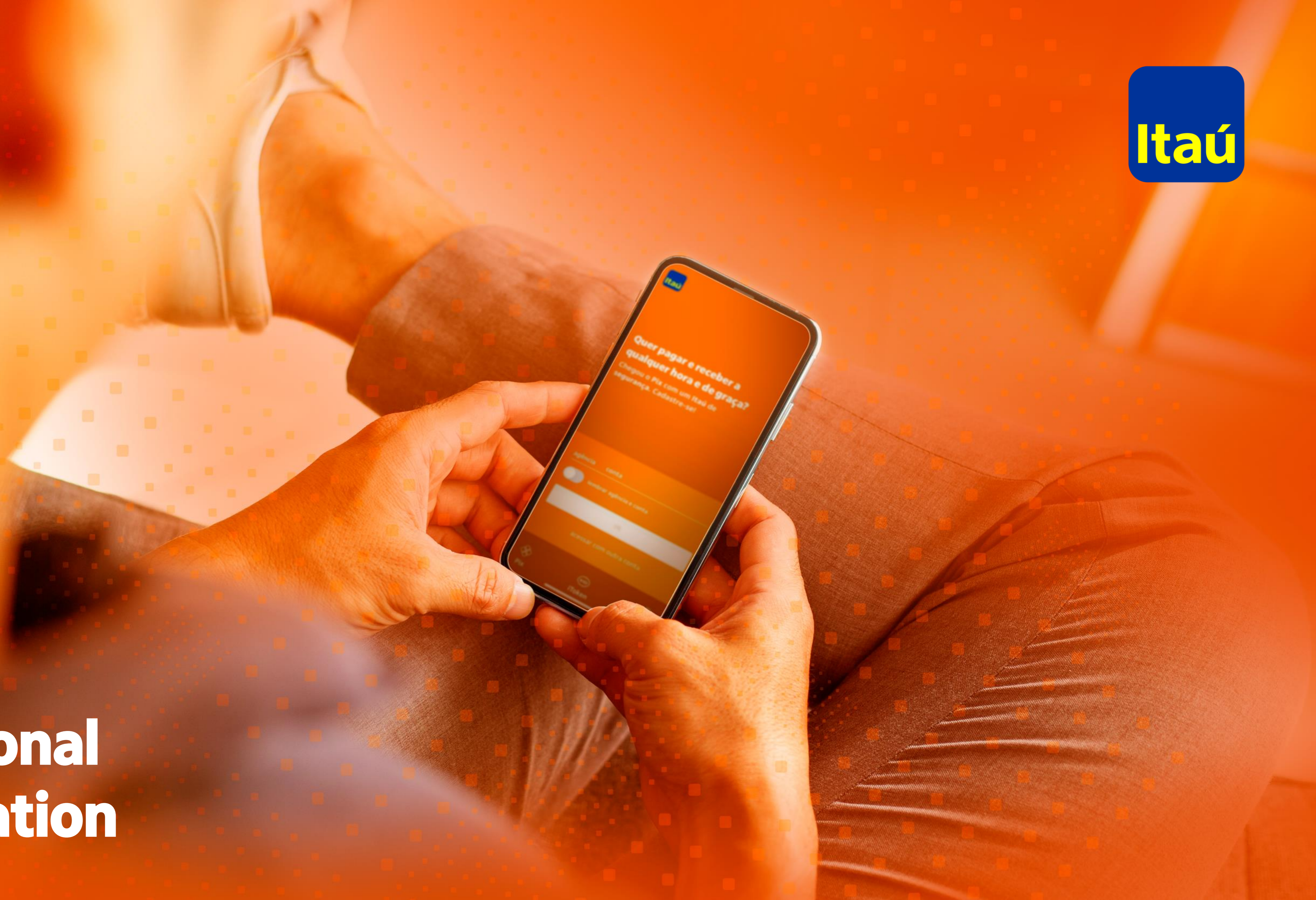




2Q23 institutional presentation





**_with 98 years
of history,
we are a
full-service bank**

market value¹
US\$58.2 bn

total assets²
BRL2,586 bn

recurring ROE³
20.9%

most valuable⁴ Latin American brand
US\$8.7 bn

99.9k employees
in Brazil and overseas


**Great
Place
To
Work®**



the best bank to work for in Brazil and
winner of LinkedIn's Diversity award

we are present in

 **18 countries**

 Brazil 1 2 3 4	 Colombia 1 2 3 4	 Paraguay 1 2 3 4
 Argentina 1 2 4	 Mexico 1	 Peru 1
 Chile 1 2 3 4	 Panama 1 4	 Uruguay 1 2 4
 Luxembourg 1	 Spain 1	 United Kingdom 1
 Bahamas 1 3	 United States 1 2 3	 Portugal 1 3
 Cayman 1 2 3	 France 1	 Switzerland 3

- 1 Corporate & Investment Banking
- 2 Asset management
- 3 Private Banking
- 4 Retail

main highlights	2Q23 Recurring Managerial Result (BRL million)	Loan Portfolio Jun/23 ¹ (BRL billion)	2Q23 ² ROE (%)	2Q23 ³ Efficiency Ratio (%)
Brazil	7,973	935.0	21.5%	37.7%
Latin America	769	216.6	16.4%	55.6%

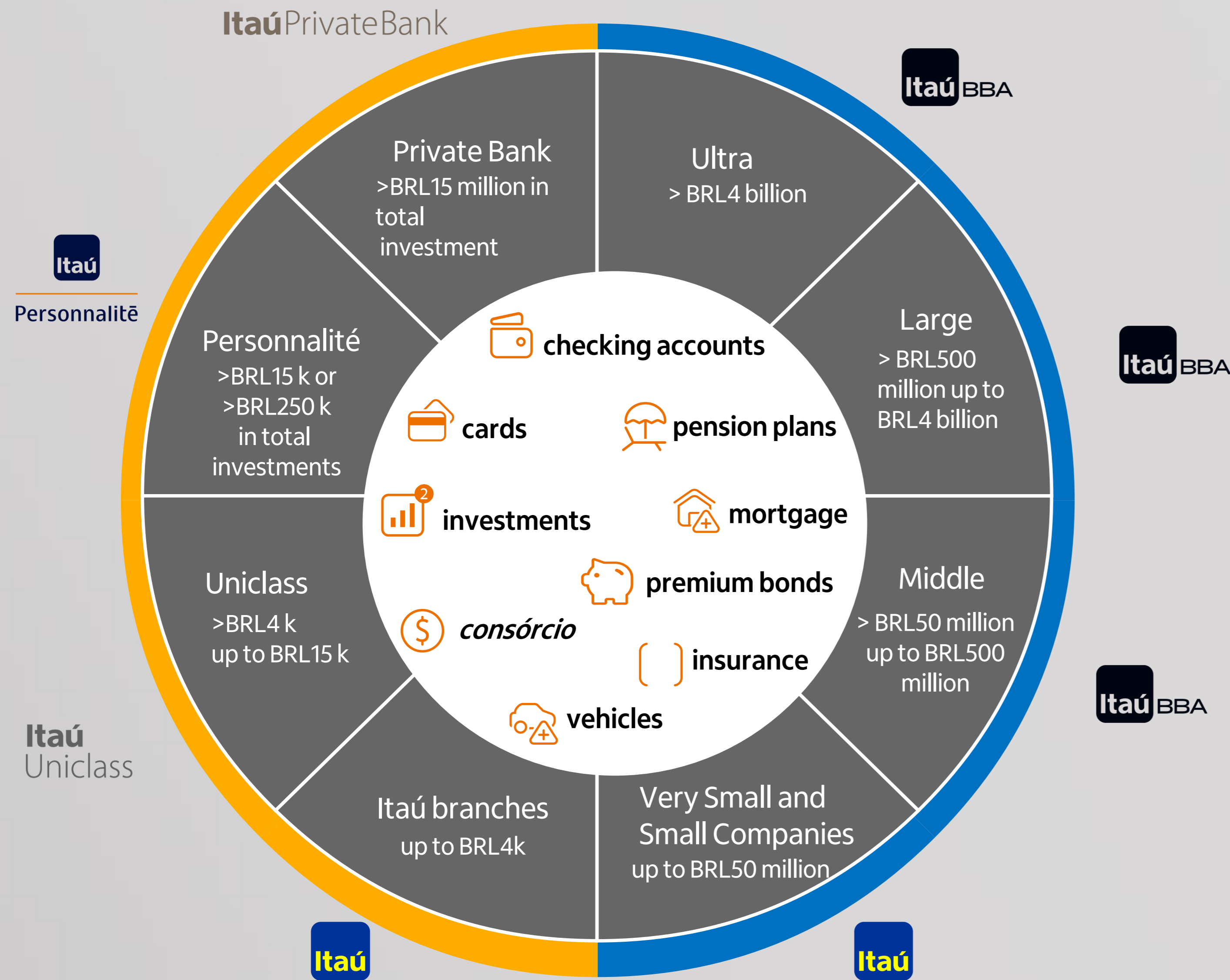
(1) Considers financial guarantees provided and private securities.

(2) Recurring Managerial ROE calculated by dividing Recurring Managerial Result by the Average Shareholders' Equity.

(3) Reached by dividing Non-Interest Expenses by the sum of Managerial Financial Margin, Commissions and Fees, Result of Insurance, Pension Plan and Premium Bonds Operations and Tax Expenses (ISS, PIS, COFINS and Others).

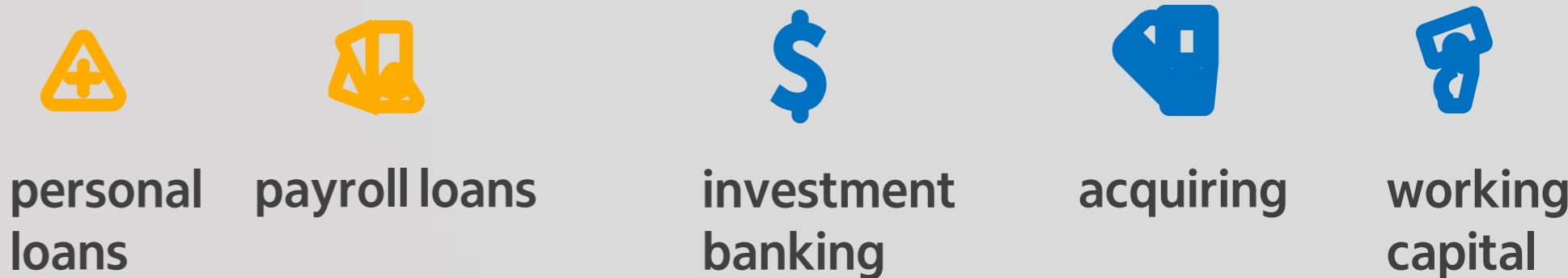
Note: Latin America (ex-Brazil) Recurring Managerial Result information is presented in nominal currency.

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



...and brands and partnerships to serve different client profiles

some of our brands and partnerships

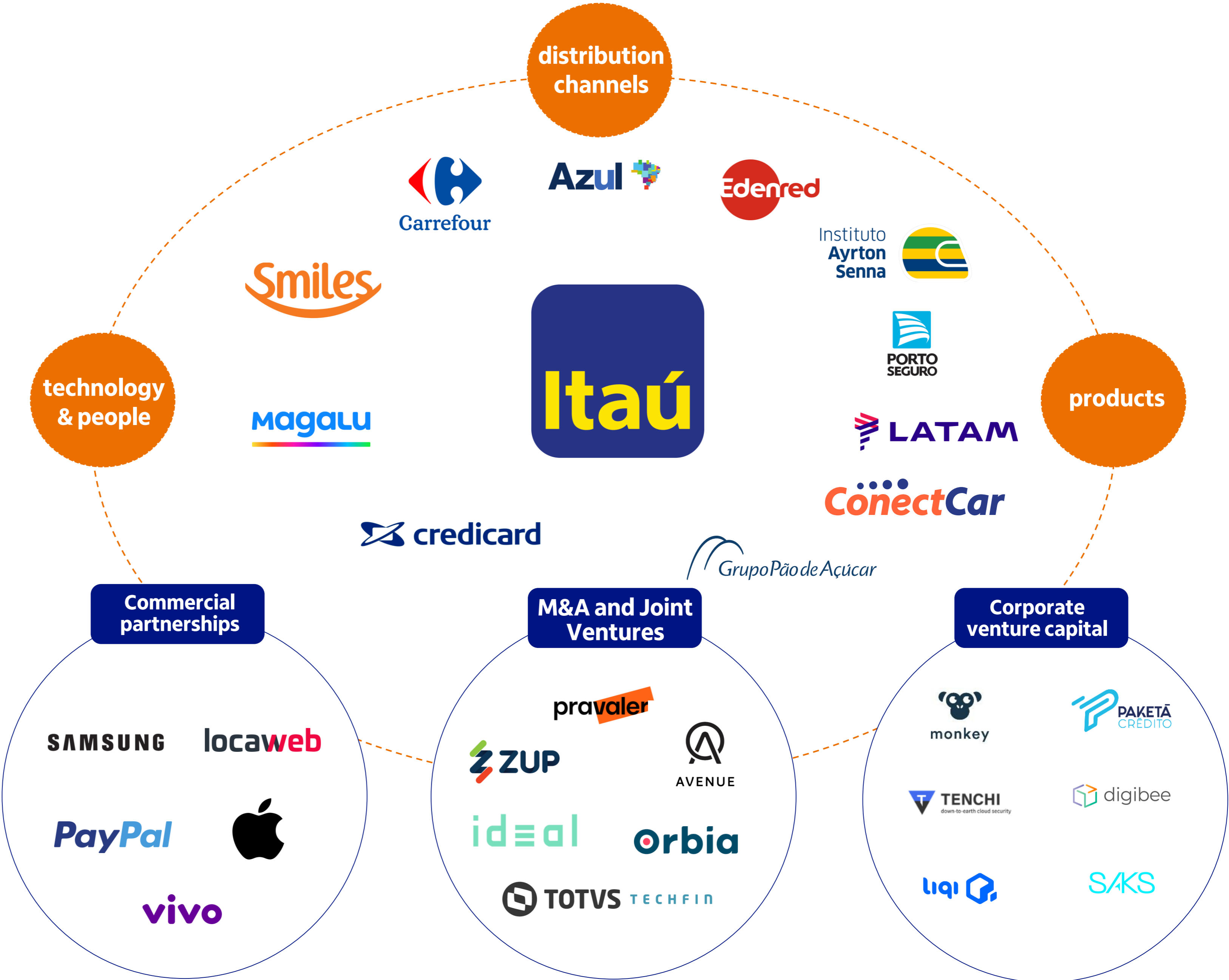


Individuals Companies

The values mentioned above for individuals refer to monthly income and the values for companies refer to annual revenue, except when indicated

Corporate development

Pathway to accelerate our cultural and digital transformation



our clients choose how they want to be served

in-person








3.7 k
branches

more than 42 k
ATMs

in Brazil and in our other Latin American¹ operations

remote

427 digital branches in Brazil

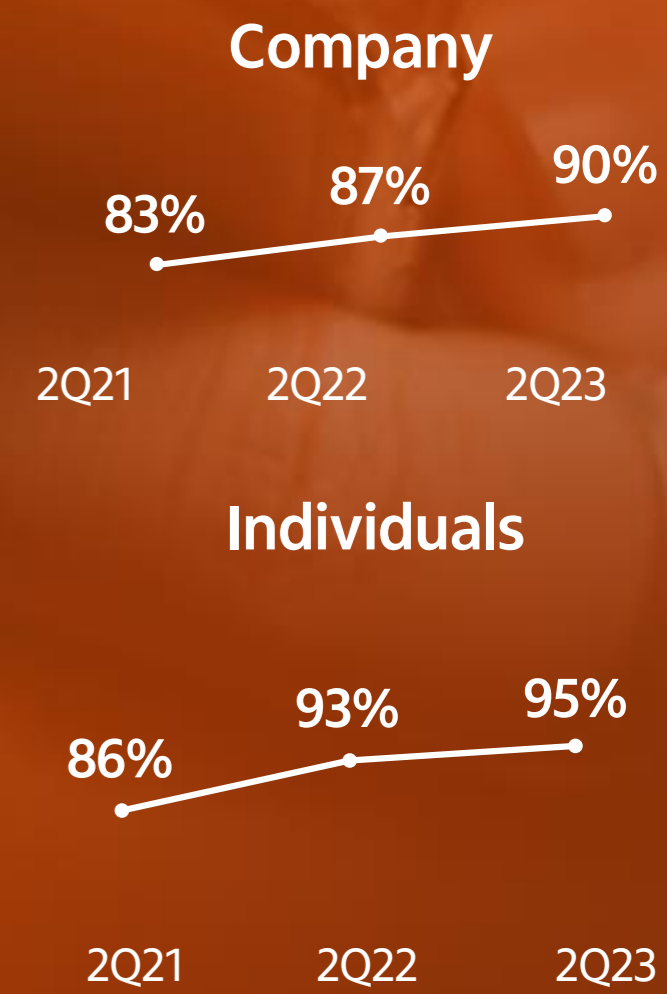
-  **WhatsApp**
-  **email**
-  **telephone**
-  **chat**
-  **click to human**
-  **Bankline**
-  **Mobile banking**
100% functionality in the app

the online account opening² flow was 1.3mm in 1H23 and digital acquisition of products and services³ increased 1.2x year-over-year

our retail footprint is constantly optimized for our clients' behavior and needs

▼ 23%
of physical branches in Brazil (2Q23 vs. 4Q18)

digital interactions⁽⁴⁾

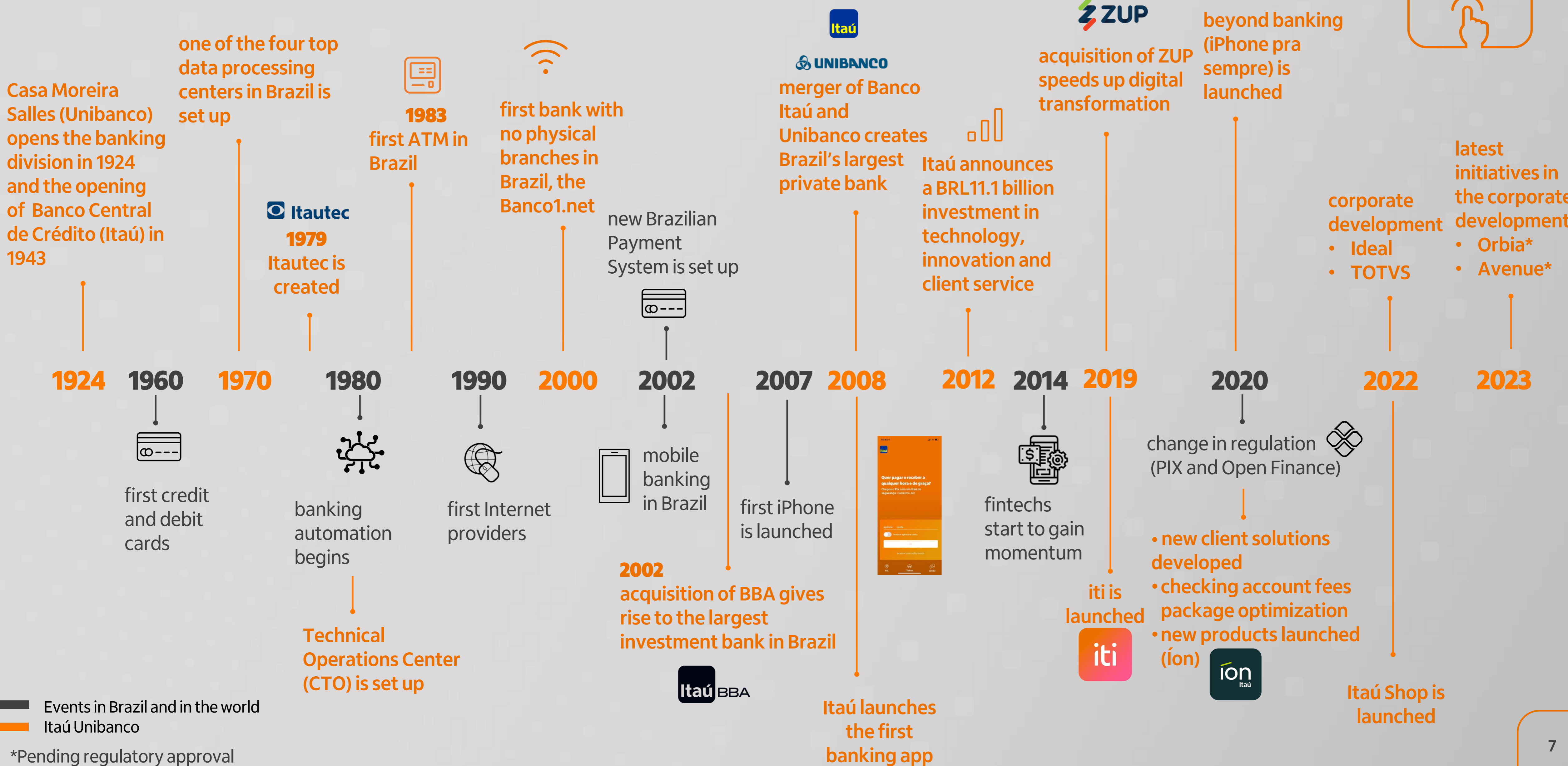


⁽⁴⁾ It considers total contracts, transfers and payments made in all channels, except for cash

we serve **clients** how, when and where **they want to**

⁽¹⁾ Argentina, Chile, Colombia, Paraguay and Uruguay, ⁽²⁾ for individuals; ⁽³⁾ Comparing 2Q23x2Q22. It includes unsecured loans, payroll loans, personalized credit, renegotiation, investments, funds, time deposits, savings accounts, pension plans, foreign exchange, premium bonds, credit card, *consórcio*, overdraft, card bill installment, vehicles, receivables, *AplicAut*, *Conta Garantida*, discounts, working capital and card protection, residential, travel, credit life insurance policies.

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



solid governance
ensures business
sustainability

family control, professional
management and listed
capital

Partners' program
long-term incentives

governance pillars



Decisions made jointly



Meritocracy-based
management



Focus on performance and
long-term value creation

[Click here for
more info](#)



IUPAR

Itaú Unibanco Holding S.A.

Stockholders' Meeting

Fiscal Council

3 Effective Members
3 Alternate Members

Board of Directors

12 members

2 Co-Chairmen
1 Vice Chairman
9 Members (5 independent)

8 committees

1. Audit
2. Compensation
3. Personnel
4. Strategy
5. Environmental, Social and Climate Responsibility
6. Related Parties
7. Risk and Capital Management
8. Nomination and Corporate Governance

Executive Committee

13 members

Family control ensures a long-term vision

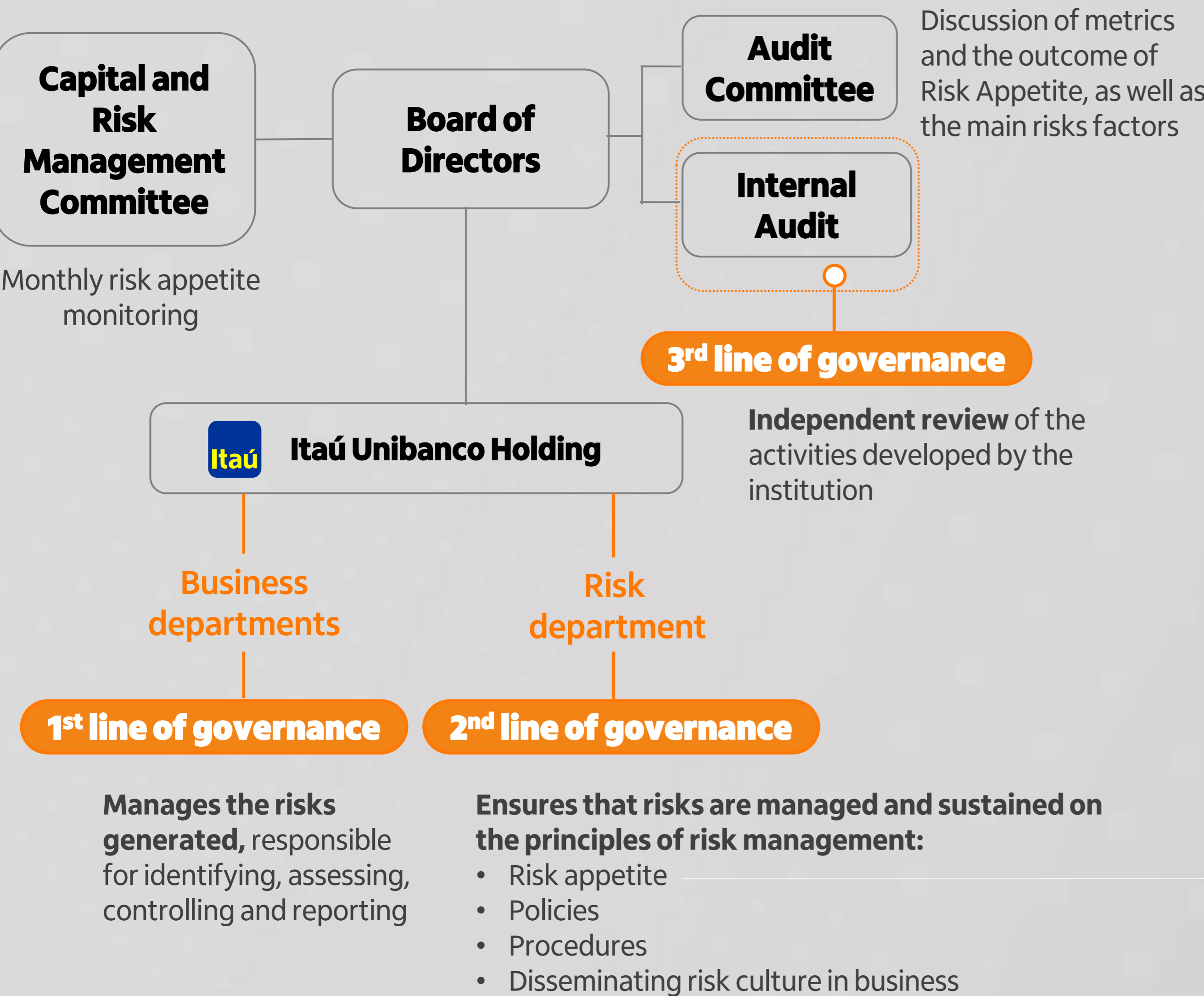
Deliberates on significant topics

Responsible for defining strategy
we have eight committees reporting directly
to the Board of Directors

Professional management for
strategy and day-to-day
execution

supported by our risk culture, we operate based on strict models

A three line-of-defense model: business areas have the primary responsibility for risk management, followed then by the risk department and at last by the audit area, reporting directly to the Board of Directors



risk appetite

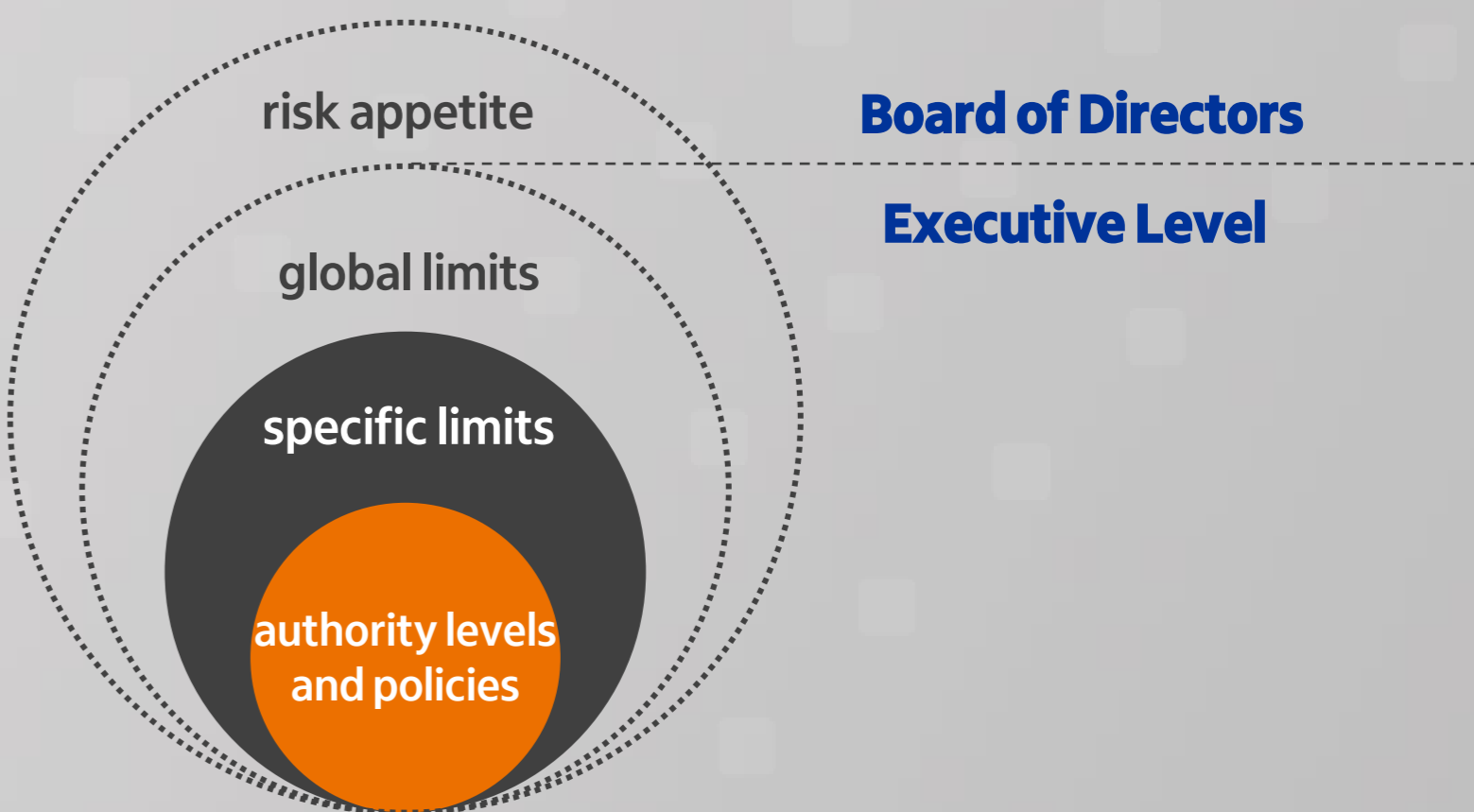
Defines the nature and level of the risks acceptable to our organization, delimiting the conditions in which management will strive to maximize value creation, consisting of a four-layer structure:

- (1) risk management principles
- (2) board of Directors' statement
- (3) risk and metrics dimensions
- (4) coordinate the set of risk taking guidelines



It is monitored, discussed and reported periodically to the executive levels, Board of Directors and Audit Committee

Where is Risk Appetite inserted?



**itubers
culture**

values that guide our cultural transformation journey

**we_put
the client
first**

Itubers:

- are determined to wow the client
- innovate based on the client's needs
- always make things simple

**we are_
driven by
results**

Itubers:

- are ambitious in their goals and efficient in their execution
- are committed to sustainable growth
- strive to make a positive impact on society

**for us_ ethics are
non-negotiable**

**we_don't
have all
the
answers**

Itubers:

- are curious about the world and are always learning
- experiment, make mistakes, learn and improve
- use data intensively, to learn and to make better decisions

**we_value
diversity
and
inclusion**

Itubers:

- are as diverse as our clients
- welcome different points of view
- stay true to who we are and express ourselves openly

**we_have
each
other's
back**

Itubers:

- trust in each other and are autonomous
- help each other and ask for help
- together, make one Itaú

cultural transformation to build a more efficient, simple and agile bank for our clients



1. client centricity

We want to be the benchmark in satisfaction, transforming our culture so that the client is at the center of everything.

Our actions and efforts are designed for our clients' satisfaction, a key metric for the entire organization.



3. efficiency

Key to be competitive in pricing and agile in customer service.

This ranges from internal process automation to new ways of interacting with customers.



2. digital transformation

Technology is the great enabler of this transformation, leveraging our commercial potential.

We invest tirelessly to find the best services and solutions for our clients.



4. growth

Intensify the relationship with our clients, in addition to offering solutions that go beyond traditional banking needs aiming to maximize the customer experience.



the client is at the center of everything we do

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

_Omnichannel

Access to the same type of service regardless of channel

_Phygital

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

We put the client first



+791k¹ calls

_ proactive contacts to understand the client experience



+941¹ visits

_ connection between the leadership and frontline in the whole country on a remote basis



+43k¹ initiatives

_ initiatives based on client feedback to improve their experience



products and services

_ the most complete product portfolio in the Brazilian financial system, using data to provide the best offers.

we are determined to wow the client...

NPS Global

+ 20 points



Dec/22 vs 2018

+ 25 points

Ambition

2023 vs 2018



... and are committed to sustainable growth.

_robust ecosystem to innovate starting from cliente's needs

_ Broad covery in businesses and journeys' NPS, adding up to 150 sensors.

_ Structured feedback cycle throughout the organization, focused on our products and services' evolution.

¹ Last 12 months.

technology enabling our clients to have the best service

Design

Design applied to scale and client centricity culture

+

Artificial intelligence and Data

Integrated into our work methodology and development

+

Products

Proprietary methodology for the development of products that our clients love

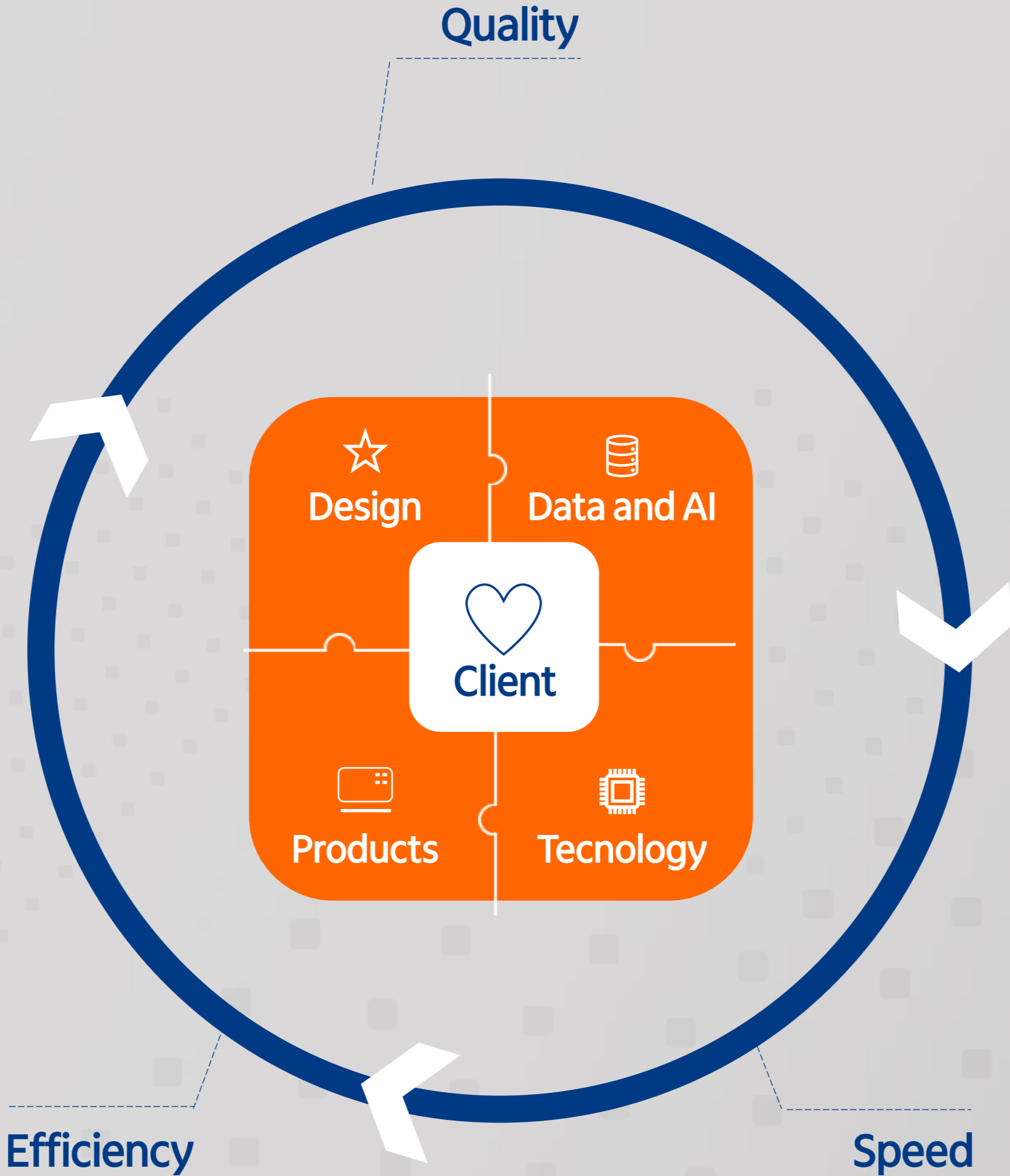
+

Tecnology

Modernization of systems and focus on quick resolution of problems

=

Greater value generation for our clients and competitiveness for the business



more than 50% of our platform modernized
which represents approximately 70% of the services that most impact our competitiveness, businesses and clients

Speed	growth in the volume of our implementations in the first half of 2023, 11 times more than in 2018 ¹	Quality	reduction in high client impact incidents compared to 2018 ¹	Cost	reduction in the cost of unique transactions compared to the first half of 2020 ²
+1057%		-98%		-36%	

¹6M2023 x 6M2018
²6M2023 x 6M2020

People

we work with multidisciplinary teams under the communities model

that include members from the business, technology, operations, UX departments, among others.

Currently

20.7 mil

employees

2,254

multidisciplinary teams

tech hub

Itaú + Cubo

Over 450 members startups, 89 large players between maintainers, membership and partners and 10 hubs focused in various market segments

_ Cubo Investor:launch of a new community segment with the function of bringing together investment funds interested in investing in the Latin American technological entrepreneurial ecosystem. It already has more than 200 connections from startups to venture capitalists, more than 10 term sheets generated and 2 fundraising completed as a direct result of the introductions.

_ Cubo Construliving: Cubo no WebSummit Rio: initiative to connect startups in the Brazilian market in the first event of the franchise organized in Brazil, to position the hub in the national innovation scenario.



client centricty and digital transformation with efficiency gains

our commitment:
developing and
implementing structural
efficiency gains initiatives

continuous investing in technology

2Q2023 vs 2018

+ 2x

solution
development
investments

- 40%

infrastructure
costs

strengthening culture

ongoing challenging activities and processes
to seek efficiency gains

goal

progressively reducing the bank's core
costs in the coming five years

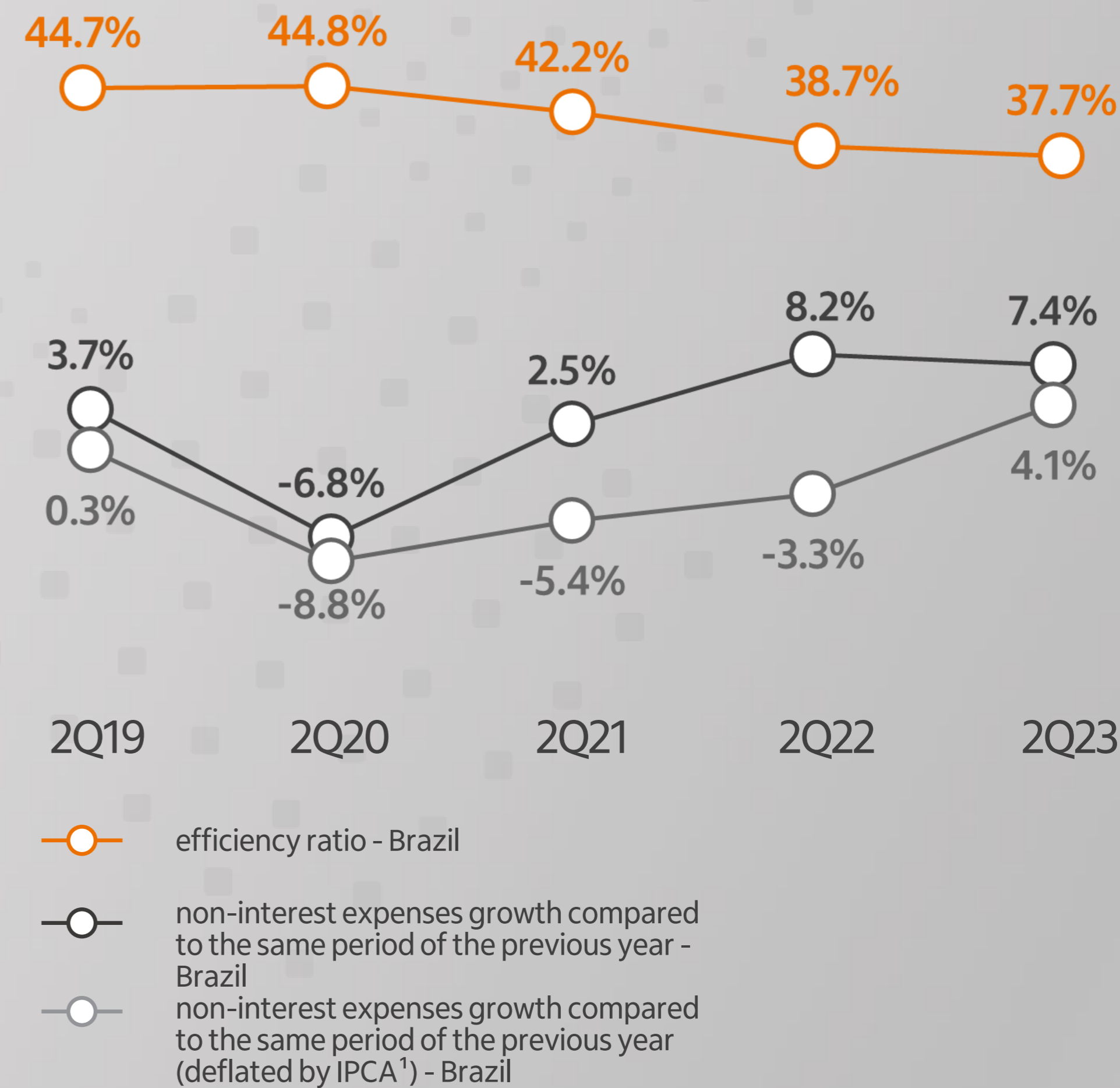
>1,757 planned initiatives

reviewing, streamlining and optimizing
processes, automating activities, using
data and analytics

> 1,485 initiatives
under implementation

we create value in a consistent way

efficiency ratio (Brazil) below 38%



¹IPCA: Brazilian consumer price index

leadership in several business and growth opportunities

Mortgage

Ranked #1 among private banks

18.2% market share in May/23¹

Demand for **30.7 million** new households by **2030**²

Housing deficit of **5.8 million**³ in Brazil

Cards

Market leader

28.2% market share in revenue in Mar/23

The most complete shelf of cards

Card payments grow 10.7% in 1Q23 in Brazil⁴

Agribusiness

Our credit portfolio grew **85%** in the last three years

Agribusiness **GDP** is BRL2.5tn and represents **24%** of Brazil's GDP in 2022⁵

Tripled the number of clients in two years

Vehicles

Ranked #2 in origination

12.6% market share in May/23¹

Payroll Loans

12.4% market share in credit portfolio in Mar/23

Ranked #1 in private sector and INSS (Mar/23)⁶
with growth opportunities in the public sector

SMEs

#2 in Brazil⁷

Full ecosystem of products and services

¹In total origination; ² Brazilian Association of Real State Developers (ABRAINC - Associação Brasileira de Incorporadoras Imobiliárias); ³ Fundação João Pinheiro, 2021. 2019 data; ⁴ Brazilian association of services and credit card companies (ABECS - Associação Brasileira das Empresas de Cartões de Crédito e Serviços); ⁵ Center for Advanced Studies in Applied Economics (CEPEA - Centro de Estudos Avançados em Economia Aplicada) 2023; ⁶Competitive comparisons are released quarterly; ⁷IFData (Central Bank), Dec/22.

leadership in several business and growth opportunities



23.4%
market share in acquiring
in 1Q/23

#2 player

TPV in Brazil estimated
between **BRL3.77 trillion** and
BRL3.91 trillion in 2023¹ vs
BRL3.31 trillion in 2022



Asset Management

**Largest private asset manager in
Latin America**

10.6% market share in Jun/23²

14 times elected as best fund manager³
10 times in a row

**Open platform with proprietary
and third-party products**

BRL2.4 trillion assets under custody



Investment experience integrated with
Brokerage for account holders and soon
for non-account holders.



Insurance

Potential growth in the sector

Complete portfolio with proprietary and third-
party products

>20 products and services sold at our open platform
and **>15** partners

revenue/GDP (Brazil, in %)



Chile: **3.9** | South Korea: **11.5** EUA: **12.5**

Sources: SUSEP and OECD



Investment Banking

**14 consecutive years
in the Top 5 in Brazil**
of DCM and ECM⁴
(by Dealogic and Anbima)

**Top 5 in
DCM, ECM and
M&A**

In the last 12 months, we advised
41 transactions in Brazil, totaling
BRL55.1 billion in mergers and
acquisitions

Total of **BRL76 billion** of
generated volume and **BRL43.3
billion** in distributed volume in
the last 12 months in Local Fixed
Income

In the last 12 months,
we entered into **23
transactions**, totaling
BRL6.5 billion in
equities

¹ Brazilian association of services and credit card companies (ABECS - Associação Brasileira das Empresas de Cartões de Crédito e Serviços); ² ANBIMA Ranking; ³ By Guia de Fundos FGV

⁴ Dealogic and Anbima rankings of volumes and operations. M&A, DCM and ECM correspond to "Mergers and Acquisitions", "Debt Capital Markets" and "Equity Capital Markets" respectively.

growth alongside innovation

new products, channels and services launched



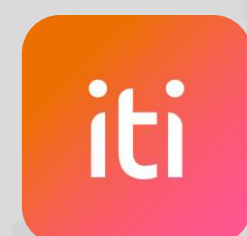
client
base



strength of client
relationship



solutions
offer



relationship platform

A free of charge account for
clients demanding simple
products and services

23.8 million clients in Jun/23



investment platform

Specialized investment platform:

- Global visualization of portfolios
- Products from Itaú and peers
- Digital and human interaction channels
- Financial Education Platform: íon Edu

2.5 million app downloads
+570k clients with dedicated specialist service

Around 1.9 thousand specialists with portfolio

250 specialists with on-demand service



Itaú
Meu Negócio

solutions platform

that goes beyond the
banking needs of our
clients



Itaú Shop

Marketplace and rewards
solution integrated to the
bank's apps, with a simple
and safe payment
experience, allowing up to
12 non-interest bearing
monthly installments

new products and services



Beyond banking: an ecosystem of partnerships to serve all the needs of our clients

ESG initiatives integrated into business ensure the bank's sustainability

strategy based on ten positive impact commitments



financial citizenship

To take care of people's financial health



inclusion and entrepreneurship

To support entrepreneurship to enhance social development



financing positive impact sectors +

To finance sectors of the economy that encourage social and environmental development



responsible investment

To offer products and services for a more sustainable economy



transparency in communication

To reinforce the transparency of our business beyond the financial results



inclusive management (employees)

To promote a diverse, inclusive and healthy work environment



ethics in relations and business

To maintain an ethical financial ecosystem



responsible management

To work with more ecoefficiency and good practices in our value chain



Amazon

To preserve and promote a positive impact in the region



private social investment

To reaffirm our pact with Brazilian society

ESG initiatives integrated into business ensure the bank's sustainability

discover some of our initiatives

business

BRL298 billion consumed for sustainable development by May/23 (74% of the target by 2025).

As part of Itaú BBA's ESG strategy for the Agro segment, we launched the Bioinsumos line to promote good agricultural production practices in Brazil.

We intensified access to productive credit for Northeastern entrepreneurs, with an increase of 42% in the client base and 36% in the portfolio.

corporate behavior

By 2022, we improved diversity indicators:

- Women in management positions: 51.7% (+ 0.4 pp vs 2021)
- Black employees: 27.4% (+ 1.8 pp vs 2021).

accountability

We launched the ESG 2022 Report, promoting transparency and credibility of the indicators on the subject – [Access here.](#)

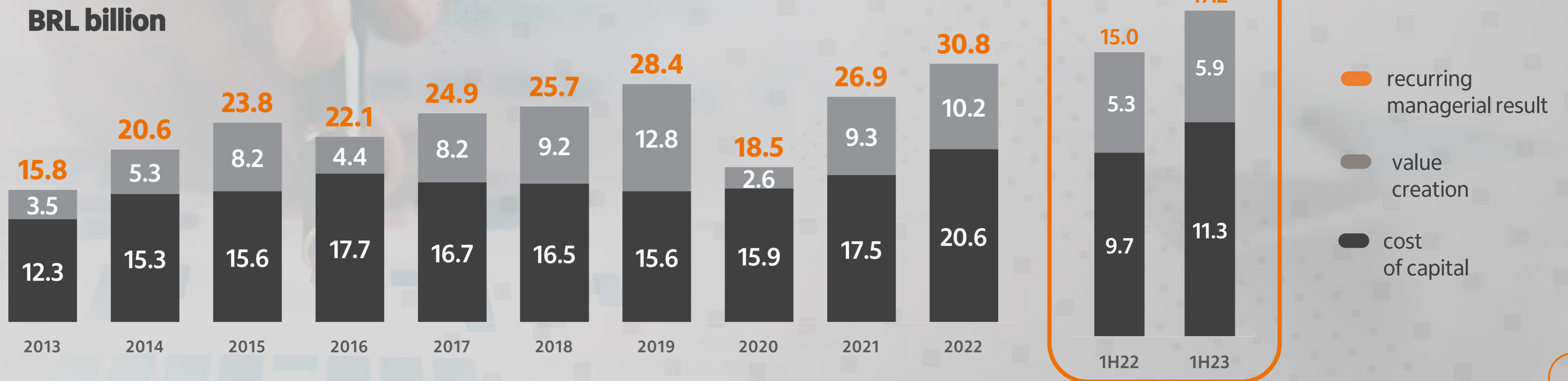
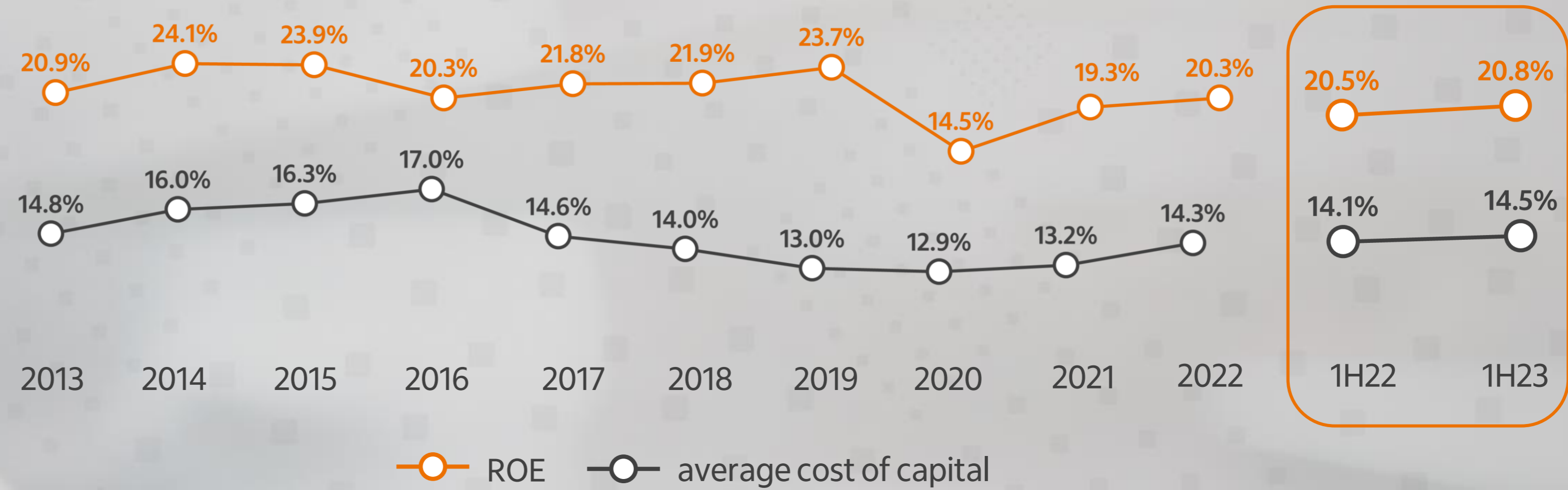
We launched the first Climate Report aligned to the TCFD - [Access here.](#)

country development

In 2022 we invested BRL711.7 million in more than 2.5 thousand social projects in areas such as education, culture, urban mobility and sports.

We announce the winning projects of the 5th edition of the LGBT+ Pride Call for Proposals that aim to stimulate initiatives related to employability and entrepreneurship.

solid results and sustainable value creation



higher revenue with a cost discipline

financial margin with clients



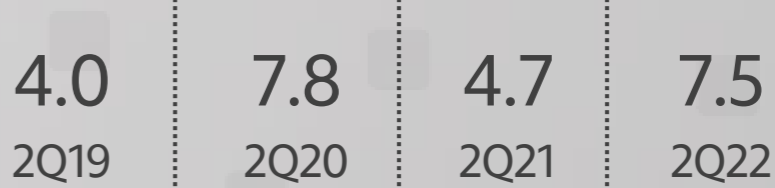
(BRL billion)

financial margin with the market



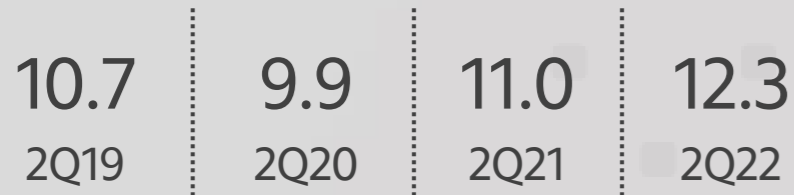
(BRL billion)

cost of credit



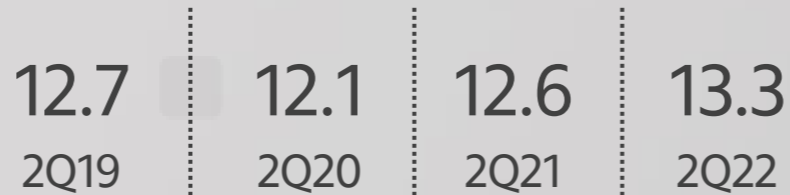
(BRL billion)

commissions and insurance



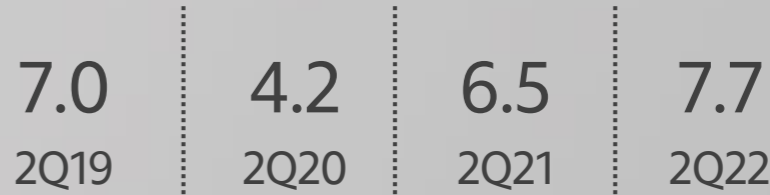
(BRL billion)

non-interest expenses



(BRL billion)

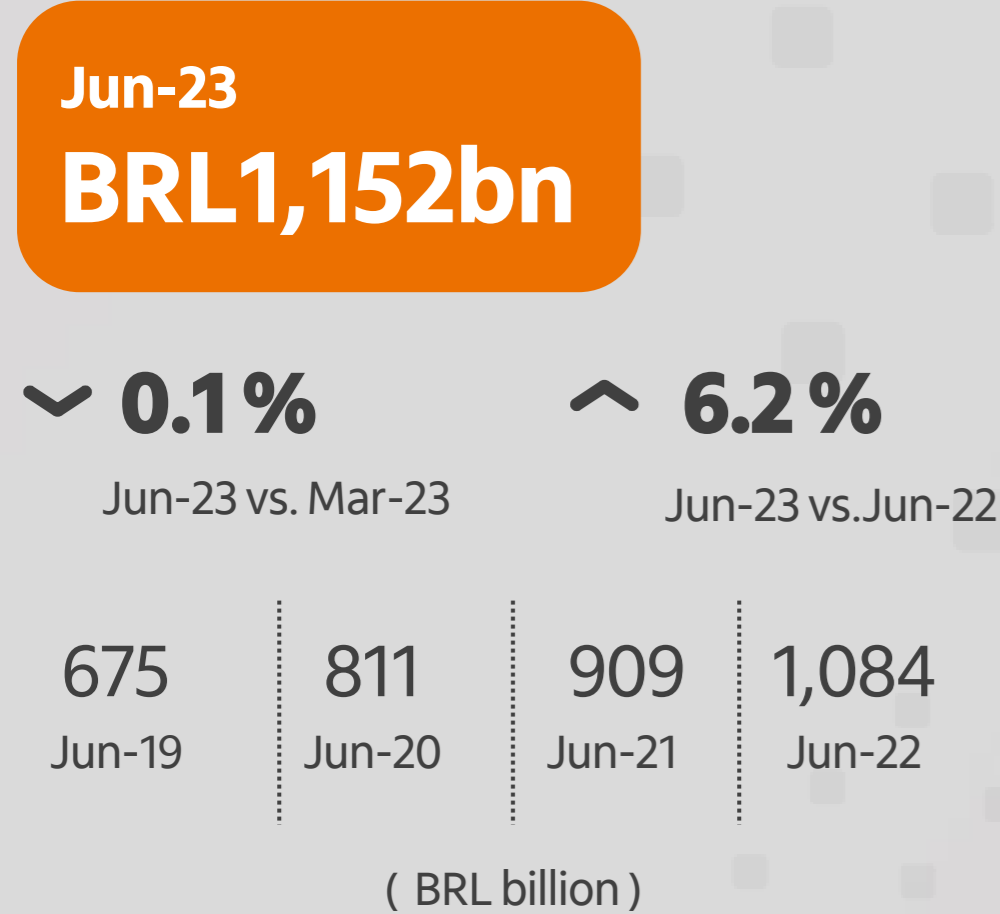
recurring managerial result



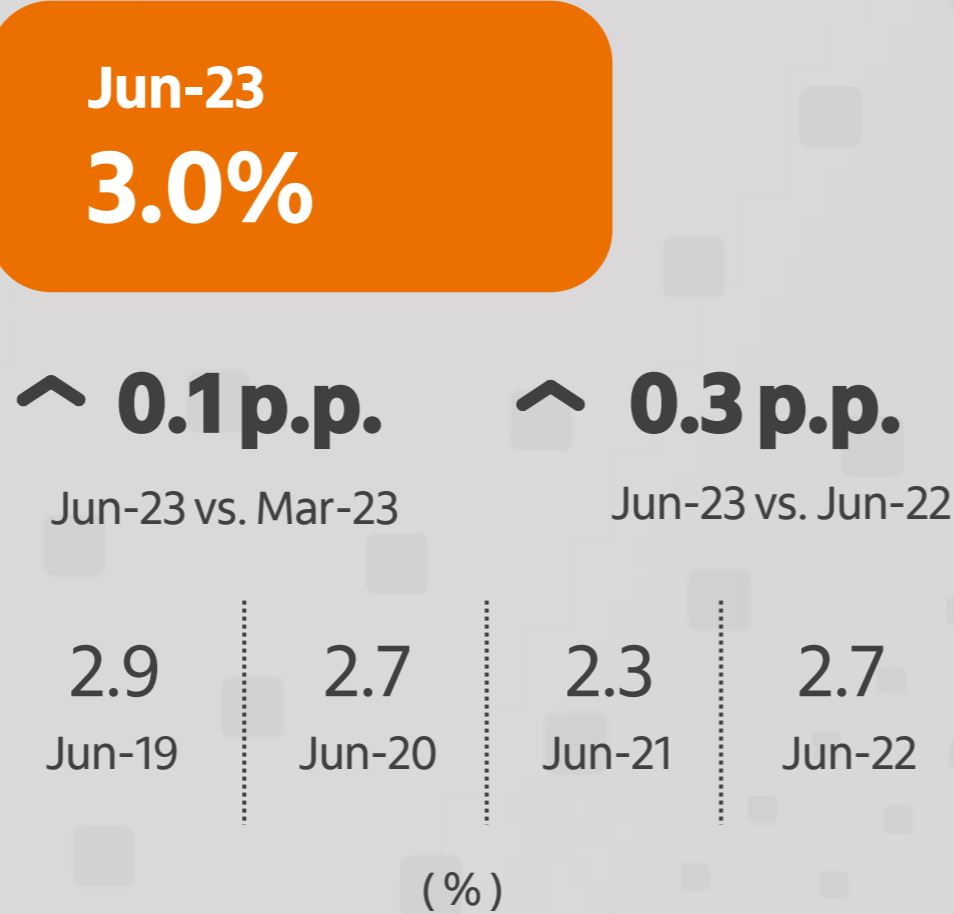
(BRL billion)

without overlooking risk management

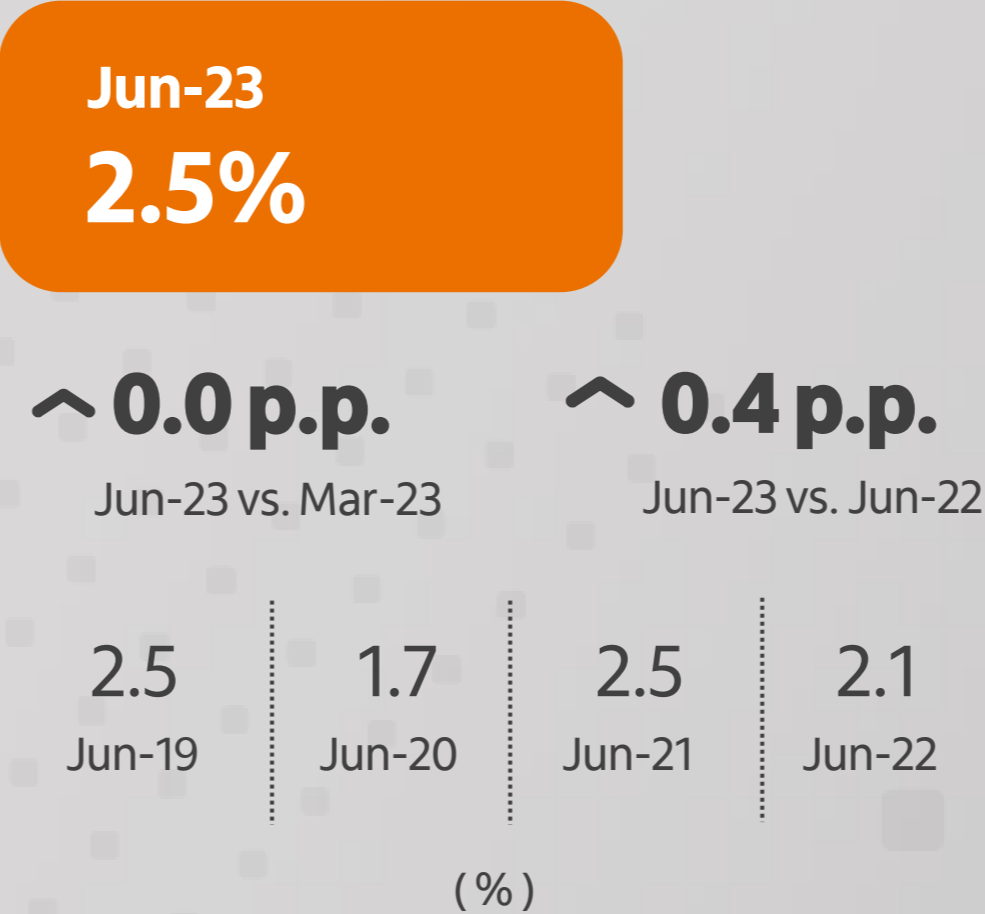
credit portfolio¹



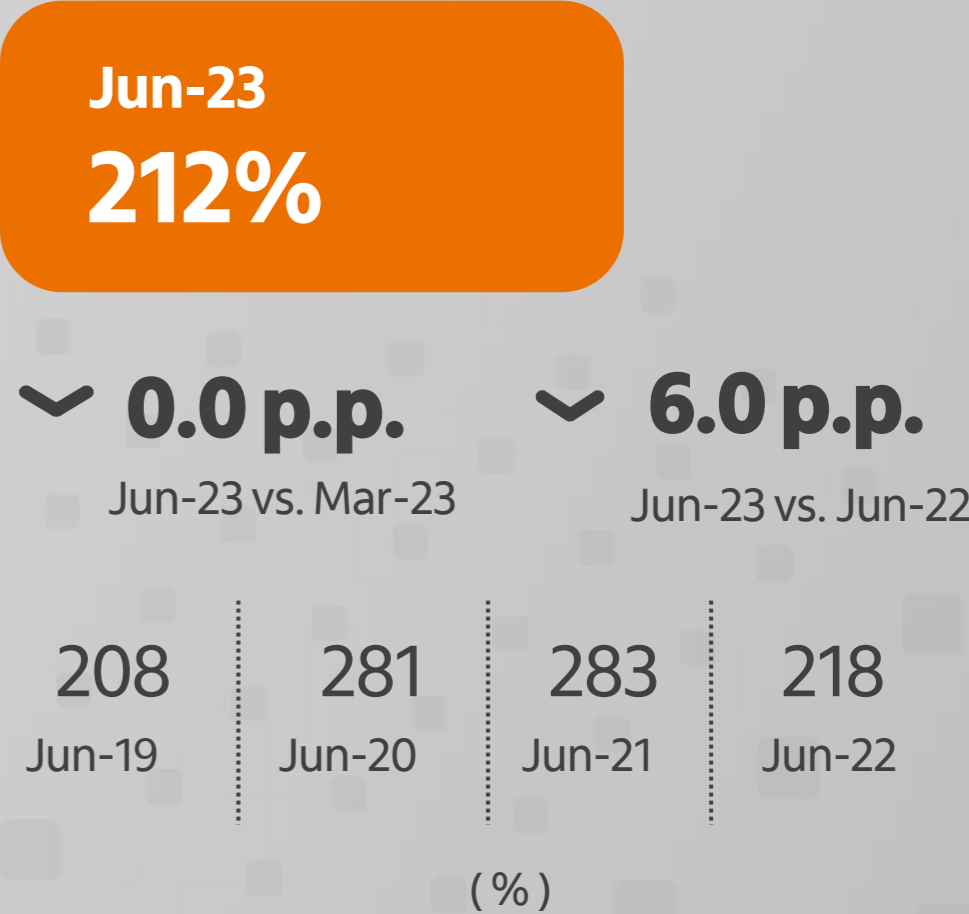
90 days NPL



15-90 days NPL



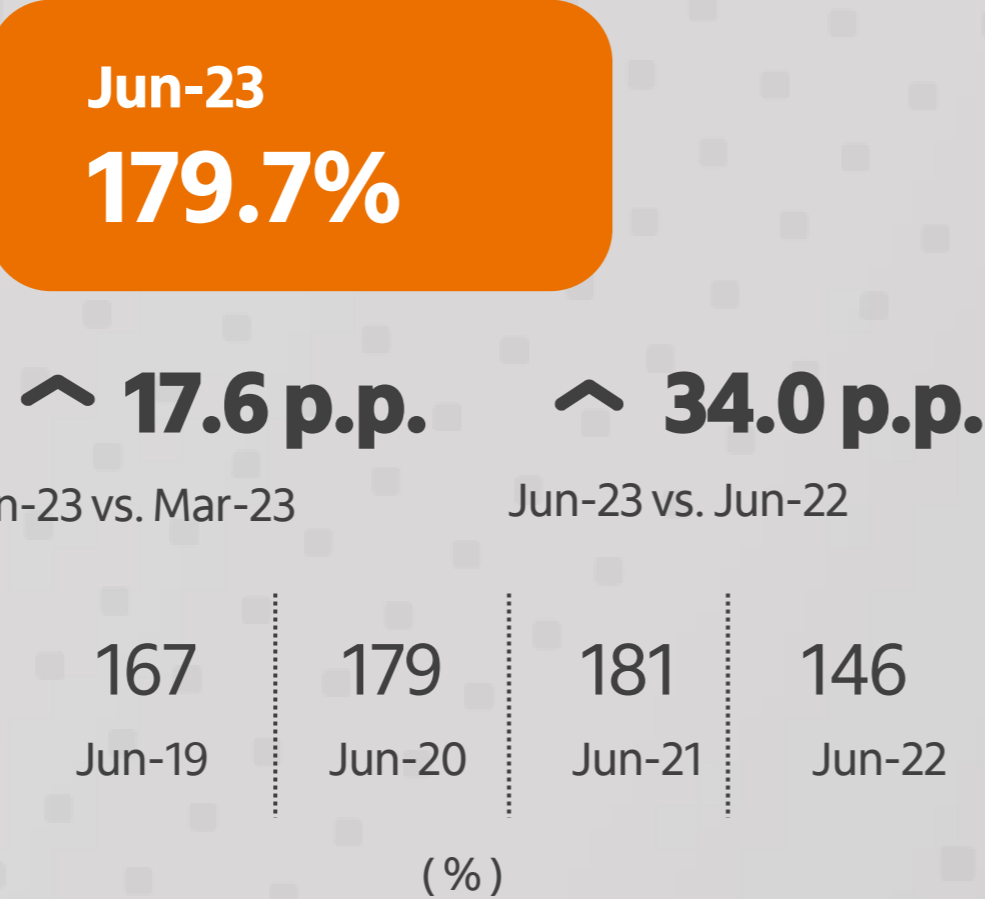
coverage ratio



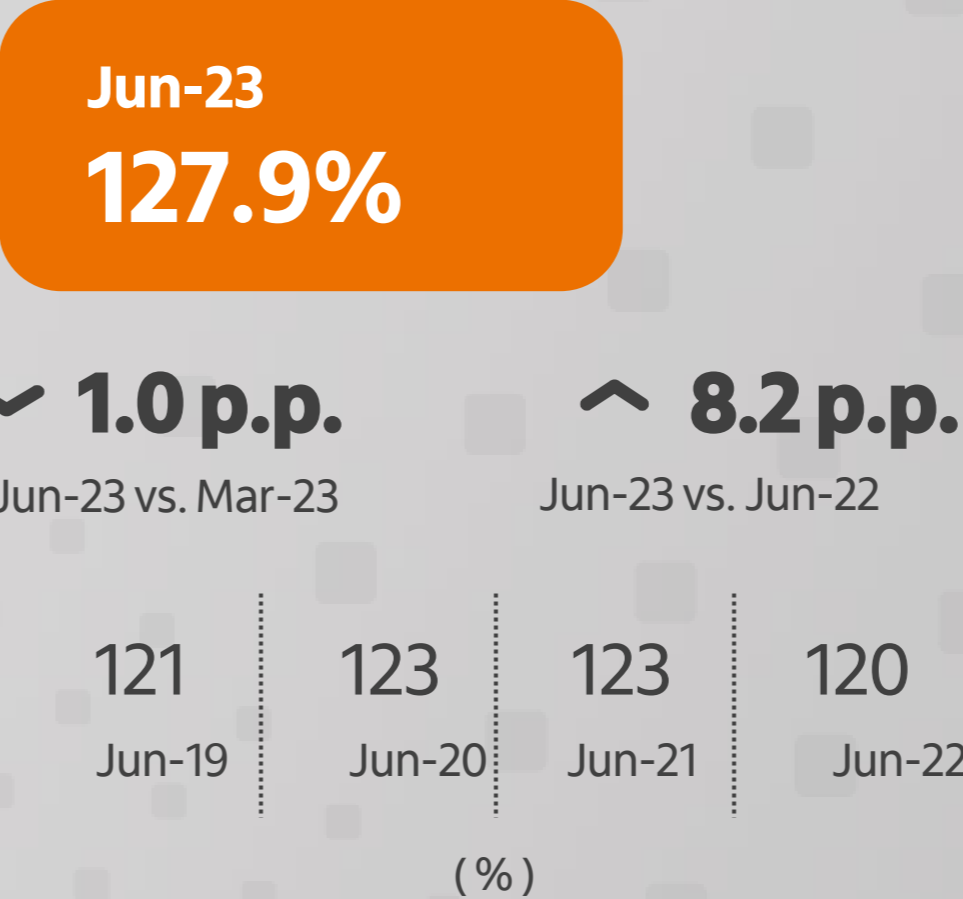
funding²



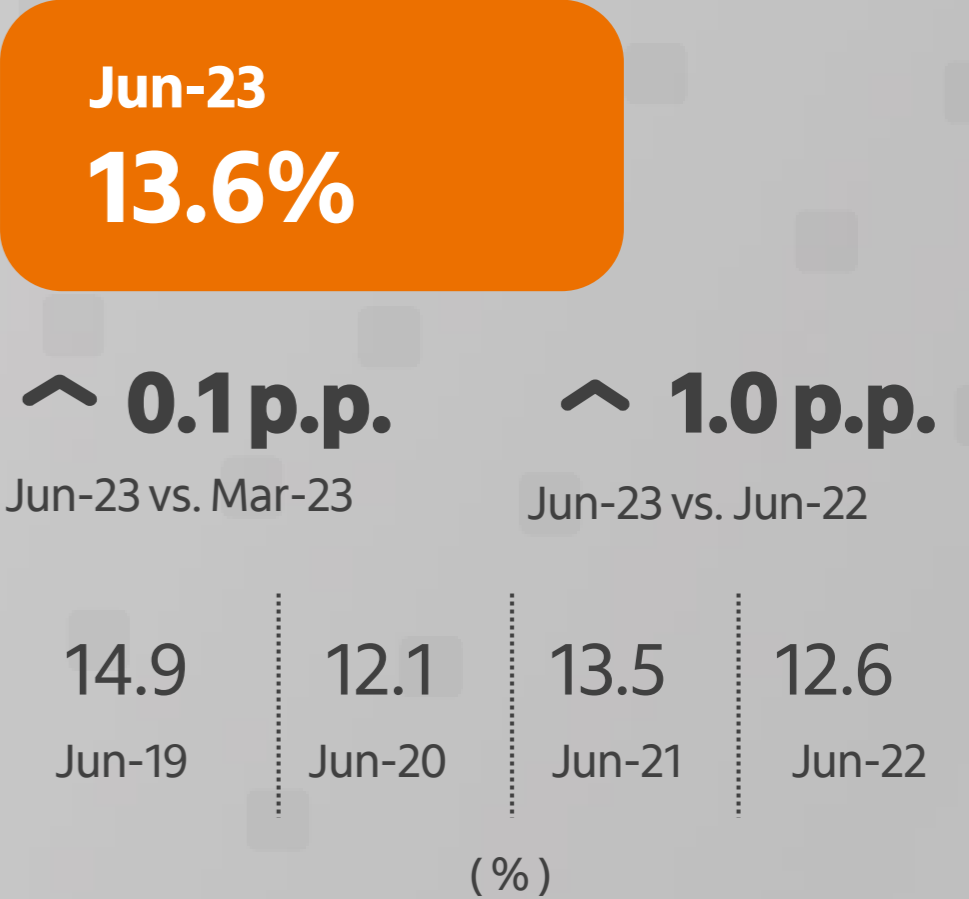
LCR³



NSFR⁴



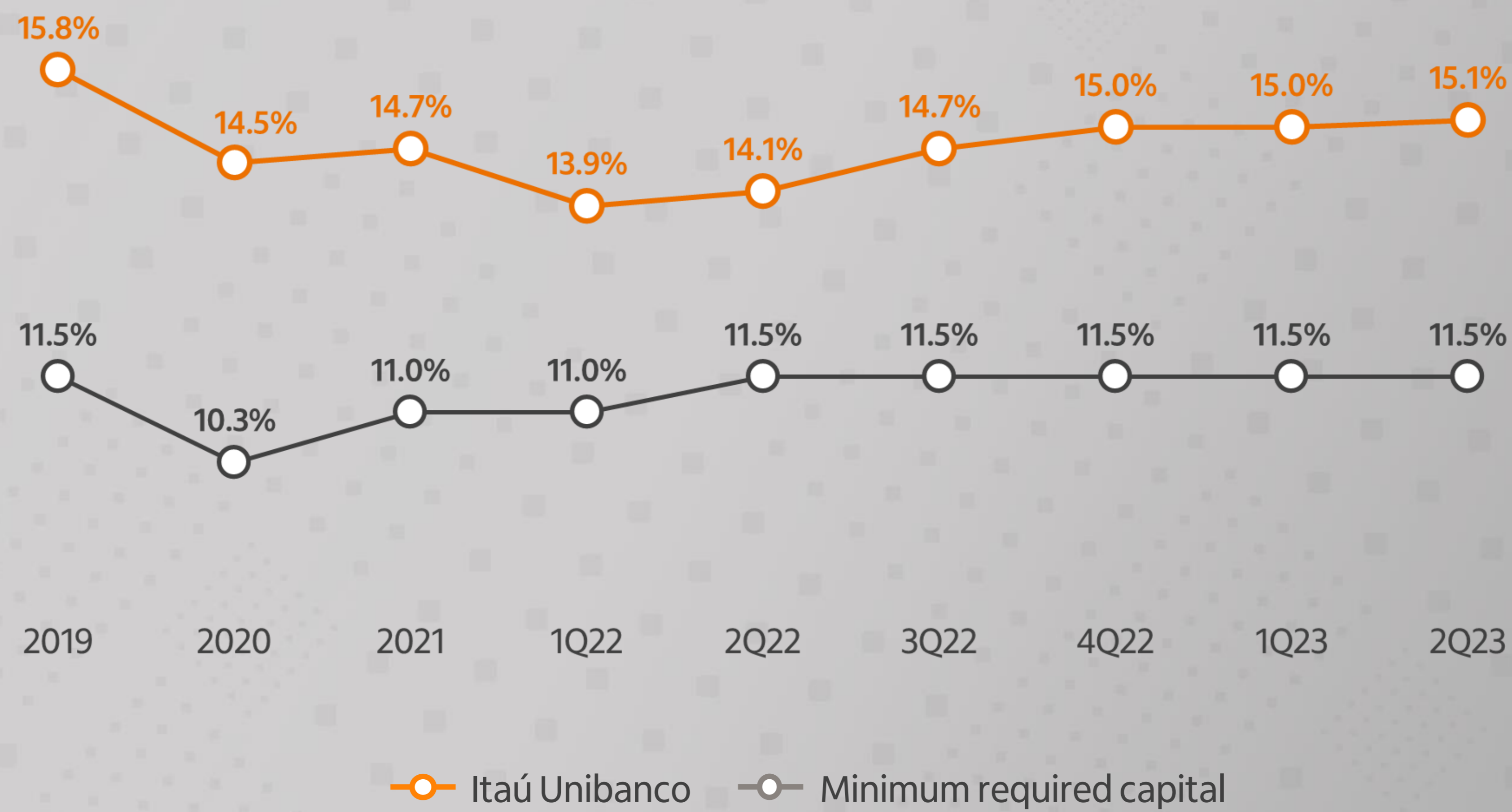
tier I capital ratio



¹ Includes financial guarantees provided and corporate securities. ² Deposits + *Debentures* + Securities + Borrowings and Onlending. ³ LCR - Liquidity Coverage Ratio; ⁴ NSFR - Net Stable Funding Ratio.

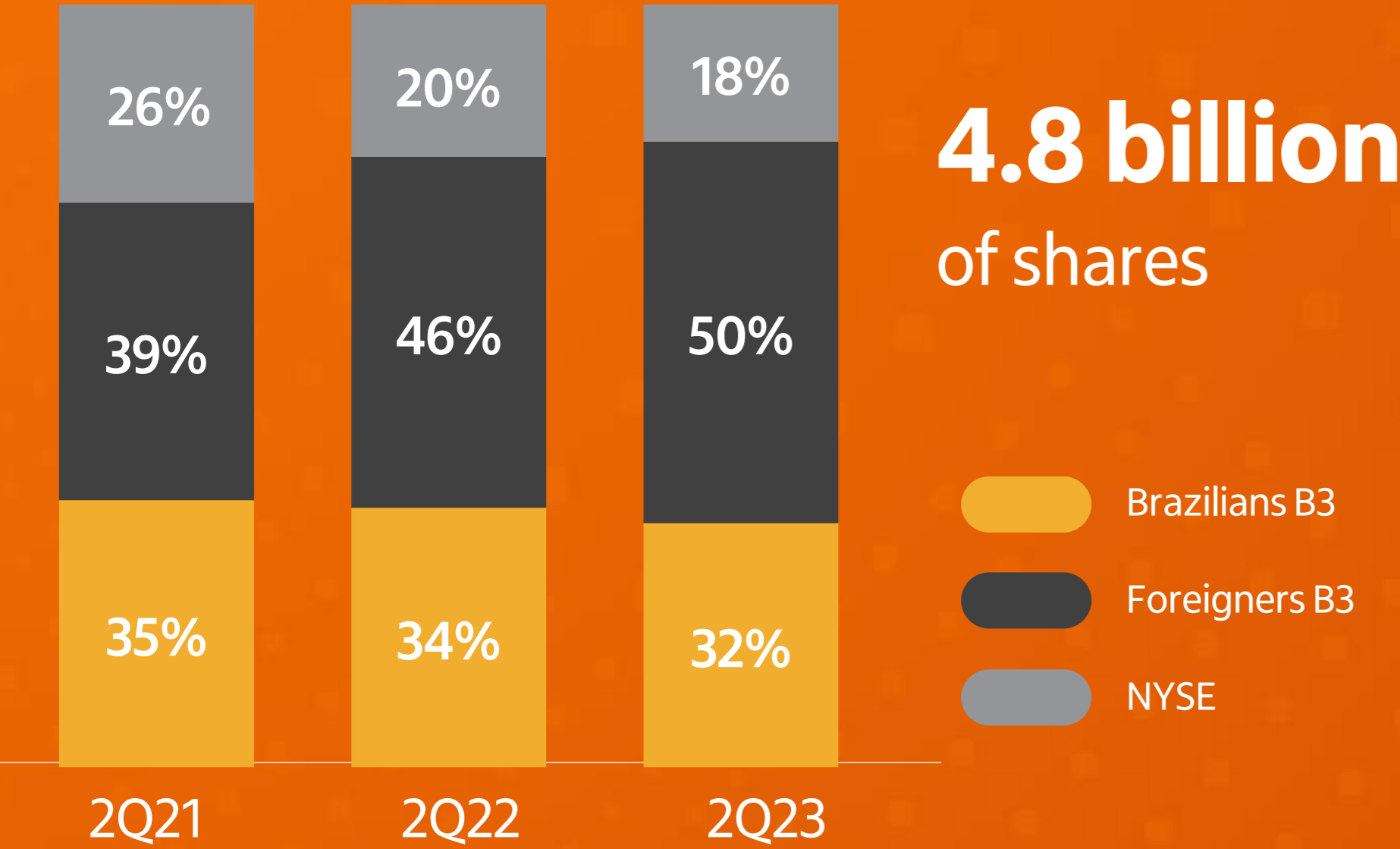
capital structure suitable for carrying out our growth strategy

Basel ratio



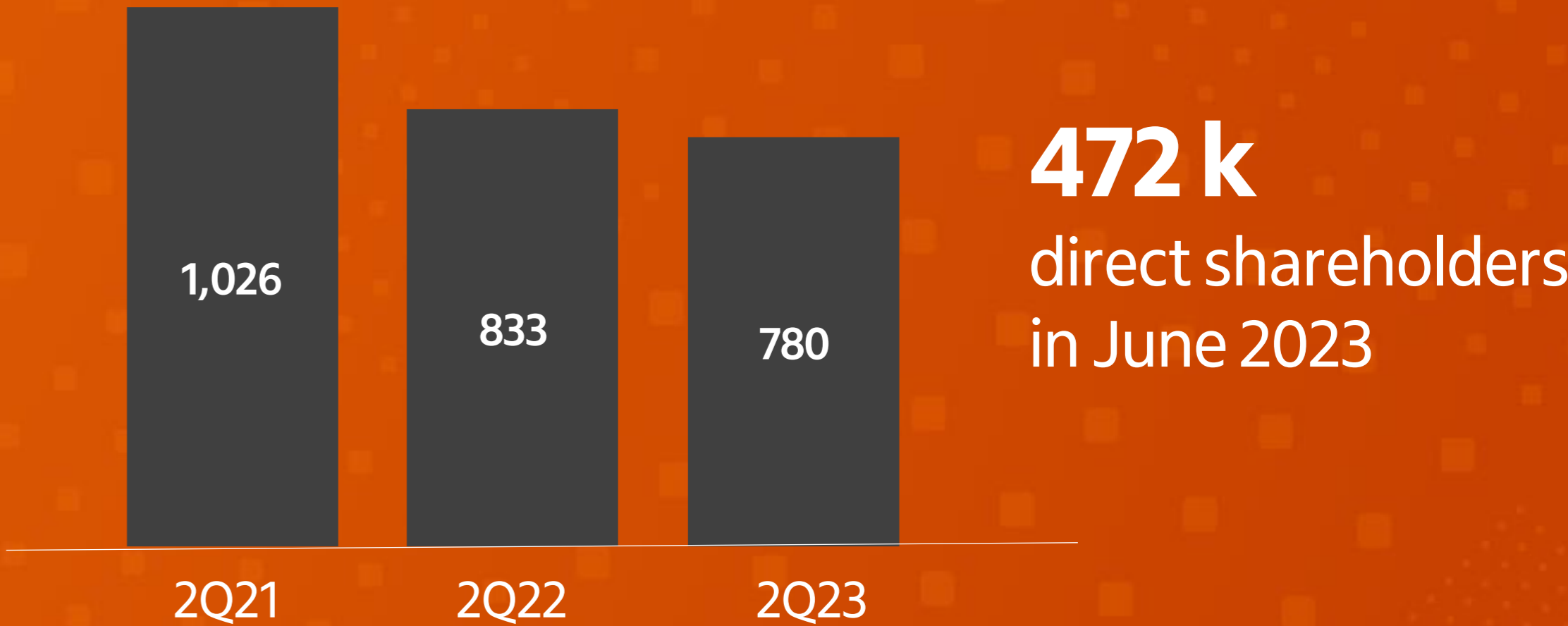
diversified shareholders base with high liquidity

Free float* | Non-voting shares



(*) Excluding controlling shareholders and treasury

Daily average volume of shares traded (BRL million) – ITUB4



**we are listed at B3
and NYSE and make up
top market indices**

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



2023 guidance

	Consolidated	
	previous	reviewed
total credit portfolio ¹	growth between 6.0% and 9.0%	maintained
financial margin with clients	growth between 13.5% and 16.5%	maintained
financial margin with the market	between R\$2.0 bn and R\$4.0 bn	maintained
cost of credit ²	between R\$36.5 bn and R\$40.5 bn	maintained
commissions and fees and results from insurance operations ³	growth between 7.5% and 10.5%	growth between 5.0% and 7.0%
non-interest expenses	growth between 5.0% and 9.0%	maintained consolidated efficiency ratio below 40% and below 38% in Brazil
effective tax rate	between 28.5% and 31.5%	between 27.0% and 29.0%

(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



Investor Relations



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