



• • •
• • •
• • •

Company Presentation

November 2020

Our Journey



Start-up

Beginning of Agiplan

- Dealer of credit
- Payroll credit operator in Brazil (2004)
- Early adoption of marketplace for payroll-linked-loans

1999/09

Expanding Channels

Fast expansion across Brazil

- Exclusivity with Bradesco in payroll loans (2012)
- Digital solutions to connect banks and individuals
- Credit analysis technology
- 47 outlets in 5 Brazilian states

2009/12

Repositioning

Building a complete financial operation

- Partnership with MasterCard
- Central Bank authorization to operate in the consumer finance business

2012/15

Massive Growth

Strengthening Agibank's infrastructure

- Acquisition of Banco Gerador to create one-stop-shop
- Omnichannel platform
- Innovative payment solution – Agibank Pay (QR code)

2016/17

Digital Revolution

Transformation phase

- Relationship Bank
- Fully digital
- Multi-product
- Artificial Intelligence

2018

Agibank 2.0

Bank of Choice for SSBDA¹

- Successful participation in the INSS² Auction
- Completely redesigned banking experience, while providing personalized services

2019/20

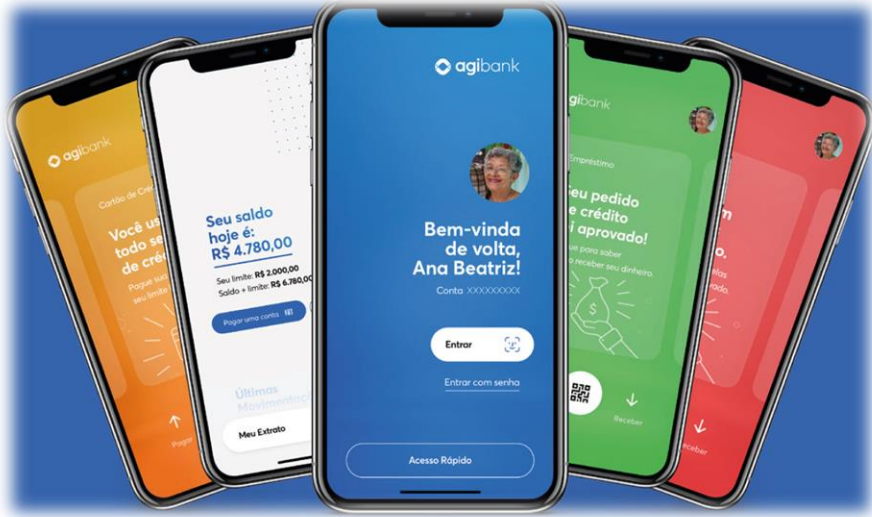
Dealer / Marketplace

Credit Oriented

Relationship Oriented

¹ Social Security Benefits Deposit Account. ² National Social Security Service.

Agibank at a Glance



R\$ 1.9 B

Total Credit Portfolio

R\$ 32.0 M

Net Income

2.7 M

Clients

37.3%

Net Interest Margin

638

Outlets

R\$ 2.8 B

Total Assets

+ 3,200

Employees

23.3%

ROAE

FitchRatings

-- National Long-Term Rating 'BBB(bra)'
-- National Short-Term Rating 'F3(bra)'

Vinci Partners | Private Placement



...primary round of R\$ 400MM* to support growth and boost the corporate governance development



+



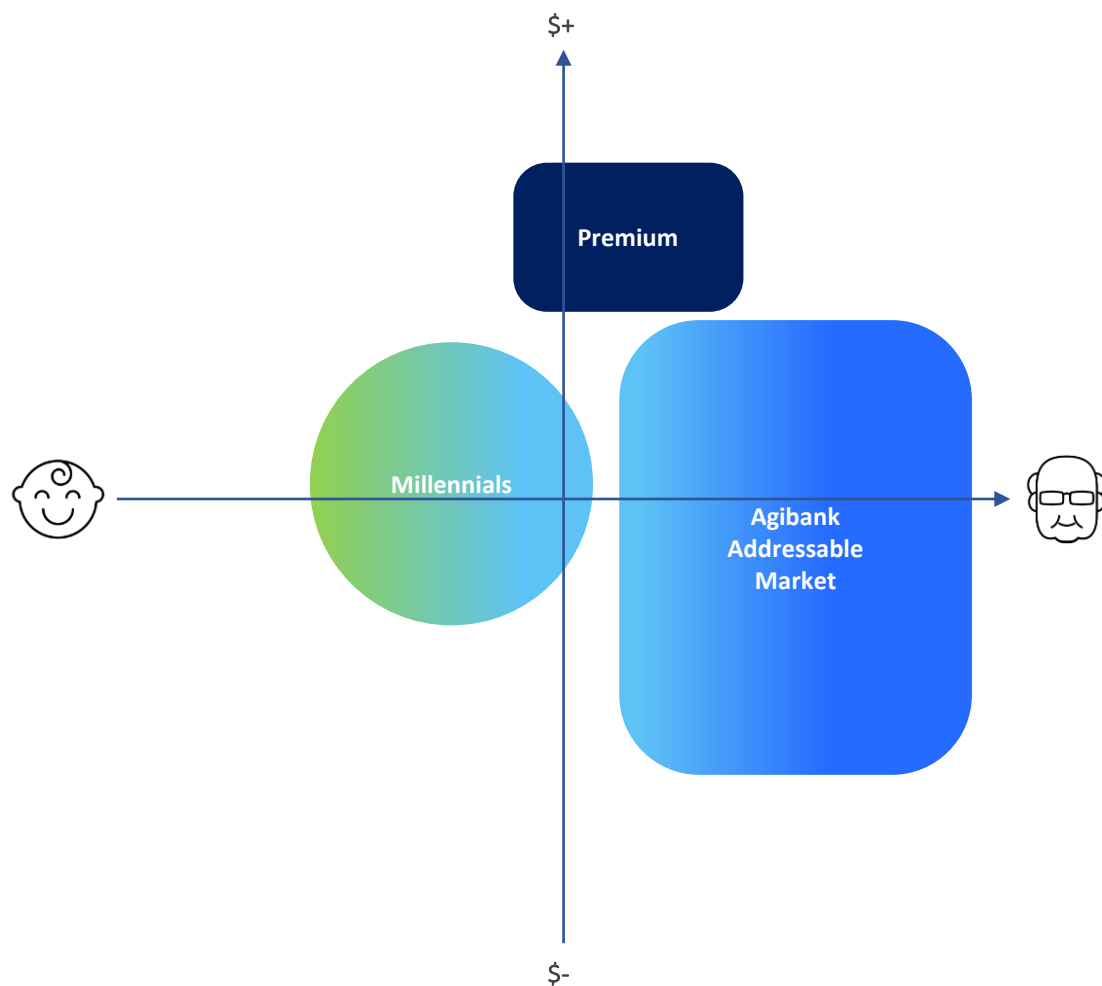
*“We are happy to announce the result of this primary round of private placement, which was **successful from the strategic point of view and also for establishing Vinci as our partner**, sharing the same understanding of the business and its long-term vision.”*

Marciano Testa, Agibank CEO

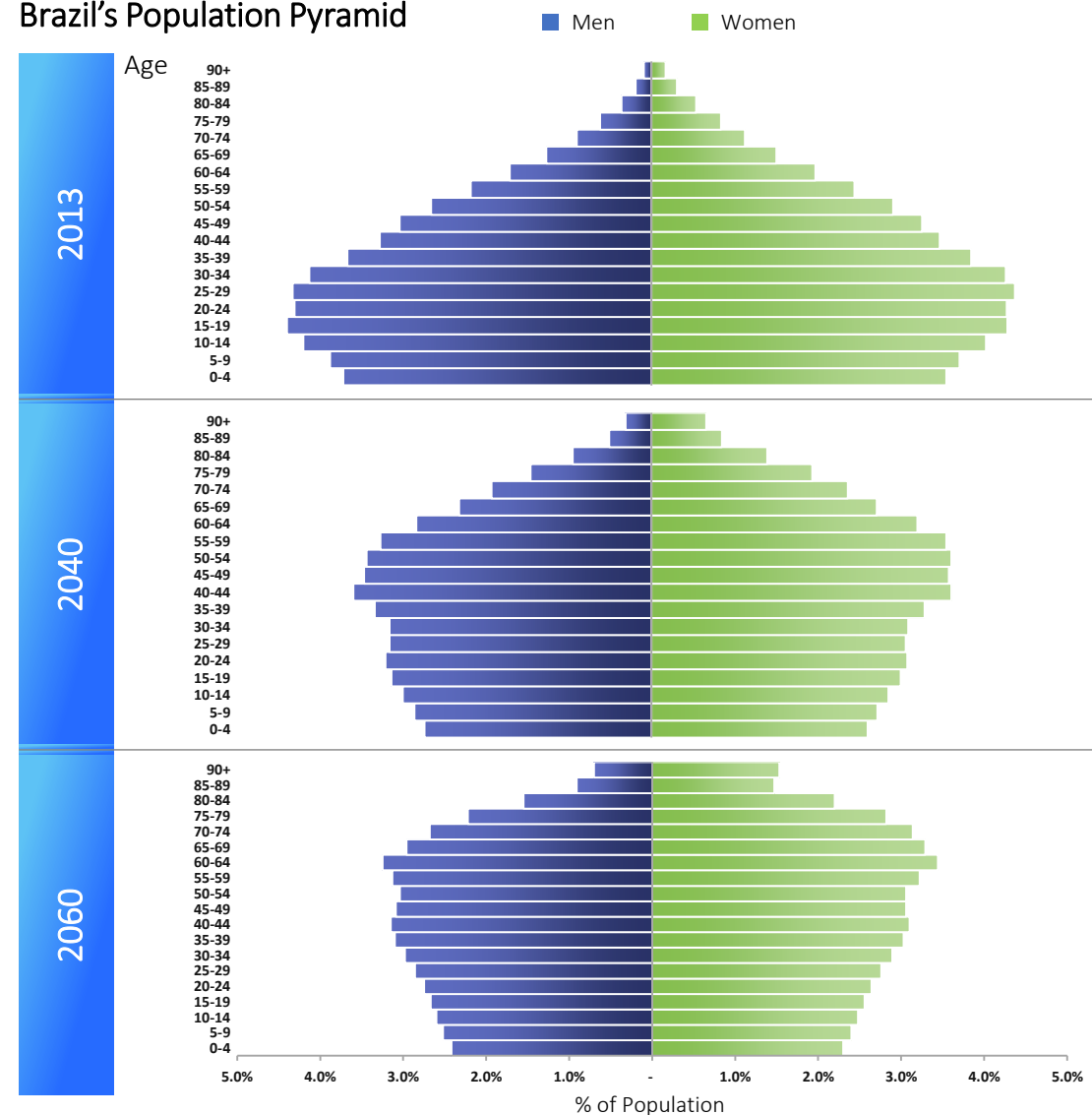
*“Vinci is very excited in supporting the **next stage of Agibank’s growth**. We identified a **unique strategic vision**, a strong **customer centered culture** and a very consistent results history. We expect to contribute in the construction of an **unparalleled bank**.”*

Gabriel Felzenszwalb, sócio da Vinci Partners

Market Opportunity



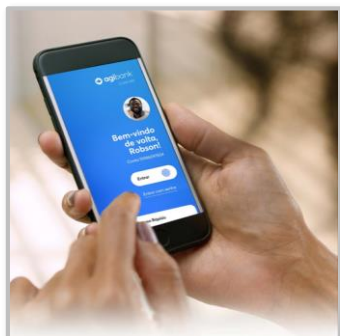
Brazil's Population Pyramid



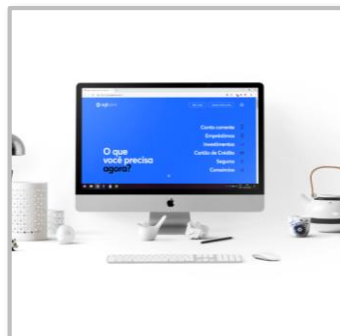
⋮⋮⋮ Omnichannel Strategy



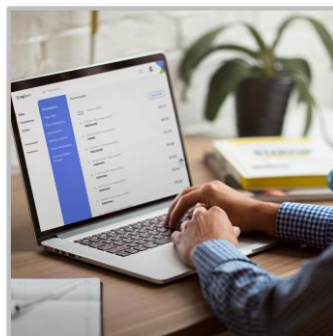
Always digital...



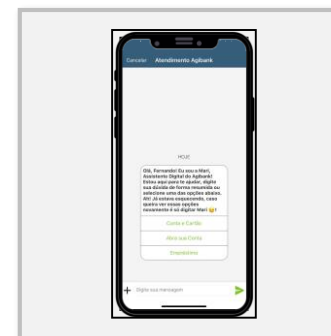
App
2.0



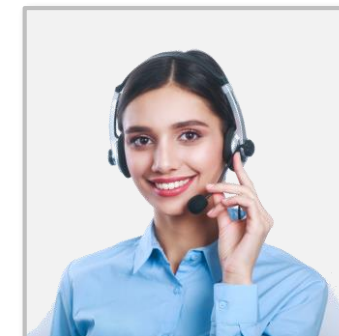
Website
2.0



IBK
2.0



Chatbot



Call center

... Physical when you want it



600+
Outlets



2,000+
Consultants



30,000+
ATMs

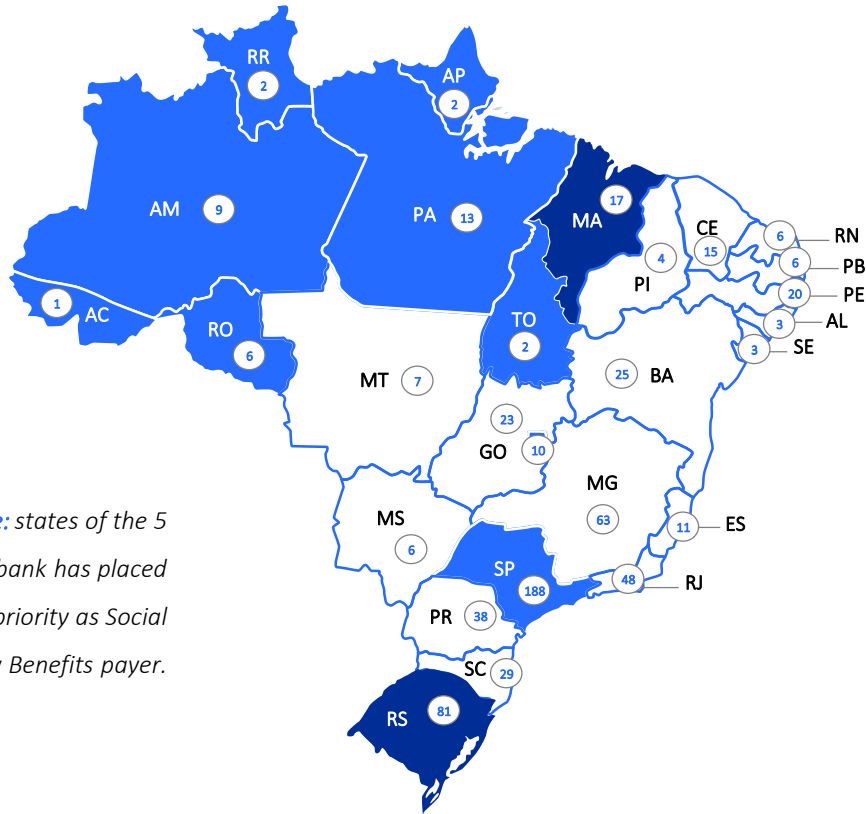


16,000+
Lottery Houses



Agibank Pay
+2 M Cielo POS

Physical network focused on attracting and retaining new customers



In blue: states of the 5 batches Agibank has placed as #1 or #2 priority as Social Security Benefits payer.

Outlets Overview

- Asset light outlets with low initial & maintenance Capex (6 months breakeven)
- Huge cross-selling opportunities (68% cross on life insurance)
- Supporting clients transition into digital channels

SSBDA Customer Base Historical Access

- Agibank has secured access to an existing base of more than **35 million of individuals** currently entitled to social security benefits on the back of a strategic partnership with a long-term partner.

2019 Auction (2020 – 2024)

- In 2019, Agibank bid in the auction promoted by INSS², being granted the right to pay Social Security benefits in **all states** from January 2020 through December 2024.
- INSS estimates Agibank is accredited to pay benefits to **5 million new beneficiaries** during this period (~90 thousand benefits/month). *Average price R\$ 16.78/client per month.*
- Agibank's performance in the auction reinforces its consolidation as a **relationship oriented bank**, and expects to widen its physical network from 614 to **1,200 outlets until 2023**.



The new flagship store, inaugurated on June 23rd, located at Agibank's headquarters in Porto Alegre, Brazil.

¹ Social Security Benefits Deposit Account. ² National Social Security Service.

Evidences of a delightful customer experience



75 NPS























(versus 23 of banking sector NPS)

4,9 CSAT

(Customer Satisfaction Score 1 - 5)

45% Digitalization

Digital Channel Usage of 50+ Clients
(versus 8% global average)

											
Reputation	 RA 1000	 Good	 Excellent	 Regular	 Good	 Excellent	 Good	 Good	 Good	 Good	 Excellent
Complaints	1,915	9,076	16,441	3,695	5,214	4,808	26,252	36,256	16,235	5,617	354
Replied	1,915	9,072	16,401	3,687	5,098	4,757	25,490	36,143	15,636	4,963	353
Would do business again	79.7%	62.7%	76.0%	46.5%	68.9%	73.4%	69.0%	61.5%	65.1%	48.1%	74.2%
Resolution rate	90.9%	69.6%	82.5%	65.0%	81.6%	86.1%	80.7%	70.3%	74.6%	79.9%	84.1%
Score	8.32	5.69	6.89	4.49	6.86	6.84	6.78	5.80	6.07	6.38	7.52
Time to reply	11 hours	5 days and 2 hours	4 days and 9 hours	7 days and 5 hours	7 days and 5 hours	7 days and 21 hours	16 days and 1 hour	8 days and 4 hours	9 days and 6 hours	7 days and 11 hours	3 days and 17 hours



Since June 2019 with the RA 1000 seal of quality customer service



Board of Directors



Ademir Cossielo

Began his career at Bradesco at the age of 18, where he worked for 39 years, occupying positions at all hierarchical levels. Left the bank as Statutory Executive Director in 2012. An Executive Director at banks BANE, BCN, BILBAO VIZCAYA ARGENTARIA, BMC, FINANCIADORA BRADESCO, and other Bradesco companies, as well as a member of various statutory committees. In 2012, Ademir became vice-president of Banco Gerador S.A., headquartered in Recife, Pernambuco, and from 2014 to 2016 was the president of that institution.



Aod Cunha

Aod Cunha has a Post-Doctoral Degree and was a visiting researcher at Columbia University (2009), was president of Fundação de Economia e Estatística (FEE, Economics and Statistics Foundation) of Rio Grande do Sul (2003-2006), Secretary of the Treasury of Rio Grande do Sul and Chairman of the Board of Banrisul (2007- 2009), Senior Consultant at the World Bank (2010), Managing Director at J.P. Morgan (2011-2014), Partner at Banco BTG Pactual (2014-2016), and Board Member at Banco Pan (2015-2016). He is currently a Board Member at Gerdau and Grupo VIBRA, as well as member of the JAYMAR Investments Committee and family offices economic consultant.



Marciano Testa

A bachelor in Economics with a graduate degree in Finance, Marciano Testa is the Founder, CEO and Board Member of the bank. Eighteen years ago, he started Agiplan, the company that would become the financial conglomerate led by Agibank, the largest privately-held bank in Southern Brazil. In recent years, he has worked on excellence in regulatory compliance and management by studying Corporate Governance (at Insead, France) and APG Senior, the Amana-Key Advanced Management Program (São Paulo). He recently led the launch of the 100% Online Account, which provides a disruptive and innovative payment method as well as traditional banking services.



Gustavo Silva

Began his career at Credit Suisse Brazil at age of 17, where he worked for 2 years at Investment Bank Project Support area. Started at UBS Brazil in 2014, and worked in Financial Reporting, Product Control, ALM and Wealth Management areas. In 2016, started at Agibank as FX and Rates Trader, became Portfolio Manager at Testa Family Office in 2018, responsible for implementing global investment strategies, wealth management, succession and tax planning.



Ricardo Bock

Ricardo Böck is an economist who holds a Master's degree in Macroeconomics with background in banking, credit and corporate finance. Having started at Agibank in 2016, he's worked with Market & Liquidity Risks, ALM and lastly with Treasury Operations, in which he worked as a derivatives trader. In 2018, he joined Testa Family Office as a Portfolio Manager, sharing the development and execution of Global Investment Strategies alongside corporate, fiscal & successory structurations.



Executive Officers



Marciano Testa
CEO

- Started Agiplan 20 years ago, the company that would become the financial conglomerate led by Agibank
- Led the launch of the 100% Online Account, which provides a disruptive and innovative payment method as well as traditional banking services.

Education:



Professional Experience:



Vitor Hruby
CRO

- Held several management positions at Banco AJ Renner, where he worked for 20 years
- Became Managing and Financial Director at Agiplan in 2011, and is currently in charge of Risk Management, Controllership, Administration, Compliance, Legal, Expansion, and Benefits
- His 27-year career in the financial market includes work in credit, collections, investments, compliance and risk

Education:



Professional Experience:



Beatriz Bernardi
COO

- In charge of Credit, Data Science, Collection, Recovery Strategies, Backoffice, Fraud Prevention and PLD
- 18 years of experience in financial institutions
- Wide experience in the Credit and Cards Portfolio, from the product, offerings and credit policies development, including management of risks, credit, products, commercial, pricing, charging and portfolio

Education:



Professional Experience:



Glauber Correa
CBO

- In charge of the bank's customer relations and commercial operations, as well as initiatives connected to Online Banking.
- Worked as a civil servant in various positions at Caixa Econômica Federal for 17 years, until becoming the bank's National Director of Strategy

Education:



Professional Experience:



Fernando Castro
CTPO

- In charge of Development, IT Infrastructure, Marketing, Products, Projects, Processes, and Continuous Improvement
- Started at Sicredi in 2000, as a developer, and from 2004 on took on management positions, eventually becoming Digital Transformation Leadership Director in 2016
- Was part of the Rabobank Talent Program in the Netherlands and Gartner Academy for Leadership Development for Aspiring CIOs in Chicago

Education:



Professional Experience:



Thiago Silva
CFO / IRO

- In charge of Investor Relations, administrative and strategy, finance, treasury and controllership
- Mr. Silva is formerly Finance Officer Director at Caixa Econômica Federal
- His almost 20 years of experience in financial market includes leadership positions in administration, finance, controllership and investor relations areas

Education:

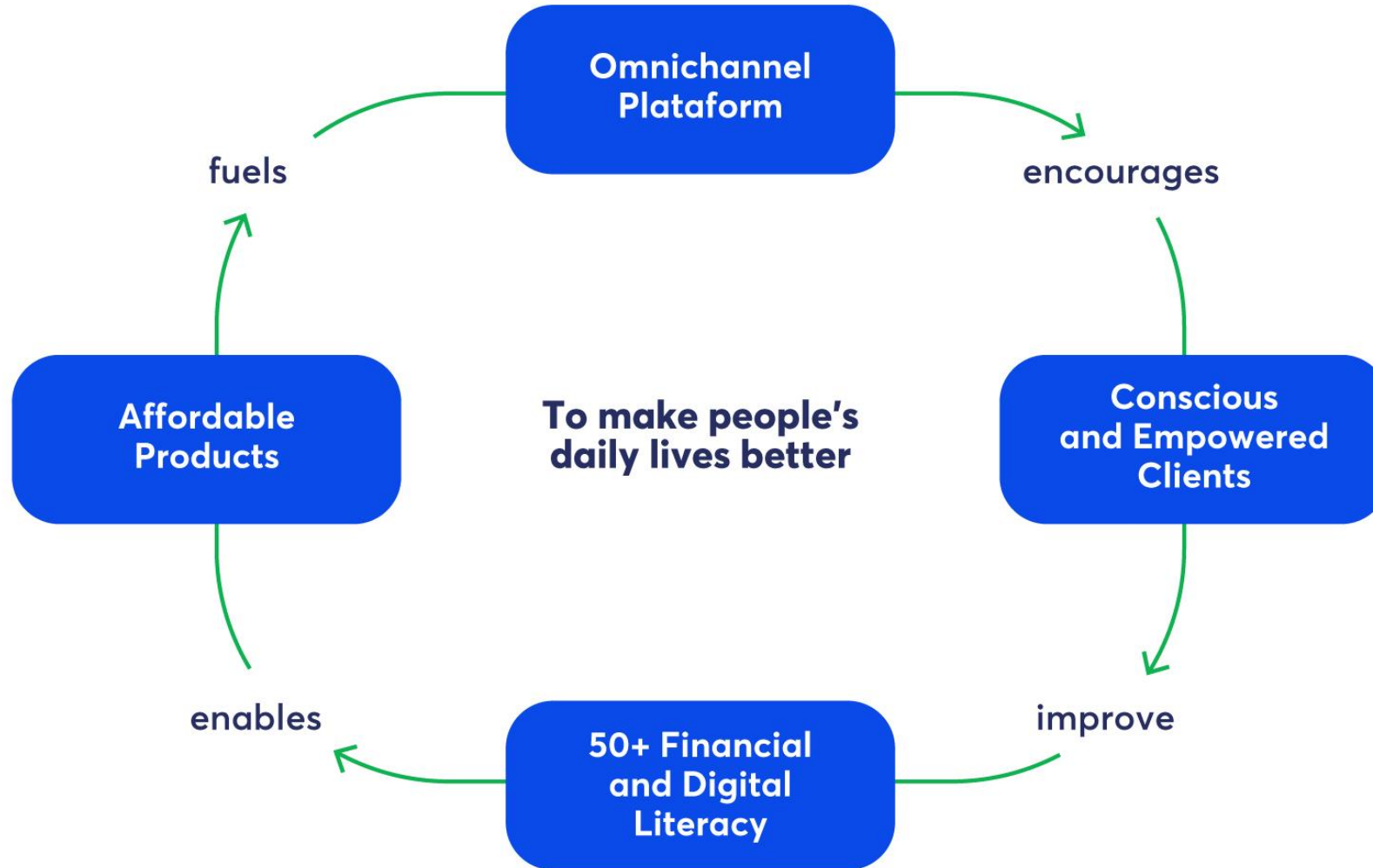


Professional Experience:





Our Business's Virtuous Circle





• • •
• • •
• • •

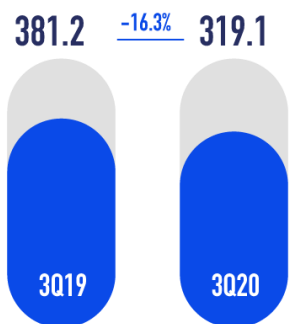
Results
3Q20

Key Indicators

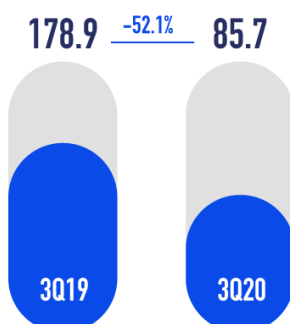


RESULTS & BALANCE SHEET

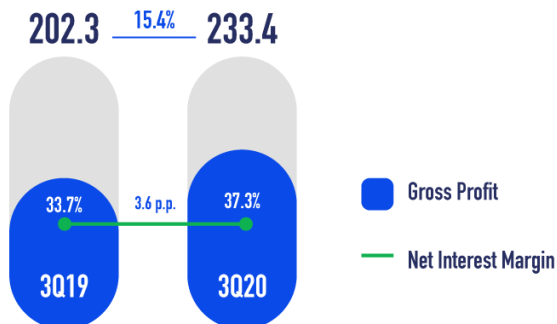
Revenue from Financial Intermediation



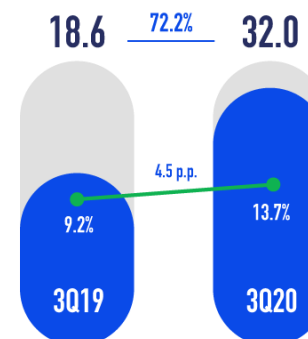
Expenses from Financial Intermediation



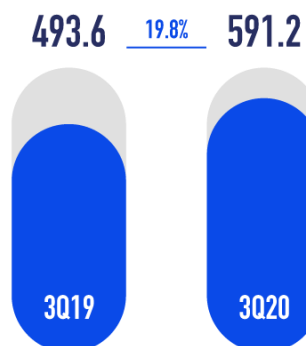
Gross Profit from Financial Intermediation and Net Interest Margin



Net Income and Net Margin

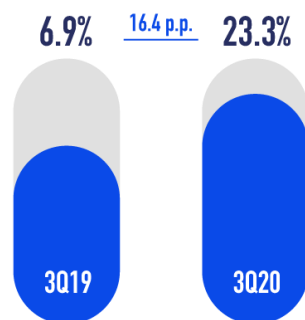


Net Equity

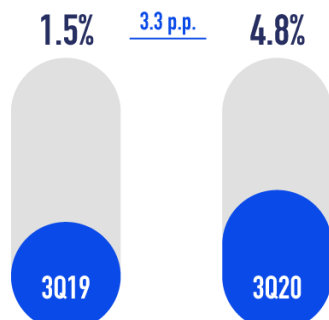


PERFORMANCE & OPERATIONS

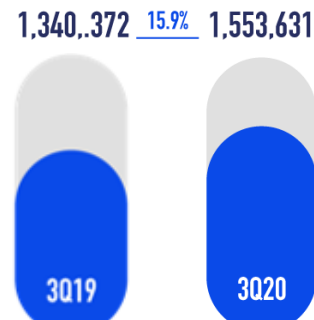
ROAE (%)



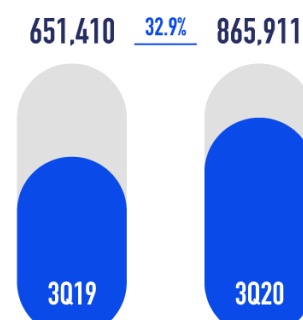
ROAA (%)



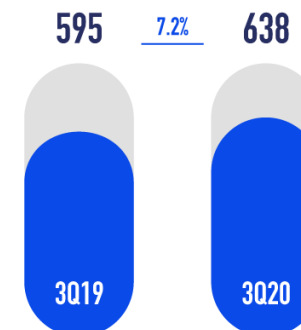
Total Number of Clients



Total Number of Accounts



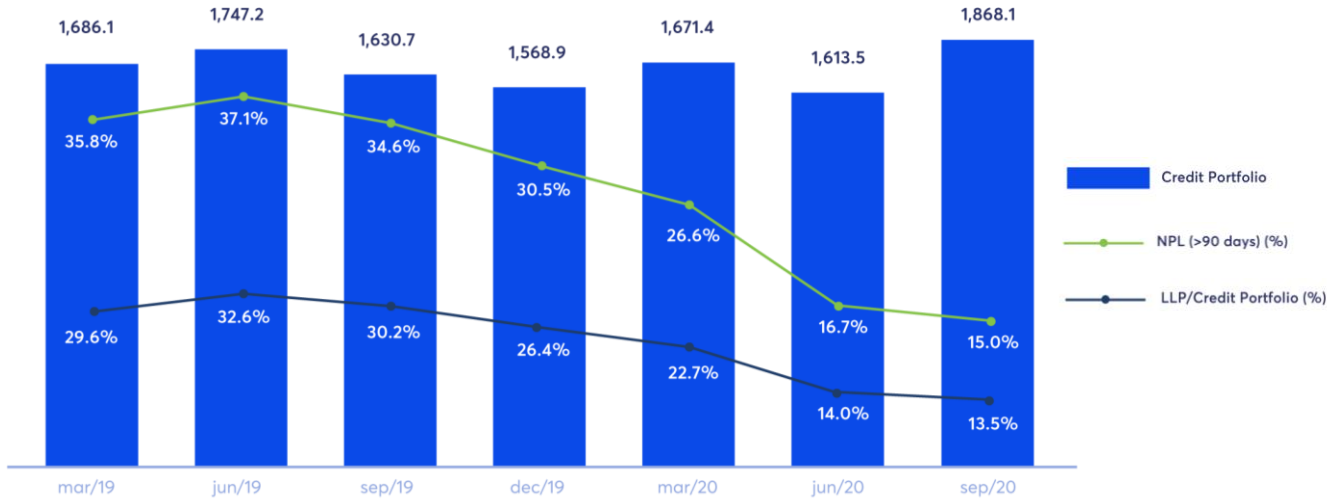
Total Number of Outlets



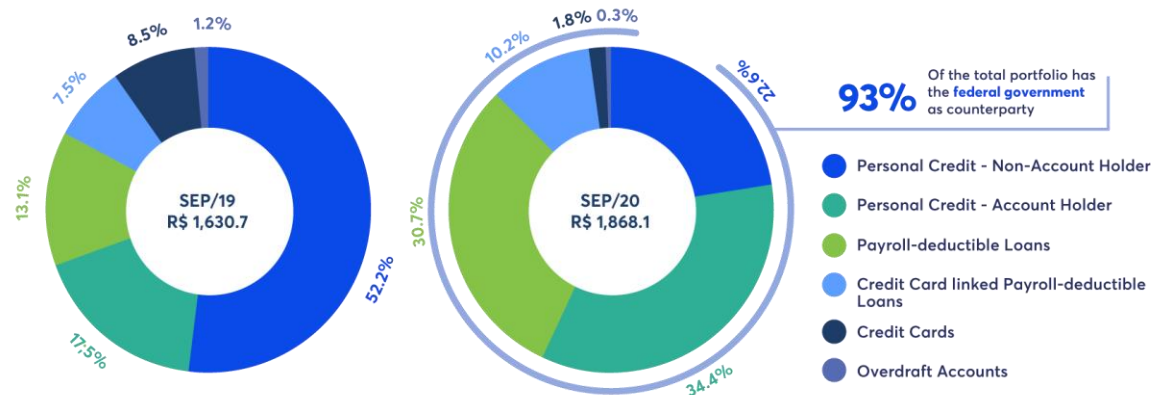
..... Better credit portfolio mix drives to improve delinquency ratios and predictability results



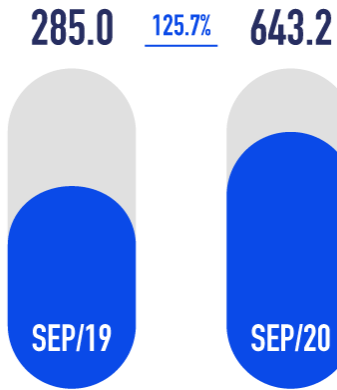
Credit Portfolio and Delinquency Ratios



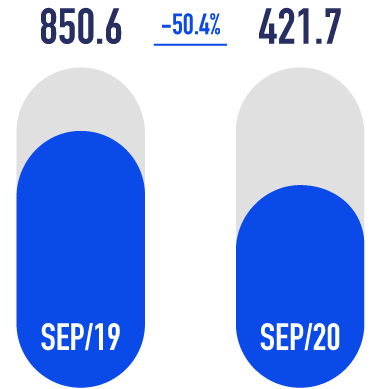
Portfolio Breakdown



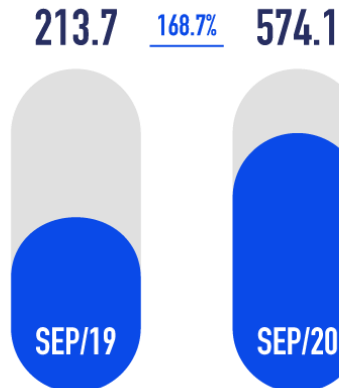
Personal Credit - Account Holder



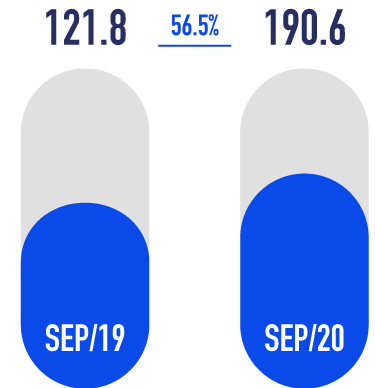
Personal Credit - Non-Account Holder



Payroll-Deductible Loans



Credit Card Linked Payroll-Deductible Loans

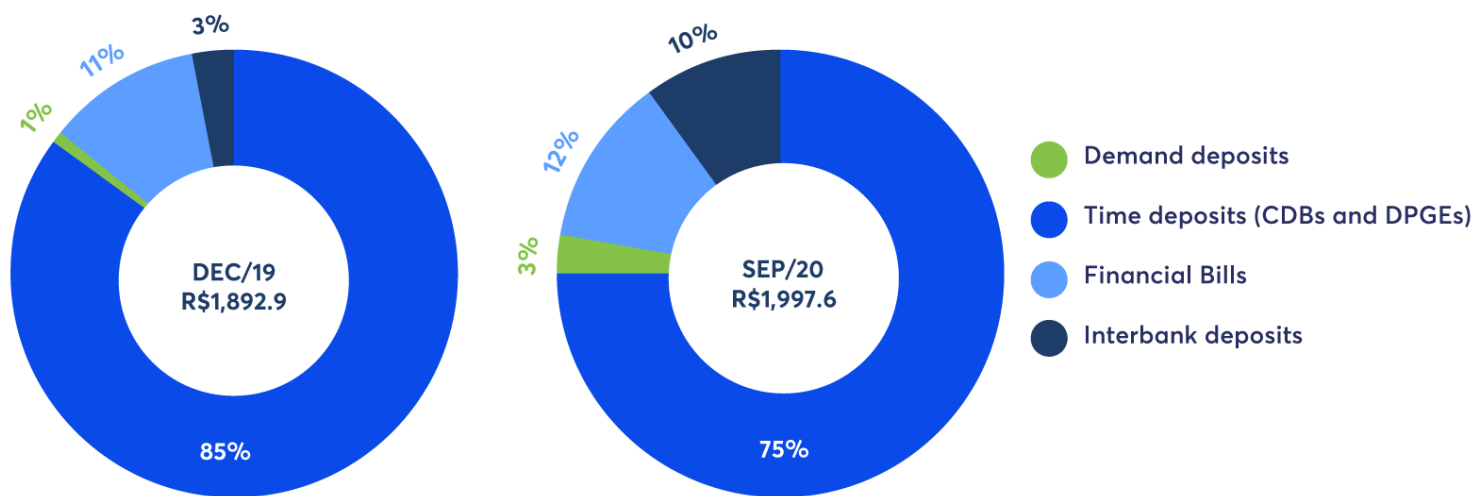




Diversification of Funding Base



Funding Breakdown



Sep/20

633 days
Average term

97%
No liquidity

40 platforms
#1 representing 41%

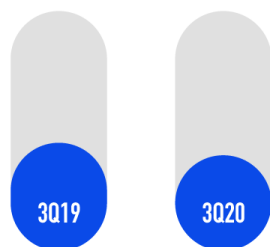


Capital Adequacy Ratio & Liquidity Coverage Ratio



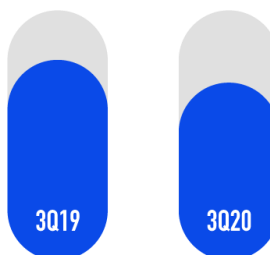
Capital Adequacy Ratio (%)

13.3% -0.1 p.p. 13.2%



Cash

981.1 -6.9% 913.3



In millions of Reais, unless otherwise stated

	Sep/20	Dec/19	Sep/19
Referential Equity - Tier I	494.0	467.2	428.1
Core Capital	494.0	467.2	428.1
Referential Equity	542.7	499.3	459.3
Referential Equity - Tier II	48.7	32.1	31.2
Credit Risk-weighted Assets	1,411.9	1,221.1	1,196.1
Market Risk-weighted Assets	2.5	11.0	11.5
Operational Risk-weighted Assets	2,696.7	2,236.4	2,236.4
Risk-weighted Assets	4,111.2	3,468.5	3,444.1
RBAN	72.6	152.9	257.2
Capital Adequacy Ratio (RE/RWA)	13.2%	14.4%	13.3%
Expanded Capital Adequacy Ratio (RE/(RWA+RBAN))	13.0%	13.8%	12.4%

In millions of Reais, unless otherwise stated

	Sep/20	Dec/19	Sep/19
High Quality Liquid Assets	619.5	748.8	606.9
Potential Cash Outflows	19.1	19.1	16.6
LCR (%)	3247.0%	3919.1%	3655.5%
Cash Position	913.3	1,137.0	981.1



Key Takeaways



Rapidly Achieved Scale...

R\$ 1,900.7 M
Total Credit Portfolio
(September 2020)

+2.7M
Clients
(September 2020)

638
Outlets
(September 2020)



... Accelerating
Growth...

+117.7%
Net Profit Growth
(9M20 versus 9M19)

+25.4%
Net Interest Income
(9M20 versus 9M19)

+32.9%
Accounts
(Sep/20 versus Sep/19)



... While Keeping High
and Sustainable Returns

23.3% ROAE (+16.4 p.p. versus 3Q19)	4.8% ROAA (+3.3 p.p. versus 3Q19)
-24.3% Personal Loans Interest Rate Reduction (Sep/20 versus Sep/19)	ESG Initiatives



IR Team

www.agibank.com.br/ri

ri@agibank.com.br

Thiago Souza Silva

Chief Controller and Investor Relations Officer

thiago.ssilva@agibank.com.br

Felipe Gaspar Oliveira

Investor Relations Leader

felipe.oliveira1@agibank.com.br

Cassiano de Mattia Tramontin

Investor Relations Analyst

cassiano.tramontin@agibank.com.br

• • • • • • • • • **Company Presentation**