

## IFS CONSOLIDATED CUSTOMER SATISFACTION INDICATORS

Customer satisfaction index calculation based on the weighting average of revenue by subsidiary.

### Consolidated Customer Satisfaction Index

	Customer Satisfaction Index (%) (Satisfied customers/total customers responding to the survey x100)			
Subsidiary	2017	2018	2019	2020
Interbank	51.50%	62.00%	58.50%	64.50%
Interseguro	86.00%	49.90%	59.65%	59.65%
Intéligo	54.00%	61.00%	57.50%	57.50%
Customer satisfaction IFS Consolidates (Weighting average*)	<b>57%</b>	<b>60%</b>	<b>59%</b>	<b>64%</b>

\* Weighting average was conducted based on the revenue of each subsidiary.

### Coverage by number of customers

	Coverage Rate (customers surveyed, whether or not they responded/total customers x 100)			
Subsidiary	2017	2018	2019	2020
Interbank	100%	100%	100%	100%
Interseguro	100%	100%	100%	100%
Intéligo	99.36%	99.57%	99.90%	99.88%
Weighting*	<b>99.98%</b>	<b>99.99%</b>	<b>100%</b>	<b>100%</b>

\* Weighting was conducted based on the number of customers of each subsidiary.