The information hereby presented is exclusively for informative and illustrative purposes and it is not, nor does it pretend to be, a source for legal or financial assessment of any kind.

Certain statements in this presentation are "forward-looking" statements within the meaning of the U.S. Private Securities Litigation Reform Act of 1995. These forward-looking statements may relate to our financial condition, results of operations, plans, objectives, future performance, and business, including, but not limited to, statements with respect to the adequacy of the allowance for impairment, market risk and the impact of interest rate changes, capital adequacy and liquidity, and the effect of legal proceedings and new accounting standards on our financial condition and results of operations. All statements that are not clearly historical in nature are forward-looking.

These forward-looking statements involve certain risks, uncertainties, estimates and assumptions by management. Various factors, some of which are beyond our control, could cause actual results to differ materially from those contemplated by such forward-looking statements.

All forward-looking statements included in this presentation are based on information and calculations carried out internally by **Davivienda** as of the date of this conference and, therefore, **Davivienda** assumes no obligation to update or revise any of those forward-looking statements. These cautionary statements should be considered in connection with any written or oral forward-looking statements that we may issue in the future.

If one or more of these risks or uncertainties should occur, or if underlying assumptions prove incorrect, our actual results may vary materially from those expected, estimated or projected.

These financial statements have been prepared in accordance with International Financial Reporting Standards and are presented in nominal terms. The resulting statement for the closed quarter on **September 30th, 2021** shall not be necessarily indicative of results expected for any other period.

**Davivienda** expressly discloses that it does not accept any responsibility derived from i) actions or decisions taken or not taken based on the content of this information; ii) losses resulting from the execution of the proposals or recommendations presented in this document; or iii) any content originated from third parties.

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**1** Macroeconomic Fundamentals

2 Balance Sheet and P&L



# Banco Davivienda at a glance

Main Financials USD Billion	S	Y/Y	Loans: Customers:	\$ 13.0 7.2M			oans: Customers:	\$ 10.6 360k
<b>3</b> Assets	\$ 38.0	3.2%			Retail	Corporate		
2 Gross Loans	\$ 29.8	1.9%			Banking	Banking		
Deposits	\$ 23.8	3.1%				3		
Equity	\$ 3.7	7.6%			Daviplata	Internation	mal	
Net Profit <sup>1</sup>	251 M	100%		\	Davipiata	Internatio	Loans:	\$ 6.2
		Cust	omers: +1	3.3M		set gement	Custome	rs: 1.2M
Main Ratios		6.020/			AUM:	\$ 18.2		

Rating

Outlook

400k

**Fitch** 

BB+

Stable

Moody's

Baa3

Stable

**Customers:** 

S&P

BB+

Stable

ø.	Other Facts and Fig	
	Countries	6
_	Customers <sup>3</sup>	19.3 M
		88%
<b>%</b>	Branches	660
	ATMs	2.7k

**Employees** 

1.	Accumulated	Net Profit	as of	September 2021.	
----	-------------	------------	-------	-----------------	--

**Total Capital Ratio** 

NIM

**ROAE** 

Cost of Risk

Cost-to-Income

PDLs > 90 days

Coverage<sup>2</sup>

**CET1 Ratio** 

6.03%

3.22% 46.6%

7.12%

3.76%

131.2%

12.29%

18.46%

17.3k

<sup>2.</sup> Coverage: Asset Allowances / Loans > 90 days.

<sup>3.</sup> Total customers excluding common among segments.
Exchange rate as of September 2021: COP/USD: 3,813. Average exchange rate as of September 2021: COP/USD 3,698.
Ranking as of Sep 2021.



# Our main shareholder: Grupo Bolívar

Among the most important conglomerates in Colombia. with over 80 years of experience.

Consolidated Figures

**USD 39 Billion** Assets **Equity USD 4.3 Billion** +18 million Customers **Employees** +24 thousand

**Countries** 

#### **Financial Services**



#### Insurance





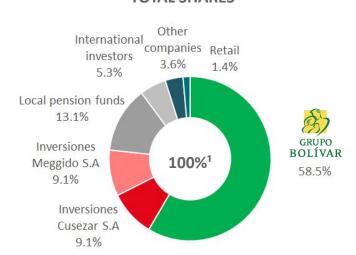
2nd 3rd by Gross in Written Premiums DVAINIENDV Loans USD 23.3 Billion in Gross Loan **USD 710 Million in Written Premiums** 15.9% of Market Share<sup>1</sup> 9.9% of Market Share 1. Gross Loans as of September 2021. Market Share includes gross Loans and Securitized Portfolio as of Aug 2021. Grupo Bolívar figures as of December 2020 Exchange rate as of September 2021; COP / USD; 3.813, Average exchange rate as of September 2021; COP / USD 3.698





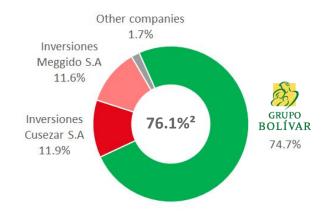
# Ownership Structure as of Sep. 2021

## **TOTAL SHARES**



- 1. Total Outstanding Shares: 451,670,413.
- 2. Ordinary Shares account for 76.1% of Total Shares (343,676,929).
- 3. Preferred Shares account for 23.9% of Total Shares (107,993,484).
- 4. Figures as of September 30th, 2021.

#### **COMMON SHARES**



### PREFERRED SHARES

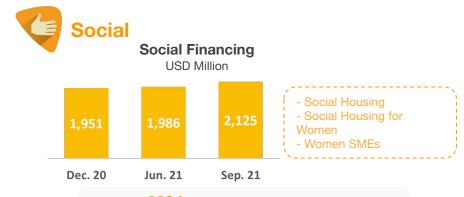




# Results of Our Sustainable Management



**\$6.3 Tn** evaluated with the Environmental and Social Risk Management System (SARAS)



+263 k people positively impacted Social programs + strategic philanthropy

### **Endorsed for the 8th consecutive year:**

Member of

Dow Jones Sustainability Indices

Powered by the S&P Global CSA

- **DJSI Emerging Markets** 
  - DJSI MILA Pacific Alliance

#### **Highlights:**

- / Disclosure y Reporting
- ✓ Materiality
- ✓ Operational Eco-efficiency
- ✓ Human capital development

#### Davivienda adheres to:











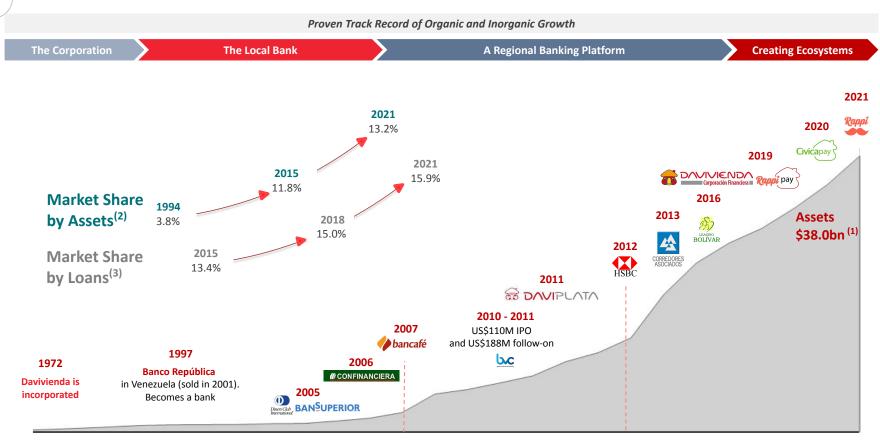








## Milestones of Sustainable Growth



<sup>1.</sup> Consolidated figures in USD Billion under Full IFRS Accounting, as of September, 2021.

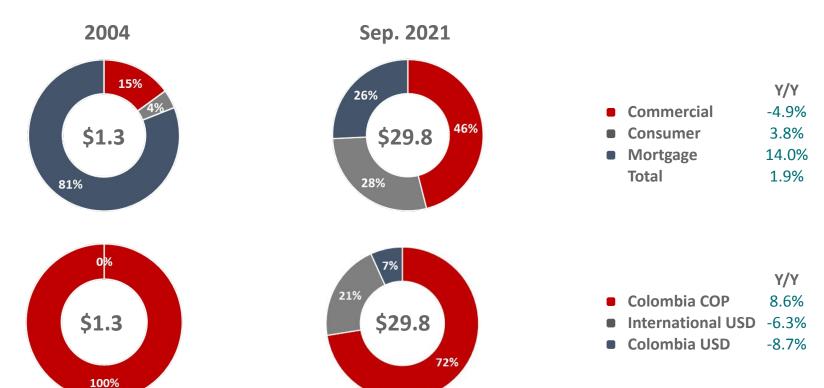
<sup>2.</sup> Market Share by assets in Colombia as of August, 2021.

<sup>3.</sup> Market Share by loans in Colombia as of August, 2021. Exchange rate as of September 2021 COP 3,813.



# A Diversified Loan Portfolio<sup>1</sup>

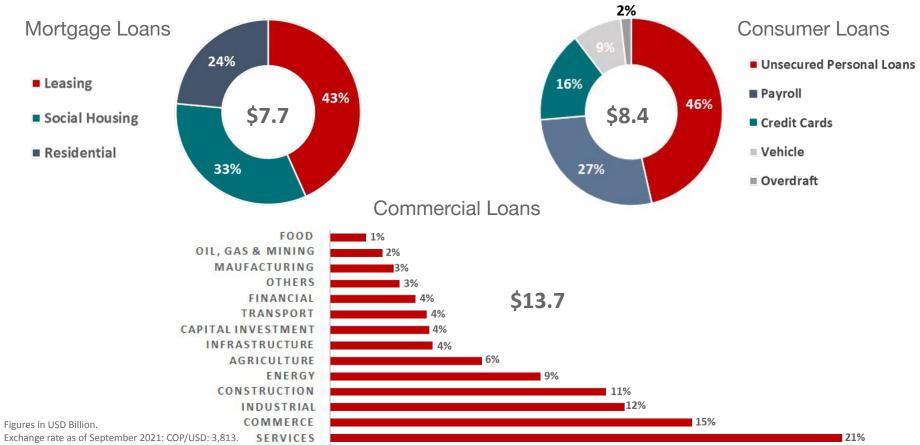
**USD** Billion



Consolidated Gross Loans
Figures in USD Billion
Exchange rate as of September 2021: COP/USD: 3,813.



# A portfolio focused on strategic segments and products

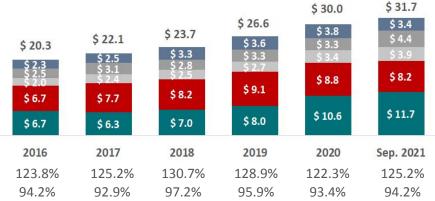




# Stable and diversified funding sources

USD Billion CAGR: 8.0%





### International Issuances

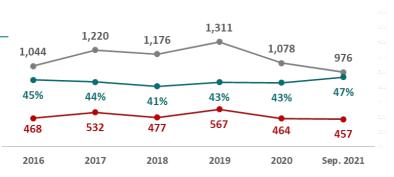
	Amount Issued	Coupon	Maturity	Price <sup>1</sup>	Yield to Maturity
Senior Notes (Global COP)	391 M USD <sup>2</sup>	7.50%	2022	104.37	6.03%
Subordinated Notes	500 M USD	5.88%	2022	102.85	1.44%
AT13	500 M USD	6.65%	Perpetual	105.05	6.16%

Consolidated Figures in USD Billion under IFRS accounting as of September 2021.

CAGR: Compound Annual Growth Rate.

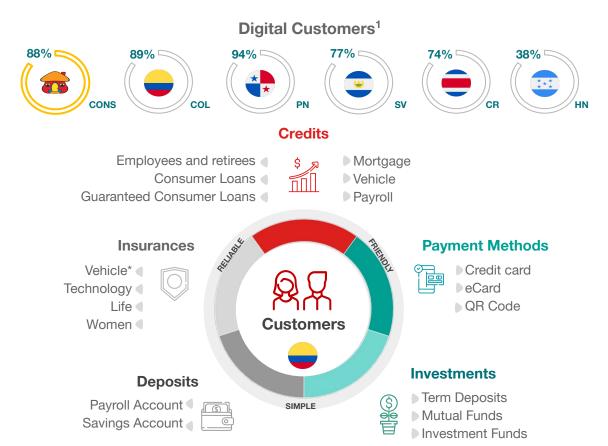
- 1. Price as of September 30, 2021.
- 2. Nominal amount: \$1.47 trillion COP.
- 3. Issued on April 15th, 2021.
- 4. Accumulated Figures from Titularizadora Colombiana in USD Million. Exchange rate as of September 2021: COP/USD: 3,813.

## Portfolio Securitization<sup>4</sup>





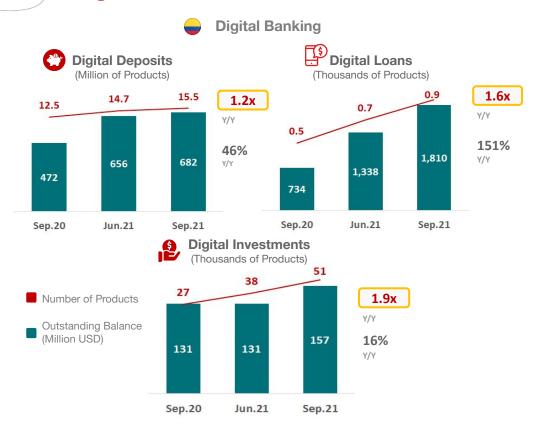
# Digital Transformation of our Business



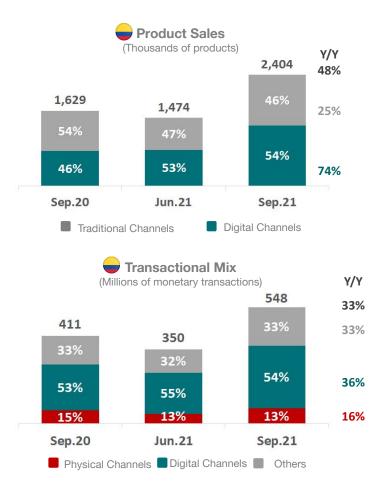
<sup>1.</sup> Digital customers: Active in the last 3 months. Consolidated: Includes Banco Davivienda Colombia, Brokerage services, Trust business in Colombia and Central America. \*Compulsory Third Party Insurance.



# **Digital Transformation Evolution**



Digital Deposits include: Mobile Savings Account, Digital Term Deposits, and DaviPlata. Digital credits include: Consumer and Mortgage Mobile Credits. Digital investments include: Voluntary pension funds and mutual funds. Accumulated product sales and monetary transactions.



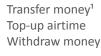


# DaviPlata, Our Digital Native Bank

#### **Daviplata Customers** 13.3 +600K +2.3M 12.7 Q/Q Y/Y 3.4 3.0 With products in the sector 4.2 4.4 Daviplata as their only financial product 5.7 5.3 Davivienda's customers Jun. 21 Sep. 21







**Shops:** QR Payment

E-commerce: DaviPlata

Pay bills Receive remittances Insurances



+ 1.7M e-cards



**Little Red House Phone Key** Transfer money to DaviPlata

Split the bill Collect money Top-up airtime





## A world-class platform recognized as an Innovation Case by:

Nationwide money order

## **Government Strategic Ally**

68%

Market **Share in subsidy** distribution



100% Digital customers +26.9K Companies +15K Correspondents 929M Transactions<sup>2</sup>



Harvard

Review

**Business** 











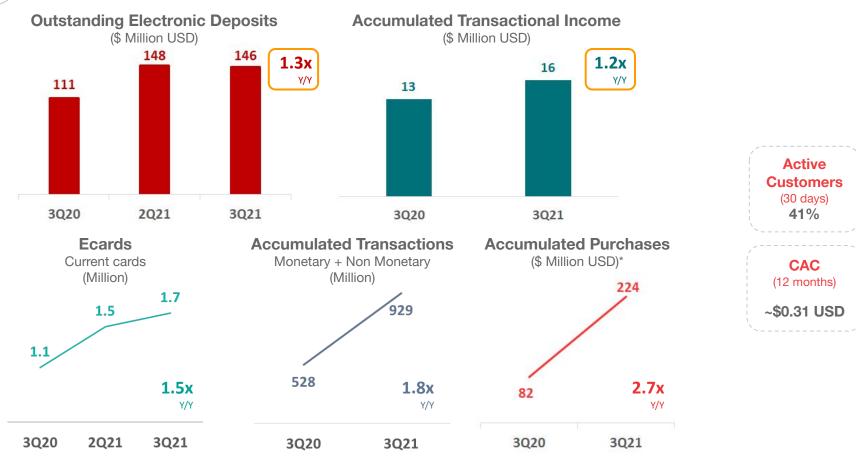




- To DaviPlata, to Davivienda's accounts, and other banks.
- Accumulated monetary and non monetary transactions as of September 2021.



# DaviPlata, Our Digital Native Bank



Figures as of September 2021. \*QR + API + eCard + PSE + Mobile top-up

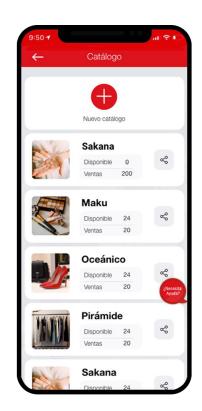
15



# DaviPlata, New Functionalities

### **Social Seller Profile**

- Manage a business profile with no fees
- Manage the business' finances
- Organize products in catalogs and share them on social networks
- Inventory management
- Receive transfers with the ACH payments or QR code







## Marketplace

Connect businesses
with Daviplata
customers' day-to-day

New sales channel for our partners

**First Allies** 

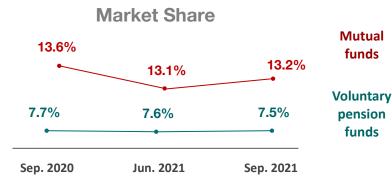
47 Brands

More allies coming soon

# Wealth Management USD Billion







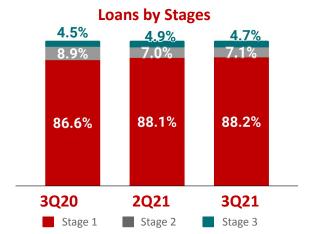
- The wealth management division has USD\$9.7 billion in assets under management and over 361 thousand customers.
- Davivienda Corredores has more than USD\$7.9 billion in assets under management and over 109 thousand customers.



# Credit Risk Management PDL, CoR, Loans by Stages (%)

	PDL <sup>1</sup> > 90	O days	
Portfolio	3Q20	2Q21	3Q21
Commercial	3.65%	3.92%	3.99%
Consumer	0.75%	2.90%	2.76%
Mortgage	3.47%	4.96%	4.45%
Total	2.80%	3.90%	3.76%
Mortgage <sup>2</sup> (120)	3.21%	4.17%	3.70%
Total <sup>3</sup> (120)	2.74%	3.70%	3.57%





## **Coverage by Stages**

3Q20	2Q21	3Q21
2.0%	1.5%	1.2%
12.7%	14.4%	14.5%
59.6%	57.5%	60.0%

<sup>1.</sup> PDL: Loans > 90 days / Gross Loans

<sup>2.</sup> Mortgage >120 days / Gross Loans

<sup>3.</sup> Total (120) includes: (Mortgage > 120 days + Commercial > 90 days + Consumer > 90 days) / Gross Loans



# Credit Risk Management Coverage (%)

Coverage <sup>+</sup>
-----------------------

Portfolio	3Q20	2Q21	3Q21
Commercial	156.5%	143.5%	141.0%
Consumer	1050.7%	234.7%	231.4%
Mortgage	64.3%	47.5%	46.9%
Total	197.0%	131.5%	131.2%

## Loan Loss Reserves / Gross Loans<sup>2</sup>

<b>Portfolio</b>	3Q20	<b>2Q21</b>	3Q21
Commercial	5.7%	5.6%	5.6%
Consumer	7.9%	6.8%	6.4%
Mortgage	2.2%	2.4%	2.1%
Total	5.5%	5.1%	4.9%



# Capital Structure

### **Capital Adequacy Ratios Buffer vs Minimum requirements** 696 bps 18.64% 18.46% 4.27% 4.71% 11.50% 1.90% 1.89% 3.00% 1.50% 1.50% 12.29% 12.04% 1.00% 4.50% CET1 7% **New minimum** 2Q21 3Q21 **BIII** requirements Common Equity Tier 1 (CET1) + Buffers<sup>1</sup> Systemic Buffer (CET1) Conservation Buffer (CET1) Additional Tier 1 (AT1) 1. Exchange rate as of September 2021: COP/USD: 3,813.

Tier 2



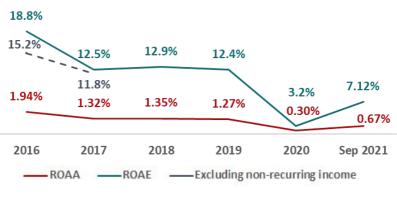
2. Phase-in Period from January 2021 to January 2024

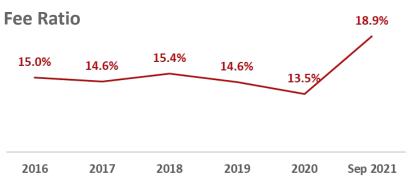
<sup>3.</sup> Figures in USD trillion.

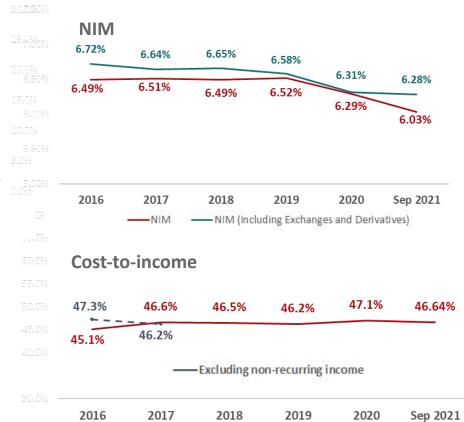


# **Key Ratios**











# A leading banking institution in Colombia

Customers<sup>1</sup> +17.9 Million Branches 525

ATMs
2.1 Thousand
Banking correspondents +15 Thousand
Employees 12.9 Thousand

USD Billion	September 2021	Y/Y	Ranking	Market Share
Assets	29.1	2.8%	3	13.3%
<b>Gross Loans</b>	22.9	2.1%	2	15.9%
Commercial	10.1	-6.5%	3	13.2%
Consumer	6.6	4.8%	2	15%
Mortgage <sup>2</sup>	6.1	16.9%	1	26%
Deposits	18.0	3.3%	2	13.6%
Bonds	3.8	23.7%	2	22%
Equity	3.3	5.3%	3	10.6%
Net Profit <sup>3</sup>	0.2	100%	3	4%



- Presence through branches and banking correspondents
- Presence through banking correspondents only

Source: Superintendencia Financiera de Colombia

<sup>1.</sup> Includes Daviplata & wealth management customers

<sup>2.</sup> Includes securitized loans

<sup>3.</sup> Accumulated net profit



# Our operations in Central America

### **Total Central America**<sup>1</sup>

USD Million	Sep. 21	Y/Y
Assets	9,169	5.3%
<b>Gross Loans</b>	6,246	5.2%
Commercial	3,240	3.3%
Consumer	1,624	8.3%
Mortgage	1,382	5.9%
Deposits	5,962	4.5%
Equity	1,003	7.8%
Net Profit <sup>2</sup>	63.9	124.6%

Customers +1.4 million
Branches 132
ATMs 534
Employees +4.1 thousand



Costa Rica Market				El Sal	vador		Panamá		Honduras					
USD Million <sup>3</sup>	Sep. 21	Δ Υ/Υ	Market Share	Ranking	Sep. 21	Δ Υ/Υ	Market Share	Ranking	Sep. 21	Δ Υ/Υ	Sep. 21	Δ Υ/Υ	Market Share	Ranking
Assets	3,380	6.4%	7%	5	2,931	0.9%	15%	3	1,327	-0.7%	1,531	17.1%	6%	6
<b>Gross Loans</b>	2,134	3.6%	8%	6	2,128	6.6%	16%	3	798	-10%	1,187	18.8%	8%	6
Commercial	1,227	6.4%	9%	4	917	6.2%	14%	3	636	-13%	460	17.3%	4%	6
Consumer	327	-2.2%	5%	7	818	5.1%	18%	4	37	0%	433	26.1%	16%	3
Mortgage	580	1.3%	7%	5	394	11.0%	16%	3	124	2%	284	11.0%	13%	4
Deposits	1,825	5.8%	6%	6	1,983	1.6%	13%	4	1,065	-3%	1,088	17.1%	6%	6
Equity	329	10.0%	5%	6	319	7.8%	14%	3	198	3%	157	9.0%	6%	6
Net Profit <sup>2</sup>	24.5	340.5%	4%	4	22.5	87.2%	13%	3	6.6	38%	10.3	69.7%	6%	6

<sup>1.</sup> Figures under IFRS accounting.

<sup>2.</sup>Accumulated net profit.

<sup>3.</sup>Market share and ranking for banks in the local market as December 2020. Exchange rate as of September 2021: US\$ 1 / HNL\$ 24.08 CRC\$ 630.28. Figures in USD Million.



# Board of Directors and Corporate Governance Committees

#### **Audit Committee**



- > Supports BoD in supervising effectiveness of internal controls
- Composed of three directors, two are independents members of the BoD
- Reviews financial audited statements prior submission to the BoD

#### Corporate Governance & Sustainability Committee<sup>1</sup>



- > Provides assistance, supervision, review and implementation of policies, guidelines and procedures regarding of corporate governance and compliance best practices and sustainability with the objective to guarantee accomplishment of international standards and internal goal.
- Composed of five members, one of whom must be a BoD member

#### **Compliance Committee**



- Supports the management team in the implementation, supervision, and monitoring of the compliance program regarding the prevention of money laundering and financing of terrorism
- Made up of eight principal members, one of whom is the CEO and one of whom must be a **BoD** member

#### **Corporate Risk Committee**



- Defines risk management guidelines and informs the BoD and senior management of the corporate risks affecting the Company and its subsidiaries
- > Works alongside several executive risk committees specialized in specific risks as credit. market and liquidity. operational and fraud risk committees among others
- Composed by three directors.

## **BoD Members**



**Carlos Arango BA in Economics** Chairman



Javier Suárez MSc Finance/Actuarial Science



Álvaro Peláez



Andrés Flórez BSc Civil Engineering LLM Finance and Capital Markets



Daniel Cortés **BBA BSc Accounting** 



Diego Molano MBA MSc Economics



Ana Milena López **MBA Finance** 







Since May 1<sup>st</sup>, 2021, Corporate Governance and Sustainability Committees were established as one. Since May 1<sup>st</sup>, 2021, Davivienda's Board of Directors has seven principal members instead of five principal members, and five alternate members.



# **Experienced Management Team**



**Efraín Forero.**Chief Executive Officer

- CEO since 1990
- Holds a Bachelor degree in Industrial Engineering from Universidad Javeriana and an M.S. from University of Michigan
- Has over 31 years of experience in the financial sector



Ricardo León. Executive VP. Risk

- Bachelor's degree in Computer Science from U.
   Piloto de Colombia and a specialization in Finance from Universidad de los Andes
- Over 30 years of experience in the financial sector



Álvaro Carrillo.

Executive VP. Corporate Banking

- Bachelor's degree in Economics and a specialization in Finance from U. del Rosario
- Over 29 years of experience in the financial sector



Maritza Pérez.

#### Executive VP. Retail banking & Marketing

- Bachelor's degree in industrial engineering from Universidad Javeriana and a specialization in Finance from Universidad de los Andes
- Over 23 years of experience in the financial sector and 16 within Davivienda



## Martha Echeverry. Executive VP. Human Resources

- Bachelor's degree in Psychology from Universidad de los Andes and an MBA from Universidad Pontificia Comillas de Madrid.
- Over 17 years of experience in Human Resources



#### Patricio Melo. Executive VP. Technology

- Bachelor's degree in Civil Engineering and Electronics from Universidad Técnica Federico Santa María de Chile
- Over 28 years of experience in the financial sector



**Pedro Uribe. Executive VP. International Operations** 

- Bachelor's degree in Industrial Engineering and Specialization in Finance from Universidad de los Andes and a masters from INALDE
- Over 17 years of experience in the financial sector



## Jorge Rojas. Executive VP. Commercial Banking

- Industrial Engineer from Universidad
  Javeriana, with a specialization in Finance
  from Universidad EAFIT-CESA INCOLDA, and
  Senior Management Program from
  PADE-INALDE.
- Over 27 years of experience in the financial sector



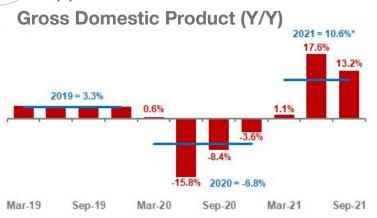
## Jaime Castañeda. VP. Treasury and International Business

- Bachelor's degree in business administration from EAFIT University. specialization in Top management from INALDE business school and a Masters in International Business from Western Sydney University
- Over 30 years of experience in the financial sector.



## Macroeconomic Fundamentals Colombia Appendix 1

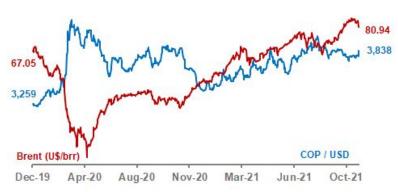




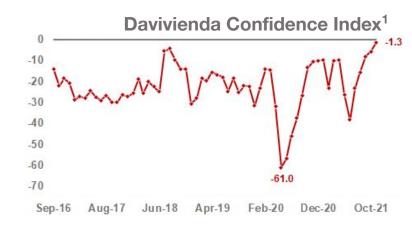
<sup>\*</sup>Year to date average

Source: National Administrative Department of Statistics (DANE)

## **Exchange Rate and Oil Prices**

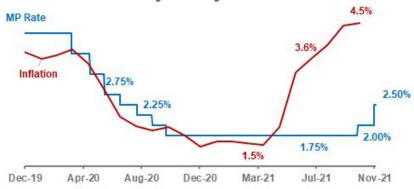


Source: Financial Superintendence of Colombia and FED St. Louis FRED.



Source: Banco Davivienda. 1. ¿Has your level of confidence about the country's economic situation increased, remained the same or decreased?

## **Monetary Policy Rate and Inflation**



Source: DANE and Colombia's Central Bank.



## Macroeconomic Fundamentals Central America = = = + Appendix 1

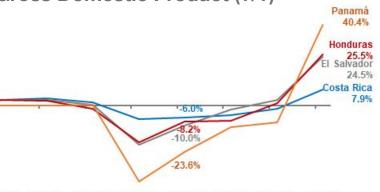






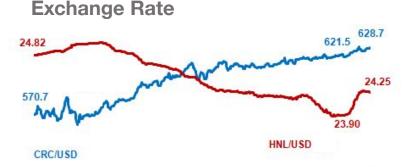








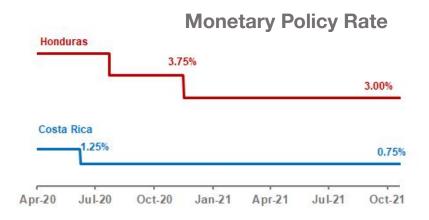
#### Inflation (Y/Y) El Salvador 5.0% Honduras 4.62% 3.4% Panamá 2.5% Costa Rica 0.3% 2.1% -0.4% -1.9% Jun-20 Sep-20 Dec-20 Mar-21 Jun-21 Sep-21



Mar-21

Aug-21

Nov-20



Jun-20

Jan-20



# Consolidated Balance Sheet Appendix 2

USD Million	3Q20	2Q21	3Q21	\$ Q/Q	Q/Q	\$ Y/Y	Y/Y
ASSETS							
Cash and interbank funds	2,885	2,953	3,337	384	13.0%	452	15.7%
Investments	4,264	4,217	4,352	135	3.2%	88	2.1%
Loans	27,638	27,614	28,335	720	2.6%	696	2.5%
Commercial	14,408	13,73	13,709	-21	-0.1%	-699	-4.9%
Consumer	8,118	8,061	8,43	368	4.6%	312	3.8%
Mortgage	6,724	7,313	7,663	350	4.8%	940	14.0%
Allowances	-1,616	-1,492	-1,470	22	-1.5%	146	-9.1%
Goodwill	429	429	429	0	0.0%	0	0.0%
Other assets	1,618	1,52	1,572	52	3.5%	-46	-2.8%
Total assets	36,834	36,733	38,025	1,292	3.5%	1,191	3.2%
LIABILITIES							
Deposits	23,253	23,742	24,011	270	1.1%	759	3.3%
Saving accounts	10,409	11,16	11,718	558	5.0%	1,309	12.6%
Checking accounts	3,259	3,627	3,856	229	6.3%	597	18.3%
Term deposits	9,429	8,698	8,235	-463	-5.3%	-1,194	-12.7%
Other	156	256	202	-54	-21.0%	47	30.0%
Bonds	3,525	4,09	4,393	303	7.4%	868	24.6%
Local	2,526	2,595	2,744	149	5.8%	218	8.6%
International	999	1,495	1,649	154	10.3%	650	65.1%
Credits from entities	4,256	3,504	3,448	-56	-1.6%	-808	-19.0%
Other liabilities	2,387	1,863	2,5	638	34.2%	113	4.7%
Total liabilities	33,421	33,198	34,353	1,155	3.5%	932	2.8%
EQUITY							
Total stockholders' equity	3,413	3,535	3,672	137	3.9%	259	7.6%
Total liabilities & stockholders equity	36,834	36,733	38,025	1,292	3.5%	1,191	3.2%



# Consolidated P&L Appendix 2

**Accumulated** 

USD Million	3Q20	2Q21	3Q21	\$ Q/Q	Q/Q	\$ Y/Y	Y/Y	Sep 2020	Sep 2021	\$ Y/Y	Y/Y
Total income	762	729	721	-9	-1.2%	-42	-5.5%	2,347	2,109	-238	-10.2%
Loans	694	683	686	3	0.4%	-8	-1.2%	2,158	2,031	-128	-5.9%
Commercial	272	232	238	6	2.5%	-34	-12.7%	825	696	-129	-15.6%
Consumer	266	257	262	5	2.1%	-4	-1.5%	833	762	-71	-8.5%
Mortgage	156	202	186	-16	-8.0%	30	19.2%	500	573	73	14.5%
Investment	63	42	31	-11	-25.1%	-32	-50.6%	170	67	-102	-60.4%
Overnight	5	4	3	-1	-19.7%	-1	-25.7%	19	11	-8	-43.1%
Financial expenses	251	194	220	27	13.8%	-31	-12.2%	829	612	-217	-26.2%
Demand deposits	53	38	38	1	1.7%	-14	-27.1%	181	114	-66	-36.6%
Term deposits	98	70	73	3	3.9%	-25	-25.3%	324	217	-107	-33.0%
Credits with entities	34	23	25	2	9.6%	-9	-26.5%	119	76	-43	-36.4%
Bonds	55	54	75	21	39.2%	20	36.0%	173	178	5	3.0%
Repos	11	9	9	0	0.9%	-2	-19.3%	32	26	-6	-18.0%
Gross financial margin	511	536	500	-35	-6.6%	-11	-2.2%	1,519	1,498	-21	-1.4%
Net allowances	311	189	173	-16	-8.4%	-138	-44.4%	816	670	-146	-17.9%
Net interest margin	200	346	327	-19	-5.6%	127	63.5%	703	828	125	17.8%
Operating income	85	99	127	28	28.6%	43	50.5%	245	326	81	33.0%
Operating expenses	278	302	305	3	0.9%	27	9.7%	824	880	56	6.8%
Exchange and derivatives	10	20	22	2	9.7%	12	100%	21	99	78	100.0%
Other income and expenses, net	3	-2	1	4	-171.8%	-1	-45.4%	-7	-3	4	-61.0%
Income before taxes and minority interest	20	161	173	12	7.2%	154	100%	139	371	232	100.0%
Taxes	7	53	66	13	24.7%	60	100%	32	120	88	100.0%
Net Profit	13	117	107	-10	-8.7%	94	100%	107	251	144	100.0%

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## **Investor Relations and Capital Management**

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