

Grupo Security

ESG Support Document CSA 2024

1. Governance & Economic Dimension

1.1 Board Independence:

Grupo Security is governed by the Securities Law and Law No. 18,046 on Corporations (Ley de Sociedades Anónimas or the “Chilean Corporations Act”), which regulates corporate governance among other things, independent director requirements. Given we are regulated by this law, we cannot impose a specific independent director target on our shareholders. We have 1 independent director as required by Chilean Law Chilean Law N° 18.046 article 50.

1.2. Materiality analysis:

A periodic materiality analysis keeps the company aligned with stakeholder expectations, regulations and market changes. It also helps identify the material risks from their perspective and how their activities impact the social and environmental ecosystem. Grupo Security conducted its first assessment in 2023 and has proposed reviewing it every three years.

Material Issue 1: Cybersecurity and information privacy

Cybersecurity risks may involve financial, reputational or business continuity impacts due to potential IT attacks that compromise the entity's ability to conduct business or affect its information. Investing in cybersecurity acts as a risk mitigator. A robust approach reduces the likelihood of security incidents, protecting assets and minimizing exposure to financial and reputational losses. Investing in cybersecurity can also set the company apart as a leader in data protection in the financial sector, which can attract more customers.

Business case: Cybersecurity is fundamental for Grupo Security, since the company handles considerable personal and confidential customer information. The cybersecurity strategy is designed to protect customer privacy and the organization's internal digital infrastructures. It includes a comprehensive approach to identifying, protecting, detecting, responding to and recovering from cybersecurity events, and is integrated into the company's risk appetite. This issue is crucial for Grupo Security for several reasons: data protection—the company handles sensitive information and ensuring its security is essential to maintaining customer confidence and complying with regulations such as GDPR; business continuity—a robust cybersecurity infrastructure ensures that operations are not disrupted, which is key to financial stability and meeting customer expectations; competitive advantage—a strong cybersecurity stance can be a differentiator in a competitive market, attracting customers who value data protection.

Business strategies: Grupo Security implements several specific measures as part of its cybersecurity strategy to protect its customers’ personal and confidential information, ensuring secure, reliable and sustainable operations. The company has an Information Security Policy that sets guidelines to ensure data security, including efforts to manage customer consent regarding processing their information. A culture of responsibility is fostered through a mandatory annual awareness and training program for all employees, ensuring they are versed on cybersecurity best practices. In addition, each subsidiary has a cybersecurity committee, which meets monthly to identify, protect, detect, respond to and recover from cybersecurity events. Cybersecurity is managed and supervised at a corporate level by the Corporate Technology Manager and the Chief Information Security Officer (CISO). Critical information security infrastructure is tested annually to identify weaknesses and develop remediation plans for critical security failures. We implemented the 2023-2025 Cybersecurity Master Plan, which includes activities to identify risks, protect customer security, detect potential breaches and improve response and recovery processes. The strategy is aligned with data protection laws and regulations, as well as international cybersecurity standards, such as the NIST Cybersecurity

Framework and GDPR. These measures ensure a comprehensive approach to protecting customer information and privacy, helping to maintain secure, reliable operations.

During 2023, the board was trained on cybersecurity and on Law 19,628 on data protection and its amendments.

Material Issue 2: Business Ethics

Business case: Applying ethical principles and values as part of Grupo Security's governance not only strengthens its position, but also enables long-term sustainable development. A commitment to service and transparent and responsible business practices are fundamental to building trust-based relationships with all stakeholders. The Group's governance structure promotes transparency, professionalism and concern for people, aligning its activities with Chilean regulations and industry standards. Through its board, it reaffirms that ethics and responsible conduct are fundamental pillars for business sustainability. Ethical management is key, as any unethical behavior would financially impact the company's future (through fines, lawsuits, customer attrition, etc.), resulting in serious reputational damage.

Business strategy: Ethical management is integrated into the company's vision, mission, values and purpose, which make up the "Security Hallmark." Its governance structure includes bodies and committees on which directors and senior management participate that are responsible for addressing these issues, as well as for monitoring and controlling the regulatory framework through the Corporate Business Risk Controller's Office. The ethical framework that regulates the actions of all team members includes the Code of Ethics, the Crime Prevention Model, the Code of Conduct, the Conflict of Interest Management Policy, the Internal Order, Hygiene and Safety Rules, and the Customary Related Transactions Policy, among others. Each company's compliance officer is responsible for enforcing these standards.

In addition, team members are trained on the Crime Prevention Model, Law 20,393, Law 19,913, the Code of Ethics and the Code of Conduct. Through the complaint channel, employees and other stakeholders can report violations of their rights anonymously, confidentially and without fear of retaliation.

Material Issue 3: Customer experience

Business case: Grupo Security aims for its subsidiaries to focus their operations on the customer, forging long-lasting, trust-based relationships. Service excellence is key to business sustainability, fostering customer loyalty and the acquisition of new customers. By understanding our customers' financial needs, acting transparently through trained and motivated teams, we will achieve higher retention, satisfaction and recommendation indicators for our services.

Business strategy: To ensure an exceptional customer experience, Grupo Security encourages collaboration between its subsidiaries' customer service areas. Through regular meetings and a dedicated corporate role, we share experiences, learnings and best practices. This synergy allows us to protect our brand hallmark and promote service excellence. We have also implemented an Excellence Management Model based on three pillars: a) understanding and managing the customer experience, proactively managing the customer experience through studies and meetings to identify needs and opportunities for improvement; b) ensuring adequate products, understanding and managing the interaction with customers through studies and diagnostics of the customer experience to proactively correct anomalies and c) attending to requests, complaints and claims, implementing a unified complaint and claims management system to effectively address problems. Group companies have been given clear guidelines to adapt to and integrate new digital technologies. This approach not only improves operational efficiency but also the quality of customer service. Ongoing training of our teams is essential to guarantee excellent service. In 2023, we trained 217 employees in the Retail Banking division, including account executives and customer service personnel, boosting their performance and significantly improving customer satisfaction.

Indicator and Targets for Very Good Experience Metrics

	2022	2023	2023 Target
Real	69.2%	75.2%	72.6%

Through the surveys, we strive to measure customer satisfaction with their experience with each business. For this, the companies use the "BL (brand love)" methodology, directly asking customers whether they had a very good experience, a good experience or a bad experience. The group generates strategies to consistently increase the number of very good experiences with each company, which is its ultimate goal in this area.

In the Group and in all its subsidiaries, all employees have a specific metric related to customer experience included in their performance evaluation. The customer experience goal, which sets the annual performance standard for each subsidiary, is determined through a specific calculation model. This model uses the company's results from the previous year to define the expected target for the following year. Indicators are continuously monitored throughout the year, but the annual result is used to calculate the annual bonus for Security employees. This practice reflects our commitment to ensuring quality service and fostering a customer-centric culture throughout the organization. Depending on the area, the weight of this metric in the evaluation varies, being greater in the commercial areas.

1.3 Risk & Crisis Management

1.3.1 Risk Management Process:

- Risk Management:

Grupo Security reviews the company's risk exposure annually.

Grupo Security conducts a yearly internal audit of the risk management process and has an external audit of their Crime Prevention Model. The Crime Prevention Model covers the management of key risks related to money laundering, financing of terrorism, bribery, negotiation, unfair administration, misappropriation, water pollution, among others. The Model establishes ethical standards in the development of commercial and operational activities of the Company, complementing what is established in the corporate code of ethics, conduct manuals, regulations and internal policies.

- Risk Management Board Training:

Directors have access to an annual budget for consultant and training. In 2019 and 2021, they were trained by Beker McKenzie in the areas of new risks and regulations. In addition, in 2021 the Board was trained in cybersecurity risks and in 2022, on the business risks, including value creation through ASG management, financial materiality, the role of board members in incorporating ASG factors into the business strategy and the Group's main gaps and challenges with respect to the requirements of the new general regulation 461. In 2023, the Board will once again be trained in cybersecurity, as well as risk related to sustainability.

- Risk Management employee Training:

Grupo security has developed a training program for employees on normative, technical, and critical skills. The first one is oriented towards the compliance of the law, and client security. Grupo Security also conducts continuous training on anti-corruption and antibribery policies, including law No. 20,393 and its amendments. Employees have an annual mandatory awareness and training program on cybersecurity and training on the crime prevention model, Key Risk Indicators. Additionally, an annual e-learning program on the Code of Ethics and Conduct Manual was implemented. Training has also been provided to the risk and reporting areas of the Group's companies on disclosure best practices based on the TCFD standard, aiming to deepen their knowledge and better capture the risks and opportunities associated with climate risk.

1.3.2 Emerging Risks:

Risk 1: Disruptive innovation (Fintech and Insurtech)

Description: Grupo Security core business are Vida Security and Banco Security. Both industries are starting to undergo substantial changes. In the Banking sector, the new Fintech law and open banking represents a crucial step forward, as they promote financial innovation and greater competition. In the insurance industry, Insurtech is also increasing competition. The increase in competition could result in better banking/insurance products and services at lower cost if the businesses adapt to new innovations and ecosystems. If the business's do not know how to evolve and adapt with these new ecosystems, the Fintech industry could have a negative impact on the Bank's business model and market share, and the emergence of Insurtechs could have a negative impact on Vida Security's business model and market share.

Impact: If the business's do not know how to evolve and adapt with these new ecosystems, the Fintech industry could have a negative impact on the Bank's business model and market share, and the emergence of Insurtechs could have a negative impact on Vida Security's business model and market share. Not keeping up with the disruptive innovation changing the systems could impact the demand for company products, affecting their reputation and resulting in severe financial impacts on Grupo Security.

Mitigation: To get ahead of these changes, both the Bank and Vida Security have been exploring and engaging in new partnerships and pilots with the Fintech and Insurtech space. In 2022, the Bank signed four new Fintech partnerships, including the provision of a bank sponsor service for issuers of pre-paid cards and in 2023, it continued strengthening these alliances actively in collaboration with more than twenty companies, consolidating its position as a key partner for Fintechs, thus enabling the co-creation of innovative financial services. In the insurance industry, Vida has strengthened collaboration, promoting the development of the Insurtech ecosystem in the country, via a collaborative partnership with InsurteChile (trade association). In addition, Grupo Security has a 4-year Digital Transformation process to consolidate and complement the current business, while also adapting to the new requirements and ways of working. To this end, the Group developed a digital plan focused on the four main businesses Banco (bank), Inversiones (asset management), Vida (life insurance) and Factoring Security, to develop digital business platforms and implement a corporate data lake.

Risk 2: Transition risks (decarbonization)

Description: As a corporate financier, Grupo Security in its role as provider of banking services, life insurance, annuities, asset management and other types of products and services, is in a primary position to drive the low-carbon economy. Grupo Security, within a governance framework consistent with its corporate values, needs to adapt its long-term business model, realistic commitments and develop green products to align with the transition to a low-carbon economy.

Impact: Failure to recognize transition risks in implementing the Grupo Security business strategy could lead to regulatory risks, stranded asset risks, market share loss, decreased revenues and increased cost of funds.

Mitigation: In 2022, Grupo Security took a key step toward decarbonization by training its risk areas in best disclosure practices under the TCFD standard, enhancing their ability to identify climate-related risks and opportunities. Additionally, it approved its Sustainability Policy, reaffirming its commitment to sustainable development and the transition to a low-carbon economy. Vida Security and the General Fund Administrator (AGF) adhered to the Principles for Responsible Investment (PRI). The AGF achieved coverage in most of its mutual funds, evaluating metrics against benchmarks, a significant step toward decarbonizing its investments. However, challenges remain in national fixed income due to a lack of statistically significant data. In 2023,

Banco Security deepened its Sustainability Strategy, incorporating ESG criteria into risk assessments and defining methodologies to measure financed emissions, advancing toward climate goals.

1.4 Business Ethics

1.4.1. Corruption and Bribery:

Grupo Security does not make political and/or charitable contributions as a means of bribery and corruption.

Record for all anti-money-laundering/terrorism financing-related documents are kept for five years.

We undertake an external audit of our Crime Prevention Model. The Crime Prevention Model covers the management of key risks related to money laundering, financing of terrorism, bribery, negotiation, unfair administration, misappropriation, water pollution, among others.

Per the Crime Prevention Model, customer due diligence procedures include formal searches of lists of known or suspected terrorists. Grupo Security is governed by Law 19.913, which establishes the obligation not to operate with customers appearing on blacklists or indicated as suspicious by the Financial Analysis Unit (UAF). This regulatory framework guides our processes to ensure compliance with current regulations.

1.4.2. Crime Prevention: Business Policy/ Procedures:

Annual independent assessment of supervision procedures:

The Financial Market Commission (CMF) is a public entity of the State of Chile responsible for ensuring that supervised individuals and entities comply with the laws, regulations, statutes, and other provisions governing them, from their creation to their dissolution. The CMF exercises comprehensive and rigorous oversight of all their activities. As part of its functions, it conducts regular evaluations of banks and financial institutions, including reviews of their management and solvency. Additionally, the regulator carries out periodic inspections to assess and strengthen internal controls related to risk management, including those associated with money laundering and terrorist financing (as outlined in RAN 1-14).

1.4.2. Reporting on breaches:

Reporting areas	Number of breaches FY 2023
Corruption or Bribery	0
Discrimination or Harassment	2
Customer Privacy Data	0
Conflicts of interest	0
Money Laundering	0

1.5 Policy Influence

1.5.1 Contributions & Other Spending

	Currency (MM)	FY2020	FY2021	FY2022	FY2023
Lobbying, interest representation or similar	CLP	0	0	0	0
Local, regional or national political campaigns / organizations / candidates	CLP	0	0	0	0
Trade associations or tax-exempt groups (e.g. think tanks)	CLP	875,000,000	921,000,000	612,000,000	703,844,380
Local, regional or national political campaigns / organizations / candidates	CLP	0	0	0	0
Other (e.g. spending related to ballot measures or referendums)	CLP	0	0	0	0
Total contributions and other spending	CLP				

1.6 Sustainable Finance

A) FONDO DE INVERSION SECURITY ELECTROMOVILIDAD URBANA I (a Dic-23)

Series	Currency	Book Value	Economic Value	Net Equity	Total Assets
A	CH\$	836.7761	836.7761	1,656,816,765	6,302,668,847
I	CH\$	841.6072	841.6072	3,616,385,994	6,302,668,847
SUB	CH\$	991.3124	991.3124	468,395,129	6,302,668,847
TOTAL AUM				5,741,597,888	

Source: CMF

A) FONDO DE INVERSION SECURITY DEUDA HABITACIONAL CON SUBSIDIO (a Dic-23)

Series	Currency	Book Value	Economic Value	Net Equity	Total Assets
A	CH\$	38227.8210	38227.8210	5,966,063,109	84,436,734,398
FO	CH\$	38646.9781	38646.9781	10,640,131,433	84,436,734,398
FP	CH\$	38880.4551	38880.4551	43,944,012,289	84,436,734,398
Y	CH\$	39665.4320	39665.4320	2,395,885,757	84,436,734,398
UH	CH\$	38652.3091	38652.3091	20,253,136,454	84,436,734,398
Total AUM				83,199,229,042	

Source: CMF

1.6.1 Sustainable Financing Products & Services

Banco Security offers its customers a green financing line to promote sustainable projects and encourage efficient use of natural resources. In partnership with CORFO (the Chilean government's Production Development Agency), financing is provided on favorable terms (lower interest rates, longer financing terms, grace periods depending on the project) to companies developing sustainability-aligned initiatives. This lending is aimed at projects that promote: energy efficiency, non-conventional renewable energies (solar, wind, etc.), efficient water management, waste reduction and recovery, and innovations that contribute to the circular economy.

CORFO, through its green credit committee, evaluates the eligibility of each project.

During 2023, US\$2,297,801 in loans were granted.

CORFO - Corporación de Fomento de la Producción

1.7 IT Security/Cybersecurity Governance

Digital Committee members: Chairman of the Board plus four directors

Renato Peñafiel
Juan Cristóbal Pavez
Gonzalo Pávez
Naoshi Matsumoto
Ana Saíñz de Vicuña

Naoshi Matsumoto's experience in cybersecurity:

Modyo S.A.

International company that develops technological platforms and services, mainly focused on the financial industry, with solutions for private and public sites and transactions.

PC Factory S.A. (Chairman of the Board of Directors (to date)): Leading, among other things, the Digital Transformation strategy in all areas and processes of the company, in compliance with regulations and the needs of the market, authorities, customers, suppliers, etc. The process started in 2020.

SK Comercial S.A. (to date): Receiving ongoing information from all technological tools and cybersecurity to implement the company's digital transformation from the beginning of the process.

2. Environmental Dimension

2.1 Energy

2.1.1 Energy Consumption

Total Energy Consumption	Unit	2020	2021	2022	2023
Total non-renewable energy consumption	[MWh]	7,113	6,885	6,269	6,401
Total renewable energy consumption	[MWh]	-	-	-	0.3 ¹
Data coverage (as % of denominator)	Denominator: Offices and branches	100	100	100	100

2.2 Waste & Pollutants

2.2.1 Waste disposal

Indicator	Unit	2020	2021	2022	2023
Total waste recycled/reused	[t] (metric)	2.39	0.11	0.8	5.65
Total waste disposed	[t] (metric)	168	236	244.4	296.4
-Wasted landfilled	[t] (metric)	168	236	243	296.4
-Waste incinerated with energy recovery	[t] (metric)	-	-	-	-
-Waste incinerated without energy recovery	[t] (metric)	-	-	-	-
-Waste otherwise disposed (to specify)	[t] (metric)	-	-	-	-
-Waste with unknown disposal method	[t] (metric)	-	-	1.4	-
Data coverage (as % of denominator)	Denominator: Offices and branches	100	100	100	100

Source: Grupo Security Annual Report 2023, p. 225

2.3 Water

2.3.1 Water Consumption

Indicator	Units	2020	2021	2022	2023
A. Water withdrawal (excluding saltwater)	million [m ³]	0.055	0.049	0.04369957	0.05249200
B. Water discharge (excluding saltwater)	million [m ³]	0	0	0	0
Total net freshwater consumption (A-B)	million [m ³]	0.055	0.049	0.04369957	0.05249200
Data coverage	Percentage of: Offices and branches	100	100	100	100

Source: Grupo Security Annual Report 2023, p. 225.

¹ The figure stated for "Total renewable energy consumption" for 2023 is non-zero (0.3 MWh) due to the consumption that corresponds to our business "Travel Security", which shares 20% of the energy consumed by the building in which the branch is located. The building Edificio Costanera (Lyon) sources its energy requirements from renewable sources (certified).

2.4 Climate strategy

2.4.1 Direct Greenhouse Gas Emissions (Scope 1)

Direct GHG (Scope 1)	Unit	2020	2021	2022	2023
Total direct GHG emissions (Scope 1)	[tCO ₂ e] (metric)	221	184	85	126
Data coverage (as % of denominator)	Denominator: Offices & branches	100	100	100	100

Source: Grupo Security Annual Report 2023, p. 224.

2.4.2 Indirect Greenhouse Gas Emissions (Scope 2)

IGHG (Scope 2)	Unit	2020	2021	2022	2023
Location-based	[tCO ₂ e] (metric)	2,636	2,637	1,924	1,549
Data coverage (as % of denominator)	Percentage of: Operations	100	100	100	100
Market-based	[tCO ₂ e] (metric)	0	0	0	0
Data coverage (as % of denominator)	Percentage of: Operations	100	100	100	100

Source: Grupo Security Annual Report 2023, p. 224.

2.4.3 Indirect Greenhouse Gas Emissions (Scope 3)

IGHG (Scope 3)	Unit	2020	2021	2022	2023
Total indirect GHG emissions (Scope 3)	[tCO ₂ e] (metric)	4,154	4,186	4,394	6,014

Source: Grupo Security Annual Report 2023, p. 224-225.

The calculations were carried out according to the standard developed by the Greenhouse Gas Protocol, compatible with the international standard ISO 14064. GHG emissions were obtained by multiplying activity data by documented emission factors. Emissions of the seven greenhouse gases recognized by the Kyoto Protocol and IPCC (CO₂, CH₄, N₂O, SF₆, NF₃, HFCs and PFCs) were considered.

Scope 3 category (2023)	Emissions in the reporting year - [tCO ₂ e] (metric)	Emissions calculation methodology and exclusions
1. Purchased goods and services	921.49	This category includes office supplies, bank cards and external datacenter services.
2. Capital goods	Not considered	
3. Fuel-and-energy-related activities (not included in Scope 1 or 2)	15,49	This category considers fuel manufacture under scope 1.
4. Upstream transportation and distribution	118	This category includes value transportation and courier services.
5. Waste generated in operations	97.11	This category considers waste and recycling.
6. Business travel	1,688	This category considers business travel.
7. Employee commuting	2,030	This category considers employee commuting.
8. Upstream leased assets	Not considered	
9. Downstream transportation and distribution	1,144	This category considers customer transportation, ATM's and web page.
10. Processing of sold products	Not considered	
11. Use of sold products	Not considered	
12. End-of-life treatment of sold products	Not considered	
13. Downstream leased assets	Not considered	
14. Franchises	Not considered	
15. Investments	Not considered	
Other upstream	-	
Other downstream	-	

Source: Grupo Security Annual Report 2023, p. 224-225.

3. Social Dimension

3.1 Human Capital Development

3.1.1 Human Capital Return on Investment

Training and development

- **Average amount spent per FTE on training and development: CHP 281,480**

“Tus Lukas Claras” Program

The "Tus Lukas Claras" program is designed to educate employees about the total compensation structure offered by the company, including salaries, benefits, bonuses and other incentives. Through interactive workshops and training sessions, employees learn to understand and value their compensation, as well as how to maximize the benefits offered to them. This program aims to provide leaders and employees with a comprehensive understanding of how total compensation strategically aligns with corporate objectives.

The program's benefits for the company include:

Strategic alignment: Seeks to ensure that compensation policies are oriented to organizational objectives, strengthening attraction and retention of the key talent necessary to achieve its objectives.

Performance optimization: Fosters a better understanding of variable incentives and benefits, encouraging the achievement of individual and group goals aligned with the business strategy.

Strengthening the value proposition: Improves employee engagement and satisfaction by highlighting the components of total compensation, generating value for the business.

Improved decision making: Provides leaders with tools to manage compensation policies effectively, ensuring informed decisions aligned with market best practices.

Annual employee surveys show a 7% increase in compensation-related satisfaction (2022 vs. 2023). (The score obtained in 2023 is 21% higher than our competitors for the same survey).

“La Hora de mi Evolución” Program

The main objective of this program is to promote the continuous professional development of Grupo Security's employees, encouraging independent learning and team collaboration. Through a series of contests and recreational activities, we seek to promote the use of the training platform and generate a dynamic, motivating learning environment.

Benefits for the company:

Increased employee engagement: Offering professional development opportunities and a stimulating work environment are expected to significantly increase the level of employee engagement. Greater engagement can translate into higher productivity, lower turnover and improved customer service quality. We also think it will translate into increased use of the new learning platform.

Improved employee competencies: By acquiring new skills and knowledge through the program's courses and activities, employees will be better prepared to take on new challenges and contribute to the company's growth.

Strengthening of organizational culture: The program fosters a culture of continuous learning and collaboration, fundamental values for the company's long-term success.

Increased talent retention: By investing in employee development, the company demonstrates its commitment to its human capital, which in turn helps to reduce turnover and retain the best talent.

As a result, employee engagement, as measured by a survey, climbed 2% in 2023. In addition, the voluntary departure rate decreased by 15% compared to 2022, and employee perception of training and professional development programs improved by 13%.

Adoption of the learning platform by 63.8% of Grupo Security's employees.

3.1.2 Type of performance appraisal

- Target-based management: The performance management process aims to evaluate and enhance the quantitative and qualitative performance of each employee. This development-oriented process seeks to identify opportunities for improvement and enhance each team member's development.
- Multidimensional performance review (e.g., 360-degree feedback): We have a performance management process that promotes collaborative goal setting and encourages employee participation throughout the process, through self-assessment, upward assessments and, in executive positions, peer assessments.
- Performance review by teams: The performance management process consists of different milestones activated throughout the year, such as: collaborative goal setting, monitoring, assessments and ongoing feedback. Within this framework, the different teams and positions adjust the frequency of milestones and the focus of the goals, which may be collective, individual, quality-based and/or function-specific components of each role.
- Frequency of performance review: This continuous, annual process consists of different milestones activated throughout the year, such as: collaborative goal setting, monitoring, assessments and ongoing feedback.

3.4.6. Trend of employee well-being:

Unit	2020	2021	2022	2023	Target 2023
% of employees with top level of engagement, satisfaction, wellbeing, or employee net promoter score (eNPS)	90	89	90	91.5	91.5
Data coverage: % of employees who responded to the survey	97	84	87	87	

3.4.3 Absentee Rate

Unit	2020	2021	2022	2023	Target 2023
Absentee rate	3.6	3.9	3.2	3.4	3.9
Data coverage (as % of employees, operations or revenues)	100	100	100	100	

3.2 Financial Inclusion

3.2.1 Financial Inclusion Products & Services

Financial Inclusion Product: Fogape Loans

It is an economic support measure for micro, small and medium-sized companies that facilitates access to financing for working capital, investment or debt refinancing in Banco Security. The “Chile Apoya” Guarantee Fund for Small Entrepreneurs (FOGAPE) is a Chilean government initiative that focuses on promoting financial inclusion by supporting micro, small and medium-sized enterprises. This program facilitates access to financing by enabling them to obtain working capital, make strategic investments or refinance existing debt. The objective is to facilitate access to financing for individuals and companies lacking collateral to access the financial system. The benefits of these economic measures include: improved loan conditions with special rates; a minimum 12-month grace period for principal payments, allowing companies to stabilize before starting to repay the loan, no guarantee commission, free of stamp tax and no prepayment commission. During 2023, 322 loans were granted to 276 customers totaling US\$ 54,484,275 (CHP 43,884,359,070) in principal.

1. Number of Fogape Chile Apoya loan customers: 276 customers
2. Number of Fogape Chile Apoya transactions/contracts: 322

Financial Inclusion Service: AutoFactoring

AutoFactoring is a financial service designed to help companies, mainly small and medium-sized enterprises (SMEs), improve their cash flows via advances on their invoices. Often, companies face waiting periods of up to 30 days to receive payments from their customers, which can affect their ability to operate. With AutoFactoring, SMEs can register on a digital platform, simulate their invoices and receive the money in a few hours, without complicated procedures or paperwork, they can do it from anywhere. In addition, AutoFactoring promotes financial inclusion by offering access to financing to companies that may not have a strong credit history, as the risk model focuses primarily on the debtor of the invoice. The platform also includes cash flow analysis and accounts receivable management tools, which help SMEs plan their finances more effectively. AutoFactoring is an innovative solution that not only transforms accounts receivable into immediate liquidity, but also facilitates financial inclusion, allowing more companies to access the resources they need to grow and prosper.

A total of 1,637 customers operated through this platform, 92% more than in 2022, granting them financing for their receivables equivalent to MCH\$166,684

1. Number of AutoFactoring customers: 1,637 customers accessed factoring through this platform (92% more than in 2022).
2. Number of AutoFactoring transactions/contracts in 2023: 9,825

Financial Inclusion product: Housing Financing

Inmobiliaria Casanuestra is a housing leasing company that facilitates the acquisition of a first home for low-income families with housing subsidies. Its customers are individuals that are not serviced by the traditional banking system, with an average monthly family income of UF30 who receive financing for up to 80% of the property with a value ranging from UF 800 to UF 3,000. The company also participates indirectly in the mortgage financing market in projects with housing subsidies from the Ministry of Housing and Urban Development, between the regions of Coquimbo and La Araucanía. Casanuestra offers its services through authorized agents between the regions of Coquimbo and La Araucanía. To date, Inmobiliaria Casanuestra has directly and indirectly financed 4,909 families, with total loans UF 4,224,588.

- Number of housing leasing clients reached: 4,909
- Number of housing leasing transactions/contracts: 4,909

