## intersco

## 4Q22 Earnings Presentation

March 2023


This report may contain forward-looking statements regarding Inter, anticipated synergies, growth plans, projected results and future strategies. While these forward-looking statements reflect our Management's good faith beliefs, they involve known and unknown risks and uncertainties that could cause the company's results or accrued results to differ materially from those anticipated and discussed herein. These statements are not guarantees of future performance. These risks and uncertainties include, but are not limited to, our ability to realize the amount of projected synergies and the projected schedule, in addition to economic, competitive, governmental and technological factors affecting Inter, the markets, products and prices and other factors. In addition, this presentation contains managerial numbers that may differ from those presented in our financial statements. The calculation methodology for these managerial numbers is presented in Inter's quarterly earnings release.

Statements contained in this report that are not facts or historical information may be forward-looking statements under the terms of the Private Securities Litigation Reform Act of 1995. These forwardlooking statements may, among other things, beliefs related to the creation of value and any other statements regarding Inter. In some cases, terms such as "estimate", "project", "predict", "plan", "believe", "can", "expectation", "anticipate", "intend", "aimed", "potential", "may", "will/shall" and similar terms, or the negative of these expressions, may identify forward looking statements.

These forward-looking statements are based on Inter's expectations and beliefs about future events and involve risks and uncertainties that could cause actual results to differ materially from current ones. Any forward-looking statement made by us in this document is based only on information currently available to us and speaks only as of the date on which it is made. We undertake no obligation to publicly update any forward-looking statement, whether written or oral, that may be made from time to time, whether as a result of new information, future developments or otherwise. For additional information that about factors that may lead to results that are different from our estimates, please refer to sections "Cautionary Statement Concerning Forward-Looking Statements" and "Risk Factors" of Inter\&Co Annual Report on Form 20-F.

The numbers for our key metrics (Unit Economics), which include active users, average revenue per active client (ARPAC), cost to serve (CTS) and cross selling index (CSI), are calculated using Inter's internal data. Although we believe these metrics are based on reasonable estimates, but there are challenges inherent in measuring the use of our business. In addition, we continually seek to improve our estimates, which may change due to improvements or changes in methodology, in processes for calculating these metrics and, from time to time, we may discover inaccuracies and make adjustments to improve accuracy, including adjustments that may result in recalculating our historical metrics.

## About Non-IFRS Financial Measures

To supplement the financial measures presented in this press release and related conference call, presentation, or webcast in accordance with IFRS, Inter\&Co also presents non-IFRS measures of financial performance, as highlighted throughout the documents. The non-IFRS Financial Measures include, among others: Adjusted Net Income, Cost to Serve, Cost of Funding, Efficiency Ratio, Underwriting, NPL > 90 days, NPL 15 to 90 days, NPL and Stage 3 Formation, Cost of Risk, Coverage Ratio, Funding, All-in Cost of Funding, Gross Merchandise Volume (GMV), Premiuns, Net Inflows, Global Services Deposits and Investments, Fee Income Ratio, Client Acquisition Cost, Cards+PIX TPV, Gross ARPAC, Net ARPAC, Marginal NIM 1.0, Marginal NIM 2.0, Net Interest Margin IEP + Non-int. CC Receivables (1.0), Net Interest Margin IEP (2.0), Cost-to-Serve.
 directly comparable measure calculated and presented in accordance with IFRS in Inter\&Co's financial statements.


 Inter\&Co's performance to that of other companies.

1. CEO Overview
2. Banking - Credit Engine
3. Banking - Funding Capabilities
4. Transactional Platform
5. Financial Performance


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## CEO Overview



## Growth

$\checkmark$ Winning
Clients \& Adoption
$\checkmark$ Gaining
Market Share
$\checkmark$ Improving
Revenue Quality

## Profitability

$\checkmark$ Strengthened Unit Economics
$\checkmark$ Realized
Operating Efficiencies
$\checkmark$ Expanded Margins

## Balance Sheet Strength

$\checkmark$ Highly collateralized loan portfolio
$\checkmark$ Stable funding base
$\checkmark$ Significant excess capital \& liquidity

## Better <br> Revenue Quality



## Expanding <br> Profit Generation



Net Income ${ }^{5}$ (R\$ Million)

## ...and market share gains across the client journey

High Share at the Beginning of the Journey...


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## Complete Banking

Credit Engine


## Growing our loan portfolio while maintaining price discipline



## Accelerating originations in lower risk products



## Resilient loan portfolio

NPL 15 to 90 days ${ }^{1}$
$\ln _{\ln \%} 15$ to 90 days

|  |  |  |  |  |
| :--- | :--- | :--- | :--- | :--- |
| $4.3 \%$ | $4.6 \%$ | $4.6 \%$ | $4.5 \%$ | $4.5 \%$ |

NPL >90 days ${ }^{1}$
In \%

## NPL > 90 Days Formation²



## Stable Cost of Risk and Coverage Ratio



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## Complete Banking

Funding Capabilities


## Success in attracting customer deposits



Increasing client's wallet share in funding and investments

Funding per Active Client
R\$ Thousand


[^0]- Balance per active client increased during 2022
- High inflation resulting in mix change towards higher yielding deposits and investments


## Highly attractive, cost-efficient funding at scale



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## Transactional Platform



## Strong client adoption across transactional platform



## By Cross-Selling Additional

 Products to Our Clients...Average Clients with 3 or More Products ${ }^{2}$
\% of Active Clients

...and Ultimately Becoming the
Primary Banking Relationship

Primary Bank Relationship1
\% of Active Clients


## ...And diversify into asset-light fee revenue

Fee income \& Fee income ratio


- Tremendous Net Fee Revenue growth since launching our Commerce strategy
- Reduces our reliance on Net Interest Income


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## Financial Performance



## Consistent client growth at a low-cost

Total Number of Clients
In Million


## Client Acquisition Cost

## In R\$, quarterly


8.3MM record net new clients in 2022, despite re-pricing initiatives

## Accelerating banking activity



## Increasing monetization of our client base

ARPAC
In Rs, monthly $\quad$ NetARPAC ${ }^{\text {a }}$


Gross ARPAC² By Cohort
In R\$, monthly R\$80


Continued client monetization, accelerating consistently across cohorts

## Expanding $\mathbb{N} \|$ IM as we reprice the loan portfolio

| Marginal    8.17 <br> NIM 1.0¹ <br> $(\%)$ $7.6 \%$ $7.5 \%$ $6.8 \%$ 8 |  |  |  |  |
| :--- | :--- | :--- | :--- | :--- |


| Marginal <br> NIM2.0¹ <br> (\%) | $8.8 \%$ | $8.6 \%$ | $7.5 \%$ | $9.2 \%$ |
| :--- | :--- | :--- | :--- | :--- |




NIIM reaches 2022 high, with marginal NIM surpassing 9\%

Healthy revenue growth, accelerating as result of portfolio repricing


## ...Resulting in operating efficiencies and lower unit costs

Active clients per employee ${ }^{1}$


Cost-to-Serve ${ }^{2}$


Efficiency Ratio ${ }^{4}$


Flat headcount driving operational leverage

## Consistent improvement in profitability

Net Income (Loss)
RSMillion | Inter\&Co


- Sequential improving in profitability
- NIIM expansion and operational leverage leading the profitability trend
- Strong momentum for 2023


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## Closing Remarks



# 1 Operational Leverage 

Improving
Cost-to-serve
Efficiency Ratio
$2 \underset{\text { Expansion }}{\text { NIM }}$
Expanding
Yield on interest earning assets
Funding mix

## Resilient Asset Quality

## Enhancing

Underwriting models
Collection processes

Balance sheet strength continue supporting franchise growth

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Q\&A


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## Appendix



## Disciplined focus on expense control



## Non-IFRS reconciliations

Adjusted Cost-to-Serve \& Efficiency Ratio

| Cost-to-Serve (RS, monthly) |  | 4021 | 1022 | 2 Q 2 | 3022 | 4Q22 |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| (a) | Personnel Expenses | 147,171 | 145,120 | 172,466 | 176,232 | 239,787 |
| (b) | Other Administrative Expenses | 507,766 | 433,499 | 410,218 | 441,490 | 457,865 |
| (c) | Client Acquisition Cost | 82,481 | 66,936 | 72,552 | 61,334 | 62,057 |
| (d) | Share-based Payments | 1,072 | 3,648 | 23,173 | 16,084 | 51,245 |
| (e) | QoQ Average Active Clients | 8,396 | 9,359 | 10,304 | 11,183 | 12,117 |
| (f) $=\{[(\mathrm{a})+(\mathrm{b})-(\mathrm{c})] \times 3\} \div(\mathrm{e})$ | Cost-to-Serve (R\$, monthly) | 22.7 | 18.2 | 16.5 | 16.6 | 17.5 |
| $(\mathrm{g})=\{[(\mathrm{a})+(\mathrm{b})-(\mathrm{c})-(\mathrm{d})] \times 3\} \div(\mathrm{e})$ | Cost-to-Serve (R\$, monthly) - Excluding Share and M\&A Expenses | 22.7 | 18.1 | 15.8 | 16.1 | 16.1 |
| Efficiency Ratio (\%) |  | 4021 | 1022 | 2022 | 3022 | 4022 |
| (a) | Personnel Expenses | 147,171 | 145,120 | 172,466 | 176,232 | 239,787 |
| (b) | Other Administrative Expenses | 507,766 | 433,499 | 410,218 | 441,490 | 457,865 |
| (c) | NII | 220,523 | 184,389 | 157,271 | 208,665 | 279,483 |
| (d) | Net Result from Services and Commissions | 152,663 | 177,703 | 204,561 | 217,029 | 239,513 |
| (e) | Income from Securities | 337,710 | 348,013 | 406,846 | 340,982 | 375,896 |
| (f) | Net gains (or losses) from Derivatives | -10,011 | 11,009 | -3,030 | 5,941 | 19,964 |
| (g) | Other Revenue | 52,820 | 112,407 | 111,372 | 77,687 | 86,996 |
| (h) | Tax Expenses | 48,168 | 56,057 | 62,191 | 61,544 | 68,796 |
| (i) | Share-based Payments | 1,072 | 3,648 | 23,173 | 16,084 | 51,245 |
| (j) $=[(\mathrm{a})+(\mathrm{b})] \div[(\mathrm{c})+(\mathrm{d})+(\mathrm{c})+(\mathrm{f})+(\mathrm{g})-(\mathrm{h})]$ | Efficiency Ratio (\%) | 93\% | 74\% | 72\% | 78\% | 75\% |
| (j) $=[(\mathrm{a})+(\mathrm{b})-(\mathrm{l})] \div[(\mathrm{c})+(\mathrm{d})+(\mathrm{e})+(\mathrm{f})+(\mathrm{g})-(\mathrm{h})]$ | Efficiency Ratio (\%) - Excluding Share and M\&A Expenses | 93\% | 74\% | 69\% | 76\% | 69\% |

## Non-IFRS reconciliations

## NPL \& Stage 3 Formation (R\$ mm)

|  |  | NPL Formation 4022 ${ }^{1}$ | Stage 3 Formation 4022 ${ }^{2}$ |
| :---: | :---: | :---: | :---: |
| (a) | Beggining of the Period Balance | $839{ }^{3}$ | $1,167{ }^{4}$ |
| (b) | End of the 4 Period Balance | $1,000^{3}$ | 1,006 ${ }^{4}$ |
| (c) | Write-Offs | (74) | (45) |
| (d) $=((\mathrm{b})-(\mathrm{a})-(\mathrm{c})$ ) | Formation | 235 | (116) |
| (e) | Migration | - | $352{ }^{5}$ |
| $(\mathrm{g})=(\mathrm{d})+(\mathrm{e})$ | Formation (Adjusted) | 235 | 236 |
| (f) | Credit Portfolio (Previous period) | 21,005 | 21,005 |
| $(\mathrm{h})=(\mathrm{g}) /(\mathrm{f})$ | Managerial Formation (\%) | 1.1\% | 1.1\% |

## Strong capital, liquidity and deposits base

Tier I
In \%


Liquidity Coverage Ratio (LCR)²


Demand Deposits over Funding ${ }^{3}$
1n\%

(i) ~R\$4bn net long exposure to inflation (IPCA)

| 3Q2022 IFRS Financials |  |  |  | Adjustment |  | After - Tax Adjustment |  |  |  |  |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| Balance Sheet Items | Avg. Balance (IPCA <br> Exposure) <br> (a) | Inflation Yield 2 <br> (b) | $\begin{aligned} & \text { Revenue / } \\ & \text { Funding } \\ & \text { Expense } \\ & (\mathrm{c})=(\mathrm{a}) \times(\mathrm{b}) \\ & \hline \end{aligned}$ | Inflation / Yield 3 <br> (d) | Revenue / Funding Expense $(\mathrm{e})=(\mathrm{a}) \times(\mathrm{d})$ | Delta in Net Revenues before sales $\operatorname{tax}$ $(\mathrm{f})=(\mathrm{e})-(\mathrm{c})$ | Tax on Revenue <br> (g) | Delta Result Before IR/CSLL after sales tax $(\mathrm{h})=\mathrm{fx}(1-(\mathrm{g}))$ | IR/CSLL <br> (i) | Net Income Impact $(\mathrm{j})=(\mathrm{h}) \times(1-\mathrm{i})$ |
| Asset 1: <br> Securities Inflation Linked (NTN-Bs) | 3,603 | -1.32\% | -48 | 1.24\% | 45 | 92 | 4.65\% | 88 | 46\% | 48 |
| Asset 2: <br> Real Estate Infl. Adjusted Portfolio | 1,752 | -1.32\% | -23 | 1.24\% | 22 | 45 | 4.65\% | 43 | 46\% | 23 |
| Liability 1: Securities (LCIs) | -1,356 | -1.32\% | 18 | 1.24\% | -17 | -35 | 4.65\% | -33 | 46\% | -18 |
| Net exposure / Impact estimated | $3,999$ |  | $-53$ |  | ii) 50 | iv $103^{4}$ |  |  |  | v $53^{5}$ |

ii) Negative $\mathbf{R} \$ 53 \mathrm{~mm}$ revenue in the quarter, as result of 1.32\% deflation
iii) Using Brazilian Central Bank 2023 inflation expectation Focus Report of 1.24\% per quarter, revenue would have been $\mathbf{R} \$ 50 \mathrm{~mm}$
iv The net difference results in R\$103mm revenue increase

After revenue and corporate tax (IR/CSLL) the impact on net income reaches $\mathbf{R} \$ 53 \mathrm{~mm}$

## Balance Sheet (R\$ million)

BALANCE SHEET
12/31/2021
12/31/2022

| Assets |  |  |
| :---: | :---: | :---: |
| Cash and cash equivalents | 500 | 1.332 |
| Amounts due from financial institutions | 2.052 | 4.259 |
| Compulsory deposits at Central Bank of Brazil | 2.399 | 2.855 |
| Loans and advances to customers, net of provisions for expected loss | 16.535 | 21.380 |
| Loans and advances to customers | 17.216 | 22.698 |
| (-) Provision for expected loss | (681) | (1.318) |
| Securities | 12.758 | 12.449 |
| Derivative financial instruments | 87 | - |
| Non-current assets held-for-sale | 130 | 167 |
| Other assets | 2.165 | 3.902 |
| Total assets | 36.626 | 46.343 |
| Liabilities |  |  |
| Liabilities with financial institutions | 5.341 | 7.907 |
| Liabilities with clients | 18.334 | 23.643 |
| Securities issued | 3.572 | 6.202 |
| Derivative financial liabilities | 67 | 38 |
| Other liabilities | 863 | 1.464 |
| Total liabilities | 28.177 | 39.254 |
| Shareholder's equity |  |  |
| Total shareholder's equity of controlling shareholders | 2.656 | 6.992 |
| Non-controlling interest | 5.794 | 97 |
| Total shareholder's equity | 8.450 | 7.089 |
| Total liabilities and shareholder's equity | 36.626 | 46.343 |

## Income Statement (R\$ million)

INCOME STATEMENT

Interest income from loans
Interest expenses

## Net interest income

Revenues from services and commissions Expenses from services and commissions Net result from services and commissions

Income from securities
Net gains / (losses) from derivatives
Other revenues

## Revenues

| 2021 | 2022 | 4Q21 | 4Q22 |
| :---: | :---: | :---: | :---: |
| 1.435,4 | 2.802,7 | 473,4 | 870,8 |
| $(543,2)$ | $(1.972,9)$ | $(252,8)$ | $(591,4)$ |
| 892,2 | 829,8 | 220,5 | 279,5 |
| 542,6 | 968,0 | 181,4 | 274,4 |
| $(100,3)$ | $(129,2)$ | $(28,7)$ | $(34,9)$ |
| 442,3 | 838,8 | 152,7 | 239,5 |
| 760,9 | 1.471,7 | 337,7 | 375,9 |
| $(63,6)$ | 33,9 | $(10,0)$ | 20,0 |
| 212,7 | 388,5 | 52,8 | 87,0 |
| 2.244,4 | 3.562,7 | 753,7 | 1.001,9 |
| $(595,6)$ | $(1.083,2)$ | $(183,5)$ | $(264,7)$ |
| $(443,3)$ | $(733,6)$ | $(147,2)$ | $(239,8)$ |
| $(94,3)$ | $(164,0)$ | $(18,9)$ | $(56,4)$ |
| $(1.333,5)$ | $(1.743,1)$ | $(507,8)$ | $(457,9)$ |
| $(8,8)$ | $(17,4)$ | $(7,2)$ | $(3,4)$ |
| $(231,1)$ | $(178,6)$ | $(110,8)$ | $(20,3)$ |
| $(52,4)$ | $(106,6)$ | $(18,1)$ | $(10,2)$ |
| 228,4 | 271,1 | 72,7 | 59,3 |
| 176,0 | 164,5 | 54,5 | 49,1 |
| $(55,1)$ | $(14,1)$ | $(56,2)$ | 28,8 |

## Glossary of operational definitions

## Active clients:



 provides us useful insight on our capacity to retain the interest of previously acquired customers. We use this metric to monitor the effect of our customer-focused initiatives

## Assets under custody (AuC)



## Card+PIX TPV:

ncludes the volume transacted in purchases made through debit and credit cards (including withdrawals), and PIX transactions.
Client acquisition cost (CAC):
 the number of accounts opened in the quarter.

## Cross-selling index (CSI):

$\frac{\sum \text { Number of used products }}{\text { (Active clients of last quarter + active clients of most recent quarter) } \div 2}$

## Earning portfolio :

Earnings Portfolio include "Amounts due from financial institutions" + "Loans and advances to customers, net of provisions for expected loss" + "Securities" + "Derivatives" from the IFRS Balance Sheet
Gross merchandise volume (GMV):
Includes the volume transacted in purchases made through the shopping service, in the affiliated and end-to-end models, as well as top up, gift cards and other products sold through Inter Marketplace.

## Gross take rate:

## oan portfolio :

Loan Portfolio includes Anticipation of Credit Card Receivables, disclosed in note 9 of the Financial Statements, row "Amounts due from financial institutions"

## Net take rate:

## Glossary of Non-IFRS measures reconciliation

 performance prepared in accordance with IFRS.

## ARPAC gross of interest expense

(Interest income calculated using the effective interest method + (revenue from services and commissions - Cashback expenses) + Income from securities + Net gains (losses) from derivatives + Other revenue ) $\div 3$

Average of the last 2 quarters Active Clients

## ARPAC net of interest expense

$$
\frac{\text { (Revenue }- \text { Interest expenses) } \div 3}{\text { Average of the last } 2 \text { quarters Active Clients }}
$$

## ARPAC per quarterly cohort:

Total Gross revenue net of interest expenses in a given cohort divided by the average number of active clients in the current and previous periods ${ }^{(1)}$. Cohort is defined as the period in which the client started his relationship with Inter

- Average number of active clients in the current and previous periods: For the first period, is used the total number of active clients in the end of the period.


## All-in Cost of funding

$$
\frac{\text { Interest expenses } \times 4}{\text { Average of last } 2 \text { quarters Interest bearing liabilities }}
$$

## Card fee revenue:

It is part of the "Revenue from services and commission" and "Other revenue" on IFRS Income Statement.

## Cost of risk:

$$
\frac{\text { Impairment losses on financial assets } \times 4}{\text { Average of last } 2 \text { quarters Loans and advances to customers }}
$$

## Cost-to-income

Personal expense + Other administrative expenses $\frac{\text { Personal expense + Other administrative expenses }}{\text { Net interest income + Net result from services and commissions }}$ + Income from securities + Net gains or (losses)from derivatives + Other revenue - Tax expenses

Cost-to-serve (CTS):
(Personal Expenses + Other Administrative Expenses

- Total (CAC)) $\div 3$

Average of the last 2 quarters Active Clients

## Coverage ratio:

Provision for expected loss

NPL > 90 days

## Earning portfolio:

Earnings Portfolio include "Amounts due from financial institutions" + "Loans and advances to customers, net of provisions for expected loss" + "Securities" + "Derivatives" from the IFRS Balance Sheet

## Fee income ratio

## Glossary of Non-IFRS measures reconciliation

 performance prepared in accordance with IFRS.

## Floating revenue:

Floating revenue is calculated on a managerial basis by multiplying the balance of demand deposits (net of reserve requirements) times 100\% of the CDI rate.

## Funding:

iabilities with customers + Securities issued

## Interest earning assets

Amounts Due From Financial Institutions + Securitie + Loans and avances to customers, net of provisions for expected loss + Derivative financial assets

## Marginal NIM:

Assumes that real estate and payroll loans are fully repriced at the origination rates of the last month of each quarter.

## Net fee revenue:

## NIM 2.0-IEP Only:

$\frac{\text { (Net Interest Income x 4) }}{\text { Average of } 2 \text { last quarters Earning Portfolio - Non. Interest Bearing Credit Card Receivables }}$

## NIM 1.0-IEP + Non-interest Credit Cards Receivables:

## NPL 15 to 90 days

> | NPL 15 to 90 days |
| :--- |
| Loans and advances to customers + Anticipation of Credit Card Receivables |
| $[$ IFRS line "Amounts due from financial institutions" $]$ |

## NPL > 90 days:

NPL $>90$ days<br>Loans and advances to customers + Anticipation of Credit Card Receivables [IFRS line "Amounts due from financial institutions"]

## Return on average assets (ROA):

$$
\frac{(\text { Profit / (loss) for the year) } \times 4}{\text { Average of last } 2 \text { quarters Total Assets }}
$$

## Return on average equity (ROE):

(Profit / (loss) for the year) $\times 4$ $\overline{\text { Average of last } 2 \text { quarters Equity attributable to owners of the Company }}$

Tier I ratio:

$$
\frac{\text { Tier I referential equity }}{\text { Risk weighted assets }}
$$

## Total gross revenue:

Interest income calculated using the effective interest method + (revenue from services and commissions - Cashback expenses) + Income from securities + Net gains (losses) from derivatives + Other revenue
 -
-


,





[^0]:    $■$ Demand Deposits $\quad$ Time Deposits $\quad$ Securities Issued $\quad$ Others ${ }^{1}$ „I Fixed Income Inv. and Assets ${ }^{2}$

