

# **Banco do Brasil's Commitment to Financial Inclusion**



## **Banco do Brasil's Commitment to Financial Inclusion**

We offer a broad portfolio of product and services that contribute to the financial inclusion of the Brazilian population, providing simplified access to them in the most convenient way to meet citizens' needs.

We support business and innovation to be always close and available to customers, in all segments, whether in branches, through the app or social media.

We are present throughout the country and have the largest network of banking services in Brazil, including branches, self-service terminals and "Mais BB" banking correspondents.

We maintain review, suggestion, denouncement and complaint channels accessible to our customers and users. We use feedback from these channels as well as market research to improve and expand our solutions for different customer segments, including underserved groups.

In addition, we train our customer service, sales, and debt renegotiation employees in inclusive relationship techniques and ethical sales practices.

We will continue to improve our diversity, equality and inclusion practices by according to pacts and commitments and investing in training for our employees and partners.

We facilitate access to credit for specific publics, such as the population in rural areas, people with disabilities, microentrepreneurs and young people.

Our actions are based on the responsible granting of credit, prevention of excessive indebtedness and special attention to potentially vulnerable audience, with a focus on the well-being and financial health of our customers.

We reinforce our non-financial support to underserved groups through the activities of our Fundação Banco do Brasil (Banco do Brasil Foundation).

Through our Customer Service and Experience Committee, we monitor actions related to financial education, product and service design, implementation of channels and solutions and quality of service. Our actions related to diversity, and equity are monitored by the Executive Committee for People, Equity and Diversity, and our social actions through the Fundação Banco do Brasil are monitored by the Sustainability Executive Committee.

In addition, we work collaboratively with government and regulatory agencies, associations and society to build and develop an inclusive financial market.