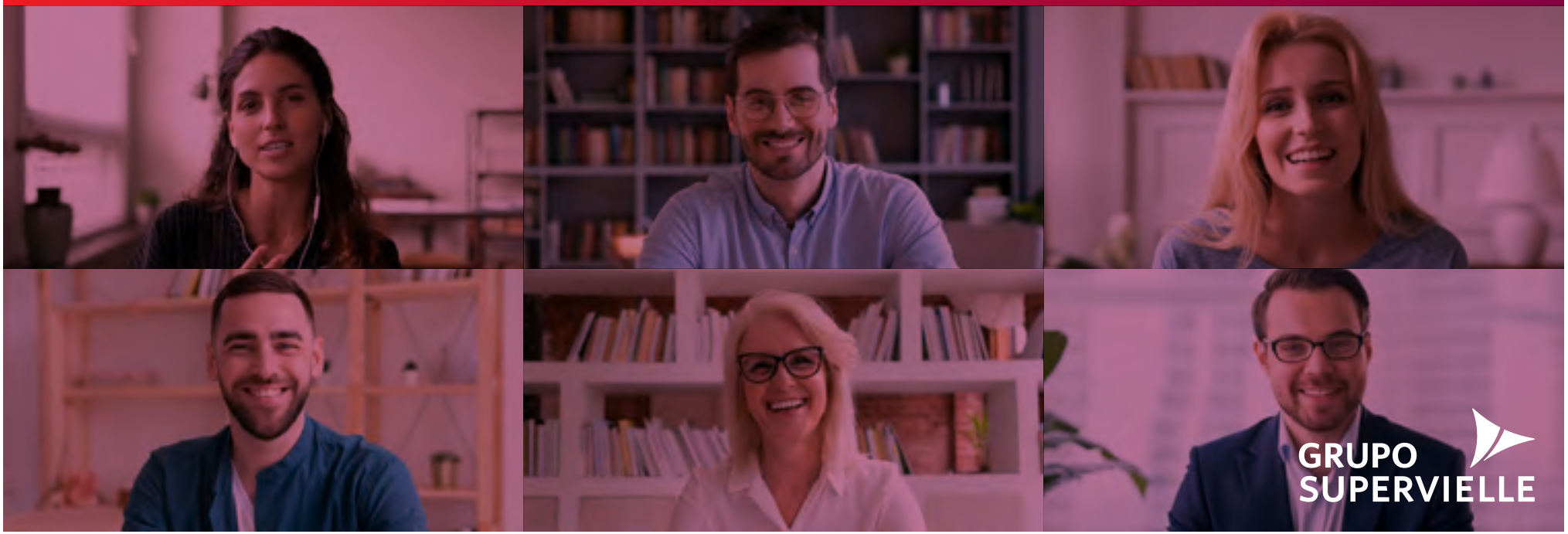
Sustainability Report 2020

WE TRANSFORM VALUES INTO ACTIONS



GRUPO SUPERVIELLE

INDEX

03 Letter from the chairman
06 Introduction

10 Grupo Supervielle today
11 Our performance in 2020
12 Grupo Supervielle today
15 Corporate structure
17 Distribution network
19 Grupo Supervielle in figures

20 Corporate Governance
21 Robust decision-making process
22 Board of directors
25 Committees
29 Good governance practices
33 Risks management
36 Ethics and conduct

139 About this report
140 About this report
141 Our stakeholders
143 Partnerships
144 Materiality analysis
145 Gri content index
150 Independent assurance report
152 More information about Grupo Supervielle

43 Leadership
44 We accompany our employees
45 Development and performance management
48 Training
52 Talent attraction and development
56 Remuneration
57 Diversity and equal opportunities
63 Freedom of association
64 Gender violence
65 Benefits

82 Simplicity
83 Customer centric
84 Grupo Supervielle segments
99 Customer satisfaction
101 Customer information security
102 Closeness and continuous improvement of our customer service channels
105 Sustainable finance

117 Commitment
118 Social investment in our communities
119 Senior citizens
122 Education
126 Childhood
128 Institutional strengthening
130 Volunteering
131 Patronage
132 Support to communities in crisis contexts

68 Innovation
69 Digital transformation
76 New digital experiences
78 Development of technological and commercial capabilities

106 Efficiency
107 Procurement and contracting of goods and services
109 Our environmental responsibility
110 Management of supplies and waste management
113 Energy management
116 Management of environmental and social risks

133 Respect
135 Senior citizens
136 Individual customers
136 Businesses
137 Employees
137 Suppliers
138 Community
138 Contact with our stakeholders

LETTER FROM THE CHAIRMAN

GRI 102-2, 102-6, 102-10, 102-12, 102-13, 102-14, 102-15, 102-33, 102-34

Dear Readers,

I hereby submit to you the ninth Sustainability Report of Grupo Supervielle on the performance of the companies of Grupo Supervielle as of December 31, 2020.

The unique period we report on, marked by an unprecedented global health and economic crisis, moved Grupo Supervielle to take early action with a view to attaining three strategic goals: protect the well-being of our employees and customers and support community service at those places we operate in; establish protocols to ensure the continuity of operations and accelerate the adoption of digital transformation initiatives. At the same time, we sought to maintain a fluid communication with our top governance body, to share critical organization concerns and decide on the mechanisms to attend to and solve them.

In this context, we worked to become an innovative, efficient and agile company, with the capacity to continuously see to the needs and expectations of our customers. Thus, in 2020 we implemented a new customer centric operational model in several of our subsidiaries starting with Banco Supervielle and IUDÚ, our consumer company.

In line with this new operational model, we launched the Human Banking campaign, which shows a balance between human and technological aspects. "Human" because of Supervielle's mission to be close to its customers, understand their needs and offer customized solutions. "Banking" is humanized technology, that applies to all digital developments and facilitates the customer experience.



AS PART OF THIS TRANSFORMATION I AM PROUD TO SHARE WITH YOU THAT BANCO SUPERVIELLE HAS BEEN AWARDED THE PREMIO EIKON AND THE PREMIO FUNDACOM FOR THEIR CAMPAIGN

#TransformarseesSupervielle

USED TO INFORM ITS FOUR THOUSAND EMPLOYEES OF THE CHANGES RESULTING FROM SHIFTING FROM A TRADITIONAL BANK TO A CUSTOMER CENTRIC COMPANY IMPLEMENTING AGILE PROCESSES.

We Accelerated Digitalization to Help our Customers

Within the context of the Covid-19 pandemic we promptly adjusted our operations and implemented a series of actions leading to the promotion of safe banking transactions and to the provision of financial assistance to our customers.

In this regard, we accelerated digitalization actions that were already contemplated in our strategy, to provide a quick response without the need for customers to go to branch offices, and we managed our teams to maintain service quality.

We sought to assist the SMEs segment which was particularly impacted, and witnessed the prompt adoption of digital means such as e-checks and e-factoring. In addition, we financed their work capital needs and payroll payments through prime rate loans, which reached 11% of the credit portfolio at the close of 2020. We were also able to adapt our products, processes and teams oriented to the Corporate Banking segment, which was also affected by the pandemic.

In the Personal segment, we added a new digital onboarding platform to the customer acquisition strategy, becoming the second most important channel following Plan Sueldo. We also focused on the Senior Citizens segment, which is a significant portion of our customer base: we adapted our ATM network infrastructure, added functionalities to our online applications and transactional channels and upgraded procedures to facilitate their banking needs. In addition, we rapidly adapted to manage efficiently the payment of IFE [Ingreso Familiar de Emergencia] to 350,000 customers.

Milestones of an On-going Transformation

The most relevant initiatives of our business digitalization process during the current year include **the launching of IUDÚ, a digital banking services platform in Grupo Supervielle's ecosystem intended to develop digital solutions to meet the financial needs of individuals and promote financial education with tools that help customers' decision making process**. In addition, in June 2020, our subsidiary Bolsillo Digital launched a "business aggregator" app (under the IUDÚ Pago Brand) that enables companies and individuals to get payments through debit and credit card using Mpos and a payment link.

As regards the Insurance segment, Supervielle Seguros began a digital transformation process, and some pilot tests were made through the digital channel for the sale of life insurance and home insurance. Supervielle Productores Asesores de Seguros developed new products, particularly designed for the needs of Entrepreneurs, SMEs, and Medium and Large Companies Segment.

In the second quarter our mutual funds manager SAM launched a new fund, FCI Cerrado Adblick Ganadería, a differentiated investment alternative focused on a specific market of the real economy. During the year managed assets grew by 131%, a growth similar to that of the mutual funds industry.

Our online broker, InvertirOnline, hit a record of approximately 5 million transactions processed during the year, close to 5 times the number processed in 2019. The transacted amount grew by 274% against 2019, and more than 134 thousand accounts were opened. The educational platform InvertirOnline Academy also recorded a significant growth due to the demand of financial training, with a 300% year-on-year increase in the number of students.

We remain committed to collaborating and co-creating with fintech companies, by launching better value propositions for our customers. In 2020, Grupo Supervielle consolidated and accelerated the integration of digital products with companies of the entrepreneur capital fund, and became a shareholder of Play Digital S.A., the payment solution of the financial system (Modo).

We launched IUDÚ, a digital banking services platform in Grupo Supervielle's ecosystem intended to develop digital solutions to meet the financial needs of individuals and promote financial education with tools that help customers' decision making process

Our Commitment to Sustainable Development

In 2020, Grupo Supervielle defined its 2021-2023 Sustainability Agenda which consolidates a responsible management model oriented to sustainability and establishes a strategy which places individuals, the environment and ethics and transparency (ESG) at the center and integrates its relations with all stakeholders (customers, employees, suppliers, community and government).

In respect of our environmental performance, we continue working to reduce the environmental impact of our operations in line with sustainability targets focused on a more efficient use of resources, such as the use of renewable energies in our buildings. In such regard, Banco Supervielle was the first Argentine bank to be certified as Sustainable Generator User due to the installation of solar panels at the Caballito branch, which feeds back any surplus to the grid. The electricity used in our headquarters and the building located at Reconquista St. is 100% generated by wind power, and greenhouse gases (GHG) originating from our activities continue to be measured for the calculation of our corporate Carbon Footprint.

In connection with employees, a multidisciplinary team was formed to define Grupo Supevielle's Diversity and Equity strategy in the understanding that a diverse and inclusive environment inspires creativity and innovation and contributes to attract and retain human talent. We continued promoting social impact investment, through innovative and transforming projects related to education, childhood, elder citizens and institutional strengthening, and in actions boosting culture and the arts.

Finally, with regard to Ethics and Transparency, I am proud to announce that according to Institutional Investor, Grupo Supervielle ranked second among the Best ESG in Latin America in the Financial Entities/Banks category. In turn, BYMA (Bolsas y Mercados Argentinos), together with the IDB (Inter-American Development Bank) and with the academic endorsement of the Earth Institute of Columbia University, submitted in February 2021 the rebalanced Sustainability Stock Index according to which Grupo Supervielle remains part of BYMA's Sustainability Stock Index for the third year in a row as a leading company in Environmental, Social, Corporate Governance and Sustainable Development areas (ESG-D, by its acronym in English).

In addition, during 2020, we supported projects of partner organizations in the fight against Covid-19 in the communities in which we operate: we donated food, ventilators and other medical supplies, delivered tablets for underprivileged students so that they could take online classes, and financed, together with other companies, the construction of out-of-hospital primary care modules.

Finally, on behalf of the Board of Directors, I would like to thank our teams, suppliers, shareholders and especially our customers for their support and confidence in facing challenges and building together a responsible growth. I invite you to learn more about these initiatives and to explore the relationship with our corporate strategy and the values inherent in Grupo Supervielle.

Julio Patricio Supervielle
Chairman of the Board of Directors

INTRODUCTION

GRI 102-16, 102-19, 102-20, 102-21, 102-29, 102-33, 102-34

We hereby submit a new edition of Grupo Supervielle's Sustainability Report which describes the commitment with the sustainable growth of our companies. During 2020, we turned the Corporate Social Responsibility area of Grupo Supervielle into a more expanded responsible management model oriented to sustainability, which involves the relationship with all stakeholders.

Within this framework, the Corporate Social Responsibility area changed its name to Sustainability area, reporting to the chairman of the **Ethics, Compliance and Corporate Governance Committee**, and a Sustainability head was appointed in each of the subsidiaries. Thus, the new structure is focused on the identification and assessment of economic, environmental and social issues faced by all of Grupo Supervielle's companies.

The Sustainability Agenda (2021-2023) was approved in 2020, which defines the actions to be taken bearing in mind three key factors: environmental responsibility, social responsibility and corporate governance responsibility (ESG). The new agenda involves the relationship with our stakeholders, establishes quantifiable metrics of our initiatives and promotes social investment with innovative and transforming impact, among its main characteristics.

THROUGH OUR INTERNAL NETWORK WORKPLACE AND LIVE TALKS, WE KEEP AN ONGOING COMMUNICATION WITH OUR EMPLOYEES, TO PROMOTE A RESPONSIBLE CULTURE AND FOSTER CONVERSATIONS ON ESG TOPICS INHERENT IN OUR OPERATIONS.



How to surf our Report

Grupo Supervielle's 2020 Sustainability Report may be read in a linear fashion, following the table of contents, which is based on our features and values. However, in this edition we also propose exploring the relationship between the results reported in each chapter with our Sustainability Strategy. In that case, click on the different pillars on which we organize our environmental, social and governance management.

ESG CRITERIA, WHICH RULES OUR SUSTAINABILITY STRATEGY ALSO FUNCTION AS A WAY TO ORGANIZE THIS REPORT, ALONG WITH OUR ORGANIZATIONAL VALUES.



A Report with Supervielle's DNA

In line with the format used in prior editions, we organized the Sustainability Report by attributes and values, which endow Grupo Supervielle with a proprietary culture and guide our relationship with our stakeholders:

Agile: we seek to share and promote Leadership and Innovation processes.

Simple: we focus on working with Simplicity, offering the best customer experience and managing environmental and social risks with Efficiency.

Friendly: we report on our Commitment to the community and the Respect with which we manage our work environment.

Agile

Leading innovation processes focused on people is the way in which we move towards agility

Leadership
To know where to go, we generate organizational capacities to become benchmarks in our target markets.

Innovation
To change with ideas, we go beyond limits in the search for new solutions that add value and increase competitiveness.

Simple

Combining efficiency and simplicity in the design of processes

Simplicity
To simplify, our decisions are made at the point that is as closest to the customer as possible.

Efficiency
To add value, we give prompt and quality answers using available resources in a responsible and sustainable way.

Friendly

Being friendly means listening to others, a total commitment to mutual respect.

Commitment
To contribute more, we provide sustainable solutions to the demands of our customers and stakeholders.

Respect
To take others into account, we understand and listen to the needs of our customers and we foster constructive personal and business relationships.

COVID INITIATIVES

Covid-19: Our Commitment to Others

Guided by our Human Banking mission, which combines human and technological aspects to create the best solutions, in 2020 we worked to meet the demands and expectations of our stakeholders, in particular in the context of the Covid-19 health crisis. We sought to maintain a fluid communication with our top governance body, to share critical organization concerns and decide on the mechanisms to solve them. A summary of the main results is presented in chapter Respect; besides, they are also identified with special icons thoughout the report.

We implemented a new digital onboarding platform and accelerated the digitalization process to provide a prompt and effective response:

+175 thousand individual customers were digitalized.
We ensure transactions in all branches countrywide with a strict **health protocol**.



We promoted social investment with positive impact and fostered virtual volunteering actions by our employees:

$13 million donated to community organizations in food and medical equipment.
35 thousand facemasks, **650** liters of alcohol and **+32 thousand** pairs of gloves.

We gave priority to the health care of our employees and strengthened the interaction of our teams:

We changed from **250 to 2,500** employees working remotely, in only ten days.
4 thousand users in Workplace, our collaborative work social media.

We designed digital tools to facilitate transactions for our senior citizens:

100 24x7 Cajas Rápidas with digital fingerprint identification.
Digital proof of life, through the Jubilados app.

GRUPO SUPERVIELLE TODAY

We launched IUDÚ, an innovative digital banking proposal.

We introduced IUDÚ Pago, a digital business aggregator.

We acquired Easy Cambio S.A. with the latest exchange technologies.



OUR PERFORMANCE IN 2020

GRI 102-4, 102-7, 102-8, 201-1

Due to the type of our activities and the size of our ecosystem our services have an impact in our stakeholders and the economy of the communities where we operate.

We serve a **1.9** Million customers[1]

1,861,710 individual customers
22,865 entrepreneurs and SMEs
2,304 corporate customers
189 thousand active Plan sueldo customers

$25.93 Million in social investment + **$40,62** millions in patronage

190 volunteers donated their time

We are present countrywide

302 branches and POS
1 mobile bank branch
457 ATMs
221 self-service terminals
256 *Cajas Rápidas*[2]
100% of the branches serving exclusively senior citizens have *Cajas Rápidas*

5,018 Employees

52% women
$18,168 million invested in salaries and payroll benefits
Our employees received an average of **28 hours** of training each

494,701 insurance policies issued

We are the **8th.** largest private bank in terms of loans

We serve **960** thousand senior citizen customers

We market **731** thousand Paquetes Supervielle Previsional
We pay **13.4%** of the total retirement and pension payments in the country

Leadership in Mendoza and San Luis

200 thousand customers in Mendoza
195 thousand customers in San Luis
21.7% private loan market share in Mendoza
53.8% private loan market share in San Luis
10.9% deposits market share in Mendoza
63.3% deposits market share in San Luis

[1] Not receiving IFE (Emergency Family Income).

[2] Cash dispensers with biometrical identification..

[3] According to ANSES as of September 2020.

GRUPO SUPERVIELLE TODAY

GRI 102-2, 102-3

We are a platform of financial and non-financial services with 133 years of operation in the country, and with a leading competitive position in certain market segments which are strategic for the company. Banco Supervielle, our subsidiary, is the 8th. largest private bank in the country in terms of loans and the 11th. largest bank taking into consideration public banks.

We are a nation-wide network with a leading position in some of the most dynamic regions of Argentina, such as Mendoza and San Luis. We also maintain a strong presence in the Autonomous City of Buenos Aires and in the Greater Buenos Aires area.

WE ARE A **CUSTOMER CENTRIC** FINANCIAL SERVICES PLATFORM WITH HIGH GROWTH POTENTIAL

Track Record for GROWTH
Track record for Growth expanding 25 times our loan market share since 2002

Operating in a healthy and underpenetrated financial system
With ample room for growth when the economy rebounds
- Loans / GDP at 11%

Cultural & digital transformation
Implementing a transformation Strategy to support sustainable long term growth
- Agile Culture

Strong Branding
A household name and the oldest private franchise in the country

STRONG Liquidity &ADEQUATE Capital Base
To navigate complex and rapidly changing environment

Strong presence in Argentina
Presence in Argentina's major regions and most populated cities, with 302 access points and 1.9 million active customers

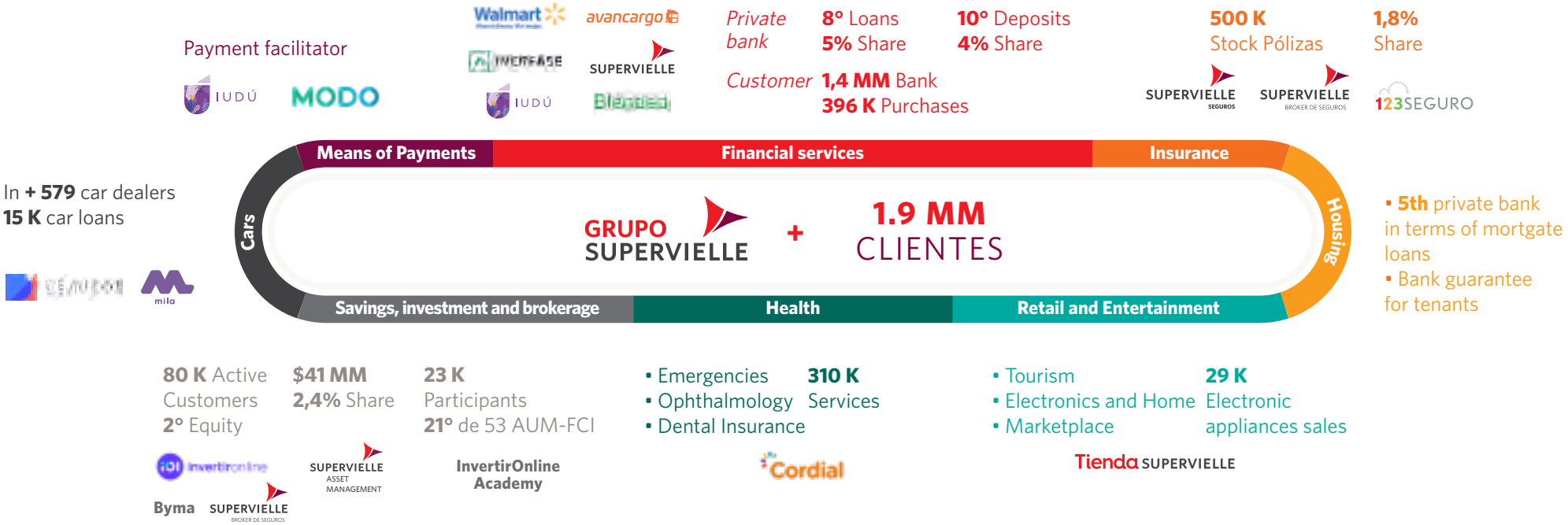
Supervielle Ecosystem

GRI 102-1, 102-2, 102-5, 102-10

Grupo Supervielle comprises multiple platforms and brands. It is a diverse ecosystem with a shared vision, where customers come first and digital transformation is its backbone.

- Supervielle S.A., a universal commercial bank.
- IUDÚ Compañía Financiera S.A., a financial company
- Tarjeta Automática S.A., a consumer financing company.
- Micro Lending Argentina S.A. (MILA), a car loan company.
- Supervielle Seguros S.A., an insurance company.
- Supervielle Productores Asesores de Seguros S.A., insurance brokers.
- Supervielle Asset Management Sociedad Gerente de FCI S.A., a mutual fund management company.
- Invertironline.com Argentina S.A. (IOL), a broker specialized in online trading.
- Futuros del Sur S.A., a trading agent.
- Espacio Cordial de Servicios S.A. (Cordial Servicios), a company engaged in the marketing of non-financial products and services.
- Bolsillo Digital S.A.

The holding's portfolio also includes SOFITAL S.A.F. e I.I., a company mainly involved in the holding of interests in Grupo Supervielle's companies, which, despite being one of Grupo Supervielle's subsidiaries, is not included in this report.



In 2020 we leveraged our ecosystem with additional alternatives for customers and users:

We introduced IUDÚ Pago, an app used by businesses for collection with debit and credit cards, through an Mpos device and payment link;



We purchased Easy Cambio S.A, for our individual customers to make exchange transactions with the latest technologies;



We launched IUDÚ, an innovative 100% digital onboarding app to apply for personal loans, credit cards and self-manage all transactions;



We became shareholders of Play Digital S.A., and launched MODO, a solution of the Argentine banking system to operate in the digital payment and transfers market through state-of-the-art mobile devices.



CORPORATE STRUCTURE

GRI 201-4

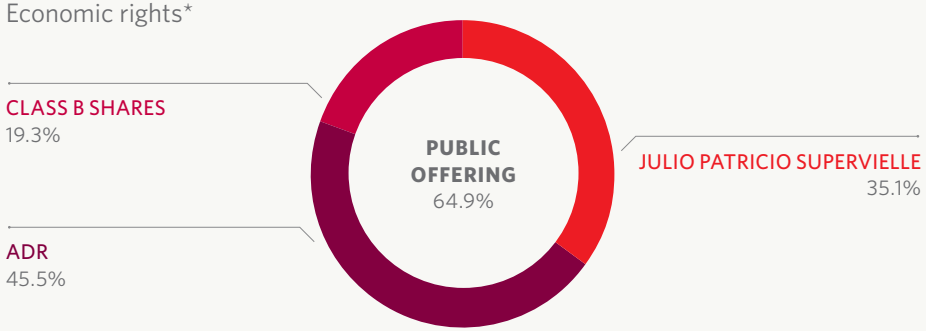
Since May 19, 2016, Class B shares of Grupo Supervielle are listed on ByMA (formerly MERVAL) and MAE under the symbol "SUPV". Grupo Supervielle's ADS, representing 5 Class B shares each, are listed in the New York Stock Exchange with the symbol "SUPV".

	Class A Shares	Class B Shares	Total
Controlling Shareholder	61,738,188	98,684,713	160,422,901
Class B Shares		88,278,566	88,278,566
ADRs (in Class B shares)		208,020,855	208,020,855
Total	**61,738,188**	**394,984,134**	**456,722,322**

All common share have the same economic interests, but that Class A shares are entitled to five votes per shares while Class B shares are entitled to one vote per share.

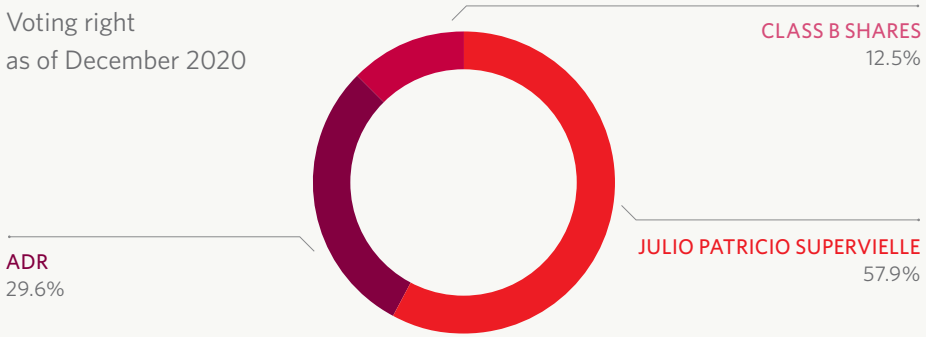
STOCK COMPOSITION

Economic rights*



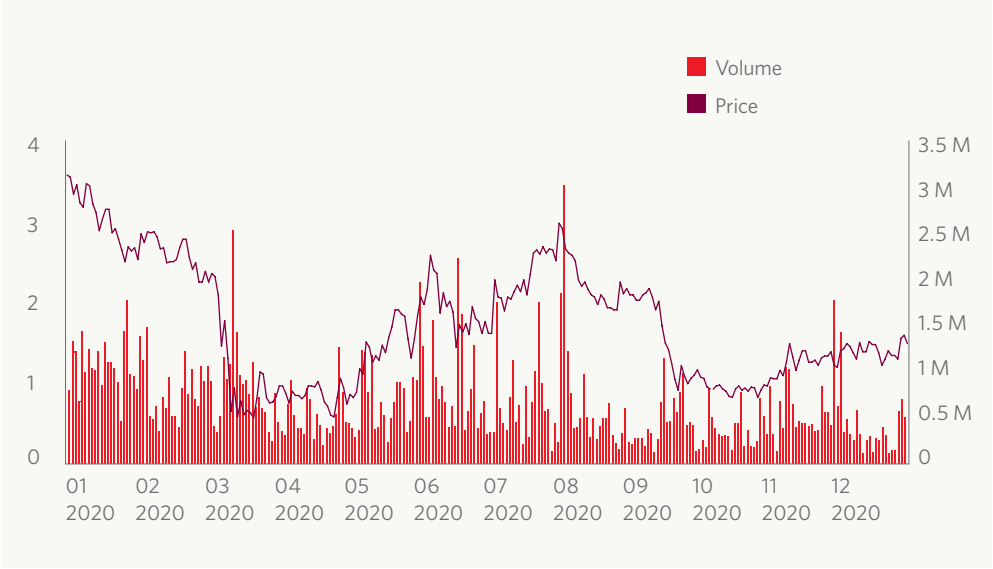
SHAREHOLDER STRUCTURE

Voting right
as of December 2020

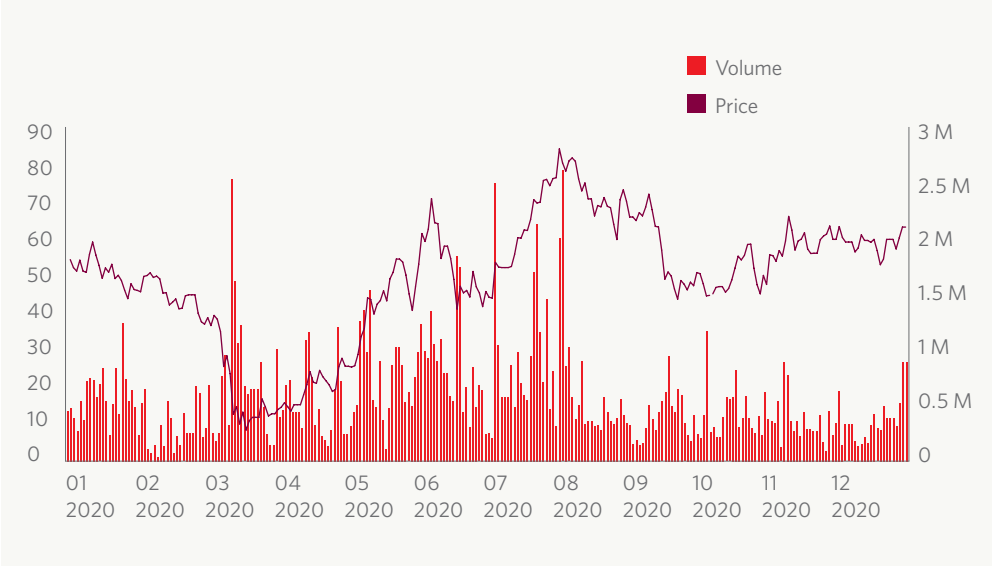


* FGS Anses (Fondo de Garantía de Sustentabilidad) holds Class B shares of Grupo Supervielle which represent 3.3.% of the capital stock and 2.2% of the voting right. During the reported year, Grupo Supervielle received no financial assistance by any Government office or agency.

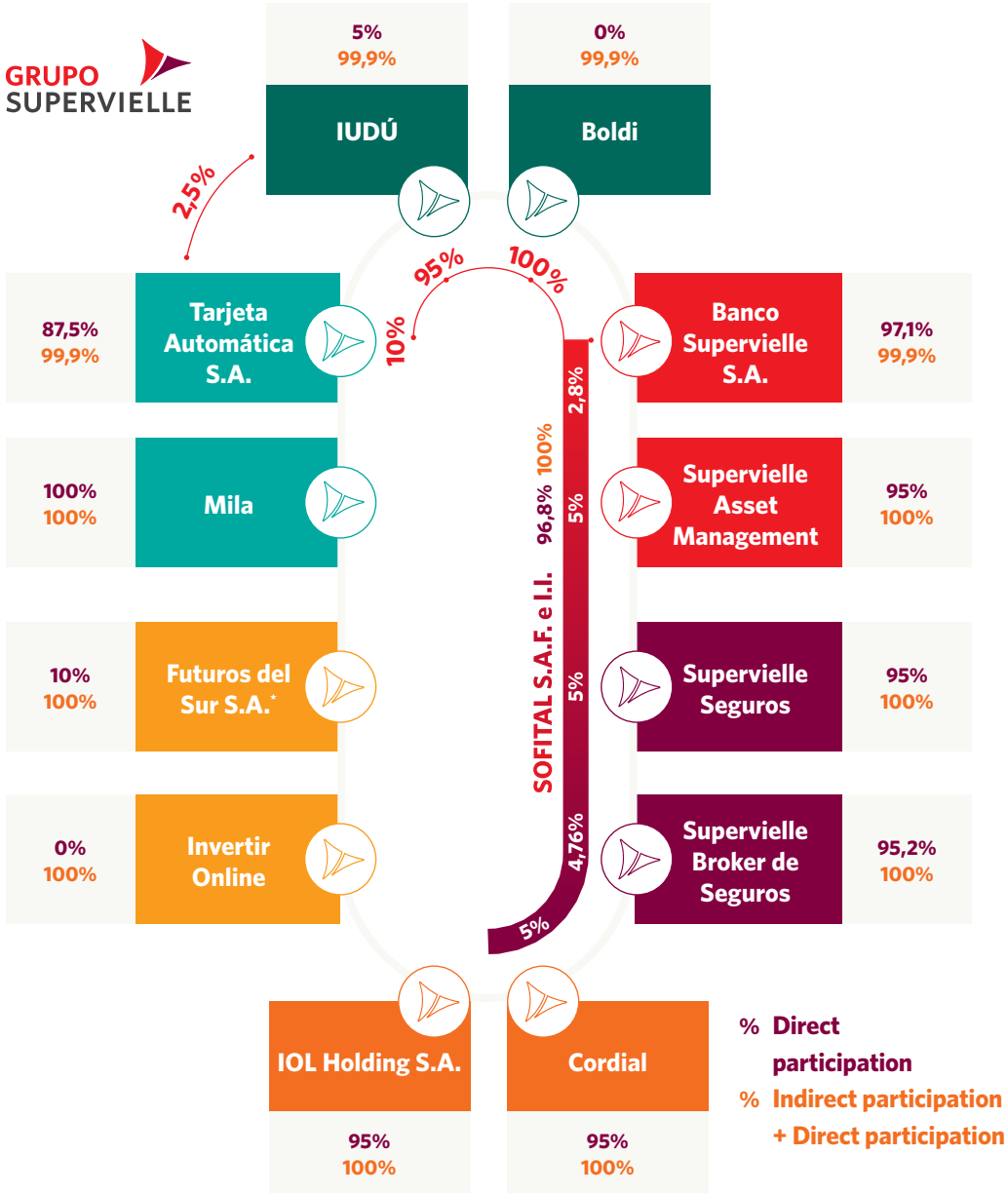
Evolution of ADS price and volume of Grupo Supervielle listed on NYSE during 2020:



Evolution of ADS price and volume of Grupo Supervielle listed on BYMA during 2020:



Grupo Supervielle Subsidiaries



* In process of change of its corporate name to Supervielle Agente de Negociación SAU

[2] In process of change of its corporate name to Dólar IOL

DISTRIBUTION NETWORK

GRI 102-4, 102-6, 102-7

We have 302 access points distributed throughout Argentine, which allows us to have a strategic national presence.

Banco Supervielle

185 Branches
13 Points of sale and collection
457 ATMs
221 Self-service terminals
256 *Cajas Rápidas* (cash dispensers with biometric identification instead of a pin or card)

IUDÚ Compañía Financiera

79 Branches at Walmart supermarkets

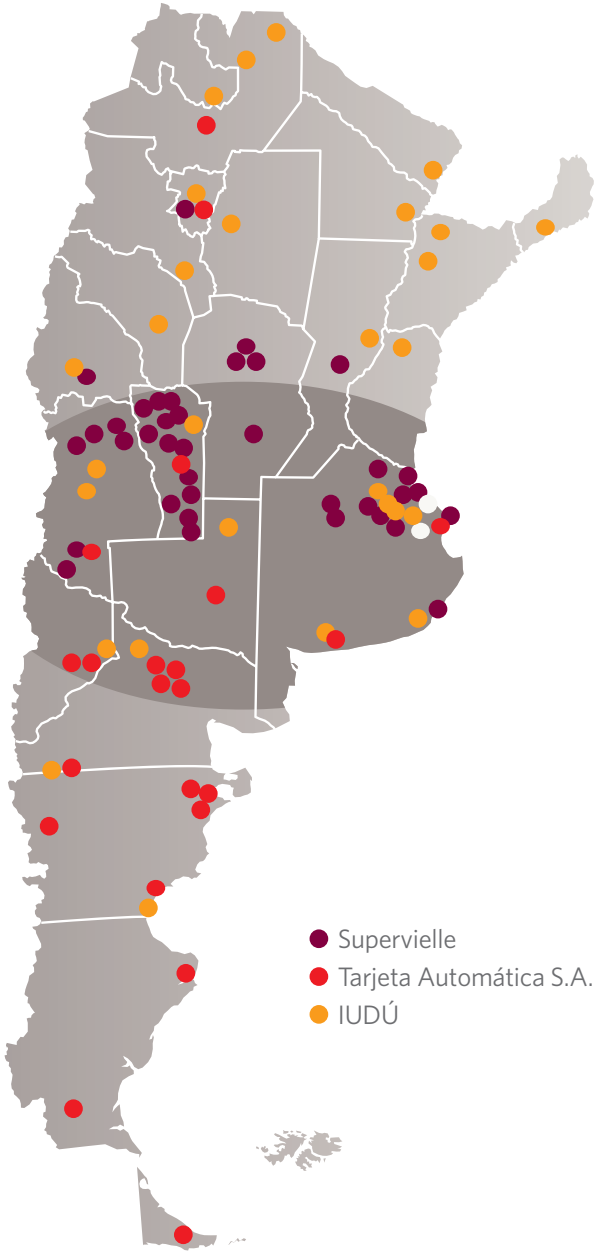
MILA

5 Branches
579 Related dealers

Tarjeta Automática

20 Branches

Our customers also access to a wide array of solutions through our digital channels which include Online Banking and Supervielle Móvil platforms and the apps Supervielle Jubilados, Walmart App and chatbots. We offer products and services to customers located countrywide, throught digital attacker platforms, such as InvertirOnline.com.



Branches in sparsely populated areas

In the province of San Luis we have a wide coverage, which promotes and allows for financial inclusion, offering our services in places with less than 15,000 inhabitants, according to the 2010 population census. Through 63 access points we provide the following resources:

23
BRANCHES AND **7** ANNEXES

33
FREE STANDING ATMS.[4]

152
ATMS AND SELF-SERVICE TERMINALS, INCLUDING
21
CAJAS RÁPIDAS

With this structure we reach small towns, such as Leandro N. Alem, inhabited by 379 people[5]. In these areas we have 28 access points: 14 branches with 39 ATMs and self-service terminals and 14 free standing ATMs.

Mobile Bank Branch

Since 2019 we operate a mobile branch to take our service closer to the most remote towns in the province of San Luis. This unit is equipped as follows:

- **2** *Cajas Rápidas* in separate spaces, which may be used as a 24 hour lobby.
- Hydraulic platform for the disabled.
- **2** booths for commercial offices.
- Waiting place for customers and terrace for outdoor events.

Due to banking protocols, during 2020 only the ATM remained active.

[4] ATMs not within a branch or annex.

[5] According to the 2010 Argentine Population, Household and Housing Census.

GRUPO SUPERVIELLE IN FIGURES

GRI 102-6, 102-7, 201-1, 201-4

We generate economic value which is distributed between our organization and stakeholders.

- Generated economic value 34,156 million pesos
- Withheld economic value 3,414 million pesos[6]
- Distributed economic value 46,813 million pesos[7]

	2019	2020
Employees	**5,073**	**5,018**
Customers	**1.8 million**	**1.9 million[8]**
Retail Customers (Banco Supervielle)	1.4 million	1.4 million
Consumer Finance Customers (IUDÚ, TA and MILA)	0.37 million	0.37 million
Corporate customers	4.98 thousand	2.3 thousand[9]
InvertirOnline Customers	49.9 thousand	80 thousand
Management of payments to senior citizens in Argentina	13.7%[5]	13.4%
Distribution Network		
Branches, service centers and points of sale	316	302
ATMs	536	457
Self-service terminals	217	221
Cajas rápidas	202	256

$3,412,111
(THOUSAND PESOS)
Net income for the year attributable to the controlling company's owners

$2,265
(THOUSAND PESOS)
Net Income for the year attributable to non-controlling interests

	2019	2020
	In million of pesos	
Social Investment	**19.00**	**25.93**
Patronage	31.86	40.62
Total Assets	**199,436**	**249,919**
Loans[10]	121,059	110,364
Personal loan market share[11]	7%	7.4%
Leasing market share	19.9%	18.7%
Factoring market share	9,5%	8.7%
Active MasterCard credit card market share	9.3%	9.2%
	In million of pesos	
Total Deposits	**121,176**	**175,216**
Non-financial private sector deposits	113,690	167,198
Non-financial public sector deposits	7,447	7,911
Stockholders' Equity attributable to the controlling company's owners	**29,515**	**36,339**
Net Income	**45,932**	**39,391**

[6] Withheld economic value = generated economic value – distributed economic value.

[7] Includes operating expenses (excluding social investment) + Personnel expenses + Payments to suppliers + Taxes + Social Investment.

[8] Do not include new customers eligible to receive the emergency family income due to the COVID-19 pandemic (135,968 as of June 2020, 276,386 as of September 30, 2020 and 44,927 as of December 31, 2020).

[9] In 2020, the SMEs portfolio was transferred to the Personal and Business Banking area.

[10] Loans prior to allowances are reported.

[11] Private financial system (consolidated with IUDÚ).

CORPORATE GOVERNANCE

In 2020, according to Institutional Investor, we ranked second among the **Best ESG in Latin America** in the Financial Entities/Banks category

With **Workplace**, Grupo Supervielle's corporate social media, we expanded our ethical, compliance and anti-corruption strategy

86% of Banco Supervielle's employees attended the course on **Anti Money Laundering and Terrorist Financing**.



ROBUST DECISION-MAKING PROCESS

During 2020 the world had to face the unprecedented impact of the Covid-19 pandemic, which seriously affected production due to the restrictions on mobility, with huge consequences such as the 3.5% collapse of the global economy and currency fluctuations. The macroeconomic context in Argentina was also featured by the health crisis, especially as from March, when the Social, Preventive and Mandatory Confinement (ASPO, by its Spanish acronym) was made official. At first, bank branches closed; later they opened for senior citizens and social assistance beneficiaries, and finally customer service was resumed, with limited transactions and a prior appointment system.

In that complex context, Corporate Governance operations were conducted to ensure business continuity and to strengthen the dialogue with our stakeholders, based on the principles, practices and policies that guide our decision-making process.

To learn more about the global, national and sector macroeconomic context of fiscal year 2020, see Evolution of the Economy and of the Financial System of Grupo Supervielle's Annual Report, or in section 28 of the consolidated Financial Statements of Grupo Supervielle as of December 31, 2020.



THE BOARD

GRI 102-18, 102-19, 102-22, 102-24, 102-26, 102-28, 102-29, 102-31

The Board of Directors is the strategic leader of Grupo Supervielle and is responsible for conducting its business and promoting and reviewing the general business and risk policies and strategies, and of controlling that measures are taken at management level to identify,monitor and mitigate risks. It is also responsible for defining the vision, mission and values of the organization included in the Code of Ethics.

The Board of Grupo Supervielle is made up of three to nine directors and an equal or lower number of alternate members. They are appointed by the shareholders at the Annual Shareholders' Meeting to hold office for two terms and may be re-elected. At present, the Board of Directors is made up of eight members, with no alternate directors.

It is the Board's duty to approve:

- The strategic or business plan, as well as management targets and annual budget.
- The investment and financing policy.
- The Code of Corporate Governance.
- The Integrity Plan and related policies.
- The Corporate Social Responsibility policy.
- Risk control and management policies and any other measures aimed at regularly monitoring internal reporting and control systems.
- The development of continuous training programs for our directors and senior executives.

THE BOARD OF DIRECTORS CONDUCTS REGULAR COMPETENCIES AND PERFORMANCE SELF-ASSESSMENTS AS WELL AS 360° ASSESSMENTS, THE RESULTS OF WHICH CONTRIBUTE TO DETERMINE OPPORTUNITIES OF IMPROVEMENT AS TO THEIR EFFICACY AND TO DESIGN ADEQUATE ACTION PLANS TO OVERCOME ANY IDENTIFIED GAPS

The Board defines the general **strategy** of Grupo Supervielle, taking into account environmental, social and corporate governance factors, and is communicated to Senior Executives for implementation, who in turn inform the scope and goals to the different business areas.

For application of this practice, the Board approves the annual budget, considering the macroeconomic scenario, the business challenges and critical environmental sustainability, social impact and corporate governance factors and other relevant variables. The budget considers Grupo Supervielle objectives and establishes specific goals and metrics for each of its subsidiaries.

To monitor compliance with the budget, the Management Control area prepares quarterly reports which are submitted to the Board for consolidation of the main indicators of Grupo Supervielle and the general and specific situation of each subsidiary

Composition of the Board of Directors[1 y 2]

GRI 102-22, 102-23, 102-43



Julio Patricio Supervielle
Chairman



Jorge Oscar Ramírez
First Vice Chairman



Emérico Alejandro Stengel
Second Vice Chairman

Directors



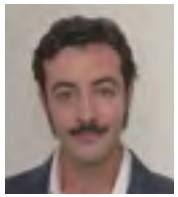
Atilio María Dell'Oro Maini



Laurence Nicole Mengin de Loyer
Independent Director*



Eduardo Pablo Braun
Independent Director



Hugo Enrique Santiago Basso

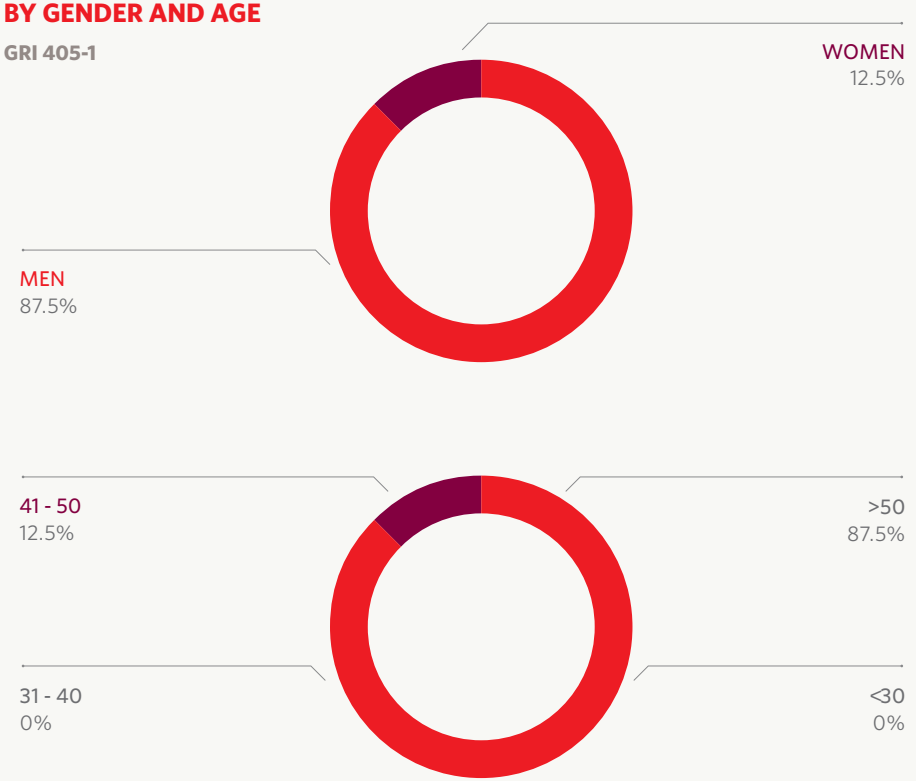


José María Orlando
Independent Director

Click here for more information about board members.

BOARD OF DIRECTORS BY GENDER AND AGE

GRI 405-1



100% OF SENIOR EXECUTIVES ARE HIRED FROM THE LOCAL COMMUNITY.

* As from the Shareholders' Meeting held on April 27, 2021, Ms. Mengin de Loyer is an Independent Director pursuant to Rule 10A-3 of the Exchange Act and a Non-Independent Director pursuant to CNV [Comisión Nacional de Valores - Argentine Securities and Exchange Commission] rules.

[1] For more information about the Board of Directors, see Section C of Grupo Supervielle's Annual Report.

[2] The composition of our Corporate Governance area was updated to the date of this Report and includes the resolutions adopted at the Shareholders' Meeting held on April 27, 2021, available in our website.

Governance of Grupo Supervielle and its subsidiaries

Grupo Supervielle S.A.
Julio Patricio Supervielle (CEO)

Banco Supervielle S.A.
Emérico Alejandro Stengel (CEO)

IUDÚ Compañía Financiera S.A.
Tarjeta Automática S.A.
Mila Micro Lending Argentina S.A.
Espacio Cordial de Servicios S.A.
Juan Martín Monteverdi (CEO)

Supervielle Seguros S.A.
Diego Federico Squartini (CEO)

Invertironline.com Argentina S.A.
Christel Sasse* (CEO)

Supervielle Asset Management Sociedad Gerente de FCI S.A.
Guillermo Raúl Guichandut (CEO)

* As from April 2021, Christel Sasse replaced José Vignoli as the Company's CEO.

Virtual Shareholders' Meeting

During 2020, Grupo Supervielle held its shareholders' meetings virtually, due to the measures adopted due to the Covid-19 pandemic and in compliance with the Requirements of General Resolution No. 830/2020 of the CNV.

COVID INITIATIVES



COMMITTEES[3]

GRI 102-22

Some of the duties of the Board of Directors are performed through the different committees, which are governed by their own internal rules.

- Audit Committee
- Anti-Money Laundering and Terrorist Financing Committee
- Risks Committee
- Ethics, Compliance & Corporate Governance Committee
- Appointments & Compensations Committee
- Information Disclosure Committee
- Committee for the Review of Transactions with Affiliates
- Cybersecurity Committee
- Fintech Investments Committee

[3] For more information on the duties and members of Committees see section C.1 of Grupo Supervielle's Annual Report or to our webpage.

Audit Committee

The audit committee has no executive duties and assists the Board in supervision of the financial statements and in enforcement of the policies, processes, procedures and rules established by Grupo Supervielle and its subsidiaries. It is governed by the provisions of the by-laws, its internal rules and the applicable laws, in particular the Capital Markets Law, the CNV Rules and the rules of the U.S. Securities and Exchange Commission. It also abides by the governance standards of the New York Stock Exchange, the resolutions of the Superintendence of Insurance, the standards of Bolsas y Mercados Argentinos S.A., the Minimum Internal Control Rules of the Central Bank of Argentina and the resolutions of the Financial Information Unit, among other.

The Audit Committee is made up of three independent directors, as per the criteria of the CNV.

Name	Position
Laurence Nicole Mengin de Loyer	Independent Director – Chairman of the Committee
Eduardo Pablo Braun	Independent Director
José María Orlando	Independent Director

Anti-Money Laundering and Terrorist Financing Committee (AML and TF)

Its duty is to ensure that Grupo Supervielle and its subsidiaries adequately comply with the rules in force and abide by the best practices in terms of AML and TF.

The AML and TF Committee is also responsible for taking notice of the amendments to the rules in force and for ensuring that policy and internal procedure manuals are updated and adjusted in terms of AML and TF, for surveying the best market practices related to AML and TF and for promoting its implementation in Grupo Supervielle and its subsidiaries, for seeing to the due compliance with the reporting duties to the relevant AML and TF authorities and for performing all those duties established by the UIF rules and other applicable provisions.

The AML and TF Committee is made up of three directors (one of whom acts as the Corporate Compliance Officer with UIF and as the Chairman of the Committee, and another as Alternate Compliance) and the Chief of the Anti-Money Laundering and Terrorist Financing area.

Name	Position
Atilio María Dell'Oro Maini	Director – Corporate Compliance Officer – Chairman of the Committee
Emérico Alejandro Stengel	2nd. Vice-Chairman of the Board
Hugo Enrique Santiago Basso	Director

Risks Committee

The Risks Committee is in charge of dealing at institutional level with strategies and policies applicable to the management of credit, market, interest rate, liquidity, operational and any other risks that may affect Grupo Supervielle and its subsidiaries and submit to the Board of Directors, for approval, the strategy and policy documents on risk management. Besides, it is in charge of defining the risk appetite and tolerance levels of Grupo Supervielle at a consolidated level and of approving the threshold and limit structure for risk management. It must also evaluate the capital adequacy ratio, analyzing the Annual Capital Self-Assessment Report (IAC), as well as defining the policy and methodological framework for stress tests as part of the risk management of Grupo Supervielle.

The Risks Committee is made up of at least two directors, the CEO of Grupo Supervielle, the CFO and the Chief Risk Officer.

Name	Position
Jorge Oscar Ramírez	1st. Vice-Chairman of the Board – Chairman of the Committee
Julio Patricio Supervielle	CEO and Chairman of the Board
Emérico Alejandro Stengel	2nd. Vice-Chairman of the Board
Laurence Nicole Mengin de Loyer	Independent Director

Ethics, Compliance & Corporate Governance Committee

The Ethics, Compliance & Corporate Governance Committee is charge of assisting the Board of Directors in the adoption of the best corporate governance practices to maximize the growth capacity of Grupo Supervielle and its subsidiaries and to prevent value destruction. It is also in charge of assisting the Board of Directors in the supervision of the Ethics & Compliance Program and is responsible for the Sustainability Area, through which it supervises the Sustainability Strategy of Grupo Supervielle and its adequate implementation in subsidiaries.

It is made up of at least two directors, the Chief Compliance Officer, the Chief of Legal Affairs and AML, the CRO, the Head of Internal Audit and the Head of Corporate Affairs.

The Ethics, Compliance and Corporate Governance Committee is made up of at least two directors, the Chief Compliance Officer, the Chief of Legal Affairs, the CRO, the Head of Internal Audit and the Head of Corporate Affairs.

Name	Position
Atilio María Dell'Oro Maini	Director – Chairman of the Committee
Laurence Nicole Mengin de Loyer	Independent Director

Compensations & Appointments Committee

The Compensations & Appointments Committee is in charge of assisting the Board of Directors in matters related to the appointment of Directors and senior officers and succession plans; compensation policies for the Board members and senior officers and employees in general, and in human resources, training and performance assessment policies (including bonuses and variable compensation schemes).

The Compensations & Appointments Committee is made up of at least three non-executive directors. The Chairman of the Committee is an independent director, as per the criteria of CNV.

Name	Position
Eduardo Pablo Braun	Independent Director – Chairman of the Committee
Julio Patricio Supervielle	CEO and Chairman of the Board
Hugo Enrique Santiago Basso	Director
Laurence Nicole Mengin de Loyer	Independent Director

Information Disclosure Committee

The Information Disclosure Committee is in charge of ensuring the timeliness, quality and transparency of the relevant information of Grupo Supervielle S.A. and its subsidiaries that must be disclosed to holders of Company securities and the markets where those securities are listed.

The Information Disclosure Committee is made up of at least three directors of Grupo Supervielle (including the Chairman of the Audit Committee and the Chairman of the Ethics, Compliance and Corporate Governance Committee), the CEO of Grupo Supervielle, the CFO, the Investor Relations Officer, the Chief of Legal Affairs, the Head of Internal Audit and the Company's Accountant.

Name	Position
Julio Patricio Supervielle	CEO and Chairman of the Board – Chairman of the Committee
Atilio María Dell'Oro Maini	Director
Laurence Nicole Mengin de Loyer	Independent Director

Committee for Review of Transactions with Affiliates

The Committee for Review of Transactions with Affiliates is in charge of monitoring that transactions among affiliates are in line with the Policy for Approval of Transactions with Affiliates, Related Counterparties and Related Persons and sees that they are carried out in a transparent way and pursuant to the provisions of applicable regulations. It is in charge of approving transactions, benchmarks and methodologies for usual transactions among Grupo Supervielle's companies and of reviewing them regularly.

The Committee for Review of Transactions with Affiliates is made up of at least one director, Grupo Supervielle's CEO, the members of the Audit Committee, the CEO of Grupo Supervielle's affiliate involved in the operation, the Chief Credit Officer, the Chief of Legal Affairs, the Chief of Compliance and the CRO.

Name	Position
Julio Patricio Supervielle	CEO and Chairman of the Board – Chairman of the Committee
Atilio María Dell´Oro Maini	Director
Laurence Nicole Mengin de Loyer	Director
Eduardo Pablo Braun	Independent Director

Cybersecurity Committee

The Cybersecurity Committee's main objective is to assess and implement the policies proposed as regards information security and, in particular, cybersecurity, including the definitions of risk appetite and information security risk map. In addition, the Cybersecurity Committee must see to the compliance of such policies, including the contingency plan for cybersecurity events.

The Cybersecurity Committee is made up of two directors, the CEO of Grupo Supervielle, the CEO of Banco Supervielle, the Chief Technology Officer and the CIOS of Grupo Supervielle's companies, the CRO and the CISOs of Grupo Supervielle companies.

Name	Position
Julio Patricio Supervielle	CEO and Chairman of the Board – Chairman of the Committee
Atilio María Dell´Oro Maini	Director
Emérico Alejandro Stengel	2nd. Vice-Chairman of the Board

Fintech Investments Committee

The Fintech Investments Committee is in charge of analyzing and making decisions about the company's participation in fintech endeavors, and related products and projects, including the execution of cost estimates and investments for each project and the follow up of their evolution.

The Fintech Investments Committee is made up of, at least, one director and other Company or subsidiary officers.

Name	Position
Emérico Alejandro Stengel	2nd. Vice-Chairman of the Board – Chairman of the Committee

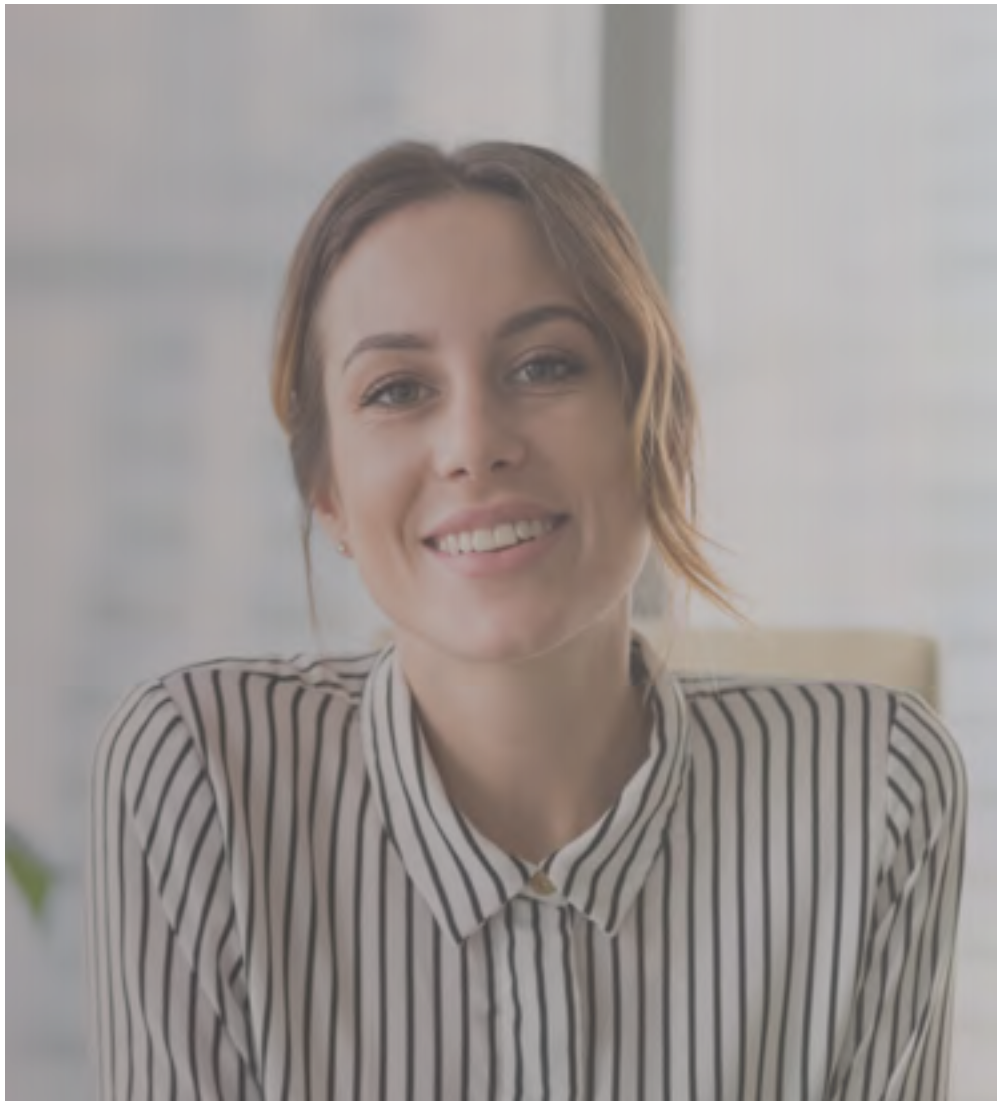
GOOD GOVERNANCE PRACTICES

At Grupo Supervielle we generate motivation and commitment to improve our corporate governance practices, in line with the highest international standards, to ensure sustainability for the company in the medium and long term. We follow the recommendations of the Central Bank of Argentina and other regulatory authorities and rely, for decision making, on internal rules issued by the Board of Directors which determine action principles, composition, organization and operations, set forth independence criteria and ethical functions, and identify those events that may give rise to conflicts of interest[4].

In 2020, according to Institutional Investor, we ranked second among the **Best ESG in Latin America** in the Financial Entities/ Banks category.

For the third year in a row Grupo Supervielle was included in the **BYMA's Sustainability Stock Index**, as a leading company in environmental, social, sustainable development and corporate governance areas.

We are also part of **BYMA's Corporate Governance Panel,** which is formed by companies that voluntarily adopt Corporate Governance practices in addition to those required by Argentine laws.



[4] For more information on our Corporate Governance practices, visit our web page.

Rules Determining Action Principles, Composition, Organization and Operations

GRI 102-24, 102-27, 102-28, 102-31, 102-35, 102-36

Code of Corporate Governance

Our Code of Corporate Governance embodies the best corporate governance practices based on stringent standards of complete information, efficiency, control, ethics, investor protection equal treatment of investors and corporate transparency, so as to create and preserve value for the company, its shareholders and stakeholders.

Nomination and Selection Processes for the Highest Governance Body

GRI 102-24

As set forth by the Companies Law (Law No. 19.550), the Board members are appointed by the Annual Shareholders' Meeting. The Compensations and Appointments Committee has the duty to assist the Board of Directors with the appointment, assessment and compensation of Senior Officers.

At Grupo Supervielle we promote an equality culture, doing away with any form of discrimination and inequality by reason of age, gender, gender identity, disability, race, ethnic group, nationality, religion or sexual orientation. In addition, we develop specific strategies and action plans to identify and remove any hindrances faced by women on joining the company, participating, being promoted, being remunerated and acknowledged within the organization.

Training of the Highest Governance Body

GRI 102-27

Grupo Supervielle has in place continuous training programs for directors on economic, environmental and social management. In addition, the Chief of Human Resources designs and implements the training program for Senior Officers on a yearly basis, which also includes specific training activities for Grupo Supervielle's subsidiaries.

Evaluating the Highest Governance Body's Performance

GRI 102-28

At their Annual Shareholders' Meeting Grupo Supervielle's shareholders evaluate the Board's performance on a yearly basis, pursuant to section 234, subsections 1 and 2 of the Companies Law, Law No. 19.550, as amended and regulated.

Role of the Highest Governance Body in the Strategic Sustainability Plan

GRI 102-31

The Board of Grupo Supervielle reviews and approves the Strategic Sustainability Plan on a yearly basis.

Remuneration Policies and Process for Determining Remuneration of the Board of Directors and Senior Officers

GRI 102-35, 102-36

The remuneration received by the members of the Board of Directors for their performance is in line with the principles and limits established by the Companies Law and the Rules of the CNV. The total remuneration is established or approved by the Annual Shareholders' Meeting[5]. The Compensations and Appointments Committee approves incentive systems and determines the fixed compensation policies and the performance assessment systems for senior officers and the staff.

Policy on Communication with Investors, Confidentiality and Use of Privileged Information

The procedures and guidelines of the communication policy ensures that the Company's staff meet certain requirements.

[5] For more information on compensations, see Grupo Supervielle's Annual Report.

Communication with Investors and Shareholders

GRI 102-43

During the year we listened to the concerns of investors and shareholders and tried to provide information adjusted to their needs, through different publications and means of communication:

- Conference calls on performance, where we share quarterly reports and senior officers answer questions and listen to concerns.
- Press Releases with up-to-date results and information.
- Annual Report and 20-F, where we summarize the results and prospects of each fiscal year.

In 2020, the greatest concerns related to the country's macroeconomic and political context and the management of the organization in the Covid-19 health crisis. Grupo Supervielle provided information on our actions to face the challenges posed by the pandemic, which are available in our web page https://www.gruposupervielle.com/English/home/default.aspx.

IN ADDITION, OUR WEB SITE HAS A DIRECT CONTACT LINE WITH THE INVESTOR RELATIONS AREA:

IR-GrupoSupervielle@gruposupervielle.com

We regularly update our web site with relevant information for investors:

Institutional information information of Grupo Supervielle, description of its businesses, its equity structure, subsidiaries and corporate social responsibility actions, including Sustainability Reports prepared in accordance with GRI (Global Reporting Initiative) standards which are issued on a yearly basis.

Investor Relations presents information related to initiatives, investor kit, financial information, news, events and presentations, and income reports regularly submitted by Grupo Supervielle may be downloaded. Besides, this section includes a financial information database and the records filed with the CNV and the US Securities and Exchange Commission.

Corporate Governance includes the corporate governance practices, the composition of committees, senior executives, Board composition and minutes of Shareholders' Meetings.

Respectful Relationships

GRI 412-1, 412-3

As part of our identity, at Grupo Supervielle we listen to others to understand their needs. Thus, decisions related to our operations and stakeholders are based on respect. Although the information on the impact of Human Rights is not systematized, we are planning to start working on the record and reporting of all actions carried out in such regard during each fiscal year, such as:

- We abide by international provisions on labor law, in particular as regards free association to trade unions, and we actively participate in collective bargaining agreements with the representatives of our employees;
- The Ethics Line service is available for our employees to make inquiries and file reports anonymously about situations incompatible with our values; and
- As part of our Sustainability Strategy we carry out actions directly related to the Human Rights of the members of the communities where we operate.



RISKS MANAGEMENT

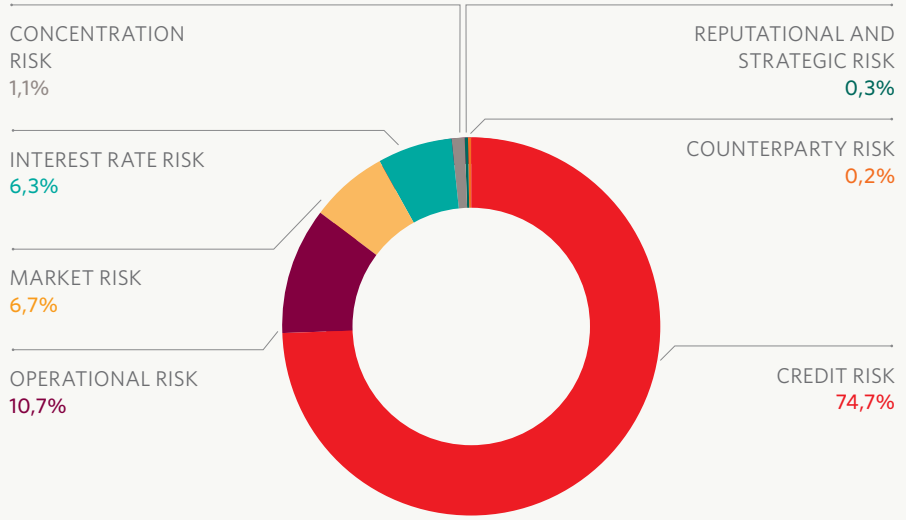
GRI 102-30

At Grupo Supervielle we promote a robust and efficient risk management to help our subsidiaries carry out an adequate equity management, identify good business opportunities in the markets and areas where we operate, seeking to obtain the best risk-benefit ratio for shareholders.

WE BUILD A ROBUST RISKS CULTURE AND INTEND TO BECOME AN INNOVATIVE AND CUSTOMER-CENTRIC ENTITY, RECOGNIZED FOR ITS AGILE, SIMPLE AND FRIENDLY PHILOSOPHY.

As a financial group, we are exposed to the typical risks of the business such as credit, market, interest rate, liquidity, securitization, operational, technology, reputation and strategic risk. We are also exposed to the increasingly growing cybersecurity risks which, during 2020 was a great challenge for our industry. We strictly comply with the guidelines issued by the Central Bank of Argentina regarding good practices of corporate governance and risks management.

ECONOMIC CAPITAL DISTRIBUTION BY TYPE OF RISK



Risk Governance

The organizational governance structure of Grupo Supervielle ensures an adequate alignment of the different business units to a risk control environment. We abide by international standards related to economic, environmental, social and governance matters and follows the rules issued by the Central Bank of Argentina and the recommendations of the Basel Committee on Banking Supervision.

Chief Executive Officer (CEO)

The CEO's role is to ensure that the different companies of Grupo Supervielle operate in a coordinated, synergic and efficient manner, applying strategic guidelines defined for each business.

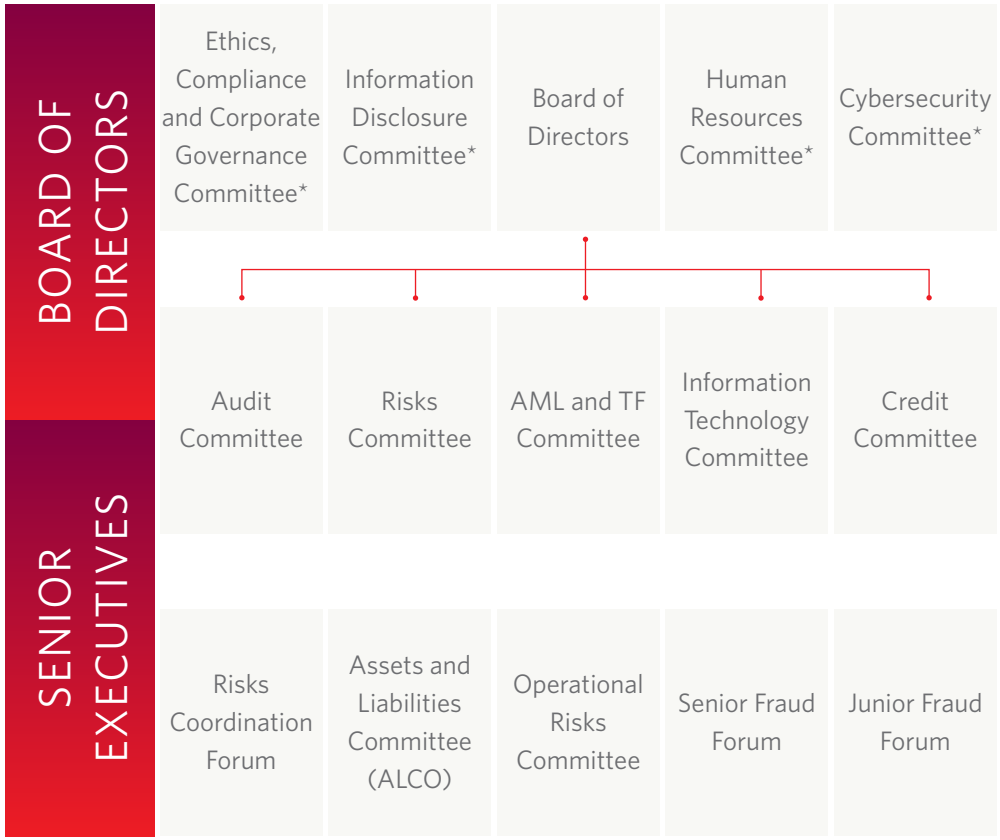
Chief Risk Officer (CRO)

The CRO is in charge of the Corporate Risk Department and reports directly to the Board of Directors of Grupo Supervielle and of Banco Supervielle (where he also acts as CRO).

Chief Financial Officer (CFO)

The CFO reports directly to the CEO and the Chairman of Grupo Supervielle, to ensure an adequate control framework, and to render accounts to current and future shareholders, as required by the fact that Grupo Supervielle is a public company.

The risk governance structure also includes the Committees of the Board and Senior Executives on the matter:



* Committees at Grupo Supervielle level. All Grupo Supervielle entities are subject to their decisions.

Corporate Principle for Risk Management

The risk management area of our main regulated subsidiaries, Banco Supervielle and IUDÚ, is based on the following five general principles:

Independence of the risks control from the business and management.

Risk control and management integrated in a highly professional corporate structure.

Joint decision-making, with strong involvement of Senior Officers.

Risks according to the Risk Appetite defined by the Board of Directors, monitored on an ongoing basis.

Risks management based on three defense line and a comprehensive vision and Grupo Supervielle's level.

Risk Management 2020

By late 2020, the Risks Committee approved a set of rules that govern and establish specific investment, liquidity and indebtedness controls applicable to Grupo Supervielle and its subsidiaries. These policies introduce new elements to restrict the consolidated risk appetite and supplement the existing ones, mainly in Banco Supervielle and IUDÚ.

In addition, 2020 was very challenging for the Information Security Area, growing in control takeover and knowledge of the maturity level of cybersecurity in Grupo Supervielle companies. For more information, see chapter Simplicity, Customer Information Security.

The Risks Area acts through four executive departments: the Information Security Area, the Financial Risks Executive Department, the Credit Risk and Stress Test Executive Department and the Non-Financial Risks Executive Department. For more information on risk management, see section D, Grupo Supervielle's Annual Report.



ETHICS AND CONDUCT

Grupo Supervielle is committed to the implementation of a culture of integrity that promotes strict compliance with the laws, regulations, internal codes and good practices applicable to the industry. Grupo Supervielle requires that its employees act with honesty and transparency in their relationship with the Public Administration so as to prevent any act that could be construed as bribery, influence peddling or any form of corrupt practices.



Integrity Program[6]

We implemented an Integrity Program for Prevention of Corrupt Practices, that consists of a set of internal actions, mechanisms and procedures intended to promote integrity, supervision and control, oriented to prevent, detect and correct anomalies and prevent conducts that are contrary to the objectives and culture of Grupo Supervielle. The Board of Directors is in charge of reviewing and amending the Integrity Program policy based on the recommendations made by the Ethics, Compliance and Corporate Governance Committee.

The Program, which applies to Grupo Supervielle and all of its subsidiaries, is made up of four elements:

- **Integrity Policies:** Set of procedures applicable to employees to prevent crimes and improper conducts in the performance of their tasks. Such integrity policies are embodied in the Code of Ethics, the Policy of Gifts and Commercial Trips, the Policy of Contributions to Political Parties and the Donation Policy.
- **Guidelines of conduct with third parties:** Specific rules and procedures to prevent crimes in bidding processes, in contracts or other interaction with the public administration. It also includes the Third Party Intermediary Due Diligence.
- **Training and Communication:** Continuous anti-corruption training program addressed to directors, executives and employees.
- **Internal Investigations, Ethics Line and Values:** Channels for reporting and resources for preventing and detecting the violation of laws, implementing procedures to prevent corrupt practices and other corporate policies.

In addition, we carry out strict accounting control to prevent undue payments and any violation of the Integrity Program is referred to the Ethics, Compliance and Corporate Governance Committee for its analysis and consideration.

[6] For more information on the Integrity Program, see page 94 of Grupo Supervielle's Annual Report.

Rules of Conduct

GRI 102-16, 102-17, 102-25

Our rules of conduct set forth a framework of ethics and transparency that enables the building of trust-based relationships with stakeholders. These principles and rules promote a culture of integrity, prevention of corrupt practices and compliance, aimed at promoting the development of a sustainable and competitive business environment.

Code of Ethics

Grupo Supervielle's Code of Ethics establishes professional, ethical and labor performance conducts and applies to all employees, including temporary employees or those under a trial period, members of the Board of Directors, external advisors, suppliers and any third parties which, by virtue of their relationship with Grupo Supervielle, may affect its reputation or that of any of its subsidiaries.

The Internal Audit Department ca the different areas and activities of Grupo Supervielle to inform on their adequate operation and promote improvements, if necessary. Employees receive an induction on the Code of Ethics on their first day of work and are informed of any further updates.

Policy of Transactions with Affiliates

This policy defines the general guidelines applicable to transactions with related parties, so that they are carried out with transparency, fairness and objectivity, they are duly reported in the financial statements and are made according to good corporate governance practices, in line with the organization's principles and values, the Code of Corporate Governance and other policies issued by the Board.

Conflict of Interests Policy

This policy sets forth guidelines for preventing and managing conflicts of interest that may arise in Grupo Supervielle and its subsidiaries and comprises all Board members, the Supervisory Audit Committee, Senior Executies and the other employees. The Policy promotes an ethical and honest conduct, acting in favor of the interests of Grupo Supervielle and avoiding situations that may result in a real or eventual conflict with personal interests. In addition, any event likely to give rise to a conflict of interest must be informed to the Compliance Department, the members of the Board and the relevant committees.

Policy of Gifts and Commercial Trips

This policy establishes the guidelines preventing corrupt practices or conducts contrary to Grupo Supervielle's culture of integrity. In such regard, no gifts may be received by or made to public officers or individuals, save for those exceptionally permitted. Also, there are guidelines on how to act upon receiving an invitation to events or commercial trips, as well as the obligation to notify or ask for authorization to the Compliance Department on certain occasions. This area must keep a Register of Permitted Gifts.

Policy of Anti-Money Laundering and Terrorist Financing

This policy provides for compliance with policies and procedures in line with the international principle "Know Your Client" (KYC) pursuant to a risk based approach and the report to the relevant regulatory authorities of suspicious operations, according to the anti-money laundering, terrorist financing laws and other regulations.

Donation Policy

This policy defines the main pillars: Childhood, Education, Senior Citizens and Institutional Strengthening and sets the conditions for donation, the requirements to be met by the beneficiaries of donations and an approval scheme. The policy also establishes for the creation of a register of beneficiaries, amount and object of the donation and forbids cash donations directly to a natural person or under a commercial agreement. No donations, sponsorships or contributions of any type may be made to a national, provincial or municipal government or to any other public agency, government agency or a public company in which the state has a majority interest.

Ethics Line

GRI 102-16, 102-17, 406-1

The Ethics Line is a communication channel for customers, suppliers and employees to require advice and report any noncompliance with an internal rule, particularly the Code of Ethics and the Integrity Program for the Prevention of Corrupt Practices. Relevant complaints are those related to undue use or appropriation of Grupo Supervielle's resources, sales fraud or manipulation, corrupt practices, inadequate handling of confidential information, harassment and abusive conduct.

Inquiries or reports may be made through two channels: a free of charge telephone line and a web page. The Ethics Line is outsourced, which guarantees confidentiality of the information reported, anonymity of reporting parties and the right to defense of the reported party.

The Compliance Officer refers the cases received to the relevant areas for consideration and may establish penalties according to procedures in force. Later, the Compliance Officer informs the outcome of the investigation and the decisions adopted by the Ethics, Compliance and Corporate Governance Committee.

During 2020 two reports related to discrimination were received through the Ethics Line, which were dealt with and solved together with the Human Resources area following the established protocol*.

* For the purposes of conceptualizing the term discrimination, we follow the provisions of Law 23,592. According to the aforementioned norm, discriminate is to prevent, obstruct, limit or impair the full exercise of a person's rights and guarantees using their gender as a pretext. ethnicity, religious or political beliefs, nationality, social or economic situation, sexual orientation, age or physical characteristics, among other conditions, which can be variable.

Compliance

GRI 102-16, 419-1

Our operations are in line with the best market practices to strengthen the culture of integrity of Grupo Supervielle and its employees. We regularly review the degree of compliance with the applicable laws and regulations and we implement the necessary actions to fix deviations.

The Compliance Department conducts internal investigations in the case of a specific problem or report. In these cases, an audit is conducted of the records, books and accounts to prevent and detect law violations, procedures to prevent corrupt practices or any provision of the Integrity Program. All our employees must fully cooperate, if so required.

During 2020 we completed the Regulatory Risk Assessment started in September 2019, which mapped 700 regulatory obligations, with a positive outcome in terms of knowledge and fulfilment thereof by those responsible for the different areas. Associated processes and procedures were reviewed and action plans were established for those cases in which anomalies were identified.

In addition the Product, Services and Channels Approval Committee approved the launching of 4 products and continued with the review of the Sales Quality Program implemented during 2018.

NO VIOLATIONS WERE REPORTED OF SOCIAL OR ECONOMIC LAWS AND REGULATIONS..

In 2020 the Ethics, Compliance and Corporate Governance Committee approved policies related to Compliance issues, such as the Policy of Approval of Transactions with Affiliates, Related Counterparties and Related Persons, the Procedure of the Audit Committee for Approval of Transactions with Affiliates involving a Significant Amount, the approval of the Compliance Operational Model and the Procurement Policy.



Transparency

417-3

We provide clear, accurate and objective information that enable interested parties to accurately assess the impact of Grupo Supervielle's decisions and activities on their respective interests. In this line, during the period no breaches were observed in connection with marketing communications of our companies

At Grupo Supervielle we build transparency every day, maintaining an ongoing communication with our stakeholders through different spaces and channels:

Sustainability Report: We have prepared the Sustainability Report each year since 2011 based on international standards (Global Reporting Initiative) as well as the supplement for the financial sector.

Investor Relations: In order to show the intrinsic value of the company and based on the policy of active relationship expressly established by our Board of Directors, since 2016 we have maintained an ongoing communication with investors based on the following principles: easy accessibility, timely response to legitimate concerns, transparency with our commitments and disclosure of relevant information.

Involvement of Interested Parties: maintains a fluid and transparent relationship with our stakeholders so as to learn about their expectations and concerns and translate them into a strategic information for the business management.

Prevention of Corrupt Practices

GRI 205-1, 205-2, 205-3

At Grupo Supervielle we reject corrupt practices, both in the relations with the public administration and in private sectors, having zero tolerance for this type of conducts.

POR SUCH REASON, WE UNDERTAKE TO FILE A CRIMINAL ACTION AGAINST THOSE ENGAGED IN CORRUPT PRACTICES AND TO PROVIDE THE NECESSARY GUARANTEES SO THAT THOSE WHO REPORT CORRUPT PRACTICES ARE NOT AFRAID OF RETALIATION OR NEGATIVE CONSEQUENCES.

Our practices consist of:

- Safeguarding the company's good reputation and competitivity.
- Preventing the breach of internal regulations and rules and mitigating the risk of penalties.
- Complying with the FCPA (Foreign Corrupt Practices Act) and the Law on the Criminal Liability of Legal Persons – Anti-Corruption Laws-, which require the implementation of an Integrity Program..

As part of our Integrity Culture and our rejection to corrupt practices, we forbid the following conducts so as to prevent crimes:

- To give gifts to public officers so that they take, delay or omit an action related to their duties.
- To give gifts to third parties so that they unduly exert their influence before a public officer, so that they take, delay or omit an action related to their duties.
- Offer or grant to public officers of another State or of an international public organization, for their benefit or for the benefit of a third party, sums of money, bribes, favors, promises or advantages in exchange for an action or omission related to the exercise of their public duties or to exert the influence derived from their position in a matter related to an economic, financial or commercial transaction.
- To accept petitions or requests for fees, rewards, gifts, benefits or economic advantages by any of the aforementioned persons.
- To accept fees, rewards, gifts, benefits or economic advantages from third parties or suppliers to compensate for the hiring of goods or services.
- To offer and accept gifts or benefits, other than those accepted by customs and usage and social courtesy and by the internal policy.

The actions, mechanisms and internal procedures of our Integrity Program are oriented to prevent, detect and fix such anomalies as stated by Law No. 27.401, which establishes the criminal liability of legal persons for crimes against the public administration, such as: bribes and influence peddling, both at national and transnational level; negotiations incompatible with the exercise of public duties; extortion; unlawful enrichment of officers and employees; false balance sheets and reports. Our employees must act with specific criteria to ensure transparency and reporting in the interaction with public sector agencies and prevent any crime in bidding processes as well as in administrative contracts.

In addition, to retain the services of third parties that will act on behalf of Grupo Supervielle, a prior due diligence is carried out to prevent improper conducts that may expose the company to a criminal action. The report prepared by the commercial area is submitted to the Compliance Department, which must issue an opinion regarding the capacity and suitability of the agent, intermediary or advisor for the intended transaction. If an event arises that requires that further assessment be made of the intermediary, the Compliance Department or the Audit Department may require that another due diligence be conducted following contract execution. This additional due diligence may also be required when the third party claims the reimbursement of unusual expenses or when the intermediary has not been previously subject to such due diligence. Furthermore, outstanding payments may be suspended upon determination of a corrupt practice risk.

ANY GRUPO SUPERVIELLE ENTITY ACQUIRING A BUSINESS OR A COMPANY SHALL CONDUCT A DUE DILIGENCE TO DETECT RISKS OF VIOLATION OF THE INTEGRITY PROGRAM BEFORE MAKING A FINAL DECISION ON THE INVESTMENT OR MERGER.

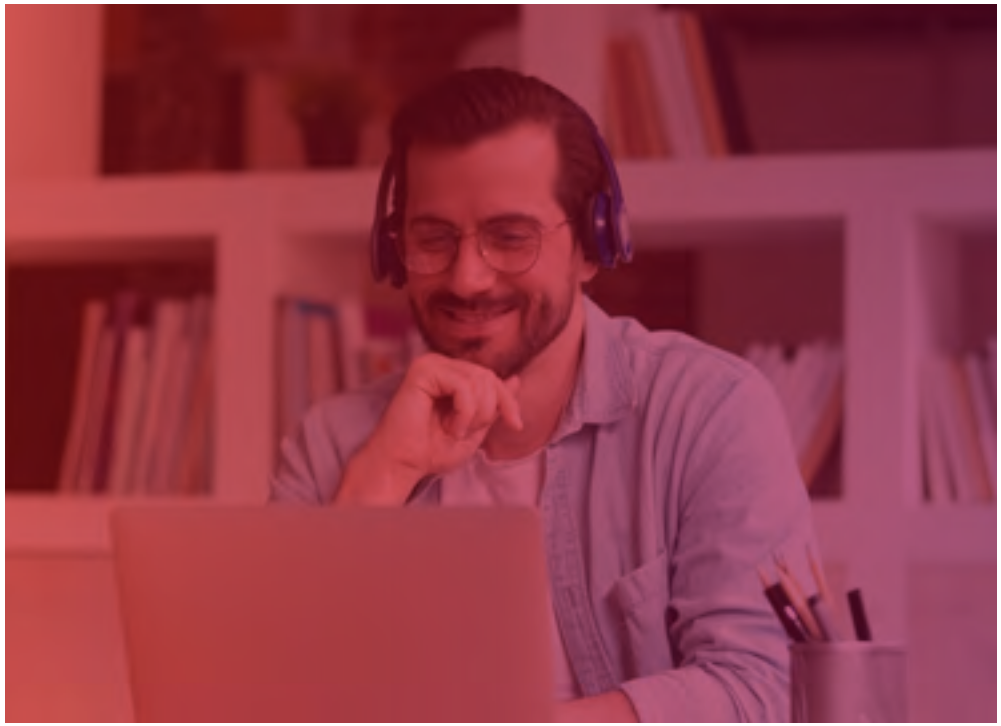
During this period, we reviewed 32 transactions related to corrupt practice risks and we did not identify any significant cases.

Training and Communication

GRI 205-2, 205-3

We have an ongoing Training Program for directors, executives and employees on ethics, compliance and the prevention of corrupt practices. It is implemented through the Compliance Department, together with the Human Resources area and is mandatory for all our employees.

Under this program, we created a course on Anti-Money Laundering and Terrorist Financing, to provide training on adequate AML and TF practices. During 2020, 86% of employees of Banco Supervielle attended this training.



DURING THE REPORTED FISCAL, **4,373 EMPLOYEES** TOOK THE COURSE ON THE CODE OF ETHICS AT GRUPO SUPERVIELLE'S CAMPUS VIRTUAL.

Additionally, in 2020, we expanded our training strategy through Workplace, Grupo Supervielle's corporate social media, where we share information related to different topis on Ethics and Compliance. In particular, we dealt with aspects of our Code of Ethics such as Conflict of Interest, Gift Policy, Use of Social Media, Confidentiality of Information, Customer Policy, Fair Treatment, Diversity and Respect.

20 postings were made on awareness, which dealt with the following themes: "What we believe in", "Act Right", "Ethics vs. Compliance" and a specific posting on the "International Day against Corruption". We also delivered training sessions on "Obligations arising from the Marketing of Investment Products" and "Compliance and Good Practices".

+930
LIKES

+14,000
VIEWS

RANKING 15 OUT OF 90
IN THE INFLUENCERS RANKING

We also created the Knowledge Library in Workplace which contains all policies and procedures managed by the Compliance Department. We made the following postings in Workplace:

- We have Codes at Supervielle
- Compliance is here to assist you
- Customer Policy
- Ethics Line. How to use it.
- Ethics and Transparency
- Use of Social Media
- Difference between Ethics and Compliance
- Compliance Mental Map
- All of us are Compliance
- Act right
- E-learning on the Code of Ethics
- Confidentiality of Information
- Fair Treatment
- Conflicts of Interest and Objectivity
- International Anti-Corruption Day
- Gift Policy

During 2021 we will continue delivering training sessions and tutorials on procedures related to Compliance through this communication channel.

SOX Certification

As a foreign issuer before the Securities and Exchange Commission, Grupo Supervielle's SOX Department ensures alignment with the criteria set forth in the "Internal Control Framework" issued by the Committee of Sponsoring Organizations of the Treadway Commission ("COSO Report") and meets the requirements of sections 302, 404 and 906 of the Sarbanes Oxley Act (SOX). Within the organization structure, the SOX Department directly reports to the CFO.

Agile | **Leadership**

WE KNOW WHERE TO GO

Our IOL payroll grew by **159%** as compared to the prior year.

3,500 people used our Campus Virtual, which enabled them to take care of their health without disregarding their professional development.

96% of Grupo Supervielle employees received training sessions



WE ACCOMPANY OUR EMPLOYEES

COVID INITIATIVES

During the Covid-19 emergency, we focused on caring for people and our stakeholders, as detailed in the chapter Respect. Thus, Grupo Supervielle's management decided to accompany our employees through our Business Partners team, which led the crisis management initiatives and the preparation of protocols to support the remote continuity of operations and to guarantee the safety of those employees who had to work on site in our branch network.

Within that framework, we adapted from the start our working conditions to the mandatory protocols defined by the National Government and the governments of the provinces where we operate, implementing all necessary health measures in the workplace.

Despite the challenges imposed by the context, the initiatives implemented during 2020 to protect the health and well-being of our employees enabled us to continue with our actions intended to build leadership and with our main objectives, such as the creation of local employment, the development of value propositions for our employees, the creation of opportunities to develop and grow professionally and the promotion of an inclusive and culturally diverse work, among other.



DEVELOPMENT AND PERFORMANCE MANAGEMENT

Boost talent

During this year we worked on integration with a talent management platform that includes performance modules, work environment, continuous feedback and talent map. We started with pilot projects related to talks, pulse surveys and objective upload which enabled a real time testing of the tool that will be implemented in 2021.

At WorkPlace we centralize all communications related to our core processes, fostering curiosity and leadership, which enabled us to increase the visibility of internal opportunities, foster closeness and strengthen communication. As from its launching in March, we made over 80 postings and received 390 comments and 2155 reactions.

Banco Supervielle conducted 195 internal search processes, mapping 900 employees, and we continue working on talent identification, with a 30% increase as compared to 2019.

The business model led us to continue working with agile methodologies, to build new profiles such as Experience Leader, COE Leader, Tribe Leader, Agile Coach, Technical Leader (ETL), Scrum Master and Product Owner, associated with agile methodologies that are described in detail in the chapter Innovation.

Performance Assessments

We generate assessment spaces where our employees may work together with their leaders on objectives and competencies to develop, seeking to build close links that promote confidence. During the pandemic we adapted our performance assessment forms to an online format, facilitating and permitting virtual conversations.

3,945 performance assessments were carried out during the year, 79.8% of which correspond to women and 77.3% to men.

#ConversacionesQueImportan

We continued reinforcing feedback, recognition and feedforward as part of the conversations of employees with their leaders and team.

We work on a new Performance Model for 2021, which will be focused on objectives better aligned with the strategic pillars of the organization and the development of new competencies. We will include the Continuous Conversations module to give and receive feedback from any employee.

Business Partner

Business Partners are in charge of ensuring that human resources policies and practices are adequately implemented through actions and conversations oriented to promote leadership, cooperation and teamwork.

In a year marked by the COVID-19 pandemic our Business Partners team was key for the transformation derived from the new normal, with different initiatives for crisis management and preparation of prevention protocols to take care of our employees and customers.

COVID INITIATIVES

A new work organization method was established which enabled 1,200 people of all areas to work from their homes, with access to the same IT systems as in the workplace. Branch teams were divided into rotating groups every 14 days (bubbles) to ensure onsite operations and avoid the spread of COVID-19.

Mandatory COVID-19 prevention courses were delivered to all employees through Campus Virtual as well as in-person courses to raise awareness, delivered by Health and Safety experts. We doubled the number of professionals of our health team who were on duty 24x7. A health strategy was implemented for testing, confinement and follow-up of cases so as to protect the health of our employees and guarantee operation continuity in all the branches throughout the country.

A line for psychological advice was available to all employees, in charge of independent psychologists so as to guarantee confidentiality of the issues dealt with, whether personal, family-related and/or team management.

WE CARRIED OUT A STUDY WITH **350 LEADERS** TO KNOW ABOUT THE WORK CLIMATE AND TEAM COMMUNICATION IN THE NEW REMOTE WORK SCHEMES IMPOSED BY THE PANDEMIC.



Actions at Banco Supervielle

We continued working on leader empowerment, with individual meetings with leaders to train them on team management, advising them on how to handle difficult conversations. We continued with individual employee training with focus on decision-making. Taking into account the pandemic context, support was provided to employees of the branch network, since, unlike those doing home office, they worked onsite.

- Meetings at the home office with leaders and teams: **570**
- Individual Meetings with Division Managers: **180**
- Meetings with the commercial and operating Leader and the Business Center Manager: **18**
- Individual meetings with Branch managers: **732**
- Participation in Division Staff meetings with the teams: **72**
- Individual meetings with employees: **240**

Besides, we developed a Work Agreement Project which included 350 branch employees. The project lasted three months and consisted of monthly Feedback meetings and follow up of objectives, with the intent that they acquire digital marketing skills.

Actions at IUDÚ

In order to support and accompany our employees during the first months of the pandemic we made individual and group meetings through videocalls with 90% of the sales and channels employees. Thus, we expanded the communication channels and strengthened confidence and closeness between the employees and the organization. We also accompanied our teams in their needs and concerns related to the Covid-19 context:

- Communication of protocols.
- Group meetings with employees.
- Meetings with leaders and the health department for the implementation of protocols.
- Delivery and distribution of face masks, masks and screen partitions.



IN 2020 WE RAISED AWARENESS AMONG TEAMS AND LEADERS ON THE IMPORTANCE OF ABIDING BY SAFETY MEASURES TO OPTIMIZE HEALTH AND PRODUCTIVITY LEVELS WITHIN BRANCHES.

TRAINING

At Grupo Supervielle we create growth opportunities for our employees through training tools that promote their development in line with our strategic goals.

During 2020 we continued focusing on technical matters, team and personal management tools, mandatory regulations, languages and new work organization schemes.

96%
of Grupo Supervielle employees received training

5,018
employees

28
Average training hours per trained employee

$13,626
Investment per trained employee at Banco Supervielle

$50.6 millones
Total investment in training at Banco Supervielle

$2,268
Investment per trained employee at IUDÚ

105,000
Hours of training

$2.3 million
Total investment in training at IUDÚ

Investment in Training

Average hours of annual training by gender

	Women	Men
Banco Supervielle	30,29	27,41
IUDÚ	3,96	6,24
Tarjeta Automática	6,56	3,29
MILA	16,6	10,36
Cordial Servicios	5,86	7,45
IOL	15,28	14,21

Average hours of annual training by job category

	President/ Directors	Top Management	Managers	Middle managers	Staff
Banco Supervielle	0,37	53,38	69,31	33,2	26,89
IUDÚ	0	0,88	2	8,61	3,61
Tarjeta Automática	0	0	0	13,33	5,81
MILA	1	0	0	0	11,83
Cordial Servicios	0	1	5	3,6	6,89
IOL	38,22	9,82	12,95	14,71	14,37

Main Training Programs

We promote the development of leadership among our employees through continuous training and the support of the management of wok teams, listening to their needs so as to achieve the well-being of the group, particularly during the pandemic.

Training Program for Senior Officers. A multidisciplinary work to develop new and different ways to carry out strategic projects.

Team Building – Leadership Development. Work continued on building links that enhance the daily work through coaching tools and integration, communication and cooperation. Taking into account the pandemic, contents were created for the remote management of teams, with focus on the role of leaders and its teams and sharing good practices. Within the framework of this program, training spaces were created for the design of Objectives and Key Results (OKR). New workshops were designed such as Emotional Intelligence, Management of Change, Personal Value Brand, among other.

Internal Coaching Program. A training program was designed with two in-house coaches focused on conversation, interpersonal and conceptual aspects. 11 events were organized; attendance was open and voluntary

Monthly Talks on the Economic Situation. Talks were organized, open to all our employees, where experts analysed in depth the Economic Situation, generating a space for debate, consultation and learning.

Training in Transformation Program. We develop skills that are relevant for the future and for the evolution of our business. In 2020 we added content related to agility, transformation, change management and Design Thinking, among other.

Credit School Program. Addressed to commercial executives, this program is organized in three levels (Entrepreneurs and SMEs, SMES and Medium and Large Companies), grouped by roles in workshops that promote practice as a learning method to improve their expertise on credit analysis, balance sheets and financial statements.

Mandatory Regulations. We continued developing aspects related to mandatory regulations such as IFRS Standards, Anti-Money Laundering provisions and SOX rules, among others.

Training Program for Branches. Intended to facilitate our employees' learning of processes and tools related to their position, through online and self-managed content. Thus, employees working at a service center may complete its training with the Potencial Pyme course, where they will learn about bank branch customer service. Likewise, employees working at a branch may take the course on Senior Citizen Services.

Network Coaching Program. Addressed to the leaders of our commercial networks, operating heads and treasurers, covering 100% of leadership roles at branches and service centers.

Zoom. Intended to raise awareness on the new commercial management model of our branches and to promote consistency in our processes. We are working on a training plan that will be completed in 2021.

Training Program on Telephone Management Skills. During the pandemic, employees that carried out on-site management were faced with the need to manage commercial interactions remotely.

English. English lessons continued for Corporate Managers, Executives and all those employees that regularly use English for their activity.

Scholarships for Employees. A scholarship program was launched in partnership with well-known training institutions to cooperate in the development of Banco Supervielle's employees in their managerial, business or other specific roles.

IN 2020, WE DESIGNED A LEARNING PLAN TO LEVERAGE THE ROLE OF **40 INTERNAL TRAINERS** THAT HELP US SHARE KNOWLEDGE IN LINE WITH THE VALUES OF GRUPO SUPERVIELLE. DURING 2020, 40,000 HOURS WERE DEVOTED TO IN-HOUSE TRAINING.



Virtual meetings for PyMES with journalist and political analyst Carlos Pagni.

Campus Virtual

During the pandemic, our Campus Virtual played a key role to reach each of our employees and achieve learning at scale. Our platform offers asynchronous e-learning courses, real time online courses and courses of study intended to develop in depth a particular field of knowledge or skill.

Courses are organized according to the 70.20.10 model, which combines practice, interrelation with other people and formal learning methodology. Through readings, classes and training programs we offer various possibilities customized to all employees' needs. We have more than 200 options available to all employees. Each course delivers expected outcomes and our leaders may see their progress in real time, thus promoting both formal learning and learning through practice in their daily activities.

IN 2020, THE ROLE OF CAMPUS VIRTUAL, THAT HAD BEEN IN PLACE FOR ONE YEAR, WAS CRITICAL TO REACH EACH OF OUR EMPLOYEES DURING THE PANDEMIC. COURSES WERE DELIVERED TO 3500 ACTIVE USERS OF BANCO SUPERVIELLE, AND TO THE OTHER COMPANIES OF GRUPO SUPERVIELLE.

Workplace

In 2020 we implemented Workplace, a corporate social media platform that enables, among other, information sharing and live streaming. In a scenario featured by virtuality and remote work, Workplace is the new training channel, where we post contents that are in line with our training strategy. For more information on Workplace see chapter Innovation – "Internal Communication".

IU Leadership

We continued with the design and implementation of this program, addressed to 100 leaders of branches, contact centers and collection centers of IUDÚ. Workshops were delivered through Workplace which dealt with topics related to styles of leadership, leadership in VUCA (volatility, uncertainty, complexity and ambiguity) contexts, feedback and difficult conversations, Smart objectives, recognition and emotional intelligence. Through these training activities Workplace consolidated at IUDÚ's internal social media and was relaunched for Supervielle Seguros y FFVV Previsional.

100
TRAINING HOURS

97%
ACCEPTANCE BY PARTIPANTS

In IUDÚ we relaunched Star Me Up as a team recognition tool, we implemented chat bots for queries on the pandemic and we managed the Linkedin profile to start building a brand focused on employees' experience.

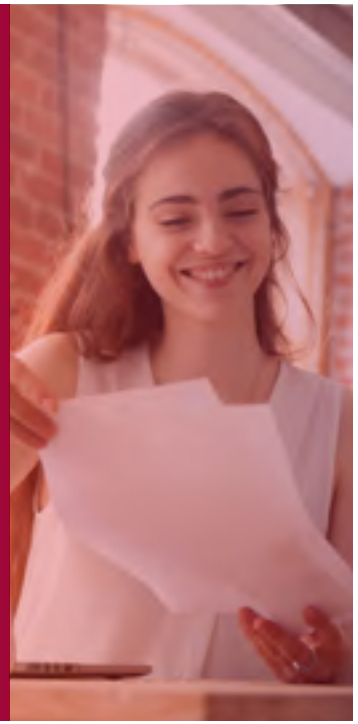
TALENT ATTRACTION AND DEVELOPMENT

Our employees are key for the development and innovation of our ecosystem. In 2020 we implemented our Employer Brand strategy based on the pillars of closeness, transformation, improvement and community. We also facilitated the recruiting process with the implementation of digital onboarding, we generated Linkedin content to increase engagement and provide more information to candidates during the selection process and developed training initiatives to promote digital talent hotbeds.

At Banco Supervielle

Young Professionals Program

The Young Professionals program was launched in early 2020, with a view to incorporating talent through an innovative recruiting process.
This program is aimed at students or graduates from different courses of study, mainly engineering. 9450 candidates applied for the program, 55 of whom participated in the Assessment Center. The selection was oriented to the following competencies: innovation and change, self-development, digital mindset, collaborative work, result oriented and global vision.
The 100% digital onboarding began on April 1 with 12 Young Professionals. In the first year, the program includes a follow-up with tutors, integration activities and training sessions on strategic, management and innovation



IT School

In Mendoza we created the IT School, to take advantage of the talent potential of the district and to create a hotbed of engineers.
The aim is to generate a scheme for professional growth and internal vacancy filling to cover IT positions, particularly in the development areas. Selected candidates participated in training sessions focused on technical skills: NetCore, OpenApi, C#, etc.

Events and Job Fairs

During the lockdown the traditional job fairs became virtual, and we participated as sponsors and lecturers.
We continued working with various universities, and we participated in marketing projects of Universidad Torcuato Di Tella.

At IUDÚ

Candidate's Digital Experience

With the implementation of new tools, such as gamification and 100% digital onboarding, we strengthened the recruiting process and consolidated our concept of employer brand.

At IUDÚ we implemented the Nawaiam videogame to know the work profile of candidates before having an interview with them. The game narrative requires that ethical decisions be made, which are assessed by AI. Results are not only available for the company but also for the candidates, which is beneficial for both parties before actual hiring. This year, the new selected "iuduers" had a 100% digital onboarding. An app was created for them to complete their record data and have access to the company's information, even before actual hiring. On their first day of work they received the work tools and a welcome breakfast, and during the first months they were monitored through follow up surveys.

Launching of the IUDÚ Referral Program

In 2020 we implemented a Beta version of an employee referral program for recruiting IT and Data Mining profiles (the first profiles were already recruited), thus reducing by 93% our consultancy costs. Employees involved in the referral were rewarded with a $10.000 gift card.

RATE OF NEW HIRES
11.2%

RATE OF TERMINATIONS
12%

New Hires and Terminations

		Banco Supervielle	IUDÚ	TA	MILA	Cordial Servicios	Supervielle Seguros	Bróker de Seguros	SAM	IOL	Grupo Supervielle	On a consolidated level
Total New Hires	Number	276	119	26	0	1	28	22	0	88	0	**560**
	Rate of New Hires[1]	7.4%	25.1%	6.8%	0.0%	0.8%	21.7%	100.0%	0.0%	65.2%	0.0%	**11.2%**
Total Terminations	Quantity	412	97	63	3	1	21	0	1	23	2	**623**
	Rate of Terminations[2]	11.1%	20.4%	16.4%	10.3%	0.8%	16.3%	0.0%	9.1%	17.0%	28.6%	**12.0%**

[1] Rate of new hires: means the result of dividing the number of hires during 2020 by the number of active employees as of December 31 of the same year.

[2] Rate of termination: means the result of dividing the number of terminations during 2020 by the number of active employees as of December 31 of the same year.

New Hires by Gender and by Company

		Banco Supervielle	IUDÚ	TA	MILA	Cordial Servicios	Supervielle Seguros	Bróker de Seguros	SAM	IOL	Grupo Supervielle	On a consolidated level
Women	Number	109	76	22	0	1	9	10	0	20	0	**247**
	Rate	6.0%	26.6%	7.0%	0.0%	1.4%	12.2%	100.0%	0.0%	60.6%	0.0%	**9.5%**
Men	Number	167	43	4	0	0	19	12	0	68	0	**313**
	Rate	8.8%	22.8%	5.6%	0.0%	0.0%	34.5%	100.0%	0.0%	66.7%	0.0%	**13.0%**

New Hires by Age and Company

		Banco Supervielle	IUDÚ	TA	MILA	Cordial Servicios	Supervielle Seguros	Bróker de Seguros	SAM	IOL	Grupo Supervielle	On a consolidated level
< 30	Number	196	56	17	0	0	4	8	0	48	0	**329**
	Rate	34.1%	39.2%	9.4%	0.0%	0.0%	17.4%	100.0%	0.0%	67.6%	0.0%[3]	**32.0%**
31 - 40	Number	52	44	6	0	1	13	9	0	30	0	**155**
	Rate	3.6%	19.6%	3.4%	0.0%	1.6%	20.0%	100.0%	0.0%	63.8%	0.0%	**7.6%**
41 - 50	Number	22	17	3	0	0	10	4	0	9	0	**65**
	Rate	1.8%	18.5%	11.1%	0.0%	0.0%	27.8%	100.0%	0.0%	56.3%	0.0%	**4.5%**
> 50 años	Number	6	2	0	0	0	1	1	0	1	0	**11**
	Rate	1.3%	12.5%	0.0%	0.0%	0.0%	20.0%	100.0%	0.0%	100.0%	0.0%	**2.2%**

IN 2020 THE "IOLERS" PAYROLL INCREASED BY **159%** AS COMPARED TO THE PREVIOUS YEAR, IN LINE WITH THE EXPONENTIAL GROWTH OF THE BUSINESS AS A RESULT OF THE STRONG TRANSFORMATION WORK MADE ON INTERNAL PROCESSES AND OUR POSITIONING AS EMPLOYER BRAND.

During this year Supervielle Seguros payroll increased by 22% as compared to the previous year. That increase led to an improvement of processes and the creation of the Product Department and the areas of Product, UX, BI, Marketing and Communication, IT Architecture, IT Security, IT Governance and Commercial for the Insurance Brokers channel. The growth of the payroll also led to a review of the tasks to adjust to the needs of our customers, mainly during the pandemic.

[3] No employees in this category.

Terminations by Gender and Company

	Banco Supervielle		IUDÚ		TA		MILA		Cordial Servicios		Supervielle Seguros		Broker de Seguros		SAM		IOL		Grupo Supervielle		On a consolidated level	
	Number	Rate	Number	Rate	Number	Rate	Number	Rate	Number	Rate	Number	Rate	Number	Rate	Number	Rate	Number	Rate	Number	Rate	Number	Rate
Women	166	9.2%	65	22.7%	48	15.3%	1	20.0%	0	0.0%	11	14.9%	0	0.0%	1	100%	3	9.1%	2	40.0%	297	11.0%
Men	246	13.0%	32	16.9%	15	20.8%	2	8.3%	1	2.2%	10	18.2%	0	0.0%	0	0%	20	19.6%	0	0.0%	326	14.0%

Terminations by Age and Company

		Banco Supervielle	IUDÚ	TA	MILA	Cordial Servicios	Supervielle Seguros	Broker de Seguros	SAM	IOL	Grupo Supervielle	On a consolidated level
< 30	Number	179	37	34	0	0	6	0	1	11	0	**268**
	Rate	31.2%	25.9%	18.8%	0.0%	0.0%	26.1%	0.0%	50.0%	15.5%	0.0%[4]	**26.0%**
31 - 40	Number	98	45	28	2	1	10	0	0	10	0	**194**
	Rate	6.8%	20.1%	16.1%	12.5%	1.6%	15.4%	0.0%	0.0%	21.3%	0.0%	**10.0%**
41 - 50	Number	58	14	1	1	0	4	0	0	2	1	**81**
	Rate	4.7%	15.2%	3.7%	10.0%	0.0%	11.1%	0.0%	0.0%	12.5%	50.0%	**6.0%**
> 50	Number	77	1	0	0	0	1	0	0	0	1	**80**
	Rate	16.9%	6.3%	0.0%	0.0%	0.0%	20.0%	0.0%	0.0%	0.0%	33.3%	**16.0%**

[4] No employees in this category

REMUNERATION

GRI 102-38, 102-39, 405-2

The analysis of the salary structure helps us review how we remunerate the performance of our employees, how we retain talents and keep the competitive level of the organization, in line with the labor market trends.

During this year we conducted a review (compensation window) to analyze and determine the promotion of positions and salary adjustments of the payroll. For the process we took into account the benchmark market, the level of equality of the organization and different management and talent variables. To maximize data analysis, we implemented data scoreboards with data of the payroll system and the Human Resources records, to merge multiple variables in a simultaneous and dynamic way and leverage our decisions.

At IUDÚ we began salary restructuring in line with the transformation towards an agile organization, where traditional positions coexist together with those required by the new technologies. We focused on priority positions and their salary expectations and during 2021 we will consolidate the compensation model based on a functional structure.

At Grupo Supervielle we respect salary equality between women and men under the same working conditions. Remunerations are determined by the duties performed, years of service and market benchmarks.

Ratios of Base Salary and Remuneration of Women as Compared to Men by Job Category[5]

The base salaries of Grupo Supervielle companies that are under collective work agreement are defined according to what is established in those agreements and are not differentiated based on gender. In the case of Broker de Seguros, SAM and Grupo Supervielle (Holding) it is not possible to establish the ratio between men and women, given that the payroll of employees at the end of the period did not had workers of both genders in the same position for comparison.

	Banco Supervielle	IUDÚ	TA	MILA	Cordial Servicios	Supervielle Seguros	Broker de Seguros	SAM	IOL	Grupo Supervielle
Staff	0.94	0.79	1.9	1.03	1	0.94	0.99	0.58	0.7	0.63

	Total annual compensation ratio[6]	Increase in total annual compensation percentage ratio[7]
Banco Supervielle	7,78	N/A
IUDÚ	6,7	0,91
Tarjeta Automática	4,3	1,02
MILA	1,74	1,06
Cordial Servicios	4,68	1
Supervielle Seguros	7,63	N/A
Broker de Seguros	2,47	N/A
SAM	2,09	1
IOL	2,84	0,71
IOL Argentina	2,71	0,64
Grupo Supervielle	3,2	1,06

N/A: No comparison is possible due to the lack of a similar position or person of any gender.

[5] The value of average remuneration considered for the evaluation of ratios includes the base salary and additional concepts considered as benefits for personnel. For confidentiality reasons only information about "Staff" category is displayed.

[6] Ratio of total annual compensation of the highest paid person to the median compensation Total Annual of all employees (excluding the highest paid person).

[7] Ratio of percentage increase in the total annual compensation of the best paid person compared to the median percentage increase in total annual compensation for all employees (excluding highest paid person).

DIVERSITY AND EQUAL OPPORTUNITIES

At Grupo Supervielle we promote a work environment where our employees may develop their potential within a framework of respect, privacy and appreciation of the human being. This is why we do not accept discriminatory or harassing actions or comments under any circumstance.

In 2020 we formed a multidisciplinary team to define the Diversity and Inclusion strategy of the organization from a collaborative perspective.

BANCO SUPERVIELLE RANKED 14 AMONG THE BEST EMPLOYERS ACCORDING TO APERTURA MAGAZINE, ONE PLACE HIGHER THAN IN 2019. WE CONTINUED BEING THE THIRD BEST BANK TO WORK IN ARGENTINA DUE TO OUR MANAGEMENT POLICIES AND PRACTICES DEVELOPED WITH PEOPLE.

Grupo Supervielle Employees

GRI 102-8, 405-1

Our ecosystem is made up of over 5,000 employees that work in an environment of diversity, with opportunities to leverage their talent in the different companies of Grupo Supervielle.

Total Number of Employees

Banco Supervielle	IUDÚ	TA	MILA	Cordial Servicios	Supervielle Seguros	Broker de Seguros	SAM	IOL*	Grupo Supervielle	On a consolidated level
3,706	475	385	29	119	129	22	11	135	7	**5,018**

Employees by Gender

		Banco Supervielle	IUDÚ	TA	MILA	Cordial Servicios	Supervielle Seguros	Broker de Seguros	SAM	IOL	Grupo Supervielle	On a consolidated level
Women	Number	1,810	286	313	5	73	74	10	1	33	5	**2.610**
	Percentage	49%	60%	81%	17%	61%	57%	45%	9%	24%	71%	**52%**
Men	Number	1,896	189	72	24	46	55	12	10	102	2	**2.408**
	Percentage	51%	40%	19%	83%	39%	43%	55%	91%	76%	29%	**48%**

Percentage over total category

	Distribution by category and gender	Value for 2020
Women	Presidents / Directors	16,7%
	Top Management	8,7%
	Managers	29,7%
	Middle managers	36,7%
	Staff	55,6%
Men	President / Directors	83,3%
	Top Management	91,3%
	Managers	70,3%
	Middle managers	63,3%
	Staff	44,4%

Employees by Age

	Banco Supervielle		IUDÚ		TA		MILA		Cordial Servicios		Supervielle Seguros		Bróker de Seguros		SAM		IOL		Grupo Supervielle		On a consolidated level	
	Number	%	Number	%	Number	%	Number	%	Number	%	Number	%	Number	%	Number	%	Number	%	Number	%	Number	%
< 30	574	15%	143	30%	181	47%	1	3%	24	20%	23	18%	8	36%	2	18%	71	53%	0	0%	1.027	20%
31 - 40	1.439	39%	224	47%	174	45%	16	55%	62	52%	65	50%	9	41%	4	36%	47	35%	2	29%	2.042	41%
41 - 50	1.237	33%	92	19%	27	7%	10	34%	20	17%	36	28%	4	18%	4	36%	16	12%	2	29%	1.448	29%
> 50	456	12%	16	3%	3	1%	2	7%	13	11%	5	4%	1	5%	1	9%	1	1%	3	43%	501	10%

Percentage over total category

	Distribution by category and age	Value for 2020
Age: <30	Presidents / Directors	0,0%
	Top Management	0,0%
	Managers	1,9%
	Middle managers	4,6%
	Staff	23,9%
Age: 31 -40	Presidents / Directors	0,0%
	Top Management	8,7%
	Managers	32,3%
	Middle managers	40,6%
	Staff	41,3%

	Distribution by category and age	Value for 2020
Age: 41 -50	Presidents / Directors	33,3%
	Top Management	52,2%
	Managers	44,3%
	Middle managers	41,0%
	Staff	26,2%
Age: <50	Presidents / Directors	66,7%
	Top Management	39,1%
	Managers	21,5%
	Middle managers	13,8%
	Staff	8,7%

Employees by Age and Gender

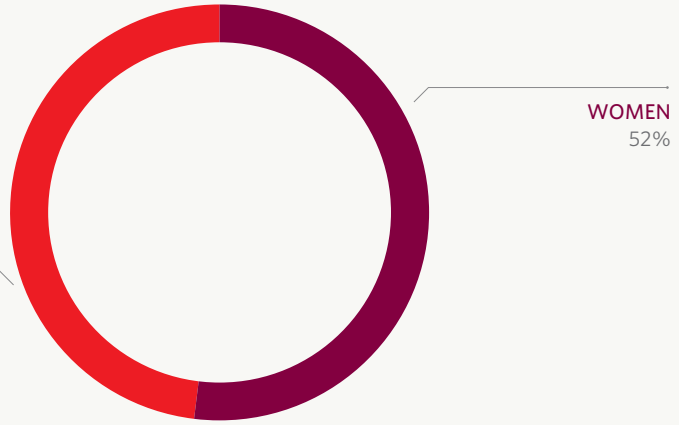
		Banco Supervielle		IUDÚ		TA		MILA		Cordial Servicios	
		Women	Men	Women	Men	Women	Men	Women	Men	Women	Men
< 30	Number	281	293	103	40	151	30	0	1	16	8
	Percentage	49%	51%	72%	28%	83%	17%	0%	100%	67%	33%
31 - 40	Number	773	666	137	87	142	32	4	12	39	23
	Percentage	54%	46%	61%	39%	82%	18%	25%	75%	63%	37%
41 - 50	Number	631	606	41	51	20	7	1	9	10	10
	Percentage	51%	49%	45%	55%	74%	26%	10%	90%	50%	50%
> 50	Number	125	331	5	11	0	3	0	2	8	5
	Percentage	27%	73%	31%	69%	0%	100%	0%	100%	62%	38%

		Supervielle Seguros		Broker de Seguros		SAM		IOL		Grupo Supervielle		On a consolidated level	
		Women	Men	Women	Men	Women	Men	Women	Men	Women	Men	Women	Men
< 30	Number	15	8	4	4	0	2	16	55	0	0	**586**	**441**
	Percentage	65%	35%	50%	50%	0%	100%	23%	77%	0%	0%	**57%**	**43%**
31 - 40	Number	39	26	5	4	1	3	10	37	2	0	**1.152**	**890**
	Percentage	60%	40%	56%	44%	25%	75%	21%	79%	100%	0%	**56%**	**44%**
41 - 50	Number	17	19	1	3	0	4	7	9	0	2	**728**	**720**
	Percentage	47%	53%	25%	75%	0%	100%	44%	56%	0%	100%	**50%**	**50%**
> 50	Number	3	2	0	1	0	1	0	1	3	0	**144**	**357**
	Percentage	60%	40%	0%	100%	0%	100%	0%	100%	100%	0%	**29%**	**71%**

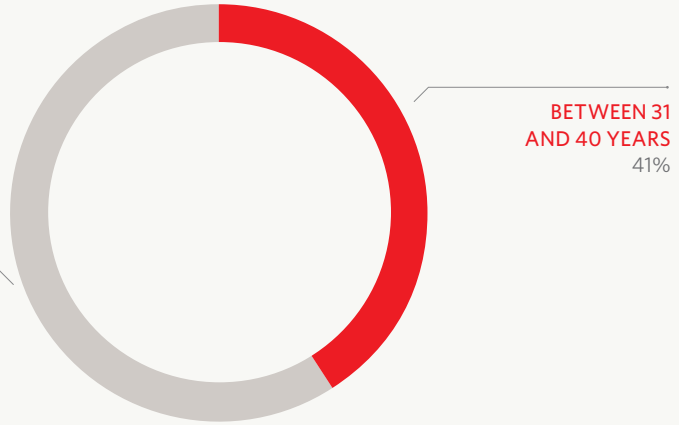
Employees by Geografical region, gender and category

	Job family	Women	Men	Total
Buenos Aires	President + Director	0	1	1
	Top Management	0	4	4
	Managers	6	23	29
	Middle managers	73	104	177
	Staff	861	368	1.229
	Total	**940**	**500**	**1.440**
CABA	President + Director	1	4	5
	Top Management	2	16	18
	Managers	25	75	100
	Middle managers	127	239	366
	Staff	790	927	1.717
	Total	**945**	**1.261**	**2.206**
Centro	Managers	0	2	2
	Middle managers	8	19	27
	Staff	147	86	233
	Total	**155**	**107**	**262**
Cuyo	Managers	2	6	8
	Middle managers	28	47	75
	Staff	352	390	742
	Total	**382**	**443**	**825**
NEA	Middle managers	3	3	6
	Staff	15	15	30
	Total	**18**	**18**	**36**
NOA	Top Management	0	1	1
	Managers	1	2	3
	Middle managers	7	9	16
	Staff	51	50	101
	Total	**59**	**62**	**121**
Patagonia	Managers	13	3	16
	Middle managers	1	5	6
	Staff	97	9	106
	Total	**111**	**17**	**128**

EMPLOYEES BY GENDER



EMPLOYEES BY AGE



Employees by Type of Employment Contract

	Banco Supervielle		IUDÚ		TA		MILA		Cordial Servicios		Supervielle Seguros		Bróker de Seguros		SAM		IOL		Grupo Supervielle		On a consolidated level	
	Number	%	Number	%	Number	%	Number	%	Number	%	Number	%	Number	%	Number	%	Number	%	Number	%	Number	%
Indefinite term	3,685	99%	460	97%	369	96%	29	100%	117	98%	129	100%	22	100%	11	100%	121	90%	7	100%	4,950	99%
Temporary	21	1%	15	3%	16	4%	0	0%	2	2%	0	0%	0	0%	0	0%	14	10%	0	0%	68	1%

Employees by Type of Employment Contract and by Gender

		Banco Supervielle		IUDÚ		TA		MILA		Cordial Servicios	
		Women	Men	Women	Men	Women	Men	Women	Men	Women	Men
Indefinite term	Number	1,802	1,883	272	188	299	70	5	24	71	46
	Percentage	49%	51%	59%	41%	81%	19%	17%	83%	61%	39%
Temporary	Number	8	13	14	1	14	2	0	0	2	0
	Percentage	38%	62%	93%	7%	88%	13%	0%	0%	100%	0%

		Supervielle Seguros		Bróker de Seguros		SAM		IOL		Grupo Supervielle		Consolidado	
		Women	Men	Women	Men	Women	Men	Women	Men	Women	Men	Women	Men
Indefinite term	Number	74	55	10	12	1	10	29	92	5	2	**2,568**	**2,382**
	Percentage	57%	43%	45%	55%	9%	91%	24%	76%	71%	29%	**52%**	**48%**
Temporary	Number	0	0	0	0	0	0	4	10	0	0	**42**	**26**
	Percentage	0%	0%	0%	0%	0%	0%	29%	71%	0%	0%	**62%**	**38%**

Employees by Type of Employment Contract and by Region

	Banco Supervielle		IUDÚ		TA		MILA		Cordial Servicios	
	Indefinite term	Temporary	Indefinite term	Temporary	Indefinite term	Temporary	Indefinite term	Temporary	Indefinite term	Temporary
Buenos Aires	779	12	332	8	209	3	12	0	48	2
CABA	1,931	7	7	0	0	0	0	0	47	0
Centro	176	0	39	0	21	1	8	0	7	0
Cuyo	764	2	13	1	13	1	2	0	14	0
NEA	0	0	14	1	17	1	3	0	0	0
NOA	27	0	28	2	27	4	2	0	1	0
Patagonia	8	0	27	3	82	6	2	0	0	0

	Supervielle Seguros		Bróker de Seguros		SAM		IOL		Grupo Supervielle		On a consolidated level	
	Indefinite term	Temporary	Indefinite term	Temporary	Indefinite term	Temporary	Indefinite term	Temporary	Indefinite term	Temporary	Indefinite term	Temporary
Buenos Aires	35	0	0	0	0	0	0	0	0	0	**1.415**	**25**
CABA	68	0	22	0	11	0	92	14	7	0	**2.185**	**21**
Centro	10	0	0	0	0	0	0	0	0	0	**261**	**1**
Cuyo	15	0	0	0	0	0	0	0	0	0	**821**	**4**
NEA	0	0	0	0	0	0	0	0	0	0	**34**	**2**
NOA	1	0	0	0	0	0	29	0	0	0	**115**	**6**
Patagonia	0	0	0	0	0	0	0	0	0	0	**119**	**9**

Employees by Type of Working Day and by Gender

	Total Employees		Women		Men	
Full time	**4,545**	**91%**	**2,239**	**49%**	**2,306**	**51%**
Part time	**473**	**9%**	**371**	**78%**	**102**	**22%**

FREEDOM OF ASSOCIATION

GRI 102-41

At Grupo Supervielle we respect individual and collective freedoms of our employees and we maintain a healthy relationship with unions and their local, regional and national representatives.

During this year we negotiated and agreed various collective bargaining agreements. In that sense, we guarantee access to information through our Human Resources Management Center, where all the information related to the agreement, payment of salaries and benefits, among other, is available, as well as our corporate social media, where we post projects, protocols and news of Grupo Supervielle.
Breakdown of employees under collective bargaining agreements and enrolled in trade unions by subsidiary:

Banco Supervielle	IUDÚ	TA	MILA	Cordial Servicios	Supervielle Seguros	Bróker de Seguros	SAM	IOL*	Grupo Supervielle	On a consolidated level
99.5%	41.3%	94.0%	62.1%	99.2%	93.8%	0.0%	0.0%	31.1%	0.0%	**90.5%**

* The information of the IOL companies was reported on a consolidated basis.



GENDER VIOLENCE

We renewed our commitment to end gender violence through awareness campaigns and through support and assistance actions. Banco Supervielle has a protocol for assistance of gender victims in place since 2017, which establishes a specific framework of action which is activated once a report is made at the police station, court or corresponding governmental agency.

- Containment by the Employee Assistance Area.
- Legal assistance.
- Confidentiality when dealing with the situation
- Relocation of the employee for safety purposes, if required.
- Special paid leave as from submission of the report.
- Emergency loans and bank guarantee for tenants while the case is being sold.
- Economic aid for child care in case the victim and their family group decide to move.

The Commission of Assistance to Victims of Gender-Based Violence of Banco Supervielle also invites trade union delegates to participate in support and assistance actions, in addition to carrying out prevention campaigns and dissemination of protection protocols.

In 2020 **6 cases** were reported which were handled through the assistance protocol and we provided support and advice in **10 cases**.

The channel of the Employee Assistance Area for queries and support is gestionsocialalempleado@supervielle.com.ar



References: Speak up! Gender violence is everyone's responsibility

BENEFITS

Our priority was the health and well-being of our employees and their families during the pandemic. Therefore, we adapted their benefits so that they could continue enjoying them from home.

Your Health

During the Covid-19 crisis we intensified the actions to safeguard the health of our employees, as explained in more detail in chapter Respect. Therefore, we continued with the implementation of the Corporate Health Program of Grupo Supervielle, focused on improving the health services country-wise.

All those employees that were required to work onsite were included in the free-of-charge influenza vaccine campaign. 1,342 employees of Banco Supervielle were vaccinated in Buenos Aires, Mendoza, Santa Fe and Córdoba, while in San Luis the influenza vaccine was provided by the provincial government and in San Juan the cost of the vaccine was reimbursed to our employees.

During lockdown, Home Office doctors held online consultations, thus reaching all our employees across the country and their families. We offered the services of a nutritionist, a skin specialist and a heart specialist. Appointments were made through an online reservation system. Our employees could also benefit from the online services provided by in company health insurance companies.

An event was held together with pharmaceutical company Pierre Fabre and OpenPharma pharmacies, where by means of games employees gained awareness of the importance of dental and skin care. Related products were sold at special prices.

Your Well-being

Benefit	Grupo	Banco Supervielle	IUDÚ	IOL
Vacations: 3 weeks as from the third year of tenure				✔
Paid leave 1 week as from the eight year of tenure				✔
Study Leave: 2 extra days				✔
Day off on birthday	✔			
Yoga and sports from home: soccer, volleyball, basketball and running	✔			
Alliance with fitness centers with online classes	✔			
Running team: we encourage the practice of sports at home and we organized 10 km and 5 km races where each participating employee participated individually from their area of residence.		✔		
Healthy and gluten free products in our vending machines, which now operate through a QR code to reduce the use of plastic and are more environmentally friendly		✔		
Bike parking		✔		

Your Economy

Benefit	Grupo	Banco Supervielle	IUDÚ	IOL
Up-grade of Black and Signature credit cards, to improve the credit offer for our employees		✔		
Special prices in Home, Car and Technology, among other	✔			
Prime rates for personal loans and time deposits		✔		
Discounts in safe deposit boxes		✔		
Discounts at certain computer, stationery and duty-free stores	✔			
Special prices for online purchases of certain brands of food, apparel, personal care, organic products and wineries	✔			
Discounts at Lavapp in laundry services across the country	✔			

Your Future

Benefit	Grupo	Banco Supervielle	IUDÚ	IOL
Wedding: our collaborators can opt for a gift or a bonus		✔		
Breastfeeding kits and baby birth gifts for new parents		✔	✔	
Birth bonus		✔		
Extended parental leave		✔		
Breast pumping room		✔		
School kit: we grant points to use in an online store of school supplies; 86% of our employees used that benefit.	✔			
Great discounts at Universities and Languages Centers	✔			

Family Activities

With a view to contributing to the work-personal life balance an event was held at Paseo la Plaza in the city of Buenos Aires, where our employees' children learnt how to build paper cities and how to protect the environment. In addition, as part of the virtual celebration of the Bank Employee Day, our employees were invited to an exclusive Martín Bossi show online. On Book Day's eve, we organized book store voucher raffles. We provided online healthy cooking classes.

At IUDÚ we increased our well-being proposals during the pandemic. The benefits were online so they reached all our employees country-wise, strengthening the federal spirit of Grupo Supervielle.



Parental Leave

	Women	Men
Total number of employees who were entitled to parental leave	2,609	2,408
Total number of employees who enjoyed parental leave (starting in 2020)	105	61
Number of employees who were supposed to return to work in 2020 after parental leave	129	54
Total number of employees who returned to work in 2020 after parental leave	126	54
Total number of employees who returned to work after their parental leave during the year prior to the reported year (effective date of return: 2019).	147	53
Total number of employees who returned to work after their parental leave during the year prior to the reported year and remained for 12 months.	138	50
Rate of Return to Work	**97.67%**	**100%**
Rate of Retention	**93.88%**	**94.34%**

AT GRUPO SUPERVIELLE WE OFFER AN EXTENDED 30 CALENDAR DAY PARENTAL LEAVE, TO ACCOMPANY THEM IN THE MOST SPECIAL MOMENTS OF THEIR LIVES.

Agile | **Innovation**

WE CHANGE WITH IDEAS

We launched Human Banking, a philosophy that shows the balance between human and technological aspects.

We launched IUDÚ, a platform that enables access to a wide array of digital banking services.

We began the insurance digital transformation process with life and home insurance.



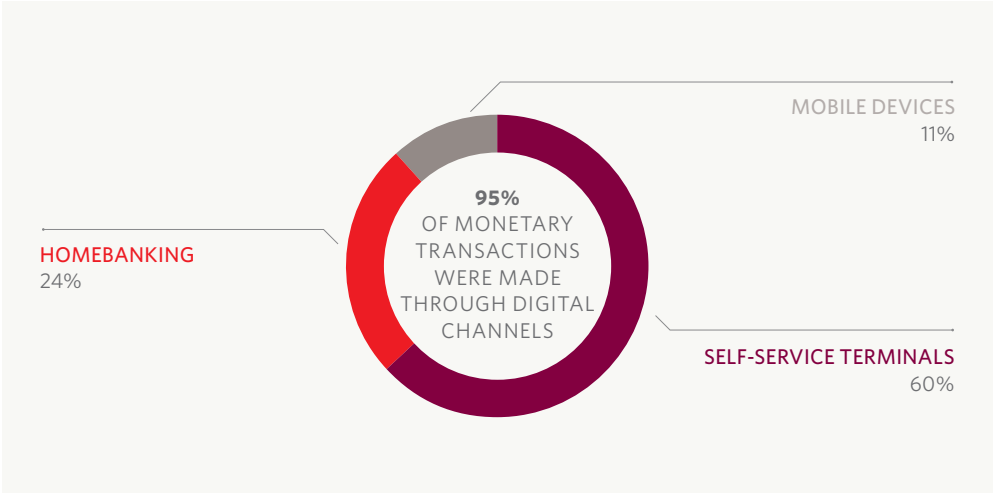
DIGITAL TRANSFORMATION

The world is constantly evolving, people change, customers increasingly demand speedy and quality answers, and we want to meet their expectations. This is why in 2018 at Banco Supervielle we started an ambitious digital transformation project and adopted agility as a vital part of our work culture and philosophy.

Digital transformation is outwards and also inwards. It takes into account users, employees and the product or service. The key to success is to have a comprehensive approach. This became particularly true during 2020, when we accelerated digital transformation initiatives already implemented to offer our customers safer and more flexible channels during the health crisis. At Banco Supervielle, IUDÚ and InvertirOnline we escalated an operating model based on agile methodologies. As part of this process we communicated our Human Banking concept: how we understand transformation and how we relate with people.

As a result, we managed to implement new digital tools, we promoted financial education and we extended the use of our products:

WE ADOPT AGILITY AS OUR WAY OF DOING THINGS, AS THE ENGINE THAT DRIVES TRANSFORMATION.



76% of time deposits were made through digital channels.

661% of the growth of personal loans originated from digital channels.

44 tutorials were published in the web, with 1,080,218 views.

Human Banking

In 2020, we launched the "Human Banking" campaign, intended to show a balance between human and technological aspects. "Human" because of Supervielle's mission to be close to its customers, understand their needs and offer solutions to satisfy said needs. "Banking" is humanized technology, that applies to all digital developments and facilitates the customer experience. Human Banking is a philosophy, a way to relate with people which implies listening and being listened to, in the understanding that a good experience requires a good solution.

We are strengthening our technological capabilities and generating new business models that boost our ecosystem and improve our value proposition. In particular, Human Banking was in the core of the innovations implemented during 2020 with a view to helping our customers during the pandemic, such as Supervielle Jubilados App, fingerprint operated *Cajas Rápidas* and the exclusive benefits and promotions most valued by users. We offered specific functionalities for the SMEs and Business Segment, such as the possibility to issue several Echeqs at the same time through Online Banking. We improved our onboarding with the implementation of an agile, simple online process and we improved the capacity of Tienda Supervielle to drive the growth of online purchases.

COVID INITIATIVES

In line with the Human Banking experience and the lockdown, in 2020 the social media were key to keep us communicated with our customers and answer their queries. Evidence of this was the growth of followers on Instagram (+99%), LinkedIn (+45%) and YouTube (+20%).

New Operating Model: consolidation of the Agile methodology

At Banco Supervielle we promote the adoption of agile methodologies to boost a flexible, autonomous and efficient management, to minimize efforts and achieve the highest value in the shortest time. The Agile methodology promotes conversations and personal interactions and fosters team autonomy. The proposal is to prove, fail, correct, improve and move with such speed as is required by our volatile and changing world.

In 2020 we went for more: we aligned to an organizational model that is made of experiences, tribes made of squads and teams, excellence centers and support areas. Through the synergy of these components, empowered with decision making power and with specific skills, we activated our #ModoCliente to deliver more value.



Our digital transformation process

Our business model evolves and transforms SUPERVIELLE so that it may achieve success in a digital world, focused on profitability and growth.

Transform the Core to drive Customer Experience

- Customer Experience / Centricity
- Agile
- Efficiency
- Data Driven

Partnerships

INCREASE · avancargo · 123SEGURO · Blended

Develop Digital Attackers

IUDÚ · Invertironline

- Multisegment
- Safe, secure and trusted online environment
- Simpler products with greater transparency
- The most complete range of digital banking services offering a comprehensive customer experience

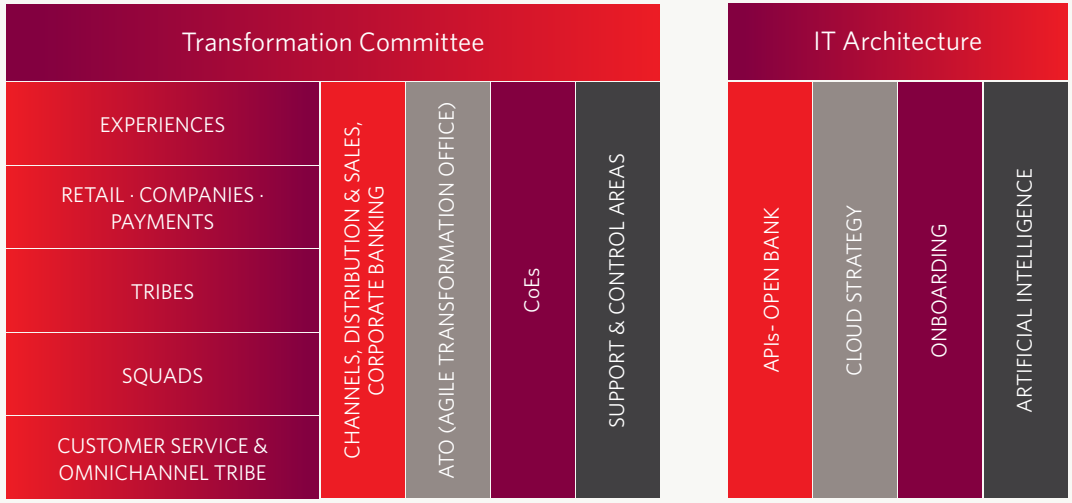
DOLARIOL

API's
USA
Onboarding
Remunerated account
Dollar Mep

Build an Ecosystem

- Better understanding customer needs
- More personalized propositions
- Deeper customer engagement

BANKING BUSINESS



CONSUMER FINANCE

DIGITAL CHANNELS

- Walmart App: **120k** active customers as of September
- 4 public APIs to sell products

NEW BRANDS

IUDÚ - DeAutos

INTELLIGENCE

- Pipedrive: CRM
- Acoustic: Marketing campaigns

INNOVATION

- MiCa[1]: Chat bot **+111k** in Sep
- Digital Onboarding: **8k** in Sep [90% Credit Card 10% Personal Loans]
- Mobile payments: **100k** as of Sep

[1] Mica is the internal name of our chat/bot Agent. Digital Onboarding and Mobile Payments functionalities were released in late April

During the last quarter of 2020 we implemented a new phase of our #EvoluciónÁgil. With this new operating model we organized our teams in 11 agile tribes and over 50 squads - which are integrated but work separately – to work on the following:

Customer journey: we focused on the customer's vision during its journey along the multiple channels, so as to ensure a uniform experience and minimize grievances.

Metrics: we implemented a new model based not on quantity but rather on quality, which will lead us to develop transformation.

Excellence Centers: we focused on knowledge, best practices, internal disclosure and the creation of implementation communities.

Culture and Education: we adopted behaviorrs and ways of thinking that enable an agile transformation at scale.

Agility in IUDÚ

During 2020 we started a digital transformation process with a view to achieving a more agile and horizontal structure that improves customer experience. In November we launched the new platform, offering a wide array of digital financial services and improving our operating scheme with three main tribes mainly focused on focused on customer acquisition, loyalty and delinquency/close, based on the usual steps of transactions. For that process teams were selected and trained in the new methodology, adaptations were made as required for the transition and a communication plan was designed to inform employees of the progress and effects of the changes made.

Agility in InvertirOnline

For the launching of the new operating model we informed our employees about basic agile concepts, and the Individuals department participated in the organization of the work squads. At year end there were 4 tribes working in stock exchange products, mass consumption products, onboarding and internal tools.

Strengthening Insurance Digitalization

At Supervielle Seguros we conducted an organizational analysis – at internal level and with customers – to analyse pain points in the digital transformation processes. We surveyed three minimum viable products (MVP), which will be implemented soon.



Internal Communication

102-21

We foster digital and cultural transformation within the organization through campaigns and spaces that promote conversation and the exchange of experiences.

#TransformarseEsSupervielle

The #TransformarseEsSupervielle campaign is aimed at improving our customers' experiences in an environment of constant change, greater expectations and more diversified demands. Since its launching, all internal communications were related to transformation, in line with the newly adopted agile squad work methodologies.

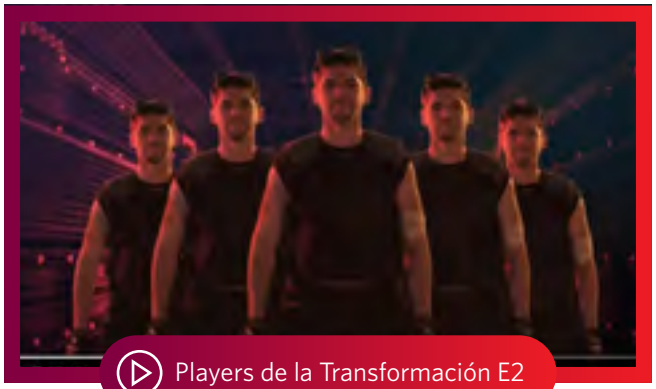
To communicate this transformation at an internal level we started to tell stories related to the process of change we were undergoing. We created initiatives such as **Transformation Players**, based on Transformers, the famous science fiction saga; **OOPS!**, to encourage our employees, through the experience of our leaders, to learn from mistakes and improve; or **Influencers**, creating referents that represent the transformation spirit within the organization and communicate the culture of change.

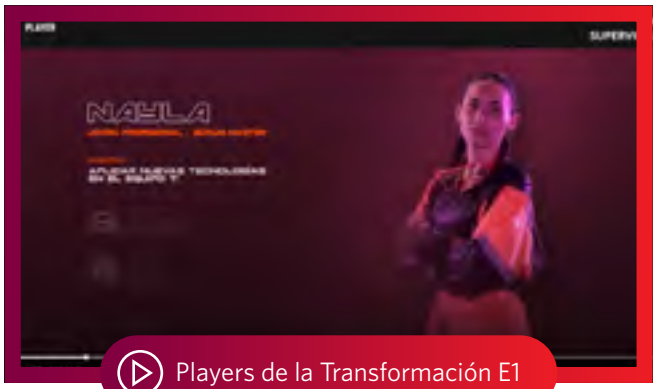
> Evolution has been speedy and overwhelming, the survival of a company throughout so many years depends on its capacity to transform
>
> **Mariano Muñiz**
> Head of Internal Communications, Banco Supervielle



A documentary series was made for Linkedin "Players de la Transformación" where teams tell how digital transformation is lived from within. We released 3 chapters with different concepts, testimonies of employees and customers to give visibility to the transformation process and to promote the employers' brand.







With **OOPS!** we demystified that mistakes are wrong by showing that we can learn from them. The concept was introduced with an impact campaign including an event where two leaders of Banco Supervielle talked about their mistakes and how they used such mistakes as an incentive to learn and improve. In addition, we encouraged employees present to share their own experience.

My OOPS! Experience was totally disruptive. Making fun of "a mistake" implies a very interesting twist to the way we learn and improve within organizations.

Santiago Gorbea
Part of the audience of OOPS!



We created an **Internal Influencers** network to obtain a 360º degree view, decentralize internal communication and spread the essence of the organization transformation process. There are 280 influencers in all the areas of Banco Supervielle who facilitate interaction and the generation of good practices and social network information to help their groups. Our influencers were trained to deliver the digital transformation concepts and their implementation areas, so that our employees may follow them in our corporate social network according to their topics of interest and to the needs of their tasks and responsibilities.

In March we launched **Workplace**, the corporate social media where we post all the news of Grupo Supervielle companies. Through this channel we can create groups, make live streaming, share information and chat with our teammates. In 2020 we reached 95% of active users per month, who read, shared, liked or commented on postings.

COVID INITIATIVES

WE ALSO DEVELOPED A COVID-19 CHAT BOT TO MAKE QUERIES IN CONNECTION WITH THE PANDEMIC, WHICH WAS ALSO WIDELY USED.

#ModoCliente is a campaign intended to highlight and boost our daily endeavor: to be customer- centric. We invited all Supervielle team to put themselves in their customers' shoes – both internal and external – and seek to improve the experiences and solutions we offer. As part of this campaign we shared tips, key ideas, stories, a live streaming with experts on different topics. Through #ModoCliente our employees became the main characters and #ModoCliente became the most used hashtag on Workplace.

In alliance with Globant we implemented **StarMeUp**, a digital platform that fosters recognition. Based on the "La Mesa de las Estrellas" initiative, our employees send stars to their teams to recognize the performance of their colleagues. In 2020 more than half of the employees sent at least one star and over 15,000 recognitions were made during the year.

We launched **#HolaCEO**, with live streaming by Alejandro Stengel. Our CEO shares his vision, answers questions and hosts guests from all the organization. In 2020 we made 8 live streamings, with over 2,000 views.

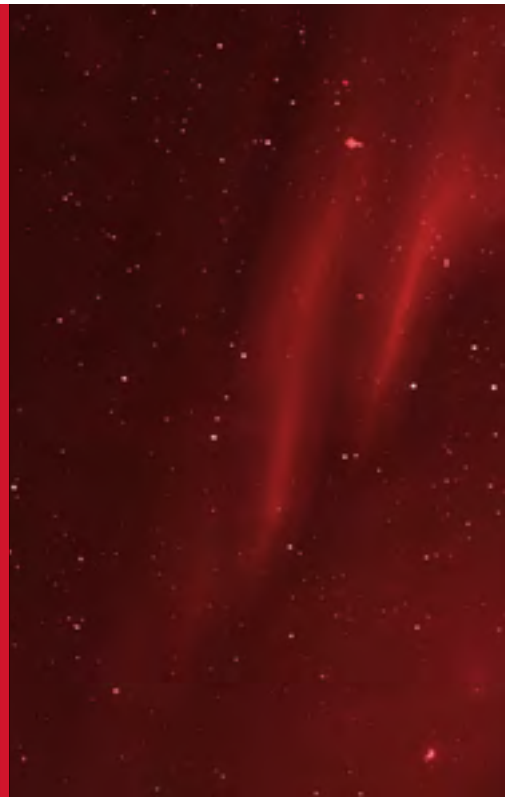
We replaced our **Weekly Newsletter** with a video featuring the 5 most relevant news of the week, which implied a great effort for our communications team.

Our internal communication campaigns received important awards:

- The Fundacom award recognizes excellence and good practices in public relations and organizational communication. Our #TransformarseEsSupervielle campaign received an award in the "Integrated Campaign – Organizational Change" category.
- We also received 2 Eikon awards: one of them for the OOPS! Event and the other on for the #TransformarseEsSupervielle campaign. EIKON awards recognize the work of communicators, public relation specialists, journalists and publicists, among other.
- We were recognized by Facebook as a success case for our internal influencers network within the framework of our digital transformation projects. We implemented Microsoft Office 356 based solutions, with excellent results.
- We implemented the StarMeUp platform through Globant, which resulted in a wide adhesion of our employees to an organizational culture sharing the same values.

We rapidly aligned the organizational and HR initiatives to the Digital Transformation process to deliver a single and powerful message. We worked in teams to implement actions and tools that boosted the organizational change.

Soledad García
Leader of Talent and Culture,
Banco Supervielle



NEW DIGITAL EXPERIENCES

The financial system digitalization that was boosting the transformation of customer experience accelerated in 2020 as a result of the Covid-19 crisis, to ensure the continuity of essential services, particularly in the case of more vulnerable people, such as elderly people. In 2020 we recorded a 60% growth of active digital customers and an improved customer's perception of Banco Supervielle.

COVID INITIATIVES

IUDÚ

The launching of IUDÚ consolidates the digital transformation of our consumer financing business. This new platform allows access to a wide array of digital banking services and offers a better customer experience; it integrates the physical and digital channels and offers a variety of products and services, thus connecting with all the Supervielle ecosystem.

Initially, through this innovative app, with 100% digital onboarding, customers may apply for personal and car loans, credit cards and make all their transactions through the mobile phone. In 2021 IUDÚ will accept deposits and will add new products related to personal finance and promote financial education with tools that will be useful for customers in their decision making process.

IUDÚ Pago

In June 2020 we launched IUDÚ Pago, a collection app that enables commercially active companies and individuals to get payments through debit and credit cards using an Mpos device and a payment link. The value proposition includes e-wallet products, such as recharge of SUBE card and mobile phone and Prepaid Card.

IUDÚ Pago obtained a score of 3.9 stars in the stores, a higher rating than that of its direct competitors. In terms of customer experience, the NPS was 32% and more than half the users said that they had purchased the service following the recommendation of their bank officer.

Based on the promotion alliances made, 40% of IUDÚ Pago customers correspond to the province of Mendoza and 11% to the province of San Luis, with over 6 thousand users at year end.

Jubilados

Supervielle Jubilados App

Our senior citizen's dedicated app continued growing, with 148,457 registered users and a score of 4,52/5 points. The app provides solutions to senior citizens' recurring needs, such as information on payment dates and payment receipt, and face recognition that enables users to provide proof of life through the mobile phone, without the need of going personally to the bank. In 2020 we added a new functionality which enables cardless ATM cash withdrawal.

Supervielle App

During the year, the App was used for a 100% digital registration to Online Banking without the need to go to the bank or an ATM, and also for activation/change of the SMS password required for online transactions.

The number of customers registered through this new functionality amounted to 273,330, and the score obtained by the app was 4.4 points.

e-cheq

E-cheqs or electronic checks were implemented in 2019 following a BCRA Resolution. In 2020, the fact of having this product fully operational was a great advantage because it was the most widely used method of payment during the pandemic.

Plan Sueldo

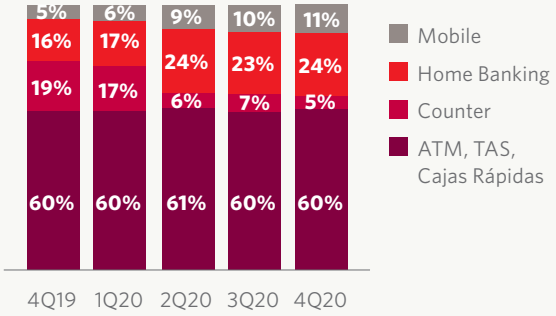
During 2020 we continued with the restructuring of this product operation, aimed at attaining digital transformation. New agile services were implemented to support the registration of the process of new agreements, we developed the web version of the mass onboarding app and redesigned the payroll payments processing

Sustained progress in digitalization

SUPERVIELLE BUSINESS BANKING

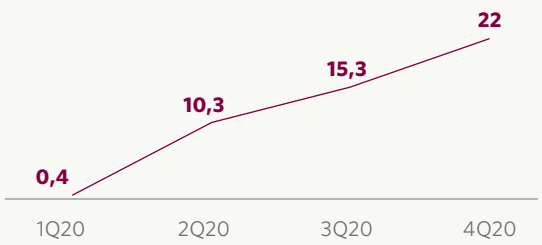
MONETARY TRANSACTIONS

Participation (%)



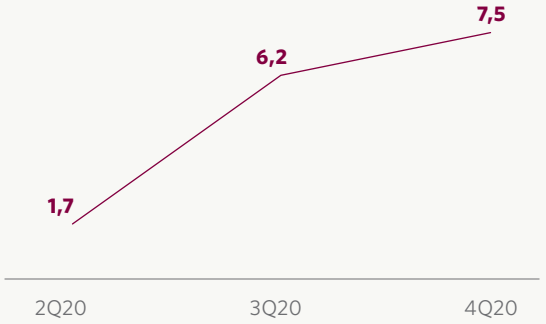
ECHEQ EMISSION[1]

Exponential growth of AR$ 22 B in ECHEQs issued during Q4 (AR$ 15 B in Q3)



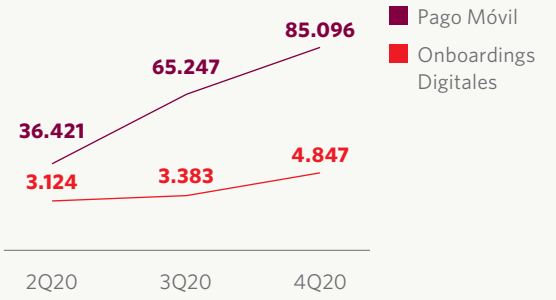
E-FACTORING[1]

Volume increase [AR$ Bn]



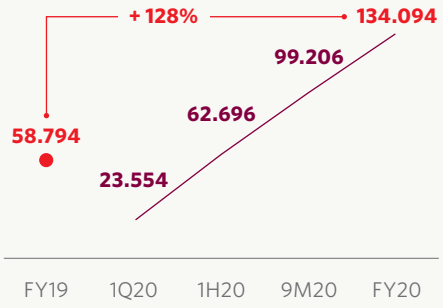
IUDÚ

New functionalities were added to the app since February 2020



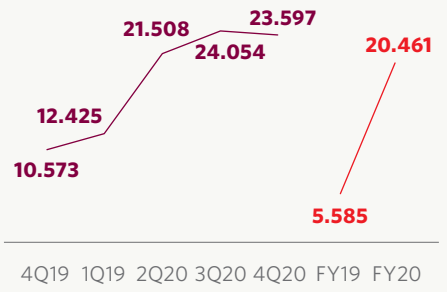
INVERTIR ONLINE

NEW ACCOUNTS TO THIS DATE



DART

Daily Average Revenue Trades



Insurance Digitalization

In 2020 Supervielle Seguros launched two products for digital channels. The Life Insurance product has a specific landing page and a quotation system that offers three plans. The process is completed with a phone call to purchase the product. This product was designed for open market trading, and proved to be very useful during the pandemic.

In the second semester a similar product was launched, Seguro Hogar. This product will be relaunched in the forthcoming year with improved usability as regards landing and campaign performance.

Payment of Claims through digital channel

During the pandemic, the Management and Finance, Operations and Customer departments of Supervielle Seguros carried out a joint action to pay claims through the digital channel. This method reduced check issuance, which is more time demanding and collection of which is tied to an expiration date or an eventual reissuance. This new means of payment improved the quality and time of processes.

COVID INITIATIVES

DEVELOPMENT OF TECHNOLOGICAL AND COMMERCIAL CAPABILITIES

In 2020 we developed our technological capabilities based on three pillars:

1. Strengthen and update our central banking system.
2. Accelerate the implementation of our omnichannel strategy, with a modern IT architecture that includes APIs to accelerate transformation, connect with third parties and be prepared for open banking.
3. Get ready for the future, taking advantage of the digital marketing capabilities, AI and cloud services.

Capital expenditure for $4,200 million are planned for the forthcoming year, $3,100 million of which will be used for the implementation of the new digital transformation strategy and $1,100 million of which will be used to escalate the pilots of the service model in all the branch network.

OUR GOAL IS TO CREATE A **HUMAN BANKING** EXPERIENCE WHICH COMBINES TECHNOLOGY WITH PERSONAL ASSISTANCE TO OFFER THE BEST SERVICE TO OUR CUSTOMERS.

Our Commercial and IT Capabilities

1

Strengthen the Core Business

- Modernize Core Banking

2

Accelerate Deployment

- Omnichannels
- Arquitecture TI/ APIs
- New TI Operative de Model

3

Be ready for the future

- Marketing Digital/ AI
- Cloud Services

2021 **CapEx**

Digital Transformation **AR$3,1 Bn.**

Branch and channel transformation **AR$1,1 Bn.**

A Human Banking experience

Omnichannel Experience

Driven by personalised analytics and cognitive advice.

Deep Understanding

Of our customers to address and anticipate their needs.

Backoffice Automation

To support growth and capture efficiencies.

New Business Models

In the process of generating new business models within Supervielle ecosystem and take advantage of the capabilities (such as customer vision, data, value proposition of other companies].

Information Technology

At the IT Department of Banco Supervielle we implemented a comprehensive transformation process to create new business opportunities through the application of technological advances or trends and the integration with the other areas of the ecosystem. Thus, a 4 ½ year plan was developed, and during 2020 the first stage was implemented, which included the following actions:

Evolution of Online Personal Banking and its mobile app: to continue aligning the technological architecture with the omnichannel concept to improve customer experience.

Cloud, datalake and contact center: to define the way to the cloud and its governance model, training more than 50 employees on this new technology; building of the datalake; modernization of the Contact Center with the development of the first MVP (Minimum Viable Product) of a customer 360 degree view and a first MVP of advanced analitycs applied to the business.

Launching of excellence centers: to support the new operating model of Banco Supervielle

Evolution of bank core businesses, APIs catalog and commercial platform: to be prepared for new transformation requirements, to continue expanding APIs availability, with over 100 active and more than 300 under construction and validate the technological strategy for the commercial platform, boosting its use and exploitation.

On-site Channels: to update on-site channels with the acquisition of more than 100 terminals.

Comprehensive operational continuity program: to increase observability of critical applications and electronic channels in order to continue improving availability, modernizing services desk and reducing the time of implementation of closing processes.

Based on a business strategy for the next 3 years and a Digital Transformation approach, at IUDÚ we began the development of the technological roadmap:

- We began the implementation of ERP - SAP S4 HANA and of a new financial CORE software solution, which will enable offering new products and services in the digital banking segment.
- We launched the new IUDÚ mobile app.

The development and implementation of the new web sales platform (ODIN) for the in-person channel we completed the development and implementation of the new web sales platform (ODIN) for the in-person channel which considerably reduces customer registration times and optimizes the use of resources and improves the credit card and personal loan origination process.

COVID INITIATIVES

During the pandemic, the IT area carried out some initiatives to facilitate home office, adapted the Contact Center, enhanced the infrastructure of Digital Channels and developed a new online registration app whereby customers may get the password without going to the ATM. We also installed and refurbished more than 75 Cajas Rápidas for cash withdrawal using fingerprints.

Operations

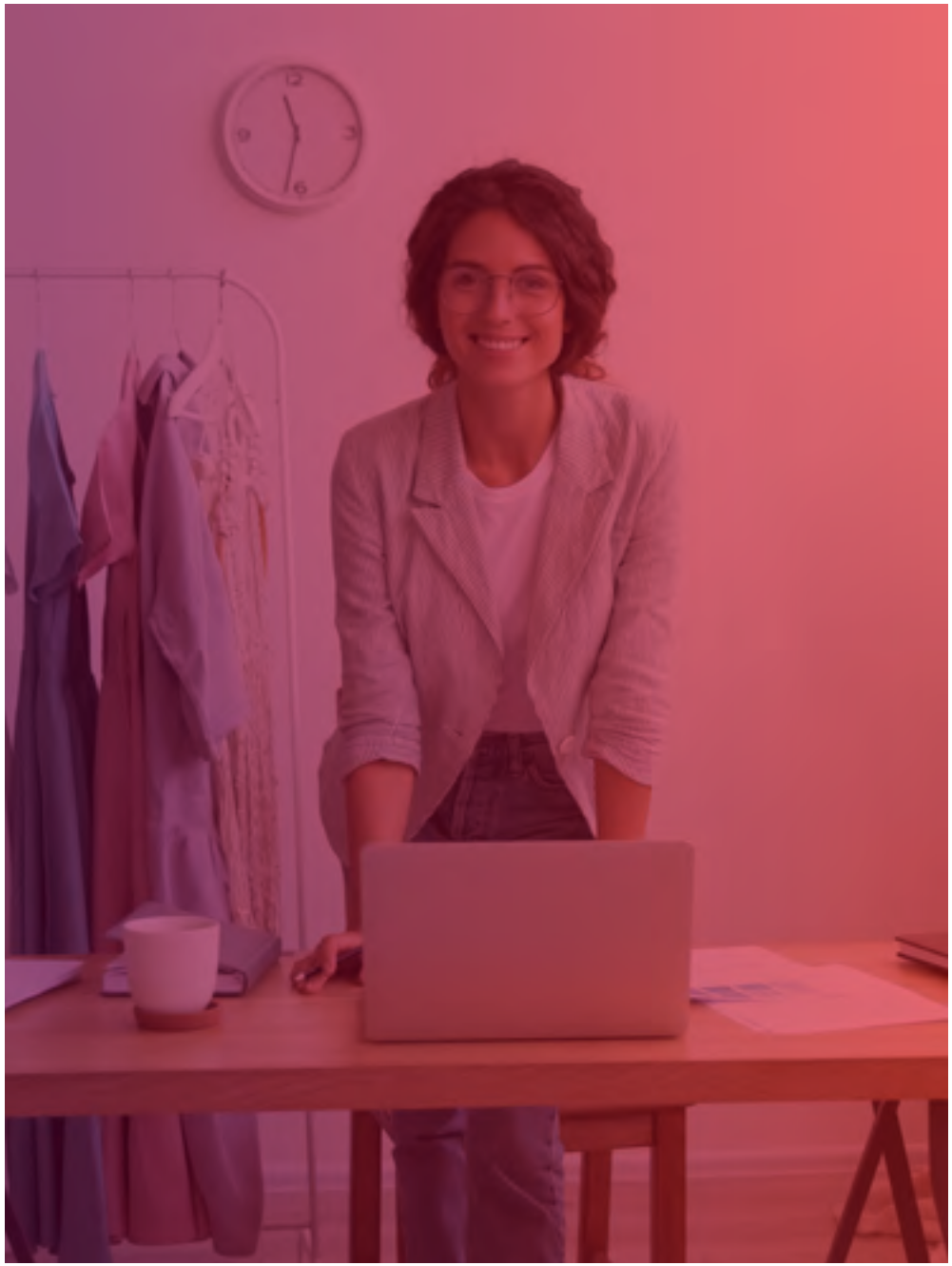
During 2020 the Operations Area focused on an internal reorganization process to support Digital Transformation:

- Development of process automation capabilities began, and the Smart Automation Center was created, aimed at improving the efficiency of operation processes across the organization.
- The Central Services and Processes areas were merged, management indicators and reports were developed that help teams in the management and decision-making process. Besides, a map of "process owners" and a document reordering plan were developed to ensure and manage an adequate operation.
- In a scenario of continuous regulatory changes, Foreign Trade and Foreign Exchange became the Foreign Trade and Foreign Exchange Department, with a more strategic position for the Bank's operations. Within the area of Strategic Supply, SAP Ariba was implemented as a solution to Payment to Suppliers, improving management (for more information, see Efficiency – "Procurement and Contracting of Goods and Services")

Fondo Corporativo de Capital Emprendedor

Persuaded that Fintech capabilities have a direct impact on the "customer centric" culture, we created the Fondo Corporativo de Capital Emprendedor (Fideicomiso Fintech Supervielle I), for the Company to partner with Fintech companies and Insurtech companies which are within the strategic verticals of Grupo Supervielle.

The goal is twofold: to generate a financial return on investments and to create commercial synergies to mutually add value. At present the company's portfolio is made up of 4 companies: 123Seguro, Blended, Avancargo and Increase. In addition, Banco Supervielle continues participating in the Arfintech fund together with another seven local capital banks; the Arfintech fund portfolio already has 10 companies in the insurance, payment, security, SMEs and blockchain segments.



Simple | **Simplicity**

WE FACILITATE

We improved our omnichannel service and customer autonomy: more than 9 out of 10 transactions are self-managed.

We prevented visits to make complaints, reducing to one third the most frequent type of complaints, i.e. those related to benefits.

We joined MODO, a technological solution to make payments and transfers through Banco Supervielle and IUDÚ.



CUSTOMER CENTRIC

As part of our new operating model based on agile methodologies, in 2020 we started organizing squads and tribes focused on customers, impact and sustainable innovation. These squads are prepared to make end-to end decisions, because they are made up of multidisciplinary and multifunctional teams. As regards customers, we work on the "customer journey" concept, the opening of excellence centers, the design of a metrics model and we promote the change through culture and education actions.

THE KEY TO SOLVE BUSINESS PROBLEMS IS TO FOCUS ON HUMAN ASPECTS. ALL OF US WHO CHOSE TO BE PART OF GRUPO SUPERVIELLE PASSIONATELY WANT TO ACTIVATE OUR **#MODOCLIENTE**.

Customer journey

We sketched a customer journey map focused on the customer vision, which allows us to follow their journey through various channels, guarantee a consistent experience and minimize frictions. This approach facilitates empathy with customers in each of the steps, feelings and channels of their interaction with the product, so as to understand and improve our services. Thus, we humanize processes and turn them into true experiences based on real needs.

Metrics Model

To measure what is important is critical in the agile world. This new metrics model weighs the maturity of agile transformation, focusing on the number of people reached by transformation, who the agile methodology is used in by squads and how consistently core values are promoted, and finally, the value delivered by each squad, tribe and experience. For more information on the metrics we use see "Customer Satisfaction".

Excellence Centers

As part of the review and strengthening of our organizational model, we worked on the definition and opening of various excellence centers, focused on the development of knowledge, the setting of the best practices and the organization-wide dissemination of the key aspects of the discipline or gradual creation of communities of practice, among other.

Culture and Education

Change is not easy, particularly in the case of an agile transformation at scale, which requires certain behaviors and viewpoints in the organization. To support this change we work hard on the culture and education strategy.

GRUPO SUPERVIELLE[1] SEGMENTS

Banco Supervielle S.A.	Personal and Business Banking Corporate Banking Treasury and Finance
IUDÚ Compañía Financiera S.A. **Tarjeta Automática S.A.** **Micro Lending Argentina S.A. (MILA)** **Espacio Cordial de Servicios S.A.**	Consumer Financing Non-financial Services
Supervielle Seguros S.A. **Supervielle Productores Asesores de Seguros S.A.**	Insurance
Supervielle Asset Management **Sociedad Gerente de FCI S.A. (SAM)** **Invertironline.com Argentina S.A.**	Asset Management and other services

The portfolio of financial products and services of Grupo Supervielle is organized as a multi-brand platform covering the needs of our customers, segmented by individuals, small and medium companies, and medium and large companies.



[1] For more information on Grupo Supervielle's business segments see page 23 of our Annual Report.

Personal and Business Banking

Banco Supervielle S.A.

GRI 102-10

At Banco Supervielle we continue changing our service model to deliver a better experience to our customers: we seek to achieve an efficient balance among self-managed channels, personalized assistance and the service level required by the different profiles of our strategic segments.

In particular, the Personal and Business Banking segment offers a wide array of financial products and services designed to meet the needs of individuals, entrepreneurs and small companies: personal loans, mortgage loans, unsecured loans, loans with special facilities to finance projects and work capital, leasing, bank guarantee for tenants, salary advances, car loans, domestic and international factoring, international guarantees and letters of credit, payroll payment plans (Plan Sueldo), credit cards, payment so suppliers, debit cards, savings accounts, time deposits, checking accounts and financial services and investments such as mutual funds, insurance and guarantees and senior citizens benefit payments.

On January 1 we moved the SMEs segment, formerly known as Retail Banking and managed by our Corporate banking, to the Personal and Business Banking.

The **Personal Segment** encompasses mid income customers that have access to a wide array of products and services. During 2020 we accelerated the implementation of digitalization actions to satisfy the needs of customers who could not visit our branch offices due to the health crisis and we implemented changes to provide an efficient solution to the 350,000 people that received the IFE payment through our bank.

We added a new digital onboarding platform to continue adding customers in an agile, simple and safe way. Due to its scope, this platform became the second most relevant channel following Plan Sueldo.

PERSONAL SEGMENT
344,588 CUSTOMERS

The **Identité Segment** comprises our high income customers and offers a variety of differentiated products and benefits in line with their interests. During 2020 we continued leveraging our strategy to increase our portfolio, exploring new lead generation niches: alliances with ABC1 schools, synergy with SMEs and relaunching of the referrals program, focusing on digital self-management. We also adapted the value proposition to the Covid-19 context and created incremental benefits for Plan Sueldo customers, such as alliances with Rappi and Pedidos Ya, and with the streaming platform Teatrix.

We implemented the “welcome call” and “know your customer” campaigns to keep a fluid relationship with our executives through more direct channels, such as email or whatsapp.

IDENTITÉ SEGMENT
63,195 CUSTOMERS

The **Senior Citizens Segment** includes those customers who receive their retirement and social benefits through Banco Supervielle. We have 980 thousand ANSES beneficiaries in this segment, including pensions in social assistance plans. In 2020 we carried out various actions, offering solutions so that they could operate remotely or avoid crowds when attending the branch, such as the installation of 100 cash dispensers in the lobby of our branches (in March 2020 there were only 4). We also delivered by mail 300 thousand debit cards, and prepared tutorials and leaflets on the use of debit cards especially aimed at that segment. Thus, we increased by 90,000 the number of customers operating monthly through debit cards. As part of our special benefits, we launched the Jueves de Jubilados program, with discounts of up to 50% in pharmacies across the country.

Due to the pandemic we accelerated the implementation of the Supervielle Jubilados App, which enables customers to give proof of life through the mobile phone and through facial recognition, thus avoiding visits to branches, and to make cardless cash withdrawals from ATMs using a code. In 2020 more than 130,000 customers downloaded the Supervielle Jubilados App.

SENIOR CITIZENS SEGMENT

963,323 CUSTOMERS[2]

The **Entrepreneurs and SMEs Segment** encompasses customers with commercial activity, one person ventures and small and middle size companies with annual revenues up to $700 million Pesos. In 2020 we adapted processes, products and the commercial management to maintain service quality, we continued generating target leads for strategic subsegments and we developed contact networks with SMEs associations, with presence in specific events. We continued working on synergies with experts of Plan Sueldo, Comex, Cash Management and Leasing to offer more comprehensive and profitable commercial relations and we continued improving our differential service model in service centers, offering digitalization to larger SMEs and agility to smaller SMEs.

During this year we provided special support to SMEs, through a 24% interest rate credit facility and tools to facilitate daily transactions, such as the possibility to issue several e-cheqs through Online Banking and to discount e-cheqs received at special rates.

ENTREPRENEURS AND SMES SEGMENT

22,865 CUSTOMERS

[2] There is an immaterial difference as compared to the information in the 2020 Annual Report of Grupo Supervielle, due to a data update in the system.

Products and services

Loans

We developed alternative sales channels due to the pandemic and improved credit rating processes. Within that framework we leveraged the offer of personal loans self-managed through ATMs and Cajas Rápidas and activated the automated telephone management. We also increased the campaign for pre-qualified own customers, for the first time we engaged in loan renewal through alternative channels and designed the user experience for loan origination through the mobile app and Online Banking.

As a result of these actions, in 2020 we obtained the following results:

- A 661% year-on-year increase on personal loan origination by means of alternative channels, representing a 54% increase in the total annual sales, including traditional channels.
- A 20% increase in personal loans as compared to the close of the previous year, while the rest of the financial system increased by 12%.
- A 92% increase in car loan origination in the second half of the year, resulting in a 40% annual growth of the portfolio, above the 33% increase recorded in the rest of the financial system.

Deposits

At the end of December 2020, the portfolio of time deposits in Pesos of all the segments recorded a 47% growth as compared to the previous year. Within the framework of the pandemic we leveraged our operations through the different digital channels, exceeding by 70% the number of deposit related transactions and increasing by 53% digitalization of time deposits in all the segments.

Payment Channels

In order to continue improving our customer experience, in 2020 we set strategic development pillars for the business to leverage the position of Banco Supervielle in the industry, expand our debit and credit card customer portfolio and participate in the system's integration as shareholders of MODO (the digital platform for payments and transfers made up of the major local banks), act as an acquirer and enhance the business aggregator, as in the case of Bolsillo Digital, and create a vision for the B2B Payments and Collections ecosystem.

Thus, focus was made on the ecosystem's products, with the following achievements:

1. The main Visa license, that enables a business transformation with new economic opportunities, thus generating efficiency.
2. The integration of Grupo Supervielle to MODO, through Banco Supervielle and IUDÚ.
3. The Launching of Bolsillo Digital, in alliance with the Municipality of the City of Mendoza, to offer local stores an agile and simple means of collection.



MODO: advertising campaign 2020

Plan Sueldo

We continued implementing agile services to facilitate the registration of new agreements, such as the development of a web version of the mass onboarding app for use at service centers and the redesign of the payroll payments process.
Due to the impact of the pandemic and the mandatory lockdown, we migrated the implementation of new customer registration from an in-person to a remote scheme, and we are planning to move forward to a digital self-managed scheme in 2021.

Specific Subsegments

We developed differentiating initiatives for the SMEs segment, with specific value propositions which, in terms of volume and profitability by customer are above the average of the general portfolio.

IN 2020 WE ADAPTED OUR VALUE PROPOSITION TO THE CONTEXT OF HEALTH CRISIS.

COVID INITIATIVES

We continued working on target lead generation and we increased the stock of customers: 11.5% in Franchises, 3% in Transportation and 1% in Health.

Education

We launched a value proposition for this new segment, focused on private primary and secondary schools, jointly with the digital ecosystem partners. Within that framework we carried out campaigns in social media and specialized publications such as "Revista Colegios" and we developed digital events with topics related to education in times of a pandemic.

Franchises

We leveraged the presence of Banco Supervielle in digital events specific for the sector, to support an activity greatly affected by the pandemic, by means of sponsorships and partnerships with sector representatives such as AAMF, GAF and Adiras. We also offered prime rate financing for the initial investment of projects.

Transportation

Despite the economic situation resulting from the pandemic the number of customers increased by 3% in this subsegment which is aimed at individuals and companies related to light, medium or heavy load transportation. In 2020, the volume of deposits increased by 80%, well above the average volume of the SMEs segment.

Health

During this year we focused on adjusting the proposal for the sector (health care and diagnostics centers, external medical offices, laboratories and wholesale pharmacies), taking into account the health emergency. Promptness in the granting of loans and agreements with vendors were the most frequent requests made by customers. Thus, we offered financing through a leasing for the purchase of the first post-Covid tomograph in the province of Mendoza. Together with the Asociación de Directorios Asociados (Adiras) and other referents of the sector we held digital events to provide advice and support to our customers.



Corporate Banking

Banco Supervielle S.A.

GRI 102-7

OUR PRODUCTS BENEFIT **2,304** CUSTOMER COMPANIES.

In order to meet the daily operational and transactional needs of the companies we worked in constant synergy with teams of experts in Leasing, Cash Management, Foreign Trade, Plan Sueldo, Insurance and Investments, centralizing the communication, assistance, negotiation and operational management in nodes of Corporate Banking. To communicate with our corporate customers, we have various service points led by highly skilled officers located in the most densely populated, industrial and commercial areas.

The Corporate Banking department of Banco Supervielle is formed by four commercial areas: The AMBA Corporate Banking, which deals with companies operating in the city of Buenos Aires and Greater Buenos Aires; the Corporate Banking for the Interior, in charge of the commercial relations in the Provinces of Mendoza, Córdoba, Tucumán, San Juan, Neuquén and Santa Fe; the Mutual Guarantee Societies "MGS" Division and Value Chain and the Products and Services department.

Wine Division

The Wine Division of Banco Supervielle provides services to grape producers, vineyards and suppliers of raw materials and related capital assets. We are the only Argentine bank among the top 20 to have an team of experts in the wine industry, and we continue consolidating as a benchmark in the industry.

One of our main objectives is to provide assistance to different parts of the value chain, with specific products such as the Harvest and Carriage Loan, the Wine Visa Distribution Card, the value chain financing and industry-specific capital assets (such as oak barrels or stainless-steel tanks).

We publish quarterly reports on the sector's situation which are available at Banco Supervielle's web page. The presentation of the annual report has become a traditional event of the wine industry. The 2020 presentation was held online, reaching executives of the industry in different parts of the world.

We continued supporting the wine tourism, with a renewed proposal for the food circuit in wineries. In March 2020 we launched the wine market place in Tienda Supervielle, and at year end 20 wineries sold their products through our platform.

We also took active part in activities addressed to the players of the industry. In October the Innovation Program began for companies of the wine sector, organized by UnCuyo, financed by CAF and coordinated by the Chilean consulting company Transforme. Ten leading companies of the industry participate in this new 9-month program.

Mutual Guarantee Societies (MGS)

Through the MGS Division of Banco Supervielle we operate with 53% of all the official mutual guarantee societies and guarantee funds in the sector (27 out of 51 as of December 2020). Due to our leading position in the sector we were recognized as the "MGS's Bank" by the Cámara Argentina de Sociedades y Fondos de Garantías [Argentine Chamber of Guarantee Societies and Funds] (Casfog), by other banks and by the Supervisory Authority (Ministry of Production/Sepyme).

In 2020 we continued developing new products, increasing the synergy with other companies of Grupo Supervielle. Within that framework we consolidated check discounting in the Securities Market directly and through Invertir Online.

With a view to continue building comprehensive relations with our customers, in 2020 we focused on providing financing to value chains of large companies that generate new businesses with their suppliers and customers. To that end, a general business model was developed which design contemplates a procedure for Banco Supervielle's commercial operations, also applicable to the other companies of Grupo Supervielle.

In 2020 we worked with 15 value chains of large companies, both domestic and international, of different economic sectors, which means approximately a $1,100 thousand financing in a variety of operations.

Products and Services

Loans

In 2020 we renewed the offer of commercial loans, with special facilities developed to suit the needs of the different corporate segments. We improved the offers for SMEs, by joining the Fogar Fae Mipyme, Fondep plans and by taking part in the offer of production and investment loans. We also began a communicational and management strategy to increase the market share in the regions where Banco Supervielle does business, which resulted in loan transactions for $110,364 at year end, including loans and leasing before allowances.

With a view to improving the customer experience, we implemented a change in the management model with focus on digital transformation, introducing the agile methodology for invoice discounting, financial loans, agreements, leasing and foreign trade. This resulted in a more fluid communication and in the possibility to view in real time the status of the proceeding, and in a significant reduction in times from the first contact to loan disbursement.

Leasing

The pandemic significantly affected capital expenditure and slowed down placements during the first half of 2020. But it recovered due to the implementation of subsidized lines for production activities in the second half, which enabled us to maintain our leading position in the market, with a 18.7% market share as of September 30 and almost 200 agreements for $1,800 million at year end, mainly with oil and mining, medical supplies and equipment and technology companies. In 2021 we will continue working to improve asset management and self-management through our digital channels.

Foreign Trade

During 2020, the BCRA continued delegating to banks the task to control documents related to exchange and foreign trade transactions and to inspect foreign currency collection and settlement of export proceeds. The restrictions for the purchase of foreign exchange by individuals and legal persons continued, as well as for exchange transactions between related companies. In October the BCRA established the customers' obligation to report 48 hours in advance about any payments above USD50,000 per day made to banks (all banks considered).

To continue offering the best service quality we partnered with SIDOM, a market leader, to enhance and facilitate foreign exchange transactions through a digital solution that includes the tools required for daily operation.

In addition, in order to protect the health of our customers and employees during the pandemic, as from May we completed the digital offer enabling customers to comply with the transaction reporting requirements through our digital platform instead of delivering the documents in physical format at our offices.

The direct export collection product, which allows the delivery of shipping documents directly from the customer's office to the importer's bank recorded an increase of 87% against the previous year as a result of the lockdown and its ease of use.

Amid the extraordinary situation generated by the health emergency, our "Contacto Comex" service answered an average of 2,600 inquiries in 2020..

SUPERVIELLE IS ONE OF THE MAJOR PRIVATE BANKS THAT PROVIDES FACTORING SERVICES IN ARGENTINA, WITH A **8.7%** MARKET SHARE, AND THE ONLY ONE TO PROVIDE INTERNATIONAL FACTORING SERVICES THROUGH FCI (FORMERLY FACTOR CHAIN INTERNATIONAL).

After being GPI (Global Payment Innovation) certified in December 2019, we started to assess our performance, reaching an annual quality average of 96%, above the 90% standard. With the implementation of this initiative, payments are promptly and safely forwarded within banking hours of the receiving entity. On the other hand, thanks to its new system, users may track their transactions until they are received by the final beneficiary by means of our e-Comex tool.

Cash Management

In 2020 Cash Management teams were enhanced with the creation of squads that facilitated product placement in an agile way and improved the delivery of transactional services. It has an exclusive cash management Middle Office and an implementations scheme that serves SMEs and large companies, answering queries and complaints to strengthen customer relationship.

We moved forward with the development of the Botón de Pago-Cobranza Ágil [Pay Button-Agile Collection], a differentiated feature of the Collection product, which, offers customers the possibility to expand their collection management through a website. We also implemented the Host-to-Host operation for mid and large companies, whereby customers may use a link that directly connects the company server with the Banco Supervielle's server through an Internet link to carry out their transactions. This functionality has already been available to Supplier Payment.

We continued developing new functionalities for e-cheq operations, which proved to be very useful during the pandemic. We implemented the mass issuance of e-cheqs, which allows for the issuance of up to 1,500 e-cheqs at the same time. More than 140 thousand e-cheqs were issued by our customers, for approximately $50,000 million. Another improvement was the possibility to discount ECHEQS online.

Treasury and Finance

Banco Supervielle S.A.

The Treasury and Finance segment is in charge of providing liquidity, in line with the needs of Personal and Business Banking, Corporate Banking and this segment. It is also in charge of the implementation of the financial risk management policies of Banco Supervielle, the management of trading desk operations, the distribution of treasury products and the development of business for financial and nonfinancial wholesale customers.

Trading Desk and Institutional Sales

During 2020, Banco Supervielle's trading desk increased its operations in public securities and derivatives against 2019 and maintained those related to foreign trade. The total share of institutional deposits grew, Banco Supervielle being one of the four private banks with the largest share in mutual funds during the second half of the year. Additionally, the trading desk participated in the placement of twenty issues of corporate bonds during the year.

To strengthen the area's management capacity, a team was appointed to deal with the development of relations with local and foreign financial entities as well as a group specialized in retail exchange to leverage the decisions in foreign currency markets.

Correspondent Banks

During 2020, commercial relationships were maintained with foreign banks both as to management of correspondent accounts and as to financing of foreign trade transactions and to guarantees and letters of credit.

Public Sector and Intermediary Entities

Agreements were renewed whereby Banco Supervielle acts as financial agent of the Province of San Luis and the City of San Luis. Agreements were extended to act as financial agent of the Municipalities of Mendoza and San Martín, province of Mendoza.

Capital Market and Structuring

Although in 2020 the capital market was featured by the uncertainty generated by the impact of the pandemic, Banco Supervielle maintained its presence in the debt market and participated in the issuance of Negotiable Instruments, which totaled 30.9 billion pesos.[3]

Banco Supervielle became one of the major players in the SMEs segment with the placement of Negotiable Obligations and three SMEs Financial Trusts. As regards placement of own and related parties' instruments, the Capital Markets and Structuring department acted as arranger and dealer of Banco Supervielle Class G Negotiable Obligations for USD30,000,000.

As regards the financial trusts market, Banco Supervielle acted as arranger and dealer of the following trusts: Unicred Cheques Series 8 and Unicred Factoring Series XI, R.G. Albanesi Series XI and Concepción Series II. Banco Supervielle also acted as dealer and manager of the closed-end mutual fund "Adblick Ganadería Fondo Común de Inversión Cerrado Agropecuario".

As regards Mergers & Acquisitions, Banco Supervielle acted as exclusive financial advisor of wineries Bodega Dante Robino S.A. and Cavas del Perdriel S.A. and their shareholders for the sale of said companies to Cervecería y Maltería Quilmes.

[3] TC = Com. "A" 3500 dated 12/30/20 (84,145). Includes third party SMEs and non SMEs Negotiable Obligations

Consumer Finance

IUDÚ Compañía Financiera S.A., Tarjeta Automática S.A., Micro Lending Argentina S.A.

The Consumer Finance business is mainly developed through IUDÚ Compañía Financiera, which until the prior year operated under the name of Cordial Compañía Financiera. Through IUDÚ we provide financing solutions to specific target groups, mainly C2 and C3, with the development of new accounts, deposits and investments, offering a personalized and omnichannel experience.

In 2020 we advanced on the reengineering of digital channels, and we launched IUDÚ,, an innovative platform with a wide array of digital financial services. We also created a digital process to activate credit cards through videocalls, generating 14,834 new customers. Our chatbot answered a total of 111,300 queries from April to December 2020.

In 2021 we will continue working on the possibility of a 100% digital origination for all our products, as well as the automation of increase of credit limit, cancellation of products, request of debt clearance certificate, filing of chargebacks, among other, as well as the implementation of payments with QR Codes and the integration with MODO.

IUDÚ is a customer-centric financial services platform with high growth potential: the loan share reached 5% since 2001, due to organic growth and strategic acquisitions.

The loan share increased 25x reaching 5% since 2002

The omnichannel concept enables us to be present countrywide, and we are currently settled in 22 provinces through 99 POS of its 2 main marketing channels: Servicios Financieros Walmart and Tarjeta Automática. Our products are also available in digital channels, such as webs, social media and apps such as Walmart Tarjeta App, Carta App and IUDÚ.

During the year we marketed the following products:

Car Loans

Available for the purchases of new or second hand cars at car dealers, by means of an agreement with MILA (Micro Lending), a subsidiary of Grupo Supervielle specialized in the marketing of car loans. In 2020 the company originated car loans for a total of $ 1,205 million, in of 4,698 transactions, which represents a 107% year-on-year growth in terms of principal and 42% in terms of number of transactions.

Open Credit Card

For purchases at merchants adhered to Mastercard (open) and at Walmart stores and at Chango Más (close) stores. Said cards may be obtained at Walmart stores and at Tarjeta Automática S.A.'s branches.

Personal Loans

Customers have access to fixed rate cash loans repaid by the French method.

Consumer Loans

Intended for the purchase of specific products; the transaction is completed upon delivery of the purchased products.

Insurance

Includes a wide array of Personal Accidents, Protected Bag, Unemployment, Total Protection and Pets policies

Non-Financial Products

Espacio Cordial de Servicios S.A.

We offer products related to insurance, tourism, health care plans and/or services, and other goods and services.

Besides, during 2020, focus was placed on the integration of our car sale platform Deautos.com, acquired in 2019, with our car purchase related services.

Our service channels

Direct Channels

We trade mainly home appliances, health care plans, security plans, prepaid services and tourism related products, through POS located at country-wide services branches of Banco Supervielle. In 2020 we focused on stock and product mix optimization of the home appliances category, under the motto: *"Primer precio, Primera marca"* [Best price for a leading brand].

The Services and Assistance category has 100 POS in partnership with Walmart and Chango Más.

Indirect Channels

We have a telephone channel for the sale of prepaid health care services and we continued expanding our digital channel with various options:

- Marketplace Tienda Supervielle offers home appliances, technology, home and furniture, sports, wellness and beauty, toys, perfumes, tires and accessories. The offer of travel products continued through Tienda Supervielle and the integration to the Rewards program of Banco Supervielle, as the main vertical portal for flights and hotels.
- Social media for the online marketing of health care plans.
- Digital self-management products for the companies of the consumer division.
- New digital products such as "Doctor en línea" [Online doctor] and "Veterinario en línea" [Online vet].

DURING 2020, **18,300** HOME APPLIANCES WERE SOLD, GENERATING AN INCOME OF OVER $178 MILLION, AND **100,000** SERVICE PLANS WERE ALSO SOLD, GENERATING AN INCOME OF OVER $640 MILLION.



Insurance

Supervielle Seguros S.A.,
Supervielle Productores Asesores de Seguros S.A.

At Supervielle Seguros we offer a wide variety of insurance policies, in particular Personal Accidents, Protected Bag, Life, Home, Protected Content, Total Protection, Broken Bones, Pets, Multi-Peril and Protected Technology through the networks of Banco Supervielle, IUDÚ and the digital channel, as well as Credit Related and other insurance intended to meet the needs of our different channels and customers.

In 2020, the company began a digital transformation process, and some sales pilot tests through the digital channel were carried out both for life insurance and for home insurance. In addition, we continued with the integration of new products for the different customer segments of Grupo Supervielle companies: high income individuals (Identité), senior citizens, SMEs, Consumer segment customers and Medium and Large entities.

We also leveraged the business through Supervielle Productores Asesores de Seguros, the new company which started operations in the second half of 2019. This new company enabled us to improve our risk management, to offer advisory services to customers and to add value to the comprehensive proposal of Grupo Supervielle. In 2021 we will continue consolidating the current insurance businesses and will work in new developments that are required for issuance of Fire, Health and Unemployment policies. To that end, we will develop new channels focused on digital strategy and we will deploy digital touchpoints, with KPIs that indicate the level of recommendation, satisfaction and effort of each contact and experience.

Asset Management and Other Services

Supervielle Asset Management Sociedad Gerente de FCI S.A. (SAM) e Invertironline.com Argentina S.A. (IOL)

Through **Supervielle Asset Management** we offer mutual fund services designed to cover a broad range of possibilities regarding investment objectives and risk profiles.

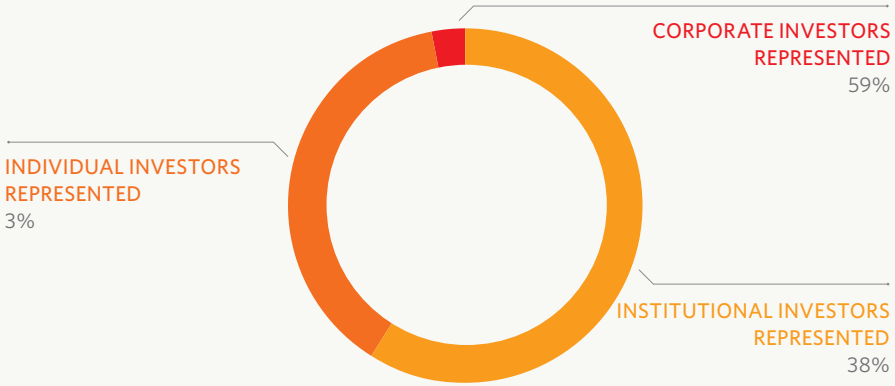
The company manages the PREMIER family of funds, which includes:

- **1** Money Market Fund (Premier Renta Corto Plazo en Pesos),
- **2** Argentina Short Term Fixed Income funds in Pesos (Premier Renta Plus, Premier Renta Fija Ahorro),
- **6** Argentina Fixed Income and Mixed Income funds in Pesos (Premier Renta Fija Crecimiento, Premier Capital, Premier Commodities, Premier Inversión, Premier Balanceado and Premier Renta Mixta),
- **2** two Argentina Fixed Income funds in US dollars (Premier Renta Mixta en Dólares and Premier Performance),
- **1** Variable Income fund (Premier Renta Variable),
- **1** Investment Fund in SME assets (Premier FCI Abierto PyMEs),
- **1** Fixed Income Latam fund (Premier Global Dólares) and
- **1** close fund (Adblick Ganadería)

ASSETS MANAGED AS OF DECEMBER 2020 SHOWED AN INCREASE OF **131%**, SIMILAR TO THE RESULTS OF THE INDUSTRY.

During 2020, corporate investors grew by 140%, Institutional investors grew by 127% and individual investors by 54%.

COMPOSITION OF CUSTOMER PORFTOLIO AS OF DECEMBER 2020:



Products are marketed through the channels of the Depository Company, representing 98% of managed assets, and External Placement Agents, which make up the remaining 2% of managed assets. The Depository Company places funds through its branch network, Centro Integral de Inversiones (call center) and mainly through the Online Banking digital channel.

The objectives for 2021 are to improve the redemption of Money Market funds and the digital management of our products and to work on the redefinition of our sales incentives with our investment squad.

Through the **InvertirOnline** platform we provide brokerage and savings and investment services to our customers. We provide access to the main stock markets in Argentina and United States under strict regulations and security standards, with a wide range of instruments, including stocks, bonds, suretyships, investment funds, Letes, ETFs and ADRs, among other.

OUR OBJECTIVE IS TO REINVENT THE WAY PEOPLE INVEST TO LEVERAGE THEIR INCOME AND SAVINGS AND ENHANCE FINANCIAL INCLUSION THROUGH OUR TRAINING TOOLS AND PROGRAMS.

During 2020 we moved forward in the platform automation and we improved the deposits and withdrawal processes as well as the automatic account opening process. In the same line we worked to improve the efficiency of market integrations and avoid delays in transaction processing.

As from November improvements were made to the US investment product and we reduced fees charged for these transactions, enabling investment diversification to a larger number of customers.

Our APIs were made available to the public, offering an array of products to our new customers, fostering financial inclusion and making it possible for a larger number of people to obtain revenues from their savings.

During 2020, IOL recorded a substantial growth as compared to the prior year, when it had hit a record:

4,888,260 TRANSACTIONS, REPRESENTING A **435%** INCREASE

20,500 DAILY TRANSACTIONS ON AVERAGE, **266%** MORE THAN IN 2019

$208 BILLION OPERATED A **213%** INCREASE

134,000 NEW ACCOUNTS, AN INCREASE HIGHER THAN **228%**

During 2020 InvertirOnline employees participated in events and talks on finance, such as the "Fintech Forum", "Efi WEEK Online", which were attended by a large audience who received information and training on stock exchange matters.

Finance Training Courses and Programs

The financial education proposal we offer through InvertirOnLine grew significantly during 2020. Due to the restrictions imposed by Covid-19 pandemic we focused on the organization of 45 webinars, which were delivered by well-known market experts and were attended by over 50 thousand participants.

The demand for training increased, and the number of students of InvertirOnline Academy grew by 300% as compared to the previous year. In addition to the technological improvements introduced to the platform, the platform's courses were updated and reshaped, so as to be able to offer to our students a new set of products that will enable them to develop new personal and corporate skills for the world of finance.

DURING 2020 THE REVENUES FROM COURSES AMOUNTED TO A **$24.18** MILLION, REPRESENTING A **258%** GROWTH AS COMPARED TO THE PRIOR YEAR.

Our online **www.invertironline.com** site received more than 30 million visits and 213 thousand registered users, almost doubling the number of registered users of the prior year.

Other Companies

Bolsillo Digital S.A.

The objective of this fintech is to design and develop collection processing products and services, offering solutions to businesses and individuals and facilitating their integration to the digital payment system.

The company's vision is to contribute to the development of a payment and collection ecosystem within Grupo Supervielle, where customers may find solutions related to issuance, affiliation, e-wallet, e-payments, e-commerce, among other.

In June 2020, the "IUDÚ PAGO" app was launched, a "business aggregator" that enables companies and individuals to get payments through debit and credit card using an Mpos and a payment link. The value proposition includes e-wallet products, such as recharge of SUBE card and mobile phone, Prepaid Card (for subscriptions, purchases and cash withdrawal).

THE YEAR ENDED WITH **6,067** NEW CUSTOMERS (WITH CARD READER), WHO MADE MORE THAN **70** THOUSAND TRANSACTIONS FOR **131,8** MILLION PESOS.

Futuros del Sur S.A. (in process of changing its corporate name to Supervielle Agente de Negociación S.A.U.)

In order to expand its financial and investment services to institutional and corporate customers, Grupo Supervielle acquired 100% of the capital stock of Futuros del Sur S.A., a trading agent registered with the CNV.

During 2020 the company focused on proprietary trading transactions while the objective for 2021 is to leverage trading operations and provide brokerage services to institutional customers.



CUSTOMER SATISFACTION

GRI 102-43

We seek that our customers experience the highest satisfaction level. To know their opinions and act according to their needs, we developed a metrics model based on telephone and email surveys at the end of the transaction, through any of our channels or during a visit to our branches. We also developed relational studies to measure the general satisfaction of the different segments, such as Personal and Businesses, or in connection with the onboarding process.

Based on the Net Promoter Score (NPS), during the surveys customers are asked about the likelihood that they recommend the bank to a colleague or friend taking into account waiting time, our capacity to solve issues or their online banking experience, among other. We also use other metrics, such as Customer Satisfaction Score (CSAT), to measure the satisfaction with a particular interaction, attribute, product or service. We also use the Customer Effort Score (CES), a powerful indicator that monitors customer experience in digital transformation processes and carries out satisfaction surveys regarding any events held and special surveys on specific business stages.

WE USE AGILE METHODOLOGIES TO PROVIDE AN ADEQUATE ANSWER TO OUR CUSTOMERS' NEEDS.

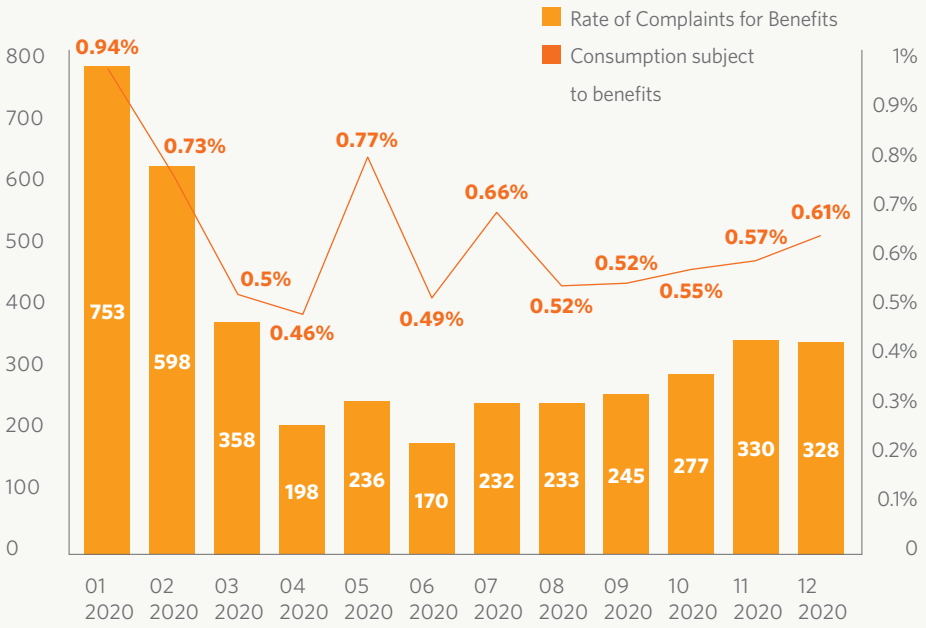
CX Metrics

	NPS	CSAT	CES
What it asks	Likelihood of recommendation **(0 to 10)**	Satisfaction with a product/service **(1 to 5)**	Friendliness of the Process **(1 to 7)**
What it measures	Loyalty/Repetition	Satisfaction	Friendliness
Advantage	Integral: the customer that makes a recommendation is also satisfied and finds processes easy	Accuracy and promptness to define customer experience	Good indicator of process operation vis a vis the customer
Disadvantage	Does not detect any cases in which the customer makes a recommendation despite having had a bad experience	Difficult to relate to loyalty	Does not take into account the emotional aspect

As part of our initiatives to adapt to the health context and to improve our customer experience, in 2020 we made complaint management processes more agile, avoiding visits to our branches and optimizing our digital channels and telephone banking for the most frequent cases. To that end our customer service team became part of the digital transformation process, and we started implementing agile methodologies. Our target for 2021 is to prevent visits for complaints by 50%.

DURING THE YEAR WE HANDLED **68,616** COMPLAINTS AND MANAGED TO REDUCE COMPLAINTS RELATED TO BENEFITS – WHICH WAS THE MOST FREQUENT COMPLAINT - BY **77%**, BY MODIFYING THE PROCESS AND DEVELOPING A NEW PLATFORM TO IMPROVE COMPLAINT MANAGEMENT.

INDEX OF CLAIMS BENEFITS / CONSUMPTION SUBJECT TO BENEFIT



Types of complaints received:

- Employees: **25,279** (37%)
- Chargebacks: **8,797** (13%)
- Companies, interactions: **8,425** (12%)
- Credit card charges and fees: **6,032** (9%)
- Benefits: **3,940** (6%)
- Insurance: **3,318** (5%)
- Digital channels - Individuals: **2,505** (4%)
- Digital channels - Companies: **2,150** (3%)
- Account charges and fees: **2,084** (3%)
- Club Supervielle and Tienda Supervielle: **2,046** (3%)
- Accounts, Veraz, loans, time deposits and other: **1,821** (3%)
- Complaints: **1,516** (2%)
- Automatic debits in pension-related accounts: **703** (1%)

CUSTOMER INFORMATION SECURITY

GRI 418-1

At Banco Supervielle we have in place a strategic plan to safeguard our customers' transactions.



eCrime Project
The eCrime Project is intended to prevent fraud on e-channels and digital channels and to detect security incidents, either internal or external, through an incident management tool, such as Threat Intelligence, capable of detecting cases of phishing and fraudulent social media. To reinforce the security of Internet services we have solutions that detect and mitigate eventual volumetric DDoS attacks.

Compliance with Regulations
We guarantee personal data protection to our customers, pursuant to the provisions of the Personal Data Protection Act and the BCRA Communications A4609 and A6017. Our Information Security Area is in charge of analysing, maintenance and management of applications containing customers' data, guaranteeing confidentiality and protection.

Critical Information
Information Assets are classified and treated according to their criticality and we have in place data leak prevention (DLP) procedures and mechanisms intended to detect, mitigate and remedy incidents involving confidentiality, integrity and availability.

In 2020 the Information Security Department worked on the control and knowledge of the maturity level of cybersecurity in Grupo Supervielle's companies. This area, which is part of the Risks Management department since 2019, is in charge of information asset protection and sets mechanisms for the management and control of security in the various technological environments and their information resources.

As a result of the Covid-19 crisis, digital transactions grew considerably, and we carried out activities and projects to improve the security of Grupo Supervielle's companies, such as the implementation of information security resources, the creation of an information security committee in charge of analysing cybersecurity issues, purchase of a global cyberinsurance, definition of joint improvements to be developed, maturity model, etc.

In line with the actions set forth by the Information Security Department, we carried out a strict follow-up of incidents reported until final resolution, keeping customers informed at all times. Other areas related to the case also participate, such as the IT Risk and Infrastructure department. Lessons learnt in each case are included in our information security awareness plan.

Third party complaints proved by the organization: **1**

Total number of identified cases of customer data leakage, theft or loss: **0**

During 2020 we conducted various awareness campaigns addressed to employees and customers, which dealt with topics such as: security for use of emails and social media, elearning at Campus Virtual, security for use of Workplace and awareness talks.

CLOSENESS AND CONTINUOUS IMPROVEMENT OF OUR CUSTOMER SERVICE CHANNELS

Our target of digital transformation, strengthened by the development of self-managed channels, experienced a significant growth due to the acceleration in the adoption of new platforms resulting from the lockdown.

At Grupo Supervielle we seek to balance the efficiency of personalized assistance and the service level required by customers. In that sense, we continued expanding the automatic platforms in our branches, leveraging its potential to reduce customer attendance and facilitate 24x7 operations during the pandemic.

Omnichannel Services

We implemented an omnichannel system that offers an integrated experience of all our communication channels, both digital and automatic, and generates a more efficient interaction in line with our customers' needs. This concept enables us to offer our services to people and companies across the country in an agile, simple and personalized way.

Digital Banking - Personal

We adopted a mixed building strategy with new products and digital processes and we transformed functionalities to adapt to a new user experience. We implemented business variables monitoring, control and measurement tools to increase stability and scalability of the digital ecosystem.

COVID INITIATIVES

IN 2020, IN A CONTEXT GREATLY AFFECTED BY THE COVID-19 PANDEMIC, THE NUMBER OF ACTIVE DIGITAL CUSTOMERS OF BANCO SUPERVIELLE INCREASED BY **60%**.

We enhanced the mobile experience including new functionalities such as stop debit for payment of credit card balances, follow up of card delivery and a new simplified experience for cardless cash withdrawal, with more than 400,000 withdrawal orders made through this channel during 2020, a 1,626% increase as compared to 2019. The digital onboarding platform consolidated as a tool for lead generation, with more than 40,000 new customers who onboarded 100% digitally.

In order to promote financial inclusion, we offered free-of-charge savings accounts to meet the need of an increasing number of people for bank products through a digital process and to pay IFE benefits. We also extended our lead generation strategy to Plan Sueldo 1 a 1 customers for those who want to proactively collect their pay through Banco Supervielle.

Digital Banking - Business

We transformed business channel management into a digital and self-managed procedure, whereby customers need not deliver physical documents to the Bank.

We automated the account opening procedure, which resulted in a 14% increase of monetary transactions in December 2020, as compared to the prior year. It also led to an increased efficiency in the other support sectors.

Caja Rápida

To satisfy our customers' needs resulting from the restrictions imposed by the health crisis, we improved the self-management model leveraging the Caja Rápida channel, a cash dispenser with biometric identification. We moved cash dispensers that were placed inside the premises to the lobbies of our bank offices, thus avoiding gatherings inside the premises and facilitating transactions during non-bank hours and during the weekend. At year end we had 100 cash dispensers located in the lobbies, while in March 2020 there were only 4. A total of 674,299 transactions were carried out through this channel in November 2020, representing a 40% year-on-year increase.

ATMs

As a result of the health crisis, and the increased use of Caja Rápida, the use of ATMs decreased by 22% year on year, reaching a total of 3,7 million transactions as of November 2020.

Granting of loans through Caja Rápida and ATMs reached a total of $418 million at the end of December 2020.

Automatic Banking

Improvements were made in automatic banking aimed at reducing online time and enhancing customer experience and quality of response and increasing sales. The following changes were implemented: creation of a 0800 line for senior citizens, debit card activation and PIN resetting campaigns, automatic printing of damaged debit cards, identification of IFE customers, including their prioritization by segment, change of domicile and transfer reversal, among other.

In line with our duty to manage customer queries and complaints, the Contact Center received an average of 554,000 per month, 79% of which were solved on an automated basis. Over 22,000 emails were answered per month.

Investment Center

We continued strengthening self-managed channels for the Investment Center, that operates since September 2017 within the Telephone Banking department, and is formed by a team of experts on capital markets. The Investment Center favors the unification of management platforms, achieving agility, a larger number of products and better investment alternatives, securing a greater penetration in terms of managed funds and an increase in high income customer generation.

Online Appointments

We created an online appointment reservation system for all the branches of our network, in line with the government restrictions imposed by the pandemic. More than 1 million appointments were made from March to December. We doubled the number of branches that have the new customer flow management system, covering 77% of the total.

Network of Branches

We started to implement a new design for the lobby of our service centers (now known as Espacio 24). In this new space, customers may use cash dispensers with and without fingerprint recognition, make deposits, transfers, payment of taxes, print salary payment slips and statements of account and of credit cards. We expanded the size of lobbies from 22 m^2 to 132 m^2.

We also changed the internal maintenance service system of ATMs and cash dispensers located within Espacio 24, which enables solving any inconvenience with devices and thus improve availability/uptime.

AS FROM THESE DEVELOPMENTS, IN 2020 WE LEVERAGED OUR OFFER OF MINIMUM VIABLE PRODUCTS, WITH THE FOLLOWING RESULTS:

- Reduction of the number of cash transactions in ATMs.
- 35% increase in average of customer satisfaction (NPS).
- Increase in the number of self-service transactions through ATMs of Espacios 24.
- Increase of non-banking hour transactions at Espacios 24.

Development of the differentiated service for SMEs continued at service centers, offering specialized, agile and personalized services. The new format resulted in early indicators of good performance.

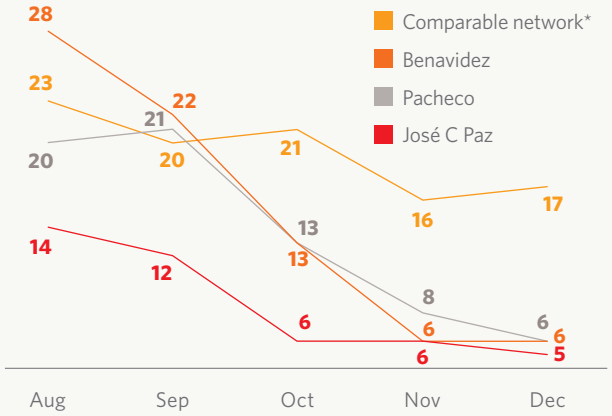
UPDATE ON MVPS
STAGE 1 MVPs

FINDINGS

- Reduction of cash transactions at human tellers
- NPS improvement
- Increased self service transactions in 24 Hrs ATM Lobby
- Increased traffic during off business hours at 24 Hours Lobby
- Early indication of good performance in new SME format

MIGRATION FROM HUMAN CASHIER TRANSACTIONS

Number of Transactions [2020]



NPS IMPROVEMENT

+32p.p.
Pacheco

+28p.p.
José C Paz

+45p.p.
Benavidez

35 p.p.
Avg. NPS improvement

* Refers to former senior citizens dedicated

SUSTAINABLE FINANCE

GRI 102-12

In 2019 Banco Supervielle adhered to the Sustainable Finance Protocol, together with other banking entities of our country, fostered by the Interamerican Development Bank (IDB) and Fundación Vida Silvestre. The Protocol identifies sustainability as a guide for the financial sector through the implementation of the best international practices and policies that promote an integration between economic, social and environmental factors.

In line with our vision to be an innovative and customer centric entity, we develop financial products and services that promote financing to companies and projects that generate a positive environmental and social impact. To that end, a Sustainable Credit facility of $75MM was made available for projects related to Energy Efficiency and Renewable Energies, Sustainable Agriculture and Livestock, Sustainable Construction, Ecotourism/ Sustainable Tourism, among other.

Simple | **Efficiency**

WE ADD VALUE

We focus on the responses that promptly and simply add value and we promote the responsible and sustainable use of available resources.

With a view to strengthening the sustainability of our supply chain we have a register of sustainable suppliers.

With the purchase of renewable energies we prevented the generation of GHG emissions by approx 877.5 TonCO_2eq.



PROCUREMENT AND CONTRACTING OF GOODS AND SERVICES

GRI 102-9, 102-10, 414-1, 414-2

We seek to constantly improve our supply chain through the implementation of new tools which improve process efficiency and transparency and the adoption of policies that consolidate the commercial bonds with our strategic partners.

In this line, we have a comprehensive expense management model that comprises the full cycle, from preparation of the cost estimate to payment to suppliers. It is made up of a set of policies, processes and procedures which structures the expense and investment management.

During 2020 there were no significant changes in our supply chain, relations with suppliers or location.

Supplier Approval Policy

Our Supplier Approval Policy defines the standards and terms and conditions for the selection of counterparties in all Supervielle's ecosystem companies. This process is intended to analyze the data of prospective suppliers and determine if they meet the standards required by Grupo Supervielle for a business relationship. Thus, we analyse several aspects such as years in the market, credit position and invoicing and, in addition, make a tax, legal and financial assessment. In all cases, our suppliers must pass the controls of the Anti-Money Laundering system and Anti-Corruption Clauses.

In those cases identified as critical by the Strategic Supply Area or in the case of suppliers which, due to their activities, must have access to technological information, the Non-Financial Risk area implemented a specific review tool.

Strengthening of our supply chain in 2020:

- We evaluated **604** suppliers in connection with their social impact and identified 17 cases which required a more detailed analysis[1]. Only 1 supplier with potential risk was identified due to its financial situation, which represents 0.165% of the cases analyzed. No relationship with any vendor was terminated as a result of the evaluation.
- We hired **41** approved suppliers in the areas of catering, office supplies, printing, training, uniforms for the staff, cleaning services and products and furniture.
- We have a register of sustainable suppliers to consolidate the sustainability of the supply chain.

Due to the uncertainty posed by the health crisis, Grupo Supervielle decided to flexibilize certain requirements for those commercial partners that could not comply with tax requirements. With the authorization of the Risks Committee, we extended from 3 to 6 months the reasonable tolerance term provided for in our Approval Policy for the case of suppliers who basically failed to pay their payroll duties and moratoria.

COVID INITIATIVES

[1] These analyses evaluated the risk potential related to their financial position, payroll or social security debt for a period of over 6 months.

Covid-19: Strategic Supply

In the complex context of the 2020 health emergency, our Strategic Supply area managed to efficiently and promptly meet the needs of our employees and customers, through agreements with services companies which delivered their services as and when due. The agile performance ensured the operation of all our facilities and offices, complying with health and safety protocols.

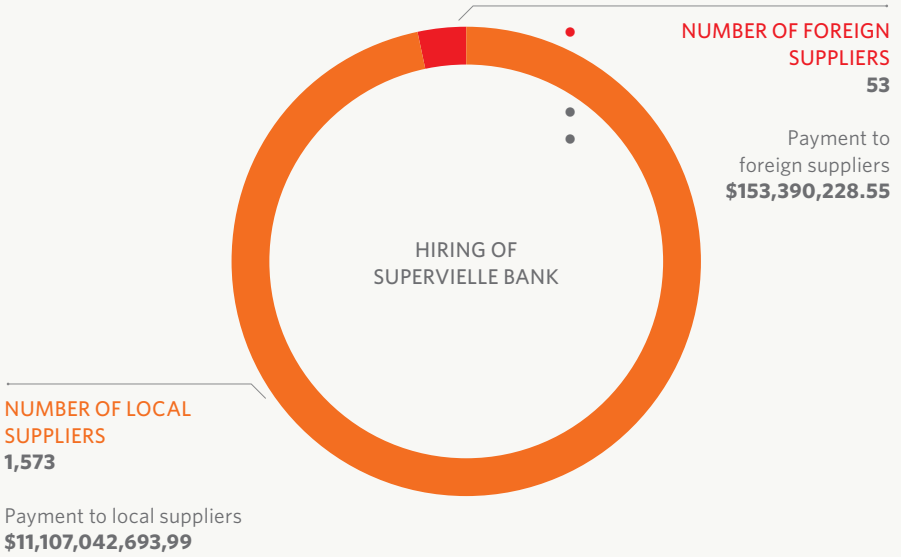
COVID INITIATIVES

New Supply Tool

We leveraged our supply system with the implementation of a new tool, SAP Ariba. Through different solutions, from supply to payment to suppliers, this resource will enable us to achieve strategic goals, such as an improved integration of supply processes in other organization areas and transparency in procurement processes to enable traceability and mitigate risks. In addition, we expect to strengthen the decision-making process with unique, consistent information in line with all the organization, with analysis and integration capabilities in relation to data from different sources. In ensuing years, we intend to integrate SAP Ariba with the ERP SAP planning process of Grupo Supervielle.

WITH SAP ARIBA WE EXPECT TO INCREASE EFFICIENCY IN MANAGEMENT AND AT THE SAME TIME HAVE A GREATER BUSINESS-SUPPLIER INTEGRATION.

Banco Supervielle's data:



OUR ENVIRONMENTAL RESPONSIBILITY

In our 2021-2023 Sustainability Agenda, we devote special attention to our commitment to environmental responsibility. In such line, we work on the basis of four pillars focused on the reduction of the impact of our operations.

Energy Management
We work on the implementation of programs that foster energy efficiency and expand the use of energy from renewable sources.

Management of natural resources, supplies and waste
We adopt internal processes that foster the efficient use of natural resources in daily operations and reduce the negative impact of waste.

Sustainable Finance
We develop financial products and services that promote the financing of companies and projects that generate a positive environmental and social impact. In such line, we continued working on increasing the number of loans granted to companies evaluated under the environmental and social risks policy.

COVID INITIATIVES

Awareness Campaigns
We raise awareness and promote an adequate environmental learning with a view to fostering a culture of sustainability among employees, suppliers and customers of Grupo Supervielle.



MANAGEMENT OF SUPPLIES AND WASTE MANAGEMENT

GRI 306-2

As part of our commitment to the environment, at Grupo Supervielle we adopt practices which allow us a better use of natural resources in our daily operations and help us reduce the negative impact of the waste we generate with our activities.

Awareness

We promote a culture of sustainability among our employees, suppliers and customers through different campaigns and events oriented to the communication of good practices and a greater environmental awareness, generating a more sustainable development for society.

During 2020 we published in Workplace, our corporate social media, a series of postings on environmental matters and the care for natural resources and we also delivered online training sessions with specialists in sustainable consumption.

We sponsored the convention of the Cámara Empresaria de Medio Ambiente (CEMA), under the slogan "Hacia un Modelo Sostenible de Producción y Consumo en Argentina y la Experiencia Europea" [Towards a Sustainable Production and Consumption Model in Argentina and the European Experience], with speeches delivered by government officers, company, sector chambers, academic and civil institutions representatives.

On Earth Day we held an online meeting with sustainability experts, who provided recommendations to maintain an environmentally responsible behavior during the preventive social confinement period imposed by the Covid-19 pandemic.

Plastic Reduction Campaign



Deplastification kit for collaborators, to be delivered as we add presence.

A review conducted at the Bank's Home Office and at the offices located at Reconquista 320/330 and San Martín 344 evidenced that our estimated annual consumption of single-use plastics, including plastic glasses, bottles, mixers, plates, and cutlery, among other, amounted to 9.5 tons.

In 2020 we had to adapt the planning of the campaign to the context of the Covid-19 health crisis, and during the first quarter we could only move forward with some of the initiatives initially planned, such as, replotting of waste bins with clear and educational information to improve waste separation process in order to reduce the waste for final disposal and increase recyclable waste.

In addition, we purchased scales to weigh the volume of the generated recyclable material and understand the project impact. In this period we weighed 3,096 kilos of recyclable waste generated on a daily basis at the Home Office, which were delivered to Hospital Garrahan and to urban waste collectors.

In early 2020 we took several awareness actions: we organized meetings and training sessions with strategic areas and suppliers, such as the cafeteria of our Home Office and we prepared tutorials and educational material which were made available to our employees on the e-learning platform.

Paper reduction at Supervielle Seguros

In order to simplify the tasks of insurance brokers and promote paper reduction, we created a sales portal which replaces holographic signature for digital signature. The initiative was the result of a joint work of the Information Technology, Commercial and Operations areas. The successful implementation of the initiative makes processes more agile, optimizes our practices and improves sellers performance times.

Technological Scrap Recycling Program

In partnership with Fundación Equidad

We cooperated with the social inclusion educational program of Fundación Equidad, donating more than 200 out- of- use technological devices to be delivered to schools and social organizations countrywide. We thus provide a second life to the technological devices and generate a positive impact on the community and the environment. Those parts that cannot be reused are sent for final disposal, pursuant to the laws in force.

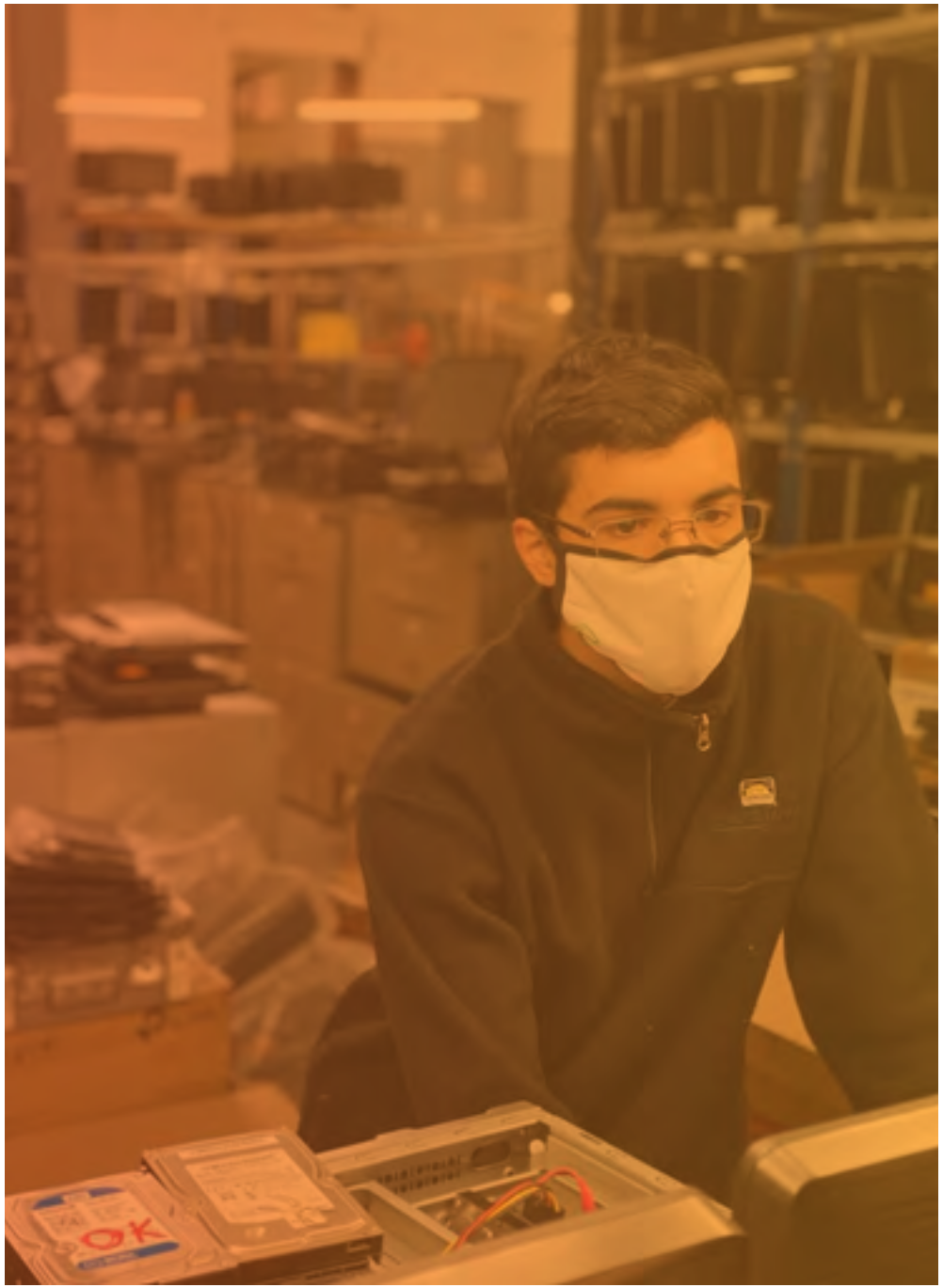
In 2020 we donated:

116 DESKTOPS*

7 MONITORS

33 NOTEBOOKS

* Includes donation of complete computers and individual CPUs to Fundación Paso a Paso, Equidad and Cimientos.



Our Consumption

Waste[1]	Quantity 2019	Quantity 2020
Paper, plastics and other materials donated to Hospital Garrahan (kg)	2,714	3,096
Cardboard and paper donated to urban waste collectors (kg) [2]	2,184	523
Wet waste in tons (Tn)	78	23

Waste by type and disposal method

Item	Type of donation	Quantity 2020	Unit	Clarifications
Amount of recycled tech scrap	Notebooks	28	Units	Related to the technological scrap provision made in June 2020.
	Monitors (LCD)	18	Units	Related to the technological scrap provision made in June 2020.
	PC	24	Units	Related to the technological scrap provision made in June 2020.
	Other	76	Units	Related to the technological scrap provision made in June 2020. Includes projectors, printers, Hard Drives (HD) and boxes with elements miscellaneous (keyboards, monitor stands, mouse, telephones).
Technological equipment and supplies donated to the Salvation Army		103	Units	

We are registered as special waste generators and take part in the Private Generators Program of the *Coordinación Ecológica Área Metropolitana Sociedad del Estado* (CEAMSE). We also hired a supplier for waste removal and final disposal at CEAMSE.

[1] Banco Supervielle: Bartolomé Mitre 434, Reconquista 320/330 and San Martín 344.

[2] Estimated values for 5 kg bags of reusable materials, January-March 2020.

ENERGY MANAGEMENT

Energy use optimization is critical for Grupo Supervielle and is part of our strategy to conduct sustainable operations. In such line, we carried out a follow up of energy consumption and sought for continuous improvements intended to reduce our carbon footprint.

During 2020 we continued working in programs that improve energy efficiency and expand the sustainable use of renewable resources.

WE REPLACED CONVENTIONAL LIGHTS FOR LED LIGHTS IN OUR FACILITIES, COVERING A TOTAL OF 98 BRANCHES AND CORPORATE BUILDINGS.

Renewable Energies

The direct purchase of wind power energy enabled us to supply 79% and 14% of the electric consumption of our home office and of the building located at Reconquista 320/330, respectively. Thus we prevented the generation of GHG emissions for an estimated total of 877.5 TonCO_2eq.

Additionally, we optimized the consumption of solar energy in the building where the Caballito branch and our call center are located, through the installation of a bi-directional meter which feeds back any surplus generated by our photovoltaic panels to the public grid. This initiative made us in the first Argentine bank to be certified as Sustainable Generator User.



User generator sustainable certification

In the near future we intend to continue with the implementation of electric energy from renewable sources in other buildings, so we expect to continue reducing our carbon footprint and the generation of GHG emissions.

Calculation of the Carbon Footprint and Energy Intensity

We continued measuring the carbon footprint at the home office of Grupo Supervielle, an initiative started in 2019 with a view to learning about our emissions and the associated environmental impact. During this year we expanded the measurement of our network of branches and annexes, so as to have more information for assessment and follow-up of our results.

During the reported period, restrictions on circulation due to the pandemic impacted on energy consumption of organizations. However, financial services were considered critical, which enabled us to ensure maintenance and normal operation of our home offices and the network of branches and annexes. In this context, our electric power consumption decreased by 23% as compared to the prior year and the Scope 2 SHG emissions related to the use of electric power decreased by 29%.

Carbon Footprint Consumtion

Scope	Item	Unit	Home Office 2019 (i)	Network of Branches 2019 (ii)	Bank's total 2019	Home Office 2020 (i)	Network of Branches 2020 (ii)	Bank's total 2020
Scope 1	Natural Gas consumption	m^3	11.910,00	43.531,00	55.441,00	13.166,36	42.671,76	55.838,12
	Consumption of third party vehicles used for the company	liters	13.225,77	48.861,11	62.086,88	no data	no data	8.085,40
	Company vehicle consumption	liters	11.494,03	21.323,30	32.817,33	no data	no data	14.201,59
	Buildings (gasoil)	liters	2.200,00	5.819,76	8.019,76	-	11.184,57	11.184,57
	Buildings (fuel)	liters	-	72,96	72,96	-	-	-
Scope 2	Electricity	MWh/year	3.801,84	12.056,97	15.858,81	1.093,02	11.119,20	12.212,22

(i) Bartolomé Mitre 434, Reconquista 320/330 and San Martín 344, 8th. and 11th. floors (considered as 4 buildings, taking each floor of San Martín 344 as one "building" for the recording of separate consumptions with different meters).

(ii) Branches, annexes, warehouses and service centers (192 buildings in all).

(iii) In 2020 a new accounting item was added which includes the consumption of fuel for company vehicles.

Carbon Footprint Emissions

Scope	Item	Unit	Home Office 2019 (i)	Network of Branches 2019 (ii)	Bank's total 2019	Home Office 2020 (i)	Network of Branches 2020 (ii)	Bank's total 2020
Scope 1	Natural Gas Consumption	Ton CO_2 eq	24,18	88,39	112,57	26,63	86,31	112,94
	Consumption of third party vehicles used for the company	Ton CO_2 eq	32,38	119,61	151,99	no data	no data	19,06
	Company vehicle consumption	Ton CO_2 eq	28,14	52,20	80,34	no data	no data	33,47(iii)
	Buildings (gasoil)	Ton CO_2 eq	6,07	16,05	22,12	-	30,06	30,06
	Buildings (fuel)	Ton CO_2 eq	-	0,17	0,17	-	-	-
Scope 2	Electricity	Ton CO_2 eq	1.762,32	5.588,93	7.351,24	468,01	4.760,98	5.228,98

(i) Bartolomé Mitre 434, Reconquista 320/330 and San Martín 344, 8th. and 11th. floors (considered as 4 buildings, taking each floor of San Martín 344 as one "building" for the recording of separate consumptions with different meters).

(ii) Branches, annexes, warehouses and service centers (192 buildings in all).

(iii) In 2020 a new accounting item was added which includes the consumption of fuel for company vehicles.

Energy Intensity

2019		2020	
Building	energy intensity (Kwh/m^2)	Building	energy intensity (Kwh/m^2)
Bartolomé Mitre 434	210,33	Bartolomé Mitre 434	175,47
Branches*	139,29	Branches*	128,41
Banco Supervielle**	149,51	Banco Supervielle**	135,18
Reconquista 320/330***	-	Reconquista 320/330***	149,38
San Martín 344 (8th. and 11th. floors)****	-	San Martín 344 (8th. and 11th. floors)****	28,83

* Analysis conducted on 163 buildings with comparable information. Includes branches, annexes, warehouses and service centers.

** Includes 163 buildings of our network (branches, annexes, warehouses and service centers) and the home office located at Bartolomé Mitre 434.

*** The building located at Reconquista 320/330 is not included in this analysis due to changes in the occupied surface, which prevents traceability.

**** The buiilding located at San Martín 344 is not included in this analysis because only parts of it were occupied in 2020.

5,424.52
TONCO$_2$EQ.
CARBON FOOTPRINT
OF 2020

Taking into consideration
Scope 1 and Scope 2 emissions.

MANAGEMENT OF ENVIRONMENTAL AND SOCIAL RISKS

GRI FS11

As part of the comprehensive risks management program, Banco Supervielle has in place a Environmental and Social Risk Management System, which consists of policies and procedures for the analysis of environmental and social impact of companies which apply for financing. Our goals are:

- Reduce and control the exposure to environmental and social risks caused by customers' activities, establishing a more active and loan granting policy and a more systematic analysis of such impacts.
- Provide financing to customers and investors based on sustainable criteria.
- Promote good practices and environmental and social awareness among bank employees and customers, so that they contribute to a sustainable development.

336 companies were analyzed according to the social and environmental risks policy, which accounted for **31%** of the loans granted to such portfolio and **54%** of the total loans granted during the period.

We established control indicators for the customer portfolio to ensure acceptable sustainability levels, taking as a reference the ARAS Methodology, the International Financial Corporations standards and of paras. 1 to 7 of the Ecuador Principles. In this framework we defined a series of activities that are restricted or directly excluded for the granting of credit facilities, favoring those companies that ensure an adequate management of their social and environmental impacts or that carry out actions to mitigate negative effects on ecosystems and communities, such as:

- Biodiversity protection
- Use of renewable resources
- Waste management
- Protection of human health
- Human displacement
- Safety and Occupational Health
- Mitigation of climate change
- Gender equality
- Non tolerance of discrimination for religious, political, social, race or sexual orientation reasons
- Respect for and preservation of culture, knowledge and practices of indigenous peoples
- Protection of cultural heritage.

Design and implementation of the Environmental and Social Management System are the responsibility of different areas of our organization: (i) the Board of Directors determines the strategy for management of environmental and social risks; (ii) the Non-Financial Risks Area defines and maintains related policies; (iii) the Corporate Banking Area is responsible for enforcing those policies; and (iv) the Business Legal Advice and Compliance Areas guarantee that the documents contain specific provisions and provide advice.

Friendly | **Commitment**

WE CONTRIBUTE MORE

Over **$13 million** in food, and medical supplies and equipment donated to different initiatives to fight Covid-19.

190 employees participated in virtual volunteering activities.

538,205 meals donated to Banco de Alimentos for children and adults in a vulnerable situation.



SOCIAL INVESTMENT IN OUR COMMUNITIES

GRI 201-1, FS7

At Grupo Supervielle we are committed, together with our employees, customers and communities, to a sustainable growth protecting the environment and acting with social responsibility. We are part of the Sustainability Strategy of our business model and promote a responsible culture among our employees. In addition, we openly and transparently report on our non-financial performance, including environmental, social and corporate governance (ESG) factors through different channels such as our Sustainability Report, the website or the social media, among other.

We manage our social investment initiatives through 4 different programs:

We also took actions leading to the preservation and promotion of culture and the development of the arts in the city of Buenos Aires, through the sponsorship of various cultural initiatives, whether or not included in the patronage program.



Actions as of 2019

Senior Citizens: by developing actions intended to improve life quality for senior citizens. We focus on active aging, social participation and the prevention of dependency, valuing senior citizens capacities and acknowledging the importance of their contribution to society.

Education: by promoting opportunities and building future through education. We invest on the future and therefore we foster education as a visionary and innovative practice at all levels, with actions that promote a greater access, contribute to reduce dropout, have a positive impact on process and content quality and help eradicate illiteracy.

Childhood: by helping in the fight against child poverty and malnutrition. We take care of and celebrate our kids, taking part in initiatives that protect their rights, health, nutrition and education.

Institutional Strengthening: by contributing to the strengthening of institutions. We foster the development of a long-term public agenda and the implementation of policies promoting sustainable development.

$66.5 millon in Social Investment (including Patronage initiatives).

SENIOR CITIZENS

Over 6.9 million Argentine citizens are 60 or older, which accounts for 15.5% of total population (this ratio is expected to reach 8 million by 2025). As regards the financial sector, 64% of senior citizens do not use ATMs on their own to withdraw money or for other transactions: 21% considers that using an ATM is complicated and four out of ten prefer to withdraw money from the counter . In addition, approximately 30% is interested in continuing studying and training, while over 10% already participates in some educational activity. This enables senior citizens to acquire knowledge and skills to lead a healthy life, keep updated with new technologies, participate in activities, adapt to growing old, maintain their own identity and interest of life .

In addition, in 2020, we sponsored the First Innovation Forum for the Care of Senior Citizens with the participation of over 500 persons, leaders of 30 institutional partnerships; 4 workshops were organized, and the event received more than 1,500 views.

At Grupo Supervielle we promote active aging of our senior customers, providing constructive answers to the challenges posed by old age. We develop initiatives that promote Independence, self-realization and social involvement. The Abuelos en Red (AER) program, relaunched this year as Hacelo Vos – Tecnología sin Edad, seeks to provide senior citizens with technological tools so that they can have an active life.

In 2015 we launched the Grandes Autores, Relatos Cortos contest, which fosters social participation through writing as a cognitive stimulation tool, the rediscovery of traditions and the written culture. The contest connects different generations, resignifies the bank-customer relationship and places senior citizens as active players in society. Due to the pandemic, in 2020 we launched the virtual support program for senior citizens together with SURCOS, generating digital content and activities to be close to senior citizens through social media.

hacelo vos
TECNOLOGÍA SIN EDAD

301 SENIOR CITIZENS
PARTICIPATED IN THE PILOT TEST OF HACELO VOS - TECNOLOGÍA SIN EDAD ONLINE COURSES.
+
107,334 MONTHLY VIEWS
OF THE POSTINGS IN THE FANPAGE OF HACELO VOS - TECNOLOGÍA SIN EDAD.

Grandes Autores
RELATOS CORTOS

1.144 PEOPLE OVER 55
PARTICIPATED IN THE GRANDES AUTORES, RELATOS CORTOS CONTEST.

[1] Encuesta Nacional sobre Calidad de Vida de Adultos Mayores 2012 INDEC, 2014.

[2] Senior Citizens' Capacity to Learn- Barómetro de la deuda social con las personas mayores - Educa, 2019.

Migration towards automatic channels

During the Covid-19 pandemic, remote channels became critical for the preservation of health and safety of the community and, in particular for the care of senior citizens. This particular context led us to leverage our efforts to continue promoting automatic and digital channels in the senior citizen's segment. 100 24/7Cajas Rápidas with fingerprint identification were made available and the Supervielle Jubilados App reached over 148 thousand users, among other indicators that are described in the chapter related to Respect.

Hacelo Vos – Tecnología Sin Edad

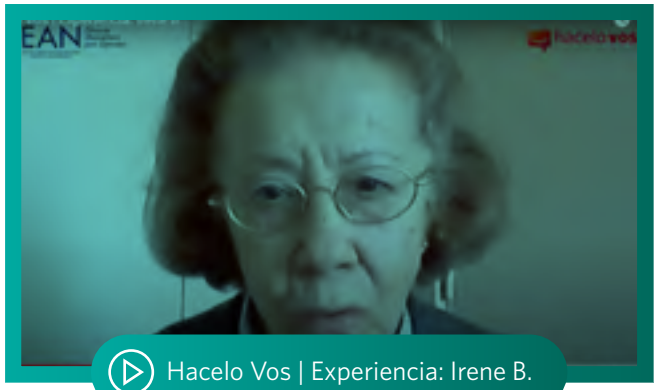
Digital and financial inclusion program for senior citizens

The program seeks to introduce senior citizens to the use of new digital technologies and promote Independence through online training workshops on the use of new automatic and digital channels. The contents of workshops, delivered in partnership with Escuela Argentina de Negocios, include an introduction to multimedia literacy, use of mobile phone, on-line payments, transfers, use of Cajas Rápidas and Online Banking through the PC or mobile apps.

301
senior citizens participated in the program.

192
training hours delivered.

Virtual inception courses
for the use of mobile devices and electronic banking, among other.



Virtual support for senior citizens

In partnership with Asociación Civil SURCOS

The program is intended to provide virtual support to elderly people through the Facebook of Hacelo Vos - Tecnología Sin Edad, where we publish audiovisual content oriented to provide psychological containment and practices for active aging and cognitive stimulation.

45 digital posts
(photos and videos)
with advice and activities
for the elderly.

107,334
monthly views.



Fake news campaign in social networks.

Grandes Autores, Relatos Cortos
Digital literary contest addressed
to our 55+ customers and senior citizens

The contest aims at building bridges with elderly people resignifying the bank-customer relationship and places senior citizens as active players in society. The initiative includes the participation of employees as volunteers to read and preselect the short stories received which will then be reviewed by a jury coordinated by writer Eduardo Sacheri. During this year, marked by the Covid-19 health crisis, the contest was a good opportunity for our senior customers, who stayed at home to take care of their health.

6
contest editions

75
reader volunteers
of Grupo Supervielle

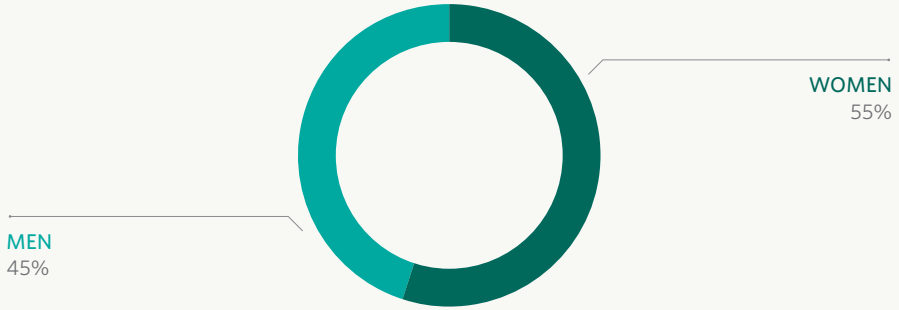
70
special awards for
the artistic quality of
the stories submitted

1,144
people participated
in the contest

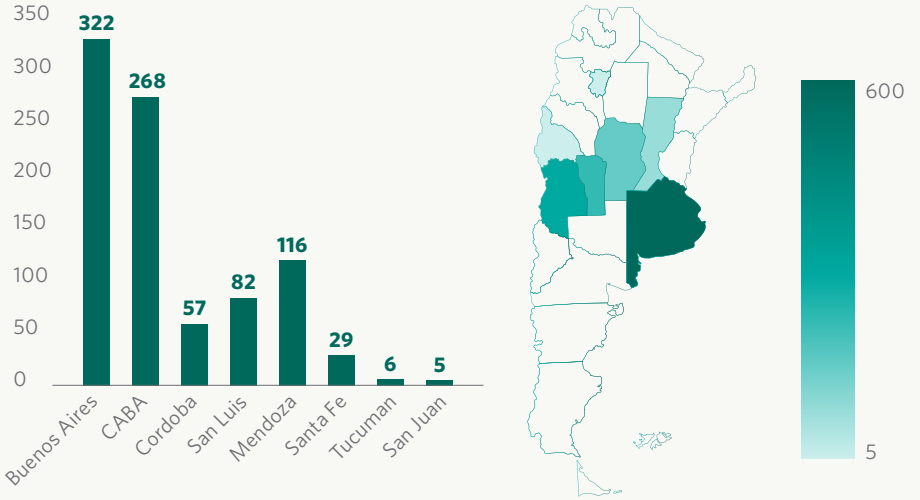


Grandes Autores, Relatos Cortos 2020: Eduardo Sacheri

GENDER COMPOSITION



GEOLOCATION OF PARTICIPANTS



EDUCATION



WE PROMOTE QUALITY EDUCATION THAT CONTRIBUTES TO BUILDING A MORE EQUITABLE COUNTRY, WITH EQUAL OPPORTUNITIES.

439
SUPERVIELLE CUSTOMERS DONATED $1,843,933 IN 2020 TO THE FUTUROS EGRESADOS PROGRAM OF CIMIENTOS.

19
UNIVERSITY SCHOLARSHIP BENEFICIARIES.

71
SECONDARY SCHOOL SCHOLARSHIP BENEFICIARIES IN MENDOZA, SAN LUIS AND BUENOS AIRES.

20
SCHOOL HEADS WERE GRANTED SCHOLARSHIPS, IMPACTING ON 35% OF SECONDARY SCHOOLS IN MENDOZA.

In Argentina, 49 children per hour drop out from secondary school and one every two students do not have access to the basic learning necessary for full social insertion[3]. In addition, 85.8% of youths from 25 to 29 complete only secondary school education[4] and 5 out of 10 youths from lower income households have educational deficit[5].

At Grupo Supervielle we believe that access to a quality education is key for a community to grow and develop. With this goal, training is delivered to school heads together with the Consejo Empresario Mendocino (CEM) and to teachers together with Enseñá x Argentina. We also focus on the promotion of secondary school completion through Fundación Cimientos, the granting of university scholarships in partnership with Fundación Anpuy and Fundación BisBlick, and we sponsor organizations that promote education for social integration such as Fundación COMMITMENT and Mayma.

[3] Observatorio de Argentinos por la Educación.

[4] Centro de Estudios de la Educación Argentina (CEA), Universidad de Belgrano.

[5] La educación de los argentinos en clave de recursos y estructuras de oportunidades, ODSA – UCA, 2020.

Futuros Egresados Program

In partnership with Cimientos

Through the sponsorship of Fundación Cimientos, we support students to complete their studies at secondary schools in San Luis and Mendoza. Cimientos provides academic and economic support to students in vulnerable socio-economic contexts, promoting the development of skills. In addition, our volunteer employees sponsor scholarship beneficiaries so that they can improve their school performance.

THESE SCHOLARSHIPS WERE POSSIBLE THANKS TO THE TOTAL CONTRIBUTION OF **$3,073,933**, INCLUDING $1,230,000 BY GRUPO SUPERVIELLE AND $1,843,933 BY 439 CUSTOMERS.

10
secondary school graduates participated in 2019 in the employability program "Construyendo mi Futuro 2020" in San Luis.

71
scholarships for 4th. and 5th. year students of Escuela Np-4148 Manuel Belgrano, Mendoza; 25 scholarships for Escuela No. 51 Maestro Faustino Segundo Mendoza in San Luis; and 15 scholarships for escuela No. 11 Benito Juárez in Villa Mercedes.

13
volunteers delivered virtual talks on citizenship and employability and 4 volunteers made tutorial videos on maths, physics, chemistry and English for the Cimientos' scholarship beneficiaries.

17
secondary school graduates in Mendoza.

In partnership with Liceo Francés Jean Mermoz, during the year we continued granting a scholarship to a public primary school graduate from the City of Buenos Aires so that she may attend secondary school in this prestigious institution.

University Scholarship Programs

In partnership with Anpuy and BisBlick

We sponsor college and university students through Fundación Anpuy in Salta and Fundación Bisblick in Buenos Aires, providing support during their education process and also to have access to the labor market. In addition to economic aid, students receive the support of both foundations with a view to ensuring a successful academic performance. Bisblick scholarship beneficiaries are mentored by volunteer employees of Grupo Supervielle throughout their courses of study.

4
annual university scholarships funded by BisBlick.

2
graduates belonging to the Anpuy program in 2020.

11
university graduated since we started working with Anpuy in 2014.

4
Grupo Supervielle employees are tutors at Bisblick.

15
university scholarship beneficiaries from Anpuy.

We participated in the Encuentro Nacional Virtual de Jóvenes, where Human Resources volunteers of our organization carried out work interview drills. Over 400 youths participated from all the country and 3 volunteers from Banco Supervielle.

Construyendo mi Futuro Program

In partnership with Enseñá x Argentina, Germinare, Cimientos and Inclúyeme

This internship program, developed by Banco Supervielle, is intended to introduce the children of our employees and secondary school graduates' beneficiaries of Germinare, Enseñá x Argentina, Cimientos and Inclúyeme to the experience of their first remunerated job.

During January and February, recent secondary school graduates are offered the possibility to work at branches and core areas. Participants are guided by a tutor and are provided the tools to develop at personal and professional level, and to become aware of the importance of a university degree.

11
editions

123
interns who are recent secondary school graduates:
18 interns from the Enseñá x Argentina
14 interns from Germinare
10 interns from Cimientos
4 interns from Inclúyeme
77 children of employees

We contributed to SDG 8
Through Construyendo mi Futuro Program we provided employment to youngsters in our community, reducing the percentage of those unemployed and those not receiving any training.

Enseñá x Argentina

We work together with Enseñá x Argentina, fostering inclusion and quality education through leaders committed to promoting quality education opportunities for everyone.

10
leadership program scholarships

1.200
students

10
educational communities

Formación de Líderes Educativos Program

In partnership with the Consejo Empresario Mendocino (CEM)

Grupo Supervielle works with the CEM in the training on teaching management tools for public and private school heads, implementing the methodology created by Fundación Córdoba Mejora. This two-year training seeks to optimize educational management, identifying school heads as key players in the dissemination of new knowledge within their educational community.

35%
of secondary schools in Mendoza participated in the program.

20
scholarships to school heads in Mendoza.

2
peer workshops on the Vistage Model, with the participation of 36 school heads graduated from the program.

59
school heads graduated from the Program in the 5 years of program sponsorship.

In 2020, training was carried out with experts from the Universidad de San Andrés, with topics and class dynamics 100% on line and adapted to teaching in the pandemic.



NEW

Potrero Digital

In partnership with Fundación Compromiso

To continue promoting quality education and contribute to creating equal opportunities, Potrero Digital was launched in 2020. The program offers Community management and Front-End web programming courses to facilitate social integration and employability to +18 people. The courses also include English and subjects related to social and emotional skills.

From Grupo Supervielle we partner with Fundación Compromiso, the Government of the City of Mendoza and another two organizations: El Arca and Asociación Deportiva La Favorita.

12
synchronic meetings for the Social and Emotional Skills and of English courses delivered by the British Council through the Argencon agreement.

64
people were certified in Front End Programming, 9 of whom live in La Favorita and 7 in San Martín and other neighborhoods of the city of Mendoza.

64
people graduated as Community Managers, 6 of whom live in La Favorita and 5 in San Martin.

12
students received electronic devices from Potrero Digital to continue with their courses.

Triple Impact Education Program for Entrepreneurs

In partnership with Mayma

Intended to strengthen those endeavors working to solve social or environmental issues in Latin America, by providing the tools and required mentoring and leveraging the generation of an entrepreneur community.

The program includes 18 virtual seminars with different regional business sector representatives and a local team that provides virtual assistance to help implement acquired knowledge.

130
candidate endeavors

Over 30
partnerships with local organizations, mass media and universities

2
projects from Mendoza were granted special awards at national level

9
employees of Banco Supervielle as mentors

35
selected endeavors



CHILDHOOD



In Argentina, almost 2 out of 3 children are poor and 15.7% are extremely poor. Prior to the pandemic 30.5% of children and teenagers in our country lived in food insecure homes, but the health crisis had a strong impact and increased child vulnerability.[6]

At Grupo Supervielle we partner with organizations working with infant care and nutrition, such as Banco de Alimentos, Pilares and Casa Rafael, because childhood is the period of most intensive and quickest development. The bases in terms of health, well-being and education are built during early childhood. If properly dealt with at an early stage, social inequalities may be mitigated and, eventually, eradicated.

WE PARTNER WITH ORGANIZATIONS FIGHTING CHILD POVERTY AND MALNUTRITION AND PROMOTE SOCIAL TRANSFORMATION THROUGH ART.

250
CHILDREN AND TEENAGERS ATTEND CASA RAFAEL WORKSHOPS.

+538 THOUSAND
MEALS WERE DONATED TO BANCO DE ALIMENTOS, THANKS TO THE CONTRIBUTION OF CUSTOMERS, EMPLOYEES AND GRUPO SUPERVIELLE.

120
CHILDREN PARTICIPATE IN THE SUPPLEMENTARY FEEDING ASSISTANCE PROGRAMS OF FUNDACIÓN PILARES.

50
CHILDREN OF EMPLOYEES PARTICIPATED IN THE LÁPIZ, PAPEL ACCIÓN CONTEST, TO ENCOURAGE CREATIVITY MAKING PICTURE STORIES.

[3] Observatorio de la Deuda Social Argentina (ODSA), UCA

Donar Alimentos es Donar Futuro Program

In partnership with Fundación Banco de Alimentos, Buenos Aires

We support Banco de Alimentos in its effort to reduce hunger, enhance nutrition and avoid food waste. In 2020 we continued with the fundraising campaign, inviting our customers to join us in the initiative.

768 customers have been making monthly donations since 2017, which accounts for 4% of the total monthly contributions to Banco de Alimentos.

175 donors joined in 2020, 114 of which made monthly donations.

$4,4 million raised, equal to 538,105 meals

Socializar a los Niños a través del Arte Program

In partnership with Casa Rafael

Program intended to stimulate resilience in socially vulnerable children through art and psychological and social support. The workshops promote socialization and child development through creativity. During 2020 we supported a cinema workshop, the JugArte program and the Cultura Hip-Hop program, all of them on line.

Food was regularly delivered to **140 families** in the Covid-19 context.

School supplies and **toys** were donated at the beginning of the school year and for Christmas, respectively.

Combatir la Desnutrición Infantil Program

In partnership with Fundación Pilares

Since 2012, Supervielle supports Centro CONIN of settlement Villa 21-24 in its COPIF Program (Early Child Care within the Family and the Community). The program comprises: Crianza en Ronda, for pregnant women and mothers of children up to one year old; CONIN , for children up to 5 years old with poor nutrition or malnutrition; Jugar es Cuidar, for 1 - 3 year old children and their mothers, and Fortaleciendo, for women who are victims of gender violence and their children in their early childhood.

Due to the complex health crisis context we delivered food bags and milk, and healthy cooking workshops for mothers and medical consultation were made available on pediatric, nutrition, child development matters.

901 food bags and **1,350 diapers** were delivered.

120 children participated together with their families, from newly born to 5 year old children, and 3 pregnant women in psychosocial vulnerability condition.

Team specialists made telephone interviews or videocalls with the families attending the program on a weekly or fifteen-day basis.

Lápiz, Papel ACCIÓN Contest

Our Sustainability area organized the Lápiz, Papel ACCIÓN contest aimed at children of employees, with a view to incentivating their creativity through the creation of illustrated stories. We received works from 50 participants who received online tutorials by artists Mariano Grassi and Mercedes Pujana on how to write and illustrate stories.

INSTITUTIONAL STRENGTHENING



WE CONTRIBUTE TO THE STRENGTHENING OF DEMOCRATIC INSTITUTIONS AND THE DEVELOPMENT OF A LONG-TERM PUBLIC AGENDA.

In Argentina the average trust in institutions is lower than 50%. Trust in government officers is 41%, just above trust in mass media, which is of 39%.[3]

As an Argentine financial group we seek to have an active participation in and commitment to the development of the country. In our view, to achieve sustainable development we need strong institutions that guarantee legal security to operate. We work in partnership with NGOs that are committed to the strengthening of democracy and institutions, such as CIPPEC, RAP, GDFE, RIL and Poder Ciudadano. The goal is to create confidence through the dialogue with the different political parties, to achieve greater interaction among different groups (political, business, academic, think tanks, etc.) and find shared views and reach basic agreements.

WE WORK WITH CIPPEC IN THE DESIGN OF POLICIES THAT PROMOTE HOME OFFICE IN ARGENTINA.

WE ARE THE INCORPORATORS OF LUJÁN DE CUYO, THE FIRST PUBLIC-PRIVATE CONSORTIUM, TOGETHER WITH FUNDACIÓN YPF, PETROCUYO, MUNICIPALITY OF LUJÁN DE CUYO, RIL AND DGFE.

[3] Trust Barometer Edelman 2018.

Políticas Públicas Program
In partnership with CIPPEC

We work with CIPPEC (Centro de Implementación de Políticas Públicas para la Equidad y el Crecimiento) with the design of policies that promote home office in Argentina, supporting the regulation of the home office law. CIPPEC made a series of recommendations on two strategic and supplementary axes: design and implementation of an adequate regulatory system and a set of promotion policies to close the existing gap between potential and actual home office.

The following documents were drafted "El teletrabajo argentino en pandemia y después" [Home office in Argentina during the pandemic and afterwards] and "Políticas públicas para promover el teletrabajo en Argentina" [Public policies to promote home office in Argentina].

Public-Private Articulation Table Luján de Cuyo
In partnership with GDFE (Grupo de Fundaciones y Empresas) and RIL (Red de innovación Local)

We participated in a public-private articulation initiative for the development of the Municipality of Luján de Cuyo, Province of Mendoza, together with Fundación YPF, Petro Cuyo, the Municipality of Luján de Cuyo, the Chamber of Commerce and main local companies. We worked collaboratively in meetings with a view to contributing to the improvement of life quality of its inhabitants and to facing the most urgent territorial challenges. The working plans were drafted taking into account the 2030 Agenda of the UN's Sustainable Development Goals.

53 hs of decision making meetings

23 organizations participated

43 people, **9** special guests

90 hs of analysis and development work

15 months of work, **21** general meetings

17 interviews to companies and experts

1 project report: Luján de Cuyo Logistic Platform

Strategic partnership with Museo de Arte Moderno de Buenos Aires (MAMBA)

Grupo Supervielle works together with the Asociación Amigos del Moderno to support the institution as a strategic partner of Museo de Arte Moderno de Buenos Aires (MAMBA). This partnership enabled MAMBA to carry out important projects of renowned Argentine artists and organize international exhibits.

This initiative consolidates our presence in the art world and offers customers and employees new benefits related to culture in the City of Buenos Aires. Our contribution ensures sustainability and allows long-term planning to the museum's management.

In addition, we supported Fundación Vergel with activities developed at Hospital de Clínicas and Hospital de Niños Dr. R. Gutiérrez of the City of Buenos Aires, where 70 kits were delivered with the coloring book "Xul Solar para pintar" of publishing house Ronda as well as 5 podcasts and 320 online classes by 3 artists.

4 meetings were held with an average **70** people per event.



The new **MAMBA Library** was built with contributions under the Cultural Participation Law.

We maintained our **institutional support** to annual MAMBA programs and offered our customers virtual guided tours.

VOLUNTEERING

We have in place a long-term strategic volunteering program in line with the organization's objectives, the interests of employees and the social needs of the community.

2020 volunteering actions were carried out 100% online and consisted in supporting our scholarship beneficiaries of Cimientos, Bisblick and Anpuy. Our volunteers also participated as readers in the Grandes Autores, Relatos Cortos contest, as tutors in Construyendo Mi Futuro and as mentors of Mayma entrepreneurs.

Due to the Covid-19 pandemic we had to discontinue our "Capitanes" volunteering program, which promotes social commitment of our employees, as well as an impact on the communities where Grupo Supervielle is present.

190 EMPLOYEES PARTICIPATED IN MORE THAN ONE VOLUNTEERING ACTION; **54%** WERE WOMEN.



PATRONAGE

The Cultural Promotion Scheme known as Patronage is the financing program of the Ministry of Culture of the Government of the City of Buenos Aires for the development of artistic and cultural projects. Under this scheme turnover taxpayers may use a portion of said tax to support cultural projects. This is a key tool to foster the arts and culture.

$40.6 million were allocated to 12 projects in 2020:

2 educational projects

2 heritage projects

2 project of Internet sites of the City of Buenos Aires

3 childhood projects

1 visual arts project

2 theater projects

1 academic music project

We also contributed for the building of the new library and visual arts research center of Museo de Arte Moderno de Buenos Aires, and provided funding for works at some theaters of Complejo Teatral de Buenos Aires (CTBA) in two areas: renewal and restoration of the facilities of Regio, Regio, Sarmiento, San Martín Theaters and the Theatrical Costume Center, as well as continuation of the "Teatros Accesibles" program which allows visually and hearing impaired persons to enjoy shows in equal conditions.

As part of our patronage activities, we supported the creation of the animated web series for children "Tatón, un mundo de cartón" and tutorial videos on the recycled material toy assembly, fostering environmental care through recycling and social and family interaction through games.

SUPERVIELLE RECEIVED AN AWARD FOR ITS CONTRIBUTION TO CULTURE AT THE "CELEBRACIÓN DE INVERSIÓN PÚBLICO-PRIVADA EN LA VIDA CULTURAL Y ARTÍSTICA DE BUENOS AIRES" MEETING.

Supervielle contribution under the Patronage scheme amounted to $159.7 million, which were allocated to several cultural projects since 2011:

- Senior Citizen-related Project: **$421,000**
- Art Project: **$35,875,955**
- Educational Projects: **$11,593,037**
- Childhood-related projects: **$8,174,481**
- Other Projects: **$36,597,606**
- Heritage Projects: **$67,082,482**

SUPPORT TO COMMUNITIES IN CRISIS CONTEXTS

In 2020 we supported several initiatives from partner organizations in response to the needs of the communities where we operate, due to the Covid-19 pandemic crisis and fires in certain provinces.

Covid-19 Emergency Actions

COVID INITIATIVES

We supported the #SeamosUno (CÁRITAS, Banco de Alimentos, CIAS-Compañía de Jesús, Consejo de Pastores Evangelistas de CABA, AMIA, ACIERA-Alianza Cristiana de Iglesias Evangelistas de Argentina and other organizations) campaign for CABA and the Province of Buenos Aires. The target was to donate one million food boxes to the most needed sectors.

We assisted Fundación Conciencia with our volunteering actions and the donation of 400 food bags and cleaning products to be distributed in Greater Buenos Aires neighborhoods.

We supported Fundación Trauma with 20 scholarships for the PARES course, virtual training in critical care and organization of health institutions in the Covid-19 context.

We leveraged our partnership with Fundación Pilares in slum Villa 21-24, Barracas (Centro CONIN), by donating food and health care products for 100 families which are part of the Food Assistance program.

In the province of San Luis we assisted with the purchase of medical equipment and supplies for health centers such as gloves, digital thermometers, masks and over 30,000 face masks.

Fires in Córdoba and San Luis

We donated funds to the fire brigades of San Luis, Villa Mercedes and Río IV during the emergency caused by forest fires in the area.



In the province of Mendoza we supported the Consejo Empresario Mendocino (CEM) and other companies by donating 2 Emergency Care Units (ECU) which improved the health system. We also donated medical and health supplies to the municipalities of Luján de Cuyo, San Martín and Las Heras. Finally, together with the municipality of the City of Mendoza we delivered food through Banco de Alimentos and donated tablets to the municipality of Godoy Cruz so that low income students could continue taking their classes.

Friendly | **Respect**

WE CARE ABOUT OTHERS

$13 million in donations for food and medical supplies.

We facilitated collection of **678 thousand** IFEs [Ingreso Familiar de Emergencia] and improved our digital onboarding.

We designed **digital tools** that simplify transactions for senior citizens and help reduce the visits to branches.



WE CARE ABOUT OTHERS

GRI FS7, 102-6, 201-1

The critical health and economic crisis caused by the Covid-19 pandemic faced us, as a community, with the need to cope with emergencies and build a new normal amid a scenario of many uncertainties. In that scenario, companies had to continue managing the needs of the business while protecting the health of people. Taking into account the needs of our stakeholders, at Grupo Supervielle we defined three target strategies that were implemented during the year:

Protect the health and well-being of our people and customers, and **support charitable initiatives** to mitigate the impact of the crisis on the community;

Guarantee the continuity of operations, establishing protocols, and adapting meetings, training sessions, events and other activities to the virtual world;

Accelerate our digital transformation initiatives, that were beneficial for our customers during the period of restrictions imposed by the pandemic.

In this Report we provide more information on the different actions and initiatives implemented in the Covid-19 context. This content may be easily identified by this icon:

COVID INITIATIVES

SUPERVIELLE MEASURES AGAINST COVID-19

All actions and measures implemented are focused on protecting our people and clients and to guarantee business continuity.

- Stakeholder Engagement & Communication Plan.
- Business Continuity Protocol
- Credit risk monitoring

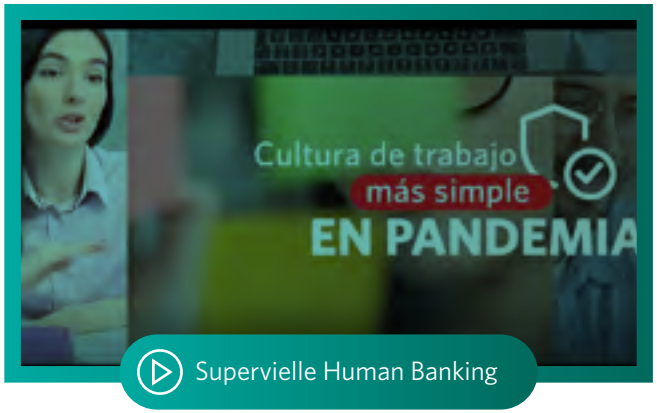
- Cost containment
- Adjusting the service model for a low-touch economy
- Accelerating digital transformation



- COVID-19 Protocols for Stricter sanitation procedures & health surveillance
- Remote working for non- branch & call center employees
- Branch teams divided in two rotating groups every 15 days
- Leveraging technological resources.

- Communication channels
- Focus on clients' needs and resolution of requests
- Distribution channels: ATMs automatic, apps & Business home banking, contact center
- Technological infrastructure
- Critical suppliers
- Cybersecurity

Even in an uncertain environment we managed to keep the quality of our products, provide prompt answers to our customers' needs and intensify the transformation program being implemented in our company, featured by the agile methodologies of our work culture. On that basis, we attended to the evolution of demands and expectations of our stakeholders, guided by our Human Banking vision which combines human and technological aspects to create the best solutions.



FOCUSED ON RESPECT FOR PEOPLE, WE MADE OUR WORK MORE AGILE AND TECHNOLOGY MORE HUMAN IN RESPONSE TO THE NEEDS OF OUR STAKEHOLDERS.

SENIOR CITIZENS

We offer our senior citizens digital tools to facilitate their daily transactions and reduce the visits to bank branches, protecting their health during the pandemic.

With that objective in mind, we added new functionalities to the App Jubilados, the first app in our country designed for senior citizens and opened an exclusive line for them to make their transactions from home. We also made home delivery of debit cards to our senior citizens.

We also redesigned our Espacio 24 located in the lobbies of branches, offering larger service areas to facilitate social distancing and longer service days and hours. New self-management ATMs were installed, such as Cajas Rápidas with biometrical technology enabling cardless cash withdrawals at any time by means of fingerprint recognition.

We became a benchmark in the market on increasing withdrawal limits to enable our customers to withdraw the full amount of their pension deposits in one transaction, and we implemented exclusive benefits, such as 50% savings at pharmacies on Thursdays.

900.000
senior citizen customers

100
24x7 fingerprint operated Cajas Rápidas

+
withdrawal limits

+43,000
pensioners began to use debit card for purchases



Digital proof of life
through the Jubilados app

INDIVIDUAL CUSTOMERS

We implemented a new digital onboarding platform and accelerated the implementation of other digitalization actions to provide a prompt and effective answer to customers that could not visit the branches due to health restrictions.

Thus, we facilitated payment of 678 thousand IFE (Emergency family income) plans that resulted in the 100% digital onboarding of 250,000 new customers, we increased cardless cash withdrawals, reduced the number of visits and digitalized over 175,000 customers, 125,000 account statements and 56 thousand credit card statements.

In less than one month we expanded our call center so as to address the increased number of queries resulting from the lockdown; and we extended our value proposition to non-contact channels, greatly accepted by our customers, and we joined MODO, the e-wallet that gathers the banks and allows users to send and receive money using their mobile phones, in an agile, safe and free of charge way.

Tienda Supervielle, Grupo Supervielle's marketplace, became a highly valued alternative for our customers due to the growth of online purchases.

+700% loans through non-contact channels

70% customers made time deposits

45% appointments through self-management functions

+175 thousand digitalized customers

+9.3% cardless cash withdrawals

BUSINESSES

We adapted our products, processes and the management of commercial teams to maintain service quality to our customers and address the demands resulting from the health emergency.

In that scenario of uncertainty, we considered that our customers were going through a process of change and learning and we offered them a platform with many tutorials about how to make the necessary transactions. We launched our Onboarding for Businesses, which allowed users to open an account though digital channels, and we added new functionalities to e-cheq to preserve the integrity of the payment chain.

To face the major change of the context, we designed subsidized rate loans, taking into account the impact of the pandemic on commercial activities. We created new areas in our branches for our customers to operate more efficiently and comfortably. In that sense, we have one specific waiting area for in-person transactions, private and safe spaces for personalized service and exclusive sectors for business customers, with a pre-waiting room.

+$5,900 million to entrepreneurs and SMEs

Exclusive customer service areas

New onboarding platform for Businesses

Mass issuance of e-cheqs

+45 new tutorials

EMPLOYEES

To protect the health of our employees we implemented in all branches a strict health protocol and deployed all the necessary actions for home office.

We improved the interaction of our teams through the implementation of the collaborative internal network Workplace, thus increasing the number of remote training, and implemented a flex working hours policy. We also opened a psychological and medical assistance line to support our employees in such an exceptional context.For more information on this topic see chapter Leadership- “Benefits”

From 250 to 2,500 home office employees in only ten days

Medical and psychological assistance

Ergonomic chairs and **flex working hours**

4 thousand users, **215** thousand reactions and **989** thousand chat messages on Workplace

SUPPLIERS

Despite the difficulties posed by the pandemic, our Strategic Supply Department managed to guarantee the operations of our offices through health and safety protocols, so as to meet the supply needs of our employees and customers. We made certain requirements of our Supplier Approval Policy more flexible to support those companies that were not able to comply with all tax requirements.

Agreements for the supply of our offices, with specified delivery terms.

Extension from **3 to 6** months of the term for our suppliers to pay their payroll duties and moratoria.

COMMUNITY

We made our best efforts to meet the needs generated by the pandemic: we promoted social investment with a positive impact and facilitated the virtual volunteering of our employees, donating 13 million Pesos in medical supplies and food. For more information on this topic see Chapter Commitment – "Covid-19 emergency actions".

As part of the assistance provided to people in a vulnerable situation, we contributed 290 thousand meals to Banco de Alimentos and donated 500 food bags and cleaning products to Fundación Conciencia and Fundación Pilares in various districts of the City of Buenos Aires and Greater Buenos Aires area.

We also delivered face masks, hand sanitizer, gloves and medical supplies to various health centers, and participated, together with Consejo Empresario Mendocino in the construction of 2 primary care units. We also cooperated with the #SeamosUno campaign and made contributions to various fire brigades.

Due to the restrictions imposed by the pandemic, we converted our volunteering programs so as to provide online school support to children participating in the scholarship program of Fundación Cimientos. We also offered mentoring to sustainable entrepreneurs in Mendoza through the Mayma program.

$13 million donations in food and medical supplies for districts of the City of Buenos Aires, Greater Buenos Aires, Mendoza and San Luis

INICIATIVAS COVID

290 thousand meals to Banco de Alimentos

35 thousand face masks, **650** liters of hand sanitizers and **+32** thousand pairs of gloves

Virtual **school support classes**

Mentoring entrepreneurs

CONTACT WITH OUR STAKEHOLDERS

During the lockdown we reached the homes of millions of Argentineans through the presence of our brand in the top rating TV shows, articles with financial information and digital events. The social media were key to keep us in contact with our stakeholders and to answer their queries.

+99% followers on Instagram

+45% followers on LinkedIn

+20% followers on YouTube



ABOUT THIS REPORT



ABOUT THIS REPORT

GRI 102-32, 102-45, 102-48, 102-49, 102-50, 102-51, 102-52, 102-53, 102-54

This edition of Grupo Supervielle's Sustainability Report contains information about major events for our stakeholders regarding economic, environmental, social and corporate governance performance, from January 1 to December 31, 2020. The following companies are included in the report:

Grupo Supervielle prepares its Sustainability Reports on a yearly basis, the most recent corresponding to the 2019 fiscal year. With a view to dealing in more detail with the most relevant issues for our sustainability strategy, this Sustainability Report was prepared in accordance with the GRI Standards "Core" option of the Global Reporting Initiative (GRI) and with a Financial Services Sector supplement (GRI G4). In addition, the report shows the commitment of Grupo Supervielle with the different stakeholders to grow in a sustainable way, protect the environment and act in a socially responsible way.

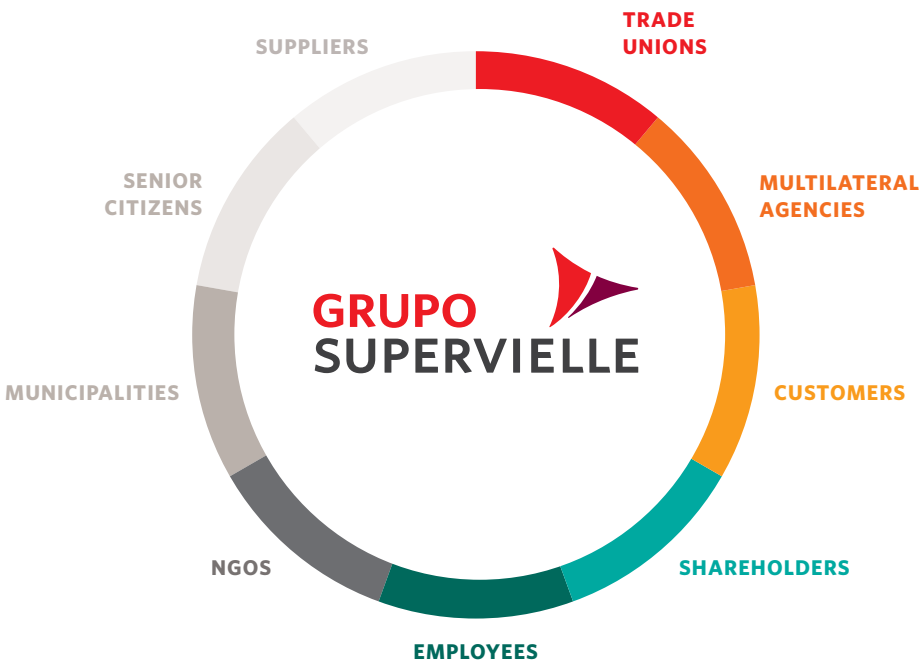
This report was prepared by the Sustainability area in collaboration with the different areas of the organizations that are part of Grupo Supervielle. To ensure that all material issues are dealt with, this report was validated by the Director of Grupo Supervielle acting as Chairman of the Ethics, Compliance and Corporate Governance Committee.

For a better understanding of the information, the data corresponding to the 2019 period was adjusted for inflation according to the relevant financial indicators.

In addition, any inquiries related to the information herein presented may be sent to the following email: sustentabilidad@supervielle.com.ar.

OUR STAKEHOLDERS

GRI 102-40, 102-42, 102-43



At Grupo Supervielle we seek to better understand the social and environmental impacts of our commercial activities, including the indirect impacts derived from financed projects and businesses. We maintain a close and transparent relationship with our stakeholders so as to learn about their expectations and concerns and translate them into strategic information for the business management.

To identify our stakeholders, we take into account interaction and business impact criteria and classify their profiles. In addition, we establish the most adequate communication channels for a timely receipt, review and response of inquiries, which must supplement the public information that is available on our web site.

As a result of the lockdown and social distancing actions taken in response to the Covid-19 pandemic, during this fiscal year in- person events were reduced in Argentina and abroad, and in some cases, events were held in a virtual format.

COVID INITIATIVES

Communication Channels with our Stakeholders

Stakeholders	Communication Channels
Customers	Satisfaction survey (individuals, companies, public entities)
	Commercial Communication
	Institutional Communication
	Contact Center
	Investments Center
	Chat banking
Employees	Workplace
	e-mail
	Breakfast with the CEO
	Communication survey
	StarMeUp
	Gestar
	Management Center
	Monthly meeting
	Slack
	Annual work environment survey
	Focus groups by area

AS A COMMUNICATION CHANNEL WHICH INCLUDES ALL OUR STAKEHOLDERS, WE CONDUCTED A MATERIALITY SURVEY TO LEARN ABOUT THEIR EXPECTATIONS AND NEEDS.

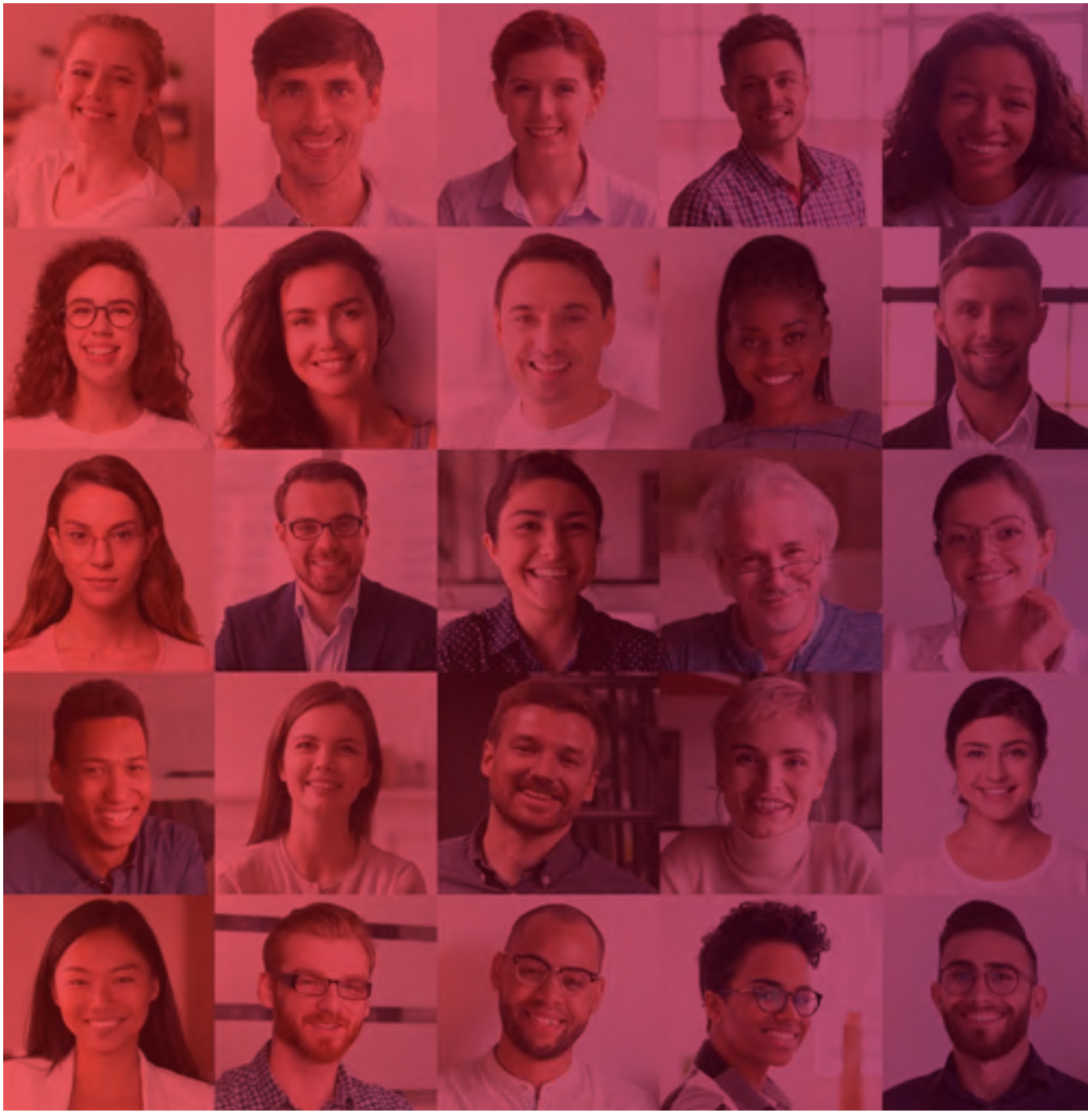
Stakeholders	Communication Channels
NGOs	Regular meetings to become acquainted with programs under way
	Reports by NGOs with the results obtained in the year
	Virtual Events
	Frequent contact via e-mail
Supplier	Formal selection and contracting processes
	Virtual meetings
Municipalities	Virtual meetings
Trade Unions	Regular meetings with union representatives
Multilateral Agencies (development agencies, international financing agencies)	Annual Report
	Meetings
	20-F
	Press Release
	Webpage
Shareholders (equity providers)	Annual Report
	20-F
	Quarterly reports
	Press Releases
	Web page
	Quarterly conference calls with investors and analysts:
	– With the participation of the chairman, the CEO, the CFO
	– Open line for inquiries
	– Conference calls transmitted directly through the web page
	Calls with investors and analysts
	One-on-one meetings with investors in Argentina and abroad
	Conference calls locally and abroad
	Telephone line to receive calls

PARTNERSHIPS

GRI 102-12, 102-13

Partnering with other sector entities is a way to enrich ourselves, enhance our capacities and grow strategically, creating sustainable value.

- **ABE (Asociación de la Banca Especializada)**
  IUDÚ Compañía Financiera
- **ADEBA (Asociación de Banco Argentinos)**
  Banco Supervielle
- **AVIRA (Asociación de Aseguradores de Vida y Retiro de la República Argentina)**
  Supervielle Seguros
- **CÁMARA ARGENTINA DE FONDOS COMUNES DE INVERSIÓN**
  Supervielle Asset Management
- **CEADS (Centro Empresario Argentino para el Desarrollo Sostenible)**
  Banco Supervielle
- **CEM (Consejo Empresario Mendocino)**
  Banco Supervielle
- **CUYO AVAL S.A.**
  Banco Supervielle
- **MENDOZA FIDUCIARIA S.A.**
  Banco Supervielle
- **MERCADO ABIERTO ELECTRÓNICO**
  Banco Supervielle



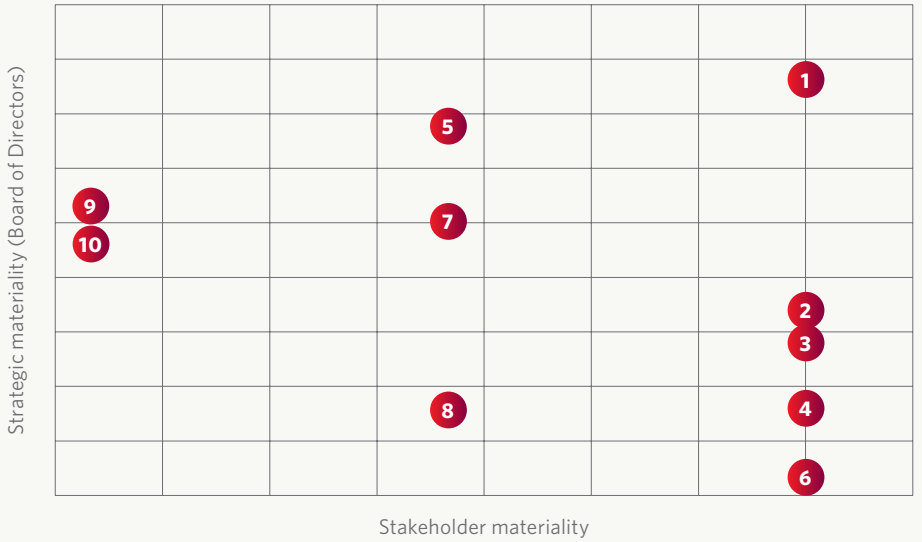
MATERIALITY ANALYSIS

GRI 102-43, 102-44, 102-46, 102-47

For a better identification of the performance topics to be included in this report, in addition to the information surveyed in the usual communication channels, we conducted an online survey exclusive for our stakeholders where we inquired about 29 topics, the following 10 being the most relevant:

1. **Customer Privacy**
   (GRI 418: Customer Privacy)
2. **Economic Performance**
   (GRI 201: Economic Performance)
3. **Anti-corruption and Non-discrimination**
   (GRI 205: Anti-corruption / GRI 406: Non-discrimination)
4. **Socio-economic compliance**
   (GRI 419: Socio-economic compliance)
5. **Human Rights Assessment**
   (GRI 412: Human Rights Assessment)
6. **Diversity and equal opportunities**
   (GRI 405: Diversity and equal opportunities)
7. **Monetary value of products and services designed to deliver a specific social benefit and Percentage of assets subject to positive and negative environmental or social screening.**
   (FS11: Percentage of assets subject to positive and negative environmental or social screening. / FS7: Monetary value of products and services designed to deliver a specific social benefit)
8. **Marketing and labeling**
   (GRI 417: Marketing and labeling)
9. **Supplier Social Assessment**
   (GRI 414: Supplier Social Assessment)
10. **Waste**
    (GRI 306: Effluents and waste)

MATERIALITY MATRIX



IN ADDITION TO THE TOPICS IDENTIFIED IN OUR MATERIALITY ANALYSIS, IN THIS REPORT WE PREPARED INFORMATION ON OTHER MATERIAL TOPICS FOR THE PERFORMANCE OF GRUPO SUPERVIELLE, INCLUDING TWO STRATEGIC TOPICS: DIGITAL TRANSFORMATION AND COMPLAINT MANAGEMENT.

GRI CONTENT INDEX

GRI 102-55

GRI Standard	Disclosures	Page / answer	Omission	Assurance
102-1	Name of the organization	13		✔
102-2	Activities, brands, products and services	3 - 12 - 13		
102-3	Location of headquarters	12		✔
102-4	Location of operations	11 - 17		
102-5	Ownership and legal form	13		✔
102-6	Markets served	3 - 17 - 19 - 134		
102-7	Scale of the organization	11 - 17 - 19 - 89		
102-8	Information on employees and other workers	11 - 57		✔
102-9	Supply chain	107		
102-10	Significant changes to the organization and its supply chain	3 - 13 - 85 - 107		
102-11	Precautionary principle or approach	Does not apply to Grupo activities.		
102-12	External initiatives	3 - 105 - 143		
102-13	Membership of associations	3 - 143		
102-14	Statement from senior decision maker	3		
102-15	Key impacts, risks and opportunities	3		
102-16	Values, principles, standards and norms of behavior	6 - 37 - 38		
102-17	Mechanisms for advice and concerns about ethics	37 - 38		
102-18	Governance structure	22		
102-19	Delegating authority	6 - 22		
102-20	Executive-level responsibility for economic, environmental and social topics	6		
102-21	Consulting stakeholders on economic, environmental and social topics	6 - 73		
102-22	Composition of the highest governance body and its committees	22 - 23 - 25		
102-23	Chair of the highest governance body	23		
102-24	Nominating and selecting the highest governance body	22 - 30		
102-25	Conflicts of interest	37		

GRI Standard	Disclosures	Page / answer	Omission	Assurance
102-26	Role of highest governance body in setting purpose, values and strategy	22		
102-27	Collective knowledge of highest governance body	30		
102-28	Evaluating the highest governance body's performance	22 - 30		
102-29	Identifying and managing economic, environmental and social impacts	6 - 22		
102-30	Effectiveness of risk management process	33		
102-31	Review of economic, environmental and social topics	22 - 30		
102-32	Highest governance body's role in sustainability reporting	140		
102-33	Communicating critical concerns	3 - 6		
102-34	Nature and total number of critical concerns	3 - 6		
102-35	Remuneration policies	30		
102-36	Process for determining remuneration	30		
102-37	Stakeholders' involvement in remuneration	Stakeholders (employees / trade unions) do not participate in wage adjustment processes.		
102-38	Annual total compensation ratio	56		
102-39	Percentage increase in annual total compensation ratio	56		
102-40	List of stakeholder groups	141		✔
102-41	Collective bargaining agreements	63		✔
102-42	Identifying and selecting stakeholders	141		
102-43	Approach to stakeholder engagement	23 - 31 - 99 - 141 - 144		✔
102-44	Key topics and concerns raised	144		✔
102-45	Entities included in the consolidated financial statements	140		
102-46	Defining report content and topic Boundaries	144		
102-47	List of material topics	144		✔
102-48	Restatements of information	140		
102-49	Changes in reporting	140		✔
102-50	Reporting period	140		✔
102-51	Date of most recent report	140		✔
102-52	Reporting cycle	140		✔
102-53	Contact point for questions regarding the report	140 - 152		
102-54	Claims of reporting in accordance with the GRI standards	140		✔
102-55	GRI content index	145		✔
102-56	External assurance	150		✔

GRI Standard	Disclosures	Page / answer	Omission	Assurance
INDICATORS - MATERIAL TOPICS				
GRI 201 - ECONOMIC PERFORMANCE (2016)				
103-1	Explanation of the material topic and its Boundary	11 - 15		
103-2	The management approach and its components	11 - 15		
103-3	Evaluation of the management approach	11 - 15		
201-1	Direct economic value generated and distributed	11 - 19 - 118 - 134		✔
201-2	Financial implications and other risks and opportunities due to climate change	At present Banco Supervielle does not have a system to calculate risks and opportunities derived from climate change and its impacts. There is an Environmental and Social Risk Management area and different sustainable plans such as the use of alternative energies, paper reduction, awareness programs and project financing at prime rates.		✔
201-3	Defined benefit plan obligations and other retirement plans	There is no information to provide an answer to the indicator. In addition to the benefit plan established by the labor law there is not an independent fund for such purpose for its employees at Grupo companies.		✔
201-4	Financial assistance received from government	15 - 19		✔
GRI 205 - ANTI-CORRUPTION (2016)				
103-1	Explanation of the material topic and its Boundary	40 - 41		
103-2	The management approach and its components	40 - 41		
103-3	Evaluation of the management approach	40 - 41		
205-1	Operations assessed for risks related to corruption	40		✔
205-2	Communication and training about anti-corruption policies and procedures	40 - 41		✔
205-3	Confirmed incidents of corruption and actions taken	40 - 41		✔
GRI 306 - EFFLUENTS AND WASTE (2016)				
103-1	Explanation of the material topic and its Boundary	110		
103-2	The management approach and its components	110		
103-3	Evaluation of the management approach	110		
306-1	Water discharge by quality and destination	Does not apply to Grupo activities.		✔
306-2	Waste by type and disposal method	110		✔
306-3	Significant spills	Does not apply to Grupo activities.		✔
306-4	Transport of hazardous waste	Does not apply to Grupo activities.		✔
306-5	Water bodies affected by water discharges and/or runoff	Does not apply to Grupo activities.		✔

GRI Standard	Disclosures	Page / answer	Omission	Assurance
GRI 405 - DIVERSITY AND EQUAL OPPORTUNITY (2016)				
103-1	Explanation of the material topic and its Boundary	22 - 56		
103-2	The management approach and its components	22 - 56		
103-3	Evaluation of the management approach	22 - 56		
405-1	Diversity of governance bodies and employees	23 - 57		✔
405-2	Ratio of basic salary and remuneration of women to men	56		✔
GRI 406 - NON-DISCRIMINATION (2016)				
103-1	Explanation of the material topic and its Boundary	38		
103-2	The management approach and its components	38		
103-3	Evaluation of the management approach	38		
406-1	Incidents of discrimination and corrective actions taken	38		✔
GRI 412 - HUMAN RIGHTS ASSESSMENT (2016)				
103-1	Explanation of the material topic and its Boundary	32		
103-2	The management approach and its components	32		
103-3	Evaluation of the management approach	32		
412-1	Operations that have been subject to human rights reviews or impact assessments	32		✔
412-2	Employee training on human rights policies or procedures	4,437 employees were trained on issues related to anti-corruption (representing 88% of the payroll of Group), with an average duration of 1 hour for each e-learning.		✔
412-3	Significant investment agreements and contracts that include human rights clauses or that underwent human rights screening	32		✔
GRI 414 - SUPPLIER SOCIAL ASSESSMENT (2016)				
103-1	Explanation of the material topic and its Boundary	107		
103-2	The management approach and its components	107		
103-3	Evaluation of the management approach	107		
414-1	New suppliers that were screened using social criteria	107		✔
414-2	Negative social impacts in the supply chain and actions taken	107		✔
GRI 417 - MARKETING AND LABELING (2016)				
103-1	Explanation of the material topic and its Boundary	39		
103-2	The management approach and its components	39		
103-3	Evaluation of the management approach	39		
417-1	Requirements for product and service information and labeling	Does not apply to Grupo activities.		✔
417-2	Incidents of non-compliance concerning product and service information and labeling	During the period under analysis, no breaches were recorded in relation to information and labeling of products and services.		✔

GRI Standard	Disclosures	Page / answer	Omission	Assurance
417-3	Incidents of non-compliance concerning marketing communications	39		✔
GRI 418 - CUSTOMER PRIVACY (2016)				
103-1	Explanation of the material topic and its Boundary	101		
103-2	The management approach and its components	101		
103-3	Evaluation of the management approach	101		
418-1	Substantiated complaints concerning breaches of customer privacy and losses of customer data	101		✔
GRI 419 - SOCIOECONOMIC COMPLIANCE (2016)				
103-1	Explanation of the material topic and its Boundary	38		
103-2	The management approach and its components	38		
103-3	Evaluation of the management approach	38		
419-1	Non-compliance with laws and regulations in the social and economic area	38		✔
INDICATORS - STRATEGIC TOPICS				
DIGITAL TRANSFORMATION				
103-1	Explanation of the material topic and its Boundary	3 - 4		
103-2	The management approach and its components	3 - 4 - 69		
103-3	Evaluation of the management approach	69		
-	Digital transformation: Initiatives and impacts	69 - 70 - 71 - 73 - 76 - 79 - 80 - 81		
GRIEVANCE MECHANISM				
103-1	Explanation of the material topic and its Boundary	83		
103-2	The management approach and its components	83 - 99 - 100		
103-3	Evaluation of the management approach	83 - 99 - 100		
-	Breakdown of interactions with our stakeholders and grievance mechanism	83 - 99 - 100		
INDICATORS - FINANCIAL SERVICES SECTOR SUPPLEMENT				
FS7	Monetary value of products and services designed to deliver a specific social benefic for each business line broken down by purpose	118 - 134		✔
FS11	Percentage of assets subject to positive and negative environmental or social screening	116		✔

INDEPENDENT ASSURANCE REPORT

Independent practitioner's limited assurance report on Grupo Supervielle S.A.´s Sustainability Report 2020

To the President and Directors of
Grupo Supervielle S.A.
Legal address: Bartolome Mitre 434,
City of Buenos Aires, Argentina
Tax ID No. 30-61744293-7

We have undertaken a limited assurance engagement in respect of the selected sustainability information in Grupo Supervielle S.A.´s Sustainability Report 2020 (´the 2020 Sustainability Report´) (hereinafter, the "Identified Sustainability Information") for the fiscal year ended December 31, 2020.
This engagement was conducted by a multidisciplinary team including public certified accountants, environmental and ESG specialists.

Identified Sustainability Information

Our limited assurance engagement consisted in reviewing the Identified Sustainability Information:

- GRI quantitative and qualitative contents detailed in "GRI Content Index" identified with the symbol ffl.
- Statement from the Board of Directors of Grupo Supervielle S.A. regarding compliance with the guidelines from the Global Reporting Initiative ("GRI"), 2016 Standards, "in accordance" level: Exhaustive.

Our assurance was (only) with respect to the information on the fiscal year ended December 31, 2020, included in the Identified Sustainability Information referred to above. We have not performed any procedures with respect to earlier periods or any other elements included in the Identified Sustainability Information, and, therefore, do not express any conclusion thereon.

Criteria used for preparing the Identified Sustainability Information ("Criteria")

GRI quantitative and qualitative contents detailed in "GRI Content Index" identified with the symbol ffl, and the statement from the Company's Board of Directors relating to compliance with GRI guidelines were prepared in accordance with the recommendations and principles included in those guidelines, 2016 Standards, "in accordance" level: Exhaustive.
Responsibility of the Board of Directors for the information included in the Identified Sustainability Information
The Board of Directors of Grupo Supervielle S.A. is responsible for the preparation of the information included in the Identified Sustainability Information in accordance with the Criteria identified above. This responsibility includes the design, implementation and maintenance of internal control relevant to the preparation of this information that is free from material misstatement, whether due to fraud or error.

Inherent limitations

Non-financial information is subject to limitations other than those to which financial information is subject given its nature and the methods used to determine, calculate, take samples or estimate values. Qualitative interpretations of data relevance, materiality and accuracy are subject to individual criteria and assumptions.

Our Independence and Quality Control

We have complied with the independence and other ethical requirements of the International Code of Ethics for Professional Accountants (including International Independence Standards) issued by the International Ethics Standards Board for Accountants (IESBA Code), which is founded on fundamental principles of integrity, objectivity, professional competence and due care, confidentiality and professional behaviour.

Our firm applies International Standard on Quality Control 1 and accordingly maintains a comprehensive system of quality control including documented policies and procedures regarding compliance with ethical requirements, professional standards and applicable legal and regulatory requirements.

Our Responsibility

Our responsibility is to express a limited assurance conclusion on the Identified Sustainability Information detailed in "Identified Sustainability Information" based on the procedures we have performed and the evidence we have obtained. We conducted our limited assurance engagement in accordance with International Standard on Assurance Engagements (NICS) 3000 issued by the International Auditing and Assurance Standards Board (IAASB), adopted in Argentina through Technical Pronouncement No. 35 issued by the Argentine Federation of Professional Councils in Economic Sciences. These standards require that we plan and perform this engagement to obtain limited assurance about whether the Identified Sustainability Information is free from material misstatement.

A limited assurance engagement involves assessing the suitability in the circumstances of the Board of Directors' use of the Criteria as the basis for the preparation of the Identified Sustainability Information, assessing the risks of material misstatement of the Identified Sustainability Information whether due to fraud or error, responding to the assessed risks as necessary in the circumstances, and evaluating the overall presentation of the Identified Sustainability Information. A limited assurance engagement is substantially less in scope than a reasonable assurance engagement in relation to both the risk assessment procedures, including an understanding of internal control, and the procedures performed in response to the assessed risks.

The procedures we performed were based on our professional judgment and included inquiries, observation of processes performed, inspection of documents, analytical procedures, evaluating the appropriateness of quantification methods and reporting policies, and agreeing or reconciling with underlying records.

Given the circumstances of the engagement, in performing the procedures listed above we:

- Holding interviews with the management and senior management to assess the application of GRI Standards.
- Assessing the design of key procedures and controls to monitor, record and report the selected information; our work does not include testing the operating effectiveness of controls for the period under analysis.
- Performing testing, on a selective basis, to validate the information presented.
- Inspecting, on a selective basis, documents to verify the representations made by the management and senior management in our interviews.
- Reviewing the presentation of the information included in the 2020 Sustainability Report.

The procedures performed in a limited assurance engagement vary in nature and timing from, and are less in extent than for, a reasonable assurance engagement. Consequently, the level of assurance obtained in a limited assurance engagement is substantially lower than the assurance that would have been obtained had we performed a reasonable assurance engagement. Accordingly, we do not express a reasonable assurance opinion about whether Grupo Supervielle S.A.´s Identified Sustainability Information has been prepared, in all material respects, in accordance with the Criteria.

Limited Assurance Conclusion

Based on the procedures we have performed and the evidence we have obtained, nothing has come to our attention that causes us to believe that the Grupo Supervielle S.A.´s Identified Sustainability Information for the fiscal year ended December 31, 2020 is not prepared, in all material respects, in accordance with the Criteria.

Use of this report

This report, including the conclusion, has been prepared solely for the used by directors of Grupo Supervielle S.A. as a body. We permit the disclosure of this report within the 2020 Sustainability Report, to enable the directors to demonstrate they have discharged their governance responsibilities by commissioning an independent assurance report in connection with the 2020 Sustainability Report.
To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the directors as a body and Grupo Supervielle S.A. for our work or this report save where terms are expressly agreed and with our prior consent in writing.

City of Buenos Aires, 22th December 2021

PRICE WATERHOUSE & CO. S.R.L.

(Partner)

Diego H. López

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IMPACT OF COVID-19 IN SOCIETY

In response to the ongoing Covid-19 pandemic, countries around the world, including Argentina, have adopted extraordinary measures to contain the spread of the virus.
As a result of these imposed measures, the different countries have shown a immediate impact on their economies with a rapid drop in production indicators and activity. While the long-term impact on the world economy and markets financial statements is still uncertain, expected to be significant, although accelerated programs vaccination could lead to a rapid global recovery in 2021.

In response, since the beginning of 2020, most governments have implemented fiscal aid packages to sustain the income of part of the population and reduce the risks of breakdown in payment chains, avoiding financial and economic crises, as well like company bankruptcies. Argentina was no exception and the government acted as soon as the pandemic was declared.

In order to mitigate the economic impact of Covid-19 and the measures taken to contain the virus, the Argentine government was adopting more social assistance measures, monetary and fiscal.

The context of volatility and uncertainty continues at the date of issuance of this Sustainability Report.

The Bank's Management permanently monitors the evolution of the variables that affect your business, to define your course of action and identify potential impacts In response to the ongoing Covid-19 pandemic, countries around the world, including Argentina, have adopted extraordinary measures to contain the spread of the virus.

ISSUANCE OF THE SUSTAINABILITY REPORT IN THE CURRENT CONTEXT

As mentioned, there is uncertainty regarding the impacts that the COVID-19 pandemic could have on global economy and on our business. This could lead to negative effects on the future results of our operations, and on the market price of our securities.

The Sustainability Report that we are presenting includes our material issues and economic, social and environmental performance indicators as of 12/31/2019.

It should be noted that the results of the crisis may require a revaluation of our objectives based on the changes, internal and external, that will emerge in the coming months.

We intend to remain responsive and effective in our purpose of promoting a positive impact for all of our stakeholders in light of their priority demands. Within this framework, we hope to update our Materiality Analysis soon, in order to adapt our knowledge to the expectations and needs of all our stakeholders in the new context. Likewise, we will continue to monitor the effects of the pandemic on our 2021 performance indicators and work together with our stakeholders to face this crisis.

MORE INFORMATION ABOUT GRUPO SUPERVIELLE

GRI 102-53

Grupo Supervielle
https://www.gruposupervielle.com/English/Home/

Banco Supervielle
www.supervielle.com.ar

IUDÚ Compañía Financiera
www.iudu.com.ar

Tarjeta Automática
www.cartaautomatica.com.ar

Supervielle Seguros
www.supervielleseguros.com.ar

Supervielle Asset Management
www.fondospremier.com.ar

Mila Microlending
www.microlending.com.ar

InvertirOnline
www.invertironline.com

Reports

Sustainability Reports
https://www.gruposupervielle.com/our-approach/esg-strategy/#sustainability-reports

Financial information
https://www.gruposupervielle.com/English/investors/financial-information/default.aspx

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