



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.

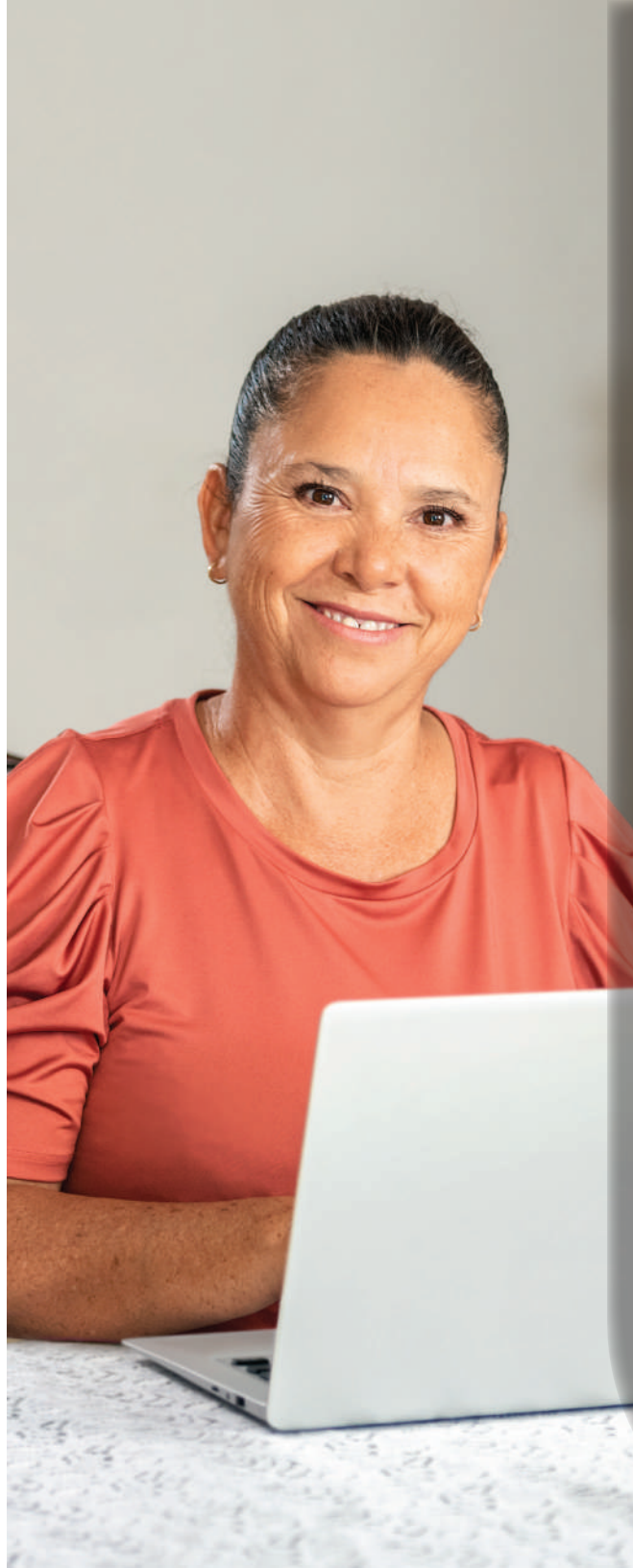
Looking ahead to 2025 and beyond, we will remain committed to building better ways to serve our clients, just as we have for the past 34 years. I am convinced that, with everyone's joint effort, we will continue to transform the lives of millions of people through innovative, accessible, and secure financial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

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 Gentera 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.

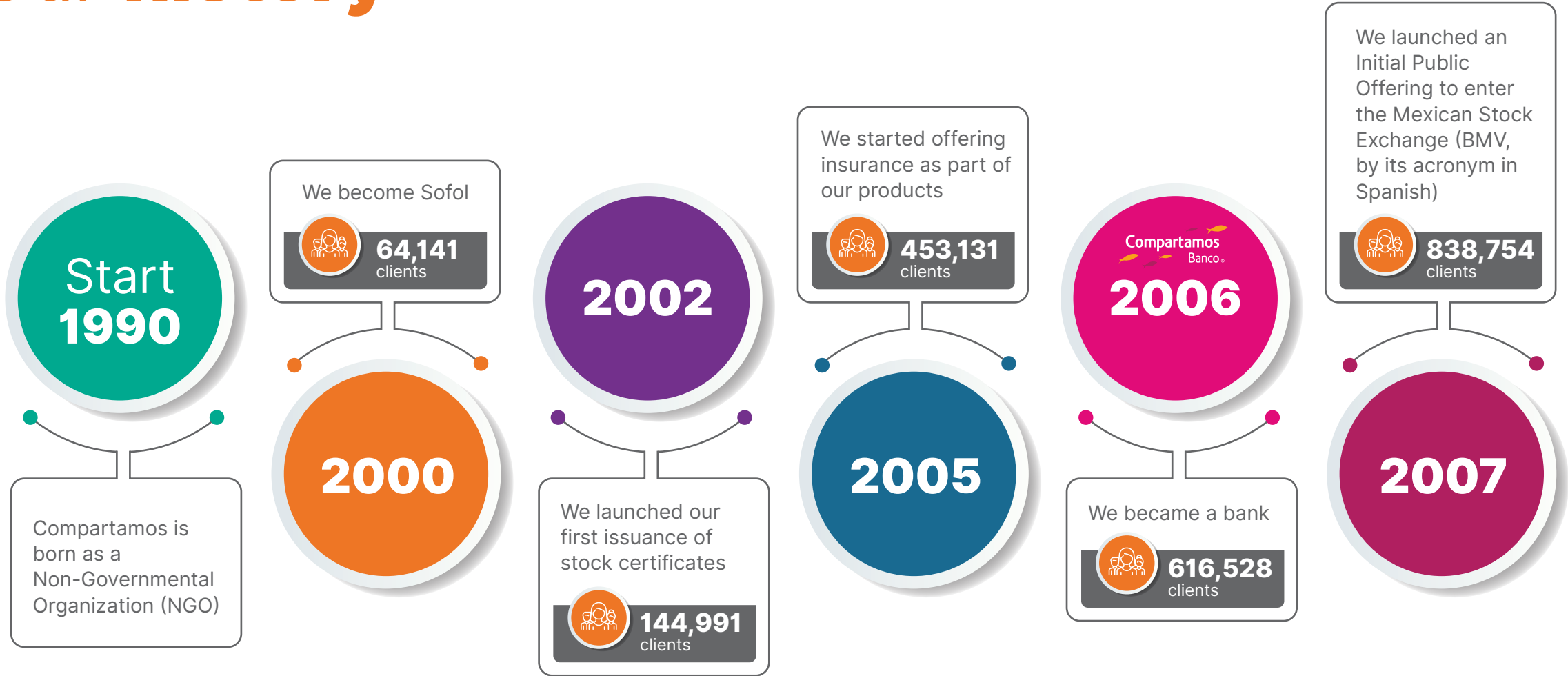


Through our services and sustainable management, we bear witness to the significance for Gentera and its companies in carrying out actions that align social commitment, the economy, and the environment, always keeping the individual at the center.

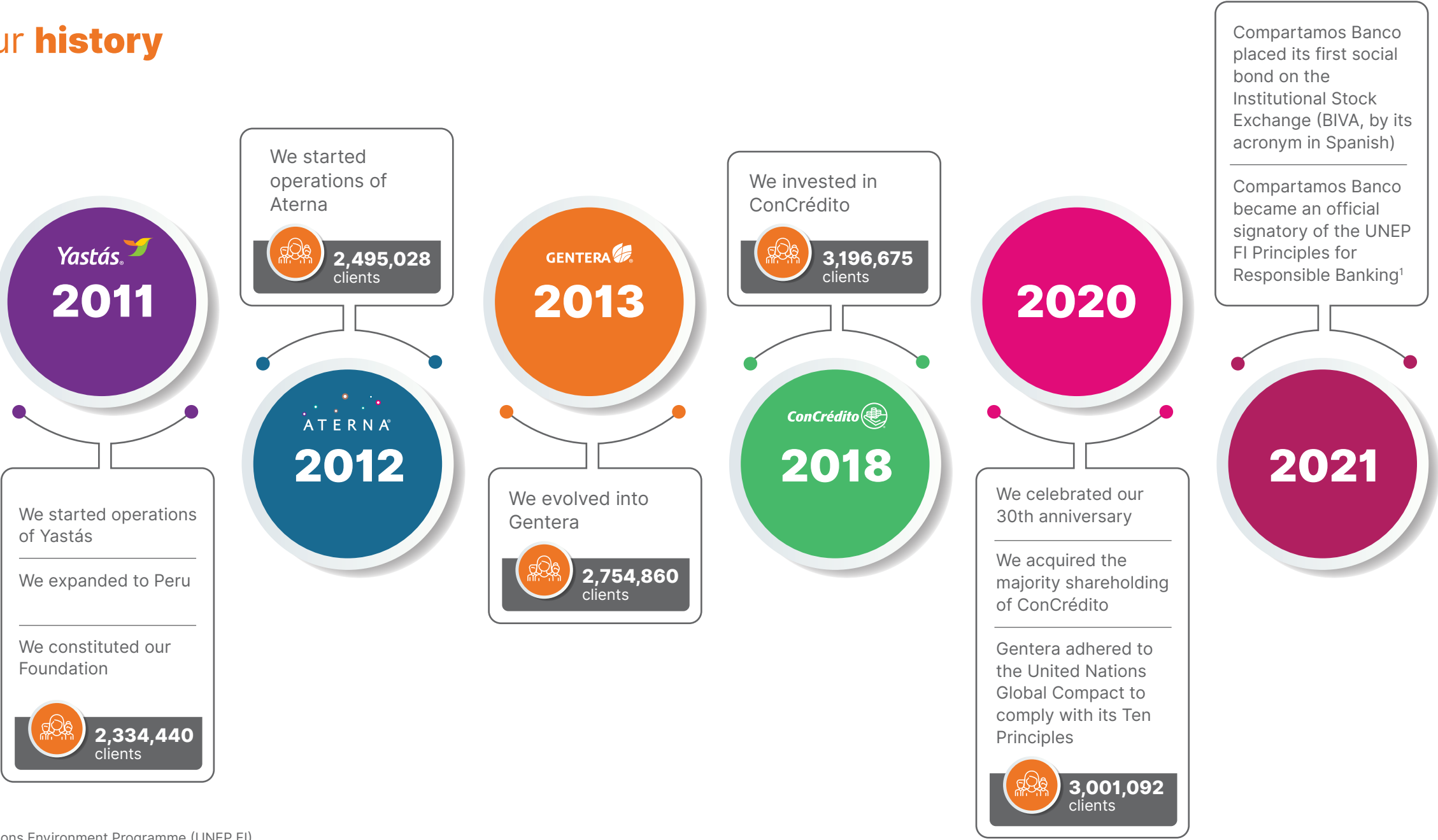


This report reflects our dedication to generate Total Value for our clients, employees, investors, communities and, of course, the environment.

Our history



Our history



¹ 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

2024

- 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)



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**², 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**³ 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.

² Check the Strategic Sustainability Policy at:

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

³ 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. Measurement result: 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.	Measurement result: 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 PRBs⁴ of UNEP FI⁵ and in 2022 the Declaration in favor of the Development of Climate, Green and Sustainable Finance promoted by the CCFV⁶ and the ABM⁷. 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**^{*} 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.

⁴ Principles for Responsible Banking (PRB).
⁵ United Nations Environment Finance Initiative (UNEP FI).
⁶ Green Finance Advisory Council (CCFV, by its acronym in Spanish).
⁷ Association of Banks of Mexico (ABM, by its acronym in Spanish).
^{*} 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 assessment⁸ 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.



⁸ 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)	See chapter: Governance 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	Consult chapter: Our clients Business indicators, accessibility to financial products, economic growth, and job creation
3	Diversity, Equity, and Inclusion (S)	People (clients and employees)	See chapter: Our employees DEI Policies, Diversity Operational Committee, women's empowerment
4	Climate change (A)	Environment and people	See chapter: Environment Emissions inventory, identification of risks and opportunities
5	ESG integration and governance (G)	Investors	See chapter: Sustainable management Responsible financing, incorporating ESG factors into credit analysis, sustainability governance
6	Satisfaction and client relations (S)	Clients	Consult chapter: Our clients Client experience, client protection, grievance mechanisms, corporate citizenship
7	Human capital development (S)	People	See chapter: Our employees 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 issues⁹**.

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.

⁹ 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 channels¹⁰ for microentrepreneurs¹¹ 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

¹⁰ Learn about Compartamos Banco's value proposition at: <https://www.compartamos.com.mx/compartamos/productos>
¹¹ 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



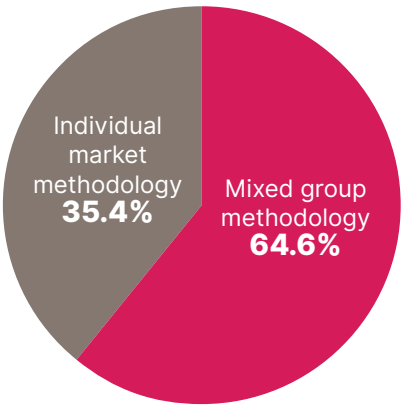
1,599,120
active savings
accounts

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

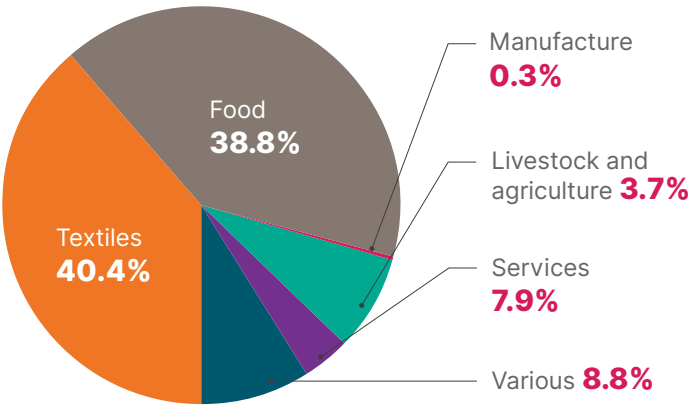


Credit portfolio by type of market in Mexico

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.

¹² 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 perception¹².

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 Peru¹³.

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.



¹³ 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.

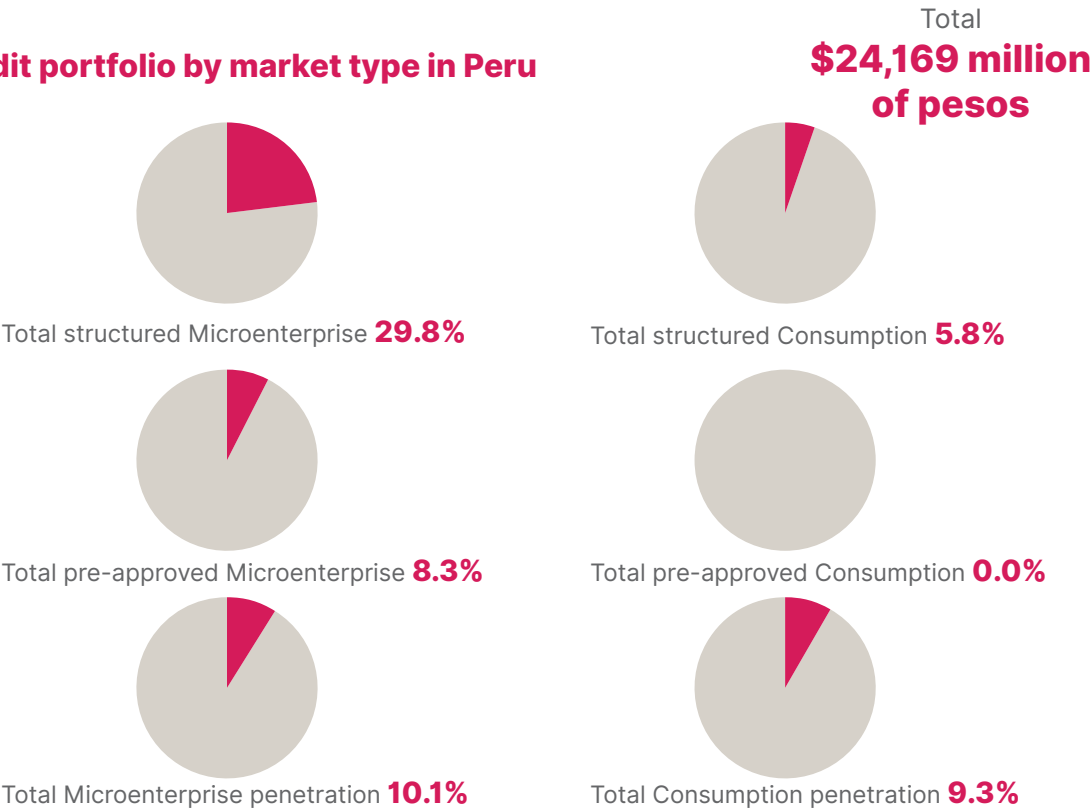
Channels



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.

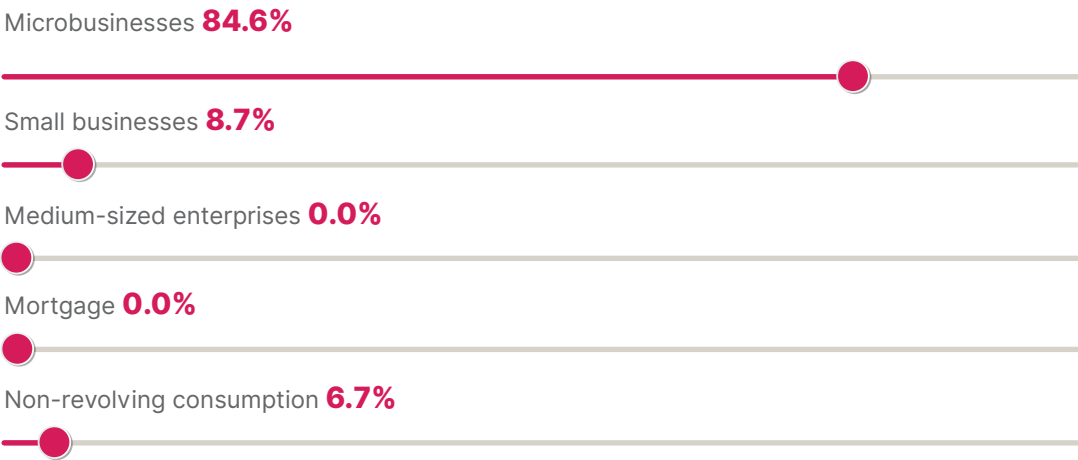
- We insured **954,279** clients, of which **680,658** did so voluntarily
- We served **957,462** clients
- **2,084,023** credits disbursed in Peru

Credit portfolio by market type in Peru

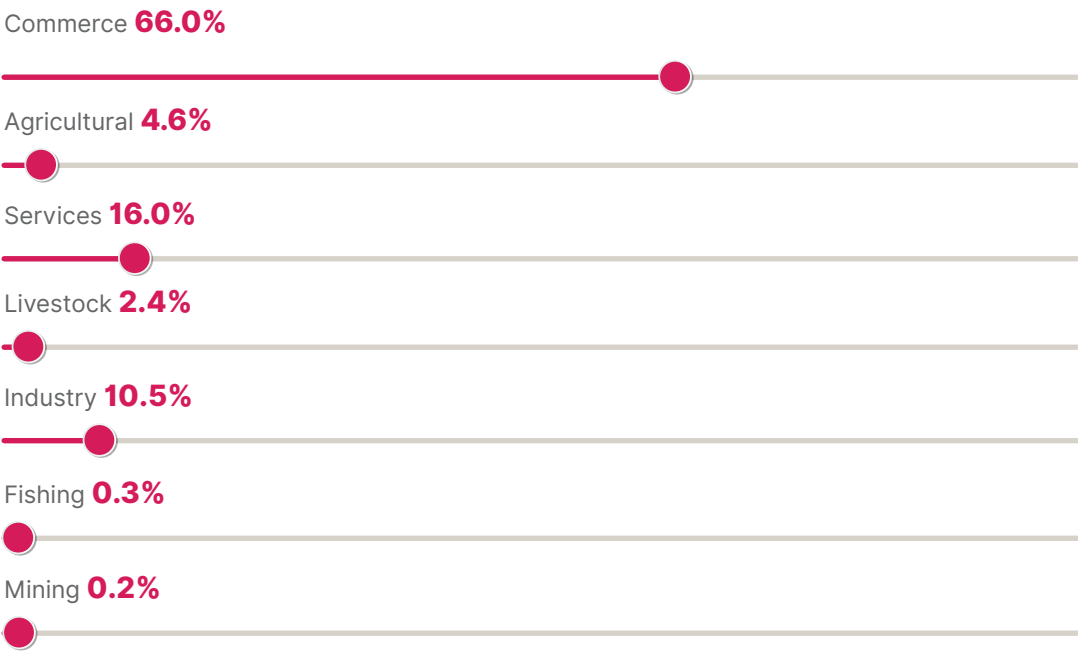


Credit results in Peru	2022	2023	2024
Total clients	726,272	924,593	957,462
Female clients (%)	83.8	78.8	75.9
Male clients (%)	16.1	21.1	24.0
Clients' legal personality (%)	0.1	0.1	0.0
Client retention rate > 30 days (%)	70.8	74.6	63.7
Insured clients	721,709	924,185	954,279
Clients with voluntary insurance	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



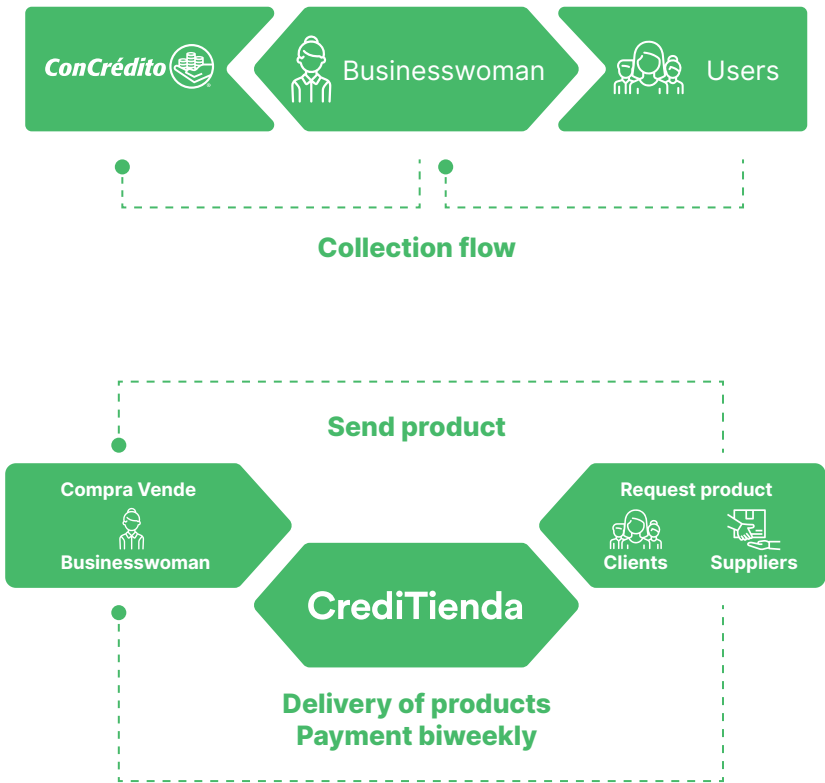
Distribution of clients by economic activity in Peru



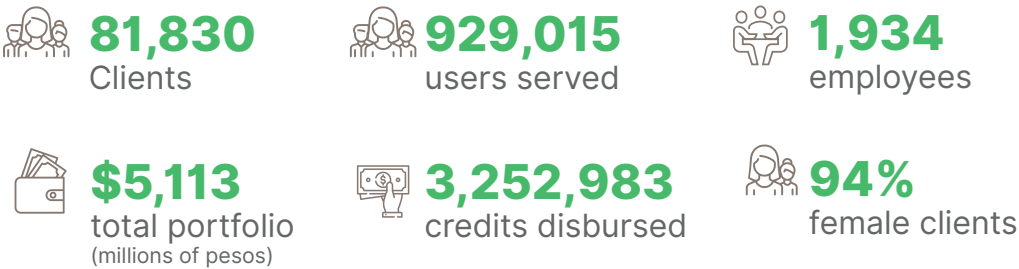


GRI 3-3, FS7, FS13, FS14, FS6
SASB FN-CB-240a.1, FN-CB-240a.2,
FN-CB-240a.3, FN-CB-410a.1, FN-CB-000.A,
FN-CB-000.B, FN-IN-000.A

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 ClubProtege¹⁴ in Mexico.



Presence in Mexico

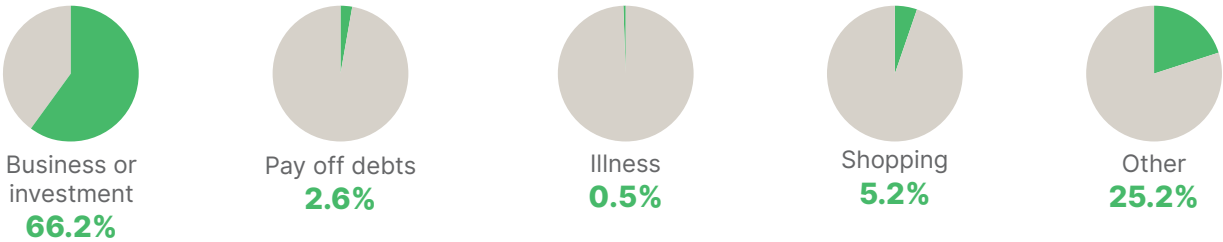


Value offer



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



¹⁴ 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 limited¹⁵.

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

¹⁵ 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 ¹⁶	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%

¹⁶ 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 Peru¹⁷.

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

¹⁷ 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**¹⁸. 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 violations¹⁹.

¹⁸ Learn more about the topics we offer at:
<https://www.gentera.com.mx/gentera/compania/proteccion-al-cliente>
¹⁹ 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 services²⁰ 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 initiatives²¹

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.	126,496 beneficiaries 45,447 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.	17,405 beneficiaries 2,611 training hours

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

²¹ 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. https://www.compartamos.com.mx/compartamos/educacion-financiera	4,095 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. https://www.compartamos.com.mx/compartamos/blog/cuida-tu-cartera	110,758 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.	1,706 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. https://www.compartamos.com.mx/compartamos/lp/educacion-financiera/conoce-tu-personalidad/	32,533 visits, 7,119 registered and 2,526 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.	10,135 leads, 413 disbursements, 14.1M amount disbursed and 1,221 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.	13,843 reached clients and 2,732 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. https://www.youtube.com/watch?v=VX6cgxZOKQ0	12,998 offers placed and 353M 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.	1,322,209 reached persons and 3,726 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.	91 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.	647 mil thousand people impacted
EduFin workshop for middle school students	Talks imparted by volunteer collaborators on financial education for middle school students.	+120 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.	+70 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	+100 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. https://www.facebook.com/ViveFISSEP/?locale=es_LA	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. https://compartamos.sharepoint.com/sites/gentera/rss/Paginas/edufin.aspx	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. https://vinculacion.gentera.com.mx:9088/boletin/banco/ccelsitio/ccelsitio.html	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 companies²², 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**²³, aims to uphold operational integrity by establishing ethical guidelines in our business relationships.

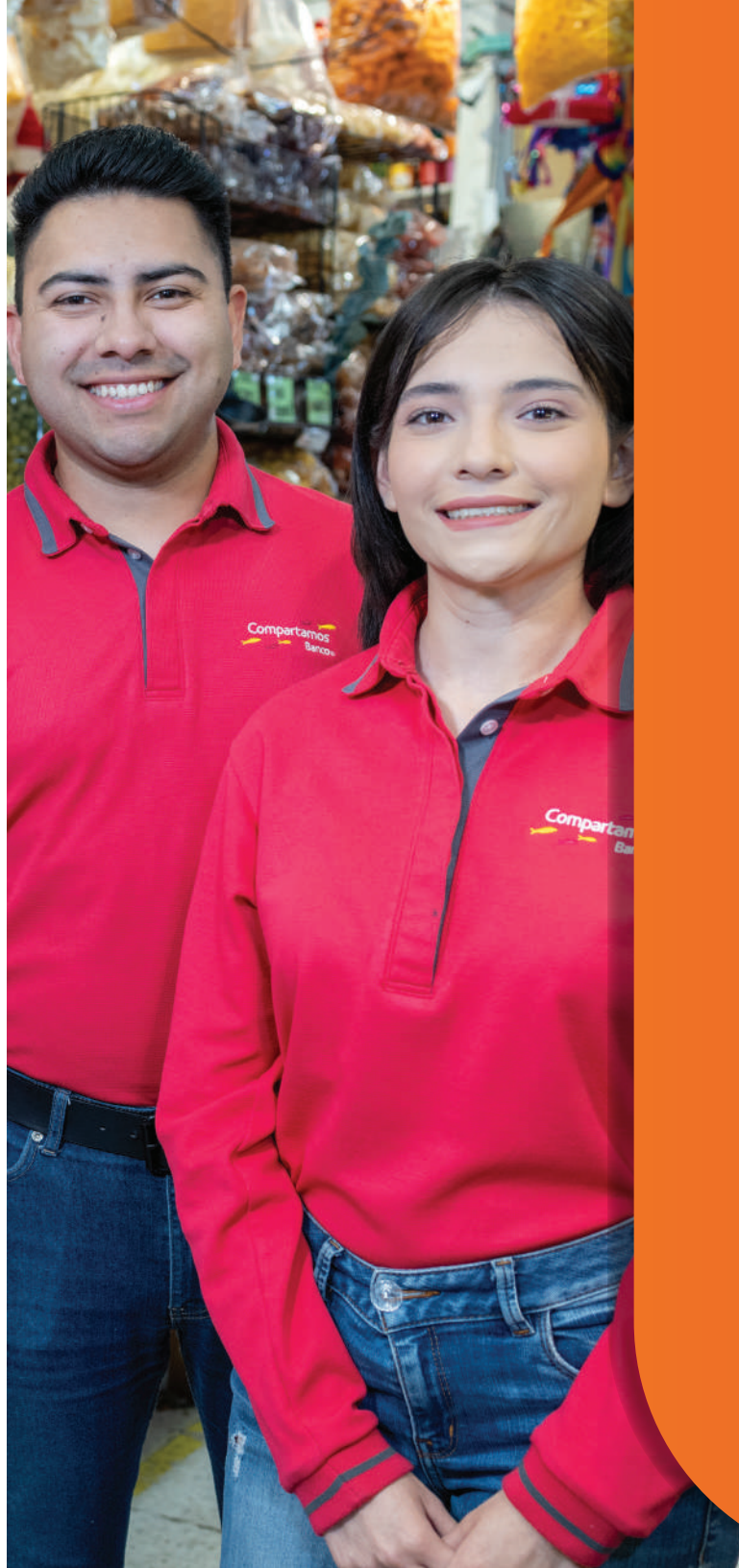
In this manner, our objective is to have our value chain predominantly composed of local suppliers, thereby enhancing economic growth in the areas where we operate.

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.

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

²³ 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 workforce²⁴



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%

²⁴ 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 ²⁵ 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

²⁵ 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 ²⁶ 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	

²⁶ 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**²⁷, 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.

²⁷ 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



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.

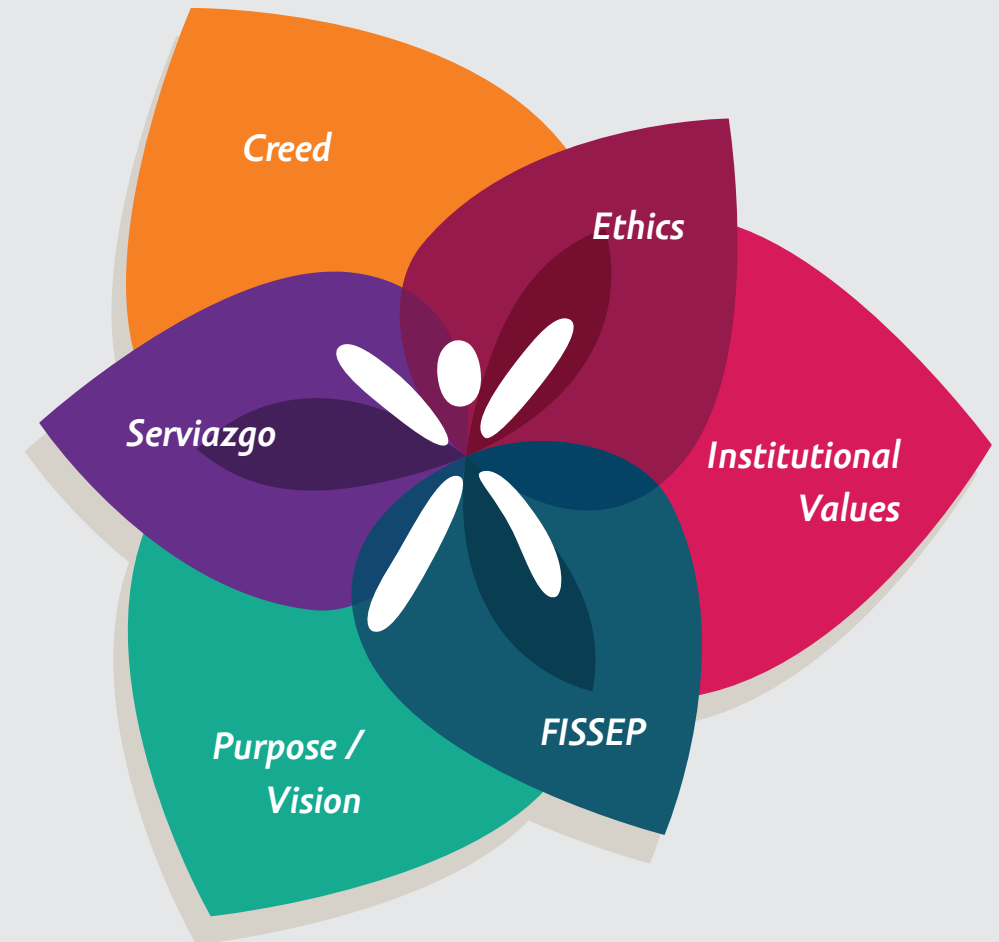
We are moving towards a more equal, inclusive work environment, where all team members are valued and rewarded for their great contribution.

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 channels²⁸.

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%

²⁸ 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	Family Day. 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.		37,411 employees and family members
	Family Day. 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.		561 employees and family members
	Digital Family Week. 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.		3,307 employees and family members



Dimension	Initiatives	Gentera's companies that participated	Total participants *
Familiar	FISSEP Kids. 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>ATERN</div>	159 children of employees
	Courses on respectful parenting and parenting skills. 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>ATERN</div>	443 registered participants including employees and family members
	Family Communities. 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>ATERN</div>	420 employees and family members registered
	FISSEP Committee. 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>ATERN</div>	13 employees
Intellectual	Facebook FISSEP. 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.	For all audiences	Followers: 12,121 Reach: 2,530,098 Interactions: 50,347



Dimension	Initiatives	Gentera's companies that participated	Total participants *
Health (physical and mental)	FISSEP Conductors. 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.		201 people attended 350 sessions
	Carrera Un Kilo de Ayuda. 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.		900 registered among employees, relatives and beneficiaries of Fundación Compartamos
Social	Love in action. 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.		4,483 employees
	Annual Basilica Mass. 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.		2,700 employees and family members
Spiritual	Spiritual Exercises. 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.		109 participants
	Spiritual Retreats. 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.		333 participants



Dimension	Initiatives	Gentera's companies that participated	Total participants *
Spiritual	Marriage renewals. 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
	Cine Fe. 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
	Sacraments (Gentera parish). 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
	Eucharistic Celebrations. 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
	Spiritual dialogue. 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
	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.		245 employees
	Guadalupe Serenade. 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
	The Lord of Miracles. 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	Philosophy Month. 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
	FISSEP Tuesday. 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
	Recognition "Abrazo Gentera". 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
	Digital Dreammeter. 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
	Recognitions for seniority. 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	Induction sessions to our Philosophy. 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
	Tour of Philosophy. 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															Total
	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		ÁTERNA	
	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
Gentera <ul style="list-style-type: none">• Responsible Companies 2024, ranked at position 107.• LOGRA Awards 2024, with first place in the Peace Category for our Ethical Culture.	Expansión UN Global Compact
Compartamos Financiera 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%
Alterna	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 period²⁹.

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.

²⁹ 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

–

–

–

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">• Centro de Formación y Perfeccionamiento Directivo (ICAMI)• Universidad Iberoamericana• Irradiate More
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">• IPADE, We Wow, Irradiate More, Jerrilou Johnson and USEM

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	7.27	12.85	6.90	4.37	0	5.89
Fundación Compartamos	0	0	11	0	11	0	0	11	0	11
Comparamos Banco	23.44	14.59	8.97	3.11	4.62	18.70	12.21	7.98	3.46	5.34
Yastás	21.00	11.83	8.11	6.00	8.72	25.00	13.67	7.64	6.19	9.08
ConCrédito	14.45	8.30	1.04	0.71	0.78	19.58	15.37	0.90	0.71	0.85
Aterna México	20.00	13.25	7.33	0	9.26	10.00	14.38	8.18	0	9.84
Aterna Perú	24.00	4.50	4.67	0	7.83	0	0	3.71	0	3.71
Compartamos Financiera	38.23	15.53	18.20	33.80	32.41	68.33	26.57	18.61	35.71	34.10
Total	19.44	9.84	8.09	5.45		19.31	11.14	7.80	5.76	

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	5,272	745	2,396	2,192	0	5,333
Fundación Compartamos	0	0	11	0	11	0	0	11	0	11
Comparamos Banco	211	686	1,130	2,430	4,457	505	745	822	1,947	4,019
Yastás	42	71	462	18	593	50	164	336	50	600
ConCrédito	29	66	59	985	1,140	78	46	28	593	745
Aterna México	20	80	132	0	232	10	58	90	0	158
Aterna Perú	24	9	14	0	47	0	0	26	0	26
Compartamos Financiera	497	994	4,094	102,738	108,323	1,230	2,976	5,563	107,822	117,822
Total	1,225	4,095	8,582	106,171		2,618	6,385	9,068	110,412	

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 initiatives³⁰ promoted in 2024

Axis	Participating companies	Total beneficiaries	Location	Allies
Formal education	4	Women: 3,692 Men: 1,557 Total: 5,249	Mexico: 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 Peru: departments of Amazonas, Arequipa, La Libertad, Lima, and Piura	12
Education	3	Women: 6,793 Men: 3,601 Total: 10,394 18 visits to NGOs	National level	20
Education for entrepreneurship	3	Women: 6,080 Men: 2,536 Total: 8,616	Mexico: Chihuahua, State of Mexico, Oaxaca, Querétaro, Yucatán Peru: Cusco and Lima	5

³⁰ 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 models³¹.

³¹ 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">• Support for animals in street situations.• Delivery of food to people in vulnerable situations.• Coexistence with NGOs.• Delivery of toys.• Donation of pantries.• Imparting knowledge through classes.• Restoration of public spaces among other actions for the benefit of third parties.• Conservation of 2,500 m2 of chinampas in Xochimilco.• Reforestation of 6 hectares with 4,200 trees in the State of Mexico.
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">• Restoration of public spaces in Mexico and Peru.• Delivery of gifts to children in vulnerable situations, and various activities to promote social and educational inclusion.



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: 9,988 Men: 6,610 Total: 16,598 17 schools rehabilitated	Mexico: Guerreo, Veracruz and Yucatan Peru	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.

Risk Committee has the following functions:

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

- 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.

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**³², 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.

³² 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**³³, 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:

³³ 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 ³⁴	277
Unsubstantiated allegations	970

³⁴ 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 operations³⁵. 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.

³⁵ 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 Management³⁶. 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">Reduction in revenue due to a decrease in client service capacity.Reduction in the Recovery Capacity of the loan portfolio.Increased capital costs due to damage in the facilitiesIncrease in insurance premiums.
5	Methods used to manage risk	<ul style="list-style-type: none">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.Portfolio reporting and monitoring.Damage policy: Multiple Business Policy and terrorism.
6	Cost of actions taken to manage risk	<ul style="list-style-type: none">\$12.71 million Mexican pesos in training for brigade members.\$ 3.54 million Mexican pesos in Damage Policy.

³⁶ 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 ³⁷ 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.

³⁷ 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 ₂ 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.

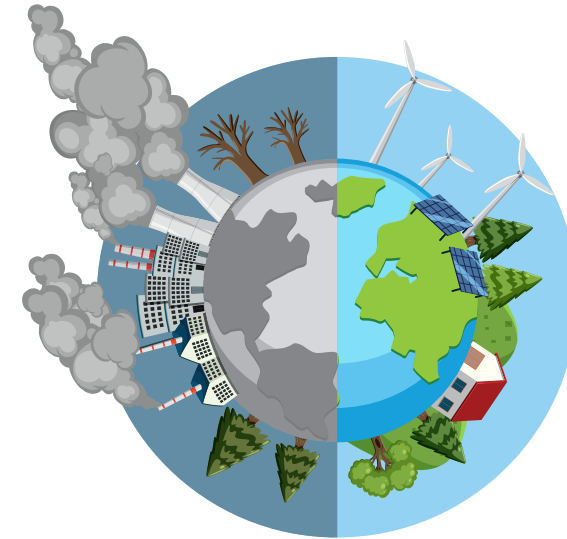
The main source of water for the consumption of all our offices is the public network.

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 m² 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 RENE³⁸, 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.

³⁸ 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 CO₂ equivalent in any facility.



GHG emissions (tCO₂e)

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

GHG emissions by scope and country (tCO₂e) Scope 2

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

GHG emissions intensity (tCO₂e per employee)

Year	Mexico	Peru	Total
2022	0.86	0.61	0.80
2023	1.03	0.61	0.93
2024	1.15	0.45	0.97

GHG emissions by scope and country (tCO₂e) Scope 3

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

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

GHG emissions by scope and country (tCO₂e) Scope 1

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

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%
Assets			
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
Liabilities			
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 ³⁹	30,551	36,763	46,134
Distributed economic value ⁴⁰	19,557	24,008	28,964
Retained economic value ⁴¹	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

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

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

⁴¹ 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**

GRI content index

Universal Standards

GRI Standard		Content	Page, response or omission reason
GRI 1 Foundation 2021			
GRI 2 General Disclosures 2021			
1. The organization and its reporting practices			
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	2-2	Entities included in the organization’s sustainability reporting.	133-134
	2-3	Reporting period, frequency and contact point.	250-251
	2-4	Restatements of information.	250
	2-5	External assurance.	250
2. Activities and workers			
GRI 2 General Disclosures 2021	2-6	Activities, value chain, and other business relationships.	9,27,45
	2-7	Employees.	47-49
	2-8	Workers who are not employees.	All our personnel are employees of Gentera or its companies
3. Governance			
GRI 2 General Disclosures 2021	2-9	Governance structure and composition.	99-116
	2-10	Nomination and selection of the highest governance body.	100
	2-11	Chair of the highest governance body.	101
	2-12	Role of the highest governance body in overseeing the management of impacts.	101, 121
	2-13	Delegation of responsibility for managing impacts.	105
	2-14	Role of the highest governance body in sustainability reporting.	250



GRI Standard		Content	Page, response or omission reason
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	2-16	Communication of critical concerns.	117-120
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4. Strategy, policies and practices			
GRI 2 General Disclosures 2021	2-22	Statement on sustainable development strategy.	4, 5
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GRI 411 Rights of indigenous peoples 2016	411-1	Incidents of violations involving rights of indigenous peoples.	121
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Estándar GRI		Contenido	Página, respuesta o razón de omisión
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GRI G4 Financial Services Sector Disclosures	FS1	Policies with specific environmental and social aspects applied to business lines.	17
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Bancos Comerciales

Estándar SASB	Contenido	Página o respuesta
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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
	FN-CB-000.B	(1) Número y (2) valor de los préstamos por segmento: (a) personales, (b) pequeñas empresas, y (c) corporativos.	28, 33, 36

Financiación al consumo

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	FN-CF-220a.2	Importe total de las pérdidas monetarias como resultado de procedimientos legales relacionados con la privacidad del cliente.	41



SASB Standard	Content	Page or response
Data security	FN-CF-230a.1 (1) Number of data breaches, (2) percentage that are personal data breaches, (3) number of account holders affected.	124
	FN-CF-230a.2 Card-related fraud losses from (1) cardnot-present fraud and (2) card-present and other fraud.	41
	FN-CF-230a.3 Description of approach to identifying and addressing data security risks.	124
Selling practices	FN-CF-270a.1 Percentage of total remuneration for covered employees that is variable and linked to the amount of products and services sold.	76
	FN-CF-270a.2 Approval rate for (1) credit and (2) prepaid products for applicants.	Does not apply.
	FN-CF-270a.3 (1) Average fees from add-on products, (2) average APR of credit products, (3) average age of credit products, (4) average number of credit accounts, and (5) average annual fees for pre-paid products.	Does not apply.
	FN-CF-270a.4 (1) Number of customer complaints filed, (2) percentage with monetary or nonmonetary relief.	Not reported.
	FN-CF-270a.5 Total amount of monetary losses as a result of legal proceedings associated with selling and servicing of products.	During 2024, these type of monetary losses were not recorded in Gentera or its companies.
Activity metrics	FN-CF-000.A Number of unique consumers with an active (1) credit card account and (2) pre-paid debit card account.	All our clients receive their credit through a debit account.
	FN-CF-000.B Number of (1) credit card accounts and (2) pre-paid debit card accounts.	All our clients receive their credit through a debit account.



Seguro

SASB Standard	Content	Page or response
Environmental risk exposure	FN-IN-450a.1 Probable Maximum Loss (PML) of insured products from weather-related natural catastrophes.	Not reported.
	FN-IN-450a.2 Total amount of monetary losses attributable to insurance pay-outs from (1) modelled natural catastrophes and (2) non-modelled natural catastrophes, by type of event and geographical segment (net and gross of reinsurance).	Not reported.
	FN-IN-450a.3 Description of approach to incorporation of environmental risks into (1) the underwriting process for individual contracts and (2) the management of entity-level risks and capital adequacy.	121
Systemic risk management	FN-IN-550a.1 Exposure to derivative instruments by category: (1) total exposure to noncentrally cleared derivatives, (2) total fair value of acceptable collateral posted with a central clearinghouse, and (3) total exposure to centrally cleared derivatives.	Not reported.
	FN-IN-550a.2 Total fair value of securities lending collateral assets.	Not reported.
	FN-IN-550a.3 Description of approach to managing capital- and liquidity-related risks associated with systemic non-insurance activities.	Not reported.
Activity metrics	FN-IN-000.A Number of policies in force, by segment: (1) property and casualty, (2) life, (3) assumed reinsurance.	28, 33, 36, 38

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TCFD		Content	Page or response
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	b)	Describe management’s role in assessing and managing climate-related risks and opportunities.	121
TCFD - Strategy	a)	Describe the climate-related risks and opportunities the organization has identified over the short, medium, and long term.	121
	b)	Describe the impact of climate-related risks and opportunities on the organization’s businesses, strategy, and financial planning.	121 Partially reported.
	c)	Describe the resilience of the organization’s strategy, taking into consideration different climate-related scenarios, including a 2°C or lower scenario.	Not reported.
TCFD - Risk Management	a)	Describe the organization’s processes for identifying and assessing climate-related risks.	121 Partially reported.
	b)	Describe the organization’s processes for managing climate-related risks.	121 Partially reported.
	c)	Describe how processes for identifying, assessing, and managing climate-related risks are integrated into the organization’s overall risk management.	121 Partially reported.
TCFD - Metrics and Targets	a)	Disclose the metrics used by the organization to assess climate-related risks and opportunities in line with its strategy and risk management process.	126 Partially reported.
	b)	Disclose Scope 1, Scope 2 and, if appropriate, Scope 3 greenhouse gas (GHG) emissions and the related risks.	126-130
	c)	Describe the targets used by the organization to manage climate-related risks and opportunities and performance against targets.	17 Partially reported.



CINIF Index

CINIF		Content	Page or response
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	A.2	Scope 2 GHG emissions.	130
	A.3	Scope 3 GHG emissions.	130
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	A.5	Renewable energy consumption.	127
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Sustainable use of water	A.7	Water entered.	-
	A.8	Water reuse.	-
	A.9	Wastewater discharge.	-
	A.10	Discharge of treated wastewater.	-
	A.11	Water entering from areas of water stress.	-
Biodiversity	A.12	Land use within, or close to, biodiversity risk zones.	-
Substances and chemicals that deplete the ozone layer	A.13	Dependence on ozone-depleting chemicals and substances.	-
Waste management	A.14	Waste generated.	128
	A.15	Recycled waste.	128
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CINIF	Content		Page or response
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	B.2	Wage gap.	54
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	B.4	Performance evaluations and professional development of workers.	87
Health and safety at work	B.5	Occupational health and safety management.	88-89
	B.6	Occupational accidents and illnesses that caused disability or death.	88
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	C.7	Information security.	124
	C.8	Data protection and privacy.	124



10

CONSOLIDATED FINANCIAL STATEMENTS

Gentera, S. A. B. de C. V. y subsidiarias

Consolidated Financial Statements

December 31, 2024 and 2023

(With the Independent Auditors' Report Thereon)

(Traslation from Spanish Languaje Original)

Gentera, S. A. B. de C. V. and subsidiaries
Notes to the consolidated financial statements
For the years ended December 31, 2024 and 2023
(Millions of pesos, except otherwise noted)

These consolidated financial statement have been translated from the Spanish language original and for the convenience of foreign/English-speaking readers.

(1) Activity-

Gentera S. A. B. de C. V. (Gentera) is a Mexican corporation, domiciled at Insurgentes Sur 1458, Colonia Actipan, C. P. 03230, Mexico City, which purpose is to acquire interests or participations in other commercial or civil entities, as well as dispose of or transfer such shares or participations and enter into partnership or association contracts with domestic or foreign individuals or legal entities.

As of December 31, 2024 and 2023, Gentera and its consolidated subsidiaries are comprised of:

I. Banco Compartamos, S. A., Institución de Banca Múltiple (Banco Compartamos or the Bank) which in accordance with the Credit Institutions Law, is authorized to carry out multiple banking operations in Mexico, which include, among others, granting loans, receipt of deposits, acceptance of borrowings, operation with securities and other financial instruments.

II. Compartamos Banco, S. A. formerly Compartamos Financiera S. A. (Compartamos Banco Perú), is an entity incorporated and existing under the laws of the Republic of Peru, it was originally established to operate as a financial institution until January 30, 2025. As of this date, it was authorized by the Superintendency of Banking and Insurance of Peru to transform into a bank.

Consequently, it will be able to carry out all operations and provide all services through applicable modalities, types and forms, in accordance with the legal provisions governing entities of this nature under Peruvian legislation. Compartamos Banco Perú holds 91.98% equity interest in Pagos Digitales Peruanos, S.A., an entity incorporated and existing under the laws of the Republic of Peru. The company's corporate purpose is to provide services for the processing and management of electronic money accounts for entities authorized to issue electronic money in Peru.

III. Compartamos, S. A. (Compartamos Guatemala) established in Guatemala, which until July 5, 2021 had as its corporate purpose, among others, granting of all types of loans and financing to individuals or legal entities. On that date, it entered into a purchase and sale agreement with the purpose of selling 100% of its loan portfolio and assets; As of that date, it has been in the process of closing its operations. On September 8, 2022, Gentera repatriated the capital of Compartamos Guatemala which amounted to \$334. As of December 31, 2024, the legal liquidation process is still ongoing.

IV. Red Yastás, S. A. de C. V. (Red Yastás), is an entity incorporated in Mexico, which purpose is: a) to enter into agreements to provide services, either mandates or commercial commission with credit institutions to engage with other people on behalf of the aforementioned credit institutions, the commissions or services mandated, complying with applicable regulation on each transaction or banking service, b) to service credit institutions as manager of commission agents with the purpose of organizing service providers' networks or banking commission agents to carry out certain activities and c) to receive, process and distribute all types of funds or economic resources through electronic, manual or telephonic transfers or directly online through any other means of communication, among others.

V. Compartamos Servicios, S. A. de C. V. (Compartamos Servicios), is an entity incorporated in Mexico, which purpose is to provide the provision of services for the planning, organization and management of companies.

VI. Controladora AT, S. A. P. I. de C. V. (Controladora AT), is an entity incorporated in Mexico, which consolidates Aterna, Agente de Seguros y Fianzas, S. A. de C. V. (Aterna). Controladora AT's purpose is acquiring interest or participations in other commercial or civil entities, as well as dispose of or transfer such shares or participations and enter into partnership or association contracts with individuals or legal entities. Aterna is an entity incorporated in Mexico, which purpose is to act as insurance and bonding agent under the terms of the Law on Insurance and Bonding Institutions and Regulation of Insurance and Bonding Agents. On April 12, 2022, Aterna Corredores de Seguros S. A. was incorporated under the laws of the Republic of Peru, to operate as an Insurance and Bonding Agent, which initiated operations on July 12, 2022, Controladora AT controls this entity with a 99.99% interest.

a. Fin Útil, S.A. de C.V., Sociedad Financiera de Objeto Múltiple, Entidad Regulada (Fin Útil), is a financial institution established in Mexico, which main activity is granting commercial and personal loans to individuals. For such purpose, Fin Útil obtains financing from Mexican financial institutions and from issuances of stock certificates through public trust Fideicomiso Irrevocable de Emisión de Certificados Bursátiles Fiduciarios, Administración y Pago number F/01064 and F/925 (Issuer Trusts), backed by Fin Útil's loans.

Fincrementar, S.A. de C.V. (Fincrementar), is a subsidiary established and consolidated as of February 28, 2024 in Mexico with the corporate purpose of providing commercial and personal loans to individuals. As of August 14, 2024, Fincrementar joined the Fideicomiso Irrevocable de Emisión de Certificados Bursátiles Fiduciarios, Administración y Pago number F/01064 and F/925 (Issuing

Trusts) in order to obtain financing through the issuance of bond certificates, backed by loans from Fincrementar.

As of December 31, 2024, the proportion of loans transferred by Fin Útil and Fincrementar that back the bond certificates is 36.3% and 63.7% respectively, due to the decrease in loans issued by Fin Útil, management is analyzing the business plans and continuity.

Both Fin Útil and Fincrementar are exposed to and entitled to variable returns resulting from the remaining portfolio of the trusts upon the liquidation of all fiduciary bond certificates to the public, in proportion to the loans they have transferred to guarantee these bond certificates, which is why both Fin Útil and Fincrementar exercise joint control over these trusts. The following describes the trusts:

- Fideicomiso Irrevocable de Emisión de Certificados Bursátiles Fiduciarios, Administración y Pago number F/01064, which main purpose is to issue stock certificates and manage the Trust's assets contributed by Fin Útil and Fincrementar.
- Fideicomiso Irrevocable de Emisión de Certificados Bursátiles Fiduciarios, Administración y Pago number F/925, which main purpose is to issue stock certificates and manage the Trust's assets contributed by Fin Útil and Fincrementar.
- Fideicomiso Irrevocable de Emisión de Certificados Bursátiles Fiduciarios, Administración y Pago number F/0591, which main purpose is to establish a mechanism to facilitate the administration of collections to fulfill the obligations of Fin Útil and Fincrementar before the Trustees.



VII. Comfu, S. A. de C. V. (Comfu), is a company established in Mexico which main activity is the sale, distribution, purchase, import, export, sale or acquisition of all kinds of articles, merchandise and consumer products such as household appliances, kitchen and dining appliances, electronics, cell phones, among other services that are provided to Fin Útil's customers. As of February 20, 2024, Comfu established Comfu Perú, S.A.C., a company incorporated and existing under the laws of the Republic of Peru, with the corporate purpose of the sale, distribution, purchase, importation, exportation, alienation, or acquisition of all kinds of articles, merchandise, and consumer products such as home appliances, white goods, electronics and cell phones. Comfu has control over this entity with a 99.99% ownership stake.

VIII. Talento Concrédito, S. A. de C. V. (Talento Concrédito), is a company established in Mexico whose corporate purpose is: i) the provision of services related to staff supply, recruitment, training, and management for Fin Útil and Comfu, an activity carried out until July 31, 2024, and ii) entering into service agreements with insurance companies for the promotion of insurance products formalized through adhesion contracts permitted by law. As of June 1, 2021, the entity entered into a contract with Mapfre, S.A. (Mapfre) for the promotion of individual micro life insurance, which is offered to customers of its related parties, Fin Útil and Fincrementar. In return, the entity receives compensation.

(2) Authorization and basis of presentation -

Authorization

On February 26, 2025, the Board of Directors and the following officers approved the issuance of the accompanying 2024 consolidated financial statements and their related notes.

Enrique Majós Ramírez
Mario Ignacio Langerica Ávila
Marco Antonio Guadarrama Villalobos
Oscar Luis Ibarra Burgos

Chief Executive Officer
Chief Financial Officer
Controller
General Internal Auditor

The Stockholders of Gentera and the National Banking and Securities Commission (the Commission) are empowered to modify the consolidated financial statements after its issuance. The attached 2024 financial statements will be submitted for approval at the next Stockholders’ meeting.

Basis of presentation

a) Statement of compliance

The “General regulations applicable to securities issuers and other securities market participants” which establishes that securities issuers which, through its subsidiaries, carry out mainly financial activities subject to the supervision of Mexican authorities, are required to prepare and audit its financial statements under the same basis applicable to such subsidiaries, with the purpose of ensuring that the financial information of both entities is comparable.

The aforementioned is determined when such activities represent more than 70% of consolidated assets, liabilities or total revenues at the prior year-end, it is deemed required to have three fiscal years in which the activity represents less than 50% of the total consolidated assets, liabilities or revenues of an issuer, or, in the fiscal year immediately preceding the fiscal year in question, represents less than 20% for said provision to cease to be applicable. Consequently, as the Bank represented 56% of consolidated assets as of December 31, 2024, and 2023, and 72% and 71% respectively, of total consolidated revenues in 2024 and 2023, and

Fin Útil accounted for 7% and 11% respectively, of consolidated assets as of December 31, 2024, and 2023, and 6% and 7% respectively, of consolidated revenues in 2024 and 2023, the accompanying consolidated financial statements have been prepared in accordance with the accounting criteria for credit institutions in Mexico (Accounting Criteria) established in Article 33 of the General Provisions Applicable to Credit Institutions issued by the Commission.

The Accounting Criteria establish that the accounting of Credit Institutions must comply with the basic structure of the Mexican Financial Reporting Standards (FRS) defined by the Mexican Financial Reporting Standards Board (Consejo Mexicano de Normas de Información Financiera y Sostenibilidad, A.C. - CINIF) in FRS A-1 "Structure of Financial Reporting Standards", considering in first instance the FRS contained in the FRS A Series "Conceptual framework", as well as the provisions of accounting criteria A-4 "Supplementary application to accounting criteria".

Likewise, Accounting Criteria establish that institutions must observe the accounting guidelines of the FRS except when it is necessary, in the Commission's judgment, to apply specific accounting standards or criteria on recognition, valuation, presentation and disclosure applicable to specific caption of the financial statements and those applicable to their preparation, considering that entities carry out specialized transactions.

Likewise, the Accounting Criteria points out that in the absence of specific accounting criteria from the Commission and in a broader context the FRS, supplementary use of Mexican FRS A-8 will be followed and only in the event that the International Financial Reporting Standards (IFRS), referred to by Mexican FRS A-8 do not provide guidance to the accounting treatment, another set of established accounting standards may be used in the following order: generally accepted accounting principles in the United States of America ("US GAAP") or

any accounting standard that is part of a formal and recognized set of standards, provided that it meets the requirements of the Commission's criteria A-4 "Supplementary application to accounting criteria".

b) Use of estimates and judgements

The preparation of the consolidated financial statements requires management to make estimates and assumptions that affect the recorded amounts of assets and liabilities and the disclosure of contingent assets and liabilities at the date of the consolidated financial statements, as well as the reported amounts of income and expenses during the reporting period. Actual results may differ from these estimates and assumptions.

Judgements

Information about judgments made in applying material accounting policies that have the most significant effects on the amounts recognized in the consolidated financial statements is described in the following notes:

- Notes 3(m) and 13 – Equity-accounted investees: Whether Gentera has significant influence over an investee.
- Notes 3(l) and 12 – Leases: whether an arrangement contains a lease.
- Note 3(b) – Consolidation: whether Gentera has de facto control over an investee.
- Notes 3(g) and 8 – Loan portfolio: definition of the business model, either to collect principal and interest (FICPI) or to collect or sell (FICS).

Assumptions and estimation uncertainties

Information on assumptions and uncertainties of estimation that have a material risk of resulting in a material adjustment to the carrying amounts of assets and liabilities in the following year is included in the following notes:

- Notes 3(i), 3(j), 8 and 9 – Determination of the allowance for loan losses and recoverability of other accounts receivable: assumptions and inputs used for their determination.
- Notes 3(q), 11, 13, 14 and 15- Impairment assessment of book value of long-live assets, intangibles, permanent investments, and goodwill: key assumptions for the recoverable amount, including recoverability of development costs and measurement of impairment of investment in associated companies.
- Notes 3(n) and 20 – Recognition of deferred tax assets: availability of future taxable profits and the realization of deferred tax assets.
- Note 3(f) – Valuation of derivative financial instruments: key assumptions to determine the market value, on all those complex derivatives or those without an active market.
- Notes 3(u) and 21 – Measurement of defined benefit obligations; key actuarial assumptions.

Measurement of Fair Values

A number of Gentera´s accounting policies and disclosures require measurement of fair values, for both financial and non-financial assets and liabilities.

Gentera has an established control framework with respect to the measurement of fair values. This includes the authorization by the Board of Directors of the appointment of a price provider.

When measuring the fair value of an asset or liability, Gentera uses observable market data as far as possible. Fair values are categorized into different levels within a fair value hierarchy based on inputs used (observability of inputs) in valuation techniques, as follows:

Level 1: quoted prices (unadjusted) in active markets for identical assets or liabilities, that correspond to the highest level, corresponding to prices obtained exclusively with Level 1 input data.

Level 2: input data other than quoted prices included in Level 1, that are observable for the asset or liability, either directly (i.e. prices) or indirectly (i.e. derived from prices) corresponding to prices obtained with Level 2 input data.

Level 3: data or inputs to measure the asset or liability that are not based on observable market data (unobservable input data), that corresponds to the lowest level, for those prices obtained with Level 3 input data.
reconocidos por la Comisión.

Pursuant to the Provisions, Gentera determines the fair value of the following financial instruments through direct vendor price, which consists of applying to the Gentera´s position in securities or agreements the current price for valuation provided by an independent price vendor:

Securities registered in the national securities registry or authorized, registered, or regulated on markets recognized by the Commission.

The price provider engaged by Gentera that provides the prices and inputs for the determination of the valuation of the financial instruments is Valuación Operativa y Referencias de Mercado, S. A. de C. V.

Note 21 "Employee Benefit Liabilities" includes additional information on assumptions made when measuring fair values.

c) Functional and reporting currency and translation of financial statements of foreign operations

The consolidated financial statements are presented in Mexican peso reporting currency.

The financial statements of the foreign subsidiaries have been translated into Mexican pesos (reporting currency) considering that their recording and functional currency are the same, resulting in the use of the following exchange rates: a) year-end for monetary and non-monetary assets and liabilities (\$5.5481 Mexican pesos per Peruvian sol and \$2.7099 Mexican pesos per Guatemalan quetzal as of December 31, 2024), b) historical for stockholder's equity and c) weighted average of the period (\$4.9519 Mexican pesos per Peruvian sol and \$2.222 Mexican pesos per Guatemalan quetzal) for revenues, costs and expenses, translation effects are presented as part of stockholders' equity.

The exchange rates used in 2023 were: a) year-end for monetary and non-monetary assets and liabilities (\$4.5744 Mexican pesos per Peruvian sol and \$2.1677 Mexican pesos per Guatemalan quetzal), b) historical for stockholder's equity and c) weighted average of the period (\$4.7197 Mexican pesos per Peruvian sol and \$2.4897 Mexican pesos per Guatemalan quetzal) for revenues, costs and expenses, translation effects are presented as part of stockholders' equity.

For disclosure purposes in the notes to the consolidated financial statements, when reference is made to pesos or "\$", it refers to millions of Mexican pesos, when reference is made to dollars or USD, it refers to dollars of the United States of America, when referring to soles, it is soles of the Republic of Peru.

d) Statement of comprehensive income presentation

In compliance with accounting criterion D-2 "Statement of comprehensive income" established by the Commission, Gentera presents the consolidated comprehensive results in a single statement that incorporates in a single document all the captions that comprise the net result, increased or decreased by the Other Comprehensive Income (OCI) of the period, as well as the participation in the other entities' OCIs, and is called "Consolidated Statement of Comprehensive Income".



e) Recognition of financial assets and liabilities at the trade date

Gentera's consolidated financial statements recognize assets and liabilities arising from the purchase and sale of foreign currency, financial instruments, repos, securities lending and derivative financial instruments on the trade date, regardless of its settlement date.

(3) Summary of material accounting policies

The following summarizes the material accounting policies used in the preparation of the consolidated financial statements, which have been consistently applied by Gentera, for the years presented.

(a) Recognition of the effects of inflation-

The accompanying financial statements have been prepared in accordance with the Accounting Criteria, which considers that Gentera operates in a non-inflationary economic environment (cumulative in the last three years less than 26%) as established in FRS B-10 "Effects of inflation", and thus include the recognition of the effects of inflation on financial information until December 31, 2007 based on the value of the Investment Unit (UDI – Spanish acronym), which is a unit of measurement which value is determined by Banco de México (Central Bank) based on inflation.

The percentage of annual and cumulative inflation, in the last three years on each date indicated and the values of the UDI used to determine inflation, are shown below:

Inflation			
31 Dic of	UDI	Yearly	Cumilative
2024	8.340909	4.50%	17.34%
2023	7.981602	4.38%	20.83%
2022	7.646804	7.58%	19.50%

(b) Principles of consolidation-

The accompanying consolidated financial statements as of and for the years ended December 31, 2024 and 2023, include the balances of Gentera and its subsidiaries listed below. The financial statements of the subsidiaries have been translated into, prior to consolidation, the Accounting Criteria set forth by the Commission. All significant balances and transactions between Gentera and the subsidiaries have been eliminated in the consolidation.

Subsidiaries	% of participation	Functional Currency
Banco Compartamos Banco Perú (1)	99.98%	Mexican Pesos
Red Yastás	99.99%	Preuvian Soles
Compartamos Servicios	99.99%	Mexican Pesos
Controladora AT (2)(3)(4)	99.99%	Mexican Pesos
Fin Útil	50.00%	Mexican Pesos
Comfu (5)	74.91%	Mexican Pesos
Fincrementar	74.91%	Mexican Pesos
Talento Concrédito	74.91%	Mexican Pesos

(1) Compartamos Banco Perú consolidates its financial statements with Pagos Digitales Peruanos, S. A.
(2) Controladora AT is consolidated because Gentera has control on the financial policies and operating decisions of the subsidiary.
(3) Controladora AT consolidates Aterna Agente de Seguros, having a 99.99% interest.
(4) Controladora AT consolidates Aterna Corredores de Seguros beginning July 2022, having a 99.99% of interest.
(5) Comfu consolidates Comfu Perú, having a 99.99% interest.

(c) Cash and cash equivalents-

This caption comprises cash, domestic and foreign bank balances, and cash equivalents, which are recorded at face value, and foreign currency cash equivalents are valued at the closing exchange rate issued by the Central Bank at the date of presentation of these consolidated financial statements.

Cash equivalents are initially recognized at fair value. These include short-term, highly liquid, easily cash-convertible securities that are subject to minor risks in their value (where the latter are those whose maturity is expected within a maximum of 48 hours from their acquisition), among others, interbank loans with maturities equal to or less than three business days ("Call Money" operations), purchases of foreign currency that are not considered derivative financial instruments as established by the Central Bank in the applicable regulation, and other cash equivalents such as coined precious metals and highly liquid financial instruments.

The foreign currencies acquired and agreed to be settled at later date to the purchase/ sale transaction are recognized at that date as restricted cash and cash equivalent, while the currencies sold are recorded as an outflow of cash and cash equivalents. The rights and obligations arising from sales and purchases of foreign currency are recorded under "Other accounts receivable, net" and "Creditors for settlement of transactions", respectively.

The amount of overdrafts in checking accounts, the offset balance, of currencies to be received and currencies to be delivered, or some concept that comprises the cash equivalents, when they show credit balances, is presented in the caption of "Other accounts payable".

Interest earned and valuation gains or losses are included in the results of the year as accrued as part of interest income or expense. The results for valuation and purchase and sale of foreign currencies are recognized in the financial intermediation result.

Cash and cash equivalents in foreign currency are valued at the closing exchange rate at the date of preparation of these consolidated financial statements.

Restricted cash equivalents include operations for documented bank loans with maturities of up to three business days ("Call Money operations"), deposit auctions and the monetary regulation deposit required in accordance with the law, both constituted in the Central Bank for the purpose to regulate the money market liquidity; such deposits accrue interest at the interbank funding rate. Additionally, it includes the savings fund of Gentera's employees and guarantee deposits with financial institutions in Peru.

(d) Investments in financial instruments -

i. Recognition and initial measurement

Investments in financial instruments include, government and banking securities, listed and non-listed, which Gentera holds as its own position. Financial instruments are initially measured and recognized at fair value, in the case of financial assets or liabilities not measured at fair value with changes therein, carried through comprehensive income, plus the transaction costs directly attributable to their acquisition or issuance, when subsequently measured at amortized cost.

ii. Classification and subsequent measurement

Upon initial recognition, financial instruments are classified in the following categories, according to the business model and the characteristics of the contractual flows therefrom, as follows:

- Financial instruments to collect principal and interest (FICPI), whereby the holder intends to recover the contractual cash flows that the instrument entails. The terms of the contract provide for cash flows on pre-established dates, which correspond only to payments of principal and interest (yield), typically based on the amount of the outstanding principal. The FICPI must have characteristics of a financing arrangement and be managed based on contractual performance.
- Financial instruments to collect or sell (FICS), measured at fair value with changes through other comprehensive income (FVOCI), whereby the holder intends both to collect contractual cash flows of principal and interest and to obtain a profit on sale when the opportunity arises. Gentera irrevocably recognizes changes in the fair value of FICS through OCI; and

- Negotiable financial instruments (NFI), measured at fair value with changes through income (FVTPL) that represents investments in debt or equity financial instruments, whereby the holder intends to obtain a profit through purchase and sale.

The classification of investments in financial instruments is based on both the business model and the characteristics of the contractual cash flows therefrom. According to the business model, a financial instrument, or a class of financial instruments (a portfolio), can be managed under:

- A model that seeks to recover contractual flows (consisting of principal and interest).
- A business model that seeks both the recovery of contractual cash flows as in the previous model, as well as obtaining profit through the sale of financial instruments, necessitating a combined management model of these financial instruments.
- A model that seeks maximum return through the purchase and sale of financial instruments.

Financial instruments are not reclassified subsequent to their initial recognition unless Gentera changes its business model, in which case all affected financial instruments are reclassified to the new category at the time the change in business model has occurred.

The reclassification of investments in financial instruments between categories is applied prospectively as of the date of change in the business model, without modifying any previously recognized income, such as interest or impairment losses.

When Gentera reclassification is made in accordance with the aforementioned, must inform the Commission of this fact in writing within 10 business days of its determination, explaining in detail the change in the business model. This change must be authorized by the Gentera's Risk Committee.

A financial instrument is measured at amortized cost if it meets both of the following conditions and is not classified as measured at fair value through income:

- the financial instrument is held within a business model whose objective is to hold the financial instruments to collect contractual cash flows; and
- the contractual terms of the financial instrument give rise, on specific dates, to cash flows that are solely payments of principal and interest on the principal amount outstanding (Solely Payment of Principal and Interest, or SPPI).

A debt investment instrument is measured at fair value through changes in other comprehensive income (OCI) if it meets both of the following conditions and is not classified as measured at fair value through changes in income:

- the financial asset is held within a business model whose objective is achieved by both collecting contractual cash flows and selling financial assets; and
- the contractual terms of the financial asset give rise, on specific dates, to cash flows that are solely payments of principal and interest on the principal amount outstanding (SPPI).

All financial instruments not classified as measured at amortized cost or fair value through changes in other comprehensive income (OCI) as described above are measured at fair value through changes in income. This includes all derivative financial instruments (see numeral (f) of this note).

Financial instruments: Business model assessment –

Gentera performs an assessment of the objective of the business model in which a financial instrument is held at a portfolio level because this best reflects the way the business is managed and information is provided to Management. The information considered includes:

- the stated policies and objectives for the portfolio and the operation of those policies in practice. These include whether Management's strategy focuses on collecting contractual interest income, maintaining a particular interest rate profile or matching the duration of financial instruments to the duration of any related liabilities that such instruments are financing or expected cash outflows or realizing cash flows through the sale of the instruments;
- how the portfolio performance is evaluated and reported to Management;
- the risks that affect the performance of the business model (and the financial instruments held within that business model) and, in particular, how those risks are managed;
- how business managers are compensated (e.g. whether compensation is based on the fair value of instruments managed or on contractual cash flows collected); and
- the frequency, volume and timing of sales in previous periods, the reasons for such sales and expectations about future sales activity.

Transfers of financial instruments to third parties in transactions that do not qualify for derecognition are not considered sales for this purpose, consistent with Gentera's continuing recognition of the instruments.

Financial instruments that are held for trading and whose performance is evaluated on a fair value basis are measured at fair value through changes in income.

Financial instruments: Assessment whether contractual cash flows are solely payments of principal and interest (SPPI) –

For the purposes of this assessment, “principal” amount is defined as the fair value of the financial instrument on initial recognition. “Interest” is defined as consideration for the time value of money and for the credit risk associated with the principal amount outstanding during a particular period of time and for other basic risks and costs (e.g., liquidity risk and administrative costs), as well as a profit margin.

In assessing whether the contractual cash flows are solely payments of principal and interest (SPPI), Gentera considers the contractual terms of the instrument. This includes assessing whether a financial instrument contains a contractual condition that could change the timing or amount of contractual cash flows such that it would not meet this condition.

In making this assessment, Gentera considers:

- contingent events that would change the amount or timing of cash flows;

- terms that may generate leverage;
- terms that refer to the time value of money, such as adjusting the coupon rate, including variable rate characteristics;
- terms that generate implicit derivative instruments, or changes in their terms and conditions, by indexation to variables outside the nature of the contract;
- prepayment and extension features; and
- terms that limit Gentera's right to cash flows from specified instruments (e.g. “non-recourse” features).

A prepayment feature is consistent with solely payments of principal and interest criterion if the prepayment amount substantially represents unpaid amounts of principal and interest on the principal amount outstanding, which may include reasonable additional offsets for early termination of the contract. In addition, in the case of a financial instrument purchased at a significant discount or premium to its contractual par amount, a feature that allows or requires prepayment at an amount that substantially represents the contractual par amount plus accrued (but unpaid) contractual interest (which may also include reasonable additional compensation for an early termination) is treated as consistent with this criterion if the fair value of the prepayment feature is insignificant at the initial recognition.



Financial instruments: Subsequent measurement and profit and loss –

Negotiable Financial instruments (NFI)	These assets are subsequently measured at fair value. Net gains and losses, including any interest or dividend income, are recognized in income (FVTPL). However, see letter (f) of this note for derivatives designated as hedging instruments.
Financial instruments to collect principal and interest (IFCPI)	These assets are subsequently measured at amortized cost using the effective interest method. The amortized cost is reduced by impairment losses. Interest income, foreign exchange gains and losses and impairment are recognized in income. Any gain or loss on derecognition is recognized in income.
Financial instruments to collect or sell (IFCV)	These assets are subsequently measured at fair value. Interest income calculated under the effective interest method, gains and losses from translation of foreign currency and impairment are recognized in income. Other net gains and losses are recognized in OCI (FVTOCI). At the time of derecognition, the gains and losses accumulated in OCI are reclassified to income.
Stock investments through OCI	These assets are then measured at fair value. Dividends are recognized as income in profit or loss unless the dividend clearly represents a recovery of part of the cost of the investment. Other net gains and losses are recognized in other comprehensive income.

iii. Derecognition

Gentera derecognizes a financial asset when the contractual rights to the cash flows from the financial asset expire, or it transfers the rights to receive the contractual cash flows in a transaction in which substantially all of the risks and rewards of ownership of the financial asset are transferred or in which Gentera neither transfers nor retains substantially all of the risks and rewards of ownership and it does not retain control of the financial asset.

Gentera enters into transactions whereby it transfers assets recognized in its consolidated statement of financial position but retains either all or substantially all of the risks and rewards of the transferred assets. In these cases, the transferred assets are not derecognized (see letter (e) of this note).

iv. Impairment

Gentera evaluates from its initial recognition the expected credit losses (ECL) of the FICS and the FICPI, which are determined considering the level of expected recoverability that corresponds to the different Financial Instruments Receivable and recognizes the effect of the loss, based on the amortized cost of the FICS and the FICPI. Since the fair value of the FICS already recognizes impairment for expected credit losses, Gentera does not create an estimate that reduces the fair value of the FICS; therefore, the effect is recognized in net profit or loss, affecting the value of the FICS before recognizing the effect on OCI by fair value valuation. For FICPIs, the ECL determined is recognized affecting the fair value of the FICPI. This does not affect NFIs, since the question of collectability does not arise in the absence of the intention to collect and because the market value therein generally captures the effects of expected credit losses therein.

ECLs are the average weighted by the probability of credit losses and are measured as the present value of cash shortfalls. When estimating ECLs, Gentera considers reasonable and sustainable information that is relevant and available without undue cost or effort. This includes quantitative and qualitative information and analysis, based on Gentera's historical experience and on an informed credit assessment and including forward-looking information.

Gentera monitors that the ECL for the impairment of the securities issued by a counterparty, is consistent with the impairment determined for loans that are granted to the same counterparty.

In the event that there are favorable changes in the credit quality of the FICS that are duly supported based on observable subsequent events, the already recognized ECL is reversed in the period in which such changes occur, against the net profit or loss of the period, as a previously recognized ECL reversal.

Transactions date value -

The acquired securities that are agreed to settle at a later date up to a maximum period of four business days following the trade date of the purchase and sale operation, are recognized as restricted securities, while the securities sold are recognized as securities to be delivered, reducing the item of financial instruments. The counterparty shall be a settlement account, creditor or debtor, as appropriate. When the amount of securities to be delivered exceeds the balance of securities in its own position of the same nature (governmental, banking, stock and other debt securities), it is presented in the liability under the caption "Assigned securities to be settled".

(e) Repurchase / Resell agreements-

Repurchase/resell agreement transactions that do not comply with the terms established in FRS C-14 "Transfer and deregistration of financial assets" are treated as financing with collateral according to the economic substance of such transactions and regardless of whether they are "cash oriented" or "value-oriented" repurchase/resell agreements. In "cash-oriented" transactions the intention as repurchase is to obtain cash financing and the intention of the reporter is to invest her excess cash, and in the "values-oriented" transaction the reporter aims to access certain specific securities and the intention of the repurchase is to increase the returns on their financial instruments.

Acting as repurchase-

On the date of contracting the reporting operation, Gentera recognizes the entry of cash or cash equivalents or a debtor settlement account, as well as an account payable initially measured at the agreed price presented in the caption "Creditors on repurchase/resell agreements", which represents the obligation to return such cash to the repurchaser. Throughout the term of the repurchase/resell transaction, the account payable is valued at its amortized cost by recognizing the interest per repurchase/resell transaction in the results of the year as accrued, according to the effective interest method, under the caption "Interest expense". The financial assets transferred to the repurchaser are reclassified in the consolidated statement of financial position, presenting them as restricted, and continue to be valued in accordance with the accounting criteria that correspond to the asset.

(f) Derivative financial instruments and hedging operations-

Gentera classifies derivative financial instruments (DFIs) based on their intention in the two categories shown below:

- For trading purposes - Consists of the position that Gentera assumes with the intention of obtaining profits based on changes in its fair value.
- For hedging purposes - Consists of the position assumed by Gentera in order to compensate or transform the profile of one or more of the risks generated by a hedged item.

The recognition in the consolidated financial statements of assets arising from operations with DFI is carried out on the date on which the operation is completed, regardless of the date of liquidation or delivery of the asset.

Gentera recognizes all financial assets resulting from the rights and obligations established in the DFI contracts, initially at their fair value, which, presumably, corresponds to the transaction price, that is, the price of consideration received or delivered

Derivatives are presented in the consolidated statement of financial position in a specific asset item.

Operations for trading purposes -

— Options:

In purchased options, their debit balance represents the fair value of the future flows to be received, recognizing the valuation effects in the results of the year.

Transactions for hedging purposes-

Gentera designates certain FDIs as hedging instruments to hedge the risk associated with highly probable forecast transactions arising from changes in interest rates.

At the beginning of designated hedging relationships, Gentera documents the risk management objective and strategy for carrying out the hedge. Gentera also documents the economic relationship between the hedged item and the hedging instrument, including whether changes in the cash flows of the hedged item and the hedging instrument are expected to offset each other.

Derivatives for hedging purposes, which meet all conditions, are valued at fair value and the effect is recognized as shown below:

- Cash flow hedges. They cover exposure to cash flow variability attributable to a particular risk associated with a recognized liability. The derivative hedging instrument is valued at fair value and the valuation corresponding to the effective part of the hedge is recorded in the account "Valuation of financial instruments derived from cash flow hedging" in Other Comprehensive Income.

A hedging relationship must be discontinued prospectively when it no longer meets the criteria for recognizing a hedging relationship, this includes when the hedging instrument is sold, expires, terminated or exercised, as well as after it has been considered or carried out. any rebalancing in the hedging relationship is carried out and the hedging relationship turns out to be ineffective or does not meet the risk management objective of the Entity.

(g) Loan portfolio-

The loan portfolio consists of financing granted to clients by Gentera through loan agreements, which are recognized when they are originated.

The loan portfolio includes:

Loan portfolio valued at amortized cost. The business model of this loan portfolio is to keep it to collect contractual cash flows and the terms of the contract provide for cash flows on pre-established dates, which correspond only to principal and interest payments on the amount of outstanding principal. It is initially recognized at fair value which corresponds to the transaction amount, that is, the net amount financed resulting from adding to or subtracting from the original amount of credit, insurance financed, transaction costs, commissions, interest and other items charged in advance. For subsequent recognition, the loan portfolio is valued at its amortized cost. Amortized cost corresponds to the present value of contractual cash flows receivable from the loan portfolio, plus transaction costs to be amortized, using the effective interest method and subtracting the allowance for loan losses.

The transaction costs referred to include the credit assessment of the debtor, preparation and processing of credit documentation, as well as the proportion of compensation to employees directly related to the time invested in the development of those activities.

Classification of the loan portfolio

The loan portfolio is presented in the categories of commercial and consumer, as described below:

Commercial loans. It includes direct loans granted to entities or individuals with business or commercial activity other than interbank loans with a term of less than three business days.

Consumer loans. It includes direct loans, as well as the interest they generate, granted to individuals, derived from personal loans and microcredits.

The granting of commercial and consumer loans is based on the analysis of the client's request and consultations in credit information societies. In some cases, as required, the analysis of the financial situation of the borrower is made the other general characteristics established in the applicable laws, in accordance with the manuals and internal policies of Gentera.

The control of consumer loans is carried out through periodic visits to the client by Genera staff, as well as through the daily monitoring of payments received through the system, so that the assigned personnel follow up on loans with arrears.

Loans are collected weekly, biweekly or monthly. According with the contracted credit, clients make loan payments through deposits in banking accounts contracted by Gentera with other multiple banking institutions solely for that purpose, as well as its correspondents to conduct this type of operations and through its branch offices.

Evaluation on the credit risk of each client is handled by verifying their credit history with Gentera and checking clients' credit ratings with the credit bureau.

Gentera's policy for avoiding risk concentration is based mainly on setting maximum amount limits on loans by the borrower.

Credit lines

In the case of credit lines that Gentera has granted, in which not all the authorized amount is exercised, the unused part thereof is recognized in memorandum accounts as "Credit commitments".

As of December 31, 2024 and 2023, Gentera had mainly a portfolio of short-term consumer loans in Mexican pesos.

In the event that Gentera disposes previously written-off loan portfolio, Gentera's policy corresponding to this process provides that the participants in it are unrelated parties with the purpose of obtaining the best possible market price. In addition, both an economic and reputational evaluation of each participant is carried out for decision making. During the years ended December 31, 2024 and 2023, Gentera did not carry out loan portfolio sales.

In the case of sale, cession or derecognition of financial assets, where substantially all the risks and rewards of the financial assets are transferred, Gentera derecognizes such financial assets from its consolidated financial statements, recognizes the amount received in the transaction, recording the gain or loss on the transaction in consolidated income for the year.

Loan portfolio business model

Business model determination for the loan portfolio is based on the history of how Gentera manages it. Gentera considers the following:

- a) The way in which the performance of the loan portfolio on returns associated with contractual collection is determined and informed to the person in charge of approving the model (CEO).
- b) The risks that affect the performance of the business model and the loan portfolio and how those risks are managed.
- c) The guidelines on which the remuneration of business management is based, which is based on collecting its contractual flows.

Gentera carried out the evaluations corresponding to the terms and characteristics of the credit agreements that only foresee flows containing principal and interest through templates preparing a test to the credit agreements, including all general aspects and the results were validated and approved by the CEO. Therefore, Gentera documented the evidence with which it determines that the loan portfolio complies with the assumption that the cash flows of the contract correspond solely payments of principal and interest. Gentera determined that its model for classifying the loan portfolio based on the objective complies with its established policies consistently as of December 31, 2024 and 2023.

Reclassifications of the valuation method

During the years ended December 31, 2024 and 2023, Gentera did not make reclassifications of the valuation method since there were no changes to the business model.

Restructurings

The following are considered restructurings of credit portfolio operations:

Restructurings. It is a renegotiation from which any modification to the original conditions of the credit is derived, among others, the following:

- change in the interest rate established for the remaining term of the loan;
- granting a waiting period in respect of the fulfilment of payment obligations in accordance with the original terms of the loan;
- extension of the term of the loan;
- Modification to the agreed payment scheme.

For restructurings, with which the original loan is partially settled, Gentera recognizes a profit or loss for the difference between the cash flows of the new loan discounted at the original effective interest rate and the carrying value of the original loan at the date of the renegotiation, without considering its allowance for credit loan losses.

For the purposes of the foregoing, book value is considered the amount effectively awarded to accredited, adjusted for accrued interest, principal and interest charges, as well as for the write-downs, cancellations and discounts that have been granted, and where appropriate the income or financial expenses to accrue.

For the determination of the effective interest rate of the new loan, consequence of the restructuring, the financed amount is added the transaction costs incurred and the result is taken as a basis to apply the original effective interest rate. Transaction costs are recognized as a deferred charge or credit, respectively, and are amortized over the remaining life of the loan.

In the event that various credits granted to the same borrower are consolidated through a restructuring, each of the consolidated credits is analyzed as if they were restructured separately and, if derived from the analysis it is concluded that one or more of said credits would have been transferred to a portfolio with stage 2 or stage 3 credit risk as a result of said restructuring, then the total balance of the consolidated credit must be transferred to the category that would correspond to the credit subject to consolidation with the highest credit risk.

Credit risk level of the loan portfolio

The loan portfolio is periodically evaluated to determine the credit risk, which represents the potential loss due to the non-payment of a borrower or counterparty in the operations carried out by Gentera. The credit risk level of the loan portfolio is classified in stages that are, in ascending order in their risk level, Stage 1, Stage 2 and Stage 3.

Stage 1

It refers to a loan portfolio whose credit risk has not increased significantly since its initial recognition until the date of the consolidated financial statements, that is, it is not in the assumptions to be considered in stages 2 and 3 mentioned below.

Additionally, in accordance with the Provisions for the determination of the allowance for credit losses, Gentera considers the following criteria to define when loans are in Stage 1:

- On non-revolving consumer loans (Personal and Others) when they are up to one month late.
- In the case of microcredits, when they are up to one month late.
- In the case of a commercial loan portfolio, when it presents arrears less than or equal to 30 calendar days (one calendar month).

Stage 2

It includes loans that have shown a significant increase in risk since their initial recognition and to date of the consolidated financial statements according to the models for calculating the allowance for loan losses.

Additionally, in accordance with the provisions of the Provisions for the determination of the allowance for credit losses, Gentera considers the following criteria to define when the loans are in Stage 2:

- For non-revolving consumer loans, when they present arrears of more than one month and up to three months or their equivalences.
- Microcredits, when they present arrears of more than one month and up to three months or their equivalences.
- Commercial loan portfolio, when it presents arrears greater than 30 calendar days (one calendar month) and less than 90 calendar days (three calendar months).

Loans that have fully settled outstanding balances while in stage 2, or that have been restructured or renewed have complied with the sustained payment, are reclassified to stage 1.

Stage 3

It corresponds to the loan portfolio with loan impairment originated by the occurrence of one or more events, which have a significant impact on the future cash flows of such loans. Specifically, the following appropriations at this stage are considered.

1. Those for which Gentera is aware that the accredited has been declared in bankruptcy.

Without prejudice to the provisions of the foregoing, the loans that continue to receive payment in terms of the provisions of section VIII of article 43 of the Law on Commercial Bankruptcy (LCM for its acronym in Spanish), as well as the loans granted under article 75 in relation to sections II and III of article 224 of the aforementioned Law, They are transferred to loan portfolio with credit risk stage 3 when they incur the assumptions provided for in numeral 2 below.

2. In the case of non-revolving consumer loans and microcredits, which have been partially paid, when their maturities of their debts are as follows:
 - a. Partial periodic payments of principal and interest, when they present 90 calendar days (three calendar months) or more than overdue in principal or interest.



For consumer loans in which the payment conditions established in the contract establish payments with periodicity of less than one calendar month, Gentera considers the following equivalences:

Periodicity of contractual payment	Equivalence 90 days	Equivalence 120 days
Weekly	More than 13 weeks	-
Fortnightly	More than 6 fourteen	-
Byweekly	-	More than 8 fortnights
Monthly	More than 3 months	-

Likewise, if the fixed period expires on a non-working day, that period shall be deemed to have ended on the first following working day.

Additionally, in accordance with the Provisions for the determination of the allowance for loan losses, Gentera considers the following criteria to define when the loans are in Stage 3, which are mentioned below:

- For non-revolving consumer loans when it presents arrears greater than three months.
- Microcredits, when they are more than three months in arrears.
- Commercial loan portfolio, if it has arrears greater than or equal to 90 calendar days (3 calendar months).

Loans that have fully settled outstanding receivables during stage 3, or which, having been restructured, have complied with sustained payment, are reclassified to stage 1.

Effect of restructuring on the level of credit risk.

Stage 2 or stage 3 credit risk loans that are restructured are not reclassified to a stage with lower credit risk as a result of their restructuring, as long as there is no evidence of sustained payment.

Loans with credit risk stages 1 and 2, which are restructured, without at least 80% of the original term of the credit having elapsed, may remain in the same category, only when:

- a. the borrower has paid all the interest accruing at the date of the restructuring, and
- b. the borrower had paid the principal of the original amount of the credit, which at the date of the restructuring should have been paid.

In the case of loans with credit risk stages 1 and 2, which are restructured during the course of the final 20% of the original term of the credit, they must be transferred to the next immediate category with greater credit risk, unless the creditor has:

- a. settled all interest accrued at the date of restructuring;
- b. paid the principal of the original amount of the credit, which at the date of the restructuring should have been paid, and
- c. paid 60% of the original amount of the credit.

If the conditions described in the preceding paragraphs are not met, as appropriate, the credit must be transferred to the next immediate category with the greatest credit risk from the moment it is restructured or renewed and until there is evidence of sustained payment.

The requirement referred to in the preceding paragraphs in their corresponding subparagraphs (a) shall be deemed fulfilled when, having paid the interest accrued on the last cut-off date, the period elapsed between that date and the restructuring does not exceed the minor between half of the current payment period and 90 days.

Loans with credit risk in stage 1 or stage 2 that are restructured on more than one occasion, are transferred to portfolio with credit risk in stage 3, except when Gentera has elements that justify the debtor's ability to pay. In the case of commercial portfolio, such elements are duly documented and integrated into the credit file.

When there is an outstanding balance corresponding to the profit or loss due to the renegotiation effect and the loan must be transferred to a loan portfolio with stage 3 credit risk in accordance with the previous paragraph, the entity must recognize that balance in the result of the year.

Loans classified as stage 2 credit risk as a result of a restructuring are periodically evaluated to determine whether there is an increase in their risk that causes them to be transferred to credit risk stage 3, as described in the first paragraph of subsection "Stage 3" of this note.

Loans are not transferred to a category with greater credit risk, as a result of their restructuring, if at the date of the operation they present payment fulfillment for the total amount of principal and interest due and only modify one or more of the original conditions of the credit:

- Interest rate: when the agreed interest rate is improved to the creditor.
- Payment date: only in the event that the change does not involve exceeding or modifying the periodicity of payments. In no case does the change in the payment date allow the omission of payment in any period.

The accumulation of accrued interest on credit operations must be suspended at the moment when the outstanding balance of the credit is considered as having stage 3 credit risk. Likewise, the outstanding balance of the transaction costs must be recognized, and if any, the effect of the profit or loss in renegotiation pending amortization against the results of the year.

As long as the loan is held in a portfolio with stage 3 credit risk, interest control is carried out in memorandum accounts. In the event that such interest is paid, it is recognized directly in the consolidated results for the year under the caption "Interest income".

When interest recorded in memorandum accounts in accordance with the preceding paragraph is written-down or written-off, it is cancelled from memorandum accounts without affecting the caption of the allowance for loan losses.

Sustained payment of the loan.

It is considered that there is sustained payment when the creditor pays the total amount of principal and interest payable without delays in the case of amortizations less than or equal to 60 days, a minimum of three consecutive amortizations of the credit payment scheme is paid.

The advance payment of the amortizations of restructured loans is not considered sustained payment.

The loans that as a result of a restructuring are transferred to a category with greater credit risk, until they prove sustained payment and consequently be transferred to the next immediate stage with less credit risk except in the case of restructured loans that have been granted for a term less than or equal to 6 months and that are not restructured consecutively for the same term, which must comply with the following: sustained payment of the credit is credited when the creditor pays the total amount of principal and interest payable without delay, with a minimum of three consecutive amortizations of the credit payment scheme in the case of amortizations less than or equal to 60 days, or the payment of two amortizations in the case of loans with periods of between 61 and 90 calendar days, and in the case of loans with amortizations that cover periods greater than 90 calendar days, the payment of one amortization.

Recognition of revenues, costs and expenses

The effective interest determined by applying the effective interest rate is recognized as accrued. Effective interest includes the accrual of portfolio interest, presented in the consolidated statement of comprehensive income under the caption "Interest income", as well as the amortization of transaction costs for the granting of credit presented under the caption "Interest expense".

The price of the transaction must be quantified, which corresponds to the net amount financed, which results from adding or subtracting from the original amount of the credit, the insurance that has been financed, the transaction costs and interest. This transaction price shall be the basis of the loan portfolio in the initial recognition and shall be the basis for applying the effective interest method at the effective interest rate; that is, it is the basis for calculating the amortized cost of the loan portfolio for subsequent recognition.

The balance in the loan portfolio will be the amount actually granted to the borrower and will be recorded independently of the transaction costs, which will be recognized as a deferred charge and must be amortized against the results of the year during the life of the credit, according to the effective interest rate.

Any other expense that is not associated with the granting of the credit such as those related to promotion, advertising, potential customers, administration of existing loans (follow-up, control, recoveries, etc.) and other auxiliary activities related to the establishment and monitoring of credit policies, will be recognized directly in the results of the year as they accrue in the item that corresponds to them according to the nature of the expense.

To determine the effective interest rate, Gentera does the following:

1. Determines the amount of estimated future cash flows to be received. It consists of adding the principal and interest that will be received according to the credit payment scheme, during the contractual term.
2. Determine the effective interest. It is the result of subtracting from the estimated future cash flows to be received, the net financed amount determined as described in the previous paragraph.
3. Determine the effective interest rate. It represents the ratio of effective interest to net amount financed.

The commissions recognized after the granting of credit that are generated as part of the arrears of such loans, are recognized against the results of the year as they accrue.

(h) Deferred items

It is integrated by the net amount transaction costs for the granting credit.

(i) Allowance for loan losses-

The determination of the allowance for loan losses for each category of the loan portfolio is based on the general methodologies established in the Regulations, which are based on the Expected Loss approach. This is calculated by multiplying the Probability of Default (PD) by the product of the Loss Given Default (LGD) and the Exposure at Default (EAD).

The Probability of Default is the probability expressed as a percentage of either or both of the following circumstances occurring in relation to a specific debtor:

- a) The debtor is in arrears for 90 calendar days or more with respect to any credit obligation to Gentera, or such credit obligation meets the assumptions to be classified with stage 3 credit risk, described above.
- b) It is considered likely that the debtor will not pay all of its credit obligations to Gentera.

The Loss Given Default in case of Default corresponds to the intensity of the loss in case of default expressed as a percentage of the Exposure at Default, once the value of the guarantees and the costs associated with the processes of realization (judicial, administrative collection and deed, among others) have been taken into account.

Exposure at Default is the expected gross reserve position of the credit transaction if the debtor defaults. The Exposure at Default may not be less than the amount disposed of for the transaction at the time of calculation of the capital requirement.

On the loans with credit risk in stage 3 that are subject to restructuring Gentera does not capitalize the accrued interest not previously recorded in memorandum accounts.

Commercial loan portfolio-

The calculation of allowance for loan losses of the commercial loan portfolio is carried out in accordance with the general methodology established by the Commission, which initially considers the level of credit risk in which the loans are classified, which for Gentera are classified as legal entities and individuals with business activity with net income or annual net sales less than the equivalent in Mexican pesos to 14 million UDIS.

The calculation of the PD of commercial loans is carried out in accordance with the Provisions, according to each of the groups described above, which consists of evaluating quantitative and qualitative factors of the borrower and assigning them a credit score, which is totalized and used to calculate the PD.

For the calculation of the LGD, if the loans lack coverage of real guarantees, personal or derived from credit, it is determined according to the elapsed months of delay, depending on the group to which they belong, likewise, the determination of the LGD is considered through a differentiated calculation for the loans of borrowers that have been declared in bankruptcy.

The ED, in the case of uncommitted credit lines that are unconditionally cancelable or that allow automatic cancellation at any time and without prior notice from Gentera, corresponds to the unpaid balance of the loan.

The loan portfolio with legal entities and individuals with business activity, with net income or annual net sales of less than 14 million UDIS is qualified through the application of the methodology described in Annexes 20 and 21 of the Provisions. This methodology is based on the expected loss model for credit risk, considering the probability of default, loss given default and exposure at default.

Consumer loan portfolio-

The allowance for loan losses of the consumer loan portfolio is determined in accordance with the general methodology established by the Commission, which initially considers the level of credit risk at which the loans are classified.

The calculation of the non-revolving consumer loan portfolio allowance for loan losses corresponding considers the following: (i) amount due, (ii) payment made, (iii) delay, (iv) seniority of the borrower in Gentera, (v) seniority of the borrower with institutions, (vi) amount to be paid to Gentera, (vii) amount payable reported in the credit information societies, (viii) balance reported in the credit information societies, (ix) indebtedness, (x) monthly income of the creditor, (xi) original amount of the credit and (xii) balance of the credit.

Degree of risk of allowance for loan losses

The allowance for loan losses constituted by Gentera are classified according to their degree of risk, according to the following table:

Allowance for loan losses percentage				
Degree Risk	Non-Revolving Consumer		Commercial Consumer	
	From	to	From	to
A-1	0%	2.0%	0%	0.90%
A-2	2.01%	3.0%	0.91%	1.5%
B-1	3.01%	4.0%	1.51%	2.0%
B-2	4.01%	5.0%	2.01%	2.5%
B-3	5.01%	6.0%	2.51%	5.0%
C-1	6.01%	8.0%	5.01%	10.0%
C-2	8.01%	15.0%	10.01%	15.5%
D	15.01%	35.0%	15.51%	45.0%
E	35.01%	100%	45.01%	100%

Write-offs, eliminations and recoveries of loan portfolio –

Gentera periodically evaluates whether a consumer loan with the risk credit in stage 3 should remain in the consolidated statement of financial position or be written-off. To this end, Gentera has the policy of writing-off consumer loans pending collection that have 180 days after being considered as stage 3, since, during this period, once the recovery procedures have been exhausted, their practical impossibility of collection is determined, except in cases where the Administration determines that a credit or group of loans must be written-off prior to this period of days. This write-off is carried out during the first days of each month, considering the loans that meet this term until the last day of the immediately preceding month, canceling the unpaid balance of the credit against the allowance for loan losses. In the event that the balance of the credit to be written-off exceeds that corresponding to its associated estimate, before making the write-off, such estimate is increased up to the amount of the difference. The write-off is recognized by canceling the balance of the credit determined by the Administration, against the allowance for loan losses.

In the case of commercial loans, the write-off policy is adjusted to the moment in which its practical impossibility of recovery is determined.

In any case, Gentera has evidence of the formal collection procedures that have been exercised with respect to these loans, as well as the elements that prove the practical impossibility of recovering the credit in accordance with its internal policies established in the credit manual.

Any recovery derived from loans written-off or eliminated from the consolidated statement of financial position is recognized in the consolidated results of the year under the caption "Allowance for loan losses".

The costs and expenses incurred for the recovery of the loan portfolio must be recognized as an expense under the caption of "Other income (expenses) of the operation".

Write-downs, cancelations and discounts on the loan portfolio

The write-downs, cancellations and discounts on the amount reduced of the payment of the credit in partial or total form that Gentera grants to the borrowers will be made by canceling the unpaid balance of the credit against the allowance for loan losses associated with the credit and, if this is less than the amount forgiven, Gentera previously constitutes estimates up to the amount of the difference.

The cancellation of the allowance for loan losses on the write-downs, cancellations and discounts on the loan portfolio is applicable to the amounts forgiven derived from increases in credit risk, otherwise they must be reduced from the income that gave rise to it.

Cancellation of surpluses in the allowance for loan losses

The excess of the allowance for loan losses must be canceled from the consolidated statement of financial position against the results of the year, affecting the caption "Allowance for loan losses".

(j) Other accounts receivable, net-

This caption represents, among others, receivables from employees, accounts receivable from correspondents, recoverable income taxes and items directly related to the loan portfolio, which an allowance for doubtful receivables is determined based on the same percentage of risk assigned to the associated loan.

For other accounts receivable, the practical solutions referred to in FRS C-16 "Impairment of financial instruments receivable" are used, through the constitution of estimates for the total amount of the debit considering the following terms:

- a) 60 calendar days after their initial registration, where they correspond to unidentified debtors, and
- b) 90 calendar days after their initial registration, when they correspond to identified debtors.

No estimate of expected credit losses shall be constituted by:

- a) tax balances, and
- b) creditable Value Added Tax.

Management considers that the allowance for expected losses is sufficient to absorb losses in accordance with the policies established by Gentera.

(k) Property, furniture and equipment-

Property, furniture and equipment are stated as follows:

- i) Acquisitions conducted from January 1, 2008 at their historical cost, and
- ii) Acquisitions made up to December 31, 2007 at their restated values, determined applying factors derived from the UDI, to their acquisition costs up to December 31, 2007.

Depreciation and amortization are calculated using the straight-line method, based on the estimated assets' useful life determined by Gentera's Management. The total useful lives and annual depreciation and amortization rates of the main asset groups are mentioned below:

	Years	Depreciation and amortization rate
Constructions	5 years	20%
Office furniture and equipment	10 y 20 years	10% y 5%
Transport equipment	4 years	25%
Computer equipment	1.5 a 3.3 years	30% al 67%
Other:		
Adaptations and improvements	*	*
Telecommunications equipment	10 years	10%

* The rate and years of amortization for adaptations and improvements is in accordance with the term of the lease of each property.

(I) Leases-

At inception of a contract, Gentera assesses whether a contract is, or contains, a lease. A contract is, or contains, a lease if the contract conveys the right to control the use of an identified asset for a period of time in exchange for consideration. To assess whether a contract conveys the right to control the use of an identified asset, the Company uses the definition of a lease in FRS D-5.

To assess whether a contract transfers control of the right to use an identified asset, Gentera assesses whether:

1. the contract involves the use of an identified asset; This can be specified explicitly or implicitly and must be physically distinct or substantially represent the entire capability of a physically distinct asset. If the supplier has a substantial right of substitution, then the asset is not identifiable;
2. Gentera is entitled to substantially all economic benefits from the use of the asset throughout the period of use; and
3. Gentera has the right to direct the use of the asset. Gentera has this right when it has to make the most relevant decisions to change how and for what purpose the asset is used. In exceptional cases where the decision on how and for what purpose the asset is used is predetermined, Gentera has the right to direct the use of the asset if:
 - Gentera has the right to operate the asset; or
 - Gentera designed the asset in a way that predetermines how and for what purpose it will be used.

At commencement or on modification of a contract containing a lease component, Gentera allocates the consideration in the contract to each lease or service component on the basis of their relative independent prices. However, for property leases, Gentera has chosen not to separate non-lease components and to account for lease and non-lease components as a single lease component.

Gentera recognizes a right-of-use asset and a lease liability on the lease commencement date. Right of use asset is initially measured at cost, which comprises the initial amount of lease liability adjusted for any lease payments made on or before the start date, plus initial direct costs incurred and an estimate of the costs to dismantle or restore the underlying asset or the site on which it is located, minus the lease incentives received.

The right-of-use asset is subsequently depreciated using the straight-line method from the start date to the end of the lease term, unless the lease transfers ownership of the underlying asset to Gentera at the end of the lease term or the right-of-use asset cost reflects that Gentera will exercise a call option. In that case, the right-of-use asset will be depreciated over the useful life of the underlying asset, which is determined on the same basis as property and equipment. In addition, the right-of-use asset is periodically reduced by impairment losses, if applicable, and adjusted for certain new valuations of lease liabilities such as changes in the amount of inflation adjusted rent.

Lease liabilities are initially measured at the present value of lease payments that are not paid on the start date, discounted using the interest rate implied in the lease or, if that rate cannot be easily determined, Gentera's incremental financing rate. Generally, Gentera uses its incremental interest rate as a discount rate.

Gentera determines its incremental rate of financing by obtaining interest rates from various sources of external financing and makes certain adjustments to reflect the terms of the lease (such as lease term and currency in which payments are denominated) and the type of leased asset.

Lease payments included in the valuation of lease liabilities include the following:

- fixed payments, including in-substance fixed payments.
- variable lease payments dependent on an index or rate, initially valued using the index or fee on the start date.
- amounts expected to be paid under a residual value guarantee; and
- the exercise price under a call option that Gentera is reasonably certain to exercise, lease payments in an optional renewal period if Gentera is reasonably certain of exercising an extension option, and penalties for early termination of a lease unless Gentera is reasonably certain not to terminate early.

Lease liability is measured at amortized cost using the effective interest method. It is remeasured when there is a change in future lease payments arising from a change in an index or rate, if there is a change in Gentera's estimate, of the amount expected to be paid under a residual value guarantee, if Gentera changes its assessment of whether it will exercise a call option, extension or termination or if there is a revised in-substance fixed payment.

When the lease liability is remeasured in this way, a corresponding adjustment is made to the carrying amount of the right-of-use asset or is recorded in profit or loss if the carrying amount of the right-of-use asset has been reduced to zero.

Additionally, under FRS D-5, an expense for depreciation or amortization of right-of-use assets and an interest expense on lease liabilities are recognized. Modifies the presentation of related cash flows as cash flow outflows from operating activities are reduced, with an increase in cash flow outflows from financing activities.

As of December 31, 2024 and 2023, right-of-use assets and transportation equipment lease liabilities were valued at the present value of future payments for each lease, discounted at the implied interest rate; for all other leases, with reasonably similar characteristics, the single rate used to discount future payments is the incremental financing rate.

(m) Permanent investment-

Permanent investments in associated companies, in which Gentera has significant influence but not control, are valued using the equity method based on the financial statements of the issuing companies for the years ended December 31, 2024 and 2023.

The other permanent investments made by Gentera in which it has no significant control or influence are recorded at cost.

Goodwill

Goodwill represents future economic benefits arising from other acquired assets that are not individually identifiable or separately recognized. Goodwill is subject to impairment testing at the close of the reporting period and when there is an indication of impairment.

(n) Income tax (IT) and employee statutory profit sharing (ESPS)-

The IT and ESPS are determined according to current tax legislation.

Deferred IT and ESPS are recognized using the assets and liabilities method, which compares their accounting and tax values. IT and ESPS (assets and liabilities) are recognized for future tax consequences attributable to temporary differences between the value reflected in the consolidated financial statements of existing assets and liabilities and their respective tax bases, and in the case of IT, for tax losses to be amortized and other recoverable tax credit.

Deferred IT and ESPS (assets and liabilities) are measured using enacted tax rates expected to apply to taxable income in the years in which those temporary differences are expected to be recovered. The effect of changes in tax rates on deferred IT and ESPS are recognized in consolidated results of the period in which they were enacted.

The accrued and deferred IT and ESPS are presented and classified in the consolidated results of the period, except for those that originate from a transaction that is recognized in stockholders' equity in the "Other

Comprehensive Income (OCI)" item. The accrued and deferred ESPS is recognized within the heading "Administration and promotion expenses" in the consolidated statement of comprehensive income.

(o) Prepayments and other assets-

The caption consists mainly of guaranteed deposits, insurance and expenses paid in advance, and deferred ESPS. The amortization is made during the term of each transaction in a straight line.

Advance payments as of December 31, 2024 and 2023 are not subject to impairment losses or impairment loss reversals, as they still have the capacity to generate future economic benefits.

(p) Activos intangibles-

Intangible assets with defined useful lives mainly include the development of an electronic system for the registration and control of banking operations, licenses and software, which began its full use in May 2014. Intangible assets with a defined useful life are recorded at their acquisition or development cost and amortized in a straight line, based on the useful life of the intangibles estimated by Gentera's Management.

(q) Impairment of long-lived assets-

Gentera periodically assesses the updated carrying amounts of long-lived assets, intangibles assets and goodwill to determine whether there is an indication that the carrying amount exceeds the recoverable amount. Recoverability of assets to be held and used is measured by a comparison of the carrying amount of the asset to future net revenues reasonably expected to be generated by the asset. If the updated carrying amount of the asset exceeds the recoverable amount, Gentera records the necessary provisions. When Gentera has the intention to sell such assets, these are reported in the consolidated financial statements at the lower of updated carrying amount or realizable value.

Long-lived assets, both tangible and intangible, are subject to impairment testing, in the case of assets with an indefinite life, impairment testing is performed annually and assets with a definite life are only subject to impairment testing when there are signs of impairment.

(r) Deposit funding-

This caption includes demand deposits, time deposits, debt securities issued and global account of deposits with no movements, which are recorded at placement cost, plus interest expense, which is recognized in the consolidated results on a straight-line basis, accrue within the "Interest Expenses" heading.

When three years pass from the time the resources are deposited in the global collection account without movements, the amount of which does not exceed on account, the equivalent of three hundred units of measurement and updating (UMAS for its acronym in Spanish), these expire in favor of the patrimony of the public charity, so Gentera will be obliged to pay the resources corresponding to

the public charity within a maximum period of fifteen days counted from December 31 of the year in which the envisaged assumption described above is fulfilled.

Additionally, deposit funding includes the credit titles issued (Financial Instrument Payable), which are initially recognized:

- a) the transaction price for financing received, adding or subtracting issuance expenses, such as commissions, fees and interest,
- b) Gentera determine the future value of the estimated cash flows to be paid for contractual principal and interest over the remaining term of the Financial Instrument Payable (FIP) is determined.
- c) Gentera determine the effective interest rate is determined based on the provisions of FRS C-19 "Financial Instruments Payable", which is calculated considering the relationship between the amounts determined in the two previous paragraphs,
- d) Gentera evaluates whether the given rate is within the market, comparing it with an interest rate that considers the value of money over time and the inherent payment risks for similar financing, to which it has access.
- e) Only if the market interest rate is substantially different from the effective rate, should the market rate be used as the effective interest rate in the valuation of the instrument, recognizing in the net profit or loss the effects that occur in the value of the FIP by the change in interest rate.

After the initial recognition, Gentera values the FIPs at their amortized cost. Amortized cost includes, but is not limited to, increases for actual accrued interest and provisions for principal and interest payments. Actual interest is recognized in the period accrued in the consolidated statement of comprehensive income for the year, under the caption "Interest expense".

Those securities placed at a price other than the nominal value must recognize a credit or deferred charge for the difference between the nominal value of the security and the amount of cash received by it, and must be recognized in the consolidated results of the year as an income or interest expense as accrued, taking into account the term of the title that gave rise to them.

(s) Banking and other borrowings-

This caption refers to borrowings obtained from banks and financing from development banking institutions and development funds aimed at financing the country's economic, productive or development activities, in Mexican pesos or foreign currency. The borrowings are recorded at the contractual value of the obligation, those denominated in foreign currency are converted at the exchange rate of day close published by the Central Bank, recognizing the contractual interest in results as they accrue under the caption "Interest expense".

The balance of unused credit lines received is recorded in memorandum accounts.

Borrowings are recognized initially at the transaction price, added or subtracted by transactions costs, as well as other items paid in advance, such as commissions and interest, Gentera must determine the future value of the estimated cash flows that will be paid for principal and contractual interest, during the remaining term of the loan or in a shorter term, if there is a probability of prepayment or other circumstance that requires using a shorter term.

Gentera must determine the effective interest rate, for this calculations estimates the expected cash flows considering all the contractual terms of the FIP (such as prepayment, extension, early repayment and other similar options), additionally, it must evaluate if the determined effective interest rate is within the market, comparing it with an interest rate that considers the value of money over time and the inherent payment risks for similar financing, to which the entity has access.

If Gentera receives a borrowing with a contractual interest rate that is substantially out of market, but an upfront commission is paid at the start of the loan when determining the effective interest rate based on the preceding paragraphs, and such commission must be taken into account.

Borrowings obtained by Gentera for the years ended December 31, 2024 and 2023 were not subject to transaction costs.

(t) Other accounts payable-

Other accounts payable include provisions, miscellaneous creditors for the provision of goods and services, Value Added Tax (VAT), other taxes and contributions payable.

Gentera's liabilities are valued and recognized in the consolidated statement of financial position, for this purpose they must comply with the characteristic of being a present obligation, where the transfer of assets or presentation of services is likely, arises as a result of a past event and their amount and maturity are clearly established.

Gentera recognizes a provision when its amount or maturities are uncertain and the following conditions are met: a) there is a present obligation resulting from a past event in charge of Gentera, b) it is likely that the outflow of economic resources will occur as a means to settle such obligation and c) the obligation can be reasonably estimated. These provisions have been recorded under the best estimate made by Management.

(u) Employee benefits-

The benefits granted by Gentera to its employees are described below:

Short-term direct benefits-

Short-term direct benefits are recognized in income of the period in which the services rendered are accrued. A liability is recognized for the amount expected to be paid if Gentera has a legal or assumed obligation to pay this amount as a result of the past services provided and the obligation can be reasonably estimated.

Long-term direct benefits

Gentera's net obligation in relation to the direct long-term benefits and which is expected to pay at least twelve months after the date of the most recent consolidated statement of financial position presented, is the amount of future benefits that the employees have obtained in exchange for their service in the current and previous periods. This benefit is discounted to its present value. Remeasurements are recognized in income in the period in which they are accrued.

Termination benefits

A liability is recognized for termination benefits along with a cost or expense when Gentera has no realistic alternative other than to make the corresponding payments or when the offer of these benefits cannot be withdrawn or when conditions that require the recognition of restructuring costs are met, whichever occurs first. If benefits are not expected to be settled within twelve months after the date of the most recent consolidated balance sheet presented, then they are discounted.

Post-employment benefits

Gentera has implemented a pension plan, which purpose is that the personnel at retirement receive additional income through this plan.

The retirement pension plan that was established is a mixed scheme in which the benefit granted to staff is derived from two components which are mentioned below:

- A. Defined contribution plan.
- B. Defined benefit plans.

Defined contribution plan:

Defined contribution obligations are recognized in results as related services are provided by employees.

The defined contribution plan is funded by contributions from both Gentera and employees.

Defined benefit plans:

Gentera's net obligation for benefit plans defined by pension plans, seniority premium and termination of employment benefits is calculated separately for each plan, estimating the amount of future benefits that employees have earned in the current and previous years, discounting that amount and deducting from it, the fair value of the plan's assets.

The calculation of obligations for defined benefit plans is performed annually by actuaries, using the projected unit credit method. When the calculation results in a potential asset for Gentera, the recognized asset is limited to the present value of the economic benefits available in the form of future repayments of the plan or reductions in future contributions to it. To calculate the present value of economic benefits, any minimum financing requirements should be considered.

The labor cost of the current service, which represents the cost of the benefit period to the employee for having completed an additional year of work life based on benefit plans, is recognized in operating expenses.

Gentera determines the net interest expense (income) on the net defined profit liability (asset) for the period by multiplying the discount rate used to measure the defined benefit obligation by the defined net liability (assets) at the beginning of the reporting annual period, taking into account changes in net defined profit liabilities (assets) during the period as a result of estimates of contributions and payments of proceeds.

Modifications to plans that affect the cost of past services are recognized in the results immediately in the year in which the modification occurs, with no possibility of deferral in subsequent years. In addition, the effects of liquidation events or reduction of obligations in the period, which significantly reduce the cost of future services and/or significantly reduce the population subject to benefits, respectively, are recognized in the results of the period.

Remeasurements (formerly actuarial gains and losses), resulting from differences between projected and actual actuarial assumptions at the end of the period, are recognized in the period incurred as part of the "Remeasurements for defined employee benefits" caption within the OCI.

Gentera is obliged to pay compensation to employees in the event of unjustified dismissal.

(v) Stockholders' equity-

Capital stock, statutory reserves and prior years' results are stated as follows: i) movements made beginning January 1st, 2008 at their historical cost, and ii) movements made prior to January 1st, 2008, at their restated values determined by applying factors derived from UDIS to their historical values through December 31, 2007.

(w) Repurchase of shares-

The own shares acquired are shown as a decrease in the fund for the repurchase of own shares, included in the consolidated financial statements under the statutory reserves. Dividends received are recognized by decreasing their cost.

With respect to the sale of repurchased shares, the amount obtained in excess or deficit of their restated cost is recognized as additional paid-in capital.

(x) Consolidated comprehensive income-

Represents the net result and other comprehensive results, the latter made up of the accumulated effect from the conversion of subsidiaries, remeasurements for defined benefits to employees, result from the valuation of financial instruments to be collected or sold and valuation of derivative financial instruments for hedging, net of deferred taxes, as well as those items that, by specific accounting provision, are reflected in stockholders' equity and do not constitute contributions, reductions and distributions of capital.

(y) Cumulative effect per conversion-

Represents the difference that results from converting foreign operations from their functional currency to the reporting currency.

(z) Revenue recognition-

Interest earned from cash and cash equivalents, investments in financial instruments are recognized in the consolidated statement of comprehensive income as accrued, through the effective interest method; while equity instruments are recognized at the time the right to receive payment is generated, against the consolidated results for the year.

The loan portfolio is valued at amortized cost because Gentera's business model is recovery through the collection of cash flows in accordance with the terms and conditions established in the contracts.

The effective interest determined by applying the effective interest rate is recognized as accrued. Effective interest includes the accrual of portfolio interest, presented in the consolidated statement of comprehensive income under the caption "Interest income".

The price of the transaction must be quantified, which corresponds to the net amount financed, which results from adding or subtracting from the original amount of the credit, the insurance that has been financed, the transaction costs and interest. This transaction price shall be the basis of the loan portfolio in the initial recognition and shall be the basis for applying the effective interest method at the effective interest rate; that is, it is the basis for calculating the amortized cost of the loan portfolio for subsequent recognition.



The balance in the loan portfolio shall be the amount actually granted to the borrower and shall be recorded independently of the transaction costs, which shall be recognized in the consolidated statement of financial position as a deferred charge and shall be amortized and recorded in the consolidated statement of comprehensive income for the period during the life of the credit, according to the effective interest rate.

Income from sales of furniture and equipment is recognized in the consolidated statement of comprehensive income when all of the following requirements are met: a) the risks and benefits of the goods have been transferred to the buyer and no significant control thereon is retained; b) income, costs incurred or costs to be incurred are determined on a reliable basis, and c) Gentera is likely to receive economic benefits from the sale.

The commissions recognized after the granting of credit that are generated as part of the delay of such loans, are recognized against the results of the year as they accrue in the caption "Commissions and fees charged".

Income from contracts with clients

Consulting income is recorded as the service is provided.

The table below provides information on the nature and timing of satisfaction of obligations under contracts with customers, including significant payment terms and corresponding revenue recognition policies.

Type of product/ service	Nature and timing of satisfaction of the obligations to be fulfilled, including significant payments terms	Income recognition under FRS D-1
Service contracts	Commissions and bonuses on policies placed Invoices for services are issued monthly and are usually payable within 60 days.	Commission income is recognized over time as it is provided. Income from bonds is determined based on the premiums actually collected, and is recognized when the conditions established in the contracts are satisfied or met.
Service contracts	Services for the sale of airtime, commissions, and services Invoices for services are issued monthly and are usually payable within 7 days.	Revenue from services i recognized over time, as they are provided. Income from the sale of airtime, commissions, and services are recognized in results as they are provided.
Service contracts	Income from product sales Invoices for services are issued as the goods are delivered to the customer and are usually payable within a period of up to 8 months.	Revenue is recognized when control over the goods or services is transferred to the customer. Income from services and intermediation is recognized as they are provided.

(aa) Interest expense-

This item includes the interest accrued on the financing received to fund Gentera's operations and those accrued on immediate and term deposits, credit securities issued, global deposit accounts without movements, and interbank loans and loans from other organizations. As well as the amortization of transaction costs for granting credit, the effect of renegotiation of the credit portfolio and those derived from lease liabilities, the amortized cost to value the credit securities issued and the effective interest method, based in the effective interest rate.

(bb) Other income (expenses) from the operation-

Within this item, income and expenses are mainly grouped, such as losses, donations, losses due to impairment of long-lived assets, results from the sale of furniture and equipment, income from services and sales of air time, cancellation of provisions, fees to the Institute for the Protection of Bank Savings (IPAB, for its spanish acronym).

(cc) Basic earning per ordinary share-

This caption represents the result of dividing the net result for the period by the weighted average of current shares during the period. For the years ended on December 31, 2024 and 2023, the earnings per share is \$4.09 Mexican pesos and \$3.20 Mexican pesos, respectively.

(dd) Contributions to the IPAB-

Contributions made by multiple banking institutions to the IPAB are made in order to establish a system to protect the banking savings of parties conducting guaranteed operations in the terms and with the restrictions stipulated in the Bank Savings Protection Law, as well as to regulate the financial support granted to multiple banking institutions for the protection of the interests of the savings of the public.

(ee) Foreign Currency Transactions-

The accounting records are maintained in both Mexican pesos and foreign currencies, which for consolidated financial statement presentation purposes, currencies other than dollars are translated to the dollar equivalent and subsequent to Mexican pesos as established by the Commission. To convert dollars into Mexican pesos, the closing exchange rate published by the central bank is used. Exchange gains and losses are recognized on accrual basis in the consolidated results of the year.

(ff) Financial intermediation results-

Arises from the difference between the exchange rate used to buy or sell foreign currencies, including the adjustment to the final position, valued at the exchange rate referred to in the preceding paragraph, as well as the valuation at fair value of financial instruments and derivatives.

(gg) Memorandum accounts-

En las cuentas de orden se registran activos o compromisos que no forman parte del estado de situación financiera consolidado de Gentera ya que no se adquieren los derechos de éstos o dichos compromisos no se reconocen como pasivo de las entidades en tanto dichas eventualidades no se materialicen.

– Guarantees granted:

The balance represents the total commitments that Gentera has as of December 31, 2024 and 2023 for \$1,191 and \$1,897, respectively. As Compartamos Banco Perú settles the obligations that have been guaranteed, Gentera must cancel said amounts in its records.

– Credit commitments:

The balance represents the amount of credit lines granted by Gentera not exercised.

– Uncollected accrued interest derived from stage 3 credit risk loan portfolio: Uncollected accrued interest derived from loan portfolio with credit risk stage 3 is recorded.

– Other memorandum accounts:

They consist mainly of credit lines received not exercised by Gentera (see note 17).

(hh) Contingencies-

Liabilities or important losses related to contingencies are recorded when it is probable that a liability has been incurred and the amount of the assessment and/or remediation can be reasonably estimated. When a reasonable estimation cannot be made, qualitative disclosure is provided in the notes to the consolidated financial statements. Contingent income, earnings or assets are not until their realization is certain.

(ii) Segment information-

The accounting criteria prescribed by the Commission establishes that multiple banking institutions must segregate their activities in order to identify the different operating segments, which as minimum include: i) loan operations; ii) treasury and investment banking operations, and iii) operations conducted on behalf of third parties. In addition, due to materiality, additional operating segments and sub-segments can be identified (see note 27).

(4) Special accounting criteria and improvements to FRS –

Special accounting criteria issued (SAC) by the Commission derived from the “Hurricane OTIS” applicable to fiscal year 2023.

Derived from the unfortunate events that occurred and damage caused by the natural phenomenon “Hurricane OTIS”, on October 24, 25 and 26, 2023, in the state of Guerrero the Commission temporarily issued the Special Accounting Criteria for the institutions of credit, through Official Letter P307/2023 dated

October 27, 2023, applicable to consumer loans for borrowers who have their domicile or loans whose source of payment is located in the areas affected by the indicated event, and that were classified accounting as a credit portfolio with stage 1 or stage 2 credit risk as of October 24, 2023.

- I. Gentera applied the special accounting criteria to the Bank's clients, due to the material economic damage caused, within the municipalities of Acapulco and Coyuca de Benitez and the vulnerability of its clients because they are people with self-employment activities or owners of micro or small businesses, being highly affected to comply with their credit obligations and significantly reducing their payment capacity.
- II. Gentera granted its consumer loan clients (who met the conditions mentioned on the penultimate paragraph of the previous page) a deferment of their obligations for a maximum period of 4 months, considering the following:
 - a. their respective restructuring procedures will conclude no later than April 30, 2024.
 - b. without contractual modifications on interest capitalization.
 - c. without charging commissions.
 - d. are not considered as restructured in accordance with the provisions of paragraph 35 of Accounting Criterion B-6 "Loan Portfolio"
 - e. the postponement was applied from December 15, 2023.
 - f. loans with periodic principal and interest payments that were subject to restructuring remained in the same credit risk category at the time SACs were applied, unless paragraphs 104 and 105 of Accounting Criterion B-6 "Loan Portfolio" were applicable.

In case the SAC were not applied to the loans:

Loans in credit risk stage 2 that were restructured could not be classified in a lower credit risk stage due to said restructuring unless they showed sustained payment evidence.

1. For loans in credit risk stages 1 and 2 that were restructured without having elapsed at least 80% of the original loan term, they should have remained in the same category only if:
 - a. the borrower had fully paid the accrued interest up to the restructuring date, and
 - b. the borrower had paid the principal amount of the loan that was due as of the restructuring date.
2. For loans in credit risk stages 1 and 2 that were restructured during the last 20% of the original loan term, they should have been transferred to the next higher risk category unless the borrower had:
 - a. fully paid all accrued interest up to the restructuring date,
 - b. paid the principal amount of the original loan that was due as of the restructuring date, and
 - c. paid 60% of the original loan amount.



If all the conditions described in paragraphs 1 and 2 above were not met, the loan should have been transferred to the next higher risk category from the moment it was restructured and until sustained payment evidence was available.

iii. As of December 31, 2024, there are 1,417 active clients who benefited from the application of the special accounting criteria issued by the Commission. However, this benefit is no longer recognized in the books and is now reflected in the client’s current payment behavior. The effect of not having received the benefit is shown on the following page.

Consolidated statement of financial position			
	Without SAC	With SAC	Effect
Stage 1 loan portfolio	\$ 22.0	17.1	4.9
Stage 2 loan portfolio	-	-	-
Allowance for loan riesgos losses	(12.9)	(3.5)	(9.4)
Outstanding balance	\$ 9.1	13.6	(4.5)

Consolidated statement of comprehensive income			
	Without SAC	With SAC	Effect
Allowance for loan losses	\$ 14.3	1.5	12.8

iv. As of December 31, 2024, as a result of the application of the SACs issued by the Commission, the effect on the Capitalization Index (ICAP) is shown below:

On total risk-weighted assets	ICAP without SAC	ICAP with SAC
	28.96%	28.94%

Mexican Financial Reporting Standards (FRS) issued by CINIF

Improvements to FRS 2024

In December 2023, the CINIF issued the document called “Improvements to the FRS 2024”, which contains specific modifications to some existing FRSs. The main improvements that generate accounting changes are the following:

FRS A-1 Conceptual Frame work of Financial Reporting Standards - It comes into effect for fiscal years beginning on or after January 1, 2025, allowing for early adoption starting on 2024 if the disclosures of the specific FRSs applicable to the corresponding type of entity are also adopted in advance. It includes the definition of public interest entities and requires disclosure of whether the entity is considered a public interest entity or a non-public interest. It divides the disclosure requirements of the FRSs into: i) disclosures applicable to all entities in general (both public interest entities and non-public interest entities), and ii) additional mandatory disclosures only for public interest entities. Any changes resulting from this must be recognized in accordance with FRS B-1 Accounting Changes and Error Corrections.

Genera is a regulated public interest entity; therefore, the disclosures it is subject to and required to comply with are mandated by the Commission.

(5) Foreign currency position-

Central Bank regulations establish the following standards and limits for operations in foreign currencies carried out by the credit institutions shown consist of the following:

- 1. The (short or long) position in US dollars must not exceed a maximum of 15% of the Bank’s basic capital.
- 2. The foreign currency position must not exceed 2% of net capital, except for the dollar or currencies referred to the dollar, which can reach up to 15% of the basic capital of the Bank.
- 3. The net foreign currency position must not exceed 1.83 times the Bank’s basic capital.
- 4. The foreign currency operations investment regulations make it necessary to hold a minimum amount of liquid assets, in accordance with a calculation mechanism established by the Central Bank, based on the maturity of operations in foreign currency.

As of December 31, 2024 and 2023, the Bank complies with the limits and standards established by Central Bank.

Foreign currency position (figures in millions) of Gentera and subsidiaries as of December 31, 2024 and 2023, is analyzed as follows:

	2024		2023	
	Dollars	Pesos	Dollars	Pesos
Assets:	3	\$ 59	3	\$ 45
National banks	16	341	16	268
Foreign banks				
Liabilities:	(15)	(319)	(15)	(260)
Accounts Payable				
Long position - net	4	\$ 81	4	\$ 53

	2024		2023	
	Peruvian Soles	Pesos	Peruvian Soles	Pesos
Assets	5,330	\$ 29,529	5,330	\$ 24,358
Liabilities	(4,182)	(23,201)	(4,266)	(19,514)
Long position – net	1,148	\$ 6,328	1,064	\$ 4,844

As of December 31, 2024 and 2023, the exchange rate determined by Central Bank and used by Gentera to value foreign currency assets was \$20.8829 and \$16.9666 pesos per dollar, respectively.

As of February 26, 2025, the exchange rate is \$20.4268 pesos per dollar.

6) Cash and cash equivalents-

As of December 31, 2024 and 2023, cash and cash equivalents consist of the following:

	2024	2023
Cash on hand	\$ 2,663	2,716
Mexican banks	1,769	1,006
Foreing banks	1,270	785
Restricted funds:		
Monetary regulation deposit with the Central Bank	2	2
Deposits with the Central Bank (Actions)	1,741	2,304
Other restricted funds	5,172	3,108
	\$ 12,617	9,921

The restriction associated with monetary regulation deposits with the Central Bank is that, by provision, Gentera is obliged to maintain a specific level of monetary resources in the Central Bank for the purpose of providing liquidity to the financial system. The resources maintained in this type of instruments do not have a definite date for their disposal, so they are permanently restricted.

As of December 31, 2024, and 2023, monetary regulation deposits (DRM for its acronym in Spanish) in the Central Bank accrue interest at the average rate of bank deposits for an indefinite term. The amount of these deposits is established

by the Central Bank on the basis of a apportionment with reference to the participation of each of the banks in the total traditional deposit of the banking system.

For the years ended December 31, 2024 and 2023, interest earned from cash and cash equivalents, amounted to \$874 and \$732, respectively, recorded under the caption “Interest income” in the consolidated statement of comprehensive income (see note 27) is composed as follows:

The interest earned from Mexican and foreign banks amounted to \$524 and \$443, respectively, for the years ended on December 31, 2024 and 2023.

For the years ended December 31, 2024, and 2023, the average annual rate for interbank loans with a term of up to 3 days was 10.81% and 11.15%, respectively (unaudited). For the years ended December 31, 2024, and 2023, interest income obtained from Call Money operations amounted to \$43 and \$27, respectively.

For the years ended December 31, 2024 and 2023, the average annual rate of managed trusts was 9.36% and 8.22%, respectively (unaudited). For the years ended December 31, 2024 and 2023, interest income earned by trusts amounted to \$26 and \$16, respectively.

As of December 31, 2024 and 2023, the average annual rate of deposit auctions at the Central Bank with an average term of 1 and 91 days was 11.05% and 11.30% (unaudited), respectively. For the years ended December 31, 2024 and 2023, interest income obtained from said auctions amounted to \$281 and \$246, respectively.

As of December 31, 2024 and 2023, the other restricted cash equivalents correspond to the savings fund of Gentera employees for \$14 and \$10, respectively, time deposits in national currency for \$4,679 and \$2,617, respectively, with an average term of 3 and 5 days, respectively, and an average rate of 10.17% and 9.89% (unaudited), respectively, as well as by the Funds as of December 31, 2024 and 2023 in the Trusts for \$479 and \$481, respectively, used to cover the debt recognition agreements of 3 months of interest and expenses of the Trusts.

As of December 31, 2024 and 2023, Gentera has no coined precious metals.

(7) Investments in financial instruments-

The excessive liquid resources, product of the operation of Gentera, are invested in debt and equity instruments, always seeking the best available rate with the counterparties with whom it is authorized to operate.

Investments in financial instruments are subject to various types of risks, directly related to the market in which they are operated, such as interest rates and the inherent risks of credit and market liquidity.

The risk management policies, as well as the analysis of the risks to which Geneta is exposed, are described in note 28.

As of December 31, 2024 and 2023, the caption of "Financial Instruments to Collect or Sell" is integrated by certificates of deposit from the Central Bank of the Republic of Peru for \$2,039 and \$1,473, respectively.

For the years ended December 31, 2024, and 2023, the item of financial instruments to collect and sell receivable or sold recognized a gain in other comprehensive income net of deferred taxes, for \$1 and \$4, respectively.

As of December 31, 2024 and 2023, the average annual rate of investments was 4.72% and 6.78%, respectively (unaudited). For the years ended December 31, 2024 and 2023, interest income from investments was \$98 and \$100, respectively, recorded in the item "Interest income" in the consolidated statement of comprehensive income.

As of December 31, 2024 and 2023, no transfers of securities were made between categories and there are no indications of impairment in their value.

(8) Loan portfolio-

The loan portfolio comprised mainly of non-revolving consumer loans granted with a four-month term with a fixed rate and a joint and several guarantee for borrowers. Principal and interest are mainly paid on a weekly basis.

a) Loan portfolio business model

The loan portfolio is valued at amortized cost because Gentera's business model is the recovery through the collection of cash flows in accordance with the terms and conditions established in the contracts.

b) Breakdown and analysis of the loan portfolio

The classification of the loan portfolio in the different stages of risk as of December 31, 2024 and 2023 valued at amortized cost, analyzed by type of loan, is presented below:

2024				2023		
	Principal	Accrued interest	Total	Principal	Accrued interest	Total
Commercial loans						
Stage 1	\$ 41	-	41	76	1	77
Stage 2	3	-	3	6	-	6
Stage 3	5	1	6	8	1	9
	\$ 49	1	50	90	2	92
Consumer loans						
Stage 1	\$ 75,763	1,406	77,169	59,798	1,106	60,904
Stage 2	2,097	177	2,274	1,791	145	1,936
Stage 3	2,881	368	3,249	1,995	240	2,235
	\$ 80,741	1,951	82,692	63,584	1,491	65,075
Total loan port.	\$ 80,790	1,952	82,742	63,674	1,493	65,167

Revocable undrawn lines of credits

Revocable amount of unused authorized credit lines, from the consumer portfolio as of December 31, 2024 and 2023, amounted to \$25,171 and \$21,724, respectively.

Concentration of loan portfolio

The integration of the loan portfolio by economic activity and its percentage of concentration as of December 31, 2024 and 2023, is presented below:

Economic activity	2024		2023	
	Amount	Concentration	Amount	Concentration
Agriculture	876	1%	672	1%
Agricultural	1,796	2%	2,266	3%
Food & Beverage	25,655	32%	21,201	33%
Rent or leasing	762	1%	957	2%
Articles of leather or fur goods	149	-	140	-
Construction	1,796	2%	994	2%
Electronics, machinery and equipment	859	1%	770	1%
Exploitation and extraction	34	-	33	-
Hardware, house tools and locksmith	702	1%	782	1%
Financial	46	-	23	-
Manufacturing	9,783	12%	3,256	5%
Jewelry	15	-	742	1%
Wood	79	-	83	-
Metals	409	-	141	-
Furniture and decorative ítems	1,008	1%	636	1%
Other shops	6,825	8%	8,694	13%
Other services	8,847	11%	3,223	5%
Stationery, books and printing	598	1%	720	1%
Plastic and rubber	255	-	305	1%
Chemists	682	1%	1,886	3%
Textiles, clothing, footwear and fabrics	19,185	23%	16,390	25%
Transport	2,381	3%	1,253	2%
Total	82,742	100%	65,167	100%

The integration of the loan portfolio by geographic region as of December 31, 2024 and 2023, is presented below:

In Mexico	2024	2023
Aguascalientes	\$ 181	142
Baja California	1,922	1,525
Baja California Sur	753	628
Campeche	435	336
Chiapas	3,007	2,370
Chihuahua	1,100	895
Coahuila	2,018	2,456
Colima	348	1,441
Ciudad de México	2,998	291
Durango	821	653
Estado de México	8,290	6,029
Guanajuato	1,621	1,188
Guerrero	1,747	1,384
Hidalgo	1,913	1,394
Jalisco	1,074	818
Michoacán	1,757	1,498
Morelos	830	641
Nayarit	521	418
Nuevo León	1,504	1,150
Oaxaca	1,885	1,486
Puebla	3,475	2,669
Querétaro	717	484
Quintana Roo	639	497
San Luis Potosí	984	736
Sinaloa	1,169	1,010

Sonora	1,639	1,341
Tabasco	2,116	1,740
Tamaulipas	2,590	2,074
Tlaxcala	1,304	1,042
Veracruz	6,462	5,086
Yucatán	704	544
Zacatecas	661	522
Total capital	57,185	44,488
Accrued interest	1,388	1,054
Total from Mexico,	\$ 58,573	45,542
Abroad:		
Peru	23,606	19,186
Accrued interest	563	439
Total abroad	\$ 24,169	19,625
Total loan portfolio	\$ 82,742	65,167

Defaults on loans with payment periods of less than 30 days

Gentera does not have information to disclose related to the volume of loans less than 30 days that present defaults, as well as the stage of credit risk in which they could be classified, since it is not applicable due to the classification of consumer loans maintained by Gentera as of December 31, 2024 and 2023.

Business model reclassifications

During 2024 and 2023 there were no credit portfolio reclassifications or changes in the business model.

c) Income, costs and expenses on loan portfolio

The interest and commission income recorded in the financial margin for the years ended December 31, 2024 and 2023, of loan is composed as follows:

	2024			2023		
	Interest	Commissions	Total	Interest	Commissions	Total
Loan portfolio	\$ 39,260	233	39,493	\$ 31,638	176	31,814

The balance as of December 31, 2024 and 2023 of the costs and expenses associated with the granting of consumer loans, pendind accrual, amounted to \$419 and \$405, respectively, with average terms of 7 and 18 months for Banco and 6 months for Fin Útil and Fincrementar.

Transaction costs include the credit evaluation of the debtor, preparation and processing of credit documentation, as well as the proportion of employee compensation directly related to the time invested in the development of those activities. The costs for granting credit accrued in the years ended December 31, 2024 and 2023 amounted to \$1,919 and \$1,368, respectively.

As of December 31, 2024 and 2023, Gentera there were no transaction costs related to the commercial loan portfolio.

As of December 31, 2024 and 2023, there is \$1,579 and \$1,801 respectively, of portfolio ceded to guarantee the debt of stock issuances (note 18).

As of December 31, 2024 and 2023, Compartamos Banco Perú’s portfolio given as collateral for the financing received for its credit operation amounts to \$2,658 and \$2,341, respectively

d) Breakdown and analysis of the loan portfolio with credit risk stage 3

As of December 31, 2024 and 2023, the aging of the stage 3 loan portfolio is shown below:

Aging					
2024	1 to 180	181 to 365	1 to 2	More than 2	Total
Commercial loans:					
Business or commercial activity	\$ 2	1	-	3	6
Consumer loans	2,519	538	78	114	3,249
	\$ 2,521	539	78	117	3,255
2023					
Commercial loans:					
Business or commercial activity	\$ 6	1	2	-	9
Consumer loans	1,706	395	55	79	2,235
	\$ 1,712	396	57	79	2,244

The following is an analysis of stage 3 loan portfolio movements for the years ended December 31, 2024 and 2023:

	2024	2023
Balance as of January 1, 2024 and 2023, respectively	\$ 2,244	1,856
Plus:		
Transfers from the stage 2 loan portfolio	10,502	6,356
Restructuring	51	41
Less:		
Write-offs	7,130	5,141
Collections	1,733	408
Write-downs	368	293
Cancellation of interest	326	8
Transfers to the stage 2 loan portfolio	100	75
Transfers to the stage 1 loan portfolio	20	11
Exchange rate fluctuation	(135)	73
	\$ 3,255	2,244

The accrued interest not collected from the loan portfolio in stage 3, which by accounting criteria are recorded in memorandums accounts and recognized in the results for the years until collection, as of December 31, 2024 and 2023, amount to \$1,112 and \$768, respectively.

The recoveries of previously written-off loan portfolio, recognized in the consolidated results for the years ended December 31, 2024, and 2023, amounted to \$166 and \$152, respectively.

e) Restructuring

The restructured consumer portfolio loans as of December 31, 2024 and 2023 are integrated below:

	2024	2023
Credits restructured in the year	\$ 51	54
Stage 2 and stage 3 credit risk loans that were restructured		
Restructurings that were transferred to portfolio with stage 3 credit risk.	51	41
Restructuring of consolidated loans that were transferred to the portfolio with credit risk in stage 3 ^(a)	1	2
Restructured loans that were maintained in the portfolio with stage 1 and stage 2 credit risk ^(b)	364	277

(a) In accordance with paragraph 110 of Accounting Criterion B-6 (said amount is part of the restructurings transferred to the portfolio with stage 3 credit risk).

(b) In accordance with paragraphs 100 to 108 of Accounting Criterion B-6.

As of December 31, 2024, and 2023, there were no restructured commercial loans.

f) Allowance for loan losses

Gentera constitutes allowance for loan losses to cover the risks associated with the recovery of the loan portfolio.

The allowance for loan losses as of December 31, 2024 and 2023, comprised by the origin of its determination, is presented below:

	2024	2023
Derived from the ECL model application	\$ 6,817	5,106
Additional allowance:		
Ordered by the Commission	2	2
Other ⁽¹⁾	-	88
	\$ 6,819	5,196

(1) Additional allowance reported to the Commission to cover the risk of the impact of Hurricane OTIS.

As a result of the application of the rating methodologies, the probability of default (PD) and loss given default (LGD), obtained as a weighted average (unaudited), and the exposure at default (ED) of each category as of December 31, 2024 and 2023, are as follows:

	2024			2023		
Category	PI	SP	EI	PI	SP	EI
Commercial loans	7.0%	18.7%	\$ 50	17.0%	55.0%	\$ 92
Consumer loans	12.9%	74.0%	\$ 82,692	13.0%	73.9%	\$ 65,075

The rating of the overall loan portfolio and the allowance created based on the actual risk, classified by risk grade as of December 31, 2024 and 2023, is presented below:

2024 Risk grade	Rated loan portfolio			Required allowance		
	Commercial	Consumer	Total	Commercial	Consumer	Total
"A-1"	\$ -	35,595	35,595	-	426	426
"A-2"	-	2,825	2,825	-	92	92
"B-1"	6	5,882	5,888	-	264	264
"B-2"	-	17,306	17,306	-	714	714
"B-3"	30	1,757	1,787	1	103	104
"C-1"	2	6,667	6,669	-	482	482
"C-2"	3	5,042	5,045	-	544	544
"D"	3	2,243	2,246	1	551	552
"E"	6	5,375	5,381	5	3,634	3,639
Subtotal	\$ 50	82,692	82,742	7	6,810	6,817
Additional allowance	-	-	-	-	2	2
Total	\$ 50	82,692	82,742	7	6,812	6,819

2023 Risk grade	Rated loan portfolio			Required allowance		
	Commercial	Consumer	Total	Commercial	Consumer	Total
"A-1"	\$ -	28,834	28,834	-	328	328
"A-2"	-	2,193	2,193	-	58	58
"B-1"	12	4,485	4,497	1	177	178
"B-2"	-	12,031	12,031	-	494	494
"B-3"	54	1,586	1,640	2	91	93
"C-1"	4	5,899	5,903	-	431	431
"C-2"	7	4,370	4,377	1	469	470
"D"	6	1,822	1,828	1	450	451
"E"	9	3,855	3,864	6	2,597	2,603
Subtotal	\$ 92	65,075	65,167	11	5,095	5,106
Additional allowance	-	-	-	-	90	90
Total	\$ 92	65,075	65,167	11	5,185	5,196

Additional allowances

As of December 31, 2024 and 2023, Gentera has established additional preventive reserves for credit risks, ordered by the Commission to the Bank for \$2, both years.

Gentera, in order to support its Bank clients affected by Hurricane OTIS, applied in 2023 the Special Accounting Criteria issued by the Commission. Considering a probable increase in the expected loss of the loan portfolio, it informed the Commission the establishment of an additional reserve to cover this risk, which amounted to \$88 as of December 31, 2023.

Movements of allowance for loan losses

The movements of the allowance for loan losses during the years ended December 31, 2024 and 2023, are shown below:

	2024			2023		
	Commercial	Consumer	Total	Commercial	Consumer	Total
Stage 1						
Balance at the beginning of the year	\$ 1	2,520	2,521	6	2,152	2,158
Increase (cancellation) of allowance	-	755	755	(4)	541	537
Reductions	-	(43)	(43)	-	(1)	(1)
Write-offs	-	(136)	(136)	-	(100)	(100)
Forgiveness	-	(2)	(2)	-	-	-
Exchange rate fluctuation	1	138	139	(1)	(72)	(73)
	2	3,232	3,234	1	2,520	2,521
Stage 2						
Balance at the beginning of the year	3	872	875	1	711	712
Increase (cancellation) of allowance	(1)	315	314	2	211	213
Reductions	-	(35)	(35)	-	(19)	(19)
Write-offs	-	(13)	(13)	-	(9)	(9)
Forgiveness	-	(7)	(7)	-	(5)	(5)
Exchange rate fluctuation	-	43	43	-	(17)	(17)
	2	1,175	1,177	3	872	875
Stage 3						
Balance at the beginning of the year	7	1,703	1,710	3	1,175	1,178
Increase (cancellation) of allowance	(2)	8,387	8,385	4	6,025	6,029
Reductions	-	(368)	(368)	-	(293)	(293)
Write-offs	-	(7,130)	(7,130)	-	(5,141)	(5,141)
Forgiveness	-	(326)	(326)	-	(8)	(8)
Exchange rate fluctuation	1	134	135	-	(55)	(55)
	6	2,400	2,406	7	1,703	1,710
Additional allowance						
Balance at the beginning of the year	-	90	90	-	243	243
Increase of allowance	-	-	-	-	88	88
Cancellation of allowance	-	(88)	(88)	-	(241)	(241)
	-	2	2	-	90	90
Total	\$ 10	6,809	6,819	11	5,185	5,196

The amount of write-offs for the years ended December 31, 2024 and 2023, amounted to \$7,279 and \$5,250, respectively. During these years, no loans with related parties were written off.

(9) Other accounts receivable-

As of December 31, 2024 and 2023, other accounts receivable is shown below:

	2024	2023
Other accounts associated with loan portfolio	\$ 296	212
Other receivables:		
Sundry debtors (includes balances with related and associated parties for \$7 in 2024 and 2023, (note 25))	987	564
Debits from transactions with correspondents	1,251	1,738
Recoverable balances of taxes	46	158
Other accounts receivable	837	809
	3,417	3,481
Less:	(365)	(261)
Allowance for doubtful accounts	\$ 3,052	3,220

Below is an analysis of the movements in the estimate of expected credit losses for accounts receivable for the years ended December 31, 2024 and 2023.

	2024	2023
Opening balance	\$ (261)	(247)
Increase	(392)	(237)
Cancellations	9	5
Applications	279	218
Final balance	\$ (365)	(261)

(10) Prepayments and other assets-

As of December 31, 2024 and 2023, this caption is integrated as mentioned below:

	2024	2023
Insurance (a)	\$ 9	5
Guarantee deposits (b)	46	45
Advance payments	546	332
Pension plan assets (note 21)	130	3
Payment for the purchase of microinsurance channel contracts (c)	-	180
Other assets	-	16
Deferred ESPS asset (note 20)	578	206
	1,309	787
Deferred ESPS valuation allowance (note 20)	(508)	(92)
	\$ 801	695

(a) The insurance is amortized according to the term of each policy, the amount charged to results in the years ended December 31, 2024 and 2023 amounts to \$35 and \$36, respectively.

See explanation of (b) and (c) on the next page.



(b) Non-amortizable deposits, subject to recovery upon expiration of each leasing agreement of the respective service office.

(c) On December 14, 2023, Gentera made a payment of \$180 for the purchase of four microinsurance distribution channel contracts, through Controladora AT via Aterna Agente de Seguros. As of December 31, 2024, the value of the microinsurance distribution channel contracts amounts to \$156, recognized under tangible assets (Note 14), and \$56 under goodwill (Note 15).

(11) Properties, furniture and equipment-

At December 31, 2024 and 2023, this caption is comprised as follows:

2024	Original cost	Accumulated depreciation and amortization	Net value
Land	\$ 4	-	4
Constructions	23	(16)	7
Office furniture and equipment	318	(218)	100
Transportation equipment	226	(109)	117
Computer equipment	677	(433)	244
Others:			
Leasehold improvements	1,326	(1,061)	265
Telecommunications equipment	382	(232)	150
	\$ 2,956	(2,069)	887

2023	Original cost	Accumulated depreciation and amortization	Net value
Land	\$ 4	-	4
Constructions	19	(12)	7
Office furniture and equipment	281	(216)	65
Transportation equipment	203	(80)	123
Computer equipment	546	(400)	146
Others:			
Leasehold improvements	1,136	(968)	168
Telecommunications equipment	321	(227)	94
	\$ 2,510	(1,903)	607

For the years ended December 31, 2024 and 2023, the charge to results under the caption "Administrative and promotional expenses", related to depreciation and amortization amounted to \$205 and \$70, and \$209 and \$54, respectively.

The property, furniture and equipment owned by Gentera, is not pledged or restricted for its use or disposal.



(12) Right-of-use assets, of property, furniture and equipment, net-

Below is information on leases for which Gentera is a lessee.

Leased assets (right-of-use assets)

Right-of-use assets as of December 31, 2024 and 2023 related to leased properties that do not meet the definition of investment property are comprised of the following:

2024	Office furniture Transportation and Buildings equipment equipment Total			
Balance at January 1, 2023	\$ 1,081	150	1	1,232
Depreciation charge for the year	(472)	(63)	(1)	(536)
Additions	541	44	-	585
Derecognition	(31)	-	-	(31)
Conversion effect	55	-	-	55
Balance at December 31, 2024	\$ 1,174	131	-	1,305

2023				
Balance at January 1, 2023	\$ 816	89	3	908
Depreciation charge for the year	(444)	(53)	(2)	(499)
Additions	753	117	-	870
Derecognition	(4)	(3)	-	(7)
Conversion effect	(40)	-	-	(40)
Balance at December 31, 2023	\$ 1,081	150	1	1,232

The Amounts recognized in results, for the years ended December 31, 2024 and 2023 are:

Leases under FRS D-5 Interest on lease liabilities	2024	2023
	\$ 102	77

Total lease cash outflows during 2024 and 2023 were \$629 and \$562, respectively.

The liability relating to capital leases as of December 31, 2024 and 2023 is payable as follows:

	2024			2023		
	Future minimum payments	Discounted interest	Discounted interest	Future minimum payments	Discounted interest	Discounted interest
In less than a year	\$ 576	(79)	497	452	(63)	389
Between one and five years	981	(99)	882	986	(89)	897
Total	\$ 1,557	(178)	1,379	1,438	(152)	1,286

The average implicit interest rate used as of December 31, 2024 and 2023, to value the present value of future lease payments for transportation equipment was 8.83% and 7.35%, respectively. The incremental financing rate used as of December 31, 2024, and 2023, to value the present value of future lease payments for the building was 7.53% and 7.90%, respectively.

(13) Permanent investments-

The liability relating to capital leases as of December 31, 2024 and 2023 is payable as follows:

	2024	2023
Associated companies	\$ -	20
Other permanent investments at acquisition cost	99	104
	\$ 99	124

At December 31, 2024 and 2023, the investment in associated companies is valued by the equity method, considering the results and the stockholders’ equity of the companies whereby there is not control over the financial policies and the operating decisions are led by the controlling shareholders. The associated companies as follows:

December 31, 2024	Activities	% of participation	Stock capital	Equity in net assets
Reinventando el Sistema S. A. P. I. de C. V.	Placement of insurance	26.94	\$ 73	20
Reserva de deterioro				(20)
Total				\$ -

31 de diciembre de 2023				
Reinventando el Sistema S. A. P. I. de C. V.	Placement of insurance	26.94	\$ 73	20

For the years ended December 31, 2024, and 2023 there was no participation in the results of associated companies.

Other permanent investments-

At December 31, 2024 and 2023, are as follows:

	2024	2023
Avante.com.vc SOLUÇÕES E PARTICIPAÇÕES, S. A. ⁽¹⁾	\$ 109	109
Epesos, S. A. P. I. de C. V. ⁽¹⁾	50	50
Fondadora 2. 0., S. A. P. I. de C. V.	25	25
IDE345 III S.A.P.I de C.V.	40	39
IDE345 II, S. A. P. I. de C. V.	14	14
ALLVP Fund III,L.P.	19	19
Bamba USD ⁽¹⁾	6	6
Prestanomico ⁽¹⁾	25	-
500 Luchadores, L.P.	1	1
Subtotal	289	263
Impairment reserve	(190)	(159)
	\$ 99	104

(1) As of December 31, 2024, and 2023, an impairment reserve equivalent to 100% of the investment amount is recorded. Of the increase in the impairment reserve for the year, amounting to \$31, \$25 was reclassified from an allowance for accounts receivable previously established for Prestanomico, since this entity’s debt was capitalized in 2024.

Long-lived assets available for sale – Liquidation of Compartamos S. A. (Compartamos Guatemala)

On July 5, 2021, the subsidiary, Compartamos Guatemala, entered into a purchase agreement whose purpose is the sale of 100% of its portfolio and assets, and as of that date it has been in the process of closing its operation. On September 8, 2022, Gentera repatriated the capital of Compartamos Guatemala which amounted to \$334. As of December 31, 2024, the legal liquidation process is still ongoing.



(14) Intangible assets, net-

At December 31, 2024 and 2023, this caption is comprised as follows:

	2024	2023
Electronic banking system, intangibles and licenses (a)	\$ 4,868	4,438
Microinsurance channels contract (c)	156	-
Trademark Concrédito (b)	74	74
Pre-operational expenses	7	7
Subtotal	5,105	4,519
Less:		
Accumulated amortization of intangibles	3,179	2,490
Impairment of trademark	21	21
Impairment of intangibles	11	10
	\$ 1,894	1,998

a) The investment corresponds to the development of an electronic system for the registration and control of the banking operation, licenses and acquisition of software. The estimated useful life of the intangible assets and software is ten and seven years, respectively.

b) Derived from the acquisition of Fin Útil, the Concrédito brand with an indefinite life, which is subject to impairment tests, and the network of business women with a useful life of 10 years were registered as intangibles. During 2024, a decrease in the network of business women and consequently in the income generated from this concept was observed, leading management to recognize an additional amortization of \$200.

c) As a result of the advance payment made by Aterna on December 14, 2023, for \$180 for the purchase of the right to operate four microinsurance channels, intangible assets and assumed liabilities were recognized for \$161 and \$50, respectively, and goodwill for \$69. The estimated useful life of the intangibles was estimated to be 10 years.

During 2024, the acquisition of one channel was canceled, and the intangible and goodwill amounted to \$5 and \$13, respectively. Additionally, management ceased operating another channel, resulting in the impairment of the intangible and goodwill for an amount of \$11 and \$18, respectively. As of December 31, 2024, two of the four acquired microinsurance channels remain in operation, with the value of the intangible asset amounting to \$156 and accumulated amortization of \$15 recognized in the consolidated comprehensive income statement. Meanwhile, the value of the goodwill for this concept as fo December 31, 2024, amounts to \$56.

The amortization of intangible assets and software for the years ended December 31, 2024, and 2023, amounted to \$656 and \$395, respectively. During 2024 and 2023, there were reductions to the accumulated amortization of intangibles mainly due to disposals and conversion effects of \$29 and \$74, respectively.

(15) Goodwill-

Goodwill as of December 31, 2024 and 2023 originated from the acquisition of the businesses shown below:

	2024	2023
Compartamos Banco Perú	\$ 850	701
Fin Útil	3,646	3,646
Comfu	535	535
Talento Concrédito	28	28
Microinsurance channels contract (see note 14)	56	-
Less:	5,115	4,910
Accumulated impairment	(318)	(300)
	\$ 4,797	4,610

The accumulated impairment as of December 31, 2024, and 2023, corresponds to the businesses of Fin Útil, Comfu, and Talento Concrédito, as well as the acquisition of the microinsurance channel contracts described in note 14.

(16) Deposit funding-

Below are the analyzes and integrations of the traditional deposit funding category as of December 31, 2024 and 2023:

	2024	2023
Demand deposits⁽¹⁾		
Banco	\$ 2,399	1,882
Compartamos Banco Perú (S/675 and S/381 peruvian soles, in 2024 and 2023, respectively)	3,746	1,742
	6,145	3,624
General public deposits ⁽¹⁾		
Banco	2,014	1,806
Compartamos Banco Peru (S/2,207 and S/2,436 peruvian soles, in 2024 and 2023, respectively)	12,246	11,142
	14,260	12,948
Money market deposits		
Compartamos Banco Peru (S/206 and S/277 peruvian soles, in 2024 and 2023, respectively) ⁽²⁾	1,144	1,266
Debt securities issued		
Banco debt securities	13,201	9,873
Global account of deposits with no movements		
Banco	161	172
	\$ 34,911	27,883

(1) The interest expense for immediate and term deposits in the years ended December 31, 2024 and 2023, amounts to \$1,067 and \$1,060, respectively (see note 27).

(2) The interest expense for the money markets (CEDES) in the years ended December 31, 2024 and 2023, amounts to \$100 and \$54, respectively (see note 27).



The weighted (unaudited) average effective rates of deposit funding as of December 31, 2024 and 2023, are presented below:

	2024	2023
Demand deposits	2.46%	2.19%
General public deposits	8.57%	8.63%
Money market deposits	5.52%	7.47%

Debt securities issued (Bank information, main subsidiary)

Below is the detail of the credit titles issued as of December 31, 2024 and 2023:

2024

Whiteboard key	Fair value in original currency	Original currency	Date of issue	Due date	Term (days)	Interest rate	Effective interest rate	Principal balance	Interest payable	Interest expens for the year	Share of emission
Stock certificates											
Compart 20	\$ 1,860	MXN	30 jun 20	24 jun 25	1,820	Fixed 8.09%	8.23%	\$ 1,860	3	153	14%
Compart 21s	1,783	MXN	18 nov 21	15 nov 24	1,088	TIIE 28 days + 40pb	11.32%	-	-	186	-
Compart 21s-2s	717	MXN	23 nov 21	13 nov 26	1,816	Fixed 9.19%	9.31%	717	8	67	5%
Compart 22s	2,500	MXN	26 ago 22	21 ago 26	1,456	TIIE 28 days + 60pb	11.20%	2,500	15	299	19%
Compart 23	3,000	MXN	29 sep 23	12 mar 27	1,260	TIIE 28 days + 63pb	11.21%	3,000	11	359	23%
Compart 24	3,500	MXN	14 mar 24	26 ago 27	1,260	TIIE 28 days + 62pb	11.20%	3,500	14	333	27%
Compart 24s-2s	1,600	MXN	13 nov 24	26 abr 28	1,260	TIIE 28 days + 62pb	11.18%	1,600	10	24	12%
								\$ 13,177	61	1,421	100%

2023

Stock certificates											
Compart16-2	\$ 2,000	MXN	10-Oct-16	02-Oct-23	2,548	Fixed 7.50%	7.55%	\$ -	-	114	-
Compart 19	2,000	MXN	30-May-19	23-May-24 ⁽¹⁾	1,820	TIIE 28 days + 42 pb	10.88%	-	-	193	-
Compart 20	1,860	MXN	30-jun-20	24-jun-25	1,820	Fixed 8.09%	8.23%	1,860	2	152	19%
Compart 21s	1,783	MXN	23-nov-21	15-nov-24	1,088	TIIE 28 days + 40 pb	11.29%	1,783	8	213	18%
Compart 21-2s	717	MXN	23-nov-21	13-nov-26	1,816	Fija 9.19%	9.31%	717	8	67	7%
Compart 22s	2,500	MXN	26-ago-22	21-ago-26	1,456	TIIE 28 days + 60 pb	12.26%	2,500	14	303	25%
Compart 23	3,000	MXN	29-sep-23	12-mar-27	1,260	TIIE 28 days + 63 pb	12.29%	3,000	10	95	31%
								\$ 9,860	42	1,137	100%

(1) Compart 19 was settled early in October 2023.



The financial instruments payable associated with the debt securities issued were placed on the stock market under the placement program for a total amount of up to \$15,000, of which \$13,177 has been placed to date. The remainder that Banco could issue under this program amounts to \$1,823. These instruments are chirographers so they do not have a specific guarantee.

The transaction costs associated with credit securities issued as of and for the years ended December 31, 2024 and 2023 are presented below:

Whiteboard key	2024			2023		
	Totales	Accrual	Accrued in the year	Totales	Accrual	Accrued in the year
Compart 16-2	\$ -	-	-	1	-	1
Compart 19	-	-	-	2	-	2
Compart 20	4	1	3	6	4	2
Compart 21s	4	-	4	6	4	2
Compart 21-2s	1	1	-	2	1	1
Compart 22s	8	5	3	11	8	3
Compart 23s	12	9	3	13	12	1
Compart 24s	16	13	3	-	-	-
Compart 24-2s	8	8	-	-	-	-
	\$ 53	37	16	41	29	12

As of December 31, 2024 and 2023, the debt securities issued had the following maturity terms:

Expiration year	2024	2023
2024	\$ -	1,783
2025	1,860	1,860
2026	3,217	3,217
2027	6,500	3,000
2028	1,600	-
	\$ 13,177	9,860



(17) Banking and other borrowings-

As of December 31, 2024 and 2023, banking and other borrowings are integrated as follows:

	2024			2023		
	Pesos	Foreing currency	Total	Pesos	Foreing currency	Total
Demand deposits	\$ -	-	-	100	-	100
Borrowing Multiple banking institutions ⁽¹⁾						
Short term						
Borrowing Multiple banking institutions	3,693	-	3,693	3,287	2	3,289
Borrowings from Development Banks	1,106	-	1,106	69	-	69
Public trusts borrowings	929	-	929	132	-	132
Other institutions	1,236	5	1,241	5	701	706
	6,964	5	6,969	3,493	703	4,196
Long term						
Borrowing Multiple banking institutions	1,077	-	1,077	453	-	453
Borrowings from Development Banks	8,000	-	8,000	6,900	-	6,900
Public trusts borrowings	8,251	-	8,251	8,135	-	8,135
Other institutions	2,105	313	2,418	2,440	256	2,696
	19,433	313	19,746	17,928	256	18,184
Totals						
Borrowing Multiple banking institutions	4,770	-	4,770	3,840	2	3,842
Borrowings from Development Banks	9,106	-	9,106	6,969	-	6,969
Public trusts borrowings	9,180	-	9,180	8,267	-	8,267
Other institutions	3,341	318	3,659	2,445	957	3,402
	\$ 26,397	318	26,715	21,521	959	22,480

(1) Call money transaction on September 29, 2023, for an amount of \$100 with a term of 4 days at a rate of 11.25%.



As of December 31, 2024 and 2023, there are unpaid accrued interests in the amount of \$68 and \$245, respectively.

Interest expense on banking and other borrowings for the years ended December 31, 2024 and 2023 were \$2,414 and \$1,937, respectively, see note 27.

As of December 31, 2024 and 2023, the maturities of banking and other borrowings long-term loans are shown below:

Maturity	2024	2023
2025	\$ -	6,712
2026	4,541	4,837
More than 5 years	15,205	6,635
	\$ 19,746	18,184

In relation to the credit lines received by Gentera, the unused amount as of December 31, 2024 and 2023 is shown below:

	2024		2023	
	Credit facility received	Unused portion*	Credit facility received	Unused portion*
Fideicomiso Instituido en Relación con la Agricultura (FIRA)	\$ 12,000	2,823	12,000	3,810
Nacional Financiera, S. N. C. (NAFIN)	10,000	900	7,000	100
BBVA Bancomer, S. A.	250	-	150	-
Banco Nacional de México, S. A.	400	400	-	-

	2024		2023	
	Credit facility received	Unused portion*	Credit facility received	Unused portion*
HSBC México, S. A.	\$ 550	450	-	-
Banco Mercantil del Norte, S. A.	1,750	500	950	150
Corporación Financiera de Desarrollo S. A. (COFIDE)	3,328	1,386	2,281	433
FONDEMI – COFIDE	72	72	59	56
Citibank, S.A.	-	-	339	339
Banco de la Nación	1,387	151	503	91
BBVA Banco Continental	731	486	617	19
Banco Interbank	-	-	119	119
Banco GNB Perú, S. A	444	222	274	46
Citibank Perú, S. A.	418	418	339	-
Banco Invex, S.A. Institución de Banca Multiple Gpo Financiero	200	200	-	-
Japan Interntinal Cooperation Agency	313	-	848	594
Caja Municipal de Ahorro y Crédito de Arequipa, S. A.	277	139	110	-
ICBC International Trade Processing Center	209	9	170	10
Banco Santander, S. A.	-	-	300	225
Banco de Crédito del Perú, S. A.	-	-	352	-
Banco Ve por Mas, S. A.	626	420	350	-
Banco Actinver, S.A.	700	350	600	188
FONCODES	1,050	690	69	-
	83	-		6,180
Subtotal	\$ 34,788	9,616	27,430	6,180
Banco del Bajío	1,500	813	-	-
FAE MYPE – COFIDE	-	-	5	5
BCI	146	44	85	-
IDB INVEST	686	-	1,015	215
	\$ 37,120	10,473	28,535	6,400

* The amount of unused credit lines is recognized in memorandum accounts under "Other memorandumaccounts".



Interbank loans and loans from other organizations as of December 31, 2024 and 2023, accrued interest at average annual rates (unaudited) in national currency of 13.33% and 13.23%, respectively, and in foreign currency of 6.86% and 6.90%, respectively.

(18) Obligations in securitization operations-

As of December 31, 2024 and 2023, the balance of securitization operation are included as follows:

The credit titles issued by Fin Útil corresponding to stock certificates are integrated as follows:

2024

Issuance	Trust	Amount of assuance	Rating	Maturity date	Interest rate	Amount
FUTILCB 23	F/0925	6,000,000	HRAAA/MXAAA	01/10/2026	TIIE a 28 days+215 pb	\$ 600
FUTILCB 24	F/01064	6,000,000	HR AAA/MX AAA	01/09/2027	TIIE a 28 days+215 pb	700
						1,300
Interest payable						7
Transaction costs for debt placement						(33)
						\$ 1,274

2023

Issuance	Trust	Amount of assuance	Rating	Maturity date	Interest rate	Importe
FUTILCB 21	F/01064	6,000,000	HR AAA/MX AAA	01/06/2025	TIIE a 28 days+218 pb	\$ 600
FUTILCB 21	F/0925	6,000,000	HRAAA/MXAAA	01/04/2027	TIIE a 28 days+215 pb	600
						1,200
Interest payable						10
Transaction costs for debt placement						(30)
						\$ 1,180



The trusts have a revolving period, in which Fin Útil as Trustor and Trustee in second place has the right to discount the portfolio prior to the target amortizations of each issue. As established in the trust contract, Fin Útil has the right to have the assets and rights that it contributed to the trust returned to it, as well as all the amounts and assets that form part of the Trust Assets, in the proportion that corresponds to the agreed terms in the contract once the principal and interest and other amounts payable pursuant to the Stock Certificates have been fully paid.

The portfolio pledged as collateral for securitization transactions is disclosed in note 8c.

(19) Other accounts payable-

As of December 31, 2024 and 2023, the balance of this caption is comprised as follows:

	2024	2023
Taxes and duties	\$ 1,125	998
Liabilities arising from the provision of banking services	80	2
Sundry provisions ⁽¹⁾	1,409	980
Insurance creditors	832	553
Sundry creditors	1,976	1,154
	\$ 5,422	3,687

(1) Includes \$99 and \$71, respectively as of December 31, 2024 and 2023, of bonus provisions of employees mainly from the subsidiaries abroad.

A continuación, se presenta el análisis de movimientos de las provisiones diversas, por los años terminados el 31 de diciembre de 2024 y 2023:

2024					
Type of provision	Balance at January 1, 2024	Plus increases	Less applications	Less cancellations	Balance at December 31, 2024
Short term: Sundry provisions	\$ 980	3,830	3,259	142	1,409

2023					
Type of provision	Balance at January 1, 2023	Plus increases	Less applications	Less cancellations	Balance at December 31, 2023
Short term: Sundry provisions	\$ 1,117	2,476	2,383	230	980



Provisions represent present obligations for past events where it is more likely than not, there will be outflow of economic resources in the short-term. The following are the main provisions at December 31, 2024 and 2023:

	2024	2023
Employees bonuses	\$ 446	347
Gratuities for officials	449	419
Advisory and services	1	38
Legal provisions	7	6
Other provisions	506	170
Total de provisiones	\$ 1,409	980

(20) Income Tax (IT) and Employee Statutory Profit Sharing (ESPS)-

According to the current IT Law in Mexico, the IT rate for the 2024 and 2023 was 30%. The ESPS current 2024 rate was 10%. The IT rate in Peru for 2024 and 2023 was 29.5%.

The tax result differs from the accounting result, mainly in such items that are taxable or deductible differently for accounting and tax purposes, by the recognition of the inflation effects for tax purposes, as well as such items that only affect either the accounting or tax results.

As of December 31, 2024 and 2023, the income tax liabilities item is integrated as follows:

	2024			2023		
	Current IT	Deferred IT	Total	Current IT	Deferred IT	Total
Banco	\$ 861	-	861	-	-	-
Compartamos Servicios	49	-	49	-	-	-
Red Yastás	6	-	6	-	-	-
Controladora AT	28	43	71	-	-	-
Compartamos Banco Perú	196	-	196	-	-	-
Fin Útil	-	71	71	-	152	152
Fincrementar	67	-	67	-	-	-
Comfu	66	-	66	47	-	47
Talento Concrédito	13	-	13	7	-	7
	\$ 1,286	114	1,400	54	152	206



Gentera does not consolidate its subsidiaries for tax purposes, following is presented for informative purposes the expense (income) in the consolidated statement of comprehensive income related to current and deferred income taxes for the years ended December 31,2024 and 2023:

	2024			2023		
	Current IT	Deferred IT in OCI	Deferred IT in income	Current IT	Deferred IT in OCI	Deferred IT in income
Banco	\$ 2,455	27	(516)	1,462	(50)	(211)
Compartamos Banco Perú	178	-	(10)	134	-	118
Compartamos Servicios	115	-	(26)	72	1	1
Controladora AT	235	-	(12)	111	-	(1)
Red Yastás	11	-	18	-	-	20
Fin Útil	75	(2)	(92)	55	-	(12)
Fincrementar	67	-	(54)	-	-	-
Comfu	216	-	(15)	138	-	3
Talento Concrédito	103	-	13	123	-	(6)
	\$ 3,455	25	(694)	2,095	(49)	(88)

The reconciliation between the caused and effective rate of the Bank's IT (main subsidiary) for the years ended December 31, 2024 and 2023 is shown:

	2024	2023
IT at 30% rate on income before IT	\$ 2,007	1,348
Plus (less) the effect of IT on:		
Deductible annual inflation adjustment	(162)	(173)
Allowance for loan losses	1,608	1,182
Write-offs	(1,237)	(938)
Employee liability	35	19
Others, net (mainly provisions)	201	24
Current IT	2,452	1,462
Deferred IT	(516)	(211)
IT from prior years	3	-
IT expense	\$ 1,939	1,251
Effective IT rate	29%	28%

At December 31, 2024 and 2023, the main temporary differences of Gentera on which deferred IT asset (liability) arises, are analyzed as follows:

	2024	2023
Allowance for loan losses	\$ 1,690	1,266
Furniture and equipment	246	256
Intangibles	(4)	(86)
Right-of-use property, furniture and equipment	5	10
Advance payments	(80)	(47)
Employee Statutory Profit Sharing	38	8
Liabilities	83	318
Employee liabilities	284	155
Provisions	442	406
Non-deductible interest	25	33
Tax losses carryforward	34	186
Losses on disposal of shares	223	207
Other	287	57
	3,273	2,769
Less:		
Valuation allowance*	(281)	(425)
Deferred assets, net	\$ 2,992	2,344

* As of December 31, 2024 and 2023, the reserve corresponds mainly to the deferred tax losses pending application of Gentera for \$278 and \$430, respectively; as well as the tax loss from the sale of shares for \$198 and \$638, respectively.

As of December 31, 2024 and 2023, Gentera recognized a deferred taxes liability arising from the recognition of intangible assets in the business acquisition (note 14), as shown below:

	2024	2023
Trademark Concrédito	\$ 15	22
Intangible for network of women entrepreneurs	56	130
Microinsurances	43	-
Deferred liabilities	\$ 114	152

As of December 31, 2024 and 2023, a deferred liability relating to cumulative translation effect of subsidiaries was not recognized, given that the management intends to hold these equity investments.

For the years ended December 31, 2024, and 2023, the movement of the deferred income tax (IT) represented a credit to earnings of \$694 and \$88, respectively, and a (charge) credit to stockholders' equity in the item "Remediation for defined benefit obligations to employees" of (\$27) and \$49, respectively, and other deferred credits primarily relate to the effect of currency translation and the cancellation of the acquisition of a microinsurance channel for \$19 in 2024.

The ultimate realization of deferred tax assets is dependent upon the generation of future taxable income during the periods in which those temporary differences become deductible. Management considers the scheduled reversal of deferred tax liabilities, projected future taxable income, and tax planning strategies in making this assessment.



Current and deferred ESPS

For the years ended December 31, 2024 and 2023, determined ESPS amounts to \$723 and \$578, respectively, which was recognized under the “Administrative and promotional expenses” caption in the consolidated statement of comprehensive income.

As of December 31, 2024 and 2023, deferred ESPS assets amount to \$578 and \$206. The deferred ESPS as of December 31, 2024 and 2023 is reserved at \$503 and \$92, respectively.

As of December 31, 2024 and 2023, the ESPS payable from previous years amounts to \$25 and \$17, respectively.

(21) Employee Benefit Liabilities-

Short-term direct benefits are recognized in the results of the period in which the services rendered accrue.

Gentera has a mixed pension plan for its employees, which includes: a) defined benefit, which represents the present value of the benefits accrued according to the years of service provided by the employee and that Gentera expects to incur at the time of retirement and b) defined contribution, which represents a savings incentive to the employee, whereby Gentera makes contributions equivalent to 100% of the contribution paid by the collaborator with a maximum limit of 6%. Gentera's policy for funding the defined benefit pension plan is to contribute according to the projected unit credit method, while to fund the defined contribution pension plan is according to the seniority and age of the participant.

As of December 31, 2024 and 2023, the balance of this caption is integrated as follows:

	2024	2023
Employee statutory profit sharing	\$ 748	595
Direct short-term benefits	194	159
Defined benefit liabilities	1,254	1,155
	\$ 2,196	1,909

Cash flows

Contributions and benefits paid for the years ended December 31, 2024 and 2023, are listed below:

2024		
	Contributions to the fund	Benefits paid
Seniority premium	\$ -	28
Termination	-	115
Defined benefit	92	-
Total	\$ 92	143
2023		
Seniority premium	\$ -	25
Termination	-	127
Defined benefit	61	-
Total	\$ 61	152



Cost-

The cost, liabilities and other elements of the pension plans, seniority premiums and severance payments mentioned above were determined based on calculations prepared by independent actuaries as of December 31, 2024 and 2023.

Obligations-

The defined cost of benefit components for the years ended December 31, 2024 and 2023 are shown on the next page.

	Termination of employment 2024	Seniority premium 2024	Pension plan 2024	Termination of employment 2023	Seniority premium 2023	Pension plan 2023
Current Service Labor Cost (CSLC)	\$ 93	30	78	81	28	63
Prior Service Labor (income) cost provided in the year	20	6	41	5	1	-
Loss (gain) on early settlement of obligations (ESO)	(10)	(2)	(11)	(3)	(1)	-
Net interest on defined Benefit net liability (DBNL)	85	19	3	57	15	(1)
Reclassification of remeasurements of DBNL in OCI	51	1	-	47	2	(1)
Reclassification of remeasurements for ESO	1	2	(8)	2	-	-
Net cost of the period	\$ 240	56	103	189	45	61
Increase (decrease) in remeasurements of the DBNL or (DBNA) in OCI	(8)	32	(209)	125	13	75
Cost of defined benefits	\$ 232	88	(106)	314	58	136
Beginning balance of DBNL or (DBNA) remeasurements	\$ 289	13	44	164	-	(31)
Remeasurements generated in the year	44	35	(217)	174	15	74
Reclassification of remeasurements recognized in OCI of the year	(52)	(3)	8	(49)	(2)	1
Ending balance of DBNL remeasurements	\$ 281	45	(165)	289	13	44
Beginning balance of DBNL	\$ 905	202	68	718	169	(7)
Cost of defined benefits	232	88	(106)	314	58	136
Contributions to the plan	-	-	(92)	-	-	(61)
Payments from DBNL	(115)	(28)	-	(127)	(25)	-
Final balance of DBNL	\$ 1,022	262	(130)	905	202	68
Defined benefit obligations (DBO)	1,022	262	778	905	202	748
Plan Assets	-	-	(908)	-	-	(680)
Financial position of the obligation	\$ 1,022	262	(130)	905	202	68

During the months of november and december 2024 and 2023, Gentera paid termination benefits to employees for an amount of \$30 and \$ 20, respectively, reducing the labor obligations liability with respect to the one actuarially determined.

Main actuarial assumptions-

The main actuarial assumptions used in the subsidiary companies, expressed in absolute terms, as well as the discount rates, performance of the Plan Assets (AP), salary increase and changes in the indices or other variables referred to, as of December 31, 2024 and 2023, are indicated below:

	2024	2023
Discount rate:	10.84% / 10.74%	9.29%
Banco / Compartamos servicios	10.78% / 10.81%	9.42% / 9.39%
Talento, Fin Útil y Comfu		
Rate of salary increase:		
Banco / Compartamos servicios:		
División Venta/Operaciones	5.50%	5.50%
División CEAS	8%	8%
Talento, Fin Útil y Comfu	8%	5.47% / 6.08%
Minimum rate of salary increase Gentera:		
Year 2026 to 2027	11%	3.75%
Year 2028 to 2030	11% / 3.75%	3.75%
From 2023	3.75%	3.75%

Actuarial gains and losses are recognized as they accrue in the OCI whitin the " Remeasurements for defined employee benefits " item and will be recycled into profit or loss for the period based on remaining business life.

(22) Instituto para la protección al ahorro bancario (IPAB)-

The System for the Protection of Bank Savings, in effect since 2005, comprises, among other changes, the protection of deposits from the general public amounting to the equivalent of 400,000 UDI (approximately \$3.3 and \$3.2 respectively, at December 31, 2024 and 2023), excluding interbank deposits and those payable to its stockholders and upper bank management, among others.

Fees paid to the IPAB for the Bank during the years ended December 31, 2024 and 2023, amounted to \$132 and \$100, respectively, which were charged directly to the consolidated results of the year within the caption of "Other income (expenses) of the operation".

(23) Stockholders' equity-

(a) Structure of capital stock

Gentera was constituted with a minimum fixed capital of fifty thousand pesos and an unlimited variable capital.

As of December 31, 2024 and 2023, the subscribed and displayed share capital of Gentera is composed as follows:

2024			
Series	Shares	Description	Amount
"Única"	415,595,676	Minimum fixed capital without the right to withdrawal	\$ 1,201
	1,163,648,200	Variable capital	3,563
	1,579,243,876	Capital stock	\$ 4,764
2023			
"Única"	415,595,676	Minimum fixed capital without the right to withdrawal	\$ 1,201
	1,163,648,200	Variable capital	3,563
	1,579,243,876	Capital stock	\$ 4,764

At the Annual Ordinary General Meeting of Shareholders, held on April 12, 2024 and April 14, 2023, the transfer to the results of previous years was approved for the amount of \$4,722 and \$4,554 corresponding to the result of the 2023 and 2022 financial years.

In the Annual Ordinary General Shareholders' Meetings held on April 12, 2024 and April 14, 2023, the cancellation of 3,500,000 and 4,850,000 registered ordinary shares with no par value of the Single Series representing variable capital was approved, respectively, without reducing the company's capital stock.

(b) Dividends-

At the Ordinary General Shareholders' Meeting, held on April 12, 2024, dividends were declared in the amount of \$1,889, which were paid via electronic transfer through Indeval.

The payment was made in two installments: the first payment equivalent to 50% amounting to \$944 was made on May 14, 2024 and the second payment of \$945 was made on November 29, 2024.

At the Ordinary General Shareholders' Meeting, held on April 14, 2023, dividends were decreed in the amount of \$1,822, which were paid via electronic transfer through Indeval.

The payment was made in two installments: the first payment equivalent to 50% amounting to \$911 was made on April 27, 2023 and the second payment equivalent to the same amount was made on November 30, 2023.



(c) Other comprehensive incomes (OCI)-

The OCI includes the following concepts creditors (debtors) as of December 31, 2024 and 2023.

	2024	2023
Valuation of financial instruments to collect and sell	\$ 1	2
Valuation of derivative financial instruments from cash flow hedge	(3)	(4)
Remeasurements for defined employee benefits	(97)	(255)
Cummulative effect per conversion	446	(642)
Total	\$ 347	(899)

Below are the movements recorded in the remeasurement of employee benefits and the conversion effect, the main items included within the OCI during the years 2024 and 2023:

Remeasurements for defined Employee benefits

2024			
	OCI before IT	Deferred IT	OCI net
Balances as of December 31, 2023	\$ (346)	91	(255)
Remeasurements and recycling, net	185	(27)	158
Balances as of December 31, 2024	\$ (161)	64	(97)

2023			
Balances as of December 31, 2022	\$ (133)	42	(91)
Remeasurements and recycling, net	(213)	49	(164)
Balances as of December 31, 2023	\$ (346)	91	(255)

Cummulative effect per conversion

2024	
	OCI before IT
Balances as of December 31, 2023	\$ (642)
Result of the period	1,088
Balances as of December 31, 2024	\$ 446

2023	
Balances as of December 31, 2022	\$ (121)
Result of the period	(521)
Balances as of December 31, 2023	\$ (642)

(d) Stockholders' equity restrictions-

The profit for the year is subject to the legal provision that requires that at least 5% of the profit for each year be used to increase the legal reserve until it is equal to one fifth of the paid-in share capital. As of December 31, 2024 and 2023, Gentera has complied with this requirement.

In the event of a capital reduction, the procedures established by the IT Law provide that any excess of stockholders' equity over the balances of the contributed capital accounts is given the same tax treatment as that applicable to dividends.

(e) Capital requirements (information corresponding to the Bank, main subsidiary of Gentera) (unaudited)-

The SHCP requires credit institutions to have a percentage of capitalization on the assets at risk, which are calculated by applying certain percentages, according to the risk assigned. As of December 31, 2024 and 2023, this percentage was met by the Bank.

Minimum capital-

The Bank's subscribed and paid-in minimum capital is equivalent, in Mexican pesos, to the value of ninety million UDIs. The minimum capital stock required for the Bank to operate must be subscribed and paid-in. When the capital stock exceeds the minimum, at least 50% must be paid-in, provided this percentage is not below the established minimum.

In order to comply with minimum capital requirements, the Bank can consider the net capital it has, as per the provisions of article 50 of the Law of Credit Institutions. At no time net capital can be less than minimum capital.

Capitalization-

Net capital-

The Bank maintains a net capital related to the market, credit and operating risk to which it is exposed, and which is not lower than the sum of the capital requirements for the aforementioned risks, in terms of the Capitalization Requirement Rules for Multiple Banking Institutions issued by the SHCP.

As of December 31, 2024 and 2023, the Bank is in compliance with the capitalization rules, which require the Institution to maintain a certain net capital in relation to market and credit risks incurred in its operations, which may not be lower than the total amount from adding up capital requirements for both types of risk.

Capitalization Index-

Capitalization rules for financial institutions establish requirements for specific levels of net capital, such as a percentage of assets subject to market, credit or operational risk. As of December 31, 2024 and 2023, the Bank's Capitalization Ratio (ICAP by its acronym in Spanish) is 28.96% according to current rules. As of December 31, 2023, it was 30.82%.

The ICAP on assets subject to credit risk ("ASRC" by its acronym in Spanish) as of December 31, 2024 and 2023 is 35.17% and 36.19%, respectively.



The relevant items of the Bank's ICAP as of December 31, 2024 and 2023 are detailed below:

	2024	2023
Assets at market risk	\$ 4,719	2,348
Assets at credit risk	42,897	33,976
Assets at operational risk	4,477	3,569
Total assets at risk	\$ 52,093	39,893
Net Capital	\$ 15,088	12,295
Index on assets subjetc to credit risk	35.17%	36.19%
Index on assets subjetc to total risk	28.96%	30.82%

The Bank’s net capital requirement for its credit risk exposure must maintain a minimum capitalization ratio of 10.5%, which results from multiplying the risk-weighted assets assessed using the standardized approach.

Net capital as of December 31, 2024 and 2023 is determined as shown below:

	2024	2023
Stockholders equity ¹	\$ 15,736	12,911
Deduction of intangibles and deferred expenses costs	(648)	(616)
Basic capital	15,088	12,295
Complementary capital	-	-
Net capital	\$ 15,088	12,295

According to Article 220 of the Dispositions applicable to Credit Institutions, the Institution has as of December 31, 2021 Fundamental Capital Ratio (CCF by its acronym in Spanish) higher than 7% plus the sum of the Systemic Countercyclical Supplement Capital (SCCS by its acronym in Spanish) and the Countercyclical Supplement Capital Ratio (SCCI by its acronym in Spanish), a Ratio of Basic Capital higher than 8.5% for the year 2024 and 2023, plus the sum of SCCS and SCCI and an ICAP higher than 10.5%, for both years, plus the sum of SCCS and SCCI. Therefore, for both years the Bank is classified in category "I" as established by these Dispositions.

The Ratio of Basic Capital 1 and the Ratio of Basic Capital, is determined as follows:

$$CCB1 = (Basic\ Capital\ 1 / Weighted\ Assets\ subject\ to\ Total\ Risks)) / ICAPM$$
$$CCB = [(Basic\ Capital\ 1 + Basic\ Capital\ 2) / Weighted\ Assets\ subject\ to\ Total\ Risks] - / ICAPM$$
$$ICAPM = Ratio\ of\ minimum\ capitalization.$$

SCCS = It is the percentage referred to in subparagraph b) of section III of article 2 Bis 5 of these Dispositions and that corresponds to it in accordance with Article 2 Bis 117 of these Dispositions.

SCCI = It is the Countercyclical Capital Supplement that each Institution must constitute in accordance with Chapter VI Bis 2 of Title One Bis of these Dispositions.

Multiple banking institutions will be notified by the Commission of their rating with respect to their categories, as well as the applicable minimum corrective measures and/or special additional measures.

¹As of December 31, 2024, and 2023, only the following capital accounts are considered: i) capital stock, ii) capital reserves, iii) retained earnings, iv) profit from the valuation of available-for-sale securities, and v) result from remeasurements of defined employee benefits. This is in accordance with the amendment to Article 2 Bis, Section 1, Subsection a) of the regulations.



Special additional corrective measures could be applied by the Commission in addition to minimum corrective measures, which, depending on the category, could include the requirement to issue more detailed reports to the Board of Directors of those institutions and the Commission, and hiring special auditors to deal with specific questions with external auditors authorized by the Commission, to the replacement of officers, directors, statutory auditors, the modification of interest rate policies and the withdrawal of the multiple banking Institution operating authorization.

Market risk-

The capital required market risk asset position as of December 31, 2024 and 2023, is as below:

Concept	Amount of equivalent positions 2024	Capital requirement 2024	Amount of equivalent positions 2023	Capital requirement 2023
Operations at nominal rate in local currency	\$ 4,165.33	333.23	1,906.09	152.49
Operations at nominal rate in foreign currency	5.70	0.46	4.65	0.37
Positions in foreign currency or with return indexed to exchange rate	548.36	43.87	437.10	34.97
	\$ 4,719.39	377.56	2,347.84	187.83

Credit risk-

The amount of weighted assets subject to credit risk and their respective capital requirements, as of December 31, 2024 and 2023, is described below by risk group and concept:

	Risk-weighted assets 2024	Capital requirements 2024	Risk-weighted assets 2023	Capital requirements 2023
Risk group: Of those accredited in portfolio credit operations:				
Group III (weighted at 20%)	\$ 141.69	1.33	121.38	9.71
Group III (weighted 100%)	561.71	44.94	12.68	1.01
Group VI (weighted at 75%)	36,471.22	2,917.70	28,405.85	2,272.47
Group VI (weighted at 100%)	-	-	-	-
Group VII_A (weighted at 20%)	68.19	5.45	53.55	4.28
Group VIII (weighted at 115%)	553.89	44.31	325.68	26.05
For operations with related persons:				
Group III (weighted at 115%)	-	-	-	-
Group IX (weighted at 100%)	14.82	1.19	26.16	2.09
Group VII_A (weighted at 115%)	273.18	21.85	406.62	32.53
Of the issuers of debt securities in position:				
Group III (weighted at 20%)	-	-	-	-
Permanent investments and other assets:				
Group III (weighted at 20%)	0.07	0.01	0.09	0.01
Group III (weighted at 115%)	5.48	0.44	3.21	0.26
Group IV (weighted at 20%)	1.50	0.12	-	-
Group VII_A (weighted at 100%)	1,457.99	116.64	2,019.22	161.54
Group IX (weighted at 100%)	3,344.59	267.57	2,599.34	207.95
Group X (weighted at 1250%)	2.58	0.21	2.58	0.21
Total riesgo de crédito	\$ 42,896.91	3,431.76	33,976.36	2,718.11

Operational risk-

The capital requirement for its exposure to operational risk using the alternative standard method for the calculation of December 2023 is \$285.53, while as of December 2024, it was \$358.16.

Capital requirements are calculated periodically and capital adequacy assessed. As of December 31, 2024 and 2023, the Bank has maintained a capitalization ratio of 28.96% and 30.82%, respectively, percentage points, higher than the current regulatory limit (10.5%).

(b) Leverage ratio (unaudited)-

The calculation rule of the leverage ratio established by the Commission as at December 31, 2024 and 2023, considers the following:

	2024	2023
Basic capital	\$ 15,088	12,295
Accounting assets	60,209	49,079
Deductions	649	616
Memorandum accounts – loan commitments	27,571	24,124
Leverage ratio	17.24%	16.89%

(c) Bank rating (unaudited)-

As of December 31, 2024 and 2023, the Bank obtained ratings from the following rating agencies for both years:

Rating	National scale	Global scale
Fitch Ratings ⁽¹⁾	AA(mex) / F1+(mex)	BB+ / B
Standard&Poor’s ⁽²⁾	mxAA/ mxA-1+	BB+ / B
Moody’s ⁽³⁾	AA.mx / ML A-1.mx	-

(1) Qualification ratified on September 27, 2024.
(2) Qualification ratified on September 10, 2024.
(3) Qualification ratified on December 20, 2023.



(d) Liquidity Coverage Ratio (unaudited)-

To comply with Art. 8, Chapter II, of the general provisions on liquidity requirements for Multiple Banking institutions, this information for the periods

from October 1 to December 31, 2024 and 2023, is available on the Bank's website (see annex V).

2024					
		Individual Calculation		Consolidated Calculation	
		Unweighted amount (average)	Weighted amount (average)	Unweighted amount (average)	Weighted amount (average)
COMPUTABLE LIQUID ASSETS					
1	Total Computable Liquid Assets	Not applicable	4,942	Not applicable	4,942
2	Unsecured retail financing	2,627	144	2,627	144
3	Stable financing	2,368	118	2,368	118
4	Less stable financing	259	26	259	26
5	Unsecured wholesale financing	1,375	1,016	1,375	1,016
6	Operational deposits	-	-	-	-
7	Non-operational deposits	684	325	684	325
8	Unsecured debt	691	691	691	691
9	Guaranteed wholesale financing	-	-	-	-
10	Additional requirements:	27,085	1,354	27,475	1,374
11	Outflows related to derivative financial instruments and other collateral requirements	-	-	-	-
12	Outflows related to losses from financing debt instruments	-	-	-	-
13	Lines of credit and liquidity	27,085	1,354	27,475	1,374
14	Other contractual financing obligations	430	430	484	484
15	Other contingent financing obligations	-	-	-	-
16	Total cash outflows	Not applicable	2,945	Not applicable	3,018
17	Cash inflows from secured transactions	-	-	-	-
18	Cash inflows from unsecured transactions	15,282	8,694	18,206	10,328
19	Other cash inflows	-	-	-	-
20	Total cash inflows	15,282	8,694	18,206	10,328
Adjustment amount					
21	Total computable liquid assets	Not applicable	4,942	Not applicable	4,942
22	Total net cash outflows	Not applicable	736	Not applicable	754
23	Liquidity coverage ratio	Not applicable	703.94%	Not applicable	685.94%

*N/A= Not applicable, since the values subject to division are zero.



2023					
		Individual Calculation		Consolidated Calculation	
		Unweighted amount (average)	Weighted amount (average)	Unweighted amount (average)	Weighted amount (average)
COMPUTABLE LIQUID ASSETS					
1	Total Computable Liquid Assets	Not applicable	4,039	Not applicable	4,039
2	Unsecured retail financing	2,915	147	2,915	108
3	Stable financing	2,893	145	2,893	106
4	Less stable financing	22	2	22	2
5	Unsecured wholesale financing	836	499	836	499
6	Operational deposits	-	-	-	-
7	Non-operational deposits	566	229	566	229
8	Unsecured debt	270	270	270	270
9	Guaranteed wholesale financing	-	-	-	-
10	Additional requirements:	22,026	1,101	23,311	1,166
11	Outflows related to derivative financial instruments and other collateral requirements	-	-	-	-
12	Outflows related to losses from financing debt instruments	-	-	-	-
13	Lines of credit and liquidity	22,026	1,101	23,311	1,166
14	Other contractual financing obligations	341	341	501	501
15	Other contingent financing obligations	-	-	-	-
16	Total cash outflows	Not applicable	2,049	Not applicable	2,274
17	Cash inflows from secured transactions	-	-	-	-
18	Cash inflows from unsecured transactions	12,992	7,300	17,017	9,466
19	Other cash inflows	-	-	-	-
20	Total cash inflows	12,992	7,300	17,017	9,466
Adjustment amount					
21	Total computable liquid assets	Not applicable	4,039	Not applicable	4,039
22	Total net cash outflows	Not applicable	512	Not applicable	568
23	Liquidity coverage ratio	Not applicable	802.74%	Not applicable	722.20%

*N/A= Not applicable, since the values subject to division are zero.

The Liquidity Coverage Ratio is calculated monthly, which is a regulatory requirement and determines the coverage granted by Available Liquid Assets to cover Net Cash Outflows in the next 30 days. The average presented considers the information corresponding to the period from October 1 to December 31, 2024 and 2023. During the fourth quarter of 2024 and 2023, there was no deviation from the daily Liquidity Coverage Ratio, and the corresponding scenario according with the Liquidity Provisions was Scenario I.

(24) Contingent liabilities and commitments-

Compartamos Servicios entered into a lease agreement of a building for the exclusive use of corporate offices in Mexico, the amount of the rent is in dollars and it was translated into Mexican pesos as of April 1, 2013, date when conditions are met to occupy the building.

The duration of the contract is for a period of 126 months, starting on the 1st. October 2012 and ending March 31, 2023 for which a total of 44,889,935 dollars was paid at an exchange rate of \$12.62 pesos per dollar, during the aforementioned period. On April 1, 2023, the lease contract was renewed for a period of three years, which expires on March 31, 2026, for which a total of \$278 will be paid.

The total amount of rental payments of all subsidiaries, which will be made over the next five years, amounts to \$2,114 (\$542 in 2025, \$420 in 2026, \$413 in 2027, \$404 in 2028 and \$335 in 2029).

The majority of the lease agreements for the service offices are based on Gentera's templates, containing the following clauses: purpose, intent, duration, rent, guarantee deposit, form of payment, expense, additional obligations,

rescission, returning of the building, maintenance and leasehold improvements, privation, non-compliance, contractual penalty, modifications, notices and notifications, assignment, absence of flaws and jurisdiction. Most of the agreements establish the option of early termination for Gentera, prior notification to the lessor in writing.

For the most part, contract renewals require that the lessor respect the preemptive right established in the legislation, as well as signature of a new lease agreement in the same terms and conditions set forth in the expiring agreement. The lessor is to grant Gentera 60 days prior to expiration of the agreement to conduct the renewal.

Gentera will enjoy a term of 10 business days as from the first working date after the lesser delivers the agreement, in order for the former to decide whether or not to sign the agreement. Gentera does not sign lease agreements with an option to buy. All of the lease agreements are guaranteed with cash deposits, which are the equivalent to 1 or 2 months' rent, as the case may be. Under no circumstances does Gentera offer additional guarantees.

Rent agreements are paid on a monthly basis and are updated annually and increases are determined based on the National Consumer Price Index published by Central Bank the previous month prior to signing the agreement supporting such increase.



In most cases, the annual increase is capped to 10% of the rent price paid the prior year, in the event of macroeconomic contingencies, this percentage will be increased.

Rent increases must be supported through an amending agreement, to be signed 30 days prior to the date on which the rent is to be increased. Gentera’s lease agreements do not consider caps on dividend payments and debt contracting.

Gentera is involved in several claims and trials, derived from the normal course of its operations. According to the opinion of its legal counsels and to the assessment made by the Management, there are elements of defense in which exists a probability to obtain a favorable outcome. As part of those claims up to date stands out the nullity trials and claims brought by the Mexican Internal Revenue Service (SAT-Spanish acronym) for fiscal years 2014, 2015 and 2016 stand out, for differences in criteria applied in those years mainly in annual adjustment for inflation, write-off deduction and loss from the sale of loan portfolio, respectively, the amounts claimed by the SAT amount to \$1, \$372 and \$1,239 respectively.

Gentera is involved in various labor lawsuits and claims arising from former employees’ demands, which are not expected to have a significant impact on its consolidated financial position or future results. According to the opinion of legal advisors and the assessment conducted by management, there are defense elements that make a favorable outcome probable. The amounts claimed as of December 31, 2024, and 2023, amount to \$301 and \$343, respectively.

(25) Balances and operations with related parties-

During the normal course of operations, Gentera conducted transactions with related parties.

Related parties are defined as either individuals or entities holding direct or indirect control of 2% or more of the shares representing Gentera’s capital and the members of the Board of Directors.

Also considered as related parties are entities, as well as the advisors and officers thereof, in which Gentera has direct or indirect control over 10% or more of their shares.

The total sum of operations with related parties did not exceed 50% of the basic portion of the Bank’s net capital, as set out in article 50 of the Law of Credit Institutions (unaudited).

For the years ended December 31, 2024 and 2023, Gentera provided key management personnel with short-term direct benefits of \$783 and \$774, respectively.

The main transactions entered into with related parties for the years ended December 31, 2024 and 2023, respectively, were expenses and income for the items shown below:

	2024	2023
Associated interest income	\$ 1	1



The main balances with related parties for the years ended December 31, 2024 and 2023, are shown below:

Account receivable: Reinventando el Sistema S. A. P. I.	2024	2023
	\$ 7	7

(26) Memorandum accounts-

The credit commitments as of December 31, 2024 and 2023 are presented below:

Revocable credit lines not exercised Consumer loans	2024	2023
	\$ 25,171	21,724

(27) Additional information on results and segments information for the years ended December 31, 2024 and 2023-

a) Financial margin

	2024	2023
Interest income		
Interest on cash and cash equivalents	\$ 874	732
Interest and income earned from financial instruments	98	100
Interest on loan portfolio	39,260	31,638
Valuation profit	-	39
	\$ 40,232	32,509

Interest expense:	2024	2023
Demand and time deposits		
From demand deposits	\$ 51	7
From time deposits		
From general public	1,016	1,053
Money market	100	54
From credit titles issued	1,421	1,137
Banking and other borrowings interest	2,414	1,937
Interest from securitization transactions	162	-
Transaction costs for debt placement	53	15
Costs and expenses associated with granting credit	1,919	1,368
Renegotiation effects	1	1
Lease liabilities interest	102	77
Valuation loss	59	-
	\$ 7,298	5,649

b) Comissions and fees income

	2024	2023
Consumer loans	\$ 233	176
Insurance operations	4,738	3,016
Other	275	237
	\$ 5,246	3,429

d) Comissions and fees expense

	2024	2023
Bank fees	\$ 368	382
Brokers	194	157
Borrowing received	27	9
Other	6	6
	\$ 595	554

e) Other operating income (expenses), net

	2024	2023
Losses	\$ (285)	(254)
Impairment of goodwill	(18)	-
Impairment of investment in associates and intangibles, net	(27)	-
Donations	(79)	(73)
Result from the sale of furniture and equipment	(27)	5
Cancellation of provisions	161	113
Income from sale of goods	306	248
Income from administrative services	782	614
Income from airtime sales	447	495
Effects on the allowance for credit losses of other accounts receivable, net	(383)	(232)
IPAB fees	(132)	(100)
Other income (expenses)	(99)	11
Totals	\$ 646	827

Information by segments-

Gentera has consumer and commercial portfolio loans, so its source of income is derived from the interest accrued on the credit products offered, in addition to the products of treasury operations, such as interest derived from investments in financial instruments and reports. Passive activities include deposits of immediate and term receivables, issued receivables, as well as interbank and other loans, which give rise to interest expenses.

The income obtained from Gentera from its credit operation, for the years ended December 31, 2024 and 2023, represent 97% of the total income, in both years.

Consequently, the resources of traditional deposits and interbank loans obtained during the year were mainly used for the placement of loans, so that the interest expense is identified with the credit segment, the same trend that is reflected in administrative expenses. The remainder of the operations corresponds to the segment of treasury and commissions for insurance operations.

The consolidated statement of comprehensive income of Gentera and subsidiaries for the years ended December 31, 2024 and 2023 is presented in condensed form (including intercompany eliminations):

2024											
	Gentera	Banco	Compartamos Banco Perú	Red Yastás	Compartamos Servicios	Controladora AT	Fin Útil	Fincrementar	Comfu	Talento	Total
Interest income	\$ 23	29,580	7,229	114	77	15	2,675	443	38	38	40,232
Interest expense	\$ (78)	(5,342)	(1,493)	-	(15)	-	(354)	(16)	-	-	(7,298)
Financial margin	\$ (55)	24,238	5,736	114	62	15	2,321	427	38	38	32,934
Financial margin adjusted for allowance for losses	\$ (55)	18,899	3,215	19	62	15	1,267	236	38	38	23,734
Result of Operating Before Income Tax	\$ (348)	10,844	583	(389)	(3,641)	765	434	209	479	287	9,223
Net result	\$ 154	8,905	415	(417)	(3,730)	40	451	195	278	171	6,462



2023										
	Gentera	Banco	Compartamos Banco Perú	Red Yastás	Compartamos Servicios	Controladora AT	Fin Útil	Comfu	Talento	Total
Interest income	\$ 28	23,729	5,990	73	69	15	2,564	22	19	32,509
Interest expense	\$ (170)	(3,760)	(1,441)	-	(18)	-	(260)	-	-	(5,649)
Financial margin	\$ (142)	19,969	4,549	73	51	15	2,304	22	19	26,860
Financial margin adjusted for allowance for losses	\$ (142)	16,073	3,091	50	51	15	1,207	22	19	20,386
Result of Operating Before Income Tax	\$ (316)	8,257	977	(288)	(3,130)	396	540	576	47	7,059
Net result	\$ (316)	7,005	725	(308)	(3,203)	286	497	436	(70)	5,052

(28) Risk management (information from Banco, main subsidiary) (unaudited)-

In order to comply with Art.87, Chapter IV, of the Dispositions, this information is available on the Bank's website (see notes for Unit Comprehensive Risk Management (CRM)).

The Bank recognizes that the essence of its business is to assume risks in seeking potential financial and social returns. Consequently, CRM is a core component of the business' strategy for identifying, measuring, overseeing and controlling the different types of risks faced during the normal course of operations.

The Bank's CRM is considered to be an on-going process involving all levels of management. The structure for the Bank's CRM is based on the following guidelines:

- a. Commitment by Top Management and the Board of Directors to properly manage risks encountered.
- b. Ongoing supervision of CRM policies and procedures.
- c. Clear segregation of duties to ensure independence and objectivity in risk management.
- d. Formal cooperation between the CRM structure and the business units.
- e. Clear determination of responsibilities pertaining to CRM.

Continuous supervision of the Internal Control and Audit area, to ensure proper compliance with the CRM function.

The Board of Directors has set up a Risk Committee to ensure that operations are conducted in line with the objectives, policies and procedures for CRM, as well as with the exposure limits approved by that committee. This committee meets at least once a month and works in accordance with the guidelines set out in the Dispositions.

The Risk Committee is aided by the Comprehensive Risk Management Unit (CRMU) for identification, measurement, oversight and disclosure of risks as per the Dispositions in effect and applicable best practices.

Discretionally, CRMU is based fundamentally on the determination of a structure of global and specific limits, and on the application of risk methodologies authorized by the Board of Directors.

Credit of risk-

Credit risk management considers: identification, quantification, establishing of limits, risk policies and risk monitoring, potential losses due to borrower or counterparty default in operations with financial instruments.

The Bank's loan portfolio at December 31, 2024 and 2023, is made up in 100%, in both years, of loans made to individuals for a specific purpose (consumer portfolio). The consumer portfolio is sufficiently diversified to represent no

concentration risk and there is a scarce value of individual positions. In accordance with the criteria indicated in paragraph 70 of "CRE30.21 of the Basel framework", the Bank's portfolio can be classified as retail portfolio.

As of December 31, 2024 and 2023, the portfolio is comprised for 3.71 and 3.40 million loans, respectively, as well the average outstanding balance in this dates has remained at approximately \$14,379 and \$12,176 Mexican pesos, respectively at an average term of 6.9 and 6.1 months, respectively.

As of December 2024 and 2023, the maximum authorized amount for a consumer loan is \$514,425 and \$507,686 Mexican pesos, respectively, the maximum financing limits established in the provisions for one individual or group of individuals representing a common risk were complied with no exceptions. In addition, no operations were conducted with customers considered an individual or group of individuals who, comprising one or more liability operations payable by the Institution, exceeded 100% of the basic capital.

Analyses of quality of the loan portfolio and credit risk rating thereof are conducted at least monthly. Loans are rated as per the methodology mentioned in note 3(i).

Rating-based distribution of the loan portfolio, that could be interpreted as the risk profile of the bank's loan portfolio, shows its greatest concentration in rating A-1, current loan portfolio.

For analysis purposes, the following table is presented below considering the modification of the Article 129 of the Provisions:

Consumer loans	Distribution of the loan portfolio by rating (data in percentages to the total loan portfolio)				
	2024		2023		
	Rating	Balance	Average	Balance	Average
	"A-1"	52%	53%	56%	57%
	"A-2"	4%	4%	4%	4%
	"B-1"	3%	3%	3%	3%
	"B-2"	9%	8%	7%	7%
	"B-3"	3%	3%	3%	3%
	"C-1"	12%	12%	11%	11%
	"C-2"	8%	8%	7%	7%
	"D"	3%	3%	3%	3%
	"E"	6%	6%	6%	5%
	Total	100%	100%	100%	100%

Probability of default and loss given default weighted for exposure

	2024	2023
Exposure	\$ 53,395	41,286
Probability of default (weighted exposure) (%)	10.74%	9.8%
Loss given default (weighted exposure) (%)	75.6%	75.9%

The measurement methodology used to calculate the unexpected losses from the portfolio credit risk is an approximate of such loss through a Gamma distribution with parameters associated to the regulator model plus a calibration factor.

The expected loss is calculated, multiplying the exposure of the operation by the probability of default by the borrower, using the aforementioned rating model for assigning of probability of default, mentioned above.

Credit risk				
Concept	2024		2023	
	Balance	Average	Balance	Average
Commercial loan portfolio: Total exposure	-	-	-	152.57
Expected loss	N/A*	N/A*	N/A*	N/A*
Unexpected loss at 95%	N/A*	N/A*	N/A*	N/A*
Expected loss/total exposure	N/A*	N/A*	N/A*	N/A*
Unexpected loss/total exposure	N/A*	N/A*	N/A*	N/A*

*N/A= It is not applicable, because the values subject to division are zero.

La información cuantitativa para riesgo de crédito de la cartera de consumo se muestra a continuación, al 31 de diciembre de 2024 y 2023:

Credit risk				
Concepto	Balance as of Dec 2024	Average 4Q 2024	Balance as of Dec 2023	Average 4Q 2023
Commercial loan portfolio: Total exposure	\$ 53,395	47,199	41,286	39,544
Expected loss	\$ (7,452)	(6,588)	(5,294)	(5,086)
Unexpected loss at 95%	\$ (7,491)	(6,625)	(5,221)	(5,113)
Expected loss/total exposure	(13.96%)	(13.9%)	(12.6%)	(12.9%)
Unexpected loss/total exposure	(14.03%)	(14.04%)	(12.7%)	(12.9%)



The expected loss pertaining to the loan portfolio under consideration as of December 31, 2024 and 2023 represents 13.96% and 12.56%, respectively, of the overall balance exposed to default. The Bank has set up loan loss reserves totaling \$4,286 and \$3,130, respectively, equivalent to 8.03% and 7.58%, respectively of the balance of the overall portfolio. The loan portfolio is rated in accordance with the rules for rating the loan portfolio issued by the SHCP and the methodology established by the Commission. The Bank sets up allowance for loan losses in addition to those created as a result of the portfolio rating process, in compliance with Title Two, Chapter I, Section Four of Article 39 of the Dispositions; As of December 31, 2024 and 2023 additional reserves had been constituted by instruction and/or knowledge of the Commission for \$2 and \$90, respectively

Expected and unexpected losses are calculated on a monthly basis under different scenarios (sensitivity analyses), including stress scenarios. The results of the analysis are presented to the areas involved in portfolio risk management, to the Chief Executive Officer’s Office and to the Risk Committee.

For the years ended December 31, 2024, and 2023, the total interest income from loan operations is presented below:

Income from loan operations	2024	2023
Loan interest income	\$ 29,141	23,329
Total interest income	29,580	23,757
Income from loan operations (%)	98.5%	98.2%

For the management of credit risk in transactions with financial instruments or counterparty risk, the exposure to credit risk in transactions with financial instruments, their expected loss and unexpected loss is calculated on a monthly basis. As of December 31, 2024, and 2023 there was not a position in financial instruments subject to counterparty risk, 100% is concentrated auction with the Central Bank. Likewise there is not expected loss for counterparty risk.

The methodology for managing credit risk in financial operations consists of an economic capital type model which generates an allocation of capital that must be available to cover the losses.

Probability of default: This information is obtained from the following sources:

1) Standard & Poors, rating granted to financial institutions based on their rating scale known as CAVAL over the long term; 2) Moody’s, as with S&P, according to the rating granted over the long-term; 3) Fitch, is the third source for learning the rating granted by this agency, 4) HR Ratings and VERUM (these authorized rating agencies, according to the Appendix 1-B of the General Provisions for Banks), and 5) in the event the Institution has no rating from any of the three agencies, an average rating is assigned according to its group. The above grouping refers to the group to which it pertains in the market (P8, AAA, P12, other). In the event of rating differences, the lowest rating is used.

As of December 31, 2024 and 2023, there was no exposure to counterparty risk for the purchase and sale of securities and banking borrowings.

The authorized counterparty risk limit is 8% of the proceeds of the CRASs by the ICAP of the Bank's (last known) period. ASRC x ICAP product for the period was \$1,011.143 and \$925.830.

Due to the nature of its business, it is the Institution’s policy not to carry out intermediation operations or act as an issuer of derivative products.

Market risk-

Market risk management considers, at least, identification, quantification and establishing of limits and monitoring of risks arising from changes in the risk factors affecting the valuation or expected results of asset or liability operations or those giving rise to contingent liabilities.

The portfolio of financial instruments subject to market risk in the Bank is comprised solely of certificates of deposit transactions in the money market and call money in 2024 and 2023. As a result, within the main risk factors that could affect the value of the investment portfolio are interest rates, spreads and the price of other financial instruments, mainly. It is important to note that the treasury operation of the Bank is limited to the investment of cash surpluses from credit operation.

The process for risk measurement of risk assumed by the Bank to manage this type of risk is the Value at Risk (VaR), which is calculated on a daily basis. VaR is an estimation of the potential loss in value of a determined period of time given the level of confidence. The method used by the Bank is the historical simulation method.

Parameters used in calculating the VaR.

- Method: Historical simulation
- Confidence level: 99%
- Investment horizon: one day
- Number of observations: 252 days
- Weighting of scenarios: Equally probable

The market risk quantitative information as of December 31, 2024 and 2023, is shown as follows:

Value at Risk, 1 day (VaR) on December 31, 2024				
Portfolio	Market value	VaR at 99%	% Position	Use of limit (%) ¹
Total position	\$ 2,105.97	6.23	0.30	43.26
Money ²	-	-	-	-
Purchase of securities	-	-	-	-
Call Money	-	-	-	-
Derivatives ³	-	-	-	-
Foreign currencies	363.87	6.23	1.71	43.26
Equity	-	-	-	-

Value at Risk, 1 day (VaR) on December 31, 2023

Portfolio	Market value	VaR at 99%	% Position	Use of limit (%) ¹
Total position	\$ 2,595.61	4.00	0.15	27.78
Money ²	-	-	-	-
Purchase of securities	-	-	-	-
Call Money	-	-	-	-
Derivatives ³	-	-	-	-
Foreign currencies	290.59	3.99	1.37	27.71
Equity	-	-	-	-

1. The authorized risk limit is an amount calculated based on each million dollars of investment; As of December 31, 2024 and 2023, with an exposure of \$6,232 and \$3,995, a limit of \$13,651 and \$12,865 applies, respectively.
2. The positions subject to market risk referred to are certificates of deposits in the money market, call money and foreign currencies.
3. There are no derivative transactions for trading or hedging purposes.

The market VaR is calculated on a daily basis including the main positions, asset and liability, subject to market risk of the balance sheet; which is also used to manage risk by interest rate. The average daily VaR during 2024 and 2023 was \$5,717 and \$3,696 respectively, which corresponds to 41.88% and 28.73% respectively, of the limit calculated.

As part of the market-risk management process, backtesting, sensitivity and stress scenario tests are conducted.

Backtesting is conducted monthly to compare the losses and gains that would have been observed had the same positions been maintained, considering only the change in value due to market movements, against the calculation of the VaR. This allows for evaluating the accuracy of the prediction. To date, testing has been highly effective by more than 98.81%.

The sensitivity analyses conducted periodically normally considers movements of ±100 base points in rates or risk factors. Whereas to generate stress scenarios, movements of ±150 base points are considered in rates or risk factors.

As of December 31, 2024 and 2023, respectively, sensitivity and stress tests are as follows:

Sensitivity analysis as of December 31, 2024

	Market value	VaR at 99%	Sensitivity +100 pb	Stress +150pb
Total position	\$ 2,105.97	6.23	(17.51)	(26.26)
Money:	-	-	-	-
Purchase of securities:	-	-	-	-
Call Money	-	-	-	-
Direct	-	-	-	-
Currency	363.87	6.23	(17.51)	(26.26)

Sensitivity analysis as of December 31, 2023

	Market value	VaR at 99%	Sensitivity +100 pb	Stress +150pb
Total position	\$ 2,595.61	4.00	(17.18)	(25.76)
Money:	-	-	-	-
Purchase of securities:	-	-	-	-
Call Money	-	-	-	-
Direct	-	-	-	-
Currency	290.59	3.99	(17.18)	(25.76)

For the years ended December 31, 2024, and 2023, the total interest income from treasury operations is presented below:

	Income from treasury operations 2024	Income from treasury operations 2023
Income from treasury operations	\$ 439	389
Total interest income	29,580	23,757
Income from treasury operations (%)	1.5%	1.6%

Interest rate risk-

Interest rate risk is defined as the impact that variations in interest rates may generate on the balance sheet products, which may affect the results and the current value of the Bank's positions.

Interest rate risk management is based on the generation of interest gaps with contractual and stress scenarios to measure the possible impact of a movement in interest rates. The CRMU carries out, through its own reports, the correct elaboration and consolidation of information for the analysis of results in the corresponding committees.

To monitor the interest rate risk, the following scenario is considered:

An increase in the reference interest rate of 1,000 basis points (bp) is assumed and applied to the total flow of liabilities, which will generate an additional cash flow for interest payments. As of December 31, 2024 and 2023 this increase means an over run of \$9,809 and \$20,704, respectively.

Derived from the structure of the Bank's statement of financial position, it was determined not to consider the deposits without maturity for their analysis of the interest rate. Additionally, as of December 31, 2024 and 2023, the Bank has not outstanding loans that, due to their nature, need to simulate their early repayments.

The Assets and Liabilities Committee (ALCO) carry out following-up sessions where market expectations, their possible impact on the Bank's interest rate and capital risk, as well as the efficiency of risk hedging within the operations of the statement of financial position.



Liquidity risk-

Liquidity risk management includes, at least, identification, measurement and establishment of limits and follow up on risks or potential losses arising from the impossibility or difficulty of renewing liabilities or of contracting others under normal Bank conditions due to early or forced sale of assets at unusual discounts to settle its obligations, or to the fact that a position cannot be promptly sold, acquired or hedged by means of establishing an equivalent contrary position.

The Bank’s business model is based on its reputation as a solid institution that always responds to its customers’ credit needs. Therefore, liquidity risk management is an essential element for timely prevention of the differences arising from the possible “gap” between its main positions in terms of liquidity risk: expected cash flows (payments on current loans) and projected outflows (current expenses, placement of new loans).

The measurement methodology used in liquidity risk management is:

- Liquidity gap analyses consider the Bank’s main assets and liabilities, whether recorded on or off the statement of financial position, establishing maturity bands according to the characteristics of the products offered. A limit is established for each bucket.
- Liquidity Value at Risk (liquidity VaR) for measurement of the market’s liquidity risk determines the possible inability to liquidate positions in one day and is calculated in the same way as the market VaR with a 10-day horizon.

As of December 31, 2024 and 2023, the quantitative information for the analysis of liquidity gaps is shown as follows:

Analysis of liquidity gaps (accumulated) ¹ 2024			
Bucket	Gap	Límit*	Use of Límit (%)
0-1 days	\$ 743	6%	-
2-7 days	829	6%	-
8-15 days	1,275	10%	-
16-23 days	1,931	15%	-
24-30 days	2,247	17%	-
31-60 days	4,099	31%	-
61-90 days	14,538	110%	-
91-180 days	28,152	212%	-
181-360 days	33,239	251%	-
361-720 days	27,879	210%	-
721-1,080 days	15,643	118%	-
1,081-1,440 days	6,141	46%	-
1,441-1,800 days	5,779	44%	-
> 1,800 days	5,779	44%	-

¹ The calculation of the accumulated gaps is presented in order to clarify the period, where a gap of liquidity exists.

* The authorized risk limit is calculated as a percentage of the total liquid assets plus available lines.

Analysis of liquidity gaps (accumulated)¹ 2023

Bucket	Gap	Límit*	Use of Límit (%)
0-1 days	\$ (211)	(2)%	(2)%
2-7 days	(157)	(1)%	(1)%
8-15 days	297	3%	-
16-23 days	1,145	11%	-
24-30 days	1,780	17%	-
31-60 days	1,163	11%	-
61-90 days	9,148	86%	-
91-180 days	13,755	129%	-
181-360 days	5,398	51%	-
361-720 days	(1,839)	(17)%	(17)%
721-1,080 days	(10,439)	(98)%	(98)%
1,081-1,440 days	(18,370)	(173)%	(173)%
1,441-1,800 days	(19,756)	(186)%	(186)%
> 1,800 days	(19,756)	(186)%	(186)%

¹ The calculation of the accumulated gaps is presented in order to clarify the period, where a gap of liquidity exists.

* The authorized risk limit is calculated as a percentage of the total liquid assets plus available lines.

The liquid assets plus available lines of the bank as of December 31, 2024 and 2023, were \$13,266 and \$10,631, respectively.

Differences in flows (gaps) show excesses (greater asset flows than liability flows) in the first buckets, which is natural for the type of operations handled by the Institution, as 90.2% of the assets considered correspond to cash flows arising from recovery of loans with an average term of four months and investments at terms below 180 days, while liability flows correspond to financing contracted at the short and medium term maturity date, giving rise to a positive accumulated gap over 360 days, at the end of 2024 and 2023, of \$33,239 and \$5,398, respectively. The overall accumulated gap is positive.

At December 31, 2024 and 2023 the quantitative information for liquidity risk of the Bank, is as follows:

	VaR Liquidity, 10 days 2024			VaR Liquidity, 10 days 2023		
	Value	Position	Use of limit (%)*	Value	Position	Use of limit (%)*
VaR Liquidity at 99% Money:	\$ 2,105.97	19.70	0.9	2,595.61	12.65	0.5
Purchase of securities	-	-	-	-	-	-
Call Money	-	-	-	-	-	-
Foreign currencies	363.87	19.70	5.41	290.59	12.62	4.34
Direct	-	-	-	-	-	-

The authorized risk limit is calculated based on the maximum exposure at December 31, 2024 and 2023 with an exposure of \$19,709 and \$12,634, respectively.

The net capital of the Bank as of December 31, 2024 and 2023 is \$15,088 and \$12,295, respectively.

The average liquidity VaR of 2024 and 2023 was \$15.47 and \$13.06, respectively, equivalent to 35.84% and 32.12% respectively, of the average limit calculated at December 31, 2024 and 2023. Sensitivity and stress tests are also conducted for liquidity risk management.

Diversification of the Institution's sources of financing are assessed periodically, assuming the related risk limits established in Chapter III of the General Provisions Applicable to Credit Institutions on Risk Diversification for conducting Asset and Liability Operations. The diversification is evaluated through the aforementioned liquidity indicators, mentioned above.

Additionally, in complying with the General Provisions Applicable to Credit Institutions, there is a Liquidity Contingency Plan in place, the purpose of which is to ensure that the Institution will be able to face its daily obligations under any circumstances, including a liquidity crisis; such Plan has been included in the policies and procedures manual for CRM.

Operation risk (including legal and technological risk)-

Operational risk can be defined and is understanding in the bank as the potential loss due to defects or deficiencies in internal controls resulting from errors in processing and storing operations or in the transmission of information, as well as to adverse administrative and legal rulings, fraud or theft, and it includes legal and technological risks.

In the Bank's methodology, management and control of operational risks include the following matters, among others:

The processes that describe each area's of the bank duties are identified and documented. The Institution has areas engaged in developing and documenting methods, procedures and processes under the Internal Control Director's Office.

Inherent operational risks and the controls pertaining to the processes that describe the Institution's substantial processes under "Risk and Control Matrixes" are identified and documented. Additionally, the internal audit area has implemented its audit model based on risks.

Consequences for the business arising from materialization of identified risks are assessed and reported to the heads of the areas involved, to the Chief Executive Officer and the Risk Committee. Each area must be aware of and participate in the control and management of own risks.

A historical database is maintained through systematic recording of the different loss events and their effects on the accounting records. Those events are duly identified through classification per business unit within the Institution, and are recorded in the Operational risk system.

Loss events identified by both the Risk area and the other Institution's areas are recorded, which are responsible for reporting any operating risk event that could arise or that has represented a loss for the Institution, the mentioned above environment of a culture of risk.

The operational risk loss events, including technological and legal, are recorded systematically, associating them with the corresponding business lines or units as well as the type of risk (1. Internal Fraud, 2. Outside Fraud, 3. Labor Relations and occupational safety, 4. Clients, products and business practices, 5. External events, 6. Incidents in the business and flaws in the system, as well as 7. Execution, delivery and process management). The Bank considers fraud and damage to assets its main exposures.

A global tolerance level has been established for operational risk, taking into account the causes, origins or risk factors.

There is a Business Continuity Plan (BCM) that includes a Disaster Recovery Plan (DRP) aimed at technology risks and a Business Contingency Plan (BCP). The update of such plans is the responsibility of the leaders named for such purpose. At the end of December 2024 and 2023, the Bank estimates that the materialization of its identified operational risks would generate an annual loss of no more than 0.40% in both years of the Bank's annualized income, which corresponds to the authorized tolerance level.

In the period from January to December 2024 and 2023, there were loss events associated with accumulated operational risk of \$27.69 and \$31.05, respectively, representing 23% and 33%, respectively, of the tolerance level.

Technological risk-

One important aspect of operational risk management is that pertaining to technological risk, which involves potential loss due to damage or failure from use or reliance on hardware, software, systems, applications, networks and any other means of conveying information in the Institution's supply of services to its customers.

The Bank has different internal controls that have the objective of minimizing the negative impacts due to the materialization of technology risks, internal controls such as:

- i. Government structuring aimed at maintaining an adequate control of technological risks, ensuring an agile response capacity.
- ii. Have the Operation Continuity Plan, through criteria such as criticality of applications and technological risk.
- iii. Risk assessment, determination of treatment actions and evaluation of technological controls.
- iv. Database backup and restoration procedures to ensure the availability and integrity of the historical archive of operations in case of contingency.
- v. Automated processes for carrying out daily reconciliations, in addition to generation of control figures to ensure the integrity of transactions between systems.

Legal risk-

The Bank's legal risk management, defined as the potential loss due to non-compliance with the applicable legal and administrative provisions, the issuance of unfavorable administrative and judicial resolutions and the application of sanctions, in relation to the Operations that the Institution carries out, has implemented policies and procedures to mitigate this risk that consider, among other things:

- i. The review and approval of all agreements by the Legal Director's Office to ensure proper instrumentation of agreements and contracts.
- ii. Procedures for filing and safeguarding agreements and other legal information.
- iii. Detailed management of powers granted to the Board of Directors, so as to avoid misuse.
- iv. Procedures to ensure adequate action in response to litigation, defend efficiently and effectively, be able to take action to protect and preserve the rights of the Institution.
- v. Preparation of reports on the likelihood of issuance of adverse legal or administrative rulings. The reports are prepared at least on a quarterly basis.
- vi. Procedures established to ensure that the Legal department safeguards the correct use of the Institution's trademarks, local trademarks, commercial notices and copyrights.

(29) Recently issued financial reporting and regulatory standards-

Improvements to the FRS 2024 and 2025

CINIF issued a document called "2025 FRS Improvements" containing precise modifications to some of the existing FRS. The main improvements that generate accounting changes are the following:

FRS A-1 Conceptual Framework of Financial Reporting Standards - Effective for periods beginning on or after January 1, 2025, allowing for early adoption starting in 2024 if the disclosures of the specific FRS applicable to the type of entity are adopted early. It includes the definition of public interest entities and requires disclosure of whether the entity is considered a public interest entity or a non-public interest entity. It divides the disclosure requirements of the FRS into: i) disclosures applicable to all entities in general (public interest entities and non-public interest entities), and ii) additional mandatory disclosures only for public interest entities.

FRS A-1, Conceptual Framework of Financial Reporting Standards - Effective for periods beginning on or after January 1, 2025, allowing for early adoption in 2024. Any changes generated must be recognized in accordance with FRS B-1 Accounting Changes and Error Corrections. It makes clarifications to the disclosure requirements of significant accounting policies to emphasize that they include entity-specific information and how the FRS requirements have been applied to their own circumstances.

FRS B2 Statement of Cash Flows - Effective for periods beginning on or after January 1, 2025, allowing for early adoption in 2024. Any changes generated must be recognized in accordance with FRS B-1. This improvement adds disclosure requirements about supplier financing agreements.

FRS B-3 Statement of Comprehensive Income, and FRS C-3 Accounts Receivable - Effective for periods beginning on or after January 1, 2025, allowing for early adoption in 2024. Any changes generated must be recognized in accordance with FRS B-1. This improvement modifies the requirements of these FRS regarding the presentation of discounts, rebates, and returns in a separate item within the statement of comprehensive income, to eliminate any inconsistency with the provisions of FRS D-1 Revenue from Contracts with Customers.

FRS B-14 Earnings per Share - Effective for periods beginning on or after January 1, 2025, allowing for early adoption in 2024. Any changes generated must be recognized in accordance with FRS B-1. It modifies the scope of the FRS so that it is only applicable to entities that have equity instruments listed or to be listed on a stock exchange.

FRS B-15 Foreign Currency Translation - Effective for periods beginning on or after January 1, 2025, allowing for early adoption in 2024. Any changes generated must be recognized in accordance with FRS B-1. It establishes the applicable standards for currency interchangeability.

FRS C-6 Property, Plant, and Equipment - Effective for periods beginning on or after January 1, 2025, allowing for early adoption in 2024. Any changes generated must be recognized in accordance with FRS B-1. This improvement eliminates the special depreciation method as another alternative depreciation method and includes the description of each depreciation method in the FRS.

FRS C-19 Financial Instruments Payable - Effective for periods beginning on or after January 1, 2026, allowing for early adoption in 2024. Any changes generated must be recognized in accordance with FRS B-1. This improvement adds certain

requirements for derecognizing a financial liability when it is paid in cash using an electronic payment system.

FRS D-1 Revenue from Contracts with Customers - Effective for periods beginning on or after January 1, 2025, allowing for early adoption in 2024. Any changes generated must be recognized in accordance with FRS B-1. This improvement modifies the scope of the FRS to include within it the recognition of contracts that are economically similar to an insurance contract, provided that the conditions specified in the FRS are met, and eliminates in such cases, the option to apply IFRS 17 Insurance Contracts as a supplementary standard.

Management estimates that the adoption of these improvements to the FRS will not generate significant impact. Gentera did not adopt these FRS improvements early.

Ing. Enrique Majós Ramírez
Chief Executive Officer

Lic. Mario Ignacio Langarica Ávila
Chief Financial Officer

C.P.C. Marco Antonio Guadarrama Villalobos
Controller

C.P.C. Oscar Luis Ibarra Burgos
General Internal Auditor

About the report

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

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%





Independent Auditors Report

The Board of Directors and Stockholders
Gentera, S. A. B. de C. V.

Opinion

We have audited the consolidated financial statements of Gentera, S. A. B. de C. V. and subsidiaries (Gentera), which comprise the consolidated statements of financial position as of December 31, 2024 and 2023, the consolidated statements of comprehensive income, changes in stockholders' equity and cash flows for the years then ended, and notes, comprising material accounting policies and other explanatory information.

In our opinion, the accompanying consolidated financial statements of Gentera, S. A. B. de C. V. and subsidiaries, have been prepared, in all material respects, in accordance with the Accounting Criteria for Credit Institutions in Mexico (the Accounting Criteria), set forth by the National Banking and Securities Commission (the Commission).

Basis for Opinion

We conducted our audit in accordance with International Standards on Auditing (ISAs). Our responsibilities under those standards are further described in the Auditors' responsibilities for the audit of the consolidated financial statements section of our report. We are independent of Gentera in accordance with the ethical requirements that are relevant to our audit of the consolidated financial statements in Mexico, and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.



Key Audit Matters

Key audit matters are those matters that, in our professional judgment, were of most significance in our audit of the consolidated financial statements of the current period. These matters were addressed in the

context of our audit of the consolidated financial statements as a whole, and in forming of our opinion thereon, and we do not provide a separate opinion on these matters.

Allowance for loan losses for \$6,819 in the consolidated statement of financial position.

See notes 3(i) and 8(f) to the consolidated financial statements.

Key audit matter

The consumer loan portfolio’s allowance for loan losses involves the evaluation of different factors established in the methodologies set forth by the Commission, which include, among others, past-due billings, payments, balances reported in credit bureau, as well as the reliability in the documentation and update of information, which serves as an input for the determination of the allowance for loan losses.

Therefore, we have determined the allowance for loan losses as a key audit matter.

How the key audit matter was treated in our audit

The audit procedures applied to the determination by Management of the allowance for loan losses and the effect on income for the year included the assessment, through selective tests, of both the inputs used and the calculation method for the consumer loan portfolio, based on the methodology in force established by the Commission.

Goodwill for \$4,797 in the consolidated statement of financial position.

See notes 3(m) and 15 to the consolidated financial statements.

Key audit matter

Goodwill is subject to impairment testing which is performed through the use of valuation techniques that involve a significant judgment for the determination of the future cash flows estimated by Management. Most of the goodwill has been assigned to the cash flow generating units (CGUs) of the acquired businesses.

The annual impairment test for goodwill is considered a key audit matter due to the complexity of the calculations and the significant judgments necessary in determining the assumptions to be used to estimate the recoverable amount.

The recoverable amount of the CGUs is derived from the predicted discounted cash flow models.

These models use several key assumptions, including future sales prices, growth percentages of the terminal values and the weighted-average cost of capital (discount rate).

How the key audit matter was treated in our audit

Our audit procedures for this key matter included, among others, the following:

- We involved our specialists to assist us in evaluating the appropriateness of the discount rates used, which included comparing the weighted-average cost of capital to the average of the sectors of the relevant markets in which the CGUs operate.
- We assessed the appropriateness of the assumptions applied to key data such as volumes, operating costs, inflation and long-term growth rates, which included comparing such data to external sources as well as our evaluation based on our knowledge of the client and of the industry.
- We also evaluated the appropriateness of the disclosures in the notes to the consolidated financial statements.

Management is responsible for the other information. The other information includes the information included in the Annual Report of Gentera corresponding to the year ended December 31, 2024, to be presented to the Commission and Mexican Stock Exchange (the Annual Report), but does not include the consolidated financial statements and our auditors' report thereon. The Annual Report is estimated to be available to us after the date of this auditors' report.

Our opinion on the consolidated financial statements does not cover the other information and we will not express any kind of assurance conclusion thereon.

In connection with our audit of the consolidated financial statements, our responsibility is to read the other information when available and, in doing so, consider if the other information is materially inconsistent with the consolidated financial statements or with our knowledge obtained during the audit, or if it appears to be materially misstated.

When we read the Annual Report, if we conclude that there is a material misstatement in that other information, we are required to report that fact to those charged with governance.

Responsibilities of Management and Those Charged with Governance in relation to the Consolidated Financial Statements

Management is responsible for the preparation of the consolidated financial statements in accordance with the Accounting Criteria set forth by

the Commission, and for such internal control as Management determines is necessary to enable the preparation of consolidated financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the consolidated financial statements, Management is responsible for assessing Gentera's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless Management either intends to liquidate Gentera or to cease operations, or has no realistic alternative but to do so.

Those charged with governance are responsible for overseeing Gentera's financial reporting process.

Auditors' Responsibilities for the Audit of the Consolidated Financial Statements

Our objectives are to obtain reasonable assurance about whether the consolidated financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditors' report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with ISAs will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users made on the basis of these consolidated financial statements.

As part of an audit in accordance with ISAs, we exercise professional judgment and maintain professional skepticism throughout the audit. We also:

- Identify and assess the risks of material misstatement of the consolidated financial statements, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for our opinion. The risk of not detecting a material misstatement resulting from fraud is higher than the one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.
- Obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of Gentera's internal control.
- Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by Management.

- Conclude on the appropriateness of Management's use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on Gentera's ability to continue as a going concern. If we conclude that a material uncertainty exists, we are required to draw attention in our auditors' report to the related disclosures in the consolidated financial statements or, if such disclosures are inadequate, to modify our opinion. Our conclusions are based on the audit evidence obtained up to the date of our auditors' report. However, future events or conditions may cause Gentera to cease to continue as a going concern.

- Plan and perform the group audit to obtain sufficient appropriate audit evidence regarding the financial information of the entities or business units within the group as a basis for forming an opinion on the group financial statements. We are responsible for the direction, supervision and review of the audit work performed for purposes of the group audit. We remain solely responsible for our audit opinion.

We communicate with those charged with governance regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that we identify during our audit.

We also provide to those charged with governance with a statement that we have complied with relevant ethical requirements regarding independence, and communicate with them all relationships and other matters that may reasonably be thought to bear on our independence, and where applicable, actions taken to eliminate threats or safeguards applied.

From the matters communicated with those charged with governance, we determine those matters that were of most significance in the audit of the consolidated financial statements of the current period and are thereof the key audit matters. We describe these matters in our auditor's report unless law or regulation precludes public disclosure about the matter or when, in extremely rare circumstances, we determine that a matter should not be communicated in our report because the adverse consequences of doing so would reasonably be expected to outweigh the public interest benefits of such communication.

KPMG Cárdenas Dosal, S. C.
C.P.C. Alejandro De Alba Mora
Mexico City, February 26, 2025.



Corporate Offices
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GENTERA

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