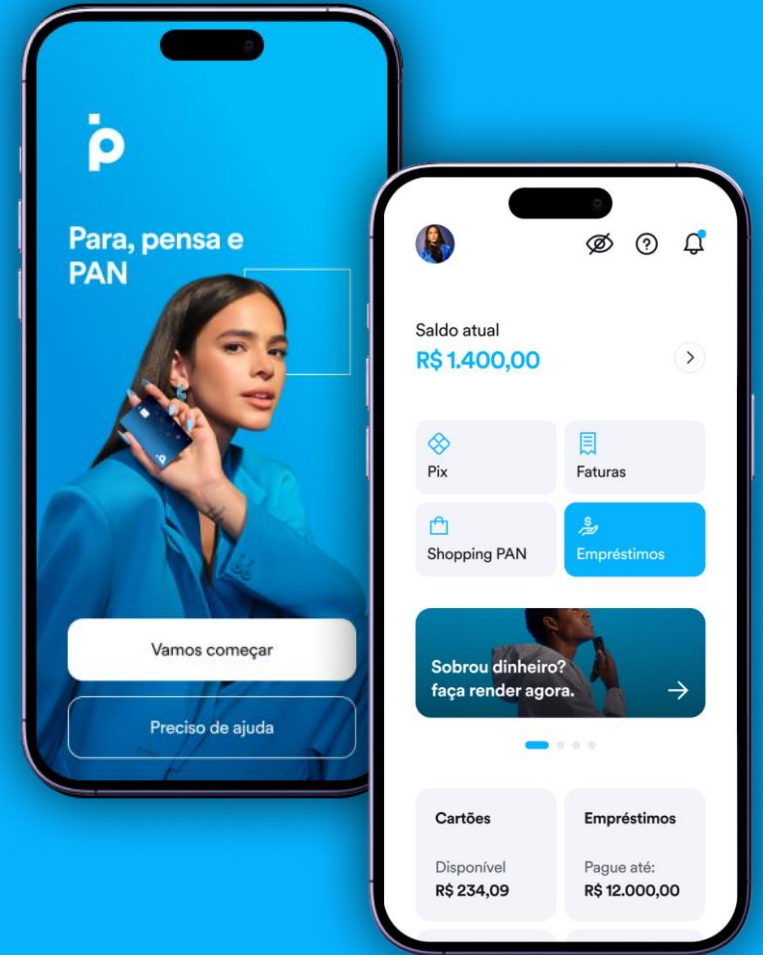




# Earnings Release 4Q24



# Highlights 2024

**1** **Portfolio growth**, with strong origination and lower credit assignments

**2** **Controlled delinquency** ratios and maintenance of a conservative approach

**3** **Robust margins**, due to assertive pricing

**4** **Significant improvements in UX**, boosting our app and increasing transactionality

# Clients

**31.5 MM**

+12% vs 4Q23

+2% vs 3Q24



# Credit Portfolio

**R\$ 52.7 Bn**

+26% vs 4Q23

+3% vs 3Q24



# Net Income

(goodwill adjusted)

**R\$ 211 MM**

+8% vs 4Q23

-3% vs 3Q24

**R\$ 855 MM**  
(2024)

+10% vs 2023



# ROE

(goodwill adjusted)

**11.3%**

11,1% 4Q23

11,8% 3Q24

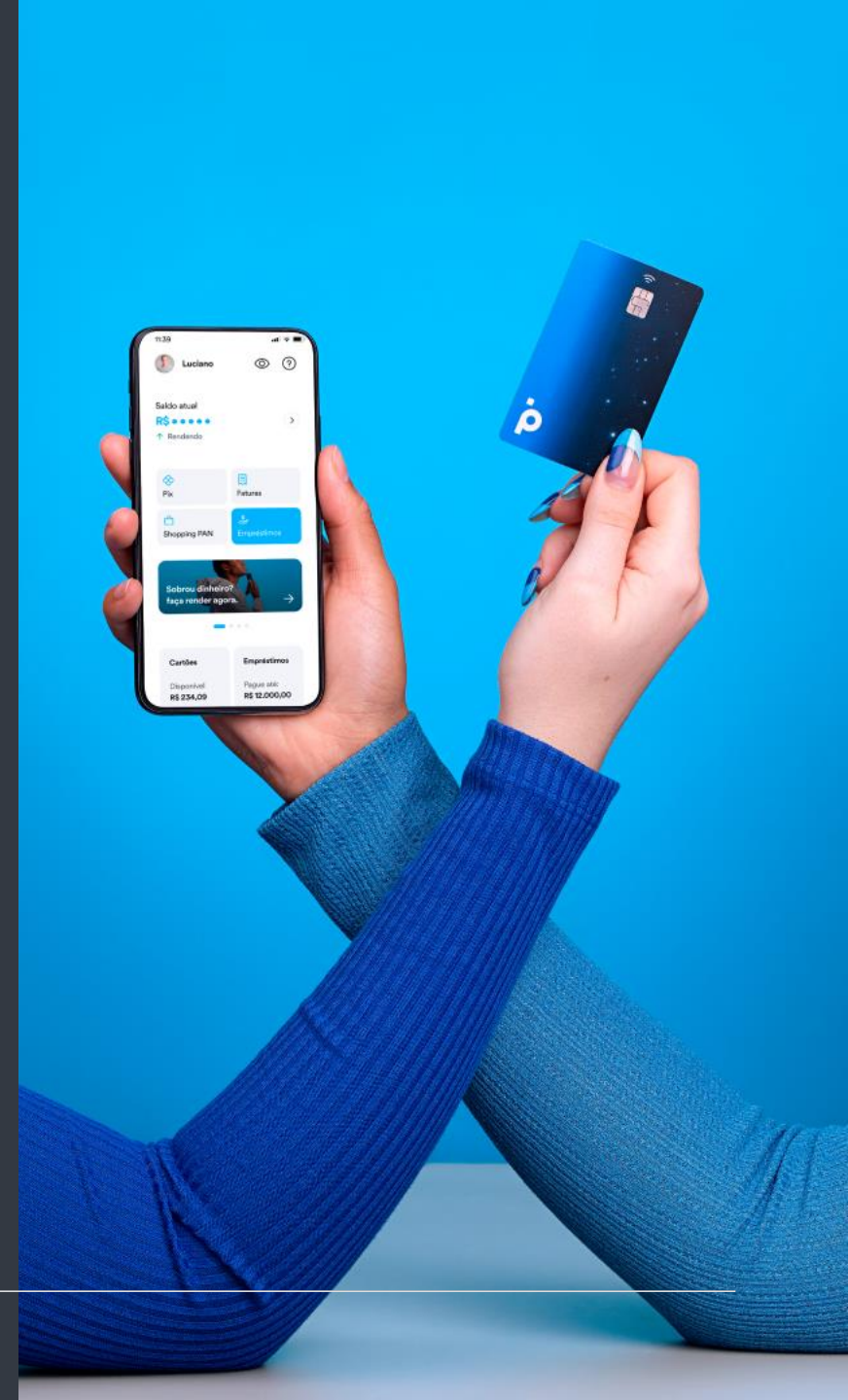
**11.7%**  
(2024)

11,3% (2023)



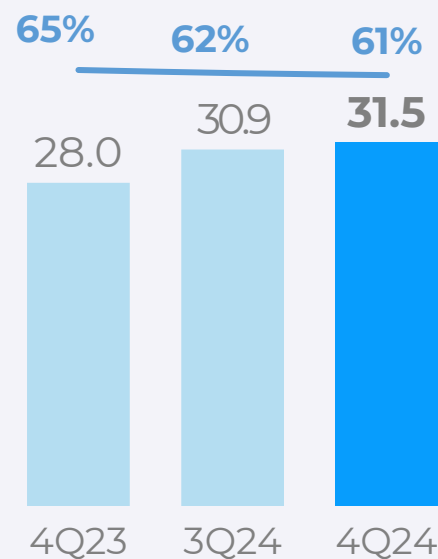


# Business Update

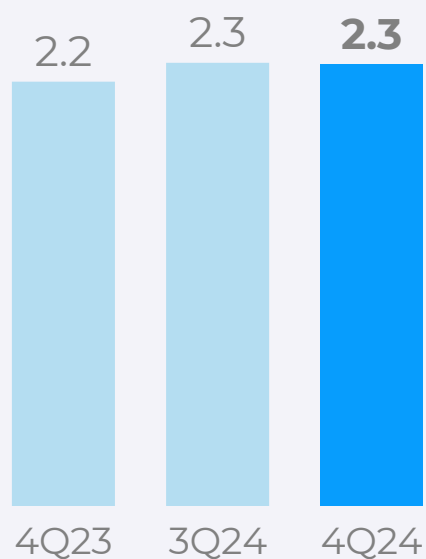


# Engagement

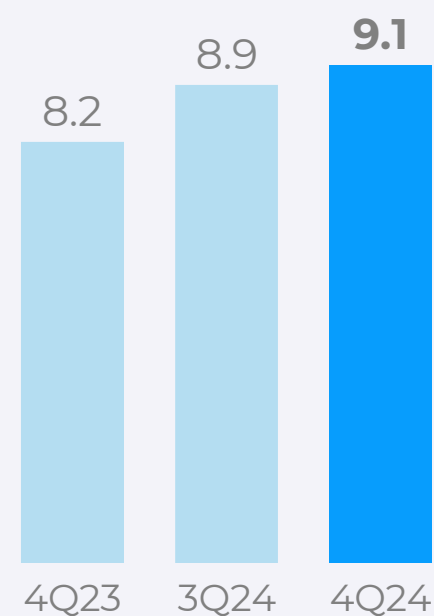
**Total and Active Clients<sup>1</sup>**  
# MM & %



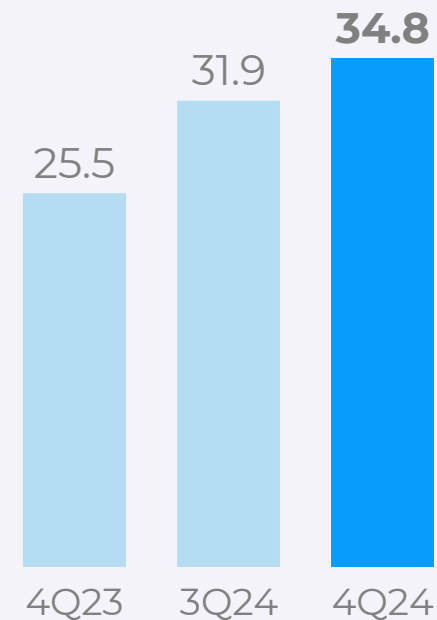
**Cross-Sell Index<sup>2</sup>**  
Products / Active Clients



**Clients with PIX keys<sup>3</sup>**  
# MM



**Transaction Volume<sup>3</sup>**  
R\$ Bn



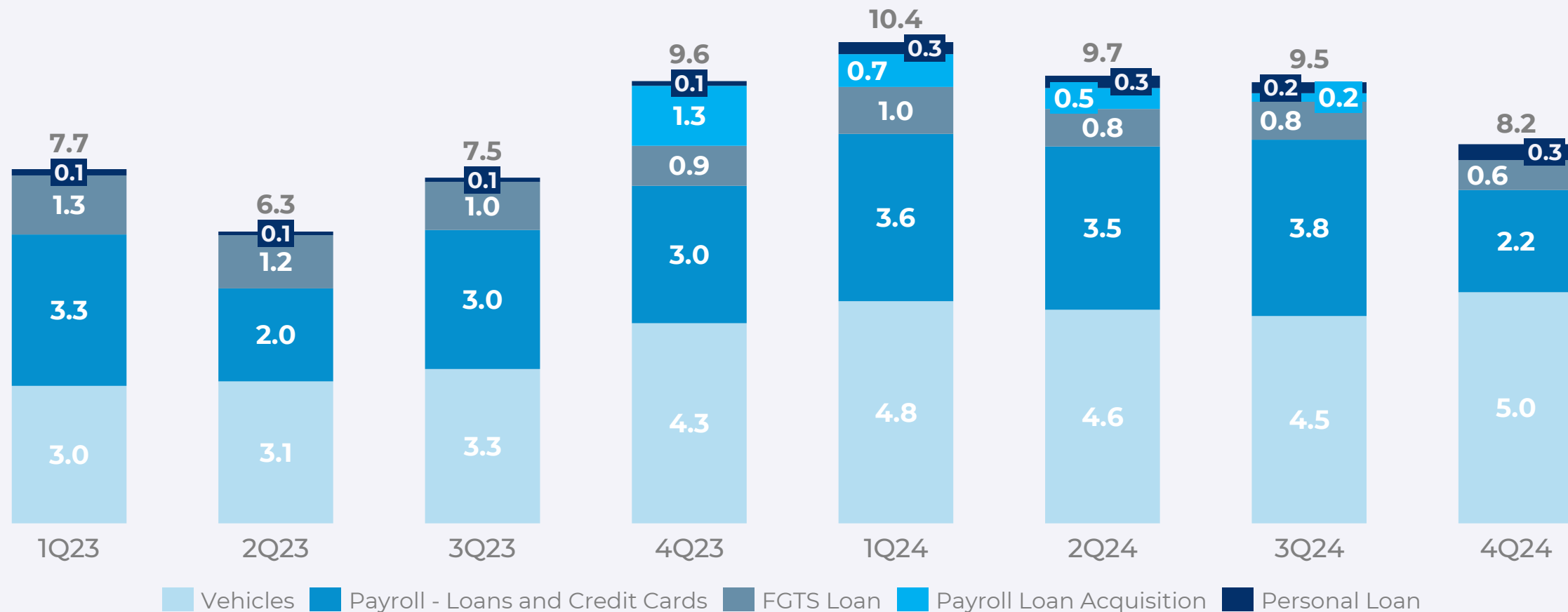
<sup>1</sup>Clients who have credit, checking account deposits, or who have carried out any transaction in the last 90 days prior to the end of the quarter

<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

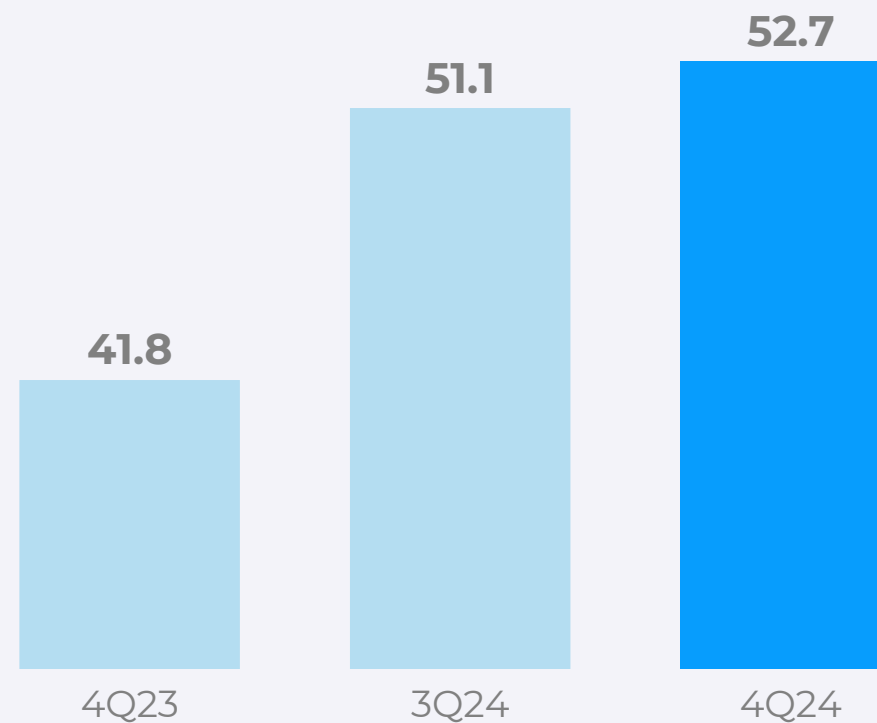
R\$ Bn per quarter



# Credit Portfolio

R\$ MM	4Q24	Part. %	$\Delta$ 4Q24/ 3Q24	$\Delta$ 4Q24/ 4Q23
Vehicles	30,022	57%	7%	36%
Payroll + FGTS	19,174	36%	-4%	11%
Credit Cards	2,566	5%	17%	25%
Personal Loan	658	1%	15%	202%
Run Off	239	0.5%	-4%	-20%
<b>Total</b>	<b>52,658</b>	<b>100%</b>	<b>3%</b>	<b>26%</b>

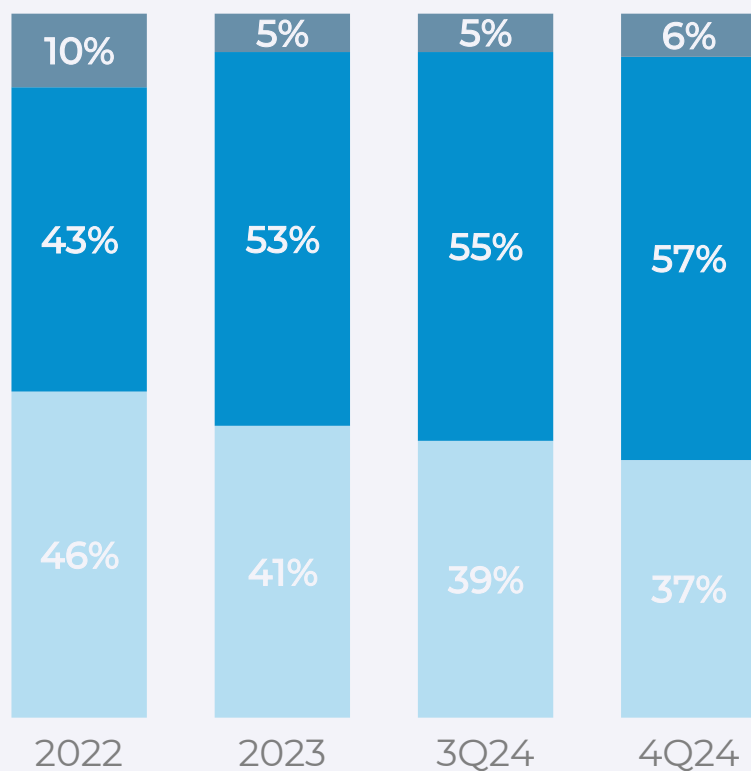
R\$ Bn



# Retail Delinquency Rates

## Portfolio Breakdown

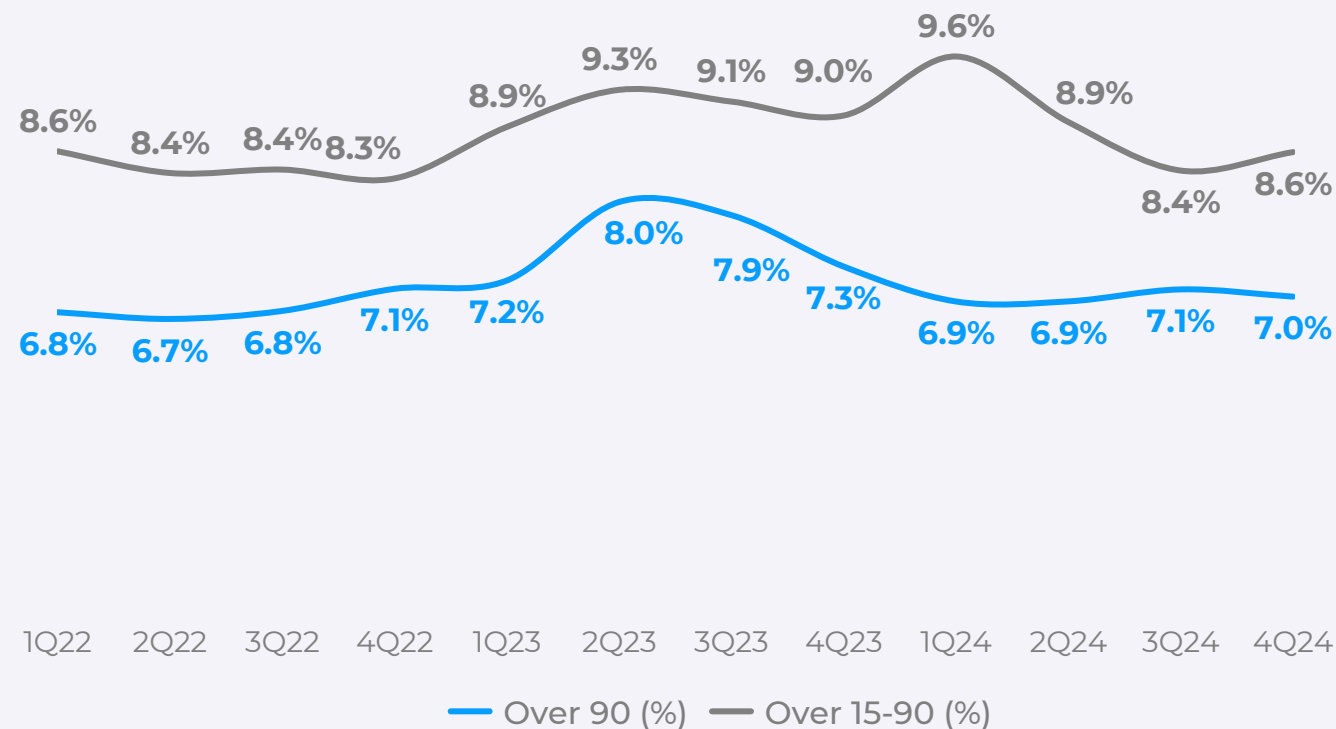
%



Payroll + FGTS Vehicles Credit Card + Personal Loan

## Delinquency Rates

%



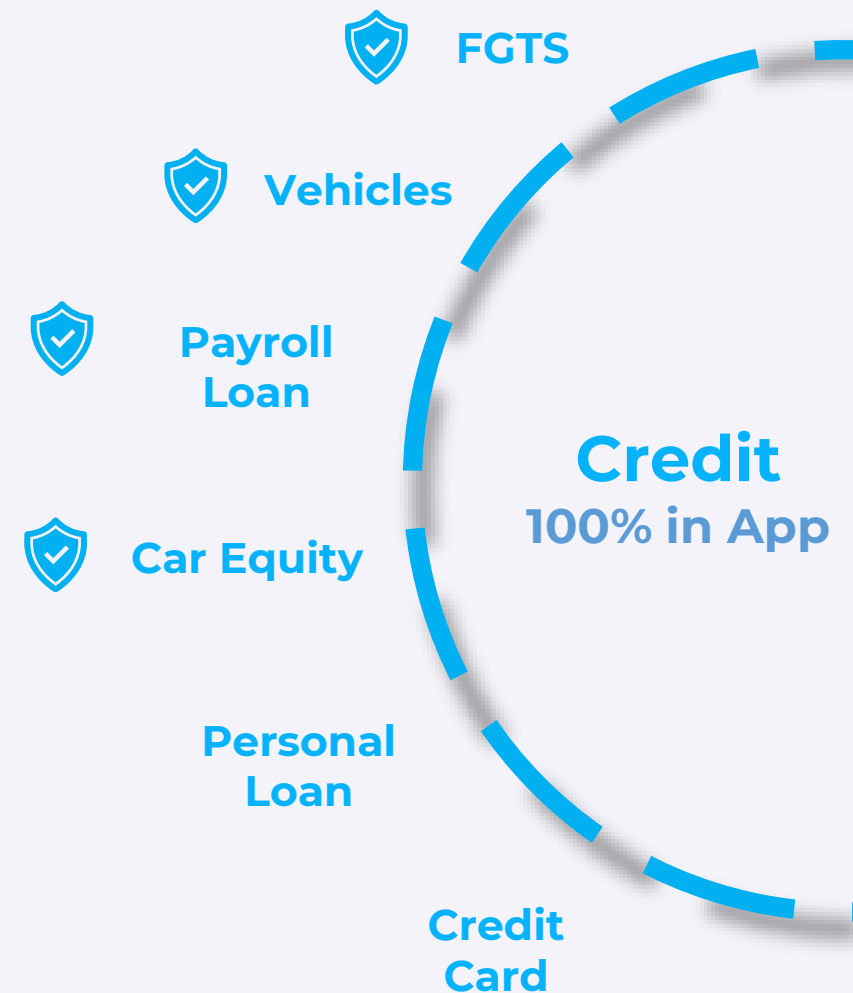
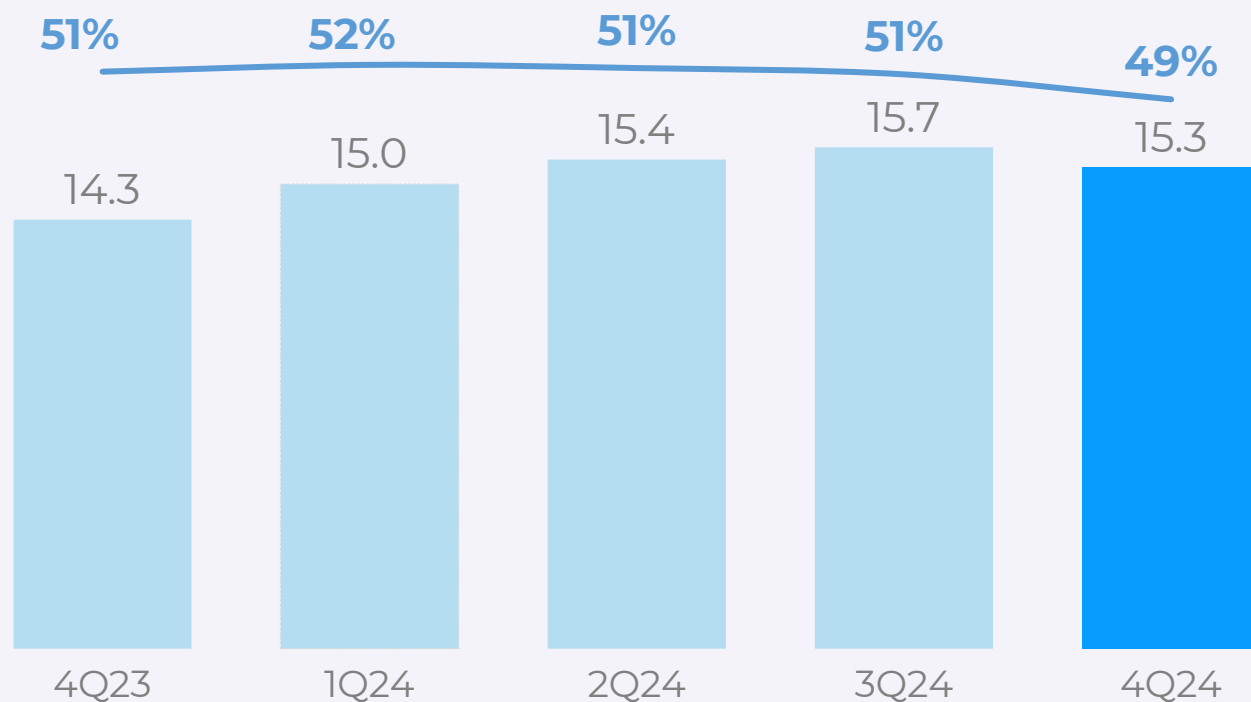
Over 90 (%) Over 15-90 (%)



# Clients with Credit

## Clients with Credit

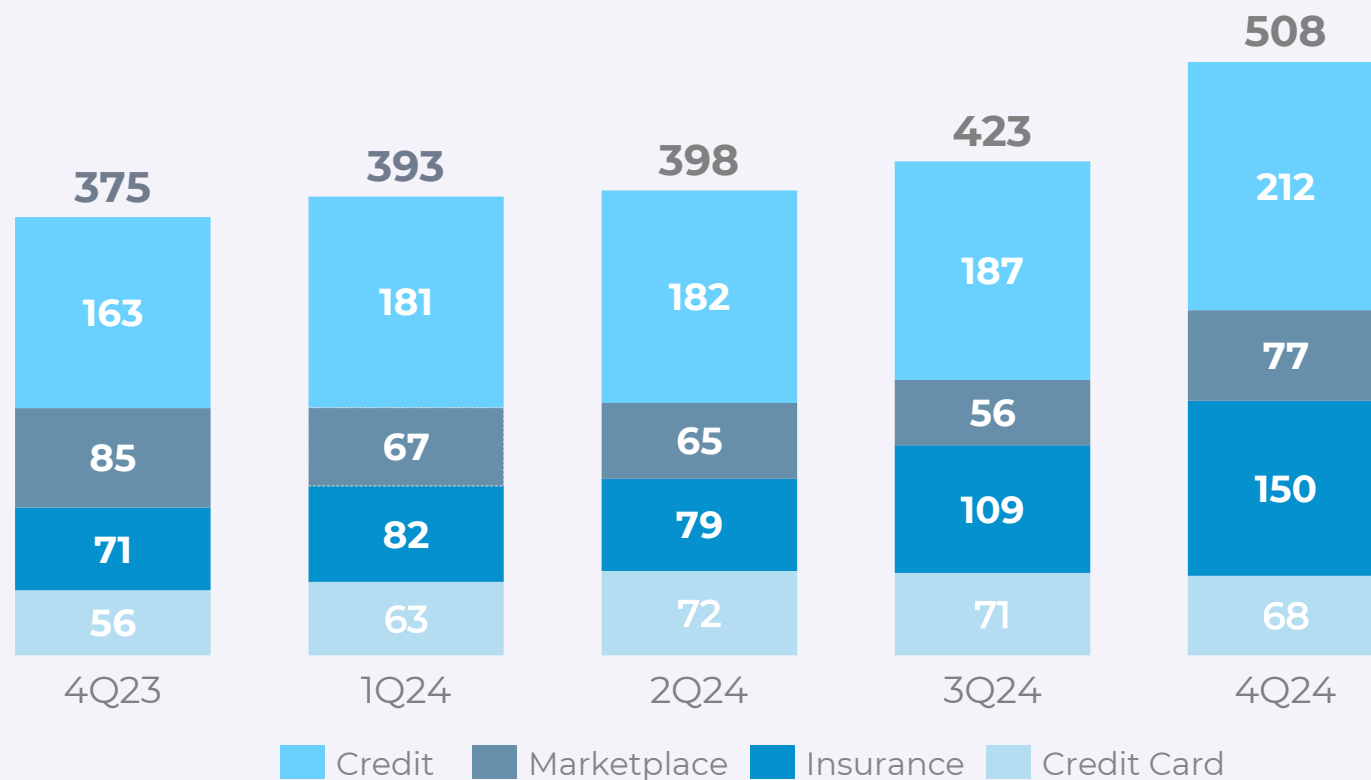
# MM & % of Total Clients



 Collateralized Products

# Fee Revenue

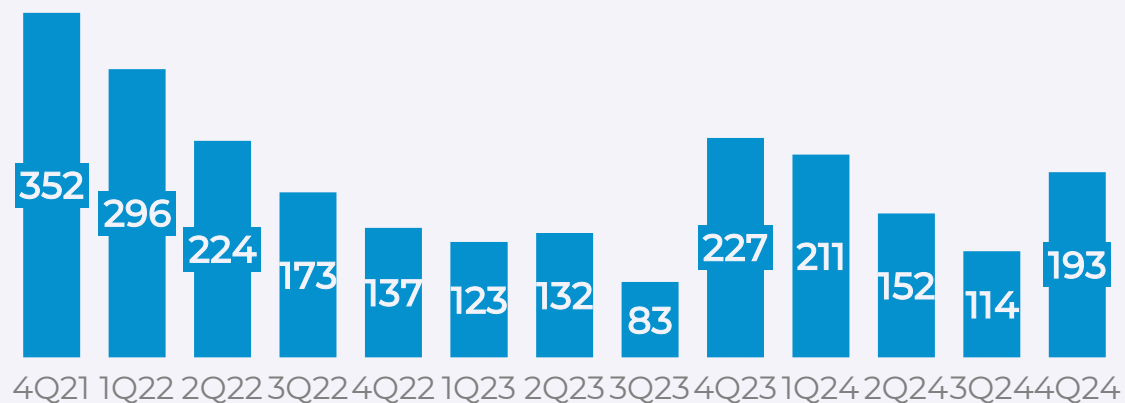
R\$ MM



# Cards

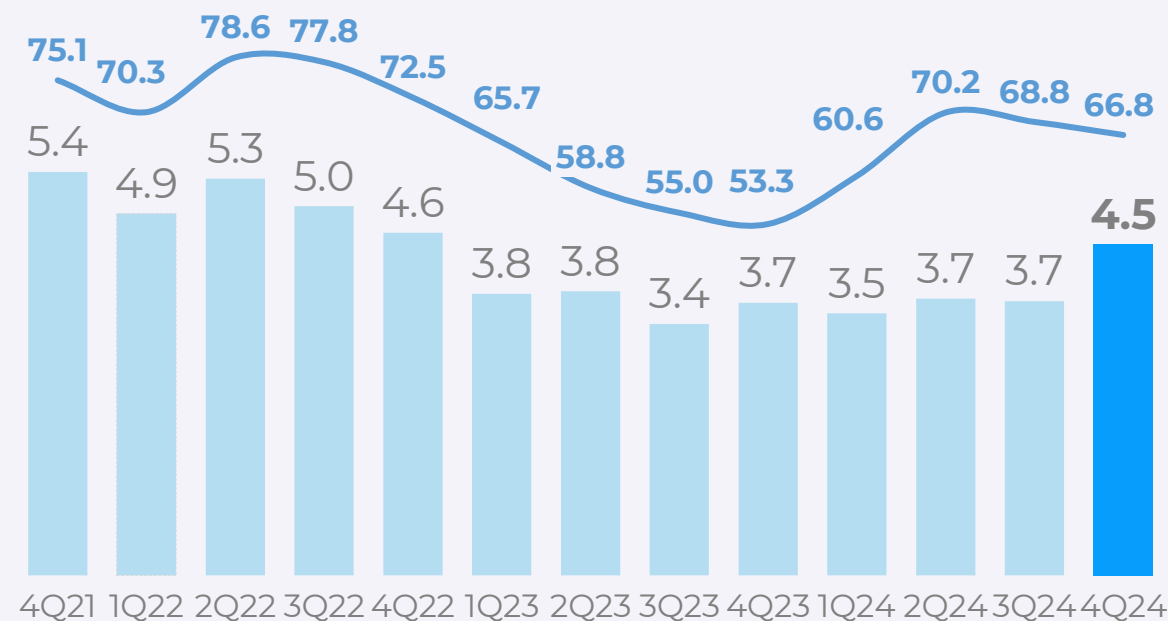
## Credit Cards Issued

# Thousands



## TPV and cards revenue

R\$ Bn & R\$ MM

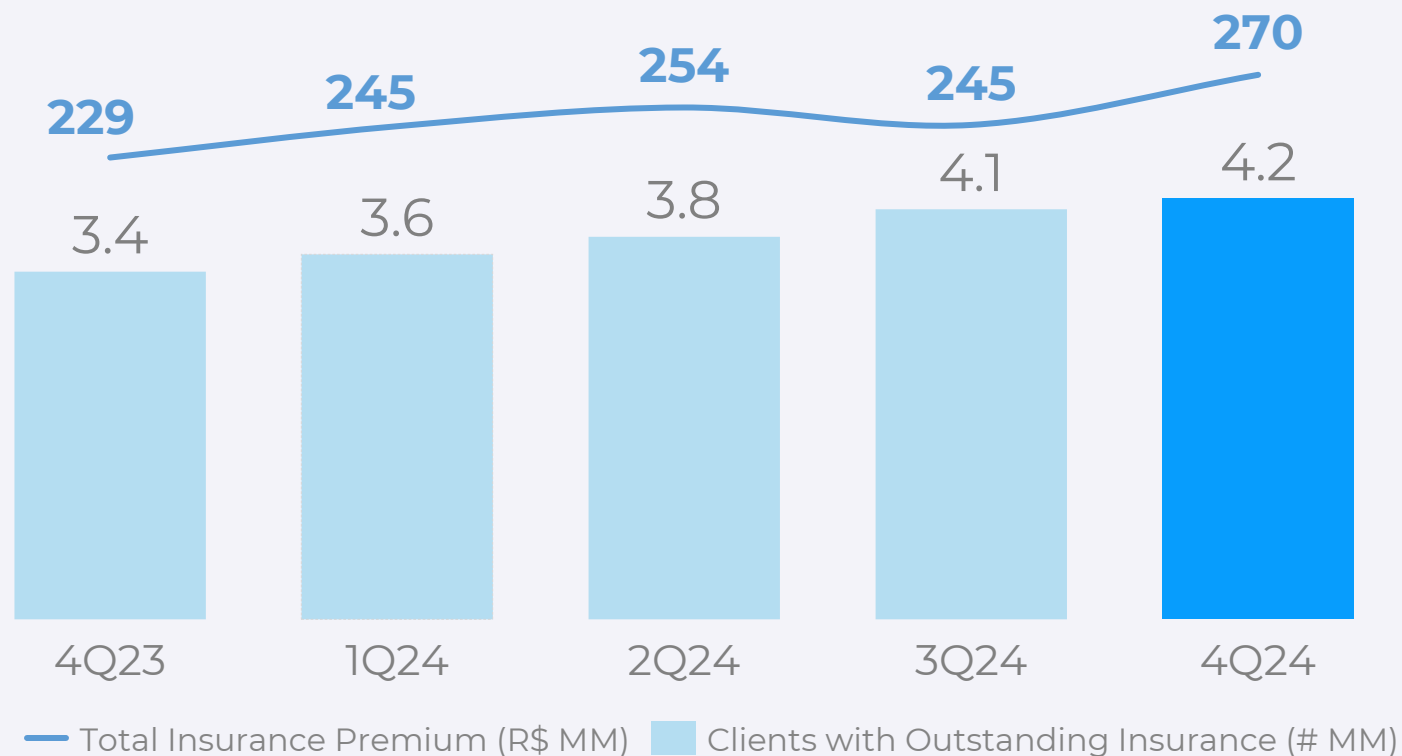


— Cards Revenue (ex-payroll)    ■ Cards TPV (R\$ Bn)

# Insurance

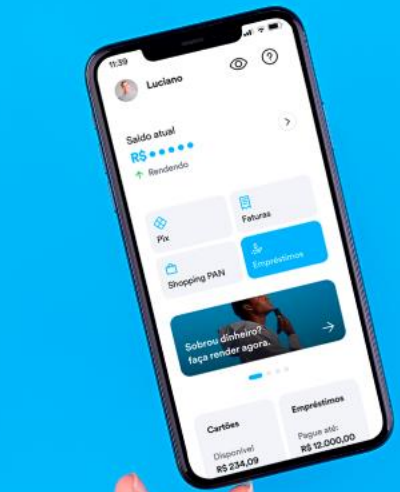
## Clients and Premium

#MM & R\$ MM





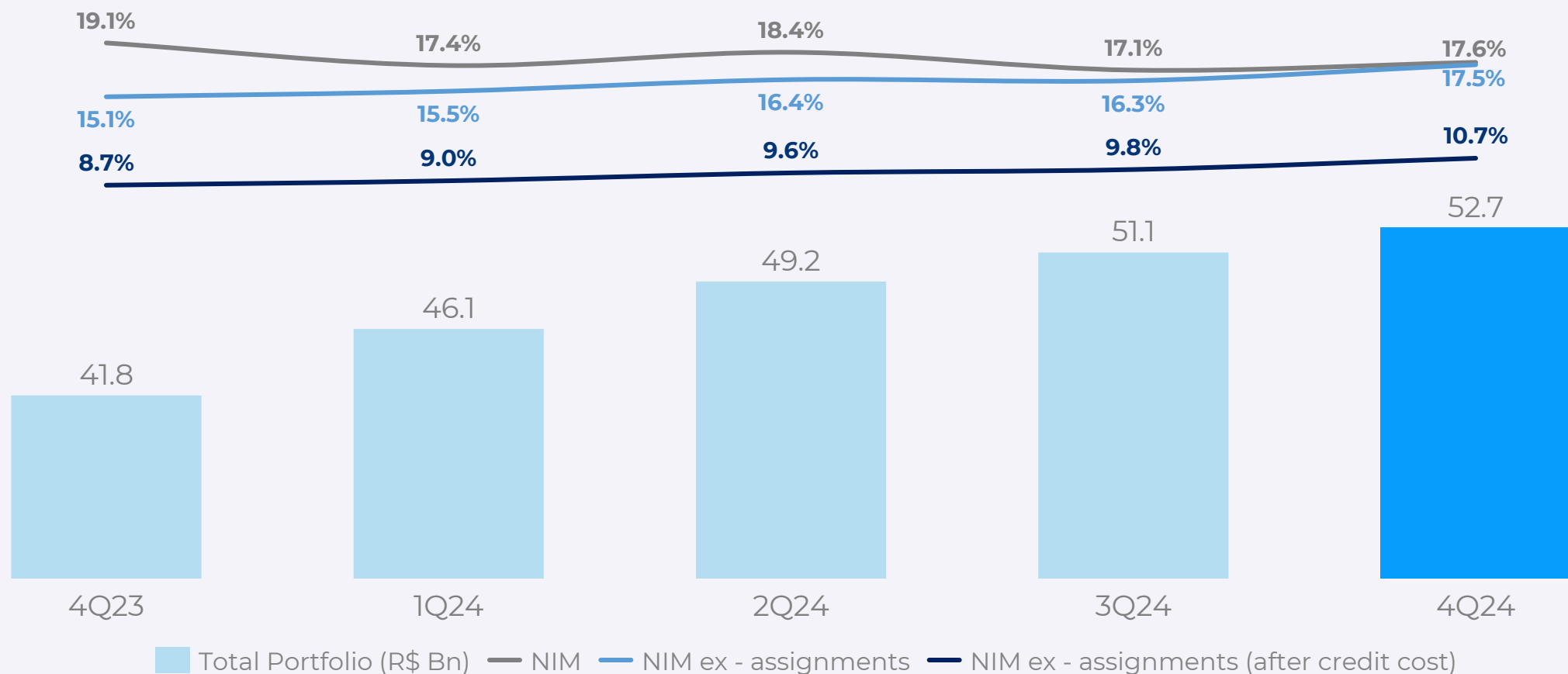
# Financial Highlights



# Net Interest Margin

## NIM after credit cost<sup>1</sup>

% p.y.

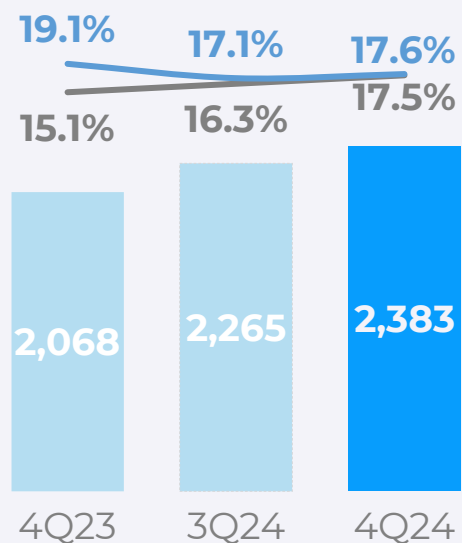


<sup>1</sup>Average Interest earning asset excluding excess cash

# Quarterly Results

## Net Interest Margin<sup>1</sup>

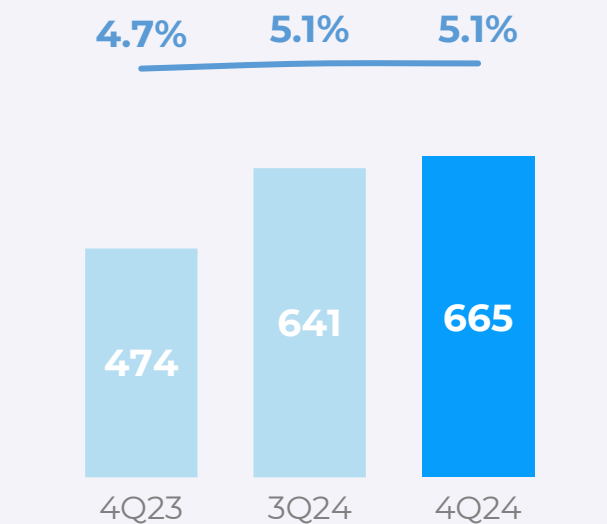
R\$ MM & % p.y.



- NIM<sup>2</sup> ex assignments
- NIM<sup>2</sup>
- NIM<sup>2</sup> (R\$ MM)

## Net Provision Expenses

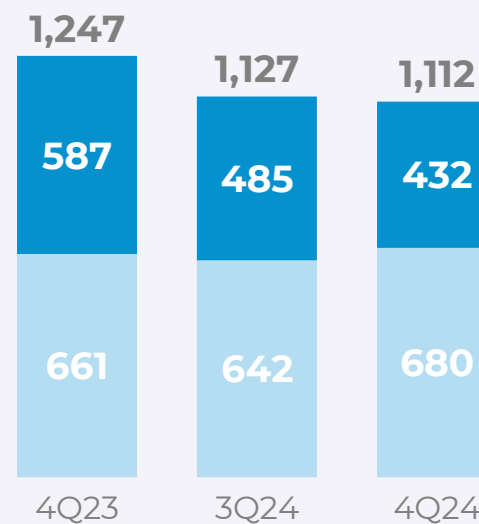
R\$ MM & % p.y.



- Net Provision expenses
- Net Provision expenses / Average Portfolio (%)

## Expenses

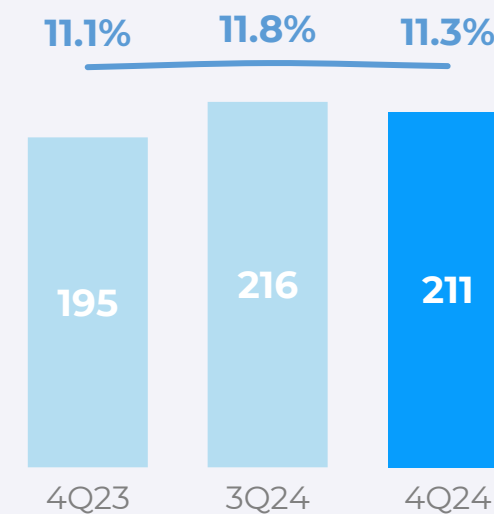
R\$ MM



- Origination expenses
- G&A expenses

## Profitability

R\$ MM & % p.y.



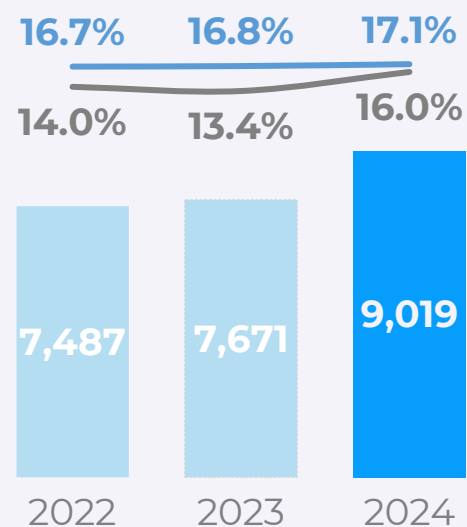
- ROE (Ex-Goodwill)
- Net Income (Ex-Goodwill)

<sup>1</sup> Average Interest earning asset excluding excess cash; <sup>2</sup> Managerial Net Interest Margin;

# Annual Results

## Net Interest Margin<sup>1</sup>

R\$ MM & % p.y.



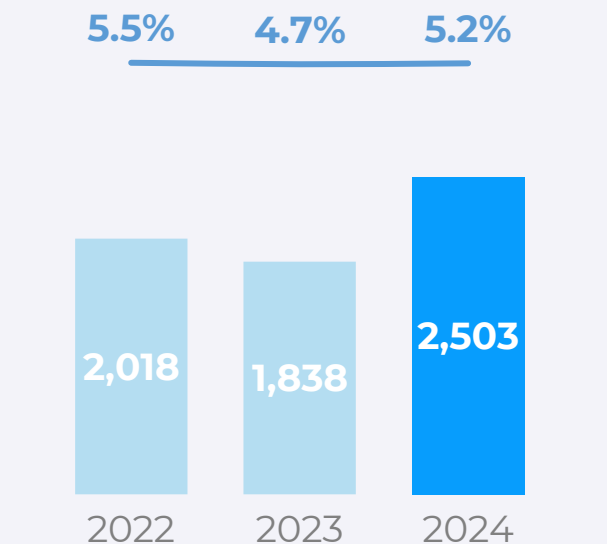
- NIM<sup>2</sup> ex assignments
- NIM<sup>2</sup>
- NIM<sup>2</sup> (R\$ MM)

<sup>1</sup> Average Interest earning asset excluding excess cash

<sup>2</sup> Managerial Net Interest Margin

## Net Provision Expenses

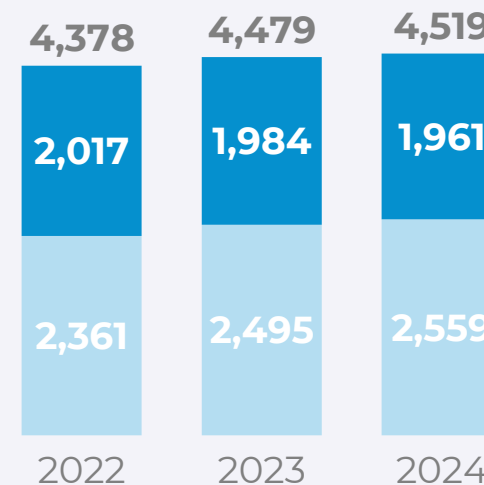
R\$ MM & % p.y.



- Net Provision expenses
- Net Provision expenses / Average Portfolio (%)

## Expenses

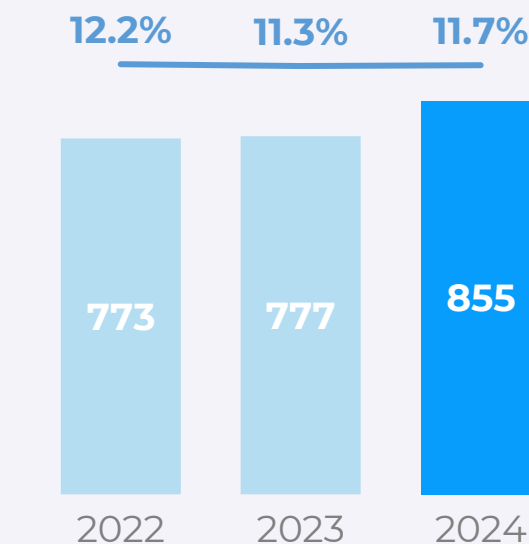
R\$ MM



- Origination expenses
- G&A expenses

## Profitability

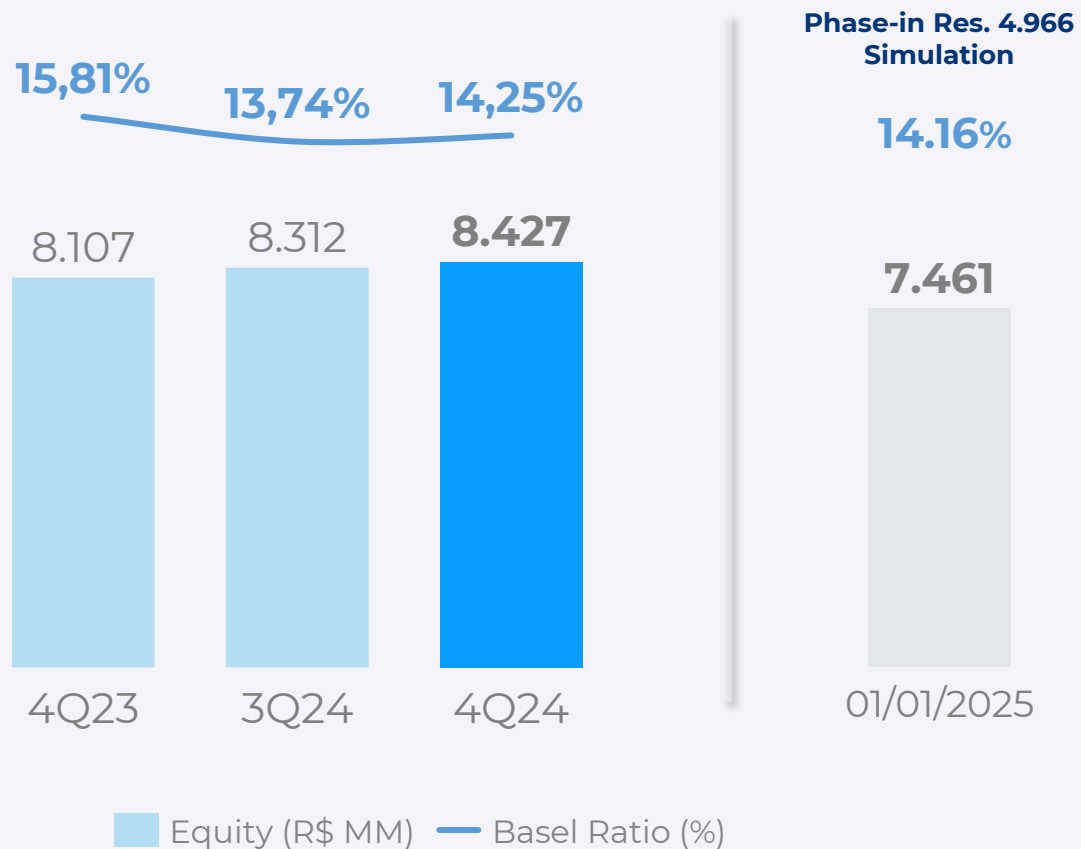
R\$ MM & % p.y.



- ROE (Ex-Goodwill)
- Net Income (Ex-Goodwill)



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



R\$ MM	4Q23	3Q24	4Q24
Ref. Shareholders' s Equity	5,755	6,165	6,503
Required Shareholders' s Equity	3,823	4,711	4,793
RWA	35,412	44,867	45,645

<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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