# Institutional Presentation 1025

#### With 100 years of history, we are the largest bank in Latin America\*

Market Value<sup>1</sup> USD 63.2 bn

Loan Portfolio<sup>2</sup> BRL 1,383.1 bn Total Assets<sup>2</sup> BRL 2,821 bn

Recurring ROE<sup>3</sup> 22.5%

Efficiency Ratio in Brazil<sup>5</sup> 37.5%

Employees in Brazil and overseas<sup>2</sup> 96.3 k

(1) Market value in April 30, 2025. Source: Bloomberg; (2) On March 31,2025; (3) In the 1st quarter of 2025; (4) Brand Finance - Latin America 500 2025; (5) Last 12 months ending in March, 2025; Note: Loan Portfolio considers financial guarantees provided and private securities \*In market value on April, 2025 and total assets on March, 2025.

**Recurring Managerial Result** R\$11.1 bn in 1Q25 93.9% Brazil | 6.1% Latin America<sup>3</sup>

We are the **most valuable** brand<sup>4</sup> in South America

USD 8.6 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





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# Our values guide us towards the Itaú of the future, with ethics being the base of this journey







We have each other's back

We treasure

diversity and inclusion We are driven by results



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





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

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





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



#### Acquiring (Laranjinha)

Digital wallets, contactless payment and more than 50 brands.



#### Credit Cards

We have a card for each client profile.



#### Fund Administration

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



#### Payroll Loans

Payment in fixed monthly installments, deducted directly from the paycheck.



#### Bank Account

Access to several services and benefits for Itaú customers.



#### Currency Exchange

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



#### **Investment Banking**

Specialized team dedicated to provide advisory in the capital markets.



#### Cash Management

Complete cash management solution for institutional clientes.



#### Derivatives

We have the right solution for any scenario.



#### Payments

Payments and Receivables done fast and safe.



#### Mortgage

Exclusive service and support throughout the process.



#### Pension Plans / Premium Bonds

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



#### Loans

100% online through the app or at the branches.



#### Insurance

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



#### Asset Management

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



Auto Loans Vehicle financing 100% online.

And many more solutions for our customers!







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



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

- (1) Chile, Colombia, Paraguay and Uruguay
- (2) It considers total financing contracts, transfers and payments made in all channels, except for cash.

In Brazil and in our Other Latin



#### **Digital Interactions<sup>2</sup>** in 1Q25

Corporate 98%

Individuals 97%

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





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



## +520k<sup>1</sup> calls

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



## +1,465<sup>1</sup>

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



+54k<sup>1</sup>

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 **datadriven 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





We don't have all the answers.

#### **Technology drives a new era of experience to our customers**





We don't have all the answers.

# Digital and cultural transformation efficiency gains and competitivenes

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 commercial departments, technology, operations, UX, among others

## > 25k Colaboradores

**> 2,9k** Squads

#### Continuous investment technology

1Q25 vs 2018

+ 3x Solution development investments

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#### Strengthening culture

Ongoing activities and proc to seek efficiency gains

#### > 2,200 Planned initiativ

To optimize processes, to au activities, and to use data a analytics



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#### We create value in a consistent way

Non-interest expenses evolution	2025 x 2024	Deflated evolution	De ev
Personnel Expenses commercial and administrative)	68.2%	5.8%	
Transactional Expenses operations and client services)	-6.6%	-68.5%	_
Technology Expenses personnel and infrastructure)	119.0%	59.2%	
Other	47.4%	-10.7%	-
Total - Brasil	39.1%	-22.4%	-

#### Deflated volution p.a.

#### 0.6%

-12.1%

5.3%

-1.2%





... with this, our ESG strategy has evolved!

Our ESG Strategy is supported by a solid foundation of governance and conduct, focusing on three pillars of action:





Promote diversity and inclusion, fostering the social and financial development of people and companies in favor of a fairer and more prosperous country



#### Sustainable finance

Promote ESG integration into business strategies, through studies, advocacy, development of sustainable products and services and clients' engagement, with a focus on opportunities for a sustainable economy.

#### **Diversity and** development



#### Climate transition

Improve the resilience of our operations and deliver products and services that support clients in the transition to a low-carbon economy, with a focus on climate adaptation and mitigation.



We treasure diversity and inclusion.

#### We want to be the bank of climate transition for our clients

With value propositions to drive businesses that contribute to the reduction of Greenhouse Gas (GHG) emissions and with increasingly efficient models in risk mitigation.

## ESG strategic goals

#### Commitment

# Net Zero by 2050

We are committed to becoming a carbon neutral bank by 2050

(1) Except financed emissions (category 15) and commuting (category 7). (2) Baseline: 2023.

#### GHG emissions Reduce 50% Our operational emissions (Scopes 1, 2 and

(Scopes 1, 2 a 3<sup>1</sup>) by 2030<sup>2</sup> **Financed emissions** 

#### Carbonintensive sectors

Set targets and report progress in decarbonising priority carbon-intensive sectors to bring our portfolio into line with scenarios that limit climate change to 1.5°C



We treasure diversity and inclusion.

#### ESG strategic goals for 2025



Gender Women 53.9% of employees by the end of 2024

Leadership positions Goal: 35% to 40%

35.7% in 2024

Hiring flow Goal: >50%

52.3% in 2024

Race



Black 28.9% of employees by the end of 2024

**Full time** employees<sup>1</sup> Goal: 27% to 30%

28.9% in 2024

Hiring flow Goal: >40%

39.1% in 2024

Note: The indicators are included in our ESG Report 2024 and refer to December 2024. (1) Does not include apprentices and interns. (2) Considers Itaú Unibanco SA operations. (3) Based on self-declaration in the Diversity Census.

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

#### Workforce diversity profile in 2024

#### Location



#### employees in Brazil

3.3% in International units

Other

5.1%

people with disabilities

13% LGBT+<sup>3</sup>

Age 33.6%

Under 30 years old

60.4%

Between 30 and 50 years old

6.0%

Over 50 years old

Retention

at Itaú Unibanco for more than 5 years 30.9% for more than 10 years





We treasure diversity and inclusion. The sustainability of our performant positive impact...

## ESG strategic goals

**Financing in sectors with a positive impact** of

## **R\$1 trillion** by the end of 2030

Direct to lending and financing for the sustainable economy from 2020<sup>1</sup>.

(1) As of Jan/2025, new accounting criteria in line with advances in the sustainable finance taxonomy are considered.
\*Does not include electric vehicle figures for January and February 2025

#### The sustainability of our performance is reinforced by our commitments to

#### **Volume of resources**

in sustainable finance



**R\$1 trillion** 

## R\$461 bn

#### of total resources

directed between Jan/20 and Feb/25\*













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

С	lients NII				
	1Q25			3.2 %	1Q25 vs. 4Q24
	BRL29.	4 bn		13.9%	1Q25 vs. 1Q24
$\bigcap$	(BRL billion)		:		
	16.2	20.0		24.0	25.8
	1Q21	1Q22		1Q23	1Q24

#### Market NII

1Q25 BRLO	.9 k	n
(BRL billion)	:	
2.5		1.0
1Q21		1Q22

#### Commissions and insurance

1Q25 BRL13.	8 bn	<ul><li>3.3 %</li><li>5.6 %</li></ul>	1Q25 vs. 4Q24 1Q25 vs. 1Q24
(BRL billion) 10.6	11.6	12.4	13.1
1Q21	1Q22	1Q23	1Q24

#### Non-interest expenses

	1Q25 BRL1	5.8	bn
$\bigcap$	(BRL billion)	:	
	12.4		12.
	1Q21		1Q2



#### Cost of Credit

1Q25 BRL9.(	) b	n		1Q25 vs. 4Q24 1Q25 vs. 1Q24
(BRL billion) <b>4.1</b> 1Q21		<b>7.0</b> 1Q22	<b>9.1</b> 1Q23	<b>8.8</b> 1Q24



#### Recurring managerial result

	1Q25 BRL11	.1 bn	<ul><li>^ 2.2 %</li><li>^ 13.9</li></ul>	-	1Q25 vs. 4 1Q25 vs. 1
$\bigcap$	(BRL billion)	:	:	:	
	6.4	7.4	8.4		9.8
	1Q21	1Q22	1Q23		1Q24







#### ...without overlooking risk management



(1) Includes financial guarantees provided and private bonds; (2) Starting on 4Q24, 90 days NPL includes securities. Excluding the effect of credit sales (more details in the report "Management analysis of the operation and complete financial statements 1Q25"); (3) Deposits + Debentures + TVM Obligations + Loans and Transfers; (4) LCR - Liquidity Coverage Ratio; (5) NSFR - Net Stable Funding Ratio.

We are driven by results.

#### We expect to continue delivering solid performance...

**Total credit portfolio**<sup>1</sup>

**Financial margin with clients** 

Financial margin with the marke

Cost of credit<sup>2</sup>

Commissions and fees and result from insurance operations<sup>3</sup>

Non-interest expenses

#### **Effective tax rate**

(1) Includes financial guarantees provided and corporate securities; (2) Composed of expected loss expenses, discounts granted and recovery of loans written off as losses; (3) Commissions and fees (+) income from insurance, pension plan and premium bonds operations (-) expenses for claims (-) insurance, pension plan and premium bonds selling expenses.

#### **Consolidated** (Res. 4,966 criteria)

	Growth between 4.5% and 8.5%
	Growth between <b>7.5%</b> and <b>11.5%</b>
et	Between <b>R\$1.0 bn</b> and <b>R\$3.0 bn</b>
	Between <b>R\$34.5 bn</b> and <b>R\$38.5 bn</b>
lts	Growth between <b>4.0%</b> and <b>7.0%</b>
	Growth between <b>5.5%</b> and <b>8.5%</b>
	Between 27.0% and 29.0%





## ... exploring possible growth paths in different businesses

#### è S **Individuals - More engagement and principality**

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

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

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



#### **Corporate - Strength of client relationship** Lar

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

#### Corporate

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







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# itaú

#### **Investor Relations**