# Tech Day

#### Disclaimer



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 forward-looking 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, as average revenue per active client (ARPAC), cost to serve (CTS), 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), Risk Adjusted Net Interest Margin IEP (2.0), Risk Adjusted Efficiency Ratio.

A "non-IFRS financial measure" refers to a numerical measure of Inter&Co's historical or financial position that either excludes or includes amounts that are not normally excluded or included in the most directly comparable measure calculated and presented in accordance with IFRS in Inter&Co's financial statements.

Inter&Co provides certain non-IFRS measures as additional information relating to its operating results as a complement to results provided in accordance with IFRS. The non-IFRS financial information presented herein should be considered together with, and not as a substitute for or superior to, the financial information presented in accordance with IFRS. There are significant limitations associated with the use of non-IFRS financial measures. Further, these measures may differ from the non-IFRS information, even where similarly titled, used by other companies and therefore should not be used to compare Inter&Co's performance to that of other companies.



#### Agenda

#### Vision

CEO overview with João Vitor

#### **Foundation**

Our technology with Guilherme Ximenes

#### Innovation

**Business cases with Alexandre Riccio** 

#### Monetization

Financial impacts with Santiago Stel

#### **Firechat**

Cocktail





What we built

Technology as the bedrock





#### The vision

#### From

Data centers

Monolithic systems

IT servers

Wired connections

Branches







#### The vision

To

Cloud-based

Digital

Microservices

Single App

Simple



#### The vision

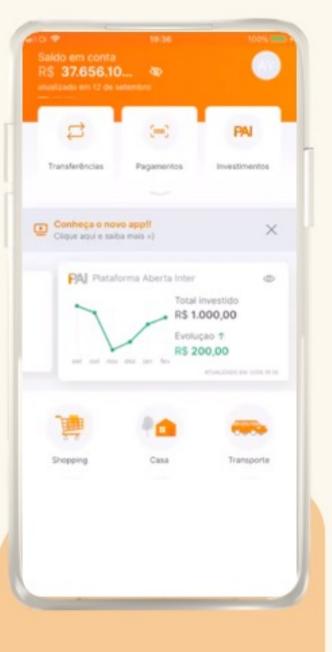


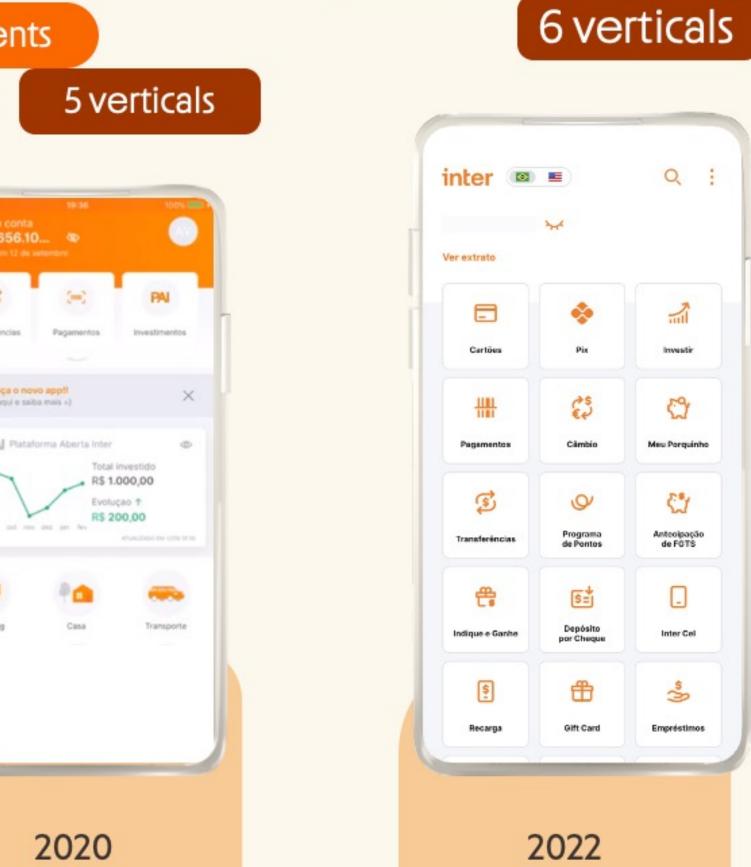
#### What we built so far

32<sup>MM</sup> clients 7 verticals 741 12:30 winter Conta Digital R\$ 1.234,00 ## Pagar ■ Cartões . ... Shopping Recarga Mostrar mais LOOP Seu programa gratuito de pontos Minha vida financeira Há 1h

2024







25<sup>MM</sup> clients





2017

0.4<sup>MM</sup> clients

Saldo em conta Ocultar

(\$)

RECARGA DE CELULAR

4

SEGUEOS

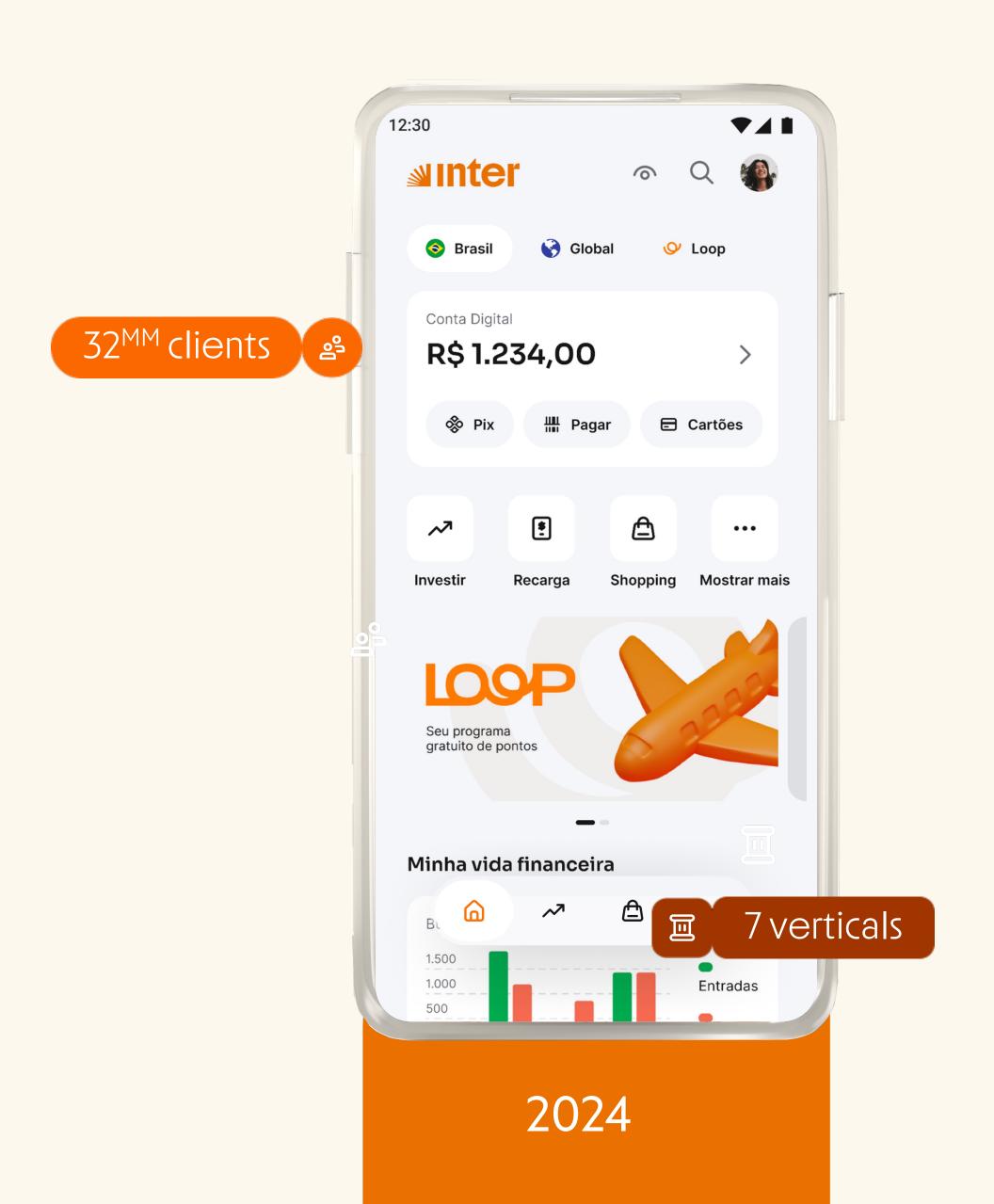
INTERPAG

Rs 18,98

7000

PORTABILIDADE DE SALARIO

#### What we built so far







#### Technology as the bedrock of everything we do

Enabling our operations to exceed expectations through 3 pillars:





Highly Scalable and Extensible Deployment across Markets & Products



Data-Based Business Model Providing Deeper and Faster Insights



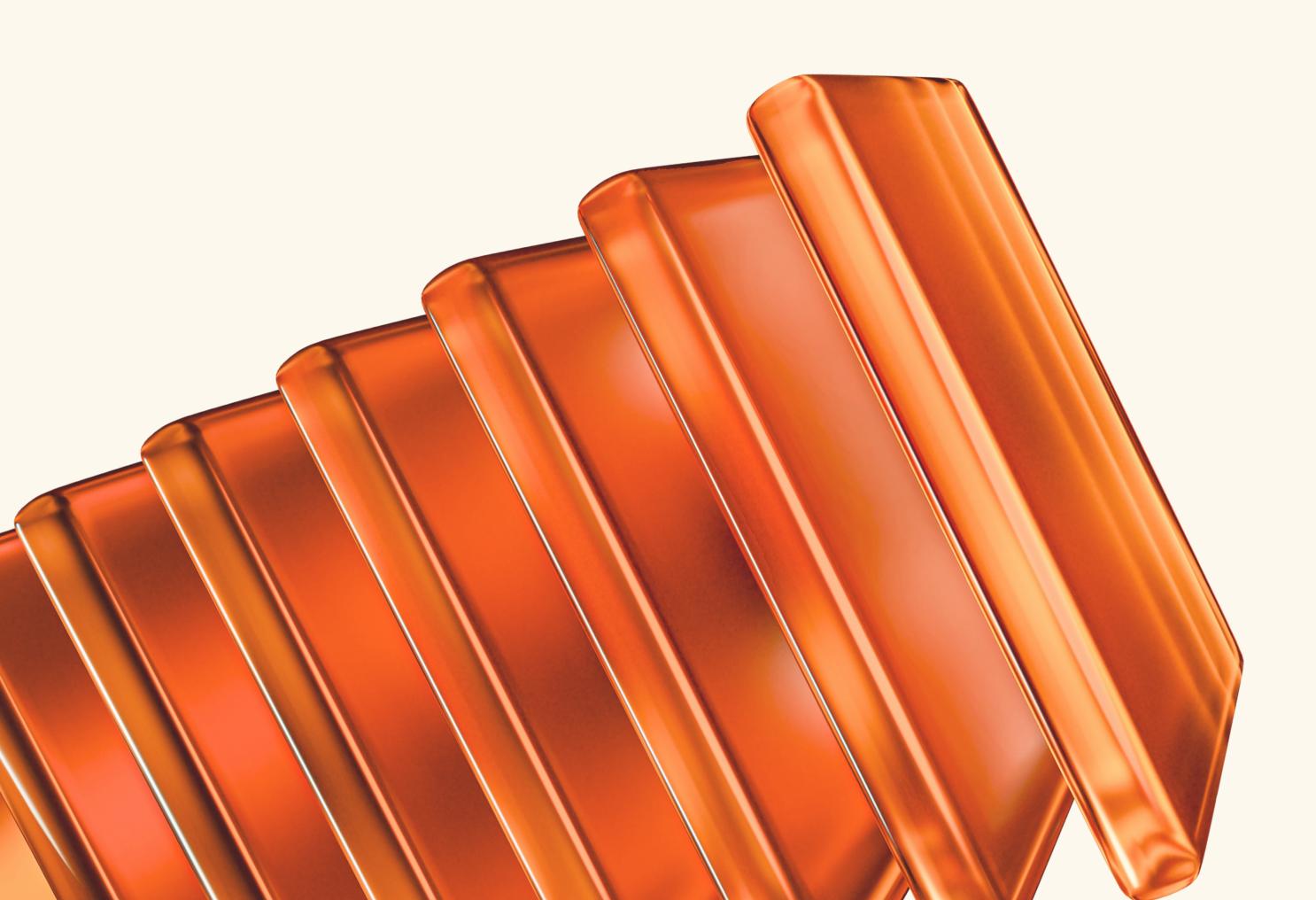
Combining Growth And Profitability Driven By Cost Efficiency

#### Technology as the bedrock of everything we do



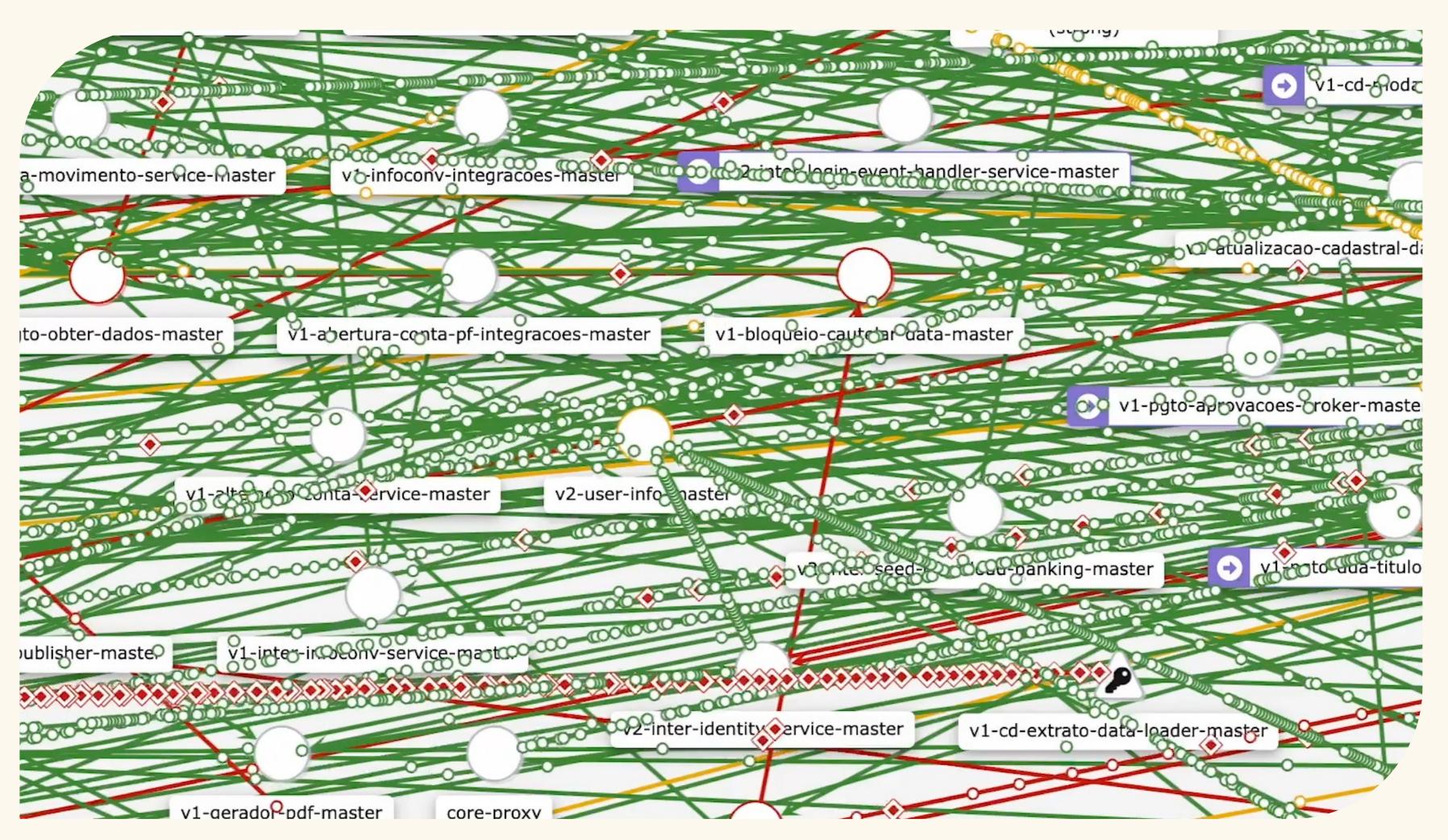
### These foundations allowed us to be the 1<sup>st</sup> mover in several markets

- Retail digital banking
- Bigital underwriting
- Integrated Investments Platform
- Integrated Insurance Platform
- Integrated Marketplace
- Integrated Global Account
- Integrated Loyalty

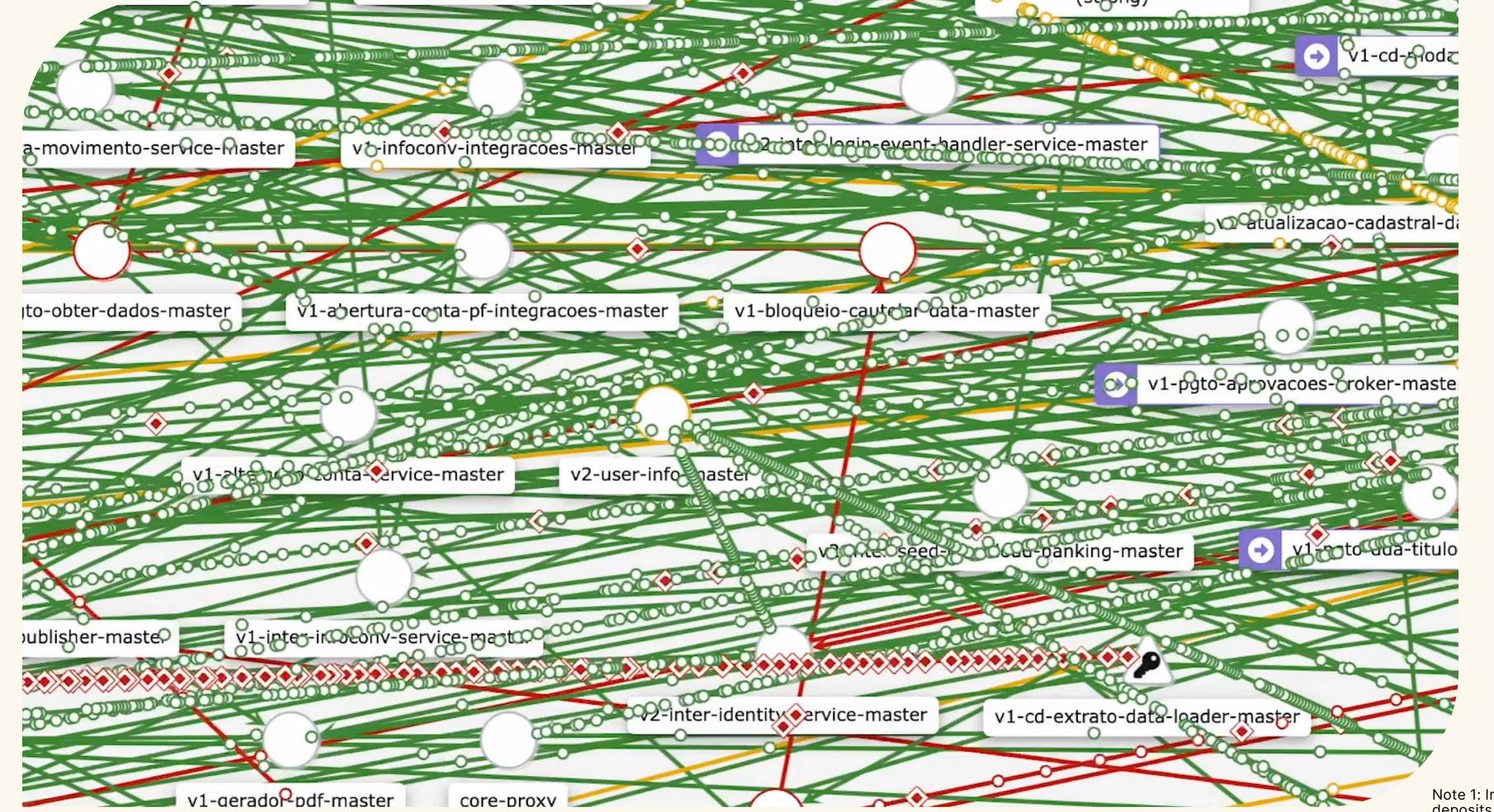


## DEPOSITS

### DEPOSITS



### DEPOSITS



191'000

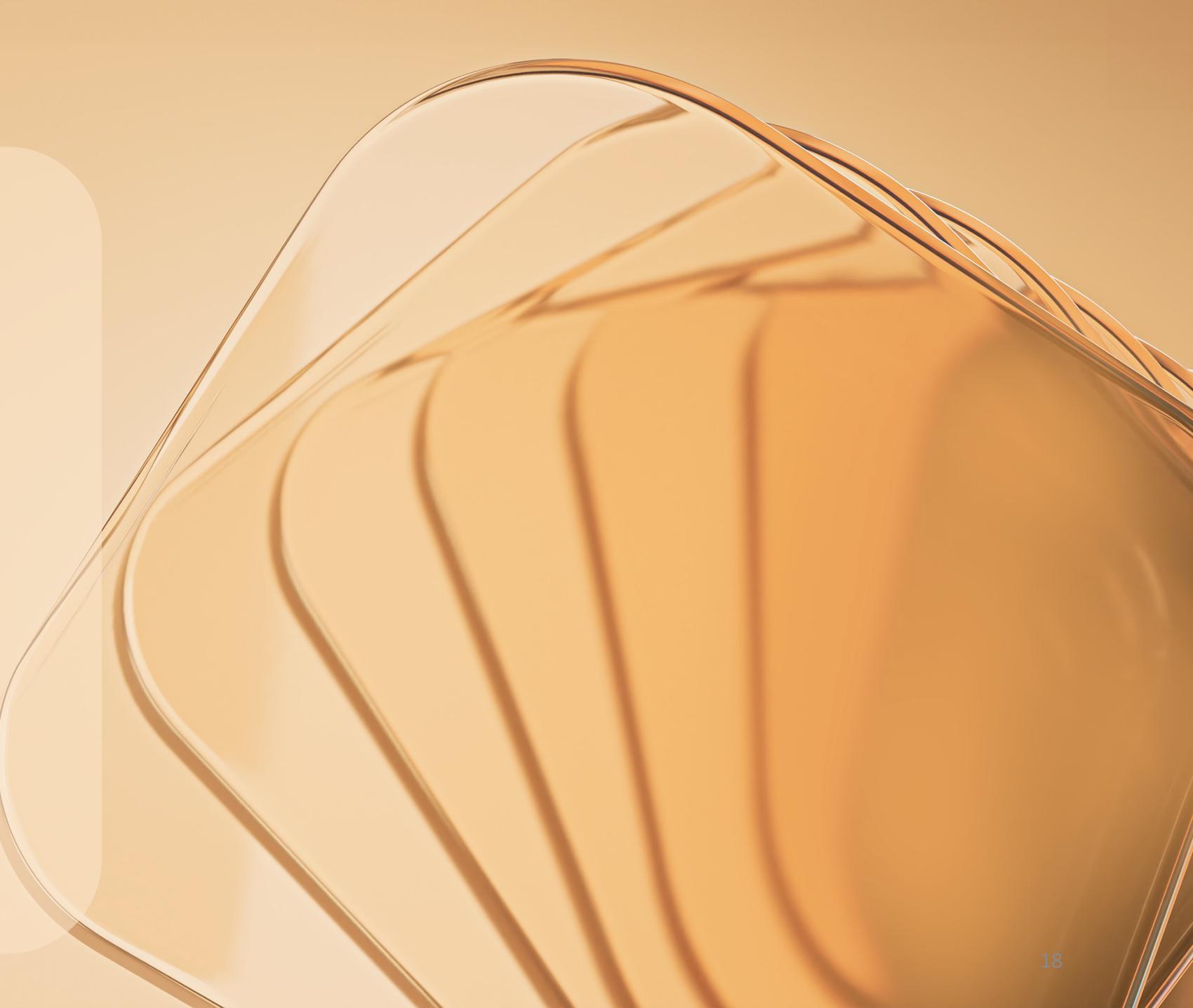
cash-in
transactions<sup>1</sup>
per hour



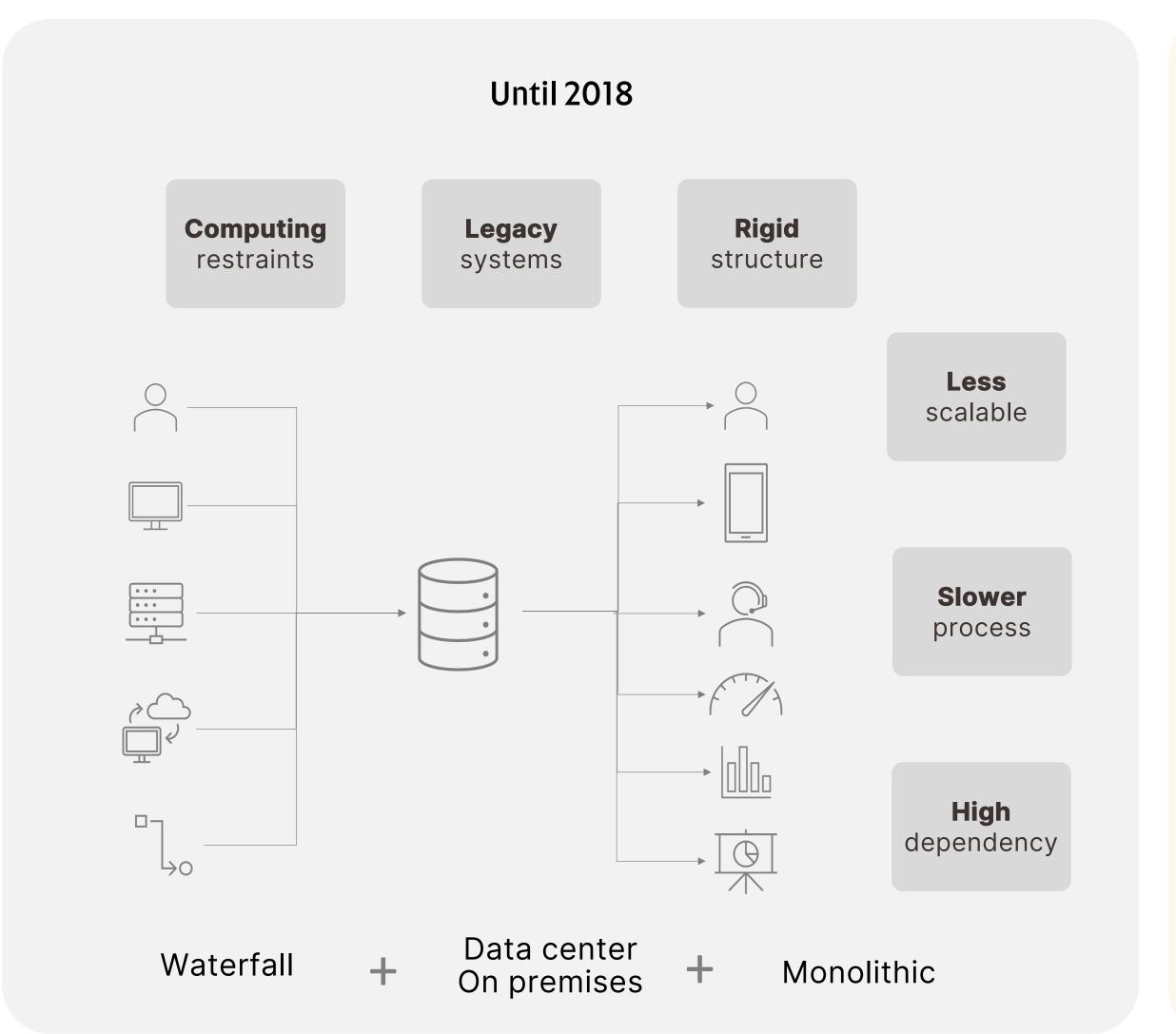
### Foundation

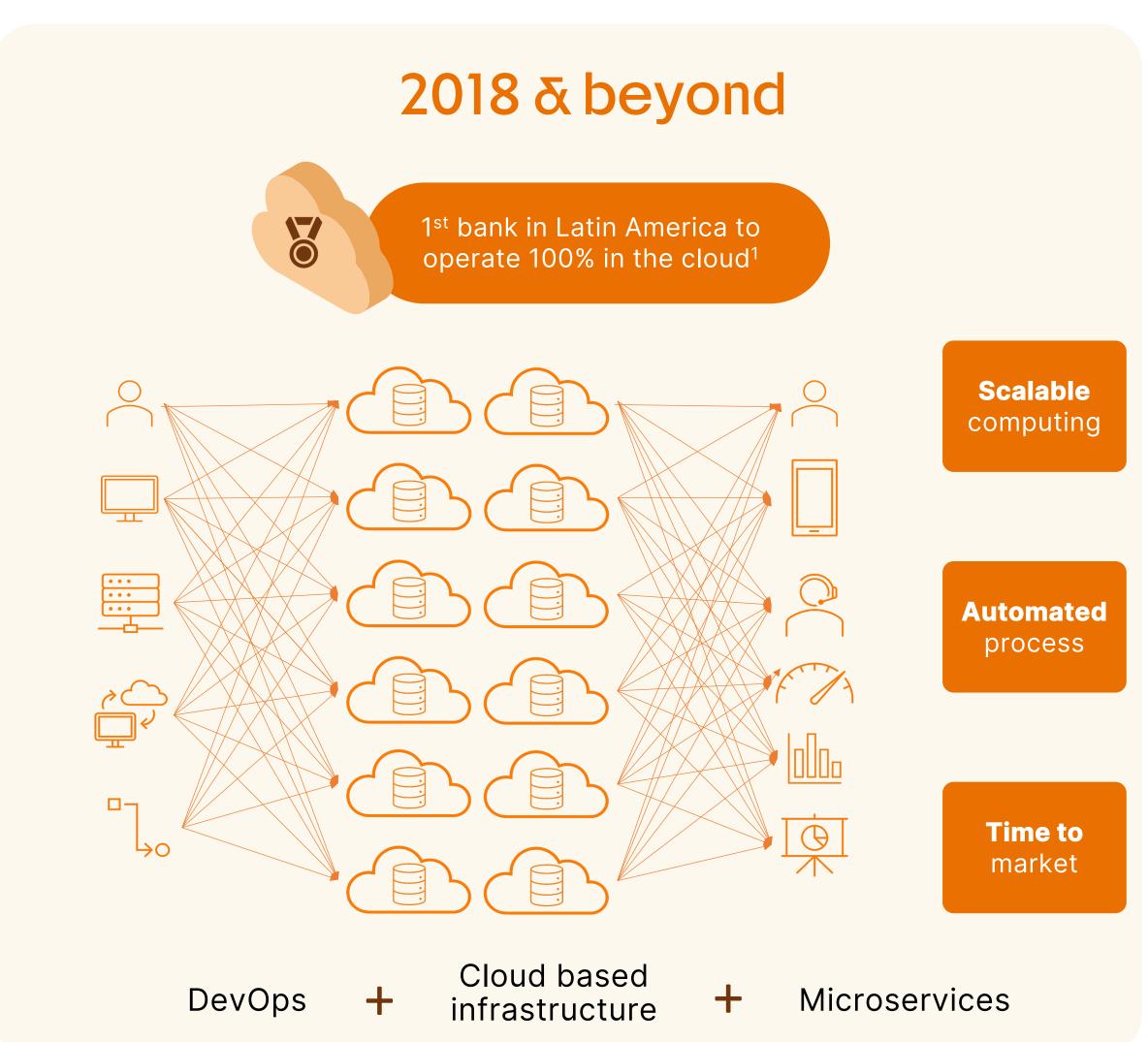
Strategic Use of Technology

- Digital Transformation
- Financial Super App
- Proprietary Technologies
- Data Platform + Al
- Scaling Beyond Brazil
- Gen Al Cases
- Beyond The Horizon



#### Laying out the foundations





Financial Super App: the visionary approach

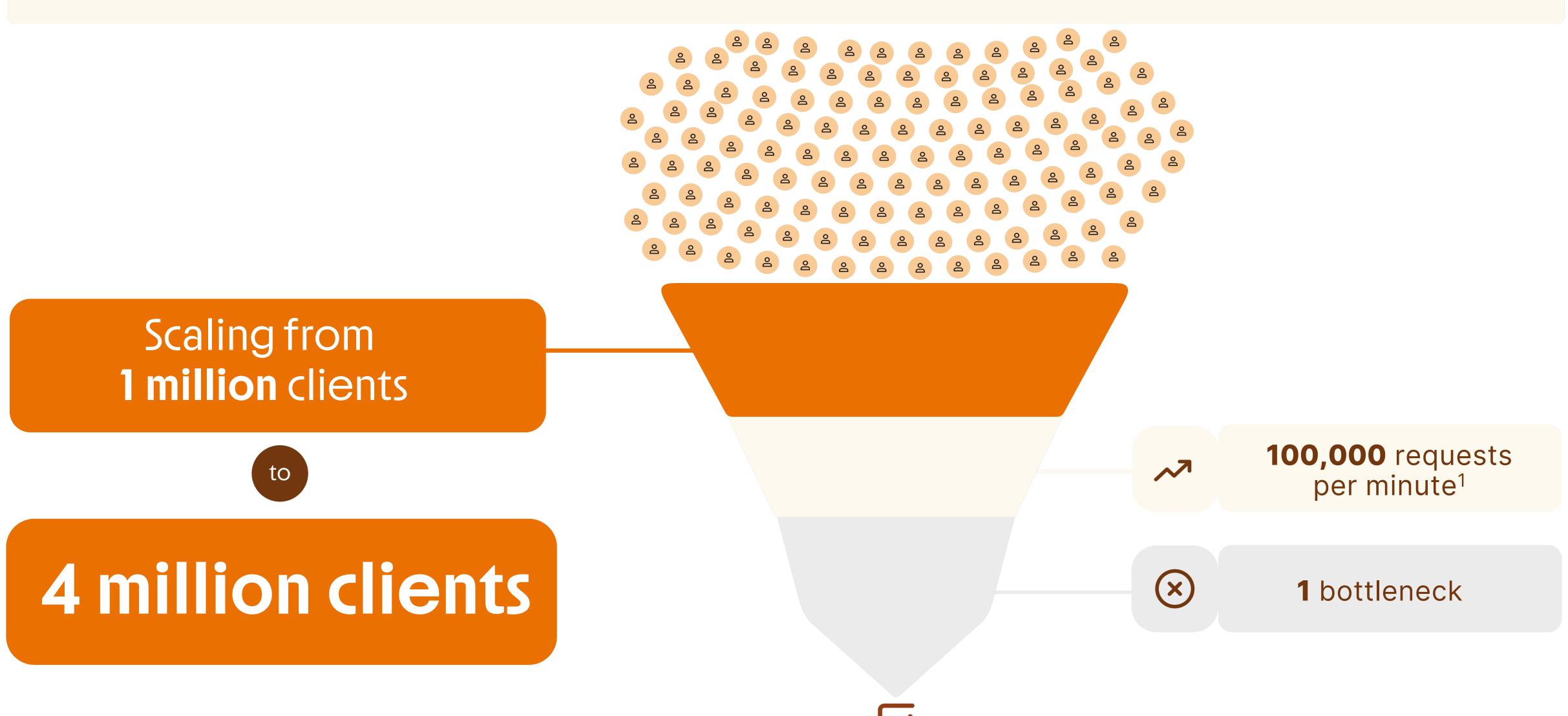
The Super App Launch

Everything

integrated in a

## Single App

#### The problem and the opportunity



Note 1: Considering peak periods, such as the Inter Day campaign (07/07/2020).

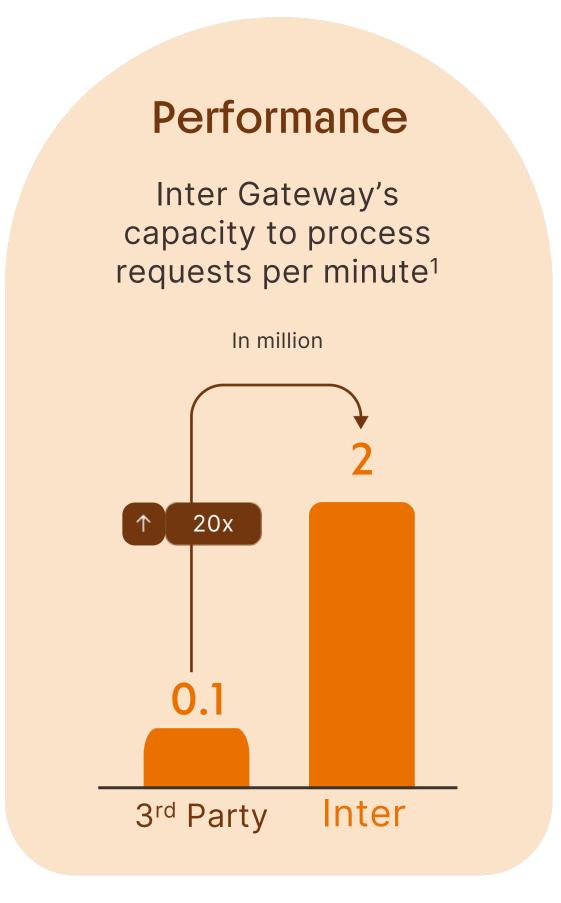
3<sup>rd</sup> party API Gateway

## Inter API Gateway

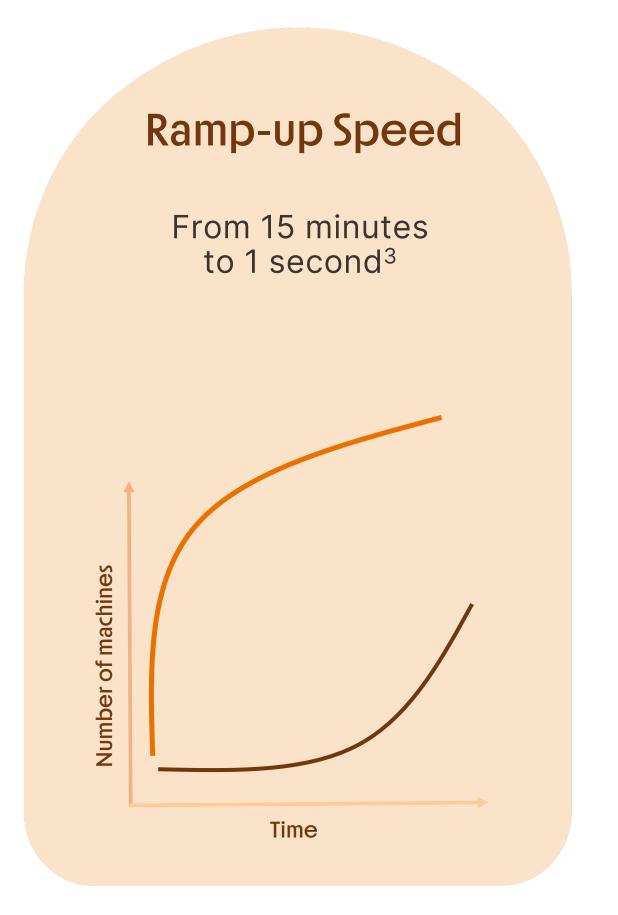


#### Designing the solution for the future

#### Inter API Gateway









#### Designing the solution for the future

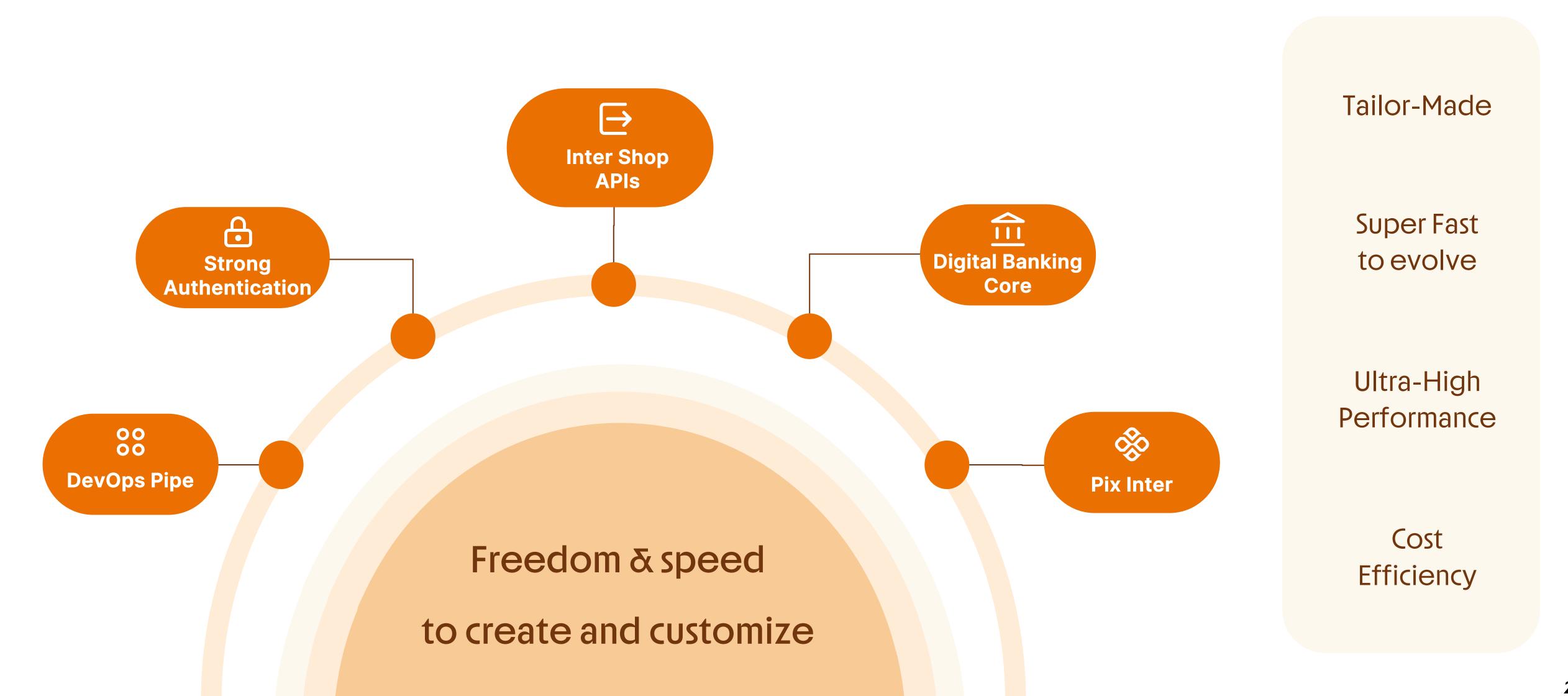
Inter API
Gateway





Linear — Exponential

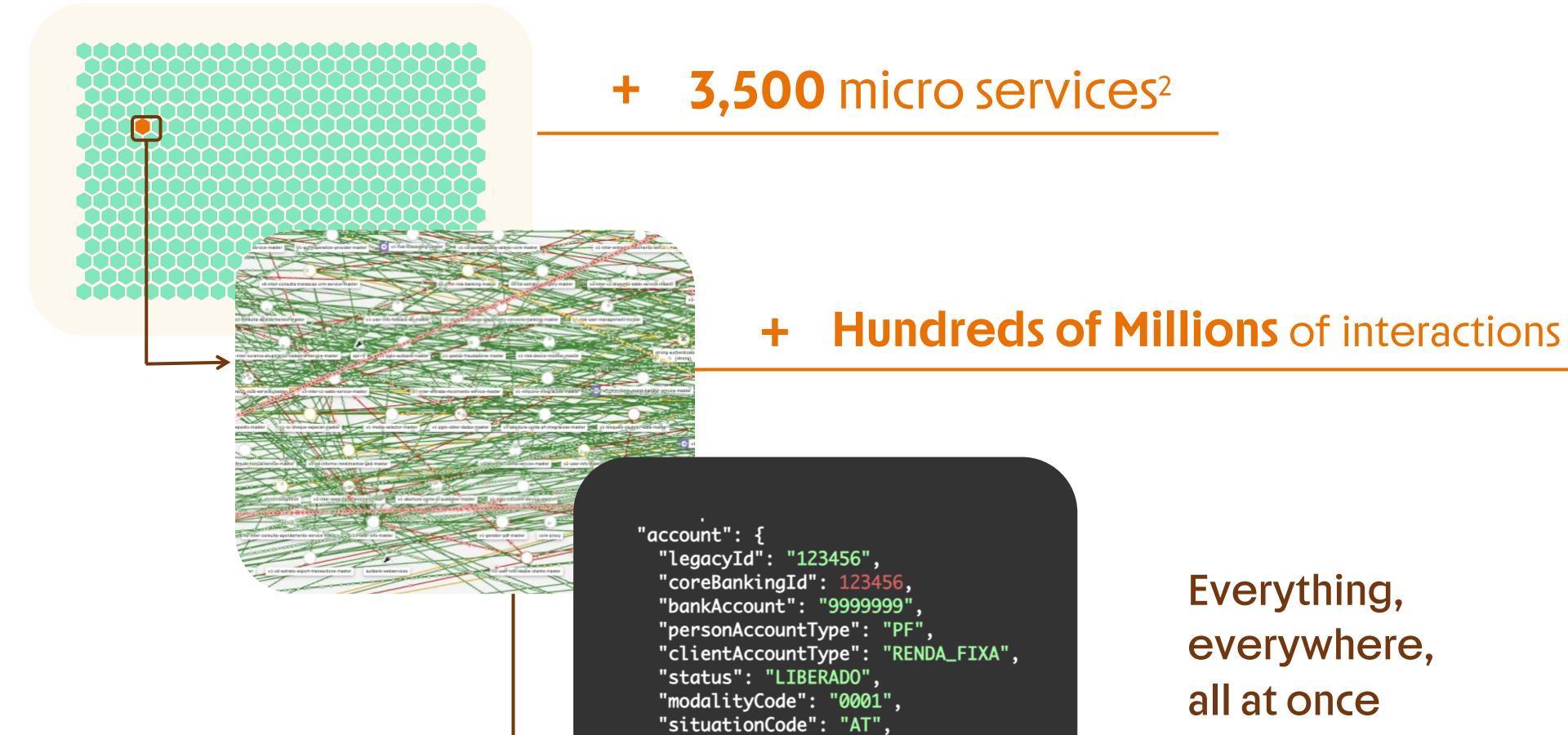
#### Unleashing an immense potential



#### Data becomes solid gold

#### 15 million

logins per day<sup>1</sup>



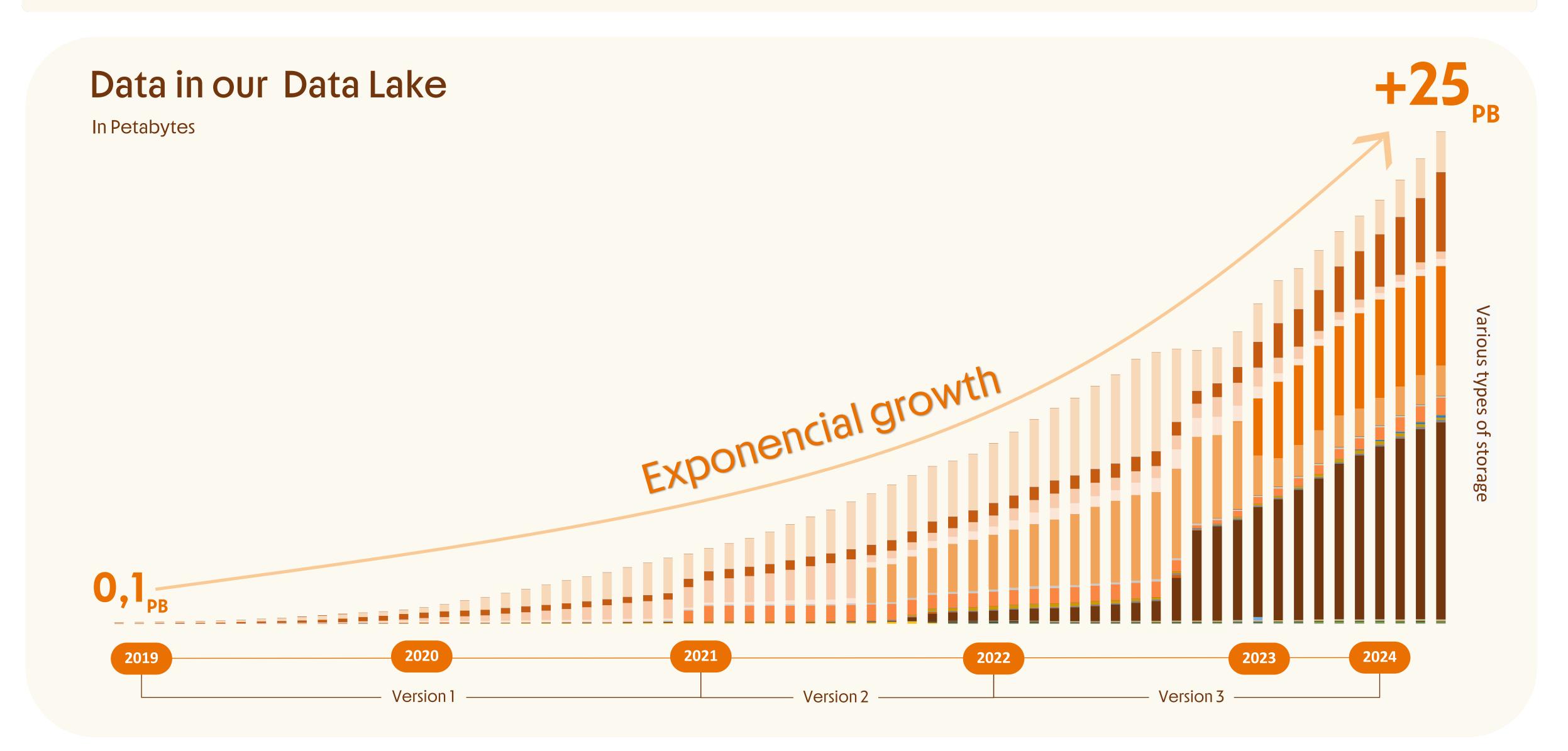
The 3V'S

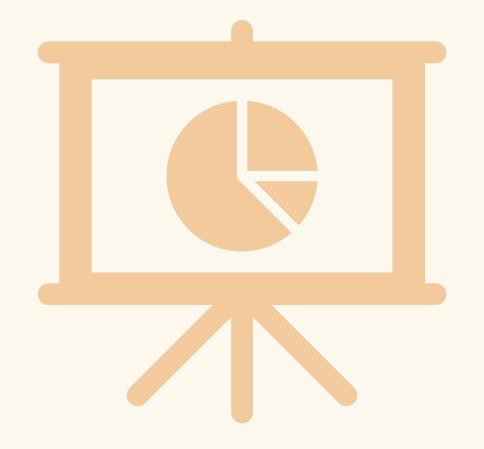
Variety

√√ Volume

இ Velocity

#### Volume of data increased significantly

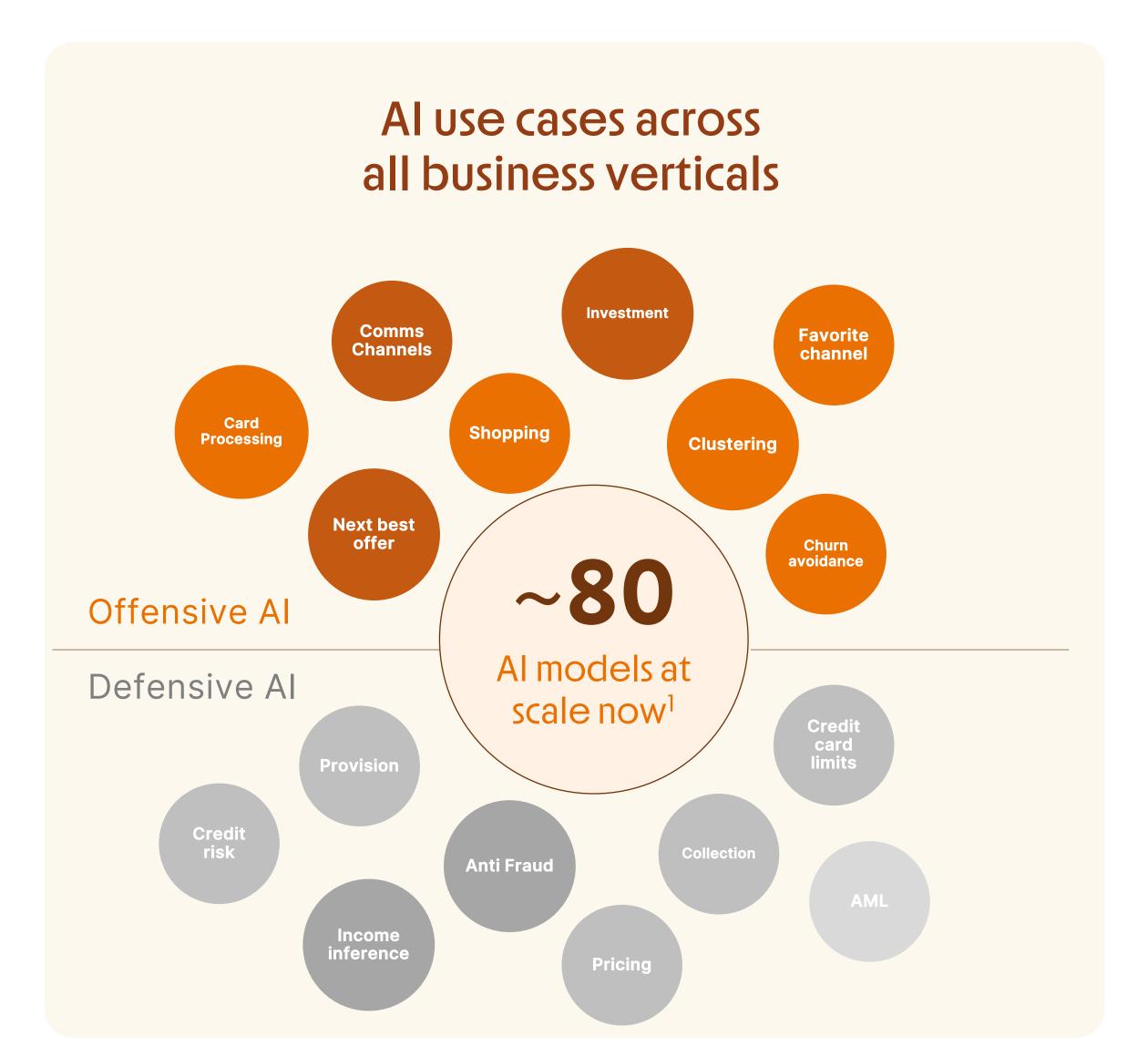


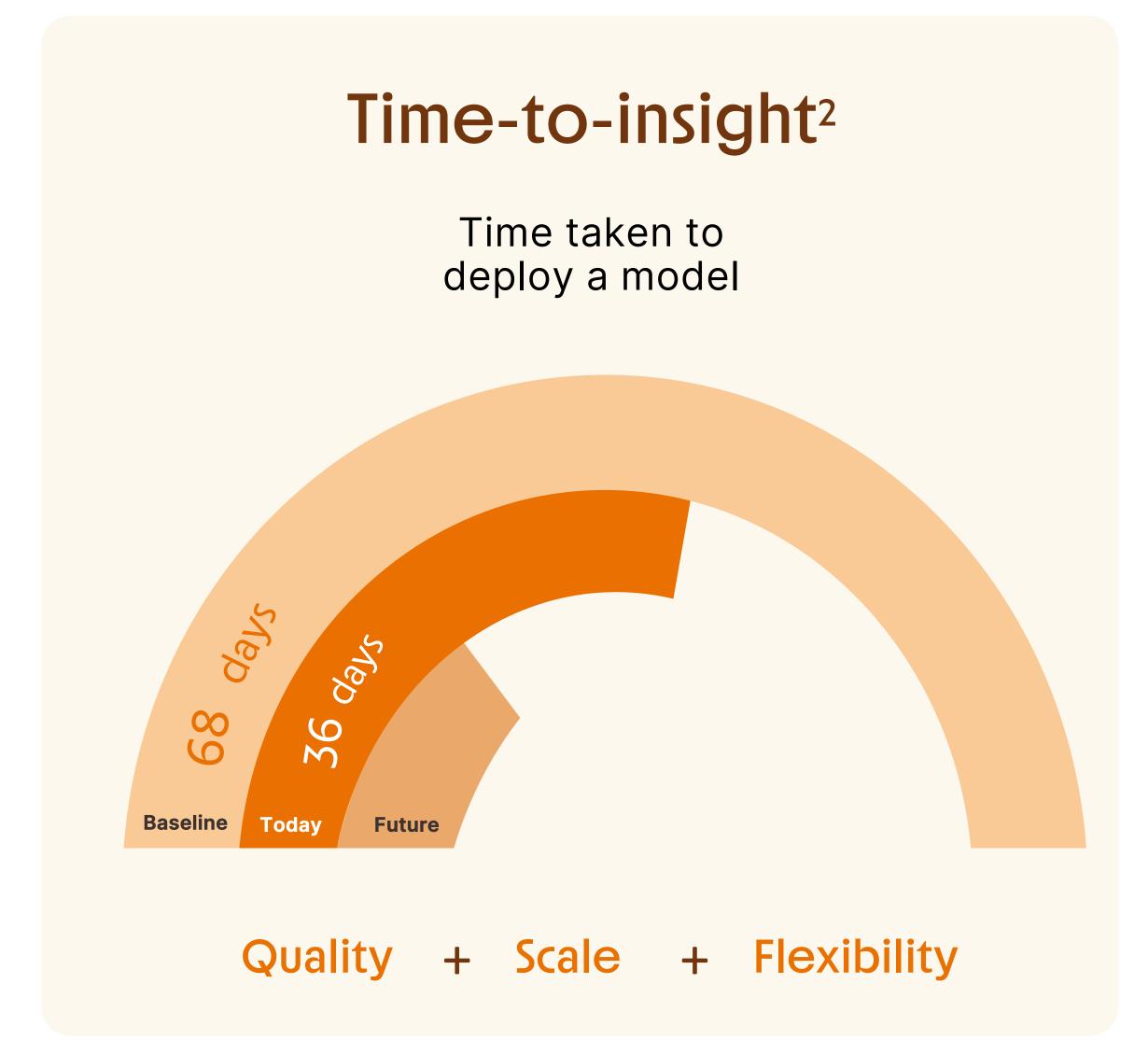


Live moment

## Dashboard

#### Al: Empowering the existing data $\delta$ creating more insights





#### Al: Empowering the existing data & creating value

#### Fraud Prevention

~30 Al touch points<sup>1</sup>



Face Recognition<sup>2</sup>



Transaction Speed<sup>3</sup>



Geo Location<sup>4</sup> -68%

financial fraud losses<sup>5</sup> (2022 vs. 2023)

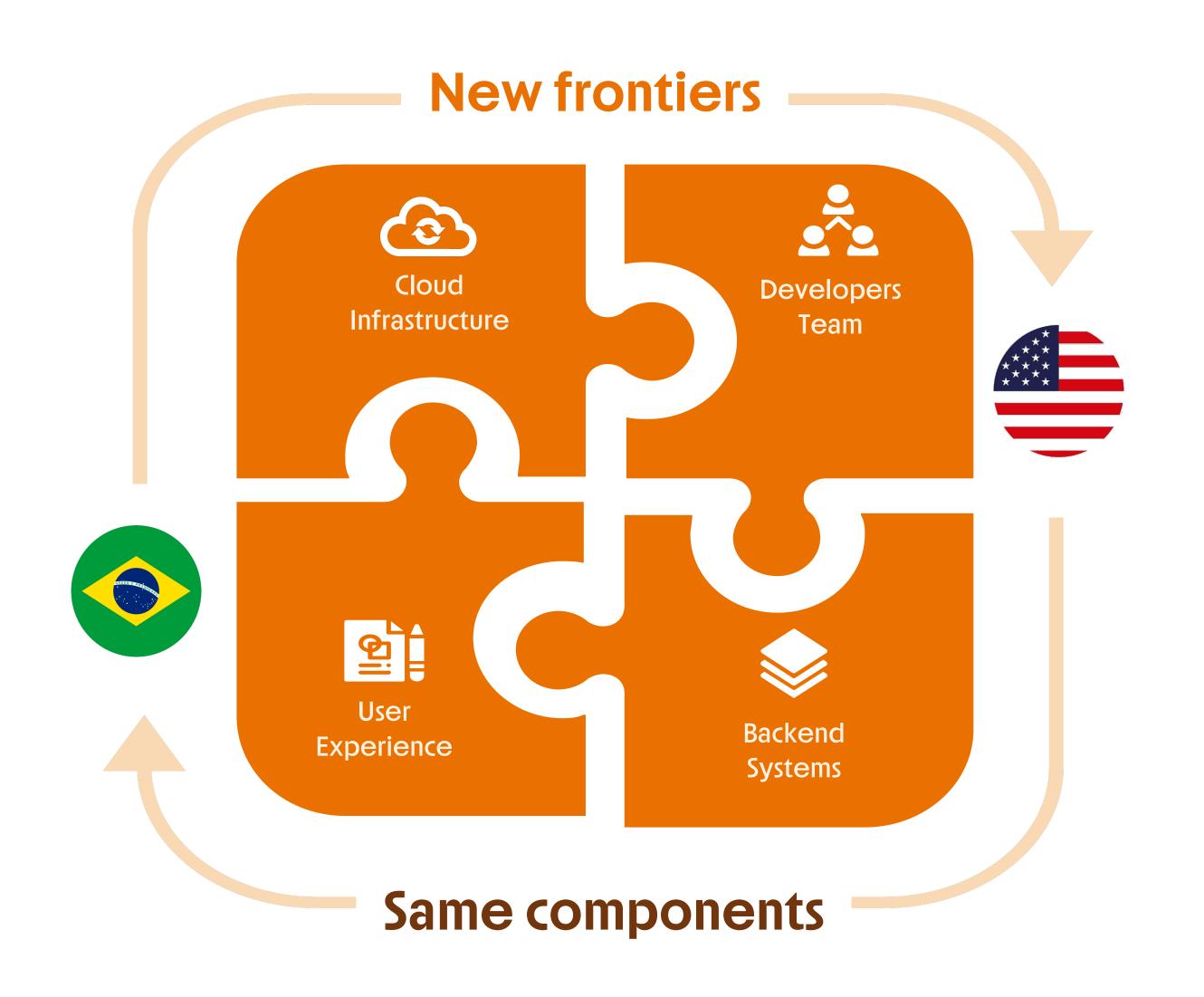


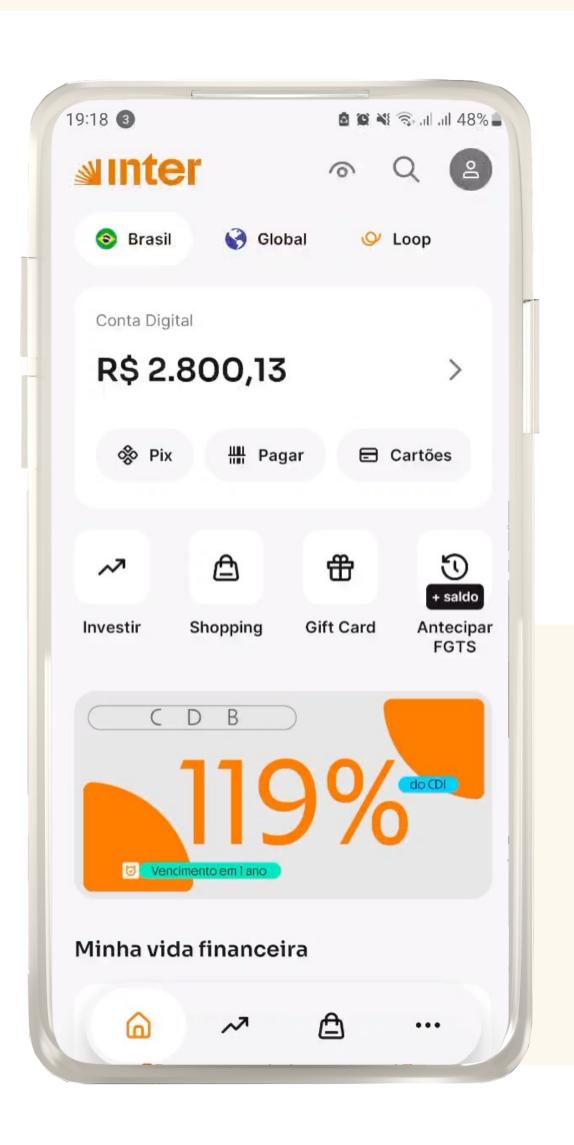
-52%

loss and theft claims<sup>6</sup> (mar/23 - mar/24)



#### Highly scalable bussines model, from products to countries





Scalable beyond Brazil



Live moment

## Live logins

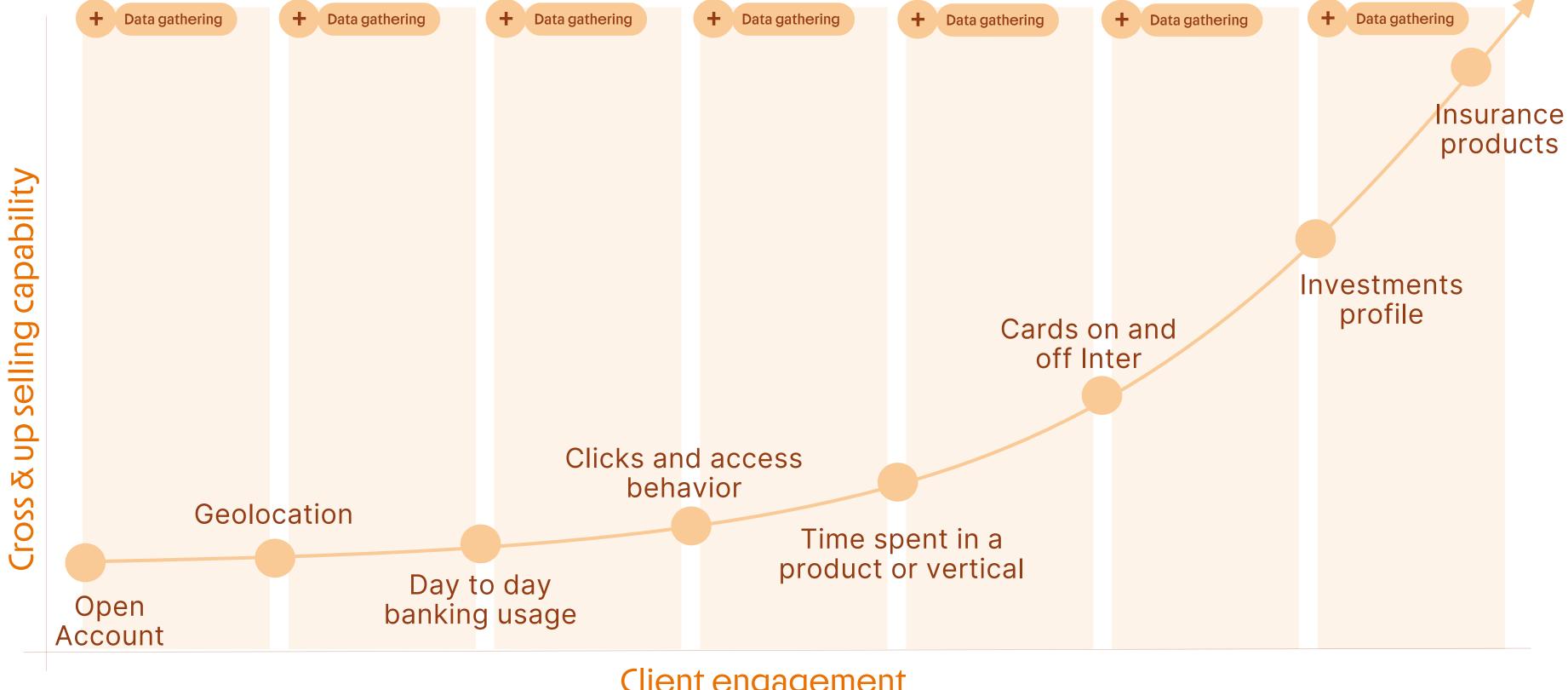
Worldwide

#### Impressive capability for deep customer insights

A unique and personalized version tailor-made for each client based on data

+500

Data points gather per client in on average<sup>1</sup>

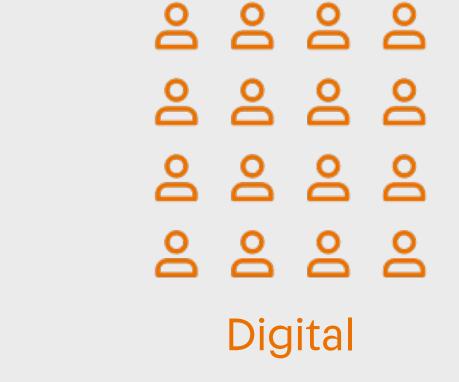


#### Constant improvements in the journey

2018

#### Previous models



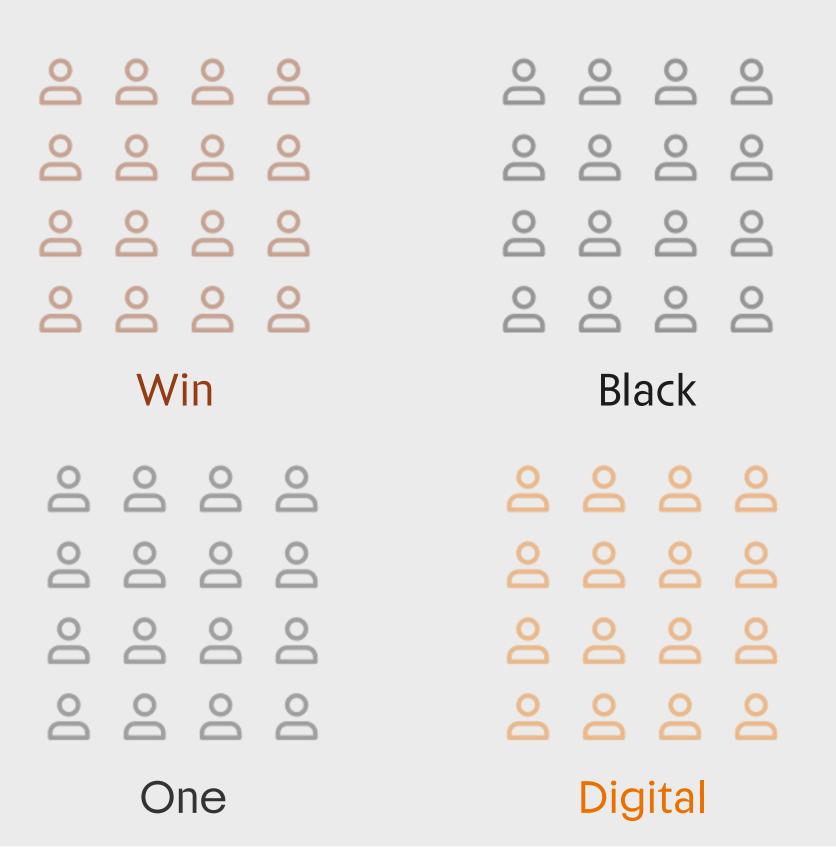




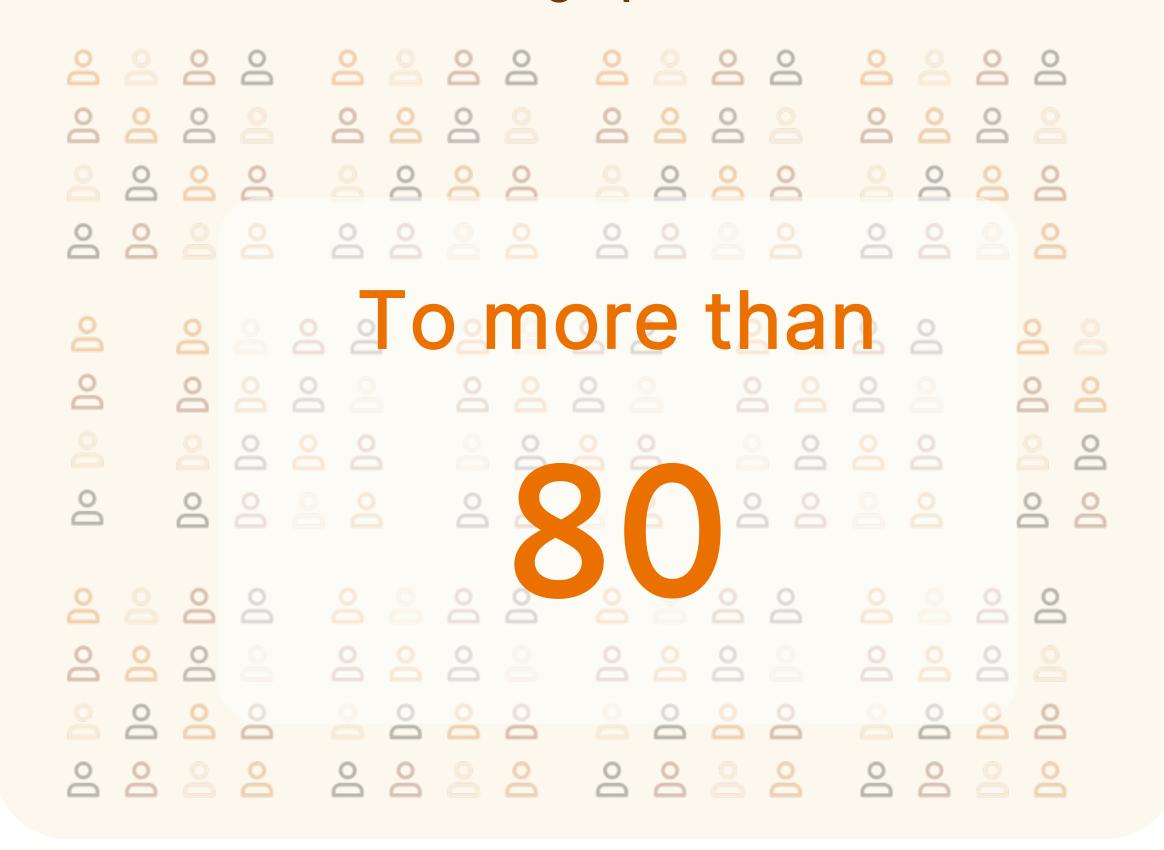
#### Constant improvements in the journey

#### 2020

#### **Previous models**



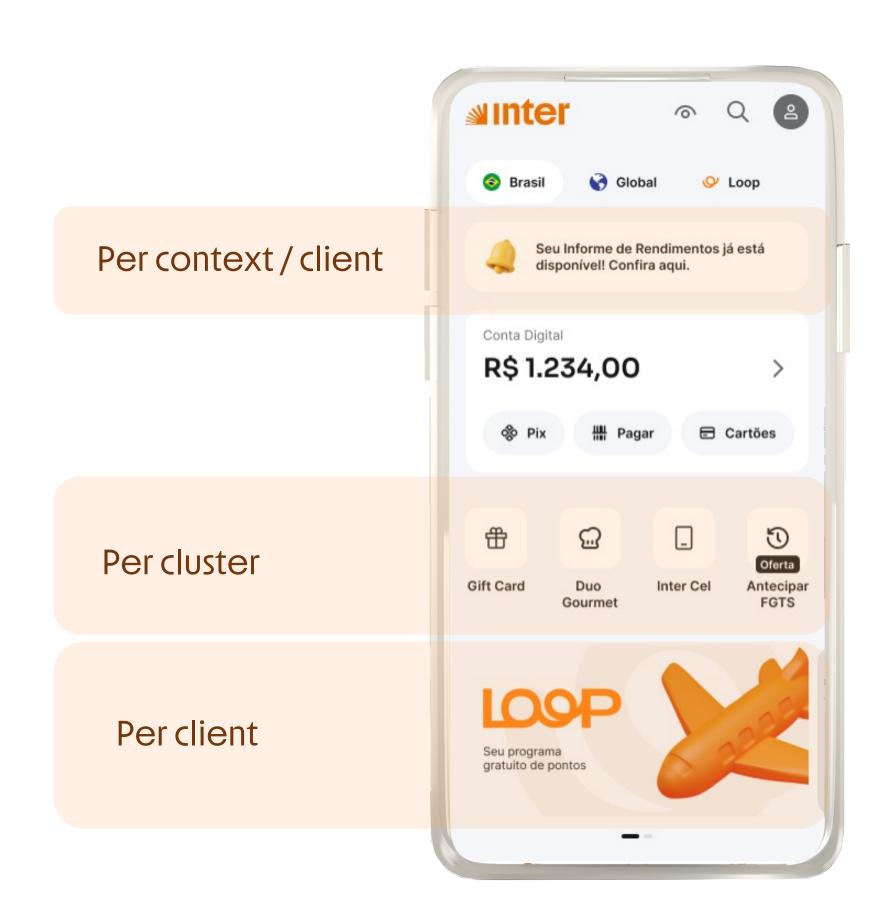
#### Demographic Data



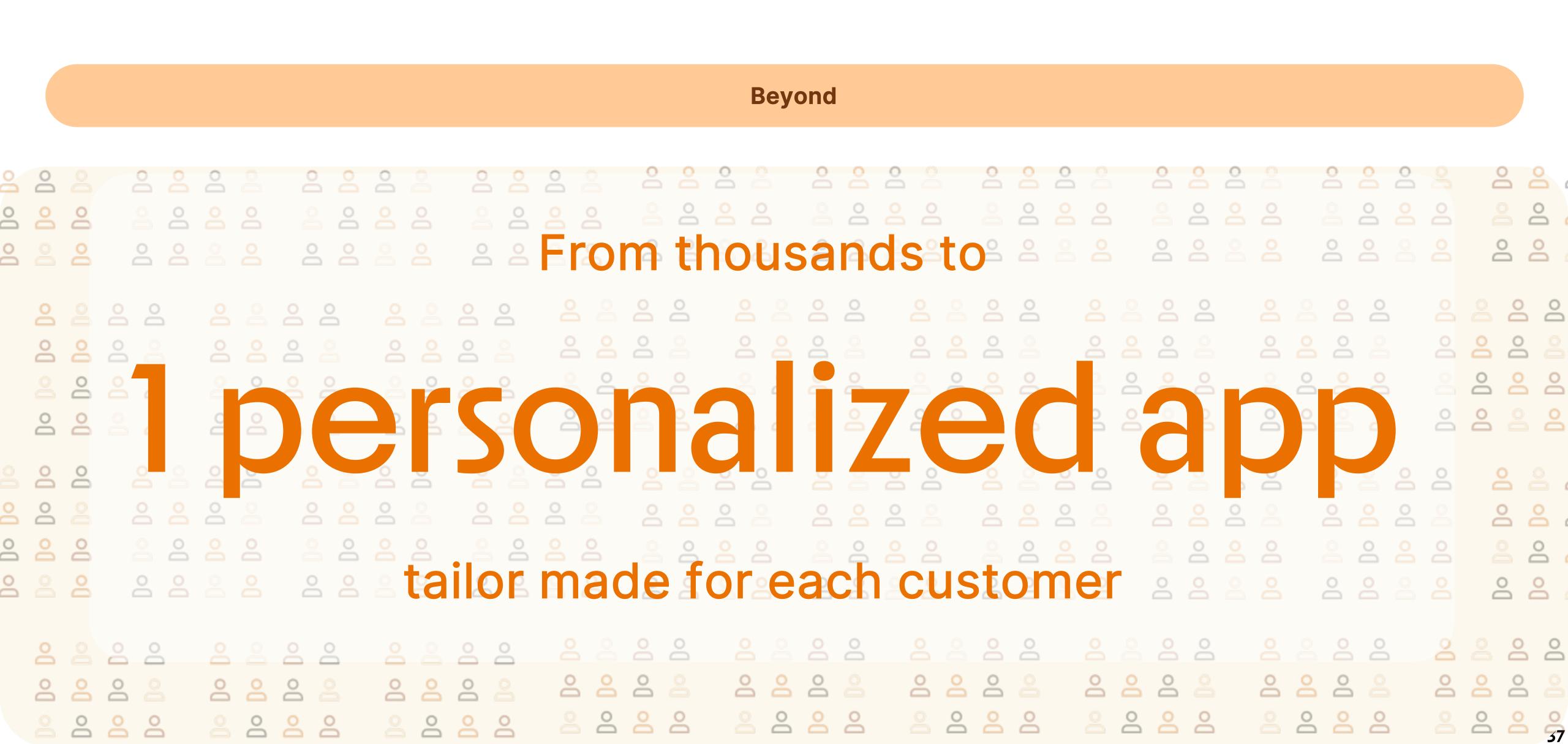
#### Constant improvements in the journey

#### 2022



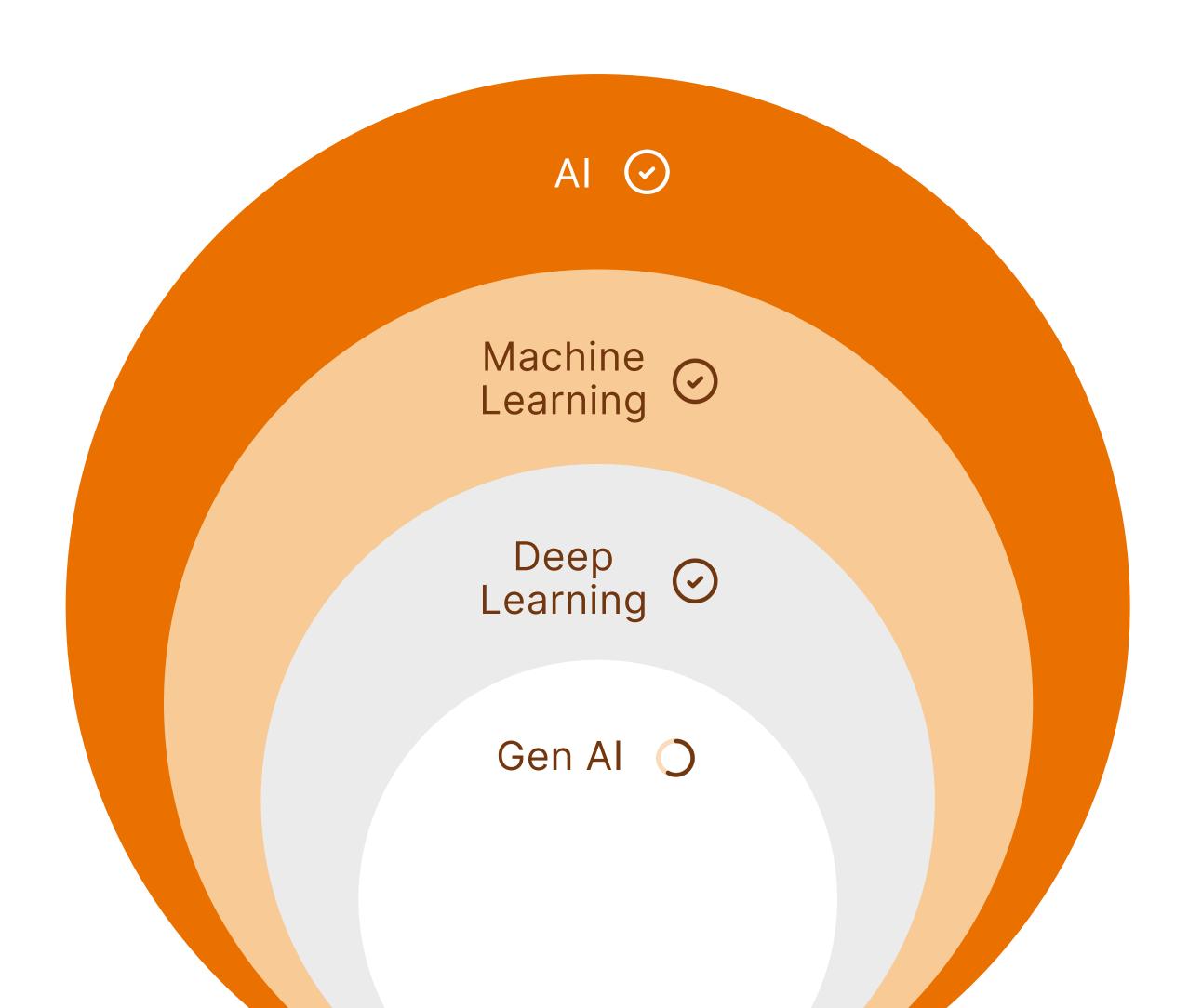


Constant improvements in the journey



#### Again, being one of the early users of a new solution

We are now unleashing the power of Gen Al

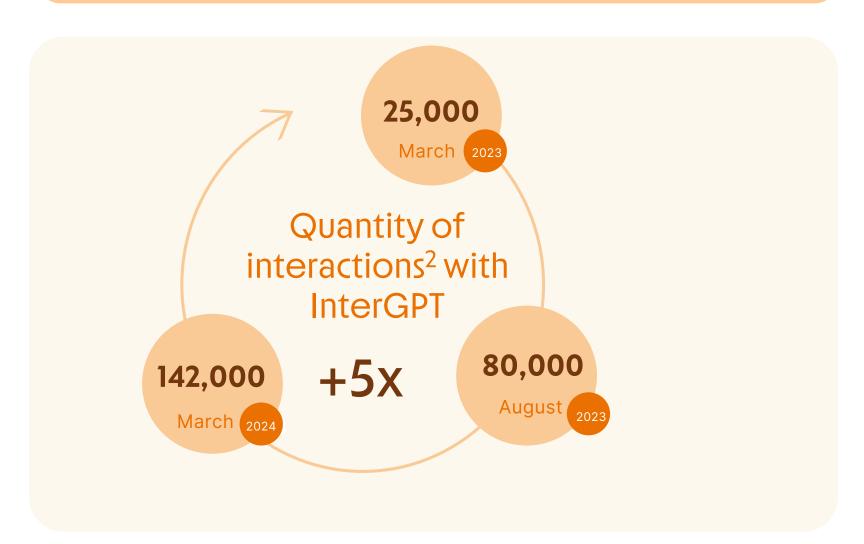


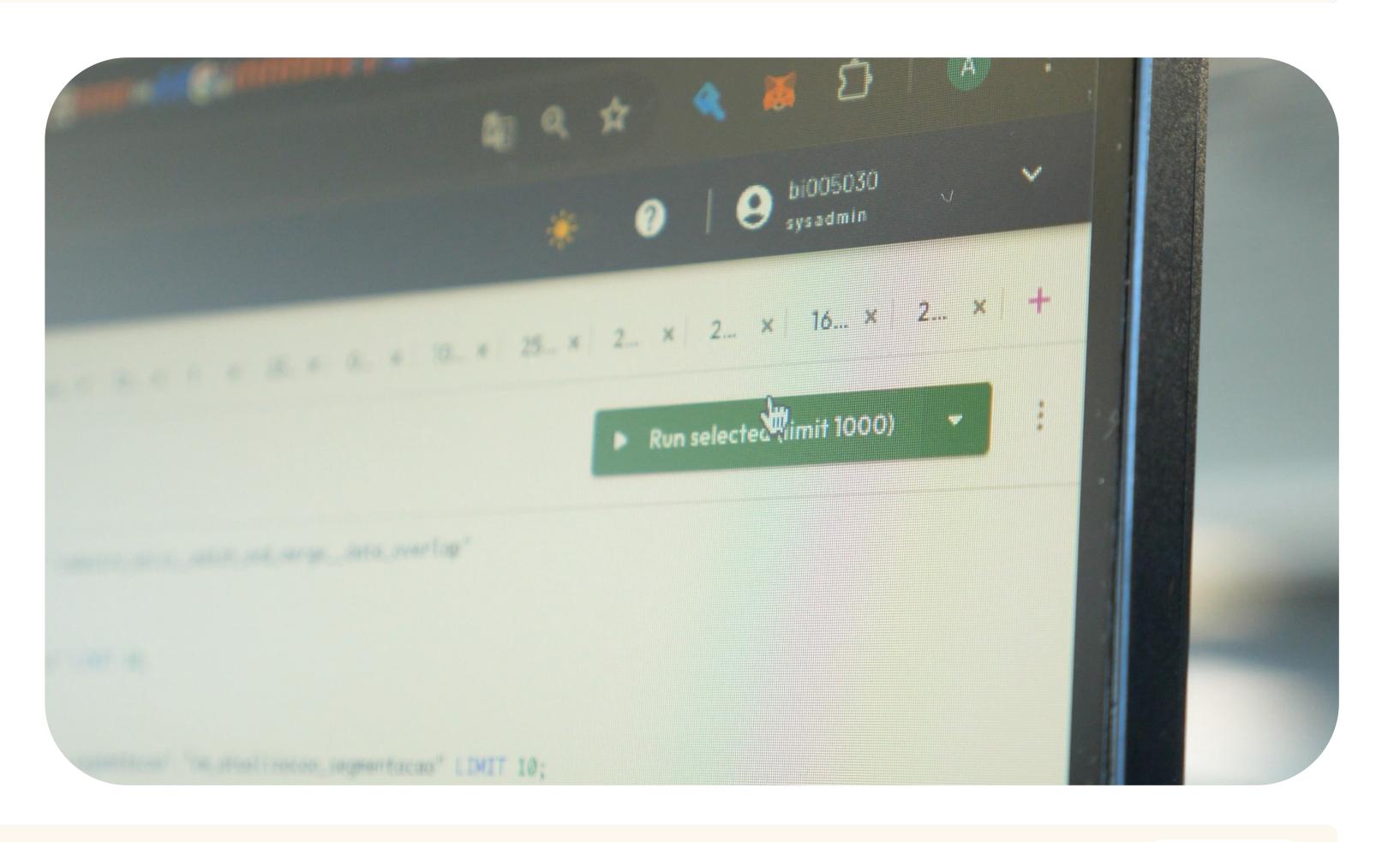
#### Enhancing the power of our platform with Gen Al

InterGPT was launched in

#### 3 months<sup>1</sup>

For all Inter's employees after Open Al launch





+ New Gen Al tools













#### Enhancing the power of our platform with Gen Al

#### **Contact center**

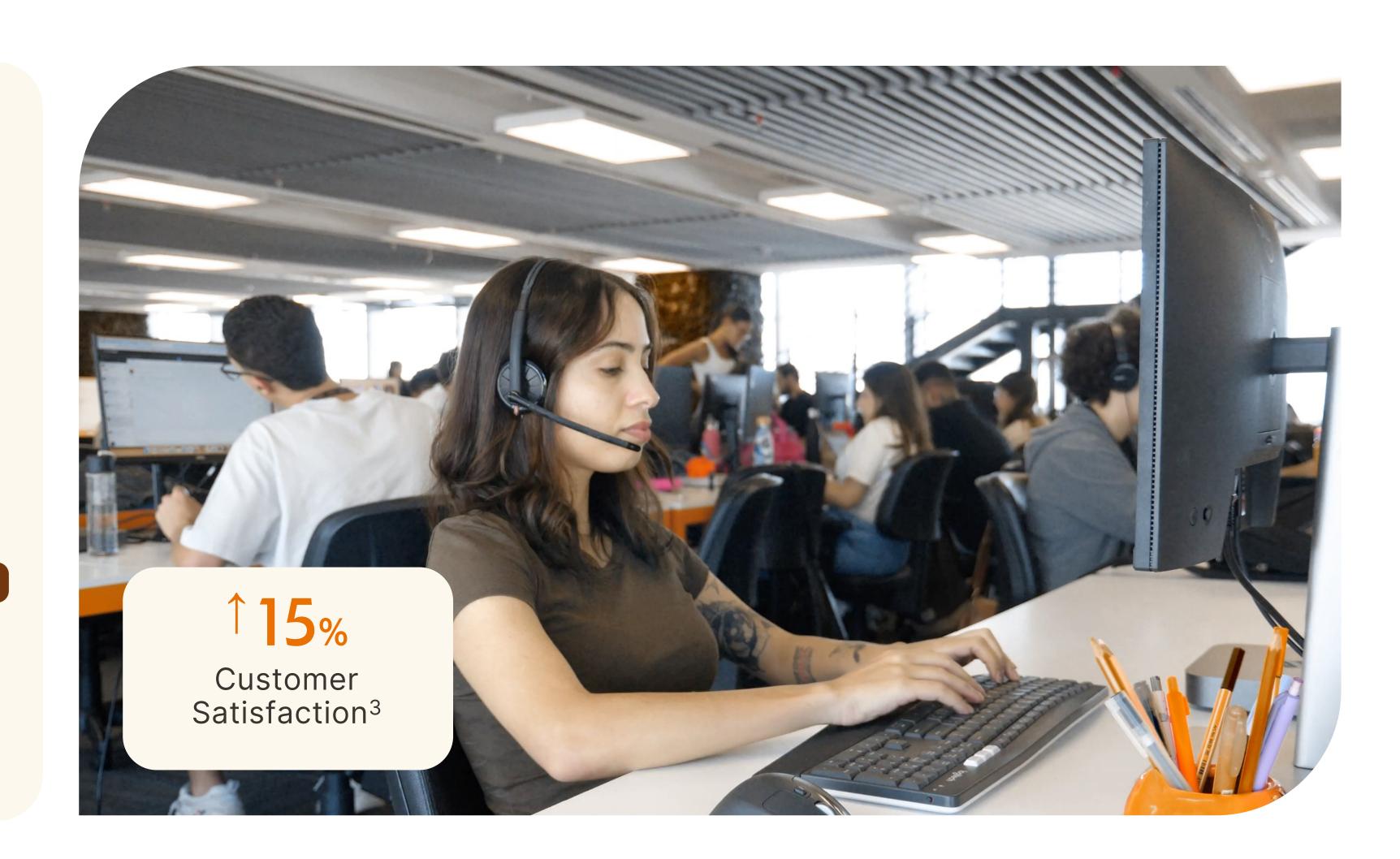
Summarizing 2,500 articles into a chat conversation

Average call time

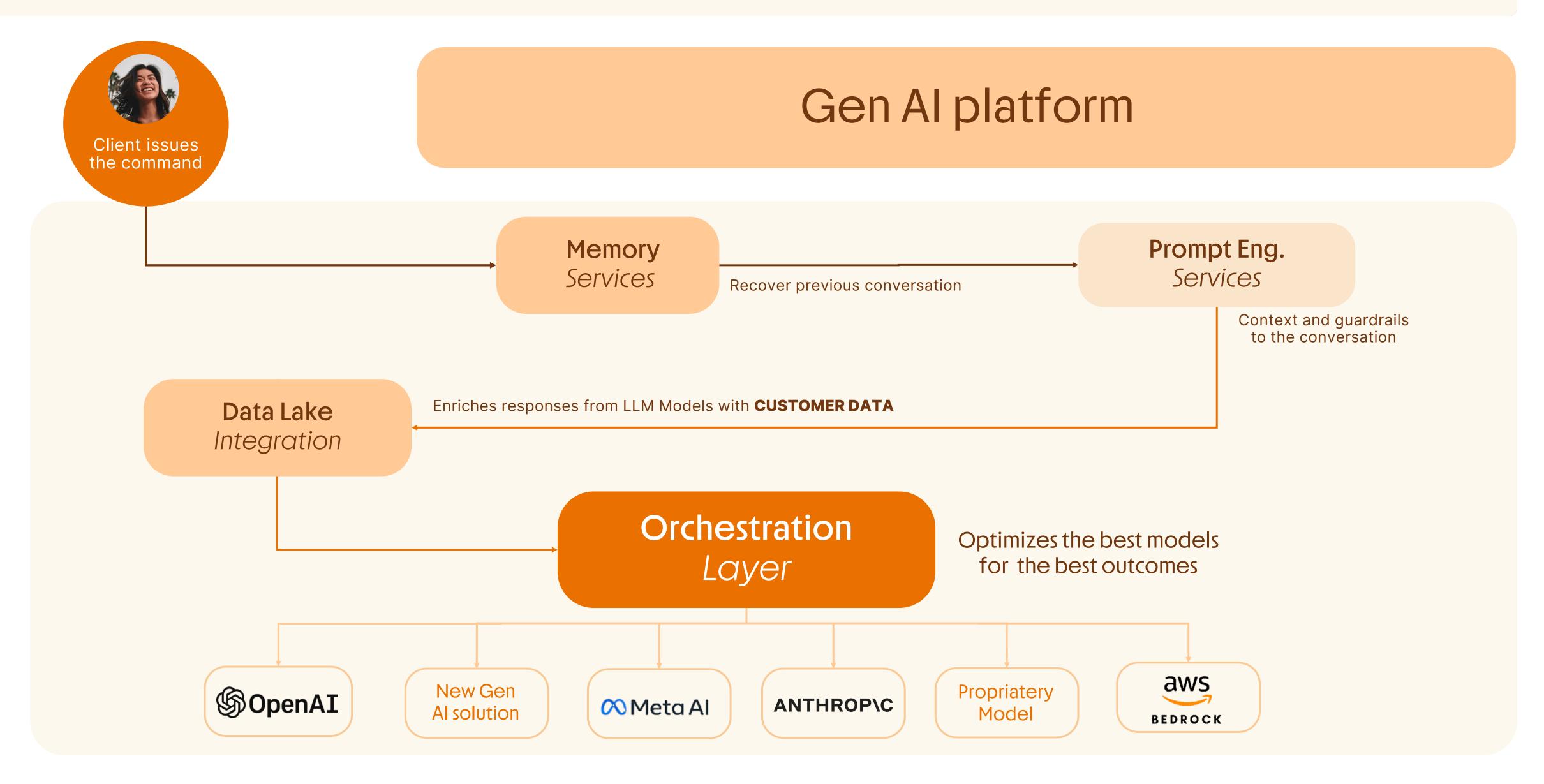
From 18 minutes

To 14 minutes +

using Gen Al Assistant



#### Inter Gen Al at Scale



#### Looking ahead

#### Modern Apps

Modern app development principles

Microservices-based architecture

Rapid innovation with CI/CD

Paradigm Shift

Next Chapter...

#### Intelligent Apps

Natural language interaction with GenAi

+ Personalized experiences

Driven by data



Next chapter...

Or the future could be...

Voice command



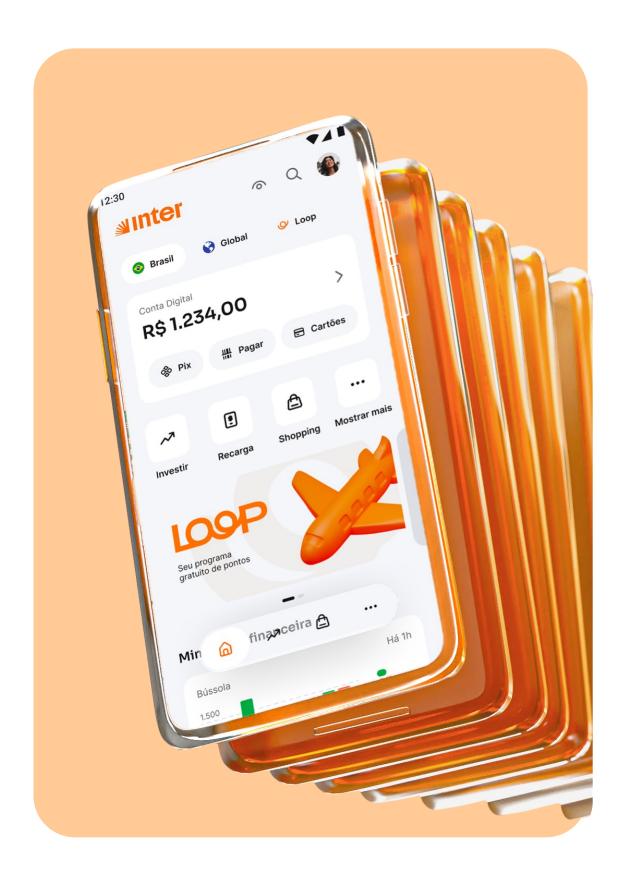
Next chapter... O Loop **Global** Brasil Conta Digital R\$ 1.234,00 Cartões Or the future could be... No need of smartphone

Next chapter...

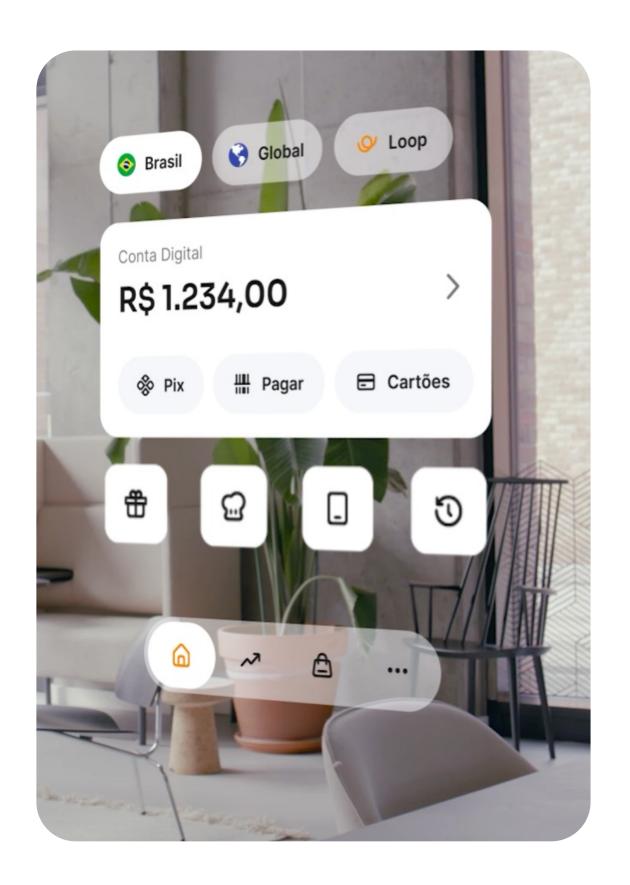
Or the future could be...

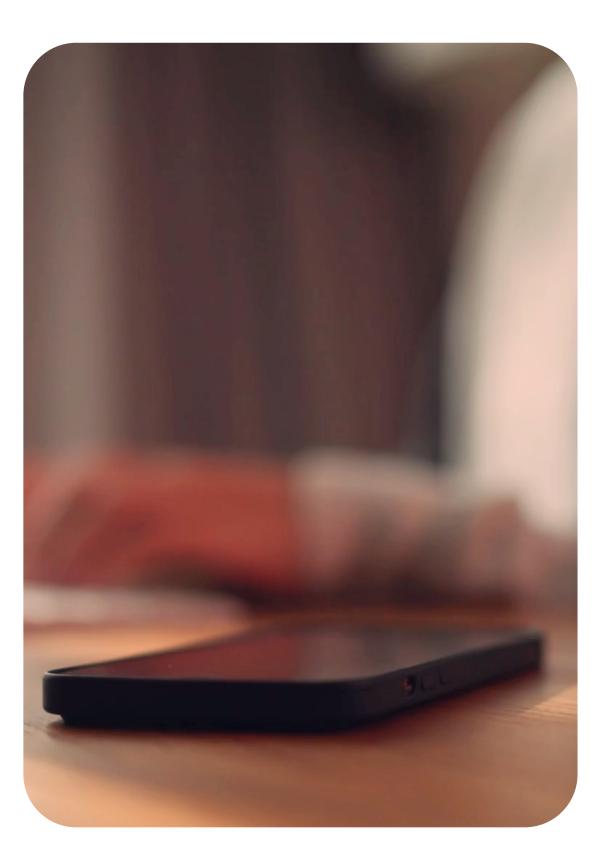
Predictive solutions?

#### Imagine everything together









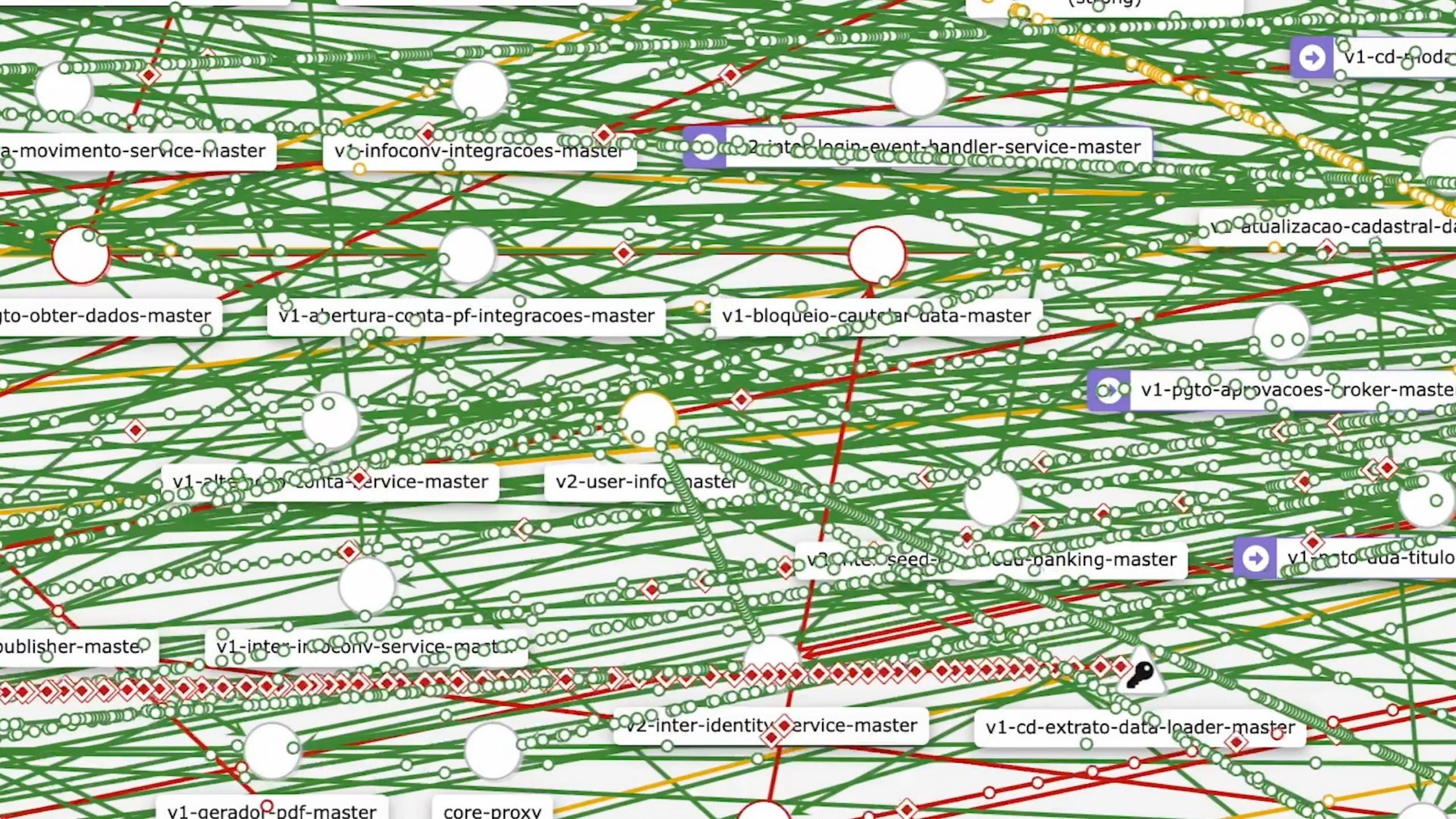
# We are looking beyond the horizon

winter & co



#### Business and IT together delivering results: 4 cases of success at Inter









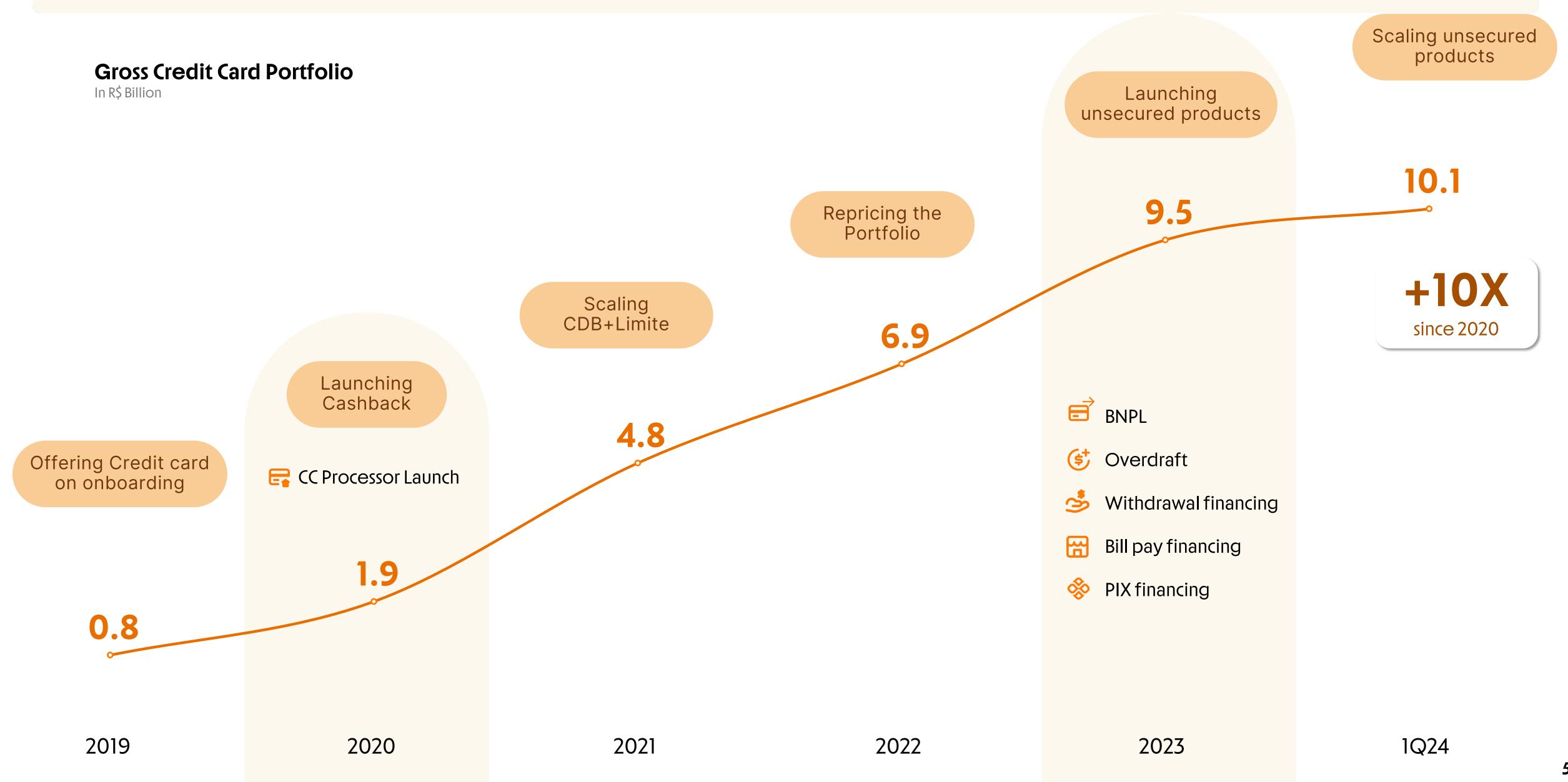
### Prioritizing the

best U/A

Droducts

\$ 2.100,00 Disponível

#### Credit Underwriting: 0 to 1 approach to product development

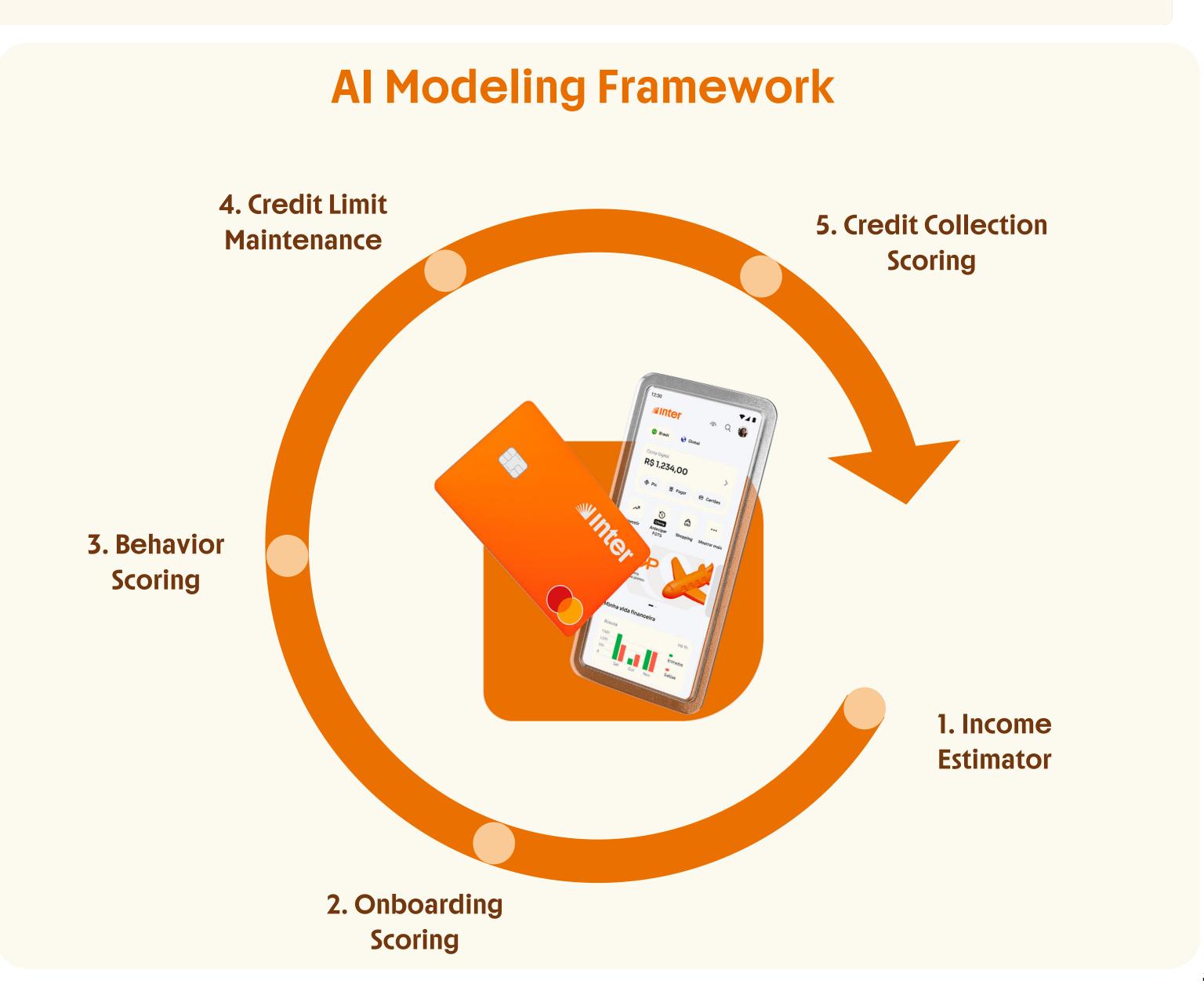


*52* 

#### Credit Underwriting: mature set of models for consistent growth

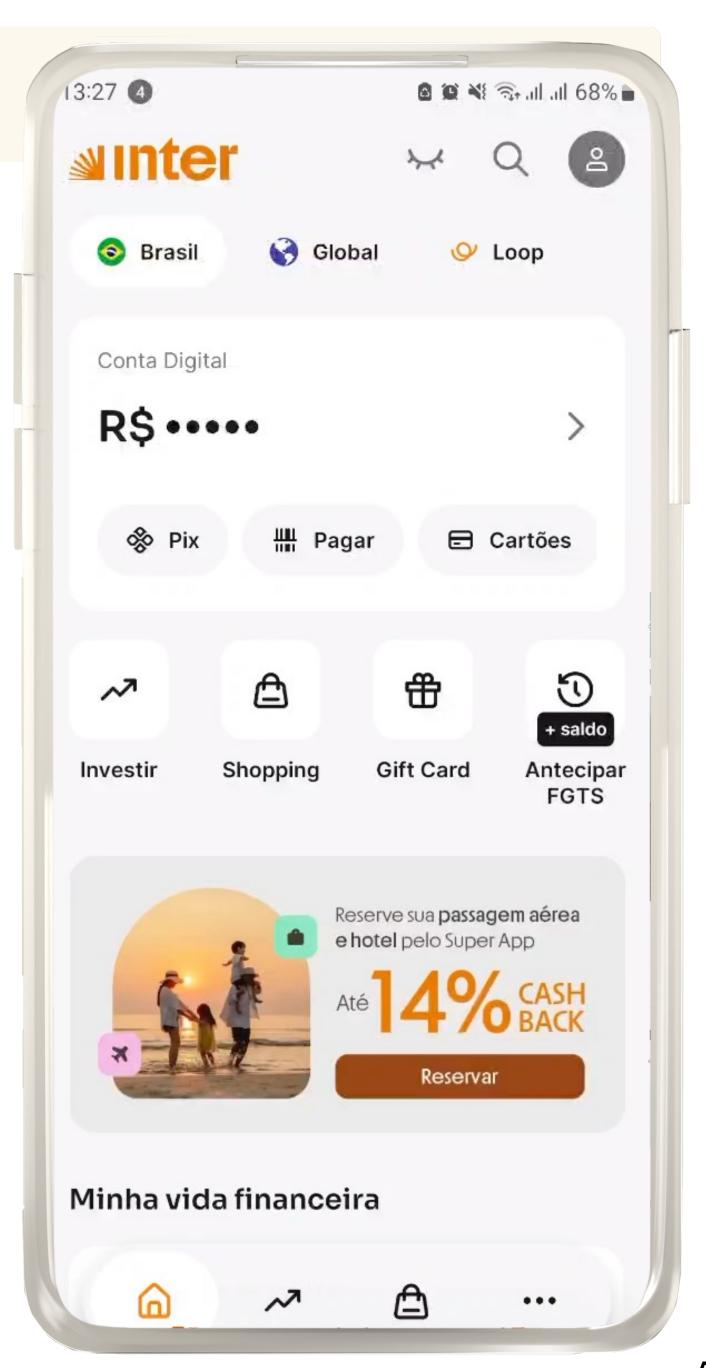
## Data + IT infrastructure InterLake Data Marts S3 Bucket Other EC2 Instance **Minter** R\$ \*\*\*\* Minha vida financeira

<u>@</u> ~ ≜ …



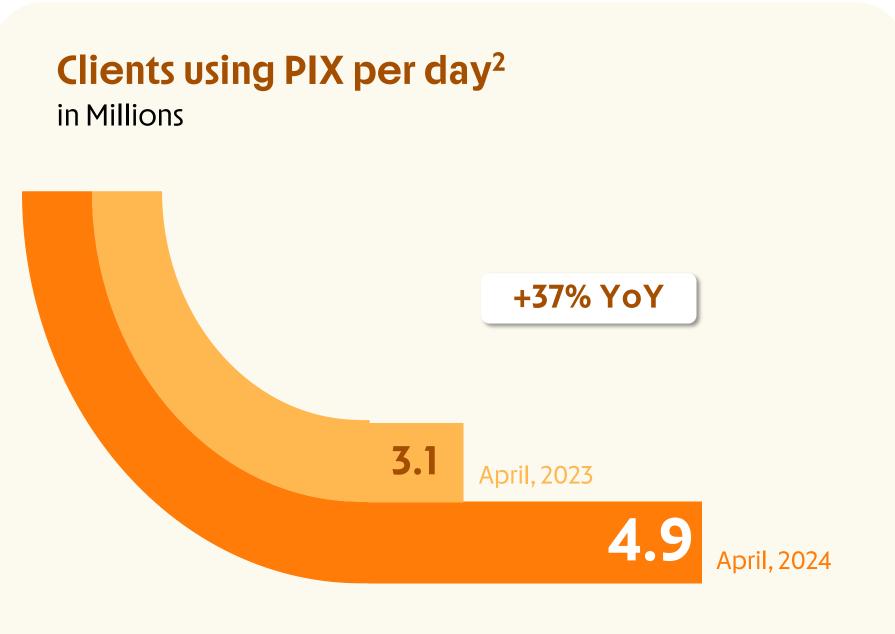
#### PIX: eliminating cash and revolutionizing payments

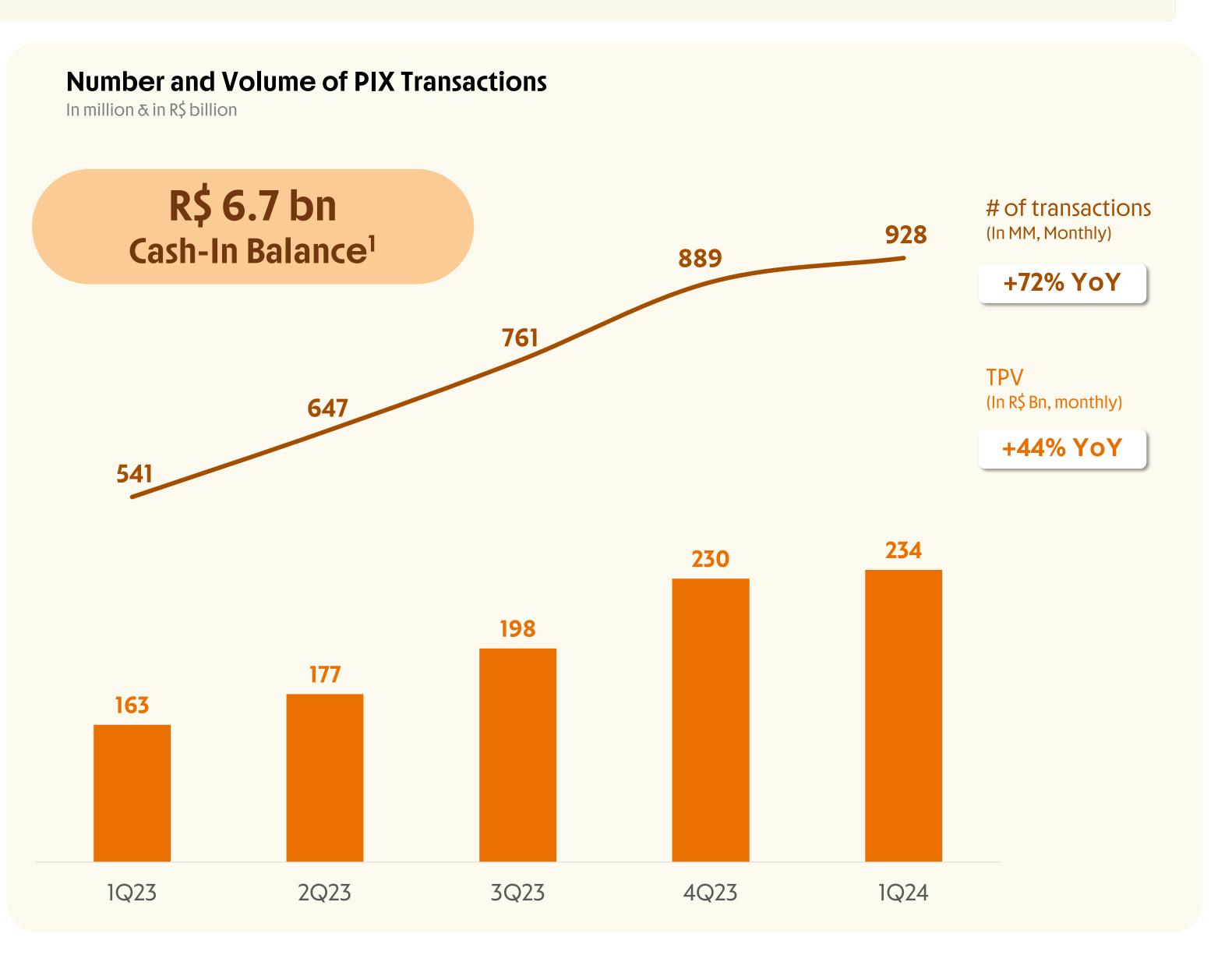




#### PIX: transactional banking at a scale never seen before

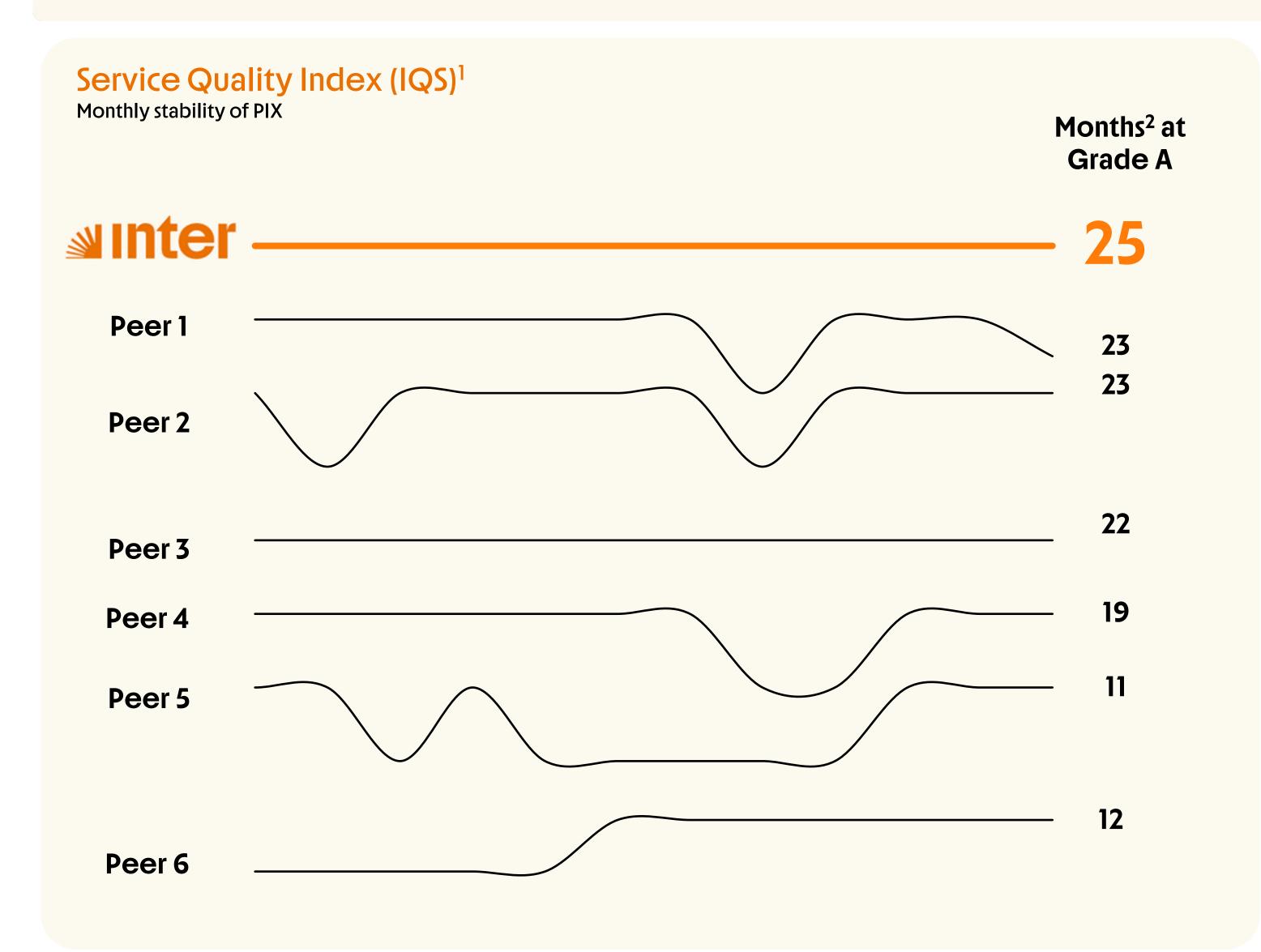






Note 1: Difference between cash-in and cash-out transacted volume in 1Q24. Note 2: Unique clients.

#### PIX: Inter establishing the industry benchmark



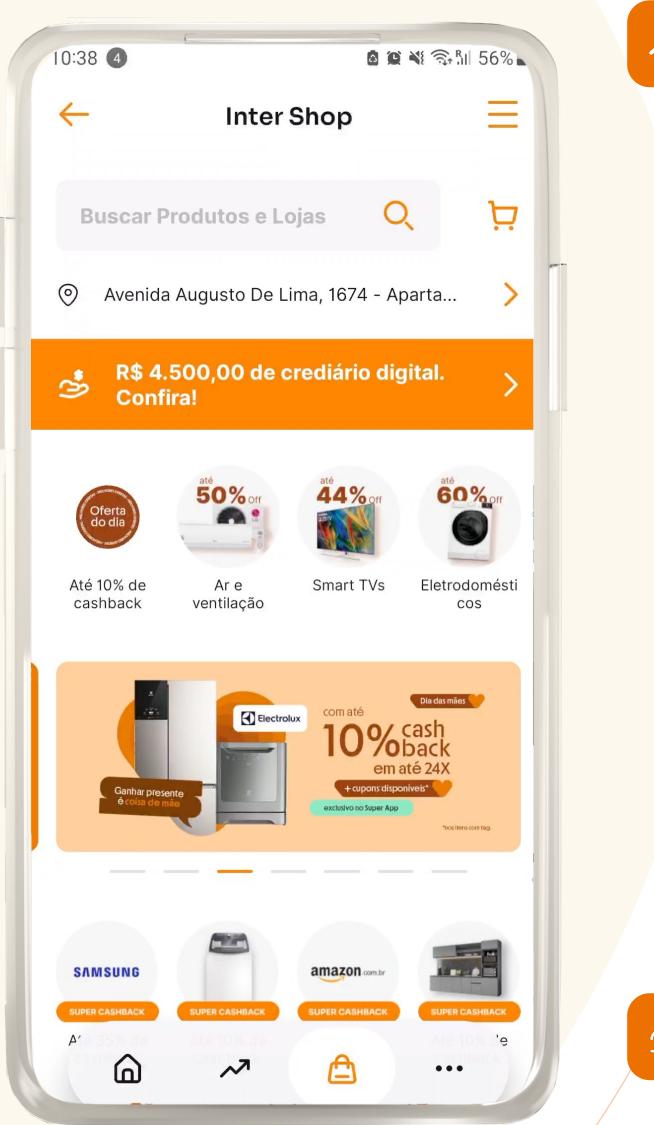


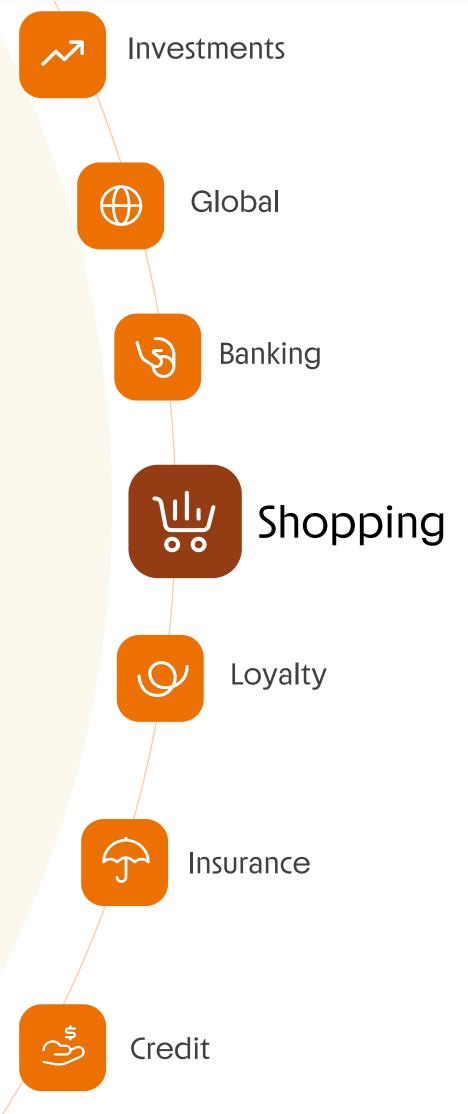


#### PIX: capitalizing on experience to find the best solution



#### Inter Shop

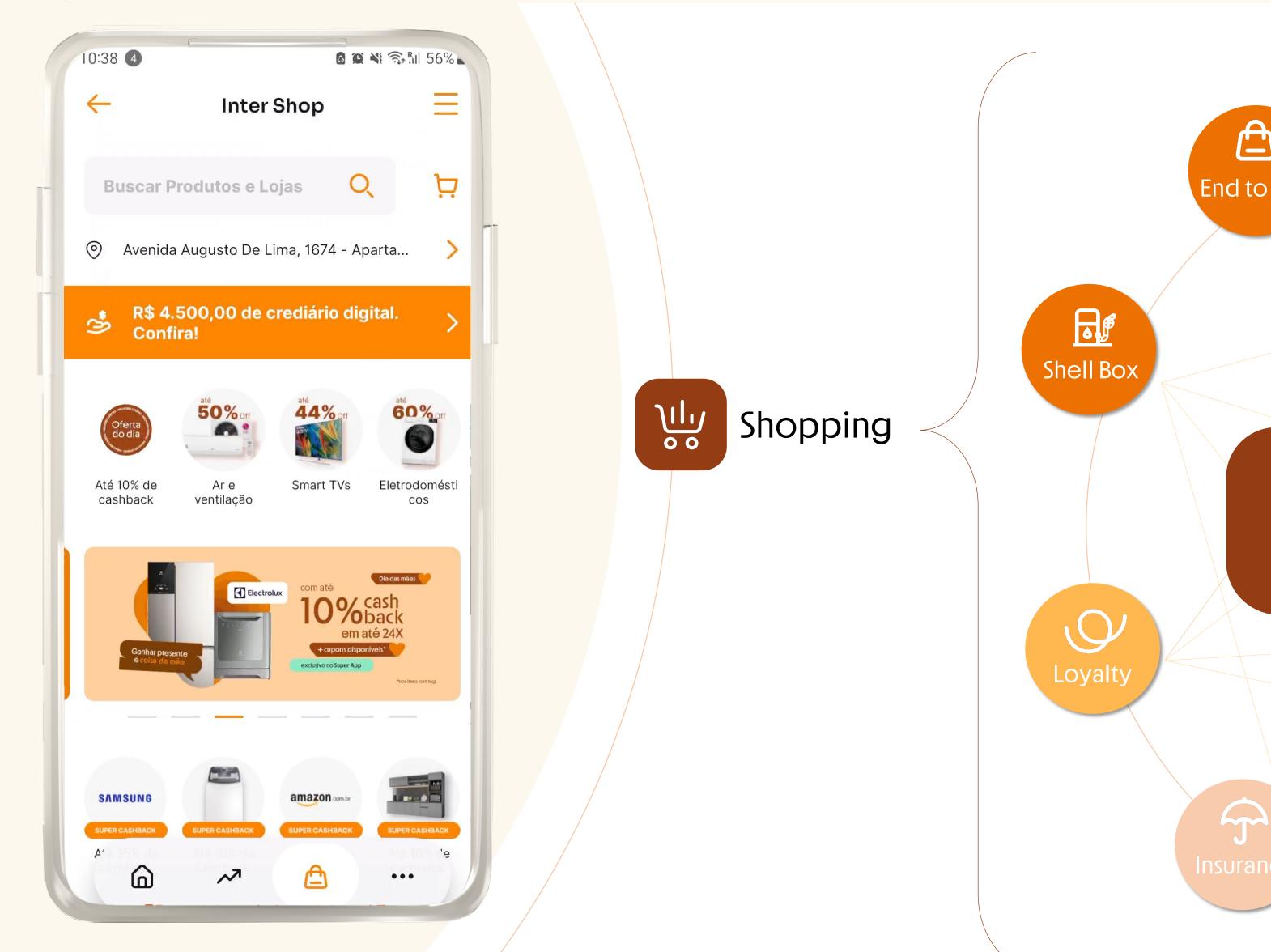


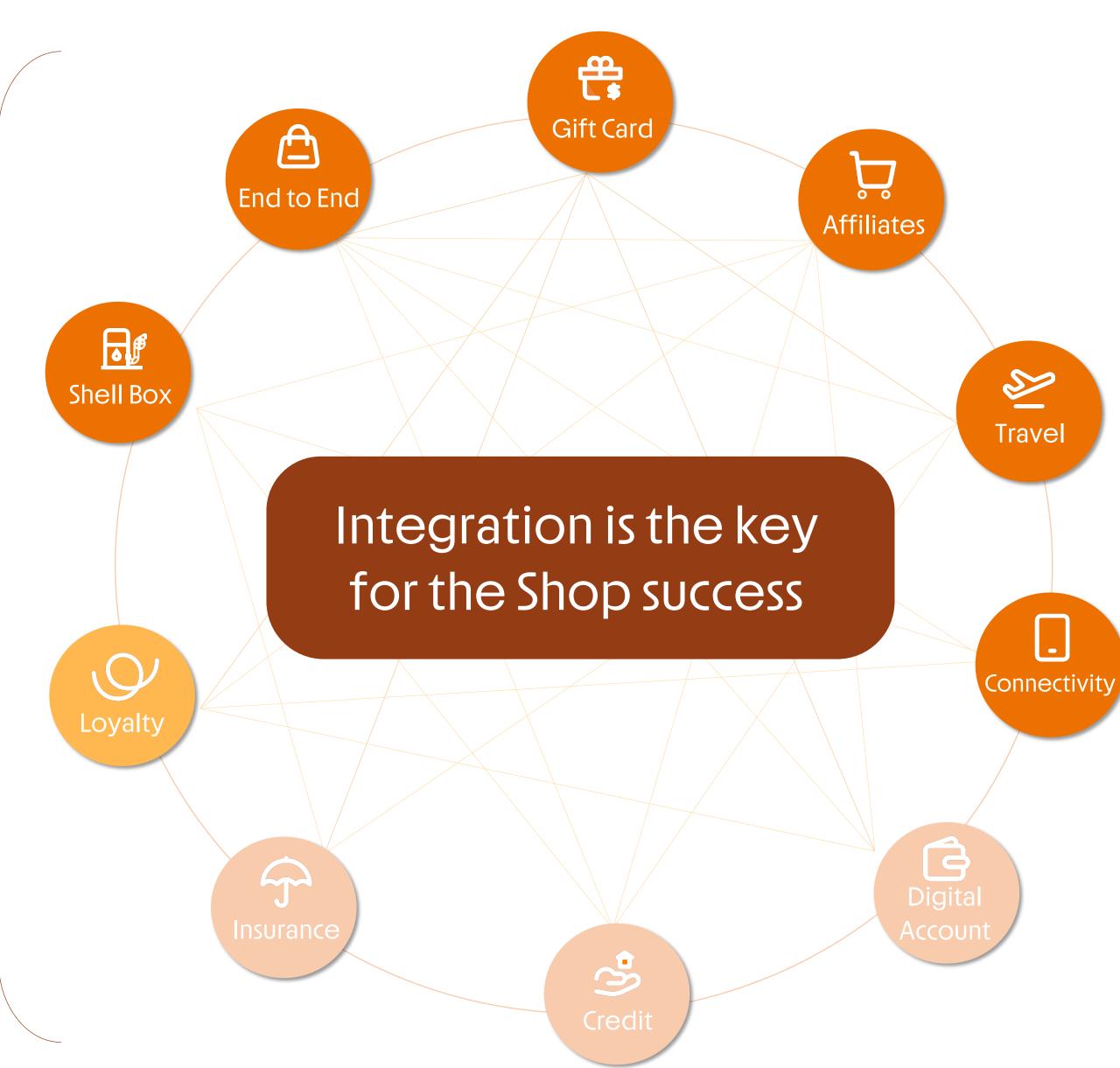


## First ever

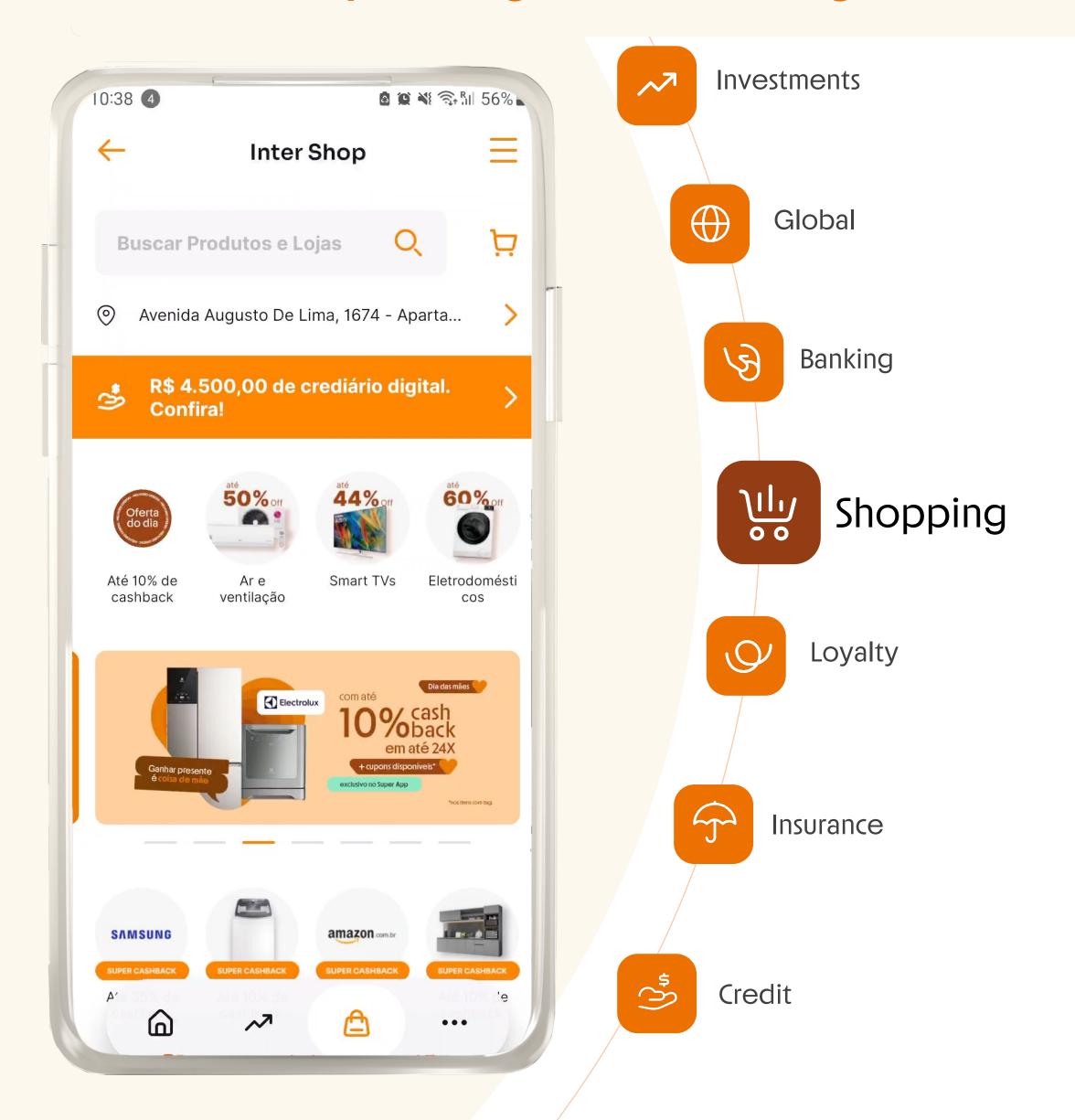
e-commerce platform integrated into a bank in the Americas

#### Inter Shop: integration unlocking value across the Financial Super App





#### Inter Shop: integration driving efficiency



# Close Loop "On-Us" Processing

On-Us payments

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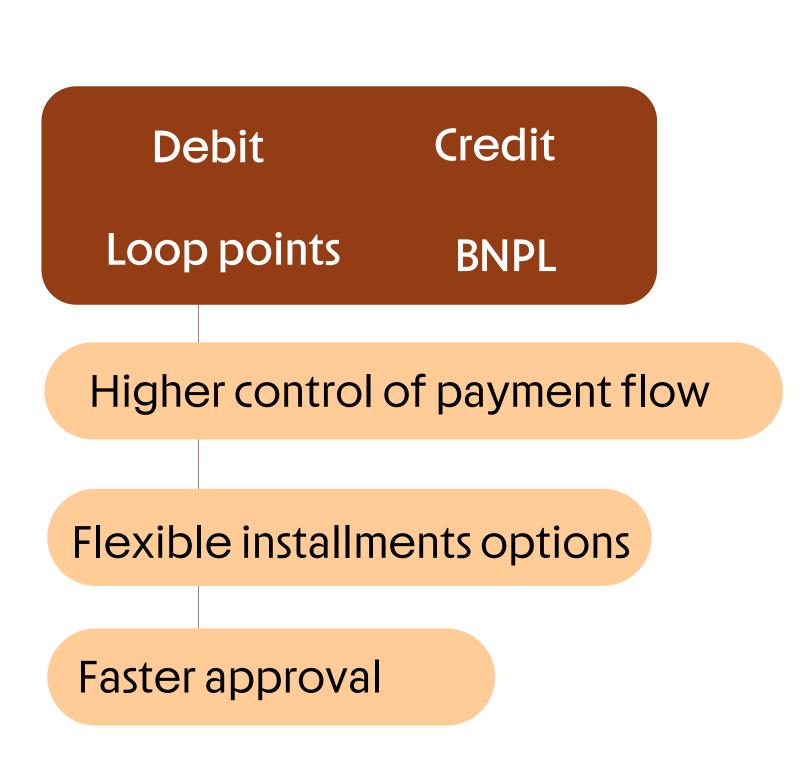
Frictionless experience

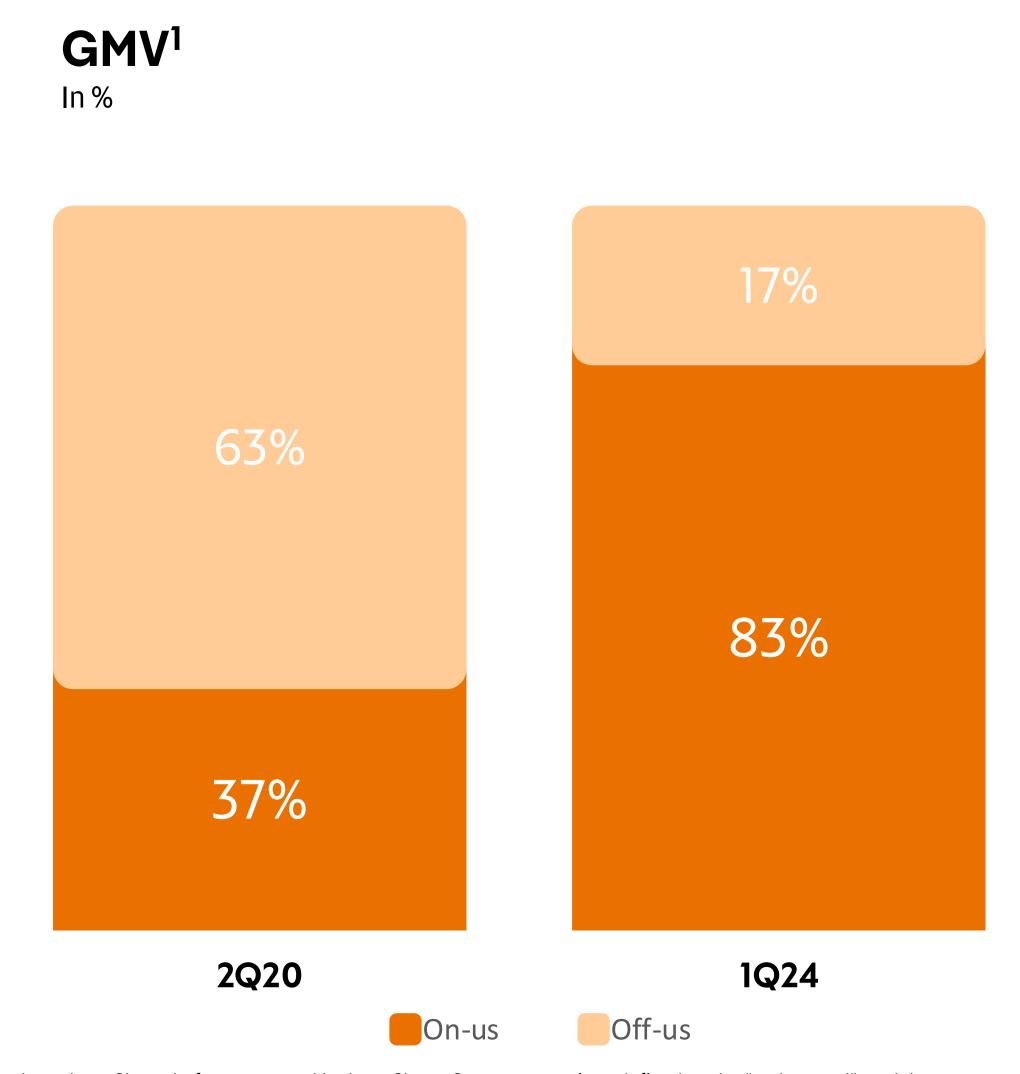
+

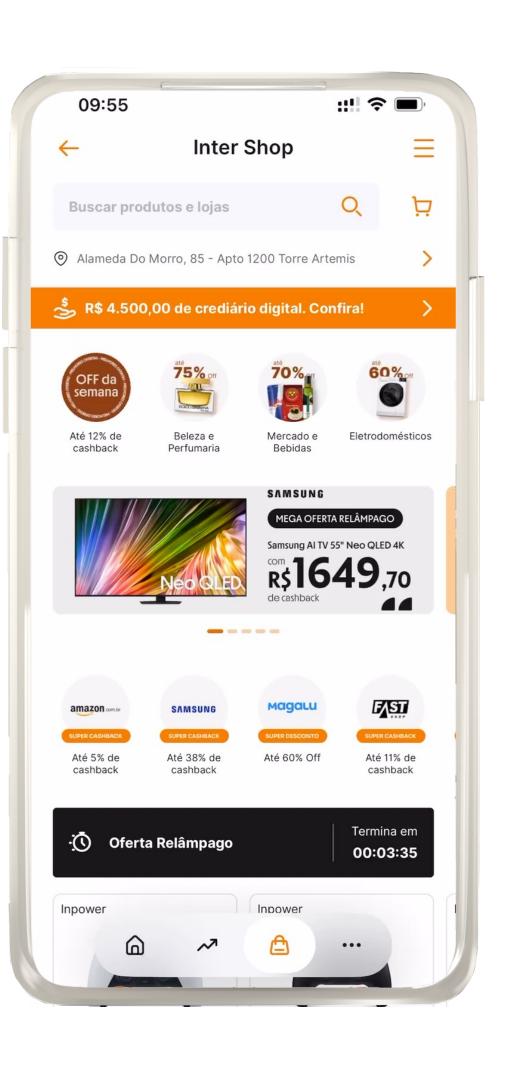
Upsell options

#### Inter Shop: integration generating revenue

#### On-Us Payments

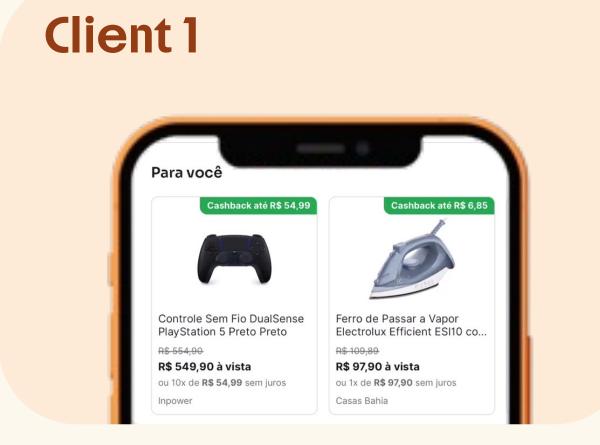






#### Inter Shop: AI models boosting better targeting and hyper personalization

#### Using of AI propensity models



Client 2



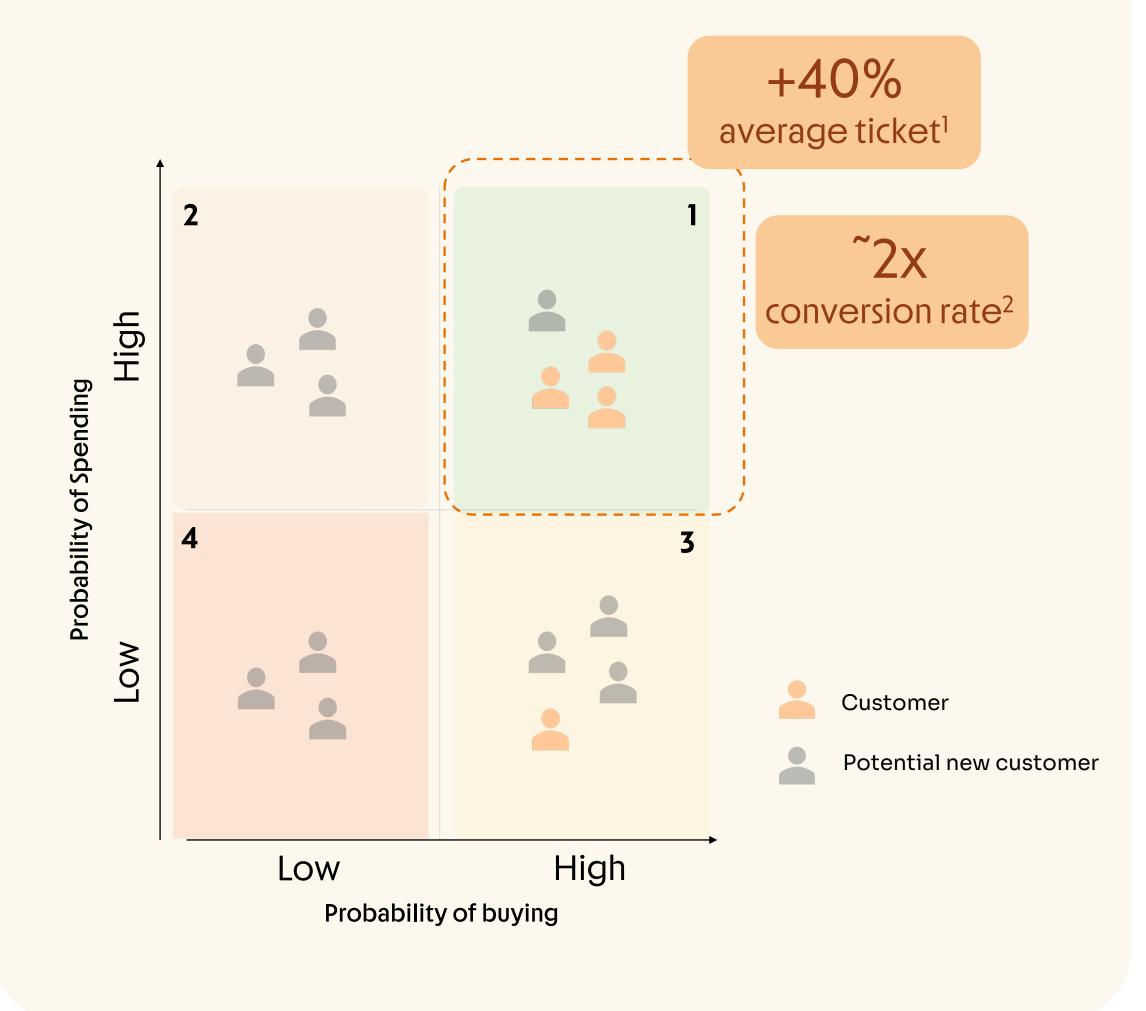
Al Predictive Models Leads to Better Targeting

δ

Omnichannel Leads to **Better Communication** 

More Sales & Higher Revenue

#### Targeting better clients



#### Inter Shop: Gen Al unlocking new possibilities

0

Gen Al
SHOP
CONCIERGE

#### User

Quero um relógio masculino



#### Teste Concierge de Compras do Shopping

Encontrei algumas opções de relógios masculinos para você. Vou listar abaixo as opções com os detalhes e preços:



Marca: Casio

Vendedor: Olist

Preço: R\$ 249,90

Cashback: R\$ 19,99

•



#### Global Account: addressing market demand with a unique UX

million clients

more product adoption

verticals in less than 2 years



to

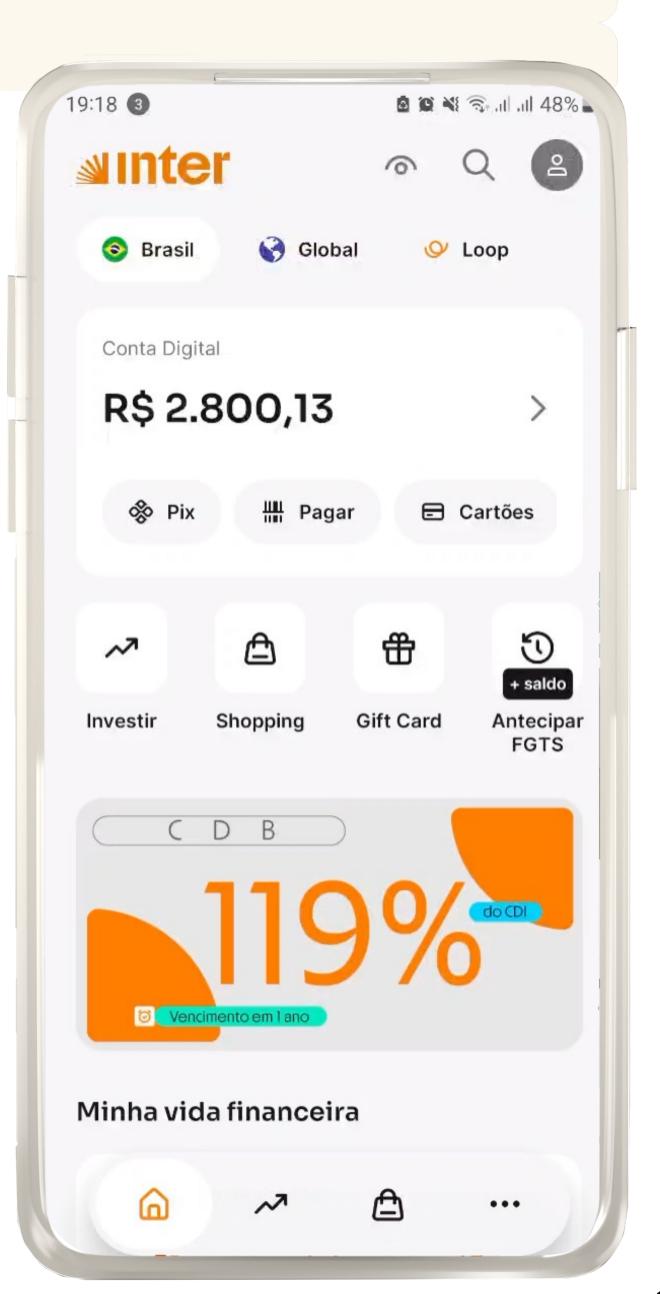


Replication

Modularity

Lower costs

Time-to-market



Live moment

One password.
One Financial Super App.
All solutions you need.



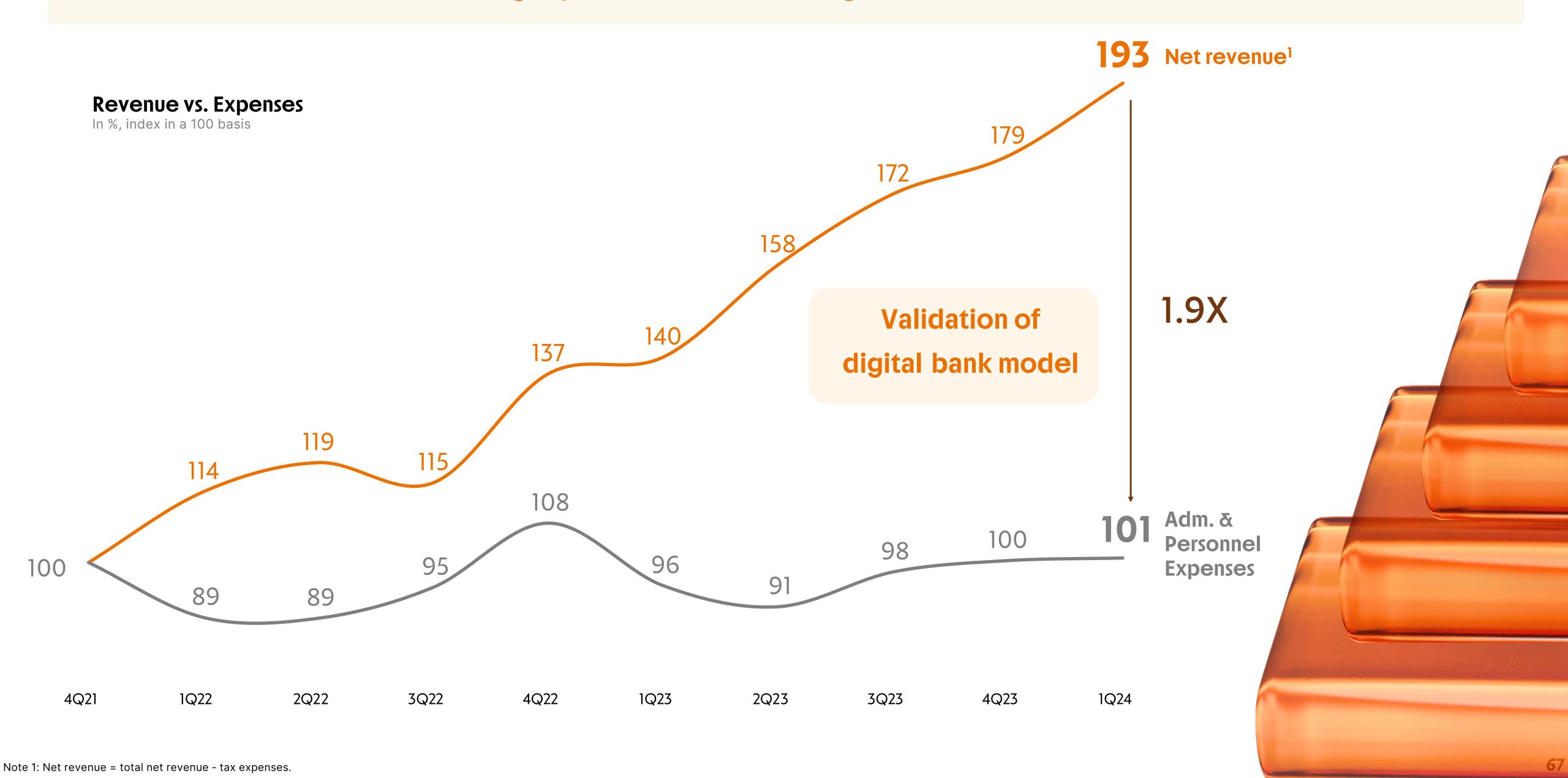


# Monetization

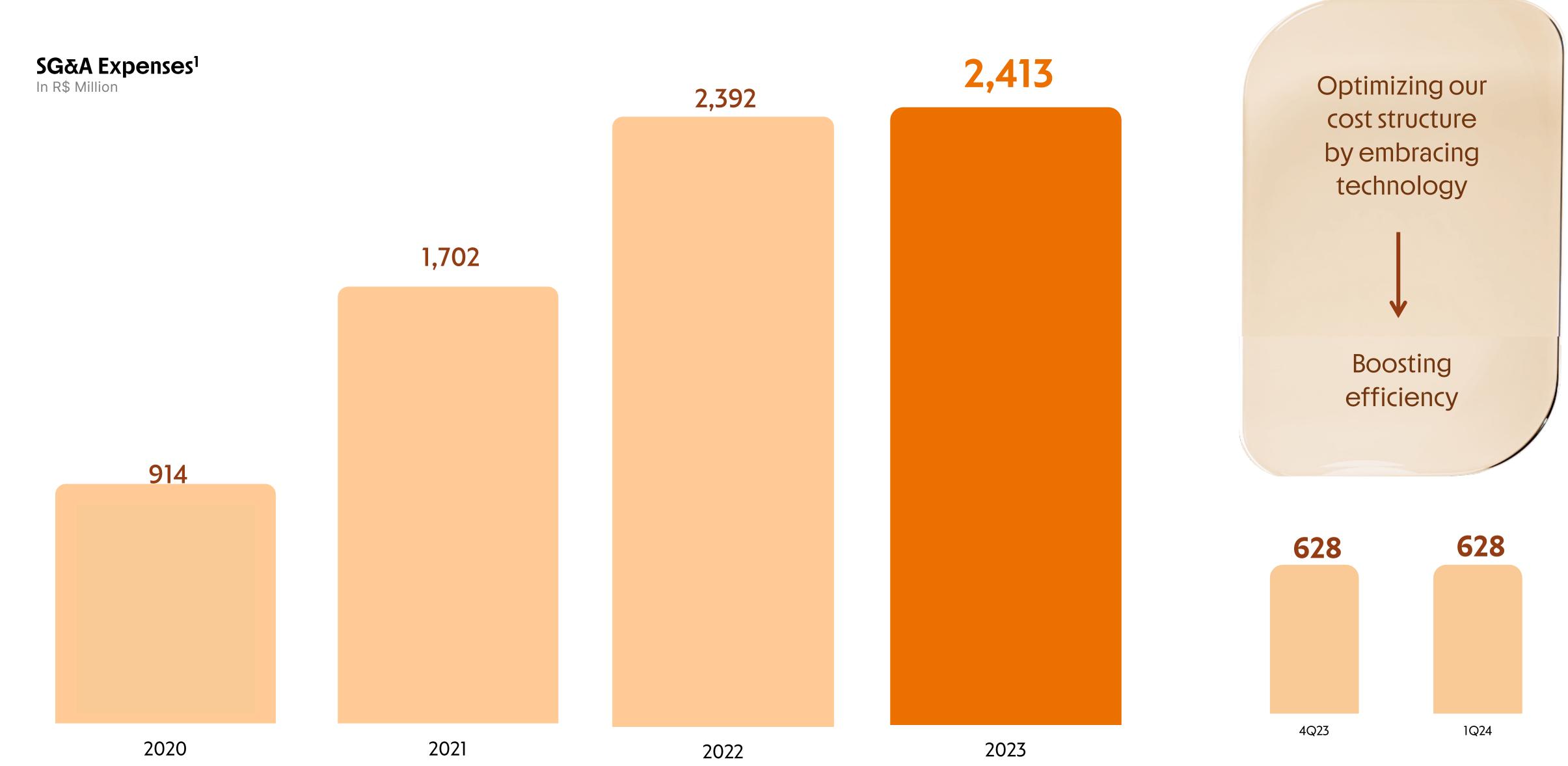
Santiago Stel | SVP - CFO



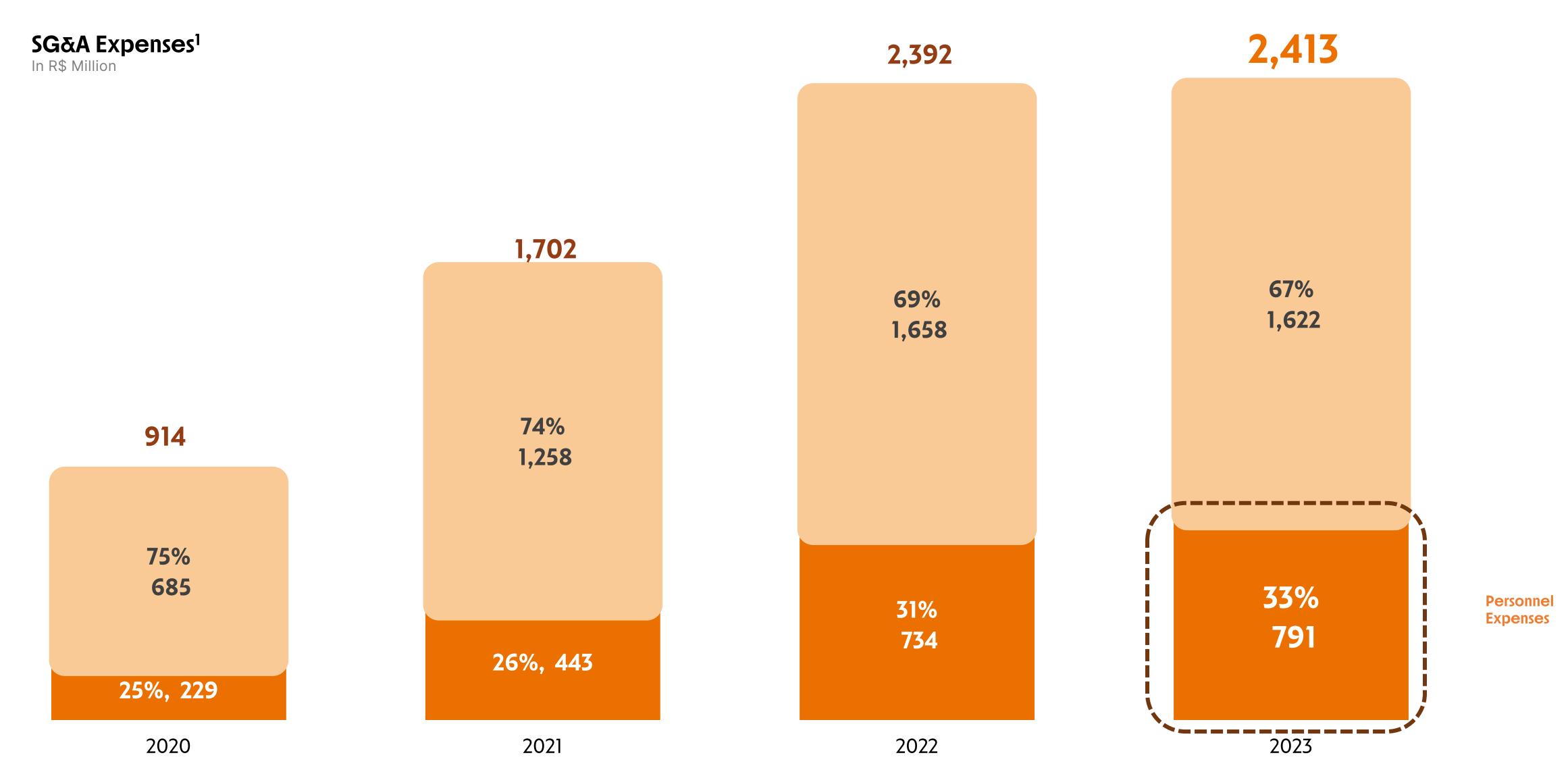
#### Tech and innovation driving operational leverage



#### Expenses remaining flat since 2022



#### Optimizing our spending in <u>personnel</u> expenses



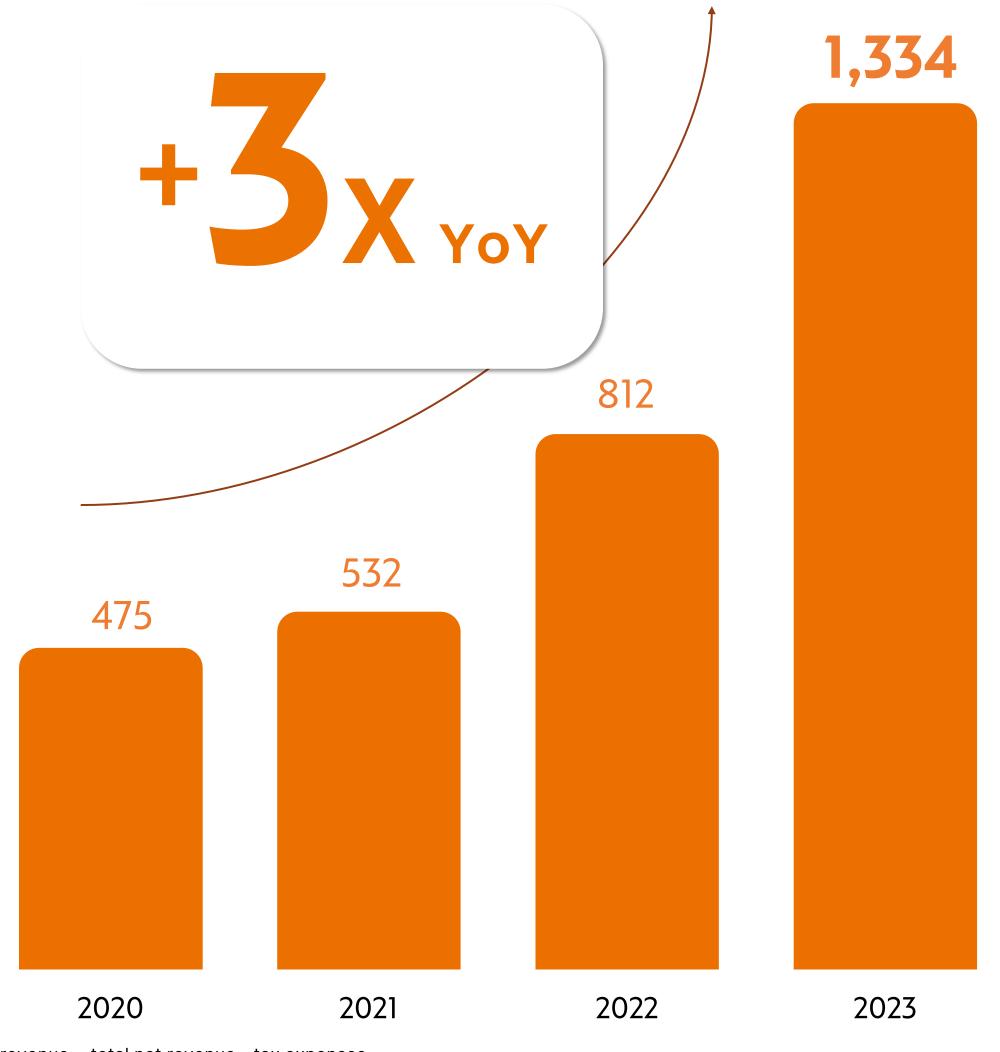
#### And resulting in more productivity



#### And resulting in more productivity

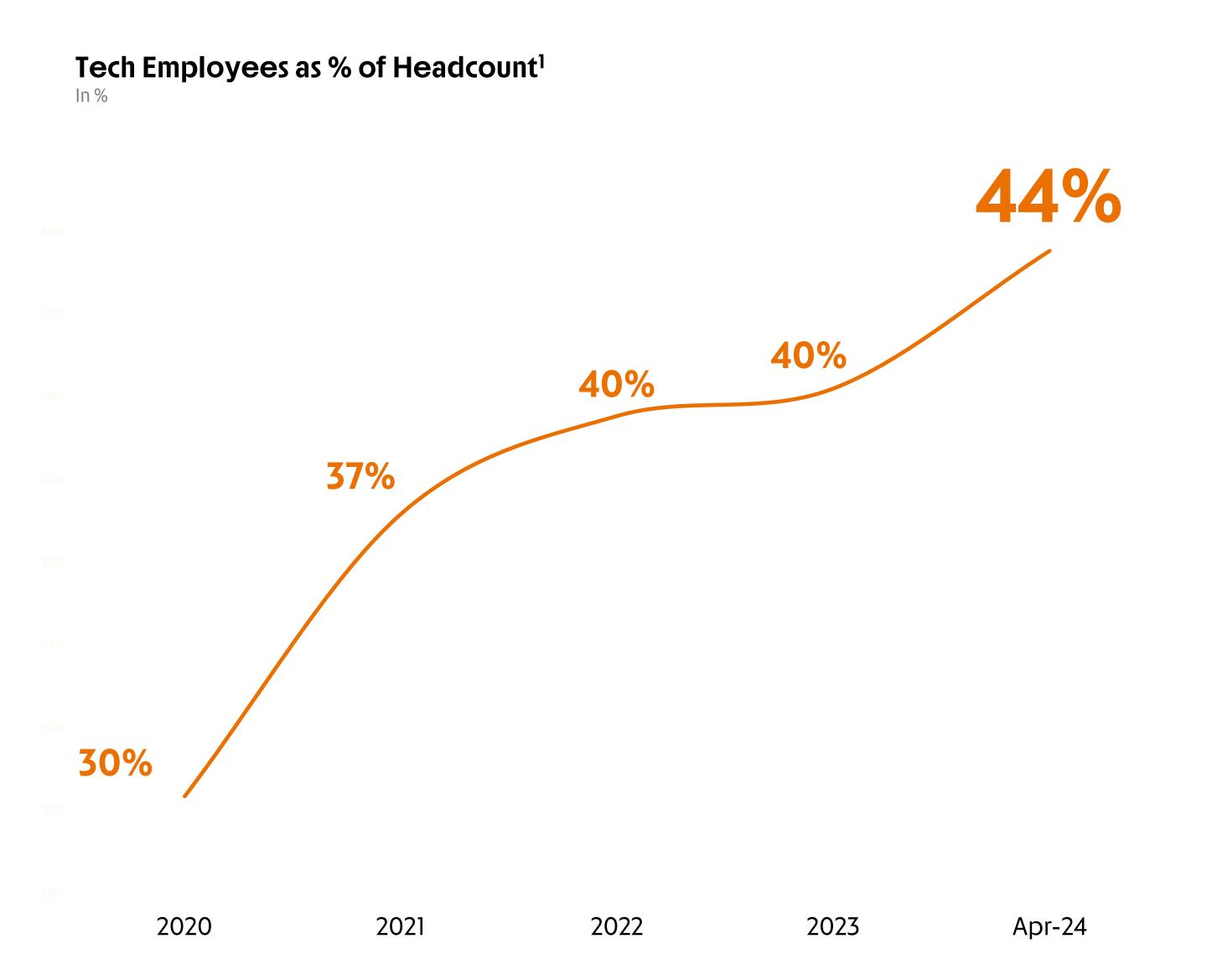
#### Net Revenue per Employee<sup>1</sup>

In R\$ Thousand



# **Active Clients** per Employee Thousand active clients **Employee** + 1.5X YoY 1Q24

#### Headcount increasingly more tech-based





#### Inspiring innovative thinking

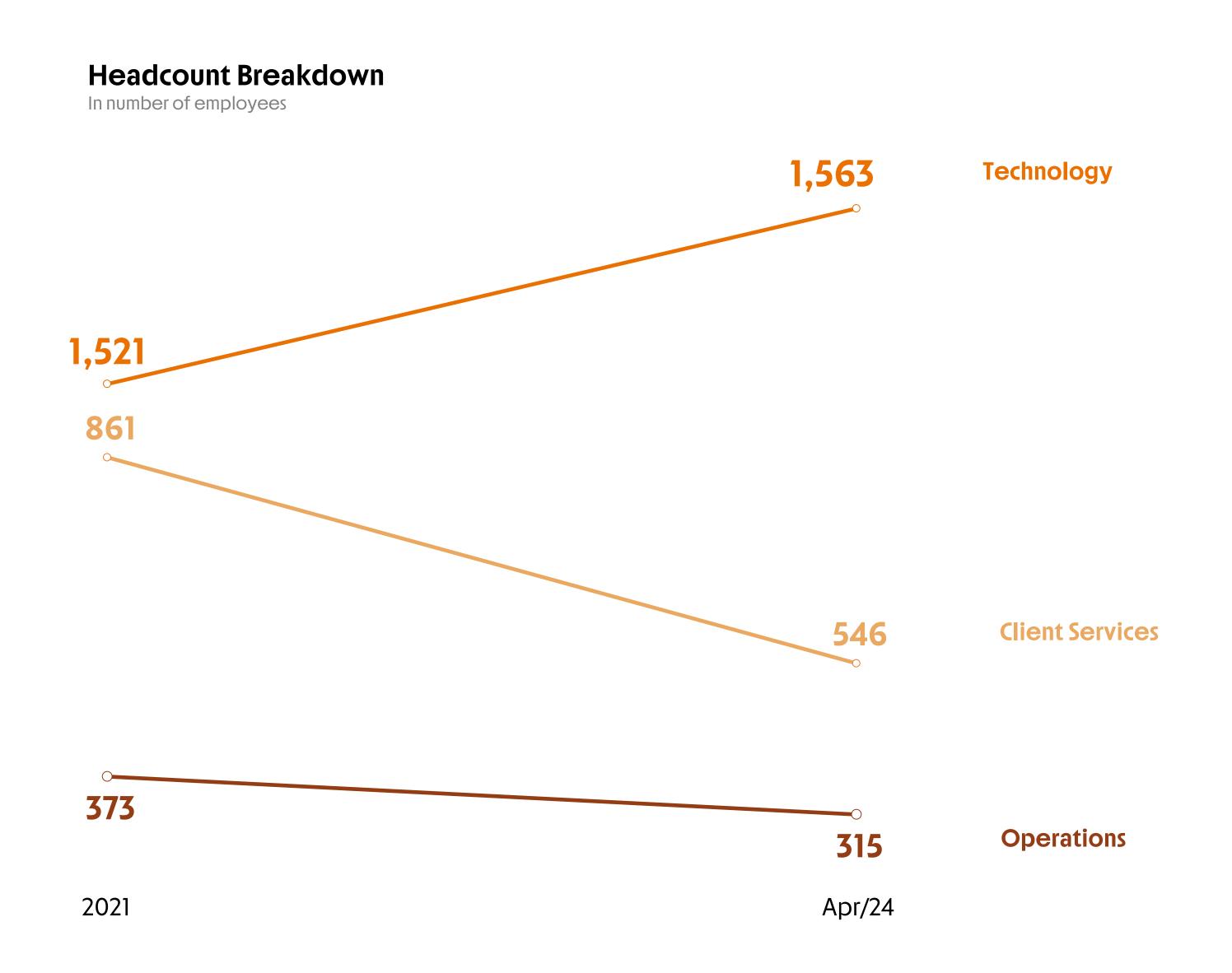


# Re-allocating resources to ensure continued innovation

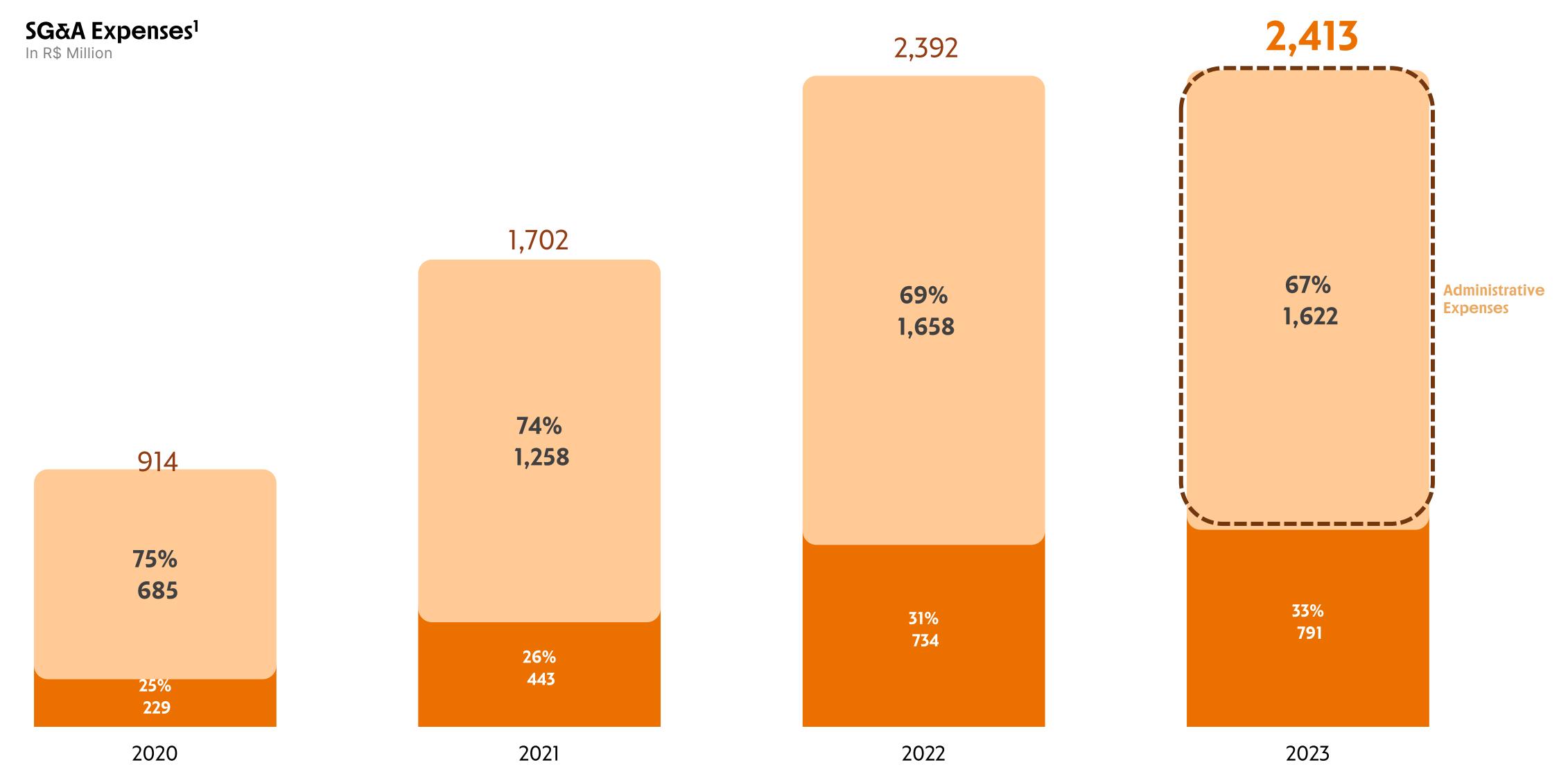


Client Services
15% of HC

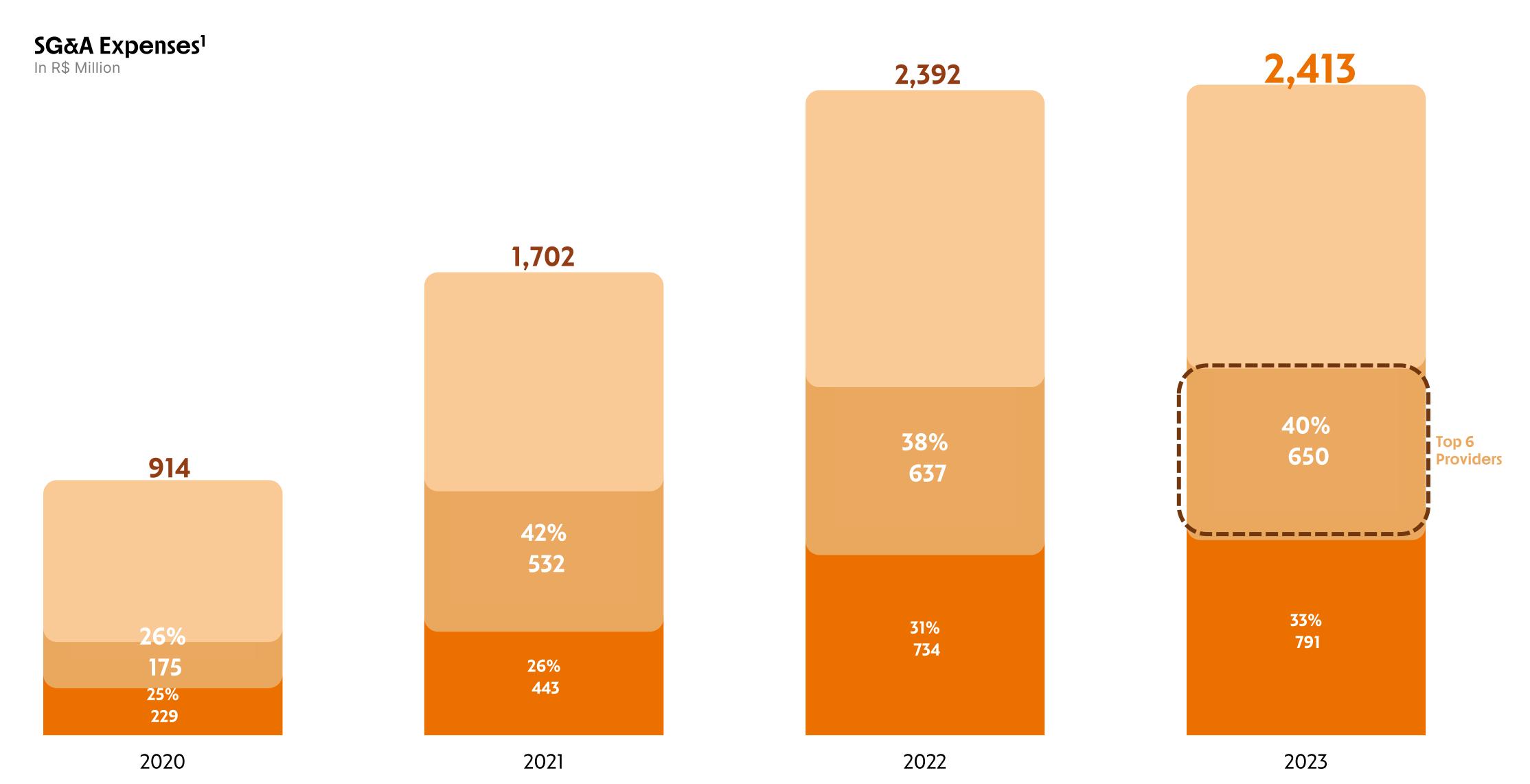
Operations
9% of HC



# Optimizing our spending in <u>administrative</u> expenses



# Optimizing our spending in <u>administrative</u> expenses



# Optimizing our cost structure across vendors

MasterCard Expense per Cards TPV

-16%

AWS Expense per Active Client

-40%

ATM Expense per Active Client

-23%

Contact Center Expense per Active Client

-52%

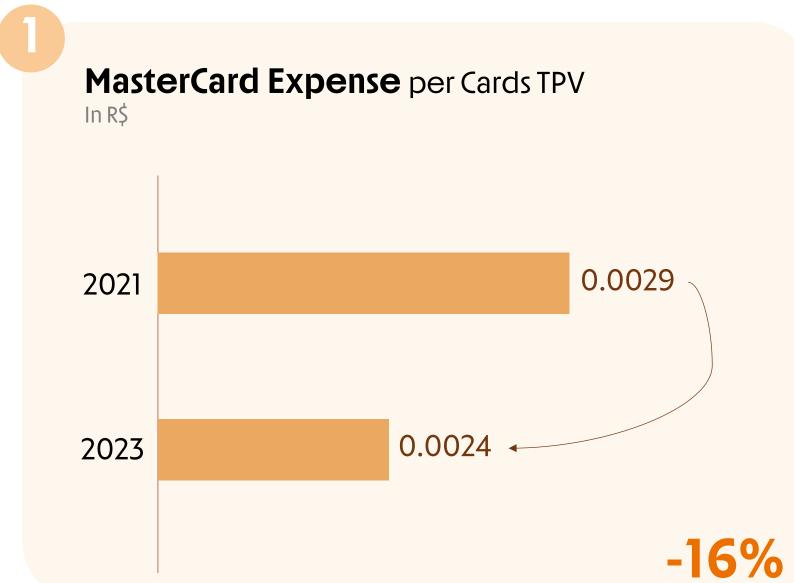
**Printing & Shipping** per Cards Active Client

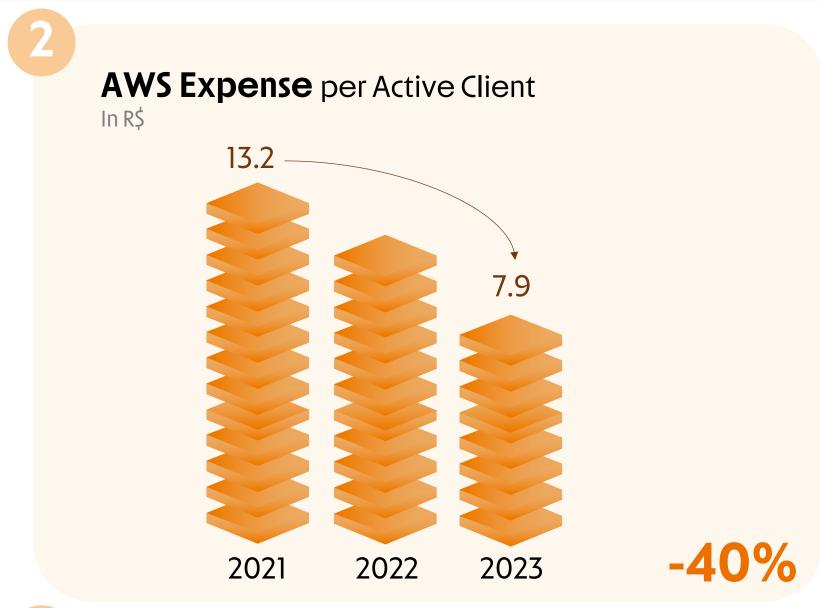
+58%

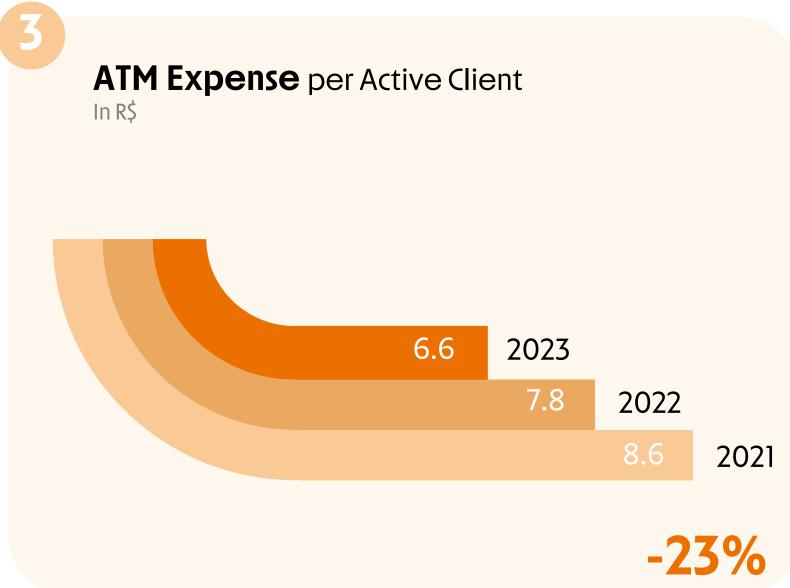
Google & Facebook Expense per Active Client

-75%

# Optimizing our cost structure across vendors

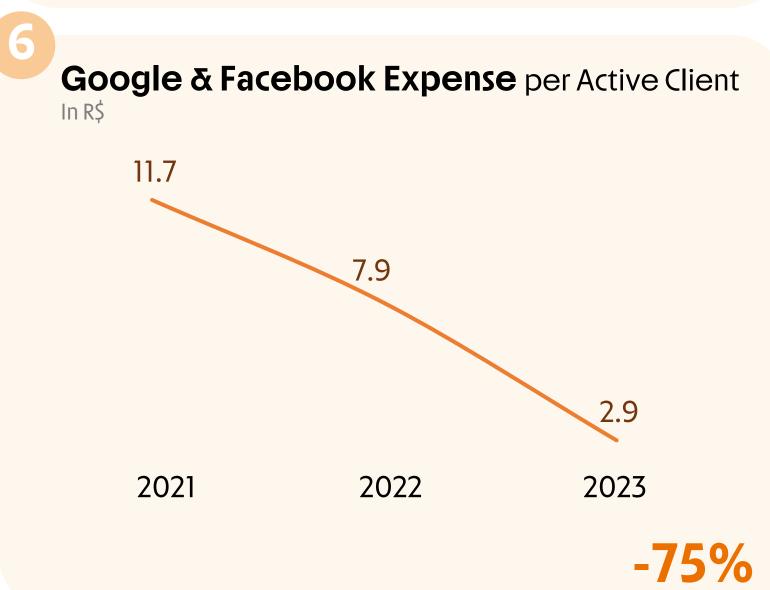




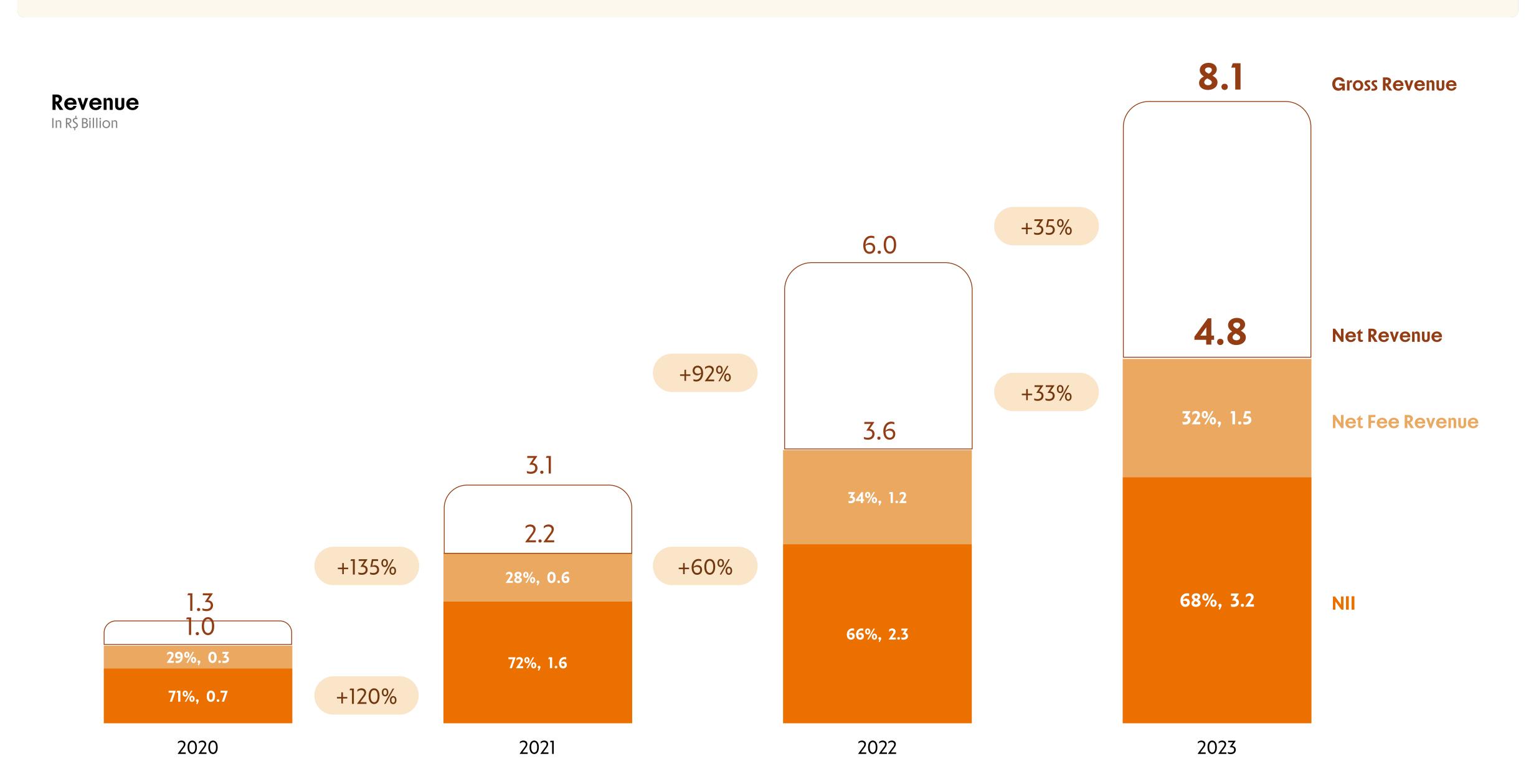




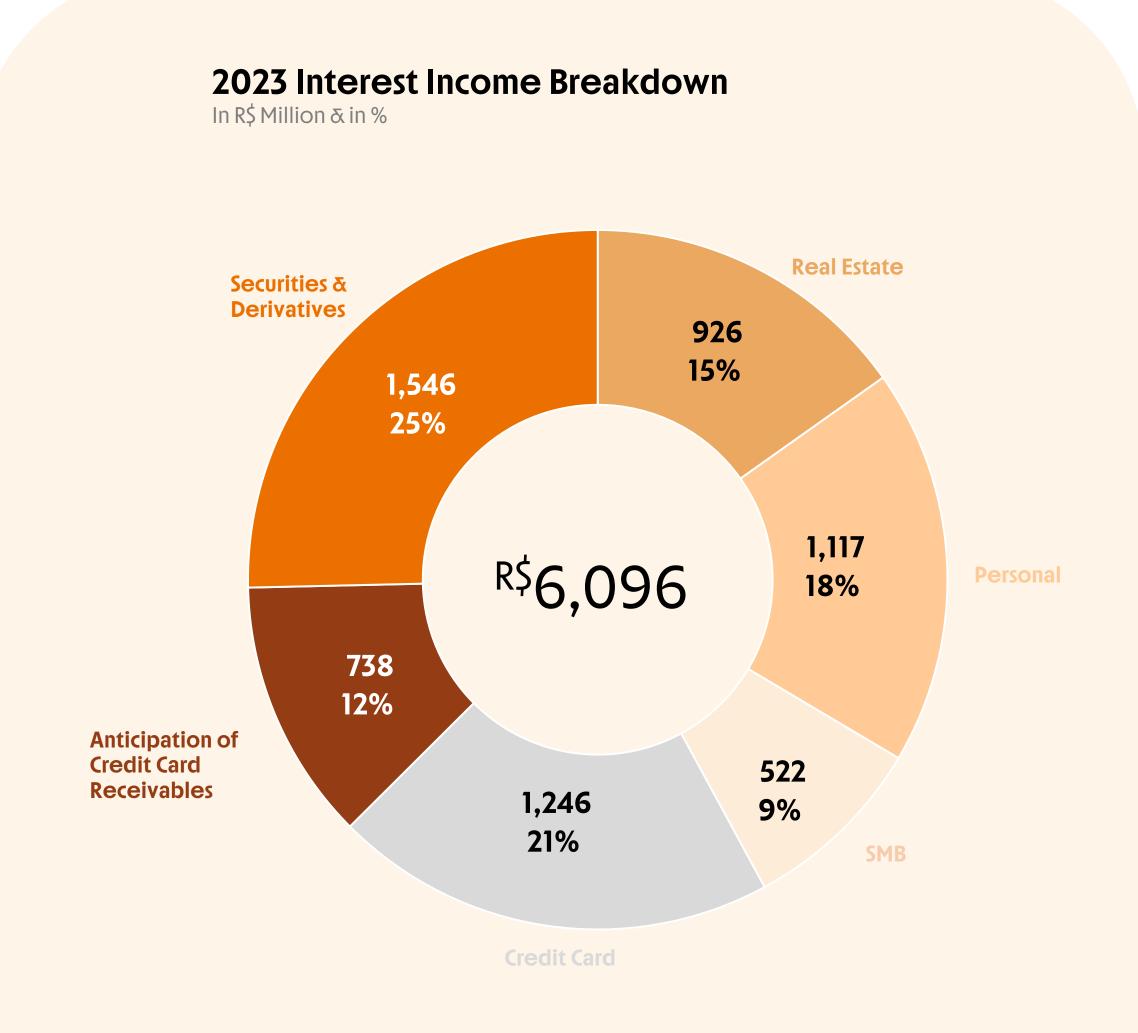


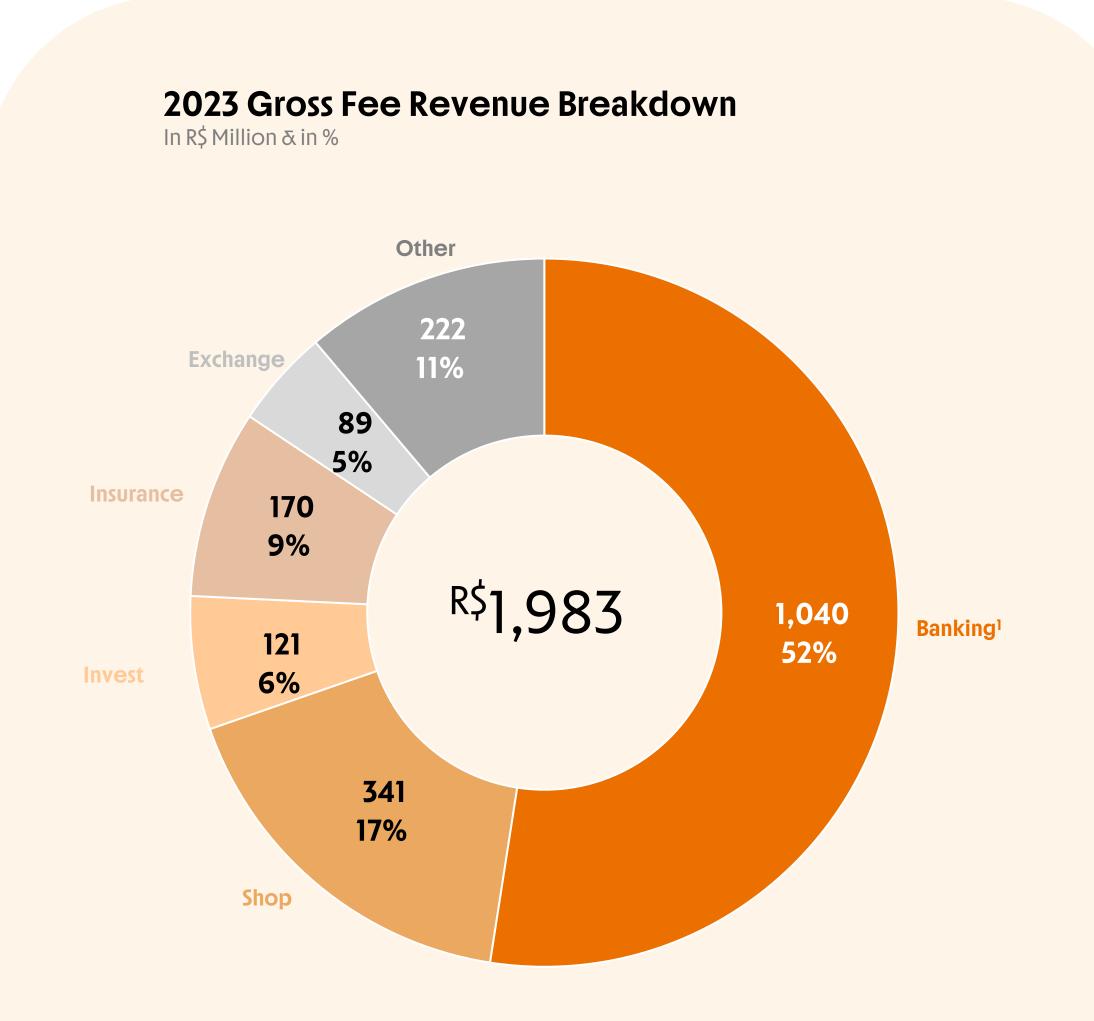


# Increasing revenues at a fast pace



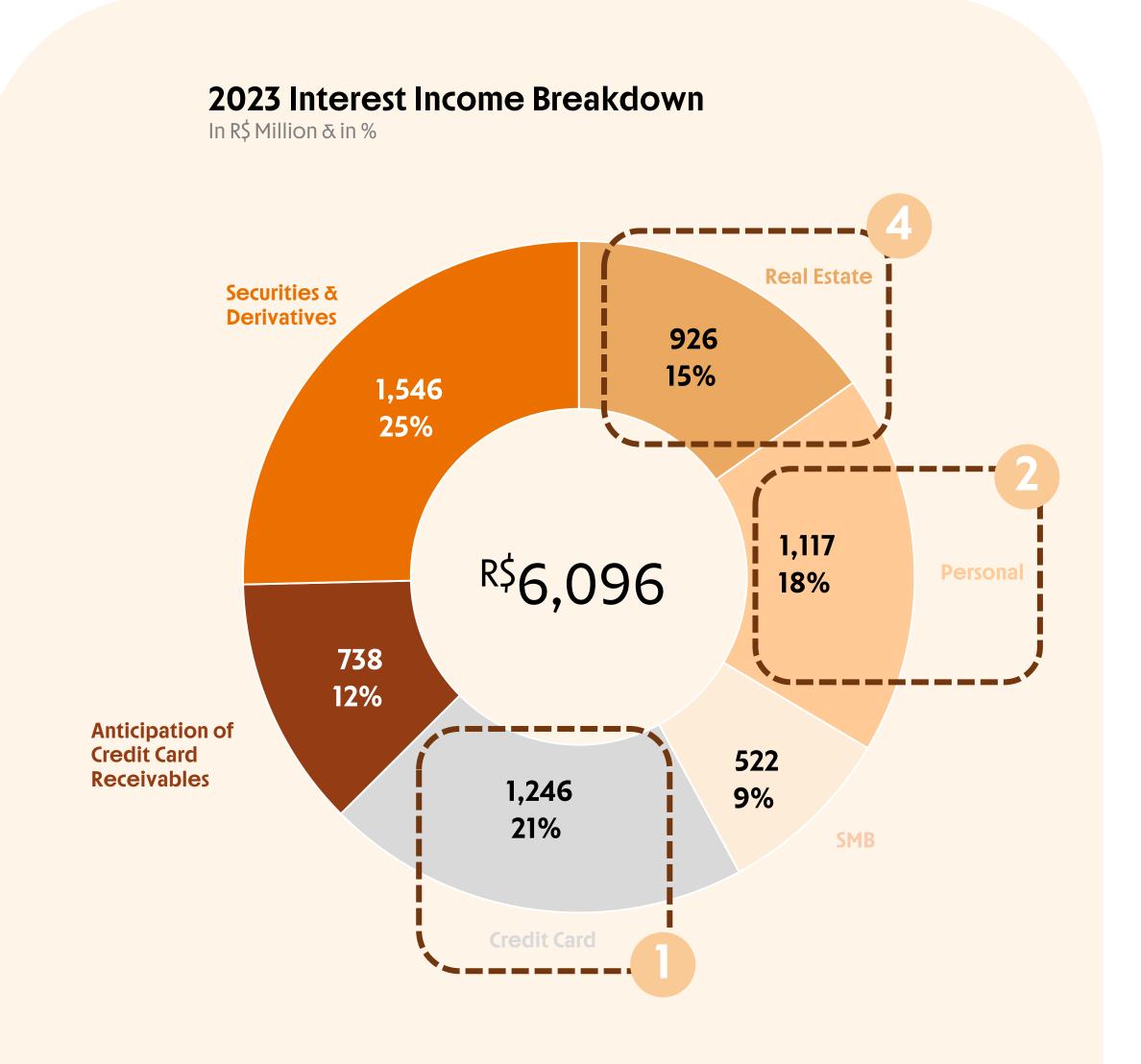
# Increasing revenues at a fast pace

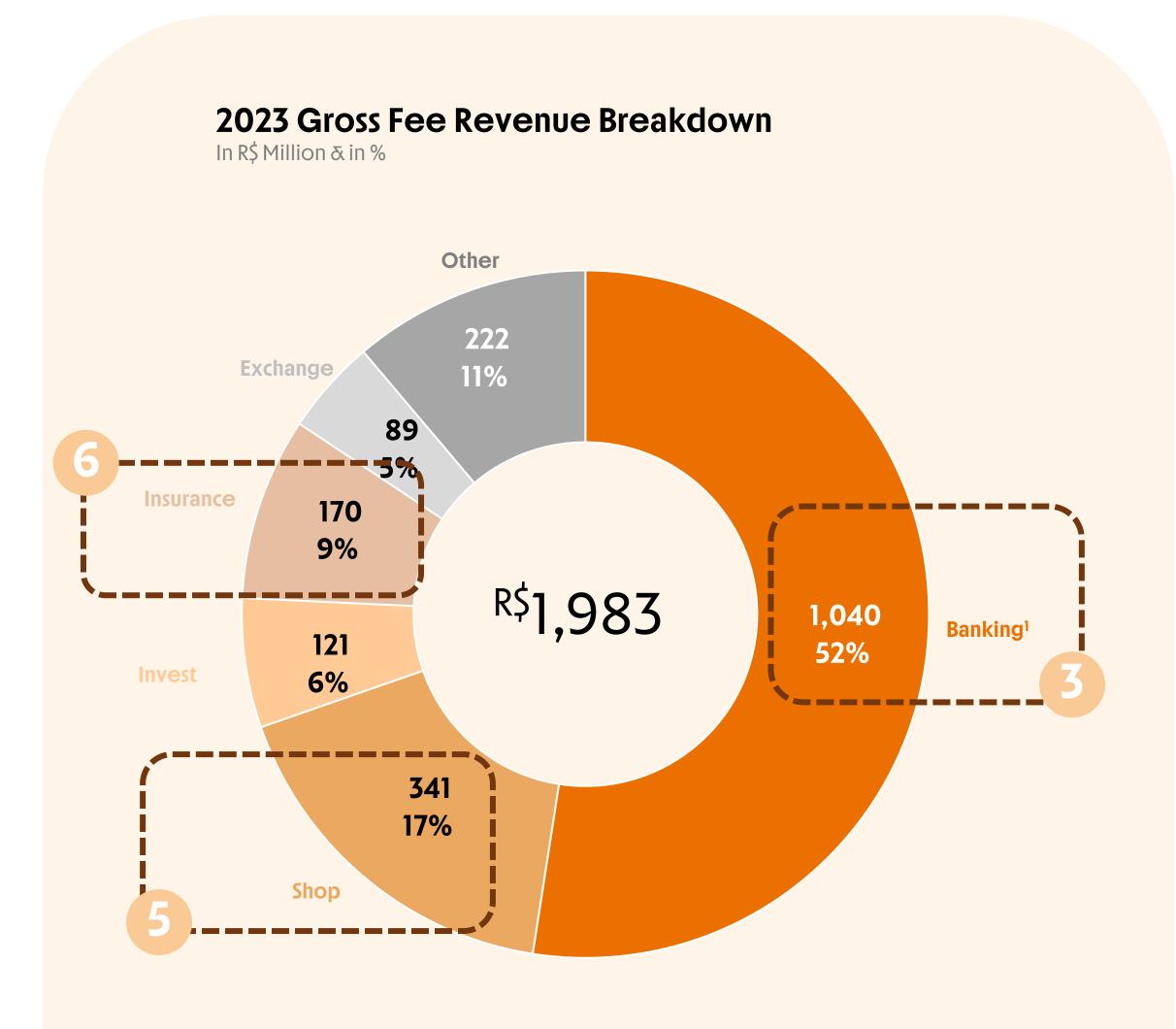




Note 1: Includes interchange revenue.

# Increasing revenues at a fast pace





20

# Boosting operational leverage

Credit Card Revenue per Credit Card Active Client

2

FGTS ROE

3

Home Equity ROE

In %

+4X

+33 p.p.

+8 p.p.

Banking Revenue per Cards Active Client

+8%

Shop Revenue per Inter Shop Active Client

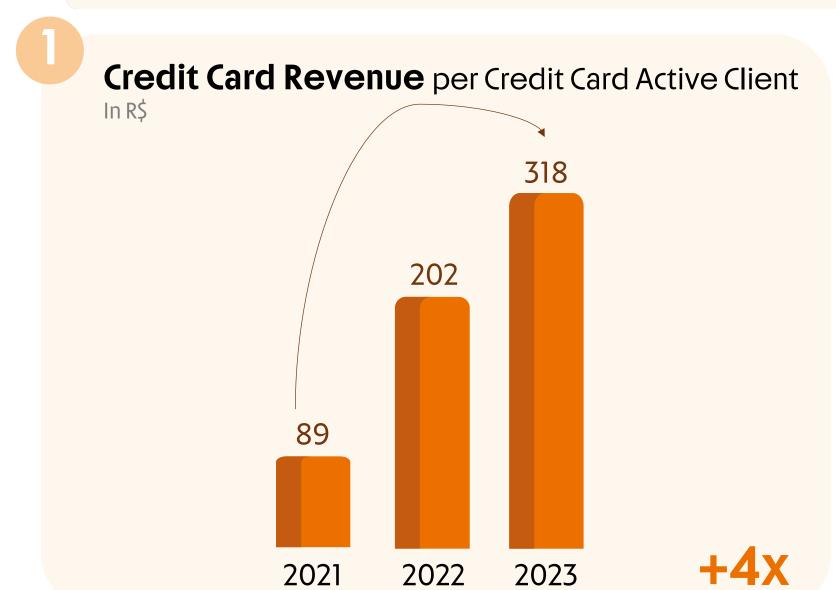
+89%

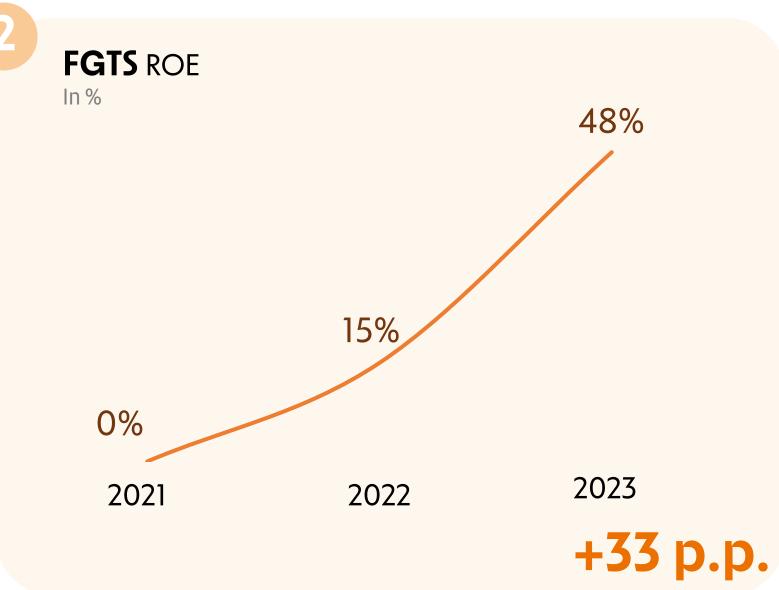
Insurance Revenue per Insurance Active Client

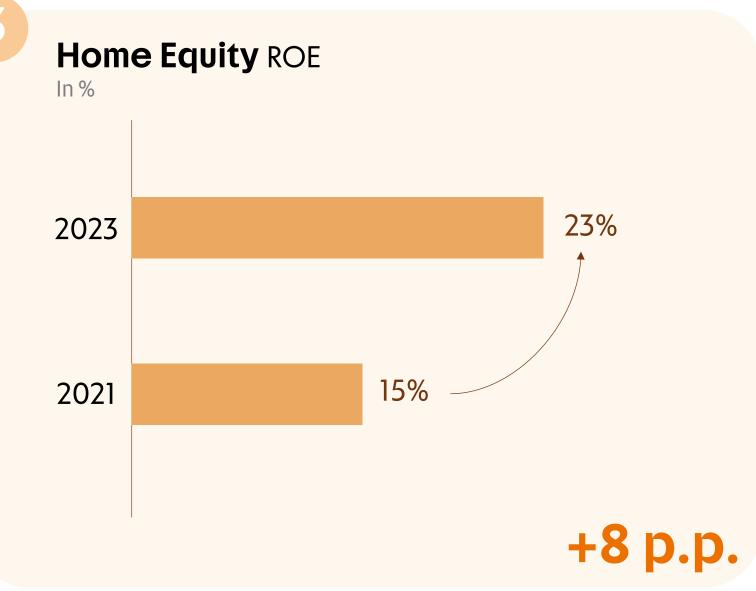
+62%

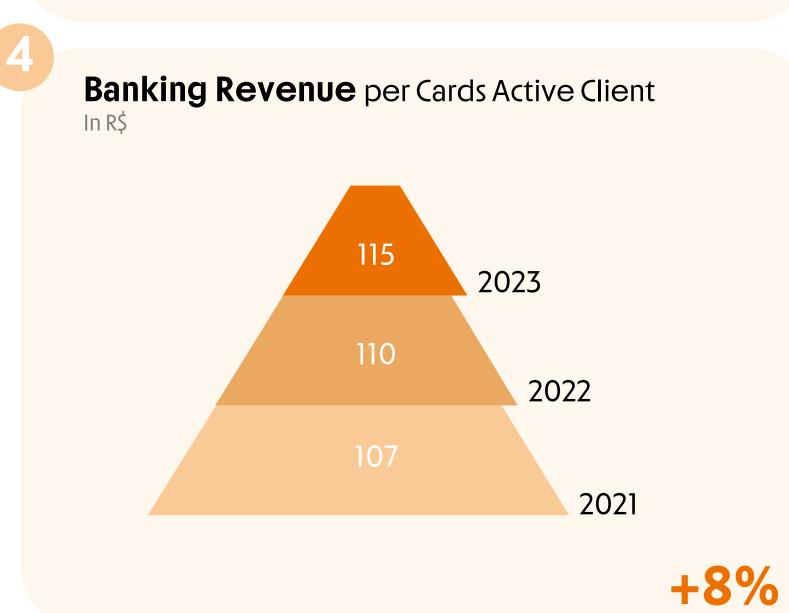
Note 1: Includes interchange revenue.

# Boosting operational leverage

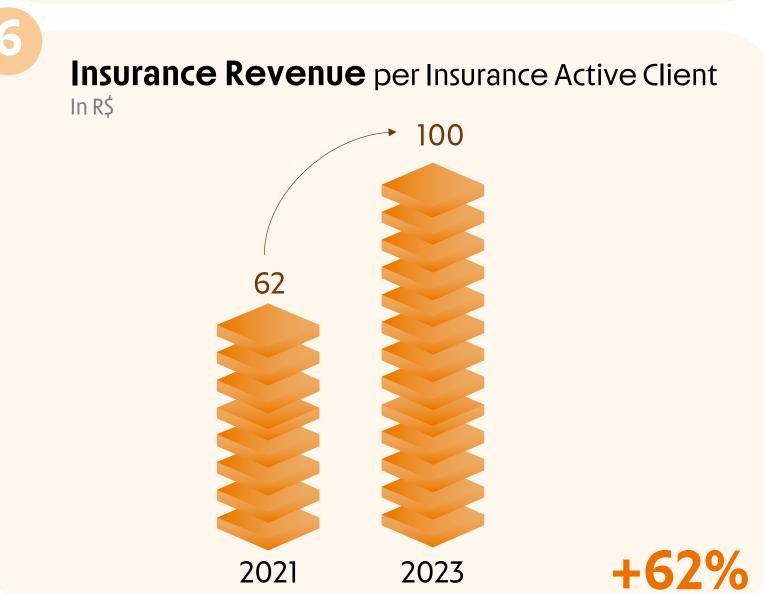




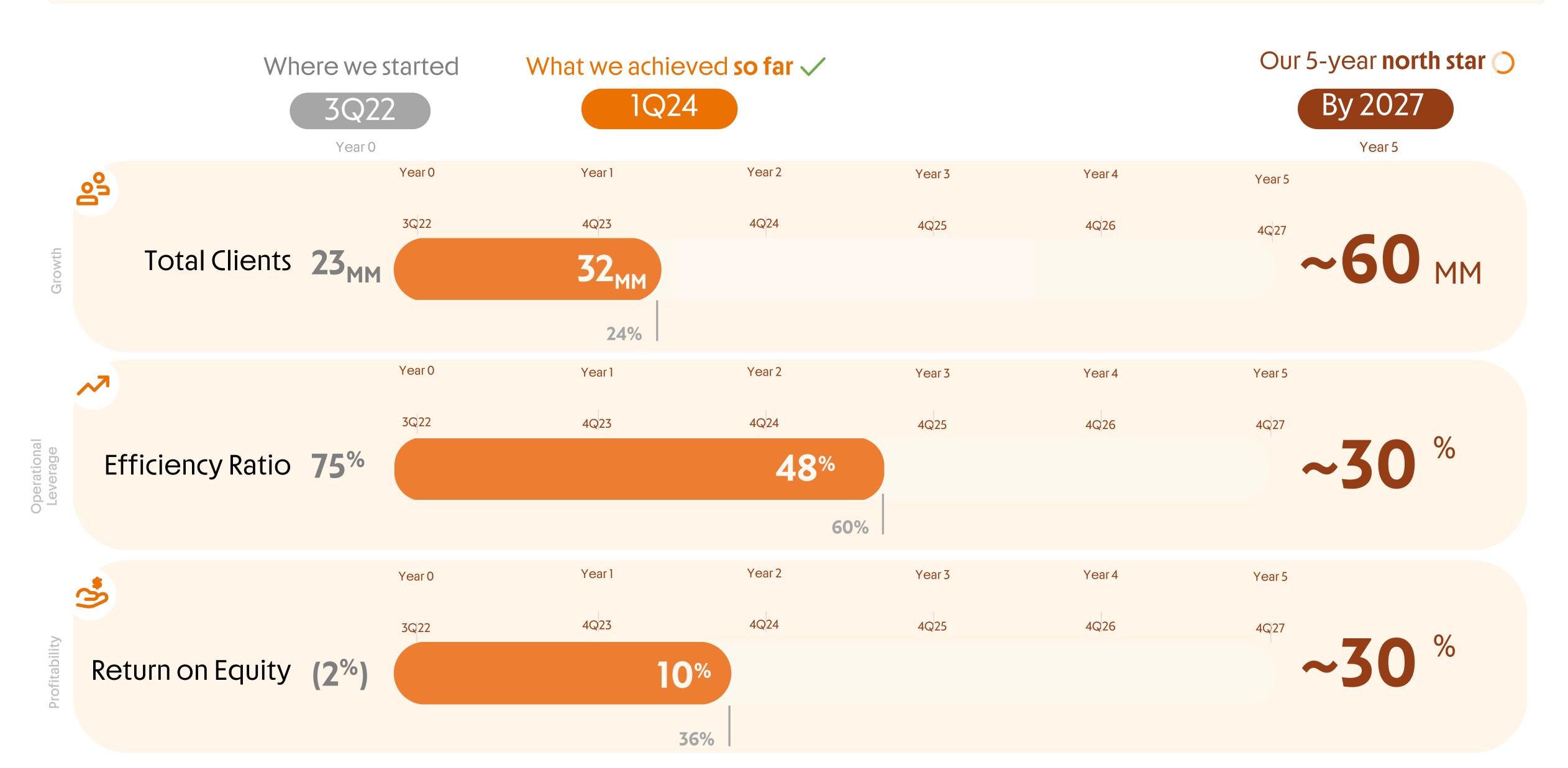








# In the end, it all comes down to the 60-30-30 plan



# winter a co

INTR | Nasdaq Listed

#### **Activation Rate:**

Number of active clients at the end of the quarter

Total number of clients at the end of the quarter

#### **Active clients:**

We define an active client as a customer at any given date that was the source of any amount of revenue for us in the preceding three months, or/and a customer that used products in the preceding three months. For Inter insurance, we calculate the number of active clients for our insurance brokerage vertical as the number of beneficiaries of insurance policies effective as of a particular date. For Inter Invest, we calculate the number of active clients as the number of individual accounts that have invested on our platform over the applicable period.

#### **Active clients per employee:**

Number of active clients at the end of the quarter

Total number of employees at the end of the quarter, including interns

## Administrative efficiency ratio:

Administrative expenses + Depreciation and amortization

Net Interest Income + Net result from services and comissions + Other revenue - Tax expense

#### **Annualized interest rates:**

Yearly rate calculated by multiplying the quarterly interest by four, over the average portfolio of the last two quarters. All-in loans rate considers Real Estate, Personnal +FGTS, SMBs, Credit Card, excluding non-interest earnings credit card receivables, and Anticipation of Credit Card Receivables.

## **Anticipation of credit card receivables:**

Disclosed in note 9.a of the Financial Statements, line " "Loans to financial institutions".

#### **ARPAC** gross of interest expenses:

 $\frac{\text{(Interest income} + (Revenue from services and comissions} - Cashback - Inter rewards)}{+ Income from securities and derivarives + Other revenue) <math>\div 3$   $\frac{\text{Average of the last 2 quarters Active Clients}}{\text{Average of the last 2 quarters Active Clients}}$ 

#### **ARPAC** net of interest expenses:

(Revenue – Interest expenses) ÷ 3

Average of the last 2 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 periodsl. Cohort is defined as the period in which the client started his relationship with Inter.

1 - 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.

## Assets under custody (AuC):

We calculate assets under custody, or AUC, at a given date as the market value of all retail clients' assets invested through our investment platform as of that same date. We believe that AUC, as it reflects the total volume of assets invested in our investment platform without accounting for our operational efficiency, provides us useful insight on the appeal of our platform. We use this metric to monitor the size of our investment platform.

#### Card fee revenue:

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

## Client acquisition cost (CAC):

The average cost to add a client to the platform, considering operating expenses for opening an account, such as onboarding personnel, embossing and sending cards and digital marketing expenses with a focus on client acquisition, divided by the number of accounts opened in the quarter.

#### **Card+PIX TPV:**

PIX, debit and credit cards and withdrawal transacted volumes of a given period. PIX is a Central Bank of Brazil solution to bring instant payments among banks and financial institutions in Brazil.

### **Card+PIX TPV per active client:**

Card+PIX TPV for a given period divided by the number of active clients as of the last day of the period.

## **Cost of funding:**

#### Interest expenses $\times$ 4

Average of last 2 quarters Interest bearing liabilities
(demand deposits, time deposits, savings deposits, creditors by resources to release, securities issued, securities sold under agreements to repurchase, interbank deposits and others)

#### Cost of risk:

Impairment losses on financial assets × 4

Average of last 2 quarters of Loans and advances to customers

## Cost of risk excluding anticipation of credit card receivables:

Impairment losses on financial assets × 4

Average of last 2 quarters of Loans and advances to customers excluding anticipation of credit card receivables

## Cost of risk excluding credit card:

Impairment losses on financial assets  $\times$  4

Average of last 2 quarters of Loans and advances to customers excluding credit card

## Cost-to-serve (CTS):

 $\frac{\text{(Personnel Expense + Administrative Expenses - Total CAC)} \div 3}{\text{Average of the last 2 quarters Active Clients}}$ 

### **Coverage ratio:**

Provision for expected credit loss
Overdue higher than 90 days

#### **Earning portfolio (IEP):**

Earnings Portfolio includes "Amounts due from financial institutions" + "Loans and advances to customers" + "Securities" + "Derivatives" from the IFRS Balance Sheet

#### **Efficiency ratio:**

Personnel expense + Administrative expenses + Depreciation and amortization

Net Interest Income + Net result from services and comissions + Other revenue - Tax expense

#### Fee revenue ratio:

Net result from services and commissions + Other revenue

Net Interest Income + Net result from services and comissions + Other revenue - Tax expense

#### **Funding:**

Demand Deposits + Time Deposits + Securities Issued + Savings Deposits + Creditors by Resources to Release + Securities sold under agreements to repurchase + Interbank deposits + Borrowing and onlending

#### **Global Services Clients:**

Includes Brazilian Global Account clients, US clients and international investors.

#### **Gross loan portfolio:**

Loans and Advance to Customers + Loans to financial institutions

#### **Gross merchandise volume (GMV):**

Gross merchandise value, or GMV, for a given period as the total value of all sales made or initiated through our Inter Shop & Commerce Plus platform managed by Inter Shop & Commerce Plus.

**Gross take rate:** 

 $\frac{\text{Inter Shop gross revenue}}{\text{GMV}}$ 

### Margin per active client gross of interest expenses:

ARPAC gross of interest expenses – Cost to Serve

## Margin per active client net of interest expenses:

ARPAC net of interest expenses – Cost to Serve

Net fee income:

Net result from services and commissions + Other Revenue

#### Net interest income:

Interest Income + Interest Expenses + Income from securities and derivatives

#### **Net revenue:**

Net interest income + Net result from services and commissions + Other revenue

**Net take rate:** 

Inter Shop net revenue GMV

#### NIM 1.0 - IEP - Credit Card Transactional Portfolio:

Net interest income x 4

Average of 2 Last Quarters Earning Portfolio (Loans to financial institutions + Securities + Derivatives + Net loans and advances to customers) – Credit card transactor portfolio

#### **NIM 2.0 – IEP Only:**

Net interest income x 4

Average of 2 Last Quarters Earning Portfolio (Loans to financial institutions + Securities + Derivatives + Net loans and advances to customers)

## **NPL 15 to 90 days:**

Overdue 15 to 90 days

Loans and Advance to Costumers + Loans to financial institutions

## **NPL > 90 days:**

Overdue higher than 90 days

Loans and Advance to Costumers + Loans to financial institutions

#### **NPL** formation:

Overdue balance higher than 90 days in the current quarter – Overdue balance higher than 90 days in the previous quarter + Write — off change in the current quarter

Total loans and advance to customers in the previous quarter

#### Personal efficiency ratio:

Personnel expense

Net Interest Income + Net result from services and comissions + Other revenue - Tax expense

## **Primary Banking Relationship:**

A client who has 50% or more of their income after tax for that period flowing to their bank account with us during the month.

## Return on average equity (ROE):

(Profit / (loss) for the quarter) × 4

Average of last 2 quarters of total shareholder's equity

### Risk-adjusted efficiency ratio:

Personnel expense + Administrative expenses + Depreciation and amortization

Net Interest Income + Net result from services and comissions + Other revenue - Tax expense

- Impairment losses on financial assets

## **Risk-adjusted NIM 1.0**

(Net interest income — Impairment losses on financial assets) x 4

Average of 2 Last Quarters Earning Portfolio (Loans to financial institutions + Securities + Derivatives + Net loans and advances to customers) – Credit card transactor portfolio

#### **Risk-Adjusted NIM 2.0:**

(Net interest income — Impairment losses on financial assets) x 4

Average of 2 Last Quarters Earning Portfolio (Loans to financial institutions + Securities + Derivatives + Net loans and advances to customers)

#### SG&A:

Administrative Expenses + Personnel Expenses + Depreciation and Amortization

#### **Stage 3 formation:**

Stage 3 balance in the current quarter – Stage 3 balance in the previous quarter +Write – off change in the current quarter

Total loans and advance to customers in the previous quarter

#### Tier I ratio:

Tier I referential equity
Risk weighted assets

## **Total gross revenue:**

Interest income + (Revenue from services and commissions – Cashback expenses – Inter rewards) + Income from securities and derivatives + Other revenue