







Institutional Panel - English

22k employees in communities

G

Itaú Day

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3

dedicated hours

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+20

4/2/

prototypes

of GenAl solutions



















NPS above 80 points in all Itaú BBA segments Agribusiness portfolio +107% (Dec-23 vs Dec-20)

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Middle-market portfolio doubled in 4 years

1st place in DCM & ECM local and Fee Pool

4x bigger

2x bigge Retail companies résult C

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Retail companies loan portfolio

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+30 points

in NPS

in 3 years

11



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Hyper-personalization Contextualized offers to companies' needs

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The most profitable bank in Uruguay and Paraguay Latin America

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ace in Derivatives at B3

ace in FX at Bacen

represents 7% of Itaú Unibanco's net income



Beyond banking

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~BRL 100 million of efficiency for our clients

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Rede historical Corporates in the Retail and Wholesale segments

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Potential

(again!)

Double the

bottom line

in the medium-term



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Unique ecosystem for companies accompanying the client's entire life cycle and growth

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From day-to-day to D-day Whether being a small, medium or large company

BRL 400 billion 95% of the target achieved

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From simple: digital To specialized: human

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Margin with the market of BRL 1.1 billion in 1Q24

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GenAl:

20% to 40%

reduction in the cost of service

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