

# 1Q24 Institutional Presentation



# With 100 years of history, we are the largest bank in Latin America<sup>1</sup>

Market Value<sup>2</sup>

**USD 67.9 bn**

Total Assets<sup>3</sup>

**BRL 2,789 bn**

Loan Portfolio<sup>3</sup>

**BRL 1,184.8 bn**

Recurring ROE<sup>4</sup>

**21.9%**

Efficiency Ratio in  
Brazil<sup>5</sup>

**37.6%**

**95.8 k**

Employees  
In Brazil and overseas<sup>3</sup>

(1) In total Asset and market value on March/2024; (2) 03/29/2024; (3) On March 31, 2024;  
(4) In the 1st quarter of 2024; (5) Last 12 months ending in March/24; (6) Brand Finance -  
Latin America 500 2024

Note: Loan Portfolio considers financial guarantees provided and private securities

Recurring Managerial Result

**BRL 9.8 bn** in 1Q24 | **BRL 35.6 bn** in 2023

93.3% Brazil | 6.7% Latin America<sup>4</sup>

We are the **most valuable<sup>6</sup>**  
**brand** South American

**US\$ 8.4 bn**

**We are a universal bank present in**

 **18 countries**

With **retail** operations in  
Latin America

We are obstinate to delight **clients**,  
through physical and digital services. We seek to transform  
ourselves whenever needed for sustainable growth

**We are the only Latin America bank making up the  
Dow Jones Sustainability Index since it was launched**



**... And our values guide us towards the Itaú of the future, with ethics being the base of this journey**

We  
**put the client first.**

We  
**don't have all the answers.**

To us,  
**ethics are non-negotiable.**

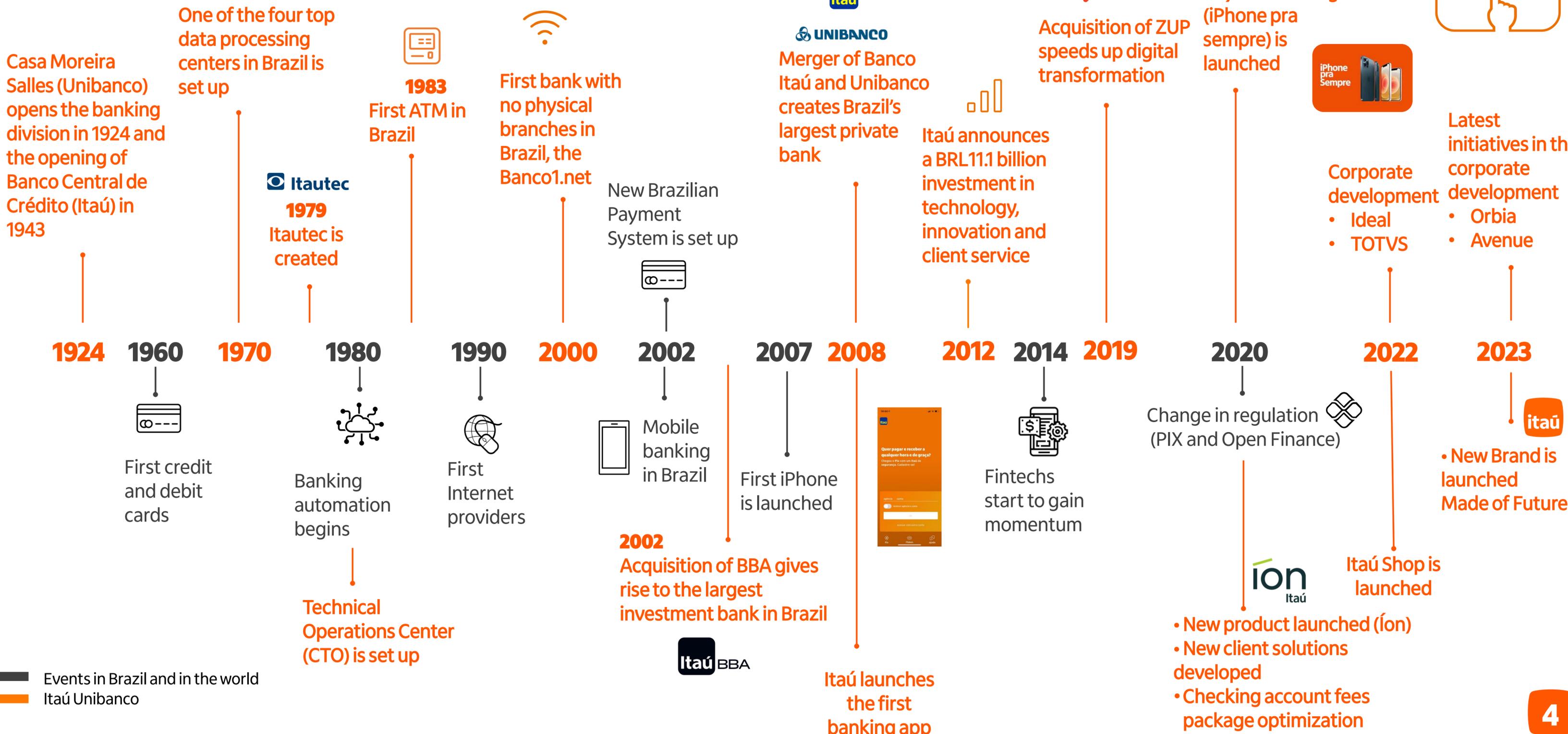
We  
**are driven by results.**

We value  
**diversity and inclusion.**

We  
**have each other's back.**

# Our ability to adapt, innovate and change has enabled us to get where we are now...

[Click Here for more Info](#)

**1924** Casa Moreira Salles (Unibanco) opens the banking division in 1924 and the opening of Banco Central de Crédito (Itaú) in 1943

**1960** First credit and debit cards

**1970** One of the four top data processing centers in Brazil is set up

**1979** Itautec is created

**1980** Banking automation begins

**1983** First ATM in Brazil

**1980** Technical Operations Center (CTO) is set up

**1990** First Internet providers

**2000** First bank with no physical branches in Brazil, the Banco1.net

**2002** New Brazilian Payment System is set up

**2002** Acquisition of BBA gives rise to the largest investment bank in Brazil

**2002** Mobile banking in Brazil

**2007** First iPhone is launched

**2008** Merger of Banco Itaú and Unibanco creates Brazil's largest private bank

**2008** Itaú launches the first banking app

**2012** Itaú announces a BRL11.1 billion investment in technology, innovation and client service

**2014** Fintechs start to gain momentum

**2019** Acquisition of ZUP speeds up digital transformation

**2020** Beyond banking (iPhone pra sempre) is launched

**2020** Change in regulation (PIX and Open Finance)

**2020** New product launched (Íon)

**2020** New client solutions developed

**2020** Checking account fees package optimization

**2022** Corporate development

- Ideal
- TOTVS

**2022** Itaú Shop is launched

**2023** Latest initiatives in the corporate development

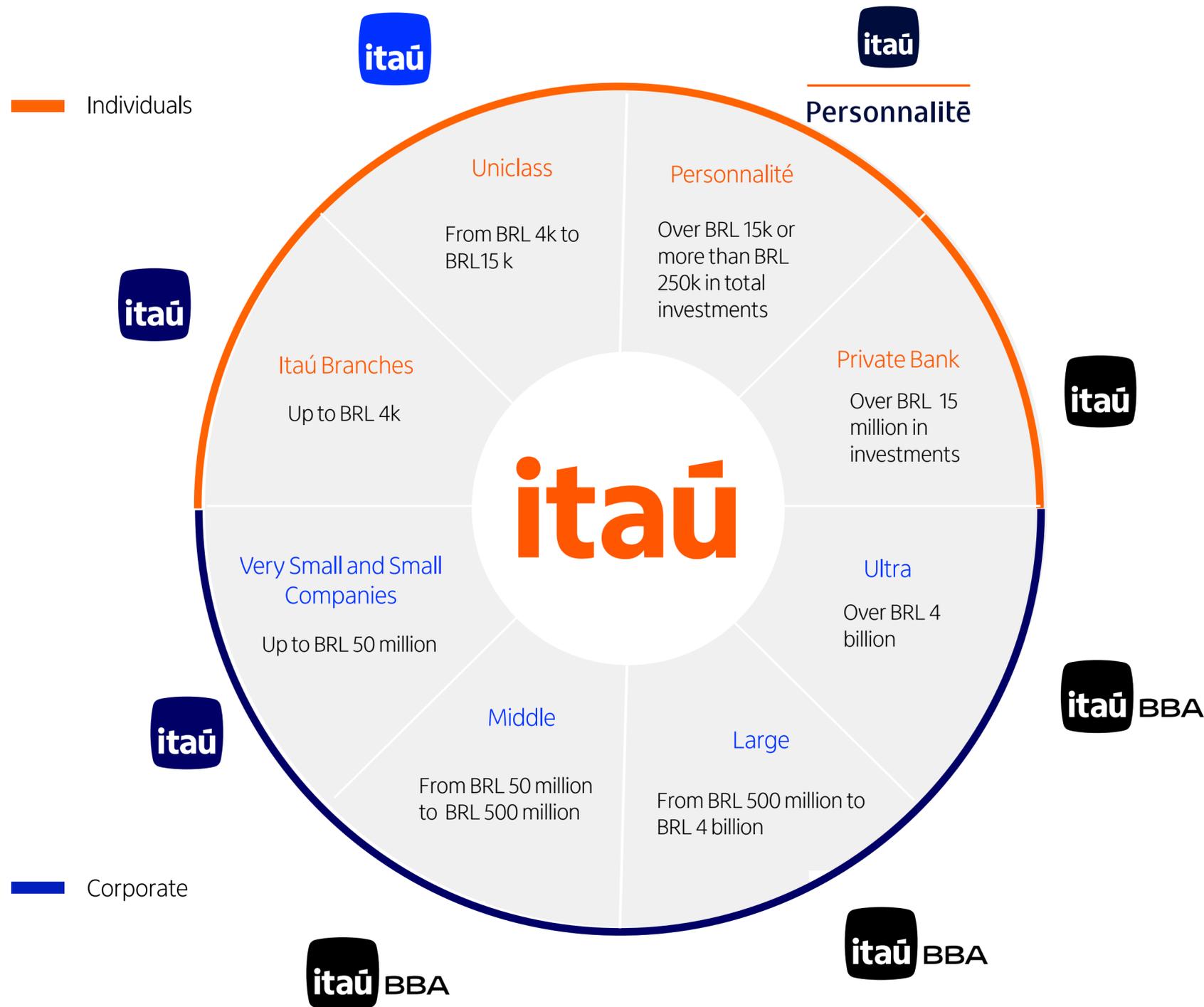
- Orbia
- Avenue

**2023** New Brand is launched Made of Future

 Events in Brazil and in the world  
 Itaú Unibanco

We put  
**the client**  
first

# We offer an ecosystem...



Integrated systems enable the best and most **complete** experience allowing our customers full access to our solutions in a simple manner.

We work to offer a **full digital** operation delivering the best products and services for our clients with a very competitive cost to serve.

We put  
the client  
first

# ... with the most complete portfolio of financial products and services



## Acquiring (Laranjinha)

Digital wallets, contactless payment and more than 50 brands.



## Fund Administration

Complete portfolio through own and third-party products (open platform).



## Bank Account

Access to several services and benefits for Itaú customers.



## Loans

100% online through the app or at the branches.



## Credit Cards

We have a card for each client profile.



## Payroll Loans

Payment in fixed monthly installments, deducted directly from the paycheck



## Currency Exchange

Purchase of dollars and euros through the app and in a wide branch network.



## Cash Management

Complete cash management solution for institutional clients.



## Derivatives

We have the right solution for any scenario.



## Mortgage

Exclusive service and support throughout the process.



## Investment Banking

Specialized team dedicated to provide advisory in the capital markets.



## Asset Management

Investment advisory and app connected to news, wallets, clients' checking account and the support of the advisory team ((Ion)



## Payments

Payments and Receivables done fast and safe.



## Pension Plans / Premium Bonds

No loading fee Pension Plans / Premium Bonds prize draw twice a month, monthly, and annually.



## Insurance

Complete portfolio through own and third-party products (open platform), with physical or digital service.



## Auto Loans

Vehicle financing 100% online.

**And many more solutions  
for our customers!**



We put  
the client  
first

# Our clients choose how they want to be served...

## Remote



WhatsApp



Click to human



E-mail



Bankline



Telephone



Mobile banking

100% of the  
features in the  
App



Chat

We serve clients how,  
when and where they  
want to be served

## In-Person

**3.4 k**

Branches

**Around 41 k**

ATMs

In Brazil and in our Other Latin  
American<sup>1</sup> operations

## Digital Interactions<sup>2</sup> in 1Q24

Corporate

**93%**

Individuals

**97%**

**Our footprint is constantly  
optimized by our clients' behavior  
and needs.**

(1) Chile, Colombia, Paraguay and Uruguay

(2) It considers total financing contracts, transfers and payments made in all channels, except for cash.

We don't have all the answers

# ... that's why it's so important to listen to our clients



## The client is the focus of everything we do

Our commitment: to serve our clients **where, when** and **how** they want to be served

Access to the **same** type of **service, independently of the channel**

Freedom to choose the type of relationship: **we are a digital bank with the advantage of in-person service**



### +700k<sup>1</sup> calls

Leaders calling to hear direct feedback from clients and understand their experiences



### +1,250<sup>1</sup> visits

Visits that connect leadership and frontliners in the whole country on a remote basis



### +50k<sup>1</sup> initiatives

Commitments assumed by branches employees, aligned with learnings, aiming to improve the client experience



### Products and Services

The most complete product portfolio in the Brazilian financial sector, using data to provide the best offers

## Our team is obstinate in delighting clients...

Broad NPS coverage in measuring businesses and journeys allows **data-driven insights** with UX indicators

Structured feedback process focused on the evolution of our products and services

## Robust innovation ecosystem based on clients needs

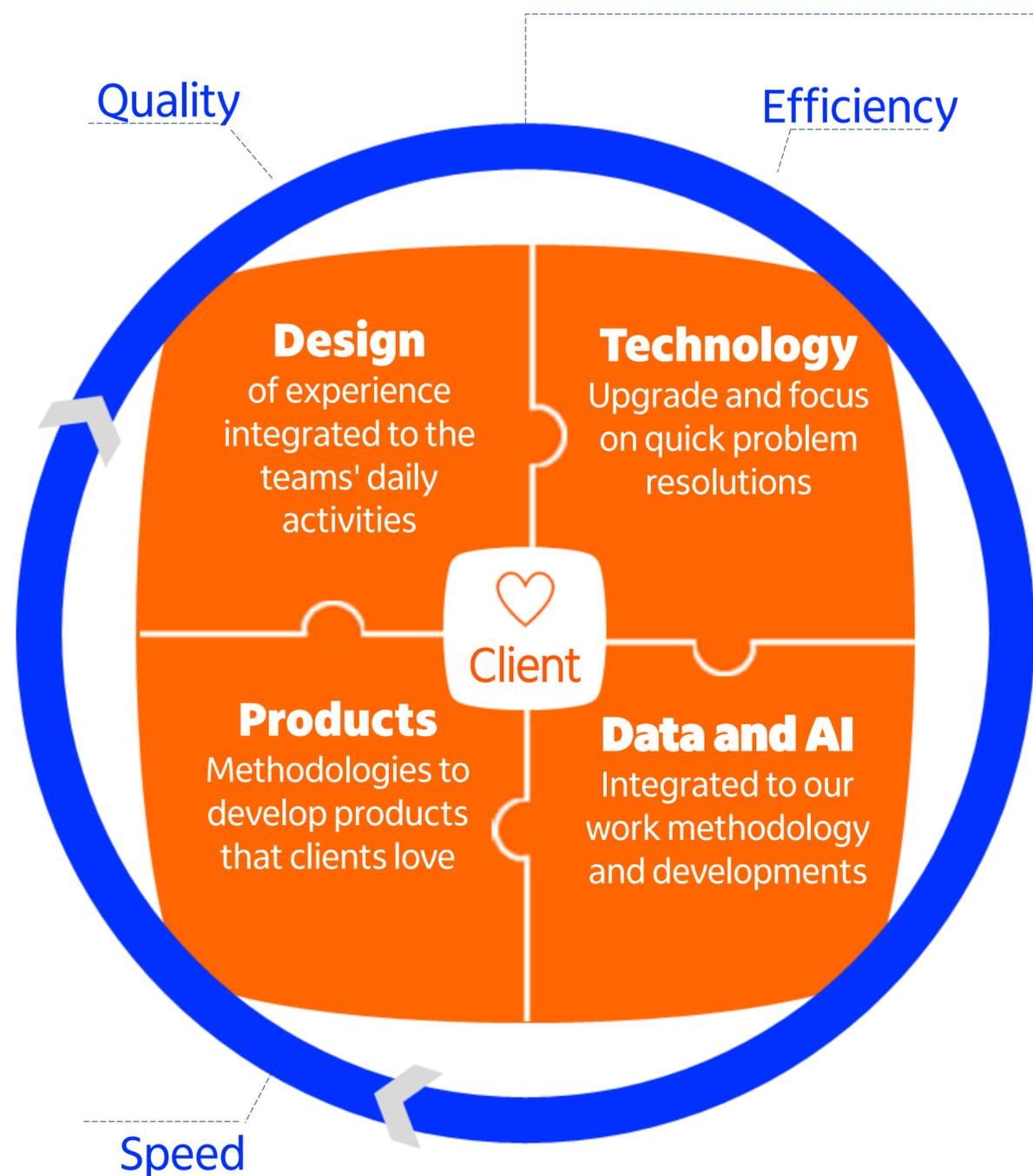
Our clients' satisfaction is reflected in the high level of NPS from our digital application solutions

✓ **... and always pursue sustainable growth**

(1) Last 12 months.

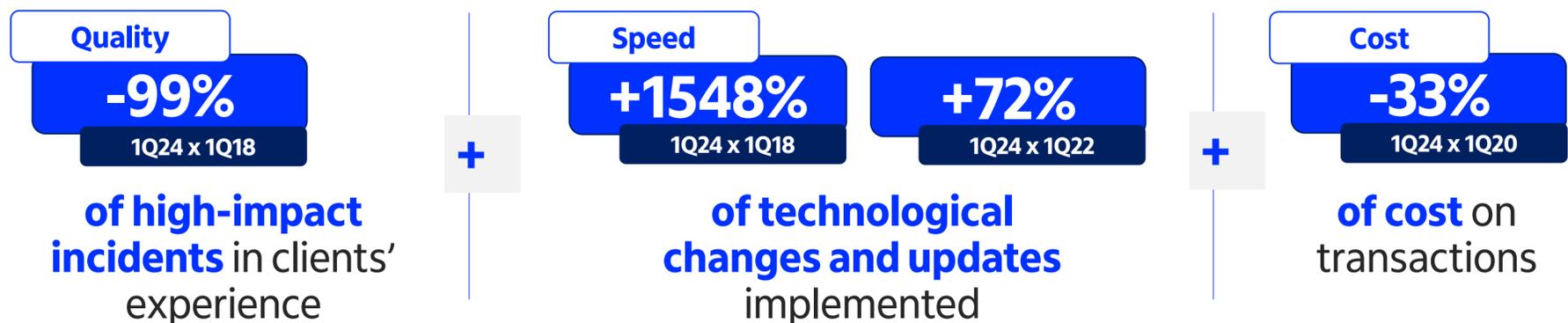
We don't have all the answers

# Technology enables the best service to our clients



Since 2018, we have intensified our digital transformation to generate more **value** for our clients and **competitiveness** for our businesses

**More than 60% of our platform upgraded,** which represents about 70% of the services that most impact our competitiveness, businesses and clients



We have each other's back

# Digital and cultural transformation generates efficiency gains and competitiveness

## We are organized into multidisciplinary teams in the model of communities/tribes

Team-work to understand our clients' needs and to offer what they need when they need them

The communities are made of employees from different areas such commercial departments, technology, operations, UX, among others

**22 k**  
Employees

**> 2 k**  
Squads

## Continuous investment in technology

1Q24 vs 2018

**+ 2x**

Solution development investments

**- 31%**

Infrastructure costs

## Strengthening culture

Ongoing activities and processes reviews to seek efficiency gains

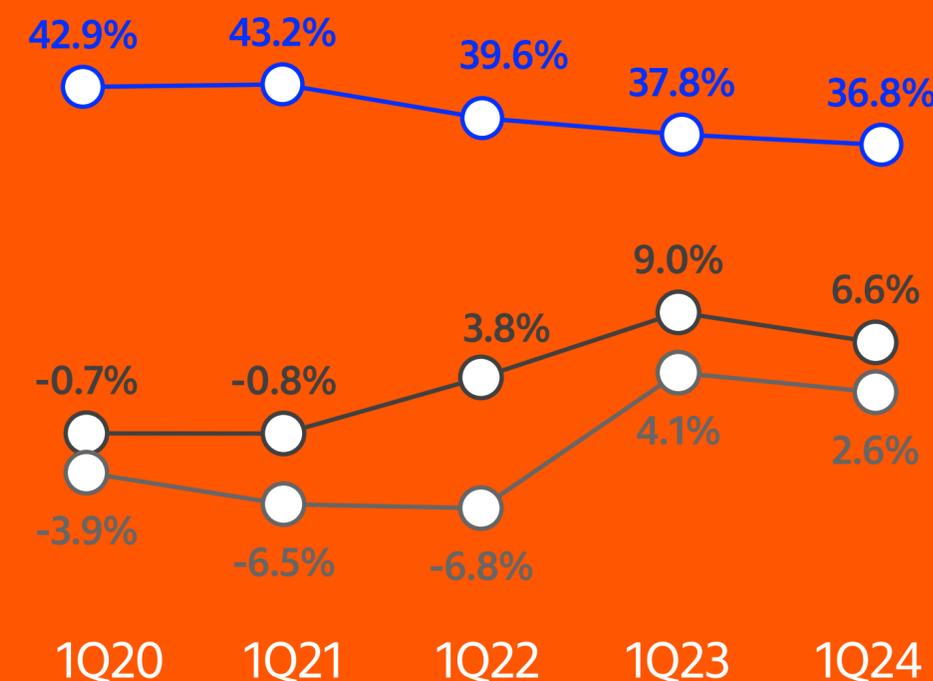
## > 1,900 Planned initiatives

To optimize processes, to automatize activities, and to use data and analytics

**> 1,600** initiatives under implementation

## We create value in a consistent way

1Q24 presented the best efficiency ratio in our history for a first quarter.



- Efficiency ratio - Brazil
- Non-interest expenses growth compared to the same period of the previous year - Brazil
- Non-interest expenses growth compared to the same period of the previous year (deflated by IPCA<sup>1</sup>) - Brazil

(1) IPCA: Brazilian consumer price index

# A diverse team is essential to better understand and serve our clients

In December 2023, we have already met the first tier of our 2025 targets

**Women**  
**54.5%**  
of employees



**Leadership roles**  
**35.4%**  
(target: 35% - 40%)

**Hiring flow**  
**53.9%**  
(target: >50%)

**Black People**  
**28.9%**  
of employees



**Full-time<sup>1</sup>**  
**27.5%**  
(target: 27% - 30%)

**Hiring flow**  
**40.9%**  
(target: >40%)

**PWD<sup>2</sup>**  
**5%**  
of employees



**LGBT+**  
**13.0%**  
of employees



**Age Group**  
**5.7%**  
Above 50 years old



**Age Group**  
**35.4%**  
Lower than 30 years old

**Age Group**  
**58.8%**  
Between 30 and 50 years old



**Brazil**

**96.8%**  
of employees



**International offices**

**3.2%**  
of employees

We believe that a **diverse** and **inclusive** team contributes to our goal of being the **leading bank** in **client satisfaction** and **sustainable performance**

Note: The indicators are present in our 2023 ESG Report and are referred to December 2023. <sup>1</sup>Total employees by self-declaration, divided by the total number of employees. It does not consider apprenticeship or internship.

<sup>2</sup>Considers Itaú Unibanco SA operations.

# The sustainability of our performance is reinforced by our commitments to positive impact...

## Basis for our conduct and our way of doing things



### Ethics in relations and business

Maintain a healthy and ethical financial ecosystem



### Inclusive management

Promote a diverse, inclusive and healthy work environment



### Responsible management

Work with greater eco-efficiency and best practices in the value chain

## Positive impact through our business



### Financial citizenship

Take care of people's financial health



### Financing in positive impact sectors

Finance sectors that promote socio-environmental development



### Responsible investment

Provide products and services for a more sustainable economy



### Inclusion and entrepreneurship

Fostering entrepreneurship for social development.

## Development of Brazil



### Amazon plan

Preserve and promote the positive impact on the region



### Private social investment

Reaffirming our pact with Brazilian society

## Accountability



### Transparency of reporting and communications

Increase transparency beyond financial results

## Financing in positive impact sectors

Target: BRL400 billion to sustainable development by 2025

From Aug/19 to Feb/24\*:

# BRL 369 bn

target achievement: 92%



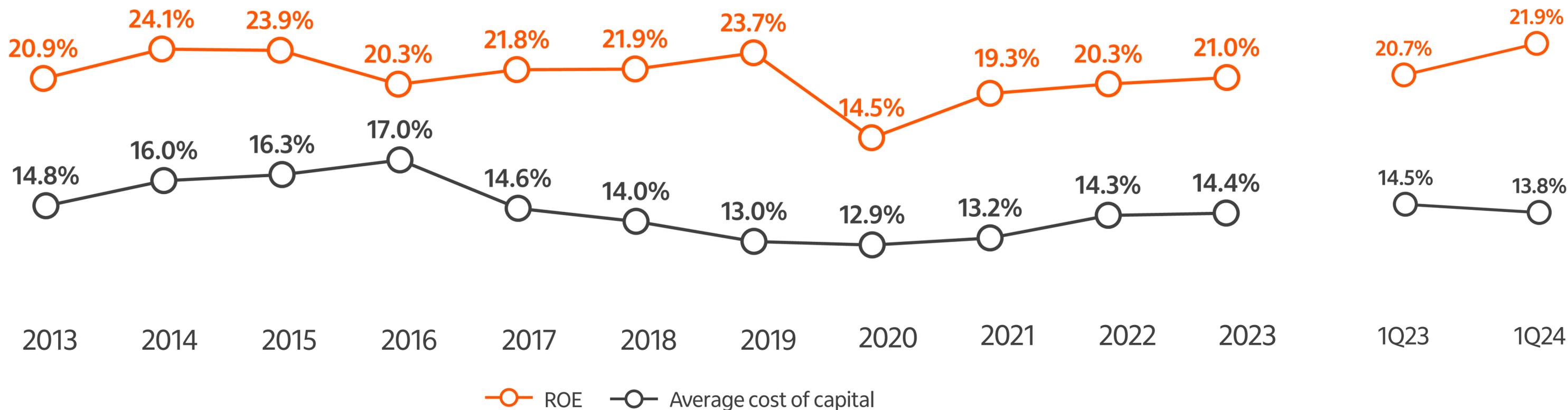
**BRL 265 bn**  
Credit provided to positive impact sectors

**BRL 61 bn**  
ESG Retail products

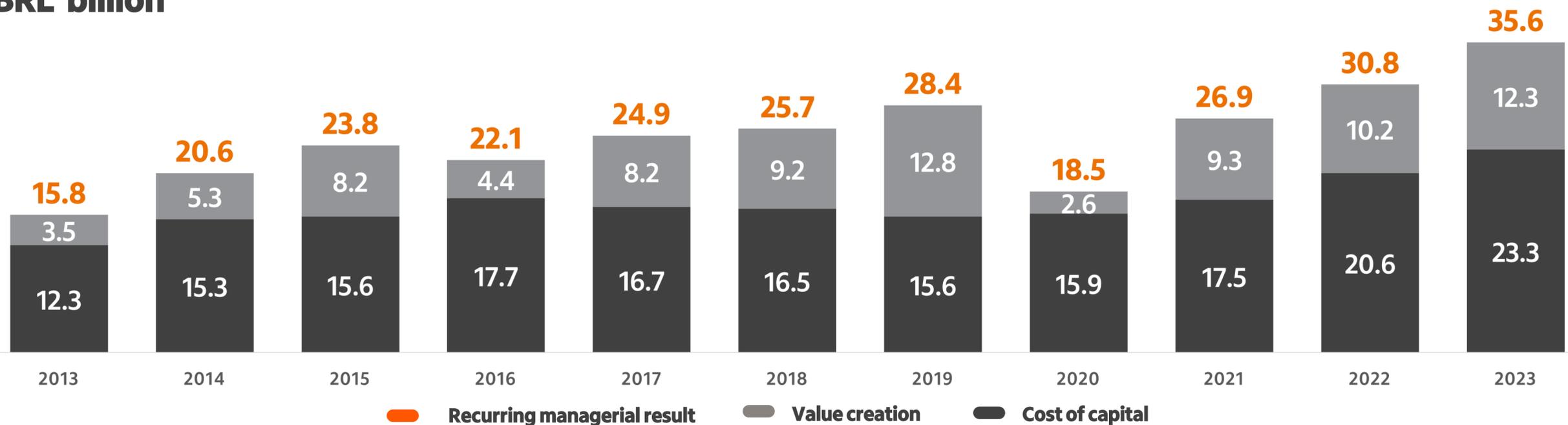
**BRL 43 bn**  
Structuring of operations with an ESG seal

\*Volume of credit and financing to positive impact sectors

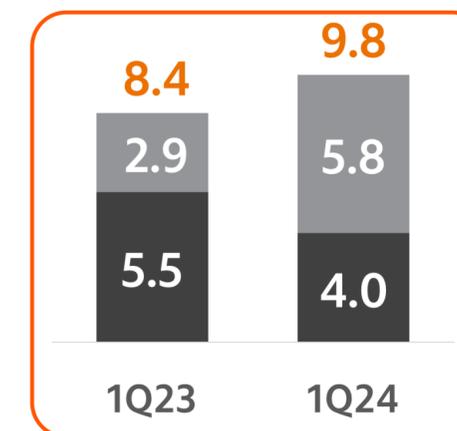
# ... and by the focus in sustainable value creation



## BRL billion



Increase of 100% in value creation 1Q24 vs 1Q23



# We have been presenting higher revenue with a cost discipline...

## Clients NII

1Q24  
**BRL 25.8 bn**

∨ **1.8%**  
1Q24 vs. 4Q23  
∧ **7.4%**  
1Q24 vs. 1Q23

17.0	16.2	20.0	24.0
1Q20	1Q21	1Q22	1Q23

(BRL billion)

## Market NII

1Q24  
**BRL 1.1 bn**

∧ **26.1%**  
1Q24 vs. 4Q23  
∧ **64.3%**  
1Q24 vs. 1Q23

0.8	2.5	1.0	0.6
1Q20	1Q21	1Q22	1Q23

(BRL billion)

## Cost of credit

1Q24  
**BRL 8.8 bn**

∨ **3.9%**  
1Q24 vs. 4Q23  
∨ **3.2%**  
1Q24 vs. 1Q23

10.1	4.1	7.0	9.1
1Q20	1Q21	1Q22	1Q23

(BRL billion)

## Commissions and insurance

1Q24  
**BRL 13.1 bn**

∨ **2.9%**  
1Q24 vs. 4Q23  
∧ **5.8%**  
1Q24 vs. 1Q23

11.0	10.6	11.6	12.4
1Q20	1Q21	1Q22	1Q23

(BRL billion)

## Non-interest expenses

1Q24  
**BRL 14.4 bn**

∨ **6.2%**  
1Q24 vs. 4Q23  
∧ **4.3%**  
1Q24 vs. 1Q23

12.1	12.4	12.8	13.8
1Q20	1Q21	1Q22	1Q23

(BRL billion)

## Recurring managerial result

1Q24  
**BRL 9.8 bn**

∧ **3.9%**  
1Q24 vs. 4Q23  
∧ **15.8%**  
1Q24 vs. 1Q23

3.9	6.4	7.4	8.4
1Q20	1Q21	1Q22	1Q23

(BRL billion)

# ... without overlooking risk management

## Credit portfolio<sup>1</sup>

Mar-24  
**BRL 1,185 bn**

^ **0.7%** Mar-24 vs. Dec-23    ^ **2.8%** Mar-24 vs. Mar-23

788	906	1,032	1,153
Mar-20	Mar-21	Mar-22	Mar-23

(BRL billion)

## 90 days NPL<sup>2</sup>

Mar-24  
**2.7%**

∨ **0.1 p.p.** Mar-24 vs. Dec-23    ∨ **0.2 p.p.** Mar-24 vs. Mar-23

3.1	2.3	2.6	2.9
Mar-20	Mar-21	Mar-22	Mar-23

(%)

## 15-90 days NPL

Mar-24  
**2.4%**

^ **0.1 p.p.** Mar-24 vs. Dec-23    ∨ **0.1 p.p.** Mar-24 vs. Mar-23

2.6	2.0	2.1	2.5
Mar-20	Mar-21	Mar-22	Mar-23

(%)

## Coverage ratio

Mar-24  
**221%**

^ **5.0 p.p.** Mar-24 vs. Dec-23    ^ **9.0 p.p.** Mar-24 vs. Mar-23

239	298	232	212
Mar-20	Mar-21	Mar-22	Mar-23

(%)

## Funding<sup>3</sup>

Mar-24  
**BRL 1,369 bn**

^ **1.7%** Mar-24 vs. Dec-23    ^ **5.2%** Mar-24 vs. Mar-23

900	1,089	1,111	1,301
Mar-20	Mar-21	Mar-22	Mar-23

(BRL billion)

## LCR<sup>4</sup>

Mar-24  
**194.1%**

^ **2.3 p.p.** Mar-24 vs. Dec-23    ^ **32.0 p.p.** Mar-24 vs. Mar-23

166	191	150	162
Mar-20	Mar-21	Mar-22	Mar-23

(%)

## NSFR<sup>5</sup>

Mar-24  
**125.9%**

∨ **1.0 p.p.** Mar-24 vs. Dec-23    ∨ **3.0 p.p.** Mar-24 vs. Mar-23

117	125	120	129
Mar-20	Mar-21	Mar-22	Mar-23

(%)

## Tier I capital ratio

Mar-24  
**14.5%**

∨ **0.7 p.p.** Mar-24 vs. Dec-23    ^ **1.0 p.p.** Mar-24 vs. Mar-23

12.0	13.0	12.5	13.5
Mar-20	Mar-21	Mar-22	Mar-23

(%)

(1) Includes financial guarantees provided and private bonds; (2) Excluding the effect of credit sales (more details in the report "Management analysis of the operation and complete financial statements 1Q24"); (3) Deposits + Debentures + TVM Obligations + Loans and Transfers; (4) LCR - Liquidity Coverage Ratio; (5) NSFR - Net Stable Funding Ratio.

# We expect to continue delivering solid performance...

2024 Guidance	Consolidated	Growth on a comparable basis <sup>4</sup>	
Total credit portfolio <sup>1</sup>	Growth between <b>6.5%</b> and <b>9.5%</b>		
Financial margin with clients	Growth between <b>4.5%</b> and <b>7.5%</b>	Growth between <b>5.5%</b> and <b>8.5%</b>	
Financial margin with the market	Between <b>BRL 3.0 bn</b> and <b>BRL 5.0 bn</b>		
Cost of credit <sup>2</sup>	Between <b>BRL 33.5 bn</b> and <b>BRL 36.5 bn</b>		
Commissions and fees and results from insurance operations <sup>3</sup>	Growth between <b>5.0%</b> and <b>8.0%</b>	Growth between <b>5.5%</b> and <b>8.5%</b>	
Non-interest expenses	Growth between <b>4.0%</b> and <b>7.0%</b>	Growth between <b>5.0%</b> and <b>8.0%</b>	Core expenses below inflation
Effective tax rate	Between <b>29.5%</b> and <b>31.5%</b>		

(1) Includes financial guarantees provided and corporate securities; (2) Composed of result from loan losses, impairment and discounts granted; (3) commissions and fees (+) income from insurance, pension plan and premium bonds operations (-) expenses for claims (-) insurance, pension plan and premium bonds selling expenses. (4) Considers pro forma adjustments in 2023 of the sale of Banco Itaú Argentina.

# ... exploring possible growth paths in different businesses

## Individuals

### More engagement and principality

One Itaú - one of the main levers in the short term to intensify relationships with our clients

Beyond banking - Solutions platform that goes beyond the banking needs of our clients



Corporate development – guarantee the most complete portfolio of products and services

## Corporate

### Strength of client relationship

Increase of client base, mainly for lower-revenue clients, through a new commercial proposal focused on delivering a digital operation with a specific value offer.

## ( ) Insurance

Potential growth in the sector and increase penetration in our individual and corporate client base throughout own and third-party products

More than 20 products and services offered at our open platform and more than 15 partners

## Large Corporate

Continue growing with leadership in the large corporate business in both credit and capital market solutions



## Investor Relations



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