

Agibank won't stop growing

2020 RESULTS



 agibank

Management Report

São Paulo, February 11, 2021 –Banco Agibank S.A. (“Bank”, or “Agibank”), a customer-obstinate digital bank offering solutions to improve and facilitate people’s daily and financial lives, announces its **results for fiscal year 2020**. The financial statements were prepared based on accounting practices in the Brazilian corporate legislation, associated with the rules and instructions of the National Monetary Council (CMN) and the Central Bank of Brazil (BACEN).

HIGHLIGHTS

- The financial and qualitative results of fiscal year 2020 underscored the combination of factors that make our business model distinctive: **consistent growth** hand-in-hand with **profitability and sustainability**.
- In line with its **relationship banking** strategy, in Dec/20, we recorded 2.8 million clients serviced and growth of 160% in the number of accounts with salary, **up 160%** year-on-year, providing us with principality and cross-selling opportunities;
- **Demand deposits were up +259.9%** year-on-year, and we will continue advancing with this new source of funding.
- The **digital transactions** volume was up **111.9%** in **2020** from 2019, indicating a significant gain in customer usage of the Bank’s products and services, together with a **29.5%** decrease in the **cost per transaction**, indicative of the capture of economies of scale;
- Our **NPS** (*Net Promoter Score*) reached **81 points** in December and remained above 70 points throughout 2020, significantly exceeding the banking industry’s average. In addition, our **digital channels usage ratio for the 50-plus public lies at 45%**, vis-à-vis a global average of 8%;
- **The Credit Portfolio** reached **BRL 2,248.0 million** in the period, up **35.0%** from the Dec/19 balance. Particular emphasis is due on the Bank’s core portfolios: personal credit to accountholders (**+124.6%**), payroll-deductible loans (**+249.9%**) and payroll-deductible credit cards (**+72.3%**);
- The share of the **credit portfolio whose customers’ income derives from a Federal payments source** reached **95.3% of the total portfolio** in Dec/20;
- A **19.9%** reduction of the **average interest rate on non payroll-deductible personal credit** in Dec/20, compared with the same period in the previous fiscal year. The declining interest rate path is in line with our purpose of fostering financial justice and facilitating thousands of Brazilians’ access to credit;
- **Defaulting decreased in the period**, as measured by both **NPL** (E-H) – down from 30.5% of the gross credit portfolio in Dec/19 to **9.57% in Dec/20**, that is, less than one-third of the previous year’s level – and by **LLP**, which was 26.4% of the gross credit portfolio in Dec/19 and reached **8.5% in Dec/20**, a substantial 17.9 p.p. decrease;
- **Services Income** was up **23.1%** in 2020, reaching BRL 75.4 million due mainly to increased commissions from insurance products dealing, with over **320 thousand lives insured** in Dec/20 and cross-selling in excess of **70%**;
- **Financial Intermediation Income** reached **BRL 937.5 million**, up **19.5%** from 2019;
- **Net Earnings** amounted to **BRL 104.7 million** in 2020 (**+18.9% YoY**). This was mainly the product of higher intermediation income, generated by a gradual change in the credit portfolio’s

profile towards lower-risk lines which generated lower LLP expenses, resulting in **18.4% Adjusted ROAE** and **3.3% Adjusted ROAA**;

- A **17.2% Adjusted Capital Adequacy Ratio** and **LCR** at **7,190.0%** illustrate the institution's satisfactory capital and liquidity positions, respectively;
- **Net Equity** was **BRL 810.3 million** in the period (+54.3% YoY) and the Bank's **Cash** position in Dec/20 was **BRL 1,499.5 million**.

MESSAGE FROM THE MANAGEMENT

Fiscal year 2020 cast the spotlight on our resilient business model: scalable, with a large and expanding addressable market, dynamic, profitable, and capable of promoting financial justice through a broad portfolio of fairly priced products and services on each customer's channel of choice. It is for causes such as this that our nearly 4 thousand enterprising employees get up early every morning, helping to make access to financial products in Brazil democratic, in line with our values: **PEOPLE, CUSTOMERS and ENTREPRENEURSHIP**.

We believe that the best service experience is that which solves the problems that brought a customer to us, and that speak their language. In the technology world, this also means embracing differences and handling with generational behavior differences, realizing that not everyone will use solutions in the same way. This is why **what we do most is to think about the experience**, be it brick-and-mortar or digital. Therefore, our consultants – exclusive Agibank employees that identify deeply with customers – play an increasingly key role: to provide welcoming and humanized service to customers, offering appropriate and fair products and services, encouraging them to digitally self-serve on increasingly simple and comprehensive channels.

The **50-plus group** is a representative addressable market in Brazil, for which our value proposition has been unbeatable and sustained by actions to foster this demography's digital and financial literacy. The market currently comprises 54 million people, and will grow to **almost 100 million by 2050**. They have specific behaviors and needs and are almost never taken into account by the major banks. In this sense, it is worth mentioning that we have access to the **largest payroll in Latin America**. As we listen to their demands and respect their unique traits, we offer a best-in-class, welcoming experience on every channel. Our recent survey 50-Plus: New Times, New Habits, illustrates this, as we seek to understand their behaviors and changing habits during the pandemic, particularly as concerns digitalization. The lessons learned from the survey enable us to do more and to encourage the market at large to better understand and serve this important social segment ([click here to access the complete study](#)) that currently **represents over 50% of our customer base**, being one of our segments.

This is business as usual for us! Enterprising teams obsessed with the best customer experience, making everything possible in 2020. We reinvented ourselves. We stuck by our people and were able to go on offering the best solutions for our customers. Even in the face of a completely adverse environment since the COVID-19 pandemic reached Brazil, we chose not to lament the situation. To the contrary, our innovative culture prevailed and, next to the amazing people that make up the Agibank team, we reached strategic, financial and operational milestones that we are happy to share: we announced a partnership with Italian firm Generali – one of the biggest asset-management groups and a global top-five for insurance – as exclusive partners for sales of the life insurance product; we unveiled our first concepts store, a banking anti-branch, welcoming and designed for customers to linger; we introduced Vinci Partners as new strategic shareholders after signing a primary injection of BRL 400 million; we redefined the concept of headquarters, giving our employees the flexibility and freedom to choose their workplaces and working models; and celebrated placing 8th among the best financial institutions to work for in Brazil according to the *Great Place to Work*

(GPTW) rankings. All while keeping up our profitability and increasing our pace of growth, reaching **an adjusted ROAE of 18.4%** and more than **2.8 million customers served**. Above all, in 2020 we stayed shoulder to shoulder with our people, our customers, implementing every possible measure to fulfill our purpose: **making people's daily lives better**.

Over the year, Agibank received domestic and international recognition that made it stand out in the financial industry's digital transformation scenario, bearing witness to the quality of our customer service, which is always front and center in every strategic initiative we promote. The year was also marked by the consolidation of important partnerships, the release of new service and features, and the affirmation of our role in society through ESG engagement.

Insurance partnership. Early in the year we completed a bidding process that involved more than 15 insurers and announced Italian company Generali – a leading asset-management firm and a global top-five in insurance – as exclusive partner for sales of the life insurance product in the next six years. The outcome of the partnership is a more comprehensive product for our customers, with upgraded service and coverage amounts for the same price as the insurance previously offered, plus funeral assistance service and reimbursement of expenses with the purchase of medications, in addition to a weekly BRL 5 thousand prize based on Federal Lotto numbers.

Concept Store. We unveiled our first concept store in July. The initiative underscores our ever-present belief: **the brick-and-mortar service experience needs no red tape**, much less revolving doors or line managers. To the contrary, our store is a banking anti-branch, welcoming and designed for customers to linger. We want to offer customers an increasingly digital experience, regardless of the channels they access, and brick-and-mortar sites provide yet another opportunity to deliver a fluid, frictionless experience. The plan is to triple the concept store model in regions like the Southeast, North and Northeast in 2021.

Capital Injection. After the first round of primary equity fundraising, we announced **Vinci Partners** as our new shareholders, with a shared understanding of the business and a shared long-term vision as well. We maintained our transparency before and closeness with the capital markets, and these dealings culminated in Vinci's admission to the bank's equity with a BRL 400 million injection that gives it a minority stake. A part of the funds has been allocated to the construction and improvement of a one-stop-shop platform for the 50-plus public, the main focus of our strategy for action. The operation has been approved by the General Meeting and is in the process of approval by the Central Bank of Brazil



Flagship store unveiled on July 23 in Porto Alegre.

Work From Anywhere. What is the meaning of work? It was with this question in mind and based on projected growth in the coming years that we concluded that we needed to expand and redefine the **concept of headquarters at Agibank**. For this reasons, since early 2021, our employees have been able to rely on new on-site workplace choices, in addition to hybrid models and the ability to adopt a permanent work-from-home regime. The bank will implement the **Agibank Campus in São Paulo**,



The Agibank Campus, in a 19,000-square meter self-sustained innovation hub in Campinas/SP.

in the city of **Campinas**, which is a benchmark for innovation and business. In addition to its proximity to one of the world's main economic hubs, the choice of Campinas for the campus is due to its being one of the country's smartest and most connected. The space will be strategically located, integrating an innovation and technology hub that currently houses other large companies, in a 19,000-square meter area in a **LEED Gold-certified** complex fully compliant with ESG practices. Furthermore, Agibank will maintain its Rio Grande do Sul operations by means of the **Agibank Lab at Instituto Caldeira**, in Porto Alegre. The facility at Instituto Caldeira – a private-sector initiative formed by 39 founding companies to foster transformation and connect the state of Rio Grande do Sul with the New Economy – will bring the bank closer to startup companies in various segments, which fully aligns with our innovative DNA. Finally, we also released the **Agibank Global Experience**, adopting a policy that enables employees to live abroad temporarily and continue to work with us even as they pursue new knowledge, skills and a unique life experience.

Agibank Experience Live. We held an unprecedented event to gather over 3,000 employees for **Agibank Experience Live**. The action was marked by celebration of our conquests over the year, the recognition of employees celebrating their 5th and 10th anniversary at the company, and the announcement that we were again certified by **Great Place to Work** as one of the 8 best financial institutions to work for in Brazil ([view video](#)). At the event, we also reinforced the three values that drive us day in and day out:



Agibank Experience Live, a virtual event for all of Agibank's employees, celebrating achievements and reinforcing our culture.

- **PEOPLE** | We believe in the potential of our people and cheer for their accomplishments and happiness.
- **CUSTOMERS** | Our obsession with making each customer's daily life better is legitimate and tireless.
- **ENTREPRENEURSHIP** | We are close to 4,000 entrepreneurs: we like and pursue ownership in everyone.

HypeFlame. In December, we announced HypeFlame: a spin-off from the bank's technology area intended to add even greater relevance to its role in Agibank, in addition to providing the entire structure needed to handle the new business fronts as per the strategic plan. The company operates under completely independent management and as Agibank partner Fernando Castro for CEO. The business came to be with 400 employees and annual sales of BRL 200 million. Inspiration for the name "HypeFlame" comes from the belief that the mastery of fire transformed humankind and that technology is the fire of the 21st century, with great potential to generate a positive impact on people's lives and society. At Agibank, its purview will be extensive, answering for the entire technology backbone and architecture, data engineering, the banking core's transformation agenda, evolving solutions for channels, checking accounts, payments, credit operations and, in particular, big data. The company is also seeking to increase its attraction of talents from the industry and from tech communities. "We are already a benchmark for multichannel architecture, open API, cybersecurity and data, and HypeFlame will add even greater momentum to our investments on these fronts and gain expertise to both serve Agibank and market our products."



Our goal is to increase our appeal as a tech employer brand beyond the financial industry, offering tech products and services to the market, and we will consider acquisitions to accelerate our growth,” Fernando Castro notes.

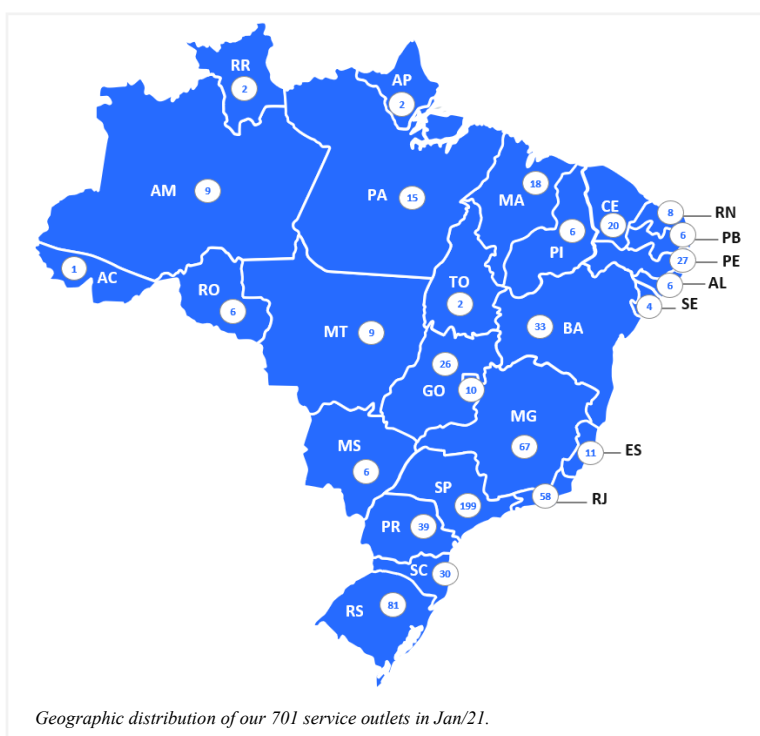
Operational Excellence Center (Núcleo de Excelência Operacional – NEO). To make headway in the pursuit of increased operational efficiency, we formally instituted a shared services center for all of the conglomerate’s companies, under a new dedicated structure. The company’s action model is based on three pillars: people, processes, and technology. NEO will have in place a Lean people and processes development plan, in addition to the best tools available to raise Agibank to a new level of operational efficiency, such as lean six sigma for support processes, process mining (automation of as-is process identification and documentation), business process management suite (BPMS – control, monitoring, simulation and optimization processes management) and robotic process automation (RPA).

Data Science & Credit Modeling. In 2020, we made progress disseminating the data-driven culture at Agibank. Our data engineers devoted themselves daily to structuring information and making it available for decision makers at all of the bank’s areas. One of the latest deliveries is a reinforcement to our **anti-fraud line of defense**, structuring the monitoring of complex interrelations between the transactional fraud networks, reducing the number of fraudulent TEDs (money wires) to zero in the year. Another gain can be seen in **collection models**, which identify the individuals most prone to settle their debts, using internal history and profile variables and enabling selection of the best collection strategies, portfolio assignments, derogatory notes, discounts, and renegotiation eligibility. In terms of **credit modeling**, we evolved in the use of new bureaus and new internal variables, enabling segmenting risk groups and making value offers based on the resulting clusters, which deeply aligns with our purpose of offering fairer products and services to our customers. The initiatives’ results became evident in 2020: a consistent reduction in delinquency across all individual portfolios, leading to a decrease in **NPL (E-H)** from 30.5% of the gross credit portfolio in Dec/19 to **9.5% in Dec/20**.

RA1000 Certification. Agibank was the only financial institution to attain the RA 1000 index according to the reputation rankings of Reclame Aqui. According to the Website, Agibank responds to 100% of complaints and solves 90.9% of cases, scoring 8.3. Out of all customers, 79.7% would do business with the bank again, a record-setting rate for the industry. Reclame Aqui’s criteria were the Response Ratio (“índice de resposta” – IR), average consumer ratings, and solution ratio (“índice de solução” – IS), which considers finalized and rated complaints only. To make the top rating, a business must have a response ratio greater than 50% and 10 or more consumer ratings. With this recognition, the Bank substantiates its ability to expand its customer base even as it further improves service quality at every point of contact – be it the App, virtual and phone-based service channels, or the 700 outlets across Brazil.



Omnichannel Action. We offer customers an increasingly digital journey, regardless of their channel for access, and brick-and-mortar sites provide an additional opportunity for delivery of a fluid frictionless experience. We are currently physically present in every Brazilian city of 100 thousand or more, with 701 service outlets that are more than just on-site service spaces: they serve as mechanisms for the financial and digital literacy of our customers, who can address their financial needs with support from technology, free Wi-Fi to download the App, open checking accounts, carry out paycheck portability, or choose to receive benefits through Agibank, far removed from the traditional banking market's red tape. Furthermore, we continue to improve our digital channels, from reformulating the ATM experience through to the App and Internet banking, which are always designed together with customers. This is yet another example of how far we are consolidating our omnichannel strategy, remaining available on every platform, where customers have at hand a unique combination of off- and online, and may choose what channel to use at all times.



Geographic distribution of our 701 service outlets in Jan/21.

100% Digital Paycheck-Deductible Lending. We began offering 100%, end-to-end digital paycheck-deductible loan offers, with no human interference whatsoever. Essentially, a customer will visit our Website and run a simulation; a proposal is automatically generated, customers sign the contract online, and the amount is credited to their account. The next step is to grow the channel via performance marketing, reaching additional customers and forging ahead down the time line. It is worth emphasizing that, in 2019, Agibank had a running lead in the race for paycheck-deductible lending digitalization, and was the first digital bank in Brazil to certify an API with DataPrev, the Social Security Institute's technology and information company, to transform the customer's product experience. In practice, this means gaining access to customer information straight from the source, enabling far more accurate credit analysis and, thereby, more agile funds release, more flexible rates, and lower risk of operation fraud. As a result, Agibank's customers already enjoy every improvement to paycheck-deductible loans, which they may contract both at brick-and-mortar locations and on digital channels, strengthening our omnichannel strategy.

CONAREC Awards. Agibank won the 7th CONAREC Awards in the Digital Banks category. The award recognizes companies that stand out in the customer relations area. The awarding ceremony was held at the opening session of the 2020 National Business-Customer Relations Conference and recognized the companies that best manage strategic partnerships. This was the first edition to address the digital banking segment.

2020 Relatório Bancário Digital Transformation Awards. In December, we won the Customer Experience/User Experience category in the 2020 Relatório Bancário Digital Transformation Awards. The recognition was a fruit of the case "Convenience and practicality through digitalization of the 50-plus public", which underscored the importance of our efforts to provide greater autonomy to this demography and foster its digital and financial inclusion.

The Voice +. As it pursues closer and closer ties with the 50-plus public, Agibank is one of the brands present at The Voice+, an edition of the renowned TV show for 60-plus singers only. The goal is to show that dreams never grow old and that music has no age. We promote our business, products and services with vignettes and merchandising.

ESG (Environment, Social and Governance). In line with best disclosure practices, we continue to report our progress on the environmental, social and governance fronts alongside with results announcements. We work driven by our purpose to make people's daily lives better and wish to become true partners with customers, customizing products and services to tend to their needs, and providing humanized service to truly enable more peaceful financial lives.

- **Environment.** The **paperless journey** is ongoing and provides an assisted digital account, bringing an even better experience at our brick-and-mortar environments, and has been showing significant evolution. On the customer's or the consultant's mobile phone, after negotiation and product selection, the entire checkout phase is done on a digital platform that uses biometry and electronic authentication to execute the entire operation. This is all done in a quick and easy manner, eliminating the need for any paperwork.

As we re-conceptualize our head offices, we announced the Agibank Campus as an alternative workplace for employees. The **Campus is self-sustained**: it is LEED- certified (Leadership in Energy and Environmental Design); has its own wastewater treatment station with the capacity to process 100% of effluents as re-use water throughout the project; a linear park with 247 thousand square meters of green areas for exercise and 26 thousand Atlantic Rainforest saplings planted in the environmental conservation area; wildlife and flora monitoring programs and quality control for the waters of the Viracopos creek; LED street lighting and underground power and data grids; e-vehicle charging stations; and photovoltaic panels to serve the condominium's common areas, with capacity for 324 peak KWh. Another great distinction is the rooftop, which can be used as a decompression and leisure area.



- **Social.** TO embrace societal changes and understand the senior public better and better, we deployed a project that has everything to do with who we are: **exclusive jobs for the 50-plus**. The Brazilian age pyramid has never seen such rapid change as now. In addition to including the 50-plus population both digitally and financially by means of products, services and service that meets their needs, we also want to be seen as a potential employer for 50-plus publics. The first vacancies will enable us to dive deeper into the topic and structure the model. In addition, nothing beats having 50-plus personnel in our teams to understands the demography's needs and behaviors. Inclusion of seniors is part of the strategy to serve better and better and include the mature public in every sense.



In the beginning of the first half of the year, we held, the 100%-digital **hackathon “50-Plus Digital and Financial Literacy”** to co-create solutions to make this public’s daily lives easier, adding autonomy to the management of their financial lives and access to technology. Employees and outsiders alike were able to present their projects, aiming to address real issues to which Agibank has always been dedicated: expanding basic financial management knowledge, making the language of banking accessible, and tearing down technological barriers preventing access to banking services. The winning team’s project, a tool to quickly answer customers’ questions, has already been launched: a WhatsApp-based bot that uses video to address the main questions. The project is the first delivery from the **Agibank Facilita** front, created to provide information and to support the digital inclusion and financial literacy of Brazilians. In its first version, the channel offers hints and tips on the use of the Agibank app, based on video of a 50-plus individual, which increases empathy with customers and adds to the message’s closeness. The bot went online in November for a selected group of customers; the goal is for the pilot’s interactions to serve as a learning process to improve the new feature, which will be released in the future to all customers and non-customers of the institution, with expanded scope. WhatsApp was the tool of choice because it already enjoys widespread usage among the 50-plus, but if a customer asks a question that the robot – or even the explanatory video – cannot answer, he or she will be forwarded to a human respondent. The greater purpose behind this is to provide added autonomy so that the 50-plus can solve their problems how and when they wish.



Agibank Facilita: Bot focused on the 50-plus public

All of these initiatives show that, for us, offering simple and affordable products and services is just as important as giving customers an opportunity to have a better relationship with money and with the increasingly digital world in which we live. This is because a significant portion of our target market is made up of digital immigrants, with limited experience with financial services and more than 50 years of age. With this in mind, we made it a cause to provide our customers with financial and digital literacy. This is how we expect to create a **virtuous cycle: fairer products lead to more aware and independent customers, who lead to even fairer products.**

See, next, Agibank’s other projects incentivized through tax laws and donations in 2020, supporting our attention to health, education, culture and sports:

- **50-plus Culture Project:** The initiative aims to develop connection with technology tools for the 50-plus public in Porto Alegre. In 2021, it will provide eight free monthly workshops covering visual arts, creative writing, financial education and digital inclusion in two different spaces in the city, reaching almost 500 people over the year.
- **Mercosur Biennial:** In 2020, through the Cultural Incentives law, we supported the Mercosur Visual Arts Biennial Foundation to enable preparing, conceptualizing and developing the 12th edition of the event, which was postponed to 2021 because of the pandemic. The Biennial is an international contemporary art exhibition held in Porto Alegre, Rio Grande do Sul, since 1997. It provides an opportunity for thousands to gain access to culture and the arts for free.

- **Campinas Adapted Sports Association:** We support the “Wheelchair Rugby” project, which aims to maintain and ensure access and increase the offering of sports for the disabled in the Campinas metropolitan region, in the State of São Paulo. The project directly benefits 12 athletes with spine injuries.
- **Enterprising Research and Projects Institute:** The project will promote an entrepreneurial skills cycle for the elderly in Belo Horizonte, state of Minas Gerais, over the course of 2021, bringing together theoretical and practical lessons. Afterwards, consultants and close kin watch and support the development of business plans. The initiative will benefit close to 1,500.
- **Presidente Vargas Maternity Hospital:** Supporting healthcare-related projects became even more essential in 2020. The chosen institution was the Presidente Vargas Maternity and Children’s Hospital, in Porto Alegre, which only provides care through the Unified Healthcare System (“Sistema Único de Saúde” – SUS). Agibank’s donation enabled investing in permanent hospital equipment that were worn beyond usability and are key to taking in and caring for children and teenagers.
- **Governance.** As for corporate governance, some gains marked the year 2020: the first one was the timely installation of a **Crisis Management Committee** whose main purpose was to implement and monitor the results of all measures taken to alleviate the pandemic’s impacts, holding recurring meetings attended by the entire Executive Board and a large share of the Bank’s managers, thereby guaranteeing the proper operation of all action fronts.

In addition, we formally established an **ESG Committee** made up of a cross disciplinary team of members genuinely interested in the topic, thereby guaranteeing the dissemination of relevant practices across the entire company. The ESG Committee is sponsored by the Financial and Investor Relations Area and reports to the Executive Board.

The admission of **Vinci Partners** as a strategic shareholder was also a corporate governance milestone. In addition to passing a strict due diligence process led by renowned law firms and audit companies, with da Vinci’s funding the Bank once again has a statutory Board of Directors with representatives from the new minority shareholders. The operation has been submitted to the Central Bank of Brazil for approval.

Embracing the **Glass Box** concept, we also launched our new institutional Website’s homepage as a means to add even greater transparency to our figures and to reinforce, before our stakeholders, the increasing relevance Agibank has been earning on its various products and services.

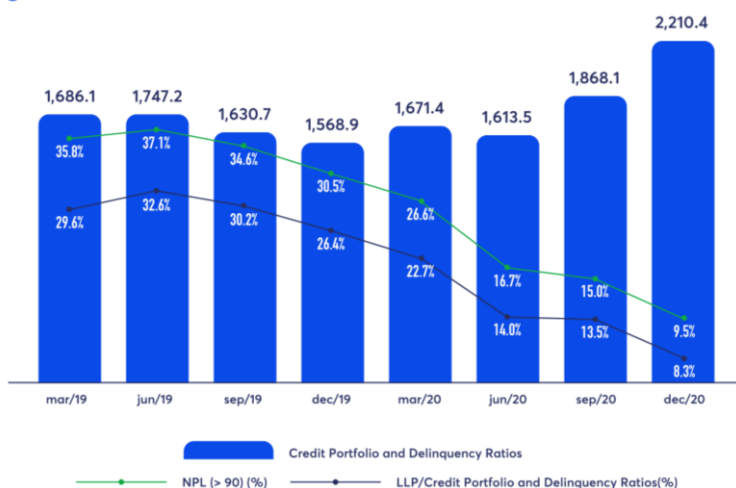


Financial and Operational Results. In 2020, the Bank’s indicators evolved significantly as a result of the implementation of new credit models, of the strategy of segmenting customers by risk profile, and of a more diverse portfolio mix. We reached yearend with a **gross credit portfolio of BRL 2,248.0 million (+35.0% from 2019)** and net income of BRL 104.7 million (+18.9% from 2019), together with net margin of 11.2%, meaning an adjusted return on average equity (Adjusted ROAE)

of 18.4% and an adjusted return on average assets (Adjusted ROAA) of 3.3%. As of December 2020, the **number of account-holders with salaries through Agibank grew by 160%** year-on-year, adding principal and cross-selling opportunities. The reported risk and liquidity indicators – 12.4% Basel Capital Adequacy Ratio and Liquidity Coverage Ratio (LCR) of 7,190.0% – illustrate our satisfactory capital and liquidity positions.

As of December 2020, over **95.3% of our credit portfolio had the federal government for a counterparty**. This is the product of a new originating strategy launched in 2019 that significantly expands the addressable market and raises the credit portfolio's risk profile to a new level. NPL (E-H) retained its decreasing trend and reached 9.5% in Dec/20, down 21.0 p.p. from Dec/19. Another indicator that supports this vision is LLP which was 8.5% of the gross credit portfolio in Dec/20, down 17.9 p.p. from Dec/19. This represents a lower cost of risk and a positive indicator for upcoming periods.

Credit Portfolio and Delinquency Ratios



The bank persisted on its path of gradually changing the credit portfolio's profile, favoring facilities with lower risks and paying nominal rates, such as **paycheck-deductible loans and paycheck-deductible credit cards, which, taken together, gained 196.5% from Dec/19** and already answer for 50.4% of the portfolio (from 24.0% in Dec/19). Furthermore, in line with the strategy of building closer relationships with customers, **we grew the portfolio of personal credit to checking account-holders by 124.6%**; the product already represents 33.2% of the total credit portfolio and enables greater cross-selling – which is already in excess of 70% for life insurance in 2020, with over 320 lives insured. In addition, we continue to invest in technology, improved models for credit granting and other states in the credit cycle, improved internal processes, and improved customer experience, leading to greater digital transaction volumes and product cross-selling.

Outlook. Faced with a macroeconomic environment that remains complex, our competitive advantages become more evident, enabling Agibank to stand out against an adverse backdrop and grow consistently. The asset-light model enables us to adjust to the new dynamics in an agile manner, based on a leaner cost structure compared with other players, which allows offering more accessible, fairer products with a unique value proposition for our target public. It is also worth emphasizing how far our credit models have been progressing, with investment in data science, dedicated data engineers, even more robust credit engines, and the continued creation of risk clusters, guaranteeing accurate customer segmentation and constantly absorbing new information as it becomes available. We thereby adjust to the country's new reality to go on providing credit in a responsible and sustainable way.

In addition, and in line with the strategy of becoming ever more accessible on every channel, swimming against the tide of the major banks, we continue to make progress **expanding our service chain**, keeping up investments to **open another 100 stores in 2021** and reach **1,000 points by yearend 2023**, focusing on regions where we hold the top positions from the INSS auction: Rio Grande do Sul, Maranhão, São Paulo (state capital) and the North region.

We believe that 2021 will be another year of **consistent growth for our core portfolios**, of continued brick-and-mortar and digital expansion, of increased activity due to the new Agibank main offices in São Paulo, consolidating an **ecosystem from our base of checking accountholders and non checking accountholders**.

Imagine a platform that understands your needs far beyond banking, credit, insurance and investing. This is the new **marketplace** to be released in 2021, a strategic initiative that will strengthen the ecosystem that we are building and will stand apart for including, besides the digital front, our 700-plus service outlets. This will enable, among many more possibilities, optimized store space usage, doubling as showroom for sellers' products, for example. The new platform's format will be *member-get-member* with *cashback*, which will enable creating an exponential network whose number of users is expected to triple by yearend 2021. Supplementing the ecosystem, we will also release an **investing platform**, significantly increasing the existing portfolio of investment products on refurbished channels for improved customer experience. We also expect to **expand the insurance portfolio** as a means to create low-cost value for customers, and to enable purchasing insurance products on digital channels, such as the Website and App.

With an extremely engaged team that is connected to our purpose and capable of effecting these changes, we enter into 2021 focused on developing new products, services, channels and features, which will further boost long-term relationships with our customers and create a virtuous cycle of growth supported by an increasingly comprehensive portfolio with more and more attractive terms so that people can enjoy better lives.

Acknowledgments. Agibank wishes to thank its customers, employees, service providers and partners for their support, endeavor, courage and dedication during one more year.

*São Paulo, February 11, 2021.
The Management*

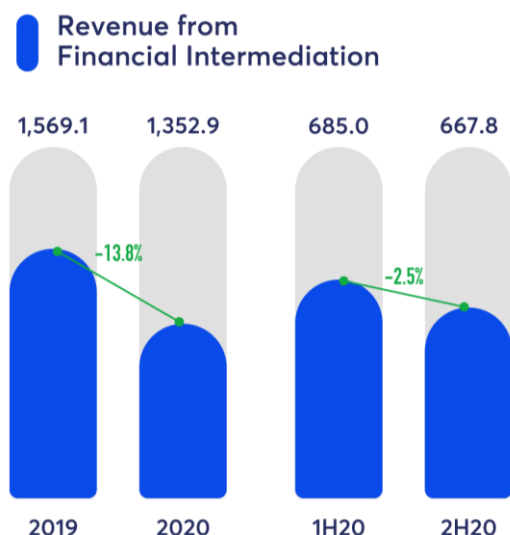
KEY INDICATORS

In millions of Reais, unless otherwise stated		2020	2019	2020/2019	2H20	1H20	2H20/1H20
Results	Revenue from Financial Intermediation	1,352.9	1,569.1	-13.8%	667.8	685.0	-2.5%
	Expenses from Financial Intermediation	(419.8)	(784.7)	-46.5%	(167.6)	(252.2)	-33.5%
	Gross Profit from Financial Intermediation	933.1	784.5	18.9%	500.2	432.9	15.6%
	Operating Expenses	(788.5)	(681.0)	15.8%	(413.2)	(375.3)	10.1%
	Operating Income	144.6	103.5	39.7%	87.0	57.6	51.0%
	Net Income	104.7	88.0	18.9%	66.0	38.7	70.6%
Performance	ROAE ⁽¹⁾ a.a. (%)	15.7%	17.8%	-2.1 p.p.	15.7%	21.9%	-6.2 p.p.
	ROAE ⁽¹⁾ a.a. (%) - Adjusted	18.4%	17.8%	0.6 p.p.	18.4%	21.9%	-3.5 p.p.
	ROAA ⁽²⁾ a.a. (%)	3.2%	3.6%	-0.4 p.p.	3.2%	4.3%	-1.1 p.p.
	ROAA ⁽²⁾ a.a. (%) - Adjusted	3.3%	3.6%	-0.3 p.p.	3.3%	4.3%	-1.0 p.p.
	Net Interest Margin ⁽³⁾ a.a. (%)	32.2%	33.9%	-1.7 p.p.	32.2%	35.1%	-2.9 p.p.
	Operating Efficiency Ratio ⁽⁴⁾ (%)	75.0%	49.2%	25.8 p.p.	74.4%	75.7%	-1.3 p.p.
	Risk-adjusted Operating Efficiency Ratio ⁽⁵⁾ (%)	85.7%	87.8%	-2.1 p.p.	84.0%	87.6%	-3.6 p.p.
	Net Margin ⁽⁶⁾ (%)	11.2%	11.2%	0.0 p.p.	13.2%	8.9%	4.3 p.p.
Balance Sheet	Net Equity	810.3	525.3	54.3%	810.3	550.2	47.3%
	Net Equity - Adjusted	610.3	525.3	16.2%	616.3	550.2	12.0%
	Assets	3,876.0	2,608.1	48.6%	3,876.0	2,763.7	40.2%
	Assets - Adjusted	3,676.0	2,608.1	40.9%	3,676.0	2,763.7	33.0%
	Cash	1,499.5	1,137.0	31.9%	1,499.5	1,115.4	34.4%
	Credit Portfolio	2,248.0	1,665.4	35.0%	2,248.0	1,642.4	36.9%
	Leverage ⁽⁷⁾	2.8	3.2	-0.4 p.p.	2.8	3.0	-0.2 p.p.
	Loan Loss Provision/Gross Credit Portfolio (%)	8.5%	26.4%	-17.9 p.p.	8.5%	14.0%	-5.5 p.p.
	NPL (>90 days) (%)	9.7%	30.5%	-20.8 p.p.	9.7%	16.7%	-7.0 p.p.
	Capital Adequacy Ratio (%)	12.4%	14.4%	-2.0 p.p.	12.4%	13.9%	-1.5 p.p.
	Capital Adequacy Ratio (%) - Adjusted	17.2%	14.4%	2.8 p.p.	17.2%	13.9%	3.3 p.p.
Other	Total Number of Clients	2,775,137	2,572,287	7.9%	2,775,137	2,669,453	4.0%
	Total Number of Accounts	918,975	696,285	32.0%	918,975	805,139	14.1%
	Total Number of Outlets	682	595	14.6%	682	614	11.1%

(1) ROAE = 12-mo Net Income/Average Equity; (2) ROAA = 12-mo Net Income/Average Assets; (3) Net Financial Margin = 12-mo Gross Profit from Fin. Int./Average Interest-Bearing Assets; (4) Operating Efficiency Ratio = (Adm. Exp. + Payroll Exp. + Tax Exp. + Other Operating Expenses and Revenues/Gross Profit from Fin. Int. before LLP + Services Revenue, Bank Fee Income; (5) Risk-adjusted OER = (Adm. Expenses + Payroll Expenses + Tax Expenses + Other Operating Expenses and Revenues)/Gross Profit from Fin. Int. + Services Revenues + Bank Fee Income; (6) Net Margin = Net Income/Gross Profit from Fin. Int.; (7) Leverage = Total Credit Portfolio/Equity.

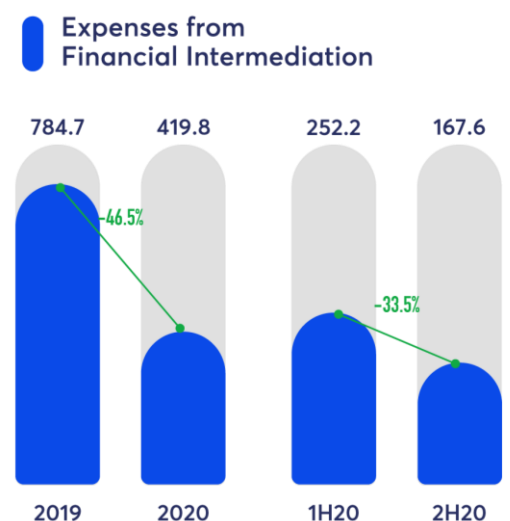
MD&A

REVENUE FROM FINANCIAL INTERMEDIATION



Revenue from financial intermediation was R\$ 1,352.9 million in 2020, which represents a decrease of 13.8% compared to 2019, due to the continually increasing origination of facilities with lower risk and nominal rates, such as payroll-deductible loans and credit cards, in addition to a 24% decrease in effective personal credit interest rates, boosted by the increase in the participation of personal loans to account holders. Another factor impacting the decrease in Revenues was the fall of Selic rate, which negatively influenced returns on financial investments.

EXPENSES FROM FINANCIAL INTERMEDIATION AND LIABILITIES PORTFOLIO



Expenses from Financial Intermediation amounted to R\$ 419.8 million in 2020, down 46.5% year-on-year, due mainly to lower LLP (Loan-Loss Provisions), capturing the benefits of a better portfolio mix and improved efficiency in credit cycle phases including modeling, approval and operations maintenance. We can also point to a substantial reduction in expenses when comparing 2H20 versus 1H20 (-33.5%), evidencing our advances throughout the year.

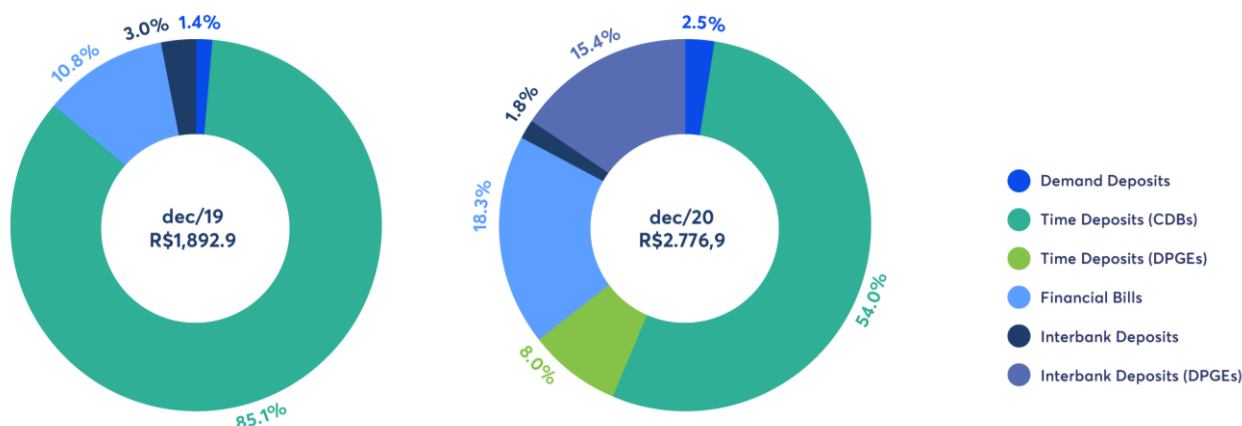
As for funding, the Bank relies on a fundraising structure whose main component is CDB-based (time deposits), appropriate for the profile of its credit portfolio, which is conservatively managed, maintaining comfortable liquidity levels.

Agibank distributes its securities by means of more than 40 platforms and is currently undertaking a gradual process of diversification of its funding sources. This has proved beneficial and efficient in terms of dispersal and costs, notably with the issue of public, bilateral and subordinated Financial Bonds.

In the beginning of 2020, the Central Bank of Brazil issued resolutions for enhancing liquidity in the Brazilian financial system, notably in the form of Time Deposits with Special Guarantee (NDPGE) and Guaranteed Financial Bonds (LFG), the latter bearing a cost of Selic + 0.6% per year., with the Central Bank itself as counterparty. Taken together, NDPGE and LFG give the Bank a potential increase in liquidity of approximately R\$ 1.5 billion, of which R\$ 640.5 million had been taken through the issuing of DPGEs and R\$ 271.3 million in LFG by December/2020. Agibank will remain evaluating available limits for the issuing of DPGE throughout 2021, and should it decide to access

them, it will be as a possible alternative for reducing the funding and/or maintenance costs of its already comfortable level of liquidity.

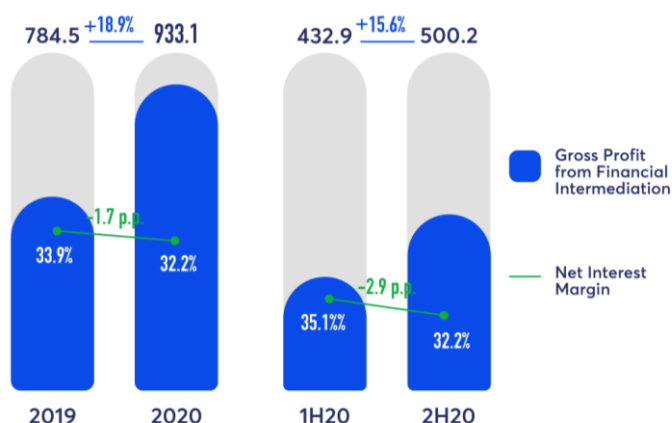
Funding Breakdown



Worthy of note is the increase in the volume of Demand Deposits, reporting R\$ 68.3 million in Dec/20. With the beginning of the payment of social security benefits, mainly following the INSS auction, the Bank expects an even greater advance in this resource, given the profile of the customers that will naturally migrate to the institution under this new dynamic.

GROSS PROFIT FROM FINANCIAL INTERMEDIATION

Gross Profit from Financial Intermediation



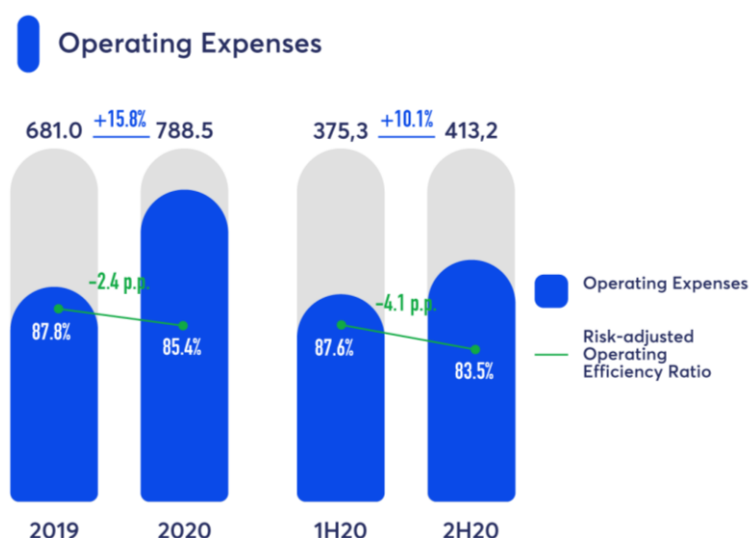
Gross Profit from Financial Intermediation was R\$ 933.1 million in 2020, up 18.9% YoY and up 15.6% between the first and second halves of 2020, for the same reasons that led to a greater proportional reduction in Expenses than the decline in Revenue, as discussed previously. The annualized Net Interest Margin, calculated based on the Gross Result from Financial Intermediation to Interest-Paying Assets, reached 32.2% in December 2020.

SERVICES REVENUE

In millions of Reais, unless otherwise stated	2020	2019	2020/2019	2H20	1H20	2H20/1H20
Comissions	37.6	23.1	62.6%	23.4	12.0	94.9%
Purchase Pool Administration Fees	2.9	4.7	-37.1%	1.4	1.5	-7.2%
Sign up Fees	11.7	13.9	-15.9%	6.0	5.6	7.4%
Annuities	6.7	8.9	-24.9%	3.0	3.7	-17.1%
Other Fees	16.4	10.6	54.6%	9.3	9.3	-0.4%
Total	75.4	61.2	23.1%	43.2	32.2	34.3%

Service Revenue, which includes revenues from fees and services rendered, amounted to R\$ 75.4 million in 2020 and R\$ 43.2 million in 2H20, increasing 23.1% against 2019 and 34.3% against 1H20. The main reason was the increase in insurance brokerage commissions, after the partnership with the Italian conglomerate Generali - one of the largest asset management groups and a top-5 insurance player – as an exclusive partner for commercializing the group life insurance product for the next 6 years. The partnership's outcome is a more comprehensive product for our customers, with upgraded services and coverage. In 2020, our life insurance products had over 70% cross-selling with credit operations.

OPERATING EXPENSES



Net Operating Expenses were up 15.8% YoY, reaching R\$ 788.5 million in 2020, a result of the acceleration of investments in technology and the expanding number of outlets throughout Brazil.

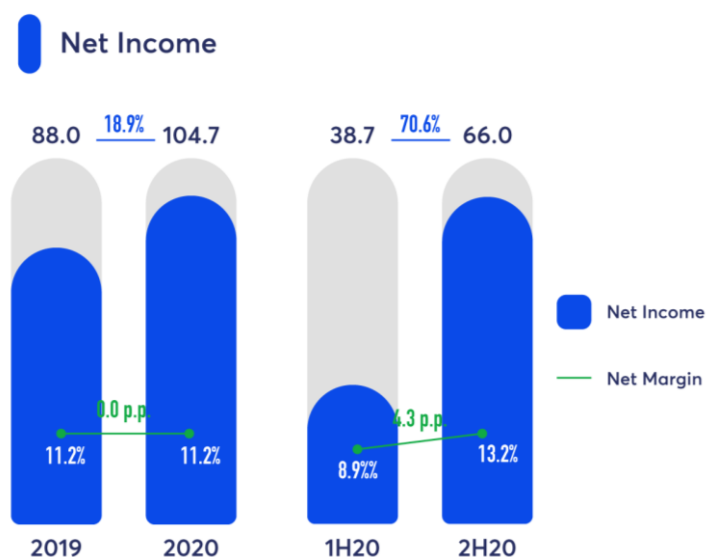
The risk-adjusted Operational Efficiency Ratio (OER), the calculation methodology for which is shown below, was 85.7% in December 2020, down 2.4 p.p. from 2019, due mainly to the reduced LLP expenses.

OPERATING EFFICIENCY RATIO

In millions of Reals, unless otherwise stated	2020	2019	2020/2019	2H20	1H20	2H20/1H20
Employee Expenses*	-190.1	-154.8	22.8%	-133.9	-56.2	138.3%
Administrative Expenses	-591.4	-495.0	19.5%	-276.8	-314.6	-12.0%
Tax Expenses	-81.4	-82.7	-1.5%	-46.4	-35.0	32.7%
Other Operating Income and Expenses	-1.0	-9.8	-89.8%	0.7	-1.7	-142.2%
Total Expenses	-863.9	-742.2	16.4%	-456.4	-407.5	12.0%
Revenue from Fin. Intermediation before LLP	1,076.5	1,446.5	-25.6%	570.5	506.0	12.7%
Banking Service Fees	75.4	61.2	23.1%	43.2	32.2	34.3%
Total Revenues	1,151.9	1,507.7	-23.6%	613.7	538.2	14.0%
Operating Efficiency Ratio (%)	75.0%	49.2%	25.8 p.p.	74.4%	75.7%	-1.3 p.p.
Loan Loss Provision (LLP)	-143.4	-662.0	-78.3%	-70.3	-73.2	-3.9%
Revenue from Financial Intermediation	933.1	784.5	18.9%	500.2	432.9	15.6%
Risk-adjusted Operating Efficiency Ratio (%)	85.7%	87.8%	-2.1 p.p.	84.0%	87.6%	-3.6 p.p.

* considers profit sharing expenses

NET INCOME



Agibank's 2020 Net Income was R\$ 104.7 million, up 18.9% from 2019, with a Net Margin of 11.2%. Net income for the second half of 2020 was R\$ 66.0 million, 70.6% higher than the first half.

This result displays once more Agibank's ability to reinvent itself, driven by the goal of becoming its customers' main bank, and demonstrates the level of success reached in the reorientation of its strategy regarding the credit portfolio mix.

DIVIDENDS AND INTEREST ON SHAREHOLDERS' EQUITY

In April, June and September of 2020, the Bank's Administration approved the destination of profits to the payment of interest on shareholder's equity, in conformity with CMN Resolution No. 4,820 of May 29th, 2020, which limited such payment to the amount equal to the minimum required dividend, meaning 25% of the year's net income. In December 23rd, 2020, CMN Resolution No. 4,885 was approved, changing such limit to 30% of the adjusted net income, allowing the recalculation of funds destined to TLP over the balance of Net Equity's accounts. As such, additional funds were destined, totaling R\$ 27.1 million in 2020.

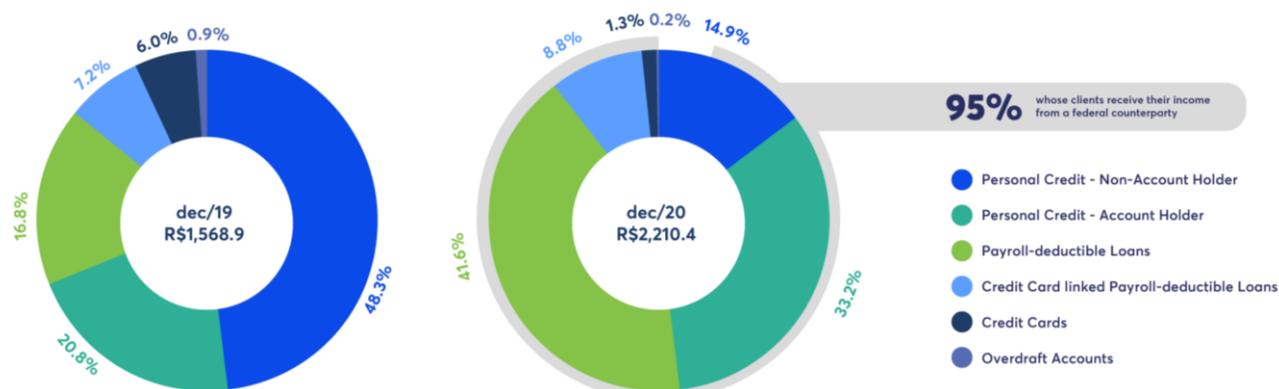
ANALYSIS OF CREDIT OPERATIONS

CREDIT PORTFOLIO

In millions of Reais, unless otherwise stated			Portfolio		Var. %	
Credit Portfolio	dec/20	jun/20	dec/19	dec/20 x dec/19	dec/20 x jun/20	
Personal Credit	1,063.3	951.4	1,084.7	11.8%	-2.0%	
Personal Credit - Account Holder	734.3	491.0	327.0	49.5%	124.6%	
Personal Credit - Non-Account Holder	329.0	460.4	757.7	-28.5%	-56.6%	
Payroll-Deductible Loans	920.3	446.0	263.0	106.3%	249.9%	
Credit Card linked Payroll-Deductible Loans	194.7	172.8	113.0	12.7%	72.3%	
Digital Credit Cards	27.9	37.4	93.4	-25.6%	-70.2%	
Digital Overdraft Accounts	4.2	5.8	14.8	-28.8%	-72.0%	
Credit Portfolio	2,210.4	1,613.5	1,568.9	37.0%	40.9%	
Securities and Credits Receivable	37.7	28.9	96.4	30.5%	-60.9%	
Total Gross Credit Portfolio	2,248.0	1,642.4	1,665.4	36.9%	35.0%	
LLP - Credit Portfolio	(187.5)	(225.1)	(413.6)	-16.7%	-54.7%	
LLP - Securities and Credits receivable	(1.0)	(0.8)	(3.6)	21.4%	-73.2%	
Net Credit Portfolio	2,059.6	1,416.4	1,248.2	45.4%	65.0%	

As of December 30, 2020, the Total Credit Portfolio amounted to R\$ 2,248.0 million, a 35.0% increase from December 2019 and 36.9% increase from June 2020. Once again, the main feature being the growth of the Account Holder Personal Credit and Payroll-Deductible Loans portfolios, which, together with the Payroll-Deductible Credit Card portfolio, represented 83.7% of the total credit portfolio (*versus* 44.8% in December 2019 and 68.8% in June 2020). It is worth emphasizing that, in December 2020, approximately 95.0% of the credit portfolio had the Federal government as counterparty, which substantially reduces the portfolio's risk. The Credit Portfolio, net of loan loss provisions, amounted to R\$ 2,059.6 million, 65.0% and 45.4% higher than the positions outstanding in December 2019 and June 2020, respectively.

Portfolio Breakdown



QUALITY OF THE CREDIT OPERATIONS PORTFOLIO

In millions of Reais, unless otherwise stated		Portfolio			Provision			Breakdown		
Rating	% of provision	dec/20	jun/20	dec/19	dec/20	jun/20	dec/19	dec/20	jun/20	dec/19
A	0.5%	1,876.1	1,230.1	904.2	(9.4)	(6.2)	(4.5)	85%	76%	58%
B	1%	38.3	33.9	76.4	(0.4)	(0.3)	(0.8)	2%	2%	5%
C	3%	46.7	41.0	61.2	(1.4)	(1.2)	(1.8)	2%	3%	4%
D	10%	34.8	39.3	49.2	(3.5)	(3.9)	(4.9)	2%	2%	3%
E	30%	29.9	39.2	57.3	(9.0)	(11.8)	(17.2)	1%	2%	4%
F	50%	27.8	36.3	49.1	(13.9)	(18.2)	(24.5)	1%	2%	3%
G	70%	22.8	33.5	39.2	(16.0)	(23.5)	(27.4)	1%	2%	2%
H	100%	134.0	160.1	332.4	(134.0)	(160.1)	(332.4)	6%	10%	21%
Total		2,210.4	1,613.5	1,568.9	(187.5)	(225.1)	(413.6)	100%	100%	100%

CAPITAL MANAGEMENT

CAPITAL ADEQUACY RATIO (BASEL III)

In millions of Reais, unless otherwise stated	Dec/20	Jun/20	Dec/19
Referential Equity - Tier I	501.9	480.4	467.2
Core Capital	501.9	480.4	467.2
Referential Equity	552.0	527.8	499.3
Referential Equity - Tier II	50.0	47.4	32.1
Credit Risk-weighted Assets	1,684.6	1,235.5	1,221.1
Market Risk-weighted Assets	26.8	0.7	11.0
Operational Risk-weighted Assets	2,696.7	2,515.1	2,236.4
Risk-weighted Assets	4,408.1	3,751.3	3,468.5
RBAN	42.1	12.1	152.9
Capital Adequacy Ratio (RE/RWA)	12.5%	14.1%	14.4%
Expanded Capital Adequacy Ratio (RE/(RWA+RBAN))	12.4%	14.0%	13.8%

The Bank's Capital Adequacy Ratio reached 12.5% in December 2020, a decrease from the previous year, mainly due to the growth of the credit portfolio. If Vinci Partners' R\$ 200 million capital injection is taken into account, which is in the process of approval by the Central Bank of Brazil, then the **Capital Adequacy Ratio would be 17.1%.**

LIQUIDITY MANAGEMENT

LIQUIDITY COVERAGE RATIO (LCR) and CASH POSITION

In millions of Reais, unless otherwise stated	Dec/20	Jun/20	Dec/19
High Quality Liquid Assets	924.7	829.9	748.8
Potential Cash Outflows	12.9	11.8	19.1
LCR (%)	7189.5%	7040.1%	3919.1%
Cash Position	1,499.5	1,115.4	1,137.0

O LCR demonstra a capacidade do Banco de absorver um cenário de estresse com seus ativos de alta liquidez. Os valores são calculados com base na metodologia definida pela regulamentação do BACEN, em linha com as diretrizes internacionais da Basileia III.

Em dezembro de 2020, o LCR atingiu 7.189,5%, um avanço de 3.270,4 p.p. em relação a dezembro de 2019, colocando o Banco em uma posição de liquidez bastante confortável.

A posição de Caixa do Banco atingiu R\$ 1.499,5 milhões em dezembro de 2020, um avanço de 31,9% em relação ao saldo de dezembro de 2019 e de 34,4% em relação ao primeiro semestre de 2020.

RISK MANAGEMENT

Agibank has in place a risk management, internal controls and compliance structure with an exclusive-dedication team responsible for keeping processes mapped and compliant with standards, and modern systems to measure, monitor, evaluate and mitigate the institution's exposures on a continued basis.

Embracing best risk-management practices, Agibank uses specific calculations and indicators to measure and monitor compliance, operational, credit, market, liquidity and capital management risks.

SHAREHOLDER STRUCTURE

As of December 31, Agibank's equity capital consisted of 416,551,753 common shares and 17,030,139 preferential class A shares (PNA), 145,674,473 preferential class B shares (PNB), 77,235,516 preferential class C shares (PNC), and 10,000 preferential class D shares (PND), all nominative and without face value. From this amount, the sum of R\$ 200 million corresponding to the capital increase undertaken by the Company in December 2020, through the issuing of 77,235,516 preferential class C shares, is currently awaiting approval by the Central Bank of Brazil.

OMBUDSMANSHIP

Agibank has in place an Ombudsmanship structure to interface between the institution and customers, pursuing solutions to issues not addressed by other channels and proposing corrective measures for processes and procedures based on the demands it receives.

DISCLAIMER

The statements in this document related to the prospects for the businesses, forecasts on operating and financial results and those relating to the outlook for growth of Banco Agibank S.A., are merely estimates and as such are based exclusively on the expectations of Management as to the future of the businesses. These expectations depend substantially on market conditions, the performance of the Brazilian economy, the sector and the international markets and are therefore subject to change without prior notice. All variations presented herein are calculated based on the numbers in thousands of Brazilian Reais, as are any roundings.

ABOUT AGIBANK

Agibank is a customer-obsessed bank that encourages a sense of ownership in its 4 thousand enterprising employees on a daily basis, in the belief that happy employees can perform change and make people's daily lives better. Digital always and brick-and-mortar when customers need it to be, it provides simple and affordable products and services to streamline the financial lives of thousands of Brazilians. For those who prefer to handle things digitally, there is the App, Internet banking, chat and a relationship center that is always on call. For those who do not want to relinquish one-on-one service, there are over 700 service outlets across Brazil. Our portfolio includes upkeep charge-free checking accounts, credit and debit cards, credit facilities, investments, purchase pools, and insurance. A network of partners provides over 30 thousand ATMs for withdrawals and more than 2 million establishments certified to accept payments using QR Codes.

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Balance Sheet | Assets - Consolidated

(in thousands of Brazilian Reais)

ASSETS	dec/20	jun/20	dec/19	dec/20 x jun/20	dec/20 x dec/19
Current Assets	2,526,907	2,011,945	2,078,648	25.6%	21.6%
Cash and bank deposits	121,132	55,085	21,596	119.9%	460.9%
Short-term interbank investments	404,906	773,315	756,077	-47.6%	-46.4%
Securities and derivative financial instruments	611,494	45,451	161,514	1245.4%	278.6%
Interbank accounts	3,237	550	2,150	488.5%	50.6%
Loan operations	1,464,217	1,260,561	1,375,794	16.2%	6.4%
Receivables from affiliated companies	265	3,971	5,079	-93.3%	-94.8%
Notes and credits receivables	37,665	28,866	96,448	30.5%	-60.9%
Loan loss provisions	(169,689)	(214,545)	(404,542)	-20.9%	-58.1%
Loan loss provisions (others)	(961)	(792)	(3,591)	21.3%	-73.2%
Taxes and contributions recoverable	14,386	16,553	24,638	-13.1%	-41.6%
Miscellaneous	34,902	38,748	39,744	-9.9%	-12.2%
Prepaid expenses	5,353	4,182	3,741	28.0%	43.1%
Long-term Receivables	1,215,441	662,683	461,662	83.4%	163.3%
Securities and derivative financial instruments	361,936	241,561	197,807	49.8%	83.0%
Loan operations	746,174	352,960	193,462	111.4%	285.7%
Securities credits receivable	5	2	2	150.0%	150.0%
Funds receivable from closed groups	2,627	2,534	2,553	3.7%	2.9%
Escrow deposits on judicial claims	20,864	2,593	2,231	704.6%	835.2%
Allowance for loan losses	(17,768)	(10,614)	(9,390)	67.4%	89.2%
Deferred tax assets	85,520	68,057	70,746	25.7%	20.9%
Prepaid expenses	6,836	5,590	4,251	22.3%	60.8%
Miscellaneous	9,247	-	-	-	-
Permanent Assets	130,240	89,275	67,839	45.9%	92.0%
Investments	45	34	34	32.4%	32.4%
Property, plant and equipment	25,255	11,999	11,288	110.5%	123.7%
Intangible assets	104,940	77,242	56,517	35.9%	85.7%
TOTAL ASSETS	3,872,588	2,763,903	2,608,149	40.1%	48.5%

Balance Sheet | Liabilities - Consolidated

(in thousands of Brazilian Reais)

LIABILITIES	dec/20	jun/20	dec/19	dec/20 x jun/20	dec/20 x dec/19
Current liabilities	1,127,305	869,269	1,115,304	29.7%	1.1%
Demand deposits	68,318	46,053	26,285	48.3%	159.9%
Interbank deposits	78,810	10,780	50,088	631.1%	57.3%
Time deposits	349,457	369,013	881,586	-5.3%	-60.4%
Own Portfolio	2,499	-	-	-	-
Funds from acceptance (currency exchange)	-	-	233	-	-
Funds from acceptance and issue of securities	447,872	253,210	5,438	76.9%	8136.0%
Interbank accounts	-	657	-	-	-
Financing and borrowings	2,002	-	-	-	-
Collection and payment of taxes and similar	7	8	798	-12.5%	-99.1%
Social and statutory	23,529	7,791	27,354	202.0%	-14.0%
Intermediation of securitees	-	34	-	-	-
Tax and social security contributions	32,901	24,743	25,352	33.0%	29.8%
Funds obligations with closed groups	696	870	514	-20.0%	35.4%
Other liabilities	121,214	156,110	97,656	-22.4%	24.1%
Long-term liabilities	1,934,976	1,344,155	967,355	44.0%	100.0%
Time deposits	1,373,045	1,103,514	730,257	24.4%	88.0%
Interbank deposits	399,723	72,529	-	451.1%	-
Funds from acceptance and issue of securities	-	51,724	167,225	-	-
Funds pending receipt - judicial collection	2,627	2,534	2,553	3.7%	2.9%
Loan Obligations	4,000	-	-	-	-
Equity eligible debt instruments	57,204	54,224	32,068	5.5%	78.4%
Other liabilities	98,377	59,630	35,252	65.0%	179.1%
Minority Interest	415	270	170	53.7%	144.1%
EQUITY	809,892	550,209	525,320	47.2%	54.2%
Capital Stock	531,080	320,388	326,927	65.8%	62.4%
Capital Reserves	9,896	11,436	11,436	-13.5%	-13.5%
Profit Reserves	270,988	219,140	193,458	23.7%	40.1%
Adjustments to Market Value - securities and derivatives	(2,809)	(755)	38	272.1%	-7492.1%
(-)Treasury Shares	-	-	(6,539)	-	-
Retained Earnings	737	-	-	-	-
TOTAL LIABILITIES AND EQUITY	3,872,588	2,763,903	2,608,149	40.1%	48.5%

Income Statement– Consolidated

(in thousands of Brazilian Reais)

INCOME STATEMENT	2020	2019	2020/2019	2H20	1H20	2H20/1H20
REVENUE FROM FINANCIAL INTERMEDIATION	1,352,875	1,569,119	-13.8%	667,828	685,047	-2.5%
Loan operations	1,297,451	1,476,344	-12.1%	654,997	642,454	2.0%
Short-term interbank investments	17,577	38,480	-54.3%	4,802	12,775	-62.4%
Securities transactions	11,352	14,474	-21.6%	5,485	5,867	-6.5%
Derivative financial instruments	(1,232)	(5)	24540.0%	(807)	(425)	89.9%
Foreign exchange	542	54	903.7%	36	506	-92.9%
Sale of financial assets	27,185	39,772	-31.6%	3,315	23,870	-86.1%
EXPENSES FROM FINANCIAL INTERMEDIATION	(276,349)	(122,642)	125.3%	(94,536)	(181,813)	-48.0%
Market funding expenses	(94,254)	(122,526)	-23.1%	(46,870)	(47,384)	-1.1%
Loan operations and onlending	(57)	(116)	-50.9%	(57)	-	-
Sale of financial assets	(182,038)	-	-	(47,609)	(134,429)	-64.6%
PROFIT FROM FINANCIAL INTERMEDIATION	1,076,526	1,446,477	-25.6%	573,292	503,234	13.9%
PROVISIONS FOR EXPECTED LOSSES ASSOCIATED TO CREDIT R	(143,413)	(662,014)	-78.3%	(73,061)	(70,352)	3.9%
Loan loss provisions	(146,043)	(661,153)	-77.9%	(72,892)	(73,151)	-0.4%
Loan loss provisions (other accounts)	2,630	(861)	-405.5%	(169)	2,799	-106.0%
GROSS PROFIT FROM FINANCIAL INTERMEDIATION	933,113	784,463	18.9%	500,231	432,882	15.6%
OPERATING EXPENSES	(788,519)	(680,989)	15.8%	(413,197)	(375,322)	10.1%
Revenue from services	52,571	36,732	43.1%	31,315	21,256	47.3%
Banking fees	22,791	24,510	-7.0%	11,887	10,904	9.0%
Employee expenses	(190,116)	(154,789)	22.8%	(133,912)	(56,204)	138.3%
Administrative expenses	(591,392)	(495,028)	19.5%	(276,801)	(314,591)	-12.0%
Tax expenses	(81,378)	(82,656)	-1.5%	(46,411)	(34,967)	32.7%
Other operating income (expenses)	(995)	(9,758)	-89.8%	725	(1,720)	-142.2%
Non-Operating Income	308	760	-59.5%	235	73	221.9%
INCOME BEFORE TAXES	144,902	104,234	39.0%	87,269	57,633	51.4%
Current income tax and social distribution	(39,222)	(16,506)	137.6%	(28,239)	(10,983)	157.1%
Deferred income tax and social distribution	(780)	434	-279.7%	4,533	(5,313)	-185.3%
Profit sharing	-	-	-	2,557	(2,557)	-200.0%
Minority Interest	(225)	(134)	67.9%	(125)	(100)	25.0%
NET INCOME	104,675	88,028	18.9%	65,995	38,680	70.6%