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The Company prepares the financial information included in the presentation in accordance with International Financial Reporting Standards (IFRS). We have included in this presentation certain information reported by the Peruvian Superintendency of Banks, Insurance and Private Pension Fund Administrators (Superintendencia de Banca, Seguros y AFPs, or "SBS") and the Peruvian Securities Commission (Superintendencia del Mercado de Valores, or "SMV") for the Peruvian banking and insurance sector as a whole as well as for individual financial institutions in Peru, including Interbank and Interseguro, our subsidiaries, which report to the SBS and the SMV in accordance with accounting principles prescribed by the SBS ("Peruvian SBS GAAP" or "Local GAAP"). All financial information in this presentation regarding our relative market position and financial performance vis-a-vis the financial services and insurance sectors in Peru are based, out of necessity, on information obtained from SBS and SMV statistics. Information in this presentation regarding our relative market position and financial performance, however, do not include information relating to Inteligo, our subsidiary, as Inteligo is not regulated by and does not report to the SBS or the SMV. In addition, for certain financial information related to our compound annual growth rate we have included such information pursuant to Peruvian SBS GAAP in order to be able to show our growth over a longer period than three years. IFRS differs in certain respects from Peruvian SBS GAAP. Consequently, information presented in this presentation in accordance with Peruvian SBS GAAP or based on information from the SBS or SMV may not be comparable with our financial information prepared in accordance with IFRS.



Focus on highly attractive financial services businesses



Interbank

99.3%

Interseguro

100.0%

INTELIGO

100.0%

Universal bank with strategic focus on retail banking

Insurance company with strategic focus on life and annuities

Leading provider of wealth management services

- #2 Credit card financing
- #2 Consumer loans in Peru
- #2 Financial stores and ATMs
- #1 Fastest growing bank by net profit: 18.0% '08-'15 CAGR (1)
- #4 Bank by total assets
- #1 2015 ROAE (1)

- #1 Retirement annuities
- Fastest growing insurance company by premiums: 23.1% '08-'15 CAGR (2)
- #3 Life insurance company by premiums
- #3 2015 ROAE

- 21.8% '08-'15 AuM + deposits CAGR (3)
- 27.3% '08-'15 net profit CAGR (3)
- 24.1% '08-'15 average ROAE (3)

Source: SBS and Company information as of December 2015.

Ranking among top four Peruvian banks.

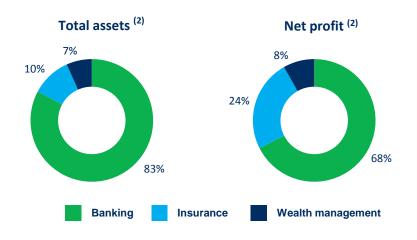
(2) Ranking among top ten Peruvian insurance companies.

(3) Figures for Inteligo Bank.

IFS highlights (IFRS)

| | S/ mm | YoY (%) |
|---------------------------------|-------------|----------|
| Total assets | 48,074 | 11.3% |
| Gross loans | 27,350 | 8.4% |
| Total deposits | 26,088 | 12.0% |
| Total equity | 4,660 | 11.3% |
| Net Profit (2015) | 1,239 28.7% | |
| Net Profit (Jun-16) | 239 | -60.8% |
| ROAE (2015) | 28.7% | +410 bps |
| ROAE (Jun-16) ⁽³⁾ | 16.3% | n.m. |
| NIM | 5.6% | -20 bps |
| Efficiency Ratio ⁽³⁾ | 39.0% | -20 bps |
| PDL ratio | 2.5% 20 bps | |
| Dividend Yield ⁽⁴⁾ | 4.7% | n.m. |

Contribution by segment (1)



IFS since IPO



Source: SBS and Company information as of June 2016.

Contribution before eliminations of intercompany transactions and holding company expenses.

Based on assets and net profit for 2015.

⁽²⁾

Excluding discount rate impacts on technical reserves. As of June 2016, higher requirements of technical reserves represented S/ 143mm. (3) Based on historical dividends paid and average price per share for 2015.

IFS is part of one of Peru's leading business groups

#1 Hotel chain

Real estate

Occupational healthcare

Intercorp Financial Services Intercorp Retail Education oechsle APROMAR GRUPO Interbank INTELIGO Interseguro Supermercados **IPAE** O oechsle **InkaFarma** Real FINANCIERA UNO **Department** K-12 education **#2 Consumer Leading private #1 Retirement #2 Supermarket** #1 Pharmacy #1 Shopping stores & home and higher lending bank annuities chain chain malls improvement education Healthcare **Real Estate Tourism Entertainment** Restaurants Industrial cineplanet Salud CASA INMOBILIARIA ILENIA S.A. cineplanet Peruplast ANDINA **Total** DUNKIN FLEXA

#1 Movie theater

Leading restaurant

chain

Packaging

IFS: Key investment highlights

1

Peru: highly attractive market

- Top performing economy in Latin America
- Growing middle class with potential for significant wealth creation
- Fast-growing and profitable financial system
- Unique platform to benefit from growth potential
- Leading retail banking platform
- Industry leader in annuities
- High growth wealth management business
- Consistently delivering high growth & profitability
- Track record of sustainable growth
- Demonstrated ability to deliver superior results
- Consistently outperforming the system

- Clear strategy with strong corporate governance
- Clear strategy
- Experienced management team
- Strong corporate governance

Unique combination of growth, profitability and asset quality

IFS: Key investment highlights

1

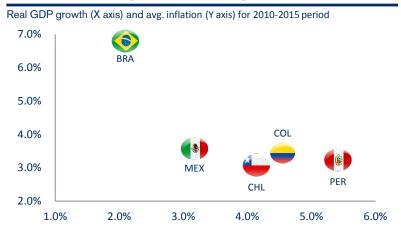
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Peru: highly attractive market

2010-2015: Peru outperformed LatAm peers

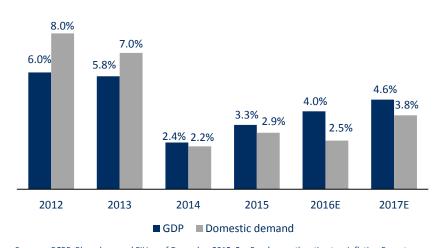


Peruvian GDP growth slowed in the last years...

| Growth (%) | 2014 | 2015 | |
|------------------------|--------|--------|---|
| Real GDP | 2.4% | 3.3% | Lower commodity prices and climatic |
| Primary sector GDP | (2.2%) | 6.6% | factors affected primary sector GDP |
| Non-primary sector GDP | 3.6% | 2.4% | Public expenditure dampened by |
| Private consumption | 4.1% | 3.4% | execution delays |
| Public investment | (2.0%) | (7.5%) | Lower mining and fishing production |
| | | | |

...but the economy is expected to resume dynamism in 2016

GDP & Domestic demand growth (%)



- Better primary sector performance
- Record infrastructure investment
- Expansive fiscal and monetary policies
- Fishing sector recovery, yet expectant to climate normalization
- Increasing exports, mainly due to mega mining projects (Las Bambas, Cerro Verde, Toromocho, Constancia, Toquepala)

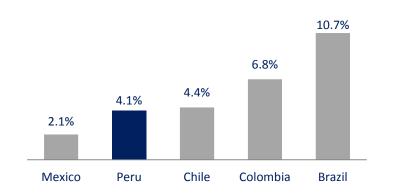


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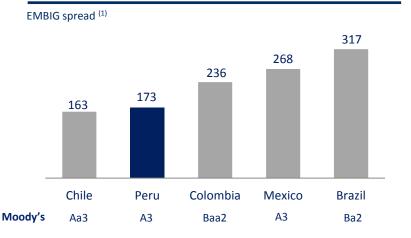
Peru: top performing economy in Latin America

Low inflation environment...

Annual inflation - 2015



...attractive country risk profile...



Source: World Bank, Bloomberg, Peruvian Central Bank. (1) As of August 23rd, 2016.

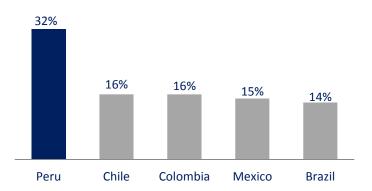
...relatively stable currency...

(Indexed to 1.0) (1)



...and high level of reserves

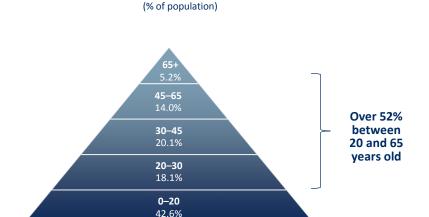
Net international reserves as % of GDP (Feb-16)

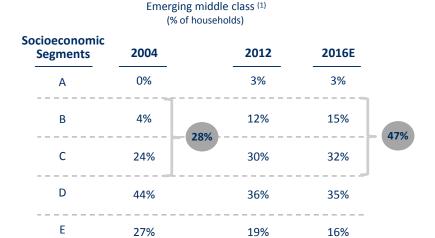


Growing middle class with potential for wealth creation

Peru has a young population with an emerging middle class

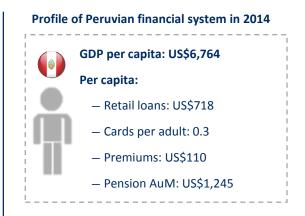
Peruvian population by age groups



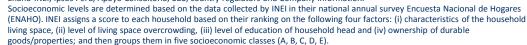


Peruvian economy reaching the tipping point that transformed Chile in the early 2000's

Profile of Chilean financial system in 2004 GDP per capita: US\$6,172 Per capita: Retail loans: US\$949 Cards per adult: 0.2 Premiums: US\$252 Pension AuM: US\$3,789 Profile of Chilean financial system in 2014 GDP per capita: US\$14,082 Per capita: Retail loans: US\$4,587 Cards per adult: 1.3 Premiums: US\$535 Pension AuM: US\$3,789



Source: Enaho-INEI, Ipsos Peru, Apoyo Consultoria, SBS, country regulators and Company information.



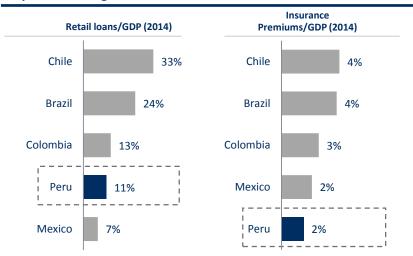


Profitable financial system with room for further growth

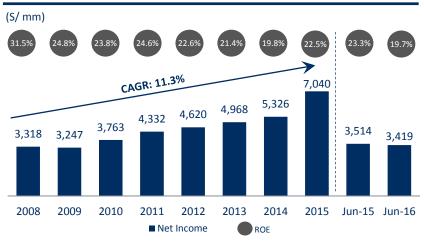
Stable gross loans growth and high asset quality



Ample room for growth in financial services

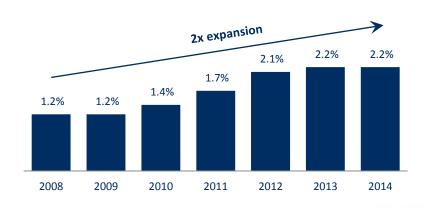


High and sustained profitability



Expanding household wealth

(% of total households with annual investable assets above US\$75,000)



Source: SBS as of June 2016, EIU, INEI, Peruvian Central Bank, local financial regulators and 2015 Swiss Re Sigma Report.

Note: Under Peruvian SBS GAAP.



IFS: Key investment highlights

1

Peru: highly attractive market

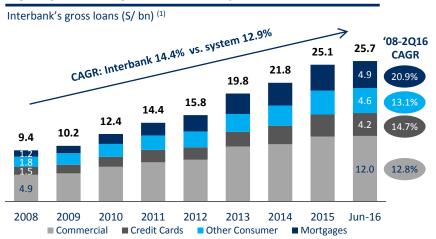
- Top performing economy in Latin America
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Interbank has experienced sustained healthy growth

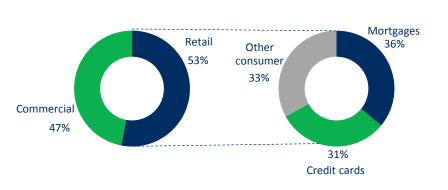
Interbank

Higher gross loans growth than the system



Strategic focus on retail...

Interbank's gross loans breakdown

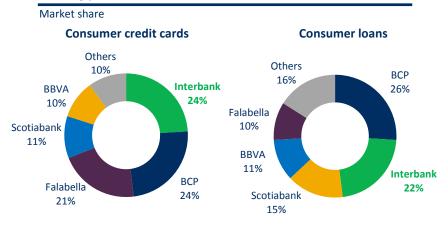


Source: SBS and Company information as of June 2016.

Note: Under Peruvian SBS GAAP.

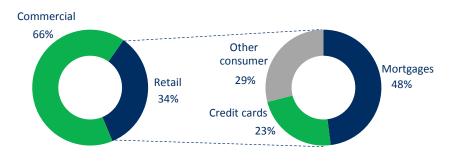
Under IFRS, banking segment's gross loans were S/ 25,099.9 million and S/ 25,754.4 million in December 2015 and June 2016, respectively.

Leading position in credit cards and consumer loans



...when compared to the system

System's gross loans breakdown



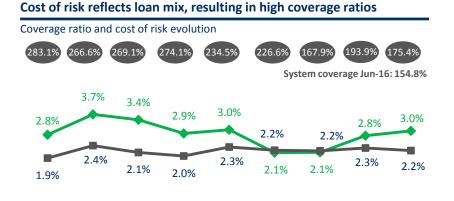


Sound risk management leading to strong asset quality



Superior asset quality despite focus on retail business





2012

2013

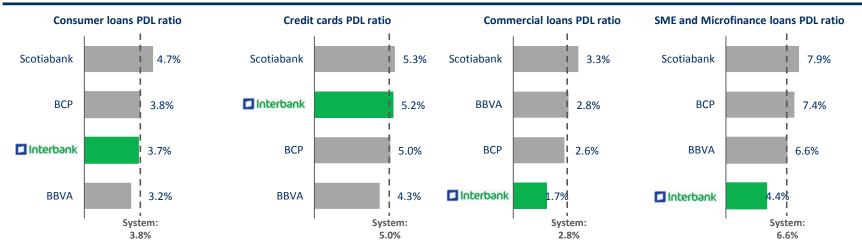
Interbank cost of risk (1) System cost of risk (1)

2014

2015

Jun-16

Balanced asset quality among businesses



2008

2009

Interbank coverage ratio

2010

2011

Source: SBS and Company information as of June 2016.

Note: Under Peruvian SBS GAAP.

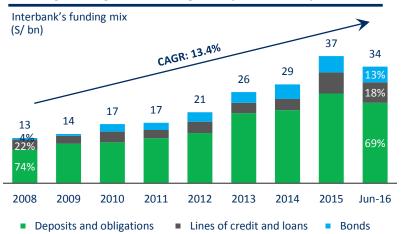
(1) Cost of risk is calculated as provision expense divided by average loans. June 2016 ratio is annualized.



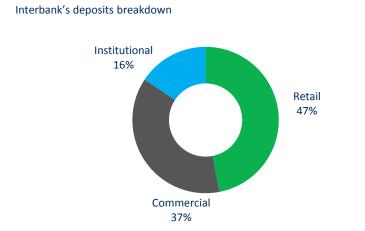
Diversified funding supported by retail deposit base



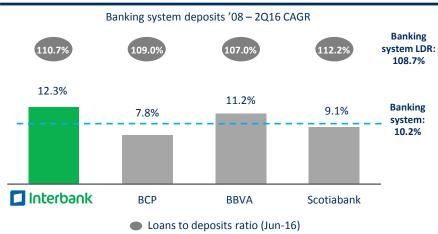
Growing funding base with high component of deposits...



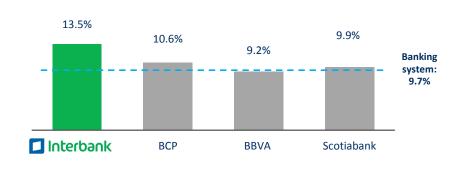
...with focus on retail-oriented deposits...



...resulting in the fastest growing deposit-gathering franchise



Banking system retail deposits 2Q16 YoY growth



Source: Asbanc and Company information as of June 2016.

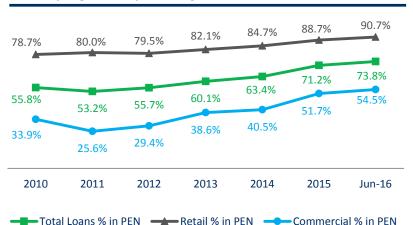
Note: Under Peruvian SBS GAAP.



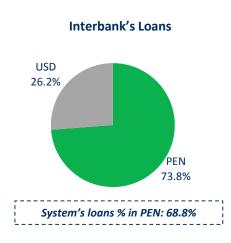
Balanced currency mix

Interbank

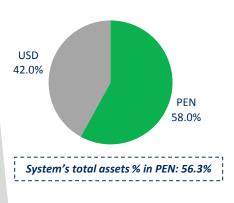
Loans by segment & percentage in PEN



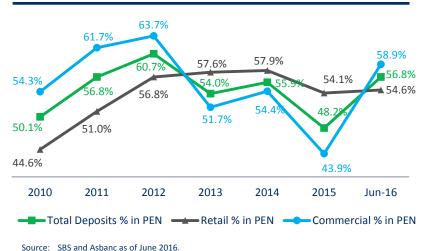
Currency mix 2Q16



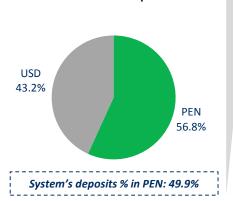




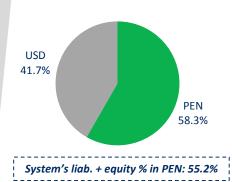
Deposits by segment & percentage in PEN



Interbank's Deposits



Interbank's Liabilities + Equity

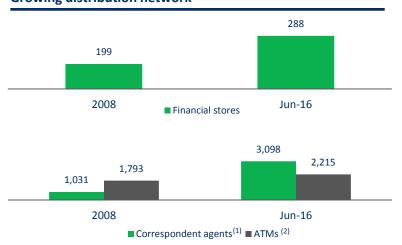


Note: Under Peruvian SBS GAAP.

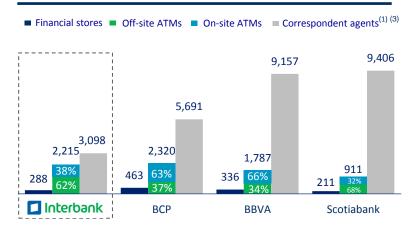


Convenient and extensive distribution network





Strategic locations throughout Peru



Source: SBS and Company information as of June 2016.

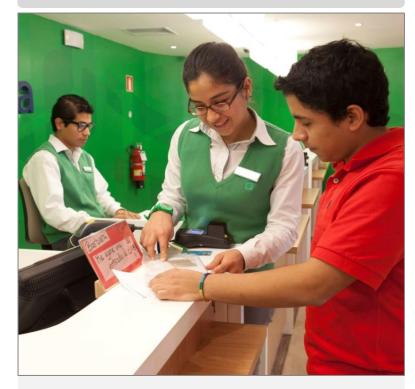
As of March of 2016.

ATMs include coin dispensers or Monederos (456).

BBVA and Scotiabank include third-party correspondent agents operated by Kasnet, GloboKas and others.

Interbank

Open from 9:00am to 9:00pm, Monday to Sunday







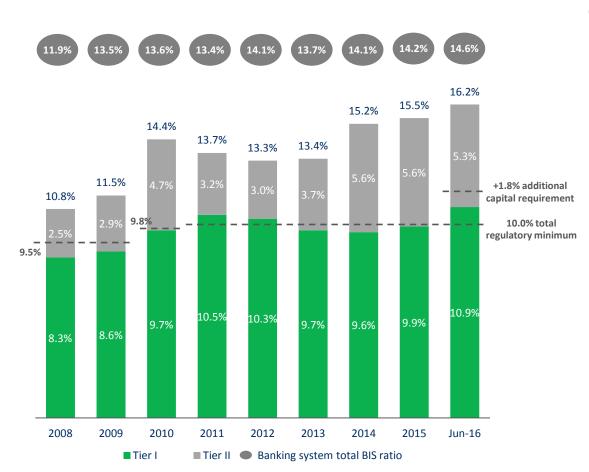




Solid capitalization levels

Interbank

BIS ratio evolution



Sound regulatory environment

- SBS has adopted Basel II since 2008
- SBS introduced a first set of Basel III between 2012 and 2016:
 - Additional capital based on risk profile
 - Higher risk-weightings for certain products
 - Gradual implementation over five years
- SBS approved implementation of an additional set of Basel III standards to phase in between 2017 and 2026:
 - Annual 10% phase out of existing T1 instruments, yet allowing its eligibility as T2 capital
 - CET1 measure for the purposes of calculating the trigger level on T1 instruments
 - Higher risk-weightings on intangibles with equivalent effect to a deduction

Source: SBS and Company information as of June 2016.

Note: Under Peruvian SBS GAAP.

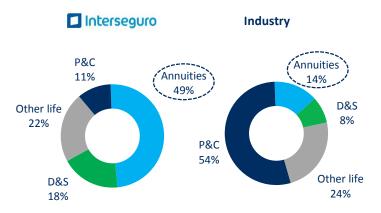


Interseguro is the industry leader in annuities...

■ Interseguro

Strategic focus in annuities...

Premiums breakdown (Jun-16)



Undisputed market leadership in annuities...

✓ Own network of 400 specialized agents located throughout Peru

✓ 149 agents specialized in annuities



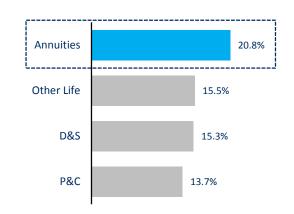
Source: SBS and company information as of June 2016.

Note: Under Peruvian SBS GAAP

By year-end 2014, Interseguro subscribed a two-year contract of disability and survivorship insurance related to the Private Pension System for the period 2015-2016. Premiums under this contract are totally reinsured.

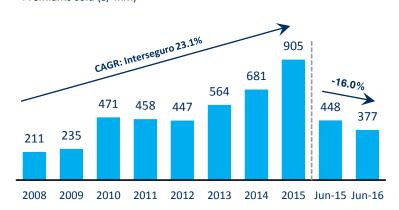
... the fastest growing product in the last years

'08-'15 insurance industry premiums CAGR



... an evolving market

Premiums sold (S/ mm)



...committed to solid investment returns

Interseguro

Differentiated investment approach



Experienced investment team and innovative approach



Portfolio diversification to reduce volatility and increase profitability via:

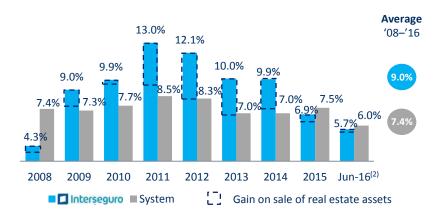
- Foreign equity investments in low beta companies
- Alternative investments such as real estate assets in Peru



Currency and duration of portfolio aligned with obligations

Higher investment returns compared to the industry

Historical portfolio returns (ROI – Peruvian SBS GAAP) (1)



Source: Company and SMV information as of June 2016.

Under Peruvian SBS GAAP.

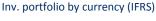
Investment returns in IFRS were 9.3%, 8.2% and 7.5% for 2013, 2014 and 2015, respectively.

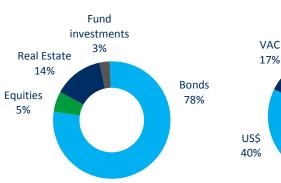
(2)Annualized.

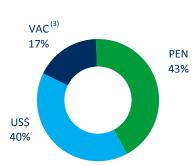
(3) Indexed to inflation.

Strategic asset allocation



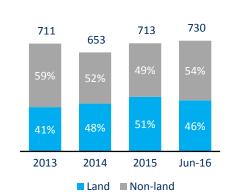






High quality real estate portfolio

Investment property (IFRS) (S/ mm)



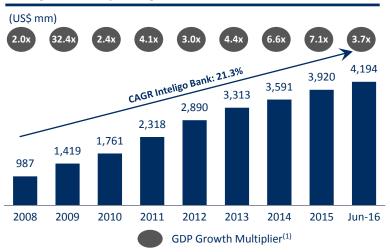
- Synergies from relationship with Intercorp Peru's real estate arm
- Significant opportunities for land development



Inteligo: High growth wealth management business



Strong AUM + deposits growth...



...and high profitability...

Fees / Avg. AUM



Source: SBS and company information as of June 2016.

Note: Data presented for Inteligo Bank.

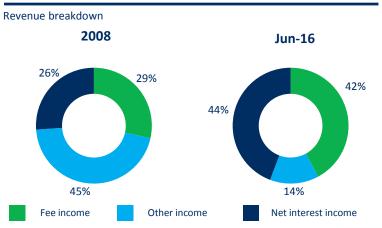
(1) GDP growth multiplier based on AuM + deposits growth in soles.

(

Poised to benefit from wealth creation in Peru, driven by GDP per-capita income growth

- Serves 3,000+ clients with focus on high net worth individuals with investable assets between US\$0.5 and US\$10 million
- Increasingly well recognized brand in the market

...supported by increasing fee and net interest income





IFS: Key investment highlights

- Peru: highly attractive market
- Top performing economy in Latin America
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Interbank: High profitability leading to solid earnings generation



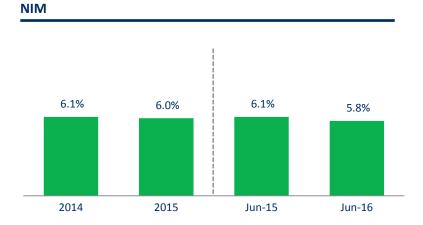


Source: SBS and Company information as of June 2016.

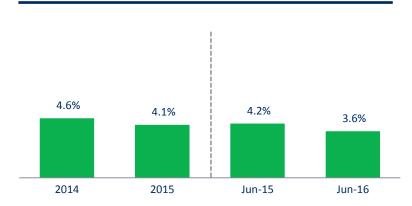
non-recurring items

Interbank: High profitability leading to solid earnings generation





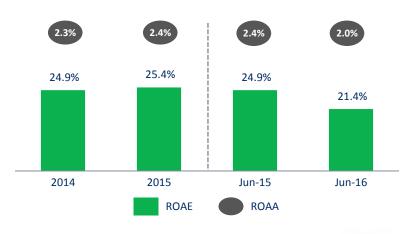
NIM net of provision expense



Efficiency (1)



ROAE and ROAA



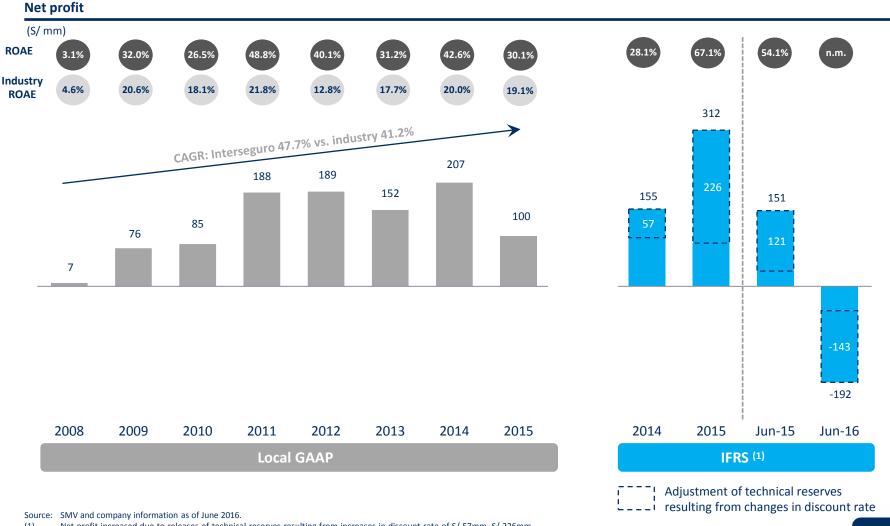
Note: All figures under IFRS.

Efficiency ratio is calculated by dividing (x) salaries and employee benefits plus administrative expenses plus depreciation and amortization by (y) net interest and similar income plus fee income plus other income.



Interseguro: High profitability leading to solid earnings generation





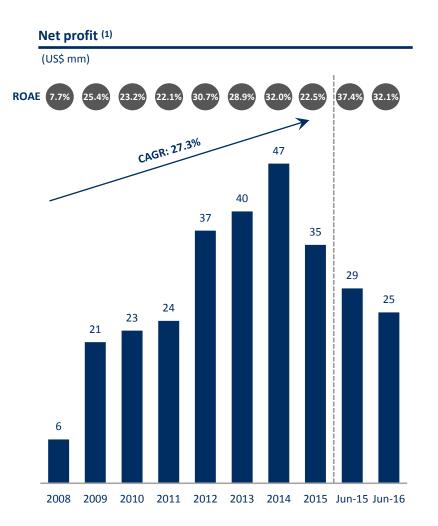
Net profit increased due to releases of technical reserves resulting from increases in discount rate of S/ 57mm, S/ 226mm and S/ 121mm for 2014, 2015 and June 2015, respectively. As of June 2016, net profit decreased due to higher

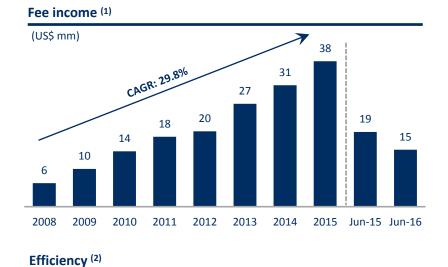
requirements of technical reserves of S/ 143mm.

Intercorp Financial Services

Inteligo: High profitability leading to solid earnings generation









Source: SBS and company information as of June 2016.

Figures for Inteligo Bank.

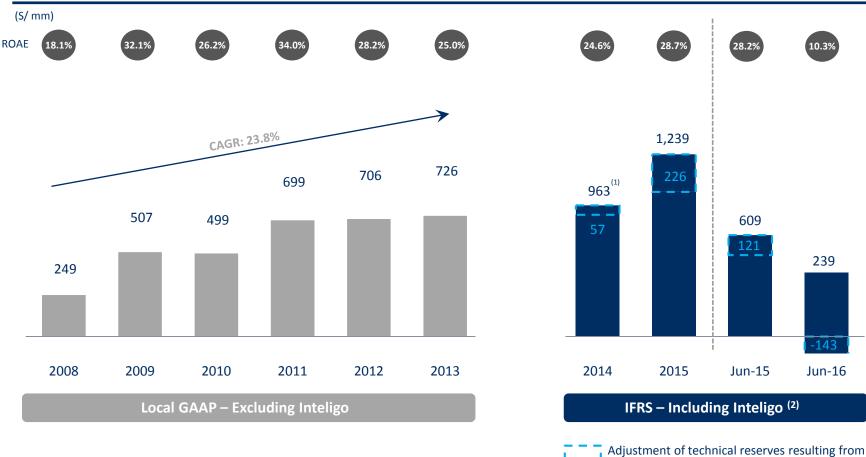
(2) Efficiency ratio for Inteligo Group is calculated by dividing (x) salaries and employee benefits plus administrative expenses plus depreciation and amortization by (y) net interest and similar income plus fee income plus other income.



IFS consistently delivering growth and profitability

■ Intercorp Financial Services





Source: SBS and Company information as of June 2016.

1) Excluding non-recurring items, 2014 net profit for IFS was S/ 969mm.

⁽²⁾ Net profit increased due to releases of technical reserves resulting from increases in discount rate of S/ 57mm, S/ 226mm and S/ 121mm as of 2014, 2015 and June 2015, respectively. As of June 2016, net profit decreased due to higher requirements of technical reserves of S/ 143mm.



changes in discount rate

IFS: Key investment highlights

1

Peru: highly attractive market

- Top performing economy in Latin America
- Growing middle class with potential for significant wealth creation
- Fast-growing and profitable financial system
- Unique platform to benefit from growth potential
- Leading retail banking platform
- Industry leader in annuities
- High growth wealth management business
- Consistently delivering high growth & profitability
- Track record of sustainable growth
- Demonstrated ability to deliver superior results
- Consistently outperforming the industry

- Clear strategy with strong corporate governance
- Clear strategy
- Experienced management team
- Strong corporate governance

Clear strategy: speed, convenience and customer experience

Customer centric
World class CRM

Omni-channel / Digital
Sales and convenience

Strong culture

Strategic imperative

Strengthen leadership in core products

Improve market presence in attractive businesses

Increase profitability with focus on cross-selling

Driver: Low penetration

- Expand retail customer base, leverage Inteligo's platform
- Consolidate position in credit cards, payroll loans and corporate banking
- Maintain leadership in annuities, diversify to new products (digital)

Driver: Increase market share

- Mortgages, consumer loans, payroll and retail deposits
- Small & medium corporates
- Bancassurance, on-shore wealth management

Driver: Leverage platform and efficiency

- Increase use of ADC for sales, service and payment
- Deepen cross-selling across 2MM+ customer base
- Leverage Intercorp platform for synergies

Experienced management team and strong corporate governance

Experienced and well-recognized management team

| Company | Name | Position | Int'l Experience | Years in Sector |
|--|-------------------------|--------------------|---------------------|--------------------|
| Intercorp Financial Services Interbank | Luis Felipe Castellanos | CEO / CEO | ✓ | 18 |
| Intercorp Financial Services Interseguro | Gonzalo Basadre | Deputy CE / CEO | 0 🗸 | 20 |
| Intercorp Financial Services Interbank | Michela Casassa | CFO / CFO | √ | 21 |
| INTELIGO | Reynaldo Roisenvit | CEO | √ | 22 |

Strong culture



Interbank

Top 20 in Peru⁽¹⁾ for the past 14 vears. #12 in LatAm(2) in 2016



Interseguro

Top 5 in Peru⁽³⁾ for the past five years, #8 in LatAm(2) in 2016





Top 10 in Peru⁽⁴⁾ for the past five vears

Source: Company information.

- Companies with over 1,000 employees.
- Companies with over 500 employees.
- Companies with 251 to 1,000 employees.
- Companies with 30 to 250 employees.
- Independent pursuant to local standards.

Sound governance practices

BOD with majority of independent members

- IFS: 2 out of 5
- Interbank (5): 8 out of 10
- Interseguro (5): 2 out of 7
- Inteligo Bank (5): 2 out of 7

Strong corporate governance standards on IFS and subsidiaries

- Relevant committees
 - Executive
 - Audit
 - Integral risk
 - Executive credit
 - Investments
 - Related party credit
- Highly supervised related party exposure, well below regulatory limits



IFS: Key investment highlights

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- Consistently outperforming the industry

- Clear strategy with strong corporate governance
- Clear strategy
- Experienced management team
- Strong corporate governance

Unique combination of growth, profitability and asset quality



Key financial figures – IFS (IFRS)

| S/ mm | As and for the year ended December 31, | | Growth / Avg. | As and for the six months ended June 30, | | Growth / Avg. |
|--|--|---------|---------------|--|--------|---------------|
| | 2014 | 2015 | 2015 vs. 2014 | 2015 | 2016 | 2016 vs. 2015 |
| Balance Sheet | | | | | | |
| Total gross loans | 23,197 | 26,758 | 15.3% | 25,233 | 27,350 | 8.4% |
| Total assets | 40,376 | 50,001 | 23.8% | 43,180 | 48,074 | 11.3% |
| Total deposits | 23,381 | 28,488 | 21.8% | 23,283 | 26,088 | 12.0% |
| Total equity | 4,302 | 4,461 | 3.7% | 4,187 | 4,660 | 11.3% |
| Income Statement | | | | | | |
| Net interest and similar income | 2,040 | 2,421 | 18.7% | 1,145 | 1,290 | 12.7% |
| Provision for loan losses, net of recoveries | (426) | (646) | 51.8% | (321) | (410) | 27.6% |
| Total other income | 1,244 | 1,506 | 21.1% | 739 | 627 | -15.2% |
| Net Premiums | 676 | 775 | 14.7% | 384 | 307 | -20.0% |
| Adjustment of technical reserves | (515) | (411) | -20.3% | (213) | (364) | 70.7% |
| Net claims and benefits incurred | (181) | (259) | 43.0% | (120) | (152) | 26.1% |
| Total premiums earned less claims and benefits | (20) | 106 | n.m. | 51 | (208) | n.m. |
| Total other expenses | (1,541) | (1,770) | 14.9% | (827) | (919) | 11.1% |
| Total net profit | 963 | 1,239 | 28.7% | 609 | 239 | -60.8% |
| Total recurring net profit | 969 | 1,239 | 27.8% | 609 | 239 | -60.8% |
| Key Ratios | | | | | | |
| Net interest margin | 5.7% | 5.8% | 10 bps | 5.8% | 5.6% | -20 bps |
| ROAA (annualized for each interim period) | 2.5% | 2.8% | 30 bps | 2.9% | 1.0% | -190 bps |
| ROAE (annualized for each interim period) | 24.6% | 28.7% | 410 bps | 28.2% | 10.3% | n.m. |
| Efficiency ratio (1) | 41.4% | 36.5% | -490 bps | 37.0% | 42.0% | 500 bps |
| Past-due-loan ratio | 2.3% | 2.2% | -10 bps | 2.3% | 2.5% | 20 bps |

Source: Company information.

⁽¹⁾ Efficiency ratio is calculated by dividing (x) salaries and employee benefits plus administrative expenses plus depreciation and amortization by (y) net interest and similar income plus fee income plus other income plus net premiums earned.

Key financial figures – By segment (IFRS)

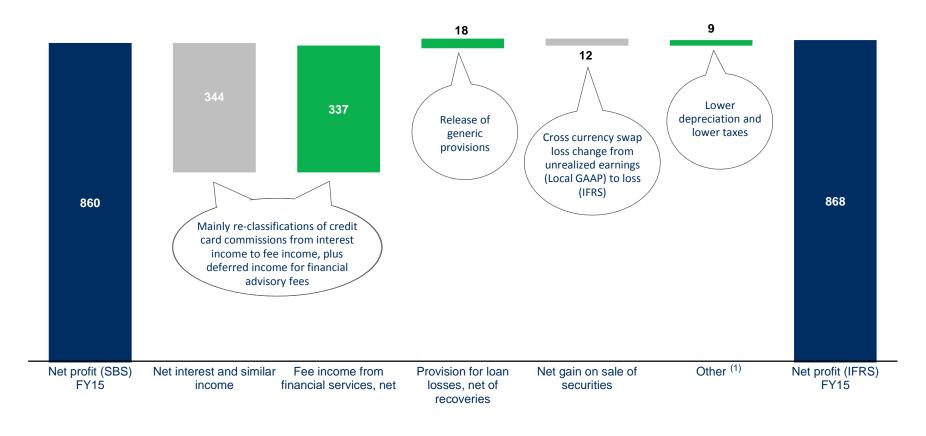
| S/ mm | As and for the year ended December 31, | | Growth / Avg. | As and for the six months ended June 30, | | Growth / Avg. |
|--|--|--------|---------------|--|--------|---------------|
| | 2014 | 2015 | 2015 vs. 2014 | 2015 | 2016 | 2016 vs. 2015 |
| Banking | | | | | | |
| Total gross loans | 21,791 | 25,100 | 15.2% | 23,659 | 25,754 | 8.9% |
| Total deposits | 21,124 | 25,881 | 22.5% | 21,062 | 23,241 | 10.3% |
| Total net profit | 731 | 868 | 18.8% | 406 | 402 | -1.1% |
| Total recurring net profit | 738 | 868 | 17.7% | 406 | 402 | -1.1% |
| Net interest margin | 6.1% | 6.0% | -10 bps | 6.1% | 5.8% | -30 bps |
| ROAE (annualized for each interim period) | 24.9% | 25.4% | 50 bps | 24.9% | 21.4% | -350 bps |
| Efficiency ratio ⁽¹⁾ | 45.6% | 41.3% | -430 bps | 42.0% | 41.4% | -60 bps |
| Past-due-loan ratio | 2.5% | 2.3% | -20 bps | 2.4% | 2.7% | 30 bps |
| Insurance | | | | | | |
| Net Premiums | 676 | 775 | 14.7% | 384 | 307 | -20.0% |
| Adjustment of technical reserves | (515) | (411) | -20.3% | (213) | (364) | 70.7% |
| Net claims and benefits incurred | (181) | (259) | 43.0% | (120) | (152) | 26.1% |
| Total premiums earned less claims and benefits | (20) | 106 | n.m. | 51 | (208) | n.m. |
| Total net profit | 155 | 312 | 101.9% | 151 | (193) | n.m. |
| Total net profit ex. discount rate impacts | 97 | 86 | -11.2% | 30 | (49) | n.m. |
| ROAE (annualized for each interim period) | 28.1% | 67.1% | n.m. | 54.1% | n.m. | n.m. |
| Wealth Management | | | | | | |
| AUM + Deposits | 10,724 | 13,192 | 23.0% | 11,980 | 13,794 | 15.1% |
| Total net profit | 134 | 106 | -21.4% | 86 | 84 | -2.4% |
| Fee income from financial services, net | 96 | 122 | 27.2% | 61 | 55 | -9.6% |
| ROAE (annualized for each interim period) | 28.1% | 20.0% | -810 bps | 33.9% | 29.5% | -440 bps |

Source: Company information.

Efficiency ratio is calculated by dividing (x) salaries and employee benefits plus administrative expenses plus depreciation and amortization by (y) net interest and similar income plus fee income plus other income.

Interbank's FY15 net profit bridge to IFRS Local GAAP vs. IFRS

(S/ mm)



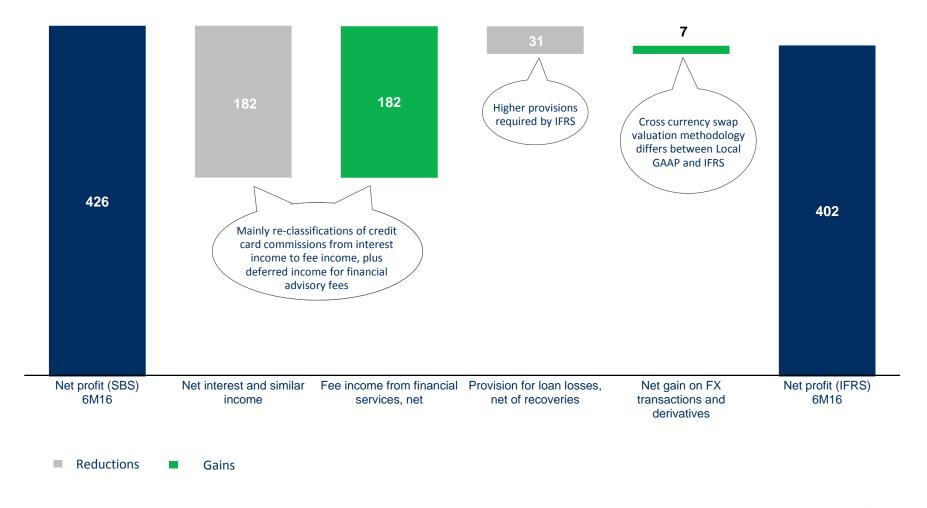
Reductions Gains

Source: Company information.

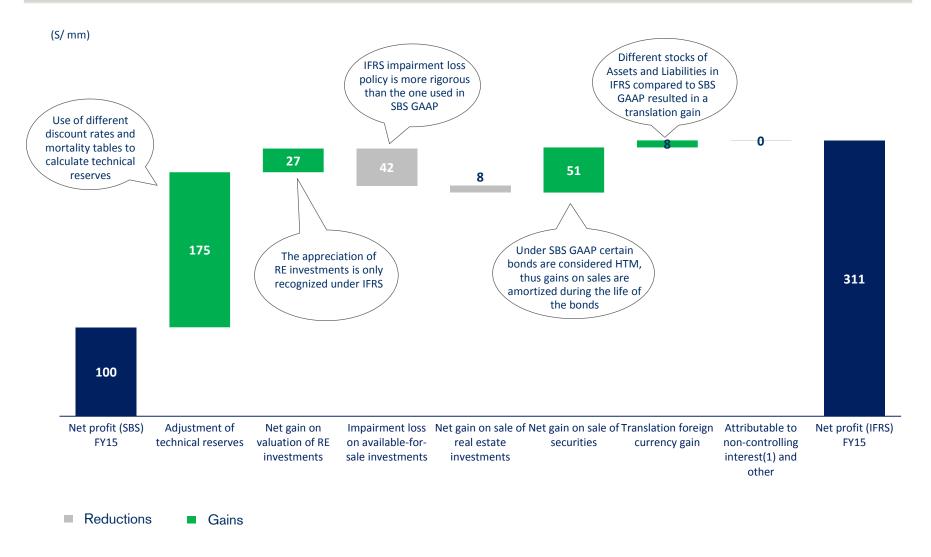
⁽¹⁾ Includes D&A expenses (S/ 3 million), tax expenses (S/ -1 million) and other expenses (S/ 7 million).

Interbank's 6M16 net profit bridge to IFRS Local GAAP vs. IFRS

(S/ mm)



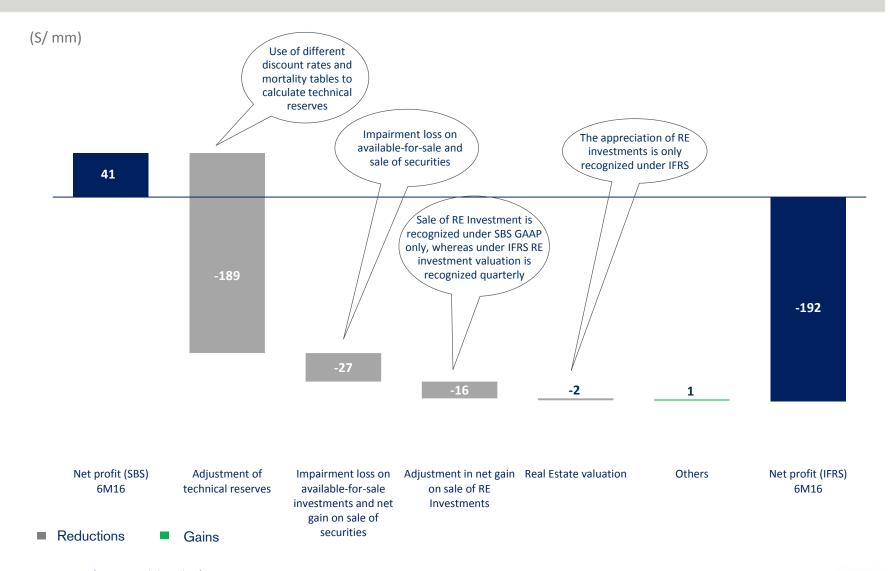
Interseguro's FY15 net profit bridge to IFRS Local GAAP vs. IFRS



Source: Company information. Excludes reclassifications.

Starting 4Q14, Interseguro began consolidating a real estate investment shared by Interseguro and Intercorp Real Estate Inc., a subsidiary of Intercorp Peru Ltd. Intercorp RE's part is then reported as attributable to non-controlling interest.

Interseguro's 6M16 net profit bridge to IFRS Local GAAP vs. IFRS





Intercorp Financial Services