

# FACT SHEET Q1'19

**Genera** is the entrepreneurial group leader of financial inclusion at the underserved segment. It has been working for over 28 years to bring opportunities that promote the development of people and their communities.

Through its companies offers financial services –loans, savings, insurance, payment channels and remittances– adequate and accessible for people, accompanied by financial education programs and client protection.

	Clients	<b>3,458,065</b>
	Portfolio (million)	<b>Ps. 35,534</b>
	Net income (million)	<b>Ps. 838</b>
	Non-performing loans	<b>3.04%</b>
	ROAE	<b>18.1%</b>
	ROAA	<b>6.4%</b>
	Employees	<b>21,881</b>
	Branches	<b>739</b>
	Banking Branches	<b>206</b>
	Coverage	<b>Mexico, Peru and Guatemala</b>



## Companies



Financial institution with over 28 years of experience that offers loans, insurance, savings, payment channels and remittances for entrepreneurs in Mexico

**Clients:** 2,500,836  
**Portfolio:** Ps. 22,703 million  
**Non-performing loans:** 3.07%



Financial entity that offers loans, insurance and savings for entrepreneurs in Peru.

**Clients:** 627,315  
**Portfolio:** Ps. 12,216 million  
**Non-performing loans:** 2.89%



Insurance agent specialized in serving the needs of the underserved segment. It is the result of a strategic alliance between Genera and INTERprotección.

**Active life insurance policies:** 5.3 million  
**Claims:** 27,176



Non-profit organization that inspires and encourages social vocation through the culture of volunteering, donation, support in contingencies and education

**Beneficiaries:** Over 16,000 people



Institution that offers loans and insurance for entrepreneur women in Guatemala.

**Clients:** 99,020  
**Portfolio:** Ps. 615  
**Non-performing loans:** 5.01%



Banking correspondent administrator that provides access to financial transactions, payment of services and purchase of airtime, reaching places where banking infrastructure is limited or non-existent.

**Active brokers:** 3,500  
**Operations:** 3.9 million  
**Financial operations:** 1.4 million



Payer of family remittances that provides service in a convenient, reliable and safe way.

**Amount paid in Mexican pesos:** Ps. 5,800 million



Innovation laboratory that creates in collaboration with the entrepreneurial ecosystem solutions for financial inclusion.