

4Q24 Institutional Presentation



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

Market Value¹

USD 56.8 bn

Total Assets²

BRL 3,049 bn

Loan Portfolio²

BRL 1,359.1 bn

Recurring ROE³

22.1%

Efficiency Ratio in
Brazil⁵

37.7%

96.2 k

Employees in Brazil
and overseas²

(1) Market value on January 31, 2025; (2) On December 31, 2024; (3) In the 4th quarter of 2024; (4) Brand Finance - Latin America 500 2025 (5) Last 12 months ending in December/24;

Note: Loan Portfolio considers financial guarantees provided and private securities

*In total assets on dec/24.

Recurring Managerial Result

BRL 10.9 bn in 4Q24 | **BRL 41.4 bn** in 2024

94.6% Brazil | 5.4% Latin America³

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

US\$ 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**



... 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.

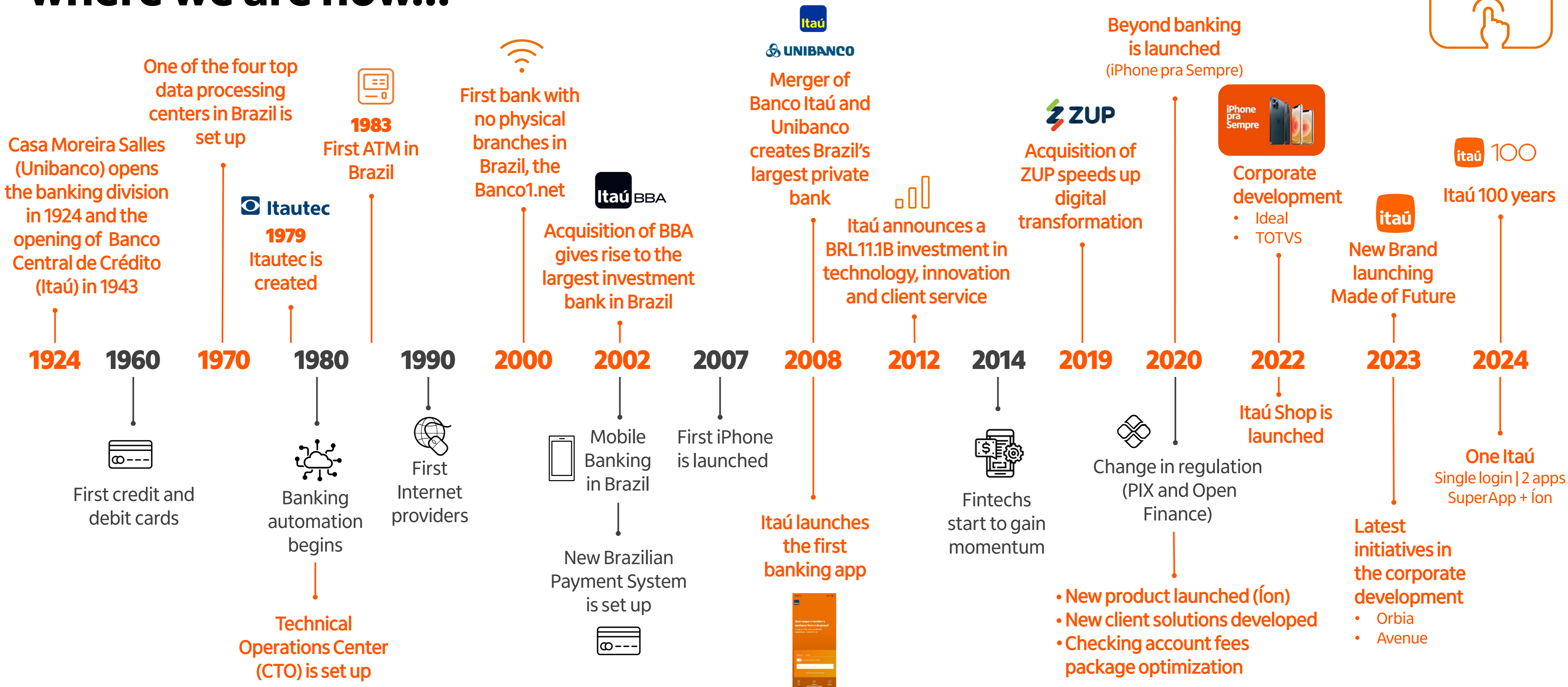
We
are driven by results.

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](#)

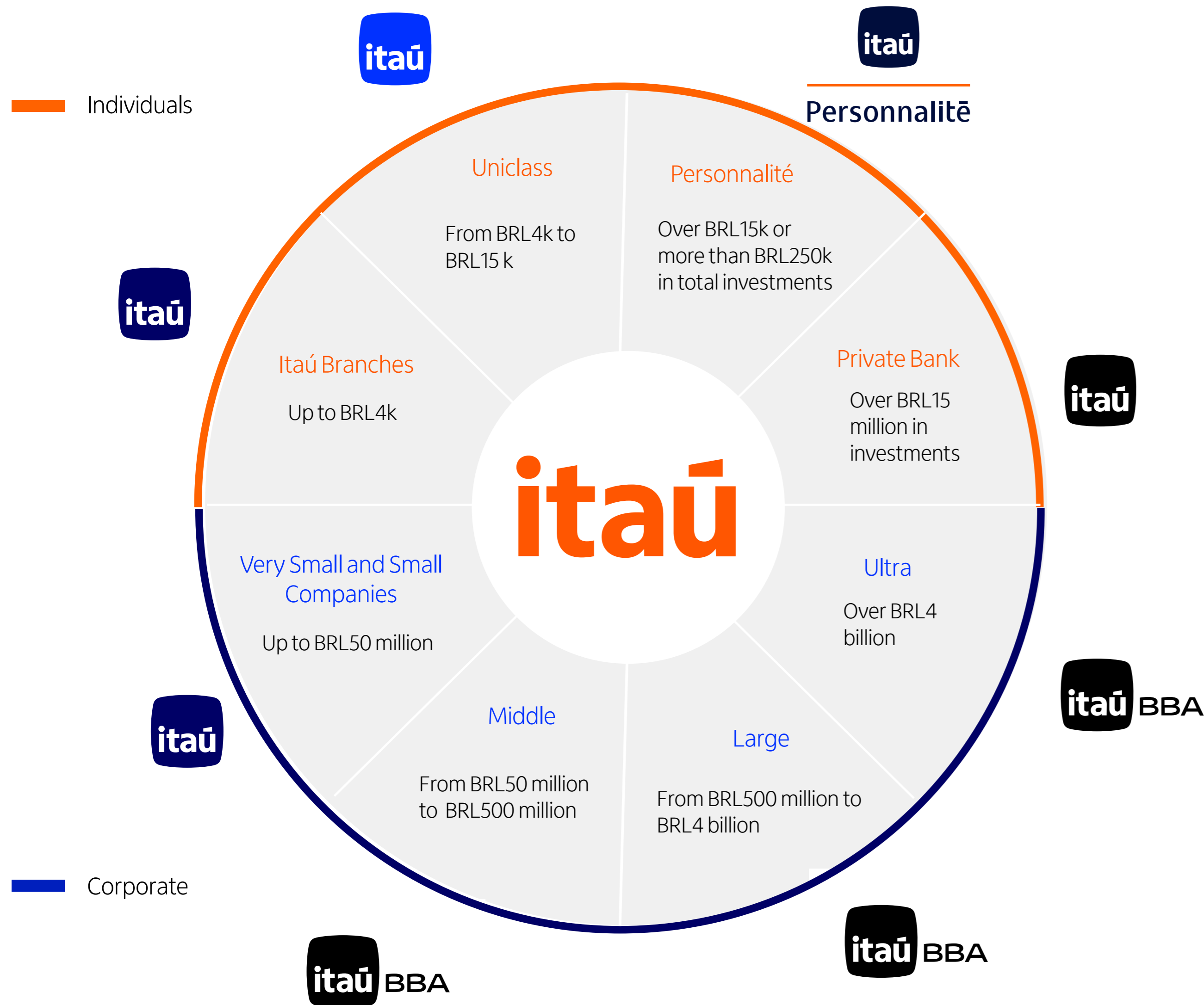



█ Events in Brazil and in the world
█ Itaú Unibanco



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.

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

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.



Fund Administration

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



Bank Account

Access to several services and benefits for Itaú customers.



Loans

100% online through the app or at the branches.



Credit Cards

We have a card for each client profile.



Payroll Loans

Payment in fixed monthly installments, deducted directly from the paycheck



Currency Exchange

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



Cash Management

Complete cash management solution for institutional clients.



Derivatives

We have the right solution for any scenario.



Mortgage

Exclusive service and support throughout the process.



Investment Banking

Specialized team dedicated to provide advisory in the capital markets.



Asset Management

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



Payments

Payments and Receivables done fast and safe.



Pension Plans / Premium Bonds

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



Insurance

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



Auto Loans

Vehicle financing 100% online.

**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 40 k

ATMs

In Brazil and in our Other Latin
American¹ operations

Digital Interactions² in 4Q24

Corporate

98%

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**



+570k¹ calls

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



+1,330¹

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



+50k¹

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



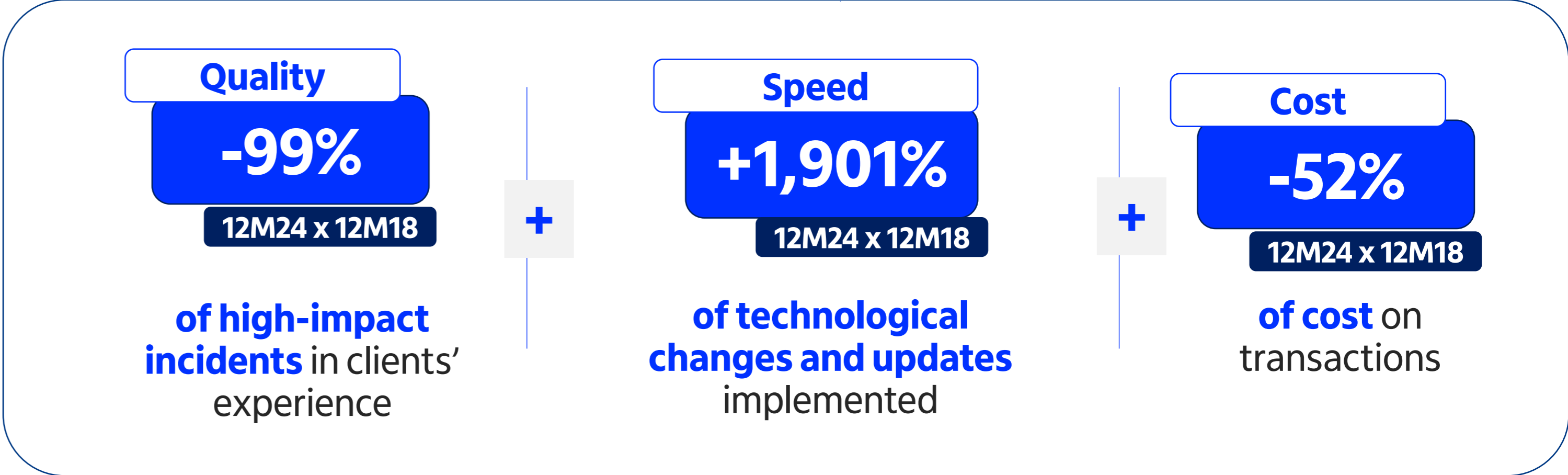
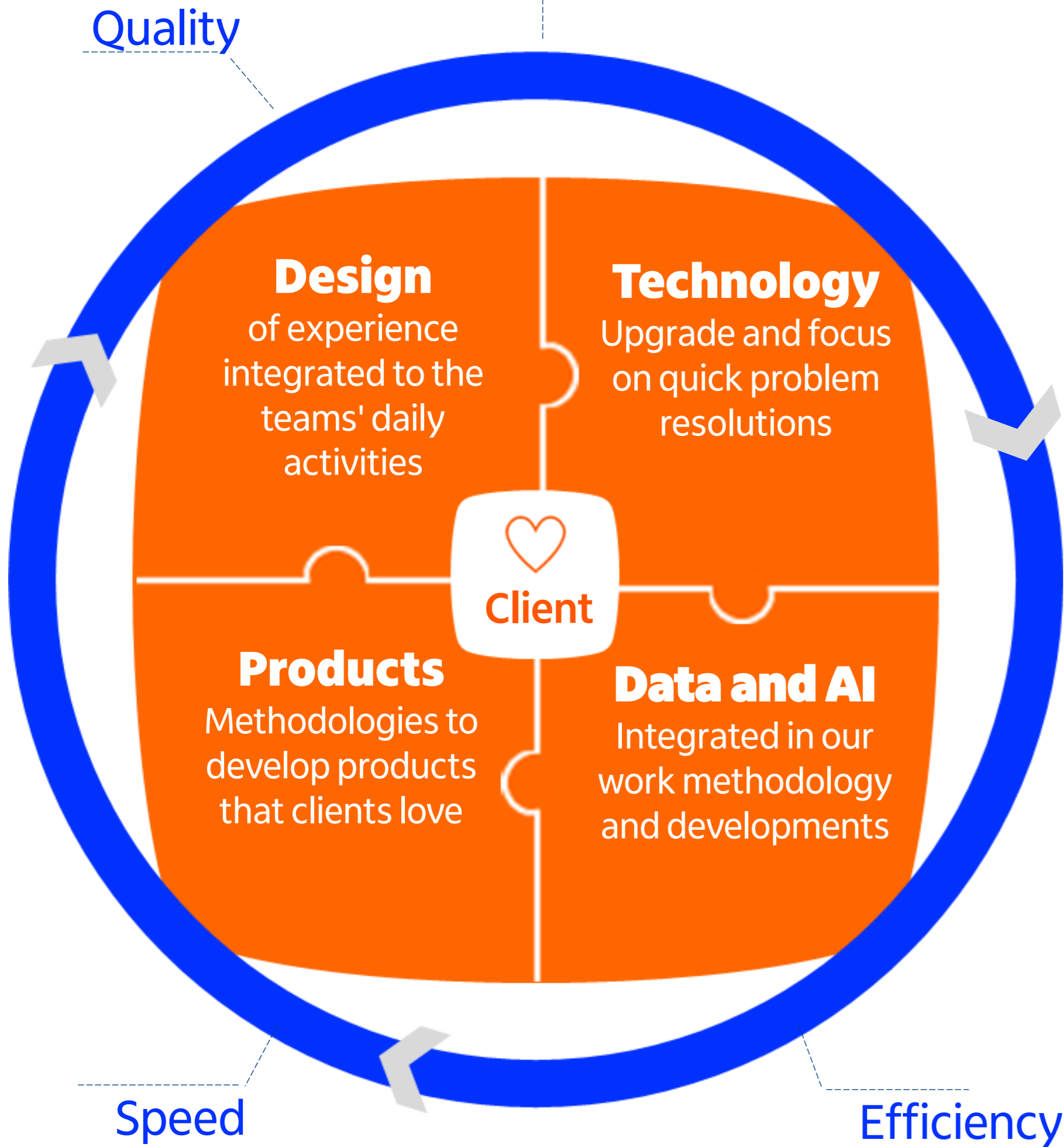
... and always pursue sustainable growth

(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

24.6 k
Employees

> 2.8 k
Squads

Continuous investment in technology

4Q24 vs 2018

+ 2x

Solution development investments

- 39%

Infrastructure costs

Strengthening culture

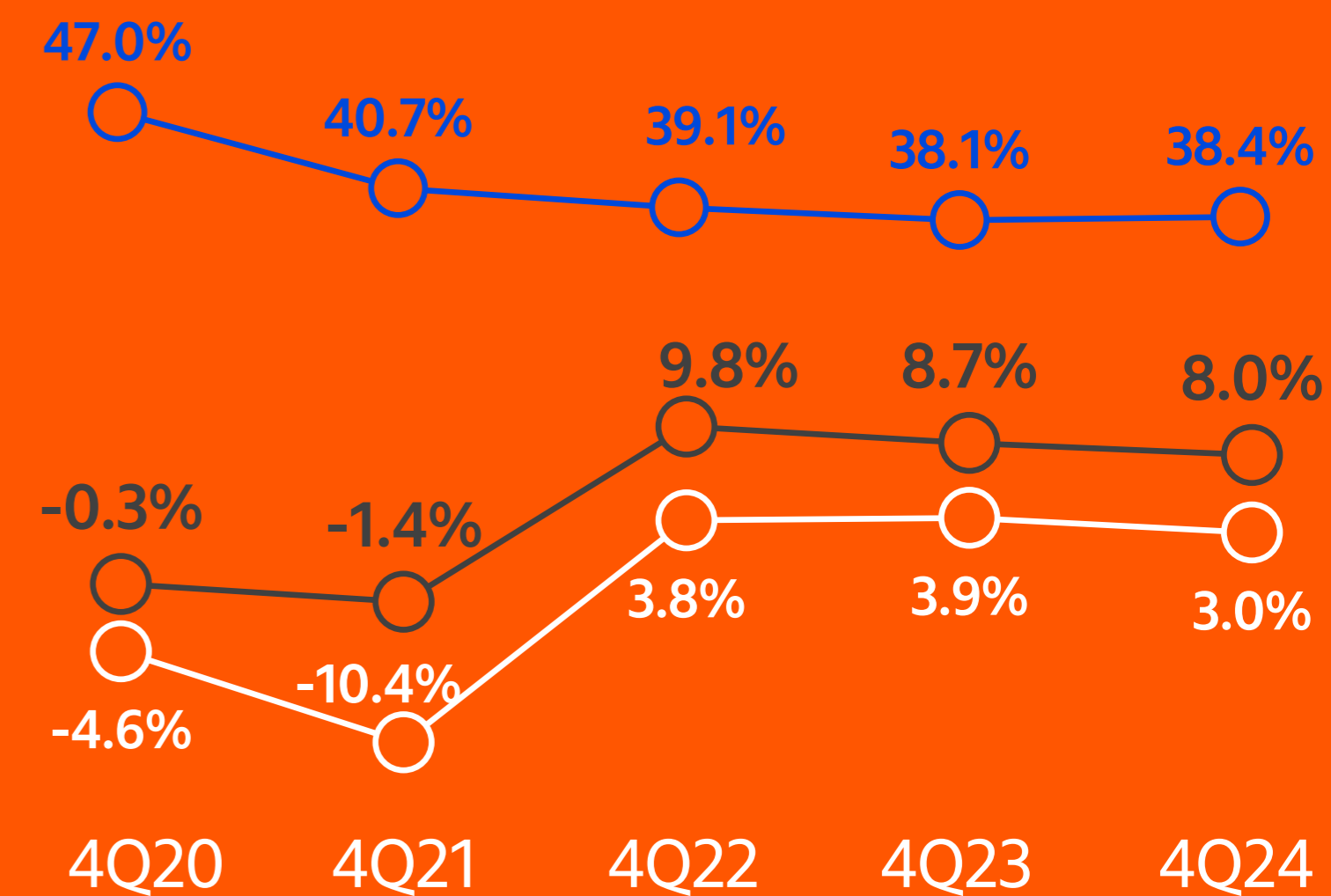
Ongoing activities and processes reviews to seek efficiency gains

> 2,100 Planned initiatives

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

> 1,800 initiatives under implementation

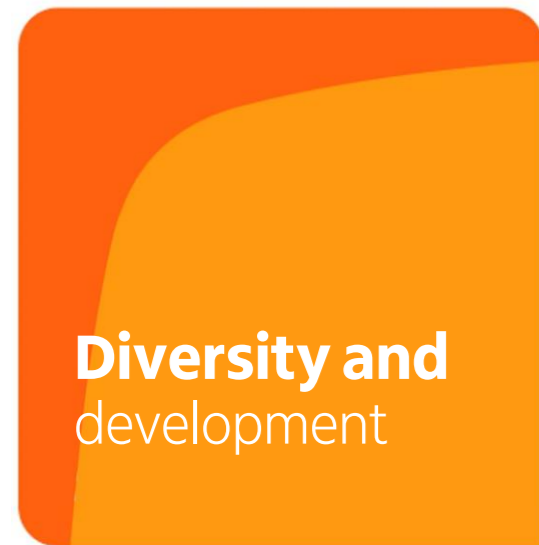
We create value in a consistent way



- 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

... With this in mind, our ESG strategy has evolved!



Promoting diversity and inclusion, boosting the **social and financial development** of people and companies in favor of a fairer and more prosperous country.

Goals

- Racial and gender diversity by 2025
- Entrepreneurship by 2030
- Suppliers by 2030



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

Goals

- Zero emissions (Scopes 1, 2 and 3, except financed emissions).
- Decarbonization objectives for priority carbon-intensive sectors for Itaú's convergence to scenarios that limit climate change to 1.5°C



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

Goal

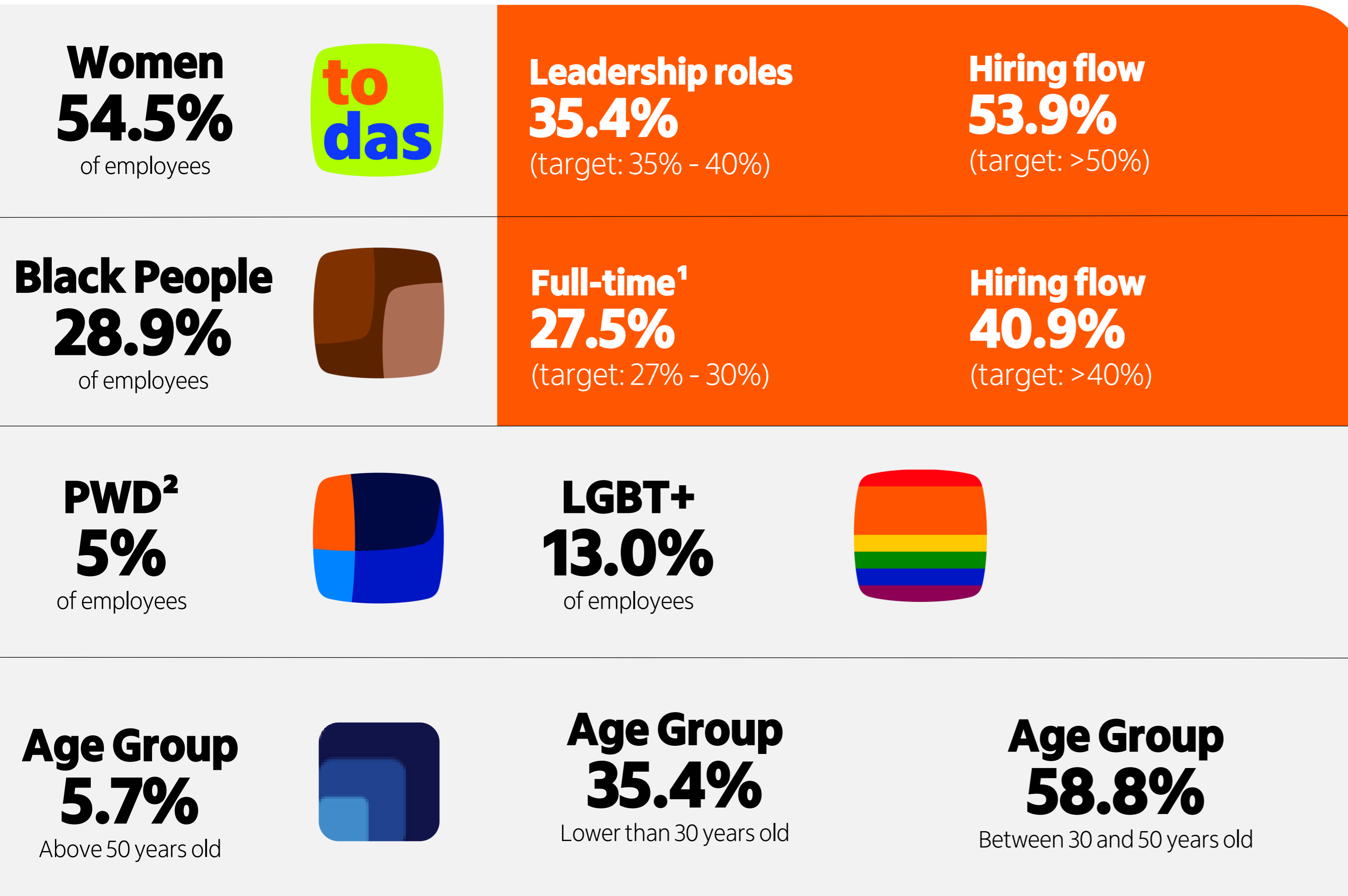
- Mobilize R\$1 trillion in Sustainable Finance operations by 2030



Our work on ESG agendas is underpinned by a solid base of management and business practices. We keep our actions guided by material issues, guaranteeing transparency in our accountability to the market and stakeholders.

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



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...

We have updated our **Financing in positive impact sectors** to

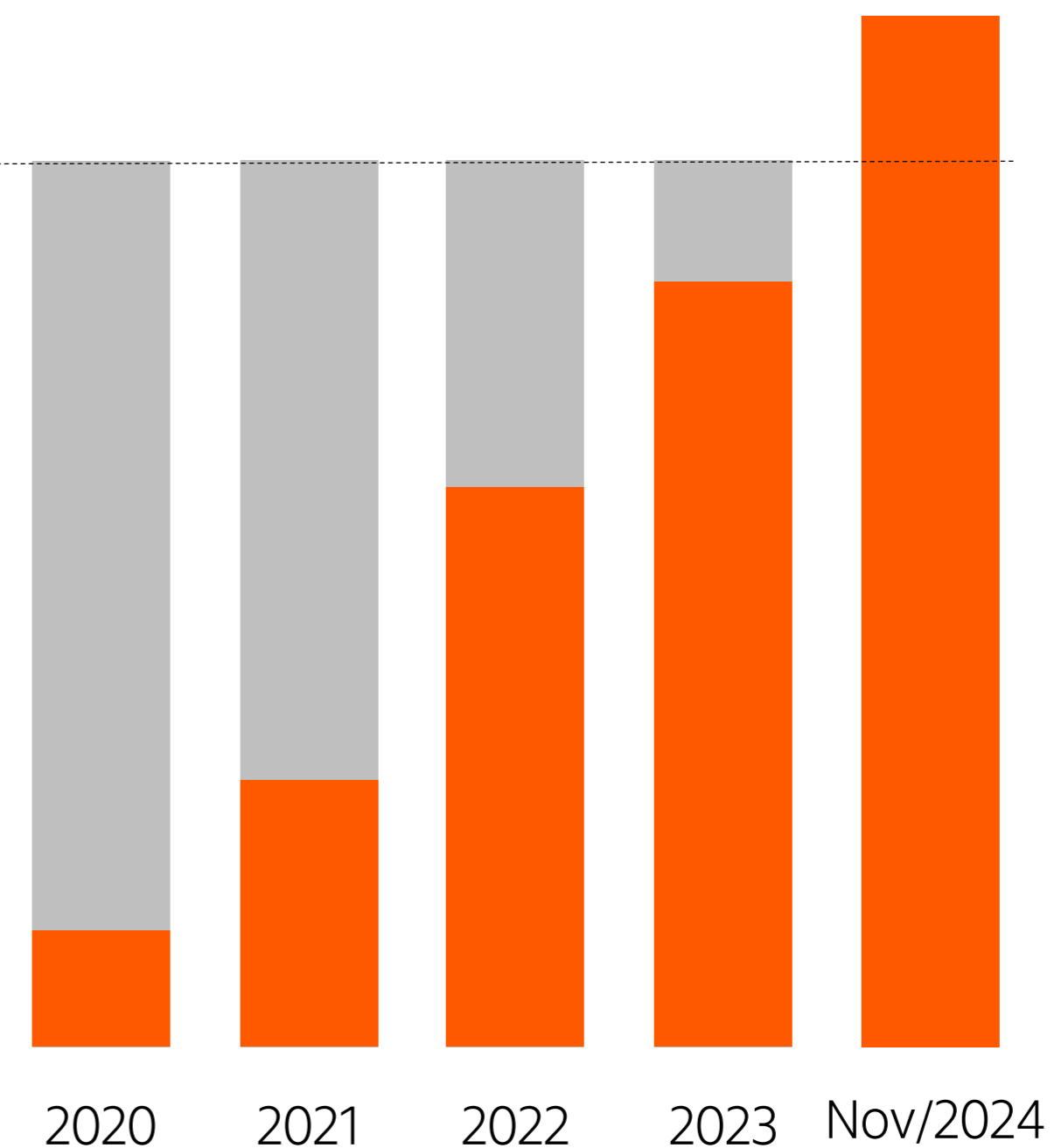
R\$ 1 t

in credit and financing operations for the sustainable economy between 2020 and 2030¹.

Previous goal

R\$ 400 bn

in credit operations and financing for the sustainable economy, between 2019 and 2025

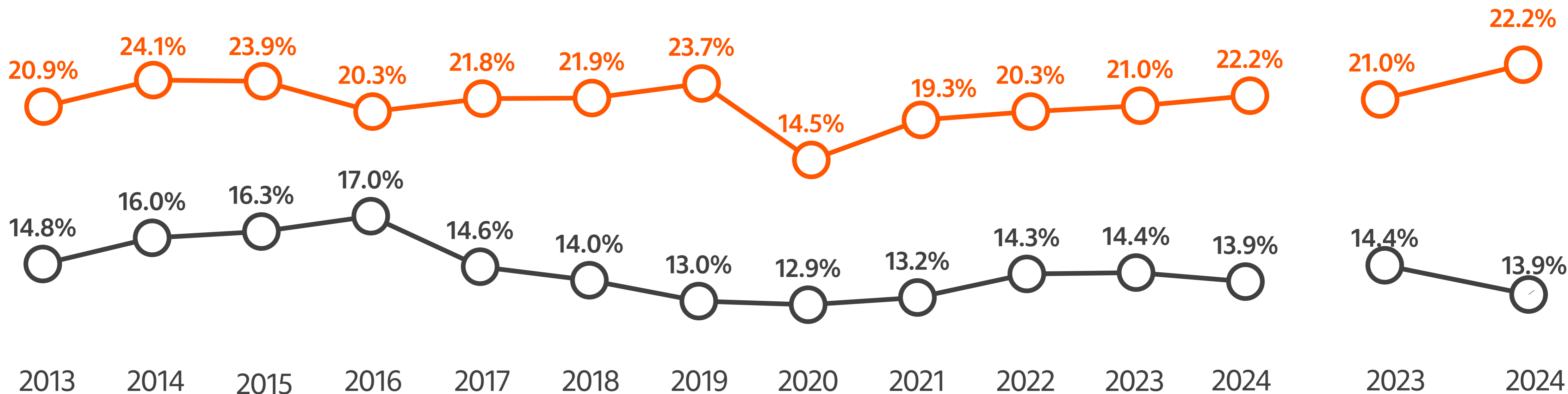


R\$ 458 bn

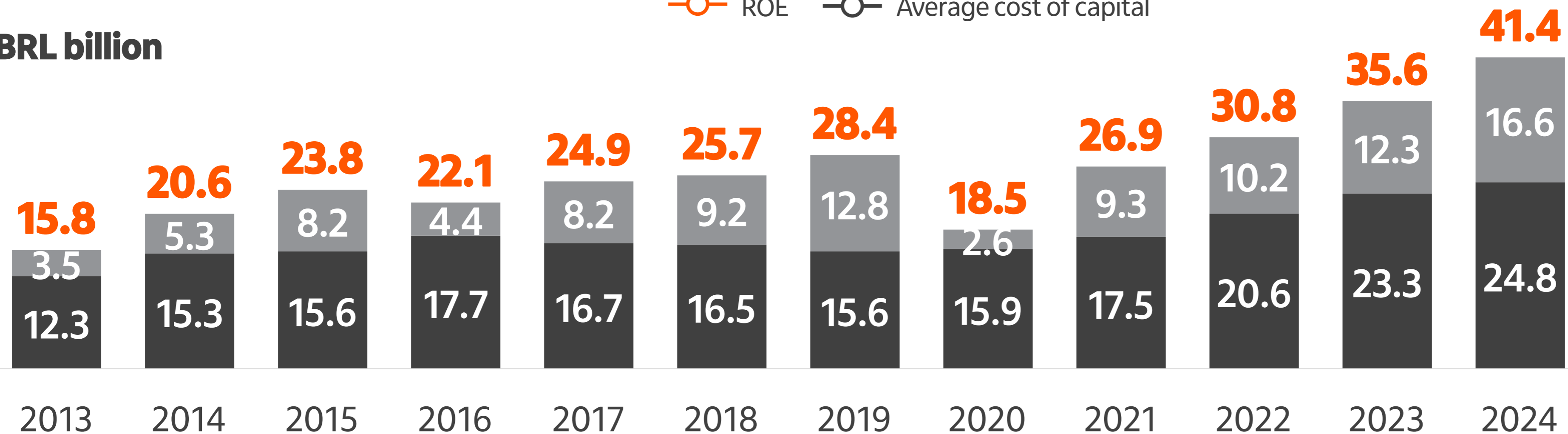
Between Aug/19 and Nov/24

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.

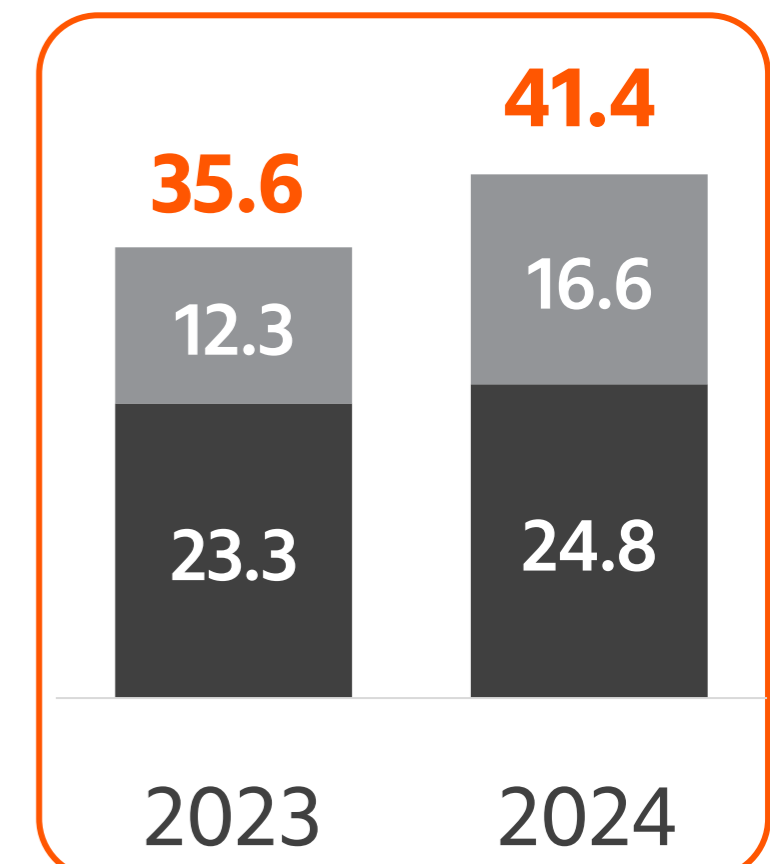
... and by the focus in sustainable value creation



BRL billion



Increase of 35% in value creation 2024 x 2023



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

Clients NII

4Q24
BRL 28.5 bn

^ **3.7%**

4Q24 vs. 3Q24

^ **8.3%**

4Q24 vs. 4Q23

16.0	19.9	24.2	26.3
4Q20	4Q21	4Q22	4Q23

(BRL billion)

Market NII

4Q24
BRL 0.9 bn

∨ **14.5%**

4Q24 vs. 3Q24

^ **7.6%**

4Q24 vs. 4Q23

1.6	1.3	0.7	0.8
4Q20	4Q21	4Q22	4Q23

(BRL billion)

Cost of credit

4Q24
BRL 8.6 bn

^ **4.8%**

4Q24 vs. 3Q24

∨ **5.5%**

4Q24 vs. 4Q23

6.0	6.2	9.8	9.2
4Q20	4Q21	4Q22	4Q23

(BRL billion)

Commissions and insurance

4Q24
BRL 14.3 bn

^ **3.9%**

4Q24 vs. 3Q24

^ **6.1%**

4Q24 vs. 4Q23

11.2	11.9	12.5	13.5
4Q20	4Q21	4Q22	4Q23

(BRL billion)

Non-interest expenses

4Q24
BRL 16.7 bn

^ **4.8%**

4Q24 vs. 3Q24

^ **8.9%**

4Q24 vs. 4Q23

13.3	13.4	14.6	15.3
4Q20	4Q21	4Q22	4Q23

(BRL billion)

Recurring managerial result

4Q24
BRL 10.9 bn

^ **2.0%**

4Q24 vs. 3Q24

^ **15.8%**

4Q24 vs. 4Q23

5.4	7.2	7.7	9.4
4Q20	4Q21	4Q22	4Q23

(BRL billion)

... without overlooking risk management

Credit portfolio¹

Dec-24
BRL 1,359 bn

^ **6.3%** ^ **15.5%**
Dec-24 vs. Sep-24 Dec-24 vs. Dec-23

870	1,027	1,141	1,176
Dec-20	Dec-21	Dec-22	Dec-23

(BRL billion)

90 days NPL²

Dec-24
2.4%

∨ **0.2 p.p.** ∨ **0.5 p.p.**
Dec-24 vs. Sep-24 Dec-24 vs. Dec-23

2.3	2.5	2.9	2.8
Dec-20	Dec-21	Dec-22	Dec-23

(%)

15-90 days NPL²

Dec-24
2.0%

∨ **0.2 p.p.** ∨ **0.2 p.p.**
Dec-24 vs. Sep-24 Dec-24 vs. Dec-23

1.8	1.8	2.2	2.3
Dec-20	Dec-21	Dec-22	Dec-23

(%)

Coverage ratio

Dec-24
215%

^ **9.7 p.p.** ∨ **1.0 p.p.**
Dec-24 vs. Sep-24 Dec-24 vs. Dec-23

320	241	212	216
Dec-20	Dec-21	Dec-22	Dec-23

(%)

Funding³

Dec-24
BRL 1,516 bn

^ **5.2%** ^ **12.6%**
Dec-24 vs. Sep-24 Dec-24 vs. Dec-23

1,069	1,121	1,251	1,346
Dec-20	Dec-21	Dec-22	Dec-23

(BRL billion)

LCR⁴

Dec-24
221.3%

∨ **3.6 p.p.** ^ **29.5 p.p.**
Dec-24 vs. Sep-24 Dec-24 vs. Dec-23

195	159	164	192
Dec-20	Dec-21	Dec-22	Dec-23

(%)

NSFR⁵

Dec-24
122.0%

∨ **2.2 p.p.** ∨ **4.9 p.p.**
Dec-24 vs. Sep-24 Dec-24 vs. Dec-23

126	121	125	127
Dec-20	Dec-21	Dec-22	Dec-23

(%)

Tier I capital ratio

Dec-24
15.0%

∨ **0.2 p.p.** ∨ **0.2 p.p.**
Dec-24 vs. Sep-24 Dec-24 vs. Dec-23

13.2	13.0	13.5	15.2
Dec-20	Dec-21	Dec-22	Dec-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 4Q24"); (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...

2025 Guidance

Consolidated
(Res. 4,966 criteria)

Total credit portfolio¹	Growth between 4.5% and 8.5%
Financial margin with clients	Growth between 7.5% and 11.5%
Financial margin with the market	Between R\$1.0bn and R\$3.0 bn
Cost of credit²	Between R\$34.5bn and R\$38.5 bn
Commissions and fees and results from insurance operations³	Growth between 4.0% and 7.0%
Non-interest expenses	Growth between 5.5% and 8.5%
Effective tax rate	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.

... 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



(11) 2794-3547



ri@itau-unibanco.com.br



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