

# ITAÚ UNIBANCO HOLDING S.A.

CNPJ 60.872.504/0001-23

A Publicly-Listed Company

NIRE 35300010230

## ANNOUNCEMENT TO THE MARKET

### Itaú Unibanco Holding S.A. 3<sup>rd</sup> Quarter 2019 Result

Itaú Unibanco Holding S.A. (“Company”) announces to its stockholders and the market at large that the Complete Financial Statements for the year ended September 30, 2019 and the Management Discussion & Analysis for the 3<sup>rd</sup> quarter of 2019 are already available on the Company’s Investor Relations website ([www.itaub.com.br/investor-relations](http://www.itaub.com.br/investor-relations)).

Additionally, we forward the information described below:

- Institutional Presentation of the 3<sup>rd</sup> quarter of 2019 (**Attachment 01**);
- Presentation for conference call with the press on the quarterly result, scheduled for November 05, 2019 at 8:30 am (Brasília official time) (**Attachment 02**);
- Press release (**Attachment 03**);
- Presentation for public conference calls on the quarterly result, scheduled for November 05, Tuesday, in English at 10:00 am (Brasília official time) and in Portuguese at 11:30 am (Brasília official time) (**Attachment 04**).

The expectations presented are based on information available up to the moment and involve risks, uncertainties, and assumptions that may be beyond our control.

These disclosures strengthen our commitment to transparency in our disclosures to the many strategic audiences we have.

São Paulo - SP, November 04, 2019.

**Alexsandro Broedel**

Group Executive Finance Director and Head of Investor Relations

# **Attachment 01**

# **Attachment 02**

**(portuguese only)**



Teleconferência \_Imprensa  
**Resultados do 3° trimestre de 2019**

**Candido Botelho Bracher**

Presidente e CEO

**Milton Maluhy Filho**

Vice-Presidente Executivo, CFO e CRO

**Alexsandro Broedel**

Diretor Executivo de Finanças e Relações com Investidores



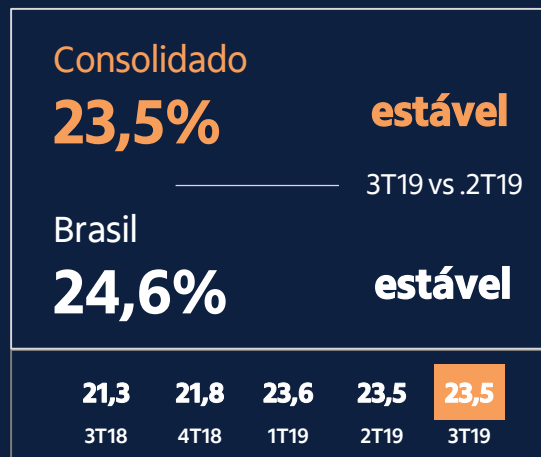
# Destaques do resultado

## 3º trimestre de 2019

### Lucro Líquido Recorrente



### ROE Recorrente



### Carteira de Crédito <sup>1</sup>



### Índice de Inadimplência 90 dias



### Margem com Clientes



### Receita de Serviços e Seguros <sup>2</sup>



### Custo do Crédito



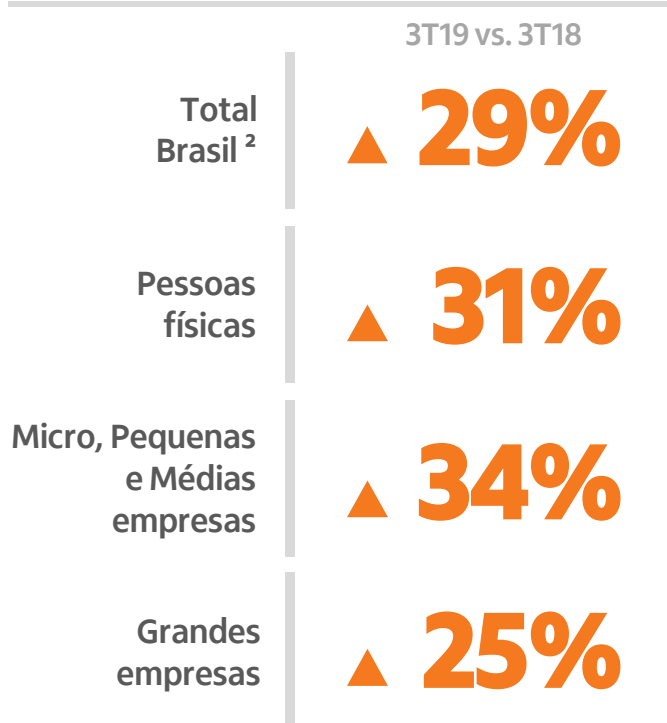
### Despesas não Decorrentes de Juros



(1) Total com Garantias Financeiras Prestadas e Títulos Privados; (2) Receitas de Seguros (-) Despesas com Sinistros (-) Despesas de Comercialização de Seguros.

## Crédito por perfil de Cliente ou por tipo de produto

### Originação de crédito<sup>1</sup>



### Emissão de títulos privados<sup>3</sup>



Em R\$ bilhões, ao final do período

	3T19	2T19	Δ	3T18	Δ
<b>Pessoas Físicas</b>	229,7	222,3	3,3%	200,0	14,9%
Cartão de Crédito	83,3	79,3	5,1%	68,7	21,4%
Crédito Pessoal	34,2	32,8	4,5%	28,9	18,5%
Crédito Consignado	49,3	49,1	0,5%	46,0	7,4%
Veículos	18,0	17,2	4,5%	15,2	18,0%
Crédito Imobiliário	44,8	44,0	2,0%	41,2	8,7%
<b>Micro, Pequenas e Médias Empresas</b>	84,0	78,1	7,6%	67,5	24,5%
<b>Total Pessoas Físicas + Micro, Pequenas e Médias Empresas</b>	313,8	300,4	4,5%	267,5	17,3%
<b>Grandes Empresas</b>	204,2	193,6	5,5%	196,3	4,1%
Operações de Crédito	157,0	151,4	3,7%	159,9	-1,9%
Títulos Privados	47,3	42,2	12,1%	36,3	30,1%
<b>Total Brasil</b>	518,0	494,0	4,9%	463,7	11,7%
<b>América Latina</b>	171,0	165,7	3,2%	172,7	-1,0%
<b>Total com Garantias Financeiras Prestadas e Títulos Privados</b>	689,0	659,7	4,4%	636,4	8,3%

Nota: Não considera originação de Cartão de Crédito, Cheque Especial, Renegociação de Dívida e outros créditos rotativos. (1) Média por dia útil no período, exceto para emissão de títulos privados; (2) Não inclui emissão de títulos privados; (3) Fonte: ANBIMA. Considera o volume total das emissões de títulos privados de renda fixa e híbridos, coordenadas pelo Itaú Unibanco no mercado local (inclui volume distribuído).

# Receita de Serviços e Resultado de Seguros

Em R\$ bilhões	3T19	2T19	Δ	3T18	Δ	9M19	9M18	Δ
Cartões de Crédito e Débito	3,2	3,2	0,1%	3,4	-5,5%	9,7	10,0	-3,0%
Emissão	2,3	2,2	1,5%	2,2	2,7%	6,7	6,3	6,1%
Adquirência	0,9	1,0	-3,3%	1,2	-20,8%	3,0	3,7	-18,5%
Serviços de Conta Corrente	1,9	1,8	3,2%	1,8	3,1%	5,6	5,5	1,7%
Administração de Recursos <sup>1</sup>	1,4	1,3	8,3%	1,1	28,7%	3,7	3,2	16,5%
Assessoria Econômica-Financeira e Corretagem	0,7	0,6	14,1%	0,3	150,4%	1,7	1,0	65,3%
Operações de Crédito e Garantias Prestadas	0,6	0,7	-8,3%	0,6	0,1%	1,9	1,9	-1,9%
Serviços de Recebimento	0,5	0,5	2,0%	0,5	5,6%	1,5	1,4	2,9%
Outros	0,3	0,3	6,2%	0,2	18,2%	0,8	0,8	4,0%
América Latina (ex-Brasil)	0,7	0,7	-2,8%	0,7	-4,6%	2,2	2,1	2,0%
<b>Receitas de Prestação de Serviços</b>	<b>9,3</b>	<b>9,1</b>	<b>2,2%</b>	<b>8,6</b>	<b>7,3%</b>	<b>27,0</b>	<b>25,9</b>	<b>4,1%</b>
Resultado de Seguros <sup>2</sup>	1,6	1,7	-6,0%	1,5	3,6%	4,9	4,8	1,9%
<b>Total</b>	<b>10,8</b>	<b>10,7</b>	<b>1,0%</b>	<b>10,2</b>	<b>6,8%</b>	<b>31,8</b>	<b>30,7</b>	<b>3,8%</b>

(1) Considera receitas de administração de fundos e receitas de administração de consórcios; (2) Resultado de Seguros inclui as Receitas de Seguros, Previdência e Capitalização, após as Despesas com Sinistros e de Comercialização; (3) Não inclui América Latina (ex-Brasil).

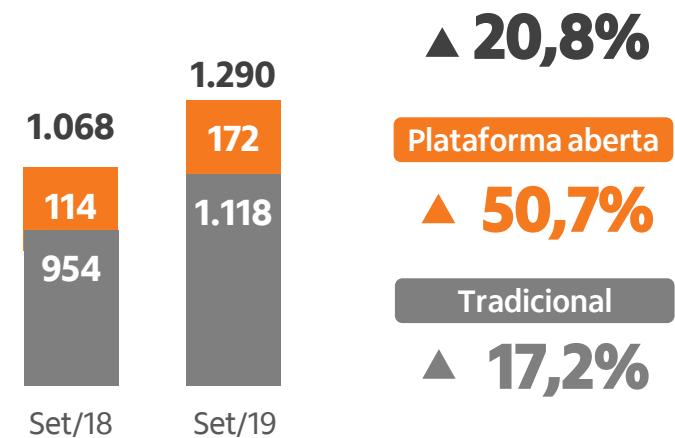
## Correntistas PF

Aumento anual no número de correntistas Pessoa Física.

▲ **9%**

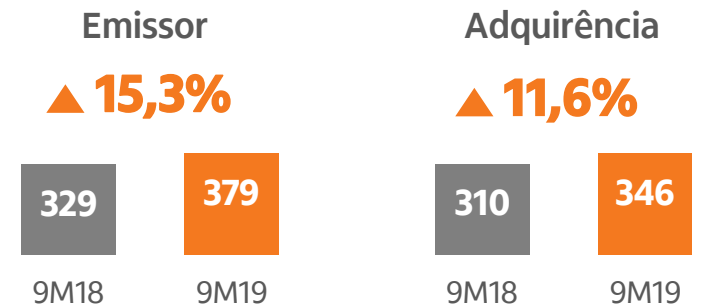
## Carteiras Administradas e Fundos de Investimento <sup>3</sup>

R\$ Bilhões



## Valor transacionado com cartões

R\$ Bilhões



# Cientes

Somos um banco com **55 milhões de clientes**

## Correntistas pessoas físicas<sup>1</sup>



**aberturas**

+ 43% de contas abertas em relação a 2016



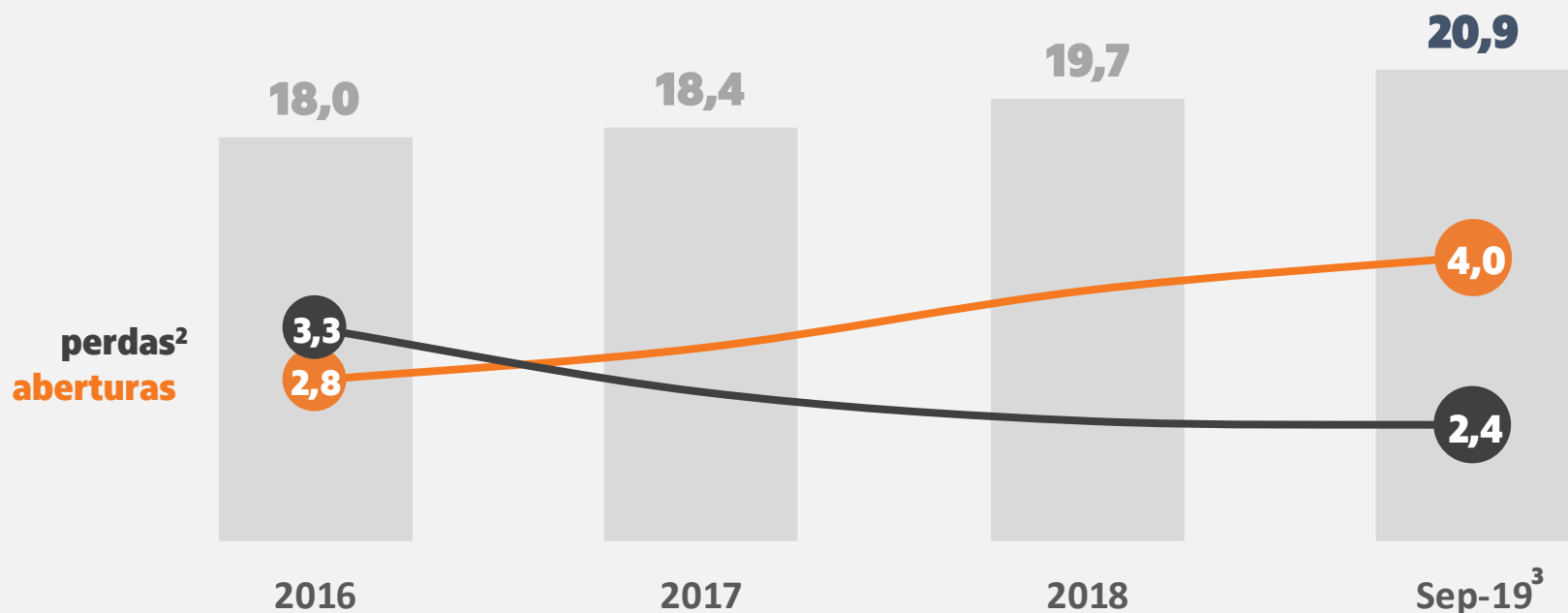
**perdas**

- 29% de contas encerradas ou inativas em relação a 2016, em linha com a melhora da qualidade de crédito da nossa carteira



**8 pontos NPS Global**

em 12 meses



**Cientes mais satisfeitos**

**Total**

80% tem mais de 5 anos de conta



**Novos correntistas**

55% tem menos de 30 anos

(1) Correntistas Pessoas Físicas não incluem conta poupança, conta salário e INSS; (2) O número de perdas inclui encerramentos e inativações descontados das reativações; (3) Número de correntistas PF de setembro de 2019 e dados de perdas e aberturas de conta são referentes aos últimos 12 meses.

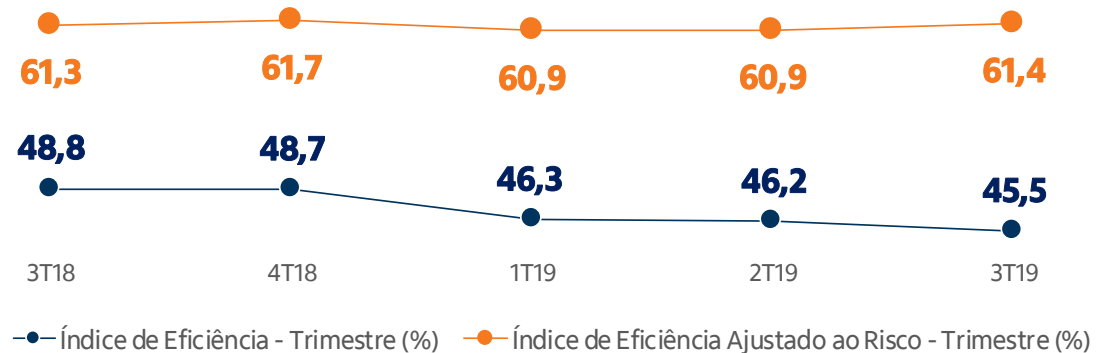


## Despesas não Decorrentes de Juros (DNDJ)

Em R\$ bilhões	3T19	2T19	Δ	3T18	Δ	9M19	9M18	Δ
Despesas de Pessoal	(5,6)	(5,5)	1,6%	(5,4)	4,2%	(16,5)	(15,7)	5,1%
Despesas Administrativas	(4,2)	(4,2)	-1,5%	(4,2)	-0,1%	(12,5)	(12,2)	2,5%
Despesas Operacionais	(1,3)	(1,2)	10,3%	(1,3)	2,8%	(3,6)	(3,7)	-2,8%
Outras Despesas Tributárias <sup>1</sup>	(0,1)	(0,1)	-11,7%	(0,1)	1,9%	(0,3)	(0,2)	10,0%
América Latina (ex-Brasil) <sup>2</sup>	(1,6)	(1,6)	-0,4%	(1,7)	-6,4%	(4,8)	(4,8)	0,0%
<b>Total</b>	<b>(12,8)</b>	<b>(12,7)</b>	<b>1,0%</b>	<b>(12,6)</b>	<b>1,2%</b>	<b>(37,6)</b>	<b>(36,6)</b>	<b>2,8%</b>

(1) Inclui IPTU, IPVA, IOF e outros. Não inclui PIS, Cofins e ISS; (2) Não considera a alocação gerencial de custos indiretos.

## Índice de eficiência (%)

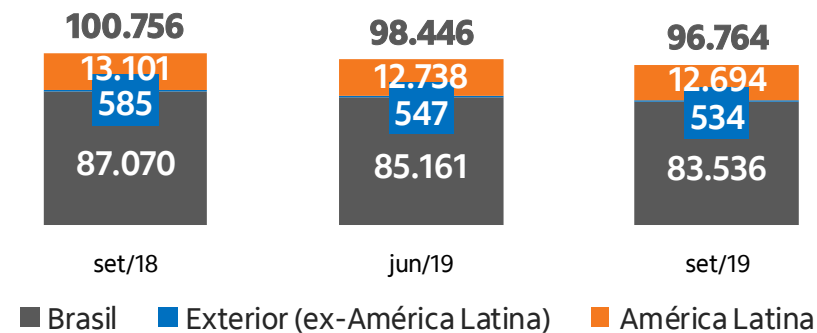


## Programa de Desligamento Voluntário

**Adesão de cerca de 3.500 colaboradores**  
de um total de ~7 mil elegíveis

Despesas não recorrentes de  
**R\$2,4 bilhões** antes de impostos

## # Colaboradores





Teleconferência \_ Imprensa  
**Resultados do 3º trimestre de 2019**

**Candido Botelho Bracher**

Presidente e CEO

**Milton Maluhy Filho**

Vice-Presidente Executivo, CFO e CRO

**Alexsandro Broedel**

Diretor Executivo de Finanças e Relações com Investidores



# **Attachment 03**

## Itaú Unibanco's loan portfolio grows 8.3% and lifts profits in the third quarter 2019

*Low levels of delinquency and control of costs also contribute to recurring net income of R\$ 7.2 billion in the period*

**São Paulo, November 4, 2019** – In a scenario of gradual recovery of economic growth, Itaú Unibanco's total adjusted loan portfolio<sup>1</sup> reached R\$ 689 billion at the end of September 2019, an increase of 8.3% in 12 months. Expansion was mainly driven by the increase in the growth rate of the individuals loan portfolio and the very small, small and middle-market companies' loan portfolio, reflecting in growths of 14.9% and 24.5%, respectively.

In addition, the adjusted<sup>1</sup> corporate portfolio posted an increase of 4.1% in relation to the third quarter 2018, underscoring the sentiment of improvement in the country's business environment.

The credit origination growth, combined with higher revenues from fund management, investment banking and brokerage services led Latin America largest private sector bank to report a recurring net income of R\$ 7.2 billion in the third quarter 2019, 10.9% up on the same period in 2018, with a return on net equity of 23.5%.

In R\$ million (except where indicated)	3Q19	3Q18	%	2Q19	%
Recurring Net Income	7,156	6,454	10.9%	7,034	1.7%
Annualized Average ROE	23.5%	21.3%	220 bps	23.5%	-
Total Adjusted Loan Portfolio <sup>1</sup>	688,993	636,428	8.3%	659,727	4.4%
Non-performing Loan Ratio (90 days) - Total	2.9%	2.9%	-	2.9%	-

In turn, the 90-day non-performing loans ratio reached 2.9%, flat in relation to the same period in 2018.

"This was one more quarter in which we advanced in our transformation process towards making up the league of the world's best companies in customer satisfaction. We launched the iti pilot project which has now been extended to the general public and made progress on major projects in our digitization journey, such as the recently announced acquisition of Zup. At the same time, we are prepared to reap the benefits of the improvements we are forecasting in the economic environment due to the approval of the Social Security Reform and the continuation of the agenda of reforms, concessions and privatizations."

**Candido Bracher**  
CEO of Itaú Unibanco

The quarter was also characterized by Itaú pioneering the move to reduce mortgage loan rates among banks in the private sector, and fully passing on the benefit of the reduction of the benchmark interest rate (Selic) to customers. Itaú's minimum mortgage finance rate now stands at 7.45% per annum + TR, varying according to customer profile and the relationship with the bank. Prior to this, rates began at 8.1% per annum + TR. Again in July and September, interest rates for personal and working capital loans were also cut.

From July to September 2019, commissions and fees and insurance<sup>2</sup>

“The loan portfolio continues performing positively. As in recent quarters, its growth was driven by the Individuals and Very Small, Small and Middle-Market Company portfolios. In addition, it is worth pointing out the resumption of demand for credit in the Corporate segment, which grew annually for the first time in more than three years.”

**Milton Maluhy**  
Executive Vice President, CFO and CRO of Itaú Unibanco

rose 6.8% against the second quarter 2018, driven by higher revenues from investment banking, brokerage services and asset management.

Non-interest expenses were R\$ 12.8 billion in the third quarter of 2019, an increase of 1.2% compared with the same period last year and therefore below inflation. The efficiency ratio reported a year-on-year improvement of 330 bps, an indication of the improvement in productivity, particularly in the light of the investment in

technology.

Itaú Unibanco stands out as one of the largest dividend-paying companies. Between January and September of this year, the bank distributed R\$ 11 billion to the more than 239 thousand direct shareholders.

Further information on results can be obtained from the Itaú Unibanco Investor Relations website: [www.itaunibanco.com.br/relacoes-com-investidores](http://www.itaunibanco.com.br/relacoes-com-investidores).

(1) Includes financial guarantees rendered and corporate securities..

(2) Revenues from Insurance include insurance income per se, pension plans and capitalization bonds net of claims and selling expenses.

**Corporate Communication – Itaú Unibanco**

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# **Attachment 04**