



Conference call

# 2019 Earnings review

**Candido Botelho Bracher**

President and CEO

**Milton Maluhy Filho**

Executive Vice-President, CFO and CRO

**Alexsandro Broedel**

Executive Finance Director and Head of Investor Relations

**Itaú Unibanco Holding S.A.**

**ITUB  
LISTED  
NYSE**



MEMBER OF  
**Dow Jones  
Sustainability Indices**  
In collaboration with  AM



# Strategic initiatives



# Strategic initiatives

## Customer centricity

**Global NPS**

Dec-19 vs. Aug-18

**^ 9 points**

**Retail Banking NPS**

Dec-19 vs. Aug-18

**^ 8 points**

**Wholesale Banking NPS**

Dec-19 vs. Aug-18

**^ 8 points**

**Cards NPS**

Dec-19 vs. Aug-18

**^ 5 points**

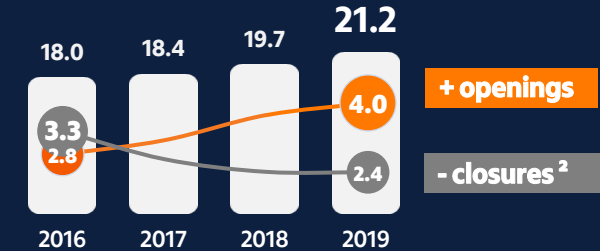
**rede**

**NPS**

Dec-19 vs. Aug-18

**^ 22 points**

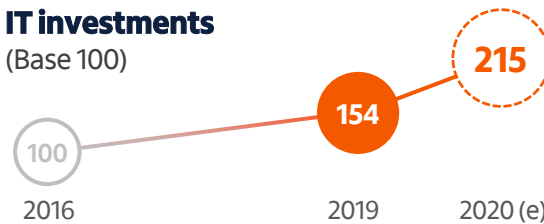
### Individual account holders<sup>1</sup> (MM)



### Digital Transformation

**IT investments**

(Base 100)



#### + productivity vs. 2018

Number of delivered projects **doubled**, with **27% shorter delivery time**

#### + return vs. 2018

Net present value of projects with financial benefits **increased by 24%**

### People

**73**

**e-NPS**

Dec-19

**^ 1 point**

Dec-19 vs. Dec-18



**LinkedIn Talent Awards**

Best Employer Brand and Top Companies categories.

**150 best companies to work**

Guia Você S/A category banks.

#### expansion of the new ways of working

communities of practice and home office

**+ 7 thousand** people working in this new model

### Efficiency

**2.1 p.p. improvement**

in the efficiency ratio in the year

2019 vs. 2018

**Non-interest expenses grew below inflation**

**^ 2.5%**

**Service fees**

**5.9%**





**Margin with clients**

**8.6%**

(1) Does not include savings accounts, salary accounts and INSS (Social Security National Institute) accounts; (2) Includes closures and inactivation discounted from reactivation.

# Positive impact commitments

**We embedded 8 positive impact commitments into our core businesses, each one with specific, measurable and disclosable indicators**

Positive impact commitments	Challenges and targets	Main partners
<b>Inclusion and entrepreneurship</b>	Increase the credit volume for women-led small and medium-sized business, reaching R\$9 billion by 2024.	
<b>Responsible management</b>	Continuously reduce our GHG emissions. Since 2012, we offset 100% of our direct emissions (scope 1) and since 2017, 100% of our indirect emissions (scope 2).	
<b>Financing positive impact sectors</b>	Lend R\$100 billion to positive impact sectors and R\$15 billion to renewable energy generation by 2025.	
<b>Transparency in communication</b>	Incorporate the TCFD recommendations about climate risk by 2022.	

# About the 4<sup>th</sup> quarter of 2019



## Recurring net income

Consolidated  
**R\$7.3 bn**  $\wedge$  **1.9%**

4Q19 vs. 3Q19

Brazil  
**R\$7.0 bn**  $\wedge$  **3.3%**

6.5	6.9	7.0	7.2	7.3
4Q18	1Q19	2Q19	3Q19	4Q19

## Recurring ROE

Consolidated  
**23.7%**  $\wedge$  **20 bps**

4Q19 vs. 3Q19

Brazil  
**25.1%**  $\wedge$  **50 bps**

21.8	23.6	23.5	23.5	23.7
4Q18	1Q19	2Q19	3Q19	4Q19

Credit <sup>1</sup>

Consolidated  
**R\$706.7 bn**  $\wedge$  **2.6%**

4Q19 vs. 3Q19

Brazil  
**R\$540.4 bn**  $\wedge$  **4.3%**

636.9	647.1	659.7	689.0	706.7
4Q18	1Q19	2Q19	3Q19	4Q19

## NPL 90 days

Consolidated  
**3.0%**  $\wedge$  **10 bps**

4Q19 vs. 3Q19

Brazil  
**3.4%** **stable**

2.9	3.0	2.9	2.9	3.0
4Q18	1Q19	2Q19	3Q19	4Q19

## Margin with clients

Consolidated  
**R\$18.1 bn**  $\wedge$  **2.9%**

4Q19 vs. 3Q19

Brazil  
**R\$16.3 bn**  $\wedge$  **3.1%**

16.2	16.4	16.9	17.6	18.1
4Q18	1Q19	2Q19	3Q19	4Q19

Commission, fees and insurance results <sup>2</sup>

Consolidated  
**R\$12.1 bn**  $\wedge$  **11.3%**

4Q19 vs. 3Q19

Brazil  
**R\$11.3 bn**  $\wedge$  **11.9%**

10.8	10.2	10.7	10.8	12.1
4Q18	1Q19	2Q19	3Q19	4Q19

## Cost of credit

Consolidated  
**R\$5.8 bn**  $\wedge$  **29.3%**

4Q19 vs. 3Q19

Brazil  
**R\$4.6 bn**  $\wedge$  **17.2%**

3.4	3.8	4.0	4.5	5.8
4Q18	1Q19	2Q19	3Q19	4Q19

## Non-Interest expenses

Consolidated  
**R\$13.0 bn**  $\wedge$  **1.7%**

4Q19 vs. 3Q19

Brazil  
**R\$11.2 bn**  $\wedge$  **1.0%**

12.8	12.1	12.7	12.8	13.0
4Q18	1Q19	2Q19	3Q19	4Q19

(1) Total with financial guarantees provided and corporate securities; (2) revenues from Insurance (-) claims expenses (-) insurance selling expenses.

# About 2019



Recurring  
**Net Income**

Consolidated

**R\$28.4 billion**

▲ 10.2%

Brazil

**R\$27.0 billion**

▲ 10.6%

Recurring  
**Return on Equity (ROE)**

Consolidated

**23.7%**

▲ 1.8 p.p.

Brazil

**24.9%**

▲ 1.9 p.p.



**higher volume of credit (+ 10.9%) and better mix of products**

boosting the financial margin with clients

▲ **8.6%**  
(yoy)



**Commissions, fees and result from insurance grew in several lines**

mainly investment banking, brokerage and investment funds

▲ **5.9%**  
(yoy)



**Non-interest expenses grew below inflation**

▲ **2.5%**  
(yoy)

**greatest annual efficiency gain in the last 4 years**



	Forecast <sup>1</sup>	Actual <sup>2</sup>
<b>GDP - Brazil</b>	<b>2.5%</b>	<b>1.2%</b>
<b>SELIC <sup>3</sup></b>	<b>6.5%</b>	<b>4.5%</b>
<b>Inflation <sup>4</sup></b>	<b>3.9%</b>	<b>4.3%</b>
<b>Unemployment <sup>3,5</sup></b>	<b>11.6%</b>	<b>11.6%</b>
<b>Dollar <sup>3</sup></b>	<b>R\$3.90</b>	<b>R\$4.03</b>

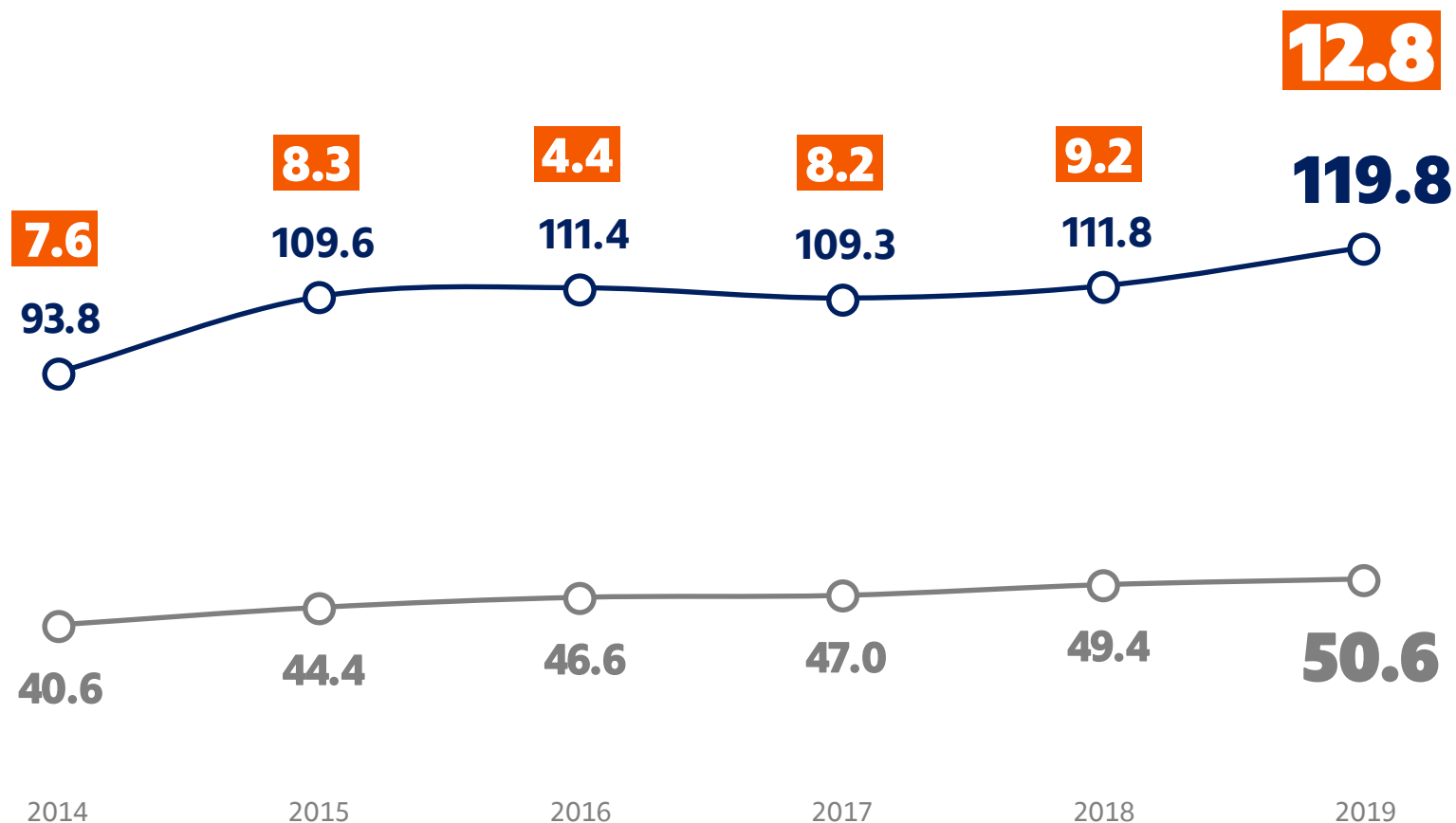
Below expectation GDP growth but with an increase of 3.6% in private sector investment and of 2.1% in consumption.

Interest rate ended the year at the lowest historical level, boosting demand for credit and contributing to low delinquency levels.

Inflation continues under control.

Unemployment rate still at high levels but with strong formal job creation<sup>6</sup> (641 thousand in 2019).

In R\$ billions



Growth (2019 vs. 2018)

**Value creation**

**▲ 38.3%**

**Operating revenues**

**▲ 7.1%**

**Non-interest expenses**

**▲ 2.5%**

# 2019

## Credit by client profile or product

Guidance: Total credit portfolio

Actual

Consolidated

8.0%

11.0%

10.9%

Brazil

8.0%

11.0%

14.1%

In R\$ billions

	2019	2018	△
<b>Individuals</b>	<b>239.8</b>	<b>211.3</b>	<b>13.5%</b>
Credit card loans	90.9	77.5	17.4%
Personal loans	34.6	29.2	18.2%
Payroll loans	49.4	46.7	5.8%
Vehicle loans	19.0	15.9	19.3%
Mortgage loans	45.9	42.0	9.3%
<b>Very small, small and middle market loans</b>	<b>89.6</b>	<b>70.8</b>	<b>26.6%</b>
<b>Individuals + Very small, small and middle market loans</b>	<b>329.4</b>	<b>282.1</b>	<b>16.8%</b>
<b>Corporate loans</b>	<b>211.0</b>	<b>191.6</b>	<b>10.1%</b>
Credit operations	154.1	153.3	0.5%
Corporate securities	56.9	38.3	48.4%
<b>Total Brazil</b>	<b>540.4</b>	<b>473.8</b>	<b>14.1%</b>
<b>Latin America</b>	<b>166.3</b>	<b>163.2</b>	<b>1.9%</b>
<b>Total with financial guarantees and corporate securities</b>	<b>706.7</b>	<b>636.9</b>	<b>10.9%</b>

### Credit origination <sup>1</sup>

2019 vs. 2018

▲ **23%** Individuals

▲ **31%** Very small, small and middle Market

▲ **23%** Corporate

▲ **26%** Total Brazil <sup>2</sup>

▲ **52%** Private securities issuance <sup>3</sup>

Note: Does not consider origination of credit card, overdraft, debt renegotiation and other revolving credits. (1) Average origination per working day in the period, except for private securities issuance. (2) Does not include private securities issuance. (3) Source: ANBIMA (Brazilian Financial and Capital Markets Association). Considers total volume of fixed income and hybrid private securities issuance arranged by Itaú Unibanco on the local market (includes distributed volumes).

# 2019

## Financial margin with clients

Guidance: Financial margin with clients

Actual

Consolidated

9.0% 12.0%

8.6%

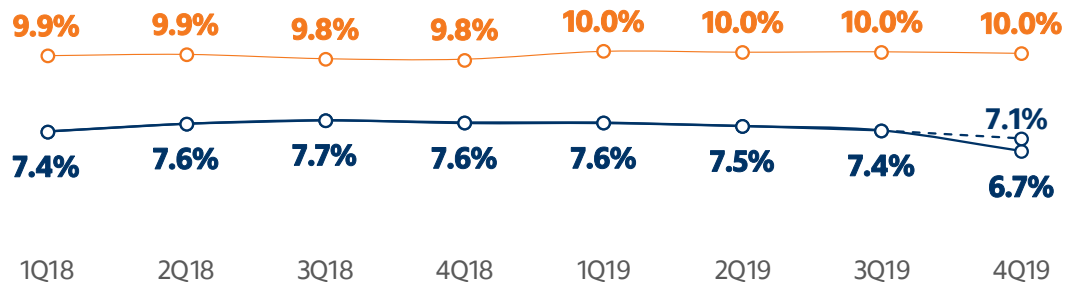
Brazil

9.0% 12.0%

9.1%

### Annualized average rate

#### Consolidated



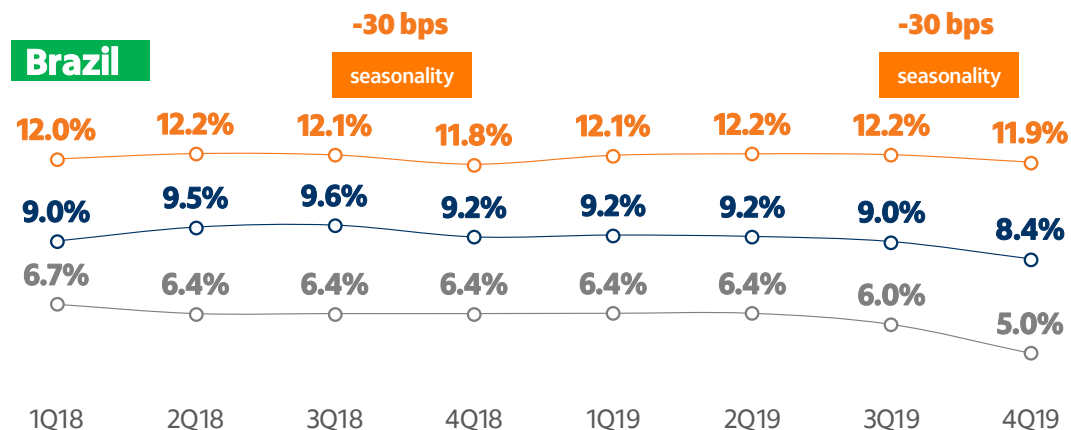
○ Financial margin with clients

○ Risk-adjusted financial margin with clients

⋯ Excluding specific provision expenses from LatAm

○ CDI (annualized quarterly rate)

#### Brazil

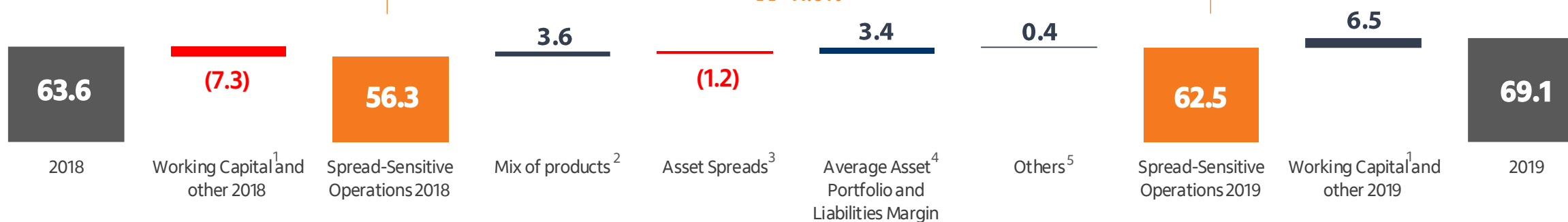


### Change in financial margin with clients

R\$ billion

▲ 6.2 billion

▲ 11.0%



(1) Includes capital allocated to business areas (except treasury), and the corporation working capital. (2) Change in the composition of assets with credit risk between periods in Brazil; (3) Spreads variation of assets with credit risk between periods in Brazil; (4) Considers credit and private securities portfolio net of overdue balance over 60 days in Brazil; (5) Includes Latin America (ex-Brazil) spread-sensitive operations and structured operations from the wholesale segment.

# 2019

## Financial margin with the market

Guidance: Financial margin with the market

Actual

Consolidated

R\$4.6 bn R\$5.6 bn

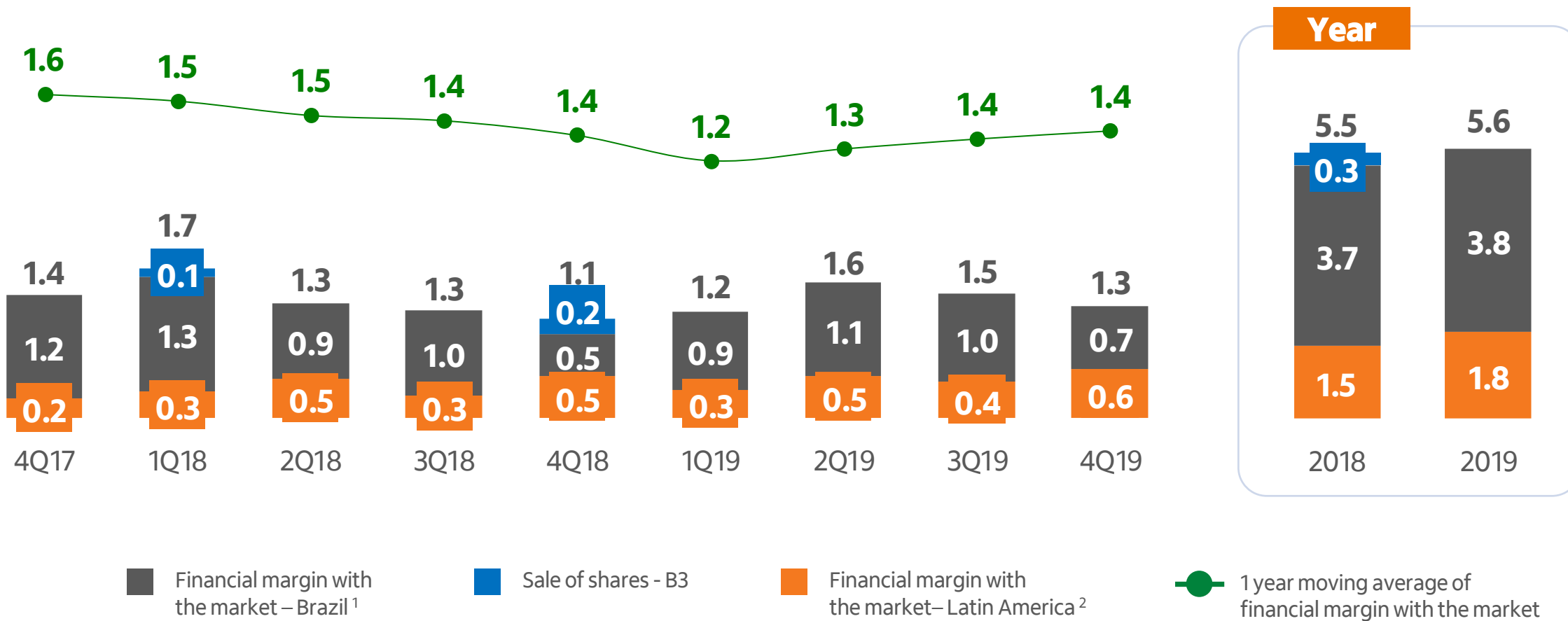
R\$5.6 bn

Brazil

R\$3.6 bn R\$4.6 bn

R\$3.8 bn

In R\$ billions



(1) Includes units abroad ex-Latin America; (2) Excludes Brazil.

# 2019

## Cost of credit and credit quality

Guidance: Cost of credit

Actual

Consolidated

R\$14.5 bn R\$17.5 bn

Brazil

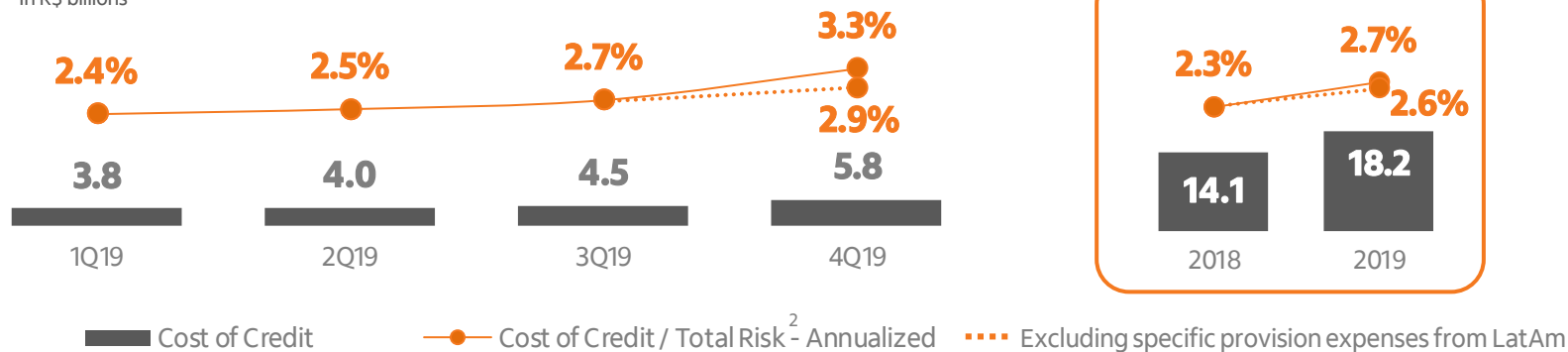
R\$12.5 bn R\$15.5 bn

R\$18.2 bn

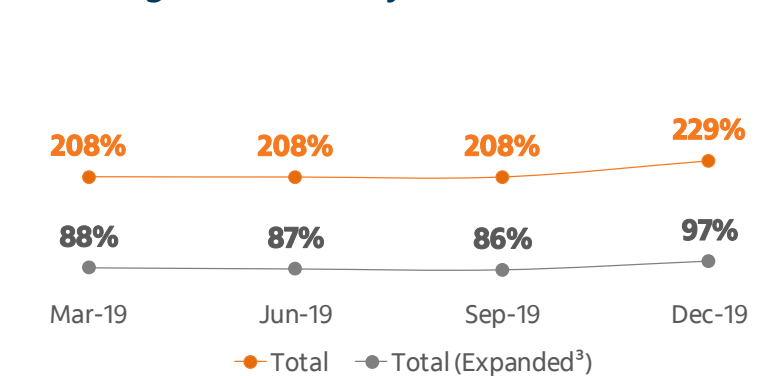
R\$15.5 bn

### Cost of credit<sup>1</sup>

In R\$ billions



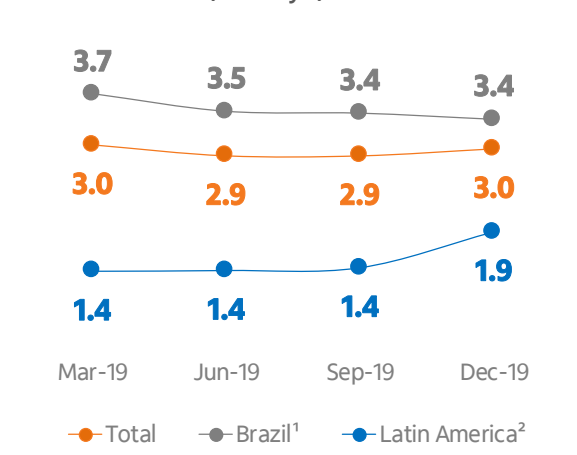
### Coverage ratio (90-day NPL - %)



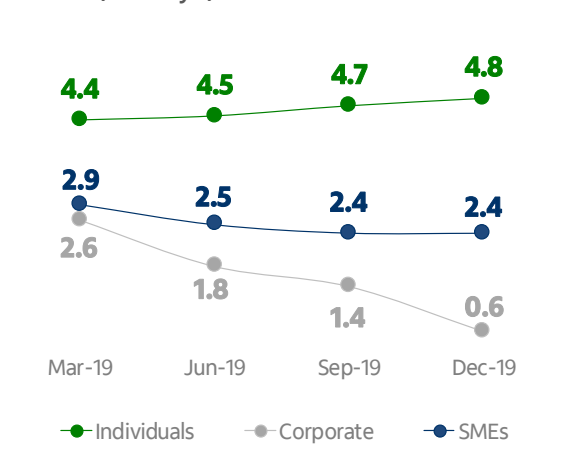
(1) Provision for Loan Losses and + Recovery of Loans written-off as Losses + Impairment + Discounts Granted; (2) Average balance of the loan portfolio with financial guarantees provided and corporate securities, considering the last two quarters; (3) Expanded Coverage Ratio is calculated from the division of the total allowance balance by the sum of 90 days overdue operations and of renegotiated loan portfolio excluding the double counting of 90 days overdue renegotiated loans.

### NPL Ratio

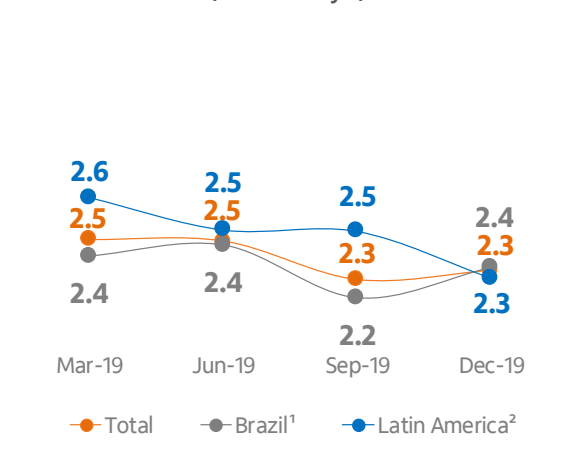
#### Consolidated (90 days) - %



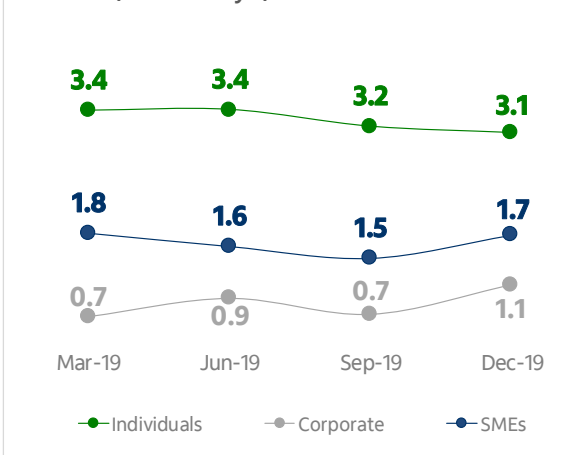
#### Brazil (90 days) - %



#### Consolidated (15-90 days) - %



#### Brazil (15-90 days) - %



(<sup>1</sup>) Includes units abroad ex-Latin America; (<sup>2</sup>) Excludes Brazil.

# 2019

## Cost of credit

Guidance: Cost of credit

Actual

Consolidated

R\$14.5 bn

R\$17.5 bn

R\$18.2 bn

Brazil

R\$12.5 bn

R\$15.5 bn

R\$15.5 bn

In R\$ billions

2019 vs. 2018

Analysis of  
cost of credit growth

6.5%

15.2%

2.1%

5.2%

▲ 29.1%

14.1

0.9

2.1

0.3

0.7

18.2

2018

Latin America

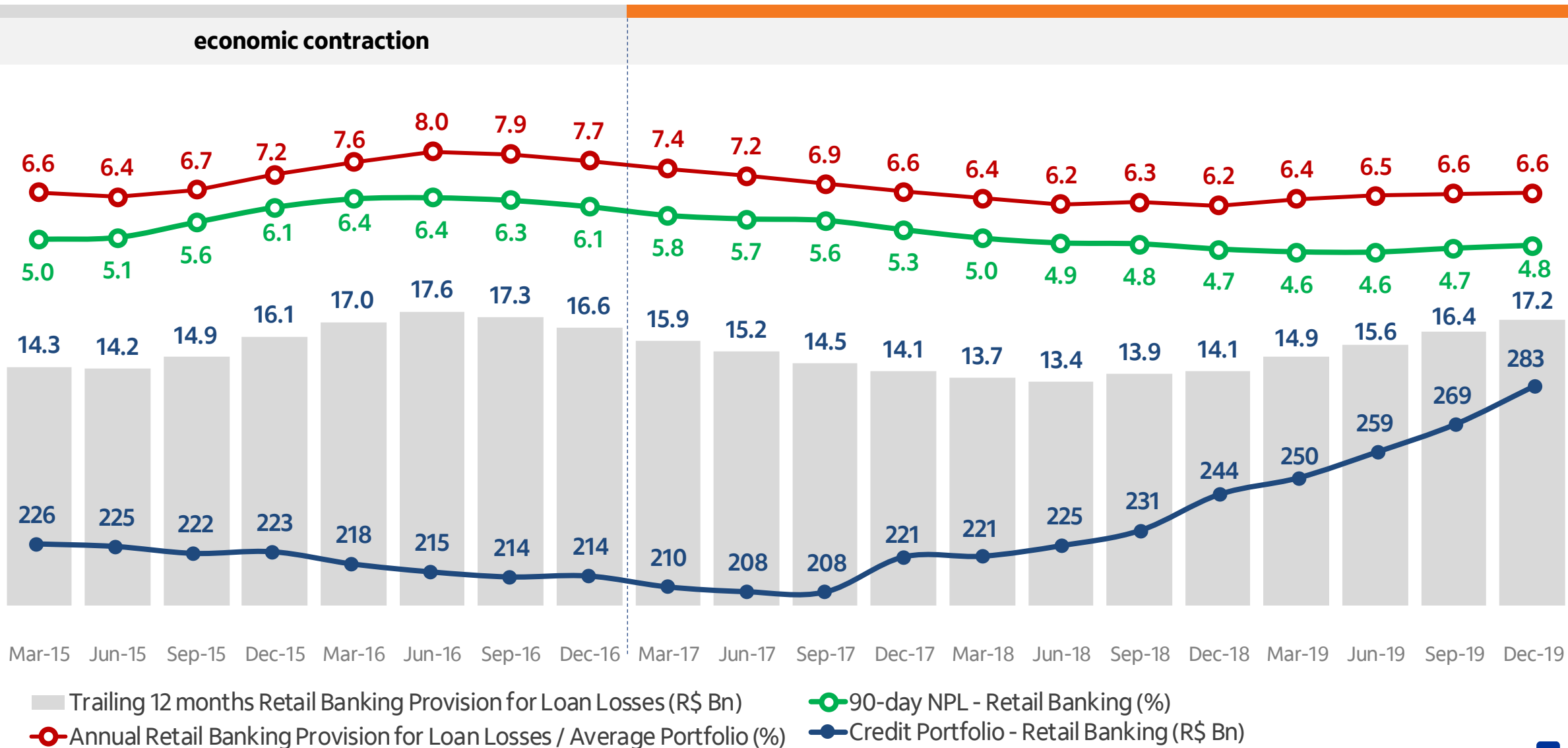
Portfolio growth

Mix of credit

Other

2019

Individuals + Very small, small and middle market companies





# 2019

## Fee income and result from insurance operations

Guidance: Services and insurance

Actual

Consolidated

2.0%

5.0%

5.9%

Brazil

2.0%

5.0%

6.3%

In R\$ billions

	2019	2018	△
<b>Credit and debit cards</b>	<b>13.0</b>	<b>13.4</b>	<b>-3.1%</b>
Card issuance	9.1	8.5	7.2%
Acquiring	3.9	4.9	-20.8%
<b>Current account services</b>	<b>7.5</b>	<b>7.3</b>	<b>3.0%</b>
<b>Asset management <sup>1</sup></b>	<b>5.5</b>	<b>4.4</b>	<b>24.9%</b>
<b>Advisory services and brokerage</b>	<b>2.8</b>	<b>1.6</b>	<b>79.3%</b>
<b>Credit operations and guarantees provided</b>	<b>2.5</b>	<b>2.5</b>	<b>-1.5%</b>
<b>Collection services</b>	<b>1.9</b>	<b>1.9</b>	<b>2.6%</b>
<b>Other</b>	<b>1.1</b>	<b>1.0</b>	<b>6.2%</b>
<b>Latin América</b>	<b>2.9</b>	<b>2.9</b>	<b>0.3%</b>
<b>Commissions and fees</b>	<b>37.3</b>	<b>35.1</b>	<b>6.4%</b>
<b>Result from insurance operations <sup>2</sup></b>	<b>6.6</b>	<b>6.4</b>	<b>3.2%</b>
<b>Total</b>	<b>43.9</b>	<b>41.4</b>	<b>5.9%</b>

**Client base**

2019 vs. 2018

▲ 8%

Individual account holders

▲ 6%

Credit cards

**Issuer**

**Total payment volume**

▲ 15.0%

**Assets under administration<sup>3</sup>**

In R\$ billions

2019 vs. 2018

▲ 23.1%

Dec-19

1,180 183 1,363

Dec-18

983 125 1,107

Traditional

▲ 20.1%

Open platform

▲ 46.9%

(1) Includes fund management fees and *consórcio* management fees; (2) Result from insurance includes the revenues from insurance, pension plan and premium bonds operations net of retained claims and selling expenses; (3) does not include Latin America (ex-Brazil).

# 2019

## Non-Interest expenses

Guidance: Non-Interest expenses

Actual

Consolidated

3.0% 6.0%

2.5%

Brazil

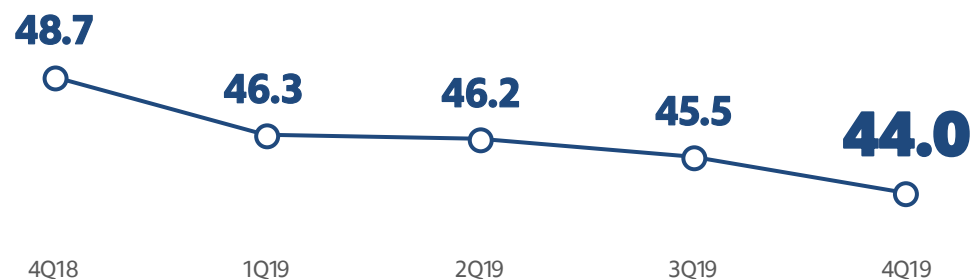
3.5% 6.5%

3.0%

In R\$ billions

	2019	2018	△
Personnel	(22.1)	(21.3)	4.0%
Administrative	(16.8)	(16.7)	0.7%
Operating	(4.8)	(4.6)	5.1%
Other tax expenses <sup>1</sup>	(0.4)	(0.3)	9.9%
Latin America <sup>2</sup>	(6.5)	(6.5)	0.3%
<b>Total</b>	<b>(50.6)</b>	<b>(49.4)</b>	<b>2.5%</b>

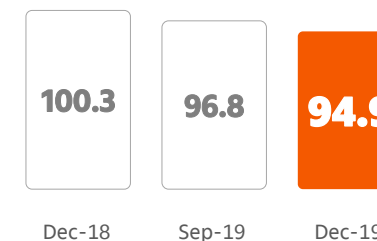
(1) Includes IPTU, IPVA, IOF and other. Does not include PIS, Cofins and ISS; (2) Does not consider overhead allocation.



Efficiency ratio quarterly - %

**372** branches closed in Brazil in 2019

**94.9 thousand** employees in 2019



2019

**ROE** **23.7%**

**RWA** **▲ 9%**

The return and growth scenario positioned the percentage to be distributed in the range of 60% to 65%

### Total payout simulation

		ROE					2019
		15.0%	17.5%	20.0%	22.5%	25.0%	
RWA growth	5.0%	65% - 70%	70 - 75%	75 - 80%	80 - 85%	85% - 90%	
	10.0%	40% - 45%	45 - 50%	50 - 55%	55 - 60%	<b>60% - 65%</b>	
	15.0%	35%	35%	35 - 40%	40 - 45%	45% - 50%	

The percentage to be distributed may change every year based on the company's profitability and capital demands, always considering the minimum set forth in the Bylaws.

2019

**Dividend yield**

**5.5%**

**R\$18.8 billion**

is the net amount paid and provisioned in dividends and interest on own capital in 2019

2019

**66.2%**

Dividends and net interest on own capital / recurring net income

**Payout**

**77.6%**

Dividends and gross interest on own capital / net income<sup>1</sup>

(1) Calculated based on dividends and interest on own capital (IOC) gross of taxes over net income adjusted by the legal revenue reserves.

	Consolidated		Brazil <sup>1</sup>	
	Actual	Expected	Actual	Expected
Total credit portfolio <sup>2</sup>	<b>10.9%</b>	8.0%  11.0%	<b>14.1%</b>	8.0%  11.0%
Financial margin with clients	<b>8.6%</b>	9.0%  12.0%	<b>9.1%</b>	9.0%  12.0%
Financial margin with the market	<b>R\$5.6 bn</b>	R\$4.6 bn  R\$5.6 bn	<b>R\$3.8 bn</b>	R\$3.6 bi  R\$4.6 bi
Cost of credit <sup>3</sup>	<b>R\$18.2 bn</b>	R\$14.5 bn  R\$17.5 bn	<b>R\$15.5 bn</b>	R\$12.5 bn  R\$15.5 bn
Commissions and fees and results from insurance operations <sup>4</sup>	<b>5.9%</b>	2.0%  5.0%	<b>6.3%</b>	2.0%  5.0%
Non-Interest expenses	<b>2.5%</b>	3.0%  6.0%	<b>3.0%</b>	3.5%  6.5%
Effective tax rate	<b>31.7%</b>	31.0%  33.0%	<b>32.5%</b>	32.0%  34.0%

(1) Includes units abroad ex-Latin America; (2) Includes financial guarantees provided and corporate securities; (3) Composed of result from loan losses, impairment and discounts granted; (4) commissions and fees (+) income from insurance, pension plan and premium bonds operations (-) expenses for claims (-) insurance, pension plan and premium bonds selling expenses.

# About 2020



	2019	2020(E)
<b>GDP – Brazil<sup>1</sup></b>	<b>1.2%</b>	<b>2.2%</b>
<b>SELIC (end of the period)</b>	<b>4.50%</b>	<b>4.25%</b>
<b>SELIC (year average)</b>	<b>5.96%</b>	<b>4.27%</b>
<b>Inflation (IPCA)</b>	<b>4.3%</b>	<b>3.3%</b>
<b>Formal jobs<sup>2</sup> (in thousand)</b>	<b>641</b>	<b>938</b>

Economic activity in Brazil continues to recover.

Government spending remains under control.

Benign inflation makes room for low interest rate.

Growth is expected to accelerate by 2020, driven by consumption and investment.

Expectation of the greatest job creation since 2013.

## Consolidated

Brazil <sup>1</sup>

Total credit portfolio <sup>2</sup>	<b>8.5%</b>	————	<b>11.5%</b>	<b>10.5%</b>	————	<b>13.5%</b>
Financial margin with clients	<b>0.0%</b>	————	<b>3.0%</b>	<b>1.5%</b>	————	<b>4.5%</b>
Financial margin with the market	<b>R\$5.7 bn</b>	————	<b>R\$6.7 bn</b>	<b>R\$3.8 bn</b>	————	<b>R\$4.8 bn</b>
Cost of credit <sup>3</sup>	<b>R\$18.5 bn</b>	————	<b>R\$22.0 bn</b>	<b>R\$17.1 bn</b>	————	<b>R\$20.1 bn</b>
Commissions and fees and results from insurance operations <sup>4</sup>	<b>4.5%</b>	————	<b>7.5%</b>	<b>5.0%</b>	————	<b>8.0%</b>
Non-Interest expenses	<b>-2.0%</b>	————	<b>1.0%</b>	<b>-1.5%</b>	————	<b>1.5%</b>
Effective tax rate	<b>33.0%</b>	————	<b>35.0%</b>	<b>33.5%</b>	————	<b>35.5%</b>

(1) Includes units abroad ex-Latin America; (2) Includes financial guarantees provided and corporate securities; (3) Composed of result from loan losses, impairment and discounts granted; (4) commissions and fees (+) income from insurance, pension plan and premium bonds operations (-) expenses for claims (-) insurance, pension plan and premium bonds selling expenses.

# Appendix





In R\$ billions

	2019					2018					Δ				
	Consolidated	Credit	Trading	Insurance & Services	Excess Capital	Consolidated	Credit	Trading	Insurance & Services	Excess Capital	Consolidated	Credit	Trading	Insurance & Services	Excess Capital
Operating Revenues	119.8	63.7	1.5	53.3	1.4	111.8	56.9	1.6	51.5	1.7	8.0	6.8	(0.1)	1.7	(0.4)
Managerial Financial Margin	74.6	51.4	1.5	20.4	1.4	69.1	45.5	1.6	20.3	1.7	5.5	6.0	(0.1)	0.1	(0.4)
Commissions and Fees	37.3	12.2	0.0	25.1	-	35.1	11.4	0.0	23.6	-	2.2	0.8	(0.0)	1.4	-
Revenues from Insurance <sup>1</sup>	7.9	-	-	7.9	-	7.7	-	-	7.7	-	0.2	-	-	0.2	-
Cost of Credit	(18.2)	(18.2)	-	-	-	(14.1)	(14.1)	-	-	-	(4.1)	(4.1)	-	-	-
Retained Claims	(1.3)	-	-	(1.3)	-	(1.2)	-	-	(1.2)	-	(0.0)	-	-	(0.0)	-
Non-Interested Expenses and Other Expenses <sup>2</sup>	(58.5)	(28.6)	(0.7)	(29.1)	(0.1)	(57.1)	(27.1)	(0.9)	(29.0)	(0.1)	(1.5)	(1.6)	0.2	(0.1)	0.0
Recurring Net Income	28.4	11.9	0.5	14.9	1.1	25.7	9.2	0.5	14.3	1.7	2.6	2.7	(0.0)	0.6	(0.6)
Average Regulatory Capital	125.6	64.8	1.6	41.6	17.6	123.8	61.8	1.5	38.0	22.5	1.9	3.0	0.2	3.6	(4.9)
Value Creation	12.8	3.8	0.3	9.8	(1.1)	9.2	0.9	0.3	9.3	(1.3)	3.5	2.9	(0.0)	0.5	0.2
Recurring ROE	23.7%	18.4%	28.5%	35.7%	6.2%	21.9%	14.9%	34.2%	37.6%	7.7%	170 bps	350 bps	-570 bps	-190 bps	-150 bps

(1) Revenues from Insurance includes the Revenues from Insurance, Pension Plan and Premium Bonds Operations before Retained Claims and Selling Expenses.

(2) Include Tax Expenses (ISS, PIS, COFINS and other), Insurance Selling Expenses and Minority Interests in Subsidiaries.

In R\$ billions	4Q19	3Q19	Δ	4Q18	Δ	2019	2018	Δ
<b>Operating Revenues</b>	<b>31.8</b>	<b>30.3</b>	<b>5.2%</b>	<b>28.5</b>	<b>11.8%</b>	<b>119.8</b>	<b>111.8</b>	<b>7.1%</b>
Managerial Financial Margin	19.4	19.1	1.9%	17.4	11.8%	74.6	69.1	8.0%
Financial Margin with Clients	18.1	17.6	2.9%	16.2	11.7%	69.1	63.6	8.6%
Financial Margin with the Market	1.3	1.5	-9.9%	1.1	13.7%	5.6	5.5	1.6%
Commissions and Fees	10.4	9.3	11.8%	9.2	12.7%	37.3	35.1	6.4%
Revenues from Insurance <sup>1</sup>	2.0	1.9	6.2%	1.9	7.4%	7.9	7.7	2.6%
<b>Cost of Credit</b>	<b>(5.8)</b>	<b>(4.5)</b>	<b>29.3%</b>	<b>(3.4)</b>	<b>70.1%</b>	<b>(18.2)</b>	<b>(14.1)</b>	<b>29.1%</b>
Provision for Loan Losses	(6.1)	(4.9)	24.8%	(3.8)	61.9%	(19.7)	(16.1)	22.4%
Impairment	(0.2)	(0.1)	-	(0.3)	-14.4%	(0.4)	(0.5)	-31.8%
Discounts Granted	(0.4)	(0.3)	26.5%	(0.3)	21.5%	(1.4)	(1.2)	19.3%
Recovery of Loans Written Off as Losses	0.9	0.8	18.5%	1.0	-1.9%	3.3	3.7	-11.9%
<b>Retained Claims</b>	<b>(0.3)</b>	<b>(0.3)</b>	<b>-2.5%</b>	<b>(0.3)</b>	<b>12.4%</b>	<b>(1.3)</b>	<b>(1.2)</b>	<b>3.0%</b>
<b>Other Operating Expenses</b>	<b>(15.0)</b>	<b>(14.6)</b>	<b>2.7%</b>	<b>(14.7)</b>	<b>1.9%</b>	<b>(57.8)</b>	<b>(56.3)</b>	<b>2.7%</b>
Non-interest Expenses	(13.0)	(12.8)	1.7%	(12.8)	1.7%	(50.6)	(49.4)	2.5%
Tax Expenses and Other <sup>2</sup>	(2.0)	(1.8)	10.4%	(1.9)	3.6%	(7.2)	(6.9)	4.1%
<b>Income before Tax and Minority Interests</b>	<b>10.7</b>	<b>10.9</b>	<b>-1.2%</b>	<b>10.1</b>	<b>6.4%</b>	<b>42.6</b>	<b>40.2</b>	<b>5.8%</b>
<b>Income Tax and Social Contribution</b>	<b>(3.4)</b>	<b>(3.5)</b>	<b>-3.7%</b>	<b>(3.4)</b>	<b>1.0%</b>	<b>(13.5)</b>	<b>(13.7)</b>	<b>-1.7%</b>
<b>Minority Interests in Subsidiaries</b>	<b>(0.0)</b>	<b>(0.2)</b>	<b>-77.9%</b>	<b>(0.2)</b>	<b>-83.9%</b>	<b>(0.7)</b>	<b>(0.8)</b>	<b>-9.9%</b>
<b>Recurring Net Income</b>	<b>7.3</b>	<b>7.2</b>	<b>1.9%</b>	<b>6.5</b>	<b>12.6%</b>	<b>28.4</b>	<b>25.7</b>	<b>10.2%</b>

(1) Revenues from Insurance includes the Revenues from Insurance, Pension Plan and Premium Bonds Operations before Retained Claims and Selling Expenses.

(2) Include Tax Expenses (ISS, PIS, COFINS and other) and Insurance Selling Expenses.

# Digital transformation

## Use of Digital Channels <sup>1</sup>

### Individuals (in millions)



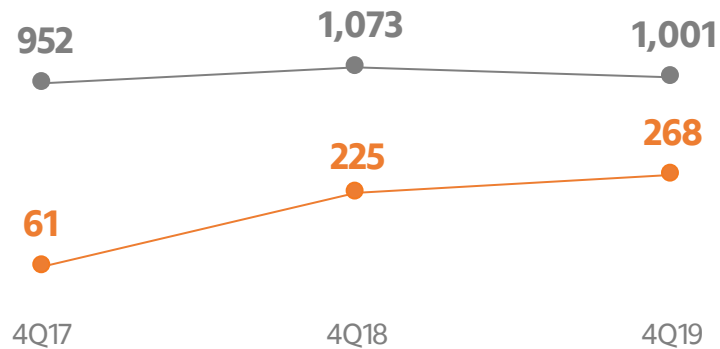
### Companies (in millions)



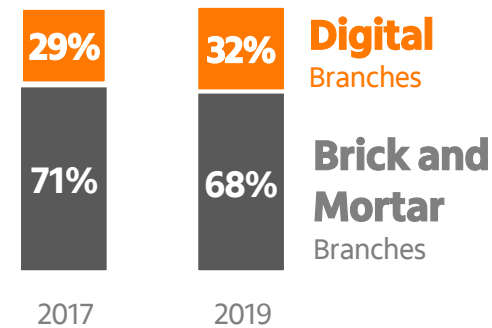
## % of transactions through digital channels

	2017	2019
Credit <sup>2</sup>	18%	20%
Investments <sup>2</sup>	38%	48%
Payments <sup>2</sup>	68%	81%
Transfers <sup>3</sup>	90%	95%

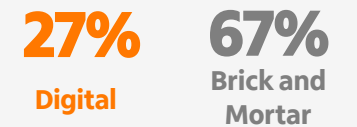
## New Individuals accounts (in thousands)



## % digital operations on the Retail Operating Revenues



### Efficiency Ratio of branches in 2019



(1) Internet, mobile and SMS on Retail Bank; (2) Share of digital channels in the total volume (R\$) of transactions in the Retail Bank segment; (3) Share of digital channels in quantity of transfers between different banks in the Retail Bank segment.



Conference call

# 2019 Earnings review

**Candido Botelho Bracher**

President and CEO

**Milton Maluhy Filho**

Executive Vice-President, CFO and CRO


**Alexsandro Broedel**

Executive Finance Director and Head of Investor Relations

**Itaú Unibanco Holding S.A.**

**ITUB  
LISTED  
NYSE**



MEMBER OF  
**Dow Jones  
Sustainability Indices**  
In collaboration with  **AM**

