



# InformAções BB

Shareholders' Newsletter

[www.bb.com.br/ir](http://www.bb.com.br/ir)





# Transforming our culture and business models

On August 4th, we presented an adjusted net income of R\$ 10 billion for the semester, with annual growth of 48.4%. The growth of the loan portfolio positively influenced the net interest income. This, added to the initiatives of segmentation and specialization of service, the use of data and analytics to serve the customer, considering their profile and moment in life, and the digital, reinforced the assertiveness in the origination of business and contributed to the performance of fee income. Banco do Brasil has been maintaining discipline in cost control and focus on efficiency, which reflected in the reduction of administrative expenses. Another relevant effect was the reduction in allowance for loan losses expenses, the result of a very granular management of portfolio quality.

In the following pages, we will materialize the main advances already achieved in the execution of the structuring initiatives announced at the beginning of this year, which are reflected in a bank that is closer and more relevant to the client, which has consolidated its digital operations without neglecting the continuous search for efficiency. This proximity to customers generates more business and increases satisfaction. We have concluded another service specialization cycle, bringing managed service to another 1.4 million customers. We have also invested in improving the journey through our various channels, with high resoluteness, offering a better experience. These and other movements favor the elevation of our customers' satisfaction level, as can be seen in the increase of the Global NPS by 10 points in a year and reaching an average score of 4.83 on a scale of 5, checked by more than 4.5 million service evaluations in the first half of 2021.

We have a set of initiatives in digital optimization, such as the use of artificial intelligence in customer service, which reached 6.5 million users in June, with 83% effectiveness, as

well as the expansion of the availability of products and services on digital platforms. In addition, we have been investing in digital transformation, seeking new sources of results, such as Broto, our agribusiness digital platform ([www.broto.com.br](http://www.broto.com.br)), in which we had 200 thousand hits and generated R\$ 756 million in business. These initiatives are supported by a profound cultural transformation, the intensification of the use of analytical intelligence, new ways of acting and new technologies.

For Banco do Brasil, it is very important to be ahead of relevant segments that generate value, reinforcing our leading roles. In this sense, we launched the largest Harvest Plan in history, maintaining our support for agribusiness, we disbursed more than R\$ 6.5 billion in Pronampe in July to micro, small and medium-sized companies and surpassed the R\$ 100 billion mark in payroll loans.

We remain committed to sustainability and earlier this year we announced our 10 commitments to the future. In the 2nd quarter, we expanded our offer of ESG products with the launch of the BB Crédito Energia Renovável line and Consórcio Verde. These initiatives help our customers in the transition to a more sustainable economy. As part of our clean energy acquisition strategy, we already have 2 power plants in operation and 8 under construction. In addition, we will total 19 bids for the construction of new plants this year. It is important to remember that, by the end of 2021, BB will offset 100% of its direct greenhouse gas emissions.

With these innovation initiatives, sustainable business growth and operational efficiency management, we will maintain the sustainability of our business and results, as well as reach profitability compatible with the main financial institutions in the country.



# Earnings Highlights

## 1H21/1H20

### Adjusted Net Income

**R\$ 10.0 billion**

growth of 48.4%

### ALL Expanded View

**R\$ 5.4 billion**

reduction of 52.1%

### Loan Portfolio

**R\$ 766.5 billion**

growth of 6.1%

NPL +90 days under control: 1.86%

### Dynamics of revenues and expenses

Net Interest Income:

**+2.1%**

Fee Income:

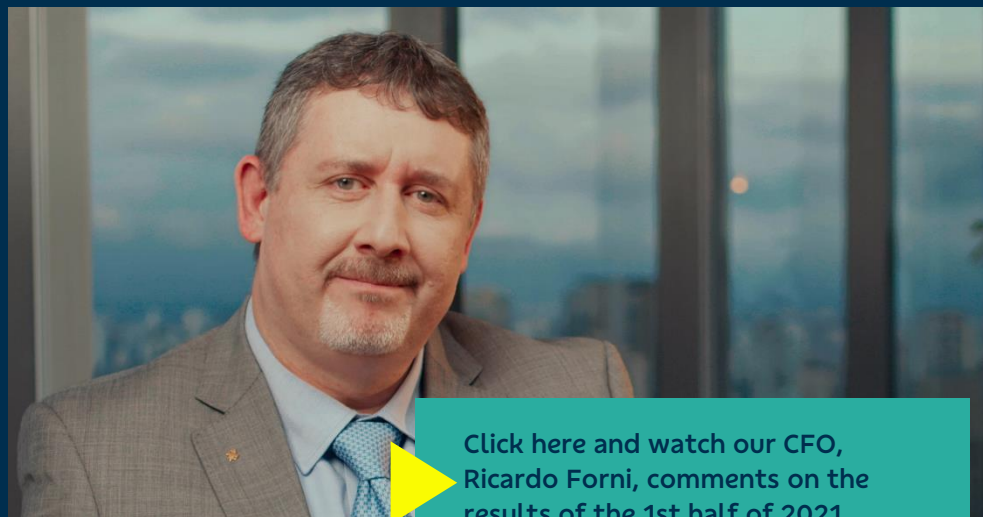
**+0.4%**

Administrative Expenses:

**-0.2%**

### Strengthened CET1

**13.49%**



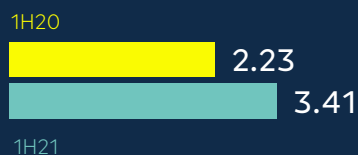
Click here and watch our CFO, Ricardo Forni, comments on the results of the 1st half of 2021



## Market Indices

	Jun/20	Jun/21
Book Value per Share – BBAS3 (R\$)	36.82	47.47
Closing Price – BBAS3 (R\$)	32.15	32.13
BDORY Price (US\$)	5.98	6.50
Market Value (R\$ billion)	91.70	91.68

### Earnings per Share (R\$)



### Dividends and IOC Distributed (R\$ million)



## Market Consensus – 16 analysts

As of 08.24.2021



Average Target-Price  
**R\$ 44.38**

## Profit Distribution

For the year 2021, the percentage of 40% of the net profit was approved to be distributed via dividends and/or interest on own capital, based on the Bank's results, its financial condition, cash requirements, the Capital Plan and its targets and respective forecasts, the Statement of Appetite and Tolerance to Risks, prospects for present and potential markets of operation, opportunities for investment and the maintenance and expansion of operational capacity.

When the distribution occurs by IOC, the amount calculated based in the approved payout ratio corresponds to the gross amount, in which taxes may be incurred, according to current legislation.



Support to individuals  
shareholders  
(Portuguese Only)

**4003-9111**

Monday to Friday, from 9am to 6pm

Attendance to Banco do Brasil Individual Shareholders



# Advancing in structuring initiatives

## Proximity

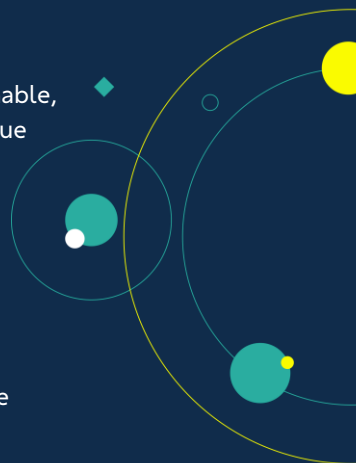
Bank increasingly relevant to the customer, sustainable, which reinforces its protagonism and generates value for stakeholders

## Digital in practice

Transforming our culture, our business model and strengthening relationships

## Profitability

Continuous search for efficiency with a focus on core business and opportunities for alliances and partnerships



# Proximity that generates business and satisfaction



(1) Management result generated by the customer in the consumption of products and services, less operating expenses. It refers to the profitability of the 1.4 million customers who now have specialized relationship.

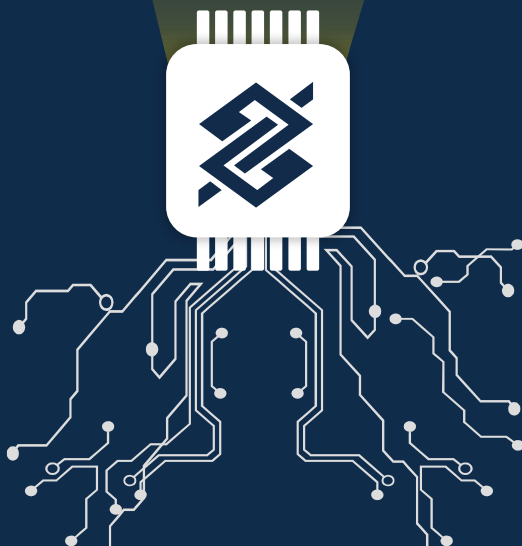


# Digital in practice

## Enablers

New operating model and new technologies

- Cultural Transformation
- Analytical Intelligence
- New Technological Models



## Digital Optimization

Current business model optimized with digital technologies

- Better Customer Experience
- More Revenues
- Greater Operational Efficiency

## Digital Transformation

New sources of results accelerated by open innovation and digital technologies

- New Business Models
- New Customer Segments
- New Arenas



Enablers

# Cultural transformation with customer-centricity and innovation

## Evolution Movement

Development of digital skills, with partnerships for training and UniBB as a hub



**90k** courses completed since May/2021  
**87%** in Innovation & Management and Data Science

## Employee induction

Customer-centricity indicators impact the compensation of all employees

## New ways of working

Use of agile methods, encouraging collaboration and innovation, integrating skills, with multidisciplinary teams

Optimization

# Increasingly digital bank

## Service with Virtual Assistants



**21.6 million**

Digital Customers in Jun/21

**+15%** over Jun/20

**6.5 million**

Customers with **virtual assistants service** in Jun/21

**+77%** over Jun/20

Resoluteness Increase

Jun/20 **73%**

Jun/21 **83%**

## Digital Business – 2Q21

Credit Disbursements Share in Digital Platforms - %

Consumer Finance **46%**

Auto Loans **41%**

Mortgages **27%**

Investment Advice

**R\$ 11.5 billion** captured through digital advice

**+82%** over 2Q20



# Expanding its operations with new solutions

## Broto

200k accesses and  
**R\$ 756 million** in  
business since July/2020

## Companies Exchange Center

**R\$ 8.4 billion**  
traded in 2Q21

## GiftCards in the BB App

**420k** marketed in 2Q21  
Partnership with the biggest  
in the market

## APIs

**16 Business APIs**  
Wide availability of APIs  
and partnerships

## Ponto pra Você Program

The biggest CashBack in the market  
CashBack + Bill payment  
**R\$ 50 million** in 1H21

**1,332 Integrated Partners**  
in 2Q21

Website: [developers.bb.com.br](http://developers.bb.com.br)



# Reinforcement of protagonism leverage results

**Largest Agribusiness  
Portfolio in the Market**

**R\$ 206 billion**

**Harvest Plan  
2021/2022**

**R\$ 135 billion +18%**  
The biggest harvest plan in history

**Leadership  
Harvest Plan 2020/2021**

**69% ABC Program  
51% Inovagro  
50% PCA**

**Payroll Loans  
Record**

**R\$ 100 billion**

On balance, consolidating leadership in  
one of the most competitive markets

**Pronampe  
new phase**

**R\$ 6.5 billion**

In contracts to support the  
micro, small and very small  
business (Jul/21)



# We made progress in our Sustainability commitments

## Sustainable Loan Portfolio

**R\$ 258** billion

**+16.9%** in 12 months in Sustainable Agriculture

**R\$ 886 million** in renewable energy financing on the 1H21

## Clean Energy

### GHG direct emissions

100% compensated this year

### 29 solar and biomass plants

2 in operation, 8 under construction and 19 with scheduled bidding

## Products that reinforce our positioning

### ESG Funds

12 funds with Aum of R\$ 4.3 billion  
+152% over Jun/20

### Consórcio Verde

10k shares traded  
R\$ 702 million in a month

### Individuals Renewable Energy Financing

R\$ 50 million disbursed  
from may to july 2021

**LCA Verde** Foster the Sustainable Portfolio

## Accession to TCFD

Task Force on Climate-related Financial Disclosures

**initiative that aims to develop a consistent way of reporting financial risks related to climate change**

O banco mais sustentável do mundo pra tudo que você imaginar.

GLOBAL100

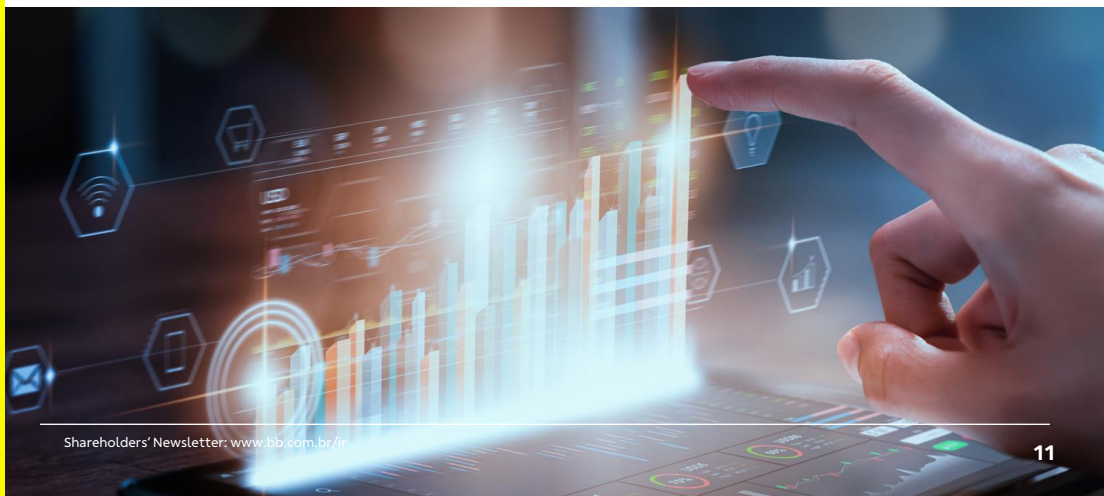
Click here and check out the 10 commitments to sustainability



# 2021 Guidance

	Previous	Revised	1H21
<b>Adjusted Net Income – R\$ billion</b>	<b>16.0 to 19.0</b>	<b>17.0 to 20.0</b>	<b>10.0</b>
<b>Net Interest Income - %</b>	<b>2.5 to 6.5</b>	<b>1.0 to 4.0</b>	<b>2.1</b>
<b>Loan Portfolio<sup>1</sup> - %</b>	<b>8.0 to 12.0</b>	<b>Held</b>	<b>8.9</b>
Retail Business <sup>2</sup> - %	9.0 to 13.0	Held	14.6
Wholesale <sup>3</sup> - %	7.0 to 11.0	3.0 to 7.0	-7.1
Rural - %	7.0 to 11.0	11.0 to 15.0	15.0
<b>Fee Income - %</b>	<b>-1.5 to 1.5</b>	<b>Held</b>	<b>0.4</b>
<b>Administrative Expenses - %</b>	<b>-1.5 to 1.5</b>	<b>Held</b>	<b>-0.2</b>
<b>ALL Expanded View – R\$ billion</b>	<b>-17.0 to -14.0</b>	<b>-15.0 to -13.0</b>	<b>-5.4</b>

- (1) Loan Portfolio: Organic domestic loan portfolio, it includes Securities and Guarantees – Does not consider credit to Government.  
 (2) Retail Business: Considers the Individual and SME portfolio, with annual revenues of up to R\$ 200 million.  
 (3) Wholesale: Considers Companies with annual revenues exceeding R\$ 200 million and Agroindustrial Credit.





Visit our website  
**bb.com.br/ir**



Presentations



Financial  
Information



Material Facts and  
Information to the  
Market



Much More

Informações BB is a quarterly release from Banco do Brasil S.A. directed to shareholders, analysts and other public who is interested. It is available at the Investor Relations website:

[www.bb.com.br/ir](http://www.bb.com.br/ir) > **Financial Information** > **Presentations and Bulletins**



<http://www.bb.com.br/ir>  
[ir@bb.com.br](mailto:ir@bb.com.br)



Paulista Avenue, 1230  
18th floor - Bela Vista  
São Paulo - SP | Brazil  
Zip Code: 01310-100

