



Annual and Sustainability Report

2024



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## Letter from our Chairmen

GRI 2-22

For more than three decades, at Gentera we have been faithful to our commitment to provide inclusion opportunities for millions of people in Mexico and Peru, through convenient financial services that generate human, social and economic value in their lives (Total Value).

As this annual report reflects, 2024 has been one of the best years in Gentera's history. We are proud to confirm that placing the person at the center of our actions is not only our great differentiator, but also the basis of our success and the results obtained.

We are deeply grateful to our employees, who, with their experience, service-based leadership, and the daily practice of our Philosophy, have made it possible for us to continue fulfilling our Purpose: To boost our clients' dreams. Every action and decision of our teams contributes to keeping us a solid group of companies and close to the needs of those we serve.

Our strength and strategic focus allow us to aspire to a future full of achievements, where we can continue to be better for those who we are privileged to serve.

We appreciate the continued trust, support, and collaboration of all those who contributed to the results achieved by Gentera and its companies in 2024, which undoubtedly, have a positive impact on the societies of Mexico and Peru.

### **Carlos Labarthe and Carlos Danel**

Chairmen of Gentera



## Letter from our CEO

GRI 2-22

It is an honor for me to share with you that 2024 has been, once again, a year of growth and achievements for Gentera and its companies. This year we remained focused on generating value for each of our stakeholders. I am proud of the results we have achieved as a team, and how we continue to be a solid, committed organization with a clear strategy.

**FOR THE THIRD YEAR IN A ROW, WE HAVE SURPASSED ALL OUR INDICATORS, BREAKING NEW ALL-TIME HIGHS.**

The transformation of Gentera continues to be key in our history. In 2024, we experienced a digital acceleration, changes in the economic and political environment, and growing challenges in terms of social and financial inclusion. In this context, we remain firm in our purpose of boosting the dreams of more than 5.7 million clients in Mexico and Peru. None of this would be possible without the tireless work of more than 27 thousand employees, their close and human treatment to our clients and a leadership always focused on service.



We know that our clients need strong institutions to support them in meeting their financial goals. For this reason, we continue working to be the most convenient, close, and available option, with a wide portfolio of services that, through digital tools, makes their life easier and optimizes our internal processes. This allows us to make our field teams more productive and efficient, improving the quality of care and support.

**OUR RESULTS DEMONSTRATE THE STRENGTH OF OUR BUSINESS MODEL, WHICH HAS ALLOWED US TO GROW IN A STABLE AND SUSTAINABLE MANNER.**

We are committed to generating social, economic, and human value – defined as Total Value – for our clients, employees, investors, communities, and the environment. This commitment challenges us to constantly evolve. In response to this, at Compartamos Banco we grew both our Group Credit and Individual Credit client base significantly, opening our first two Service Offices dedicated especially to the individual loans. ConCrédito expanded its presence to 25 entities in Mexico, and in Aterna we reached 17 million active policies at the end of the year. At Yastás, we achieved important strategic alliances, consolidating ourselves as the largest administrator of banking correspondents in Mexico, with more than 5 thousand commission agents. In Peru, Compartamos Financiera maintained its expansion, reaching almost one million clients. On the other hand, Fundación Compartamos, among other results, celebrated 10 years of supporting our

clients and their families for the completion of their basic education studies, in alliance with INEA, benefiting more than 10 thousand people.

These are just a few examples of how we have transformed our processes and improved our clients experience.

Our employees have been fundamental in these achievements. Thanks to their commitment, we achieved a historically low turnover level, close to 20%, which reflects that we are improving the experience of our Philosophy and generating Total Value in their lives. Our goal is to continue to be the company where our team wants to grow, where they can serve others and generate a positive social impact through their work.

Investors, another of our relevant stakeholders, have also shown great confidence in our strong financial structure. The debt issuances of Compartamos Banco and ConCrédito, with a social label, and those of Compartamos Financiera, were received positively. This confirms that Gentera continues to be a reliable institution, with a sustainable strategy and a resilient team.

During 2024, we continued to make progress towards meeting our sustainability strategy. We promoted financial inclusion, women's talent, maintained our governance principles, promoted ethics and, for the first time, allocated resources to a long-term environmental project.

Without a doubt, this year has reflected our strategic discipline: constant growth, digital transformation, and an unwavering focus on the interests of our clients. Thanks to this, we achieved historical records and consolidated ourselves as a solid, efficient, and convenient company for our clients.

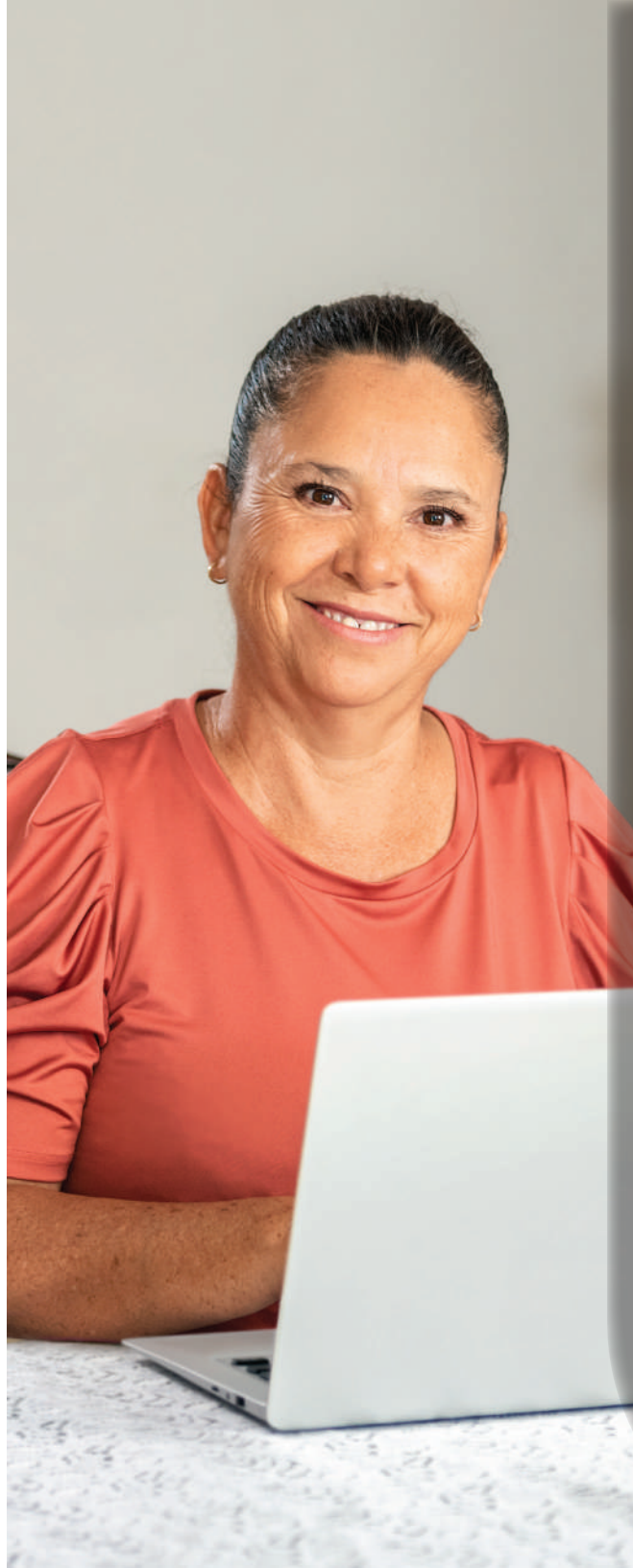
Looking ahead to 2025 and beyond, we will remain committed to building better ways to serve our clients, just as we have for the past 34 years. I am convinced that, with everyone's joint effort, we will continue to transform the lives of millions of people through innovative, accessible, and secure financial services, which allow them to achieve their dreams and grow together with us.

With everyone's commitment and collaboration, we will continue to move in the right direction.

Sincerely

**Enrique Majós** | CEO of Genera





# 01

WA ARE **GENTERA**

# We are Genera

GRI 2-1, 2-6

We are a group of companies with presence in Mexico and Peru, with more than three decades of experience. We are committed to financial inclusion and the generation of opportunities for millions of people, offering financial products and services that meet the needs of people with a warm and close treatment, always with a human touch.



Financial institution with more than three decades of experience offering group and individual credit, savings, insurance, and payment channels to microentrepreneurs in Mexico.



Financial institution that provides credit, savings, insurance, and payment channels to entrepreneurs in Peru.



Financial institution with more than fifteen years of experience that provides credit through digital platforms, transforming the lives of thousands of people throughout Mexico.



Administrator of banking correspondents in Mexico that provides people with access to financial operations, payment of services, and airtime recharges in places where the banking infrastructure is null or limited.



Insurance agent specialized in serving the needs of the popular segment in Mexico and Peru. It designs and operates prevention services for people to face the unforeseen events to which they are vulnerable.



Organization that inspires and encourages the social vocation of Genera and its companies. It seeks to improve subsistence conditions in vulnerable populations by promoting comprehensive development, promoting a culture of volunteerism and donation to be supportive of social problems.

# Total Value

GRI 2-23

At Gentera, the commitment to the development of people has been an attribute of our business model since our creation. Over more than three decades, we have demonstrated that the creation of value for our stakeholders, mainly clients, employees, and communities with which we interact, is inherent to our Philosophy and the way in which we have operated over time.

In this sense, we have sought to support individuals through products and services that generate economic, social, and human value. At the same time, we have established ourselves as a financial institution committed to the development of the communities in which we operate, managing through a sustainable vision.

For more than 34 years, our business model has been based on the creation of TOTAL VALUE, meaning, we aspire to generate social, human, and economic value in people's lives.



## Social value

The inclusion and development we achieve through our financial services for clients, their families, and communities.



## Human value

We trust in people and do everything in our power to support their development, both as entrepreneurs and as individuals.

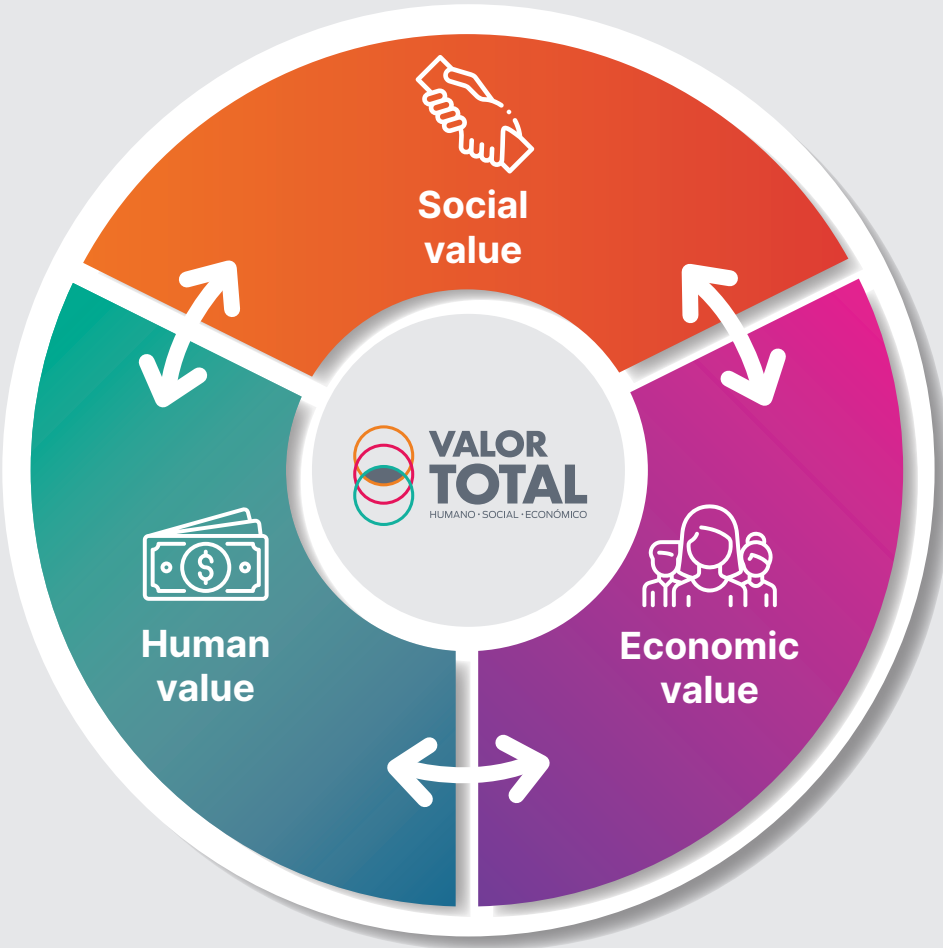


## Economic value

We solve the financial needs of our clients with a human touch.

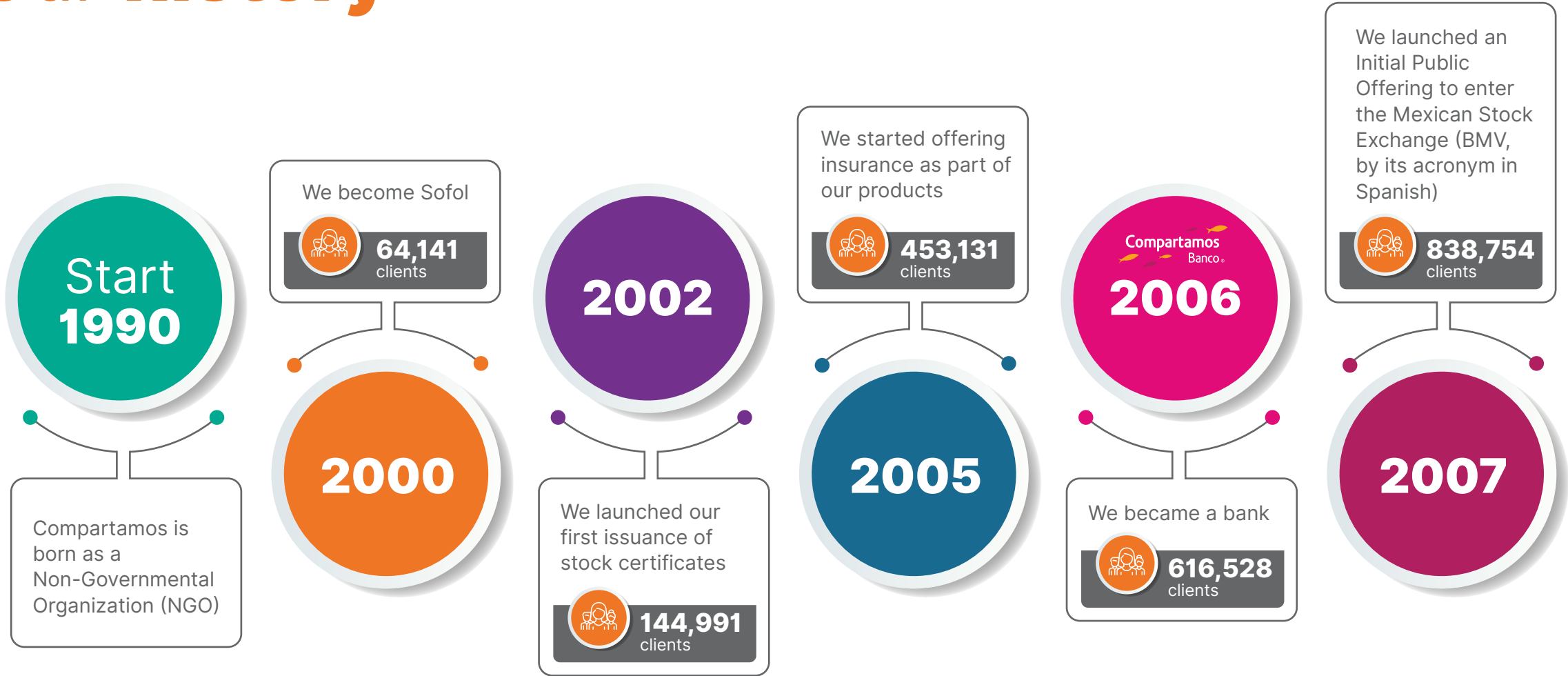


Through our services and sustainable management, we bear witness to the significance for Gentera and its companies in carrying out actions that align social commitment, the economy, and the environment, always keeping the individual at the center.

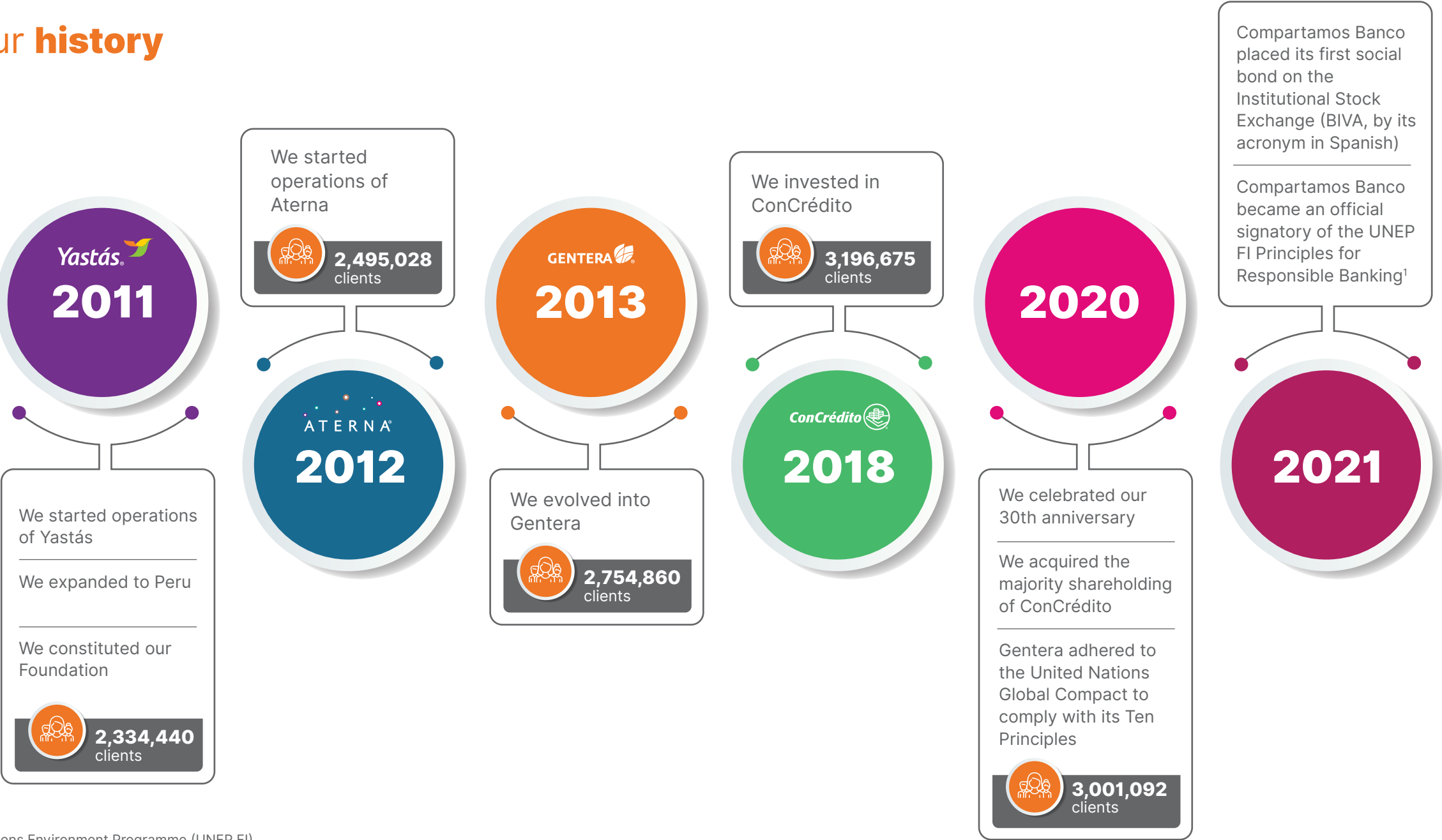


This report reflects our dedication to generate Total Value for our clients, employees, investors, communities and, of course, the environment.

# Our history



# Our history



<sup>1</sup> United Nations Environment Programme (UNEP FI).

Our **history**

2022

We recorded the best year in the history of Gentera

Compartamos Banco places a second social bond (\$2,500 million pesos)

Gentera celebrated 15 years of trading on the BMV

In September we returned to the Index of Prices and Quotations

We reached our highest financial levels

Our second-best year in the history of Gentera

We exceed the highest financial levels

Compartamos Banco placed its third social bond (\$3,000 million pesos)

Compartamos Financiera reached 1 million clients

ConCrédito successfully issued its first debt issuance (\$600 million pesos)

Aterna celebrated its first year in Peru

2023

Third-best year in the history of Gentera

We once again exceeded the highest financial levels

Compartamos Banco exceeded 3 million clients

Compartamos Banco placed its fourth social bond (\$3,500 million pesos)

ConCrédito placed its first bond with a social label (\$700 million pesos)

Compartamos Banco successfully placed its fifth social bond (\$1,600 million pesos)

2024



# 02

## SUSTAINABLE MANAGEMENT

For more than three decades, we have been managing our operations in a sustainable way, generating value for our stakeholders, primarily clients, employees, and communities where we are present through our business model.



## Sustainability governance

GRI 2-23, 2-24, 2-25, 3-3

Our work aligns with international methodologies and standards that enable us to address current challenges. Through the **Strategic Sustainability Policy**<sup>2</sup>, which was ratified in 2024 by the CEO of Gentera and is monitored by the Sustainability area, we establish the general principles of action. This policy adheres to the Sustainable Development Goals (SDGs) and the Ten Principles of the United Nations Global Compact to ensure the creation of Total Value.

Furthermore, we have a **Sustainability Operating Committee**<sup>3</sup> comprised of members from various company areas, led by an executive team member. This Committee ensures that our actions and decisions are aligned with the Strategic Sustainability Policy and the business sustainability strategy; it meets twice a year and reports on progress on environmental, social, and governance (ESG) matters to Senior Management and the Board of Directors.

<sup>2</sup> Check the Strategic Sustainability Policy at:

<https://www.gentera.com.mx/gentera-en/sustainability/sustainability-model>

<sup>3</sup> See the characteristics of the Sustainability Operating Committee at: page 108.

# Sustainability strategy

GRI 2-23, 3-3, FS1  
TCFD Metrics and targets c)  
CINIF C.5

Our sustainability strategy is based on five strategic axes, with specific objectives and goals to guide value creation.

Impact on our clients	Well-being of our employees	Corporate Citizenship	Good governance and integrity	Environment and climate change
Client satisfaction	Equal opportunities and gender equity	Community impact	Corporate governance structure	Environmental policy
Client privacy and information security	Training and development	Responsible supply chain	Management of ESG issues and risks	Management and monitoring of climate change issues
Inclusion (strategic social commitment aligned with the business model)	Occupational health and safety		Human rights	Energy
Innovation and new product development	Privacy of employees		Ethics, anti-corruption, and bribery	Water
Family of our clients	Family of our employees			Waste
				Environmental culture





Below, we present the most relevant advances in our sustainability strategy in the last two years.

	2023 Goals	2023 Results	2024 Goals	2024 Results	2025 Goals
Environmental					
Environmental actions	Environmental consulting. Investment in conservation program.	In the second half of 2023 we partnered with a supplier to start the consulting process, the results will be available in 1Q2024.	Corporate environmental program linked to the business.  Resource use awareness program.	Diagnostic application to determine the environmental impacts of the operations of Gentera and its companies.  Start of work for the preparation of the environmental roadmap.  First investment in an environmental project, with a focus on the right to water.	Comprehensive waste management and materialization of actions derived from consultancy.  <b>Measurement result:</b> setting reduction targets.
Electricity, water, and consumables	Carbon footprint measurement of all Gentera's businesses	For the first time we reported Scope 1, 2 and 3 for our total operations.	Measurement of Gentera's carbon footprint + portfolio.	For 2024, the decision was made to concentrate efforts on enhancing the measurement of the carbon footprint resulting from Gentera's operations.	<b>Measurement result:</b> setting reduction targets.
Social					
Financial education and inclusion	Diagnosis of financial education. Detailed knowledge of our clients' activities and sectors.	Due to internal processes, this project was paused.	Financial education program. Deepen our knowledge of the activities and sectors to which our clients are engaged.	Through internal processes, the work focused on strengthening financial education actions for clients.	Permanent health and financial resilience program, meeting the needs of our clients.



	2023 Goals	2023 Results	2024 Goals	2024 Results	2025 Goals
Social					
Client protection	Adherence to Client Protection Pathway.	In 4Q2023, Compartamos Banco joined the Client Protection Pathway initiative.	Implementation of Client Protection Pathway.	Implementation of the customer protection diagnosis. Due to the relevance of the topic within the scope of Corporate Ethics, a position has been assigned for follow-up.	External audit.
Diversity and inclusion	DEI Operating Committee. Employment equality and non-discrimination policy.	During 2023, the Operating Committee was consolidated, which met four times. We published the Employment equality policy.	Training in biases and promotion of development programs.	Workshops, webinars, and conferences were held on a variety of topics focused on diversity, equity, and inclusion. Programs centered on gender equity and inclusion were also developed.	DEI Comprehensive Plan (diagnosis, training, follow-up).
Foundation	Pilot of medium-term projects.	Foundation is building its long-term strategy, progress will be communicated in subsequent reports.	Medium-term projects.	The Foundation is in the process of strengthening its management.	Impact measurement.
Suppliers	Training of suppliers in Code of Ethics and Anti-Corruption.	In 2023, two training sessions were conducted for Call Center Customer Service suppliers.	Training of suppliers in Code of Ethics and Non-Discrimination.	Our Code of Ethics and Conduct sets out precise conduct towards our suppliers and the competition, and the contracts we enter to obtain goods and services require a letter of commitment to our Code of Ethics and Conduct for Suppliers.	Audits.

	2023 Goals	2023 Results	2024 Goals	2024 Results	2025 Goals
Governance					
Ethics and human rights	Clear pronouncement of respect for human rights in the Code.	The Code of Ethics has a declaration of respect for human rights.	Human Rights Due Diligence Process (Code of Ethics and customer protection).	The Code was communicated through our website, our intranet and the Gentérate business app. In addition, during the year there was a permanent campaign to promote and disseminate knowledge of the Code, the conduct it establishes and the means of reporting. In the case of employees, upon entry they were certified in the Code of Ethics and Conduct, participated in a workshop on ethical criteria where the expected behaviors and are recertified annually in said document.	Corporate integrity model.
Corporate Governance	Disclose information about Board Policies, by company.	The dissemination of these policies within the boards of the other Gentera companies was maintained. We are aware that, due to its degree of maturity, each company advances differently. However, our efforts are aimed at strengthening these capacities at the same level in all subsidiaries.	Maintaining disclosure about the Policies of the Council of Gentera, highlighting Diversity.	We strengthened our practices for disseminating these policies within the boards of Gentera's other companies.	Council with gender diversity and sustainability training.
Risks	Analysis of the portfolio's vulnerability to physical risks due to climate change.	We understand that it is a gradual process, during 2023 we are dedicated to building capacities through training the key teams of the organization.	Analysis of the vulnerability of buildings to physical risks due to climate change.	The associated policies for identifying, monitoring, and determining exposure to environmental risks within the institution's processes, as well as the associated methodology, were documented in the Manual for Comprehensive Risk Management.	Analysis of vulnerability to transition risks due to climate change.

	2023 Goals	2023 Results	2024 Goals	2024 Results	2025 Goals
Governance					
Evaluation	ESG assessment with the participation of a third party.	Due to internal operational management, this project was postponed to 1Q2024.	External audit of the annual report.	For the first time, the limited verification process is being conducted.	Strengthening continuous reporting.

Our commitment to sustainability has been present since our foundation and has become more professionalized over time. In 2016, Compartamos Banco signed the Banking Sustainability Protocol, in 2020 the PRBs<sup>4</sup> of UNEP FI<sup>5</sup> and in 2022 the Declaration in favor of the Development of Climate, Green and Sustainable Finance promoted by the CCFV<sup>6</sup> and the ABM<sup>7</sup>. For its part, Gentera has been a signatory of the Ten Principles of the United Nations Global Compact since 2020.

Compartamos Banco was the first microfinance bank to sign the UNEP FI PRBs.

By being signatories of this initiative, we comply with the **self-evaluation and feedback exercise**<sup>\*</sup> from UNEP FI. In addition, in line with Principle 2 Impact, we have established two objectives for 2025.

2025 goal	Base year 2020	2023 progress	2024 progress
Financially include/empower five million women through access to convenient and simple financial opportunities.	1,989,599	2,321,113*	2,091,906*
Disburse 10 million loans of less than 500 USD, reinforcing the credit penetration among the lowest segment of the population.	5.7 million credits	9.2 million* credits	10.5 million* credits

\*Figures per year.

<sup>4</sup> Principles for Responsible Banking (PRB).  
<sup>5</sup> United Nations Environment Finance Initiative (UNEP FI).  
<sup>6</sup> Green Finance Advisory Council (CCFV, by its acronym in Spanish).  
<sup>7</sup> Association of Banks of Mexico (ABM, by its acronym in Spanish).  
<sup>\*</sup> To learn more about the self-assessment and feedback exercise, please consult our Social Debt Issuance section at: <https://www.compartamos.com.mx/compartamos/informacion-financiera/sostenibilidad>

# Materiality

GRI 2-29, 3-1, 3-2, FS5

In 2023, we conducted a double materiality assessment<sup>8</sup> that allowed us to identify the ESG issues that represent the greatest risks and opportunities for Genera, and at the same time have the greatest impact on the environment and society.

As part of the double materiality analysis, we applied various surveys to our employees, investors, civil society organizations, academia, and suppliers, in addition to considering trends in the financial sector, practices of our peers and reporting initiatives such as SASB, SDGs and GRI.



<sup>8</sup> To learn about the process we followed to identify material issues, check out our double materiality assessment at: <https://www.gentera.com.mx/wcm/connect/21ee0b73-81d3-49de-83e3-dab0360cadae/Analisis-de-doble-materialidad-2023.pdf?MOD=AJPERES>



Based on the double materiality assessment, we identified the priority themes according to their relevance for Gentera and its stakeholders.

The actions we have undertaken concerning these issues are documented in various chapters of this report.

With respect to the previous materiality (2020) there was no change in the topics themselves, but there was a shift in their order of priority (1, 6, 3, 2, 4, 7, 5).

	MATERIAL TOPIC	STAKEHOLDER	ACTIONS
1	Business ethics and integrity (G)	People (clients and employees)	<b>See chapter: Governance</b> Code of Ethics and Conduct, awareness-raising, recertification, Committee, whistleblowing channels, transparency, accountability
2	Inclusion and financial education (S)	People (clients and employees) and investors	<b>Consult chapter: Our clients</b> Business indicators, accessibility to financial products, economic growth, and job creation
3	Diversity, Equity, and Inclusion (S)	People (clients and employees)	<b>See chapter: Our employees</b> DEI Policies, Diversity Operational Committee, women's empowerment
4	Climate change (A)	Environment and people	<b>See chapter: Environment</b> Emissions inventory, identification of risks and opportunities
5	ESG integration and governance (G)	Investors	<b>See chapter: Sustainable management</b> Responsible financing, incorporating ESG factors into credit analysis, sustainability governance
6	Satisfaction and client relations (S)	Clients	<b>Consult chapter: Our clients</b> Client experience, client protection, grievance mechanisms, corporate citizenship
7	Human capital development (S)	People	<b>See chapter: Our employees</b> Work environment, retention, remuneration, benefits, training and development, health, safety, and well-being

# Partnerships for sustainability

At Gentera we recognize that the implementation of sustainable practices has a broader impact when we collaborate and integrate efforts with different social actors. For this reason, we are part of the Sustainability Committee of the Mexican Stock Exchange (BMV, by its acronym in Spanish), and Compartamos Banco is a member of the ABM Committee.

In addition, Gentera has an active role in the working groups of the United Nations Global Compact in Mexico, collaborating on initiatives that reinforce our commitment to sustainable business practices.

During 2024, the teams of Talent attraction, Institutional Communication and Sustainability, Financial consolidation, Corporate ethics, Risk and Sustainability received more than **316 hours of training on ESG issues<sup>9</sup>**.

Some relevant sustainability trainings:

Training	Detail	Taught by
Gender Equity Guild Training Program	Program focused on raising awareness among banking sector personnel about the importance of leadership that promotes gender equality and favors inclusion at all levels of the organization.	Continuing education program of the Association of Banks of Mexico (ABM).
Chief Sustainability Officer	Acceleration Program to promote the sustainable transition in the financial and stock market sector and develop employees professionally.	European Union, the Inter-American Development Bank (IDB), IDB Invest, the Institutional Stock Exchange (BIVA, by its acronym in Spanish) and <i>Social Value Institute</i> .
The integration of climate risks into the decision-making of financial institutions.	Training to learn how the board of directors and senior management can make use of climate-related information for strategic decision-making and to demonstrate the integration of climate risks into the overall risk management systems of financial institutions.	TCFD Mexico Consortium, Mexican Council for Sustainable Finance, Financing for Climate Action in Mexico Project (FINACC, by its acronym in Spanish) of GIZ Mexico.

<sup>9</sup> Topics such as: sustainable taxonomy of Mexico; diversity, equity, and inclusion; new sustainability standards; ethics; climate risks and impact investments.

# Total Value

GRI 203-2

## Total Value is the sum of the generation of Social Value, Human Value and Economic Value.

For more than three decades, we have boosted our client's dreams, generating a positive impact on their lives, as well as on those of our employees and other stakeholders with whom we interact.

We firmly believe that the generation of Total Value should not be merely anecdotal. On the contrary, it should be quantified and used as a management tool that allows us to monitor our commitment to our clients, employees, and investors.

For the second consecutive year, we measured the Total Value Generated for Compartamos Banco and, for the first time, for Compartamos Financiera, ConCrédito, Yastás and the support areas of Gentera. The methodology we use, supported by the *Social Value Institute*, includes academic tools such as the *Institute for Strategic Clarity's Agreements Health Check*, *Harvard University's Human Flourishing Index*, and *Oxford University's Thriving From Work* indicator.

During 2024, main findings in the measurement of the Total Value Generated were:

- 1 Our clients and employees perceive a genuine interest in their Person.
- 2 Teams that prioritize the well-being of their clients achieve more robust business results.
- 3 Gentera provides tools and context for personal development and growth.
- 4 Symbolic acts build deep relationships within teams and with clients.
- 5 Human training programs (Pyxis), participation in volunteering and the *sueñómetro* generate retention and strengthen the work environment.
- 6 Social responsibility activities strengthen the bond with Gentera and its companies.



# 03

OUR CLIENTS


# Our Clients

GRI 2-1, 2-6



Our clients are at the heart of everything we do and the reason we seek to innovate our offering. We provide them with a range of accessible products and services that fit their needs and their stage of life.


Each constituent company of Gentera has different capabilities, leading to the cultivation of synergies amongst each other for the benefit of our clientele. This constructive collaboration produces Economic Value for their businesses, Social Value for communities and Human Value for the clients and their families.

We offer a broad ecosystem of financial services, personalized and based on the needs of our clients in Mexico and Peru:






**Credit**  
Financing to start or grow their business









**Savings**  
Possibility of facing a crisis







**Insurance**  
Protecting their family and belongings





**Transaction channels**  
Places to perform operations



At the end of 2024, we had 553 service offices, 146 branches and more than 27 thousand employees.

Gentera results by year

Year	Amount disbursed in the financial operation (millions of pesos)	Number of disbursements	Number of benefited clients/households
2022	\$171,775	11,820,374	3,392,324
2023	\$196,670	12,649,153	3,967,161
2024	\$236,395	14,636,387	4,274,300

For Gentera and its companies, 2024 was a year of solid growth. Historical results reflect our close relationship with our clients, combined with consistency in operation and the experience of a consolidated team. This commitment has allowed us to generate a convenient offer of products and services that manifest our commitment to boost our clients’ dreams.

During 2024, we disbursed \$236,395 million pesos to serve 4 million clients in Mexico and Peru who trusted in our value offer.

Our companies

GRI 3-3, FS7, FS13, FS14, FS6  
SASB FN-CB-240a.1, FN-CB-240a.2,  
FN-CB-240a.3, FN-CB-410a.1, FN-CB-000.A,  
FN-CB-000.B, FN-IN-000.A



Financial institution with more than three decades of experience that offers group and individual credits, savings, insurance and transactional channels<sup>10</sup> for microentrepreneurs<sup>11</sup> or people preparing to undertake a commercial venture in Mexico.

Presencia en México



3,218,455  
Clients



430  
Service offices



\$16,590  
average balance per client



\$53,395  
million pesos portfolio



146  
Branches



75%  
female clients



\$2,070  
Past-due portfolio



16,307  
Employees

Oferta de valor



Credit



Savings



Insurance



Channels

<sup>10</sup> Learn about Compartamos Banco's value proposition at: <https://www.compartamos.com.mx/compartamos/productos>  
<sup>11</sup> According to INEGI, microenterprises are considered to be establishments with a maximum of 10 workers.

## Credit



- Crédito Grupal
- Crédito Individual
- Crédito Adicional Plus Compartamos
- Crédito Crece y Mejora

We offer group credits, as a tool for our clients to develop or boost their businesses, generating a direct benefit to their families and communities.

We also have individual credits designed for those clients familiar with group credit and who, according to the growth of their business, require another type of financing. Both credits have attributes that benefit our clients such as easy access, minimum requirements, clarity, flexibility in terms of terms and amounts, as well as continuous support throughout the life of the credit.

Compartamos Banco credits are characterized by being flexible, easily accessible and transparent at all times.

## Savings



- Mis ahorros Compartamos
- Mi Grupo Compartamos
- Cuenta a mi Favor
- Inversiones Compartamos
- Cuenta Básica
- Cuenta Básica de Nómina

We offer our clients the possibility of opening and managing a savings account from their mobile devices, which allows them to enhance their financial capital, strengthen their economic stability and have continuous access to their savings.

## Insurance



- Seguro de Vida Básico
- Compartamos Protección
- Seguro de Robo
- Seguro Magenta (vehicles)

We have easy-to-take and low-cost insurance available to our clients, which aims to offer them tranquility by protecting against risk situations that may impact their family, health, business, or assets.

Digital channels

- More than 46,000 transaction channels

Through a comprehensive network of channels that includes more than 146 own branches, banking infrastructure, more than 430 service offices, stores and commercial chains, our clients can collect and pay their loans securely, adapting to their needs. In addition, through Compartamos Banco's digital channels, our clients have the possibility of consulting balances, movements, credits, insurance, making transfers, credit and service payments, as well as recharges.



We maintain availability and versatility through a wide network of services and channels.



**9,218,390**  
credits  
disbursed in  
Mexico



**3,218,455**  
active  
clients



**2,955,528**  
insurances  
placed



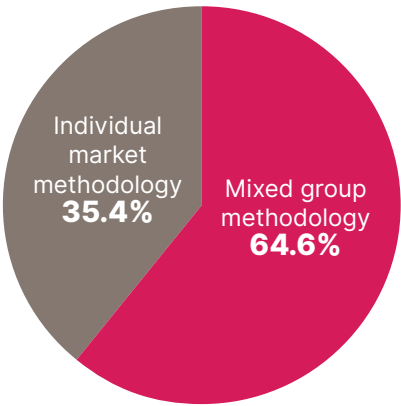
**1,599,120**  
active savings  
accounts

Credit results in Mexico	2022	2023	2024
Total clients	2,595,427	2,972,136	3,218,455
Female clients (%)	89.5	81.7	74.5
Male clients (%)	10.5	18.3	25.5
Client retention rate > 30 days (%)	86.2	86.7	88.4
Insured clients	2,445,625	2,806,388	2,955,528
Clients with voluntary insurance	2,246,648	2,753,318	2,917,211
Average credit disbursed	\$16,933	\$18,881	\$19,654
Disbursements	7,425,059	7,895,478	9,218,390
Amount disbursed (millions of pesos)	\$125,729	\$149,075	\$181,178
Annual growth in disbursements (%)	3.2	6.3	16.8
Non-performing loans (NPLs) (%)	3.39	3.02	3.88
NPLs /Total portfolio (millions of pesos)	\$1,050	\$1,245	\$2,070

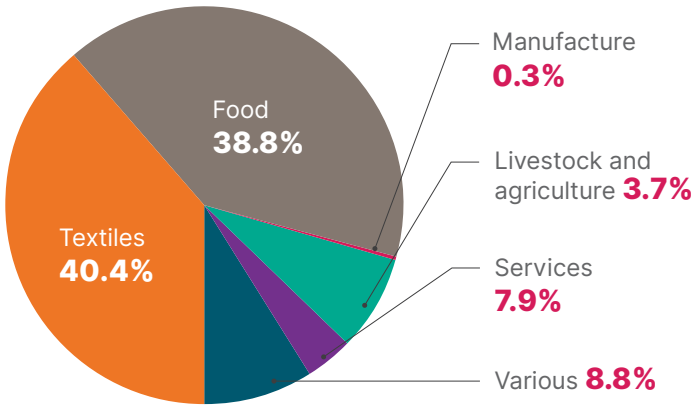


Credit portfolio by type of market in Mexico

Distribution of credit clients in Mexico



Distribution of clients by economic activity in Mexico



Total  
**\$53,395 millions  
of pesos**

Distribution of credit clients in Mexico

Market	Total clients	Clients by product		Percentage of clients according to the market	Portfolio (millions of pesos)
		Women	Men		
Mixed group methodology	2,928,076	2,221,353	706,723	91%	\$34,477
Individual market methodology	290,379	177,559	112,820	9%	\$18,918
TOTAL	3,218,455	2,398,912	819,543	100%	\$53,395

In 2024 we increased our number of clients by 8.3% and increased our portfolio by 29.3% compared to 2023. In addition, we maintained our client retention rate, reflecting a year of consistency and commitment to the continued growth and strengthening of the support we provide to our clients.

<sup>12</sup> The number of complaints received during the year is subtracted from these variables so that the IEXC fully reflects client's experience with Gentera and its companies.

Client experience

GRI 3-3

Being close to and listening to our clients has allowed us to provide them the financial services they require, according to their stage of life and needs. In addition, by listening carefully to our clients through various channels, we can detect opportunities for improvement and optimize our processes, which allows us to create strategies for adaptation and product innovation that meets the needs of people's lives.

Main tools through which we listen to our clients

- 1

Study "What does the client want?"

We understand the opportunities and needs of the segment to make strategic decisions.
- 2

Pulsos

We identify main concerns of clients at different times of the year to implement timely actions that allow us to mitigate them.
- 3

Client Experience Index (IEXC, by its acronym in Spanish)

We measure overall satisfaction through three variables: general satisfaction, recommendation index or Net Promoter Score (NPS) and service perception<sup>12</sup>.

Our Client Experience Index was 89%, exceeding the target for this year. 10,758 surveys conducted to understand the customer experience.

Results IEXC

90%  
2022

89%  
2023

89%  
2024

In order to show our gratitude and recognize the loyalty of our clients, in 2024 we organized various face-to-face events.

Face-to-face events to connect with our clients in Mexico

Event	Description
Meetings for the Committees	405 meetings nationwide with 37,943 committee clients. We strengthened the relationship, recognized their effort in managing their groups, positioned the comprehensive value offer of Compartamos Banco, strengthened the presence of Yastás and ConCrédito as allied companies, and promoted the adoption of institutional values and Total Value through the conference "Dreams with Value".

Business Workshops	25 workshops with 1,834 individual credit clients. We reinforce the relationship, as well as the integral value offer of the product, and we provide them with tools that enhance their development and their business growth through basic knowledge of administration, savings and marketing.
Fiestón Compartamos	3 parties in Tuxtla Gutiérrez, Oaxaca and Tijuana with 7,214 distinguished clients. We celebrated and thanked clients for their loyalty and history with Compartamos Banco, with a concert. We also reinforced commercial messages from Compartamos, Yastás and ConCrédito to leave a strong brand presence with our institutional values.
Entrepreneurs Award	3,078 participants, of which 10 won: 8 from Compartamos, 1 commission agent from Yastás and 1 Businesswoman from ConCrédito. They participated through a video where they explained which of their dreams is the one they are most proud to have achieved with the support of Compartamos, Yastás and ConCrédito.
Compartamos Founders	8 recognized Compartamos' clients. The objective of this initiative is to strengthen the relationship with our oldest clients in each sales department, making them see how valuable their careers with us are.



GRI 3-3, FS7, FS13, FS14, FS6  
SASB FN-CB-240a.1, FN-CB-240a.2,  
FN-CB-240a.3, FN-CB-410a.1, FN-CB-000.A,  
FN-CB-000.B, FN-IN-000.A

Financial institution that offers credit, savings, insurance, and transactional channels for entrepreneurs in Peru<sup>13</sup>.

Presence in Peru



**957,462**  
Clients



**6,790**  
Employees



**\$24,169**  
Portfolio (millions of pesos)



**\$25,243**  
Average balance per client



**\$1,021**  
Past-due portfolio



**75%**  
Women clients

Value offer



Credit



Savings



Insurance



Channels

Credit

Individual Credit

- Efectivo
- Vivienda
- PyME
- Consolidación de deuda
- Activo Fijo
- Local Comercial
- Empresario

- Súper Fácil
- Agro
- Línea de Crédito

Group Credit

- Crédito Grupal
- Crece y Mejora

We grant individual and group credits to support our clients and their families through financial liquidity, with which they can boost the growth of their businesses.



<sup>13</sup> Learn about Compartamos Financiera's value offer in: <https://www.compartamos.com.pe/Peru>

Savings



- Cuentas de Ahorro WOW
- Depósito a Plazo Fijo
- Fondo Vivo Tranquilo
- Cuenta Crece Libre
- Cuenta Emprendedor
- Cuenta Súper Mujer
- Cuenta de Ahorros Simple
- CTS

We offer a variety of savings accounts that allow clients to increase their wealth according to their needs, through flexible, secure options, some free of fees, and with digital access.

Insurance



- Individual
- Grupal
- Desgravamen
- Protección General
- Desgravamen Devolución
- Cuenta Protegida

We provide all of our clients with a portfolio of life, accident, and general protection insurance options to protect their health, assets, and the well-being of their family.

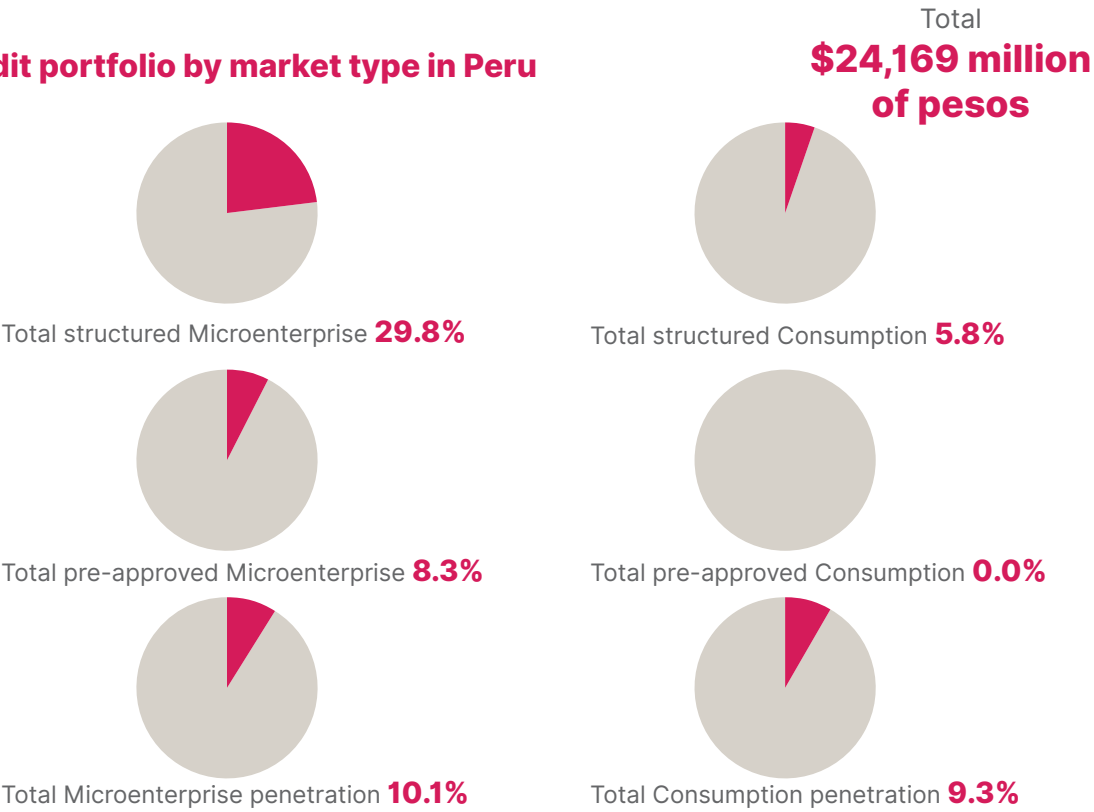
Channels



More than 31,300 transaction channels, with 123 agencies available for entrepreneurs in Peru who want to access credits, insurance or savings account from Compartamos Financiera.

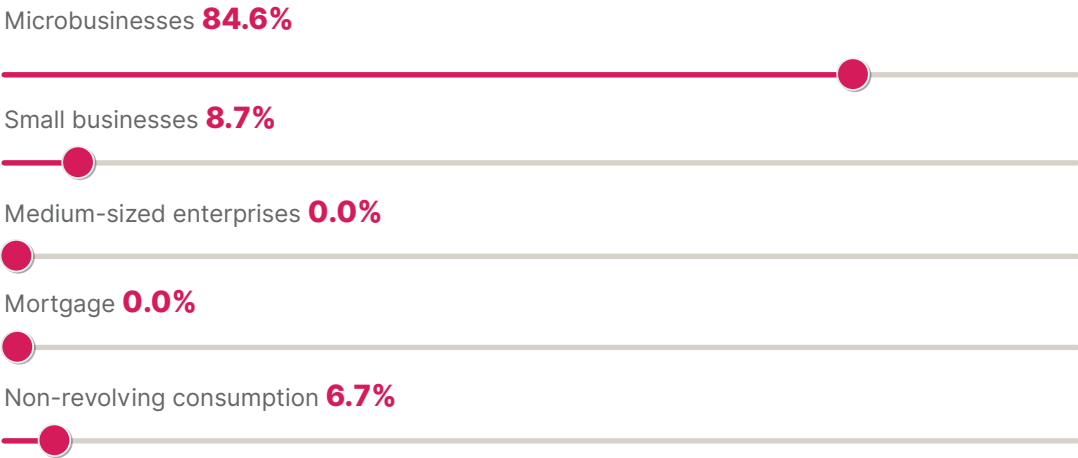
- We insured **954,279** clients, of which **680,658** did so voluntarily
- We served **957,462** clients
- **2,084,023** credits disbursed in Peru

Credit portfolio by market type in Peru

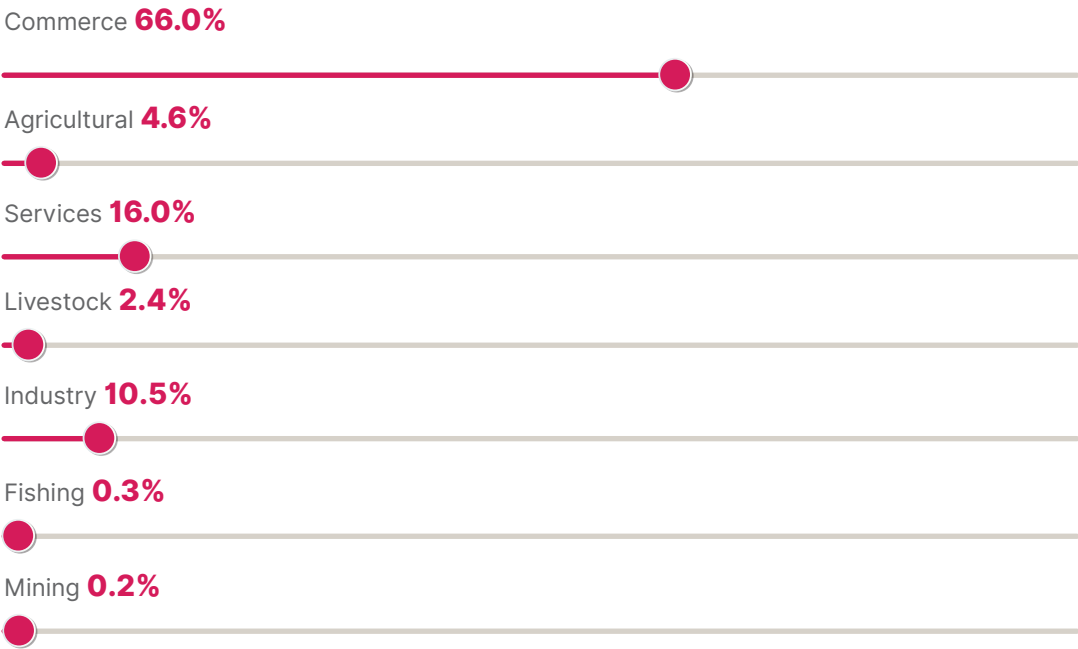


Credit results in Peru	2022	2023	2024
Total clients	726,272	924,593	957,462
Female clients (%)	83.8	78.8	75.9
Male clients (%)	16.1	21.1	24.0
Clients' legal personality (%)	0.1	0.1	0.0
Client retention rate > 30 days (%)	70.8	74.6	63.7
Insured clients	721,709	924,185	954,279
Clients with voluntary insurance	518,078	654,576	680,658
Average credit disbursed	\$21,780	\$18,038	\$19,433
Disbursements	1,614,537	1,972,656	2,084,023
Amount disbursed (millions of pesos)	\$35,165	\$35,583	\$40,500
Annual growth in disbursements (%)	3.4	22.2	5.6
Non-performing loans (NPLs) (%)	3.65	4.51	4.22
NPLs /Total portfolio (millions of pesos)	\$693	\$884	\$1,021

Distribution of credit clients in Peru



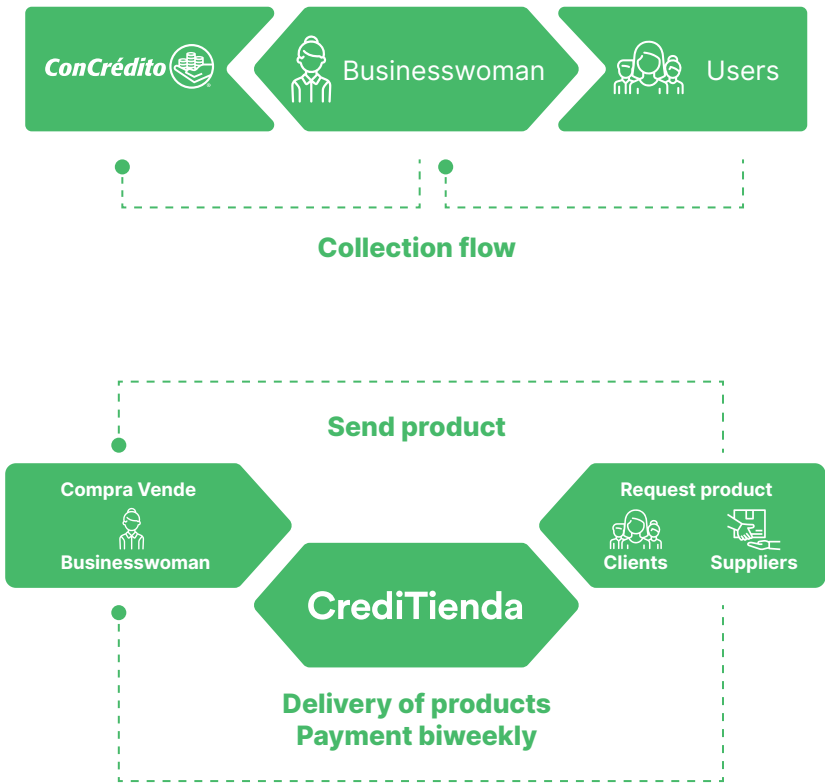
Distribution of clients by economic activity in Peru



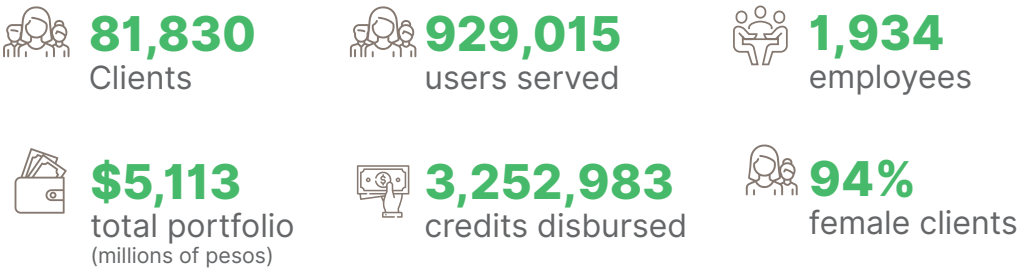


GRI 3-3, FS7, FS13, FS14, FS6  
SASB FN-CB-240a.1, FN-CB-240a.2,  
FN-CB-240a.3, FN-CB-410a.1, FN-CB-000.A,  
FN-CB-000.B, FN-IN-000.A

Financial institution that operates under a fully digital scheme, it grants revolving microcredits to entrepreneurs who issue loans to end users through ValeDinero, products through CrediTienda and life insurance with ClubProtege<sup>14</sup> in Mexico.



Presence in Mexico

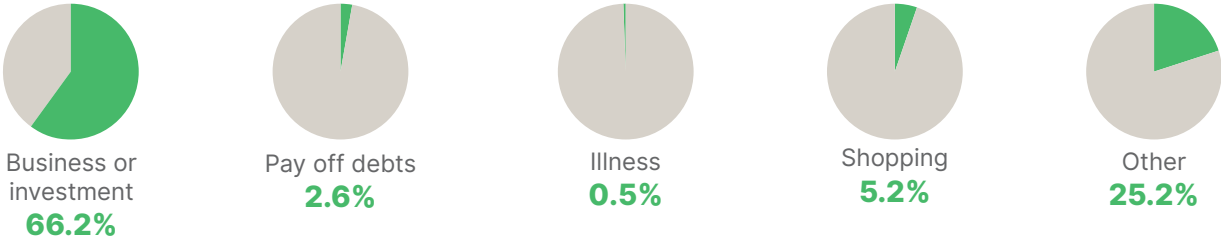


Value offer



ConCrédito results	2022	2023	2024
Number of clients (entrepreneurs)	70,625	70,432	81,830
Portfolio (millions of pesos)	\$3,687	\$4,171	\$5,113
Non-performing loans (NPLs) (%)	3.07	2.26	2.58
Average balance per client	\$52,206	\$59,224	\$62,489

Distribution of clients by industrial sector ConCrédito



<sup>14</sup> Learn about ConCrédito's value offer in: <https://www.concredito.com.mx/>



Clients by ConCrédito product

Product	Number of clients per product	Percentage of clients in the market we serve	Portfolio (millions of pesos)
ValeDinero	804,014	94.6%	4,892
Personal loan	44,749	5.4%	278

Credit results in ConCrédito

	2022	2023	2024
Total clients	70,625	70,432	81,830
Female clients (%)	94.0	94.0	95.3
Male clients (%)	6.0	6.0	4.7
Clients' legal personality (%)	N/A	N/A	N/A
Client retention rate > 30 days (%)	96.6	97.1	96.4
Insured clients	70,625	61,846	67,051
Clients with voluntary insurance	775,969	723,750	851,588
Average credit disbursed	\$3,913	\$4,319	\$4,466
Disbursements	2,780,778	2,781,019	3,252,983
Amount disbursed (millions of pesos)	\$10,882	\$12,012	\$14,527
Annual growth in disbursements (%)	10.5	0.01	17.0
Non-performing loan ratio (%)	3.07	2.26	2.58
NPLs /Total portfolio (millions of pesos)	\$113	\$94	\$132



GRI 3-3, FS7, FS13, FS14, FS6

Largest bank commission agent's administrator in Mexico, with more than 5,200 Yastás points throughout the country, which offer people the possibility of carrying out financial operations, service payment, multilevel transactions, and airtime top-ups in places where the banking infrastructure is null or limited<sup>15</sup>.

Presence in Mexico



**26.9**  
million  
operations  
carried out



**15.9**  
million  
financial  
operations



**5,286**  
active  
commission  
agents



**228**  
employees

Value offer



Banking Transactions

- Santander
- Banorte
- HSBC
- Compartamos Banco
- NU



Payment of Services

- Totalplay
- Axtel
- Dish
- Cablemas
- Megacable
- Infonavit
- Avon
- Arabella
- PASE
- Televisa
- Gas Natural
- Gobierno de la Ciudad de México
- Gobierno del Estado de México
- Maxxcom
- Telnor
- Multimedios
- Blim TV
- Cinepolis
- Cinepoli Klic
- Nintendo
- Xbox Live
- PlayStation• Servicios de Agua y Drenaje de Monterrey
- Comisión Municipal de Agua Potable y Sanamiento de Xalapa
- Sistema Intermunicipal de los Servicios de Agua Potable y Alcantarillado (SIAPA)
- Entre otros

<sup>15</sup> Learn about Yastás' value offer in:  
<https://www.yastas.com/wps/themes/html/YastasOrg/media/Yastas/index.html>

Yastás results	2022	2023	2024
Active businesses	6,974	6,354	5,286
Businesses authorized to carry out financial operations of Compartamos Banco	6,518	6,038	5,169
Businesses authorized to carry out savings operations	5,952	5,069	4,650
Number of municipalities in which it has a presence	1,425	1,415	1,264
*Total number of operations (millions)	26.7	25.5	26.9
*Number of financial operations carried out (millions)	12.8	13.9	15.9

\* Historical acquirer transactions were added (card payment at the point of sale of the services).

Presence of commission agents in municipalities according to their degree of marginalization			
Degree of marginalization <sup>16</sup>	2022	2023	2024
Very low	55.0%	51.2%	50.5%
Low	17.0%	18.8%	19.1%
Middle	15.0%	15.8%	16.1%
High	11.0%	11.3%	11.6%
Very high	2.0%	2.8%	2.7%

<sup>16</sup> The degree of marginalization is calculated from the 2020 INEGI Population and Housing Census (the most recent), prepared by the National Population Council (CONAPO, by its acronym in Spanish) at the municipal level.



Insurance agent specialized in covering the prevention needs of Compartamos clients and Yastás commission agents, mostly from underserved sectors, in Mexico and Peru<sup>17</sup>.

Within Gentera, it is a transversal business unit, whose teams in both countries work together.

As of this year, Aterna is available for an open market, meaning it can serve the general public. This big step meant significant efforts for the team, which resulted in positive feedback from clients.

In 2024, Aterna celebrated its second operation’s anniversary in Peru.

Presence in Mexico and Peru

17,348,917 active life insurance policies

130,998,858 life insurance policies placed

41 employees

180,697 claims handled

\$1,614 million pesos paid in claims

<sup>17</sup> Learn about Aterna's value offer in: <https://www.aterna.mx/aterna#negocio>



Value offer



Clients

- People from the underserved segment, who generally do not have access to formal prevention mechanisms to deal with unforeseen events.



Partners

- Distribution channels to reach customers.



Insurers

- They cover the risk of the products and services offered.

The insurance offer is aimed at our clients and employees, as well as the general public with three coverage options and continuous telephone assistance:

- **Life:** We offer our clients peace of mind knowing that their loved ones will be protected when they are gone.
- **Health** Given the possibility that an accident, illness, or medical emergency could negatively impact a family's financial stability, we take care of our clients and their loved ones by safeguarding their well-being.
- **Damage:** We offer our clients the opportunity to protect their assets in the event of accidents or natural disasters.

Aterna results	2022	2023	2024
Distribution channels	4	4	9
Claims handled	130,140	132,416	180,697
Total brokered premium (millions of pesos)	\$3,463	\$4,558	8,024,351,401
Insured sum paid to beneficiaries (millions of pesos)	\$795	\$816	1,614,221,263
Voluntary insurance policies (in millions)	27	19	10,008,244
Policies sold	43,380,512	51,249,199	130,998,858
Active policies	9,656,005	12,105,176	17,348,917

In the event of a claim, we provide close support to our clients to ensure they have effective protection.

Claims results by company			
Claims handled		Insured sum paid (millions of pesos)	
Compartamos Banco	155,979	Compartamos Banco	1,111
Compartamos Financiera	N/A	Compartamos Financiera	N/A
Compartamos S.A.	N/A	Compartamos S.A.	N/A
Other channels	13,054	Other channels	431

# Financial inclusion

GRI 3-3, FS14, FS16  
SASB FN-CB-240a.4

At Gentera we recognize financial inclusion as a key element to reduce gaps in the accessibility to affordable financial services and products that adequately respond to the needs of individuals and businesses. Therefore, we aim to ensure that the access, use and capitalization of the financial products and services we offer always favor our clients, under appropriate regulation that takes care of their interests, while strengthening their financial capabilities.

## We promote financial inclusion by:

### • Access

#### Presence where infrastructure is non-existent or limited

We have a wide network of transaction points made up of branches, banking correspondents and digital media that ensure convenience for our clients.

### • Use

#### Better products for clients

All of our products have been designed based on the knowledge we have gained from more than three decades of direct interaction with our clients.

### • Digitalization

#### Better experience

We leverage technology to optimize our operations, providing an improved experience to both our clients and our employees.

### • Client protection

#### Increased efficiency and quality

We incorporate the principles of client protection because we acknowledge the impact they have on the value proposition we offer our clients.

### • Financial education

#### Increased knowledge about financial products

We seek to develop financial capabilities in people to contribute to informed decision-making, management, and responsible use of financial services.

Aligned to the mission of financial inclusion, and thanks to the digital transformation process that we have undertaken for some years, we can boost the reach of Gentera and its companies to make our clients' lives easier. Moreover, this helps us to become more agile and efficient in our operation, which will allow us to continue to maintain the closeness and warm treatment that has distinguished us for more than three decades.

We seek to balance technological adoption while preserving the human sense that distinguishes us; in order to reduce gaps in financial inclusion and expand opportunities for people.

# Client protection

GRI FS4, FS15  
SASB FN-CB-510a.1, FN-CF-220a.2,  
FN-CF-230a.2

The protection of our clients is an integral component of the financial services we offer. Based on our vocation for service, we recognize that clients are our reason for being. It is for this very reason we fervently commit to their protection, nurturing sustainable and enduring relationships with each group through the Client Protection Principles.

To ensure the financial protection of each client, we operate under seven principles:



In alignment with this, our promoters and employees undergo comprehensive training, briefing, and sensitization via courses centered around **the seven principles of client protection**<sup>18</sup>. Moreover, in December of 2024, we secured a favorable assessment for the "Recertification of Personal Data Protection". This was achieved for the entities Banco Compartamos, S.A., Institución de Banca Múltiple, and Compartamos Servicios S.A. de C.V. The certification affirms our compliance with the stipulations delineated in the Federal Law on Protection of Personal Data in Possession of Private Parties (LFPDPPP), its respective regulations, and the self-regulation guidelines pertaining to Personal Data Protection and other relevant legislations.

In 2024, there were no cases of fraud, data loss, or substantiated claims about client privacy violations<sup>19</sup>.

<sup>18</sup> Learn more about the topics we offer at:  
<https://www.gentera.com.mx/gentera/compania/proteccion-al-cliente>  
<sup>19</sup> The personal data breach record is based on the description of the protocol based on good practices, guidelines of the authority and internal regulations for the Management of Security Incidents and Personal Data Breach.

# Financial education

GRI FS4, FS16  
SASB FN-CB-240a.4


Financial education acts as an important element in the financial inclusion process, as it consists of providing useful information for decision-making and the good management of resources, which generate financial capabilities in the population. In this sense, we offer information to our clients, collaborators and community, on personal finance issues and the use of financial services<sup>20</sup> in the categories of entrepreneurship, take care of your portfolio, women entrepreneurs and achieve your dreams. Also, in matters of savings, budgeting, management of the credit bureau, financial management, and prevention of over-indebtedness.

## Client initiatives<sup>21</sup>

ConCrédito 		
Initiative	Description	Impact
Financial education modules for women entrepreneurs	Training courses for women entrepreneurs divided into four modules: Welcome 1, Golden Rules, A Healthy Business and Personal Finance.	<b>126,496</b> beneficiaries <b>45,447</b> training hours
Modules that promote client protection	Training courses for businesswomen, focused on promoting their financial protection and divided into two modules: dare to say no and collection with service.	<b>17,405</b> beneficiaries <b>2,611</b> training hours

<sup>20</sup> Learn more about the topics we offer at: <https://www.compartamos.com.mx/compartamos/blog>

<sup>21</sup> Note. Financial Education projects with the community are included in the Community section.

Compartamos Banco 		
Initiative	Description	Impact
Financial Education Site	Site within the Compartamos Banco landing page focused on bringing useful information and advice around clients' finances and the management of their businesses. The materials that can be found and download are infographics, blog notes, interactive calculators and free courses. <a href="https://www.compartamos.com.mx/compartamos/educacion-financiera">https://www.compartamos.com.mx/compartamos/educacion-financiera</a>	<b>4,095</b> site visits with interaction
Blog "Cuida tu Cartera"	Compartamos Banco blog where notes are shared on topics related to financial education which seeks to provide useful information to visitors, with topics such as money management, savings, investments, and money tips. 34 publications were made in 2024. <a href="https://www.compartamos.com.mx/compartamos/blog/cuida-tu-cartera">https://www.compartamos.com.mx/compartamos/blog/cuida-tu-cartera</a>	<b>110,758</b> site visits with interaction
Interactive Calculators	An interactive segment on the Financial Education microsite provides access to three distinct calculators pertaining to incidental expenses, budget organization, and aspiration realization. These tools enable visitors to engage in a dynamic exploration of their spending, budgeting, and saving habits, thus facilitating a more lucid understanding of their financial potential.	<b>1,706</b> site visits with interaction
Financial Education Courses	Our digital microsite is home to three courses, each designed to correspond with the user's level of banking engagement. This initiative aids our efforts to surmount the entry barriers into the financial sector, thereby promoting increased banking outreach. Simultaneously, it upholds financial wellness, fosters entrepreneurial empowerment, and encourages secure and guided usage of digital banking options for clients. <a href="https://www.compartamos.com.mx/compartamos/lp/educacion-financiera/conoce-tu-personalidad/">https://www.compartamos.com.mx/compartamos/lp/educacion-financiera/conoce-tu-personalidad/</a>	<b>32,533</b> visits, <b>7,119</b> registered and <b>2,526</b> finished courses

Compartamos Banco		
Initiative	Description	Impact
Prospecting Guideline	Three client testimonial videos covering topics like Credit and Digital Channels were disseminated with the objective of assisting in breaking down the banking barriers related to the financial products and services provided by Compartamos. These videos were strategically released on Facebook from January to April in an endeavor to generate prospect databases and support the prospecting campaign.	<b>10,135</b> leads, <b>413</b> disbursements, <b>14.1M</b> amount disbursed and <b>1,221</b> members
Journey Recruitment	This initiative aims to motivate clients to actively use their accounts by distributing weekly messages (totaling 10) highlighting the benefits, security, and joy derived from their use. Tailored specifically for clients who sporadically utilize their card as an Overdraft Protection (ODP), this promotion aims to guide them towards maximizing its advantages.	<b>13,843</b> reached clients and <b>2,732</b> made their account usable
SMS clientes ATM	A financial education video "Grow your business with a loan" was sent to clients via SMS along with an offer to increase the amount of their credit, seeking to provide relevant information for managing their credit and preventing over-indebtedness. <a href="https://www.youtube.com/watch?v=VX6cgxZOKQ0">https://www.youtube.com/watch?v=VX6cgxZOKQ0</a>	<b>12,998</b> offers placed and <b>353M</b> attributed portfolio
Social media organic publications	50 Financial Education posts were made within the social media content calendar (Facebook, Instagram and TikTok) of Compartamos Banco, promoting the financial education courses we offer and giving tips to improve financial health.	<b>1,322,209</b> reached persons and <b>3,726</b> interactions
Reel branches	Quarterly reel projected in branches during 2024. Three Financial Education materials were generated where tips were given to improve finances and money management, in addition, the financial education resources offered by Compartamos are promoted.	N/A
Financial Education for Yastás Commission Agents	In partnership with Yastás, seven Financial Education contents were incorporated into Appy (an application created for commission agents) addressing financial issues for their business: budgeting, fraud, entrepreneurship and financial opportunities.	<b>91</b> views

Compartamos Financiera		
Initiative	Description	Impact
Compartamos Impulsa	Website with 12 educational videos for group credit clients and non-customers, covering topics of punctual payment, late payment evasion, incidental expenses and savings.	N/A (activation in 2024)
Educational Videos CG	Business advisors specializing in group credit advocate and edify clients on enhancing their personal finances, utilizing instructive, hands-on videos for practical understanding.	<b>647 mil</b> thousand people impacted
EduFin workshop for middle school students	Talks imparted by volunteer collaborators on financial education for middle school students.	<b>+120</b> benefited students
Creators of the Future	Free virtual program for adolescent girls in 4th and 5th grade, with eight sessions on leadership, self-knowledge and financial education.	<b>+70</b> benefited adolescents
II Strengthening and Loyalty Program	In partnership with the University of Piura, certified digital courses on financial education and business tools were offered for group and individual credit	<b>+100</b> benefited clients

Yastás	
Initiative	Description
Training for medium-sized companies	Through our partnership with CEDEPEC, a business development entity, we facilitated training for medium-sized businesses via a comprehensive six-week online course.

Initiatives with employees

GENTERA		
Initiative	Description	Impact
Healthy Finance Week for Employees	Virtual talk program for advice and attention to doubts regarding retirement and retirement issues, with the support of specialists in the field.	3,158 employees
ConCrédito Certification	Certification in CONDUSEF collection guidelines was obtained.	208 employees

Compartamos Banco		
Initiative	Description	Impact
Healthy Finance Course at Banco ADN	Course assigned to the employees through “AND” when hired, where issues of savings, credit and prevention of over-indebtedness are addressed.	4,075 assignments and 3,518 approved courses
Healthy Finance Course ConCrédito Sales	Updated course that was assigned to the entire staff of ConCrédito, where issues of savings, credit and prevention of over-indebtedness are addressed. With downloadable information on savings and investment.	2,309 assignments and 1,446 approved courses
Induction Course	Financial education course of 4 modules aimed at understanding the client, which is assigned to the sales employee when hired, covering financial health issues and banking barriers that may arise when dealing with clients.	4,259 employees approved the induction in 2024

Compartamos Banco		
Initiative	Description	Impact
Facebook FISSEP	35 monthly publications according to temporality and relevant topics of financial education on Facebook FISSEP, so that employees have access to financial literacy. <a href="https://www.facebook.com/ViveFISSEP/?locale=es_LA">https://www.facebook.com/ViveFISSEP/?locale=es_LA</a>	43 interactions (likes, comments and shares)
Intranet	53 publications made in partnership with SEFI-CONDUSEF, 5 monthly contents about temporality and financial health issues are received and shared with CEAS employees through a Financial Education microsite on the Intranet, so that they can access it and download resources. <a href="https://compartamos.sharepoint.com/sites/gentera/rss/Paginas/edufin.aspx">https://compartamos.sharepoint.com/sites/gentera/rss/Paginas/edufin.aspx</a>	457 visits
Conectando Compartamos	17 publications made in partnership with SEFI-CONDUSEF, 5 monthly contents about temporality and financial health issues are received and shared with Campo collaborators through a Financial Education microsite on the Conectando Compartamos site (created in August 2024), so that they can access it and download resources. <a href="https://vinculacion.gentera.com.mx:9088/boletin/banco/ccelsitio/ccelsitio.html">https://vinculacion.gentera.com.mx:9088/boletin/banco/ccelsitio/ccelsitio.html</a>	287 visits

# Suppliers

GRI 204-1, 308-1, 414-1

Strategic partnerships with suppliers and third parties are intrinsic to our capacity for fulfilling our clients' needs. As a result, we are supported by a value chain consisting of 1397 companies<sup>22</sup>, which contribute to the establishment of communication channels and client service outlets, in addition to providing other essential services for our operational development.

Transparent and punctual procedures are used during the selection, contract initiation, formalization and supervision of all our suppliers, in accordance with legal provisions. Our **Code of Ethics and Conduct for Suppliers and Organizations**<sup>23</sup>, aims to uphold operational integrity by establishing ethical guidelines in our business relationships.

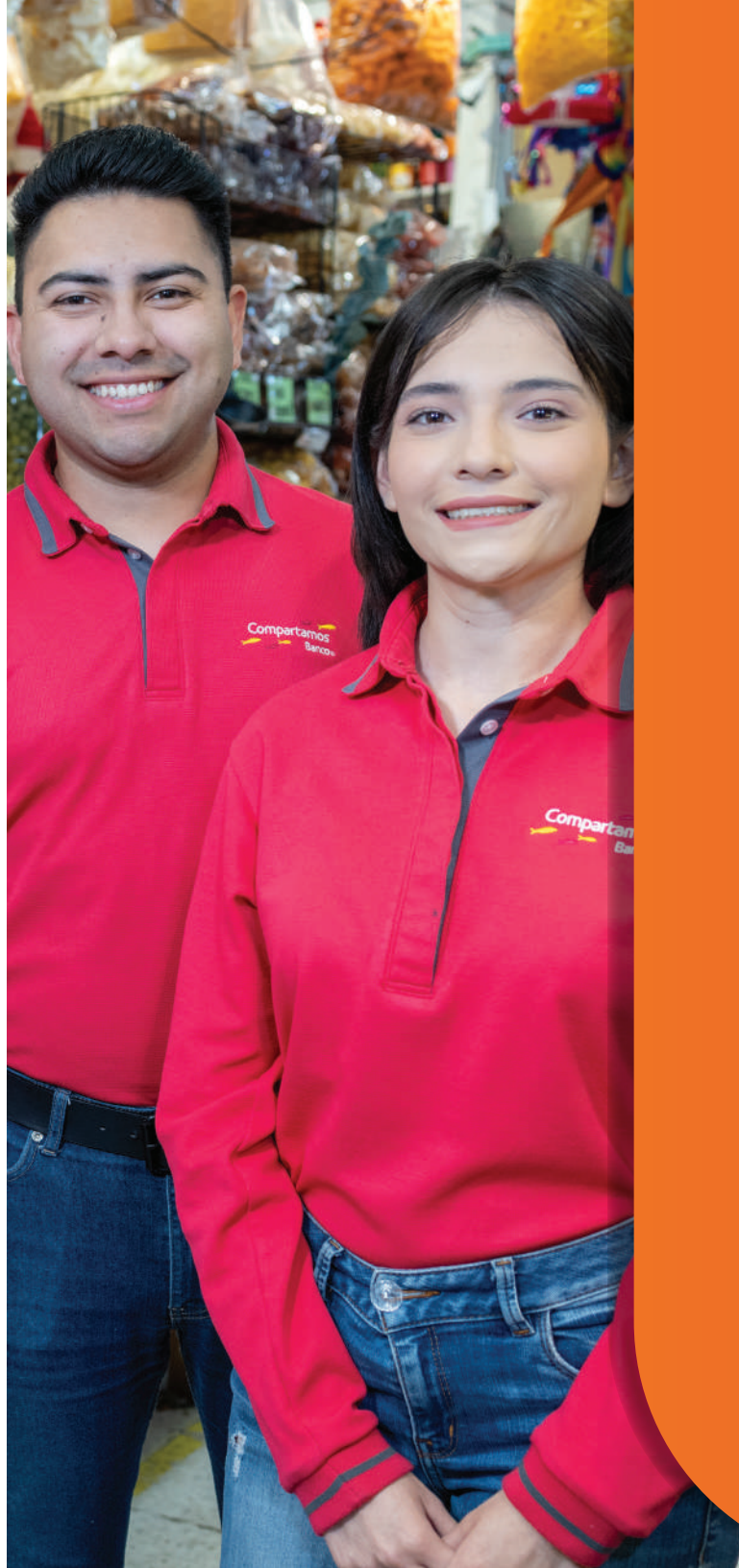
In this manner, our objective is to have our value chain predominantly composed of local suppliers, thereby enhancing economic growth in the areas where we operate.

In 2024 we engaged with 712 active suppliers in Mexico and 685 in Peru. Consequently, 124 suppliers agreed to our Code of Ethics for the first time, as part of the commencement of our commercial activities.

We invested US \$236 million in acquiring goods from local suppliers, which represents 95% of our total procurement budget.

<sup>22</sup> This data considers only suppliers who have purchase orders. Suppliers who are paid by agencies' fixed funds are not included in this estimation.

<sup>23</sup> For more information on ethics guidelines in our operations, see "Ethics and Human Rights" in the Governance Chapter of this report. You can also consult the Code of Ethics and Conduct for Suppliers and Organizations at: <https://www.gentera.com.mx/wcm/connect/5ce0beaa-a1ad-4583-a6aa-de9590b41ec6/C%C3%B3digo+de+C%C3%89tica+y+Conducta-Proveedores+y+Organizaciones+2024.pdf?MOD=AJPERES>



# 04

## OUR EMPLOYEES

# Our people


GRI 2-7, 202-2


The achievements we reached in 2024 for the benefit of our clients were made possible thanks to the dedication of our more than 27 thousand employees in Mexico and Peru, key members in continuing to fulfill our Purpose of boosting our clients’ dreams.

We acknowledge their effort and commitment to closely accompany each of our clients with empathy and human touch.

## Total workforce<sup>24</sup>



Workforce by gender Mexico 	
Women	10,457
Men	9,854

Workforce by gender Peru 	
Women	3,448
Men	3,342

Total female employees	
2022	50.3%
2023	50.4%
2024	51.3%

Employees by country		
Year	Mexico 	Peru 
2022	16,516	5,188
2023	18,776	6,085
2024	20,311	6,790

Employees with permanent contract from our total workforce		
2022	2023	2024
97.50%	97.56%	98.5%

<sup>24</sup> For comparative purposes, the figures reported in the total workforce of our employees can be taken as full-time equivalent (FTE).



Throughout 2024, our 27,101 employees in Mexico and Peru demonstrated that a warm and close approach makes the difference for our clients to continue choosing us.

Employees by company, type of contract and gender					
Company	Contrato permanente		Contrato temporal		Total
	Mujeres	Hombres	Mujeres	Hombres	
Compartamos Servicios	813	986			1,799
Fundación Compartamos	1	1			2
Compartamos Banco	8,400	7,907			16,307
Compartamos Financiera	3,088	3,241	254	207	6,790
Yastás	87	141			228
ConCrédito	1,130	804			1,934
Aterna	26	15			41
Total	13,545	13,095	254	207	27,101

**Note:** During 2024 we do not have employees with contracts for non-guaranteed hours.








Employees by company, type of working day <sup>25</sup> and gender			
Company	Full-time		Total
	Women	Men	
Compartamos Servicios	813	986	1,799
Fundación Compartamos	1	1	2
Compartamos Banco	8,400	7,907	16,307
Compartamos Financiera	3,340	3,446	6,786
Yastás	87	141	228
ConCrédito	1,130	804	1,934
Aterna	26	15	41
Total	13,797	13,300	27,097

**Note:** 4 employees of Compartamos Financiera were in partial time

<sup>25</sup> At Gentera and its companies we do not have non-guaranteed hours employees, which refer to those employees who do not have a minimum or fixed schedule per day, week or month, but who must be kept available when the job requires it.

Employees by age group and gender in Mexico 			
Age	Women	Men	Total
<30 años	2,378	2,703	5,081
31-50 años	7,584	6,753	14,337
>51 años	495	398	893
Total by gender	10,457	9,854	20,311

**Note.** Exclusive data for Mexico (excluding ConCrédito).

Employees by country, company, job category <sup>26</sup> and gender														
People by scale of operations	 Compartamos Servicios		 Fundación Compartamos		 Compartamos Banco		 Compartamos Financiera		 Yastás		 ConCrédito		 ATERN A	
	M	H	M	H	M	H	M	H	M	H	M	H	M	H
C-level	52	77	0	0	16	36	18	14	2	3	3	8	2	2
Managers	175	316	0	0	39	50	111	62	5	10	8	7	7	2
Administrative	586	593	1	1	2,406	729	655	926	63	47	55	32	17	11
Sales force	0	0	0	0	5,939	7,092	2,664	2,340	17	81	1,064	757	0	0
Total	813	986	1	1	8,400	7,907	3,448	3,342	87	141	1,130	804	26	15
Total by company and country	1,799		2		16,307		6,790		228		1,934		41	

<sup>26</sup> The classification criteria for the job categories in Gentera and its companies are as follows: **C-level:** CEO, General Officers, Executives, Operational and Assistant Officers (HAY grade above 18), except HC Sales classifier. **Managers:** HC category Managers CEAS, Decentralized, Operations and International (grades HAY 15, 16 and 17). **Administrative:** Employees with a grade below manager of CEAS, Decentralized, Operations and International (HAY grades less than 15). **Sales Force:** All personnel with Sales category from assistant officer to advisor level.

# Diversity, Equity, and Inclusion

GRI 3-3, 405-1, CINIF B.1

In Gentera, the protection of human rights is essential, and we reject all forms of discrimination or exclusion.

We value diversity at all levels and dimensions of our organization. We are committed to providing an environment where each employee can develop their talents and have the opportunity to reach their full potential. We foster an organizational culture characterized by kind, respectful, and human approach, guided by our **Code of Ethics and Conduct**.

We have established **the Equal Employment and Non-Discrimination Policy**<sup>27</sup>, which reflects our commitment to equal opportunities, the promotion of Human Rights and non-discrimination in any of our operations, interactions, policies, and processes in which our people are involved.

We promote an equitable and respectful work environment,  
where all voices are heard and where everyone can fully  
contribute with their work.

Additionally, we have **the Diversity and Inclusion Operating Committee**, composed of leaders from different areas of the organization, who work in coordination to identify opportunities, develop initiatives and actions that promote inclusion and diversity within the organization.

<sup>27</sup> See our Equal Employment and Non-Discrimination Policy at:  
[https://www.gentera.com.mx/wcm/connect/18e9709a-defb-4ada-8711-144851821e4b/MPE-05\\_V0+Pol%C3%ADtica+de+Igualdad+Laboral+y+No+Discriminaci%C3%B3n.pdf?MOD=AJPERES](https://www.gentera.com.mx/wcm/connect/18e9709a-defb-4ada-8711-144851821e4b/MPE-05_V0+Pol%C3%ADtica+de+Igualdad+Laboral+y+No+Discriminaci%C3%B3n.pdf?MOD=AJPERES)



Likewise, to promote diversity and inclusion in our team, we carry out the following actions.

Intervention pillar	Action	Description	Number of beneficiaries
Actions focused on retirement initiatives.	Genera makes me happy at the time of my retirement	To guide and support our employees on their journey to retirement, we conducted a webinar providing information to prepare them adequately. In this event, we explained in detail the tools and benefits we offer as an organization, as well as information on pensions and how AFORE works.	323
	Retired tribe	We have a set of benefits to recognize the commitment, loyalty, and valuable contributions that our retiring employees have made during their career in the organization.	25
Actions for a formal commitment to gender equality, diversity, and inclusion	Executive coaching	We promote female talent at high levels of the organization through the executive coaching support program.	4
	Sorority, allies and impostor syndrome	An initiative focused on promoting awareness and learning about mutual support, sisterhood, and gender equity contribution. This approach enabled our employees to outline an assertive plan for their personal and professional development. In addition, the initiative was designed to raise awareness about the importance of sisterhood and the creation of strong support networks, emphasizing significance in both the work and personal environment.	184
	Self-care and self-defense for women	An initiative aimed at our female employees with the objective of equipping them with the necessary skills and techniques to protect and defend themselves in risky or aggressive situations. This comprehensive program combined theoretical and practical elements. The content included self-protection techniques, recognition and prevention of risky situations, defense against physical aggression, as well as highlighting the importance of self-empowerment and self-confidence.	33



Intervention pillar	Action	Description	Number of beneficiaries
Actions for a formal commitment to gender equality, diversity, and inclusion	Talent attraction for People with Disabilities (PwD)	Our goal was to adapt the recruitment process to facilitate the inclusion of PwD profiles. We make a joint effort to raise awareness and guide our internal teams, to promote an inclusive and bias-free talent attraction process.	120
	Female mentoring	We aim to promote and support our female talent through workshops and mentorship. During these sessions, we implement mentoring practices to empower our female employees with the necessary skills for their performance and growth within the company.	214
	Social-emotional skills for your kids	We developed an initiative focused on providing parents and caregivers with the necessary tools and strategies to support children's emotional and social development. As part of this initiative, we aimed to raise awareness among participants about the importance of social-emotional skills in their holistic development. In this way, we equipped them with useful knowledge and techniques to help children manage their emotions, establish healthy relationships, and make responsible decisions.	146
	Disability is already in your company; did you know that?	With the aim of raising awareness and sensitizing our employees about the challenges that PwD face, we promote inclusive practices and ensure that opportunities are offered to them in an equitable manner.	262
	Hearing disability awareness	Program aimed at promoting understanding and empathy towards people with hearing loss. This goal became particularly relevant when integrating a team member with this disability into our technology team. The intention was not only to promote social and work inclusion of these individuals within our community but also to help reduce prejudices and raise awareness about the challenges faced by people with hearing disabilities in their daily lives.	35



Intervention pillar	Action	Description	Number of beneficiaries
Actions for a formal commitment to gender equality, diversity, and inclusion	Executive program women who transform	We support women's professional development with the aim of making them empowering forces within companies. We focus on promoting, boosting, and developing financial literacy in women to strengthen their management capacity and make a positive impact on business leadership. Under this initiative, we offered individual training to the leaders and future leaders of the companies, providing them not only with the necessary technical knowledge, but also the tools for self-leadership and leading others. With this support, we seek to help improve results in companies and strengthen the position of women in leadership roles.	5
	Hormonal transitions in people	Initiative focused on raising awareness about the changes and challenges that men and women experience during menopause and andropause. We organized a talk to sensitize our staff and promote a more inclusive environment within Gentera regarding these issues. We provided our employees with tools on hormonal transitions in individuals, introduced them to menopause and its impact on life and work, promoted the adoption of healthy habits for a better quality of life, and taught how to create inclusive work environments in the face of these changes.	472
	Male well-being and mental health, beyond stereotypes	The aim is to promote awareness and understanding about mental health in men. The initiative seeks to promote effective communication and emotional support, as well as challenging any stereotypes and social norms that could hinder seeking help. We intent to provide general knowledge about andropause and encourage the development of self-care skills.	236



Intervention pillar	Action	Description	Number of beneficiaries
Acciones para un compromiso formal con la equidad de género, la diversidad y la inclusión	A leader between two worlds, defying barriers, and opening paths	We hosted a conference featuring Rosario Marín as a guest speaker, the first Mexican woman to serve as Treasurer of the United States. Her testimony served as inspiration for those facing adversity daily, reaffirming that in life, the only boundaries that exist are the ones we impose on ourselves. Her life, marked by experiences that many might consider tragic or challenging, stands as an inspiring testimony of perseverance, facing challenges, dedication, self-confidence, and love for others.	75
	How to take responsibility for your career, ask for help, and build a support network for success and collective resilience	Our goal was to empower female talent to take control of their careers, promoting the idea that seeking help is an act of strength. We aim to encourage them to build a strong support network and foster collective resilience as a driver of success. To achieve this, we focus on developing a personal leadership mindset, providing the tools and guidance necessary to enable them to actively direct their career paths.	65

Given the sector to which we belong and the countries where we operate, it is important to note that **we have a high representation of women** not only in our workforce, but also on the Board of Directors and in decision-making positions, demonstrating our commitment with gender equality at all levels of our organizational structure.

On the other hand, at Gentera and its companies we do not have a wage gap based on gender, job category, newly created positions, administrative, or business positions.

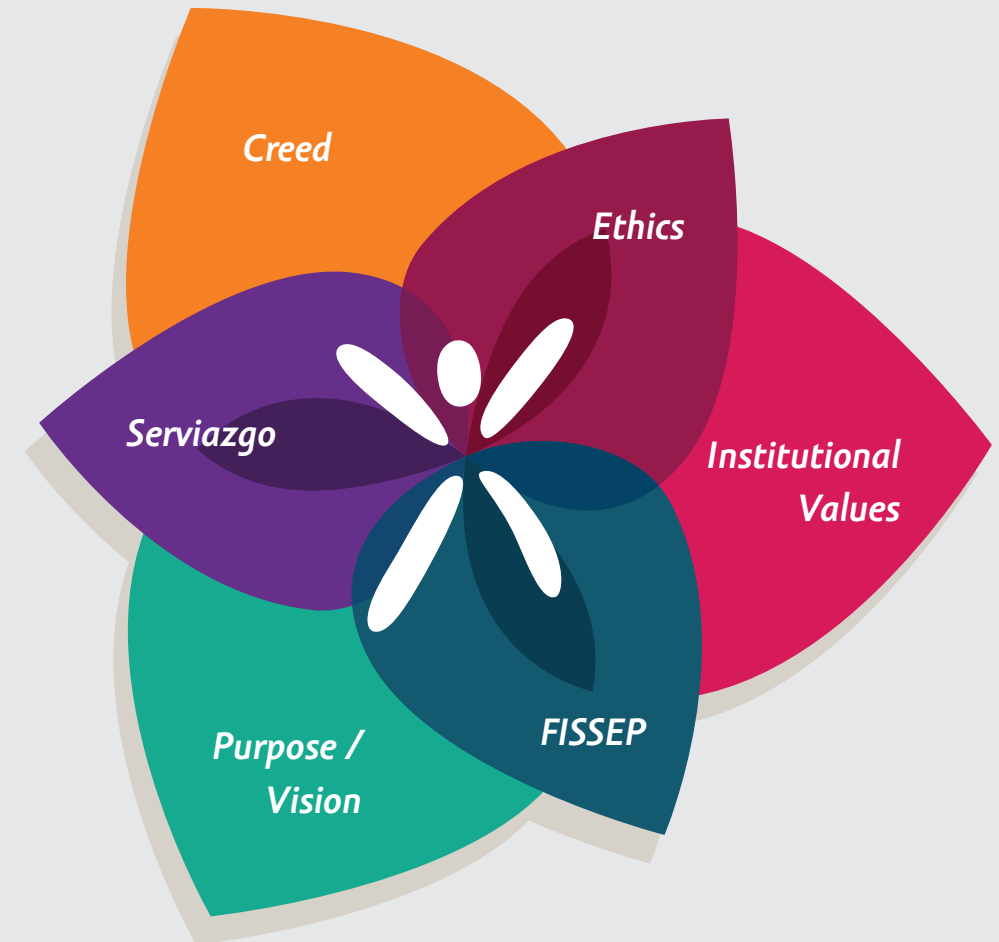
We are moving towards a more equal, inclusive work environment, where all team members are valued and rewarded for their great contribution.

# Our Philosophy: Value proposition

GRI 403-5, 403-6, 404-2

Our Philosophy is our way of thinking and acting, it focuses on the person and gives us a sense of transcendence.

## Fundamentals of Our Philosophy



## Creed

- 1** We believe in the individual and in their capacity to overcome to be better.
- 2** We believe that to act ethically is to do the greatest possible good and we strive to make this a reality in our lives.
- 3** We believe that exclusion is a result of poverty, and that by offering access to competitive and quality financial solutions, we generate inclusion and development.
- 4** We believe in using business principles to help solve social problems.
- 5** We believe that, in the right context, profitability is the engine for development and creating competitive and efficient industries.
- 6** We believe that there is a space where social, economic and human values coexist and reinforce each other.
- 7** We believe in sustainable development and care for the environment.
- 8** We believe in Serviazgo as a leadership style based on serving others, which inspires and is meaningful through serving, training, growing, and delivering results.

- 9** We believe that we should aspire to inspire and transform, even though the challenge is enormous.

## Purpose

Our purpose is to boost our clients dreams, solving their financial needs with a human sense.

## Institutional Values

The experience of our six values:

**Person** – We recognize their dignity and self-worth; we understand it has an end and never as a means.

**Service** – We give ourselves to others because we care about their good.

**Passion** – Loving what we do.

**Teamwork** – We work with others, to achieve more.

**Profitability** – Do more with less, be productive and efficient to serve better.

**Responsibility** – Keeping our word and assuming the consequences of our actions.



It is our Integral Development Model, born from our Person value and encompasses the dimensions for holistic development: Family, Intellectual, Health (´ Mental and Physical), Social, Spiritual and Professional.



Our leadership model based on serving others.



Acting ethically is to do the greatest good possible in any circumstance. Through the Code of Ethics and Conduct, we communicate to our employees the expected behavioral guidelines, clear parameters regarding relationships with clients, suppliers, and competitors, and provide visibility to the reporting and consultation channels<sup>28</sup>.

# Induction

Every time a new employee joins our team, participates in an introductory session with a Philosophy Guardian, who shares their personal experience and testimony on how the Gentera Philosophy is lived. They also aim to inspire new members to practice the values that distinguish us in their decisions and actions. In 2024, we delivered over 1,680 hours of these sessions, with the participation of 281 employees.

Similarly, we implemented the Mystical Experience survey, a valuable tool that allows us to understand how Gentera's values are lived daily and detect areas for improvement in our culture.

The Mystical Experience gives us a clearer vision of how our Philosophy translates into practice.




	Number of participants	Results (Mystical Experience)
2022	15,450	92%
2023	15,579	91%
2024	22,637	92%

<sup>28</sup> For more information, see the section Ethics and Human Rights in the Governance section of this report.

# FISSEP Model

Our FISSEP comprehensive development model refers to various key dimensions that we use to enhance the well-being of our employees. It arises from the premise that each employee owns their development process, supported by our range of activities, tools, programs, agreements, benefits, and offerings.







With the FISSEP model, we promote the integral well-being of our employees.

Dimension	Initiatives	Gentera's companies that participated	Total participants *
Family	<b>Family Day.</b> For the second consecutive year, we held an in-person event for employees at Service Offices, branches, and their families. They enjoyed a day of experiential learning with recreational and educational activities to reflect on family life while having fun. This year, families designed their coat of arms and declared their personal and family dreams related to BE, DO, and HAVE.	 Compartamos Banco Yastás	<b>37,411</b> employees and family members
	<b>Family Day.</b> Family Day. This year marked the 16th edition of Family Day for CEAS employees, returning to a face-to-face format since 2019. For the first time, differentiated educational content was offered to strengthen the family dimension based on three different family conditions: couples, employees who are primary caregivers of young children, and employees caring for adolescents and young people.	 Compartamos Servicios Compartamos Banco Yastás ATERN A	<b>561</b> employees and family members
	<b>Digital Family Week.</b> A virtual event that complements the face-to-face offer, available for employees in Mexico and Peru, and their families. Five lectures were offered on topics related to: behavior and education of children and personal development. For the first time, they were hosted on the FISSEP Play portal, which allowed participants to access at any time and as many times as they wanted.	 Compartamos Servicios Compartamos Banco Yastás ATERN A ConCrédito Compartamos Financiera Fundación Compartamos	<b>3,307</b> employees and family members



Dimension	Initiatives	Gentera's companies that participated	Total participants *
Familiar	<b>FISSEP Kids.</b> On special dates, such as Children's Day and Day of the Dead, we offer learning and recreation spaces for the children of our employees or relatives of infant age. The sessions, guided by experts in early childhood, are held in hybrid and face-to-face mode in corporate offices for children of CEAS employees and via Zoom.	<div>Compartamos Servicios</div> <div>Compartamos Banco</div> <div>Yastás</div> <div>ConCrédito</div> <div>ATERNAS</div>	<b>159</b> children of employees
	<b>Courses on respectful parenting and parenting skills.</b> We provide training on respectful parenting and parenting skills for employees and their partners who are primary caregivers of young children. The courses are delivered virtually in both synchronous and asynchronous formats, in partnership with civil society organizations specializing in Early Childhood such as "Hipocampus" and "0 to 3 Foundation."	<div>Compartamos Servicios</div> <div>Compartamos Banco</div> <div>Yastás</div> <div>ATERNAS</div>	<b>443</b> registered participants including employees and family members
	<b>Family Communities.</b> To offer training on pertinent family issues based on the life stage of each employee, this year communities were created, through WhatsApp groups, where specific content and activities are shared for the development of their Family dimension, seeking to promote strong, united, full and happy families.	<div>Compartamos Servicios</div> <div>Compartamos Banco</div> <div>Yastás</div> <div>ATERNAS</div>	<b>420</b> employees and family members registered
	<b>FISSEP Committee.</b> This year, the Family Committee evolved into the FISSEP Committee with the aim of ensuring that our personnel work towards their personal flourishing across the six dimensions of our FISSEP comprehensive development model. This committee reviews topics such as the development offerings for employees, their work-family balance, early childhood, among others.	<div>Compartamos Servicios</div> <div>Compartamos Banco</div> <div>Yastás</div> <div>ATERNAS</div>	<b>13</b> employees
Intellectual	<b>Facebook FISSEP.</b> A public access platform where employees, family members, clients and the community can access free resources (articles, courses, tips) for their integral development, and share their experience in FISSEP.	<b>For all audiences</b>	Followers: <b>12,121</b> Reach: <b>2,530,098</b> Interactions: <b>50,347</b>



Dimension	Initiatives	Gentera's companies that participated	Total participants *
Health (physical and mental)	<b>FISSEP Conductors.</b> We provide support through dialogues with counselors, via phone calls or video calls, to employees who need to discuss a personal issue causing them concern, stress, or unease that affects their holistic development. The counselors offer ongoing sessions and support, and this benefit is also available to their family members.		<b>201</b> people attended <b>350</b> sessions
	<b>Carrera Un Kilo de Ayuda.</b> An effort to enhance the well-being and health of our staff and loved ones. We invited and financially supported them to participate in the "Un Kilo de Ayuda" race, dedicated to benefiting early childhood. This year, it took place on Reforma, in Mexico City, with categories of 3, 5, and 10 km, as well as children's categories of up to 500 meters. At the end of the race, participants and their families enjoyed a recreational and hydration area.		<b>900</b> registered among employees, relatives and beneficiaries of Fundación Compartamos
Social	<b>Love in action.</b> We promote and invite voluntary participation in a collection of food and cleaning supplies to benefit the homes of the Sisters of Charity (Hermanas de la Caridad) and other institutions with the mission of providing care to the most needy and vulnerable. This initiative encourages the spiritual and social development of our employees in alignment with the FISSEP model.		<b>4,483</b> employees
	<b>Annual Basilica Mass.</b> We invite our employees to a Mass in the Basilica of Guadalupe in gratitude for the year that has ended and to entrust future projects for this new year. Employees attend, voluntarily, with family members and at the end they are invited to pray the rosary and put their intentions in God's hands.		<b>2,700</b> employees and family members
Spiritual	<b>Spiritual Exercises.</b> It is a voluntary event from Friday to Sunday that seeks to offer a space for reflection and approach to God, through talks, meditations, prayer and activities that cultivate their spirituality.		<b>109</b> participants
	<b>Spiritual Retreats.</b> It is a half-day volunteer event that seeks to create a space for reflection and approach to God, through talks, meditations, prayer and activities that promote the spirituality of our employees.		<b>333</b> participants



Dimension	Initiatives	Gentera's companies that participated	Total participants *
Spiritual	<b>Marriage renewals.</b> We offer our employees and their partners a half-day space to reflect and get closer to God, through talks and prayer that improve coexistence and foster a better sentimental relationship in spiritual areas.		56 employees and their partners
	<b>Cine Fe.</b> We offer private and voluntary cinema screenings, with a billboard of films that transmit messages of faith and values, promoting their Spiritual development according to our FISSEP model, as well as the experience of our Philosophy. This year the film "Latidos del Cielo" was screened.		3,300 employees and family members
	<b>Sacraments (Gentera parish).</b> In synergy with the Archdiocese of Mexico City, we provided the Sacraments of Confirmation, Communion, and Baptism to employees and their families. This initiative included the formative process leading up to the sacramental ceremony to promote spiritual development.		22 employees and family members
	<b>Eucharistic Celebrations.</b> We promote voluntary participation in monthly masses, with devotion to the Sacred Heart of Jesus, as well as on relevant dates and at the beginning of institutional events or meetings. They are carried out both in person and virtually through a transmission available to the entire Gentera community.		115 masses 11,712 participants
	<b>Spiritual dialogue.</b> We invite employees who wish to have conversations with a priest, in virtual and/or face-to-face mode, to have a personalized accompaniment that strengthens their spiritual dimension. Ash Wednesday. As part of Lent and with the aim of fostering spirituality, employees are invited to participate in the Ash Wednesday ceremony and a reflection related to this liturgical period.		30 people attended 115 sessions
	<b>Ash Wednesday.</b> As part of Lent and with the aim of fostering spirituality, employees are invited to participate in the Ash Wednesday ceremony and a reflection related to this liturgical period.		245 employees
	<b>Guadalupe Serenade.</b> Within the framework of December 12, we invite to voluntarily participate in a serenade to Santa María de Guadalupe, through the internal communication channel FISSEP Play with access and reproduction to employees and family members.		648 connections
	<b>The Lord of Miracles.</b> During the month of October, due to the special devotion of the Peruvian people to the Lord of Miracles, we invite employees in Lima to voluntarily participate in a procession and mass to strengthen their spirituality.		51 participants



Dimension	Initiatives	Gentera's companies that participated	Total participants *
Professional	<b>Philosophy Month.</b> Philosophy Month. In September we celebrate and strengthen our Philosophy, which is our main differentiator. We started the month with a virtual kick off broadcast live for Gentera in Mexico and Peru, encouraging them to make use of the month's content as a call to fight for their dreams of Being (personal growth), Doing (positively impacting others), and Having (improving living conditions) to transcend. Offering activities to help employees connect with our origins, our social vocation, ethical culture, and Serviazgo.		786 connections
	<b>FISSEP Tuesday.</b> On the third Tuesday of the month, we broadcast a live webinar through Teams, which addresses the dimensions of FISSEP, with topics of interest to employees and their families.		2,341 connections
	<b>Recognition "Abrazo Gentera".</b> We recognize and celebrate employees who live our Institutional Values, elected by their colleagues through a vote in each office or work area. This takes places as an institutional event.		780 recognitions
	<b>Digital Dreammeter.</b> Gentera's Purpose is to Boost Dreams, which is why we designed a program to boost the dreams of our employees. We have a digital platform through which employees can share their dreams, this year we registered our dreams of Being (dreams that promote personal growth), Doing (dreams that positively impact others, with actions we perform) and Having (dreams that improve our quality of life) with the rest of the organization.		25,248 employees
	<b>Recognitions for seniority.</b> We recognize the trajectory of employees who have demonstrated their commitment, dedication and passion through all the years they have worked at Gentera to boost our clients' dreams. Every year, at the Meetings, we recognize those who have completed a five-year period (5, 10, 15, 20, 25, 30 years or more) with us. We appreciate the time given to the institution with a recognition (5 years) or a silver or gold coin (10 years and older).		1,667 recognitions

Dimension	Initiatives	Gentera's companies that participated	Total participants *
Profesional	<b>Induction sessions to our Philosophy.</b> We offer introductory sessions for new hires and promotions, where we share our Foundational Spirit, knowledge, application of our Philosophy, and how to make use of the range of activities and resources available to live our culture, be happy, and transcend.		7,350 employees
	<b>Tour of Philosophy.</b> An activity where employees take a tour of key historical Gentera facilities, accompanied by one of our founding Directors. The aim is to reconnect with our origin and Purpose, creating a significant impact on experiencing our Philosophy.		99 participants

**\*Note.** Due to the diversity of events, platforms and formats, as well as the variety of audiences, it is sometimes possible to specify the exact number of employees who participated. On many occasions, family members or outsiders also participate, while in others, only connections can be reported, without details about the participants.

Dimensions

**Family:** We promote the family as the essential nucleus for personal development and social transformation.

**Intellectual:** We encourage and provide the means for people to acquire more and better knowledge.

**Health (physical and mental):** We create and disseminate resources to take care of our health holistically.

**Social:** We create spaces where people can be agents of social change because we recognize that positively influencing others gives meaning to our lives.

**Spiritual:** We promote spiritual experience, respecting all creeds.




**Professional:** We offer tools to develop our talent and improve our skills.

We provide our employees with FISSEP Play, where they have access to content related to the six dimensions.

During 2024, we recorded a total of 43,880 visits to FISSEP Play.

# Pyxis Model

Another one of our programs that strengthens leadership development in our employees from a human formation perspective is the Pyxis model, which is based on Serviazgo and relies on four essential commitments: to serve, to educate, to grow, and to achieve results.

Item	Pyxis Initiative	Description	Gentera companies that participated	Number of participants*
Serviazgo	Pyxis Business	Development program consisting of two sessions based on experiential learning methodology, designed to inspire business employees to become leaders capable of generating exponential impact through transformational relationships. It promotes Human Sense, encouraging its application in interactions with internal and external clients. Through experiences aligned with the Integral Leadership Model, it invites participants to connect with dreams of Being, Doing, and Having, fostering recognition of individual potential to genuinely contribute to Gentera's vision and aspiration.		11,913
	Pyxis CEAS	Program designed for corporate staff aimed at enhancing human value through experiential learning. Participants reflected on their proactivity, internal dialogue, and lifestyle, challenged their fears, and generated actions, habits, and thoughts focused on their personal flourishing.		1,563
	Pyxis Branches	Session aimed at all Branch employees, where activities based on the Integral Serviazgo Model are conducted. The purpose is to generate exponential impact in transformational relationships, promoting Human Sense and its application in interactions with internal and external clients. Through this process, participants recognize their potential to genuinely contribute to Gentera's vision and aspiration.		611









Item	Pyxis Initiative	Description	Gentera companies that participated	Number of participants*
Serviazgo	Pyxis trainers	<p>Program designed for regional trainers responsible for accompanying, guiding, and facilitating training programs in Business and Serviazgo. Based on experiential learning, it helps strengthen knowledge in delivering sessions with this approach.</p> <p>The purpose of the program was to empower trainers through direct experiences that promoted the construction of knowledge, the development of skills, and critical reflection capacity. This training experience opened the opportunity to transform and be transformed in the process.</p>		73
	Pyxis Facilitator Accreditation	<p>This program aims to equip employees, directors, and subdirectors with the essential tools to facilitate high-level meetings within the Pyxis program, ensuring their ability to adapt to various organizational contexts. Participants, part of the trained facilitators group, are prepared to transmit key materials and messages to different levels of the organization. This includes audiences that require effective handling of questions, clarification of concepts, and the ability to generate collective awareness within the groups they lead. This training strengthens their competencies in communication, analysis, and leadership, while also solidifying their role as change agents capable of driving the impact of the Pyxis program throughout the organization. Additionally, it significantly contributes to the generation of human, social, and economic value, reinforcing Gentera's commitment to the integral development of its talent and collective well-being.</p>		20
	Pyxis Yastás	<p>Program aimed at the leaders of the Yastás company to reinforce the Integral Serviazgo Model. The program addressed the team's needs to facilitate the achievement of their goals within the COSMOS project. By identifying the individual and collective strengths of the participants, it encouraged the adoption and complementation of the project.</p>		46
	Pyxis BAU Induction	<p>The objective of the program is to share the origin and purpose of the Pyxis programs through an e-learning module for new employees, contributing to a successful onboarding process. This way, new employees at Gentera will understand and commit to experiencing Gentera's Philosophy through the experiential Pyxis program.</p>		3,574










Item	Pyxis Initiative	Description	Gentera companies that participated	Number of participants*
Serviazgo	Pyxis Digital Management	A day-and-a-half session aimed at the Digital Transformation team to promote knowledge construction and skill development, strengthen reflective capacity through experiential learning, and prepare the team to achieve transformation goals.		48
	Pyxis representatives of People and Philosophy	Program aimed at the People and Philosophy Representatives (Human Resources) who had the opportunity to listen to and share concerns with those responsible from various areas such as the General Management of Gentera, Compartamos Foundation, Ethics, Philosophy, and Serviazgo. Through presentations and experiential activities, we promote teamwork, change management and resilience. In addition, together with Carlos Labarthe, co-founder of Gentera, they reinforced the importance of our founding origin and reaffirmed their commitment to be representatives of Gentera's Philosophy.		131
	Serviazgo Anniversary Week	We celebrated 16 years of the Gentera Leadership Model in Mexico and Peru with a week of activities that reinforced, connected and promoted Serviazgo. We began with the anniversary mass, followed by the traditional bell ringing and the experience of the IPADE professor, Antonio Casanueva, who presented us: Serviazgo, A success story! We also presented the webinar "Leader's Self-Care", focused on promoting emotional health. To close the week, we concluded with a virtual contest and the award ceremony for the winners of the TikTok contest "El Serviazgo inspires me".		2,385
Human Formation	Human Training Directors	The program provided practical guidelines for Gentera executives to make decisions consistent with the organizational philosophy and promote its application aligned with the objectives. Furthermore, it promoted the generation of human value through the development of skills that strengthen leaders and their teams.		76
	External Relations Department Update Session	The External Relations Department team, responsible for internal and external communication, social commitment, and organizational philosophy, had the opportunity to meet new allies who can enhance the initiatives of each area through their support in programs and initiatives, contributing to updating offerings in the market and continuous improvement.		48



Item	Pyxis Initiative	Description	Gentera companies that participated	Number of participants*
Human Formation	Human Development 2023-2024	A five-session program led by the Service Office Manager, aimed at promoting happiness among employees and teams within the Service Offices. The program helps them experience happiness as a real, attainable, and lasting emotion that benefits their human development. This initiative contributes to the generation of human and social value, strengthening both individual and collective well-being.		11,830
	Human Training Operations 2023-2024	Program aimed at Operations employees, who acquired and developed skills to lead with Emotional Intelligence, foster a growth mindset, manage productive conflict, and practice assertive communication. The goal was to promote both personal growth and team growth.		100
	Universal Social Principles Mexico	Through this program, Gentera employees in Mexico learned the foundations of Gentera's Philosophy based on Christian Social Doctrine, fostering their human formation through personal, deep, and lasting transformation. This allowed them to enhance their well-being, personal growth, and establish immediate actions for daily application as change agents who exemplify the principles of Gentera's Philosophy through their actions. Additionally, this program contributed to the training of team leaders, subdirectors, and managers, who then delivered the sessions to their teams, creating a moment for reflection, learning, and shared commitment.	   	13,941



Item	Pyxis Initiative	Description	Gentera companies that participated	Number of participants*
Emotional Containment	Listening to your emotions	A voluntary 2-hour program where mental health specialists listen and provide specific guidelines for practical application to employees facing high emotional stress situations, regardless of the source. The sessions are group-based, conducted live via Microsoft Teams. Some of the specialties included are grief, self-esteem, parenting for children under 12, parenting for teenagers from 12 years onward, spirituality, stress, and anxiety.	  	1,760
	Emotional First Aid Responder	Voluntary program to train as an Emotional First Aid Responder, based on emotional first aid principles promoted by the World Health Organization (WHO). This e-learning course consists of 3 levels: Basic, Intermediate, and Advanced, and is available for employees in Mexico and Peru.	   	508 employees at the basic level 489 employees at intermediate level 67 employees at advanced level

Continuing with our commitment to the training and empowerment of our employees, we also implemented a series of initiatives in our company Compartamos Financiera in Peru, called Pyxis Peru for Leaders with 171 participants, Pyxis CEAS Peru with 580 participants, Pyxis Alternates Peru with 13 participants, and Human Formation Universal Social Principles Peru with 6,314 participants.


- Item**
- Serviazgo:** leadership model based on service to others.
- Human Training:** its purpose is to promote personal growth and development, based on our Philosophy, and make this program a welcoming experience for the employee, both in Mexico and Peru.
- Emotional Containment:** Seeks to provide spaces and resources to support mental and emotional health.








# Hiring and promotions

GRI 2-30, 401-1

Our workforce is the engine to continue driving our clients dreams. In this sense, we are looking for people who are passionate about serving others and with a true sense of humanity to join our team.



This year, we welcomed over 7,370 new employees who have entered an environment of respect, growth, innovation, creativity, and service, but above all, one of constant transformation. Our employees have the opportunity to develop, grow, and learn.

New hires by age and country				
Age group	Mexico 		Peru 	
	Number	%	Number	%
18 to 28 years	1,811	37.5%	1,346	53.0%
29 to 38 years	2,015	41.7%	944	37.2%
39 to 48 years	849	17.6%	212	8.4%
49 to 58 years	158	3.3%	36	1.4%
Total	4,833	100%	2,538	100%








New hires by age and company														
Age group														
	Number	%	Number	%	Number	%	Number	%	Number	%	Number	%	Number	%
18 to 28 years	61	26%	0	0%	1,741	38%	1,346	53.0%	8	25%	181	18%	1	5%
29 to 38 years	115	49%	0	0%	1,877	41%	944	37.2%	12	38%	424	43%	11	52%
39 to 48 years	46	20%	0	0%	786	17%	212	8.4%	10	31%	273	28%	7	33%
49 to 58 years	11	5%	0	0%	143	3%	36	1.4%	2	6%	107*	11%	2	10%
Total	233	100%	0	0%	4,547	100%	2,538	100%	32	100%	985	100%	21	100%

\*5 employees are over 58 years old, between 59 and 61 years old.

New hires by gender and country

Gender	Mexico 		Peru 	
	Number	%	Number	%
Women	2,310	47.8%	1,240	48.9%
Men	2,523	52.2%	1,298	51.1%
Total	4,833	100%	2,538	100%

New hires by gender and company

Gender															Total
	Number	%	Number	%	Number	%	Number	%	Number	%	Number	%	Number	%	
Women	91	39%	0	0%	2,197	48%	1,240	48.9%	11	34%	492	50%	11	52%	4,042
Men	142	61%	0	0%	2,350	52%	1,298	51.1%	21	66%	493	50%	10	48%	3,821
Total	233	100%	0	0%	4,547	100%	2,538	100%	32	100%	985	100%	21	100%	100%

New hires by company, job category, and gender

Job category	Compartamos Servicios		Fundación Compartamos		Compartamos Banco		Compartamos Financiera		Yastás		ConCrédito		ATERNAL		Total
	M	W	M	W	M	W	M	W	M	W	M	W	M	W	
Officers	1	10	0	0	0	2	4	3	0	0	0	0	0	1	21
Managers	17	40	0	0	1	6	18	13	0	0	0	0	2	2	99
Administrative	73	92	0	0	789	299	237	235	9	12	14	15	9	7	1,791
Sales force	0	0	0	0	1,407	2,043	1,039	989	2	9	479	477	0	0	6,445
Total	91	142	0	0	2,197	2,350	1,298	1,240	11	21	493	492	11	10	8,356

Encouraging the growth and development of our employees is crucial for the success of Gentera and its companies, as well as for continuing to drive the dreams of our clients. In this regard, during the year, 1,978 employees were promoted.

Promotions by company, job category and gender

Job category	Compartamos Servicios		Fundación Compartamos		Compartamos Banco		Compartamos Financiera		Yastás		ConCrédito		ATERNAL	
	M	W	M	W	M	W	M	W	M	W	M	W	M	W
Officers	7	9	0	0	13	2	0	2	2	0	0	0	0	0
Managers	32	22	0	0	10	4	12	7	0	0	2	1	0	2
Administrative	35	47	0	0	67	196	46	61	7	2	6	8	1	1
Sales force	0	1	0	0	418	317	247	337	4	0	27	23	0	0
Total	74	79	0	0	508	519	305	407	13	2	35	32	1	3

\*Note: The classification criteria for job categories at Gentera and its companies are as follows: Executives: President, General Managers, Executives, Functional Managers, and Deputy Managers (HAY grades above 18), except for the HC Sales classifier. Managers: Managers in the HC CEAS, Decentralized, Operations, and International categories (HAY grades 15, 16, and 17). Administrative Staff: Employees with a rank lower than manager in the CEAS, Decentralized, Operations, and International categories (HAY grades below 15). Sales Force: All personnel with a Sales category from the deputy director to advisor level.

Promotions by company, gender and age

Age group	Compartamos Servicios		Fundación Compartamos		Compartamos Banco		Compartamos Financiera		Yastás		ConCrédito		ATERN A	
	M	W	M	W	M	W	M	W	M	W	M	W	M	W
18 to 28 years	15	10	0	0	76	81	174	259	1	1	5	6	0	0
29 to 38 years	34	46	0	0	317	286	116	138	8	1	13	18	0	1
39 to 48 years	23	21	0	0	103	133	15	9	2	0	15	6	1	2
49 to 58 years	2	2	0	0	12	19	0	1	2	0	2	2	0	0
More than 59 years	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Total	74	79	0	0	508	519	305	407	13	2	35	32	1	3




# Resignations and turnover

GRI 401-1

For different reasons, more than 3,200 employees left Gentera or its companies, of which more than 1,100 were voluntary resignations.

From our origin and being aware of the sector to which we belong, we have strived to maintain attractive, safe workplaces where individuals can fully develop, so that more employees choose to stay and grow with us. These efforts bore fruit in 2024, as we achieved a turnover rate of 18.6%, the lowest in our history.


The low turnover rates are due to our effective implementation of Our Philosophy within our workforce, in addition to providing optimal conditions for them to carry out their activities with the quality and service that characterizes us.

Number of voluntary resignations in Mexico 																
Company	18 to 28 years			29 to 38 years			39 to 48 years			49 to 58 years			More than 59 years			Total
	W	M	Total	W	M	Total	W	M	Total	W	M	Total	W	M	Total	
Compartamos Servicios	7	15	22	13	22	35	6	21	27	1	3	4	0	0	0	88
Fundación Compartamos	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Compartamos Banco	257	359	616	434	542	976	163	173	336	33	35	68	0	0	0	1,996
Yastás	1	2	3	1	3	4	0	2	2	1	0	1	0	0	0	10
ConCrédito	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Aterna	0	0	0	0	3	3	1	1	2	0	0	0	0	0	0	5
Total	265	376	641	448	570	1018	170	197	367	35	38	73	0	0	0	2,099




Number of involuntary terminations in Mexico 																
Company	18 to 28 years			29 to 38 years			39 to 48 years			49 to 58 years			More than 59 years			Total
	W	M	Total	W	M	Total	W	M	Total	W	M	Total	W	M	Total	
Compartamos Servicios	3	7	10	14	22	36	14	17	31	2	5	7	0	0	0	84
Fundación Compartamos	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Compartamos Banco	62	120	182	181	343	524	110	161	271	19	45	64	0	0	0	1,041
Yastás	0	1	1	6	5	11	5	5	10	0	0	0	0	0	0	22
ConCrédito	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Aterna	0	1	1	1	2	3	1	0	1	0	0	0	0	0	0	5
Total	65	129	194	202	372	574	130	183	313	21	50	71	0	0	0	1,152

Sales force turnover rate Mexico 		
2022	2023	2024
24.20%	22.10%	20.5%

Sales force turnover rate Peru 		
2022	2023	2024
32.80%	30.0%	31.2%



**Note.** For the company ConCrédito, the turnover rate was 35.30%.

**Note.** The formula for calculating the turnover rate is %monthly turnover monthly = month terminations / month-end workforce. Annual rotation = %monthly rotation1 + %monthlyturning2+%monthlyturning3+...+%monthly rotation12

Turnover rate by job category and gender in Mexico* 											
Job category	18 to 28 years		29 to 38 years		39 to 48 years		49 to 58 years		More tan 59 years		Total
	M	W	M	W	M	W	M	W	M	W	
Officers	0.0%	0.0%	0.0%	0.0%	11.3%	0.0%	0.0%	22.0%	0.0%	0.0%	5.4%
Managers	24.2%	3.1%	10.4%	6.0%	13.8%	10.5%	27.5%	0.0%	0.0%	0.0%	11.6%
Administrative	23.0%	17.7%	18.6%	12.7%	14.9%	8.9%	9.2%	10.1%	0.0%	0.0%	14.6%
Sales Force	33.4%	29.2%	22.1%	16.9%	18.6%	13.0%	22.4%	10.3%	0.0%	0.0%	20.3%
Total by gender	31.5%	23.6%	21.2%	15.2%	17.5%	11.7%	18.6%	10.2%	0.0%	0.0%	
Total by age group	27.8%		18.3%		14.4%		14.1%		0.0%		
Overall Total 18.6%											

We aim to be an organization where our employees know that their work is meaningful, choose to stay, and forge their professional paths oriented towards serving others.

In 2024, the average seniority of our employees was 4.6 years in Mexico and 2.0 years in Peru, reflecting our ability to keep our people engaged and satisfied in the long term.

Average sales force seniority by country (years)				
		2022	2023	2024
	Mexico	4.7	4.5	4.6
	Peru	2.9	2.6	3.55

# Work environment

Throughout 2024, Gentera and its companies were recognized for creating respectful work environments and placing the individual at the center of our actions.

Recognition	Given by
<b>Gentera</b> <ul style="list-style-type: none"><li>• Responsible Companies 2024, ranked at position 107.</li><li>• LOGRA Awards 2024, with first place in the Peace Category for our Ethical Culture.</li></ul>	Expansión UN Global Compact
<b>Compartamos Financiera</b> Best Places to Work in Sustainable Management	Great Place to Work Peru

**Note.** Find out about all the recognitions granted during 2024 in the Annexes.

We strive to instill in each of our employees the ethical principles that allow us to reach our full potential, guided by our **Corporate Integrity Policy**. We believe that by doing so, we generate a positive impact not only within our team, but also on our families, clients, and society, while always maintaining strict compliance with the law. Our dedication to integrity and ethics in the workplace is reflected in our commitment to adhering to the **Ten Principles of the United Nations Global Compact**. This commitment reinforces our determination to maintain a respectful, ethical, and positive work environment for all our employees.

# Compensation and benefits

GRI 2-19, 2-20, 2-21, 201-3, 202-1, 405-2  
SASB FN-CF-270a.1  
CINIF B.2

We acknowledge that our people are essential to fulfilling our Purpose. Therefore, we offer fair and competitive compensation, attractive benefits, as well as perks that exceed legal requirements and other appealing benefits that cater to our employees' life stages.

The remuneration of our employees is allocated in accordance with our Salary Administration Policy, which regulates the salary allocation of all positions within Gentera and its companies. This policy features clear processes and assigned responsibilities to ensure competitiveness and equity in compensation, regardless of positions, or whether employees belong to administrative or business roles. Additionally, we have regulations outlining guidelines and provisions related to retirement benefits, which apply to all employees.

We seek to maintain a motivating and competitive work environment, where our employees feel valued and rewarded for their work.

Regarding performance bonuses and incentives that are part of our employees' variable compensation, we have specific policies that guide us in their determination. As for the variable compensation of the CEO, the amount of bonus and the percentage of salary increase are defined based on the financial performance of the business. These are calculated according to the profit earned compared to the expected profit, assessing performance over the course of one year.

Additionally, we have guidelines regarding deferred bonus, granting time, and evaluation period for the variable compensation of the CEO. A portion of the incentive is deferred in the short term in the form of shares. In this manner, 50% of the total is paid in fractions of 33% per year, spread out over three years.

For members of the Board of Directors and senior executives, their remuneration is tied to the achievement of objectives related to Gentera's sustainable management, which are evaluated annually. Based on the level of achievement, adjustments to salary increments are made, and performance bonuses are calculated.

The companies Compartamos Servicios, Fundación Compartamos, Compartamos Banco, Yastás and Alterna, offer a remuneration to employees that includes a 35% variable component. On the other hand, in the specific case of ConCrédito, the variable component of the total remuneration that employees receive is 25%. This compensation approach,

which is mainly linked to the number of products sold, incentivizes productivity, and provides our employees with the opportunity to increase their total profit according to their performance and effectiveness in selling products.

Ratio of total annual compensation of the highest paid vs the median workforce per company	
Company	Ratio
Compartamos Servicios	3.3%
Compartamos Financiera	4.0%
Fundación Compartamos	98.1%
Comparamos Banco	1.8%
Yastás	5.3%
ConCrédito	5.0%
Aterna	9.3%



Ratio of basic salary and remuneration of women to men by job category and company				
Company	Officers	Managers	Administrative	Sales force
Compartamos Servicios	78%	83%	82%	N/A
Compartamos Financiera	N/A	N/A	102%	N/A
Fundación Compartamos	71%	97%	99%	101%
Comparamos Banco	123%	84%	88%	85%
Yastás	75%	107%	113%	94%
ConCrédito	95%	83%	76%	107%
Aterna	136%	87%	109%	N/A

In addition to offering competitive salaries to our employees, we recognize the importance of providing significant benefits that support their well-being, holistic development, and life stages. For this reason, our benefits package includes perks that exceed those established by law in both Mexico and Peru.

The benefits we provide promote the financial security and peace of mind of our employees and their families. For example, health and life insurance, opportunities for training and professional development, flexible work arrangements, support for family care, among others.

Guaranteed fixed compensation		
Genera-specific benefits, optional for companies (Mexico)	Compartamos Financiera (Perú)	ConCredito
Salary	Salary	Salary
Vacation	Vacation	Vacation
Mexican Social Security Institute (IMSS, by its acronym in Spanish)	Family allowance	Mexican Social Security Institute (IMSS, by its acronym in Spanish)
National Workers' Housing Found Institute (Infonavit, by its acronym in Spanish)	Compulsory breaks and public holidays Compensation for service time	National Workers' Housing Found Institute (Infonavit, by its acronym in Spanish)
Vacation bonus	Profit sharing by law	Vacation bonus
Profit Sharing		Profit Sharing
Compulsory breaks and public holidays***	Holidays and Christmas bonus	Compulsory breaks and public holidays***
Christmas bonus		Christmas bonus

\*\*\*Some holidays apply only to certain offices and/or branches for local festivities.

Benefits

GRI 401-2

Mexico (Gentera-specific benefits, optional for companies)

- Savings Fund
- Meal vouchers
- Pension plan
- CV2 \*
- Personal Accident Insurance\*
- Life Insurance
- Major medical expenses insurance\*
- Combo (Insurance Flexibilization)\*\*
- Benefits for employees who are new moms and dads
- Flexible maternity and paternity leave work
- CUNA vouchers
- Remote work Bonus\*
- Training bonus\*
- Basic check-up for corporate employees\*
- Flexible places in the nursery\*
- Minor Medical Expenses (in sales)\*
- Clinical records (CEAS)
- School kit (Sales & Operations)\*
- Click coupon (National Agreement Platform)
- Gentera moms program CEAS and field
- Virtual congratulatory postcards in the field
- Virtual congratulatory postcards (birthdays, anniversaries, promotions, etc.)
- Guidance to employees in psychological and legal matters
- Institutional permissions
- Half a day for birthdays
- Conventions
- Contingency aid
- Operating bonus \*
- Performance bonus\*
- Permanence bonus
- Savings bank
- Car benefit\*
- Gasoline vouchers\*
- Webinars
- Remote Work\*
- Parking\*
- Lactation Room\*
- Uniforms
- Health and vaccination campaigns\*
- Retired tribe
- “Donde veo voy” program (safe motorcycle usage)
- Motorcycle loan (in sales)\*
- Emotional containment protocol
- Modification of the Pension Plan from hybrid to mixed
- Breastfeeding program

\*Applies only to certain positions  
\*\*Applies once the first six months in the company have been completed

Beneficios

Compartamos Financiera (Peru)

- Food benefits
- Productivity bonus (Incentives)\*
- Performance bonus (ED)\*
- CV2 Share Bonus\*
- Life insurance
- ESALUD Medical Expenses Insurance
- Car benefit\*

ConCrédito

- Grocery vouchers
- Life insurance
- Major Medical Insurance\*
- Combo (insurance flexibility)
- Remote work bonus\*
- Training bonus\*
- Guidance to employees in psychological and legal matters
- Conventions
- Bi-weekly incentives\*
- Performance bonus\*
- Permanence bonus\*
- Savings bank

- Car benefit\*
- Gasoline vouchers\*
- Remote work\*
- Uniforms

Flexible scheme

During 2024, we continue to work under a flexible scheme, we understand that each team has specific requirements that must be addressed in a particular manner. The work design adapts to the needs of both the areas and the teams that comprise them.

We value the importance of adaptability and recognize that having the ability to work remotely can lead to greater job satisfaction and productivity. For this reason, we promote a work environment that prioritizes the well-being of our employees and allows them to perform at their best.

\*Applies only to certain positions



CUNA benefit

GRI 401-3

On the other hand, we understand that the arrival of a new family member is a significant event in the lives of our employees. Therefore, we provide the necessary tools and support to help them balance their work responsibilities and family obligations during this valuable time.

The CUNA benefits program is one of our initiatives to support our female employees during maternity. This includes the provision of maternity uniforms, a welcome kit for the new baby, additional grocery vouchers to support household expenses, and the option to select a flexible schedule that suits their needs during the maternity or paternity period<sup>29</sup>.

Parental leave by company								
Company	Employees entitle to parental leave		Employees who took parental leave		Employees who returned to work after ending parental leave		Employees who are still employed 12 months after returning to work on parental leave	
	M	W	M	W	M	W	M	W
Compartamos Servicios	804	950	20	25	20	1	20	24
Fundación Compartamos	1	1	0	0	N/A	N/A	N/A	N/A
Comparamos Banco	8,413	7,901	212	324	201	316	173	271
Yastás	87	141	4	4	3	4	2	4
ConCrédito	1,135	794	N/A	N/A	N/A	NA	N/A	N/A
Aterna	27	15	0	2	N/A	1	N/A	1
Compartamos Financiera	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Total	10,467	9,802	236	355	224	322	195	300

Recognizing our commitment to early childhood development, we granted 20 days of parental leave, exceeding what is mandated by law.

<sup>29</sup> This benefit is not applicable to ConCrédito employees.

Parental leave benefits by gender and country

Number of additional days beyond what the law mandates

Mexico



Peru



Women

42 calendar days or 6 months of work with 6 hours in-person and 2 hours from home

98 days of law + 2 additional days

Men

10 calendar days or 20 days part-time

10 days of law + 2 additional days

Contributions to pension plans (millions of pesos)

Type

2022

2023

2024

By employee

\$54,620,915.92

\$65,515,436.02

\$81,187,354.58

By Gentera and its companies

\$41,338,705.86

\$49,005,025.36

\$58,516,487.76

Annual BD contribution

\$51,324,781.00

\$60,849,878.00

\$91,776,691.00

Redemption recognition bonus

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In addition, we aim to ensure that when our employees retire, they have the means to live comfortably and securely, recognizing their valuable contribution to our organization. For them, we offer a pension plan that provides the peace of mind and financial security they deserve.

# Training and development

GRI 3-3, 404-1, 404-2, 404-3  
CINIF B.3

It is important to provide our employees with the necessary tools and opportunities to develop their talent and succeed in their current roles. Therefore, we implement a variety of programs and professional development plans designed to enhance skills and strengthen the competencies of our teams. To support these efforts, we offer a wide range of learning resources, including courses, workshops, and blended learning opportunities, among others.

- **Career acceleration.** It is made up of formal academic schemes that contribute to training to obtain an academic degree.
- **Specialty of your functions.** It includes different courses, workshops or specializations that contribute to improving the profile of the employee for the improvement of their daily functions.
- **Regulatory regulations.** Courses or certifications that it is essential to attend, since there is a risk of sanction, or those that current regulations define as essential to perform some strategic functions.

In addition, we continue to offer **the Genera Corporate University**, which contains a variety of courses, both mandatory and optional, which allows each individual to choose which area they want to develop based on their interests and professional goals.

On the other hand, to ensure a quality and transparent service for our clients, every year we certify our employees in key areas such as: Code of Ethics and Conduct, Financial Education, Prevention of Money Laundering and Financing of Terrorism (PLD, by its acronym in Spanish, and FT), as well as Client Protection. These certifications ensure that we maintain ambitious standards in our work practices and reinforce our commitment to integrity and accountability at all levels of our organization.

We present a series of success stories that have resulted from our constant commitment to the training and development of our employees.



Description		Number of employees involved	Partner organization
Transforming Leaders Program	Focused on developing managerial, technical, and interpersonal skills of our employees at all levels of the organization. This initiative has played a crucial role in preparing us to face current and future challenges, strengthening our leadership capabilities, and promoting a culture of adaptability and continuous growth.	2,440	<ul style="list-style-type: none"><li>• Centro de Formación y Perfeccionamiento Directivo (ICAMI)</li><li>• Universidad Iberoamericana</li><li>• Irradiate More</li></ul>
Management Program	Focused on the development of leadership skills in our directors in both Mexico and Peru, extending across our various companies. This program focuses on relevant topics that help align executives with the company's strategy and values.	95	<ul style="list-style-type: none"><li>• IPADE, We Wow, Irradiate More, Jerrilou Johnson and USEM</li></ul>

Other additional programs that we implemented and that had a significant impact on improving the skills of our employees were:

Programs for Mexico

- Female Mentorship Program
- Mentorship and Coaching Program for Individual Leaders
- DRN Development Program
- Operations Talent Development Program
- PITS

Programs for Peru

- CEAS and Agency Leadership Program
- Talent bank
- Individual and group executive coaching
- Transformational conversations

Programs for ConCrédito

- Lider ConCrédito 4.0 for Operations
- ICAMI Executive Training and Development Program
- IPADE
- Leadership Curriculum

Average hours of training by job category, gender and company

Company	Average hours of training per year for women					Average hours of training per year for men				
	Officers	Managers	Administrative	Sales force	Total	Officers	Managers	Administrative	Sales force	Total
Compartamos Servicios	14.36	10.73	5.44	0	<b>7.27</b>	12.85	6.90	4.37	0	<b>5.89</b>
Fundación Compartamos	0	0	11	0	<b>11</b>	0	0	11	0	<b>11</b>
Comparamos Banco	23.44	14.59	8.97	3.11	<b>4.62</b>	18.70	12.21	7.98	3.46	<b>5.34</b>
Yastás	21.00	11.83	8.11	6.00	<b>8.72</b>	25.00	13.67	7.64	6.19	<b>9.08</b>
ConCrédito	14.45	8.30	1.04	0.71	<b>0.78</b>	19.58	15.37	0.90	0.71	<b>0.85</b>
Aterna México	20.00	13.25	7.33	0	<b>9.26</b>	10.00	14.38	8.18	0	<b>9.84</b>
Aterna Perú	24.00	4.50	4.67	0	<b>7.83</b>	0	0	3.71	0	<b>3.71</b>
Compartamos Financiera	38.23	15.53	18.20	33.80	<b>32.41</b>	68.33	26.57	18.61	35.71	<b>34.10</b>
<b>Total</b>	<b>19.44</b>	<b>9.84</b>	<b>8.09</b>	<b>5.45</b>		<b>19.31</b>	<b>11.14</b>	<b>7.80</b>	<b>5.76</b>	

Total training hours by job category, gender and company

Company	Total hours of training per year for women					Total training hours per year for men				
	Officers	Managers	Administrative	Sales force	Total	Officers	Managers	Administrative	Sales force	Total
Compartamos Servicios	402	2,189	2,680	0	<b>5,272</b>	745	2,396	2,192	0	<b>5,333</b>
Fundación Compartamos	0	0	11	0	<b>11</b>	0	0	11	0	<b>11</b>
Comparamos Banco	211	686	1,130	2,430	<b>4,457</b>	505	745	822	1,947	<b>4,019</b>
Yastás	42	71	462	18	<b>593</b>	50	164	336	50	<b>600</b>
ConCrédito	29	66	59	985	<b>1,140</b>	78	46	28	593	<b>745</b>
Aterna México	20	80	132	0	<b>232</b>	10	58	90	0	<b>158</b>
Aterna Perú	24	9	14	0	<b>47</b>	0	0	26	0	<b>26</b>
Compartamos Financiera	497	994	4,094	102,738	<b>108,323</b>	1,230	2,976	5,563	107,822	<b>117,822</b>
<b>Total</b>	<b>1,225</b>	<b>4,095</b>	<b>8,582</b>	<b>106,171</b>		<b>2,618</b>	<b>6,385</b>	<b>9,068</b>	<b>110,412</b>	

With over 10 million pesos invested in the continuous development of our people, we enhance their performance and productivity, reaffirming our commitment to their long-term satisfaction and retention.

Investment in training by company	
Company	Total investment allocated to training and development
Compartamos Servicios	\$4,197,251.70
Fundación Compartamos	\$4,799.53
Comparamos Banco	\$4,186,363.05
Yastás	\$420,546.39
ConCrédito	\$1,120,437.64
Aterna	\$127,929.55
Compartamos Financiera	\$135,986.23

**Note.** The currency used for the calculation is represented in Mexican pesos (MXN).

**Performance evaluations** are a valuable tool that allows us to provide constructive feedback, identify strengths, areas of development, and set achievable goals to boost our employees' careers.

Performance evaluation process

CINIF B.4

Planning

We establish the goals that need to be achieved throughout the year.

Mentoring

We reflect at mid-year to identify the progress of the agreed-upon objectives.

Evaluation

We assess the achievement of the annual objectives.

Recognition

We celebrate the achievements we made during the year.



Performance evaluation by job category, gender and company								
Company	Officers		Managers		Administrative		Sales force	
	Women	Men	Women	Men	Women	Men	Women	Men
Compartamos Servicios	27	57	178	300	412	400	-	-
Compartamos Banco	9	27	46	57	135	106	38	55
Fundación Compartamos	-	-	-	-	1	1	-	-
Yastás	2	2	5	12	62	45	1	1
ConCrédito	4	12	26	32	204	219	-	-
Aterna México	1	-	6	4	17	10	-	-
Aterna Perú	1	-	2	-	3	8	-	-
Compartamos Financiera	13	18	58	101	189	244	18	38
Total	57	117	321	506	1023	1033	57	94
Total general	174		827		2,056		151	

3,208 employees received performance evaluation.

In addition to training, we conduct monitoring on the progress and performance of employees through evaluations that identify areas for improvement, skill development, and aptitude. This ensures that each employee receives a fair and accurate evaluation based on their individual contributions and goal attainment.

# Health and safety

GRI 403-1, 403-2, 403-3, 403-4, 403-5, 403-6, 403-7, 403-8, 403-9, 403-10  
CINIF B.5, B.6

The health and safety of employees are a priority for Gentera and its companies. In this regard, we implement various initiatives to prevent risks in emergency situations, aiming to safeguard tranquility and promote well-being.

- Vaccination campaigns to promote disease prevention.
- Safety measures to ensure a physically safe work environment.
- Ergonomics guidance to optimize health and comfort at work.
- Availability of medical services to address any health issues that may arise.
- Training of first aid brigades to properly handle medical emergencies in the workplace.
- Firefighting, evacuation, search and rescue courses.
- Health weeks to promote healthy and wellness-conscious lifestyles.

To prepare our employees who work outside the office, we provide relevant and updated information to prevent and respond to any risk situation they may face. This includes guidance and protocols for handling situations such as assault, extortion, kidnapping, violence events, social mobilizations, and protests.

To keep our employees safe at all times and in any location, we have the Alarm Intelligence and Monitoring Center (CIMA, by its acronym in Spanish), an accessible resource 24/7 from any state, municipality, and locality in Mexico. It is designed to respond promptly to any type of emergency our staff may face, from security incidents to the necessary legal advice.

During the year, 1,568 of our employees received assistance from CIMA due to a security incident.

## During 2024

### Training provided

**Security measures:** 6,791 employees across all Gentera companies

**Branch security:** 738 employees in Mexico

**Reinforcement course on the branch security manual (MASUC30):**  
630 employees

**Occupational accidents:** 831 injuries mainly sprains, contusions, fractures, trauma, among others.

1,568 reports submitted requesting assistance through CIMA

2 reported fatalities

In terms of legal compliance, all our employees in Mexico are fully compliant with the provisions of the Federal Labor Law regarding the Safety and Hygiene Commissions. Additionally, to comply with the Psychosocial Risk Factors Standard NOM-035, we have implemented several initiatives focused on the mental and emotional well-being of our employees:

- Emotional containment workshops
- Webinars on the importance of emotional and psychological well-being.
- Employee Assistance Program (PAC, by its acronym in Spanish) that offers a safe space and psychological, emotional and legal guidance to our employees through a direct phone line.
- Understanding and adherence to the Code of Conduct and information on the available reporting channels.

## Internal communication

GRI 2-26

We foster consistent communication that respects and reflects the diversity, culture, and values of our companies. As our organization has grown in recent years, we face the challenge of aligning communication considering the diverse messages, contexts, and ways of communicating in the different companies.

We deliver relevant, timely and accurate information to our employees, fostering a culture of transparency and openness.

In 2024, we developed our **Communication Manual**, a document that certifies, guides, and facilitates the understanding of how internal communication is conducted in Gentera.

This manual is aimed at any employee who, due to their roles or responsibilities, manages any communication channel or needs to inform about relevant and interesting topics to our diverse internal audiences. The goal is to ensure that communication is carried out in an orderly, effective, and in accordance with our established processes.

## Communication channels of Gentera and its companies

1. **Institutional accounts**, aimed at external audiences
2. **Newsletter Conectando Compartamos**, aimed at field employees.
3. **Newsletter Conectando CEAS**, aimed at corporate employees.
4. **Gentera Comunica (Teams)**, sends direct communication to employees.
5. **Intranet**, internal media and repository of Gentera and its companies.
6. **Integration meeting**, monthly meetings in the workplace to generate interaction.
7. **Conexión Magenta**, a television program aimed at field employees.
8. **Gentera Visión**, audiovisual content broadcasted on screens located in CEAS.
9. **El Pensador**, notice board located in Service Offices, Branches and CEAS.
10. **DM sote**, bulletins located in Service Offices, Branches and Postas of Compartamos Banco.
11. **El Whats de Gentera**, created with the aim of generating more efficiency and broader reach in communication.
12. **Conectando Compartamos**, digital space and repository of relevant information for field employees.
13. **Notice board**, a mean that seeks to have a physical presence of our Philosophy in the Service Offices.
14. **Campanazos**, hybrid events with national reach to celebrate the milestones achieved in the organization.

We also have information, listening and alignment spaces such as:

### Meetings (Leaders, CEAS and Regional)

Alignment meetings to learn about the strategy and objectives of each business unit, as well as Gentera as a whole.

### Communication Partners Meetings

Awareness sessions for Gentera's different audiences: allied sender users and recipient users aimed to raise awareness of the different roles and responsibilities of employees, as well as establish guidelines to identify and correct incidents.

### Cafecito pa Compartir

Space for listening and interaction between employees and leaders to promote an atmosphere of openness and trust.

### Inductions

We actively contribute to the welcome sessions for new employees, where we present communication channels, key contacts, and establish communication guidelines for those who are newly joining Gentera.



# 05

OUR COMMUNITY


# Fundación Compartamos


GRI 203-1, 203-2, 413-1

Gentera was born as an organization with a social vocation and in which volunteering is one of our reasons for being, putting the person at the center of everything we do, for the organization it is important to generate a positive impact in our actions. Therefore, we promote initiatives through the Fundación Compartamos, whose lines of action are: education and early childhood.


During 2024, more than MXN \$127 million were raised through Fundación Compartamos and the Social Responsibility Fund, benefiting more than 350 thousand people.


Causes


  
Education

  
Early Childhood



Lines of action

  
Donation

  
Contingencies

  
Volunteering

## Amount of the Social Responsibility Fund and Fundación Compartamos

	 Amount in MXN	 Beneficiaries
2022	\$57,029,918	310,860
2023	\$100,518,734	534,799
2024	\$127,202,714	351,814

## Education

We promote the well-being and development of people through education, the social cause that we champion at Fundación Compartamos, which we serve through three axes: formal education, education for entrepreneurship and financial education.

In 2024, through our educational initiatives we benefited 24,259 people.



Programs and initiatives<sup>30</sup> promoted in 2024

Axis	Participating companies	Total beneficiaries	Location	Allies
Formal education	4	Women: <b>3,692</b> Men: <b>1,557</b> <b>Total: 5,249</b>	<b>Mexico:</b> Aguascalientes, Baja California, Baja California Sur, CDMX, Chiapas, Chihuahua, Coahuila, State of Mexico, Guanajuato, Guadalajara, Guerrero, Hidalgo, Michoacán, Monterrey, Nuevo León, Oaxaca, Puebla, Querétaro and Quintana Roo, Sinaloa, Tamaulipas, Tlaxcala, Veracruz and Yucatán  <b>Peru:</b> departments of Amazonas, Arequipa, La Libertad, Lima, and Piura	12
Education	3	Women: <b>6,793</b> Men: <b>3,601</b> <b>Total: 10,394</b> 18 visits to NGOs	<b>National level</b>	20
Education for entrepreneurship	3	Women: <b>6,080</b> Men: <b>2,536</b> <b>Total: 8,616</b>	<b>Mexico:</b> Chihuahua, State of Mexico, Oaxaca, Querétaro, Yucatán  <b>Peru:</b> Cusco and Lima	5

<sup>30</sup> For more information on the projects developed, see the annual report of Fundación Compartamos at: <https://www.fundacioncompartamos.org.mx/Fundacion/informes-anuales>

	2024
Formal education	15,643 people benefited through educational projects and scholarships for preschool, basic, upper secondary and higher education.
Education for entrepreneurship	8,616 people benefited through courses for the strengthening of skills and use of tools to promote business growth in the short, medium, and long term.
Financial education	More than 150 thousand people benefited through all education initiatives financial. (Considering visits with interaction)

Formal education

Formal education is an organized process of training and learning delivered in educational institutions, designed to provide students with a specific set of knowledge and skills. For this reason, at Gentera we contribute to the generation of knowledge to promote social change in children and adults.



At Compartamos Banco, we are proud to support our clients' educational and professional achievements. In 2024, we celebrated a decade of support for basic education for older adults, mainly focused on women from popular segments, in collaboration with the Instituto Nacional para la Educación de los Adultos (National Institute for Adult Education, INEA by its acronym in Spanish). We are the only company that promotes, with its own resources, a specific campaign with a gender perspective to combat illiteracy and reduce the educational gap.

Early childhood

Our second main focus is on the care and well-being of early childhood, which are children from birth to six years of age, a period in which they develop key capacities and skills for their future.

We support initiatives that promote the comprehensive development of children during early childhood, benefiting more than 16,401 children.

Axis	Participating companies	Total beneficiaries	Location	Allies
Early childhood	2	Women: 4,276 Men: 1,731 Total: 6,007	National Level	19

As for several years, in 2024 the 15th edition of the **Call for Education and Early Childhood** was held, an initiative that supported 35 projects that promote social inclusion in communities, benefiting 10,394 people.

This edition had the support of Fundación INTERproteccion, Fundación Televisa and Promotora Social México, as well as employees who made valuable donations that were duplicated by Fundación Compartamos.

Tools were also provided to people in operational and managerial positions to increase institutional capacities to plan, design and manage the performance of intervention models<sup>31</sup>.

<sup>31</sup> They are related to the construction of social models designed to mitigate certain problems that affect specific populations or groups.

# Volunteering

At Gentera, we promote volunteering as an activity that unites us as a team and reinforces the values of our philosophy. It also allows us to connect with the social needs of the communities where we have a presence, contributing our time and talent to the service of a cause.

**+24,130 employees of Gentera Mexico and Peru dedicated 204,920 hours of volunteering that benefited +293,541 people.**

Volunteering encourages the integration of the teams of the different areas of Gentera, which is why we have **self-managed volunteering** organized by employees, who as a team select the cause, organization or community they wish to support and define the activities to be carried out for their contribution to the selected cause. On the other hand, we have **corporate volunteering** that is organized by Gentera’s companies and Fundación Compartamos.

Axis	Participating companies	Total beneficiaries	Non-voluntary	Benefits
Self-managing	4	Women: 166,235 Men: 127,426  Total: 293,661	Volunteers: +27,426	<ul style="list-style-type: none"><li>• Support for animals in street situations.</li><li>• Delivery of food to people in vulnerable situations.</li><li>• Coexistence with NGOs.</li><li>• Delivery of toys.</li><li>• Donation of pantries.</li><li>• Imparting knowledge through classes.</li><li>• Restoration of public spaces among other actions for the benefit of third parties.</li><li>• Conservation of 2,500 m2 of chinampas in Xochimilco.</li><li>• Reforestation of 6 hectares with 4,200 trees in the State of Mexico.</li></ul>
Corporate	5	Women: 37,710 Men: 29,688  Total: 67,398	Volunteers: +12,033  Volunteer family members: +1,200	<ul style="list-style-type: none"><li>• Restoration of public spaces in Mexico and Peru.</li><li>• Delivery of gifts to children in vulnerable situations, and various activities to promote social and educational inclusion.</li></ul>



## Vacaciones con sentido

Our volunteering "Vacaciones con sentido" ((Meaningful Vacations) in alliance with Doctor Sonrisas allowed our volunteers to offer their talent at Mundo Imáyina, where they became Guardians, playing a key role in the preservation of values and living the magic of helping. With their time and authenticity, they took part in meetings with children diagnosed with cancer and their families, sharing food, conducting educational activities and games.

Two editions were conducted in which volunteers from different parts of the country donated four days of their vacations to support this cause, with this, we managed to benefit more than 200 people with the participation of 33 volunteers.

## Contingencies

To always be close to our clients and their communities, we provide support during various contingencies, moments of emergency, in the communities where we have a presence.

During 2024, various contingencies occurred that affected communities in different states of Mexico and Peru.

- **Hurricane Otis in Guerrero:** school kits were distributed to children from different schools, benefiting more than 600 people. In addition, 40 roofs were installed, and more than 100 electronic wallets were provided.
- **Hurricane John in Guerrero:** more than 1,300 pantries, 1,000 gallons of water, 200 electronic wallets, more than 400 hygiene kits, medicines and diapers were distributed. This effort benefited more than 8,000 people.
- **Hurricane Milton in Veracruz and Yucatán:** more than 1,000 groceries and 100 electronic wallets were awarded, benefiting more than 6,000 people.
- **Forest fires in Peru:** 150 family pantry kits were distributed to mitigate the damage caused by the fires, benefiting 600 people.

Axis	Participating companies	Total beneficiaries	Location	Allies
Contingencias	3	Women: <b>9,988</b> Men: <b>6,610</b>  <b>Total:</b> <b>16,598</b>  <b>17 schools</b> rehabilitated	<b>Mexico:</b> Guerrero, Veracruz and Yucatan    <b>Peru</b>	4

## Donation

We promote a culture of donation to continue supporting initiatives focused on early childhood education and development, in collaboration with NGOs.

### Donation of employees

Among Gentera's employees and its companies, we promote recurring voluntary contributions, which are destined to support different programs that are chosen from our call for education and early childhood.

11,713 employees made recurring donations via payroll, raising more than \$8 million pesos.

- 10,603 employees in Mexico
- +\$7.2 million pesos donated in Mexico
- 1,110 employees in Peru
- +\$600,000 pesos donated in Peru

To offer transparency to donors and recognize their valuable contribution, we implemented the **Visita Fundación** (Foundation Visit) program, so that donors can be direct observers of the positive impact of their contribution to the programs, providing the opportunity to visit and meet the beneficiaries personally.

In 2024, 18 Foundation Visits were made to NGOs that we support.

### Donation of clients in branches

In the branches of Compartamos Banco, we promote the donation of our clients with which we support NGOs that make up the "Alianza por la niñez" (Alliance for Children), whose objective is to serve around 600 children and youth in situations of abandonment, abuse, and orphanhood in Mexico City, State of Mexico, Guanajuato, Jalisco, Quintana Roo, Tlaxcala and Veracruz. Thanks to the more than 290 thousand operations of our clients with valuable contributions, we raised more than MXN \$2.6 million, to which MXN \$2 million were added by Fundación Compartamos, achieving a bag of more than MXN \$4.6 million that will be distributed among 11 NGOs during the first quarter of 2025.

### Donation from businesswomen and their clients in ConCrédito

ConCrédito's social cause is the cure for childhood cancer.

Through the Mi Oficina app, ConCrédito businesswomen invite clients to make donations of MXN \$12 that go to NGOs that treat childhood cancer.

During 2024, we supported 12 NGOs that in turn benefited more than 1,800 people in 18 states of the Mexican Republic. With the proceeds this year, which were more than MXN \$9 million, we will continue to support organizations focused on providing the necessary support to prevent the abandonment of treatment such as medicines, studies, lodging, food, transportation, psychological, thanatological and educational support to children and their families.

**Check out the 2024 Annual Report of Fundación Compartamos here.**



# 06

## GOVERNANCE

# Corporate Governance

GRI 2-9, 2-10, 2-11, 2-12, 2-13, 2-17, 2-18, 2-19, 2-20  
CINIF C.1, C.2, C.3

Gentera is committed to corporate governance excellence, through regulatory compliance in Mexico and Peru, as well as our Bylaws, the Code of Good Corporate Governance and Regulations of the Board of Directors.

We are convinced that the application of good corporate governance practices plays a vital role in establishing credibility, fostering trust, and maintaining transparency, characteristics that are inherently valuable to Gentera, our associated enterprises, and all our stakeholders.

Standards and best practices to which Gentera adheres:

- Code of Best Corporate Practices of the Business Coordinating Council
- The Principles of Corporate Governance of the Organization for Economic Cooperation and Development (OECD)
- The Group of Twenty (G20)
- Internal Regulations of the Mexican Stock Exchange

Gentera's **Code of Good Corporate Governance** protects our philosophy and sense of organizational purpose, while emphasizing the need for transparency, integrity, ethics and professionalism in all our activities in order to benefit our stakeholders.

In line with the guidelines of the General Shareholders' Meeting and the strategy approved by the Board of Directors, we strive to establish clear and transparent communication with our investors, providing financial and risk information in a timely and appropriate manner.

We promote effective operating mechanisms in our governing body through strategic roles, such as supervision and management, aligned with Gentera's strategy and supported by our commitment to the Code of Ethics and Conduct, as well as the Code of Professional Ethics of the Stock Market Community.

The highest governing body of Gentera is the General Shareholders Meeting, to which the Board of Directors reports. It is composed of 13 proprietary directors and one honorary director. Moreover, with the aim of promoting plurality from decision-making, eight of the directors are independent.

Gentera's companies operate under their own corporate governance structure, adjusted to their legal framework. They are aligned with the Code of Good Corporate Governance and report directly to Gentera's governing bodies, who monitor their functions and ensure alignment with the overall strategy and policies.

As part of our corporate responsibility, and in adherence to our commitment to creating a diverse and inclusive work environment, at Gentera, we place a high value on inclusivity at every tier of management and operation. Notably, our Board of Directors exemplifies this commitment, with women making up 23% of its total members, and independent members constituting 61.5% of the board. This level of varied representation extends beyond being demonstrative of our devotion to equality, it is indicative of our belief in the benefits of a broad and diversified perspective, serving to facilitate effective and equitable decision-making processes.

**23% of its members are women**

**61.5% are independent members**

**The Board of Directors is evaluated annually**

We are convinced that good corporate governance is based on crucial elements to build credibility and trust with our stakeholders.

### Transparency and commitment

The commitment and transparency of the members of our Board of Directors is reflected in several significant actions, the members do not receive remuneration for their work, they annually ratify their adherence to

Gentera's Code of Ethics and Conduct and ratify their compliance with Gentera's Guidelines for Securities Transactions. In addition, in collaboration with the Audit and Risk committees, the Board conducts annual performance reviews, discussing the results at each session to identify opportunities for improvement and design action plans.

### Training and innovation

Gentera promotes the continuous training of the Board members through conferences, forums and refresher courses given by experienced analysts in financial and economic areas relevant to the organization. Moreover, keeping pace with the 2024 legislative reforms, we implemented the use of electronic signatures for the official records of the Council and its Committees' meetings. This initiative enhances our ability to respond swiftly and efficiently to requirements necessitating an authorization process.

### Integrity and prevention

In fostering a culture of integrity, we facilitate courses and certifications encompassing an array of topics, including conflict of interest, prevention of money laundering and terrorism financing, commitment to financial inclusion, client protection, risk management, and fraud prevention, among others. These educational initiatives are devised to fortify the ethical commitment of our personnel and promote sound organizational practices.



Composition of Gentera’s Board of Directors

No.	Member	Type	Seniority on the Board	Age
1	Martha Elena González Caballero	Independent	18 years	70 years
2	Mercedes Rosalba Araoz Fernández	Independent	8 months	63 years
3	Rose Nicole Dominique Reich Sapire	Independent	11 years	59 years
4	Antonio Rallo Verdugo	Independent	9 years	62 years
5	Carlos Antonio Danel Cendoya	Related	24 years	55 years
6	Carlos Labarthe Costas	Related	24 years	56 years
7	Christian Thomas Laub Benavides	Independent	8 months	54 years
8	Francisco Javier Arrigunaga Gómez del Campo	Independent	9 years	61 years
9	John Anthony Santa Maria Otazua	Independent	16 years	67 years
10	José Ignacio Ávalos Hernández	Related	24 years	65 years
11	Juan Carlos Torres Cisneros	Related	2 years	61 years
12	Juan Ignacio Casanueva Pérez	Related	14 years	56 years
13	Luis Alfonso Nicolau Gutiérrez	Independent	5 years	63 years
14	José Manuel Canal Hernando	Honorary*	20 years**	84 years

\*With voice, but without vote.  
\*\*20 years as member. 3 years as honorary member.

- **Chairperson:** Carlos Antonio Danel Cendoya
- **Secretary** (non-board member): Manuel de la Fuente Morales
- **Alternate secretary** (non-board member): Zurihe Sylvia Manzur García

**Unanimous meetings and resolutions held during 2024:** five ordinary meetings, one of them focused on reviewing the strategy and the budget

guide for the following year. The final annual Budget, if applicable, is approved at the first board meeting of the following year.

Board of Directors average attendance: **95.71%**

Main functions and faculties of Board of Directors:

- To oversee and manage the operations and social assets of Gentera.
- To exercise acts of dominion pertaining to the personal and real properties of the Company, or its real and personal rights.
- To lodge legal complaints and formal grievances, as well as to make decisions regarding the withdrawal from such legal actions.
- To draft, accept, endorse, guarantee or otherwise engage with credit instruments.
- To appoint and dismiss directors, general managers, deputy managers, and proxies, as required for the proper attention to corporate affairs.
- To appoint members of the corporate practices and audit committees, excluding their chairperson, who will be appointed by the shareholders' meeting.
- To make strategic decisions concerning company investments, alliances, and representation.
- To carry out the resolutions of the meetings, providing power of attorney to designated individuals to act on behalf of the Company.
- To address the issues outlined in Article 28 of the Securities Market Law, adhering to the insights of the corporate practices committee or the audit committee, as applicable.

Committees of the Board of Directors

1 Audit Committee

No.	Member	Position	Type	Seniority on the Board
1	Martha Elena González Caballero	Chairperson	Independent	14 years
2	Antonio Rallo Verdugo	Member	Independent	3 years
3	Luis Alfonso Nicolau Gutiérrez*	Member	Independent	5 years
4	Jerónimo Luis Patricio Curto de la Calle	Permanent guest**	Independent Specialist Advisor	10 years
5	Alfonso Tomás Lebrija Guiot*	Permanent guest**	Independent Specialist Advisor	8 months
6	Oscar Luis Ibarra Burgos*	Permanent guest**	Internal Audit Officer	14 years

\* Financial expert.  
\*\* With voice, but without vote.

Audit Committee helps Gentera’s Board of Directors:

- To review the integrity of financial statements and reports, as well as the accounting and tax criteria and practices applied.
- To monitor the internal control system and updating the corresponding operational processes.
- To guarantee the objectivity and Independence of internal and external audits.
- To monitor the degree of compliance with the Code of Ethics and Conduct of Gentera and its companies.

- To review the results of the tests of the systems that make up the business continuity plan.
- To overview Related Party Transactions submitted by the Internal Audit Officer, recommending to the Board, where appropriate, approval of significant related party transactions.

The Audit Committee held nine regular sessions.

2 Executive Committee

No.	Member	Position	Type	Seniority on the Board
1	Carlos Antonio Danel Cendoya*	Chairperson	Related	11 years
2	Carlos Labarthe Costas	Member	Related	13 years
3	Francisco Javier Arrigunaga Gómez del Campo	Member	Independent	8 years
4	José Ignacio Ávalos Hernández	Member	Related	13 years
5	Juan Ignacio Casanueva Pérez	Member	Related	3 years
6	Enrique Majós Ramírez	Permanent guest*	Related / General director	7 years
7	Manuel de la Fuente Morales	Permanent guest*	Related / Corporate CEO	6 years
8	Óscar Iván Mancillas Gabriele	Permanent guest*	Related CEO of Banco Compartamos, S.A.	2 months
9	Álvaro Rodríguez Arregui	Guest**	Independent Specialist Advisor	9 years
10	Juan José Gutiérrez Chapa	Guest**	Independent	6 years

\*Financial expert.  
\*\*With voice, but without vote.

Executive Committee takes care of:

- Monitoring the implementation of the strategy approved by the Board of Directors.

- Supporting the management team in the analysis and discussion of strategic or highly relevant matters, mainly during periods when the Board of Directors are not in session.
- Looking for new business opportunities and manage the respective negotiations, acting as a liaison that ensures efficient communication between the Board of Directors and Gentera's management team.

Three regular sessions held in 2024.



3 Corporate Practices Committee

No.	Member	Position	Type	Seniority on the Board
1	Francisco Javier Arrigunaga Gómez del Campo*	Chairperson	Independent	6 years
2	Martha Elena González Caballero*	Member	Independent	13 years
3	John Anthony Santa Maria Otazua*	Member	Independent	8 years
4	Juan Carlos Torres Cisneros	Guest**	Related	2 years
5	Manuel de la Fuente Morales	Guest **	Corporate CEO	6 years

\*Financial expert.  
\*\*With voice, but without vote.

The Corporate Practices Committee is the auxiliary body of the Board of Directors, responsible for:

- Supervising and managing the compensation of the CEO and the management team.
- Developing and approving policies related to talent development and succession planning.
- Reviewing the remuneration policies for the members of the Council when the Assembly so requires.

- Determining the remuneration of Gentera's key executives.
- Reviewing and establishing comprehensive compensation packages for all employees of Gentera and its subsidiaries.
- Being aware of transactions with related parties that the Audit Committee reports through the Director of Internal Audit.
- Preparing an annual activity report, highlighting significant transactions with related parties.

Four ordinary sessions and one extraordinary session held in 2024.

4 Risk Committee

No.	Member	Position	Type	Seniority on the Board
1	Rose Nicole Dominique Reich Sapire	Chairperson	Independent	9 years
2	Carlos Labarthe Costas	Member	Related	3 years
3	José Ignacio Ávalos Hernández	Member	Related	6 years
4	Marcela Morandeira Santamaría	Permanent guest	Head of the Unit for Integral Risk Management	6 years
5	Óscar Iván Mancillas Gabriele*	Permanent guest	Related/CEO of Banco Compartamos S.A.	2 months
6	Manuel de la Fuente Morales	Guest**	Related/Corporate CEO	8 months
7	Oscar Luis Ibarra Burgos*	Guest**	Internal General Auditor	9 years
8	José Manuel Canal Hernando*	Honorary member**	Honorary Director	20 years member 3 years as honorary member

\*Financial expert.  
\*\*With voice, but without vote.

- To design a risk map, mitigation strategies, and follow-up controls for appropriate monitoring, all in close collaboration with the management team.
- To monitor performance indicators and issue alerts in the event of any significant variation, establishing and proposing risk exposure limits and risk appetite. In this way, we ensure that our risk management complies with the guidelines approved by the Board of Directors and applicable legislation.

Twelve ordinary sessions held during 2024.

Risk Committee has the following functions:

- To identify, supervise and propose strategies aimed at reducing potential risks for Gentera and its companies.



5 Technology and Transformation Committee

No.	Member	Position	Type	Seniority on the Board
1	John Anthony Santa Maria Otazua	President	Independent	1 year
2	Antonio Rallo Verdugo	Member	Independent	2 years
3	Juan Carlos Torres Cisneros	Member	Independent	2 years
4	Enrique Grapa Markuschamer	Permanent guest	Independent/Specialist advisor	2 years
5	Enrique Majós Ramírez	Permanent guest	Related/General Director	2 years
6	Óscar Iván Mancillas Gabriele	Guest*	Related/ CEO of Banco Compartamos	2 months
7	Manuel de la Fuente Morales	Guest*	Related/Corporate CEO	8 months
8	Óscar Jesús Casado Caso	Guest*	Related/Chief Executive Officer of Information Technologies and Digital Transformation	1 year
9	José Marcos Rodríguez Vega	Guest*	Related/Technology Director of Fin Útil	1 year

\*With voice, but without vote.

The Technology and Transformation Committee is responsible for:

- Ensuring effective management of Gentera’s Technology area.
- Validating technology investment priorities, aligning them with the transformation of technology architecture to support digitalization.

- Evaluating the main technological investments.
- Measuring the progress of ongoing strategies.
- Proposing necessary adjustments to guarantee goals achievement, as well as suggest investment policies in technology issues of Gentera and its companies.

Five ordinary sessions held during 2024.

Operational Committees

1 Diversity and Inclusion Committee

No.	Member	Position	Type	Seniority on the committee
1	Gloria Lourdes Nieto Aguirre	Chairperson	Related/Chief Customer Experience Officer at Compartamos Banco	2 years
2	Jannet Concepción Ruíz Aguirre	Member	Related/Talent Attraction Deputy Director at CEAS	2 years
3	Liliana Josefina Hernández Jiménez	Member	Related/Central Manager of People and Philosophy at Compartamos Peru	2 years
4	Lilian Ayleen Margarita Cortés Sandoval	Member	Related/Social Commitment and Ethics Director	2 years
5	Lina Marcela Prieto Panizo	Member	Related/Group Credit Director at Compartamos Banco	6 months
6	Mariana Torres De Urquidi	Member	Related/Chief Executive Officer of Transformation and Digital Experience	2 years
7	Mavi Sánchez Álvarez	Member	Related/Commercial Process Director at Compartamos Banco	2 years
8	Gerardo Márquez Sánchez	Member	Related/Compensation and People Management Director	1 year
9	Jorge Daniel Manrique Barragán	Member	Related/Deputy Director of Institutional Communication and Sustainability	2 years

10	Omar Sahid Romero Bejarano	Member	Related/Deputy General Manager of Compartamos Banco	6 months
11	Yerom Castro Fritz	Member	Related/Operations Executive Director at Compartamos Banco	6 months
12	Adolfo Antonio Peniche Guillermo	Member	Related/People Executive Director	3 months

\*With voice, but without vote.

The Diversity and Inclusion Committee, as Gentera's operating entity, is dedicated to:

- Identifying and managing aspects related to Diversity and Inclusion.
- Delivering positive value to our clients and positively impact the ESG strategy.
- Providing Gentera’s employees with a healthy and enriching environment that fosters their growth and development, within a framework of respect for the plurality of ideas and perspectives.

Four ordinary sessions held during 2024.



2 Sustainability Committee

No.	Member	Position	Type	Seniority on the committee
1	Carlos Labarthe Costas	Member	Related	2 years
2	Carlos Antonio Danel Cendoya	Member	Related	2 years
3	Enrique Majós Ramírez	Member	Related/ CEO	2 years
4	Alejandro Puente Barrón	Member	Related/Chief Exec. Officer of Institutional Relations	2 years
5	Mario Ignacio Langarica Ávila	Member	Related/Chief Financial Officer	2 years
6	Manuel de la Fuente Morales	Member	Related/Chief Corporate Executive	2 years
7	Enrique Barrera Flores	Permanent guest*	Related/Director of Management, Balance, and Investor Relations.	2 years
8	Jorge Daniel Manrique Barragán	Permanent guest*	Related/Deputy Director of Institutional Communication and Sustainability	2 years
9	Laura Marisela Rosales López	Permanent guest*	Related/Sustainability Leader	2 years

\*With voice, but without vote.

The Sustainability Committee, as Gentera's operational body, is responsible for:

- Monitoring the generation of Total Value, which encompasses social, human and economic aspects, which in turn refers to the strategy and vision of a sustainable business.
- Supervising governance in this field in conjunction with the Executive Directorate of Finance, the Directorate of Management, Balance and Investor Relations, the Executive Directorate of Institutional Relations and the Sustainability team.
- Disseminating the Strategic ESG Policy, which sets out Gentera's global commitments to sustainability.

Two ordinary sessions held during 2024.



3 Social Vocation Committee

No.	Member	Position
1	Carlos Labarthe Costas	Chairperson
2	Enrique Majós Ramírez	Deputy chairperson
3	Lilian Ayleen Margarita Cortés Sandoval	Treasurer
4	Alejandro Puente Barrón	Member
5	Manuel de la Fuente Morales	Member
6	Oscar Iván Mancillas Gabriele	Member
7	Óscar Blanco Torres	Member
8	Zurihe Sylvia Manzur García	Secretary

Since 2018, the Social Vocation Committee, serving as Gentera’s operational body, has been engaged in reinforcing the commitment to our organization's social mission and driving the same commitment among our employees. The committee guides efforts to reconnect with our origin and embody the Mystic in Gentera across all our companies, in line with our business strategy. Moreover, the committee is responsible for overseeing the actions and operations of Fundación Compartamos, A.C.

Two ordinary sessions held during 2024.

## Appointment of members of the Board of Directors

Members of the Board of Directors have a one-year term, with the opportunity to be re-elected for similar terms, subject to the results of their performance obtained in the annual evaluation. In collaboration with the Nominating and Evaluation Committee, the Assembly assumes responsibility for appointing, ratifying and, if necessary, dismissing its members. To this end, it ensures that they comply with the legal requirements, have the appropriate professional profile, have a solid track record and demonstrate integrity, all in accordance with Gentera's purpose and the provisions of our Code of Good Corporate Governance.

Since 2021 we have had the figure of Honorary Director, appointed by the Assembly, following the recommendation of the Nomination and Evaluation Committee, to those directors with at least ten years of service as an honorary position, for the knowledge and experience they can continue to contribute to Gentera and its companies.

## Resumes of the members of the Board of Directors

### Martha Elena González Caballero

**Year of appointment:** 2006

**Studies:** Certified Public Accountant, graduated from Universidad Iberoamericana.

**Current activities:** Independent practice and Advisor of several companies.

**Experience:** 37 years as an independent auditor, from 1976 to August 2005 she worked at Ruiz Urquiza y Cía., S.C. - Arthur Andersen, now Galaz, Yamazaki, Ruiz Urquiza, S.C., representatives of Deloitte, was appointed partner in 1991; member of the Mexican Institute of Public Accountants and the College of Public Accountants of Mexico; collaboration in the project of harmonization of financial reporting standards with the standards issued by the National Banking and Securities Commission; and advisor to the National Banking and Securities Commission in the issuance of accounting standards for financial institutions.

**Participation in other boards:** Banco Compartamos, S.A., Institución de Banca Múltiple; Fin Útil, S.A. de C.V. S.O.F.O.M. E.R; Talento ConCrédito, S.A. de C.V. and Comfu, S.A de C.V.

**Field of expertise:** auditing and consulting in the financial sector.

## Mercedes Rosalba Araoz Fernández

**Year of appointment:** 2024

**Studies:** Bachelor's degree in Economics, graduated from the Universidad del Pacífico, with a master's degree and doctorate in Economics from the University of Miami.

**Current activities:** member of the Board of Directors and Committees of Compartamos Financiera, S.A. and of various companies, as well as principal professor of the Faculty of Economics and Finance and the School of Public Management of the Universidad del Pacífico.

**Experience:** 30 years as professor of economics studies. She has held senior management positions, and has been a member of the Boards of Directors of different companies and public functions, including: Vice President of the Republic of Peru (2016 to 2020), Congresswoman of the Republic of Peru (2016 to 2019), President of the Council of Ministers (2017 to 2018), Minister of Economy and Finance (2009 to 2010) (President of Proinversión and FONAFE), Minister of Production (2009), Minister of Foreign Trade and Tourism (2006 to 2009) (President of PROMPERU), among others.

**Participation in other boards:** Compartamos Financiera, S.A.; CAVALI, S.A., I.C.L.V; Grupo BVL, S.A.A.; Pagos Digitales Peruanos, S.A.

**Field of expertise:** economics and public management.

## Rose Nicole Dominique Reich Sapire

**Year of appointment:** 2013

**Studies:** Bachelor's degree in administrative computer science from Instituto Tecnológico de Estudios Superiores Monterrey, with a Master in Business Administration from Instituto Tecnológico Autónomo de México (ITAM); corporate leadership program at Harvard Business School and executive program at Kellogg School of Management of Northwestern University.

**Current activities:** Chairperson of the Board of Directors of BNP Paribas Cardif Mexico and independent director of several companies both in Mexico and abroad.

**Experience:** 34 years. From 2007 to 2012 Executive Vice President and CEO of Grupo Financiero Scotiabank Mexico; General Manager of Scotiabank in the Dominican Republic. At Citigroup, she held senior management positions, including General Manager and CEO for Peru, Chile and the Dominican Republic, among others.

**Participation in other boards:** Banco Compartamos, S.A., Institución de Banca Múltiple and BNP Paribas Cardif México, among other companies in Mexico and abroad.

**Field of expertise:** finance, insurance and banking.

## Antonio Rallo Verdugo

**Year of appointment:** 2015

**Studies:** Marine Biologist from the University of California in San Diego, California, with a postgraduate degree in Aquaculture in Aix Marseille III, France.

**Current activities:** Executive President of ID345-Start UP, a company focused on the development of technology companies and scalable platforms.

**Experience:** 37 years. He was Vice President of Strategy and Technology of Grupo Televisa, co-founder and chairman of the board of NCubo Holdings, an incubator company for technology companies such as: Kionetworks.com.; founder and CEO of iWeb; founder and CEO of Digital Media Studio; Regional Director of Multimedia Technologies for Apple's Europe division.

**Participation in other boards:** Kionetworks and Banco Compartamos, S.A., Institución de Banca Múltiple.

**Field of expertise:** systems and technology.

## Carlos Antonio Danel Cendoya

**Year of appointment:** 2000

**Studies:** Architect graduated from the Universidad Iberoamericana and a master's degree in Business Administration from the Instituto Panamericano de Alta Dirección de Empresas (IPADE). He has studied microfinance programs at The Economic Institute in Boulder and taught at Harvard Business School.

**Current activities:** Co-founder and Chairman of the Board of Gentera, S.A.B. de C.V. and member of the Board of Banco Compartamos, S.A., Institución de Banca Múltiple.

**Experience:** 32 years in microfinance at Gentera, S.A.B. de C.V., a business group with a presence in Mexico and Peru, whose purpose is to promote the dreams of clients by solving their financial needs with a human sense, providing a warm and close treatment. Under the Compartamos brand, financial services of credit, savings, insurance and payment channels are brought to entrepreneurs. In 2007 he was selected as a Young Global Leader by the World Economic Forum.

**Participation in other boards:** Banco Compartamos, S.A., Institución de Banca Múltiple.

**Field of expertise:** microfinance, financial services and business.

## Carlos Labarthe Costas

**Year of appointment:** 2000

**Studies:** Industrial Engineer from the Universidad Anáhuac del Norte, with studies in Business Administration from the Instituto Panamericano de Alta Dirección de Empresas (IPADE).

**Current activities:** Co-founder and Chairman of the Board of Banco Compartamos, S.A., Institución de Banca Múltiple, and member of the Board of Gentera, S.A.B de C.V.

**Experience:** 32 years in microfinance at Gentera, S.A.B. de C.V., a business group with a presence in Mexico and Peru. In 2015, he was recognized by the Great Place to Work Institute and Wobi magazine as The Most Trusted CEO in Mexico.

**Participation in other boards:** Banco Compartamos, S.A., Institución de Banca Múltiple; Aterna, Agente de Seguros y de Fianzas, S.A. de C.V., Controladora AT, S.A.P.I. de C.V.; Aterna Corredores de Seguros, S.A. (Perú); Grupo Kipling; Promotora Ignia, S.C.; Instituto Tecnológico y de Estudios Superiores de Monterrey, Advenio and Worldfund.

**Field of expertise:** microfinance, financial services and business.

## Christian Thomas Laub Benavides

**Year of appointment:** 2024

**Studies:** Bachelor's degree in Economics with focus in business, graduated from the Universidad del Pacífico, with a master's degree in Business Administration from Harvard University Graduate School of Business Administration.

**Current activities:** Member of the Board of Directors and Committees of Compartamos Financiera, S.A. and of various companies, as well as partner of Misti Capital, S.A.C. (a company dedicated to Business and Personal Financial Advice).

**Experience:** 30 years in the financial system, in banking and in the stock market. He has held positions in different companies, including Member of the Board of Directors of the Lima Stock Exchange (2013 to 2019), Chairman of the Board of Directors of the Lima Stock Exchange (2013 to 2016). Member of the Board of Directors of AENZA (ex Graña y Montero) (2019 to 2021), Chairman of the Board of Directors of AENZA (ex Graña y Montero) (2020 to 2021); CEO at Credicorp Capital (2011 to 2018), Corporate Banking Division Manager at Banco de Crédito del Perú – BCP (2009 to 2011) and CEO at Credifondo SAF, BCP Subsidiary (1999 to 2002), among others.

**Participation in other boards:** Pagos Digitales Peruanos S.A.; Agrícola Cerro Prieto S.A.; Quimpac S.A.; Electrofundas.

**Field of expertise:** economics, finance and business administration.

## Francisco Javier Arrigunaga Gómez del Campo

**Year of appointment:** 2015

**Studies:** Law degree from the Universidad Iberoamericana, a master's degree in law from Columbia University, with a specialization in Corporate Law and Finance.

**Current activities:** Chairperson of the Board of Grupo Aeroméxico, S.A.B. de C.V. and CEO of Xokan, a financial advisory firm.

**Experience:** 36 years. General Director of Grupo Financiero Banamex (a subsidiary of Citigroup), Ambassador of Mexico to the OECD, various positions in Banco de México, General Director of the Banking Fund for the Protection of Savings, President of the Association of Banks of Mexico, member of the board of several companies and institutions including the Mexican Stock Exchange, Grupo Financiero Banamex, the National Banking and Securities Commission and the Inverlat Financial Group.

**Participation in other boards:** Banco Compartamos, S.A., Institución de Banca Múltiple; Fondo de Inversión del Plan de Pensiones de Canadá, Prestanómico, S.A.P.I. de C.V., Grupo Dine, Grupo Kuo; el Puerto de Liverpool, Paralelo 19, GBM and GBM Casa de Bolsa; and associate of the Asamblea General de la Universidad Iberoamericana, among others.

**Field of expertise:** finance and financial services.

## John Anthony Santa María Otazua

**Year of appointment:** 2008

**Studies:** Business Administration with a master's degree in Finance, graduated from Southern Methodist University in Dallas, Texas.

**Current activities:** Board member of various companies.

**Experience:** 49 years. McKinsey & Company, PepsiCo and joined Coca-Cola FEMSA in 1995, where he was President of Operations for Mexico, Strategic Planning Officer and Mergers and Acquisitions; Strategic Planning and Business Development Officer and President of Operations of the South American division of Coca-Cola FEMSA.

**Participation in other boards:** Banco Compartamos, S.A., Institución de Banca Múltiple, Coca Cola FEMSA, Fundación FEMSA, Southern Methodist University's Cox School of Business and American School Foundation.

**Field of expertise:** strategic planning, business administration and finance.

**José Ignacio Ávalos Hernández**

**Year of appointment:** 2000

**Studies:** Business Administration from the Universidad Anáhuac del Norte.

**Current activities:** Chairman of the board of Promotora Social México, A.C. Founder and President of Un Kilo de Ayuda, A.C.

**Experience:** 43 years in his field of expertise.

**Participation in other boards:** Banco Compartamos, S.A., Institución de Banca Múltiple; Mexicanos Primero, A.C.; Promotora Social México A.C.

**Field of expertise:** philanthropy and microfinance.

**Juan Carlos Torres Cisneros**

**Year of appointment:** 2022

**Studies:** B.A. in Economics from Universidad Anáhuac, and a master's degree in Business Administration from Pace University in New York, USA.

**Current activities:** Chairman of the Board of Fin Útil, S.A. de C.V. S.O.F.O.M. E.R., CapMX and Conquer Estrategia Inmobiliaria.

**Experience:** 36 years in the financial and real estate sectors. Founder of several companies where he has been Chairman of the Board, such as Hipotecaria Total, Conquer Estrategia Inmobiliaria and Fin Útil, S.A. de C.V. S.O.F.O.M. E.R. Additionally, he has been a Board member of charitable foundations including Caritas Sinaloa and Casa del Carmen (Housing Institution for the Elderly).

**Participation in other boards:** Fin Útil, S.A. de C.V. S.O.F.O.M. E.R., Comfu, S.A. de C.V., Talento ConCrédito, S.A. de C.V., Hito, S.A.P.I. de C.V., CapMX, Conquer Estrategia Inmobiliaria and Banco Compartamos, S.A., Institución de Banca Múltiple, among others.

**Field of expertise:** financial, real estate and technology.

## Juan Ignacio Casanueva Pérez

**Year of appointment:** 2010

**Studies:** Public Accountant from the Universidad Iberoamericana (truncated). He completed the Senior Management Program at the Instituto Panamericano de Alta Dirección de Empresas (IPADE), the corporate governance program 'Corporate Governance: Effectiveness and Accountability in the Boardroom' at Kellogg Northwest University, and the Executive Program at Singularity University. In addition, he has a Diploma in Insurance and Bonding from Centro de Capacitación Comercial América and a Diploma in Management Skills from the Universidad Iberoamericana.

**Current activities:** Chairman of the Board of Grupo Casanueva Pérez S.A.P.I. de C.V. and Interprotección Agente de Seguros y de Fianzas, S.A. de C.V.

**Experience:** 31 years in the insurance, brokerage, reinsurance and surety sector with a global presence and recognition. In 2018 he received recognition as Philanthropist of the Year, awarded by the Association of Fundraising Professionals (AFP).

**Participation in other boards:** Grupo AXO, S.A de C.V.; Banco Compartamos, S.A. Institución de Banca Múltiple; Aterna, Agente de Seguros y Fianzas, S.A. de C.V.; Controladora AT, S.A.P.I. de C.V.; Casa Dragones, S.A. de C.V.; Cuadro Cycling Club; Altius 360; BIVA Casa de Bolsa, S.A. de C.V.; UNIFIN Agente de Seguros, S.A. de C.V.; Hombre Naturaleza A.C; Presidente de la Fundación Carlos Casanueva Pérez; and Presidente del Fideicomiso Pro-bosque de Chapultepec.

**Field of expertise:** insurance, business.

## Luis Alfonso Nicolau Gutiérrez

**Year of appointment:** 2019

**Studies:** Law degree from Escuela Libre de Derecho and a master's degree in law from Columbia University, USA.

**Current activities:** Independent practice and member of the board of directors of several companies.

**Experience:** 34 years in mergers and acquisitions, transactions in the capital markets, debt and equity markets and in the financial and banking sector, including regulatory aspects. Advisor to underwriters and issuers of debt and equity in Mexico and abroad. He worked as a foreign associate at Johnson & Gibbs, Dallas, and Shearman & Sterling, New York.

**Participation in other boards:** Banco Compartamos, S.A., Institución de Banca Múltiple; Grupo Posadas; Coca Cola FEMSA; Grupo Cementos Chihuahua; Grupo Coppel; KIO Networks; Morgan Stanley México; member of the investment Committee of Fondo de Capital Público Ignia; Promotora Social México, A.C. and Becle S.A.B. de C.V.

**Field of expertise:** legal, investments, financial services.

# Ethics and human rights

GRI 2-15, 2-16, 2-23, 2-24, 2-25, 2-26, 2-27, 3-3, 205-2, 205-3, 206-1, 406-1, 408-1, 409-1, 411-1, 417-3, FS2, FS3  
SASB FN-CB-510a.2  
CINIF C.6

Our daily operations seek to generate the greatest possible good on our clients, and our actions and decisions are based on the highest standards of ethics, integrity and transparency. For us, it is essential that the employees of Gentera and its companies maintain an upright conduct in their daily activities. We trust that by doing good we will achieve our purpose of boosting dreams.

This approach is reflected in our **Code of Ethics and Conduct**<sup>32</sup>, which provides clear guidelines for our interaction between employees, with clients, suppliers, competitors and other stakeholders.

This code serves as a guide in managing conflicts of interest, handling confidential information, preventing fraud, and fighting illegal actions. It assumes a firm position against harmful practices such as violence, harassment and corruption, including money laundering and terrorist financing, and promotes a safe and respectful work environment. In this regard, we speak out against any behavior that is unethical, illegal, or that contradicts this document.

In order to reinforce our culture and motivate all Gentera employees and their companies to adopt our values, principles and standards, each new member of Gentera must be accredited in the Code of Ethics and Conduct, by signing a letter of commitment.

In addition, as part of your induction, we also offer the **Ethical Criteria Workshop**, which communicates Gentera's fundamental principles and provides tools to make ethical decisions. The Code of Ethics and Conduct is available to all our stakeholders and is updated regularly to effectively meet any needs or concerns that may arise. Available at:

- Gentera's website
- Intranet of all our companies
- App Gentérate (section dedicated to the Code of Ethics and Conduct, as well as the complaint mechanisms)
- Our training channels (specifically those covering ethical issues)

**In 2024, we received 51 requests to update our Code of Ethics and Conduct, 17 were made by employees in Peru, 25 by employees in Mexico and 9 by employees of ConCrédito, who participated for the first time.**

<sup>32</sup> See our Code of Ethics and Conduct at: <https://www.concredito.com.mx/codigo-etica>

Certifications of new employees in Code of Ethics and Conduct by country

Year	México	Perú	Total
2022	4,005	1,914	5,919
2023	5,582	2,484	8,070
2024	4,757	2,508	7,265

Certifications of new employees in Code of Ethics and Conduct by gender

Men	Women	Total
3,776	3,489	7,265

Every year, all employees of Gentera and its companies renew their commitment to the Code.

The recertification process in the Code of Ethics and Conduct is a compulsory exercise in which participants sign a letter of commitment and receive a certificate reinforcing their commitment to ethical standards and integrity at Gentera. In 2024, the recertification contained four information capsules on topics such as: behaviors in the work environment, behaviors

with clients, sexism and sexual harassment, conflicts of interest, means of reporting, among others.

This process not only formalizes individual engagement but also allows our partners to keep up to date with the most recent updates to the Code. In doing so, we seek to reinforce expectations of ethical conduct and promote its application in the workplace.

Recertifications in Code of Ethics and Conduct by country

Year	México	Perú	Total
2022	13,423	4,596	18,019
2023	15,887	5,553	21,440
2024	19,152	6,143	25,295

Recertifications of employees in Code of Ethics and Conduct by gender

Men	Women	Total
12,475	12,820	25,295



We also have a portfolio of courses and workshops designed to meet the specific needs of the leaders of each team, with e-learning, face-to-face and online programs.

In 2024 we provide 12 trainings, aimed at strengthening the understanding of sensitive issues and fostering an organizational culture based on integrity, respect, collaboration and transparency.

Type of training	In-person	Online	E-Learning
Number of workshops	4	4	4
Participants from Gentera	2,759	8,634	50,128
Participants from external organizations	5	0	18
Duration (hours)	4,576	11,275	12,536

In 2024, we provided 12 in-person, online, and e-learning trainings, to reinforce our employees' commitment to the Code of Ethics and Conduct.

With the same interest in ensuring an integral work culture, we have the **Code of Ethics and Conduct for Suppliers and Organizations**<sup>33</sup>, which

details the guidelines of conduct to be followed in any commercial relationship with Gentera and its companies.

To promote compliance with this code among our clients, employees and shareholders, we hold outreach events, share infographics, posters, videos, physical boards, podcasts and magazines, aimed at training and raising awareness on how to act so as not to infringe the human and labor rights of our stakeholders. We have a microsite on the Gentera intranet with all these materials available 365 days a year.

The **Ethics Committee** is primarily responsible for monitoring the application of Ethical practices in Gentera, along with the application of the Code of Conduct for Suppliers and Organizations, the Strategic ESG Policy and our adherence to the Ten Principles of the United Nations Global Compact.

At Gentera we reject any act of discrimination, child exploitation, forced labor, as well as any act that violates the rights of Indigenous peoples, and any form of abuse that represents a violation of these fundamental principles. We strongly disapprove of any manifestation of corruption, bribery and coercion and make available different means of reporting available throughout the year:

<sup>33</sup> See our Code of Ethics and Conduct for Suppliers and Organizations at: <https://www.gentera.com.mx/wcm/connect/5ce0beaa-a1ad-4583-a6aa-de9590b41ec6/C%C3%B3digo+de+%C3%89tica+y+Conducta-Proveedores+y+Organizaciones+2024.pdf?MOD=AJPERES>



Channel	Reach
denuncia@lineatica.info	Gentera
denunciacf@lineaetica.info	Compartamos Financiera
denunciacc@lineaetica.info	ConCrédito
Tel. 800 230 6363	Gentera and ConCrédito
Tel. 705 2233	Compartamos Financiera
Live chat and complaint form on the website denuncia.lineaetica.info	Gentera
Live chat and complaint form on the website denunciacf.lineaetica.info	Compartamos Financiera
Live chat and complaint form on the website denunciacc.lineaetica.info	ConCrédito
WhatsApp support (+1) 805 590 4460	Gentera and its companies
Ethics Global Mobile App	Gentera and its companies

To effectively manage incidents pertaining to workplace violence, conflicts of interest or possible fraud, we have instituted a complaint handling system for users availing our Customer Service at the Call Center. Moreover, we provide informative sessions for third-party companies who support assisting us in this domain.

For its part, the team that manages our whistleblowing channels has an Internal Investigations Manual, an essential tool for addressing cases of discrimination. This protocol allows any user who needs to file a report or complaint on sensitive matters to be properly attended.

We also have consultation and reporting channels accessible throughout the year, allowing any irregularity to be reported confidentially and without fear of reprisals.

During 2024, 1,809 complaints were addressed, of which 970 were unsubstantiated allegations.

Information on complaints received		
Year	Queries	Complaints
2022	289	622
2023	427	1,100
2024	164	1,809

Information on complaints received	
Number of complaints	Total
Received	1,809
Closed	1,492
Complaints that were not closed in 2024	40
Complaints received that are in the process of closure <sup>34</sup>	277
Unsubstantiated allegations	970

<sup>34</sup> Complaints in the process of closure are those that have not been formally closed within the reporting period, although the investigation and documentation stages have already been completed.

During 2024, we did not receive any fines, sanctions, or violations related to unfair competition, monopolistic practices, antitrust, fraud, or misuse of information. In 2024, the queries and complaints we received were not linked to cases of corruption, child labor, forced labor, or violations of the rights of Indigenous peoples.

Complaints by type	
Type of complaint	Total
Workplace harassment	204
Romantic relationship between coworkers	166
Modes and manners	296
Sexual harassment and sexual misconduct	76
Poor customer service	153
Consumption of alcoholic beverages during working hours or while wearing uniform	89
Addressing with foul language, offensive words or shouting	99
Defamation	48
Romantic relationship with a client	47
Conditional time off, vacations or late departures	57
Total	1,235

# Risk management

GRI 2-12, 201-2  
SASB FN-IN-450a.3  
TCFD Gobernanza a) y b), Estrategia a) y b), Gestión de riesgos a), b) y c)  
CINIF C.4

At Gentera, the Integral Risk Management Unit (UAIR, by its acronym in Spanish) is responsible for informing, at least quarterly, the Risk Committee about the possible risks identified for our operations<sup>35</sup>. These risks may be linked to political, economic, financial, reputational, environmental, social and governance factors, as well as natural disasters and climate change-related risks that could affect the way we conduct our operations. In collaboration with the Risk Committee and under the supervision of the Board of Directors, specific risk management strategies are established for each business area, which have risk tolerance levels defined by the Board, in accordance with what each business unit is willing to accept, so as to prevent and mitigate any possible impact.

For its part, the Directorate of Integral Risk Management, in conjunction with the Risk Committee, works to ensure that risk exposure is in line with both internal and external risk levels, including those indicated by regulatory entities. On the other hand, the Audit Committee is responsible for supervising the observations issued by both the supervisory entities and the Board of Directors.

<sup>35</sup> The Risk Committee meets monthly to review the main risk issues of the credit subsidiaries and quarterly of all Gentera companies. The Chairperson of the committee reports quarterly to the board highlighting the activities carried out by the committee.



In 2024, the associated policies for identifying, monitoring and determining exposure to environmental risks within the institution's processes, as well as the associated methodology, were documented in the Manual for Comprehensive Risk Management<sup>36</sup>. Furthermore, we are members of the Sustainability Committee of the Association of Banks of Mexico and the Mexican Stock Exchange, in order to create responsible opportunities, which are aligned with the best global social, environmental and governance practices.

Risks related to climate change are monitored by the UAIR through the Risk Committee.

Main climate related risks for Gentera and its companies

1	Risk description	Increase in severe extreme weather events, cyclones and floods.
2	Classification	Physical
3	Impact	Operational Contingency that interrupts business operation

4	Financial implications	<ul style="list-style-type: none"><li>Reduction in revenue due to a decrease in client service capacity.</li><li>Reduction in the Recovery Capacity of the loan portfolio.</li><li>Increased capital costs due to damage in the facilities</li><li>Increase in insurance premiums.</li></ul>
5	Methods used to manage risk	<ul style="list-style-type: none"><li>Training for Brigade members in the field, as well as alerting and monitoring of meteorological events that could have an impact on areas of operation and clients.</li><li>Portfolio reporting and monitoring.</li><li>Damage policy: Multiple Business Policy and terrorism.</li></ul>
6	Cost of actions taken to manage risk	<ul style="list-style-type: none"><li>\$12.71 million Mexican pesos in training for brigade members.</li><li>\$ 3.54 million Mexican pesos in Damage Policy.</li></ul>

<sup>36</sup> Some of the metrics used to monitor environmental risks are the number of offices affected, unpaid balance affected, percentage of portfolio at risk greater than 30 days and percentage of reserve.



In order to improve our employees’ capabilities for a comprehensive implementation of social and environmental policies, during 2024 the training of the sales force included the usage of relief tools, as well as benefits to clients impacted by environmental and social phenomena, for the portfolio affected by hurricanes Otis and John, floods and insecurity.

During 2024, the management of risks associated with environmental and social events was managed through the Business Continuity area, and the relief tools and benefits to clients affected by environmental and social phenomena were supported by a financial analysis. The repercussions of these occurrences will be factored into the formulation of the 2025 budget.

Emerging risks <sup>37</sup> for Gentera and its companies		
Risk description	Potential impact on the business (high, medium or low)	Mitigation actions implemented
Cyberattacks as an adverse effect of the use of Artificial Intelligence	High	Strengthening of controls and certifications in the field of cybersecurity. Cyber insurance coverage.
Extreme weather events	High	Training of brigade members, monitoring of indicators of meteorological events, development of attention and response processes for impacted areas.
Increase in Insecurity due to organized crime	High	Relief tools and benefits to clients in the affected area.
Inflation and the global economic environment	Medium	Definition of strategies for the optimal use of financing.
Increase in delinquency rates in financial institutions	Medium	Adjustments in risk appetite through credit policies.
National security issues	Medium	Policy implementation and product adequacy.

<sup>37</sup> Emerging risks are identified as those that can be impacted within three to five years.

# Data security

GRI 418-1  
SASB FN-CB-230a.1, FN-CB-230a.2, FN-CF-220a.1, FN-CF-230a.1, FN-CF-230a.3  
CINIF C.7, C.8

In 2024, innovation and digital transformation stood out as an important element in the evolution of our operations and in the efficiency of the service we offer to our clients. In this sense, at Gentera we focus on keeping our team up to date on digital and technological issues, through the implementation of annual awareness programs and specific training in information security and privacy, in which our employees must be certified every year.

We have a series of key guidelines and practices in the field of digital security, which are presented in our Information Security Policy, an Information Security Governance model and a Regulatory Framework made up of 90 policies and procedures, all aimed at guaranteeing a secure digital environment for our clients and employees.

In 2024, penetration tests were carried out for critical applications by specialized consultants, and Compartamos Banco obtained the FIRST certification (Information Security Incident Response), and the PCI DSS v4.0 certification (Protection of cardholder data). For the recent implementation of electronic signature in the processes of the Council and its Committees, we aligned with the highest security standards through an accredited platform for the Issuance of Digital Certificates, Conservation of

Records of Data Messages and Digitization of documents in accordance with NOM151-SCFI-2016, as well as Digital Time Stamping, in accordance with the requirements of the Commercial Code.

We have also established response procedures in line with international standards and conduct annual reviews to ensure they are updated and effective, allowing us to respond swiftly to any vulnerabilities that may arise. We have a policy in place to respond to information security incidents, accompanied by a clear definition of roles and responsibilities. This dynamic is overseen by the Executive Directorate of Government Risk and Compliance, in collaboration with the Chief Information Security Officer (CISO) and the Chief Technology Officer (CTO).

**Our cybersecurity strategy is monitored by the High Information Security Committee, the Risk Committee, and the Audit Committee.**

During 2024, we had a total of 612 cybersecurity-related incidents. No incidents were linked to our clients' personal information and we were not fined or penalized for breaches in information security or cybersecurity.



# 07

## ENVIRONMENT

# Environment

GRI 2-27  
SASB FN-CB-410a.2  
TCFD Metrics and Targets (a) and (b)

We are committed to protecting the environment, recognizing that it is essential to continue boosting the dreams of our clients, employees, and other stakeholders in a sustainable way.

Aware that the operations of Gentera and its companies generate impacts on the environment, we monitor our consumption and follow up on the activities in which we use natural resources, to identify opportunities for us to implement strategies that minimize our negative environmental impact.

## Use of resources

Our commitment to sustainability leads us to understand the importance of using resources responsibly. Regardless of the fact that the impact of our operations on the environment is limited, since we do not require the intensive use of natural resources, we work on the collection and analysis of information derived from our energy consumption, waste and emissions, as well as on the establishment of objectives in line with our sustainability strategy.

Our headquarters in Mexico have the international LEED ID+C Silver level certification in the category of Interior Design and Construction.

This year, at Gentera and its companies we continue with the implementation of actions to optimize our **environmental performance**, such as the Environmental Roadmap that aims to strengthen the environmental performance of the organization through efficiencies in processes, in terms of energy, waste, water and direct interventions in the communities with which we interact.

In 2024 we did not receive any fines or sanctions for environmental non-compliance.

## Energy

GRI 302-1, 302-2, 302-3, 302-4  
CINIF A.4, A.5

One of the main resources we require to operate is energy. Therefore, we look for strategies that help us minimize our energy consumption, either by implementing more efficient technologies or by promoting practices to reduce energy consumption among our employees.

Total fuel consumption (liters)			
Year	Total fuel consumption (liters)	Total electricity consumption ç (MWh)	Total GHG emissions (tCO <sub>2</sub> e)
2022	3,059,966	14,282	17,421
2023	1,828,011	14,479	23,081
2024	1,776,363	14,111	26,302

Fuel consumption (liters)			
Year	Mexico	Peru	Total
2022	2,897,610	162,356	3,059,966
2023	1,574,292	253,719	1,828,011
2024	1,444,023	285,720	1,729,743

Diesel consumption (liters)			
Year	Mexico	Peru	Total
2022	6,852	400	7,252
2023	46,480	0	46,480
2024	46,620	0	46,620

Electricity consumption (MWh)			
Year	Mexico	Peru	Total
2022	10,662	3,620	14,282
2023	11,229	3,250	14,479
2024	11,336	2,775	14,111

Waste

GRI 306-3, 306-4, 306-5  
CINIF A.14, A.15, A.16

At Gentera we manage waste from its generation to its final disposal, therefore it is especially important to collaborate with specialized suppliers to manage and dispose of it.

In 2024, the 27,105 kilograms of waste we generated were separated by categories and disposed of properly.

Waste generated (kg)				
Guy	Description	2022	2023	2024
Recyclable	Dead file and documents with confidential information, uniforms, banners, branded materials, cardboard, paper, newspaper, PET, and aluminum.	840	2,001	2,307
Non-recyclable	Organic and inorganic	1,710	136,193	11,262
Special handling	Masks, gloves, feminine waste, and electronic waste.	-	139,444	13,536
Total		2,550	277,639	27,105

Recyclable and special handling waste only considers the kg generated in Mexico, since in Peru there is no traceability of such waste.

Water

GRI 303-3, 303-4, 303-5

In the corporate offices of Gentera and its companies, water is primarily used for cleaning and personal hygiene activities. To ensure efficient use of this resource, we have incorporated savings systems in the toilets and sinks. However, obtaining an accurate measurement of our consumption is difficult because we share the building with other organizations, for this reason, we are continuously looking for alternatives that allow us to optimize consumption.

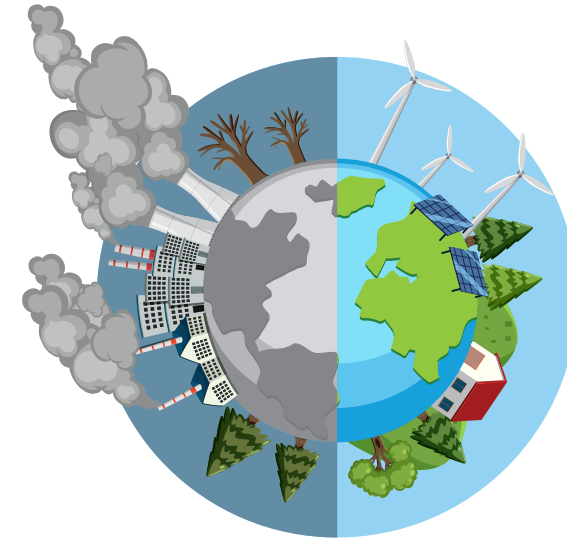
The main source of water for the consumption of all our offices is the public network.

## Contributions in environmental matters

For the first time, we allocated economic resources to an environmental project focused on maintaining ecosystem services and improving water resilience in the cities of southern Veracruz and its associated rural localities. The first results of this project will be communicated in 2025.

On the other hand, with the support of more than 300 volunteers, we carried out two reforestations in which 4,200 trees were planted within six hectares, with the aim of recovering and conserving the Agua de Pájaros site, Bienes Comunes de Xalatlaco, in the State of Mexico, benefiting more than 100 people.

We also participated in a program in alliance with Ríos Tarango and Heptágono aimed at the conservation of the Chinampas, as well as social strengthening for the restoration and agroecological production in the lake region of Xochimilco, Mexico City. With the implementation of this project, in 2024 we carried out three visits to accompany, recognize and close the project, recovering and sanitizing 100 linear meters of plant using biofilters, we recovered and intervened a total of 2,500 m<sup>2</sup> that benefited 13 people, this with the support of 79 volunteers.



## Greenhouse Gas Emissions

GRI 3-3, 305-1, 305-2, 305-3, 305-4  
CINIF A.1, A.2, A.3

In order to keep our emissions below the lower limit established by the RENE<sup>38</sup>, we are implementing improvements that allow us to increase the efficiency of our processes. In this regard, we monitor and record the use and consumption of electricity and fuels to quantify the Greenhouse Gas (GHG) emissions generated by these consumptions not only in our corporate facilities, but also in the remote work environments of our employees.

<sup>38</sup> The National Emissions Registry (RENE, by its acronym in Spanish) requires sectors such as energy, industry, transport, agriculture, waste, trade, and services, to mandatorily report their greenhouse gas emissions, both direct and indirect, when they exceed 25,000 tons of CO<sub>2</sub> equivalent in any facility.

GHG emissions (tCO<sub>2</sub>e)

Year	Mexico	Peru	Total
2022	14,270	3,151	<b>17,421</b>
2023	19,391	3,690	<b>23,081</b>
2024	23,277	3,025	<b>26,302</b>

GHG emissions by scope and country (tCO<sub>2</sub>e) Scope 2

Year	Mexico	Peru	Total
2022	4,638	1,637	<b>6,275</b>
2023	4,884	1,470	<b>6,354</b>
2024	5,034	587	<b>5,621</b>

GHG emissions intensity (tCO<sub>2</sub>e per employee)

Year	Mexico	Peru	Total
2022	0.86	0.61	<b>0.80</b>
2023	1.03	0.61	<b>0.93</b>
2024	1.15	0.45	<b>0.97</b>

GHG emissions by scope and country (tCO<sub>2</sub>e) Scope 3

Year	Mexico	Peru	Total
2022	2,222	-	<b>3,417</b>
2023	9,626	561	<b>10,187</b>
2024	13,158	740	<b>13,898</b>

**Note.** Scope 3 emissions consider categories 1, 2, 3, 5, 6, 7 and 8.

GHG emissions by scope and country (tCO<sub>2</sub>e) Scope 1

Year	Mexico	Peru	Total
2022	7,410	319	<b>7,729</b>
2023	4,881	1,659	<b>6,540</b>
2024	5,086	1,697	<b>6,783</b>

Our operations in Peru do not require the use of highly polluting refrigerant gases.

Climate change

At Gentera we have done significant work to understand the reality of climate change for our companies and the various forms in which it manifests itself, such as droughts, floods, hurricanes, and storms. We recognize that these weather conditions not only challenge our operations, but also the daily activities of our clients.

In this sense, we have focused efforts to learn about climate change and develop strategies to combat its potential impacts. As an example of this, we have a risk map that allows us to identify the localities most vulnerable to hydrometeorological changes in Mexico. This resource helps us plan and take action to mitigate the adverse effects of climate change.

Likewise, we have financial provisions and contingency plans to assist our employees, clients and communities that could be affected by hurricanes and floods, in this way we prepare to manage the socioeconomic consequences derived from these phenomena.

In the event of any contingency, we activate different protocols that aim to guarantee the well-being of our clients and employees through these measures:

- 1 Corroborate that our employees are safe.
- 2 To census our clients to understand the degree of impact they had.
- 3 To meet the basic needs of our affected clients and employees.
- 4 Work on the rehabilitation of our branches and offices.
- 5 Support the economic reactivation of the area.

In addition, we understand that providing timely attention accompanied by an attitude of empathy, helps our clients regain their stability, which in turn allows them to continue with their payment commitments. This loyalty reflects your satisfaction and motivates us to continue working with dedication and enthusiasm.



# 08

## FINANCIAL PERFORMANCE

# Information for investors

Throughout our history we have maintained constant growth, even in the face of significant challenges, which highlights our commitment to offer convenient financial products and services, that allow us to continue fulfilling our Purpose of boosting our client's dreams.

In 2024, for the third consecutive year, our total portfolio reached a record of \$82,742 million pesos, reflecting a significant increase of 27% compared to 2023. This growth allowed us to expand our impact, serving more than 4 million clients in Mexico and Peru. We also maintained a capitalization ratio of 29%, indicating a strong position in terms of liquidity.

We achieved a net result of \$6,462 million pesos, demonstrating our firm commitment to expand access to the financial system and to boost our client's dreams.

Likewise, we successfully disbursed over \$236,395 million pesos, made possible by the coordinated efforts of all our entities and our commitment to expanding access to financial services. This was reflected through the following achievements:



In Mexico successfully managed to expand its microcredit portfolio to a record disbursement amount of **\$181,178 million pesos.**



In Peru demonstrated solid growth, reaching a disbursement amount of **\$40,500 million pesos.**



Managed to increase its portfolio to **\$14,527 million pesos.**



Recorded **26.9 millions** transactions with over **4,600** authorized businesses to conduct savings operations.



Closed the year with more than **113 millions** policies sold, including open market policies, demonstrating more than double growth (122%) compared to 2023.



Commemorated ten years of collaboration with the Instituto Nacional para la Educación de los Adultos (INEA), promoting basic education for elderly adults, with special emphasis on women from underserved communities. This alliance has allowed more than 10,700 people to resume and complete their education, thereby improving their employment conditions and professional opportunities.



**+24,130 employees** demonstrated their commitment to the community by participating in volunteer activities. Thanks to their efforts, we were able to positively impact over 350 thousand people.

The achievements, coupled with efficient resource management, solidify our position to overcome current challenges and those that lie ahead in the coming years. This enables us to contribute not only to economic recovery but also to greater financial inclusion. We remain focused on serving our clients with a strong human touch, which will continue to be an essential pillar of our operations.

# Financial and operating Results

GRI 2-2, 201-1, 203-2

(expressed in millions of Mexican pesos)

Financial and operating results			
Concept	2022	2023	2024
Credit Clients	3,392,324	3,967,161	4,274,300
Employees	21,704	24,861	27,101
Service offices	536	548	553
Branches	142	143	146
Portfolio (millions of pesos)	53,685	65,167	82,742
Average loan per client	15,825	16,427	19,358
Non-performing loan ratio	3.46%	3.44%	3.93%
Interest on loan portfolio	27,387	31,618	39,243
Income from financial investments	652	891	989
Proceeds from sale of assets	(1)	(5)	(27)
Interest income	28,039	32,509	40,232
Interest expense	3,449	5,649	7,298
Net interest income	24,590	26,860	32,934
Net interest income after provisions	19,270	20,386	23,734
Operating expenses	14,941	17,027	19,818

### Financial and operating results

Concept	2022	2023	2024
Salaries and benefits	9,312	10,962	12,881
Income tax	1,819	2,007	2,761
Net operating income (loss)	6,313	7,059	9,223
Net Income (loss)	4,658	5,052	6,462
Capitalization (broken down in terms of debt)	42,693	51,543	62,900
Total stockholders' equity	25,512	27,886	33,527
Average portfolio	50,291	58,295	71,539
Average productive assets	61,155	67,620	82,695
Operating income / average portfolio	12.6%	12.1%	12.9%
Net income / average portfolio	9.3%	8.7%	9.0%
Operating income / average earning assets	10.3%	10.4%	11.2%
Net income / average earning assets	7.6%	7.5%	7.8%
<b>Assets</b>			
Availability + Investments in securities + Debtors under repurchase agreements	10,345	11,394	14,656
Total Assets	74,954	86,619	106,829
Liquidity (availability + investments in securities) / total assets	13.8%	11.5%	13.7%
Total portfolio	53,685	65,167	82,742
Non-performing loans	1,856	2,244	3,255
Fixed assets	577	607	887

### Financial and operating results

Concept	2022	2023	2024
<b>Liabilities</b>			
Total liabilities	49,442	58,733	73,306
Liabilities with cost	42,693	52,829	64,279
Equity (Total stockholders' equity)	25,512	27,886	33,523
Net earnings per share (in Mexican pesos)	2.94	3.20	4.09
Average assets	72,849	79,191	95,081
Average equity	25,365	26,484	30,163
ROA (net income / average assets)	6.4%	6.4%	6.8%
ROE (net income / average equity)	18.4%	19.1%	21.4%
Book value per share (in Mexican pesos)	16.12	17.66	21.23
Exchange rate	19.51	16.97	20.88
Share prices at year-end (in Mexican pesos)	21.94	23.58	24.30
Total number of shares for UPA and PCA calculation	1,582,743,876	1,579,243,876	1,579,243,876



Loan portfolio by country (millions of Mexican pesos)

	2022	2023	2024
Mexico*	31,009	41,286	53,395
Peru	18,989	19,625	24,169
ConCrédito	3,687	4,171	5,113
Yastás	-	85	65
Total	53,685	65,167	82,742

\* It only includes consumer credit portfolio, it excludes Ps. \$566 million pesos of commercial portfolio.







Amount disbursed by country (millions of Mexican pesos)

	2022	2023	2024
Banco Compartamos	125,729	149,075	181,178
Compartamos Financiera	35,165	35,583	40,500
ConCrédito	10,882	12,012	14,527
Total	171,775	196,670	236,205

Interest income by country

	2022		2023		2024	
	Millions of pesos	%	Millions of pesos	%	Millions of pesos	%
Mexico	22,759	81.2%	26,519	81.6%	33,003	82.0%
Peru	5,280	18.8%	5,990	18.4%	7,229	18.0%
Total	28,039	100%	32,509	100%	40,232	100%

Percentage of portfolio broken down by business unit

Año						
2022	57.8%	6.9%	0.0%	0.0%	0.0%	35.4%
2023	63.4%	6.4%	-	-	-	30.1%
2024	64.5%	6.2%	0.1%	0.0%	0.0%	29.2%

Net income (loss) (millions of Mexican pesos)

	2022	2023	2024
Mexico (Compartamos Banco)	3,773	3,243	4,751
Peru	464	701	397
Gentera, S.A.B y subsidiarias	4,658	5,052	6,462
Mexico (ConCrédito)	514	804	1,038

### Main indicators 2022 vs 2021

Main indicators	Compartamos Banco		Compartamos Financiera		ConCrédito	
	2022	Δ vs 2021	2022	Δ vs 2021	2022	Δ vs 2021
NPLs / Total portfolio	3.39%	1.31 pp	3.65%	-0.07 pp	3.07%	-1.39 pp
Coverage ratio	221.8%	-59.7 pp	243.3%	-0.4 pp	462.3%	145.3 pp
ROA	9.8%	3.7 pp	2.2%	2.9 pp	10.1%	-2.9 pp
ROE	31.1%	10.4 pp	12.2%	16.2 pp	19.1%	-4.9 pp

### Principales indicadores 2024 vs 2023

Main indicators	Compartamos Banco		Compartamos Financiera		ConCrédito	
	2024	Δ vs 2023	2024	Δ vs 2023	2024	Δ vs 2023
NPLs / Total portfolio	3.88%	0.86 pp	4.22%	-0.29 pp	2.58%	0.32 pp
Coverage ratio	207.0%	-44.4 pp	192.0%	22.5 pp	401.4%	-146.3 pp
ROA	8.9%	1.4 pp	1.6%	-1.6 pp	13.8%	0.2 pp
ROE	32.9%	8.1 pp	8.5%	-9.2 pp	26.1%	1.7 pp

### Main indicators 2023 vs 2022

Main indicators	Compartamos Banco		Compartamos Financiera		ConCrédito	
	2023	Δ vs 2022	2023	Δ vs 2022	2023	Δ vs 2022
NPLs / Total portfolio	3.02%	-0.37 pp	4.51%	0.86 pp	2.26%	-0.81 pp
Coverage ratio	251.4%	29.6 pp	169.5%	-73.8 pp	547.7%	85.4 pp
ROA	7.5%	-2.3 pp	3.2%	1.0 pp	13.6%	3.5 pp
ROE	24.8%	-6.3 pp	17.7%	5.5 pp	24.4%	5.3 pp

### Economic value created, distributed and retained

Concept (millions of Mexican pesos)	2022	2023	2024
Direct economic value created <sup>39</sup>	30,551	36,763	46,134
Distributed economic value <sup>40</sup>	19,557	24,008	28,964
Retained economic value <sup>41</sup>	10,994	12,755	17,170
Net income	4,658	5,052	6,462
Number of clients	3,392,324	3,967,161	4,274,300
Net Interest Income (millions of Mexican pesos)	24,590	26,860	32,934
Operating efficiency	20.5%	21.5%	20.8%
Net Operating Income (millions of Mexican pesos)	6,313	7,059	9,223
Net income (millions of Mexican pesos)	4,658	5,052	6,462

<sup>39</sup> Direct economic value created = interest income + commissions and fees charged + intermediation result + other income (expenses), net.

<sup>40</sup> Distributed economic value = interest expense + commissions and fees paid + administrative and promotional expenses + share of associate's income + taxes – depreciation and amortization.

<sup>41</sup> Retained economic value = direct economic value created - distributed economic value.



Compartamos Banco data	Capital	Commercial Banking	Development Band	Multilateral	Cebures (local bonds)	Funds raised	Total
dic-22	35.5%	0.0%	24.0%	0.8%	31.2%	8.5%	100.0%
dic-23	28.6%	0.8%	33.7%	2.3%	21.9%	12.7%	100.0%
dic-24	29.1%	1.9%	33.9%	1.9%	24.4%	8.8%	100.0%

Compartamos Financiera data	Capital	Commercial Banking	Development Band	Multilateral	Investment Funds	Funds raised	Reported Creditors	Total
dic-22	18.4%	8.8%	9.5%	0.0%	0.0%	63.1%	0.2%	100.0%
dic-23	18.4%	8.6%	10.4%	0.0%	0.0%	62.6%	0.0%	100.0%
dic-24	20.3%	6.5%	9.8%	0.0%	0.0%	63.4%	0.0%	100.0%

Gentera and Mexico data	2022		2023		2024	
	Banco	Gentera	Banco	Gentera	Banco	Gentera
Cumulative efficiency ratio	68.2%	70.3%	73.8%	70.7%	68.1%	68.2%
Accounting Capital / Total Assets	32.3%	34.0%	26.3%	32.2%	26.1%	31.4%
ICAP	39.1%		30.8%		29.0%	
Tangible Capital/Assets		22.5%		22.1%		22.8%



# 09 ANNEXES

# Affiliations

GRI 2-28



- Consejo Coordinador Empresarial
- COPARMEX
- Consejo Mexicano de Negocios
- UNIFIMEX
- Red Acción
- Consejo de la Comunicación
- MICROFINANCE NETWORK
- Women Economic Forum
- UN Global Compact

- ProDesarrollo
- Asociación de Bancos de México
- Red Acción
- Principles for Responsible Banking – UNEP FI
- Client Protection Pathway



- Red Acción
- ASOMIF
- ASBANC
- Client Protection Pathway

# Awards and recognitions

JANUARY

Recognition:  
**The Most Innovative CEO´s**  
Given by:  
**Great Culture to Innovate**

Recognition:  
**Best Micro Finance  
Company Peru 2024**  
Given by: **Global Banking  
& Finances Review**

SEPT

Recognition:  
**Companies + Ethics  
Ranking 2024**  
Given by: **AMITAI**

Recognition:  
**Best Workplaces in  
Sustainable  
Management from  
Great Place to Work**  
Given by: **GPTW Perú**

MAY

Recognition:  
**The 500 Most Important  
Companies in Mexico**  
— Ranking, 134th place  
Given by: **Expansion**

OCT

Recognition:  
**The Best Companies with  
the Best Reputation in  
Mexico** - Ranking, 99th  
Place  
Given by: **Merco**

JUNE

Recognition:  
**The 500 Companies  
Against Corruption**  
Given by: **Expansion**

Recognition:  
**LOGRA 2024 Awards, 1ST  
PLACE in the Peace Category  
(Gentera's Ethical Culture)**  
Given by: **UN Global Compact**

NOV

Recognition:  
**Exceptional Companies,  
Ethical Practice  
(Exceptional Level)**  
— Ranking, 107th Place  
Given by: **Council of  
Communication and the  
Institute for Quality  
Promotion**

JULY

Recognition:  
**Responsible  
Companies 2024**  
— Ranking, 107th place  
Given by: **Expansion**

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GRI 2 Contenidos Generales 2021	2-1	Detalles organizacionales.	9, 27
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	2-3	Periodo objeto del informe, frecuencia y punto de contacto.	250-251
	2-4	Actualización de la información.	250
	2-5	Verificación externa.	250
2. Actividades y trabajadores			
GRI 2 Contenidos Generales 2021	2-6	Actividades, cadena de valor y otras relaciones comerciales.	9,27,45
	2-7	Empleados.	47-49
	2-8	Trabajadores que no son empleados.	Todos nuestros colaboradores son empleados de Gentera o sus empresas.
3. Gobernanza			
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	2-10	Designación y selección del máximo órgano de gobierno.	100
	2-11	Presidente del máximo órgano de gobierno.	101
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Estándar GRI		Contenido	Página, respuesta o razón de omisión
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Estándar GRI			Contenido	Página, respuesta o razón de omisión
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Estándar GRI		Contenido	Página, respuesta o razón de omisión
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Estándar GRI		Contenido	Página, respuesta o razón de omisión
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# Índice de Contenidos SASB

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	FN-CB-410a.2 Descripción del enfoque para la incorporación de factores ambientales, sociales y de gobernanza (ESG) en el análisis crediticio.	126
Emisiones financiadas	FN-CB-410b.1 Emisiones brutas absolutas financiadas, desagregadas por (1) Alcance 1, (2) Alcance 2 y (3) Alcance 3.	No se reporta.
	FN-CB-410b.2 Exposición bruta para cada industria por clase de activo.	No se reporta.



Estándar SASB	Contenido		Página o respuesta
Emisiones financiadas	FN-CB-410b.3	Porcentaje de exposición bruta incluida en el cálculo de emisiones financiadas.	No se reporta.
	FN-CB-410b.4	Descripción de la metodología utilizada para el cálculo de las emisiones financiadas.	No se reporta.
Ética empresarial	FN-CB-510a.1	Monto total de pérdidas monetarias como resultado de procedimientos legales asociados con fraude, uso de información privilegiada, antimonopolio, comportamiento anticompetitivo, manipulación del mercado, malas prácticas u otras leyes o regulaciones relacionadas con la industria financiera.	121
	FN-CB-510a.2	Descripción de las políticas y procedimientos de denuncia de irregularidades.	117
Gestión del riesgo sistémico	FN-CB-550a.1	Puntuación en Global Systemically Important Bank (GSIB), por categoría.	No aplica.
	FN-CB-550a.2	Descripción del enfoque para integrar los resultados de las pruebas de resistencia obligatorias y voluntarias en la planificación de la adecuación del capital, la estrategia corporativa a largo plazo y otras actividades comerciales.	No aplica.
Parámetros de actividad	FN-CB-000.A	(1) Número y (2) valor de las cuentas corrientes y de ahorro por segmento: (a) personales y (b) pequeñas empresas.	28, 33, 36
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Financiación al consumo

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Estándar SASB		Contenido	Página o respuesta
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	FN-CF-230a.3	Descripción del enfoque para identificar y abordar los riesgos para la seguridad de los datos.	124
Prácticas de venta	FN-CF-270a.1	Porcentaje de la remuneración total de los empleados cubiertos que es variable y está vinculado a la cantidad de productos y servicios vendidos.	76
	FN-CF-270a.2	Tasa de aprobación de (1) crédito y (2) productos de prepago para solicitantes.	No aplica.
	FN-CF-270a.3	(1) Tarifas promedio de productos complementarios, (2) TAE promedi de productos de crédito, (3) antigüedad promedio de productos de crédito, (4) cantidad promedio de cuentas de crédito, y (5) tarifas anuales promedio para productos de prepago.	No aplica.
	FN-CF-270a.4	(1) Número de quejas de clientes presentadas, (2) porcentaje con alivio monetario o no monetario.	No se reporta.
	FN-CF-270a.5	Importe total de pérdidas monetarias como resultado de procedimientos legales relacionados con la venta y el mantenimiento de productos.	Durante 2024 no se registraron este tipo de pérdidas monetarias en Gentera o sus empresas.
Parámetros de actividad	FN-CF-000.A	Número de consumidores únicos con una cuenta activa (1) de tarjeta de crédito y (2) de tarjeta de débito de prepago.	Todos nuestros clientes reciben su crédito a través de una cuenta de débito.
	FN-CF-000.B	Número de (1) cuentas de tarjeta de crédito y (2) cuentas de tarjeta de débito de prepago.	Todos nuestros clientes reciben su crédito a través de una cuenta de débito.

Seguro

Estándar SASB	Contenido		Página o respuesta
Exposición al riesgo físico	FN-IN-450a.1	Pérdida Máxima Probable (PML) de productos asegurados a causa de catástrofes naturales relacionadas con el clima.	No se reporta.
	FN-IN-450a.2	Monto total de pérdidas monetarias atribuibles a pagos de seguros por (1) catástrofes naturales modeladas y (2) catástrofes naturales no modeladas, por tipo de evento y segmento geográfico (neto y bruto de reaseguro).	No se reporta.
	FN-IN-450a.3	Descripción del enfoque para la incorporación de riesgos ambientales en (1) el proceso de suscripción de contratos individuales y (2) la gestión de riesgos a nivel de entidad y la suficiencia de capital.	121
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	FN-IN-550a.2	Valor razonable total de los activos de garantía para préstamos de valores.	No se reporta.
	FN-IN-550a.3	Descripción del enfoque para gestionar los riesgos relacionados con el capital y la liquidez asociados con actividades sistémicas no aseguradas.	No se reporta.
Parámetros de actividad	FN-IN-000.A	Número de pólizas vigentes, por segmento: (1) de propiedad y accidentes, (2) de vida, (3) de reaseguros asumidos.	28, 33, 36, 38



# Índice de Contenidos TCFD

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# About the report

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**We present Gentera's 2024 Annual and Sustainability Report, with the purpose of communicating to our stakeholders the financial, social, environmental, operational, and governance results achieved during the year.**

The information included in this document considers in an integrated manner the operations of Gentera, its companies and its Foundation, including financial information, as well as environmental, social and governance (ESG) information. Results achieved by other entities, institutions, companies, shareholders, clients or business partners are not included.

Gentera has prepared the report in accordance with the GRI Standards for the period from January 1st to December 31, 2024. This document also includes the financial results for the fiscal year ended December 31, 2024. Additionally, it contains our progress in contributing to the UNEP FI Principles for Responsible Banking and incorporates the Sustainability Accounting Standards Board (SASB) indicators that are relevant to the Consumer Banking, Finance and Insurance industries.

Committed to providing more information about our risks and opportunities related to climate change, we include the recommendations of the Task Force on Climate-related Financial Disclosures (TCFD).

For the first time, this report underwent a limited verification process by DNV, who also provided input on the year's relevant topics and key events, reviewed, and approved the report.

The shareholding structure of Gentera, S.A.B. de C.V. until the day of the Annual Ordinary General Meeting of Shareholders held on April 12, 2024, is composed as follows:

Shareholders	Number of shares	% of equity
Repurchase fund	3,500,000	0.22%
Free float	1,579,243,876	99.78%
Total capital stock	1,582,743,876	100%



# Informe de los Auditores Independientes



## Al Consejo de Administración y a los Accionistas Gentera, S. A. B. de C. V.

### Opinión

Hemos auditado los estados financieros consolidados de Gentera, S. A. B. de C. V. y subsidiarias (Gentera), que comprenden los estados de situación financiera consolidados al 31 de diciembre de 2024 y 2023, los estados consolidados de resultado integral, de cambios en el capital contable y de flujos de efectivo por los años terminados en esas fechas, y notas que incluyen políticas contables materiales y otra información explicativa.

En nuestra opinión, los estados financieros consolidados adjuntos de Gentera, S. A. B. de C. V. y subsidiarias, han sido preparados, en todos los aspectos materiales, de conformidad con los Criterios de Contabilidad para las Instituciones de Crédito en México (los Criterios de Contabilidad), emitidos por la Comisión Nacional Bancaria y de Valores (la Comisión).

### Fundamento de la opinión

Hemos llevado a cabo nuestra auditoría de conformidad con las Normas Internacionales de Auditoría (NIA). Nuestras responsabilidades de acuerdo con dichas normas se describen más adelante en la sección Responsabilidades de los auditores en la auditoría de los estados financieros consolidados de nuestro informe. Somos independientes de Gentera de conformidad con los requerimientos de ética que son aplicables a nuestra auditoría de los estados financieros consolidados en México y hemos cumplido las demás responsabilidades de ética de conformidad con esos requerimientos. Consideramos que la evidencia de auditoría que hemos obtenido proporciona una base suficiente y adecuada para nuestra opinión.

Cuestiones clave de la auditoría

Las cuestiones clave de la auditoría son aquellas cuestiones que, según nuestro juicio profesional, han sido de la mayor relevancia en nuestra auditoría de los estados financieros consolidados del periodo actual.

Estas cuestiones han sido tratadas en el contexto de nuestra auditoría de los estados financieros consolidados en su conjunto y en la formación de nuestra opinión sobre éstos, y no expresamos una opinión por separado sobre esas cuestiones.

Estimación preventiva para riesgos crediticios por \$6,819 en el estado de situación financiera consolidado.

Ver notas 3(i) y 8(f) a los estados financieros consolidados.

La cuestión clave de auditoría

La estimación preventiva para riesgos crediticios de la cartera de crédito de consumo involucra la evaluación de diversos factores establecidos en las metodologías prescritas por la Comisión, entre los cuales se incluyen facturaciones con atraso, pagos realizados, saldos reportados en buró de crédito, entre otros, así como la confiabilidad en la documentación y actualización de la información que sirve de insumo para la determinación de la estimación preventiva para riesgos crediticios.

Por lo anterior, hemos determinado la estimación preventiva para riesgos crediticios como una cuestión clave de la auditoría.

De qué manera se trató la cuestión clave en nuestra auditoría

Los procedimientos de auditoría aplicados sobre la determinación por parte de la Administración, de la estimación preventiva para riesgos crediticios y su efecto en los resultados del ejercicio, incluyeron la evaluación, a través de pruebas selectivas, tanto de los insumos utilizados como de la mecánica de cálculo para el portafolio de créditos al consumo con base en la metodología vigente que establece la Comisión.

**Crédito mercantil por \$4,797 en el estado de situación financiera consolidado.**

Ver notas 3(m) y 15 a los estados financieros consolidados.

**La cuestión clave de auditoría**

El crédito mercantil está sujeto a pruebas de deterioro que son realizadas a través del uso de técnicas de valuación que involucran juicios significativos para la determinación de los flujos de efectivo futuros estimados por la Administración.

La mayor parte del crédito mercantil ha sido asignado a las unidades generadoras de flujos de efectivo (UGEs) de los negocios adquiridos.

La prueba anual del deterioro del crédito mercantil se considera una cuestión clave de auditoría debido a la complejidad de los cálculos y de los juicios significativos necesarios en la determinación de los supuestos a ser utilizados para estimar el monto recuperable.

El monto recuperable de las UGEs, se deriva de los modelos de flujos de efectivo descontados pronosticados.

Dichos modelos utilizan varios supuestos clave, incluyendo porcentajes de crecimiento de los valores terminales y el costo promedio ponderado de capital (tasa de descuento).

**De qué manera se trató la cuestión clave en nuestra auditoría**

Nuestros procedimientos de auditoría para esta cuestión clave incluyeron, entre otros, los siguientes:

- Involucramos a nuestros especialistas en valuación para que nos asistieran en evaluar lo apropiado de las tasas de descuento utilizadas, lo cual incluyó comparar el costo promedio ponderado de capital con el promedio de los sectores de los mercados relevantes en los cuales operan las UGEs.
- Evaluamos lo apropiado de los supuestos aplicados a los datos clave tales como los volúmenes, costos operativos, inflación y tasas de crecimiento a largo plazo, lo cual incluyó comparar esos datos con fuentes externas, así como nuestra evaluación basada en nuestro conocimiento del cliente y de la industria.
- También evaluamos lo apropiado de las revelaciones en las notas a los estados financieros consolidados.

La Administración es responsable de la otra información. La otra información comprende la información incluida en el Reporte Anual de Gentera correspondiente al ejercicio anual terminado el 31 de diciembre de 2024, que deberá presentarse ante la Comisión y ante la Bolsa Mexicana de Valores (el Reporte Anual), pero no incluye los estados financieros consolidados y nuestro informe de los auditores sobre los mismos. El Reporte Anual se estima que estará disponible para nosotros después de la fecha de este informe de los auditores.

Nuestra opinión sobre los estados financieros consolidados no cubre la otra información y no expresaremos ningún tipo de conclusión de aseguramiento sobre la misma.

En relación con nuestra auditoría de los estados financieros consolidados, nuestra responsabilidad es leer la otra información cuando esté disponible y, al hacerlo, considerar si la otra información es materialmente inconsistente con los estados financieros consolidados o con nuestro conocimiento obtenido durante la auditoría, o si parece ser materialmente incorrecta.

Cuando leamos el Reporte Anual, si concluimos que existe un error material en esa otra información, estamos requeridos a reportar ese hecho a los responsables del gobierno de la entidad.

La Administración es responsable de la preparación de los estados financieros consolidados adjuntos de conformidad con los Criterios de

Contabilidad emitidos por la Comisión, y del control interno que la Administración considere necesario para permitir la preparación de estados financieros consolidados libres de incorrección material, debida a fraude o error.

En la preparación de los estados financieros consolidados, la Administración es responsable de la evaluación de la capacidad de Gentera para continuar como negocio en marcha, revelando, según corresponda, las cuestiones relacionadas con negocio en marcha y utilizando la base contable de negocio en marcha, excepto si la Administración tiene intención de liquidar a Gentera o de cesar sus operaciones, o bien no exista otra alternativa realista.

Los responsables del gobierno de la entidad son responsables de la supervisión del proceso de información financiera de Gentera.

Nuestros objetivos son obtener una seguridad razonable de si los estados financieros consolidados en su conjunto están libres de incorrección material, debida a fraude o error, y emitir un informe de auditoría que contenga nuestra opinión. Seguridad razonable es un alto grado de seguridad pero no garantiza que una auditoría realizada de conformidad con las NIA siempre detecte una incorrección material cuando existe. Las incorrecciones pueden deberse a fraude o error, y se consideran materiales si, individualmente o de forma agregada, puede preverse razonablemente que influyan en las decisiones económicas que los usuarios toman basándose en los estados financieros consolidados.

Como parte de una auditoría de conformidad con las NIA, aplicamos nuestro juicio profesional y mantenemos una actitud de escepticismo profesional durante toda la auditoría. También:

- Identificamos y evaluamos los riesgos de incorrección material en los estados financieros consolidados, debida a fraude o error, diseñamos y aplicamos procedimientos de auditoría para responder a dichos riesgos y obtenemos evidencia de auditoría suficiente y adecuada para proporcionar una base para nuestra opinión. El riesgo de no detectar una incorrección material debida a fraude es más elevado que en el caso de una incorrección material debida a error, ya que el fraude puede implicar colusión, falsificación, omisiones deliberadas, manifestaciones intencionadamente erróneas o la elusión del control interno.
- Obtenemos conocimiento del control interno relevante para la auditoría con el fin de diseñar procedimientos de auditoría que sean adecuados en función de las circunstancias y no con la finalidad de expresar una opinión sobre la eficacia del control interno de Gentera.
- Evaluamos lo adecuado de las políticas contables aplicadas, la razonabilidad de las estimaciones contables y la correspondiente información revelada por la Administración.
- Concluimos sobre lo adecuado de la utilización, por la Administración, de la base contable de negocio en marcha y, basados en la evidencia de auditoría obtenida, concluimos sobre si existe o no una incertidumbre material relacionada con hechos o con condiciones que pueden generar dudas significativas sobre la capacidad de Gentera para continuar como negocio en marcha. Si concluimos que existe una incertidumbre material, se requiere que llamemos la atención en nuestro informe de auditoría sobre la correspondiente información revelada en los estados financieros consolidados o, si dichas revelaciones no son adecuadas, que expresemos una opinión modificada. Nuestras conclusiones se basan en la evidencia de auditoría obtenida hasta la fecha de nuestro informe de auditoría. Sin embargo, hechos o condiciones futuros pueden ser causa de que Gentera deje de ser un negocio en marcha.
- Planeamos y llevamos a cabo la auditoría de Gentera para obtener evidencia de auditoría suficiente y adecuada sobre la información financiera de las entidades o unidades de negocio dentro del grupo como base para formar una opinión sobre los estados financieros consolidados. Somos responsables de la dirección, supervisión y revisión del trabajo de auditoría realizado para fines de la auditoría del grupo. Somos los únicos responsables de nuestra opinión de auditoría.

Nos comunicamos con los responsables del gobierno de la entidad en relación con, entre otras cuestiones, el alcance y el momento de realización de la auditoría planeados y los hallazgos significativos de la auditoría, incluyendo cualquier deficiencia significativa del control interno que identificamos en el transcurso de nuestra auditoría.

También proporcionamos a los responsables del gobierno de la entidad una declaración de que hemos cumplido los requerimientos de ética aplicables en relación con la independencia y de que les hemos comunicado todas las relaciones y demás cuestiones de las que se puede esperar razonablemente que pueden afectar a nuestra independencia y, en donde sea aplicable, las acciones tomadas para eliminar amenazas o las salvaguardas aplicadas.

Entre las cuestiones que han sido objeto de comunicación con los responsables del gobierno de la entidad, determinamos las que han sido de la mayor relevancia en la auditoría de los estados financieros del periodo actual y que son, en consecuencia, las cuestiones clave de la auditoría. Describimos esas cuestiones en nuestro informe de auditoría salvo que las disposiciones legales o reglamentarias prohíban revelar públicamente la cuestión o, en circunstancias extremadamente poco frecuentes, determinemos que una cuestión no se debería comunicar en nuestro informe porque cabe razonablemente esperar que las consecuencias adversas de hacerlo superarían los beneficios de interés público de la misma.

**KPMG Cárdenas Dosal, S. C.**

**C.P.C. Alejandro De Alba Mora**

Ciudad de México, a 26 de febrero de 2025.



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