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Annual Report 2023

SUBMITTED PURSUANT TO THE GENERAL PROVISIONS APPLICABLE TO ISSUERS OF SECURITIES AND OTHER MARKET PARTICIPANTS

FOR THE YEAR ENDING 31 DECEMBER 2023



BANCO COMPARTAMOS, S.A., INSTITUCIÓN DE MULTIPLE BANKING

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Currently listed securities by Banco Compartamos, S.A., Institución de Multiple Banking on the Bolsa Mexicana de Valuees, S.A.B. de C.V.:

The Company maintains two Stock Exchange Certificate Programs (CEBURES) authorized by the National Banking and Securities Commission (CNBV), the first through official letter 153-5040-2015 dated January 30, 2015, for a maximum amount of \$9,000,000,000.0 (nine billion Pesos 00/100, national currency), or its equivalent in Investment Units (UDIs), US Dollars, or any other currency, and the second through official letter 153/12157/2020 dated February 26th, 2020, for a maximum amount of 15,000,000,000.00 (Fifteen billion Pesos 00/100, national currency), or its equivalent in UDIs, US Dollars or any other currency.

Under these Programs, Banco Compartamos, S.A., Institución de Multiple Banking, has offered and placed the following issuances of Stock Exchange Certificates that are in force as of the date of this Annual Report:

INFORMACIÓN REFERENTE A LOS CERTIFICADOS BURSÁTILES BANCARIOS EMITIDOS POR BANCO COMPAÑÍAS, S.A., INSTITUCIÓN DE BANCA MÚLTIPLE Y VIGENTES A LA FECHA DEL PRESENTE REPORTE ANUAL, BAJO EL PROGRAMA AUTORIZADO POR LA COMISIÓN NACIONAL BANCARIA Y DE VALORES MEDIANTE OFICIO 153-12157-2020 DE FECHA 26 DE FEBRERO DE 2020					
Características	1ª Emisión	2ª Emisión	3ª Emisión	4ª Emisión	5ª Emisión
Clave de plasma	COMPART 215	COMPART 215	COMPART 21-25	COMPART 225	COMPART 235
Monto	Ps. 1,860,277,700.00	Ps. 1,782,817,200.00	Ps. 717,128,800.00	Ps. 2,500,000,000.00	Ps. 3,000,000,000.00
No. de series en que se divide la emisión	No Aplica	No Aplica	No Aplica	No Aplica	No Aplica
Fecha de Emisión	30 de junio de 2020	23 de noviembre de 2021	23 de noviembre de 2021	26 de agosto de 2022	29 de septiembre de 2023
Fecha de Vencimiento	24 de junio de 2025	17 de noviembre de 2026	17 de noviembre de 2026	21 de agosto de 2026	12 de marzo de 2027
Plazo de la Emisión	1,820 (un mil ochocientos veinte) días, equivalentes a 10 (diez) periodos de 182 (ciento ochenta y dos) días, aproximadamente 5 (cinco) años	1,092 (un mil noventa y dos) días, equivalentes a aproximadamente 3 años	1,820 (un mil ochocientos veinte) días, equivalentes a aproximadamente 5 años	1,456 (un mil cuatrocientos cincuenta y seis) días equivalente a aproximadamente 4 años	1,260 (un mil doscientos sesenta días) equivalente a aproximadamente 3.5 años
Intereses y procedimiento de cálculo	Interés bruto anual fijo de 5.00% (cinco punto cero nueve por ciento)	Interés bruto anual sobre su valor nominal a una tasa de TIE a plazo de hasta 29 días, más 0.40 (punto cuarenta) puntos porcentuales	Interés bruto anual fijo de 5.19% (nueve punto diecinueve por ciento)	Interés bruto anual sobre su valor nominal a una tasa de TIE a plazo de hasta 29 días, más 0.60 (punto sesenta) puntos porcentuales	Interés bruto anual sobre su valor nominal a una tasa de TIE a plazo de hasta 29 días, más 0.63 (punto sesenta y tres) puntos porcentuales
Periodicidad en el pago de intereses	Cada 182 (ciento ochenta y dos) días. El primer pago de intereses se efectuó el 30 de junio de 2020.	Cada 28 (veintiocho) días. El primer pago de intereses se efectuó el 23 de noviembre de 2021.	Cada 182 (ciento ochenta y dos) días. El primer pago de intereses se efectuó el 24 de mayo de 2022.	Cada 28 (veintiocho) días. El primer pago de intereses se efectuó el 23 de septiembre de 2022.	Cada 28 (veintiocho) días. El primer pago de intereses se efectuó el 27 de octubre de 2023.
Lugar y forma de pago de intereses	Los intereses devengados y el principal respecto de los Certificados Bursátiles se pagarán el día de su vencimiento mediante transferencia electrónica en el domicilio de S.D. Indeval, contra la entrega del Título mismo, o contra las constancias o certificaciones que para tales efectos expida el S.D. Indeval mediante transferencia electrónica.				
Subordinación de los Títulos	No Aplica				
Amortización	<p>La amortización de principal de los Certificados Bursátiles se realizará el 24 de junio de 2025 o si dicho día es inhábil, el Día Hábil inmediato siguiente, en un solo pago contra entrega del Título, o contra entrega de las constancias que para tales efectos expida Indeval.</p> <p>La Emisora tendrá el derecho de amortizar anticipadamente, en cualquier fecha de pago de intereses a un precio que resulte mayor de entre los siguientes (i) el 100% del monto del principal que se está amortizando de manera anticipada; y (ii) el monto que resulte de calcular el valor presente del monto de principal que se está amortizando de manera anticipada, así como de los pagos pendientes de intereses que se hubieran generado en relación con dicho monto de principal de conformidad con el Calendario de Pago de Intereses (neto de intereses devengados a la Fecha de Pago anticipado) aplicando un descuento equivalente a la Tasa de Mercado más 0.45 (cero punto cuarenta y cinco) puntos porcentuales, (a) en el caso de principal, con base en el número de días comprendidos entre la fecha de amortización anticipada y la Fecha de Vencimiento (sobre una base de periodos de 182 (ciento ochenta y dos) días y un año de 360 (trescientos sesenta) días), y (b) en el caso de intereses, con base en el número de días comprendidos entre la fecha de amortización anticipada y por cada Periodo de Intereses posterior, hasta la Fecha de Vencimiento (sobre una base de periodos de 182 (ciento ochenta y dos) días y un año de 360 (trescientos sesenta) días) (en conjunto, el monto que resulte del cálculo anterior, el Precio de Amortización Anticipada, el Emisor pagará a los Tenedores los intereses devengados y no pagados respecto del principal de los Certificados Bursátiles, precisamente a la fecha de amortización anticipada. El Precio de Amortización Anticipada en ningún caso será menor al 100% de la suma principal que se está amortizando de manera anticipada. Siempre y cuando (i) el Emisor notifique por escrito al Representante Común su intención de realizar la Amortización Voluntaria Anticipada de los Certificados Bursátiles con al menos 7 (siete) Días hábiles de anticipación a la fecha en que se llevará a cabo dicha Amortización Voluntaria Anticipada. El Representante Común deberá informar por escrito a la CNBV y a la BMV, a través de los medios que éstos determinen y al Indeval por escrito con por lo menos 6 (seis) Días hábiles de anticipación a la fecha de amortización, la decisión del Emisor de ejercer dicho derecho de amortización anticipadamente los Certificados Bursátiles. También se considerará el Vencimiento Anticipado en caso de que la Emisora incurra con ciertas infracciones o se realicen ciertos eventos que se describen en el Capítulo 3. Información Financiera del presente Reporte Anual.</p>				
Amortización anticipada	<p>El Emisor tendrá el derecho de amortizar anticipadamente, en cualquier fecha de pago de intereses a un precio que resulte mayor de entre los siguientes (i) el 100% del monto del principal que se está amortizando de manera anticipada; y (ii) el monto que resulte de calcular el valor presente del monto de principal que se está amortizando de manera anticipada, así como de los pagos pendientes de intereses que se hubieran generado en relación con dicho monto de principal de conformidad con el Calendario de Pago de Intereses (neto de intereses devengados a la Fecha de Pago anticipado) aplicando un descuento equivalente a la Tasa de Mercado más 0.45 (cero punto cuarenta y cinco) puntos porcentuales, (a) en el caso de principal, con base en el número de días comprendidos entre la fecha de amortización anticipada y la Fecha de Vencimiento (sobre una base de periodos de 182 (ciento ochenta y dos) días y un año de 360 (trescientos sesenta) días), y (b) en el caso de intereses, con base en el número de días comprendidos entre la fecha de amortización anticipada y por cada Periodo de Intereses posterior, hasta la Fecha de Vencimiento (sobre una base de periodos de 182 (ciento ochenta y dos) días y un año de 360 (trescientos sesenta) días) (en conjunto, el monto que resulte del cálculo anterior, el Precio de Amortización Anticipada, el Emisor pagará a los Tenedores los intereses devengados y no pagados respecto del principal de los Certificados Bursátiles, precisamente a la fecha de amortización anticipada. El Precio de Amortización Anticipada en ningún caso será menor al 100% de la suma principal que se está amortizando de manera anticipada. Siempre y cuando (i) el Emisor notifique por escrito al Representante Común su intención de realizar la Amortización Voluntaria Anticipada de los Certificados Bursátiles con al menos 7 (siete) Días hábiles de anticipación a la fecha en que se llevará a cabo dicha Amortización Voluntaria Anticipada. El Representante Común deberá informar por escrito a la CNBV y a la BMV, a través de los medios que éstos determinen y al Indeval por escrito con por lo menos 6 (seis) Días hábiles de anticipación a la fecha de amortización, la decisión del Emisor de ejercer dicho derecho de amortización anticipadamente los Certificados Bursátiles. También se considerará el Vencimiento Anticipado en caso de que la Emisora incurra con ciertas infracciones o se realicen ciertos eventos que se describen en el Capítulo 3. Información Financiera del presente Reporte Anual.</p>				
Aumento en el número de Certificados Bursátiles Bancarios	Conforme a los términos de cada Título Global que ampara cada una de las emisiones aquí descritas, la Emisora tendrá derecho a emitir y ofrecer públicamente Certificados Bursátiles Bancarios adicionales a los Certificados Bursátiles Bancarios emitidos originalmente. En virtud de la adquisición de los Certificados Bursátiles, se entenderá que los Tenedores han consentido que el Emisor emita certificados bursátiles adicionales, por lo que la emisión y oferta pública de los Certificados Bursátiles adicionales, no requerirá la autorización de los Tenedores de los Certificados Bursátiles.				
Garantía	Los Certificados Bursátiles son autoguarantías, por lo que no cuentan con garantía específica. De conformidad con lo dispuesto por los artículos 6 y 10 de la Ley de Protección al Ahorro Bancario, los Certificados Bursátiles no se encuentran entre las obligaciones garantizadas por el Instituto para la Protección del Ahorro Bancario. En este sentido, el Emisor no ha gravado ni afectado activos de la misma para garantizar a fuente de pago de los Certificados Bursátiles.				
Fidelización	No Aplica				
Calificación a la fecha del presente Reporte Anual	<p>Standard & Poor's, S.A. de C.V. "AAA", que indica que la capacidad de pago del emisor para cumplir con sus compromisos financieros sobre la obligación es muy fuerte en relación con otros emisores en el mercado nacional. Fitch México, S.A. de C.V. "AA(mex)", que implica un nivel de riesgo de incumplimiento muy bajo en relación con otros emisores u obligaciones en el mismo país o con la misma unidad monetaria.</p> <p>Standard & Poor's, S.A. de C.V. "AAA", que indica que la capacidad de pago del emisor para cumplir con sus compromisos financieros sobre la obligación es muy fuerte en relación con otros emisores en el mercado nacional. Fitch México, S.A. de C.V. "AA(mex)", que implica un nivel de riesgo de incumplimiento muy bajo en relación con otros emisores u obligaciones en el mismo país o con la misma unidad monetaria.</p> <p>Moody's de México, S.A. de C.V. "Aa1", es decir, que la calidad crediticia es muy fuerte en comparación con otras entidades y transacciones locales. Fitch México, S.A. de C.V. "AA(mex)", es decir, que las expectativas de un nivel de riesgo de incumplimiento muy bajo en relación con otros emisores u obligaciones en el mismo país o con la misma unidad monetaria.</p>				
Representante común	CIBanco, S.A., Institución de Banca Múltiple				
Depositarlo	S.D. Indeval, Institución para el Depósito de Valores S.A. de C.V.				
Régimen fiscal	La tasa de retención del Impuesto Sobre la Renta aplicable respecto a los intereses pagados conforme a los Certificados Bursátiles se encuentra sujeta a personas físicas y morales (i) residentes en México para efectos fiscales a lo previsto en los artículos 54 y 135 y demás aplicables de la Ley de Impuesto Sobre la Renta vigente; y (ii) residentes en el extranjero para efectos fiscales, a lo previsto en los artículos 153, 166 y demás aplicables de la Ley de Impuesto Sobre la Renta vigente. Los posibles adquirentes de los Certificados Bursátiles deberán consultar con sus asesores las consecuencias fiscales resultantes de su inversión en los Certificados Bursátiles, incluyendo la aplicación de reglas específicas respecto a su situación particular. El régimen fiscal vigente podrá modificarse a lo largo de la duración de las emisiones que aquí se describen, incluyendo la aplicación de reglas específicas respecto a su situación particular.				
Políticas en la toma de decisiones relativas a cambios de control durante la vigencia de la emisión	<p>Los estatutos sociales de Banco Compartamos, S.A., Institución de Banca Múltiple respecto a cambios de control establecen: "ARTÍCULO DÉCIMO PRIMERO.- TITULARIDAD DE ACCIONES: Sujeto a lo establecido en el artículo noveno anterior, cualquier persona física o moral podrá adquirir, mediante una o varias operaciones simultáneas o sucesivas, el control de acciones de la serie "0" representativas del capital ordinario de la sociedad, en el entendido que: (i) las personas que adquieran directa o indirectamente acciones de la serie "0" por más de 2% (dos por ciento) del capital social pagado de la sociedad, deberán dar aviso a la Comisión Nacional Bancaria y de Valores dentro de los tres (3) días hábiles siguientes a la adquisición o transmisión; y (ii) las personas que adquieran directa o indirectamente acciones de la serie "0" por más de 5% (cinco por ciento), o bien, otorguen garantía sobre las acciones que representen dicho porcentaje, requerirán previa autorización de la Comisión Nacional Bancaria y de Valores. En el caso mencionado en el inciso (i) anterior, las personas que pretendan realizar la adquisición o afectación mencionada deberán acreditar que cumplen con los requisitos establecidos en la Fracción II del artículo 10 de la Ley de Instituciones de Crédito, así como proporcionar a la Comisión Nacional Bancaria y de Valores la información que establezca mediante reglas de carácter general. Para determinar los porcentajes antes señalados, se tomarán en cuenta las acciones de que sean titulares los adquirentes de las acciones antes dadas a cabo la operación de que se trate. En el supuesto de que una persona o un grupo de personas, accionistas o no, pretenda adquirir el 20% (veinte por ciento) de las acciones representativas de la serie "0" del capital social de la sociedad u obtener el control de la sociedad, se deberá solicitar previamente autorización de la Comisión Nacional Bancaria y de Valores, la que podrá otorgarse discrecionalmente, previa opinión favorable del Banco de México. Para efectos de lo anterior, se entiende por control, la capacidad de imponer, directa o indirectamente, decisiones en las asambleas generales de accionistas de la sociedad, el mantener la titularidad de derechos que permitan, directa o indirectamente, ejercer el voto respecto de más del cuarenta por ciento del capital social de la sociedad, dirigir, directa o indirectamente, la administración, la estrategia o las principales políticas de la sociedad, ya sea a través de la propiedad de valores o por cualquier otro acto jurídico..."</p>				
Políticas respecto de reestructuras corporativas, incluyendo adquisiciones, fusiones y escisiones durante la vigencia de la emisión	<p>Los estatutos sociales de Banco Compartamos, S.A., Institución de Banca Múltiple respecto a fusiones y escisiones establecen: "ARTÍCULO VIGÉSIMO TERCERO.- Se requerirá autorización previa de la Junta de Gobierno de la Comisión Nacional Bancaria y de Valores para la validez de resoluciones sobre: (i) la fusión de la sociedad con otra u otras instituciones, previa opinión de la Comisión Federal de Competencia, y (ii) la escisión de la sociedad; y la Comisión Nacional Bancaria y de Valores, para la reforma de los estatutos sociales. Para estos efectos, tanto la escritura constitutiva como las modificaciones estatutarias se inscribirán en el Registro Público del Comercio del domicilio de la sociedad, con inclusión de la respectiva autorización, de acuerdo con lo dispuesto en los artículos 9, último párrafo, 27 y 27 bis de la Ley de Instituciones de Crédito. Adicionalmente, la Emisora ha establecido de manera similar para todas las Emisiones de Certificados Bursátiles la obligación de no fusionarse o escindir, con las salvedades que señalan dichas obligaciones de no hacer que se detallan en el Capítulo 3. Información Financiera del presente Reporte Anual.</p>				
Políticas respecto a la toma de decisiones sobre venta o constitución de gravámenes sobre activos esenciales	<p>En los estatutos sociales de Banco Compartamos, S.A., Institución de Banca Múltiple, no se encuentra regulada de manera particular la venta o constitución de gravámenes sobre activos esenciales; sin embargo, en dichos estatutos se establece que será facultad del Consejo de administración disponer de dichos bienes (ARTÍCULO TRIGÉSIMO PRIMERO). Adicionalmente, la Emisora ha establecido de manera similar para todas las Emisiones de Certificados Bursátiles la obligación de no vender activos a cualquier tercero, fuera del curso normal de negocios, con las salvedades que señalan dichas obligaciones de no hacer que se detallan en el Capítulo 3. Información Financiera del presente Reporte Anual.</p>				

The Stock Certificates with the ticker symbols COMPART 20, COMPART 21S, COMPART 21-2S, COMPART 22S and COMPART 23S, are registered in the National Securities Registry and are listed on the Mexican Stock Exchange, S.A.B. de C.V.

Registration in the Registry does not imply certification of the goodness of the securities, the solvency of the Issuer or the accuracy or veracity of the information contained in the Annual Report, nor does it validate the acts that, if any, have been carried out in contravention of the laws.

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I. GENERAL INFORMATION

a) Glossary of terms and definitions

The following terms used in this Annual Report and listed below shall have the following meanings, which shall be equally applicable to the singular or plural forms of such terms, which shall be used throughout this document to refer to this glossary:

The following terms used in this Annual Report and listed below shall have the following meanings, which shall be equally applicable to the singular or plural forms of such terms, which shall be used throughout this document to refer to this glossary:

AIR: stands for Comprehensive Risk Management.

ALCO: stands for Asset-Liability Commission.

Alianzas Compartamos: means Banco Compartamos Product consisting of an account where Individual Credit customers can receive the resources of their credit without the need to carry cash. It gives them the possibility of managing and disposing of their money in complete security.

AMAI: stands for Mexican Association of Market Intelligence and Public Opinion.

ASA: stands for Alternative Standardised Approach.

Advisors: means Credit Officers in charge of customer service of individual methodology.

Aterna: means Aterna, Agente de Seguros y Fianzas, S.A. de C.V., a subsidiary of Controladora AT, S.A.P.I.

ATM: stands for Automated Teller Machine.

Banamex: means Banco Nacional de México, S.A., Member of Grupo Financiero Banamex.

Banco Ahorro Famsa: means Banco Ahorro Famsa, a member company of Grupo Famsa, S.A. de C.V.

Banco Compartamos, Compartamos, the Bank, the Company, the Issuer, the Company or the Institution: means Banco Compartamos, S.A., Multiple Banking Institution.

Banco del Bienestar: means Banco del Bienestar, Sociedad Nacional de Crédito, Institución de Development Banking, previously it was Bansefi.

Bankaool: means Bankaool, S.A., Multiple Banking Institution, an institution that was previously Agrofinanzas.

Banorte: means Banco Mercantil del Norte, S.A., Multiple Banking Institution, Grupo Financiero Banorte.

Bansefi: stands for Banco de Ahorro y Servicios Financieros, S.N.C.

Banxico: stands for Bank of Mexico.

BBVA Bancomer: means BBVA Bancomer, S.A., Multiple Banking Institution, BBVA Bancomer Financial Group.

IDB: stands for Inter-American Development Bank.

BMV or Bolsa: stands for Bolsa Mexicana de Valores, S.A.B. de C.V.

Overdue Portfolio: means those credits whose borrowers are declared bankrupt, or whose principal balance, interest or both, have not been liquidated under the terms originally agreed; When the debits consist of consumer loans, they are considered overdue when the unpaid balances are 90 or more calendar days past due, or when it is known that the borrower is declared bankrupt.

CAT: means total annual cost of financing expressed in annual percentage terms which, for information and comparison purposes, incorporates all the costs and expenses inherent to the credits, loans or financing granted by the entities.

CaVal: means credit rating of issuance on the national scale for Mexico by S&P.

Stock Certificates or CEBURES: means each and every one of the issues of Bank Stock Certificates offered and placed by the Bank under the protection of the Bank.

CETES: stands for Certificates of the Treasury of the Federation.

CGAP: stands for Consultative Group to Assist the Poor, an agency of the World Bank.

Single Circular of Banks: means the General Provisions Applicable to Credit Institutions issued by the National Banking and Securities Commission, published in the Official Gazette of the Federation on December 2, 2005, as well as their published amendments.

Single Issuer Circular: means the General Provisions Applicable to Issuers of Securities and other participants in the Securities market, published in the Official Gazette of the Federation on March 19, 2003, as well as their published amendments.

CLARES: stands for Latin American Center for Social Responsibility.

CNBV: stands for National Banking and Securities Commission.

CODI: stands for Digital Collection, a platform developed by Banxico to facilitate payment and collection transactions through electronic transfers, quickly, securely and efficiently, through mobile phones.

Compartamos Servicios: means Compartamos Servicios, S.A. de C.V., a subsidiary of Gentera, S.A.B. de C.V., dedicated to providing services to the various companies of Gentera.

ConCredit: means ConCrédito, S.A. de C.V., a Mexican company with more than 25 years of experience, focuses on providing financial services to the popular market.

CONDUSEF: stands for National Commission for the Protection and Defense of Users of Financial Services.

Crédito Adicional: means Product that consists of a credit simultaneous to the Women's Credit or Merchant Credit that allows Bank customers access to another Credit when new business opportunities present themselves.

Crédito Adicional Plus Compartamos: means Product that consists of a credit with pre-authorized redisposition that allows to cover business, housing, unforeseen or other needs of the customer.

Crédito Alianzas: means individual credit aimed at entrepreneurs, men or women with their own business or for salaried employees or retirees to grow their businesses, acquire merchandise or start the project they want.

Crédito Comerciante: means Product that consists of a loan for people who are part of a group, who require short-term financing for working capital and/or investment in their business and who carry out some legal economic activity or have their own business.

Crédito Crece y Mejora: means Product that consists of a loan aimed at customers of Crédito Mujer or Crédito Comerciantes that allows them to cover needs regarding their business, housing and unforeseen events.

Crédito Crece y Mejora para Crédito Individual: means additional credit aimed at Individual Credit customers to use for what their business needs.

Crédito Equipa Tu Casa: means Banco Compartamos Product consisting of an individual loan that wishes to acquire an appliance.

Crédito Grupal: means credit that operates with group methodology for women and men who require short-term financing for working capital or investment in their business.

Crédito Individual: means Product that consists of individual methodology credit that is aimed at financing working capital, purchase of fixed assets or general improvements of the business.

Crédito Mujer: means a loan for women who are part of a group, who require short-term financing for working capital and/or investment in their business and who carry out some economic activity, have their own business or want to start a business.

Accounting Criteria or Criteria: means accounting criteria applicable to credit institutions.

Cuenta A Mi Favor: means Banco Compartamos Product that consists of an account to make purchases on the internet and in various stores.

Cuenta Básica Compartamos: means Compartamos Product, which consists of a demand account for all audiences that offers the possibility of saving safely and with availability at all times.

Cuenta Mi Grupo Compartamos: means demand deposit account, aimed at having 5% of the savings of the group loan.

Disbursement: means the amount placed by Compartamos among customers in a certain period, in case the credit is granted under the group methodology, the disbursement is group, but an individual payment order is delivered.

DOF: means Official Gazette of the Federation.

Dollar, Dollars or US\$: means legal tender of the United States of America.

ECO: means geolocator device granted to promoters and advisors, which allows them to make visible the situation of their clients and their respective credits to make a proactive and productive management of their time and improves the type of customer service.

Issuance: means any issuance of bank stock certificates that the Issuer carries out under its authorized programs.

United States or USA: means United States of America.

FED: stands for Federal Reserve of the United States of America.

FIRA: stands for Trusts Instituted in Relation to Agriculture. It operates as a second-tier bank, with its own assets and places its resources through banks and other financial intermediaries.

Gentera: means Gentera, S.A.B. de C.V. (formerly Compartamos, S.A.B. de C.V.), controlling company of the subsidiaries Banco Compartamos, Compartamos Financiera, S.A. (Peru), Compartamos, S.A. (Guatemala), Red Yastás, S.A. de C.V., Compartamos Servicios, S.A. de C.V., Controladora AT, S.A.P.I. de C.V. (Controladora AT and which in turn consolidates Aterna); El Fin Útil, S.A. de C.V.; Comfu, S.A. de C.V. and Talento Concrédito, S.A. de C.V.

Great Place to Work: means an organization that, at an international level, is responsible for evaluating the credibility, respect, impartiality, pride and camaraderie that exists in a company.

Hand Held: means an electronic device that allows better control of the visit of the Credit Officers to their clients through the storage and transmission of the information of the visit.

HSBC: means Banco HSBC México, S.A., a Multiple Banking institution belonging to Grupo Financiero HSBC.

I.A.P.: stands for Private Assistance Institution.

IDR: stands for Issuer Default Ratings.

IESBA: stands for International Ethics Standards Board for Accountants.

IFRS: stands for International Financial Reporting Standards.

INAI: stands for National Institute of Transparency, Access to Information and Protection of Personal Data.

INDEVAL: stands for S.D. Indeval Institución para el Desarrollo de Valuees, S.A. de C.V.

INPC: stands for National Consumer Price Index.

INEGI: stands for National Institute of Statistics, Geography and Informatics.

Intermex: means Pagos Intermex, S.A. de C.V., a subsidiary of Gentera dedicated to the payment of remittances in Mexico.

Inversiones Compartamos: means Compartamos Product consisting of a fixed-term investment that can range from 7 days to 360 days.

IPAB: stands for Institute for the Protection of Bank Savings.

ISR: stands for Income Tax.

VAT: stands for Value Added Tax.

JICA: stands for Japan International Cooperation Agency.

LEED: stands for Leadership in Energy & Environmental Design. Sustainable building system, developed by the US Green Building Council.

LGSM: stands for General Law of Commercial Companies.

LIC: stands for the Law on Credit Institutions.

LMV: stands for the Mexican Stock Market Law.

Mi Grupo Compartamos: stands for Banco Compartamos Product consisting of a demand account that serves as an axis for the investment of group savings, it is aimed at both customers and the open market.

Mis Ahorros Compartamos: means Compartamos Product, consisting of a demand account that allows immediate and secure access to the customer's money through a debit card.

MixMarket: means a qualified body that is a source of data, objectives, performance of microfinance and works to strengthen financial inclusion and the microfinance sector.

FISSEP Model: stands for Physical, Intellectual, Health, Social, Spiritual and Professional.

NAFIN: stands for Nacional Financiera.

Nearshoring: means the strategy of moving part of the production to another region to take advantage of the benefits it provides.

N/C: stands for Not Comparable, is included when the variations in the figures are greater than 200% or that their comparison could distort their understanding.

NIF: stands for Mexican Financial Reporting Standards.

NIF B-10: means NIF B-10 Effects of Inflation, issued by the Mexican Council of Financial Reporting Standards, A.C.

OFAC: stands for Office of Foreign Control.

Credit Officers: means the Promoters and Advisors responsible for the personalized attention to customers. Promoters serve clients under the group methodology and Advisors under the individual methodology.

Service Offices: means administrative offices, from which various activities of control of Compartamos' operations are carried out.

NGO: stands for non-governmental organization.

PRLV: stands for Promissory Note with Liquidable Yield at Maturity.

Peso, Pesos, "\$" or Ps.: means the legal tender in Mexico.

PIA: stands for Comprehensive Savings Program.

GDP: stands for Gross Domestic Product.

PLD: stands for Prevention of Money Laundering.

UNDP: stands for United Nations Development Programme.

Major Shareholders: means all those Shareholders who sold a proportional part of their shares in the global offering of April 20, 2007.

PROFEPA: stands for Federal Attorney for Environmental Protection.

Programs: means the placement programs of Stock Certificates, in charge of the Company, authorized by the CNBV, through official letter No. 2803-4.18-2009-001 dated July 14, 2009 for an amount of up to Ps. 6,000.0 million (Six Thousand Million of Pesos 00/100 M.N.), which was updated on August 21, 2012, by means of official letter No. 153-8800-2012 of the CNBV through which it authorized the extension of the program by an additional Ps. 6,000.0 million (six thousand Millions of Pesos 00/100 M.N.), reaching a total amount of the Stock Certificates Program of Ps. 12,000.0 million (twelve thousand Millions of Pesos 00/100 M.N.), as well as the placement authorized by the CNBV through official letter 153-5040-2015 dated January 30, 2015 for an amount of up to Ps. 9,000.0 million (nine thousand Millions of Pesos 00/100 M.N.) or its equivalent in UDIS, Dollars or any other currency. On February 26, 2020, a program for up to \$15,000 (fifteen thousand Millions of Pesos 00/100 M.N.) or its equivalent in Dollars, in UDIS or in any other currency, on a revolving basis under the modality of recurring issuer authorized by the CNBV through official letter 153/12157/2020.

Promoters: means Credit Officers in charge of customer service of group methodology.

Rules: means the General Rules to which the Companies referred to in Section IV of Article 103 of the Credit Institutions Law, published in the Official Gazette of the Federation on June 14, 1993, as amended on October 14, 1994, shall be subject.

Annual Report: means the 2023 annual report of Banco Compartamos, S.A., a Multiple Banking Institution submitted to the CNBV and the BMV, in accordance with the provisions of the Single Circular of Issuers.

Common Representative: means CIBanco, S.A., Multiple Banking Institution (formerly The Bank of New York Mellon, S.A., Multiple Banking Institution).

RNV: stands for National Registry of Securities.

Santander: means Banco Santander (Mexico), S.A., Multiple Banking Institution, Santander Financial Group.

SACP: stands for Individual Credit Profile, stand alone.

SAT: stands for Tax Administration Service.

SAP: stands for Systems and Process, a provider specializing in business processes and applications worldwide.

Seguro de Vida Básico: means life insurance to protect Crédito Mujer, Crédito Comerciantes and Crédito Individual customers against unexpected situations that may affect their economy.

Seguro Compartamos Protección: means Insurance that customers of Crédito Mujer, Crédito Comerciantes and Crédito Individual can acquire voluntarily to meet unexpected expenses caused by a diagnosis of cancer, surgery, hospitalization or death.

Seguro Compartamos Protección Comerciante. means insurance that Crédito Comerciantes customers can acquire voluntarily, it is valid for 5 to 8 months. It has an individual and family modality.

Seguro Compartamos Protección Individual. means insurance that Individual Credit customers can acquire voluntarily, it is valid from 6 to 24 months. It has an individual and family modality.

Seguro Compartamos Protección Mujer. means insurance that Crédito Mujer customers can purchase voluntarily, it is valid for 18, 22 and 26 weeks. It has an individual and family modality.

Seguro de Robo: It is a Product that protects its customers in the event of theft with physical and/or verbal violence of the credit and a payment slip.

Seguro de Robo de Efectivo: means insurance that associates of the Yastás Network can acquire voluntarily to protect the cash flow for the financial operations carried out by each member. It is a 100% refundable insurance within the first 12 hours when cash is stolen in the store of the Yastás Network member.

Seguro Magenta: means low-cost insurance that protects cars and motorcycles, it can be contracted through the internet.

Seguro Para Tu Envío: means insurance that customers of Compartamos Envíos de Dinero, formerly Intermex, can voluntarily purchase to protect their remittance during the 12 hours from the moment the cash remittance was received at the Compartamos Branch.

SHCP: stands for Ministry of Finance and Public Credit.

SIC: stands for Internal Control System.

Smartphone: means mobile phone that allows greater connectivity and advanced descriptions than a conventional cell phone.

SMS: stands for Short Message Service, it is a text messaging system for cell phones.

Sofol: stands for Limited Purpose Financial Company.

Sofom: stands for Multiple Purpose Financial Company.

SOFR: stands for Secured Overnight Financing Rate.

SPEI: stands for Interbank Electronic Payment System.

Spread: means spread/margin in percentage points that is added to an interest rate.

Stakeholder: means interest group.

Supplement: means any supplement to the prospectuses of the Programs that are prepared and that contain the descriptions corresponding to an Issuance of Securities Certificates under the Programs.

Telecom: means Telecommunications of Mexico.

Holders of Securities: means investors holding any security that is registered in the National Securities Registry.

TIIE: means Equilibrium Interbank Interest Rate published by the Bank of Mexico in the Official Gazette of the Federation or any index that replaces it.

NAFTA: means North American Free Trade Agreement.

USMCA: stands for Free Trade Agreement between Mexico, the United States and Canada.

UDI or UDIS: stands for Investment Units whose Value in Pesos is indexed to the INPC, under the terms of its creation decree.

UDIBONOS: means Development Bonds of the Federal Government denominated in Investment Units.

UMA: stands for Unit of Measurement and Update.

UNICEF stands for United Nations Children's Fund.

Reasonable Value: means the amount for which a financial instrument can be exchanged between interested and willing parties, in a transaction free of influence.

Ve por Más: means Banco Ve por Más, S.A., Multiple Banking Institution, Member of Grupo Financiero Ve por Más.

VR: stands for Viability Rating

Yastás: means Red Yastás, S.A. de C.V., a subsidiary of Gentera, S.A.B. de C.V., is a network of affiliated businesses from which financial operations, payments for services or products and airtime recharges can be carried out.

b) Executive Summary

This executive summary may not contain all of the information that the investor should consider before investing in the Certificates issued or to be issued under the Program. Therefore, the investing public should read the entire Annual Report carefully, including specifically, but not limited to, the sections entitled "Risk Factors", as well as Chapter III "Financial Information", the Financial Statements and their corresponding notes in the Annexes section.

Information other than historical information included in this Annual Report reflects the Bank's outlook regarding future events and may contain information about financial results, economic conditions, trends and uncertain facts. The expressions "believes," "expects," "estimates," "believes," "anticipates," "plans" and other similar expressions identify such projections or estimates. In evaluating such projections or estimates, security holders and prospective holders should take into account the factors described in this section and other caveats contained in this Annual Report. Such risk factors and projections describe circumstances that could cause actual results to differ materially from those expected based on forward-looking projections or estimates.

The figures contained in this Annual Report are expressed in millions of pesos, except where otherwise stated.

Banco Compartamos ("the Company", "the Issuer", "the Company", "the Bank", "the Entity" or "Compartamos") is a Multiple Banking Institution, a subsidiary of Gentera, with 32 years of history, during which it has been oriented to the microfinance sector, focused on providing commercial financial services through credit, savings, insurance products (through Aterna, since it is this related party that provides the service) and means of payment, to popular segments of the population, mainly granting credit for working capital to micro-entrepreneurs. Its mission is to eradicate financial exclusion from the base of Mexico's social pyramid; It has presence in the 32 states of the Mexican Republic, serving a total of 2,972,136 credit customers and 1,391,043 accounts in terms of savings products.

The Company defines itself as a social enterprise that offers development opportunities to micro-entrepreneurs in Mexico. By social enterprise, it refers to the triple objective of generating economic wealth (for its shareholders and customers), social (for its customers, collaborators and the community) and human wealth (for its customers and collaborators). Banco Compartamos argues that it is precisely through the commercial provision of goods and services that the popular class population is given access to improve their living situation. Access to financial services is, in this sense, an essential tool for the development of its customers. The Company is convinced that generating value for its shareholders increases its ability to generate social value among its customers.

Compartamos offers loans ranging from \$5,000 Pesos to \$500,000 Pesos, to microentrepreneurs in segments of the population between C and D (as defined by AMAI), most of which are women: in 2023, 81.7% of our clients were women. Their clients have very basic productive activities. The average balance per customer as of December 31, 2023 was \$13,891 Pesos, a capital that is mainly used by customers to purchase inventory and raw materials for their micro-enterprises. In addition, the Bank has been offering other benefits to its customers, including life insurance, with Aterna, a related party, providing this service.

The Company began operations in 1990 and during these 33 years has managed to serve millions of customers. Of these, the majority are women entrepreneurs who, before becoming clients of the Bank, did not have access to loans for working capital. Their clients use the loan funds to invest in machinery and raw materials, growing their business and thus improving their quality of life and that of their family. The investment of the Bank's loans in productive activities generates a virtuous cycle for its customers and cash flows for the amortization of the loan, the growth of its businesses and better living standards, show the success of the Issuer's business model, since during 2023, 86.7% of its customers renewed their loans.

The Bank's business model is highly intensive in human capital and is based on Loan Officers who serve their customers in a personalized way. The Loan Officers are responsible for both the origination and monitoring of the collection of the credits (they do not handle cash) and are supervised by the coordinators and managers of each Office.

Currently, the Bank offers the following products:

Credit Products	Savings Products	Insurance Products
Crédito Grupal	Mis Ahorros Compartamos	Seguro Magenta
Crédito Individual	Cuenta A Mi Favor	Compartamos Protección
Crédito Adicional Plus Compartamos	Mi Grupo Compartamos	Seguro de Robo
	Inversiones Compartamos	Seguro de Vida Básico

Insurance products are offered to Compartamos' clients through Aterna

(For more details on the products offered by the Bank, see Market Information in section b) Business Description, Chapter II The Issuer).

Highlights from the Last Three Years

2023

- At the Extraordinary General Meeting of Shareholders held on April 14, it was agreed to increase the share capital in its ordinary part in the amount of \$116,259,030.00 Pesos, through the issuance of 116,259,030 ordinary shares, registered as "O" series, with which the share capital will amount to \$756,000,000 Pesos, represented by 756,000,000 "O" series ordinary shares, with a face value of \$1.00 pesos.
- At the Ordinary General Meeting held on April 14, it was approved that the amount of \$1,310 be used to pay a cash dividend in favor of shareholders in proportion to their participation in the capital of the Company payable no later than April 26.
- On August 9, S&P Global Ratings affirmed Banco Compartamos' ratings, maintaining the stable outlook: It affirmed the rating on the Global Scale at: 'BB+/Stable Outlook/B'. It ratified the rating on the National Scale at: 'mxAA/Stable Outlook/mxA-1+'. It ratified the rating at "mxAA" for the issuances of Banco Compartamos' Bank Stock Certificates – Senior Unsecured Debt.
- On September 27, Compartamos announced the successful placement of \$3,000 Certificados Bursátiles with ticker symbol COMPART 23S, once again being a corporate issue. The issuance, which had a demand of 1.9 times, was made for a term of 3.5 years, with a TIIE28 plus 63 bps rate.
- On October 5, 2023, Fitch Ratings reported that, in the annual review, Compartamos' National and Global scale ratings were ratified, maintaining the Stable outlook.
- On October 23, Banco Compartamos made the total voluntary early redemption of the Certificates with ticker symbol COMPART 19, which were issued on May 30, 2019. This

is in accordance with what was announced on October 13, 2023 by the common representative.

- In order to maintain the link with its customers and continue to bring financial services closer to us, Banco Compartamos optimized its product portfolio, adapting them to the needs of its customers and making them simpler and friendlier.
- On November 6, at the Ordinary General Meeting of Shareholders, it was agreed to allocate the amount of \$1,300 to the payment of a cash dividend in favor of its shareholders in proportion to their participation in the capital of the Company, payable no later than November 15.
- The commercial activities carried out throughout the year, a greater number of customers, maintaining greater closeness with them and the adjustments made to the products with respect to the needs of the customer, bore fruit in the year, proof of this is that the loan portfolio with stage 1 risk amounted to \$39,050.
As of December 31, Compartamos had 429 Service Offices and 143 Branches located in the 32 states of the Mexican Republic. It also provided its customers with 47,155 points to make their transactions.
- A total of 1,391,043 savings accounts were reported at the end of December, with a total amount of \$5,504.
- The number of customers at the end of the year amounted to 2,972,136.
- The NPL ratio stood at 3.0% in 2023.
- The Bank received the recognition for Accessibility of the Compartamos App granted by the National Banking and Securities Commission.

2022

- At the Annual Ordinary General Meeting of Shareholders held on April 13, it was agreed that the amount of \$700 will be allocated to the payment of a dividend in favor of the shareholders in proportion to their participation in the capital stock of the Company, payable on May 6, 2022.
- At the Ordinary General Meeting of Shareholders held on July 8, it was agreed that the amount of \$1,200 will be allocated to the payment of a dividend in favor of the shareholders in proportion to their participation in the Company's share capital, payable on August 2, 2022.
- On August 8, Banco Compartamos successfully issued \$2,500 of Certificados Bursátiles, with the ticker symbol Compart 22S, once again, an issuance with a corporate seal. The issuance was for a four-year term and with a TIIE rate of 28 + 60 basis points.
- At the Ordinary General Meeting of Shareholders held on November 11, it was agreed that the amount of \$770 will be allocated to the payment of a dividend in favor of the shareholders in proportion to their participation in the capital stock of the Company, payable on November 22, 2022.
- The strategy of maintaining greater proximity to customers, with special attention to their needs, along with an economic reactivation, allowed the Bank to reach a total of \$29,910 in the loan portfolio with stage 1 risk.
- As of December 31, it had 429 Service Offices and 142 Branches distributed in the 32 states of the country. Its clients held 45,005 points.
- The number of savings accounts was 1,368,863, with a total balance of \$2,968.
- The number of customers as of December 31 amounted to 2,595,427.
- The NPL ratio stood at 3.4% at the end of 2022.
- In 2022, Banco Compartamos won First Place in Computrabajo's Best Work Places 2022 Banking Sector.

2021

- At the General Shareholders' Meeting held on August 19, it was resolved that the amount of \$1,500 from the results of previous years reflected in the Company's audited financial statements as of December 31, 2020, will be applied to the payment of a dividend in favor of the shareholders in proportion to their participation in the company's share capital, which was paid on August 31, 2021.
- On November 19, the Bank reported the successful placement of Stock Certificates through two issuances, this being the first issuance of Certificates with a corporate character. The Compart 21S issuance was for an amount of \$1,782.9, with a 3-year term and a 28-day TIIE rate plus a spread of 40 basis points. The Compart 21-2S issuance was for an amount of \$717.1 with a 5-year term and a fixed rate of 9.19%.
- Compartamos has continued with its digitalization strategy, developing and implementing the necessary technology to improve the customer experience, maintaining proximity, even when health conditions do not allow face-to-face meetings with customers.
- At the end of the year, it had a total of 474 Service Offices and 143 Branches, with which it has coverage in the 32 states of the country. Its clients had 42,416 points to place their trades.
- Had a total of 1,304,879 accounts, with a total balance of \$3,137.
- As of December 31, 2021, the number of Compartamos customers was 2,501,493.
- In 2021, the NPL Ratio stood at of 2.1%.
- During the year, the Bank received the following recognitions: Best Workplaces 2021 – CompuTrabajo 2nd Place – Banking Category; Ranking of 50 Most Valuable and Strongest Brands in Mexico – Brand Finance – 50th Place; Exceptional Companies 2021 – Exceptional Practice – Response and Adaptation Strategies Category.

The history of Banco Compartamos can be found in Chapter 2. The Issuer a) History and Development of Compartamos.

Selected Financial Information

Pursuant to the Resolution amending the general provisions applicable to credit institutions, published in the Official Gazette of the Federation on December 20, 2020, which establishes that credit institutions may recognize the cumulative effect of such accounting changes, without restating the financial statements of previous years, as of January 1, 2022, and that the basic financial statements for the year ended December 31, 2021, are not filed. A table presents the data for the years 2023 and 2022 as they are comparable information, while the data for the year 2021 is presented independently.

Certain figures included in this Annual Report and in the Bank's financial statements have been rounded for ease of presentation. The percentage figures in this Annual Report have not, in all cases, been calculated on the basis of such rounded figures, but on the basis of such amounts before rounding. For this reason, the percentage figures in this Annual Report may vary from those obtained by making the same calculations using the figures in the financial statements. Certain figures shown as totals in some tables may not be an arithmetic sum of the figures that preceded them due to rounding.

The figures for the years 2023, 2022 and 2021 are expressed in millions of pesos.

For more details on the changes to accounting criteria, see section 424000-N Financial Information

COMPREHENSIVE INCOME STATEMENT FROM JANUARY 1 TO DECEMBER 31, 2023 AND 2022					
	Var 2023 vs 2022	2023	% ⁽¹⁾	2022	% ⁽¹⁾
Interest income	16.0%	23,757	100.0%	20,474	100.0%
Interest expenses	65.2%	(3,775)	15.9%	(2,285)	11.2%
Financial margin	9.9%	19,982	84.1%	18,189	88.2%
Provision for credit risks	44.4%	(3,890)	16.4%	(2,694)	13.2%
Financial margin adjusted for credit risks	3.9%	16,092	67.7%	15,495	75.7%
Charges and fees collected	39.4%	1,695	7.1%	1,216	5.9%
Charges and fees paid	2.8%	(625)	2.6%	(608)	3.0%
Trading result	(33.3%)	(2)	0.0%	(3)	0.0%
Other operating income (expenses), net	N/C	(37)	0.2%	(2)	0.0%
Administrative and promotional expenses	15.0%	(12,629)	53.2%	(10,979)	53.6%
Operating result before income taxes	(12.2%)	4,494	18.9%	5,119	25.0%
Income tax	(7.1%)	(1,251)	5.3%	(1,346)	6.6%
Net result	(14.0%)	3,243	13.7%	3,773	18.4%
Other comprehensive income					
Remeasurement of defined benefit plans for employees	N/C	(160)	0.7%	(29)	0.1%
Comprehensive result	(17.7%)	\$3,083	13.0%	\$3,744	18.3%
Basic earnings per ordinary share	(27.3%)	\$4.29		\$5.90	

"These comprehensive income statements were prepared in accordance with the Accounting Criteria for Credit Institutions, issued by the National Banking and Securities Commission, based on the provisions of Articles 99, 101 and 102 of the Credit Institutions Law, of general and mandatory observance, applied consistently, reflecting all the income and expenses derived from the operations carried out by the Institution during the aforementioned period, which were carried out and valued in accordance with sound banking practices and the applicable legal and administrative provisions."

(1) The percentage is calculated on interest income

Figures in millions of pesos, except per share data expressed in pesos

ESTADO DE RESULTADO		
	2021	% ⁽¹⁾
Interest income	16,506	100.0%
Interest expense	(1,319)	8.0%
Financial margin	15,187	92.0%
Provision for credit risks	(1,503)	9.1%
Financial margin adjusted for credit risks	13,684	82.9%
Commissions and fees earned	952	5.8%
Commissions and fees paid	(624)	3.8%
Trading income	10	0.1%
Other operating income (expenses), net	242	1.5%
Administrative and promotional expenses	(11,329)	(68.6%)
Operating result before income tax	2,935	17.8%
Income tax expense	(252)	1.5%
Deferred income tax	(398)	2.4%
Net result	2,285	13.8%
Earnings (loss) per share (in Pesos)	3.84	

(1) Percentage is calculated on interest income

Figures in millions of pesos, except per share amounts

N/C Not Comparable (included when there are variations greater than 200% or that comparing them could distort understanding)

STATEMENT OF FINANCIAL POSITION											
Activo	Var 2023 vs 2022	2023	% ⁽¹⁾	2022	% ⁽¹⁾	Liabilities & stockholders' equity	Var 2023 vs 2022	2023	% ⁽¹⁾	2022	% ⁽¹⁾
Cash and cash equivalents	6.1%	\$5,573	11.4%	\$5,254	13.6%	Traditional savings					
						Deposits of immediate demand	152.9%	\$3,755	7.7%	\$1,485	3.9%
Credit portfolio with stage 1 credit risk:						Time deposits:					
Trade credits:						From the general public	32.9%	1,806	3.7%	1,359	3.5%
Financial institutions	N/C	-	-	566	1.5%	Credit instruments issued	(9.5%)	9,873	20.1%	10,912	28.3%
Consumer loans	33.1%	39,050	79.6%	29,344	76.1%	Global deposit account without movements	38.7%	172	0.4%	124	0.3%
Total credit portfolio with stage 1 credit risk	30.6%	39,050	79.6%	29,910	77.6%			15,606	31.8%	13,880	36.0%
						Interbank and other agency lending					
						Immediately enforceable	N/C	100	0.2%	-	-
Credit portfolio with stage 2 credit risk:						Short-term	13.5%	463	0.9%	408	1.1%
Consumer loans	61.1%	991	2.0%	615	1.6%	Long-term	94.3%	16,089	32.8%	8,282	21.5%
Total credit portfolio with stage 2 credit risk	61.1%	991	2.0%	615	1.6%		91.6%	16,652	33.9%	8,690	22.5%
Credit portfolio with stage 3 credit risk:						Lease liabilities	46.5%	602	1.2%	411	1.1%
Consumer loans	18.6%	1,245	2.5%	1,050	2.7%						
						Other accounts payable:					
Total credit portfolio with stage 3 credit risk	18.6%	1,245	2.5%	1,050	2.7%	Contributions payable	44.2%	587	1.2%	407	1.1%
Credit portfolio	30.8%	41,286	84.1%	31,575	81.9%	Miscellaneous Creditors and Other Accounts Payable	28.4%	1,364	2.8%	1,062	2.8%
							32.8%	1,951	4.0%	1,469	3.8%
(+/-) Deferred accounts	N/C	340	0.7%	110	0.3%	Income tax liability	N/C	-	-	550	1.4%
(-) Less:											
Preventive estimation for credit risks	34.4%	(3,130)	6.4%	(2,329)	6.0%	Employee benefit liabilities	27.5%	1,265	2.6%	992	2.6%
Total credit portfolio, net	31.1%	38,496	78.4%	29,356	76.2%	Deferred credits and advance collections	(15.6%)	92	0.2%	109	0.3%
Other accounts receivable, net	47.9%	2,291	4.7%	1,549	4.0%	Total Liabilities	38.6%	36,168	73.7%	26,101	67.7%
Prepayments and other assets, net	22.4%	71	0.1%	58	0.2%	Stockholders' equity					
						Capital contributed					
Furniture and equipment, net	14.7%	257	0.5%	224	0.6%	Share capital	16.6%	813	1.7%	697	1.8%
Assets for rights to use property,	45.7%	577	1.2%	396	1.0%	Capital earned:					

furniture and equipment, net											
						Capital reserves	18.0%	761	1.6%	645	1.7%
Deferred Income Tax Asset, Net	22.0%	1,449	3.0%	1,188	3.1%	Cumulative results	3.6%	11,535	23.5%	11,134	28.9%
						Other comprehensive results:					
Intangible assets, net	(29.0%)	365	0.7%	514	1.3%	Remeasurement of defined employee benefits	N/C	(198)	0.4%	(38)	0.1%
							3.0%	12,098	24.7%	11,741	30.5%
						Total stockholders' equity	3.8%	12,911	26.3%	12,438	32.3%
						Contingent commitments and liabilities					
Total assets	27.3%	\$49,079	100.0%	<u>\$38,539</u>	100.0%	Total liabilities and stockholders' equity	27.3%	\$49,079	100.0%	<u>\$38,539</u>	100.0%
	Memorandum accounts										
Credit commitments								\$24,124		16,132	
Uncollected accrued interest derived from stage 3 credit risk loan portfolio								22		15	
Other Registry Accounts								5,058		12,087	

"These statements of financial position were prepared in accordance with the Accounting Criteria for Credit Institutions, issued by the National Banking and Securities Commission, based on the provisions of Articles 99, 101 and 102 of the Credit Institutions Law, of general and mandatory observance, applied in a consistent manner, The operations carried out by the Institution up to the date mentioned above are reflected, which were carried out and valued in accordance with sound banking practices and the applicable legal and administrative provisions.

The historical share capital as of December 31, 2023 and 2022, amounts to \$756 and \$640, respectively

Capitalization ratio (net capital/total assets at risk) 2023=30.82% and 2022=39.05% and (net capital/assets at credit risks) 2023=36.19% and 2022=45.64%

(1) The percentage is calculated on total assets

Figures in millions of pesos

N/C Not Comparable (included when there are variations greater than 200% or that comparing them could distort understanding)

BALANCE SHEET		
	December 2021	% ⁽¹⁾
Available assets	6,716	18.0%
Investments in securities		
Titles to trade	400	1.1%
Current credit portfolio		
Trade credits:		
Financial institution	910	2.4%
Consumer loans	26,211	70.3%
	27,121	72.8%
Non-performing loan portfolio		
Consumer loans	558	1.5%
Total credit portfolio	27,679	74.3%
Less:		
Preventive estimation for credit risks	(1,571)	4.2%
Credit portfolio, net	26,108	70.0%
Other accounts receivable, net	2,081	5.6%
Furniture and equipment, net	173	0.5%
Deferred income tax and OCT, net	1,014	2.7%
Other assets, deferred charges and intangibles, net	786	2.1%
Total assets	37,278	100.0%
Liabilities and stockholders' equity		
Traditional recruitment:		
Deposits of immediate demand	1,568	4.2%
Deposits to plazo		
From the general public	1,487	4.0%
Credit instruments issued	10,922	29.3%
Global deposit account without movements	82	0.2%
	14,059	37.7%
Interbank and other institutional lending		
Short-term	28	0.1%
Long-term	9,336	25.0%
Other accounts payable		
Employee Participation in Profits Payable	192	0.5%
Miscellaneous Creditors and Other Accounts Payable	2,174	5.8%
Deferred credits	125	0.3%
Total Liabilities	25,914	69.5%
Stockholders' equity		
Capital contributed:		
Share capital	652	1.7%
Capital earned:		
Reservations	600	1.6%
Profit from previous years	7,836	21.0%
Remeasurements for defined employee benefits	(9)	0.0%
Net Income	2,285	6.1%
Total stockholders' equity	11,364	30.5%
Total liabilities and stockholders' equity	37,278	100.0%

(1) Percentage is calculated on total assets
Figures in millions of pesos

c) Risk Factors

In deciding whether or not to invest in the Stock Certificates, the investor should carefully consider, analyze and evaluate all the information contained in this Annual Report, in particular, the risk factors described below that could have a material adverse effect on the development, performance and profitability of Banco Compartamos. the liquidity and price of the Certificates, the financial condition or the results of the Issuer's operations.

The following risks are the main risks to which Banco Compartamos is considered to be subject; however, these are not the only risks to which the Issuer is exposed. In the future, new risks may arise or the risks currently under consideration may be modified.

(i) Factors related to the Business

Risks of current strategy

Banco Compartamos has indicated as part of its philosophy to *Eradicate financial exclusion*, for which it has focused on providing credit to sectors that are not traditionally subject to obtaining access to financial services, directing its efforts to the microfinance sector.

With more than 30 years of history, the Bank is a pioneer in the microfinance sector in Mexico, having as a fundamental part of its products, the granting of credit through a group methodology with great acceptance in the market.

The success achieved by Banco Compartamos has led several financial service providers to turn their attention to the microfinance sector, aspiring to obtain a greater share in this market segment, which could be adversely reflected in the Bank's results.

The methodology used by the Bank requires the deployment of significant human and technological resources, a situation that is reflected in operating expenses. Banco Compartamos cannot guarantee that it will consistently report positive results.

The business strategy implemented by Banco Compartamos has certain risks, such as the fact that the customers it serves have a limited credit history, in addition, the Bank requests a personal guarantee for the granting of credit, which carries a greater risk than if it requested real guarantees. Failure to pay by customers may adversely affect the Bank's bottom line and therefore its financial position.

In recent years, Compartamos has worked to significantly develop its savings collection product, which is why in previous years it opened its own branches, in addition to strengthening its technological platform that allows it to offer this product to a greater number of customers. As of 2019, it decided to close some non-strategic branches and take advantage of synergies with other Gentera companies, as well as alliances with other banking institutions and businesses. The Mexican banking system has important participants that offer deposit services, so Banco Compartamos cannot guarantee success in its product offering.

Situations in countries in which it operates

Banco Compartamos carries out all its operations in Mexico.

After the greatest effects of the COVID-19 pandemic were felt during 2020, the reopening of non-essential productive activities began in 2021, hand in hand with the application of vaccines, as well as information campaigns to prevent contagion.

With the accelerated reactivation of economic activities worldwide, there were disruptions to supply chains, labor shortages and an increase in inflation.

The war between Russia and Ukraine that began on February 24, 2022, put even more pressure on commodity prices and caused an energy crisis in Europe, this situation led to greater uncertainty at a global level, while raising inflation, taking it to its highest level in decades, which reduced consumer purchasing power. In response, central banks raised their interest rates further. Meanwhile, the U.S. Federal Reserve and the European Central Bank decided to start their cycle of rising rates.

The war in Ukraine caused, throughout 2022, effects on the supply of natural gas in Europe, leading to an energy crisis with high prices and calls for rationing in consumer consumption, a situation that caused effects on industry and, as a consequence, a slowdown in economic growth in the euro area.

During 2023, the restrictive monetary policy undertaken by central banks began to yield results and, although not as quickly as expected, inflation began to fall, however, it was also reflected in lower economic growth, mainly in advanced economies. The euro zone is one of the regions that has suffered the most from the slowdown and was close to falling into recession, while the United States escaped this scenario and during the second half of the year accelerated its growth rate, however, the Federal Reserve does not rule out the need for a new increase in its interest rate as a measure to bring inflation to a 2% target.

In Mexico, since the end of 2022, inflation began with a downward trend, however, as in other countries, without the desired speed and core inflation turned out to be more persistent than desired. During the first quarter of 2023, the Bank of Mexico maintained its policy of increasing its reference rate, raising it to 11.25%, later decided to maintain it at that level and it seems that it could keep it there for several months.

Contrary to analysts' forecasts, GDP performed well, driven mainly by nearshoring, thanks to the proximity to the United States and the desire to take advantage of the benefits of the USMCA. Likewise, the peso performed well in its parity against the dollar, being the emerging currency with the greatest appreciation against the American currency.

In the event of an economic crisis in Mexico, this situation could adversely affect the Bank's operations.

Due to the increase in levels of insecurity, as well as political and social conflicts, the economic activity of various communities has been affected. This could have a negative impact on Banco Compartamos' financial position and results.

Risk Factors Related to the COVID-19 Pandemic

The COVID-19 Pandemic Could Have an Adverse Effect on the Issuer's Business, Financial Condition and Results of Operations.

As long as new variants of the COVID-19 virus continue to exist, the risk remains that it could have an adverse effect on the Issuer's business, financial condition and results of operations, although it is difficult to predict the magnitude of the impact. The COVID-19 pandemic significantly impacted the global economy due to the disruption or slowdown of supply chains and increased economic uncertainty, as evidenced by increased commodity price volatility, exchange rate volatility, and declines in long-term interest rates.

The Issuer cannot ensure that conditions in the bank, equity or other financial markets will not continue to deteriorate as a result of the pandemic, or that the Issuer's access to capital or other sources of financing will not be restricted, which could adversely affect the availability and terms of future credits; renewals or refinances.

To the extent that both the COVID-19 pandemic and the measures taken by the authorities to contain it adversely affect the Issuer's business and financial results, they could also potentiate other risks described in this "Risk Factors" section.

The Issuer is not in a position to predict the effectiveness of government measures to control the pandemic.

During 2020, due to the serious effects caused by COVID-19 on human health, health authorities announced various measures aimed at reducing the risk of contagion and, as a consequence, the number of hospitalizations and deaths. In the most complex moments of the pandemic, which occurred from the second quarter of 2023, it was decreed to interrupt those non-essential productive activities, asking the population to remain in their homes as far as possible and, as a consequence, there were serious economic impacts.

As activities resumed, infections rose, however, the authorities chose not to interrupt activities again and, instead, promoted prevention and care campaigns focused on the population.

In Mexico, during 2023, a vaccination campaign against COVID-19 was announced during the cold season, with the understanding that the SARS-CoV-2 virus is still present and, as with other viruses such as influenza, they have a seasonality and, in addition to the necessary prevention measures by the population, it is necessary to reinforce it with the application of the corresponding vaccine.

International experts stress that due to the ease with which the virus mutates, new waves are likely, so they have called for vaccination and not to relax health measures.

On 5 May 2023, the WHO declared that although the pandemic was not over, COVID-19 was no longer a health emergency.

The Bank is not in a position to predict whether new variants of the virus will appear in the future that could lead to an increase in infections, hospitalizations or deaths, nor can it determine how effective the measures that the authorities would take to control the pandemic will be, or how long it will take to return to normal activities.

Risk Factors Related to Armed Conflicts

The Russia-Ukraine Conflict May Have an Adverse Effect on the Issuer's Business, Financial Condition and Results of Operations.

With the start of the war between Russia and Ukraine, commodity prices were put under more pressure. As several countries came together to impose sanctions on Moscow, the response was swift and the Russian government cut off natural gas supplies to Europe, causing a severe energy crisis and higher inflation.

Due to the fact that both countries in conflict are large producers of both food and industrial metals, the production and distribution of these inputs has been affected, which has led to shortages and pressures on international prices.

Several countries have also warned about the increased risk of cyberattacks as a response to economic or physical sanctions applied to countries in conflict.

The Issuer is not in a position to predict the escalation of the conflict and consequently the impact on economic indicators that affect our customers or the issuer itself.

The conflict between Israel and Hamas could increase geopolitical tensions and negatively impact the global economy

On October 7, 2023, Hamas launched an attack on Israeli territory with bombardments and ground inclusion in which, in addition to deaths and injuries, they kidnapped dozens of people. Immediately, the Israeli government deployed its forces and launched a counteroffensive in the territory of the Gaza Strip, with a large number of casualties, both civilian and military. The world's attention was focused on the region due to fears that the conflict would spread to other countries, but also because of the possibility that it would affect an incipient economic recovery after the effects of the pandemic and the war in Ukraine, the main fears were around oil prices, which have seen great volatility. The conflict has dragged on for several weeks with an increase in the number of casualties, destruction of cities and the need for civilians to migrate to escape the attacks.

Additionally, in the Red Sea, the Houthis, a Yemeni rebel group, in support of Palestine have carried out attacks on vessels flying the flag of countries close to Israel, making transport difficult in that area, which is of great importance for the movement of goods and stoking tensions in the region.

For analysts, a global risk is that the conflict will be prolonged and the possibility of effects on oil prices, but also the probability that it will escalate due to other countries joining the hostilities.

Banco Compartamos is not in a position to know the future events in this war, as well as the implications it could have at the international level, in the global economy, in Mexico, in its financial position or in its results.

Absence of profitable trades in recent periods.

Banco Compartamos is working on its business model and its purpose of working for financial inclusion. Its strategy is geared towards achieving profits. However, it is not in a position to expect its results to be positive, and if adverse situations occur, they could have a negative impact on the Bank's results.

Financial position of the issuer.

The Bank has maintained a financial position characterized by a level of capitalization that exceeds the minimum mandatory parameters that must be covered by credit institutions in Mexico and carries out actions to maintain control over its level of non-performing loans. However, the Company cannot guarantee that the current financial position will be maintained in the coming years.

Dependency or expiry of patents.

Banco Compartamos does not own any national or foreign patents.

Trademarks or Contracts.

The Issuer keeps its intellectual property rights (trademarks, trade names, copyrights, etc.) protected and regularly updates the records it owns. In the event that the Bank is unable to

maintain and/or renew the registration of its trademarks, trade names, copyrights, etc., the Issuer could have an adverse effect on its operations and results.

Acquisition of assets other than those of the normal course of business of the issuer.

The Bank has not acquired assets other than those of its normal business.

Expiration of contracts.

Due to the strategy followed by the Bank, it has chosen to enter into alliances with other banking institutions and commercial chains to provide service to the Institution's customers with regard to the disbursement and recovery operations of the credits it offers to the market, seeking to maintain greater proximity to its customers; While it is true that the Bank's business relationship with other institutions has developed on cordial terms and in a win-win environment, Banco Compartamos cannot guarantee that this situation can be maintained in the future, or that, eventually, the institutions providing services would want to increase their costs considerably, which would have an impact on the Bank's results or, if it were unable to renew these partnerships, the Bank's operations could be adversely affected.

Defaults in the payment of bank and stock market liabilities.

As of the date of publication of this Annual Report, the Bank is up to date with the payment of its liabilities. Historically, the Institution has honored each and every one of its credit obligations. The Issuer is not in a position to state that this situation will continue in the future, since, in the event of adverse macroeconomic situations, its financial situation may change and, eventually, it may not be able to keep up with the payment of its obligations.

Existence of credits that oblige the issuer to maintain certain proportions in its financial structure.

The liabilities contracted by Banco Compartamos may establish certain obligations with regard to its financial structure until such liabilities are settled. At the end of 2023, there were provisions in place with FIRA and NAFIN, which do not establish obligations for the Bank.

As of December 31, 2023, Banco Compartamos has a \$15 million loan with JICA, which establishes the following covenants:

- Portfolio at Risk $\leq 6.5\%$
- Coverage Indicator $\geq 100\%$
- Capitalization $\geq 25\%$
- Liquidity Indicator $\geq 100\%$
- Self-Sufficiency Indicator $\geq 105\%$

At the end of 2023, Compartamos also had a loan from the Inter-American Development Bank (IDB) that establishes the following covenants:

- Capitalization Index $\geq 25\%$
- Liquidity Indicator $\geq 100\%$
- Ratio of credit losses to non-performing loans $\geq 100\%$
- Ratio of non-performing loans to total loans $\leq 7.0\%$

A downgrade of the Bank's credit rating or issuance rating could increase the Bank's cost of raising funds and affect its ability to obtain new funding or restructure maturing debt.

The credit rating or issuance of securities is an important component of the Bank's liquidity profile. Among other factors, its rating is based on the financial soundness, credit quality and concentrations of the credit portfolio, the level and volatility of its revenues, its capital adequacy, the quality of management, the liquidity of its balance sheet and the ability to access a wide range of resources to fund itself. Lower levels in its credit rating would increase the cost of obtaining funding in the capital markets or in obtaining credit. A downgrade of this rating could also adversely affect the perception of its financial stability and, additionally, the possibility of renewing or restructuring debt could be more difficult and costly.

Posible ingreso de nuevos competidores.

Banco Compartamos has focused on the microfinance sector, paying primary attention to segments of Mexican society that make up the base of the social pyramid, focusing on groups of people who have traditionally been excluded from financial services. The market segment to which the Bank was oriented is a segment that has a high demand for loans, which, together with the successful business model that the Issuer has applied, makes it a very attractive segment to various participants in the financial sector, such as Sofomes, savings banks and even credit providers that, informally, they provide credit. With the advancement of technology and greater accessibility by the population, there has been a boom in the development of Fintech, the more frequent appearance of this type of companies and the diversity of services they offer, could lead to greater competition for Banco Compartamos.

Increased competition could also affect the profitability of the broader consumer finance sector, causing competitors to opt for more aggressive actions.

One of the objectives of the financial reform approved in 2014 was to promote financial inclusion, an objective that has been reaffirmed by the government of Andrés Manuel López Obrador, who has highlighted the importance of financial services reaching a greater percentage of the population. This situation could cause other institutions with new technologies to focus on the sector of the population served by the Bank, which could lead to greater competition in the sector.

Compartamos faces and will continue to face great competition when it comes to its deposit product, as the Mexican financial system has several participants that have offered this product for many years and have a solid infrastructure and coverage that allows them to provide this service. Even government microenterprise financing programs could result in greater competition for the Bank.

Additionally, in recent years, new entrants have entered the financial sector in Mexico, smaller banks that seek to focus on more specific segments of the market, causing greater competition in the supply of financial services. The Bank faces and will continue to face strong competition that could offer more attractive financing conditions and that could adversely affect results and its financial condition.

Possible over-demand or over-supply in the markets where the Issuer participates.

Banco Compartamos has focused on serving a segment that traditionally was not subject to receiving financial services. At the end of 2023, the number of customers served was 2,972,136; Due to the high growth of the sector served by Banco Compartamos, as of the date of this Annual Report, it does not consider that there is a risk of oversupply of services.

Other competitors have ventured into the microcredit segment, increasing the supply of this type of product to the market, which is why the Bank is not in a position to predict whether,

as new competitors continue to join, there may be an oversupply of products and services to the market it serves in the future.

Off-balance sheet transactions.

As of December 31, 2023, 2022 and 2021, the Company did not maintain transactions not recorded in its financial statements.

Dependency on key personnel.

Previously, 99% of Banco Compartamos' associates were employed by Compartamos Servicios, S.A., a subsidiary of Gentera and a related part of Banco Compartamos. As a result of the labour reform promoted in 2021, the Bank took the necessary steps for the staff to move to the Bank. It should be noted that this process was carried out without affecting workers' rights.

As of December 31, 2023, Banco Compartamos had 15,050 associates.

The Bank depends on the level of performance of its executive staff and key associates. The management team has extensive experience in the sector and it is important to retain it in order to maintain business relationships and to maintain current efficiency and operating levels, so that, in the event of the loss of some of its elements, this could have a negative impact on the performance of the Issuer, on its results, its financial position and the price of the Stock Certificates.

The loss of technical and managerial knowledge and experience in the sector, due to the absence of any of the members of the management team, or due to the inability to recruit and develop new personnel of equal qualifications, could hinder the effective execution of the Bank's business strategy, and, consequently, affect the financial condition, operations and results of the Issuer.

Unionized staff.

A high percentage of Banco Compartamos' associates are members of a trade union. Relations between the Bank and the trade union have so far been cordial; however, the Bank cannot guarantee that these relationships will remain on good terms. Labor problems could affect Banco Compartamos' results.

Dependency on a single business segment.

Banco Compartamos constantly evaluates its product offering to the market, seeking greater diversification that allows it to adapt to meet the needs of customers and reduce dependence on certain business segments. In 2023, with the aim of maintaining a friendlier and more flexible offer that would better adapt to the needs of its customers, Compartamos made adjustments to its portfolio of credit products, maintaining three products: Group Credit, Individual Credit and Additional Credit Plus Compartamos. This year, Group Credit was the Bank's flagship product with 69.2% of its portfolio. Prior to this modification, it had a greater number of products in its portfolio and, as of December 31, 2022, of its total loan portfolio, 54.5% came from Crédito Mujer.

Historically, Crédito Mujer, which operated with a group methodology, was the product that provided the greatest benefits in its results; The share of the loan portfolio varies, it has evolved as follows: 62.4% in 2012, 55.6% in 2013, 52.7% in 2014, 50.1% in 2015, 49.8% in 2016, 52.3% in 2017, 56.4% in 2018, 57.3% in 2019, 61.5% in 2020, 57.9% in 2021 and 54.5% in 2022. The Issuer cannot guarantee that the placement of its credits predominantly in the group methodology may not have consequences on the results, the financial position of the Issuer and the price of the Stock Certificates.

Dependency on a single client.

As of December 31, 2023, Banco Compartamos' client portfolio is pulverized, with 2,972,136 credit customers, none of whom represented even 1% of the total portfolio. The Bank's clients are engaged in a large number of productive activities; However, 75.3% of its loan portfolio is carried out in the trade sector, and to date, this concentration has not caused an increase in risk in terms of loss of market share or an impact on the level of non-performing loans due to changes in the economy. Banco Compartamos is not in a position to guarantee that this situation may change in the future, affecting its financial position and results.

Natural disasters could adversely impact the Bank's operations.

The Bank has 429 Service Offices and 143 Branches distributed in the 32 states of the country that have a great diversity of climates and soil types; these entities are exposed to different natural phenomena that could affect the facilities in which the Bank operates, which would have a negative impact on Banco Compartamos' operations. The Issuer works to develop contingency programs to minimize the impact that these natural disasters could cause. In addition, such disasters could have an impact on the Bank's customers, affecting their equity and, therefore, their ability to repay their loans, which could have a negative impact on the Issuer's results, its financial position and the price of the Stock Certificates.

El Banco busca incrementar su participación en captación de ahorro.

By virtue of the authorization granted by the SHCP for the Bank to operate as a multiple banking institution, as of 2015 it focused on developing its savings collection product in a more important way. To this end, the Bank is continuously working to strengthen its operating and accounting systems to support future massification. Between 2016 and 2018 it promoted the reinforcement of its infrastructure to bring recruitment products closer to the market, either by increasing the number of branches or through the Yastás correspondent network, it also supported the dissemination of the benefits of its savings products and focused on developing friendlier technologies that bring financial services closer to them and generate trust in users. Once it considered that it had a wide enough network to provide services to the market, in a planned manner, it has decided to close some branches located in non-strategic places to maximize profits.

As of December 31, 2023, total savings accounts were 1,391,043, which compared to the previous year represents an increase of 1.6%. The Company cannot guarantee the success of such a strategy and that it will be able to offer such products to all of its current or future customers. The Bank may not be able to adequately anticipate the needs of its customers in terms of savings deposits and other banking operations, in addition to the fact that these could also change over time, which would have material adverse effects on its financial condition and results of operations, as well as on the price and payment of principal and interest on the Certificates.

Difficulties in achieving the expansion program.

The Bank plans to continue with its portfolio and customer expansion plan throughout Mexico. The Bank may not be able to fully implement its expansion plans due to general economic conditions, adequate community telecommunications infrastructure or the availability of competent personnel at its proposed new locations, which could have material adverse effects on its financial condition and results of operations, as well as on the price and likelihood of payment of the Certificates.

Risks related to potential future strategic partnerships and alliances and the maintenance of current strategic alliances.

As part of its business strategy, the Bank intends to maintain its current strategic alliances and is in the process of entering into new alliances or partnerships that will help improve its information technology systems, develop and promote the offering of new products, and expand its network for capturing payments and savings using new channels of access to its customers. Significant changes in current and new strategic alliances could bring with them a number of risks, including management and human resources issues, unknown or unforeseen obligations related to the counterparty, difficulties in integrating and managing new or combined operations, labor problems or loss of key personnel, which could have adverse effects on the Company's financial condition and results. as well as in the price and payment probabilities of the Stock Certificates.

The introduction of new products and services may not be successful.

As part of the business strategy, the Bank continuously plans, develops and introduces new banking products and services designed for popular segments of the population and related services such as insurance. However, the Bank cannot ensure that new products and services will be successful once they are offered to its current or future customers, the Bank may not be able to recognize all or part of the customer's needs; It may also incur significant costs to expand its range of banking products and services and may eventually face difficulties in achieving positive financial results from such products and services.

The granting of microcredit involves risks that are not generally associated with other forms of lending in the Mexican banking system.

The Bank's main mission is to provide financial services to microentrepreneurs, mainly credit or microcredit, which involves risks that are not generally associated with other forms of credit in the Mexican banking system. The Bank's customers typically have a limited credit history, which potentially poses a higher risk relative to other types of borrowers with established credit histories. The Bank operates with certain guarantee mechanisms related to its current credit products, mainly personal guarantees (guarantees), which implies a higher degree of risk than loans secured by collateral.

As a result, in the future the Bank could experience higher levels of loss due to the non-compliance of the loans granted, which would require it to have greater reserves or provisions for credit risk losses. The Bank cannot ensure that the default levels of the portfolio and its subsequent charges to Non-Performing Loans could not be materially higher during times of financial stress in the future and materially and adversely affect its results of operations and financial condition.

The Bank may require additional capital or other sources of funding in the future and may not obtain such capital or funding on acceptable terms, or not at all.

To continue with its growth plan, maintain a competitive position, venture into new businesses or meet regulatory capital requirements, the Bank may require new capital in the future in both the short and medium term. Its ability to raise additional capital in the future is subject to a variety of circumstances, including its future financial position, results of operations and cash flows, as well as the necessary government approval, general market conditions for raising capital from multiple banking and other financial institutions, and economic conditions, political, social or other in Mexico and elsewhere. The Bank cannot guarantee that it will be able to obtain new capital or sources of funding in the desired time or on acceptable terms.

Any failure to maintain and update the technology infrastructure in management and information systems and risk management systems could adversely affect the Bank's competitiveness, financial condition and results of operations.

The Bank's ability to remain competitive in the future will depend in part on its ability to upgrade the technology infrastructure into systems on a time-efficient and cost-effective basis, as changes in technology could render the Bank's systems obsolete or unable to sustain its growth. The Bank must continuously make significant investments and improvements in the technology infrastructure and information systems, which ensure adequate support for its operations, with a good level of customer service and favor timely decision-making by management; Likewise, it will require constant investment that allows it to support its growth plans and the offer of new financial products; Not having adequate computer systems could result in an inadequate measurement of risk exposure, which could materially and adversely affect their competitiveness, a situation that could be used to determine the risk of exposure to risk.

Loans with four-month maturities constitute a significant portion of the Bank's interest income, and any significant reduction in short-term loans or instability in the economy or in specific sectors of the economy could result in a significant decrease in its interest income.

A significant part of the Bank's loans consist of loans payable in four months. The short-term due dates of such loans imply that their long-term interest income is less certain than if a larger proportion of their loans were long-term. Loans may not be re-granted at maturity, particularly if competition increases. In addition, the short-term due dates for the payment of these loans imply that any alteration in the economy, or in specific sectors of the economy in which it grants credits, could result in an increase in the default in the payment of the credits granted to its customers or in a decrease in the demand for credit. Either of these two factors of instability could materially and adversely affect the Bank's results of operations and financial condition.

The Bank is exposed to operational risks.

The Bank is exposed to the risk of direct or indirect losses resulting from failures in its internal processes, personnel, or systems, including legal risks, despite the implementation of policies and processes to limit such risk. It cannot be assured that these measures are sufficient to fully protect it and that, as a result of operational risk events, the Bank's operating results may not be adversely affected.

The Bank is exposed to cyberattacks.

The Bank is vulnerable to external threats from cyberattacks that may compromise the integrity of its infrastructure and information. While it has policies and procedures aligned with standards to maintain and reinforce the information security control environment and regularly conducts awareness activities for all staff to mitigate exposure to these attacks, the risk of cyberattacks remains. Failure to have adequate policies and security controls in infrastructure and computer systems could result in a breach, materially and adversely affecting regulatory and reputational aspects, as well as the financial situation and operational results.

If the Bank is unable to effectively control the level of default or the quality of loans in the future, or if its allowances for credit losses are insufficient to cover future losses, its financial position and operating results could be adversely affected.

Compartamos has sought to prioritize not only the granting of credit within its business model but also to maintain control over its level of overdue loans, which it has achieved throughout its history. Default or poor quality of loans granted by the Bank could negatively impact operating results. The Bank cannot guarantee that it will be able to effectively control and/or reduce the number of uncollectible loans in its total loan portfolio. In particular, the number

of its defaulting loans could increase in the future due to the growth of its total loan portfolio, including factors beyond its control, such as the impact of macroeconomic trends and political and social events affecting Mexico, events affecting specific industries, as well as natural disasters. Additionally, its current allowances for credit losses may not be sufficient to cover an increase in the number of defaulting loans or any future deterioration in the overall credit quality of its portfolio.

Different corporate governance than that of a Publicly Traded Corporation.

The Bank is a financial institution, so it operates under a special regime subject to the provisions of the special laws of the Mexican financial system that govern it and other secondary regulations issued in accordance with those laws. Therefore, in accordance with Article 22 of the LMV, this special regime prevails over the general regime applicable to publicly traded corporations. As a result, the corporate governance of the Bank differs from that of a publicly traded corporation. Every holder of Securities or potential holder must be aware of this situation and understand the difference between these regimes.

The Bank may be unable to detect money laundering operations and other illegal or improper activities in a timely manner, exposing it to additional liability and harming its business.

The Bank is required to comply with laws and general provisions issued by the SHCP to combat money laundering and terrorist financing. To comply with this, policies and procedures must be adopted and implemented to properly know and identify its customers, report to the SHCP, through the CNBV, any unusual, concerning, and relevant transactions detected, and periodically train its employees and officials to act in accordance with said regulations. The Bank makes constant efforts to detect these types of operations, but to the extent that they may fail to comply with the applicable provisions, the authorities to which they report have the power to impose fines and other sanctions. Additionally, its business and reputation could be affected if customers use the Bank for money laundering and other illegal or improper purposes.

(ii) Risk factors related to Mexico, the regulatory framework that applies to the Bank, and other external factors.

Volatility in the peso's exchange rate and interest rates in Mexico could adversely affect the Bank's financial situation.

The Bank is exposed to foreign exchange and interest rate volatility risks at all times, as it may acquire and maintain unhedged positions in currencies other than the peso and subject to interest rate risks. The peso's exchange rate and interest rates in Mexico have been subject to fluctuations. Although various risk management and control procedures are followed in connection with its treasury management activities, it cannot be assured that it could not incur losses with respect to these positions in the future, any of which could have a material adverse effect on its results of operations and financial condition.

In the event of an increase in interest rates, it would imply that the Bank's funding costs could increase and, due to market issues (given the constant growth in the number of competitors), the increase could not be reflected in the loans granted, which would affect the Bank's results.

Impact of changes in government regulations.

Credit institutions are subject to regulation for the purposes of their organization, operation, capitalization, operations with related parties, reserves for credit losses, diversification of investments, levels of liquidity ratios, credit granting policies, interest rates charged and

accounting provisions, among other aspects. This regulation has been modified in recent years to which Compartamos has fully complied.

On November 8, 2018, the faction of the Movimiento de Regeneración Nacional party in the Senate presented an initiative that seeks to eliminate commissions and charges that banks charge their customers. While it is true that on November 9 of the same year, then-President-elect Andrés Manuel López Obrador indicated that there would be no modifications to the legislative framework applicable to banks in the first three years of his government, during 2019 the political party tried to revive the proposal, as of the date of publication of this Annual Report, No initiative has been put forward in this regard. However, Compartamos considers that the impact on its results would not be so significant, since most of the commissions it receives come from insurance intermediation and not from late fees charged to its customers.

The federal government has been very active in legislative reforms in various areas; However, there have been no changes in the legislation applicable to the banking sector. Banco Compartamos is not in a position to foresee any changes that may be made to the legislation. Should the applicable provisions be amended again, they could adversely impact the Bank's financial position.

Impact of international environmental agreements.

In 2015, during the Paris Conference on climate change, the signatory countries, including Mexico, made commitments to keep the increase in the global average temperature well below 2°C compared to pre-industrial levels, and to limit the increase in temperature to 1.5°C. Mexico pledged to reduce its greenhouse gas emissions by 22% by 2030 and black carbon emissions by 51% by 2030. This agreement was ratified during 2016 and, therefore, the commitment of the signatory countries was reaffirmed.

In Poland, in December 2018 and due to the seriousness of the situation, an urgent call was made to redouble efforts to curb climate change due to the threat that this phenomenon implies, in the meetings an instruction book was approved to begin implementing the Paris Agreement.

In December 2019, COP25 was held in Madrid, a summit that sought to reach agreements to promote concrete actions focused on combating climate change. Despite the efforts made by some countries, the results of this summit were not as expected. While Germany, the UK, France and Spain showed great interest, countries that have high levels of polluting emissions such as the US, China, Russia and India did not commit themselves to this cause. Although the UN has made several calls to take important actions that generate great impact so that the temperature does not increase above 1.5 degrees above pre-industrial levels, it was not possible to reach agreements.

Since Joe Biden assumed the presidency of the United States, he has shown willingness to reincorporate the United States into environmental agreements and has provided incentives to reduce the use of fossil fuels by promoting clean energy.

From October 31 to November 13, 2021, COP 26 was held in Glasgow, Scotland, at this meeting, organizations such as the UN and environmental activists reiterated their call to take decisive action to curb climate change and emphasized the serious threat that this phenomenon poses to humanity and how close we are to the point of no return if the necessary measures are not taken. With almost 200 countries gathered, agreements were adopted to accelerate the fight against climate change, among the main proposals, the

following stand out: that member countries present new commitments to cut greenhouse gas emissions by the end of 2022; i.e. three years ahead of schedule; an agreement in which the United States and China will work together to reach the Paris agreements and an agreement to curb deforestation by 2030, which was signed by Mexico.

COP 27 was held in Sharm el-Sheikh, Egypt, between November 6 and 18, 2022, at this meeting, commitments were made to strengthen the Adaptation Fund by 230 million dollars and support the countries that have suffered the most damage from climate change, plans were also formulated to develop climate technology in developing countries and efforts were redoubled to reduce the use of coal and phasing out fossil fuels. Mexico made commitments to increase the use of renewable energy in the next eight years, increased its emissions reduction goal to 35% by 2030, decided to boost the sale of electric vehicles and committed to planting 100 million trees during 2023.

In partnership with Reforestamos México, A.C., Gentera and its subsidiaries, including Banco Compartamos, carried out the intervention with volunteers to reforest 2.5 hectares of the Agua de Pájaros property in Tianguismanalco, State of Mexico and generate an environmental impact. At the same time, in the interior of the Mexican Republic, groups of volunteers were called upon to make an impact for the benefit of the environment through reforestation in public spaces by planting at least one tree in the communities. Together we make the following impact:

- 1,750 trees planted, representing 2.5 hectares reforested with the participation of 180 volunteers in the face-to-face reforestation
- 728 trees planted with the participation of 163 volunteers from 60 business units through remote reforestation.

Between November 30 and December 12, 2023, the Conference of the Parties 2023 or COP 28 was held in Dubai, in the United Arab Emirates, which from days before its start generated controversy because it would take place in a country that is among the main oil producers and talks aimed at rejecting any agreement that had to do with a decrease in fuel consumption had been leaked Fossils.

Among the conclusions of COP 28 are: that we are still far from limiting the temperature increase to 1.5° Celsius above pre-industrial levels and warn that companies must make greater efforts to limit their environmental impact. More than 198 countries signed the Dubai Agreement, which recognises the need to deeply, rapidly and sustainably reduce greenhouse gas emissions, which will require, among other things, reducing emissions, increasing the use of renewable energy, moving away from fossil fuels and increasing the development of clean technologies.

While it is true that for environmentalists what was agreed at the 2023 Climate Summit was disappointing, the participants celebrated that they achieved a non-binding agreement so that States can move in a fair, orderly and equitable way towards the abandonment of fossil fuels.

According to Compartamos' activities, it falls within the parameters of low environmental impact, however, it has hired educational institutions to know the impact of some of its operations to make a manual with environmental policies and procedures, as well as an environmental action plan. Banco Compartamos works continuously to identify and prevent possible risks inherent to its operation, thanks to these efforts, the Bank also received the Clean Company Certificate from PROFEPA in 2006. Although the Issuer has taken care to be

a responsible company, it is not in a position to foresee changes that could tighten the legislation in this area, nor to know the impact that the eventual signing of international agreements on environmental matters could have.

Competition from other banks and financial institutions, as well as government-sponsored social programs, could adversely affect the Bank's position in the Mexican banking sector and in microfinance.

The Bank faces competition from other credit institutions focused on the low-income segments of the Mexican population, particularly savings banks, credit unions, cooperative societies, informal and consumer credit providers, and Sofomes.

In addition, it faces competition from the public sector, given that the government has currently undertaken its own microcredit programs, which largely focus on the market segment served by Banco Compartamos. In 2014, the so-called financial reform was approved, which considers greater openness of financial services to segments of the population that did not have access to them, which could lead other institutions to orient themselves to the segment to which Banco Compartamos has focused. The Bank anticipates that it will encounter more competition as it expands its operations in Mexico. Competitors may have significantly more assets and capital, brand recognition, and other resources. The Bank cannot guarantee that such situations will not adversely affect its financial situation.

Modification in the regulatory framework.

The Bank is regulated and supervised by financial authorities, including the CNBV and BANXICO. Such institutions may require requirements for capitalization and the establishment of new or additional reserves.

In July 2017, the CNBV authorized Compartamos Banco to use the Alternative Standard Method for calculating the capital requirement for operational risk. As of January 2023, the capital requirement for operational risk is calculated under the business indicator methodology in accordance with the methodological update indicated by the CNBV.

Due to the economic crises that have been experienced, regulation has become increasingly strict, increasing the capitalization requirements for banks, Banco Compartamos complies with the regulation and exceeds the established minimums; However, changes to banking legislation could limit operations. Both situations would adversely affect the business, financial condition or results of the business.

Similarly, failure to comply with capitalization and/or reserve requirements could result in the imposition of penalties.

Excessive regulation, including a cap on interest rates, could adversely affect the Bank's results of operations and financial condition.

The Bank is subject to extensive regulation by the authorities with respect to its organization, operations, levels of credit risk reserves and other forecasts, capitalization, related party transactions, additional anti-money laundering measures, and other aspects. Given the current climate of frequent changes in laws and regulations affecting the financial services sector in Mexico, there could be future changes in the regulatory system that could adversely affect the Bank. In particular, such laws and regulations do not currently impose any limit on the interest rate that a merchant or bank may charge a customer in connection with credit transactions.

The Bank's interest rates, while not the highest in the microfinance sector in Mexico, are higher than the rates typically charged by banks in general, by virtue of the higher transaction

costs associated with granting microcredit. The authorities may, in the future, establish additional limits or reporting requirements with respect to such interest rates that would be applicable to you. Bills could also be introduced to limit or eliminate the fees currently charged by banks to their users. Limiting interest rates charged or regulating bank fees could materially and adversely affect the Bank's results of operations and financial condition.

The Bank may be required to make significant contributions to the IPAB.

Under Mexican law, banks must make monthly contributions to the IPAB equivalent to one-twelfth of 0.4% (annual rate) multiplied by the average of certain obligations minus the average of certain assets to strengthen their operations. Throughout 2023, Compartamos' contributions for this concept were \$99.9. In the event that the IPAB's reserves are insufficient to administer the bank savings protection system and provide the necessary financial support to banks in trouble, the IPAB retains the limited right to require extraordinary contributions from participants in the system.

The Bank may be required to increase credit loss reserves.

Except for loans to the Federal Government and the Bank of Mexico, the Bank is required to classify each credit or type of credit based on criteria determined by the rules issued by the CNBV and establish the corresponding reserves. The criterion for establishing reserves includes quantitative factors. The authorities have created rules regarding how banks classify loans and determine their credit loss reserves. These rules could change in the future and, as a consequence, the Bank would have to build higher reserves for credit risk, adversely affecting the Bank's results of operations and financial condition.

Adverse economic conditions in Mexico could affect the Bank's financial condition and results of operations.

In 2023, the World Health Organization declared the end of the COVID-19 health emergency, however, they have warned that preventive measures must be maintained, in addition to recommending vaccination, mainly for those vulnerable sectors of the population. Health authorities have stressed that SARS COVID 2 is a virus that is here to stay and with which humanity will have to coexist.

2023 was characterized by a downward trend in global inflation, although with a slight uptick during the fourth quarter, after reaching its highest levels in decades during the previous year. This suggests that the high interest rates of the central banks have begun to bear fruit, although most of them have stressed that they cannot yet talk about the beginning of the cycle of declines, since the price indices have been persistent and remain above the targets set.

The geopolitical environment has become more relevant as a risk to economic activities due to the interrelationship that exists between global supply chains, so that a situation in one region can have an impact on another, no matter how distant it may be. As an example of this, the war between Russia and Ukraine that began in 2022 has lasted throughout 2023 and continues to affect the marketing of various raw materials, such as energy and metals.

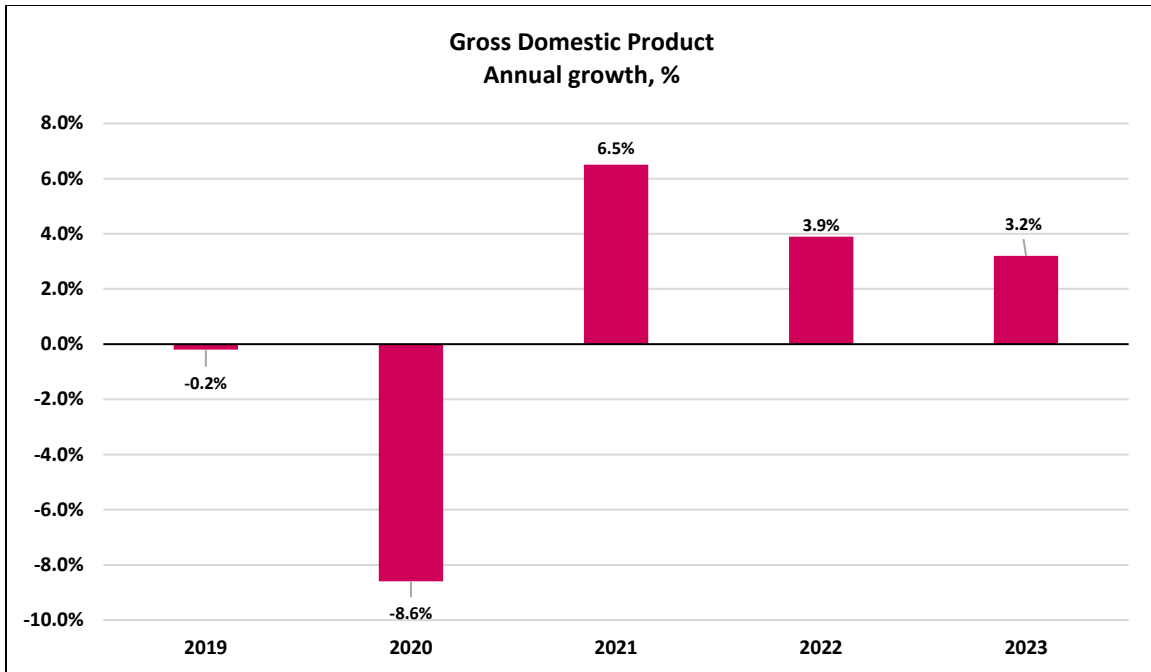
On October 7, 2023, with Hamas' attack on Israel, international oil prices increased and, although it is true that, in a few days, they returned to normal, the threat of an escalation of violence in the region persists, which, if consummated, could make energy prices more expensive again.

Likewise, in 2024, presidential elections will be held in Bangladesh, India, Indonesia, Pakistan, the United Kingdom, the United States and Mexico, the latter two countries being the ones that could have the greatest impact on the national economy.

In the euro zone, during 2023 they gradually left behind the greatest effects of the energy crisis they experienced in 2022, although with severe effects on their industry, particularly in Germany, the engine of the bloc's economy. Inflation continued its downward trend, except for the end of the year when it grew slightly, however, the positive data, the European Central Bank warned that they were not considering relaxing their monetary policy and pointed out that rates could remain high for several months, for now, at the end of 2023, the interest rate stood at 4.50%. These rate levels, coupled with the complexities they experienced during 2022, had a negative impact on their performance, proof of which was the economic slowdown that occurred in 2023, as well as the latent threat of an economic recession. On the positive side, employment remained strong.

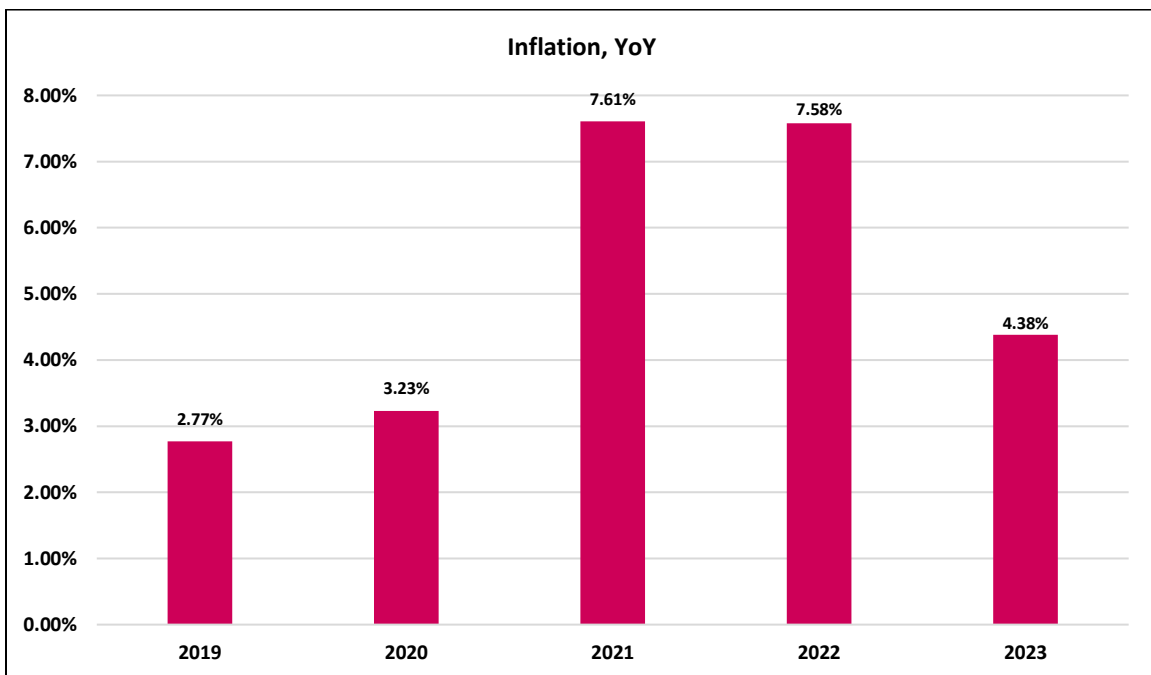
In the United States, consumer inflation maintained a downward trend during the first 10 months of 2023, with a small increase in the last two months, closing the year at 3.3% annually. The Federal Reserve's interest rate was at the end of 2023 in a range of between 5.25% and 5.50%, the expectation is that during 2024 it could begin to fall if inflation continues to give ground. Although analysts predicted that it could fall into recession during the year, after a first quarter with modest growth, from the second quarter onwards it accelerated its pace and hand in hand with a solid domestic market, as well as strong employment, the storm clouds that were looming a recession gradually faded. During 2023, GDP grew by 2.5% per year. The unemployment rate in December 2023 stood at 3.7%, which while slightly higher than the 3.5% in December of the previous year, is at historically low levels.

For Mexico, forecasts at the start of 2023 were not optimistic, as analysts estimated that it could be affected by a poor economic performance in the United States. However, as the year progressed, it distanced itself from its northern neighbor and recorded a good performance, mainly driven by nearshoring, as well as infrastructure works undertaken by the Federal Government. While it is true that there was a slowdown during the last quarter, GDP closed the year with an annual growth of 3.2%, lower than the 3.9% growth in 2022.



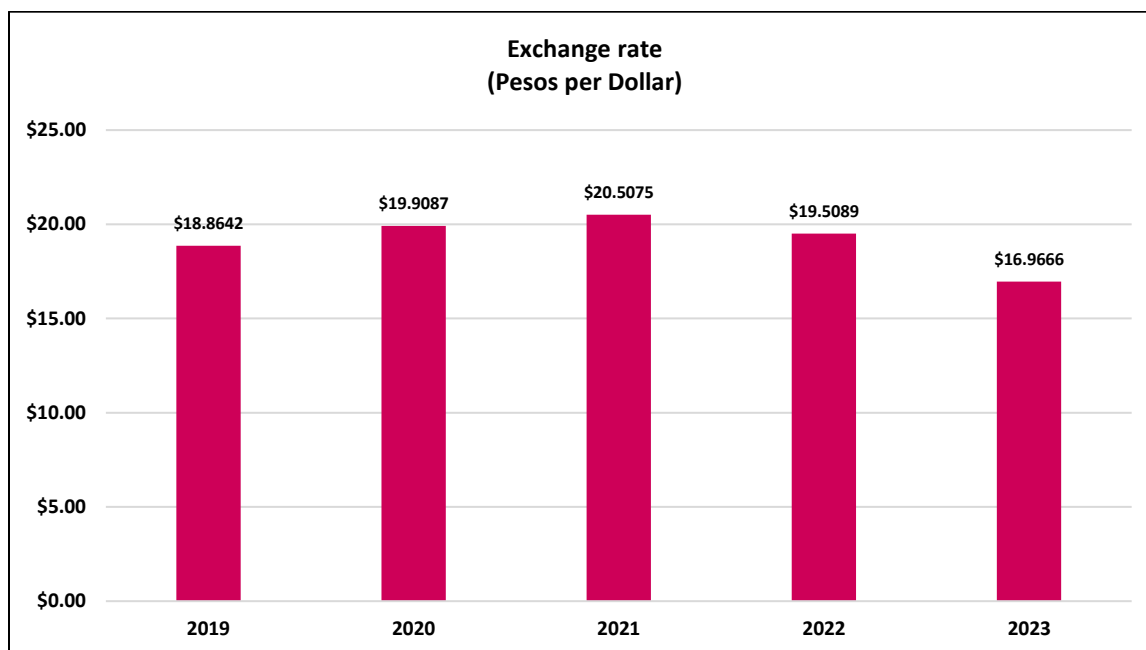
Source: Own elaboration with information from INEGI
<http://www.inegi.org.mx/>

As in the euro zone and the United States, inflation pointed downward for much of the year, growing moderately in the last months of 2023 and in December stood at 4.38% annually, remaining above the target set by the Bank of Mexico of 3% +/- 1 percentage point and in the face of price indices that did not adjust with the speed desired by the central bank, He decided that it was not the time to start lowering the rate, which at the end of the year stood at 4.50%.



Source: Compartamos Audited Financial Statements.

The international foreign exchange market had a year of great volatility, with the dollar strengthening against the vast majority of emerging currencies, while the Mexican peso was the exception, as it strengthened against the U.S. currency, thanks, in part, to the high real rate reported in Mexico throughout 2023. As of December 31, 2023, the dollar closed its price at 16.9666 pesos per unit, which represents an appreciation of 13.0% compared to the previous year's price.



Source: Compartamos Audited Financial Statements.

If both internal and external risks materialize, they could have a negative impact on economic performance and, eventually, put pressure on price indices again, raising inflation again, a situation that could be reflected in a lower performance of productive activities in the following years.

Banco Compartamos is not in a position to predict the behavior of the economy in the coming years, economic crises, devaluations of the Mexican peso against other currencies, as well as high inflationary levels, could affect the economic position and results of Banco Compartamos, as well as the price of the Stock Certificates.

Political developments in Mexico could affect economic policy and adversely affect its financial condition and results of operations.

Elections will be held in June 2024, the largest in history in terms of the number of positions to be elected and comprising the three levels of government.

The most important position to be elected is the Presidency of the Republic, but the Congress, some governorships, the Head of Government of Mexico City and positions at the municipal level will also be renewed.

While it is true that there have been violent events in some regions, the National Electoral Institute has stressed that the conditions exist for the elections to be held in an environment of peace.

Traditionally, in the months between the end of the six-year term and the beginning of the next, economic activity can slow down while normality resumes.

Presidential elections will also be held in the United States and the speech of the candidate for the Republican Party is aimed at adopting, once again, protectionist measures and a less tolerant policy towards migration, so that, if he is victorious, relations with this country could become complex.

The Bank is not in a position to foresee the political environment that will arise in the coming years, as well as the impact it will have on the economic situation of the country and, therefore, on the financial position of the Issuer. In the event of serious social conflicts, they could affect the Bank's results.

Events in other countries could adversely affect the Mexican economy, its financial condition and results of operations.

In a globalized economy, economic events in a country have repercussions on the global economy.

With the emergence of the SARS COV 2 virus in China at the end of 2019, which spread rapidly around the world, a pandemic arose that claimed millions of lives worldwide. On the economic front, there were disruptions in production activities around the world, affecting supply chains, leading to labour shortages.

Subsequently, after a strong recovery from 2022 onwards, international commodity prices grew, caused by an imbalance between supply and demand, a situation that, globally, raised inflation to its highest level in decades. In response, central banks decided to increase their interest rate and, as a result, price indices began to moderate at the end of 2022, a trend that continued in 2023, but not as quickly as desired, so inflation did not return to the target set by the monetary authorities, so rates could remain elevated for several more months.

The war in Ukraine continued in 2023, claiming more human lives and causing economic repercussions due to the sanctions imposed by the West on Moscow, as well as Russia's response to its opponents.

Likewise, in October 2023, an attack by the Hamas group in Israel provoked an Israeli military response towards the Gaza Strip in a conflict that remains at risk of spreading in the region and causing greater economic damage.

During the year, China's trade war persisted, mainly with the United States and the European Union, with the application of economic sanctions against protectionist measures, a situation that has affected global trade and could further strain relations between countries.

Traditionally, the performance of the Mexican economy is linked to the U.S. economy; However, events in other countries may also affect the Mexican economy, resulting in a reduction in economic activity and an increase in the unemployment rate.

Even though the Bank carries out all its operations in Mexico, a part of its clients receive remittances from their relatives in the United States, so the deportation of Mexican workers in the United States or the taxation of remittances in that country would affect the income

of a large number of families in Mexico, which could have a negative impact on Compartamos' operations.

The Bank cannot anticipate economic developments in other countries that could have a negative impact on economic performance in Mexico, causing slowdown and volatility, which, in turn, could negatively reflect on its financial position and operating results.

Insecurity in the country could affect the financial situation and results of operations.

In recent years, the levels of insecurity and violence in Mexico have increased, a situation that has had a negative impact on economic activity in various regions of the country.

Although efforts have been made to reduce insecurity, the Issuer is not in a position to know how it will behave in the future and the impact it could eventually have on its operation.

(iii) Risk Factors Related to the Stock Certificates

Failure to pay principal and interest or other causes of early maturity of the Stock Certificates.

In the event that the Bank fails to make timely payment of the principal and/or interest on the Stock Certificates, or the Issuance matures early, the Common Representative, without prejudice to the rights that the Holders may individually exercise, will exercise the corresponding collection actions within 3 business days following the date on which the payment should have been made or the early maturity of the Certificate has occurred. Issuance, unless otherwise resolved by the General Meeting of Holders.

Volatility in the interest rate.

The Certificates bear interest at the interest rate specified in the Placement Prospectus. By virtue of the foregoing, the Holders will have the risk that movements in the levels of interest rates in the market will cause the CEBURES to generate lower returns than those available in the market at any given time.

The Holders of the Certificates shall have no priority in the event of bankruptcy of the Issuer.

The Holders shall be considered, as to their preference, on an equal footing with all other common creditors of the Issuer. According to the Bankruptcy Law, in the event of a declaration of bankruptcy or bankruptcy of the issuer, certain claims against the estate, including claims in favour of employees, claims in favour of singularly privileged creditors, claims with security interests, tax claims and claims in favour of creditors with special privilege, shall have preference over claims in favor of the issuer's common creditors, including claims resulting from Stock Certificates. Likewise, in the event of a declaration of bankruptcy or bankruptcy of the issuer, if there are secured credits, they will have preference (including with respect to the Holders) even for the proceeds derived from the enforcement of the assets granted as collateral.

In the event that the Certificates provide for the possibility of being redeemed early or terminated early, and they are, the Holders may not find an equivalent investment.

In the event that an Issue is effectively redeemed early on a voluntary basis or as a result of the realization of an early maturity cause provided for in the corresponding supplement, the

Holders who receive payment for their Certificates may not find investment alternatives with the same characteristics as the Certificates (including interest rate and term).

Stock Certificates are not backed by the IPAB.

In accordance with Articles 6 and 10 of the Law on the Protection of Bank Savings, Stock Certificates are not among the obligations guaranteed by the IPAB. By virtue of the foregoing, the Holders shall have no recourse against the IPAB in the event of a default in the payment of the Stock Certificates.

Absence of a market for registered securities.

There is currently no active secondary market with respect to Stock Certificates and such a market may not develop. The price at which the Certificates are traded may be subject to various factors, such as the level of interest rates in general, market conditions for similar instruments, macroeconomic conditions in Mexico and the Company's financial condition. In the event that such secondary market does not develop, the liquidity of the Securities may be adversely affected and the Holders of Securities may not be able to dispose of the Certificates in the market, thus recovering all or part of the price initially paid for them.

Possible non-compliance with the requirements for maintaining the listing on the stock exchange.

Compartamos, derived from the registration of its Stock Certificates in the RNV and their listing in the BMV, is subject to compliance with various disclosure requirements, among others, in order to maintain such registration and listing. In the event that the Bank is unable to comply with these requirements, the listing of the Stock Certificates on the BMV could be suspended or even cancelled. In such a case, the market price of the securities would be adversely affected.

d. Other Securities

The Issuer has two Bank Stock Certificate Programs.

The first Program for a total authorized amount of \$9,000 (nine billion Pesos 00/100 M.N.) or its equivalent in UDIS, Dollars or any other currency, authorized by the CNBV through official letter 153-5040-2015 dated January 30, 2015.

Under the auspices of this program, Compartamos carried out the following issuances:

1. With ticker symbol COMPART 15, \$2,000 dated September 3, 2015 with maturity August 27, 2020.
2. Ticker symbol COMPART 16 second issuance for a total of \$500 made on October 10, 2016, with a maturity date of October 7, 2019.
3. Ticker symbol COMPART 16-2 third issue for \$2,000, was made on October 10, 2016, its maturity date is October 2, 2023.
4. Ticker symbol COMPART 18 fourth issue for \$2,500, made on October 1, 2018, with a maturity date of September 26, 2022.
5. Ticker symbol COMPART 19 fifth issue for \$2,000, made on May 30, 2019, with a maturity date of May 23, 2024.

The second Program for a total authorized amount of \$15,000 (fifteen billion Pesos 00/100 M.N.) or its equivalent in Dollars, UDIS or any other currency, authorized by the CNBV through official letter 153-12157-2020 dated February 26, 2020.

Under the auspices of this program, Compartamos carried out the following issuances:

1. Ticker symbol COMPART 20, \$1,860 dated June 30, 2020 with maturity June 24, 2025.
2. Ticker symbol COMPART 21S, \$1,783 dated November 23, 2021 with maturity November 19, 2024.
3. Ticker symbol COMPART 21-2S, \$717 dated November 23, 2021 with an expiration date of November 17, 2026.
4. Ticker symbol COMPART 22S, \$2,500 dated August 26, 2022 with expiration date August 21, 2026.
5. Ticker symbol COMPART 23S, \$3,000 dated September 27, 2023 with an expiration date of March 12, 2027.

As of December 31, 2023, the following issuances remain in effect:

Symbol	Issuance date	Amount (1)	Maturity Date	Authorization Letter
COMPART 20	30-Jun-20	1,860	24-Jun-25	153 / 12484 / 2020
COMPART 21S	23-Nov-21	1,783	19-Nov-24	153 / 10027096 / 2021
COMPART 21-2S	23-Nov-21	717	17-Nov-26	153 / 10027096 / 2021
COMPART 22S	26-Ago-22	2,500	21-Ago-26	153 / 3190 / 2022
COMPART 23S	29-Sep-23	3,000	12-Mar-27	153 / 5572 / 2023

(1) Millions of Pesos

In the last three years, Compartamos has punctually delivered legal, economic, accounting and financial information to the BMV and the CNBV, in a complete, timely manner and on the dates indicated by the authority. This information includes: financial information, director's report, relevant events, Annual Report, legal, economic, accounting and financial information, among others.

The Issuer is obliged, and has complied with, to deliver within twenty business days following the end of each of the first three quarters of the fiscal year and within forty business days following the conclusion of the fourth quarter, the economic, accounting and administrative information. The financial information and its annexes have been delivered on a quarterly basis on the dates set by the competent authority.

The information related to the balance sheet of credit institutions and the statement of cash flows of credit institutions is reported cumulatively as of the date of the report: March, June, September and December (3, 6, 9 and 12 months, respectively). The Company has reported information on the income statement of credit institutions for the quarter and cumulative as of the date of the report.

The financial information, which is reported quarterly, consists of the current quarter of the current year and the previous year.

The Annual Report has been delivered annually on the dates established by the CNBV in the Single Issuers' Circular.

Relevant and corporate events have been sent to the BMV and the CNBV in accordance with current legal provisions.

In accordance with current regulations, the Company has delivered the notice of the shareholders' meetings on the day of its publication; on the working day immediately following the date on which the meeting in question is held, the summary of the resolutions adopted at the shareholders' meeting; within five working days following the holding of the meeting of shareholders, bondholders or holders of other securities, a copy authenticated by the secretary of the board of directors of the minutes of the shareholders' meetings; Copy authenticated by the Chairman of the Shareholders' Meeting of the minutes of the General Meetings of bondholders and holders of other securities.

e. Significant Changes to the Rights of Registered Securities

The Certificates have not changed the rights they grant to their Holders.

f. Destination of Funding

The net proceeds from the placement of the public offerings and the issuance of the Certificados Bursátiles were used to pay liabilities, grow the loan portfolio, as well as other corporate purposes of Banco Compartamos.

g. Publicly available Documentation

The documentation submitted by the Issuer to the CNBV and the BMV, in order to obtain the preventive registration of the Stock Certificates in the RNV, in accordance with the modality of the Program, and the authorization of the public offering, can be consulted at the BMV, in its offices located at Avenida Paseo de la Reforma number 255, colonia Cuauhtémoc, C.P. 06500, México, Mexico City, or on its website: www.bmv.com.mx, on the CNBV website at the following address: www.cnbv.gob.mx

Copies of the above documentation, this Annual Report, the Prospectus and the corresponding Program Supplements may be obtained at the request of any investor by requesting the Financing and Investor Relations area in charge of Enrique Barrera Flores, who is responsible for providing assistance to investors of the Issuer. Its offices are located at Avenida Insurgentes Sur 1458, colonia Actipan, alcaldía Benito Juárez, C.P. 03230, México, Mexico City. Email enbarrera@gentera.com.mx . Phone (52 55) 5276 7379.

II. THE ISSUER

The name of the Bank is Banco Compartamos, S.A., Institución de Multiple Banking, its trade name is Compartamos Banco. It was constituted by public deed number 87,148, dated May 9, 2006, granted before the Notary Public number 168 of Mexico City, formerly the Federal District, Mr. Jorge Alfredo Ruiz del Río Escalante, for an indefinite period of time and domiciled in the Federal District. The first testimony of the aforementioned deed was registered in the mercantile folio number 270,503 dated September 5, 2006.

Compartamos has its domicile and main offices at Avenida Insurgentes Sur 1458, colonia Actipan, alcaldía Benito Juárez, zip code 03230, Mexico, Mexico City, its telephone number is (52 55) 5276 7250.

a) History and Development of Compartamos

The history of Banco Compartamos dates back to September 1, 1990, when a group of young entrepreneurs launched a program aimed at providing credit to microentrepreneurs, mainly in the states of Oaxaca and Chiapas. This program was part of a strategy of social objectives within Programa Compartamos, a Private Assistance Institution that operated nutrition and health programs as NGOs, based on solid values and principles, whose main objective is to eradicate financial exclusion.

The main purpose of the NGO was to alleviate poverty by granting loans to people who were not normally eligible for these benefits because they did not meet the requirements established by financial institutions, since they belonged to low and lower middle economic sectors. Because they are the pillar of the family, Programa Compartamos, in its origins, focused directly on the female gender, its area of influence was mainly in rural and semi-urban areas.

An essential characteristic is that Programa Compartamos, I.A.P., used the loan methodology called Generador de Ingresos (Income Generator), that is, a loan that was granted to finance working capital and, due to the market it served, had an impact on micro-businesses, a sector that, due to the magnitude in Mexico, is on which an important part of the national economy rests; In this way, in addition to the boost to productive activities, the borrower perceives the benefits of the credit by seeing it reflected in his business and, in this way, the resources to pay his credit are generated. The methodology developed was a combination of what was learned from other institutions (Grameen Bank in Bangladesh and Finca in El Salvador) with the reality of the clients in Mexico.

As the history of Compartamos unfolds, its collaborators seek to increase the impact of the organization, so that, starting in 1993, they make visits to microfinance institutions in Asia to obtain greater learning from a sector that had been neglected in Mexico. By the end of 1993, the institution had access to financing from the Inter-American Development Bank through a US\$500,000 loan, payable in local currency, which allowed it to begin growing its operations. Since 1995, in Boulder, Colorado, experts from all over the world have gathered to provide training in microfinance, to date, it is the only organization that participates in these courses every year.

By 1995, the Institution served 17,500 active clients and this scale, together with the efficiencies of the developed model, allowed it to grow based on its own profits. In 1996, the Issuer received support from a World Bank-sponsored microfinance secretariat called CGAP, which enabled it to continue to grow and invest in its administrative systems and

information technology. However, growth was still limited by a lack of access to sources of financing.

The year 1997 is of great importance in the history of the Bank, since it is the year in which financial self-sufficiency is achieved, that is, the resources obtained from the interest charged allow to cover the operating and financial costs, including the subsidy of the funds and the cost of inflation, this important achievement favors the massification of the service in Mexico.

In the year 2000, after 10 years as an association, another important step in the history of the Issuer was taken, when Financiera Compartamos, Sociedad Financiera de Objeto Limitada, was established, constituting itself as a for-profit company, which allows it access to sources of commercial financing, but with the limitation that its offer of services will only be credit to finance working capital. Also in 2000, the IDB awarded him the Honorable Mention for Excellence in Microfinance.

By the end of 2000, Compartamos had grown to serve 64,141 active customers.

Compartamos continued to provide services as of January 1, 2001. It was from then on that the Company's most important period of growth took place, reaching a total of 453,131 active customers by December 2005. The growth in the period between 2001 and 2005 was financed by the reinvestment of the Company's profits, as well as by the Company's increasing access to commercial financing sources, including the execution of two stock certificate programs in the local market.

In 2002, it made the first issuance of Stock Certificates for an amount of \$200 with a term of 3 years, a successful issuance that marks its first incursion into the stock markets; This important event is not only the debut of Compartamos in the markets, but it is also the first microfinance institution to issue debt in the stock market with its own guarantee.

In 2004 a program of Stock Certificates was authorized for an amount of up to \$500 and in July it made an issue for an amount of \$190 with a maturity of 5 years, for this second issue, Compartamos received the recognition from Latin Finance as Deal of the year. In 2004, the IDB awarded it the Award for Excellence in Microfinance.

In 2005 he received the following awards: He received the 2004 Financial Transparency Award from CGAP. Hewitt Associates and América Economía magazine recognized it as the 16th Best Employer Company in Latin America and the 6th in Mexico.

Compartamos' success story and market potential lead him to plan the next step, which is the transformation of Sofol into a Multiple Banking Institution, given the limitations that the adopted regime posed to it, both in terms of sources of financing and the offer of products to its customers. In May 2006, Financiera Compartamos was authorized as a commercial bank, which gave rise to Banco Compartamos, S.A. Institución de Multiple Banking, which allows it, without departing from its main function, to increase its portfolio of customer products, in addition to favoring the growth of the Bank. Such is the success of the model adopted that, at the end of 2006, it served more than 600,000 customers.

It obtained the 5th place in the list of The Best Companies to Work for in Mexico and the 1st place in companionship in Latin America awarded by Great Place to Work, an institution that evaluates the credibility, respect, impartiality, pride and camaraderie that exists in a company. He received the Honorable Mention of Merit for meeting high standards of disclosure in the 2005 Transparency Award by CGAP. It won 6th place in Latin America in the

Best Employer Award, a recognition granted by Hewitt Associates and América Economía magazine.

In 2007 Banco Compartamos decided to make a public offering of shares, and on April 20 of that year it placed 29.9% of the shares through a secondary offering, its success story is reflected in the confidence of investors, the operation reached a total of 468 million dollars. He received the Honorable Mention of Merit for meeting high standards of disclosure in CGAP's 2006 Transparency Award. Latin Finance magazine and the International Finance Corporation awarded it the Sustainable Bankers of the Year award for the Voluntary Insurance and Basic Insurance products.

It is important to note that, true to its philosophy of having the person at the center, insurance policies are granted to clients who maintain credits, but unlike other organizations, what is protected is the person, not the credit, so, in the event of the death of the borrower, the resources of life insurance are granted to their beneficiaries and are not used to cover their debt. Additionally, customers can extend their life insurance by purchasing a voluntary policy at reasonable rates.

Reinforcing its structure and giving continuity to its successful business model, it was in 2008 when its portfolio reached the figure of 1 million customers. Thanks to the authorization to operate as a banking institution, they expand their product offering and in 2009 they reported 500,000 active insurance policies and 100,000 Grow and Improve loans, which supports raising the quality of life of their customers. Compartamos was among the top 20 places where Everyone Wants to Work according to Top Companies. It was also on the list of the 100 Best Companies to Work for in Mexico according to Great Place to Work. It was found in the list of the 10 Best Employers in Mexico published by Best Employers.

In 2009, according to Expansión magazine and Interbrand, Compartamos ranked 23rd among the 40 most valuable brands in Mexico. He obtained the National Financial Recognition. He received the AMCO (Mexican Association of Communicators) 2009 award for the 2008 Annual and Sustainable Report in the publication design category. Also from AMCO he received the AMCO 2009 Video Launch New Image Merit Award, the AMCO 2009 Merit for New Image Launch Video and the AMCO 2009 Video Celebration Million Customers Award, both in the audiovisual category. According to Great Place to Work, Compartamos was ranked 13th on the list of Best Companies to Work For.

For Compartamos, talking about having the person at the center goes beyond words, it is not enough to put it on paper, but it is a way of life that accompanies its operations, which is why in 2010 it obtained first place in the survey carried out by Great Place to Work. CLARES recognized Compartamos with the CLARES Award in the company category, this award is given to individuals and institutions whose actions of social benefit have had a positive and permanent impact on society. According to the list published by Great Place to Work, it was found among the best companies to work for women.

It was among the top 20 places on the list of companies where everyone wants to work according to Top Companies. He received the 2010 AMCO Merit for Communication Strategy, Financial Education, Communication Administration Division, Communication to Multiple Audiences Category. He was awarded the AMCO 2010 Merit for Annual and Sustainable Report 2009, Social, Economic and Human Value, Strengths to continue growing, Creative Communication Division, Publication Design Category. He also received the 2010 AMCO Merit for Video Launch: Sonar Around Strategy, Communication Skills Division, Electronic and Digital Communication Category.

The year 2011 was a year of important achievements for the Bank, proof of which is that in April it informed the market that it exceeded the figure of 2 million customers served. In the same month of April, it was announced that, for the second consecutive year, it obtained first place on the list of The Best Companies to Work for in Mexico for companies with more than 5,000 employees granted by Great Place to Work. Banco Compartamos obtained the 9th place in the Ranking of Super Companies 2011 carried out by the magazine Expansión, this ranking is prepared according to the study carried out by the consulting firm specialized in human resources The Top Companies.

The Bank's financial strength was also recognized, as it obtained a long-term credit rating of mxAAA and a short-term credit rating of mxA-1+ from Standard & Poor's.

In accordance with the resolution of the General Shareholders' Meeting held on March 31, 2011, it was approved to request the cancellation of the registration of shares representing the Bank's share capital registered in the RNV, for which Compartamos, S.A.B. (currently Gentera, S.A.B. de C.V.), was constituted as the Bank's holding company through a public offer for the acquisition and reciprocal subscription of shares that began on September 6, 2011. which was successfully concluded on October 4 and, once concluded, Compartamos, S.A.B. (currently Gentera, S.A.B. de C.V.), owned 99.98% of the Bank's representative shares. As a result of this public offering, Banco Compartamos only lists Bank Stock Certificates on the Mexican stock market.

In September, it issued Stock Certificates for an amount of \$2,000 with a term of 5 years, which strengthened its financial position and liquidity, with the resources obtained, favoring the growth of the Bank.

The number of customers at the end of the year was 2.33 million, 18.9% higher than the previous year. The number of Service Offices was 409, 57 more than the previous year. The number of employees was 13,298, which means an increase of 3,525 compared to the previous year.

In July 2012, it obtained the ratification of its credit rating, according to the rating agency Fitch, "Compartamos' ratings are based on its robust and consistent financial performance, its extensive franchise and leadership in the granting of group microcredit at the national level, its solid level and quality of equity and good availability and access to funding that has allowed it to maintain sustained growth and adequately manage its maturities expiration."

Thanks to its financial position, as well as the results obtained, in August 2012, the Bank issued Certificates for a total of \$2,000.0 for a term of 5 years and in the last month of 2012 the successful placement of Certificates for \$1,500 for an approximate term of 2.8 years was carried out.

At the end of 2012, a total of 484 Service Offices were reached, 75 more than the previous year. The number of active customers was 2.49 million. The average balance per customer was \$5,967 pesos, which represents an increase of 31.5% compared to the \$4,537 pesos at the end of 2011. The total number of employees was 14,620, exceeding the figure at the end of 2011 by 1,322.

Also during 2012, a pilot program was initiated in Minatitlán, Coatzacoalcos, Cosoleacaque and Acayucan in the state of Veracruz through which, with just over 95,000 accounts, customers receive deposits from other banks (SPEI transfers) and withdraw cash through their own channels such as ATM or RED and in various affiliated businesses.

In March 2013, the Bank opened its first branch in the state of Chiapas, bringing its services to approximately 3,000 customers, this branch was the Bank's 500th.

Fitch, in July 2013, ratified the long-term rating at AA(mex) and the short-term rating at F1+(mex), according to a press release issued by the rating agency. its robust capitalization levels, its adequate access to funding and its reasonable liquidity management."

In September 2013, Banco Compartamos successfully placed \$2,000 with a 5-year term of Certificados Bursátiles, which is a sign of investors' confidence in the Bank's results and financial position.

In October 2013, the rating agency Standard & Poor's awarded Banco Compartamos Investment Grade on a Global Scale and gave it a BBB/A-2 rating with a stable, long-term outlook, the rating on the Global Scale was BBB and the short-term rating was A-2. On a national scale, the rating agency assigned the rating mxAAA for the long term and mxA-1+ for the short term. Standard & Poor's said, "Banco Compartamos' rating reflects our view of its 'adequate' business position, 'very strong' capital and earnings, 'moderate' risk, 'below-average' financing and 'adequate' liquidity based on the terms defined by our criteria. The bank's credit profile (SACP) is 'bbb'. "The stable outlook reflects our expectation that the Bank will maintain its leadership in the microfinance market in Mexico, as well as a very strong level of capitalization over the next 2 years."

Throughout 2013, the Bank equipped all its promoters with ECO, which allows them to optimize their time and speed up the response to their customers' requirements. Compartamos is committed to eradicating financial exclusion and financial education, which is why, at the end of the year, all employees who are in contact with the client are prepared to train their clients in microfinance with the firm objective of avoiding over-indebtedness.

On November 4, the Bank announced, as announced in the third quarter 2013 earnings call, the formalization of the sale of the penalized portfolio corresponding to the years 2008, 2009 and 2012.

Compartamos announced to the market that it approved the early punishment of loans with arrears of more than 180 days instead of 270 days as had been done. The impact of this new scheme was reflected in Compartamos' financial statements as of November 30, 2013. This change should be considered in order to make the information comparable and facilitate the corresponding analysis.

As of December 31, 2013, the Issuer had 507 Service Bureaus, serving 2,488,616 active customers. The average balance per customer was \$6,609 pesos, which represents a growth of 10.8% compared to the previous year. Due to Banco Compartamos' growth, the number of employees was 16,935, which represents an increase of 15.8% compared to the 14,620 employees at the end of 2012.

The Company is an institution that strives to be better every day, so in 2013, MixMarket awarded the Bank the Mix S.T.A.R. 2013 certificate for its transparency and social performance. For its part, the specialized magazine Latin Finance recognized Compartamos as the Best Microfinance Bank 2013.

On January 23, 2014, Banco Compartamos announced that it had signed an agreement with Telecom and Bansefi for its customers to make use of the Telecom and Bansefi branches to make payments and collect their loans. With this important alliance, the Bank's customers

will be able to make use of the Bank's more than 1,500 Telecom branches and more than 450 Bansefi branches, which will ensure that 80% of its users do not have to travel more than 5 kilometers from their homes to carry out their operations. With the agreement, 10,525 points are specified for the collection of payment orders and 26,721 points for the payment of credits.

The Bank took on the task of providing better products and services to its customers, as well as providing better commercial tools to Loan Officers, this work was reflected in its loan portfolio, which grew by 15.3% in 2014 compared to the previous year.

During the first half of 2014, a bidding process was carried out to dispose of the loan portfolio previously punished during the years 2010, 2011 and 2013, whose amount of principal and accrued interest not collected at the time of the punishment amounted to \$1,798. On March 24, as a result of this tender, a contract for the onerous assignment of credits was signed, which generated a tax loss on the sale of the portfolio for \$1,797; which, in accordance with current tax legislation, will be deductible at the time when the accounting balance of the preventive credit reserve as of December 31, 2013 is exhausted; The Institution decided to cap the deduction up to the amount updated as of December 31, 2013, of the surpluses pending deduction from the global preventive reserve, which amounts to \$1,193, so the corresponding tax benefit of \$358 was recognized as part of the balance in favor for deferred taxes.

At the Extraordinary General Meeting held on April 24, 2014, it was agreed to adjust the nominal value of the shares from \$12,900 (twelve thousand nine hundred pesos) to \$1 (one peso). For the correct implementation of this resolution, it was agreed to issue 438,729,000 (four hundred and thirty-eight million seven hundred and twenty-nine thousand) New Shares with a par value of \$1, which were exchanged to shareholders for those with a par value of \$12,900. The capital, which amounts to \$438,729,000 (four hundred and thirty-eight million seven hundred and twenty-nine thousand pesos), is represented by 438,729,000 (four hundred and thirty-eight million seven hundred and twenty-nine thousand New Shares).

At this same Meeting, it was agreed to increase the capital stock in its ordinary part by \$16,556,790 (sixteen million five hundred and fifty-six thousand seven hundred and ninety Pesos), through the issuance of 16,556,790 (sixteen million five hundred and fifty-six thousand seven hundred and ninety) registered ordinary shares of the series "O" with a par value of \$1 (one Peso).

On June 6, 2014, Fitch Ratings reported an increase in the Bank's long-term national scale rating to AA+(mex) from AA(mex) and affirmed the short-term national scale counterparty risk rating at F1+(mex). It also upgraded the ratings of COMPART 10, COMPART 11, COMPART 12, COMPART 13 and COMPART 14 to AA+(mex) from AA(mex) and the long-term rating outlook is "Stable". In a press release, Fitch noted that the long-term rating

"It is based on the bank's high ability to manage the risks associated with its business model, while maintaining a consistent and highly profitable financial profile, even compared to other microfinance institutions in Latin America over the years. Its strong performance, asset structure and asset quality have been resilient in times of low economic growth, intensified competition, less stable interest rates and low liquidity in financial markets."

Under an authorized program for a total amount of \$12,000 (twelve billion pesos), on June 9, 2014, Banco Compartamos successfully issued Certificados Bursátiles for \$2,000 (two billion pesos) under the ticker symbol COMPART 14. This issuance has a validity of

approximately 5 years and was placed at an interest rate of TIIE plus 0.40%. The COMPART 14 issuance obtained the mxAAA rating by Standard & Poor's, which is the highest grade awarded on its CaVal scale and indicates that the issuer's ability to pay to meet its financial commitments on the obligation is extremely strong relative to other issuers in the domestic market. The rating agency Fitch Ratings granted the AA(mex) rating indicating an expectation of very low risk of default in relation to other issuers or obligations in the same country.

On July 28, 2014, Fitch Ratings reported Banco Compartamos' Issuer Default Ratings rating on the short- and long-term Global Scale, as well as the ratification of the ratings on the National Scale, highlighting the following actions:

- Assigned a long-term Global Scale rating of "BBB"
- Assigned a short-term Global Scale rating of "F2"
- Viability Rating "bbb"
- Ratified the rating of COMPART 10, COMPART 11, COMPART 12, COMPART 13 AND COMPART 14 issues at "AA+(mex)"
- Assigned the Support rating and the Support Floor rating at "5/NF".

In the statement, Fitch stated the following:

Compartamos' VR (Viability Ratings) and IDRs (Issuer Defaults Ratings) rating is based on the bank's ability to manage the risks associated with its business model, while maintaining a consistent and highly profitable financial profile, even compared to other microfinance institutions in Latin America over the years.

Banco Compartamos' solid performance, its equity structure and asset quality have been resilient to different economic cycles, intensified competition, less stable interest rates and low liquidity in the financial markets.

At the Ordinary General Meeting held on September 25, 2014, it was agreed to pay a dividend in the amount of \$500,814,369 (five hundred million eight hundred fourteen thousand three hundred and sixty-nine pesos), so that each share corresponds to a dividend of \$1.10 (one Peso 10/100 M.N.), which was paid on October 8, 2014 through Indeval.

On September 25, 2014, an Extraordinary General Meeting of Shareholders was held, where it was agreed to partially amend the second article of the Company's bylaws regarding the corporate purpose that governs it to add a numeral and was drafted as follows:

ARTICLE TWO.- CORPORATE PURPOSE: *The purpose of the company, as a multiple banking institution, is to provide banking and credit services under the terms of the Credit Institutions Law and, consequently, it may carry out the operations and provide the banking services, which are indicated below in terms of Article 46 of the Credit Institutions Law and other applicable legal and administrative provisions:*

"...

XII. Carry out operations with gold, silver and foreign currency on its own account or on behalf of third parties, including reports on the latter;

..."

At the Extraordinary General Meeting held on September 25, 2014, the shareholders accepted and acknowledged that the shareholding table proposed at the General Meeting held on April 24, 2014 and presented below is imprecise since the arithmetic operations

carried out to determine the number of shares were not carried out with amounts of 16 (sixteen) decimal digits as required by Indeval in terms of Article 12 of the Law on Credit Institutions:

Shareholder	"O" Series Stock
Gentera, S.A.B. de C.V.	455,194,733
Promotora Social México, A.C.	91,057
Total	455,285,790

Having clarified the above, the shareholders resolved that the shareholding structure of Banco Compartamos, with retroactive effect to April 24, 2014, will be as follows:

Shareholder	"O" Series Stock
Gentera, S.A.B. de C.V.	455,218,856
Promotora Social México, A.C.	66,934
Total	455,285,790

On October 10, 2014, Standard & Poor's reported the following actions with respect to Banco Compartamos: it affirmed the ratings on the global scale BBB/A-2 with a stable outlook; ratified the rating on a national scale at mxAAA / mxA-1+; ratified the mxAAA rating for the issuance of Stock Certificates. In a press release, the rating agency said:

Banco Compartamos' rating reflects our view on its "adequate" business position, "very strong" capital and earnings, "moderate" risk, "below average" financing and "adequate" liquidity based on the terms defined by our criteria. The Bank's credit profile (SACP) is "bbb". The stable outlook reflects our expectation that the Bank will maintain its leadership in the microfinance market in Mexico; Strong profitability indicators, as well as a very strong level of risk-adjusted capitalization (RAC).

Banco Compartamos' growth plans continued throughout the year, bringing financial services closer to the population at the base of the economic pyramid with the firm objective of eliminating financial exclusion. As of December 31, 2014, Banco Compartamos had 545 Service Offices from which its 9,640 Credit Officers bring financial services to its customers, in addition to 6 branches. Throughout the year, a total of 2,573,961 customers were served.

A large part of the success of Compartamos' business model lies in the Loan Officers (Oficiales de Crédito), to the extent that they achieve greater maturity, it is positively reflected in well-consolidated groups and clients at any stage of the credit, therefore, the training for Advisors and Promoters was reinforced, which also helped to increase their seniority in the Company. The benefits of this more intensive training have been positively reflected both in the growth of the portfolio and in the delinquency rate, which in 2014 was 2.7%, since within the tasks of the Credit Officers is also the follow-up of collections and maintaining a healthy portfolio, is an important factor within the incentives granted to them.

True to its philosophy of putting people at the center, throughout 2014 it allocated more than \$30 to education, environmental and corporate responsibility projects, impacting more than 200,000 people. Beyond the economic support, so that Banco Compartamos can continue with this important work, it has the support of collaborators, relatives of collaborators and customers, who carry out volunteer activities, forming a network to benefit the neediest communities, an example of this is the Day of Sharing with the Community (Día Compartamos con la Comunidad), where the reconditioning of public spaces such as parks,

sports centres and schools, as well as offering free health services, as well as cinema screenings for the whole family.

To eliminate financial exclusion, it is necessary to have greater education in the population, therefore, Compartamos imparts financial education to employees, customers and the community in general for the correct use of the different options of products and services to favor their personal and family well-being.

With the support of Aterna, insurance was optimised for customers, as the voluntary insurance includes an advance payment for a cancer diagnosis and, in some products, for a diagnosis of terminal illness. Likewise, the claim is paid within 48 hours after the delivery of the necessary documentation.

Once the pilot program of the SAP technology platform was successfully tested at the end of 2013, as of December 31, 2014, the new platform was already available in all Service Offices, which allows greater efficiency in operations, as well as supporting the growth planned by Banco Compartamos in the coming years.

At the end of 2014, Banco Compartamos had 25,587 points to carry out its operations, including banks, commercial chains and banking correspondents.

On January 30, 2015, the CNBV, through official letter 153-5040-2015, authorized Compartamos a second program of Stock Certificates for up to \$9,000 (nine billion Pesos 00/100 M.N.) or its equivalent in UDIS, in Dollars or in any other currency, with a validity of up to 5 years. On March 27 of the year in question, by means of official letter 142-4/11122/2015, the CNBV authorized Compartamos to start foreign exchange trading operations as of April 16, 2015.

On April 15, 2015, Gentera completed the process of acquiring Intermex; This transaction represented, through the use of Intermex's infrastructure, the incorporation of 60 branches to Compartamos, as well as the purchase of positions in foreign currency from Intermex for their subsequent disposal.

At the Ordinary General Meeting of Shareholders held on April 24, 2015, the payment of a cash dividend for a total of \$1,948,623,181.20 (one thousand nine hundred and forty-eight million, six hundred and twenty-three thousand one hundred and eighty-one Pesos 20/100 M.N.) was approved, so that each share corresponds to a dividend of \$4.28 (four Pesos 28/100 M.N.), Payable May 8, 2015.

In an Extraordinary General Meeting held on April 24, 2015, it was agreed to increase the ordinary capital by \$19,047,330.00 (nineteen million forty-seven thousand three hundred and thirty Pesos 00/100 M.N.) through the issuance of 19,047,330 (nineteen million forty-seven thousand three hundred and thirty) ordinary shares, registered of the series "O", with a par value of \$1.00 (one Peso 00/100 M.N.) with which the capital stock reaches the sum of \$474,333,120.00 (four hundred and seventy-five dollars). four million three hundred and thirty-three thousand one hundred and twenty Pesos 00/100 M.N.), represented by 474,333,120 (four hundred and seventy-four million three hundred and thirty-three thousand one hundred twenty) ordinary shares, registered of the series "O" with a par value of \$1.00 (one Peso 00/100 M.N.).

The increase will be subscribed and paid through the capitalization of the account of profits pending distribution for the benefit of all shareholders and in a proportional manner in accordance with their participation in the capital stock of the Company.

As a result of the approved capital increase, the Company's share capital was distributed as follows:

Shareholder	"O" Series Stock
Gentera, S.A.B. de C.V.	474,263,386
Promotora Social México, A.C.	69,734
Total	474,333,120

Source: Banco Compartamos

On May 28, 2015, the rating agency Fitch Ratings ratified the short- and long-term Issuer Default Ratings on the Global Scale counterparty risk viability rating, as well as the ratification of the National Scale ratings. Fitch took the following actions:

- Ratified the Viability Rating, "VR", "bbb".
- Ratified the long-term Global Scale rating "BBB"
- Ratified the short-term Global Scale rating "F2"
- Ratified the long-term and short-term counterparty risk rating on the National Scale at "AA+(mex)" and "F1+(mex)", respectively.
- Ratified the rating of COMPART 10, COMPART 11, COMPART 12, COMPART 13 AND COMPART 14 issues at "AA+(mex)".

In the press release issued on May 28, 2015, Fitch stated the following: "... The VR ratings and IDRs are based on their favorable risk-return profile, solid performance that outperforms the industry average, robust capitalization and adequate liquidity profile. The ratings also consider its consolidated franchise as a niche bank by which it is recognized as a model for group microfinance activity in the country. On the other hand, the bank's ratings are constrained by the low diversification of its funding structure resulting from its very limited deposit base, its heavy reliance on market debt issuances, and also by pressures on its asset quality.

Compartamos' national scale ratings are explained by the same factors that underpin its VR, which result in a solid profile and financial outlook compared to other entities domiciled in Mexico..."

On September 3, 2015, COMPART 15 Certificados Bursátiles was issued for \$2,000 at a gross annual interest rate of TIIE for 28 days plus 0.50% for a term of 5 years. Standard & Poor's awarded the Certificates an "mxAAA" rating on its CaVal scale, which indicates that the issuer's ability to pay to meet its financial commitments on the obligation is extremely strong relative to other issuers in the domestic market. For its part, Fitch granted the rating "AA+(mex)" which indicates an expectation of very low risk of default in relation to other issuers or obligations in the same country. The inherent default risk differs only slightly from the country's highest rated issuers or obligations.

Compartamos is committed to recognizing effort and success, therefore, on August 26, 2015, the Compartamos 2015 Entrepreneurs Award was presented to clients who proved to be an example of constancy and dedication through their great trajectory, dedication and effort; More than 6,000 success stories were received that reflected the commitment, perseverance and vision to grow their business. The 32 winners, one for each state, who were selected by a jury made up of Gentera's directors, received: an economic incentive; a statuette and an award; all-expenses-paid travel to Mexico City for the winner and a guest; Compartamos promotional items kit; tour to tourist sites in the City.

On September 9, 2015, Standard & Poor's Rating Services affirmed its long-term global scale counterparty credit ratings of 'BBB' and short-term credit ratings of 'A-2' of Banco Compartamos S.A. Institución de Multiple Banking (Compartamos). At the same time, we affirmed our bank's long-term 'mxAAA' and short-term 'mxA-1+' national scale ratings (CaVal). The outlook is stable. We also confirmed our nationwide issuance rating of 'mxAAA' for Compartamos' stock certificates.

On November 13, 2015, at the Ordinary Shareholders' Meeting, it was agreed, charged to the net result of 2014, the payment of a cash dividend of \$1,100,452,838.40 Pesos (one thousand one hundred million four hundred fifty-two thousand eight hundred and thirty-eight pesos 40/100 M.N.), payable on November 24, 2015. Each share received a dividend of \$2.32 pesos (two pesos 32/100 pesos).

In 2015 Gentera celebrates its first 25 years and during the second half of the year, its management team carried out hard work that resulted in Gentera 50, a transformation process in which the strategy it will follow in the future is reflected. Gentera 50 is based on 8 pillars:

1. Manage.
2. Develop and optimize personalized and digital financial solutions.
3. Knowing, understanding and focusing on the customer.
4. Define strategy.
5. Operate efficiently and profitably
6. Enable Our People in Critical Capabilities
7. Exploit technology
8. Reinvent

Gentera considers that a change in its structure is necessary to achieve the objectives set, therefore, on December 3, 2015, it announced several adjustments to its structure, which took effect from January 1, 2016. As part of this restructuring, Mr. Fernando Álvarez Toca assumes the General Management of Compartamos Banco, replacing Mr. Enrique Majos Ramírez; likewise, Mr. Francisco Javier González Pérez assumes the Deputy General Management of Compartamos Banco; With these changes, the aim is to improve the customer in a customer-focused manner.

During 2015, in terms of technology, Compartamos had important achievements, among which the following stand out:

- Implementation of the SAP platform to support the current and future operation of the Company, including those related to acquisition and savings products.
- The Handheld equipment was replaced by Smartphones for Promoters, which will make the operation more efficient.
- Strengthening of our software, which will facilitate the expansion of Compartamos' savings product.

Throughout 2015, a greater boost was given to the acquisition product, strengthening the computer systems, in such a way that they support the current operation and the expected growth, providing total security to the customer. The pilot program started in Coatzacoalcos and Minatitlán and in 2015 it was expanded to Puebla Centro and the municipalities of Cholula, Huauchinango, Tepeaca and Huejotzingo, as of December 31 it had 11 own branches; the number of accounts was 233,685 with a total balance of \$78.1 and an important objective was met, which was to expand the number of savings customers who

are not Compartamos credit customers. At the end of the year, 26,161 points were used by Compartamos customers to make the disbursement or payment of their credit, surpassing the 25,587 channels used in 2014.

Yastás has become an important channel for the development of Banco Compartamos' operations; At the end of 2015, the network of merchants authorized to carry out financial operations was 2,222 and during the fourth quarter of 2015 alone, the number of financial transactions by Compartamos customers amounted to 967,652, which represents a growth of almost 8 times the number of transactions during the same period in 2014.

The acquisition of Intermex by Gentera in 2015 brought significant benefits to Compartamos, as it made it possible to take advantage of Intermex's 60 branches to offer Banco Compartamos' services.

In terms of social responsibility, in 2015, Banco Compartamos and Fundación Gentera benefited 273,750 people with an investment of \$75.12 in areas such as formal education; financial education; entrepreneurial culture; volunteering and Let's Share with the Community days; Solidarity aid in contingencies. Banco Compartamos played an active role in these areas, positively impacting the lives of the communities.

In environmental matters, the Bank continued with the installation of water-saving furniture in new Service Offices; the installation of 3 waste separation cans was continued; initiated an awareness-raising campaign for Service Offices for the correct separation of waste; the correct recycling of ink and toner cartridges was promoted; the capture of energy consumption in the Service Offices in the accounts payable system continued, and waste recycling continued.

Faithful to its commitment to work for financial inclusion, during 2015 it opened new Service Offices and as of December 31 the total number of Service Offices was 596, distributed in the 32 states of the country and a total of 71 branches. It closed the year with a total of 2,861,721 customers served, 11.2% more than the previous year. The insurances offered through Aterna, a related party, have also evolved for the benefit of Compartamos' customers, in 2015 economic support was provided in the event of a heart attack and the possibility of providing family coverage continued. In Mexico, where the insurance culture is not so deep-rooted, Compartamos and Aterna have had important achievements, as the number of policies sold grew 18.9% in the annual variation, standing at 11,044,806 and active policies amounted to 3,924,241, which represents an increase of 11.5% over the previous year.

On April 20, 2016, the Annual Ordinary General Meeting of Shareholders was held in which it was approved that, from the accumulated profits as of December 2013, a cash dividend be paid for a total of \$1,418,256,028.80 (one thousand four hundred eighteen million two hundred and fifty-six thousand twenty-eight Pesos 80/100 M.N.), each share received a dividend of \$2.99 (two Pesos 99/100 M.N.) payable on May 10, 2016 in a single payment.

At the Extraordinary General Meeting of Shareholders held on April 20, 2016, it was agreed to increase the capital in its ordinary part by \$9,972,630.00 (nine million nine hundred and seventy-two thousand six hundred and thirty Pesos 00/100 M.N.) through the issuance of 9,972,630 (nine million nine hundred and seventy-two thousand six hundred and thirty) ordinary shares, registered in the series "O", with a par value of \$1.00 (one Peso 00/100 M.N.), with which the capital stock reached the sum of \$484,305,750.00 (four hundred and eighty-four million three hundred five thousand seven hundred and fifty Pesos 00/100 M.N.), represented by 484,305,750.00 (four hundred and eighty-four million three hundred five

thousand seven hundred and fifty) ordinary shares, registered of the series "O" with a par value of \$1.00 (one Peso 00/100 M.N.).

The increase was subscribed and paid through the capitalization of the account of undistributed profits, for the benefit of all shareholders and in a proportional manner in accordance with their participation in the Company's share capital.

As a result of the approved capital increase, the Company's capital was distributed as follows:

Shareholder	"O" Series Stock
Gentera, S.A.B. de C.V.	484,234,550
Promotora Social México, A.C.	71,200
Total	484,305,750

Source: Banco Compartamos

As a result of the above, the seventh article of the bylaws was amended to read as follows:

ARTICLE SEVEN.- SHARE CAPITAL: *The Company will have a capital stock of \$484,305,750.00 (four hundred and eighty-four million three hundred five thousand seven hundred and fifty Pesos 00/100 National Currency), represented by 484,305,750.00 (four hundred and eighty-four million three hundred five thousand seven hundred and fifty) ordinary shares, registered of the series "O" with a par value of \$1.00 (one Peso 00/100 National Currency) each.*

The Company may have additional capital, which will be represented by the "L" series shares.

On April 28, 2016, Fitch Rating ratified the Issuer Default Ratings (IDRs) on the short- and long-term Global Scale (IDRs), as well as the ratification of ratings on the National Scale by the rating agency Fitch. This rating agency carried out the following actions:

The Company may have additional capital, which will be represented

- Ratified the Viability Rating 'VR' (bbb)
- Affirmed the long-term Global Scale rating 'BBB'
- Affirmed the rating is Short-Term Global Scale 'F2'
- Support Rating at '5'
- Support Floor Rating at 'NF'
- Ratified the long-term and short-term National Scale counterparty risk rating at 'AA+(mex)' and 'F1+(mex)', respectively
- Ratified the rating of COMPART 11, COMPART 12, COMPART 13, COMPART 14 AND COMPART 15 issues at 'AA+(mex)'

In a press release, Fitch stated that: "... The ratification of Compartamos' VR and IDR indicators is due to its exceptionally strong profitability, robust and solid capital base, as well as adequate liquidity profile; factors that rank above their closest peers in the microfinance sector and in the banking system in general. The ratings are also driven by its leadership in group lending for working capital in Mexico, a sector in which the bank is recognized as a role model. In addition, they consider their good franchise in a specific line of business, the still low diversification of their funding structure derived from their limited deposit base and the high dependence on debt issues in the market. The bank's pressured, if restrained, asset quality was also considered. Scores on a national scale reflect the same factors that determine their VR."

At the Ordinary General Meeting of Shareholders held on August 17, 2016, the payment of a cash dividend of \$104,353,286.40 (one hundred and four million three hundred and fifty-three thousand two hundred and eighty-six Pesos 40/100 M.N.) was approved from the profit generated in 2014, payable on August 25, 2016.

On August 17, 2016, Standard & Poor's affirmed the ratings as investment grade on the Global Scale, the rating agency took the following actions:

- Affirmed Banco Compartamos' Global Scale rating 'BBB/A-2', with a 'stable' outlook or a long-term 'BBB' and short-term 'A-2' Global Scale rating
- Ratified Banco Compartamos' national scale rating at 'mxAAA/mxA-1+'
- Ratified the 'mxAAA' rating of Banco Compartamos' Bank Stock Certificates issuances

In a press release, Standard & Poor's said: "Compartamos' ratings continue to reflect our assessment of its business position as adequate due to its leadership position and fragmented client base in the microfinance sector in Mexico. The ratings also reflect the bank's very strong level of capital and earnings, with our projected risk-adjusted capital ratio (RAC) of 16% over the next 24 months. On the other hand, we believe that Compartamos' risk position is moderate due to the fact that it operates in a riskier segment, and that its asset quality indicators continue to lag behind those of its local peers. The ratings also incorporate our assessment of your below-average funding and adequate liquidity. The bank's stand-alone credit profile (SACP) remains at 'bbb.'"

On September 5, 2016, Fitch assigned an AA+(mex) rating to the long-term issuances of COMPART 16 and COMPART 16-2 Certificates that Compartamos intends to place. These issuances, subject to the authorization of the CNBV, for an amount of up to \$2,500 in communicating vessels and with terms of 3 years and 7 years, respectively. The issuances are made under a Certificados Bursátiles Program for an amount of up to \$9,000 and for a term of up to 5 years starting on January 30, 2015. The AA+(mex) rating granted to these debt issuances is aligned with Compartamos' long-term counterparty risk rating level, rated AA+(mex); as it is a quirograph debt issue.

For its part, the rating agency Standard & Poor's announced that on September 5 it assigned its long-term CaVal national scale rating of mxAAA to the second and third issuances of long-term CaVal Notes for an amount of up to \$2,500 in communicating vessels with the proposed ticker symbols COMPART 16 and COMPART 16-2. with a term of 1,092 and 2,548 days, respectively. These issuances are under the protection of the Stock Certificates program for up to \$9,000 or its equivalent in UDIs, U.S. dollars, or any other currency, with a validity of up to 5 years from January 30, 2015, the date on which the CNBV authorized the program. The mxAAA rating assigned to these issuances is the same as the Bank's nationwide long-term issuer rating because the issuance will be rated on an equal footing with respect to all existing and future unsecured debt of Compartamos.

On October 10, 2016, under an authorized program for a total of \$9,000 (nine billion pesos), it successfully issued COMPART 16 for a total of \$500 (five hundred million pesos), which together with the third issuance in the modality of communicating vessels, do not exceed 25,000,000 (twenty-five million) Stock Certificates. with a face value of \$100.00 (one hundred pesos) each. The issuance has a maturity of approximately 3 years, with an interest rate of TIIE for a term of up to 29 days plus 0.47%. Standard & Poor's awarded the mxAAA rating, which is the highest grade it gives on its CaVal scale and indicates that the issuer's ability to pay to meet its financial commitments on the obligation is extremely strong relative to other issuers in the domestic market. Fitch México otorgó la calificación AA+(mex) que

indica una expectativa de muy bajo riesgo de incumplimiento en relación a otros emisores u obligaciones en el mismo país. El riesgo de incumplimiento inherente sólo difiere ligeramente de la de los más altos emisores u obligaciones calificados del país.

Under the program authorized for \$9,000 (nine billion pesos), it successfully issued Stock Certificates for a total of \$2,000 (two billion Pesos) under the issuance code COMPART 16-2, which together with the second issuance in the modality of communicating vessels, do not exceed 25,000,000 (twenty-five million) Stock Certificates. with a face value of \$100.00 (one hundred pesos) each. The issuance was made for a term of 7 years and was made at a fixed interest rate of 7.50%. Standard & Poor's awarded the mxAAA rating, which is the highest grade it gives on its CaVal scale and indicates that the issuer's ability to pay to meet its financial commitments on the obligation is extremely strong relative to other issuers in the domestic market. Fitch Mexico has granted an AA+(mex) rating, which indicates an expectation of very low risk of default relative to other issuers or obligations in the same country. The inherent default risk differs only slightly from that of the country's highest rated issuers or bonds.

On December 15, 2016, Fitch Ratings announced a change in the outlook of the long-term rating on the Global Scale from Stable to Negative. Fitch took the following actions:

- Long-term foreign currency and local currency IDRs (Issuer Default Ratings) affirmed at 'BBB'
- Outlook revised to Negative from Stable
- Ratified Viability Rating, 'VR', 'bbb'
- Affirmed the rating is Short-Term Global Scale 'F2'
- Ratified the Support Rating at '5'
- Support floor rating at 'NF'

Fitch does not expect any changes to Banco Compartamos' national ratings (including local debt issuances).

At the end of 2016, Compartamos' client portfolio grew 1.8% annually, the number of clients was 2,912,786, which in the annual variation shows an increase of 1.8%. Although it is true that the number of Service Offices decreased 0.7% compared to the previous year for a total of 567, due to the decision to give greater impetus to acquisition products, the number of Branches went from 71 in 2015 to 135 in 2016.

To bring financial services closer to its customers, the total number of points used by its customers to carry out Bank operations was 29,473 in 2016, 12.7% higher than in 2015. The Yastás correspondent network has been strengthened, in 2016 a total of 2,719 businesses were authorized to carry out financial operations. At the end of 2016, Aterna had a total of 12,376,906 policies sold and 4,864,934 active policies, an increase of 12.1% and 24.0%, respectively.

In terms of deposit products, the product portfolio was enriched, which already includes term investments for both credit customers and the open market; In the first case, the time limits may be 105 days (15 weeks), 133 days (19 weeks) and 161 days (23 weeks); As for the open market offer, the terms can be 7, 14, 28, 60, 90, 180, 270 and 360 days. Likewise, there is the My Group Account, which is a demand account under a joint account scheme and the My Favor Account, which is a demand account.

To attract more credit customers and the general public, the Bank reinforced its strategy through two high-impact campaigns, a Christmas campaign in which gifts were awarded

based on the amount and term of the contracted investment and another focused on the sales force through which the eleven best employees measured based on savings product goals, they were sent to Super Bowl LI. The strategy adopted by Compartamos in 2016 paid off, as it closed the year with a total of 595,248 savings accounts with a total amount of \$1,164.2.

At the meeting of the Board of Directors held on March 1, 2017, the dividend policy was authorized, which establishes that the annual payment of the ordinary dividend made by Banco Compartamos, subject to the approval of the Ordinary General Shareholders' Meeting, will be up to 40% of the profits of the immediately preceding year. However, additional payments may be made, subject to approval by the Ordinary General Meeting of Shareholders, as long as the minimum capitalization ratio established by the Risk Committee and Banco de México is not reduced. This policy came into effect as of the dividends to be distributed in 2017.

On April 20, 2017, the Ordinary Shareholders' Meeting was held to approve the report of the Board of Directors for the year 2016 and approved the application of the profit reflected in the financial statements as of December 31, 2016 as follows: \$16,353,720.00 M.N. (sixteen million three hundred and fifty-three thousand seven hundred and twenty Pesos 00/100 national currency) to increase the legal reserve; and the rest \$3,102,482,591.54 M.N. (three thousand one hundred two million four hundred eighty-two thousand five hundred and ninety-one Pesos 54/100 national currency), to the account of profits pending distribution from previous years.

At the Extraordinary Shareholders' Meeting held on April 20, 2017, in compliance with current regulations and subject to obtaining the appropriate government authorizations, the following was approved:

(i) To increase the ordinary share capital in the amount of \$16,353,720.00 Pesos (sixteen million three hundred and fifty-three thousand seven hundred and twenty pesos 00/100 national currency) through the issuance of 16,353,720 (sixteen million three hundred and fifty-three thousand seven hundred and twenty) ordinary shares, registered of the series "O", with a par value of \$1.00 (one Peso 00/100 M.N.) with which the capital stock will reach the sum of \$500,659,470 Pesos (five hundred million six hundred and fifty-nine thousand four hundred and seventy pesos 00/100 national currency), represented by 500,659,470 (five hundred million six hundred and fifty-nine thousand four hundred and seventy) ordinary shares, registered of the series "O" with a par value of \$1.00 (one Peso 00/100 M.N.).

(ii) Such increase shall be subscribed and paid through the capitalization of the account of outstanding profits, for the benefit of all shareholders and in a proportional manner in accordance with their participation in the capital stock of the Company.

II. Resolutions on the amendment of the bylaws.

(i) Subject to obtaining the appropriate governmental authorizations, it is resolved to partially amend the following articles of the bylaws, to adapt them to the amendments to the General Law of Commercial Companies, decreed on June 13, 2014 and thus suit the interests of the Company, to be drafted in the terms transcribed below:

"...

The domicile of the company shall be Mexico City, and it may establish branches, agencies and offices in other parts of the Republic or abroad, or agree on conventional domiciles, in accordance with the authorizations and/or procedures established for this purpose by the Credit Institutions Law, without this being understood to have changed its registered office.
..."

"...

ARTICLE SEVENTEEN.- GENERAL ASSEMBLIES: The ordinary general assembly shall meet at least once a year, within 4 (four) months following the end of the fiscal year to discuss, among others, the matters mentioned in article 181 (one hundred and eighty-one) of the General Law of Commercial Companies, and any other that is not the subject of an extraordinary general assembly.
...

II. The summons referred to in the previous section must be published in the electronic system established by the Ministry of Economy, which, in turn, will specify that the meeting will be held within five days after the publication of said call.
..."

"...

ARTICLE NINETEEN.- CALLS: Notwithstanding the provisions of section I. of article 17 (seventeenth) above, the calls for meetings must be published in the electronic system established by the Ministry of Economy, at least 15 (fifteen) days prior to the date set for the meeting.
..."

"...

In accordance with Article 29 Bis 1 (twenty-nine bis one) of the Credit Institutions Law, for the purposes of the corporate acts referred to in Articles 29 Bis (twenty-nine bis), 29 Bis 2 (twenty-nine bis two), and 122 Bis 9 (one hundred and twenty-two bis nine) of the Credit Institutions Law, As an exception to the provisions of the General Law on Commercial Companies and these bylaws, the following shall be observed for the holding of the corresponding general shareholders' meetings:
...

II. The summons referred to in the previous section shall be published in the electronic system established by the Ministry of Economy, which, in turn, shall specify that the meeting shall be held within 8 (eight) business days following the publication of said call;
..."

"...

ARTICLE THIRTY.- MEETINGS. The Board of Directors shall meet at least quarterly and in an extraordinary manner, when convened by the Chairman of the Board of Directors or by at least 25% (twenty-five percent) of the directors or by any of the Company's Commissioners.
...

The calls to the meetings of the board of directors will be made by the secretary or pro-secretary of the board of directors in the form and terms determined by the board itself in its Regulations, if this form is not determined, the calls must be made in writing and sent to the directors by mail, at least 5 (five) calendar days before the date on which the meeting must be held at the registered addresses in society. The call must be signed by the chairman or the secretary or the pro-secretary of the board of directors.

..."

"...

ARTICLE THIRTY-FIVE.- COMMISSIONERS: The supervision of corporate operations shall be entrusted to at least one commissioner appointed by the shareholders of the "O" series and, where appropriate, a commissioner appointed by the shareholders of the "L" series, who may appoint their respective alternates. The appointment of commissioners must be made in a special assembly for each series of actions.

..."

"...

ARTICLE THIRTY-NINE.- AUDIT COMMITTEE: The company shall have an audit committee with an advisory character under the terms established by article 21 (twenty-one) of the Credit Institutions Law. The members of the audit committee shall be appointed by an ordinary general meeting of shareholders.

The chairman of the audit committee may not chair the board of directors.

The audit committee shall have, among others, the powers referred to in the Credit Institutions Law, Article 148 (one hundred and forty-eight) of the General Provisions applicable to Credit Institutions and other applicable provisions, as well as the policies and guidelines issued by the company's board of directors, as the case may be.

..."

(ii) Subject to obtaining the appropriate governmental authorizations and based on the resolutions of point I, which precede, it is approved to amend article 7 (seven) of the bylaws, to be drafted as follows:

"...

ARTICLE SEVEN.- CAPITAL STOCK: The Company shall have a capital stock of \$500,659,470 M.N. (five hundred million six hundred and fifty-nine thousand four hundred and seventy pesos 00/100 national currency), represented by 500,659,470 (five hundred million six hundred and fifty-nine thousand four hundred and seventy) ordinary shares, registered of the series "O" with a par value of \$1.00 M.N. (one peso 00/100 national currency) each. The Company may have additional capital, which will be represented by the "L" series shares.

..."

In a press release issued on April 21, 2017, the rating agency Standard & Poor's reported that it revised Banco Compartamos' outlook to negative from stable. At the same time, it affirmed the global scale long-term and short-term credit risk ratings of 'BBB' and 'A-2', respectively. It also confirmed Compartamos' CaVal long-term and short-term national

scale ratings of 'mxAAA' and 'mxA-1+'. It also confirmed Banco Compartamos' debt issuance ratings of 'mxAAA'.

Standard & Poor's reported the following as the basis for its decision:

"The revision of the outlook reflects our view regarding the pressures on Compartamos' risk position. During 2016, the bank's non-performing assets increased to 4.5% from 2.9% in 2015 and net penalties reached 9.4% from 7.3%, more than we expected. If we combine both indicators, the index increased to 12.4% from 8.9% (55.3% in terms of volume). The deterioration in asset quality is mainly due to the growing level of debt among borrowers in the microfinance sector in Mexico, coupled with some changes in the bank's commercial and collection strategy. In our view, if this trend does not reverse or worsens, we would revise our view of the bank's risk position to a weaker category. However, the coverage with reserves for credit losses has remained constant above 100%, at 147.6% at the end of 2016.

Compartamos' ratings reflect its business position, which benefits from its leadership position and fragmented client base in the microfinance sector in Mexico. The ratings also reflect the projected risk-adjusted capital ratio (RAC) at around 16.5% over the next 12 to 18 months. In addition, Compartamos' risk position reflects operations in the riskiest lending segments and asset quality indicators that lag behind banks' local peers. Finally, the ratings also incorporate a funding structure composed mainly of wholesale funding and which has no liquidity needs for the next 12 months. The bank's stand-alone credit profile (SACP) is 'bbb.'"

Regarding the outlook, the rating agency indicated that *"Compartamos' negative outlook reflects the pressures on its risk profile derived from its much weaker-than-expected asset quality indicators. We also expect the bank to remain a leading player in the Mexican microfinance industry with solid capitalization."*

On April 21, 2017, Standard & Poor's Global Ratings reported that it changed Banco Compartamos' outlook from stable to negative, maintaining its ratings on the National and International scales.

Standard & Poor's took the following actions:}

- Affirmed Banco Compartamos' "BBB/A-2" rating on the Global Scale, changing the outlook to "negative".
- Ratified Banco Compartamos' National Scale rating at "mxAAA/mxA-1+".
- Ratified the "mxAAA" rating for Banco Compartamos' Bank Stock Certificate issuances.

In the statement, the rating agency highlighted, among other points, the following: *"... Compartamos' ratings reflect its business position, which benefits from its leadership position and fragmented client base in the microfinance sector in Mexico. The ratings also reflect the projected risk-adjusted capital ratio (RAC) of around 16.5% over the next 12 to 18 months..."*

Compartamos asked the SAT for an opinion on compliance with its tax obligations, the agency, in its response sent on April 24, 2017, indicated the following: "In the institutional electronic controls of the Tax Administration Service, it is observed that at the time this review is carried out, it is up to date with the obligations related to the registration in the Federal Taxpayer Registry, the filing of tax returns and no firm tax credits are registered at their expense, for the above a positive opinion is issued.

This opinion is made only by verifying that the returns have been filed, without it being a record of the correct integer of the taxes declared, for which the SAT reserves its powers of verification provided for in the Federal Tax Code".

In a press release issued on April 27, 2017, Fitch Ratings affirmed Banco Compartamos S.A. I.B.M. (Compartamos) viability rating (VR) at 'bbb', its long-term international foreign and local currency ratings (IDRs) at 'BBB' and its short-term IDRs at 'F2'. Fitch also affirmed the long-term and short-term national ratings at 'AA+(mex)' and 'F1+(mex)', respectively. The Long-Term IDR Outlook is Negative and the Long-Term National Rating Outlook is Stable.

Fitch also affirmed the Support Rating (SR) and Support Floor Rating (SRF) at '5' and 'NF'.

Fitch took the following actions:

- Affirmed the rating on the Long-Term Global Scale IDRs "BBB"; Outlook: Negative.
- Ratified the rating is Short-Term Global Scale "F2".
- Ratified the Viability Rating, "VR", "bbb".
- Support Rating – SR at "5".
- Support floor rating in "NF".
- Ratified the long-term national scale counterparty risk rating at "AA+(mex)"; Stable outlook.
- Ratified the short-term national scale counterparty risk rating at "F1+(mex)".
- Ratified the rating of long-term debt issuances at "AA+(mex)".

Within the statement, Fitch stated, among other points, that "... Compartamos' IDRs consider their intrinsic profile reflected in their VR. The Negative Outlook reflects the potential risk of a downgrade if there is a downgrade of the sovereign's rating because Fitch believes that Compartamos' performance and prospects could be affected by a deterioration in the environment. Fitch's expectation is that the relativities of the bank's IDRs and VRs compared to the sovereign rating would be maintained in the event of a potential downgrade of the sovereign rating..."

On June 12, 2017, at the Ordinary Shareholders' Meeting, it was approved that, of the accumulated profits as of December 2013 approved by the shareholders' meeting held on April 20, 2017, the amount of \$731,301,682.50 (seven hundred and thirty-one million three hundred one thousand six hundred and eighty-two Pesos 50/100 national currency) be applied to the payment of a dividend in favor of the shareholders in proportion to their participation in the capital of the Company, the dividend was paid on June 26, 2017.

On June 15, 2017, Standard & Poor's issued a press release in which it announced its ratification of the National and International scale ratings, maintaining the negative outlook.

Standard & Poor's took the following actions:

- Affirmed the rating on the Global Scale "BBB/A-2", with a negative outlook.
- Ratified the rating on the National Scale at "mxAAA/mxA-1+".
- Ratified the "mxAAA" rating for Banco Compartamos' Bank Stock Certificate issuances.

In the statement, the rating agency pointed out among other points the following: "... Compartamos' ratings reflect its business position, which benefits from the Bank's leading position and diverse client base in Mexico's microfinance sector, providing stability. The

ratings also reflect the Bank's projected RAC ratio of approximately 17.4% over the next 24 months..."

On June 30, 2017, Compartamos Banco was authorized by the CNBV to use the Alternative Standard Method (ASA) for the calculation of the capital requirement for operational risk.

On August 9, 2017, Fitch Ratings ratified the Issuer Default Ratings (IDRs) on the short- and long-term Global Scale (IDRs), as well as the ratification of the National Scale ratings.

Fitch took the following actions:

- Affirmed the rating on the Long-Term Global Scale IDRs "BBB"; Outlook to Stable to Negative.
- Ratified the rating is Short-Term Global Scale "F2".
- Ratified the Viability Rating, "VR", "bbb".
- Support Rating – SR at "5".
- Support floor rating in "NF".
- Ratified the long-term national scale counterparty risk rating at "AA+(mex)"; Stable outlook.
- Ratified the short-term national scale counterparty risk rating at "F1+(mex)".
- Ratified the rating of long-term debt issuances at "AA+(mex)".

Fitch's press release stated, among other things, the following: "... Compartamos' IDRs are driven by your independent credit profile, as reflected by your VR. Compartamos' IDRs and VR affirmation reflects its leadership in group credit for working capital in Mexico, its gradually growing franchise, and its recognition as a role model in terms of group methodology and performance. The ratings also influence the concentration of the bank's financing structure, which is primarily wholesale and highly dependent on market debt issuances..."

On September 6, with the aim of strengthening the structure and supporting the present and future development of the Bank, the Board of Directors unanimously appointed Patricio Díez de Bonilla García Vallejo as Chief Executive Officer of Banco Compartamos, who will report directly to Enrique Majós Ramírez, CEO of Gentera. The appointment was ratified on October 31, 2017. Until that date, Patricio Díez de Bonilla had held the position of Executive Director of Finance, in his place, Mario Ignacio Langarica Ávila was appointed.

On September 7 and 19, 2017, two large earthquakes took place with epicenters in the states of Chiapas and Puebla, respectively. Both events had a great destructive effect, affecting various entities in the country. Fundación Gentera carried out specific actions to support the affected communities, among which the following stand out: sending groceries; activation of a collection center in the corporate building in Mexico City; delivery of school packets; authorization to use corporate cards for the purchase of tarps, blankets, construction materials and groceries; activation of a bank account to receive donations from the general public and, for every peso received, Fundación Gentera donated two; alliance with México Reconstruyendo, A.C. for the allocation of 14 emergency homes in response to the contingency; partnership with UNDP for the reconstruction of Totopero ovens of Ikoot and Zapotec women in Oaxaca; partnership with UNICEF to support the right to education of children whose schools were affected by the earthquakes by returning them to school through temporary classrooms.

At the Ordinary Shareholders' Meeting held on November 14, it was agreed that of the accumulated profits as of December 2014, the amount of \$617,300,000.00 M.N. (six hundred and seventeen million three hundred thousand pesos 00/100 national currency) be applied

to the payment of a dividend in favor of the shareholders in proportion to their participation in the capital, payable on November 24, 2017.

On December 13, an Ordinary Shareholders' Meeting was held where the payment of a dividend of \$498,834,922.50 M.N. (four hundred and ninety-eight million eight hundred thirty-four thousand nine hundred and twenty-two Pesos 50/100 M.N.) was approved in favor of the shareholders in proportion to their participation in the capital. The dividend was paid on December 21.

As of December 31, the Bank had 586 Service Offices distributed in the 32 states of the country, compared to the previous year, representing an increase of 3.3%.

With the strategy followed by Compartamos, it continued to support the development of its savings products, for this, it carried out its expansion of branches, which at the end of the year reached a total of 268 to reinforce its customer service; it is important to note that 103 branches share premises with the Service Offices. Thanks to the actions carried out, the number of deposit accounts increased by 171.2%, reaching a total of 1,620,791. The total amount of the accounts was \$1,780.5.

The development of savings products has also taken place in the aspect of increasing the number of customers and not only of Compartamos credit users, but also seeking to attract a greater number of open market customers, for this, it took advantage of the use of technology, since the opening of accounts can be carried out via the internet or also through Yastás correspondents. This, together with the use of mass media and other actions carried out by the Bank, are reflected in the growth in the number of accounts. It is important to note that with the opening of new branches, it has also been possible to increase the number of transactions in our own channels.

Throughout the year, 192,651 clients were trained under group methodology and 37,547 clients under individual methodology in financial education, customer training was supported through the Pocket Stories (Historias de Bolsillo) videos and taking advantage of technological tools, 574,695 SMS messages were sent. In addition, 60 workshops trained 10,069 customers on savings issues.

The number of clients served at the end of December was 2,457,090, which compared to the previous year represents a decrease of 15.6%, a situation that reflects a complex environment, more aggressive competition and greater attention to portfolio quality, which resulted in the NPL ratio closing at 3.28% at the end of the year. This percentage is lower than the 4.49% of the previous year. In an effort to bring financial services closer to its customers, the Bank's customers used 34,441 points to carry out transactions, an increase of 16.9% compared to the previous year.

The Bank continued to strengthen its technological systems, focused on improving its quality of service. In 2017, greater emphasis was placed on the customer to carry out transactions through digital channels, which allow them to optimize their time with user-friendly tools and with full security in their transactionality.

At the Annual Ordinary Meeting held on April 20, 2018, it was agreed that the profit reflected in the audited financial statements as of December 31, 2017 would be applied as follows:

(i) the amount of \$33,450,120.00 (thirty-three million four hundred fifty thousand one hundred and twenty pesos 00/100 M.N.) to increase the legal reserve; (ii) the remainder,

i.e., the amount of \$2,351,044,916.56 (two thousand three hundred and fifty-one million forty-four thousand nine hundred and sixteen pesos 56/100 M.N.), to the account of profits pending distribution from previous years.

On April 20, 2018, an Extraordinary General Meeting of Shareholders was held at which the following decisions were taken:

I. Resolutions on the increase of share capital.

In compliance with current regulations and subject to obtaining the appropriate government authorizations, the following is approved:

(i) To increase the capital stock in its ordinary part in the amount of \$33,450,120.00 M.N. (thirty-three million four hundred fifty thousand one hundred and twenty pesos 00/100 National Currency) through the issuance of 33,450,120 (thirty-three million four hundred fifty thousand one hundred and twenty) ordinary shares, registered of the series "O", with a par value of \$1.00 M.N. (one peso 00/100 national currency) with which the capital stock will reach the sum of \$534,109,590.00 M.N. (five hundred and thirty-five four million one hundred nine thousand five hundred and ninety pesos 00/100 National Currency), represented by 534,109,590 (five hundred and thirty-four million one hundred nine thousand five hundred and ninety) common shares; nominative of the "O" series with a face value of \$1.00 M.N. (one peso 00/100 National Coin).

(ii) Such increase shall be subscribed and paid through the capitalization of the account of outstanding profits, for the benefit of all shareholders and in a proportional manner in accordance with their participation in the capital stock of the Company.

II. Resolutions on the amendment of the bylaws.

(i) Subject to obtaining the appropriate governmental authorizations and based on the foregoing resolutions, it is approved to amend the seventh article of the bylaws, to read as follows:

"ARTICLE SEVEN.- CAPITAL STOCK: The Company shall have a capital stock of \$534,109,590.00 M.N. (five hundred and thirty-four million one hundred nine thousand five hundred and ninety pesos 00/100 National Currency), represented by 534,109,590 (five hundred thirty-four million one hundred nine thousand five hundred and ninety) ordinary shares; of the "O" series with a nominal value of \$1.00 M.N. (one peso 00/100 National Currency) each.

The Company may have additional capital, which will be represented by the "L" series shares.

On April 26, 2018, Fitch Ratings ratified the viability rating of the short- and long-term Global Scale counterparty risk "IDRs" (IDRs), as well as the ratification of ratings on the National Scale, both with a stable outlook.

Fitch took the following actions:

- Affirmed the rating on the Long-Term Global Scale IDRs "BBB"; Outlook: Stable.
- Ratified the rating is Short-Term Global Scale "F2".
- Ratified the Viability Rating, "VR", "bbb".

- Support Rating – SR at "5".
- Support floor rating in "NF".
- Ratified the long-term national scale counterparty risk rating at "AA+(mex)"; Stable outlook.
- Ratified the short-term national scale counterparty risk rating at "F1+(mex)".
- Ratified the rating of long-term debt issuances at "AA+(mex)".

According to Fitch's press report, it stated, among other points, the following:

"... Compartamos' IDRs (Issuer Default Ratings) for the National and Senior Debt ratings consider your independent credit profile as reflected in your Viability Rating (VR). The Bank's rating is strongly influenced by the company's profile, which in turn is driven by the Bank's leadership in group loans for working capital in Mexico, despite the contraction in the loan portfolio in 2017; and for the Bank's wide recognition in the segment, as well as its outstanding position in terms of profitability and capitalization metrics within the Mexican banking system..."

On May 29, S&P Global Ratings reported that it took the following actions:

- Affirmed the rating on the Global Scale BBB/A-2, with a negative outlook.
- Ratified the National Scale rating at mxAAA/mxA-1+.
- Ratified the mxAAA rating of Banco Compartamos' Bank Stock Certificates.

S&P issued a press release, stating among other points the following:

"... Compartamos' ratings reflect its business position, which benefits from the Bank's leading position and diverse client base in Mexico's microfinance sector, providing stability. The ratings also reflect the Bank's projected RAC ratio of approximately 16.4% over the next 24 months..."

At the Ordinary General Meeting held on June 5, 2018, it was resolved that from the accumulated profits reflected in the financial statements approved by the Shareholders' Meeting held on April 20, 2018, the amount of \$2,052,027,449.03 M.N. (two thousand fifty-two million twenty-seven thousand four hundred and forty-nine pesos 03/100 National Currency) be applied to the payment of a dividend in favor of the shareholders in proportion to their participation in the the capital of the company and that such payment, for tax events, comes from the Net Tax Profit Account ("CUFIN") as of December 31, 2013, payable on June 13, 2018 through Indeval.

On September 27, 2018, Banco Compartamos successfully issued \$2,500 through the issuance of Cebures Compart18 in the local debt market. Compart 18 was for a 4-year term and a variable rate of TIIE plus a spread of 42 bps, in line with expectations originally anticipated. The demand was for \$5,300. It obtained an S&P Global credit rating of "mxAAA" and "AA+(mex)" from Fitch Ratings.

On November 6, the rating agency Fitch Ratings reported that it changed the outlook of the Viability rating of counterparty risk "IDRs" (Issuer Default Ratings) on the Long-Term Global Scale from Stable to Negative; This after conducting a review of the portfolio of selected Mexican financial institutions (FIs), following the change of outlook of Mexico's sovereign rating to Negative from Stable on October 31, 2018.

Fitch took the following actions:

It affirmed the rating on the Long-Term Global Scale IDRs "BBB"; Outlook to Negative of Stable. It ratified the rating is Short-Term Global Scale "F2". Ratified the Viability Rating, "VR", "bbb". Support Rating- SR at "5". Support floor rating in "NF".

According to the press report issued, Fitch established, among other points, the following:

"... The portfolio review includes Mexican FIs with issuer default ratings (IDRs), viability ratings (VRs) or insurer financial strength ratings (IFS ratings) that are at the same level, above or slightly below the sovereign level. Fitch considers these ratings to be more sensitive to a potential sovereign downgrade or any deterioration of the operating environment in the near term. Most of the IDRs of these entities have been confirmed and the Rating Outlook has been revised to Negative from Stable, except in a few particular cases described below. ..."

On November 7, 2018, an Ordinary and Extraordinary Shareholders' Meeting was held at which it was agreed to:

At the Ordinary Meeting, it was resolved that the amount of \$400,000,000.00 (four hundred million pesos 00/100 National Currency) be applied to the payment of a dividend in favor of the shareholders in proportion to their participation in the capital stock of the Company, and that such dividend payment, for tax purposes, comes from the Net Tax Profit Account ("CUFIN") as of December 31, 2013, payable on November 21, 2018 through Indeval. En Asamblea Extraordinaria

Subject to obtaining the appropriate governmental authorizations and thus agreeing to the interests of the Company, it is approved to partially amend the following articles of the bylaws, to be drafted in the following terms that are transcribed below:

"...

ARTICLE THIRTY-TWO BIS.- REMUNERATION COMMITTEE

...

The Board of Directors shall set up a Remuneration Committee, which shall have as its purpose the implementation, maintenance and evaluation of the remuneration system referred to in Article Thirty-Two of these Bylaws.

The Remuneration Committee shall have the following functions:

...

The functions to be performed by the Remuneration Committee may, in turn, be performed by the Company's Risk Committee.

...

The manner in which the Remuneration Committee shall be formed, meet and function shall be subject to the general provisions issued by the National Banking and Securities Commission.

"..."

"...

ARTICLE THIRTY-FOUR.- DIRECTOR-GENERAL:

...

The Chief Executive Officer shall be appointed by the Board of Directors, following the opinion of the Remuneration Committee.

...

The Board of Directors will also approve the dismissal of the company's Chief Executive Officer and his or her full remuneration, as well as the policies for the appointment and full remuneration of the other relevant executives, following the opinion of the Remuneration Committee.

..."

"...

ARTICLE THIRTY-NINE.- AUDIT COMMITTEE: The Company shall have an Audit Committee with an advisory status under the terms established by Article 21 of the Credit Institutions Law. The members of the Audit Committee shall be appointed by the Board of Directors on the proposal of its Chairman.

The Chairman of the Audit Committee may not chair the Board of Directors.

The Audit Committee shall have, inter alia, the powers referred to in the Credit Institutions Law,

..."

During 2018, Banco Compartamos focused its strategy on strengthening its customer service, offering products that better meet their needs.

To bring services closer to the market, at the end of the year Compartamos had 587 Service Offices and 231 Branches distributed in the 32 states of the country, from which it provides service to its customers.

The Bank continued to support the development of savings products, bringing services closer to its customers, which, together with promotional efforts and the work of the Loan Officers, was reflected in a 43.2% increase in the contribution of deposits, which amounted to \$2,548.5 at the end of 2018; Meanwhile, the number of accounts grew 0.3%.

The customer focus work and the work carried out by the Loan Officers resulted in a 1.1% increase in the number of customers served, amounting to a total of 2,485,029.

In addition to increasing its number of customers, Banco Compartamos also sought greater efficiency in the operation and the quality of its portfolio, at the end of 2018 the NPL ratio fell to 2.59%, from a reading of 3.28% in 2017.

The Bank's customer service works to bring services closer together, often in extremely remote locations where there is no banking infrastructure. Throughout 2018, Compartamos customers used 37,975 points for their operations, which, compared to the previous year, represents an increase of 10.3%.

During 2018, Compartamos invested in its technological systems with the aim of providing greater security and making them more user-friendly to facilitate accessibility and transactionality for its customers.

During the year, Banco Compartamos received the following recognitions in labor matters:

- Second place in the Best Company to Work for in Mexico ranking.
- Recognition in the category of Respect, and for being one of the Best Companies to Work For for 12 years.
- 12th place in the Gender Equality ranking of the Best Companies to Work for in Mexico with more than 5,000 employees.
- Second place in the ranking for the Millennial generation in the category of more than 5,000 employees.

In a statement dated March 4, 2019, S&P reported that it took several rating actions on 77 Mexican financial institutions after revising the sovereign's outlook and BICRA's economic risk trend to negative.

The statement was as follows:

- *On March 1, 2019, we revised Mexico's long-term rating outlook to negative from stable, indicating that the recent decline in investor confidence and concerns about potential contingent liabilities in the energy sector could dampen the country's GDP growth prospects and weaken its financial profile. We also affirmed our long- and short-term foreign currency sovereign ratings of 'BBB+' and 'A-2', and local currency ratings of 'A-' and 'A-2', respectively, of Mexico.*
- *Our Banking Industry Risk Analysis by Country (BICRA) for Mexico remains at '4'. We maintain our economic risk rating at '5' and industry risk at '3'. The anchor for banks that only operate in Mexico also remains unchanged at 'bbb'.*
- *We revised the economic risk trend for Mexico's BICRA to negative from stable, due to weaker economic expectations stemming from continued decline in investor confidence and uncertainty about the government's energy policy, and its ability to deal with growing contingent liabilities (primarily of Petróleos Mexicanos [Pemex]).*
- *In our view, there is a risk that weak economic growth will persist, which would affect the country's economic resilience and complicate operating conditions for local financial institutions.*
- *We maintain our BICRA industry risk trend as stable.*
- *If the negative trend in Mexico's BICRA economic risk materializes, the anchor of non-bank financial institutions and brokerage firms would drop by one notch (currently 'bb+').*
- *Accordingly, we took several rating actions on 77 Mexican financial institutions following the revision of the outlook of the sovereign ratings and the growing economic risk in the banking system.*

On March 5, 2019, S&P reported the actions it took following its revision of Mexico's sovereign rating outlook on March 1, 2019.

S&P Global Ratings took the following actions:

- Ratified the rating on the Global Scale "BBB/A-2"
- Ratified the rating on the National Scale at "mxAAA/mxA-1+"
- Negative outlook

- Ratified the "mxAAA" rating of Compartamos Banco's Stock Certificates issuances

S&P issued a press release, stating among other points the following:

"S&P Global Ratings took several rating actions on 77 Mexican financial institutions, following the negative revision of the sovereign outlook and the economic risk trend of Mexico's BICRA to stable. The rating actions reflect several aspects of how the sovereign ratings and our BICRA affect our view of the financial institutions we rate in Mexico. In addition, the outlook review reflects the relative strengths and weaknesses of the stand-alone credit profiles (SACPs) of each of the financial institutions. Finally, most rating actions reflect our view that financial institutions' ratings are limited by those of the sovereign, due to these institutions' large exposure to country risk and the highly sensitive nature of their businesses to sovereign stress."

On April 10, Fitch Ratings affirmed Banco Compartamos S.A. S.A.I.B.M.'s "BBB" long-term viability rating (VR), "BBB" international foreign and local currency ratings (IDRs) and "F2" short-term IDRs. Fitch also affirmed the "5" Support Rating (SR) and the "NF" Support Floor Rating (SRF). At the same time, he affirmed the long-term national ratings are Stable.

In a statement, Fitch noted the following as Key Rating Factors:

"The Negative Outlook reflects that Compartamos' international ratings are close to the sovereign rating and consider the bank's intrinsic credit profile through its VR and are therefore relatively sensitive to a sovereign downgrade or deterioration of the operating environment.

The IDRs, national and senior debt ratings consider the intrinsic profile as reflected in the bank's VR rating. Fitch incorporates as a factor of high importance for Compartamos' VR its strong franchise and leadership in the microfinance segment in Mexico (group credit for working capital), its ability to adapt its business model to challenging conditions such as portfolio contraction and higher non-performing loans while maintaining strong but lower profitability metrics, and broad brand recognition in its core business. The ratings also consider the bank's above-average risk appetite by targeting a low-income segment of the population, improved credit quality, strong loss-absorbing capacity reflected in its robust capital position, concentrated nature of its funding profile, and strong liquidity position.

Compartamos' asset quality improved significantly at the end of 2018, following some strategic initiatives that proved to be effective in reducing non-performing loans and resuming growth. The non-performing loan ratio (NPL) was 2.5% at the end of 2018 after a marked increase in 2016 (4.5%) that derived from the bank's strategy of making some adjustments to the traditional microcredit methodology, increasing active rates, deficiencies in origination, greater competition and product diversification towards individual loans.

The adjusted delinquency indicator (including penalties from the last few months and published by the local regulator) was 12% as of December 2018, while at the end of 2017, this indicator was significantly higher at 17.4%. The recent figure (12%) is still above the 10.3% average recorded from 2014 to 2016, but Fitch believes it is relatively adequate for the business segment. Non-performing loan reserves remained at healthy levels, covering more than 2 times (x) the non-performing loan portfolio at the end of 2018."

At the Extraordinary General Meeting of Shareholders held on April 12, it was agreed:

I. Resolutions on the increase of share capital.

(i) To increase the capital stock in its ordinary part in the amount of \$26,287,200.00 Pesos (twenty-six million two hundred eighty-seven thousand two hundred Pesos 00/100 M.N.) through the issuance of 26,287,200 (twenty-six million two hundred eighty-seven thousand two hundred) ordinary shares, registered of the series "O", with a par value of \$1.00 Peso (one Peso 00/100 M.N.) with which the capital stock will reach the sum of \$560,396,790.00 Pesos (five hundred and sixty million three hundred and ninety-five pesos). six thousand seven hundred and ninety Pesos 00/100 M.N.), represented by 560,396,790 (five hundred and sixty million three hundred and ninety-six thousand seven hundred and ninety) ordinary shares, registered of the series "O" with a par value of \$1.00 Peso (one Peso 00/100 M.N.).

(ii) Such increase shall be subscribed and paid through the capitalization of the account of outstanding profits, for the benefit of all shareholders and in a proportional manner in accordance with their participation in the capital stock of the Company.

II. Resolutions on the amendment of the bylaws.

(i) Subject to obtaining the appropriate governmental authorizations and based on the foregoing resolutions, it is approved to amend Article 7 (Seven) of the bylaws, to read as follows:

"ARTICLE SEVEN.- CAPITAL STOCK: The Company shall have a capital stock of \$560,396,790.00 Pesos (five hundred and sixty million three hundred and ninety-six thousand seven hundred and ninety Pesos 00/100 M.N.), represented by 560,396,790 (five hundred and sixty million three hundred and ninety-six thousand seven hundred and ninety) ordinary shares, registered of the series "O" with a par value of \$1.00 Pesos (one Peso 00/100 M.N.) each.

The Company may have additional capital, which will be represented by the "L" series shares.

At the Ordinary General Meeting of Shareholders held on April 12, 2019, it was agreed that the amount of \$400,000,000.00 Pesos (four hundred million Pesos 00/100 M.N.) be applied to the payment of a dividend in favor of the shareholders in proportion to their participation in the capital of the Company, and that said dividend payment, for tax purposes, it comes from the Net Tax Profit Account as of December 31, 2014.

The dividend payment took place on May 20, 2019, in a single exhibition, through S.D. Indeval Institución para el Depósito de Valuees, S.A. de C.V.

On April 29, S&P Global Ratings affirmed its long-term and short-term issuer credit ratings on a global scale of "BBB" and "A-2," respectively. At the same time, it confirmed its long-term and short-term ratings on the national scale (CaVal) of "mxAAA" and "mxA-1+". The

outlook for long-term ratings on both scales remains negative. At the same time, it affirmed its issuance ratings of "mxAAA" on Compartamos' senior unsecured debt.

In a statement, the rating agency said:

"Compartamos' ratings reflect its leading position in the microfinance sector in Mexico, its diverse client base, and its broad geographic footprint. In our view, these factors support the stability of your income in the face of an economic slowdown. We continue to consider Compartamos' credit strengths to be its profitability and risk-adjusted capitalization levels. However, high ordinary dividends and potential one-time dividends could affect its ability to absorb unexpected losses in the next couple of years. In addition, Compartamos' risk position reflects operations in riskier segments for lending and asset quality indicators lagging behind those of its local peers.

The bank has a financing structure concentrated in wholesale sources. However, the bank has verified access to debt market financing and contingent sources of liquidity. It also has sufficient liquidity margin to cover its financial obligations for the next 12 months, supported by the short-term nature of its loan portfolio. The bank's stand-alone credit profile (SACP) remains at 'bbb.'"

"Our criteria for rating banks use the economic risk and industry risk classifications from our Country Banking Industry Risk Analysis (BICRA) to determine a bank's anchor, the starting point for assigning an issuer credit rating (ICR). The anchor for banks that only operate in Mexico is 'bbb' (see "S&P Global Ratings Take Several Rating Actions on 77 Mexican Financial Institutions After Revising the Sovereign Outlook and BICRA's Economic Risk Trend to Negative," March 4, 2019)."

"Compartamos remains the largest microfinance creditor in Mexico, although it is mainly concentrated in this single source of income and is smaller compared to other banks in Mexico. We see aggressive competition in the microfinance segment in Mexico. However, we hope that Compartamos can maintain its leading position by adopting new business strategies. Such initiatives include additional customer benefits and reductions to active rates to attract customers and achieve high customer retention.

In this regard, we expect the bank to return to double-digit loan portfolio growth over the next two years, following the contraction in 2017 and the modest growth it experienced during 2018. Our baseline scenario assumes that the bank will maintain a similar loan portfolio composition, group loans will represent around 76.6% of the portfolio, while the rest will be composed of individual loans. In our view, its broad geographic diversification across the country and diversified customer base support the bank's resilience to negative changes in the economy. The bank has begun to implement digital resources; However, we believe that its full implementation will be key in the coming years to maintain its leadership and capture the opportunities for financial inclusion in the low-income segment offered by digital technology."

"We continue to view Compartamos' profitability and risk-adjusted capitalization levels as credit strengths. The bank's capital quality is high and its internal capital generation is strong; However, high dividend payouts and potential windfall payments limit capital

accumulation. On April 12, 2019, shareholders approved an ordinary dividend of \$400 million Mexican pesos (MXN), representing about 20% of last year's net income.

However, both the above-average loan growth compared to the Mexican banking system, as well as the possible extraordinary dividend payments in the second half of the year and the additional distributions to support the acquisition of the majority stake in Concrédito by its parent company (a company formed by Fin Útil S.A. de C.V. SOFOM E.N.R. and Comfu S.A. de C.V.), They could diminish the bank's ability to absorb unexpected losses in the coming years. This would be reflected in a risk-adjusted capital ratio (RAC) below 15% and a lower valuation of capital and earnings."

"Additionally, if the group's RAC ratio consistently falls below 15%, we would downgrade the bank's rating given that we consider it a pivotal entity for its parent, Gentera S.A.B. de C.V. (unrated). Its parent company's projected RAC ratio for the next two years is 15.2%."

...

Compartamos relies on wholesale funding sources, which in our view are less stable than a diversified retail deposit base in terms of customers. However, the bank has verified access to funding from the debt market and other sources of credit. As of March 31, 2019, market debt accounted for 43%, interbank lines 45% and deposits 12% of the total funding base. In this way, we believe that the bank will continue to support its funding structure with senior unsecured debt, while deposits will not represent the main source of funding in the near future. Compartamos' stable funding ratio (SFR) stood at 103.5% at the end of March 2019 with a three-year fiscal average of 100.7%, similar to the 103% average of other banks we rated in Mexico. We expect this index to hover around 100% in the coming years.

Our assessment of Compartamos' liquidity reflects its total liquid assets covering 1.6x (times) its short-term wholesale funding as of March 31, 2019. In addition, the bank benefits from the short-term nature of its loan portfolio; At least 25% of the portfolio could be quickly converted into cash to address potential market fluctuations or unfavorable funding conditions. In this context, we believe the bank has sufficient liquidity to meet its financial obligations this year, including the two market debt maturities."

On May 28, Banco Compartamos reported the successful placement of Certificados Bursátiles under the program authorized by the CNBV through official letter 153-5040-2015 dated January 30, 2015. The issuance with ticker symbol COMPART 19 was made for an amount of \$2,000 with a 5-year term at a variable rate of TIIE plus a spread of 45 basis points, in line with expectations originally anticipated. The lawsuit was for more than \$3,700.

S&P Global Ratings awarded the "mxAAA" rating to the Stock Certificates; that is, it has the highest grade awarded by the rating agency, on its CaVal scale and indicates the issuer's ability to pay to meet its financial commitments on the obligation is extremely strong in relation to other issuers in the domestic market.

Fitch Mexico has given it an "AA+(mex)" rating, which indicates an expectation of very low default risk relative to other issuers or obligations in the same country. The inherent default risk differs only slightly from that of the country's highest rated issuers or bonds.

On June 7, Fitch Ratings changed the ratings of different financial institutions in Mexico following the adjustments it made to Mexico's sovereign rating on June 5 of the year in question, which resulted in an adjustment to Compartamos' global scale rating.

Fitch Ratings took the following actions:

- Downgraded the rating on the Long-Term Global Scale IDRs to "BBB-" from "BBB"; With a stable outlook.
- Downgraded the Short-Term Global Scale Rating to "F3" from "F2".
- Decreased Viability Rating (VR) to "bbb-" from "bbb".
- Support Rating – SR at "5".
- Support floor rating in "NF".
- The Long-Term and Short-Term National Scale Ratings remain unchanged at "AA+(mex) and F1+(mex)", respectively.

According to the press report issued by Fitch Ratings, the following was established, among other points:

"... Fitch has downgraded Banco Compartamos' ratings in one category, whose international ratings are at or near the sovereign rating and are driven by its credit profile, as reflected in its VR (Viability Rating). Fitch believes that the Bank's performance and outlook could be affected by a deteriorating environment, reflecting the agency's view that the relativities of the VR/IDR versus the sovereign rating should be maintained..."

At the Ordinary General Meeting of Shareholders held on July 10, 2019, it was resolved that the amount of \$820,000,000.00 M.N. (eight hundred and twenty million Pesos 00/100 M.N.) be applied to the payment of a dividend in favor of the shareholders in proportion to their participation in the capital of the Company. The dividend payment was made on July 19, 2019, through Indeval.

On September 10, 2019, the Bank reported that, by unanimous resolutions of the Board of Directors, dated July 25, 2019, it approved the ratification of the appointment of KPMG Cárdenas Dosal, S.C., as External Auditor of the Company, to carry out the audit of the financial statements for the year ending December 31, 2019 and the regulatory reports derived therefrom; as well as the list of additional services to the audit of the basic financial statements.

On November 5, 2019, Compartamos reported that it appointed Ms. Zurihe Sylvia Manzur García as Legal Director, who assumed the position as of November 1, replacing Mariel Eloina Cabanas Suárez.

Zurihe Sylvia Manzur García is a lawyer, graduated with honors from the Escuela Libre de Derecho and has 14 years of experience in the practice of corporate, financial, mergers and acquisitions in important law firms. He has taught at forums such as the Universidad Iberoamericana, the Universidad Anáhuac, the Supreme Court of Justice of the Nation, among others. He has been part of the Bank for nearly three years.

In 2019, an alliance was signed so that Banco Compartamos can serve Banorte's customers, during November the operation began and it is expected to increase the transactionality as a result of this alliance.

Technological advances are of great relevance for the sector, Compartamos constantly invests in developments that improve the experience of its customers and result in a more efficient operation. Digital channels have been developed in such a way that they are friendly to the customer, who can make transactions or inquiries in a simple and secure way.

During 2019, CODI was launched, a platform that is the result of the work of the entire banking union. The Bank participated in working groups with other banking institutions, sharing its knowledge and exposing the needs of the business segment it serves. On September 30, Banco Compartamos enabled CODI in the Compartamos mobile app, allowing customers to make digital payments and collections quickly and securely. It should be noted that, in addition to the authorization, the Bank accompanies its customers in its use and adoption.

From October 10 to 13, 2019, the National Financial Education Week was held, where Compartamos participated with talks on formal savings in contrast to informal savings, investment, digital banking and credit. During the days of the event, a total of 5,440 people visited the Bank's booth.

A principios del 2019 el gobierno federal puso en marcha el programa Jóvenes Construyendo el Futuro, con este programa, se busca vincular a jóvenes de entre 18 y 29 años que no estudian ni trabajan con el mercado laboral. El Banco participó en este programa aceptando a 224 jóvenes, de los cuales y gracias a su talento y esfuerzo, fueron contratados 13.

As of December 31, 2019, Compartamos had 583 Service Offices and 201 Branches that allow it to maintain proximity to the market, as they are distributed in the 32 states of the country. The number of Service Offices and Branches decreased by 0.7% and 13.0% annually, respectively, this closure being planned and taking care not to affect its customers. It should also be noted that Compartamos maintains alliances with other financial institutions and has continued the expansion of the Yastás correspondent network, thanks to these means, it can serve these markets without the need for a branch.

Thanks to the support provided to savings products, at the end of 2019 a total of 1,792,315 accounts were reported, an increase of 10.3% over the previous year; The total balance was \$2,479.8, which represents a decrease of 2.7% in the annual variation.

With a marked focus on the customer, improvements in products according to customer needs and retention programs, as well as the reinforcement of technological tools, as of December 31, 2019, an increase of 7.0% in the number of customers was reported, reaching a total of 2,659,192. The delinquency rate stood at 3.2%, up from 2.6% in 2018; however, the Company considers that this ratio remains at a level that does not jeopardize its financial position. Compartamos continued with its work of bringing financial services closer and during 2019 its customers used a total of 40,571 transactional points, which is 6.8% higher than the points reported the previous year.

Throughout 2019, Banco Compartamos received the following labor awards:

- First place in the ranking of The Best Companies for Millennials.

- Second place in the Best Places to Work in Mexico ranking in the category of more than 5,000 collaborators.
- Second place in the Banking, Insurance and Finance ranking of the Best Companies to Work for in Mexico, in the category of more than 5,000 collaborators.
- Recognition in the category of Impartiality.
- 29th place in the Gender Equality ranking of the Best Companies to Work for in Mexico, in the category of 5,000 collaborators.

Providing the same opportunities and promoting diversity are part of the Bank's philosophy, as evidenced by the fact that in terms of gender equality, it obtained the following recognitions:

- Great Place to Work Recognition for Diversity and Inclusion.
- Recognized at the Women's World Economic Forum.
- The Women on Boards and Women Corporate Directors recognized it as a company that promotes gender diversity on the Board of Directors.

The social aspect is part of Compartamos, from its vocation to bring financial services to segments not served by traditional banking and provide them with financial education, to carrying out actions that add value to communities in terms of education, recomposition of the social fabric and reactivation of the local economy.

The Bank, with the support of its collaborators, carries out actions that improve the quality of life of various communities, as well as promoting a healthy coexistence among its inhabitants. Throughout 2019, a total of 12,641 employees volunteered 45,221 hours, benefiting 51,369 people.

It should be noted that it provides direct support to the population in the event of natural disasters and also contributes to the reactivation of productive work in the communities where it operates.

Following the outbreak of the novel coronavirus Covid-19 in Wuhan, China, at the end of 2019 and due to the ease of transmission of the virus between humans, the World Health Organization made a pandemic declaration on March 11, 2020, in which it alerted governments that they should take the necessary measures to prevent further spread of the virus. Faced with the high number of infections, governments decided to adopt confinement measures for their populations, with the intention of reducing, as far as possible, human contact. This situation has had an impact on the economy, as several sectors have stopped their operations.

As Covid-19 spread across more continents, the Government of Mexico ordered the suspension of all non-essential economic activities from March 30, 2020 to April 30, 2020, and then extended the suspension until May 30, 2020 for most of Mexico, including the largest metropolitan areas. Financial activities are not included in the suspension, as they are considered essential economic activities. The Issuer has continued to operate its essential businesses, promoting the "Stay at Home" policy, to take safety and precautionary measures for its employees and customers, and has adopted strict controls for personnel who need to work on-site in the operation of essential activities.

The health authorities reported that there would be a regional epidemic traffic light, depending on the number of infections and hospitalized patients, the traffic light would evolve from red, orange, yellow or green as the number of infections decreased. Starting in the

second half of 2020, more economic activities began to reopen. However, since the third quarter of the year there has been an uptick in the number of infections and hospitalizations, which resulted in the traffic light again receding and, once again, more economic activities were restricted, resulting in greater effects on the economy.

On March 25, 2020, the CNBV issued a decree authorizing the issuance of special accounting criteria applicable to banking institutions on a temporary basis, with respect to consumer, mortgage, and commercial loans –*including home equity loans, revolving and non-revolving loans for individuals such as auto loans, personal loans, payroll loans, credit cards and microcredit; as well as commercial loans aimed at legal entities with business activity in its various forms, including agriculture and livestock-*, with the purpose of these institutions being able to provide assistance to clients whose sources of income are affected by the measures adopted by the authorities to contain the COVID-19 outbreak.

The measures consist of deferring, either partially or totally, the payment of principal and/or interest on loans that have been in force as of February 28, 2020, for up to 4 months, with the possibility of extending this period for an additional 2 months, with respect to the total amount unpaid, including complementary payments, on the understanding that balances may be blocked without generating interest.

Given the above, Banco Compartamos announced a series of support actions throughout the country to deal with the health emergency caused by Covid-19, which are aligned with the policies and provisions authorized by the CNBV in support of the financial sector and its users: Option to defer payments. Extension of the validity of insurance at no additional cost. Partial payments that will not cause additional interest or fees. Other benefits such as on-time renewal, rate discounts, and Compartamos Protección insurance. Elimination of late payment fees on some credits.

Patricio Diez de Bonilla, CEO of the Bank, said: "At Compartamos Banco we have been accompanying our customers for 30 years, overcoming recurring contingencies caused by natural phenomena, accidents, pandemics and other economic crises. We have the experience and our customers know that Compartamos is with them. We hope that these measures will allow them to provide relief in these difficult times and that they will be able to resume their economic activities as soon as possible." In this way, the Bank reaffirms its commitment to its more than 2.6 million customers in Mexico and guarantees the continuity of services for their benefit.

The social distancing, "stay at home" and other policies to limit the spread of the COVID-19 pandemic that have been implemented or recommended by government entities in Mexico and other areas in the world, have affected the ability of the Issuer's employees, suppliers and customers to perform their functions and conduct their business as they have been doing. The COVID-19 pandemic has affected the Issuer's business, financial position and results of operations during 2020, as a result of prudential measures that the Issuer decided to take, as well as the support provided to its customers. Although it is true that as the year progressed, confinement measures were reduced in several states of the country, due to new outbreaks of the disease that occurred towards the end of the year, the measures were again tightened, a situation that forced new limitations on economic activities.

As the effects of the pandemic increased in Mexico, it was necessary to implement additional restrictions such as, for example, the reduction of public transport, as well as the restriction of private transport, implemented in the metropolitan area of Mexico City, in which the Issuer has a relevant presence.

On March 27, 2020, Banco Compartamos reported that the rating agency S&P Global Ratings modified the ratings on the National and International scales, maintaining the negative outlook.

S&P Global Ratings made the following changes to Banco Compartamos' Ratings:

- Changed the rating on the Global Scale to: "BBB- / Negative Outlook/A-3" from "BBB / Negative Outlook/A-2".
- Changed the rating on the National Scale to: "mxAAA+" / Negative Outlook / "mxA-1+" from "mxAAA" / Negative Outlook / "mxA-1+".
- Changed the rating to "mxAA+" from "mxAAA" for Banco Compartamos' Bank Stock Certificate issuances – Senior Unsecured Debt

S&P Global issued a press release, stating among other points the following:

"... Our rating actions reflect several aspects of how sovereign ratings and our BICRA affect our view of the financial institutions we rate and operating in Mexico. In addition, the rating actions reflect the relative strengths and weaknesses of the individual credit profiles (SACPs) of each of the financial institutions..."

On April 3, 2020, the rating agency Fitch Ratings changed the outlook on a national and international scale to Negative from Stable to Banco Compartamos.

Fitch Ratings affirmed the ratings for Banco Compartamos, modifying the outlook to Negative.

- Long-term Global Scale IDRs at "BBB-".
- Short-term Global Scale to "F3".
- Viability Rating, "VR" (Viability Rating) in "bbb-".
- SR Support Rating at "5".
- Support floor rating in "NF".
- The long-term and short-term National Scale Ratings remain at "AA+(mex) and F1+(mex)" respectively. AA+ senior securities (mex).

According to the press report issued by Fitch Ratings, the following was established, among other points:

"... The negative outlook reflects that even though the magnitude of the economic and financial implications of the coronavirus crisis is still unclear, Fitch believes that downside risks to the operating and financial environment have increased. The agency believes that Compartamos has a good financial profile to face the challenges of the environment. However, asset quality and profitability could weaken relative to previous expectations due to its business model focusing on the microfinance segment and a segment of the population with low incomes and self-employment, which Fitch considers more vulnerable during the coronavirus crisis that is causing lower economic activity..."

On April 14, 2020, Banco Compartamos reported that the rating agency S&P Global Ratings, in its annual review exercise, ratified its ratings on the National and International scale, maintaining the negative outlook.

S&P Global Ratings took the following actions for Banco Compartamos' Ratings:

- Affirmed the rating on the Global Scale at: "BBB- / Negative Outlook / A-3".
- Ratified the rating on the National Scale at: "mxAA+" / Negative Outlook / mxA-1+".
- Ratified the rating at "mxAA+" for the issuances of Banco Compartamos' Bank Stock Certificates – Senior Unsecured Debt.

S&P Global issued a press release, stating among other points the following:

"... Compartamos' ratings reflect its leadership position in Mexico's microfinance sector, diverse client base, and broad geographic presence. In our view, these factors could go some way to mitigating the consequences of Mexico's recession and global health crisis. We still see its above-average profitability and RAC level as credit strengths. However, we expect its profitability to decline due to the deterioration in the quality of its loan portfolio in 2020..."

At the Extraordinary General Meeting of Shareholders of Banco Compartamos held on April 17, the following resolutions were adopted:

I. Resolutions on the increase of share capital.

In compliance with current regulations and subject to obtaining the appropriate government authorizations, the following is approved:

- i) i) To increase the capital stock in its ordinary part in the amount of \$15,514,830.00 M.N. (fifteen million five hundred fourteen thousand eight hundred and thirty Pesos 00/100 National Currency) through the issuance of 15,514,830 (fifteen million five hundred fourteen thousand eight hundred and thirty ordinary shares, registered of the series "O", with a par value of \$1.00 M.N. (one Peso 00/100 National Currency) with which the capital stock will reach the sum of \$575,911,620.00 M.N. (five hundred and seventy-five million nine hundred and eleven thousand six hundred and twenty Pesos 00/100 National Currency), represented by 575,911,620 (five hundred and seventy-five million nine hundred and eleven thousand six hundred and twenty) ordinary shares, registered of the series "O" with a par value of \$1.00 (one Peso 00/100 National Currency).
- ii) Such increase shall be subscribed and paid through the capitalization of the account of outstanding profits, for the benefit of all shareholders and in a proportional manner in accordance with their participation in the capital stock of the Company.

II. Resolutions on the modification of the bylaws.

i) Subject to obtaining the appropriate governmental authorizations and based on the foregoing resolutions, it is approved to amend Article 7 (Seven) of the Bylaws, to read as follows:

"ARTICLE SEVEN.- CAPITAL STOCK: The Company shall have a capital stock of \$575,911,620.00 M.N. (five hundred and seventy-five million nine hundred and eleven thousand six hundred and twenty pesos 00/100 National Currency), represented by 575,911,620 (five hundred and seventy-five million nine hundred and eleven thousand six hundred and twenty) ordinary shares, registered of the series "O" with a par value of \$1.00 M.N. (one peso 00/100 National Currency) each.
The Company may have additional capital, which will be represented by the "L" series shares.

On April 17, 2020, the Annual Ordinary General Meeting of Shareholders of Banco Compartamos was held. At this Meeting, and considering the recommendation of the Board

of Directors, it was resolved not to decree or pay dividends for the fiscal year ended December 31, 2019.

On April 21, 2020, Banco Compartamos reported that the rating agency Fitch Ratings changed the ratings of different financial institutions in Mexico following the adjustments it made to Mexico's sovereign rating, which resulted in an adjustment to Banco Compartamos' global scale rating.

Fitch Ratings took the following actions:

- Downgraded the rating on the Long-Term Global Scale IDRs to "BB+" from "BBB-"; with a Negative outlook.
- Downgraded the rating on the Short-Term Global Scale IDRs to "B" from "F3".
- Decreased viability rating, "VR" (Viability Rating) to "bb+" from "bbb-".
- SR Support Rating at "5".
- Support floor rating in "NF".
- The long-term and short-term National Scale ratings remain at "AA+(mex) and F1+(mex)" respectively. AA+ senior securities (mex).

According to the press report issued by Fitch Ratings, the following was established, among other points:

"... Fitch believes that downside risks to Compartamos have increased in the current conditions, which are reflected in the downgrade of its VR/IDRs by one level, maintaining the negative outlook. Although the agency believes that Compartamos has a good financial profile to face the challenges of the current environment, asset quality and profitability could weaken relative to previous expectations due to the fact that its business model is concentrated in the microfinance segment and in a segment of the population with low incomes and self-employment. which Fitch considers more vulnerable during the coronavirus crisis, which is causing lower economic activity..."

On June 3, 2020, Banco Compartamos reported the following:

Fitch Ratings modified the ratings for Banco Compartamos, and maintained the outlook at Negative, as shown below:

Long National Scale Ratings are changed to "AA(mex)" respectively from "AA+(mex)". Senior Securities Debt is amended to, "AA(mex)".

According to the press report issued by Fitch Ratings, the following was established, among other points:

"... The recalibrations resulted in several rating reviews for issuers in a variety of sectors including financial institutions, corporates, insurers, infrastructure, and regional and local government entities.

Rating reviews are used to modify ratings for reasons unrelated to credit quality in order to reflect changes in a given country's national scales and relative risk levels..."

On June 9, 2020, Fitch Ratings rated the COMPART 20 issue at "AA(mex)" after the change to communicating vessels and, at the same time, assigned the rating "AA(mex)" to the issuance of COMPART 20-2 Long-Term Bank Certificates. These issuances are intended to be

carried out, with prior authorization from the CNBV, for an amount of up to \$2,500 in communicating vessels. The COMPART 20 issue will have a three-year term and COMPART 20-2 will have a five-year term. The proceeds will be used to refinance liabilities and general corporate purposes.

These issuances are the first and second to be made under the long-term Bank Stock Exchange Certificate Program for an amount of up to \$15,000 or its equivalent in UDIS, dollars or any other currency, and a term of 5 years, counted from the date of authorization of the program, which was authorized by CNBV through official letter 153/12157/2020 dated February 26, 2020.

In the press release, Fitch Ratings points out the following Key Rating Factors:

"The rating of COMPART 20 and COMPART 20-2 is at the same level as the long-term counterparty risk rating of Banco Compartamos S.A. Institución de Múltiple Banca (Compartamos) of 'AA (mex)', since the probability of default on such debt issuances is the same as that of the bank.

Compartamos' ratings incorporate medium-term downside risks to the bank's operating environment and financial profile derived from the coronavirus-related contingency, even though the magnitude of the economic and financial implications is unclear. They also reflect that, although Compartamos has a good financial profile to face the challenges of the environment, asset quality and profitability could weaken relative to previous expectations as a result of its business model focused on microfinance; a low-income, self-employed segment of the population, which Fitch considers to be more vulnerable to the current contingency that is generating less economic activity.

The rating also reflects Compartamos' leading and strong franchise, along with its broad brand recognition in the microfinance segment in Mexico (group loans for working capital), its ability to adapt its business model to challenging operating conditions and increased risk appetite.

Asset quality at Compartamos improved consistently after the pressures exhibited at the end of 2017. The bank's adjusted NPL ratio (including penalties for the last 12 months and published by the local regulator) was 11.1% as of March 2020, compared to the average of 13.3% from 2017 to 2019, which is highly influenced by the 17.4% recorded at the end of 2017. The bank's operating return on risk assets (RWA) indicator remains solid, although lower than the average of recent years and as of March 2020 stood at a lower 7.7% (2017 to 2019 average: 10.2%); derived from a prudential measure by Compartamos to create additional reserves of MXN367 million.

Compartamos' primary common capital ratio is robust and well above that observed in the rest of the banking system. As of March 2020 it resulted in a strong 35.5%, above the average of 33.5% between 2017 and 2019, despite the recurring dividend payment. However, the bank recently announced that as part of its measures to contain financial profile pressures in the face of the coronavirus crisis, there will be no dividend payments during 2020.

On the other hand, Fitch considers that the funding structure is concentrated in wholesale sources, and adequately diversified between debt in local markets and a relatively high number of available lines from commercial and development banks. Compartamos' liquidity position is considered strong as a result of its business model, with a highly revolving portfolio. It also has a solid cash position and funding facilities available to meet its financial

commitments in the short term. The bank's liquidity coverage ratio (LCC) was 1.946% as of March 2020 of solid cash and funding facilities available to meet such commitments, well above the minimum required by the regulator."

On June 26, Compartamos placed \$1,860 through the public issuance of Bank Certificates under the ticker symbol COMPART 20 in the local debt market.

On August 25, 2020, an ordinary general meeting of shareholders was held at which the following resolutions were adopted:

I. Resolutions in relation to the qualification of independence of a member of the Board of Directors.

I.1. It is hereby stated that Mrs. Rose Nicole Dominique Reich Sapire, member of the Board of Directors of the Company, declares to this Assembly that because she currently holds the position of Chief Executive Officer (CEO) at Cardiff Servicios, S.A. de C.V., an "important company" that provides services to Comfu, S.A. de C.V. ("ConCrédito"), a company that belongs to the same business group (Gentera, S.A.B. de C.V.), of which this Company is a part, the assumption established in numeral III of article 22 of the Credit Institutions Law is updated, which is why it ceases to qualify as an independent director.

I.2 In view of the statement indicated in the preceding paragraph, it is resolved to ratify the appointment of Mrs. Rose Nicole Dominique Reich Sapire as a member of the Board of Directors, who as of this date will have the status of related director.

I.3 As a result of the above resolutions, the Board of Directors of the Company is made up of the following persons, who will have the character of related or independent who appear at the head of their names:

Board of Directors	
Board members	Type
Antonio Rallo Verdugo	Independent
Carlos Antonio Danel Cendoya	Related
Carlos Labarthe Costas	Related
Francisco Javier Arrigunaga Gómez del Campo	Independent
John Anthony Santa María Otazúa	Independent
José Ignacio Ávalos Hernández	Related
José Manuel Canal Hernando	Independent
Juan Ignacio Casanueva Pérez	Related
Luis Alfonso Nicolau Gutiérrez	Independent
Martha Elena González Caballero	Independent
Rose Nicole Dominique Reich Sapire	Related

On October 5, 2020, Fitch Ratings withdrew the national scale rating of "AA(mex)" from the issuance of long-term bank notes (CBB) with ticker symbol COMPART 20-2 of Banco Compartamos, S.A., Institución de Multiple Banking (Compartamos) due to the fact that such issuance has not been, and will not be, placed. The emission was intended to be placed in communicating vessels with the COMPART 20 issue. COMPART 20 was placed for an amount of MXN1,860,277,700.00 and for a term of five years.

On December 21, 2020, S&P Global Ratings downgraded Banco Compartamos' long-term credit ratings to "BB+" from "BBB-" and cost-term ratings to "B" from "A-3". They also downgraded the CaVal long-term national scale rating to "mxAA" from "mxAA+", as well as

the national scale ratings of senior unsecured debt to "mxAA" from "mxAA+". At the same time, they affirmed the short-term issuer's nationwide credit rating of "mxA-1+" and withdrew the rating of the COMPART 20-2 issue because it was never placed in the local debt market. The ratings outlook remains negative.

In the statement, S&P Global Ratings notes the following:

"The downgrade reflects the sharp deterioration of the bank's loan portfolio due to a deeper impact of the COVID-19 pandemic on the microfinance sector compared to other economic sectors. We expect Compartamos' asset quality indicators to fall more than those of other banks and peak in the fourth quarter of this year, as credit relief and deferrals come to an end. We project that the non-performing assets ratio will stand at 13.6% as of December 2020.

El rápido aumento de la cartera vencida también considera el ciclo crediticio más corto de las operaciones de microfinanciamiento. Por lo tanto, el impacto en la cartera de crédito del banco se reflejó antes que en el resto del sistema bancario. No obstante, consideramos que los clientes de Compartamos son más vulnerables a la desaceleración económica porque la mayoría son Independents o poseen microempresas muy afectadas por las medidas de confinamiento, lo que genera un deterioro más marcado. El banco ha implementado medidas como el apoyo o aplazamiento de pagos de créditos y políticas de originación más estrictas para los créditos otorgados después del inicio de la pandemia, que representan alrededor de 70% de su cartera total a septiembre de 2020.

However, because we still expect challenging economic conditions in 2021, we estimate that the non-performing asset and net penalty ratios will be approximately 4.5% and 20.2%, respectively, next year; which would be in line with a weaker risk position. On the other hand, we expect loss reserves to continue to cover non-performing assets in full.

Capitalization indicators continue to be Compartamos' main credit strength. However, the negative outlook for the ratings reflects pressures on the bank's capital ratio due to net losses that could reduce its ability to absorb future losses if they continue. High reserve requirements, lower interest margins due to forbearance programs and cash carrying, together with the contraction in the loan portfolio, will result in negative net results in 2020. However, we expect that the restoration of domestic capital generation and a conservative dividend payment policy next year should be enough to support the RAC ratio of around 14.8% on average for 2021-2022. However, we may downgrade the bank's ratings and revise our capital and earnings assessment to strong from very strong if the bank's RAC ratio worsens beyond our expectations.

At the end of 2020, Compartamos had 543 Service Offices and 163 Branches distributed in the 32 states of the country. Compared to the previous year, the number of Service Offices and Branches decreased 6.9% and 18.9%, respectively. It should be noted that the Bank's decision to close Service Offices and Branches was fully planned, since it continues to offer service through other financial and commercial institutions with which it has agreements, as well as through the Yastás correspondent network, therefore, its level of customer service is not diminished.

Compartamos' savings products also felt the effects of the crisis caused by COVID-19, proof of which is that the number of accounts decreased 13.2% in 2020 compared to the previous year, standing at 1,555,785. The total balance was \$2,768.1.

The COVID-19 pandemic led to the closure of various activities, which led to an economic slowdown that affected, in general, all productive tasks. Due to this situation, the Bank focused on providing grace periods on loans to its customers and, subsequently, facilities for

the payment of their loans. However, the effects at the national level were reflected in an 18.2% decrease in the number of its customers, which closed 2020 at a total of 2,175,142. Due to the factors described above, the delinquency rate rose to 5.6%, up from 3.2% in 2019. Even with this increase, Compartamos considers that it is at a level that does not compromise its financial position.

Compartamos continued to increase the points at which its customers can carry out their operations thanks to agreements with other financial and commercial institutions, as well as its own branches and businesses affiliated with Yastás. At the end of 2020, it had 41,731 transaction points, which represents an increase of 2.9% compared to the previous year.

During 2020, Banco Compartamos received the following recognitions:

- Corporate Integrity Ranking, Mexicans Against Corruption and Impunity, Transparencia Mexicana and Expansión Magazine, Second Place.
- The 1000 Most Important Companies in Mexico, Executive World Ranking, 225th place.
- The Best Companies to Work for in Mexico, Banking Category, Fourth Place.
- The 1000 Most Important Companies in Mexico, Executive World Ranking, 276th place.

2021

Since the end of 2020, the distribution and application of vaccines against COVID-19 began in developed countries, in Mexico, the first dose was applied on December 24, 2020 to health personnel, but it was from February 2021 when the mass application began. In the first instance, it was applied to older adults and, subsequently, it was advanced to other sectors of the population.

With a drop in the number of infections and hospitalizations during the first half of 2021, as well as progress in the vaccination campaign, the reopening of non-essential economic activities accelerated. It was in July when a new wave of infections occurred; However, even with the increase in the number of cases, hospitalizations and deaths, it was not necessary to decree another confinement. The health authorities launched a more intensive communication campaign regarding the importance of taking care of themselves and for the population to adopt prevention measures as the best tool to avoid contagion.

On March 25, Compartamos received the ratification of the Viability Rating (VR= counterparty risk "IDRs" (Issuer Default Ratings) on the short- and long-term Global Scale, as well as the ratification of the rating on the National Scale, with a Negative outlook, for both, by Fitch Ratings.

Fitch affirmed the ratings for Banco Compartamos:

- Long-term Global Scale IDRs at "BB+"
- Short-term Global Scale to "B"
- Viability Rating, "VR" (Viability Rating) at "bb+"
- SR Support Rating at "5"
- Support floor rating in "NF"
- Long-term and short-term National Scale Ratings remain at "AA(mex) and F1+(mex)" respectively. AA(mex) Senior Securities Debt

In a statement, the rating agency highlights the following key rating factors:

"Compartamos' IDRs are based on its VR. These reflect, with high importance, the operating environment, assessed at "bb+" with a negative trend, and the impaired asset quality metric. The bank's leading franchise and its long history in the microfinance segment are also of high importance. The ratings also consider the business to be highly profitable, which was strongly affected in 2020 due to the effects of the coronavirus pandemic, and its good liquidity and funding profile. Strong and sustained capitalization is a strengths of ratings and has absorbed losses during the current economic stress.

The Negative Outlook of the ratings is aligned with the trend of the operating environment and reflects the agency's view that the effects of the coronavirus pandemic will continue to pressure Compartamos' performance and outlook, particularly if partial mobility restrictions due to the increase in infections or slower-than-expected vaccination programs continue to affect its microbusiness clients."

At the Ordinary General Meeting of Shareholders held on April 16, the following was agreed, among other points:

...

II.1 It is resolved to apply the loss reflected in the Company's audited financial statements as of December 31, 2020; I mean:

(i) The amount of \$1,343,683,927.60 M.N. (one thousand three hundred and forty-three million six hundred and eighty-three thousand nine hundred and twenty-seven Pesos 60/100 National Currency), to the income statement of previous years.

(ii) Considering the results mentioned in paragraph II.1 above, it is resolved not to decree or pay dividends for the fiscal year ended December 31, 2020.

...

IV. Resolutions on the appointment or ratification, as the case may be, of members of the Board of Directors, as well as the determination of their remuneration; Qualification of independence.

IV.1 The resignation of Mr. José Manuel Canal Hernando from the position he had held as a member of the Board of Directors is accepted.

It is noted that the shareholders thank Mr. Canal for the steps taken, as well as approve each and every one of the acts carried out in the exercise of his position, releasing him from any responsibility that he may have incurred in the performance of the same.

IV.2 Considering the recommendation of the Nomination and Evaluation Committee of the Company, the appointment of Mr. José Manuel Canal Hernando as Honorary Director for Life of the Board of Directors is approved, who, having been informed of his appointment, accepts the position and protests the faithful and fulfilled performance of the same.

IV.3 Considering the recommendation of the Nomination and Evaluation Committee of the Company, the appointment of Mrs. Mariana Díaz Ibarra as an independent member of the Board of Directors is approved, who, having been informed of her appointment, accepts the position and protests the faithful and fulfilled performance of the same.

IV.4 The appointment of Antonio Rallo Verdugo, Carlos Antonio Danel Cendoya, Carlos Labarthe Costas, Francisco Javier Arrigunaga Gómez del Campo, John Anthony Santa María

Otazua, José Ignacio Ávalos Hernández, Juan Ignacio Casanueva Pérez, Luis Alfonso Nicolau Gutiérrez, Martha Elena González Caballero and Rose Nicole Dominique Reich Sapire as members of the Board of Directors is hereby ratified.

IV.5 As a result of the above resolution(s), the Board of Directors of the Company is made up of the following persons, who will have the character of related or independent person who appears at the head of their names:

Board of Directors	
Board members	Type
Marina Díaz Ibarra	Independent
Martha Elena González Caballero	Independent
Rose Nicole Dominique Reich Sapire	Related
Antonio Rallo Verdugo	Independent
Carlos Antonio Danel Cendoya	Related
Carlos Labarthe Costas	Related
Francisco Javier Arrigunaga Gómez del Campo	Independent
John Anthony Santa María Otazúa	Independent
José Ignacio Ávalos Hernández	Related
Juan Ignacio Casanueva Pérez	Related
Luis Alfonso Nicolau Gutiérrez	Independent
José Manuel Canal Hernando	Honorary Board member

...

V. Resolutions on the appointment or ratification, as the case may be, of the Chairman of the Board of Directors, Secretary and Deputy Secretary of the same.

V.1 The appointment of Mr. Carlos Labarthe Costas as Chairman of the Board of Directors is ratified.

V.2 The appointment of Mr. Manuel de la Fuente Morales as Secretary, without being a member, of the Board of Directors is ratified.

V.3 The appointment of Mrs. Zurihe Sylvia Manzur García as Pro-Secretary, without being a member, of the Board of Directors is ratified.

At the Extraordinary General Meeting of Shareholders held on April 16, 2021, it was agreed:

I. Resolutions on the increase of share capital.

In compliance with current regulations and subject to the corresponding authorization by the National Banking and Securities Commission, the following is approved:

(i) To increase the capital stock in its ordinary part in the amount of \$18,592,110.00 M.N. (eighteen million five hundred ninety-two thousand one hundred and ten Pesos 00/100 National Currency) through the issuance of 18,592,110 (eighteen million five hundred and ninety-two thousand one hundred and ten) ordinary shares, registered of the series "O", with a par value of \$1.00 M.N. (one peso 00/100 National Currency) with which the capital stock will reach the sum of \$594,503,730.00 M.N. (five hundred and ninety-five four million five hundred three thousand seven hundred and thirty Pesos 00/100 National Currency), represented by 594,503,730 (five hundred and ninety-four million five hundred three

thousand seven hundred and thirty) ordinary shares, registered of the series "O" with a par value of \$1.00 (one Peso 00/100 National Currency).

(ii) Such increase shall be subscribed and paid through the capitalization of the account of outstanding profits, for the benefit of all shareholders and in a proportional manner in accordance with their participation in the capital stock of the Company.

(iii) By virtue of the foregoing, the Company's share capital and shareholding structure are distributed as follows:

Shareholder	"O" Series Stock
Gentera, S.A.B. de C.V.	594,416,329
Promotora Social México, A.C.	87,401
Total	594,503,730

II. Resolutions on the amendment to the bylaws

(i) Subject to obtaining the appropriate authorizations from the National Banking and Securities Commission and based on the foregoing resolutions, it is resolved to approve the amendment to Articles Seven, Thirtieth, Thirty-Second Bis and Thirty-Ninth of the bylaws, to be drafted as follows:

"ARTICLE SEVEN.- CAPITAL STOCK: The Company shall have a capital stock of \$594,503,730.00 M.N. (five hundred and ninety-four million five hundred three thousand seven hundred and thirty pesos 00/100 National Currency), represented by 594,503,730 (five hundred and ninety-four million five hundred three thousand seven hundred and thirty) ordinary shares, registered of the series "O" with a par value of \$1.00 (one peso 00/100 National Currency) each.

The Company may have additional capital, which will be represented by the "LS" series shares.

"ARTICLE THIRTIETH.- MEETINGS: The Board of Directors shall meet at least quarterly and in an extraordinary manner, when convened by the Chairman of the Board of Directors or at least 25% (twenty-five percent) of the directors or by any of the Company's Commissioners.

The meetings of the board of directors shall be held at the registered office of the company, but may be held in any other place within the national territory, which it shall deem (sic) appropriate by said board.

Likewise, directors may participate in the meetings of the Board of Directors by telephone, videoconference or by any other electronic means that allows them to participate effectively and simultaneously when they cannot physically attend them. Directors who participate in the meetings of the Board of Directors through these means shall be considered as if they were physically present at them for the purposes of quorum, and their resolutions shall be confirmed in writing to the extent required for their validity. In such cases, the chairman and secretary of the Board of Directors must ensure that all the observations of the director who is participating remotely are duly recorded in the corresponding minutes.

The calls to the meetings of the board of directors will be made by the secretary or pro-secretary of the board of directors in the form and terms determined by the board itself in its Regulations, if this form is not determined, the calls must be made in writing and sent

to the directors by mail, at least 5 (five) calendar days before the date on which the meeting must be held at the registered addresses In the company, the call must be signed by the president or the secretary or the pro-secretary of the board of directors.

In order for the meetings of the board of directors to be valid, the attendance of at least 51% (fifty-one percent) of the directors shall be required, of which at least one must be an independent director, and their resolutions shall be valid when taken by a majority of the votes present.

Resolutions taken outside the meeting of the council, by the unanimity of its members, shall have the same validity as if they had been approved at a council meeting, provided that they are confirmed in writing.

The minutes of the meetings of the Board of Directors shall be signed by the chairperson, by the secretary and by the commissioners attending and shall be recorded in special books, of which the secretary or deputy secretary of the board of directors may issue certified copies, certifications or extracts.

Likewise, and in the event that the Board of Directors meets in accordance with the provisions of this article, the minutes of the meeting, unanimous resolutions, reports and any other documentation to be issued by the Board of Directors may be signed by the chairperson, by the secretary and by the commissioners or any other person participating in them. by means of a digital signature, through the platform

Doc2sign® owned by PSC World, S.A. de C.V.; a company that, through publications in the Official Gazette of the Federation dated December 15, 2005 and November 13, 2020, obtained accreditation as a Certification Service Provider from the Ministry of Economy; and that its purpose is to carry out additional advanced electronic signature services, such as the Issuance of Digital Certificates, Preservation of Data Message Records in accordance with NOM151-SCFI-2016 (the "NOM151"), Digital Time Stamping and Digitization of Documents in accordance with NOM151, in terms and with the requirements established by the Commercial Code in Chapters II and III, and by way of example but not limited to articles 97, 99, 100, 101, 102 and 105; Likewise, any other platform that has the corresponding accreditation in accordance with the above may be used."

"ARTICLE THIRTY-TWO BIS. REMUNERATION COMMITTEE.

In accordance with the provisions of Article 24 Bis 2 of the Credit Institutions Law, and unless the National Banking and Securities Commission grants an exception to compliance with the obligations set forth in this article; The Board of Directors shall constitute a remuneration committee, which shall have the purpose of implementing, maintaining and evaluating the remuneration system referred to in Article Thirty-Two of these Bylaws.

The Remuneration Committee shall have the following functions:

- I. To propose for approval by the Board of Directors the remuneration policies and procedures, as well as any modifications that may be made to them;
- II. To report to the Board of Directors on the functioning of the remuneration system; Las demás previstas por las disposiciones de carácter general emitidas por la Comisión Nacional Bancaria y de Valuees.

The functions to be performed by the Remuneration Committee may, in turn, be performed by the Company's Risk Committee, in the cases and conditions provided for in the general provisions issued for this purpose by the National Banking and Securities Commission.

The Remuneration Committee may meet by telephone, videoconference or by any other electronic means that allows them to participate effectively and simultaneously when they are unable to physically attend the meetings; therefore, the members of the Remuneration Committee who participate in the meetings through these means will be considered as if they were physically present for the purposes of quorum and their resolutions must be confirmed in writing to the extent that this is required for their validity. In such cases, the Chair of the Remuneration Committee shall ensure that all observations of the committee member who is participating remotely are duly recorded in the corresponding minutes.

By virtue of the provisions of the immediately preceding paragraph, the minutes of the meetings of the Remuneration Committee, the reports and any other documentation to be issued by the Remuneration Committee, may be signed by the chairperson, by the secretary or by any other person who participates in them, by means of a digital signature, through the Doc2sign® platform owned by PSC World. S.A. de C.V.; a company that, through publications in the Official Gazette of the Federation dated December 15, 2005 and November 13, 2020, obtained accreditation as a Certification Service Provider from the Ministry of Economy; and whose purpose is to carry out additional advanced electronic signature services, such as the Issuance of Digital Certificates, Preservation of Records of Data Messages in accordance with the NOM151-SCFI-2016 (the "NOM151"), Digital Time Stamping and Digitization of Documents in accordance with NOM151, in terms and with the requirements established by the Commercial Code in Chapters II and III, and including but not limited to articles 97, 99, 100, 101, 102 and 105; Likewise, any other platform that has the corresponding accreditation in accordance with the above may be used.

Notwithstanding the foregoing, the manner in which the Remuneration Committee shall be formed, meet and function shall be subject to the general provisions issued by the National Banking and Securities Commission."

"ARTICLE THIRTY-NINE.- AUDIT COMMITTEE: The company shall have an audit committee with an advisory character under the terms established by article 21 of the Credit Institutions Law. The members of the audit committee shall be appointed by the Board of Directors on the proposal of the Chairman.

The Chairman of the Audit Committee may not chair the Board of Directors.

The Audit Committee shall have, among others, the powers referred to in the Credit Institutions Law, Article 148 of the General Provisions applicable to Credit Institutions and other applicable provisions, as well as the policies and guidelines issued by the company's board of directors, as the case may be.

The Audit Committee may meet by telephone, videoconference or by any other electronic means that allows them to participate effectively and simultaneously when they are unable to physically attend the meetings; therefore, the members of the Audit Committee who participate in them through these means will be considered as if they were physically present for the purposes of quorum and their resolutions must be confirmed in writing to the extent that this is required for their validity. In such cases, the chair of the Audit Committee shall ensure that all observations of the committee member who is participating remotely are duly recorded in the corresponding minutes.

By virtue of the provisions of the immediately preceding paragraph, the minutes of the meetings of the Audit Committee, the reports and any other documentation to be issued by the Audit Committee, may be signed by the chairperson, by the secretary or by any other person who participates in them, by means of a digital signature, through the platform Doc2sign® owned by PSC World, S.A. de C.V.; a company that, through publications in the Official Gazette of the Federation dated December 15, 2005 and November 13, 2020, obtained accreditation as a Certification Service Provider from the Ministry of Economy; and that its purpose is to carry out additional advanced electronic signature services, such as the Issuance of Digital Certificates, Preservation of Data Message Records in accordance with NOM151-SCFI-2016 (the "NOM151"), Digital Time Stamping and Digitization of Documents in accordance with NOM151, in terms and with the requirements established by the Commercial Code in Chapters II and III, and by way of example but not limited to articles 97, 99, 100, 101, 102 and 105; Likewise, any other platform that has the corresponding accreditation in accordance with the above may be used.

On August 19, the Ordinary General Meeting of Shareholders was held, at which the following was resolved:

Resolved that the amount of \$1,500,000,000.00 (one thousand five hundred million Pesos 00/100 M.N.) be applied to the payment of a dividend in favor of the shareholders in favor of the shareholders in proportion to their participation in the capital stock of the Company, and that such dividend payment, for tax purposes, comes from the Net Tax Income Account (CUFIN) as of December 31, 2013.

It was resolved that the payment of the dividend would be made on August 31, 2021, in a single exhibition, through S.D. Indeval.

At the Extraordinary General Meeting of Shareholders held on August 19, 2021, the following resolutions were adopted:

I. Resolutions on the modification of the bylaws.

(i) Subject to obtaining the appropriate authorizations from the National Banking and Securities Commission and based on the foregoing resolutions, it is resolved to approve the amendment to Articles Two and Twenty-Seven of the bylaws, to be drafted as follows:

"ARTICLE TWO.- CORPORATE PURPOSE: The main corporate purpose of the Company, as a multiple banking institution, will be the provision of banking and credit services under the terms of the Credit Institutions Law and, consequently, it may carry out the operations and provide the banking services, which are indicated below in terms of article 46, of the Credit Institutions Law and other applicable legal and administrative provisions:

- I. Receiving Bank Deposits of Money:
 - (a) On sight;
 - (b) Withdrawable on pre-established days;
 - (c) Savings; and
 - (d) By term or with prior noticeAceptar préstamos y créditos;
- II. Issue Bank Bonds;
- III. Issue subordinated bonds;

- IV. Establish deposits in credit institutions and financial institutions abroad;
- V. To make discounts and grant loans or credits;
- VI. Issue credit cards based on current account credit opening contracts;
- VII. Assume obligations on behalf of third parties, based on credits granted, through the granting of acceptances, endorsements or guarantees of credit instruments, as well as the issuance of letters of credit;
- VIII. To operate in securities under the terms of the provisions of the Credit Institutions Law and the Securities Market Law;
- IX. To promote the organization and transformation of all kinds of companies or commercial companies and to subscribe to and retain shares or parts of interest in them, under the terms of the Credit Institutions Law;
- X. Operating with commercial documents on one's own account;
- XI. Carry out operations with gold, silver and foreign currency on its own account or on behalf of third parties, including reports on the latter;
- XII. (sic) Issue letters of credit upon receipt of their amount, make credits effective and make payments on behalf of customers;
- XIII. (sic) To receive deposits in administration or custody, or as collateral on behalf of third parties, of securities or securities and in general of commercial documents;
- XIV. To act as the common representative of the holders of receivables;
- XV. To provide cash and treasury services related to credit securities, on behalf of the issuers;
- XVI. (sic) To acquire the movable and immovable property necessary for the realization of its object and to dispose of it when appropriate;
- XVII. To enter into financial lease agreements and to acquire the goods that are the subject of such contracts;
- XVIII. To carry out derivative transactions, subject to the technical and operational provisions issued by Banco de México, which establish the characteristics of such transactions, such as rates, underlying counterparty terms, guarantees and forms of settlement;
- XIX. Carry out financial factoring operations;
- XX. Bis. Issue and put into circulation any means of payment determined by Banco de México, subject to the technical and operational provisions issued by it, which establish, among other characteristics, those related to its use, amount and validity, in order to promote the use of various means of payment;
- XXI. To intervene in the contracting of insurance, for which it must comply with the provisions of the General Law on Mutual Insurance Institutions and Companies and the general provisions arising therefrom;
- XXII. Such analogous or related matters as may be authorized by the Ministry of Finance and Public Credit, after hearing the opinion of the Bank of Mexico and the National Banking and Securities Commission.

In order to carry out the main corporate purpose described above, the Company may carry out the other operations that are expressly permitted by the Credit Institutions Law, in accordance with sound banking and commercial practices and practices. Consequently, in order to carry out its main corporate purpose, the Company may carry out the following complementary operations:

- a) To contract, in accordance with banking practices and practices, all types of equipment, electronic, optical or any other technology, automated data processing systems, whether private or public, in accordance with the applicable legal provisions;

- b) To acquire, alienate, possess, lease, usufruct and, in general, to use and administer, under any title, all kinds of rights and movable and immovable property that are necessary for the realization of its object and the fulfillment of its purposes;
- c) To carry out any other activity that may be carried out in accordance with the Credit Institutions Act, on the understanding that the company may in no case carry out the activities prohibited to credit institutions under the terms of article 106 of the Credit Institutions Act; and
- d) To carry out the required acts and activities before any authorities, government agencies, entities, decentralized organizations or decentralized bodies, whether federal, state or municipal, in relation to the purpose of the Company."

"ARTICLE TWENTY-SEVEN.- DESIGNATION AND DURATION: The administration and representation of the company shall be in charge of a board of directors composed of a minimum of 5 (five) and a maximum of 15 (fifteen) proprietary directors indicated by the shareholders' meeting, with the understanding that at least 25% (twenty-five percent) of the total number of members of the board of directors must be independent directors, whose appointments must be in accordance with the provisions of article 22 of the Credit Institutions Act; Likewise, the Shareholders' Meeting may appoint honorary directors, who will not count towards the composition of the Board of Directors, nor for the composition of the quorum for the meetings of the Board of Directors, and will have voice but not vote in the meetings of said Board of Directors.

Under no circumstances may the following be independent directors of the company:

- I. Employees or Directors of the company.
- II. Persons who are in any of the cases provided for in Article 73 of the Credit Institutions Law, or who have the power of command.
- III. Partners or persons who hold a job, position or commission in important companies or associations that provide services to the company or to the companies that belong to the same business group of which it is a part. A company or association is considered to be significant when the income it receives from the provision of services to the institution or to the business group of which it is a part represents more than five per cent of the total income of the company or association concerned.
- IV. Customers, suppliers, service providers, debtors, creditors, partners, directors or employees of a company that is a customer, supplier, service provider, debtor or significant creditor of the company. A customer, supplier, or service provider is considered to be significant when the services provided by the company or the sales made by the company to the company represent more than ten percent of the total services or sales of the customer, supplier, or service provider, respectively. A debtor or creditor is considered to be significant when the value of the respective transaction is greater than fifteen per cent of the assets of the company or its counterparty.
- V. Employees of a foundation, association or civil society who receive significant donations from society. Significant donations are those that represent more than fifteen percent of the total donations received by the foundation, association or civil society in question.
- VI. Managing Directors or senior officers of a company on whose board of directors the CEO or a senior officer of the company participates.
- IX. Spouses, concubines or concubines, as well as relatives by consanguinity, affinity or civil up to the first degree, of any of the persons mentioned in sections III to

- VI above, or up to the third degree of any of those indicated in sections I, II, IX and X of this article.
- X. (sic) Directors or employees of companies in which the shareholders of the institution exercise control.
 - XI. Those who have conflicts of interest or are subject to personal, patrimonial or economic interests of any of the persons who maintain control of the company, or the power of command in the company. And
 - XII. Those who have been included in any of the above cases, during the year prior to the time at which their appointment is intended.

Each owner director may appoint his or her respective alternate, on the understanding that the alternate directors of the independent directors must have the same character.

The members of the board of directors may or may not be shareholders, must have technical quality, credit eligibility and good reputation, as well as extensive knowledge and experience in financial, legal or administrative matters, shall hold their positions for a period of one year, may be re-elected and shall retain representation even when their term of office ends until those appointed to replace them take up their positions and shall receive the remuneration required by the Board of Directors. Determine the Ordinary General Meeting of Shareholders.

Series "O" shareholders representing at least 10% (ten percent) of the company's ordinary paid-up capital shall have the right to appoint a director.

Without prejudice to the provisions of Articles 24 Bis and 25 of the Law on Credit Institutions, the appointment of minority directors may only be revoked when the appointment of all other directors is revoked.

The majority of the directors must be Mexicans or foreigners residing in the national territory."

On October 8, Fitch assigned a national scale rating of "AA(mex)" to Compartamos' COMPART 21S and Compart 21-2S senior long-term bank bond issuances.

The issuances are intended to be carried out, with prior authorization from the CNBV, for a joint target amount of up to \$2,500, in communicating vessels. These issuances will be carried out under the program of long-term bank Stock Certificates for an amount of up to \$15,000 or its equivalent in dollars, Udis or any other currency, on a revolving basis.

Fitch highlighted the following key rating factors:

"... Compartamos' ratings reflect, with high importance, the operating environment, the bank's leading franchise and long history in the microfinance segment. The partially recovered asset quality, after the effects of the coronavirus pandemic, although sensitive to environmental conditions, is also of high importance. The Negative Outlook for the long-term counterparty risk rating is aligned with the EO trend and reflects Fitch's view that the effects of the pandemic will continue to pressure the bank's performance and outlook.

Compartamos has maintained a highly profitable business model focused on the microcredit niche for low-income segments, both under the group and individual methodology. The segment is vulnerable to environmental stresses, as demonstrated in 2020. In Fitch's view,

the bank adapted its operations relatively quickly to a more digital interaction among its employees and also within microcredit groups. As of June 2021, the bank has halted the deterioration of the loan portfolio, which grew 0.6% year-on-year."

On October 8, S&P assigned its national scale long-term debt (CaVal) ratings of "mxAAA" to the proposed COMPART 21S and COMPART 21-2S long-term bank bond issuances (based on information provided by the issuer), Compartamos (Compartamos; national scale ratings: MXAA/Negative/mxA-1+).

Both issuances will be made under the communicating vessel modality and may not exceed \$2,500 together. The issuances will be made under the umbrella of the certificate program for up to \$15,000 (or its equivalent in UDIs), or in any other currency, on a revolving basis.

In a statement, S&P said the following as the basis for its rating:

"The debt rating of 'mxAA' on these issues is the same as the bank's long-term issuer rating, as they will be rated on a pari passu basis with respect to all existing and future unsecured debt of Compartamos. The bank will use the proceeds of these issues mainly to replace current liabilities and, to a lesser extent, to grow its loan portfolio. Specifically, it will allocate 50% of the proceeds to pay the scheduled partial amortization of the COMPART 18 issuance --which has a maturity date of March 14, 2022--, 36% for the payment of credit provisions with the development bank for an approximate amount of MXN1,000 million and the rest (14%) to fund the bank's credit operations. These issuances will represent around 9.5% of Compartamos' total funding."

On November 18, Banco Compartamos reported that S&P Global Ratings ratified the ratings on the National and International scales, maintaining the outlook at negative.

S&P took the following actions for Compartamos' ratings:

- Ratified the rating on the Global Scale at: "BB+/Negative Outlook/B"
- Ratified the rating on the National Scale at: "mxAA"/Negative Outlook/mxA-1+"
- Ratified the rating at "mxAA" for the issuances of Banco Compartamos Bank Stock Certificates – Senior Unsecured Debt

In a press release, S&P said:

"We expect profitability to continue to recover and support capital generation; However, the acquisition-based growth plan will put pressure on capital. During the first nine months of 2021, Banco Compartamos S.A. Institución de Multiple Banking (Compartamos) revenues have been recovering, supporting capital generation for both the Bank and the group. However, our baseline scenario for Genera includes the acquisition of an additional 25% of the non-controlling stake in Concrédito in 2022.

We expect asset quality metrics to return to pre-pandemic levels as credit origination recovers.

Compartamos will continue to benefit from a leadership position and strong brand recognition in Mexico's microfinance sector.

Compartamos has proven access to debt markets and sources of contingent liquidity, even in times of economic recession..."

On November 19, Compartamos reported the successful placement of \$2,500 through the public issuance of Cebures with the symbol COMPART21-S and COMPART 21-2S in the local debt market, this being the first issuance to be made under a corporate seal. The lawsuit as a whole was for more than \$7,400 and earned a credit rating of "mxAA" from S&P Global and "AA(mex)" from Fitch Ratings.

On December 14, Fitch revised Compartamos' Rating Outlook to Stable from Negative. At the same time, it affirmed the long-term and short-term issuer default ratings (IDRs) in local and foreign currency at "BB+" and "B", respectively. Viability ratings (VRs) were also affirmed at "bb+". In addition, Fitch affirmed the national long-term and short-term counterparty risk ratings at "AA(mex)" and "F1+(mex)", respectively.

In a statement, Fitch highlighted:

"The revision of the outlook is the result of the rapid and relevant recovery of Compartamos' profitability, after the loss recorded in 2020. It also considers the resilience of capitalization, despite the adversities stemming from the pandemic and persistent pressures on the operating environment (EO); such as slow GDP recovery and a challenging investment and business environment. Fitch maintains its assessment of the EO at 'bb+' with a negative trend and revised the relative importance to moderate. Fitch believes that the bank's ability to adapt its underwriting standards and risk controls will be relevant to sustain the recovery in asset quality."

On November 19, Compartamos reported the successful placement of \$2,500 through the public issuance of Cebures in the local debt market, this being the first issuance made by the Bank under a social seal.

The resources obtained from the issuances will have a positive impact on society, within the Placement Supplement it is indicated that the Reference Framework is aligned with the four components of the Social Bond Principles, which in turn include the following:

- Job creation: Microfinance and financing for entrepreneurs that includes:
 - - Micro and small enterprises, which are understood as those in which the number of employees is no more than 10 members.
 - All underserved segments in Mexico, especially segments C-, D+ and D.
 - Socio-economic advancement and empowerment: support programs for women-owned businesses:
 - Requirements for women who own a business:
 - Between 18 and 98 years old.
 - Be part of a group of at least 10 women entrepreneurs.
 - Valid voting ID, proof of current address, starting or having your own business.
 - The number of employees of the company in question may not exceed 10 members. Todos los segmentos desatendidos en México, especialmente los segmentos C-, D+ y D.
 - Access to essential services: financial services:
 - Underserved population, with little or no credit history and accessing a financial service for the first time.
 - Women and men who are looking to start a business or have a current business and are looking to invest in it.

The main characteristics of the issuances are described below:

COMPART 21S for an amount of \$1,782.9 with a term of 1,092 days, approximately 3 years at TIIE28 + 40 bps.

COMPART 21-2S in the amount of \$717.1 with a term of 1,820 days, approximately 5 years and a fixed rate of 9.19%.

Compartamos has continued with its digitalization strategy, developing and implementing the necessary technology to improve the experience of its customers, maintaining closeness even when health conditions do not allow meetings with its customers to be held.

Technology allows its Loan Officers to properly follow up with their customers, keeping an eye on their needs and informing them of the products that the Bank has to support them.

With the reopening of non-essential economic activities and following the strategy of providing support to its customers in the harshest moments of the pandemic, Compartamos' numbers reflected an improvement compared to the previous year.

A total of 143 Branches and 474 Service Offices were reported by the Bank at the end of 2021, which means a decrease of 12.3% and 12.7%, respectively, compared to the previous year. It should be noted that this process is carried out in an orderly manner, without compromising its level of service, since it takes advantage of the agreements with other financial and commercial institutions, as well as the network of Yastás correspondents to provide customer service.

At the end of 2021, the number of savings accounts reported a decrease of 16.1% compared to the previous year, standing at 1,304,879. The total balance stood at \$3,137.

After Banco Compartamos supported its customers in 2020 due to the effects of the pandemic, with the reactivation in 2021, microentrepreneurs required credit to resume their economic activities; Likewise, a sector of the population that lost its job in that period, decided to start a business and also sought financing to start. Compartamos was ready to meet these needs and the number of customers amounted to 2,501,493 as of December 31, 2021, exceeding the previous year's record by 15.0%.

Special attention was paid to credit quality, so the ratio of non-performing loans to total loans fell to 2.08%, which is lower than the 5.6% reported in 2020.

A transcendental point of Compartamos' strategy is to maintain closeness with its customers, which is why it maintains agreements with financial and commercial institutions, its own branches and the Yastás network so that its customers can carry out their financial operations. As of December 31, 2021, it had 42,416 transaction points, the previous year it was 41,731.

Throughout 2021, Compartamos received the following recognitions:

- Best Workplaces 2021 – CompuTrabajo 2nd Place – Banking Category.
- Ranking of 50 Most Valuable and Strongest Brands in Mexico – Brand Finance – 50th Place.
- Exceptional Companies 2021 – Exceptional Practice – Response and Adaptation Strategies Category.

2022

The effects after the most severe months of the COVID-19 pandemic led to an imbalance between goods produced and required, with an increase in the demand for raw materials and energy, with a low supply, which put considerable pressure on their prices, while in some regions of China and Europe a shortage of the necessary inputs to generate energy began. so measures were decreed to ration consumption.

On February 24, Russia launched a military campaign in Ukraine, which was immediately condemned by the United States and several European countries, and shortly thereafter these nations began to apply economic sanctions against Moscow. In response, the Russian government cut the supply of natural gas it sells to Europe, further exacerbating the energy crisis. As Ukraine and Russia are major producers of grains, industrial metals and fertilizers, with the effects caused by the war, a global shortage was generated and, therefore, inflation increased even more.

The central banks of some emerging countries, including Mexico, began raising their interest rates as a measure to control inflation, however, the rise in prices, which at first was thought to be temporary, was more persistent and failed to come down with the rise in rates. On March 16, 2022, for the first time since 2018, the U.S. Federal Reserve decreed an increase in its interest rate, recognizing that it was necessary to take measures to control inflation, in the following monetary policy meetings, the U.S. central bank continued with rate increases. The European Central Bank, which was reluctant to raise yields, decided on July 24 to start its hiking cycle for the first time in 11 years.

In the second half of 2022 inflation reached its highest levels and although the monetary authorities acknowledged to be premature the expectation that inflation would decrease.

At the Extraordinary General Meeting of Shareholders held on April 13, the following was agreed:

I. Resolutions on the increase of share capital.

In compliance with current regulations and subject to the corresponding authorization by the National Banking and Securities Commission, the following is approved:

(i) To increase the ordinary share capital in the amount of \$45,237,240.00 M.N. (forty-five million two hundred thirty-seven thousand two hundred and forty pesos 00/100 National Currency) through the issuance of 45,237,240 (forty-five million two hundred and thirty-seven thousand two hundred and forty) ordinary shares, registered of the "O" series, with a par value of \$1.00 M.N. (one peso 00/100 National Currency) with which the share capital will reach the sum of \$639,740,970.00 M.N. (six hundred and thirty-nine million seven hundred and forty thousand nine hundred and seventy pesos 00/100 National Currency), represented by 639,740,970 (six hundred and thirty-nine million seven hundred and forty thousand nine hundred and seventy) ordinary shares, registered of the series "O" with a par value of \$1.00 (one peso 00/100 National Currency).

(ii) Such increase shall be subscribed and paid through the capitalization of the account of undistributed earnings, for the benefit of all shareholders and in a proportional manner in accordance with their participation in the capital stock of the Company

(iii) By virtue of the foregoing, the capital stock of the Company and its shareholding structure is distributed as follows:

Shareholder	"O" Series Stock	Nominal Unit Value (N.C.)	Value
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Gentera, S.A.B. de C.V.	639,646,918	\$1.00	\$639,646,918.00
Promotora Social México, A.C.	94,052	\$1.00	\$94,052.00
Total	639,740,970	\$1.00	\$639,740,970.00

I. Resolutions on the modification of the bylaws.

Subject to obtaining the appropriate authorizations from the National Banking and Securities Commission and based on the foregoing resolutions, it is resolved to approve the amendment to article seven of the bylaws, to be drafted as follows:

"ARTICLE SEVEN.- CAPITAL STOCK: The Company shall have a capital stock of \$639,740,970 M.N. (six hundred and thirty-nine million seven hundred and forty thousand nine hundred and seventy pesos 00/100 National Currency), represented by 639,740,970 (six hundred and thirty-nine million seven hundred and forty thousand nine hundred and seventy) ordinary shares, registered of the series "O" with a par value of \$1.00 (one peso 00/100 National Currency) each.

The Company may have additional capital, which will be represented by the "L" series shares."

At the Ordinary General Meeting of Shareholders held on April 13, 2022, the following was agreed:

II. Resolutions in relation to the application of results for the 2021 financial year and increase in the legal reserve.

II.1 It is resolved to apply the profit reflected in the Company's audited financial statements as of December 31, 2021, as follows:

(i) the amount of \$45,237,240 M.N. (forty-five million two hundred and thirty-seven thousand two hundred and forty pesos 00/100 National Currency) to increase the legal reserve;

(ii) the amount of \$700,000,000.00 M.N. (seven hundred million pesos 00/100 National Currency) is applied to the payment of a dividend in favor of the shareholders in proportion to their participation in the capital of the Company, and that such dividend payment, for tax purposes, comes from the Net Tax Profit Account ("CUFIN") generated as of 2014.

The payment of the dividend will take place on May 6, 2022, in a single exhibition, through the S.D. INDEVAL Institución para el Depósito de Valuees, S.A. de C.V;

...

IV. Resolutions on the appointment or ratification, as the case may be, of members of the Board of Directors, as well as the determination of their remuneration; Qualification of independence.

IV.1 The appointment of Messrs. Marina Díaz Ibarra, Martha Elena González Caballero, Rose Nicole Dominique Reich Sapire, Antonio Rallo Verdugo, Carlos Antonio Danel Cendoya, Carlos Labarthe Costas, Francisco Javier Arrigunaga Gómez del Campo, John Anthony Santa Maria Otazua, José Ignacio Ávalos Hernández, Juan Ignacio Casanueva Pérez and Luis Alfonso Nicolau Gutiérrez as members of the Board of Directors and Mr. José Manuel Canal Hernando is hereby ratified. as an Honorary Councillor of the same.

IV.2 As a result of the above resolution, the Board of Directors of the Company is made up of the following persons, who will have the character of related or independent person who appears at the head of their names:

Board of Directors	
Board members	Type
Marina Díaz Ibarra	Independent
Martha Elena González Caballero	Independent
Rose Nicole Dominique Reich Sapire	Related
Antonio Rallo Verdugo	Independent
Carlos Antonio Danel Cendoya	Related
Carlos Labarthe Costas	Related
Francisco Javier Arrigunaga Gómez del Campo	Independent
John Anthony Santa María Otazúa	Independent
José Ignacio Ávalos Hernández	Related
Juan Ignacio Casanueva Pérez	Related
Luis Alfonso Nicolau Gutiérrez	Independent
José Manuel Canal Hernando	Honorary Board member

...

V. Resolutions on the appointment or ratification, as the case may be, of the Chairman of the Board of Directors, Secretary and Deputy Secretary of the Board.

V.1 The appointment of Mr. Carlos Labarthe Costas as Chairman of the Board of Directors is ratified.

V.2 The appointment of Mr. Manuel de la Fuente Morales as Secretary, without being a member, of the Board of Directors is ratified.

V.3 The appointment of Mrs. Zurihe Sylvia Manzur García as Deputy Secretary, without being a member, of the Board of Directors is ratified.

In a press release dated April 19, the rating agency S&P Global Ratings confirmed the ratings of 24 Mexican banks and subsidiaries following the publication of revised criteria. In the document, it states that it confirmed its issuer and issuance credit ratings of 24 Mexican banks and subsidiaries. They note that the outlook for the ratings of the 24 banks and subsidiaries remains unchanged.

As for Banco Compartamos, they point out the following:

"Compartamos' ratings reflect its leading position in the microfinance sector in Mexico, its fragmented client base, and its broad geographic footprint. We continue to view Compartamos' expected return as above average and its RAC ratio as credit strengths. However, we expect its profitability to return to its historical levels in 2022. In addition, the bank's risk profile reflects the concentration of its operations in riskier segments for lending and more volatile asset quality indicators compared to those of its local peers. Wholesale sources account for the majority of the bank's funding structure.

However, Compartamos has access to debt markets and contingent sources of liquidity. In our view, the bank has sufficient liquidity margin to cover its financial obligations for the next 12 months, thanks to the short-term nature of its loan portfolio. The bank's SACP remains at 'bb+'.

Outlook

Compartamos' negative outlook for the next 12 months reflects a potential downgrade if the bank's or group's (Gentera, S.A.B. de C.V.) RAC index consistently falls below 15%. This could happen if the recovery of its earnings takes longer than expected, mainly due to worsening operating conditions and deteriorating loans, or if the reinstatement of dividend payments in 2022 erodes Compartamos' capital base.

Positive Scenario

We could revise the outlook to stable over the next 12 months if the group's recovery is faster than expected and internal capital generation maintains a consistently above 15% RAC ratio for both entities.

On July 5, S&P Global Ratings assigned its national scale long-term debt rating (CaVal) of "mxAA" to Banco Compartamos' issuance of long-term notes for an amount of up to \$2,500, the ticker symbol is COMPART 22S and will have a term of up to 1,456 days, approximately four years at a variable rate. The issuance is under the umbrella of the stock certificate program for up to \$15,000 or its equivalent in another currency. The 'mxAA' rating assigned to the issuance of the certificates is the same as Banco Compartamos' nationwide long-term issuer credit rating, as they will be classified on equal terms with respect to all existing and future unsecured debt of the bank.

S&P said in its statement, "Banco Compartamos' issuer credit ratings reflect our expectations that the bank will continue to benefit from its leadership position and market share within the microfinance sector in Mexico, primarily thanks to its broad client base and geographic diversification. In addition, the bank's performance during 2021 and the first quarter of 2022 supports our expectation that this position will provide resilience to the bank's revenues, allowing it to maintain its business stability.

On July 6, Fitch Ratings assigned a long-term national scale rating of "AA(mex)" to the issuance of long-term bank notes with ticker symbol COMPART 22S. The issuance contemplates an amount of up to \$2,500 with a term of 1,456 days, approximately four years.

In the statement, Fitch highlights the following: "The rating of the COMPART 22S issuance is aligned with the national long-term counterparty risk rating of its issuer, as the probability of default is the same. Compartamos' long-term national rating is driven by its intrinsic financial strength.

Compartamos' ratings reflect its highly profitable business model, focused on the microcredit niche for low-income segments, granted mainly under the group methodology and, to a lesser extent, under the individual methodology, its strong level of capital and in line with the intrinsic risks of the business model, and the recovered profitability with an increasing trend."

At the Ordinary General Meeting of Shareholders held on July 8, the following was agreed:

...

Resolutions on the appointment or ratification, as the case may be, of members of the Board of Directors, as well as the determination of their remuneration; Qualification of independence.

I.1 Considering the recommendation of the Company's Nomination and Evaluation Committee, the appointment of: (i) Mr. Juan Carlos Torres Cisneros as a related member of the Company's Board of Directors is approved; and (ii) Mr. Ignacio Echevarría Mendiguren as an independent member of the Company's Board of Directors; who, having been informed of their appointment, accept the office and protest the faithful and fulfilled performance of it.

I.2 The appointment of Messrs. Marina Díaz Ibarra, Martha Elena González Caballero, Rose Nicole Dominique Reich Sapire, Antonio Rallo Verdugo, Carlos Antonio Danel Cendoya, Carlos Labarthe Costas, Francisco Javier Arrigunaga Gómez del Campo, John Anthony Santa María Otazúa, José Ignacio Ávalos Hernández, Juan Ignacio Casanueva Pérez and Luis Alfonso Nicolau Gutiérrez as members of the Board of Directors and Mr. José Manuel Canal Hernando is hereby ratified. as an Honorary Councillor of the same.

I.3 As a result of the above resolutions, the Board of Directors of the Company is made up of the following persons, who will have the character of related or independent who appear at the head of their names:

Board of Directors	
Board members	Type
Marina Díaz Ibarra	Independent
Martha Elena González Caballero	Independent
Rose Nicole Dominique Reich Sapire	Related
Antonio Rallo Verdugo	Independent
Carlos Antonio Danel Cendoya	Related
Carlos Labarthe Costas	Related
Francisco Javier Arrigunaga Gómez del Campo	Independent
Ignacio Echevarría Mendiguren	Independent
John Anthony Santa María Otazúa	Independent
José Ignacio Ávalos Hernández	Related
Juan Carlos Torres Cisneros	Related
Juan Ignacio Casanueva Pérez	Related
Luis Alfonso Nicolau Gutiérrez	Independent
José Manuel Canal Hernando	Honorary Board member
Carlos Labarthe Costas	President
Manuel de la Fuente Morales	Secretary
Zurihe Sylvia Manzur García	ProSecretary
Manuel Constantino Félix Gutiérrez García	Commissioner

...

II Resolutions on the payment of a dividend

II.1 Resolved that the amount of \$1,200,000,000.00 M.N. (one thousand two hundred million pesos 00/100 National Currency) be applied to the payment of a dividend in favor of the shareholders in proportion to their participation in the capital of the Company, and that such dividend payment, for tax purposes, comes from the Net Tax Profit Account (CUFIN) generated as of 2014.

II.2 It is resolved that the payment of the dividend will be made on August 2, 2022, in a single exhibition, through S.D. Indeval, Institución para el Depósito de Valores, S.A. de C.V.

On August 8, Banco Compartamos successfully issued \$2,500 in Certificados Bursátiles with the ticker symbol COMPART 22S, again being an issuance with the corporate seal. COMPART 22S is a four-year issuance with a TIIE28 + 60 bps rate and had a demand of 1.44 times.

The issuance had a credit rating of "mxAA" from S&P and "AA(mex)" from Fitch Ratings.

On August 26, Moody's Local MX assigned Banco Compartamos the following deposit ratings:

- Long-term local currency rating at AA.mx, stable outlook
- ML A-1.mx Short-Term Local Currency Rating

Within its press release, the rating agency highlighted:

"... The AA.mx deposit rating assigned to Banco Compartamos reflects its strong capitalization, as well as its good coverage levels that, together, support the bank's credit profile against expected and unexpected losses, given its concentration in high-risk assets such as microloans to segments C and D of the population in Mexico. Likewise, the ratings incorporate the bank's strong and consistent historical profitability, a product of good risk management and good experience in its business niche..."

"... Moody's Local Mexico's outlook for Compartamos' deposit rating for the next 12 to 18 months is stable and incorporates our expectation that the bank will continue with strong capitalization and ample reserves. In the same way, we expect the bank's financial margins to continue to be quite wide..."

On October 21, Fitch Ratings reported that it ratified Compartamos' National and Global scale ratings, maintaining the outlook at Stable.

- Long-term Global Scale IDRs at "BB+"
- Short-term Global Scale to "B"
- Viability Rating, "VR" (Viability Rating) at "bb+"
- Government Support Rating (GSR): ns
- The long-term and short-term National Scale Ratings remain at "AA(mex) and F1+(mex)" respectively. AA(mex) Senior Securities Debt

In its press release, Fitch highlighted, among other points, the following:

"... Compartamos' IDRs are powered by its VR of 'bb+'. This reflects the bank's highly profitable business model focused on the microcredit niche for the low-income segment, mainly under the group lending methodology, but also under the individual methodology. Compartamos' national scale ratings are relative credit ratings within Mexico's jurisdiction and reflect the bank's strong market position in the microcredit sector accompanied by good financial performance, especially at high capitalization levels.

Compartamos continues to have a strong position in the market with greater competitive advantages than its peers, such as its extensive track record of operations, extensive knowledge and large scale in the microfinance segment. Following the pressures of the

pandemic, the bank demonstrated rapid adaptation of its business model and origination standards to new market conditions and recovered from operating losses in 2020.

Compartamos' operating profits have exceeded expectations. Earnings have been supported by wide net interest margins due to the resumption of loan growth and controlled financing costs, as well as low loan impairment charges...'

On October 26, S&P changed the outlook for Compartamos' global and national scale rating to Stable from Negative.

- S&P Global Ratings affirmed the ratings for Banco Compartamos, revising the outlook to Stable:
- Affirmed the rating on the Global Scale at: 'BB+/Negative Outlook/B'
- Ratified the rating on the National Scale at: 'mxAA' / Negative Outlook / mxA-1+'
- Ratified the rating at 'mxAA' for the issuances of Banco Compartamos Bank Stock Certificates – Senior Unsecured Debt

In the statement issued by the rating agency, it was highlighted, among other points:

"... We expect the capital bases of Gentera and Compartamos to remain stable. During 2022, Gentera, the parent company, has been acquiring an increasing stake in Concrédito, a Mexican non-bank financial institution (NBFI) that provides microloans through third-party originators, and now owns 74.91% of the company. Gentera financed part of the acquisition with capital generation from its subsidiaries, which has consumed its capital accumulation initiatives over the past 12 months. However, now that the acquisition plans for Gentera have concluded, we project greater stability in the capital bases of the subsidiaries. In our view, Gentera's capital will continue to be supported primarily by the earnings of its main subsidiary, Compartamos, but will be complemented by the growing share of its operations in Peru and by the recently acquired Concrédito.

Compartamos' profitability will continue to compare favorably with that of the rest of the banking system

...

Compartamos' wholesale concentrated funding profile will continue to provide sufficient liquidity for its operations..."

On November 11, at the Ordinary General Meeting of Shareholders, the following was agreed:

I Resolutions on the payment of a dividend

I.1 Resolved that the amount of \$770,000,000.00 M.N. (seven hundred and seventy million pesos 00/100 National Currency) be applied to the payment of a dividend in favor of the shareholders in proportion to their participation in the capital of the Company, and that such dividend payment, for tax purposes, comes from the Net Tax Profit Account (CUFIN) generated as of 2014.

I.2 It is resolved that the payment of the dividend will be made on November 22, 2022, in a single exhibition, through S.D. Indeval, Institución para el Depósito de Valuees, S.A. de C.V.

The Bank continues to invest in technology, strengthening its systems and making them more customer-friendly and with greater cybersecurity.

In a 2022 where vaccination campaigns have continued and, although new waves of infections have emerged, it has not been necessary to impose limitations on activities, there has been a reactivation of the economy, so entrepreneurs have required financing to reactivate or grow their business.

During this year, Compartamos continued its strategy of accompanying its clients, remaining attentive to their needs and paying special attention to the quality of credit and taking care of the management of costs and expenses. The work done and the loyalty of its customers was reflected in its 2022 results.

At the end of the year, Compartamos had 429 Service Offices, which represents a decrease of 9.5% compared to the previous year, and it also had 142 Branches, which in the annual variation means a decrease of 0.7%. As has happened in recent years, the Bank has decided to close both Service Offices and Branches, a process that is carried out in an orderly manner and without affecting the level of service it provides to its customers, since it offers them a large number of points to carry out their transactions, including financial and commercial institutions and Yastás correspondents.

The number of savings accounts in 2022 increased 4.9% from the previous year, reaching a total of 1,368,863. The total balance at the end of the year was \$2,968.

With the reactivation of productive activities after the Covid-19 pandemic, entrepreneurs have restarted their functions, for which it has been necessary to resort to sources of financing. Thanks to the work previously carried out by Compartamos, building a wide portfolio of clients, as well as the trust generated, it was able to further expand its portfolio to those it serves, so that, at the end of 2022, the number of clients amounted to 2,595,427 which, compared to the previous year, represents an increase of 3.8%.

In 2022, the ratio of non-performing loans to total loans stood at 3.4%, the previous year this ratio was 2.1%.

For Compartamos it is essential that its customers have options to carry out their operations, which is why it maintains and continuously reinforces agreements with financial and commercial institutions so that its customers can attend. It also has the Yastás network of correspondents. With this, it maintains a presence in the 32 states of the country. At the end of December 2022, it had a total of 45,005 transaction points, the previous year, it was a total of 42,416.

In 2022, the Bank won first place in Computrabajo's Best Work Places 2022 Banking Sector.

2023

2023 was a year where, as a result of high interest rates, inflation continued to moderate in most countries, registering a slight uptick during the last quarter. However, even with a slower pace of growth in price indices, the European Central Bank, the Federal Reserve in the United States and the Bank of Mexico opted to keep their benchmark rate unchanged, waiting for better data that could support their decision.

Another effect as a result of the high yields was an economic slowdown in several countries, such as China and the euro zone, where the effects were particularly felt in their industry,

which was in contraction territory practically throughout the year. The United States overcame a slow start to the year, which led analysts to think that it could fall into recession, however, from the second quarter of the year, it accelerated the pace of growth, closing at positive levels.

In Mexico, GDP performed positively, driven by the strength of the domestic market, a solid level of employment, as well as nearshoring, which led to an increase in foreign direct investment. While inflation trended downward during the first 10 months of 2023 to pick up in the last two months, it looks set to not rebound to the highs seen in 2022.

A convulsive geopolitical environment posed a threat to the development of productive activities. The war in Ukraine has dragged on, raising tensions between Russia and various Western countries, which have imposed sanctions, which Moscow has replicated, negatively impacting the production and marketing of raw materials produced in the countries in conflict and affecting supply chains. In October, Hamas carried out an attack on Israeli territory, killing dozens and kidnapping more than a hundred Israeli and other nationalities.

In response, Israel launched a military campaign in the Gaza Strip, which has caused thousands of deaths and the destruction of cities. In the first days of the conflict, international oil prices increased, a few days later they returned to the levels at which they had been operating, but uncertainty persisted due to the risk that the conflict could spread to other regions or cause more economic damage.

On April 14, at the Extraordinary General Meeting of Shareholders, the following resolutions were adopted:

I. Resolutions on the increase of share capital.

In compliance with current regulations and subject to the corresponding authorization by the National Banking and Securities Commission, the following is approved:

- (i) To increase the capital stock in its ordinary part in the amount of \$116,259,030.00 M.N. (one hundred and sixteen million two hundred and fifty-nine thousand thirty pesos 00/100 National Currency) through the issuance of 116,259,030 (one hundred and sixteen million two hundred and fifty-nine thousand thirty) ordinary shares, registered of the series "O", with a par value of \$1.00 M.N. (one peso 00/100 National Currency) each, whereupon the capital stock will reach the sum of \$756,000,000.00 M.N. (seven hundred and fifty-six million pesos 00/100 National Currency), represented by 756,000,000 (seven hundred and fifty-six million) ordinary shares, registered of the series "O" with a par value of \$1.00 (one peso 00/100 National Currency) each.
- (ii) Such increase shall be subscribed and paid through the capitalization of the account of outstanding profits, for the benefit of all shareholders and in a proportional manner in accordance with their participation in the capital stock of the Company.
- (iii) By virtue of the foregoing, the Company's share capital and shareholding structure is composed as follows:

Shareholder	"O" Series Stock	Nominal Unit Value (N.C.)	Value
Gentera, S.A.B. de C.V.	755,888,856	\$1.00	\$755,888,856.00

Promotora Social México, A.C.	111,144	\$1.00	\$111,144.00
Total	756,000,000	\$1.00	\$756,000,000.00

I. Resolutions on the amendment to the bylaws

- II.1 Subject to obtaining the appropriate authorizations from the National Banking and Securities Commission and based on the foregoing resolutions, it is resolved to approve the amendment to Articles Seven, Twenty-Third, Twenty-Seventh, Twenty-Ninth, Thirty-First, Thirty-Second, Thirty-Fourth and Thirty-Eighth of the Bylaws, to be drafted as follows:

"ARTICLE SEVEN.- CAPITAL STOCK: *The Company shall have a capital stock of \$756,000,000.00 M.N. (seven hundred and fifty-six million pesos 00/100 National Currency), represented by 756,000,000 (seven hundred and fifty-six million) of ordinary shares, registered of the series "O" with a par value of \$1.00 (one peso 00/100 National Currency) each. La Sociedad podrá tener capital adicional, el cual estará representado por las acciones serie "L".*

"ARTICLE TWENTY-THREE.- VOTES AND RESOLUTIONS: *At the meetings, each outstanding share shall give the right to one vote, except for the shares of the "L" series that, at the time, are issued, which will have the restrictions provided for in article nine of these bylaws.*

Voting shall be economical, unless the majority of those present agree that they shall be by roll call or by ballot.

Any shareholder who, on his or her own account or on behalf of others, has an interest contrary to that of the Company in a given transaction must abstain from any deliberation relating to that transaction.

Prior authorization from the Board of Governors of the National Banking and Securities Commission shall be required for the validity of resolutions on: (i) the merger of the Company with one or more other institutions, following the opinion of the Federal Competition Commission, and (ii) the spin-off of the Company; and the National Banking and Securities Commission, for the reform of the bylaws. For these purposes, both the articles of incorporation and the amendments to the articles of association shall be registered in the Public Registry of Commerce of the Company's domicile, including the respective authorization, in accordance with the provisions of articles 9, last paragraph, 27 and 27 bis of the Credit Institutions Law.

For the purposes of the foregoing, the shareholders' meeting itself may authorize the persons designated as delegates of the meeting, so that, if necessary, they may modify the text of the Company's bylaws agreed by the meeting itself, in terms of what is indicated or agreed by the National Banking and Securities Commission. without it being necessary to hold a new assembly to approve the modifications made in compliance with the provisions of the authority."

...

"ARTICLE TWENTY-SEVEN.- DESIGNATION AND DURATION: *The administration and representation of the Company shall be in charge of a board of directors composed*

of a minimum of 5 (five) and a maximum of 15 (fifteen) proprietary directors indicated by the shareholders' meeting, on the understanding that at least 25% (twenty-five percent) of the total number of members of the board of directors must be independent directors, whose appointments must be in accordance with the provisions of article 22 of the Credit Institutions Act; Likewise, the Shareholders' Meeting may appoint honorary directors, who will not count towards the composition of the Board of Directors, nor for the composition of the quorum for the meetings of the Board of Directors, and will have voice but not vote in the meetings of said Board of Directors.

Under no circumstances may the following be independent directors of the Company:

- I- Employees or Directors of the Company.*
- II- Persons who are in any of the cases provided for in Article 73 of the Credit Institutions Law, or have the power of command.*
- III- Partners or persons who hold a job, position or commission in important companies or associations that provide services to the Company or to companies belonging to the same business group of which the Company is a part. A company or association is considered to be significant when the income it receives from the provision of services to the institution or to the business group of which it is a part represents more than five per cent of the total income of the company or association concerned.*
- IV- Customers, suppliers, service providers, debtors, creditors, partners, directors or employees of a company that is a customer, supplier, service provider, debtor or important creditor of the Company. A customer, supplier, or service provider is considered to be significant when the services provided by the Company or the sales made by the Company to the Company represent more than ten percent of the total services or sales of the customer, the supplier, or the service provider, respectively. A debtor or creditor is considered to be significant when the amount of the respective transaction is greater than fifteen percent of the assets of the Company or its counterparty.*
- V- Employees of a foundation, association or civil society who receive significant donations from the Society. Significant donations are those that represent more than fifteen percent of the total donations received by the foundation, association or civil society in question.*
- VI- Managing Directors or high-level executives of a company in whose board of directors the CEO or a high-level executive of the Company participates.*
- VII- Spouses, concubines or concubines, as well as relatives by consanguinity, affinity or civil up to the first degree, of any of the persons mentioned in sections III to VI above, or up to the third degree of any of those indicated in sections I, II, IX and X of this article.*
- VIII- Directors or employees of companies in which the shareholders of the institution exercise control.*
- IX- Those who have conflicts of interest or are subject to the personal, patrimonial or economic interests of any of the persons who maintain control of the Company, or the power of command in the Company. And*

- X- *Those who have been included in any of the above cases, during the year prior to the time at which their appointment is intended.*

Each owner director may appoint his or her respective alternate, on the understanding that the alternate directors of the independent directors must have the same character.

The members of the board of directors may or may not be shareholders, must have technical quality, credit eligibility and good repute, as well as extensive knowledge and experience in financial, legal or administrative matters, shall hold office for a period of one year, may be re-elected and shall retain representation even at the end of their term of office until those appointed to replace them take up their positions and shall receive the remuneration required by the Board of Directors. determined by the ordinary general meeting of shareholders, following the opinion of the Remuneration Committee, on the understanding that they will correspond to the performance of their positions as directors, including their participation in the different administrative bodies of the Company.

Series "O" shareholders representing at least 10% (ten percent) of the Company's ordinary paid-up capital shall have the right to appoint a director.

Without prejudice to the provisions of Articles 24 Bis and 25 of the Law on Credit Institutions, the appointment of minority directors may only be revoked when the appointment of all other directors is revoked.

The majority of the directors must be Mexicans or foreigners residing in the national territory."

...

"ARTICLE TWENTY-NINE.- PRESIDENCY AND SECRETARIAT: *The board of directors, at its first meeting immediately after the shareholders' meeting that appointed it, shall appoint the chairman and the persons who occupy the other positions on the board, provided that the meeting has not elected them. The chairman shall have the casting vote in the event of a tie.*

The chairman shall preside over the general meetings of shareholders and the meetings of the board of directors, complying with the resolutions thereof, without the need for any special resolution.

The Chairman of the Board of Directors shall hold office for a period of one year from the date of his appointment, may be re-elected, and shall continue in the performance of his duties even after the term for which he has been appointed has expired, until the new appointment is made and the appointee does not take office.

When the shareholders' meeting has not elected him, the board of directors shall appoint a secretary, who may not be a director, as well as a pro-secretary to assist the secretary and replace him in his absence, who shall receive the remuneration determined by the ordinary general meeting of shareholders, following the opinion of the Remuneration Committee, on the understanding that they shall correspond to the performance of their duties as secretary or pro-secretary who are not members of the

board. as appropriate, as well as their participation in the different administrative bodies of the Company."

...

"ARTICLE THIRTY-ONE.- POWERS: *The Board of Directors shall have the powers attributed to the bodies of its kind by the laws and these bylaws, for which, by way of example and not limitation, it may:*

I. Represent the Company before the administrative and judicial authorities, whether municipal, state or federal, as well as before the labor authorities or before arbitrators or arbitrators, with general power for lawsuits and collections, with which it is understood to confer the broadest general powers referred to in the first paragraph of Article 2554 of the Civil Code for the Federal District, and with the special ones that require express mention in accordance with the third, fourth, fifth, sixth, seventh and eighth sections of article 2587 of the aforementioned legal body, so that, by way of example and not limitation, it may:

A. To initiate amparo proceedings and to withdraw them;

B. To file and ratify criminal complaints and complaints, to satisfy the requirements of the latter; and desist from them;

C. To act as an adjuvant of the Public Prosecutor's Office, whether federal or local;

D. Grant pardon in criminal proceedings;

E. To articulate or absolve positions in any type of lawsuit, including labor trials, on the understanding, however, that the power to absolve them may only be exercised through natural persons designated for this purpose by the board of directors, under the terms of section eight of this article, so that any other officers and attorneys-in-fact of the Company are absolutely excluded from the enjoyment of the same; and

F. To appear before all types of authorities in labor matters, whether administrative or jurisdictional, local or federal, to act within the corresponding procedural or procedural procedures, from the conciliation stage to the labor enforcement stage; and to enter into all types of agreements, under the terms of articles 11, 787 and 876 of the Federal Labor Law;

II. To administer the company's business and assets with the broadest general power of administration, under the terms of Article 2554, second paragraph, of the aforementioned Civil Code;

III. To issue, subscribe, grant, accept, guarantee or endorse credit instruments under the terms of Article 9 of the General Law on Securities and Credit Operations;

IV. To exercise acts of disposition and dominion with respect to the assets of the Company, or its real or personal rights, under the terms of the third paragraph of Article 2554 of the aforementioned Civil Code and with the special powers indicated in the first, second and fifth sections of Article 2587 of the aforementioned legal system, including donations for altruistic purposes;

V. Under the terms of Article 145 of the General Law of Commercial Corporations, appoint and remove the general director and officers of the Company, as well as establish the terms and conditions to which it will conform in the exercise of its powers of acts of ownership; appoint and remove the principal officials, in compliance with the provisions of article 24 of the Law on Credit Institutions; the trustees and the secretary and pro-secretary of the board itself; to point out to them their powers and duties; and determine their respective remunerations, provided that they are not themselves directors or secretary or pro-secretary who are not

members of the board, as appropriate, on the understanding that such power is solely the responsibility of the shareholders' meeting;

VI. To grant such powers as it deems appropriate to the officials indicated in the preceding section, or to any other persons, and to revoke those granted; and, in compliance with the provisions of the applicable laws, delegate its powers to the Chief Executive Officer, or some of them to one or more of the directors, or to the proxies designated for this purpose, to exercise them in the business or businesses and under the terms and conditions indicated by the Board of Directors;

VII. To delegate, in favor of the person or persons it deems appropriate, the legal representation of the Company, to grant them the use of the corporate signature and to confer on them general power of attorney for lawsuits and collections, with the broadest general powers referred to in the first paragraph of Article 2554 of the Civil Code and with the special powers that require express mention in accordance with the third sections, fourth, sixth, seventh and eighth of Article 2587 of the aforementioned legal body, so that they may, by way of example and not limitation:

a) To be the legal representatives of the Company in any administrative, labor, judicial or quasi-judicial proceeding or process and, in this capacity, to make all kinds of requests and, in particular: to articulate and absolve positions on behalf of the Company, to appear, during the conciliation period, before the Conciliation and Arbitration Boards; intervene in the respective proceedings; and to conclude all kinds of agreements with workers;

b) To carry out all other legal acts referred to in the first paragraph of this article; and

c) To substitute the powers and powers in question, without diminishing their powers, and to grant and revoke mandates;

VIII. Establish the committees required in accordance with the applicable legal provisions, as well as those it deems appropriate for the administration of the Company, and establish the policies and guidelines of each of the committees, including those of the audit committee, in accordance with the applicable legal provisions. The foregoing is on the understanding that the shareholders' meeting will determine the remuneration of the members of the different committees who are also directors or, as the case may be, secretary or pro-secretary who are not members of the board, following the opinion of the Remuneration Committee, on the understanding that they will correspond to the performance of their positions as directors or secretary or pro-secretary who are not members of the board, as appropriate, including their participation in the different administrative bodies of the Company;

IX. Perform the other applicable functions in accordance with the General Law of Commercial Companies, Credit Institutions Law, and the general provisions emanating therefrom; and

X. To approve, upon proposal of the Remuneration Committee, the remuneration system referred to in Article 24 Bis 1 of the Credit Institutions Law, which determines the payment policies and procedures for ordinary and extraordinary remuneration.

XI. In general, to carry out the acts and operations that are necessary or convenient for the achievement of the purposes of the Company, with the exception of those expressly reserved by law or by these bylaws to the assembly.

The references in this article to the precepts of the Civil Code for the Federal District are understood to be made to the correlates of the Civil Codes of the entities in which the mandate is exercised."

"ARTICLE THIRTY-TWO.- REMUNERATION: In accordance with Article 24 Bis 1 of the Credit Institutions Law and the general provisions issued by the National Banking and Securities Commission, the Company shall implement a remuneration system, which shall be proposed by the Remuneration Committee and approved by the Board of Directors, in terms of section X of article thirty-one of these Bylaws.

The remuneration system to be implemented in terms of this article shall:

- I. Consider all remuneration, whether it is awarded in cash or through other compensation mechanisms;*
- II. Delineate the responsibilities of the corporate bodies responsible for the implementation of remuneration schemes;*
- III. Establish policies and procedures that regulate the ordinary and extraordinary remuneration of persons subject to the remuneration system.*
- IV. Establish the periodic review of payment policies and procedures, as well as the necessary adjustments, and*
- V. Other aspects provided for by the general provisions issued by the National Banking and Securities Commission."*

...

"ARTICLE THIRTY-FOUR.- CHIEF EXECUTIVE OFFICER: The functions of management, conduct and execution of the business of the Company and of the legal entities that it controls, shall be the responsibility of the Chief Executive Officer, subject to the strategies, policies and guidelines approved by the Board of Directors. The Chief Executive Officer shall be appointed by the Board of Directors, following the opinion of the Remuneration Committee. The Chief Executive Officer shall be assisted by the relevant officers appointed for this purpose and by any employee of the Company or of the legal entities controlled by the Company.

Relevant executives shall mean those natural persons with a job, position or commission in the Company or in the legal entities controlled by or controlling it, who take decisions that have a significant impact on the administrative, financial, operational or legal situation of the Company or the business group to which it belongs. This definition does not include the Company's directors. The Board of Directors shall also approve the dismissal of the Company's Chief Executive Officer and his or her full remuneration, as well as the policies for the appointment and full remuneration of the other relevant executives, following the opinion of the Remuneration Committee, provided that they are not themselves directors or secretary or pro-secretary who are not members of the board. as appropriate, on the understanding that, with regard to directors or secretary and deputy secretary, such power is vested solely in the shareholders' meeting.

The Chief Executive Officer, in order to carry out his/her duties, shall have the broadest powers to represent the Company in acts of administration and lawsuits and collections, including special powers that in accordance with the laws require a special clause. In the case of acts of ownership, it must comply with the terms and conditions established by the board of directors for its exercise.

The Director General shall prepare and submit to the Board of Directors, for approval, policies for the proper use and utilization of the human and material resources of the institution, which shall consider the rational use of the same, restrictions on the use of certain assets, supervision and control mechanisms and, in general, the application of resources to the institution's own activities and to the achievement of its aims.

The CEO shall in all cases provide accurate data and reports to assist the board of directors in appropriate decision-making."...

"ARTICLE THIRTY-EIGHT.- REMUNERATION: *The commissioners shall receive the remuneration set by the ordinary general meeting of shareholders, following the opinion of the Remuneration Committee, and may attend, with the right to speak, but without vote, the shareholders' meetings, the meetings of the board of directors, and the meetings of the committees determined by the board to which they are summoned. The foregoing is on the understanding that his remuneration will correspond to the performance of his duties as a commissioner as well as his participation in the different administrative bodies of the Company."*

II.2 It is hereby agreed that the amendment to the articles of the bylaws approved in terms of the previous resolution shall be subject to compliance with the conditions consisting of the authorization of the text thereof by the National Banking and Securities Commission, or any other competent authority.

II.3 This act authorizes the persons designated as delegates of the General Assembly to, if necessary, modify the text of the articles of the Company's bylaws approved in terms of resolution II.1 above, in terms of what is indicated or agreed by the National Banking and Securities Commission. It is not necessary to hold a new assembly to approve the modifications made in compliance with the provisions of the aforementioned authority.

At the Annual Ordinary General Meeting of Shareholders held on April 14, 2023, the following was agreed, among other points:

II. Resolutions in relation to the application of results for the 2022 financial year and increase in the legal reserve.

II.1 It is resolved to apply the profit reflected in the audited financial statements of the Company as of December 31, 2022, in the amount of \$3,773,033,366.77 M.N. (three thousand seven hundred seventy-three million thirty-three thousand three hundred sixty-six pesos 77/100 National Currency), as follows:

(i) the amount of \$116,259,030.00 M.N. (one hundred and sixteen million two hundred and fifty-nine thousand thirty pesos 00/100 National Currency) to increase the legal reserve.

(ii) the amount of \$1,310,000,000.00 M.N. (one thousand three hundred and ten million pesos 00/100 National Currency) is applied to the payment of a dividend in favor of the shareholders in proportion to their participation in the capital of the Company, and that such dividend payment, for tax purposes, comes from the Net Tax Profit Account ("CUFIN") generated as of 2014.

The payment of the dividend will take place no later than April 26, 2023, in a single payment, through the S.D. INDEVAL Institución para el Depósito de Valuees, S.A. de C.V.; and

...

IV. Resolutions on the appointment or ratification, as the case may be, of members of the Board of Directors, as well as the determination of their remuneration; Qualification of independence.

IV.1 The resignation of Messrs. Marina Diaz Ibarra and Ignacio Echevarría Mendiguren from the position they had been holding as members of the Board of Directors is accepted.

It is noted that the shareholders thank Mr. Diaz and Mr. Echevarría for the steps taken, as well as approve each and every one of the acts carried out in the exercise of their office, releasing them from any responsibility that they may have incurred in the performance of the same.

IV.2 The appointment of Messrs. Martha Elena González Caballero, Rose Nicole Dominique Reich Sapire, Antonio Rallo Verdugo, Carlos Antonio Danel Cendoya, Carlos Labarthe Costas, Francisco Javier Arrigunaga Gómez del Campo, John Anthony Santa Maria Otazua, José Ignacio Ávalos Hernández, Juan Carlos Torres Cisneros, Juan Ignacio Casanueva Pérez and Luis Alfonso Nicolau Gutiérrez as members of the Board of Directors and Mr. José Manuel Canal Hernando are hereby ratified. as an Honorary Councillor of the same.

IV.3 As a result of the above resolutions, the Board of Directors of the Company is made up of the following persons, who will have the character of related or independent who appear at the head of their names:

Board of Directors	
Board members	Type
Martha Elena González Caballero	Independent
Rose Nicole Dominique Reich Sapire	Independent
Antonio Rallo Verdugo	Independent
Carlos Antonio Danel Cendoya	Related
Carlos Labarthe Costas	Related
Francisco Javier Arrigunaga Gómez del Campo	Independent
John Anthony Santa María Otazúa	Independent
José Ignacio Ávalos Hernández	Related
Juan Carlos Torres Cisneros	Related
Juan Ignacio Casanueva Pérez	Related
Luis Alfonso Nicolau Gutiérrez	Independent
José Manuel Canal Hernando	Honorary Board member

...

V. Resolutions on the appointment or ratification, as the case may be, of the Chairman of the Board of Directors, Secretary and Deputy Secretary of the same.

V.1 The appointment of Mr. Carlos Labarthe Costas as Chairman of the Board of Directors is ratified.

V.2 The appointment of Mr. Manuel de la Fuente Morales as Secretary, without being a member, of the Board of Directors is ratified.

V.3 The appointment of Mrs. Zurihe Sylvia Manzur García as Deputy Secretary, without being a member, of the Board of Directors is ratified.

...

On August 9, S&P Global Ratings affirmed Banco Compartamos' ratings, maintaining the stable outlook:

- Affirmed the rating on the Global Scale at: 'BB+/Stable Outlook/B'
- Ratified the rating on the National Scale at: 'mxAA / Stable Outlook/ mxA-1+'
- Ratified the rating at 'mxAA' for the issuances of Banco Compartamos Bank Stock Certificates – Senior Unsecured Debt

In its press release, S&P Global stated the following:

"... We expect Banco Compartamos (Compartamos) to maintain its leadership role in the microfinance segment in Mexico. Compartamos continues to benefit from its leading position in microfinance lending and its broad client base. In addition, during the last two years, the bank maintained double-digit growth in its loan portfolio and operating profit...

... We project that strong domestic capital generation will lead the risk-adjusted capital ratio (RAC) of the holding entity, Gentera, to consistently above 16%. Over the past two years, the acquisition of Concredito weighed on the bank's capitalization and Gentera's (unrated). For the next 12 months, we expect RAC indices to stabilize slightly above 16%, with no acquisitions, controlled dividend payments, and strong capital generation. Therefore, we expect Compartamos' profitability to remain stronger than the banking system average, with an average return on assets of around 7.3% and a return on average equity of close to 20%. These metrics will continue to be supported by above-average credit spreads and improved efficiency thanks to the Bank's digital strategy and Concredito's operational synergies..."

On September 27, Banco Compartamos successfully issued \$3,000 of Certificados Bursátiles with a corporate seal under the ticker symbol COMPART 23S. The issuance was made for a term of 3.5 years, at an interest rate of TIIE18 plus 63 basis points and had a demand of 1.9 times. The issuance received a rating of "AA.mx" from Moody's and "AA(mex)" from Fitch Ratings.

On October 5, in its annual review, Fitch Ratings affirmed the ratings on the National and Global scales, maintaining the outlook Stable.

Fitch Ratings affirmed the ratings for Banco Compartamos, maintaining the outlook Stable.

Long-Term Global Scale IDRs at 'BB+'

Short-Term Global Scale to 'B'

Viability Rating ('VR' at 'bb+')

Government Support Rating (GSR): ns

The Long-Term and Short-Term National Scale Ratings remain at 'AA(mex) and F1+(mex)' respectively. AA(mex) Senior Securities Debt

In the press release, Fitch Ratings stated, among other points, the following:

'... Compartamos' IDRs and national ratings are driven by its VR of 'bb+'. This reflects the bank's highly profitable business model focused on the microcredit niche for low-income segments, mainly under its group lending methodology, but also in its individual

methodology, as well as the bank's strong market position in the microcredit sector accompanied by good financial performance, especially with high profitability and capitalization metrics.

Compartamos continues to have a consistent business model that generates stable profits over time despite the focus on lending to low-income segments of the population. Fitch assessed Compartamos' business profile score at 'bb+'. This reflects the bank's high market share in microcredit in Mexico with competitive advantages over its peers, such as a longer history of operations, broad knowledge and greater scale in the microfinance segment, as well as broad and continuous access to financing that has enabled the bank to address the risks of high inflation and competition.

On October 23, the Bank reported that it made the full early redemption of the COMPART 19 Slate Certificates, issued on May 30, 2019, as announced by the common representative on October 13, 2023.

On October 24, Fitch Ratings withdrew the national long-term rating of Banco Compartamos' issuance of Certificados Bursátiles with ticker symbol COMPART 19, in the amount of \$2,000. At the time of retirement, the rating was "AA(mex)". The withdrawal of the rating was carried out after the early total voluntary repayment of the Cebures occurred on October 23, 2023. The write-down has no effect on Compartamos' counterparty risk ratings.

On November 6, 2023, at the Ordinary General Meeting of Shareholders, the following was agreed:

I. Resolutions on the payment of a dividend

1.1. Resolved that the amount of \$1,300,000,000.00 M.N. (one thousand three hundred million pesos 00/100 National Currency) be applied to the payment of a dividend in favor of the shareholders in proportion to their participation in the capital of the Company, and that such dividend payment, for tax purposes, comes from the Net Tax Profit Account (CUFIN) generated as of 2014.

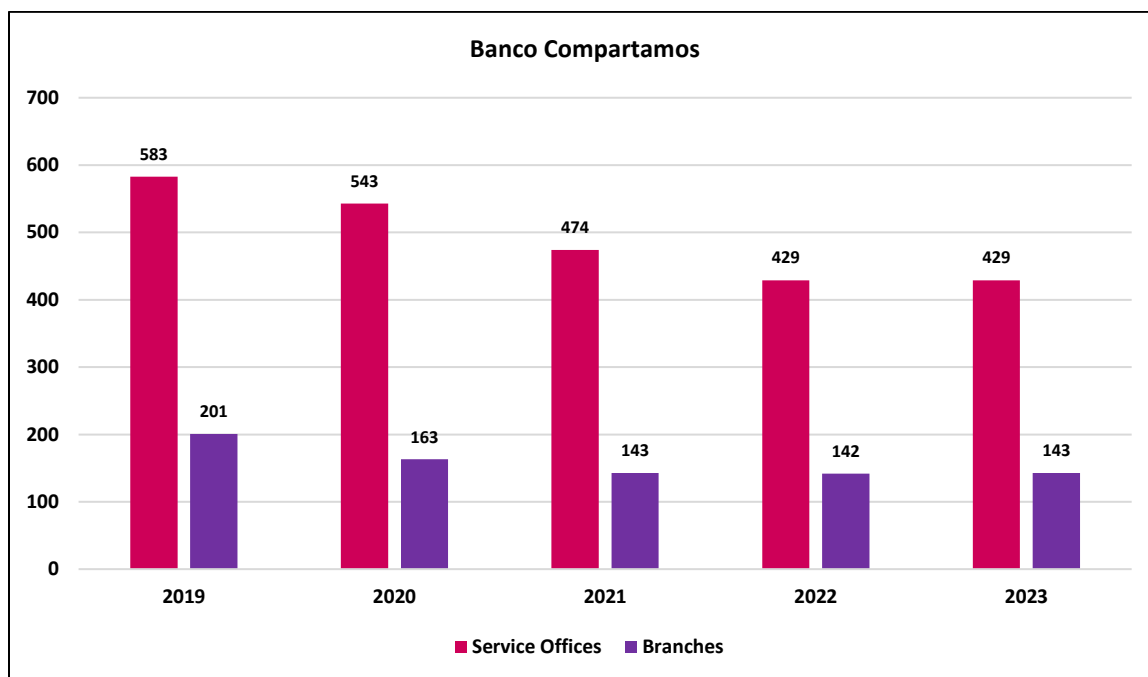
1.2. It is resolved that the payment of the dividend shall be made no later than November 15, 2023, in a single instalment, through S.D. Indeval, Institución para el Depósito de Valores, S.A. de C.V.

While it is true that Compartamos continuously reviews its product offering by adding or removing some or adjusting their features to suit the needs of its customers, during 2023 it made an important adjustment. In order to provide greater benefits in terms of the amount of credit granted, as well as the terms of the credit, it decided to adjust its credit offer into three major products: Group Credit, Individual Credit and Additional Credit Plus Compartamos.

With the aim of improving its customer service, Banco Compartamos carried out a restructuring in its product portfolio, maintaining two large blocks: Group Credit and Individual Credit, with this division, it has greater flexibility to meet the needs of customers, granting greater amounts and better conditions.

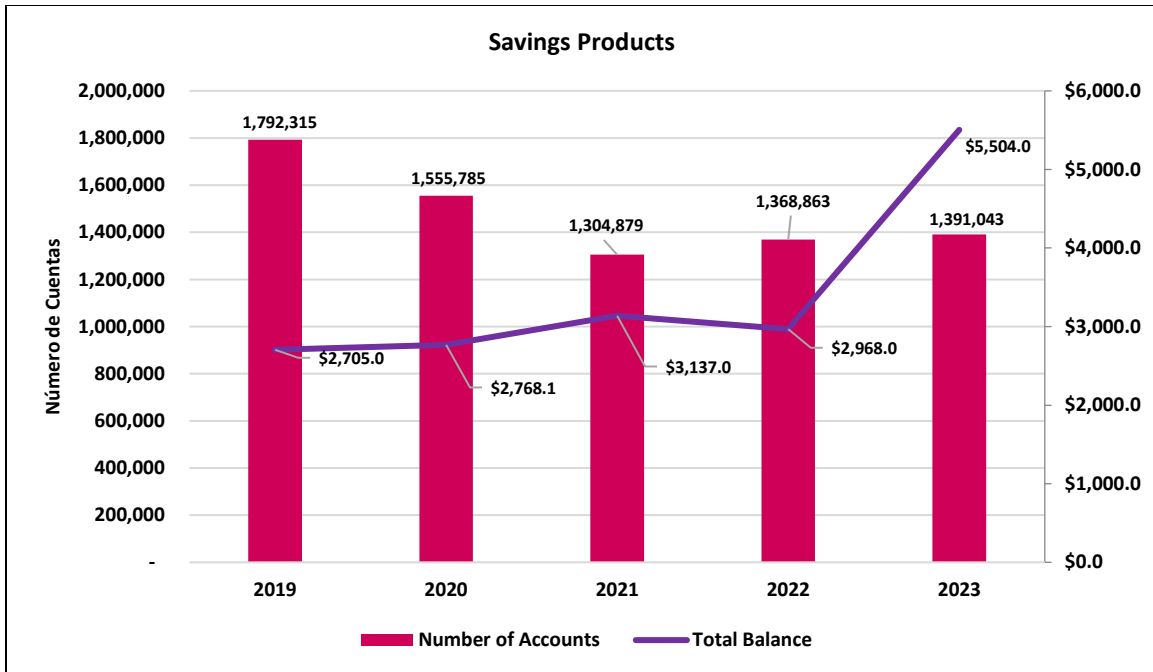
It has also maintained its investments aimed at strengthening its technological platforms, both to bring digital methods closer to its customers and to provide them with greater security.

To achieve greater proximity to its market, the Bank has a presence in the 32 states of the country, where it has 429 Service Branches, the same level as the previous year, and 143 Branches, one more compared to the previous year. Additionally, it has agreements with other financial institutions, commercial chains and the Yastás correspondent chain as a means for its customers to carry out their transactions, which, in addition to extending its coverage, allows it to have longer hours.



Source: Banco Compartamos

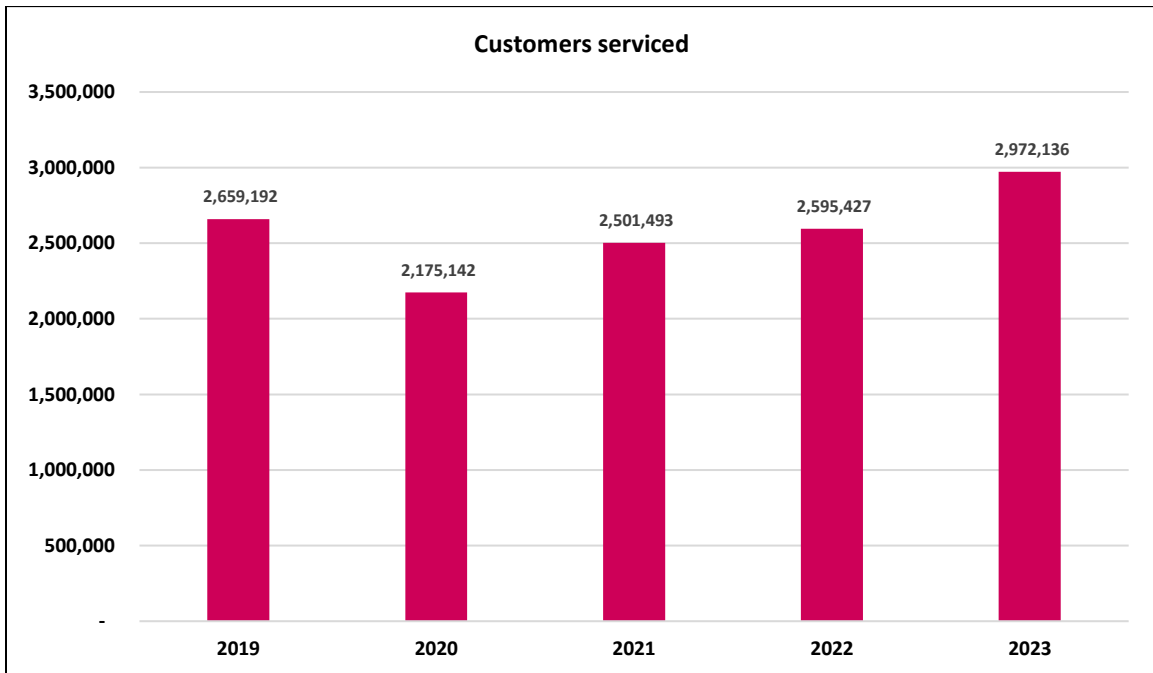
In 2023, the number of savings accounts amounted to 1,391,043, representing an increase of 1.6% annually. The total balance reached \$5,504, 95.2% more than the previous year.



Source: Banco Compartamos
Saldo Millions of Pesos

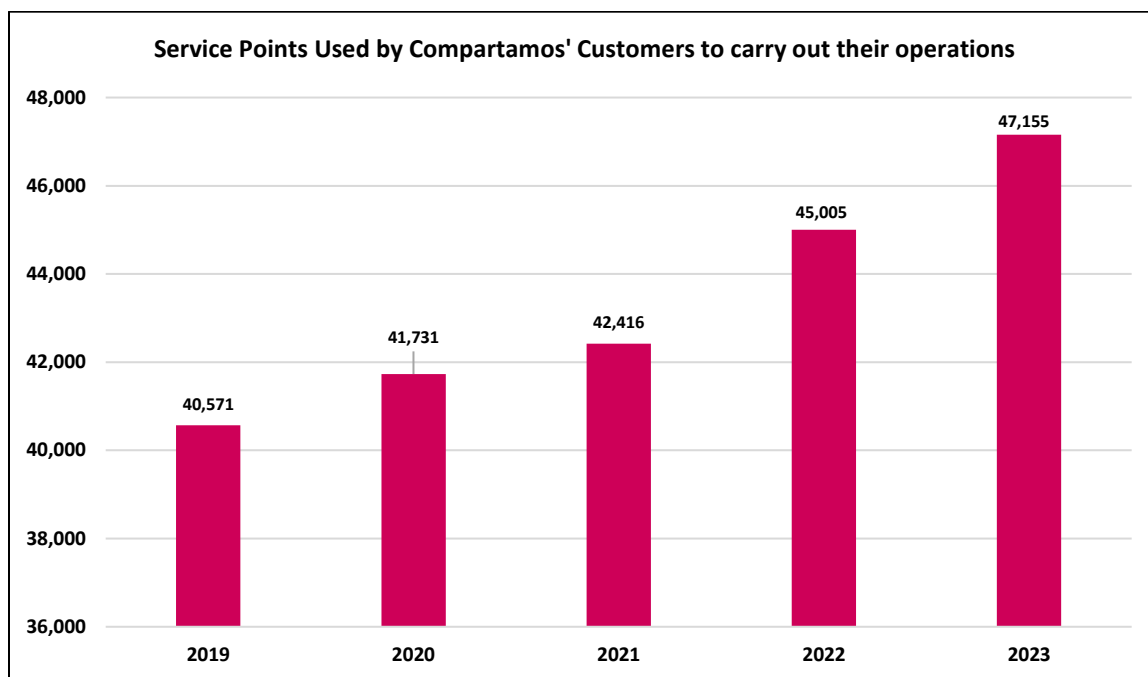
The year 2023 was one of continuity in Compartamos' growth, thanks to the commercial efforts made, as well as the restructuring of its product portfolio, the number of customers increased 14.5% year-on-year, reaching a total of 2,972,136

The ratio of non-performing loans to total loans in 2023 was 3.0%, while in 2022, the ratio was 3.3%.



Source: Banco Compartamos

An essential part of Banco Compartamos' business model is to bring financial services closer to its customers, even in remote communities where traditional institutions do not have physical branches. In addition to the network of correspondents, Yastás, which is a prominent ally of the Bank, continuously signs or renews agreements with both financial and commercial institutions so that its customers can carry out their transactions. At the end of 2023, the Bank's customers had a total of 47,155 points to carry out their operations, which represents an increase of 4.8% compared to the previous year.



Source: Banco Compartamos

In 2023, the CNBV awarded Banco Compartamos the Accessibility Recognition for the Compartamos app.

Changes in the way the business is managed

There have been no significant changes in the way Banco Compartamos manages its business in the last three years.

Changes to Products and Services

Banco Compartamos constantly analyzes its product offer to the market, adapting them to the needs of its customers. In 2023, in addition to the savings and insurance products it manages through Aterna, it managed two credit products: Individual Credit and Group Credit, through which, increasing its number of customers, as well as the average balance per customer.

Changes in the company name

Banco Compartamos has not made any changes to its corporate name.

Bankruptcy

The Bank is not in this situation.

Judicial, administrative or arbitral proceedings

Banco Compartamos does not have judicial, administrative or arbitration proceedings other than those that are part of the normal course of its business. The Bank does not have significant judicial, administrative or arbitration proceedings inherent to its normal operation that alone, or as a whole, may, currently or in the future, represent a cost or benefit of at least 10% of its assets and that may have a material impact on its results and financial position. *For more details see section 417000-N, The Issuer, Judicial, Administrative or Arbitral Proceedings.*

Effect of Laws and Government Orders

Banco Compartamos is a multi-banking institution, incorporated under Mexican law, subject to Mexican law. *For more details see section 417000-N, The Issuer, applicable law and tax situation.*

Investments made in the last three years

In 2023, investments were made in the amount of \$180, mainly for the acquisition of computer equipment and transportation equipment. During 2022, a total of \$190 was reported in investments, which were mainly used for the acquisition of computer equipment and transportation equipment. Throughout 2021, the main investments made were in the order of \$61, which were mainly applied to the acquisition of furniture and equipment.

Takeover bids of the Issuer or the Issuer by another company

Banco Compartamos has not made public offers to purchase shares to acquire other companies, nor has it received public offers to acquire shares.

2023 Post-Close Events

On March 12, 2024, Banco Compartamos placed Certificados Bursátiles under a corporate seal for a total of \$3,500, with the ticker symbol COMPART 24S. This placement, the largest made by Compartamos in its history, was for a term of 3.5 years, a TIIE rate plus 62 basis points and had a demand of 1.6 times.

COMPART 24S obtained a credit rating of "AA.mx" from Moody's and "AA(mex)" from Fitch Ratings.

At the Ordinary General Meeting of Shareholders held on April 12, 2024, it was agreed, among other points, the following:

...

I. Resolutions in relation to the application of results for the 2023 financial year and increase in the legal reserve.

II.1 It is resolved to apply the profit reflected in the audited financial statements of the Company as of December 31, 2023, in the amount of \$3,242,883,916.38 M.N. (three thousand two hundred and forty-two million eight hundred eighty-three thousand nine hundred sixteen Pesos 38/100 National Currency), as follows:

...

- (i) the amount of \$1115,000,000.00 M.N. (one thousand one hundred and fifteen million Pesos 00/100 National Currency) is applied to the payment of a dividend in favor of the shareholders in proportion to their participation in the capital of

the Company, and that such dividend payment, for tax purposes, comes from the Net Tax Profit Account ("CUFIN") held as of December 31, 2014.
El pago del dividendo tendrá lugar a más tardar el 9 de mayo de 2024, en una sola exhibición, a través del S.D. INDEVAL Institución para el Depósito de Valuees, S.A. de C.V.

...

IV. Resolutions on the appointment or ratification, as the case may be, of members of the Board of Directors, as well as the determination of their remuneration; Qualification of independence.

IV.1 Considering the recommendation of the Nominating and Evaluation Committee of the Company, the appointment of: (i) Ms. Mercedes Araoz Fernández as an independent member of the Board of Directors of the Company is approved; and (ii) Mr. Christian Thomas Laub Benavides as an independent member of the Company's Board of Directors; who, having been informed of their appointment, accept the office and protest the faithful and fulfilled performance of it.

IV.2 The appointment of Messrs. Martha Elena González Caballero, Rose Nicole Dominique Reich Sapire, Antonio Rallo Verdugo, Carlos Antonio Danel Cendoya, Carlos Labarthe Costas, Francisco Javier Arrigunaga Gómez del Campo, John Anthony Santa María Otazua, José Ignacio Ávalos Hernández, Juan Carlos Torres Cisneros, Juan Ignacio Casanueva Pérez and Luis Alonso Nicolau Gutiérrez as members of the Board of Directors and Mr. José Manuel Canal Hernando are hereby ratified. as an Honorary Councillor of the same.

IV.3 As a result of the above resolutions, the Board of Directors of the Company is made up of the following persons, who will have the character of related or independent that appears in front of their names:

Board of Directors	
Board members	Type
Martha Elena González Caballero	Independent
Mercedes Rosalba Araoz Fernández	Independent
Rose Nicole Dominique Reich Sapire	Independent
Antonio Rallo Verdugo	Independent
Carlos Antonio Danel Cendoya	Related
Carlos Labarthe Costas	Related
Christian Thomas Laub Benavides	Independent
Francisco Javier Arrigunaga Gómez del Campo	Independent
John Anthony Santa María Otazua	Independent
José Ignacio Ávalos Hernández	Related
Juan Carlos Torres Cisneros	Related
Juan Ignacio Casanueva Pérez	Related
Luis Alfonso Nicolau Gutiérrez	Independent
José Manuel Canal Hernando	Honorary Board member

IV.4 Taking into account the recommendation of the Company's Remuneration Committee, the remuneration of the members of the Board of Directors, the Honorary Director and the members of the committees is approved, in accordance with the terms of the document attached to the file of this minutes. Directors who hold management responsibilities will not

be compensated for their participation in the Board of Directors and the Company's committees.

...

V. Resolutions on the appointment or ratification, as the case may be, of the Chairman of the Board of Directors, Secretary and Deputy Secretary of the same.

V.1 The appointment of Mr. Carlos Labarthe Costas as Chairman of the Board of Directors is ratified.

V.2 The appointment of Mr. Manuel de la Fuente Morales as Secretary, without being a member, of the Board of Directors is ratified.

V.3 The appointment of Mrs. Zurihe Sylvia Manzur García as Deputy Secretary, without being a member, of the Board of Directors is ratified.

...

VI. Resolutions on the appointment or ratification, as the case may be, of the Company's Commissioner, as well as the determination of his remuneration.

VI.1 The resignation of Mr. Manuel Constantino Félix Gutiérrez García, from the position he had been holding as Commissioner of the Society, is accepted.

VI.2 It is noted that the shareholders thank Mr. Gutiérrez García for the steps taken and approve each and every one of the acts and procedures carried out in the performance of his position, releasing him from any liability that he may have incurred in the performance of his position.

VI.3 Mr. Alfonso Tomás Lebrija Guiot is appointed as Commissioner of the Society, who, being aware of said appointment, accepts the position and protests the faithful and fulfilled performance of the same.

On April 12, 2024, at the Extraordinary General Meeting of Shareholders, it was agreed:

I. Resolutions on the increase of share capital.

In compliance with current regulations and subject to the corresponding authorization by the National Banking and Securities Commission, the following is approved:

(i) To increase the capital stock in its ordinary part in the amount of \$43,092,000.00 M.N. (forty-three million ninety-two thousand pesos 00/100 National Currency) through the issuance of 43,092,000 (forty-three million ninety-two thousand) ordinary shares, registered of the series "O", with a par value of \$1.00 M.N. (one peso 00/100 National Currency) with which the capital stock will reach the sum of \$799,092,000.00 M.N. (seven hundred and ninety-nine million ninety-two thousand pesos 00/100 National Currency), represented by 799,092,000 (seven hundred and ninety-nine million ninety-two thousand) ordinary shares, registered of the series "O" with a par value of \$1.00 (one peso 00/100 National Currency) each.

(ii) Such increase shall be subscribed and paid through the capitalization of the account of outstanding profits, for the benefit of all shareholders and in a proportional manner in accordance with their participation in the capital stock of the Company.

(iii) By virtue of the foregoing, the Company's share capital and shareholding structure is composed as follows:

Shareholder	"O" Series Stock	Nominal Unit Value (N.C.)	Value
Gentera, S.A.B. de C.V.	798,974,521	\$1.00	\$798,974,521.00
Promotora Social México, A.C.	117,479	\$1.00	\$117,479.00
Total	799,092,000	\$1.00	\$799,092,000.00

Amount in Pesos

On the occasion of the increase in the share capital and subject to obtaining the appropriate authorizations from the National Banking and Securities Commission, the amendment to Article Seven of the bylaws is approved, to be drafted as follows:

"ARTICLE SEVEN.- CAPITAL STOCK: The Company shall have a capital stock of \$799,092,000.00 M.N. (seven hundred and ninety-nine million ninety-two thousand pesos 00/100 National Currency), represented by 799,092,000 (seven hundred and ninety-nine million ninety-two thousand) ordinary shares, registered of the series "O" with a par value of \$1.00 (one peso 00/100 National Currency) each.

The Company may have additional capital, which will be represented by the "L" series shares."

I. Resolutions on the modification of the bylaws.

II.1 On the occasion of the amendment to the General Law of Commercial Companies to allow the use of electronic, optical or any other technology means for the performance of various corporate acts and subject to obtaining the appropriate authorizations from the National Banking and Securities Commission, it is resolved to approve the amendment to Articles Seventeen, Nineteenth, Twenty-fourth, Twenty-ninth, Thirty-second and Thirty-Ninth of the Articles of Association, to be drafted in accordance with the terms of the document attached to this document as Annex "A"

II.2 It is hereby agreed that the amendment to the articles of the bylaws approved in terms of the previous resolutions shall be subject to compliance with the conditions consisting of the authorization of the text thereof by the National Banking and Securities Commission, or any other competent authority.

II.3 This act authorizes the persons designated as delegates of the General Assembly to, if necessary, modify the text of the articles of the Company's bylaws approved in terms of resolution II.1 above, in terms of what is indicated or agreed by the National Banking and Securities Commission. It is not necessary to hold a new assembly to approve the modifications made in compliance with the provisions of the aforementioned authority.

II.4 On the basis of the above resolutions and as they are for the benefit of the Company, the certification of the bylaws is approved in terms of the document that is added to the file of this minutes as Annex "A", which includes the modifications contemplated in this document. In addition, the special delegates of this Assembly are ordered to carry out the necessary steps to formalize the aforementioned certification of bylaws before the notary public of their choice.

The following is the text of the Articles of Association, taken from Annex A that was attached to the Minutes of the Meeting:

ARTICLE SEVENTEEN.- GENERAL ASSEMBLIES: The ordinary general assembly shall meet at least once a year, within 4 (four) months following the end of the fiscal year to deal with, among others, the matters mentioned in article 181 of the General Law of Commercial Companies, and any other that is not the subject of an extraordinary general assembly. The extraordinary general meeting will meet when any of the matters provided for in article 182 of the General Law on Commercial Companies must be discussed.

The assemblies will also meet in the other cases provided for by the General Law of Commercial Companies, including those provided for in articles 166 section VI, 168, and 185 of said law or by the Law on Credit Institutions.

In accordance with Article 29 Bis 1 of the Credit Institutions Law, for the purposes of the corporate acts referred to in Articles 29 Bis, 29 Bis 2, 129, 152 and 158 of the Credit Institutions Law, as an exception to the provisions of the General Law on Commercial Companies and these Bylaws, for the holding of the corresponding General Shareholders' Meetings, the following shall be observed:

I. A single call for a Shareholders' Meeting must be made and published within a period of two business days, which shall be counted, in the cases referred to in Articles 29 Bis and 29 Bis 2 and 129 of the Credit Institutions Law, from the date on which the notification referred to in Article 29 Bis takes effect, or, for the case provided for in Articles 152 and 158 of the Credit Institutions Law, from the date on which the prudential administrator assumes the administration of the Company, in terms of Article 135 of the Credit Institutions Law.

II. The notice referred to in the previous section must be published in the electronic system established by the Ministry of Economy, which, in turn, will specify that the meeting will be held within five days after the publication of said call, the aforementioned publication will not be necessary when all the shareholders of the company are present or represented at the Meeting.

III. During the period mentioned in the previous section, the information related to the subject to be discussed at the meeting must be made available to the shareholders, as well as the forms referred to in Article 16 of the Credit Institutions Law.

IV. The meeting shall be deemed to be legally convened when at least three-quarters of the Company's share capital is represented, and its resolutions shall be valid with the favorable vote of the shareholders who together represent 51% of said capital.

In order to protect the interests of the saving public, the challenge to the convening of the shareholders' meetings referred to in the preceding sections of this article, as well as to the resolutions adopted by them, will only give rise, where appropriate, to the payment of damages, without such challenge producing the nullity of the acts.

In the same way, the assemblies may be held through the use of electronic, optical or any other technology, which allow the participation of all or part of the attendees by such means in the assembly, as long as the participation is simultaneous and the interaction in the deliberations is allowed in a way functionally equivalent to the face-to-face meeting.

In any case, whether in person or through the use of electronic, optical or any other technology, all Assemblies must have mechanisms or measures that allow access, accreditation of the identity of the attendees, as well as, where appropriate, the direction of their vote, and the corresponding evidence is generated. both have the same validity.

It will not be understood that a Shareholders' Meeting is held outside the registered office by the sole fact of using electronic, optical or any other technology means.

ARTICLE NINETEEN.- SUMMONS: Notwithstanding the provisions of section I. of the seventeenth article above, the summons for meetings must be published in the electronic system established by the Ministry of Economy, at least 15 (fifteen) days prior to the date set for the meeting.

Summons must be made by the board of directors or by the commissioner or by the judicial authority, as the case may be. The summons shall contain the agenda in which all the matters to be dealt with at the shareholders' meeting shall be listed, including those included in the heading of general affairs, and shall be signed by the person or persons making them; on the understanding that if they are made, the Board of Directors will do so with the signature of the President, Secretary or Pro-Secretary, as the case may be. Shareholders who, individually or jointly, represent at least 33% (thirty-three percent) of the share capital, may request in writing, and at any time, the chairman of the board of directors or the commissioner to convene a general meeting of shareholders to discuss the matters specified in the agenda.

Any shareholder who owns a share shall have the same right in any of the cases referred to in Article 185 of the General Law of Commercial Companies. In conjunction with the convocation of any ordinary or extraordinary general assembly, special assemblies may be convened to be held sufficiently in advance or simultaneously with the general assembly in question.

In any case, the summons must also specify whether the Assembly will be held only in person or through the use of electronic, optical or any other technology.

For those meetings in which it is specified that the Meeting will be held in whole or in part, through electronic, optical or any other technology, the calls, in addition to containing all the requirements established by the applicable legislation and these bylaws, must include:

- a) The obligation of each and every one of the shareholders of the company to issue the corresponding power of attorney in favour of the person or persons who, in their name and on their behalf, will exercise the right to vote, specifying therein the authorisation to exercise said voting right, through the electronic means determined by the company and specified in the text of the call itself.
- b) The specific instructions so that the representatives of the shareholders previously identified in the proxy letters issued in terms of the preceding paragraph, may appear at the holding of the meeting through electronic means and in the course of the same exercise with respect to each of the matters discussed at the meeting, the exercise of the right to vote, in accordance with the instructions received.

The summons may include any other mechanism or measure that allows access, the accreditation of the identity of the attendees, as well as, where appropriate, the direction of their vote, and the corresponding evidence is generated, having the same validity both. At the end of the meeting, the president or the secretary of the meeting shall state at the beginning of the meeting the number of shares represented and the name of each of the representatives who are participating in the meeting, through electronic means and in each matter they shall specify the voting direction of each of the representatives.

The chairman and secretary of the shareholders' meeting shall certify that each and every one of the shareholders' representatives, or those who are directly participating in the shareholders' meeting held by electronic, optical or any other technology, comply with each and every one of the requirements established by the call itself for such participation. and in the event that one or more of the shareholders or their representatives do not comply with these requirements, the representatives or shareholders may not discharge the meeting, without there being any responsibility for the president or secretary who has made the

certification, and the reasons for such disqualification must be stated in the text of the minutes of the meeting held for such purposes.

From the moment the notices for the meetings are published, the information and documents must be available to the shareholders, free of charge, related to each of the items established in the agenda and at least 15 (fifteen) calendar days before the date of the meeting in accordance with article 173 of the General Law of Commercial Companies at the Company's offices or failing that, in the electronic, optical or any other technology medium specified in the respective call.

Meetings may be held without prior notice, if at the time of the vote, all the shares with voting rights were represented.

The summons to the assemblies shall designate exactly the place, day and hour at which the respective assemblies are to take place; in the intelligence, which must be held at the registered office.

In addition, shareholders may hold meetings outside the registered office, provided that all shareholders approve it and there is also the possibility of using electronic, optical or any other technology. For such assemblies, in this case, the address at which the respective meeting was held must be indicated in the minutes of the meeting.

A meeting shall not be deemed to be held outside the registered office by the mere fact that electronic, optical or any other technology means are used.

ARTICLE TWENTY-FOUR.- MINUTES: The minutes of the assemblies shall be recorded in a special book and shall be signed by hand or electronically by the person presiding over the assembly and by the secretary and, where appropriate, by the commissioner or commissioners present.

A duplicate of the minutes, certified by the secretary, shall be accompanied by a list of those present, indicating the number of shares they represent, the documents justifying their status as shareholders and, where appropriate, the accreditation of their representatives, as well as a copy of the newspapers in which the call and reports were published. Opinions and other documents that have been presented at or prior to the Assembly.

ARTICLE TWENTY NINE.- MEETINGS: The Board of Directors shall meet at least quarterly and in an extraordinary manner, when convened by the Chairman of the Board of Directors or by at least 25% (twenty-five percent) of the directors or by any of the Company's Commissioners.

Meetings of the board of directors shall be held at the registered office of the company, but may be held at any other place within the national territory, which I shall deem appropriate by the board.

Likewise, directors may participate in the meetings of the Board of Directors by telephone, videoconference or by any other electronic, optical or any other means that allow them to participate effectively and simultaneously when they cannot physically attend them. Directors who participate in the meetings of the Board of Directors through these means shall be considered as if they were physically present at the meetings for the purposes of quorum, and their resolutions shall be confirmed in writing, either by handwritten or electronic signature, to the extent required for their validity. In such cases, the chairman and secretary

of the Board of Directors must ensure that all the observations of the director who is participating remotely are duly recorded in the corresponding minutes.

In any case, whether in person or through the use of electronic, optical or any other technology, in all Council Sessions there must be mechanisms or measures that allow access, accreditation of the identity of the attendees, as well as, where appropriate, the direction of their vote, and the corresponding evidence is generated. both have the same validity.

The calls to the meetings of the board of directors will be made by the secretary or pro-secretary of the board of directors in the form and terms determined by the board itself in its Regulations, if this form is not determined, the calls must be made in writing and sent to the directors by mail, at least 5 (five) calendar days before the date on which the meeting must be held at the registered addresses In the company, the call must be signed by the president or the secretary or the pro-secretary of the board of directors.

In any case, the summons must also specify whether the board meeting will be held only in person or through the use of electronic, optical or any other technology.

In order for the meetings of the board of directors to be valid, the attendance of at least 51% (fifty-one percent) of the directors shall be required, of which at least one must be an independent director, and their resolutions shall be valid when taken by a majority of the votes present.

Resolutions taken outside the meeting of the Council by the unanimity of its members shall have the same validity as if they had been adopted at a meeting of the Council, provided that they are confirmed in writing.

The minutes of the meetings of the board of directors shall be signed by the chairperson, by the secretary and by the commissioners present, and shall be recorded in special books, of which the secretary or the pro-secretary of the board of directors may issue certified copies, certifications or extracts.

Likewise, and in the event that the Board of Directors meets in accordance with the provisions of this article, the minutes of the meeting, unanimous resolutions, reports and any other documentation to be issued by the Board of Directors may be signed by the chairperson, by the secretary and by the commissioners or any other person participating in them. by means of an electronic signature of any platform that has the corresponding accreditation for the purpose of carrying out additional advanced electronic signature services, such as the Issuance of Digital Certificates, Preservation of Data Message Records in accordance with NOM151-SCFI-2016 (the "NOM151"), Digital Time Stamping and Digitization of Documents in accordance with NOM151, in terms and with the requirements established by the Commercial Code in Chapters II and III, and by way of example but not limited to in its articles 97, 99, 100, 101, 102 and 105.

ARTICLE THIRTY-TWO. REMUNERATION COMMITTEE.

In accordance with the provisions of Article 24 Bis 2 of the Credit Institutions Law, and unless the National Banking and Securities Commission grants an exception to compliance with the obligations set forth in this article; The Board of Directors shall constitute a remuneration committee, which shall have the purpose of implementing, maintaining and evaluating the remuneration system referred to in Article Thirty-Two of these Bylaws.

The Remuneration Committee shall have the following functions:

- I. To propose for approval by the Board of Directors the remuneration policies and procedures, as well as any modifications that may be made to them;
- II. To report to the Board of Directors on the functioning of the remuneration system;
- III. The others provided for by the general provisions issued by the National Banking and Securities Commission.

The functions to be performed by the Remuneration Committee may, in turn, be performed by the Company's Risk Committee, in the cases and conditions provided for in the general provisions issued for this purpose by the National Banking and Securities Commission.

The Remuneration Committee may meet by telephone, videoconference or by any other electronic means that allows them to participate effectively and simultaneously when they are unable to physically attend the meetings; therefore, the members of the Remuneration Committee who participate in the meetings through these means will be considered as if they were physically present for the purposes of quorum and their resolutions must be confirmed in writing to the extent that this is required for their validity. In such cases, the Chair of the Remuneration Committee shall ensure that all observations of the committee member who is participating remotely are duly recorded in the corresponding minutes.

By virtue of the provisions of the immediately preceding paragraph, the minutes of the meetings of the Remuneration Committee, the reports and any other documentation to be issued by the Remuneration Committee, may be signed by the chairperson, by the secretary or by any other person participating in them, by means of a digital signature, through the electronic platform authorized for this purpose as a Certification Service Provider; and that its purpose is to carry out additional advanced electronic signature services, such as the Issuance of Digital Certificates, Preservation of Data Message Records in accordance with NOM151-SCFI-2016 (the "NOM151"), Digital Time Stamping and Digitization of Documents in accordance with NOM151, in terms and with the requirements established by the Commercial Code in Chapters II and III, and by way of example but not limited to articles 97, 99, 100, 101, 102 and 105.

Notwithstanding the foregoing, the manner in which the Remuneration Committee shall be formed, meet and function shall be subject to the general provisions issued by the National Banking and Securities Commission.

ARTICLE THIRTY-NINE.- AUDIT COMMITTEE: The company shall have an audit committee with an advisory status under the terms established by article 21 of the Credit Institutions Law. The members of the audit committee shall be appointed by the Board of Directors on the proposal of the Chairman.

The Chairman of the Audit Committee may not chair the Board of Directors.

The Audit Committee shall have, among others, the powers referred to in the Credit Institutions Law, Article 148 of the General Provisions applicable to Credit Institutions and other applicable provisions, as well as the policies and guidelines issued by the company's board of directors, as the case may be.

The Audit Committee may meet by telephone, videoconference or by any other electronic means that allows them to participate effectively and simultaneously when they are unable to physically attend the meetings; therefore, the members of the Audit Committee who participate in them through these means will be considered as if they were physically present

for the purposes of quorum and their resolutions must be confirmed in writing to the extent that this is required for their validity. In such cases, the chair of the Audit Committee shall ensure that all observations of the committee member who is participating remotely are duly recorded in the corresponding minutes.

By virtue of the provisions of the immediately preceding paragraph, the minutes of the meetings of the Audit Committee, the reports and any other documentation to be issued by the Audit Committee, may be signed by the chairperson, by the secretary or by anyone who participates in them, by means of a digital signature, through any platform authorized for this purpose and accredited as a Certification Service Provider; and that its purpose is to carry out additional advanced electronic signature services, such as the Issuance of Digital Certificates, Preservation of Data Message Records in accordance with NOM151-SCFI-2016 (the "NOM151"), Digital Time Stamping and Digitization of Documents in accordance with NOM151, in terms and with the requirements established by the Commercial Code in Chapters II and III, and by way of example but not limited to articles 97, 99, 100, 101, 102 and 105.

b) Business Description

Business Model

The Company is a multi-banking institution incorporated in the form of a corporation under Mexican law. It is a subsidiary company of Gentera, S.A.B. de C.V., whose primary purpose is to promote, organize and administer all kinds of commercial or civil companies, both national and foreign.

Banco Compartamos does not have any stake in other companies.

The Bank was founded on solid values, which guide the Issuer, so beyond honoring its motto "the person is at the center", this value is a way of life of the Institution.

Through financial inclusion, the Company aims to generate 3 types of value for people:

Social Value. growing to offer inclusion opportunities to as many people as possible in the shortest possible time and sharing the benefits obtained with the communities where we work.

Economic value. building innovative, efficient and profitable business models, from which everyone can benefit.

Human Value. trusting in every person, in their willingness to grow and self-actualize, to be better and with financial education to use financial services to their benefit.

A fundamental point at Banco Compartamos is the mystique.

Mystique

Mysticism is the living of our six values. We want to achieve our Purpose by conducting ourselves with a personal ethic based on our Mystique.

Person

It is at the heart of our values because we recognize its dignity and self-worth; We understand it as an end and never as a means.

We believe in their ability to self-perfect, that is why we seek to enhance their abilities through their integral development according to the F.I.S.E.P. ® (Physical, Intellectual, Social-Family, Spiritual and Professional) model, which promotes the balance between these five dimensions.

Service

We live this value by giving ourselves to others because we are interested in their good, which is why we offer an excellent service seeking to understand the environment, the characteristics and needs of our clients.

Responsibility

We live this value by keeping our word and assuming the consequences of our actions.

Passion

We live this value by loving everything we do, being enthusiastic about doing work with a sense of transcendence.

Teamwork

We live this value by collaborating with others, to achieve more.

Profitability

We live this value by doing more with less, being productive and efficient to serve better.

Protecting our customers

For us, the most important thing is the person and our customers are our reason for being, so they become the center of everything we do and protecting them is paramount in our daily work.

It is essential that we comply with the following principles in our daily actions:

- 1. Appropriate products and services.*
- 2. Prevention of over-indebtedness.*
- 3. Transparency.*
- 4. Fair and respectful treatment of customers.*
- 5. Reasonable Prices*
- 6. Grievance Resolution Mechanisms.*
- 7. Mechanisms for the attention of rights.*
- 8. Privacy of customer data.*

A fundamental part of the Bank's business model is to maintain closeness with its customers, to the extent that they can bring financial services to a greater segment of the

population, they will get closer to fulfilling their purpose. Distributed in the 32 entities of the Mexican Republic, Compartamos had a total of 429 Service Offices and 143 Branches, of which 69 share domicile with Service Offices as of December 31, 2023. Compartamos' facilities are located in rural, semi-urban and urban areas, giving it nationwide coverage.

The Company is headquartered in Mexico City, which is responsible for supporting the Service Offices, as well as centralizing strategy, finance, internal control and institutional relations functions. The total number of Compartamos employees at the end of 2023 was 15,050, all of them full-time. In addition, there are 1,307 Gentera employees who provide support to Banco Compartamos' activities.

Currently all Service Offices are leased, so the Company has no real estate investments to date.

At the heart of the Company's business model are Loan Officers; There are two types of Loan Officers: Promoters and Advisors. The Promoters are responsible for the group methodology and the Advisors are in charge of the Individual Market product. Both are responsible for the credit process in its various stages, from origin, through follow-up and to the collection of credits and are supervised by the coordinators of each office. Loan Officers are recruited locally and trained to offer the products. Loan Officers are remunerated with a base salary scheme and incentives that reward two aspects: i) productivity (number of clients served) and ii) portfolio quality (lower portfolio at risk for more than 8 days).

Compartamos knows that a fundamental aspect of its business model is to increase the maturity of the Credit Officer, since he is responsible not only for the placement and collection of loans, but also for the entire process of accompaniment, for the transmission of financial education to both individual and group clients, and, It is very important to avoid the client's over-indebtedness, thereby supporting not only the present, but also the future of the Company.

Starting in 2014, Banco Compartamos decided to standardize the supervisory functions of Promoters and Advisors, previously, there was a supervisor for individual methodology and another for group methodology, with the aim of making its operation more efficient, it decided to unify this supervisory function, with the understanding that the supervisor has the ability to coordinate both methodologies.

In 2015, with the aim of increasing the productivity of its Loan Officers and improving customer service, the Hand held device was replaced by the Promoters' Smartphone, it is expected that, in the future, the use of this technology can be used in training issues.

Because the Company's business model is labor intensive and transactional, as well as the nature of being very low-value operations, the Company's most relevant costs are operating costs. The Company has made significant efforts, and will continue to do so in the future, to achieve greater operational efficiencies.

The Company has not been subject to or declared bankruptcy, suspension of payments or bankruptcy, nor has it been subject to civil, administrative, tax or any other type of lawsuit that could significantly affect its financial situation.

Since the incorporation of the Company, it has not made any direct or indirect investments in other companies. All cash surpluses, by internal policy, are invested in fixed-income instruments (CETES, BONDES, bank paper, etc.) both live and on a repo basis, with one-day

terms, except in cases where the availability of resources is not required, then they are invested in maturities that can vary from 7 to 30 days.

(i) Main Activity

Compartamos' main activity is to provide income-generating microcredits, that is, loans with a small amount, the average balance per customer as of December 31, 2023 was \$13,891, which represents an increase of 16.3% compared to the balance of \$11,947 Pesos in 2022. The Bank's main source of income comes from interest charged, which in 2023 accounted for 93.3% of total revenue.

In 2023, the Bank made an adjustment in its product portfolio, grouping them into two large groups: group credit and individual credit, in this way, it expands the benefits offered to customers, providing them with better conditions, higher amounts and rewarding good behavior when making their payments.

The loans granted by the Bank are, for the most part, short-term, an example of this is Group Credit, which is granted, mainly in a range of 3 to 7 months, with this it seeks to avoid the over-indebtedness of the client and, unlike most loans aimed at the base of the pyramid, the loans granted by Compartamos are mainly intended for the development of productive activities. It is important to note that Compartamos provides financing only to lawful activities and, from the first contact that the Promoter makes with the client, the activities in which the credit cannot be used are indicated.

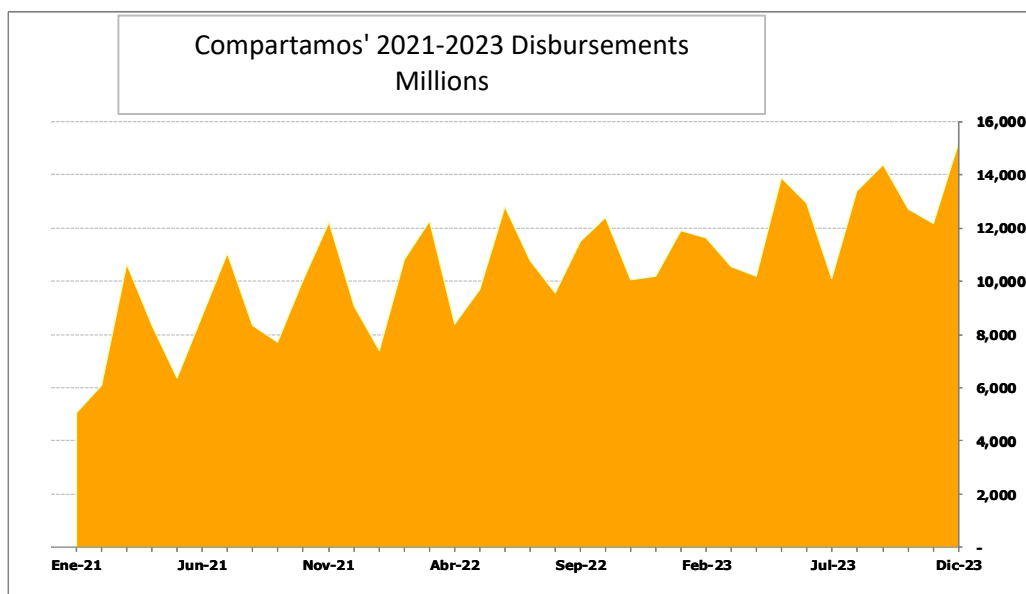
The Bank is a pioneer in the group methodology in Mexico, which consists of loans that are granted to teams of people, among the advantages offered by the group methodology, is that it allows to reduce the costs of analysis and information, in addition to allowing the constitution of a joint guarantee for loans granted; In other words, the members of the group are legally responsible to the other members of the group and socially responsible to the entire group, which favors timely payment. The group methodology is used for the Women's Credit and Merchant Credit products.

A Compartamos Promoter manages the formation of the group, but the members freely select the formation of the group, once the group is integrated, the Promoter provides training regarding the form of work that will be followed, the conditions under which the credit will be granted and the way in which it must be paid, explaining clearly and in detail the contract by which the credit relationship will be governed. It is worth mentioning that, as part of the customer protection promoted by Compartamos, there are no clauses in the contract that could confuse your customers or complex language, but it is a clear contract, so that the customer knows what they are obligated to.

Once the group is formed, each member indicates the amount of credit requested, since, although the guarantee is solidary, the credit is granted individually to each member, according to their particular needs. Compartamos conducts the credit investigation and, once concluded, makes the Disbursement in a group meeting. It is important to note that the Promoter does not make payment in cash, but instructs the client (through a payment order) and provides him with the data so that he can go to a Compartamos bank branch, credit institutions or any of the businesses affiliated with a network of authorized banking correspondents with which the Company maintains agreements and alliances. to collect your credit. The Promoter again explains the terms of the contract and emphasizes the dates by which the group must make the payment. Because payments must be made weekly or

biweekly, depending on how it has been agreed, the groups meet with the same periodicity, which stimulates the members of the group themselves to give a timely follow-up and seeks to reduce the default in the payment of the credit.

This group methodology is a business strategy of Banco Compartamos that has generated a strong bond of loyalty, in 2023, 86.7% of customers renewed their credit.



Source: Banco Compartamos

• **Products and Services**

The products offered by the Bank to its customers are divided into 3 main categories: Credit, Insurance, which are presented through Aterna, related party and Deposit.

While it is true that Compartamos continuously makes improvements to its product portfolio in order to adapt them to the needs of its customers, during 2023 it decided to simplify its credit product offering by maintaining three.

To make the information for 2023 comparable with that of previous years, the products for the years 2022 and 2021 have been grouped into the two methodologies, Group and Individual.

The data for credit products are presented below:

Product Type	December 31st 2023		December 31st 2022		December 31st 2021	
	Portfolio Contribution*	Number of Customers	Portfolio Contribution*	Number of Customers	Portfolio Contribution*	Number of Customers
Metodología Grupal	28,557	2,746,883	22,315	2,396,470	20,435	2,367,200
Metodología Individual	12,729	225,253	8,694	198,957	6,334	134,293
Total ⁽¹⁾	41,286	2,972,136	31,009	2,595,427	26,769	2,501,493

* Millions of Pesos

Credit Products:

Product	Characteristics
Crédito Grupal	<p>Credit that operates with a group methodology for women and men who require short-term financing for working capital or investment in their business.</p> <p>Instant credit renewal.</p> <p>Personal credit with joint and several guarantee</p> <p>Amount from \$6,000 Pesos to \$70,000 Pesos.</p> <p>Term of 3, 4, 5, 6 and 7 months, allows a weekly and biweekly payment frequency.</p> <p>The credit can be paid in the selected term or at the time requested by the customer.</p> <p>It provides the possibility of obtaining a Grow and Improve Credit or an Additional Plus Credit.</p> <p>From the second group loan, life insurance is granted at no cost with an insured sum of \$5,000 Pesos and the option of contracting the voluntary Compartamos Protección insurance is provided.</p> <p>Nationwide, more than 15,000 places are offered to collect the group loan and more than 40,000 to pay it.</p> <p>It does not charge opening and administration fees.</p>
Crédito Individual	<p>Credit that operates under an individual methodology aimed at merchants who have a minimum of six months of experience with their business.</p> <p>Fixed rate during the term of the loan.</p> <p>Amount of up to \$500,000 Pesos.</p> <p>Term of up to 48 months to repay the loan.</p> <p>It can be settled within the established period or at the time requested by the client.</p> <p>Monthly and biweekly payment frequency.</p> <p>It does not charge opening and administration fees.</p> <p>Provides life insurance at no cost when renewing the Individual Credit.</p> <p>You can take out the Compartamos Protección Insurance on a voluntary basis.</p> <p>Nationwide, more than 15,000 places are offered to collect the group loan and more than 40,000 to pay it.</p> <p>It does not require collateral for customers with good payment behavior.</p>
Crédito Adicional Plus Compartamos	<p>Individual credit aimed at Group Credit and Individual Credit customers that allows them to cover needs regarding their business, housing and unforeseen events.</p> <p>Amount from \$5,000 to \$70,000 Pesos.</p> <p>Term from 3 to 18 months, with biweekly or monthly payment frequency.</p> <p>It is available from the third cycle.</p> <p>It has no opening or administration fees.</p> <p>Provides theft and dispersion insurance.</p> <p>It can be settled within the established period or at the time that the client decides.</p> <p>A credit is available for each parent product (Woman or Merchant).</p> <p>Nationwide, more than 15,000 places are offered to collect the group loan and more than 40,000 to pay it.</p> <p>It does not require a guarantee.</p> <p>It is required to be current with your payments at the time of hiring.</p>

- Offered Products as of December 2023

Source: Banco Compartamos

Of the products described above, Group Credit is Banco Compartamos' flagship product.

Insurance Products:

Product Type	2023	2022*	2021
Active Policies	8,344,161	7,051,326	7,090,936
Policies Sold (Issued)	22,372,845	20,565,154	19,832,524

Insurance products are offered to Compartamos customers through Aterna

* Include theft policies

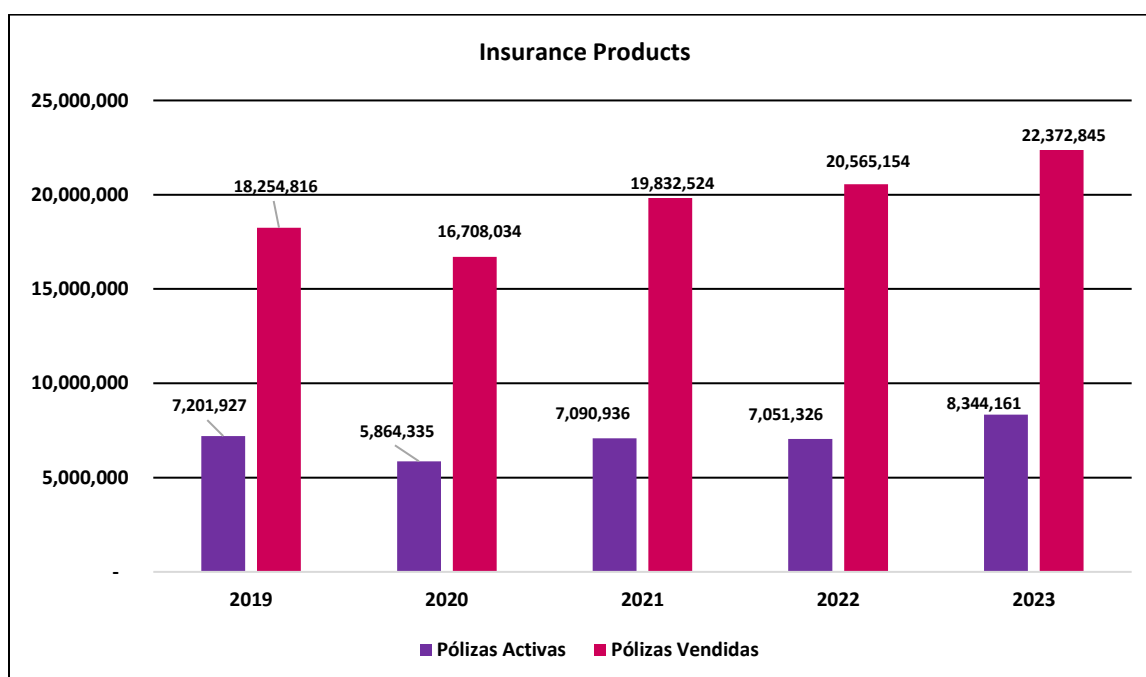
In Mexico there is no culture of the use of insurance, the Bank, through Aterna, offers its customers insurance when contracting their credit, it is very important to point out that this insurance protects the customer, not the credit, so, in case of death, the insurance resources are delivered to the beneficiary.

In recent years, it has developed a wider range of insurance products, seeking greater benefits for customers and for them to be able to see the benefits in a more palpable way;

For this reason, in the insurances that are voluntarily contracted as Seguro Compartamos Protección, it contemplates the delivery of benefits in life such as: delivery of an advance in case of cancer diagnosis, economic support in case of hospitalization or surgery, depending on the insurance contracted. It should be noted that, among the additional benefits, the client can choose to also insure a family member. In order to ensure that insurance benefits can be conveyed to customers in a more professional manner, greater emphasis was placed on training Loan Officers so that they can pass on benefits to both the customer and their beneficiaries, but without forcing the customer to purchase them.

A fundamental part for the report on the growth of policies sold in recent years is that what was agreed is complied with in the event of a claim; It is important to note that the payment of claims is made on average within 48 hours from the delivery of the necessary documentation, and this compliance by the Company has contributed significantly to increasing customer confidence.

After the complex years we experienced as a result of the COVID-19 pandemic that affected the Bank's product offer, including insurance, demand for these products rebounded in 2022. In 2023, the number of active policies increased by 18.3% year-on-year, reaching a total of 8,344,161. On the other hand, the policies sold amounted to 22,372,845, exceeding by 8.8% what was reported the previous year.



Source: Banco Compartamos

Product	Characteristics
Seguro de Vida Básico ⁽¹⁾	This life insurance is a cost-free benefit that provides coverage for unexpected situations that may affect the client's family, starting from the renewal of their Group Credit or Individual Credit A sum of \$5,000 Pesos is granted in the event of the credit holder's death In case of a claim, payment is made within five business days (with complete documentation) to a bank account
Seguro Compartamos Protección ⁽¹⁾	Certainly, clients of Crédito Mujer, Crédito Comerciante, and Crédito Individual can voluntarily acquire insurance to cover unexpected expenses caused by a cancer diagnosis, surgery, hospitalization, or death

	<p>It offers five coverages in a single insurance policy, with Family Mode allowing coverage to be extended to a family member, and with the Plus Package, the policyholder has the possibility of doubling their protection</p> <p>Coverage included:</p> <ul style="list-style-type: none"> • Base Package Coverage of \$30,000 Pesos for death \$15,000 Pesos for Cancer Diagnosis \$1,000 for Surgical Intervention Casa de la Amistad assistance in case of childhood cancer provides \$1,000 Pesos for each approved consultation attended by the minor or young person in treatment (child, stepchild, nephew, or grandchild of the insured), as well as lodging, medication, transplantation, prosthetics, special studies, educational support, and emotional support • Paquete Plus Coverage of \$60,000 Pesos for death \$30,000 Pesos for Cancer Diagnosis \$800 Pesos per night for Hospital Support \$1,000 for Surgical Intervention Casa de la Amistad assistance for childhood cancer provides \$2,000 Pesos for each approved consultation attended by the insured minor or young person in treatment (child, stepchild, nephew, or grandchild of the policyholder), as well as lodging, medications, transplants, prosthetics, special studies, educational support, and emotional support. • Family Insured. Coverage of \$15,000 pesos per death. \$7,500 Pesos for Cancer Diagnosis. From \$400 Pesos per night for Hospital Support. \$1,000 for Surgical Intervention. Casa de la Amistad assistance in case of childhood cancer provides \$1,000 pesos for each consultation approved by the treating physician attended by the minor or young person in treatment (son, stepchild, nephew or grandchild of the insured), as well as shelter service, medicines, transplant, prosthesis, special studies, educational support and emotional support. <p>In all three modalities, in the event of a claim for an Advance Payment for Cancer Diagnosis, the death coverage is extended for three to six months more than the validity of the insurance in the same cycle.</p>
Seguro de Robo ⁽¹⁾	<p>It is a product that protects its customers in the event of theft with physical and/or verbal violence of the credit and a payment slip.</p> <p>It covers up to two thefts per cycle (one credit theft and one pay slip).</p> <p>In the event of a claim, it is paid in five working days (with complete documentation) to a bank account or credited.</p> <ul style="list-style-type: none"> • Group Credit. Payment of up to 100% of the credit granted. Payment of up to 100% of a payment slip during the term of the credit. • Individual Credit. Payment of up to \$100,000 Pesos of the credit granted. Payment of up to \$11,000 Pesos from a payment slip during the term of the credit.
Seguro Magenta ⁽¹⁾	<p>Insurance that protects cars and motorcycles at a low cost and easy to take out through the internet.</p> <p>Applies to cars or motorcycles from model year 1990 onwards.</p> <p>You have two contracting options according to your needs:</p> <ul style="list-style-type: none"> • Insurance without payment of deductible, protects the vehicle for up to \$40,000 Pesos in case of theft or total loss. • Traditional insurance, even for its commercial value in case of theft or total loss.

⁽¹⁾ Insurance products offered to Compartamos customers through Aterna.
Source: Banco Compartamos

Savings Products:

In 2012, the Bank launched a pilot program to launch this new fundraising product. At the end of December 2014, it had 127,498 savings accounts, with which it was possible to transact in the 6 branches that Compartamos then had, make SPEI transfers through other banks, withdraw cash from Red ATMs, Yastás correspondents, as well as in various affiliated businesses.

At the end of 2014, more than 90% of the customer base of the 15 Service Offices in the regions where the pilot program was carried out had a Compartamos Personal Account where they receive the dispersion of their credit.

As a continuation of the pilot program initiated in 2012, from which lessons were learned, PIA was developed in an important way throughout 2015, which implied great challenges in various areas.

In March 2015, the Integra Ahorro platform began operations, which controls the various systems and will allow the massification of the product. My Savings Compartamos was launched and the card used was changed from the Carnet brand to Visa, which led to greater acceptance in stores and ATMs in various parts of the world. For customers who hire it, there is an SMS alert service to their cell phone.

It should be noted that, during the year, the ecosystem proposed for the pilot program continued in the municipalities of Coatzacoalcos and Minatitlán and included the municipalities of Puebla Centro, Cholula, Huauchinango, Tepeaca and Huejotzingo.

In July 2015, the collection products were officially launched with clear objectives of achieving greater financial inclusion, dignified service, low costs and proximity to the customer.

Starting in 2016, Compartamos enriched its portfolio, offering a greater variety of its savings products. It also expanded PIA's geographical coverage, which allows it to open an account practically nationwide, thanks to the increase in the number of its own branches and the synergies with Yastás, where in addition to the possibility of carrying out financial operations, account opening can now be carried out. During the year, it carried out two high-impact campaigns to promote its savings products: the Christmas Campaign aimed at external customers and the Super Bowl aimed at the sales force.

The actions described above were reflected in considerable increases in accounts that closed 2016 at \$595,248, the previous year the total was \$233,685 and the total amount as of December 31, 2016 was \$1,164.2, which exceeds the amount at the end of 2015 which was \$78.1.

Part of Banco Compartamos' strategy during 2017 was to give greater impetus to its deposit products, to this end, it invested in the opening of new branches, which at the end of the year reached a total of 268, exceeding the 135 it had at the end of 2016. The work of its sales force, the development of technological tools to reaffirm contact with the customer, the reinforcement of its product portfolio and the advertising campaigns carried out, bore fruit since, as of December 31, 2017, the number of deposit accounts from immediately receivable deposits and time deposits from the general public, It was 1,620,791, with a total balance of \$1,780.5.

In 2018, the development of savings products continued, thanks to the boost of the sales force, a greater approach of the products to customers, as well as greater investments in technological platforms that provide better accessibility to the customer, as well as greater security in their transactions. At the end of the year, Banco Compartamos had 231 branches, a total of 1,625,145 accounts with a total balance of \$2,548.5.

For 2019, the Bank continued to promote savings products with promotions for customers who have their account and use it as a means of payment. At the end of the year, the number of accounts amounted to 1,792,315, with a total balance of \$2,479.8.

At the end of 2020, the number of Banco Compartamos accounts was 1,555,785, which compared to the previous year shows a decrease of 13.2%. The total balance was \$2,768.1.

At the end of 2021, the number of Banco Compartamos accounts was 1,304,880, which compared to what was reported the previous year, represents a decrease of 16.1%.

For 2022, a total of 1,368,863 accounts were reached, which compared to the previous year represents an increase of 4.9%.

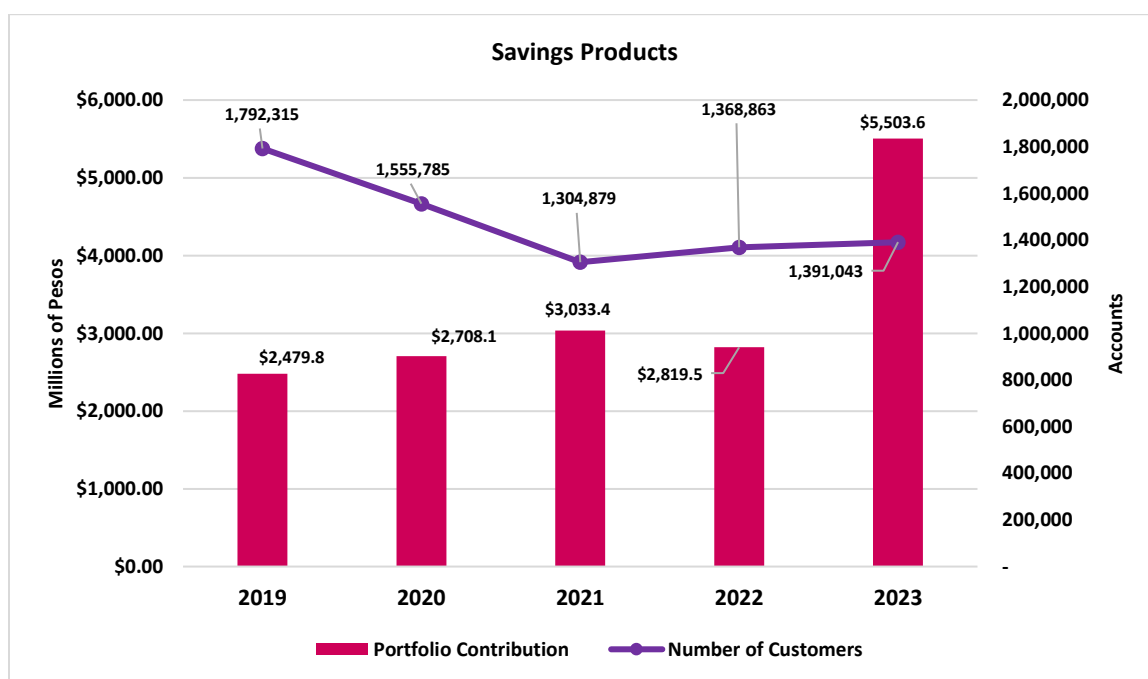
At the end of 2023, the number of accounts amounted to 1,391,043, which shows an increase of 1.6% compared to the previous year.

	December 31st 2023		December 31st 2022		December 31st 2021	
Product Type	Contribution to deposits *	Number of accounts	Contribution to deposits *	Number of accounts	Contribution to deposits *	Number of accounts
Cuenta Básica	0.03	128	0.04	99	0.1	148
Cuenta A Mi Favor	48.83	186,605	40.2	168,023	36.4	164,193
Mis Ahorros Compartamos	1,574.5	1,141,947	1,021.5	1,087,323	899.1	970,193
Alianza Compartamos	0.0	1	0.0	3	0.0	11
Mi Grupo Compartamos	258.5	46,387	408.6	94,846	616.7	129,829
Inversiones - Plazo Fijo	1,750.7	15,969	1,334.2	18,563	1,465.3	40,498
Cuenta Empresarial **	0.2	2	0.0	2	0.9	4
Cuenta Empresarial Plus **	1,870.7	4	14.9	4	15.0	4
Total***	5,503.6	1,391,863	2,819.5	1,368,863	3,033.4	1,304,880

* Millions of Pesos

** Product limited to Genera companies.

*** The breakdown by product does not include the balance of the global account for accounts without movement, nor investment instruments issued with other companies (CEDES, PRLV, etc.), nor the interest pending accrual on fixed-term investments, due to this situation, the figure may not coincide with the audited financial statements.



Source: Banco Compartamos

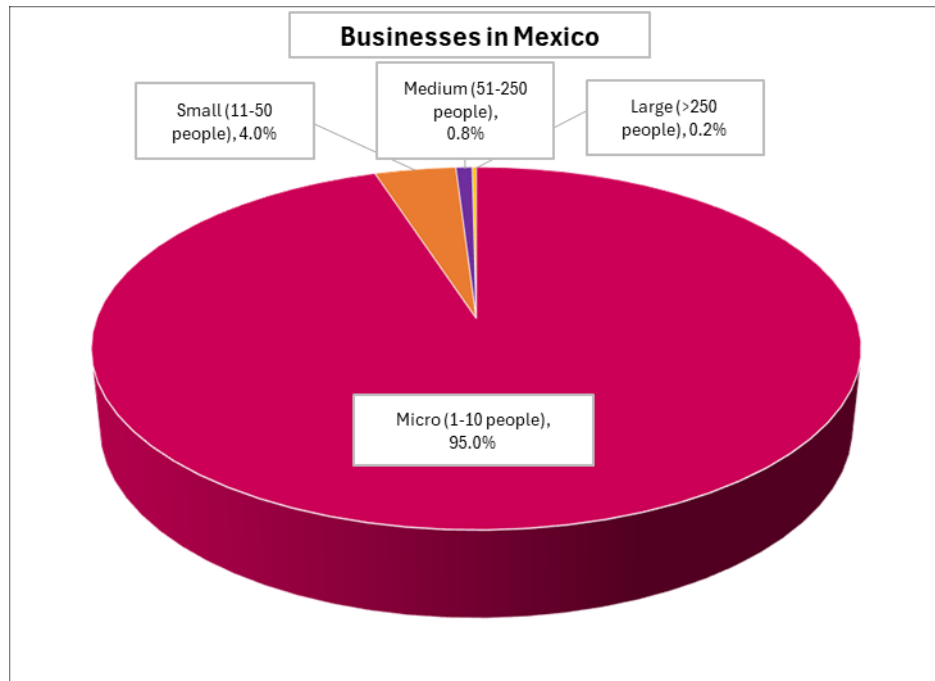
Product	Description
Mis Ahorros Compartamos	Bank deposit account on demand to save safely. Available to all audiences. Money is kept safe and always available. International Visa card delivery. It does not charge opening fees. Deliver performance to the customer. The resources can be obtained at Banco Compartamos branches, Yastás correspondents, ATMs and SPEI transfers. It allows purchases to be made in various stores. Clients can receive money from abroad to the card without commission, in less than 30 minutes. With the Compartamos Móvil APP, the customer can have control of the resources from their cell phone. In the case of Compartamos customers, they can request the disbursement of their credit in that account.
Cuenta A Mi Favor	Easy and quick account to open for online purchases and in different stores. Customers can request the disbursement of Crédito Mujer, Crédito Adicional Plus and Crédito Comerciantes in this account. Money is kept safe and always available. It has a limit on deposits of up to \$23,944.8 Pesos per month (amount calculated based on the UDI Value of December 31st 2023) No account amount limit Visa card delivered. It is accepted in stores and ATMs. Transactions can be made at Compartamos branches, Yastás correspondents, various stores and SPEI transfers. It is accepted for purchases on the internet. You can receive and make payments with CoDi. If they are a Compartamos customer, they can request the disbursement of their credit in that account.
Mi Grupo Compartamos	Demand deposit account with the aim of making voluntary savings of the credit group. For the disposal of resources, it requires one holder and two co-owners. Provides full access to digital channels. The channels of use can be Bank branches, Yastás correspondents and SPEI transfer, but withdrawals are only made at Banco Compartamos branches. Receive SMS alerts for withdrawals and deposits.
Inversiones Compartamos	Fixed-term investment with different term options from 28 days to 360 days. The longer the term, the higher the yield. You can invest from \$1,000 Pesos. It requires an axis account through which the investment can be disposed of. At the end of the term, the yield is deposited. Receive SMS alerts prior to their expiration. Access to the Compartamos Móvil App is provided.

Source: Banco Compartamos

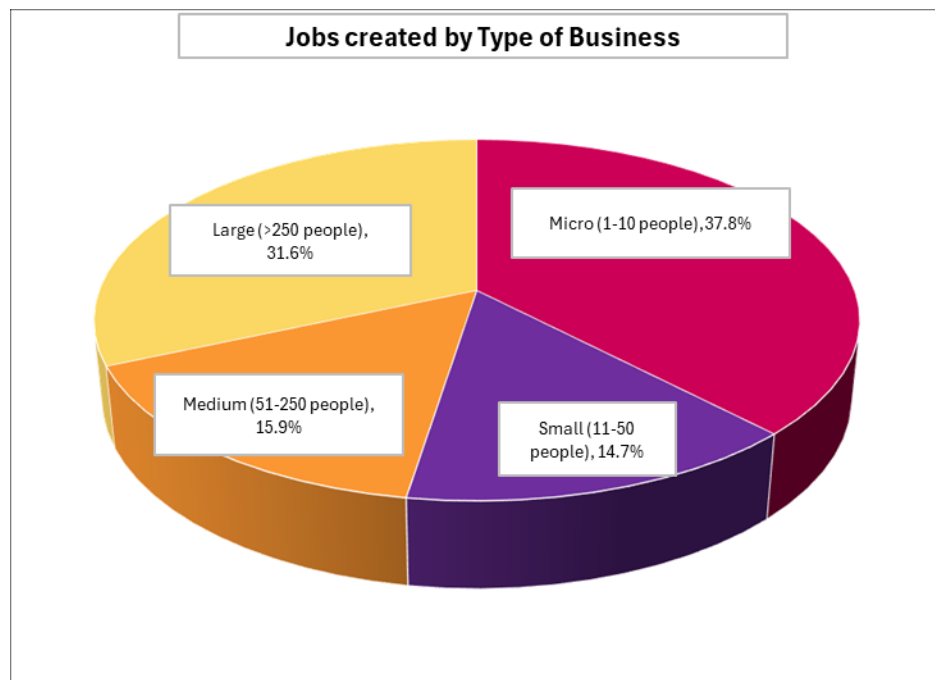
In the beginning, Banco Compartamos focused solely on the women's segment. However, due to the great acceptance by its customers, it expanded its product portfolio and now includes men within its target market as well.

Compartamos' clients are engaged in a large number of productive activities, whose spectrum of businesses includes the purchase and sale of various products, food processing, clothing manufacturing, grocery stores, aesthetics, to mention a few examples, which is why there is no dependence on any sector of the economy; However, they are businesses that have great relevance to the Mexican economy.

According to the 2019 economic census conducted by INEGI, around 95.0% of companies in Mexico fall within the classification of microenterprises; that is, they have up to 10 people employed and generate around 37.8% of the jobs in the country.

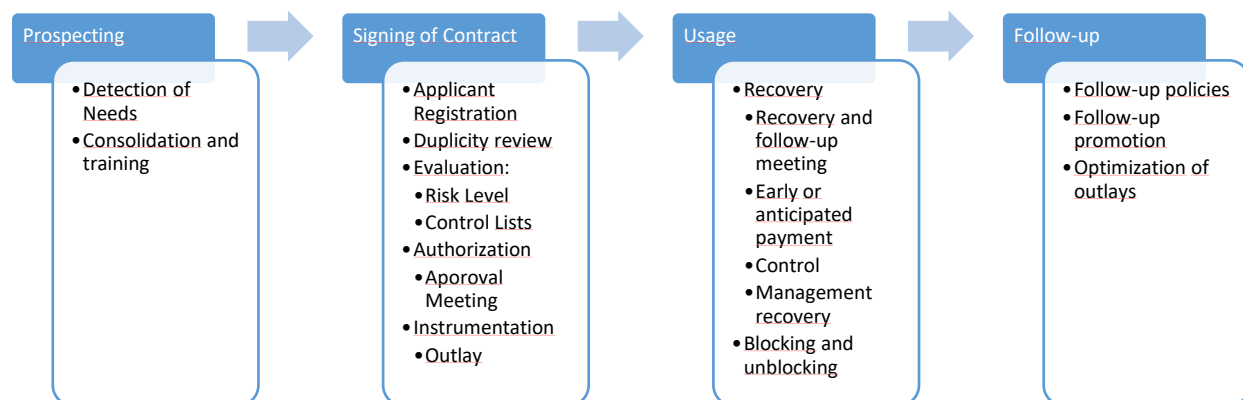


Source: Own elaboration with information from the 2019 Economic Census. INEGI
<http://www.inegi.org.mx/>



Source: Own elaboration with information from the 2019 Economic Census. INEGI
<http://www.inegi.org.mx/>

- **Credit Granting Process**



Sales

To carry out the placement of the loans, the Company relies mainly on its sales staff or Credit Officers, which is made up of Promoters and Advisors. Both are responsible for the promotion and sale of all credit products. Depending on the number of customers, each of the Service Offices has a sales staff ranging from 4 to 20 people. Credit Promoters and Advisors are remunerated with a base salary and incentive scheme that rewards two aspects: productivity (number of clients served) and portfolio quality (portfolio at risk for more than 30 days).

Based on these results, staff can receive a productivity bonus, significantly improving their income; It is important to note that the Company seeks to ensure that the base compensation of the Loan Officers is sufficient to cover their basic needs, so that, in the event that they do not receive incentives, their subsistence is not compromised. The Company believes that this compensation has contributed to the success of its business strategies and to the fact that its employees receive a competitive integrated salary, a situation that has been positively reflected in staff turnover.

The Loan Officers are supported by coordinators and administrative support staff at each Service Office. Coordinators are responsible for supervising sales staff, which may include customer visits, overseeing the credit process, reviewing credit files, and developing specific sales strategies at each Service Office. Sales staff and coordinators on duty are supervised by a manager in each Service Office. In addition, there are regional managers, who are responsible for overseeing the operations of between one and nine Service Offices.

Sales personnel are recruited primarily from high schools, colleges, and through newspaper advertising and advertisements in the locations where the Service Offices are located.

Marketing

The Company believes that its specialized knowledge of the microfinance industry has been a great asset in developing an effective marketing strategy. Most of its clients come to the Company on the referral of other clients; however, its sales staff has advertising tools to promote the Company.

The Bank promotes its products and services using various marketing and advertising methods, including: (i) mass promotion through loudspeakers (horns mounted on the awning of a car that circulates through different communities on a constant basis, transmitting the message of Compartamos); (ii) delivery of information in a personalized manner by its Advisors and Promoters, who carry out one-on-one sales work; (iii) advocacy events, which are generally held by local governments as part of the economic development of communities; (iv) radio, one of the most important mass media for Compartamos, since a high percentage of the population it serves listens to local radio stations; (v) press, this medium is the one that allows people to know what is happening in their locality, most of the time this type of newspapers are free for readers, which allows to achieve a very good penetration in the locality; (vi) printed matter, consisting of the delivery of leaflets in places and mass gatherings such as tianguis, markets or commercial areas; and (vii) outdoor advertising, which consists of placing advertising messages in advertising media such as billboards, land fences and buildings, and in mobile advertising such as buses, subways, pedicabs, etc.

The budget for advertising and marketing varies in each region depending on the demand that exists in each Service Office, as well as the competition of each locality. Advertising campaigns are carried out throughout the year, no seasonal campaigns have been carried out.

Credit Application & Approval

Lending institutions rely on quantitative (ability to pay) and qualitative (willingness to pay) information to extend credit. Due to the market that Compartamos serves, quantitative information regarding its customers and segments is scarce, so it focuses on qualitative information such as the client's reputation in the community, as well as credit risk control policies that seek to analyze the current payment capacity and not the future capacity that is based on projections.

Once the potential client has been contacted, they are asked to do the following:

- Submit a credit application.
- Authorization to consult the credit bureau.
- Copy of the applicant's official ID.
- Copy of the applicant's proof of address.
- Sign credit agreement and promissory note.
- Any information related to the guarantee of the credit, if applicable.

Once the above requirements have been met, the Promoter or Advisor processes the credit approval process, for which it requests approvals from managers and/or coordinators, depending on the amount of the credit and the product. In order to control credit risk, the methodology has well-defined and standardized policies, including limiting the amount depending on the seniority of the applicant, as well as demonstrating a previous saving of 5% with respect to the credit requested. The savings must be deposited with a regulated financial institution as a condition of making the Disbursement.

Once the credit is approved, the funds are delivered to the customer by deposit in a debit card or payment order, which can be exchanged directly at Compartamos branches, Yastás correspondents, Citibanamex, BBVA, Banorte, Banco del Bienestar, HSBC, Santander and

other businesses with which Compartamos has signed agreements. All of the Bank's loans are documented with individual promissory notes.

Portfolio Management

The Promoters and Advisors frequently visit (depending on the periodicity of the payments) the clients assigned to them to provide the corresponding follow-up, which includes functions such as informing about changes in the Bank's policies, promotion of new products, collection and training in financial education.

One of the key elements of the Company's business model is to make its sales staff individually responsible for the payment and recovery of approved credits, so they must maintain constant contact with customers and directly supervise every payment made within the customer portfolio.

With respect to Crédito Mujer and Crédito Comerciantes clients, having a group management methodology allows the portfolio to be managed more efficiently. In the case of Crédito Mujer, all members of the group are required to attend a weekly meeting during which each member of the group makes the weekly payment with respect to their credit and which is attended by the designated Promoter. Each group has a committee made up of three members elected by the same group (president, secretary, and treasurer), who are responsible for collecting and verifying the payments made by each member of the group. Promoters maintain a close relationship with each of the clients they serve to verify that both the individual payments and the total payment made by the group are correct. Once the total weekly payment of a group has been received, the committee is in charge of depositing the payment in one of the 142 Compartamos Branches, in the merchants affiliated with the Yastás network, Citibanamex, BBVA, Banorte, Banco del Bienestar, HSBC, Santander bank branches or in Chedraui, Oxxo, Soriana, Walmart stores, as well as in certain correspondent channels of BBVA and Banorte. Under no circumstances do the Compartamos Promoters handle cash from the collection of credits. The Company directly receives bank deposit information and automatically credits payments to client accounts.

With respect to the administration of credits that were not granted on a group basis, the customer is individually responsible for depositing their payment directly at a bank branch or authorized merchant. The Advisor or coordinator assigned to an Individual Credit client must also prepare a bi-weekly or monthly report to confirm that the client has paid and that such payment has been duly recorded in the system. If a payment has not been posted, the Advisor or Coordinator is required to visit the client and confirm if the corresponding payment has been made.

Collection

In the event of a delay or omission in a payment arising from a credit, the responsible sales staff initiates the collection procedure and documents each step of the process in the customer's file. If the omitted payment is not made by the group to which the defaulting borrower belongs, the Promoter and the Coordinators are obliged to carry out collection procedures with said borrower. However, they cannot offer changes to the original terms and conditions of the credit as the Company does not restructure any credit granted.

If the delay in collection exceeds 60 days, the credit file is turned over to out-of-court collection. If the credit is secured by a third party, as is the case in the Additional, Individual and Grow and Improve credits, payment will be required from the guarantor as well as from the original debtor. As part of the collection processes of the legal area, some promissory

notes are judicially executed for collection if the amounts or the situation warrants it, however, most of the procedures are made and resolved out of court.

- **Catchment**

Based on the evolution of the pilot recruitment project, it was from 2015 onwards that several strategic objectives were established for the Bank: to build loyalty and expand its customer base, i.e. to diversify to serve new markets; join forces with Yastás and Intermex for the opening of savings accounts, designed to meet the needs of the sector: security and availability. A basic aspect of the recruitment products is to bring banking closer to traditionally excluded sectors, to provide dignified service, proximity and low costs.

Con esta oferta de Products, la Compañía busca, adicionalmente, fortalecer su fondeo y contribuir a su propósito de erradicar la exclusión financiera.

Starting in 2016, a push was given to strengthen the infrastructure to bring savings products closer to the market, likewise, Yastás correspondents were developed so that they can open accounts and that in more affiliated businesses they can carry out financial operations.

As of December 2012, when the pilot program began, there were 68,677 customers with a savings account, with a total balance of \$17. At the end of 2015, there were 233,685 accounts in deposit products with a total balance of \$78.1; At the end of 2016, the total number of accounts was 595,248, with a total balance of \$1,164.2; in 2017 the number of accounts amounted to 1,620,791 and a total balance of \$1,780.5; At the end of 2018, the number of accounts was 1,625,145 with a total balance of \$2,548.5; As of December 31, 2019, the number of accounts amounted to 1,792,315, with a cumulative balance of \$2,479.8 At the end of 2020, the number of accounts was 1,555,785 with a cumulative balance of \$2,768.1. As of December 31, 2021, there were 1,304,879 accounts, the cumulative balance was \$3,137. At the end of December 2022, total accounts stood at 1,368,863 with a cumulative balance of \$2,968. As of December 31, 2023, the number of accounts amounted to 1,391,043, with a cumulative balance of \$5.504.

As part of Compartamos' strategy, between 2015 and 2018 it decided to expand the number of its own branches throughout the country; However, as of 2019 and taking advantage of the expansion of the Yastás correspondent network, as well as the development of technological tools that allow its customers to carry out financial operations through their cell phone, it adopted the strategy of closing those branches considered non-essential, without affecting its level of customer service. Although at a slower pace, Compartamos has continued this strategy and as of December 31, 2023, it had 143 branches.

Money Transfers:

True to its commitment to put the person at the center, the Bank launched its service of sending and receiving national and international money through its network of transmitters.

This service is reliable and secure, as it is backed by the most important money transmitters in the United States and around the world.

The incorporation of Intermex into Gentera in 2015 has been of great importance, since the infrastructure of 60 branches under the Intermex logo supported the operation of Banco Compartamos by offering the credit disbursement service and, as of 2016, the opening of accounts, as well as Intermex customers. they can be Compartamos customers.

On December 31, 2019, Gentera announced that it has agreed to sell Intermex to TransNetwork, L.L.C. The transaction is agreed for 100% of the share capital of Intermex and is subject to the signing of the documents at closing. On June 30, 2020, Gentera announced the formalization of the sale of Intermex.

Correspondents' Network:

Another basic aspect for the operation of Compartamos is the network of Yastás correspondents, in whose network of affiliated businesses financial operations can be carried out; This is of great importance, because it allows the bank to get closer to its customers and during longer hours than in traditional banking, since deposit customers can carry out their operations during business hours, which can include Saturdays, Sundays, holidays or at night with full confidence and security in their transactions.

• Investments in technology

The Integra Project began in January 2011, with the objective of i) documenting and optimizing the processes of credit origination and administration and ii) implementing a set of systems that allow, from a technological point of view, to diversify the offer of credit and savings products, support the growth plans set by Compartamos, as well as better consolidating customer and portfolio information. In March 2012 the analysis and design stage "Business Blue Prints" was completed and in December 2013 the first Service Office was put into operation, after the successful test that was carried out in 2013, during 2014 it was expanded to other Service Offices and at the end of 2014, all Service Offices, operate under the same technological platform, which favors the proper operation of the Company.

In 2015, it continued to invest in technology that allows a more agile communication between the various areas and, a very important aspect, was the implementation of a new computer system that supports the current operation of collection products and will allow their massification.

As an example of the technological advance in catchment, already during 2015, savings customers who chose to sign up for it can receive alerts through SMS messages on their cell phone about movements in their Compartamos account.

The Bank is convinced that, in order to fulfill its purpose of promoting financial inclusion, it is necessary to have state-of-the-art technology that allows it to bring its services closer to a greater sector of the population, for this, in 2016 it began with the mobile banking system with which its customers carry out operations through their Smartphone and with Compartamos Net. which is their internet banking system, both platforms are friendly and secure for their customers.

As of December 31, 2014, all Service Offices had the system for the ECO Project, consisting of providing Banco Compartamos with a commercial platform that allows it to optimize product distribution and customer service models, employees who have direct contact with the customer had a geolocator device that allowed them to make visible the situation of their customers and their respective credits to make proactive management and productive of their time. During 2015, the geolocator was changed to a Smartphone for all Promoters, since these devices provide greater diversity in their functions, which are compatible with the future plans that the Company has and allow us to provide better customer service.

The systems with which the Bank operates are of great importance since through them administrative control is carried out and essential services are provided for the client, which is why this area maintains a constant investment and technological update, complying at all times with international standards in the matter and fully complying with Banking regulations. national and international safety standards and internal compliance and regulatory levels.

A fundamental part of Compartamos' business model is communication and it has been possible to maintain the standard of having "online" connectivity with 100.0% of the Service Offices as of 2015 and all of them work under the SAP platform, a technological platform that provides a more agile, efficient and secure service, in addition to supporting the Bank's projected growth in the future. This aspect is a competitive advantage as it can offer a better service in terms of speed, security and maintain administrative control, in addition, thanks to the communication infrastructure, it maintains a connection with various regulatory and financial institutions such as the CNBV, the Credit Bureau, as well as other banks and strategic allies fundamental for the efficient operation of the Bank.

During 2019, Compartamos actively participated, together with Banxico and other financial institutions, in the development and implementation of CODI.

Compartamos continuously invests in the strengthening of its technological platforms to provide greater security to its customers and better accessibility.

Faithful to its goal of eradicating financial exclusion, Banco Compartamos developed smartphone applications, user-friendly tools through which its customers can check balances and make transfers. Customers also have an SMS alert service on their cell phone.

Due to the restrictions on social contact resulting from the COVID-19 pandemic, Compartamos has worked on the development and promotion of digital tools, so that it can continue to deal directly with its customers, while safeguarding the well-being of collaborators and customers.

The evolution of financial services, of technology on mobile devices, as well as the developments made by the Bank to promote the use of its digital tools, translates into a greater use of these by its customers, while Compartamos continuously invests to make these developments increasingly user-friendly. in such a way that the customer can use them easily and safely.

- **Sources of funding**

The Company funds all of its operations through the financial market. In addition to the cash generated by the payment of loans by customers, part of its funding is obtained from other Mexican and multilateral multiple banking institutions and the issuance of Stock Certificates. In addition to the above, savings are captured, which are expected to continue growing in the coming years. The following table shows the sources of funding derived from the loans it has granted in the twelve-month period ended December 31, 2023, expressed in millions of pesos. *See: Chapter III. Financial Information, c) Relevant Credit Report.*

The Bank's main source of liquidity comes from the repayment of the loans it grants, which occur on a weekly, biweekly or monthly basis; as well as retained earnings.

The Bank has other important sources of financing, such as:

- Issuance of long-term debt (Stock Certificates).

- Interbank and other agency loans from national and international institutions.
- Short-term debt issuances.
- Traditional deposits, in the areas of time deposits and money desks.

Counterparty Lines of Credit	Granted credit			Available credit		
	2023	2022	2021	2023	2022	2021
Development Banking	19,000	17,000	16,250	3,910	8,639	6,888
Multiple Banking	250	1,360	1,510	-	1,360	1,510
Other Institutions	2,202	2,380	1,436	1,148	2,088	1,436
Total	21,452	20,740	19,196	5,058	12,087	9,834

Source: Banco Compartamos

The Bank's funding sources come from credit lines that Compartamos has with Commercial Banking, Development Banking, Multilaterals, long-term debt issuances, attracting individuals and legal entities, and Capital. The distribution of funding sources is as follows:

As of December 31st of each year.			
Source of funding	2023	2022	2021
Capital	12,911	12,439	11,365
Stock Certificates	9,873	10,912	10,922
Development Banking	15,236	8,395	9,364
Multiple Banking	352	-	-
Multilateral Organizations	1,064	296	-
Deposits	5,733	2,966	3,137
Total	45,169	35,008	34,788

Source: Banco Compartamos
Millions of Pesos

• Cyclicity and seasonality of credit placement:

The Company exhibits a seasonal behavior throughout the fiscal year. Disbursement is the amount placed by the Company among clients in a given period. Based on the experience in granting loans to microenterprises, it has been seen that there is a greater demand for credit in the months of April, July, November and December. These months tend to increase the activities within micro-enterprises, causing their owners to require greater investments to meet their respective demands. In these periods, and for the same reasons, disbursements also tend to be concentrated.

• Description of the risks or effects that climate change may have on the issuer's business

Climate change presents risks and opportunities to organizations, their investors, and their stakeholders. Risks could represent impacts due to the increase in certain meteorological phenomena that change the weather patterns of certain ecosystems (storms or droughts, sea level rise or changes in ambient temperature) which imply changes and repercussions on business operations (such as increased costs, new technologies, new markets, etc.). stricter regulations and standards).

In November and December 2015, the twenty-first Paris Conference on Climate Change was held, where agreements are sought to reduce emissions that affect the planet's temperature; so that, by the end of the century, the global temperature will not exceed 2 degrees Celsius

above pre-industrial levels. This agreement was ratified by the participants and entered into force at the end of 2016.

Unlike the Kyoto Protocol, signed in 1997, it seeks to make the major powers commit to reducing their emissions, as these countries are the ones that generate them to a greater extent.

With the participation of 195 countries, a commitment was made for each country to formulate strategies to reduce its gas emissions and that every 5 years, each country reviews its commitments, seeking to reflect an improvement over the previous one in each measurement.

The agreement will seek the application of binding rules, such as developed countries providing economic aid to developing countries.

Mexico actively participated in the Conference and pledged to reduce greenhouse gas emissions by 50% by 2050, which requires a strong commitment from all sectors of society.

In December 2018 in Poland, given the seriousness of the situation, various international organizations, including the UN, made a call for greater efforts by countries to counteract the effects of climate change, so stricter measures could be taken to reduce greenhouse gas emissions.

In December 2019 and with the participation of almost 200 countries, COP 25 was held in Madrid. At this summit, it was agreed that countries should present "more ambitious" carbon emission reduction plans to respond to the climate situation. Another major agreement is the recognition of the role of science, as it is recognized that any climate policy must be permanently updated based on advances in science. The importance of maintaining ocean balance and land use for the proper functioning of the climate system was also recognized.

Among the negative aspects of the Madrid summit was that powers such as the US and China, which are among the countries with the highest emissions, did not make commitments to reduce their climate footprint. That is why figures such as Carolina Schmidt, president of the summit, and António Guterres, secretary general of the UN, were disappointed with the results obtained, as scientists have been warning about the importance of taking more drastic measures to address the problem of climate change.

COP26, held in Glasgow, Scotland in November 2021, highlighted the risk posed by climate change to humanity and made a strong call for strong action, strong commitments, and a doubling of funding for developing countries to adapt to climate change. U.S. and Chinese cooperation on climate issues was boosted. Leaders from more than 100 countries, including Mexico, pledged to reduce methane emissions by 30%. In addition, more than 40 countries, including major coal consumers, agreed to reduce the use of the fuel.

During his election campaign, Joe Biden presented his interest in addressing climate issues, contrary to what his predecessor did. Once his victory was announced, he announced that among his first actions would be to reintegrate the United States into the Paris Accords, as well as to promote the development and use of clean energy. Based on this new policy on the part of the American Union, it could be thought that greater importance will be given to environmental care and more decisive actions could be taken aimed at curbing global warming.

In November 2022, COP27 was held in Sharm el-Sheikh, Egypt, among the agreements, the commitment to contribute more than 230 million dollars to the Adaptation Fund, which will be used to help vulnerable communities adapt to climate change. A work programme aimed at promoting clean technology solutions to developing countries was approved. A work plan was proposed until 2030 to phase down coal use and eliminate fossil fuel subsidies. Mexico pledged to increase the use of clean energy over the next eight years, increased its emissions reduction goal by 2030 from 22% to 35% and pledged to plant 100 million trees by 2023.

COP 28 was held in Dubai between November 30 and December 12, 2023, where the importance of redoubling efforts to limit the temperature increase to 1.5° above pre-industrial levels was stressed and 198 countries signed the so-called Dubai Agreement, a document that recognizes the importance of reducing the use of fossil fuels. Although it is true that it is not a binding agreement, it was the first time that a pact of this nature was signed in these meetings. To achieve the goal of reducing the use of fossil fuels, the importance of investing more in renewable energy was highlighted.

Compartamos carries out various actions aimed at caring for the environment; As an example, it faces the challenge of recognizing its environmental footprint related to climate change and its position to face the effects of it, both out of cultural conviction and in anticipation of the adverse effects that could arise from it.

Currently, the carbon footprint is calculated under the Greenhouse Gas Protocol of the World Business Council of Sustainable Development and the World Resource Institute. In 2018, Gentera carried out its inventory of greenhouse gas emissions in 2018, which was published during the month of April 2019. Today, it has a risk map of the localities most vulnerable to hydrometeorological changes in Mexico and has the financial provisions and contingency plan to serve its affected customers and the communities where it operates. Identify areas at risk of floods, droughts and seismic zones. With the above, it is preparing to face the socio-economic consequences that derive from these phenomena, where the main challenge is to contribute to reducing the environmental footprint and giving access to information to vulnerable communities with high potential for socio-economic development.

The Issuer believes that the financial services and products it offers in the microfinance sector do not face a direct risk from climate change. However, phenomena such as droughts, floods, hurricanes, cyclones or extreme frosts can affect the country's economy in general and indirectly affect the economy of the segments served by the Bank.

(ii) Distribution channels

To carry out its operations, Compartamos has a large team of collaborators, the field work is carried out mainly by the Promoters and Advisors, both groups, as well as all the Bank's staff who are in direct contact with the client, are trained to provide financial education, with which the Bank is closer to its goal of *Eradicating Financial Exclusion* and is part of its financial exclusion program. Customer protection, as it collaborates to avoid over-indebtedness.

The Promoters are responsible for the credits granted by group methodology, among their tasks are:

- Promotion of the various products offered by the Bank
- Manage the formation of the groups
- Integration of the group's file

- Disbursement of credit
- Weekly follow-up of the groups to avoid delays in the payment of the credit
- Provide financial education to groups, promoting a financial culture and avoiding over-indebtedness
- Follow-up on the collection of their credits

Compartamos' team of Advisors are responsible for individual loans, with respect to their activities we can highlight:

- Promotion of the various products offered by the Bank
- Integration of the client's file
- Disbursement of credit
- Bi-weekly follow-up to avoid delays in credit payment
- Provide financial education, promoting a financial culture and avoiding over-indebtedness
- Follow-up on the collection of your credits

In order to achieve greater efficiency in its functions, in 2015 the Hand Held equipment was replaced by Smartphone for Promoters, which allows greater efficiency in its functions and provided more powerful tools to support the execution of Compartamos' strategy.

A determining factor in the results of Compartamos are the Credit Officers, to the extent that greater maturity is achieved in them, a better development of the clients is obtained both in the individual and group methodology and that maturity is reached with the training provided and the development of their activities for several months. To the extent that the loan officer achieves a deeper understanding of his or her duties, he or she is better able to advise his or her client.

Compartamos has given greater emphasis to its training and development programs, thus expanding the training program, providing it with better tools to carry out its functions and, in this way, helping to expand knowledge about Compartamos' products, promoting a better development of its customers aimed at achieving a growth of its portfolio with low levels of delinquency. After the increase in the proportion of non-performing loans over total portfolios in 2020 due to the effects on non-essential economic activities decreed by the pandemic, as well as the support provided by the Bank to its customers, as of 2021 it resumed discipline in the collection work, for 2022, work was done to improve the quality of the portfolio, Therefore, an improvement in the level of non-performing loans was observed, which stood at 3.4%, in 2021 it was 2.1% and in 2020 it was 5.6%.

In past years, Compartamos focused on providing loans to the base of the socio-economic pyramid and with its business model, unlike traditional banking, it was not necessary to establish branches, based on its geographical expansion that reached regions where banking institutions did not have sufficient infrastructure, as well as the greater boost it gave to its savings products. It was necessary to open new branches to expand its coverage. However, taking into consideration the development of its network of Yastás correspondents, as well as its alliances with other banking and commercial institutions, as of 2019 it made the decision to close, in an orderly and planned manner, those branches with low operability, the results were positive and this strategy continued in the period from 2020 to 2023.

Currently, thanks to the agreements signed, Compartamos customers are served in branches of other banking institutions, self-service stores and convenience stores. It also has 143 of its own branches and the Yastás network of correspondents, which in addition to the benefit of providing a wide geographical coverage, has longer opening hours than those of banks. A total of 6,038 businesses in the Yastás network are authorized to carry out financial

operations, in these stores customers can carry out their operations both disbursement and payment of their credits, payment of services, balance consultation and cash withdrawal. At the end of 2023, Compartamos customers had a total of 47,155 transaction points to carry out their operations, which represents an increase of 4.8% compared to 2022.

In 2015, the Depositproducts were promoted as a continuation of the pilot Depositprogram initiated in 2012 and the program was extended to the municipalities of Centro, Cholula, Huauchinango, Tepeaca and Huejotizongo in Puebla. At the end of 2015, there were 71 branches, and customers could carry out their operations in 5 Intermex branches in Puebla and in Yastás stores.

In 2016, PIA was continued, bringing savings products closer through more branches, strengthening the network of Yastás correspondents and developing technological tools that allow the Bank's customers to have better access and portability on their mobile devices.

In 2017, the Bank boosted its acquisition products with the development of technological tools to get closer to its customers, the opening of new branches, greater training for its sales force and advertising campaigns.

Compartamos had a total of 587 Service Offices at the end of 2018, one more than the previous year, while it had 231 branches. In 2019, the Bank began the strategy of keeping the most profitable branches in operation, so it closed the year in 201, this without affecting its level of customer service and maintaining a presence in all the states of the country. The results obtained were favorable and have continued for subsequent years. In 2020, there were 163 branches. In 2021 with a total of 143. In 2022 with 142 branches and closed 2023 with a total of 143.00

Thanks to the development of Yastas, as well as the increase in its banking services operation, Compartamos decided to continue with the closure of those branches that maintained a low level of operations, as long as their customer service was not compromised.

Year	2023*	2022*	2021*
Número Oficinas de Servicio	429	429	474
Sucursales	143	142	143

*69 Sucursales comparten local con Oficinas de Servicio en 2023 y 74 en 2022 y 2021.

Source: Banco Compartamos

Points Coverage with Compartamos Operations

The following table shows the changes in the transactional points used by Compartamos customers, by type of channel.

Type of channel	2023	2022	2021
Banking	8,649	7,778	7,017
Alternate	34,981	33,764	31,930
Banking correspondents	3,525	3,463	3,469
Total	47,155	45,005	42,416

Source: Banco Compartamos

The Bank has a presence throughout Mexico with 429 Service Offices and 143 branches. The dispersion of loans is carried out through: bank branches of BBVA, Citibanamex, Banorte,

Banco del Bienestar, HSBC, Santander, Scotiabank, Compartamos branches and businesses affiliated with Yastás.

As for the payments of their loans, these can be made at the cashiers of the branches of the banking institutions mentioned in the previous paragraph, as well as at Oxxo, Chedraui, Soriana, Walmart and correspondents of various banks such as: Telecomm, Pitico, Farmacias del Ahorro, Farmacias Esquivar and 7 Eleven. In addition, at the end of 2023, the Yastás correspondent network had 6,038 affiliated businesses authorized to carry out financial operations. Having more transactional points translates into greater convenience of customer service. For this reason, Service Offices have a more administrative function.

(iii) **Patents, Licenses, Trademarks and Other Agreements**

Compartamos does not own any national or foreign patents.

The Company maintains the registry of various trademarks, trade names, copyrights and, in general, intellectual property and regularly renews such registrations or verifies their use. In general, trademarks and trade names are valid for 10 years from the date of filing of the corresponding application and can be renewed for the same period.

As of the date of this Annual Report, the Bank has the following registrations with the Mexican Institute of Intellectual Property:

Trademarks and Commercial Notices in Mexico

Trademark/Commercial Notice	Class	Registry No.	Termination date
SERVIAZGO, LIDERAZGO BASADO EN EL SERVICIO	41	92464	19/11/2025
PARA ORGANIZAR MEJOR MI DINERO COMPARTAMOS	36	92465	19/11/2025
PARA COBRAR Y PAGAR COMPARTAMOS	36	92466	19/11/2025
PARA MI NEGOCIO COMPARTAMOS	36	92467	19/11/2025
PARA MIS COMPRAS EN INTERNET COMPARTAMOS	36	92468	19/11/2025
SERVIAZGO	41	1173605	03/09/2030
COMPARTAMOS Y DISEÑO	36	479750	28/09/2023*
COMPARTAMOS BANCO Y DISEÑO	9	1192697	20/12/2030
COMPARTAMOS BANCO Y DISEÑO	41	1191146	26/11/2030
COMPARTAMOS BANCO Y DISEÑO	36	1616549	08/08/2030
COMPARTAMOS BANCO Y DISEÑO	16	1527476	08/08/2030
COMPARTAMOS BANCO Y DISEÑO	9	1194741	16/12/2030
COMPARTAMOS BANCO Y DISEÑO	16	1527477	08/08/2030
COMPARTAMOS BANCO Y DISEÑO	36	1616550	08/08/2030
COMPARTAMOS BANCO Y DISEÑO	16	1527479	08/08/2030
COMPARTAMOS BANCO Y DISEÑO	36	1616552	08/08/2030
COMPARTAMOS	16	1527951	08/08/2030
COMPARTAMOS	25	1468338	08/08/2030
COMPARTAMOS	36	1616553	08/08/2030
COMPARTAMOS TUS SUEÑOS, CRECEMOS CONTIGO	36	103476	13/07/2027
¡CUIDADO! LA VIDA NO AVISA	41	103477	13/07/2027
CONSIGUE LO QUE TE MERECE CON MIS AHORROS COMPARTAMOS	36	103478	13/07/2027
¡CUIDADO! LA VIDA NO AVISA	36	103479	13/07/2027
COMPARTAMOS TUS SUEÑOS, CRECEMOS CONTIGO	35	104311	25/08/2027
LOGO	41	1263007	26/04/2031
CON COMPARTAMOS INVITA Y GANA Y ME VA MEJOR	36	107688	02/03/2028
CON COMPARTAMOS ME VA MEJOR	36	107689	02/03/2028
CON COMPARTAMOS SI INVITO Y GANO ME VA MEJOR	36	107690	02/03/2028
CON COMPARTAMOS SOY ALIADA Y ME VA MEJOR	36	107691	02/03/2028
CON COMPARTAMOS SOY UN CLIENTAZO Y ME VA MEJOR	36	107692	02/03/2028

COMPARTAMOS EL BANCO DONDE GANAS MÁS Y PAGAS MENOS	9	112150	06/08/2028
COMPARTAMOS EL BANCO DONDE GANAS MÁS Y PAGAS MENOS	36	111490	06/08/2028
EL BANCO DONDE GANAS MÁS Y PAGAS MENOS	9	112151	06/08/2028
EL BANCO DONDE GANAS MÁS Y PAGAS MENOS	36	110496	06/08/2028
EN COMPARTAMOS MI PALABRA ME DA CRÉDITO	9	112152	06/08/2028
EN COMPARTAMOS MI PALABRA ME DA CRÉDITO	36	111491	06/08/2028
EL BANCO DONDE TU PALABRA TE DA CRÉDITO	9	112153	06/08/2028
EL BANCO DONDE TU PALABRA TE DA CRÉDITO	36	110497	06/08/2028
SOLO EL LÍDER EN CRÉDITO GRUPAL TE DA MÁS BENEFICIOS PAGANDO MENOS	9	112154	06/08/2028
SOLO EL LÍDER EN CRÉDITO GRUPAL TE DA MÁS BENEFICIOS PAGANDO MENOS	36	110498	06/08/2028
COMPARTAMOS TE DA MÁS BENEFICIOS PAGANDO MENOS	9	112155	06/08/2028
COMPARTAMOS TE DA MÁS BENEFICIOS PAGANDO MENOS	36	111492	06/08/2028
SOLO CON COMPARTAMOS RECIBO MÁS BENEFICIOS PAGANDO MENOS	9	111493	06/08/2028
SOLO CON COMPARTAMOS RECIBO MÁS BENEFICIOS PAGANDO MENOS	36	111494	06/08/2028
COMPARTAMOS, LA MEJOR EMPRESA PARA MÉXICO	36	111366	24/10/2028
COMPARTAMOS BANCO, LA MEJOR EMPRESA PARA MÉXICO	36	111367	24/10/2028
COMPARTAMOS BANCO VIVO MI SUEÑOS HOY	36	115499	02/10/2029
TU CRÉDITO MUJER CRECE Y MEJORA Y DISEÑO	36	1328339	12/07/2032
LA MEJOR EMPRESA PARA MÉXICO	36	116319	05/05/2030
MANO A MANO LO PODEMOS TODO	36	118364	27/08/2030
TU CRÉDITO CRECE Y MEJORA Y DISEÑO	36	1433067	30/10/2032
CUENTA DISPONIBLE NEGOCIO	36	1411023	31/10/2032
CUENTA DISPONIBLE PERSONAL	36	1427455	31/10/2032
ORGULLOSO MAGENTA	35	119553	19/02/2031
MAGENTA DE CORAZO?N	35	119450	10/02/2031
¡YA ERA HORA!	36	121497	10/08/2031
¡YA ES HORA!	36	121589	10/08/2031
¡YA ES HORA! ACÉRCATE A COMPARTAMOS BANCO	36	121458	13/08/2031
TANDA PERSONAL	36	1383456	27/03/2023*
TANDA PERSONAL	35	1385138	27/03/2023*
HAZLO CON CRÉDITO INDIVIDUAL Y DISEÑO	35	1388158	27/04/2023*
HAZLO CON CRÉDITO INDIVIDUAL Y DISEÑO	36	1449239	27/04/2023*
TIENES CON QUÉ	36	123254	04/01/2032
CON COMPARTAMOS DALE CRÉDITO A	36	123424	03/02/2032
COMPARTAMOS EN TUS MANOS	36	123446	03/02/2032
CUENTA TANDA COMPAÑERA Y DISEÑO	36	1396718	25/05/2023*
CUENTA CHAMBEAMOS	36	1390424	25/05/2023*
CUENTA TANDA COMPAÑERA	36	1390425	25/05/2023*
CUENTA COMPAÑERA PERSONAL	36	1390426	25/05/2023*
CUENTA COMPAÑERA SUEÑOS Y DISEÑO	36	1396719	25/05/2023*
CUENTA COMPAÑERA SUEÑOS	36	1390427	25/05/2023*
CUENTA COMPAÑERA SUEÑOS Y DISEÑO	36	1396720	25/05/2023*
CUENTA CUIDAMOS	36	1390428	25/05/2023*
TANDA LOGRAMOS	36	1390429	25/05/2023*
TANDA LOGRAMOS Y DISEÑO	36	1396721	25/05/2023*
CUENTA CUIDAMOS Y DISEÑO	36	1396722	25/05/2023*
CUENTA CHAMBEAMOS Y DISEÑO	36	1396723	25/05/2023*
PLAN LOGRAMOS	36	1390430	25/05/2023*
PLAN LOGRAMOS Y DISEÑO	36	1396724	25/05/2023*
COMPARTAMOS CUENTA PERSONAL	36	1616554	23/08/2023*
COMPARTAMOS CUENTA DE CRÉDITO	36	1616555	23/08/2023*
PLAN DE AHORRO COMPARTAMOS	36	1616556	23/08/2023*
CUENTA PERSONAL COMPARTAMOS	36	1616557	23/08/2023*
CUENTA CRÉDITO COMPARTAMOS	36	1616558	23/08/2023*

CUENTA COMPAÑERA	36	1421193	29/08/2023*
TANDA COMPAÑERA	36	1415857	29/08/2023*
TANDA PERSONAL Y DISEÑO	36	1414815	29/08/2023*
CUENTA COMPAÑERA Y DISEÑO	36	1414816	29/08/2023*
TANDA COMPAÑERA Y DISEÑO	36	1414817	29/08/2023*
MI CUENTA NEGOCIO COMPARTAMOS Y DISEÑO	36	1619310	19/10/2023*
MI CUENTA PERSONAL COMPARTAMOS Y DISEÑO	36	1619311	19/10/2023*
SEGURO INDIVIDUAL COMPARTAMOS Y DISEÑO	36	1616560	28/05/2024
SEGURO MUJER COMPARTAMOS Y DISEÑO	36	1616561	28/05/2024
SEGURO COMERCIANTE COMPARTAMOS Y DISEÑO	36	1616562	28/05/2024
ALIADOS COMPARTAMOS Y DISEÑO	36	1668687	19/08/2024
ALIADOS COMPARTAMOS Y DISEÑO	36	1498495	19/08/2024
MI CUENTA COMPARTAMOS Y DISEÑO	36	1668688	19/08/2024
CUENTA BÁSICA COMPARTAMOS Y DISEÑO	36	1668689	19/08/2024
CRÉDITO INDIVIDUAL COMPARTAMOS Y DISEÑO	36	1616577	28/04/2025
CRÉDITO INDIVIDUAL COMPARTAMOS Y DISEÑO	36	1616578	28/04/2025
MIS AHORROS COMPARTAMOS Y DISEÑO	36	1606257	09/07/2025
COMPARCEL TU BANCA MÓVIL Y DISEÑO	36	1615289	07/10/2025
SERVIR Y DISEÑO	41	1625720	19/11/2025
DISEÑO	41	1629297	19/11/2025
FORMAR Y DISEÑO	41	1625721	19/11/2025
DISEÑO	41	1629298	19/11/2025
CRECER Y DISEÑO	41	1625722	19/11/2025
DISEÑO	41	1629299	19/11/2025
DAR RESULTADOS Y DISEÑO	41	1629300	19/11/2025
DISEÑO	41	1629301	19/11/2025
SERVIAZGO, LIDERAZGO BASADO EN EL SERVICIO Y DISEÑO	41	1620122	19/11/2025
LOGO	41	1618995	19/11/2025
CRÉDITO INMEDIATO COMPARTAMOS	36	1623914	19/11/2025
CUENTA COMPARTAMOS A MI FAVOR	36	1628706	19/11/2025
COMPARTAMOS EN LÍNEA	9	1631567	03/12/2025
COMPARTAMOS EN LÍNEA	35	1631568	03/12/2025
COMPARTAMOS EN LÍNEA	36	1636927	03/12/2025
COMPARTAMOS WEB	9	1634299	03/12/2025
COMPARTAMOS WEB	35	1631569	03/12/2025
COMPARTAMOS WEB	36	1632795	03/12/2025
CUENTA A MI FAVOR COMPARTAMOS	36	1637234	25/01/2026
CUENTA MI GRUPO COMPARTAMOS Y DISEÑO	36	1638357	26/02/2026
COMPARTAMOS BIENESTAR Y DISEÑO	36	1638358	26/02/2026
INVERSIONES COMPARTAMOS Y DISEÑO	36	1638359	26/02/2026
CUENTA ÚTIL Y DISEÑO	36	1737599	26/02/2026
COMPARTAMOS NET Y DISEÑO	36	1659832	09/03/2026
CANALES DIGITALES COMPARTAMOS Y DISEÑO	36	1659833	09/03/2026
COMPARTAMOS MÓVIL Y DISEÑO	36	1659834	09/03/2026
COMPARTAMOS SMS Y DISEÑO	36	1659835	09/03/2026
TU CRÉDITO CRECE Y MEJORA INDIVIDUAL	36	1683339	09/06/2026
CRÉDITO ALIANZAS COMPARTAMOS	36	1695177	10/08/2026
CRÉDITO EQUIPA TU CASA COMPARTAMOS	36	1716420	14/09/2026
CREDI-ANTICIPO COMPARTAMOS	36	1716421	14/09/2026
EQUIPA TU CASA COMPARTAMOS	36	1716422	14/09/2026
COMPARTAMOS PREMIA	36	1729286	22/10/2026
COMPARTFON	9	1729287	22/10/2026
COMPARFON	9	1735389	22/10/2026
COMPARTFON	36	1729288	22/10/2026
COMPARFON	36	1735390	22/10/2026
COMPARTAMOS PROTECCIÓN	36	1728460	22/10/2026
COMPARTAMOS SIN FRONTERAS	36	1726505	22/10/2026
COMPARTAMOS ENVÍOS DE DINERO Y DISEÑO	36	1750545	21/12/2026
CUENTA ALIANZAS COMPARTAMOS	36	1750274	21/12/2026
IDEAS EFECTIVAS Y DISEÑO	41	1773150	28/02/2027
BANCO COMPARTAMOS Y DISEÑO	36	1766472	28/02/2027

BANCO COMPARTAMOS Y DISEÑO	36	1766473	28/02/2027
SERVIAZGO ACADEMY Y DISEÑO	41	1787121	08/04/2027
CONSIGUE LO QUE TE MERECE CON MIS AHORROS COMPARTAMOS Y DISEÑO	36	1811862	13/07/2027
COMPARTIMOS TUS SUEÑOS, CRECEMOS CONTIGO Y DISEÑO	36	1811863	13/07/2027
COMPARTIMOS TUS SUEÑOS, CRECEMOS CONTIGO Y DISEÑO	35	1811864	13/07/2027
NÓMINA COMPARTAMOS	36	1841143	25/08/2027
PLAN AHORRO COMPARTAMOS	36	1841144	25/08/2027
CUENTA NÓMINA BÁSICA COMPARTAMOS	16	1841145	25/08/2027
CRÉDITO GRUPAL COMPARTAMOS	36	1858412	15/11/2027
COMPARTAMOS	36	177410	22/10/2021
TU ESPECIALISTA EN MICROCRÉDITO	36	6800	04/08/2031
COMPARTAMOS CLIENTAZO	36	1882845	02/03/2028
COMPARTAMOS INVITA Y GANA	36	1882846	02/03/2028
COMPARTAMOS INVITO Y GANO	36	1882847	02/03/2028
COMPARTAMOS ALIADAS	36	1882848	02/03/2028
COMPARTAMOS BANCO Y DISEÑO	9	1984215	06/08/2028
COMPARTAMOS BANCO Y DISEÑO	36	1939735	06/08/2028
COMPARTAMOS BANCO Y DISEÑO	9	1984216	06/08/2028
COMPARTAMOS BANCO Y DISEÑO	36	1940474	06/08/2028
COMPARTAMOS BANCO Y DISEÑO	9	1984217	06/08/2028
COMPARTAMOS BANCO Y DISEÑO	36	1940476	06/08/2028
DISEÑO	9	1984218	06/08/2028
DISEÑO	36	1940477	06/08/2028
DISEÑO	9	1984219	06/08/2028
DISEÑO	36	1940479	06/08/2028
DISEÑO	9	1984220	06/08/2028
DISEÑO	9	1984221	06/08/2028
COMPARTAMOS BANCO Y DISEÑO	9	1984222	06/08/2028
COMPARTAMOS BANCO Y DISEÑO	36	1940482	06/08/2028
PREMIO EMPRENDEDORES COMPARTAMOS Y DISEÑO	35	1971576	04/10/2028
PREMIO EMPRENDEDORES COMPARTAMOS Y DISEÑO	41	1971578	04/10/2028
PREMIO EMPRENDEDORES COMPARTAMOS Y DISEÑO	35	1971579	04/10/2028
PREMIO EMPRENDEDORES COMPARTAMOS Y DISEÑO	41	1971581	04/10/2028
PREMIO EMPRENDEDORES COMPARTAMOS Y DISEÑO	35	1971582	04/10/2028
PREMIO EMPRENDEDORES COMPARTAMOS Y DISEÑO	41	1971583	04/10/2028
CRÉDITO COMPARTAMOS BANCO	35	2012770	11/04/2029
CRÉDITO COMPARTAMOS BANCO	36	2012772	11/04/2029
SEGUROS COMPARTAMOS BANCO	35	2012774	11/04/2029
SEGUROS COMPARTAMOS BANCO	36	2012775	11/04/2029
AHORRO COMPARTAMOS BANCO	35	2012776	11/04/2029
AHORRO COMPARTAMOS BANCO	36	2012778	11/04/2029
ENVÍOS COMPARTAMOS BANCO	36	2012779	11/04/2029
ENVÍOS COMPARTAMOS BANCO	35	2012780	11/04/2029
AHORRO COMPARTAMOS BANCO	36	2022483	17/04/2029
SEGUROS COMPARTAMOS BANCO	35	2022484	17/04/2029
SEGUROS COMPARTAMOS BANCO	36	2022485	17/04/2029
CRÉDITO COMPARTAMOS BANCO	36	2022486	17/04/2029
ENVÍOS COMPARTAMOS BANCO	36	2022487	17/04/2029
ENVÍOS COMPARTAMOS BANCO	35	2022488	17/04/2029
AHORRO COMPARTAMOS BANCO	35	2022489	17/04/2029
CRÉDITO COMPARTAMOS BANCO	35	2022490	17/04/2029
LOGO	36	2023931	17/04/2029
LOGO	36	2031319	17/04/2029
LOGO	36	2023932	17/04/2029
LOGO	36	2023933	17/04/2029
LOGO	35	2023934	17/04/2029
LOGO	35	2023935	17/04/2029
LOGO	35	2023936	17/04/2029
LOGO	35	2023937	17/04/2029
LOGO	35	2030558	07/05/2029

LOGO	35	2030559	07/05/2029
LOGO	35	2030560	07/05/2029
LOGO	36	2030561	07/05/2029
LOGO	36	2030562	07/05/2029
LOGO	36	2030563	07/05/2029
LOGO	35	2030564	07/05/2029
LOGO	36	2030565	07/05/2029
FUNDACIÓN COMPARTAMOS	41	2038551	10/06/2029
COMPARTAMOS BANCO	36	2051021	28/06/2029
IMPULSANDO SUEÑOS	36	2051022	28/06/2029
TU CRÉDITO MUJER	35	2051023	28/06/2029
TU CRÉDITO COMERCIANTE	36	2043508	28/06/2029
TU CRÉDITO COMERCIANTE	35	2043509	28/06/2029
TU CRÉDITO MUJER	36	2043510	28/06/2029
TU CRÉDITO PREFERENCIAL	36	2043513	28/06/2029
TU CRÉDITO PREFERENCIAL	35	2043514	28/06/2029
COMPARTAMOS BANCO	16	2043515	28/06/2029
COMPARTAMOS BANCO	9	2043516	28/06/2029
COMPARTAMOS BANCO	35	2043517	28/06/2029
CB VERSIÓN HORIZONTAL CARDUMEN FONDO BLANCO	16	2051767	28/06/2028
COMPARTAMOS BANCO	16	2061047	22/08/2029
COMPARTAMOS BANO	16	2061037	22/08/2029
COMPARTAMOS BANCO	36	2061038	22/08/2029
COMPARTAMOS BANCO	36	2061039	22/08/2029
COMPARTAMOS BANCO	16	2061040	22/08/2029
COMPARTAMOS BANCO	16	2061041	22/08/2029
COMPARTAMOS BANCO	36	2061042	22/08/2029
COMPARTAMOS BANCO	36	2061043	22/08/2029
COMPARTAMOS BANCO	16	2061044	22/08/2029
COMPARTAMOS BANCO	16	2061045	22/08/2029
COMPARTAMOS BANCO	36	2061046	22/08/2029
COMPARTAMOS BANCO	36	2061048	22/08/2029
COMPARTAMOS BANCO	36	2061049	22/08/2029
COMPARTAMOS BANCO	16	2061050	22/08/2029
COMPARTAMOS BANCO	36	2061051	22/08/2029
FUNDACIÓN COMPARTAMOS FONDO BLANCO	41	2061052	22/08/2029
COMPARTAMOS BANCO	36	2061053	22/08/2029
FUNDACIÓN COMPARTAMOS FONDO MAGENTA	41	2061054	22/08/2029
FUNDACIÓN COMPARTAMOS MÉXICO	41	2061055	22/08/2029
COMPARTAMOS BANCO	16	2061056	22/08/2029
COMPARTAMOS BANO	36	2061057	22/08/2029
SEGURO COMPARTAMOS PROTECCION	36	2111946	23/01/2030
FUNDACION COMPARTAMOS (Y DISEÑO)	41	2153101	12/03/2030
CLUB COMPARTAMOS	36	2117643	05/05/2030
CLUB COMPARTAMOS	35	2111946	05/05/2030
CREDITO ADICIONAL PLUS COMPARTAMOS	36	2267841	02/07/2031
JOVENES COMPARTAMOS	41	2346676	20/01/2032
LOGO DALE CRÉDITO	36	2347172	21/01/2032
CON COMPARTAMOS DALE CRÉDITO A LO QUE TE IMAGINAS	36	2348910	26/01/2032
ÍCONO	36	2398494	23/05/2032
JÓVENES COMPARTAMOS	36	2393619	11/05/2032
PREMIO EMPRENDEDORES COMPARTAMOS	36	2398798	23/05/2032
CRÉDITO PERSONAL COMPARTAMOS	36	2456082	04/10/2032
COMPARTAMOS BANCO Y D	41	2466523	21/10/2032
COMPARTAMOS FINANCIERA	36	2484930	06/12/2032
MARCA SONORA COMPARTAMOS	36	2488533	13/12/2032
EVENTAZO COMPARTAMOS	36	2492278	05/01/2033
SEGURO VES POR ELLOS	36	34966	07/07/2025
UN BANCO DE MICROFINANZAS	36	44012	05/05/2027
UN BANCO DE MICROFINANZAS	35	42622	05/05/2031
UN BANCO DIFERENTE	36	42679	05/05/2031

UN BANCO DIFERENTE	35	42680	4/5/2027
COMPARTAMOS Y DISEÑO	36	65246	16/01/2031
TU ESPECIALISTA EN MICROFINANZAS	36	46420	13/02/2028
NÚMERO UNO EN MICROFINANZAS	36	46887	26/03/2028
AMIGO EN MICROFINANZAS	36	46888	26/03/2028
GUÍA EN MICROFINANZAS	36	46889	26/03/2028
LÍDER EN MICROFINANZAS	36	46891	26/03/2028
PIONERO EN MICROFINANZAS	36	46892	26/03/2028
EXPERTO EN MICROFINANZAS	36	46895	26/03/2028
PROFESIONAL EN MICROFINANZAS	36	46896	26/05/2028
COMPARTAMOS BANCO Y DISEÑO	36	70109	17/12/2031
TU CREDITO MUJER COMPARTAMOS Y DISEÑO	36	70934	15/03/2032
TU PEQUEÑO GRAN NEGOCIO	36	47974	28/05/2028
NO LE DES PESCADO, MEJOR ENSEÑALE A PESCAR	36	48637	19/07/2031
COMPARTAMOS FINANCIERA Y DISEÑO	36	77031	14/02/2023
COMPARTEL	36	828777	10/02/2031
FORMANDO LÍDERES INSPIRADORES	41	65308	26/04/2031
VES POR ELLOS	36	921906	07/07/2025
MEJORA TU CASA.COM	36	907070	15/08/2025
TU ESPECIALISTA EN MICROFINANZAS	35	74063	01/11/2032
SERVIAZGO, UN LIDERAZGO BASADO EN EL SERVICIO A LOS DEMÁS	41	74064	01/11/2032
CÓDIGO DE ÉTICA Y CONDUCTA PARTE DE TI Y DISEÑO	36	956063	09/08/2026
CRÉDITO INDIVIDUAL PARA CRECER TU NEGOCIO	35	75235	19/12/2032
HAZLO CON CRÉDITO INDIVIDUAL	35	76581	27/04/2023*
HAZLO CON CRÉDITO INDIVIDUAL	36	76582	27/04/2033
COMPARTAMOS BANCO, ESTÁ DE MI LADO	36	92094	23/08/2023*
COMPARTAMOS BANCO, SI CREE EN MÍ	36	92095	23/08/2023*
F.I.S.E.P.	36	989205	27/04/2027
DISPONIBLE CUANDO LA NECESITO	36	79437	26/10/2023*
PARA LOGRAR MIS METAS	36	79438	26/10/2023*
SIEMPRE CERCA CUANDO LA NECESITO	36	79439	26/10/2023*
COMPARTAMOS	36	5052245	19/12/2024
DISEÑO	41	1085737	11/06/2028
BENEFICIOS ÚNICOS COMPARTAMOS	36	94394	28/04/2025
COMBOFON	36	2521574	15/03/2033
COMBOFON COMPARTAMOS	36	2521575	17/03/2033
COMBOFON	38	2521576	15/03/2033
COMBOFON COMPARTAMOS	38	2522601	15/03/2033
FIESTÓN COMPARTAMOS	36	2522602	17/03/2033
MIS APARTADOS	36	2605017	26/09/2033
CON COMPARTAMOS ¡NOS VA MEJOR QUE NUNCA!	36	2605018	26/09/2033
CON COMPARTAMOS NOS VA MEJOR QUE NUNCA	36	2605019	26/09/2033
PAQUETE BASE COMPARTAMOS	36	2610341	10/10/2033

*En proceso de renovación

Source: Banco Compartamos

Trademarks and Commercial Notices in Other Countries

Trademark/Commercial Notice	Class	Registry No.	Expiry	Country
COMPARTAMOS BANCO	36	479751	27/9/2033	Colombia
FINANCIERA COMPARTAMOS	36	501593	10/15/2024	Colombia
TU ESPECIALISTA EN MICROFINANZAS	36	6776	7/11/2031	Guatemala
COMPARTAMOS Y DISEÑO	36	177231	27/07/2031	Guatemala
COMPARTAMOS BANCO Y DISEÑO	36	177235	26/07/2031	Guatemala
COMPARTAMOS	36	225236	11/02/2033	Costa Rica

COMPARTAMOS Y DISEÑO	36	225237	11/2/2033	Costa Rica
COMPARTAMOS BANCO Y DISEÑO	36	184691	13/08/2032	Guatemala
CRÉDITO MUJER	36	177228	25/7/2031	Guatemala
COMPARTAMOS	36	65245	16/01/2031	Perú
COMPARTAMOS BANCO Y DISEÑO	36	65247	28/1/2031	Perú
COMPARTAMOS Y DISEÑO	36	70110	14/01/2032	Perú
TU CREDITO MUJER	36	70935	15/03/2032	Perú
COMPARTAMOS Y DISEÑO	36	70935	15/03/2032	Perú
TU CREDITO MUJER	36	70936	15/03/2032	Perú
COMPARTAMOS Y DISEÑO	36	70936	15/03/2032	Perú
FINANCIERA	36	76443	17/5/2033	Perú
COMPARTAMOS	36	76443	17/5/2033	Perú
COMPARTAMOS FINANCIERA	36	77329	3/9/2033	Perú
COMPARTAMOS FINANCIERA	36	117701	9/5/2029	Perú
COMPARTAMOS FINANCIERA	36	117787	12/07/2029	Perú
COMPARTAMOS BANCO Y DISEÑO	36	830829024	4/8/2024	Brasil
COMPARTAMOS BANCO Y DISEÑO	36	830829032	4/8/2024	Brasil
COMPARTAMOS BANCO	36	830829075	4/8/2024	Brasil
COMPARTAMOS	36	830829202	4/8/2024	Brasil
COMPARTAMOS	36	830829237	4/8/2024	Brasil
COMPARTAMOS	36	830829261	4/8/2024	Brasil
COMPARTAMOS	36	830829288	4/8/2024	Brasil
COMPARTAMOS BANCO	36	830829296	4/8/2024	Brasil
COMPARTAMOS	36	830883584	4/8/2024	Brasil
COMPARTAMOS	36	65245	16/02/2031	Perú
COMPARTAMOS	36	65246	16/02/2031	Perú
COMPARTAMOS BANCO	36	65247	16/02/2031	Perú

Source: Banco Compartamos

* Estos avisos comerciales se registraron bajo la figura del Banco Compartamos; sin embargo, es importante considerar que Gentera, S.A.B. de C.V. es el único encargado de administrar la operación en el extranjero.

As of the date of this Annual Report, Banco Compartamos has not entered into any franchise agreement, either as a franchisor or franchisee in relation to any patent or trademark; or relevant contracts other than those of the normal course of business.

On the other hand, the Bank has protected its operational manuals, literary and artistic works before the National Copyright Institute.

Banco Compartamos owns the rights to the following works:

Title	Type of Work	Registry	Certification date
Manual de Generadoras de Ingresos	Compilación de Datos	03-2005-111411241300-01	29-nov-05
Manual de Crédito Paralelo	Compilación de Datos	03-2005-111411143100-01	29-nov-05
Manual de Grupo Solidario y Crédito Individual	Compilación de Datos	03-2005-120110461900-01	22-dic-05
Compartamos 2005	Fonograma	03-2005-121410483000-02	19-ene-06
Negocio Sano	Compilación de Datos	03-2006-051710544600-01	2-jun-06
Video Encuentro de Comités	Videograma	03-2006-062111345000-01	12-jul-06
Espíritu Emprendedor	Compilación de Datos	03-2007-080911253000-01	22-ago-07
Tu Economía	Compilación de Datos	03-2007-080911242400-01	22-ago-07
Tu Persona	Compilación de Datos	03-2007-080911231700-01	22-ago-07

Tu Empresario	Compilación de Datos	03-2007-080911222100-01	22-ago-07
Tu Plan de Negocios	Compilación de Datos	03-2007-080911210100-01	22-ago-07
Tu Comunidad	Compilación de Datos	03-2007-081611415800-01	14-sep-07
Educación Financiera (5 cápsulas de video)	Videograma	03-2009-020312523800-06	19-mar-09
Agenda del Promotor	Compilación de Datos	03-2009-042313474600-01	7-may-09
Emprendedores	Compilación de Datos	03-2009-061210422600-01	18-jun-09
Educación Financiera	Literaria	03-2009-061210372600-01	18-jun-09
Educación Financiera	Fonograma	03-2009-061210395000-02	18-jun-09
Club Chavitos Compartamos	Colección	03-2011-011110373300-14	26-ene-11
Pecesitos Compartamos	Colección	03-2011-011110321100-14	26-ene-11
Paco Asesor	Colección	03-2011-011110340300-01	26-ene-11
Paty Promotora	Colección	03-2011-011110354500-14	26-ene-11
Compartamos Banco 20 Años de Sueños para México	Libro	03-2011-022213452300-01	3-mar-11
Modelo Integral de Serviazgo	Dibujo	03-2011-051711554400-01	1-jun-11
Modelo Integral de Serviazgo (Nueva versión)	Dibujo	03-2011-110411264100-01	17-nov-11
Sistema de Administración de Microseguros	Programa de Computo	03-2012-012613460600-01	14-feb-12
Modelo Integral de Serviazgo (Nueva versión AGOSTO)	Dibujo	03-2012-082310515400-01	31-ago-12
Código de Ética y Conducta	Literaria	03-2012-120411005500-01	11-dic-12
Mejorando mis finanzas personales	Compilación de datos	03-2012-121913192800-01	15-ene-13
Modelo Integral de Serviazgo (Nueva versión en Inglés)	Dibujo	03-2013-031412264500-01	22-mar-13
Cheff Sally Pimienta	Dibujo	03-2016-110812050000-01	14-nov-16
Aliado Hombre	Dibujo	03-2016-110811540200-14	14-nov-16
Aliado Mujer	Dibujo	03-2016-110811570800-14	14-nov-16
Guía de Identidad Compartamos Banco	Literaria	03-2016-110812072100-01	16-dic-16
Guía de Identidad Corporativa	Literaria	03-2019-111210354500-01	14-nov-19
Club Compartamos app	Programa de Cómputo	03-2022-101114170500-01	13-oct-22

Source: Banco Compartamos

Works registered during the author's lifetime and, after his death, one hundred more years; or one hundred years after disclosure, in accordance with current legislation.

Works registered Abroad

Country	Title	Certification date	Registry No.
Guatemala	Programas de Ordenador y de Bases de Datos SIOC	06-oct-14	116 Folio 116 Tomo 1

Source: Banco Compartamos

Product Research and Development Policies

Banco Compartamos is a pioneer in the group credit methodology in Mexico, throughout its history, it has been characterized by its participation in various microfinance forums to learn about the evolution of the sector worldwide, it continuously reviews the characteristics of its various products to offer its clients a wide portfolio of products, that promote an improvement in the quality of life of their customers, taking care not to over-indebt.

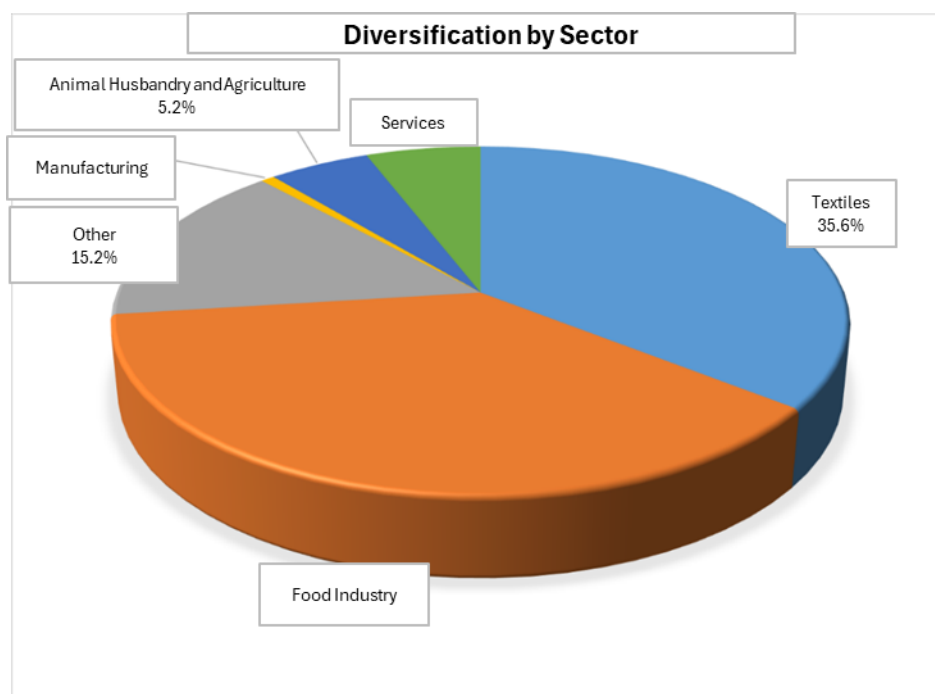
Contracts Different from those of the Main Line of Business

The Company has not entered into contracts other than those in its core line of business.

(iv) Main Clients

Banco Compartamos has a presence in the 32 states of the country, as of December 31, 2023, the total number of credit customers amounted to 2,972,136. Compartamos' portfolio is widely diversified, with clients operating in a large number of productive activities. In 2023, the two main activities are: food with 37.8% and textiles with 32.3%, so there is no dependency on one sector. Of the total number of its clients, 81.7% were women.

Banco Compartamos' business strategy is based on the granting of microcredits, the average amount per customer as of December 31, 2023 was \$13,891 Pesos. The largest amount of credit granted was \$500,000 pesos, which means that its income is diversified; Therefore, there is no dependency on any one customer, since the largest customer does not even come close to representing 1% of its revenue.



Source: Banco Compartamos

From 2016 onwards, a greater boost was given to deposit products, since until 2015 these were only available in Minatitlán and Coatzacoalcas in the state of Veracruz and in the municipalities of Centro, Cholula, Huauchinango, Tepeaca and Huejotzingo in the state of Puebla, since 2016 the offer was expanded to the entire country and the benefits of the product were given greater dissemination. Thanks to the customer's response, the Bank continued its promotion of these products, reinforcing its branch network, developing customer-friendly technological platforms, training its Loan Officers so that they could show the benefits and with advertising efforts.

The evolution of the number of savings accounts and the total balance at the end of each year is presented below:

	2023	2022	2021
Number of accounts	1,391,043	1,368,863	1,304,879
Saldo Total	\$5,504	\$2,968	\$3,137

The immediately receivable deposits and term deposits that the Institution collected at the end of 2023 are diversified in the general public, so the Institution has not identified a group of persons that constitute common risks.

(v) Applicable Legislation and Tax Situation

Applicable Legislation

The operations and activities carried out by Banco Compartamos, as a financial intermediary, must comply with the provisions of various legal systems, among which the following stand out:

- Credit Institutions Act
- General Law on Securities and Credit Operations
- General Law on Commercial Companies
- Federal Law of Administrative Procedure
- Law for the Transparency and Regulation of Financial Services
- Law for the Protection and Defense of the User of Financial Services
- Securities Market Law
- National Banking and Securities Commission Act
- Bank of Mexico Law
- Bank Savings Protection Act
- Law on Insurance Contracts
- Payment Systems Act
- Income Tax Law
- Value Added Tax Law
- Law to Regulate Credit Information Societies
- Federal Law on the Protection of Personal Data in Possession of Private Parties and its Regulations
- Federal Law for the Prevention and Identification of Operations with Resources of Illicit Origin, its Regulations and General Rules
- Commercial Code
- Federal Civil Code
- Federal Code of Civil Procedure
- Federal Tax Code
- Federal Penal Code
- Federal Code of Criminal Procedure
- General Provisions Applicable to Credit Institutions published in the Official Gazette on December 2, 2005, as amended
- General Provisions Applicable to Securities Issuers and Other Participants in the Securities Market published in the Official Gazette on March 19, 2003, as amended
- General Transparency Provisions applicable to Credit Institutions and Multi-Purpose Financial Companies, Regulated Entities
- Rules for the organization and simplification of information requirements

- General provisions referred to in Article 115 of the Law on Credit Institutions
- Various circulars issued by the Bank of Mexico
- General provisions establishing the information to be collected by the Specialized Units of financial institutions to CONDUSEF
- General provisions applicable to financial institutions regarding Collection Offices

The activities of the Multiple Banking Institutions are regulated by the National Banking and Securities Commission (hereinafter "CNBV"), the Ministry of Finance and Public Credit (hereinafter "SHCP"), Banco de México (hereinafter "Banxico"), the Institute for the Protection of Bank Savings (hereinafter "IPAB") and the National Commission for the Protection and Defense of Users of Financial Services (hereinafter "CONDUSEF").

The SHCP has broad powers to evaluate and control the Mexican financial system and regulates its structure through an extensive scheme of provisions that govern the activities of Financial Institutions in Mexico.

The CNBV is a decentralized body of the SHCP that operates under the supervision of a Governing Board. It is responsible for the supervision of Financial Institutions, with the responsibility of ensuring that banking transactions are carried out in a secure manner and in accordance with applicable laws and regulations, of reviewing and assessing the risks to which Financial Institutions are exposed, as well as reviewing their administration and control systems in order to promote adequate levels of liquidity, solvency and stability. The CNBV issues regulations and provisions governing Financial Institutions and acts as an advisor to the government in financial matters. In addition, it approves the constitution, operation and minimum capital levels of financial institutions, as well as the appointment of directors, officers, commissioners and representatives of such institutions. The CNBV is also responsible for granting authorizations to operate banks.

In terms of the provisions of Article 129 of the Credit Institutions Law (hereinafter "LIC"), the CNBV, with the agreement of its Governing Board, may declare the intervention of Banco Compartamos in the event that any of the cases established in said article occur, which is transcribed below:

"Article 129.- *The National Banking and Securities Commission, with the agreement of its Board of Governors, in order to protect the interests of the saving public and creditors of a multiple banking institution, shall declare as a precautionary measure the intervention of the multiple banking institution when any of the following cases occur:*

I. In the course of one month, the capitalization ratio of the multiple banking institution decreases from a level equal to or higher than that required in accordance with the provisions of Article 50 of this Law, to a level equal to or lower than the minimum fundamental capital requirement established in accordance with said Article 50 and the provisions arising therefrom, except in cases in which the Governing Board of the Institute for the Protection of Bank Savings has determined the provisions of subparagraph b) of section II of article 148 of this Law, in which the provisions of the penultimate paragraph of article 29 Bis of this Law shall apply;

II. Incurs in the cause of revocation referred to in section V of article 28 of this Law, and the institution itself does not operate under the regime referred to in article 29 Bis 2 of the same, or

III. There is a case of non-compliance with the provisions of section VI of Article 28 of this Law and, in the opinion of the Banking Stability Committee, any of the cases referred to in Article 29 Bis 6 of this Law may be updated.

In the event that a multiple banking institution is located in the case referred to in section I of this article, the National Banking and Securities Commission, prior to the declaration of intervention of the institution, shall prevent it from reimbursing the capital in the amount necessary to maintain its operations within the respective limits in terms of this Law within a maximum period of one business day. If that period has elapsed and this circumstance has not been verified, the Commission shall proceed to declare the intervention. Within the

period indicated, multiple banking institutions may exhibit the formal communication referred to in Article 29 Bis of this Law.

For the purposes of the provisions of the preceding paragraph, the National Banking and Securities Commission may issue, on a precautionary basis, the additional precautionary measures and special corrective measures that it determines in accordance with the provisions of section III, subsection e) of article 122 of this Law.

Likewise, the National Banking and Securities Commission may declare the intervention of a multiple banking institution when, in its opinion, there are irregularities of any kind that may affect its stability and solvency, and endanger the interests of the public or the creditors of the institution in question.

The meeting of the Governing Board of the National Banking and Securities Commission in which the intervention is determined will be attended by the Executive Secretary of the Institute for the Protection of Bank Savings, who will be able to provide elements for the decision to be made. The Executive Secretary of the aforementioned Institute may appoint, by agreement, a public servant of the Institute itself to exceptionally replace him, in case of absence, at the meetings of the Governing Board of the National Banking and Securities Commission referred to in this article. The aforementioned public servant must have the hierarchy immediately following that of the Executive Secretary, in terms of the provisions of the applicable provisions.

The intervention of a multiple banking institution shall imply that the person appointed by the Governing Board of the Institute for the Protection of Bank Savings shall be constituted as a prudential administrator of the institution under the terms of this Law."

Banxico was founded in 1925. Its main functions are: to promote the healthy development of the financial system, the implementation of a monetary policy, to act as a reserve bank, to supervise the operations of the clearing houses of Mexican banks, to regulate Mexican exchange policy, and to authorize the collection of certain commissions and other charges. Banxico's monetary and central bank policies substantially affect the operation of financial institutions operating in Mexico, including Compartamos Banco.

IPAB. The institute in charge of guaranteeing bank deposits in Mexico in order to give confidence to savers, thus contributing to the stability of the Mexican banking system. The IPAB is responsible for administering the financial restructuring programmes that, if any, are applied to credit institutions in accordance with the LIC.

CONDUSEF. It is a decentralized body of the SHCP whose functions are: i) Preventive (to guide, inform, promote financial education) and ii) Corrective (to attend to and resolve complaints and claims from users of financial services and products).

Effects of the main laws and regulations on the development of the business:

Granting of authorizations to Multiple Banking Institutions.

Authorization from the Federal Executive Branch is required to carry out banking activities. The CNBV, subject to the agreement of its Board of Governors and the favorable opinion of Banxico, may authorize the establishment of new Financial Institutions, subject to minimum capitalization conditions. The minimum capital required of new commercial Financial Institutions depends on the activities they intend to carry out.

Financial Institutions shall publish in a periodical publication of wide regional circulation in the locality in question, a notice addressed to the public containing information relating to the relocation or closure of the respective branches, fifteen days prior to the date on which it is scheduled.

Likewise, Financial Institutions will require authorization from the CNBV for the establishment, change of location and closure of any kind of offices abroad, as well as for the transfer of the assets or liabilities of their branches.

Law on the Protection of Bank Savings

This law establishes the obligation of Multiple Banking Institutions to provide the IPAB with information to evaluate their financial situation, and to notify it of any situation that could affect their stability. Bank secrecy is not enforceable against a request from the IPAB.

Multiple Banking institutions are obliged to pay contributions to the IPAB, both ordinary and extraordinary, based on the determinations of the IPAB Governing Board. All Multiple Banking institutions are obliged to pay the IPAB an ordinary monthly contribution that may not be less than 4 per thousand on the amount of the passive operations held by the corresponding institutions. The IPAB may also impose extraordinary contributions on Multiple Banking Institutions, the total of which may not exceed, in a year, from 3 to a thousand of the amount of the Institutions' passive operations. Together, ordinary and extraordinary contributions may not exceed 8 to 1,000 per year of the total amount of the institutions' liabilities.

Restrictions on Multiple Banking Institutions

Investment restrictions. Multiple banking institutions may make investments in securities representing the capital of companies other than those indicated in the preceding paragraph under the following bases: (i) up to five percent of the paid-in capital of the Issuer; (ii) more than five and up to fifteen percent of the paid-in capital of the Issuer, for a period not exceeding three years, subject to the agreement of a qualified majority of the members of the board of directors, and (iii) for higher percentages and terms, in the case of companies that develop new projects of long maturity or carry out activities that may be promoted, prior authorization from the SHCP, which will grant or deny it at its discretion, hearing the opinion of Banxico.

Multiple banking institutions must subject these investments to the measures dictated by the SHCP and will diversify them in accordance with the applicable provisions, and must in any case observe the limits that favor the dispersion of risks, as well as an adequate level of revolving to support a greater number of projects.

Restrictions on foreign currency transactions. Banxico's regulations establish the provisions applicable to foreign currency transactions of multiple banking institutions, whether for spot, forward or derivative transactions.

At the close of each day's operations, Multiple Banking Institutions may only maintain a foreign exchange risk position that, both as a whole and for each currency, does not exceed the equivalent of 15% of their basic capital, which is determined based on provisions released by the SHCP.

Restrictions on the execution of transactions with derivative instruments. In accordance with the provisions of Banxico's circulars, and in particular Circular 4/2012, subject to certain requirements, a multiple banking institution may carry out financial transactions known as derivatives, entered into in over-the-counter markets or in markets recognized and authorized by Banxico, as the case may be, as futures, option or swap transactions. on the following underlyings:

(i) shares, a group or basket of shares, or securities referenced to shares, listed on a stock exchange; (ii) price indices on shares listed on a stock exchange; (iii) national currency, foreign exchange and UDIS; (iv) price indices referring to inflation; (v) nominal interest rates, real interest rates or surcharges, rates referring to any debt security and indices based on such rates; (vi) loans and credits; (vii) precious metals; (viii) corn, wheat, soybeans and sugar; (ix) Pork; (x) natural gas; (xi) Aluminum and copper, (xii) Rice, sorghum, cotton, oats, coffee, orange juice, cocoa, barley, cattle, pigs, milk, canola, soybean oil and soybean paste, and (xiii) futures transactions, option operations and swaps, on the underlying referred to in the preceding paragraphs, among others.

In order to participate in these transactions, multiple banking institutions must submit an application for authorization, which must specify (a) the types of derivative transactions they intend to carry out; (b) the markets in which you intend to operate; and (c) the underlying; In addition, they must accompany the application with a communication issued by the audit committee stating that they comply with the requirements set forth in the Annex to the aforementioned Circular.

Multiple banking institutions that obtain authorization to enter into Derivative Transactions on their own account may enter into other types of Derivative Transactions, operate in other Markets or enter into Derivative Transactions on underlying transactions of those provided for in paragraph 2.1, other than those indicated in said authorization, provided that (i) they give written notice to Banxico at least 15 calendar days prior to the date on which they intend to carry out the transactions that (a) the types of derivative transactions that it intends to carry out; (b) the markets in which you intend to operate; (c) the underlying; and (d) attach a new communication in terms of the provisions of the previous paragraph. If multiple banking institutions are authorized to enter into Derivative Transactions on their own account, they must send Banxico during the month of March of each year, a communication issued by their respective audit committee stating that such institutions comply with the requirements set forth in the Annex to the Circular, in relation to those Derivative Transactions they carry out and with the Underlying Transactions that are the subject of such transactions. Exceptionally, when it deems it appropriate, Banxico may request multiple banking institutions to submit the aforementioned communications on dates other than those indicated in the preceding paragraphs.

Banxico may authorize, for a specific period and amounts, the execution of derivative financial transactions, without the need for the institutions to comply with the requirements indicated above, provided that the operations have the exclusive purpose of covering the risks of the corresponding institution.

Institutions that carry out derivative financial transactions with related persons or on underlying whose issuers or borrowers are related persons, must comply with the provisions of the SCI and the LMV.

Institutions may guarantee compliance with derivative transactions through cash deposits, credit rights in their favour and/or the securities in their portfolio. In the case of derivative transactions carried out in over-the-counter markets, the above guarantees may only be granted when the counterparties are credit institutions, brokerage firms, foreign financial institutions, investment companies, specialized investment companies of retirement funds, sofoles, as well as any other counterparty authorized by Banxico.

Under no circumstances may institutions receive subordinated bonds as a guarantee for the performance of the derivative transactions they enter into. Likewise, institutions may not

receive shares issued by financial institutions or holding companies of financial groups as collateral.

Derivative financial transactions must be documented in framework contracts, which must contain the guidelines and directives established for contracts known in international markets approved by the International Swaps and Derivatives Association, Inc., as long as they do not contravene applicable national provisions.

General Provisions referred to in Article 115 of the Law on Credit Institutions

The purpose of these Provisions is to establish, in accordance with the provisions of Article 115 of the LIC, on the one hand, the minimum measures and procedures that credit institutions are obliged to observe in order to prevent and detect acts, omissions or operations that could favor, provide assistance or cooperation of any kind for the commission of the crime provided for in Article 139 Quarter of the Federal Penal Code or that could be located in the cases of of Article 400 Bis of the same Code and, on the other hand, the terms and modalities under which such institutions must submit to the Ministry of Finance and Public Credit, through the CNBV, reports on the acts, operations and services they perform with their clients and users related to the cases provided for in the aforementioned Articles 139 or 400 Bis, as well as those carried out by the members of their respective boards of directors or their directors, officers, employees and attorneys-in-fact, who could be in such cases or contravene or violate the proper application of these Provisions.

De conformidad con estas Disposiciones, se requiere que las instituciones financieras den cumplimiento a las siguientes obligaciones:

1. Develop and observe a policy of identification and knowledge of the customer, which will include at least the guidelines established for this purpose in the Provisions, as well as the criteria, measures and procedures that are required for its due compliance, including those related to the verification and updating of the data provided by the Clients and which must include, at least:
 - a) The policies, procedures and controls to mitigate the Risks, which must be in accordance with the results of the implementation of the methodology of money laundering and terrorist financing risks to which the Institutions are exposed;
 - b) The implementation of a Risk Assessment Model through which progress is made in identifying, measuring, and classifying the Clients' Risk Ratings.
 - c) Procedures to follow up on the Transactions carried out by Clients and Users;
 - d) Procedures for due knowledge of the transactional profile of each of the Clients;
 - e) Cases in which the Transactions deviate from the transactional profile of each of the Clients;
 - f) Measures for the identification of possible Unusual Transactions, and
 - g) Considerations for, where appropriate, modifying the degree of risk previously determined for a Client.
2. Submit to the SHCP, through the CNBV, the reports of Operations with U.S. Dollars in Cash, Relevant Operations, Operations with Cashier's Checks, International Transfers of Funds, Unusual Operations and Internal Operations of Concern.
3. Have a collegiate body called the Communication and Control Committee and a Compliance Officer, who are responsible for monitoring compliance with the Provisions.
4. Develop training and dissemination programs on the prevention of money laundering and terrorist financing.
5. Have automated systems that allow compliance with the provisions of the Provisions.

Interest Rate Rules

Banxico's regulations limit the number of reference rates that Mexican Multiple Banking Institutions can use as a basis for determining interest rates on loans. For loans denominated in Pesos, institutions may choose a fixed rate, TIIE, Cetes, CPP or the rate determined by Banxico as applied to loans financed by or discounted with Nafin at the rate agreed with the Development Banking Institutions on loans financed or discounted with them. For loans nominated in UDIs, the reference rate is the UDIBONOS. For loans nominated in foreign currency, Multiple Banking Institutions may choose either a fixed rate, a rate that has a market benchmark and has not been unilaterally determined by the lenders, including the SOFR, or the rate agreed with the international or national development Financial Institutions for loans financed by or discounted with such Financial Institutions or funds. For loans denominated in dollars, Financial Institutions may also choose such rates in foreign currency.

Regulation of operations

Banxico, when implementing monetary and credit policies, has the power to regulate the active, passive and service operations of credit institutions, through Circular 3/2012, as well as transactions in precious metals, foreign currency, derivative financial operations and liquidity requirements.

Law for the Protection and Defense of the User of Financial Services

The purpose of this law is to protect and defend the rights and interests of users of financial services, to this end, Condusef acts as arbitrator in disputes referred to its jurisdiction and tries to improve relations between users of financial institutions and the institutions themselves. Credit institutions must submit to the jurisdiction of the Commission for all conciliation proceedings and may elect to submit to its jurisdiction for all arbitration proceedings submitted to it. Credit institutions may be requested to set up reserves to cover possible contingencies arising from the processes carried out by the Commission. Lending institutions may be subject to your recommendations with their standard agreements or with the information used to offer their services. Similarly, credit institutions may be subject to coercive measures or sanctions imposed by Condusef.

Law for the Transparency and Regulation of Financial Services

The Law for the Transparency and Regulation of Financial Services was published in the Official Gazette of the Federation on June 15, 2007, entering into force the day after its publication and whose most recent reform was made on March 9, 2018. As part of the amendments made to the Law for the Transparency and Regulation of Financial Services, on November 24, 2010, Circular 36/2010 was published by Banxico regarding the general provisions on the registration of commissions. Which also underwent modifications published in the aforementioned Official Gazette of the Federation on November 22, 2021, announcing Circular 08/2021, which modified, added and repealed provisions on the registration of commissions.

The purpose of this law is to regulate interchange commissions and fees, as well as other aspects related to financial services and the granting of credits of any nature made by entities, in order to guarantee transparency, the efficiency of the payment system and protect the interests of the public. This law gives Banxico certain powers to regulate these fees and establish general guidelines and requirements in relation to payment devices and credit card statements.

Credit institutions must inform Banxico and its customers each time they intend to establish or modify the fees they charge for the payment services they offer to the public, at least thirty calendar days prior to their entry into force.

The Law for the Transparency and Regulation of Financial Services incorporates the CAT as a mandatory mention in account statements. In addition, this law establishes that the ordinary interest rates and moratoriums that appear in the documents that implement the credits, loans and financing granted by the institutions, as well as those mentioned in the account statements, must be expressed in annual terms, as well as highlighted in distinctive characters in a clear, notorious and indubitable manner.

With regard to adhesion contracts, this law provides for the transparency considerations that adhesion contracts must contain. The CNBV must indicate the Adhesion Contracts that document the operations or services entered into by the Financial Institutions, which require prior authorization from the aforementioned Commission. Likewise, it is expected that credit institutions will submit to Condusef the models of Adhesion Contracts, so that it can integrate a Register of Adhesion Contracts for consultation by the general public. The Condusef will review the models of the Adhesion Contract to verify that they conform to the provisions of the provisions and may order the modification of the models of Adhesion Contracts and, where appropriate, suspend their use with respect to new operations until they are modified. All Adhesion Contracts entered into in national territory, in order to be valid, must be written in Spanish, all models of Adhesion Contracts must be

In the case of financial institutions, the account statements and transaction receipts must contain the location and contact details with the specialized unit that, in terms of the Law on the Protection and Defense of the User of Financial Services, must maintain, for the purposes of clarifications or claims related to the service or product in question. as well as the deadlines for submitting them.

When the Client does not agree with any of the movements that appear in the respective account statement or in the electronic, optical or any other technology means that have been agreed, he/she may submit a request for clarification within a period of ninety calendar days. The respective request may be submitted to the branch in which the account is located, or to the specialized unit by writing, e-mail or any other means by which its receipt can be reliably verified. In all cases, the institution shall be obliged to acknowledge receipt of such a request.

Once the request for clarification has been received, the institution will have a maximum period of forty-five days to deliver the corresponding opinion to the Client, attaching a simple copy of the document or evidence considered for the issuance of said opinion.

Protection of bank secrecy. Art. 142 of the LIC.

According to the LIC, the information and documentation related to the operations and services to which credit institutions are entitled will be confidential, so that credit institutions, in order to protect the right to privacy of their customers and users that is established in this article, in no case may they give news or information about deposits. transactions or services, but to the depositor, debtor, holder, beneficiary, settlor, trustee, principal or principal, to their legal representatives or to those who have been granted power of attorney to dispose of the account or to intervene in the operation or service. As an exception to the above, when requested by the judicial authority by virtue of an order issued in a trial in which the holder or, as the case may be, the settlor, trustee, trustee, principal, commission agent, principal or agent is a party or defendant.

For the purposes of this paragraph, the judicial authority may make its request directly to the credit institution, or through the National Banking and Securities Commission.

Credit institutions shall also be exempt from the prohibition provided for in the first paragraph of this article and, therefore, shall be obliged to provide the aforementioned news or information, in cases where they are requested by the following authorities: The Attorney-General of the Republic or the public servant to whom he delegates powers to request information, for the verification of the fact that the law indicates as a crime and of the probable responsibility of the accused; II. The Attorneys General of the States of the Federation and the Federal District or Deputy Prosecutors, to verify the fact that the law indicates as a crime and the probable responsibility of the accused; III. The Attorney-General of Military Justice, to verify the fact that the law indicates as a crime and the probable responsibility of the accused; IV. Federal tax authorities, for tax purposes; V. The Ministry of Finance and Public Credit, for the purposes of the provisions of Article 115 of this Law; VI. The Treasurer of the Federation, when the act of surveillance warrants it, to request the statements of account and any other information relating to the personal accounts of public servants, auxiliaries and, where appropriate, individuals related to the investigation in question; VII. The Superior Audit Office of the Federation, in the exercise of its powers of review and oversight of the Federal Public Account and with respect to accounts or contracts through which federal public resources are administered or exercised; VIII. The head and undersecretaries of the Secretariat of the Civil Service, in the exercise of their powers of investigation or audit to verify the evolution of the assets of federal public servants; IX. The Unit for the Supervision of the Resources of Political Parties, a technical body of the General Council of the Federal Electoral Institute, for the exercise of its legal powers, under the terms established in the Federal Code of Electoral Institutions and Procedures. The electoral authorities of the states shall request and obtain the information that is also necessary for the exercise of their legal powers through the above-mentioned unit. The authorities referred to in the preceding sections shall request the news or information referred to in this article in the exercise of their powers and in accordance with the legal provisions applicable to them. Requests for information must be made with due justification and reasons through the CNBV.

Credit Inquiries and Reporting Obligations.

According to Mexican law, in the case of loans and extensions of credit, the credit history of the potential debtor must be investigated through a credit information company (Credit Bureau). In the absence of such a report, the multiple banking institution must generate a loss reserve equivalent to 100.0% of the value of the loan. In order to safeguard the privacy of the customers of the Multiple Banking Institutions, the Multiple Banking Institutions will appoint, where appropriate, certain officials to obtain information from such credit bureaus. These credit bureaus are obliged to safeguard customer information in compliance with the provisions of the Credit Information Companies Act and in accordance with bank secrecy.

Single Liability Agreement

The Law to Regulate Financial Groups provides that all holding companies of financial institutions must enter into an agreement with each of their financial services subsidiaries. In compliance with these agreements, the holding company is vicariously liable as a result of the subsidiary's authorized activities, and is fully liable for the losses of its subsidiaries, up to the total assets of the holding company. A subsidiary is considered to be loss-making when the entity's assets are not sufficient to cover its payment obligations.

Federal Law on the Protection of Personal Data in Possession of Private Parties and its Regulations

The purpose of the Federal Law on the Protection of Personal Data in Possession of Private Parties and its Regulations is to protect the personal data in the possession of individuals, in order to regulate legitimate, controlled and informed processing in order to guarantee privacy and the right to informational self-determination to comply with the Data Protection Law to safeguard the privacy of our customers.

The National Institute of Transparency, Access to Information and Protection of Personal Data (hereinafter "INAI") is the guarantor of the Law in question and its Regulations, and therefore its purpose is to disseminate knowledge of the right to the protection of personal data in Mexican society, to promote its exercise and to monitor the due observance of the provisions provided for in the law and that derive from it; in particular, those related to the fulfilment of obligations by the subjects regulated by that legislation.

Federal Law for the Prevention and Identification of Operations with Resources of Illicit Origin, its Regulations and General Rules

The purpose of this Act is to protect the financial system and the national economy by establishing measures and procedures to prevent and detect acts or operations involving resources of illicit origin, through inter-institutional coordination, the purpose of which is to gather useful elements to investigate and prosecute the crimes of operations with resources of illicit origin. those related to the latter, the financial structures of criminal organizations and avoiding the use of resources for their financing.

• Tax Situation

The Issuer is subject to the payment of ISR. In accordance with Article 1 of the LISR, the Institution is part of the Mexican financial system, so the applicable tax regime contemplates additional obligations to that of other non-financial legal entities. The Bank is obliged to withhold and pay income taxes on the interest paid, as well as the issuance of annual tax certificates containing information on the interest paid in real nominal terms, as well as the withholding of income tax, which is relative to it.

The Issuer is required to provide annually, no later than February 15, the information on the cash deposits made in the accounts opened in the name of the taxpayers in the institutions of the financial system, when the monthly amount accumulated by the cash deposits made in all the accounts held by the taxpayer in the same institution of the financial system exceeds \$15,000 Pesos. as well as in respect of all cash procurements.

In 2015, in accordance with Article 189 of the LISR, a stimulus was granted to Banco Compartamos for \$550,000 Pesos for contributing the aforementioned amount to the distribution of national cinematographic films, this incentive was applied against the ISR of the 2015 fiscal year. The Company is a taxpayer of federal and local taxes in accordance with the taxation regimes provided for by the applicable legal provisions.

As of December 2023, the Bank is in compliance with all tax obligations.

Current or potential impact of laws or government regulations related to climate change

Due to the nature of the activities carried out by Compartamos, they do not represent an environmental risk; however, the Bank faces the challenge of recognizing its environmental

footprint related to climate change and its position to address its effects, both out of cultural conviction and in anticipation of the adverse effects that could result from it.

In 2016, the Paris Agreement was ratified, in which the various nations made commitments to improve their performance in the field of climate change. In Poland, in December 2018, participating countries were called upon to redouble efforts to halt the effects of climate change. A call that was reaffirmed in Madrid during COP 25 due to the effects of the phenomenon of climate change. Among Joe Biden's first actions as president of the United States was to reaffirm his commitment to the environment, proof of which is that he reintegrated his country into the Paris Accords. He has also expressed his support for the development and use of clean energies, leaving aside fossil fuels. During the COP 26 held in Glasgow, Scotland, countries reaffirmed their commitment to environmental care and actions to curb climate change. On several occasions, international organizations such as the UN, as well as activists, have highlighted the risk posed by the phenomenon of climate change and that urgent action is required to stop it.

Due to the serious threat posed to humanity by climate change, countries could tighten their legislation to combat this phenomenon, the Bank believes that, if new climate change legislation were to be implemented, it would not have an adverse effect on their operations; However, you can't know how far-reaching it might be.

Capitalization

Multiple banking institutions must maintain a net capital in relation to market, credit and operational risks, which may not be less than the amount resulting from adding the capital requirements for such types of risk, in terms of the general provisions established by the CNBV with the approval of its Governing Board.

On December 16, 2010, the full text of the Basel III rules on capitalization and liquidity requirements of international banking organizations was published, which were developed by the Group of Governors and Chief Supervisory Officers, the supervisory body of the Basel Committee on Banking Supervision (the "Basel Committee"). Basel III includes, among other things, the definition of capital, the treatment of counterparty credit risk, the leverage ratio and the global liquidity standard.

On January 1, 2014, part of Basel III was implemented in Mexico, which imposes higher levels of minimum capitalization requirement on banking institutions, as well as additional capital reserves that can be used by banks to absorb losses during periods of financial and economic stress. It should be clarified that the Bank did not have any impact, since it had previously taken the necessary measures to adopt compliance, in addition to the fact that its capitalization more than complied with the standards previously set by Mexican legislation.

On December 7, 2017, the reforms that complement the first phase of the regulation established by the Basel Committee in 2010 were approved. The objective of the reforms is to restore the credibility of the calculation of risk-weighted assets and to improve the comparability of bank capital ratios. The Basel committee set the deadline for implementation as January 1, 2022, which will give the financial system a reasonable and orderly transition to the new regulatory framework.

Market Risk

In accordance with the provisions of Article 66 of the Single Circular for Banks, market risk is understood as the potential loss due to changes in risk factors that affect the valuation or

expected results of active, passive or contingent liability operations, such as interest rates, exchange rates and price indices, among others. To determine market risk, the Capitalization Rules classify the operations of the corresponding institution according to the following general criteria: (i) operations in national currency with a nominal interest rate or yield referred to it; (ii) operations in UDIs, UMAs, as well as in National Currency with real interest rate or with a yield related to it; (iii) operations in national currency with a rate of return referring to the growth of the general minimum wage; (iv) transactions in foreign currency or indexed to exchange rates, with interest rates; (v) operations in UDIs, UMAs, as well as in national currency with yields referred to the National Consumer Price Index (INPC); (vi) operations in national currency with a return on the growth of the general minimum wage; (vii) foreign exchange or exchange rate indexed transactions; (viii) transactions in shares and on shares, or the performance of which relates to the change in the price of a share, a basket of shares, or a stock index, with real estate, development and indexed fiduciary stock certificates, and (ix) transactions in commodities, or the yield of which relates to the change in the price of a commodity, of a basket of goods or an index referring to them.

The Institution's positions exposed to market risk are referenced to national currency with a nominal interest rate, as they come from the loan portfolio, availabilities and financing. The capital requirement per market is carried out in strict accordance with Article 2 bis 102, which establishes the following requirements: (1) by total weighted position, (2) by compensation within the bands, (3) by compensation between bands in the same zone, (4) by compensation between bands in different zones. The institution's market capital requirement is mainly concentrated in the total weighted position requirement and in terms of less than 2 years.

Credit Risk

In accordance with the provisions of Article 66 of the Single Circular for Banks, credit risk is understood to be the potential loss due to the non-payment of a borrower or counterparty in the operations carried out by institutions, including the real or personal guarantees granted to them, as well as any other mitigation mechanism used by institutions.

The Institution's credit portfolio is made up of loans classified as microcredits, whether group or individual, and non-revolving consumer loans, and it also has the power to grant commercial credits; However, the activity of granting credit is primarily focused on individuals. The balances of loans granted (including financed insurance) and interest not collected in accordance with the payment scheme are classified as overdue according to the following criteria:

- Commercial loans with one-time repayment of principal and interest: 30 calendar days or more from the date of maturity.
- Consumer credits: 90 calendar days or more from their expiration date.

The credit granting process is carried out based on the analysis of the client's application and the queries in the credit information companies, taking into account at all times the prudential restrictions related to common risk.

In accordance with the provisions of Article 54 of the Single Circular of Banks, the maximum limit of consumer credit that the company may grant to an individual or group of individuals that represent a Common Risk is 40.0% of its basic capital, except for financing granted to other credit institutions or federal government entities. In which case the provisions establish that the credit limit may be extended up to 100.0% of the Bank's core capital. Likewise, the sum of the loans granted to the three largest debtors may not exceed 100.0% of the Bank's basic capital. The loan portfolio is sufficiently diversified so as not to

present concentration risk and the value of each of the loans granted is not material compared to the net capital of the Institution.

"Article 54.- When granting Financing to the same person or group of persons who, because they represent a Common Risk, they are considered as one, Institutions must adjust to the maximum limit of Financing resulting from the application of the following table:

Capitalization level	Maximum Financing Limit calculated on the basic capital of the Institution in question:
Over 8% and up to 9%	12%
Over 9% and up to 10%	15%
Over 10% and up to 12%	25%
Over 12% and up to 15%	30%
Over 15%	40%

Operational Risk

In accordance with the provisions of Article 66 of the Single Circular for Banks, operational risk is defined as the potential loss due to failures or deficiencies in internal controls, errors in the processing and storage of transactions or in the transmission of information, as well as adverse administrative and judicial resolutions. fraud or theft; and understands technology risk and legal risk.

The management and control of operational risk at Compartamos includes the following aspects in its methodology:

The processes that describe the work of each area of the Bank are identified and documented. There are areas dedicated to the development and documentation of methods, procedures and processes within the Internal Control Department.

Inherent operational risks and process controls that describe the Bank's substantial processes are identified and documented in Risk and Controls Matrices; In addition, the Internal Audit area has implemented its risk-based audit model.

The business consequences of the identified risks are evaluated and reported to those responsible for the areas involved. Each area must be aware of and participate in the control and management of its risks, the General Management and the Risk Committee.

A historical database is maintained that contains the systematic record of the different loss events and their impact on accounting, duly identified with the classification by business units within the Institution.

Loss events identified by both the Risk area and the other areas of Compartamos are recorded, which are responsible for reporting any operational risk event that may represent or has represented a loss for the Bank; This is done in the context of a culture of risks.

Loss events due to operational risk, including technological and legal risk, are systematically recorded, associating them with the corresponding lines or business units, as well as the type of risk (1. Internal Fraud, 2. External Fraud, 3. Labour Relations and Safety in the Workplace, 4. Customers, products and business practices, 5. External events, 6. Business incidents and system failures, as well as 7. Execution, delivery and process management).

In order to monitor the coverage and effectiveness of operational risk management, a global tolerance level has been established, taking into account its causes, origins or risk factors.

A Business Continuity Plan (BCM) is in place, which includes a Disaster Recovery Plan (DRP) aimed at technological risks and a Business Contingency Plan (BCP). Updating such plans is the responsibility of the leaders appointed for this purpose.

Technology Risk

An important aspect of operational risk management is technology risk; understood as the potential loss due to damage, interruption, alteration or failures derived from the use of or reliance on the hardware, software, systems, applications, networks and any other channel of distribution of information in the provision of the Bank's services to its customers.

Within the Institution, there are different controls that aim to mitigate the negative impacts derived from the materialization of technological risks; Controls such as:

- I. Governance structuring aimed at maintaining adequate control of technological risks, ensuring an agile response capacity.
- II. Have the Continuity of Operation Plan, through criteria such as application criticality and technological risk. Evaluación de riesgos, determinación de acciones de tratamiento y evaluación de controles tecnológicos.
- III. Database backup and restoration procedures to ensure the availability and integrity of the historical archive of operations in case of contingency.
- IV. Automated processes for carrying out daily reconciliations, in addition to generating control figures to ensure the integrity of transactions between systems.

Capital Composition

In accordance with the provisions of Title One Bis of the Single Circular for Banks, relating to the Capital Requirements of Credit Institutions, the net capital of an institution is composed of a basic part and a complementary part.

The Single Circular for Banks establishes the following:

Article 2 Bis 6.- The basic part of the Net Capital shall be made up of the Fundamental Capital and the Basic Non-Fundamental Capital, which consider the following concepts:

I. The Fundamental Capital shall consist of:

a) The sum of the following items of stockholders' equity, including, where applicable, their increases due to updates:

1. Securities representing the capital stock of the Institution, provided that the conditions established in Annex 1-Q of the Single Circular for Banks are met, including, where applicable, their premium on the sale of shares.
2. Contributions for future capital increases, for which there is already an agreement by the shareholders' meeting for such increase and its respective subscription.
3. Capital reserves.
4. Results of previous years.
5. Resultado neto.
6. Result from valuation of financial instruments to be receivable or sold.

7. Result from valuation of cash flow hedging instruments.
8. Result from remeasurements for defined benefits to employees.

LESS:

(b) Investments in any debt instrument whose payment by the issuer or debtor, as the case may be, as the case may be, can only be made after covering other liabilities, including subordinated bonds issued by other financial institutions.

c) The profits on the remainder of securitization operations, as well as the profit or increase in the value of the assets, referred to in section II of Article 2 Bis 56.

(d) The amount of any own shares acquired by the Institution in accordance with the provisions of the Credit Institutions Act.

e) In the case of investments in securities referenced to securities indexes that in turn include investments in the capital of the Institution, as well as in that of the entities referred to in paragraph f) below, the proportion represented by the shares issued by the respective Institution or entity in the indices themselves. In any case, long positions may be considered net of short positions, provided that they are the same underlying exposure.

f) Investments, including valuation effects by the corresponding method, in the capital of financial institutions referred to in Articles 89 of the Law on Credit Institutions and 12 and 81 of the Law to Regulate Financial Groups. In addition, the lack of the minimum regulatory capital required by the authority, proportional to the shareholding of the Financial Subsidiaries subject to capital requirements. All investments in shares made in any national or foreign financial institution will also be considered, considering one of these investments, without prejudice to the fact that the capital of any of them comes from another of these financial institutions. Likewise, investments or contributions in the capital of companies or in the minimum assets of trusts or other similar types of figures whose purpose is to act as a settlement partner, clearing house, or other equivalent figure, to clear and settle transactions entered into on the stock exchange, except for the participation of such companies or trusts in the latter. The foregoing, on the understanding that by company capital or minimum equity of the trusts, investments or contributions to the minimum initial contributions fund, compensation fund, complementary fund or any other contribution that is not mutualizable must be excluded. In the case of investment funds, only investments in fixed capital will be considered.

Notwithstanding the foregoing, in the case of investments made by institutions in the capital of multilateral development or promotion organizations of an international nature that have an Issuer Rating equal to or better than those considered to be in Risk Grade 2 in the long term, an amount equivalent to the following shall be subtracted from the Fundamental Capital:

1. 25 per cent of the value of the investments when the Institution holds up to 10 per cent of the capital of the said body, or
2. 50 per cent of the value of the investments when the Institution holds more than 10 per cent of the capital of the said body.

g) Investments, including valuation effects by the corresponding method, in the capital of companies related to the Institution under the terms of Articles 73, 73 Bis and 73 Bis 1 of the Credit Institutions Law.

In the case of investments in shares that derive from capitalizations or dations in payment of debts, and that before such capitalization or dation in payment was made, the corresponding company was not considered as related to the Institution under the terms of the aforementioned articles, they will be subtracted from the Fundamental Capital five years after the corresponding capitalization or dation has been made.

The investments referred to in this subparagraph, as long as they are not subtracted from the capital, will have a capital requirement in accordance with the provisions of Article 2 Bis 109 of the Single Circular of Banks.

(h) Investments made by development banking institutions in accordance with their organic laws in risk capital shall be subtracted by an amount equivalent to 50 per cent of the value of the investment.

The investments referred to in this subparagraph, as long as they are not subtracted in their entirety from the capital, will have a capital requirement in accordance with the provisions of Article 2 Bis 109 of the Single Circular of Banks, for the part not subtracted.

(i) Investments in shares, other than fixed capital, of investment funds, both capital and limited purpose, which shall be treated as provided for in the following two paragraphs.

In the case of both equity and limited purpose investment funds that are not listed on the Stock Exchanges, the fund's portfolio will be disaggregated into its various individual positions, taking into account the participation that the Institution has in such investment funds. The part of the investment fund invested in debt instruments will be computed in accordance with the provisions of section V of Article 2 Bis 22 of the Single Circular of Banks.

In the case of the investment funds mentioned in the preceding paragraph, which are listed on the Stock Exchange, the investment will be subtracted when the Institution holds more than 15 per cent of the stockholders' capital of the aforementioned investment fund.

The investments referred to in this paragraph that are not subtracted from the capital will have a capital requirement in accordance with the provisions of Article 2 Bis 109 of the Single Circular of Banks.

j) Investments, including the effects of valuation by the corresponding method, in the capital of companies other than the financial institutions referred to in paragraph f) above, which are in turn shareholders of the Institution itself, of the holding company of the financial group, of the other financial institutions that make up the group to which the Institution belongs or of their financial subsidiaries.

k) Preventive reserves pending to be constituted in accordance with the provisions of Chapters V Bis or V Bis 1 of Title Two of the Single Circular for Banks, as applicable, as well as those constituted against accounting accounts that are not part of the profit or loss items or stockholders' equity.

Likewise, the positive difference between the Total Expected Losses minus the Total Allowable Reserves, in the event that the Institutions use Models based on internal ratings in the determination of their capital requirements.

l) Any type of contribution, including its accessories, the resources of which are used to acquire shares in the holding company of the financial group, of the other financial institutions that make up the group to which the Institution belongs or of their financial subsidiaries.

Likewise, the Financing that is destined to the acquisition of shares of the financial subsidiaries of the financial institutions that make up the group to which the Institution belongs must be subtracted.

m) Credits granted and other Operations carried out in contravention of the applicable provisions.

n) Items that are accounted for in the assets of the Institution as intangible or that, where appropriate, involve the deferral of expenses or costs in the capital of the Institution, such as:

1. Intangibles of any kind, including goodwill, and

2. Any item, with the exception of fixed assets, advance payments and deferred charges that represent expenditures or expenses whose recognition in stockholders' equity is deferred over time and which, on the date for which the capital is computed, its remaining term of allocation to profit or loss is equal to or less than one year.

The items referred to in this subsection shall be considered net of their corresponding amortization, impairment, deferred tax liabilities, and employee participation in passive deferred profits.

o) Repealed.

p) Deferred taxes, income tax assets arising from tax losses and tax credits of any kind; and employee participation in deferred profits.

q) The amount of the deferred taxes assets that have not been considered in subparagraph p) above of this section, which exceed 10 per cent of the positive amount resulting from subtracting, from the amount of the sum of the items referred to in subparagraph (a), the amount of the sum of the items referred to in subparagraphs (b) to (p).

The deferred tax assets referred to in this subsection may be considered net of the deferred tax liabilities that correspond to the same tax authority and in respect of which it has the right to offset before the said authority. In no case may the deferred taxes be considered liabilities that have been contemplated to adjust the amounts referred to in paragraph n) above.

(r) The amount of the result on the valuation of cash flow hedging instruments, only when they correspond to items measured at amortized cost and provided that it is positive; In the event that this amount is negative, it must be added to the fundamental capital. The foregoing does not include the effect of taxes on deferred income corresponding to this result.

s) The aggregate amount of the Transactions Subject to Credit Risk by Relevant Related Persons that exceeds 25 percent of the positive amount resulting from subtracting, from the amount of the sum of the items referred to in subparagraph a) above, the amount of the sum of the items referred to in paragraphs b) to r) of this article. The amount to be considered within the Transactions Subject to Credit Risk in charge of Relevant Related Persons for derivative transactions will be the one that corresponds to the net positions in favor, determined in accordance with the provisions of Article 238 of the Single Circular of Banks.

The amount that exceeds the 25 per cent referred to in the first paragraph of this subparagraph shall be considered net of the corresponding credit reserves constituted, which

do not compute as complementary capital in terms of the provisions of section III of Article 2 Bis 7 of the Single Circular of Banks.

For the purposes of the provisions of this subsection, they shall not be considered within the amount of Transactions Subject to Credit Risk by Relevant Related Persons.

1. The amount of credit lines for foreign trade operations.
2. The covered portion of the Transactions Subject to Credit Risk with real or personal guarantees granted by persons other than the Relevant Related Persons, provided that they are not, in the case of collateral, securities or other financial instruments issued by or in charge of Relevant Related Persons.
3. The covered portion of the Transactions Subject to Credit Risk with collateral granted by Relevant Related Persons, provided that they are those established in section I, paragraphs a) and b) of Article 2 Bis 33 or in Annex 1-P and that they comply with the requirements established in Annex 24 of the Single Circular for Banks.
4. Transactions Subject to Credit Risk in respect of which the multiple banking institutions themselves constitute additional preventive provisions to those they must create as a result of the qualification process of their Loan Portfolio referred to in Article 39 Bis of the Single Circular for Banks.
5. The undrawn portion of those revocable loans or credits.
6. Credits granted to a trust, commercial company or other type of legal instrument, in which a Relevant Related Person participates with a majority interest, whose sole purpose is the development of investment projects with their own source of payment, which comply with both the requirements established in Annex 19 of the Single Circular of Banks, as with the following:
 - i. The source of payment for the respective project must consist only of the income or collection rights derived from the realization, commissioning or operation of the project.
 - ii. The trust, commercial company, or other type of legal instrument, may not have debts, or have granted real or personal guarantees, in favor of the Relevant Related Persons, except for obligations arising from the acquisition or lease of goods, or the provision of services contracted with such persons at market prices.
 - iii. The technical committee or administrative body of the trust, commercial company or other type of legal instrument must ensure that no resources intended for the development of the respective project are diverted.
 - iv. The Relevant Related Persons may not, under any title, have participation in order to improve the credit quality of the investment project; nor grant implicit or explicit support to the project in question or respond for non-compliance with the project.
 - v. The assets of the investment project with its own source of payment are assigned to a guarantee trust for the payment of the loan, in accordance with the provisions of Annex 1-P of the Single Circular of Banks. When the institution does not grant 100 per cent of the credit to the project with its own source of payment, at least the aliquot or proportional part of the percentage of credit granted to the project must be guaranteed.
- t) The amount that exceeds the limits referred to in Article 54 of the Single Circular of Banks, with respect to the positive amount resulting from subtracting, from the amount of the sum of the items referred to in subparagraph a) above, the amount of the sum of the items referred to in paragraphs b) to r) of this Article.

II. The Non-Core Capital shall consist of:

- a) Securities representing the share capital of the Institution that have not been considered in the Fundamental Capital, provided that the conditions established in Annex 1-R of the Single Circular for Banks are met, including, where applicable, their premium on the sale of shares, and
- b) Capital Instruments, provided that the conditions set out in Annex 1-R of the Single Circular for Banks are met.

In the case of Capital Instruments issued by multiple banking institutions, only those that collectively correspond to an amount in national currency or its equivalent, which does not exceed 50% of the Fundamental Capital of the multiple banking institution in question, will be included.

As an exception to the provisions of the preceding paragraph, Capital Instruments that exceed the limit may be included in the Non-Fundamental Basic Capital, provided that:

1. The issuing multiple banking institution maintains a Core Capital Ratio greater than or equal to 10%.

In the event that this Fundamental Capital Ratio is below 10%, as a result of any mechanism or act that involves a transfer of capital benefits to the persons referred to in Article 73 of the Credit Institutions Law or for the payment of dividends, the multiple banking institution will cease to compute as Net Capital the amount of the instruments that has exceeded the limit of 50% of the Fundamental Capital indicated in the second paragraph of subparagraph b) above, and shall be subject to the provisions of the fourth paragraph of said subparagraph.

2. The issuing multiple banking institution that has a Fundamental Capital Ratio of less than 10%, in the request for authorization to be granted to Banco de México pursuant to Article 64 of the Credit Institutions Law, as well as in the issuance act or equivalent document, in the securities representing such Capital Instruments, in the corresponding prospectus and in the minutes of the general meeting of shareholders authorizing the respective issuance, expressly contemplates the unconditional obligation of the issuing multiple banking institution that the amount of the Fundamental Capital that it has on the date on which it submits the aforementioned request for authorization, it will not decrease in absolute terms, by virtue of any mechanism or act that implies a transfer of capital benefits to the persons referred to in Article 73 of the Credit Institutions Law or by the payment of dividends, until such Capital Instruments are amortized in full, or as long as it maintains a Fundamental Capital Ratio of less than 10%.

If the Fundamental Capital of the multiple banking institution referred to in paragraphs 1 and 2 above decreases as a result of any mechanism or act that involves a transfer of capital benefits to the persons referred to in Article 73 of the Credit Institutions Law or by the payment of dividends, the multiple banking institution must stop counting in the Net Capital the amount of the instruments that has exceeded the limit of 50% of the Fundamental Capital in accordance with the following:

- i. First, the excess portion corresponding to the Capital Instruments eligible to make up the complementary portion of the Net Capital that such multiple banking institution had at the time of the determination of the excess amount, and

ii. In the event that the excess amount persists after having made the deduction referred to in paragraph i. above, it will cease to compute those Capital Instruments of the part of the Non-Fundamental Basic Capital that it holds at that time up to the corresponding excess. In any case, multiple banking institutions that have ceased to recognize Capital Instruments as part of Net Capital may recompute them when the percentage of their Fundamental Capital Ratio is equal to or greater than 10%.

For the purposes of calculating the maximum amounts of the Capital Instruments that are included as part of the Net Capital, multiple banking institutions must add both the Capital Instruments corresponding to the Non-Fundamental Basic Capital indicated in this subsection b) of this section and the Capital Instruments referred to in section II of Article 2 Bis 7 of the Single Circular of Banks.

Last paragraph.- Repealed

Article 2 Bis 7.- The following items shall be considered to make up the complementary part of the Net Capital:

I. Securities representing the Institution's share capital that have not been considered in the Fundamental Capital or in the Non-Fundamental Basic Capital, and provided that the conditions established in Annex 1-S of the Single Circular for Banks are met, including, where applicable, their premium on the sale of shares.

II. Capital Instruments that have not been considered in the Non-Fundamental Basic Capital and provided that the conditions established in Annex 1-S of the Single Circular for Banks are met.

In the case of Capital Instruments issued by multiple banking institutions, only those that collectively correspond to an amount in national currency or its equivalent, which, once added to the amount of the instruments provided for in the second paragraph of subparagraph b) of section II of Article 2 Bis 6 of the Single Circular of Banks, will be included. does not exceed an amount equivalent to 50% of the Core Capital of the multiple banking institution concerned.

As an exception to the provisions of the preceding paragraph, Capital Instruments that exceed the limit may be included in the supplementary part of the Net Capital, provided that:

(a) The issuing multiple banking institution maintains a Core Capital Ratio greater than or equal to 10%.

In the event that this Fundamental Capital Ratio is below 10%, as a result of any mechanism or act that involves a transfer of capital benefits to the persons referred to in Article 73 of the Credit Institutions Law or for the payment of dividends, the multiple banking institution will cease to compute as Net Capital the amount of the instruments that has exceeded the limit of the 50% of the Fundamental Capital indicated in the second paragraph of this subparagraph, and shall be subject to the provisions of the fourth paragraph of this section II.

b) The issuing multiple banking institution that has a Fundamental Capital Ratio of less than 10%, in the request for authorization to be granted to Banco de México in accordance with Article 64 of the Credit Institutions Law, as well as in the certificate of issuance or the equivalent document, in the securities representing such Capital Instruments, in the corresponding prospectus and in the minutes of the general shareholders' meeting authorizing the respective issue, expressly contemplate the unconditional obligation on the

part of the issuing multiple banking institution that the amount of the Fundamental Capital that it has on the date on which it submits the aforementioned request for authorization, will not decrease in absolute terms, by virtue of any mechanism or act that implies a transfer of capital benefits to the persons referred to in Article 73 of the Credit Institutions Law, or for the payment of dividends, until such Capital Instruments are fully amortized, or as long as it maintains a Fundamental Capital Ratio of less than 10%.

If the Fundamental Capital of the multiple banking institution referred to in paragraphs a) and b) above decreases as a result of any mechanism or act that involves a transfer of capital benefits to the persons referred to in Article 73 of the Credit Institutions Law or by the payment of dividends, the aforementioned multiple banking institution must stop computing in the Net Capital the amount of the instruments that has exceeded the limit of 50% of the Fundamental Capital in accordance with the following:

- i. First, the excess portion corresponding to the Capital Instruments eligible to integrate the complementary part of the Net Capital that such institution had at the time of the determination of the excess amount, and
- ii. In the event that the excess amount persists after having made the deduction referred to in paragraph i. above, it will cease to compute those Capital Instruments of the part of the Non-Fundamental Basic Capital that it holds at that time up to the corresponding excess.

In any case, multiple banking institutions that have ceased to recognize Capital Instruments as part of Net Capital may recompute them when the percentage of their Fundamental Capital Ratio is equal to or greater than 10%.

The amount of the instruments referred to in this section will be counted as complementary capital depending on the maturity period or the corresponding amortization, in accordance with the following:

Term in Years Regarding the Date of Corresponding Amortizations	Percentage of Unpaid Balance
More than 5	100
More than 4 and up to 5	80
More than 3 and up to 4	60
More than 2 and up to 3	40
More than 1 and up to 2	20
Up to 1	0

III. The positive difference resulting from subtracting from the Total Eligible Reserves the Total Expected Losses, up to an amount not exceeding:

- a) 0.6 percent of credit risk-weighted assets, in the event that Institutions use models based on internal ratings in determining their capital requirements.
- b) 1.25 per cent of credit risk-weighted assets, in case the Institutions use the Standard Method to calculate the capital requirement for credit risk.

Institutions that, for the purposes of calculating their capital requirements for credit risk, are authorized to use Models based on internal ratings simultaneously with the Standard Method for a portion of their Operations Subject to Credit Risk, must separately determine the excess of Total Allowable Reserves with respect to the Total Expected Losses corresponding to each method.

The allocation of excess Total Eligible Reserves shall be made on a pro rata basis, in accordance with the proportion of weighted assets subject to credit risk that corresponds to either the Standard Approach or the Internal Ratings-Based Model. The application of the limits for recognition in the supplementary part of the Net Capital shall also be carried out in a proportional manner in accordance with paragraphs a) and b) above, and subject to the following:

$$\text{LPRCN} = 0.6\% * (\text{ASRC amount under MCI}) + 1.25\% * (\text{ASRC amount under ME})$$

Where:

Where:	
LPRCN	Maximum amount of recognition of additional reserves in Net Capital
Monto de ASRC Under MCI	Amount of weighted assets subject to credit risk in the portfolio under Models based on internal ratings of the month for which the calculation is being made
Monto de ASRC Under ME	Amount of the weighted assets subject to credit risk of the portfolio under the Standard Method of the month for which the calculation is being made
ASRC	Assets Subject to Credit Risk
MCI	Model based on internal ratings
ME	Standard Method

For the purposes of the above, the amount of the assets weighted by credit risk for the month for which the calculation is being made and that are subject to the reserve generation treatment will be used.

Last paragraph.- Repealed

Capitalization rules for financial institutions establish requirements for specific levels of net capital, such as a percentage of assets subject to risk, market, credit, and operating capital. As of December 31, 2023, the Institution's Capitalization Ratio (ICAP) is 30.82% in accordance with current rules. As of December 31, 2022, it was 39.05%.

The ICAP on assets subject to credit risk ("ASRC") as of December 31, 2023 and 2022 is 36.19% and 45.64%, respectively.

The following are the relevant items of the ICAP as of December 31, 2023 and 2022:

	2023	2022	2021
Assets at market risk	\$ 2,348	\$ 2,091	\$ 2,497
Assets at credit risk	33,976	26,129	24,136
Assets at operational risk	3,569	2,319	2,170
Total Assets at Risk	\$ 39,893	\$ 30,539	\$ 28,803
Net Capital	\$ 12,295	\$ 11,924	\$ 10,683
Index on assets subject to credit risk	36.19%	45.64%	44.26%
Index on assets subject to total risk	30.82%	39.05%	37.09%

The Institution's net capital requirement for its exposure to credit risk must have a minimum capitalization ratio of 10.5%, which is the result of multiplying the weighted assets for which the standard method has been used.

Equity is determined as shown below:

	As of December 31st		
	2023	2022	2021
Shareholder's equity ¹	\$ 12,911	\$ 12,438	\$ 11,364
Deduction of intangibles and deferred expenses or costs	(616)	(514)	(681)
Core Capital	12,295	11,924	10,683
Complementary capital	-	-	-
Net Capital	\$ 12,295	\$ 11,924	\$ 10,683

As of December 31, 2023 and 2022, only the capital accounts corresponding to: i) share capital, ii) capital reserves, iii) profit or loss from previous years, iv) net income, v) result from the valuation of available-for-sale securities and vi) result from remeasurements for defined benefits to employees are considered. This is due to the amendment of Article 2 bis, section I, subsection a) of the "General Provisions Applicable to Credit Institutions", published in the Official Gazette on November 28, 2012.

In accordance with the provisions of Article 220 of the General Provisions Applicable to Credit Institutions published in the Official Gazette on December 2, 2005 and subsequent amendments, the Institution maintains as of December 31, 2021 a Fundamental Capital Ratio (CCF) greater than 7% plus the sum of the Systemic Countercyclical Capital Supplement (SCCS) and the Countercyclical Capital Ratio (SCCI), a Basic Capital Ratio greater than 8.5% for fiscal years 2022 plus the sum of the SCCS and SCCI, and an ICAP greater than 10.5%, for both years, plus the sum of the SCCS and SCCI. Therefore, in both years the Institution is classified in category "I" as established by these provisions.

The Basic Capital Ratio 1 and the Basic Capital Ratio are determined as follows:

$CCB1 = (\text{Basic Capital 1} / \text{Total Risk-Weighted Assets}) / ICAP_M$

$CCB = [(\text{Basic Capital 1} + \text{Basic Capital 2}) / \text{Total Risk-Weighted Assets}] - / ICAP_M$

$ICAP_M$ = Minimum capitalization ratio.

SCCS = It is the percentage referred to in subsection b) of section III of Article 2 Bis 5 of these provisions and that corresponds to it in accordance with Article 2 Bis 117 n of these provisions.

SCCI = It is the Countercyclical Capital Supplement that each Institution must constitute, in accordance with Chapter VI Bis 2 of Title One Bis of these provisions.

Multiple banking institutions shall be notified in writing by the Commission of the classification to which they are entitled, as well as any additional minimum or special remedies that apply to them.

Additional special remedial measures may be applied by the Commission in addition to the minimum remedial measures, which, depending on the category, may include more detailed reporting to the institutions' governing boards and the Commission, to the engagement of special auditors on specific issues with external auditors authorized by the Commission, to the replacement of officers, directors, commissioners and auditors, the modification of interest rate policies and the revocation of the authorization under which the multiple banking institution operates.

Liquidity Risk

Liquidity risk management includes, at least, identifying, measuring, setting limits and monitoring risks or potential losses caused by the impossibility or difficulty of renewing liabilities or contracting others under normal conditions for the Institution, by the early or forced sale of assets at unusual discounts to meet its obligations, or by the fact that a position cannot be conveniently disposed of, acquired or covered by the establishment of an equivalent counter-position.

The Institution's business model is based on its reputation as a solid institution that always responds to the credit needs of its clients, therefore, liquidity risk management is an essential element, preventing in a timely manner the spreads caused by the "mismatch" that may exist between its main positions in liquidity risk: expected revenue flows (payment of existing loans) and projected outflows (current expenses and placement of new loans).

The measurement methodologies used in liquidity risk management are:

- Liquidity gap analysis, for the calculation of liquidity gaps, the main assets and liabilities of the Institution are considered, whether they are recorded on or off the balance sheet, and maturity bands are established according to the characteristics of the products offered; Finally, a limit is established for each band.
- Liquidity VaR, for the measurement of liquidity risk, is defined as the possibility that positions cannot be liquidated in a day and is calculated as the market VaR with a horizon of 10 days.

As of December 31, 2023 and 2022, the quantitative information for liquidity gap analysis is shown below:

Liquidity Gap Analysis (cumulative)¹			
2023			
Strip	Gap	Limit *	% Limit Usage
From 0-1 days	\$ (211)	(2)%	2%
2-7 days	(157)	(1)%	(1)%
8-15 days	297	3%	0%
From 16-23 days	1,145	11%	0%
24-30 days	1,780	17%	0%
31-60 days	1,163	11%	0%
61-90 days	9,148	86%	0%
91-180 days	13,755	129%	0%
181-360 days	5,398	51%	0%
From 361-720 days	(1,839)	(17)%	(17)%
From 721-1,080 days	(10,439)	(98)%	(98)%
From 1,081-1,440 days	(18,370)	(173)%	(173)%
From 1,441-1,800 days	(19,756)	(186)%	(186)%
>1800	(19,756)	(186)%	(186)%

¹ The calculation of accumulated gaps is presented to clarify the period in which there is a liquidity mismatch.

*The risk limit is calculated as a percentage of liquid assets plus available lines.

Liquidity Gap Analysis (cumulative)¹			
2022			
Strip	Gap	Limit *	% Limit Usage
From 0-1 days	\$ 2,253	15%	0%
2-7 days	2,400	16%	0%

8-15 days	2,740	18%	0%
From 16-23 days	3,598	24%	0%
24-30 days	4,324	29%	0%
31-60 days	9,022	60%	0%
61-90 days	14,704	98%	0%
91-180 days	24,791	165%	0%
181-360 days	25,237	168%	0%
From 361-720 days	19,403	129%	0%
From 721-1,080 days	16,006	107%	0%
From 1,081-1,440 days	9,291	62%	0%
From 1,441-1,800 days	9,289	62%	0%
>1800	9,289	62%	0%

(1) The calculation of accumulated gaps is presented to clarify the period in which there is a liquidity mismatch.

*The risk limit is calculated as a percentage of liquid assets plus available lines.

The Institution's liquid assets plus available lines as of December 31, 2023 and 2022 are \$10,631 and \$15,016, respectively.

The differences in flows (gaps) show excesses (greater active flows than passive flows) in the first bands, which is natural to the type of operation of the Institution, due to the fact that 85.3% of the assets considered correspond to the cash flows that come from the recovery of loans, whose average term is four months and from investments with terms of less than 180 days, while the passive flows correspond to financing. They are contracted with maturities in the short and medium term, producing a cumulative gap at 360 days, at the end of 2023 and 2022, positive by \$5,398 and \$25,237, respectively. The total cumulative gap is positive.

Quantitative information for liquidity risk is shown below:

	Liquidity VaR, 10 day 2023			Liquidity VaR, 10 day 2022		
	Value	Position	Limit Usage (%)*	Value	Position	Limit Usage (%)*
Liquidity VaR 99%	\$ 2,595.61	12.65	0.5	\$ 2,636.98	15.21	0.6
Money:	-	-	-	-	-	-
Value Purchase	-	-	-	-	-	-
Call Money	-	-	-	-	-	-
Foreign exchange	290.59	12.62	4.34	339.97	15.18	4.46
Direct	-	-	-	-	-	-

* The authorized risk limit is an amount calculated based on the maximum exposure, as of December 31, 2023 and 2022 with an exposure of \$12,634 and \$15,206, respectively, corresponding to a limit of \$45,536, in both years.

The Institution's net capital as of December 31, 2023 and 2022 is \$12,295 and \$11,924, respectively.

The average liquidity VaR for 2023 and 2022 was \$13.06 and \$8.3, respectively, which is equivalent to 32.12% and 17.84% of the average limit calculated as of December 31, 2023 and 2022. Sensitivity and stress tests are also carried out for liquidity risk management.

Quantitative information for liquidity risk, as of December 31, 2021, is shown below:

	Liquidity VaR, 10 day 2021		
	Value	Position	Limit Usage (%)*
Liquidity VaR 99%	\$5.98	0.14%	33.78%
Money:	-	-	-
Value Purchase	-	-	-

Call Money	0.17	0.01%	0.89%
Foreign exchange	5.94	4.70%	33.39%
Direct	0.27	0.06%	1.43%

* The authorized risk limit is an amount calculated based on the maximum exposure, as of December 31, 2021 with an exposure of \$4,256 corresponds to a limit of \$17.70.

The net capital of the Institution as of December 31, 2021 is \$10,683.

The average liquidity VaR for 2021 was \$8.5, which is equivalent to 55.36% of the average limit calculated as of December 31, 2021. Sensitivity and stress tests are also carried out for liquidity risk management. The average liquidity VaR for 2020 was \$15.3, which is equivalent to 116.6% of the average limit calculated as of December 31, 2020.

The diversification of funding sources is periodically evaluated, assuming the related risk limits established in Chapter III of the General Provisions applicable to credit institutions on Risk Diversification and the performance of active and passive operations. Such diversification is assessed by the liquidity indicators mentioned above.

In addition, in compliance with the General Provisions applicable to credit institutions, there is a Liquidity Contingency Plan, the objective of which is to ensure that the Institution is able to meet its daily obligations under any circumstances, even in a liquidity crisis, and which is included in the Manual of Policies and Procedures for AIR.

(vi) Human Resources

On September 1, 2021, the reform to the Federal Labor Law came into force, which established the prohibition of the subcontracting of personnel, with the exception of the subcontracting of specialized services that are not part of the corporate purpose and economic activity of the company. Compartamos, in full compliance with the provisions of the legislation, incorporated into its staff collaborators who were previously within the staff of Compartamos Servicios, a subsidiary company of Gentera, S.A.B. de C.V. and which managed all its collaborators.

Due to the above, at the end of the last three years, Compartamos' staff was integrated as follows:

Human Resources	2023	2022	2021
Total	15,050	13,036	12,508

Including staff who perform supervisory, administrative, or support tasks for service offices.

As of December 31, 2023, Banco Compartamos' workforce consisted of 15,050 collaborators, an increase of 15.4% compared to the previous year. The increase is explained by the increase in the sales and operations force necessary to support the operation due to the growth expected by management.

Banco Compartamos guarantees the right to free coalition of its collaborators in terms of the provisions of the Federal Labor Law. However, at the end of 2023, it had no relationship with any trade union organisation.

Due to its own functions, Compartamos does not regularly hire temporary staff, as of December 31, 2023, it had not hired such staff.

A central part of Banco Compartamos' philosophy is to privilege the role of its collaborators, knowing that they are a fundamental part of its strategy. A fundamental aspect in its business model are the Promoters and Advisors, who, in addition to their fixed income, have a variable remuneration program that is calculated based on their results. Retaining Loan Officers allows them to reach greater maturity in their work, which is reflected in better customer service. The Staff Turnover Rate in 2023 was 21.2%, in 2022 it was 23.6% and in 2021 it was 22.0%.



Source: Banco Compartamos

As of 2012, Gentera (the holding company of the Bank's capital), created a Human Affairs Department, currently the Executive Directorate of People, which is in charge of managing Human Resources, the dissemination and propagation of the Compartamos business philosophy, the attention to the human rights (Sustainability) of its staff, as well as supporting the integral development of the People who make up the Company, which allows the retention and development of the Company's valuable human capital, especially when the business is intensive in personal relationships with its customers.

Adequate remuneration, the organizational philosophy that the Bank practices on a daily basis, as well as the tangible results of economic development that lead to the base of the pyramid through financial inclusion, are elements that strengthen the feeling of belonging, which is expected to maintain lasting relationships between the Bank and its team of collaborators.

(vii) Environmental and Social Performance

Due to the nature of the functions it performs, Compartamos does not represent a considerable environmental risk, however, its business philosophy obliges it to operate in accordance with best practices, including full respect for the environment.

Banco Compartamos has implemented various measures in favor of the environment, such as:

- Separation of waste in the corporate building for reuse or proper disposal
- Computer equipment in the corporate building is configured for ink-saving printing
- In the corporate building, Compartamos makes available to its collaborators in the photocopying areas, modules for the secure destruction of documents that include confidential information. El Banco cumple con su proceso "Gestionar la destrucción de expedientes" que señala el proceso para destruir expedientes que de acuerdo con la ley han perdido vigencia y pueden pasar a destrucción. Con la participación de un proveedor, se realizó la destrucción física de 128,679.7 Kg de expedientes.
- Compartamos maintains the hybrid work model, which has had a positive impact on the consumption of resources such as electricity, gasoline, water and has reduced the transfer period of employees.
- The program for the correct destruction of cartridges and electronic equipment is in place.
- Banco Compartamos annually measures, on a voluntary basis, its carbon footprint in Scope 1 and 2 (consumption of electricity and gasoline), as well as Scope 3, considering flights and gasoline vouchers as sources of emissions, which are benefits for certain positions.
- Service Offices promote responsible use of resources, such as reducing paper consumption and responsible use of water
- Water-saving furniture has been installed in the toilets of some Service Offices.
- The corporate building obtained the update of the Unique Environmental License of Mexico City for complying with the environmental obligations of those responsible for fixed sources, in accordance with the provisions of the Ministry of the Environment, in addition to having the LEED Silver certification.
- The Bank promotes the No Unicel initiative with its food suppliers across the country.
- Promotes among its stakeholders the correct use of resources and the importance of environmental care through communication actions.

Banco Compartamos recognises that its main social contribution is through a business model that places people at the centre and considers environmental, social and governance aspects in decision-making. In this way, it contributes to the achievement of the United Nations Sustainable Development Goals (SDGs), mainly SDGs: 5 Gender Equality, 8 Decent Work and Economic Growth and 10 Reduced Inequalities. It also extends its impact to the communities where it has a presence through its social actions.

Social Vocation

Compartamos integrates the actions of social commitment and Fundación Compartamos, through which it promotes its social vocation by generating awareness in its collaborators so that, through volunteering, the culture of donation, projects in education, early childhood and contingency care, they work for the benefit of the communities:

Commitment to Education and Early Childhood

- Thanks to the alliance with the National Institute for Adult Education, the development of 562 people from the community and clients with educational backwardness was promoted, encouraging them to complete their basic education studies, contributing to social mobility and better opportunities for themselves and their families. On the other hand, with Crecer México, 84 people obtained their primary and secondary school certificates and 18 people completed high school. Committed to the integral development of the community, the site "Compartamos piensa en ti" was developed, a blog where we present content aimed at enriching family relationships, emotional health, early childhood care, as well as bringing free services that allow customers to boost their lives and their businesses. During 2022, "Compartamos piensa en ti" had a digital reach of more than 390,000 visits

Entrepreneurship

Through the business training alliances that Compartamos has formed, it contributes to the improvement of the business, with 100% digital methodologies and accompaniment. This year it developed:

- MSME digitalization plan. In partnership with Kolau, it encouraged micro and small entrepreneurs in Mexico to join the electronic market, providing closed workshops and training through Facebook Live so that beneficiaries can learn how to develop a website for their business with the option of an online store. It reached 62,118 people in the live sessions, a total of 151 people took the trainings in Teams, while 613 people created their business website.
- Women's Congress and Youth Congress, Mexican Women. In partnership with the Center for Comprehensive Studies and Training for Women (CEFIM), the Bank held five congresses aimed at women of different ages, in which talks and workshops were given to strengthen personal and entrepreneurial skills for the well-being of the beneficiaries and their families. Thus, 1,892 women in Chihuahua, the State of Mexico and Veracruz were benefited.
- Boost and strengthen your business. With the support of Shared Value, Compartamos contributed to the strengthening of skills and knowledge of 555 micro and small entrepreneurs, through the course "Boost and strengthen your business", which can be accessed from the WhatsApp application, where beneficiaries learn about sales, administration, personal and business finances, use of social networks for business, as well as leadership.

Culture of volunteerism

- Banco Compartamos collaborators in Mexico, sheltered by the "Volunteer Heart" volunteer campaign, participated in self-managed activities that made an impact on their communities, helping them to live their vocation of service with others, carried out actions such as: donation of food to people in vulnerable situations, homeless or abandoned, coexistence in organizations with a resident population, preparation and distribution of food to people in need, in-kind donations to help people in difficult situations, reforestation, rehabilitation, improvement and cleaning of public spaces in vulnerable communities, among others.
- Ola Magenta Volunteering: This is a volunteering organized with the participation of the Sales Departments of Banco Compartamos Banco in three sections of community intervention in the same weekend, seeking to generate a greater impact. Volunteers from the interior of the republic mobilized simultaneously over three weekends. In these activities, 152 reporters participated and had the task of sharing the activity through videos, photos and testimonies in real time. More than 300 activities were registered, where more than 9,000 volunteers participated, providing more than 24,000 hours of volunteer work, benefiting more than 40,000 people.
- The Let's Share with Your Community Day aims to contribute to the well-being of vulnerable communities, encouraging the social vocation and the attitude of service among volunteers to restore a public space (park or sports area) and the installation of a metal play module. At the same time, an eye health day is held, which includes an eye exam, and glasses are provided free of charge to people who require them. On the route of the Let's Share with Your Community Day 2023 in the country, 17 events were held for the benefit of more than 212 thousand people with the restoration activity, more than 6 thousand people with the visual health day in the states: Aguascalientes, Campeche, Chihuahua, Coahuila, Durango,

State of Mexico, Hidalgo, Jalisco, Oaxaca, Puebla, San Luis Potosí, Tamaulipas, Tlaxcala, Veracruz and Yucatan.

Culture of Giving

Collaborators

Fundación Compartamos promotes the culture of donation among Gentera's collaborators in Mexico. It works to motivate and inspire collaborators to make voluntary contributions, through recurring donations. It annually reinforces the invitation, during 2023 more than 8,600 collaborators made recurring donations, this represents 52% of the workforce.

To give transparency to donors and recognize their efforts, it carries out the "Foundation Visit" program, where they are offered the opportunity to attend to learn about the projects supported through their donation, live with the beneficiaries of these projects and witness the positive impact generated by their donation.

In 2023, 15 Foundation Visits were made to Civil Society Organizations in the states of Baja California, Mexico City, Coahuila, State of Mexico, Guanajuato, Jalisco, Morelos, Sinaloa, Tlaxcala, and Yucatán.

Customers

The customer donation project is a program of generosity and solidarity of Banco Compartamos customers. During 2023, the ATMs of the branches invited Compartamos customers to make a voluntary donation to support civil society organizations that with their work contribute to improving the quality of life of abandoned and homeless children. For every peso donated in branches, Fundación Compartamos provides one more. In this way, it was possible to support nine civil society organizations that make up the "Alliance for Children"

During 2023, more than 290,000 donations were received, with which a collection of more than \$1.5 was achieved, Fundación Compartamos contributed one peso for each peso donated, achieving a total of more than \$3.

In this way, it was possible to support more than 500 children from zero to six years old in the states of Mexico City, State of Mexico, Guanajuato, Jalisco, Quintana Roo, Tlaxcala, Veracruz and Yucatan.

Contingencies

During 2023, there were several emergencies that affected communities in different states of the republic. To provide timely attention to these contingencies, Compartamos Banco works hand in hand with Fundación Compartamos, which has a permanent support campaign for people with greater vulnerability, who are identified through censuses and local emergency reports.

- Market fire: 400 merchants in Guerrero were supported with an electronic wallet to buy basic necessities
- Hurricane Otis: in October 2023, Hurricane Otis, an atypical phenomenon due to its strength, which has been the most powerful to hit the Mexican Pacific coast, left in its wake great economic losses and material damage, this situation gave way to the community being

affected in terms of food, housing, security, cleanliness. In partnership with the Committee for Disaster Relief and National Emergencies, A.C. (CADENA) and the Mexican Red Cross, 14,000 most vulnerable people were supported, providing food pantries, gallons of water, personal care and protection kits, household cleaning kits, electronic wallets, as well as medical, dental and psychosocial assistance brigades.

- United for Guerrero Campaign: collaborators and customers of Banco Compartamos branches participated, achieving more than 33,000 donations, which resulted in the collection of more than \$1.6, which were doubled by Fundación Compartamos to achieve a total of more than \$3.2, the resource has already been delivered to the community through the aforementioned support.

- Special cases: we provided e-wallets to 9 families who went through an unexpected situation due to illness, accidents and disasters, to support the family economy during the crisis.

Relevant current or potential impacts of climate change on Banco Compartamos' business

Banco Compartamos is within the parameters of low environmental impact, however, it has hired educational institutions to learn about the impact of some of its operations and develop a manual with environmental policies and procedures, as well as an environmental action plan. Although it is true that its activities have a low impact on the environment, it is not exempt from the consequences of climate change, such as more aggressive natural phenomena that could lead to effects in the areas where it is present or that could eventually affect other regions and, as a consequence, have a negative impact on the national economy. as a result, in its results.

It also works to identify and prevent risks inherent to its operation. In addition to carrying out activities in favor of the environment, for which he has received recognitions in the field.

Compartamos carries out various actions aimed at caring for the environment; As an example, it faces the challenge of recognizing its environmental footprint related to climate change and its position to face the effects of it, both out of cultural conviction and in anticipation of the adverse effects that could arise from it.

Currently, the carbon footprint is calculated under the Greenhouse Gas Protocol of the World Business Council of Sustainable Development and the World Resource Institute. In 2018, Gentera carried out its inventory of greenhouse gas emissions, which was published during the month of April 2019. Today, it has a risk map of the localities most vulnerable to hydrometeorological changes in Mexico and has the financial provisions and contingency plan to serve its affected customers and the communities where it operates. Identify areas at risk of floods, droughts and seismic zones. With the above, it is preparing to face the socio-economic consequences that derive from these phenomena, where the main challenge is to contribute to reducing the environmental footprint and giving access to information to vulnerable communities with high potential for socio-economic development.

(viii) Market Information

Description of the main markets in which it participates

Banco Compartamos participates in the Mexican financial system. It is a bank specialized in granting microcredits to finance productive activities, at the base of the socio-economic

pyramid, a sector that has traditionally been ignored by traditional banking institutions. A large part of the loans granted by the Bank are under the group methodology scheme.

The Bank carries out its activities only in Mexico, the microfinance sector is a sector that brings together various participants, some of them multiple banking institutions, but others are Sofomes or non-governmental organizations, without losing sight of the fact that, due to the low level of credit granted by banks, the scarce financial education, as well as the fact that a large part of the population is in economic informality, Practices such as tandas or savings banks and lenders that are outside the regulation and capture a part of the most unprotected sectors of society are very useful.

Currently, Mexico is a country with a low penetration of banking services and given its characteristics of income distribution and distribution of the population within the national territory, various market/population segments emerge, which, in turn, give rise to important differences.

The Bank's target market for working capital is socioeconomic levels C-, D+ and D, according to the Mexican Association of Market Intelligence and Public Opinion (AMAI).

In the working capital loan industry, 76 companies are monitored. It is estimated that Banco Compartamos has a market share of 49% in terms of customers and 51% in terms of portfolio. Based on the credit methodology, Banco Compartamos estimates that, in the group methodology, it has a market share of 63% in terms of customers and 69% in portfolio. As for the individual methodology, it estimates that it has a market share of 12% in the number of clients and 25% in the portfolio.

Main Competitors

The Bank currently has national coverage, which allows it to provide its services throughout the Mexican Republic. It is important to mention that the level of competition that the Bank currently faces has been growing in recent years, mainly in the group credit market, which is more noticeable in certain states of the Republic.

In 2014 the financial reform was approved, one of the main objectives it pursues is to bring financial services closer to sectors that, normally, were not considered by the Mexican financial system, as well as to increase the level of financial education to unprotected sectors, which is normally what Banco Compartamos focuses on.

The Bank's main competitors in the microfinance industry include:

Group Market: Crediclub, Council for Assistance to Microentrepreneurs (CAME), Crédito Sí, Impulsarte and VF Mexico.

Individual Market: Caja Popular Mexicana, Banco Azteca, Fincomun, Provident and Came (through the merger with Te Creemos).

Many of the competitors are registered under the figures of Financial Corporations and Popular Savings and Credit Institutions, Multiple Banking Institutions, Government and others (Non-Governmental Organization (NGO), Private Assistance Institution (IAP)), which offer financing to the low-income segment of the population in Mexico.

The microcredit sector is in the process of being regulated in accordance with the Popular Savings and Credit Law (LACP), which is why figures such as savings banks and Sofipos have been more regulated since 2013. Some of these institutions are currently the Bank's purview, as they offer credit for working capital.

In addition to the banking sector, the Institution competes against other specialized financial intermediaries such as:

Sofomes. The main purpose of the Sofomes is the granting of credit, financial leasing or financial factoring. To operate, they do not require authorization from the financial authorities, except for those that are affiliated with a multiple banking institution.

While it is true that the Bank is a pioneer in the microfinance sector and in Mexican banking there is no other bank that specifically caters to the Compartamos sector, for the purpose of comparison in the banking sector, four banking institutions are taken that, among their products, is the granting of microcredits (Banco Azteca, Bancoppel and Bankaool).

Below are the most relevant aspects of the market and Compartamos' participation in each of them with data from the Statistical Bulletin published by the CNBV for the month of December 2023; such information may not coincide with what is reported in the audited financial statements presented as annexes to this Annual Report, since the information in the bulletin is unaudited information.

- **Assets**

The country's banking system reported total assets of \$13,293,745. Of the total, 66.14% is concentrated in five banks: BBVA Bancomer, Santander, Banorte, Banamex and Scotiabank. Banco Compartamos' total assets amount to \$49,080, equivalent to 0.37% of the total assets of the Mexican banking system.

December 2023		Participation (%)
Banking system total	13,293,745	100.00%
BBVA Bancomer	2,961,311	22.28%
Santander	1,833,639	13.79%
Banorte	1,686,667	12.69%
Banamex	1,469,939	11.06%
Scotiabank	839,876	6.32%
Banco Compartamos	49,080	0.37%

Millions of Pesos

Source: Boletín Estadístico Banca Múltiple de diciembre de 2023.

CNBV

[https://portafolioinfo.cnbv.gob.mx/Paginas/Contenidos.aspx?ID=40&](https://portafolioinfo.cnbv.gob.mx/Paginas/Contenidos.aspx?ID=40&Contenido=Boletines&Titulo=Banca%20M%C3%BAltiple)

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- **Credit Portfolio**

Banco Compartamos' total portfolio in December 2023 reached a total of \$41,286, an amount equivalent to 84.1% of its total assets. Its entire loan portfolio is allocated to consumer credit according to the official classification. The loans are mainly applied to the working capital of micro-businesses.

Estado de Situación Financiera	Bankaool	Banco Azteca	Banco Compartamos	Bancoppel
Assets	8,710	296,277	49,080	152,383
Credit Portfolio with Credit Risk Stage 1	5,818	156,478	39,050	51,519

Credit Portfolio with Credit Risk Stage 2	280	6,039	991	1,805
Credit Portfolio with Credit Risk Stage 3	244	7,041	1,245	4,820
Delayed Matches	-	-	340	33
Preventive Estimation for Credit Risks	(284)	(17,397)	(3,130)	(6,926)
Liabilities	7,728	261,304	36,167	134,847
Traditional deposits	7,270	214,539	15,606	124,795
Interbank and other agency lending	236	-	16,652	1,609
Stockholders' equity	982	34,973	12,912	17,535
Net Income	164	3,092	3,243	2,611

Millions of Pesos

Source: Boletín Estadístico de la Banca Múltiple diciembre de 2023. CNBV

<https://portafolioinfo.cnbv.gob.mx/Paginas/Contenidos.aspx?ID=40&Contenido=Boletines&Titulo=Banca%20M%C3%BAltiple>

- *Asset Quality*

Banco Compartamos' Stage 3 Credit Risk Loan Portfolio stood at \$1,245, which represents 3.0% of its total portfolio. The amount of Compartamos is the second lowest of the institutions presented in the comparison. This indicator is of great importance, since, taking into consideration that it grants credit to a low-income sector and in which it is difficult to investigate its credit history, it shows its efficiency in the granting of credit and the correct collection work that is carried out.

- *Capitalization Ratio*

The highest capitalization ratio among the banks presented in the comparison is reported by Compartamos, this ratio is understood as the ratio of Net Capital to Assets Subject to Total Risk. In the entire Mexican banking system, Banco Compartamos occupies the seventeenth position among the best-capitalized institutions, with the circumstance that the banks with the best ratios maintain smaller loan portfolio amounts and some of them with the lowest portfolio in the sector.

Ratio	Bankaool	Banco Azteca	Banco Compartamos	Bancoppel
Capitalization Ratio*	12.21	15.01	30.82	16.43

* Cifras al December 31st 2023

Source: Boletín Estadístico Banca Múltiple diciembre de 2023. CNVB

<https://portafolioinfo.cnbv.gob.mx/Paginas/Contenidos.aspx?ID=40&Contenido=Boletines&Titulo=Banca%20M%C3%BAltiple>

- *Profitability*

In terms of net income, as of December 2023, Compartamos reported a total of \$3,243, occupying the first position in the comparison.

Banco Compartamos reported a 7.57 ROA (adjusted return on assets for 12-month average repo operations). In ROE (return on equity), Compartamos recorded 24.83.

Profitability % as of December 2023		
Bank	ROA 12 Months ⁽¹⁾	ROE 12 Months ⁽²⁾
Bankaool	2.27	18.77
Banco Azteca	1.06	9.28
Banco Compartamos	7.57	24.83

Bancoppel	1.92	16.24
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(1) Accumulated net income in twelve months. / Total assets adjusted by twelve-month average repo operations

(2) Accumulated Net Income in Twelve Months / Average Stockholders' Equity in Twelve Months

Source: Boletín Estadístico Banca Múltiple diciembre de 2023. CNBV
<https://portafolioinfo.cnbv.gob.mx/Paginas/Contenidos.aspx?ID=40&Contenido=Boletines&Titulo=Banca%20M%C3%BAltiple>

- Financial Indicators

Estado de Resultado Integral a diciembre de 2023

	Bankaool	Banco Azteca	Banco Compartamos	Bancoppel
Financial margin	386	81,320	19,982	16,991
Credit risk-adjusted financial margin	271	63,374	16,092	11,374
Net Income	164	3,092	3,243	2,611

Millions of Pesos

Source: Boletín Estadístico Banca Múltiple diciembre de 2023. CNBV
<https://portafolioinfo.cnbv.gob.mx/Paginas/Contenidos.aspx?ID=40&Contenido=Boletines&Titulo=Banca%20M%C3%BAltiple>

Positive and Negative Aspects of its Competitive Position

Advantages

1. Proven experience in microfinance

Banco Compartamos has 32 years of experience and, since its inception, has focused on granting microloans for working capital.

In recent times, other banking institutions have developed products with a focus on the base of the pyramid; However, it is a sector with certain particularities that must be addressed in a special way. Compartamos, since its foundation, has been oriented to the base of the pyramid, enriching its knowledge with experiences from other countries more advanced in the microfinance segment, without copying models from other cultures, but taking the positive aspects and adapting them to our own culture.

2. Proprietary credit methodology

The Bank is a pioneer in group lending; Throughout its history, it has been perfecting the methodology to develop its operations more effectively.

It should not be lost sight of the fact that, for the most part, the loans granted by the Bank are destined to working capital, so that, from the moment the client receives the resources of his credit, he puts them into production in his business and having to make the first payment a week or biweek, If you receive the money, as agreed in the contract, you are obliged to generate resources from the beginning.

The cohesion found in the groups that receive the credit and the commitment to pay that they acquire by being subjects of credit, are the product of the work of Advisors and Promoters, as well as the homogeneity of the methodology developed by Compartamos, which, in addition to financial responsibility, includes a humane treatment for both its

collaborators, as well as for their customers, since from the moment they apply for the credit, the customer knows the conditions of the contract clearly, how much they will pay and how long it will take to cover their credit, thus avoiding over-indebtedness.

3. Innovation in its product portfolio

Banco Compartamos continuously reviews its offer of both credit and savings products, seeking to fully meet the needs of its customers, with the aim of staying at the forefront in the microfinance segment; In this way, it seeks to fulfill its philosophy of eliminating financial exclusion.

4. State-of-the-art technology.

The Issuer has developed a robust technological platform that allows it to efficiently serve its client portfolio, as well as be ready for the growth it expects in the future with strict controls that guarantee the security of the operations carried out.

5. Spread of coverage and portfolio.

The Banco Compartamos portfolio as of December 31, 2023, amounted to \$41,286 The total number of clients served during the year was 2,972,136, spread across the 32 federal entities of the country, in all regions where financial institutions are required to provide credit for economic activities.

The credits granted by the Bank primarily target entrepreneurs with micro and small businesses, who operate in a wide range of economic activities, so there is no dependence on a specific sector

In Mexico, according to the 2019 Economic Census, approximately 990% of companies are micro and small businesses These businesses are of great importance for the country, as it is estimated that around 525% of jobs in the country are generated by them

6. Portfolio quality.

Compartamos, throughout its history, has placed strong emphasis on seeking high-quality portfolios, prioritizing this over growth As a result, Credit Officers have been further trained to better serve clients under both group and individual methodologies According to information published by CNBV, Compartamos remains one of the banks with the lowest delinquency rate in consumer credit and the highest coverage of overdue portfolios in the Mexican banking system

The low level of overdue portfolio is the result of, among other factors, the correct methodology developed by the Bank, the joint guarantee in group credit, proper monitoring of groups by Compartamos employees, as well as responsible customer protection policies that seek financial inclusion while also avoiding over-indebtedness, thus promoting client development without compromising their financial situation in the future

7. Personalized service.

The business model of the Bank is characterized by being human capital-intensive, through its Promoters and Advisors, providing direct and personalized attention to the client

Group methodology that encompasses a large number of Compartamos clients can only succeed when a strong bond is achieved among its members Promoters play a crucial role in maintaining cohesion within the groups they oversee Strong teamwork is only possible through continuous monitoring by the Promoters at each stage of the group, from formation to credit disbursement, repayment, and, of course, renewal Approximately 873% of Compartamos clients renew their credit, and it should not be overlooked that most of the Bank's clients are referred by other clients, demonstrating a high level of customer satisfaction, which is only achieved through the trust built by the promoters

8. Strong brand positioning.

With 32 years of experience, Banco Compartamos is recognized for its focus on the microfinance sector, specifically in serving the base of the economic pyramid Many of its clients renew their loans once they have paid them off, and due to their positive experience, they recommend the bank to friends and family

The trust generated by Compartamos is evident when observing the behavior of savings products, as from 2015 onwards there was a mass increase in deposits and the number of accounts grew from 233,685 in 2015 to 1,391,043 as of December 31, 2023

In recent years, the results of Banco Compartamos have attracted other banking institutions to grant microcredits; however, the prestige it has gained throughout its history has allowed it to maintain its leadership position in the sector

Compartamos maintains a fresh image, with vibrant colors, appealing to its clients Thanks to transparent management throughout the credit process and the security it provides to savers in their operations, it is a company that inspires confidence as a serious institution, focused not only on profit generation, but also on solid values that prioritize the individual at its core

9. National coverage.

Compartamos maintains closeness with its clients, even though many of them are located in rural and semi-urban areas With a total of 429 Service Offices in the 32 federal entities of the Republic and 143 branches, of which 69 share premises with the Service Offices, as well as a robust technological platform, various alliances are in place to provide assistance Clients can choose from a wide variety of banks, commercial chains, and banking correspondents to collect their credits and make their settlements

Thanks to the alliances with various institutions, as well as the development of the Yastás correspondent network, as of December 31, 2023, Banco Compartamos customers had 47,155 points to carry out their transactions, and thanks to the diversity of businesses that offer these services, many of them have extended hours compared to bank branches

10. Highly trained personnel.

Compartamos believes that service is a distinguishing factor. Therefore, when a collaborator joins our team, they receive thorough training not only in their duties but also in the philosophy of the Bank. This ensures that our values are shared by all members of the company and put into practice by all collaborators.

The training continues at all levels of the organization through programs specifically developed by Gentera, the group to which Compartamos belongs. For Compartamos, it is essential to have not only good employees, but also individuals of integrity who contribute to creating value for the Company, without forgetting the importance of customer protection.

11. Human attention based on values and principles.

Prioritizing the person at the center is a simple phrase to say, but for Compartamos it is a fundamental part of its philosophy, in which all employees are immersed, since this philosophy must be applied to all those who are part of the Bank. In this way, for Compartamos it is very important to provide remuneration schemes that reward the effort and results of its collaborators and that the credit agreements for its clients are expressed in clear and simple terms, so that customers know the amount and term to be paid from the moment of contracting.

All collaborators who have direct contact with the customer are trained to provide financial education; this is a very important achievement for Compartamos to fulfill its purpose of eliminating financial exclusion, but with a sense of customer protection.

By the Issuer's policy, employees, regardless of their level, must carry out field visits, so that employees in the Service Offices carry out their duties on a regular basis; In this way, it is possible to maintain the sensitivity of all the Bank's employees regarding the market they serve, as well as the important work carried out by Compartamos to improve the quality of life of its customers.

12. Wide product offering.

As the Bank has evolved, it has modified its product offerings, making them friendlier and offering greater benefits to its customers. Group credit is the star product, contributing 69.2% of the portfolio and 92.4% of the number of customers. Additionally, through Aterna it offers insurance to credit customers, insurance that has the particularity of protecting the customer and not the credit. Likewise, it also has savings products for both credit customers and the market in general. Compartamos continuously revises its offer to adjust to the needs of the market (*for more details of Banco Compartamos' products, see section 417000-N, The Issuer, Main Activity, Products and Services*).

Additionally, through Aterna, it offers life insurance, which is of great importance, since, in Mexico, the culture of insurance is not rooted and it is worth mentioning that insurance protects the person, since, in the event of a claim, the resources are delivered to the beneficiary designated by the insured and are not used to cover the credit. Starting in 2014, Aterna sought to enrich the products to offer more benefits to customers; in this way, they can receive benefits in life in case of diagnosis of terminal illness, cancer or heart attack, depending on the insurance that is contracted. In addition to individual coverage, the client can take out family coverage and protect one of their family members.

13. Capitalization ratio higher than required.

With a capitalization ratio of 30.82% as of December 31, 2023, Banco Compartamos is above the capitalization ratio required by current legislation.

14. Ample knowledge of the market.

The extensive experience over 32 years of history, the strong commitment of its employees and the sense of teamwork, allow Banco Compartamos to have up-to-date information on the market, customer needs, as well as the areas of opportunity that they see in the field, in order to react quickly to situations that arise.

15. Customer protection.

For Banco Compartamos it is extremely important to be a sustainable business, understood in the broadest sense of the word, therefore, they are provided with financial education applicable to their businesses, in simple language and under a previously prepared program.

When it is considered that a customer wants to renew their credit for a much higher amount that could compromise their ability to pay, they are guided to sensitize them to opt for a lower amount and, as their business evolves, increase their credit.

Compartamos seeks to avoid the over-indebtedness of its customers, since this situation, in the long run, will also compromise its financial position as an Institution, therefore, its product is designed so that the customer knows from the beginning, how much they will pay and for how long and, for this reason, from the first week they will make payments, to avoid a default in payment.

Credit Officers, being the personnel who are in direct contact with the client on a permanent basis, within their training program are made aware of the importance of providing correct advice to the client to avoid over-indebtedness. The high human values of Advisors and Promoters are a very important component for Compartamos' business model to be successful.

The Bank considers that, among other factors, due to its customer protection program, during 2023, 86.7% of them renewed their credit and promote the products among their acquaintances as they feel supported by an institution that privileges the well-being of the person.

Disadvantages

1. High interest rates.

Banco Compartamos serves the microcredit segment since this segment focuses on granting loans to people who are normally excluded by banks, as well as the fact that the information available for the granting of credit is scarce, the risk is greater; Therefore, the interest rates charged by institutions that grant microloans are higher than those charged on average by banks.

2. A changing and increasingly competitive environment.

The constant reforms that have emerged in recent months are changing the conditions under which the financial system operates. Even government actions, such as granting loans to the segment of the market served by the Bank, could have a negative impact on its results. It is important that Compartamos can adapt to these changing conditions.

The results reported by Banco Compartamos have caused other financial institutions such as savings banks, Sofomes and other credit providers to pay greater attention to the microfinance sector, seeking to snatch a share of the market that the Bank has conquered. so banks need to present a better offer to the market.

(ix) Corporate structure

Banco Compartamos is a multi-banking institution incorporated in the form of a corporation under Mexican law. It is a subsidiary company of Gentera, S.A.B. de C.V., whose primary purpose is to promote, organize and administer all kinds of commercial or civil companies, both national and foreign.

Banco Compartamos does not have any stake in other companies.



(x) Description of Main Assets

The evolution of the Bank's main assets is presented in the following table:

	2023			2022			2021		
	Original Cost	Cumulative Depr.	Net Value	Original Cost	Cumulative Depr.	Net Value	Original Cost	Cumulative Depr.	Net Value
Office furniture and equipment	163	(132)	31	159	(129)	30	168	(130)	38

Transport Equipment	123	(43)	80	91	(50)	41	96	(59)	37
Computer equipment	261	(175)	86	216	(106)	110	104	(83)	21
Other:									
Adaptations and Improvements	651	(592)	59	623	(584)	39	649	(582)	67
Telecommunications Equipment	88	(87)	1	88	(84)	4	90	(80)	10
Total	1,286	(1,029)	257	1,177	(953)	224	1,107	(934)	173

In 2023, investments were made in the amount of \$180, mainly for the acquisition of computer equipment and transportation equipment.

The Bank does not own any real estate, its main offices and all its places of work are leased. Its main offices located at Insurgentes Sur 1458, Col. Actipan, Delegación Benito Juárez, 03230, Mexico City, has advanced energy saving systems and has the LEED Gold certification in interior design.

The above-mentioned assets are free of all encumbrances. The Institution has not provided any asset as collateral for obtaining any credit for itself or for third parties.

All of its assets are properly insured.

(xi) Judicial, Administrative or Arbitration Proceedings

Banco Compartamos does not have judicial, administrative or arbitration proceedings other than those that are part of the normal course of its business.

The Bank does not have significant judicial, administrative or arbitration proceedings inherent to its normal operation that alone, or as a whole, may, currently or in the future, represent a cost or benefit of at least 10% of its assets and that may have a material impact on its results and financial position.

The Institution is involved in several lawsuits and claims arising from the normal course of its operations. According to the opinion of the legal advisers and the assessment made by the administration, there are elements of defence that are likely to obtain a favourable outcome. As part of these claims, to date the claims by the Tax Administration Service (SAT) for the fiscal years 2014, 2015 and 2016 stand out, due to differences in criteria applied in those years, mainly in annual adjustment for inflation, deduction of penalties and loss due to sale of portfolio, respectively, the amounts claimed by the SAT amount to \$1, \$372 and \$1,239, respectively.

As of the date of this Annual Report, Compartamos is not aware of any judicial, administrative or arbitration proceedings involving its shareholders, with respect to their shareholding, directors or principal officers by virtue of the Bank's own operation that could have a materially adverse effect on the results of the same.

The Issuer is not involved in any bankruptcy proceedings.

(xii) Shares Representing Capital Stock

As of December 31, 2023, Banco Compartamos' fully subscribed and paid-up capital amounts to \$756,000,000.00 (seven hundred and fifty-six million Pesos 00/100 M.N.), represented by

756,000,000 (seven hundred and fifty-six million) of ordinary shares, registered in the series "O" with a par value of \$1.00 (one peso 00/100 M.N.) each.

The share capital as of December 31, 2023, 2022 and 2021 is composed as follows:

O Series	No. Of Shares			Amount in Millions of Pesos		
	2023*	2022*	2021*	2023	2022	2021
Minimum fixed capital without withdrawal	756,000,000	639,740,970	594,503,730	\$756	\$640	\$639
Cumulative increase due to update as of December 31, 2007				57	57	58
Share capital as of December 31st:				\$813	\$697	\$697

* Acciones ordinarias nominativas con Value nominal de \$1 Peso y con Value contable de \$1.10 Pesos cada una.

In the last 3 years, the following changes have been made to the capital:

2023

At the Extraordinary General Meeting of Shareholders, held on April 14, 2023, it was resolved to increase the share capital in its ordinary part in the amount of \$116, through the capitalization of retained earnings through the issuance of 116,259,030 registered ordinary shares of the series "O" with a par value of one peso each. By virtue of the above, the share capital as of December 31, 2023, amounts to \$756, represented by shares with a par value of one peso each.

At the Annual Ordinary General Meeting of Shareholders, held on April 14, 2023, it was approved i) to increase the legal reserve in the amount of \$116, and ii) to transfer to the results of previous years in the amount of \$3,657 corresponding to the result of the 2022 financial year.

2022

At the Annual Ordinary General Meeting of Shareholders, held on April 13, 2022, it was approved i) to increase the legal reserve in the amount of \$45, and ii) to transfer to the results of previous years in the amount of \$1,540 corresponding to the result of the 2022 fiscal year.

At the Extraordinary General Meeting of Shareholders, held on April 13, 2022, it was resolved to increase the share capital in its ordinary part in the amount of \$45, through the capitalization of retained earnings through the issuance of 45,237,240 registered ordinary shares of the series "O" with a par value of one peso each. By virtue of the above, the share capital as of December 31, 2022, amounts to \$697, represented by shares with a par value of one peso each.

At the Ordinary General Meeting of Shareholders, held on April 13, 2022, dividends in the amount of \$700 were decreed, which were paid via electronic transfer through Indeval.

At the Ordinary General Meeting of Shareholders, held on July 8, 2022, dividends in the amount of \$1,200 were decreed, which were paid via electronic transfer through Indeval.

At the Ordinary General Meeting of Shareholders, held on November 11, 2022, dividends in the amount of \$770 were decreed, which were paid via electronic transfer through Indeval.

2021

At the Annual Ordinary General Meeting of Shareholders, held on April 16, 2021, it was approved i) to increase the legal reserve in the amount of \$18, and ii) to transfer to the results of previous years in the amount of (\$1,344) corresponding to the result of the 2020 fiscal year.

At the Extraordinary General Meeting of Shareholders, held on April 16, 2021, it was resolved to increase the share capital in its ordinary part in the amount of \$18, through the capitalization of retained earnings through the issuance of 18,592,110 registered ordinary shares of the series "O" with a par value of one peso each. By virtue of the above, the capital stock as of December 31 amounts to \$594, represented by 594,503,730 shares with a par value of one peso each.

At the Ordinary General Meeting of Shareholders, held on August 19, 2021, dividends in the amount of \$1,500 were decreed, which were paid via electronic transfer through Indeval.

Banco Compartamos has not issued any shares in the last three years.

(xiii) Dividends

The Bank has continued its growth program and has rewarded its shareholders with cash dividends.

The amounts of dividends paid in the past should not be considered as indicative of the amounts of dividends that may be paid in the future, as they will depend on the financial situation of the Bank and its growth program.

In the last 3 years, Banco Compartamos has decreed the payment of dividends in accordance with the following:

- At the annual ordinary general meeting of shareholders held on April 14, 2023, it was agreed that the amount of \$1,310,000,000 Pesos (one thousand three hundred and ten million Pesos 00/100 M.N.) be applied to the payment of a dividend in favor of the shareholders in proportion to their participation in the capital of the Company, and that said dividend payment, for tax purposes, it comes from the Net Tax Profit Account ("CUFIN") generated as of 2014. The payment took place on April 26, 2023.
- At the ordinary general meeting of shareholders held on November 6, 2023, it was agreed that the amount of \$1,300,000,000 (one thousand three hundred million Pesos 00/100 M.N.) be applied to the payment of a dividend in favor of the shareholders in proportion to their participation in the capital of the Company, and that such dividend payment, for tax purposes, it comes from the Net Tax Profit Account ("CUFIN") generated as of 2014. The payment took place on November 15, 2023.
- At the annual ordinary general meeting of shareholders held on April 13, 2022, it was agreed that the amount of \$700,000,000.00 Pesos (seven hundred million Pesos 00/100 M.N.) be applied to the payment of a dividend in favor of the shareholders in proportion to their participation in the capital of the Company, and that said dividend payment, for tax purposes, it comes from the Net Tax Profit Account ("CUFIN") generated as of 2014. The payment took place on May 6, 2022.
- At the general meeting of shareholders held on July 8, 2022, it was agreed that, of the accumulated profits reflected in the financial statements approved by the Annual Ordinary General Meeting of Shareholders held on April 13, 2022, the amount of

\$1,200,000,000.00 Pesos (one thousand two hundred million Pesos 00/100 M.N.) will be applied to the payment of a dividend in favor of the shareholders in proportion to their participation in the capital of the Company, and that such dividend payment, for tax purposes, comes from the Net Tax Profit Account (CUFIN) generated as of 2014. The dividend payment took place on August 2, 2022.

- At the Ordinary General Meeting of Shareholders held on November 11, 2022, it was agreed that, from the financial statements approved by the Annual Ordinary General Meeting of Shareholders held on April 13, 2022, the amount of \$770,000,000.00 Pesos (seven hundred and seventy million Pesos 00/100 M.N.) be applied to the payment of a dividend in favor of the shareholders in proportion to their participation in the capital of the Company, and that such dividend payment, for tax purposes, comes from the Net Tax Profit Account (CUFIN) generated as of 2014. The dividend payment was made on November 22, 2022.
- At the ordinary general meeting of shareholders held on August 19, 2021, it was agreed that, from the results of previous years that reflect the audited financial statements of the Company as of December 31, 2020, and which were approved by the shareholders' meeting on April 16, 2021, the amount of \$1,500,000,000.00 Pesos (one thousand five hundred million Pesos 00/100 M.N.) will be applied to the payment of a dividend in favor of the shareholders in proportion to their participation in the capital of the Company. The payment took place on August 31, 2021, in a single exhibition.

The declaration and payment of dividends are determined, subject to the limitations set forth below, by the favorable vote of the majority of the shareholders present at the corresponding general shareholders' meeting. In accordance with the LIC, the Bank may not pay dividends if its capital ratio is below the minimum percentage required by the Capitalization Requirements or if the CNBV orders a corrective measure in accordance with Articles 134 Bis and 134 Bis 1 of the LIC.

As of February 1, 2008, the LIC establishes that at least 10% of the Bank's net profits must be allocated annually to the legal reserve fund until such fund constitutes 100% of the paid-in capital (without adjustment for inflation). The Bank may pay dividends only from net profit and only after the contribution has been made to the reserve fund.

At the meeting of the Board of Directors held on March 1, 2017, the dividend policy was authorized, which establishes that the annual payment of the ordinary dividend made by Banco Compartamos, subject to the approval of the Ordinary General Shareholders' Meeting, will be up to 40% of the profits of the immediately preceding year. However, additional payments may be made, subject to approval by the Ordinary General Meeting of Shareholders, as long as the minimum capitalization ratio established by the Risk Committee and Banco de México is not reduced. This policy is effective from the dividends to be distributed in 2017.

As subsequent information, at the Ordinary General Meeting of Shareholders held on April 12, 2024, it was resolved to allocate the amount of \$1,115 to the payment of a dividend in favor of shareholders in proportion to their participation in the capital of the Company, payable no later than May 9, 2024.

III. FINANCIAL INFORMATION

a) Selected Financial Information

In response to the Resolution amending the general provisions applicable to credit institutions, published in the Official Gazette of the Federation on December 20, 2020, which establishes that credit institutions may recognize the cumulative effect of such accounting changes, without restating the financial statements of previous years, as of January 1, 2022, and that the basic financial statements for the year ended December 31, 2021, are not filed. A table presents the data for the years 2023 and 2022 as they are comparable information, while the data for the year 2021 is presented independently.

The following tables present selected financial information from Banco Compartamos for each of the periods indicated. This information should be read in conjunction with and is subject to the full terms of the Bank's audited financial statements as of December 31, 2023 and 2022 and for the years then ended, as of December 31, 2022, and for the year then ended, as well as as December 31, 2021 and 2020 and for the years then ended, including the notes relating thereto. *See Chapter VI. Annexes.*

As of January 1, 2008, the Bank suspended the recognition of the effects of inflation in the financial statements; However, assets, liabilities and stockholders' equity include restatement effects recognized up to December 31, 2007.

In accordance with the provisions of MFRS B-10 "Effects of inflation", a non-inflationary economic environment is when the cumulative inflation of the previous three years is less than 26% and, in addition, according to the economic forecasts of official bodies, a trend in the same direction is identified: low inflation. Cumulative inflation for the three years prior to December 31, 2023, 2022 and 2021, was 20.83%, 19.50% and 14.16%, respectively; Therefore, the economic environment qualifies as non-inflationary at the end of the three fiscal years and consequently, the effects of inflation are not recognized in the accompanying financial statements. The inflation percentages for the years ending December 31, 2023, 2022, and 2021 were 4.38%, 7.58%, and 7.61%, respectively.

Certain figures included in this Annual Report and in the Bank's financial statements have been rounded for ease of presentation. The percentage figures in this Annual Report have not, in all cases, been calculated on the basis of such rounded figures, but on the basis of such amounts before rounding. For this reason, the percentage figures in this Annual Report may vary from those obtained by making the same calculations using the figures in the financial statements. Certain figures shown as totals in some tables may not be an arithmetic sum of the figures that preceded them due to rounding.

The figures for the years 2023, 2022 and 2021 are expressed in millions of pesos.

The Bank's audited financial statements as of December 31, 2023 and 2022 and for the years ended on those dates were prepared on the basis of banking legislation and in accordance with the accounting criteria for credit institutions in Mexico established in Annex 33 of the General Provisions applicable to credit institutions, established by the CNBV, which is in charge of inspecting and monitoring credit institutions and reviewing their financial information.

The Accounting Criteria establish that the accounting of credit institutions must conform to the basic structure of the Financial Reporting Standards (IFRS) defined by the Mexican Council of Financial Reporting Standards, A.C. (CINIF) in IFRS A-1 "Structure of Financial

Reporting Standards", considering in the first instance the IFRS contained in the NIF A Series "Conceptual Framework", as well as the provisions of accounting criterion A-4 "Supplementary application to accounting criteria". They also establish that institutions must comply with the accounting guidelines of the IFRS except when it is necessary, in the opinion of the Commission, to apply specific accounting standards or criteria on the recognition, valuation, presentation and disclosure applicable to specific items of the financial statements and those applicable to their preparation.

In addition, the Accounting Criteria indicate that in the absence of a specific accounting criterion of the Commission for credit institutions, or in a broader context, of IFRS, the supplementary bases provided for in MFRS A-8 will apply, and only in the event that the International Financial Reporting Standards (IFRS) referred to in MFRS A-8 do not provide a solution to accounting recognition, a supplementary standard that belongs to any other regulatory scheme may be chosen, provided that it complies with all the requirements indicated in the aforementioned MFRS and the same accounting criteria, and the supplementary standard must be applied in the following order: accounting principles generally accepted in the United States of America (US GAAP) and any accounting standard that is part of a formal and recognized set of standards, provided that it meets the requirements of the Commission's criterion A-4 "Supplementary application to accounting criteria".

The following describes the Amendments to the General Provisions applicable to credit institutions, including those related to the determination of credit reserves and accounting.

Special Accounting Criteria and Accounting Changes

a) Special accounting criteria (SCAs) issued by the Commission derived from "Hurricane OTIS" applicable to the 2023 financial year.

As a result of the unfortunate events and damages caused by the natural phenomenon "Hurricane OTIS", on October 24, 25 and 26, 2023, in the state of Guerrero, the Commission temporarily issued the Special Accounting Criteria for Credit Institutions, through Official Letter P307/2023 dated October 27, 2023, applicable to consumer loans for borrowers who had their domicile or credits whose source of payment is located in the areas affected by the aforementioned event, and which were classified in accounting terms as a credit portfolio with credit risk stage 1 or stage 2 as of October 24, 2023.

The Institution applied the Special Accounting Criteria, due to the economic material damages caused, within the municipalities of Acapulco and Coyuca de Benitez and the vulnerability of its clients because they are people with self-employment activities or owners of micro or small businesses, being highly affected to comply with their credit obligations and significantly reducing their ability to pay.

The Institution granted a deferral of its enforceability to its clients, for a maximum period of 4 months, considering the following:

- a) Their respective restructuring procedures will be completed no later than April 30, 2024.
- b) No contractual modifications on interest capitalization.
- c) No commissions.
- (d) They are not considered to be restructured in accordance with paragraph 35 of Accounting Standard B-6 "Loan Portfolio".
- e) The postponement applied from 15 December 2023.

As a result of the application of the special accounting criteria issued by the Commission, the positive effect on the calculation of the precautionary estimate for credit risks as of December 31, 2023 amounts to \$31 in the statement of financial position and in the comprehensive income statement, without considering the precautionary estimates for Huracán ORIS. As of December 31, 2023, 6,805 customers benefited, with an unpaid balance of \$82.

The Capitalization Ratio (unaudited) derived from the application of the Special Accounting Criteria as of December 31, 2023 on assets subject to credit risk is 36.19% and on assets subject to total risks is 30.82%. Had the special accounting criteria not been applied, they would have amounted to 36.37% and 30.98%, respectively.

Accounting Changes

(a) New accounting criteria issued by the Commission; adopted by the Institution in the financial year 2022.

On December 27, 2017, the Commission announced, through the DOF, the Fourth Transitory Article of the 105th amending resolution, which establishes the incorporation of new NIFs issued by the CINIF within accounting criterion A-2 "Application of Particular Rules" contained in Annex 33 of the Provisions, which established the application and entry into force for credit institutions of the aforementioned IFRS as of January 1, 2019, however, on November 4, 2019, the Commission announced through the FOG the amendment to the aforementioned transitory article that established its application and entry into force as of January 1, 2021, however, through a subsequent reform to said article published in the FOG on December 4, 2020 and published on December 30, 2021, January 1, 2022 was established as the date of application and entry into force of said NIF, as well as accounting changes presented below:

Amends to Accounting Criteria

The accounting criteria are amended as follows:

Serie A. Criterios relativos al esquema general de la contabilidad para instituciones de crédito		
A-1 Basic outline of the set of accounting criteria applicable to credit institutions	A-1 Basic outline of the set of accounting criteria applicable to credit institutions	Sin cambios.
A-2 Application of special rules	A-2 Application of special rules	<p>The following NIFs issued by the CINIF are added as applicable, establishing particularities in some of them:</p> <p>NIF B-5 "Financial information by segments". (The impact is not material.)</p> <p>NIF B-11 "Disposition of long-lived assets and discontinued operations" (The impact is not material).</p> <p>NIF B-12 "Compensation of financial assets and liabilities" (The impact is not material).</p> <p>NIF B-17 "Determination of Reasonable Value". Impact on the valuation of instruments that are not valued by a pricing provider. (The impact is not material.)</p> <p>NIF C-2 "Investment in financial instruments". Impact on presentation given the classification of investments in financial instruments according to the business model and their valuation according to said model. (The impact is not material.)</p> <p>NIF C-9 "Provisions, contingencies and commitments". (The impact is not material.)</p> <p>NIF C-13 "Related Parties". (The impact is not material.)</p>

		<p>NIF C-16 "Impairment of financial instruments receivable". There is a change in the determination of impairment of financial instruments receivable, principal and interest, according to risk stages 1 to 3.</p> <p>NIF C-19 "Financial instruments payable". Its application to deposits, interbank loans and loans from other organizations (when applicable) is considered.</p> <p>NIF C-20 "Financial instruments to collect principal and interest". Change in the valuation of the instruments that are considered under this business model and that previously applied a different valuation at amortized cost. (The impact is not material.)</p> <p>NIF D-1 Income from contracts with customers. (The impact is not material.)</p> <p>NIF D-2 Costs for contracts with customers. (The impact is not material.)</p> <p>NIF D-5 Leases. Impact on leases where the Institution is a lessee, because it recognizes the asset for the right of use of the leased goods and recognizes the liability. In terms of results, the right-of-use asset depreciates according to the useful life, while the liability generates interest at the effective interest rate of the lease or market and settles it as it is paid.</p>
A-3 Application of General Standards	A-3 Application of General Standards	No changes.
A-4 Supplementary application to accounting criteria	A-4 Supplementary application to accounting criteria	No changes.

Series B. Criteria for the items in the financial statements		
B-1 Availabilities	B-1 Cash and cash equivalents	<p>The name of the item and the accounting criteria are changed.</p> <p>The definition of the Investments available for sale is added, considering a maturity period of 48 hours from their acquisition.</p>
B-2 Investments in Securities	B-2 Repealed	<p>It is repealed, but the new accounting criterion A-2 establishes the application of NIF C-2 "Investment in financial instruments", NIF C-20 "Financial instruments to collect principal and interest" and NIF C-16 "Impairment of financial instruments receivable".</p> <p>The classification of financial instruments based on the intention of management is eliminated and a new classification of financial instruments is established according to the business model applied by the Institution, which can be for negotiation, to collect principal and interest, or to collect and sell. (The impact is not material.)</p>
B-6 Credit Portfolio	B-6 Credit Portfolio	<p>The accounting criterion is substantially modified:</p> <p>It is established that the valuation of the credit portfolio is carried out in accordance with the business model.</p> <p>They are established as business models: to collect principal and interest, to collect sell, to negotiate.</p> <p>The classification of the current portfolio is eliminated and a classification by risk stage is established in stage 1, stage 2 and stage 3.</p> <p>The form of amortization of the commissions charged and transaction costs Related to the granting of the credit is modified.</p> <p>The methodology for determining the effective interest rate for the valuation of the credit portfolio based on the applicable business model is incorporated.</p>

Series C. Criteria applicable to specific concepts
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C-1 Recognition and derecognition of financial assets	C-1 Repealed	It is repealed, but the new accounting criterion A-2 establishes the application of NIF C-14 "Transfer and deregistration of financial assets". (The impact is non-material.)
C-3 Related Parties	C-3 Repealed	It is repealed, but the new accounting criterion A-2 establishes the application of NIF C-13 "Related parties". (The impact is non-material.)
C-4 Segment Information	C-4 Repealed	It is repealed, but the new accounting criterion A-2 establishes the application of NIF B-5 "Financial information by segments", establishing at least the operating segments that were already defined in the previous accounting criterion C-4. (The impact is non-material.)

Series D. Criteria for basic financial statements		
D-1 Balance Sheet	D-1 Statement of financial position	Change of the name of the financial statement and presentation, including changes in the names of the items in accordance with the new accounting criteria.
D-2 Income statement	D-2 Comprehensive Income Statement	Change of the name of the financial statement and presentation, including changes in the names of the items in accordance with the new accounting criteria.
D-3 Statement of changes in stockholders' equity	D-3 Statement of changes in stockholders' equity	Change of the name of the financial statement and presentation, including changes in the names of the items in accordance with the new accounting criteria.
D-4 Statement of Cash Flows	D-4 Statement of Cash Flows	Change in presentation, including changes in the names of the items in accordance with the new accounting criteria.

The Bank's audited financial statements as of December 31, 2023 and 2022, and for the years ended thereafter, were prepared in accordance with the General Provisions applicable to credit institutions in Mexico issued by the National Banking and Securities Commission.

COMPREHENSIVE INCOME STATEMENT FROM JANUARY 1 TO DECEMBER 31, 2023 AND 2022					
	Var 2023 vs 2022	2023	% ⁽¹⁾	2022	% ⁽¹⁾
Interest income	16.0%	23,757	100.0%	20,474	100.0%
Interest expenses	65.2%	(3,775)	15.9%	(2,285)	11.2%
Financial margin	9.9%	19,982	84.1%	18,189	88.2%
Provision for credit risks	44.4%	(3,890)	16.4%	(2,694)	13.2%
Financial margin adjusted for credit risks	3.9%	16,092	67.7%	15,495	75.7%
Charges and fees collected	39.4%	1,695	7.1%	1,216	5.9%
Charges and fees paid	2.8%	(625)	2.6%	(608)	3.0%
Trading result	(33.3%)	(2)	0.0%	(3)	0.0%
Other operating income (expenses), net	N/C	(37)	0.2%	(2)	0.0%
Administrative and promotional expenses	15.0%	(12,629)	53.2%	(10,979)	53.6%
Operating result before income taxes	(12.2%)	4,494	18.9%	5,119	25.0%
Income tax	(7.1%)	(1,251)	5.3%	(1,346)	6.6%
Net result	(14.0%)	3,243	13.7%	3,773	18.4%
Other comprehensive income					
Remeasurement of defined benefit plans for employees	N/C	(160)	0.7%	(29)	0.1%
Comprehensive result	(17.7%)	\$3,083	13.0%	\$3,744	18.3%
Basic earnings per ordinary share	(27.3%)	\$4.29		\$5.90	

- (1) "These comprehensive income statements were prepared in accordance with the Accounting Criteria for Credit Institutions, issued by the National Banking and Securities Commission, based on the provisions of Articles 99, 101 and 102 of the Credit Institutions Law, of general and mandatory observance, applied consistently, reflecting all the income and expenses derived from the operations carried out by the Institution during the aforementioned period, which were carried out and valued in accordance with sound banking practices and the applicable legal and administrative provisions."
- (2) The percentage is calculated on interest income

Figures in millions of pesos, except per share data expressed in pesos

INCOME STATEMENT		
	2021	% ⁽¹⁾
Interest income	16,506	100.0%
Interest expense	(1,319)	8.0%
Financial margin	15,187	92.0%
Provision for credit risks	(1,503)	9.1%
Financial margin adjusted for credit risks	13,684	82.9%
Commissions and fees earned	952	5.8%
Commissions and fees paid	(624)	3.8%
Trading income	10	0.1%
Other operating income (expenses), net	242	1.5%
Administrative and promotional expenses	(11,329)	(68.6%)
Operating result before income tax	2,935	17.8%
Income tax expense	(252)	1.5%
Deferred income tax	(398)	2.4%
Net result	2,285	13.8%
Earnings (loss) per share (in Pesos)	3.84	

- (2) Percentage is calculated on interest income

Figures in millions of pesos, except per share amounts

N/C Not Comparable (included when there are variations greater than 200% or that comparing them could distort understanding)

STATEMENT OF FINANCIAL POSITION											
Assets	Var 2023 vs 2022	2023	% ⁽¹⁾	2022	% ⁽¹⁾	Liabilities & stockholders' equity	Var 2023 vs 2022	2023	% ⁽¹⁾	2022	% ⁽¹⁾
Cash and cash equivalents	6.1%	\$5,573	11.4%	\$5,254	13.6%	Traditional savings					
						Deposits of immediate demand	152.9%	\$3,755	7.7%	\$1,485	3.9%
Credit portfolio with stage 1 credit risk:						Time deposits:					
Trade credits:						From the general public	32.9%	1,806	3.7%	1,359	3.5%
Financial institutions	N/C	-	-	566	1.5%	Credit instruments issued	(9.5%)	9,873	20.1%	10,912	28.3%
Consumer loans	33.1%	39,050	79.6%	29,344	76.1%	Global deposit account without movements	38.7%	172	0.4%	124	0.3%
Total credit portfolio with stage 1 credit risk	30.6%	39,050	79.6%	29,910	77.6%			15,606	31.8%	13,880	36.0%
						Interbank and other agency lending					
						Immediately enforceable	N/C	100	0.2%	-	-
Credit portfolio with stage 2 credit risk:						Short-term	13.5%	463	0.9%	408	1.1%
Consumer loans	61.1%	991	2.0%	615	1.6%	Long-term	94.3%	16,089	32.8%	8,282	21.5%
Total credit portfolio with stage 2 credit risk	61.1%	991	2.0%	615	1.6%		91.6%	16,652	33.9%	8,690	22.5%
Credit portfolio with stage 3 credit risk:						Lease liabilities	46.5%	602	1.2%	411	1.1%
Consumer loans	18.6%	1,245	2.5%	1,050	2.7%						
						Other accounts payable:					
Total credit portfolio with stage 3 credit risk	18.6%	1,245	2.5%	1,050	2.7%	Contributions payable	44.2%	587	1.2%	407	1.1%
Credit portfolio	30.8%	41,286	84.1%	31,575	81.9%	Miscellaneous Creditors and Other Accounts Payable	28.4%	1,364	2.8%	1,062	2.8%
							32.8%	1,951	4.0%	1,469	3.8%
(+/-) Deferred accounts	N/C	340	0.7%	110	0.3%	Income tax liability	N/C	-	-	550	1.4%
(-) Less:											
Preventive estimation for credit risks	34.4%	(3,130)	6.4%	(2,329)	6.0%	Employee benefit liabilities	27.5%	1,265	2.6%	992	2.6%
Total credit portfolio, net	31.1%	38,496	78.4%	29,356	76.2%	Deferred credits and advance collections	(15.6%)	92	0.2%	109	0.3%
Other accounts receivable, net	47.9%	2,291	4.7%	1,549	4.0%	Total Liabilities	38.6%	36,168	73.7%	26,101	67.7%
Prepayments and other assets, net	22.4%	71	0.1%	58	0.2%	Stockholders' equity					
						Capital contributed					
Furniture and equipment, net	14.7%	257	0.5%	224	0.6%	Share capital	16.6%	813	1.7%	697	1.8%
Assets for rights to use property, furniture and equipment, net	45.7%	577	1.2%	396	1.0%	Capital earned:					

						Capital reserves	18.0%	761	1.6%	645	1.7%
Deferred Income Tax Asset, Net	22.0%	1,449	3.0%	1,188	3.1%	Cumulative results	3.6%	11,535	23.5%	11,134	28.9%
						Other comprehensive results:					
Intangible assets, net	(29.0%)	365	0.7%	514	1.3%	Remeasurement of defined employee benefits	N/C	(198)	0.4%	(38)	0.1%
							3.0%	12,098	24.7%	11,741	30.5%
						Total stockholders' equity	3.8%	12,911	26.3%	12,438	32.3%
						Contingent commitments and liabilities					
Total assets	27.3%	\$49,079	100.0%	<u>\$38,539</u>	100.0%	Total liabilities and stockholders' equity	27.3%	\$49,079	100.0%	<u>\$38,539</u>	100.0%
	Memorandum accounts										
Credit commitments								\$24,124		16,132	
Uncollected accrued interest derived from stage 3 credit risk loan portfolio								22		15	
Other Registry Accounts								5,058		12,087	

" These statements of financial position were prepared in accordance with the Accounting Criteria for Credit Institutions, issued by the National Banking and Securities Commission, based on the provisions of Articles 99, 101 and 102 of the Credit Institutions Law, of general and mandatory observance, applied consistently, the operations carried out by the Institution up to the aforementioned date are reflected, which were carried out and valued in accordance with sound banking practices and the applicable legal and administrative provisions.

The historical share capital as of December 31st 2023 and 2022, amounts to \$756 and \$640, respectively

Capitalization ratio (net capital/total assets at risk) 2023=30.82% and 2022=39.05% and (net capital/assets in credit risks) 2023=36.19% and 2022=45.64%

(1) Percentage is calculated on total assets

Figures in millions of pesos

N/C Not Comparable (included when there are variations greater than 200% or that comparing them could distort understanding)

BALANCE SHEET		
	December 2021	% ⁽¹⁾
Availabilities	6,716	18.0%
Investments in securities		
Titles to trade	400	1.1%
Current credit portfolio		
Trade credits:		
Financial institution	910	2.4%
Consumer loans	26,211	70.3%
	27,121	72.8%
Non-performing loan portfolio		
Consumer loans	558	1.5%
Total credit portfolio	27,679	74.3%
Less:		
Preventive estimation for credit risks	(1,571)	4.2%
Credit portfolio, net	26,108	70.0%
Other accounts receivable, net	2,081	5.6%
Furniture and equipment, net	173	0.5%
Deferred income tax and OCT, net	1,014	2.7%
Other assets, deferred charges and intangibles, net	786	2.1%
Total assets	37,278	100.0%
Liabilities and stockholders' equity		
Traditional recruitment:		
Deposits of immediate demand	1,568	4.2%
Deposits to plazo		
From the general public	1,487	4.0%
Credit instruments issued	10,922	29.3%
Global deposit account without movements	82	0.2%
	14,059	37.7%
Interbank and other institutional lending		
Short-term	28	0.1%
Long-term	9,336	25.0%
Other accounts payable		
Employee Participation in Profits Payable	192	0.5%
Miscellaneous Creditors and Other Accounts Payable	2,174	5.8%
Deferred credits	125	0.3%
Total Liabilities	25,914	69.5%
Stockholders' equity		
Capital contributed:		
Share capital	652	1.7%
Capital earned:		
Reservations	600	1.6%
Profit from previous years	7,836	21.0%
Remeasurements for defined employee benefits	(9)	0.0%
Net Income	2,285	6.1%
Total stockholders' equity	11,364	30.5%
Total liabilities and stockholders' equity	37,278	100.0%

(1) Percentage is calculated on total assets
Figures in millions of pesos

Financial Indicators	As of December 31st		
	2023	2022	2021
Return on equity (ROE)	24.8%	31.4%	20.1%
Return on Assets (ROA)	7.5%	10.0%	6.1%
Stockholders' Equity / Total Assets	26.3%	32.3%	30.5%
Net Result vs Total Average Microcredit Portfolio	8.7%	13.0%	8.5%
Efficiency Index	73.8%	68.2%	79.4%
NPL Ratio (Stage 3 Risk Credit Portfolio* / Total Microcredit Portfolio)	3.0%	3.3%	2.1%
Coverage Ratio of credit portfolio with stage 3 risk*	251.4%	221.8%	281.5%

* For the year 2021 it is known as Non-Performing Loans

Criteria for indicator calculation

ROE (Return on Equity): means net result for the year on average stockholders' equity, where the average is determined by the sum of the balance at the end of each quarter.

ROA (Return on Assets): means net result for the year on average total assets, where the average is determined by the sum of the balance at the end of each quarter, divided by four.

Efficiency Ratio: means administrative and promotional expenses for the year / operating result before income tax for the year plus administrative and promotional expenses for the year.

Non-performing loan ratio: means the balance of the Stage 3 Risk Portfolio (formerly Non-Performing Loans) at the end of the year / the balance of the total microcredit portfolio at the end of the financial year.

Stage 3 Risk Credit Portfolio Coverage Ratio (formerly Non-Performing Loans): means the balance of the precautionary estimate for credit risks at the end of the year / the balance of the Stage 3 Risk Portfolio (formerly Non-Performing Loans) at the end of the year.

b) Financial Information by Business Line, Geographic Area and Export Sales

The information presented below is used by the Bank's management to make operational decisions and evaluate its performance. The Bank's main asset is the loan portfolio. The following table shows the composition of the portfolio in millions of pesos for each of the states in which it is present. As of December 31, 2023, Banco Compartamos had operations in the 32 states of the Mexican Republic, divided into 10 addresses, through 429 Service Offices and 143 Branches.

Financial Information by Geographic Area		
State	2023	2022
	Current Portfolio	Current Portfolio
Aguascalientes	\$ 137	\$ 114
Baja California	1,236	963
Baja California Sur	425	334
Campeche	325	232
Chiapas	2,291	1,632
Chihuahua	603	467
Ciudad de México	2,250	1,730
Coahuila	1,382	1,051
Colima	214	151
Durango	564	435
Estado de México	6,029	4,574
Guanajuato	1,069	795
Guerrero	1,384	1,180
Hidalgo	1,394	986
Jalisco	761	581
Michoacán	1,320	1,063
Morelos	641	484
Nayarit	303	251
Nuevo León	1,115	806
Oaxaca	1,374	1,085
Puebla	2,620	1,917
Querétaro	484	355
Quintana Roo	497	356
San Luis Potosí	681	488
Sinaloa	606	467
Sonora	895	672
Tabasco	1,392	991
Tamaulipas	1,870	1,366
Tlaxcala	1,023	753
Veracruz	4,576	3,395
Yucatán	494	339
Zacatecas	389	337
Total consumer portfolio	40,344	30,350
Accrued interest	942	659
Total Portfolio	\$ 41,286	31,009

Financial Information by Geographic Area	
States	2021

	Cartera Vigente	Cartera Vencida
Aguascalientes	116	5
Baja California	866	12
Baja California Sur	319	6
Campeche	200	4
Chiapas	1,239	36
Chihuahua	457	10
Coahuila	930	19
Colima	119	5
Ciudad de México	1,416	30
Durango	412	15
Estado de México	3,858	74
Guanajuato	692	8
Guerrero	1,039	14
Hidalgo	846	17
Jalisco	534	16
Michoacán	888	21
Morelos	423	7
Nayarit	206	4
Nuevo León	673	16
Oaxaca	930	21
Puebla	1,625	24
Querétaro	322	6
Quintana Roo	258	4
San Luis Potosí	416	7
Sinaloa	419	9
Sonora	588	13
Tabasco	797	11
Tamaulipas	1,142	13
Tlaxcala	639	7
Veracruz	2,836	58
Yucatán	285	4
Zacatecas	295	6
Total Capital	25,785	502
Total Interest	426	56
Total consumer portfolio	26,211	558

Source: Banco Compartamos

In order to analyze the financial information by segments, a different grouping is used than the income statement, so the different incomes, interest expenses and fees are presented.

The Bank mainly has loans classified as consumer loans, so its source of income is derived from the interest earned on the credit products offered, in addition to the products of treasury operations, such as interest derived from availabilities. Passive activities include immediately receivable deposits, term deposits, issued receivables, as well as interbank and other agency loans, which give rise to interest expense.

The financial margin is made up as follows:

	2023	2022
Interest income		
Cash and cash equivalents interest	\$ 389	\$ 345
Interest and returns from investments in securities	-	4
Credit portfolio interest:		
Commercial loans		

Financial institutions	26	118
Consumer loans	23,303	20,002
Profit from valuation	39	5
	\$ 23,757	\$20,474

Financial Information by Segment	
	2021
Interest on commercial credit portfolio	82
Interest on consumer credit portfolio	16,000
Interest on availability	406
Interest on investments in Valuees	18
	16,506
Interest expenses:	
Demand and time deposits	91
Cebures1	566
Result from commercial portfolio valuation	
Interbank and other organism loans	662
	1,319
Financial margin	15,187

¹ Includes the amortization of the \$14 issuance expenses in 2021

To make its product offering more user-friendly to its customers, as well as to provide them with greater benefits, Banco Compartamos made adjustments to its product portfolio, so that, as of 2023, it grouped its credit products into two major sectors: Group Credit and Individual Credit. In order to make the information for 2023 comparable with previous years, the breakdown for 2022 and 2021 into the two large groups is presented: Group Credit and Individual Credit.

The following tables show the composition of the loan portfolio by the products offered by Banco Compartamos, as of December 31, 2023, 2022 and 2021.

Product Type	December 31st 2023		December 31st 2022		December 31st 2021	
	Portfolio Contribution *	No. of Customers	Portfolio Contribution *	No. of Customers	Portfolio Contribution *	No. of Customers
Metodología Grupal	28,557	2,746,883	22,315	2,396,470	20,435	2,367,200
Metodología Individual	12,729	225,253	8,694	198,957	6,334	134,293
Total ⁽¹⁾	41,286	2,972,136	31,009	2,595,427	26,769	2,501,493

* Millions of Pesos

c) Relevant Credits Report

The following is the structure of Banco Compartamos' liabilities as of December 31, 2023. 51.9% corresponds to interbank loans and loans from other organizations. 30.8% comes from long-term issuances with slate symbols COMPART 20, COMPART 21S, COMPART 21-2S, COMPART 22S and COMPART 23S. Meanwhile, 5.6% corresponds to deposits from the general public. At the end of the year, the Bank was up to date with the payment of principal and interest on the outstanding loans presented in the following table:

Liability Structure	2023		2022	
Immediate demand deposits	3,755	11.7%	1,485	6.6%

Deposits from the general public	1,806	5.6%	1,359	6.1%
Interbank and Other Organisms Loans	16,652	51.9%	8,690	38.7%
Long-term Debt Issuance (Bonds)	9,873	30.8%	10,912	48.6%
Total	32,086	100.0%	22,446	100.0%

Figures in millions of pesos

As of December 31, 2023 and 2022, interbank and other agency loans are integrated as follows:

	2023			2022		
	Pesos	Foreign Currency	Total	Pesos	Foreign Currency	Total
Immediate demand						
Multiple Banking Institutions (1)	100	-	100	-	-	-
Short term						
Development Banking Institutions	69	-	69	2	-	2
Multiple Banking Institutions	252	-	252	-	-	-
Public trusts	132	-	132	403	-	403
Other organizations	5	5	10	-	3	3
	458	5	463	405	3	408
Long term						
Development Banking Institutions	6,900	-	6,900	4,700	-	4,700
Public trusts	8,135	-	8,135	3,289	-	3,289
Other organizations	800	254	1,054	-	293	293
	15,835	254	16,089	7,989	293	8,282
Totals						
Development Banking Institutions	6,969	-	6,969	4,702	-	4,702
Multiple Banking Institutions	352	-	352	-	-	-
Public trusts	8,267	-	8,267	3,692	-	3,692
Other organizations	805	259	1,064	-	296	296
	\$ 16,393	259	16,652	\$ 8,394	296	8,690

(1) Call money operation on December 29, 2023 for an amount of \$100, with a maturity of 4 days at an interest rate of 11.25%

As of December 31, 2021, the analysis by payment terms of the liabilities that Banco Compartamos had contracted with multiple banking and development institutions is presented below:

Préstamos Interbancarios y de Otros Organismos	Al 31 de diciembre de 2021
Short-term:	
Loans from Multiple Banking Institutions	-
Loans from Development Banking Institutions	1
Public Trust Loans	27
Short-term sum	28
Long-term:	
Loans from Development Banking Institutions	4,250
Public Trust Loans	5,086
Long-term sum	9,336
Total interbank and non-bank loans	9,364

None of the liabilities that Banco Compartamos has contracted with multiple banking institutions, development banks or other international financial organizations have a specific payment guarantee.

As of December 31, 2023, the following issues were in force under the Compartamos programs approved by the CNBV:

Symbol	Issuance Date	Amount ⁽¹⁾	Maturity Date	Authorization Letter
COMPART 20	30-Jun-20	1,860	24-Jun-25	153 / 12484 / 2020
COMPART 21S	23-Nov-21	1,783	19-Nov-24	153 / 10027096 / 2021
COMPART 21-2S	23-Nov-21	717	17-Nov-26	153 / 10027096 / 2021
COMPART 22S	26-Ago-22	2,500	21-Ago-26	153 / 3190 / 2022
COMPART 23S	29-Sep-23	3,000	12-Mar-27	153 / 5572 / 2023

⁽¹⁾ Millions of Pesos

Summary of the do-it-do or not-to-do obligations of liabilities representing more than 10% of total liabilities, in relation to relevant matters, such as changes of control, corporate restructurings, including acquisitions, mergers and spin-offs, sale or creation of encumbrances on strategic assets.

Causes of early maturity applicable to the line of credit with NAFIN.

NAFIN may terminate the Contract early and demand immediate payment of the outstanding balance of the credit in the following cases:

- If the borrower does not use the resources of this contract for the purposes agreed therein or uses them partially.
- If the borrower fails to pay a principal repayment or interest payment when due.
- If the borrower fails to comply with any other obligation arising from the contract and does not remedy it to NAFIN's satisfaction within 10 business days from the date NAFIN gives notice of the breach.
- If the information you provide to NAFIN turns out to be false or incorrect.
- If you do not comply with your tax obligations or if you fail to pay the corresponding social security contributions and with such non-compliance a summons or seizure arises.
- If the borrower requests or declares itself in receivership or if it falls into bankruptcy.
- In other cases where, in accordance with the law, the fulfilment of term obligations is required in advance.

Credits with NAFIN establish the following obligations:

- To enter into the corresponding contracts or documents in writing with its borrowers, which must meet all the legal requirements for their formalization, and must keep such documents in custody.
- Provide NAFIN with the information and/or documentation in the terms and deadlines requested in writing, in relation to the operations carried out under the agreement, even after full payment of the same, as long as it does not exceed 6 months.

Restrictions

- If Banco Compartamos fails to comply with any of its obligations set forth in the instrument.

2. Its does not transfer to its borrowers the conditions of the financing, as established by NAFIN, and where appropriate as established in the circulars.
3. If you do not deliver the recovered resources to NAFIN with the agreed opportunity and in the agreed currency.
4. If the resources are used for purposes other than those authorized by the financial company.
5. If the competent authority in the matter orders the suspension of financial operations with the Bank.

Causes of early maturity applicable to the line of credit with FIRA.

FIRA may terminate the Contract early and demand immediate payment of the outstanding balance of the credit in the following cases:

- a.If the institution fails to pay one or more of the principal and interest repayments established in the contract in a timely manner.
- b.If the institution admits in writing or by any other means its inability to pay its debts or requests suspension of payments, it goes bankrupt or any of the such proceedings are instituted against it.
- c. If the amount of the credit is not used by the institution precisely for the purposes stipulated in the contract, diverting partially or totally such resources for other purposes in accordance with the provisions of the contract.
- d. If any information or statement provided in the future or made known in connection with the contract is incorrect or false and materially affects the risk assessment.
- e. If the institution establishes, for any reason, judicial or administrative proceedings against the Trustee.

The following are the obligations established in the credits with FIRA:

1. Credit System and Methodology.- Banco Compartamos must have systems and methodologies for the origination and administration of microcredit operations.
2. Ecological Protection.- The obligation of accredited persons to rationally manage natural resources and preserve the environment, complying with the measures and actions dictated by the competent authorities.
3. Information.- Banco Compartamos undertakes to deliver to FIRA the information and documentation that is required, in the formats indicated by it, upon written request with 20 (twenty) banking days in advance; It can be delivered electronically or in print, as required by FIRA.

Early Maturity Causes for Issues 16-2, COMPART 18, COMPART 19 and COMPART 20, COMPART 21S, COMPART 21-2S, COMPART 22S and COMPART 23S.

In the event of any of the following events (each, an "Early Maturity Cause"), the Certificates may be terminated early on the terms and conditions set forth below:

1. Failure to Timely Pay Interest and Principal. If the Issuer fails to make timely payment, when due, of any amount of interest and/or principal, and such payment is not made within 10 (ten) Business Days following the date on which it should have been made (the foregoing, except in the case of the last period of payment of principal and/or interest, which must be made on the payment dates established in the title, as applicable). In the event that all amounts payable by the Issuer pursuant to the Notes may be declared premature, provided that at least 1 (one) Holder delivers notice to the

Common Representative indicating its intention to declare the Certificates due early, in which case the early maturity shall be automatic and upon the written request of the Common Representative, the principal amount of the Stock Certificates, the accrued and unpaid interest thereon and all other amounts due thereunder shall become immediately payable.

2. Insolvency. If the Issuer is declared insolvent, insolvent or similar proceeding or if it initiates an action for the purpose of being declared insolvent or if it admits in writing its inability to pay debts when due.
3. Lack of Validity of Stock Certificates. If the Issuer rejects, claims or contests the validity or enforceability of the Stock Certificates.
4. Failure to Provide Information. If the Issuer does not deliver the financial and other information required by the CNBV and the BMV to comply with the criteria for the delivery of information to the CNBV for securities registered in the Securities Registry, and such failure is not corrected within a period of 5 (five) Business Days.
5. Breach of Obligations Not Derived from the Title. If early maturity is declared due to non-compliance with any agreement, certificate of issue, credit agreement or similar instrument, which evidences debts of a financial nature of the Issuer, or of any other person, in the latter case if such debt is guaranteed by the Issuer, which individually or as a whole amount amounts to an equivalent or greater amount, in any currency, to US\$30,000,000.00 (thirty million United States dollars), and if such breach is not cured within thirty (30) calendar days following the date on which the breach occurred.
6. Revocation of Authorization to Operate as a Multiple Banking Institution; Intervention. In the event that the CNBV revokes the Bank's authorization to operate as a multiple banking institution or is intervened by the CNBV or subject to prudential administration.
7. Failure to comply with obligations under the Stock Certificates. If the Issuer fails to comply with any of its obligations contained in the Title, it is understood that the Issuer shall be deemed to be in breach of such obligations if such breach is not remedied within 30 (thirty) calendar days following the date on which the Issuer has received written notice from the Common Representative specifying the breach of the obligation in question.

In the event of the occurrence of any of the events mentioned in paragraphs (2) to (7) above, the Certificates may be terminated early if so agreed by the Holders' Meeting. The common representative shall inform the BMV (through the Emisnet or the means determined by it) as soon as it becomes aware of any Cause of Early Maturity and when the Stock Certificates are matured early.

Upon the early expiration of the Issuance, automatically, without the need for prior notice of default, filing, demand for payment, protest or notification of any nature, judicial or extrajudicial, the Issuer shall immediately pay the outstanding balance of the Issue, and the outstanding principal amount of the Certificates, the accrued and unpaid interest thereon and all other amounts due pursuant to the Same.

Once the Certificates are matured early, the Common Representative shall inform Indeval in writing (or by such means as he determines) in a timely manner that the Certificates have been prematurely matured.

Issuer's Giving Obligations

There shall be no further obligations of the Issuer to the Holders, other than those set forth in the Instrument, and set forth below until the Notes are redeemed in full, the Issuer shall have the following obligations:

(a) Payment of principal and interest on the Stock Certificates

Pay the principal and interest on the Stock Certificates, in accordance with the provisions of the Title and the Supplement.

(b) Deposit in Indeval of the principal and interest of the Stock Certificates

Deposit the amount of the amortization of the principal and, if applicable, the payment of the corresponding interest, at the offices of Indeval no later than 11:00 A.M. on the corresponding payment date.

(c) Early Maturity of Stock Certificates

To pay immediately and without the need for any requirement the unpaid balance of the Issue in the event that the Stock Certificates are terminated early.

(d) Timely Payment

Timely payment of any obligations under their charge.

Issuer's Obligations to Do

There shall be no further obligations of the Issuer to the Holders, other than those set forth in the Instrument, and set forth below. Until the Certificates are redeemed in full, the Issuer will have the following obligations:

(a) Financial Statements

The Issuer must submit during the validity of this Issuance, in terms of the Single Circular of Issuers, to the CNBV and/or the BMV as appropriate, and to publish on its website, the following:

- (i) (i) No later than the third Business Day immediately following the date of the ordinary general meeting of shareholders that resolves on the results of each fiscal year of the Issuer, which must be made within 4 (four) months after the end of said fiscal year, a copy of the audited financial statements of the Issuer corresponding to said fiscal year, that include a balance sheet, income statement, statement of financial position, statement of changes in stockholders' equity and cash flows, including all the notes thereof, as well as comparative information with the figures of the immediately preceding fiscal year, duly audited by an independent public accountant;
- (ii) No later than within 20 business days following the end of each of the first quarters of the fiscal year and within 40 business days following the conclusion of the fourth quarter, the financial statements, as well as the economic, accounting and administrative information that is required in the corresponding electronic formats, comparing at least the figures for the quarter in question with the financial statements of the previous year in accordance with the applicable accounting regulations. Such electronic forms must contain an update of the annual report or placement prospectus in the event that on the date of presentation of disclosure of the aforementioned financial information, the issuer was not required to publish such report regarding management's comments and analysis of the issuer's results of operations and financial condition.
- (iii) The financial statements referred to in paragraphs (i) and (ii) above must be complete and correct in all material aspects and must be prepared in sufficient and reasonable detail and in compliance with the accounting rules and practices issued by the CNBV.

(b) Other Information

The Issuer will make the following available to the investing public, through its website:

- (i) A certification from the Chief Executive Officer or the Chief Financial Officer or the Comptroller or their equivalent, stating that to the best of their knowledge, during the period covered by such financial statements, the Issuer has fulfilled and observed all its obligations contained in the Title documenting this Issuance, and that said officer has not been aware of any Early Maturity Cause, except as provided in said certification;
 - (ii) As soon as practicable, any additional financial information of the Issuer that any securities authority may reasonably request from time to time; and
 - (iii) Any other financial information that the Issuer is obliged to deliver to the CNBV, in terms of Title Four of the Provisions.
- (c) Business Line; Existence
Continuar dedicándose a los negocios del mismo giro que a los que se dedica a la fecha de la Emisión y preservar, renovar y mantener con plena fuerza legal su existencia legal y realizar todos los actos necesarios para mantener todos sus derechos, prerrogativas, autorizaciones, licencias y concesiones que sean necesarias o convenientes en el curso ordinario de sus negocios, y a cumplir con todas sus obligaciones contractuales y legales.
- (d) Cumplimiento de la Ley; Autorizaciones
Obtain, comply with the terms of, and perform all that is reasonably necessary to maintain with full legal force and effect all authorizations, concessions and licenses that are required under applicable law that allow the Issuer to legally enter into and perform its obligations under the Title documenting the Issue, to ensure legality, validity and enforceability thereof (including without limitation the SCI).
- (e) Taxes
File all tax returns that it is required to file in any jurisdiction in accordance with applicable law and pay all taxes that are legally required to be ascertained pursuant to such returns, and any other taxes, contributions, charges or duties imposed on the Issuer or its property, assets or income, on or before, of the date on which such taxes, contributions, charges or duties are payable in accordance with applicable law, except in the event that the Issuer legally contests in good faith any such taxes or contributions.
- (f) Notifications
During the term of the Issuance, the Issuer shall immediately notify the Common Representative, the CNBV, the BMV, and each of the Rating Agencies in writing in the event of the existence of an Early Maturity Cause. Each notification made pursuant to this paragraph shall be accompanied by a report issued by the Chief Executive Officer or Chief Financial Officer of the Issuer, setting forth the details of the event to which the notification relates and setting forth the actions that the Issuer proposes to take to remedy it.
- (g) Pari Passu Obligations
To ensure that its obligations under the Title documenting this Issuance constitute at all times direct, unsecured and non-subordinated obligations of the Issuer, and that they have a priority of payment, at least pari passu with respect to the payment of any other obligations, present or future, direct, unsecured and non-subordinated of the Issuer, arising from any liabilities of the Issuer, as the case may be.
- (h) Destination of funding
To allocate the resources obtained from the Issuance of the Stock Certificates for the purposes established in the Title.
- (i) Use of Resources derived from the Issuance; Registration of Stock Certificates

- (i) To use the resources derived from the placement of the Notes for the purposes indicated in the Supplement and in the Title.
- (ii) Maintain the registration of the Stock Certificates in the RNV maintained by the CNBV and in the list of securities of the BMV.

Issuer's Obligations of Non-Compliance for Issues COMPART 16-2, COMPART 18, COMPART 19, COMPART 20, COMPART 21-S, COMPART 21-2S and COMPART 22S.

Until the Notes are fully redeemed, the Issuer shall have the following obligations:

(a) Corporate Purpose

Not to change or modify the preponderant line of business of the Issuer, except for those corporate reorganizations, changes or modifications that do not adversely and significantly affect the operations or financial situation of the Issuer.

(b) Mergers; Divisions

Not merge (or otherwise consolidate with any third party) or be spun off, unless, (i) the company or entity resulting from the merger or spin-off assumes the obligations of the Issuer under the Stock Certificates or the Issuer is the merging or spin-off company: (ii) as a result of such merger or spin-off there is no Early Maturity Cause or any other event that, with the passage of time or by notification or both, it would become a Cause for Early Maturity, as a result of such merger, spin-off or consolidation and, (iii) a legal opinion, issued by a law firm of recognized prestige, is delivered to the Common Representative, to the effect that the transaction in question does not affect the terms and conditions of the Stock Certificates.

(c) Limitation on Sale of Assets

The Issuer may not carry out any sale, or any other disposition of its assets to any third party, outside the ordinary course of business, unless (i) due to such sale or disposal there is no Early Termination Cause or any other event that, with the passage of time or by notice, or both, becomes a Cause for Early Maturity, as a result of such disposal, (ii) such disposal is carried out to comply with contractual commitments entered into prior to the Issuance of the Stock Certificates, or (iii) such disposal, together with the rest of the disposals of such productive assets made outside the ordinary course of Business, in the same financial year, do not imply a material adverse effect that affects the solvency of the Issuer.

Periodicity and Redemption of Securities

The COMPART 13 issue pays interest at the TIIE rate for 28 days plus a spread of 60 basis points and will be amortized according to the following table:

Amortization No.	Amortization Date	Adjusted Nominal Value Amount of Issuance (Millions of Pesos)	Adjusted Nominal Value by Certificate After 1st. Amortization (Pesos)
1	16-Feb-18	1,000.0	50.0
2	31-Ago-18	0.0	0.0

The COMPART 14 issue pays interest at the TIIE rate for 28 days plus a spread of 40 basis points and will be amortized according to the following table:

Amortization No.	Amortization Date	Adjusted Nominal Value Amount of Issuance	Adjusted Nominal Value by Certificate After 1st. Amortization
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		(Millions of Pesos)	(Pesos)
1	19-Nov-18	1,000.0	50.0
2	3-Jun-19	0.0	0.0

The COMPART 15 issue pays interest at the TIIE rate for 28 days plus a spread of 50 basis points and will be amortized according to the following table:

Amortization No.	Amortization Date	Adjusted Nominal Value Amount of Issuance (Millions of Pesos)	Adjusted Nominal Value by Certificate After 1st. Amortization (Pesos)
1	13-Feb-20	1,000.0	50.0
2	27-Ago-20	0.0	0.0

The COMPART 16 issue pays interest at the TIIE rate of up to 29 days plus a spread of 47 basis points and will be amortized according to the following table:

Amortization No.	Amortization Date	Adjusted Nominal Value Amount of Issuance (Millions of Pesos)
1	7-Oct-19	500.0

The COMPART 16-2 issue pays interest at a fixed rate of 7.50% (seven point fifty percent) and will be amortized according to the following table:

Amortization No.	Amortization Date	Adjusted Nominal Value Amount of Issuance (Millions of Pesos)
1	2-Oct-23	2,000.0

The COMPART 18 issue pays interest at the TIIE rate of up to 29 days plus a spread of 42 basis points and will be amortized according to the following table:

Amortization No.	Amortization Date	Adjusted Nominal Value Amount of Issuance (Millions of Pesos)
1	14-Mar-22	1,250.0
2	26-Sep-22	1,250.0

The COMPART 19 issue pays interest at the TIIE rate of up to 29 days plus a spread of 45 basis points and will be amortized according to the following table:

Amortization No.	Amortization Date	Adjusted Nominal Value Amount of Issuance (Millions of Pesos)
1	9-Nov-23	1,000.0
2	23-May-24	1,000.0

The COMPART 20 issue pays interest at a fixed rate of 8.09% (eight point nine percent) and will be amortized according to the following table:

Amortization No.	Amortization Date	Adjusted Nominal Value Amount of Issuance (Millions of Pesos)
1	24-Jun-25	1,860.0

The COMPART 21S issue pays interest at the TIIE rate of up to 29 days plus a spread of 40 basis points and will be amortized according to the following table:

Amortization No.	Amortization Date	Adjusted Nominal Value Amount of Issuance (Millions of Pesos)
1	19-Nov-24	1,782.9

The COMPART 21-2S issue pays interest at a fixed rate of 9.19% (nine point nineteen percent) and will be amortized according to the following table:

Amortization No.	Amortization Date	Adjusted Nominal Value Amount of Issuance (Millions of Pesos)
1	17-Nov-26	717.1

The COMPART 22S issue pays interest at the TIIE rate of up to 29 days plus a spread of 0.60% and will be amortized according to the following table:

Amortization No.	Amortization Date	Adjusted Nominal Value Amount of Issuance (Millions of Pesos)
1	6-Mar-26	1,250
2	21-Ago-26	1,250

The COMPART 23S issue pays interest at the TIIE rate of up to 29 days plus a spread of 0.63% and will be amortized according to the following table:

Amortization No.	Amortization Date	Adjusted Nominal Value Amount of Issuance (Millions of Pesos)
1	12-Mar-27	3,000

The COMPART 16-2 issuance provides for the right to full early redemption on any date of payment of interest on the Notes at a price that is greater of: (1) 100% of the principal nominal value of the outstanding Notes; and (2) the sum of the present value of the scheduled future principal and interest payments (net of interest accrued as of the prepayment date) applying a discount equivalent to the reference rate of the MBONO 2023

issued by the Federal Government due on December 7, 2023, plus 0.50% (zero point fifty percent), plus in both cases, interest accrued on the principal on the date of advance payment, provided that (a) the Issuer notifies the Common Representative in writing of its intention to make the voluntary early redemption of the Notes at least 21 (twenty-one) business days prior to the date on which such voluntary early redemption will take place. The Common Representative shall inform the CNBV, Indeval and the BMV in writing, through the means determined by them at least 19 (nineteen) business days prior to the redemption date, of the decision of the Issuer to exercise said right to redeem the Stock Certificates in advance and (b) the early redemption is carried out at the offices of Indeval or, if this is not possible, at the offices of the Issuer, at the offices of the Common Representative, or through the electronic transfer system managed by Indeval. The Issuer will not pay an early redemption premium in the event of early redemption, in whole or in part, of the Stock Certificates.

The Common Representative, 5 (five) business days prior to the day on which the Stock Certificates are to be redeemed early, will calculate and publish the price at which the Stock Certificates are to be redeemed early, through Emisnet maintained by the BMV, informing, in addition, in writing with the same advance notice to the CNBV and Indeval.

The COMPART-18 issuance provides for the right of total or partial early redemption on any date, prior to the maturity date, at a price equal to the greater of (a) the nominal value of the Stock Certificates subject to total or partial redemption, as the case may be, and (b) the clean price calculated by means of the arithmetic average of the last 30 (thirty) days prior to the early redemption date provided by the Proveedor Integral de Precios, S.A. de C.V. (PIP) and Valuación Operativa y Referencia de Mercado, S.A. de C.V. (VALMER), multiplied by the principal amount to be amortized divided by the adjusted nominal value of each Stock Certificate, as the case may be, which at no time will be less than 100% of the nominal value or the adjusted nominal value of the Bank Stock Certificates subject to redemption. In any case, in addition to the Early Redemption Price, the Issuer shall pay the Holders the accrued and unpaid interest on the principal of the Stock Certificates subject to total or partial redemption, as the case may be, on the date of early redemption.

The Common Representative will calculate the Early Redemption Price and will do so with the knowledge of the CNBV, the BMV and Indeval, together with the information used to calculate it, through the means determined by them, 5 (five) business days before the early redemption date.

The COMPART-19 issuance provides for the right to redeem in advance, in whole or in part, on any date before the maturity date at a price equal to the greater of (a) the nominal value of the Notes subject to total or partial redemption, as the case may be, and (b) the clean price calculated by means of the arithmetic average of the last 30 (thirty) days prior to the early redemption date provided by Proveedor Integral de Precios, S.A. de C.V. (PIP) and Valuación Operativa y Referencia de Mercado, S.A. de C.V. (VALMER), multiplied by the principal amount to be amortized divided by the adjusted nominal value of each Stock Certificate, as the case may be, which at no time shall be less than 100% of the nominal value or the adjusted nominal value of the Bank Certificates subject to redemption. In any case, in addition to the Early Redemption Price, the Issuer shall pay the Holders the accrued and unpaid interest on the principal of the Stock Certificates subject to total or partial redemption, as the case may be, on the date of early redemption.

The Common Representative will calculate the Early Redemption Price and will do so with the knowledge of the CNBV, the BMV and Indeval, together with the information used to calculate

it, through the means determined by them, 5 (five) business days before the early redemption date.

The COMPART-20 issue provides for the right to redeem early, in whole or in part, on any date before the maturity date. The early redemption price shall in no case be less than 100% of the nominal value of the Stock Certificates subject to redemption on the early redemption date. The Issuer shall notify the Common Representative in writing of its intention to carry out the Voluntary Early Redemption of the Notes at least 7 (seven) Business Days prior to the date on which such Voluntary Early Redemption will be carried out. The Common Representative shall inform the CNBV and BIVA in writing, through the means determined by them, and Indeval in writing, at least 6 (six) Business Days prior to the redemption date, of the Issuer's decision to exercise said right to redeem the Notes early.

In the event that the Issuer exercises its right to redeem the Notes early, the Issuer shall pay the Holders an amount equal to the greater of (a) 100% (one hundred percent) of the principal amount that is being amortized early, and (b) the clean price calculated by the arithmetic average of the last 30 (thirty) days prior to the date on which the Common Representative is required to publish the price at which the Stock Certificates will be redeemed early with information provided by Proveedor Integral de Precios, S.A. de C.V. (PIP) and Valuación Operativa y Referencia de Mercado, S.A. de C.V., (VALMER) (for such purposes, the Issuer shall submit such information to the Common Representative at least 3 (three) business days from the date of redemption for calculation and publication) multiplied by the principal amount to be amortized divided by the unpaid balance of each Stock Certificate, as the case may be (such amount, the "Early Redemption Price"). In any case, in addition to the Early Redemption Price, the Issuer shall pay the Holders the accrued and unpaid interest on the principal of the Stock Certificates subject to redemption as of the date of early redemption.

The COMPART-21S issue provides for the right to redeem in advance, in whole or in part, on any date prior to maturity at a price equal to the Early Redemption Price plus accrued and unpaid interest on the principal of the Stock Certificates subject to full redemption, as of the date of early redemption. The early redemption price shall in no case be less than 100% of the nominal value of the Stock Certificates subject to redemption on the early redemption date. The Issuer shall notify the Common Representative in writing of its intention to carry out the Voluntary Early Redemption of the Notes at least 7 (seven) Business Days prior to the date on which such Voluntary Early Redemption will be carried out. The Common Representative shall inform the CNBV and BIVA in writing, through the means determined by them, and Indeval in writing at least 6 (six) Business Days prior to the date on which it intends to redeem the Stock Certificates in advance.

In the event that the Issuer exercises its right to redeem the Notes early, the Issuer shall pay the Holders an amount equal to the greater of (a) 100% (one hundred percent) of the principal amount that is being amortized early, and (b) the clean price calculated by the arithmetic average of the last 30 (thirty) days prior to the date on which the Common Representative is required to publish the price at which the Stock Certificates will be redeemed early with information provided by Proveedor Integral de Precios, S.A. de C.V. (PIP) and Valuación Operativa y Referencia de Mercado, S.A. de C.V., (VALMER) (for such purposes, the Issuer shall submit such information to the Common Representative at least 3 (three) business days from the date of redemption for calculation and publication) multiplied by the principal amount to be amortized divided by the unpaid balance of each Stock Certificate, as the case may be (such amount, the "Early Redemption Price"). In any case, in addition to the Early Redemption Price, the Issuer shall pay the Holders the accrued and

unpaid interest on the principal of the Stock Certificates subject to redemption as of the date of early redemption.

The COMPART 21-2S issuance provides for the right to redeem in advance, in whole or in part, on any date prior to the maturity date at a price equal to the greater of (1) 100% of the principal amount being repaid early; and (2) the amount resulting from calculating the present value of the amount of principal that is being amortized early, as well as any outstanding interest payments that would have been generated in relation to such principal amount in accordance with the "Interest Payment Schedule" Section (excluding accrued and unpaid interest on the principal of the Notes as of the early redemption date) by applying a discount equivalent to the M Bond Rate plus 0.30 (zero point thirty percent), (a) in the case of principal, based on the number of days between the early redemption date and the Maturity Date (on a basis of periods of 182 (one hundred and eighty-two) days and one year of 360 (three hundred and sixty days), and (b) in the case of interest, based on the number of days between the date of early repayment and for each subsequent Interest Period, until the Due Date (on a basis of periods of 182 (one hundred and eighty-two) days and one year of 360 (three hundred and sixty) days (collectively, the amount resulting from the above calculation, the "Early Redemption Price").

In any case, in addition to the Early Redemption Price, the Issuer will pay the Holders the accrued and unpaid interest on the principal of the Stock Certificates, precisely on the date of early redemption. The Early Redemption Price will in no case be less than 100% of the principal amount that is being amortized in advance. Provided that (i) the Issuer notifies the Common Representative in writing of its intention to carry out the Voluntary Early Redemption of the Notes at least 7 (seven) Business Days prior to the date on which such Voluntary Early Redemption will be carried out. The Common Representative shall inform the CNBV and the BMV in writing, through the means determined by them, and Indeval in writing, at least 6 (six) Business Days prior to the redemption date, of the Issuer's decision to exercise said right to redeem the Certificates in advance.

The notification made to Indeval must contain at least the following information: the date on which the early redemption will be carried out, if it corresponds to a total or partial redemption, the amount to be paid and, if applicable, the nominal value or unpaid balance of the Stock Certificates, as well as the other data necessary for the collection of the Stock Certificates and (ii) the early redemption that is carried out at the carried out through Indeval, with offices located at Paseo de la Reforma 255, 3rd Floor, Colonia Cuauhtémoc, Mexico City, through the electronic transfer system managed by Indeval or, if this is not possible, at the offices of the Issuer, or at the offices of the Common Representative. In the event that the payment of the early repayment is not made through Indeval, this institution will not issue any proof of payment.

The Issuer will not pay an early redemption premium in the event of early redemption, in whole or in part, of the Notes. The Common Representative 2 (two) business days immediately prior to the date of early redemption, will calculate and publish the price at which the Stock Certificates are going to be redeemed early, through the DIV system (BIVA's authorized electronic sending and dissemination system), also informing the CNBV and Indeval in writing or by the means determined by them.

The COMPART 22S issue provides for the right to redeem early, in whole or in part, on any date prior to maturity at a price equal to the Early Redemption Price plus accrued and unpaid interest on the principal of the Stock Certificates subject to full redemption, as of the date of early redemption. The early redemption price shall in no case be less than 100% of the nominal value of the Stock Certificates subject to redemption on the early redemption date. The Issuer shall notify the Common Representative in writing of its intention to carry out the Voluntary Early Redemption of the Notes at least 7 (seven) Business Days prior to the date

on which such Voluntary Early Redemption will be carried out. The Common Representative shall inform the CNBV and the BMV in writing, through the means determined by them, and Indeval in writing at least 6 (six) Business Days prior to the date on which it intends to redeem the Stock Certificates in advance.

The early redemption of the Stock Certificates will be carried out on the redemption date through Indeval with offices at Paseo de la Reforma No. 255, Piso 3, Col. Cuauhtémoc, Alcaldía Cuauhtémoc, 06500, Mexico City, through the electronic transfer system managed by Indeval.

In the event that the Issuer exercises its right to redeem the Notes early, the Issuer shall pay the Holders an amount equal to the greater of (a) 100% (one hundred percent) of the principal amount that is being amortized early, and (b) the clean price calculated by the arithmetic average of the last 30 (thirty) days prior to the date on which the Common Representative is required to publish the price at which the Stock Certificates will be redeemed early with information provided by Proveedor Integral de Precios, S.A. de C.V. (PIP) and Valuación Operativa y Referencia de Mercado, S.A. de C.V., (VALMER) (for such purposes, the Issuer shall submit such information to the Common Representative at least 3 (three) business days from the date of redemption for calculation and publication) multiplied by the principal amount to be amortized divided by the unpaid balance of each Stock Certificate, as the case may be (such amount, the "Early Redemption Price"). In any case, in addition to the Early Redemption Price, the Issuer shall pay the Holders the accrued and unpaid interest on the principal of the Stock Certificates subject to redemption as of the date of early redemption.

The COMPART 23S issuance provides for the right to redeem in advance, in whole or in part, on any date, before the maturity date at a price equal to the Early Redemption Price plus accrued and unpaid interest on the principal of the Stock Certificates subject to full redemption, as of the date of early redemption. The early redemption price shall in no case be less than 100% of the nominal value of the Stock Certificates subject to redemption on the early redemption date. In the event that the Issuer decides to redeem all of the Notes early, the Issuer shall notify the Common Representative in writing of its intention to carry out the Voluntary Early Redemption of the Notes at least 7 (seven) Business Days prior to the date on which such Voluntary Early Redemption will be carried out.

The Common Representative shall notify the CNBV and BIVA of the decision of the Issuer to exercise such right and the amount of the redemption through the means determined by them, and to Indeval in writing at least 6 (six) Business Days prior to the date on which it intends to redeem the Notes early. The early redemption of the Stock Certificates will be carried out on the date of early redemption through Indeval with offices at Paseo de la Reforma No. 255, Piso 3, Col. Cuauhtémoc, Alcaldía Cuauhtémoc, 06500, Mexico City, through the electronic transfer system managed by Indeval.

In the event that the Issuer exercises its right to redeem the Notes early, the Issuer shall pay the Holders an amount equal to the greater of (a) 100% (one hundred percent) of the principal amount that is being amortized early, and (b) the clean price calculated by the arithmetic average of the last 30 (thirty) days prior to the date on which the Common Representative is required to publish the price at which the Stock Certificates will be redeemed early with information provided by Proveedor Integral de Precios, S.A. de C.V. (PIP) and/or Valuación Operativa y Referencia de Mercado, S.A. de C.V., (VALMER) (for such purposes, the Issuer shall submit such information to the Common Representative at least 3 (three) business days from the date of redemption for calculation and publication) multiplied by the principal amount to be amortized divided by the unpaid balance of each Stock Certificate, as the case may be (such amount, the "Early Redemption Price"). In any case, in addition to the Early Redemption Price, the Issuer shall pay the Holders the accrued and

unpaid interest on the principal of the Stock Certificates subject to redemption as of the date of early redemption.

As of December 31, 2023, Banco Compartamos has no tax debts; however, Compartamos is involved in various lawsuits and claims in this area that, if not successful, could result in tax credits *(for more information, see note 19 Contingent Commitments and Liabilities in the audited financial statements that are presented as an annex to this Annual Report)*.

d) Management's Discussion and Analysis of Compartamos' Operating Results and Financial Condition

This management analysis of the Company's results of operations and financial condition must be read in conjunction with the Issuer's audited financial statements as of December 31, 2023 and 2022 and for the years ended as of those dates and as of December 31, 2022 and 2021, and for the years ended on those dates, including their respective explanatory notes, which are presented as Annexes in this Annual Report and the information included in the *"Selected Financial Information"* section. Except where otherwise indicated, figures are presented in millions of pesos.

Certain figures included in this Annual Report and in the Bank's financial statements have been rounded up for convenience in their presentation. The percentage figures in this Annual Report have not, in all cases, been calculated on the basis of such rounded figures, but on the basis of such amounts prior to rounding. For this reason, the percentage figures in this Annual Report may vary from those obtained by performing the same calculations using the figures in the financial statements. Certain figures shown as totals in some tables may not be an arithmetic sum of the figures that preceded it due to rounding.

This section contains statements regarding future or anticipated events, which are subject to various risks. Actual results may differ from the results discussed in this section in the context of future events for a variety of reasons, including those factors discussed in the *"Risk Factors"* section.

Although it is true that there were modifications in the accounting standards, for the purposes of the comparison presented in this section of the figures for fiscal years 2023 and 2022 with respect to fiscal year 2021, the changes are not considered to affect comparability.

(i) Operation Results

2023

Interest Income

El rubro de ingresos por intereses de 2023 ascendió a \$23,757, que representa un incremento de 16.0% en comparación con lo reportado el año anterior. Este crecimiento se explica por un mercado con mayor dinamismo en lo que respecta a la solicitud de créditos, a las adecuaciones realizadas a los Products de crédito que resultaron más atractivas para los clientes, así como a las estrategias comerciales consistentes en mantener cercanía con el mercado.

Interest Income					
	Var.	2023	% ⁽¹⁾	2022	% ⁽¹⁾

	2023 vs 2022				
Cash interest and cash equivalents	12.8%	389	1.6%	345	1.7%
Interest and yields in favor					
From Valuees investments	N/C	-	0.0%	4	0.0%
Credit portfolio interest:					
Trade credits					
Financial institutions	(78.0%)	26	0.1%	118	0.6%
Consumer loans	16.5%	23,303	98.1%	20,002	97.7%
Profit by Valuation	N/C	39	0.2%	5	0.0%
Total Interest Income	16.0%	23,757	100.0%	20,474	100.0%

(1) % from total Interest Income

N/C Not Comparable (included when there are variations greater than 200% or that comparing them could distort understanding)

Interest Expense

In 2023, interest expense increased by 65.2% compared to what was reported the previous year, reaching a total of \$3,775. This growth is explained by a higher interest rate in Mexico, which has had an impact on loans granted by banking institutions and other organizations, by higher payments made by traditional deposits, as well as by the increase in costs and expenses related to the granting of credit.

The integration of the financial cost at the end of 2023 and 2022 is presented below:

Interest Expense					
	Var. 2023 vs 2022	2023	% (1)	2022	% (1)
Traditional Interest Deposits					
For deposits of immediate demand	78.6%	25	0.1%	14	0.1%
For time deposits	113.9%	154	0.6%	72	0.4%
By credit instruments issued	32.7%	1,137	4.8%	857	4.2%
Interest on interbank and other agency loans	68.7%	1,262	5.3%	748	3.7%
Transaction costs for debt placement	9.1%	12	0.1%	11	0.1%
Costs and expenses associated with the granting of credit	109.1%	1,146	4.8%	548	2.7%
Renegotiation effects	N/C	1	0.0%	-	0.0%
Interest on lease liabilities	8.6%	38	0.2%	35	0.2%
Interest Expense	65.2%	3,775	15.9%	2,285	11.2%

Millions of Pesos

(1) % from total Interest Expense

N/C Not Comparable (included when there are variations greater than 200% or that comparing them could distort understanding)

Preventive Estimation for Credit Risks

The precautionary estimate for credit risks in 2023 reached a total of \$3,890, an increase of 44.4% compared to 2022, which is explained by the growth in the credit portfolio reported in the year, an increase in the stage 3 loan portfolio, as well as an increase in the Bank's reserves.

Commissions and Fees Charged and Paid

In 2023, the item of commissions and fees charged amounted to \$1,695, which represents an increase of 39.4%, mainly derived from an increase in the rates charged for insurance operations, as a result of an increase in the number of customers.

Regarding commissions and fees paid, the balance reached a total of \$625, exceeding by 2.8% what was reported the previous year, due to an increase in the payment made to commission agents, as well as a growth in the payment for insurance operations.

The difference between the two items in 2023 represented an income of \$1,070, which compared to the previous year shows an increase of 76.0%

Other Income (Expenses) of the Operation

For 2023, an outflow of \$37 was reported, which exceeds the outflow of \$2 in 2022, the increase is explained by a growth in the category of losses, higher fees paid to the IPAB, as well as by the valuation of items not related to the financial margin.

Other Income (Expense) of the Operation					
	Var. 2023 vs 2022	2023	% ⁽¹⁾	2022	% ⁽¹⁾
Other recoveries	(20.0%)	4	0.0%	5	0.0%
Impacts on the estimate of expected credit losses	4.2%	(50)	0.2%	(48)	0.2%
Losses	42.1%	(27)	0.1%	(19)	0.1%
IPAB Fees	13.6%	(100)	0.4%	(88)	0.4%
Donations	39.1%	(64)	0.3%	(46)	0.2%
Result on sale of property, furniture and equipment	N/C	3	0.0%	(2)	0.0%
Cancellation of other liability accounts	(11.9%)	52	0.2%	59	0.3%
Profit or loss from Valuation of items not related to the financial margin	N/C	(37)	0.2%	(3)	0.0%
Intercompany Revenue	N/C	47	0.2%	14	0.1%
Other income, net	7.1%	135	0.6%	126	0.6%
	N/C	(37)	0.2%	(2)	0.0%

⁽¹⁾ % from total Interest Income

N/C Not Comparable (included when there are variations greater than 200% or that comparing them could distort understanding)

Administration and Promotion Expenses

The item of administrative and promotion expenses in 2023 increased by 15.0% compared to what was reported the previous year, this behavior is mainly explained by an increase in the number of employees necessary to implement Banco Compartamos' strategy aimed at achieving its growth objectives in the future. In addition, it also reflects the inflationary effect on the cost of the initiatives implemented by the Bank.

Administration and Promotion Expenses					
	Var. 2023 vs 2022	2023	% ⁽¹⁾	2022	% ⁽¹⁾
Operating Expenses	76.0%	7,885	33.2%	4,480	21.9%
Personnel Expenses	(27.0%)	4,744	20.0%	6,499	31.7%
Total Expenses	15.0%	12,629	53.2%	10,979	53.6%

⁽¹⁾ % from total Interest Income

Income Tax

A total of \$1,251 was recorded in the 2023 income tax item, an amount that is 7.1% lower than that reported in 2022, which is due to a decrease in operating results, derived from the

increase in administrative and promotional expenses, a growth in interest expenses, as well as an increase in the preventive estimate for credit risks.

The effective ISR rate in 2023 was 28%.

Net Result

Net income in 2023 stood at \$3,243, which compared to the previous year represents a contraction of 14.0%. This behavior is explained by higher interest expenses, an increase in preventive risk estimation, as well as by the increase in administrative and promotional expenses.

2022

Interest Income

A total of \$20,474 was reported in the interest income category in 2022, an increase of 24.0% compared to the previous year. The growth is explained by greater dynamism in the placement of loans due to a better performance of the economy in the country, as well as by the commercial efforts made throughout the year, which resulted in an average daily portfolio higher than that of 2021, after having carried out the purging of the credit portfolio affected by the health contingency.

Interest Income					
	Var. 2022 vs 2021	2022	% ⁽¹⁾	2021	% ⁽¹⁾
Cash interest and cash equivalents	(15.0%)	345	1.7%	406	2.5%
Interest and yields in favor					
From Valuees investments	(77.8%)	4	0.0%	18	0.1%
Credit portfolio interest:					
Trade credits					
Financial institutions	43.9%	118	0.6%	82	0.5%
Consumer loans	25.0%	20,002	97.7%	16,000	96.9%
Profit by Valuation	N/C	5	0.0%	-	-
Total Interest Income	24.0%	20,474	100.0%	16,506	100.0%

⁽¹⁾ % from total Interest Income

N/C Not Comparable (included when there are variations greater than 200% or that comparing them could distort understanding)

Interest Expense

The interest expense item amounted to \$2,285, which compared to 2021, represents an increase of 73.2%. The increase is mainly explained by the fact that as of 2022, credit origination costs and implicit interest related to the lease contract are included under this heading, according to Financial Reporting Standards in Mexico and IFRS, which were not contemplated in 2021. As well as the increase in the reference rate in Mexico, which has impacted interest on bank loans and other organizations.

The integration of the financial cost at the end of 2022 and 2021 is presented below:

Interest Expense					
	Var. 2022 vs 2021	2022	% ⁽¹⁾	2021	% ⁽¹⁾
Traditional Interest Deposits					
For deposits of immediate demand	(84.6%)	14	0.1%	91	0.6%

For time deposits	N/C	72	0.3%	-	-
By credit instruments issued	51.4%	857	4.2%	566	3.4%
Interest on interbank and other agency loans	13.0%	748	3.6%	662	4.1%
Transaction costs for debt placement	N/C	11	0.0%	-	-
Costs and expenses associated with the granting of credit	N/C	548	2.7%	-	-
Interest on lease liabilities	N/C	35	0.2%	-	-
Interest Expense	73.2%	2,285	11.2%	1,319	8.0%

Millions of Pesos

(¹) % from total Interest Income

N/C Not Comparable (included when there are variations greater than 200% or that comparing them could distort understanding)

Preventive Estimation for Credit Risks

In 2022, the preventive estimate for credit risks increased 79.2% compared to the previous year, which is due to the year-on-year increase in the microcredit portfolio and the fact that the Bank's non-performing loans are adjusting to their normal levels, after the portfolio purge carried out in 2021.

Commissions and Fees Charged and Paid

In the area of commissions and fees charged in 2022, a total of \$1,216 was reached, which is 27.7% higher than what was reported in 2021 due, mainly, to the increase in the number of customers, which has led to an increase in commissions and late fees and higher commissions for insurance intermediation after a greater cross-selling.

A total of \$608 was reported in commissions and fees paid in 2022, which compared to the previous year shows a decrease of 2.6%, this is due to lower bank commissions for dispersion and collection paid throughout the year.

The difference between commissions and fees charged and paid in 2022 was an income of \$608, which is 85.4% higher than the income of 2021.

Other Income (Expenses) of the Operation

In 2022, a net outflow of \$2 was recorded, which is considerably lower than the income of \$242 in 2021, due to an increase in intercompany revenues, as well as the reclassification of IPAB fees, which in previous years were considered within Administration and Promotion Expenses, so in 2022 the same items as in previous years are not contemplated.

Other Income (Expense) of the Operation					
	Var. 2022 vs 2021	2022	% (¹)	2021	% (¹)
Other recoveries	N/C	5	0.0%	-	0.0%
Impacts on the estimate of expected credit losses	33.3%	(56)	0.3%	(42)	0.3%
Losses	18.8%	(19)	0.1%	(16)	0.1%
IPAB Fees	N/C	(88)	0.4%	-	0.0%
Donations	N/C	(46)	0.2%	-	0.0%
Result on sale of property, furniture and equipment	(50.0%)	(2)	0.0%	(4)	0.0%
Cancellation of other liability accounts	N/C	59	0.3%	-	0.0%
Profit or loss from Valuation of items not related to the financial margin	N/C	(3)	0.0%	-	0.0%
Intercompany Revenue	(90.3%)	14	0.1%	145	0.9%

Other income, net	(15.7%)	134	0.7%	159	1.0%
	N/C	(2)	0.0%	242	1.5%

⁽¹⁾ % from total Interest Income

N/C Not Comparable (included when there are variations greater than 200% or that comparing them could distort understanding)

Administration and Promotion Expenses

A total of \$10,979 was recorded in the administration and promotion expenses of 2022, which represents a decrease compared to the previous year, which is mainly due to the control of expenses that Compartamos had during the year, as well as the reduction of expenses in Offices (infrastructure), and other expenses related to different initiatives that did not materialize in the year. It is important to note that the costs linked to credit origination are now reflected in the interest expense line, instead of the administration and promotion expenses line, and the costs linked to the IPAB are now reflected in the other income/expenditure line, due to these modifications, the 2022 figures differ from what was presented in 2021.

Administration and Promotion Expenses					
	Var. 2022 vs 2021	2022	%⁽¹⁾	2021	%⁽¹⁾
Operating Expenses	(0.6%)	4,480	21.9%	4,509	27.3%
Personnel Expenses	(4.7%)	6,499	31.7%	6,819	41.3%
Total Expenses	(3.1%)	10,979	53.6%	11,328	68.6%

⁽¹⁾ % from total Interest Income

Income Tax

In 2022, a total of \$1,346 was reported for income taxes, which is 107.1% higher than the tax expense of the previous year, which is explained by a higher result of the operation during 2022, coupled with higher preventive estimates for credit risks.

The effective ISR rate in 2022 was 26%.

Net Result

In 2022, net income amounted to \$3,773, which is 65.1% higher than 2021 net income. This increase is explained by an increase in interest income, an increase in the loan portfolio and an increase in the number of customers derived from the commercial strategies carried out during 2022 by Banco Compartamos.

2021

Interest Income

In 2021, a total of \$16,506 was reported in the interest income category, which compared to the previous year represents an increase of 16.1%. The growth is explained by a greater dynamic observed in the loan portfolio, which increased 19.5% as a result of the economic reopening that occurred after the effects caused by the sanitary measures derived from the COVID-19 pandemic, as well as by the recovery in the lending rate after the benefits granted to customers during 2020.

Ingresos por Intereses					
	Var. 2021 vs 2020	2021	% ⁽¹⁾	2020	% ⁽¹⁾
Interest on Commercial Credit Portfolio	32.3%	82	0.5%	62	0.4%
Interest Income Portfolio Consumption	17.0%	16,000	96.9%	13,677	96.2%
Interest on Availabilities	(14.5%)	406	2.5%	475	3.3%
Investment Interests in Valuees	N/C	18	0.1%	1	0.0%
Total Interest Income	16.1%	16,506	100.0%	14,215	100.0%

⁽¹⁾ % from total Interest Income

N/C Not Comparable (included when there are variations greater than 200% or that comparing them could distort understanding)

Interest Expense

Interest expense in 2021 fell to \$1,319, a decrease of 6.8% in the annual variation. This behavior is due to a decrease in the additional liquidity that Compartamos decided to obtain in order to mitigate any possible volatility derived from the health contingency, as well as due to the active management of liabilities.

The integration of the financial cost at the end of 2021 and 2020 is presented below:

Interest Expense					
	Var. 2021 vs 2020	2021	% ⁽¹⁾	2020	% ⁽¹⁾
Immediate and term deposits	16.7%	91	0.6%	78	0.5%
Cebures (includes amortization of issuance expenses of \$14 and \$15 in 2021 and 2020, respectively)	(3.9%)	566	3.4%	589	4.1%
Interbank and other agency lending	(11.5%)	662	4.1%	748	5.3%
Interest Expense	(6.8%)	1,319	8.0%	1,415	10.0%

Millions of Pesos

⁽¹⁾ % from total Interest Income

Preventive Estimation for Credit Risks

In 2021, a 69.9% decrease was reported in the preventive estimate for credit risks compared to the previous year, for a total of \$1,503, which was derived from a better behavior in customer payments, with which the preventive estimates for credit risks were stabilized in accordance with the requirements of the CNBV and it was not necessary to constitute additional reserves as happened in 2020, when risks that were not foreseen in the different loan portfolio rating methodologies were covered, specifically attending to the portfolio affected by the COVID-19 pandemic.

Commissions and Fees Charged and Paid

A total of \$952 was reported in the concept of commissions and fees charged in 2021, exceeding by 43.2% what was reported in 2020, this due to a greater placement in voluntary policies, as well as the reactivation in commissions for late payments.

In 2021, commissions and fees paid stood at \$624, which compared to the previous year means a decrease of 7.7% that is explained by a decrease in the payment for accredited life insurance that was granted to customers free of charge as part of the benefits during the contingency.

The difference between commissions and fees charged and paid yielded an income of \$328, which contrasts with the \$11 outflow reported the previous year.

Other Income (Expenses) of the Operation

A net income of \$242 was presented in 2021, which is mainly explained by intercompany income and other income, including non-VAT income from the operation.

Other Income (Expense) of the Operation					
	Var. 2021 vs 2020	2021	% ⁽¹⁾	2020	% ⁽¹⁾
Estimates for irrecoverability	(25.0%)	(42)	0.3%	(56)	0.4%
Losses	(48.4%)	(16)	0.1%	(31)	0.2%
Donations	N/C	-	0.0%	(14)	0.1%
Profit from the sale of furniture and equipment	(33.3%)	(4)	0.0%	(6)	0.0%
Intercompany Entry	(7.1%)	145	0.9%	156	1.1%
Other income, net	74.7%	159	1.0%	91	0.6%
Total	72.9%	242	1.5%	140	1.0%

⁽¹⁾ % from total Interest Income

N/C Not Comparable (included when there are variations greater than 200% or that comparing them could distort understanding)

Administration and Promotion Expenses

In 2021, administrative and promotional expenses increased 13.1% compared to the previous year, for a total of \$11,329, the growth was due to the reactivation of strategic projects, campaigns to reward customer performance, the increase in variable compensation of Promoters who exceeded their goals, as well as various marketing initiatives.

Administration and Promotion Expenses					
	Var. 2021 vs 2020	2021	% ⁽¹⁾	2020	% ⁽¹⁾
Operating Expenses	22.2%	4,509	27.3%	3,690	26.0%
Personnel Expenses	7.8%	6,819	41.3%	6,327	44.5%
Total Expenses	13.1%	11,329	68.6%	10,017	70.5%

⁽¹⁾ % from total Interest Income

Income Tax

In 2021, \$252 was reported for income taxes caused, after amortizing tax losses. Regarding deferred taxes, \$398 was reported, derived from the items that over time are accumulated and deducted differently for accounting and tax purposes, due to the recognition of the effects of inflation for tax purposes, as well as for those items that only affect the accounting and tax result.

The effective ISR rate in 2021 was 22%.

Net Result

A net income of \$2,285 was reported in 2021, which compares favorably with the net loss of \$1,344 of the previous year, due to the increase in interest income, an increase in the loan

portfolio and in the number of customers derived from the economic reactivation, as well as the strategies implemented by Banco Compartamos throughout the year.

(ii) Financial Condition, Liquidity and Capital Resources

Main Balance Sheet Accounts

2023

The cash and cash equivalent item in 2023 amounted to \$5,573, which compared to what was reported in 2022 shows an increase of 6.1%. The growth in this area shows the increase in the portfolio and the funding necessary to cover operating expenses and the payment of liabilities.

This item represented 11.4% of total assets in 2023.

A total of \$41,286 was reported in the total microcredit portfolio in 2023, exceeding the total for 2022 by 33.1%. The growth reflects the 14.5% increase in the number of customers, which amounted to 2,972,136. The average balance per customer in 2023 reached a total of \$13,891 Pesos, which is 16.3% higher than the balance of 2022.

In 2023, the ratio of stage 3 loan portfolio to the total portfolio was 3.0%, which compares favorably with the 3.4% share of the previous year.

A total of \$32,158 was reported in liabilities with cost of 2023, which represents an increase of 42.5% compared to the previous year. The growth reflects an increase in bank and other agency lending as a measure to address the year's credit portfolio

2022

In 2022, the cash and cash equivalents item was \$5,254, which compared to the previous year represents a contraction of 26.2%, due to the fact that during 2022 the additional liquidity acquired at the beginning of the health contingency was reduced; This has been done through microcredit placements, as well as through the prepayment of liabilities, given that the context is now more stable and in order to mitigate the impact of the increase in the reference rate.

Cash and cash equivalents accounted for 13.6% of total assets.

The total microcredit portfolio amounted to \$31,009, which compared to the previous year represents an increase of 15.8% compared to the 2021 portfolio. The number of customers increased 3.8% in 2022 compared to the previous year, reaching a total of 2,595,427. The average balance per customer in 2022 amounted to \$11,948 Pesos, an increase of 11.7% compared to the previous year.

The ratio of credit portfolio with credit risk stage 3 to the total portfolio was 3.4%, the delinquency ratio in 2021 stood at 2.1%.

Liabilities with cost in 2022 stood at \$22,570, which shows a decrease of 3.6% compared to 2021, which is mainly explained by a decrease in the item of interbank loans and other long-term organizations, which is mainly explained by a decrease in the traditional collection item,

due to the fact that in 2021 there were business accounts of legal entities subsidiaries of Gentera. Likewise, lower interbank loans and loans from other organizations were recorded as a result of the decrease in additional liquidity that was acquired during the health contingency.

2021

The availabilities item closed 2021 at \$6,716, which compared to the previous year shows a decrease of 36.0% due to the reduction in additional liquidity that Compartamos had increased in the previous year to deal with any eventuality resulting from the health contingency.

In 2021, the availabilities item represented 18.0% of total assets.

In 2021, the consumer credit portfolio amounted to 26,211, which compared to the previous year shows an increase of 25.7%. The number of customers at the end of 2021 increased 15.0% year-on-year to 2,501,493. The average balance per customer reported an increase of 5.4% compared to the previous year to reach a total of \$10,701 Pesos.

The delinquency rate in 2021 fell to 2.1% due to the reactivation of customer payments and a better credit profile.

In 2021, the liabilities with cost decreased 4.0% compared to the previous year, standing at \$23,423, which is mainly explained by a lower balance in interbank loans and other short-term and long-term loans.

Liquidity Policies

The Bank's policy is to maintain liquid cash availability at the end of each month, to meet the requirements of the operation at least 30 days in advance, which take into account operating expenses, portfolio growth, maturity of liabilities and payment of dividends.

$$\text{Liquidity Index} = \frac{\text{Available Liquidity}}{\text{Operational requirements from Treasury}}$$

The liquidity strategy is set out in the ALCO (Asset-Liability Commission).

Operations are maintained in national currency and have the policy of investment of these resources:

Corporate Investment Policies

The objective of these policies is to have general guidelines to be observed in the obligations of daily investment of resources from treasury surpluses, within the current regulatory framework, applicable to the following entities:

- Gentera SAB
- Compartamos Banco
- Red Yastás
- Compartamos Servicios
- Fundación Compartamos
- Aterna agente de seguros y fianzas

Types of operations:

Las operaciones en las que se pueden canalizar los recursos son las siguientes:

- a) Deposit at the Window with authorized institutions.
- b) Demand deposit.
- c) Repo transactions.
- d) Crossings with authorized counterparts.
- e) Call Money (interbank and leveling).
- f) Deposit Auctions.
- g) Purchase and sale of live and repo securities.
 - Commercial Banking
 - Government Securities and Development Banking.
 - Purchase and sale of Investment Funds (constituted by the operations/instruments considered in this policy).
 - Granting of Discretionary Mandates (constituted by the operations/instruments considered in this policy).
- h) Investments in foreign currency.

Currency:

Investments may be made in national or foreign currency, as long as the provisions issued by the Bank of Mexico are complied with. The following are considered assets for investment in foreign currency:

- a) Money Market Assets;
- b) Foreign Currency to Be Received, and
- c) Other assets and rights other than Liquid Assets and those included in paragraphs a) and b) above.

Term:

Based on liquidity needs, the term is classified as follows:

Operation type	Term
Deposit at counter with authorized institutions	1 to 5 days
Demand deposits	1 to 5 days
Reposing	1 to 360 days
Crossings with authorized counterparts	1 to 3 days
Call Money	1 to 3 days
➤ Commercial Niche	1 to 3 days
➤ Development Banking and Commercial Banking	1 to 3 days
Deposit auctions	
➤ Ordinary	1 to 5 days
➤ Special*	1 to 360 days*
Live Buying and Selling of Securities and Reposing	
➤ Commercial Banking	1 to 360 days
➤ Government Securities and Development Banking	Any Term
➤ Investment Funds	
○ 100% Government	Any Term
○ Mixed (government and commercial banking)	Duration 1 to 360 days
➤ Discretionary mandates	1 to 360 days

Foreign Currency Investments	
➤ Money market assets	1 to 360 days
➤ Foreign currency to be received	1 to 360 days

*When Banco de México observes greater liquidity than expected in the market and calls for this type of auction and in accordance with the terms established by Banco de México.

Amounts:

For the purposes of the Concentration limit, the daily investment must be:

- With at least 3 different counterparties.
- Up to a maximum of 60% of the total investment may be invested in a single counterparty.
- Investments may not be made with counterparties or issues with a credit rating lower than mxA-3 (S&P or its equivalent for other rating agencies) in the short term.
- Likewise, the counterparty limits approved through the credit lines granted for these operations by the Risk Committee must be respected on a daily basis.

Investment Instruments:

The instruments that can be traded both repo and/or direct are the following:

- a) Bank securities: Securitized by banking institutions, mainly to support credit operations for their customers or to finance their own development or capitalization.
- b) Government Securities: instruments of high liquidity and low risk (sovereign risk) since some are issued or guaranteed by the Federal Government itself.
- c) Bank of Mexico deposit auction.
- d) Window deposits. Deposit or charge in an investment account in the name of Compartamos Banco, for which the counterparty will return an amount equal to the amount received plus a prize according to the rate agreed upon at the time of making the investment, covered by a Certificate.

Counterparts:

It refers to authorized institutions, with which various investment operations can be carried out. The review and updating of the operating lines (concentration limits by counterparty) is carried out at least annually based on the application of methodology 2 carried out by the Compartamos Risk area.

Counterparts may be:

- Commercial Banking
 - Development Banking
 - Brokerage Firms
 - Bank of Mexico
 - Federal Government
- a) The incorporation of a new counterparty and the assigned line of operation will be approved by the Risk Committee, in the same way when a counterparty increases or decreases its operating line or for information related to its credit quality, it will be made known to the Risk Committee.
 - b) The Financial Risk Management (the Risk Area) must immediately notify the Treasury Sub-Directorate by e-mail, in the event that any counterparty does not comply with the

requirements of the methodology, or there is relevant information that represents a risk for Compartamos Banco, and implies the reduction or cancellation of the authorized line. in order to act immediately and avoid risk to the bank's assets.

- c) In the event that a counterparty complies with the methodology and is authorized by the Risk Committee, but there are indications of non-compliance, the Treasury will suspend its operation temporarily within a period of no more than 48 hours until it returns to its normal standards, notifies the Financial Risk Management by email.

Líneas contraparte autorizadas:

- a) The Financial Risk Management (The Risk Area) will review the operating lines in order to modify or ratify counterparties, amounts, ratings or factors involved in the arrangement of investments.
- b) The Risk area shall inform the Treasury area in writing of any change or modification to the authorized counterparty lines, no later than the next business day after any change is made. At no time is speculation allowed.

Accounting classification:

Securities are classified as follows:

- a) Securities held at maturity. These are debt securities, whose payments are fixed or determinable and with a fixed maturity (which means that a contract defines the amounts and dates of payments to the holding entity), with respect to which the entity has both the intention and the ability to hold until maturity.
- b) Securities available for sale. These are those debt securities and equity instruments, whose intention is not aimed at obtaining profits derived from price differences resulting from short-term purchase and sale transactions and, in the case of debt securities, there is neither the intention nor the ability to keep them until maturity, therefore it represents a residual category. that is, they are acquired with a different intention than that of securities to be traded or held at maturity, respectively.
- c) Securities to be negotiated. These are those securities that entities acquire with the intention of disposing of them, obtaining profits derived from the differences in prices resulting from the short-term purchase and sale operations, which they carry out with them as market participants.

According to this classification, when the securities are acquired, they will be classified according to the criteria authorized by the Audit Committee. At the close of the policy review, investments are classified as "Available-for-sale securities."

At the end of 2023, the Bank does not have investments in dollars greater than 15 million dollars. Fluctuations in inflation have not affected the Bank's operations or results.

At the end of 2023, 2022 and 2021, the Bank does not have investments in foreign currency and the loan in dollars represents only 0.3% of interest expenses, so fluctuations in the exchange rate do not affect it significantly. At the end of 2023, the Bank had \$17.2 million dollars in its accounts; this to cover operating expenses whose contracts are linked to this currency. It is important to mention that fluctuations in inflation have not affected the Bank's operations or results.

Sources of liquidity and funding

The Bank's main source of liquidity comes from the collection of the loans it grants, which occur on a weekly, biweekly or monthly basis; as well as retained earnings, in addition to that, the Bank has other important sources of financing, such as:

- i) Long-term debt issuances (Cebures)
- (ii) Interbank and other agency loans from national and international institutions
- (iii) Short-term debt issuances
- iv) Traditional deposits, in the areas of time deposit and money desk

By 2023, Banco Compartamos' funding sources, other than stockholders' equity, came 51.6% from loans from interbank organizations and other organizations, 30.6% from the issuance of Stock Certificates, 11.6% from deposits of immediate demand, 5.6% from deposits from the general public and 0.5% from the global deposit account without movements. By 2022, 48.3% came from the issuance of Stock Certificates, 38.5% from interbank loans and other organizations, 6.6% from deposits of immediate demand, 6% from deposits from the general public and 0.5% from the global deposit account without movements. In 2021, Compartamos' funding sources other than stockholders' equity came from: 46.6% of the issuance of Stock Certificates; 40.0% from development banks; 6.7% of deposits of immediate demand; 6.3% of deposits from the general public and 0.4% of the deposit account without movements.

Sources of Funding (Millions of Pesos)						
	2023		2022		2021	
	Amount	% Total	Amount	% Total	Amount	% Total
Deposits of Immediate Enforceability	3,755	11.6%	1,485	6.6%	1,568	6.7%
Time deposits:						
From the general public	1,806	5.6%	1,359	6.0%	1,487	6.3%
Interbank and Other Organization Loans	16,652	51.6%	8,690	38.5%	9,364	40.0%
Debt Issuance (Cebures)	9,873	30.6%	10,912	48.3%	10,922	46.6%
Global Deposit Account without Movements	172	0.5%	124	0.5%	82	0.4%
Total	32,258	100.0%	22,570	100.0%	23,423	100.0%

At the end of 2023 and 2022, Banco Compartamos had the following lines of credit contracted:

Institution	2023		2022	
	Received Credit	Unused Credit	Received Credit	Unused Credit
Fideicomiso Instituido en Relación con la Agricultura (FIRA)	12,000	3,810	12,000	8,339
Nacional Financiera, S. N. C. (NAFIN)	7,000	100	5,000	300
Banco Ve por Más, S.A.	250	-	250	250
Japan International Cooperation Agency	848	594	975	683
Citi Bank, N.A.	339	339	390	390
IDB INVEST	1,015	215	1,015	1,015
Banco Nacional de México, S. A.	-	-	560	560
HSBC México, S. A.	-	-	550	550
Total	21,452	5,058	20,740	12,087

Figures in millions of pesos

Transactions not recorded in the Issuer's financial statements

The Bank records all its operations in its financial statements in accordance with the NIF and IFRS criteria as established by the regulations applicable to multiple banking institutions.

Seasonality of credit requirements by the Issuer

The Bank shows a seasonal behavior throughout a fiscal year. Disbursement is understood to be the amount placed by the Company among clients in a given period. Based on the experience in granting loans for microenterprises, it has been seen that there is a greater demand for loans in the months of April, May, July, November and December. These months tend to increase activities within microenterprises, causing their owners to require greater investments to meet their respective demands. In these periods, and for the same reasons, Disbursements also tend to be concentrated. However, the Institution maintains the use of its main sources of funding, lines of credit and the resources for the issuance of Stock Certificates, without major variations based on the availabilities it maintains on its balance sheet.

Profile of debt contracted and derivative instruments.

See Chapter III. Financial Information, c) Relevant Credit Report. The Bank did not hold positions in derivative financial instruments at the end of fiscal years 2023, 2022 and 2021.

Tax Credit.

The Bank had no outstanding tax credits at the end of the 2023, 2022 and 2021 fiscal years; however, Compartamos is involved in various lawsuits and claims in this area that, if not successful, could result in tax credits (*for more information, see note 20 Contingent Commitments and Liabilities in the audited financial statements that are presented as an annex to this Annual Report*).

Restrictions on transferring resources to the holding company.

Apart from the limitations established by the General Law of Commercial Companies and the regulations applicable to multiple banking institutions, the Issuer has no restriction whatsoever to transfer resources to its holding company Genera.

Investments.

Banco Compartamos does not have any relevant investments committed as of December 31, 2023.

(iii) Internal Control

In order to provide greater security in its operations, reduce the risks to which it is exposed and to comply with the regulations applicable to Credit Institutions, Banco Compartamos has established its Internal Control System (SCI).

The SCI involves a comprehensive and formal definition of business objectives, control and monitoring mechanisms, evaluation processes and information systems to provide sufficient

data that allow reasonable assurance that Banco Compartamos' strategy and structure is operating effectively and efficiently.

Internal control is a fundamental part of administrative management. It is a series of systems, decisions, actions and instruments of consistent application, articulated in the processes and projects of Banco Compartamos, which are developed at points before, coinciding or after certain administrative acts as a means to achieve the planned objectives. Thus, internal control is present in all institutional processes from before they begin and, through verification and other similar processes, until after they have been concluded.

Internal control, far from being an end in itself that interferes with Banco Compartamos' actions, is one more means to achieve its objectives and protect its assets. Therefore, it should be understood as a process that, under the responsibility of the General Management, is executed by it and by each and every one of the members of the organization. In this sense, it is an administrative control that is created within the agencies as part of their infrastructure and the dynamics of the processes, to help managers in their management work, so that they can achieve the results programmed in their tactical and strategic plans.

The Internal Control System comprises the organizational plan and all the policy and procedure manuals that have been established in a coordinated manner by the General Management of Banco Compartamos through the different areas to safeguard its resources, obtain sufficient timely and reliable information, promote operational efficiency, establish control mechanisms to mitigate the operational risks to which Banco Compartamos is exposed, and ensure compliance with the applicable laws, rules and policies, with the purpose of achieving the established goals and objectives.

Banco Compartamos' SCI visibility comprises five functional components:

1. Control Environment.
2. Risk Assessment.
3. Control Activities.
4. Information and Communication.
5. Supervision Activities.

As well as three important control elements:

1. Strategic

- a. Corporate Governance.
- b. Strategic Planning.
- c. Business Plan.
- d. Sense of Purpose.
- e. Code of Ethics and Conduct.
- f. Corporate Management Indicators.
- g. Surveillance System: External and Internal Audit.

2. Management.

- a. Structure of the Organization.
- b. Assignment of Authority and Responsibility.
- c. Administration of People.
- d. Budgetary control.
- e. Information System.
- f. Risk Management System.

g. Monitoring System.

3. Operativos.

- a. Process Maps.
- b. Specific and Operational Documents.
- c. Risk and Control Matrix.
4. Information Security.
5. Information Generated.

In this sense, Banco Compartamos' SCI considers aspects such as:

- Ensure that the operating mechanisms are in accordance with the strategies and purposes of Banco Compartamos, which allow for the foresight, identification, management, monitoring and evaluation of the risks that may arise from the development of its corporate purpose, in order to correct and minimize the losses that may be incurred.
- To delimit the different functions and responsibilities between the governing bodies, administrative units and collaborators, in order to ensure efficiency and effectiveness in the performance of their activities.
- Have financial, economic, accounting, legal and administrative information that is complete, correct, accurate, complete, reliable and timely; and that contributes to adequate decision-making. Coadyuvar permanentemente con lo establecido en la normatividad aplicable.
- Protect and conserve assets against loss, improper use or irregularities, providing reasonable assurance about the proper use of their assets according to the purposes for which they were acquired, with the necessary controls to prevent theft, damage or misuse of them.
- The proper use and use of human and material resources, those that regulate and control dependence on external suppliers, those that regulate and control matters relating to the installation and use of automated data processing systems and telecommunications networks.

The Internal Control System executes actions from all levels of Banco Compartamos and incorporates Risk and Controls Self-Management Methodologies as a structured form, through which Process Managers, as well as Stakeholders, identify and evaluate strengths and weaknesses within their own Risk and Control system and environment.

The proper functioning of the SCI is a task of all the structures of the organization, which includes:

- Board of Directors.
- Audit Committee.
- Risk Committee.
- Remuneration Committee.
- Communication and Control Committee.
- Commissioners.
- General Management.
- Directors.
- Internal Audit.
- Risk Governance and Compliance.
- Collaborators in general.

In terms of PLD, the actions implemented are as follows:

- a) Modification and implementation of customer identification and know-your-customer policies, as well as the criteria, measures and procedures required for their due compliance, including those relating to the verification and updating of the data provided by the customer.
- b) Mechanisms for the detection, analysis and reporting of Relevant, Unusual, Internal Concern operations, dollars in cash, cashier's checks and transfers of international funds.
- c) Internal Structures made up of a collegiate body called the Communication and Control Committee, which is responsible for ruling on all those operations that must be reported to the CNBV, as well as for knowing all those issues related to the prevention of money laundering and financing of terrorism within the Institution and a Compliance Officer certified in the matter, who is responsible for monitoring due compliance with the regulations in force on the subject and submitting to the Committee for consideration all matters related to the application of the regulations in force.
- d) Establishment of a Methodology, designed and implemented, to carry out an assessment of the risks to which the Institution is exposed derived from the type of clients with which it operates, the products or services it offers, geographical areas in which it operates, and transactions and distribution channels through which it carries out its transactions; and that may be susceptible to being used by their clients to carry out acts or operations aimed at money laundering and/or terrorist financing; as well as the processes for the identification, measurement and mitigation of risks.
- e) Improvements to the customer risk assessment model, which must be consistent with the Institution's risk assessment methodology, through which the process of identifying, measuring, and classifying the degrees of risks in which customers should be placed is carried out.
- f) Provision of training to all employees of the Institution within 30 days of the beginning of their employment relationship with Banco Compartamos and training is also given to them once a year, in addition, a dissemination program on PLD was implemented, which is made known through the different means of communication available to the Institution.
- g) Monitoring of Transactions carried out by customers, as well as the establishment of procedures for due knowledge of the transactional profile of each of them and the grouping of the Transactions they carry out; the cases in which the transactions deviate from the transactional profile.
- h) Mechanisms for the identification of customers who are on the Blocked Persons List issued by the Financial Intelligence Unit and of any third party acting in their name or on their behalf, as well as those transactions that they have carried out, are carrying out or intend to carry out; as well as on the OFAC (Office of Foreign Control) list, among which there are measures to immediately suspend the performance of any act, operation or service related to the customer identified in said list and report to the SHCP, through the CNBV, as an Unusual Operation.
- i) It has safe, auditable and confidential reporting systems, through which all employees can make a report of Unusual and Internal Operations of Concern.
- j) Mechanisms for the exchange of information between member entities of the Association of Banks of Mexico, for the exchange of information regarding unusual operations, operations carried out towards certain entities or entities.
- k) Provides timely attention to requests for Due Diligence from other Credit Institutions.
- l) Serves as a consultation body within the Institution regarding the application of current regulations on the prevention of money laundering and terrorist financing, and the

document containing the policies for identification and knowledge of the Client and its criteria, measures and procedures.

- m) It has annual reviews by internal or external audit areas, regarding the proper functioning of the Entity's anti-money laundering and terrorist financing prevention program.

e) Critical Accounting Estimates, Provisions or Reserves

The preparation of the financial statements requires management to make estimates and assumptions that affect the recorded amounts of assets and liabilities and the disclosure of contingent assets and liabilities as at the date of the financial statements, as well as the recorded amounts of income and expenses during the period. Actual results may differ from these estimates and assumptions.

Criteria

Information on judgments made in the application of material accounting policies that have the most significant effect on the amounts recognized in the financial statements is described in the following notes:

- Notes 3(i) and 11 – Leases: determination of whether an agreement contains a lease.
- Notes 3(d) and 7 – Credit portfolio: definition of the business model, either receivable principal and interest (IFCPI) or receivable or sold (IFCV).

Assumptions and uncertainties in estimates

Information on estimation assumptions and uncertainties that have a significant risk of resulting in a material adjustment to the carrying amounts of assets and liabilities in the following year are included in the following notes:

Notes 3(f), 3(g), 7 and 8 – Determination of the precautionary estimate for credit risks and recoverability of accounts receivable: assumptions and inputs used in its determination.

Notes 3(q) and 16 – Measurement of defined benefit obligations: key actuarial assumptions.

Notes 3(j) and 17 – Recognition of deferred tax assets: availability of future taxable earnings and the realization of the deferred tax asset.

Notes 3(h), 3(l), 3(m), 10 and 12 – Impairment tests of intangible assets: key assumptions for recoverable amount, including recoverability of development costs.

Leases: Determining Whether an Agreement Contains a Lease

Note 3 (i) Leases-

At the beginning of a contract, the Institution evaluates whether a contract is, or contains, a lease agreement. A contract is, or contains, a lease if the contract conveys the right to control the use of an identified asset for a period of time in exchange for consideration. To assess whether a contract conveys the right to control the use of an identified asset, the Institution uses the definition of lease in NIF D-5 "Leases".

To assess whether a contract transfers control of the right to use an identified asset, the Institution assesses whether:

1. the contract involves the use of an identified asset; This can be explicitly or implicitly specified, and must be physically distinct or represent substantially the entire capability of a physically distinct asset. If the supplier has a substantial right of substitution, then the asset is not identifiable;
2. the Institution is entitled to derive substantially all the economic benefits from the use of the asset throughout the period of use; and
3. The Institution has the right to direct the use of the asset. The Institution has this right when it has the right to make the most relevant decisions to change how and for what purpose the asset is used. In exceptional cases where the decision on how and for what purpose the asset is used is predetermined, the Institution has the right to direct the use of the asset if:
 - The Institution has the right to operate the asset; or
 - The Institution designed the asset in a way that predetermines how and for what purpose it will be used.

At the beginning or modification of a contract containing a lease component, the Institution allocates the consideration in the contract to each lease or service component on the basis of their relative independent prices. However, for property leases, the Institution has chosen not to separate the non-lease components and to account for the lease and non-lease components as a single lease component.

The Institution recognizes a right-of-use asset and a lease liability on the lease commencement date. The right-of-use asset is initially measured at cost, which comprises the initial amount of the lease liability adjusted for any lease payments made on or before the start date, plus the upfront direct costs incurred and an estimate of the costs to decommission or to restore the underlying asset or the site on which it is located, minus the lease incentives received.

The right-of-use asset is subsequently depreciated using the straight-line method from the start date to the end of the lease term, unless the lease transfers ownership of the underlying asset to the Institution at the end of the lease term or the cost of the right-of-use asset reflects that the Institution will exercise a call option. In that case, the right-of-use asset will be depreciated over the useful life of the underlying asset, which is determined on the same basis as property and equipment. In addition, the right-of-use asset is periodically reduced by impairment losses, if applicable, and adjusted for certain new valuations of the lease liability as changes in the amount of inflation-adjusted rent.

The lease liability is initially measured at the present value of lease payments that are not paid at the commencement date, discounted using the interest rate implied in the lease or, if that rate cannot be readily determined, the Institution's incremental financing rate. Generally, the Institution uses its incremental interest rate as a discount rate.

The Institution determines its incremental financing rate by obtaining interest rates from various sources of external financing and makes certain adjustments to reflect the terms of the lease (such as lease term and currency in which payments are denominated) and the type of asset leased.

Lease payments included in the valuation of the lease liability include the following:

- fixed payments, including fixed substantive payments;
- variable lease payments that depend on an index or rate, initially valued using the index or rate on the start date;
- amounts expected to be paid under a residual value guarantee; and
- the exercise price under a call option that the Institution is reasonably certain to exercise, lease payments in an optional renewal period if the Institution is reasonably certain to exercise an extension option, and penalties for early termination of a lease unless the Institution is reasonably certain not to terminate early.

The lease liability is valued at amortized cost using the effective interest method. Revalued when there is a change in future lease payments arising from a change in an index or rate, if there is a change in the Institution's estimate of the amount expected to be paid under a residual value guarantee, if the Institution changes its assessment of whether it will exercise a call option, extension or termination or if there is a modified lease fixed payment in substance.

When the lease liability is revalued in this manner, an adjustment is made to the carrying amount of the right-of-use asset, or it is recorded in profit or loss if the carrying amount of the right-of-use asset has been reduced to zero.

In addition, under NIF D-5, an expense for depreciation or amortization of right-of-use assets and an interest expense on lease liabilities are recognized. It modifies the presentation of related cash flows since cash outflows from operating activities are reduced, with an increase in cash outflows from financing activities.

As of December 31, 2023 and 2022, right-of-use assets and lease liabilities for transportation equipment were measured at the present value of future payments for each lease, discounted at the implied interest rate; For the rest of the leases, with reasonably similar characteristics, the single rate used to discount future payments is the incremental financing rate.

Note (11) Right-of-use assets and lease liabilities-

Below is information about leases for which the Institution is a lessee.

Lease assets (right-of-use assets)

As of December 31, 2023 and 2022, right-of-use assets related to leased properties that do not meet the definition of investment property are comprised of the following:

	Buildings	Transport Equipment	Total
Balances as of January 1, 2023	\$ 386	10	396
Depreciation for the year	(251)	(5)	(256)
Additions	432	10	442
Low	(4)	(1)	(5)
Balances as of December 31st 2023	\$ 563	14	577

	Buildings	Transport Equipment	Total
Balances as of January 1, 2022	\$ 600	9	609
Depreciation for the year	(238)	(3)	(241)
Additions	46	4	50
Low	(22)	-	(22)

Balances as of December 31st 2022	\$ 386	10	396
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Amounts recognized in results:

Leases under NIF D-5	2023	2022
Interest on lease liabilities	\$ 38	\$ 35
Related Expenses with Short-Term Leases	1	4

Total lease cash outflows during 2023 and 2022 were 279 and \$261, respectively.

The liability relating to 31 December 2023 and 2022 is payable as follows:

	2023			2022		
	Minimum Future Payments	Interest	Present Value	Minimum Future Payments	Interest	Present Value
Less than a year	\$ 254	(36)	218	225	(21)	204
Between 1 and 5 years	428	(44)	384	219	(12)	207
Total	682	(80)	602	444	(33)	411

The implied average interest rate used as of December 31, 2023 and 2022, to value the present value of future lease payments for transportation equipment was 6.34% and 4.87%, respectively. The incremental financing rate used as of December 31, 2023 and 2022, to value the present value of future lease payments for the building was 7.23% and 7.17%, respectively.

The expenditure related to short-term leases for which the right-of-use asset has not been recognized, for the years ended December 31, 2023 and 2022 was \$4 and \$5, respectively.

Credit portfolio: definition of the business model, either to receivable principal and interest (IFCPI) or to collect or sell (IFCV).

Note 3 (d) Credit portfolio-

The credit portfolio is made up of financing granted to customers by the Institution through credit agreements, which are recognized when they are originated.

The credit portfolio includes:

Credit portfolio valued at amortized cost. The business model of this credit portfolio consists of keeping it to collect contractual cash flows and the terms of the contract provide for cash flows on pre-established dates, which correspond only to principal and interest payments on the amount of the outstanding principal. It is initially recognized at its fair value, which corresponds to the transaction price, that is, the net amount financed that results from adding or subtracting from the original amount of credit, the insurance that has been financed, transaction costs and interest. For later recognition, the loan portfolio is valued at its amortized cost. The amortized cost corresponds to the present value of the contractual cash flows receivable from the credit portfolio, plus the transaction costs to be amortized, using the effective interest method and subtracting the preventive estimate for credit risks.

The transaction costs referred to include the credit evaluation of the debtor, preparation and processing of credit documentation, as well as the proportion of compensation to employees directly related to the time invested in the development of those activities.

Credit Portfolio Classification

The credit portfolio is presented in the categories of commercial and consumer, as described below:

Trade credits. It includes direct loans granted to financial institutions other than interbank loans with a term of less than three business days.

Consumer credits. It includes direct credits as well as the interest they generate, granted to individuals, derived from personal loans and microcredits.

The granting of commercial and consumer loans is carried out based on the analysis of the customer's application and inquiries in credit information societies. In some cases, as required, an analysis is made of the financial situation of the borrower and the other general characteristics established in the Credit Institutions Law, the manuals and the internal policies of the Institution.

The control of consumer loans is carried out through periodic visits to the customer by the Institution's staff, as well as through the daily monitoring of payments received through the system, so that the assigned personnel follow up on the loans in arrears.

The recovery of consumer loans is carried out on a weekly, biweekly or monthly basis, which happens when the customer makes the payment of his credit through deposits in bank accounts that the Institution contracted with other multiple banking institutions, exclusively for this purpose, correspondents to carry out this type of operation and through their branches.

The assessment of the credit risk of each customer is carried out by verifying the credit history with the Institution, as well as by consulting the behavior of said customer in one of the two credit information companies.

The Institution's policies to avoid credit risk concentrations are mainly based on the establishment of maximum credit amounts per borrower.

Lines of Credit

In the case of lines of credit that the Institution has granted, in which not all of the authorized amount is exercised, the unused part of them is recognized in suspense accounts as "Credit commitments".

As of December 31, 2023 and 2022, the Institution mainly had a portfolio of short-term consumer loans in national currency.

In the event that the Institution disposes of a previously penalized credit portfolio, the Institution's policy corresponding to such process provides that the participants in the process are unrelated parties with the purpose of obtaining the best possible market price. In addition, both an economic and reputational evaluation of each participant is carried out

for decision-making. During the years ended December 31, 2023 and 2022, the Institution did not carry out disposals of credit portfolios.

Credit Portfolio Business Model

The determination of the business model for the credit portfolio is based on the history of how the Institution manages it. The Institution considers the following:

- a) The way in which the performance of the credit portfolio on returns associated with contractual collection is determined and reported to the person in charge of approving the model (General Manager).
- b) The risks that affect the performance of the business model and the credit portfolio and how those risks are managed.
- c) The guidelines on which the remuneration of the business management is based, which is based on collecting their contractual flows.

The Institution carried out the corresponding evaluations of the terms and characteristics of the credit agreements that provide only flows that contain principal and interest through templates preparing a test of the credit agreements, including all the general aspects and the results were validated and approved by the Director General. Therefore, the Institution documented the evidence with which it determines that the credit portfolio complies with the assumption that the cash flows of the contract correspond only to principal and interest payments. The Institution determined that its business model for classifying the credit portfolio based on the objective complies with its established policies, consistently as of December 31, 2023 and 2022.

Reclassifications of the valuation method

During the years ended December 31, 2023 and 2022, the Institution did not reclassify the valuation method as there were no changes to the business model.

Restructuring

Restructuring of credit portfolio operations is considered to be as follows:

Restructuring. It is a renegotiation from which any modification to the original conditions of the credit is derived, among which are:

- Change of the interest rate established for the remaining term of the loan;
- granting a waiting period for the fulfilment of payment obligations under the original terms of the credit;
- extension of the term of the credit;
- Modification to the agreed payment scheme.

For restructurings, with which the original credit is partially liquidated, the Institution recognizes a profit or loss for the difference between the cash flows of the new loan discounted at the original effective interest rate and the carrying amount of the original loan at the date of the renegotiation, without considering its preventive estimate for credit risks.

For the purposes of the foregoing, the carrying amount is considered to be the amount effectively granted to the borrower, adjusted for the interest accrued, the principal and

interest collections, as well as for the reductions and forgiveness, bonuses and discounts that have been granted, and, where appropriate, the financial income or expenses to be accrued.

To determine the effective interest rate of the new loan, as a result of the restructuring, the amount financed is added to the transaction costs incurred and the result is taken as a basis for applying the original effective interest rate. Transaction costs are recognized as a deferred charge or credit, respectively, and are amortized over the remaining life of the credit.

In the event that a restructuring consolidates several credits granted to the same borrower, each of the consolidated credits is analyzed as if they were restructured separately and, if, as a result of the analysis, it is concluded that one or more of these credits would have been transferred to a portfolio with stage 2 or stage 3 credit risk as a result of said restructuring, The total balance of the consolidated credit must then be transferred to the category that would correspond to the credit subject to consolidation with the highest credit risk.

Credit risk level of the credit portfolio

The credit portfolio is periodically evaluated in order to determine the credit risk, which represents the potential loss due to the non-payment of a borrower or counterparty in the operations carried out by the Institution. The credit risk level of the credit portfolio is classified by stages that are, in ascending order in their risk level, Stage 1, Stage 2 and Stage 3.

Stage 1

Refers to a credit portfolio whose credit risk has not increased significantly from its initial recognition to the date of the financial statements, i.e. it is not in the assumptions to be considered in stages 2 and 3 mentioned below.

In addition, in accordance with the provisions of the Provisions for the determination of the preventive estimate for credit risks, the Institution considers the following criteria to define when credits are in Stage 1:

- On non-revolving consumer loans (Personal and Others), when they are up to one month in arrears.
- In the case of microcredits, when they are up to one month in arrears.
- In the case of a commercial credit portfolio, when it is less than or equal to 30 calendar days (one calendar month).

Stage 2

Includes loans that have shown a significant increase in risk from their initial recognition to date in the financial statements in accordance with the calculation models of the precautionary estimate for credit risks.

In addition, in accordance with the provisions of the Provisions for the determination of the preventive estimate for credit risks, the Institution considers the following criteria to define when credits are in Stage 2:

- For non-revolving consumer loans, when they are in arrears of more than one month and up to three months or their equivalents.
- Microcredits, when they are more than one month and up to three months in arrears or their equivalents.
- Commercial credit portfolio, when it is in arrears of more than 30 calendar days (one calendar month) and less than 90 calendar days (three calendar months).

Credits that are in stage 2 and have fully liquidated the outstanding balances, or that having been restructured have complied with the sustained payment, are reclassified to stage 1.

Stage 3

Corresponds to the loan portfolio with credit impairment caused by the occurrence of one or more events, which have a significant impact on the future cash flows of such loans. Specifically, the credits at this stage are considered the following:

1. Those by which the Institution is aware that the borrower has been declared bankrupt.

Without prejudice to the foregoing, the credits that continue to receive payment in terms of the provisions of section VIII of article 43 of the Bankruptcy Law (LCM), as well as the credits granted under article 75 in relation to sections II and III of article 224 of the aforementioned Law, They are transferred to a credit portfolio with stage 3 credit risk when they incur in the assumptions provided for in numeral 2 below.

2. In the case of non-revolving consumer loans and microcredits, which have been partially paid, when the maturities of their debts are as follows:

- Partial periodic payments of principal and interest, when they present 90 calendar days (three calendar months) or more of overdue in principal or interest.

For consumer loans in which the payment conditions established in the contract establish payments with a periodicity of less than one calendar month, the Institution considers the following equivalences:

Contractual payment periodicity	Equivalence
	90 days
Fourteenth	More than 6 fourteenths
Weekly	More than 13 weeks

Likewise, in the event that the fixed period expires on a non-working day, said period will be understood to have ended on the first following working day.

In addition, in accordance with the provisions of the Provisions for the determination of the preventive estimate for credit risks, the Institution considers the following criteria to define when credits are in Stage 3, which are mentioned below:

- For non-revolving consumer loans when you are more than three months in arrears.
- Microcredits, when they are more than three months in arrears.
- Commercial credit portfolio, if it has arrears greater than or equal to 90 calendar days (3 calendar months).

Credits that are in stage 3 and have fully liquidated the outstanding balances, or that having been restructured have complied with sustained payment, are reclassified to stage 1.

Effect of restructurings on the level of credit risk.

Loans with stage 2 or stage 3 credit risk that are restructured are not reclassified to a stage with lower credit risk as a result of their restructuring, as long as there is no evidence of sustained payment.

Credits with credit risk stages 1 and 2, which are restructured, without at least 80% of the original term of the credit having elapsed, may remain in the same category, only when:

- a) the borrower has covered all the interest accrued on the date of the restructuring, and
- b) the borrower has covered the principal of the original amount of the credit, which should have been covered on the date of the restructuring.

In the case of credits with stage 1 and 2 credit risk, which are restructured during the course of the final 20% of the original term of the credit, they must be transferred to the next category with the highest credit risk, unless the borrower has:

- a) settled all interest accrued at the date of the restructuring;
- b) the principal amount of the original credit amount that should have been covered at the date of the restructuring, and
- c) 60% of the original amount of the credit has been covered.

In the event that the conditions described in the preceding paragraphs are not met, as applicable, the credit must be transferred to the next category with the highest credit risk from the moment it is restructured or renewed and until there is evidence of sustained payment.

The requirement referred to in the preceding paragraphs in their corresponding subparagraphs a) shall be considered fulfilled when, having covered the interest accrued on the last cut-off date, the period elapsed between that date and the restructuring does not exceed the lesser between half of the current payment period and 90 days.

Loans with stage 1 or stage 2 credit risk that are restructured on more than one occasion are transferred to a portfolio with stage 3 credit risk, except when the Institution has elements that justify the debtor's ability to pay. In the case of commercial portfolios, such elements are duly documented and integrated into the credit file.

When there is an outstanding balance corresponding to the profit or loss due to the renegotiation effect and the credit must be transferred to a stage 3 credit risk loan portfolio in accordance with the previous paragraph, the entity must recognize said balance in profit or loss.

Loans classified in stage 2 credit risk level as a result of a restructuring are periodically evaluated in order to determine if there is an increase in their risk that causes them to be transferred to credit risk stage 3, as described in the first paragraph of the "Stage 3" subsection of this note.

Credits are not transferred to a category with a higher credit risk, as a result of their restructuring, if on the date of or the operation they present payment compliance for the total amount of principal and interest due and only modify one or more of the original conditions of the credit:

- Interest rate: when the agreed interest rate is improved to the borrower.
- Payment date: only in the event that the change does not imply exceeding or modifying the frequency of payments. In no case does the change in the payment date allow the omission of payment in any period.

The accumulation of interest accrued on credit operations must be suspended at the time when the unpaid balance of the credit is considered as having stage 3 credit risk. Likewise, the balance pending amortization of transaction costs must be recognized, and if any, the effect of the profit or loss in renegotiation pending amortization against the results of the year.

As long as the credit is kept in a portfolio with stage 3 credit risk, interest control is kept in suspense accounts. In the event that such interest is charged, it is recognized directly in the results of the year under the heading "Interest income".

When interest recorded in suspense accounts in accordance with the preceding paragraph is forgiven or penalized, it is cancelled from suspense accounts without affecting the item of the preventive estimate for credit risks.

Sustained payment of credit

Sustained payment is considered to exist when the borrower covers the total amount of principal and interest due without delay. In the case of amortizations less than or equal to 60 days, a minimum of three consecutive amortizations of the credit payment scheme is covered.

The advance payment of the amortizations of restructured loans is not considered a sustained payment.

Loans that, as a result of a restructuring, are transferred to a category with a higher credit risk, until they prove sustained payment and consequently are transferred to the next stage with a lower credit risk, except in the case of restructured loans that have been granted for a term of less than or equal to 6 months and that are not restructured consecutively for the same period, which must comply with the following: Sustained payment of the credit is credited when the borrower covers the total amount of principal and interest due without delay, with a minimum of three consecutive amortizations of the credit payment scheme in the case of amortizations less than or equal to 60 days, or the payment of two amortizations in the case of credits with periods of between 61 and 90 calendar days, and in the case of loans with amortizations that cover periods of more than 90 calendar days, the payment of an amortization.

Recognition of revenues, costs and expenses

The effective interest determined by applying the effective interest rate is recognized as it is accrued. Effective interest includes the accrual of portfolio interest, presented under the heading "Interest income", as well as the amortization of transaction costs for the granting of credit presented under the heading "Interest expense".

The price of the transaction must be quantified, which corresponds to the net amount financed, which results from adding or subtracting from the original amount of the credit, the insurance that has been financed, the transaction costs and interest. This transaction price will be the basis of the credit portfolio in the initial recognition and will be the basis for applying the effective interest method with the effective interest rate; that is, it is the basis for calculating the amortized cost of the credit portfolio for its subsequent recognition.

The balance in the credit portfolio will be the amount effectively granted to the borrower and will be recorded independently of the transaction costs, which will be recognized as a deferred charge and must be amortized against the results of the year during the life of the loan, according to the effective interest rate.

Any other expenses that are not associated with the granting of the credit, such as those related to promotion, advertising, potential customers, administration of existing credits (follow-up, control, recoveries, etc.) and other ancillary activities related to the establishment and monitoring of credit policies, will be recognized directly in the results of the year as they are accrued under the corresponding item according to the nature of the expense.

To determine the effective interest rate, the Institution does the following:

1. Determine the amount of estimated future cash flows to be received. It consists of adding the principal and interest that will be received according to the credit payment scheme, during the contractual term.
2. Determine the effective interest. It is the result of subtracting from the estimated future cash flows to be received, the net amount financed determined as described in the previous paragraph.
3. Determine the effective interest rate. It represents the ratio between the effective interest and the net amount financed.

The commissions recognized after the granting of credit that are generated as part of the arrears of such credits are recognized against the results of the year as they are accrued.

Note (7) Credit Portfolio-

The credit portfolio is mainly composed of a commercial loan to the Group (in 2022) and non-revolving consumer loans and microcredits granted in national currency, the latter mainly for an average term of four months with a fixed rate and joint and several guarantee of the borrowers. The collection of principal and interest on microcredits is mainly carried out on a weekly basis.

a) Credit Portfolio Business Model

The loan portfolio is valued at amortized cost because the Institution's business model is the recovery through the collection of cash flows in accordance with the terms and conditions established in the contracts.

b) Integration and Analysis of Credit Portfolio

The classification of the credit portfolio in the different risk stages as of December 31, 2023 and 2022 valued at amortized cost, analyzed by type of credit, is presented below:

	2023	2022
Commercial credit		
Stage 1		
Financial entity*	\$ -	566

	2023	2022
Consumer Credit		
Stage 1	\$39,050	29,344
Stage 2	991	615
Stage 3	1,245	1,050
Total	\$ 41,286	31,009

*Group-granted Credit

Revocable undrawn lines of credit

The revocable undrawn credit lines, for commercial portfolio and consumption as of December 31, 2023 and 2022, amounted to \$24,124 and \$16,132, respectively.

Credit portfolio concentration

The integration of the credit portfolio by economic activity and its concentration percentage as of December 31, 2023 and 2022, is presented below:

Economic Activity	2023		2022	
	Amount	Concentration	Amount	Concentration
Commercial credits				
Financial Sector	\$ -	-	566	100%
Consumer loans				
Agriculture	\$ 613	1.48%	427	1.37%
Agricultural	1,595	3.86%	1,202	3.88%
Food and beverages	15,619	37.83%	11,665	37.62%
Rent or rent	250	0.61%	171	0.55%
Leather or fur articles	94	0.23%	70	0.23%
Construction	515	1.25%	310	1.00%
Electronics, Machinery & Equipment	294	0.71%	191	0.62%
Mining and extraction	18	0.04%	15	0.05%
Hardware, hardware and locksmith	478	1.16%	301	0.97%
Financial	1	0.00%	1	0.00%
Manufacturing industry	372	0.90%	257	0.83%
Jewelry	713	1.73%	581	1.87%
Wood	6	0.01%	6	0.02%

Metals	124	0.30%	77	0.25%
Furniture and decorative items	478	1.16%	338	1.09%
Other shops	1,252	3.03%	888	2.86%
Other services	2,057	4.98%	1,453	4.69%
Stationery, books and printing	536	1.30%	384	1.24%
Plastic and rubber	181	0.44%	140	0.45%
Chemists	1,883	4.56%	1,565	5.05%
Textiles, clothing, footwear and fabrics	13,350	32.34%	10,442	33.67%
Transport	857	2.08%	525	1.69%
	41,286	100%	\$ 31,009	100.00%

The integration of the consumer portfolio by state as of December 31, 2023 and 2022, is presented below:

State	2023	2022
Aguascalientes	\$ 137	114
Baja California	1,236	963
Baja California Sur	425	334
Campeche	325	232
Chiapas	2,291	1,632
Chihuahua	603	467
Ciudad de México	2,250	1,730
Coahuila	1,382	1,051
Colima	214	151
Durango	564	435
Estado de México	6,029	4,574
Guanajuato	1,069	795
Guerrero	1,384	1,180
Hidalgo	1,394	986
Jalisco	761	581
Michoacán	1,320	1,063
Morelos	641	484
Nayarit	303	251
Nuevo León	1,115	806
Oaxaca	1,374	1,085
Puebla	2,620	1,917
Querétaro	484	355
Quintana Roo	497	356
San Luis Potosí	681	488
Sinaloa	606	467
Sonora	895	672
Tabasco	1,392	991
Tamaulipas	1,870	1,366
Tlaxcala	1,023	753
Veracruz	4,576	3,395
Yucatán	494	339
Zacatecas	389	337
Total capital	40,344	30,350
Intereses devengados	942	659
Total Portfolio	\$ 41,286	31,009

Defaults on credits with payment periods of less than 30 days

The Institution does not have information to disclose related to the volume of loans less than 30 days old that are unpaid, as well as the stage of credit risk in which they could be

classified, since it is not applicable to it due to the classification of consumer loans held by the Institution as of December 31, 2023 and 2022.

Business model reclassifications

During 2023 and 2022 there were no credit portfolio reclassifications or changes in the business model.

c) Income, costs and expenses on the credit portfolio

Interest and fee income recorded in the financial margin for the years ended December 31, 2023 and 2022, segmented by type of credit, is composed as follows:

	2023			2022		
	Interest	Commissions	Total	Interest	Commissions	Total
Commercial credit						
Financial entities	\$ 26	-	26	118	-	118
Consumer credit	23,303	174	23,477	20,002	160	20,162
	\$ 23,329	174	23,503	\$ 20,120	160	20,280

As of December 31, 2023 and 2022, the balance of costs and expenses associated with the granting of consumer loans amounted to \$340 and \$110, respectively, with a weighted average repayment term of 7 months, respectively, for both years.

Transaction costs include the credit evaluation of the debtor, preparation and processing of credit documentation, as well as the proportion of employee compensation directly related to the time invested in the development of those activities. The amortized costs for the years ended December 31, 2023 and 2022 amounted to \$1,146 and \$548, respectively.

As of December 31, 2023 and 2022, the Institution did not identify transaction costs related to the trade credit portfolio.

Recoveries of previously punished loan portfolios, recognized in earnings, amounted to \$49 and \$13, respectively.

d) Integration and analysis of the portfolio with stage 3 credit risk

The portfolio with stage 3 credit risk as of December 31, 2023 and 2022 shows the following age:

Consumer Credit	From 1 to 180 days	From 181 to 365 days	From 366 days to 2 years	More than 2 years	Total
2023	\$ 977	268	-	-	1,245
2022	\$ 840	209	1	-	1,050

Below is an analysis of the movements of the portfolio with stage 3 risk for the years ended December 31, 2023 and 2022:

	2023	2022
Balance as of January 1, 2022	\$ 1,050	558
Restructuring	41	25
Take	(35)	(16)
Forgiveness	(8)	(3)
Punishments	(2,966)	(1,825)
Transfers to the portfolio with stage 1 risk	(7)	(7)
Portfolio transfers with stage 2 risk	3,290	2,406
Collection	(120)	(86)
	\$ 1,245	\$ 1,050

e) Reestructuring

The restructured loans as of December 31, 2023 and 2022 are \$67 and \$43, respectively:

	Consumption	
	2023	2022
Credits restructured during the year		
Stage 2 and Stage 3 credit risk loans that were restructured	\$ 54	31
Restructurings that were transferred to portfolio with stage 3 credit risk.	41	25
Restructuring of consolidated loans that were transferred to a portfolio with stage 3(a) credit risk	2	-
Restructured loans that were held in a portfolio with stage 1 and stage 2(b) credit risk.	-	1

^(a) Pursuant to paragraph 110 of Accounting Criterion B-6 (this amount is part of the \$41 of the restructurings transferred to a portfolio with stage 3 credit risk).

^(b) Pursuant to paragraphs 100 to 108 of accounting standard B-6.

As of December 31, 2023 and 2022, there are no restructured commercial credits.

f) Preventive estimation for credit risks

The Institution establishes preventive reserves to cover the risks associated with the recovery of the credit portfolio.

The precautionary estimate for credit risks as of December 31, 2023 and 2022, made up of the origin of its determination, is presented below:

	2023	2022
Derived from the qualification	\$3,040	2,327
Additional reservations:		
Ordered by the Commission	2	2
Other(1)	88	-
	\$ 3,130	2,329

(1) Reserva adicional informada a la Comisión para cubrir el riesgo de la afectación del Huracán OTIS.

As a result of the application of the rating methodologies, the probability of default (PI) and severity of loss (SP), obtained as a weighted average (unaudited), and the exposure to default (EI) of each category as of December 31, 2023 and 2022, are as follows:

	2023			2022		
Class	PI	SP	EI	PI	SP	EI
Commercial Credit	-	-	\$ -	2.1%	45%	\$ 566
Consumer Credit	9.8%	75.9%	\$ 41,286	9.96%	76.1%	\$ 31,009

The integration of the assessed portfolio and the preventive reserves for credit risks derived from the rating, classified by risk grade as of December 31, 2023 and 2022, is presented below:

2023		
	Consumption	
Risk	Portfolio	Reserve
A-1	\$ 22,935	261
A-2	1,844	49
B-1	1,250	48
B-2	2,982	124
B-3	1,187	68
C-1	4,591	331
C-2	2,955	317
D	1,152	260
E	2,390	1,582
Additional Reserve	-	90
	\$ 41,286	3,130

2022	Commercial		Consumo		Total	
Risk	Financial Entities		Portfolio	Reserve	Portfolio	Reserve
	Portfolio	Reserve				
A-1	\$ -	-	18,026	214	18,026	214
A-2	566	6	956	25	1,522	31
B-1	-	-	1,148	44	1,148	44
B-2	-	-	1,890	79	1,890	79
B-3	-	-	838	47	838	47
C-1	-	-	3,176	230	3,176	230
C-2	-	-	2,239	241	2,239	241
D	-	-	897	202	897	202
E	-	-	1,839	1,239	1,839	1,239
Additional reserve	\$ -	-	-	2	-	2
	\$ 566	6	31,009	2,323	31,575	2,329

Additional reserves

As of December 31, 2023 and 2022, the Institution has constituted additional preventive reserves for credit risks, ordered by the Commission, in the amount of \$2.

In order to support its affected clients, the Institution carried out the application of the Special Accounting Criteria issued by the Commission, and considering a probable increase in the expected loss of the loan portfolio, informed the Commission of the constitution of an additional reserve to cover this risk, which amounts to \$88 as of December 31, 2023.

Movements of the preventive estimate

Below is an analysis of the movements of the preventive estimate for the year ended December 31, 2023 and 2022.

	2023			2022		
	Financial Entities	Consumer	Total	Financial Entities	Consumer	Total
Stage 1						
Balance as of January 1	\$ 6	1,169	1,175	12	942	954
Creating (canceling) bookings	(6)	500	494	(6)	327	321
Take	-	(1)	(1)	-	(1)	(1)
Punishments	-	(100)	(100)	-	(99)	(99)
	-	1,568	1,568	6	1,169	1,175
Stage 2						
Balance as of January 1	-	340	340	-	169	169
Creation of reservations	-	215	215	-	176	176
Take	-	(19)	(19)	-	(2)	(2)
Forgiveness	-	(5)	(5)	-	-	-
Punishments	-	(4)	(4)	-	(3)	(3)
	-	527	527	-	340	340
Stage 3						
Balance as of January 1	-	812	812	-	446	446
Creation of reservations	-	3,142	3,142	-	2,210	2,210
Take	-	(35)	(35)	-	(16)	(16)
Forgiveness	-	(8)	(8)	-	(3)	(3)
	-	(2,966)	(2,966)	-	(1,825)	(1,825)
	-	945	945	-	812	812
Additional Reservations						
Balance as of January 1	-	2	2	-	2	2
Creation of reservations	-	88	88	-	-	-
	-	90	90	-	2	2
	\$ -	3,130	3,130	\$ 6	2,323	2,329

The total amount of punishments for the year 2023 and 2022 amounted to \$3,070 and \$1,927, respectively. As of December 31, 2023 and 2022, no credits to related parties were penalized.

Determination of the preventive estimate for credit risks and recoverability of accounts receivable: assumptions and inputs used in its determination.

Note 3 (f) Preventive Estimation for Credit Risks-

The determination of the preventive estimate for credit risks of each category of the credit portfolio is made based on the general methodologies established in the Provisions, which are based on the Expected Loss approach, which is determined by multiplying the Probability of Default (PI) by the product of the Severity of Loss in case of Default (SP) and Exposure to Default (EI).

The Probability of Default is the probability expressed as a percentage that either or both of the following circumstances will occur in relation to a specific debtor:

- a) The debtor is in arrears for 90 calendar days or more with respect to any credit obligation to the Institution, or such credit obligation meets the assumptions to be classified as stage 3 credit risk, described above.
- b) It is considered probable that the debtor will not pay all its credit obligations to the Institution.

The Severity of the Loss in case of Default corresponds to the intensity of the loss in the event of default expressed as a percentage of the Exposure to Default, once taking into account the value of the guarantees and the costs associated with the execution processes (judicial, administrative, collection and deed, among others).

Default Exposure is the expected, gross reserve position of the credit operation if the debtor defaults. The Exposure to Default may not be less than the amount drawn down from the transaction at the time of calculating the capital requirement.

On loans with credit risk in stage 3 that are subject to restructuring, the Institution does not capitalize the accrued interest not previously recorded in suspense accounts.

Commercial Credit Portfolio

The calculation of the precautionary estimate for credit risks of the commercial credit portfolio is carried out in accordance with the general methodology established by the Commission, which initially considers the level of credit risk in which the loans are classified, which for the Institution are classified as Financial Institutions.

For the calculation of the PI of commercial credits, it is carried out in accordance with the Provisions, according to each of the groups described above, which consists of evaluating quantitative and qualitative factors of the borrower and assigning them a credit score, which is totaled and used to calculate the PI.

For the calculation of the SP, if the credits are not covered by real guarantees, personal or credit derivatives, it is determined according to the months elapsed of arrears, depending on the group to which they belong, likewise, the determination of the SP is considered through a differentiated calculation for the credits of borrowers that have been declared in bankruptcy.

The EI, in the case of uncommitted credit lines that are unconditionally cancellable or that allow automatic cancellation at any time and without prior notice from the Institution, corresponds to the unpaid balance of the credit.

Consumer credit portfolio

The precautionary estimate for credit risks of the consumer credit portfolio is determined in accordance with the general methodology established by the Commission, which initially considers the level of credit risk at which the loans are classified.

The calculation of the preventive reserves corresponding to the non-revolving consumer loan portfolio considers the following: (i) amount due, (ii) payment made, (iii) arrears, (iv) seniority of the borrower in the Institution, (v) seniority of the borrower with institutions, (vi) amount to be paid to the Institution, (vii) amount payable reported in the credit information societies, (viii) balance reported in credit information companies, (ix) indebtedness, (x) monthly income of the borrower, (xi) original amount of the credit and (xii) credit balance.

Risk Grade of the Preventive Estimate for Credit Risks

The preventive reserves constituted by the Institution are classified according to their degree of risk, according to the following table:

Risk	Preventive Estimate Percentage Ranges			
	Non-revolving Consumer		Commercial	
	From:	To:	From:	To:
A-1	0%	2.0%	0%	0.90%
A-2	2.01%	3.0%	0.91	1.5%
B-1	3.01%	4.0%	1.51	2.0%
B-2	4.01%	5.0%	2.01	2.5%
B-3	5.01%	6.0%	2.51	5.0%
C-1	6.01%	8.0%	5.01	10.0%
C-2	8.01%	15.0%	10.01	15.5%
D	15.01%	35.0%	15.51	45.0%
E	35.01%	100%	45.01	100%

Credit portfolio write-offs, eliminations, and recoveries

The Institution periodically evaluates whether a credit with stage 3 credit risk should remain in the statement of financial position or be penalized. To this end, the Institution has a policy of punishing consumer loans pending collection that have 180 days after being considered as stage 3, since, during this period, once the recovery efforts have been exhausted, their practical impossibility of collection is determined, except in cases where the Administration determines that a credit or group of credits must be punished prior to this period of days. This punishment is carried out during the first days of each month, considering the credits that meet said deadline until the last day of the immediately preceding month, canceling the unpaid balance of the credit against the preventive estimate for credit risks. In the event that the balance of the credit to be penalized exceeds that corresponding to its associated estimate, before the penalty is made, said estimate is increased by up to the amount of the difference. The penalty is recognized by canceling the balance of the credit determined by the Administration, against the preventive estimate for credit risk.

In any case, the Institution has evidence of the formal collection efforts that have been carried out with respect to these credits, as well as the elements that prove the practical

impossibility of recovering the credit in accordance with its internal policies established in the credit manual.

Any recovery derived from previously penalized credits from the statement of financial position is recognized in the results of the year under the heading "Preventive estimate for credit risks".

The costs and expenses incurred by the recovery of the credit portfolio must be recognized as an expense under the heading "Other income (expenses) of the operation".

Write-offs, forgiveness and bonuses on the portfolio

Reductions, forgiveness and bonuses on the forgiven amount of the credit payment partially or totally that the Institution makes to the borrowers will be made by canceling the unpaid balance of the credit against the preventive estimate for credit risks associated with the credit and, if this is less than the forgiven amount, the Institution previously constitutes estimates up to the amount of the difference.

The cancellation of the preventive estimate on the write-offs, write-offs and bonuses on the portfolio is applicable to the forgiven amounts derived from increases in credit risk, otherwise they must be reduced from the income that gave rise to it.

Cancellation of surpluses in the preventive estimate for credit risks-

The excess of the preventive estimate for credit risks must be canceled from the statement of financial position against the results of the year, affecting the item "Preventive estimate for credit risks".

As of December 31, 2022, the only commercial credit granted by the Institution was evaluated in accordance with the methodology for the credit portfolio with legal entities and individuals with business activity, with annual net income or sales equal to or greater than 14 million UDIS, described in Annex 20 of the Commission's Provisions, in force on the date of qualification.

Note 3 (g) Other accounts receivable, net-

They represent, among others, correspondents' debits, items directly related to the credit portfolio to which an estimate of expected credit losses is determined based on the same percentage of risk assigned to the associated credit, and balances in favor of taxes.

For other accounts receivable, the Institution uses the practical solutions referred to in NIF C-16 "Impairment of financial instruments receivable", by setting up estimates for the total amount of the debit considering the following terms:

- (a) 60 calendar days after their initial registration, where they relate to unidentified debtors, and
- b) 90 calendar days after their initial registration, when they correspond to identified debtors.

An estimate of expected credit losses for:

- (a) balances in favour of taxes, and
- b) creditable value added tax.

Management considers that the estimate of expected credit losses is sufficient to absorb losses in accordance with the policies established by the Institution.

Note (7) Credit Portfolio-

Described above in this section.

Note (8) Other Accounts Receivable-

As of December 31, 2023 and 2022, other accounts receivable is included as follows:

	2023	2022
Items associated with credit operations	\$ 192	\$ 147
Other debts:		
Miscellaneous debtors (includes balances with related parties for \$3 in 2023 and \$1 in 2022 (note 21))	190	131
Debits for operations with channels (includes balances with related parties for 353 for 2023 and \$262 in 2022 (note 21))	1,912	1,329
Balances in favor of taxes	54	-
	2,348	1,607
Less:		
Estimating Expected Credit Losses	(57)	(58)
	\$2,291	\$ 1,549

Below is an analysis of the movements of the expected accounts receivable loss estimate for the years ended December 31st 2023 and 2022:

	2023	2022
Opening Balance	\$ (58)	(40)
Creations	(55)	(56)
Cancellations	5	8
Applications	51	30
Ending balance	\$ (57)	\$ (58)

Measurement of defined benefit obligations: key actuarial assumptions.

Note 3 (q) Employee Benefit Liabilities

The benefits granted by the Institution to its employees are described below:

Direct short-term benefits

Direct short-term benefits are recognized in profit or loss for the period in which the services rendered are accrued. A liability is recognised for the amount expected to be paid, if the Institution has a legal or assumed obligation to pay this amount as a result of past services provided and the obligation can be reasonably estimated.

Direct long-term benefits

The Institution's net long-term direct benefit obligation (except for deferred OCT) that the Institution is expected to pay after twelve months from the date of the most recent statement of financial position presented, is the amount of future benefits that employees have earned in exchange for their service in the current and prior financial years. This benefit is discounted to determine its present value. Remeasurements are recognized in profit or loss in the period in which they are accrued.

Termination Benefits

A termination benefit liability and a cost or expense are recognized when the Institution has no realistic alternative but to meet the payments or is unable to withdraw the offer of those benefits, or when it meets the conditions for recognizing the costs of a restructuring, whichever occurs first. If they are not expected to be settled within 12 months of the close of the annual year, then they are discounted.

Post-Employment Benefits

The Institution has implemented a retirement pension plan whose purpose is that the staff receives additional income through this plan when they retire.

The retirement pension plan that was established is a mixed scheme in which the benefit granted to the staff is derived from two components which are mentioned below:

- A. Defined contribution plan.
- B. Defined benefit plans.

Defined contribution plan:

Obligations for contributions to the defined contribution plan are recognized in profit or loss as related services are provided by employees.

The defined contribution plan is funded by contributions from both the Institution and employees.

Defined benefits plans:

The net obligation of the Institution corresponding to the benefit plans defined by pension plans, seniority bonus and benefits for termination of the employment relationship, is calculated separately for each plan, estimating the amount of future benefits that employees have earned in the current year and in previous years, deducting said amount and deducting from it, the fair value of the assets of the plan.

The calculation of defined benefit plan obligations is performed annually by actuaries, using the projected unit credit method. When the calculation results in a potential asset to the Institution, the recognized asset is limited to the present value of the economic benefits available in the form of future redemptions of the plan or reductions in future contributions to the plan. To calculate the present value of economic benefits, any minimum financing requirements must be considered.

The labor cost of the current service, which represents the cost of the employee's benefit period for having completed one more year of working life based on the benefit plans, is recognized in operating expenses.

The Institution determines the net interest expense (income) on the net defined benefit liability (asset) for the period by multiplying the discount rate used to measure the defined benefit obligation by the net defined liability (asset) at the beginning of the reporting period, taking into account changes in the net defined benefit liability (asset) during the period as a result of estimates of contributions and payments of benefits.

Modifications to plans that affect the cost of past services are recognized in the results immediately in the year in which the modification occurs, without the possibility of deferral in subsequent years. Likewise, the effects of liquidation or reduction of obligations events in the period, which significantly reduce the cost of future services and/or significantly reduce the population subject to benefits, respectively, are recognized in the results of the period.

Remeasurements (formerly actuarial gains and losses), resulting from differences between projected and actual actuarial assumptions at the end of the period, are recognized in the period in which they are incurred as part of "Employee defined benefit remeasurements" within the ORI.

The Institution is obliged to pay compensation to employees in the event of unjustified dismissal.

Note (16) Employee Benefit Liabilities-

Direct short-term benefits are recognized in profit or loss for the period in which the services rendered are accrued.

The Institution has a mixed pension plan for its employees, which includes: a) defined benefit, which represents the present value of the benefits accrued according to the years of service provided by the employee and that the Institution expects to incur at the time of retirement, and b) defined contribution, which represents a savings incentive to the employee, where the Institution makes contributions equivalent to 100% of the contribution paid by the collaborator with a maximum limit of 6%. The policy of the Institution to fund the defined benefit pension plan is to contribute according to the projected unit credit method, while to fund the defined contribution pension plan it is according to the seniority and age of the participant.

As of December 31, 2023 and 2022, the balance of this item is integrated as follows:

	2023	2022
Employee Profit Sharing	\$ 448	401
Direct short-term benefits	14	16
Defined Benefit Liabilities	803	575
	\$ 1,265	\$ 992

Cash Flows-

Contributions and benefits paid for the years ended December 31, 2023 and 2022, are shown below:

	Fund Contributions	Paid Benefits
2023		
Seniority bonus	\$ -	22
Termination	-	89
Defined Benefit	41	-
Total	\$ 41	111
2022		
Seniority bonus	\$ -	22
Termination	-	140
Defined Benefit	33	-
Total	\$ 33	162

Costs-

The cost, liabilities and other elements of the non-restructuring pension plans, seniority bonuses and remuneration at the end of the employment relationship, as mentioned above, were determined based on calculations prepared by independent actuaries as of December 31, 2023 and 2022.

Liabilities-

The defined benefit cost components, for the year ended December 31, 2023 and 2022, are listed below:

	2023			2022		
	Termination of employment	Seniority bonus	Pension plan	Termination of employment	Seniority bonus	Pension plan
Current Service Labor Cost (CLSA)	\$ 49	23	39	50	22	36
Labor cost (income) of the past service generated in the year	2	-	-	11	1	9
Loss (gain) on early settlement of obligations (LAO)	(3)	(1)	(1)	(4)	(1)	-
Net interest on Net Defined Benefit Liability (GNDP)	36	12	1	33	10	(2)
Recycling of GNDP remeasurements recognized in ORI	10	-	-	4	-	-
Recycling of LAO remeasurements	1	-	-	1	-	-
Net cost for the period	95	34	39	95	32	43
Increase (decrease) of PNB or (ANBD) remeasurements in ORI	136	13	61	26	(6)	18
Defined Benefit Cost	\$ 231	47	100	\$ 121	26	61
Opening balance of GNDP or Net Defined Benefit Assets (ANBD) remeasurements	\$ 46	(2)	7	20	4	(11)
Remeasurements generated in the year	147	13	61	31	(5)	18
Recycling of Recognized Remeasurements in ORI of the Year	(11)	-	-	(5)	(1)	-

Ending balance of GNDP remeasurements	\$ 182	11	68	46	(2)	7
Opening balance of the GNDP	\$ 450	137	9	469	133	(19)
Defined Benefit Cost	231	47	100	121	26	61
Plan Contributions	-	-	(41)	-	-	(33)
Payments from the NDPP	(89)	(22)	-	(140)	(22)	-
Ending balance of the GNDP (ANBD)	\$ 592	162	68	450	137	9
Defined Benefit Liability (OBD) Amount	\$ 592	162	438	450	137	318
Plan assets	-	-	(370)	-	-	(309)
Financial situation of the liability	\$ 592	162	68	450	137	9

During the months of November and December 2023 and 2022, the Institution made payments for the settlement of employees, in the amount of \$19 and \$21, reducing the liability for labor obligations with respect to the actuarially determined.

Main actuarial assumptions-

The main actuarial assumptions used in the determination of labor liabilities as of December 31, 2023 and 2022, are analyzed as follows:

	2023	2022
Nominal discount rate used to reflect the present value of the bonds	9.29%	9.15%
Nominal rate of increase in future salary levels (1)	5.50% y 8.00%	5.50% y 8.00%
Expected nominal rate of return on plan assets	9.29%	9.15%
Average remaining working life of workers (applicable to retirement benefits)	20 years	21 years

⁽¹⁾ As of December 31, 2023 and 2022, two salary increase rates were used due to the segregation of the Institution's personnel into two groups "Sales and Operations", corresponding mainly to the sales force and "CEAS Division", which corresponds to the business personnel working in the central office in Mexico City. the foregoing is only for the purposes of actuarial calculation.

Actuarial gains and losses are recognized as accrued under "Employee benefit remeasurements" and will be recycled in profit or loss based on remaining working life.

Recognition of deferred tax assets: availability of future taxable earnings and the realization of the deferred tax asset.

Note 3 (j) Income Taxes and Employee Profit Sharing (PTU)-

The income tax and the PTU caused in the year are determined in accordance with the fiscal and legal provisions in force.

The deferred profit tax and the deferred PTU are recorded according to the assets and liabilities method, which compares the accounting and tax values of these. Income tax and deferred PTU (assets and liabilities) are recognized for future tax consequences attributable to temporary differences between the values reflected in the financial statements of existing assets and liabilities and their relative tax bases, and in the case of income tax for tax losses to be amortized and tax credits to be recovered. Assets and liabilities for deferred income tax and PTU are calculated using the rates established in the corresponding law, which will

be applied to the taxable profit in the years in which it is estimated that the temporary differences will be reversed. The effect of changes in the tax rates on the deferred income tax and PTU is recognized in the results of the period in which such changes are approved.

Income tax and PTU accrued and deferred are presented and classified in the results of the period, except for those that originate from a transaction that is recognized in stockholders' equity under the heading "Other Comprehensive Income (ORI)". The PTU caused and deferred is recognized under the heading "Administration and promotion expenses" in the Statement of Comprehensive Income.

Note (17) Income Tax (ISR) and Employee Profit Sharing (PTU)

As of December 31, 2023 and 2022, the Institution determined a fiscal result, after amortizing tax losses, of \$4,874 and \$5,033, which represented an ISR caused of \$1,462 and \$1,510, respectively.

The tax result differs from the accounting result, mainly because of those items that are accumulated and deducted differently over time for accounting and tax purposes, because of the recognition of the effects of inflation for tax purposes, as well as those items that only affect the accounting or tax result.

The current Income Tax Law establishes an income tax rate of 30%.

The income tax expense (income) for the years ended December 31, 2023 and 2022, is integrated as shown below.

	2023	2022
In the results of the period:		
On tax basis	\$ 1,462	1,510
From previous years	-	1
Deferred ISR	(211)	(165)
	1,251	1,346
In the ORI:		
Deferred ISR	\$ (50)	(9)

The tax expense attributable to income from continuing operations before income tax and ORI for the years ended December 31, 2023 and 2022, was different from that which would result from applying the 30% ISR rate to income before income tax and ORI as a result of the items mentioned below:

	2023	2022
ISR a la tasa del 30% sobre la utilidad antes de ISR	\$1,348	\$ 1,536
Más (menos) efecto de ISR sobre:		
Ajuste anual por inflación deducible	(173)	(270)
Estimaciones preventivas para riesgos crediticios	1,182	812
Castigos y quitas	(938)	(587)
Pasivos laborales	19	9
Otros, neto (principalmente provisiones)	24	10
ISR causado	1,462	1,510
ISR diferido	(211)	(165)

Gasto de ISR	\$ 1,251	1,345
Tasa efectiva de ISR	28%	26%

As of December 31, 2023 and 2022, the main temporary differences on which assets were recognized for deferred income tax are analyzed below:

	2023	2022
Estimación preventiva para riesgos crediticios	\$3,130	\$ 2,329
Mobiliario y equipo	8	5
Adaptaciones y mejoras	493	500
Intangibles	(188)	(276)
Pagos anticipados	(24)	(11)
Provisiones	654	593
Pasivo por beneficio definido	654	470
Otros, neto	102	350
	4,829	3,960
Tasa de ISR	30%	30%
Activo por ISR diferido	1,449	\$ 1,188

For the years ended December 31, 2023 and 2022, the movement of deferred income tax represented a credit to profit or loss for the year of \$211 and \$165, respectively, and a credit to stockholders' equity under the heading "Remeasurement for defined employee benefits" for \$50 and \$9, respectively.

For the years ended December 31, 2023 and 2022, the PTU determined amounts to \$432 and \$394 respectively, which was recognized under the heading "Administration and promotion expenses" in the comprehensive income statement.

The effects of the temporary differences that give rise to significant portions of the deferred PTU assets and liabilities, as of December 31, 2023 and 2022, are detailed below:

	2023	2022
Preventive estimation for credit risks	\$ 3,130	2,329
Furniture and equipment	8	5
Adaptations and improvements	493	500
Intangible	(187)	(276)
Advance payments	(24)	(11)
Provisions	206	192
Defined benefit liability	654	470
Other, net	102	350
	4,382	3,559
PTU rate	9%	10%
	\$ 394	356
Valuation Reserve	(394)	(356)
Deferred PTU asset (Note 9)	\$ -	-

The final realization of deferred assets depends on the generation of taxable profit in the periods in which temporary differences are deductible. In conducting this assessment,

management considers the expected reversal of deferred liabilities, projected taxable profits, and planning strategy.

Impairment testing of furniture and equipment and intangible assets: key assumptions for recoverable amount, including recoverability of development costs.

Note 3 (h) Furniture and equipment-

The furniture and equipment is expressed as follows: i) Acquisitions made from 1st. of January 2008, at their acquisition cost, and ii) Acquisitions of national origin made until December 31, 2007, at their updated values determined by applying to their acquisition costs inflation factors derived from the UDI's until December 31, 2007.

Depreciation is calculated by the straight-line method based on the useful lives of the assets estimated by Management. The total useful lives and annual depreciation rates of the main asset groups are mentioned below:

	Years	Depreciation Rate
Office furniture and equipment	10 years	10%
Transport Equipment	4 years	25%
Computer equipment	1.5 and 3.3 years	30% and 67%
Other:		
Adaptations and improvements	*	*
Telecommunications Equipment	10 years	10%

*The rate and years of amortization for adaptations and improvements is according to the term of the lease of each property.

Note 3 (I) Intangible assets-

Intangible assets with a defined useful life mainly include the development of an electronic system for the registration and control of banking operations, licenses and software, which began its full use in May 2014. These assets were recorded at their acquisition or development cost and are amortized in a straight line based on the useful life of the intangibles estimated by the Institution's Management.

Note 3 (m) Impairment of long-lived assets-

The Institution periodically evaluates the updated values of furniture and equipment and intangibles to determine the existence of indications that such values exceed their recovery value. Recovery value represents the amount of potential net income that is reasonably expected to be earned as a result of the use or realization of such assets. If the updated values are found to be excessive, the Institution records the necessary estimates to reduce them to their recovery value. When the intention is to sell the assets, they are presented in the financial statements at their present or realized value, whichever is lower.

Long-lived assets, tangible and intangible, are subject to impairment tests, in the case of assets with an indefinite life, the tests are carried out annually and in the case of assets with a defined life, these are carried out when there are indications of impairment.

Note (10) Furniture and equipment-

As of December 31, 2023 and 2022, the analysis and integration of furniture and equipment is presented:

	Office furniture and equipment	Transport Equipment	Computer equipment	Adaptations and improvements	Telecommunications Equipment	Total
Acquisition Cost						
December 31st 2022	\$ 159	91	216	623	88	1,177
Additions	12	63	62	43	-	180
Disposals and deregistrations	(8)	(31)	(17)	(15)	-	(71)
December 31st 2023	\$ 163	123	261	651	88	1,286
Depreciation						
December 31st 2022	(129)	(50)	(106)	(584)	(84)	(953)
Depreciation	(9)	(23)	(84)	(23)	(3)	(142)
Disposals and deregistrations	6	30	15	15	-	66
December 31st 2023	(132)	(43)	(175)	(592)	(87)	(1,029)
Book value at						
December 31st 2023	\$ 31	80	86	59	1	257
Acquisition Cost						
December 31st 2021	\$ 167	95	104	649	90	1,105
Additions	5	22	148	14	1	190
Disposals and deregistrations	(13)	(26)	(36)	(40)	(3)	(118)
December 31st 2022	\$ 159	91	216	623	88	1,177
Depreciation						
December 31st 2021	(128)	(59)	(83)	(582)	(80)	(932)
Depreciation	(12)	(17)	(55)	(42)	(5)	(131)
Disposals and deregistrations	11	26	32	40	1	110
December 31st 2022	(129)	(50)	(106)	(584)	(84)	(953)
Book value at						
December 31st 2022	30	41	110	39	4	224

Note (12) Intangible assets, net

As of December 31st, 2023 and 2022, this item is integrated as follows:

	2023	2022
Electronic banking system and licensing (a)	\$ 1,954	1,954
Less:		
Cumulative amortization of the electronic banking system and licenses	1,589	1,440
	\$ 365	514

(a) The investment corresponds to the development of an electronic system for the registration and control of banking operations, licenses and software, which began its full use in May 2014. The estimated useful life of the intangible asset and software is ten and seven years, respectively. During fiscal year 2023 and 2022, acquisitions were made for intangible assets for \$44 and \$21, respectively. The amortization of intangible assets and software for the years ended December 31, 2023 and 2022 amounted to \$193 and \$188, respectively.

Note 3 (i) Leases.

It is previously described in this section.

Banco Compartamos places special emphasis on equity, which is why it provides opportunities for all its employees and members of the administrative bodies. For several years, it has promoted greater participation of women in its Board of Directors and in its management team, always prioritizing the professional capacity of its members.

As of December 31, 2023, of the 11 members of the Bank's Board of Directors, two are women, or 18.2%, while nine are men, or 81.8%.

Its management team is made up of 17 members, of which five are women, equivalent to 29.4% and 12 are men, equivalent to 70.6%.

IV. Management

a) External Auditors

Compartamos' independent auditors are KPMG Cárdenas Dosal, S.C., who audited the financial statements as of December 31, 2023 and 2022, and for the years ended on those dates, as of December 31, 2022 and for the year ended on that date, as well as December 31, 2021 and 2020 and for the years ended on those dates and who have been providing external audit services since June 2011.

In accordance with current legislation, the External Auditors are appointed annually by the Board of Directors at the proposal of the Audit Committee.

In addition to the audit services related to the Financial Statements, the External Auditors provided the following services in Mexico:

- Intercompany Operations Review
- Transfer Pricing Study
- Transfer Pricing Information Statement
- Social Security report
- Opinion on local contributions
- Review of the minimum requirements for the use of the alternative standard method and the method of the business indicator in operational risks
- Red Team Security Audit to mobile application
- Gap analysis to report on compliance with regulatory requirements for computer security, operational risk and additional risks for the Interbank Electronic Payment System "SPEI"

For the services mentioned above, fees totaling \$4.4 were authorized, representing 41% of the fees authorized to the External Auditors for the services performed during 2023.

Services Provided	Fees
Financial Statement Audit Fees	\$6,165,000
Total Fees for Other Services	\$4,366,788

Amount in Pesos

There was no reliance on fees as described in the IESBA code on Company dues.

As of December 31, 2023 and for the year ended on that date, as well as December 31, 2022 and 2021 and for the years ended on those dates, the external auditors have not issued modified opinions on the financial statements of Banco Compartamos, S.A., Institución de Multiple Banking.

b) Transactions with Related Persons and Conflicts of Interest

Credit institutions require the agreement of at least three-quarters of the directors who are present at the meetings of the Board of Directors, in order to approve the holding of persons with related parties.

Directors and officials shall excuse themselves from participating in the discussions and shall abstain from voting in cases where they have a direct interest.

In any case, transactions with related parties must not be entered into under more favourable terms and conditions than transactions of the same nature that are carried out with the general public.

In the ordinary course of its operations, the Bank conducts transactions with related parties.

Related parties include, but are not limited to, individuals or legal entities that directly or indirectly hold control of 2% or more of the Bank's capital securities and the members of its Board of Directors.

Related parties are also considered to be legal entities, as well as directors and officers of entities in which the Bank holds, directly or indirectly, control of 10% or more of the securities representing its capital.

The sum of the transactions with related persons did not exceed 35% of the basic part of the Bank's net capital, as indicated in Article 50 of the LIC.

The main transactions entered into with related parties for the years 2023, 2022 and 2021 are presented below:

GASTOS 2023										
PROVEEDOR PARTES RELACIONADAS	COMISIONES 2700	OTROS SERVICIOS PRESTADOS 2500			ARRENDAMIENTO 2100		GASTOS DE MANTTO 2500	INTERESES DEVENGADOS A CARGO 2800	ESTIMACIÓN CARTERA COMERCIAL	HONORARIOS AL CONSEJO
			(CON MARK UP)	SIN MARK UP)	(CON MARK UP)	SIN MARK UP)				
		CONTABLE	CONTABLE	CONTABLE	CONTABLE	CONTABLE				
PERSONAS MORALES INTERCOMPAÑÍAS										
1 GENTERA S.A.B. DE C.V.	3,672,028	178,464,188						1,596,557	(5,440,406)	
2 COMPARTAMOS SERVICIOS S.A. DE C.V.			3,108,958,561	29,776,683	46,620,143	46,627,387	15,610,572	9,048,524		
3 RED YASTÁS, S.A. DE C.V.	384,768,287	7,937,389						4,527,809		
4 FIN UTIL SA DE CV SOFOM ENR										
TOTALES	388,440,315	186,401,577	3,108,958,561	29,776,683	46,620,143	46,627,387	15,610,572	15,172,890	(5,440,406)	18,148,157

Amounts in Pesos

INGRESOS 2023						
PROVEEDOR PARTES RELACIONADAS	PRESTACIÓN SERVICIOS 0300		INTERESES DEVENGADOS A FAVOR		COMISIONES	
	CONTABLE	ISR	CONTABLE	ISR	CONTABLE	ISR
PERSONAS MORALES INTERCOMPAÑÍAS						
GENTERA S.A.B. DE C.V.			26,009,308	26,009,308	3	3
COMPARTAMOS SERVICIOS S.A. DE C.V.					8	8
RED YASTÁS, S.A. DE C.V.	7,010,778	7,010,778			2,540,064	2,540,064
FIN UTIL SA DE CV SOFOM ENR	40,375,761	40,375,761				
TOTALES	47,386,539	47,386,539	26,009,308	26,009,308	2,540,074	2,540,074

Amounts in Pesos

GASTOS 2022										
PROVEEDOR PARTES RELACIONADAS	COMISIONES 2700	OTROS SERVICIOS PRESTADOS 2500			ARRENDAMIENTO 2100		GASTOS DE MANTTO 2500 (SIN MARK UP)	INTERESES DEVENGADOS A CARGO 2800	ESTIMACIÓN CARTERA COMERCIAL	SEGUROS COMBOFLEX
			(SIN MARK UP)	(CON MARK UP)	(SIN MARK UP)	(CON MARK UP)				
		CONTABLE	CONTABLE	CONTABLE	CONTABLE	CONTABLE				
PERSONAS MORALES										
1 EPESOS SAPI DE CV			55,144							
2 OPERADORA CLIDEN SA DE CV										84,320
3 GRUPO GUTOSU SAPI DE CV			2,310,000							
4 MA2 ASOCIADOS SC			1,440,000							
5 RITCH MUELLER HEATHER Y NICOLAU, S.			246,899							
PERSONAS MORALES INTERCOMPAÑÍAS										
1 GENTERA S.A.B. DE C.V.		156,483,158						25,836	5,440,406	
2 COMPARTAMOS SERVICIOS S.A. DE C.V.			15,586,696	2,750,212,469	48,376,092	79,184,347	21,435,919	1,331,353		
3 RED YASTÁS, S.A. DE C.V.	359,180,923	894,554						2,362,690		
4 FIN UTIL SA DE CV SOFOM ENR										
TOTALES	359,180,923	161,429,754	15,586,696	2,750,212,469	48,376,092	79,184,347	21,435,919	3,719,879	5,440,406	84,320

Amounts in Pesos

PROVEEDOR PARTES RELACIONADAS	I N G R E S O S 2 0 2 2								VENTA DE ACTIVO FIJO	
	INTERESES DEVENGADOS A FAVOR		INGRESOS COMISIONES CAPTACIÓN	INGRESOS COMISIONES TIEMPO AIRE/ SERV	INGRESOS COMISIONES PAGO A TERCEROS	INGRESO POR COLABORACIÓN Y ACTIVACIÓN	ISR			
	CONTABLE	ISR								
PERSONAS FISICAS VENTA DE AF									(3,658,557)	(3,609,469)
PERSONAS MORALES INTERCOMPAÑÍAS										
1 GENTERA S.A.B. DE C.V.	(117,725,644)	(117,725,644)			(3,990)			(3,990)		
2 COMPARTAMOS SERVICIOS S.A. DE C.V.			(13)					(13)		
3 RED YASTÁS, S.A. DE C.V.			(15)	(1,969,193)	(12,390)			(1,981,598)		
4 FIN UTIL SA DE CV SOFOM ENR						(13,913,429)		(13,913,429)		
TOTALES	(117,725,644)	(117,725,644)	(28)	(1,969,193)	(16,380)	(13,913,429)	(15,899,029)	(3,658,557)	(3,609,469)	

Amounts in Pesos

G A S T O S 2 0 2 1									
PROVEEDOR PARTES RELACIONADAS	COMISIONES 2700	OTROS SERVICIOS PRESTADOS 2500			ARRENDAMIENTO 2100		GASTOS DE MANTTO 2500	INTERESES DEVENGADOS A CARGO 2800	ESTIMACIÓN CARTERA COMERCIAL
			(SIN MARK UP)	(CON MARK UP)	(SIN MARK UP)	(CON MARK UP)	(SIN MARK UP)		
	CONTABLE	CONTABLE	CONTABLE	CONTABLE	CONTABLE	CONTABLE	CONTABLE	CONTABLE	CONTABLE
PERSONAS MORALES									
1 EPESOS SAPI DE CV		501,948							
2 RITCH MUELLER HEATHER Y NICOLAU, S.		298,355							
3 GRUPO GUTOSU SAPI DE CV		1,980,000							
PERSONAS MORALES INTERCOMPAÑÍAS									
1 GENTERA S.A.B. DE C.V.		76,771,983						17,998	(3,007,323)
2 COMPARTAMOS SERVICIOS S.A. DE C.V.			8,436,911	5,356,083,046	46,847,605	85,949,682	22,867,832	261,682	
3 RED YASTÁS, S.A. DE C.V.	311,846,989							270,739	
TOTALES	311,846,989	79,552,286	8,436,911	5,356,083,046	46,847,605	85,949,682	22,867,832	550,419	(3,007,323)

Amounts in Pesos

PROVEEDOR PARTES RELACIONADAS	I N G R E S O S 2 0 2 1					
	PRESTACIÓN SERVICIOS 0300	INTERESES DEVENGADOS A FAVOR	INGRESOS COMISIONES CAPTACIÓN	INGRESOS COMISIONES TIEMPO	INGRESOS COMISIONES PAGO A	INGRESO POR COLABORACION Y ACTIVACION
	CONTABLE	CONTABLE				
PERSONAS MORALES INTERCOMPAÑÍAS						
1 GENTERA S.A.B. DE C.V.		(82,356,748)	(5)		(8,190)	
2 COMPARTAMOS SERVICIOS S.A. DE C.V.	(140,813,147)					
3 RED YASTÁS, S.A. DE C.V.			(9)	(1,380,121)	(15,120)	
4 FIN UTIL SA DE CV SOFOM ENR						(3,627,380)
TOTALES	(140,813,147)	(82,356,748)	(14)	(1,380,121)	(23,310)	(3,627,380)

Amounts in Pesos

c) Directors and Shareholders

The management of Banco Compartamos, S.A., Institución de Multiple Banking ("Compartamos Banco") is entrusted to a Board of Directors ("the Board"), which must be composed of a minimum of 5 and a maximum of 15 proprietary directors appointed by the General Shareholders' Meeting ("the Meeting"). At least 25% of the total members of the Board must be independent directors, whose appointments must be in accordance with the provisions of the Bylaws, the General Law of Commercial Companies and the Credit Institutions Law. Likewise, the Assembly may appoint honorary directors, who will not count for the composition of the Council, nor for the composition of the quorum for its sessions, and will have voice, but not vote in the meetings of the Council.

The appointment, ratification and removal of the members of the Board is the power of the Assembly, with the support of the Nomination and Evaluation Committee, made up of members of the Board and which is formed to make the selection and evaluation of candidates, verifying that they meet the legal requirements and that they meet the professional profile, trajectory and personal integrity required by the Code of Good Corporate Governance and related to the sense of purpose of Compartamos Bench.

The members of the Board may or may not be shareholders, must have technical quality, credit eligibility and good reputation, as well as extensive knowledge and experience in financial, legal or administrative matters.

The directors shall hold office for a period of one year, and may be re-elected and shall retain representation even at the end of their term of office until those appointed to replace them take possession of their positions.

Series "O" shareholders representing at least 10% (ten percent) of the company's ordinary paid-in capital have the right to appoint a director.

As of December 31, 2023, the Board of Directors of Compartamos Banco is made up of 11 directors, of which 6 are independent, i.e., 54.5% of the directors are independent. The most recent approval regarding the composition of the Council was carried out by the Assembly held on April 14, 2023.

The composition of the Board as of December 31, 2023 is as follows:

Board of Directors	
Board members	Type
Martha Elena González Caballero	Independent
Rose Nicole Dominique Reich Sapire	Independent
Antonio Rallo Verdugo	Independent
Carlos Antonio Danel Cendoya	Related
Carlos Labarthe Costas	Related
Francisco Javier Arrigunaga Gómez del Campo	Independent
John Anthony Santa María Otazúa	Independent
José Ignacio Ávalos Hernández	Related
Juan Carlos Torres Cisneros	Related
Juan Ignacio Casanueva Pérez	Related
Luis Alfonso Nicolau Gutiérrez	Independent
José Manuel Canal Hernando	Honorary Board member

President
Carlos Labarthe Costas
Secretary
Manuel de la Fuente Morales
Pro-Secretary
Zurihe Sylvia Manzur García
Commissioner
Manuel Constantino Félix Gutiérrez

Since 2013, Compartamos Banco has had a website, where directors can consult the information that will be presented at the board meetings or those of its auxiliary committees. Such information is published at least five days prior to the date of the session in question. This tool has strong security measures and allows to have a record of the anticipation with which the directors consult the information, as well as the information they review, with this,

it is possible to generate some indicators that are part of the evaluation of the performance of the directors in a more objective way; Having this tool allows board meetings to be more productive and efficient, since directors have a greater opportunity to prepare and contribute to the sessions with a more active and informed participation.

Likewise, since 2021, Banco Compartamos' bylaws have included the possibility for directors to participate in Board meetings by telephone, videoconference or by any other electronic means that allows them to participate effectively and simultaneously when they are unable to physically attend them.

Functions and Powers of the Board

The Board shall have the functions and powers granted to it by the laws and bylaws of Banco Compartamos. The main ones are listed below, including but not limited to:

- Represent Banco Compartamos before the administrative and judicial authorities, whether municipal, state or federal, as well as before the labor authorities or before arbitrators or arbiters.
- To administer the business and social assets with the broadest general power of administration.
- To issue, subscribe, grant, accept, guarantee or endorse credit instruments.
- To exercise acts of disposition and dominion with respect to the assets of Banco Compartamos, or its real or personal rights, including donations for altruistic purposes.
- To appoint and remove the general director, as well as to establish the terms and conditions to which he will conform in the exercise of his powers of acts of ownership; appoint and remove the principal officers, the fiduciary delegates and the secretary and deputy secretary of the council itself; to indicate to them their powers and duties; and determine their respective remunerations.
- To grant the powers it deems appropriate to the officials indicated in the previous point, or to any other persons, and to revoke those granted; and, in compliance with the provisions of the applicable laws, delegate its powers to the Chief Executive Officer, or some of them to one or more of the directors, or to the proxies designated for that purpose, so that they may exercise them in the business or businesses and under the terms and conditions indicated by the Board of Directors.
- To delegate, in favor of the person or persons it deems appropriate, the legal representation of the company, to grant them the use of the corporate signature and to confer on them general power of attorney for lawsuits and collections.
- Establish the committees that are required in accordance with the applicable legal provisions, as well as those that it deems convenient for the administration and establish the policies and guidelines of each of the committees, including those of the audit committee, in accordance with the applicable legal provisions.
- Perform other applicable functions in accordance with applicable laws.
- To approve the remuneration system, which determines the payment policies and procedures for ordinary and extraordinary remuneration.
- To carry out the acts and operations that are necessary or convenient for the achievement of the purposes of Banco Compartamos, except for those expressly reserved by law or by the bylaws to the meeting.

Oversight

Oversight of corporate operations must be entrusted to at least one commissioner appointed by the Assembly. The commissioners shall remain in office for one year, and shall continue to perform their duties until those appointed to replace them take office.

As of December 31, 2023, the commissioner of Banco Compartamos is Mr. Manuel Constantino Félix Gutiérrez García, ratified in his position by the Annual Ordinary General Meeting of Shareholders on April 14, 2023.

Board Committees

The Board may establish the committees required in accordance with the applicable legal provisions, as well as those it deems appropriate to support it in its functions.

Both the determination of the number of directors by committees, and their functions, will be established by the Board, which will also appoint or revoke the appointment of its members, except for those who by legal provision must be appointed by the Assembly.

All proprietary directors must participate in at least one committee, unless dispensed by the chairman of the Board.

As of December 31, 2023, the committees constituted to assist the Council are as follows:

i. Audit Committee

The Audit Committee is an auxiliary body of the Board in support of its oversight functions such as: i) reviewing the integrity of the financial statements and reports, as well as the criteria, accounting and tax practices applied; ii) monitor the internal control and operation system and the execution and follow-up of the updating of the operational policies that comprise it; (iii) to ensure that the internal and external audit function is carried out with the greatest objectivity and independence; iv) to monitor the degree of compliance with the principles established in the Code of Ethics and Conduct of Gentera, S.A.B. de C.V. ("Gentera") and its companies; and v) review the Related Party Transactions submitted to it by the Director of Internal Audit and, where appropriate, recommend to the Board the approval of those that are identified as Significant Related Party Transactions.

Its composition, as of December 31, 2023, is presented as follows:

Audit Committee	
Name	Charge
Martha Elena González Caballero	President
Antonio Rallo Verdugo	Member
Carlos Antonio Danel Cendoya	Member
José Ignacio Ávalos Hernández*	Member
Luis Alfonso Nicolau Gutiérrez*	Member
Jerónimo Luis Patricio Curto de la Calle*	Permanent Guest**
Manuel Constantino Félix Gutiérrez García*	Permanent Guest**
Oscar Luis Ibarra Burgos*	Permanent Guest**

*Financial Expert

** Without voting privileges

ii. Risk Committee

The Risk Committee is an auxiliary body of the Board, responsible for identifying, supervising and developing mechanisms to mitigate the risks to which Gentera or its companies, including Banco Compartamos, are exposed. Together with the management team, it defines the risk map, mitigation strategies and adequate monitoring and follow-up controls. In addition, it is in charge of defining and proposing risk exposure limits and approving those that correspond to its powers, risk appetite, as well as ensuring that the organization's risk profile is in accordance with the guidelines approved by the Board and applicable legislation. In addition, it monitors the behavior of the indicators, as well as the alerts that, where appropriate, could be detected to define the appropriate mitigation and control measures for each case.

Its composition, as of December 31, 2023, is presented as follows:

Comité de Riesgos	
Name	Cargo
Rose Nicole Dominique Reich Sapire*	President
Carlos Labarthe Costas	Member
José Ignacio Ávalos Hernández *	Member
Marcela Morandeira Santamaría	Member
Patricio Díez de Bonilla García Vallejo*	Member
Oscar Luis Ibarra Burgos*	Permanent Guest**
José Manuel Canal Hernando*	Permanent Guest**

* Financial Expert

** Without voting privileges

iii. Remuneration Committee

The Remuneration Committee is an auxiliary body of the Board whose purpose is to support it in its functions related to the Remuneration System and whose purpose will be the implementation, maintenance and evaluation of the Banco Compartamos Remuneration System.

Its composition as of December 31, 2023 is presented as follows:

Comité de Remuneración	
Name	Charge
Francisco Javier Arrigunaga Gómez del Campo*	President
Martha Elena González Caballero *	Member
John Anthony Santa María Otazúa	Member
Adela Giral López	Member
Marcela Morandeira Santamaría	Member
Mario Ignacio Langarica Ávila*	Member
Oscar Luis Ibarra Burgos *	Permanent Guest**

* Financial Expert

** Without voting privileges

Board Biographies

Proprietary Directors

Martha Elena González Caballero

Year of admittance to the Board: 2006

Estudios: Certified Public Accountant, graduated from the Universidad Iberoamericana.

Current activity: Independent practice and advisor to various companies.

Experience: More than 36 years as an Independent auditor, from 1976 to August 2005 she worked at Ruiz Urquiza y Cía., S. C.- Arthur Andersen, now Galaz, Yamazaki, Ruiz Urquiza, S. C., representatives of Deloitte was appointed partner in 1991; Member of the Mexican Institute of Public Accountants and the College of Public Accountants of Mexico; collaboration in the project to harmonize financial reporting standards with the standards issued by the National Banking and Values Commission; and advisor to the National Banking and Securities Commission in the issuance of accounting regulations for financial institutions.

Membership of other boards: Gentera, S.A.B. de C.V.; Fin Útil, S.A. de C.V. S.O.F.O.M. E.R, Talento ConCrédito, S.A. de C.V. and Comfu, S.A de C.V.

Specialty: Auditing and consulting in the financial sector.

Rose Nicole Dominique Reich Sapire

Year of admittance to the Board: 2013

Education: Bachelor's degree in Administrative Computer Science from the Monterrey Institute of Technology and Higher Education, with a master's degree in Business Administration from the Autonomous Technological Institute of Mexico (ITAM); corporate leadership program from Harvard Business School, Boston, Massachusetts, USA and executive program from Kellogg School of Management at Northwestern University, USA.

Current activity: President of the Board of Directors of BNP Paribas Cardif Mexico and Independent Director of various companies in Mexico and abroad.

Experience: Over 33 years. From 2007 to 2012 Executive Vice President and CEO of Grupo Financiero Scotiabank Mexico; Managing Director of Scotiabank in the Dominican Republic. At Citigroup, he held senior management positions, including General Manager and CEO for Peru, Chile and the Dominican Republic, among others.

Membership of other boards: Gentera, S.A.B. de C.V., BNP Paribas Cardif Mexico and other companies in Mexico and abroad.

Specialty: Finance, insurance and banking.

Antonio Rallo Verdugo

Year of admittance to the Board: 2015

Education: Marine Biologist graduated from the University of California in San Diego, California, with a postgraduate degree in Aquaculture at Aix Marseille III, in France.

Current activity: Executive Director of ID345- Start UP, a company focused on the development of technology companies and scalable platforms.

Experience: Over 36 years. He was Vice President of Strategy and Technology of Grupo Televisa, co-founder and Chairman of the Board of NCubo Holdings, an incubator company for technology companies such as: founder and executive chairman of iWeb; founder and executive chairman of Digital Media Studio; Regional Director of Multimedia Technologies for Apple's Europe division.

Membership of other boards: Kionetworks and Gentera, S.A.B. de C.V.

Specialty: Systems and technology.

Carlos Antonio Danel Cendoya

Year of admittance to the Board: 2000

Education: Architect graduated from the Universidad Iberoamericana, with a master's degree in Business Administration from the Pan-American Institute of Senior Business Management (IPADE). He has taken microfinance programs at The Economic Institute in Boulder and taught at Harvard Business School.

Current activity: Co-founder and Chairman of the Board of Gentera, S.A.B. de C.V. and Member of the Board of Banco Compartamos, S.A. Multiple Banking Institution.

Experience: More than 31 years in microfinance at Gentera, S.A.B. de C.V., a business group with a presence in Mexico and Peru, whose purpose is to promote the dreams of customers by solving their financial needs with a human sense, providing a warm and close treatment. Under the Compartamos brand, financial services of credit, savings, insurance and payment channels are brought to entrepreneurs. In 2007 he was selected as a Young Global Leader by the World Economic Forum.

Membership of other boards: Gentera, S.A.B. de C.V.

Specialty: Microfinance, financial services and business.

Carlos Labarthe Costas

Year of admittance to the Board: 2000

Education: Industrial Engineer graduated from the Universidad Anáhuac del Norte, with studies in Senior Business Management from the Pan-American Institute of Senior Business Management (IPADE).

Current activity: Co-founder and Chairman of the Board of Banco Compartamos, S.A. Multiple Banking Institution and Member of the Board of Gentera, S.A.B. de C.V.

Experience: More than 31 years in microfinance at Gentera, S.A.B. de C.V., a business group with a presence in Mexico and Peru, whose purpose is to promote the dreams of customers by solving their financial needs with a human sense, providing a warm and close treatment. Under the Compartamos brand, financial services of credit, savings, insurance and payment channels are brought to entrepreneurs. In 2015, he was recognized by the Great Place to Work Institute and Wobi magazine as The Most Trusted CEO in Mexico.

Membership of other boards: Gentera, S.A.B. de C.V.; Kipling Group; Promotora Ignia, S.C.; and the Monterrey Advenio Institute of Technology and Higher Education and Worldfund.

Specialty: Microfinance, financial services and business.

Francisco Javier Arrigunaga Gómez del Campo

Year of admittance to the Board: 2015

Education: He holds a law degree from the Universidad Iberoamericana, a master's degree in law from Columbia University and a specialization in Corporate Law and Finance.

Current activity: Chairman of the Board of Grupo Aeromexico, S.A.B. de C.V. and Chief Executive Officer of Xokan, a financial advisory firm.

Experience: Over 35 years. CEO of Grupo Financiero Banamex (a subsidiary of Citigroup), Ambassador of Mexico to the OECD, various positions at Banco de México, General Director of the Banking Fund for the Protection of Savings, President of the Association of Banks of Mexico, Member of the board of different companies and institutions including the Mexican Stock Exchange, Grupo Financiero Banamex, the National Banking and Securities Commission and the Inverlat Financial Group.

Membership of other boards: Gentera, S.A.B. de C.V.; Canada Pension Plan Investment Fund, Prestanómico, S.A.P.I. de C.V., Grupo Dine, Grupo Kuo; the Port of Liverpool, Paralelo 19, GBM and GBM Casa de Bolsa; and associate of the General Assembly of the Universidad Iberoamericana, among others.

Specialty: Finance and financial services.

John Anthony Santa Maria Otazúa

Year of admittance to the Board: 2008

Education: Business administrator and master in finance, graduated from Southern Methodist University Dallas, Texas.

Current activity: Director in various companies.

Experience: More than 48 years. McKinsey & Company, PepsiCo and joined Coca-Cola FEMSA in 1995, where he was President of Operations for Mexico, Strategic Planning Officer and Mergers and Acquisitions; Strategic Planning and Business Development Officer and President of Operations of the South American division of Coca-Cola FEMSA.

Membership of other boards: Banco Compartamos, S.A., Institución de Multiple Banking, Coca Cola FEMSA, Fundación FEMSA and American School Foundation.

Specialty: Strategic planning, business administration and finance.

José Ignacio Ávalos Hernández

Year of admittance to the Board: 2000

Education: Business Administrator graduated from the Universidad Anáhuac del Norte.

Current activity: President of the Board of Promotora Social México, A.C., Founder and President of Un Kilo de Ayuda, A.C.

Experience: Over 42 years in his field of expertise.

Membership of other boards: Gentera, S.A.B. de C.V. and Mexicanos Primero, A.C.

Specialty: Philanthropy and microfinance.

Juan Carlos Torres Cisneros

Year of admittance to the Board: 2022

Education: Bachelor's degree in Economics from Anahuac University and master's degree in Business Administration from Pace University in New York, USA.

Current activity: Chairman of the Board of Fin Útil, S.A. de C.V. S.O.F.O.M. E.R., CapMX and Conquer Estrategia Inmobiliaria.

Experience: More than 35 years in the financial and real estate sectors. Founder of several companies where he has been Chairman of the Board, such as Hipotecaria Total, Conquer Estrategia Inmobiliaria and Fin Útil, S.A. de C.V. S.O.F.O.M. E.R. Additionally, he has been a Member of the Boards of Directors of charitable foundations including Caritas Sinaloa and Casa del Carmen (Housing Institution for the Elderly).

Membership of other boards: Fin Útil, S.A. de C.V. S.O.F.O.M. E.R., Comfu, S.A. de C.V., Talento ConCrédito, S.A. de C.V., Hito, S.A.P.I. de C.V., CapMX, Conquer Estrategia Inmobiliaria and Gentera S.A.B. de C.V., entre otros.

Specialty: Finance, real estate and technology.

Juan Ignacio Casanueva Pérez

Year of admittance to the Board: 2010

Education: Public Accountant from the Universidad Iberoamericana (trunco), Senior Management Program from the Pan-American Institute of Senior Business Management (IPADE), Corporate Governance: Effectiveness and Accountability in the Boardroom from Kellogg Northwest University, Executive Program from Singularity University, Diploma in Insurance and Bonding from the Centro de Capacitación Comercial América and Diploma in Management Skills from the Universidad Iberoamericana.

Current activity: Chairman of the Board of Grupo Casanueva Pérez S.A.P.I. de C.V. and President of the Board of Directors of Interprotección Agente de Seguros y de Fianzas.

Experience: More than 30 years in the insurance, brokerage, reinsurance and surety sector with a global presence and recognition. In 2018 he received recognition as Philanthropist of the Year, awarded by the Association of Fundraising Professionals (AFP).

Membership of other boards: Grupo AXO, S.A de C.V.; Gentera S.A.B. de C.V.; Aterna, Agente de Seguros y Fianzas, S.A. de C.V.; Controladora AT, S.A.P.I. de C.V.; Casa Dragones, S.A. de C.V.; Cuadro Cycling Club; Altius 360; BIVA Casa de Bolsa, S.A. de C.V.; UNIFIN Agente de Seguros, S.A. de C.V.; Hombre Naturaleza A.C; President de la Fundación Carlos Casanueva Pérez; and Chairman del Fideicomiso Pro-bosque de Chapultepec.

Specialty: Insurance, business.

Luis Alfonso Nicolau Gutiérrez

Year of admittance to the Board: 2019

Education: Bachelor of Law graduated from the Escuela Libre de Derecho, with a master's degree in Law from Columbia University, USA.

Current activity: Independent Practice and Member of the Board of Directors of various companies.

Experience: More than 33 years in mergers and acquisitions, transactions in the capital markets, debt and equities and in the financial and banking sector, including regulatory aspects. Advisor to underwriters and issuers of debt and equity in Mexico and abroad. He worked as a foreign associate at Johnson & Gibbs, Dallas, and Shearman & Sterling, New York.

Membership of other boards: Gentera, S.A.B. de C.V.; Grupo Posadas; Coca Cola FEMSA; Grupo Cementos Chihuahua; Grupo Coppel; Morgan Stanley México and Promotora Social México, A.C.

Specialty: Law, investments, financial services.

Commissioner

Manuel Constantino Félix Gutiérrez García

Year of admittance to the Board: 2017

Education: Public Accountant from the Autonomous Technological Institute of Mexico.

Current activity: He is currently Commissioner of Banco Compartamos, S.A. Institución de Multiple Banking, Fin Útil, S.A. de C.V.S.O.F.O.M. E.R., Talento ConCrédito, S.A. de C.V. and Comfu, S.A. de C.V.

Specialty: Auditing.

Experience: He was Chairman of the Academy of Fiscal Studies of Public Accounting, Chariman of the College of Public Accountants of Mexico A.C. and Member of the Fiscal Advisory Council (CAFI) of the Ministry of Finance and Public Credit. For more than 40 years, he practiced his profession independently.

On April 14, 2023, at the Annual Ordinary General Meeting of Shareholders, the remuneration of the Members of the Board of Directors was approved, following the recommendation of the Company's Remuneration Committee, and it was agreed that directors who hold management responsibilities will not receive compensation for their participation in the Board. During 2023, the total amount received by the directors was \$19,141,967.84 M.N. (nineteen million one hundred and forty-one thousand nine hundred and sixty-seven Pesos 84/100 national currency). Board Members do not receive any bonuses or special compensation.

The total amount that represents the benefits received by the relevant executives during 2023 is \$208,387,997.49 M.N. (two hundred and eight million three hundred eighty-seven thousand nine hundred and ninety-seven pesos 49/100 national currency) including bonuses, salaries and special compensations.

Kinship relations between members of the Board and officers of Compartamos Banco

There are no family relations between members of the Board and officials of Compartamos Banco.

Main Shareholders

As of December 31, 2023, Banco Compartamos' main shareholder is Getera, which holds 99.98% of the share capital.

The following tables present the shareholders, identifying the assumption in which they are located:

- a) Shareholders identified as beneficiaries of more than 10% of the issuer's share capital as of December 31, 2023:

Shareholders	Stock ownership
Getera, S.A.B. de C.V.	99.98%

- b) Shareholders who exercise significant influence over the issuer's share capital as of December 31, 2023:

Shareholders
Getera, S.A.B. de C.V.

- c) Shareholders who exercise control or command power of the issuer's share capital as of December 31, 2023:

Shareholders
Getera, S.A.B. de C.V.

In the case of Getera, S.A.B. de C.V., upon falling into the above assumptions, the information of the identified shareholders is provided:

- a) Shareholders identified as beneficiaries of more than 10% of the share capital of Getera, S.A.B. de C.V. as of April 14, 2023:

Shareholders	Stock ownership
Promotora Social México, A.C.	31.97%

- b) Shareholders who exercise significant influence over the share capital of Getera, S.A.B. de C.V. as of April 14, 2023:

Shareholders
Promotora Social México, A.C.

- c) Shareholders who exercise control or command power of the share capital of Gentera, S.A.B. de C.V. as of April 14, 2023:

Shareholders
Promotora Social México, A.C.

- d) Directors and Relevant Directors of Gentera, S.A.B. de C.V. with holdings greater than 1% and less than 10% as of April 14, 2023:

Board members	Stock ownership
José Ignacio Ávalos Hernández	2.90%

Of the 11 members that make up the Board, nine are men, or 81.8%, while two are women, equivalent to 18.2%.

Banco Compartamos' management team is made up of 25 members, of which 8 are women, or 32%, while 17 are men, equivalent to 68%.

Key Managers

Patricio Díez de Bonilla García Vallejo

General Director.

Year of Joining the Company: 2008.

Education: Bachelor's degree in Business Administration from the Universidad Iberoamericana. Exchange Student with a Specialty in Finance and International Business at the Schulich Business School. Master's degree in Business Administration from the University of Manchester. Strategic Financial Analysis, Leading Change and Organizational Renewal and Strategic Leadership for microfinance at Harvard Business School.

Experience: 27 years in the area of Finance.

Companies in which he has participated: Mensajeros de la Paz from July 1996 to December 1996. Banco Nacional de México from 1997 to 2007, General Electric Real State Mexico from 2007 to 2008 and Gentera S.A.B. de C.V. from August 2008 to date.

Alfredo Osvaldo Zamora García

Chief Business Officer

Year of Entry into the Company: 2000.

Education: Bachelor's degree in Law from the Universidad Autónoma de Nuevo León. Diploma in Finance from the Universidad Anáhuac del Sur. Diploma in Microfinance, Boulder Institute Chile. Diploma in Senior Business Management D-1 Pan-American Institute of Senior Business Management. MBA Pan-American Institute of Senior Business Management.

Experience: More than 25 years.

Companies in which he has participated: Grupo Financiero Banorte in Retirement Fund Administration. Grupo Financiero Bital in the area of Mortgage Loans. National Institute of Statistics, Geography and Informatics as Municipal Coordinator.

Omar Sahid Romero Bejarano

Chief Operating Officer

Year of Joining the Company: 2014

Education: He is an Industrial Engineer from the Instituto Tecnológico de Morelia, he has two master's degrees, one in Science with a specialty in Type and productivity, the second in Administration, both from the Instituto Tecnológico de Estudios Superiores de Monterrey.

Experience: 26 years.

Companies in which he has participated: Previously he served as Director of Operations for the Latin America region at HSBC and as AVP Program Management and Integration at AIG Insurance for Latin America and the Caribbean.

Jesús Alfonso Bermúdez Robles

Executive Director of Products.

Education: Financial Engineer from the Universidad Anáhuac. He completed a master's degree in Business and Finance at the Universidad Anáhuac (Chicago University Interchange Program).

Experience: More than 22 years of experience in the banking sector.

Companies in which he has participated: He has more than 21 years of experience in the banking sector, he has extensive experience in debit and credit issues. Prior to joining Gentera, he worked at Citibanamex in Global Consumer Banking, where he led medium and long-term strategies for the business.

Oscar Iván Mancillas Gabriele

Deputy General Manager of Banco Compartamos

Year of Joining the Company: 1992

Education: Industrial Engineer from the Universidad Anáhuac. Master in Continuity from the Pan-American Institute of Senior Business Management (IPADE). He is certified as a Coach for Creative Leadership. He has completed different programs, including Microfinance at The Economic Institute in Boulder, Decision Making in Unexpected Environments from Harvard Business Review and the Social Training Course (CUFOSO) from the Social Union of Entrepreneurs of Mexico (USEM).

Experience: Over 32 Years.

Companies in which he has participated: Banco Compartamos, Gentera, Promotora Social México, Social Value Institute, Serviazgo Academy, Instituto Irrazonable.

The Code of Ethics is approved and reviewed annually by the Audit Committee and the Board of Directors of the Company, it includes points of labor inclusion and gender equity, among which the following stand out:

Our Code of Ethics and Conduct

Our Philosophy is our way of thinking and acting, and it contains the beliefs that guide us to fulfill our Purpose of promoting dreams. We are convinced that acting ethically is doing the greatest possible good and that this is the only way we can serve others to positively transcend in their lives, whether it is our clients, provider families or society in general.

Inspired by our Philosophy and with the aim of providing criteria that guide the daily actions of our employees, at Gentera we have a Code of Ethics and Conduct that expresses the behaviors expected of us. Thanks to this guidance and the responsibility of each of our employees, we consolidate a culture of ethical integrity.

In addition, our Code is a living document. Every year we update it taking into account the best practices of ethical integrity, the proposals of our expert areas in regulatory compliance, the casuistry of the cases we attend through our means of complaint and the comments of our collaborators. In the last update, the unification of the content of the Codes of all the subsidiaries was contemplated, resulting in a single Code of Ethics and Conduct for the entire group.

In search of continuous improvement and although the Code of Ethics and Conduct previously contained prohibitions on Anti-Corruption, Conflict of Interest and Receipt and Granting of Gifts, official policies in this regard were published along with the annual update and certification.

As custodian and promoter of our Code of Ethics and Conduct, we have our Ethics Committee, a governing body on ethics matters for all our companies, responsible for establishing the resolutive actions for the complaints received through our institutional means, defining the ethical training strategies for our employees, approving updates to our Code and leading the ethics and corporate integrity initiatives.

We begin our Code with a first chapter that deals with our Philosophy, because our commitment to act ethically is born from it, from our commitment to put people at the center of all our decisions, and to be true generators of the common good. In this first chapter we express our Purpose, Credo and Values because they are the main criteria for our ethical decision-making.

From the second chapter onwards, we express the behaviors with which we guarantee to do the greatest possible good in all our relationships and operations with collaborators, customers, suppliers, or any third party, as follows:

- In the chapter on Conduct with our colleagues, we establish the guidelines to be followed to guarantee a work environment free of any form of discrimination and psychosocial risk factors.*
- In the chapter Conduct with our clients we state our promises to protect them and the behaviors to maintain healthy relationships with them.*
- In the chapter on Conduct with the company, the criteria that we must follow in matters of use of assets and services, conflict of interest, corruption, fraud, information management, and care of the good name and brands of Gentera are established.*
- In the chapter Conduct with the government, society, suppliers and competition, we establish the conducts to be followed regarding our relations with authorities, suppliers and competition, in addition to the guidelines on issues of Prevention of Money Laundering and Financing of Terrorism (AML and CFT). Finally, we have a chapter that contains the complementary guidelines of what is expressed in the sections on the use of assets and services, fraud and information management.*

Additionally, our Code includes a chapter dedicated to referring to the governance of this document, its updating process, the composition and functions of our Ethics Committee, as well as what they are and how to use our means of reporting available 24/7/365: telephone line and voicemail, email, WhatsApp, website and mobile application. In this chapter we have established that these means may be used by collaborators, customers or any third party

linked to Gentera, to make complaints or queries that will be treated as confidential at all times.

Finally, we guarantee the accessibility of our Code for all our collaborators in Mexico and Peru, as well as customers, suppliers and third parties, through four main means of dissemination: our website (www.gentera.com.mx > About Us > Code of Ethics and Conduct); the intranet of each of our companies; the institutional application called Gentérate with a segment dedicated only to our ethical culture, the Code and the means of reporting; and, the training channels on ethics issues such as the certification in the Code of Ethics and Conduct for new hires, as well as the annual recertification in the Code of Ethics and Conduct, and the communication campaigns that we carry out throughout the year to disseminate and consolidate ethical conduct, and events with our Ethics Committee, the use of the means of reporting and the results of our ethical training and attention to the means of reporting.

d) Bylaws and Other Agreements

Bylaws

Incorporation and registration

Banco Compartamos is a Mexican company, with an indefinite duration, incorporated by public deed number 87,148 dated May 9, 2006, executed in the presence of Mr. Jorge Alfredo Ruiz del Río Escalante, Notary Public number one hundred and sixty-eight of the Federal District, whose first testimony was duly registered in the Public Registry of Commerce of the Federal District on September 5, 2006 in commercial folio number 270503.

Object

The main corporate purpose of the Company, as a multiple banking institution, will be the provision of banking and credit services under the terms of the Credit Institutions Law and, consequently, it may carry out the operations and provide the banking services, which are indicated below in terms of Article 46, of the Credit Institutions Law and other applicable legal and administrative provisions:

The main corporate purpose of the Company, as a multiple banking institution, will be the provision of banking and credit services under the terms of the Credit Institutions Law and, consequently, it may carry out the operations and provide the banking services, which are indicated below in terms of article 46, of the Credit Institutions Law and other applicable legal and administrative provisions:

- I. Receiving Bank Deposits of Money:
 - (a) On sight;
 - (b) Withdrawable on pre-established days;
 - (c) Savings; and
 - (d) By term or with prior noticeAceptar préstamos y créditos;
- II. Issue Bank Bonds;
- III. Issue subordinated bonds;
- IV. Establish deposits in credit institutions and financial institutions abroad;
- V. To make discounts and grant loans or credits;

- VI. Issue credit cards based on current account credit opening contracts;
- VII. Assume obligations on behalf of third parties, based on credits granted, through the granting of acceptances, endorsements or guarantees of credit instruments, as well as the issuance of letters of credit;
- VIII. To operate in securities under the terms of the provisions of the Credit Institutions Law and the Securities Market Law;
- IX. To promote the organization and transformation of all kinds of companies or commercial companies and to subscribe to and retain shares or parts of interest in them, under the terms of the Credit Institutions Law;
- X. Operating with commercial documents on one's own account;
- XI. Carry out operations with gold, silver and foreign currency on its own account or on behalf of third parties, including reports on the latter;
- XII. (sic) Issue letters of credit upon receipt of their amount, make credits effective and make payments on behalf of customers;
- XIII. (sic) To receive deposits in administration or custody, or as collateral on behalf of third parties, of securities or securities and in general of commercial documents;
- XIV. To act as the common representative of the holders of receivables;
- XV. To provide cash and treasury services related to credit securities, on behalf of the issuers;
- XVI. (sic) To acquire the movable and immovable property necessary for the realization of its object and to dispose of it when appropriate;
- XVII. To enter into financial lease agreements and to acquire the goods that are the subject of such contracts;
- XVIII. To carry out derivative transactions, subject to the technical and operational provisions issued by Banco de México, which establish the characteristics of such transactions, such as rates, underlying counterparty terms, guarantees and forms of settlement;
- XIX. Carry out financial factoring operations;
- XX. Bis. Issue and put into circulation any means of payment determined by Banco de México, subject to the technical and operational provisions issued by it, which establish, among other characteristics, those related to its use, amount and validity, in order to promote the use of various means of payment;
- XXI. To intervene in the contracting of insurance, for which it must comply with the provisions of the General Law on Mutual Insurance Institutions and Companies and the general provisions arising therefrom;
- XXII. Such analogous or related matters as may be authorized by the Ministry of Finance and Public Credit, after hearing the opinion of the Bank of Mexico and the National Banking and Securities Commission.

In order to carry out the main corporate purpose described above, the Company may carry out the other operations that are expressly permitted by the Credit Institutions Law, in accordance with sound banking and commercial practices and practices. Consequently, in order to carry out its main corporate purpose, the Company may carry out the following complementary operations:

- a) To contract, in accordance with banking practices and practices, all types of equipment, electronic, optical or any other technology, automated data processing systems, whether private or public, in accordance with the applicable legal provisions;

- b) To acquire, alienate, possess, lease, usufruct and, in general, to use and administer, under any title, all kinds of rights and movable and immovable property that are necessary for the realization of its object and the fulfillment of its purposes;
- c) To carry out any other activity that may be carried out in accordance with the Credit Institutions Act, on the understanding that the company may in no case carry out the activities prohibited to credit institutions under the terms of article 106 of the Credit Institutions Act; and
- d) To carry out the required acts and activities before any authorities, government agencies, entities, decentralized organizations or decentralized bodies, whether federal, state or municipal, in relation to the purpose of the Company."

Share capital

The Company will have a capital stock of \$756,000,000.00 M.N. (seven hundred and fifty-six million pesos 00/100 National Currency), represented by 756,000,000 (seven hundred and fifty-six million) of ordinary, nominative shares of the "O" series with a par value of \$1.00 (one peso 00/100 National Currency) each.

The Company may have additional capital, which will be represented by series "L" shares.

The company must have a minimum subscribed and paid-in capital equivalent in national currency to 90,000,000.00 (ninety million) Investment Units.

The minimum capital, the amount of which shall be determined in accordance with Article 19 of the Credit Institutions Law, must be fully subscribed and paid no later than the last business day of the year in question. For this purpose, the value of the Investment Units corresponding to December 31 of the immediately preceding year will be considered.

When the share capital exceeds the minimum, it must be paid at least 50%, provided that this percentage is not less than the established minimum.

When the company announces its share capital, it must at the same time announce its paid-in capital.

The National Banking and Securities Commission shall establish the cases and conditions in which the company may temporarily acquire the shares representing its capital stock, without prejudice to the cases applicable in accordance with the Securities Market Law, and seeking the healthy development of the banking system and not affecting the liquidity of the institutions.

Shares

The shares representing the capital stock shall be registered and of equal value, within each series they shall confer on their holders the same rights and shall be paid in full at the time of being subscribed, in cash or in kind if, in the latter case, the National Banking and Securities Commission so authorizes, considering the financial situation. liquidity and solvency of the company.

The share capital may be divided into the following series of shares:

(1) the "O" series, which at all times will represent 100% (one hundred percent) of the ordinary capital and will be freely subscribed, subject to the provisions of Article 17 of the Credit Institutions Law.

(2) the "L" series, made up of preferred shares, which, where appropriate, could be issued for an amount equivalent to 40% (forty percent) of the ordinary part of the company's capital stock, subject to authorization from the National Banking and Securities Commission. These shares are limited voting rights and will grant voting rights only in matters related to change of purpose, merger, spin-off, transformation, dissolution and liquidation, the corporate acts referred to in articles 29 Bis, 29 Bis 2 and 158 of the Credit Institutions Law and, where appropriate, cancellation of their registration in any stock exchange.

The series "L" shares will be freely subscribed and will also grant the right to receive a preferential and cumulative dividend and will be repaid before the ordinary shares are repaid, in the event of liquidation. In no case may the dividends of this series be lower than those of the other series.

Any natural or legal person may acquire, through one or more simultaneous or successive transactions, control of shares of series "O" representing the ordinary capital of the company, with the understanding that: (i) persons who acquire or directly or indirectly transfer shares of series "O" for more than 2% of the paid-in share capital, they must notify the National Banking and Securities Commission within 3 business days following the acquisition or transfer; and (ii) persons who directly or indirectly acquire shares of the "O" series for more than 5%, or grant collateral over the shares that represent such percentage, shall require the prior authorization of the National Banking and Securities Commission, which may grant it at its discretion, for which it shall hear the opinion of the Bank of Mexico. In the case mentioned in subsection (ii) above, the persons who intend to make the aforementioned acquisition or assignment must prove that they comply with the requirements established in section II of article 10 of the Credit Institutions Law, as well as provide the National Banking and Securities Commission with the information established by means of general rules.

To determine the percentages indicated above, the shares held by the purchasers of the shares before carrying out the transaction in question shall be taken into account.

In the event that a person or a group of persons, shareholders or not, intends to acquire 20% or more of the shares representing the "O" series of the capital stock or obtain control, prior authorization must be requested from the National Banking and Securities Commission, which may grant it at its discretion, subject to a favorable opinion from the Bank of Mexico. For the purposes of the above, control is understood as the ability to impose, directly or indirectly, decisions at the general meetings of shareholders of Banco Compartamos; to maintain the ownership of rights that allow, directly or indirectly, to exercise the vote with respect to more than 50% of the capital stock, to direct, directly or indirectly, the administration, strategy or main policies of Banco Compartamos, either through the ownership of securities or by any other legal act.

The shares of the "L" series will be free of charge.

Foreign legal entities that exercise authority functions may not participate in any way in the capital stock of the company.

Foreign governments may not participate, directly or indirectly, in the capital stock of the company except in the following cases:

I. When they do so on the occasion of temporary prudential measures, such as financial support or rescues, complying with the obligation provided for in section I, second paragraph of Article 13 of the Credit Institutions Law.

II. When the corresponding participation implies that the company is controlled, in terms of the provisions of Article 22 Bis of the Credit Institutions Law, and is carried out through official legal entities such as funds, government development entities, among others, with the prior discretionary authorization of the National Banking and Securities Commission and with the agreement of its Governing Board.

III. When the corresponding participation is indirect and does not imply that it has control, in terms of Article 22 Bis of the Credit Institutions Law. The foregoing, without prejudice to the notices or requests for authorization that must be made in accordance with the provisions of said Law.

Capital increases and decreases

Increases in the share capital shall be resolved by resolution of the extraordinary shareholders' meeting, in accordance with the rules set forth in this section, and it shall be necessary to amend the bylaws. The minutes of said meeting must be notarized before a notary public and the corresponding testimony must be registered in the Public Registry of Commerce of the registered office of the company.

The shareholders' meeting shall establish the terms and bases on which such increase shall be carried out, and the provisions of these bylaws shall be observed in all cases.

The share capital may only be reduced by resolution of the extraordinary general meeting of shareholders and the consequent reform of these bylaws, complying in all cases with the provisions of article 9 of the General Law of Commercial Companies.

The shareholders' meeting shall establish the terms and bases on which such reduction shall be carried out, and the provisions of these bylaws, the Credit Institutions Law and the General Law of Commercial Companies shall be observed in all cases. The minutes of said meeting must be notarized before a notary public and the corresponding testimony must be registered in the Public Registry of Commerce of the registered office of the company.

Placement of shares in treasury

The shares representing the non-subscribed part of the capital will be kept in the company's treasury; The Board of Directors shall have the power to put them into circulation in the forms, times, conditions and amounts it deems appropriate, against the payment in cash of their nominal value, and, where appropriate, of the premium determined by the body itself.

Right of first refusal

In the event of an increase in the paid-in part of the share capital through the subscription of treasury shares, or an increase in the share capital by issuing new shares, the holders of those in circulation shall have preference, in proportion to those of each series of which they hold, for the subscription of the new shares. This right shall be exercised by means of payment in cash and in accordance with the rules established for this purpose by the board of directors; but, in any case, shareholders must be granted a period of no more than 15

banking days for payment, counted from the date of publication of the relative resolutions in the official newspaper of the company's registered office.

If, after the end of the aforementioned period or the period indicated for this purpose by the board of directors, there are shares pending subscription and payment under the terms provided, then the shareholders, subject to the provisions of the ninth article above, who if they have exercised their right of pre-emption, will have an additional pre-emptive right, to subscribe said shares in proportion to their participation in the paid-in share capital, even when the shares that have remained unsubscribed belong to a series different from those of which they are holders, provided that the provisions of article eleventh of these bylaws are not contravened. Such additional preemptive right may be exercised within an additional period of 10 business days, counted from the date on which the term initially set for the subscription and payment of the new issue of shares has expired, which must be stated in the notice published for that purpose under the terms of the first paragraph of this article. If at the end of this additional period, there are still shares that have not been subscribed and paid, then the provisions of article thirteen of these bylaws will apply.

Acquisition of treasury shares

In accordance with the last paragraph of Article 19 of the Credit Institutions Law, the company may temporarily acquire the shares representing its capital stock, in accordance with the cases and conditions established by the National Banking and Securities Commission and seeking the healthy development of the banking system and not affecting the liquidity of the company.

Shareholders' Meetings

The ordinary general meeting will meet at least once a year, within 4 months following the end of the fiscal year to discuss, among others, the matters mentioned in article 181 of the General Law of Commercial Companies, and any other that is not the subject of an extraordinary general meeting.

The extraordinary general meeting will meet when any of the matters provided for in article 182 of the General Law on Commercial Companies must be discussed.

The meetings shall also meet in the other cases provided for by the General Law of Commercial Companies, including those provided for in Articles 166 section VI, 168, and 185 of said law or by the Law on Credit Institutions.

The special meetings shall meet to deliberate on matters that exclusively affect the shareholders of any of the series of shares and also in the cases provided for in Article 12, second paragraph of the Credit Institutions Law.

The calls for the assemblies must be published in the electronic system established by the Ministry of Economy, at least 15 days prior to the date set for the assembly.

The summons must be made by the Board of Directors or by the commissioner or by the judicial authority, as the case may be. The calls shall contain the agenda in which all the matters to be discussed at the shareholders' meeting must be listed, including those included in the heading of general matters and must be signed by the person or persons who make them; on the understanding that if they are made by the Board of Directors, they shall be signed by the chairman, secretary or deputy secretary, as the case may be.

Shareholders who, individually or collectively, represent at least 33% of the share capital, may request in writing, and at any time, the Chairman of the Board of Directors or the Commissioner to convene a general meeting of shareholders to discuss the matters specified in the agenda. Any shareholder who owns a share shall have the same right in any of the cases referred to in Article 185 of the General Law of Commercial Corporations. Together with the call to any ordinary or extraordinary general meeting, the special assemblies may be convened to be verified sufficiently in advance or simultaneously with the general assembly in question.

From the moment the notices for the meetings are published, the information and documents related to each of the items established in the agenda must be available to the shareholders, free of charge, and at least 15 calendar days prior to the date of the meeting, in accordance with Article 173 of the General Law of Commercial Companies.

Meetings may be held without prior notice, if at the time of voting, all the shares with voting rights were represented.

The calls for the assemblies shall designate precisely the place, day and time in which the respective assemblies must take place; in the understanding, which must be held at the registered office, except in fortuitous cases or force majeure.

In order to attend the meetings, the shareholders must submit to the secretary of the board of directors, no later than 2 (two) business days before the date set for the meeting, the certificates of deposit that with respect to the shares and in order for the holders to prove their status as shareholders, have been issued to them by any of the institutions for the deposit of securities regulated by the Securities Market Law. supplemented, where appropriate, with the list referred to in Article 290 of the aforementioned law.

The certificates referred to shall indicate the name of the depositor, the number of shares deposited in the institution for the deposit of securities, the numbers of the securities and the date of the meeting. In addition, the condition that such shares shall remain in the possession of the depositary until after the end of the meeting in question.

Once the delivery has been made, the secretary shall issue to the interested parties the corresponding payment cards, which shall indicate the name of the shareholder and the number of votes to which he is entitled, as well as the name of the depositary.

Shareholders may be represented at the meetings by a proxy constituted by means of a power of attorney granted in forms prepared by the company itself, under the terms and with the requirements established in Article 16 of the Credit Institutions Law, which shall be available to shareholders within the period established in the second paragraph of Article Nineteen above. Said power of attorney must be delivered to the secretary of the board of directors no later than 2 (two) business days before the date set for the meeting.

In no case may the directors or commissioners of the company be agents for these purposes.

In order for an ordinary or special shareholders' meeting to be considered legally convened by virtue of first or subsequent calls, at least 51% of the shares representing the share capital with voting rights must be represented in it and its resolutions will be valid when taken by a majority of votes of the shares represented in it.

In order for an extraordinary shareholders' meeting to be considered legally convened by virtue of first call, at least 75% of the share capital must be represented, and its resolutions will be valid when taken by the favorable vote of shareholders representing at least 51% of the paid-in capital. In the event of a second or subsequent call, extraordinary general meetings of shareholders may be held if at least 50% of the capital is represented in them and their resolutions will be valid provided that they are taken by the favorable vote of the number of shareholders representing at least 50% of the share capital.

If, for any reason, a meeting cannot be legally installed, this fact and its causes shall be recorded in the minutes book, in observance, as appropriate, of the provisions of article twenty-four of these bylaws.

Likewise, resolutions may be adopted outside the meeting by unanimity of the shareholders representing all the voting shares of the ordinary capital, or of the special category of shares in question, and such resolutions shall have, for all legal purposes, the same validity as if they had been adopted at a general or special meeting. respectively, provided that they are confirmed in writing. The document containing the written confirmation must be sent to the secretary of the company, who shall transcribe the respective resolutions in the corresponding minute book, and certify that such resolutions were adopted in accordance with this stipulation.

At the meetings, each outstanding share shall give the right to one vote, except for the shares of the "L" series that, at the time, are issued, which shall have the restrictions provided for in article nine of these bylaws.

Voting will be economic, unless the majority of those present agree that they should be by roll call or by ballot.

A shareholder who, on his own behalf or on behalf of another person, has an interest contrary to that of the company in a given transaction must abstain from any deliberation relating to that transaction.

Prior authorization from the Board of Governors of the National Banking and Securities Commission shall be required for the validity of resolutions on: (i) the merger of the company with another or other institutions, following the opinion of the Federal Competition Commission, and (ii) the spin-off of the company; and the National Banking and Securities Commission, for the reform of the bylaws. For these purposes, both the articles of incorporation and the amendments to the bylaws shall be registered in the Public Registry of Commerce of the domicile of the company, including the respective authorization, in accordance with the provisions of articles 9, last paragraph, 27 and 27 bis of the Credit Institutions Law.

Board of Directors

The administration and representation of the company shall be in charge of a board of directors composed of a minimum of 5 (five) and a maximum of 15 (fifteen) proprietary directors indicated by the shareholders' meeting, on the understanding that at least 25% (twenty-five percent) of the total number of members of the board of directors shall be independent directors. whose appointments must be in accordance with the provisions of Article 22 of the Credit Institutions Law; Likewise, the Shareholders' Meeting may appoint honorary directors, who will not count for the composition of the Board of Directors, nor for

the composition of the quorum for the meetings of the Board of Directors, and will have voice but not vote in the meetings of said Board of Directors.

In no case may the following be independent directors of the company:

- I- Employees or Directors of the Company.
- II- Persons who are in any of the cases provided for in Article 73 of the Credit Institutions Law, or have the power of command.
- III- Partners or persons who hold a job, position or commission in important companies or associations that provide services to the Company or to companies belonging to the same business group of which the Company is a part. A company or association is considered to be significant when the income it receives from the provision of services to the institution or to the business group of which it is a part represents more than five per cent of the total income of the company or association concerned.
- IV- Customers, suppliers, service providers, debtors, creditors, partners, directors or employees of a company that is a customer, supplier, service provider, debtor or important creditor of the Company. A customer, supplier, or service provider is considered to be significant when the services provided by the Company or the sales made by the Company to the Company represent more than ten percent of the total services or sales of the customer, the supplier, or the service provider, respectively. A debtor or creditor is considered to be significant when the amount of the respective transaction is greater than fifteen percent of the assets of the Company or its counterparty.
- V- Employees of a foundation, association or civil society who receive significant donations from the Society. Significant donations are those that represent more than fifteen percent of the total donations received by the foundation, association or civil society in question.
- VI- Managing Directors or high-level executives of a company in whose board of directors the CEO or a high-level executive of the Company participates.
- VII- Spouses, concubines or concubines, as well as relatives by consanguinity, affinity or civil up to the first degree, of any of the persons mentioned in sections III to VI above, or up to the third degree of any of those indicated in sections I, II, IX and X of this article.
- VIII- Directors or employees of companies in which the shareholders of the institution exercise control.
- IX- Those who have conflicts of interest or are subject to the personal, patrimonial or economic interests of any of the persons who maintain control of the Company, or the power of command in the Company. And
- X- Those who have been included in any of the above cases, during the year prior to the time at which their appointment is intended.

Each owner director may appoint his or her respective alternate, on the understanding that the alternate directors of the independent directors must have the same character.

The members of the board of directors may or may not be shareholders, must have technical quality, credit eligibility and good repute, as well as extensive knowledge and experience in financial, legal or administrative matters, shall hold office for a period of one year, may be

re-elected and shall retain representation even at the end of their term of office until those appointed to replace them take up their positions and shall receive the remuneration required by the Board of Directors. determined by the ordinary general meeting of shareholders, following the opinion of the Remuneration Committee, on the understanding that they will correspond to the performance of their positions as directors, including their participation in the different administrative bodies of the Company.

Series "O" shareholders representing at least 10% (ten percent) of the Company's ordinary paid-up capital shall have the right to appoint a director.

Without prejudice to the provisions of Articles 24 Bis and 25 of the Law on Credit Institutions, the appointment of minority directors may only be revoked when the appointment of all other directors is revoked.

The majority of the directors must be Mexicans or foreigners residing in the national territory.

Agreements

To date, there is no agreement that has the effect of delaying, preventing, deferring or making more onerous a change in the control of Banco Compartamos. Likewise, there are no agreements between the Shareholders in terms of section VI of article 16 of the Securities Market Law, nor are there trusts or mechanisms that limit in any way the corporate rights emanating from the shares representing the capital stock of Banco Compartamos.

Changes to the Bylaws

At the extraordinary general meeting of shareholders held on April 14, 2023, an increase to the capital in its ordinary part was agreed and articles seventh, twenty-third, twenty-seventh, twenty-ninth, thirty-first, thirty-second, thirty-fourth and thirty-eighth of the bylaws were amended.

At the extraordinary general meeting of shareholders held on April 13, 2022, an increase to the capital in its ordinary part was agreed and the seventh article of the bylaws was amended.

At the extraordinary general meeting of shareholders held on April 13, 2022, an increase to the capital in its ordinary part was agreed and the seventh article of the bylaws was amended.

At the extraordinary general meeting of shareholders held on August 19, 2021, it was agreed to amend the second and twenty-seventh articles of the bylaws.

At the extraordinary general meeting of shareholders held on April 16, 2021, an increase to the capital in its ordinary part was agreed and articles seven, thirtieth, thirty-second bis and thirty-ninth of the bylaws were amended.

At the extraordinary general meeting of shareholders held on April 17, 2020, a capital increase was agreed in its ordinary part and the seventh article of the bylaws was amended.

e) Other Practices of Corporate Governance

Gentera, the majority shareholder of Compartamos Banco, is distinguished by being a leader in the adoption and execution of the best national and international corporate governance practices, its success and that of its companies, is based on compliance with and adherence to the law to its Bylaws, the Code of Good Corporate Governance and the Board Regulations. documents that foster commitment to philosophy and govern institutional values. In addition, for its adherence to standards and best practices such as the Code of Best Corporate Practices of the Business Coordinating Council, the Corporate Governance Principles of the Organization for Economic Cooperation and Development (OECD) and the Group of Twenty (G20) and the Internal Regulations of the Mexican Stock Exchange.

Compartamos Banco's Code of Good Corporate Governance also seeks to safeguard the sense of organizational purpose, increase value generation, guarantee social and economic impact for the benefit of stakeholders, ensure long-term sustainability, promote transparency for Gentera's investors through the adequate and timely disclosure of financial and risk information to the market, as well as to promote high standards of operation that promote ethical and professional conduct in business to ensure the integrity and reliability of Gentera, in addition to compliance with the will of the General Assembly of Shareholders and the monitoring of the business strategy approved by the Board, thus shaping the differentiating corporate culture of Gentera and its companies in the market.

Banco Compartamos works on the constant evolution of its corporate governance model based on the establishment of operating mechanisms, both of its governing bodies and of the administration with a clear separation of the strategic, operational, supervisory and management roles, aligned and congruent with Gentera's strategy and underpinned by adherence to the Code of Ethics and Conduct and the Code of Professional Ethics of the Stock Exchange Community. proactively attending to the best corporate governance practices and updates to the regulations on the matter, both nationally and in the countries in which it operates.

The Board of Banco Compartamos maintains its firm will to promote, adopt, promote and generate the culture of prevention and management of legal risks in accordance with the best existing corporate and/or corporate practices. Therefore, they reliably ratify the commitment to ensure, respect, disseminate, train, promote and foster a culture of compliance and integrity, inside and outside their organization, in accordance with the laws, regulations and applicable regulations, against unethical, illegal, illicit and/or inconsistent conduct with the Code of Ethics and Conduct of the Company.

In compliance with its duties, the Board, in this fiscal year, reviewed the results and financial and business performance, funding, liquidity and capitalization of the Company, efficiency in expenses, cybersecurity and risk management, among others, having as priorities, customer service, ensuring the continuity and strength of the business.

Differentiating aspects of Banco Compartamos' Good Corporate Governance

- > 18.2% of the members of the Board are women, who play relevant roles at the head of the Audit Committee and the Risk Committee.
- > 100% of the committees are chaired by independent directors.
- > The age range of the directors is between 54 and 69 years old. Members of the administration who sit on the Board are not remunerated for this work.

- > All members of the Board have a high degree of commitment to the Organization and, therefore, annually ratify their adherence to Gentera's Code of Ethics and Conduct.
- > The Audit and Risk Committees, as well as the Board, annually carry out a comprehensive evaluation of the performance of their functions, with respect to the latter, which includes sections on evaluation as a collegiate body (of the directors and relevant directors of the administration themselves), the self-evaluation and the evaluation of each director towards the rest. The results are announced in the session immediately following their application to comment in session on the areas of opportunity detected, receive feedback and establish plans with corresponding corrective measures and, if necessary, establish the topics on which the training will focus.
- > Banco Compartamos promotes the constant training of the members of the Board through conferences, courses and refresher forums in which experienced analysts in the financial and economic environment present on issues relevant to the organization, the political and economic environment of the country or of a global nature that could influence the business.
- > This year, the Audit Committee and the Board of Directors reviewed and approved, respectively, the modifications to the content of the organization's Code of Ethics and Conduct, changes that were based on a detailed analysis by the Department's Philosophy and Social Vocation, Risks, Control and Continuity, Internal Audit, and Regulatory and Corporate Services. among others.
- > In October 2023, the Audit Committee and the Board of Directors reviewed and approved, respectively, the amendments to the Company's Manual for the Identification, Approval and Disclosure of Persons and Transactions with Related Parties, for the due identification, approval, registration and disclosure of these transactions, in accordance with applicable regulations, to identify and avoid possible conflicts of interest; the manual defines the way in which such operations are reported by the Internal Audit Department to the Audit Committee and the Corporate Practices Committee of Gentera, in the event that due to the characteristics of such operations they must be approved by the Board, the process to be followed for reviews prior to their approval is also detailed. by the governing bodies.
- > Compartamos Banco has its own corporate governance structure that takes into account the legal nature and applicable legislation. Its operation is carried out in accordance with best practices and the Code of Good Corporate Governance, with a direct report to Gentera's governing bodies, which monitor the fulfillment of their functions and issue guidelines to preserve alignment with the strategic approach and general policies.
- > As part of a culture of prevention, the Gentera Board promotes the delivery of courses and certifications for its employees, in the areas of Conflicts of Interest, Prevention of Money Laundering and Financing of Terrorism, commitment to Financial Inclusion and Customer Protection, Risk Management, Fraud Prevention, among others.
- > In 2023, the project called Corporate Governance was executed, which consisted of strengthening the functioning of Gentera's governing bodies, making the decision-making of each of these bodies more efficient and orderly, prioritizing the reports of the subsidiaries (which includes Banco Compartamos) to Gentera either for knowledge or approval. The foregoing, respecting seeking independence from each subsidiary, maintaining due corporate communication with Gentera in the necessary cases, achieving a synchronized operation between Gentera's companies.

Differences in the special regime applicable to Banco Compartamos in accordance with the Credit Institutions Law, in relation to the provisions for stock exchange corporations.

LMV	Law of Credit Institutions
1.- Shareholders Assembly	
<p>To appoint the Members of the Board of Directors and the Chairmen of the committees that exercise the functions in matters of corporate practices and auditing.</p> <p>For what is not provided for in the LMV with respect to the Shareholders' Meetings, the provisions of the LGSM must be taken into account.</p> <p>To deal with the points referred to in Article 28 of the LMV.</p> <p>In addition to the provisions of the LGSM, it will meet to approve the operations that the company or the legal entities that it controls intend to carry out, in the period of a fiscal year, when they represent twenty percent or more of the consolidated assets of the company based on figures corresponding to the end of the immediately preceding quarter. regardless of the way in which they are executed, whether simultaneous or successive, but which by their Description can be considered as a single operation.</p> <p>-</p>	<p>To appoint the Members of the Board of Directors and Commissioners of the Company.</p> <p>For what is not provided for in the LIC with respect to the Shareholders' Meetings, the provisions of the LGSM must be taken into account.</p>
2.- Administration and Oversight	
<p>Administration is entrusted to a Board of Directors and a Director-General, in their respective areas of competence.</p> <p>The Board of Directors must be made up of a maximum of 21 Board members, of which at least 25% (twenty-five percent) must be Independents.</p> <p>The Board of Directors must have one or more committees of Independent directors who perform the functions of corporate practices and auditing.</p> <p>There is no such thing as a Commissioner and their functions and responsibility are held by the Board of Directors, the various Committees and the external auditor.</p> <p>-</p>	<p>Administration is entrusted to a Board of Directors and a Director-General, in their respective areas of competence.</p> <p>The Board of Directors must be made up of a minimum of 5 and a maximum of 15 Board members, of which at least 25% (twenty-five percent) must be Independents</p> <p>The Board of Directors must have an Audit Committee with an advisory capacity.</p> <p>There must be at least one Commissioner appointed by the "O" series Shareholders and, where appropriate, one Commissioner appointed by the "L" series, as well as their respective alternates.</p>
3.- Functions of the board	
<p>Meet at least four times each year</p> <p>Establish the business strategy and internal control guidelines.</p> <p>To approve, with the prior opinion of the competent committee, the policies and guidelines for the use and enjoyment of assets of the company and of the legal entities that it controls.</p> <p>To approve, with the prior opinion of the competent Committee, the transactions with related parties that the company or legal entities that it controls intends to carry out. As well as, unusual operations or those that are of Value and considerable amount.</p> <p>To approve the appointment and, where appropriate, dismissal of the General Manager, as well as the policies for the appointment and comprehensive remuneration of the relevant executives.</p>	<p>Meet at least four times each year.</p> <p>Determine the Bank's main business strategies.</p> <p>Approve guidelines for the use of corporate assets, including guidelines for the internal control system.</p> <p>Approve the operation of credits with related parties.</p> <p>To approve the appointment of positions of at least two lower levels of the Bank's administration.</p> <p>To know, and, where appropriate, approve the objectives of the internal control system and the guidelines for its implementation. As well as establishing the Bank's internal audit policies and standards and approving the Bank's financial statements.</p>

<p>To approve the guidelines on internal control and internal auditing, the accounting policies of the company and the financial statements of the same.</p> <p>-</p>	
4.- Functions of the Audit Committee	
<p>Investigate possible breaches of which it is aware.</p> <p>Ensures that the General Manager complies with the agreements of the assemblies and the Board of Directors.</p> <p>Appoints, supervises, evaluates and removes the external auditor, based on the determination of their fees and activities to be carried out.</p> <p>Gives an opinion on internal control guidelines, accounting policies and additional services that the auditor can provide.</p> <p>Discusses the financial statements with the directors and the external auditor, to propose their approval to the Board of Directors.</p> <p>Monitor that transactions with related and relevant persons are in accordance with the provisions of the law. If necessary, seek expert opinion from Independents.</p> <p>Convene Shareholders' Meetings.</p>	<p>Follow up on the internal and external audit activities of the organization, being the channel of communication between the Board of Directors and the internal and external auditors.</p> <p>Oversees accounting information and compliance with rules and regulations applicable to Multiple Banking institutions.</p> <p>Monitor the activities carried out by both internal and external auditors.</p> <p>Verifies that the internal control system complies with the objectives and guidelines set forth by the Board of Directors.</p> <p>Supports the Board of Directors to ensure that the financial information provided by the Finance and Administration area is accurate and adequately reflects the financial situation of the organization.</p> <p>Ensures compliance with the regulations of Article 21 of the LIC and the general provisions in this regard issued by the CNBV at the time.</p> <p>Supports the Board of Directors in defining and updating the policies and procedures of the</p>
5.- Functions of the Societary Practices Committee	
<p>Comment on transactions with related and relevant people.</p> <p>Gives an opinion on the appointment, performance, remuneration and granting of loans to the General Director and relevant executives.</p> <p>Proposes candidates for the management bodies of the business group.</p> <p>If required, ask for expert opinion from Independents.</p> <p>Convene Shareholders' Meetings.</p>	<p>In Banks, the functions of best corporate practices are carried out by the Audit Committee.</p>
6.- Duties of Directors and Boardmembers	
<p>The Board of Directors and the Chief Executive Officer are required to submit to the Shareholders' Meeting various reports regarding their functions and the activities of the company.</p> <p>Duty of Care. Find out; preparing for council and committee meetings; to evaluate the sufficiency and veracity of the information and to ensure the correct use and exploitation of human and material resources.</p> <p>Duty of Loyalty.- Make decisions without conflict of interest; keep information confidential; Ensure that relevant information is made public and disclose to the Board information necessary for decision-making and conflicts of interest.</p> <p>Duty of Fidelity.- Not to compete with society, nor to take business opportunities that correspond to society.</p> <p>The Members of the Board of Directors and the relevant directors of the company must provide what is necessary to comply with the provisions of the LMV, observing the provisions of Article 3 of said Law.</p>	<p>The Board of Directors and the Chief Executive Officer are required to submit to the Shareholders' Meeting various reports regarding their duties and the Bank's activities.</p> <p>The board must approve, where appropriate, the Bank's code of conduct, as well as promote its dissemination and application in coordination with the General Management.</p> <p>The board, at the proposal of the Audit Committee, must know and, where appropriate, approve the objectives of the Internal Control System and the guidelines for its implementation.</p> <p>To analyze, through reports prepared for this purpose by the General Management and the Audit Committee, that the Internal Control System is functioning properly.</p> <p>Review, at least annually, the objectives of the Internal Control System and the guidelines for its implementation, as well as evaluate the functions of the Audit Committee and the General Management in this regard.</p> <p>Determine the corresponding actions in order to</p>

	correct the irregularities that are known and implement necessary measures.
7.- Responsibility of Directors and Boardmembers	
<p>- - The directors, general managers and relevant executives will be liable for the damages caused to the company and the Shareholders, when they intentionally carry out or order the following acts to be carried out: (i) disseminate false or misleading information; (ii) omit to record the company's operations or alter the company's accounting records; (iii) conceal relevant information or events that must be disclosed to the public or to Shareholders; (iv) destroy, in whole or in part, the documentation relating to the accounting entries; (v) grant the use or enjoyment of the goods and services of the company in favor of persons who exercise power of command, without the approval of the meeting; (vi) approve or reject operations that are notoriously detrimental to the company; (vii) intervene in the resolution of matters or in the execution of transactions with a conflict of interest; (viii) omit to maintain the discretion or confidentiality of the information; (ix) compete with the company or take advantage of business opportunities for their own benefit or that of third parties; (x) fail to exercise liability actions; (xi) unjustifiably respond to requests for information and documentation from the directors or members of the committees; and/or (xii) maliciously present false or misleading information to the directors or members of the committees.</p>	<p>The directors, general managers and relevant executives will be liable for the damages they cause in the exercise of their functions.</p> <p>It is the responsibility of the Chief Executive Officer to ensure that there is consistency between the objectives, guidelines and policies, the supporting infrastructure and the credit origination and administration functions within the Bank.</p> <p>It is the responsibility of the Board of Directors to approve loans, which may delegate this function to the committees and, where appropriate, to the Bank's officials that it determines for this purpose. The Director General is responsible for the proper implementation of the Internal Control System; the foregoing, within the scope of the functions that correspond to said Directorate.</p>
8.- General Director	
<p>Propose to the Board of Directors the business strategy and internal control guidelines.</p> <p>To exercise the functions of management and conduct of business.</p> <p>Be responsible for the preparation and content of relevant information about society and its dissemination to the public.</p> <p>Be responsible for the existence and maintenance of accounting, control and registration systems.</p>	<p>To prepare and present to the Board of Directors, for its approval, the policies for the proper use and use of the Bank's human and material resources. Provide accurate data and reports to assist the Board of Directors in appropriate decision-making. Carry out the following activities: (i) prepare, review and, where appropriate, update or propose the update, to be submitted to the Audit Committee for consideration and subsequent presentation to the board of the objectives and guidelines of the Internal Control System and the code of conduct of the Institution; (ii) prepare, review and, where appropriate, update or propose the updating of the Bank's manuals; (iii) identify and evaluate internal and external factors that may affect the achievement of the Bank's strategies and purposes; (iv) provide for the measures deemed necessary to ensure that the transactions or operations of the Bank and the Internal Control System are consistent with each other.</p>