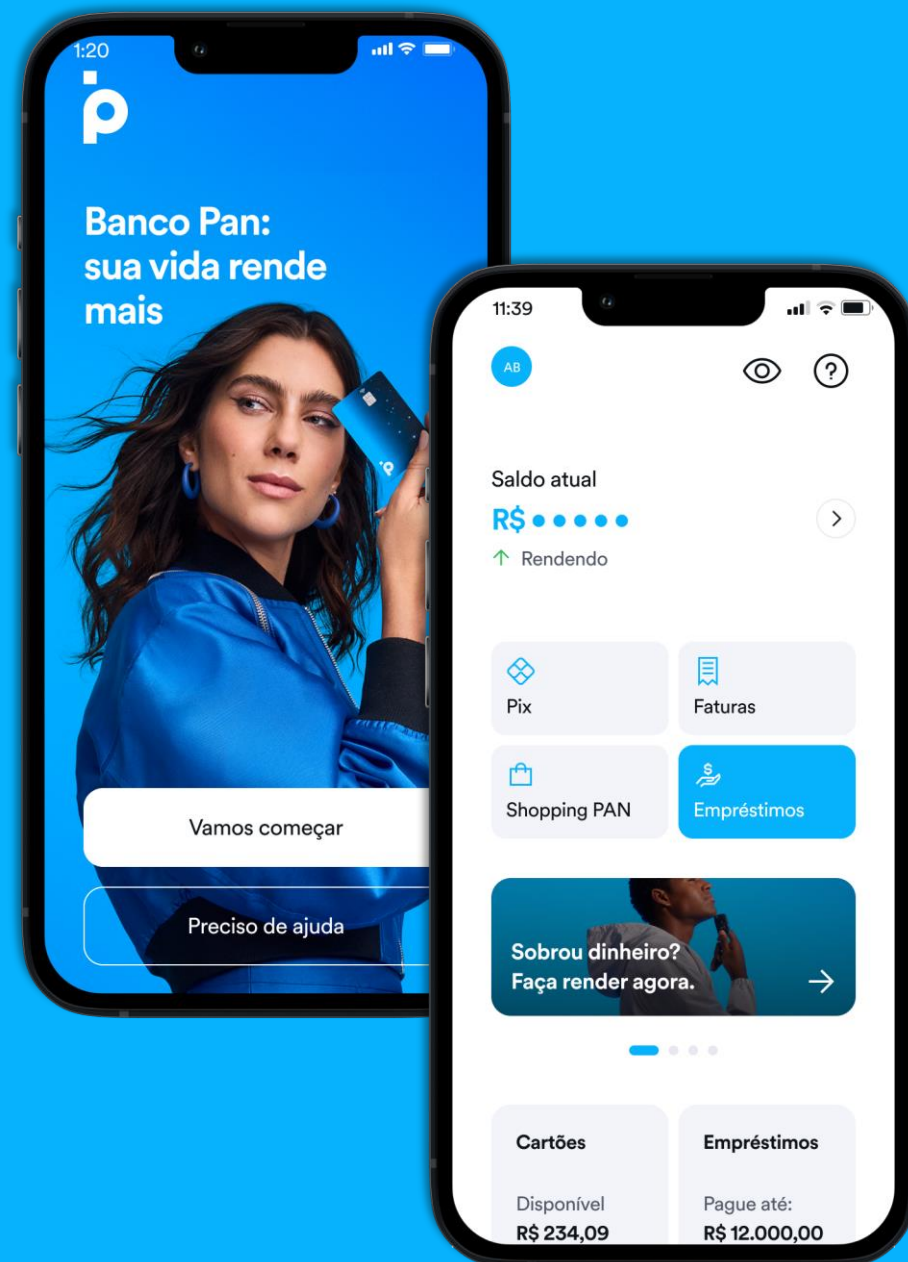




# Earnings Release 2Q25



# Highlights 2Q25

1

**Credit portfolio:** origination recover and full retention of performing portfolio

2

**Delinquency:** secured products stable and slight increase on unsecured loans

3

**Margins:** maintenance of robust levels

4

**Efficiency:** reduction in administrative and operational expenses.

## Clients

**32.0 MM**

+6% vs 2Q24

-0.4% vs 1Q25



## Credit Portfolio

**R\$ 57.8 Bn**

+18% vs 2Q24

+5% vs 1Q25



## Net Income (goodwill adjusted)

**R\$ 191 MM**

-9% vs 2Q24

-17% vs 1Q25



## ROE (goodwill adjusted)

**11.3%**

11.7% 2Q24

13.8% 1Q25



# Operating Leverage

Portfolio growth with robust margins over the years led us to the **same level of results without credit assignments**

Average per period	2021-2023	2024	1Q25	2Q25
Net income (per quarter - R\$ MM)	194	214	230	<b>191</b>
Credit Assignments (per quarter - R\$ Bn)	2.8	2.3	0.5	-
Credit Portfolio (R\$ Bn)	35.8	48.2	55.0	<b>57.8</b>
ROE (%)	12.5%	11.8%	13.8%	<b>11.3%</b>

# Efficiency and Gen AI

Intensive use of data combined with platform modernization to enhance customer experience and efficiency

1

## B2C Origination

**32% increase in sales** over 12 months through intensive use of data and Gen AI for lead generation and conversion improvement

2

## Credit and Collections

Profitability optimization by expanding Gen AI in behavior influence models and image-based collateral evaluation, **reducing losses by 20%**

3

## Customer Service

Platform modernization and use of Gen AI to **expand self-service to 75%** and **reduce CTS by 33%**

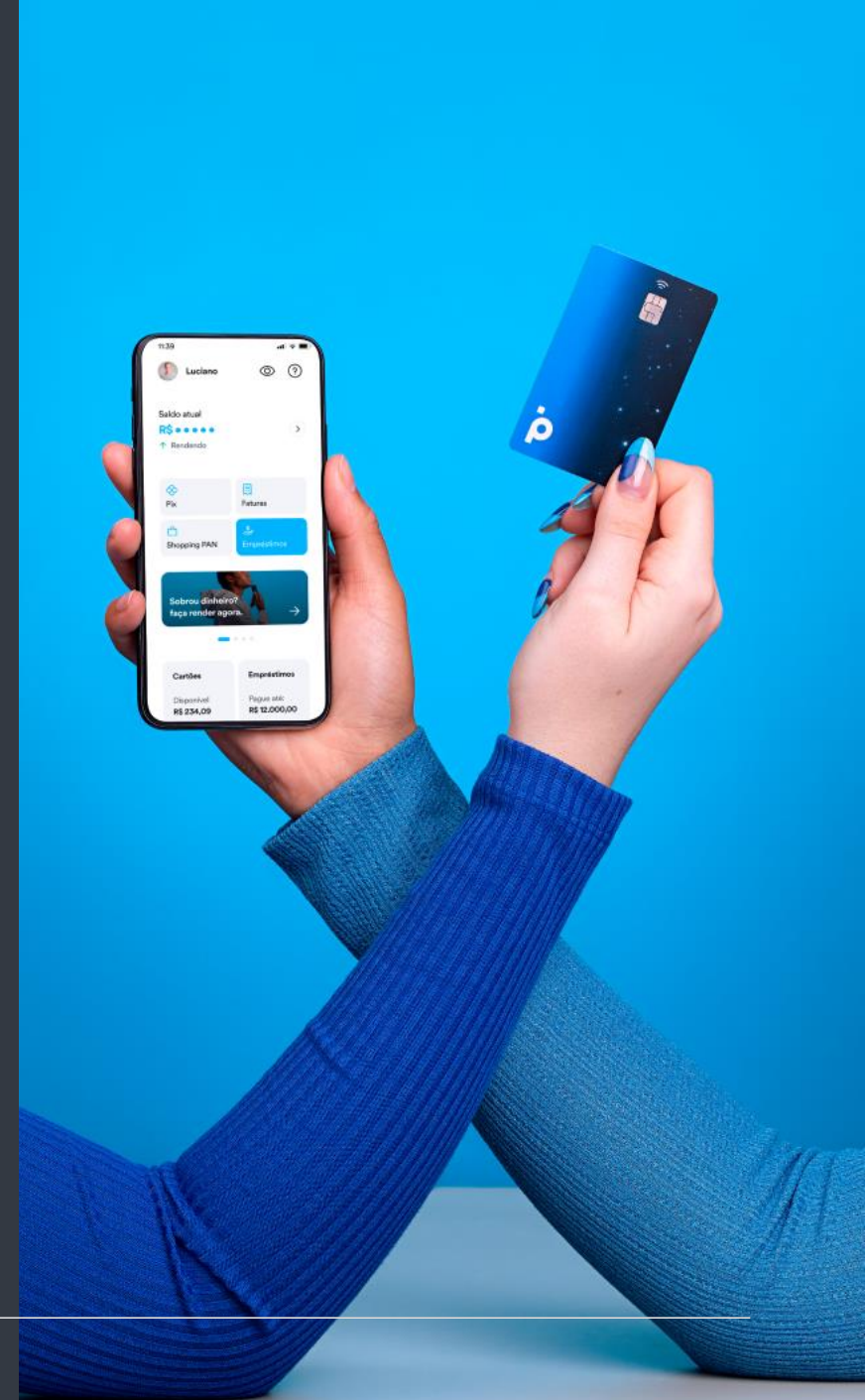
4

## Operations

Process engineering and **automation across more than 130 processes**, driving operational excellence and leverage



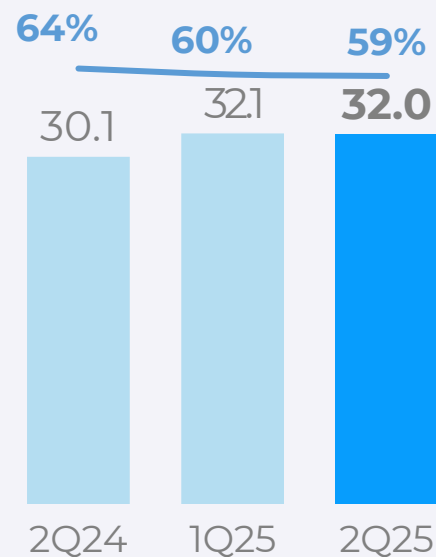
# Business Update



# Engagement

## Total and Active Clients<sup>1</sup>

# MM & %



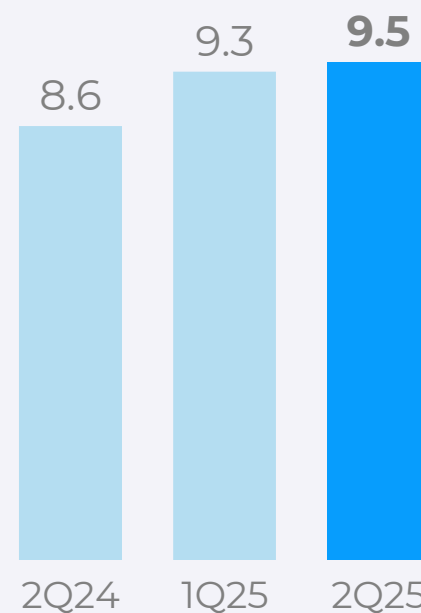
## Cross-Sell Index<sup>2</sup>

Products / Active Clients



## Clients with PIX keys

# MM



## Transaction Volume<sup>3</sup>

R\$ Bn



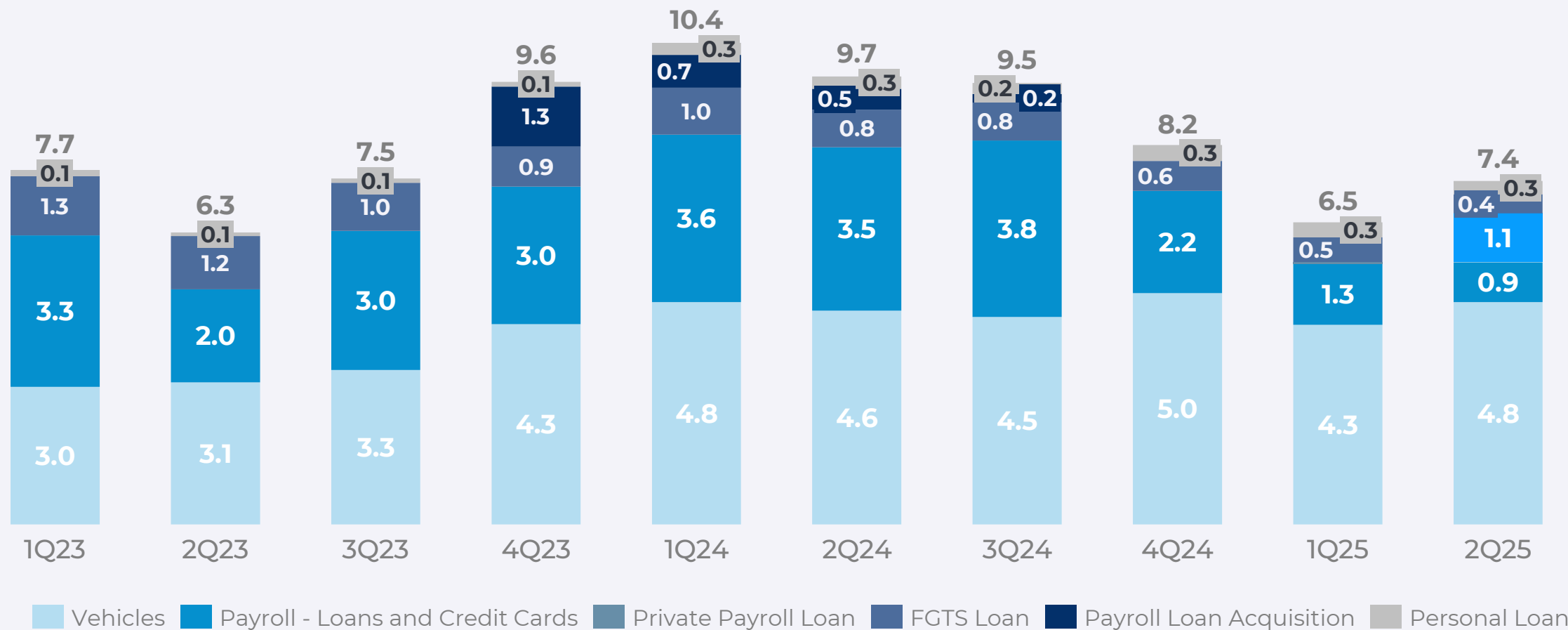
<sup>1</sup>Clients who have credit, checking account deposits, or who have carried out any transaction in the last 90 days prior to the end of the quarter

<sup>2</sup>Considers the average number of products consumed per active client in the quarter

<sup>3</sup>App, credit card and debit card

# Retail Origination

R\$ Bn per quarter

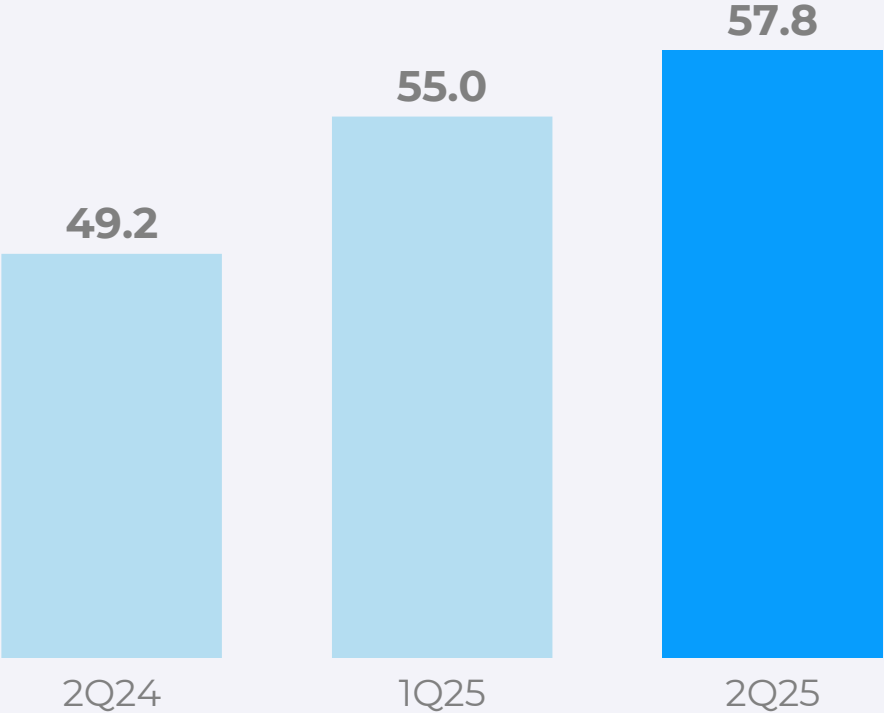




# Credit Portfolio

R\$ Bn

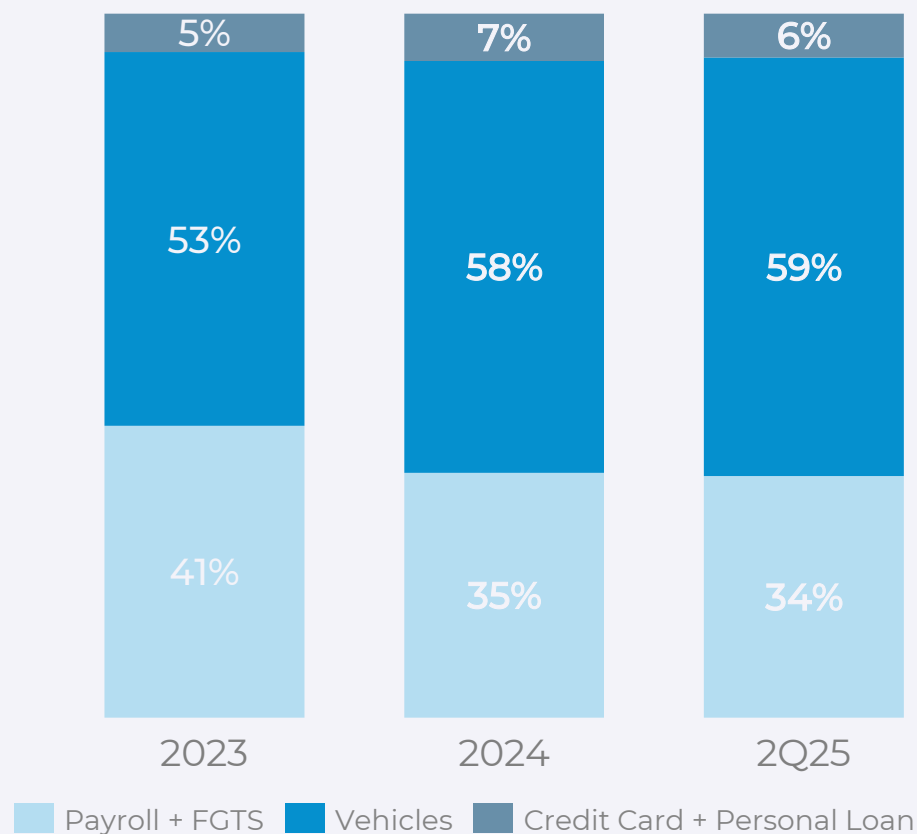
R\$ MM	2Q25	Part. %	Δ QoQ	Δ YoY
Vehicles	34,270	59.3%	7%	30%
Payroll + FGTS	19,769	34.2%	4%	-0.2%
Credit Cards	2,801	4.8%	-3%	30%
Personal Loan	777	1.3%	-3%	53%
Run Off	206	0.4%	-5%	-23%
<b>Total</b>	<b>57,824</b>	<b>100%</b>	<b>5%</b>	<b>18%</b>



# Retail Delinquency Rates

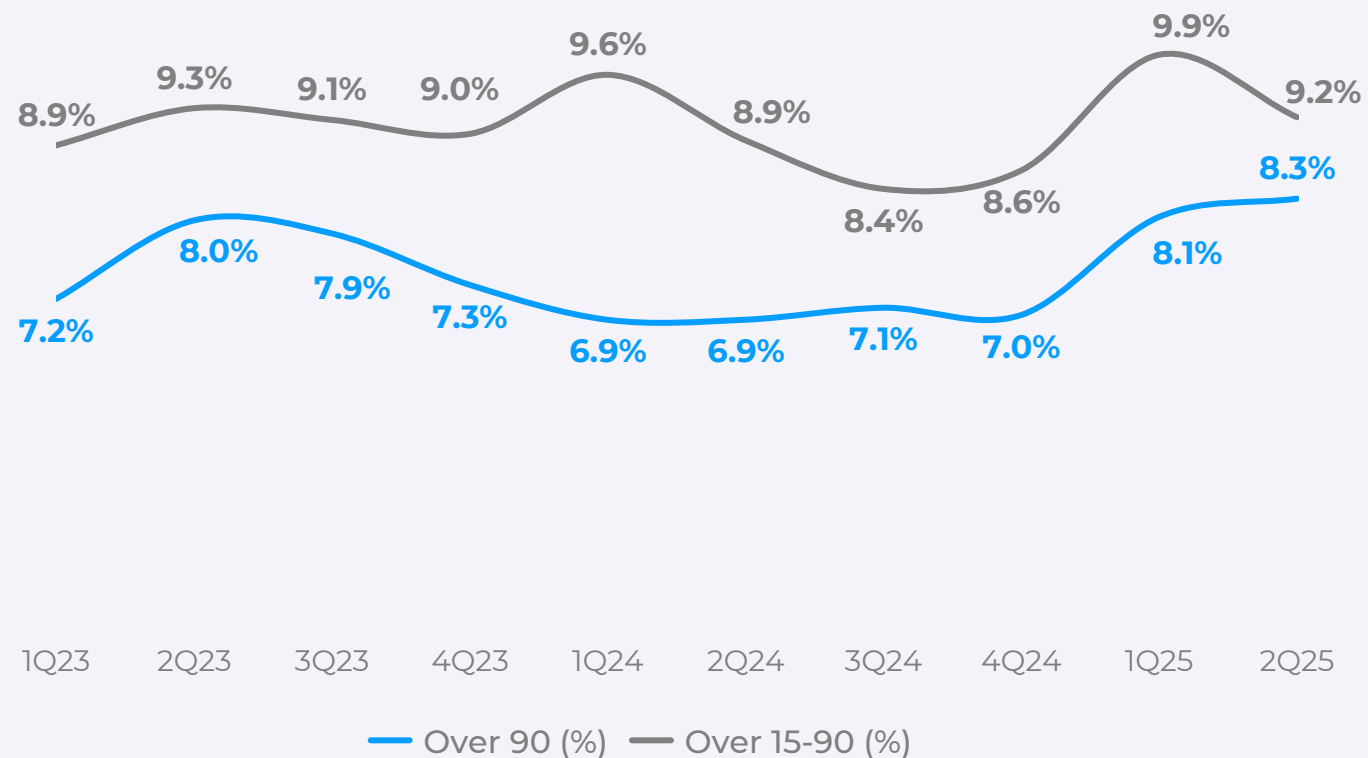
## Portfolio Breakdown

%



## Delinquency Rates

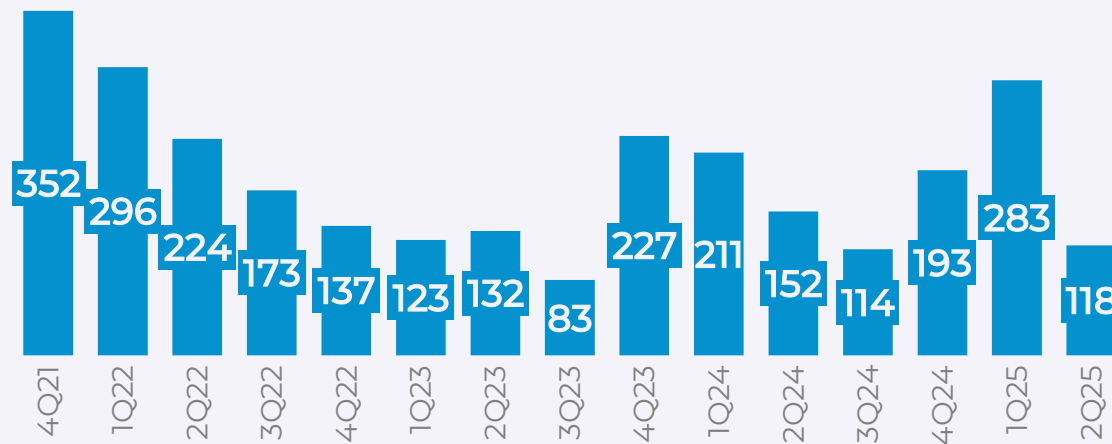
%



# Cards

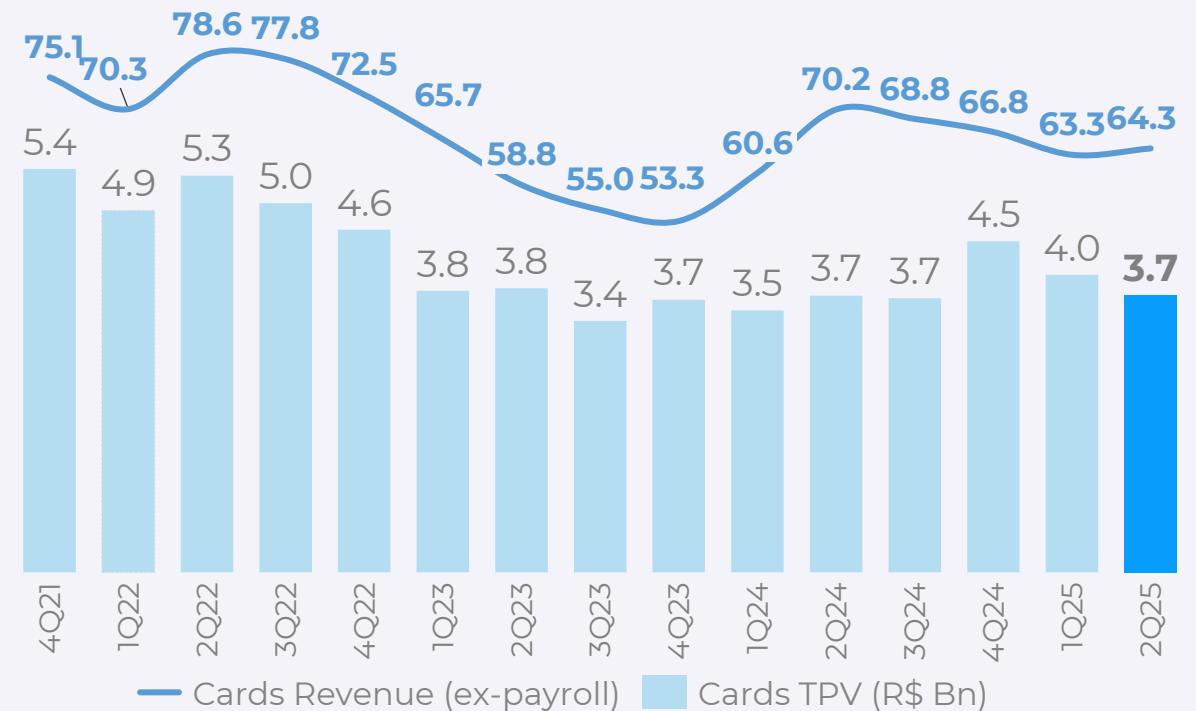
## Credit Cards Issued

# Thousands



## TPV and cards revenue

R\$ Bn & R\$ MM

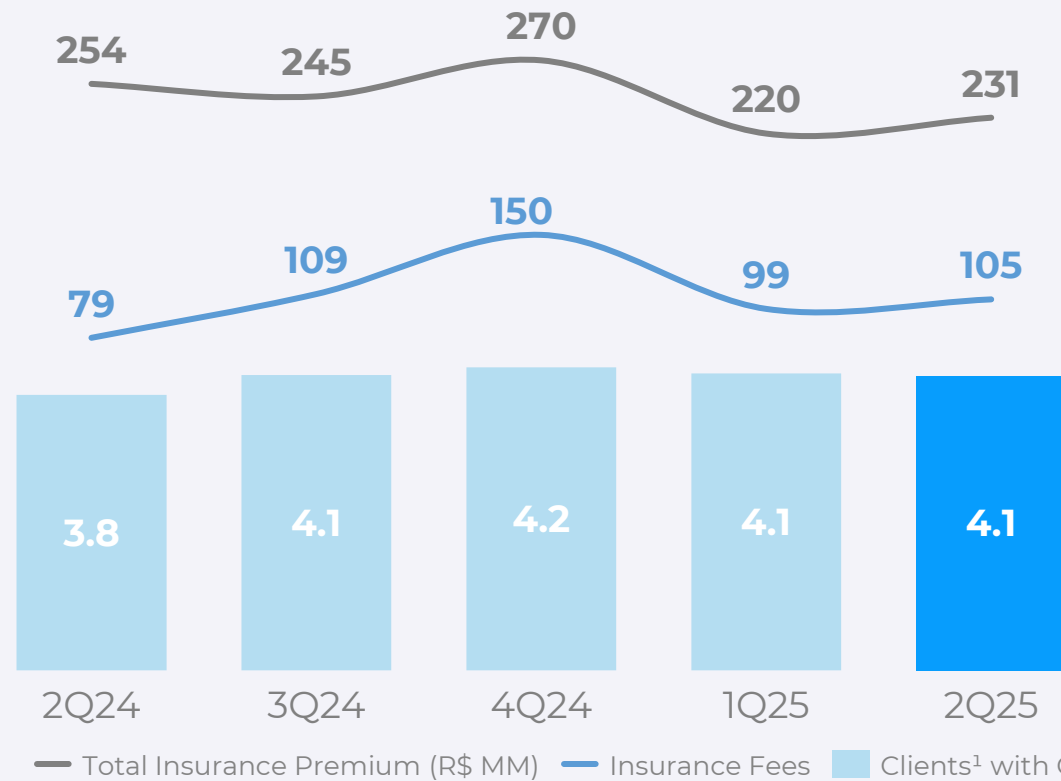


— Cards Revenue (ex-payroll) ■ Cards TPV (R\$ Bn)

# Insurance

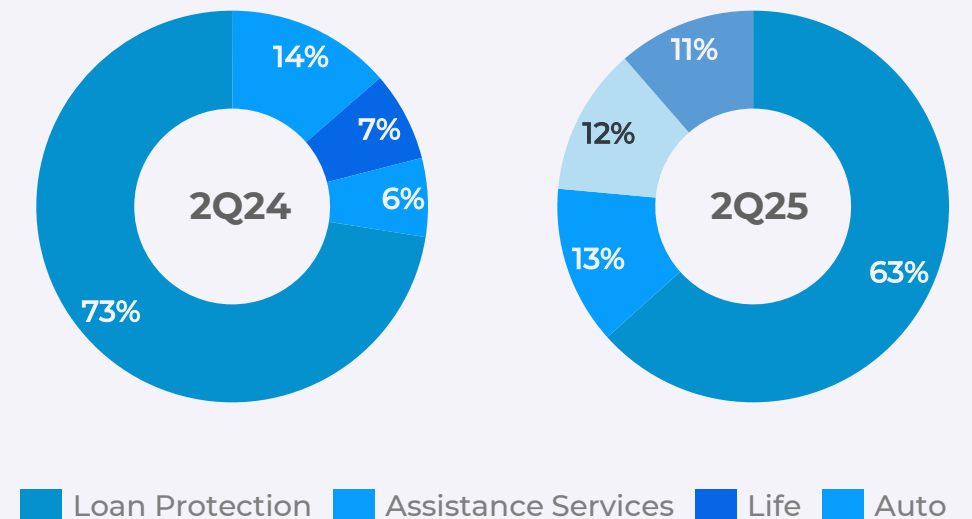
## Clients and Premium

#MM & R\$ MM



## Premium breakdown

%



<sup>1</sup> Consider clients who pay insurance premiums, excluding payroll Benefit Card clients whose insurance is mandatory and funded by the Bank



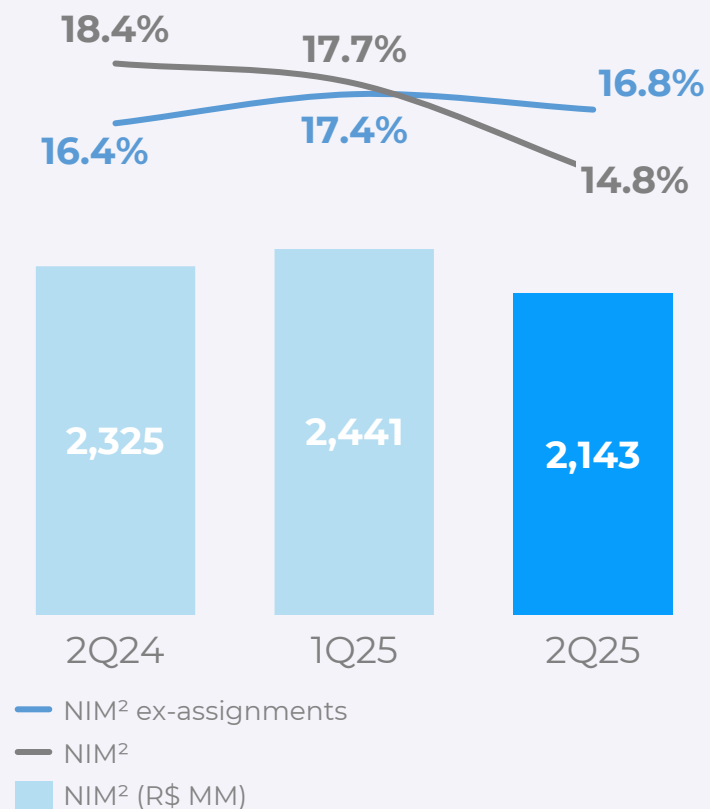
# Financial Highlights



# Interest Margins

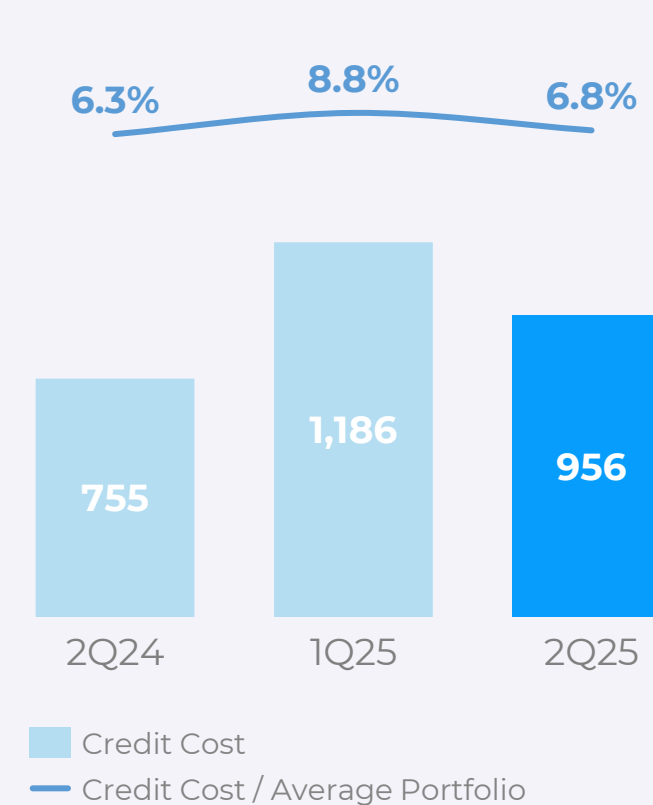
## Net Interest Margin (NIM)<sup>1</sup>

R\$ MM & % p.y.



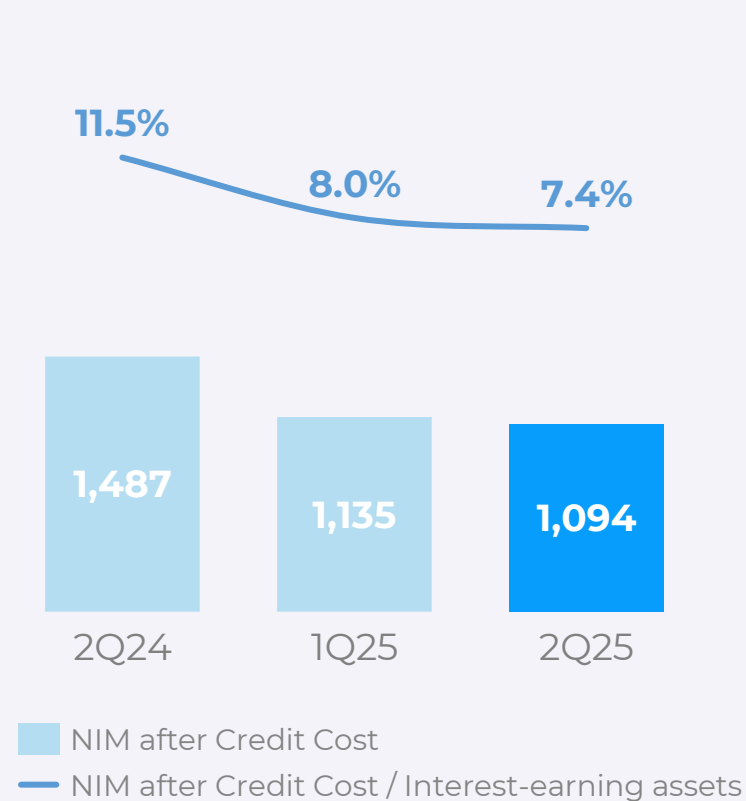
## Credit Cost

R\$ MM & % p.y.



## NIM<sup>1</sup> after Credit Cost

R\$ MM & % p.y.

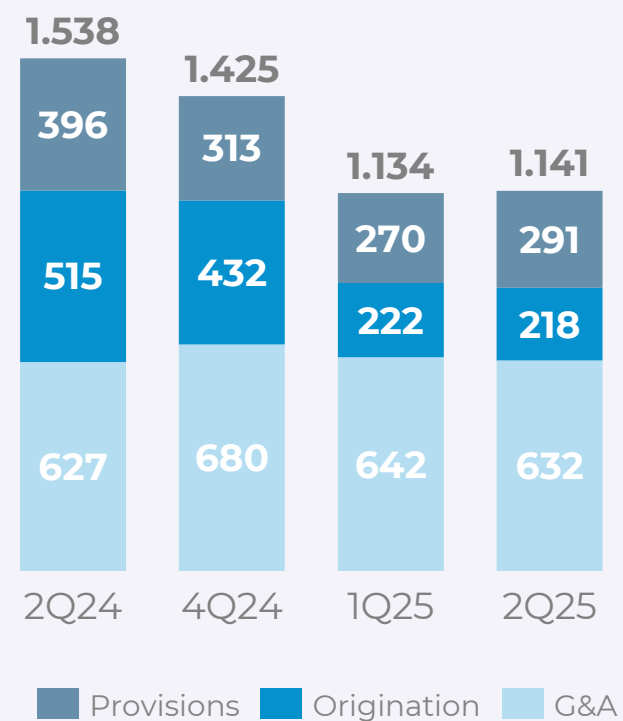


<sup>1</sup> Average Interest earning asset excluding excess cash ; <sup>2</sup> Managerial Net Interest Margin (before credit cost)

# Quarterly Results

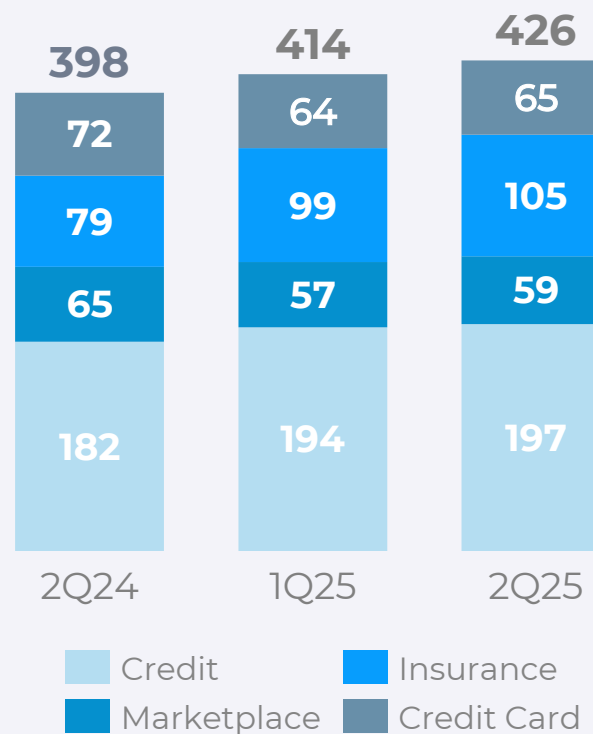
## Expenses

R\$ MM



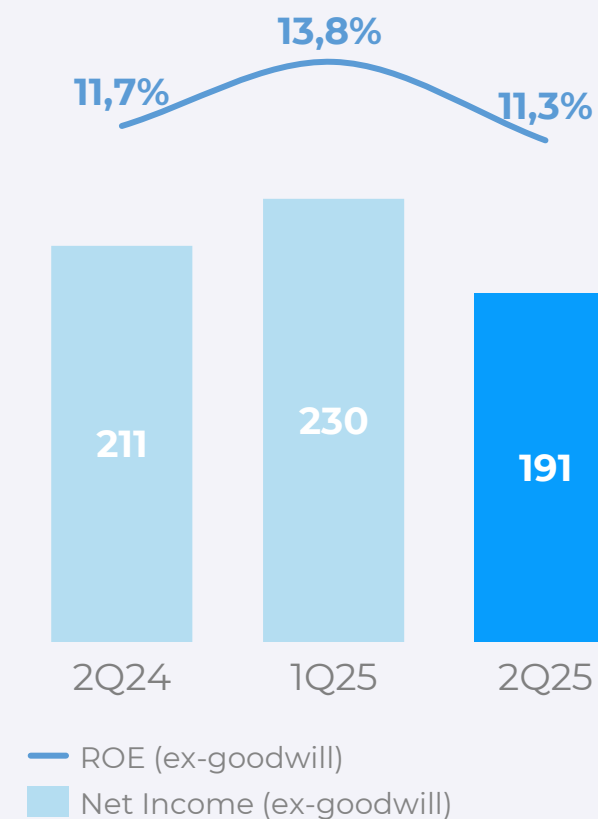
## Fee Revenue

R\$ MM

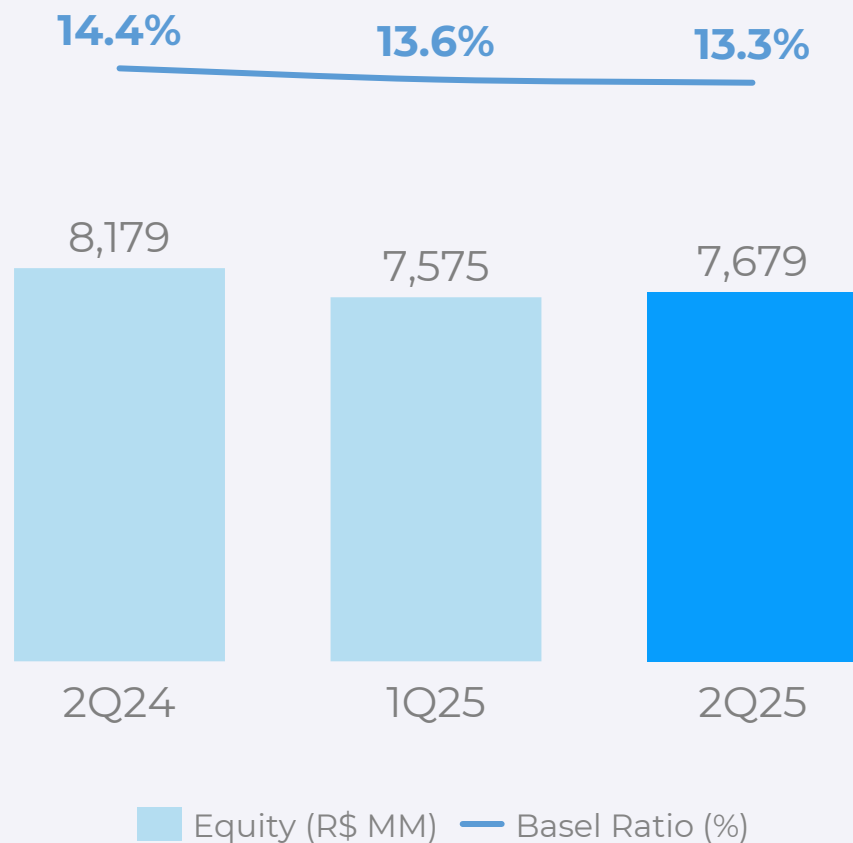


## Profitability

R\$ MM & % p.y.



# Equity and Capital<sup>1</sup>



R\$ MM

1Q24

4Q24

1Q25

Ref. Shareholders' s Equity

5,792

6,503

6,417

Required Shareholders' s Equity

4,160

4,793

4,968

RWA

39,621

45,645

47,318

<sup>1</sup>Due to the consolidation of Banco PAN in the prudential conglomerate of BTG Pactual the individual Basel ratio is no longer formally disclosed. However, we continue to release a managerial ratio to demonstrate our capitalization





# Investor Relations

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