

## OUR VERIFIED SOCIAL INDICATORS

At Intercorp Financial Services (IFS) we live a culture based on values; we promote equal opportunities among workers and promote diversity and inclusion in our workspace. By doing so, we ensure a working environment that respects and gives value to individual differences while working collaboratively towards a shared purpose.

The following indicators went through a verification process with Pacific Corporate Sustainability (PCS), with whom IFS executed a thorough analysis of the information presented on this document. The verification letter provided by PCS can be found as an annex on pages 15 – 19.

### 1. Talent management indicators:

These indicators include consolidated information from our subsidiaries Interbank, Interseguro and Inteligo, which corresponds to 100% of IFS' employees.

#### *Labor Practice Indicators*

These indicators account for the composition of our workforce by gender, nationality and age.

Gender (2021)	Interbank	Interseguro	Inteligo	Total IFS
<b>Female share of total workforce (%)</b>	58.4%	65.4%	54.2%	59%
<b>Females in all management positions, including junior, middle and senior management (%)</b>	49.5%	53.5%	45.1%	49.7%
<b>Females on junior management positions (%)</b>	51.8%	67.2%	50%	53%
<b>Females in top management positions (%)</b>	41.0%	33.3%	32.3%	37.1%
<b>Females in management positions in revenue-generating functions (%)</b>	52.7%	37.5%	25%	51.6%
<b>Females in positions related to science, IT, engineering and mathematics (%)</b>	23.5%	31.5%	45.2%	27.9%

\*The total number of Interseguro employees includes interns.

Total workforce by nationality (2021)	Interbank	Interseguro	Inteligo	Total IFS
<b>Participation of Peruvians in the total workforce (%)</b>	99.5%	99.3%	72.6%	98.2%
<b>Participation of Venezuelans in the total workforce (%)</b>	0.2%	0.2%	0.9%	0.3%
<b>Participation of Colombians in the total workforce (%)</b>	0.1%	0.0%	0.6%	0.1%
<b>Participation of other nationalities in the total workforce (%)</b>	0.2%	0.5%	25.9%	1.4%

\*The total number of Interseguro employees includes interns.

Management positions by nationality (2021)	Interbank	Interseguro	Inteligo	Total IFS
Participation of Peruvians in management positions (%)	98.1%	95.2%	68%	95.9%
Participation of Venezuelans in management positions (%)	0.2%	0.0%	0.0%	0.2%
Participation of Colombians in management positions (%)	0.6%	0.0%	1%	0.6%
Participation of other nationalities in management positions (%)	1.1%	4.8%	31%	3.3%

\*The total number of Interseguro employees includes interns.

Employees by age (2021)	Interbank	Interseguro	Inteligo	Total IFS
Employees under 30 years old (%)	43.57%	21.49%	31.5%	40.5%
Employees between 30 – 50 years old (%)	51.86%	65.76%	57.7%	53.7%
Employees over 50 years old (%)	4.57%	12.75%	10.8%	5.8%

\*The total number of Interseguro employees includes interns.

Employees by minorities (2021)	Interbank	Interseguro	Inteligo	Total IFS
Employees with disability (%)	0.05%	0.59%	0.3%	0.1%
Employees identified within the LGBTQI+ community (%)	1%	3%	0.3%	1%

\*The total number of Interseguro employees includes interns.

#### Participation of women at all levels:

Organizational Levels (2021)	Interbank	Interseguro	Inteligo	Total IFS
Board (%)	11%	0%	20%	9%
CEO (%)	0%	0%	0%	0%
Report to CEO (N2) (%)	44%	33%	29%	36%
N3 (%)	41%	31%	44%	40%
N4 (%)	43%	40%	52%	45%
All (%)	59%	65%	54%	59%

\*The total number of Interseguro employees includes interns.

Wage ratio indicator women / men:

Gender Pay Indicators	Interbank 2021	
	Wage ratio	women / men
Executive level (base salary only)	0.9	
Executive level (base salary only + other cash incentives)	0.8	
Management level (base salary only)	0.9	
Management level (base salary only + other cash incentives)	0.9	
Non-management level (base salary only)	0.7	

Gender Pay Indicators	Interseguro 2021	
	Wage ratio	women / men
Executive level (base salary only)	0.7	
Executive level (base salary only + other cash incentives)	0.7	
Management level (base salary only)	0.9	
Management level (base salary only + other cash incentives)	0.9	
Non-management level (base salary only)	0.8	

Gender Pay Indicators	Inteligo 2021	
	Wage ratio	women / men
Executive level (base salary only)	1.2	
Executive level (base salary only + other cash incentives)	1.2	
Management level (base salary only)	0.9	
Management level (base salary only + other cash incentives)	0.9	
Non-management level (base salary only)	1.0	

Gender Pay Indicators	IFS	
	Wage ratio	women / men
Executive level (base salary only)	0.9	
Executive level (base salary only + other cash incentives)	0.8	
Management level (base salary only)	0.9	
Management level (base salary only + other cash incentives)	0.9	
Non-management level (base salary only)	0.7	

\*The Gender Pay ratio of IFS is calculated by a weighted average based on the percentage of employees that each subsidiary represents for the total workforce of IFS, where Interbank represents 83.8%, Interseguro 11.5% and Inteligo 4.5% (principle used to calculate every average described from this point onwards on the document).

#### Free association:

We promote and facilitate communication channels to solve questions and concerns that our employees may have about their professional development and management practices at IFS. Our labor and human rights policies recognize and respect the right of free association at each of our subsidiaries; however, we do not register any labor union by year-end 2021.

#### Human capital development indicators

Average hours per FTE of training and development (2021)	Interbank	Interseguro	Inteligo	Total IFS
<b>Rate of training hours per employee</b>	23.5	39.3	24.3	25.4

\*The Average Hours of Training per FTE for IFS is calculated by weighted average based on the percentage of FTE's that each subsidiary represents over the total of IFS workforce.

\*\* The total number of Interseguro employees for Human Capital Development Indicators includes interns.

Amount spent per FTE on training and development (2021)	Interbank	Interseguro	Inteligo	Total IFS
<b>Average amount spent per FTE on training and development (S/)</b>	392.7	756.9	741.2	450.8

\*The Amount Spent on Training per FTE of IFS is calculated by weighted average based on the percentage of FTE's that each subsidiary represents over the total of IFS workforce.

#### Human capital development data breakdown

Hours of training and development (Gender – 2021)	Interbank	Interseguro	Inteligo	Total IFS
<b>Rate of hours of training per woman</b>	23.9	43.1	26.1	26.2
<b>Rate of hours of training per man</b>	23	32	22.1	24

\*The Average Hours of Training and development (Gender) of IFS is calculated by weighted average based on the percentage of FTE's that each subsidiary represents over the total of IFS workforce.

Hours of training and development (Age – 2021)	Interbank	Interseguro	Inteligo	Total IFS
<b>18 – 25 years old</b>	11.3	20.2	13.8	12.4
<b>26 – 35 years old</b>	16.1	49.3	19.6	20.1
<b>36 – 45 years old</b>	41.4	39.47	24	40.4
<b>Over 46 years old</b>	47.1	30.34	27.1	44.2

\*The Average Hours of Training and development (Age) of IFS is calculated by weighted average based on the percentage of FTE's that each subsidiary represents over the total of IFS workforce.

Hours of training and development (Employee Level – 2021)	Interbank	Interseguro	Inteligo	Total IFS
<b>Top and senior management</b>	30.5	10.6	35.7	28.5
<b>Middle and junior management</b>	23.5	17.2	27.3	23
<b>Non – management positions</b>	21.5	45.3	8.3	23.6

\*The Average Hours of Training and development (Employee Level) of IFS is calculated by weighted average based on the percentage of FTE's that each subsidiary represents over the total of IFS workforce.

### Talent attraction and retention indicators

#### New employee hires

Total number of new employee hires	2018	2019	2020	2021
<b>Interbank</b>	1,580	1,383	667	950
<b>Interseguro</b>	389	408	291	490
<b>Inteligo</b>	46	59	51	62
<b>Total IFS</b>	2,015	1,850	1,009	1,502

Rate of vacant positions filled by internal candidates (%)	2018	2019	2020	2021
<b>Interbank</b>	4.8%	15.7%	20.7%	23.8%
<b>Interseguro</b>	N/A	N/A	38.0%	21%
<b>Inteligo</b>	N/A	N/A	N/A	13%
<b>Total IFS</b>	4.8%	15.7%	22.2%	23%

\*N/A refers to information that is Not Available, due to the fact that at the specific moment the subsidiary described did not have track of the information required to report this indicator.

Average Hiring Cost per FTE	2018	2019	2020	2021
<b>Average amount spent per hiring of FTE (\$/)</b>	122.7	121.08	168.14	566.55

\*The Average Hiring Cost per FTE of IFS is calculated by weighted average based on the percentage of FTE's that each subsidiary represents over the total of IFS workforce.

## New employee hires data breakdown

Rate of new hires (Gender)	2018		2019		2020		2021	
	Women	Men	Women	Men	Women	Men	Women	Men
<b>Interbank</b>	59%	41%	57%	43%	48%	52%	55%	45%
<b>Interseguro</b>	58%	42%	60%	40%	64%	36%	66%	34%
<b>Inteligo</b>	N/A	N/A	N/A	N/A	N/A	N/A	52%	48%
<b>IFS</b>	58%	40%	56%	41%	50%	45%	58%	42%

\*N/A refers to information that is Not Available, due to the fact that at the specific moment the subsidiary described did not have track of the information required to report this indicator.

\*\*The percentages obtained for total IFS for 2018, 2019 and 2020 do not equal 100% due to the fact that Inteligo did not have the data breakdown for gender on this indicator.

Rate of internal hires (Age - 2021)	Interbank	Interseguro	Inteligo	Total IFS
<b>18 – 25 years old</b>	11%	0%	44.5%	11%
<b>26 – 35 years old</b>	70%	48%	33.3%	67.5%
<b>36 – 45 years old</b>	17%	44%	11.1%	19.1%
<b>Over 46 years old</b>	2%	8%	11.1%	2.4%

Rate of internal hires (Employee Level - 2021)	Interbank	Interseguro	Inteligo	Total IFS
<b>Top and senior management</b>	4%	8%	33%	5%
<b>Middle and junior management</b>	16%	40%	0%	17%
<b>Non – management positions</b>	80%	52%	67%	78%

## Employee performance assessments

Type of Individual Performance Appraisal (2021)	Interbank	Interseguro	Inteligo	Total IFS
<b>Rate of employees assessed by objectives</b>	88.5%	73.8%	100%	87.4%
<b>Rate of employees assessed by multidimensional performance</b>	1.6%	9.0%	98.8%	7.0%
<b>Rate of employees assessed by comparative classification</b>	3.2%	24.8%	89.8%	9.7%

\*The percentages for individual performance appraisal of Total IFS are all calculated by weighted average based on the percentage of FTE's that each subsidiary represents over the total of IFS workforce.

## Employee turnover

Employee turnover rate (%)	2018	2019	2020	2021
<b>Interbank</b>	21.8%	22.5%	14.3%	19.1%
<b>Interseguro</b>	N/A	N/A	37.3%	41.2%
<b>Inteligo</b>	N/A	N/A	7.5%	13.4%
<b>Total IFS</b>	21.8%	22.5%	16.1%	21.4%

\*The percentages for employee turnover rate of Total IFS are all calculated by weighted average based on the percentage of FTE's that each subsidiary represents over the total of IFS workforce.

\*\* The total number of Interseguro employees for employee turnover indicators includes interns.

\*\*\*N/A refers to information that is Not Available, due to the fact that at the specific moment the subsidiary described did not have track of the information required to report this indicator.

Voluntary employee turnover rate (%)	2018	2019	2020	2021
<b>Interbank</b>	14.8%	14.9%	8.3%	12.1%
<b>Interseguro</b>	N/A	N/A	18.7%	26.3%
<b>Inteligo</b>	N/A	N/A	N/A	10.2%
<b>Total IFS</b>	14.8%	14.9%	8.9%	13.6%

\*The percentages for voluntary employee turnover rate of IFS are all calculated by weighted average based on the percentage of FTE's that each subsidiary represents over the total of IFS workforce.

\*\*N/A refers to information that is Not Available, due to the fact that at the specific moment the subsidiary described did not have track of the information required to report this indicator.

## Employee turnover data breakdown

Employee turnover rate (Gender – 2021)	Interbank	Interseguro	Inteligo	Total IFS
<b>Women</b>	54.3%	60.5%	58.7%	55.8%
<b>Men</b>	45.7%	39.5%	41.3%	44.2%

\*The Data Breakdown for Gender is calculated by dividing the total number of women and men retirements over the total number of retirements by each of the subsidiaries.

Employee turnover rate (Age – 2021)	Interbank	Interseguro	Inteligo	Total IFS
<b>18 – 25 years old</b>	28.8%	11.8%	8.7%	24.5%
<b>26 – 35 years old</b>	47.5%	54.4%	52.2%	49.1%
<b>36 – 45 years old</b>	16.3%	26.6%	32.6%	19.1%
<b>Over 46 years old</b>	7.4%	7.2%	6.5%	7.3%

Employee turnover rate (Employee level – 2021)	Interbank	Interseguro	Inteligo	Total IFS
<b>Top and senior management</b>	2.3%	1.4%	6.5%	2.2%
<b>Middle and junior management</b>	8.5%	3.7%	2.2%	7.3%
<b>Non – management positions</b>	89.2%	94.9%	91.3%	90.5%

Employee turnover rate (Nationality – 2021)	Interbank	Interseguro	Inteligo	Total IFS
<b>Peruvian</b>	99.7%	99.4%	84.8%	99.2%
<b>Venezuelan</b>	0.1%	0%	0%	0.1%
<b>Argentinian</b>	0.1%	0%	0%	0.1%
<b>Brazilian</b>	0.1%	0.3%	0%	0.1%
<b>Other nationalities</b>	0%	0.3%	15.2%	0.5%

\*The number reported on the data breakdown of Employee Turnover for Interseguro includes interns.

### Employee engagement

The results disclosed on this indicator correspond to a working environment survey carried out by the international consulting firm Great Place to Work, which with the use of its methodology carries out an evaluation in which the trust the employee has on the company is measured. The results, its coverage and its data breakdown are shown below.

Employee engagement (Trust Index – GPTW)	2018	2019	2020	2021
<b>Interbank (%)</b>	73.6%	76.5%	78.5%	81.3%
<b>Interseguro (%)</b>	90%	90%	93%	92%
<b>Inteligo (%)</b>	89%	92%	N/A	94.5%
<b>Total IFS</b>	84.2%	86.2%	85.8%	83.1%

\*N/A refers to information that is Not Available, due to the fact that at the specific moment the subsidiary described did not have track of the information required to report this indicator.

Employee engagement (Data Coverage – GPTW)	2018	2019	2020	2021
<b>Interbank (%)</b>	80%	83%	80%	84%
<b>Interseguro (%)</b>	N/A	N/A	N/A	81.1%
<b>Inteligo (%)</b>	N/A	N/A	N/A	97%
<b>Total IFS</b>	80%	83%	80%	84.3%

\*The coverage percentages for Total IFS are all calculated by weighted average based on the percentage of FTE's that each subsidiary represents over the total of IFS workforce.

\*\*N/A refers to information that is Not Available, due to the fact that at the specific moment the subsidiary described did not have track of the information required to report this indicator.



## Employee engagement data breakdown

Percentage of employees engaged (Gender – 2021)	Interbank	Interseguro	Inteligo	Total IFS
<b>Women</b>	80.8%	94%	94%	83%
<b>Men</b>	81.9%	91%	95%	84%

Percentage of employees engaged (Age – 2021)	Interbank	Interseguro	Inteligo	Total IFS
<b>18 – 25 years old</b>	83.9%	92%	92%	85%
<b>26 – 35 years old</b>	79.4%	92%	92%	81%
<b>36 – 45 years old</b>	81.1%	92%	93%	83%
<b>Over 46 years old</b>	85.7%	92%	94%	87%

\*The percentage of employees engaged for Total IFS (gender & age) are all calculated by weighted average based on the percentage of FTE's that each subsidiary represents over the total of IFS workforce.

## Occupational Health & Safety indicators

### Absentee Rate

This indicator shows the absences of our employees due to occupational or common illnesses, or personal days taken out of the total working hours in the year.

Absentee Rate	2018	2019	2020	2021
<b>Interbank</b>	1.5%	1.5%	1.7%	1.3%
<b>Interseguro</b>	1.8%	2.2%	1.7%	2.8%
<b>Inteligo</b>	N/A	N/A	N/A	1.3%
<b>Total IFS</b>	1.5%	1.6%	1.7%	1.4%

\*The final Absentee Rate for Total IFS on 2021 is calculated by weighted average based on the percentage of FTE's that each subsidiary represents over the total of IFS workforce.

\*\*N/A refers to information that is Not Available, due to the fact that at the specific moment the subsidiary described did not have track of the information required to report this indicator.

### Financial Inclusion Indicators

Subsidiary	Financial Inclusion Program	Description	Type of KPI	Description of metric	Value of metric (2021)
Interbank	MiVivienda Fund	In alliance with the government of Peru, the real estate and the financial sectors we promote the access to housing for low – income families.	Business benefit KPI	Amount of MiVivienda credits disbursed by Interbank	1,698
			Business benefit KPI	Amount of MiVivienda credit disbursements made by Interbank over the total MiVivienda credit disbursements made in the market.	13.21%
	Low Lines Credit Options	We give clients who've never had the chance to build up any kind of credit history the option to access their first credit with low lines.	Business benefit KPI	The distribution of new low line credit cards over the total number of new credit cards delivered by Interbank.	16.80%
	Aprendemás	Our first e – learning platform created to promote the development of clients and non-clients. This platform counts with a number of courses that enforce the good use of financial services and the proper managing of personal, familiar and business finances.	Business benefit KPI	Client leads	2,737
			Social benefit KPI	Average course qualification.	4.87/5
	Business advisory for business owners	Program designed by Interbank and executed in alliance with six universities of Peru, where the business students of last semesters advise entrepreneurs on the managing of their business.	Social benefit KPI	Number of advised entrepreneurs.	318
	Business development	Program designed to develop knowledge	Social benefit KPI	Number of advised	490

	program	and propel the evolution of small businesses and the entrepreneurs behind		entrepreneurs.	
Interbank	Tunki	Free digital wallet that allows users to send transfers without cash. Allowing sending and receiving transactions from other banks without commission.	Social benefit KPI	Number of small businesses who are now able to receive virtual money transfers.	314
	Entrepreneur Warrior	Program designed to promote the creation of small businesses in alliance with UNDP and Backus.	Social benefit KPI	Number of people benefited.	1,268
Interseguro	Savings for retirement	Interseguro offers a new possibility of saving for retirement, allowing any person to access this possibility without having any limitation. Being this a product directed mainly for independent and informal workers.	Social benefit KPI	Number of people who have acquired the product.	160

## 2. Social investment indicators

Based on integrity, diversity and inclusion, we contribute to building the Peru we want and support the Sustainable Development Goals.

Below, we present the total social contribution of each of our subsidiaries in 2021.

Type of philanthropic contributions (S/ - 2021)	Interbank	Interseguro	Inteligo	Total IFS
<b>Charitable donations</b>	670,043.07	15,750.52	0.00	685,793.59
<b>Community investments</b>	4'275,049.93	26,327.5	19,035	4'320,412.43
<b>Commercial initiatives</b>	0.00	0.00	0.00	0.00
<b>Total</b>	4'945,093	42,078.02	19,035	5'006,206.02

Type of philanthropic contributions (S/ - 2021)	Interbank	Interseguro	Inteligo	Total IFS
<b>Cash contributions</b>	4'945,093	39,784.8	19,035	5'003,912.8
<b>Time: Employee volunteering during paid hours</b>	0.00	0.00	0.00	0.00
<b>In-kind giving: Product or services, donations, projects/partnerships or similar.</b>	0.00	2,293.22	0.00	2,293.22
<b>Management overheads</b>	4'945,093	42,078.02	19,035	5'006,206.02

During 2021, we did not count the volunteer hours of our employees because these activities were carried out on weekends, outside working hours.

## OUR NON - VERIFIED SOCIAL INDICATORS

### CASES OF DISCRIMINATION AND HARASSMENT, CUSTOMER RELATIONSHIP & PRIVACY PROTECTION

These indicators include consolidated information from our subsidiaries Interbank, Interseguro and Inteligo, which corresponds to 100% of IFS' employees.

Unlike all previous indicators found on this document, these did not go through the verification process with PCS. However, they did go through a demanding verification process within the company in order to ensure their veracity and assertiveness with the reality of IFS and its subsidiaries.

#### 1. Number of incidents of discrimination & harassment reviewed:

During the Fiscal Year (FY) 2021, there were four cases of discrimination investigated on IFS, three corresponded to Interbank and one more was requested to be investigated in Interseguro, however this last one was declared a non – case since there was not enough evidence to sustain the allegation.

Substantiated complaints (2021)	Interbank	Interseguro	Inteligo	Total IFS
<b>Number of incidents of discrimination and harassment reviewed</b>	3	0	0	3

#### 2. Customer relationship management:

The following table sorts out information corresponding to the customer satisfaction measurement carried out by all three subsidiaries of IFS, exercise implemented through the Net Promoter Score (NPS) methodology.

The total measurement of satisfied respondents is calculated by a weighted average based on the percentage of employees that each subsidiary represents for the total workforce of IFS, where Interbank represents the 83.8%, Interseguro the 11.5% and Inteligo the 4.5%.

Satisfaction Measurement	2018	2019	2020	2021
<b>Satisfied respondents – NPS</b>	37%	35%	41%	38%
<b>Data coverage (% of customers surveyed)</b>	100%	100%	100%	100%

### 3. Privacy protection:

#### *Customer privacy information*

Personal information used for secondary purposes (2021)	Interbank	Interseguro	Inteligo	Total IFS
<b>Users whose data is used for secondary purposes</b>	59%	75%	51%	60.5%

\*The personal information used for secondary purposes for IFS is calculated by weighted average based on the percentage of FTE's that each subsidiary represents over the total of IFS workforce.

#### *Breaches of customer privacy: Complaints*

Substantiated complaints (2021)	Interbank	Interseguro	Inteligo	Total IFS
<b>Number of complaints received from outside parties and substantiated by the organization</b>	1	0	0	1
<b>Number of complaints from regulatory bodies</b>	0	0	0	0

## **INDEPENDENT LIMITED ASSURANCE REPORT**

*To the Management of Intercorp Financial Services (IFS)*

We have been engaged by Intercorp Financial Services (the Company) to perform an independent limited assurance engagement of the social indicators of its subsidiary companies: Interbank, Interseguro and Inteligo, included in the report "Our social indicators"; both are part of a public report of the Company for the application to the Corporate Sustainability Assessment of the Dow Jones Sustainability Index 2022. The verified social indicators are attached to this Report and correspond to and for the year ended December 31, 2021.

In addition to what is described in the previous paragraph, which establishes the scope of our work, we do not carry out assurance procedures on the remaining information reported for the application to the Dow Jones Sustainability Index 2022 and, consequently, we do not express a conclusion on this remaining information.

### ***Criteria applied by the Company***

In the preparation of the limited assurance engagement on the 13 social indicators of Interbank, Interseguro and Inteligo included in the document: "Our social indicators", the Company applied the requirements established in the Corporate Sustainability Assessment (CSA) Methodology and own guidelines specified by the Company have been applied.

### ***Responsibilities of the Company***

The Company's management is responsible for the preparation of the content and the presentation of the document "Our Social Indicators". This responsibility includes the establishment and maintenance of internal controls, the maintenance of adequate records and making estimates that are relevant to the preparation of the subject matter, so that it is free of material errors, either by fraud or error.

### ***Pacific Corporate Sustainability Responsibilities***

Our responsibility is to express a conclusion on each one of the 13 social indicators that the Company selected from Interbank, Interseguro and Inteligo for our limited assurance engagement, based on the evidence we have obtained, and the terms of reference for this engagement as agreed with the Company on May 17, 2022.

PCS's commitment to impartiality and quality assurance is set out in its policies, management procedures and structure, including information management in accordance with the International Standard on Assurance Assignments (ISAE 3000), established by the International Audit and Assurance Board (IAASB) of the International Federation of Accountants (IFAC).

The nature, timing and scope of the selected procedures depend on our judgment, including an assessment of the risk of material errors, whether due to fraud or error.

We believe that the evidence obtained is sufficient and appropriate to provide a basis for our limited assurance conclusions.

***Our independence and quality control***

Pacific Corporate Sustainability in the context of its verification services of sustainable finance instruments also applies the International Standard on Quality Control 1, Quality Control for companies that perform audits and reviews of financial statements and other assurance assignments and related services, and consequently maintains a comprehensive quality control system that includes documented policies and procedures with respect to the compliance with ethical requirements, professional standards and applicable legal and regulatory requirements.

***Description of the procedures performed***

The procedures performed in the present limited assurance engagement vary in nature and timing and are less in extent than for a reasonable assurance engagement.

Although we consider the effectiveness of management's internal controls in determining the nature and scope of our procedures, our assurance engagement was not designed to provide assurance over internal controls. Our procedures did not include test controls or execution procedures related to verifying the aggregation or calculation of data within IT systems.

Our limited assurance engagement consisted of making inquiries, mainly to the persons responsible for the elaboration of the 13 social indicators of Interbank, Interseguro and Inteligo reported in: "Our social indicators", and related information, additionally we apply analytical and other appropriate procedures.

Our procedures mainly included:

- Execute interviews with the persons responsible for the information of the indicators for each subsidiary to understand the activities carried out and the processes used for the collection of information.
- Obtain documented evidence that supports the information of the reported contents such as the annual reports and sustainability reports.
- Review and analysis of the relevant quantitative and qualitative information of the 13 social indicators of Interbank, Interseguro and Inteligo reported in: "Our social indicators".
- Perform recalculations, based on sampling, to have greater certainty of the reported indicators.
- Identify and report material errors and/or discrepancies that would prevent a statement of assurance.
- Verify that discrepancies have been adjusted.

***Conclusion***

Based on our procedures and the evidence obtained, we are not aware of substantial modifications that need to be made to the 13 social indicators of Interbank, Interseguro and Inteligo reported in the document: "Our social indicators", to and for the period ended December 31, 2021, in order to be in accordance with the criteria established by the Corporate Sustainability Assessment (CSA) Methodology and guidelines specified by the Client.

Lima, Perú.

June 13, 2022





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**Verified social indicators for Interbank, Interseguro and Inteligo**

Topics	Indicators	Sub indicators
Labor Practice Indicators	1. Workforce Breakdown: Gender	Share of women in total workforce (as % of total workforce)
		Share of women in all management positions, including junior, middle and top management (as % of total management positions)
		Share of women in junior management positions, i.e. first level of management (as % of total junior management positions)
		Share of women in top management positions, i.e. maximum two levels away from the CEO or comparable positions (as % of total top management positions)
		Share of women in management positions in revenue-generating functions (e.g. sales) as % of all such managers (i.e. excluding support functions such as HR, IT, Legal, etc.)
		Share of women in STEM-related positions (as % of total STEM positions)
		Participation of women by organization level
	2. Workforce Breakdown: Race/ Ethnicity & Nationality	Total workforce by nationality
		Management positions by nationality
	3. Workforce Breakdown: Other Minorities	Employees by age
Employees by minorities		
4. Gender Pay Indicators	Wage ratio indicator women / men	
5. Freedom of Association		
Human capital development indicators	6. Training & Development Inputs	Average hours per FTE of training and development
		Hours of training and development by sex
		Hours of training and development by age
		Hours of training and development by management level
Talent attraction and retention indicators	7. Hiring	Total number of new employee hires

		Rate of vacant positions filled by internal candidates (%)
		Average Hiring Cost per FTE
		Rate of new hires by gender
		Rate of internal hires by age
		Rate of internal hires by management level
	8. Type of Individual Performance Appraisal	Type of Individual Performance Appraisal
Talent attraction and retention indicators	9. Employee turnover rate	Employee turnover rate
		Voluntary employee turnover rate
		Employee turnover rate by gender
		Employee turnover rate by age
		Employee turnover rate by management level
		Employee turnover rate by nationality
	10. Trend of Employee Engagement	Employee engagement
		Employee engagement- data coverage
Percentage of employees engaged by gender		
		Percentage of employees engaged by age
Occupational Health & Safety indicators	11. Absentee Rate	Absentee Rate
Financial inclusion	12. Financial Inclusion Measurement & Impact	Financial Inclusion Measurement & Impact
Corporate Citizenship & Philanthropy	13. Type of Philanthropic Activities	Type of Philanthropic Activities
		Philanthropic Contributions