

# RESPONSIBLE Business Strategy

SUSTAINABILITY  
REPORT  
**2024**

[www.intercorp.com.pe](http://www.intercorp.com.pe)





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## Introduction

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Corporate Governance and economics

People first

Commitment to the environment

Exhibits

# 01

# Introduction





# CEO Letter to stakeholders

GRI 2-22

Dear Stakeholders,

IFS is committed to our purpose: “building financial well-being, together”.

Luis Felipe Castellanos  
IFS CEO



We achieve this by providing customer-centric financial solutions while acknowledging and managing our environmental and social footprint. Responsible business practices are fundamental to our strategy and define our relationships with our stakeholders.

We are pleased to present the main results achieved through our sustainable business strategy for the year 2024.

On the social front, we have fostered financial inclusion with the accelerated adoption of IzipayYa, our digital wallet, which has enabled more than 1 million micro-merchants to receive free and immediate digital payments, promoting the digital economy and the inclusion of small businesses. We have also provided inclusive insurance, through our products Vida Cash and Rumbo, to more than 20,000 clients.

Furthermore, we continue to advance financial education by training over 2 million Peruvians through our Aprendemas platform. Additionally, we conducted a pilot program tailored for Izipay clients, which will be rolled out in 2025.

We continue to promote inclusion through reskilling and upskilling digital talent, supporting employees and their individual learning journeys.

On the environmental front, all our subsidiaries are now measuring and managing their carbon footprint. Our main subsidiary, Interbank, with a 5.6 million customer base has been recognized by the Environmental Ministry for its sustained footprint reduction over the past two years and have therefore set a 2030 reduction target for own emissions under Science-Based Targets Initiative (SBTi) methodology.

We are advancing our sustainable finance roadmap by building a commercial loan portfolio that creates positive environmental and community impact, reaching US\$340 million in sustainable loans.

We also recognize the importance of transparent communications and strong governance. To this end, we published our inaugural Climate Report, aligned with the recommendations of the Task Force on Climate-related Financial Disclosures

(TCFD), and strengthened our IFS Sustainability Policy.

Our commitment to responsible business has been recognized with IFS's inclusion in the Dow Jones Sustainability MILA Pacific Alliance Index for the first time and to S&P Global's Sustainability Yearbook, for the second consecutive year.

We closed 2024 with optimism. With our core values and purpose as our foundation, we are confident that 2025 will bring renewed growth, allowing us to continue building a responsible and resilient business in the face of global challenges and opportunities.

We will keep working towards building financial well-being together!



# 2024: A Year of Progress

## Awards



**Interbank  
Interseguro  
Inteligo Group  
Izipay**



- #5 Interbank - Perú
- #6 Inteligo Group -Perú and Latin America
- #10 Interseguro-Perú
- #10 Izipay-Perú
- #4 Inteligo Bank -Panamá
- #7 Inteligo Bank - Financial services in Central America and Caribbean



- #9 Interbank
- #19 Interseguro
- #22 Inteligo Group



- #1 Interbank
- #7 Interseguro



- #2 Interbank
- #12 Interseguro
- #14 Inteligo Group



**Interbank**  
Interbank - Bank of the Year, Best Digital Bank and Best Bank with corporate responsibility



**#1** Interbank  
in DEI category with Go Women



**#1**  
**Interbank**  
The most ESG – responsible companies



**#2**  
**Interbank**  
The companies that best attract and retain talent



**#2**  
**Interbank**  
Companies with the best reputation

**#1**  
**Izipay**  
Sectorial



**#1** **Interbank**  
Award best customer experience in Peru- banking sector

**#2** **Izipay**  
Award best company in Iberoamerica Financial Services Sector



**TOP OF MIND** **#1**

**Interbank**  
company preferred by under  
35 professionals in Peru,  
according to Top of Mind  
Index 2024 study



\* **Level 4** – Interbank  
**Level 2** – Interseguro  
**Level 2** – Interfondos,  
Inteligo SAB e Inteligo  
Perú Holdings SAC  
**Level 2** – Izipay

**Environmental  
Ministry Carbon  
Footprint (Panamá)  
Level 2** – Inteligo Bank



**Interbank**  
Top Performer 2024  
and Top 1 less tolerance  
for harassment

**Inteligo Group**  
Top Performer 2024  
and Top 3 Best New  
Entry at ELSA 2024

**Interseguro**  
Company with the  
greatest advancement



**Inteligo SAB**  
Top 1 in Local Market  
Public Debt Issuance



**Interbank**

**EMA**

**Interbank**  
Most admired  
company  
in the last  
3 years



**Interbank**  
Reference  
company  
in equity and  
diversity in Peru

**iab** peru

**IAB Silver**  
category Performance

**effie**Awards

**Izipay** – Effie Gold in  
category marketing  
innovation solutions

**Izipay** – Effie Silver  
In category B2B



## 2024 ESG Update





# How to Read this Report

GRI 2-2  
GRI 2-3  
GRI 2-4  
GRI 2-5  
GRI 2-14

Through our Sustainability Report we disclose our performance in terms of environmental, social and governance (ESG) factors, which are related to our materiality.

This report allows us to account for the activities, results and impacts generated by InterCorp Financial Services INC ("IFS") and its subsidiaries during the period from January 1 to December 31, 2024. The scope of the information contained in this document corresponds to the companies which IFS have full ownership (i.e. 100% voting rights):

- Interbank – Banco Internacional del Peru S.A.A.
- Interseguro – Interseguro Compañía de Seguros S.A.
- Inteligo – Inteligo Group Corp, which includes:
  - Inteligo Bank – Inteligo Bank Ltd.
  - Inteligo SAB – Inteligo Sociedad Agente de Bolsa S.A.
  - Inteligo USA – Inteligo USA Inc.
  - Interfondos – Interfondos S.A. Sociedad Administradora de Fondos
  - Inteligo Peru Holdings S.A. – IPH
- PMP – Procesos de Medios de Pago S.A, which includes:
  - Izipay – Izipay S.A.C.

All material activities consolidated for financial reporting purposes are covered in this report.

The environmental and social indicators covered in this report have been duly verified by a third party, with assurance based on the following criteria:

- The assurance statement is based on a recognized international standard (ISAE 3000).
- The assurance statement contains a "declaration of independence" which specifies that the assurance provider has no conflict of interest in relation to providing the assurance of environmental and social data for the company which has been assured.
- The scope of the assurance statement clearly indicates that it covers environmental KPIs.
- The scope of the assurance statement clearly indicates that it covers social KPIs.
- The assurance statement contains a limited assurance.

This report is updated annually using best practices, the Global Reporting Initiative (GRI), Universal Standards and Sustainability

Accounting Board Standards (SASB) for Commercial Banking, Consumer Financing, Mortgage Financing, and Custody and Insurance Activities.

Likewise, we also report on our evolution, commitment and contribution to achieving the 2030 Agenda proposed by the United Nations and its 17 Sustainable Development Goals. It responds to our commitment to work on the 10 principles of the United Nations Global Compact.

To facilitate the reading of the report:

- References to the contents of the GRI and SASB Standards addressed in the section are specified at the beginning of each section.
- At the end of the general information of the report, there are annexes detailing: our material topics, the respective content indexes of the GRI and SASB Standards used; and the verification letters of indicators.
- In case of comments, opinions or doubts about this report, please contact:

 Liliana Huarcaya  
lhuarcaya@intercorp.com.pe

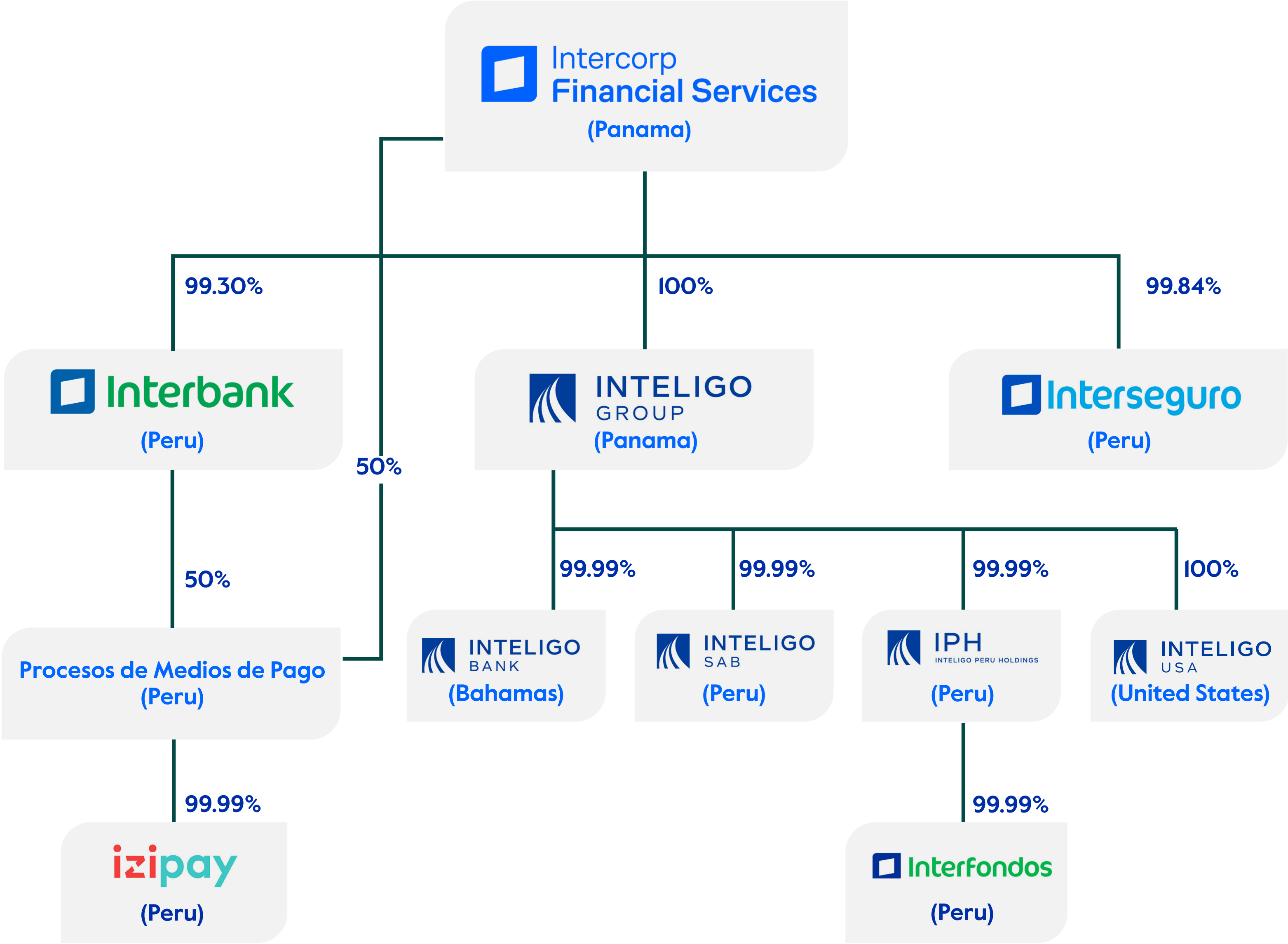


# About IFS

GRI 2-1  
GRI 2-6

## Corporate structure

IFS is the financial holding company of Intercorp Group. We are a leading group of banking, insurance, wealth management and payment services for retail and commercial clients across Peru.







**Purpose:** We stand with Peruvians so that they can achieve their dreams, today.

**Location:** Peru

**Business lines:** Interbank offers a wide range of retail and commercial banking products and services to individuals, large corporations and small and medium-sized enterprises.



**Purpose:** We make it easy for Peruvians to move forward safely.

**Location:** Peru

**Business lines:** Interseguro offers a wide range of retirement, savings, life, unemployment and other insurance products primarily to retail customers.



**Purpose:** We help our clients build their future well-being so they can enjoy the present.

**Location:** Panama, Bahamas, United States, Peru.

**Business lines:** Inteligo Group has five subsidiaries (jointly with Inteligo Group, "Inteligo Group" or "Inteligo") covering the following lines:

- **Inteligo Bank:** banking services and wealth advisory services.
- **Interfondos:** administration of mutual funds and investment funds.
- **Inteligo SAB:** investment advisory, securities transactions and placement of fixed income instruments.
- **Inteligo USA:** investment advisory services for Inteligo Group.
- **Inteligo Peru Holdings (IPH):** provides services to Inteligo Group providing efficiencies.



**Purpose:** We are changing what doesn't make sense to make buying and selling easier.

**Location:** Peru

**Business lines:** Izipay provides a comprehensive digital ecosystem of financial services and technology solutions to enable consumers, individual entrepreneurs, micro merchants, small and medium sized enterprises (SMEs) to make and process payments in a secure, seamless, digital and affordable way.



# Strategy

Our purpose is centered on building financial well-being, together, by providing profitable solutions and exceptional support that empower our customers to achieve their financial goals and secure a prosperous future.

We are committed to (i) becoming the leading digital financial platform, with a clear strategic focus on key businesses such as payments, consumer financing, wealth management and life insurance; (ii) placing the customer at the center of our decisions, offering a comprehensive suite of services backed by a superior digital experience and analytics as our competitive advantages; and (iii) fostering a unified approach, leveraging the best talent, innovation and a collaborative mindset, as we believe that together, we are stronger.

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



- 1** Promoting a culture of continuous innovation and collaboration to uncover new revenue opportunities by accelerating existing businesses, driving transformation, and exploring new market niches -all while capitalizing on synergies across our diverse operations.
- 2** Developing a resilient, secure and scalable technology platform to support current and future growth.
- 3** Becoming an AI-driven organization enhancing our risk and commercial management skills, with deep understanding of Peruvians and consumer preferences.
- 4** Attracting and developing the best talent within our remote-first framework within an agile organization.
- 5** Becoming a leader in sustainable operations within our segments in Peru.



### Our responsible business model

At IFS, we acknowledge the key role that the financial sector plays in the transition to a more sustainable economy, therefore, we incorporate environmental, social and governance criteria into the way we conduct our business. Furthermore, we know that operating as a responsible business drives growth and serves as a differentiating attribute in our relationship with stakeholders.

Our strategy lies in the following three main pillars which ultimately contribute to our purpose to build financial wellbeing, together.

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 our Chief Sustainability Officer and Board of Directors.

Our Sustainability Policy, updated by the Board in 2024, includes the following principles:

- Ethics and Integrity
- Human Rights
- Development and Inclusion
- Service and Innovation
- Environmental and Climate Commitment
- Partnership and Public Engagement



### Building together

GRI 2-27  
GRI 415-1

We recognize the unique role of the financial sector in the transition to a sustainable economy and are therefore committed to actively integrating ESG criteria into the financial system.

To this end, we maintain ongoing 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, climate change, financial inclusion and education, SME development, cybersecurity and ethics, among others.

In this context, we strive to align the associations we belong to with the climate objectives outlined in the Paris Agreement. In 2024 we updated our Sustainability Policy, incorporating guidelines to ensure that trade associations in which we participate are aligned with the principles of this Policy and with international agreements such as the UN Global Compact and the Paris Agreement.

Interbank, as a member of the Association of Peruvian Banks (ASBANC), participates in the Green Protocol, a collaborative initiative between the public sector and the private financial sector to generate consensus guidelines to promote the transition to a



green economy. Additionally, Interbank is a signatory of the Equator Principles, ensuring that project financing adheres to robust and environmentally responsible practices.

Also, three of our four subsidiaries are members of the UN Global Compact, leveraging the platform to foster synergies for creating learning spaces and driving initiatives that generate an impact on the Sustainable Development Goals (SDG). Moreover, our Chief Sustainability Officer at IFS holds a seat on the Board of Directors of the UN Global Compact in Peru since 2023.

### Partnerships for development

GRI 2-28

We firmly believe that collaboration between different actors, both public and private, accelerates sustainable development and contributes to the economic and social growth of the country. For this reason, we consider it essential to actively engage with various national and international institutions.

Reinforcing our commitment to global sustainability initiatives, we are UN Global Compact members. Moreover, Interbank has further strengthened its position by adhering to the UN Global Compact's Forward Faster Initiative.

### Our main partnerships with national institutions:

#### Association of Peruvian Banks

(Asociación de Bancos del Peru, ASBANC)

##### Topics

Financial education and inclusion, regulation, means of payment, market behavior and banking law.

#### Peruvian Institute of Business Action

(Instituto Peruano de Acción Empresarial, IPAE)

##### Topics

Institutional development, market economy, business and education in Peru.

#### Peru Sostenible

##### Topics

Raising awareness, training and mobilizing business leaders to incorporate sustainability into their management.

#### Peruvian Association of Insurance Companies

(Asociación Peruana de Empresas de Seguros, APESEG)

##### Topics

Consumer rights, transparency of information to customers in the insurance market.

#### Peruvian Association of Fund Administrators

(Asociación de Administradoras de Fondos del Peru)

##### Topics

Represents funds managers industry in Peru, promotes mutual and investment funds, regulatory technical support, transparency of information to investors, and adoption of best practices and high standards in the industry.

#### Panama Banking Association

(Asociación Bancaria de Panamá)

##### Topics

It is an apolitical, non-profit organization that brings together public and private banking entities that carry out activities within the Republic of Panama and internationally.

#### Peruvian Association of Brokerage Firms

(Asociación de Sociedades Agentes de Bolsa del Peru, ASAB)

##### Topics

It is an apolitical, non-profit organization that brings together public and private banking entities that carry out activities within the Republic of Panama and internationally.

#### SUMARSE

##### Topics

We mobilize the private sector and society actors in the construction of a shared future, where through knowledge and exchange of experiences, we lay the foundations for sustainable economic, social, and environmental progress for Panama.

#### AIBT

(Association of International Banks & Trust)

##### Topics

The Association of International Banks and Trusts Companies (AIBT) is the representative body for banks and trust companies operating in The Bahamas. AIBT accepts a wide mandate to represent the industry in its dealings with The Government, industry regulators and comparable foreign associations.

In addition, our subsidiaries adhere to the following international initiatives in favor of sustainable business development:



United Nations  
Global Compact

**United Nations Global Compact:** seeks to involve companies in the promotion of sustainable and responsible business practices, aligned with the UN Sustainable Development Goals. In 2023, Interbank became a member of the first Board of Directors of the UN Global Compact in Peru.

**Interbank joined in July 2014**

**Interseguro joined in September 2022**

**Inteligo Group joined in July 2023**



EQUATOR  
PRINCIPLES

**Equator Principles Association:** this association focuses on promoting sustainability and social responsibility in education, integrating ethical principles and teaching practices related to sustainable development.



2024 Major contributions to trade associations		
Subsidiary	Trade association	S/
Interbank	Association of Peruvian Banks (Asociación de Bancos del Peru, ASBANC)	1,405,335.92
	Association of private banks and financial institutions in Peru, which promotes an alignment of the companies it represents on various issues that are relevant to them.	
Interseguro	Peruvian Association of Insurance Companies (Asociación Peruana de Empresas de Seguros, APESEG) Peruvian association of insurance and reinsurance companies, in which Interseguro participates in the design of frameworks that may affect the company, while using the platform to better comply with existing obligations.	870,855.09
Inteligo Group	Peruvian Association of Fund Administrators Interfondos participates in regulatory discussions regarding issues that impact mutual and investment fund managers.	128,342.35

	FY 2024							
	FY 2021	FY 2022	FY 2023	Interbank	Interseguro	Inteligo Group	Izipay	Total
Lobbying, interest representation or similar	0	0	0	0	0	0	0	0
Local, regional or national political campaigns/ organizations/ candidates	0	0	0	0	0	0	0	0
Tax-exempt trade associations	2,641,525	2,170,917	3,018,945	1,405,335.92	870,855.09	128,342.35	0	2,404,533.36
Other (e.g., expenses related to ballot measures or referendums)	0	0	0	0	0	0	0	0
Total contributions	2,641,525	2,170,917	3,018,945	1,405,335.92	870,855.09	218,171.90	0	2,404,533.36

IFS and its subsidiaries are prohibited from making any direct or indirect political contributions or donations to political parties and related institutions, and we restrict our employees or third parties from making them on our behalf.





## Introduction

### Corporate Governance and economics

Governance

Ethics and Compliance

Risk Management

Financial Performance

## People first

## Commitment to the environment

## Exhibits

# 02

# Corporate Governance and economics





# Governance

GRI 2-9  
GRI 2-10  
GRI 2-11  
GRI 2-12  
GRI 2-13  
GRI 2-15  
GRI 2-17  
GRI 2-18

At IFS and our subsidiaries, we are committed to establishing and upholding corporate governance practices that meet the highest market standards.

To this end, we adhere to the Code of Good Corporate Governance for Peruvian Companies approved by the Peruvian Securities Market Superintendency ("SMV", for its acronym in Spanish), which is based on the OECD Principles of Corporate Governance (Organization for Economic Co-operation and Development).

Additionally, we implement internal corporate governance regulations, policies and guidelines, approved by our respective corporate bodies, which regulate activities and influence our operations. These practices provide a competitive advantage by fostering transparency, trust, equal treatment and integrity in our stakeholder relationships.

In compliance with Peruvian securities market regulations, IFS and certain subsidiaries publish, as appropriate, annual reports, corporate governance self-assessments and sustainability practices required by the SMV for supervisory purposes.

The regulatory framework for corporate governance practices at IFS is outlined in the following documents:

For more information, visit [the Policies](#)

## Ethic and Compliance Policies

- Corporate Code of Ethics
- Code of Internal Rules of Conduct
- Corporate Ethics and Compliance Policy
- Corporate Anti-Corruption Policies and Guidelines (FCPA)
- Corporate Whistleblower Hotline Management Policy
- Anti-Money Laundering and Terrorist Financing Prevention Policy - Customer Due Diligence Guidelines
- Corporate Dodd-Frank Policy
- Insider Trading Policy
- Related Party Transactions Policy

## Core Governance Policies

- Bylaws
- Corporate Governance Guidelines
- Audit Committee Policies

## Other Key Policies

- Sustainability Policy
- Tax Policy
- Human Rights Policy
- Diversity and Inclusion Policy
- Occupational Health and Safety Guidelines





# Board composition

GRI 2-9  
GRI 2-10  
GRI 2-11  
GRI 405-1

Our Board of Directors consists of seven members, at least four of whom must be independent in accordance with IFS corporate governance guidelines.



## Board Election process

Board members are individually appointed by the General Shareholders' Meeting for two-year terms. In accordance with the Corporate Governance Guidelines, the Board must encompass a diverse range of skills, knowledge and experience in key areas relevant to IFS.

## Board Attendance

In 2024, the IFS Board met 7 times with an average attendance of 93.86%. In August 2024, the Board approved an amendment to the Corporate Governance Guidelines establishing that Directors must attend at least 75% of the Board meetings.

## Board Mandates

An Independent Director may not serve as Independent Director on the Board of more than five companies with securities registered in the Public Registry of Securities (*Registro Público del Mercado de Valores*). However, companies within the same economic group shall be considered as a single entity for this limitation.

93.86%

IFS Average Board meeting attendance

7/7

IFS Board members with 4 or less other mandates in publicly listed companies



Board  
Diversity

In line with the IFS Diversity and Inclusion Policy, we encourage our shareholders to consider diversity criteria such as gender, nationality, ethnicity and education, based on the specific needs of each company. We actively promote the inclusion of female candidates throughout the selection process. If a specialized third party is engaged for this purpose, it must also ensure candidates meeting diversity criteria are included in the list of profiles.

For more information, visit  
IFS' Diversity and Inclusion Policy

Board  
Independence

Independent directors at IFS meet the criteria established by the New York Stock Exchange and Rule 10A-3 of the Securities Exchange Act of the U.S. Securities and Exchange Commission. To ensure compliance with independence requirements every Director appointment follows a rigorous verification process in which each candidate must submit an

affidavit to the company declaring their independent status, the shareholders meeting verifies these declarations, and the Board of Directors expressly confirms the independent status of each candidate.

In the ordinary course of business, IFS and our subsidiaries, Interbank, Interseguro, Inteligo and Izipay, engage in various transactions among ourselves and with affiliates and related parties. All material transactions between our subsidiaries and our other affiliates or related parties are evaluated by our senior management and our Board of Directors in accordance with specific regulations and internal rules applicable to all third-party transactions. These transactions are conducted under prevailing market conditions and comply with transfer pricing regulations to ensure fairness and transparency.

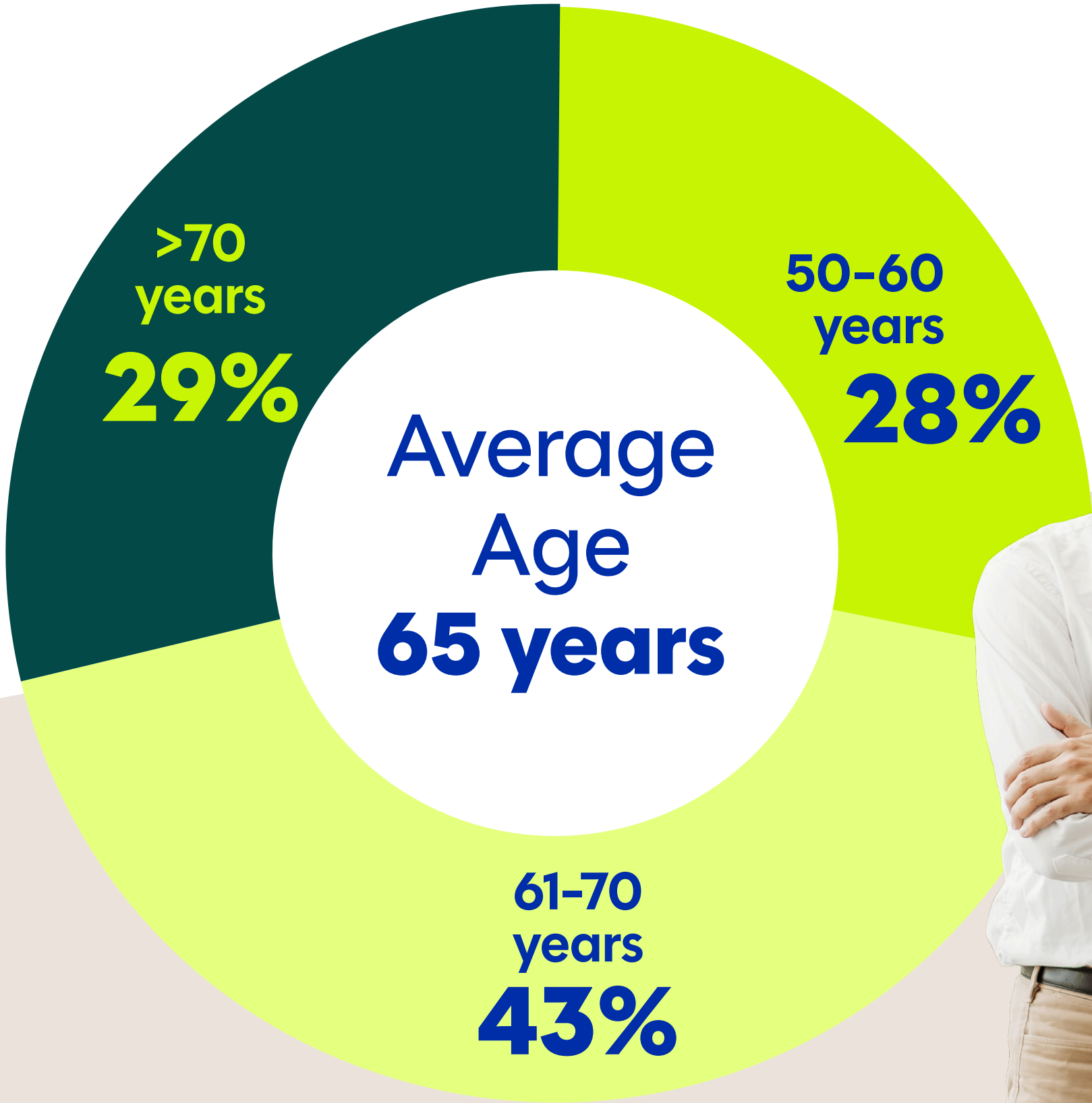
Our material related party transactions are disclosed annually in the Form 20-F. In 2024, there were no material party-related transactions executed with any board member.

Name	Position	Age	Independent	Tenure	Gender	International Exp.	Finance Exp.	Other Mandates*
Carlos Rodríguez-Pastor Persivale	Chairman	65	No	17	Male	Yes	Yes	4
Fernando Zavala Lombardi	Non-executive Director	53	No	5	Male	Yes	Yes	4
Felipe Morris Guerinoni	Non-executive Director	71	Yes	17	Male	Yes	Yes	3
Cayetana Aljovín Gazzani	Non-executive Director	58	Yes	5	Female	Yes	No	3
Alfonso Bustamante y Bustamante	Non-executive Director	83	Yes	17	Male	No	Yes	0
Guillermo Martínez Barros	Non-executive Director	66	Yes	5	Male	Yes	Yes	2
Hugo Santa María Guzmán	Non-executive Director	61	No	5	Male	No	Yes	3
Avg or %		65	57%	10	14% women	71%	86%	2

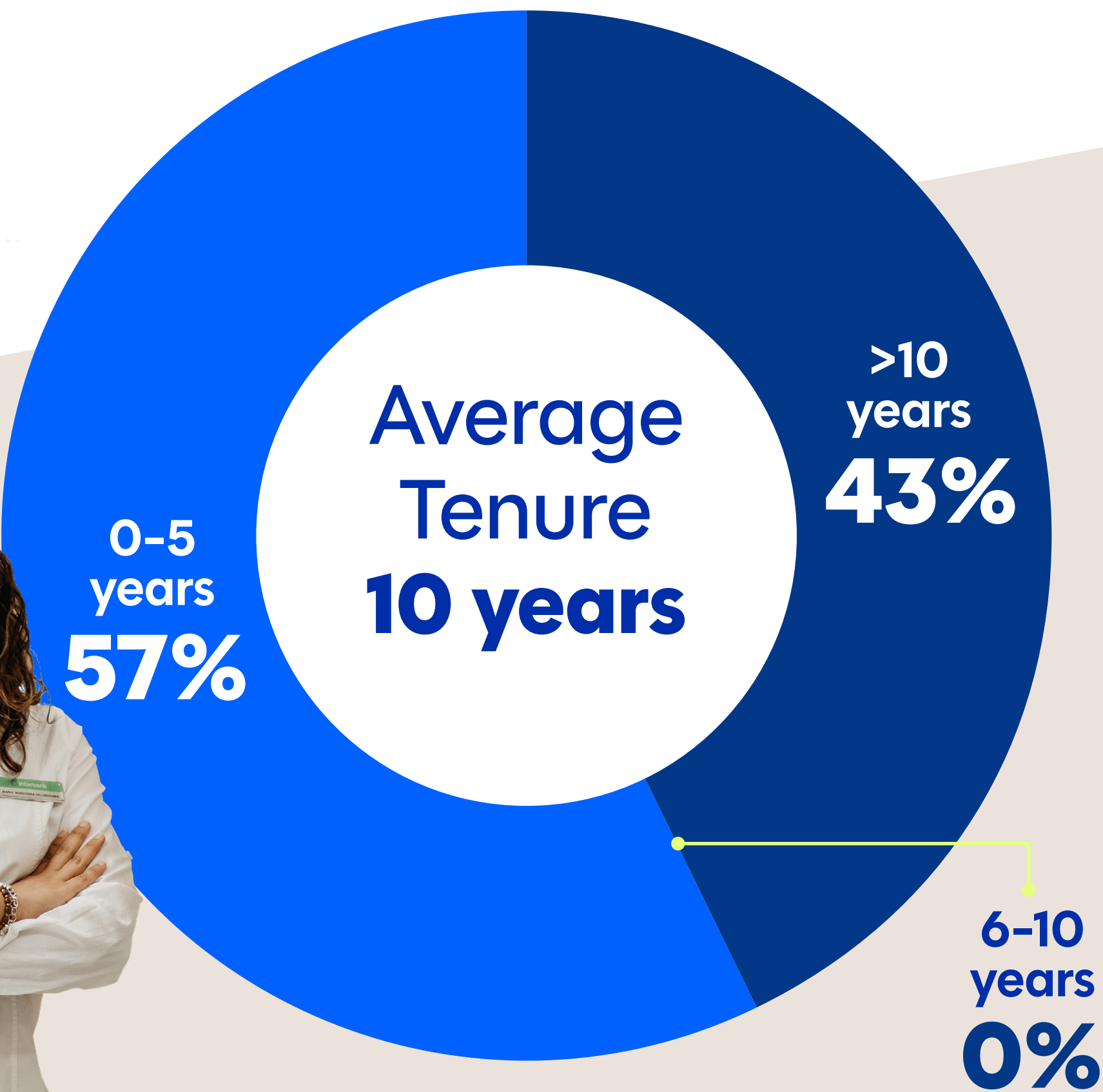
\*This refers to other mandates, excluding IFS, in publicly listed companies.



# Age Diversity



# Tenure





## Members of the Board of Directors

Our Board of Directors consists of 7 directors, at least 4 of whom are independent. In addition, 14% of the members are women and the average tenure on the Board is 10 years.

The chairman of the Board, Carlos Tomás Rodríguez-Pastor Persivale, is not an executive of IFS and does not qualify as independent. In accordance with corporate governance guidelines, the Company's business activities are carried out by its officers and employees under the direction of the CEO and under the supervision of the Board of Directors.



**Carlos Tomás Rodríguez Pastor Persivale**  
Chairperson, non-executive and non-independent director

**Education:** B.A. in social sciences from the University of California at Berkeley and an M.B.A. from the Amos Tuck School of Business at Dartmouth.

**Experience:** Chairman of the Board of Interbank since 1995; he served as Interbank's interim chief executive officer during 2010. In addition, he acts as chairman of Intercorp Peru, Supermercados Peruanos, Tiendas Peruanas, Colegios Peruanos, InRetail Peru Corp. and Universidad Tecnológica del Peru, and as director of Inteligo Group Corp., Interseguro, Homecenters peruanos and Financiera OH! S.A., among others.



**José Alfonso Ernesto Bustamante y Bustamante**  
Non-executive and independent director

**Education:** Bachelor's degree in agricultural engineering from Universidad Nacional Agraria La Molina in Lima and graduate studies at the University of Michigan, Ann Arbor.

**Experience:** Chairman of the Board of Directors of CFI Holdings S.A. and also serves as a director of Agrícola Cerro Prieto S.A., Irrigadora Cerro Prieto S.A.C. and San Miguel Industrias Pet S.A. Former Chairman of the Board of Directors of Telefónica del Peru and Banco Santander Central Hispano, formerly Bancosur, and of the Peruvian Banking Association - ASBANC. In the public sector, he was Prime Minister of Peru and Minister of Industry, Tourism, Integration and International Trade Negotiations (1993-1994) and was Chairman of COPRI and Prom Peru during the same period.



**Lucía Cayetana Aljovín Gazzani**  
Non-executive and independent director.

**Education:** Law degree from Pontificia Universidad Católica del Peru and master's degree in business administration from Universidad Adolfo Ibáñez de Chile.

**Experience:** She has served as a director of Interbank since July 2018. She has also served as Minister of Foreign Affairs, Minister of Energy and Mines and Minister of Social Inclusion. She is also vice president of the Arbitration Court of AMCHAM Peru. Previously, she was a partner of the law firm Miranda & Amado, a member of the board of the Lima Stock Exchange and served as a director of other Peruvian companies and non-profit organizations.





**Fernando Martín  
Zavala Lombardi**  
Non-executive and non-independent director.

**Education:** Bachelor's degree in economics from Universidad del Pacífico in Lima, an MBA from Universidad de Piura and an MBA from the University of Birmingham in England.

**Experience:** Director of Interbank since March 2019. He also serves as CEO and director of Intercorp Peru Ltd. and president of InRetail Pharma and Homecenters Peruanos, and director of InRetail Peru Corp., Inteligo Group. Corp., Universidad Tecnológica del Peru, Colegios Peruanos, Interseguro, Supermercados Peruanos, Financiera OH! S.A., Intertítulos and Inteligo Bank, among others. Previously, he 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, as well as of several business associations and NGOs. In the public sector he was Prime Minister and Minister of Economy and Finance, the latter on two occasions.



**Felipe Federico Roy  
Morris Guerinoni**  
Non-executive and independent director.

**Education:** Bachelor's degree in economics from 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:** Serves as president of Interseguro and Financiera OH!, second vice president of Interbank and director of Intercorp Peru and Inteligo Bank. He served as Executive Vice President of Finance and Planning of Interbank, responsible -among others- for the measurement of market risks and functions of the Assets and Liabilities Committee. He has also worked as a consultant in risk management and asset and liability management in several financial institutions and has been a speaker in several courses and seminars on financial and risk management of financial institutions.



**Hugo Antonio  
Santa María Guzmán**  
Non-executive and independent director.

**Education:** B.A. in Economics from Universidad del Pacífico and Ph.D. from Washington University in St. Louis.

**Experience:** He has served as a director of Interbank since November 2016. He is a partner, manager of economic studies and chief economist at APOYO Consultoría, where he heads the Business Advisory Service (SAE). SAE is the leading economic and business (analysis) service in Peru. Apt APOYO, he has been leading financial advisory services for more than 20 years for leading companies in diverse industries, such as banking, infrastructure, mining, mass consumption, fishing, among others. He is currently a member of the board of directors of, among others, Sociedad Agrícola Virú S.A., InRetail Peru Corp. and Colegios Peruanos S.A.. Previously, he was a member of the boards of Banco Santander Peru, Grupo ACP, Compañía Minera Atacocha and Fondo de Reserva Consolidado (investment fund of the Peruvian public pension system) and independent director and chairman of the board of Milbanco. He has been a professor in postgraduate programs at Universidad del Pacífico, Universidad Peruana de Ciencias Aplicadas and Universidad de Piura.



**Guillermo  
Martínez Barros**  
Non-executive and independent director.

**Education:** Bachelor's degree in business administration from the Catholic University of Chile, an MBA from the University of Chicago and an MSc in economics from the London School of Economics.

**Experience:** He has served as a director of Interseguro since 2008. He serves as a director of Financiera OH! S.A., PrimAmérica Consultores S.A. in Chile and is a member of the Management Committee of Centros de Salud Peruanos S.A.C., among others. He is also director and owner of Inmobiliaria e Inversiones Siete Mares S.A. and director of Evaluación Estratégica de Marketing Scan S.A. and Investigación de Mercado Ebench S.A., among others, in Chile.





## Board training

During the period, IFS and each subsidiary's Board of Directors received training on critical governance areas:

**Ethics and Compliance:** Covered board and management roles, corporate integrity, FCPA regulations, AML compliance, and insider trading.

**Audit Committee Governance:** Focused on the committee's role, agenda, and oversight of emerging risks.

**Cybersecurity Risk:** Addressed management's and the board's responsibility for effective oversight.

## Board performance review

GRI 2-18, GRI 2-19, GRI 2-20

According to the Corporate Governance Guidelines, the Board of Directors must conduct an annual evaluation of both its performance as a collegiate body and the

individual performance of its members. This assessment is carried out using a self-evaluation format, which is defined each year and must include the topics outlined in Exhibit I of the Corporate Governance Guidelines.

The evaluation takes place in the first quarter of the year following the fiscal period under review. For fiscal year 2024, an external evaluation was conducted in the first quarter of 2025, as the guidelines require that at least every two years, the performance evaluation be conducted by an external advisor.

## Board committees

GRI 2-15

Committees play a crucial role in supporting the Board of Directors, and at IFS we have an Audit Committee to ensure financial integrity, regulatory compliance and risk oversight.

### Audit Committee

The IFS Audit Committee is fully independent and composed of three directors. The main responsibilities of the committee are:

#### Financial & Control:

- Oversee risk management, including fraud.
- Review financial reports (earnings, annual & quarterly statements).
- Monitor internal controls, especially related-party transactions.

#### Regulatory:

- Monitor legal and regulatory compliance.
- Establish complaint procedures for accounting/control issues.
- Review tax compliance and internal control over financial reporting.

#### External Auditors:

- Appoint and set pay for external auditors.
- Review auditor reports and ensure auditor independence.

For more information, visit [Internal Audit Policy](#)

In addition, each of our subsidiaries has specialized Board committees that allow for more efficient supervision and compliance.



## Conflict of interest

To prevent and mitigate conflicts of interest within the Board of Directors, members are required to disclose any situation that constitutes or could constitute a conflict of interest with our organization, shareholders or other stakeholders to the Board of Directors.

In addition, until a verdict is reached, the director involved must refrain from participating in discussions and voting on matters on where a conflict of interest may arise.

## Compensation

GRI 2-19, GRI 2-20

Our bylaws state that our shareholders are responsible for determining the compensation of our Board of Directors.

At the Mandatory Annual Meeting, where Board members are appointed, shareholders set the maximum aggregate annual compensation for both the Board and the Audit Committee for their two-year term.

Subsequently, the Board of Directors determines the per-session compensation for each member and sets the compensation for the Chairman for the corresponding year.

Some directors also serve on the board of our subsidiaries and receive compensation for those entities. In accordance with applicable law, we do not disclose to our shareholders, or otherwise make public, individual compensation details of our Board members.

For the year ended December 31, 2024, the aggregate annual compensation to our Board members and to Board members of our subsidiaries totaled S/ 3.5 million.

For the year ended December 31, 2024, the aggregate annual compensation to our executive officers and executive officers of our subsidiaries totaled S/32.0 million.

Neither IFS nor our subsidiaries have adopted long-term incentive plan for executives; however, Interbank has a retention bonus program for select executives.

The CEO compensation metrics at IFS are designed to align CEO pay with the company's financial performance and achievement of strategic goals. This structure encourages decisions and actions that support IFS's long-term sustainable growth and value creation.

Several key factors determine the IFS CEO's compensation, ensuring alignment with the company's financial performance and strategic priorities:

**Financial performance:** Compensation is tied to metrics such as revenue growth, profitability (net income), return on equity (ROE) and share price, which reflect the company's overall financial health and progress towards its financial goals.



**Strategic objectives:** Performance is also assessed based on metrics related to market share growth, customer satisfaction, product innovation, digital transformation, risk management and corporate culture and sustainability, to measure the achievement of IFS' main strategic objectives.



## Top Management

IFS' Top Management is responsible for executing and developing the business strategy and achieving the organization's medium and long-term objectives. The Board of Directors is responsible for the selection of the CEO. Top Management includes the following:



**Luis Felipe Castellanos López Torres**  
Position: Chief Executive Officer  
Year of birth: 1970  
Year appointed: 2013



**Gonzalo José Basadre Brazzini**  
Position: Deputy Chief Executive Officer  
Year of birth: 1970  
Year appointed: 2013



**Michela Casassa Ramat**  
Position: Chief Financial Officer  
Year of birth: 1973  
Year appointed: 2012



**Liliana Elcira Vera Villacorta**  
Position: Chief Accounting Officer  
Year of birth: 1974  
Year appointed: 2006



**Juan Antonio Castro Molina**  
Position: General Counsel  
Year of birth: 1971  
Year appointed: 2006



**Cecilia Ramirez Riesco**  
Position: Investor Relations Officer  
Year of birth: 1987  
Year appointed: 2024



**Katia Mercedes Lung Won**  
Position: Chief Compliance Officer  
Year of birth: 1968  
Year appointed: 2016



**Peter Roekaert Embrechts**  
Position: Internal Auditor  
Year of birth: 1967  
Year appointed: 2020



**Zelma Francisca Acosta-Rubio Rodríguez**  
Position: Chief Sustainability Officer  
Year of birth: 1965  
Year appointed: 2022





## Our shareholders

The following table sets forth certain information regarding the ownership of outstanding shares as of April 25, 2025:

Shareholders	Shares	%
Intercorp Perú Ltd.	81,507,547	70.6%
Other Directors and Officers	32,810	0.0%
Treasury stock	2,159,248	1.9%
Float	31,748,100	27.5%
Total	115,447,705	100.0%

The Board of Directors or the President of the Company must call for an extraordinary session of the Shareholder's Meeting when requested by the Shareholders representing at least 20% of the issued and outstanding shares of the Company. For more information regarding ordinary and extraordinary shareholders's meetings please visit our By-Laws

For more information, visit [our By-Laws](#)

## Sustainability governance

GRI 2-12, GRI 2-14, GRI 2-17

### Board oversight

Our Board of Directors oversees the application and implementation of the Sustainability Policy at IFS and our subsidiaries. It is also responsible for approving the corporate sustainability report that is submitted annually to the Peruvian Securities Market Superintendency.

To strengthen sustainability governance, we have established key mechanisms, including the role of the Chief Sustainability Officer of IFS (CSO). The CSO leads the execution of the sustainability strategy and works closely with the subsidiaries to ensure effective implementation. The CSO presents the results of sustainability and climate-related issues to the Board of Directors once a year.

### Management Responsibility

Each IFS subsidiary has a Sustainability Head responsible for the management and implementation of the Sustainability policy within their respective organizations, working closely with the CSO and their respective Board of Directors for continuous support.

Finally, we have established an Executive Sustainability Committee, composed of the CEOs of the four IFS subsidiaries and the IFS CEO. This committee is responsible for deciding strategic priorities, allocating resources, assigning responsibilities and leading the implementation of initiatives at the executive level. The committee convenes as often as required by the IFS CEO, but no less than twice a year.

## Sustainability governance structure at IFS





# Ethics and Compliance

GRI 2-23  
GRI 2-24  
GRI 2-25  
GRI 2-26  
GRI 3-3  
GRI 205-1  
GRI 205-2  
GRI 205-3  
GRI 406-1  
SASB FN-CB 510a.2

At IFS, we are committed to fostering a culture of integrity, encouraging our executives, employees, suppliers, customers, and stakeholders to act ethically, regardless of hierarchy or geographic location.

To uphold this commitment, we have implemented a robust Code of Ethics which serves as the foundation for promoting a culture of integrity and accountability across our organization.

Our program includes mandatory training for all employees, covering essential topics such as integrity, Anti-Money Laundering (AML), Anti-Corruption, and Regulatory Compliance. To further strengthen our efforts, we provide specialized training tailored to the specific responsibilities of our board of directors, front-office teams, and compliance staff. In the case of Interbank, we also have a training program for high-risk suppliers.

We have a well-defined governance structure that establishes clear roles, responsibilities, and reporting mechanisms, ensuring transparency in decision-making at all organizational levels. In addition, we regularly review our policies to align

with industry's best practices. The IFS Chief Compliance Officer (CCO) oversees the ethics and compliance program reporting its outcomes to the Board of Directors, as well as quarterly to the Audit Committee. Furthermore, each IFS subsidiary has its own compliance officer who reports directly to the CCO and their respective Board of Directors.

In 2023, we commissioned an independent external evaluation to assess the effectiveness of our compliance program. The evaluation confirmed that our program is well-managed, measurable, and effective in mitigating compliance risks. It also ensures that stakeholders, from board members to employees, have a clear understanding of, and are equipped to manage, emerging compliance challenges. This comprehensive review covered our Code of Ethics, compliance programs, and our risk management policies and procedures.





# Compliance risks

## Anticorruption program

Aligned with our firm commitment to ethical business practices and transparency, we uphold a zero-tolerance policy against all forms of corruption. Our directors and employees are strictly prohibited from making political contributions on behalf of the company or its subsidiaries. Our robust policies and procedures are fully complying with both local and international anti-corruption regulations, including the Foreign Corrupt Practices Act (FCPA), U.S. Department of Justice (DOJ) Assessment Guidance, and Peru's Corporate Administrative Liability Act (Law No. 30.424).

 For more information, visit [Corporate Anti-corruption Policies and Guideline](#)

Tailored to the unique business models, risk profiles, and regulatory landscapes of each subsidiary, our program defines clear roles and responsibilities, guidelines on gifts, conflicts of interest, charitable donations and public sector interactions. It also establishes a structured process for reporting and addressing violations, ensuring that breaches are met with appropriate sanctions to support our ethical standards.

Given the heightened corruption risks associated with public sector engagements – such as access to budgets and contracts – we have established rigorous due diligence controls for Politically exposed persons (PEPs), among other high-risk clients, to mitigate exposure. Furthermore, we require that all employees and board members complete mandatory annual anti-corruption training, reinforcing a culture of integrity at every level of the organization.

To stay ahead of emerging risks, we regularly monitor and assess the effectiveness of our controls, applying quality assurance reviews to high-risk products and services. This continuous improvement approach **strengthens our resilience against corruption and advocates the trust of all our stakeholders.**

Anti-corruption policies and procedures training 2024						
	Interbank Nº of persons	Interseguro Nº of persons	Intelige Group Nº of persons	Izipay Nº of persons	IFS (%)	IFS and main subsidiaries (%)
Board members	10	9	12	7	7	100%
Employees	6,130	1,170	336	636	NA	100%

\*The inteligo Group has boards of directors in Inteligo Group and subsidiaries (Inteligo SAB, Inteligo Bank, Inteligo USA and Interfondos). In total there are 12 directors, who participate in more than one Inteligo Group board.



# Anti-money Laundering and Counter-terrorism Financing Program

At IFS, we are committed to safeguarding the integrity of our financial system through a robust Anti-Money Laundering (AML) and Counter-Terrorism Financing (CTF) program. Approved and regularly reviewed by our Board of Directors, this program ensures full compliance with local regulations, international standards, and best practices. Our primary objective is to prevent the misuse of our institution for illicit activities, including money laundering and the financing of terrorism.

Our AML/CTF Policy integrates key elements to ensure a comprehensive and proactive risk management approach, including:

- Risk-based approach tailored to the nature and scale of operations.
- Due diligence for clients, employees, vendors, and counterparties.
- Enhanced due diligence for high-risk clients and sectors.
- Mandatory annual training for all employees.
- Ongoing client monitoring systems using advanced analytics.
- Internal reporting mechanisms to escalate suspicious activity.
- Independent audits and reviews to assess program effectiveness.


In 2024, as part of our ongoing innovation strategy, IFS and its subsidiaries made significant advancements by integrating digitalization and advanced analytics into our AML/CTF framework. These enhancements have improved the accuracy of risk assessment, client segmentation, and transaction monitoring, allowing us to detect emerging threats more effectively and respond promptly.

By continuously strengthening our program and leveraging technological innovation, we remain a trusted and resilient financial institution, committed to upholding the highest standards of security, transparency, and compliance for all our stakeholders.

## Whistleblowing channel






At IFS, we have established whistleblowing channels to strengthen our compliance program, enabling employees, suppliers, customers, and other stakeholders to anonymously report misconduct, fraudulent practices, violations of internal policies, or other unethical behavior. We promote awareness training in all resources available for reporting concerns, including the Whistleblowing channels.

These channels are managed by a third party to ensure the confidentiality and integrity of the reported data.




We uphold a non-retaliation policy, guaranteeing that all reports are taken seriously and that individuals who report concerns in good faith are protected from retaliation. Reports can be submitted via multiple secure channels, including the following, which provide accessible and confidential ways for individuals to raise concerns:

### Whistleblowing channels

IFS	 <a href="#">Click here</a>
Interbank	 <a href="#">Click here</a>
Interseguro	 <a href="#">Click here</a>
Inteligo	 <a href="#">Click here</a>
Izipay	 <a href="#">Click here</a>

The Compliance Team is responsible for overseeing the investigation and resolution of reported cases. In cases involving sensitive matters or senior management, we have established escalation protocols to ensure that reports are directed to IFS CEO, the Audit Committee, or the Board of Directors for independent oversight. This process ensures the timely and fair resolution of all concerns, while safeguarding the integrity of the investigation process. In 2024, we received 338 reports through the whistleblowing channel, of which 125 were considered violations of the Code of Ethics.

 For more information on the expected conduct that should guide the decision making and actions of directors, employees, suppliers, contractors and business partners of IFS and its subsidiaries, visit [Code of ethics](#)





Violations of the Code of Ethics 2024	IFS	Interbank N° of persons	Interseguro N° of persons	Inteligo Group N° of persons	Izipay N° of persons	Total IFS and main subsidiaries *
Workplace harassment	0	14	0	1	0	15
Non-compliance with internal policies and procedures	0	16	7	2	0	25
Internal fraud	0	27	0	0	0	27
Improper sales with commercial purposes	0	11	5	0	0	16
Reputational damage	0	1	0	0	0	1
Sexual harassment	0	5	0	0	0	5
Abuse or discrimination	0	1	0	1	0	1
Internal corruption	0	3	0	0	0	3
Customer privacy data	0	0	0	0	0	0
Conflicts of interest	0	0	0	0	0	0
Money laundering or insider trading	0	0	0	0	0	0
Others	0	29	0	2	0	31

The actions taken in response to these violations were dismissals, suspensions, and written warnings, defined by each subsidiary's Ethics Committee. These measures may include:

- Termination of employment.
- Cancellation of variable income (for example: performance bonuses, sales bonuses, among others) or the application of penalties to Third Parties.
- Taking civil and criminal action, if necessary.

\*None of the cases of violations to the Code of Ethics were related to members of the compliance area or top management.





## Compliance culture and training

GRI 2-23, GRI 2-24, GRI 2-25, GRI 2-26, GRI 3-3, GRI 205-1, GRI 205-2, GRI 205-3, GRI 406-1, SASB FN-CB-510a.2

At IFS, we are committed to fostering a culture of integrity, encouraging our executives, employees, suppliers, customers, and stakeholders to act ethically, regardless of hierarchy or geographic location. To uphold this commitment, we have implemented a robust Code of Ethics which serves as the foundation for promoting a culture of integrity and accountability across our organization. Compliance with the Code of Ethics is integrated into the employee's performance appraisal system carefully crafted to highlight and nurture core principles including teamwork, diversity, equal opportunities, respect, and compliance.

Our program includes mandatory training for all employees, covering essential topics such as integrity, Anti-Money Laundering (AML), Anti-Corruption, and Regulatory Compliance. To further strengthen our efforts, we provide specialized training tailored to the specific responsibilities of our board of directors, front-office teams, and compliance staff. In the case of Interbank, we also have a training program for high-risk suppliers.

We have a well-defined governance structure that establishes clear roles, responsibilities, and reporting mechanisms, ensuring transparency in decision-making at all organizational levels. In addition, we regularly review our policies to align with industry's best practices. The IFS Chief Compliance Officer (CCO) oversees the ethics and compliance program reporting its outcomes to the Board of Directors, as well as quarterly to the Audit Committee. Furthermore, each IFS subsidiary has its own compliance officer who reports directly to the CCO and their respective Board of Directors.

In 2023, we commissioned an independent external evaluation to assess the effectiveness of our compliance program. The evaluation confirmed that our program is well-managed, measurable, and effective in mitigating compliance risks. It also ensures that stakeholders, from board members to employees, have a clear understanding of, and are equipped to manage, emerging compliance challenges. This comprehensive review covered our Code of Ethics, compliance programs, and our risk management policies and procedures.



## Human rights strategy

At IFS, we are committed to fostering a culture founded on respect for Human Rights and improving the quality of life for our stakeholders. To uphold this commitment, we have implemented a comprehensive Human Rights Policy that applies across all our subsidiaries, publicly demonstrating our adherence to international agreements and principles, including the United Nations Global Compact, the International Bill of Human Rights, and the International Labor Organization (ILO) Declaration.



In alignment with these commitments, IFS pledges to:

### Human Rights

- Support and respect the protection of universally recognized fundamental human rights.
- Ensure we are not complicit in any violation of human rights.

### Labor Practices

- Recognize freedom of association and the right to collective bargaining.
- Promote the elimination of forced labor, human trafficking, coercion or any other form of exploitation.
- Reject child labor in all its forms.
- Support the elimination of discrimination in employment based on gender, race, age, religion, origin, disability, marital status, sexual orientation or social condition; and actively promote equity to serve vulnerable groups (women, LGBTQ+ community, senior citizens, among others).
- Ensure pay fairness, by guaranteeing equal compensation for equal work, regardless of gender, race, or any other characteristic.

In addition to our Human Rights Policy, IFS conducts human rights due diligence every two years to strengthen our risk mitigation mechanisms. This process allows us to identify any control gaps and implement action plans to address them in a timely manner. As part of this assessment, we perform a comprehensive evaluation of our interactions with stakeholders and vulnerable groups. We also review our procurement processes to ensure compliance with both national and international regulations that promote objective selection criteria and prohibit forced labor. Suppliers must adhere to our Code of Ethics, and we provide them with the necessary support and conditions to operate safely and effectively.

To foster awareness of human rights, we actively engage our employees in the risk identification process and offer regular training and communications to reinforce their understanding and commitment.

This process includes the following:

- Risks in our own operations.
- Risks in our value chain or other activities related to our business.
- Risks in new business relationships.

As a result of these exercises, in 2024 there were no incidents related to our direct or indirect involvement in human rights violations of any kind.

Category	A: % of total assessed in the last three years	B: % of total assessed (column A) where risks have been identified	C: % of risk (column B) with mitigation actions taken
IFS own Operations	100%	100%	100%
IFS Contractors and Tier I Suppliers	100%	100%	100%





Through 2024 Human Rights Due Diligence we have identified potential risks and corresponding mitigating controls in all subsidiaries of the IFS Group, which are duly specified in our Human Rights Due Diligence.

For more information, visit [Human Rights Due Diligence](#)

Prioritized risks	Mitigation Plan
Loss or compromise of personal and confidential data due to a breach of computer security or improper use of access to information.	We have a structure of policies, specific manuals and controls on personal data protection. This structure allows us to effectively identify and mitigate the risks associated with the use of personal and confidential information, ensuring the confidentiality, integrity and availability of the data of our employees, customers and suppliers.
Participation in acts of corruption or bribery.	We have an Anti-Corruption Program, which includes an Anti-Corruption Policy, guidelines and controls that mitigate corruption or reputational risks to which the organization is exposed.
Possible misinformation or unclear, incomplete and insufficient information that may lead customers to purchase products or services not aligned with their intention or need.	Information on our financial products and services is publicly available on our subsidiaries' digital channels, where some of them can be purchased directly. In addition, information on products and services can be requested by telephone and in person. Finally, our front-line employees are trained to ensure inclusive customer service.



# Risk management

GRI 2-12  
GRI 2-13  
GRI 3-3  
SASB FN-CB-410a.2  
SASB FN-AC-410a.2  
SASB FN-IN-410a.2

Our goal is to achieve sustainable long-term growth, by balancing risk policies and profitability. As a result, our top management prioritizes robust risk management.

To effectively manage risks, we have established a specialized risk management structure, supported by measurement systems and mitigation and remediation processes tailored to each business segment. We incorporate analytics into our decision-making process and use tools and methodologies that help us identify and manage risk efficiently.

Our Risk management and governance framework involves IFS and each subsidiary's board of directors, who are responsible for implementing a comprehensive and integrated risk management system. They also promote an internal culture that facilitates the Boards' supervision and risk management control. The Boards of Directors are kept continuously informed about the risk exposure of each subsidiary and their respective businesses. The Boards of Directors of Interbank, Interseguro, Inteligo Bank, Inteligo SAB, Interfondos and Izipay have established specialized committees tasked with enhancing risk management and internal control.

At the IFS level, the Board is responsible for reviewing (and where appropriate approving) the overall risk management strategy. The Audit Committee reviews the IFS guidelines and policies governing risk assessment and management processes. It also reviews major risk exposures of IFS, and the measures implemented by management to monitor, and control said exposure.

## Integral risk management

GRI 2-12, GRI 2-13, GRI 3-3, SASB FN-CB-410a.2, SASB FN-AC-410a.2, SASB FN-IN-410a.2

IFS has adopted a robust three-lines-of-defense model to ensure a comprehensive approach to risk identification and mitigation across all subsidiaries. In general terms this model comprises:

**First Line of Defense:** Employees or teams directly involved in producing and delivering products and services to clients are the first to identify and manage risks in their daily operations. They are responsible for recognizing, reporting, and implementing basic risk controls.

**Second Line of Defense:** Risk managers and executive committees of each subsidiary oversee the first line and monitor the overall risk profile. They develop and implement risk management frameworks for specific categories, including credit, market and operational risk. Additionally, they provide training, guidance, and support to the first line in effectively managing risks.

**Third Line of Defense:** The Internal Audit function in each subsidiary operates as an independent reviewer, providing assurance on the effectiveness of risk management practices across the organization. They conduct annual risk-based audits and report findings to management and the board.

At the holding company level, the Internal Audit function at IFS monitors key processes and controls to ensure adequate risk control according to the standards defined in the Sarbanes-Oxley Act (SOX). They coordinate with the internal audit departments of each subsidiary and external auditors to assess the effectiveness of risk identification, evaluation, control, monitoring, and reporting processes across each subsidiary. External audits are conducted annually.

This three-lines-of-defense model within each subsidiary promotes a culture of risk awareness and proactive mitigation. It ensures a coordinated and comprehensive approach to safeguarding IFS and its subsidiaries from potential losses and reputational risks.



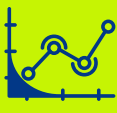
# Our main risks

## Credit Risk



Probability of financial loss due to the inability or unwillingness to pay by debtors, counterparts or third parties bound by contractual obligations.

## Market Risk



Probability of financial loss in positions on and off-balance sheets due to market condition variations. It generally includes the following risk types: exchange rates, interest rates and prices.

## Liquidity Risk



Potential inability to meet contractual and contingent obligations, both on- or off-balance sheet, as they come due.



## Operational Risk



Probability of loss due to inadequate processes, personnel and information technology failures, or external events.



## IT and cybersecurity Risk



Probability of vulnerabilities in information systems, data leakage or data loss caused by security breaches, leading to a negative impact on operations, critical information assets or the group's reputation

## Reputation Risk



Potential loss of trust by our stakeholders.

## Compliance Risk



Potential violations of the Code of Ethics, acts of corruption and non-compliance with applicable regulations, as well as money laundering and terrorism financing.

## Fraud risk



Probability of financial loss due to deceptive or dishonest actions by individuals or organizations

## Insurance risks



Probability of financial loss due to incorrect assumptions to price a particular insurance policy, such as the frequency of losses or the severity of losses


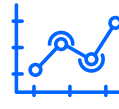


Each subsidiary's Board Risk Committee is responsible for reviewing the risk appetite, tolerance and exposure. In the case of PMP, the Risk Management Committee oversees the design, implementation and approval of risk management policies and procedures, as well as the definition of PMP's risk appetite, tolerance and exposure.

As applicable to each subsidiary, periodic sensitivity analyses and stress tests are conducted to assess financial risks. To ensure that the risk appetite and mitigating actions remain up-to-date and relevant, we conduct reviews of risks exposure– depending on regulatory requirements which could be monthly, daily or annually.



Interbank's credit and market risks description

Risk	Description of the company-specific risk exposure	Description of process or framework to determine the risk appetite	Description of mitigating actions
 Credit	<p>The primary risk Interbank must manage is credit risk. The credit risk profile is continuously evaluated through stress testing to ensure the Bank can withstand the highest credit risk under extreme financial or economic conditions:</p> <ul style="list-style-type: none"><li>• Annual Stress testing: Stress Testing is performed once a year.</li><li>• Scenario Analysis: The portfolio risk profile is stressed under adverse economic fluctuations in severe and very severe scenarios.</li><li>• Impact and Action Plan: The impact and action plan resulting from the stress tests are presented to the Comprehensive Risk Management Committee.</li></ul>	<p>Interbank has a comprehensive risk management system designed to align the Bank's decision-making process with the Risk Appetite Framework (RAF), which includes:</p> <p><b>Risk Preference and Governance Frameworks:</b> A system or set of instruments that articulate the Bank's risk preference, governance frameworks, risk appetite statement, information systems and processes to define, communicate and monitor risk appetite.</p> <p><b>Metrics and Indicators:</b> A defined set of metrics and indicators used to measure the portfolio 's risk profile. Associated limits are established to evaluate their compliance with these metrics.</p> <p>This framework is reviewed once a year and approved by the Comprehensive Integral Risk Committee.</p>	<p>In situations where the Bank approaches the limits defined in the RAF or as a result of the stress testing evaluation, differentiated measures are taken, based on the segment:</p> <p><b>Commercial Banking:</b> Continuous monitoring of the levels of indebtedness and cash flows, in order to identify in a timely manner those customers that may present potential credit problems. Activate restructuring plans or increase guarantees when required.</p> <p><b>Retail and Small Business Banking:</b> Identification of early warnings and adjustment of consumer exposure focusing on higher risk and low-income scores. Payment solutions focused on customers with higher levels of indebtedness and high risk.</p> <p>In situations where the Bank approaches the limits defined in the RAF or as a result of the evaluation of the stress testing exercise, differentiated measures are taken, such as:</p> <ul style="list-style-type: none"><li>• Carry forward position to maturity.</li><li>• Maintain or reduce positions, reduce durations, reduce foreign exchange position.</li><li>• Release voluntary credit provisions.</li><li>• Make an issuance to increase effective equity.</li><li>• Rate hedging.</li></ul>
 Market	<p>The possibility of market risk loss may occur due to decreases in the value of the assets and positions of the trading portfolio, which is known as portfolio risk or trading book risk. It may also occur due to adverse movements in the institution's net financial income projection or due to the lack of liquid resources for the Bank's different needs, situations known as balance sheet risk (banking book). Market risk profile is constantly evaluated by stress testing:</p> <ul style="list-style-type: none"><li>•Quarterly stress testing mainly of two indicators: valued at risk, interest rate of banking book.</li><li>•The investment portfolio and balance sheet are stressed under adverse economic fluctuations in severe and very severe scenarios.</li><li>•The impact and action plan resulting from stress testing are presented to Comprehensive Risk Management Committee.</li></ul>		

At IFS, each Subsidiary carries out processes that support risk management and seek to maintain a comprehensive risk assessment system, ensuring timely responses to emerging situations. These processes, as applicable to each subsidiary, include the following key activities:

- 1 **SOX Compliance:** Review of controls related to the SOX Act (Sarbanes-Oxley) in the risk department.
- 2 **Audits:** Implementation of annual internal and external audits.
- 3 **Vulnerability Assessments:** Vulnerability assessment exercises for systems and infrastructure, including periodic penetration testing.
- 4 **Key Risk Indicator Monitoring:** Monitoring key risk indicators and performing projection exercises to ensure that they remain within the levels defined by the risk appetite.
- 5 **Technological Tools:** Use of technological tools to improve provisioning and scoring projection models.
- 6 **Simulation and Stress Testing:** Simulation exercises and stress testing against risk scenarios to assess response time and update recovery strategies.



Emerging risks

Emerging risks refer to external, new or lesser-known threats that have the potential to significantly impact companies.

At IFS, the identification and management of emerging risks ensures the financial stability and operational continuity of the group. The main emerging risks are described below:

Disruptive innovation by Fintechs and Insurtechs

**Description:** Disruptive innovation in the financial sector is increasingly evident, driven by the widespread adoption of digital financial services and disruptive technologies such as big data, AI, and machine learning. These technologies enable personalized offerings tailored to individual customer needs. Moreover, regulatory discussions are emerging, for example a report issued by the Peruvian Competition Agency has proposed the enactment of “Open Banking” or “Open Finance” regulations that would include “data sharing” and “interoperability” mandates. The purported policy objective of these regulations is to promote competition (in particular, to promote the entry of Fintechs and Insurtechs). In addition, the Central Reserve Bank of Peru has held working sessions with the private sector in 2024 to gather perspectives on an open payment initiation model regulation in Peru.

**Impact:** Although Fintech and Insurtech adoption is still at an early stage and relatively low compared to the traditional financial systems, it is crucial to recognize that they represent a disruptive force that is transforming the financial and insurance landscape. Failure of our subsidiaries to effectively anticipate or adapt to emerging technologies or changes in customer behavior could delay or prevent our access to new digital-based markets. Furthermore, the widespread adoption of new technologies, including payment systems, could require substantial expenditures to modify or adapt our existing products and services as we continue to grow our digital capabilities. As a result, our subsidiaries’ customers may choose to conduct business or offer products on alternative or emerging platforms. Such new technologies could negatively impact on our investments in infrastructure, equipment, and personnel, or if our subsidiaries do not properly anticipate trends, existing investments in digital platforms may become obsolete. If our subsidiaries fail to adapt quickly, or at all, to changes in technologies or changes in customer behavior, it may have an adverse impact on our subsidiaries resulting from increased competition and have a material adverse effect on our financial condition and operations.

**Mitigation actions:** IFS continuously monitors new regulations that could impact the financial ecosystem and provides feedback accordingly. Our strategy is to leverage the opportunities presented by financial technology to maintain a competitive edge and become an AI-driven organization. Our advanced analytics capabilities are being enriched with new data sources and technology tools such as cloud computing, real-time decision-making, machine learning, artificial intelligence (AI) and big data. Refer to the Artificial Intelligence section of this Report and to [page 173 of the Form 20-F](#) for a more detailed 2024 key technological investments in each of our subsidiaries.





Transition risks – Decarbonization of companies

**Description:** IFS has an opportunity to lead the transition to a low-carbon economy through its responsible investments. This is supported by the transition risk analysis, which includes regulatory risk (related to policies and measures to reduce greenhouse gas emissions), technology risk (linked to new technologies and the substitution of carbon-intensive products), market risk (arising from potential disruptions in the demand and supply of specific products and services) and reputational risk (associated with increased demand for transparency and accountability from stakeholders). By strategically adjusting its business model, IFS can adapt to climate change without compromising its earnings and shareholder value.

**Impact:** The shift towards a low-carbon economy poses challenges and potential financial risks to IFS, if not managed effectively. In the case of Interbank, borrowers in high-emitting sectors may face financial difficulties due to regulatory changes, technological advancements, or shifting consumer preferences. This could result in loan defaults, impacting banks’ asset quality and profitability. Inteligo Group may face stranded assets in its investments in companies or assets heavily reliant on fossil fuels, with their value diminishing as the transition progresses. In general, IFS might face higher operational costs due to regulatory changes, including climate risk disclosure, carbon pricing, and capital requirements related to climate risks. These changes may increase compliance costs and potentially restrict their lending activities. The overall impact could lead to decreased profitability and shareholder value.

**Mitigation actions:** During 2024, we initiated actions to manage transition risks to ensure our long-term financial stability, competitiveness, and reputation. For instance:

- a) Enhanced climate risk Disclosures: We strengthened our climate risk disclosures by publishing our first climate report aligned with TCFD.
- b) Sustainable Financing initiatives: At Interbank, we published our Sustainable Financing Framework verified by a Second Party Opinion from S&P, with a primary focus on financing of the transition of our clients to a low carbon economy (low-carbon technologies). We have also set a target for a sustainable commercial portfolio that positively impacts the climate and environment.
- c) Policy Advocacy: We advocate for policies that support a smooth and sustainable transition to a low-carbon economy.
- d) Sustainability culture: Strengthened efforts to build a strong sustainability culture across our subsidiaries, focusing on climate risks and opportunities.
- e) Climate Risk Heatmap: We developed our first climate risk heatmap assessing Interbank’s portfolio exposure to physical and transition risks.
- f) Financed Emissions Calculation: We began the first partial calculation for financed emissions aligned with the Partnership for Carbon Accounting Financials (PCAF) methodology.





# Integration of ESG criteria

SASB FN-CB-410a.2

As part of our strategy to promote sustainable businesses, we have integrated ESG criteria into our risk and investment analysis process, with a particular focus on industries heavily exposed to climate change.

## ESG risk analysis in corporate lending

At Interbank, we incorporate a Social and Environmental Risk Management System (ESRA) into our credit risk analysis process. This helps clients and potential clients understand and adopt environmental and social risk management as a tool for sustainable development.

Our ESRA is aligned with industry best practices and adheres to the IFC Performance Standards and the Equator Principles. In addition, it complies with local regulatory requirements (SBS Resolution No. 1928-2015).

Our ESRA establishes guidelines for managing social and environmental risks within Interbank's commercial financing portfolio and outlines the responsibilities across the corporate commercial and credit risk management teams. It applies to the following financial services, with corresponding thresholds:

- a. Project Financing
- b. Project-Related Credits
- c. Bridge loans
- d. Corporate loans

This comprehensive risk management framework enables us to identify, evaluate and mitigate the environmental and social risk associated with our projects. Our main objective is to establish a minimum standard for due diligence and monitoring, thereby fostering responsible decision-making.

For more information, visit [Environmental and Social Risk Analysis Policy](#)

For more information, visit [Equator Principles Compliance Report](#)

## Environmental and Social Risk Analysis Process





During 2024, 44 transactions were analyzed under the ESRA framework, compared to 24 transactions in 2023.

The transactions financed are shown in the table below:

Categories*			
Transactions 2024	A	B	C
Projects	0	0	0
Non-Projects	0	10	34

\*Categories definition:  
Category A: operations with potentially significant adverse social or environmental impacts. These are characterized as diverse, irreversible, and unprecedented.  
Category B: operations with limited potential adverse social or environmental impacts. operations with limited potential adverse social or environmental impacts. These impacts are few, generally localized to specific sites, and reversible and can be easily addressed through mitigation measures.  
Category C: operations with minimal or no social or environmental impacts.

### ESG risk analysis in investment

SABS FN-AC-410a.2 I

We prioritize ESG issues when constructing responsible investment portfolios. We are committed to integrating these criteria through ESG screening and enhancing our engagement and proxy voting processes.

At Inteligo Group, we embed ESG criteria into our portfolio risk assessments to promote the sustainability of issuers and investment vehicles selected for our clients' portfolios. Through our Responsible Investment Policy, we have established three main objectives: ESG integration, Active Ownership, and Exclusions.

According to the United Nations Principles for Responsible Investment (UN-PRI), ESG integration involves the explicit and systematic inclusion of ESG metrics in the investment analysis process. The implementation of these principles by asset managers is based on the fundamentals listed below:

**ESG integration into investment analysis tasks:** Includes information gathering, materiality analysis and the evaluation of active ownership.  
**Portfolio Construction:** Portfolios are designed to consider the results of periodic reviews of ESG criteria applied to all assets and funds that constitute them.

For more information, visit [Responsible Investment Policy](#)

**ESG factors in the investment decision-making process:** A final decision on the assets under analysis is reached by weighing both traditional financial factors and ESG factors that have a material impact on business performance.

### Interfondos' Proxy Voting Policy

We aim to positively impact on our clients by incorporating ESG metrics into our strategies, enhancing and protecting the value of their investments. Active and informed voting is a key aspect of our responsibility, ensuring we effectively represent our clients' interests. As long-term investors, we support measures that add value to the companies in which we invest, contributing to sustained returns over time.

In line with this commitment, Interfondos published their Proxy Voting Policy in 2024 to protect and enhance the interests of their clients as shareholders or creditors. Interfondos, through its proxy voting and engagement, advocates for best governance practices at shareholder meetings. When necessary, it will vote against proposals that lack adherence to the following governance principles: majority of independent directors, diversity, mandate limits and attendance requirements, and risk management oversight.

For more information, visit [Proxy Voting Policy](#)



Interseguro's ESG  
screening process

At Interseguro, we manage a portfolio primarily composed of high-credit quality and long-term fixed income instruments. In addition, we integrate ESG criteria in our investment analysis through the development and application of an ESG Score.

Categories of assets and investments	2024		
	Interseguro	Inteligo Bank	Interfondos
Amount of assets evaluated under the ESG risk questionnaire (in Millions)	US\$ 478	US\$ 765	US\$ 1,955
% of assets under management covered that integrate ESG criteria over total AUM	11%	13%	90%

Information security  
and data privacy

RI 3-3, GRI 418-1, SASB FN-CF-220a.1, SASB FN-CF-230a.3, SASB FN-CB-230a.2

IFS is committed to ensuring that any personal data collected is used and processed strictly in accordance with its intended purpose and with the consent of the clients, in compliance with local regulations and best practices.

This program includes compliance with the legal framework of Law No. 29733 Personal Data Protection Law and its regulation approved by Supreme Decree No. 003-2013-JUS. In addition, the subsidiaries subject to this law, have implemented internal controls aligned with the IFS Corporate Compliance Program.

To maintain accountability and uphold these standards, IFS and its subsidiaries have established a sanction program to address non-compliance with data protection laws.



Privacy policies

Our subsidiaries' Privacy Policies outline clear terms regarding the collection, use, sharing and retention of personal data, including data transferred to third parties. They also outline the practices and consent requirements for handling personal data by third parties.

In a nutshell, each Subsidiary Policy is built around the following commitments:

- 1 Purpose Limitation: To collect and process personal data that is limited to the stated purpose.
- 2 Opt-in consent: To require authorization to the collection, use, or sharing of their personal data for optional purposes, if applicable by regulatory requirements.
- 3 Transparency and Consent: To collect personal data owner information through lawful and transparent means, with explicit consent if the case.
- 4 Third-party Compliance: To require third parties with whom data is shared to comply with their Privacy Policy.
- 5 ARCO Rights: To include the user's right of access, rectification, cancellation, and opposition rights.

These policies apply comprehensively across the Subsidiary's operations, including suppliers.

- Interbank**  [Click here](#)
- Interseguro**  [Click here](#)
- Izipay**  [Click here](#)
- Inteligo Group**  [Click here](#)
- Inteligo Bank**  [Click here](#)
- Inteligo SAB**  [Click here](#)
- Interfondos**  [Click here](#)





## Data Privacy Management

Across all IFS subsidiaries, we have implemented a robust data privacy framework that incorporates legal, technical, and organizational measures. Data privacy management is seamlessly integrated into our regulatory, compliance, information security, and operational risk management frameworks, ensuring diligent data privacy administration and effective risk mitigation.

At Interbank, Inteligo Bank, Interseguro, and Izipay, regular internal audits are conducted, at least annually, to assess compliance with their respective Privacy Policies and the applicable Personal Data Protection Law. These audits identify and address associated risks to reinforce our commitment to data privacy.

For Interbank, Interseguro, Izipay and Inteligo Group, supplier contracts include clauses that mandate compliance with data protection regulations and, as applicable to each Subsidiary, grant the right to conduct audits and inspections.

Furthermore, Interbank, Interseguro, Izipay and Inteligo Bank provide comprehensive data protection training for all employees, complemented by regular communications that reinforce key data privacy concepts and standards.

## Sanction program

To ensure accountability and uphold data protection standards, each subsidiary has implemented a sanction program for noncompliance with data protection laws.

- In the case of employees, noncompliance is considered a serious offense and may result in disciplinary actions such as suspension without pay, dismissal, or legal sanctions for violating legal regulations related to data handling.
- In the case of suppliers and partners, agreements include data processing and confidentiality clauses, with covenants for personal data processing, as well as the consequences of noncompliance including the termination of the contract. Depending on the severity, the suppliers and partners could be banned from providing their services to the company. These measures are in addition to any applicable legal and administrative actions the subsidiary may pursue.



## Interbank's integral data protection strategy

Interbank is committed to safeguarding customer data and fostering trust through a comprehensive data protection program built on industry best practices and leading Privacy Enhancing Technologies (PETs).

### Data Protection Principles:

We adhere to fundamental principles of data minimization, transparency, purpose limitation, and security to ensure responsible data management.

### Risk-Based Approach:

We employ a risk-based approach, tailoring data protection measures to the sensitivity of the information collected.

### Privacy Enhancing Technologies (PETS) Integration:

PETs are embedded into product development from the outset. For instance, we anonymize customer data whenever possible and leverage pseudonymization techniques to further enhance privacy.

**Data Governance:** A robust data governance framework supports data classification, access controls, and a well-defined data lifecycle management process in place.

**Compliance and Training:** We comply with relevant data privacy regulations and provide regular training for employees on data privacy and security best practices.



Data Privacy Governance

Each subsidiary has a structured governance framework to address privacy protection issues with clear responsibilities and accountability.

- In the case of Interbank, the Cybersecurity Committee oversees 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 on the implementation of control measures.
- At Inteligo Group’s subsidiaries, the board of directors or the general shareholders’ meeting has appointed the person responsible for the processing and protection of personal data in each of the companies. In the case of Inteligo Bank, annual data reports are presented to the Board.
- At Interseguro, the Information Security Head, within the Risk Department, oversees the information security and cybersecurity program. Metrics and projects results are periodically reported to the Executive Cybersecurity Committee and annually to the Board Risk Committee.
- At Izipay, the Risk and Compliance Manager oversees data compliance and reports to the Risk and Compliance Board Committee and Chief Executive Officer on the implementation of control measures.

Due to the robust systems and controls implemented across our subsidiaries for data protection, we have a low number of claims related to breaches in customer privacy. Any incidents are managed in compliance with the internal policies of each subsidiary and the Peruvian regulatory framework.

Data privacy indicator	Interbank	Interseguro	Inteligo Group	Izipay
Percentage of users whose data is used for secondary purposes	78.1%	17.48%	80.79%	NA
Claims in process of customer privacy violations received from third parties and corroborated by the organization	5	2	0	0
Claims in process of customer privacy violations received by regulatory authorities	1	2	0	0



# Cybersecurity

As cybersecurity risks increase in both frequency and impact, IFS and its subsidiaries have implemented a cyber resilience strategy designed to protect, identify, and respond to cybersecurity threats, as well as to recover technology and operational processes to ensure business continuity in the event of a cybersecurity breach. This strategy includes the implementation of tools, procedures, and teams of cybersecurity experts operating under a management framework based on industry standards such as the National Institute of Standards and Technology Cybersecurity Framework (NIST CSF), ISO 27001, and PCI DSS. It also considers new industry trends, current regulations, and definitions established by IFS and its subsidiaries. The following is a summary of the cybersecurity risk management and strategy in each of our segments.

## Building a Strong Cybersecurity Culture

Our cybersecurity strategy prioritizes employee awareness. All subsidiaries implement comprehensive information security and cybersecurity training programs, including:

**Training for all:**  
All employees participate in a mandatory course that includes best practices to ensure compliance with cybersecurity guidelines. At Interbank, we extend the initiative to suppliers, ensuring they are also equipped with the knowledge to mitigate cybersecurity risks.



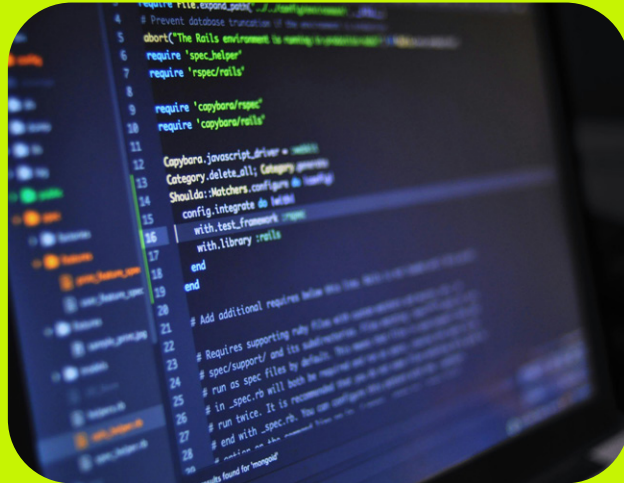
**Specialized Training:**  
Providing cybersecurity training for members of the Cybersecurity Departments.

**Social engineering simulations:** To reinforce learning and identify areas for improvement, phishing, simulations. Employees who fall victim to these simulations are required to undergo training.

**Awareness:** We employ engaging methods such as brief capsules with tips, recommendations, and interactive quizzes to enhance learning and knowledge retention.



**Accessible Policies:** Each subsidiary maintains easily accessible information security and cybersecurity policies for all employees.



**Disciplinary Procedures:**  
Each subsidiary has established clear disciplinary procedures to address employee misconduct related to cybersecurity.



# Security Measures and Incident Response

To proactively identify and mitigate potential threats, we regularly conduct security tests, including vulnerability assessments of our infrastructure and applications.

Interbank has an incident response plan aligned with industry best practices, including playbooks associated with the main cyber threats it faces. Additionally, Interbank conducted tabletop and cyber range exercises involving senior management and technical incident response teams as part of strengthening the organization's capabilities to respond to potential security breaches.

Our subsidiaries have also implemented a cyber incident response plan designed to enhance the team's capabilities in the event of any type of cybersecurity incident. This plan also establishes clear qualification, communication and escalation criteria to ensure a coordinated response. These measures allow us to be

prepared and act in a timely manner in the face of any situation, safeguarding customer information and ensuring the continuity of our operations.

Moreover, to ensure business continuity in the event of a cyber incident, we maintain a robust disaster recovery plan. This plan undergoes rigorous annual control tests to validate its effectiveness and ensure we can quickly recover critical systems and data.

We maintain readily accessible and well-publicized communication channels for employees to report any suspicious activity. This proactive approach strengthens our alert systems, enabling swift and accurate responses to potential cybersecurity incidents.

Finally, our subsidiaries undergo regular external audits to ensure compliance with regulatory frameworks established by the Sarbanes-Oxley Act (SOX) and, where applicable, by the Superintendency of Banking, Insurance and AFP (SBS) and the Financial System Supervisory Authority.



During 2024, we also conducted a cybersecurity assessment with the aim of redefining the strategic vision of Interbank and its IFS subsidiaries regarding cybersecurity and information security management towards 2027. This vision is aligned with IFS strategy and objectives, industry trends, and cybersecurity threats.





Cybersecurity Governance

Each subsidiary  
has cybersecurity  
governance in place  
at both the executive  
and board levels.



Interbank's Board of Directors has established oversight committees for cybersecurity risk management, including the Integrated Risk Management Committee and the Information Security and Cybersecurity Committee. These committees monitor the performance of cybersecurity management, provide guidance for policy creation and changes, and make decisions regarding cybersecurity management in the organization. Interbank's board of directors approves policies and monitors cybersecurity management through reports from these committees.

Interseguro's Board of Directors has established a Risk Committee to oversee risk management within the organization, including cybersecurity risks, with the participation of certain Interseguro board members. This committee approves and oversees the implementation of the strategy, policies and procedures for cyber risk management, reports information on pertinent vulnerabilities and their corresponding correction plans and communicates incidents as they occur.

Inteligo's Board of Directors has established a Risk Management Committee to oversee risk management within the organization, including cybersecurity risks, with board members participating. This committee approves and oversees the implementation of the strategy policies and procedures for cyber risk management, reports information on pertinent vulnerabilities and their corresponding correction plans and communicates incidents as they occur.

PMP's board of directors has established a Risk Management Committee to oversee risk management within the organization, including cybersecurity risks, with board members participating. This committee approves and oversees the implementation of the strategy, policies and procedures for cyber risk management, reports information on pertinent vulnerabilities and their corresponding correction plans and communicates incidents as they occur.



# Strengthening our risk culture

At IFS, we are committed to strengthening our culture of risk prevention and mitigation by providing comprehensive training and skills development opportunities for all our employees.

This includes specialized training for the Board of Directors on the latest risk management practices as outlined in the Board training section.

We promote a culture of continuous improvement through our Incident Reporting and Risk Awareness Program. This program is tailored by each subsidiary to align their specific strategies and priorities. This approach ensures that IFS employees are equipped with the knowledge and tools to identify, manage, and mitigate risks across the organization.



# Embedding Risk Management into Product Development

IFS integrates risk management throughout the entire product and service development lifecycle across all subsidiaries. Every new product and service undergoes a comprehensive risk assessment, considering factors such as financial, regulatory, operational, business continuity, and information security risks, among others.

At Interbank, the Integral Risk Evaluation Committee (ERPC Committee), an executive committee, reviews product and service designs to identify potential risks. This committee ensures that appropriate mitigation strategies are in place before significant development begins. Interbank also leverages an agile methodology in which business units and key risk areas collaborate throughout the development cycle. This collaborative approach ensures that ongoing risk identification and mitigation are continuously embedded in the process.

Other subsidiaries implement similar collaborative approaches to integrate risk management into the creation and modification of existing products and services.

# Financial Incentives Aligned with Risk Management

IFS applies financial incentives to promote robust risk management practices. This approach fosters a culture of risk awareness and aligns employee performance with effective risk management across the organization.

At Interbank, certain senior executives' variable compensation is tied to their performance in areas such as operational risk, cybersecurity, and business continuity, among others.

Additionally, we incorporate risk management metrics into performance evaluations and compensation structures across various teams in our subsidiaries.

**1 Operational and Business Continuity Risk Management:**  
Trains employees to identify and mitigate risks that could disrupt core business functions.

**2 Information Security Management:**  
Educates employees on recognizing and report phishing attempts to prevent cyberattacks.

**3 Data privacy:** Provides employees with knowledge about data security and privacy-related risks, best practices, and regulatory requirements.

**4 Ethics and Compliance:**  
Emphasizes ethical conduct, anti-money laundering (AML) and counterterrorist financing (CFT) measures, regulatory compliance, and anti-corruption practices.

**5 Fraud Prevention:**  
Enhances employees' awareness to identify and mitigate common threats such as malware, phishing, and identity theft.

**6 SOX Act:** Ensures adherence to regulations required by our NYSE listing.



# Financial Performance

GRI 3-3  
GRI 201-1  
GRI 201-4  
SASB FN-CF-000.A  
SASB FN-CF-000.B  
SASB FN-CB-000.A  
SASB FN-CB-000.B  
SASB FN-MF-000.A  
SASB FN-MF-000.B  
SASB FN-MF-270a.1.  
SASB FN-AC-000.A  
SASB FN-AC-000.B

## P&L Performance

IFS' profits were S/ 1,307.5 million in 2024, a 21.1% increase compared to 2023. The higher net profit was mainly a result of a decrease of S/ 261.6 million in impairment loss on loans, a S/ 233.8 million increase in other income as well as a S/ 112.1 million decrease in interest and similar expenses. These effects were partially offset by a S/ 150.0 million increase in other expenses, as well as a S/ 38.8 million increase in income tax and a reduction S/ 35.6 million in fee income from financial services.

S/ million	2023	2024	% change 24/23
Net interest and similar income	4,528.0	4,549.1	-1.3%
Impairment loss on loans, net of recoveries	-1,981.8	-1,720.2	-13.2%
Recovery (loss) due to impairment of financial investments	-7.5	-47.5	n.m.
Net interest and similar income after impairment loss	2,538.7	2,781.4	9.6%
Fee income from financial services, net	1,178.5	1,142.9	-3.0%
Other income	557.8	791.6	41.9%
Insurance results	-178.4	-169.8	-4.8%
Other expenses	-2,750.2	2,900.2	5.5%
Income before translation result and income tax	1,346.4	1,646.0	22.2%
Translation result	8.4	-24.1	n.m.
Income tax	-275.6	-314.4	14.1%
Profit for the period	1,079.3	1,307.5	21.1%
ROE	11,3%	12,6%	
Efficiency ratio	36,8%	37,4%	



## Balance Sheet

S/ million	2023	2024	%chg 24/23
<b>Assets</b>			
Cash and due from banks and inter-bank funds	10,343.6	12,709.0	22.9%
Financial investments	26,722.0	26,857.9	0.5%
Loans, net of unearned interest	48,869.8	50,959.6	4.3%
Impairment allowance for loans	-2,349.4	-1,730.2	-26.4%
Property, furniture and equipment, net	804.8	814.4	1.2%
Other assets	5,233.9	5,766.7	10.2%
<b>Total assets</b>	<b>89,624.8</b>	<b>95,377.5</b>	<b>2.4%</b>
<b>Liabilities and equity</b>			
Deposits and obligations	49,188.2	53,768.0	9.3%
Due to banks and correspondents and inter-bank funds	9,145.6	7,562.1	-17.3%
Bonds, notes and other obligations	5,551.6	6,075.4	9.4%
Insurance contract liabilities	12,207.5	12,524.3	2.6%
Other liabilities	3,523.6	4,469.1	26.8%
<b>Total liabilities</b>	<b>79,616.7</b>	<b>84,398.9</b>	<b>6.0%</b>
<b>Equity, net</b>			
Equity attributable to IFS' shareholders	9,950.2	10,915.2	9.7%
Non-controlling interest	57.9	63.4	9.5%
<b>Total equity, net</b>	<b>10,008.1</b>	<b>10,978.6</b>	<b>9.7%</b>
<b>Total liabilities and equity net</b>	<b>89,624.8</b>	<b>95,377.5</b>	<b>6.4%</b>

Our assets were S/ 95,377.5 million as of December 31, 2024, a 6.4% increase from S/ 89,624.8 million as of December 31, 2023. This was mainly driven by an increase of 22.9% in cash and due from banks, as well as a 4.3% growth in loans, net of unearned interest. These factors were partially offset by a 26.4% decrease in impairment allowance for loans.

Our liabilities reached S/ 84,398.9 million as of December 31, 2024, a 6.0% increase from S/ 79,616.7 million as of December 31, 2023. This was mainly driven by a 9.4% increase in bonds, notes and other obligations, 9.3% growth in deposits and obligations, partially offset by a 17.3% decrease in due to banks and correspondents. Our net equity was S/ 10,978.6 million as of December 31, 2024, a 9.7% increase from S/ 10,008.1 million as of December 31, 2023, mainly as a result of higher retained earnings.



For more information, visit [our 2024 Financial Statements](#) for more details on the IFS financial statements



Activity indicators

The following are the main metrics related to our primary lines of business: retail banking, commercial banking, mortgage financing and custody activities.

Interbank Clients by type of card SASB FN-CF-000.A		Number
Clients with an active credit card account*		803,748
Clients with an active debit card account**		7,016,884

\*For credit cards, all customers are considered unique with cards eligible for consumption even if they have not used them. A customer may have more than one card/account.  
\*\*For debit cards, all unique customers with consumer debit cards are considered, excluding customers with non-trans-  
actional savings accounts.

Interbank Active accounts by type of card SASB FN-CF-000.B		Number
Credit card accounts*		814,980
Debit card accounts**		9,964,534

\* For credit cards, all accounts with cards are considered eligible for consumption even if they have not been used. \*\* For debit cards, all active savings accounts (including those with no balance) with active debit cards are considered. A debit card may be associated with one or more savings accounts.

Interbank Checking and savings accounts* SASB FN-CB-000.A	Number	Millions S/
Retail	13,162,800	16,861,841,445
Small companies	154,795	379,000,000

\* For savings accounts we are considering: all deposit accounts and payroll accounts, but excluding term, bank certi-  
ficate and CTS (employees' compensation insurance). We are considering all savings accounts, including those that have  
had a zero balance in the last 6 months or more.

Interbank Loans SASB FN-CB-000.B	Number of clients	Value (Millions S/)
Retail*	135,148	2,869
Small companies**	16,896	1,530
Corporate banking**	326	12,133
Medium size business banking**	2,040	7,915

\*Includes Reactiva Loans. Does not include loans under collection (recuperaciones).  
\*\*Checking and Savings accounts with average higher than 0.

Interbank Mortgage residential loans SASB FN-MF-000.A	Number	Millions S/
Stock 2024*	46,119	9,191,479,274

\*2024 Stock and Disbursement Information does not consider purchases of debt or personal  
loans with mortgage guarantee.

Interseguro Number of policies FN-IN-000 A.: FN-IN-000 A	Total
Annuities (1)	1,176
Private Annuities (2)	747
Individual Life Policies (3)	24,413
Massive and digital (4)	1,950,266
Total of policies issued during 2024	1,976,602

(1) Disability, survivorship, retirement legal age, ordinary early retirement, special early retirement regime.  
(2) Secure life income, insurance income with refund.  
(3) Free life insurance, Rumbo insurance.  
(4) Credit life, SOAT, credit card protection insurance, Vida Cash, among others.



# 03

## People first



Introduction

Corporate Governance and economics

**People first**

Commitment to our team

Customers in Focus

Financial Inclusion

AI- Driven organization

Commitment to the environment

Exhibits





# Commitment to our Team

GRI 3-3

IFS is dedicated to cultivating exceptional work environments that attract and retain global talent. We prioritize a strong employee-centric culture to drive personal growth, career development, and continuous learning.

## Employee wellbeing

GRI 2-7  
GRI 2-30  
GRI 3-3  
GRI 401-1  
GRI 401-2  
GRI 401-3  
GRI 405-1  
GRI 405-2

IFS prioritizes employee well-being by cultivating a positive and supportive work environment that empowers personal growth and unlocks their full potential. We provide comprehensive benefits, including all legal requirements and additional programs designed to support employee development, recognizing that a thriving workforce is essential to achieving our organizational goals.

Type of Program Benefit		Interbank	Interseguro	Inteligo Group	Izipay
Employee benefits	Workplace stress management	✓	✓	✓	✓
	Sport & health initiatives	✓	✓	✓	✓
	Flexible working hours	✓	✓	✓	✓
	Emotional Wellbeing Counseling and financial assistance (interest-free emergency loan) in case of emergencies	✓			
Work conditions	Working-from-home arrangements	✓	✓	✓	✓
	Part-time working options	✓			
	Childcare facilities or contributions	✓	✓		✓
	Breast-feeding/ lactation facilities or benefits	✓	✓	✓	✓
Family benefits	Paid parental leave for primary and non-primary caregivers	✓	✓	✓	✓
	Paid family or care leave beyond parental leave	✓			✓

## Employee Benefits

The health and wellbeing of our employees is a top priority. To support their overall wellness, we offer a wide range of benefits designed to enhance both their physical and emotional health. These include:

- EPS Health Insurance Plan with the option to add partners and family members
- On-site health centers and annual preventive health checkups
- Emotional wellness program and psychological support
- Special leave for personal and emotional challenges
- Wellness festivals and mental health webinars
- Physical activity programs (active breaks)
- Personalized support from nutritionists
- Internal sports tournaments

In the case of Interbank, 65% of employees participate in the health and wellbeing programs, while at Inteligo Group and Interseguro, 100% of employees make use of them. These high levels of participation demonstrate the success and effectiveness of our health and well-being initiatives.



## Work Conditions

We have established a flexible and remote work model that prioritizes work-life balance, offering hybrid work options (either from home or one of our offices) and flexible working hours.

Additionally, we provide time-off for special occasions such as children's birthdays, health check-ups, graduations, moving homes, and family bereavements. For our Interbank financial representatives, we also offer part-time work options.

At Inteligo Group, employees also enjoy Early Fridays throughout the year and a wide range of leave options, such as moving leave, extended paternity and maternity leave, and double lactation hours for the first six months after a mother returns to work.

## Family Benefits

We offer a range of support programs tailored for all employees, with a particular focus on addressing the specific needs of working parents.

**Parental Leave:** All our subsidiaries provide parental leave benefits for new mothers and fathers. While Peruvian law mandates 14 weeks of maternity leave and 1.3 weeks of paternal leave, our subsidiaries exceed these requirements, offering up to 17 weeks of maternity leave and 3 weeks of paternity leave.



**Care Leave Beyond Parental Leave:** Interbank provides a special 7-day paid leave for employees to care for partners, dependents, or family members experiencing health issues. This leave is arranged in collaboration with the employee's direct supervisor and the care team, who also offer additional emotional support services during challenging times.

**Newborn Journey:** We support parents welcoming a new child with a comprehensive suite of benefits, including the 'Expecting Program', pregnancy-friendly uniforms, remote work options for pregnant and breastfeeding parents, pre- and post-natal leave, post-leave vacation, counseling, a newborn kit, family allowance, extended breastfeeding hours, and lactation facilities at our offices.

**Parenting and Childcare:** For parents of children of all ages, we offer a variety of benefits, including time off for special occasions, parenting coaching sessions, wellness sessions, summer courses for children, and a school bonus.

## Intercorp Benefits

As part of the Intercorp Group, our employees have access to a wide range of exclusive benefits, including:



**Education:**  
Partnerships with leading institutes and universities



**Entertainment:**  
A wide variety of entertainment and dining options



**Health and Well-being:**  
Discounts with specialized healthcare providers



**Financial Products:**  
Exclusive offerings, including discounts and preferential rates on financial products



**Club Intercorp:**  
Special discounts at Intercorp businesses



**Events:**  
Anniversary parties, Innovation Fest, and other events.



# Employee engagement

Listening to our employees is essential to ensure that we address their feedback and meet their needs and expectations. To evaluate the effectiveness of our actions and identify areas for improvement, our subsidiaries regularly assess their work environment using a variety of tools and methods.

At Interbank, we conduct an annual leadership survey to gather employees' views on their direct managers. We also administered a work environment survey to collect feedback on key aspects such as learning opportunities, career growth, work-life balance, and compensation.

In addition, employee satisfaction and engagement are monitored through periodic surveys conducted at least three times a year, using metrics like the Employee Net Promoter Score (eNPS).

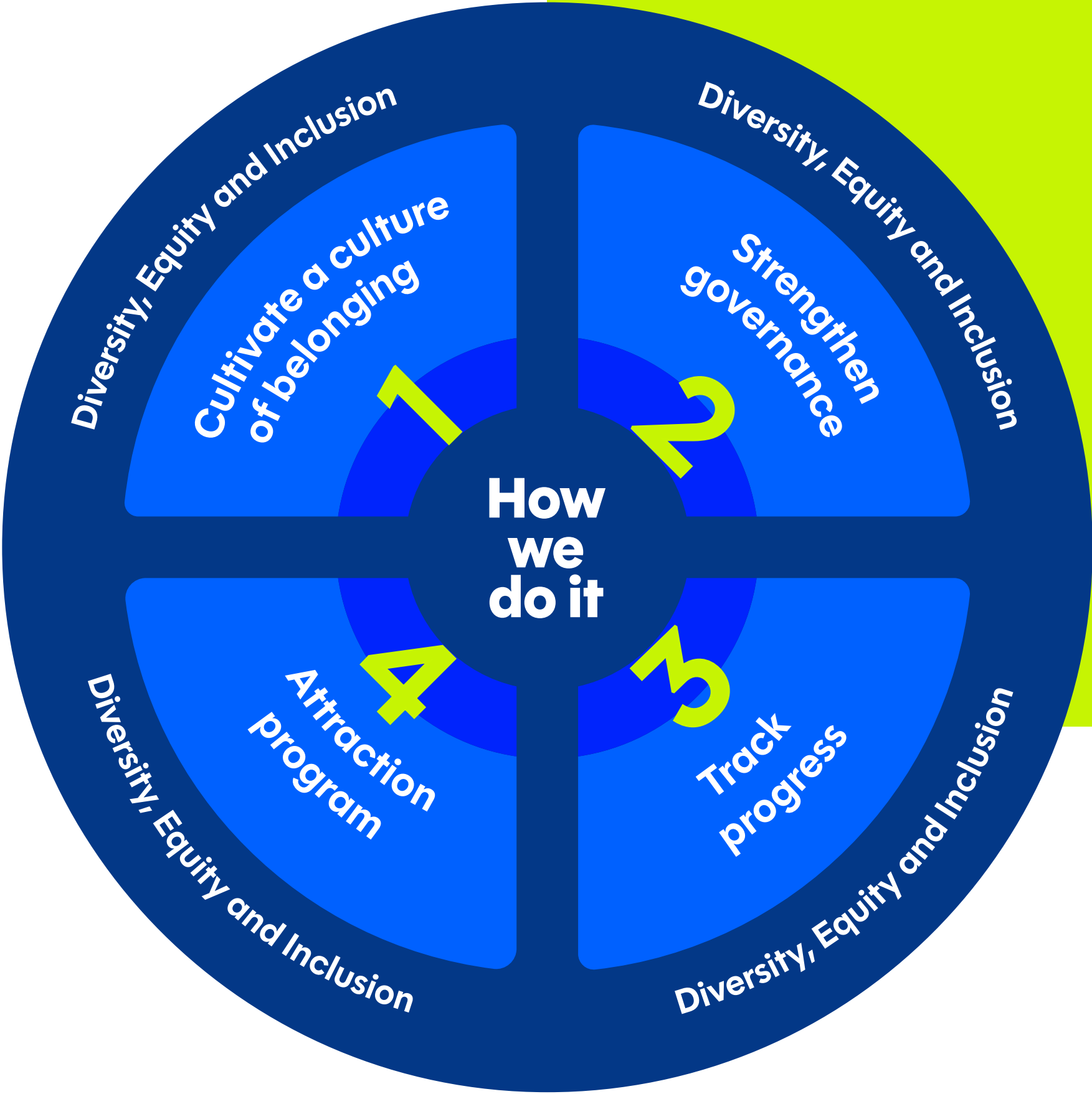
In partnership with Great Place to Work, we conduct a detailed work environment survey that measures job satisfaction, sense of purpose, happiness, and stress. The survey examines our commitment to inclusion, specifically assessing fair treatment regardless of sexual orientation, race, or gender, the effectiveness of diversity and inclusion initiatives, and overall workplace safety. This data informs us of our efforts to foster a culture of fairness and respect.

Employee engagement	2021	2022	2023	2024	Target 2024
GPTW	84.47%	87.73%	88.59%	90.61%	90%



# Diversity, Equity and Inclusion

At IFS, we are committed to building teams that reflect the diversity of the society we live in. We firmly believe that diverse teams drive creativity and innovation, helping us to better understand and meet the needs of our clients.



To foster a truly inclusive environment, we focus on the following key areas:

**1 Cultivate a culture of belonging:**  
We are committed to building a corporate culture through events and initiatives that cultivate a mindset where everybody thrives, inside and outside of work.

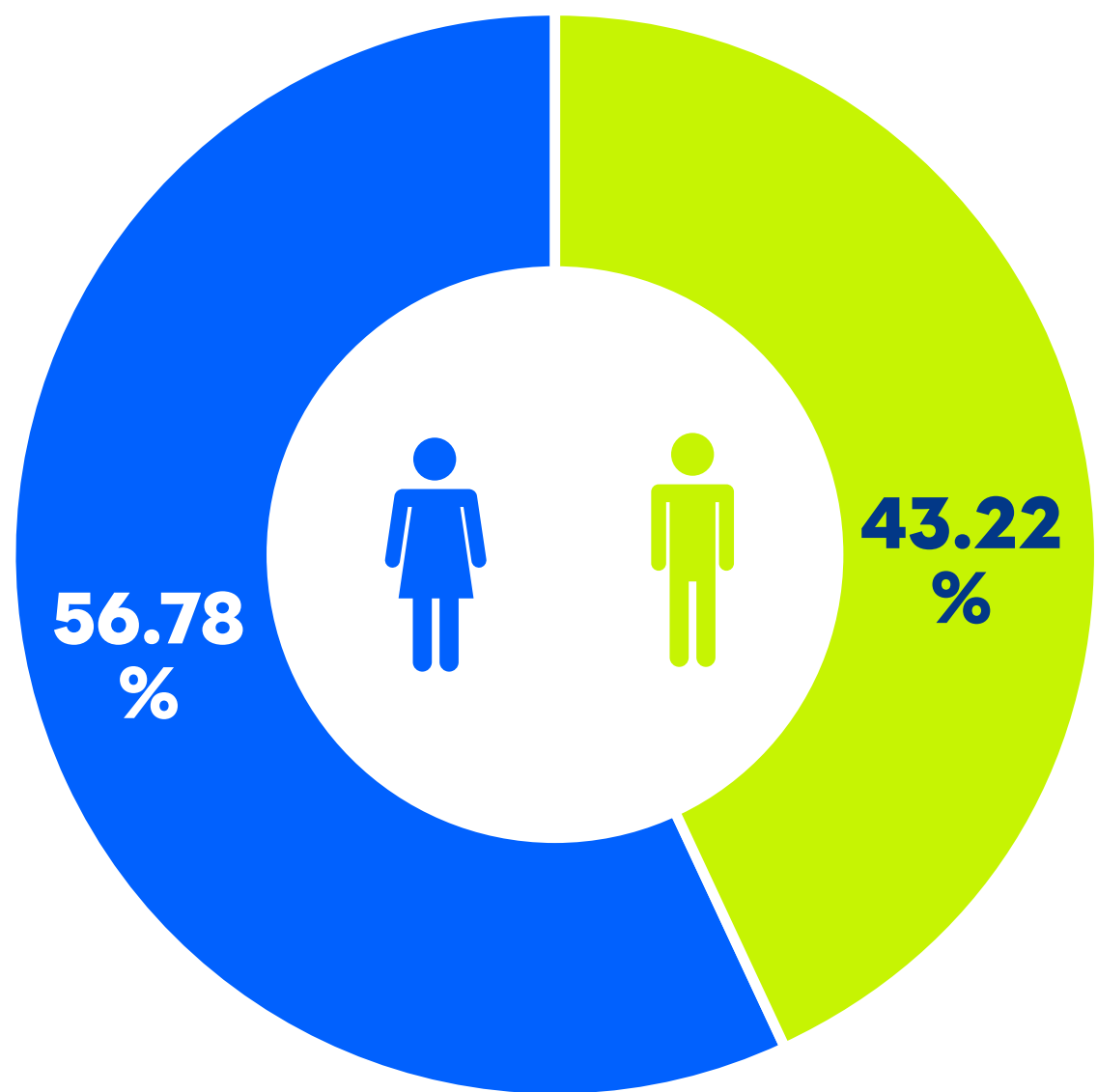
**2 Strengthen governance:**  
Our Diversity, Equity and Inclusion (DEI) Policy, approved by the Board of Directors, guides our efforts. Moreover, Intercorp Peru Ltd., our holding, has appointed a Chief Diversity Officer, Zelma Acosta-Rubio Rodríguez (IFS Chief Sustainability Officer), to oversee DEI efforts across the Intercorp Group. An executive-level DEI Committee, with active participation from all IFS subsidiaries, provides strategic direction across the Intercorp Group.

**3 Track progress:**  
We conduct annual sociodemographic assessments to understand the composition of our workforce and identify areas for improvement. This data-driven approach allows us to tailor our DEI strategies to address the unique needs of our employees effectively.

**4 Attraction Program:**  
Our recruitment processes are designed to attract the best talent. We minimize bias through training and utilize objective evaluation systems securing effective recruitment pathways for all.



Diverse Workforce



Age	%
Aged 18-25	17%
Aged 26-35	43%
Aged 36-45	26%
Aged 46 or more	14%

We promote female representation in STEM and traditionally male-dominated core business areas through partnerships with organizations such as Laboratoria, Netvalu, Mujeres en Negocios y Finanzas.

Gender	%
% of women in total workforce (as % of total workforce)	56,78%
% women in all management positions (as % of total management positions)	52,45%
% of women in junior management positions (as % of total junior management positions)	54,92%
% of women in middle management positions (as % of total junior management positions)	50 %
% of women in top management positions (as % of total top management positions)	43,45%
% of women in management positions in revenue-generating functions as % of all such managers	57,98%
% of women in STEM-related positions (as % of total STEM positions)	26.32%

DEI Programs

INspire Program

A comprehensive program that supports employees, customers, and society in the context of disability. It supports Interbank’s employees with disabilities, as well as those with family members who have disabilities, ensuring an inclusive environment. The program also provides inclusive services for customers with disabilities through continuous training for front-line staff, equipping them with essential knowledge and procedures to offer inclusive and accessible service. Additionally, we have partnered with Teletón and the Peruvian Down Syndrome Society to support their causes, aiming to make a meaningful impact on children and families facing disability-related challenges.

Without Borders

A program that celebrates and promotes pride in the cultural diversity of Interbank employees. It celebrates the anniversaries of the cities, regions, and different countries of origin of our teams, while also working to reduce linguistic and inclusion gaps.

DEI Glossary and Inclusive Communication Guide

Interseguro integrates inclusive resources into its training program to ensure employees understand DEI concepts and communicate inclusively. This approach fosters a diverse and inclusive workplace while empowering our team to apply these values in all interactions. This tool is attached to its DEI Policy.

Agents Against Sexual Harassment Program

Launched in 2024, this program trains a group of Interbank employees as ambassadors for safe spaces. These ambassadors engage with colleagues in a playful, decentralized manner to raise awareness about sexual harassment and prevent potential risks in the workplace.

Gender Equity Partnership

Inteligo Group has partnered with an NGO named Women and Finances, dedicated to empowering women in the financial sector. The collaboration increases female representation and supports career growth in a traditionally male-dominated field.



# GO WOMEN

This initiative, focused on the development and leadership of women, is dedicated to reducing the gender gap by creating value for female employees while expanding its impact on suppliers, clients, and society at large. **In 2024, we reached 530 women through various program editions.**

## GO WOMEN FOR ALL

Leadership development for aspiring female leaders.

## GO WOMEN STEM

Training for women in STEM fields, challenging gender biases.

## GO WOMEN IFS

Networking and development for female leaders in finance.

## GO WOMEN TALKS

Discussions on equity with suppliers, clients, and customers.

## GO WOMEN YOUNG

Corporate volunteering, empowering young girls with technology, leadership, and financial education, especially in underserved communities.

### Pillars:

- 1 Co-creation with women: Designing initiatives that respond to their real needs.
- 2 Leadership involvement: Engaging leaders as our main drivers of change.
- 3 Personalized approach: Focusing on intersectionality to address diverse needs.

### Impact 2019 - 2024

**+1600**  
female employees

**+200**  
girls and teens

**+40 600**  
suppliers, clients and members of our community

## Equal Pay

At IFS, we are fully committed to achieving gender pay equality by adopting best practices in hiring, promotion, and development processes to eliminate gender biases and ensure fair treatment for all employees.

We measure our gender pay gap annually to evaluate pay differences between men and women in similar roles at the same level. of male remuneration.

Gender Pay Gap Level	Wage ratio (woman/men)
Executive level (base salary only)	0.91
Executive level (base salary + other cash incentives)	0.77
Management level (base salary only)	1.00
Management level (base salary + other cash incentives)	0.99
Non-management level (base salary only)	0.77



**At IFS, we uphold a zero-tolerance policy against discrimination based on sexual orientation, gender identity, or gender expression.**

### LGBTQIA+ Inclusion

Employees are encouraged to report any incidents through our whistleblower hotline.

We offer various benefits to promote a safe and inclusive environment for LGBTQIA+ employees, including health plan coverage for same-sex partners, a social transition protocol for employees belonging to the trans community, maternity and paternity leave for same-sex parent families, leave for same-sex weddings or funerals, and emotional support for family members of LGBTQIA+ employees.

We have also developed the Pride Network, a group of LGBTQ+ employees dedicated to fostering visibility, community, and personal and professional growth. It collaborates with the diversity team and manages two communication channels, where over 100 employees share experience and advice. In 2024, the network grew by 34% vs. 2023, reaching 47 LGBTQ+ members.

### Zero Tolerance Policy

At IFS, we are dedicated to promoting equal opportunities and ensuring respectful treatment for all employees, firmly rejecting discrimination based on ethnicity, sex, age, marital status, political opinion, sexual orientation, gender identity, religion, disability, nationality, or economic condition.

We enforce a strict Sexual Harassment Prevention and Sanction Policy, ensuring zero tolerance for workplace harassment. Reporting channels are actively shared across all employee communications, and we offer psychological, legal, and labor support through a dedicated team.

Our HR team, specially trained to address gender-based violence, provides additional assistance to female employees, although support is also available for men and LGBTQIA+ individuals.

#### Sexual Harassment Prevention Policies

**Interbank**  [Click here](#)

**Interseguro**  [Click here](#)

**Inteligo**  [Click here](#)

**Izipay**  [Click here](#)



GRI 404-2  
GRI 404-3

## Talent management strategy

At IFS, we firmly believe that attracting and retaining top talent is our strongest competitive advantage.

Our talent strategy is designed to align with our culture, passion, and ambition, while driving results for our financial platform.

### Strategic Talent Recruitment

We understand that attracting top talent goes beyond offering competitive salaries. It requires proactive and inclusive approaches that prioritize professional growth, innovation, and purpose-driven work.

To ensure we recruit the right talent to shape the future of our organization, we have implemented the following key initiatives:

Initiative	Description
Interview tips for leaders	Workshops focused on teaching leaders interview techniques, emphasizing competencies and cultural alignment
TRIBK Trainee Program	A program to attract young talent passionate about digital innovation, offering the chance to move across different business areas.
Commercial Trainee Program	Provides recent business graduates with one month of training in commercial roles, offering promotion based on performance.
Global Internship Program	A 3-month in-person internship for Peruvian students studying abroad, offering mentorship, project involvement, and networking.
Summer International Internship	A high-impact program for top master's degree students, with 10-12 week placements on strategic projects and senior leader mentorship.
Worldwide Talent Search	Expanding talent search regionally, focusing on hiring specialized professionals and launching a data analytics hub in Argentina.
Open Day	An event connecting young talents from universities to meet with bank leaders and employees.

### Training and Development for Business Impact

We attract and develop top talent through comprehensive training, personalized learning, and technology-driven programs, driving both individual growth and business results.

Subsidiary	Program name	Description	Impact 2024
Interbank	Academies	Specialized academies focused on key Vice-presidencies and departments, helping employees develop relevant and practical skills.	500 employees impacted achieving a 94% participation rate and a 4.7 applicability rating.
	Leadership Training (PDL)	Programs aimed at enhancing leadership capabilities with a focus on values and digital transformation.	500 leaders trained
	Regulatory Bus	Gamified regulatory training on topics like compliance, occupational health, and fraud prevention.	99.5% completion rate with an NPS of 82
	Financial Store Certification Program	Certification in Soft Skills, Data, Digital, and Service for financial representatives.	654 digital financial representatives certified
Izipay	Izipay Programs	Programs aimed at improving leadership and team dynamics, with a focus on STEM talent development: iziCrecemos, iziTrabajamosjuntos, Hack your Potential.	100% participation in "Hack your Potential"
Inteligo Group	LearnToGo	Cross-functional learning initiative that allows employees to design personalized learning paths.	145 participants in 7 courses, totaling 2,634 training hours and a satisfaction score of 9.24/10.



Our key  
development  
programs

BECA 23 Program

BECA 23, a Colectivo23 and Interbank initiative, offers fully funded scholarships to develop top digital talent. Participants gain cutting-edge skills, cross-cultural experience, and apply their learning immediately through live, interactive courses.

The program is structured around three specialized schools, each offering a selection of 9 eligible courses:

**School of Innovation and Design:** Courses include Digital Product Design, Strategic UX, and Service Design.

**School of Data and Business:** Courses include Growth Marketing, Product Management, and Business Analytics focus on data-driven decision making and business acumen.

**School of Soft Skills:** Courses include Leadership in the Digital Era, among others, to develop essential interpersonal and leadership capabilities.

Since its launch in 2023, the BECA 23 Program has achieved significant results:

- 106 employees received scholarships
- 5 cohorts completed the program
- The program's attrition rate of 2.5%
- NPS consistently above 86 indicates high satisfaction, boosting engagement and retention

Graceland Program

Graceland, created in 1996, is Interbank's 5-day immersion program that embeds core values through interactive challenges, fostering a strong culture and developing top talent. Vice Presidents and the CEO sponsor cohorts, guiding employees from diverse teams.

Since its 1996 inception, Graceland has demonstrably succeeded in embedding Interbank's values across the organization, achieving:

50%  
employee  
participation

88 NPS  
average  
in 2024

522  
cohorts  
completed

An average  
rating of 4.86/5  
for contribution  
to personal  
development

Over  
13,500  
employees  
impacted

An average rating  
of 4.88/5 for the  
experience of values  
during the program

Comprehensive Leadership School

To enhance leadership effectiveness within our commercial force, which represents over 65% of our workforce, we launched the Comprehensive Leadership School at Interseguro.

This intensive program is designed to develop key leadership competencies aligned with our Comprehensive Management Model, focusing on areas such as employee onboarding, engagement, and development.

Using a practical and experiential approach, the program empowers our leaders to effectively manage their teams, foster a positive work environment, and align their behaviors with our organizational values.

During 2024, this program achieved significant results:

- 15 supervisors trained, indirectly impacting up to 105 employees
- 95 NPS and qualitative feedback highlighting the practical, immediately applicable methodology
- Leadership performance improved by 6%, positively influencing team dynamics and engagement
- Employee turnover decreased by 0.6% following the pilot program



Development Paths Program

Inteligo Group prioritizes clear development and growth opportunities for employees. In 2024, we launched the Development Paths Program within the Vice Presidency of Solutions and Strategy, covering digital, technology, and innovation. This program provides role-specific development paths for each management level, outlining clear progression opportunities.

During 2024, this program achieved significant results:

**59**  
employees impacted.

**14**  
point increase in the Career Path question on the Great Place to Work survey, from 79 to 93.



Dateros Ocultos

"Dateros Ocultos" is Izipay's talent development initiative designed to equip employees with data analytics skills. Through a rigorous selection process, we identify employees with strong analytical potential and train them in data-driven project management.

To date, one such project has already been implemented within Izipay, showcasing the program's ability to directly impact business performance.

By providing ongoing training and fostering a data-driven decision-making culture, "Dateros Ocultos" bridges the gap between business needs and technical capabilities, empowering employees to align their efforts with strategic goals.

During 2024, this program achieved significant results:

- Participation of 23% of all employees, being 9 employees selected, demonstrating strong engagement and interest.
- 1 project implemented, contributing directly to a strategic business KPI.

Performance Evaluations

Our performance evaluations methodologies are designed to provide constructive and continuous feedback to all employees across the organization.

% of employees who received evaluations in 2024	Gender	Interbank	Interseguro	Inteligo Group¹	Izipay
Managers / Assistant Managers	Male	99.17%	100%	90%	100%
	Female	99.12%	100%	100%	100%
Leads/ Supervisors	Male	9.68%	88.2%	89%	100%
	Female	100%	89.9%	100%	96%
Employees	Male	99.95%	76.2%	91%	97.34%
	Female	99.89%	74.1%	89%	98.85%



### Our continuous improvement system

The performance management system offers high-performing employee's opportunities for career advancement, attractive compensation, and professional growth. For those whose performance does not meet expectations, we provide structured processes and resources to help them develop and improve.

#### Day-to-day management

As part of our culture, we encourage continuous informal feedback, fostering open and ongoing communication between employees and supervisors to support growth and development.

As part of this approach, leaders must actively engage employees in performance discussions to understand the root causes of challenges. During these meetings, improvement plans are collaboratively developed and a timeline for progress should be established.

#### Formal feedback

We conduct semi-annual feedback sessions. The first occurs at the beginning of the year, based on previous performance evaluations. The second, a mid-year checkpoint, allows us to review progress on objectives and identify areas that require reinforcement. Beyond semi-annual reviews, employees on performance improvement plans receive detailed, structured support throughout Q2. This includes specific goals, deadlines, and action points tailored to their development needs.

Type of evaluation	Description	Frecuency
Management by Objectives	Processes in which employees participate in a collaborative goal setting process with their line manager. During this process, pre-defined and measurable goals are established. Progress is continuously followed through regular check-ins.	Interbank: Yearly Interseguro: Quarterly Inteligo: Semiannually
360-degree feedback	The process involves evaluations carried out with all team members (and, in the case of Inteligo Group, also stakeholders). The evaluation examines a variety of factors such as skills and other competencies, providing a well-rounded review performance.	Interbank: Yearly Interseguro: Quarterly
Team-based performance appraisal	Appraisal system where employees are assessed as part of a team. This approach is only mandatory in Interseguro for agile teams (squads).	Interseguro: Quarterly
Agile conversations	This method consists of constant evaluations carried out throughout the year. It is collaborative, involving regular conversations and continuous feedback with employees by regularly readdressing objectives and barriers to effective performance.	Interbank: Ongoing Interseguro: Quarterly

### Feedback Campaign at Inteligo Group

As part of our annual Performance Review process, Inteligo Group launched a targeted Feedback Campaign. This one-week initiative focused on reinforcing the importance of constructive feedback. Leaders shared practical tips through concise video segments titled "Preguntas con Cancha" on our corporate social network. Concurrently, we provided employees with guidance on preparing for feedback sessions, encouraging

them to maximize the process. The campaign's primary objective was to enhance awareness and empower leaders to deliver impactful and assertive feedback during performance evaluations, ultimately fostering a culture of continuous development.

The program achieved 100% employee participation and a 5-point increase in feedback-related questions on the Great Place to Work survey, rising from 86 to 91.



GRI 401-2  
GRI 403-1  
GRI 403-2  
GRI 403-3  
GRI 403-4  
GRI 403-5  
GRI 403-6,  
GRI 403-7  
GRI 403-8  
GRI 403-9  
GRI 403-10  
GRI 404-2


# Occupational health and safety

IFS is dedicated to ensuring the highest level of safety across all stages of operation, striving to minimize or eliminate accidents and hazards that employees may encounter.


To achieve this, the company has implemented key guidelines and standards designed to drive continuous improvement and foster a culture of occupational health and safety. This unwavering commitment drives the organization toward its goal of zero accidents.

Our IFS Occupational Health and Safety Guidelines, approved by the Board of Directors, serve as a strategic governance and alignment tool, ensuring that our subsidiaries adhere to both local regulatory requirements and industry's best practices. The scope of these Guidelines extends to employees, customers, and suppliers across all IFS subsidiaries.


In addition to the Guidelines, each subsidiary has its own Occupational Health and Safety Policies and systems, specifically tailored to meet their unique needs and regulations.

 For more information, visit [Our IFS Occupational Health and Safety Guideline](#)


Interbank

 [Click here](#)


Interseguro

 [Click here](#)

Inteligo SAB

 [Click here](#)

Izipay

 [Click here](#)



\*Note: For Inteligo, this policy only applies to subsidiaries in Peru, as it is not a mandatory requirement under Panamanian legislation, where our other subsidiary, Inteligo Bank, is located.



## Promoting an Integrated Management System

We promote a corporate management system that prioritizes workplace safety. This system includes proactive risk management to identify and mitigate potential hazards. We also focus on emergency drills to ensure swift and effective responses to unforeseen events. Internal inspections and investigations of work-related incidents drive continuous improvement. Furthermore, we integrate health and safety criteria into contracts and hiring processes, upholding our commitment to safety at every level.

IFS subsidiaries have pledged to uphold the following commitments, which are reflected in their respective policies and integrated into our Corporate Guidelines:

1

**Employee Well-being:**  
Implement hazard and risk prevention programs.



2

**Legal Compliance:**  
Adhere to occupational health and safety laws, integrating them with other management systems and ILO conventions.

3

**Continuous Improvement:**  
Regularly review and enhance programs for employees, customers, and suppliers.

4

**Preventive Culture:** Foster subsidiary-level action plans to identify and mitigate risks.



5

**Emergency Preparedness:**  
Implement and train on specialist-validated emergency protocols.



6

**Supplier Standards:** Ensure procurement adheres to health and safety standards, requiring safe supplier environments.



7

**Objective Evaluation:**  
Verify and evaluate health and safety objectives through inspections, reviews, and audits.





## Hazard Identification

Hazard identification, risk assessment, and control are ongoing and preventive processes that lie at the heart of our safety culture. Our control measures are subject to continuous review and evaluation to ensure their effectiveness in mitigating risks.

Interbank, Interseguro, Interfondos, IPH, Inteligo SAB and Izipay have developed a comprehensive Labor Risk Identification Matrix (IPERC), which is updated annually. This matrix is designed to identify potential risks and hazards in the workplace, addressing the following key areas:

- Hazard Identification
- Hazard Investigation and Evaluation
- Determination of Control Actions
- Ongoing Monitoring

Additionally, the matrix is subject to further evaluations in cases such as:

- High injury or accident rates
- Changes in the workplace environment
- Introduction of new machinery, equipment, or chemicals

To ensure proactive risk management, employees and stakeholders have multiple channels to report hazards or unsafe working

conditions, including verbal communication, email, or through Human Resources, immediate management, and the Occupational Health and Safety Committee. We ensure a safe reporting environment by protecting employees from retaliation, while ensuring the confidentiality and traceability of all communications.

## OHS Training

Each subsidiary annually develops a health and safety training program, designed to equip employees with the knowledge needed to identify risks, understand prevention measures, and report potential hazards early. Each subsidiary's Safety and Health Committee defines training topics annually based on the company's specific requirements and the results of the risk assessment matrix.

## Monitoring

In compliance with the provisions of the Occupational Health and Safety Law, Interseguro, Interbank and Izipay evaluate their OHS Management System based on the regulations established by the ISO 45001 standard. This evaluation ensures the minimization of risks and the correction of any deviations from the standards that underpin our effective risk control programs. To reinforce compliance and uphold our commitment to the safety, health and wellbeing of our employees, each subsidiary undergoes an external audit.

We have established two main targets related to our occupational health and safety program: 0 fatal accidents and 0 incidents caused by substandard conditions in our facilities. Due to our sustained efforts to maintain a safe workplace for all employees, we had no fatalities resulting from a work-related injury in 2024, 2023, and 2022. Nor did we have any injuries with major consequences in any of those years, registering a 0% rate.

These quantitative indicators are crucial as they allow us to objectively measure our performance, identify trends, and set clear objectives. They play a key role in risk assessment and prioritization, enabling us to address the most significant hazards within our operations effectively.

## Absentee Rate\*



\*Absentee rate is the number of days of absenteeism in the year over the number of working days in the year.



# Customer in Focus

GRI 3-3

Our purpose is centered around building financial well-being together, by providing profitable solutions and exceptional support that empower our customers to achieve their financial goals and secure a prosperous future.

We are committed to placing the customer at the center of our decisions, offering a comprehensive suite of services backed by superior digital experience and analytics as our competitive advantages.

By year end 2024, we had more than 6.9 million unique customers among all our subsidiaries.

GRI 2-16  
GRI 417-1  
GRI 417-2  
GRI 417-3  
GRI 418-1  
SASB FN-IN-270a.4  
SASB FN.AC.270a.3

## Responsible marketing

Transparency is key to building trust. At IFS, we adhere to procedures and implement rigorous internal checks on our current and new products to guarantee responsible and fair treatment of our customers.

Our approach is built on five key pillars:

**Risk awareness and prevention:** We actively promote fraud prevention, digital risk awareness, and a strong cybersecurity culture to safeguard our customers.

**Managerial responsibility:** Our leadership is accountable for ensuring that current and new products adhere to high ethical and quality standards.

**Customer satisfaction goals:** We focus on continuously improving our Net Promoter Score (NPS) and developing products that align with customer needs and expectations.

**Efficient claims management:** All our subsidiaries have structured claims management systems with dedicated workflows to ensure timely responses and corrective actions.

**Transparency in product and service quality:** We ensure transparency through online portals with clear information on rates and regulations. Our customer service teams proactively engage customers via multiple channels and offer dedicated support.

## Interseguro

**Interseguro:** Adheres to the APESEG Code of Good Practices, ensuring transparent customer relations, high service quality, and effective complaint management in full alignment with SBS regulations.



## INTELIGO GROUP

**Inteligo Group and Interfondos:** Adhere to the Inteligo Advertising Guide, which establishes clear standards for investment and mutual fund advertising. This ensures transparency, accuracy and full regulatory compliance.

## Interbank

**Interbank:** Adheres to the ASBANC Code of Good Practices, ensuring clear, honest, and non-misleading communication with customers. Through this commitment, we promote financial education and protect user interests.

At IFS every new employee joining a customer-facing area – including telephone banking, the financial store network, or customer service team – undergoes mandatory onboarding training. As part of this process, they receive comprehensive instruction on market conduct.



## Active listening to our customers

IFS values customer feedback for service improvement. Our subsidiaries offer the following accessible channels for feedback and complaints to enhance customer support:

- In-person assistance for claims at financial branches and offices.
- A dedicated section on the corporate website for easy access to the Complaints Book.
- A digital help center on the corporate website, providing comprehensive information on customer service channels and claim submission guidance.
- A dedicated WhatsApp line for quick and convenient communication.
- Email support to ensure prompt responses to customer inquiries and concerns.

All complaints are handled internally through a structured complaint investigation process, engaging multiple areas within each subsidiary. Periodic follow-ups are carried out through working groups and specialized teams to ensure timely resolution and continuous service optimization.

With respect to the privacy and data protection of our customers, we align all our actions based on compliance with the Personal Data Protection Law – Law No. 29733 and its Regulations.

## Claims Management at Interbank

At Interbank, we are committed to transparency and customer protection. Our Audit Committee oversees claims management practices, with the Financial Consumer Protection Officer presenting biannual reports to the Board of Directors. Additionally, executive committees – including the Retail and Channels Vice Presidency Committee and the Customer Experience Committee – ensure

continuous improvements in customer experience.

To boost efficiency, the claims management team was segmented into four specialized units: Fraud, E-commerce, Operational Issues, and PLIN Transactions. This specialization enabled top performers to optimize ticket handling and enhance operational effectiveness.

KPI	2022	2023	2024
Volume of claims attended to within 5 days	59%	71%	79%
First Contact Resolution of total complaints and requests for information	7,5%	9,2%	13,7%

## Creating the best digital experience

GRI 3-3

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 ensuring that our customers will have the best experience when interacting with us is to create unique experiences throughout their customer journey, including customer 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.

At Interbank, we have built a seamless digital customer journey with teams dedicated to improving each step of customer experience. We believe that strong on-boarding leads to higher engagement from customers while an increase in engagement will create a tangible higher NPS and lower churn.



Within retail banking, Interbank is focused on expanding the products and self-service interactions, continuing to foster the adoption of digital channels by customers, adding new features according to their needs, and ensuring that interactions with them are safe and secure.

With this purpose, several high impact digital solutions have been developed based on customer preferences and needs. These solutions have been designed together with our innovation lab LaBentana based on deep understanding and research, through a co-creation process with our banking customers. We have decided to make all solutions available with our Interbank App, which we strongly believe to be our most valuable channel in our relationship with our customers going forward, considering the decrease in in-person interaction. Over the year 2024, the percentage of financial transactions performed on Interbank's branches over the number of total transactions has continued to decrease, declining 21.6% compared with the percentage of transactions performed in person during the year 2023. In contrast, retail digital sales have increased and accounted for 68.6% as of December 2024.

Through our banking physical channels, we continue to focus on providing 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 banking 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. As a result, the number of Interbank's express branches reached 22 as of December 31, 2024, an increase of 37.5% compared to December 31, 2023.

Within commercial banking, Interbank is working on a radical simplification of its products and processes together with digitalizing each point of contact with the bank. Moreover, one of the most important points of contact for its clients is the post sales division, where inquiries, claims and any operational issues that customers might have are addressed through channels such as our proprietary virtual chatbot, Commercial AVI.

Regarding commercial banking 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, efforts are focused on generation of fees from cash management and corporate finance; for medium-sized companies on growth, productivity and cash management; and for small companies on sustainable growth and productivity with strong support from analytics and collection. For small businesses, since its introduction in August 2018, Interbank's Cuenta Negocios, an account that can be opened 100% digitally, has grown to 202,967 accounts as of December 31, 2024.

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 instance, 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 17% of premiums from Individual Life policies outstanding in Interseguro as of December 31, 2024.

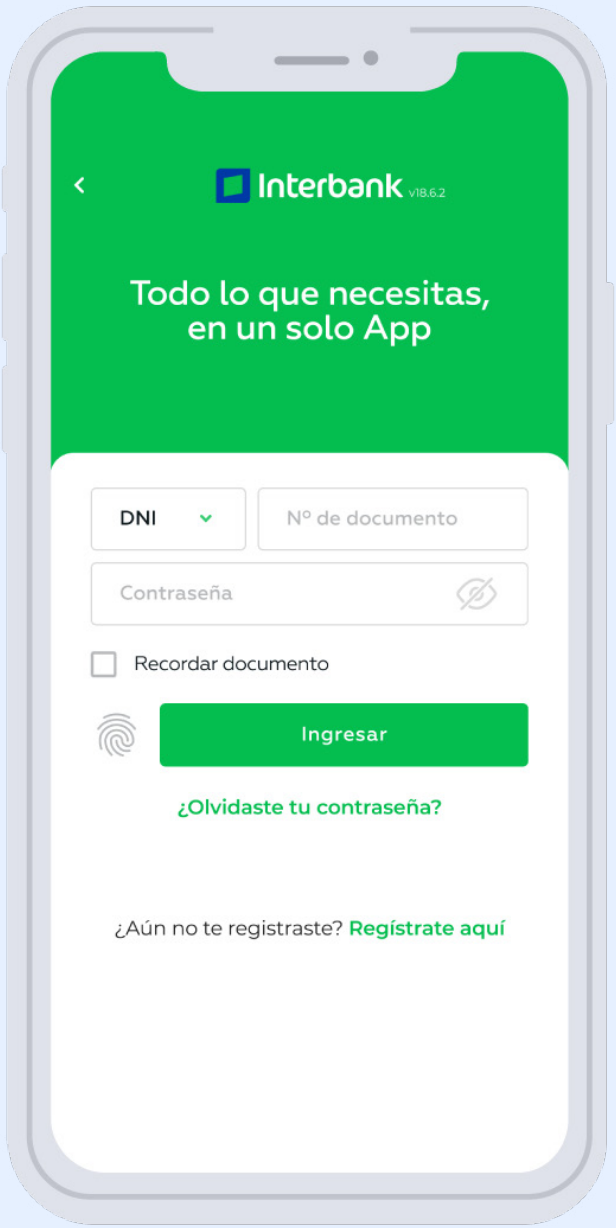
At Inteligo, we focus on offshore wealth management services and have launched a digital platform that allows on-boarding, financial planning, and advisory and execution services to be part of our digital customer journey. Moreover, our value proposition is centered on giving what we consider to be the 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.



Some examples of our new digital product suite are “Erni App”, a product aimed to digitally fulfil client needs for our mutual funds business, or “Octopus”, our in-house digital distribution platform that enables us to deliver automated digital insights across different channels.

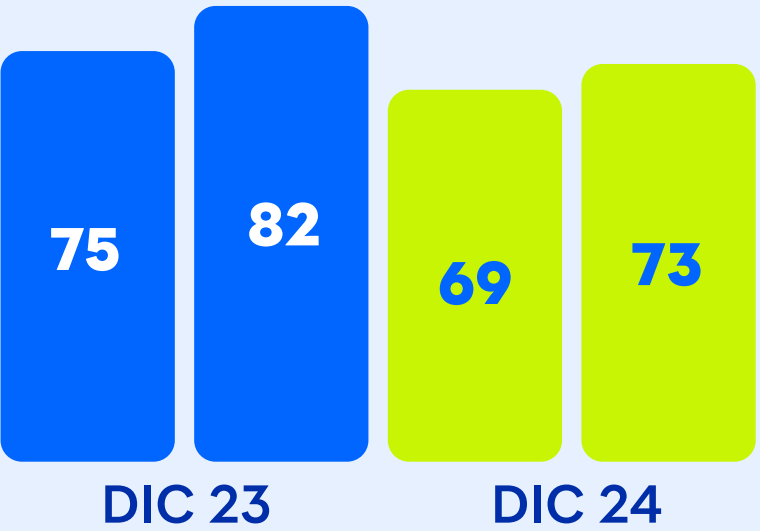
Izipay’s approach is focused on providing the best in-class customer experience and expanding our value proposition for merchants and consumers by partnering with merchants to grow and expand their business online and in-store, and providing consumers with simple, secure, and flexible ways to manage and move money across different markets, merchants, and platforms and simplifying their shopping experiences. The investment in software development enabled the launch of the integrated payment gateway, Punto Web 2.0, to accept transactions via card, QR, and Apple Pay. Additionally, we launched Tap to Phone within the Izipay app, made available for all brands, and integrated QR functionality into IzipayYa.

Continuous improvement in digital indicators

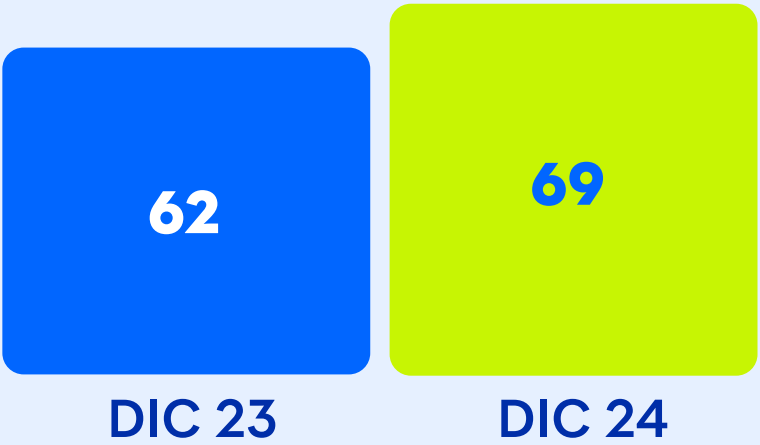


Retail Commercial

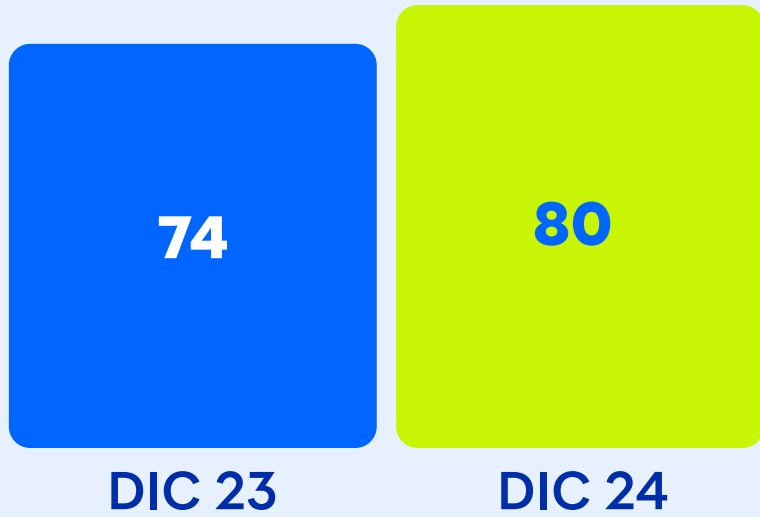
Digital customers  
(% of digital customers)



Digital sales  
(% of products sold digitally)



Digital self-service  
(% of digital self-service)



NPS retail  
(Points-Retail Banking)





Increasing digital adoption in Insurance and Wealth Management



Analytical excellence as a tool  
to become the company with the  
deepest knowledge of Peruvians

At Interbank, our Analytics Center of Excellence (ACoE) leverages advanced analytics to optimize key processes, such as debt collection, while creating a more digital and empathetic experience for customers. By utilizing machine learning models, we enhance responsiveness, improve customer interactions, and support a flexible, self-service environment that empowers customers. These efforts drive financial inclusion and sustainable growth by offering deep insights into customer needs and providing personalized financial solutions.

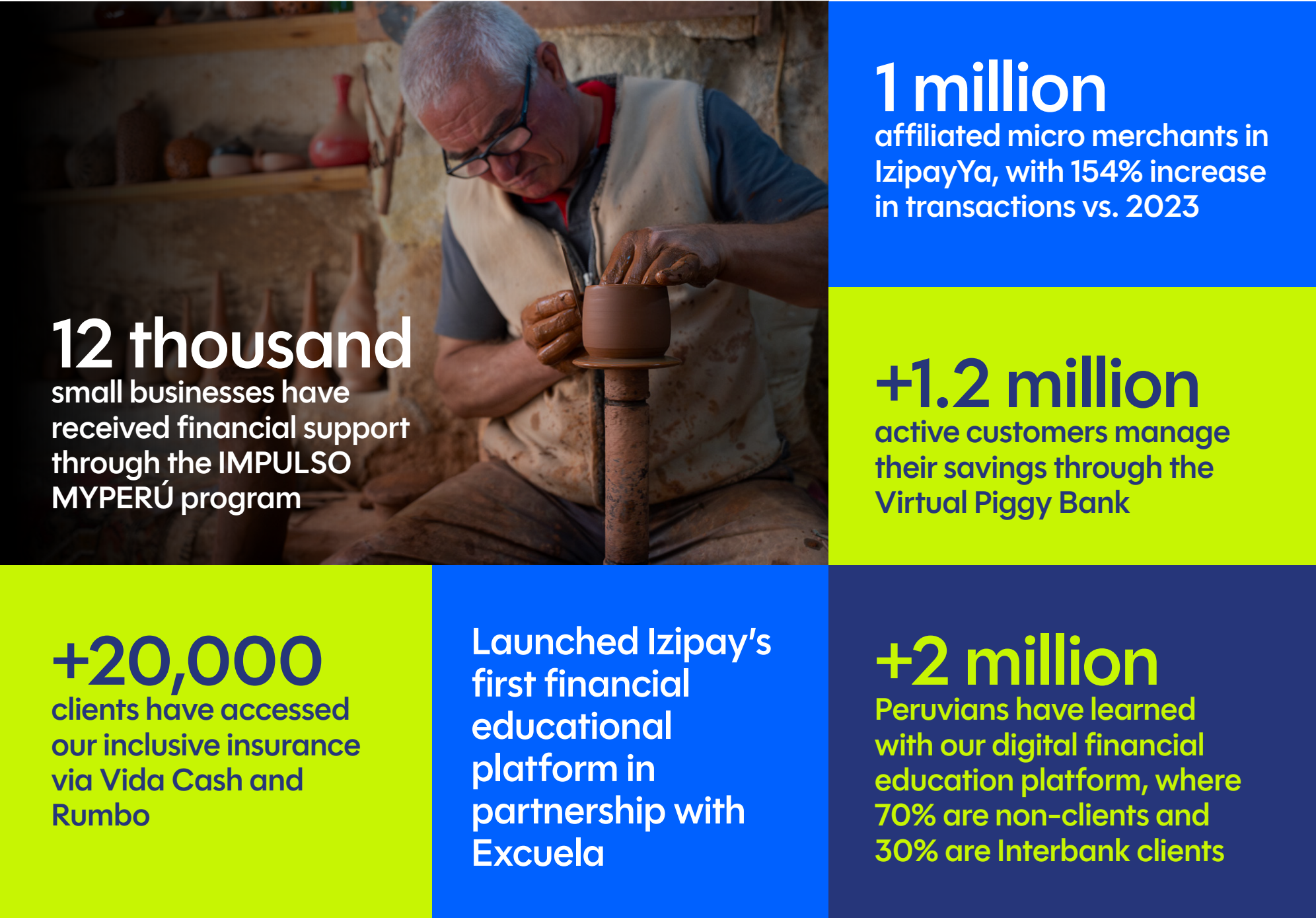
We are building upon three pillars to execute our aspiration:

- Governed and easily available data in a hybrid data hub from diverse and non-traditional data sources that provide rich insights, dashboards for decision making and data streaming capabilities for timely activation.
- Advanced analytics to anticipate preferences, needs and risk, including real-time decisioning.
- Personalized and real time delivery of communications and campaigns through end-to-end contextual journey orchestration, allowing us to substantially improve our effectiveness and efficiency.

We are confident that our focus on analytical excellence will allow us to better serve Peruvians and accelerate value-creation.



# Financial inclusion



## Financial inclusion commitment

At IFS, our purpose is to build financial well-being together. We are committed to building a more inclusive financial system by being Peruvians' main ally on their path towards financial well-being.

Through our subsidiaries, we offer a wide range of products, services, and programs specifically designed to remove barriers and bridge the gaps for underserved groups, particularly those who have historically been unbanked or underbanked.

### Our financial inclusion management

**Financial products and services**  
We offer a range of financial products and services designed to enhance access to financial tools while empowering customers to manage their finances responsibly. Through these offerings, we aim to bridge financial gaps and foster long-term financial well-being.

**Non-financial services**  
We provide non-financial services that equip our clients with the knowledge and skills needed to make informed financial decisions. Through education and capacity-building initiatives we aim to break down barriers, enhance financial literacy, and foster long-term financial well-being for our clients and society as a whole.

**Front-line staff training**  
Our front-line staff serve as ambassadors of our products and services, playing a critical role in engaging with our community. To ensure they can effectively support our clients, we provide specialized training that equips them with the knowledge and skills needed to promote financial inclusion.



We adopt a client-centered approach, tailoring our offerings to meet diverse client needs.

Through market research, client feedback, data analysis, and AI tools, we gain deep insights into client challenges and aspirations. This allows us to innovate, enhance customer experience, and expand services for underserved communities. **Our goal is to ensure financial services are accessible, relevant, and user-friendly, supporting everyone's financial well-being.**

IFS Roadmap: building together financial well-being

**Payments**

Plin  
IzipayYa  
Payments

Izipay

**Insurance**

SOAT digital  
TC 360°  
Life insurance

**Savings**

100% digital account  
Piggy bank  
My finance

**Life Planning**

ERNI   Mivivienda   Student loans

**We are committed to ensuring fair and respectful treatment for all our clients, particularly those from underserved groups.** To protect them, we have established clear procedures to prevent over-indebtedness, through responsible lending, ensure transparency by providing timely and accessible information, and offer robust complaint mechanisms to uphold clients' rights and trust. Additionally, we invest in continuous training for our front-line employees, **to avoid aggressive sales tactics and uphold respectful treatment across our diverse client base.**

**Inclusive Service Policy**  
Launched in 2024, our policy provides guidelines for frontline employees to ensure equitable service for underrepresented groups, such as people with disabilities, seniors, and LGBTQ+ and indigenous language-speaking communities.

**Unconscious Bias Training**  
We strengthened our commitment to equity by delivering unconscious bias training, including awareness-raising activities, to over 1,500 frontline employees to foster a respectful and inclusive customer experience.

**SafeCity Partnership**  
We partnered with SafeCity to offer nationwide sign language interpretation via video call, enabling seamless communication for customers with hearing or speech disabilities. The service expanded nationwide in April 2024.



A truly inclusive transformation of Peru's financial sector is needed to generate a long-term financial well-being of all Peruvians. To make this a reality, we actively collaborate with key stakeholders and engage with external parties and policymakers to promote the development of the financial inclusion market, harmonize industry standards for responsible financial services, and extend our reach to underserved populations.

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 deep commitment to making financial inclusion a reality for all.



## Products and services for financial inclusion

We are working to expand the access of financial products and services to more individuals and financially excluded communities. Given the low penetration of financial services, we are developing innovative risk-scoring models that leverage both traditional and non-traditional data to assess the creditworthiness of more Peruvians. By offering personalized financial products, we aim to drive greater financial inclusion and empower individuals with tailored solutions.

### Savings as a first step

IFS recognizes savings as the cornerstone of financial well-being, fostering resilience and long-term goal achievement. We provide safe, accessible, and user-friendly savings solutions to promote healthy financial habits and drive wider financial inclusion.

As a digital-first platform, we prioritize 100% digital account openings, democratizing access to financial services and reaching underserved populations.

During 2024, more than 1.3 million checking and savings accounts were opened 100% digitally.

## Saving Tools and Incentives

### Virtual Piggy Bank

The Virtual Piggy Bank, within the Interbank app, makes saving effortless and engaging. Users simply swipe to transfer funds, earning higher interest rates than regular accounts, and can customize savings by category to align with personal goals and monthly budgets.

During 2024,  
**+1.2 million**  
active customers manage their savings through the Virtual Piggy Bank.



### Mis Finanzas

Customers gain control of their finances with this tool, which includes budget tracking, credit score monitoring, and personalized advice to improve financial health.

Within this feature, we have developed digital credit score access to clients and non-clients. Interbank's credit score uses information from the Superintendency of Banking, Insurance and Pension Fund Administrators (SBS), credit bureaus, information on our clients' own financial behavior and other public sources.

Discover your credit score and unlock pre-approved product access with your credit score

In 2024, over  
**3.3 million**  
clients used Mis Finanzas in our App, with more than 1 million also checking their credit score.

Discover your credit score and unlock pre-approved product access with your credit score



For more information, visit  
**My Credit Score** available to clients and non-clients



# Payments ecosystem for development

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 Peruvians, 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, "Divídelo".
- Creating new consumer finance product offerings.
- Offering financing and aggregated services to merchants.



## Izipay

Izipay plays a crucial role in our mission to build Peru's largest payments ecosystem. By offering a diverse range of solutions, Izipay drives merchant growth by enabling consumers, entrepreneurs, micro-merchants, and SMEs to process payments in a secure, seamless, and affordable manner. Izipay prioritizes digital and mobile-first access. Izipay has launched a Real-time Payments Platform, allowing businesses to withdrawal fund immediately if they have an account at Interbank and within 24 hours for accounts at other banks, all at no additional cost. This platform enhances financial inclusion by ensuring more businesses with fast, reliable and efficient access to their funds.

As of December 31, 2024:  
**+950 thousand  
affiliated businesses, representing  
an 11% growth vs. 2023,  
+27%  
increase in transactions vs. 2023**

## PLIN

The integrated mobile payment feature within the Interbank app allows users to send and receive money instantly and for free of charge using a mobile number or QR code. PLIN continues to advance financial inclusion by providing small businesses and unbanked individuals with access to secure and efficient digital financial services. Its seamless integration into everyday transactions is transforming the way Peruvians manage their finances, helping businesses grow and empowering users to embrace the digital economy.

### During 2024:

- +10 million affiliated users, being 2 million Interbank clients.
- 50.4% male, 49.6% female users.
- +720 thousand microbusinesses using PLIN.
- +780 thousand unbanked users joined PLIN.
- 40% of transactions occurred outside Lima, highlighting our nationwide reach.

## IzipayYa

IzipayYA is a 100% digital wallet designed specifically for microbusinesses, enabling users to receive payments from all digital wallets with a single QR code, free of commissions. By focusing on the unbanked population, particularly small businesses such as bodegas, market stalls, taxi drivers, and street vendors, we support their transition to a digital economy. Through IzipayYa we also offer loans and insurance, fostering business growth.

A core part of the izipayYA strategy is maintaining close engagement with customers through an active field presence. Our field sales team ensures smooth app registration for new users, provides branding materials to enhance visibility, and conducts tests to ensure customers fully understand the tool.

We manage content through our TikTok channel, which receives 20 million monthly views, to provide ongoing training on app usage, financial advice, and business tips. In 2024, up to 895 thousand followers, including both clients and non-clients, actively interacted and asked questions about financial tools and the use of the IzipayYa digital wallet through our IzipayYa TikTok channel.

### As of December 31, 2024:

- 1 million affiliated micro merchants
- S/5 billion mobilized through 107 million transactions
- +154% Increase in transactions vs. 2023
- 397 thousand bank accounts opened via izipayYA
- 398 thousand daily izipayYA transactions



## Increasing access to Credit

We empower individuals with limited credit by providing specialized products that build credit and unlock financial opportunities.

### Cash Collateral Credit Cards

With an initial deposit of S/ 700, clients can begin building their credit history, while securing access to financial services. Over time, the collateral can be released, supporting their financial growth and fostering responsible credit management. This product plays a key role in financial inclusion, by offering individuals who lack access to traditional credit the opportunity to establish and strengthen their credit profile.

As of December 31, 2024, there were over  
**19 thousand**  
clients with cash collateral  
credit cards.



### Impulso MYPERU

Impulso MYPERÚ is a Peruvian government program designed to support economic recovery and foster business growth. Initially, it targeted micro and small enterprises, including those with no prior financial history. Later, its scope was expanded to include medium-sized and large companies.

The program offers loans with lower interest rates and longer repayment terms than those available in the market. Additionally, for micro, small, and medium-sized enterprises, it includes a "Bono de Buen Pagador" (Good Payer Bonus) as an incentive for on-time payments. It also provides special conditions for key sectors such as tourism and fishing.

As of December 31, 2024, Interbank has supported more than  
**14 thousand**  
companies, with more than 90% of them being SMEs.

## 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 designing digital, simple, and flexible products that reduce access barriers.

### Vida Cash

A digital life insurance product designed to meet the needs of the informal sector, providing coverage that pays off the client's debts in case of death or total and permanent disability. The insurance is accessible to everyone, requiring no prior financial knowledge. It can be purchased online in just 3 simple steps, with no paperwork or health assessments involved, ensuring inclusion for all.

As of December 31, 2024, we reached a cumulative total of over  
**6 thousand**  
clients.

### Rumbo

This digital, secure, and flexible life insurance product is designed to help middle-class Peruvians save for their children's education. Tailored for independent workers without a steady monthly income, it offers flexible payment options and coverage in case of emergencies. With this product, Interseguro introduces an innovative business model focused on short-term savings, offering affordable pricing to fit different financial situations, and the ability to pause plans without complications or hidden fees. This solution provides peace of mind and financial flexibility, empowering families to invest in their children's future while maintaining financial stability.

As of December 31, 2024, we reached a cumulative total of over  
**18,000 clients.**



## Life Planning

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

### Mivivienda Program

A social program funded by the Government that promotes the building of safe and affordable housing for low-income individuals, with active participation from Interbank. Key features of the program include: direct funding to match each loan granted by participating banks, credit risk coverage for up to two-thirds of any realized loss and financial incentives for customers who make timely payments, including subsidized interest rates to reduce borrowing costs.

As of December 31, 2024, we granted  
**+ 1.3 thousand**  
loans for up to US\$528 million financed.



### Student loans

We offer student loans with special conditions, designed to support access to superior education. Key benefits include preferential interest rates, repayment terms of up to 60 months, allowing flexible payments, and up to two years of grace period, easing financial pressure during studies. We finance up to 100% of the cost of master's degrees, diplomas, and postgraduate studies, both in Peru and abroad.

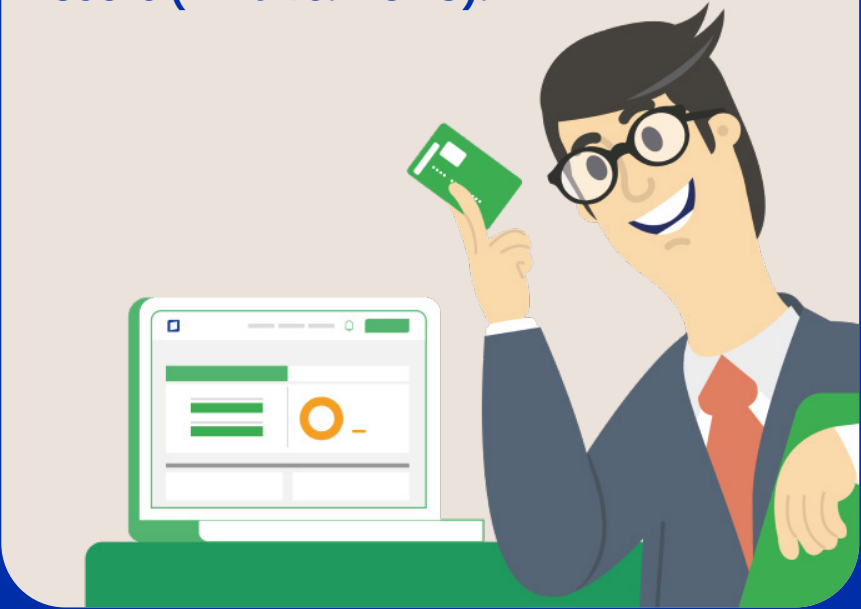
As of December 31, 2024, we provided  
**+400 student loans.**



### Ernie

A Mutual Fund is an ideal vehicle to reach your goals, in a simple and available way. The first step to find out which is your ideal Fund is to discover your investor profile. You can do this through Erni, our 100% online investment platform, with no commissions or fees and where our clients can start investing with as little as US\$50.

As of December 31, 2024, we granted  
**27% of total**  
Interfondos customers are Ernie  
users (+7% vs. 2023).





# Financial literacy to clients and non-clients

At IFS, we recognize that financial well-being goes beyond offering financial products. We are committed to equipping individuals and businesses with the knowledge, tools and resources needed to build a stronger financial future. By prioritizing financial education and client support, we contribute to a healthier, more inclusive financial system that benefits for both our clients and Peruvians as a whole.

These initiatives are designed to increase business and strategic skills, encourage savings, and provide tailored support to underserved groups, fostering financial resilience and long-term economic stability.

At IFS, we aim to build together financial wellbeing, and for that reason we have created different approaches for different clients' journey:

# Building strong foundations: Our onboarding approach

In 2024, we refined our onboarding process, placing a strong focus on financial education to ensure every new customer feels valued and supported from the early stage of their journey. Our goal was to build loyalty through clear, personalized communication and an intuitive digital experience tailored to each customer's needs.

By using targeted segmentation and context-driven communication, we integrate financial education, encouraging customers to make Interbank part of their daily transactions. In this way, we ensure they fully understand the value of our products and services, enabling them to take full advantage of the variety of our financial solutions.





# Financial literacy for all

## a. Digital Learning Platforms

### Aprendemás

A fully digital platform offering free courses, webinars, and tools to empower both clients and non-clients with essential skills. Covering financial health, digitalization, personal and professional development, digital marketing, and social media management, Aprendemás provides comprehensive learning resources.

It is composed of 30 different courses and 31 webinars, where:

- 8 webinars and 9 courses focused on microbusinesses and entrepreneurs.
- 1 course and 1 webinar tailored to women's specific budgeting and savings needs (Women Financial Education Program).

As of December 31, 2024:

- +2.3 million Peruvians have learned with the platform, where 70% are non-clients and 30% are clients.
- +37 thousand users interested in microbusinesses and entrepreneurship development.
- +11 thousand visits to Women Financial Education Program.

### Excuela

In 2024, we launched a pilot program to advance financial inclusion through a strategic partnership with Excuela, a scalable mobile education provider. The program's objective is to equip entrepreneurs with the tools, knowledge, and skills necessary to strengthen their businesses. Entrepreneurs gained access to courses on sales strategy, with plans to expand to financial education, digital marketing, and customer service.

As of December 31, 2024:

- 337 business were reached, impacting on a total of 712 people (owners and employees).
- 62% of the participants were women.



## b. Delivering In-Person and Virtual Financial Training

We partner with social development organizations and companies to provide financial education to historically vulnerable groups, including young women, scholarship recipients, and diverse sector workers. Through in-person and virtual training, we empower these communities to make informed financial decisions.

As of December 31, 2024:

**+50**  
girls from the  
Peru Champs  
scholarship.

**+20**  
employees at  
San Miguel  
Industrias (SMI).

**+35**  
Cometa  
scholarship  
applicants.

**+45**  
employees from  
Previsional  
Governmental  
Office.

**+80**  
students  
at Cometa  
Fest.

**+120**  
women of  
Anexo  
Chorrillos  
Prison.

## c. Expanding our reach through social media

**Targeted to all Interbank communication channels:** Financial education snippets shared via social media, designed for clients with limited time for full courses. These quick lessons focus on financial topics including savings, responsible credit card use, effective budgeting strategies, and fraud prevention and awareness.

As of December 31, 2024, 2 million clients and non-clients were reached, with an average monthly reach of 446,783 clients and non-clients for fraud-related content.

**Targeted to entrepreneurs via izipayYa communication channels:** Through our TikTok channel we provide ongoing financial education, offering content on app usage, financial advice, and business tips. Customers and non-customers actively engage, ask questions and interact with content related to financial tools and the use of the izipayYa digital wallet. This app encourages optimal use of Interbank digital services.

As of December 31, 2024 our TikTok channel provided financial education and app usage tips to over 895,000 followers, with videos averaging 20 million monthly views.



### Preventive Non-Financial Support

We accompany our clients with alerts, reminders, and clear and timely information to assist clients in meeting payment commitments and taking care of their financial health. We create different communication journeys for each of our clients informed by their individual behaviors, allowing us to deliver a contextual and personalized experience of financial education and counseling.

By December 31, 2024, payment alerts effectively reduced client entries into arrears by 2%.



### Building equitable and resilient communities

As a financial platform, we recognize our significant role in driving development and creating a positive social impact. Our programs extended beyond short-term actions, focusing on long-term partnerships and fostering trust-based relationships with organizations. By collaborating with key stakeholders, we aim to empower communities, promote sustainable growth, and contribute to a more inclusive future, ensuring a lasting impact.



### Peru Champs

In 2024, we raised US\$20,795.80 through the contributions of 699 employees who participated in fundraising activities such as the IBK Team - ASBANC Race, IBK Team - Run for Education, and on-site activations.

These collective efforts provided over 20 children with scholarships through Peru Champs, reinforcing our commitment to education equity. Additionally, we strengthened our community support efforts by partnering with "Juguete Pendiente" and "Hombro a Hombro" to support vulnerable families during emergencies.





### Maestro que Deja Huella

In collaboration with the Ministry of Education of Peru, Interbank launched the *"Maestro que Deja Huella"* program to recognize and reward the outstanding work of teachers and school directors across the country.

Since 2007, this initiative has celebrated educators who have made a lasting impact on students, colleagues, and communities. The 2024-2025 edition continues to inspire innovation in education, encouraging teachers to submit their initiatives. Winners receive substantial prizes, including scholarships and cash rewards.



### Mi Comisaría, Mi Orgullo

In collaboration with the Ministry of the Interior, the *"Mi Comisaría, Mi Orgullo"* program acknowledges the exceptional work of the National Police of Peru. The 2024 edition saw 242 police stations competing in two categories: improving citizen engagement and preventing violence against women. Notable winners included the PNP Buenos Aires station (Department of La Libertad) for its *"Policop"* initiative and the PNP Paruro station (Department of Cusco) for *"Ecocine: Cambiando Basura por Cultura"*.



### Concurso Nacional Plata del Perú

Interbank – together with Patronato Plata del Perú – organized the Concurso Nacional Plata del Perú to celebrate and promote Peruvian silver craftsmanship.

A total of 81 works were presented in categories such as filigree, jewelry, and metalwork. An expert jury selected the winning works, which will be showcased on the Patronato Plata website and social media. The grand prize was awarded to Jorge Pérez Gutiérrez from Cajamarca for his piece *"La Vida"*, a surrealist sculpture. Other winners included Jaime Brousset and Diana Cornejo from Lima, and Christian Camasca, also from Lima.

Interbank has proudly supported this cultural initiative for 28 years, recognizing the historical and artistic value of Peruvian silver. Over the course of 28 editions, nearly 4,000 pieces have been submitted, with over 278 prizes awarded, including cash prizes and silver awards totaling over US\$70,000.

### Works for taxes

The Works for Taxes mechanism enables us to create shared value by contributing to the improvement of living conditions in the communities within the influence area of the funded projects. It also allows us to track the allocation of the taxes we pay, while strengthening our relationship with the community and local authorities. For this reason, we prioritize projects in education, sanitation, and infrastructure, including road infrastructure, in regional development areas.





80

For this reason, we prioritize projects in education, sanitation, and infrastructure, including road infrastructure, in regional development areas.

**ASBANC Police Stations**

Together with ASBANC member companies, we are improving police stations in La Libertad, Huancavelica, and Piura.

**+ S/ 9.9**  
million invested

**+800,000**  
citizens impacted.

**Arequipa Educational Institute**

Aiming to contribute to closing gender gaps and improving access to quality education for women in the city of Arequipa, together with other investors, we signed an agreement for the improvement of the Arequipa Educational Institute.

**S/ 20.16**  
million invested

**+11,000**  
female students impacted

**Collasuyo Project - Phase One**

Improvement of low and medium voltage networks, public lighting, and drinking water and sanitation networks.

**S/ 17.6**  
million committed

**120,000**  
citizens impacted

**La Joya Component II: Tunnel**

A new project with the Regional Government of Arequipa, aimed at providing high-quality road infrastructure for the efficient economic integration of the Arequipa Region with the markets of the Macro South Region (national and international). A double tunnel of approximately 700 meters will be built as part of a 20 km highway.

**S/ 37.8**  
million committed

**+1.2**  
million citizens impacted



# AI-Driven organization

At IFS, we foster an AI-driven culture by seamlessly integrating technological development, big data and innovation across the organization.



This approach empowers data-driven decision-making and accelerates strategic initiatives.

We use predictive models and advanced algorithms in generative Artificial Intelligence (AI) and machine learning to optimize, automate, and transform critical processes. AI's capabilities allow us to uncover hidden patterns, more accurately predict trends, and generate actionable recommendations, enhancing decision-making efficiency and creating sustainable value at every level of the organization.

As the organization increasingly relies on AI models for decision-making, managing model risk has become a strategic priority. In 2024, we strengthened our AI model risk management framework, incorporating comprehensive policies and standards for the development, automation, validation, and monitoring of these models.

We have consolidated our governance structure by integrating cutting-edge technologies and aligning with international best practices at every stage of the model lifecycle. Our inventory serves as a key tool for ensuring efficient and robust AI model management, providing structured control and criticality categorization. We are

currently enhancing our model governance efforts and expanding the inventory to include additional non-regulated models.

Additionally, we have aligned to the guidelines outlined in the Superintendency of Banking, Insurance and AFP (SBS) regulation on model risk management for critical models. This year, the Model Risk Committee conducted a comprehensive review of 100% of critical models with support from a specialized validation team that assessed all AI models prior to their implementation. Furthermore, 100% of critical models are accompanied by methodological documentation, data quality dashboards, and ongoing monitoring. These elements collectively ensure the transparency, explainability, and auditability of our models.

To safeguard personal data and strengthen our cybersecurity systems in the use and development of artificial intelligence, our Cybersecurity, Legal, Compliance, and Data Governance teams actively collaborate on all AI projects from their inception. This collaborative approach enables the implementation of a robust set of security measures, controls, and protocols that mitigate associated risks. At the same time, it ensures full compliance with personal data protection regulations and relevant legal requirements.





## AI-Driven innovations

During 2024, we developed some initiatives employing artificial intelligence including a range of innovative projects designed to enhance efficiency, decision-making, and customer experience. These initiatives showcase how AI is integrated into various aspects of our operations, driving impactful results and reinforcing our commitment to technological leadership and sustainability. Below, we highlight a few examples that demonstrate the power of AI in transforming key areas of our business.



## Beto Virtual Assistant



Interbank's Human Resources Department has developed Beto, a virtual assistant powered by generative AI, to address employee queries related to human resources.

Beto utilizes HRM manuals, policies, and procedures to provide tailored information on a variety of topics specific to each employee's role. This innovation enhances operational efficiency, scalability, and agility in providing timely and accurate information to employees. Furthermore, in the interest of transparency, we ensure that users can clearly identify content and initiatives powered by AI. To this end, Beto notifies employees that its responses are generated using AI.

Beto has significantly improved HR services. The department has successfully increased its internal Net Promoter Score (NPS) from 64 to 83, while also improving response times, serving up to 50 employees per day.

## Eliminating Artificial Intelligence biases

We recognize that data may contain inherent biases, which, if utilized in the development of AI models, can result in biased or unethical decision-making. To mitigate the risk of offering differentiated opportunities, resources, or quality of service to specific groups, we have initiated a comprehensive review of our methodologies for developing, validating, and implementing these models, guided by a Fair AI approach. This approach involves defining what constitutes an unfair model as a prerequisite for testing whether models are fair; and reassessing our approach to data selection, development methodologies, and model outcomes, to ensure fairness in line with our risk appetite.

This approach allows us to identify and implement mitigation measures at every stage of our AI model lifecycle—pre-processing, processing, and post-processing—ensuring they are trained in alignment with the principles of diversity, equity, and inclusion.

We are committed to continuously refining this framework and advancing our AI models by incorporating a Fair AI approach to minimize potential biases and uphold ethical standards.

## Fair AI Income Inference



Interbank's Analytics Center of Excellence (ACoE) developed an income inference model powered by AI and machine learning to calculate clients' payment capacities.

During the model's development, we conducted a bias analysis using a Fair AI approach to examine gender-related variables. This analysis identified 8.8% income gap disadvantaging women, based on the gender-related income data used by the AI model.

By removing the biased variable, we successfully reduced the model's inference gap by 83%, resulting in a final gap of only 1.4%. This adjustment contributes to a fairer assessment of client's payment capacities through AI.



# 04

## Commitment to the environment



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# Commitment to the Environment

As a financial holding, we recognize the impact of climate change on our operations and the environment.

We are committed to mitigating our direct environmental footprint through responsible use of natural resources. Furthermore, we understand our indirect influence through corporate lending, project financing, and investment portfolios, which is why we are strongly committed to developing a comprehensive sustainable finance strategy.

Moreover, being in one of the most vulnerable regions to the effects of climate change heightens our awareness of the associated risks and opportunities that could impact on our business.

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

positively impact on our own operations but also support our clients in their own climate transition journeys. As stated in our Sustainability Policy, we are committed to progressively incorporating the opportunities and risks related to climate change in our business strategy, aligning ourselves with the Paris Agreement goal of holding global temperatures to no higher than 1.5°C above pre-industrial levels.

To this end, our climate strategy has three priority focuses:

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

In line with the last priority, we developed our first qualitative assessment of climate risk on Interbank's prudential risks, along with an in-depth analysis of its commercial portfolio. Through this assessment we identify how climate risks could significantly affect key prudential risks, such as credit, market, liquidity, operational, and reputational risks, as well as the vulnerability of our

portfolio. We conducted this first risk assessment using scenarios provided by the Network for Greening the Financial System (NGFS).

As part of our commitment to sustainability, in 2024, we developed an internal decarbonization plan for Interbank to set our emissions reduction targets according to the Science-Based Targets Initiative (SBTi) methodology. Using 2023 as the baseline year, Interbank aims to reduce scope 1 and scope 2 emissions by 17.5% by 2030.

While reducing emissions from our own operations, we are committed to decarbonizing our portfolio to enhance the positive impact of our financial products. By 2025, we will measure emissions from our agricultural, fisheries, and energy portfolios.

To ensure the continued advancement of our sustainability initiatives, we have established a governance structure to track the progress of our climate strategy and ensure the alignment of our initiatives both at the corporate level and within each subsidiary. This same governance structure is also responsible for the oversight of other sustainability issues, ensuring a comprehensive approach to our environmental, social, and governance commitments. Please refer to [Section Sustainability Governance](#).

Additionally, each subsidiary has a facility management department responsible for managing eco-efficiency initiatives and setting emission reduction targets where applicable. Progress in these areas is disclosed in the Sustainability Report and Climate Report. The most significant results are presented to the Board of Directors.

To share this progress in accordance with the best international practices and standards, in 2024, we published our first IFS' Climate Report in line with the recommendations of the Task Force on Climate Related Financial Disclosures (TCFD). This report includes our progress in risk management and opportunities in response to climate change.



# Sustainable Finance

## Interbank's Sustainable Finance approach

Financial institutions play a crucial role in sustainable development by channeling resources towards projects and companies that drive responsible growth and support sustainable innovation.

At Interbank, we support our customers' sustainable transition, not only through our products and services but also through our employees. We are committed to enhancing skills and knowledge throughout the organization, fostering a culture of sustainability. This approach empowers our employees and leaders to become change agents, actively contributing to our sustainability initiatives.

In 2024, we consolidated our sustainable finance strategy around four key pillars:

1

**Increase engagement with clients:** Proactively engage with clients to understand their strategic climate change responses and deliver tailored, value-aligned solutions.



2

**Strengthen the measurement and reporting:** Establish robust measurement and reporting by tracking client social and environmental indicators, ensuring transparency and accountability within our sustainable loans.



3

**Expand the offer:** Continuously expand our portfolio of innovative sustainable financial products and services to address the evolving ESG needs, risks, and opportunities of our clients.



4



**Promote a culture of sustainability:** Cultivate a strong sustainability culture through comprehensive training for commercial banking executives and risk teams and incentivize sustainable lending practices via performance-linked compensation.



Our sustainable finance strategy focuses on creating opportunities that primarily impact the following Sustainable Development Goals (SDGs):



Our total sustainable portfolio in commercial Green Loans and Sustainability-Linked Loans (jointly "Sustainable Loans") – cumulative since 2021 – is distributed across the following sustainable categories.

Category	2021-2024
Sustainable agriculture	54%
Sustainable fisheries	22%
Sustainable construction	16%
Circular economy	6%
Renewable energy	1%
Sustainable forestry activities	1%
Sustainable transport	0.38%

















































Interbank's Sustainable  
Finance Framework

We have been supporting our clients' transition to a low-carbon economy through our Sustainable Finance Framework, verified by Standard & Poor's with a "strong" rating.

This Framework serves as an operational guide for developing financing instruments that support investments in green, social, and sustainable projects. It adheres to international standards and establishes clear guidelines and selection processes to ensure that projects or assets financed by Interbank have a positive environmental or social impact, considering eligibility criteria and best practices.

Our taxonomy has enabled us to enhance transparency and direct financial flows toward eligible categories, encompassing seven green/blue categories and four social categories:

Interbank's Sustainable Finance Taxonomy

Taxonomy	Categories	Goal	SDG
Green / Blue rojects	Sustainable agriculture, Sustainable Aquaculture/Fisheries	Promote climate change adaptation and mitigation	    
	Energy efficiency.		    
	Renewable energies		   
	Sustainable construction		   
	Sustainable water management		   
	Circular economy		   
Social Projects	Sustainable transportation	Reduce social and economic inequalities	  
	Financing for Entrepreneurs and Underserved Groups		   
	Financing SMEs		   
	Financial inclusion or education programs		   
	Access to basic services		    

In 2024, we  
obtained our first  
green funding  
through a green  
trade loan from  
Caixabank, totaling  
up to US\$45 million.

This milestone reinforces our  
commitment to sustainable finance  
and supports our initiatives to reduce  
environmental impact.

For more information,  
visit [Interbank's Sustainable  
Financing Framework](#)



# Our commercial sustainable lending strategy

We offer green loans, social loans, and sustainability-linked loans to our commercial clients. To ensure compliance with international standards, we follow a structured process for every sustainable loan we grant:





## Green Loans

This type of loan is designed to finance projects that enhance or positively impact on the environment, including energy efficiency, reduction of GHG emissions, renewable energy production, pollution prevention and the promotion of a circular economy transition. Below are some of our green loans placed in 2024:

### Green Loans Performance

Client	Project category	Amount	Use of proceeds	SDG
Tecnológica de Alimentos S.A.	Sustainable Fishing	US\$ 70 million	Green export facility for the production and commercialization of fishmeal and fish oil certified by FOS ("Friend of the Sea")	SDG 12 SDG 14
Viru	Sustainable Agriculture	US\$ 30 million	Green export facility for the harvest of fruit certified by GlobalGAP and Rainforest Alliance	SDG 2 SDG 15
Volcafe	Sustainable Agriculture	US\$ 3.5 million	Green export facility for the purchase of coffee certified by Rainforest Alliance	SDG 1 SDG 15

## Sustainability-Linked Loans

We also provide financial facilities that encourage our clients to improve their overall sustainability performance. Through our Sustainability-Linked Loans, we offer debt instruments with adjustable financial terms based on the achievement of predefined sustainability objectives.

Within this framework, clients commit to enhancing their environmental, social, and governance performance over a specified period. These objectives are monitored using key performance indicators (KPIs) and evaluated against specific sustainability targets.

### ESG Sustainability-Linked Loans Performance

Client	Project category	Amount	Use of proceeds	SDG
UNACEM	Sustainable Construction	US\$ 60 million	Reduce the total amount of direct Greenhouse Gas Emissions as scope 1 (kg CO2/Ton cement).	SDG 12





Interbank's Commercial Banking plays a vital role in our Sustainable Finance efforts, having raised and mobilized over US\$515 million of Sustainable Loans between 2021 and 2024. Our goal is to achieve a sustainable portfolio balance of US\$1,000 million by 2030, with an interim target of US\$450 million by 2025.

As of 2024, our sustainable portfolio balance stands at US\$340 million.

**Sustainable Finance volumes in Commercial Lending in 2024**

Product	Balance as of December 31, 2023 (thousands of US\$)	Balance as of December 31, 2024 (thousands of US\$)
Green Loans	66,137	183,421
Sustainable Linked Loans	107,162	155,710
Total sustainable value	173, 299	339,131
Total value of corporate lending	3,093,783	5,210,123
% of total sustainable value over total value	5.6%	7%



## SME Lending

We recognize the crucial role that Small and Medium Enterprises (SMEs) play in driving economic growth, job creation, and fostering innovation. As part of our commitment to sustainable development, we have been integrating medium-sized enterprises within our green portfolio. These loans are specifically designed to support SMEs in adopting environmentally responsible practices and technologies, while also promoting financial inclusion.

In 2024, we expanded our sustainable portfolio by including 10 medium enterprises, financing a total of US\$2.5 million to support sustainable agriculture, responsible fisheries, renewable energy, and circular economy.

## Sustainable Retail Products

Regarding sustainable mortgages, at Interbank, we actively participate in Mivivienda Verde, a social initiative that promotes the construction of affordable and environmentally friendly housing. Through this program, we provide financing and credit risk coverage for purchasing, building, or improving homes. Additionally, customers who make timely payments are rewarded with subsidized interest rates and direct financial incentives.

### Medium Enterprise Lending in 2024

Category	2024 (US\$ millions)
Sustainable Medium Enterprises Loans	2.50
Total value of Medium Enterprises Lending	529,342
Pocentage of total sustainable value over total value	0.5%

### Sustainable Finance volumes in Retail Lending in 2024

Category	Balance as of December 31, 2023 (S/)	Balance as of December 31, 2024 (S/)
Sustainable mortgages (MiVivienda Verde y MiVivienda Tradicional)	1,882,728,501	1,983,490,100
Total value of mortgage lending	9,453,486,676	10,460,639,839
Percentage of total sustainable value over total value	19.92%	18.96%



# Engagement with clients on sustainability-linked risks and opportunities

As part of our sustainable finance strategy, we support our clients' transition by providing them with valuable information about sustainability trends and opportunities through our corporate events, workshops, and training sessions.

In 2024, we strengthened our engagement strategy with our green portfolio clients, organizing 3 sustainable breakfasts with clients from the agriculture, fisheries, and construction sectors. These events included the participation of their sustainability and finance leaders to discuss the key needs, challenges, and opportunities related to climate change, as well as their other strategic priorities.

Additionally, to strengthen corporate governance among SME clients, Interbank and Inteligo Group hosted the second "From Family Business to Business Family" workshop, attended by over 170 clients. Participants explored governance mechanisms, succession planning, shareholder alignment, and family protocol development for sustainable growth.





# Supporting the Sustainable Transformation of Peruvian Agriculture

Agriculture is a key industry in Peru, playing a crucial role in food security, rural development, economic growth, and environmental protection.

At Interbank, we are committed to creating opportunities for our agricultural clients and strengthening the competitiveness of the nation's agricultural sector. In recent years, the sector has faced challenges from El Niño and other climate-related events, along with rising freight and fertilizer costs and changes in labor regulations. To support our clients, we have addressed their working capital needs and helped them maintain a strong financial structure amid uncertainty.

Our team is committed to understanding the unique realities of various production chains and economic cycles within the sector, allowing us to provide tailored financial services and solutions. In 2024, we visited the farms of all our major agricultural clients to gain firsthand insight into their challenges and needs.

We enhanced our engagement strategy by offering training and facilitating dialogue to better



understand their key challenges in managing climate change mitigation and adaptation initiatives, as well as measuring their carbon footprint.

As part of this effort, in 2024, we hosted a breakfast meeting with five agricultural sector clients to discuss these challenges, tools for carbon footprint measurement and management, and strategies for reduction and mitigation. Representatives from the General Directorate of Climate Change and Desertification of the Ministry of the Environment participated in discussions on national climate change plans.

**We are the bank with the largest share in the agricultural sector in Peru, with a 22% share.** An increasing number of agricultural sectors see us as their main financial ally. By the end of 2024, Interbank had a financial balance of S/2,641 million in the agricultural sector, representing a 22% share in agricultural financing (+2% vs. 2023). This makes us the bank with the largest share in the agricultural sector.

Interbank is committed to being a permanent partner in our agricultural clients' sustainable transition. To reinforce this commitment, we incorporated a Sustainable Agriculture category into our Sustainable Finance Framework.

For more information, visit [Sustainable Finance Framework](#)



# Eco-efficiency in own operations

As part of our commitment to responsible environmental resource management and climate action, we are implementing innovative initiatives to reduce our environmental impact and enhance efficiency across IFS' subsidiaries.

We focus on measuring and lowering carbon emissions, improving energy and water efficiency, enabling a circular economy, and optimizing the use of fuel, paper, and other resources. These efforts are grounded in our Eco-Efficiency Plan, which seeks to align the environmental priorities of all our subsidiaries under four main pillars:



**1 Consumption:** reducing our resource consumption through digitalization initiatives and energy and water efficiency initiatives.



**2 Circularity:** transitioning toward a circular economy by implementing responsible waste management practices.



**3 Construction:** establishing sustainability guidelines for the construction and remodeling of our offices and workplaces.



**4 Culture:** providing training and awareness raising programs for employees and suppliers, fostering responsible environmental practices in energy efficiency, water conservation and waste management.



Driving a greener future: The highlights and numbers behind our impact

Emissions	All IFS subsidiaries participate in the Ministry of Environment's Peruvian Carbon Footprint Platform and have been recognized as: Level 4: Interbank Level 2: Interseguro, Inteligo SAB, Interfondos, Inteligo Peru Holdings, Izipay Inteligo Bank was recognized by the Environment Ministry of Panama.	Interseguro offset 21 tons of CO2eq emissions from its Vendor Day event by purchasing carbon credits from the REDD+ Castañeros project.
Energy	100% renewable energy agreement with Orygen Peru for Interbank's main office	5.2% reduction in energy consumption vs. 2023 at Inteligo Group
Waste management	IFS increased its recycling rate to 84 % compared to 13 % in 2023.	+5,000 tons of waste recycled/reused.
Sustainable Infrastructure Certifications	Interbank has achieved EDGE certification for 17 financial stores by adhering to stringent environmental criteria. These include energy efficiency, optimized water usage, and the responsible use of materials in infrastructure construction.	Interseguro's Orquídeas building has received the Atria Energía S.A.C. (Atria) certification, confirming that our electricity consumption in 2024 is sourced from conventional renewable sources.





Emissions

GRI 305-1 GRI 305-2 GRI 305-3 GRI 305-4 GRI 305-5

We conduct an annual measurement and verification exercise of our carbon footprint across Scope 1, Scope 2, and select Scope 3 categories in each of our subsidiaries. This process follows the Greenhouse Gas Protocol (GHG Protocol) methodology. This is a key process in our operations as it allows us to manage and reduce emissions, driving continuous improvement in our decarbonization initiatives.

Our emissions assessment includes:

**Scope 1 emissions:** Direct emissions from fuel consumption in vehicles, mobile and stationary machinery. It also includes the consumption of refrigerant gases, fire extinguisher recharges, lubricants, welding gases and fertilizers.

**Scope 2 emissions:** Indirect emissions from purchased electrical energy consumption.

**Scope 3 emissions:** Indirect emissions from various business activities, including employee air and ground travel, corporate taxi services, lodging, electricity consumption for remote work, courier services, card and cash transportation, water consumption, waste generation, supplies, assets and electricity consumption by our agents.

In 2024, our absolute emissions totaled 10,953.37 tCO<sub>2</sub>e, marking a 27 % decrease compared to 2023. These significant reductions were mainly achieved in Scope 1 and Scope 3 emissions through targeted mitigation initiatives:

Interbank

- Acquisition and renovation of HVAC equipment with high-efficiency equipment and transition to environmentally friendly refrigerants.
- Integrated waste management.

Interseguro

- Development of a guide for the efficient use of air conditioners, lighting, office equipment, and elevators.
- Implementation of hybrid work model, combining both face-to-face and remote work.

IFS consolidated emissions

Scope	2023	2024
Scope 1 (tCO <sub>2</sub> e)	1,416.64	643.96
Scope 2 (tCO <sub>2</sub> e)	3,508.55	2,714.31
Scope 3 (tCO <sub>2</sub> e)	8,414.61	7,595.10
Total (tCO <sub>2</sub> e)	13,339.37	10,953.37

Inteligo Group

- Optimization of the daily kilometers traveled recording.
- Reduction of the courier service hours.

Izipay

- Awareness of good energy use practices.
- Reduction of employee air travelling.
- Optimization of the transportation and delivery process to enhance efficiency.
- Prioritization of digital communication.

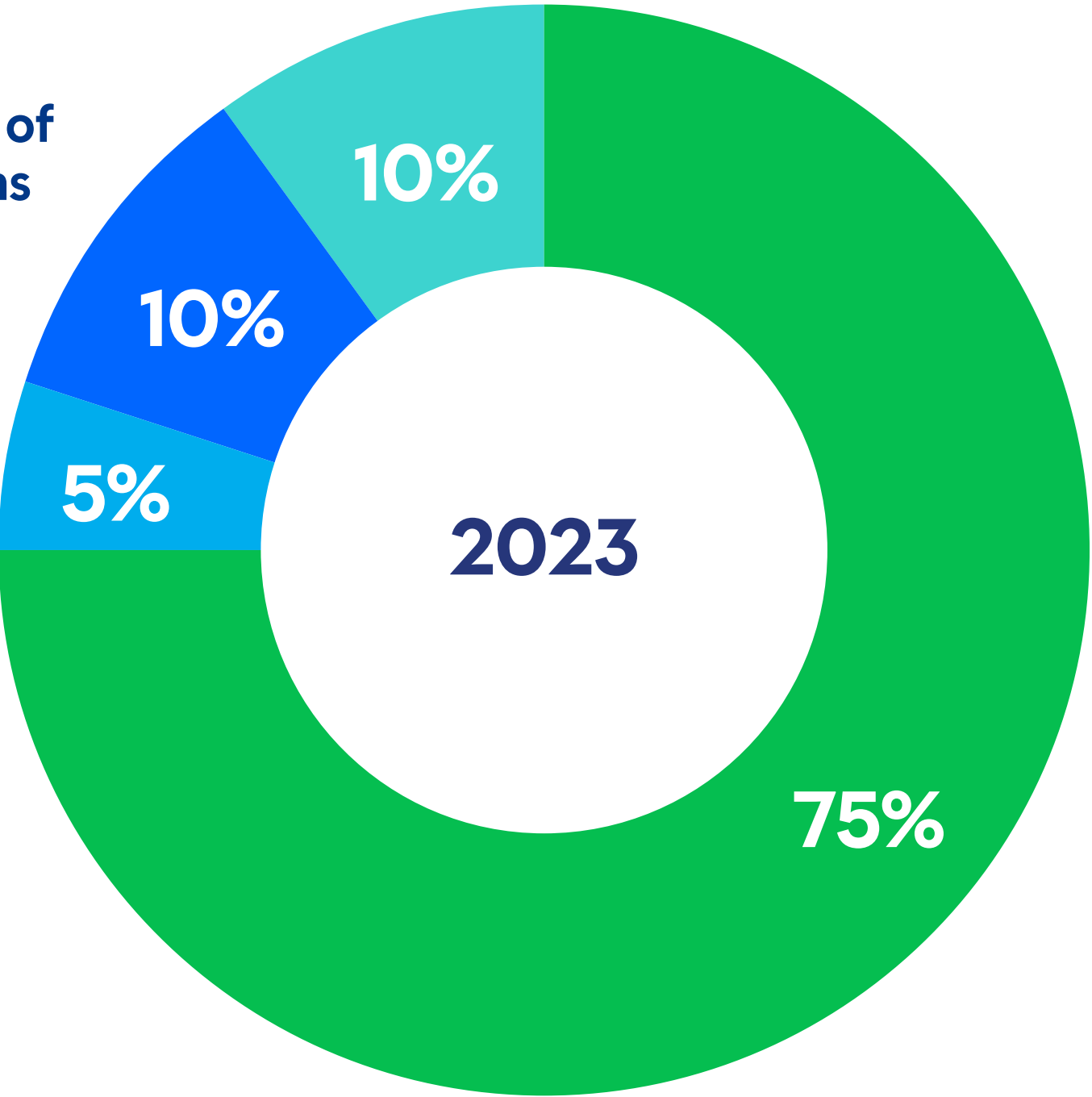


In relation to the size and complexity of the operation, our absolute carbon footprint is mostly composed of emissions generated through Interbank's operations, reaching 81 %, followed directly by Izipay, which represents 10 % of these.



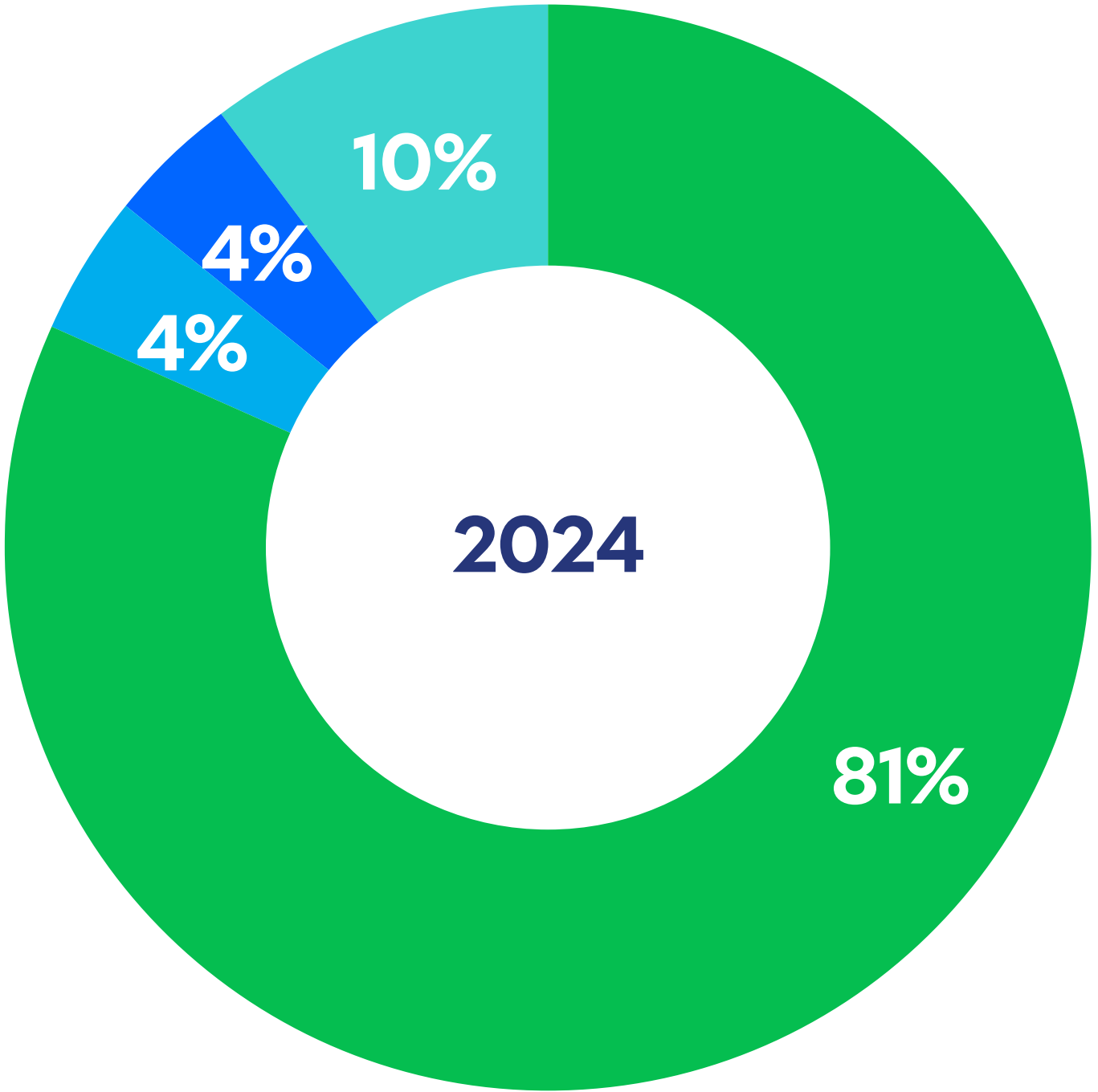
Distribution of  
IFS emissions  
(tCO2e)

Subsidiary	
Interbank	
Interseguro	
Inteligo	
Izipay	



Therefore, in 2024, we established Interbank's goal to reduce absolute Scope 1 and Scope 2 emissions by 17.5% by 2030, using 2023 as the baseline year. This target aligns with the Science-Based Targets initiative (SBTi) methodology. To achieve this goal, we developed a Decarbonization Plan that includes key eco-efficiency initiatives.

In parallel, we have been exploring opportunities to offset the carbon footprint of our events. As part of these efforts, Interseguro partnered with The Carbon Sink, a leading consultancy specializing in climate strategies and projects that generate certified carbon



credits under internationally recognized standards.

Through this partnership, Interseguro has proactively purchased certified carbon credits from the REDD+ Castañeros Project in Madre de Dios, Peru. This initiative, managed by Bosques Amazonicos S.A., focuses on the protection and restoration of the Bosques de Castañero in the Peruvian Amazon.

By supporting this initiative, Interseguro not only offsets its carbon footprint but also contributes to the conservation of vital ecosystems and biodiversity in the Amazon rainforest.



Energy

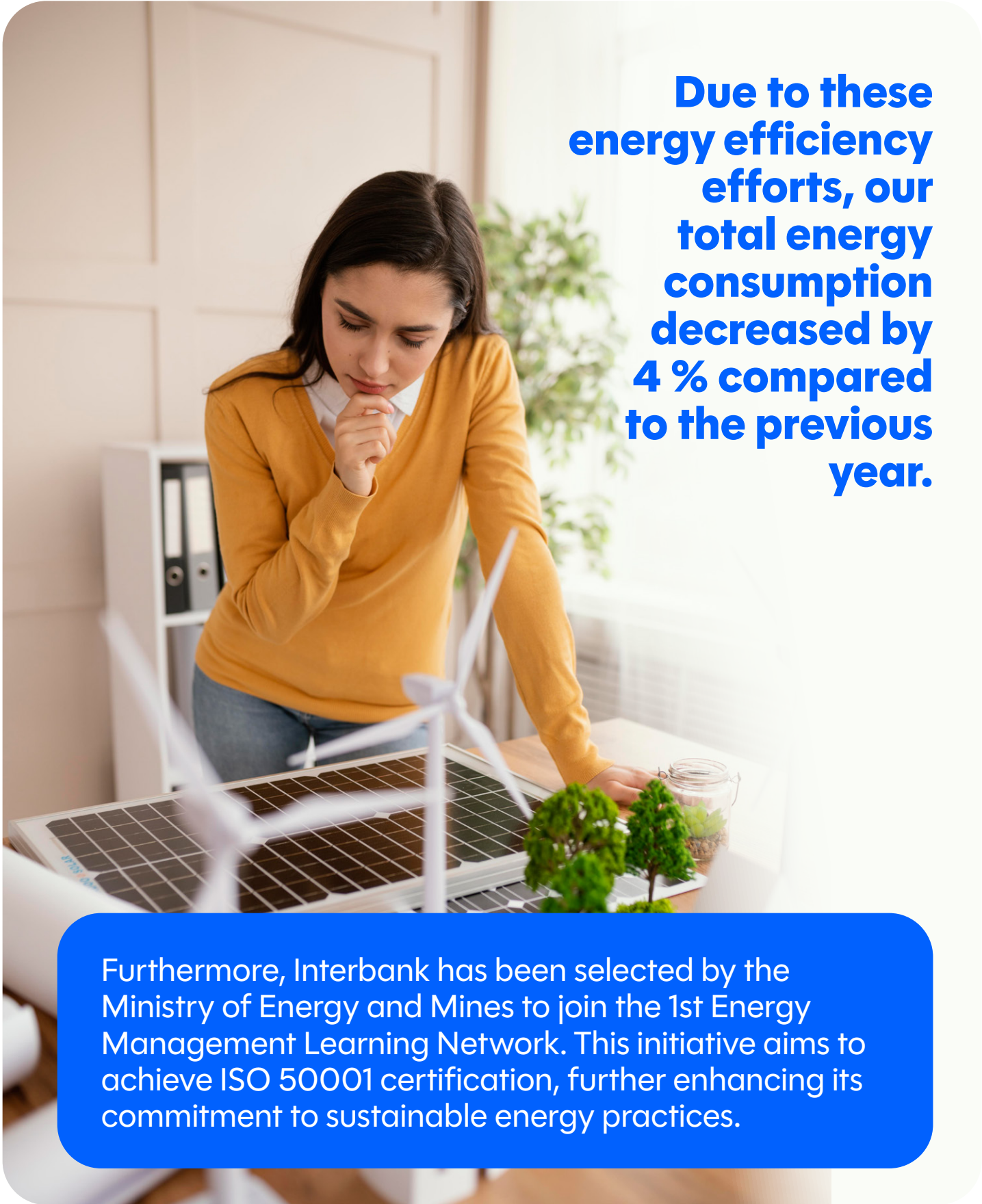
GRI 302-1 GRI 302-3 GRI 302-4

We seek to reduce consumption and optimize the use of electrical energy in all our subsidiaries. Additionally, we are exploring options to reduce our dependence on non-renewable energy sources.

We also provide training sessions for our employees on the importance of efficient energy use and sustainable practices. These sessions encourage energy-saving behaviors, such as turning off unused equipment, optimizing heating and cooling settings, and utilizing natural light whenever possible.

To improve our results, we have the following measures in place:

Initiative	Details
High efficiency equipment	Installation of SVG equipment for protection of electromechanical equipment.
Air-conditioning equipment	Acquisition and renewal of HVAC systems with high-efficiency equipment and transition to environmentally friendly refrigerants.
Real-time monitoring BMS systems	Updating our BMS system for real-time measurement, monitoring, and control of various parameters such as power consumption, temperature, lighting, and equipment status.
Internal audits	Constant monitoring of our energy consumption using indicators like kWh per square meter (kWh/m <sup>2</sup> ) and kWh per employee, along with remote consumption meters. These help us compare performance over time and promptly address any outliers.
Renewable-energy consumption	Interbank has installed photovoltaic panels at its headquarters to charge scooters and electric bicycles. Additionally, we have reallocated solar panels from the Marcona financial store to the Chincha financial store.
LED lighting	Implementation of LED lighting technology in all our subsidiaries, optimizing the lighting distribution.



**Due to these energy efficiency efforts, our total energy consumption decreased by 4 % compared to the previous year.**

Furthermore, Interbank has been selected by the Ministry of Energy and Mines to join the 1st Energy Management Learning Network. This initiative aims to achieve ISO 50001 certification, further enhancing its commitment to sustainable energy practices.



# Waste management

GRI 306-2, GRI 306-3

Each IFS subsidiary implements initiatives to promote internal recycling and the responsible management of hazardous waste. We seek to accelerate the transition to circular economy and ensure that each of our subsidiaries has procedures in place for responsible waste management.

To achieve this, we have established two main goals: i) reducing the amount of waste generated and ii) increasing the amount of recycled/reused waste.

These goals are supported by our awareness and sustainability culture strategy, which includes comprehensive awareness campaigns and educational materials.

We implemented several other actions, such as:

Initiative	Description
Waste segregation	Source segregation program at our sites, which allowed us to recycle our usable waste.
Composting Program	Development of a recycling program for our organic waste, which enabled us to generate 1.32 tons of compost. This compost will be used as fertilizer for the gardens at our main headquarters, creating a circular process of waste utilization.
Recycling campaigns	Encourage recycling and a culture of reuse and donation in all our subsidiaries in partnership with Commitel and Recidar.  Place recycling containers in our offices, financial stores and surrounding areas to promote the correct disposal of waste, including Waste Electrical and Electronic Equipment (WEEE), for our employees, customers and neighboring businesses.
Sustainable purchases	Incorporation of sustainability filters in our purchasing processes and carry out planned purchases to reduce waste generation.
Digitalization process	Uploading of our information to the cloud has enabled us to reduce our paper consumption. Additionally, in Peru, Inteligo SAB, Inteligo Peru Holding and Interfondos implemented a printing control system to reduce paper waste and digitize messenger and courier services. In Panama, Inteligo Bank reduced printers to one per floor, supporting the zero-paper initiative.

As a result of these Initiatives, in 2024, we generated a total of 6, 002.71 tons of waste, of which we managed to recycle a total of 5,018.84 tons. To further contribute to a circular economy, IFS has set a goal of achieving a 30% recycling rate by 2030.

## Our contribution to Peru's Circular Economy

We are committed to strengthening Peru´s recycling system and formalizing the role of recyclers, ensuring they play an integral part in the transition toward a circular economy.

Through our partnership with Recicla Latam, we have successfully recycled 27.94 tons of usable waste in the communities surrounding our stores. This remarkable achievement represents a threefold increase compared to 2023, demonstrating the effectiveness of our collaborative efforts and our unwavering commitment to sustainable waste management.

## BPA-Free, Recyclable Receipts

Izipay has adopted BPA-free recyclable receipts. This initiative not only reduces plastic waste but also contributes significantly to environmental protection. By integrating technological innovation with social responsibility, Izipay demonstrates how businesses can positively impact both the environment and the community.



# Water management

GRI 303-5

Another of our environmental management concerns is the optimal and responsible use of water. To this end, in our Ecoefficiency Plan we have established some key initiatives to ensure the optimization and reduction of our water consumption in all our subsidiaries. These initiatives include:

- Installation of sectorized meters to monitor water consumption in different areas, enabling early detection of excessive usage or leaks for prompt corrective action.
- Periodic recording and monitoring of our water consumption to reduce usage both during and outside office hours, to detect any atypical consumption patterns.
- Replacement of traditional faucets with energy-saving models, installing flushometers and adding flow reducers in select faucets without compromising functionality.
- Internal audits in stores and offices identify above-average water consumption and implement corrective measures.



# Sustainable infrastructure

We are committed to adhering to the highest standards of sustainable construction in the development of new projects and the renovation of our subsidiaries' offices and stores. To achieve this, we integrate sustainable construction guidelines and criteria into our projects, such as:

- Partnering with suppliers who adhere to sustainability standards.
- Using recyclable and eco-friendly materials, such as PVC tiles and ecological paint.
- Incorporating natural light into the design of our financial stores and offices.
- Standardizing LED lighting across all locations.
- Implementing sensor-based lighting controls.
- Installing energy-efficient air conditioning systems (inverter and VRV).
- Adding green spaces to designs.
- Managing construction waste with ecological boxes to guarantee eco-friendly disposal methods.
- Upgrading Interbank's headquarters Building Management System (BMS), transforming it into an intelligent building for continuous monitoring, controlling, and measuring electromechanical equipment parameters.





05

# Exhibits



**Introduction**

**Corporate Governance and economics**

**People first**

**Commitment to the environment**

**Exhibits**

Exhibit 1: Our Material Topics

Exhibit 2: Our Journey in Numbers

Exhibit 3: Frameworks and Report Standards

Exhibit 4: Assurance



# Exhibit 1: Our Material Topics

GRI 3-1  
GRI 3-2

## Our prioritized material topics

In 2024, we conducted a Double Materiality Assessment to comprehensively identify and assess the most relevant material topics for the company. This process incorporated both financial and impact driven perspectives, ensuring a holistic understanding of material issues. The assessment followed a structured approach:

- Benchmarking and research:** We analyzed trends within the financial sector to identify key issues and emerging risks.
- Materiality workshop:** Workshop with internal stakeholders to define material topics.
- Stakeholder engagement:** Surveys were conducted with over 800 external stakeholders to gather insights. The process was designed to address both the "inside-out" perspective (financial) and the "outside-in" perspective (impact).
- Executive level validation:** The findings were reviewed and approved by IFS Sustainability Executive Committee composed of IFS CEO and each subsidiary CEO.

The main result was the identification of seven material issues, which have the most significant impact on our business, the environment and society, while also generating the most long-term value.

Material Topics	Opportunities/ Positive Impacts	Risks/ Negative Impacts
Innovation and digitalization	<ul style="list-style-type: none"><li>• Innovative and digital financial services and products.</li><li>• Promotes access to new markets and clients.</li><li>• Contributes to financial inclusion due to more accessible financial services and products.</li></ul>	<ul style="list-style-type: none"><li>• Heightening reliance on technology may increase the likelihood of operational issues.</li><li>• Disruptive innovation by fintechs and insurtechs may result in increased competition.</li></ul>
Ethics and Compliance	<ul style="list-style-type: none"><li>• Strengthens customer loyalty, attracts new customers seeking trustworthy financial institutions.</li><li>• Contributes to an ethical and resilient financial ecosystem.</li></ul>	<ul style="list-style-type: none"><li>• Potential risk of corruption and money laundering.</li><li>• Potential sanctions and fines due to regulatory noncompliance.</li><li>• Potential loss of clients</li></ul>
Cybersecurity and information security	<ul style="list-style-type: none"><li>• Enhances client trust and provides a competitive edge.</li><li>• Avoids costly recovery efforts, legal fees, and reputational damage, ultimately leading to significant cost savings.</li><li>• Contributes to a sound financial system.</li></ul>	<ul style="list-style-type: none"><li>• Could compromise sensitive customer information, leading to potential misuse and harm.</li><li>• Could negatively affect our reputation or results of operations, resulting in litigation.</li></ul>
Business resilience	<ul style="list-style-type: none"><li>• Enhances client's trust and loyalty by demonstrating the ability to maintain operational effectiveness under new and external events.</li><li>• Identify, assess, and mitigate risks before they materialize, protecting its profitability and financial stability.</li><li>• Adapt to environmental and climate risks</li></ul>	<ul style="list-style-type: none"><li>• Inability to adapt and provide financial services under new and disruptive events, which can lead to financial losses.</li><li>• Potential reputational damage and client loss due to operational failure due to unforeseen events.</li></ul>
Customer Experience	<ul style="list-style-type: none"><li>• Clients' retention and loyalty, which. increases sales and revenues.</li><li>• Contributes to the financial industry's reputation which promotes financial inclusion.</li></ul>	<ul style="list-style-type: none"><li>• Lower client satisfaction (NPS) may decrease sales and increase claims.</li><li>• Loss of client trust hindering financial inclusion.</li></ul>
Talent's management and inclusion	<ul style="list-style-type: none"><li>• Brings diverse perspectives, fostering innovation.</li><li>• Contributes to a culture of diversity and inclusion.</li></ul>	<ul style="list-style-type: none"><li>• Loss of key employees who may feel undervalued or excluded, which can lead to disengagement and higher turnover.</li></ul>
Data Analytics	<ul style="list-style-type: none"><li>• Facilitates the delivery of personalized banking services, enhances risk assessment processes, and ultimately boosts profitability and customer satisfaction.</li><li>• Generates new jobs specialized in artificial intelligence and data analytics.</li></ul>	<ul style="list-style-type: none"><li>• Requires adherence to increasingly stringent regulations, leading to higher compliance costs and potential penalties for non-compliance.</li><li>• May expose a bank to greater risk of cybersecurity threats.</li><li>• Displacement of employees due to task automation through AI.</li></ul>



The material topics outlined above are the results of our Double Materiality process, which is updated every 3 years. This process identifies the issues with the greatest impact on our business and long-term value creation while also providing a comprehensive assessment of their positive and negative impacts (outside-in) as well as the opportunities and risks (inside-out) they present.

These topics are closely aligned with our company's purpose and strategic vision and are integrated into our overall risk management framework. Notably, the top three material issues identified through this process have a direct influence on IFS and its subsidiaries, as they drive value creation, improve operational efficiency and competitiveness, and strengthen trust and reputation.

## Deep Dive into our Top 3 Material Topics

### Cybersecurity/ information security

#### Business case

The cybersecurity landscape is evolving rapidly and becoming increasingly complex due to new technologies and the rising sophistication of cyber threats. With the expansion of internet connectivity and the growing reliance on digital platforms, our subsidiaries, like many global entities, face heightened cybersecurity vulnerabilities.

While we diligently adhere to industry standards and regulatory requirements, the dynamic nature of cyber threats means we cannot guarantee complete immunity from attacks. Potential breaches could lead to operational disruptions, financial losses, and reputational damage. A successful cyberattack could have a material adverse impact on our business and our subsidiaries' financial condition, operational results and overall business performance. Recognizing these risks, we remain committed to ongoing assessment and improvement of our cybersecurity framework.

### Strategy

To safeguard our operations and stakeholders, we have significantly strengthened our cybersecurity posture by implementing enhanced security measures for remote work environments, stronger authentication protocols to prevent unauthorized access, rigorous third-party risk management, and expanded cybersecurity awareness programs. We are also continuously improving our threat detection, response, and intelligence capabilities to stay ahead of evolving threats.

For more information, [regarding specific 2024 initiatives per each of our subsidiaries, refer to page \[238\] of the Form 20-F.](#)

### Metrics

Interbank	2023	2024	Target 2025-2026
% of employees attending annual cybersecurity training.	99%	98.5%	98%
% of employees participating in cybersecurity threat awareness program.	97%	96%	98%





# Innovation and Digitalization

## Business case

We see digital transformation as a key driver of financial inclusion and economic growth. Several factors, including Peru's 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 us to accelerate our digital transformation. This in turn, drives growth in deposits and loans, enhances customer acquisition and service efficiency, and improves financial accessibility for previously underserved populations.

The ongoing digital revolution presents a significant opportunity to enhance productivity and financial inclusion through the adoption of advanced technologies. As highlighted by the International Monetary Fund (IMF), Peru has made progress in adopting digital technologies, such as: expanding access to internet services, improving the digital payment ecosystem, and increasing the use of artificial intelligence (AI) and data analytics across various industries.

These advancements provide Peruvian banks with significant opportunities to leverage big data, cloud computing, and artificial intelligence to offer personalized, efficient and accessible financial services, tailored to individual customer needs.

Digitalization also enables banks to streamline their operations, reduce costs, and provide faster, more convenient services, such as 24/7 customer support, rapid loan approvals, and contextual banking solutions.

## Strategy

Our goal is to provide a seamless and superior experience for our customers, which enhances our relevance 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 ensuring that our customers will have the best experience when interacting with us is to create unique experiences throughout their customer journey, including customer 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 fully 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 Individuals, small merchants and business of all sizes in an accessible and efficient way across all our business segments.



For more information, **regarding specific 2024 initiatives for each of our subsidiaries, refer to page [61] of the Form 20-F.**





## Impact of Innovation and Digitalization

Innovation plays a crucial role in expanding access to financial services, making digital transformation a key driver of financial inclusion and economic growth in Peru. By leveraging technology, we can provide more accessible financial products and services, breaking down traditional barriers that have historically excluded underserved populations from the financial system.

Our commitment to innovation directly benefits Peruvians who have long been unbanked or underbanked. Through our digital solutions, we enable them to manage their day-to-day finances more effectively, build resilience against financial shocks, stay on track with their financial goals, and ultimately gain greater financial confidence. This, in turn, enhances their overall well-being and economic stability, contributing to a more inclusive and financially empowered society.

IFS's commitment to innovation and digitalization significantly impacts society by enhancing financial inclusion and access to services for underserved Peruvians. By building the largest payments ecosystem in Peru, we aim to improve customer experience and bring banking services to the unbanked. Our affordable, efficient, and digital payment products have transitioned millions from cash-based transactions to formal financial services accessible via mobile phones and digital



technologies. Our continuous innovation has transformed lives through contactless payments, QR codes, self-service solutions, integrated ERPs, and mobile sales terminals. These tools enable small businesses to meet the demands of the evolving digital world. We harness technology to unlock financial access and stability for all, ensuring that every Peruvian benefits from our advancements in financial services.

In 2024, we achieved:

**12%**  
increase in the number of Peruvians with access to Interbank's products, further reinforcing our role in promoting more access and usability of financial products in the Peruvian financial system.

**17%**  
increase in the number of digital customers.

Interbank	2023	2024	Target
% digital customers Retail	75.33%	81.89%	2024: 80% 2026: 90%



# Ethics, transparency, and compliance

## Business case

At IFS, we recognize that ethics, transparency and compliance are essential for achieving long-term sustainability and maintaining trust with our stakeholders. By fostering a culture of integrity, strengthening governance, and implementing advanced risk management practices, we position ourselves as a trusted partner in the financial services industry.

Our proactive approach to ethics and compliance:

- Mitigates risks and safeguards our reputation.
- Enhance stakeholder confidence, ensuring that we remain resilient in a rapidly changing global landscape.
- Aligns employees conduct with corporate values, nurturing an environment of accountability and integrity.
- Strengthens our competitive advantage, by attracting and retaining clients, partners, and top talent.
- For financial institutions like ours, trust and transparency are indispensable to enhance stakeholder loyalty, positioning us as a reliable and socially responsible institution in an increasingly complex market landscape.

Finally, robust compliance measures are implemented considering the complex regulatory landscape, aiming to reinforce decision-making processes. This is crucial for safeguarding the reputation of organizations, as today any questionable conduct can cause significant and irreparable reputational damage.

## Strategy

At IFS and our subsidiaries, we are committed to ensuring that directors, employees, suppliers, customers, and stakeholders uphold ethical behavior, regardless of their role or location. Our approach prioritizes not only what we do but also how we do it. Our Code of Ethics defines clear principles and values, offering practical guidance to promote consistency, transparency and integrity across the organization.



Our strategy is centered on fostering a culture of ethics and values, underpinned by three key pillars:

## Governance

We have established a strong governance structure, with clearly defined roles and responsibilities, supported by reporting mechanisms to encourage accountability and facilitate ethical decision-making at all levels of the organization. This structure is documented in our Code of Ethics and policies. To this end, our policies are regularly reviewed to reflect the fast-changing context in which we operate, ensuring compliance with best practices and regulatory requirements. Our governance structure includes oversight of compliance programs at each subsidiary, all of which are approved by their respective Boards of Directors.

## Risk management

IFS conducts comprehensive risk assessments to proactively identify, evaluate, and mitigate potential compliance risks associated with its processes, products, and services. A comprehensive risk management framework enables IFS to proactively prevent and mitigate potential compliance risks and non-compliance incidents

Innovation plays a key role in our risk management strategy. We leverage advanced technology and data analytics to enhance monitoring of high-risk clients, automate compliance processes for greater efficiency, and optimize risk management efforts across all subsidiaries. Our subsidiaries actively contribute to this effort through ongoing improvement initiatives and regular quality assurance reviews. As part of the ongoing digital transformation, we continue to invest in technological solutions that improve efficiency and reinforce compliance.

## Culture

At IFS, “tone at the top” is a cornerstone of our strong ethical culture. Our leadership actively demonstrates ethical values through visible participation in workshops and corporate communications. By consistently reinforcing ethical values, leaders foster an environment where integrity is embedded in daily operations.

To sustain this culture, we provide regular, mandatory, and specialized training programs to all employees. These programs enhance awareness, provide practical guidance, and strengthen employee commitment to our Code of Ethics. By nurturing a culture of integrity and accountability, we ensure that ethics remain a cornerstone of our organizational identity.

## Metrics

We measure the effectiveness of our Ethics and Compliance Program through key performance indicators, including training participation rates.

IFS	2023	2024	Target 2025-2026
% of employees who participate in the training program.	100%	100%	100%

Our continued focus on achieving full participation underscores our unwavering commitment to upholding the highest standards of ethics and compliance across the organization.



# Exhibit 2: Our Journey in Numbers

## Our social indicators

Notes:

- NA indicates that the information is not applicable to this subsidiary for a specific period. Izipay has been part of IFS Inc. since 2022.
- ND indicates that the information is not available, primarily because the subsidiary did not track the indicator during a given period.

### Labor practices indicators

#### Workforce breakdown: Gender

Breakdown of the workforce by gender (%)	Interbank	Interseguro	Inteligo	Izipay	Total - IFS
Women in the workforce	56.73%	64.99%	58.41%	40.03%	56.78%
Women in all management positions	52.48%	57.14%	45.56%	50.76%	52.45%
Women in junior management	53.77%	60.99%	52.17%	53.57%	54.92%
Women in middle management	50.31%	36.36%	55.00%	50.00%	50.00%
Women in top management	45.45%	43.48%	38.30%	46.88%	43.45%
Women in STEM related positions	24.12%	24.83%	38.81%	29.92%	26.32%
Women in management positions in revenue-generating functions	58.74%	62.92%	25.00%	60.00%	57.98%



Workforce breakdown: Race/Ethnicity & Nationality

Breakdown of the workforce by Nationality	Interbank	Interseguro	Inteligo	Izipay	Total - IFS
Peruvian	99.35%	99.13%	72.57%	98.74%	98.21%
Venezuelan	0.24%	0.71%	0.29%	1.10%	0.37%
Colombian	0.09%	0.08%	0.88%	0.16%	0.13%
Argentinian	0.17%	0.00%	0.59%	0.00%	0.15%
Chilean	0.02%	0.00%	0.29%	0.00%	0.02%
Brazilian	0.05%	0.00%	0.00%	0.00%	0.04%
Other nationalities	0.02%	0.00%	24.78%	0.00%	0.99%

Share in all management positions (junior, middle, top) by nationality	Interbank	Interseguro	Inteligo	Izipay	Total - IFS
Peruvian	97.88%	93.75%	68.60%	98.73%	95.43%
Venezuelan	0.12%	6.25%	0.00%	0.00%	0.19%
Colombian	0.59%	0.00%	2.33%	1.27%	0.78%
Argentinian	0.59%	0.00%	2.33%	0.00%	0.68%
Chilean	0.12%	0.00%	1.16%	0.00%	0.19%
Brazilian	0.24%	0.00%	0.00%	0.00%	0.19%
Other nationalities	0.12%	0.00%	24.42%	0.00%	2.14%

Workforce breakdown: age

Breakfown of the workforce by age	Interbank	Interseguro	Inteligo	Izipay	Total - IFS
18-25	22.04%	3.77%	7.08%	2.51%	17.28%
26-35	45.21%	35.87%	38.35%	42.02%	43.32%
36-45	22.44%	38.38%	32.74%	30.93%	25.85%
>46	10.32%	21.98%	21.83%	24.49%	13.56%



Workforce breakdown: Minority workforce

Minority workforce	Interbank	Interseguro	Inteligo	Izipay	Total - IFS 2024
Empleados con discapacidad	0.11%	0.24%	0.59%	0.78%	<b>0.20%</b>
Empleados LGTBQI+	3.22%	3.45%	1.47%	5.18%	<b>3.33%</b>

Gender Pay indicators

Wage ratio women/men	Interbank	Interseguro	Inteligo	Izipay	Total - IFS 2024
Executive level (base salary only)	0.93	0.88	1.06	0.70	<b>0.91</b>
Executive level (base salary + other cash incentives)	0.81	0.84	0.11	0.69	<b>0.77</b>
Management level (base salary only)	1.05	0.85	0.90	0.89	<b>1.00</b>
Management level (base salary + other cash incentives)	1.04	0.84	0.90	0.90	<b>0.99</b>
Non-management level (base salary only)	0.71	0.89	0.957	0.98	<b>0.77</b>

Human Capital Management Indicators

Training and development input

Training and development	Interbank	Interseguro	Inteligo	Izipay	Total - IFS
Average hours per FTE of training and development (#)	28.13	47.69	42.95	13.93	<b>30.57</b>
Average amount spent per FTE of training and development (\$/)	576.80	401.08	2,180.69	897.01	<b>637.87</b>

Average hours per FTE of training and development   Gender	Interbank	Interseguro	Inteligo	Izipay	Total - IFS
Men	26.75	47.2	36.65	13.22	<b>28.19</b>
Woman	29.18	48	47.44	15.00	<b>32.37</b>



Average hours per FTE of training and development   Age	Interbank	Interseguro	Inteligo	Izipay	Total - IFS
18-25	68.08	114.97	61.29	26.38	69.04
26-35	18.32	55.05	50.53	12.21	23.52
36-45	15.03	39.32	36.56	14.32	21.40
>46	14.30	29.96	33.28	15.12	19.39

Average hours per FTE of training and development   Management level	Interbank	Interseguro	Inteligo	Izipay	Total - IFS
Top Management	1.55	0.39	0.36	27.69	6.04
Middle Management	42.26	0.54	2.41	23.76	33.41
Junior Management	15.53	0.03	1.99	18.27	12.75

Average hours per FTE of training and development   Nationality	Interbank	Interseguro	Inteligo	Izipay	Total - IFS
Peruvian	28.17	46.25	35.27	13.96	23.12
Venezuelan	22.31	23.68	19.00	12.43	13.77
Argentinian	22.06	0.00	11.25	0.00	20.40
Colombian	25.66	26.50	9.13	4.50	16.90
Brazilian	13.67	0.00	0.00	0.00	13.67
Other nationalities	23.50	671.60	66.70	0.00	63.23

Hiring

Total number of new employee hires	2021	2022	2023	2024
Interbank	950	1453	1538	1999
Interseguro	490	645	929	890
Inteligo	62	64	40	55
Izipay	NA	188	106	117
Total – IFS	1502	2350	2613	3631



New employee hires by gender		2021	2022	2023	2024
Interbank	Men	45,47%	43,84%	45,97%	43,67%
	Women	54,53%	56.16%	54.03%	56.33%
Interseguro	Men	34.08%	37.36%	36.06%	34.52%
	Women	65.92%	62.64%	63.94%	65.48%
Inteligo	Men	48.39%	45.31%	30.00%	45.45%
	Women	51.62%	54.69%	70.00%	54.55%
Izipay	Men	NA	61.70%	64.15%	58.97%
	Women	NA	38.30%	35.85%	41.03%
Total – IFS	Men	42.65%	42.53%	42.94%	41.75%
	Women	58.12%	56.47%	57.06%	58.25%

Open positions filled by internal candidates		2021	2022	2023	2024
Interbank		23.76%	23.40%	29.76%	21.39%
Interseguro		20.66%	6.79%	3.09%	5.62%
Inteligo		12.68%	11.36%	9.43%	15.38%
Izipay		NA	7,14%	12.50%	12.03%
Total – IFS		22.96%	17.68%	20.19%	17.8%

Open positions filled by internal candidates by employee level	Interbank	Interseguro	Inteligo	Izipay	Total - IFS 2024
Top management	0.00%	0.00%	0.00%	0.00%	0.00%
Middle management	3.68%	0.00%	10.00%	6.25%	3.55%
Junior managment	12.68%	26%	0.00%	6.25%	13.39%



Open positions filed by international candidates by nationality	Interbank	Interseguro	Inteligo	Izipay	Total - IFS 2024
Peruvian	544	49	4	15	612
Venezuelan	0	1	0	1	2
Argentinian	0	0	0	0	0
Colombian	0	0	0	0	0
Brazilian	0	0	0	0	0
Other nationalities	0	0	6	0	6

Open positions filled by internal candidates by age	Interbank	Interseguro	Inteligo	Izipay	Total - IFS
18-25	12.13%	40%	20.00%	0.00%	14.19%
26-35	65.26%	42%	60.00%	81.25%	63.71%
36-45	18.93%	12%	20.00%	18.75%	18.39%
>46	3.68%	6%	0.00%	0.00%	3.71%

Average Hiring cost per FTE (S/)	2021	2022	2023	2024
Interbank	446.8	558.70	633.95	1,125.07
Interseguro	1422.78	3049.59	973.75	911.75
Inteligo	608.47	589.45	2150.78	4,286.21
Izipay	NA	221.46	260.24	313.38
Total – IFS	826.02	1104.80	1004.68	1659.10

Employee turnover rate

Employee turnover rate	2021	2022	2023	2024
Interbank	19.14%	23.81%	22.90%	28.46%
Interseguro	43.03%	57.98%	57.40%	42.94%
Inteligo	13.69%	17.80%	12.46%	17.11%
Izipay	NA	13.79%	23.46%	16.80%
Total – IFS	21.53%	26.62%	27.34%	29.30%



Voluntary employee turnover rate	2021	2022	2023	2024
Interbank	12.10%	16.89%	15.02%	16.77%
Interseguro	27.50%	44.19%	43.88%	42.94%
Inteligo	10.42%	9.79%	9.79%	11.50%
Izipay	NA	8.70%	9.10%	11.62%
Total – IFS	13.72%	19.03%	18.38%	20.06%

Employee turnover rate by gender	Interbank	Interseguro	Inteligo	Izipay	Total - IFS
Men	26.95%	45.52%	13.48%	17.02%	27.65%
Woman	29.61%	41.55%	19.70%	16.47%	30.55%

Employee turnover rate by age	Interbank	Interseguro	Inteligo	Izipay	Total - IFS
18–25	33.79%	91.67%	25.00%	50.00%	35.70%
26–35	33.31%	58.64%	24.62%	21.27%	35.25%
36–45	19.51%	34.56%	13.51%	15.74%	22.19%
>46	15.31%	23.57%	6.76%	7.05%	15.65%

Rate of employee turnover by employee level	Interbank	Interseguro	Inteligo	Izipay	Total - IFS 2024
Top and senior management	16.67%	0.00%	8.51%	15.63%	11.90%
Middle and junior management	16.98%	27.27%	5.00%	6.82%	14.53%
Non – management positions	15.73%	7.09%	8.70%	19.64%	14.35%

Number of employee turnover by nationality	Interbank	Interseguro	Inteligo	Izipay	Total - IFS 2024
Peruvian	1,793	545	46	107	2,491
Venezuelan	3	1	2	0	6
Argentinian	2	0	0	0	2
Colombian	0	0	0	0	0
Brazilian	0	0	0	0	0
Other nationalities	3	1	10	0	14



Employee engagement

Employee Engagement GPTW survey - score	2021	2022	2023	2024
Interbank	86.80%	87.30%	87.20%	86.90%
Interseguro	92.00%	93.00%	90.47%	92.00%
Inteligo	94.50%	94.50%	93.50%	93.90%
Izipay	NA	91.43%	90.60%	89.65%
Total – IFS	91.10%	91.56%	90.44%	90.61%

GPTW survey – % of employees who responded to the survey	2021	2022	2023	2024
Interbank	67.90%	73.91%	73.94%	79.88%
Interseguro	81.10%	98.00%	92.63%	98.16%
Inteligo	97.00%	92.60%	96.36%	94.88%
Izipay	NA	96.70%	96.20%	97.02%
Total – IFS	70.70%	79.31%	78.93%	84.36%

Occupational Health & Safety

Abstentee rate	2021	2022	2023	2024
Interbank	1.25%	1.42%	1.13%	0.90%
Interseguro	2.75%	3.27%	7.62%	0.17%
Inteligo	1.27%	2.33%	2.49%	0.03%
Izipay	NA	1.16%	0.69%	0.05%
Total – IFS	1.42%	1.65%	2.06%	0.69%

Customer Relationship

Customer Satisfaction Measurement*	2023	2024
NPS Retail Interbank	55	66

\*In 2023, we implemented a revised Net Promoter Score (NPS) methodology. Due to this methodological change, historical NPS data prior to 2023 is not directly comparable and therefore, is not included in this report. Future reports will provide trend data based on this new methodology.



Privacy Protection

Customer privacy information	Interbank	Interseguro	Inteligo	Izipay	Total - IFS
Users whose data is used for secondary purposes	78.06%	17.48%	80.79%	ND	56.86%

Breaches of customer privacy: Complaints	Interbank	Interseguro	Inteligo	Izipay	Total - IFS
Number of complaints received from third parties and verified by the company	3	0	0	0	3
Number of complaints from regulatory bodies	1	2	0	0	3

Financial Inclusion Indicators

Product	Description	Targeted clients	# Clients	#Transactions
izipayYA	Pg. [...]	Microbusinesses Low-income individuals	1 million	107 million trx
Cash Collateral Credit Card	Pg. [...]	Low-income individuals	19 123	ND
Vida Cash	Pg. [...]	Low-income individuals	18,000	6,056 policies
Rumbo	Pg. [...]	Low-income individuals	2,000	1,946 policies
MiVivienda	Pg. [...]	Low-income individuals	1381	1,381 loans

Non financial support	Description	Targeted clients	Social impact
Aprendemás	Pg. [...]	Low-income individuals Woman Microbusinesses	•2.3 million Peruvians have accessed the platform. •11 thousand women took our 'Personal Finances for Women' course. •37 thousand users took our webinars and training courses for microbusinesses and entrepreneurs
Excuela	Pg. [...]	Microbusinesses Woman	337 business were reached, impacting a total of 712 people (owners and employees)
My finances	Pg. [...]	Clients Non-Clients	3.3 million clients



# Our environmental indicators

## Emission indicators

### Scope 1 emissions

Covers direct GHG emissions from sources owned or controlled by the organization. For the year 2024, the data reported corresponds to the 4 IFS subsidiaries, reaching 100% coverage for Scope 1 emissions.

### Scope 2 emissions

They are defined as emissions derived from the consumption of electricity through the National Interconnected Systems. The information published corresponds to the 4 IFS subsidiaries, reaching 100% coverage for Scope 2 emissions by 2024.

The IFS emissions calculation process integrates international standardized protocols and methodologies: NTP ISO 14064, GHG Protocol Corporate GHG Protocol Corporate Accounting and Reporting Standard, 2006 IPCC Guidelines for National GHG Inventories (GL2006) and the IPCC Fifth Assessment Report (AR5).

Emissions- Scope 1 (tCO2eq)	2021	2022	2023	2024
Interbank	391.37	417.85	1,380.53	618.6
Interseguro	0.10	0.45	22.67	8.75
Inteligo	2.12	1.19	10.83	15.66
Izipay	NA	ND	2.61	0.95
Total – IFS	393.59	419.49	1,416.64	643.96
Data coverage (%)	100%	92%	100%	100%

Emissions – Scope 2 Location-based (t CO2eq)	2021	2022	2023	2024
Interbank	2577.97	2,869.87	3,214.99	2,478.39
Interseguro	61.2	68.84	39.96	30.41
Inteligo	76.57	83.85	117.48	102.52
Izipay	NA	ND	136.12	102.99
Total – IFS	2715.74	3,022.56	3,508.55	1,714.31
Data coverage (%)	100%	92%	100%	100%

Emissions – Scope 2 Market-based (t CO2eq)	2021	2022	2023	2024
Interbank	2577.97	2260.61	3,214.99	2,478.39
Interseguro	61.2	68.84	39.96	30.41
Inteligo	76.57	83.85	117.48	102.53
Izipay	ND	NA	136.12	102.99
Total – IFS	2715.74	2413.30	3,508.55	1,714.32
Data coverage (%)	100%	92%	100%	100%



Scope 3 emissions

These emissions are a consequence of the organization's activities and come from GHG sources that are not owned or controlled by the organization. The information published corresponds to the 4 IFS subsidiaries, reaching 100% coverage for Scope 3 emissions by 2024.

Emissions – Scope 3 (t CO2eq)	2021	2022	2023	2024
Interbank	5423.06	6791.02	5,847.89	5,803.75
Interseguro	8274.8	1855.69	569.08	417.78
Inteligo	53.18	243.72	688.18	343.45
Izipay	ND	NA	1,309.46	1,030.12
Total – IFS	13751.04	8890.43	8,414.61	7,595.10
Data coverage (%)	100%	92%	100%	100%

Scope 3 emissions detail in 2024

Emissions – Scope 3: Composition and methodology (t CO2eq)	Interbank	Interseguro	Inteligo Group	Izipay	Total – IFS	Calculation methodology and exclusions
1. Goods and services purchased	382.18	1.47	27.74	16.02	411.39	Paper and cardboard weights were calculated. Also, m <sup>3</sup> of water were calculated. MINAM's Carbon Footprint Peru emission factors were used. In the case of Inputs, the weights and units of the most used inputs were calculated. Ecoinvent emission factors were used.
2. Capital assets	0	0	0	ND	0	This source includes remote work in the case of Interbank, for which the number of hours worked was obtained through a survey of employees. An average power for each piece of equipment was used to obtain the total MWh consumed. The emission factor used was the MINAM Peru Carbon Footprint energy factor.
3. Energy and fuel-related activities (not included in scopes 1 and 2)	257.61	43.88	14.42	106.32	422.23	Ton per km traveled was calculated for the import of cards. The DEFRA 2024 emission factor was used for air travel and ground transportation in vans. In the case of cash transportation, km traveled were calculated. The emission factor used was for light-duty vehicles from IPCC 2006.
4. Transportation and upstream distribution	830.77	0	0	ND	830.77	Includes common waste from its offices and waste generated by the destruction of cards and documents in the case of Interbank. MINAM's Carbon Footprint Peru emission factors were used.



Emissions – Scope 3: Composition and methodology (t CO2eq)	Interbank	Interseguro	Inteligo Group	Izipay	Total – IFS	Calculation methodology and exclusions
5. Waste generated in operations	238.63	3.19	5.44	ND	263.28	<p>Includes business travel distances, both air and land (cabs, interprovincial buses and cars hired by Interbank), were found in kilometers, the factor used is from DEFRA, 2018. In the case of lodging, the value of nights stayed was obtained and the DEFRA 2024 factor was used.</p> <p>The distances traveled by each employee were calculated in kilometers based on a travel survey of employees, using MINAM's Carbon Footprint Peru emission factors for each type of transportation used.</p> <p>Ton per km traveled for courier transport (including goods transport), card transport and waste transport (for general waste) were calculated. The km traveled for construction waste transport was also found. The emission factors used were from DEFRA 2024 for Vans, All HGVs (average laden) and MINAM's Peru Carbon Footprint for Motorcycle.</p>
6. Business travel	674.26	158.68	166.19	99.23	1,098.36	
7. Displacement of collaborators	3,393.57	207.72	125.66	ND	3,726.95	
8. Upstream leased assets	0	0	0	ND	0	
9. Transportation and downstream distribution	26.73	2.84	4	543.06	576.62	
10. Processing of products sold	0	0	ND	ND	0	
11. Use of products sold	0	0	0	265.49	265.49	
12. End-of-life treatment of sold products	0	0	ND	ND	0	
13. Downstream leased assets	0	0	ND	ND	0	
14. Franchises	0	0	ND	ND	0	
15. Investments	ND	ND	ND	ND	ND	
Other upstream	0	0	ND	ND	0	
Other downstream	0	0	ND	ND	0	
Total	5,803.75	417.78	343.45	1,030.12	7,595.09	

ND: Not determined (Not included in the inventory).



### Energy consumption

This indicator corresponds to the consumption of electricity acquired through different operators (Peru and Central America) and direct energy consumption. This is classified as renewable and non-renewable, according to the proportion of generation by source of each of the national interconnected systems. The information published corresponds to the 4 IFS subsidiaries, reaching 100% coverage for energy consumption in 2024.

#### Non-renewable energy

Non-renewable energy consumption (MWh)	2021	2022	2023	2024
Interbank	5,689.20	4,995.90	6,925.33	5,810.47
Interseguro	135.20	191.20	86.09	106.72
Inteligo Group	172.50	243.10	280.78	253.49
Izipay	NA	225.00	292.87	164.59
Total – IFS	5,996.90	5,655.20	7,585.07	6,335.27
Data coverage (%)	100%	100%	100%	100%

#### Renewable energy

Renewable energy consumption (MWh)	2021	2022	2023	2024
Interbank	9,138.00	9,317.70	8,119.92	8,697.58
Interseguro	217.00	152.10	100.93	71.3
Inteligo Group	277.10	305.60	358.04	357.57
Izipay	NA	337.00	343.38	438.29
Total – IFS	9,632.10	10,112.40	8,922.27	9,564.74
Data coverage (%)	100%	100%	100%	100%

#### Energy consumption detail in 2024

Energy consumption (MWh)	Interbank	Interseguro	Inteligo Group	Izipay	Total – IFS
Total non-renewable energy consumed	5,810.47	106.72	253.49	164.59	6,335.27
Total renewable energy energy consumption	8,697.58	71.3	357.57	438.29	9,564.74
Total energy consumed	14,508.05	178.02	611.06	602.88	15,900.01



Water consumption

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

Water consumption (millions of m³)	2021	2022	2023	2024
Interbank	0.142	0.142	0.144	0.131
Interseguro	0.001	0.001	0.001	0.009
Inteligo Group	0.001	0.001	0.004	0.014
Izipay	NA	0.004	0.005	0.006
Total – IFS	0.145	0.148	0.153	0.160
Data coverage (%)	100%	100%	100%	100%

Waste disposal and utilization

Waste disposal – consolidated IFS

Waste disposal (metric tons)	2021	2022	2023	2024
Total waste recycled	73.056	67.997	78.595	5,018.84
a. Waste taken to landfill	8.213	10.115	542.512	979.04
b. Incinerated waste with energy recovery	0	1.21	0	0
c. Incinerated waste without energy recovery	0	0	0	0
d. Waste otherwise disposed of, specify hazardous waste landfills	0	0.1026	0.061	4.84
e. Waste with unknown disposal method	0	0	0	0
Total waste disposed of (a+b+c+d+e)	8.213	11.428	542.573	983.86
Data coverage (%)	84%	84%	100%	100%

Waste disposal detail in 2024

Waste disposal (metric tons)	Interbank	Interseguro	Inteligo Group	Izipay
Total waste recycled	114.6	1.08	1.16	4,902.00
a. Waste taken to landfill	972.04	1.56	4.36	0.06
b. Incinerated waste with energy recovery	0	0	0	0
c. Incinerated waste without energy recovery	0	0	0	0
d. Waste otherwise disposed of, specify hazardous waste landfills	0	0	0	4.84
e. Waste with unknown disposal method	0	0	0	0
Total waste disposed of (a+b+c+d+e)	972.04	2.558	4.36	4.90



# Exhibit 3:

## Frameworks and Report Standards

IFS has developed this Sustainability Report in accordance with the GRI and SASB Standards, for the period from January 1, 2024 to December 31, 2024.

GRI Standar	Content	Reference	Reasons for omission
GRI 2: General Disclosures 2021	2-1 Organizational details		
	2-2 Entities included in the organization's sustainability reporting		
	2-3 Reporting period, frequency and contact point		
	2-4 Restatements of information		
	2-5 External assurance		
	2-6 Activities, value chain and other business relationships		
	2-7 Employees		
	2-8 Workers who are not employees		Not applicable
	2-9 Governance structure and composition		
	2-10 Nomination and selection of the highest governance body		
	2-11 Chair of the highest governance body		
	2-12 Role of the highest governance body in overseeing the management of impacts		
	2-13 Delegation of responsibility for managing impacts		
	2-14 Role of the highest governance body in sustainability reporting		
	2-15 Conflicts of interest		
	2-16 Communication of critical concerns		
	2-17 Collective knowledge of the highest governance body		Not applicable
	2-18 Evaluation of the performance of the highest governance body		
	2-19 Remuneration policies		
	2-20 Process to determine remuneration		
	2-21 Annual total compensation ratio		IFS and subsidiaries do not disclose employee compensation for security and confidentiality reasons.
	2-22 Statement on sustainable development strategy		



GRI 3: Material Topics 2021	2-23 Policy commitments		
	2-24 Embedding policy commitments		
	2-25 Processes to remediate negative impacts		
	2-26 Mechanisms for seeking advice and raising concerns		
	2-27 Compliance with laws and regulations		Unavailable information
	2-28 Membership associations		
	2-29 Approach to stakeholder engagement		Unavailable information
	2-30 Collective bargaining agreements		IFS and subsidiaries respects collective bargaining as part of its commitment to human rights; however, we do not have registered labor unions.
	3-1 Process to determine material topics		
	3-2 List of material topics		
Innovation and digitalization			
GRI 3: Material Topics 2021	3-3 Management of material topics		
Ethics and Compliance			
GRI 3: Material Topics 2021	3-3 Management of material topics		
GRI 205: Anti-corruption 2016	205-1 Operations assessed for risks related to corruption		
	205-2 Communication and training about anti-corruption policies and procedures		
	205-3 Confirmed incidents of corruption and actions taken		
GRI 415: Public Policy 2016	415-1 Political contributions		
Cybersecurity and information security			
GRI 3: Material Topics 2021	3-3 Management of material topics		
GRI 418: Customer Privacy 2016	418-1 Substantiated complaints concerning breaches of customer privacy and losses of customer data		
Business resilience			
GRI 3: Material Topics 2021	3-3 Management of material topics		
GRI 302: Energy 2016	302-4 Reduction of energy consumption		
Customer Experience			
GRI 3: Material Topics 2021	3-3 Management of material topics		
GRI 417: Marketing and Labeling 2016	417-1 Requirements for product and service information and labeling		



Talent's management and inclusion			
GRI 3: Material Topics 2021	3-3 Management of material topics		
GRI 401: Employment 2016	401-1 New employee hires and employee turnover		
	401-2 Benefits provided to full-time employees that are not provided to temporary or part-time employees		
	401-3 Parental leave		
	403-1 Occupational health and safety management system		
	403-2 Hazard identification, risk assessment, and incident investigation		
GRI 403: Occupational Health and Safety 2018	403-3 Occupational health services		
	403-4 Worker participation, consultation, and communication on occupational health and safety		
	403-5 Worker training on occupational health and safety		
	403-6 Promotion of worker health		
	403-7 Prevention and mitigation of occupational health and safety impacts directly linked by business relationships		
	403-8 Workers covered by an occupational health and safety management system		
	403-9 Work-related injuries		
	403-10 Work-related ill health		
	404-1 Average hours of training per year per employee		
	404-2 Programs for upgrading employee skills and transition assistance programs		
GRI 405: Diversity and Equal Opportunity 2016	405-1 Diversity of governance bodies and employees		
	405-2 Ratio of basic salary and remuneration of women to men		
GRI 406: Non-discrimination 2016	406-1 Incidents of discrimination and corrective actions taken		
Talent's management and inclusion			
GRI 3: Material Topics 2021	3-3 Management of material topics		
GRI 201: Economic Performance 2016	201-1 Direct economic value generated and distributed		
	201-4 Financial assistance received from government		



Energy consumption

Topic	Metric	Unit of measure	Code	Reference
Commercial Banks				
Data Security	Description of approach to identifying and addressing data security risks	n/a	FN-CB-230a.2	
	Description of approach to incorporation of environmental, social and governance (ESG) factors in credit analysis	n/a	FN-CB-410a.2	
Business Ethics	Description of whistleblower policies and procedures	n/a	FN-CB-510a.2	
ACTIVITY METRIC	(1) Number and (2) value of checking and savings accounts by segment: (a) personal and (b) small business	Number, Presentation currency	FN-CB-000.A	
	(1) Number and (2) value of loans by segment: (a) personal, (b) small business, and (c) corporate	Number, Presentation currency	FN-CB-000.B	
Mortgage finance				
Lending Practices	(1) Number and (2) value of residential mortgages of the following types: (a) combined fixed- and variable-rate, (b) prepayment penalty, and (c) total	Number, Presentation currency	FN-MF-270a.1	
ACTIVITY METRIC	(1) Number and (2) value of mortgages originated by category: (a) residential and (b) commercial	Number, Presentation currency	FN-MF-000.A	
	(1) Number and (2) value of mortgages purchased by category: (a) residential and (b) commercial	Number, Presentation currency	FN-MF-000.B	
Consumer Finance				
Customer Privacy	Number of account holders whose information is used for secondary purposes	Number	FN-CF-220a.1	
Data Security	Description of approach to identifying and addressing data security risks	n/a	FN-CF-230a.3	
ACTIVITY METRIC	Number of unique consumers with an active (1) credit card account and (2) pre-paid debit card account	Number	FN-CF-000.A	
	Number of (1) credit card accounts and (2) pre-paid debit card accounts	Number	FN-CF-000.B	
Asset Management & Custody Activities				
Transparent Information & Fair Advice for Customers	Description of approach to informing customers about products and services	n/a	FN-AC-270a.3	
Incorporation of Environmental, Social, and Governance Factors in Investment Management & Advisory	Description of approach to incorporation of environmental, social and governance (ESG) factors in investment or wealth management processes and strategies	n/a	FN-AC-410a.2	
	Description of proxy voting and investee engagement policies and procedures	n/a	FN-AC-410a.3	
Business Ethics	Description of whistleblower policies and procedures	n/a	FN-AC-510a.2	
ACTIVITY METRIC	Total assets under management (AUM)	Presentation currency	FN-AC-000.A	
	Total assets under custody and supervision	Presentation currency	FN-AC-000.B	
Insurance				
Transparent Information & Fair Advice for Customers	Description of approach to informing customers about products	n/a	FN-IN-270a.4	
Incorporation of Environmental, Social and Governance Factors in Investment Management	Description of approach to incorporation of environmental, social and governance (ESG) factors in investment management processes and strategies	n/a	FN-IN-410a.2	
ACTIVITY METRIC	Number of policies in force, by segment: (1) property and casualty, (2) life, (3) assumed reinsurance	Number	FN-IN-000.A	



## **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 relating to social indicators of its subsidiary companies: Interbank, Interseguro, Inteligo, and Izipay included in the report "Our social indicators"; this is part of a public report of the Company for the application to the Corporate Sustainability Assessment of the Dow Jones Sustainability Index 2025. The verified social indicators are attached to this Report and correspond to the year ending December 31, 2024.

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 2024. Consequently, we do not express an opinion or conclusion on this information.

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

In the preparation of the limited assurance engagement on the 11 social indicators of Interbank, Interseguro, Inteligo, and Izipay included in the document: "Our social indicators," the Company applied the requirements established in the Corporate Sustainability Assessment (CSA) Methodology<sup>1</sup> and guidelines specified by the Company.

### **Responsibilities of the Company**

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

### **Pacific Corporate Sustainability Responsibilities**

Our responsibility is to express a limited assurance conclusion on the Social Indicators based on our review.

PCS's commitment to impartiality, integrity, objectivity, confidentiality and quality assurance is set out in its policies, management procedures, and structure, including information management by 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 assessing the risk of material errors due to fraud or error. 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 to the International Standard on Quality Control. This standard certifies that Pacific Corporate Sustainability performs audits and reviews of financial statements, assurance assignments, and related services; Pacific Corporate Sustainability maintains a comprehensive quality control system that includes documented policies and procedures concerning compliance with ethical requirements, professional standards, and applicable legal and regulatory requirements.

### **Description of the procedures performed**

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<sup>1</sup> To perform the independent limited assurance engagement, Pacific Corporate Sustainability has applied the requirements established in the Corporate Sustainability Assessment 2024 (CSA) Methodology.



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

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

Our limited assurance engagement consisted of inquiries primarily directed to those responsible for preparing the 11 social indicators of Interbank, Interseguro, Inteligo, and Izipay, as reported in the document "Our Social Indicators" and related information; additionally, we applied analytical and other procedures deemed appropriate.

During the assurance process, no matters have been identified that raise substantial doubts regarding the veracity of the information presented by the subsidiaries of InterCorp Financial Services in the document "Our social indicators." The procedures performed, which are less extensive in nature and timing than those of a reasonable assurance engagement and did not include testing of controls or verification of data aggregation/calculation within IT systems, provide a limited basis to conclude that the reported information is presented truthfully, in all material respects, in accordance with the established criteria.

Due to the inherent limitations of a limited assurance engagement, our work was not designed to detect all weaknesses in internal controls or guarantee absolute accuracy. This report is intended solely for the use of InterCorp Financial Services Subsidiaries's management and may not be suitable for any other purpose.

**Our procedures mainly included:**

- Interviews will be conducted with the people responsible for the information of the indicators for each subsidiary to understand the activities carried out and the processes used to collect information.
- Review and analysis of the relevant quantitative and qualitative information of the 11 social indicators of Interbank, Interseguro, Inteligo, and Izipay reported in: "Our social indicators."
- Perform recalculations based on sampling to have greater certainty of the reported indicators.
- Identify and report material errors and/or discrepancies that would prevent a statement of assurance.
- Verify that discrepancies have been adjusted.

**Conclusion**

Based on our procedures and the evidence obtained, we are not aware of substantial modifications that need to be made to the 11 social indicators of Interbank, Interseguro, Inteligo, and Izipay reported in the document: "Our social indicators" to and for the period ending December 31, 2024, to be by the criteria established by the Corporate Sustainability Assessment (CSA) Methodology and guidelines specified by the client.



Lima, Peru  
March 20, 2025



**Diana Via Aronez**  
Head of Sustainability

PACIFIC CORPORATE SUSTAINABILITY  
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Verified social indicators for Interbank, Interseguro, Inteligo & Izipay.

Table 1: Social Indicators

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



		Rate of internal hires by age.
		Rate of internal hires by management level.
	7. Employee turnover rate	Employee turnover rate.
		Voluntary employee turnover rate.
		Employee turnover rate by gender.
		Employee turnover rate by age.
		Employee turnover rate by management level.
		Employee turnover rate by nationality.
	8. Trend of employee engagement	Employee engagement.
		Employee engagement data coverage.
		Percentage of employees engaged by gender.
		Percentage of employees engaged by age.
Occupational Health & Safety indicators	9. Absentee Rate	Absentee Rate.
Customer relationship management indicators	10. Customer relationship management	Satisfaction measurement.
		Data coverage.
Customer privacy information indicators	11. Customer privacy information	Personal information for secondary purposes (%).
		Breaches of Customer Privacy – outside parties' complaints.
		Breaches of Customer Privacy – complaints from regulatory bodies.



## ASSURANCE STATEMENT OF SGS DEL PERÚ S.A.C. REGARDING THE ENVIRONMENTAL INDICATORS OF INTERCORP FINANCIAL SERVICES INC.

### NATURE AND SCOPE OF INSURANCE

SGS DEL PERÚ S.A.C. (SGS) was contracted by INTERCORP FINANCIAL SERVICES INC. (IFS) to carry out an independent assurance of its Environmental Indicators (Greenhouse Gas Emissions Scope 1, 2 and 3) for the period 2024. The information presented in the "2024 Carbon Footprint Reports" is the responsibility of IFS. SGS has not been involved in the preparation of any materials. Our responsibility is to review the text, data, graphics and statements, within the scope of the assurance, with the intent of informing all IFS stakeholders.

The SGS Group has developed a set of protocols for Sustainability Assurance based on the best practices given on this occasion by the ISAE3000 assurance standard.

The assurance included the verification of the Environmental Indicators: GHG Emissions, which came from the "2024 Carbon Footprint Reports of Interbank, Interseguro, Inteligo and IZIPAY" which in turn have been previously verified by an independent third party in audits carried out between February and March 2025

### INTENDED USERS OF THIS VERIFICATION STATEMENT

This Verification Statement is provided with the intent to inform all IFS Stakeholders.

### RESPONSIBILITIES

The information contained in the Report and its presentation are the responsibility of the Sustainability Sub-Management or IFS's governing body. SGS has not been involved in the preparation of any of the materials included in the report. Our responsibility is to express an opinion on the text, data, graphics and statements within the scope of verification with the intent to inform all IFS stakeholders.

### ASSURANCE STANDARDS, TYPE AND LEVEL OF ASSURANCE

The SGS sustainability assurance protocols used to carry out the Verification are based on internationally recognised assurance guidelines and standards contained in the ISAE3000 series of standards.

The objective is to evaluate the quality, reliability and accuracy of the specified performance information. This assurance includes the accuracy of the Environmental Indicators of Greenhouse Gas Emissions

The assurance of its report has been carried out in accordance with:

Standard Verification Options		Level of Verification
B	ISAE3000	Limited

Assurance has been carried out at a limited level

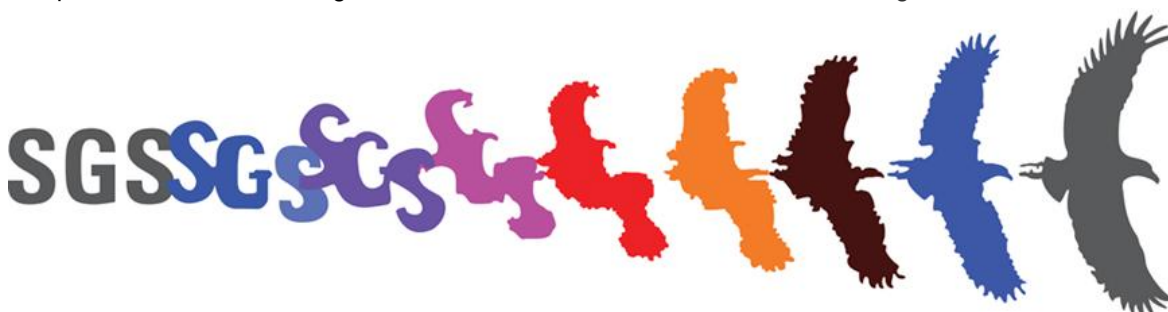
The procedures performed for a Limited Assurance vary in nature and time and are performed in a shorter time than for a Reasonable Assurance job. Accordingly, the level of assurance obtained for a limited assurance is substantially lower than that which would have been obtained if it had been made with a reasonable Assurance.

### ASSURANCE METHODOLOGY

The Verification comprised a combination of pre-verification research, interviews with relevant employees, review of documentation and records, and evaluation of the report; carried out into the verification of the inventory of greenhouse gases for each company part of IFS. Therefore, the values already verified by SGS described in Declaration Opinion No. PE25/00000111; PE25/00000112, PE25/00000113 and No. PE25/00000118 have been taken as reference and reorganized according to GHG Protocol, which carried out the verification audit in hybrid form in March 2025.

### DECLARATION OF INDEPENDENCE AND COMPETENCE

The SGS Group is the global leader in inspection, analysis and verification, operating in more than 140 countries and providing services including management system certification; audits and training on quality, environmental, social and ethical issues; Assurance of sustainability reporting and verification of greenhouse gases. SGS del Perú affirms its independence from IFS, being free from bias and conflicts of interest with the organization and stakeholders.





# ASSURANCE STATEMENT



The assurance team was chosen based on knowledge, experience, and qualifications for this task; and was composed of two people trained in Sustainability Reporting Assurance. The Lead Auditor has the following experience: Environmental Management System, Quality, Occupational Health and Safety, Social Responsibility Systems-SA8000/Smeta. She is also a Lead Auditor of Sustainability Reporting, Greenhouse Gas Verifier and Water Footprint Auditor.

## SPECIFIED PERFORMANCE INFORMATION AND IN-SCOPE DISCLOSURES

Verification of Environmental Indicators: Greenhouse Gas Emissions Scope 1, 2 and 3, in Interbank, Interseguro, Inteligo and IZIPAY.

## SCOPE OF ASSURANCE AND REPORTING

The scope of the verification included the assessment of the quality, accuracy and reliability of the performance information, which is as follows:

### IFS Operational Limits:

An Operational Control consolidation approach has been used

- **BANCO INTERNACIONAL DEL PERÚ S.A.A (INTERBANK):**
  - 164 sites including 11 administrative headquarters in Lima.
- **INTERSEGURO COMPAÑÍA DE SEGUROS S.A.:**
  - Main Office at Javier Prado Este 492 Avenue, San Isidro
  - Real Plaza Chiclayo: Miguel de Cervantes 300 Avenue
  - Real Plaza Arequipa: Ejercito 1009, local 123 Avenue
- **INTELIGO GROUP CORP, and each of its subsidiaries (Inteligo Bank, Inteligo SAB, Inteligo USA, Inteligo Perú Holdings and interfondos, jointly "Inteligo Group or Inteligo):**
  - Ricardo Rivera Navarrete N° 501, piso 21 Avenue San Isidro, Lima- Perú
  - Additionally: Inteligo BANK has 2 offices in the Bahamas and Panama; Inteligo USA with 1 office in New York; Inteligo SAB with 3 offices, the main one in Lima and 1 in Arequipa.
- **PROCESOS DE MEDIOS DE PAGO S.A. (IZIPAY):**
  - Jorge Chávez 275, floor 6 y 7 Avenue Miraflores; Calle Porta 111, floor 7 y 8 – Miraflores (2 administrative offices in Lima and 17 regional offices distributed throughout the country.)

Whose scope of the organization is:

- **BANCO INTERNACIONAL DEL PERÚ S.A.A (INTERBANK):** Banking, Finance & Insurance
- **INTERSEGURO COMPAÑÍA DE SEGUROS S.A.:** Life Insurance and Annuities
- **INTELIGO:** Financial & Wealth Management
- **PROCESOS DE MEDIOS DE PAGO S.A. (IZIPAY):** Payments Channels

## RESULTS AND CONCLUSIONS

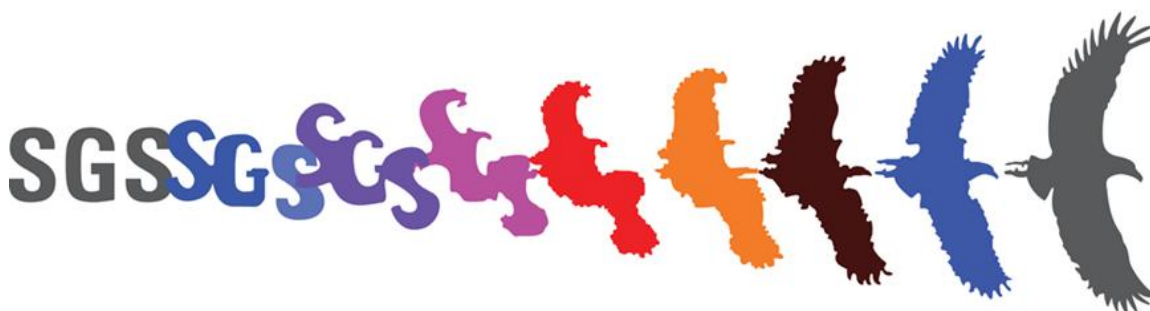
### ASSURANCE OPINION

On the basis of the methodology described and the verification work carried out, nothing has come to our attention that would lead us to believe that the specified performance information contained in the "2024 Carbon Footprint Reports" included in the scope of assurance is not expressed in a fair, reliable, accurate manner and has not been prepared, in all material respects, in accordance with the reporting criteria. The assurance team believes that the report can be used by IFS stakeholders.

After reviewing the IFS 2024 Environmental Indicators, the following results were verified:

### IFS GREENHOUSE GAS EMISSIONS 01/01/2024 to 12/31/2024

ENTERPRISE	TYPE OF EMISSIONS	Tonnes of CO <sub>2</sub> eq
<b>INTERBANK</b>	Direct GHG emissions  of (Scope 1)	618.60 ton CO <sub>2</sub> eq
	Indirect GHG emissions (Scope 2 – Location Based)	2,478.39 ton CO <sub>2</sub> eq
	Other Indirect GHG emissions (Scope 3)	5,803.75 ton CO <sub>2</sub> eq
	<b>Total Interbank</b>	<b>8,900.75</b>





# ASSURANCE STATEMENT



<b>INTERSEGURO</b>	Direct GHG emissions of (Scope 1)	8.75 ton CO <sub>2</sub> eq
	Indirect GHG emissions (Scope 2 – Location Based)	30.41 ton CO <sub>2</sub> eq
	Other Indirect GHG emissions (Scope 3)	417.79 ton CO <sub>2</sub> eq
	<b>Total Interseguro</b>	456.95
<b>IZIPAY</b>	Direct GHG emissions of (Scope 1)	0.95 ton CO <sub>2</sub> eq
	Indirect GHG emissions (Scope 2 – Location Based)	102.99 ton CO <sub>2</sub> eq
	Other Indirect GHG emissions (Scope 3)	1,030.12 ton CO <sub>2</sub> eq
	<b>Total IZIPAY</b>	1,134.06
<b>INTELIGO</b>	Direct GHG emissions of (Scope 1)	15.67 ton CO <sub>2</sub> eq
	Indirect GHG emissions (Scope 2 – Location Based)	102.53 ton CO <sub>2</sub> eq
	Other Indirect GHG emissions (Scope 3)	343.44 ton CO <sub>2</sub> eq
	<b>Total INTELIGO</b>	461.64
	<b>Total Scope 3</b>	7,595.09

Additional Scope 3 is shown according to the categorization of the GHG Protocol

2024						
CSA 2.4.3	Unit	Interbank	Interseguro	Inteligo Group	Izipay	IFS
1. Goods and services purchased	Ton CO <sub>2</sub> eq	382.18	1.47	27.74	16.02	411.39
2. Capital assets	Ton CO <sub>2</sub> eq	0	0	0	ND	0
3. Energy and fuel-related activities (not included in scopes 1 and 2)	Ton CO <sub>2</sub> eq	257.61	43.88	14.42	106.32	422.23
4. Transportation and upstream distribution	Ton CO <sub>2</sub> eq	830.78	0	0	ND	830.77
5. Waste generated in operations	Ton CO <sub>2</sub> eq	238.63	3.19	5.44	ND	263.28
6. Business travel	Ton CO <sub>2</sub> eq	674.25	158.68	166.19	99.23	1098.36
7. Displacement of collaborators	Ton CO <sub>2</sub> eq	3393.57	207.72	125.66	ND	3726.95
8. Upstream leased assets	Ton CO <sub>2</sub> eq	0	0	0	ND	0
9. Transportation and downstream distribution	Ton CO <sub>2</sub> eq	26.73	2.841	4	543.06	576.62
10. Processing of products sold	Ton CO <sub>2</sub> eq	0	0	ND	ND	0
11. Use of products sold	Ton CO <sub>2</sub> eq	0	0	ND	265.49	265.49
12. End-of-life treatment of sold products	Ton CO <sub>2</sub> eq	0	0	ND	ND	0
13. Downstream leased assets	Ton CO <sub>2</sub> eq	0	0	ND	ND	0
14. Franchises	Ton CO <sub>2</sub> eq	0	0	ND	ND	0
15. Investments	Ton CO <sub>2</sub> eq	ND	ND	ND	ND	0
Other upstream	Ton CO <sub>2</sub> eq	0	0	ND	ND	0
Other downstream	Ton CO <sub>2</sub> eq	0	0	ND	ND	0
Total	Ton CO <sub>2</sub> eq	5803.75	417.781	343.45	1030.12	7595.093





# ASSURANCE STATEMENT

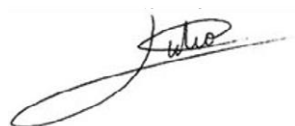
The SGS logo is located in the top right corner. It consists of the letters 'SGS' in a bold, grey, sans-serif font. A thin orange vertical line is positioned to the right of the letters, and a thin orange horizontal line is positioned below the letters, forming a partial frame.

## QUALITY AND RELIABILITY OF SPECIFIED PERFORMANCE INFORMATION.

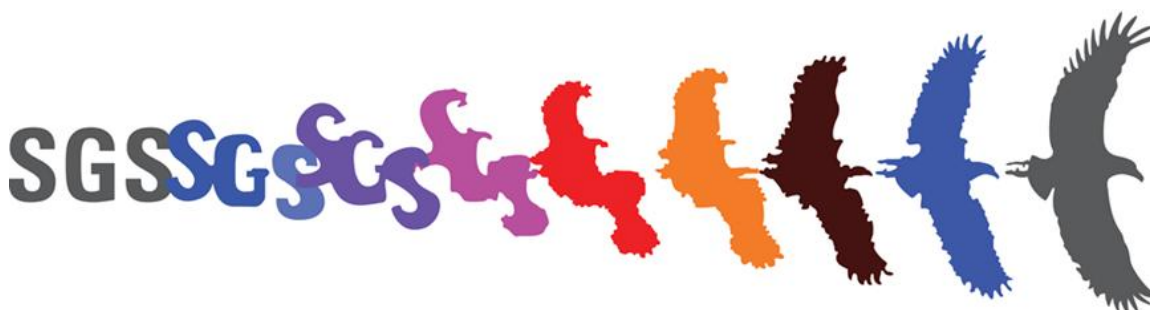
- The verified data has been additionally reviewed by SGS during the 2024 Carbon Footprint verification audit for INTERBANK, INTERSEGURO, INTELIGO AND IZIPAY.
- For each company, (which in some cases includes various sites and/or other companies) mentioned, the emissions/removals and scope and exclusions are detailed in their respective third-party verified GHG reports and/or declarations.

**Pamela Castillo Rubiños**  
Lead Auditor - Report Assurance

Technical Review – Fanny Valencia

A handwritten signature in black ink, appearing to read 'Julio', is located above the contact information for Julio Ubarnes Pinto.

**Julio Ubarnes Pinto**  
22 de abril del 2025  
SGS del Perú S.A.C.  
Av. Elmer Faucett N° 3348 - Urb. Bocanegra, Callao, Lima, Perú  
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## Responsible Business Strategy 2024

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