



4Q20 Earnings review

Candido Bracher

Current CEO and new Board Member

Milton Maluhy Filho

Current CFO and CRO and new Chief Executive Officer

Alexsandro Broedel

New Chief Financial Officer (CFO)

Renato Lulia Jacob

Group Head of Investor Relations and Marketing Intelligence

4th quarter highlights

Credit origination¹ for individuals

^ **15%**
4Q20 vs. 3Q20

Credit portfolio growth: Dec-20 vs. Sep-20



^ **11.3%**

Credit card
loans



^ **8.6%**

Auto
loans



^ **8.9%**

Payroll
loans



^ **8.6%**

Mortgage

Digitalization and efficiency

Digital client expansion: Dec-20 vs. Sep-20



^ **2.9%**

digital clients
24.2 million in Dec-2020



^ **3.0%**

individuals
23.0 million in Dec-2020



^ **0,6%**

companies
1.2 million in Dec-2020



✓ **95 branches***

branches and client service points closed in 4Q20
*brick and mortar

Client and employee satisfaction



e-NPS² **89 pts**

Elected the best place in people management and best place to work
(Source: Valor Carreira e UOL)



Global NPS **+ 10 pts**

We reached our 2020 vs. 2018 target
2021 vs. 2018 target: **to reach + 17 pts**
2023 vs. 2018 target: **to reach + 27 pts**

Technology and digitalization



Continuous Investment in technology

2021e vs. 2018

^ **112%** development of solutions
✓ **28%** infrastructure



Use of digital channels

	2020	2018
^ Transfers	97%	92%
^ Payments	85%	76%
^ Investments	47%	41%
^ Credit	25%	19%



On-line account opening

2020 vs. 2018

^ **231%** accounts opened by the app

Highlights

Digitalization (2020 vs. 2019)

Complete digital offering

^ **81%**

+ features in apps and systems

More speed

less Time to Market

✓ **25%**

Cloud applications are 28% faster than other platforms

People



Data Scientists

261
in Dec-20

^ **7%** growth 2020 vs. 2019



Technology engineers and teams

+ 3,764
in 2020

^ **+1,770** Tech professionals

^ **+1,994** ZUP team

XP Inc shareholding

May 2017	We announced our intention to acquire control of XP Inc. in stages
Aug 2018	We communicated our commitment to BACEN to no longer acquire control
Nov 2020	We announced the intention to spin off our part of the business in a company (“XPart”)
Dec 2020	We sold 4.5% of the capital of XP Inc.
Jan 2021	Extraordinary General Meeting (EGM)
In 2022	We will acquire ¹ 11.38% of the capital of XP Inc.

On January 31st, the EGM approved the spin off of Itaú Unibanco`s participation² in the capital of XP Inc. into “XPart”, company to be constituted after the controllers obtain a favorable opinion from the regulatory authority.

After the favorable opinion of the regulatory authority, there is up to 120 days³ for listing shares on B3 and for the distribution of new shares of XPart. The cut-off date (“ex”) and procedures will be given in due course.

Until the cut-off date (close to the listing date) the shares issued by Itaú Unibanco will continue to be traded with the entitlement to receive shares issued by XPart.

Once the new company is listed, the shareholders will receive an equity holding in XPart, in the same amount, type and proportion as the shares they hold in Itaú Unibanco.

The shareholders will continue to retain their current equity holding in Itaú Unibanco and will also become shareholders of XPart.

The percentage of XP's capital that will held by XPart represented 40.52% at 12.31.2020, due to the capitalization of XP in December.

(1) After approval by BACEN; (2) Equivalent to 41.05% of the capital of XP Inc on the base date of September 30, 2020; (3) According to the Brazilian Corporation Law

ESG highlights

In 2020, we intensified significantly our initiatives



todos pela saúde

donation of more than R\$ 1.2 billion to combat Covid-19



transparency and ESG reporting

adoption of the SASB and TCFD guidelines into our reports



Amazon Plan in partnership with Bradesco and Santander

Among the ten initiatives, **four measures** were prioritized



Stimulating sustainable chains

- R\$100 million to finance agroindustry and cooperatives that deal with sustainable cultures.
- **Blended finance**, credit mechanism for small producers with technical assistance



Land regularization

- Legislative map and recommendation of how the financial system can support **regularization** to stimulate economic activity in the region



Fighting deforestation in the meat production chains

- Frigorific engagement for **traceability commitment**
- Specific **diligence** to the meat producer sector



Promotion of bioeconomy

- Research funding and investment in projects that unlock the socioeconomic potential of new chains



Amazon Conference

December, 2020

+ 12,000 participants
in the 3 days of the conference

+ 70 specialists,
companies and members of the financial market

380 thousand native trees
will be planted with donations

ESG: Sustainable bonds issuance

Sustainability Finance Framework: social and environmental criteria for allocation of resources

External consultancy issued second-party opinion



Renewable energy and energy efficiency



Sustainable transport



Sustainable water and waste management



Pollution prevention and control



Sustainable management of natural resources and land use



Green buildings



Access to essential services



Inclusive Finance

USD 500 million raised
with sustainable bonds in
January 2021

First level 2 capital issue
of a Latin American bank to finance
green and social projects

Positive Impact Commitments_ Status

R\$100 billion

R\$ 47.7 bn¹

for sectors with
positive impact
by 2025

R\$15 billion

R\$12.5 bn¹

for renewable energy
generation and services
by 2025

R\$11 billion

R\$9.1 bn²

for small companies
led by women by 2024

(1) From Aug-2019 to Dec-2020; (2) Balance at Dec-20

4Q20

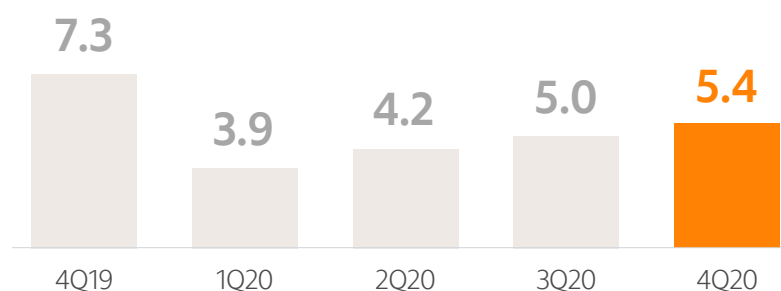
Financial highlights

Financial highlights

In R\$ billions

Recurring managerial result

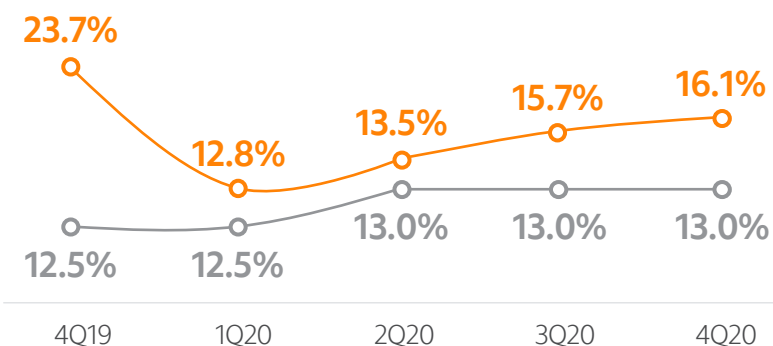
R\$5.4 bn



Recurring managerial ROE

16.1%

○ Recurring managerial ROE (%)
○ Average Cost of Capital (%)



4Q20 vs. 3Q20 Results

Credit portfolio

R\$869.5 billion

▲ + 2.7%

Financial margin with clients

R\$16.0 billion

▲ + 3.0%

Cost of credit ⁽¹⁾

R\$6.0 billion

▼ - 4.5%

Non-interest expenses

R\$13.3 billion

▲ + 5.1%

(1) Provision for Loan Losses + Recovery of Loans + Impairment + Discounts Granted.

Credit portfolio

In R\$ billions	Dec-20	Sep-20	Δ	Dec-19	Δ
Individuals	255.6	237.7	7.5%	239.8	6.6%
Credit card loans	86.3	77.5	11.3%	90.9	-5.1%
Personal loans	35.1	36.6	-4.3%	34.6	1.5%
Payroll loans	55.3	50.8	8.9%	49.4	11.9%
Vehicle loans	23.3	21.5	8.6%	19.0	23.0%
Mortgage loans	55.7	51.3	8.6%	45.9	21.2%
Very small, small and middle market loans	127.6	122.5	4.1%	95.3	33.9%
Banking loans	105.3	104.5	0.8%	95.3	10.5%
Government sponsored/guaranteed facilities	22.3	18.1	23.5%	-	-
Individuals + SMEs Loans	383.2	360.2	6.4%	335.0	14.4%
Corporate loans	269.0	264.8	1.6%	221.3	21.6%
Credit operations	179.0	178.1	0.5%	148.4	20.6%
Corporate securities	90.0	86.7	3.9%	72.8	23.6%
Total Brazil	652.2	625.0	4.4%	556.3	17.2%
Latin America	217.3	222.0	-2.1%	166.3	30.7%
Total with Financial Guarantees and Corporate Securities	869.5	847.0	2.7%	722.6	20.3%
Total (ex-foreign exchange rate variation)	869.5	840.9	3.4%	793.0	9.6%

Credit origination¹

In the quarter	4Q20 vs. 3Q20	4Q20 vs. 4Q19
Individuals	+ 15%	+ 31%
Mortgage	+ 56%	+ 137%
Very Small, Small and Middle Market	- 27%	+ 5%
Corporate	+ 6%	+ 38%
Total Brazil²	- 4%	+ 25%
Private securities issuance ³	+ 83%	- 37%

Change in personal loans portfolio

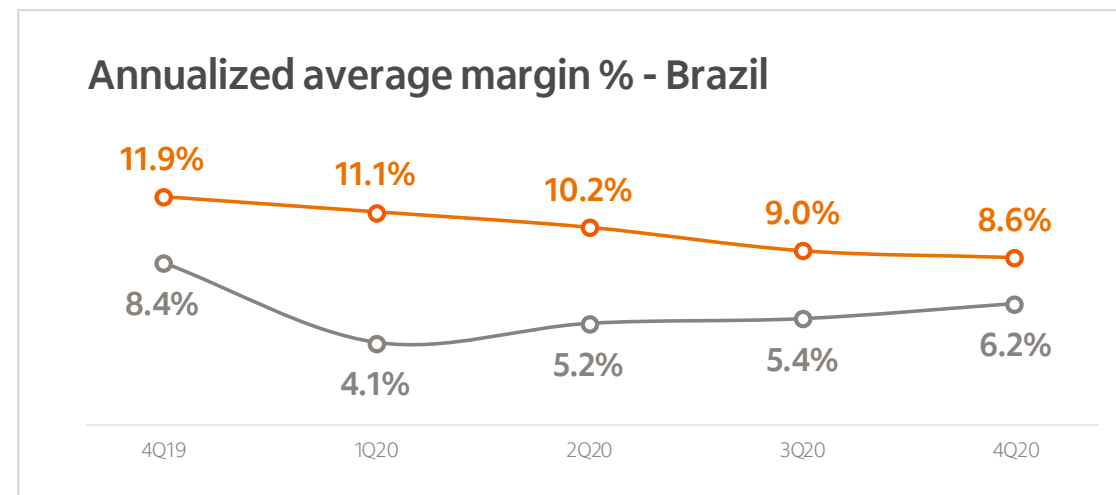
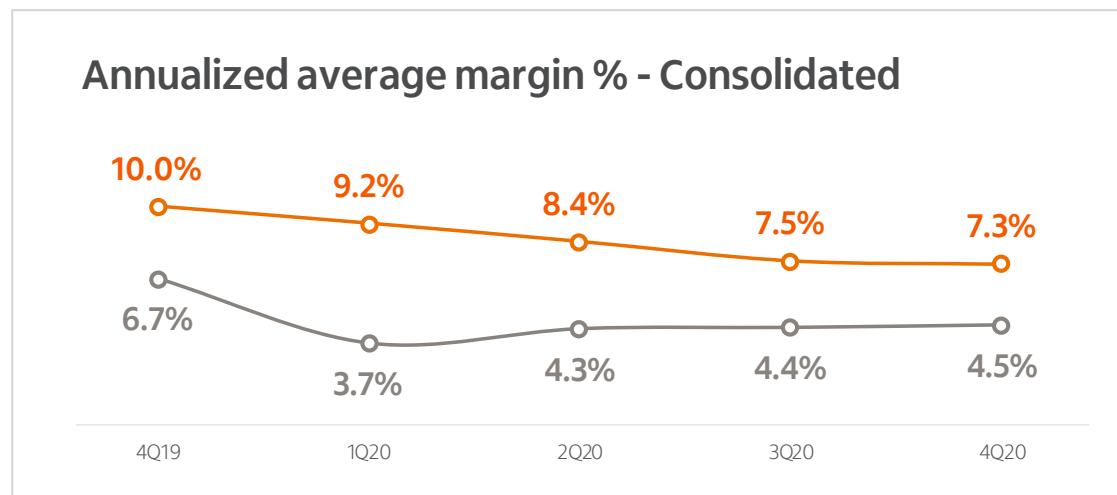
Dec-20 vs. Set-20

Personalised credit	- 7%
Overdraft	- 10%
Installment credit	+ 3%

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

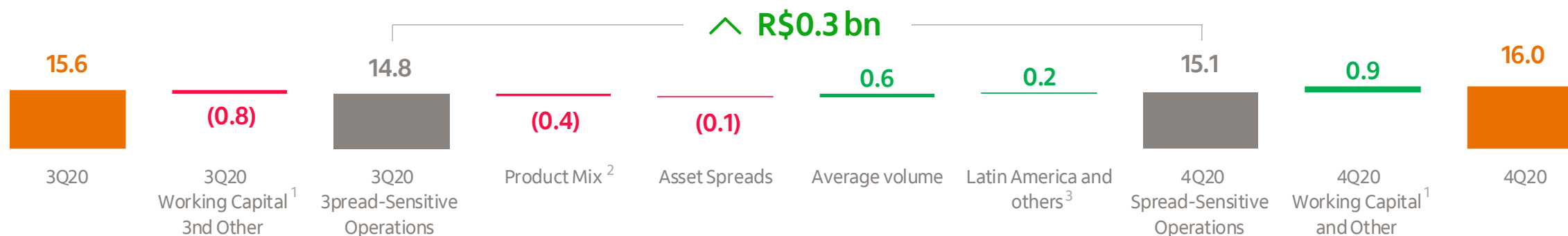
Financial margin with clients

—○— Financial margin with clients —○— Risk-adjusted Financial margin with clients



Change in financial margin with clients

In R\$ billions



(1) Includes capital allocated to business areas (except treasury), in addition to the corporation's working capital, (2) Change in the composition of assets with credit risk between periods in Brazil, (3) Others considers the liability financial margin and structured wholesale operations.

Loan portfolio reprofiling

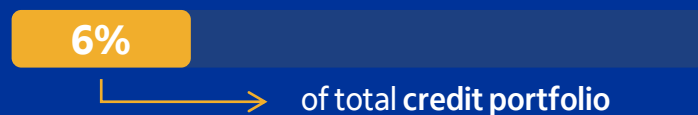
Individuals, very small and small companies

In R\$ billions



✓ **5.0%**
Dec-20 vs. Sep-20

Reprofiled portfolio represents



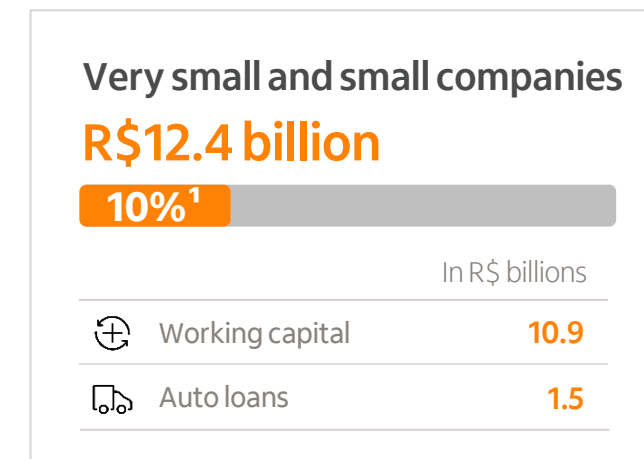
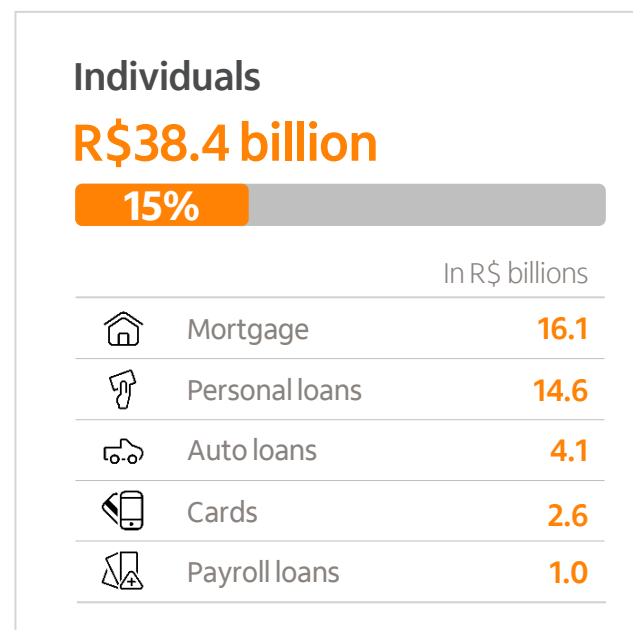
100%
performing
In February
2020

54% are
collateralized

84% in ratings
AA to C
At the end
of Dec-20

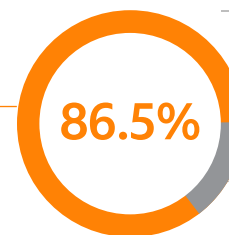
Reprofiled portfolio by product

Balance at December 31st, 2020 - In R\$ billions



Portfolio risk profile

Non-overdue portfolio



December 31st, 2020

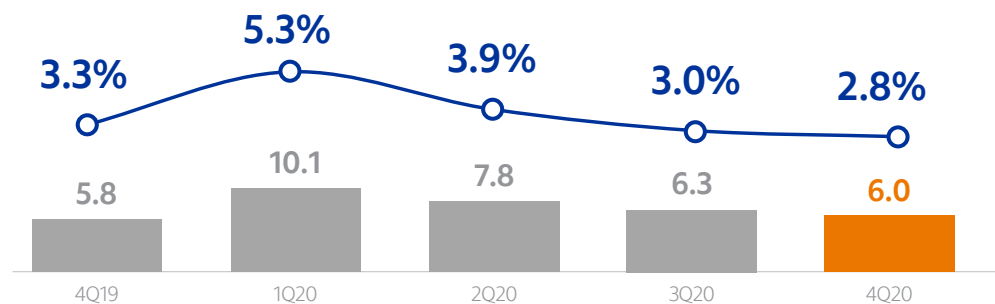
Performing	82.6%
Within grace period	3.9%
Overdue between 15-90 days	8.3%
Overdue over 90 days	5.2%

(1) On the total portfolio of very small, small and middle market companies.

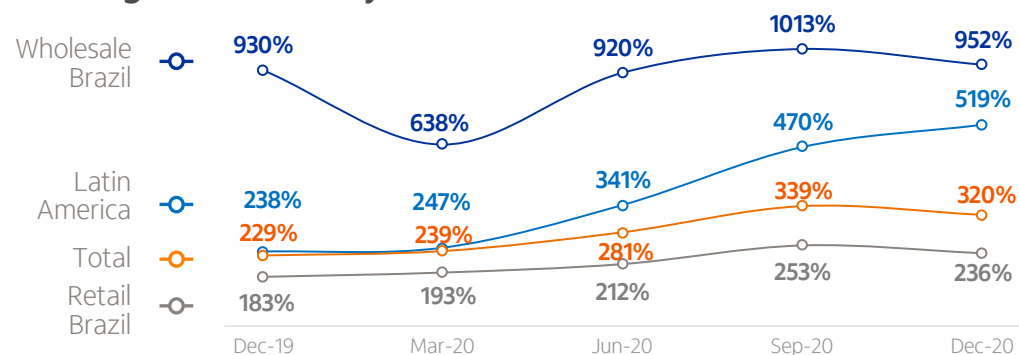
Credit quality

Cost of credit¹

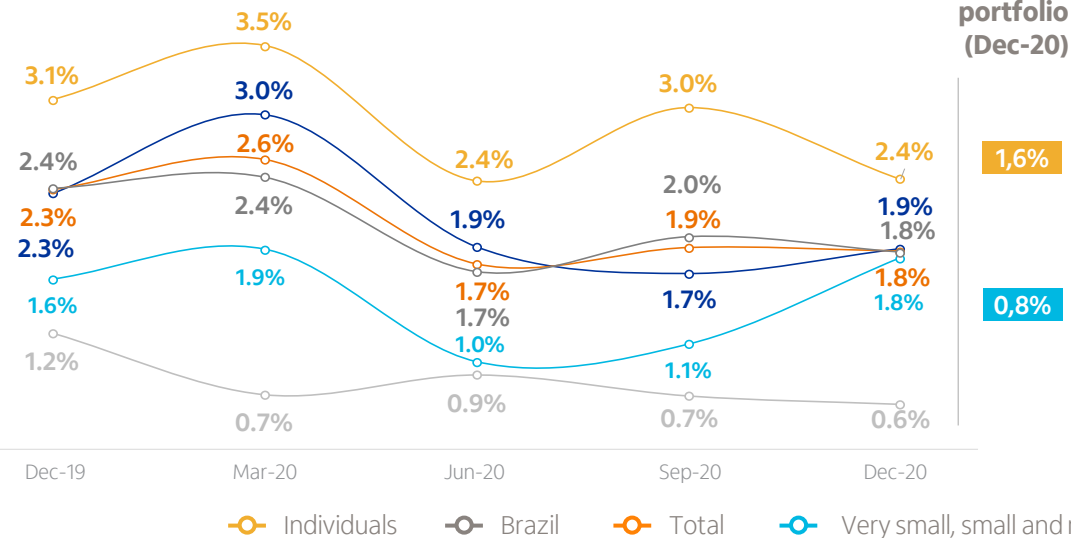
○ ratio between the annualized cost of credit¹ and the loan portfolio² - (%)



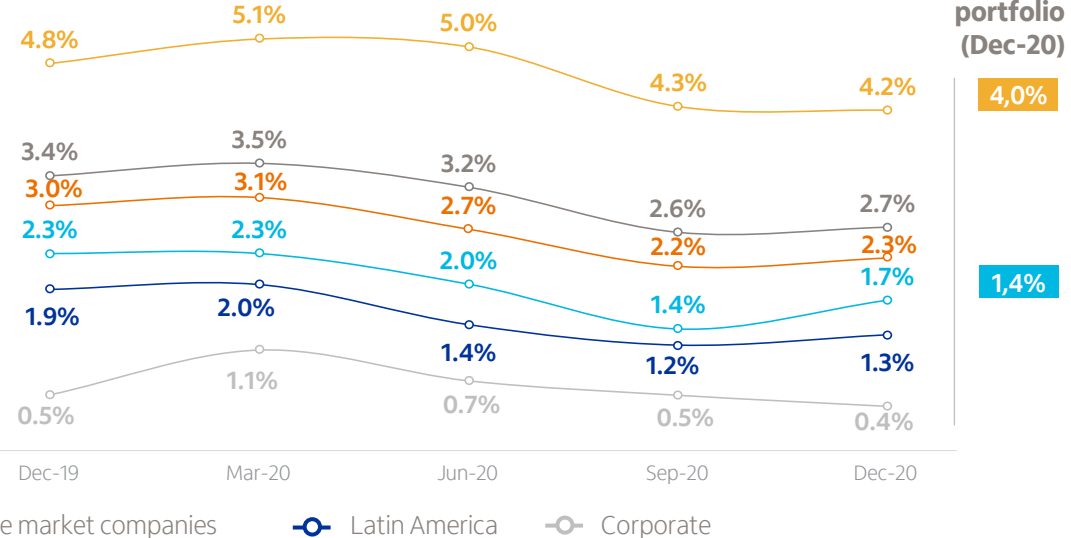
Coverage ratio – 90 days NPL %



15 - 90 days NPL - %



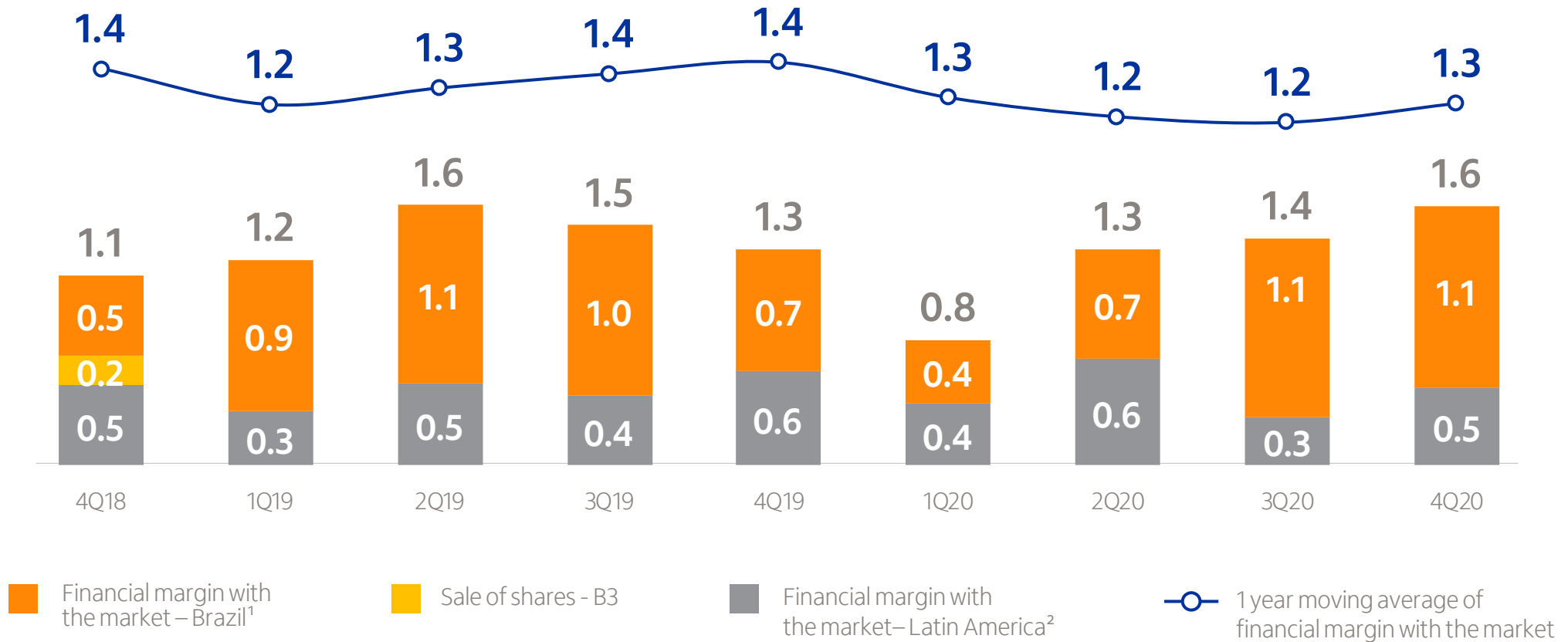
90 days NPL - %



(1) Provision for Loan Losses + Recovery of Loans + Impairment + Discounts Granted, (2) Average loan portfolio balance with financial guarantees provided and corporate securities considers the last two quarters.

Financial margin with the market

In R\$ billions



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

Commissions, fees and result from insurance operations

In R\$ billions	4Q20	3Q20	Δ	2020	2019	Δ
Credit and debit cards	3.1	2.8	9.6%	11.5	13.0	-11.9%
Card issuance	2.4	2.2	8.5%	8.8	9.1	-3.1%
Acquiring	0.7	0.6	13.4%	2.6	3.9	-32.6%
Current account services	1.9	1.9	-2.2%	7.6	7.5	0.7%
Asset management ¹	1.4	1.3	9.0%	5.6	5.5	1.5%
Advisory services and brokerage	1.2	1.2	-7.3%	4.1	2.8	45.3%
Credit operations and guarantees provided	0.6	0.6	6.5%	2.3	2.5	-6.8%
Collection Services	0.5	0.5	3.9%	1.9	1.9	-3.8%
Other	0.4	0.4	5.6%	1.4	1.1	24.3%
Latin America (ex-Brazil)	0.8	0.7	7.5%	3.0	2.9	1.2%
Commissions and fees	9.9	9.5	4.1%	37.2	37.3	-0.2%
Result from insurance operations²	1.4	1.6	-14.5%	6.1	6.6	-7.3%
Commissions, fees and result from insurance	11.2	11.1	1.4%	43.3	43.9	-1.3%

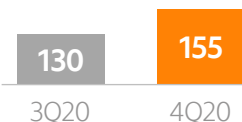
Value transacted with cards



↑ **20.0%**
4Q20 vs. 3Q20

Issuer

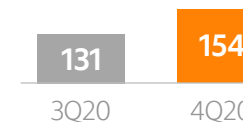
In R\$ billions



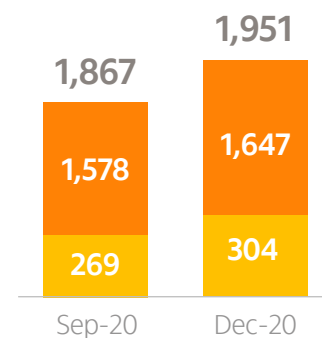
↑ **18.0%**
4Q20 vs. 3Q20

Acquiring

In R\$ billions



Assets under Management & Open Platform



+ 4.5% Total
+ 4.3% Own Products
+ 5.4% Open Platform

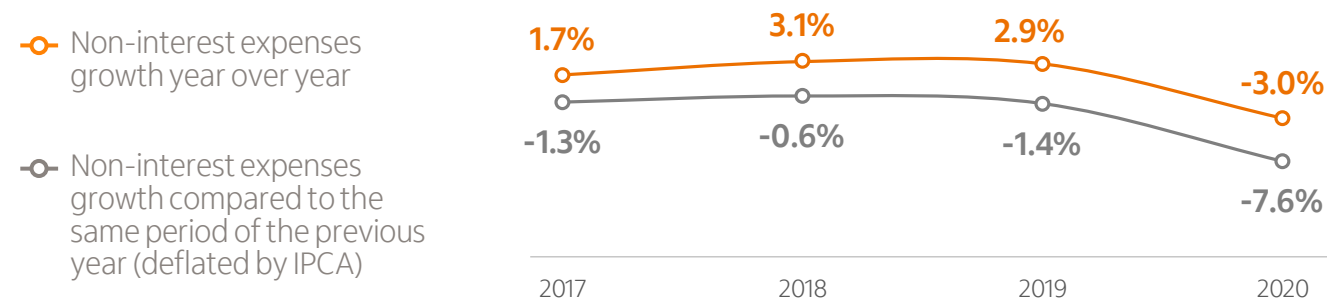
(1) Includes fund management fees and "consórcio" management fees, (2) Result from insurance includes the revenues from insurance, pension plan and premium bonds operations net of retained claims and selling expenses.

Non-interest expenses

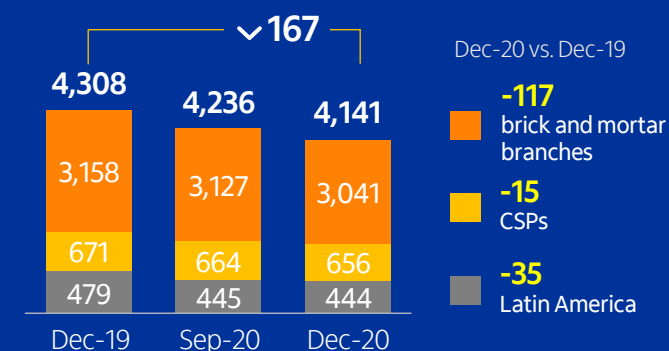
In R\$ billions	4Q20	3Q20	Δ	2020	2019	Δ
Personnel	(5.7)	(5.3)	7.3%	(21.4)	(22.1)	-3.5%
Administrative	(4.4)	(4.1)	7.1%	(16.5)	(16.8)	-1.7%
Other ⁽¹⁾	(1.2)	(1.3)	-8.9%	(4.9)	(5.2)	-5.6%
Total - Brazil	(11.3)	(10.7)	5.2%	(42.8)	(44.1)	-3.0%
Latin America (ex-Brazil) ⁽²⁾	(2.0)	(2.0)	4.2%	(7.4)	(6.5)	13.6%
Non-interest expenses	(13.3)	(12.7)	5.1%	(50.2)	(50.6)	-0.9%

Non-interest expenses - Brazil

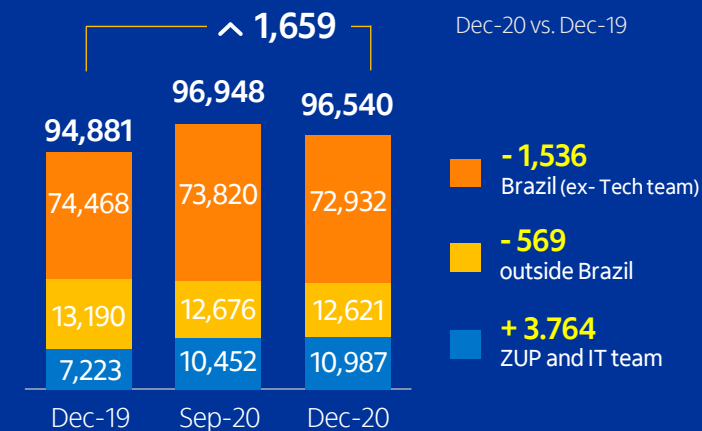
growing at a slower pace than inflation



Brick and mortar and client service point (CSP)

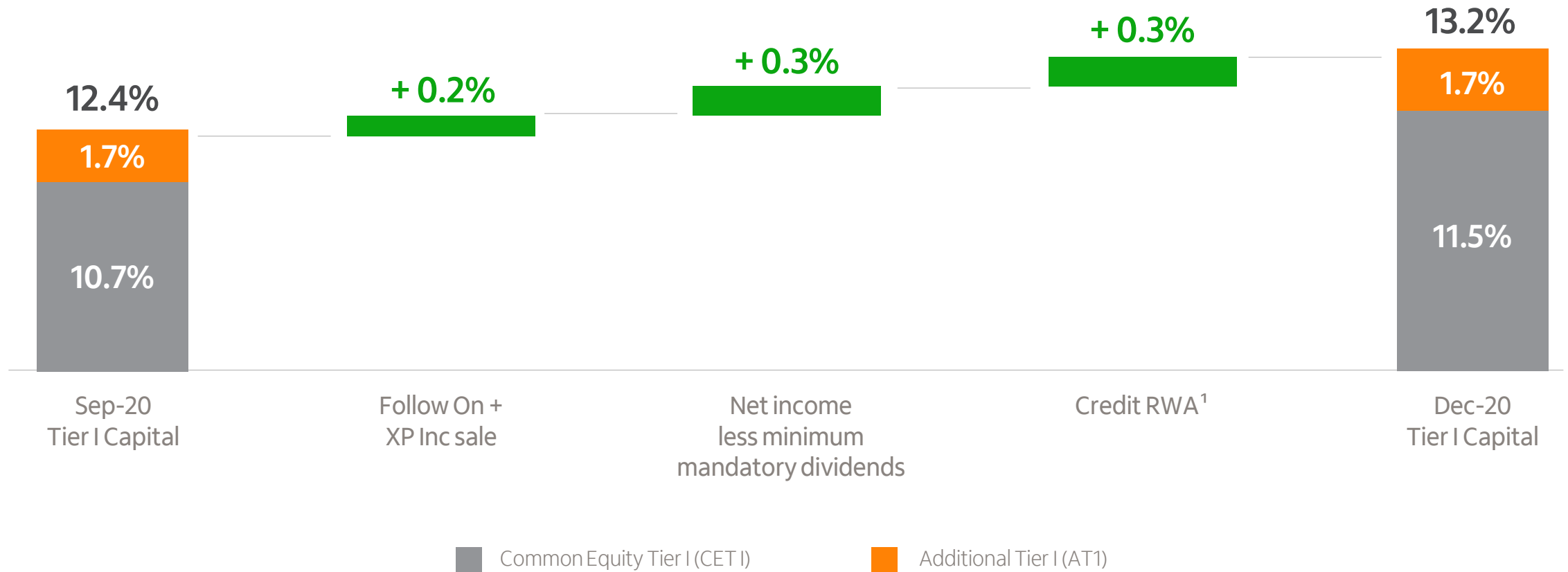


#employees



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

Capital




(1) Includes tax credits of investments abroad.

2021

Perspectives

New Executive Committee


Since the beginning of 2021, this group has the mission to lead the bank's operations and transformation, in line with the priority fronts of customer satisfaction, efficiency, digitalization and focus on growth.

 even closer to the business areas



 simplifying the operation and management model



 allowing more autonomy and speed in decision making



Candido Bracher
Former-CEO



Milton Maluhy Filho
New CEO

New composition of the executive committee and responsibilities

Business

Alexandre Zancani

Auto loans, mortgage, "consorcio", credit for individuals and recovery, among others

André Sapoznik

Payments, operations, service and marketing

André Rodrigues

Retail banking, digital channels, UX, insurance and SME finance

Carlos Constantini

Wealth Management & Services (WMS)

Flávio Souza - Presidente do Itaú BBA

Commercial bank, CIB, ECM and DCM, research and wholesale credit

TBD

Treasury, asset products and client desks, macroeconomics and operations in South America

Ricardo Guerra

Technology

Support

Alexsandro Broedel - CFO

Finance and investor relations, real estate assets and procurement

Leila Melo

Legal, ombudsman, institutional communication, sustainability and government relations

Matias Granata - CRO

Market, credit and operational risks, capital management, corporate security, compliance and AML

Sérgio Fajerman

People

Macroeconomic outlook



New wave of contagion before vaccination creates uncertainty about economic activity and public spending

- Economy should lose steam in 1Q21, due to worsening contagion and withdrawal of emergency aid.
- Scenario should be positive from 2Q21 due to vaccination, low interest rates and global growth.
- The spending ceiling, despite the challenging context, is expected to be respected in 2021 and beyond..



Growth in private credit, in an environment of low interest rates, should contribute to the expansion of the Brazilian economy.



Commodities and foreign exchange should pressure inflation in the short term, but dynamics remain benign and interest rates should rise slowly.



Labor market is recovering, but unemployment should remain stable due to increased demand for work

	2020	2021e
GDP – Brazil¹	- 4.1%	4.0%
SELIC (end of period)	2.0%	3.5%
Inflation (IPCA)	4.5%	3.6%
Formal jobs²	14.2%	14.2%

Perspectives



Capital and liquidity at appropriate levels considering our internal stress test scenarios.



Expansion of the **loan portfolio** driven mainly by the individuals' portfolio, assuming a recovery in the economy in line with our base scenario. At first, this growth should be supported by lower risk and lower interest rates products, such as payroll loans, mortgage and auto loans, but we expect demand for consumer credit lines and revolving lines to resume in the second half of the year.



Recovery of **the average rate of financial margin with clients (NIM)** over the year due to the progressive change in the credit portfolio mix between segments and the expectation of a higher interest rate and its impact on the remuneration of our own working capital and liability margin.



Growth in **service and insurance revenues** in line with the trend of recovery in economic activity, despite the negative impact resulting from the PIX roll-out (Brazilian Central Bank fast payment solution) and the spin-off and sale of the stake in "XP Investimentos". This performance will be driven by the expectation of strong activity in the capital market and the launch of new channels, products and services.



Progressive reduction in the **cost of credit** anchored in the bank's expected loss model and Brazil's economic recovery. However, the model will react promptly to relevant changes in the Brazilian macroeconomic scenario and the financial conditions of our customers.



Strategic **cost management** based on structural efficiency projects will continue to bring benefits in the coming quarters with a nominal reduction in the BAU operational expenses. This year we expect an increase of approximately R\$1.5 billion in our investments in technology, new products and commercial platforms, which should positively impact the bank's operational efficiency in the medium and long term.

2021 Guidance*

	Consolidated 2021 Guidance	Brazil¹ 2021 Guidance
Total credit portfolio ²	Growing 5.5% to 9.5%	Growing 8.5% to 12.5%
Financial margin with clients	Growing 2.5% to 6.5%	Growing 3.0% to 7.0%
Financial margin with the market	Range from R\$4.9 bn to R\$6.4 bn	Range from R\$3.3 bn to R\$4.8 bn
Cost of credit ³	Range from R\$21.3 bn to R\$24.3 bn	Range from R\$19.0 bn to R\$22.0 bn
Commissions and fees and results from insurance operations ^{4,5}	Growing 2.5% to 6.5%	Growing 2.5% to 6.5%
Non-Interest expenses	Range from -2.0% to 2.0%	Range from -2.0% to 2.0%
Effective tax rate	Range from 34.5% to 36.5%	Range from 34.0% to 36.0%

* The midpoint of the projections would imply an ROE of around 17.6%, taking into account other assumptions. This information should not be understood as a projection. (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; (5) 2021 guidance does not consider XP Inc. equity result starting in February 2021.

Appendix

Results

In R\$ billions

	4Q20	3Q20	Δ	4Q19	Δ	2020	2019	Δ
Operating revenues	29.2	28.4	2.8%	31.8	-8.3%	114.8	119.8	-4.2%
Managerial financial margin	17.6	16.9	3.9%	19.4	-9.5%	70.1	74.6	-6.1%
Financial margin with clients	16.0	15.6	3.0%	18.1	-11.6%	65.1	69.1	-5.7%
Financial margin with the market	1.6	1.4	14.1%	1.3	19.9%	5.0	5.6	-10.1%
Commissions and fees	9.9	9.5	4.1%	10.4	-4.8%	37.2	37.3	-0.2%
Revenues from Insurance	1.7	2.0	-12.9%	2.0	-14.7%	7.5	7.9	-5.0%
Cost of credit	(6.0)	(6.3)	-4.5%	(5.8)	3.8%	(30.2)	(18.2)	66.4%
Provision from loan losses	(5.6)	(6.3)	-11.0%	(6.1)	-8.2%	(29.9)	(19.7)	52.1%
Impairment	(0.8)	(0.3)	140.4%	(0.2)	261.3%	(1.5)	(0.4)	292.8%
Discounts granted	(0.4)	(0.6)	-27.9%	(0.4)	17.4%	(2.1)	(1.4)	51.0%
Recovery of loans written off as losses	0.9	1.0	-9.8%	0.9	-6.2%	3.3	3.3	-0.1%
Retained claims	(0.3)	(0.4)	-6.3%	(0.3)	3.0%	(1.4)	(1.3)	7.0%
Other operating expenses	(15.2)	(14.3)	6.3%	(15.0)	1.5%	(57.0)	(57.8)	-1.4%
Non-interest expenses	(13.3)	(12.7)	5.1%	(13.0)	2.4%	(50.2)	(50.6)	-0.9%
Tax expenses and other	(1.9)	(1.6)	16.2%	(2.0)	-4.1%	(6.8)	(7.2)	-4.9%
Income before tax and minority interests	7.6	7.4	2.6%	10.7	-29.1%	26.2	42.6	-38.4%
Income tax and social contribution	(2.8)	(2.4)	13.6%	(3.4)	-18.5%	(8.1)	(13.5)	-40.3%
Minority interests in subsidiaries	0.5	0.0	994.2%	(0.0)	-1476.5%	0.4	(0.7)	-154.8%
Recurring managerial result	5.4	5.0	7.1%	7.3	-26.1%	18.5	28.4	-34.6%

Business model

The allocation of principal capital (Common Equity Tier 1) in the bank's business is made at 12%, according to our risk appetite..

In R\$ billions	2020					2019					2020 vs. 2019				
	Total	Credit	Trading	Insurance & services	Excess capital	Total	Credit	Trading	Insurance & services	Excess capital	Total	Credit	Trading	Insurance & services	Excess capital
Operating revenues	114.8	62.7	1.8	50.3	(0.1)	119.8	63.7	1.5	53.3	1.4	(5.0)	(1.0)	0.4	(3.0)	(1.4)
Managerial financial margin	70.1	51.1	1.8	17.2	(0.1)	74.6	51.4	1.5	20.4	1.4	(4.5)	(0.3)	0.3	(3.1)	(1.4)
Commissions and fees	37.2	11.6	0.0	25.6	-	37.3	12.2	0.0	25.1	-	(0.1)	(0.6)	0.0	0.6	-
Revenues from insurance ¹	7.5	-	-	7.5	-	7.9	-	-	7.9	-	(0.4)	-	-	(0.4)	-
Cost of credit	(30.2)	(30.2)	-	-	-	(18.2)	(18.2)	-	-	-	(12.1)	(12.1)	-	-	-
Retained claims	(1.4)	-	-	(1.4)	-	(1.3)	-	-	(1.3)	-	(0.1)	-	-	(0.1)	-
Non-interested expenses and other²	(56.6)	(27.9)	(0.6)	(28.2)	0.0	(58.5)	(28.6)	(0.7)	(29.1)	(0.1)	1.9	0.7	0.2	1.0	0.1
Recurring managerial result	18.5	3.9	0.8	14.2	(0.3)	28.4	11.9	0.5	14.9	1.1	(9.8)	(8.1)	0.3	(0.6)	(1.4)
Average regulatory capital	129.3	77.0	1.3	52.6	(1.5)	125.6	64.8	1.6	41.6	17.6	3.7	12.2	(0.4)	10.9	(19.0)
Value creation	2.6	(5.5)	0.6	7.6	(0.2)	12.8	3.8	0.3	9.8	(1.1)	(10.1)	(9.3)	0.4	(2.2)	0.9
Recurring managerial ROE	14.5%	5.0%	61.4%	27.1%	23.7%	23.7%	18.4%	28.5%	35.7%	6.2%	-9.2 p.p.	-13.4 p.p.	32.9 p.p.	-8.7 p.p.	17.5 p.p.

(1) Resultado de Seguros inclui as Receitas de Seguros, Previdência e Capitalização, antes das Despesas com Sinistros e Comercialização. (2) Inclui Despesas Tributárias (ISS, PIS, COFINS e outras), Despesa de Comercialização de Seguros e Participações Minoritárias nas Subsidiárias.



4Q20 Earnings review

Candido Bracher

Current CEO and new Board Member

Milton Maluhy Filho

Current CFO and CRO and new Chief Executive Officer

Alexsandro Broedel

New Chief Financial Officer (CFO)

Renato Lulia Jacob

Group Head of Investor Relations and
Marketing Intelligence