

FACT SHEET Q2'19

Genera boost client's dreams by attending its financial necessities with human sense. 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	3,586,697
	Portfolio (million)	Ps. 36,830
	Non-performing loans	3.01%
	Net income (million)	Ps. 720
	ROAE	15.2%
	ROAA	5.5%
	Banking Branches	201
	Branches	738
	Employees	22,210
	Coverage	Mexico, Peru and Guatemala

Companies



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

Clients: 2,567,332
Portfolio: Ps. 23,468 million
Non-performing loans: 2.93%



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

Clients: 649,702
Portfolio: Ps. 12,767 million
Non-performing loans: 3.03%



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: 6.8 million
Claims: 34,967



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

Beneficiaries: Over 10,000 people



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

Clients: 98,499
Portfolio: Ps. 595 million
Non-performing loans: 5.46%



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: 3,659
Operations: 4.3 million
Financial operations: 1.5 million



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

Amount paid in Mexican pesos: Ps. 7,250 million



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