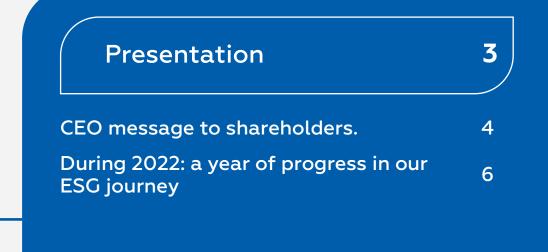


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Intercorp Financial Services



Presentation



















CEO message to shareholders

[GRI 2-22]

At Intercorp Financial Services (IFS), we have set out to be leaders in sustainability in Peru and to inspire other organizations to promote more and better environmental, economic, social and governance practices. In this first Sustainability Report, prepared under the GRI methodology, we summarize the scope of our strategy to continue with the development of our business within a framework of respect for both the environment and the communities around us.

As a financial holding company, we strengthened our digital strategy to promote profitable and sustainable growth that, at the end of 2022, demonstrated solid and positive indicators. In our goal of consolidating the best digital payment platform in the country, we acquired Izipay, the business unit that will allow us to promote financial inclusion and the digitalization of merchants.

In the environmental dimension, each subsidiary has an operational eco-efficiency strategy aligned to the goals set at country level and internationally, based on the Paris Agreement. In addition, we are facilitating the transition to a green economy by disbursing sustainability-linked loans for the fishing and retail sectors in 2022, which include environmental KPIs to mitigate climate risk.

In the social dimension, we placed special focus on providing safe workspaces acknowledging the diversity and equity of our teams. Likewise, we continue to strengthen our financial inclusion and education initiatives to promote the financial well-being and development of our clients and Peruvians alike.

Our four subsidiaries: Interbank, Interseguro, Inteligo and Izipay, were recognized by Great Place to Work as "The Best Companies to Work for in Peru". Interbank, for the eleventh consecutive year, was chosen as one of the Most Admired Companies in the country and distinguished as #1 by Merco as the Company with the Best Reputation in Peru and Merco ESG Responsibility.

In the governance dimension, ethics, integrity and transparency are fundamental pillars. We continue to incorporate the best corporate governance practices, place

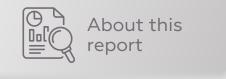


















cybersecurity and data protection at the center of our governance model and evaluate our processes under international standards. Interseguro joined the United Nations Global Compact and Interbank signed its reincorporation, renewing its commitment to promote compliance with its 10 principles.

We are proud to measure our progress in sustainability management under international standards. For the second consecutive year, we evaluated our performance through Standard & Poor's Global Corporate Sustainability Assessment (CSA), achieving a score of 62 compared to 53 in 2021.

The financial industry is uniquely positioned to help our country and our world to transition to a more sustainable economy, mainly by mobilizing other sectors of the economy through the promotion of sustainable practices. At IFS, we assume and take up this challenge with the conviction that it is not only what is best for our society, but also for our business.

> **Luis Felipe Castellanos IFS CEO**





















During 2022: a year of progress in our ESG journey

At IFS, we are building an organization focused on sustainability and adopting stronger and more widespread ESG practices to drive value creation not only for shareholders, but for all stakeholders over the long-term.



Interbank was recognized as the #1 best company in the Merco Responsabilidad ESG ranking, an evaluation of the environmental, social, ethical and corporate governance performance of organizations in Peru.



IFS approved Sustainability Policy, Diversity Policy and Human Rights Policy.



Inteligo Group approved a Responsible **Investment Policy** (UN-PRI).



Interbank and Interseguro Signatories of UN Global Compact.



First IFS Materiality Assessment.



+474k new Tunki* digital wallets (+63% vs. 2021) and +30M transactions (4.4x vs. 2021).

> *As of May 2023, renamed to IzipayYa



+ 872K sessions in AprendeMás, new digital financial education platform.



98% of Interbank's employees in an upskilling program.



Interbank disbursed US\$167 million in sustainable finance transactions.



At Interbank, we initiated the process of integrating the **Equator Principles** and IFC Performance Standards into our corporate lending environmental and social risk management process.





















#3 Interbank #17 Inteligo Bank #37 Inteligo Group #49 Interseguro



#1 Interbank #3 Inteligo #5 Interseguro



#1 Inteligo Bank



#6 Interbank #17 Interseguro



#2 Interbank



#1 Interbank #6 Interseguro #11 Inteligo



#1 Best Reputation Interbank



#1 Best ESG Interbank



#1 Best Talent Interbank



Interbank among 10 Most Admired Companies in Peru



#9 Interbank #10 Interseguro



Interbank & Interseguro recognized as harassment-free workspaces



Izipay 5 Creative Entrepreneurship Awards 2022



Interbank Digital Transformation Bank of the Year in LatAm



Interbank recognized for Tunki as delivery tool for Pension 65



Carbon Print Peru Level 3 – Interbank Level 2 – Interseguro Level 1 – Inteligo SAB, Interfondos & Inteligo Perú Holdings



















Intercorp Financial Services



1. About IFS















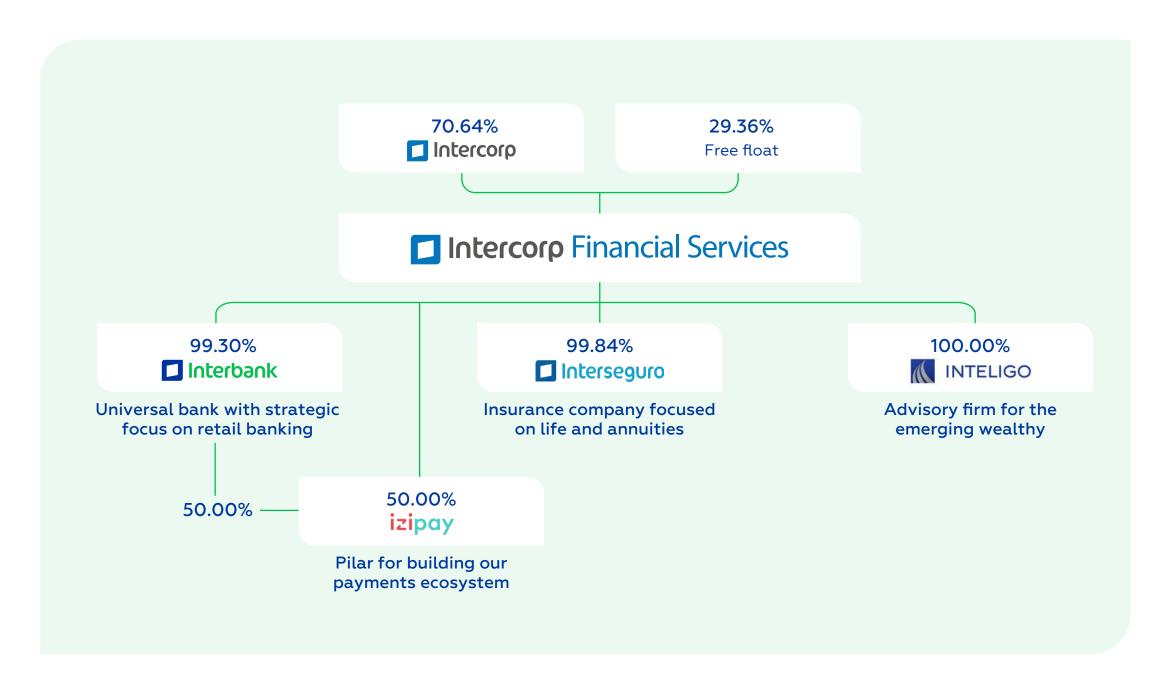


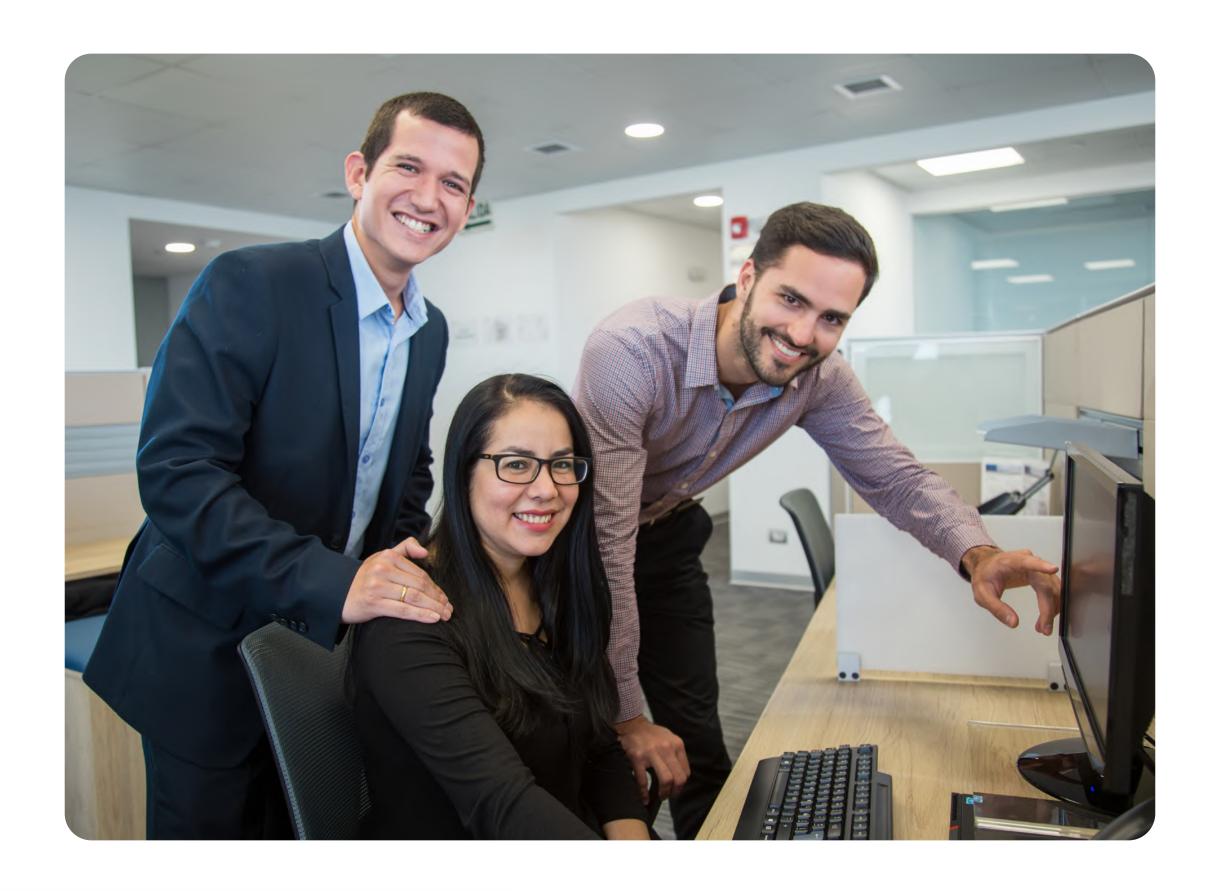


1.1. About IFS

[GRI 2-1] | [GRI 2-6]

IFS is Intercorp's financial holding services company, comprising Interbank, Inteligo, Interseguro and Izipay. In Peru, we are the leading financial services provider across banking, insurance, wealth management, and payments ecosystem businesses through the integration of Izipay in 2022.























Subsidiary	Purpose	Business	Location	Business lines
☐ Interbank	We are side by side with Peruvians so they can reach their dreams, today.	Banking Perú		 Retail banking: financial products and services to individuals including retail loans and retail deposits. Retail loans consist of consumer and mortgage loans. Interbank classifies its consumer loans into three categories: (1) credit cards and (2) payroll deduction and (3) personal loans. Commercial banking: Interbank's commercial banking is organized in three business units: (1) corporate; (2) medium-size businesses and (3) small businesses
■ Interseguro	We make it easier for everyone to safely move forward	Insurance	Perú	 Annuities: offers three types of annuities: Soles, U.S. dollars and soles indexed to CPI, adjusted by 2% per year. Retail insurance: low-cost premium products targeted to middle class families such as SOAT (Seguro Obligatorio de Accidentes de Tránsito), loan protection insurance and vehicle insurance. Individual life: individual life insurance products, providing a wide range of coverage for the length of a policyholder's life.
INTELIGO	We help our clients build their future well-being so they can enjoy the present	Wealth managment	Panamá, Bahamas, United States, Perú	 It has 5 subsidiaries (jointly "Inteligo Group"): Inteligo Bank: banking services and wealth advisory. Interfondos: administration of mutual funds and investment funds. Inteligo SAB: investment advisory, securities trading and placement of fixed income instruments. Inteligo USA: investment advisory services to Inteligo Group. Inteligo Perú Holdings (IPH): provides support to Inteligo Group, centralizing common activities and generating efficiencies.
izipay	We are changing what doesn't make sense to make buying and selling easier	Payment channels	Perú	 Acquiring services: POS and e-commerce payments (contactless payments, QR mobile wallet reader). Correspondent bank: cash withdrawals, cash deposits and balance queries. Credit card processor: provide technological services to merchants such as by: (i) capturing transactions through a physical network of terminals or payment platforms; and (ii) routing the transaction to the bank or card networks for validation (e-commerce).

We serve all sectors that drive the country's growth, including agriculture, commerce, tourism and construction. We also promote the use of digital channels that facilitate the service experience with agility and convenience, in addition to generating environmental and business efficiencies.

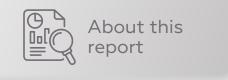


















1.2. Our strategy

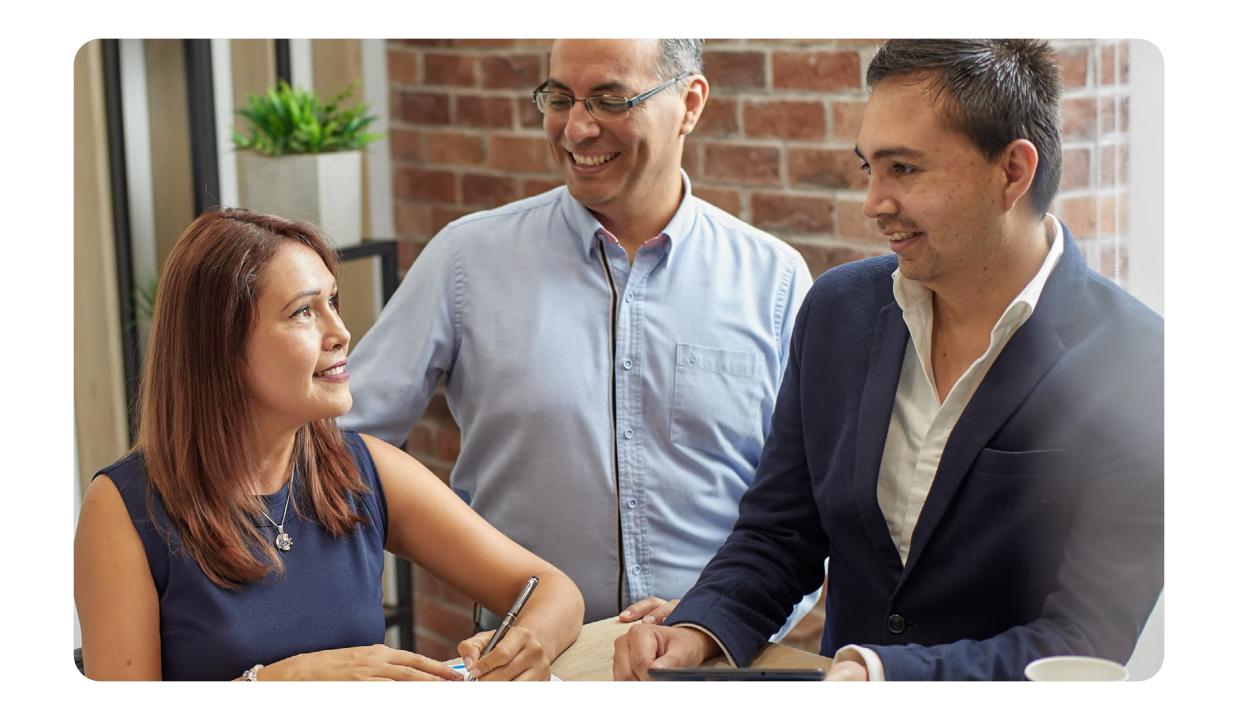
[GRI 3-3: business model, innovation y digitalization]

Our purpose is to empower all Peruvians to achieve financial well-being. By doing so in our four business segments, we believe that we can help our clients to access the same opportunities to build and assure their futures. We strive to:

- increase our customer base by leveraging data and analytics with sound risk management skills,
- (ii) provide the best digital experience based on operational excellence and
- (iii) become the leading digital financial platform to provide profitable solutions with a clear strategic focus on key businesses such as payments, consumer financing, wealth management and life insurance.

To achieve these goals, we continue working on four main pillars:

- 1. Developing a simple, resilient and scalable technology platform for current and future growth;
- 2. Becoming a data driven organization with deep understanding of Peruvians and consumer preferences;
- Attracting and developing the **best talent within our remote-fist framework**;
- 4. Becoming a leader in sustainable operations within our segments in Peru.





















Growth with strategic focus on key businesses

We have built a financial platform that is very focused on areas in which we believe we can find a unique combination of our own key capabilities, coupled with potential for growth and profitability: Interbank is a universal bank with strategic focus on retail banking; Interseguro is an insurance company focused on life and annuities; Inteligo is an advisory firm for the emerging wealthy; and Izipay is the pillar for building our payments ecosystem.

Interbank

Interbank is a universal bank with strong market share in retail and a strong focus in consumer finance, which represents 61% of our loans portfolio, compared to 54% of the total loans outstanding within the Peruvian Banking system as of December 2022, according to data from SBS. We are continuously improving our value proposition for different customer segments including improvements to products such as accounts, payments and financing. We have developed several digital features and products to serve different customer needs, such as: the loyalty program Interbank Benefit, the digital wallet Tunki, the budget tool Mis Finanzas, the digital savings account Piggybank.

In order to ensure we deliver customer-oriented products, these solutions have been designed together with our innovation lab LaBentana. We have a goal to grow our retail deposits at a faster rate than that of the Peruvian banking system while optimizing our physical distribution channels. As part of this optimization, we have reduced the number of Interbank financial stores by over 40% as of December 31, 2022 from its peak in 2016.

Moreover, our expertise and digital strategy in retail banking has allowed to improve our relationship with our customer, while increasing profitability, growing customer, raising cross-selling and boosting operating leverage.

Within commercial banking, our priority is to be the preferred bank for Peruvian businesses with a strong focus on profitability. More than half of our commercial loan portfolio outstanding as of December 31, 2022 was allocated in what we consider to be very low risk corporate clients while the remaining of the portfolio was placed to SMEs, a

segment that is riskier but more profitable due to our special knowledge and expertise on key products and industries. In this context, our value proposition for commercial clients is based on (i) delivering customer oriented digital solutions, (ii) building long lasting relationships, (iii) developing strong expertise in relevant sectors, and (iv) having a fast decision-making process.

We want to create value for our customers by becoming their transactional bank, connecting and collaborating with their suppliers, customers, employees and communities, co-creating products and services, all focused on their own ecosystem.

We aim to provide the best self-service and automated credit experience for commercial clients by offering them with a 100% digital journey focused on cash management solutions such as Cuenta Negocios, sales financing such as CIMA, sustainable loans, and easy and transparent ways of managing payments, such as Cobro Simple, Cuenta Sueldo and through Izipay.























Interseguro

In our insurance segment, Interseguro is strategically focused on life insurance and its life insurance portfolio has had a fast growth rate in recent years. During the year ended December 31, 2022, the premiums earned from life insurance customers represented 89% of Interseguro's total premiums earned, compared to the average of 52% of life insurance premiums earned over total premiums earned in the industry as of December 2022, according to data from SBS.

In addition, we focus on annuities, individual life and retail insurance, directing our efforts towards an end-to-end experience in our customers' journey, from the issuance of an insurance policy to the after-sale services we offer to clients. In this context, our digital offering is gaining relevance. As an example, digital mandatory auto insurance (Seguro Obligatorio de Accidentes de Tránsito, or "SOAT") policies accounted for 78% of total SOAT sales in the month of December 2022.

Additionally, our after-sale offerings are expected to become a virtual self-service experience, with the aim of ensuring customers have a simple and positive interaction with us and positive development in digital indicators.



Inteligo

In our wealth management segment, Inteligo's primary focus is to preserve and enhance the wealth created through people's careers and lifetime. The approach is focused on its value proposition, offering digital onboarding and products and services by segment, with a 360-degree view of its customers.

To acquire depth knowledge of the needs of its customers, Inteligo cultivates a culture of closeness with them, while also leveraging the wide array of financial products that can be offered through its subsidiaries, as well as through IFS' platform. In this context, we have been able to achieve good financial results through a low-intensity capital business model uniting cost efficiencies and diversified sources of revenues over the years, as we complement our products and services across all IFS' business segments.





















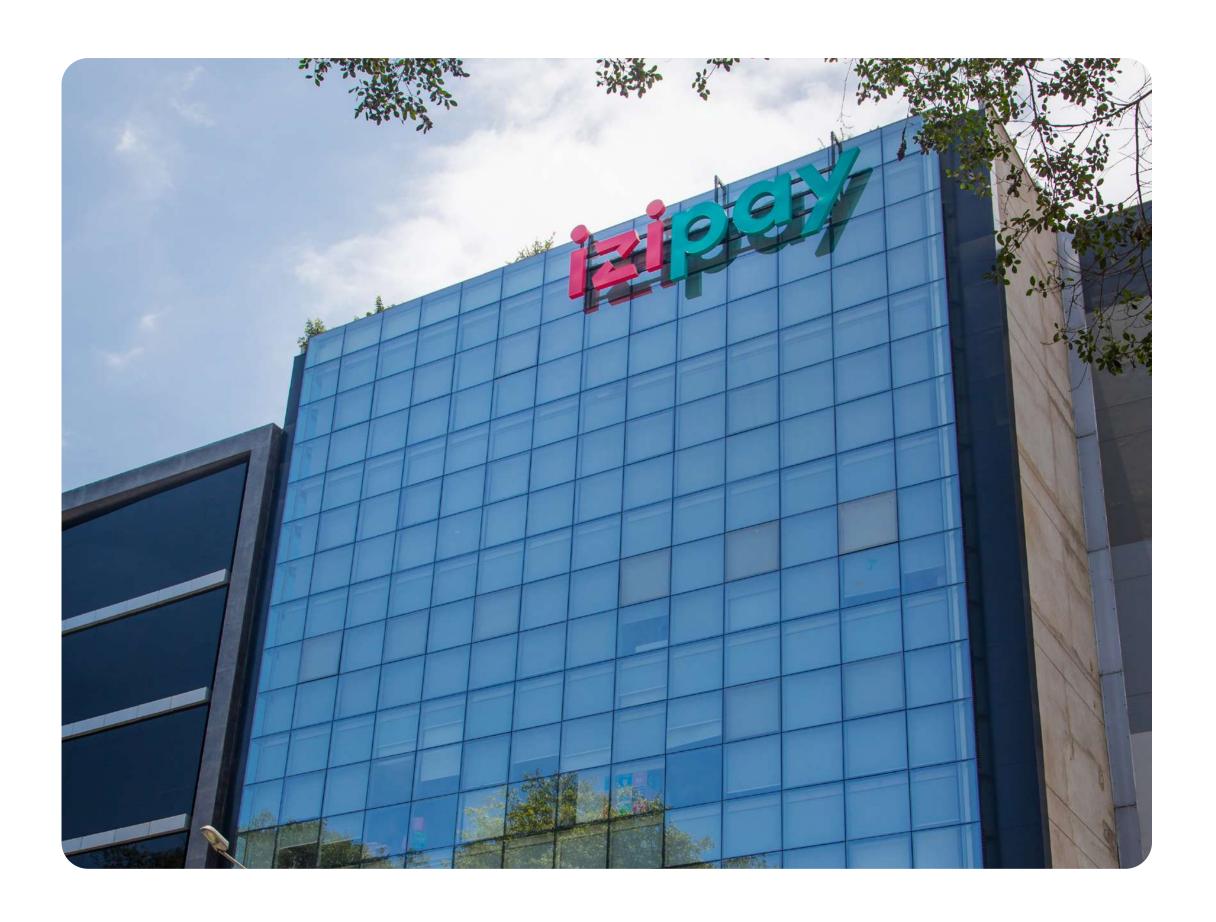


Izipay

Finally, in our payments section, Izipay is a key player to our goal of creating the largest payments ecosystem in Peru. Izipay is a payments company and provider of products and services related to payments acquirer, a correspondent bank and a credit cards processor. Izipay is one of the leaders in the physical card payment business in Peru. At Izipay, we are growing our core business by increasing adoption of our digital payment methods, while increasing synergies with our other segments.

We believe Izipay will strengthen our strategic and competitive positioning in the payments landscape in Peru and will allow us to explore new sources of growth and monetization opportunities. Moreover, it represents additional potential for merchant financing and additional services for merchants, complementing its value proposition with Interbank's product suite, together with some existing synergies with our banking business.

We aim to become the preferred option for our individual and commercial customers and to help them achieve financial well-being and growth by understanding and anticipating their needs, as well as by offering financial solutions that can be deployed at every contact point with the clients in real time, including in-person and digitally, and in real time. We believe that maintaining a trustworthy and transparent relationship with our customers, together with the superior, simple, mobile, agile and personalized experience that we offer, brings us closer to this goal. Our highly recognized and trusted brands in each of our segments (Interbank in banking, Interseguro in insurance. Inteligo in wealth management and Izipay in payments) are a testament to our focus on this objective. Our subsidiaries are leaders in their respective industries and, by focusing on our strengths, values and solid relationships, we plan to continue evolving and growing.



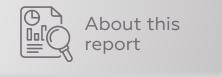


















Create the largest payments ecosystem in Peru

We strive to provide solutions to address the payment needs of people and companies by creating a payment ecosystem that seeks to build a strong bond with our customers, focusing on five pillars:

- growing number of customers and transactional volumes by extending merchant coverage, improving customer experience and banking the unbanked,
- replacing cash by banking unbanked accounts, through pre-paid cards and through our open APIs that allow partners to access our account opening and basic financial-transaction services,
- scaling up e-commerce initiatives such as those related to marketplace and our Buy Now Pay Later solution,
- creating new consumer finance product offerings based on the information provided by people using our payment initiatives, and
- offering financing and aggregated services to merchants. **(v)**



Moreover, our payments ecosystem benefits from having strong solutions on both ends of the market.

On the retail customer side, Izipay has a strong market share, as well as knowledge of the traditional and digital card payments. On the merchant side, Izipay complements the role of Interbank's digital wallet Tunki of interacting with Peru's unbanked population. It also complements Interbank's sales financing tool CIMA, while our shared directory Plin allows us to interact with customers from other banks and serves as a bridge between retail customers and micro-merchants.

Tunki is our digital wallet and is mainly focused on the unbanked population and was built based on a 100% digital experience from onboarding to the customer care experience. It is a free application that allows users to create a digital mobile wallet to send and receive payments, P2P and P2MB, without previously having an account with Interbank. As of December 31, 2022, the number of Tunki users was 2.5 million compared to 1.6 million as of December 31, 2021. While the user base is constantly growing, in numbers and in activity, we plan to strength our value proposition with new financial products to become an "entry-level" bank to unbanked people.

Plin is a P2P and QR code payment solution which interacts with multiple financial institutions and serves as a bridge between the banked and the unbanked through cell phones, as services may be conveniently accessed through the Interbank app. These payments are offered around-the-clock and are commission-free to all enrolled customers. Interbank is currently one of seven financial institutions that are Plin's partners. As of December 31, 2022, Plin reached 9.8 million users.

CIMA is a 100% digital financing solution with immediate disbursement that allow small merchants to access working capital loans they need to grow their businesses quickly and easily.



Our subsidiaries are focused on providing agile and contextual service experiences with a customer-centric approach.



















The best digital experience based on operational excellence

[GRI 3-3: Well-being and client's relationship] [GRI 417-1] [GRI 417-2] [GRI 417-3]

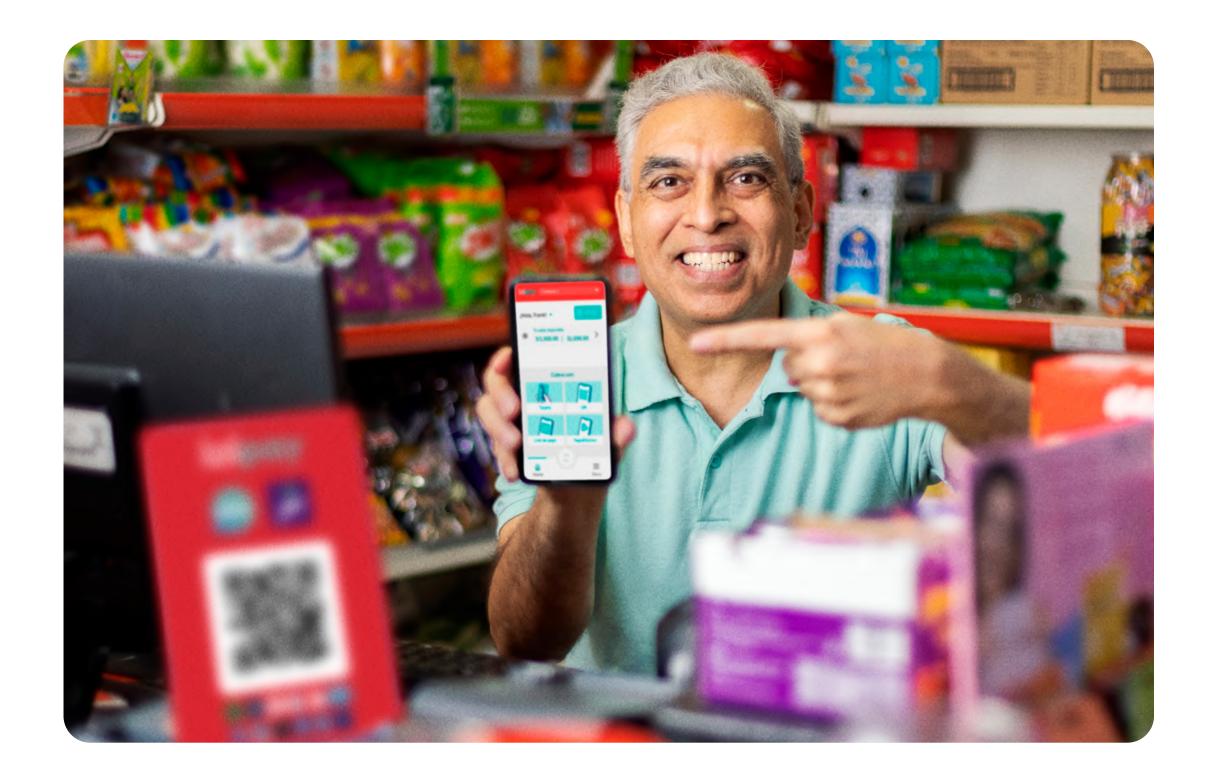
We want to deliver a seamless and superior experience to our customers, while becoming more relevant to them. We believe that acting on these goals will allow us to more effectively serve our customers, enabling them to get what they want, when they want it, and how they want it. We believe that the key to ensure that our customers will have the best experience when interacting with us is to create unique experiences throughout their customer journey, including during new client acquisition, on-boarding, customer development to earn loyalty, and during retention stages. We have been implementing various initiatives to improve the customer relationship cycle.

We seek to build entirely digital solutions for the customer journey and accelerate the growth of our customer base by creating innovative and distinctive tools that deliver financial solutions to people, micro-merchants and all types of business in an accessible and efficient way, throughout all our business segments.

With the Izipay acquisition, we have further expanded our digital ecosystem by becoming a provider of financial services and technology solutions that enable consumers, individual entrepreneurs, micro-merchants, SMEs, in Peru, to make and/or process payments in a safe, seamless, digital, mobile first and affordable manner. Izipay operates a national, two-sided network at scale that helps merchants and consumers connect, transact, and complete payments, whether they are online or in-person. As of December 31, 2022, the number of Izipay merchant active accounts (merchant codes) in Peru was 1 million compared to 0.7 million as of April 2022.

Izipay is one of our accelerated growth initiatives focused on creating the largest payments ecosystem in Peru and is being integrated with Interbank to create a seamless digital journey for customers. Izipay's approach is focused on providing a best in-class customer experience and expanding our value proposition for merchants and consumers by partnering with merchants to grow and expand their business online and in-store,

and providing consumers with simple, secure, and flexible ways to manage and move money across different markets, merchants, and platforms and simplifying their shopping experiences. Our aim is to anticipate user's needs and make relevant suggestions to support business management and growth.























At Interbank, we have built a seamless digital customer journey with teams dedicated to improving each step of the customer experience. We believe that a strong on-boarding leads to higher engagement from customers while an increase in engagement will create a tangible higher NPS and lower churn. In digital, we are focusing our efforts on expanding the products and self-service interactions, continuing to foster the adoption of digital channels by our customers, adding new features according to their needs, and ensuring that interactions with our customers are safe and secure.

Within commercial banking, we are working on a radical simplification of our products and processes together with digitalizing each point of contact with us. Moreover, one of the most important points of contact for our clients is the post sales division, where we solve inquiries, claims and any operational issues that our customers have, using channels like the WhatsApp for businesses or the virtual chatbot.



Regarding our cash management platform, it has three types of client groups based on sales volume, which allows us to employ different strategies accordingly. For large corporations, we focus our efforts on generation of fees from cash management and corporate finance; for medium-sized companies we focus on growth, productivity and cash management; and for small companies we focus on sustainable growth and productivity with strong support from analytics and collection. For small businesses, since its introduction in August 2018, our Cuenta Negocios, an account that can be opened 100% digitally, has grown to 186,000 accounts as of December 31, 2022.

Within retail banking, we have developed several high impact digital solutions based on customer preferences and needs. These solutions have been designed together with our innovation lab LaBentana based on deep understanding and research, as well as through certain co-creation with our customers. We have decided to make all our solutions available in our Interbank App, which we strongly believe to be our most valuable channel going forward in our relationship with our customers, considering the decrease of in-person interaction. Over the year 2022, the percentage of financial transactions performed on Interbank's branches over the number of total transactions has continued to decrease, declining 11% compared with the percentage of transactions performed in-person during the year 2021.

In contrast, digital sales have increased during the year ended December 31, 2022, reaching 64% of Interbank's total sales from 57.8% during the year ended December 31, 2021.

Through our physical channels, we continue to focus on providing a superior customer experience and are improving productivity and efficiency through digital processes, tools and more advanced analytics. Additionally, we continue to invest in educating our customers to encourage the use of digital and other channels. Deposits, withdrawals, bills and credit cards payments are being redirected to other more convenient and cost-efficient channels.





















At Interseguro, we want to be the preferred and most convenient digital insurance company, using active listening mechanisms to improve customer experience and be characterized as a data driven organization to gain a competitive advantage against our peers. In this sense, the digital journey started with the launch of the online sale of SOAT in 2016 and continued with the sale of new digital products such as travel insurance, car insurance and individual life insurance. In addition, Interseguro accelerated the digitalization of its sales of annuities and life insurance products. For example, Vida cash, a 100% digital life insurance, has been gaining relevance in the life insurance business from being inexistent years ago to represent more than 39% of premiums of the individual life policies outstanding in Peru as of December 31, 2022.

At Inteligo, we focus on offshore wealth management services and have launched a digital platform that allows on-boarding, financial planning, and advisory and execution services to be part of our digital customer journey. Moreover, our value proposition is centered on giving what we consider to be the best investment advice possible and to be able to do so, we maintain relationships with our customers to acquire in depth knowledge of their needs. Apart from being knowledgeable about our customers' needs, we believe we can be more responsive as a result of a horizontal organizational structure and entrepreneurial mindset. Additionally, our competitive edge is adapting to the changing needs of our customers to give them agile solutions. As an example, since 2021, Inteligo Bank has been developing new digital products and services for its clients, complementing the previously existing services provided by their relationship officer under a "phygital" model.

We will continue to focus on our digital transformation to enhance efficiency through the automation of internal processes and use of technology. Our goal is to be more efficient while utilizing fewer resources in our customer interaction.





















1.3. Our Sustainability Commitment

[GRI 2-23] | [GRI 2-24]



At IFS, we believe that sustainability is key to fulfilling our purpose.

At IFS, we do everything with one purpose in mind: "Empower all Peruvians to achieve their financial well-being". We believe that sustainability is key to fulfilling this purpose, that the development of our business is aligned with the well-being of our clients and community in general, and that the only way Peruvians will be able to truly develop is if they have a prosperous country, now and in the long-term.

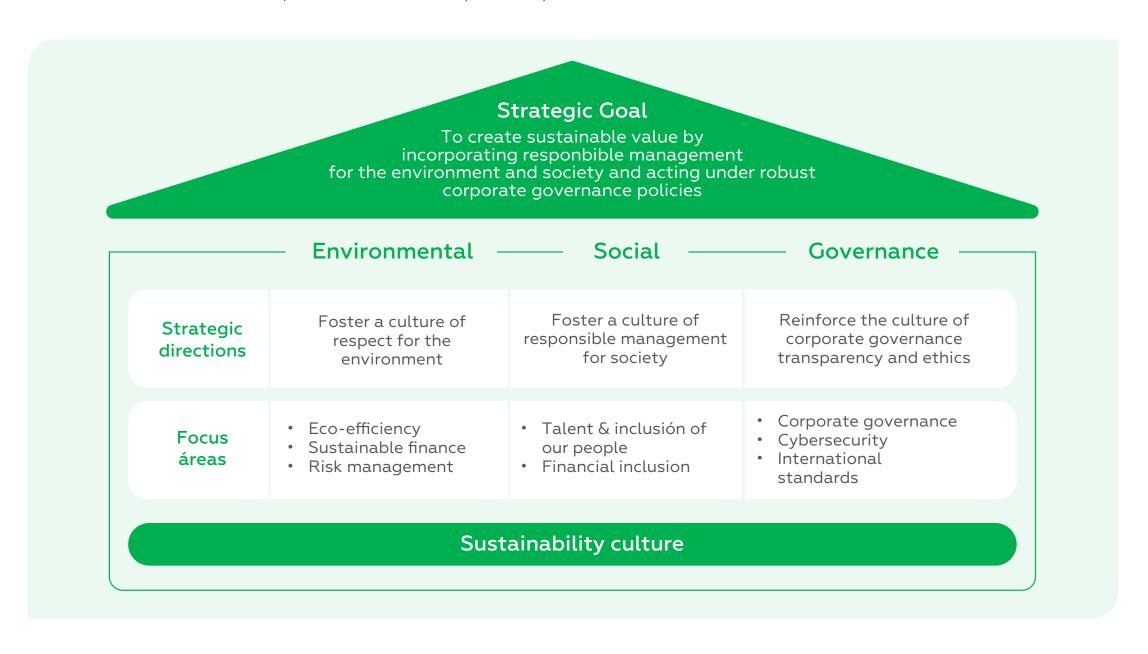
We understand the fundamental role that financial institutions play in the transition to a more sustainable world, which is why we assume the responsibility of incorporating environmental, social and governance (ESG) factors in the way we approach our business. This is not only because of our conviction and commitment to the development of Peruvians, but also as a driver of our growth and a differentiating attribute in our relationship with our stakeholders.



Our strategic goal: To create sustainable value by incorporating responsible management into the environment and society, acting under robust corporate governance policies.

We continuously seek to consolidate our position as a financial and insurance platform that incorporates ESG criteria in the way it operates to promote sustainable development with a long-term vision.

To this end, we promote the adoption in our subsidiaries of voluntary commitments in environmental, social and corporate governance matters that go beyond legal obligations and are aligned with global sustainability standards, such as the Sustainable Development Goals (SDGs) of the United Nations.



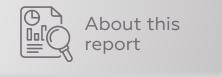












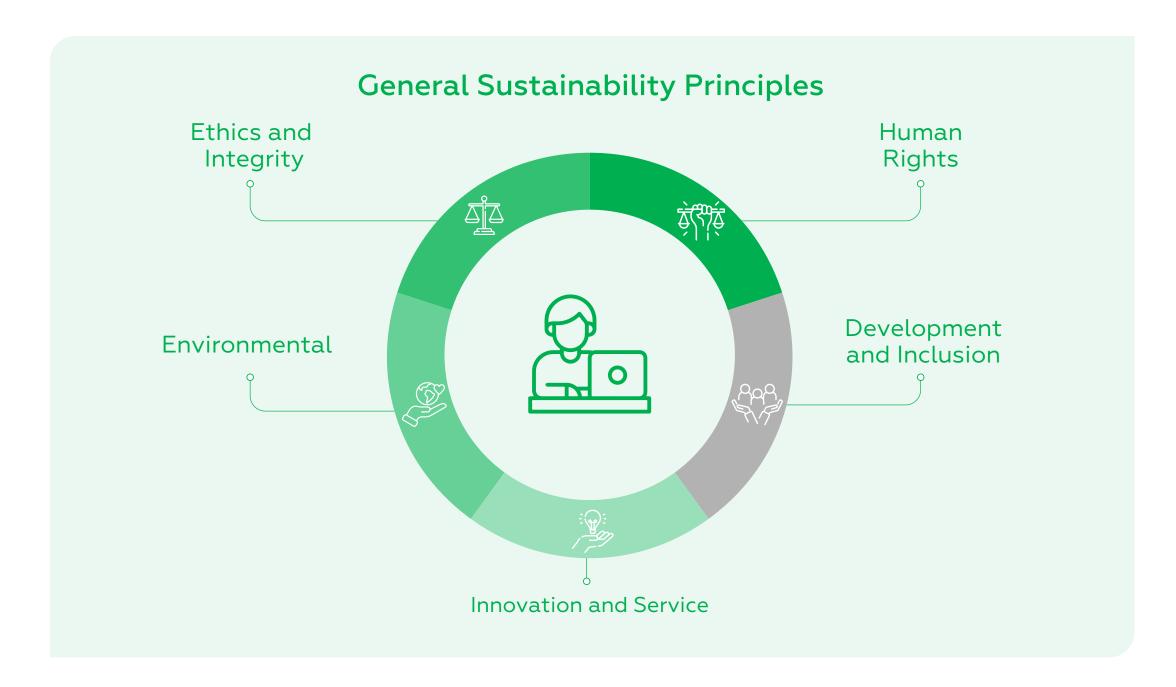






In IFS, each subsidiary is responsible for identifying ESG opportunities and controlling ESG risks. Even though our sustainability strategy is embedded in each subsidiary's daily operations, each of them operates independently while in coordination with the general guidelines issued by the Chief Sustainability Officer and Board of Directors.

In 2022, IFS' Board approved a <u>Sustainability Policy</u>, which includes the following principles:



Building Together

[GRI 2-28]

We acknowledge the unique role played by the financial sector in the transition to a sustainable economy and are also committed to actively contributing to the integration of ESG criteria in the financial system. For that matter, we constantly work in close collaboration with stakeholders to achieve a true sustainable transformation of the Peruvian financial sector, specifically in areas that are material to IFS, such as sustainable finance, financial inclusion and education, SME development, cybersecurity, business ethics, among others.

Interbank, as part of the Peruvian Banking Association (Asociación de Bancos del Perú -ASBANC), participates in the Green Protocol, a collaboration of the banking industry and the Ministry of the Environment to promote sustainable investment. As a member of ASBANC, Interbank is also active in discussions regarding relevant topics such as financial inclusion, climate change, fintech, banking regulation, among others. Finally, it also participates in the business continuity committee, cybersecurity committee and regulatory committee. The latter helps us to monitor changes in regulations and stay ahead of any potential impact.

Our subsidiaries continuously seek to enhance their practices and collaborations with renowned and independent organizations.



















Subsidiary	Institution	Topics
	Asociación de Bancos del Perú (ASBANC)	Sustainable finance, financial education and inclusion, cybersecurity, electronic money and banking regulation.
	Asociación Nacional de Anunciantes (ANDA)	Legibility, decency and loyalty for the benefit of consumers and fair competition in the market.
	Instituto Peruano de Acción Empresarial (IPAE)	Institutional development, market economy, business and education in Peru.
Interbank	Perú Sostenible	Raising awareness, training, and mobilizing business leaders to incorporate sustainability into their management.
	Instituto Peruano de Economía (IPE)	Discuss economic policy measures and provide alternative solutions to unfinished reforms.
	Sociedad de Comercio Exterior del Perú (ComexPerú)	Public policy proposals, based on the defense of principles, the promotion of employment generation, the creation of opportunities and a better quality of life for citizens.
	Comunidad Aequales Latam	Sharing experiences and best practices, equal opportunities, and inclusive communication.
	Asociación Peruana de Empresas de Seguros (APESEG)	Consumer rights, transparency of information to customers in the insurance market.
Interseguro	Pride Connection Perú	Commitments to continue working against discrimination related to sexual orientation, gender identity and expression.

The detail of policy contributions made by IFS to trade associations please refer to <u>"Policy Influence"</u> section.

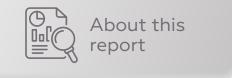


















Intercorp Financial Services



2. Corporate governance and economics



















2.1. General and 2022 Overview

[GRI 2-9 Governance structure and composition] [GRI 2-10] [GRI 2-11]

IFS and its subsidiaries are committed to creating and maintaining corporate governance practices that embrace the highest market's standards.

Accordingly, IFS and its subsidiaries have adopted the Code of Corporate Governance for Peruvian Companies approved by the Peruvian Securities Commission ("Superintendencia del Mercado de Valores" or "SMV") which is based on the Principles for Corporate Governance of the OECD (Organization for Economic Co-operation and Development). Additionally, IFS and its subsidiaries have tailor-made corporate governance regulations, policies and guidelines approved by their respective corporate bodies that govern the activities and influence their operations.

IFS and its subsidiaries acknowledge that corporate governance practices provide a competitive advantage by promoting principles of transparency, trust, equal treatment, and information integrity in their relationship with their stakeholders.

In compliance with Peruvian securities market regulations, IFS and its subsidiaries diligently publish and submit, as applicable, their Annual Reports, Annual Information Documents and self-evaluations of all corporate governance and sustainability practices principles considered by SMV for corporate governance practices oversight purposes.



In IFS we are committed to create long-term value for our stakeholders through a robust governance framework.

The corporate governance practices regulatory framework adopted by IFS is documented in the following normative bodies:

- Articles of Incorporation
- Insider Trading Politics and Proceedings
- Corporate Code of Ethics.
- Related Party Transactions Policy
- Corporate Governance Guidelines
- Policies of the Audit Committee
- Code of Internal Rules of Conduct
- Corporate Compliances Policies
- Corporate Anti-Corruption Policies and Guidelines (FCPA)
- Dodd-Frank Corporate Guidelines
- Anti-Money Laundering and Counter-Terrorism Financing Customer Due Diligence Guidelines

And the following policies:

- Sustainability Policy
- Tax Policy
- Human Rights Policy
- Diversity and Inclusion Policy for employees and board members.



















Our corporate governance framework focuses on three main areas:

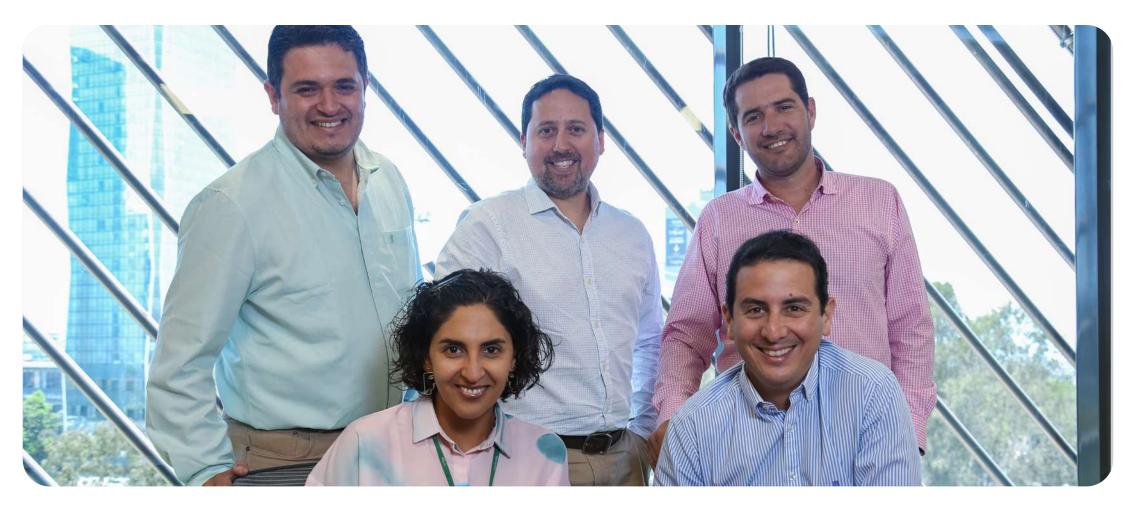
- Ensuring high-performance boards that comply with their fiduciary duties, adopt best practices and align the strategy at the corporate level.
- Promoting a world-class ethics and compliance program.
- Continuously assessing and striving to improve the effectiveness of our cybersecurity and data privacy standards.

Main achievements as of 2022:

- A new Sustainability Policy, Diversity Policy and Human Rights Policy were approved by the IFS board to align guidelines across all subsidiaries.
- Inteligo Group approved a Responsible Investment Policy aligned to principles of UN-PRI.
- IFS and Interbank's boards carried out a third-party evaluation process as part of their respective board evaluation policies.
- Interbank strengthened its board composition with the addition of a new board member - Marcia Nogueira de Mello - who brings highly relevant digital, innovation and international experience to its board.
- Interbank and Interseguro Signatories of UN Global Compact.
- Interbank Signatory of Equator Principles¹
- First IFS Materiality Assessment.

Main goals 2023:

- IFS will strengthen the Human Rights strategy by improving the due diligence, assessment, mitigation and remediation processes.
- Interbank will carry out a self-assessment to evaluate the performance of its board committees.
- Interbank will establish the governance of the board's oversight of climate-related issues as part of its TCFD alignment roadmap.
- IFS will carry out the first sustainability Forum with board members and executive committees of each subsidiary to align IFS ESG strategy 2023-2026.
- Inteligo Group adherence to the UN Global Compact.























2.2. Board of Directors

[GRI 2-9 Governance structure and composition] [GRI 2-10] [GRI 2-11]

We acknowledge that there are many factors that contribute to an effective board, including the size, diversity (gender, nationality and ethnic origin, among others), age of members, independence, tenure and expertise of directors.

IFS board members are elected individually every two years. IFS' Corporate Governance Guidelines provide that the board - as a collegiate body - should reflect a range of skills, knowledge and experience in areas of importance to the company. Each of IFS' Directors has vast experience in the financial sector, in Peru and abroad. In March 31, 2021 the following board members were elected for the period 2021-2023.

Carlos Tomás Rodríguez-Pastor Persivale

Non-executive director IFS- Chairman

Education: Mr. Rodríguez-Pastor received a bachelor's degree in social science from the University of California at Berkeley and a master's degree in business administration from the Amos Tuck School of Business at Dartmouth College.

Experience: He also serves as Interbank's chairman since 1995 and was Interbank's interim Chief Executive Officer during 2010. In addition, Mr. Rodríguez-Pastor serves as Chairman of Intercorp Peru, Supermercados Peruanos, Tiendas Peruanas, Colegios Peruanos, InRetail Peru Corp. and Universidad Tecnológica del Perú, and as director of Inteligo Group Corp., Interseguro, Homecenters Peruanos and Financiera OH! S.A., among others.

Fernando Martín Zavala Lombardi

Non-executive director IFS

Education: Mr. Zavala received a bachelor's degree in economics from Universidad del Pacífico in Lima, a master's degree in business management from Universidad de Piura, and a master's in business administration from University of Birmingham in England.

Experience: Fernando Martín Zavala Lombardi also has been serving Interbank as director since March 2019. Mr. Zavala also serves as CEO and director of Intercorp Peru Ltd. and Chairman of InRetail Pharma and Homecenters Peruanos, and director of InRetail Peru Corp., Inteligo Group Corp., Universidad Tecnológica del Perú, Colegios Peruanos, Interseguro, Tiendas Peruanas, Supermercados Peruanos, Financiera OH! S.A., Intertítulos, and Inteligo Bank. He previously served as CEO in Peru and Panama of the multinational company SABmiller, as General Manager of Indecopi and has been director of several companies in Peru, and several business guilds and NGOs as well. In the public sector, he has been Prime Minister and Minister of Economy and Finance, the latest twice.

Felipe Federico Roy Morris Guerinoni

Non-executive director IFS

Education: Mr. Morris received a bachelor's degree in economics from the Universidad del Pacífico in Lima, a master's degree in economics from the University of Pittsburgh and a master's degree in finance from American University.

Experience: Mr. Morris also serves as Chairman of Interseguro and Financiera OH!, as Vice-Chairman of Interbank and as Director of Intercorp Peru and Inteligo Bank.





















José Alfonso Bustamante y Bustamante

Non-executive director IFS

Education: Mr. Bustamante received a bachelor's degree in agricultural engineering from the Universidad Nacional Agraria La Molina in Lima and pursued his graduate studies at the University of Michigan, Ann Arbor.

Experience: Mr. Bustamante is the President of the board of CFI Holdings S.A. and also serves as a director of Agrícola Cerro Prieto S.A., Irrigadora Cerro Prieto S.A.C., Huaura Power Group S.A. and San Miguel Industrias Pet S.A. Mr. Bustamante was President of the board of Telefónica del Perú and Banco Santander Central Hispano, formerly known as Bancosur, and of the Asociación de Bancos del Peru – ASBANC. In the public sector, Mr. Bustamante was the Prime Minister of Peru and Minister of Industry, Tourism, Integration and International Trade Negotiations (1993-1994) and was president of COPRI and Prom Perú during the same period.

Lucía Cayetana Aljovín Gazzani

Non-executive director IFS

Education: Mrs. Aljovín received a degree in Law from the Pontificia Universidad Católica del Perú and a master's degree in business administration from Universidad Adolfo Ibanez of Chile. She has also been a journalist and a professor at several Peruvian universities.

Experience: She has been serving as Interbank's director since July 2018. She has also served as Foreign Affairs Minister, Minister of Energy and Mines and Minister of Social Inclusion. Mrs. Aljovín is Vice President of CONFIEP and Vice President of the Arbitral Tribunal of AMCHAM Perú. Previously, she was a partner at Miranda & Amado law firm, a member of the board of directors of the Lima Stock Exchange and served as director of other Peruvian companies and nonprofit organizations.

Hugo Antonio Santa María Guzmán

Non-executive director IFS

Education: Mr. Santa María holds a bachelor's degree in economics from Universidad del Pacífico and Ph.D. from Washington University in St. Louis.

Experience: He has been serving as Interbank director since November 2016. Mr. Santa María is partner, manager of economic studies, and chief economist of APOYO Consultoría, where he runs the Business Advisory Service (SAE, for its acronym in Spanish). SAE is the leading economic and business (analysis) service in Peru. He is currently a member of the board of directors of Virú S.A., InRetail Perú Corp. and Colegios Peruanos. Previously, he was a member of the boards of Banco Santander Peru, Grupo ACP, Compañía Minera Atacocha and the Consolidated Reserve Fund (investment fund of the Peruvian public pension system) and independent director and President of the board of Mibanco. Mr. Santa María has been a professor in graduate programs at Universidad del Pacífico, Universidad Peruana de Ciencias Aplicadas and Universidad de Piura.

Guillermo Martínez Barros

Non-executive director IFS

Education: Mr. Martínez received a bachelor's degree in business administration from the Universidad Católica de Chile, a master's degree in business administration from the University of Chicago and a master's degree in economics from the London School of Economics.

Experience: He has also served as a director of Interseguro since 2008. Mr. Martínez serves as director of Financiera OH! S.A., PrimAmérica S.A. in Chile and is a member of the Direction Committee of Centros de Salud Peruanos S.A.C. Mr. Martínez is also the chairman and owner of Inmobiliaria e Inversiones Siete Mares S.A. and the chairman of Scan S.A. and Ebench S.A. in Chile.





















(*) Independent director under the criteria established on the applicable regulations of the New York Stock Exchange as well as the Securities Exchange Act rule, Rule 10A-3, of U.S. Securities and Exchange Commission.



Hugo Santa María

Guzmán

Avg or %



Director



56

61



No

57%



3

8



Male

14% women



No

71%



Yes

85.72%



² As of May 2023 Cayetana Cayetana Aljovín Gazzani has been declared Independent under the criteria established on the applicable regulations of the New York Stock Exchange as well as the Securities Exchange Act rule, Rule 10A-3, of U.S. Securities and Exchange Commission.

Independence

[GRI 405-1]

Our Corporate Governance Guidelines provide for a minimum of four independent members for our board of directors. Currently, our board of directors is composed of seven members. The criteria for determining independence under our corporate governance standards have been defined in accordance with the requirements set forth in the applicable New York Stock Exchange rules as well as the Securities Exchange Act rule, Rule 10A-3, of the U.S. Securities and Exchange Commission.

Our audit committee complies with the criteria set forth under our "Audit Committee" Charter", the rules of the NYSE and Rule 10A-3(b)(1) of the Exchange Act, each as applicable to foreign private issuers. Our audit committee consists of three directors, all of whom are financially literate and one of whom is a financial expert. Our audit committee is fully independent in compliance with NYSE rules and Rule 10A-3(b) of the Exchange Act.

Finally, to ensure that independence requirements for the members of the Audit Committee are being fulfilled in each selection process, in every appointment of Directors, the Shareholders' Meeting shall verify that (a) each of the candidates has declared before the Company, as an affidavit, their condition of independent; and (b) the board of Directors has expressly declared the condition of independent of each candidate.

Diversity

In IFS we ensure that the composition of our board and of our subsidiaries complies with legal requirements, but also we make sure that their skills and background contributes to the board dynamics and overall effectiveness.

We acknowledge that a diverse board can be a competitive advantage in the effectiveness of a board.

To ensure IFS board diversity, in 2022 the board approved a Diversity and Inclusion Policy. Through said document, we promote diversity in the composition of the board of Directors of IFS and its subsidiaries, considering criteria such as gender, nationality, and ethnic origin, based on each companies' requirements. For more information, please refer to the IFS Diversity and Inclusion Policy.

In the case of Interbank, we have developed a Skills and Diversity Matrix, an essential tool for identifying gaps in skills, experience, or background in board composition. This matrix is reviewed every two years by Interbank's Governance and Sustainability Committee to ensure that the board composition is permanently aligned with the strategic objectives and that there are no significant gaps in its collective expertise. For more information, please refer to Interbank's <u>Best Practices Guidelines for a High Performance Board</u>. In accordance with the aforementioned guidelines, in 2022 we strengthened Interbank's board composition with the addition of Marcia Nogueira de Mello who brings highly relevant skills, international experience, and diversity to our board.

Size	% Independent	Average tenure	% women	
7	57%³	8 years	14%	

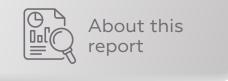


















³ As for reference, under CSA Independence definition all of our seven (7) board members qualify as independent directors

Board functioning and effectiveness

[GRI 2-18]



High-performance boards are key to accomplish our long-term strategy and periodic assessments are valuable tools for this matter.

IFS' board undergoes a yearly self-assessment of its performance, effectiveness and composition. The IFS evaluation policy establishes that at least every two (2) years, the board evaluation must be carried out by a third-party advisor. For the 2022 board assessment, the evaluation was conducted by Pacific Corporate Sustainability, and focused on individual and collective performance of the board, including the following main subjects: composition, selection process, independent directors, information policy, conflict of interest, among others.

For more information please go to **Board Performance Assessment 2022**.

In the case of Interbank, the board evaluation policy establishes that the process should be carried out periodically and as recommended by the Governance and Sustainability Committee, with a frequency of no less than two (2) years. In 2022, the board evaluation was carried out by an external consultant (KPMG) and included the following main subjects: human capital, board dynamics, ESG, strategy, board composition, financial supervision, risk, compliance and internal control.

The results of the 2022 Interbank assessment process, the findings and specific actions to address those findings were discussed on January, 2023 by the Governance and Sustainability Committee and, consequently, in the board of directors. In particular, the results revealed the following:

- The board engages in open and transparent discussions.
- 2. The board considers that the committee's overall functioning is both effective and efficient.
- **3.** The General Secretary duty is performed effectively.
- 4. The overall communication between the directors with the executive committee is appreciated and rated positively.
- 5. The independent board members executive sessions are considered of great contribution to the board dynamics.

As a result of the assessment, Interbank's Sustainability and Governance Committee discussed potential areas for improvement and approved an action plan in January 2023 that includes the recommendations of the 2022 assessment process.

Finally, meeting attendance and other mandates are also important to measure board effectiveness which will contribute to the overall dynamic and dedication that each member will bring to the board table.

IFS Average board meeting attendance	IFS Number of board members with 4 or less other mandates
93.9%	6



















Board Committees

[GRI 2-9]

Committees play an important role in supporting the board's work. Each subsidiary has established specialized committees required by applicable regulation, but also as required by the strategy of each Company.

Committee b each company	Audit	Risk Committee or Integral Risk Committee	Investment	Sustainability & Governance	Credit	Related-Party Financings	Compensation	Executive
IFS	X							
Interbank	X	X		X	×	×	×	X
Interseguro	×	×	×				×	×
Inteligo Bank	×	X	X					X
PMP	X	X						

Also, the composition of each committee complies with the applicable regulation. In the case of Interbank, and in accordance with best practices, the Governance and Sustainability Committee has the function to recommend the composition of the

committees to the board, for their final designation. Also, as per best practices in committees´ composition, Interbank has a cross-membership policy between the Audit and Integral Risk Management Committees.

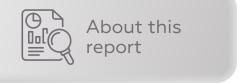


















IFS' Audit Commitee is fully independent and consists of three directors, all of whom are financially literate and one of whom is a financial expert. Its main functions are:

- Reviewing financial statements.
- Evaluating internal controls and procedures and identifying deficiencies.
- · Appointing external auditors, determining their compensation, retention and oversight, and resolving any disagreement that may arise between management and our external auditors.
- Evaluating IFS' compliance with the board of Director's internal regulation, as well as with general principles of corporate governance.
- Informing the board of directors regarding any issues that arise with respect to the quality or integrity of the financial statements, compliance with legal or regulatory requirements, the performance and independence of the external auditors, or the performance of the internal audit function.
- Establishing procedures for the reception, retention and treatment of complaints regarding accounting, internal controls or other auditing matters, including the confidential, anonymous submission by IFS' subsidiary's employees of concerns regarding questionable accounting or auditing matters.
- Independently engaging its own counsel and any other advisers it deems necessary to fulfill its functions.
- Establishing policies and procedures to pre-approve audit and permissible nonaudit services.

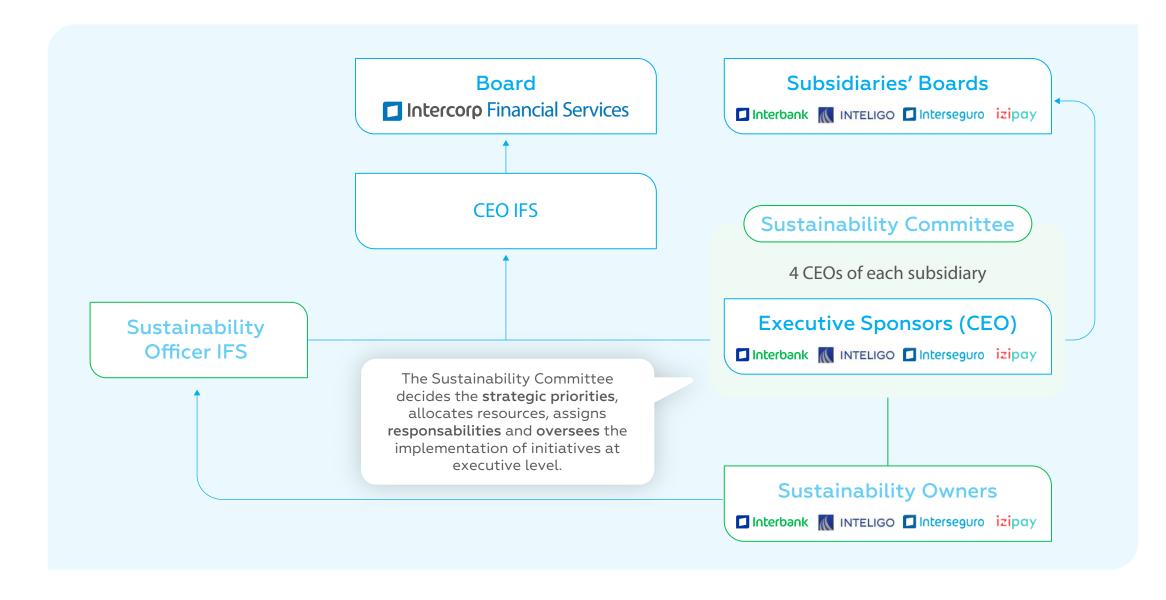
Sustainability Governance and Culture

[GRI 2-12] [GRI 2-13] [GRI 2-14] [GRI 2-15] [GRI 2-17]

Pursuant to IFS' Sustainability Policy, the board of directors supervises the application and implementation of the Corporate Sustainability Policy in each subsidiary.

For those purposes, the following governance was put into place:

- The Chief Sustainability Officer (CSO), who is responsible to oversee the application of the sustainability strategy in coordination with all four subsidiaries to ensure the alignment with the Sustainability Policy in each of them, and any other guidelines established by the IFS board of Directors in this regard. The results of the implementation of the ESG strategy are presented to the IFS board at least once a year by the CSO.
- Sustainability Heads at each subsidiary are responsible for the management and implementation of the sustainability policies in each of them with the permanent support of the Chief Sustainability Officer and its respective boards of Directors.
- Executive Sustainability Committee⁴ composed by each of the 4 CEOs, one per subsidiary, responsible for deciding strategic priorities, allocating resources, assigning responsibilities and overseeing the implementation of initiatives at executive level.





















⁴ Executive Sustainability Committee governance approved by IFS Shareholders Meeting in first quarter of 2023.

In the case of Interbank, there is a board level committee of Governance and Sustainability, composed by 3 independent board members which main function is the oversight of the sustainability strategy, the implementation of corporate governance best practices, among others. During 2022, the committee held 12 sessions. The Chair of the Governance and Sustainability Committee has the mandate of exercising the role of the Lead Director.

In IFS, sustainability culture is an essential part of our strategy. Building a sustainability culture for us means integrating sustainability into decision-making process, in the company purpose, and each subsidiary' strategy. That is why top management and board level engagement in sustainability strategy is a priority.

In 2022, IFS board members and executive committees of the Subsidiaries participated in the "Plenaria de Sostenibilidad 2022" organized by Intercorp Group where international and renowned sustainability leaders were invited to address ESG and the major challenges of climate change.

Also in 2022, in Interbank, a guest from a multilateral agency was invited in a session of an Executive Committee to speak about the opportunities in sustainable finance and the trends in ESG financing in the financial market in developing economies.

We are committed to keep building towards a sound sustainability culture at board and top management level and during 2023 we will carry out the first sustainability Forum with the participation of board members, CEOs, C-suit level and key commercial leaders of each Subsidiary to discuss the main ESG challenges and opportunities in the Peruvian financial industry and to align ESG strategy 2023-2026.

Compensation

[GRI 2-19]

Our articles of incorporation provide that our shareholders are responsible for determining the compensation to be paid to members of our board. Some of our executive officers are also executive officers in our subsidiaries, and receive compensation for their services from such subsidiaries. Consistent with applicable law, we do not disclose to our shareholders, or otherwise make public, information regarding the individual compensation of our board members or executive officers, or of the board members or executive officers of our subsidiaries. For the year ended December 31, 2022, the aggregate annual compensation to our board members and to board members of our subsidiaries totaled S/2.9 million. For the year ended December 31, 2022, the aggregate annual compensation to our executive officers and executive officers of our subsidiaries totaled S/27.0 million.

For the year ended December 31, 2022, no amounts were set aside or accrued by us to provide pension, retirement or similar benefits for our directors and officers. None of our directors or any of the directors of our subsidiaries have entered into any service contracts with our company or our subsidiaries providing for benefits upon termination of their employment. As of the year ended December 31, 2022, neither we nor our subsidiaries have adopted any executive long-term incentive plan, while Interbank has a retention bonus program for some of its executive officers.

Regarding CEO success metrics, IFS has pre-defined financial returns and relative financial metrics relevant for Chief Executive Officer's variable compensation such as return on assets, return on equity, among others.



















2.3. Ethics & Corporate Compliance

[GRI 3-3: Ethics, transparency and compliance] [GRI 2-23] | [GRI 2-24] | [GRI 2-25]



Our subsidiaries operate under a culture based on ethics, transparency and regulatory compliance mechanisms that respond to the expectations and needs of our stakeholders.

IFS is firmly committed to promoting a world-class ethics and compliance program, ensuring a compliance culture within its subsidiaries, and to maintain an ethical culture throughout its organizations. Thus, IFS has a corporate compliance policy based on our principals and values, local and US regulations and international best practices.

Our program aims to promote corporate policies and procedures that establish effective internal controls to prevent, detect and report inappropriate conduct, comply with laws and regulations, and mitigate reputational risk to maintain a sustainable business. This program is enhanced and strengthened by a sanction program and continuous mandatory training for all employees, including tailored training for the board of directors, front office, and compliance team members to prevent misconduct and reinforce compliance policies.

The program is led by the Chief Compliance Officer (CCO), who is responsible for overseeing the Compliance Program within the organization. Moreover, each subsidiary has a Compliance Officer who reports to the CCO and their respective board of directors.





















Anti-Corruption Program

[GRI 205-1] [GRI 205-2] [GRI 205-3] [GRI 2-27]

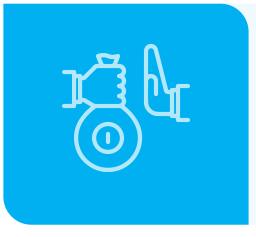


We have a "zero tolerance" policy to any act of corruption.

IFS is committed to conduct its business in accordance with world-class ethics and compliance standards. As part of that commitment, IFS prohibits its directors, officers, and employees from making any political contribution on its behalf or its subsidiaries. Our anti-corruption program contains policies and procedures that comply with local and international anti-corruption laws, including the Foreign Corrupt Practices Act (FCPA) and Peruvian Anticorruption Law. Additionally, we provide training on our Anti-Corruption Program to all employees of our subsidiaries on an annual basis.

IFS operates under a framework of ethical principles and transparency that responds to the expectations and needs of our stakeholders. Our purpose is to contribute to business continuity and sustainability by preventing, detecting, and reporting misconduct and safeguarding our reputation.

Our program has been designed by understanding the business model and risk profile of each subsidiary. This program includes, but is not limited to, roles and responsibilities, guidelines, a zero-tolerance policy for any act of bribery or corruption, policies regarding gifts, conflicts of interest, donations, and hiring and appointing employees, officers, and directors, as well as violations reports, and sanctions.



In 2022, we have provided training regarding anti-corruption and bribery policies and procedures to 100% of all our subsidiaries' Board members and employees.

Below, we share the compliance training carried out by each of our subsidiaries in 2022.

Training in anti-corruption policies and procedures 2022

	Interbank	Interseguro	Inteligo Group⁵	Izipay	Total IFS (%)
Board Members	10	9	11	7	100%
Employees	6,162	874	335	667	100%



















⁵ Inteligo Group has boards of directors in Inteligo Group and its subsidiaries Inteligo SAB, Inteligo USA and Interfondos. There are 11 members in total and some of them participate in more than one board.

IFS has implemented a risk-based AML/ATF program according to regulations pursuant to which each subsidiary operates, as well as international standards and best practices, including the Financial Action Task Force (FATF). In the context of the digital era, we are continuously working on incorporating knowledge-based systems and tools to help us prevent and detect money laundering and financing of terrorism.

The purpose of our program is to consolidate a risk mitigation culture to prevent our subsidiaries from being used as a conduit for laundering assets.

Each subsidiary has tailored their policies and procedures in accordance with the IFS corporate policy and local regulation, approved by their respective boards of directors and reviewed periodically, which includes but is not limited to:

- AML/AFT policy and procedures based on risk assessment.
- Customer Identification Program (CIP), Know Your Customer, and due diligence procedures including monitoring of the Office of Foreign Assets Control (OFAC) and International Sanctions List.
- Know your employee and vendor policy.
- Enhanced due diligence of high-risk customers.

Moreover, all our subsidiaries have monitoring systems that include conducting ongoing monitoring of clients and transactions and performing enhanced due diligence for all business relationships when applicable. The AML Compliance Officer of each subsidiary reviews and reports any suspicious transactions to their local regulatory authority when applicable.

Whistleblower Hotline

[GRI 2-16] [GRI 2-26]

At IFS, we seek that our directors, employees, suppliers, and stakeholders always act ethically, regardless of their hierarchy or geographical location. We have a Corporate Code of Ethics, which reflects our values and the way we achieve our purpose and strengthen our reputation.

IFS and its subsidiaries have implemented whistleblower hotlines that allow employees and stakeholders to report improper conduct, fraudulent practices, violations of internal policies, unlawful and unethical conduct, and any other concerns. Multiple channels, such as website, e-mail, call center, and voicemail, are available for anonymously reporting these conducts. Moreover, this hotline is managed by a third party to reinforce the confidentiality, anonymity and data integrity of the complaint.

In addition, in-person reporting is also available, where employees and stakeholders are free to speak face-to-face with a specialist of the outsourced company or directly with the compliance team of IFS or its subsidiaries. Compliance team is responsible for managing the investigations and metrics, however, there is an escalation process up to the Board of Directors when allegations are related to the compliance team or senior management.

Whistleblower Hotline				
IFS	https://ifs.com.pe/whistleblower-hotline/			
Interbank	https://canaleticointerbank.lineaseticas.com/			
Interseguro	https://canaleticointerseguro.lineaseticas.com/			
Inteligo Bank, Inteligo USA, Inteligo SAB e Inteligo Peru Holdings	https://canaleticointeligo.lineaseticas.com/			
Interfondos	https://canaleticointerfondos.lineaseticas.com/			
Izipay	etica@izipay.pe			











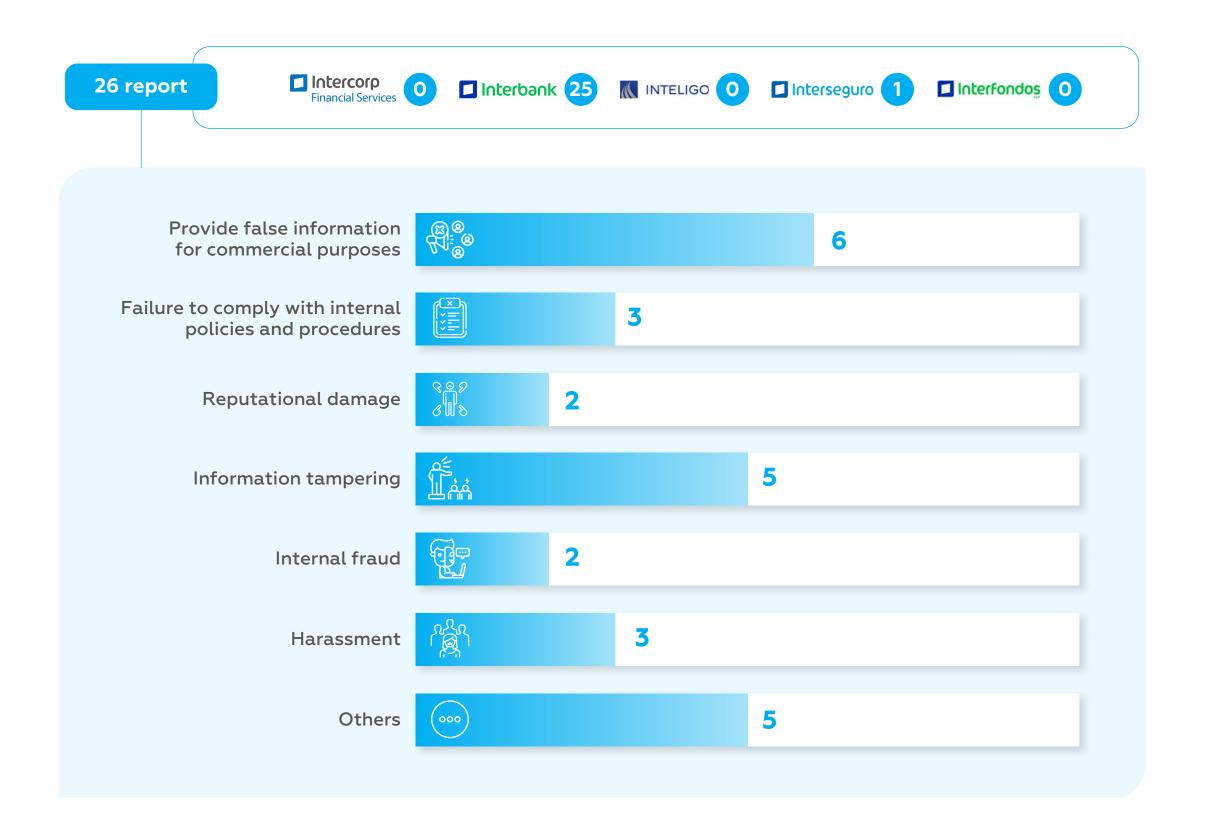




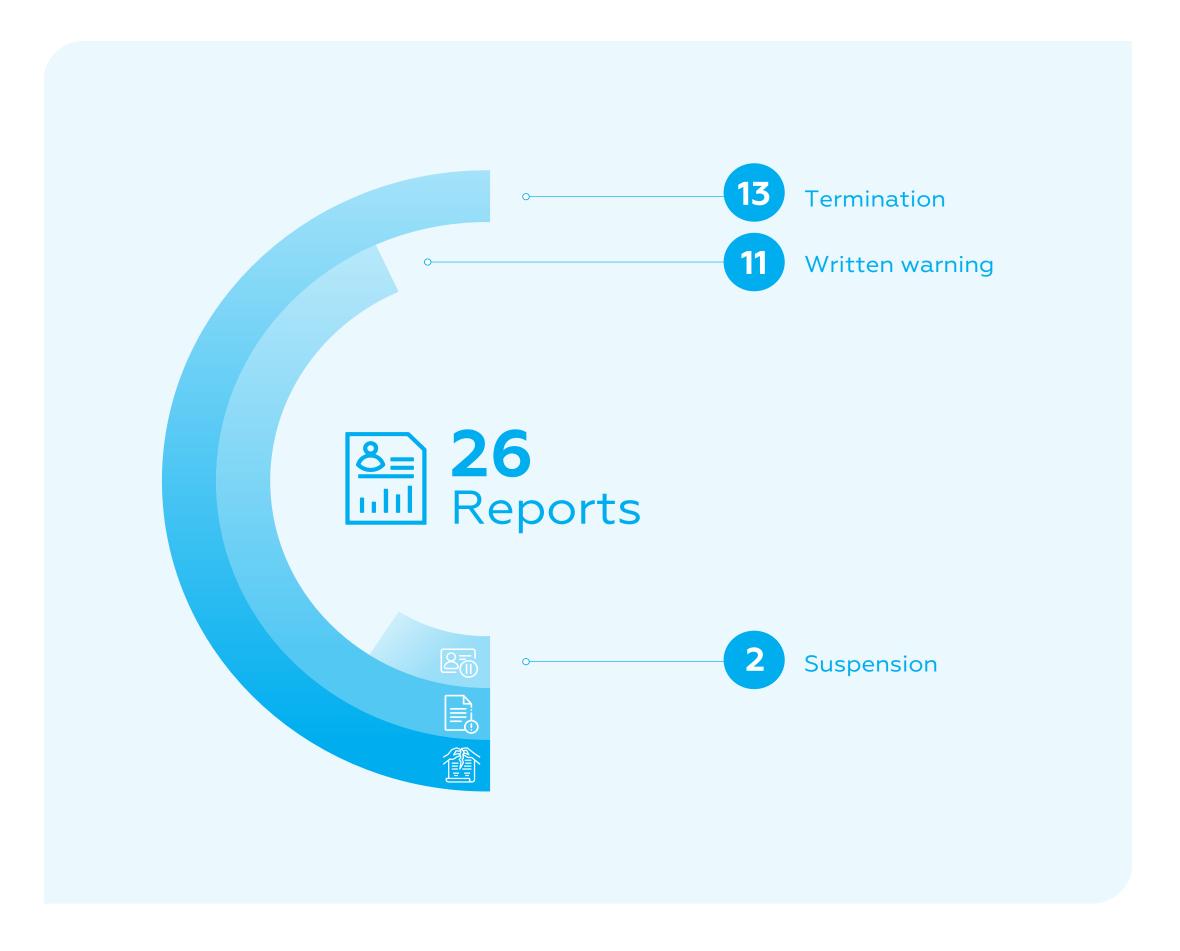




During 2022, IFS and its subsidiaries received 152 reports, 26 of which were qualified as breaches against the Code of Ethics. None of these 26 reports were related to financial statements or senior management. The breaches against the Code of Ethics are distributed by subsidiaries as follows:



The following measures were taken to address the 26 breaches against the Code of Ethics:





















Policy Influence

IFS and its subsidiaries prohibit any direct or indirect political contributions or donations to political parties and their related institutions, and we restrict our employees or third parties from making them on our behalf. The latter may make personal political contributions, only when there is no risk that they are understood or perceived as donations linked to IFS or its interests. The guidelines on this subject are set out in our Corporate Anti-Corruption Policy. Likewise, we will not hire third parties to lobby on our behalf in engagements with public officials.

We have financial and non-financial controls that mitigate the risk of acts of corruption being committed, which are detailed in risk and control matrixes from which we monitor their compliance. In addition, all acts of corruption can be reported through our whistleblower hotline. Once the reports are received, the Compliance team is responsible for directing the investigations, without prejudice to the escalation process that exists when the complaints are related to the compliance team or senior management..

Our subsidiaries are active members of their respective trade associations, working alongside other private entities in the sector to ensure the sustainable development of the country's financial system by collaborating to achieve common objectives, such as financial inclusion and education, sustainable finance and financial products and services regulation. These are the only entities who receive monetary contributions from IFS' subsidiaries.





















Trade Association	Description
ASBANC	Association of private banks and financial institutions in Peru, which promotes an alignment of the companies it represents in various topics that are relevant to them.
APESEG	Peruvian Association of insurance and reinsurance companies, in which Interseguro participates with the purpose of advocating on regularly frameworks that can affect the company, while using the platform to better comply with existing obligations.
Asociación de Administradoras de Fondos del Perú, Asociación Bancaria de Panamá and Asociación de sociedades agentes de Bolsa del Perú (ASAB) Membership to industry associations provides a series of benefits such as access to trainings and events, updates regarding data and printerest, advocacy before regulators regarding policies and standards that impact the industry, among others. For example, as members of the Asociación de Administradoras de Fondos del Peru, Interfondos has been advocating through the association de sociedades agentes other members before local regulators for specifications to the UBO reporting regulation for legal entities, which impacts mutual and in administrators. Likewise, as members of the Association of Societies of Agents of Bolsa del Perú, Inteligo SAB participates in work groups on proposals in the industry.	

















Subsidiary	Trade Associations	2022 (PEN)
Interbank	Asociación de Bancos del Perú (ASBANC)	1,450,777
Interseguro	Asociación Peruana de Empresas de Seguros (APESEG)	534,168
	Asociación de Administradoras de Fondos del Perú	131,300
Inteligo Group	Asociación Bancaria de Panamá	36,672
	Asociación de sociedades agentes de Bolsa del Perú (ASAB)	18,000

IFS	Currency	FY2019	FY2020	FY2021	FY2022
Lobbying, interest representation or similar	(PEN)	Ο	0	0	0
Local, regional or national political campaigns / organizations / candidates	(PEN)	0	0	0	0
Trade associations or tax-exempt groups (e.g. think tanks)	(PEN)	2,091,143	2,263,573	2,641,525	2,170,917
Local, regional or national political campaigns / organizations / candidates	(PEN)	0	0	0	0
Other (e.g. spending related to ballot measures or referendums)	(PEN)	0	0	0	0
Total contributions and other spending	(PEN)	2,091,143	2,263,573	2,641,525	2,170,917

















Human Rights

IFS and its subsidiaries are committed to respect and promote human rights in accordance with applicable laws in their applicable jurisdictions and in line with international principles.

Committed with this purpose and to strengthen our Human Rights strategy:

- In 2022 the board of directors approved the IFS Human Rights Policy.
- In 2023 IFS has conducted due diligence, risk assessment including controls to mitigate risk and remediation processes when applies.





















2.4. Risk Management

[GRI 3-3: Risk Management]

Our goal is to attain sustainable long-term growth, through a balance between risk policies and profitability. As a result, our senior management places great emphasis on risk management. We have a specialized risk management structure, measurement systems and mitigation and remediation processes in place for each of our business segments. We incorporate analytics into our decision-making process and make use of tools and methodologies that allow us to identify and manage risk efficiently.

At Executive Level

IFS, Interbank, Interseguro, Inteligo Bank and Izipay, operate independently but in coordination with the general guidelines issued by the board of Directors and Management of IFS. The board of Directors and Management of IFS are ultimately responsible for identifying and controlling risks.

The risk management executive function of each subsidiary is structurally independent of the business lines, which allows for objective monitoring and control of various risks, in the best interest of each subsidiary and without the pressure of a potential conflict of interest coming from other business priorities.

- Interbank: Gabriela Prado Bustamante, Vice President of Risk Management, reporting to Chief Executive Officer
- Interseguro Carlos Verau Montenegro, Risk Manager reporting to Risk Committee
- Inteligo Bank: Cesar Pasara, Risk Manager reporting to Integral Risk Management Committee

• PMP: Paola Rosa Maria Rodriguez Rodriguez, Chief Executive Risks & Compliance Officer reporting to Chief Executive Officer

Our experienced risk management teams focus on monitoring and managing risks across all business areas, including credit, market, liquidity and operational risks, among others. We believe our risk management expertise has allowed us to achieve strong asset quality and high investment returns. Our prudent management has allowed us to build up sufficient capital to allow us to grow strategically, invest in opportunities and pay dividends to our shareholders.























At board Level

Our board of directors and the board of directors at each of our subsidiaries (Interbank, Interseguro, Inteligo Group and PMP) is responsible for establishing an appropriate and integrated risk management system and for promoting an internal environment that facilitates the board of directors' supervision and risk management control.

Each Subsidiary, on a regular basis, review of their risk exposure of the indicators of main risks, such as credit, operational, liquidity, solvency and concentration and their board of directors is continuously informed about the degree of exposure of the diverse risks managed by each subsidiary and inherent to their businesses.

The boards of directors of Interbank, Interseguro, Inteligo Bank and PMP have created several specialized committees to which they have delegated specific tasks to enhance risk management and internal control.

Our board member with most expertise in (enterprise) risk management is Felipe Morris Guerinoni who is also board member of Interbank (where is also Chair of the Integral Risk Management Committee), Chair of de board of Interseguro, and board member of Inteligo Bank. For more information about his risk management experience please go to **Board Members Resumes**.

	Key Risks (as applicable depending on the risk exposed by each Subsidiary)								
Risk appetite axes	Credit risk	Market risk	Liquidity risk	Operational risk	Insurance risk	Real estate risk	Interest rate risk	Foreign exchange risk	Fraud risk
P&L volatility	Control of P&L volatility of business plan under baseline and stressed conditions aligned with applicable regulation								
Solvency	Control of capital ratios under baseline stressed scenarios aligned with applicable regulation								
Liquidity	Control of liquidity ratios under base and stress scenarios aligned with applicable regulation								
Concentration		Control of credit concentration on top clients, portfolios and industries							









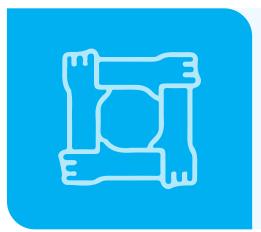










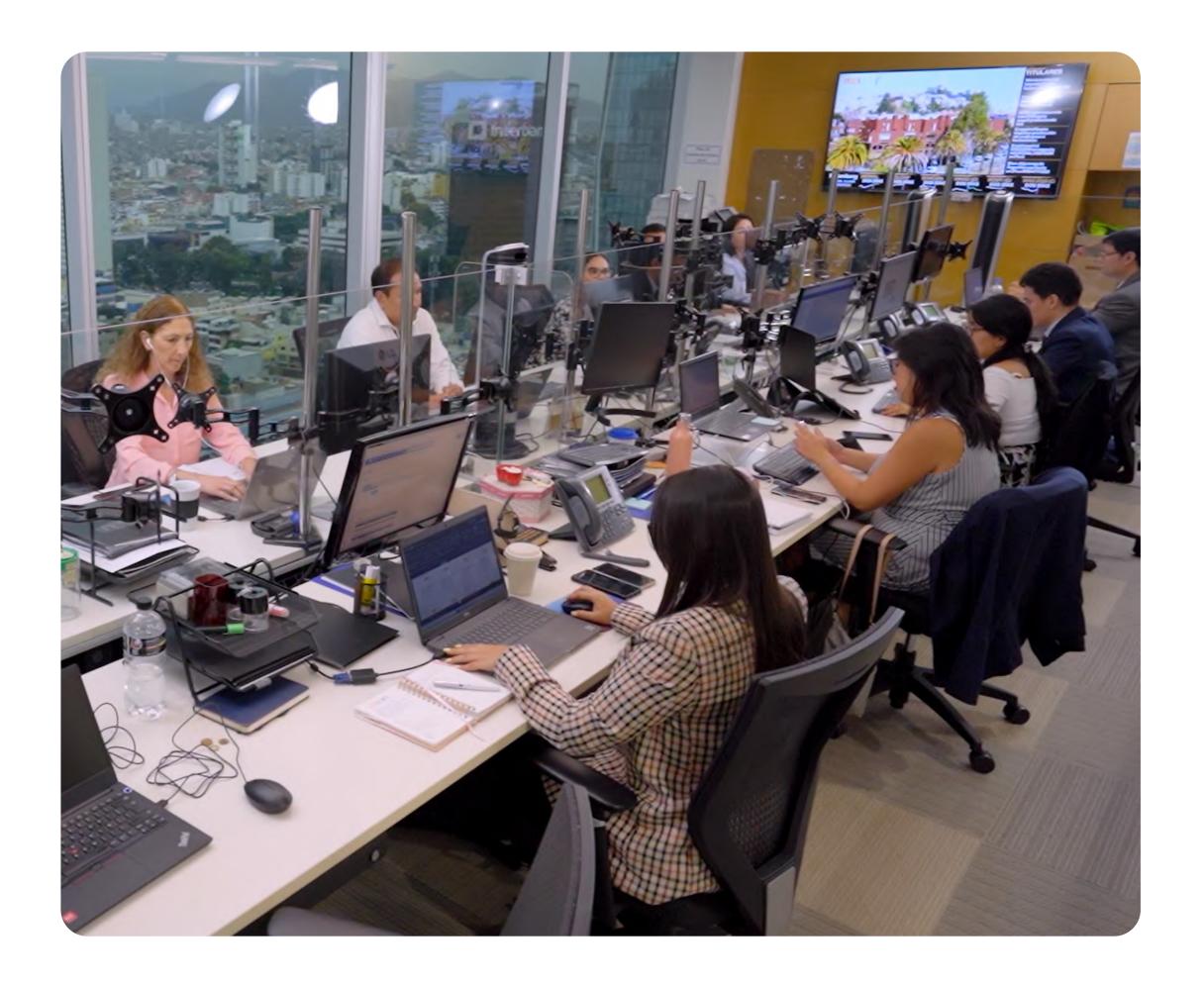


The Group's risk culture makes risk management the responsibility of all employees.

IFS ensures that non-executive directors are informed about latest-risk management practices and are equipped to assess various forms of risk. As part of our Ethics and Compliance Program, on a yearly basis, IFS board of directors and the senior management and its subsidiaries must receive training reinforcing their role and participation in the program, and their awareness of the risks to which we are exposed: reputational, regulatory, corruption & bribery and money laundering & terrorist financing. During 2022, the Chief Compliance Officer carried out the training jointly with KPMG consultants.

Also, at Interbank the Cybersecurity Manager periodically participates in the sessions held by the board of directors. In these sessions the board is informed of the context regarding the global risk landscape, main cyber threats, the increase in vulnerabilities worldwide, and how this global information security and cybersecurity risk landscape impacts the bank's cybersecurity.

In recent years, Inteligo Group launched several initiatives to strengthen the risk culture among the employees.























Top Emerging Risks

IFS is exposed to emerging risks that could potentially adversely affect its business strategies, financial performance and reputation. We have identified the following two among the most significant emerging risks that are expected to have a long-term impact on the Group.

	Climate change risks Category: Environmental	Cyber-security risks Category: Technological
Description	Vulnerability to climate-related impacts that have financial consequences, or that may affect various aspects of financial performance. In particular, Peru is affected by El Niño, an oceanic and atmospheric phenomenon that causes a warming of temperatures in the Pacific Ocean, resulting in heavy rains off the coast of Peru and various other effects in other parts of the world. The effects of El Niño, which typically occurs every two to seven years, include flooding and the destruction of fish populations and agriculture, and it accordingly can have a negative impact on Peru's economy.	The information security risks have shown an incremental trend in recent years due to the proliferation of new technologies and the increasing sophistication and number of cyberattack activities as well as the growing connectivity of equipment and systems to the internet. Data security breaches suffered by numerous companies and institutions around the world have attracted a considerable amount of media attention and are leading different regulators to strengthen the legislation requirements for addressing data security and privacy issues.
Impact	The operations of Interbank, Interseguro, Interfondos, Inteligo SAB and Izipay could be adversely affected by floodings, heavy rains, landslides, increase in mean precipitation or other natural disasters. The occurrence of natural disasters in general could adversely affect our results of operations and financial condition and we may be subject to further requirements from the SBS in order to provide temporary measures for the victims of the natural disasters, such as re-scheduling their credit payments. El Niño has affected and could in the future affect our loan activity and asset quality, as loan agreements typically allow borrowers to extend payments for a certain amount of time due to El Niño and it could ultimately affect their payment capacity when the extensions run out. Further, any natural disaster will increase the probability of Interseguro having to pay the corresponding indemnification to customers under insurance policies that Interseguro sold, which would negatively affect its operating margins.	Cybersecurity risks have increased significantly mainly due to remote working arrangements and the increased use of digital channels by our clients. We depend on a variety of internet-based data processing applications, communication and information exchange platforms, and networks as part of our operations and digital strategy. Cyber-security events could negatively affect our reputation or results of operations and may result in litigation.
Risk mitigation measures	We have insured against damage caused by natural disasters, accidents and other similar events (including coverage for losses due to resulting business interruption). Interbank has aligned its environmental and social risk evaluation process to IFC performance standards and Equator Principles, and is currently evaluating integrating climate risk factors.	We have implemented additional cybersecurity measures to prevent, detect, and respond to these risks. These measures mainly focus on strengthening the security of devices used by our employees working remotely, improving the connection and authentication methods used in remote connections, managing the risks of third parties that are part of our operation more rigorously, increasing the frequency of our cybersecurity awareness programs, and improving the capability of our cybersecurity threat detection, response, and intelligence procedures.



















2.5. Privacy, data protection

[GRI 3-3: Information Security] | [GRI 418-1]



Employee training and awareness on data privacy is essential for IFS. They carry out periodically training programs and evaluate their employees on data privacy protection issues.

In accordance with local regulations and best international practices, IFS is committed to ensure that the processing of personal data is carried out in accordance with the purpose for which it has been provided, with the expressed consent of the clients.

For that matter, Interbank, Interseguro, Izipay and, with respect to Inteligo-Inteligo Bank Ltd. (Bahamas and Panama), Inteligo SAB S.A. (Peru), Interfondos S.A. SAF (Peru)have implemented legal, technical and governance measures to ensure the data privacy protection of their operations, and have Data Privacy Policies that apply to the entire operations including suppliers.

Also, in each subsidiary each data privacy protection management is integrated in the regulatory and legal compliance management, information security management and operational risk management, which ensures a diligent data privacy administration to avoid and mitigate the risks associated. At Interbank, Inteligo Bank, Interseguro and Izipay, periodic internal audits are carried out to identify and assess the risks associated with the privacy policy and the Personal Data Protection Law compliance, as applicable by each subsidiary.

- Interbank: https://interbank.pe/avisos-legales#!politicas-de-privacidad
- Interseguro: https://www.interseguro.pe/wp-content/uploads/2021/07/Politica-de- Privacidad-Interseguro.pdf
- Izipay: https://www.izipay.pe/pdf/politicas-de-privacidad
- Inteligo Bank: https://www.inteligobank.com/en/privacy-policy
- Inteligo SAB: https://www.inteligosab.com/politicas-de-privacidad
- Interfondos: https://interfondos.com.pe/assets/docs/pol%C3%ADticadeprivacidad- interfondossafv2.pdf

IFS recognizes the importance of data protection compliance within the group. For this reason, in all subsidiaries, both employees, suppliers and partners must comply with data protection and information security guidelines, and non-compliance with these regulations may have disciplinary, legal or contractual consequences.

In the case of employees, non-compliance is considered a serious offense and they can be sanctioned with disciplinary actions such as suspension of work without pay



















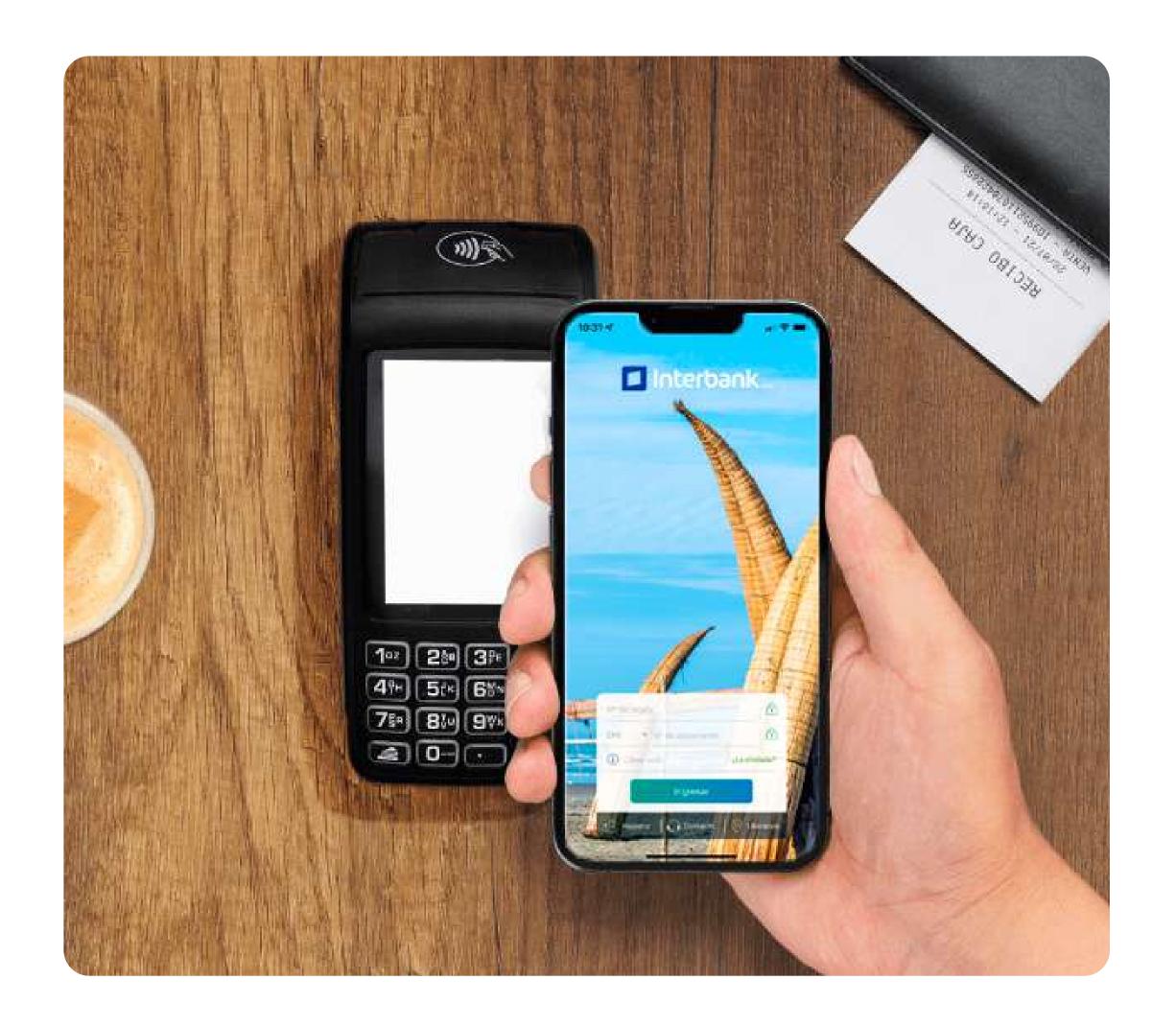
or dismissal, as well as legal sanctions by contravention of legal regulations related to data handling. In the case of suppliers and partners, data processing and confidentiality clauses are included in the agreements, with covenants for personal data processing, as well as the consequences of breach including the termination of the contract.

Depending on the severity of the breach, the suppliers and partners could even be banned from providing its services to the company, independently of the applicable legal and administrative actions the subsidiary can initiate.

Data Privacy Governance

Each subsidiary has a structured governance that allows privacy protection issues are carried out with clear responsibilities and accountability.

- In the case of Interbank, the Information Security Committee oversees the information security risk management. Likewise, the Regulatory Compliance Officer ensures compliance with the Personal Data Protection Law and reports to the board of directors and Chief Executive Officer the implementation of control measures.
- At Inteligo Group, through the board of directors or the general shareholders' meeting, they have appointed the person responsible for the processing and protection of personal data in each of the companies.
- At Interseguro, the Information Security Head, within the Risk Department, is responsible for the information security and cybersecurity program.
- At Izipay, the Regulatory Compliance Officer is in charge of compliance with the Personal Data Protection Law and reports to the Risk and Compliance Committee the information security management and regulatory compliance.























2.6. Cybersecurity

In recent years, cybersecurity risks have increased significantly mainly due to remote working arrangements and the increased use of digital channels by our clients. In this regard, we have implemented additional cybersecurity measures to prevent, detect, and respond to these risks.

During the year 2022, we have bolstered our investments in cybersecurity as we believe security is essential for our platform to continue to enable our digital transformation. General-purpose technologies have also been implemented to our operations to mitigate cybersecurity risks and these controls are constantly evolving and being aligned with industry trends.

Cybersecurity Governance

In IFS' subsidiaries we have defined clear roles and responsibilities of the board and its management to establish, implement and review cyber strategy.

Interbank

At the executive level, the cybersecurity strategy is under the oversight of the Cybesercurity Manager, Andres Felipe Castrillon Henao, who reports to the Operations Vice Presidency. Also, there is also the Cybersecurity and Information Security Committee, where the C-Levels and the second line of defense teams participate. Its main functions are:

- To regularly monitor the development of the Cybersecurity and Information Security Strategic Plan
- To follow-up and promote Cybersecurity and Information Security Projects.
- To monitor the development of the Cybersecurity and Information Security Culture Plan.
- To promote the dissemination and awareness of Information Security in the Bank
- To pre-approve changes in Cybersecurity and Information Security Policies.

In such committee, Marcia Nogueira de Mello has been designated⁶ as the board member responsible for oversight of the effectiveness of the information security and cybersecurity management also participates, who semiannually reports to the board the agreements and results of such committee. For more information about Marcia Nogueira de Mello relevant experience please go to **Board Members Resumes**.

Interseguro

At executive level, the information security and cybersecurity program is under the supervision of the Information Security Head, Carlos Enrique Campos Cabrera, who reports to the Risk Manager.

There is a Cybersecurity and Information Security Executive Committee that periodically reports its results to the Board Risk Committee.



















⁶ Designations was approved in Interbank's Board dated June, 2023.



Cybersecurity and Information Security Executive Committee main functions are:

- Pre-approve policies, procedures, manuals and guidelines to support cybersecurity and information security programs.
- Promote and support cybersecurity projects.
- Promote culture cybersecurity trainings and programs.

Inteligo Bank

At executive level, the Information Security Manager, Josué Antonio Meneses Quijada, is in charge of developing and implementing Inteligo Bank's information security and cybersecurity program and annually presents the cybersecurity strategy to the board of Directors. Likewise, there is an Executive Committee on Information Security. Its main functions are:

- Control and monitor the information security management.
- Ensure that the information required by the bank to operate has high standards of confidentiality, integrity and availability.

PMP

At executive level, the Information Security Manager, Alan Llancachahua Cordova, within the Risk and Compliance Executive Management, is in charge of developing and implementing Izipay's information security and cybersecurity program. Said position is within the Risk and Compliance Management, reports periodically cybersecurity indicators to the Board Risk Committee which in also in charge of the oversight of the information security and cybersecurity strategy.



















2.7. Responsible Investment Policy

In December 2022, the Responsible Investment Policy was approved by Inteligo Group's board, under which Inteligo incorporates principles according to UN-PRI. Such ESG criteria may vary according to the asset class under evaluation, but the implementation of these principles by asset managers is based on the following fundamentals:

- a) ESG integration in investment analysis tasks: Tasks that consider information gathering, materiality analysis, and the evaluation of active ownership.
- **b)** Construction of portfolios that will consider the results of periodic reviews of ESG criteria applied to all assets and funds.
- Integration of ESG factors in the investment decision making process: By weighting both traditional financial factors and ESG factors with a material impact on the business results, a final decision on the asset under analysis is made.

Exclusion List

- Production or commercialization of controversial weaponry.
- Production and distribution of alcoholic beverages.
- Cultivation and production of tobacco.
- Gambling, casinos or related activities.
- Activities related to pornography.
- Coal production.

























[GRI 3-3: business profitability] | [GRI 201-1] | [GRI 201-4]



In 2022, our subsidiaries maintained a solid and sustainable financial health, fostering confidence and market leadership in their business segments.

We promote the strengthening of profitability, trust, and leadership to reinforce the credibility of our results and internal processes, thus promoting the attraction of shareholders, investors, capital, clients, and employees. It is important to specify that none of our subsidiaries receives financial assistance from the government.

Interbank

In 2022, our net income was S/1,171.7 million, slightly below the S/1,200.5 million registered the previous year.

The main factor that led to this result was a significant increase in the expense of provisions, related to higher provision requirements in the loan portfolio, in addition to a lower reversal of provisions throughout 2022.

Despite the significant growth in loan provisions, the past-due portfolio to total loans ratio was 3.0% in 2022, below the 3.6% registered in 2021. Additionally, the coverage ratio of the past-due portfolio increased from 132.8% in 2021 to 163.9% in 2022.

Additionally, there were increases of 21.5% in the gross financial margin and 17.3% in net income from financial services.

Financial income grew mainly due to higher volumes of loans and investments, as well as higher returns on all components of the profitable asset. On the other hand, net income from financial services registered an important recovery, where the performance of commissions from credit cards and commissions from financial services stood out.

As a result, the average return on equity was 17.6% in 2022.

Interseguro

2022 was a year of great volatility in the financial markets, which had a direct impact on the company's results. However, we managed to guarantee financial health that fosters our leadership and market confidence.

We closed 2022 with a net profit of S/202.8 million, which represents S/100.8 million less compared to 2021. This result is mainly explained by the impact of the high volatility of the financial market and the slowdown in economic growth after the impact of COVID-19.



















The Mass Insurance Division, by developing business with commercial alliances, allowed us to efficiently expand our market reach. This is how we experienced a growth in premiums of 25% year-on-year, reaching a record of S/250 million, laying the foundations for a path of acceleration of digital sales with our alliances. In the case of the Life Division, we obtained great results such as reaching premiums of S/224.9 million, which made 2022 a record year.

We have achieved a market share of 11.1% in the Life branch and 6.6% in the total insurance market.

Life Annuity management had great challenges, but they managed to overcome them, obtaining a total premium of S/659.4 million, which allowed us to obtain a 29.9% market share and consolidate our position as leaders for the twelfth time at the national level. We insured a total of 1,214 million Peruvians through our premiums, generating a positive variation in sales of 15.8%.

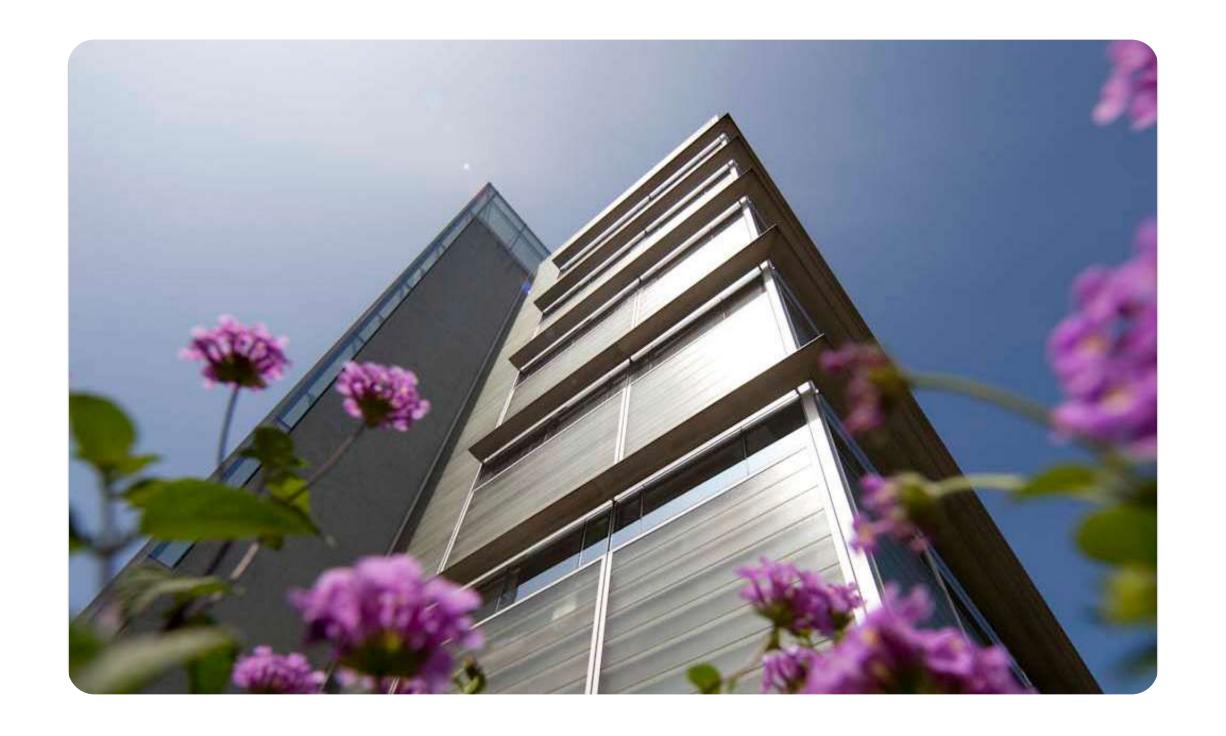
Inteligo Group

Inteligo SAB offered digital channels to its clients, achieving a 45% growth in transactional volumes through these channels in the last two years. Interfondos achieved a market share of 15.6% at the end of 2022, above the 13.2% obtained in 2021.

Izipay

As of December 31, 2022, the number of Izipay merchant active accounts (merchant codes) in Peru was 1 million compared to 0.7 million as of April 2022. Izipay is one of the leaders in the physical card payment business in Peru. Since becoming a consolidated subsidiary in April 2022, Izipay had consolidated revenues of S/595.4 million and

consolidated net profit of S/41.1 million. As a reference, for the year ended December 31, 2022, including the period prior to its acquisition, Izipay had consolidated revenues of S/754.3 million and consolidated net profit of S/51.2 million. As of December 31, 2022, Izipay had shareholders' equity of S/216.3 million and ROE for the year ended December 31, 2022, of 26.1%.





















Intercorp Financial Services



3. Social Dimension



















3.1. General and 2022 Overview

Our social aspirations focus on three main areas:

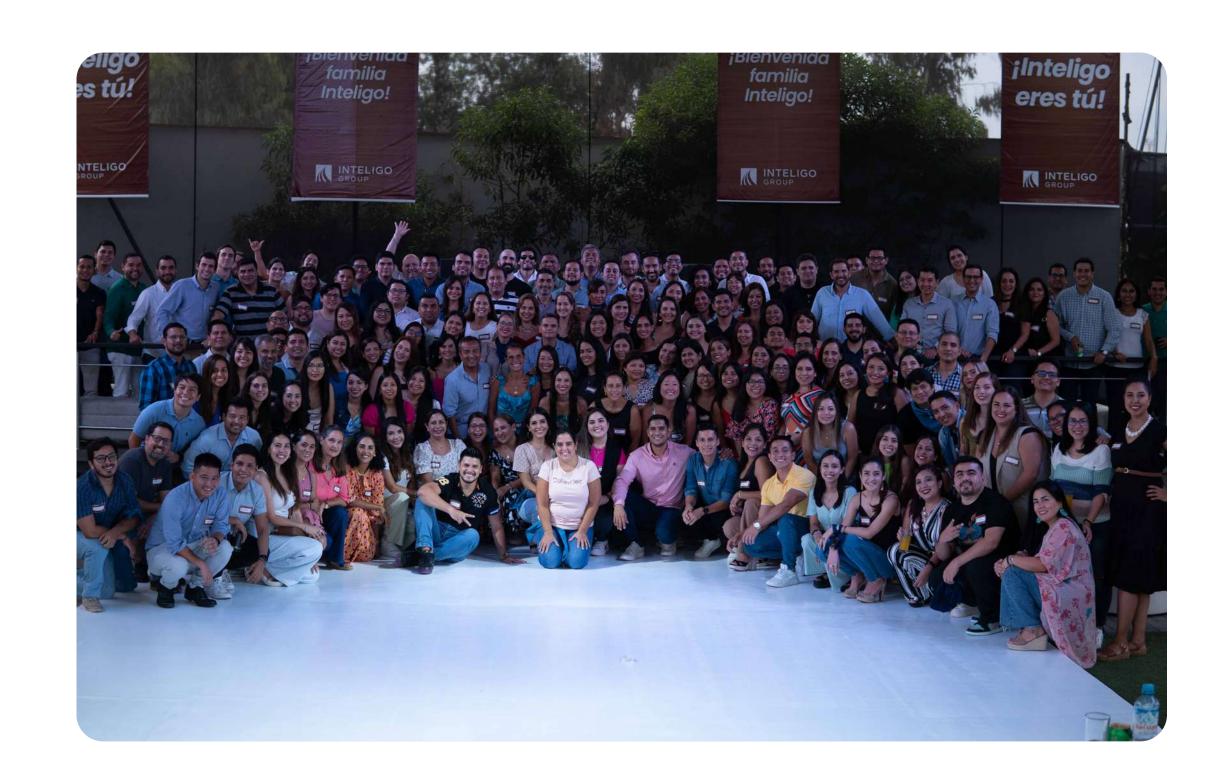
- Focus on creating an environment of a great place to work to attract, select, retain and develop the best talent.
- Diversity, equity and inclusion as key pillars in workforce attraction and development.
- Financial inclusion as a business opportunity.

Main achievements as of 2022:

- +474k new Tunki digital wallets (+63% vs. 2021) and +33M transactions (4.4x vs. 2021)
- + 872K sessions in AprendeMás, new digital financial education platform
- 98% of Interbank employees in an upskilling program

Main goals:

- For 2025, we have a goal to achieve 25% of female representation in STEM-related positions and to reach 30% in 2030.
- For 2023, launch our first financial education program focused on women in Aprendemás.
- For 2023, update and strengthen our Tunki payments platform with interoperability solutions⁷ and a partnership with Izipay, aiming to reach more micro businesses.

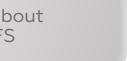


On October 2022, the Central Reserve Bank of Peru issued the Circular No. 024-2022-BCRP, approving the Interoperability Regulation of Payment Services offered by providers, payment agreements and payment systems. This regulation will allow transactions to be made between all digital wallets that operate in Peru.























3.2. Commitment to our people



Retaining top talent through a unique culture and fostering a strong sense of achievement in all our employees.

We believe that a strong culture focused on employee experiences that enables advancement, learning, and individual career insights is essential to the successful acquisition, development, and retention of diverse talent.

To foster a fulfilled and motivated workforce, we have developed multiple drivers aligned to what matters most to our people. This is demonstrated by our top ranking among Peruvian and Latin American companies in all our core segments by the Great Place to Work Institute and in the specific rankings for women, millennials and remote work arrangements.



#3 Interbank #17 Inteligo Bank #37 Inteligo Group #49 Interseguro



#3 Interseguro #4 Interbank





#5 Interbank



#1 Interbank #6 Interseguro #11 Inteligo



#2 Interbank



#6 Interbank #17 Interseguro



#1 Best Talent Interbank























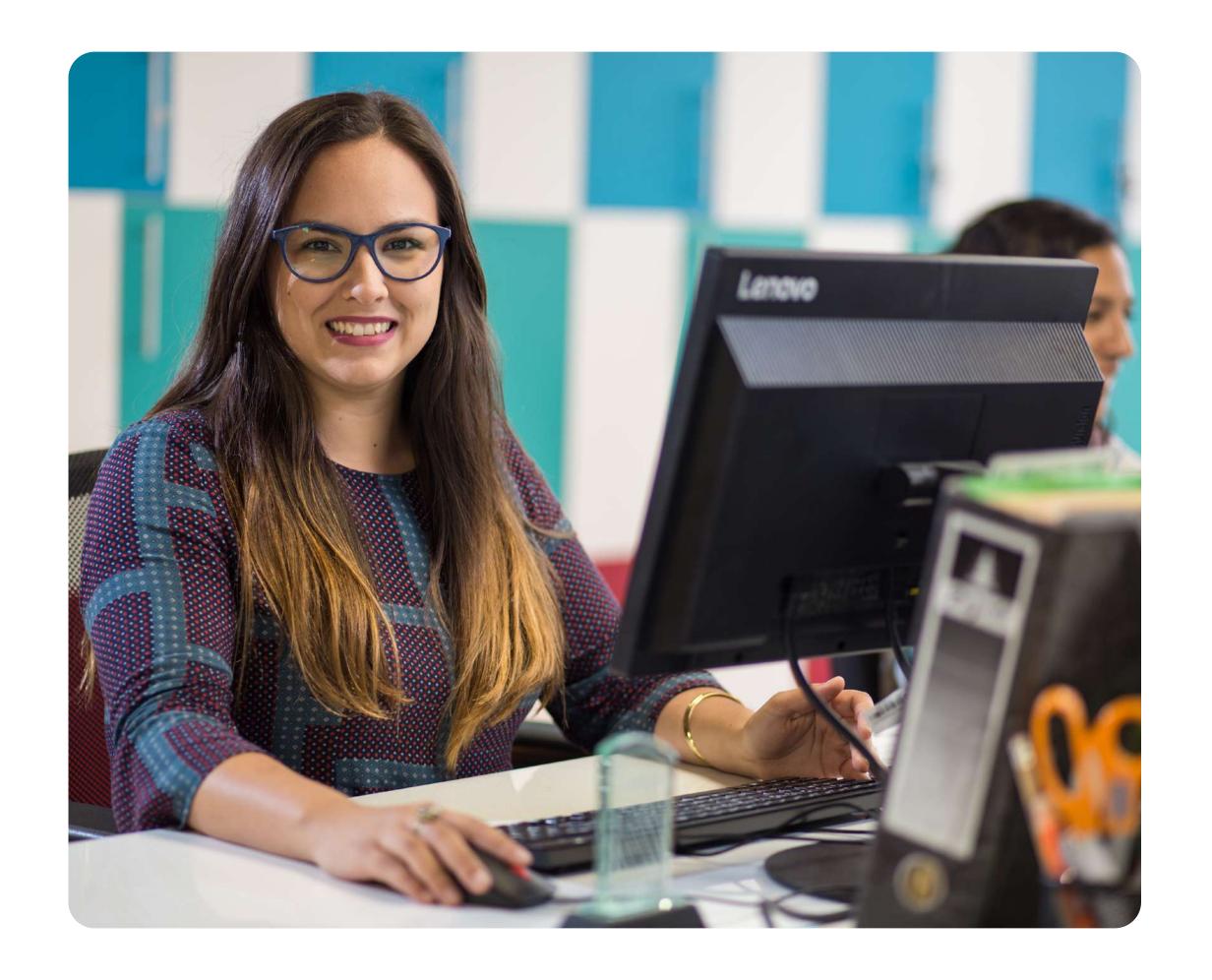


In past years, we focused on changing the way we work to agile methodologies. During 2022, certain teams have defined their objectives and key results and we are focusing on deploying the methodology to the whole organization. Moreover, we are extremely focused on developing digital, analytical and technological capabilities and changing the mindset of our people to align with these objectives. Furthermore, we continue to attract and retain some of the best talent in the region, as well as continuing to focus on diversity, inclusion, innovation and our values.

We have introduced a series of initiatives such as LearnIn Day, Expo Analytics and SALTO. We have also created tailor-made training programs including the Law, Risk and Finance Academies, Learning Plus, Interbank Aprende, and Tech University. We have also partnered with top institutions such as Udemy to strengthen a continuous learning culture in our organization.

Additionally, as we strongly believe that career opportunities are one of the best ways to develop our people, we have designed Career Paths for our digital, analytical and technological talent and we continue to rotate our employees throughout the organization. We also maintain our programs focused on young talent. In 2022, we launched the sixth class of our Digital Trainee Program (Tribk) and the twenty-seventh class of our Commercial Trainee Program.

Interbank, Interseguro, Inteligo Group, and Izipay will continue their efforts to attract, develop and retain the best talent. In this context, the COVID-19 pandemic has given us the opportunity to attract talented people from all around the world as we do not require them to be physically located in Peru and through our flexible work policy called "Interbank Eres", which allows our employees to work from wherever they prefer.























Employee Well-Being

[GRI 3-3: Talent managment and inclusion] [GRI 2-7] [GRI 2-8] [GRI 401-2] [GRI 401-3]

Benefits and Support Programs

To empower all Peruvians to achieve their financial well-being, we need high-performing employees who are committed to our culture, values, and purpose. Therefore, we seek to attract and retain the best talent and build loyalty through the best value proposition, characterized by innovative support programs that allow our people to develop their full potential.

During 2022, we consolidated our benefits programs by orienting them to a flexible and remote work model that prioritizes work-life balance, as it offers the possibility of hybrid work (either working from home or from one of our offices) as well as flexible working hours. We also continue to offer part-time working models for our Interbank financial representatives.

This model makes us an organization that is not marked by the place of work, but rather by our culture, values and the results we generate, which attracts innovative, diverse, and passionate talent that is always ready to transcend. In addition, all our employees have access to legal benefits and other additional benefits that we consider important for their development.

Time-off

We offer the possibility to take time off for special occasions such as children's birthdays, health check-ups, graduations, moving homes, family deaths, among others.

Our employees have communication channels to report on a particular family situation or require financial or emotional assistance and be granted time-off based on a prior agreement with the department in charge.

Somos Intercorp

As part of the Intercorp Group, our employees have access to a series of exclusive benefits, among which are the following:

- Education: Agreements with institutes and universities
- Entertainment: Variety of entertainment and gastronomy alternatives
- Health and well-being: Discounts with specialists
- Purchases: Make your purchases without leaving home
- Financial products: Exclusive products for employees
- Club Intercorp: Exclusive discounts
- Benefits: Payment of school fees, Christmas bonus, and bonuses
- Celebrations: Anniversary party and other events

Benefits for Parents

For our working moms and dads, we offer a variety of support programs that help them prepare for parenthood, as well as improve their work-life balance.

- Parental Leave: All our subsidiaries offer parental leave benefits for new moms and dads. According to Peruvian law, maternal leave is 98 days and paternal leave is 10 days. Interseguro grants 15 additional days to both parental and maternal leave. Regarding paternal leave, the additional days granted by Inteligo Group are 4 and in Interbank and Izipay are 7.
- Working Mom: Training sessions, group coaching and activities for children.
- Interbank Mom & Interbank Dad: Time-off, "The Point" program at home and for kids, coaching sessions, wellness sessions, summer courses for kids and school bonus.
- Future Mom & Future Dad: "Expecting" program, maternity uniform, remote work for pregnant and breastfeeding parents, pre-and-post-natal leave, additional postnatal leave, parental leave for adoption, post-license vacation, health insurance plan, counseling, newborn kit, family allowance, extension of breastfeeding hours and lactation rooms at offices.



















Emotional Health and Wellness

The health and well-being of our employees is at the top of our priority list. This is why we offer a wide array of benefits surrounding their personal wellness, which include:

- "Ley" life insurance from the first day
- EPS Health Insurance Plan with the possibility of affiliating a couple and family
- On-site annual preventive health check-up
- Breast cancer screening
- IBK Trainer: Program to develop physical fitness habits
- Internal sports tournaments
- Nutritional counseling and program
- Grief support program
- Special leave to deal with personal and emotional problems
- Wellness and mental health webinars
- Emotional management program

Covid-related support

Specifically in the context of the pandemic, we have made a new group of benefits and support programs available to our employees in order to address their emotional and physical health needs and concerns surrounding COVID-19. These include, but are not limited to, support and prevention kits, proactive testing, health surveillance, medical tele-guidance, special covid leave, emotional support programs, among others.

LGBTQIA+ community

Among other benefits, we offer our LGBTQIA+ employees an EPS health plan for samesex partners, leave of absence for non-pregnant parents, days off due to death of same-sex partner and emotional support sessions. For more information, please refer to "LGBTQIA+ Inclusion".

IFS Support Programs

Type of Program	Benefit	Interbank	Interseguro	Inteligo Group	Izipay
Policy and	Workplace stress management	×	X	X	×
Legal	Sport & health initiatives	×	X	X	×
	Flexible working hours	×	X	X	×
Work conditions	Working-from-home arrangements	X	X	X	×
	Part-time working options	X			
	Childcare facilities or contributions	×	X	×	×
Family	Breast-feeding/ lactation facilities or benefits	×	×	×	×
benefits	Paid parental leave for primary and non-primary caregivers	X	X	X	X
	Paid family or care leave beyond parental leave	X			





















Diversity, Equity and Inclusion (DEI)

At IFS, we aspire to build teams that reflect the diversity of the society in which we live. We are convinced that having diverse work teams positively impacts creativity and innovation, allowing us to understand our clients better and help them fulfill their dreams.

We have a Diversity, Equity and Inclusion Policy approved by the Board. Our parent company, Intercorp Perú Ltd. (Integroup Group), has designated a Chief Diversity Officer, Zelma Acosta-Rubio Rodríguez, to oversee the DEI strategy within Intercorp Group. There is also a DEI Committee integrated by C-suit level of all the companies of the group in which each IFS subsidiary participates.

Workforce breakdown

We consolidated our inclusive culture, promoting diversity within our teams and a sense of belonging within them. To measure our progress, we carry out yearly sociodemographic diagnoses that allow us to design DEI strategies that respond to the realities and composition of our workforce through an intersectional perspective.



For 2025, we have a goal to achieve 25% of female representation in STEM-related positions and to reach 30% in 2030.

We have achieved this goal in most levels and have this figure as a goal for 2025 for women working in STEM-related positions.

Gender			
Share of women in total workforce (as % of total workforce)	57.0%		
Share of women in all management positions, including junior, middle and top management (as % of total management positions)	49.6%		
Share of women in junior management positions (as % of total junior management positions)	51.2%		
Share of women in top management positions (as % of total top management positions)	29.2%		
Share of women in management positions in revenue-generating functions as % of all such managers	44.6%		
Share of women in STEM-related positions (as % of total STEM positions)	23.4%		

Age				
Less than 30 years old	36.6%			
Between 31 and 50 years old	56.7%			
More than 51 years old	6.7%			



















Nationality	Workforce participation	Participation in management positions
Peruvians	98.2%	95.6%
Venezuelans	0.4%	0.2%
Colombians	0.1%	0.6%
Other nationalities	1.3%	3.6%

Additionally, 0.1% of our employees have a disability and 3% of our employees identify as part of the LGBTQIA+ community, increasing by 2% compared to 2021.

Equal Pay

At IFS, we are firmly committed to achieving equal remuneration between genders, establishing best practices in employee hiring, promotion and development that work to eliminate gender biases and ensure fair treatment for all employees.

Every year we measure our equal pay gap, which assesses the difference in compensation between men and women in the same jobs at the same level. We calculate it as the difference in the median remuneration paid to male and female employees within each level, expressed as a percentage of the male remuneration. IFS' equal pay gap is calculated by a weighted average based on the percentage of employees that each subsidiary represents out of the total workforce.

Equal	Pay	Gap
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Level	Wage Ratio women/men
Executive level (base salary only)	0.9
Executive level (base salary only + other cash incentives)	1.0
Management level (base salary only)	1.0
Management level (base salary only + other cash incentives)	0.9
Non-management level (base salary only)	0.8

For information about our workforce breakdown, please refer to Our Journey in Numbers.

Inclusive practices and programs

[GRI 405-2]

Diversity training

We periodically conduct talks and training sessions on diversity and inclusion issues to help us continue to break stereotypes and change perspectives. We conduct workshops on stereotypes, unconscious biases and limiting beliefs for leaders and the Talent Attraction team. We also conducted awareness workshops for employees on diversity and gender issues. Finally, we also include our commitment to diversity, equity and inclusion in our induction programs for new employees, as part of their introduction to our culture.

InWomen

In 2017, we designed InWomen, a proactive leadership program aimed at empowering our female leaders at the Bank and, thus, turning them into agents of change. This





















program cuts across all-female leadership positions and aligns with Intercorp's strategy to accelerate female representation in key organizational positions.

- InWomen for All

In 2022, with the goal of impacting more women in the organization, we added the InWomen for All program, aimed at all female employees who have an individual contributor role. This program seeks to provide key tools to be able to manage the internal barriers women face in their growth and professional development. With this initiative we seek to motivate them to go further and set leadership goals. Three editions were held, with the participation of close to 400 female employees.

- InWomen Intercorp for Leaders

InWomen Intercorp is aimed at women leaders in management positions. The program includes the design of an applied and impactful diversity project in their companies. At Interbank, 20 female managers or assistant managers have already participated. In addition, we have Women Essentials - Intercorp, created as a second stage in the development of women's leadership competencies, as a continuation of InWomen Intercorp. It contains courses on leadership, work-life balance, personal branding and networking.

InWomen for Women in STEM

It is a female empowerment workshop aimed at our employees in technology-related positions, with the objective of identifying those biases and stereotypes that limit their advancement and strengthening their capabilities to empower their growth. In 2022, we had had five sessions led by Mosaico Lab, a creative laboratory specialized in social transformation. In addition, our leader of the Central Management of Strategy and Technological Transformation, Ivana Osores, kicked off and closed the program. So far, we have impacted 56% of the Central Management employees, with an NPS of 85, a 4.8/5 rating for the experts, and a 5/5 in applicability of the topic.

LGBTQIA+ Inclusion

At IFS, we are committed to respecting sexual diversity. We have zero tolerance for any act of discrimination based on sexual orientation, gender identity or gender expression, which can be reported through our whistleblower hotline. We also provide a series of benefits for LGBTQIA+ employees with the objective of promoting a more inclusive and safe work environment:

- Health Plan: Employees with same-sex partners can enroll them in a health plan from their first day of work.
- Social name: Members of the trans community can indicate the social name that they want to include in their photo check and the bank applications.
- Parental leave: We offer maternity and paternity leave for members of same-sex parent families.
- Free time: We provide days off for celebrations of marriages or symbolic unions of same-sex couples, as well as for the death of same-sex partners.
- Emotional support: We offer emotional support for family members of employees from the LGBTIQIA+ community.
- Intercorp benefits: Spouses and partners of LGBTQIA+ employees can enjoy exclusive discounts from Intercorp Group.

At Interbank, we also have the **Pride Network**, an employee-founded and employee-led group that advocates for the LGBTQIA+ community, fostering personal and professional growth, visibility and community. This group works together with our DEI team to develop the LGBTQIA+ inclusion strategy, create safe spaces for LGBTQIA+ employees and carry out learning activities for allies of the community.

Talent Attraction

We strive to attract the best talent while also promoting the labor inclusion of minority groups, such as women, the LGBTQIA+ community and people with disabilities. Thus,





















we implement the best hiring practices for encouraging diversity, such as diverse panels, structured interviews, blind CVs and mandatory inclusion of women in shortlists.

Additionally, we have a recruiting strategy focused of women in STEM aimed at increasing the participation of women in positions on these fields. We also work in partnership with NGOs such as Presente (leading LGBTQIA+ organization) and the Business and Disability Network in order to reach our target vulnerable populations. For example, we communicate our job offers through Presente's virtual platforms and attend their job fairs focused on the employment of members of trans community.

Interlinked

It is a structured listening space, designed to learn about the challenges faced by women at Interbank and led by Julio del Valle, Human Development and Management Vice President. Every three months, groups of women from different vice presidencies and roles participate in conversations where they share their views of working at Interbank and proposals for continuing to be the best place for women to work. From these meetings we have been able to generate action plans to continue strengthening the work-life balance, such as Working Mom.

Working Mom

This program offers live streaming group coaching sessions to Interbank's employees. The sessions are led by experts and focus on managing the different difficulties or concerns they may be facing in the current context. The program also includes biweekly activities for the children of our female employees. We also encourage the participation of our employees in their children's lives and in the tasks of caring for them at home.























Coaching for Moms

On Mother's Day, we wanted to commemorate our mothers with time and space dedicated to them through individual coaching sessions. Each mom was able to schedule a virtual session choosing to discuss, among other topics: starting a personal project, achieving sports goals for anxiety and stress management, changing eating habits, and general empowerment.

Seeing that this initiative was so powerful and valued, it was continued beyond Mother's Day. Throughout the year, close to 150 moms made use of the sessions.

Zero Tolerance Policy

[GRI 406-1]

We promote equal opportunities among our employees, as well as respectful and trustworthy treatment. Therefore, we reject any type of discrimination related to ethnic origin, sex, age, marital status, political opinion, sexual orientation, gender identity, gender expression, religion, disability, nationality, economic condition or any other kind. Thanks to our management, we have had no cases of discrimination in our subsidiaries.

We have a Sexual Harassment Prevention, Attention and Sanction Policy, as well as clear guidelines that allow us to enforce zero tolerance for cases of sexual harassment in the workplace. Therefore, in every communication sent to our employees, we disseminate our reporting channels for cases of harassment. In addition, we have a team trained to provide psychological, labor and legal support and guidance to those who may experience a situation of this type.

Our female employees, in particular, are accompanied and supported by the HR team, which has been trained to deal with this type of gender-based violence. It is important to note that, although 96% of cases involve women, our support channels are also aimed at men and people who are part of the LGBTQIA+ community.

In 2022, we developed awareness sessions for members of Interbank's Executive Committee, as well as leaders from different areas, to promote conversations on this issue and publicize the processes of attention and reporting of such cases. Similarly, continuing in our path of building safe spaces, we rely on the tool designed by Intercorp: Safe Spaces, which allows us to make a diagnosis of our actions and thus continue implementing improvements. In addition, we use the digital tool ELSA, developed by GenderLab with support from the IDB, for a diagnosis and intervention that helps us to respond preventively to problems of sexual harassment in the workplace.



We promote a safe and violence-free environment for everyone, with a zero-tolerance policy for any kind of discrimination and harassment.



















Occupational Health & Safety (OHS)

[GRI 403-1] [GRI 403-8]

We focus our actions on prevention and protecting the health and safety of our employees and third-party service providers under any modality. Therefore, each of our subsidiaries has an Occupational Health and Safety (OHS) management system, which covers 100% of our employees of our subsidiaries in Peru, as well as Inteligo Bank, contractors and third parties in general who are in our facilities.

The system of our Peruvian subsidiaries is aligned with the requirements of the Peruvian Occupational Safety and Health Law (Law No. 29783) and related legislation in force. In addition, Inteligo Group's system is also based on the Labor Code of 1972 and the General Regulation of Occupational Risk Prevention and Occupational Safety and Hygiene of 2011 of Panama.

Likewise, Interbank, Interseguro and Izipay have Occupational Health and Safety Policies. In this way, we seek to guarantee a safe workplace for all employees, safeguarding their lives, physical integrity and well-being, promoting the prevention of occupational risks, accidents, incidents and occupational diseases, as well as a culture of compliance with current legislation.



Hazard Identification

[GRI 403-2] [GRI 403-7]

Hazard identification, risk assessment and control are a continuous and preventive process. That is why our control measures are subject to permanent review and evaluation.

Each subsidiary has developed a Labor Risk Identification Matrix designed to identify risk and danger exposure in the workplace (IPERC, as its Spanish acronym) which is updated annually. Such matrix is submitted to further evaluations in the following cases:

- High rates of injuries or accidents
- Modifications of the workplace
- Use of new machinery, equipment or chemical appliances.

Participation of our employees in the OHS **Management System**

[GRI 403-4]

We promote a culture of participation and consultation among our employees. Therefore, we have OHS committees in each subsidiary that are responsible for representing employees, evaluating the progress of the objectives in the annual program, and analyzing serious accidents. In addition, we produce publications so that our employees are aware of tips or important information about safety and health.

In addition, if any employee identifies an accident, illness, or activity that contravenes their safety, they are encouraged to report it immediately to their direct supervisor, who in turn will refer the information to the Occupational Health and Safety area.























OHS Training

[GRI 403-5]

We have an annual training program for our employees, which provides knowledge to identify risks, informs on prevention measures, and on how to make early reports.

Our Annual Training Program for employees contains the education, training, and coaching program to improve the culture of safety and health at work and raise employee awareness of occupational risk prevention.

Each subsidiary has a Safety and Health Committee where, in an annual basis, and considering the requirements of each company and the results of the Matrix, the topics for the trainings offered to the employees are defined (i.e., health issues, first-aid, ergonomic recommendations, well-being, mental health, risk prevention, earthquake drills, among others).

Health promotion

[GRI 403-3] [GRI 403-6]

We develop the following actions to promote the well-being of our employees and mitigate health and safety risks, both work-related and non-work related.

- Private insurance policy
- Nutrition program
- Well-being sessions
- Occupational doctor and virtual appointments
- Breast cancer screening
- On-site health centers

- Health preventive campaigns
- Nutrition, mental health and general medicine services
- Breastfeeding center at workplace

Health and safety indicators

[GRI 403-9] [GRI 403-10]

In compliance with the provisions of the Occupational Health and Safety Law, Interseguro, Interbank and Izipay evaluates the OHS Management System based on regulations established by the ISO 45001 standard, in order to minimize risks and correct deviations from the standards on which any risk control program is based. It is carried out in accordance with the regulations established by the Ministry of Labor and Employment promotion. In compliance with this item, each subsidiary has an External Audit of the SGSST 2022, which affirms our commitment and standards for the care of the safety, health and well-being of our employees.

Thanks to our efforts to maintain a safe workplace for all employees, we had no fatalities resulting from a work-related injury in 2022, 2021 and 2020. Nor did we have any injuries with major consequences in any of those years, registering a 0% rate.

Abstentee Rate						
2019	2020	2021	2022			
1.5%	1.6%	1.4%	1.6%			



















Measuring employee engagement

Listening to our employees' voices is key to ensuring that we are taking their feedback into account and meeting their needs and expectations. To evaluate the actions implemented and identify opportunities for improvement, our subsidiaries measure their work environment through different tools and on different occasions during the year.

For instance, at Interbank, we carry out a "leadership survey", where we ask employees how they perceive their direct boss. The study aims to provide information to leaders to work together on different action plans, which promote continuous improvement of our work environment. We also measure the satisfaction and commitment of our employees through an ENPS (Employee Net Promoter Score), which identifies the probability that our employees would recommend working at Interbank.

All four subsidiaries carry out a working environment survey through the international consulting firm Great Place to Work. This survey covers a wide range of topics, including but not limited to, job satisfaction, purpose, happiness, and stress.



During 2022, we reached 88.6% actively engaged employees and we aspire to reach 90% in 2026

Employee engagement				
2019	2020	2021	2022*	
86.9%	84.5%	87.7%	88.6%	

^{*}Target 2022: 88%

Labor unions

[GRI 2-30]

In IFS' Human Rights Policy we include expressly our recognition of the freedom of association and the right to collective bargaining. However, the employees of our subsidiaries are not unionized and have not entered into any collective bargaining agreement.

Emp	loyees	in	labor	unions	5
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2022

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3.3. Our Talent Strategy

Talent Attraction

[GRI 401-1]

At IFS, we aspire to be the best financial platform in the country. Our vision is to be the best by having the best people and, for us, the best people are those who share our values and beliefs. For this reason, in our selection process, we consider the evaluation of the candidate's values as a fundamental stage for the selection of our talent. To achieve this, we promote different guidelines and programs to attract and retain top talent.

Global Intern Program: In 2022, internship program had 15 interns from across the world. This program seeks to attract undergraduate Peruvian students who are studying abroad through a value proposition that consists of offering a program with mentoring from a leader, learning shots, being part of a high impact project in the business, generating networking and learning more about the culture of one of the best companies in the country.

Summer Internships: In 2022, internship program had 41 interns from different areas of Peru. As part of the program's journey, they took two theoretical and practical workshops that allowed them to learn about the tools they would need for the best development of their project and professional profile, with a focus on data and how to enhance their skills. After three months, we managed to get 20 interns to continue their development in the bank and two of them were hired full time.



For us, technical skills are important, but moral values are not negotiable. Every employee must have them to be able to work at IFS.

TRIBK program: This is a program that seeks to attract young talents with high potential and passionate about challenges, who generate and execute their ideas with a digital focus and develop strategic projects that create value for the client and society. In 2022, we had 8 "Tribks" who learned from the business by participating in high-impact projects, rotating through different core business areas in Interbank and generating value with their talent. The program reached an NPS of 97, with 100% of the participants being hired fulltime afterwards.

Worldwide Talent: We expanded our search for talent in analytical roles to other countries in the region, taking advantage of our Interbank Eres hybrid model. This program allows us to incorporate foreign professionals to add more specialized knowledge that we are sure will empower the total members of our teams, generating upskilling. This initiative came hand in hand with the design and implementation of a data analytics hub in Argentina, through the hiring of independent professionals.

For information about our hiring and turnover indicators, please refer to <u>Our Journey in</u> Numbers



Presentation

















Training & Development

[GRI 404-2]

To foster a motivated workforce and performance-based culture, we have developed multiple drivers aligned to what matters most to our people. We are focused on changing the way we work to agile methodologies, as well as developing digital, analytical and technological capabilities and changing the mindset of our people to align with these objectives.

Therefore, we continue to develop and constantly introduce new training programs and initiatives, as well as strengthen our Career Paths for key roles, in order to best develop our people and our talent.

Tech University: Program with specialized journeys in hard, agile and soft skills for our transformational talent. It aims to strengthen the competencies and technical skills of our IT Talent to turn them into the best technology professionals. The program received an NPS of 85, receiving a 4.5/5 applicability rating, and reaching 75% of our transformational talent. Additionally, it reduced turnover within the program's participants and increased their performance assessments by 2%.

LearnIn Day: Space in which we learn about the bank's digital projects, led by the bank's current Tribks.

Learning Plus: Autonomous learning and development program for our transformational talent in which they have the possibility to choose a specialized course that will help them enhance their knowledge and related to their role with a fixed budget.

Expo Analytics: A learning space to enhance our knowledge and live in a data driven culture, which involves talks with experts and presentations on Interbank's main data, analytics, artificial intelligence and digital initiatives.

SALTO: It is a program of internal acceleration of projects to take our employee's initiative to the next level, in which various projects apply and the winners go through an incubation process, with expert mentors, global experts, and specialized training sessions.

Interbank Aprende: Courses in data, digital skills and soft skills that are taught in different modalities, providing employees with new skills that allow them to stand out and add value in their areas.

Thematic Weeks: Employees learn from experts on topics such as agility, sustainability and analytics; getting to know about initiatives being carried out within the organization and learning new skills through experiential workshops.

Vive Sostenible: Monthly webinars for the entire Interbank team, where the different departments of the bank present their projects and initiatives related to sustainability. In 2022 initiatives regarding ecoefficiency, financial inclusion, sustainable finance, diversity and inclusion, among others were presented.

Tailor-made courses: We design learning curriculums according to the needs of each department, with employees receiving specific training for their areas. Some examples are the Law, Risk and Finance Academies.



At IFS, we believe in the importance of supporting the development and professional growth of our employees. In this sense, we focus on offering different talent development programs.





















Generation Impulse Program: Program directed to interns and analysts (21% of Interseguro employees). A catalog of courses is presented in the form of self-enrollment by quotas so that each person builds their route of at least 3 courses according to their needs. The objective is to strengthen digital mindset skills, with a focus on data and personal development.

InPulse Leader: Program directed to leaders (70% of Interseguro employees). The topics are chosen according to a survey and the inputs obtained from a climate and leadership survey. The objective is to strengthen their leadership and team management skills.

InTRaining: Comprehensive program that contains training options provided by Inteligo Group for its employees, from regulatory, competence or skills development.

Digital Bootcamp: Specific program for Inteligo Group employees to develop skills to design and create digital services or products.

IziLearn: Program that makes use of different channels such as talks with trending experts, gamified classrooms for regulatory issues, agreements with educational institutions, creation of customized courses with the Intercorp Corporate University (UCIC) and other suppliers to enhance the performance of Izipay employees with the goal of achieving business objectives and facilitating compliance with mandatory training.



In IFS, the performance evaluations methodologies are focused on continued constructive feedback to all employees across the organization.

Performance Evaluations

[GRI 404-3]

Subsidiary	Percentage of employees who received evaluations in 2022
Interbank	98%
Interseguro	72%
Inteligo Group	97%
Izipay	94%

IFS Code of Ethics outlines the expected behavior of all employees across all contexts, ensuring the preservation of the group's reputation and image. Compliance with the Code of Ethics is integrated in the appraisal system carefully crafted to highlight and nurture core principles including teamwork, diversity, equal opportunities, respect, and compliance.

In addition, each subsidiary applies different performance evaluation methodologies to measure their employees' performance in relation to their goals, expectations and aspirations for self-improvement. Follow-up sessions are also a key part of such evaluations to ensure that there is a tangible impact and improvement resulting from said exercises.



















Type of evaluation	Description	Frequency
Management by Objectives	Process in which employees have pre-defined and measurable goals that are set in a collaborative manner on at least a yearly basis together with their line manager and routinely followed up on.	 Interbank: Yearly Interseguro: Quarterly Inteligo Group: Semiannually Izipay: Yearly
360-degree feedback	Evaluation carried out with all team members (and, in the case of Inteligo Group, also stakeholders) and evaluates a variety of inputs such as skills and other competencies.	Interbank: YearlyInterseguro: QuarterlyInteligo Group: Semiannually
Team-based performance appraisal	System where employees are assessed as part of a team. It is only mandatory in Interseguro for agile teams (squads).	• Interseguro: Quarterly
Agile conversations	Method that consists of constant evaluations carried out throughout the year. It is collaborative, involving regular conversations and continuous feedback with the employees by regularly re-addressing objectives and barriers to effective performance.	Interbank: OngoingInterseguro: Quarterly

















3.4. Financial Inclusion

Financial Inclusion Commitment

At IFS, we seek to be Peruvians' main ally on their path towards their financial well-being, because we see it as the goal of financial inclusion.

What is financial well-being?

The extent to which a person or family can smoothly manage their current financial obligations and have confidence in their financial future⁸.

The elements that shape a person's financial health:



Day to day

Smooth short-term finances to meet financial obligations and consumption needs.



Resilience

Capacity to absorb financial shocks.



Goals

On track to reach future goals.



Confidence

Feeling secure and in control of finances.

Our subsidiaries offer products, services and programs that eliminate barriers and close gaps in access to the financial system for underserved groups that have historically been unbanked or underbanked.

We have a client-centered approach in the design of our products, services, and delivery channels. By constantly collecting and analyzing data, we seek to achieve a better understanding of all our clients' needs and preferences. We aspire to deliver the best experiences and solutions, innovating and expanding the range of financial services available to underserved groups.

With the understanding that access to the financial system is only the first step towards financial inclusion, we offer comprehensive support services to our underserved clients beyond financial products, such as financial education programs, with the goal of improving their financial health and decision-making.

We also implement measures to ensure the fair and respectful treatment of all our clients, with a special focus on those belonging to underserved groups. We have procedures in place to prevent over indebtedness, give clients clear and timely information, and offer robust complaint mechanisms. Additionally, we continuously train our front-line employees to prevent aggressive sales techniques and disrespectful treatment of our diverse clients.



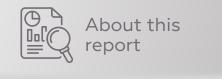


















⁸ Financial Health Working Group of the United Nations Secretary-General's Special Advocate for Inclusive Finance for Development (UNSGSA)

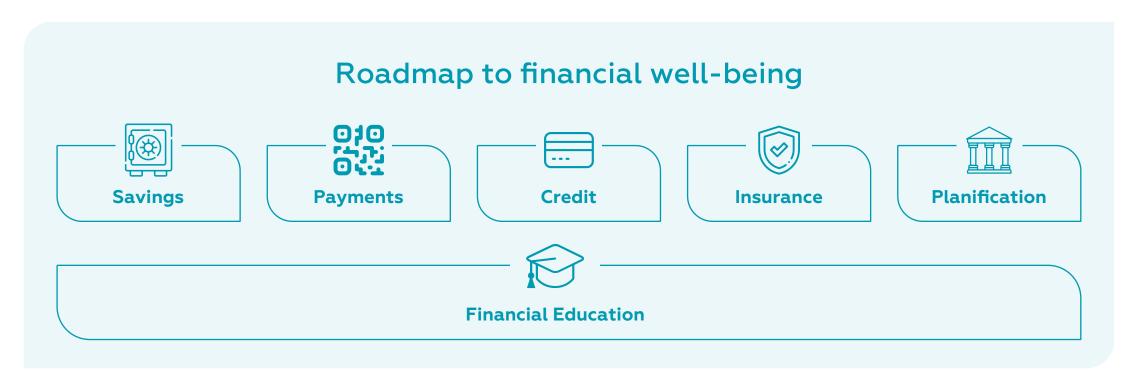
Moreover, we realize that a true inclusive transformation of the country's financial sector is needed to generate a lasting change in the lives of underserved Peruvians. To achieve this, we work alongside key stakeholders to proactively advocate for the development of the financial inclusion market and the harmonization of industry standards. Learn more in our "Building together" section.

All our financial inclusion initiatives and their implementation are overseen by IFS' Chief Sustainability Officer and reported to the Executive Sustainability Committee, attesting to our true commitment to the attainment of financial inclusion for all.

Our Roadmap of Financial Well-being

The journey towards financial well-being is not an easy one. To that end, IFS offers a variety of products and services that help our clients in every step of the way.

We understand the direct impact of having access to the financial system in the reduction of poverty and socioeconomic gaps. We want to accompany Peruvians as they improve their responsible use of their money, and unlock the possibility of accessing credit, insurance, mortgages and more financial resources that allow them to achieve their dreams and feel prepared to face any rough times ahead.



Savings as a first step

At IFS, we believe savings are a foundation for key elements of financial well-being, such as resilience and long-term goals. As such, savings solutions should be safe, accessible, and simple. Encouraging and enabling healthy savings is essential in any financial inclusion strategy, as it can become a gateway to other financial services. Account holders are more likely to use additional financial products like credit and insurance to launch and grow their businesses, make investments in health or education, access payments services, manage risk, and recover from financial setbacks, all of which enhances their overall quality of life.

At Interbank, we offer a wide range of transactional, savings and investment accounts. Our main financial inclusion vehicles for underserved populations being our two transactional accounts, Cuenta Simple and Cuenta Sueldo (payroll account). For instance, 15.6% of our Cuenta Sueldo accounts belong to agricultural workers, 76% of which are located in the regions of La Libertad, Ica, Lambayeque and Piura.

Virtual Piggy Bank

The Virtual Piggy Bank is a digitally-enabled feature of our transactional and payroll accounts, accessed within the Interbank App or Web, that helps clients to save in an easy and simple manner. It works by allowing them to easily transfer or "swipe" certain amounts from other accounts to their piggy bank. The funds allocated to the piggy bank are not subject to maintenance fees and benefit from higher rates than those applied to the associated transactional account. Amounts in customers' piggy bank do not show as funds available for ATM withdrawals or for debit card purchases. Customers retain full flexibility to transfer any funds in their piggy bank account to their transactional accounts through mobile banking or online banking and can also personalize the piggy bank account according to their goals or saving purposes. As of December 2022, we had 755 thousand clients saving through this digital tool.



















Benefits of using the virtual piggy bank:

- Helps keep personal finances in order and divide money to meet goals in the preferred time frame.
- One can save in Soles or Dollars without the need to open another account.
- Possibility of separating money into categories and naming them according to each type of goal or purpose.
- It is completely free.
- Protects savings from day-to-day spendings.
- Can be used as many times as one likes, with the minimum transfer being S/1.00.

Focus on digital

As a digital-first financial platform, our main focus regarding accessibility is on providing 100% digital products and services that democratize access to the financial system by eliminating geographic barriers. We are committed to increasing digital financial inclusion by developing cost-saving digital means to reach currently financially underserved populations with formal financial services tailored to their needs and responsibly delivered, in a way that is sustainable and affordable for each client. During 2022, 73% of our Cuenta Simple accounts were sold digitally, increasing to 76% when we focus solely on low-income clients.

Increasing usability

According to the World Bank's Global Findex, the percentage of Peruvian adults with a bank account increased by 37% in the last ten years, going from 20% in 2011 to 57% in 2021. However, 3 out of 4 Peruvians still don't make use of financial products9. Achieving the inclusion of more Peruvians will depend on consolidating the recurrent use of financial services, thus, moving from a single focus on access to a focus on both access and usage of accounts. In 2022, 24% of our new Cuenta Simple clients averaged 3 or more transactions per month, increasing to 38% when we focus solely on low-income clients.

Payments Ecosystem

Affordable, efficient and digital payment products are crucial for day-to-day financial health. Such digital financial services have been key in transitioning millions of previously unbanked and underserved populations from exclusively cash-based transactions to formal financial services accessed through mobile phones or other digital technologies. In the past, they have also proven extremely useful for government safety net programs that help stabilize lower income people - as with our digital wallet Tunki, which has allowed more than 200 thousand beneficiaries to receive bonuses issued by the State in response to the Covid-19 pandemic since 2020 - and for improving people's capacity to cope with financial crises by relying on their social connections.



















⁹ Financial Inclusion Index in Peru 2022 (Research for Credicorp by Ipsos, 2022)

Tunki¹⁰



The digital wallet that seeks to include more Peruvians in thefinancial system and already has 2.5 million users.

With Tunki, entrepreneurs can open a savings account 100% digitally, in a safe way, and start making payments and banking transactions in less than ten minutes, without going to a financial store and without using a credit card. Users then are not only able to start charging the more than 9 million clients who use Plin through different banks, but also to benefit from functionalities that allow them to send money to other banks, pay for more than 800 services (including suppliers) and even recharge their cell phones.

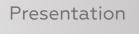
At Tunki, our focus is on the unbanked population, especially on micro businesses, which are mainly small business owners such as bodega owners, market stall vendors, cab drivers, street vendors, among others. In order to reach them, we not only use digital sales, but also have a powerful sales force that travels through specific areas of the country affiliating businesses, with a strong focus on the unbanked. As of December 2022, the number of users was 2.5 million, 63% more than 2021. In terms of transactions, we began 2022 with an accumulated 7 million, between payments and recharges, and closed the year processing more than 30 million transactions, 4.4 times more than in 2021.



tunki

With Tunki, we help to put entrepreneurs on the banking system's radar.























¹⁰ As of May 2023, renamed to "IzipayYa"

We seek to accompany entrepreneurs in their transition to a digital model so we can continue to include them in the financial system even further. Many businesses, especially the smaller ones, manage their sales in cash, minimizing the possibility of accessing banking products that would allow them to grow their business more quickly. As the entrepreneur starts managing a large part of their money digitally, we can get to know them better and offer products tailored to their needs. By receiving more collections with Plin, the entrepreneur begins to generate credit history, and with behavioral data, we can offer products suitable for their personal and professional development in a timely manner, like a small loan or a mortgage.

To generate greater financial inclusion, Tunki focuses on 3 main attributes:

- Simple experience: Allowing the user to self-manage their access to banking from their mobile phone, without the need to go to a store or read small print with complex abbreviations.
- Secure process: We implemented biometric technology validated by RENIEC to ensure the user can identify themself with just a photo, without going to the bank and without risking identity theft.
- 100% remote: It is possible to activate a Tunki Wallet anywhere in Peru. With this, we generate financial inclusion without geographical barriers and bring banking closer to places where it has not yet been possible to reach.



Tunki works in partnership with our government to help the most vulnerable. Since 2020, the Peruvian government has been providing the most vulnerable citizens with economic subsidies to counteract the crisis generated by the pandemic and rising prices. Tunki was the first digital wallet to participate in the delivery of welfare bonds, helping distribute the money in a 100% digital way and encouraging the financial inclusion of millions of unbanked Peruvians living in poverty or extreme poverty.

Delivery of welfare bonds through Tunki 2020-2022:

Year	Bond	Target population	Beneficiaries
	• "Yo me quedo en casa" Bond		65,919
2020	• First Universal Bond	Peruvian families economically	60,091
	 Second Universal Bond affected by state of emergency declared during the COVID 		28,801
2021	• Yanapay Bond	pandemic.	8,054
2021	• Bond 600		75,946
2022	• Food Bond	Peruvians affected by rising prices of the basic food basket.	69,340



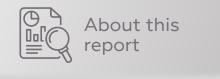


















Plin

This digital tool is integrated into our mobile application. It allows clients to make free payments and collections with a cell phone number or a QR code. At the end of 2022, Plin exceeded the 9 million users mark, out of which 42% use Interbank as their main account.

Izipay POS

Izipay was the first POS in the country that accepted all debit and credit cards, aimed at SMEs, entrepreneurs and independents. It provides merchants with a single mobile POS that accepts all cards, solving problems such as excessive enrollment and installation time, providing a speedy payment of sales, no monthly fees, and benefiting the country by promoting financial inclusion.

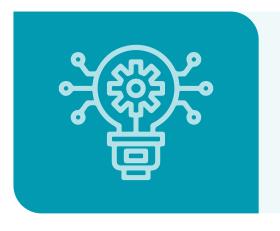
Since 2020, Izipay has been launching innovative products that revolutionize the payment processing market to address the main difficulties in generating payments during the early stages of the pandemic and beyond, mainly addressing the fear of physical contact and the predominance of cash as a means of payment.



Since 2020, Izipay has been the ideal partner for business' reactivation after the pandemic.

Izipay has developed a wide range of tools that allow businesses to continue making transactions in a secure way, such as contactless payments, QR Izipay, self-service solutions, the first app that turns cell phones into sales terminals, and an e-commerce with integrated payment button to sell from the web.

This comprehensive set of solutions has proven to be very effective during the most difficult times for businesses. Thanks to these innovations more than 540,000 businesses affiliated during the pandemic had the option to move forward and nearly 410,000 people gained access to the financial system for the first time.



We have developed innovative, safe and efficient tools that allow businesses to thrive in times of crisis.

Open Banking

We offer new digital customer service channels with the goal of serving our clients in a contextual manner, where they need us and with easy access to banking products in external channels, without interrupting their experience. Through open banking we make our products and services available through programming interfaces that partners can integrate into their own channels. For example, financing can be accessed directly from an e-commerce website without having to access the bank's channels.

In 2022, a total of 14,000 accounts were opened through our open banking alliances with +300 partners.



















Banking through Credit

Access to credit supports resilience and long-term goals, starting with smaller loans and eventually allowing people to start businesses, invest in health, and even achieve the dream of getting an education or owning a home. At Interbank, we have the goal of increasing our number of clients with access to active products and have therefore developed a series of products that offer more affordable and accessible credit options for low-income and other underserved populations. In this way, 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 small loans. As their credit scores start to improve, we seek to accompany them in their journey within the financial system, offering them more and better financing opportunities.

Small lines of Credit Cards

Aimed at people who are starting out in the financial system, with lines of credit starting at S/700. We offer this product through our Interbank App and Financial Stores. During 2022, we placed 47,400 of these cards, of which 74.5% belonged to customers who are self-employed.

Credit Card with Liquid Guarantee

Backed by an initial amount starting from S/1,000, this credit card helps the client to start building their credit history. We offer this product in our Financial Stores. In 2022, around 5,500 of these cards were placed, of which 66% belonged to customers who are self-employed.

Micro Loans

Loans of up to S/1,000 aimed at clients who are looking for small amounts of capital for a short period of time and are not able to commit to the terms of a traditional loan. We offer this product 100% digitally. We have found that, within the first year of micro loan disbursement, 50% of clients are able to access a regular loan with an average ticket of S/ 9,000.



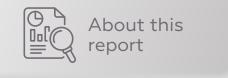


















Inclusive Insurance

Insurance products reduce the financial consequences of economic crises and contribute to building financial resilience. Through Interseguro, we contribute to expanding insurance by reducing access barriers and designing inclusive products targeted at underserved populations.

Vida Cash

This digital life insurance product pays off the client's debts in the event of death or total and permanent disability. The product is focused on the informal working segment and designed so that it does not require any financial knowledge. Any person can acquire it in 3 simple steps, 100% online and without any requirements (no paperwork or previous health assessment). One only needs to choose how much to invest per month, and at the end of the chosen period, Interseguro gives back a bonus up to double what was contributed. With this 100% return guarantee for customers that accomplish the end of the contract, clients can also use the product as a savings method for retirement, education, and other ends. In 2022, 7,360 policies were acquired, with premiums of S/20.9 million and an average annual premium of S/2,300. This showed a 27% growth in written premium compared to 2021.

Rumbo

It is a digital, safe and flexible life insurance product that helps middle-class Peruvians save for their children's education. It is designed for entrepreneurs who do not have a consistent monthly income flow, giving them flexible payment options and protection in the case of an emergency. With this product, Interseguro bets on a business model that prioritizes short-term savings with affordable price options and the possibility to modify the premium, make additional contributions and freeze their plans without

hassles or hidden penalties. Rumbo officially went on the market in March 2022, closing the year with 377 policies, a net annual premium written of S/1.9 million and an average annual premium of S/5,092. Out of these clients, 44% are self-employed and 64% are new to Interseguro.

Partnership with Betterfly

We promote healthy habits in our customers through our partnership with Betterfly, placing life insurance policies with dynamic coverage. As the client uses the Betterfly platform and registers new well-being habits, they accumulate coins that have a dual use. Clients can both use them to add to their insured amount and increase their policy's coverage, as well as donate their accumulated points to a social or environmental cause, choosing from a series of selected charities.

Life Planning

As people improve their relationship with the financial system, they are able to confidently make long-term financial decisions. For that, IFS offers different products and services that allow them to invest in their futures with simple, safe and affordable options.

MiVivienda Loan

It is a state program that promotes the acquisition of safe and decent housing for low-income families through a mortgage loan financed by the MiVivienda Fund, channeled through a financial institution. The state-owned Fund grants bonuses that serve as a complement to clients' initial payments, which focus on environmental sustainability (green bonus) and convenient financing conditions (good payer bonus). In 2022, Interbank was the second leading financial institution in the country in terms of MiVivienda loan disbursements, a total of 2 thousand, of which 82% were Green and 52% were acquired by women.



















Home Savings Account

This deposit with zero maintenance cost allows clients to qualify for mortgage credits by demonstrating a healthy financial behavior and savings ability. It is aimed at all those who cannot support part of their income with documents, yet have a current, verifiable, and lawful work activity. To qualify for a loan, the client must deposit their monthly installments continuously and uninterruptedly until the total sum reaches the equivalent of the credit they wish to access. In this way, the Home Savings Account works as an alternative scoring tool. In 2022, more than 1,300 people accessed a mortgage loan through this method, 57% of which were women, and 64% of MiVivienda loans were granted through a home savings account.

Student Loans

In our efforts to support the growth of our country's professionals, we offer students loans with special conditions such as preferential interest rates, terms of up to 60 months, and up to two years of grace. We finance up to 100% of the cost of master's degrees, diploma courses, and postgraduate studies, both in Peru and abroad.

Duo Mortgage Loan

This customized mortgage offers the possibility of acquiring a house or land by sharing the debt between two individuals, regardless of the nature of their relationship. It does not discriminate by gender, sexual orientation or kinship; allowing for same sex couples, among others, to fulfill the dream of acquiring their own home.

Remittances

Remittances are fundamental for millions of families around the world and one of the main reasons for migration in Latin America and the Caribbean. By offering this service, in 2022, Interbank has helped more than 366k migrants to financially aid their Peruvian relatives, as well as benefitted more than 400k locals with the remittances sent by those abroad. Out of these beneficiaries, 46% are digital users, 61% are women and 7% are elderly people.

We offer several attributes to ensure a quality service for both the foreign senders and beneficiaries in Peru:

- Users get the money quickly, in just minutes, every day of the year
- Family members abroad can send money through our more than 35 partner companies
- Users do not need to be customers to receive money
- No commission is charged for receiving remittances
- Users can receive their remittance directly on their bank account, through Interbank agents and Global Net ATMs
- If the money is collected in cash, one is exempt from the Financial Transaction Tax (ITF)

Additionally, we offer people who reside abroad diverse housing financing solutions, allowing them to prepare for a future where they return to their home country. For example, around 250 migrants were able to acquire a home in Peru through remittances deposited to a Home Savings Account and 12% of clients who accessed a MiVivienda Credit did so through remittances.



















Financial Education

A person's financial well-being is influenced by their choices when preparing for and facing life's challenges. Healthy financial habits like regular savings, spending control, debt management, prudent investing and prevention from fraud are key for achieving financial well-being. Financial education and training programs seek to develop said habits and encourage better decision-making that will benefit both clients and financial institutions alike.

Aprendemás, Digital Platform

Aprendemás ('Learnmore') is a 100% digital learning platform that offers free courses, webinars and other tools regarding topics such as financial health, digitalization, personal and professional development, digital marketing, social media and more.

This innovative and customizable e-learning platform was created in response to identified needs in the Peruvian population. Whether the user is at basic or advanced level of knowledge, it allows them to navigate intuitively through the platform, so that they can easily access the topics of greatest interest and value to them. For example, it helps achieve goals in every stage of life, presenting a specific journey for users who are students, workers, entrepreneurs, and retirees. Anyone can enter the platform without having to be a client and access much of the information available, but to have full access to the multiple resources it is necessary to register and create a user.

Through this free alternative that provides extensive quality information and interactive tools, Interbank has reached more than 680 thousand Peruvians, out of which 31



20 courses, 20+ webinars and 6 learning tools to help Peruvians form healthy financial habits.

thousand have registered in our platform. We have found that the people we educate financially increase their savings by 26% more than a person who does not educate themselves. In addition, 5% of financially educated clients who had a low rating in the financial system managed to change their rating to 'normal' after 2 months of being financially educated with these platforms.

Learning tools

TunkiBot

In order to train entrepreneurs on banking, personal finance and business management, we partnered with the national program "Tu Empresa" of the Ministry of Production to build a free chatbot with automated responses within Tunki. This chat offers quick and easy to apply solutions, with modules on formalization, financial education and digital tools for the management of their businesses. This repository of information is located in the same app, works 24/7 and has no additional cost.



















My Finance

In order to empower users in the management of their finances, this digital tool provides them with a monthly income and expenses report that helps to visualize, understand, and intelligently control their spending habits. It also offers the possibility of organizing their income and expenses by creating budgets, classifying them by categories, and making comparisons to previous months. We also complement the experience by making our clients' credit evaluation available with the My Credit Score tool, through which they can learn about their overall score, the main factors that compose it, and receive personalized advice on how to improve it. Both tools help our clients make responsible financial decisions that allow them to maintain good financial health in order to obtain new and better financing products.

The tools can only be fully accessed by our clients because they are within the Interbank App. However, for My Credit Score, we have a space on our website where non-customers can also get to know their score. During 2022 1.8 million Peruvians have visualized their score either through Interbank.pe or the app. As of December 2022, we had 716 thousand users of My Finances, 280 thousand of which are users of My Credit Score. Additionally, we reached an app penetration of 30%, meaning that 1 out of 3 Interbank App users is a My Finances user.



Strategic Communication

• IBK Cares

We accompany our clients with alerts, reminders, and clear and timely information that provides security and confidence. One of our main tracks is financial education, where we seek to help clients maintain good financial health, save costs, and understand their finances in an easy way. This track is focused on 3 client journeys:

- Debt payment: Focused on preventive delayed payment management.
- Money care: Taking care of our clients' money to avoid commissions due to digitalization.
- Financial health: Education initiatives that enable the customer to maintain good financial health.

In 2022, through our communications, we achieved a reduction in customer delayed payments of 26% compared to those who did not receive financial education.

SME Development

At IFS, we are committed to developing entrepreneurs, small-and-medium-sized enterprises, and their economic growth through financial education and, mainly, digital solutions that enhance their development within the financial system.



















Products & Services

Digital Business Account

The Business Account is the first 100% digital checking account in the Peruvian market created especially for small business owners. Our clients can carry out their operations digitally and for free through the Interbank App and Web for Businesses without worrying about maintenance costs, as long as they use it during the month. In this way, we provide free maintenance while promoting account usability. Additionally, we provide benefits such as preferential exchange rate, unlimited deposits per Agent and ATM, and a Business Debit Card to dispose of cash and make purchases.

With this product, we aspire to help small Peruvian business owners to access the financial system, improve their financial management, and carry out their operations digitally with ease. In 2022, the transactionality of new clients in their first month increased from 50% to 60% compared to 2021. Additionally, digital transactions specifically increased from 24% to 35%. As such, we seek to not only increase the opening of new accounts, but to also be a useful tool for small businesses, to help them continue to grow in the financial system, improve their financial education and access other banking services.

Digital Electronic Factoring

We offer our clients the possibility of advancing the collection of invoices with electronic factoring, being the only bank that allows a 100% digital affiliation. Small business owners require cash to meet their obligations and payments; however, credit sales sometimes delay the liquidity of their companies. At Interbank, small businesses can collect their

customers' invoices in advance to be paid in 90 days. After said term, the invoice is paid by the customers directly to Interbank. In 2022, more than S/6,000 million were disbursed in advanced payments of invoices pending collection.

Benefits of digital invoice advance:

- Generates liquidity to meet obligations.
- Has shorter terms than a traditional loan.
- The credit evaluation is simpler, since it is supported by invoices.
- The cost of the service the interest rate is often better than other financing options.
- The payment is received directly into the account and can be consulted through the web.
- Generates savings in operative and administrative collection expenses.
- It is easily accessible as it is 100% digital.

Cobrosimple ('Simplecharge')

100% digital platform that allows companies to affiliate and configure their collections to its customers in any of Interbank's channels in the fastest, easiest and commissionfree way. To use it, it is only necessary to have an Interbank account, either a business account or a checking/savings account for legal entities. Once registered, without the need to share an account number, customers can make payments to the company on Interbank's digital channels and in more than 4,500 correspondent agents. Collections are done instantly, allowing the identification of each customer's payments and viewing the payment status in real time.



















- Offers the possibility of downloading reports to facilitate the process of reconciliation and monitoring of collections.
- Gives visibility of payments at all times and in real time, which are credited and recorded in the client's online account.
- Allows businesses to reduce administrative expenses and cash management at the stores, increasing security and savings.
- Collections can be configured according to the business model of each company, choosing between partial or full payments, order of payments and default interest collection.

Financial Education Programs

Business Development Program

This program seeks to promote the capacity-building and development of Peruvian entrepreneurs and small businessowners. During a two-month period, we provide training delivered by experts in areas such as: business models, digital marketing, business finances and innovation. Throughout the program's duration, the entrepreneurs are accompanied by our employee volunteers, who act as personal advisors. In 2022, we trained 157 businessowners located in 10 different regions of the country, 40% of whom were women.



Business Advisory Program

Through this program, designed by Interbank and executed in alliance with 6 Peruvian universities (PUCP, UPC, UL, UCSP, UPN, UTP), we give personalized and needs-based advisory to entrepreneurs with the help of last semester business students. In 2022, nearly 150 entrepreneurs and 600 students participated in our program. The advisory focused on areas such as digital marketing, inventory management, store redesign and organization of finances.



Entrepreneur Warrior

This initiative, led by the UN Development Program and IKIGAY, works in alliance with several companies operating in Peru, including Interbank. It is designed to promote the development of entrepreneurs through training provided by experts and advisory provided by employee volunteers. In 2022, the program impacted 300+ entrepreneurs with the help of 80+ volunteers, spanning all 24 Peruvian regions and more than 100 different types of businesses.























3.5. Corporate Citizenship Programs

Social Programs

We create and support a series of social programs that help promote the well-being of Peruvians.

Some of our main social programs are:

"Maestro que deja Huella"

For 14 years, Interbank has recognized the work and significance of public education teachers who, with effort, vocation and innovation, leave a positive mark on their students and the community. This recognition, which constitutes an essential motivation for teachers and a contribution to the country's development, welcomes the best educational practices that transform the challenges in today's education into learning opportunities for students. The winner of the contest receives a monetary prize, among others.

My Police Station, My Pride

Contest organized since 2017 by Interbank, together with the Ministry of Internal Affairs and the National Police force of Peru, intending to make visible, recognize and rewarding the good practices and initiatives that the police and police stations across the country. In 2022, 352 police stations registered to the contest, and the finalists were awarded a prize.

"Patronato de la Plata" National Contest

We continue to support the enhancement of the ancient techniques of the country's silversmith artisans and greater visibility for their talent. From the beginning of this contest, 26 years ago, 3,798 pieces of art has been exhibited and the metalsmiths left their works in the Interbank's financial stores of various country regions. 260 awards has been granted amounting more than S/1.6 million. The awarded pieces have been exhibited nationally and internationally.



















Launch the Star

In July, Interbank partnered with the NGO Juguete Pendiente to combat the cold winter frosts in Puno, Cusco, Moquegua and Ayacucho, joining their "Abrigo Pendiente" campaign. With the money donated by our employees, we were able to purchase 2,800 blankets.

In December, we aimed to reinforce our conviction for gender equity and our commitment to education. For this reason, Interbank joined Care Peru's "Girls with Opportunities" program, which helps adolescent girls in Peru to complete their studies and develop socioemotional, sexual education and economic empowerment skills.

Together against COVID-19

For the third year in a row, we focused part of our donations to benefit the medical community, COVID-19 patients and the to benefit the medical community, COVID-19 patients and their families. Interbank delivered 4,450 tests to the Quilmaná Health Center in Cañete and to the Roldán and La Huerta health facilities located rural areas, as well as 4,450 COVID tests to the Instituto National Children's Institute of San Borja in Peru.

Support for oil spill cleanup of the Ventanilla coastline

In alliance with "Juguete Pendiente", Interbank and Interseguro made a donation was made to the organization "Peru te quiero limpio" (Peru I want you clean) after the

declaration of environmental emergency declared by Environmental Ministry. Cleaning materials and biosafety equipment, biosafety equipment for the volunteer teams, including implements such as shovels, rakes, and gloves.

Donations low-income students

We are supporter of "Peru Children's Shelter SOS", an NGO with different programs to support vulnerable families, and from Interseguro we cover the expenses of 45 student's schools supplies. Through this program we are willing to support the less advantage children and reduce the inequality gap.

Also, we reaffirm our support to Peru Champs, an NGO that contributes to reduce the education gap through scholarships to low-income talented boys and girls.

Earth Hour

Interbank and Interseguro participated in the "Earth Hour" a worldwide movement organized by the World Wildlife Fund (WWF). In the last Saturday of March 2022, and as a symbol of commitment to the planet, the main administrative offices of Interseguro and Interbank turned the lights off for one hour. Also, each subsidiary shared related communications regarding the importance of energy efficiency and promoting actions to mitigate climate change.



















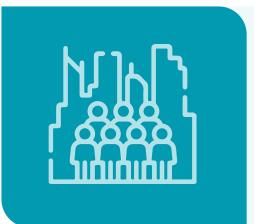
Work for Taxes

[GRI 203-1]

Our contribution to the community also is made through the Public Work for Taxes in which Interbank participates. The Public Work for Takes Law (Ley de Obras por Impuestos) promotes public investment projects that have a national, regional or local impact to underserved groups located in rural or hard-to-reach areas.

In 2022, in cooperation with a group of entities associated with ASBANC, we participated in the construction, improvement of infrastructure and implementation of equipment of a police station in the regions of La Libertad, Huancavelica and Piura.

During 2022, the Working Document that updated the Technical File for the Collasuyo 1 Project was approved and is ready for the start of construction. This project includes the improvement of low and medium voltage networks, electrification, drinking water and sanitation networks. We committed S/ 17.16 million out of a total of S/ 34.3 million. The objective of this work is to deliver an urban road network with modern infrastructure, improve pedestrian and vehicular traffic flow, and reduce the number of traffic accidents. 120 thousand people will benefit from the Collasuyo project in Cusco.



Investing in Works for Taxes allows us to generate shared value, contributing to the improvement of the population's living conditions.























☐ Intercorp Financial Services



4. Environmental Dimension

















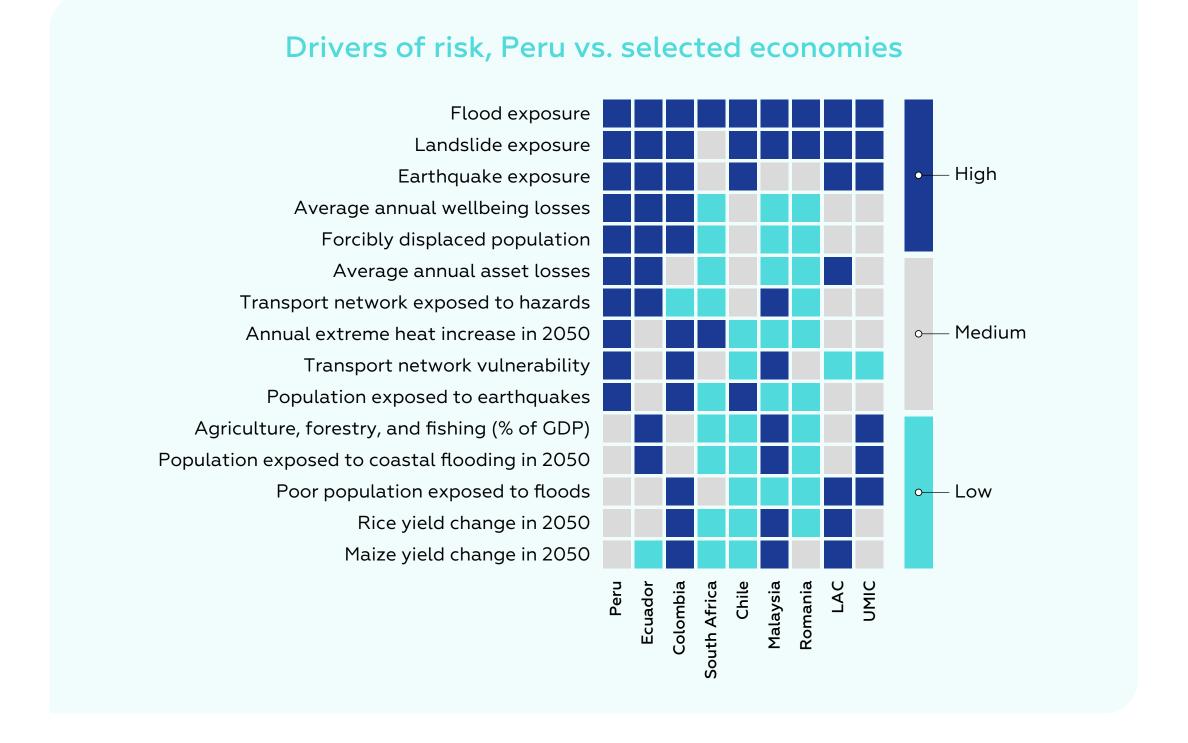


4.1. General and 2022 overview

As a financial holding, IFS affects and is affected by climate change. We have a direct impact on the environment through the use of natural resources and an indirect impact mainly through our corporate lending, project financing and investing portfolios. Moreover, we are also situated in one of the most vulnerable regions to the effects of climate change.

Climate change risks and natural disasters have exposed Peru to severe economic and welfare losses. According to the World Bank's Report¹⁰, natural disasters cause an average annual loss of 2% of GDP and welfare losses equivalent to 5.2% of GDP. In addition, changes in precipitation, accelerated glacial melting, and the increased frequency and severity of floods, landslides and droughts will have a significant impact on the availability of water for agriculture, human consumption and energy production, with considerable economic consequences.

Additionally, Peru was found to be more exposed and vulnerable to natural hazards than most of its structural peers. As shown in the following figure included in the World Bank's Report, Peru scores higher on 10 out of 15 indicators representing drivers of risk.





















World Bank's Country Climate and Development Peru Report (2022)

At IFS, we aspire to build towards a 2050 net zero scenario and use our unique position in the financial and insurance segments to not only impact our own operations, but also accompany our clients in their own climate transition journeys.

In 2022, our Board approved IFS Sustainability Policy, which includes our environmental commitment to progressively incorporate the opportunities and risks related to climate change in our business strategy, to align it to the Paris Agreement goal of holding global temperatures to no higher than 1.5°C above pre-industrial levels. Our commitment to adopt the TCFD recommendations by 2023 is also key to our strategy.

Our climate strategy is carried out in 3 main areas:

- Financing our clients' climate transition
- Integrating climate into our risk management processes
- Mitigating the direct impact of our operations

Main achievements as of 2022:

- Interbank sustainable commercial portfolio up to US\$ 167 million.
- At Interbank, we initiated the process of integrating the Equator Principles and IFC Performance Standards into our corporate lending environmental and social risk management process.

Main goals:

- In 2023, Interbank will:
- Make public its Sustainable Financing Framework
- Strengthen its environmental and social risk management with implemented internal processes and a public policy aligned with best practices.

- Aims to reach up to S/500 million in disbursements in commercial facilities with a positive impact on the environment.
- In 2026, we aspire to implement the first phase of the integration of climate risk methodology into Interbank's credit assessment.
- In 2032, we aspire to achieve carbon neutrality in IFS' own operations.

























4.2. Our Sustainable Finance Strategy

At IFS we seek to contribute to the development of business models based on positive social and environmental impacts, with sustainable growth and long-term value at their core. We are permanently searching for business opportunities embedded with a sustainability approach.

The sustainable finance strategy in Interbank is focused on developing business opportunities that impact mainly in the following Sustainable Development Goals (SDGs)





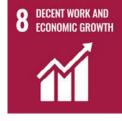
























- Promotion of energy generation through renewable sources
- Reduction of GHG emissions
- Promotion of energy efficiency



Climate change is our main motivation to accelerate our sustainable finance strategy.





taxonomy:



















In 2021, we started our sustainable finance roadmap with our first certified green loan to finance a water treatment plant in the agribusiness industry for up to US\$60 million. During 2022, we disbursed two certified sustainability-linked loans for up to US\$50 million, both with ambitious, and externally verified, environmental Key Performance Indicators (KPIs) and Sustainability Performance Targets (SPTs).

To ensure our teams had the required knowledge and skills, 20 members of the commercial and sustainability teams directly responsible of ESG Finance received a talk by an external expert on key concepts such as green use of proceeds, environmental certifications and socioenvironmental impact studies. In 2023, we plan to carry out a wider reaching training program, covering teams from commercial banking and risk management.



Looking forward, we have the ambition of reaching 15% of our corporate credit portfolio with a positive impact on the environment by 2026.

Interbank Commercial Sustainable Finance Products

Green Loans

The fundamental determinant of a green loan is the utilization of the loan proceeds for Green Projects (including other related and supporting expenditures). All designated Green Projects should provide clear environmental benefits, which will be assessed and, where feasible, quantified by the borrower (Green Loan Principles -LSTA).

Sustainable-Linked Loans (SLL)

SLLs are instruments for which the economic characteristics can vary depending on whether the borrower achieves ambitious sustainability performance objectives. The use of proceeds in relation to an SLL is not a determinant. SLLs look to support a borrower in improving its ESG performance, measured by applying predefined SPTs to predefined KPIs (SLL Principles-LSTA).

Interbank's Green Taxonomy

- Sustainable Fisheries and Agriculture
- 2. Energy Efficiency
- 3. Renewable Energy
- Clean Transportation
- Circular Economy
- Wastewater Treatment
- Green Buildings

Sustainability Linked-Loan (internal guideline as reference)

- Relevant and measurable KPI, which at least one must be environmental
- Ambitious SPTs
- Baseline: minimum of 3 years, where feasible
- Annual reporting

The team of the Commercial Vice Presidency in charge of sustainable finance strategy was recognized with a special mention during the 2022 Commercial Vice Presidency Awards. Also, as of 2023, remunerative incentives related to disbursements of ESG loans, including green loans, were added as part of variable remuneration incentives of the Commercial Vice Presidency teams.

During the structuring of a sustainable finance loan, Interbank complies with the guidelines provided by the Green Loan Principles and Sustainability-Linked Loan <u>Principles</u>, published by the Loan Syndications and Trading Association (LSTA) to measure the project's or client's contribution to the environment accomplished during the term of the agreement. We have also implemented internal procedures so the impacts are duly reported by the clients and recorded into the bank's database.

Finally, during 2022 Interbank began its internal process to incorporate the Equator Principles and IFC Performance Standards in our Environmental and Social Risk management process. Working closely with an external consultant, we incorporated best international practices into our Environmental and Social Risk Management System (SARAS) to strengthen our processes in the identification, mitigation and monitoring of social and environmental risks in our commercial portfolio. With this process, we also aimed to increase the scope of our SARAS by including not only project financing but also other types of financing that are destined for certain industries that have a higher negative impact on the environment.























4.3. Climate Risk Managment

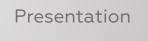
Considering the continuing risks associated with climate change, IFS is working to adapt our business processes to manage its effects. We have identified climate risk as a material risk, and it is therefore included in our decision-making processes, especially when it comes to commercial and risk corporate financing in high climate risk industries, such as agricultural production, transportation services and tourism. To learn more, please refer to "Emerging Risks" section.

Our first approach to identify physical and transition risks was developed leveraging country-level data from recognized organizations such as Intergovernmental Panel on Climate Change (IPCC)¹¹, World Bank,¹² Ministry of Environment of Peru (MINAM)¹³, among others.

IFS will continue to validate and refine its Climate Risk Inventory as it considers appropriate. As of the date of the report, we have not conducted any analysis for significant concentrations of credit exposure to carbon-related assets or implemented any stress tests for climate-related scenarios.







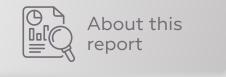


















¹¹ Intergovernmental Panel on Climate Change (2022)

¹² Peru Country Climate Development Report (by World Bank Group 2022)

National Plan of Climate Change Adaptation of Peru (by Peruvian Environment Ministry 2022)

Physical Risks

We define physical risks as the potential negative impacts on IFS' performance brought on by the emergence of climate and weather-related events that can result in financial losses or other adverse organizational impacts. In accordance with the TCFD, we classify them in acute and chronic.

	Transition risks						
Subtype of risk	Definition	Potential Events	Potential Impacts ¹⁵	Time Horizon Short Term: >5 years; Medium Term: 5 to 10 years; Long Term: <10 years			
Acute	Short-term events in weather and climate change	 Interruption in operations of clients in industries that depend heavily on weather. i.e. agriculture, fisheries, tourism. Threats or loss of value of client assets (collateral) 	 Impact on transportation, electrical and communication systems Damage to facilities that prevents normal services provision Impact on loan activity and the value of collateral Increased insurance cost 	Short term, Medium Term, Long Term			
Chronic	Long-term changes in weather and climate	 Interruption in operations of clients in industries that depend heavily on weather. i.e. agriculture, fisheries, tourism. Threats or loss of value of client assets (collateral) 	 Interruption in operations of clients in industries that depend heavily on weather. i.e. agriculture, fisheries, tourism. Threats or loss of value of client assets (collateral) 	Long Term			



















¹⁵ Identified impacts are for illustrative purposes and represent potential impacts on IFS or its clients.

Physical Climate Risk Adaptation

At Interbank, we have created adaptation plans for the most pressing short to medium term physical climate risks, specifically those affecting our own infrastructure, by implementing energy efficiency measures, sustainable resource management practices, and contingency plans.

For example, to avoid structural damage from high levels of precipitation (especially in our financial stores located in the northern coastal region and in the Amazon rainforest), we permanently monitor our financial stores drainage system. Or, to reduce the risk of landslides, we build retaining structures around our financial stores to protect our infrastructure, employees and clients.

In addition, employees that work and live in the most vulnerable regions to climate risk are duly identified by the HR management team, and are offered special benefits, such as:

- Emergency loans with no interests for natural disasters.
- Well-being clinic for employees and their families.
- Telemedicine for our employees in rural or hard-to-reach areas.
- Employee's kits with first necessities supplies, such as food, clothes and health supplies.

Transition Risks

Transition risks are the losses related to the adjustment process to a low-carbon economy. For transition risks, the time horizon is short, medium and long term, as it is continuously affecting the way the bank operates.

	Physical risks				
Subtype of risk	Description of the Risk	Potential Impact for financial sector ¹⁶			
Policy and Legal	Policy and regulatory measures to curb GHG	 New market entry barriers caused by the policy changes that could affect us and our clients' businesses. New banking regulations (disclosures, stress testing, taxonomies). Climate change taxation reforms and incentives (i.e., carbon tax) 			
Technology	Transition to new climate technologies and substitution of carbon-intensive products	 Potential change in existing business models of our clients, affecting profitability and loan performance. Increase in costs related to the research and development of new technologies. 			
Market	Alterations in market demand and supply for specific goods and services	 Increase the commercial necessity to develop green and climate solutions in their products. Decline in demand if a product or service is found to have an adverse environmental impact. 			
Reputation	Increase stakeholder demand for more transparency and accountability	 Impact in reputation due to the rise of greenwashing or ESG washing allegations. Impact in reputation when negative environmental issues arise amongst clients within the IFS portfolio. 			





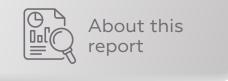


















¹⁶ Identified impacts are for illustrative purposes and represent potential impacts on IFS or its clients

4.4. Our Eco-efficiency Strategy

As a financial holding company, IFS directly impacts the environment through its operations due to the use of natural resources such as energy, water, paper, among others. Therefore, in all our subsidiaries, we carry out conscious management practices that seek to mitigate the impact of our actions and are aligned to a comprehensive ecoefficiency strategy that responds to the goals set at country level and internationally, based on the Paris Agreement.

Interbank and Interseguro started measuring their carbon footprints in 2020, while Inteligo and Izipay began the process in 2021. All subsidiaries are currently in the process of establishing medium and long-term goals to reduce their direct environmental impacts using a science-based methodology aligned to Science Base Targets Initiative (SBTi). Based on Interbank's historical data collection, it previously established interim 2030 reduction goals for energy, water and waste management, with 2019 as the base year.

Indicator	Metric	Goal 2019-2030
Energy Consumption	kWh	-60%
Water Use	M3	-30%
Non-reusable Waste	Ton	-35%

Eco-efficiency Plan 2022-2030

Interbank designed an Operational Eco-efficiency Plan to meet the established goals, which was presented to the Governance and Sustainability Committee. This plan is based on five main pillars, which we have called the 5C's:

- Consumption: Reduction of consumption through initiatives of digitalization and energy and water efficiency.
- 2. Circularity: Transition to a circular economy through responsible waste management.
- 3. Construction: Establish guidelines for the construction and remodeling of offices and stores.
- 4. Culture: Awareness and training of employees and suppliers to develop environmentally responsible practices.
- 5. Compensation: To achieve carbon neutrality by 2032, we are evaluating options for offsetting scope 1+2 and part of scope 3 GHG emissions through the purchase of carbon credits.

During 2022, there were certain increases in consumption due to the partial return of employees to in-person working and an increase in the number of sources included in the eco-efficiency measurements, such as the home-work transportation of employees and a more complete characterization of waste generation. These variations are contemplated in the Eco-efficiency Plan and our 2030/35 goals.



















Emissions

[GRI 305-1] [GRI 305-2] [GRI 305-3]

In 2022, Interbank and Interseguro started working on the definition of their sciencebased targets for scopes 1, 2 and part of 3 of GHG emmissions, aligned with a 1.5°C scenario. For this, we will implement energy and water efficiency strategies, renewable energy consumption and emissions offsets.

This year Interbank carried out its first offset with certified renewable energy (REC) in its two main offices (Interbank Tower & Camaná Office), which represent 25% of the total 2022 energy consumption. Therefore, we calculate our footprint based on both location and market.

		Scope 1		Scope 2 (tCO ₂ e)		Total (tCO ₂ e)	
Year	Coverage	(tCO ₂ e)	Location Based	Market Based	Scope 3 (tCO ₂ e)	Location Based	Market Based
2020 ¹⁷	96%	428.46	2,990.16	2,990.16	7472.96 ¹⁸	10,891.58	10,891.58
2021 ¹⁹	100%	393.59	2,715.74	2,715.74	13,571.04	16,860.37	16,860.37
2022 ²⁰	92%	419.49	3,022.56	2,413.30	8,880.43	12,332.48	11,723.22

Does not include Izipay's emissions as they are currently mid-measurement process.





















Only includes Interbank and Interseguro's emissions.

The coverage for this specific 2020 indicator is 87%, as it only includes the measurement for Interbank.

Does not include Izipay's emissions as it had not yet been 100% acquired by IFS.

Our footprint is calculated using the GHG Protocol standard established by the World Resources Institute (WRI) and the World Business Council for Sustainable Development (WBCSD), and further certified by an independent third party. It covers:

- Scope 1: Direct emissions associated with our consumption of fossil fuels in emergency power generation plants located at our sites.
- Scope 2: Indirect emissions associated with electricity purchased for our operations.
- Scope 3: Indirect emissions that are a consequence of our operations but occur from sources not owned or controlled by the company.²⁰

The Ministry of the Environment (MINAM), through the national program Huella de Carbono Perú, recognized our subsidiaries for our environmental management practices²¹. This program has a recognition system of up to 4 stars, according to the management level achieved by each organization. In 2022, Interbank was recognized with the third star for measuring, verifying and reducing its emissions. Additionally, Interseguro obtained the second star recognition for measuring and verifying its footprint, while Inteligo obtained the first star for their first measurement. In such manner, we align with and contribute to the country's climate strategy.



Energy

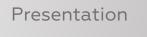
[GRI 302-1] [GRI 302-4]

Year ²²	Coverage	Total energy (MWh)	Renewable energy (MWh)
2019 ²³	96%	28,620.41	17,171.88
2020	100%	19,431	12,617
2021	100%	15,629	9,632.1
2022	100%	15,767.6	10,112.4

Since 2019, we have reduced our total energy consumption by 45%. To achieve this, we constantly monitor our consumption and implement various energy efficiency initiatives:

- Migration to LED luminaires in financial stores, money markets and offices
- Use of low-consumption air conditioning equipment
- Installation of lighting sensors
- Making use of natural light in the design of offices and stores
- Solar panel installation pilots
- Updating of BMS system controllers for monitoring electromechanical equipment
- Implementation of Data Loggers in financial stores
- Energy audits at offices and stores
- Acquisition of RECs
- ²⁰ To date, in IFS this scope measures emissions from: Capital Goods, Purchased Goods & Services, Fuel-and-energy-related assets
- ²¹ Recognitions obtained in 2022 reward achievements occurring in 2021
- The years 2020 and 2021 do not include Izipay as it had not yet been 100% acquired by IFS
- ²³ Only includes Interbank and Interseguro

























The years 2020-2021 only include data belonging to Interbank

Waste management

[GRI 302-1] [GRI 302-4]

IFS joins the global movement that seeks to transition from the linear consumption model to a circular economy that allows us to combat the worrying over-generation of waste. In 2022, we generated a total of 79.42 tons of waste.

Year	Coverage	Total waste generated (tons)	Total waste recycled (tons)	Total for disposal (tons)
2019	87%	390.75	0.345	390.405
2020	87%	97.34	0	97.34
2021	84%	81.27	73.056	8.213
2022	89%	79.4246	67.997	11.4276

We have two main focuses: reducing the amount of waste generated and increasing the amount of recycled/reused waste. To achieve this, we implement several actions, such as:

- Carrying out planned purchases to reduce waste.
- Incorporating sustainability filters in our purchasing processes.
- Digitalizing processes to reduce the use of paper.
- Encouraging recycling and a culture of second use and donation.









Corporate governance and economics













- Promoting the use of circular economy products.
- Guaranteeing the correct disposal of non-reusable materials.
- Placing recycling containers at our offices for different types of waste.
- Placing recycling containers in stores or surrounding areas to promote the correct disposal of waste in customers and neighboring businesses.

We have recycling programs in our offices and financial stores, through which we properly treat hazardous and non-hazardous recoverable waste via partnerships with our suppliers, such as Circulapp, Reciclalatam and Claro.

Water Management

We recognize the water stress that Peru is facing, especially the city of Lima, where we have most of our operations. Because of this, despite not being considered a material issue for our stakeholders according to our materiality analysis, we report and manage our water consumption annually. Thus, we have managed to reduce our total water consumption by more than 70% compared to 2019.

Year ²⁵	Coverage	Total Water (millon m³)
2019	96%	0.663575
2020	96%	0.162844
2021	95%	0.144555
2022	100%	0.147922

²⁵ 2019-2021 only includes information from Interbank and Interseguro.

To achieve our reduction goals, at Interbank, we monitor our monthly consumption through a control panel, which allows us to maintain a stable average consumption indicator and launch alerts to control water leaks.

Additionally, we implement a series of initiatives and technologies that help us reduce our water consumption:

- Monitoring of drinking water supply through meters that allow control of sectorized consumption.
- Use of timed faucets and installation of regulating filters.
- Automatic filling control of drinking water storage tanks.
- Tracking of drinking water consumption indicators per person.























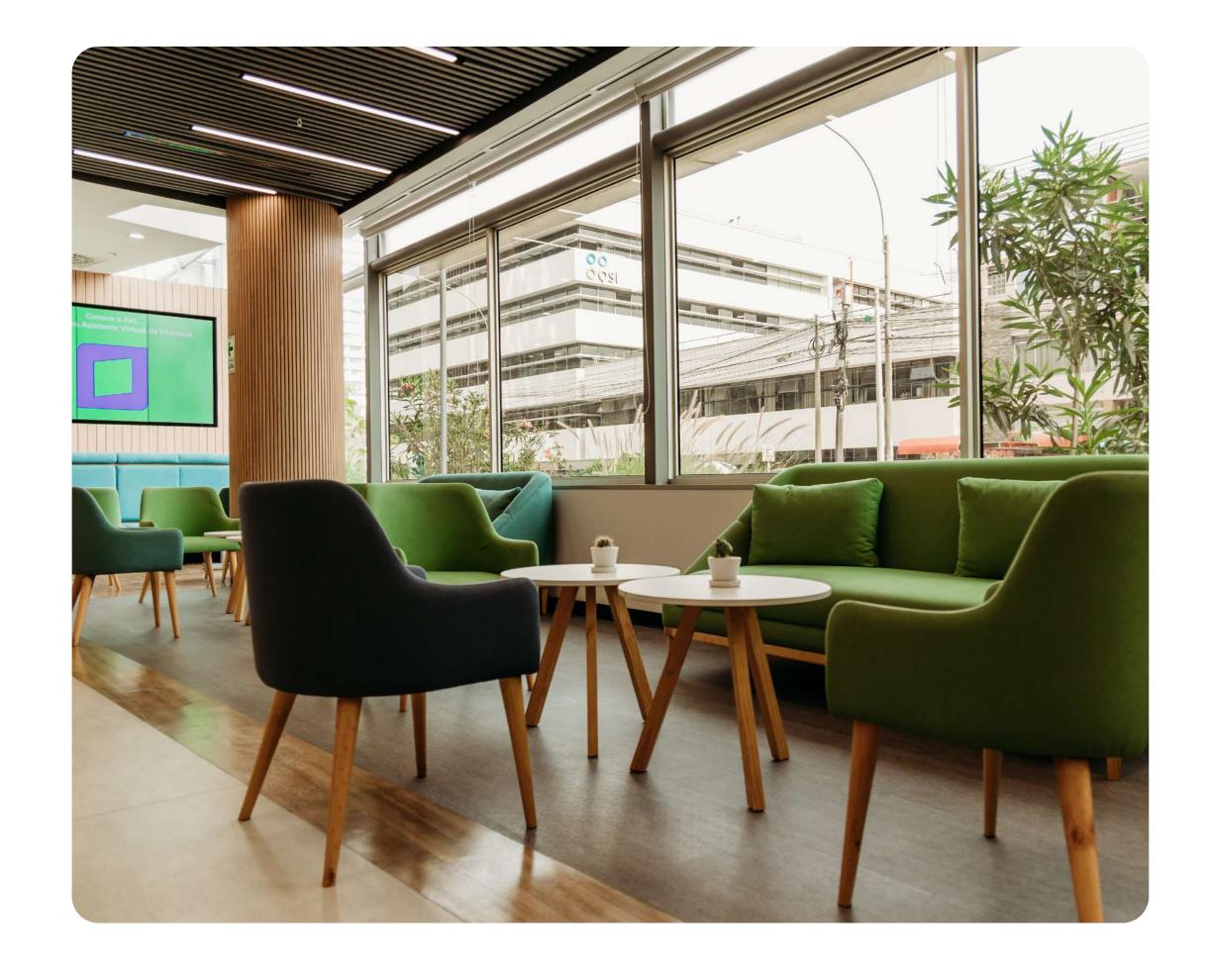
Sustainable infrastructure

We aim to comply with the best sustainable construction standards in new projects and remodeling of our subsidiaries' offices and stores. Therefore, at Interbank, we developed the Design Book for Financial Stores (TFs) and Money Markets (MM), which provides standardized guidelines for infrastructure and electromechanical elements aligned with LEED and EDGE standards.

Some of the sustainable construction guidelines we use for our construction projects are:

- Hiring suppliers that have sustainability guidelines in their internal management and production.
- Recyclable and eco-friendly construction materials, such as PVC tiles and ecological paint.
- Lighting design that favors natural light.
- Standardization of the purchase of LED luminaires.
- Lighting control systems with sensors.
- Inverter and VRV air conditioning equipment.
- Incorporation of green spaces in new designs.
- During construction processes, waste generated is disposed of in ecological boxes for better management.

During the dismantling processes, we carry out responsible disposal of assets and/or waste through donation, recycling or sale, supporting the circular economy and recyclers from the surrounding areas.























Intercorp Financial Services



5. About this report



















5.1. Sustainability Report 2022

[GRI 2-3]

This sustainability report contains information from January 1, 2022 to December 31, 2022 and is published annually. This report has been prepared in accordance with the Global Reporting Index Standards.

[GRI 2-2]

We cover companies in which IFS have full ownership (i.e. 100% voting rights). Intercorp Financial Services Inc. (henceforth "IFS", "the Company" or "the Group") is organized as a corporation (Sociedad Anónima) under the laws of Panama since 2006. In this sustainability report we refer to and the discussion of our business includes the business of our principal subsidiaries as follows:

- 1. In our banking segment: Banco Internacional del Perú, S.A.A.—Interbank, an openstock corporation (sociedad anónima abierta) organized under the laws of Peru, as "Interbank";
- 2. In our insurance segment: Interseguro Compañía de Seguros, S.A., a corporation (sociedad anónima) organized under the laws of Peru, as "Interseguro";
- 3. In our wealth management segment: Inteligo Group Corp., a corporation (sociedad anónima) organized under the laws of Panama, as "Inteligo"; Inteligo Bank Ltd., a corporation organized under the laws of The Bahamas, as "Inteligo Bank"; Inteligo Sociedad Agente de Bolsa S.A., a corporation (sociedad anónima) organized under the laws of Peru, as "Inteligo SAB"; Inteligo USA Inc., a corporation organized under the laws of New York, as "Inteligo USA", and Interfondos S.A. Sociedad Administradora de Fondos, a corporation organized under the laws of Peru, as "Interfondos SAFM" or "Interfondos"

4. In our payments segment: Procesos de Medios de Pago S.A. ("PMP"), a corporation (sociedad anónima) organized under the laws of Peru and its subsidiary Izipay S.A.C., a corporation (sociedad anónima) organized under the laws of Peru, as "Izipay", both of which are IFS' consolidated subsidiaries since April 2022.

For reporting purposes, unless otherwise indicated, we have considered the following weighting for social and environmental indicators for our subsidiaries considering their level of employees:

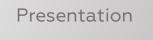
Total employees	Interbank	Interseguro	Inteligo	lzipay	Total IFS
# of employees	6,162	921	337	667	8,087
% of employees	76.2	11.4	4.2	8.2	100.0

As a financial holding our mission is to ensure to our stakeholders the reliability and transparency of the data provided under this report and we encourage investors to use these data in their analysis and investment decisions.

Our external verification certificate is available in annex 1 of this document. For comments, opinions or questions about this report, please write to:

Liliana Huarcaya (lhuarcayae@intercorp.com.pe). Intercorp Financial Services Inc. Av. Carlos Villaran N° 140, La Victoria.





















5.2. Our Stakeholders

[GRI 2-25] | [GRI 2-26]

Relationship and communication spaces available [GRI 2-29]



In the event that the operations of our subsidiaries may have a negative impact, we have various processes and guidelines in place to actively listen to our stakeholders and apply continuous improvement.

Stakeholders	Definition	Interaction purpose	Communication channels
Shareholders	A shareholder is a person, company or trust owning the shares of a company. Its liability is limited to the number of shares it owns.	Interaction with shareholders seeks to convey the scope of our results and the impact of our strategy.	 Corporate Governance Report Annual Financial Report Annual Shareholders' Meeting Communications via telephone, e-mail. Whistleblower Hotline
Investors	An investor is a person or a company that puts money into an entity such as a business for a financial return.	Transparency and interaction with investors seeks to inform the development of our business and strategy.	Quarterly Investors callsAnnual Financial ReportWhistleblower Hotline



















Board members	Prominent professionals in the academic and labor fields, appointed by the General Shareholders' Meeting of IFS and its subsidiaries. The composition of the Boards of Directors reflects the applicable legal requirements, as well as internal corporate governance guidelines. The Boards of Directors are the administrative bodies with the highest administrative and civil responsibility.	The directors, on a collegial basis, direct and control the Bank's business and activities. Their composition seeks to ensure the execution of the strategic vision of IFS and its subsidiaries for the benefit of its stakeholders.	 Meetings of the Board of Directors Annual Reports. Monthly, quarterly and annual audited financial statements. Corporate Governance Reports. Corporate Sustainability Reports. Performance evaluations Whistleblower Hotline
Executive Committees	C-suit officers of the subsidiaries comprising the General Manager and their direct reports. Subject to permanent verification and monitoring of compliance with moral and technical requirements, as well as the absence of legal impediments.	The Chief Executive Officer and the members of the Executive Committees are responsible for executing and enforcing the resolutions of the General Shareholders' Meetings and the Board of Directors.	 Meetings of the Executive Committees in each subsidiary Whistleblower Hotline
Employees	These are all persons hired by subsidiaries to perform a specific function and for which they receive a monthly salary, as well as additional benefits as applicable.	Employees are the most important asset of IFS' subsidiaries. All employees, regardless of their position, must share our values. Technical competencies are important and are defined according to the level of responsibility they will assume, but moral competencies are mandatory.	 Work climate surveys Performance evaluations Whistleblower Hotline
Clients	People or companies with whom commercial relations are established or maintained for the rendering of any service or the supply of any product of the financial and insurance business.	Customers are all natural persons to whom the subsidiaries provide financial and insurance products and services. There are also commercial customers, companies (legal entities) in the corporate sector, medium-sized companies and small businesses.	 Satisfaction surveys, interviews and focus groups. Virtual book of complaints Meetings via commercial Executives Telephone Banking Social networks Whistleblower Hotline





















Suppliers	People or companies that supplies goods and/or services. They are an important part of the processes to provide quality products and services.	Strategic suppliers provide goods and services of critical importance for the business's daily operations. Non-strategic suppliers provide goods and services which level of criticality has a lesser impact on the business' daily operations.	 Directly with the Purchasing and Services Management Areas (e-mail, telephone, face-to-face) Performance evaluation reports Whistleblower Hotline
NGOs and civil society	These are the local population and organizations where the subsidiaries provide services. Academic and/or social assistance institutions are considered part of a community.	Interbank, Interseguro, Inteligo and Izipay implement social investment and community support initiatives through public and private alliances.	 Written communications Telephone contact Social media Face-to-face meetings E-mail contact Whistleblower Hotline
Regulatory entities	These are government agencies that regulate and supervise our activities within the applicable jurisdiction where IFS and each subsidiary are located.	The regulatory entities supervise, in matters within their competence, compliance with the legal obligations applicable to IFS and its subsidiaries.	 Submission of reports and declarations according to the applicable periodicity. Inspection visits at the regulator's discretion. Completion of questionnaires and requests for information. Whistleblower Hotline
Opinion Leaders	People who have the ability to influence the attitudes or behaviors of other individuals by virtue of being perceived as an authority or reliable source of information.	IFS and its subsidiaries seek to maintain close collaboration with opinion leaders, sharing relevant information about the company in order to provide them with reliable sources and to gather their impressions and expectations.	 Social Networking Bank website E-mails Face-to-face and virtual meetings Whistleblower Hotline



















5.3. Materiality Analysis

[GRI 3-1] | [GRI 3-2]

Materiality is an essential tool of the company's internal strategy and strategic relationship with stakeholders, as it makes it possible to visualize and manage risks, impacts and opportunities and to define focused management and monitoring strategies.

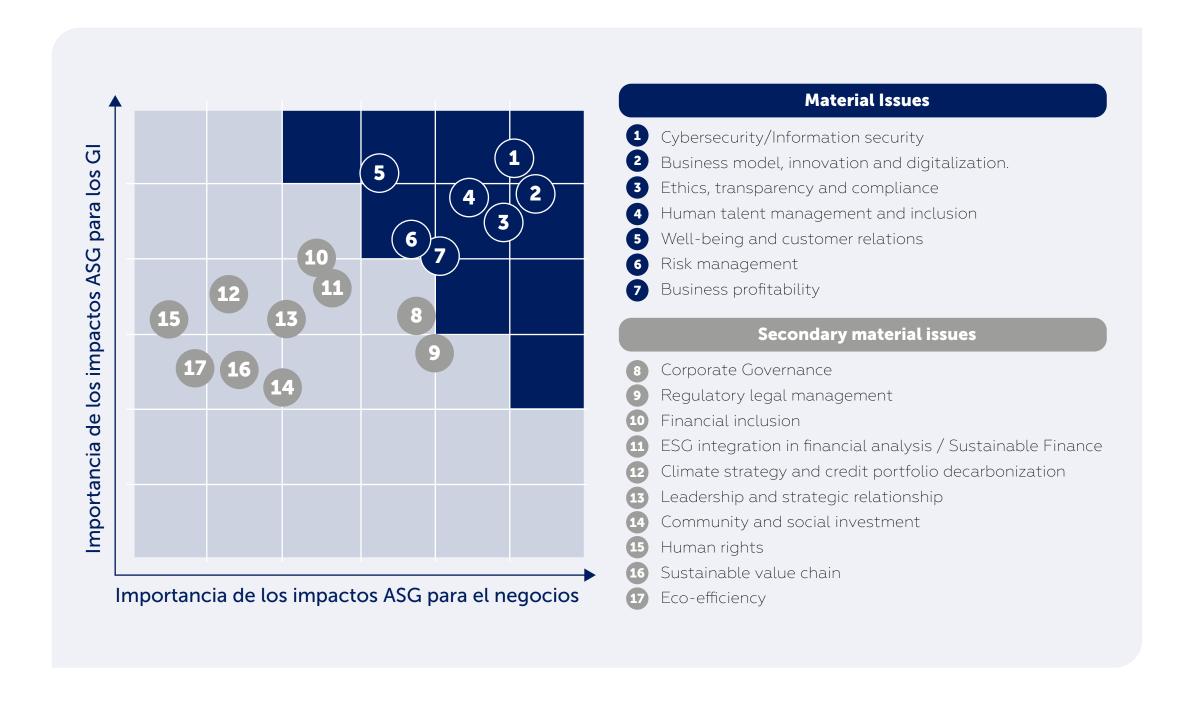
In 2022, IFS and its subsidiaries performed our first materiality analysis signed off by senior management. Our commitment is to revise the results of the materiality analysis every two years.

To identify the material issues in IFS, a methodology based on the GRI Standard was followed, complemented with experience and other inputs such as:

- The Integrated Reporting Framework and its Materiality document in the IR, SASB, DJSI,
- The Materiality Report published by AccountAbility.
- Supplementary Guidance on Materiality for Social Value
- According to the principle of Double Materiality

We conducted interviews with board members, investors, shareholders, suppliers, customers, representatives of regulatory entities, NGOs and opinion leaders. In addition, workshops were held with the Executive Committees and employees. We also conducted surveys with customers and employees.

These dialogues served to prioritize the initial issues, and this prioritization was validated together with the Sustainability Team and the Executive Committees. As a result, we obtained our materiality matrix and material issues.





















The material topics described above have the most impact on our business, generate the greatest long-term value and are also aligned with our business purpose, and therefore is integrated in company's overall risk management process.

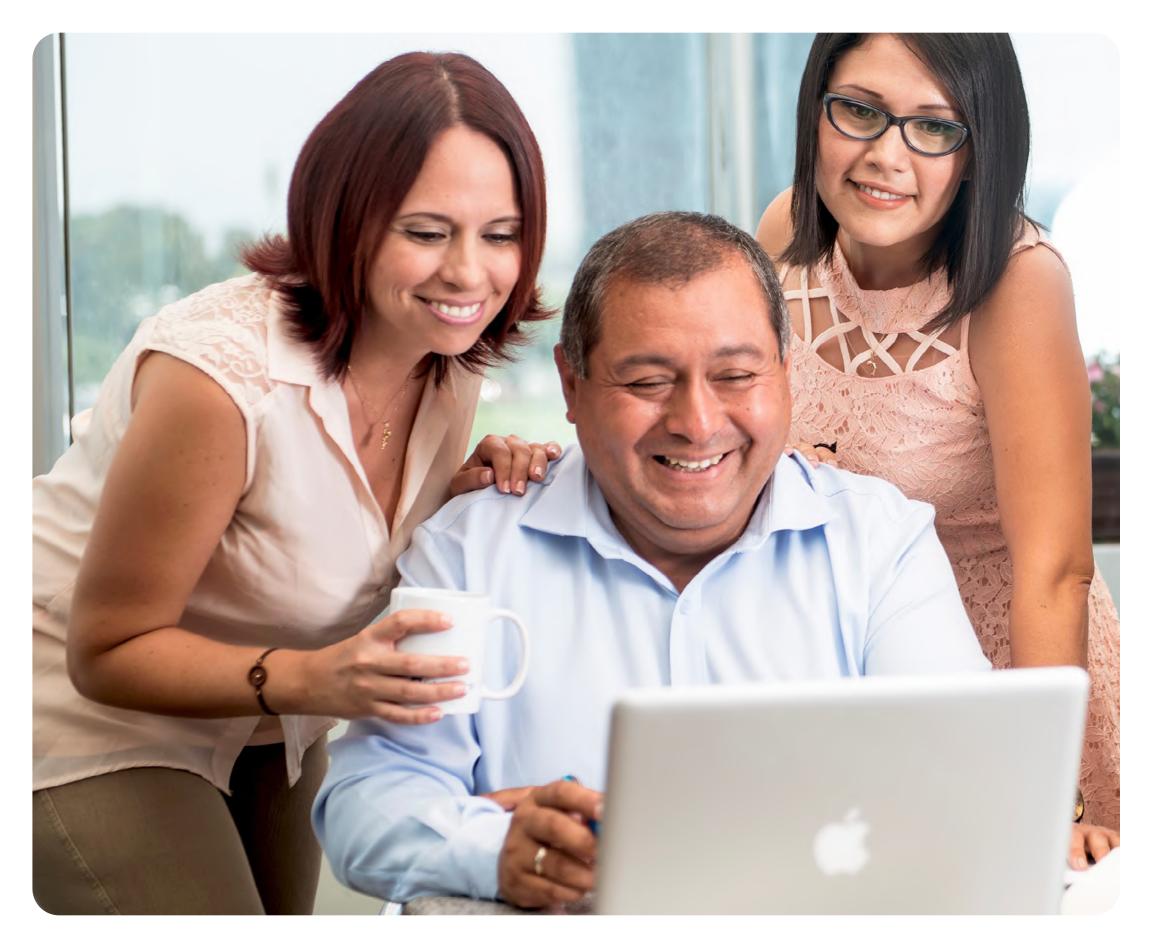
In specific the top 3 material topics have been identified by our stakeholders as having the most impact on the business of IFS and its subsidiaries for their direct influence in generating value, boosting efficiency and competitiveness, as well as strengthening trust and reputation.

Cybersecurity/Information Security

1. Business case: As financial and insurance institutions, our success depends on the efficient and uninterrupted operation of our subsidiaries' computer and communications hardware systems and our applications, including systems and applications that support the operation of Interbank's financial stores, ATMs, Interbank Agente (correspondent agents), mobile applications and website, as well as the infrastructure components that support our operations (communication devices, networking, etc.). Our subsidiaries' computer and communications systems and operations could be damaged or interrupted by sabotage, computer viruses, cyber-attacks, physical or electronic break-ins and similar events or disruptions. Any of these events could cause system interruptions, delays and losses of critical data and could prevent our subsidiaries from operating at optimal levels or at all.

The information security risks have shown an incremental trend in recent years due to the proliferation of new technologies and the increasing sophistication and number of cyberattack activities as well as the growing connectivity of equipment and systems to the internet. Data security breaches suffered by numerous companies and institutions around the world have attracted a considerable amount of media attention and are leading different regulators to strengthen the legislation requirements for addressing data security and privacy issues.

In the event of a cyberattack, we may suffer disruptions to our business operations, experienceresponse costs and losses, and may be subject to litigation and reputational harm. A cyberattack could have a material adverse effect on our business, financial condition, and results of operations.

























- 2. Business strategy: We have implemented additional cybersecurity measures to prevent, detect, and respond to these risks. These measures mainly focus on:
 - ✓ strengthening the security of devices used by our employees working remotely,
 - ✓ improving the connection and authentication methods used in remote connections,
 - ✓ managing the risks of third parties that are part of our operation more rigorously,
 - ✓ increasing the frequency of our cybersecurity awareness programs,
 - ✓ and improving the capability of our cybersecurity threat detection, response, and intelligence procedures.

As part of its cybersecurity strategy, Interbank continued to evolve the maturity level of its cybersecurity capabilities, processes and tools, based on security standards such as the National Institute of Standards and Technology Cybersecurity Framework (NIST), cybersecurity framework, CSF), ISO 27001 and PCI DSS, new industry trends and definitions established by the bank. In 2022, Interbank focused its cybersecurity strategy on defining and beginning four points:

- Strengthening the cybersecurity department, evolving the roles and responsibilities of the team and doubling its headcount
- Continue to implement and develop the Zero Trust approach to address emerging risks through a stronger and more adaptable posture.
- Along this path, SASE (Security Access Service Edge) architecture capabilities such as CASB (Cloud Access Security Broker), CSPM (Cloud Security Posture Management) and NGSWG (Next Generation Web Gateway) have been implemented. Interbank

also advanced its DevSecOps approach through continuous testing in the software development cycle and security automations in the integration and continuous deployment pipelines. During 2022, ZTNA (Zero Trust Network Access) has been implemented for all remote connections, including third-party connections.

- Implementing new endpoint cybersecurity model through Endpoint Detection and Response (EDR) technologies
- Evolving detection and response capabilities with new intelligence driven SOC (Security Operations Center) services, mainly supported by artificial intelligence and machine learning technologies.

Metric ²⁶	Progress as of 2022
% of employees attending the annual cybersecurity training	97% in 2022, up from 95% in 2021.
% of employees participating in the cybersecurity threats awareness program	96% in 2022, up from 94% in 2021























²⁶ Refers only to Interbank

Business Model, innovation and digitalization

Business case: We believe that the ongoing growth of the Peruvian economy, the expanding middle class, the growth of private wealth creation in Peru, the low penetration of financial services and the well-capitalized and profitable Peruvian financial system offer significant opportunities for our continued growth. Moreover, the economic impact caused by the COVID-19 pandemic and the response measures implemented by the Peruvian government opened up new opportunities to accelerate our digital transformation and growth in deposits and loans, enabling us to efficiently acquire and serve more clients, while providing distinctive and convenient customer service and greater access and inclusion to financial services to previously underserved Peruvians.

We have established a premier financial group with leading market positions in each of our primary business segments. We believe that our market share, focus on targeted and profitable segments, scale and highly recognized and trusted brands, combined with adoption of innovative technologies, a well-structured digital platform and increasing integration across our business segments, strongly position us to capitalize on the future expansion of the Peruvian economy.

We believe our digital platform is one of our competitive advantages and it has driven an increase in our market share. This will keep allowing us not only to efficiently serve more clients, but also to mitigate our client's carbon footprint by enabling them to access our services without displacement.

2. Business strategy: We strive to (i) increase our customer base by leveraging data and analytics with sound risk management skills, (ii) provide the best digital experience based on operational excellence and (iii) become the leading digital financial platform to provide profitable solutions with a clear strategic focus on key businesses such as payments, consumer financing, wealth management and life insurance.

To achieve these goals, we continue working on four main pillars:

- Developing a simple, resilient and scalable technology platform for current and future growth;
- Becoming a data driven organization with deep understanding of Peruvians and consumer preferences;
- Attracting and developing the best talent within our remote-fist framework;
- Becoming a leader in sustainable operations within our segments in Peru.

Metric ²⁷	Progress as of 2022
% 100% digital customers	70.9% in 2022, up from 65.1% in 2021
% retail customers who interacted digitally with the bank	81.9% in 2022, up from 78.5% in 2021





















²⁷ Refers only to Interbank

Ethics, transparency and compliance

1. Business case: We believe an Ethics, Transparency and Compliance program is the cornerstone of a sustainable and trustworthy business model that promotes longterm success, fosters customer confidence, and ensures regulatory compliance.

First and foremost, an ethics program is crucial for maintaining the integrity and reputation of any organization. In this new environment where information travels at the speed of light, any questionable behavior can cause serious reputational damage that would take years to restore. By embedding a strong ethical culture in the organization, employees are guided by a set of values and principles that ensure that their decisions and actions are in line with the best interests of the institution, fostering a sense of trust both internally and externally.

Second, transparency is fundamental for building and maintaining relationships with clients and stakeholders. Financial institutions handle sensitive personal and financial information, so trust is a non-negotiable element of our operations. Hence, IFS has established clear guidelines for how stakeholders information must be handled and how we disclose our financial information. This transparency not only reinforces customer loyalty but also attracts new customers who are looking for a reliable and trustworthy financial partner.

We believe regulatory compliance is a key concern for financial institutions. The industry is subject to a vast variety of complex and ever-changing laws and regulations. We seek to ensure that IFS adheres to these legal requirements by proactively adopting compliance measures.























2. Business Strategy: IFS is firmly committed to promoting a world-class ethics and compliance program, ensuring a compliance culture within its subsidiaries, and maintaining an ethical culture throughout its organizations.

IFS has designed a robust business strategy focused on ethics and compliance that aims to foster long-term sustainable success. This strategy is structured around three key pillars:

Governance

IFS has established a clear and accountable governance structure, with defined roles and responsibilities for its board of directors and management team, as well as transparent communication channels and reporting mechanisms to facilitate ethical decision-making at all levels of the organization.

This pillar also involves the establishment of effective oversight and audit functions. Regular external audits and assessments of the compliance processes are essential to identify potential risks and weaknesses. These assessments help to ensure that IFS actions comply with ethical standards and regulatory requirements and any potential issue is addressed promptly.

Risk management

IFS conducts risk assessments to identify and evaluate potential compliance risks related to its processes, products and services. A comprehensive risk management framework enables IFS to proactively anticipate and mitigate compliance risks, reducing the likelihood of unacceptable behaviors and possible incidents of noncompliance.

Periodically assessments and updates of our controls ensure that they stay in line with changes in law and regulations and best practices in business. In addition, IFS promotes a risk-based approach culture in which employees are encouraged to report potential risks and concerns without concerns of retaliation, reinforcing the IFS commitment.

Culture:

Tone at the top is vital to shape IFS culture, with directors, executives and leaders reinforcing the importance of ethics and compliance by promoting a desirable behavior on employees at every level of IFS.

Mandatory training programs are conducted on a regular basis to raise awareness and provide guidance on ethical decision-making.

This commitment is embedded in IFS corporate compliance policies. For more information please refer to the "Ethics & Corporate Compliance" section.

Progress as of 2022 **Metrics** • Number of complaints against Senior Management. • (0) complaints in 2022, equal to 2021. • Number of complaints for manipulation • (0) complaints in 2022, equal to 2021. of financial statements or accounting • 100% in 2022, equal to 2021. reports. • % of employees participating in training program.





















5.4. Content GRI Index

		Deference in Depart	eport Applicable SDGs	Omission			
GRI standard	Content	Reference in Report		Standard	Reason	Explanation	
	General Content						
	2-1: Organizational details	9	_	-	-	-	
	2-2: Entities included in the organization's sustainability reporting	9, 101	-	-	-	-	
GRI 2: General content 2021	2-3: Reporting period, frequency and contact point	101	_	_	-	-	
	2-4: Restatements of information	Information has not been updated since this is the first sustainability report.	_	-	_	_	
	2-5: External assurance	The report does not have external assurance	_	-	-	-	



















		Reference in Report	Analiashla CDCs	Omission		
GRI standard	Content		Applicable SDGs	Standard	Reason	Explanation
		General Con	tent			
	2-6: Activities, value chain and other business relationships	9	-	-	_	-
	2-7: Employees	56	8, 10	-	-	-
	2-8: Workers who are not employees	56	8	_	-	-
GRI 2: General	2-9: Governance structure and composition	23, 25, 30	5, 16	_	_	-
content 2021	2-10: Nomination and selection of the highest governance body	23, 25	5, 16	_	_	-
	2-11: Chair of the highest governance body	23, 25	16	_	-	-
	2-12: Role of the highest governance body in overseeing the management of impacts	31	16	-	-	-
	2-13: Delegation of responsibility for	31	_	_	_	-





















	Contont		Applicable SDGs	Omission		
GRI standard	Content	Reference in Report	Applicable SDGs	Standard	Reason	Explanation
		General Con	tent			
	2-14: Role of the highest governance body in sustainability reporting	31	_	-	-	-
	2-15: Conflicts of interest	31	16	-	_	-
	2-16: Communication of critical concerns	35	-	-	-	-
	2-17: Collective knowledge of the highest governance body	31	-	-	-	-
GRI 2: General content 2021	2-18: Evaluation of the performance of the highest governance body	29	-	-	-	-
	2-19: Remuneration policies	32	-	-	-	-
	2-20: Process to determine remuneration	-	-	2-20	Confidential information	Private information about personal remuneration
	2-21: Annual total compensation ratio	_	_	2-21	Confidential information	Private information about personal remuneration

















					Omission		
GRI standard	Content	Reference in Report	Applicable SDGs	Standard	Reason	Explanation	
		General Con	itent				
	2-22: Statement on sustainable developmentstrategy	4	_	_	-	-	
	2-23: Policy commitments	19, 33	16	_	_	_	
	2-24: Embedding policy commitments	19, 33	-	-	-	-	
	2-25: Processes to remediate negative impacts	33, 102	-	-	-	-	
GRI 2: General content 2021	2-26: Mechanisms for seeking advice and raising concerns	35, 102	16				
	2-27: Compliance with laws and regulations	34	-	-	-	-	
	2-28: Membership associations	20	-	-	-	_	
	2-29: Approach to stakeholder engagement	102	-	-	-	_	
	2-30: Collective bargaining agreements	65	8	-	-	-	





















GRI standard	Content Reference in Report	Deference in Depart	Annii ankin CDCa	Omission			
	Content	Reference in Report	Applicable SDGs	Standard	Reason	Explanation	
Material Topics							
GRI 3: Material	3-1: Process to determine material topics	105	-	-	-	-	
Topics 2021	3-2: Material issues list	105	-	_	-	-	
		Cybersecurity and priv	acy protection				
GRI 3: Material Issues 2021	3-3: Management of material issues	45, 106	_	_	-	-	
GRI 418: Privacy protection 2016	418-1: Substantiated complaints concerning breaches of customer privacy and losses of customer data	45	16	-	-	-	
	Business model, innovation and digitalization						
GRI 3: Material Topics 2021	3-3: Management of material issues	11, 108	-	-	-	-	

















GRI standard Conte		Reference in Report		Omission			
	Content	Reference in Report	Applicable SDGs	Standard	Reason	Explanation	
	Material Topics						
	Ethics, transparency and compliance						
GRI 3: Material Topics 2021	3-3: Management of material issues	33, 109	_	-	-	-	
	205-1: Operations assessed for risks related to corruption	34					
GRI 205: Anticorruption 2016	205-2: Communication and training about anti-corruption policies and procedures	34	16	-	-	-	
	205-3: Confirmed incidents of corruption and actions taken	34	16	_	-	-	



















GRI standard Content			Annling bla CDCa	Omission		
	Content	Reference in Report	Applicable SDGs	Standard	Reason	Explanation
		Material To	pics			
		Human talent managem	ent and inclusion			
GRI 3: Material issues 2021	3-3: Management of material issues	56	_	-	_	-
	401-1: New employee hires and employee turnover	66	5, 8, 10	-	_	_
GRI 401: Employment 2016	401-2: Benefits provided to full-time employees that are not provided to temporary or part time employees	56	3, 5, 8	-	_	_
401-3: paternal leave	401-3: paternal leave	56	5, 8	-	-	-
GRI 402: Labor/ Management Relations 2016	402-1: Minimum notice periods regarding operational changes	_	8	402-1	Not avialable	Not available

















GRI standard			Annii salda CDCs	Omission		
	Content	Reference in Report	Applicable SDGs	Standard	Reason	Explanation
		Material Top	pics			
	403-1: Occupational health and safety management system	63	8	_	-	-
	403-2: Hazard identification, risk assessment, and incident investigation	63	8	-	-	-
	403-3: Occupational health services	64	8	-	-	-
GRI 403: Occupational	403-4: Worker participation, consultation, and communication on occupational health and safety	63	8, 16	-	-	-
Health and Safety 2018	403-5: Worker training on occupational health and safety	64	8	_	-	-
	403-6: Promotion of worker health	64	3	-	-	-
	403-7: Prevention and mitigation of occupational health and safety impacts directly linked by business relationships	63	8	-	-	-
	403-8: Workers covered by an occupational health and safety management system	63	8	-	-	-



















GRI standard		Deference in Demont	Applicable SDCs	Omission		
	Content	Reference in Report	Applicable SDGs	Standard	Reason	Explanation
		Material To _l	oics			
GRI 403: Occupational	403-9: Work-related injuries	64	3, 8, 16	-	_	-
Health and Safety 2018	403-10: Work-related ill health	64	3, 8, 16	_	-	-
	404-1: Average hours of training per year per employee	126	4, 5, 8, 10	-	-	-
GRI 404: Training and Education 2016	404-2: Programs for upgrading employee skills and transition assistance programs	67	8	-	-	-
	404-3: Percentage of employees receiving regular performance and career development reviews	68	5, 8, 10	-	_	-
GRI 405: Diversity and	405-1: Diversity of governance bodies and employees	27, 28	5, 8	_	_	-
Equal Opportunity 2016 405-2: Ratio of basic salary and remuneration of women to men	59	5, 8, 10	-	-	-	
GRI 406: Non- discrimination 2016	406-1: Incidents of discrimination and corrective actions taken	36	5,8	-	-	-



















GRI standard	Content	Reference in Report	Applicable SDGs	Omission				
	Content	Reference in Report		Standard	Reason	Explanation		
	Material Topics							
	Well-being and relationship with customers							
GRI 3: Material issues 2021	3-3: Management of material issues	16	_	_	-	-		
	417-1: Requirements for product and service information and labeling	16	12	_	-	-		
GRI 417: Marketing and Labeling 2016	417-2: Incidents of non-compliance concerning product and service information and labeling	16	16	_	-	-		
	417-3: Incidents of non- compliance concerning marketing communications	16	16					



















GRI standard	Content	Reference in Report	Annicable SDCs	Omission				
OKI Standard	Content	Reference in Report	Applicable SDGs	Standard	Reason	Explanation		
	Material Topics							
	Risk Management							
GRI 3: Material issues 2021	3-3: Management of material issues	41	_	-	-	-		
		Business profi	tability					
GRI 3: Material issues 2021	3-3: Management of material issues	50	-	-	-	-		
GRI 201: Economic	201-1: Direct economic value generated and distributed	50	8, 9	-	-	-		
performance 2016	201-4: Financial assistance received from government	50	_	-	-	-		

















Exhibit: Our Journey in Numbers

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 at the end of this Annex.

1. Number of incidents of discrimination & harassment reviewed:

During the Fiscal Year (FY) 2022, there were the following number of incidents of discrimination and harassment in our subsidiaries Interbank, Interseguro, Inteligo and Izipay:

Substantiated Complaints (2022)	Interbank	Interseguro	Inteligo	lzipay
Number of incidents of discrimination and harassment reviewed FY 2022	3	0	0	0

2. Talent management indicators:

These indicators include consolidated information from our subsidiaries Interbank, Interseguro, Inteligo and Izipay, 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 (2022)	Interbank	Interseguro	Inteligo	lzipay	Total IFS
Female share of total workforce (%)	57.98%	64.39%	56.68%	38.38%	57.04%
Females in all management positions, including junior, middle and senior management (%)	48.45%	56.43%	53.75%	45.97%	49.62%
Females in junior management positions (%)	50.40%	59.48%	35.14%	52.17%	51.21%
Females in top management positions (%)	33.33%	33.33%	25.00%	14.29%	29.17%
Females in management positions in revenue-generating functions (%)	45.53%	40.00%	25.00%	75.00%	44.60%
Females in positions related to STEM (%)	22.73%	21.36%	28.38%	24.12%	23.36%

Total workforce by nationality (2022)	Interbank	Interseguro	Inteligo	lzipay	Total IFS
Participation of Peruvians in the total workforce (%)	99.43%	99.24%	72.40%	97.90%	98.16%
Participation of Venezuelans in the total Workforce (%)	0.28%	0.33%	0.59%	1.80%	0.42%
Participation of Colombians in the total Workforce (%)	0.08%	0.00%	0.59%	0.15%	0.10%
Participation of Argentinians in the total Workforce (%)	0.05%	0.11%	0.30%	0.00%	0.06%
Participation of Chileans in the total Workforce (%)	0.02%	0.11%	0.30%	0.00%	0.06%
Participation of other nationalities in the total Workforce (%)	0.15%	0.22%	25.82%	0.15%	1.22%























Management positions by nationality (2022)	Interbank	Interseguro	Inteligo	lzipay	Total IFS
Participation of Peruvians in management positions (%)	98.16%	97.97%	63.75%	98.47%	95.60%
Participation of Venezuelans in management positions (%)	0.00%	0.00%	1.25%	0.76%	0.19%
Participation of Colombians in management positions (%)	0.56%	0.00%	1.25%	0.76%	0.56%
Participation of Argentinians in management positions (%)	0.28%	0.00%	1.25%	0.00%	0.28%
Participation of Chileans in management positions (%)	0.00%	0.68%	1.25%	0.00%	0.19%
Participation of other nationalities in management positions (%)	0.99%	1.35%	31.25%	0.00%	3.19%

Employees by age (2022)	Interbank	Interseguro	Inteligo	Izipay	Total IFS
Employees under 30 years old (%)	41.38%	20.96%	24.04%	20.09%	36.58%
Employees between 30 – 50 years old (%)	53.67%	66.56%	65.88%	66.57%	56.71%
Employees over 50 years old (%)	4.95%	12.49%	10.01%	13.34%	6.71%

Employees by minorities (2022)	Interbank	Interseguro	Inteligo	lzipay	Total IFS
Employees with disability (%)	0.08%	0.11%	0.30%	0.30%	0.11%
Employees identified within the LGBTQI+ Community (%)	3.36%	1.52%	1.78%	4.05%	3.14%





















Wage ratio indicator women/men:

Gender Pay Indicators	Interbank 2022
Gender Fay indicators	Wage ratio women/men
Executive level (base salary only)	0.84
Executive level (base salary + other cash incentives)	0.77
Management level (base salary only)	1.07
Management level (base salary + other cash incentives)	1.08
Non-management level (base salary only)	0.71

Gondor Pay Indicators	Inteligo 2022		
Gender Pay Indicators	Wage ratio women/men		
Executive level (base salary only)	0.99		
Executive level (base salary + other cash incentives)	1.00		
Management level (base salary only)	0.88		
Management level (base salary + other cash incentives)	0.89		
Non-management level (base salary only)	0.89		

Gender Pay Indicators	Interseguro 2022
Gender Fay Indicators	Wage ratio women/men
Executive level (base salary only)	0.73
Executive level (base salary + other cash incentives)	0.70
Management level (base salary only)	0.91
Management level (base salary + other cash incentives)	0.91
Non-management level (base salary only)	0.83

Gondor Pay Indicators	Izipay 2022
Gender Pay Indicators	Wage ratio women/men
Executive level (base salary only)	0.55
Executive level (base salary + other cash incentives)	0.48
Management level (base salary only)	0.87
Management level (base salary + other cash incentives)	0.86
Non-management level (base salary only)	1.01



















Condox Pay Indicators	IFS 2022
Gender Pay Indicators	Wage ratio women/men
Executive level (base salary only)	0.93
Executive level (base salary + other cash incentives)	0.97
Management level (base salary only)	0.96
Management level (base salary + other cash incentives)	0.91
Non-management level (base salary only)	0.77

* 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 76.2%, Interseguro 11,4%, Inteligo 4.2% and Izipay with 8.2%. This principle is used to calculate every average described from this point onwards on the document.

Human Capital development indicators: [GRI 404-1]

Average hours per FTE of training and development (2022)	Interbank	Interseguro	Inteligo	lzipay	Total IFS
Rate of training hours per employee	31.81	11.83	26.45	9.46	27.47

* 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.

Amount spent per FTE of training and development (2022)	Interbank	Interseguro	Inteligo	Izipay	Total IFS
Average amount spent per FTE on training and development (S/)	576.69	363.01	1406.17	339.39	567.35

* 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 - 2022)	Interbank	Interseguro	Inteligo	lzipay	Total IFS
Rate of hours of training per woman	30.75	11.64	28.18	11.87	26.91
Rate of hours of training per man	24.62	12.18	24.20	12.82	22.21

* 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 - 2022)	Interbank	Interseguro	Inteligo	Izipay	Total IFS
18-25	55.07	6.29	2.80	8.32	43.48
26-35	24.60	13.25	35.12	11.39	22.66
36-45	20.70	12.87	23.77	13.70	19.36
Over 46	14.69	9.46	17.00	13.01	14.05

* The Average Hours of Training and development (Age) of IFS is calculated by weighted a	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 - 2022)	Interbank	Interseguro	Inteligo	Izipay	Total IFS
Top and senior management	24.03	23.18	79.48	19.00	25.83
Middle and junior management	24.27	10.93	80.69	11.70	24.07
Non – management positions	27.34	11.50	42.04	11.31	24.83

^{*} 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.

Hours of training and development (By nationality - 2022)	Interbank	Interseguro	Inteligo	lzipay	Total IFS
Peruvians	26.96	11.92	71.00	12.45	25.89
Venezuelans	33.10	0.50	15.67	13.28	27.03
Colombians	37.80	0.00	33.25	4.00	30.52
Argentinians	24.00	6.00	18.25	0.00	19.73
Chileans	18.00	33.00	35.00	0.00	18.93
Other nationalities	10.21	1.62	8.47	0.00	8.47



















Talent attraction and retention indicators:

New employee hires:

Total number of new employee hires (2022)	2019	2020	2021	2022
Interbank	1383	667	950	1453
Interseguro	408	291	490	645
Inteligo	59	51	62	64
Izipay	N/A	N/A	N/A	186
Total IFS	1850	1009	1502	2348

Rate of vacant positions filled by internal candidates (2022)	2019	2020	2021	2022
Interbank	15.72%	20.69%	23.76%	23.40%
Interseguro	N/A	37.97%	20.66%	6.79%
Inteligo	N/A	N/A	12.68%	11.36%
Izipay	N/A	N/A	N/A	7.14%
Total IFS	15.72%	22.17%	22.96%	17.68%

^{*} 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 (2022)	2019	2020	2021	2022
Total IFS (S/)	386.86	507.13	826.02	1149.44

* 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:

	20	19	20	20	20	021	20	22
Rate of new hires (Gender)	Women	Men	Women	Men	Women	Men	Women	Men
Interbank	56.76%	43.24%	48.13%	51.87%	54.53%	45.47%	56.16%	43.84%
Interseguro	60.05%	39.95%	63.57%	36.43%	65.92%	34.08%	62.64%	37.36%
Inteligo	N/A	N/A	N/A	N/A	51.62%	48.39%	54.69%	45.31%
Izipay	N/A	N/A	N/A	N/A	N/A	N/A	38.17%	61.83%
IFS	57.51%	41.60%	52.82%	44.15%	58.12%	42.65%	56.47%	47.09%

- * 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 2019, 2020 and 2021 do not equal 100% due to the fact that Inteligo and Izipay did not have the data breakdown for gender on this indicator.



















Rate of internal hires (Age - 2022)	Interbank	Interseguro	Inteligo	Izipay	Total IFS
18-25	10.97%	10.60%	0.00%	0.00%	10.53%
26-35	65.31%	59.57%	80.00%	58.33%	64.69%
36-45	18.62%	25.53%	20.00%	41.66%	19.69%
Over 46	5.10%	4.25%	0.00%	0.00%	4.82%

Rate of internal hires (Employee level - 2022)	Interbank	Interseguro	Inteligo	Izipay	Total IFS
Top and senior management	3.83%	8.51%	0.00%	25.00%	4.82%
Middle and junior management	19.39%	44.68%	0.00%	0.00%	21.27%
Non – management positions	76.78%	46.80%	100.00%	75.00%	73.90%

Number of internal hires (By nationality - 2022)	Interbank Interseguro		Inteligo	lzipay	Total IFS
Peruvians	390	46	5	11	452
Venezuelans	1	0	0	0	1
Colombians	1	0	0	1	2
Argentinians	0	0	0	0	0
Chileans	0	0	0	0	0
Other nationalities	0	1	0	0	1





















Employee turnover:

Employee turnover rate (%)	2019	2020	2021	2022
Interbank	22.48%	14.26%	19.14%	23.81%
Interseguro	N/A	37.32%	43.03%	58.98%
Inteligo	N/A	7.5%	13.69%	18.10%
Izipay	N/A	N/A	N/A	13.79%
Total IFS	22.48%	16.08%	21.53%	26.64%

- * 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.
- * 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 (%)	2019	2020	2021	2022
Interbank	14.92%	8.27%	12.10%	16.89%
Interseguro	N/A	18.73%	27.50%	44.19%
Inteligo	N/A	N/A	10.42%	9.79%
Izipay	N/A	N/A	N/A	8.70%
Total IFS	14.92%	8.87%	13.72%	19.03%

- * 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 – 2022)	Interbank	Interseguro	Inteligo	lzipay	Total IFS
Women	23.79%	57.34%	14.14%	13.67%	27.14%
Men	23.83%	59.15%	22.60%	13.87%	25.94%

* 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.

Rate of employee turnover (Age - 2022)	Interbank	Interseguro	Inteligo	lzipay	Total IFS
18-25	27.88%	4.49%	13.11%	10.87%	20.94%
26-35	55.62%	50.95%	44.26%	40.22%	53.48%
36-45	12.75%	29.59%	18.03%	29.35%	17.78%
Over 46	3.75%	14.98%	22.95%	19.56%	7.75%

* The Rate of employee turnover for Age is calculated by dividing the total number of turnovers by subsidiaries and the total number of employee turnover by age.

Rate of employee turnover (Employee level - 2022)	Interbank	Interseguro	Inteligo	lzipay	Total IFS
Top and senior management	1.84%	1.31%	6.56%	10.87%	2.23%
Middle and junior management	5.39%	4.68%	6.56%	9.78%	5.43%
Non – management positions	92.77%	94.01%	86.67%	79.35%	92.34%

* The Rate of employee turnover for Employee level is calculated by dividing the total number of turnovers by subsidiaries and the total number of employee turnover by level.

Number of employee turnover (By nationality - 2022)	Interbank	Interseguro	Inteligo	lzipay	Total IFS
Peruvians	1,457	532	47	90	2,126
Venezuelans	4	1	0	2	7
Colombians	2	0	0	1	2
Argentinians	1	Ο	0	0	1
Chileans	1	0	0	0	1
Other nationalities	2	1	13	0	16





















Employee engagement:

Employee engagement (Trust Index - GPTW)	2019	2020	2021	2022
Interbank (%)	86.40%	87.80%	86.80%	87.30%
Interseguro (%)	90.00%	93.00%	92.00%	93.00%
Inteligo (%)	92.00%	N/A	94.50%	94.50%
Izipay (%)	N/A	N/A	N/A	91.40%
Total IFS (%)	86.93%	84.47%	87.73%	88.59%

Employee engagement (Data coverage - GPTW)	2019	2020	2021	2022
Interbank (%)	48.70%	51.20%	67.90%	71.30%
Interseguro (%)	N/A	N/A	81.10%	98.00%
Inteligo (%)	N/A	N/A	97.00%	92.60%
Izipay (%)	N/A	N/A	N/A	96.70%
Total IFS (%)	48.70%	51.20%	70.70%	77.32%



















^{*} The Employee engagement in both cases were calculated by dividing the Trust index and Data coverage, in each case, and the total of employees by subsidiarie.

Occupational Health & Safety Indicators

Absentee Rate

Absentee Rate	2019	2020	2021	2022
Interbank (%)	1.54%	1.72%	1.25%	1.42%
Interseguro (%)	2.18%	1.74%	2.75%	3.27%
Inteligo (%)	N/A	N/A	1.27%	2.33%
Izipay (%)	N/A	N/A	N/A	1.16%
Total IFS (%)	1.54%	1.65%	1.42%	1.65%

Customer Relationship Indicators

Customer relationship management:

Satisfaction Measurement*	2019	2020	2021	2022
NPS (%)	39%	40%	38%	40%
Data coverage (%)	100%	100%	100%	100%

^{*} The NPS is calculated by weighted average based on the percentage of clients that each subsidiary represents over the percentage of NPS obtained.

Privacy protection Indicators

Customer privacy information

Personal information used for secondary purposes (2022)	Interbank	Interseguro	Inteligo Group*	Izipay	Total IFS
Users whose data is used for secondary purposes	62%	6%	89%	N/A	41%

^{*} Referred to only two subsidiaries of Inteligo Group: Inteligo SAB and Interfondos.

Breaches of customer privacy: Complaints

Substantiated complaints (2022)	Interbank	Interseguro	Inteligo	Izipay	Total IFS
Number of complaints received from outside parties and substantiated by the organization in FY 2022	0	2	0	0	2
Number of complaints from regulatory bodies in FY 2022	0	1	0	0	1



















Financial Products and services indicators

Product/Service	Description	# of clients reached	# of transactions/ contracts
Tunki (as of May 2023, renamed to "IzipayYa")	With Tunki, entrepreneurs can open a savings account 100% digitally, in a safe way, and start making payments and banking transactions in less than ten minutes, without going to a financial store and without using a credit card.	2.5 million users	33,398,360 transactions
Microloans	Loans of up to S/1,000 aimed at clients who are looking for small amounts of capital for a short period of time and are not able to commit to the terms of a traditional loan.	2,021 clients	2,056 loans
Rumbo	It is a digital, safe and flexible life insurance product that helps middle-class Peruvians save for their children's education.	347 clients	377 policies
Vida Cash	This digital life insurance product pays off the client's debts in the event of death or total and permanent disability. The product is focused on the informal working segment and designed so that it does not require any financial knowledge.	7,335 clients	7,360 policies
Remittances	Remittances are fundamental for millions of families around the world.	421,132 clients	2,474,143 transactions
CC Small Lines	Aimed at people who are starting out in the financial system, with lines of credit starting at S/700.	47,367 clients	47,367 cards
CC Liquid Guarantee	Backed by an initial amount starting from S/1,000, this credit card helps the client to start building their credit history.	5,473 clients	5,473 cards
MiVivienda Loan	It is a state program that promotes the acquisition of safe and decent housing for low-income		2,113 loans (388 traditional and 1,725 green)



















Non- Financial Products and services indicators

Non-financial Support	Description	Quantitative Social Impact KPI
Aprendemás	100% digital learning platform that offers free courses, webinars and other tools regarding topics such as financial health,	680,000 Peruvians impacted
Aprendemas	digitalization, personal and professional development, digital marketing, social media and more.	31,000 users registered
Virtual Piggy Bank	The Virtual Piggy Bank is a digitally-enabled feature of our transactional and payroll accounts, accessed within the Interbank App or Web, that helps clients to save in an easy and simple manner.	706,992 clients using this tool 754,854 virtual piggy bank accounts
Mis Finanzas	In order to empower users in the management of their finances, this digital tool provides them with a monthly income and expenses report that helps to visualize, understand, and intelligently control their spending and saving habits.	1,758,759 users
	This program seeks to promote the capacity-building and development of Peruvian entrepreneurs and small	157 businessowners trained
Business Development Program	businessowners. During a two-month period, we provide training delivered by experts in areas such as: business models, digital marketing, business finances and innovation.	30 employee volunteers participated
Business Advisory Program	Through this program, designed by Interbank and executed in alliance with 6 Peruvian universities, we give personalized	150 entrepreneurs impacted
business Advisory i rogram	and needs-based advisory to entrepreneurs with the help of last semester business students.	600 students participated
Entropropour Warrior	This initiative, led by the UN Development Program and IKIGAI, is designed to promote the development of entrepreneurs	332 entrepreneurs impacted
Entrepreneur Warrior	through training provided by experts and advisory provided by employee volunteers.	115 volunteers participated
With the aim of training entrepreneurs on banking, personal finance and business management, we joined in partnership with the National Program "Tu Empresa" of the Ministry of Production to build a free chatbot with automated responses within Tunki. This chat offers quick and easy to apply answers, with modules on formalization, financial education and digital tools for the management of their businesses. This repository of information is located in the same app, works 24/7 and has no additional cost.		15,395 users



















Our verified environmental indicators

At Intercorp Financial Services (IFS) we live in a culture based on values; we promote the efficient use of resources with the aim of guaranteeing a healthy environment for everyone. By doing so, we ensure that future generations have the necessary resources to meet their needs and an environmental system that lets them thrive.

The following indicators include consolidated information of our subsidiaries Interbank, Interseguro, Inteligo and Izipay, and have also gone 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 may be found at the end of this annex.

These indicators are related to our management of energy consumption, emissions, water and waste, achieving coverage between 92% and 100% of all IFS employees. It is important to note that some of Interbank's figures might vary from those reported the year prior because a recalculation of the 2020 and 2021 inventories has been made, including more emissions sources and allowing for a more accurate reporting.

1. CO2 Emissions – Scope

It covers direct GHG emissions derived from sources owned or controlled by the organization. For the year 2022, the data reported corresponds to three subsidiaries, achieving 92% of coverage for scope 1 emissions.

Direct greenhouse gas emissions – Scope 1 (ton CO2e)	2019	2020	2021	2022
Interbank	N/A	428.36	391.37	417.85
Interseguro	N/A	0.1	0.1	0.45
Inteligo	N/A	-	2.12	1.19
Total IFS	N/A	428.46	393.59	419.49
Data coverage (% of direct employees)	N/A	96%	100%	92%



















2. CO2 Emissions – Scope 2

They are defined as the emissions derived from the consumption of electrical energy through the National Interconnected Systems. The published information corresponds to three subsidiaries, achieving 92% of coverage for scope 2 emissions based on location for the year 2022.

Indirect greenhouse gas emissions – Scope 2 (ton CO2e) Based in location	2019	2020	2021	2022
Interbank	N/A	2925.85	2577.97	2869.87
Interseguro	N/A	64.31	61.2	68.84
Inteligo	N/A	N/A	76.57	83.85
Total IFS	N/A	2990.16	2715.74	3022.56
Data coverage (% of direct employees)	N/A	96%	100%	92%

Standardized international protocols and methodologies were followed in the process of calculating IFS emissions and reporting: NTP ISO 14064, GHG Protocol Corporate Accounting and Reporting Standard, 2006 IPCC Guidelines for National GHG Inventories (GL2006) and the Fifth Report of the IPCC (AR5).

Indirect greenhouse gas emissions – Scope 2 (ton CO2e) Based in market	2019	2020	2021	2022
Interbank	N/A	2925.85	2577.97	2260.61
Interseguro	N/A	64.31	61.2	68.84
Inteligo	N/A	N/A	76.57	83.85
Total IFS	N/A	2990.16	2715.74	2413.3
Data coverage (% of direct employees)	N/A	96%	100%	92%



















3. CO2 Emissions – Scope 3

These emissions are a consequence of the organization's activities and originate from GHG sources that do not belong to or are not controlled by the organization.

Total indirect GHG emissions (Scope 3) (ton CO2e)	2019	2020	2021	2022
Interbank	N/A	7472.96	5423.06	6791.02
Interseguro	N/A	N/A	8274.8	1855.69
Inteligo	N/A	N/A	53.18	243.72
Total IFS	N/A	7472.96	13751.04	8890.43
Data coverage (% of direct employees)	N/A	87%	100%	92%



















2022 Emissions (ton CO2e)

Emissions - Scope 3 source	Interbank	Interseguro	Inteligo	IFS	Explanation of source relevance and/or methodology used
1. Purchased goods and services	1406.32	0.54	0.4	1407.26	Data from MINAM's Carbon Footprint Tool was used for measuring water and paper. For consumables, we obtained the data from the GHG Protocol and OpenLCA/Ecoinvent.
2. Capital goods	3363.36	12.87	15.1	3391.33	The GHG Protocol factor was used for the amount in dollars, and the OpenLCA/Ecoinvent factor was used for specific assets, such as laptops.
3. Fuel-and-energy-related activities (not included in Scope 1 or 2)	310.68	7.26	10.6	328.54	The quantity of fuel in Scope 1 and energy in Scope 2 were taken as base data, the first being transformed to kilograms. Then, the OpenLCA/Ecoinvent emission factor specific to each fuel type was used.
4. Upstream transportation and distribution	0	17.61	0.77	18.38	
5. Waste generated in operations	6.87	Ο	0	6.87	The emission factors from MINAM's Carbon Footprint tool were used.
6. Business travel	540.19	134.69	120.38	795.26	The distances of business trips, both air and land (cabs), were found in kilometers, the factor used is from DEFRA, 2018. For the case of lodging, the value of nights stayed was obtained and the factor used was that of the MINAM Carbon Footprint Tool.

















2022 Emissions (ton CO2e)

Emissions - Scope 3 source	Interbank	Interseguro	Inteligo	IFS	Explanation of source relevance and/or methodology used
7. Employee commuting	1163.6	27.52	96.47	1287.59	The distances traveled by each employee were found in kilometers, using the MINAM Carbon Footprint Tool's emission factor for each type of transportation used. Remote work is included in this source, for which the following data was used: number of hours worked, average laptop energy consumption, the emission factor used was MINAM's Carbon Footprint tool's energy factor.
8. Upstream leased assets	0	0	0	0	
9. Downstream transportation and distribution	0	0	0	0	
10. Processing of sold products	0	0	0	0	
11. Use of sold products	0	0	0	0	
12. End of life treatment of sold products	0	0	0	0	
13. Downstream leased assets	0	1655.2	0	1655.2	The amount of MWh consumed in the leased assets was obtained. The emission factor was taken from the energy consumption data registered in MINAM'S Carbon Footprint Tool.
14. Franchises	0	0	0	0	
15. Investments	0	0	0	0	

The data obtained for the calculation of our scope 3 emissions is mainly retrieved from our suppliers.



















Energy consumption

This indicator corresponds to the consumption of electricity purchased through different operators (Peru and Central America) and to the consumption of direct energy. This is classified into renewable and non-renewable, according to the proportion of generation by source of each of the national interconnected systems.

	Energy consumption	2019	2020	2021	2022
Intorbank	Total non- renewable energy consumed (Mwh)	9954.6	6513.2	5689.2	4995.9
Interbank	Total renewable energy purchased or generated for own consumption (Mwh)	14931.9	12016.5	9138.0	9317.7
Intorgogura	Total non- renewable energy consumed (Mwh)	1494.0	145.2	135.2	191.2
Interseguro	Total renewable energy purchased or generated for own consumption (Mwh)	2240.0	268.0	217.0	152.1
Intolino	Total non- renewable energy consumed (Mwh)	N/A	156.1	172.5	243.1
Inteligo	Total renewable energy purchased or generated for own consumption (Mwh)	N/A	332.1	277.1	305.6
Izinav	Total non- renewable energy consumed (Mwh)	N/A	N/A	N/A	225.0
Izipay	Total renewable energy purchased or generated for own consumption (Mwh)	N/A	N/A	N/A	337.0
	Total non- renewable energy consumed (Mwh)	11448.526	6814	5996.895	5655.2
Total IFS	Total renewable energy purchased or generated for own consumption (Mwh)	17171.884	12617	9632.089	10112.4
	Data coverage (% of direct employees)	96%	100%	100%	100%



















Water consumption

This measurement refers to the cubic meters of water consumed in the different headquarters and offices of the four IFS subsidiaries, mainly from the aqueduct.

Water consumption (millions of m3)	2019	2020	2021	2022
Interbank	0.631	0.15173712	0.14194856	0.14164
Interseguro	0.032575	0.01110666	0.00121114	0.00103187
Inteligo	N/A	N/A	0.0013948	0.0010497
Izipay	N/A	N/A	N/A	0.0042
Total IFS	0.663575	0.16284378	0.1445545	0.14792157
Data coverage (% of direct employees)	96%	96%	100%	100%



















Waste management

Regarding the treatment of waste and its reuse, we report the following:

	Waste disposed (Metric Tons)	2019	2020	2021	2022
	Total waste reused or recycled	0.345	0	73.056	66.877
	Waste taken to landfill	390.405	97.34	8.213	8.805
	Waste incinerated with energy recovery	0	0	0	0
Interbank	Waste incinerated without energy recovery	0	0	0	0
	Waste otherwise disposed	0	0	0	0
	Waste with unknown disposal method	0	0	0	0
	Total waste disposed	390.405	97.34	8.213	8.805
Interseguro	N/A	N/A	N/A	N/A	N/A
Inteligo	Total waste reused or recycled	N/A	N/A	N/A	N/A
	Total waste reused or recycled	N/A	N/A	N/A	1.12
	Waste taken to landfill	N/A	N/A	N/A	1.31
	Waste incinerated with energy recovery	N/A	N/A	N/A	1.21
Izipay	Waste incinerated without energy recovery	N/A	N/A	N/A	0
	Waste otherwise disposed: Security Landfill	N/A	N/A	N/A	0.1026
	Waste with unknown disposal method	N/A	N/A	N/A	0
	Total waste disposed	N/A	N/A	N/A	2.6226



















	Waste disposed (Metric Tons)		2020	2021	2022
	Total waste reused or recycled	0.345	0	73.056	67.997
	Waste taken to landfill	0	0	0	10.115
	Waste incinerated with energy recovery	0	0	0	1.21
Total IFS	Waste incinerated without energy recovery	0	0	0	0
Total IFS	Waste otherwise disposed: Security Landfill	0	0	0	0.1026
	Waste with unknown disposal method	0	0	0	0
	Total waste disposed	390.405	97.34	8.213	11.4276
	Data coverage (% of direct employees)	87%	87%	84%	84%





















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 and environmental indicators of its subsidiary companies: Interbank, Interseguro, Inteligo and Izipay included in the report "Our social and environmental 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 2023. The verified social and environmental indicators are attached to this Report and correspond to the year ending December 31, 2022.

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 2023 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 12 social and 6 environmental indicators of Interbank, Interseguro, Inteligo and Izipay included in the document: "Our social and environmental indicators", the Company applied the requirements established in the Corporate Sustainability Assessment (CSA) Methodology and guidelines specified by the Company.

Responsibilities of the Company

The Company's management is responsible for the preparation of the content and the presentation of the document "Our Social and Environmental 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 12 social and 6 environmental indicators that the Company selected from Interbank, Interseguro, Inteligo and Izipay 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 June 06, 2023.

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 12 social and 6 environmental indicators of Interbank, Interseguro, Inteligo and Izipay reported in the document: "Our social and environmental indicators", and related information, additionally we apply analytical and other appropriate procedures.

Our procedures mainly included:

- Execute interviews with the people 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.
- Review and analysis of the relevant quantitative and qualitative information of the 12 social and 6 environmental indicators of Interbank, Interseguro, Inteligo and Izipay reported in: "Our social and environmental 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 12 social and 6 environmental indicators of Interbank, Interseguro, Inteligo and Izipay reported in the document: "Our social and environmental indicators", to and for the period ending December 31, 2022, in order to be in accordance with the criteria established by the Corporate Sustainability Assessment (CSA) Methodology and guidelines specified by the Client.

Lima, Peru

August 22, 2023

Gianina GuerraGeneral Manager

PACIFIC CORPORATE SUSTANTABILITY Address: El Derby 245, Surco – Lima, Peru.

Email: gquerra@pcslatam.com



Verified social and environmental indicators for Interbank, Interseguro, Inteligo & Izipay.

Table 1: Social Indicators

Topics	Indicators	Sub indicators
Labor Practice Indicators		Total workforce
		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)
	Workforce Breakdown: Gender	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
	Workforce Breakdown: Race/ Ethnicity & Nationality	Total workforce by nationality
		Management positions by nationality
	3. Workforce Breakdown: Other	Employees by age
	Minorities	Employees by minorities
	4. Gender Pay Indicator	Wage ratio indicator women/ men
Human capital development indicators		Average hours per FTE of training and development
	5. Training & Development	Hours of training and development by sex
	Inputs	Hours of training and development by age
		Hours of training and development by management level.
Talent attraction and retention indicators		Total number of new employee hires
		Rate of vacant positions filled by internal candidates (%).
	6. Hiring	Average Hiring Cost per FTE.
		Rate of new hires by gender.
		Rate of internal hires by age.
		Rate of internal hires by management level.
	7. Employee turnover rate	Employee turnover rate.



		Valuntaria anni la casa terma accar mata
		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.
		Employee engagement.
		Employee engagement data coverage.
		Percentage of employees engaged by gender.
	8. Trend of employee engagement	Percentage of employees engaged by age.
Occupational Health & Safety indicators	9. Absentee Rate	Absentee Rate.
	10. Financial Inclusion Measurement & Impact	Financial products -financial Inclusion Measurement & Impact.
Financial inclusion		Non-financial products -financial Inclusion
		Measurement & Impact.
Customer relationship	11. Customer relationship management	Satisfaction measurement.
management indicators		Data coverage.
Costumer privacy information indicators	12. Costumer privacy information	Personal information for secondary purposes (%).
		Breaches of Customer Privacy – outside parties'
		complaints.
		'
		Breaches of Customer Privacy – complaints from regulatory bodies.

Table 2: Environmental indicators

Topics	Indicators	Sub indicators
Operational Eco-Efficiency	Direct Greenhouse Gas Emissions (Scope1)	Direct Greenhouse Gas Emissions (Scope1).
	Indirect Greenhouse Gas Emissions (Scope 2)	Indirect Greenhouse Gas Emissions (Scope 2).
	Indirect Greenhouse Gas Emissions (Scope 3)	Indirect Greenhouse Gas Emissions (Scope 3).
	Energy Consumption	Total non-renewable energy consumption.
		Total renewable energy consumption purchased or generated for own consumption.
	Water Consumption	Water Consumption.
	Waste Disposal	Waste Disposal.

REPORT

(2)

