Annual Report
2023 Integrated Report



GRUPO SUPERVIELLE

Grupo Supervielle
Annual Report
2023 Integrated Report

We encourage the dreams of our customers, providing solutions for their growth



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Letter from the Chairman

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Letter from the Chairman

Dear readers,
I am pleased to present to you the Annual Integrated Report of Grupo Supervielle for the year ended December 31, 2023, with the highlights of our management for the creation of financial and non-financial value.

During the previous year, we established a clear path towards profitability, with operational integration and efficiency measures intended to execute the strategic pillars of our businesses and build bank of the future. It is with great satisfaction that I inform today that in 2023 we achieved a successful performance as shown by our results: a 17% ROE in real terms, a robust 21% Tier 1 capital ratio and a 1.2% non-performing loan portfolio ratio, reaching historical minimum levels, in a challenging macroeconomic and political context, featured by high inflation and credit penetration that continued to fall to levels below 7% in relation to GDP.

Regarding the transformation process, throughout the period we enhanced the customer-centric and product-oriented operating model. We continued to optimize digital, virtual and automated channels, while transforming our branch network to offer higher value transactions and drive cross-selling efforts. This improved our NPS and positioned the Virtual Hub as a highly efficient transactional channel. As a result, we closed the year with 137 branches, as compared to 183 at the beginning of the process in 2020. We also recorded a 17% increase in the number of customers per branch over the previous year.



In our Individuals segment we continued to improve competitive NPS and to drive sustained digital adoption, greater loyalty and cross-selling. In particular, the number of digital retail customers had a year-on-year increase of ten points, reaching 62%. Additionally, 64% of personal loans were originated digitally, up from 34% a year ago. Digital sales of insurance products offered through digital and non-digital channels also increased, reaching 26% as compared to 10% in January 2023.

Worthy of mention is the strong adoption of our digital wallet: from January to December 2023 the number of transfers grew from 3 million to 7 million, QR code payments increased from 25 thousand to 250 thousand and payments for public utilities increased by 84%. Along these lines, we increased 9 times the number of individual customers who, during the year, invested in, and withdrew funds from, the FCI Premier Renta Corto Plazo through the Inversión Rápida product, which also resulted in a 7 times increase in managed assets in nominal terms.

Furthermore, we achieved material results in the strategic priorities of the Business segment, improving NPS in all segments for the second year in a row. In the second half of the year we recovered market share and closed the year with a slight increase, new customers and greater loyalty among SMEs and business customers. Throughout the year we completed the digital offer of products for working capital financing; in December, 93% of Factoring transactions, 72% of Unsecured Loans and 52% of Overdrafts were carried out digitally by SME customers. At the same time, we continued to expand our share of demand deposits and foreign trade transactions.

In the Insurance segment, we improved the digital experience of our customers, with a wider array of products which are simpler to contract and claims self-management. Under the operation of Supervielle Seguros and Supervielle Productores Asesores de Seguros, during the current year we doubled sales and began to scale the product offering through the Virtual Hub. We also grew more than 50% in the placement of policies for commercial customers, increased the stock brokered by Supervielle Bróker by 37% and 88% of total expired policies were renewed.

Our mutual fund management company, Supervielle Asset Management (SAM), closed the year with average funds of $404 billion and a market share of 1.72%.

Finally, IOL Invertironline achieved significant growth in terms of commissions, reaching the milestone of one million accounts and nearly 720,000 App downloads. Throughout the year, more than 14 million transactions were carried out, 916 thousand accounts were opened, with 483,580 active customers and more than $653 billion of managed assets at the end of December.

Throughout the reporting period, we continued to develop goals and objectives that are part of our sustainability strategy.

In environmental terms, we reduced total electric power consumption by 12% as compared to 2022, increased the use of renewable sources to 2,122 MWh and offset 100% of our 2022 carbon footprint. Within the framework of our social responsibility actions, we trained 8,249 persons in the responsible and sustainable use of financial instruments. We continued to develop various projects related to education, children, senior citizens, institutional strengthening and initiatives that promote culture and the arts.

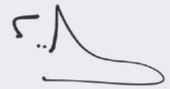
In 2023 we achieved a successful performance as shown by our results: a 17% ROE in real terms, a robust 21% Tier 1 capital ratio and a 1.2% non-performing loan portfolio ratio, reaching historical minimum levels.

During the reported period, we invested $2,446,787,265 in training, totaling 35,746 training hours and 16 average hours per person. 449 employees from all the regions where we operate participated in more than one volunteering action, 61% of whom were women.

To maximize opportunities and generate shared value with our value chain, in 2023 we developed supplier risk management with an integrative and holistic approach under our Third Party Risk Management Policy.

In order to strengthen the sustainable management of the credit portfolio, we continued implementing the Environmental and Social Risk Policy that classifies the activities of our customers based on social, environmental or climate change risks. Looking forward, we are confident in our ability to drive the strong expansion of our loan portfolio once the economy stabilizes and resumes growth. We also continued to issue SVS (Social, Green and Sustainable) Bonds and launched an Environmental, Social and Governance (ESG) Mutual Fund through our subsidiary SAM, which promotes the financing of companies with sustainable development projects.

On behalf of the Board of Directors, I would like to close by expressing my gratitude to our teams, suppliers, shareholders and customers for their support and trust in the quality of our products and the sustainable performance of our organization. I invite you to browse the pages that follow and learn more about the results achieved as of December 31, 2023.



Julio Patricio Supervielle
Chairman

Scenarios in which we operate

Challenging scenario featured by low credit demand →



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International Scenario

The reported year was featured by a slowdown in the global economy, which grew 3.0% in 2023 as compared to 3.5% in 2022, according to International Monetary Fund (IMF) estimates.

As from the tightening of monetary policy by central banks, inflation continued to decline throughout the year. As a result, the U.S. Federal Reserve raised the Federal Funds rate by an additional 1% to a range of 5.25 – 5.50%, in addition to the increase of more than 4% in 2022. Similar trends were followed by the Bank of England and the European Central Bank, resulting in a strengthening of their currencies.

In turn, commodities partially reversed the price rises caused by Russia's invasion of Ukraine. However, they are still above historical levels. The price of oil, meanwhile, remains at high levels due to the greater resilience of the global economy faced with rising rates and the conflict in the Middle East between Israel and the Hamas terrorist group.

Local Scenario

During the reported period, the local environment was strongly impacted by the November 19 run-off, when Javier Milei was elected President of Argentina.

The Milei Administration's first initiatives focused on the liberalization of the country's economy, a strategy that was formalized through Emergency Decree (DNU) No. 70/2023, which repeals and amends more than 300 laws. It establishes the deregulation of trade, services and industry throughout the Argentine territory and renders ineffective the restrictions on the supply of goods and services that distort market prices, among its main guidelines.

The DNU was supplemented by the Omnibus Bill submitted to Congress by the Executive with the aim of declaring a public emergency in different areas and proposing structural reforms with an impact on the tax system, the social security system and the private sector, among other. However, given the lack of agreement in the preliminary negotiations with the other political forces, at the close of this report the government decided to withdraw the bill from legislative consideration.

The new administration has presently announced measures to reduce the tax deficit and achieve financial balance by the end of 2024 and promoted a change in relative prices, with which it seeks to correct Argentine economic distortions. Along these lines, it updated the exchange rate, which lagged far behind the evolution of prices. An adjustment in subsidies to the rates of public utilities (water, electricity, gas and transport) was also announced, which had suffered a great delay during the previous administration, as they rose well below inflation.

At the end of the year, the agreement with the IMF was almost deactivated. Initially, the targets were modified because the drought prevented the accumulation of reserves. Even so, the targets were not fulfilled and the IMF did not make the disbursement of approximately $3.3 billion provided for by the fifth and sixth reviews of the agreement that had taken place in August.

The new administration reached a new agreement with an adjustment in the targets for 2024, mainly in terms of the tax area from a primary deficit of 0.9% of GDP to a primary surplus of 2%. The reserve accumulation target

was raised to $10 billion, from $8.2 billion. Such a difference is not observed in practice, since the IMF considers that the US$2,700 million that the BCRA obtained in the last days of December was in fact an accumulation of reserves. With these changes, the IMF could disburse, in addition to the $3.3 billion not disbursed in November 2023, an advance of $1.4 billion of the disbursements scheduled for March and June.

Economic Data

Economic Activity

The Argentine economy recorded a cumulative year-on-year decline of 1.6 %[1], largely due to the drought that mainly affected the agricultural sector (-20.4%). Due to import restrictions, a smaller decline than expected was recorded, increasing trade debt to importers. According to the latest data available at the end of October, more than 33,000 jobs were created while total wages showed a cumulative drop in 2023 of 4.9% as compared to the previous year in real terms (122% nominal year-on-year).

Prices

The headline inflation index as measured by the Consumer Price Index (CPI) reflected an increase of 211.4%, the highest since 1990. On the other hand, core inflation, which excludes the effect of regulated and seasonal goods prices, stood at 229.4%.

Public Finance

The primary deficit represented approximately 2.7% of GDP, failing to meet the target agreed with the IMF of 1.9%, while the financial deficit stood at 5.9%. The fiscal deterioration as compared to 2022 is due to the loss of 4.7% in revenues, mainly as a result of the significant drop in income from withholdings as a result of the drought. At the same time, public expenditure fell by 4.9%, mainly due to a reduction in real terms in social benefits and subsidies.

External Sector

The result of the trade balance accumulated a deficit of US$6,926 million as compared to a surplus of US$6,923 million in 2022. The result is largely explained by the 24.5% drop in exports as a result of the drought, while imports were not affected to the same extent.

Regarding the gross international reserve level, a loss of US$22,995 million was recorded and the year closed with a stock of US$21,603 million.

The dynamics of the exchange rate until the Primary, Open, Simultaneous and Mandatory Elections (PASO) was governed by a crawling peg scheme, with adjustments by the Central Bank of Argentina (BCRA) at a rate similar to that of inflation. After the PASO, the exchange rate was devalued by 21.8%, from $287 to $350, remaining at that level until November 15, when the crawling peg scheme was restored. After the inauguration of President Javier Milei and the swearing-in of the new monetary authorities, the exchange rate was devalued by 118% and a crawling peg scheme was established with a 2% depreciation per month.

Monetary Policy

Until the new authorities of the BCRA took office, the monetary policy interest rate (interest rate on liquidity bills or LELIQs) increased from 75% at the close of 2022 to 133% as of December 18, 2023, an increase of 58%. The new government stopped tendering LELIQs, while the rate of reverse repos, which are 1-day bills, became the benchmark for monetary policy, reaching a nominal annual 100% at the close. In addition, the National Treasury began to issue fixed-rate bills, promoting the transfer of debt from the BCRA. In this way, the elimination of LELIQs does not result in an increase in the monetary base, but rather in a reduction in the BCRA's balance sheet, both in terms of liabilities and assets.

[1] Data published by the National Institute of Statistics and Censuses (INDEC), which at the close of this report covered up to December 2023.

Financial System

During the reported year, the regulations established by the BCRA remained in force, such as the establishment of a minimum interest rate to be paid by financial institutions for time deposits, the Productive Investment Financing Line (LIP), which continued to be the main tool used to channel credit to MSMEs under more favorable conditions, as well as the setting of maximum interest rates for credit card financing.

At the end of the year, the deposits and loans to GDP ratio was 17.0% and 6.9%, according to the latest data available as of September 2023, as compared to 18.3% and 7.3%, respectively, in December 2022. Total private sector deposits in the financial system increased by 171.1% (-13.0% in real terms) while total loans to the private sector increased by 148.8% year-on-year (-20.1% in real terms).

Interest rates recorded a strong increase throughout the year: BADLAR reached 130% by early December to then close the year at 109.76%, exceeding the 2022 result by 40%. As aforesaid, at year end, the monetary policy rate reached 100% (25 points higher than the previous year). Guaranteed minimum rates for the payment of time deposits were established at 110% as of December 31 when, as of December 15, they were at 133% (due to a BCRA adjustment) and one year earlier, at 75%.

The financial system's liquidity and solvency remained high. The liquidity indicator (including not only cash available, but also BCRA instruments and National Treasury bonds eligible to pay reserve requirements) for the financial system reached 88.6% as of December 31, 2023. This implies an increase of 14.2 points as compared to 2022. In addition, the sector's regulatory capital payment ratio totaled 32.4% of risk-weighted assets.

Insurance Market

There are 192 insurance companies in Argentina (as of September 30, 2023), 18 of which are engaged in Retirement Insurance, 36 exclusively in Life Insurance (including Group, Individual, Pension, Health, Personal Accidents and Funeral), 12 specialized in Occupational Risks and 5 in Public Passenger Transportation. The remaining 121 companies are engaged in other property and casualty insurance operations or "mixed" operations covering both property and casualty insurance. Finally, the local market is also made up of 16 reinsurance companies, 11 of which are domestic and 5 are branches of foreign companies.

The industry's activity is measured in terms of premiums written net of cancellations. During fiscal year 2022, the latest information available as of the date of this report, the total insurance market recorded more than $1,803 billion, which represents a nominal growth of 65% over the previous year which, in turn, represents a growth in real terms of 0.83%.

Nevertheless, the sector reached 3.01% of the Gross Domestic Product (GDP) in 2022, which evidences the importance of the local insurance and reinsurance sector for the Argentine economy with a -0.01% change over the previous year.

By type, 80% of policies are Property Insurance and 20% are Casualty Insurance. The first segment is led by Motor Vehicles, which is close to $689.8 billion, representing 47.4% of property and casualty insurance policies. Then, Occupational Risks reached about $385 billion becoming the second in line, representing 27% of the segment.

Group Life and Credit Life lines reached together about $132.9 billion, representing 51% of the total Personal Insurance policies.

Finally, to complete the big picture of the insurance market, the brokerage segment is made up of 46,207 insurance and reinsurance brokers who have to meet a series of requirements to manage the insurance contracted through them.

Mutual Fund Industry

In December 2023, the monthly average of managed funds recorded a rise of 15% in real terms as compared to the close of 2022.

Considering market managers, while banking groups grew by 11% year-on-year, independent managers grew by 23%. The higher growth of the second group ensures a 37% market share in the sector as a whole, with 63% remaining in the hands of banking groups.

The sector is comprised of the following products, by order of importance and by volume of managed funds:

- Money Market funds for immediate liquidity: they represent 50% of the total managed funds with an increase in real terms in the year of 9%. This product allows investors to limit their loss of monetary balance holdings which generates inflation. Management of this product is led by banking groups with an 85% market share.
- Medium-term local fixed and mixed income funds in pesos: they account for 27% of the sector. They include products offering liquidity in 48 hs (T+2), with asset portfolios in line with the evolution of inflation, the official exchange rate or other combinations on a discretional basis. Managed funds present an annual increase in real terms of 36% and independent asset managers lead the market with 59% of the total.
- Short-term local fixed income funds in pesos, which offer liquidity in 24 hours (T+1) and with the same return as the Badlar rate: they represent 5% of the sector as a whole and their annual change fell by 28% in real terms due to the interest of investors for other inflation or dollar linked products in December.
- Funds with a lower market share: SMEs, Infrastructure and ESG (8%); Foreign Fixed and Mixed Income Funds (5%); Local Fixed and Mixed Income Funds in US dollars (3%) and Variable Income and Total Return (4%).

The major customers with the highest share in the total of the aggregate insurance industry are companies which represent 56% and grew by 11% over 2022, basically with investments in Money Market funds.

Likewise, ACDIs (Agents with Proprietory Portfolio) grew by 80%, reaching a 17% market share. These customers record a higher annual growth in real terms and act on behalf of their own customers, estimated in 12.5 million.

Finally, individual customers recorded an annual growth in real terms of 26%, concentrating 7% of managed funds.

Outlook for 2024

According to the latest IMF estimates, the world economy is expected to grow 3.1% in 2024. Inflation is falling faster than expected in most regions, and the same applies to the possibility of recession. This led the IMF to increase its growth projections at world level for this year. However, geo-political conflicts might give rise to hikes in commodity prices and to supply chain issues, discontinuing the disinflation path, which could demand an even greater tightening of the monetary policy. Another existing risk is the worsening of the crisis in the Chinese realty sector. In addition, the Israel-Hamas conflict could escalate at regional level and give rise to new tension between China and Taiwan.

As regards our country, according to economic consulting firms participating in the BCRA's Relevamiento de Expectativas de Mercado, as of January 2024, a 3% drop is expected in the activity level, mainly in Q1 of the year, with more stability during the rest of the year. In the same line, an inflation rate is expected of 227% p.a., with a peak that might exceed 350% in June and a nominal exchange rate closing at $1,700.6 according to the median of surveyed people.

According to IMF estimates, major trading partners will grow. However, high interest rates, the slowdown in international trade and the drop in commodity prices could have a negative impact on the local economy.

Truth to tell, Argentine economy will undergo a challenging year due to the adjustments to be implemented by the new administration. With a view to accumulating reserves and eliminating the financial deficit, the first measures were intended, as explained, to put back in track the relative economy prices, correct the exchange rate and subsidies to public utilities rates and increase tax income. The Ministry of Economy expects good results following the increase in revenues and the reduction of expenses.

These measures are expected to generate high inflation during the months to come, a brief recession period followed by a growth stage.

It is also expected that, as a result of the stabilization of the country's macroeconomic situation and the reduction in inflation, together with the current high level of liquidity, the financial system will lead to greater demand for loans, contributing to sustain economic recovery and increase the levels of credit penetration in GDP, which are currently below those reached in the 1999-2002 crisis.

Integrated Value Creation

We prepare the report in line with the international framework -IR- and the capitals representing value created by the organization →

We adopted a double materiality approach incorporating a financial perspective of the business



We included cybersecurity as a material topic

Preparation of the Report →
Sustainability Strategy →
Stakeholder Engagement →
Materiality Analysis →
How We Create Value →

Preparation of the Report

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

We hereby submit the Integrated Report of Grupo Supervielle which was prepared by the Sustainability Department and the Investors Relations Department, with the cooperation of subsidiary referents.

The document deals with our most relevant results during 2023 for the creation of short and long-term financial and non-financial value, in accordance with the 2021 Global Reporting Initiative (GRI) standards, taking as a reference the contents of the GRI G4 Sector Standards Project for the Financial Industry. In addition, the metrics and criteria defined by the Sustainability Accounting Standards Board (SASB) for Commercial Banks, were also taken into account.

Reporting period:
January 1 to December 31, 2023

Date of report:
March, 2024

Reporting cycle:
annual

Contact for queries about the report:
sustentabilidad@supervielle.com.ar

Companies included[1]:

- GRUPO SUPERVIELLE
- SUPERVIELLE
- SUPERVIELLE SEGUROS
- mila
- invertir online
- SUPERVIELLE ASSET MANAGEMENT
- Cordial
- IOL Academy
- SUPERVIELLE BROKER DE SEGUROS
- SUPERVIELLE AGENTE DE NEGOCIACIÓN

The 2022 financial indicators were adjusted for inflation and stated in homogeneous currency as of December 31, 2023, so that they can be compared with 2023 results.

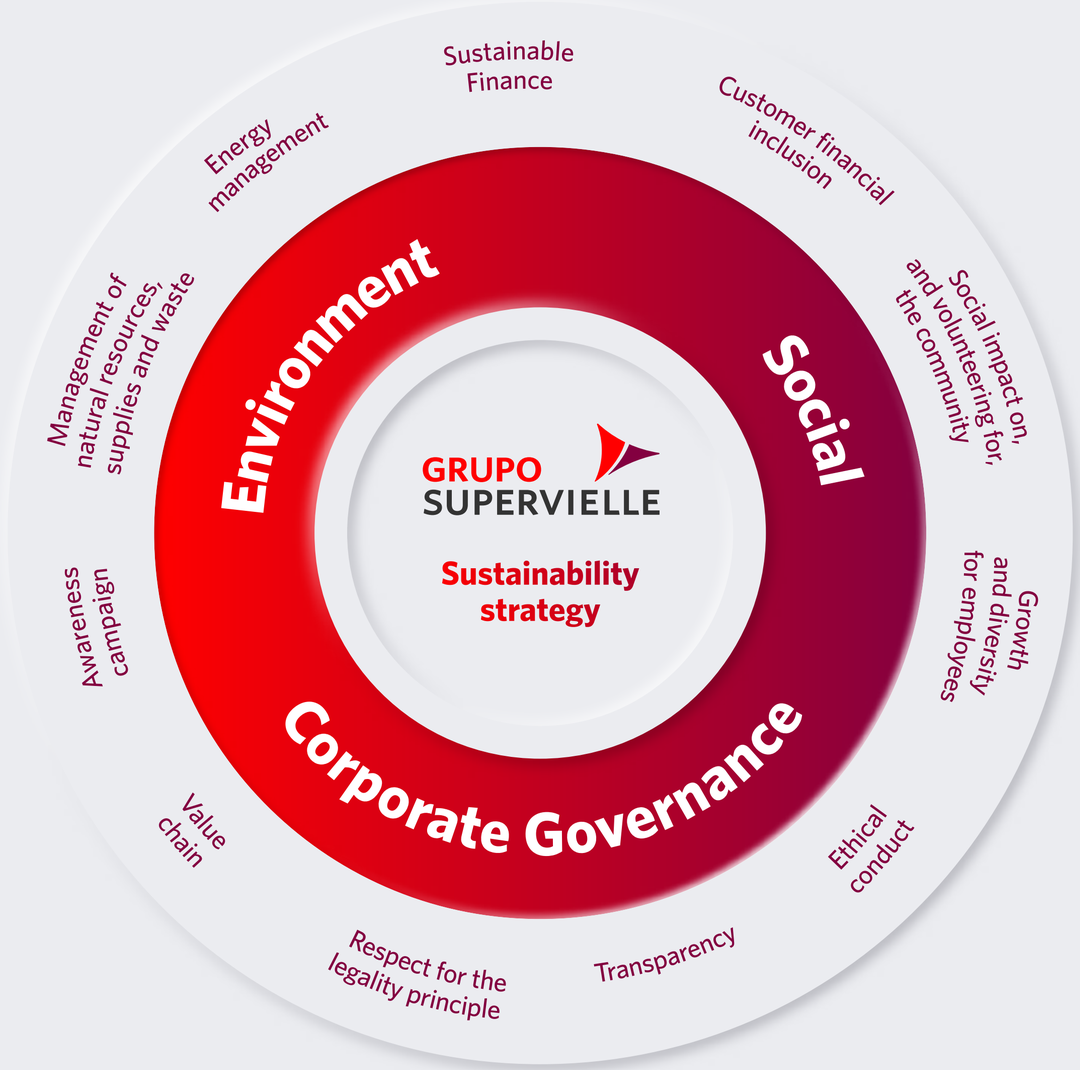
[1] For the purposes of the information reported, note that Easy Cambios is not active, while IOL Holding and IOL Agente de Valores were not yet included in the Consolidated Financial Statements.

Sustainability Strategy

GRI 2-12, 2-13, 2-16, 2-22, 2-23

Grupo Supervielle's sustainability strategy guides our decisions that have an impact on the economy, the environment and people through three main lines of action and specific objectives aimed at their integration with the business model, to achieve sustainable growth. This approach includes, among other, stakeholder engagement, the digital and cultural transformation processes we have been carrying out and the quantifiable metrics of our initiatives.

The sustainability strategy is the responsibility of the Sustainability Department, which reports directly to the Chairman of the Ethics, Compliance & Corporate Governance Committee and is represented in each of the subsidiaries by a sustainability officer.



2022-2024 ESG Goals

Environmental

Carbon emissions and offsetting

	2022	2023	2024
Reduction and Offsetting goal	-2.5% / 50%	-4% / 100%	**-6% / 100%**
Compliance	-29% / 100%	-45% / 100% to be set off	

Social and environmental risk policy

	2022	2023	2024
Goal: total porftolio coverage	35%	40%	**45%**
Compliance	36%	54%	

Social

Diversity

	2022	2023	2024
Goal: Percentage of women in senior positions	29%	31%	**33%**
Compliance	19.4%	21.2%	

Financial education

	2022	2023	2024
Goal: number of persons who attended a financial education program	95	105	**120**
Compliance	101	108	

Corporate Governance

Value chain sustainability self-assessment

	2022	2023	2024
Goal: percentage of suppliers who submitted the form	65%	80%	**100%**
Compliance	0%	80%	

Disclosure of the sustainability report (gri)

	2022	2023
Goal: Integrated report	✔	✔

Sustainability Policy

Grupo Supervielle's Sustainability Policy, which was approved by the Board of Directors in December 2022, establishes the basic principles and provides a general framework for the management of our sustainability agenda and its integration into the business model. It applies to all of Grupo Supervielle companies, and its review or modification is the responsibility of the Board of Directors. For more information on this policy, click on the following link.

Diversity, Equity and Inclusion (DEI) Policy

During the reported period, the Board of Directors of Grupo Supervielle approved the Diversity, Equity and Inclusion (DEI) Policy, with recommendations of its Diversity Forum, which applies to all subsidiaries. The Sustainability Department, together with the Human Resources Department, is responsible for the implementation of the different actions intended to achieve its goals.

The DEI Policy establishes our goal to promote a work environment that is diverse, i.e. where the social, biological and psychological differences of a heterogeneous group of people are respected, equitable, i.e. where there are equal opportunities for everyone, and inclusive, i.e. where all types of discrimination are avoided and there is a will to include. To such end, at Grupo Supervielle we undertake to promote certain conducts and values:

- → Diverse, equitable and inclusive environment
- → Equitable recruiting practices and merit recognition
- → Balanced men-women representation
- → Safe and friendly free-of-violence environment
- → Respect for, and relationship with, third parties
- → Stereotype-free communication
- → Design of unbiased products in line with the goals and undertakings of this policy
- → Equitable access to training
- → For more information about this policy, enter the following link



Stakeholder Engagement

GRI 2-12, 2-29

We implemented a decentralized engagement plan that allows a smooth interaction between Grupo Supervielle teams and its subsidiaries throughout the country and different stakeholders. Such plan involves the principles of easy access, timely response to lawful concerns, transparency in assumed commitments and disclosure of relevant information.



Stakeholders

Communication Channels with our Stakeholders

Our involvement takes place through different channels that promote communication and dialogue.

Official Website

At www.gruposupervielle.com we share the evolution of our business strategy, update the progress of our digital transformation process and report on key performance indicators (KPIs).

Omnichannel

We hold various virtual and face to face meetings, conferences and events, publish management reports and carry out surveys with customers and employees. We use chats, e-mail, telephone lines and contact centers, and provide a personalized service through the virtual hub and branches. The materiality survey reveals the expectations and needs of all our stakeholders.

Investors and shareholders

The Board of Directors establishes a good practices protocol in the Investor Communication, Confidentiality and Insider Trading Policy to provide truthful, reliable and consistent information. We also listen and respond to the concerns of investors and shareholders through three main tools: conference calls on results, press releases with updated information and annual publications, such as the 20-F and Integrated Annual Report. Direct contact with the Investor Relations area: IR-GrupoSupervielle@gruposupervielle.com.ar

Associations

GRI 2-28

We participate in, and are involved with, different entities from our sector and business community.

- → ADEBA (Asociación de Bancos Argentinos)
- → AVIRA (Asociación de Aseguradores de Vida y Retiro de la República Argentina)
- → ACDE (Asociación Cristiana de Dirigentes de Empresa)
- → BYMA (Bolsas y Mercados Argentinos)
- → Cámara Argentina de Fintech
- → Cámara de Agentes de Bolsa
- → Cámara Argentina de Fondos Comunes de Inversión
- → Cámara Insurtech Argentina
- → Cámara de Comercio e Industria Franco-Argentina
- → Cámara de Sociedades
- → CEADS (Centro Empresario Argentino para el Desarrollo Sostenible)
- → CEM (Consejo Empresario Mendocino)
- → CIPPEC (Centro de Implementación de Políticas Públicas para la Equidad y el Crecimiento)
- → IDEA (Instituto para el Desarrollo Empresarial de la Argentina)
- → LIMRA (Asociación de Marketing e Investigación de Seguros de Vida)
- → MAV (Mercado Argentino de Valores)
- → Mendoza Fiduciaria S.A.
- → Mercado Abierto Electrónico
- → Poder Ciudadano (Argentine chapter of International Transparency)
- → Asociación Empresaria Argentina
- → Asociación Argentina de Ética y Compliance
- → ICC Argentina – Comisión Bancaria
- → Factors Chain International
- → IIF- Institute of International Finance



Materiality Analysis

GRI 2-12, 2-29, 3-1, 3-2

To define the issues and performance indicators underlying our accounts in this report, we reviewed the material topics of Grupo Supervielle taking into account, firstly, the positive and negative impacts, actual and potential, of our activities over the most significant impacts on the economy, the environment and people, including impacts on human rights and, secondly, the perspective of financial materiality, where we considered the risk and opportunities analysis at corporate level. As regards the most relevant topics, we defined adequate quantitative and qualitative performance indicators to reflect the company's performance on each matter and the relevant impact KPIs.

The different stages involved in the materiality analysis and review are presented below:

Review of the Materiality Survey of Stakeholders
In order to identify the most relevant issues for stakeholders, taking into account the valuation of the impacts on the different sustainability topics, we carried out a thorough review of the materiality survey results conducted for the 2022 Integrated Report. We included the context in which the company operates and the ESG risks and impacts, as well as Grupo Supervielle's milestones during 2023. This stage required the holding of several meetings, including one with the chairman of the Ethics, Compliance and Corporate Governance Committee. As a result, for this report we assessed the non-materiality of certain topics such as Waste and Marketing and Labeling.

Trend Analysis
We identified the most relevant topics for our sector with the review of public reports issued by banks and financial entities focused on particular topics related to sustainability standards. This analysis allowed us to make adjustments as compared to the previous edition, such as by including cybersecurity as a material topic.

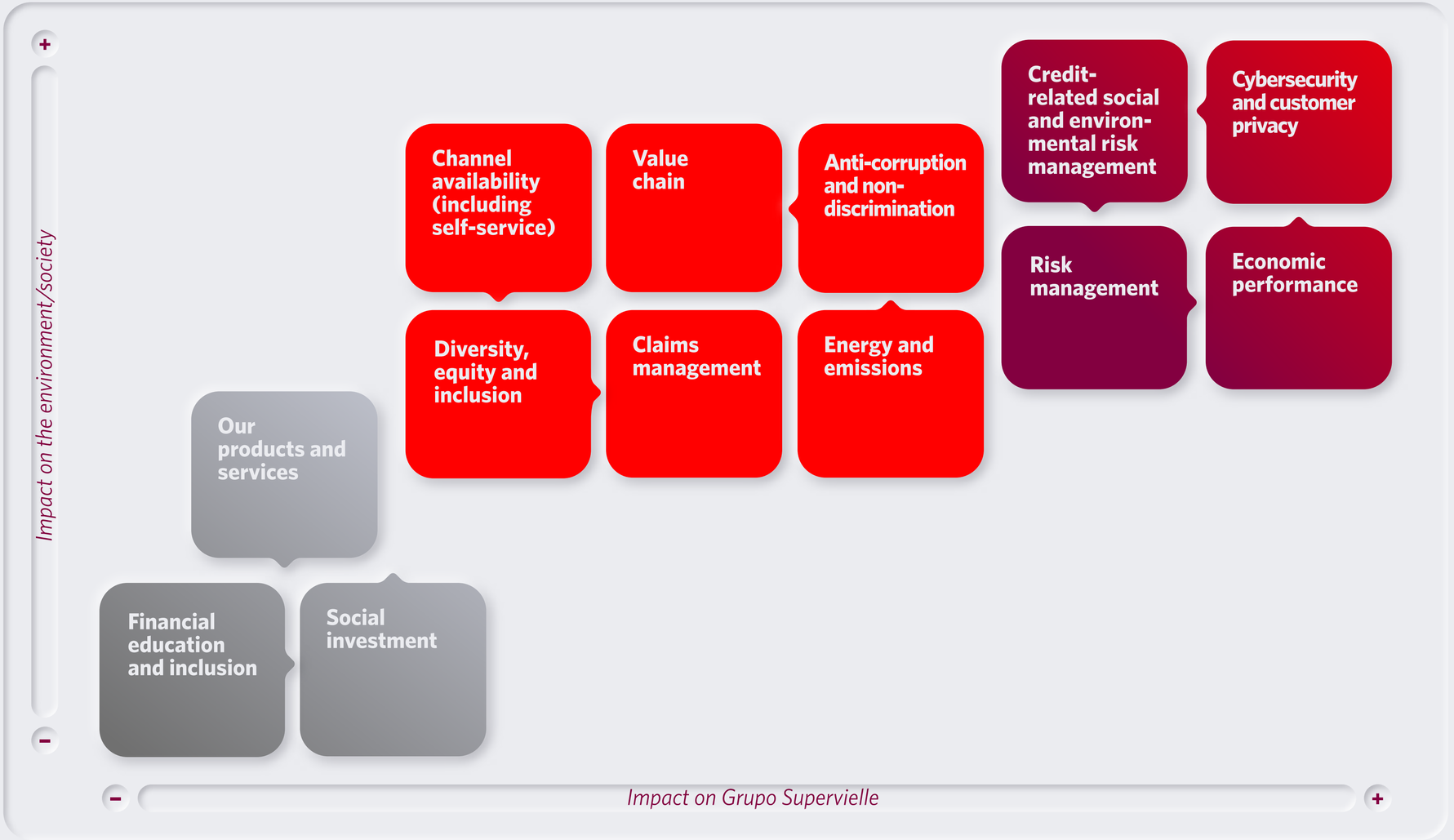
Evaluation of Corporate Risks
We analyzed the results of the work carried out by the Risks Department over critical issues at corporate level. In this stage, following GRI guidelines, we adopted for the first time a double materiality approach, by evaluating positive and negative impacts, actual or potential, on our stakeholders, as well as a financial perspective of the business.

GRI guidelines, we adopted for the first time a double materiality approach, by evaluating positive and negative impacts, actual or potential, on our stakeholders, as well as a financial perspective of the business.

Validation of ESG Requirements
We reviewed the guidelines proposed by the standards used to prepare our Integrated Report, such as GRI and SASB, particularly considering the topics included in SASB's Sector Standard for Commercial Banks. In addition, we analyzed the reporting requirements received during such period by the different company areas from different stakeholders, such as investors, employees and rating agencies, among other.

Local and Global Context
In addition, we considered the most relevant aspects of the local and global context based on the Sustainable Development Goals and the 2030 Agenda.

Material Topics

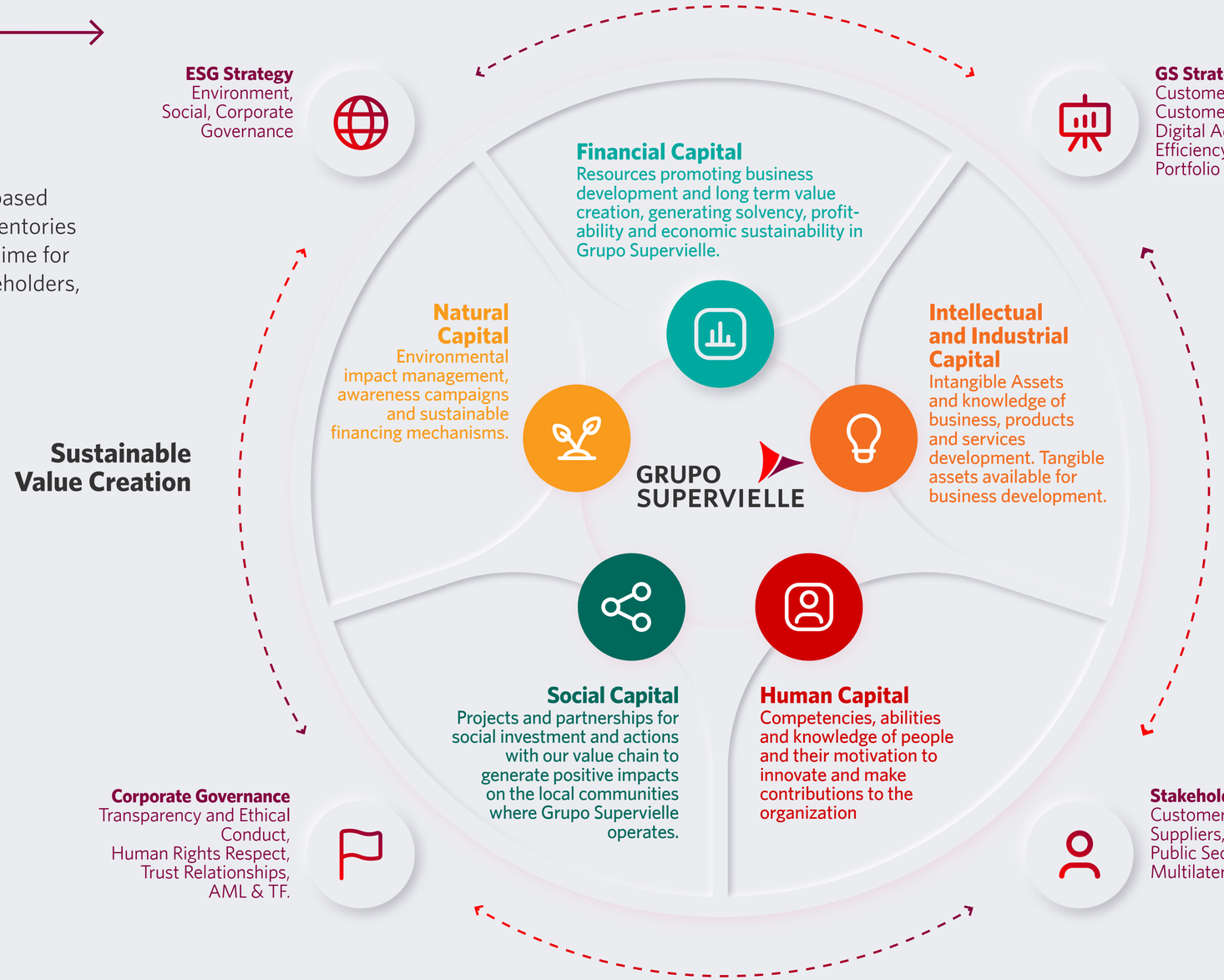




- Critical topics
- Material topics
- Relevant topics

How We Create Value

The integrated reporting <IR> framework is based on the concept of capitals, understood as inventories of the value created by an organization over time for its own benefit and for the benefit of its stakeholders, including the communities where it operates.

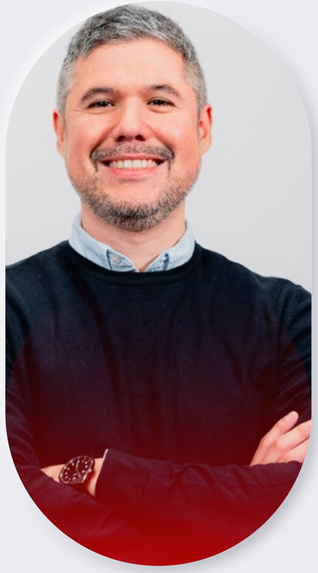


Capital	Financial	Intellectual and Industrial	Human	Social	Natural
Related Material Topics	**Resources promoting business development and long term value creation, generating solvency, profitability and economic sustainability in Grupo Supervielle.** → Economic performance → Risk management → Anticorruption and non-discrimination → Credit-related social- environmental risk management	**Intangible Assets and knowledge of businesss, products and services development. Tangible assets available for business development.** → Our products and services → Cybersecurity and customer privacy → Claims management → Channel availability → Value chain	**People's competencies, abilities and knowlege and their motivation to innovate and make contributions to the organization.** → Diversity, equity and inclusion → Anti-corruption and non-discrimination	**Projects and partnerships for social investment and actions with our value chain to generate positive impacts on the local communities where Grupo Supervielle operates.** → Social Investment → Education and financial inclusion	**Environmental impact management, awareness campaigns and sustainable financing mechanisms.** → Energy and emissions
How we create value	→ Sustainable economic value creation focused on investors and shareholders → Solvency and profitability → Efficient use of capital → Risk management → Promotion of sustainable finance	→ Customer-centric strategy → Digital banking: transformation, innovation in digital products, self-management, digital bank - virtual branch → Cybersecurity. Customers' data security → Communication Channels with Customers → Contribution to economic development of the areas where we operate → Analyses of suppliers under ESG criteria	→ New opportunities and benefits for employees. → Diverse and inclusive work culture in a context of respect. → Critical talent loyalty. → 360 feedback → Development of capacities, reskilling and academies. → Internal communication channels.	→ Investment in projects and strategic partnerships generating a positive impact → Financial education and inclusion. → Initiatives to increase access to education. → Development of corporate volunteeering activities.	→ Calculation and monitoring of energy consumptions and corporate carbon footprint. → Rational use of resources. → Reduction and offsetting of environmental impacts. → Awareness.
Main Strategic KPIs	→ ROE → Efficiency Ratio → Capital Ratio → Non-Performing Loan Ratio → Coverage Ratio → % of metrics below risk appetite thresholds → Issuance of green and social bonds → Customers comprised by the social-environmental risk policy	→ Number of customers → % of digital customers → Number of branches → Number of Self-Service Terminals and ATMs → Self-managed customers → Personal Loans through digital channels → % migration to the cloud → % of strategic suppliers self-evaluated under ESG criteria	→ No. of employees → % of women in the organization → Average training hours → % of training hours in academies → Pulse Survey result → Turnover ratio → Feedback delivered	→ Social investment → Training in Finance → Meals → Number of scholarships → Volunteering hours	→ Environmental investment → Carbon footprint → Emissions → Campaigns carried out
2023 Results	→ ROE 16.6% → Efficiency Ratio 54.7% → Capital Ratio 21% → Non-Performing Loan Ratio 1.2% → Coverage Ratio 262.4% → Risk Appetite 92% → 54% of the high risk portfolio under social environmental risk analysis	→ 2 MM customers → 62% digital customers → 137 branches → 256 ATMs, 318 cash dispensers and 182 self-service terminals. → 73% self-managed customers → 64% of personal loans through digital channels → 50% migration to the cloud → 80% of strategic suppliers self-evaluated under ESG criteria	→ 3663 employees → 49% women → 16 training hours on average → 38.5% of training hours in academies → 11.14% Turnover Ratio 5,681 feedback delivered Leadership 84.8% Commitment 85.7% Wellness 75.7%	→ $124,171,365 in Social Investment → 8,249 people trained in Financial Education → 323,405 meals → 146 scholarship beneficiaries → 6,632 volunteering hours → 449 volunteers	→ 155 million in projects with environmental benefit → 45 buildings powered by renewable energies → 20% of our headquarters powered by renewable energies → 12% of reduction in the total consumption of electric power → 14 awareness campaigns

Grupo Supervielle Today

We build close relationships combining technology and values that define the way we operate: agile, simple and friendly →

As a result of the structural changes implemented in the previous fiscal year, we achieved greater efficiency, increased productivity and improved the customer experience



We promote

transparency of our management through stakeholder engagement, investor relationship and Integrated Report filing

Long-Term Value Creation →
Supervielle Ecosystem →
Share Structure →
Board of Directors →
Committees →
Good governance practices →
Risk Governance →
Ethics and Conduct →

Long-Term Value Creation

GRI 2-1, 2-2

With over 130 years of operation, Grupo Supervielle offers financial and non-financial services to more than 2 million people throughout the country. Headquartered in the Autonomous City of Buenos Aires, our platform has a physical and digital presence: we have a distribution network of our own branches and partnerships that make up our ecosystem in the most dynamic regions, such as the Autonomous City of Buenos Aires, Greater Buenos Aires and the provinces of Mendoza and San Luis, as well as virtual coverage in most of the Argentine territory that has been designed to facilitate the experience of those who choose to operate with us, with agile solutions customized to their needs.

We are committed to our clients, teams, communities and investors to grow in a sustainable way, protecting the environment and acting with social responsibility, assuming a leading role in the development of our country.

We work to be an agile, innovative and competitive services group that helps people achieve their dreams.

The Path to Profitability

During 2022 and 2023 we established a clear path towards profitability, with operational business integration and efficiency measures aimed at achieving operating leverage. One of the most significant structural changes was the migration of IUDÚ's entire portfolio to Banco Supervielle and the transfer to Banco de la Nación Argentina of our business as financial agent of the government of the province of San Luis, including the 18 branches that provided these services. Thus, having achieved efficiencies in our operations, we also increased productivity and improved the customer experience, making significant progress in the execution of our key strategic pillars and in building the bank of the future.



During the reported period we successfully implemented our strategic plan, as evidenced by the 17% ROE in real terms, despite an increasingly challenging macroeconomic and political environment, and weak loan demand.

Such performance was supported by our effective asset and liability management which contributed to a high net interest margin (NIM), significant fee income growth across our business and a prudent approach to lending, as well as the optimization of operations to gain further efficiencies.

Key advances in our strategic initiatives:

Individuals

Supported by our enhanced digital capabilities and optimized branch network, we reached our goal of originating 50% of our personal loans digitally and we win principality.

Businesses

We added new digital capabilities and completed our offer of working capital finance products, and we increase the cross sell.

IOL

We continued driving income growth, with the ability to acquire and retain customers and improve key KPIs.

Efficient Performance

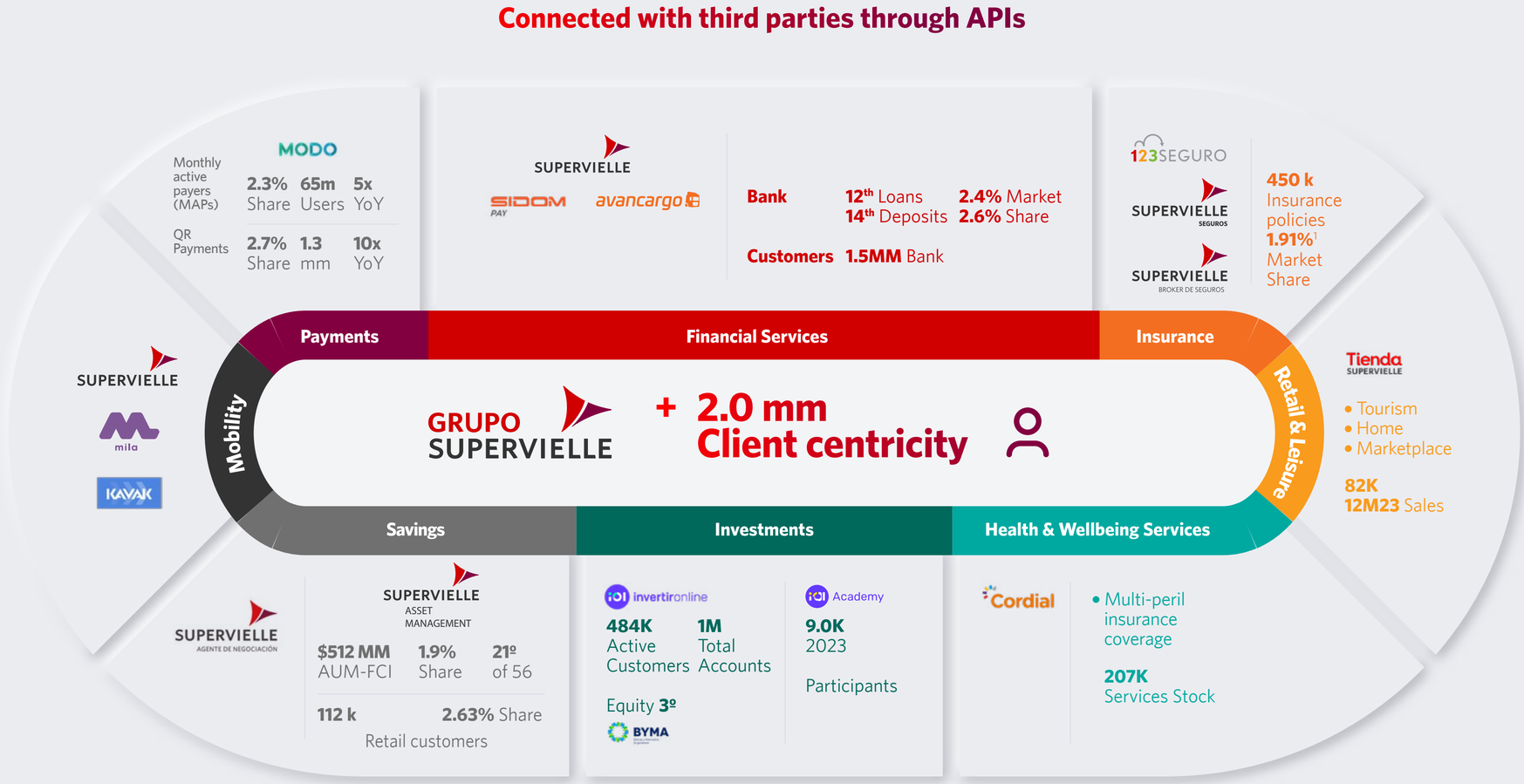
We are achieving a more efficient and agile franchise, serving more customers per branch and improving NPS across all segments.

Supervielle Ecosystem

GRI 2-1, 2-2, 2-6

Grupo Supervielle is an ecosystem aimed at meeting the daily needs of our customers and creating long-term value and is formed by the following companies:

- → Banco Supervielle S.A.
- → Supervielle Seguros S.A.
- → Supervielle Productores Asesores de Seguros S.A.
- → Supervielle Asset Management S.A. (a Mutual Fund Management Company)
- → Invertironline S.A.U. (IOL)
- → Micro Lending S.A.U. (MILA)
- → Supervielle Agente de Negociación S.A.U.
- → Espacio Cordial de Servicios S.A. (Cordial Servicios)
- → Portal Integral de Inversiones



Information as of December 23
[1] Last twelve months as of June 23

Share Structure

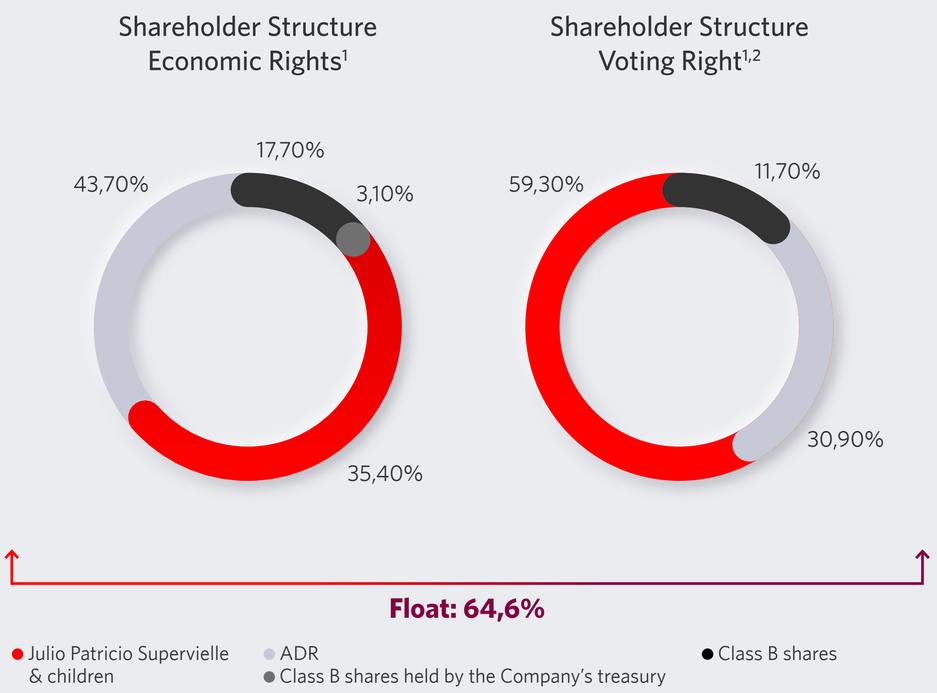
GRI 2-1, 2-2, 201-4

Since May 19, 2016, Grupo Supervielle Class B shares have been traded on BYMA (formerly MERVAL) and MAE under the ticker "SUPV." The ADSs of Grupo Supervielle, which represent 5 Class B shares each, have been trading on the New York Stock Exchange (NYSE) under the ticker "SUPV."

	Class A Shares	Class B Shares	Total
Controlling Shareholder & children	61,738,188	100,113,763	161,851,951
Floating Class B shares		81,026,164	81,026,164
Class B Treasury shares		14,050,492	14,050,492
ADRs (stated in Class B shares)		199,793,715	199,793,715
Total	**61,738,188**	**394,984,134**	**456,722,322**

All common shares of stock represent like economic interests, but our Class A shares entitle holders to five votes, while Class B shares entitle holders to one vote.

As of December 31, 2023, FGS Anses (Fondo de Garantía de Sustentabilidad) held Class B shares of Grupo Supervielle representing 3.3% of the capital stock and 2.2% of the voting right without considering the shares repurchased by the company. During the reported period, Grupo Supervielle did not receive financial assistance from any Government office or agency.



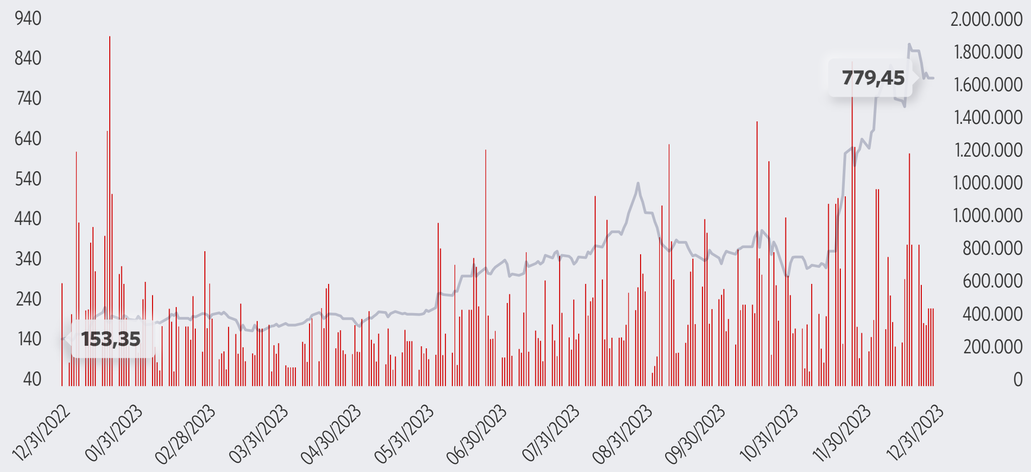
[1] As of December 31, 2023.
[2] The calculation of the voting rights of each shareholder group excludes 14,050,492 class B shares that as of December 31, 2023 had been repurchased by the company under the current buyback Program and that to date are held by the Company's treasury.

Evolution in Capital Markets

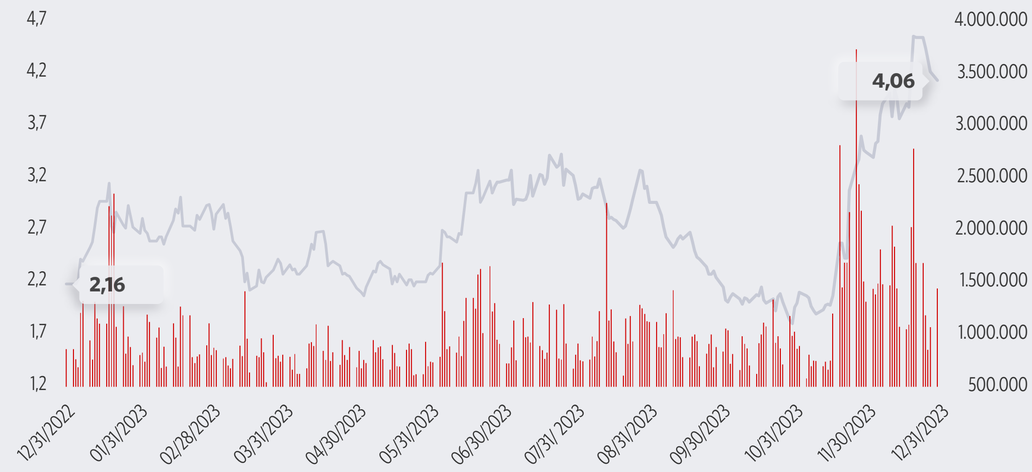
The following chart shows the evolution of the price of Grupo Supervielle (SUPV.BA) Class B shares and the volume traded on BYMA during 2023:

Evolution of ADS price and volume of Grupo Supervielle traded on the NYSE during 2023:

Evolution SUPV-BYMA



Evolution SUPV- NYSE

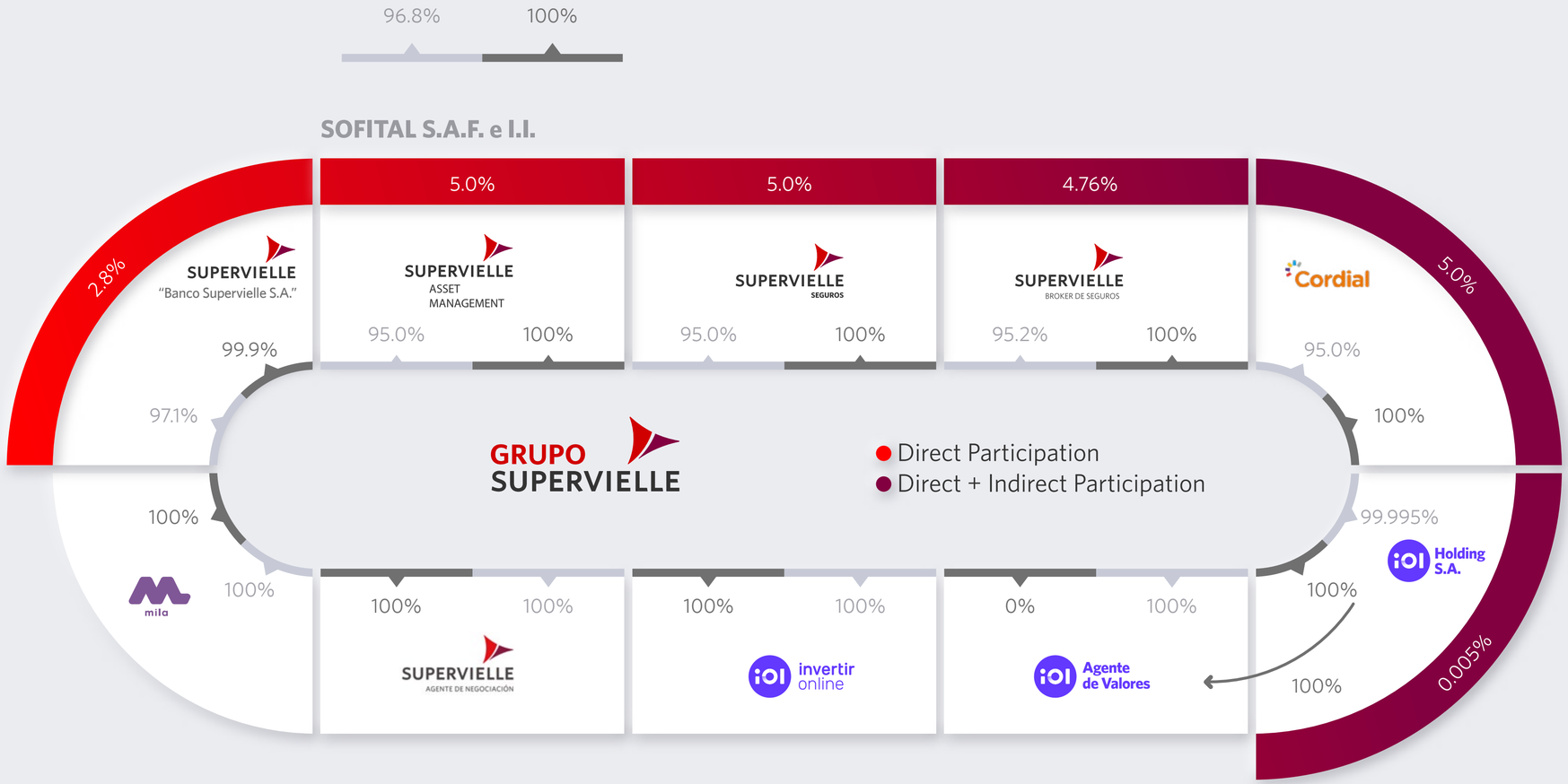


Repurchase of own Shares

In July 2022, the Board of Directors approved a program for the acquisition of own shares, in line with the provisions of Article 64 of Law 26,831 and the rules of the Argentine Securities and Exchange Commission (CNV). Such decision took into account the national and international macroeconomic context, the high volatility of the capital markets and the strong deterioration in the value of Grupo Supervielle's shares associated with the increase of the Argentine risk.

The program was implemented between August 2022 and February 2023, reaching 86.26% of the total amount approved. This represented 3.076% of the capital stock, equal to 14,050,492 Class B shares held by the Company's treasury as of the date of this report.

Subsidiaries



The Board of Directors

GRI 2-9, 2-10, 2-11, 2-12, 405-1

Grupo Supervielle is managed by a Board of Directors that applies the highest standards of corporate governance, and is in charge of promoting and reviewing the general business policies and strategies, as well as overseeing the adoption by senior management of the necessary measures to identify, monitor and mitigate the risks assumed. As part of its duties, the Board of Directors defines the general strategy of Grupo Supervielle, taking into account environmental, social and corporate governance factors with the assistance of the Ethics, Compliance and Corporate Governance and Risk Management Committees.

The Board of Directors is responsible for approving:

- The strategic or business plan, as well as management objectives and annual budgets
- Investment and financing policy
- The Corporate Governance Code
- The Integrity Plan and related policies
- Risk appetite, control, management and any other policies intended for the regular monitoring of internal information and control systems
- The development of continuous training programs for directors and senior management
- The Sustainability Policy and the Strategic Sustainability Plan

Current Composition of the Board[1]

The Board of Directors of Grupo Supervielle is made up of three to nine regular members, as established by the Shareholders' Meeting. The directors are appointed by the shareholders during the Annual Shareholders' Meeting for a term of two years and may be re-elected. Currently, the Board of Directors is made up of seven (7) members, two (2) of whom are independent, and there are no alternate directors.

Name	Title	Date of first appointment[2]	Term expiration[3]
Julio Patricio Supervielle	Chairman	06/09/08	12/31/24
Emérico Alejandro Stengel	First Vice Chairman of the Board of Directors	07/13/10	12/31/23
Atilio Dell'Oro Maini	Second Vice Chairman of the Board of Directors	09/28/11	12/31/24
Eduardo Pablo Braun	Independent Director	04/26/19	12/31/24
José María Orlando	Independent Director	08/12/20	12/31/23
Laurence Nicole Mengin de Loyer	Director[4]	04/28/20	12/31/23
Hugo Enrique Santiago Basso	Director	04/26/19	12/31/24

For information on the résumés of the members of the Board of Directors, click here.

[1] The composition of our Corporate Governance Body is updated at the time of preparing this Report and includes the considerations defined in the Shareholders' Meeting held on April 27, 2023, available on our website: https://www.gruposupervielle.com/Spanish/Gobierno-Corporativo/Asambleas/default.aspx

[2] With the exception of Julio Patricio Supervielle and Laurence Nicole Mengin de Loyer, the appointment date of each director is also the date each director first joined Grupo Supervielle. Julio Patricio Supervielle has served on the Board of Directors since March 21, 2000. However, he has served continuously on the Board since 2008. Laurence Nicole Mengin de Loyer first joined the Board on March 23, 2010, where she served as director until April 26, 2019.

[3] Notwithstanding the expiration date indicated above, in accordance with section 257 of the Argentine Companies Law, the directors hold their positions until the ensuing annual shareholders' meeting in which directors are appointed.

[4] Laurence Mengin de Loyer is a Non-Independent Director in accordance with the rules of the Argentine Securities and Exchange Commission, while she is an Independent Director in accordance with Regulation 10A-3 of the Exchange Act.

Board of Directors by gender and age

GRI 405-1

Women	14.3%
Men	85.7%

<30	0%
31 to 40	0%
41 to 50	14.3%
>50	85.7%

Statutory Audit Committee

The Statutory Audit Committee is in charge of overseeing and monitoring that the company is managed according to law. Statutory auditors are appointed by the Annual Shareholders' Meeting for a term of one year and may be re-elected. Alternate statutory auditors take office in case of temporary or permanent absence of statutory auditors.

Statutory Auditors:
→ Enrique José Barreiro
→ Carlos Alfredo Ojeda
→ María Valeria Del Bono Lonardi

Alternate Statutory Auditors:
→ Carlos Enrique Lose
→ Roberto Aníbal Boggiano
→ Jorge Antonio Bermúdez

Certifying Accountant

Certifying Accountant of the Financial Statements for the year ended on December 31, 2023::
→ Maria Mercedes Baño (accountant) - Price Waterhouse & Co. S.R.L.
→ Santiago José Mignone (alternate accountant) - Price Waterhouse & Co. S.R.L.

Governance of Grupo Supervielle and Subsidiaries

Grupo Supervielle S.A.
Julio Patricio Supervielle (CEO)

Banco Supervielle S.A.
Emérico Alejandro Stengel (CEO)

Supervielle Seguros S.A.
Supervielle Productores Asesores de Seguros S.A.
Diego Federico Squartini (CEO)

Invertironline S.A.U. (IOL Invertironline)
Portal Integral de Inversiones S.A.U.
Diego Pizzulli (CEO)

Espacio Cordial de Servicios S.A.
Esteban D'Agostino (Gerente General)



Committees[5]

GRI 2-9, 2-10, 2-12

The Board of Directors delegates some of duties to various committees, each with their own internal rules.

Audit Committee
The Audit Committee oversees the financial statements and compliance with the policies, processes, procedures and rules set forth by Grupo Supervielle and its subsidiaries.

Anti-Money Laundering and Terrorist Financing Committee
The Anti-Money Laundering and Terrorist Financing Committee ensures compliance with current regulations on anti-money laundering and terrorist financing.

Risk Management Committee
The Risk Management Committee is in charge of defining the risk appetite and tolerance levels, assessing the capital adequacy ratio and defining the policy and methodological framework for stress tests, among other duties.

Ethics, Compliance and Corporate Governance Committee
The Ethics, Compliance and Corporate Governance Committee promotes and oversees the adoption of best corporate governance practices and prevents value destruction.

Nominations and Remuneration Committee
The Nominations and Remuneration Committee oversees the appointment of Directors and senior management and succession plans and also compensation policies for the Board members, senior management and employees in general. It is also in charge of developing strategic guidelines on human resources.

Disclosure Committee
The Disclosure Committee ensures the timely disclosure and the quality and transparency of the relevant information that must be disclosed to shareholders and the markets where the company's securities are listed.

Committee for the Analysis of Operations with Related Parties
The Committee for the Analysis of Operations with Related Parties evaluates the operations established in the Policy for Approval of Operations with Related Parties, Connected Counterparties and Related Persons and sees that they are carried out in a transparent way and pursuant to the provisions of applicable regulations.

Cybersecurity Committee
The Cybersecurity Committee oversees compliance with the policies as regards information security and, in particular, cybersecurity, including the definitions of risk appetite, information security risk map and contingency plan for the case of cybersecurity events.

[5] For more information on the duties and members of the Committees, see our website: https://www.gruposupervielle.com/Spanish/Gobierno-Corporativo/Committee-Composition-ES/default.aspx

	Audit	Ethics, Compliance and Corporate Governance	Risk Management	Nominations and Remuneration	Cybersecurity	Anti-money laundering and terrorist financing	Disclosure	Analysis of operations with related parties
Julio Patricio Supervielle			Chairman	Board Member	Chairman		Chairman	Board Member
Emérico Alejandro Stengel			Board Member		Board Member	Board Member		
Atilio Dell'Oro Maini		Chairman			Board Member	Chairman	Board Member	Chairman
Laurence Nicole Mengin de Loyer*	Board Member, Expert	Board Member	Board Member	Board Member			Board Member	
Eduardo Pablo Braun	Board Member			Chairman				
Hugo Enrique Santiago Basso				Board Member		Board Member		
José María Orlando	Chairman							

Chairman · Board Member · Expert · Independent Director

* Following the Shareholders' Meeting held on April 27, 2021, Ms. Mengin de Loyer is a Non-Independent Director in accordance with the CNV Rules while she is an Independent Director in accordance with the Rule 10A-3 of the Exchange Act.



Good Governance Practices[6]

GRI 2-10, 2-11, 2-12, 2-13, 2-15, 2-16, 2-17, 2-18, 2-19, 2-20, 2-23

We base decision-making on internal policies issued by the Board of Directors that determine the principles of action, composition, organization and operations, establish criteria for independence and ethical functions, and identify situations that may involve conflicts of interest. Within this framework, we comply with the recommendations of the Central Bank of Argentina (BCRA) and other regulatory authorities, with whom we work in the constant search for better governance practices.

- Bolsas y Mercados Argentinos (BYMA): We are part of the Corporate Governance Panel, which is made up of companies that voluntarily adopt corporate governance practices in addition to those required by national legislation. We also participate in the Sustainability Index, as a leading organization in environmental, social, sustainable development and corporate governance matters.
- Argentine Securities and Exchange Commission (CNV): The entity evaluated our responses to the Corporate Governance Code Compliance Report and awarded a "very good" score for most of our Corporate Governance practices.

Rules that Determine Principles of Action, Composition, Organization and Operations

Corporate Governance Code

In order to create and preserve value for the entity, its shareholders, customers, employees and the general public, the Corporate Governance Code establishes the best corporate governance practices based on the most rigurous standards of full information, efficiency, control, ethics, protection of investors, equal treatment among investors and corporate transparency.

Nomination and Selection of the Highest Governance Body

The Board of Directors is appointed by the Annual Shareholders' Meeting based on the candidates nominated by the Nominations and Remuneration Committee, within the framework of a culture of equality that guarantees an election free of any form of discrimination and inequity based on age, gender, disability, ethnicity, nationality, religion, gender identity or sexual orientation. The following table shows the key competencies of Grupo Supervielle's Board members.

[6] For more information on our Corporate Governance practices see our website: https://www.gruposupervielle.com/Spanish/Gobierno-Corporativo/Corporate-Governance-Policies-/default.aspx

	Board Members							Other Subsidiaries		
	Julio Patricio Supervielle	**Emérico Alejandro Stengel**	**Atilio María Dell'Oro Maini**	**Hugo Enrique Santiago Basso**	**Laurence Nicole Mengin de Loyer**	**Eduardo Pablo Braun**	**José María Orlando**	**Richard Guy Gluzman**	**Alejandra Naugthon**	**Eduardo Cassese**
Business strategy	●	●	●	●	●	●	●	●	●	●
Corporate governance			●		●	●				
Environment, health, safety and sustainability			●							
Culture, Talent and Remuneration	●	●		●	●	●		●		
Finance, Capital Market		●	●						●	
Financial reports, accounting expertise					●	●		●	●	●
Government, Legal & Regulatory Matters			●			●	●		●	●
Industry	●	●		●	●		●	●	●	●
International Experience			●	●	●	●	●	●	●	●
Relationship	●						●		●	
Executive experience in public companies	●	●				●				
Risk management	●				●		●		●	●
Technology, Cybersecurity		●						●		
Entrepreneurship / Startups / Deployment	●	●						●		

Training of the Highest Governance Body
The Human Resources Department designs and implements an annual training plan for Senior Management, with specific training activities for subsidiaries. All executive officers of our companies participate in training programs on economic, environmental, social, anti-money laundering and compliance issues.

Performance Assessment of the Highest Governance Body
The Board of Directors conducts an annual performance self-evaluation of its members, according to guidelines and criteria prepared by the Board of Directors, the Nomination and Compensation Committee and the Ethics, Compliance and Corporate Governance Committee.

The results of said self-evaluations carried out in 2023 on their performance on the Board and the committees of which they are a member were assessed by the Board of Directors and then submitted to the Nomination and Compensation Committee for consideration, including aspects such as Board structure, culture, information and resources, processes and dynamics.

The performance of the Board of Directors is also evaluated by the shareholders of Grupo Supervielle in the Annual Shareholders' Meeting.

Policies and Process to Determine the Remuneration of the Board of Directors and Senior Management
The total remuneration received by Directors is defined and approved by the Annual Shareholders' Meeting, in line with the Companies Law and the Rules of the Argentine Securities and Exchange Commission. The Nominations and Remuneration Committee validates incentive systems, determines fixed remuneration policies and establishes performance assessment schemes for Senior Management and the rest of the staff, taking into account the following factors:

- → **Design and Structure of Remuneration Processes,** to remunerate and acknowledge the contribution of staff to the achievement of individual, business unit and company goals in a context of talents, performance and healthy competition.
- → **Measures to Consider Current and Future Risks in Remuneration Processes,** maintaining the expected thresholds in connection mainly with credit risk, the strategic risk, and market, liquidity, rate and securitization risks.
- → **Linking Performance with Remuneration Levels,** according to a scheme defined by each corporate department, which also contemplate degrees of compliance with the risk appetite established.
- → **Incentive for Long-Term Performance.** A long-term payment incentive for certain senior officers of Banco Supervielle and linked to the achievement of strategic goals in 2024.
- → **Payment of Variable Remunerations.**

Sustainability Governance

The **Ethics, Compliance & Corporate Governance Committee (ECGC Committee)** assists the Board of Directors in the formulation of Grupo Supervielle's sustainability strategy, as well as the adoption and monitoring of best practices in environmental, economic and social matters. It regularly reviews the commitments and sustainability policy of Grupo Supervielle and presents the Annual Sustainability Report to the Board of Directors for its consideration and approval.

The **Sustainable Finance Forum** supports the work of the ECGC Committee in the definition of strategies linked to the development of products and services that promote the financing of companies and projects to generate a positive environmental and social impact.

In turn, the **Sustainability Department** is in charge of executing the sustainability strategy of Grupo Supervielle and reports to the chairman of the ECGC Committee. This area coordinates the work of **Sustainability Leaders**, designated in each subsidiary of Grupo Supervielle.

Risk Governance

GRI 2-13, 2-16

In order to strengthen the decision making process, at Grupo Supervielle we promote a risk culture based on the technical and professional strength of specialized areas. In that connection, our policy of defense lines establishes the responsibility of all employees in risk management and streamlines the communication of critical concerns from the committees to the Board of Directors, including those related to environmental, social and corporate governance (ESG) factors. The Board also reviews strategic issues related to human resources and diversity, equity and inclusion.

Risk Management based on the 3 lines of defense model[1]



[1] COSO (Committee of Sponsoring Organizations of the Treadway Commission) model

Ethics and Conduct

GRI 2-12, 2-13, 2-15, 2-23, 2-24, 2-26, 2-27, 205-1, 205-2, 205-3, 406-1, SASB FN-CB-510a.1, FN-CB-510a.2

Based on the conduct standards that are integrated to the business, Grupo Supervielle ensures transparency of the information provided to customers, honesty in the relationship with Public Agencies and zero tolerance to corrupt practices.

Code of Ethics

The values, principles and standards defined in our Code of Ethics identify the conduct expected from those who work in all subsidiaries of Grupo Supervielle, including temporary employees or employees in trial periods, as well as members of the Board of Directors, external advisors, suppliers and other third parties related to our organization.

All people joining our organization go through an induction training on the Code of Ethics on their first day of work and also through refreshment sessions throughout the year. The Internal Audit Department conducts assessments in different areas and activities to report on the proper implementation of the Code of Ethics and promote improvements.

Values

- → Leadership to be a market referent.
- → Innovation to challenge limits.
- → Commitment to offer sustainable solutions.
- → Respect to think on others.
- → Efficiency to provide prompt and quality answers.
- → Simplicity to make life easier for customers.

Principles

- → Promotion of equal opportunities and non-discrimination. Safe and healthy work environment.
- → Fostering respectful, honest and committed relationships with stakeholders.
- → Fair treatment among employees and towards customers, suppliers and the community.
- → Transparency and respect for agreements entered into with customers and other stakeholders.

Rules

- → Protection of confidential information.
- → Unbiased approach in an event of conflict of interest.
- → Guidelines for gifts and hospitality.
- → Relationship with governments, customers, suppliers, competitors and society.
- → Compliance with applicable regulations and policies.
- → Anti-money laundering and terrorist financing guidelines.
- → Guidelines for hiring employees.

Integrity Program for the Prevention of Corrupt Practices[7]

GRI 205-1, 205-2, 205-3

This program seeks to ensure that our practices safeguard the corporate reputation and competitiveness of the brand. We also prevent non-compliance with internal regulations and standards that may result in penalties, and ensure compliance with the FCPA (Foreign Corrupt Practices Act) and the Law on Criminal Liability for Legal Persons (anti-corruption laws).

The program deals with various devices and procedures, such as integrity policies, which prevent crimes and misconducts, guidelines for relationship with third parties, which prevent the commission of unlawful acts in any interaction with public agencies (as in the case of tenders and bidding processes) and the Guidelines for relationship with Public Agencies and Prevention of Corruption, to prevent, detect and correct irregular acts as provided for by Law No. 27.401, regarding the criminal liability of legal persons.

We also have a mandatory anti-corruption training and communications plan for directors, managers and employees, as well as channels to report violations intended to prevent and detect said conducts, implement anti-corruption procedures and other corporate policies.

During the year under analysis we did not record any confirmed corruption case[6].

The integrity program is reviewed and modified by the Board of Directors based on the analysis and assessments regularly carried out by the Compliance Department. The 2023 assessment showed positive results in line with current regulations.

During the reported period, we conducted 74 anti-corruption reviews based on the due diligence processes carried out in our value chain, which include the Adhesion and Integrity Manifestation for suppliers through the purchasing system.

[6] On the issue of fraud, Grupo Supervielle takes the definition of the ACFE (http://www.acfe.com/). In it, fraud recognizes 3 typologies: (i) occupational fraud; (ii) fraud in the financial statements; and (iii) corruption, understood as such the payment of bribes, bribes and gifts, among others,to public officials to obtain personal benefits or on behalf of the institution in exchange for contracts, services, and other benefits.

[7] For more information about our Integrity Program, see the Annual Report of Grupo Supervielle

Ethics & Values Line

GRI 406-1, SASB FN-CB-510a.2

Our main channel for reporting irregular acts inconsistent with corporate values is available to employees, customers and third parties. In 2023 we added a QR to the existing communication alternatives:

Telephone: **#0800-777-7813**	Web: **https://eticag-ruposupervielle.lineaseticas.com/**	User: **Supervielle**
Password: **supervielle**	QR:	

The Ethics and Values line is outsourced to guarantee confidentiality and anonymity of those who make a report. Cases received are referred by the Compliance Department to the corresponding areas. Later, the Compliance Department informs the results of the investigations and the decisions adopted to the Ethics, Compliance and Corporate Governance Committee, which may impose penalties in accordance with the applicable procedures.

During the reported period, we received 58 complaints (including 1 case of discrimination[8]) that were investigated and managed with the appropriate sectors, establishing different action plans.

Responsible Business Conduct[9]

The policies and commitments established by our organization are analyzed within the framework of the process maps of the different teams, giving priority to the impacted procedures. Then, we establish different strategies, identify referents of all the areas involved and form work groups for the implementation of improvements, which are recorded and published in the relevant file.

To implement commitments and/or policies and adapt them to the commercial relations with our customers, we have a circuit in place to define both the service level and Service Level Agreements (SLAs).

Sustainability Policy
This policy establishes the basic principles and the general framework for the management of Grupo Supervielle's sustainability agenda and its integration into the corporate strategy and business model. Its objective is to promote a sustainable culture that contributes to the creation of value for the different stakeholders.

Diversity, Equity and Inclusion Policy
This policy establishes Grupo Supervielle's commitment to promote a diverse work environment, where social and biological differences of persons are respected. Likewise, it defines the governance and scope of application of the policy, the commitment assumed by the organization and the responsibilities of employees.

Lines of Defense Policy and Regulatory Compliance
This policy defines the role of our employees in identifying, managing and addressing business risks, based on the three lines of defense model proposed by COSO (Committee of Sponsoring Organizations of the Treadway Commission).

Environmental and Social Risk Policy
This policy determines the general guidelines to control or mitigate the potential negative impacts of borrowing companies and/or investment projects financed through Banco Supervielle. This policy also applies to the organization's own investments.

Related Parties Transactions Policy
In line with the provisions of the Capital Market Law and our Corporate Governance Code, this policy seeks to ensure that transactions with related parties are carried out with transparency, fairness and objectivity and are duly reported in the financial statements.

Conflict of Interest Policy
This policy seeks to prevent situations that may represent an actual or potential conflict of interest and therefore interfere with the performance of work in an efficient and objective way. It establishes the obligation to report to senior management, the Compliance Department and the members of the Board of Directors and relevant committees any events that could give rise to conflicts of interest.

[8] In Grupo Supervielle, for the purposes of defining the term discrimination, we adhere to the provisions of Law No. 23.592. According to said law, discrimination means to prevent, obstruct, limit or impair the full exercise of the rights and guarantees of a person, based on their gender, ethnicity, religious or political beliefs, nationality, social or economic situation, sexual orientation, age or physical characteristics, among other conditions that may be variable.

[9] PFor more information about our rules of conduct, see: https://www.gruposupervielle.com/Spanish/nuestro-enfoque/gobierno-corporativo/#politicas

Business Gifts and Hospitality Policy
This policy establishes guidelines and exceptions for receiving and giving gifts, accepting invitations to events and business trips and also establishes the obligation by the Compliance Department to keep a record of gifts.

Anti-Money Laundering and Terrorist Financing Policy
This policy refers to the set of policies and procedures on the international principle "Know your Customer" in line with anti-money laundering, terrorist financing and other laws.

Donation Policy
This policy determines the conditions for making donations and establishes an approval scheme based on our four pillars: Children, Education, Senior Citizens and Institutional Strengthening.

Policy on Communication with Investors, Confidentiality and Use of Privileged Information
This policy establishes guidelines to ensure that communications are timely, objective, accurate and balanced and that they are disseminated widely so that there is no selective disclosure of material information.

Compliance Policy
This policy establishes the framework of the Compliance Department and determines the risks that must be mitigated as the first and second line of defense, i.e. the risk of non-compliance with regulations and best practices, conduct risk and reputational risk, among other.

Procurement Policy
This policy sets the guidelines for the purchase of products and services, to guarantee process objectivity, transparency and optimization.

Privacy and Protection of Personal Data Policy
This policy is intended to ensure the confidentiality, integrity, truthfulness, transparency and availability of information and guarantee the necessary technological infrastructure for such protection. It promotes the adoption of adequate security measures to avoid falsification, loss, consultation, use or fraudulent access to information.

Information Security Policy
This policy establishes the principles for the protection of the information of customers, employees and proprietary information of Grupo Supervielle in order to avoid the loss, disclosure, misappropriation, non-availability, unlawful destruction, repudiation, unauthorized access and modification of such information.

Product and Service Marketing Policy
This policy establishes the conditions to promote an adequate commercialization of products and services as well as the obligations related to the information that must be provided at the time of purchasing products and services.

Product, Service and Channel Approval Policy
This policy establishes the duties of, and the steps to be taken by, business areas to approve products, services and channels as well as the duties of the relevant Committee.



Respectful Relationships

We comply with international standards on labor rights, particularly with regard to freedom of association, actively participating in collective bargaining agreements with trade unions.

We promote a work environment of respect, privacy and appreciation for the human being. As key principle of our diversity and inclusion strategy we reject any harassment or discriminatory action or comment, and have in place an Ethics and Values Line for anonymous reports or inquires.

Within the framework of our sustainability strategy, we carry out actions directly related to the human rights of the communities where we operate.

Compliance

FN-CB-510a.1

The Compliance Department is responsible for promoting a culture of integrity that guarantees the implementation of best practices for the financial industry and compliance with applicable regulations, and for conducting internal investigations in case of a specific problem or report.

In 2023, the Compliance Department continued with the implementation of the compliance operating model in the different Grupo Supervielle companies. Likewise, special emphasis was placed on the internalization of the Three Lines of Defense and Regulatory Compliance Policy described above, given the importance for all employees to know their role, their specific duties, the risks involved in their activity and their decisions, and how to mitigate them.

During the reported period, no fines or non-monetary penalties were imposed for non-compliance with laws and regulations occurring in the current or previous years[10].

[10] This relates to the total monetary loss as a result of legal proceedings related to fraud, insider trading, antitrust, unfair competition, market manipulation, malpractice or other laws or regulations related to the financial industry.

Anti-Money Laundering and Terrorist Financing (AML-TF)

In Grupo Supervielle we are aware of the importance of having in place an anti-money laundering and terrorist financing system (AML-TF) in line with the best standards and practices in the matter, so as to effectively and adequately manage AML-TF risks within the framework of a corporate culture of integrity and compliance. In line with that commitment we adopted policies, procedures and controls established for the AML-TF risk management and invested in various human and technological resources. In particular, we gave priority to the implementation of a customer monitoring system with technological tools to automate processes that effectively manage and mitigate AML-TF risks.

We also designed an annual training plan for all employees, particularly in the commercial, product development, customer and channel development areas. We also carried out an awareness plan at all levels, regarding when and why contact the AML-TF area to participate in the risk assessment of new products, channels, customers and new technologies, as updated and modified.

	2023 (*)	2022
Trained employees	2,622	4,952

* Course delivered in Q4 2023 on the Virtual Campus, due to end in March 2024. It includes employees trained as of February 16, 2024. To date, 73% of employees were trained on AML-TF.

Transparency

We share clear, accurate and objective information with our customers, shareholders and stakeholders in general, based on international standards, national laws and regulations and internal policies, and three pillars:

- → Our Integrated Report, featuring the economic, social and environmental impact of our operations;
- → Stakeholder engagement, through a smooth communication that allows us to become familiar with stakeholders' expectations and concerns;
- → Our investor relations, promoted mainly from the website of Grupo Supervielle www.gruposupervielle.com.

Training and Communications

GRI 2-12, 2-23, 2-24, 205-2

Throughout the year, different training activities were carried out to publicize the policies and procedures approved by the Ethics, Compliance and Corporate Governance Committee. Follow-up meetings were also held with Compliance referents to assess the culture of integrity in related companies.

- → 100% of the members of the Board of Directors were trained or informed about the organization's anti-corruption policies and procedures. During 2023 there were no new trainings.
- → 100% of the employees were informed about the organization's anti-corruption policies and procedures: during this year, 6 communication and informative videos on corruption were posted on Workplace.
- → 100% of suppliers were notified of the organization's anti-corruption policies and procedures, through our website and the Ariba system.
- → 361 people received training as part of the Integrity Program for the Prevention of Corruption, in line with the training provided in previous periods.
- → **96% of employees received training on the Code of Ethics through e-learning**.
- → 100% of the Public Banking area was trained on integrity and corruption prevention issues.
- → 100% of the Portfolio Leaders and Product Owners were trained on the Three Lines of Defense and Compliance Policy, through a video delivered in Workplace, a question and answer protocol and a QR to access all the information.

In 2023, the Compliance Department participated in Banco Supervielle's learning week and together with the Risks area set up a stand called "Raise your hand", where topics such as intelligent risk, psychological safety in action and the importance of performing the security test were dealt with.

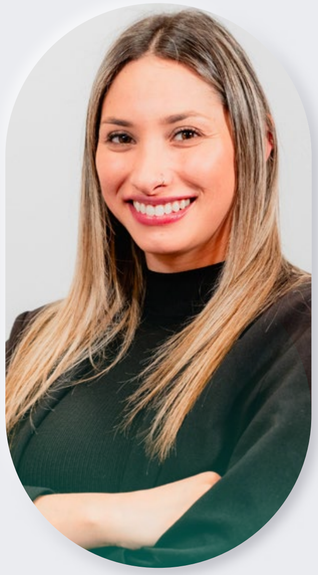
SOX Law Certification

The Administration and Accounting Department, which reports directly to the CFO of Grupo Supervielle, is in charge of defining the annual scope of the SOX certification process. It also assesses compliance with the controls defined for each process and is in charge of the continuous training of our employees regarding each line of defense. According to the standards applicable in the United States, as the Company is listed in that country, the CEO, the CFO and the internal auditor annually certify the Company's internal control for financial reporting.

Financial Capital

With the customer at the center, we create long term value for our shareholders and the community →

The economic value generated through the fiscal year amounted to $540,061.3 Million



51,363 million – net Income attributable to owners of the parent company

Economic Performance →
Risk Management →
Sustainable Finance →

Economic Performance

GRI 2-1, 2-7, 201-1, 201-4

With a view to generating profitability, making our franchise grow and positively impacting on people and the environmental contexts related to our operations, we work every day to manage our economic resources more efficiently and promote the development of our strategic pillars, in the framework of the ethics and integrity standards inherent in our professional conduct.

Key Indicators

Grupo Supervielle at Consolidated Level

During the reported period, we continued the successful execution of our strategic plan towards profitability, achieving an average return on equity (ROE) of 16.7% in real terms. The result becomes even more relevant if we consider the increasingly challenging macroeconomic and political environment in which we had to carry out our financial management. High-impact factors include rising inflation, which reached 211.4% in the year, a long election process that ended up in a new administration, and a very weak demand for loans with credit penetration levels below 7% of the Gross Domestic Product at year-end, falling to historic lows. Likewise, the Central Bank's regulations on the volumes and prices of bank assets and liabilities were maintained, including the minimum rates to be paid on customers' time deposits.

Our performance was underpinned by effective asset and liability management, which contributed to a high net interest margin, significant fee income growth across the business, and a prudent approach to lending. At the same time, we worked hard to optimize the operations of all our businesses intended to achieve greater efficiency. These actions are even more relevant in a complex economic context, whose main variables have been highly volatile, both nationally and internationally[1].

In this context, we closed the year with a net income adjusted for inflation attributable to the owners of the controlling company of $51,363.1 million, a comprehensive income attributable to the owners of $54,532.3 million, assets of $2,063,116.6 million, loans and other financing of $487,270.6 million, deposits of $1,548,928.1 million and attributable shareholders' equity of $342,786.6 million.

[1] For more information see chapter Scenarios in which We Operate of this Report, as well as Note 24 "Economic Context in which the Company Operates" of Grupo Supervielle's Consolidated Financial Statements as of December 31, 2023.

Key Indicators* (in millions of argentine pesos)	**Dec. 2023**	**Dec. 2022**	**Change** %
Net income for the year attributable to owners of the controlling company	51,363.1	(13,663.2)	475.9%
Comprehensive income (loss) for the year attributable to owners of the controlling company	54,532.3	(17,804.5)	406.3%
Assets	2,063,116.6	2,171,869.4	-5.0%
Liabilities	1,720,055.3	1,882,527.0	-8.6%
Loans and financing	487,270.6	727,841.9	-33.1%
Deposits	1,548,928.1	1,705,009.6	-9.2%
Total Shareholders' Equity	343,061.3	289,342.4	18.6%
Shareholder´s Equity attributable to the owners of the controlling company	342,786.6	289,113.1	18.6%
Shareholder´s equity attributable to non-controlling interests	274.7	229,3	19.8%
ROAE [1]	16.7%	-4.5%	
ROAA [2]	2.5%	-0.6%	
Net Income from Services / (Net Income from Services + Gross Financial Margin)[3]	14.5%	18.0%	
Net Income from Services / Administrative Expenses[3]	30.1%	26.1%	
Non-Performing Loans / Total Loans	1.2%	3.5%	
Provisions / Non- Performing Loans	262.4%	135.5%	

1 Net income for the year attributable to owners of the controlling company divided by average shareholders' equity, calculated on a daily basis.
2 Net income for the year attributable to owners of the controlling company divided by average assets, calculated on a daily basis.
3 Includes income from insurance activities.

* Under IFRS 10, the financial statements of Grupo Supervielle, including the assets, liabilities, equity, income, expenses and cash flows of the controlling company and its subsidiaries, are presented on a consolidated basis

** Change calculated without rounding.

Financing

At the end of the year, total gross financing, including guarantees granted, amounted to $616,149.4 million, 24.5% lower in real terms as compared to the end of 2022. The trend comes in a year in which demand for credit remained very low and inflation climbed to 211.4%. Banco Supervielle ended the 2023 fiscal year with a market share in total loans of 2.4%, ranking 12th in terms of loans among total banks in the system and 8th among private capital banks.



The following table shows the composition and evolution of loans and other financing:

Loans and Other Financing (in millions of argentine pesos)	**Dec. 2023**	**Dec. 2022**	**Change* %**
Non-Financial Public Sector	**2,070.1**	**864.8**	**139.4%**
Financial Sector	**4,006.5**	**2,007.1**	**99.6%**
Loans and Other Financing	4,013.6	2,024.4	98.3%
Less: provisions	-7.1	-17.2	-58.8%
Non-financial private sector and foreign residents	**471,633.8**	**723,081.8**	**-34.8%**
Overdraft	41,966.2	45,207.9	-7.2%
Promissory Notes	185,494.0	237,625.2	-21.9%
Mortgage loans	53,951.8	75,641.8	-28.7%
Car loans	15,327.3	24,324.8	-37.0%
Personal loans	51,835.2	119,999.9	-56.8%
Credit card loans	75,819.4	154,179.5	-50.8%
Foreign trade and loans in US$	43,367.1	53,198.1	-18.5%
Other	3,872.9	12,904.6	-70.0%
Financial lease receivables	20,425.9	33,566.7	-39.1%
Other receivables from financial intermediation	6,532.0	6,335.8	3.1%
Less: provision	-17,397.8	-38,014.4	-54.2%
Total Loans and Other Financing	**487,270.6**	**727,841.9**	**-33.1%**
Loans and Other Financing, before Provisions	**504,668.3**	**765,856.3**	**-34.1%**
Off Balance Sheet Portfolio (guarantees granted)	**111,481.1**	**50,396.2**	**121.2%**
Total Portfolio	**616,149.4**	**816,252.5**	**-24.5%**

* Change calculated without rounding

Deposits

At year-end, total deposits amounted to $1,548,928.1 million, 9.2% lower in real terms as compared to the previous year. Banco Supervielle ended 2023 with a 2.6% market share in total private sector deposits.

The following table shows the composition and evolution of total deposits:

Deposits (in millions of argentine pesos)	**Dec.2023**	**Dec.2022**	**Change*%**
Non-financial public sector	100,747.8	86,705.6	16.2%
Financial sector	476.5	315.9	50.9%
Non-financial private sector and residents abroad	1,447,703.7	1,617,988.1	-10.5%
Checking accounts	870,562.6	714,785.2	21.8%
Savings Accounts	241,809.0	287,208.2	-15.8%
Time Deposits	177,192.3	469,431.2	-62.3%
Other	158,139.8	146,563.6	7.9%
Total	**1,548,928.1**	**1,705,009.6**	**-9.2%**
Pesos	1,308,553.0	1,533,858.9	-14.7%
Foreign Currency	240,375.1	171,150.7	40.4%

* Change calculated without rounding.

2023 Results

Consolidated Comprehensive Income Statement (in millions of argentine pesos)	**As of December 31, 2023**	**As of December 31, 2022**	**Change* %**
Interest income	1,204,647.9	787,571.7	53.0%
Interest expense	(823,822.9)	(515,399.4)	59.8%
Net Interest income	**380,825.0**	**272,172.3**	**39.9%**
Fee income	93,125.3	94,478.2	-1.4%
Fee expense	(24,176.1)	(33,392.7)	-27.6%
Income from Insurance Activities	14,409.5	14,095.5	2.2%
Net fee income	**83,358.6**	**75,180.9**	**10.9%**
Subtotal	**464,183.7**	**347,353.3**	**33.6%**
Net income (loss) from financial instruments measured at fair value through profit or loss	85,964.7	59,423.4	44.7%
Result from derecognition of assets measured at amortized cost	20,101.3	1,531.6	1212.4%
Exchange rate differences on gold and foreign currency	5,800.9	8,541.8	-32.1%
Financial income and holding gains (losses)	**111,867.0**	**69,496.8**	**61.0%**
Other operating income	23,698.5	27,803.8	-14.8%
Result from exposure to changes in the purchasing power of the currency	(111,414.8)	(55,416.1)	101.1%
Loan loss Provisions	(31,612.3)	(41,854.0)	-24.4%
Net operating income	**456,713.0**	**347,383.8**	**31.5%**
Benefits to personnel	(160,395.5)	(167,825.5)	-4.4%
Administration expenses	(84,438.7)	(88,946.8)	-5.1%
Depreciation and impairment of assets	(32,217.6)	(31,447.8)	2.4%
Other operating expenses	(93,016.1)	(82,926.9)	12.2%
Operating income (loss)	**86,645.2**	**(23,763.3)**	**464.6%**
Income before tax on continuing business activities	**86,645.2**	**(23,763.3)**	**464.6%**

Consolidated Comprehensive Income Statement (in millions of argentine pesos)	**As of December 31, 2023**	**As of December 31, 2022**	**Change* %**
Income tax on continuing activities	35,240.9	(10,085.0)	449.4%
Net Income (loss) for the year	**51,404.3**	**(13,678.3)**	**475.8%**
Net income (loss) for the year attributable to the owners of the controlling company	51,363.1	(13,663.2)	475.9%
Net income (loss) for the year attributable to non-controlling interests	41.1	(15.1)	373.2%
Other comprehensive income (loss)	**3,173.4**	**(4,145.5)**	**176.5%**
Other comprehensive income attributable to non-controlling interests	3,169.1	(4,141.3)	176.5%
Other comprehensive income attributable to non-controlling interests	4.2	(4.3)	199.0%
Comprehensive Income (loss) for the year	**54,577.6**	**(17,823.8)**	**406.2%**
Comprehensive income (loss) for the year attributable to the owners of the controlling company	54,532.3	(17,804.5)	406.3%
Comprehensive income for the year attributable to non- controlling interests	45.4	(19.3)	334.7%

* Change calculated without rounding.

During the year ended December 31, 2023, net loss attributable to owners of the controlling company amounted to $51,363.1 million, an increase of $65,026.4 million as compared to the loss of $13,663.2 million in 2022, due to an increase of $68,752.9 million in the result of investments in related entities.

Standalone Information

Standalone Comprehensive Income (Loss) Statement (in millions of argentine pesos)	**2023**	**2022**	**Change* %**
Interest income	7,242.4	3,967.9	82.5%
Interest expense	(0.0)	(0.0)	0%
Net interest income	**7,242.4**	**3,967.9**	**82.5%**
Net income (loss) from financial instruments measured at fair value through profit or loss	2,978.6	1,085.4	174.4%
Result from derecognition of assets measured at amortized cost	1,008.7	(18.8)	5,457.1%
Exchange rate differences on gold and foreign currency	1,732.1	967.8	79.0%
Other operating income	1,374.1	2,910.0	-52.8%
Result from exposure to changes in the purchasing power of the currency	(12,164.3)	(7,560.8)	60.9%
Loan loss provision	(5.5)	0.0	-100%
Net operating income	**2,166.2**	**1,351.4**	**60.3%**
Benefits to personnel	158.1	148.7	6.3%
Administration expenses	1,302.9	1,163.3	12.0%
Depreciation and impairment of assets	4,402.6	632.2	596.4%
Other operating expenses	(222.4)	(184.2)	20.7%
Operating income (loss)	**(3,919.7)**	**(777.0)**	**404.5%**
Income (loss) from subsidiaries, associates and joint businesses	56,181.2	(12,571.7)	546.9%
Income before tax on continuing business activities	**52,261.4**	**(13,348.7)**	**491.5%**
Income tax on continuing activities	(898.3)	(314.6)	185.6%
Net income (loss) for the year	**51,363.1**	**(13,663.2)**	**475.9%**
Other comprehensive income (loss)	2,948.0	(4,220.6)	169.8%
Income taxes from other comprehensive income	221.2	79.3	178.7%
Comprehensive income for the year	**54,532.3**	**(17,804.5)**	**406.3%**

* Change calculated without rounding.

Consolidated Statement of Cash Flows (in millions of argentine pesos)	**As of December 31, 2023**	**As of December 31, 2022**
Cash flow from operating activities	159,523.6	2,085.7
Cash flow from investment activities	-19,613.0	-23,525.3
Cash Flow from financing activities	-22,139.1	-39,041.4
Effect of exchange rate change	213,499.2	52,690.6
Result from exposure to changes in the purchasing power of the currency – Cash and cash equivalent	-249,887.9	-92,967.8
Total cash flow change	**81,382.7**	**-100,758.1**

Income by Business Standalone Information (in millions of argentine pesos)	**12/31/2023**	**12/31/2022**	**Change* %**
Income from interests in Banco Supervielle S.A.	40,505.3	(13,697.0)	395.7%
Income from interests in IUDU Compañía Financiera S.A.	0.0	(561.6)	100.0%
Income from interests in Tarjeta Automática S.A.	0.0	(1,114.3)	100.0%
Income from interests in Supervielle Asset Management S.A.	5,034.7	2,785.0	80.8%
Income from interests in Espacio Cordial de Servicios S.A.	297.1	(1,527.4)	119.5%
Income from interests in Supervielle Seguros S.A.	1,720.1	2,590.5	-33.6%
Income from interests in Sofital S.A.F. e I.I.	1,582.5	(634.6)	349.4%
Income from interests in Micro Lending S.A.U.	593.3	322.5	84.0%
Income from interests in InvertirOnline S.A.U. and InvertirOnline.Com Argentina S.A.U.	5,822.3	(667.3)	972.5%
Income from interests in FF Fintech	97.1	186.5	-47.9%
Income from interests in Supervielle Agente de Negociación S.A.U.	447.9	59.9	647.9%
Income from interests in Supervielle Productores Asesores de Seguros S.A.	454.2	0.8	57,536.7%
Income from interests in Dólar IOL S.A.U.	(8.8)	(30.5)	-71.1%
Income from interests in IOL Holding S.A.	(364.5)	(284.2)	28.2%
Total	**56,181.2**	**(12,571.7)**	**546.9%**

* Change calculated without rounding.

On December 1, 2023, the Central Bank authorized the merger of IUDÚ Compañía Financiera S.A. ("IUDÚ") and Tarjeta Automatica S.A. ("TA") with Banco Supervielle. Then, on December 13, 2023, the CNV resolved accordingly. Although the merger was mostly completed between September and December 2022, it was during the 2023 fiscal year that the corporate processes of the operation were completed. This decision allowed us to gain efficiency in business processes and significant savings in structural expenses. In turn, IUDÚ and TA customers continued to receive a seamless omnichannel experience, with access to Banco Supervielle's financial products and services in line with the segment.

Administration Expenses

Standalone Information

The administration expenses of Grupo Supervielle S.A. as of December 31, 2023 and 2022 were as follows:

Items (in millions of argentine pesos)	**Total as of 12/31/2023**	**Total as of 12/31/2022**
Banking expenses	0.8	1.6
Professional fees	352.2	353.5
Fees of Directors and statutory auditors	740.1	583.4
Taxes, charges and assessments	42.9	65.5
Insurance	0.0	0.7
Office expenses and services	20.1	24.6
Other expenses	146.8	134.0
Total	**1,302.9**	**1,163.3**

Benefits to Personnel

The benefits to personnel of Grupo Supervielle S.A. as of December 31, 2023 and 2022 were as follows:

Items (in millions of argentine pesos)	**Total as of 12/31/2023**	**Total as of 12/31/2022**
Personnel expenses	158.1	148.7
Total	**158.1**	**148.7**

Net income from measurement of financial instruments at fair value through profit or loss

Standalone Information

Items (in millions of argentine pesos)	**12/31/2023**	**12/31/2022**
Income from holding – Mutual Funds	1,276.5	1,085.4
Income from holding – Private bonds	347.9	-
Income from holding – Marketable Promissory Notes	1,354.2	-
Total	**2,978.6**	**1,085.4**

Financial income (expense) and holding gains (losses) provided by assets mainly consist of revaluation of and interest on time deposits in Financial Instruments and not allocated income from temporary investments in liquidity funds.

Other Income and Expense

On December 1, 2008 and on January 16, 2010, Grupo Supervielle entered into a services contract with Banco Supervielle for the provision of financial, strategic and commercial advisory services for the search and generation of new businesses and expansion of existing businesses.

In addition, Grupo Supervielle entered into similar agreements with Tarjeta Automática S.A., Supervielle Asset Management S.A. and Sofital S.A.F. e I.I., effective as from January 1, 2009, with IUDÚ Compañía Financiera S.A. effective as from August 1, 2011 and with Espacio Cordial de Servicios S.A. effective as from December 26, 2013. However, based on the merger agreements with IUDÚ and TA, collection of the advice services to the companies merged with Banco Supervielle was discontinued. The income from collection of such advice as of December 31, 2023 and 2022 amounted to $756.4 million and $1,527.3 million, respectively.

Additionally, in 2013, Grupo Supervielle S.A. entered into agreements with Espacio Cordial de Servicios S.A. and IUDÚ Compañía Financiera S.A. to grant licenses for the use of certain Company brands, which agreements were amended on January 2, 2020. As aforesaid, the agreement entered into with IUDÚ was terminated at the beginning of 2023. Such agreements resulted in an income for the Company of $0.9 million and $9.5 million as of December 31, 2023 and 2022, respectively.

Income tax

Standalone information

As of December 31, 2023, the Company recorded a charge for income tax of Ar$898.3 million, mainly due to the tax adjustment for inflation which does not consider the loss from exposure to inflation deductible for the total taxable assets. Income from interests in other companies is not considered for determination of the taxable income (which is paid at company level) and dividends are exempt.

Dividends Paid and Received

Each year, the Board of Directors favors the efficient use of capital in its capital distribution recommendation to the Shareholders' Meeting. Therefore, the Board may recommend reinvesting profits or distributing dividends when there is excess capital.

As resolved by the Ordinary and Extraordinary General Shareholders' Meeting of April 27, 2023 during the reported period no dividends were paid to the Company's shareholders. In addition, during such period, Grupo Supervielle received the following dividends:

Dividends recieved from Grupo Supervielle´s subsidiaries	Date	Dividend (in millions of $)
Supervielle Seguros S.A.	6/2/23 and 11/24/23	1,712.4
Supervielle Asset Management S.A.	5/3/23	3,369.8
Micro Lending S.A.	5/3/23	576.4
Sofital S.A.F. e I.I.	6/5/23	239.9
Total		**5,898.5**



Solvency

The table presents the consolidated minimum capital position of Banco Supervielle.

Consolidated Information	12/31/2023	12/31/2022	Amount	Change* %
CAPITAL PAYMENT				
Tier 1 (a) Capital	264,420	77,620	186,800	240.7%
Tier 1 (b) Capital Deductible Items	(55,583)	(25,064)	(30,520)	121.8%
Supplementary Shareholders' Equity (Tier 2 Capital)	-	2,600	(2,600)	-100.0%
	208,837	55,157	153,681	278.6%
CAPITAL REQUIREMENT				
Requirement for Credit Risk	61,896	25,108	36,788	146.5%
Requirement for Operational Risk	21,891	8,188	13,703	167.4%
Requirement for Market Risk	2,659	1,694	965	57.0%
	86,446	**34,990**	**51,456**	**147.1%**
EXCESS CAPITAL	**122,391**	**20,167**	**102,225**	**506.9%**
Basic Shareholders' Equity (a) - (b)	**208,837**	**52,556**	**156,281**	**297.4%**
RISK-WEIGHTED ASSETS	**1,058,040**	**428,238**	**629,802**	**147.1%**

Figures are stated in the currency of each reporting date
* Change calculated without rounding

Proforma consolidated Tier 1 capital ratio of Grupo Supervielle amounted to 21% as of December 31, 2023. This ratio includes $13,771.3 million which the Company maintains as liquidity excess and could be applied to the growth of its business and its subsidiaries.

Share Repurchase Program

On July 20, 2022 Grupo Supervielle approved a program for the acquisition of its own shares. The Company decided to move forward with the Program taking into account the national and international macroeconomic context, the high volatility of the capital markets at that time and the strong deterioration in the value of Grupo Supervielle's shares associated with the increase in Argentine risk. Supervielle considered that the share price at that time did not reflect the real value of the Company's assets or its future potential, and that implementing the Program was a viable and efficient alternative to apply the Company's excess cash position at that time for the benefit of the Company and its shareholders. The share repurchase showed the confidence of the Board of Directors and senior executives in the execution of our strategic priorities and in the intrinsic value of the Company which had sufficient funds to implement the aforementioned program while maintaining an adequate solvency level.

Under the share repurchase program, Grupo Supervielle acquired 11,093,572 Class B Shares in ByMA and 591,384 ADSs in NYSE, which represents 86.03% of the program and 3.076% of the capital stock. The amount invested totaled Ar$1,725 million.

Proposed Distribution of Profits

The profit for fiscal year 2023 amounted to $51,363,131 thousand, which the Board proposed distributing as follows:

$5,632,951 thousand

to Statutory Reserve

$32,889,397

to Optional Reserve for future investments

$12,840,783 thousand

to Reserve for future dividends, the Board being authorized to determine the time for distribution thereof

As a general rule, the Board makes recommendations in favor of an efficient use of capital, i.e., the Board in general recommends the reinvestment of profits when there are investment opportunities, organic or inorganic, or recommends a dividend distribution when there is excess capital. Since in 2023 the company had

a positive net income, liquidity and high levels of solvency that exceed the requirements to carry out the company's business plan, the Board of Directors considers that it is appropriate to make a dividend payment for the benefit of its shareholders.

If the above proposal is approved by the Shareholders' Meeting, the Shareholders' Equity of Grupo Supervielle S.A. will be as follows:

	12/31/2023 Thousands of Ar$
Capital Stock	442,672
Capital Adjustment	27,960,908
Additional Paid-in Capital	254,538,548
Statutory Reserve	5,632,951
Treasury Stock	14,050
Comprehensive adjustment of treasury stock	2,944,946
Cost of treasury stock	(5,166,412)
Optional Reserve	37,197,05
Reserve for future dividends	12,840,783
Other Comprehensive Income	6,381,108
Total Shareholders' Equity	**342,786,559**

If the distribution of dividends is approved and the reserve created to such effect is released, the Shareholders' Equity of Grupo Supervielle S.A. will be as follows:

	12/31/2023 Thousands of Ar$
Capital Stock	442,672
Capital Adjustment	27,960,908
Additional Paid-in Capital	254,538,548
Statutory Reserve	5,632,951
Treasury Stock	14,050
Comprehensive adjustment of treasury stock	2,944,946
Cost of treasury stock	(5,166,412)
Optional Reserve	37,197,005
Other Comprehensive Income	6,381,108
Total Shareholders' Equity	**329,945,776**

Economic Value Generated and Distributed

The economic value generated throughout the fiscal year is distributed to the organization and its stakeholders.

540,061.3 Million pesos

Economic value generated

488,657.0 Million pesos[3]

Economic value distributed

51,404.3 Million pesos[4]

Economic value withheld

[3] Includes Operating expenses (excluding social investment) + Personnel expenses + Payments to suppliers + Taxes.
[4] Withheld economic value = economic value generated - economic value distributed.



During the reported year, Grupo Supervielle did not receive financial assistance from any government office or agency.

Risk Management

GRI 2-12, 2-16

Own Topic: Risk management

Banco Supervielle carries out a comprehensive risk management program which relies on 5 pillars covering a wide range of threats. The program is based on the model of the three lines of defense, as well as on the guidelines established by the Central Bank of Argentina for comprehensive risk management and corporate governance and includes the recommendations of the Basel Committee on Banking Supervision.

In 2023 92% of our risk metrics were below the thresholds established in the risk appetite framework defined by the Board of Directors.

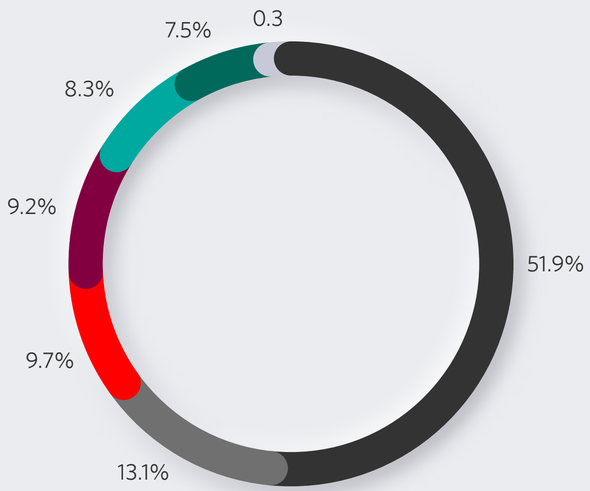


Economic Capital

We carried out an economic capital estimate to determine the equity that Banco Supervielle would need to face any losses arising from the aforementioned risks. To such effect, we developed an internal, integrated and global process to assess the economic capital sufficiency based on its risk profile and in line with the parameters established by the BCRA for management of risks in financial institutions.

The risks on which Banco Supervielle established methodologies for the calculation of economic capital, as wheighed, as of December 2023 are as follows:

Economic Capital Distribution by Type of Risk



Credit Risk

Credit risk refers to the losses affecting Banco Supervielle's assets as a result of non-performance of the terms of credit agreements.
We rely on customer scoring models, such as Scoring and Rating, to determine the maximum risk limits to be assumed, establishing credit facilities, contractual terms and guarantees to be posted, with the support of additional tools that help us achieve a more efficient analysis:

- Credit risk reports and evolution of exposure at different levels of granularity, such as commercial banking, segments, teams and products, among other, which are reviewed by the Risk Management Committee and the Board of Directors.
- Drill Down indicators approach, such as the non-performing portfolio ratio, non-performing portfolio coverage ratio and Cost of Risk. As of December 31, 2023, the non-performing portfolio ratio was 1.2%, an improvement over 3.5% reported in 2022, and the non-performing portfolio coverage ratio was 262.4% (as compared to 135.5% in the previous year) and the net Cost of Risk reached 4.7%. Provisions are calculated by the expected credit loss scheme.

→ A portfolio limits scheme linked to individual concentration and structured by economic group, concentration of the main debtors, supplier value chain, economic activities, facility risk rating, foreign currency exposure and exposure to activities with social-environmental risk.

Improvements and Updates

We continued working on the development of Scoring and Rating models using new machine learning methodologies that allow not only the use of available information and the exploration of models with a higher predictive power for a better credit rating but also the weighing of income through transactional information of customers or assessment of the behavior of companies to reduce the use of qualitative variables.

By late 2023, we presented the first model fully developed with the LightGBM (Light Gradient Boosting Machine) methodology. Its main advantages include the possibility of detecting non-traditional patterns, a greater predictive power, as well as a greater efficiency in terms of times and memory during the training for model development for a faster calibration.

Regarding the review of Credit Policies, the requirements for the granting of products in the Plan Sueldo, Mercado Abierto, Senior Citizens, and Entrepreneurs and SMEs segments were updated, in accordance with the defined risk appetite and the strategic objectives of the organization.

The Credit Risk team participated in the process of digital transformation of individuals and business segments, defining cross KPIs, taking part in the ceremonies of the agile methodology together with the squads and implementing an agile approval scheme with different levels of authorization. We also implemented analyses carried out by the Risk Intelligence Department that allowed us to improve different processes, such as collections from individuals and policy modifications, among other.

We also made progress in the calculation of expected losses under IFRS 9, where the monthly metrics is fully automated and operating. In addition, work is being done on the mechanization of the estimate of parameters (PD, LGD and EAD) and on the introduction of methodological improvements in line with the credit process.

Finally, in the framework of the validation plan for the different credit risk management models implemented, a positive result was obtained from an assessment conducted by an independent third party.

Loans to SMEs, Medium and Large Sized Companies, Financial Institutions and Public Sector

During the reported period we maintained the portfolio quality ratios at historical minimums through permanent monitoring and approach to the first stages of customer arrears. New typologies were added to analysis of the Portfolio Limit Scheme and the entire portfolio classification was maintained according to environmental impact criteria and a risk appetite of 5% established by the Board of Directors.

Likewise, the credit advice provided to the Corporate Capital Markets area in the assessment of debt and securities transactions and the positioning as a leading player in the Guaranteed SMEs Negotiable Obligations segment are worthy of mention.

Finally, we made improvements to strengthen the self-management of the Entrepreneurs and SMEs segment by attracting new customers, enhancing the offers within the risk appetite of Banco Supervielle and optimizing loan granting times and processing. We also implemented massive rating policies through which we can have most of the portfolio rated.

Loans to Individuals

In the field of Individuals, we facilitated the process for managing large volumes of loans through massive ratings to assess customers in different available operations. To such effect we take into account credit policies updated at the time of calculation and in case of exception, the Individuals Credit sector conducts an individual analysis.

Together with the Individuals Recovery Area, we launched special campaigns for customers in financial distress, offering restructuring, refinancing and special reductions for advanced arrears. The strategy for mortgage loan customers, car loan customers, cases with higher balances, lenders and E&P (Entrepreneurs and SMEs) was worked on a case-by-case basis, achieving as a result the stability of arrears. Within this framework, the support of the legal audit team helped improve the processes and management quality of external suppliers.

The Emerix core, developed by the agile squad under the same name, was key to portfolio administration, management and high flexibility in setting up special campaigns, and contributed with evolutionary improvements to the refinancing simulator.

Financial Risks

For an expeditious consideration of changes in market conditions resulting in potential financial risks, the Risk Management Committee delegates the responsibility for implementing related policies and strategies to the Assets and Liabilities Committee (ALCO), made up of senior managers and representatives of the most exposed business units.

In addition, the Financial Risk Area was part of the design of tools and reports to support the decisions that allowed meeting in 2023 the objectives of the Financial Planning Department and the Trading Desk, with active participation in the ALCO Committee. This was especially important in a context featured by a high uncertainty and sudden fluctuation in different relevant economic variables, namely: inflation, interest rates and prices of the National Treasury debt, which required the permanent monitoring of the market risk and risk appetite of the Company.

Furthermore, the Financial Risk Area continued monitoring on a daily basis the Liquidity Coverage Ratio (LCR) as well as other more disaggregated metrics related to acid liquidity, liquidity in US dollars and deposit concentration. In such regard, programming Python language was conclusive for the reported period as it allowed making processes agile and optimizing financial risk management.

Liquidity Risk

Banco Supervielle determined the levels and types of risk it is willing to assume to be able to carry out the budget plan without relevant deviations, even under stress conditions. Its liquidity risk management includes two daily core metrics: the Liquidity Coverage Ratio (LCR), which measures the high-quality liquid assets to total net cash outflows ratio during a 30-day period, and the Net Stable Funding Ratio (NSFR), which measures the capacity to finance its own activities with sufficiently stable sources to mitigate the risk of future stress situations originated in funding.

In case of changes that could jeopardize the guidelines established in the Risk Appetite Policy, the ALCO Committee activates the daily monitoring of a series of indicators, including the breakdown of the main components of the LCR or the availability of liquid assets to respond to a possible outflow of more volatile deposits.

Interest Rate Risk

We rely on gap analysis to detect interest risk concentrations in the different terms, with special attention to the accumulated gap during the first ninety days, through two approaches: MVE - VaR, which measures the difference between the estimated economic value with the market interest curve and the interest rate curve arising from the simulation of different stress scenarios, and NIM - EaR, which measures the change in the expected accruals for a given term (12 months) in the event of a shift in the interest curve originated in a simulation exercise of different stress scenarios.

Likewise, Banco Supervielle adopted the methodology suggested by Communication “A” 6397 of the Central Bank of Argentina, which distinguishes between the risk arising from fluctuations in interest rates on the underlying value of equity (MVE) (assets, liabilities and off-balance sheet items) of the entity and the alterations on interest rate-sensitive income and expenses, affecting its net interest income (NII).

Market Risk

This risk arises from deviations that occur in the value of the trading book during the period of time required to liquidate the positions in the portfolio. These are the result of changes in factors such as interest rates, exchange rates, the price of equity assets and options, as well as the liquidity risk of the different products and markets in which they operate.

Due to the characteristics of its business profile, Banco Supervielle, within Grupo Supervielle, is the entity with the greatest exposure to this risk. However, market risk monitoring also extends to the positions taken by Grupo Supervielle for its own portfolio, as well as those taken by its various subsidiaries.

In order to uniformly measure the risk of positions and to establish a structure of limits and thresholds for control schemes, Banco Supervielle, Grupo Supervielle and their other subsidiaries use the diversified VaR (value-at-risk) model. This model is defined as the maximum expected loss of a financial assets portfolio in normal market situations, within a given time horizon and with a pre-established level of confidence. Its metrics are used to detect the level at which a potential market risk is identified in order to take applicable preventive actions.

At Banco Supervielle, the focus is on the trading book managed by the Money Desk, whose operations are based on approved strategies and policies and a framework of controls that reflect the risk appetite with which the bank is willing to operate. The control scheme is complemented by action plans to be implemented once a violation of the established limits has occurred.

In addition, a broader control is carried out that includes managed positions with liquidity management objectives by the Financial Planning Department. In this case, the controls focus on the risk exposure assumed, measured using the VaR methodology, in relation to computable financial liability (CPR). In addition, control is carried out on the VaR by group of assets, thus limiting the risk that the Entity can assume in each group of assets considered separately.

Special focus was placed on market risk management in a 2023, a year featured by a long and uncertain election process that spanned through virtually the entire second half of the year. This led to an increasing level of volatility in financial assets exposed to market risk, which resulted in frequent reviews in the risk appetite reflected in the levels of VaR admissible in the different companies of Grupo Supervielle, as well as in the maximum permissible exposure in sovereign bonds.

Stress Tests

Stress tests are used to provide a forward-looking assessment of risk, overcome the limitations of models and historical data, support external and internal communication, establish capital and liquidity planning procedures, assist in setting risk tolerance levels, and facilitate the development of contingency and risk mitigation plans for a range of possible stress situations.

To that effect we developed a program for comprehensive risk management which is in line with the provisions on “risk management guidelines for Financial Entities” established by the BCRA. Within the framework of such program, the Financial Risk Management Department carried out Management Stress Tests throughout 2023, analyzing the impact of different What If scenarios and assisting in the decision-making process regarding the level of risk appetite to be assumed.

Non-Financial Risks

The non-financial risk team is the second line of management in the face of operational, technological, reputational, third-party and business continuity threats, with tools such as RCSA, KRIs, BIA, Continuity Plans and monitoring of operational losses.

On the other hand, the management of Operational and Technology Risk includes the strategy, policies, practices, procedures and organizational structure that Grupo Supervielle must have in place to address the following stages of management:

Identification:
Includes the recognition of risks and their link to the controls established to mitigate them, taking into account internal and external factors that may affect the development of processes.

Assessment:
Within the framework of existing controls, risks are assessed for their impact, frequency, and likelihood of occurrence to determine the level of exposure. The results are entered in a record (RCSA).

Follow-up:
The follow-up process allows for the detection and correction of any deficiencies that may occur.

Risk mitigation:
Threats and possible responses are analyzed in line with the risk appetite policy.

- Identification: Includes the recognition of risks and their link to the controls established to mitigate them, taking into account internal and external factors that may affect the development of processes.
- Assessment: Within the framework of existing controls, risks are assessed for their impact, frequency, and likelihood of occurrence to determine the level of exposure. The results are entered in a record (RCSA).
- Follow-up: The follow-up process allows for the detection and correction of any deficiencies that may occur.
- Risk mitigation: Threats and possible responses are analyzed in line with the risk appetite policy.

Operational Risk
With respect to non-financial operational risks, Grupo Supervielle adopts the following definitions:

- According to Com. "A" 5398 of the BCRA, operational risk is understood as the risk of the risk of loss as a result of ineffective or failed internal processes, people, systems, or external events which can disrupt the flow of business operations
- In the same way, and as a particular case of Operational Risk, technology risk includes those events that may affect the confidentiality, integrity, availability, effectiveness, compliance and reliability of Information Technology and Security processes, as well as related information assets within the framework of their internal control.
- In turn, legal risk in a financial institution can be assessed both in house or externally and includes exposure to sanctions, penalties or other economic and other consequences for non-compliance with regulations and contractual terms.

During this period, we continued to working in depth with the Risk Partner model in the squads, generating a culture of risk with Product Owners through training and management support. We also continued to update and enhance the Archer GRC tool.

Additionally, we sought to strengthen the control environment, defining responsibilities in the first line of defense of risk management (Risk Bar Raiser) and the creation of certifications within the Virtual Campus.

Banco Supervielle S.A. has an Operational Risk Committee that carries out a monthly assessment on technological and reputational risks, made up of Senior Executives.

Reputational Risk
This risk arises from a negative perception of the financial institution by customers, counterparties, shareholders, investors, debt holders, market analysts and other relevant market players. This adversely affects the organization's ability to maintain existing business relationships or establish new ones and continue to access funding sources.

Likewise, this risk may lead the company to grant implicit support, incurring credit, liquidity, market and legal risks, with possible negative impacts on its results, its liquidity level and regulatory capital.

The risks that could affect our corporate image are identified based on the expectations of our main stakeholders, such as customers, employees, shareholders, regulators, the community and suppliers. Each group has a series of quantitative and/or qualitative indicators, as appropriate, that allow the measurement of the entity's reputational risk to be carried out, adjusting to its business dynamics.

Strategic Risk
This risk arises from the possibility that an entity may suffer losses or an impairment of its assets as a result of an inadequate business strategy or an adverse change in the forecasts, parameters, targets and other functions that support that strategy.

According to Grupo Supervielle, this risk derives from the organization's strategic position in the context in which it does business. There are two sources of strategic risk, the success of the strategic decisions made by the entity and the randomness of the environment in which these decisions are made.

This risk is linked to the business risk, which arises from changes in the competitive environment, events that harm the normal development of the business or directly its structure. However, it should not be mistaken for market, credit or operational risks, as fluctuations often arise from changes in volumes exchanged, prices or costs, or macroeconomic changes.

Money Laundering and Terrorist Financing Risk
Grupo Supervielle companies that have the status of Reporting Person before the Financial Information Unit (UIF) have in place an Anti-Money Laundering and Terrorist Financing (AML/TF) Program.

This program is in line with UIF and BCRA regulations and adopts international best practices to help regulatory bodies prevent financial crimes such as Money Laundering and Terrorist Financing (AML/TF).

This program includes policies, standards and procedures to manage the AML/TF risk to which companies are exposed and is used to monitor customer operations based on the available data on their activity, transactionality, profile and documentation related to the source of funds. The program also helps detect unusual movements which it reports to the UIF, when appropriate.

Likewise, at Grupo Supervielle we have a governance structure that includes an AML/TF Committee for each company, a director appointed as Compliance Officer, a continuous training plan for all staff and specific training for the AML/TF team, members of the Committee and the Board of Directors.

In addition, the Compliance and AML/TF Department is in charge of implementing control and prevention procedures as well as continuous monitoring together with the areas responsible for improvements in related processes. As part of the lines of defense, management is regularly subject to internal and external audit.

Risks related to cybersecurity are managed within the framework of the Information Security Policy, applicable to all subsidiaries of Grupo Supervielle, as seen in more detail in the chapter Intellectual and Industrial Capital.

Sustainable Finance

GRI 201-2, SASB FN-CB-240a.1, FN-CB-410a.2

Own topic: Credit-related socio-environmental risk management

At Banco Supervielle, we continued with our commitment to financing small businesses and entrepreneurs, in line with our risk and sustainability policies. With this vision, we continued improving our analysis processes to give priority those initiatives that guarantee an appropriate management of their social-environmental impacts.

Social and Environmental Risk Management

At Banco Supervielle we understand that compliance with environmental and social aspects is of the essence for loan granting, as part of our commitment to the community and our shareholders.

We conducted credit assessments on our customers that consider environmental management and social responsibility criteria. Based on the ARAS Method, the Ecuador Principles and the International Finance Corporation (IFC) standards, we consolidated a comprehensive approach that encompasses both an internal and external cultural change in the relation with employees, customers, suppliers and investors, seeking to achieve the following goals:

- → To reduce and maintain within Banco Supervielle's risk appetite exposure to environmental and social risks due to customer activities, establishing a lending policy that includes an analysis of the environmental and social impact of the companies and investment projects financed.
- → To include social-environmental risks within the risk policy established by the Board of Directors.
- → To reduce and control exposure to climate risks, identifying physical and transition risks.
- → To facilitate customers' and investors' access to financing based on sustainability criteria.
- → To disseminate good practices and environmental and social awareness among employees and customers.
- → To identify opportunities and finance "Green Projects", i.e. those through which positive environmental/social impacts may be determined and evidenced.



Environmental and Social Risk Policy

Within this framework, we are committed as a financial entity to ensuring the reduction and mitigation of negative impacts on ecosystems and communities, prioritizing the granting of loans only to those companies and projects that can prove adequate management of their social or environmental impacts, or mitigation plans, in areas such as:

- **Biodiversity protection**
- **Use of renewable resources**
- **Waste management**
- **Protection of human health**
- **Population displacement**

During 2023, we enhanced the implementation of our Environmental and Social Risk Policy, which was reviewed in the last quarter of 2022 and adjusted to best practices. In addition, we held one-on-one conversations with our commercial network to internalize concepts and we are developing a system that involves all areas dealing with customer engagement to streamline environmental impact analyses and reach more beneficiaries of our services.

With regard to the management of the loan portfolio, our Environmental and Social Risk Policy classifies activities according to their inherent social, environmental or climate risk. This requires a specific analysis to adequately identify high-impact risks and their mitigation mechanisms to be included within the tolerance threshold of up to 5% that Grupo Supervielle S.A. established for the entire portfolio of SMEs and Medium and Large Sized Companies. The Environmental and Social Risk Policy reaches a total of 11,237 customers.

As part of the process of updating this policy, we incorporated an analysis on climate risk management that in 2023 yielded the following results:

Transition Risks

Banco Supervielle cooperated in a BCRA initiative to assess the resilience of the Argentine Financial System to risks related to climate change. In the first stage, focus was on the geolocalization of the core activities of a series of BCRA-selected customers, so that the BCRA may map and analyze the exposures to physical risks, such as frequency and amount of rainfall, floods, drought and heat waves, among other.

We detected no events related to climate risk affecting our loan portfolio, either due to their impact on the solvency of our customers or on their ability to pay loans.

We observed no changes in the financial players in the market that, as a result of climate risk events, could have a negative impact on results.

We recorded no negative reactions from our stakeholders due to unmet expectations in our climate risk management. We also have metrics in place for measuring reputational risk.

Physical Risks

Banco Supervielle carries out physical risk analyses in the face of ex-post defined climatic events. In this regard, no climate change-related events were found that, due to frequency or severity, could have affected Grupo Supervielle's operations. In addition, we have in place policies and processes that guarantee the continuity of operations and business vis-a-vis different crisis situations.

Credit Assessment Results

By the end of 2023, Banco Supervielle had carried out an environmental risk analysis on 235 companies since the implementation of this type of credit assessment. The cases represent 54% of a total portfolio of 439 loans to companies classified as high risk due to their activity. In this regard, we highlight the progress made during the reporting period, where the analysis was carried out of 191 companies representing 44% of the portfolio.

In addition, at year-end, credit exposure to the high residual risk[2] of this universe stood at around 4.3% of the portfolio.

[2] RFinal risk obtained after due analysis of high risks.

Training in New Corporate Models

In partnership with SMS Latin America, we carried out the first in-house training for Entrepreneurs & SMEs officers, business leaders and managers, on new business models: social enterprises, B corporations and companies with social or environmental projects.

As part of the training activities, success stories and the main drivers and trends for sustainable management were reviewed, to begin the process of identifying customer companies with this business profile. In addition, each employee received a copy of the book: "Sustentabilidad para PyMEs. Decálogo para una PyME sustentable ".

118

Entrepreneurs & SMEs officers, business leaders and managers were trained.

59

customer companies were identified: 56 with environmental impact and 3 with social and environmental impact.

ESG Mutual Fund

Together with our subsidiary Supervielle Asset Management (SAM) we launched an Environmental, Social and Governance (ESG) Investment Fund in 2023 which promotes the financing of companies with sustainable development projects and obtained a favorable direct return of 89.53% as of December 2023.

This investment involves the consideration of environmental factors, such as the impact of a company's activities on climate change or the management of natural resources; social factors, such as labor practices; human rights and engagement with local communities and governance factors, such as transparency, business ethics and corporate governance structure.

The fund is aimed at a moderate risk investor profile and customers may invest from $100 through Online Banking. The counterparty must comply with CNV regulations whereby the minimum holding that must be allocated to sustainable assets part of the special investment object shall be 75%.

Issuance of SVSs

In 2023, Banco Supervielle participated in 4 of the 16 issuances of SVSs (Social, Green and Sustainable) Bonds carried out in the country. We participated in the issuance of 2 social bonds, 1 green bond and 1 sustainable bond, financing a total amount of $43,378 million.

Development of Entrepreneurs and Small-Sized Companies

At Banco Supervielle we are focused on facilitating access to fully digital financing for entrepreneurs and SMEs, through a broad portfolio of products that includes loans, overdrafts and check discounts.

Loans granted to promote SASB small enterprises.

In 2023, we continued to improve the onboarding and end-to-end experience of our entrepreneurial customers and small and medium-sized companies, reducing onboarding time to an average of 11 days. 33% of registrations were managed digitally, through auto-complete forms. We analyzed 100% of applications through the credit rating engine, with the aim of achieving a better customer profile and optimizing customer experience.

In terms of digital product offerings, during this period we improved Factoring and added two other products, Unsecured Loans and Overdrafts, both built entirely in the cloud, with very good acceptance in the segment. Digital sales of Factoring reached 93% of the total operations, those of Unsecured Loans, 78% and those of Overdrafts, 52% of the total loans granted to the segment.

Loans granted to promote small business and small business development and community development in general	Amount	Amount (Ar$ millions)
Balance as of of December 31, 2023	1,049	7,510
Placement	708	10,014

Sustainable Finance Protocol

Banco Supervielle is part of the group of Argentine banks that adhere to the Sustainable Finance Protocol promoted by the Inter-American Development Bank (IDB) and the Wildlife Foundation. Within the framework of this agreement, participants commit to implement a series of strategies that promote the institutionalization of sustainability policies, the development of sustainable financial products, an environmental and social risk analysis system, and the promotion of clear internal processes on sustainability.

The entities in this protocol hold a 93.4% share in the lending market, according to BCRA data as of August 2023.

In 2023, different projects were further developed by four work groups. Progress continued with the set objectives in three committees, such as the consolidation of the guide for the development of a Sustainability Policy and the holding of discussions on best practices in the field.

The Gender, Diversity and Inclusion group presented "Empresa liderada por mujeres", which includes a set of indicators and developed a list of recommendations on gender perspective in the financial industry. It also conducted a survey on disability among Protocol banks and organized a discussion on the subject to share experiences and progress. By 2024, progress is expected to be made on a guide on the promotion of disability in the financial sector.

In turn, the Environmental and Social Committee presented a guideline for the implementation of an Environmental and Social Risk Analysis System (SARAS Guidelines) which proposes a general framework and a voluntary statement on the adoption of sustainability policies, practices and standards applicable to credit and investment operations in Argentine financial institutions. Work is also under way on a document that analyzes the adaptation of the financial system to climate change.

The environmental committee participated in the Land & Carbon Lab's 2023 Summit in Brussels (Belgium) and held two training workshops on the use of environmental monitoring tools for data analysis and sustainable financial mechanisms. In addition, progress was made in the introduction of climate change topics in the Argentine financial system and the risks and opportunities for the economic sector, focused on agriculture and livestock.

Finally, a new work group was created with the aim of developing a Financial Education program that is scalable at country level. In the first stage, a survey was conducted on the programs that the banks currently have in place and the expectations regarding the group's work.



Intellectual and Industrial Capital

We evolve to meet the daily needs of our customers with new technologies and closeness →

We improved our NPS in Individual and Business customers satisfaction



62% of our portfolio are digital customers, 10 points higher than in 2022

Customer-Centric →

Our Digital and Cultural Transformation: Towards a New Operating Model →

Closeness and Continuous Improvement of Our Service Channels →

Information Security →

Grupo Supervielle Business Segments →

Procurement of Goods and Services →

Brand Positioning →

Customer centric

GRI 2-6, 2-25

As of December 31, 2023, Grupo Supervielle served more than 2 million customers. See table below:

Company	Customer Type	Segment	Active customers[1] as of 12/31/23
Banco Supervielle			1,536,136
	Individuals:		1,501,174
		Renta Masiva and Identité	507,108
		Senior Citizens Segment	888,693
		Subtotal individuals Banco Supervielle (former IUDÚ customers)	1,395,801
		Consumption Former IUDÚ customers	105,373
	Customers with commercial activity:		34,962
		Entrepreneurs and SMEs	29,873
		SMEs	3,682
		Medium and Large-Sized Companies and Corporate Customers	1,407
IOL Invertironline	Individuals:		483,580
TOTAL Customers			**2,019,716**

[1] Active customers refers to: i) in the case of Individuals, customers active in the last 90 days and ii) in the case of customers with commercial activity, customers who have an active checking account.

Our Share in the Argentine Financial System

2,6% e% in loans and **2,6%** in private sector deposits in pesos in December 2023.

Banco Supervielle is the **12th** bank in terms of loans among the total banks in the system and the 8th among private capital banks.

Customer Satisfaction

The success of our strategy is dependent on the customer satisfaction, both in in face-to-face and digital channels. We use several indices, such as NPS (Net Promoter Score) and CSAT (Customer Satisfaction Score) to learn about customers' opinions regarding the main points of service for each of our segments, including ease of making transactions, wait times, friendliness, troubleshooting, experience in digital channels, among other.

During 2023, we recorded a growth in the competitiveness of individual banking (measured by the competitive benchmark NPS), based on improvements recorded in the Identité and Renta Masiva segments, as well as an increase in general satisfaction of our business customers in their different segments for the second year in a row, as measured by the relational NPS.

Resolution of claims

Own topic: claims management

During 2023 we handled 62,054 claims from individual customers, a volume similar to that of 2022.

We continued working to enable our customers to enter and track their claims digitally. During the reported period, 24% of claims were self-managed. That was due to the implementation of new flows that allowed dealing with 75% of the claims, surpassing the 57% reached in 2022.

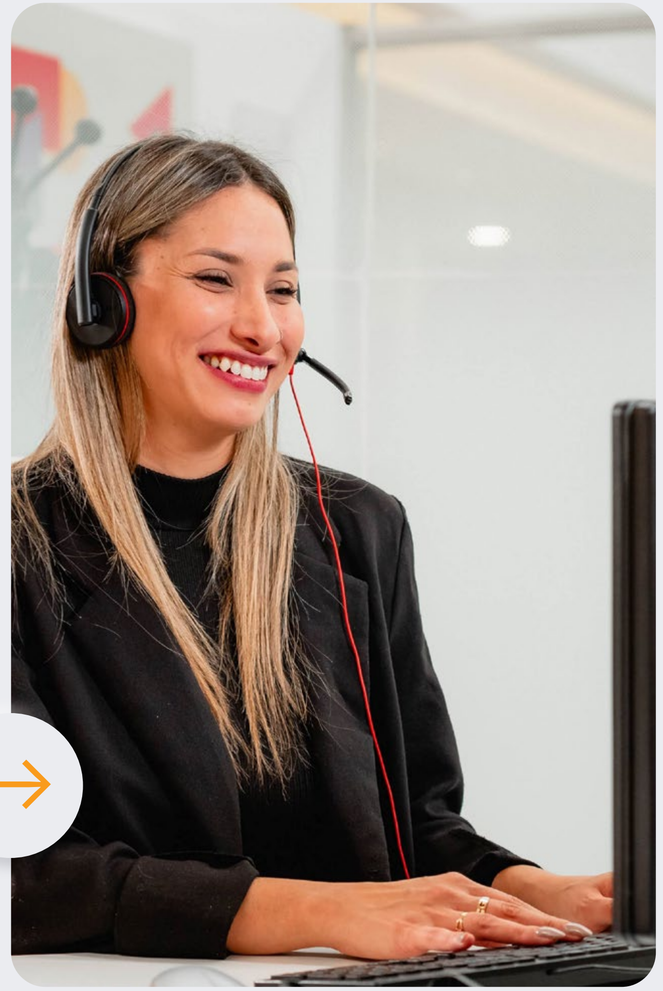
3,170 claims were received from Business customers, 13% less than in 2022. In turn, more than 60% were resolved in less than 48 hours, a year-on-year increase of 13 basis points.

In 2023 we reduced the number of unresolved claims in both customer segments, reaching a 74% and 71% year-on-year reduction for Individuals and Businesses, respectively.

We continued working to reduce incidents in each of our products. We applied the Root-Cause methodology, both to resolve the specific grievance and to find a general pattern to reduce the number of incidents. Thus, we reduced average resolution time, from 10 days on average in 2021, to 8 days in 2022, and 4 days in 2023. In addition, we resolved 37% of the claims within 24 hours, achieving a year-on-year growth of 9 basis points.

60%

We resolved more than 60% of Customer claims in less than 48h.



Our Digital Transformation: Towards a New Operating Model

At Grupo Supervielle, we started a digital and cultural transformation aimed at addressing the challenging context of disruption and speed that the global financial industry is going through. This journey led us to focus on improving our value proposition, customer loyalty, acquisition and efficiency. Thus, we built a differentiated user experience in our digital channels and implemented a program to listen to our customers' needs. We started innovating in the Virtual Hub and developed capabilities for future banking sector of the future in terms of IT architecture, digital channels, cloud operability, use of Artificial Intelligence, digital marketing, cybersecurity, data and advanced analytics. At the same time, we began to implement a digital mindset, with agile practices as part of the end-to-end transformation of our operating model, with new disciplines led by COEs.

In 2023, we changed the way in which we organize: we adopted a customer-centric, product-oriented organizational model. This enables us to better understand the needs and pain points and therefore strengthen the digital product culture and move faster.

Banco Supervielle's new Operating Model is decentralized and is made up of six dimensions formed by teams according to their nature and value building.

On the one hand, we have 4 "product" dimensions (customers, channels, products and enabling products), where teams are part of portfolios according to the value provided by customers, KPIs and data. Each team is autonomous and cross-functional, with the necessary capabilities to identify, rationalize and achieve business and digital objectives in a defined area of opportunity.

On the other hand, there are two "service" dimensions (support areas and centers of excellence), where team composition is maintained but their interaction is revisited. While the COEs are the "owners" of the communities of practice that supervise the technical profiles in the multidisciplinary product teams, support areas focus on self-service, automation and scale of the value they usually deliver.

The principles of this model are:

- → Customer centricity: to ensure a consistent customer experience, regardless of the product they want to consume.
- → Self-service culture: to avoid dependency on people through technology as an enabler.
- → Inclusive and universal: to include all bank areas, optimizing the relationship between products and support areas.
- → Responsibility and ownership: to promote autonomy and the assignment of responsibilities, considering profits and losses of each team.
- → Secure and regulated: to use mechanisms that measure and control regulatory, legal and internal compliance.
- → Team and talent accountability: to organize teams according to their nature and objectives.
- → Scalable and measurable: to expand capabilities in an agile way, with shared, clear and transparent metrics.
- → Agile and efficient: to develop products with agility, giving priority to learning.
- → Ownership: to take responsibility, in case of change, for the gaps of internal suppliers until optimization and adjustment of enabling products.

We implemented a customer-centric and product-oriented organizational model.

Evolution of Technology in Our Value Proposition

The technological maturity stage achieved in recent years has allowed us to form an ecosystem of product-oriented digital assets. Agile squads or teams do not build from scratch, but rather from the integration and reuse of those assets to build an omnichannel experience and thus generate efficiencies and improve the time to market of our services.

In 2023, we continued advancing on the journey to cloud to give our new operating model the required agility and adaptability. We are committed to a continuous migration of solutions under a multi-cloud strategy. At year end we had 131 applications in the cloud, 63 of which were born in the cloud and 68 were migrated. Migrated apps account for 50% of the migration plan and our objective is to migrate 100% of the applications not associated with our core by the end of 2024.

In 2024 we will continue deepening our architecture strategy to achieve greater dynamism, scalability and independence when evolving products. We seek to differentiate ourselves through the use of artificial intelligence to anticipate our customers' needs, adding a humane approach to technology, in line with our Human Banking philosophy.



progress in the application migration plan in 2024.



Closeness and Continuous Improvement of our Service Channels

GRI 2-6

Own topic: Channel availability

Our customers' needs are met through a hyper-personalized experience that provides immediate resolution. At Supervielle we are constantly transforming to offer that experience. Our goal is to develop experiences of success for investment, collection, payment and consultation of queries in a simple way, differentiating ourselves through the use of artificial intelligence to anticipate our customers' needs, adding a humane approach to technology. In addition, our infrastructure enables us to reach customers all through Argentina and provide solutions to their financial needs with a higher level of service.

Four years ago we designed "Human Banking", a hybrid face-to-face and virtual service model aimed at developing different solutions to improve access to Banco Supervielle's services, thus becoming a market benchmark.

Our customers' needs are met through a hyper-personalized experience that provides immediate resolution.

Distribution Network

In 2023 we moved forward with the transformation of 26 branches, with a total 52 offices transformed since the start of the transformation process.

The purpose of the plan is two-fold: on the one hand, to increase our presence in the SME segment by including services to small and medium-sized companies in service branches that until now were exclusively dedicated to the senior citizens segment and, on the other hand, to continue expanding Espacio 24, where our customers can make cash withdrawals and deposits during and after banking hours.

In 2023 we continued improving the Espacio 24 experience, increasing the number of self-service machines:

- We increased the number of Cajas Rápidas, reaching 282 in Espacio 24 out of 318 in all branches. These machines allow customers to obtain balance inquiries, request personal loans and withdraw cash using fingerprints.
- Almost 76% of our 178 self-service terminals are located in Espacio 24 in addition to 256 ATMs that make up our network.
- In line with global consumer trends where customers seek little direct interaction during their transactions, in 2023 we moved forward with the consolidation of 20 branches to optimize operations without neglecting closeness to customers.

Banco Supervielle:



137
branches, 100% of them have "Espacio 24" and machines that allow 24 hour banking

256
ATMs

182
self-service terminals

318
cash dispensers with biometric identification

Digital Experience

The use of digital channels is consolidating rapidly: In December 2023 73% of our customers carried out their transactions and inquiries without the need of human assistance, which represents a 69% increase as compared to the previous year. This evidences that there is a growing trend to choose digital channels for most bank transactions. In the same line, our digital customers represented 62% of our portfolio at the end of 2023, as compared to 52% reported in 2022 and 38% in 2021.

This ratio is even higher if we exclude the senior citizens segment. In the fourth quarter of the reported year, we had 83% of digital customers, a significant increase from the 66% reported the previous year.

As a result of the actions implemented during the reported period to optimize our customers' digital experience, the mobile channel continued consolidating as the preferred transactional channel, leveraged on 4 pillars:

Ease of operation and security.

Mobile preference for user experience.

Implementation of the App as a payment wallet (QR and Openbanking).

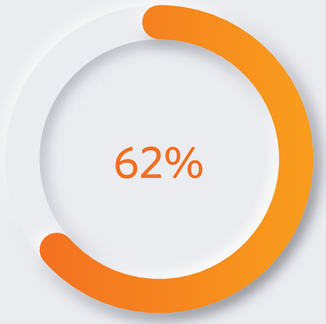
Points of contact with officers to create a human and digital ecosystem.

As of December 2023, the mobile channel accounted for 56% of our customers (exceeding the 48% at the end of the previous year) and 48% of transactions (compared to 33% in 2022 and 8% in 2021).

During the year, there was an increased use of our digital wallet: between January and December the number of transfers soared from 3 million to 7 million, QR code payments increased from 25 thousand to 248 thousand and utilities payments increased by 84% to reach 578 thousand.

Likewise, the creation of time deposits through digital channels also increased: 88% in 2021, 98% in 2022 and more than 99% in 2023. The origination of personal loans through digital and automatic channels also continued to grow, reaching 64% in Q4, as compared to 50% in 2023, 34% in 2022 and 23% in 2021.

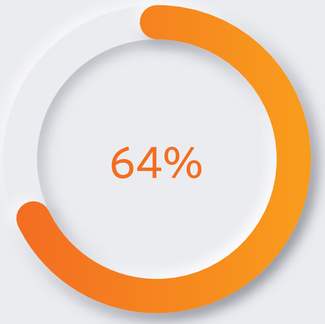
Finally, there was a 26% increase in the digital sale of insurance policies as compared to 10% in January 2023, considering total sales of insurance products through all channels.



Our digital customers represent 62% of the portfolio, a 52% increase as compared the previous year.



Our mobile channel concentrated 56% of our customers and 48% of transactions.



Origination of personal loans through digital and automatic channels reached 64% in Q4 of 2023.

Virtual Banking: Personalized Service at All Times

One of the most innovative launches of the past years was Virtual Banking or Virtual Hub, which combines different digital channels, backed by a robust, highly secure technological infrastructure, with the service of more than 100 especially trained officers. In 2022 we scaled our Virtual Banking format nation-wide, reaching areas where we did not have a physical presence, and in 2023 we extended service hours, at present Monday to Friday from 8 a.m. to 9 p.m.

Virtual Banking offers the following channels:

- Video call: We provide 100% virtual service through an officer who answers queries, solves claims or receives loan applications. The option is available both in Cajas Rápidas and in Online Individuals and Business Banking and in our mobile apps for Individuals and Senior Citizens.
- Human Chat: FAQs are answered through a Chat Bot and customers are referred to personalized service if required. In 2024 we improved this channel with the implementation of an Artificial Intelligence chat which will be available to all customers at the end of Q1.
- Online Banking and Mobile Banking: We continued improving the experience of our online and mobile banking users for friendlier and safer interactions

In order to continue scaling up virtual customer service to reach more customers, in 2023 we created the position of Ejecutivo Concurrente. These officers help customers in person and also online when branch attendance decreases. At the end of the period, 98 branches had in place the necessary facilities for an Ejecutivo Concurrente. We expect to expand this service to all our physical branches. In addition, we began to serve customers in the E&P and SME segments through the hub, seeking to scale this service channel to more customers in the commercial portfolio by 2024.

During 2023 we expanded the placement capabilities of the new digital channels (Human Chat, Videocall and Ejecutivo Concurrente). Thus, we made progress in the placement of personal loans and insurance policies through this channel, and in some products we achieved productivity rates similar to those of the face-to-face network.

In addition, the placement of personal loans through the Virtual Hub channel increased 5.6 times as compared to the previous year, reaching 14 thousand loans in the year (more than 5,200 loans were placed in Q4), with average amounts that exceed those of loans placed in the face-to-face network, and with a productivity level higher than in the branch network.

Placement of insurance policies increased 4.6 times as compared to 2022, reaching 3 thousand policies placed through this channel.

865k

In December 2023 865 thousand individual customers carried out transactions through Online Banking and Mobile Banking.

188k

queries were answered through video call (129 thousand in 2022).

2 million

chats through Chat SUPV (1.1 million in 2022), 285 thousand through Human Chat.

13%

reduction to 13% in the number of customers that attended bank offices in December 2023.

Information Security

GRI 2-25, 418-1, FN-CB-230a.1; FN-CB-230a.2

Own topic: Cybersecurity

The Information Security Policy is the regulatory framework that applies to all Grupo Supervielle subsidiaries, and is a guidance for the areas that work in synergy to perform a continuous analysis of potential failures, vulnerabilities or latent risks that may impact our processes and products.

Cybersecurity Center of Excellence (Cybersecurity CoE)

The Cybersecuriry COE defines the guidelines that apply to all our subsidiaries.

Information Security Department

The Information Security Department is responsible for the strategy, policies, practices, procedures and organizational structure for the identification, analysis, assessment, measurement, mitigation and monitoring of cybersecurity risks intended for the protection of IT assets and the management of operational and technological risks.

Strategic Approach

Our strategy is based on three widely disseminated security frameworks: defense in depth, security based on design and zero trust.

In 2023 we focused on improving our security maturity level through the international approach to CIS (Center for Internet Security) controls. We also worked on the adaptation and improvement of our controls to the new regulations of regulatory bodies such as the Central Bank of Argentina (BCRA) and the SEC.

Our strategy is carried out by a multidisciplinary community of fully dedicated professionals who work in an agile way and interact with different areas to maintain and develop new products. The model consists of security champions and bar raisers distributed in four teams that manage and mitigate risks on a regular basis.

Green Team
In charge of managing digital identities.

Blue Team
In charge of protecting information assets and making security products available to each of the product building squads.

Red Team
In charge of constantly monitoring vulnerabilities and carrying out penetration tests.

Purple Team
It is formed ad hoc with members of the blue and red teams to perform retrospective analysis.

The teams work in quarterly sprints, with daily and weekly community meetings in which information regarding project progress, new products, risks and threats is exchanged and analyzed. As a result, they submit an executive summary to the Cybersecurity Committee for analysis and discussion.

This proactive approach increases resilience to cyber threats, consolidates our position as a leader in digital defense and strengthens the trust of our stakeholders.

Safer Operations

In light of the evolution of cyber threats, we engaged in different projects to improve security, such as: a new event monitoring service, network micro-segmentation, threat intelligence, incident response, ransomware recovery and internal awareness through the virtual campus. In parallel, we are adding machine learning and artificial intelligence to automate and optimize our security services.

Banco Supervielle
To strengthen information protection the bank has a set of classification policies used to assign a level of criticality to data and to evaluate measures for its adequate treatment.

Along the same lines, every year we carry out a mandatory security assessment on the Swift infrastructure, one of the main targets of cyber-attacks. During the reported year, we verified 100% compliance with the mandatory and recommended controls, which shows our organization's commitment to the security and quality of our processes.

→ 218,732 users registered in the new Supervielle Token.

→ No leakage of customer data recorded in 2023.

During the year under review, we improved our "Supervielle Token" authentication scheme. So far, we have added at least 10 critical transactions that require the use of the Supervielle Token to protect our customers. Currently, we have 218,732 registered users (up 173,072 users from 2022).

Likewise, we continued implementing a strong communication campaign to keep our customers informed about the security of transactions carried out through digital channels. As part of this campaign, we renewed the design of the advertising pieces and updated our security tips for social media, virtual scam methodologies, cases of social engineering, phishing and fake accounts. The campaign consisted of monthly mailings, audiovisual content and tutorials on Facebook, Instagram, Twitter ("X") and YouTube. In addition, in Banco Supervielle's website there is a blog on cybersecurity with a contact telephone number for victims of scams (11-684-3330) and banners that we also replicated in our Apps.

As a result of the prevention and security measures implemented, in 2023 there were no grievances regarding the breach of customer privacy or loss of customer data.

Invertironline (IOL)
In line with its security culture, the company implemented a system for detecting and preventing the leakage of sensitive information, strengthened endpoint security, adopted a new application firewall (WAF) and developed an exclusive playbook dedicated to immediate actions in the event of ransomware. In addition, in order to shield sensitive operations, a "two-factor authentication" for customers will soon be implemented. During the reported period, we also focused on raising employee awareness on security issues through courses and campaigns on "Ethical Phishing" and established the Security Champion in the different IOL tribes in order to obtain digital products that are secure from the start.

Seguros Supervielle
In order to improve the degree of maturity of vulnerability management and incident response, warnings from the antivirus solution were implemented in the monitoring center, adding the ERP SAP and Azure cloud environments to the control. A continuous and automatic inventory tool for information assets (hardware and software) is to be implemented soon, which will enable a better control in real time of the health of all Insurance assets. During the reported period, we also developed a playbook with immediate actions to be taken in the event of ransomware and included the WAF applications.

Training and Internal Awareness

We continued providing cybersecurity guidelines to our employees by means of ongoing awareness campaigns disseminated through our cybersecurity group on the Workplace platform, which has a total of 3,180 members.

The cybersecurity academies on our virtual campus offer more than 1 hour-long courses. As a result, 1,712 employees graduated from the first level and 320 employees graduated from the second level. For the next fiscal year, we plan to communicate regularly with users, offering incentives to encourage their participation in the second level, and we are already planning the first stages of the third level.

To promote a security culture in the squads, the members of the Cybersecurity COE delivered 5 live chats addressed to ambassadors, with an average of 38 active participants.

Finally, we assessed the effectiveness of our internal awareness initiatives through organization-wide ethical phishing prevention campaigns, reaching a total of 3,357 employees. The results were highly positive: only 3.27% of employees clicked on the emails and 0.77% provided their credentials. These users had to take mandatory security awareness courses, and their progress was monitored.

Cybersecurity academies:

1,712
employees graduated from the first level

320
graduated from the second level



Grupo Supervielle Business Segments

GRI 2-6 SASB FN-CB-000.A; FN-CB-000.B

Own topic: Our products and services

We are a financial and non-financial services platform focused on customer satisfaction and long-term value creation.

The face-to-face commercial management of customers is carried out through Individuals and Business Banking and Corporate Banking, as the case may be, and is supplemented by virtual channels, such as Virtual Banking, Online Individuals and Business Banking, Mobile Apps and Jubilados Supervielle App, and the Contact Center.

Banco Supervielle S.A.	Banking - Individuals and Business	Individuals
		Businesses
	Corporate Banking	
	Treasury and FInance	
Supervielle Seguros S.A. **Supervielle Productores Asesores de Seguros S.A.**	Insurance	
Supervielle Asset Management (SAM) S.A., a Mutual Fund Management Company **IOL Invertironline S.A.U.** **Portal de Inversiones S.A.U.** **Espacio Cordial de Servicios S.A.**	Asset Management and other services	

Individual Customers

Through our distribution network and our virtual service channels we serve the individual customers with no commercial activity that make up the Individuals and Business banking segment:

Individuals and Business Banking	Identité	High-income or ABC1 individuals.
	Renta Masiva	Individuals with no commercial activity who are not included in the Identité segment.
	Senior Citizens Segment	Senior citizens who collect their pension and other customers who receive social benefits.
	Consumer Finance	Customers that belonged to IUDÚ until Q3 of 2022. Since there is no acquisition of new customers in this channel, the number will continue decreasing due to a natural customer attrition.

In 2023, we sought to increase profitability and monetization of existing Individual Banking customers by increasing customer loyalty and cross sell, with a focus on profitable products. In this context, we acquired 56 thousand digital customers in the Identité and Renta Masiva segments, with an activation rate 70% higher than in 2022 and, therefore, a much lower acquisition cost.

We became the bank of choice because we grew in the wallet share of peso denominated deposits, measured by the aggregate of funds in savings accounts, checking accounts, mutual funds and time deposits. In December, our share of peso-denominated deposits made by individuals reached 1.41% (1.20% in December 2022). The increase in the mutual fund market share and savings accounts is noteworthy.

We boosted our customers' everyday banking through investments, utilities payments, recharges, purchases with QR code and installment payment plans, which resulted in significant increases in 2023 as compared to 2022:

At the end of this period we had 955 thousand digital customers, an 8.5% increase as compared to December 2022 and 76% as compared with 2021. This represents a total of 62% digital customers, as compared to 52% and 38% in December 2022 and 2021, respectively.

More than 100 thousand
customers used Inversión Rápida (increased 9 times), an experience developed in our digital channels to invest and withdraw money from the short-term T0 Premier Fund.

More than 40 thousand
customers made payments and recharges.

More than 25 thousand
customers used installment payment plans.

In MODO,
QR code payments increased 6 times and MAPS (Monthly Active Payments) increased 4 times, thus becoming a referent in the promotions market.

Identité and Renta Masiva Segments

In 2023 customer acquisition continued, with 56 thousand registrations -gross- in the Identité and Renta Masiva segment, and we grew in target stock and in competitive Net Promoter Score (NPS) for the third consecutive year in both segments.

We acquired 56 thousand digital customers with an activation ratio of 41%, exceeding by 70% the 2022 activation ratio with respect to non-credit customers. This resulted in a significant reduction in the cost of customer acquisition compared to the previous year.

To continue improving the service in both segments we focused on achieving an end-to-end digital Everyday Banking Payment experience with wallet usability, including payments and transfers with the MODO app, MEP dollar investments and Inversión Rápida, personal loans, credit cards, car loans, car and property insurance, time deposits, Plan Sueldo, recharges and access to omnichannel services. As a result, the digital customer ratio reached 81% in the Q4, as compared to 73% in the same period of 2022. We also increased our wallet share in deposits and cross-sell, especially in the Identité segment.

In terms of products and services, both segments grew in the placement of personal loans through digital channels, with 100 thousand new investors in Inversión Rápida (as compared to 4 thousand in 2022, when the product was launched), the number of transactions and the volume of securities increased 4 times (mainly due to the Mobile MEP dollar) and for the third consecutive year we recorded a growth in mutual funds, reaching a market share of 2.46%.

56 thousand new Identité and Renta Masiva customers, improving our competitive NPS for the third consecutive year.

Digital channels: growth of personal loan placement and 100 thousand new users of Inversión Rápida.

Senior Citizens Segment

At the end of this fiscal year, the Senior Citizens segment included a total of 886 thousand customers, 605 thousand of which are beneficiaries of retirement and pension benefits at Banco Supervielle, which represents an approximate market share of 8.9%.

In order to evolve our service model, we provided branch structures with greater simplicity and agility in their service flow, i.e. 95% of the customers now collect their pension through our ATMs and Cajas Rápidas. In this regard, digital adoption reached 50% in 2023, an 8% growth as compared to 2022. Note that, although the Proof of Life requirement was abolished, digitalization increased in the senior citizens segment through the adoption of Online banking and Mobile channels.

As a result of our efforts to provide greater self-service solutions, 40% of senior citizens obtained a loan through self-service channels (as compared to 33% in 2022), more than 19 thousand customers invested in mutual funds with the Inversión Rápida app (2 thousand in 2022) and 63 thousand customers paid their services through our App (exceeding by 20 thousand customers those in 2022).

Finally, we continued working to strengthen financial education in the segment, through the virtual training of the “Hacelo Vos” program and the face-to-face meetings at pensioners centers to strengthen the use of digital tools, among other initiatives.

886 thousand customers: 605 thousand retirement and pension beneficiaries collected their benefits at Banco Supervielle.

Digital adoption reached 50% (+8 points as compared to 2022).

Former IUDÚ Customers

In September 2022, migration began of customers and the personal loan and credit card portfolio from IUDÚ Compañía Financiera to Banco Supervielle and was completed during Q4, with the discontinuation of the IUDÚ App.

At year-end we had more than 100 thousand former IUDÚ customers with a value proposition according to the segment.

Products and Services

During this fiscal year we continued developing our product and service offer.

Deposits

The development of our digital channels led to a much more agile and simpler bank-customer relationship. In addition, the support we provided through the improvements in the Inversión Rápida and Dólar MEP experiences was very important, particularly in a year in which inflation reached 211.4%, since these two products offer greater protection of transactional funds and savings.

Data of Individuals with No Commercial Activity	2023	2022[2]
Number of Savings Accounts[2]	1,474,476	1,499,051
Number of current accounts[3]	16,402	25,138
Amount in savings accounts (in millions of pesos)	195,380	262,156
Amount in checking accounts (in millions of pesos)	2,678	5,192
Savings accounts market share[5, 3, 4]	2.5%	2.6%

[2] Figures as of December 31, 2022 were restated in currency of December 31, 2023.
[3] Active accounts in the past 90 days.
[4] Market share data refer to the whole Argentine financial system and take into account average values for the month of December of each year (Private sector loans and deposits.).
[5] The market share of Individual customers savings account is calculated on the basis of deposits in savings accounts in the financial system for amounts less than $1 million.

As mentioned above, we grew in the wallet share of peso-denominated deposits of our customers measured as the aggregate of deposits in savings accounts, checking accounts, mutual funds and time deposits. In December 2023, our share of peso-denominated deposits of individual customers rose by 21 points as compared to the same month of the previous year and reached 1.41%. Besides, there was a remarkable increase in the market share of mutual funds and savings accounts.

Payments

During 2023 we recorded a significant growth in the use of MODO as a payment method in our Supervielle App, reaching 1.3 million QR Code payments and growing 10 times as compared to 2022. Today, more than 60 thousand customers use our App monthly to make QR Code payments and money transfers, as compared to 13 thousand customers a year ago.

1.3 million QR Code payments (10x as compared to 2022).

+84% utilities payments through digital channels.

The use of digital channels for utilities payments increased by 84%. It is worth noting that penetration of this method increased by 35% in the year, which also indicates an increase in the use of the bank as the bank of choice.

In addition, during this period we developed OpenBanking, which may be used to operate with accounts in other entities through our Supervielle App, thus becoming a digital wallet.

Investment Products

During the period under analysis we continued developing the Personal Finance Manager tool with the aim of unifying the investment perspective and deploy new experiences and products.

In 2022 we launched a new experience called "Inversión Rápida" through Online Banking, thus becoming the first bank in Argentina that enables money market investments and withdrawal of funds 24-hours during business days. This is a competitive value proposition compared to wallets and Alycs, and offers customers protection of their transactional funds against inflation. In 2023, we focused on strengthening the experience by reducing product incidents by 85% and offering new value features to customers. We also launched the product on our Mobile app and extended product accessibility to 24/7.

From the moment it became available on the Mobile application, Inversión Rápida attracted investment customers. At the end of 2023, approximately 113 thousand individual customers were using the app, as compared to 12 thousand at the end of 2022. Thus, Banco Supervielle ranked third as the bank with the largest number of individual customers. In addition, our market share grew for the third consecutive year, reaching 2.63%, well above the 1.46% we had in December 2022, and we increased 9 times the number of customers and more than 7 times the volumes invested.

We also increased 10 times the number of customers and 18 times the volumes invested in Dólar MEP, a product developed in partnership with IOL Invertironline. This product, that was launched in Mobile in 2022, enables customers to purchase bonds in pesos and sell them in US dollars, and thus protect their savings from inflation.

Besides, in 2023 our corporate banking implemented a new service model for the management of securities of our corporate customers, which lay the foundations for scaling up the business in 2024. These innovations allowed us to increase the cross-sell of investment products 2.5 times as compared to 2022.

2.63% share in investment products, 9x the number of customers and +7x invested volumes.

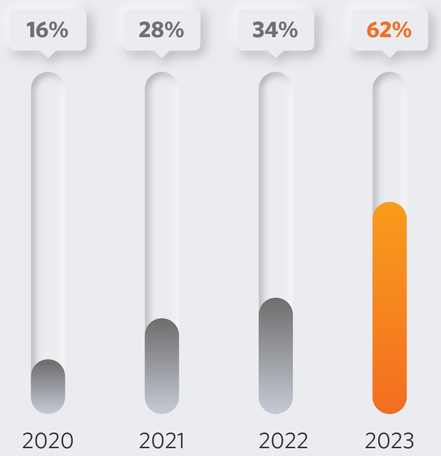
+2.5x increase in cross-sell due to the innovations implemented.

Loans

We have dynamic processes and efficient tools whereby we offer a wide loan portfolio with improved credit rating times.

We increased the digital placement of personal loans, driven by the growth of transactions in the Mobile channel, reaching 62% of the aggregate loans placed in December, and exceeding the 34% recorded in December 2022, due to the migration of products to more efficient channels. Likewise, in Plan Sueldo segments we surpassed 73%, while increasing the penetration of personal loans in Plan Sueldo and Identité segments, in the context of a low demand for loans from individuals and a scenario of high nominal rates as a result of inflation.

Digital Share Evolution - 2020-2023



Individuals with No Commercial Activity	2023	2022
Number of personal loans	371,126	436,804
Personal loans market share[5]	2.5%	3.4%
Amount of personal loans (in millions of pesos)[9,6]	62,740	135,281
Number of Visa and Mastercard credit card accounts	756,880	927,000[10]

[8] Market share data refer to the entire Argentine financial system and take into account average values for December of each year.
[9] IIncludes personal and car loans. Does not include credit cards and mortgage loans.
[10] Includes 197 thousand IUDÚ credit cards migrated to Banco Supervielle.

Towards the end of 2022, we launched a new product, instalment payment plans, both in Online Banking and in Mobile, which allows us to know customers and address those cases of customers that do not have access to credit. We reached a peak of more than 7,000 transactions in November, as compared to the first 1,000 carried out in January. With this product, we have expanded our offer to more than 500 thousand non-credit customers and our aim is to continue scaling the product in 2024.

Accelerating digital adoption among retail customers enhancing engagement, cross-selling, and competitive NPS

Strategic pillars: CustomerExperience | Customer Acquisition | Digital Adoption | Funding

Improved competitive **NPS**

Retail Digital Customers
As % of Total Customers [%][1]

Expanding share of digital customers and capturing higher share of wallet

52%	62%
Dec-2022	Dec-2023

Digital customers

Self service customers	73%
Visits to branches [% of customers]	13%

Adoption & Cross Sells

Sustained growth in digital origination and cross-sell

34%	64%
4Q22	4Q23

Personal Loans
Digital & Automatic [% Q[2]]

Insurance sales Through digital channels[3]	26% Dec-2023 from 10% in Jan 23
Insurance penetration	37%

Digital Wallet & MODO

Strong adoption of Digital Wallet

3M	7M
Jan-2023	Dec-2023

of transfers

# QR code payments	248k Dec-2023	10X
# Utility payments	578k Dec-2023	84%

Cross Sell & Funding
PFM- Personal Finance Manager
Available 24/7

7x	9x
2022 vs. 2023	2022 vs. 2023
AuM [VAR, nominal terms]	Retail Customers [VAR]

Asset Management

Retail customers	# 3rd Among Banks

Increased principality in our customers deposits

[1] Digital Customer: Active customer during last 90 days through Home Banking / Mobile / Senior Citizens app.
[2] Sales through ATM, Cash dispenser & HB, Mobile Banking.
[3] As percentage of total insurance sales of products we underwrite.

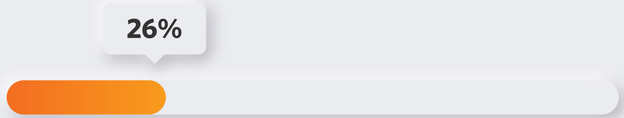
Insurance

In 2023 we reached pre-pandemic productivity levels in the insurance segment. Our digital sales grew from 10% in January 2023 to 26% in December 2023, including products offered through digital and face-to-face channels.

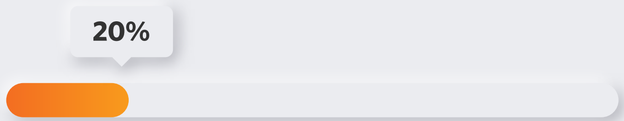
Additionally, we doubled our car insurance portfolio as compared to the previous year, achieving 500 policies per month in the last quarter, 51% of which were managed digitally.

In 2023, insurance penetration grew by 20% as compared to 2022, with a 40% increase in digital sales.

In addition, during this period we launched new digital sales products, such as Celular Protegido, and implemented personalized assistance through a chat for digital products.



26% digital sales (+10% vs 2022).



Insurance penetration: +20% vs 2022.

Business Customers

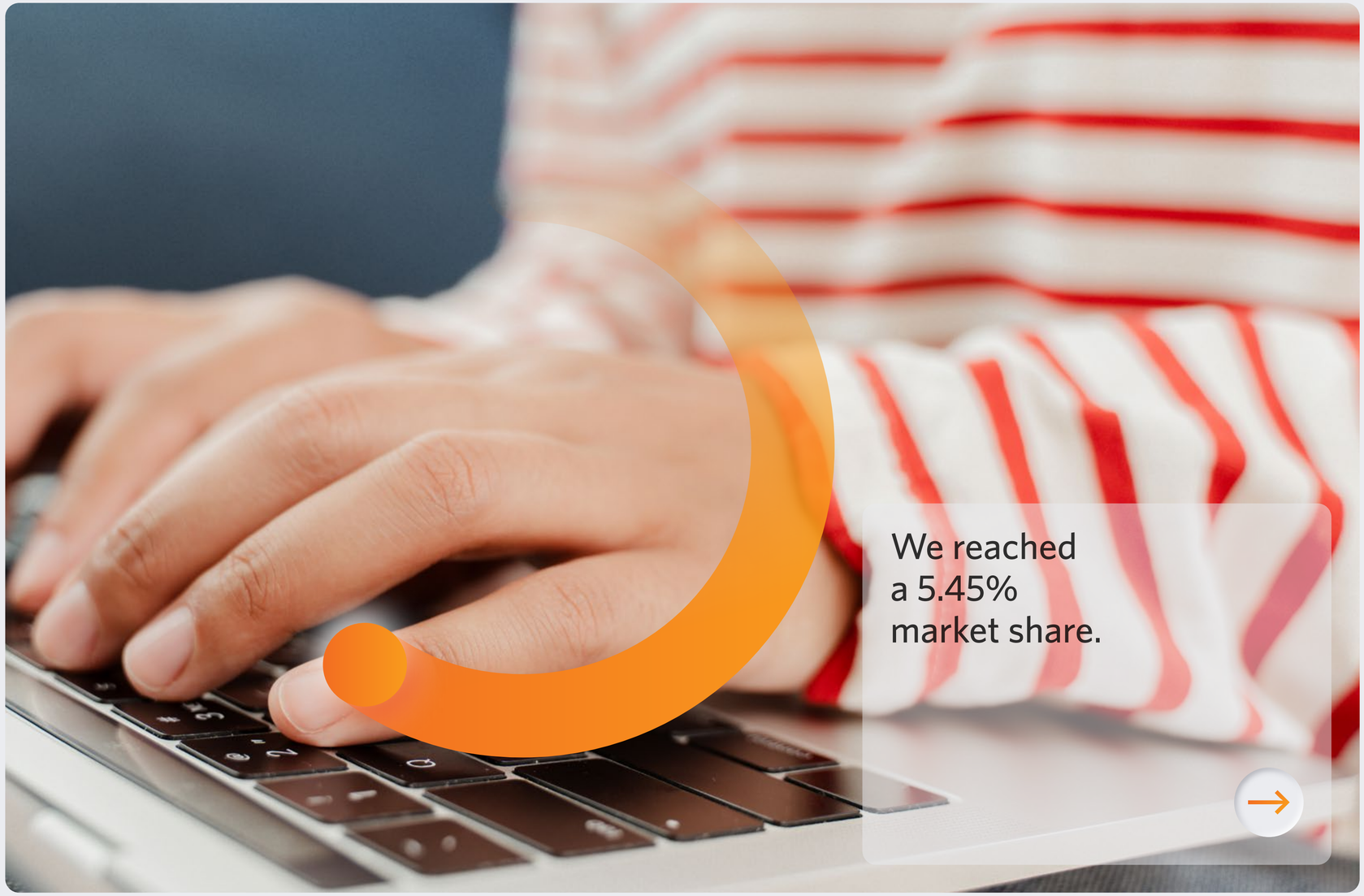
Our business customers are grouped primarily based on annual turnover criteria, which allows us to optimize our customer service model and improve consumer experience. The thresholds applicable until December 2023 were:

Business Customer	Individuals and Business Banking	Entrepreneurs and SMEs	Individuals with commercial activity and entrepreneurs, with a turnover up to $500 million.
		SMEs	Small and medium-sized companies with a turnover from $500 to $5 billion.
	Corporate banking	Medium and Large companies and Corporate customers with a turnover that exceeds $5 billion annually.	

In 2023 we recorded a 4.5% growth and reached a 5.45% market share in October 2023, the most recent available data, up from 5.35% at the end of 2022 and 5.06% in December 2021.



We reached a 5.45% market share.


We reached
a 5.45%
market share.

Entrepreneurs, SMEs and Subsegments

During the reporting period, we added more than 4,700 new customers, including people with commercial activity and small and medium-sized companies. 33% of these new acquisitions were managed digitally. In 2023 we continued improving onboarding and the end-to-end experience of this channel. Thus, we reduced the onboarding time to an average of 8 days in December 2023, as compared to 14 days in December 2022 and 21 days in December 2021.

In terms of registration, not only did we implement form digitalization and autocomplete, but we also analyzed 100% of applications through the credit rating engine, improving the customer experience. In addition, we automated the welcome journey for new customers with digital stimuli; during the first 12 days customers receive tutorials to activate Online Banking Businesses and security measures, credit offers and promotion of products and services.

We also launched a new process for linking corporate customers, which facilitates 100% digital registration of current accounts and access to short-term unsecured loans - the only option in the local market -.

During the year we completed the offer of working capital products in digital channels. In addition to the Factoring digital experience, we added Unsecured Loans and Overdrafts products, both built entirely in the cloud and available in online Banking Businesses for E&P and SMEs customers.

In December 2023, digital origination of Unsecured Loans and Overdrafts reached 78% and 52% of the total loans in the segment, respectively.

In the case of Factoring, digital sales reached 93% of total transactions, as compared to 80% in December 2022. As of December 2023, 88% of transactions were handled through digital channels, exceeding 62% in December2022.

As regards the commercial management model, we continued focusing on increasing the cross-sell rate, thus obtaining a comprehensive view of each customer through our Plan Sueldo, Foreign Trade, Cash Management and Leasing products. We also continued promoting our Franchise, Education, Transportation, Health and Professionals strategic subsegments.

In 2023 the NPS continued growing in all business segments for the second consecutive year: on average, we exceeded by 11 points the 2022 indicator.

+4,700 new customers and average onboarding time of 8 days.

Our NPS grew for the second consecutive year.

Corporate Banking

In order to meet the daily operational and transactional needs of companies, we worked in synergy with commercial teams specialized in Leasing, Cash Management, Foreign Trade, Plan Sueldo, Insurance and Investments, leveraged on a branch structure that enables coverage in the most densely populated industrial and commercial areas.

This year we continued helping our customers take advantage of opportunities in the capital markets. We helped them obtain financing at the lowest possible cost through guarantees for negotiable obligations and marketable promissory notes, which generate greater customer loyalty. Activity volume in 2023 doubled that of the previous year, making us one of the leading banks in this product.

In order to preserve a healthy credit portfolio and maintain delinquency at adequate levels, we strengthened our work on financial risk indicators, such as the RAROC, which measures risk-adjusted return. In this regard, we followed a moderate policy of credit appetite and we sought efficiency in the placement of capital, generating profits for becoming our customers' bank of choice.

We are targeting an accelerated growth program in 2024, focused on attracting new customers and reactivating existing relationships. We also plan to develop specific products and lines of credit for value chains with growth potential.

Products and Services

During this fiscal year we continued developing our product and service offer.

	2023	2022[2]
Number of checking accounts (Entrepreneurs and Individuals and SMEs)	28,905	28,627
Number of Savings Accounts (Entrepreneurs and Individuals)	3,821	3,690
Number of checking accounts (Medium and Large and Corporate)	2,189	2,220
Amount in checking Accounts (Entrepreneurs and Individuals and SMEs) (in millions of pesos)	84,123	121,453
Amount in Savings Accounts (Entrepreneurs and Individuals and SMEs) (in millions of pesos)	1,799	1,913
Market share - business checking accounts[1]	2,23%	2.02%
Market share - business customers[1]	5.45%	5.35%
Number of loans (Entrepreneurs and Individuals and SMEs)	32,362	33,768
Number of corporate loans	3,489	2,712
Amount of loans (Entrepreneurs and Individuals and SMEs) (in millions of pesos)	66,112	58,849
Amount of loans (Medium and Large and Corporate) (in millions of pesos)	158,970	173,646

[1] Market share calculated on average balances as of December of each year.
[2] As of December 31, 2022 figures were restated in currency of December 31, 2023.
[7] Data as of October 2023.

Deposits

In 2023, our market share of private-sector current account deposits continued growing for the third consecutive year, reaching an annual average of 2.01%, 16 % higher than the 1.85% share recorded in 2022. Likewise, **in Q4 it reached 2.38%, as compared to 1.95% in the same period of the previous year.**

Loans

SASB FN-CB-410a.1

We have commercial lines of credit and subsidized lines of credit for investment, tailored to the needs of different business segments and available through face-to-face and digital channels. 2023 demand for credit remained very low as a result of high inflation and the complex macroeconomic environment.

However, we recovered our market share in commercial credit in the second half of the year and closed the year at 3.91%, which represents a slight increase compared to December 2022.



average annual market share of deposits.

At year-end, our portfolio balances, broken down by economy segment, were as follows:

	Balance as of 12/31/23 (in millions of pesos)*	Share
Families and Individuals	196,761	31.3%
Agriculture	75,868	12.1%
Food and beverages	49,158	7.8%
Electricity/gas/other	40,015	6.4%
Wine	29,523	4.7%
Automotive	20,395	3.2%
Construction and public works	16,515	2.6%
Sugar	14,428	2.3%
Machinery and equipment	14,124	2.2%
Pharmaceutical	13,701	2.2%
Chemicals and Plastics	13,543	2.2%
Oil/gas/mining	13,503	2.1%
Textile	12,404	2.0%
IT/Communications	12,318	2.0%
Finance	11,603	1.8%
Transport	11,446	1.8%
Home appliances	10,132	1.6%
Health	7,493	1.2%
Supermarkets	6,587	1.0%
Other (**)	58,752	9.4%
	628,269	**100.0%**

* Banco Supervielle S.A.'s portfolio, including loans, financing and guarantees granted.
** Other, includes sectors with a share lower than 1% each.

During 2023 we carried out a more active management of the SMEs and Medium and Large companies portfolio, promoting special loan facilities in line with the segment's needs. Together with a product reengineering to streamline onboarding, we improved commercial document discounting, overdrafts and unsecured loans.

We launched a new check App with biometrics which enables customers to discount both Echeq and physical checks, among other improvements that allowed us to reach 93% of digital transactions. In turn, 65% of Echeq discount transactions take less than 1 minute, and funds are instantly credited. We also implemented CSAT measurement, with a rating of 4.5/5 points.

In addition, following the implementation of the digital access to Unsecured Loans and Overdrafts, we achieved a 78% and 52% digital placement, respectively, completing the offer of working capital products through digital channels.

93% of digital transactions, including the new Check App.

78% and 52% digital placement of Unsecured Loan and Overdraft products, respectively.

Plan Sueldo

In 2023 we continued strengthening the automation of the Online Business Banking processes.
Starting in 2022, at the time of registration of Plan Sueldo accounts an automatic email is sent both to the business and to the employee, informing of the possibility of managing our products from any device. In this way, our "salary paying" customers enjoy a better experience when activating the accounts for their employees, uploading their pay slips and making payments.
According to the most recent data from the Ministry of Labor, in October 2023 our market share of Plan Sueldo for private sector employees reached 2.57%, as compared to 2.63% in December 2022 and 2.48% in December 2021.

Foreign Trade

During 2023 we increased our market share, hitting a new record of 4.84% for the total of both exports and imports of goods, measured in number of transactions.

Regarding innovations to improve customer management, we entered into a partnership with latindyl, a Latin American B2B marketplace that connects Argentine SMEs with importers worldwide. This partnership ratifies our commitment to facilitate the internationalization of the segment and develop new markets.

Likewise, we launched another edition of the "Supervielle Exporta" award, aimed at recognizing export competitiveness of our Foreign Trade customers and also promoting internationalization in new markets through the participation in the Barcelona Business Week (Spain).



market share in number of goods imports and exports.

Cash Management

Our collection and payment services are aimed at cross-sell of funding products and offer differentiated value propositions according to customers' expectations and needs.

The volumes of transactional funds in our collection and payment products grew above inflation, which shows a greater use by our customers of these products. Along these lines, the number of bulk transfer batches entering Online Business Banking doubled, which shows the rapid adoption of the products, due to the migration of collection and payment services to the cloud.

In addition, we created the Unusual Transfers circuit, reducing the level of fraud from 20 to 7 in the first month of implementation. We also continued to provide greater security to our customers with a 2-step verification of passwords and e-sign validation.

Leasing

Financial and Operational Leasing and Sale & Lease Back products are marketed through our commercial officers and the branch network which offer specialized service and advice. With this model we maintained our market leadership, reaching an 11.7% market share, as compared to 11.4% in December 2022.



market share in Leasing products.

Attracting new SMEs and Corporate clients and capturing higher share of wallet while improving NPS for the third consecutive year

Improved **NPS** in all segments

Entrepreneurs, SMES & Middle market Customers [Evolution]



Mkt. Share Clientes

SMEs Digital Lending [%]

[%, Digital transaction / Total transactions]

Factoring	93%	Dec-2023
Commercial unsecured	72%	Dec-2023
Overdraft	52%	Dec-2023

Cross Sell & Transactionality[%]

Insurance

Entrepreneurs & SMEs Penetration

2022	2023
7.0%	10.0% ↑
1.4x	1.3x ↑

Insurance Policies Cross-Sell

88%
renewal rate in 2023

	2022	2023
# Foreign trade transactions [Market share]	3.5%	4,84% ↑
Sight Deposits [Market share]	1.95% 4Q22	2.38% ↑ 4Q23

Car Segment

During 2023, we focused on the profitability of this segment that serves both individuals and companies in the automotive retail and wholesale markets. We worked to streamline expenses and optimize processes, and also on the spread of each product. During the reported period, we added 5,600 new customers and ranked 3rd among banks in the market, with a 5.2% of the market share of secured loans.

We renewed the strategic agreement with Kavak (1st digital dealer for the purchase and sale of second hand cars in the market). Within that framework we grew our market share from 40% to 70% in car loans, becoming the bank of choice in this segment. In 2023 58% of the cars loans were granted using the Financial Inclusion Rate, as can be seen in more depth in the Social Capital chapter. The same applies to individual customers who, according to the BCRA, in December 2023 had no financial exposure in the system, either through loans, credit cards or mortgages.

We also highlight the progress in our technological transformation in this sector, which aims at changing the customer experience, expanding the model and creating a decision making engine that better adjusts the offer rate to the customer's profile. In 2024, we will seek to transform the digital 2E2 customer experience and launch new products for private-to-private car sales. We will also focus on expanding our financing offering through branches and digital channels, while continuing to build strategic alliances supported by financial assistance.

+5,600 new customers, 5.2% market share of car loans, ranking 3rd among banks in the market.

Treasury and Finance

This segment implements financial risk management policies and provides liquidity to Individuals and Business Banking and Corporate Banking. It also manages Treasury investments and Trading Desk transactions, to maximize yields within the established regulatory and risk limits. The Treasury and Finance area also manages credit lines of Banco Supervielle, distributes treasury products, develops businesses with financial and non-financial wholesale customers and manages the Capital Market business.

Trading Desk Transactions and Institutional Sales
We maintained a significant share in total institutional deposits, as well as in transactions in government bonds and derivatives, both for our own portfolio as well as for third parties. The management of wholesale deposits was affected by the uncertainty of an election year and the potential changes of monetary policy, which required great flexibility in the management of assets and liabilities.

Placement of corporate debt increased again, with almost 100 issuances in the period.

Financial Planning
In a context of high and growing inflation, Banco Supervielle challenge in 2023 was to increase its revenues to cover higher inflation-related expenses. The results obtained show a solid asset and liability management and great flexibility in a changing and volatile environment. It should be recalled that the Treasury and Finance area cooperates with Banco Supervielle's capital management, which includes the assessment of capital needs, capital structure planning and the implementation of strategies to optimize financial performance.

Financial Institutions and Correspondent Banking
During the reported year access to international credit was at its minimum levels. Nevertheless, we maintained relations with commercial and multilateral banks abroad, focusing on the management of correspondent accounts as well as on the financing of foreign trade transactions and the management of guarantees and letters of credit.

Research
The Research team assists the different teams and business segments of Banco Supervielle and Grupo Supervielle with the analysis of the domestic macroeconomic and financial situation, providing value and advice on financial assets.

Capital Market
We provide financial advisory services to optimize financial resources and capital structure of companies, and capital structure through Capital Markets. We focus on the arrangement and placement of Negotiable Obligations, Financial Trusts and Syndicated Loans.

In 2023 we carried out 97 transactions for a total amount of approximately $413 billion, 77 of which were Negotiable Obligations, 12 were Financial Trusts and 8 Provincial Bonds. Thus, we consolidated as one of the most active banks in the local market: at year end we ranked 4th according to number of issuances in which we participated and 2nd according to the number of issuers.

During the reported period we maintained our focus on, and commitment to, the SME segment, while continuing to support large companies and frequent issuers. As of December 31, 2023, 54% of the Capital Market issuances were made by SMEs and a total of 86 Negotiable Obligations of small and medium-sized companies were guaranteed by Banco Supervielle for a total amount of $2,705 million and US$50 million. We also gradually entered the Sub-Sovereign financing segment through the placement of Provincial Bonds.

Banco Supervielle continued promoting the issuance of GSS (Green, Social and Sustainable) Bonds. During the reported year we participated in 4 of the 16 issuances made in the country, which included the issuance of 2 social bonds, 1 green bond and 1 sustainable bond, for an amount of $43,378 million.

4th according to number of issuances and 2nd according to the number of issuers.

SMEs: 54% issuances and 86 Negotiable Obligations guaranteed by Banco Supervielle for $2,705 million and US$50 million.



Insurance

We operate through Supervielle Seguros S.A. and Supervielle Productores Asesores de Seguros S.A. (Supervielle Broker), which was created in 2019 to expand the product offering to Banco Supervielle's corporate customers, in addition to the sale of car insurance to individuals. Our products fit the needs of individual and business customers, and are accessible through face-to-face and digital marketing channels, including Banco Supervielle's distribution network.

Our omnichannel strategy is the result of a continuous process of transformation and expansion that has been carried out since 2020 with the purpose of building digital capabilities. This journey included, in 2022, the sale of Car Insurance policies through Banco Supervielle's Online Banking, the implementation of SAP systems, the design and implementation of digital sales strategies, the development of projects based on customer insights, the generation of support content for our commercial team and for social networks, and a new identity for the company.

445 thousand active policies with individual customers and more than 4 thousand with business customers in 2023.

As regards our individual customers, we improved the digital experience based on their opinions and ratings. We increased our offer, with easier contracting steps and the implementation of a claim self-management channel. As a result, we grew in the sale of digital products, which in December reached 26% of the digital share of car, home and technology insurance, having started the year with a 10% share.

We also doubled sales in Online Banking and Mobile as compared to 2022 and started to scale the sale of insurance policies through Banco Supervielle's Virtual Hub, with a total of 3,028 policies sold, as compared to 476 in the previous period.

In the face-to-face channels we achieved a 58% increase in productivity, surpassing pre-pandemic levels.

Thus, we closed the year with a 20% increase in the placement of insurance policies and a 37% increase in cross-selling to our customers, as compared to 2022. In addition, we increased by 8 points our customer satisfaction measured by NPS (Net Promoter Score).

We doubled the sale of insurance policies in online Banking and Mobile. We sold 3,028 policies through the Virtual Hub.

Sales

+101 growth in digital sales vs 2022

+26% sales through face-to-face channels vs 2022

139.040 policies sold

+20% vs. 2022

Successful deployment in virtual hub with 2,947 policies

X6 vs. 2022

26% digital share of available products

Productivity surpassed pre-pandemic levels

41% growth in car insurance with 5,040 policies sold

Stock

Core products results

+2% growth in life and home insurance policies
36% growth in car insurance, reaching 6,283 policies

37% penetration of insurance products on customers

Cross 1.45 policies per customer

8 pp growth
Nps global 2023 average

During the fiscal year we reported an increase of more than 50% in the placement of policies for commercial customers, a 37% increase in the stock of policies sold through Supervielle Broker, with a renewal rate of 88% of the policies that expired during the year.

In particular, we continued making progress in the sale of agribusiness insurance, with 18,500 hectares insured.

We achieved a 10% insurance cross-sell rate on our customers, thus leading the insurance banking in the corporate segment.

Sales

2,493
policies sold

+50% Vs. 2022

+55%
productivity
vs 2022

35 new agribusiness policies in the 2022-24 campaign

18,500 Has.
USD 420k premium

Deployment of digital MVPs on first sales Mecubro.Com / 123seguro / sidom - vais

Stock

3,200 customers
+ 46% Vs. 2022

With 4300 brokered policies

Cross 1.3 policies per customer

88% renewals of policies expired in 2023

Penetration – we are leaders in insurance banking!

+ 43% Vs. 2022

30,697
Cápitas ART
+32% vs. 2022

$304MM
income for brokerage fees

+28% Vs. 2022

Asset Management and other Services (Digital Broker)

We continued supporting the objectives and investments of individual and business customers by improving digital transactionality and promoting financial education.

Supervielle Asset Management (SAM)
We provide mutual fund services designed to offer a wide variety of options in relation to investment objectives and risk profiles. These funds are placed mainly by Banco Supervielle (the Depository company which represents 94% of managed assets) and the External Placement Agents (who represent the other 6%).

Our portfolio manages the PREMIER fund family:

- 1 Money Market fund (Premier Renta Corto Plazo en Pesos)
- 1 Argentina Short-Term Fixed Income Fund in pesos (Premier Renta Fija Ahorro)
- 8 Argentina Fixed Income and Mixed Income funds in pesos (Premier Renta Plus, Premier Renta Fija Crecimiento, Premier Capital, Premier Commodities, Premier Inversión, Premier Balanceado, Premier Estratégico and Premier Renta Mixta).
- 2 Argentina fixed income funds in US dollars (Premier Renta Mixta en dólares and Premier Performance).
- 1 variable income fund (Premier Renta Variable)
- 2 specific investment funds in assets issued by SMEs and ESG (Premier FCI Abierto Pymes and Premier Sustentable ASG, launched in 2023)
- 1 Fixed Income Latam fund (Premier Global Dólares)
- 1 closed fund (Adblick Ganadería)

In December 2023, the average of managed funds amounted to $404,027, with a market share of 1.72%. Managed funds show a 9% growth in real terms measured in average values of December.

During the reported period, the volume of funds managed for our large business customers decreased in real terms, mainly the money market product towards the end of the year. However, smaller companies and institutional customers increased their investments in real terms.

The individual segment grew both in terms of number of customers (+807%) and managed funds (+128%), reaching a 10% share of investors. These results were driven by commercial promotion actions and improvements in the Online Banking channel experience, but mainly by the launching of Inversión Rápida in the Supervielle App. We were the first bank to offer the Inversión Rápida product, originally designed to invest in and redeem the FCI Premier Renta Corto Plazo in 2 clicks, which is now also available 24x7.

In 2024 we will continue working to improve customer experience, including the development of products for individuals available on the mobile app and Online Banking. We will also expand the Inversión Rápida product in Online Banking for companies and mobile for entrepreneurs and SMEs. We will also continue entering into agreements with agents and markets to launch new products.

Growth in the Individuals sector:

+807%
customers

+128%
managed assets

Invertironline S.A.U. "IOL Invertironline"
In 2023 we continued adapting our specialized trading platform to improve user experience and focus on the challenges and opportunities at local level in an election year. Among the improvements implemented, we began to use artificial intelligence in customer service (improving response times and quality) and worked on call prioritization.

We continued improving our IOL Mobile App which, at year-end, reached almost 720,000 downloads both from Play Store and App Store, as compared to the 77 thousand downloads recorded at the end of 2022. We added products that facilitate management, such as the one-click sale of MEP Dollars (Dólar MEP simple), bonds in pesos and the purchase of shares, bonds, cedears and negotiable obligations in 2 steps.

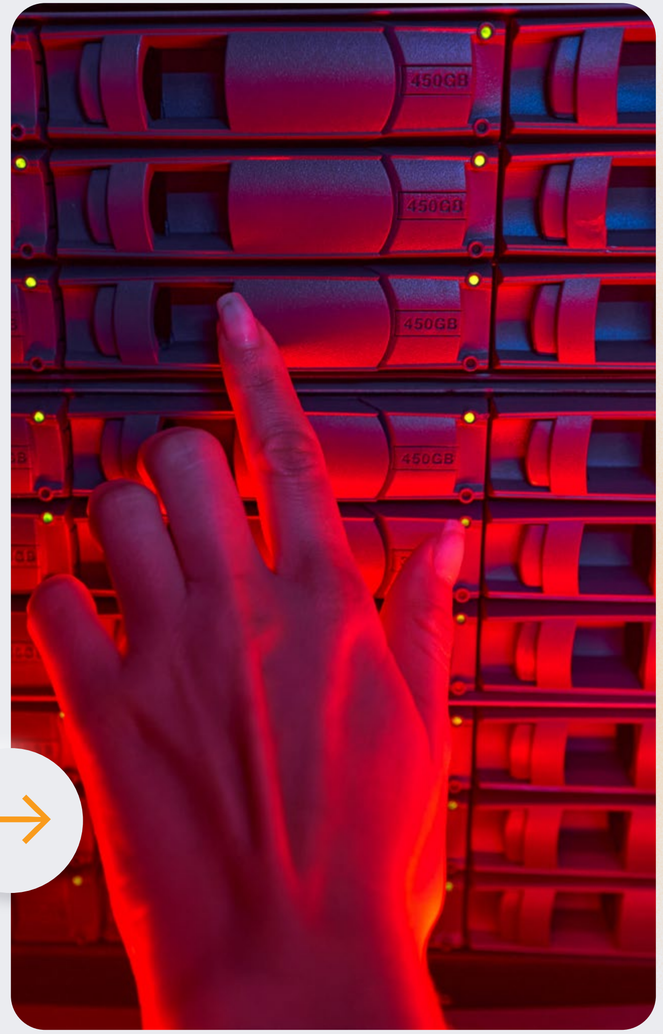
At year end assets managed exceeded $653 billion and, according to the information provided by BYMA, in December we ranked 3rd in terms of equity with a 4.64% share and 5th in terms of Cedears with a 6.45% market share.

App Mobile IOL
has a 4.8 star rating on the App store and a 4.6 star rating on the Play Store.

3rd
in terms of equity (4.64% share) and 5th in terms of Cedears (6.45% share).

+14 million
transactions and 916 thousand new accounts.

During the reported year, we carried out more than 14 million transactions, we opened 916 thousand accounts (with a peak of more than 93 thousand accounts in October) and at year end we had 483,580 active customers, more than 916 thousand accounts and a customer activity rate of 52.8%.



IOL InvertirOnline reached 1 M account milestone underscoring commitment to sustainable growth and client satisfaction

invertironline

Total Active Customers[#]

53k Dec-2022 | **271k 5x** Dec-2023

Monthly active customer

417K Dec-2022 | **916k 3x** Dec-2023

Accounts

IOL App

Downloads

77k Dec-2022 | **720k 9x** Dec-2023

App downloads

4.6 PlayStore | **4.8** App Store

Assets Under Management [AR$ MM]

In nominal terms



4.1MM 2022 | **14.2MM 3x** 2023

Transactions

Brokerage fees / total supv fee income **5.9%** Dec-2022 | **15.4%** Dec-2023

Brokerage fees **158%**

IOL Academy (Portal Integral de Inversiones S.A.U.)
During the period under analysis we strengthened IOL Academy's financial education proposal, increasing the offer of courses in line with our mission of democratizing access to financial education.

We relaunched the Financial Education for Young People course together with the Sustainability team of Grupo Supervielle, which was delivered to more than 3,500 students free of charge and reviewed the basic contents on personal finance and the capital market in Argentina. The purpose of this training is to provide future generations with the necessary tools so that they can make informed financial decisions from the very beginning.

Likewise, we continued improving the quality of existing courses and programs, focusing on the script and guidance of students in discussion forums and community spaces.

In 2023 we had 8,979 students, in addition to 30,793 beneficiaries who received financial education that will change their future.

At the end of the reported period, a total of 9,300 sales were made, which include:

- 1,214 of Qualified in Capital Markets Program.
- 254 of the Escuela de Productores (all editions); and
- 7,841 of other operations, including 1,740 of "Aprendé a Invertir en Bolsa" the bestselling individual course in 2023) and 2,166 of IOL Academy memberships.

Finally, under the IOL Inversiones brand we launched the HUB that will allow customers to operate crypto currencies in partnership with Ripio, a well renowned exchange in Argentina.

Other Companies

Micro Lending Argentina S.A. (MILA)
This company, which is part of the car segment, promotes loans for the purchase of cars through greater efficiency and capillarity of the commercial network, the launching of new financial products and the use of synergies within Grupo Supervielle's companies.

Espacio Cordial de Servicios S.A.
Since 2014 Espacio Cordial has been providing non-financial services in the banking industry through assistance and tourism services tailored to the needs of customers. At the end of 2023, Espacio Cordial had more than 210 thousand assistance services in its portfolio.

The focus of the service is the coverage of unmet needs in health services, such as dentistry, ophthalmology, medical emergencies and telemedicine, and also household, car, motorcycle and pet needs. Tourism proposals are marketed through Tienda Supervielle, which also offers financing. In 2023, the commercial focus was on digital operations and commercial alliances with retailers and mass consumption companies, taking advantage of different digital, face-to-face and telephone channels.

Supervielle Agente de Negociación S.A.U.
In the reported year, the organization continued developing its portfolio of business customers in synergy with Grupo Supervielle. The strategy was based on delivering brokerage services to third parties, with emphasis on private debt products, acting as placement agent of Negotiable Obligations and developing the Marketable Promissory Note product among institutional customers.

During the next fiscal year, the company will continue providing access to various capital market instruments to small and medium-sized companies, which are customers of Grupo Supervielle. Likewise, an active operation will be maintained of the company's own portfolio and institutional customers.



Procurement of Goods and Services

GRI 414-1, 414-2

During the reported period we continued working to strengthen our integral supply process. It includes supplier screening, negotiation and entering into agreements and, mainly, communication by the parties. Our aim is to build a synergy between our values and the needs of our strategic partners to achieve the best of the value chain.

In 2023 there were no significant changes in relation to the structure of our supply chain, relationships with suppliers or their location.

100% of new suppliers were evaluated with social criteria.

Third Party Risk Management

In 2023 we evolved supplier risk management with an integrated and holistic approach, within the framework of our Third Party Risk Management Policy, with the purpose of monitoring and assessing the risk that third parties represent for the companies that make up Grupo Supervielle.

We consider that suppliers are strategic partners critical to our operations, so we conducted an analysis based on various sources of information:

- Risk matrix based analysis.
- Business continuity, digital risks, environmental and social risks and reputational risk, provided by our Non-Financial Risk Department.
- Critical supplier matrix prepared by our strategic sourcing area.
- Analysis of outsourced services prepared by our IT governance area.

Our third party risk management focuses especially on control of outsourced activities, compliance with Grupo Supervielle's responsibilities, adequate selection of third parties, existence of a contractual agreement, applicable regulations, operational and digital risks, subcontractor risk, third party substitution, customer claim, reputational risk, contingency or operational continuity plan, proper handling of sensitive information, analysis of environmental and social risks of third parties and country risk, among the main threats to be analyzed.

Supplier Approval

Our Supplier Approval policy sets forth the criteria and conditions for the selection of, and contracting with, our commercial partners, which policy establishes a process to assess the information provided by suppliers in different fields:

Business track record, creditworthiness and turnover.

Tax, legal and financial assessment.

Compliance with anti-money laundering and anti-corruption provisions.

Assessment according to social and environmental criteria.

In critical cases, the Non-Financial Risk Department carries out an additional specific analysis.

Since the implementation of the programme in 2021, 2,250 evaluations have been carried out according to social social criteria. The results of the evaluations include the following data:

In 2023, 2 cases were identified as having potential significant negative social impacts, as they did not meet significant potential negative impacts, as they did not meet the minimum requirements of our accreditation policy, and the registrations were denied.

In addition, 1 case (0.04% of the portfolio) was detected as having potential risk of work-related contingency, with which improvements were agreed as a result of the assessment

Shared Value with our Supplier Network

During the reported period, we set out to promote sustainable and responsible management throughout the value chain, generate traceability in the supply process and create shared value with our business partners.

To this end, we held a meeting with our suppliers to explain our sustainability guidelines to them. We also carried out training sessions together with Valor AMIA, an initiative of the Sustainability Department for the value chain, which consisted of an introduction to the ESG concept, assurance and promotion of labor practices, eco-efficiency, social investment and local development.

At the end of the activity suppliers had to complete a self-assessment form to determine their degree of commitment and performance in the areas of environment, human and labor rights, integrity and community relations. There was an 80% response rate in self-assessment on ESG issues, and the answers provided will be analyzed by our Strategic Procurement and Sustainability Department to propose new training workshops and continue developing together with our supplier network.

Sustainable Procurement Programs

We continued to promote internally our list of suppliers with impact, which is available on the Ariba platform. The objective of this program is that those in charge of procurement give priority to companies with sustainable criteria when bidding for products and services.



response rate in self-assessment on ESG issues

Brand Positioning

Grupo Supervielle strengthens communication with its stakeholders through press releases, social media and its participation in events related to the topics and interests of the financial sector.

Presence in the Media

Banco Supervielle's institutional communication was based on 4 pillars: business, digital transformation, sustainability and employer brand. Within that framework, 900 press articles were generated, including, without limitation, the following:

- → Alejandro Stengel (CEO) participated in the "Futuros" show on Telefé, in the chapter devoted to Artificial Intelligence.
- → tengel also participated in "Ámbito Debate", an event organized by Ámbito on the main trends and challenges of the financial industry.
- → The second edition of Supervielle Exporta award was organized, which recognizes exporters and promotes the action of entrepreneurs and local talent.

Our digital broker InvertirOnline implemented an integral media strategy closely linked to their commercial goals:

- → The company ventured into streaming programs, such as LUZU TV, OLGA STREAM and VORTERIX, as well as in Diario Popular and Crónica. In addition, it maintained its presence in traditional media, such as A24, Metro, Cultura, Eco Medios, Radio con vos, FM Concepto 95.5 and Neura
- → In addition, it continued sharing relevant content on the financial situation and detailed market analysis, including MEP Dollar operation and the context of the presidential elections.

Followers on Social Media

The agility of social media allows us to stay, and keep our customers, updated. We have approximately one million followers. Through this channel, Banco Supervielle provides valuable content on topics related to cybersecurity, benefits and savings, sustainability, digitalization and companies, among other.

YouTube: @BancoSupervielle
28,700
(+7.85% vs 2022)

X: @Supervielle_ARG
43,536
(+1.61% vs 2022)

Instagram: @bancosupervielle
55,718
(+23.26% vs 2022)

LinkedIn: @Banco Supervielle
280,203
(+28.91% vs 2022)

Facebook: @Banco Supervielle
567,504
(+1.13% vs 2022)

Likewise, InvertirOnline grew significantly on its social media platforms, reaching a solid base of followers and subscribers.

YouTube: @invertironline
54,900

X: @invertironline
52,800

Instagram: @iolinvertironline
163,000

LinkedIn: iolinvertironline
36,700

Facebook: @iolinvertironline
87,000

Telegram: @iolinvertironline
26,100

During 2023 InvertirOnline used its best efforts to optimize its organic position, inside and outside its website, and ensure an adequate indexing in searches. This resulted in 250% year-over-year organic traffic growth in search engines. Focused on generating quality traffic, we managed to participate in the top 3 of the main keywords of all IOL products.

Institutional Presence and Events

Throughout the reported year, Supervielle sponsored and participated in various events of relevance to the sector throughot the country.

- → **Foro CEM de Inversiones y Negocios:** Networking meeting organized jointly by the government of the province of Mendoza and Consejo Empresario Mendocino (CEM) within the framework of the National Grape Harvest Festival.
- → **Summit de transformación digital:** Event organized by "Somos Pyme", where we participated in a discussion panel on the digital ecosystem and the creation of innovative products for companies.
- → **IDEA Rosario:** Patricio Supervielle participated in the "Evento CEO's" breakfast, attended by the main businessmen in the region.

+250%
year-on-year organic traffic growth in search engines.

- → **Expo Finanzas - CECIS Pymes in Córdoba:** Event organized by the Centro Empresario, Comercial, Industrial y de Servicios Río Cuarto (CECIS) that gathered the main companies in the region.
- → **Expo Franquicias – AAMF:** Event organized by the Asociación Argentina de Marcas y Franquicias (AAMF) that gathered the largest brands in the country, with more than 2,500 visitors. We participated as exclusive sponsor in the Expo Franquicias category, with the presentation of the value proposition for franchises and organization of the talk "Cómo desplastificarse para generar mejoras en tu empresa", together with Unplastify.
- → **Congreso Nacional Somos Pymes:** which gathered the owners and executives of more than 1,000 companies in the country. We participated in the panel "Financiamiento para PyMEs", dealing with solutions and alternatives for the segment.
- → **Expo EFI:** We participated in the 10th edition of the most important event on Economy, Finance and Investment in the country, which gathers the main leaders in economic, political and business matters in Argentina.

Likewise, Banco Supervielle promotes the development of businesses and the different segments to which it provides its services through various initiatives.

- → **Premio Supervielle Exporta:** In its second edition we decided to open the contest to customers and non-customers. The contest is aimed at companies that want to export and the prize consists of participation in the Barcelona Business Week.
- → **"Impulsate" Program:** We carry out a series of virtual training sessions focused on customer and non-customer businesses, reaching 600 people during the year.
- → **Wine Division Annual Report:** We are the only bank that prepares this report from our wine division and for the wine sector.

Campaigns

Throughout 2023 Banco Supervielle developed massive campaigns with different objectives.

- → **"Por H o por B":** In the quest to redefine the Human Banking philosophy and show its support to customers' needs, the company continued positioning the Supervielle brand and describing its 100% digital experiences, such as digital onboarding, with an on-the-spot financing proposal for business customers. In addition, proposals for individual customers included the Hit Account, free and operable from the mobile phone, video call support during extended hours, quick investment solutions and instalment payment plans. As a result, a growth of 3 basis points was achieved in Top of Mind, as compared to 2022.
- → **"Vamos a votar":** Given the high levels of absenteeism in the 2023 PASO elections, Supervielle carried out an institutional campaign together with Asociación Conciencia with the aim of promoting citizen participation in the presidential elections. The campaign had a strong presence in the main mass media segments, such as newscasts and presidential debates, both on open and cable television. In addition, direct marketing actions were organized with customers and the press.

InvertirOnline carried out institutional and advertising campaigns that had a positive impact on its business:

- → **Institutional content:** Development and distribution of advertisements on app achievements, classified as the best among brokers. Presentation of specific products and services, such as the purchase and sale of Dólar MEP Simple and Portafolio Simple, along with opinion columns from institutional spokespersons and tutorials and instructions designed to facilitate the understanding and operation of our services, such as "How to open an account?" and "How to operate Dólar MEP and MEP Simple?".
- → **Investment in advertising:** Significant investment in advertising and opening of 611,000 new accounts (the agent with the highest number of registrations in 2023), maintaining at year end the nominal acquisition cost at similar values to those of December of the previous year. Along these lines, the effectiveness of customers who activated their account grew by 17% as compared to 2022, achieving greater efficiency with new tools and strategies.

Human Capital

We promote the development of diverse teams committed to cultural and digital transformation →

59% of recruitments covered with internal talent, giving priority to our teams' growth



+12%
year-on-year increase in people reached by the inclusive leadership training

- **We Support Our Teams** →
- **Talent Attraction and Retention** →
- **Training** →
- **Development and Performance Management** →
- **Diversity and Equal Opportunities** →
- **Support to Victims of Gender-Based Violence** →
- **Benefits** →
- **Occupational Health and Safety** →
- **Remuneration** →
- **Freedom of Association** →
- **Internal Communications and Events** →

We support our Teams

GRI 2-12

We create an equitable, diverse and inclusive work environment so that all the people who make up Grupo Supervielle have the opportunity to develop professionally and support the cultural transformation we are carrying out with their competencies, capabilities, experiences and innovative potential.

With this vision, the Human Resources Department coordinates efforts and initiatives in line with the following principles developed in our Sustainability Policy:

- → Working conditions that comply with applicable laws and regulations.
- → Respect for diversity and and condemn employment discrimination for reasons of gender, race, age, ethnic origin, religion, nationality, disability, or any other circumstance.
- → Equal opportunities and gender-balanced teams in all duties and responsibilities.
- → Policies and practices for hiring, remuneration, working conditions, training, promotion and termination of employment based solely on job requirements, without discrimination of any kind.
- → Access to training and professional development opportunities to increase employability, in an equitable and non-discriminatory manner.
- → Respect for human and labor rights, including freedom of association and collective bargaining.
- → Working environment that complies with health and safety laws.
- → Protection of privacy and personal data of our employees.
- → Corporate volunteering development.

Our employees support the cultural transformation with their competencies, skills, experience and innovative potential.

We also have in place our Ethics and Values Line, a tool for managing queries and claims related to any breach of the policies and conducts governing the professional and human actions of our company.



Talent Attraction and Retention

GRI 2-7

In 2023, we continued deepening our internal transformation process. In order to place the customer at the center of our decisions, we implemented a new operating model with a data-driven approach, about which we provide more details in the chapter Intellectual and Industrial Capital. The implementation of the new model required new profiles linked to new technologies and the adaptation of our search and recruitment processes to cover key positions.

We continued with our referral program for talent search: all our employees can nominate professional acquaintances to fill vacant positions.

50%
of new hires were digital profiles and IT experts.

-20%
time spent in external searches, without affecting the quality.

Value proposition
with benefits such as time to study and remote work.

11.14%
turnover rate.

Internal Mobility

At Grupo Supervielle we are committed to the professional growth of our employees, therefore we provide them with opportunities. In 2023 we redesigned the internal search process and implemented a series of initiatives that give priority to the mobility of our teams:

- A cross-cutting career plan to provide opportunities for growth and development.
- Clear criteria for recategorizations, so that employees become acquainted with the requirements to advance in their career and provide transparency and visibility to development opportunities.
- Publication of internal searches on our Workplace platform.

With these initiatives we seek to achieve a uniform experience for all employees who participate in an internal search process, improving efficiency and increasing the satisfaction of candidates and leaders. Due to this process, 59% of the searches during the year were covered with internal talent. In particular, 62 searches at Banco Supervielle were covered internally, creating opportunities to learn and develop new skills. Likewise, we recorded a satisfaction rate of over 90%, both in applicants and leaders.



of recruitments filled with internal talent, with a +90% satisfaction rate for applicants and leaders.

Employer Brand

To maintain and strengthen our employer branding is key for attracting and retaining the best talent.

Banco Supervielle promotes its employer brand through a value proposition focused on transformation, closeness and community. **In the professional network LinkedIn, it is the fourth bank with the highest loyalty rate; in 2023 this indicator grew from 11% to 13.8%, exceeding the expected 13%.** During the current fiscal year, the "Meet Up" live event was broadcast through this channel, with the participation of Centers of Excellence leaders and more than 50 persons in the first edition.

IOL focused on generating new strategic agreements with various universities to promote internship programs that benefit students and enable the identification and fostering of emerging talent. **In addition, the company moved up two positions in the Best Employers Ranking, from 33rd in 2022 to 31st in 2023.**

4th
bank with the highest loyalty rate (13.8%).

IOL ranked 31st. in the Best Employers Ranking.



Pulse Survey

At Grupo Supervielle we continued to measure our pulse. In 2023 we added general satisfaction questions to the survey, such as "Main reason for remaining with the company" and "Average number of professional development conversations between leader and employee". In addition, employees had the opportunity to give their opinion on the main points for improvement and outstanding aspects of the company. The answers were managed and classified through Artificial Intelligence in our talent platform, providing leaders with segmented information ready for analysis.

In 2023 we carried out two pulse surveys, in April and November. In the last pulse survey we included Espacio Cordial and Supervielle Seguros, to strengthen our culture as a group. This is a major milestone for both companies regarding the digitalization of the process and the introduction of a platform that enables the leader to manage results immediately at the end of the survey.

We achieved 81% participation as of November, which will allow us to continue building the organization we want in a collaborative manner and with opportunities to improve and challenge ourselves.

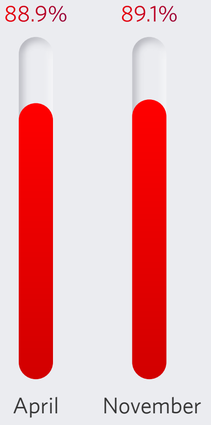
April	November
85.9% C-SAT (satisfaction)	**91.1%** C-SAT (satisfaction)
84.6% Leadership	**84.8%** Leadership
80.2% Commitment	**85.7%** Commitment
72.8% Well-being	**75.7%** Well-being
The main reason for remaining with the company is job stability (25.2%), followed by work-life balance (23.4%). In addition, 52.9% of our employees had 3 or more professional development conversations with their leader in the last four-month period.	The main reason for remaining with the company was work-life balance (31.3%), followed by challenges and learning (26.1%). In addition, 53.5% of our employees had 3 or more professional development conversations with their leader in the last four-month period.

In 2023 the sentences used to survey the perception of the relationship of our employees with their leaders and referents received favorable comments. These results are also linked to the "Psychological Safety" axis of our Diversity, Equity and Inclusion strategy and encourage us to continue working on the creation of spaces based on understanding, respect, conversation and trust.

I can have open and frank conversations with my leader/ main referent



I count on my leader/ main referent when faced with an obstacle



Training

In a context of high competition for talent, we promote the development of critical skills and knowledge that enhance business results. We want to promote a culture of continuous training and therefore we redesigned our processes focused on self-management of content consumption, both asynchronous and synchronous, strategic and specialized. In this sense, in order to promote the training strategy, its supervision and continuous improvement, each area manages the training of their teams.

In addition, our employees have discounts and reimbursements in certain educational establishments, they can take group language classes and access the IOL Academy Campus free of charge.

Asynchronous Training

We continued working on the training experience, towards a simple, voluntary and shared access format. Along this line, in 2023 we focused on promoting autonomy and making content available:

- We added 176 courses to our Virtual Campus through training platforms such as CREHANA, reaching 750 employees, and UDEMY for IT teams.
- We have in place a digital platform for synchronous English courses, and added many conversation experiences, videos, readings and other activities, customizing each person's journey thanks to artificial intelligence. In 2023, 1,100 people participated in the program (as compared to 110 participants in the past).

At IOL we also offer synchronous or asynchronous online training courses to improve the leadership skills of the company's executives. In addition, we finance courses and development programs for our employees through agreements with different educational institutions.

New Academies

We expanded the strategic content offer that we develop in our Cybersecurity, Agility, IT Architecture, Digital Marketing, CX and DATA academies, adding two new academies: UX and Transformation. In addition, we will soon launch the Cloud academy.

Role Reconversion in the Branch Network

We worked on training proposals focused on the development of new critical skills for our teams, such as Training on Credit, Finance, Consulting Sales, Commercial Skills and Digital Sales. These are proposals with asynchronous and synchronous formats, with different levels so that employees may move forward in each axis and improve their skills.

57,109
total training hours

15,5
Average of 15,5 training hours

Women: 14hs
Men: 17hs
training hours by gender

$212.613.675,98
invested in training

Play Aprendizaje

We carried out the first edition of #PlayAprendizaje, a week of virtual and face-to-face actions aimed at promoting continuous learning and the acquisition of strategic skills. The campaign included trivia, the launching of courses in our Virtual Campus, live broadcasts and a face-to-face event with more than 150 people, where we promoted presence with purpose and the concept of learning in a different way, through team dynamics and activities.





Development and Performance Management

During the year, we continued promoting the development of our people's talent, acknowledging their potential and rewarding them for their efforts. We conducted performance and competencies assessments and provided 360° feedback reports. Additionally, in 2023 we mapped our talent in the first three levels of the organization and we are extending it company-wide on an annual basis.

This year Espacio Cordial and Supervielle Seguros joined these practices through our talent platform, a major milestone for both companies and a process that contributes to Grupo Supervielle's culture and the creation of new bonds between the two companies.

Performance Model at Banco Supervielle

With the aim of promoting behaviors and actions that empower more and better leaders, our performance model is composed of two parts:

What (objectives)	How (competencies)
The setting and review of the objectives of employees throughout the fiscal year in our talent platform and the measurement of their fulfillment, which defines the annual bonus. This year we reached 90% in the uploading of information and leader validation.	Self-assessment of employees´ conducts to achieve goals, while the leader analyzes the team based on the 7 competencies defined at group level. Then, employees and leaders discuss the career plan. This year, 85% of the assessments were completed (6,301 completed assessments, including self-assessments and leader assessments).

360°Feedback in Grupo Supervielle

Our performance model also requires the development of assertive conversations and active listening. That is why feedback plays a key role in our professional development. Feedback can be delivered to, or requested from, anyone in Grupo Supervielle through our talent platform. This functionality enables interconnection across Grupo Supervielle companies and enables feedback from diverse perspectives.

Feedback delivered	Feedback requested
5,681 Total feedback reports delivered	**1,068** Total feedback reports requested
4,336 Total feedback reports delivered by managers	**748** Total feedback reports requested by managers
310 Total opportunity feedback reports	
5,371 Total acknowledgement feedback reports	

At IOL we have three 90º performance assessment and an annual 360º performance assessment, with their feedback stages. This year we added the "analytical skills" competency into the process to promote a critical thinking approach. We also developed a goal system to align the entire company with the strategic objectives.

Talent Mapping

In 2023 we updated our talent mapping process, a management and strategic planning tool designed to assess skills, talents and potential in teams. At Grupo Supervielle, we define potential as that talent or capacity whose identification, development and implementation would enable the person to carry out roles of greater responsibility or complexity in the company. For its assessment we use the Learning Agility model.

Individual Development Plan

Individual development plans (IDPs) are agreements that result from leader-employee professional development conversations. The aim is to work on each person's capabilities and ambitions to achieve both individual development and business success.

In 2023, we continued working on individual development plans: 1,250 IDPs were uploaded, 58% of which have already been completed.

Strategic Leadership Training Program

In order to consolidate our cultural transformation, we designed general interventions by role and level based on our performance model. The Líderes del Futuro program was one of our main stages for this type of training, which focuses on strategic skills aligned with our human, developmental, inspirational and transformational leader model, adding contents in Data, P&L and Management of Change. **216 leaders participated in these training spaces throughout the period.**

In addition, we continued adding customized proposals by teams and asynchronous content, such as #SoyLíderSupervielle - Evolucioná tu Liderazgo, which explores gaming experiences.

216

leaders participated in training spaces of our performance model.



Diversity and Equal Opportunities

GRI 2-7, 405-1

At Grupo Supervielle we have a Diversity, Equity and Inclusion (DEI) strategy that promotes 4 lines of action: Gender Equity, Disability, Psychological Safety and Equal Opportunities. Within this framework, we are committed to **promoting a diverse and inclusive environment, balanced men-women representation, equitable recruitment practices and merit recognition and a safe and friendly free-of-violence environment, with respect for, and a friendly relationship with third parties.**

Diversity, Equity and Inclusion Policy

During this fiscal year, the Board of Directors approved the Diversity, Equity and Inclusion Policy, which embodies Grupo Supervielle's commitment to promote a diverse work environment, where the social and biological differences of the people that make up our organization are respected. This policy describes the governance and scope of application of the policy and the responsibilities of employees.

Gender Equity

At Grupo Supervielle we actively seek to promote the upward mobility of our women employees. Thanks to a new search process implemented during the reported period, 53% of new employees were women and 53% of the open positions were filled by women from the organization.



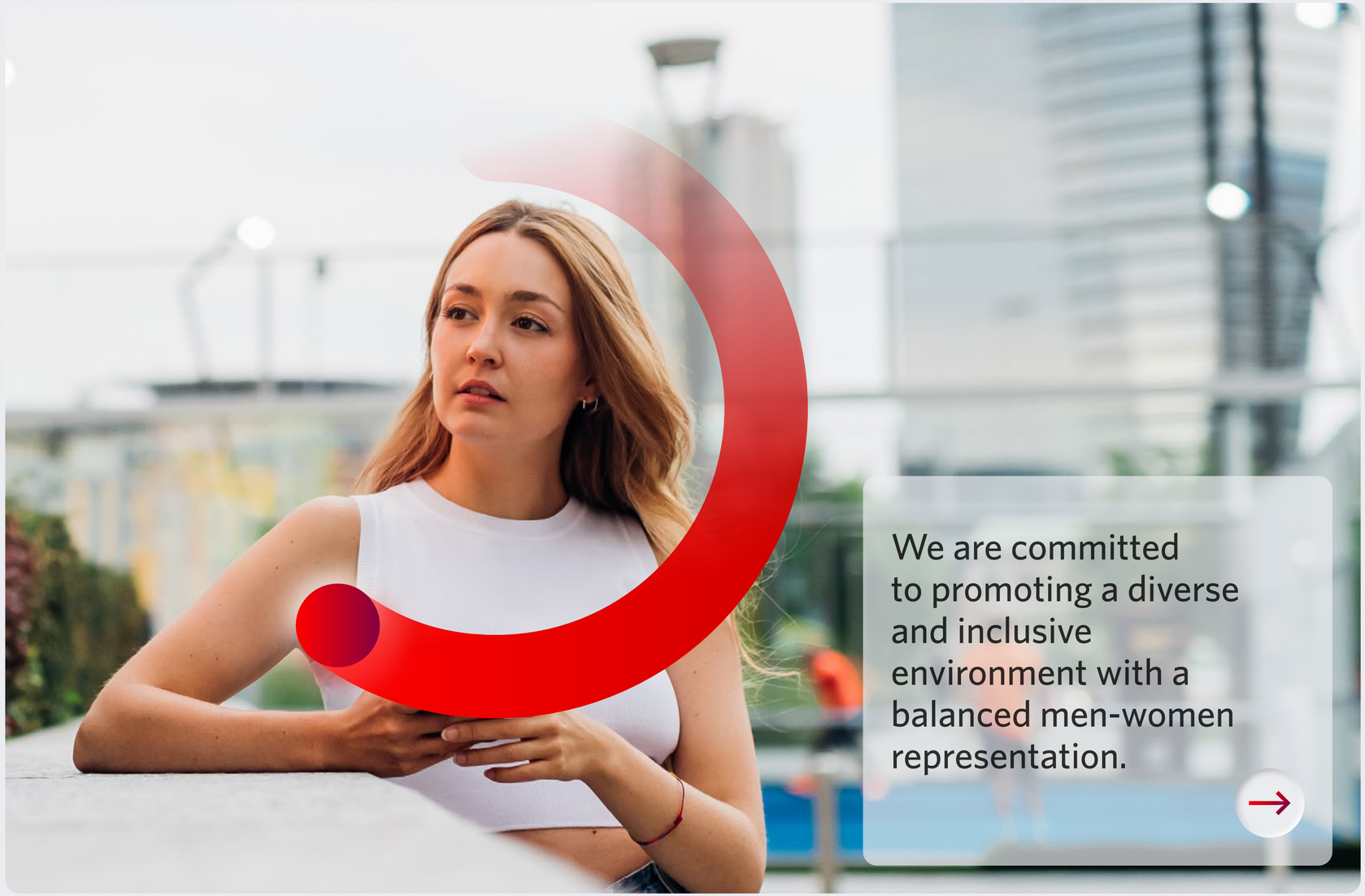
of the positions were filled by women from the organization.

Mentoring Program for Women

In 2023, we implemented a mentoring program for women leaders together with Universidad Torcuato Di Tella. This program aims at accelerating the development of women leaders, making their talent visible, broadening the company's view in terms of gender diversity and continuing to strengthen Supervielle´s culture.

Within this framework, we are looking for women who are agents of change and pioneers in this practice. To this end, we have mentors who guide, challenge and help boost talent, who are at the same time open to discover and work on the main opportunities we have as an organization in terms of women leadership.

In this first launch we had a total of 13 pairs of employees with an estimated dedication of 15 hours (mentors), 33 hours (mentees) and 9 hours (leaders), including training sessions, reflection days and 1-on-1 sessions.



We are committed to promoting a diverse and inclusive environment with a balanced men-women representation.

Disability

In this fiscal year, we conducted a census among employees to determine the baseline for the Disability axis. We obtained **2,000 responses** and identified a group of at least **34 people with disability** in the organization, mainly physical and sensory.

We also signed an agreement with the Comisión para la Plena Participación e Inclusión de las Personas con Discapacidad de la ciudad de Buenos Aires (COPIDIS) [Commission for the Full Participation and Inclusion of People with Disability of the city of Buenos Aires] to receive training on the subject, make the necessary reasonable adjustments and, in the future, incorporate new talents with disability.

In addition, we supported the "Alamesa" project of Ganate la Vida S.A. which consists of the management of a restaurant by people with neurodiversity using especially developed techniques, knowledge and know-how.



DEI Training Plan

We continued implementing the inclusive leadership training plan for leaders and their teams. This year we exceeded by 12% the number of people trained in 2022, reaching more than 300 leaders. At the same time, a meeting was held with senior management and an expert in diversity issues to raise awareness in that matter.

People who Make Grupo Supervielle

Distribution by category

	Banco Supervielle	SAM	Espacio Cordial	Supervielle Seguros	Mila	IOL	Grupo Holding	Broker Seguros	SAN	Total
Top Management	12	0	0	1	0	4	0	0	0	17
Managers	73	0	1	4	0	4	0	0	0	82
Mid Management	462	5	12	22	8	23	0	7	0	539
Staff	2649	7	78	97	26	138	4	23	3	3025
TOTAL	**3196**	**12**	**91**	**124**	**34**	**169**	**4**	**30**	**3**	**3663**

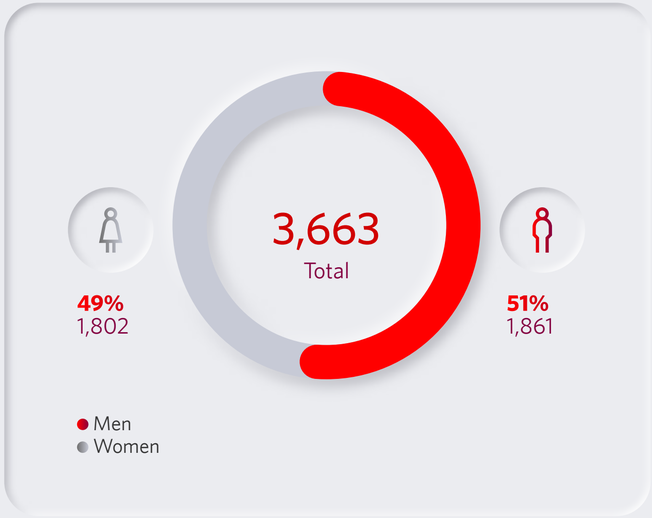
0.5%
Top Management

2.2%
Managers

14.7%
Mid Management

82.6%
Staff

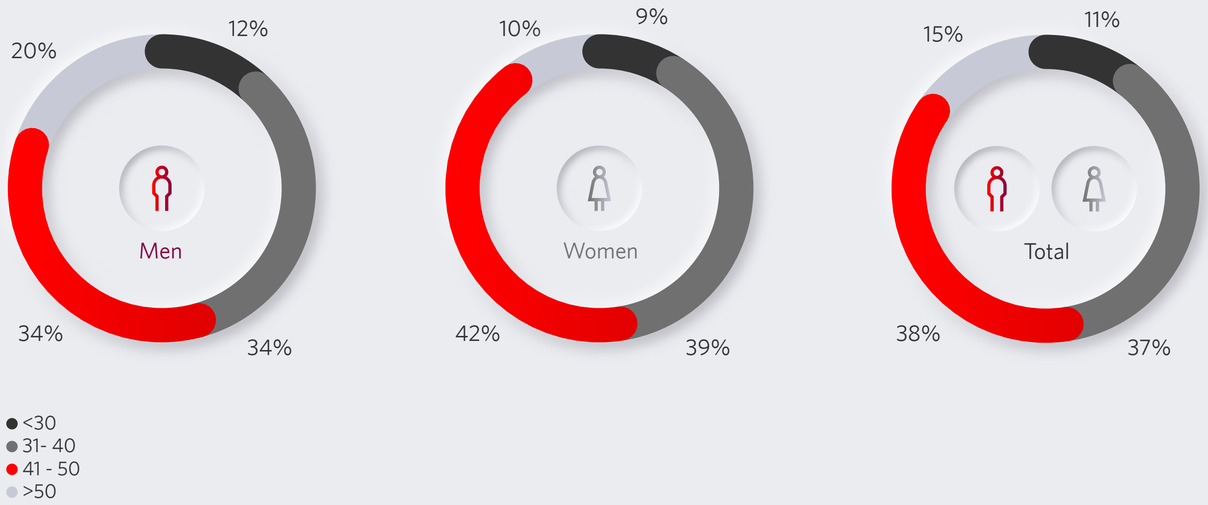
Distribution by gender (consolidated)





Distribution by gender and age (consolidated)

	Men	Women	Total
<30	224	162	386
31- 40	640	705	1345
41 - 50	633	750	1383
>50	364	185	549
TOTAL	**1861**	**1802**	**3663**



Distribution by category and gender (consolidated)

	Men	Women	Total
Top Management	94%	6%	100%
Managers	76%	24%	100%
Mid management	61%	39%	100%
Staff	48%	52%	100%



Distribution by region, category and gender (consolidated)

		Women	Men
Buenos Aires	Managers	0	0
	Mid management	0	2
	Staff	28	45
	Total region	417	202
	Top Management	**445**	**249**
CABA [City of Buenos Aires]	Managers	1	16
	Mid management	18	56
	Staff	150	237
	Total region	855	916
	Top Management	**1024**	**1225**
Central Region	Managers	0	0
	Mid management	0	1
	Staff	6	13
	Total region	94	68
	Top Management	**100**	**82**
Cuyo Region	Managers	0	0
	Mid management	2	3
	Staff	23	29
	Total region	191	253
	Total zona	**216**	**285**
NEA [North Eastern] Region	Top Management	0	0
	Managers	0	0
	Mid management	0	0
	Staff	0	1
	Total region	**0**	**1**
NOA [North West] Region	Top Management	0	0
	Managers	0	0
	Mid management	1	3
	Staff	10	10
	Total region	**11**	**13**
Patagonia Region	Top Management	0	0
	Managers	0	0
	Mid management	2	1
	Staff	4	5
	Total region	**6**	**6**
Total		**1802**	**1861**

Distribution by category and age (consolidated)

Age	Category	%
-30	Top Management	0%
	Managers	0%
	Mid management	4%
	Staff	12%
31 - 40	Top Management	12%
	Managers	20%
	Mid management	31%
	Staff	38%
41 - 50	Top Management	35%
	Managers	48%
	Mid management	49%
	Staff	36%
+ 50	Top Management	53%
	Managers	33%
	Mid management	17%
	Staff	14%

Distribution by gender, region and age (consolidated)

Región	Age	Women	Men
Buenos Aires	- 30	17	14
	31 - 40	163	77
	41 - 50	226	115
	+ 50	39	43
	Total region	**445**	**249**
CABA	- 30	135	197
	31 - 40	439	460
	41 - 50	348	354
	+ 50	102	214
	Total region	**1024**	**1225**
Central Region	- 30	2	0
	31 - 40	36	35
	41 - 50	48	24
	+ 50	14	23
	Total region	**100**	**82**
Cuyo Region	- 30	8	11
	31 - 40	58	62
	41 - 50	121	131
	+ 50	29	81
	Total region	**216**	**285**
NEA Region	- 30	0	0
	31 - 40	0	1
	41 - 50	0	0
	+ 50	0	0
	Total region	**0**	**1**
NOA Region	- 30	0	1
	31 - 40	4	3
	41 - 50	6	6
	+ 50	1	3
	Total region	**11**	**13**
Patagonia Region	- 30	0	1
	31 - 40	5	2
	41 - 50	1	3
	+ 50	0	0
	Total region	**6**	**6**
TOTAL WOMEN		**1802**	**1861**

Distribution by type of employment contract and gender (consolidated)

	Men	Women	Total
Indefinite Time	1841	1773	3614
Temporary - part-time	20	29	49
TOTAL	**1861**	**1802**	**3663**

	Men	Women	Total
Indefinite Time	99%	98%	99%
Temporary - part-time	1%	2%	1%
TOTAL	**100%**	**100%**	**100%**

Distribution by type of employment contract and gender (consolidated)

	Indefinite	Temporary	Total
Buenos Aires	692	2	694
CABA	2202	47	2249
Centro Region	182	0	182
Cuyo Region	501	0	501
NEA Region	1	0	1
NOA Region	24	0	24
Patagonia Region	12	0	12
TOTAL	**3614**	**49**	**3663**

	Indefinite	Temporary	Total
Buenos Aires	19%	4%	19%
CABA	61%	96%	61%
Centro Region	5%	0%	5%
Cuyo Region	14%	0%	14%
NEA Region	0%	0%	0%
NOA Region	1%	0%	1%
Patagonia Region	0%	0%	0%
TOTAL	**100%**	**100%**	**100%**

Distribution by type of work hours and gender (consolidated)

	Men	Women	Total
Part-time	0	0	0
Full-time	1861	1802	3663
TOTAL	**1861**	**1802**	**3663**

	Men	Women	Total
Part-time	0%	0%	0%
Full-time	100%	100%	100%
TOTAL	**100%**	**100%**	**100%**

Income-Turnover Ratio (consolidated)

New women employees	32.68%
Voluntary turnover of employees	4.67%
Involuntary turnover of employees	6.47%
Turnover of employees	11.14%

Although Banco Supervielle hires temporary personnel to cover positions in provincial branches, the number is not material for the company.

The information reported is obtained from the "Meta 4" Human Resources management system, which consolidates the data of all Grupo Supervielle's companies.

Support to Victims of Gender-Based Violence

At Banco Supervielle there is a Committee for Assistance to Victims of Gender-Based Violence, in which trade union delegates participate, and which carries out prevention and support campaigns.

The company also has in place a protocol for assistance to victims of gender-based violence, that is activated once a report is made at a police station, court or the corresponding governmental agency. This protocol includes:

- → Contact and support by the Employee Assistance Area.
- → Legal counsel.
- → Confidentiality when dealing with the situation.
- → Relocation or permanence at workplace, as necessary, to ensure protection.
- → Special paid leave upon filing the report.
- → Economic aid through emergency loans and guarantee for tenants while the case is pending.
- → If required, economic compensation equal to the amount paid for childcare expenses to cover moving costs for the victim and their dependents.

In addition, employees may contact the Employee Social Department through its e-mail address gestion-socialalempleado@supervielle.com.ar, for consultations or support, and may also file a confidential report through the Ethics & Values Line.

Benefits

We have in place a wide range of benefits that contribute to the health, wellness and economy of the people who work at Grupo Supervielle and their families, in all the regions where we carry out our activities.

Health

Families

Well-being

We Take Care of our Health

Our employees have access to a corporate health plan and emergency medical coverage. Likewise, during the period under review, we continued implementing various actions related to health, such as the flu vaccination campaign, online medical consultation and in-company nutritionist, workshops such as stretching, mindfulness, healthy cooking and talks delivered by specialists on topics such as breast cancer prevention, among other.

We Support our Families

Our employees receive a childbirth allowance, baby layette, in addition to a lactation kit and lactation accommodation in our buildings. We accompany our employees in their most important moments, with gifts for child birth, adoption, marriage, birthday and graduation. We also provide school kits free of charge for their school-aged children.

During this period we implemented a daycare service to help parents of all Grupo Supervielle companies during the first years of their children. In this line, IOL has a daycare allowance for employees with children up to 3 years old.

A virtual activity was carried out at IOL on Children's Day, encouraging participation and sharing among "iolers".



Parental Leave and Family Projects

We offer parental leave, which may be extended, and adoption leave. Besides, employees may split their leave period and agree on a progressive return to work. We also offer a 15-day leave for fertility treatments and oocyte cryopreservation, providing support along employees' family planning.



[1] Calculated as the ratio of employees who returned to work after their parental leave ended.
[2] Calculated as the ratio of employees who continued working at the company after 12 months of ending their parental leave.

Likewise, our employees are entitled to a longer leave in case of multiple birth, preterm and high-risk preterm birth, and the birth of disabled children.

We continued with the benefit of a day off on our employees' children's birthday (up to 12 years of age) and to attend the graduation from university or similar of our employees and their children.

Children and Pets

At Banco Supervielle we cherish our childhood memories by sharing games and raffles as if we were still children.

In addition, we launched a new benefit together with Wagg Vets, the first 24x7 digital veterinary clinic, and at IOL we give our employees a day off for pet adoption.



We Promote Our Well-being

Grupo Supervielle's employees may participate in team sports and enjoy other benefits such as Gympass, discounts in gym clubs and online yoga classes.

Our benefits provide flexibility and a better work-life balance, such as remote work, including the possibility to work remotely from abroad for a month, additional days off for vacation and study leaves, flex scheme for the return to work after vacation (with the possibility of starting the workday at noon or ending it earlier), a day off in the month of their birthday and one Friday off per month.

We also opened a new office at IOL and implemented improvements in workspaces, providing infusions and snacks and an area with a PlayStation for relaxation and entertainment. We also organized two after-office gatherings to strengthen the culture and sense of community.

We strengthen our Economy

Our employees enjoy benefits that help strengthen their financial management, such as Black and Signature credit cards, discounts in safe deposit boxes, preferential rates for the purchase of US dollars and time deposit and personal loans, the best prices for insurance and a free account for insurance, as well as commission-free IOL accounts and reimbursement of Internet expenses.

Discounts
Thanks to agreements with brands in different areas, our employees have access to significant discounts on groceries, cleaning, technology, veterinary and leisure products.

Talks and Training on Finance
We organize meetings where referents from specialized areas train employees, from new hires to leaders in charge of teams, to provide financial guidance and contribute to strengthening their personal finance.



Occupational Health and Safety

GRI 403-1, 403-3, 403-4, 403-9, 403-10 (REFINITIV)

At Grupo Supervielle we are committed to the health and safety of our employees, suppliers, customers and other stakeholders who perform tasks or interact in our work and customer service areas.

For this reason, **we guarantee the protection of our people during the performance of their tasks and provide the necessary tools to identify, control and eliminate risks that could cause occupational injuries and diseases.** In this regard, we have in place a Health and Safety Policy that establishes the following obligations:

- → Ensure the physical integrity of all employees and the maintenance of buildings.
- → Minimize health and safety risks that may result in personal accidents, occupational diseases and damage to the buildings.
- → Raise health and safety awareness, though training and education programs to prevent the risks inherent in the tasks.
- → To request that suppliers, contractors and subcontractors take safety actions and strictly comply with applicable laws.
- → Establish active controls and audits that allow continuous health and safety improvement.
- → Ensure compliance with accident prevention regulations and health and safety provisions in force.

Health and safety management is the responsibility of an in-house officer, who works with an external team of health and safety experts.

During 2023, 30 cases were reported by Grupo Supervielle employees of injuries while performing their work activities, and no casualties were reported.

In relation to the one million hours worked, the injuries reported represent a rate of 0.00003, resulting in a total of 455 work days in terms of LTI, while occupational diseases represent 0.00001.



Remuneration

GRI 2-20

We constantly review the salary structure in order to reward performance and retain talent. We take into account labor market trends and business needs to maintain our competitiveness.

At Banco Supervielle we conduct two salary reviews per year to analyze and determine job promotions and salary adjustments for the entire payroll. In addition, throughout the year we carried out several analyses of the salary competitiveness of critical digital positions, in order to proactively define updates and guarantee retention of key talent.

In the past fiscal year we started implementing Qlik Sense data visualization dashboards to conduct more complex analyses and make decisions based on accurate information.

Although stakeholders (such as employees or unions, for example) are not involved in wage adjustment processes, at our companies under collective bargaining agreements there is no gender differentiation in the determination of base salaries.

Freedom of Association

GRI 2-21; 2-30

We maintain a healthy relationship with trade unions, and their local, regional and national representatives, in furtherance of the individual and collective freedom of association of those who work with us.

Collective bargaining agreement[3]

Employees covered by collective bargaining agreement (number)	3419
Employees not covered by collective bargaining agreement (number)	244
Total employees	**3663**
% covered by collective bargaining agreement	**93%**

Annual Total Compensation Ratio[4]

Company	Reported value
Grupo Supervielle	2.72
Banco Supervielle	14.68
Supervielle Seguros	7.15
Espacio Cordial	5.08
SAM	2.59
MILA	6.49
IOL	5.19
Broker de Seguros	2.42
SAN	1.62

Annual Total Compensation Percentage Increase Ratio[5]

Empresa	Valor reportado
Grupo Supervielle	1
Banco Supervielle	0.98
Supervielle Seguros	1.04
Espacio Cordial	1.13
SAM	1.13
MILA	0.75
IOL	0.87
Broker de Seguros S.A.	1.08
SAN	1.22

3 Espacio Cordial de Servicios SA and SAM SA adhere to the collective bargaining agreement applicable to banking institutions, while Supervielle Seguros SA adheres to the collective bargaining agreement applicable to insurance companies.
4 Annual total compensation ratio of the highest paid individual to the median in annual total compensation of all employees (excluding the highest paid individual).
5 Ratio of the percentage increase in annual total compensation of the highest paid individual to the median percentage increase in annual total compensation of all employees (excluding the highest paid individual).

Internal Communications and Events

We continued promoting spaces and actions that allow all teams to be aligned and connected with strategic information and promoting culture, mainly through our internal communication channel Workplace.

Eikon Awards
We participated in a new edition of the Eikon Awards, which recognize excellence in institutional communication, in the categories of "internal communication", with Diversity campaigns and spaces featuring our CEO, "social media campaign", with our employer brand strategy, "Brand Film", with the Players de la transformación series and "general sustainability campaign", with our integrated report.

Hola CEO
We continued promoting the closeness of Banco Supervielle CEO through the "Hola CEO" action which consists of monthly live broadcasts through Workplace of the bank's CEO and various guests and is intended to encourage engagement, giving rise to conversations on strategic and interesting topics, while promoting interaction among all employees. In 2023, we addressed issues of diversity, Banco Supervielle products and channels, digital transformation, customer experience and training, among other.

Desayuno CEO [Breakfast with the CEO]
At Supervielle Seguros we continue promoting our weekly Desayuno CEO program, with the participation of people from different teams in order to enhance their knowledge of the company's strategy.

Foco Estratégico
We transformed our "Foco Estratégico" quarterly meeting, where leaders review their strategic projects and quarter results, into a space open to the entire organization which is broadcast live. These meetings are intended to focus, engage and align all Banco Supervielle employees with the strategic pillars and the culture we promote.

Modo Futuro
With the objective of exchanging knowledge with our Centers of Excellence, we implemented this quarterly live broadcast to continue promoting the acquisition of strategic skills in our teams every quarter.

One Million Transactions
At IOL we organized a virtual party to celebrate reaching one million transactions, which included raffles and prizes.



Influencers

More than 300 influencers from our teams are protagonists through the Virtual Campus and Workplace with the following focuses of action:

Headquarters:
generate content and news about non-commercial areas, such as Technology, Products, Marketing, Risks, Audit, Human Resources.

Service branches:
promote the use of communication channels and are a referents in terms of learning and development tools.

Divisions:
guide and coordinate the influencers of each division.

Volunteering

In order to strengthen social commitment of our teams and have a positive impact on the communities in which we work, our volunteering programs are based in four lines of action: Education, Children, Senior Citizens and Environment. In addition, we have "Capitanes", a space where our employees may propose and develop their own community projects together with NGOs.

During 2023, the employees of all the regions where we operate participated in more than one volunteering action.

449
employees (61% women)

598
actions

6,632
hours

Social Capital

We support the sustainable growth of the community →

8,249 people received financial training



449 volunteers devoted 6,632 hours

Our Commitment to Financial Education and Inclusion →
Social Investment →
Volunteering →
Art and Culture →
Solidarity Points Exchange →

We work to become an agent of change that creates sustainable social value and to generate a positive impact on all our stakeholders, including our employees, customers, suppliers, shareholders and communities. In the framework of our sustainability strategy, we promote social investment intended to impact on initiatives and projects oriented to the improvement of the life quality of the communities where we are present and operate, through different programs and partnerships seeking to generate transforming, innovative and measurable actions, in addition to building a culture of cooperation and co-responsibility through corporate volunteering actions.

Our Commitment to Financial Education and Inclusion

SASB FN-CB-240a.4

Own Topic: Inclusion and financial education

Grupo Supervielle's financial education and inclusion actions promote both knowledge of, and access to, our products and services to help individuals and businesses adopt decisions leading to their wellness, permanently innovating with new technologies.

Our approach is aligned with 7 of the 17 Sustainable Development Goals (SDGs) of the 2030 Agenda at global level to achieve a more sustainable future, through the reduction of poverty and the promotion of prosperity of all persons worldwide. Likewise, during the reported year we continued supporting the Estrategia Nacional de Inclusión Financiera (ENIF) 2020-2023 led by the Argentine Ministry of Economy, with reports and recommendations for action on financial education and inclusion.

Financial Education

In 2023, we trained 8,249 people in the responsible and sustainable use of financial instruments.

- **Hacelo Vos:** We continued with this financial training initiative in partnership with Escuela Argentina de Negocios and Universidad de Morón. 397 customers were virtually trained in electronic banking, use of mobile applications, investments and fraud prevention.
- **IOL Academy:** NOur online broker has an academic platform specialized in investments where students may submit their queries to certified professionals as they move forward in their courses. During the reported year, we had 12,958 new students, reaching a total of 47,617 and 38.21% active users (15,910 users with a course in progress); and 5,209 certificates were issued upon closing of the course cycle. Aprendé a Invertir en Bolsa [How to invest in the stock Exchange], Análisis Técnico [Technical Analysis], Programa Idóneo en el Mercado de Capitales [Qualified in Capital Markets Program], Programa Cripto Python Aplicado a Finanzas [Cripto Python Program applied to Finance] and Finanzas personales [Personal Finance], were among those most required.

8,249

people in the responsible and sustainable use of financial instruments.

→ **Medium and Large-Sized Companies, Entrepreneurs and SMEs:** As part of our commitment to strengthening the financial capacity of the different types of companies, during the reported period we continued with several initiatives.

- **Impulsate Program:** A series of talks and training sessions free of charge for customers and non-customers dealing with: positive grievance mechanism, risk management, process approach and long-term perspective, effective management of social media, among other. 8 virtual talks were delivered to 600 business customers. In addition, 1,951 people viewed the recorded courses in the Banco Supervielle webpage.
- **Expo EFI:** Sponsored by Banco Supervielle, the expo for economy, finance and investment experts gathers over 7,800 participants, including our customers.
- **Talks with Experts:** Banco Supervielle held a series of meetings to share the knowledge and expertise of major referents of the financial sector such as Bernardo Bárcena Tomba, Rodolfo Santangelo and Carlos Melconian.
- **Ventas Conscientes Program:** With the purpose of helping triple impact entrepreneurs improve the design of sales plans and management of their businesses, this program was developed in partnership with Asociación Civil Contribuir al Desarrollo Local. In 2023 the 2nd. and 3rd. program editions were held, with the participation of 74 entrepreneurs, 40 sustainable businesses and a total of 48 people.

→ **Financial education for youths:** We carried out a financial training program through online platforms and face-to-face workshops together with Fundación Junior Achievement, IOL Academy and Grupo Supervielle volunteers. In 2023 4,242 youths in senior secondary school years and in the first years of university of different regions, employees' children and customers and NGO beneficiaries took part in this program.

→ **Human Blog:** This Banco Supervielle space shares information and advice intended to strengthen personal finance. Throughout 2023, 100 articles were posted reaching 225,302 views.

→ **Tutorial videos:** Banco Supervielle's YouTube channel offers financial advice videos and tutorials, tutorials on products and services, in addition to talks and events with referents from diverse specialties. At present, a total of 48 videos reached 211,567 thousand views.

→ **Fraud Prevention:** With a view to providing our customers and the community in general with an update in terms of security of the transactions carried out through our digital and automatic channels, in 2023 we posted information and useful tips on the safe use of financial products and services, as well as tools to avoid fraud. The initiative was carried out as part of an intensive communication campaign developed through mailings, websites, Apps, social media and TV shows. 175 posts were made in Facebook, Instagram, Twitter (X) and YouTube, reaching over 303,384 impressions.

→

4,242 youths

in senior secondary school years and in the first years of university of different regions, employees and customers children and NGO beneficiaries took part in this program.

Financial Inclusion

We implement new technologies and strengthen our physical and digital infrastructure for access to our services.

→ **HUB Virtual:** A video-assisted virtual branch with all digital channels available to operate. 188,000 customers solved their queries through video calls.

→ **Inversión Rápida:** A simple agile alternative to invest and withdraw funds from the FCI Premier Renta Corto Plazo. + 100K customers.

→ **Collections with QR:** Functionality of the app that facilitates safe transactions. 1.3 million payments with QR code.

→ **- Digital Customers:** 62% of our customers are digital and 73% of the customers self-managed their queries.

→ **Human chat:** Bot for frequent queries, with referral to personalized service. 2 million chats.

Social Investment

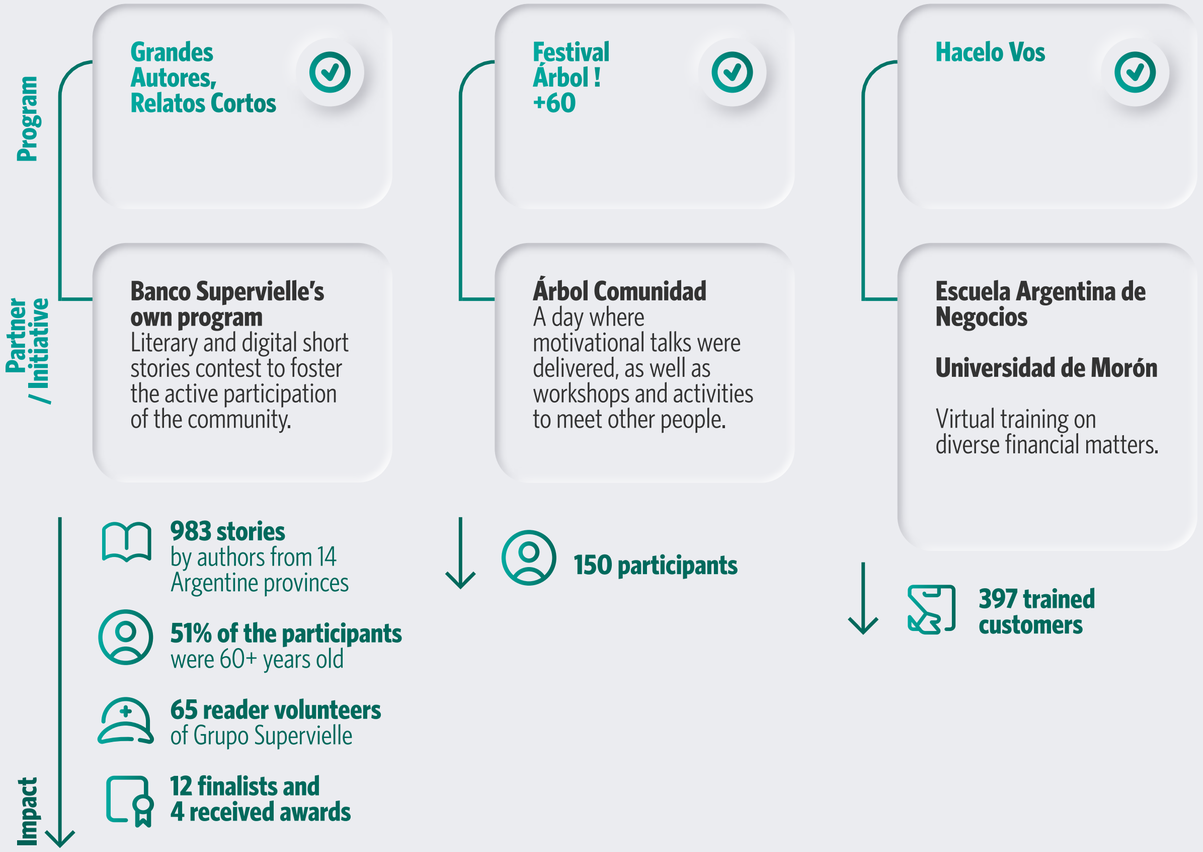
GRI 201-1, 413-1, 413-2

Within the framework of our social investment strategy, we carry out different programs which have a positive impact on local communities. These programs are grouped in four pillars: senior citizens, education, children and institutional strengthening. These pillars are in line with certain identified, integrated Sustainable Development Goals (SDGs).

In 2023 we allocated $124,171,365 million to social investment programs and initiatives, with the participation of all Grupo Supervielle operations. During the reported period, no negative impacts were identified in local communities as a result of our business activities.

Senior citizens

We promote active aging of senior citizens through social participation and prevention of dependency.



Education

We support initiatives that promote a quality education to help build a country with equal opportunities

	Futuros Egresados	University Scholarships	Construyendo mi Futuro (CMF)	Formación de Líderes Educativos	Aprendizaje y Conexión con el Mundo del Trabajo (ACAP)
Program	Futuros Egresados	University Scholarships	Construyendo mi Futuro (CMF)	Formación de Líderes Educativos	Aprendizaje y Conexión con el Mundo del Trabajo (ACAP)
Partner / Initiative	**Fundación Cimientos** Support of teen agers from different cities in the completion of their secondary school studies.	**Anpuy** **BisBlick** Scholarship for university and tertiary school students.	**Fundación Cimientos** Banco Supervielle offers a profesional experience to graduates of Fundación Cimientos.	**Consejo Empresario Mendocino (CEM)** Heads of public and private schools in Mendoza received a 2-year training in educational matters.	**Ministerio de Educación de la Ciudad de Buenos Aires** Banco Supervielle offers hands-on experience to 5th. year students of secondary schools of the city of Buenos Aires.
Impact	**70 scholarships** for 4th. and 5th. year students of secondary schools in Godoy Cruz (Mendoza), Villa Mercedes (San Luis) and Florencio Varela (Bs. As.) **17 graduates**	**22 university scholar** beneficiaries **2** completed their university studies	**14 scholarship beneficiaries**	**20 scholarships** for heads of primary schools in Mendoza (cohort 2022-2023) **32 school head** graduates	**11,080 hs** of professional practice at branches **274 students**



Children

We work with organizations fighting against poverty and fostering social transformation, with a focus on early childhood and nutrition.

	Donar Alimentos es Donar Futuro	Combatir la Desnutrición Infantil	Socializar a los Niños a través del Arte	Prevention of alterations in the development of infants
Program				
Partner / Initiative	**Banco de Alimentos** We support Banco de Alimentos in its efforts to reduce hunger, improve nutrition and prevent food waste.	**Fundación Acción País para la Formación de Liderazgo Social (Pilares)** We support the initiatives of Centro COPIF and CPIs Pilarcitos and Floreciendo. We cooperate with the Economía Social y Solidaria program.	**Fundación Casa Rafael** We support programs promoting the socialization of 4 to 18 year-old children and teen agers who live in psycho-social risk environments.	**Fundación PADI** We assist in the timely detection of risks in the motor sensory, cognitive, emotional and language development of children.
Impact	**323,405 meals** **207,938 beneficiaries**	**225 children** **200 families**	**256 children**	**30 children** **65%** overcome the risk in their development on participating in the program



Institutional Strengthening

We contribute to the strengthening of democratic institutions and the building of a long-term public agenda.

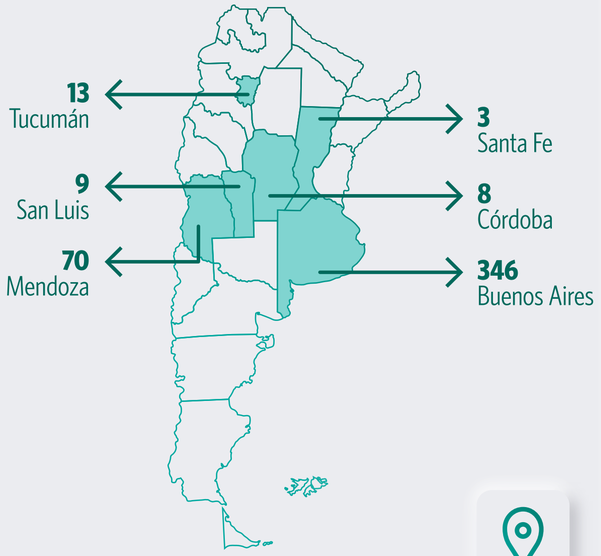
Program	Partner / Iniciative
Public Policies	**CIPPEC** Conduct and publication of CIPPEC studies aimed at striking balances in the current political and institutional system.
	Red de Acción Política (RAP) Support the communication between businessmen and politicians for development of the country.
Public Private laboratory	**GDFE** **Red de Innovación Local (RIL)** Founding members of the initiative that promotes the development of communities with collaborative processes and agile methodologies for the implementation of sustainable projects.
	10 cities In the process of implementation in 10 cities
	Seal of Socially Committed Company, awarded by the Municipality of Godoy Cruz
Participation in Campaigns	**Multiplicar Conciencia** Support the program "Multiplicar Conscienci" program and "Vamos a Votar" campaign to promote republican values and to promote republican values and the importance of voting.
	31,384,181 people viewed the post
Transparency and Access to public Information	**Fundación Poder Ciudadano** Promote citizen participation, transparency and access to public information in order to strengthen democratic institutions.
	Sociedad Argentina de Análisis Político (SAAP) Assist in the development of the 27th World Congress of Political Science of the International Political Science Association (IBSA) (15-19 July 2023) in Buenos Aires, Argentina.
Participation in Prize Awarding and Other Events	**Aportes de Gestión** Assist in the organization of the "Aportes 2023 +Gestión +Impacto" Award to improve the impact of NGOs.
	Asociación Cristiana de Dirigentes de Empresa (ACDE) Assist with the 26th. ACDE Annual Meeting "Liderar para servir al bien común. Valores y compromisos para una Argentina más justa" [Lead to serve the common good. Values and commitments for a fairer Argentina].
Fostering of Education and Awareness in the Community	**Lógica Asociación Civil** Purchase equipment for education and professional training. Content generation on taxation (taxes, public expenditure and inflation).

Impacto

Volunteering

Our volunteer programs combine the interests of our employees and the needs of communities, with a long-term vision.

No. of volunteers per region:



General Invitations

During this period we invited our employees to participate in our own programs and others in partnership with several NGOs.

449 employees participated in 598 initiatives (6632 hours).

Major volunteering programs carried out during 2023

- → Capitanes - 31 projects
- → Relatos Cortos
- → Un día para transformar
- → Financial Education
- → Other volunteering actions: Environmental, ACAPS, interviews, etc.

Capitanes

Our main volunteering program, Capitanes, is driven by projects of our own employees, who set up their own projects with NGOs in their communities, in line with the pillars of our social investment strategy (senior citizens, education, children and institutional strengthening) and environment.

Art and Culture

Museo Moderno
From Banco Supervielle we support the exhibit program that Museo Moderno de Buenos Aires developed in 2023, with the ambitious aim of presenting the power of contemporary art in Argentina, from the 1960s to the present. We also continued supporting through the Patronage law the heritage archive of Moderno Digital and the collection record.

In addition, we participated in various activities developed by the museum throughout the year, namely, the 55th. Annual Conference of the International Committee for Museums and Collections of Modern Art (CIMAM), where Moderno hosted 240 delegates from 160 institutions from 51 countries and the organization of "Fantasy es un lugar" festival, with a view to promoting the participation of youths and to building bridges for their inclusion in the museum. The museum also opened the residence for artists Casa Alberto Heredia and was again awarded the Accessible Seal of the Directrices de Accesibilidad program of the Sistema Argentino de Calidad Turística [Argentine System of Tourist Quality].

Our contribution to Moderno also allows us to offer our customers and employees cultural benefits such as the exhibit program and cycles, preservation and heritage, educational program, editorial program, Moderno Digital, Moderno Federal, public space program and the Museum Night.

Parroquia Nuestra Señora del Socorro
During this period we continued making our annual contribution for the support of the polyphonic choir of the Parroquia Nuestra Señora del Socorro.

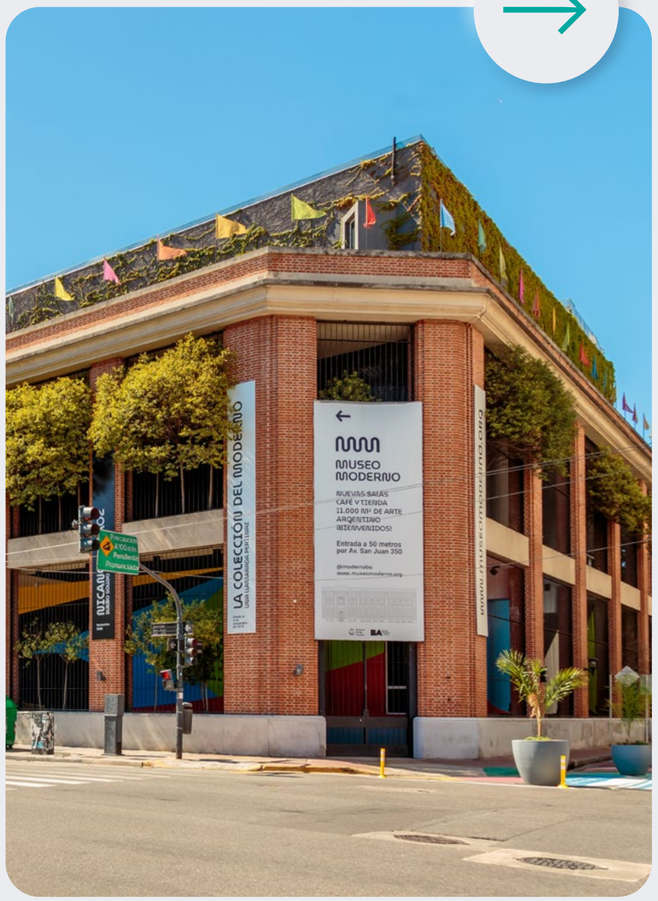
Patronage

Banco Supervielle contributes to the financing of numerous cultural projects within the framework of the Régimen de Promoción Cultural del Ministerio de Cultura del Gobierno de la Ciudad de Buenos Aires (GCBA) [Cultural Promotion Scheme of the Ministry of Culture of the Government of the City of Buenos Aires (GCBA)] which allows us to make payments on account of the Turnover Tax.

For the last 13 years, Supervielle has been making contributions for over $363,032,061 to projects related to our social investment pillars.

In 2023 Banco Supervielle allocated $55,660,000 to 24 proyects and Seguros Supervielle allocated $2,550,000 to 4 projects.

For the last 13 years, Supervielle has been making contributions for over $363,032,061 to projects related to our social investment pillars.



Solidarity Points Exchange

Club Supervielle is a loyalty program that, through points redemption, offers rewards to all Banco Supervielle customers who are credit card holders. From the Sustainability Department, we introduced a "Solidarity Points Exchange" section whereby our customers cooperate with different NGOs and their beneficiaries.

Throughout 2023 there were 314 solidarity exchanges:

532 trees
To Amigos de la Patagonia: to reforest the Andean Patagonian Forest

77 exchanges
To Banco de Alimentos: 23,947 meals

Anpuy
To Anpuy: 11 school kits, 2 backpacks, 6 school scholarships and 34 teaching hours



Partnerships that Strengthen our Social Commitment

Our social investment initiatives and programs are developed in partnership with diverse organizations.

Line	Partnership	Description
Senior Citizens	Escuela Argentina de Negocios (EAN)	https://www.ean.edu.ar/
	Un Árbol Comunidad	https://arbolcomunidad.com/
	Universidad de Morón	https://www.unimoron.edu.ar/
Children	Fundación Acción País para la Formación de Liderazgo Social (Pilares)	https://www.pilares.org.ar/
	Fundación Casa Rafael	https://www.casarafael.org.ar/
	Fundación PADI	https://www.padifundacion.org/
	Banco de Alimentos	https://www.bancodealimentos.org.ar/
Education	Consejo Empresario Mendocino (CEM)	http://cem.org.ar/
	Asociación Civil Contribuir al Desarrollo Local	https://www.contribuir.org.ar/
	Fundación Cimientos	https://www.cimientos.org/
	BisBlick	https://www.bisblick.org/
	Fundación Anpuy	https://www.fundacionanpuy.org.ar/
	Liceo Francés Jean Mermoz	https://lyceemermoz.edu.ar/v5/
	Junior Achievement	https://junior.org.ar/
Institutional Strengthening	Fundación RAP (Red de Acción Política)	https://www.rap.org.ar/
	CIPPEC (Centro de Implementación de Políticas Públicas para la Equidad y el Crecimiento)	https://www.cippec.org/
	Grupo de Fundaciones y Empresas (GDFE)	https://www.gdfe.org.ar/
	Red de Innovación Local (RIL)	https://www.redinnovacionlocal.org/
	Consejo Empresario Argentino para el Desarrollo Sostenible (CEADS)	https://www.ceads.org.ar/
	Asociación Civil Aportes de Gestión para el Tercer Sector	https://aportesdegestion.org.ar/
	Asociación Cristiana de Dirigentes de Empresa (ACDE)	https://acde.org.ar/
	Fundación Poder Ciudadano	https://poderciudadano.org/
	Cáritas Argentina	https://caritas.org.ar/
	Médicos Sin Fronteras	https://www.msf.org.ar/
	Asociación Conciencia	https://conciencia.org/
	Asociación Mutual Israelita Argentina	https://amia.org.ar/
	Asociación Delegacion De Asociaciones Israelitas Argentinas	https://daia.org.ar/
	Asociación Civil Mater Dei	https://www.sanatoriomaterdei.com.ar/

Line	Partnership	Description
Art	Museo Moderno	https://museomoderno.org/
	Nuestra Señora del Socorro	http://www.basilicadelsocorro.org.ar/
Volunteering	Fundacion Desatando Nudos	https://www.facebook.com/desatanudostucuman/
	Asociacion Civil También Son Nuestros	
	Asociación Hogar De María	https://hogardemaria.org/
	Asociación Civil Dale Que Crezco	https://www.facebook.com/Hogar.ContARTE
	Asociación Civil "Chiquilin"	https://www.facebook.com/chiquilin.asociacioncivil
	Asociación Civil C S C Y D Estrada De Almagro	https://twitter.com/futsalestrada
	Asoc Coop Del Centro De Desarrollo Infantil Y Promocion Familiar Ce D I P F	https://www.cedipf.org.ar/
	Parroquia San Ignacio De Loyola	https://www.sanignaciodeloyola.org.ar/
	Fundación Alma Humana	https://almahumana.com/
	Institución Amaranta Asociación Civil	https://amaranta.com.ar/
	Fundacion Argentina De Rugby Inclusivo	https://www.linkedin.com/company/fundacionpumpas/
	Asociación Civil Franciscana Pata Pila	https://patapila.org/
	Asociacion De Padres Y Amigos De Los Discapacitados Mentales Del Partido De San Isidro	https://twitter.com/APADMSI
	Red De jóvenes Solidarios Mar Del Plata	https://jovenessolidarios.org.ar/
	Asociación Civil La Educadora Compañía De Jesus	https://jesuitasmendoza.ar/
	Radio Club Aconcagua Las Heras	https://radioclubaconcagua.com.ar/
	Fundacion Ciudadanos Del Mundo	https://ciudadanosdelmundo.org/
	Hogar De Niños El Milagro	https://es-la.facebook.com/hogardelmilagro/
	Haciendo Camino Asociación Civil	https://haciendocamino.org.ar/
	Asociación Civil Batsol De La Plata	https://www.facebook.com/BatmanSolid/
	Fundación Temas	https://www.fundaciontemas.org.ar/
	Fundación Manos Abiertas	https://www.manosabiertas.org.ar/
Environment	Asociación Amigos de la Patagonia (AAP)	https://aapatagonia.org.ar/
	Eco House Asociación Civil	https://ecohouse.org.ar/
	Fundación Equidad	https://www.equidad.org/
	QuéReciclo	https://www.quereciclo.com.ar/

Natural Capital

Our commitment to the environment →

We offset 100% of our 2022 carbon footprint



45 buildings fit with renewable energies and a 12% reduction in the total consumption in electric power

Our Environmental Responsibility →

Energy and Carbon Footprint Management →

Human Resources, Supplies and Waste Management →

Awareness Campaigns →

Our Environmental Responsibility

GRI 2-12

As part of our sustainability strategy, we prevent and manage environmental impacts based on international standards such as the 2030 UN Agenda, the most recent report issued by IPCC[1] and the global impacts resulting from the climate change.



In the framework of our Sustainability Policy, we establish strategies and develop practices contributing to the creation of value in the following lines of action:

Energy and Carbon Footprint Management

We develop energy efficiency programs and promote the use of renewable energies. We monitor our carbon footprint and work for the reduction and offset of our emissions.

Natural Resources, Supplies and Waste Management

We foster the efficient use of natural resources in our processes and consumption to reduce the negative impact on the environment.

Sustainable Finance

We develop financial products that promote the financing of companies and projects that generate a positive environmental and social impact.

Awareness Campaigns

We send out environmental learning and awareness messages, to promote a sustainable culture among employees, suppliers and customers.

Value Chain

We promote a sustainable and responsible management of all the value chain intended to generate shared value with Grupo Supervielle suppliers.

[1] The 6th. report issued by the Intergovernmental Panel on Climate Change (IPCC) may be publicly found in the web page: https://www.ipcc.ch/languages-2/spanish/

Environmental Responsibility

45

buildings are powered by renewable energy, including solar and wind energy.

12

of our buildings are fitted with electric power self-generation from solar panels, 6 of which have bidirectional meters.

-45%

The results of our carbon footprint show a 45% reduction in emissions as compared to the previous period*.

155 M

155 million pesos were invested in projects with environmental benefits.

We continue to develop actions focused on eco-design, the elimination of single-use plastics and digitalization, to reduce the use of paper.

35%

We recycle 35% of our waste, including paper and cardboard.

We promote the commitment of our employees through awareness-raising and training actions on environmental matters.

(*) Total emissions in Ton CO_2eq. (location based). It includes a 35.7% reduction due to the update of the national grid's emission factors, as per the information provided by CAMMESA, at the close of 2022.

Energy and Carbon Footprint Management

GRI 2-4, 302-1, 302-2, 302-3, 302-4, 305-1, 305-2, 305-4, 305-5

We are committed to promoting the energy transition and to working towards the decarbonization of our operations, with the aim of contributing to the search for solutions to climate change challenges. Given the nature of our operations, increasing energy efficiency and opting for renewable energies is critical to reducing our carbon footprint.

Energy Efficiency

During the reported period we expanded renewable energy supply:

2,122 MWh
total renewable energy (20% of our energy matrix)

88 MWh
energy supplied by solar panels

Item	Unit	Headquarters 2022	Branch and Annex Network 2022	Total 2022	GJ	Headquarters 2023	Branch and Annex Network 2023	Total 2023	GJ
Natural Gas	m3	-	24,467	**24,467**	954.21	-	18,290.97	**18,290.97**	713.35
Third party vehicles used for the Company	Km			**442,400.8**				**192,601.91**	
Company vehicles	Km			**601,898.83**				**330,831.20**	
Buildings (gasoil)	liters	-	956	**956**	34.8	-	1,330	**1,330**	48.41
Buildings (gasoline)	liters	-	163	**163**	5.38	-	97	**97**	3.2
Electricity (non-renewable sources)	MWh/year	2,216.01	7,859.12	**10,075.13**	43,988	1,922.85	6,726.89	**8,649.74**	38,777.89
Electricity (renewable sources)	MWh/year	383.49	1,760.27	**2,143.76**		389.16	1,732.74	**2,121.90**	

Reduction of energy consumption from 2022 to 2023: 5,210.11GJ


-12%
12% reduction in the total electric power consumption as compared to 2022.

Energy Intensity

As part of our measurements, we also calculated the energy intensity, understood as the energy consumption per unit area of our buildings. This helps us understand how we use energy, consider alternatives to optimize energy consumption, and identify opportunities to reduce our emissions.

Buildings	Energy Consumption (KWh)	Surface (m^2)	Energy Intensity (Kwh/m^2)
Headquarters	2,313,383	8,161	283.5
NETWORK	8,366,853	88,579.06	94.5
Total	**10,680,235**	**96,740.06**	**110.4**

In the reported period, we achieved a 3% reduction in the average energy intensity of our buildings, as compared to 2022.

Notes:
5 headquarters are included (Bartolomé Mitre 434, Reconquista 330, San Martín 344 Floors 8, 11, 15, 16, San Martín 176 Mezzanine and IOL Humboldt), considering separately the floors of San Martín 344 with individual meters and the network of branches, annexes, warehouses and service centers (193 buildings).

Emissions Management (GHG)

In line with our Sustainability Policy and our corporate goal, we are working on the decarbonization of our operations. During the reporting period, we continued implementing different actions to achieve our goals of emissions reduction and 100% offsetting by 2024, to wit:

- → We measured, recorded and reported on direct and indirect greenhouse gas (GHG) emissions resulting from the consumption of fuels and electric power (scopes 1 and 2) in organization controlled operations.
- → We implemented measures intended to reduce and gradually minimize our emissions.
- → We had electric energy self-generation from solar panels in 12 of our buildings, 6 of which have meters.
- → We purchased renewable energy certificates (iRECs), equal to 1,526 MWh, for the reduction of our emissions for electric power consumption, contributing with a biogas generation project in Argentina.





Carbon Footprint

The carbon footprint is the amount of Greenhouse Gases (GHG) emitted directly or indirectly as a result of our operations. Measuring, monitoring and managing the carbon footprint are key to learn about our environmental impacts and to be able to work on their reduction and mitigation.

We base the measurement of our carbon footprint on the GHG Protocol (Greenhouse Gas Protocol), which covers all Grupo Supervielle companies. Our calculation shows the following scopes of GHG emissions that we consider based on the activities we carry out:

- **Scope 1 – Direct Emissions:** emissions directly generated by our organization through the consumption of fuels in the hedaquarters, Branch network and fleet of our own vehicles and third party vehicle used for the Company.
- **Scope 2 – Indirect Emissions:** emissions generated by the electric power purchased from non-renewable sources.

We offset our 2022 footprint by 100%

We offset our 2022 carbon footprint by 100% through the acquisition of VCS (Verified Carbon Standard) credits, equivalent to 2469 tCO_2eq. certificates. This action also included a local intervention with the donation of 3,000 native trees to Asociación Amigos de la Patagonia, a non-profit NGO that carries out environmental education and reforestation programs in Patagonian Andean forests, to which Supervielle has already contributed more than 10,000 native trees. In May, 4,250 Araucaria trees were planted in Lanín National Park, Province of Neuquén, with the participation of 10 Supervielle volunteers together with local volunteers, the team of Amigos de la Patagonia, National Parks and CONICET researchers.

2023 Supervielle's Annual Convention, a carbon-neutral event

During the reported period, Banco Supervielle organized its 2023 Supervielle Annual Convention, held in the city of Mendoza for two days with the participation of 320 employees. Calculated based on the methodology of the GHG Protocol, **the carbon footprint of this event was 124.98 t CO_2e**: 84.57% accounts for land transport and 15.01% for accommodation of participants, in addition to considering catering services, electric power consumption and urban solid waste.

To offset the event's emissions **125 VCS (Verified Carbon Standard) carbon credits were retired** of Verra, originating in a Project in the north of Argentina whose aim is the reduction of greenhouse gases through the installation of a biomass boiler to replace the existing one powered by natural gas.

Furthermore, this initiative included **a donation to Fundación Amigos de la Patagonia for planting 234 trees**, with a view to offsetting the emissions generated, which turned the 2023 Supervielle convention into a carbon-neutral event.



VERRA

Verified Carbon Standard

Certificado de Retiro de Unidades de Carbono Verificadas (VCU sigla en ingles)

Verra, en su capacidad de administrador del Registro de Verra, certifica por el presente que en 11 Apr 2023, 125 de Unidades de Carbono Verificadas (VCUs) fueron retiradas a nombre de:

BANCO SUPERVIELLE SA

Nombre del proyecto

Fuel-Switching Project from Fossil Fuels to Biomass in La Providencia, Arcor

Número de serie VCU

2312-96296071-96296195-VCU-019-APX-AR-1-185-01052010-30112010-0

Additional Certifications

Results of our Carbon Footprint

			Emisiones (Ton CO_2 eq)						
Scope	**Item**	**Unit**	**Headquarters 2022**	**Branch NETWORK 2022**	**Total Banco 2022**	**Headquarters 2023**	**Branch NETWORK 2023**	**Total Banco 2023**	**Change**
	Natural Gas	Ton CO_2 eq		**49.32**	49.32	-	36.87	**36.87**	-25%
Scope 1	Third Party Vechicles used for the Company				81.71			**35.57**	-56%
	Company Vehicles				106.17			**58.36**	-45%
	Buildings (gasoil)		-	**2.64**	2.64	-	3.67	**3.67**	39%
	Buildings (gasoline)		-	**0.38**	0.38	-	0.23	**0.23**	-40%
Scope 2 (Location based)	Electricity		620.48	**2,200.55**	2,821.04	346.11	1,210.84	**1,556.95**	-45%
Scope 2 (Market based)	Electricity		28.28	**2,200.55**	2,228.84	71.43	1,210.84	**1,282.27**	-42%

2023 Total Emissions (location based), Scopes 1 and 2: 1692 Ton CO_2 eq

2023 Total Emissions (market based), Scopes 1 and 2: 1417 Ton CO_2 eq

Reductions in our emissions are the result of a number of factors. Firstly, the most significant impact can be observed in emissions linked to the consumption of electricity from the national grid which, due to variations in Argentina's emission factor at the end of the year, decreased by 36% as compared to 2022. Secondly, we also consider the impact of our measures aimed at increasing the energy efficiency of our buildings.

With regard to fuel consumption, we reduced the use of our own vehicles and of third party vehicles used for the Company and increased the number of trips which included hiring private transport and taxis. This no longer applies to Scope 1 (direct emissions), but is part of Scope 3 (other indirect emissions, linkable to the value chain). To date, we do not measure Scope 3 emissions, but we plan to do so in the future, as part of the continuous improvement of our management.



The analysis of the results obtained in 2023 shows that we avoided approximately 382 Ton CO_2eq. emissions, due to the incorporation of renewable energies for 2,122 MWh. In addition, we calculated a reduction of 275 Ton CO_2 eq which was a positive impact (1,526 MWh), due to the purchase of renewable energy certificates (iRECs).

2023 Emission Intensity:

Emission Intensity
0.016 Ton. CO_2eq/m^2 (location based)

Emission Intensity
0.013 Ton. CO_2eq/m^2 (market based)

Methodology for the Calculation of energy consumptions and emissions

To calculate emissions generated by fuel consumption, we relied on the emission factor of the UK Government GHG Conversion Factors for Company Reporting 2022 and the relevant sections thereof, depending on whether we were dealing with natural gas or liquid fuels, such as gasoline or diesel.

Regarding natural gas, we considered the consumption of 54 buildings, 11 of which recorded a measurement greater than zero. In turn, the consumption of liquid fuels includes the emissions generated by own vehicles, third party vehicles used for the Company, and the purchase of fuel for generator sets. In the case of the company vehicles and third party vehicles used for the Company we calculated emissions per kilometer based on the internal accounting system (and price per kilometer). For our own vehicles, we used as a basis the average emission factor between gasoline and diesel, while for third party vehicles used for the Company, we considered those used mainly by sales forces. Finally, generators were used in branches, annexes, warehouses and service centers, totaling 6 buildings.

Regarding the use of electricity, we took into consideration the emissions from the Bartolomé Mitre 434, Reconquista 330, San Martín 344 8, 11, 15, 16 floors, San Martín 176 Mezzanine, IOL Humboldt buildings. Branches, Annexes, Warehouses and Service Centers: Total buildings that recorded some electric power consumption during 2023: 179. Buildings with available consumption data: 182. 17 buildings with no available consumption data were excluded.

Estimates for December were included, due to the fact that in some cases the utilities were not received by the date of submission of the Integrated Report.

The emissions corresponding to the consumption of electricity purchased from the grid were calculated taking into account the emission factors published by CAMMESA (Compañía Administradora del Mercado Mayorista Eléctrico S.A.) at the end of each period: as of 12/31/2022: 0.28 TonCO_2/MWh; as of 12/31/2023: 0.18 TonCO_2/MWh. The factors contemplate a reduction of 35.71%.

Management of Natural Resources, Supplies and Waste

We adopted responsible consumption practices on those resources that are critical for our activities and we focused on the recycling of the waste generated in our operations. In this context, we strived to promote a sustainable culture, fostering transformation, awareness and the creation of partnerships with strategic players to increase our positive impact.

Reduction of Supplies and Resources

During the reported period, we continued with our initiatives of plastic and paper consumption reduction and rational use of water, as well as the recycling of waste such as paper and cardboard.

Reduction of Paper Consumption

We continued focused on searching for and hiring suppliers that provide security envelopes made with biodegradable products and non-polluting natural inks to optimize the use of paper. In addition, our internal mailing envelopes and printing papers are made of 100% sugarcane fiber and are bleach free.

At the same time, we offered our customers different alternatives to reduce paper consumption, such as issuing electronic checks (E-cheqs) and adhering to digital account and credit card statements through online banking.

Reduction in general of the use of supplies as compared to 2022 shows our efforts to promote the sustainable consumption of resources.

Supplies	Quanity 2023	Quantity 2022
Envelopes (Banco Supervielle)	841,566****	6,134,011
Envelopes (Supervielle Seguros)	180,000	260,000*
Checks (Banco Supervielle)	1,576,175	1,878,895
Paper Reels (Banco Supervielle)[2]	53****	181**
Paper Reams (Banco Supervielle)	23,803	20,575
Bio-degradable cone-shaped cups (Banco Supervielle)	32,200	37,400***
Toner (Banco Supervielle)[3]	241	273

Rational Use of Water

With a view to achieving a more responsible use of water, we replaced conventional taps for automatic taps in 68% of our branches and headquarters at the end of the reporting year. We also installed double-flush WCs in 27 branches, thus comprising a total of 69 branches as of December 31, 2023.

Waste Management

Safe reduction, reuse, recycling and disposal are of the essence for management of the waste generated in our

[2] Pre-printed reels + White reels.
[3] Banco Supervielle is not a hazardous waste generator. Toner is managed and removed by supplier. It includes toner and related supplies (image units).
* During 2022 such number of envelopes was requested to the Operations area to send insurance policies and communications to customers.
** During 2022, 90 65,000 page-reels and 10 50,000 page-reels were purchased, 6,350,000 pages in all. The 2022 paper consumption amounted to 8,870,381 pages (178 50,000-page reels each).
*** Scope: No. of cups delivered by supplier to the 106 branches during 2022.
**** Consumption measured until and including February 2023. Purchase by Banco Supervielle was later discontinued.

daily operations. Along these lines, we ensure waste generation and treatment traceability in order to optimize reduction initiatives.

Waste sorting bins are available in all our branches for organic and recyclable waste segregation at source. In addition, we have a customized waste withdrawal, transportation and treatment service at our headquarters in Reconquista and San Martín, in 14 branches in the City of Buenos Aires, 5 branches in the province of Córdoba and 5 branches in Mar del Plata.

Our link with NGOs through waste recovery not only contributes to the revaluation of materials but also to enhance labor inclusion. We highlight the work carried out by the NGOs Tu Papel es Reciclar in the province of Córdoba and Mundo Reciclado in Mar del Plata, we support as part of our commitment.

In addition, in each building we appointed a referent to oversee that all employees are aware of the importance of, and committed to, segregation at source. We also developed a standard on the consumption of supplies for our entire network of branches, to learn about the stock required by each site and avoid unnecessary consumption. This initiative is regularly monitored in all branches in order to record waste generation on a monthly basis and to be able to analyze fluctuations in both consumption and waste generation.

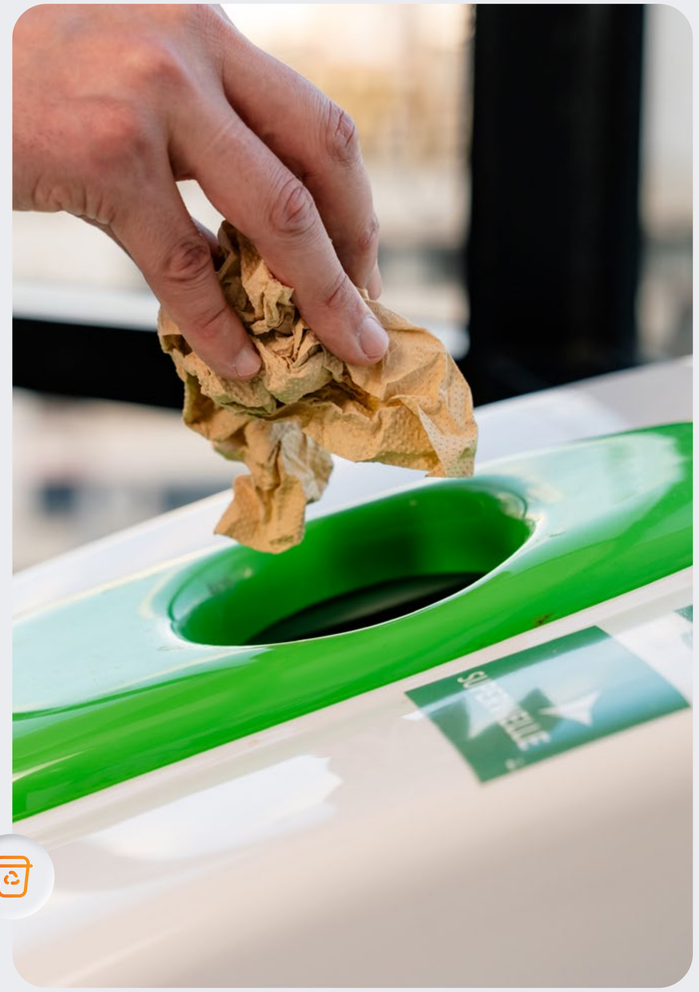
Waste Generated

During 2023 at Grupo Supervielle **we generated 17 tons of waste, 6 tons of which were recovered and reinserted in the value chain, thus recycling 35% of the total**. Increased recovery in recyclable waste values as compared to the previous year, shows our success in this field.

Donations and Circularity: Impact on Communities

Type of waste	Total 2023
Non-hazardous waste: total weight	16.55 Ton
Recycled non-hazardous waste	Paper and cardboard: 5.73 Ton.
Non-hazardous waste sent to landfill	10.81 Ton.
Hazardous waste	NA - Banco Supervielle is not a hazardous waste generator.

In 2023 we continued donating computer equipment and furniture no longer used. We delivered recyclable materials to waste picker cooperatives for adequate treatment, to reduce the impact of our operations and to think of new ways to strengthen the circularity of our processes.



Technological Equipment No Longer Used
As part of the social inclusion educational program of Fundación Equidad, we donated equipment no longer used to schools and NGOs in the country in line with the circular economy approach that promotes the use of technology no longer used in our activities, generating a positive impact on the community and the environment. The equipment is refurbished by Fundación Equidad and then donated to schools and NGOs across the country and the components that cannot be reused are disposed of, according to current legislation.

182 PCs and 330 peripherals were donated to 31 foundations, NGOs and municipalities, benefiting 18,155 people.

A New Opportunity for ATMs and Totems No Longer Used
Banco Supervielle donated 72 ATMs, 34 totems and 471 technological devices to **QueReciclo**, an environmental consulting firm that recovers electronic products, furniture and merchandise with the help of socially vulnerable youth cooperatives. See press release.

The donated ATMs and totems require proper management to avoid harming the environment. QueReciclo disassembled them to reduce waste to a minimum and thus be able to recycle as much as possible, with the help of the solidarity workshop in the Tunas neighborhood.

Donation of Furniture, Office Supplies and Technological Devicess
During the reported period, we donated furniture, equipment and other elements to different NGOs:
Hospital Garrahan
The Mitre, Reconquista and San Martín buildings participate in the white paper donation initiative to Hospital Garrahan.

We mitigated 108,524 kg of CO_2 through iron, plastic and computer component recycling.

Volunteering
We volunteered in the Yrigoyen de Vicente López Natural Area together with Amigos de la Patagonia. We removed 67.5kg of waste to be separated and recycled by the Madres Selvas cooperative. We also planted trees and raised awareness about adequate waste segregation, recycling and the risks of climate change.

1,720
pieces of furniture recovered from branches (desks, chairs and storage cabinets) donated to 24 NGOs.

2,941
office supplies and work apparel donated to 8 NGOs.

60
technological devices and support to scholarship beneficiaries from different organizations.

983
donations of technology supplies and equipment.

Awareness Campaigns

As part of our approach to raising awareness about environmental issues, we deliver an interactive waste management course that has already been taken by 271 employees. In addition, as part of our internal communication strategy, 14 publications were shared on environmental issues.

Following these awareness actions, volunteers participating in our Capitanes Program designed 4 projects oriented to environmental issues, such as planting of native species and vegetable garden building, among other.

We also developed an external communication strategy based on key dates, such as Earth Day, Environment Day, National Native Tree Day, and other. It consisted of trivia, accountability reports and lists of recommendations for each anniversary on Instagram, Facebook and Linkedin.



GRI and SASB Content Index



GRI Content Index →

SASB Content Index →

GRI Content Index

Statement of use
Grupo Supervielle S.A. has reported in accordance with the GRI Standards for the period from 1 January 2023 to 31 December 2023.

GRI 1 used:
GRI 1: Foundation 2021

Applicable GRI Sector Standards:
There is no applicable Sector Standard on the date of issuance of this Sustainability Report, related to the GRI 2021 Standards.

GRI Standard		Disclosure	Location in the Report / Response	Omission			GRI Sector Standard Ref. No.	External assurance
				Requirement(s) Omitted	Reason	Explanation		
GRI 2: General Disclosures 2021	2-1	Organizational details	24;26;27					
	2-2	Entities included in the organization's sustainability reporting	13;24;26;27					
	2-3	Reporting period, frequency and contact point	13					
	2-4	Restatements of information	13;146					
	2-5	External assurance	163					
	2-6	Activities, value chain and other business relationships	26;69;73;80					
	2-7	Employees	110;117					
	2-8	Workers who are not employees		2-8	N/A	No material number of workers of this type	N/A	
	2-9	Governance structure and composition	30;32					
	2-10	Nomination and selection of the highest governance body	30;32;34					
	2-11	Chair of the highest governance body	30;34					
	2-12	Role of the highest governance body in overseeing the management of impacts	14;17;19;30;32;34;38;43;55;109;144					
	2-13	Delegation of responsibility for managing impacts	14;34;37;38					
	2-14	Role of the highest governance body in sustainability reporting	13					
	2-15	Conflicts of interest	34;38					
	2-16	Communication of critical concerns	14;34;37;55					

GRI Standard		Disclosure	Location in the Report / Response	Omission			GRI Sector Standard Ref. No.	External assurance
				Requirement(s) Omitted	Reason	Explanation		
	2-17	Collective knowledge of the highest governance body	34					
	2-18	Evaluation of the performance of the highest governance body	34					
	2-19	Remuneration policies	34					
	2-20	Process to determine remuneration	34;129					
	2-21	Annual total compensation ratio	129					
	2-22	Statement on sustainable development strategy	14					
	2-23	Policy commitments	14;34;38;43					
	2-24	Embedding policy commitments	38;43				N/A	
	2-25	Processes to remediate negative impacts	69;77					
	2-26	Mechanisms for seeking advice and raising concerns	38					
	2-27	Compliance with laws and regulations	38					
	2-28	Membership associations	18					
	2-29	Approach to stakeholder engagement	17;19					
	2-30	Collective bargaining agreements	129					
GRI 3: Material Topics	3-1	Process to determine material topics	19					
	3-2	List of material topics	13;19					
Economic performance								
GRI 3: Material topics 2021	3-3	Management of material topics	13					
GRI 201: Economic performance (2016)	201-1	Direct economic value generated and distributed	45;135					✔
	201-2	Financial implications and other risks and opportunities due to climate change	63					✔
	201-3	Defined benefit plan obligations and other retirement plans	In addition to the benefits plan established by the labor law, there is no such independent fund in Grupo Supervielle companies for its employees				N/A	✔
	201-4	Financial assistance received from the government	27;45					✔

GRI Standard		Disclosure	Location in the Report / Response	Omission			GRI Sector Standard Ref. No.	External assurance
				Requirement(s) Omitted	Reason	Explanation		
Anti-corruption and non-discrimination								
GRI 3: Material topics 2021	3-3	Management of material topics	13					
GRI 205: Anti-corruption (2016)	205-1	Operations assessed for risks related to corruption	38;39					✔
	205-2	Communication and training about anti-corruption policies and procedures	38;39;43				N/A	✔
	205-3	Confirmed incidents of corruption and actions taken	38;39					✔
GRI 406 - Non-discrimination (2016)	406-1	Incidents of discrimination and corrective actions taken	38;39					✔
Energy and emissions								
GRI 3: Material topics 2021	3-3	Management of material topics	13					
GRI 302: Energy (2016)	302-1	Energy consumption within the organization	146					✔
	302-2	Energy consumption outside the organization	146					✔
	302-3	Energy intensity	146					✔
	302-4	Reduction of energy consumption	146					✔
	302-5	Reductions in energy requirements of products and services		302-5	N/A	Not applicable to activities of Grupo Supervielle		
GRI 305: Emissions (2016)	305-1	Direct (Scope 1) GHG emissions	146					✔
	305-2	Energy Indirect (Scope 2) GHG emissions	146					✔
	305-3	Other indirect (Scope 3) GHG emissions		305-3	Information not available	To date, we do not measure Scope 3 emissions, but we plan to do so in the future, as part of the continuous improvement of our management.	N/A	
	305-4	GHG emissions intensity	146					✔
	305-5	Reduction of GHG emissions	146					✔
	305-6	Emissions of ozone-depleting substances (ODS)		305-6	N/A	Not applicable to activities of Grupo Supervielle		
	305-7	Nitrogen oxides (NOX), sulfur oxides (SOX) and other significant air emissions		305-7	N/A	Not applicable to activities of Grupo Supervielle		

GRI Standard		Disclosure	Location in the Report / Response	Omission			GRI Sector Standard Ref. No.	External assurance
				Requirement(s) Omitted	Reason	Explanation		
Diversity, equity and inclusion								
GRI 3: Material topics 2021	3-3	Management of material topics	13					
GRI 405: Diversity and equal opportunity (2016)	405-1	Diversity of governance bodies and employees	30;31;117					✔
	405-2	Ratio of basic salary and remuneration of women to men		405-2	Confidentiality restrictions	No benchmark is reported for confidentiality reasons.	N/A	
Social investment								
GRI 3: Material topics 2021	3-3	Management of material topics	13					
GRI 413: Local communities (2016)	413-1	Operations with local community engagement, impact assessments and development programs	135				N/A	✔
	413-2	Operations with significant actual and potential negative impacts on local communities	135					✔
Value chain								
GRI 3: Material topics 2021	3-3	Management of material topics	13					
GRI 414 - Supplier social assessment (2016)	414-1	New suppliers that were screened using social criteria	103				N/A	✔
	414-2	Negative social impacts in the supply chain and actions taken	103					✔
Cybersecurity and customer privacy								
GRI 3: Material topics 2021	3-3	Management of material topics	13					
GRI 418 - Customer privacy (2016)	418-1	Substantiated complaints concerning breaches of customer privacy and losses of customer data	77				N/A	✔
Own topic	-	Cybersecurity	77					
Risk management								
GRI 3: Material topics 2021	3-3	Management of material topics	13				N/A	
Own topic	-	Risk Management	55					
Channel availability								
GRI 3: Material topics 2021	3-3	Management of material topics	13				N/A	
Own topic	-	Channel availability (including self-service)	73					

GRI Standard		Disclosure	Location in the Report / Response	Omission			GRI Sector Standard Ref. No.	External assurance
				Requirement(s) Omitted	Reason	Explanation		
Claims Management								
GRI 3: Material topics 2021	3-3	Management of material topics	13				N/A	
Own topic	-	Claims Management	70					
Our products and services								
GRI 3: Material topics 2021	3-3	Management of material topics	13				N/A	
Own topic	-	Our products and services	80					
Financial education and inclusion								
GRI 3: Material topics 2021	3-3	Management of material topics	13				N/A	
Own topic	-	Financial education and inclusion	133					
Credit-related social environmental risk management								
GRI 3: Material topics 2021	3-3	Management of material topics	13				N/A	
Own topic	-	Credit-related social environmental risk management	63					

Topic	SASB Code	Activity Metric	Location in the Report / Response	Omission	External assurance
ACTIVITY METRICS					
Product - Accounts	FN-CB-000.A	(1) Number and (2) value of checking and savings accounts by segment: (a) personal, (b) small business	80		
Product - Loans	FN-CB-000.B	(1) Number and (2) value of loans by segment: (a) personal, (b) small business, and (c) corporate	80		
ACCOUNTING METRICS					
Data security	FN-CB-230a.1	(1) Number of data breaches, (2) percentage involving personally identifiable information (PII), (3) number of account holders affected	77		
	FN-CB-230a.2	Description of approach to identifying and addressing data security risks	77		
Financial inclusion and capacity building	FN-CB-240a.1	(1) Number and (2) amount of loans outstanding qualified for programs designed to promote small business and community development	63		
	FN-CB-240a.2	(1) Number and (2) amount of past due and nonaccrual loans qualified for programs designed to promote small business and community development	As of December 31, 176 past due loans were recorded for $428MM		
	FN-CB-240a.3	Number of no-cost retail checking accounts provided to previously unbanked or underbanked customers		N/A	
	FN-CB-240a.4	Number of participants in financial literacy initiatives for unbanked, underbanked or underserved customers	133		
Integration of Environmental, Social, and Governance Factors in Credit Risk Analysis	FN-CB-410a.1	Commercial and industrial credit exposure by industry	90		
	FN-CB-410a.2	Description of approach to incorporation of environmental, social, and governance (ESG) factors in credit analysis	63		
Business ethics	FN-CB-510a.1	Total amount of monetary losses as a result of legal proceedings associated with fraud, insider trading, anti-trust, anti-competitive behavior, market manipulation, malpractice, or other related financial industry laws or regulations	38;42		
	FN-CB-510a.2	Description of whistleblower policies and procedures	38;39		
Systemic risk management	FN-CB-550a.1	Global systemically important bank (G-SIB) score, by category	Not applicable, as it is not a recognized entity within the G-SIB category		
	FN-CB-550a.2	Description of approach to incorporation of results of mandatory and voluntary stress tests into capital adequacy planning, long-term corporate strategy, and other business activities	Not applicable, as it is not a recognized entity within the G-SIB category		

Independent practitioner's limited assurance report on the identified sustainability information in Grupo Supervielle S.A.´s Annual Report 2023 Integrated Report

To the Board of Directors of
Grupo Supervielle S.A.

We have undertaken a limited assurance engagement in respect of the selected sustainability information listed below and identified with a ✓ in Grupo Supervielle S.A.´s Annual Report 2023 Integrated Report for the year ended December 31, 2023 (the '2023 Integrated Report') (the "Identified Sustainability Information"). This engagement was conducted by a multidisciplinary team including assurance practitioners, environmental and Corporate Social Responsibility specialists.

Identified Sustainability Information

The Identified Sustainability Information for the year ended December 31, 2023 is summarized below:

- GRI quantitative and qualitative contents detailed in "GRI Content Index" identified with the symbol ✓.
- Statement from the Board of Directors of Grupo Supervielle S.A. regarding that the Integrated Report 2023 has been prepared in accordance with the GRI Standards ("Global Reporting Initiative"), 2021 version, and the International Integrated Reporting Council (IIRC) framework.

Our assurance was with respect to the year ended December 31, 2023 information only and we have not performed any procedures with respect to earlier periods or any other elements included in the 2023 Integrated Report and, therefore, do not express any conclusion thereon.

Criteria

The criteria used by Grupo Supervielle S.A. to prepare the Identified Sustainability Information is set out in the 2023 Integrated Report GRI quantitative and qualitative contents detailed in "GRI Content Index" identified with the symbol ✓, and the statement from the Board of Directors of Grupo Supervielle S.A. regarding that the 2023 Integrated Report has been prepared in accordance with the GRI Standards ("Global Reporting Initiative"), 2021 version, and the International Integrated Reporting Council (IIRC) framework.

Grupo Supervielle S.A.'s responsibility for the Identified Sustainability Information

Grupo Supervielle S.A. is responsible for the preparation of the Identified Sustainability Information in accordance with the Criteria. This responsibility includes the design, implementation and maintenance of internal control relevant to the preparation of Identified Sustainability Information that is free from material misstatement, whether due to fraud or error.

Inherent limitations

Non-financial information is subject to limitations other than those to which financial information is subject given its nature and the methods used to determine, calculate, take samples or estimate values. Qualitative interpretations of data relevance, materiality and accuracy are subject to individual criteria and assumptions.

Our Independence and quality management

We have complied with the independence and other ethical requirements of the International Code of Ethics for Professional Accountants (including International Independence Standards) issued by the International Ethics Standards Board for Accountants (IESBA Code), which is founded on fundamental principles of integrity, objectivity, professional competence and due care, confidentiality and professional behavior.

Our firm applies International Standard on Quality Management 1, which requires the firm to design, implement and operate a system of quality management including policies or procedures regarding compliance with ethical requirements, professional standards and applicable legal and regulatory requirements.

Our Responsibility

Our responsibility is to express a limited assurance conclusion on the Identified Sustainability Information based on the procedures we have performed and the evidence we have obtained. We conducted our limited assurance engagement in accordance with International Standard on Assurance Engagements 3000 (Revised), Assurance Engagements other than Audits or Reviews of Historical Financial Information issued by the International Auditing and Assurance Standards Board. These standards require that we plan and perform this engagement to obtain limited assurance about whether the Identified Sustainability Information is free from material misstatement.

A limited assurance engagement involves assessing the suitability in the circumstances of Grupo Supervielle S.A.'s use of the Criteria as the basis for the preparation of the Identified Sustainability Information, assessing the risks of material misstatement of the Identified Sustainability Information whether due to fraud or error, responding to the assessed risks as necessary in the circumstances, and evaluating the overall presentation of the Identified Sustainability Information. A limited assurance engagement is substantially less in scope than a reasonable assurance engagement in relation to both the risk assessment procedures, including an understanding of internal control, and the procedures performed in response to the assessed risks.

The procedures we performed were based on our professional judgment and included inquiries, observation of processes performed, inspection of documents, analytical procedures, evaluating the appropriateness of quantification methods and reporting policies, and agreeing or reconciling with underlying records.

Given the circumstances of the engagement, in performing the procedures listed above we:

- made inquiries of the persons responsible for the Identified Sustainability Information;
- obtained an understanding of the process for collecting and reporting the Identified Sustainability Information. Our work did not include testing the operating effectiveness of controls for the period under analysis;
- performed limited substantive testing on a selective basis of the Identified Sustainability Information at corporate head office to check that data had been appropriately measured, recorded, collated and reported; and
- considered the disclosure and presentation of the Identified Sustainability Information.

The procedures performed in a limited assurance engagement vary in nature and timing from, and are less in extent than for, a reasonable assurance engagement. Consequently, the level of assurance obtained in a limited assurance engagement is substantially lower than the assurance that would have been obtained had we performed a reasonable assurance engagement. Accordingly, we do not express a reasonable assurance opinion about whether Grupo Supervielle S.A.'s Identified Sustainability Information has been prepared, in all material respects, in accordance with the Criteria.

Limited Assurance Conclusion

Based on the procedures we have performed and the evidence we have obtained, nothing has come to our attention that causes us to believe that Grupo Supervielle S.A.'s Identified Sustainability Information for the year ended December 31, 2023 is not prepared, in all material respects, in accordance with the Criteria.

Restriction on distribution and use

This report, including the conclusion, has been prepared solely for the directors of Grupo Supervielle S.A. as a body, to assist them in reporting on Grupo Supervielle S.A.'s sustainable development performance and activities. We permit the disclosure of this report within the 2023 Integrated Report, to enable the directors to demonstrate they have discharged their governance responsibilities by commissioning an independent assurance report in connection with the 2023 Integrated Report. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the directors as a body and Grupo Supervielle S.A. for our work or this report save where terms are expressly agreed and with our prior consent in writing.

City of Buenos Aires, March 6, 2024.

PRICE WATERHOUSE & CO. S.R.L.



(Partner)

María Mercedes Baño

Financial Statements

For the fiscal year ended December 31, 2023 →



See document →

Compliance with the corporate governance code

As of December 31, 2023 →

The Board creates an ethical work culture and sets the company's vision, mission, and values



Committed

Grupo Supervielle is committed to the promotion of a culture of integrity

A) DUTIES OF THE BOARD

1. El Directorio genera una cultura ética de trabajo y establece la visión, misión y valores de la compañía.

The Board of Directors complies with this duty.

The Board of Grupo Supervielle sets the Company's vision, mission, and values, and creates an ethical work culture aimed at promoting values and ethical principles in the work environment.

The purpose of Grupo Supervielle is to promote people's dreams, guided by the Company's vision of being a customer-centric financial group, recognized for its agile, simple and friendly way of operating.

This is published on the Company's website:

https://www.gruposupervielle.com/Spanish/acerca-de-nosotros/qui-nes-somos/default.aspx

The Code of Ethics introduces the set of basic values of Grupo Supervielle based on principles of corporate governance as well as the defense of honesty, ethics and legal provisions applicable to the Company's businesses. The Code of Ethics is published on the Company's website:

https://www.gruposupervielle.com/Spanish/nuestro-enfoque/gobierno-corporativo/default.aspx

Grupo Supervielle is committed to fostering a culture of integrity that promotes strict compliance with laws, regulations, internal codes, in line with the best practices applicable to the sector. It demands that employees act with honesty and transparency in their relationship with the Public Administration in order to prevent any action that may be understood as an act of bribery, influence peddling or any form of corruption, establishing zero tolerance for this type of behavior.

The Integrity Program is a set of actions, mechanisms and internal procedures for promoting integrity and for supervision and control aimed at preventing, detecting and correcting irregularities and preventing punishable conduct. The Program consists of 4 axes:

→ Integrity policies
→ Guidelines for actions vis-à-vis third parties
→ Training
→ Internal investigations

Grupo Supervielle's values matrix includes: (i) leadership to be a referent in the market; (ii) innovation to challenge limits in search of new solutions for customers; (iii) commitment to provide sustainable solutions to demands from customers and stakeholders; (iv) respect for others, listening and understanding customer needs and fostering constructive personal and business relationships; (v) efficiency to add value and provide quick and quality responses using available resources in a responsible and sustainable manner; and (vi) simplicity to make life easier for customers, valuing their time, implementing solid and simple processes, and taking customers into account at the time of decision making.

To monitor compliance with its mission, vision and values, the Company has an Ethics, Compliance and Corporate Governance Committee composed of two members of the Board of Directors. The roles and responsibilities of the Ethics, Compliance and Corporate Governance Committee are published on the Company's website:

https://www.gruposupervielle.com/Spanish/nuestro-enfoque/gobierno-corporativo/default.aspx#comites

Through the Ethics, Compliance and Corporate Governance Committee, the Board of Directors is responsible for ensuring due compliance with the Company's values through the adoption of internal policies that define standards of behavior applicable to all employees, which include, among other: (i) anti-corruption policy, (ii) conflict of interest policy and (iii) policy regarding the relationship between persons linked to the Company with authorities and officers of public or private entities related to the Company, including rules regarding gifts and hospitality. These policies are regularly communicated and updated, especially to those positions with greater risk exposure.

2. The Board sets the general corporate strategy and approves the strategic plan to be developed by the management. In so doing, the Board considers environmental, social, and corporate governance factors. The Board uses key performance indicators to supervise its implementation, in furtherance of the best interests of the Company and its shareholders.

The Board of Directors complies with this duty.

The Board of Directors defines Grupo Supervielle's strategic objectives and communicates them to the Senior Management, who are in charge of their implementation, determining the scope and setting the goals to the different business areas of the Company in order to achieve the personnel engagement and alignment.

The Board of Directors approves the annual budget taking into consideration the macroeconomic scenario, the different variables, business challenges and environmental, social and corporate governance factors. The Board of Directors performs a quarterly management control of its compliance. The Risks Committee, composed of at least two members of the Board of Directors and other senior officers, monitors socio-environmental risk indicators. In its Sustainability Report the Company regularly provides information on the actual and potential impacts of decisions on the economy, the environment, people and human rights. The Company provides an open and transparent report of financial and non-financial performance to all stakeholders.

The integrated reports take into account international practices and criteria, and are prepared in accordance with the GRI 2021 Standards of the Global Reporting Initiative, taking as a reference the contents of the GRI G4 Sector Supplement for the Financial Industry. In addition, metrics and criteria defined by the Sustainability Accounting Standards Board (SASB) for Commercial Banks, are considered in order to strengthen management performance. The materiality analysis becomes a key process to know the most critical topics for the business and stakeholders in economic, environmental, social and corporate governance issues, so as to develop action plans, objectives and strategies that promote sustainable development as a whole. The Sustainability Report includes indicators, measurements and follow-up data on (i) economic factors (ethical and transparency standards; profitability and economic sustainability; commitment to customers; market positioning of our value proposition; generation of economic value in the environment; financial inclusion of disadvantaged groups); (ii) social factors (quality employment, education and training of people; diversity and equal opportunities; gender equity; anti-discrimination; management of labor and union relations; personnel health and safety management, good relations with the community; value chain management; assessment of human rights issues; development of products and services that provide social benefits; and (iii) environmental factors (optimization of resources; waste management and reduction; credit assessment policies and procedures based on environmental and social criteria).

The Budget takes into account Grupo Supervielle's objectives, and establishes specific goals and metrics for each of the subsidiaries.

The aim of this follow-up is to assess business performance and make corrections to ensure that the objectives established in the annual budget are achieved. It includes the position of each portfolio, a breakdown of income, expenses, and other items for each of the companies of Grupo Supervielle and for Grupo Supervielle at consolidated level.

This analysis is submitted by Senior Management to the Board on a quarterly basis, and includes the results for the period at consolidated level of Grupo Supervielle, and monitors the key indicators and the general and specific situation of each subsidiary.

3. The Board supervises Management and sees that an adequate internal control system is developed, implemented, and maintained in line with clear reporting guidelines.

The Board complies with this duty.

Grupo Supervielle promotes an effective risk management framework based on the three lines of defense model. It is essential that all employees know their role, their specific duties, the risks involved in their activity and/or decisions and how to mitigate them. The three lines of defense model aims at defining the

role of the organization's employees in identifying, managing and effectively facing business risks. This model identifies three key aspects: risk ownership, risk oversight and control, and independent risk assurance.

The three lines of defense model has the following functions:

First line of defense. It is the owner of the processes. It is responsible for risk management and the design and implementation of the internal control system. It is composed of business executives, including Product and Customer Leaders, Product Leaders, Portfolio Leaders, Product Owners, and the COEs of Digital Marketing, Business Modernization & Innovation, IT Architecture, and Advanced Analytics and Data.

Second line of defense. It is in charge of overseeing effective risk management and control. It proposes policies in line with the best practices and risk appetite thresholds and performs regular monitoring. It is composed of the areas that carry out support tasks (Risk, Compliance, Cybersecurity, AML and the Cybersecurity COE, among other).

Third line of defense. It is in charge of assessing the efficiency of the first and second defense barriers of the organization. It performs independent assurance of risk quality and control. It is in charge of analyzing whether procedures and policies are adequate and complied with, whether risks are well assessed and whether the organization operates within the appetite parameters set by the Board. It is composed of the Internal Audit.

4. The Board designs the corporate governance structures and practices, appoints the officer responsible for their implementation, monitors their effectiveness and suggests changes when required.

The Board complies with this duty.

The Corporate Governance Code of Grupo Supervielle sets forth the guidelines for performance for all the organization, particularly the Board and the Senior Management regarding the corporate object, the relationship with shareholders, investors, suppliers and stakeholders.

The Code stipulates the conduct guidelines and corporate governance practices of Grupo Supervielle, which are based on stringent standards of full disclosure, efficiency, control, ethics, investor protection, equal treatment among investors and corporate transparency, so as to create and preserve value for the Company, the shareholders, customers, employees and the public in general.

The Board is in charge of the creation, dissemination and update of the Corporate Governance Code.

The Corporate Governance Code is published on the Company's website:

https://www.gruposupervielle.com/Spanish/nuestro-enfoque/gobierno-corporativo/default.aspx#marco-de-referencia

The Board of Directors is assisted by the Ethics, Compliance and Corporate Governance Committee, and is in charge of adopting the best practices of good corporate governance, aimed at maximizing the growth capacity of Grupo Supervielle and its controlled companies and preventing the destruction of value.

Among other duties, the Ethics, Compliance and Corporate Governance Committee must: (I) prepare and submit to the consideration of the Board of Directors for its approval the Corporate Governance Code and the codes, policies and procedures related to Ethics & Compliance matters in line with international standards of ethics, compliance and corporate governance by Grupo Supervielle and its controlled companies; (ii) propose to the Board of Directors an agenda related to ethics and compliance matters; (iii) define policies and procedures related to ethics and compliance; (iv) promote, follow up and supervise compliance with the Corporate Governance Code and the codes, policies and procedures related to Ethics & Compliance and report to the Board of Directors any deviation that may occur and make the recommendations deemed appropriate; (v) submit to the Board of Directors the Annual Report on compliance with the Corporate Governance Code; (vi) take cognizance of the rules issued by the Argentine Securities and Exchange Commission (Comisión

Nacional de Valores), the Superintendence of Bodies Corporate (Inspección General de Justicia), and, in general, any other controlling agency and of the effects that the application of such rules may have on the corporate governance practices of Grupo Supervielle; (vii) make recommendations to the Board of Directors regarding the adoption of the provisions contained in RG 797/2019 of the Argentine Securities and Exchange Commission regarding the Corporate Governance Code, that may apply; (viii) be informed of the recommendations of the Basel Committee and make recommendations to the Board of Directors for their gradual and progressive adoption; (ix) review the results of the inspections by regulatory agencies and take into account the comments of independent auditors related to ethics, compliance and corporate governance issues; (x) report the Board of Directors on corporate governance, ethics and compliance issues deemed relevant, as well as on incidents and complaints; (xi) propose to the Board of Directors possible changes to internal regulations of Committees in order to improve the achievement of their objectives and the performance of their duties; (xii) propose to the Board of Directors policies and procedures for the assessment and self-assessment of the Board of Directors and its members and of the Board Committees; (xiii) define policies and guidelines associated with parties related to Grupo Supervielle; (xiv) regularly review the Code of Ethics and the Corporate Governance Codes in force, and (xv) exercise such other powers as are granted to the Committee by the Board of Directors.

The duties and responsibilities of the Ethics, Compliance and Corporate Governance Committee are published on the Company's website:

https://www.gruposupervielle.com/Spanish/nuestro-enfoque/gobierno-corporativo/default.aspx#comites

5. The members of the Board have sufficient time to perform their duties in a professional and efficient manner. The Board and its committees have clearly stated rules applicable to their operations and organization, which are communicated through the company's website.

The Board complies with this duty.

The Directors devote the necessary time and efforts to regularly monitor the matters related to the Company's management. The Board of Directors is not against directors and statutory auditors performing duties as such in other entities, as long as this does not interfere with the fulfilment of the duties inherent in their positions in the Company's bodies. In this respect, the Board of Directors considers that the experience of its members is highly positive for the management of the Company. At the ordinary shareholders' meeting, the shareholders endeavor to ensure that the members elected for the Board of Directors are highly reputed and competent persons with national and international experience from the most varied fields of the business and public sector, taking into account diversity. The powers and duties of the Directors are published on the Company's website:

https://s26.q4cdn.com/426641508/files/doc_downloads/2023/10/Capacidades-del-Directorio-102023.pdf

The Board and the Board's Committees receive disaggregated data on matters that are submitted to their consideration with due anticipation to the holding of meetings, so that they can analyze said data thoroughly and be prepared to make efficient decisions.

The Board may decide, if deemed convenient and necessary or legally applicable, to create Board committees, determine their composition, duties and scope, and approve their internal rules in line with the powers vested by the by-laws and the law. Currently the Board has the following committees:

Audit Committee
Ethics, Compliance and Corporate Governance Committee
Risk Management Committee
Nominations and Remuneration Committee
Cybersecurity Committee
Anti-Money Laundering and Terrorist Financing Committee
Disclosure Committee
Committee for the Analysis of Operations with Related Parties

Each committee has its own internal rules and reports to the Board on a regular basis. The Company informs the shareholders of the composition of each committee. The composition, duties and responsibilities of each committee are published on the Company`s website:

https://www.gruposupervielle.com/Spanish/nuestro-enfoque/gobierno-corporativo/default.aspx#comites.

B) CHAIRMAN OF THE BOARD OF DIRECTORS AND CORPORATE SECRETARY

6. The Chairman of the Board of Directors is in charge of conducting the Board meetings, drafting the agenda, jointly with the other members, and ensuring that the directors receive with due anticipation the necessary materials to be adequately informed so as to have an efficient participation at meetings. Chairmen of the committees have the same responsibilities at their respective meetings.

The Board complies with this duty.

The President of the Company is in charge, among other, of ensuring the effective operation of the Board of Directors, securing the compliance with the procedures, governance rules, and of organizing and coordinating the distribution of tasks among the members of the Board. To such effect, he is assisted by the Secretary of the Board of Directors, who is responsible, among other, for coordinating board meetings, delivering the agenda and the information to be considered by the Board at their meetings, coordinating communication between the Board of Directors and senior Management to answer any queries that may be necessary on the Company's management issues, ensuring that the Board complies with the legal requirements for its operation, including the existence of a quorum to hold its meetings, and that a quorum is maintained throughout the meeting. The Secretary also (i) coordinates the implementation of the annual self-assessment of the members of the Board and its committees, reporting the results to the Chairman and the Board of Directors; (ii) prepares the minutes of the meetings of the Board and its committees; (iii) coordinates the organization of the shareholders' meetings and prepares the minutes; (iv) assists in the communication among shareholders, members of the Board and senior Management and (v) ensures that the performance of the Board and its committees complies with the law and the Bylaws.

The Board's agenda allows the directors enough time to make an efficient decision-making process, based on high quality and thorough debates and discussion.

The chairpersons of the Board's Committees have the same responsibilities for their meetings and are assisted by a secretary of the Committee.

7. The Chairman of the Board of Directors monitors the adequate internal operation of the Board through the implementation of formal annual assessment processes.

The Board complies with this duty.

With the implementation of the self-assessment, the Board of Directors' operation, efficiency and fulfillment of its duties are regularly monitored, as well as its performance. Likewise, it is a requirement of the Corporate Governance Panel of ByMA (of which the Company is a member) and a recommendation of the CNV and the NYSE Listing Regulations. This implies controlling and ensuring compliance with its duties; performance; foresight and organization; it also includes following the OECD, G20 Principles and international best practices in corporate governance.

Notwithstanding the fact that the assessment of the Board of Directors' performance is the responsibility of the Ordinary Shareholders' Meeting in accordance with the provisions of the Companies Law, the Company's Board of Directors is assisted by the Nominations and Remuneration Committee and the Ethics, Compliance and Corporate Governance Committee. These Committees develop the criteria and guidelines for the Board's self-assessment process and review them annually.

The roles and responsibilities of the Nominations and Remuneration Committee and the Ethics, Compliance and Corporate Governance Committee are published on the Company's website:

https://www.gruposupervielle.com/Spanish/nuestro-enfoque/gobierno-corporativo/default.aspx#comites.

8. The Chairman creates a positive and constructive work environment for all the members of the Board and ensures that they receive continuous training to be updated and prepared to perform their duties properly.

The Chairman complies with this duty.

The Chairman creates and implements a positive and constructive work environment, and promotes debate and active participation of the Board's members.

The Board designs and implements on an annual basis a training program for directors and approves the training programs for senior Management, together with the Nominations and Remuneration Committee and the Chief of Human Resources.

Training policies set forth the general guidelines for training plans, based on the business objectives, and are constantly reviewed to ensure that they satisfy the needs of the organization.

9. The Corporate Secretary assists the Chairman of the Board in their duties and in the communication among shareholders, Board members and senior Management.

The Board complies with this duty.

At present, a member of the Board of Directors acts as Secretary.

The mission of the Board's Secretary is to provide for the adequate development of the Board's Meetings and the Shareholders' Meetings, particularly: (I) provide any required information to the members of the Board and the shareholders; (ii) supervise the adequate registration of the corporate documents; (iii) assist the Chairman of the Board in the preparation and compliance with the agenda for Board's meetings and Shareholders' meetings; (iv) distribute to the directors the relevant information in connection with the Board's meetings and the documents to be considered thereat; (v) distribute among the shareholders the relevant information in connection with the Shareholders' meetings and the documents to be considered thereat; (vi) keep adequate records of these meetings in the books of minutes; and (vii) keep an adequate record of the work papers of the Board and of the presentations made by the executive officers of Grupo Supervielle and by independent advisors.

10. The Chairman of the Board ensures that all the members of the Board participate in the debate and approval of a succession plan of the company's CEO.

The Board complies with this duty.

To such effect, it relies on the Nominations and Remuneration Committee.

This Committee analyses the Human Resources Strategic Plan and submits it to the Board's consideration and approval. It also the nominations of CEO, COO, senior and other executives. Besides, the Nominations and Remuneration Committee designs the succession plans, which are regularly reviewed by the Board.

For the position of CEO the Company seeks profiles that meet the ethical standards set forth in the Company's Code of Ethics, with experience and proven ability in the technical aspect of the position and with a business vision in line with the highest standards and objectives of the Company.

In this regard, the CEO has five main responsibilities: (i) create value for shareholders by monitoring the business units, (ii) innovate the provision of financial services, (iii) ensure that the Company provides high quality services at competitive costs, (iv) leverage key resources to support the business units and (v) plan and carry out acquisitions and alliances that are aligned with the corporate strategy.

C) BOARD COMPOSITION, NOMINATION AND SUCCESSION

11. Pursuant to the applicable criteria of the Argentine Securities and Exchange Commission, there must be at least two independent directors in the Board.

The Board complies with this duty.

The Company's Board of Directors is made up of 7 members, 2 of whom are independent directors, in compliance with the regulations of the Argentine Securities and Exchange Commission.

The independent directors are José María Orlando, Industrial Engineer, DNI 18.678.773 and Eduardo Braun, Industrial Engineer, DNI 16.730.322.

The powers and duties of each of the members of the Board of Directors are published on the Company's website:

https://s26.q4cdn.com/426641508/files/doc_downloads/2023/10/Capacidades-del-Directorio-102023.pdf

12. The Company has an Nominations Committee made up of at least three (3) members and chaired by an independent director. If the Chairman of the Board presides over the Nominations Committee, they must not participate in the appointment of their own successor.

The Board complies with this duty.

While the Shareholders' Meeting appoints the members of the Board of Directors, the Board provides a non-binding opinion on the profile of candidates for the Board. The Board ensures that decisions on the nomination and selection of its members are made objectively and unbiased as regards senior Management or their future colleagues on the Board. Grupo Supervielle has a Nominations and Remuneration Committee made up of 4 directors, 3 of whom are non-executive. The chairman of the Committee is Eduardo Braun, in his capacity as independent director.

13. The Board, through its Nominations Committee, prepares a succession plan for its members that is used as a guide for the preselection process of candidates to cover vacancies, and considers the non-binding recommendations of its members, the CEO and the shareholders.

The Board complies with this duty.

In line with the provisions of its Internal Rules, the Nominations and Remuneration Committee of Grupo Supervielle assists the Board in the appointment of directors and senior Management and prepares their succession plan.

Grupo Supervielle promotes a culture of equal opportunities, doing away with any type of discrimination and inequity based on age, gender, gender identity, disability, race, ethnicity, nationality, religion or sexual orientation. In such framework, specific strategies and action plans are developed to identify and guarantee the removal of any hindrances that may be faced by women, on joining, participating and being promoted in, the Company, and regarding compensation and recognition.

The Board of Directors of Grupo Supervielle currently has a woman director among its members. It is a requirement of the Corporate Governance panel of ByMA (to which the Company is a member) that the management body be formed by persons of both genders.

The Company's bylaws provide that the shareholders' meeting may appoint an equal or lesser number of alternate directors, who hold office for the same term as directors, in case of vacancies for any reason, following the order in which they were elected.

The Company promotes the review and constant improvement of the selection processes for executive and senior management positions at all stages in order to ensure equal opportunities for women.

The main factor for the Nominations and Remuneration Committee to determine possible successors in executive and Senior Management positions is the experience and ability of the candidates, seeking to improve the

ratio between men and women, through an improvement of career conditions that enable a larger number of women to be eligible for the positions in question.

The powers and responsibilities of each of the members of the Board of Directors are published on the Company's website:

https://s26.q4cdn.com/426641508/files/doc_downloads/2023/10/Capacidades-del-Directorio-102023.pdf

14. The Board implements an induction program for newly appointed members

The Board complies with this duty.

The Nominations and Remuneration Committee of Grupo Supervielle, by delegation of the Board, coordinates the induction process for the newly appointed members of the Board and Senior Management.

The Chairman of the Nominations and Remuneration Committee is in charge of the induction of new directors; in that process new directors are made aware of relevant accounting and financial information, business projections, current year objectives and the Company's strategic vision. The Chairman of the Nominations and Remuneration Committee is also in charge of coordinating meetings with senior management, executive officers and other directors, as well as sending them all the documentation and information that is necessary for their active participation in Board meetings.

D) REMUNERATION

15. The Company has a Remuneration Committee made up of at least three (3) members, who are independent or non-executive directors.

During the reported year, the Board partially complied with this duty.

The Nominations and Remuneration Committee of Grupo Supervielle is made up of 4 Directors, 3 of whom are non-executive. At present this committee is chaired by Eduardo Braun, in his capacity as independent director.

16. The Board, through the Remuneration Committee, sets forth a remuneration policy for the CEO and the members of the Board of Directors.

The Board complies with this duty.

Pursuant to the provisions of its Internal Rules, the Nominations and Remuneration Committee is in charge of assisting the Board in the preparation of principles, parameters and guidelines related to the remuneration policies applicable to Board members, Senior Management and the staff in general, including fee schemes, fixed and variable wages and incentive plans, retirement plans and related benefits, as the case may be, in line with the applicable regulatory provisions.

In addition, the Nominations and Remuneration Committee is in charge of assessing on a yearly basis the economic incentives scheme for Senior Management, which may be prepared by an independent firm. The Committee works jointly with the Risk Management Committee in the assessment of incentives to the staff, generated by the economic incentives scheme.

E) CONTROL ENVIRONMENT

17. The Board determines the company's risk appetite and monitors and ensures the existence of a risk management system that identifies, assesses, decides the course of action and monitors the risks to which the Company is exposed, including the environmental and social risks and those associated with its business in the short and long term.

The Board complies with this duty.

Within its corporate governance structure, the Board of Grupo Supervielle has a Risk Management Committee which is in charge of: (i) dealing at institutional level with strategies and policies applicable to the management of credit risk, market risk, interest rate risk, liquidity risk, operational risk, and any other risks that may affect the Company and its subsidiaries

pursuant to applicable regulations and the best market practices, and verifying that they are adequately implemented and complied with; (ii) submitting to the Board's approval documents related to the risk management strategies and policies, which are reviewed on a yearly basis to ensure their applicability; (iii) defining risk appetite and risk tolerance levels of Grupo Supervielle at consolidated level and the global risk profile, which must be approved by the Board; (iv) approving the risk management threshold and limit structure and becoming acquainted with the evolution of the respective indicators; (v) regularly monitoring the different risks to which the Company is exposed and the application of strategies and policies defined for the management of said risks; (vi) evaluating the capital adequacy vis-a-vis the risk profile of Grupo Supervielle, and analyzing the Annual Capital Self-Assessment Report prior to the approval by the Board; (vii) defining the policy and methodological framework for stress tests within risk management and approving scenarios that enable the carrying out of individual and comprehensive stress tests, evaluating results and making recommendations on applicable contingency plans; (viii) designing efficient information channels and systems to keep the Board duly informed on risk management; and (ix) approving the methodological framework and developments applicable to the quantitative models used to manage the different risks and models for calculation of the economic capital for every risk, among other.

The Risk Management Committee holds monthly meetings, and the minutes of these meetings are submitted to the Board's consideration.

In Grupo Supervielle, compliance with environmental and social regulations is a key element of its lending policy, in line with its commitment with the community and shareholders. With this vision, the company systematically adds environmental protection and social responsibility criteria for credit evaluation, based on the principles of the ARAS Methodology, the Ecuador Principles and the International Finance Corporation (IFC) standards, consolidating a comprehensive approach that encompasses both an internal and external cultural change in the relationship with customers and investors. This policy seeks to achieve the following objectives:

- → Reduce exposure to environmental and social risks from customers activities by establishing a lending policy that implements an analysis of the environmental and social impact of the companies and investment projects financed.
- → Include socio-environmental risks within the risk policy established by the Board of Directors.
- → Reduce and control exposure to climate risks, identifying physical and transition risks.
- → Offer financing based on sustainability criteria.
- → Disseminate good practices and environmental and social awareness among employees and customers.

Within this framework, Grupo Supervielle as a financial institution is committed to the reduction and mitigation of negative impacts on ecosystems and communities, granting loans only to those companies and projects that can prove an adequate management of their social or environmental impacts or mitigation plans, in areas such as:

- → Biodiversity protection
- → Use of renewable resources
- → Waste management
- → Human health protection; and
- → Population displacement.

CAs part of this approach, the Company adapted its Environmental and Social Risk Policy to industry best practices. In the management of the credit portfolio, activities are classified according to their inherent risk in terms of social, environmental or climate risks, and undergo a specific analysis to identify high impact risks and their mitigation mechanisms. In this line, Grupo Supervielle has a defined tolerance threshold applicable to all its financing portfolio of up to 5% for high residual risks. Also, as part of the update of the above mentioned policy, the Company included a climate risk management analysis.

The Risk Management Committee holds monthly meetings, and the minutes of these meetings are submitted to the Board's consideration.

The duties and responsibilities of the Risk Management Committee are published on the Company's website:

https://www.gruposupervielle.com/Spanish/nuestro-enfoque/gobierno-corporativo/default.aspx#comites

18. The Board monitors and reviews the effectiveness of independent internal audits and provides the resources required for the implementation of a risk-based annual audit plan, and provides for a direct reporting line to the Audit Committee.

The Board complies with this duty.

Grupo Supervielle has an Audit Committee made up of 3 directors, two of whom are independent, in compliance with the criteria established by the Argentine Securities and Exchange Commission. (See Practice 20).

This body is in charge of assisting the Board in the supervision of financial statements and of verifying the enforcement of policies, procedures, proceedings and rules of the Company and its subsidiaries.

As regards the supervision of internal controls, the Audit Committee performs the following duties: (i) verifies that the Company has adequate internal control systems and supervises its implementation; (ii) verifies the implementation of the administrative accounting system and of the reliability of that system and of the financial information, or of other significant facts that are submitted to the Argentine Securities and Exchange Commission and the markets, in compliance with the applicable reporting scheme; (iii) verifies that the Company has in place adequate rules and procedures and supervises its implementation; (iv) verifies and assesses the performance of the Internal Audit, providing the necessary human and economic resources and approving the Annual Audit Plan and any additional ad-hoc audits; (v) follows up on the enforcement of the audit work plan and issues an opinion upon presentation and publication of the financial statements; (vi) issues an opinion on the appointment or replacement of the Head of Internal Audit; and (vii) thoroughly analyzes the financial statements of the Company and of its subsidiaries, among other duties, prior to their submission to the Board of Directors to verify their reasonableness, reliability and clarity. In addition, the Audit Committee supervises the enforcement of the risk management reporting policies of the Company.

The Audit Committee holds monthly meetings and the minutes of these meetings are submitted to the consideration of the Company's Board.

The Company has a Head of Internal Audit, who reports to the Audit Committee.

This area has the resources, time and knowledge to constitute a third line of defense behind the first line and second line of defense, directly reports to the Audit Committee and has adequate human and budgetary resources in line with the size of the Company and the complexity of its business.

19. The internal auditor or the members of the internal audit area are independent and highly qualified.

This duty is complied with.

Pursuant to the provisions of its by-laws, the Internal Audit area is part of the organizational structure of Grupo Supervielle, and reports to the Audit Committee.

Internal auditors are independent officers and are in charge of auditing the different areas and activities of Grupo Supervielle and of reporting on its adequate operation, and, if applicable, of making recommendations intended to protect the company's property, optimize available resources and promote compliance with laws, rules and regulations.

The Board and the Audit Committee are directly responsible for ensuring the independence and objectivity of the Internal Audit area. To that end, internal auditors must be free of interferences regarding selection, scope, procedures, frequency, schedule and content of reports. In such framework, the Audit Committee has unrestricted access to all Senior Managers of Grupo Supervielle and to all information and documents deemed necessary for the fulfillment of their duties.

Moreover, internal auditors have no responsibility or authority over any of the audited activities or the employees working on them. Therefore, internal auditors cannot exert internal controls, or develop procedures, or implement systems, or prepare records, or participate in other activities that may affect their opinion. Each business unit is responsible for their own control.

In the performance of their duties, internal auditors must show the highest level of professional objectivity during collection, evaluation and communication of information on the matter under review, and must take care not to be unduly influenced by third party opinions or by their own interests at the time of issuing their opinion. Any circumstance that might compromise the independence or objectivity of internal auditors must be communicated to their immediate superiors, who will take such actions as are necessary for the case.

The internal audit department has a dedicated budget which is approved on an annual basis.

20. The Board has an Audit Committee that acts based on rules. The majority of its members and its Chairman are independent directors. The CEO is not a member. The majority of its members have professional expertise in finance and accounting.

This duty is complied with.

The Company has an Audit Committee made up of three directors, two of whom (including the Chairman of the Committee) are independent in accordance with the criteria established by the Argentine Securities and Exchange Commission (CNV), although all of them (3) are independent pursuant to the rules of the US Securities and Exchange Commission (which apply to the Company because it is listed on the New York Stock Exchange, NYSE).

All the directors that make up the Audit Committee have special expertise in relation to the administration and management of large companies, finance, financial institutions and/or in accounting and auditing matters. Pursuant to Section 407 of the Sarbanes-Oxley Act (USA) the Board of Directors appointed one of the members of the Audit Committee as a "financial expert" as set forth therein.

The members of the audit committee, at their first meeting following the Board meeting that elected them, shall appoint a chairperson from among their number, who, in the event of tie in the vote on matters submitted to the committee for consideration, shall have a double vote. The decisions of the audit committee shall be recorded in a special corporate book and signed by all members of the committee who were present at the meeting. According to Article 17, Chapter III, Title II of the CNV Rules, the audit committee shall hold at least one regularly scheduled meeting every three months.

The Audit Committee is governed by its Internal Rules, which set out its duties and responsibilities and main operating rules. The Committee's Rules include all the responsibilities, powers and duties assigned to the Committee by the applicable legal and regulatory provisions, taking into account its status as a local listed company and as a foreign company listed in the United States.

The Audit Committee performs the following duties and tasks:

- smonitors the sufficiency, adequacy and effectiveness of internal control systems to ensure the reasonableness, reliability, sufficiency and clarity of the financial statements and financial information of the Company and consolidated financial statements and information of the Company and its subsidiaries;
- takes cognizance of complaints about accounting, internal controls over financial reporting and auditing matters filed through the applicable mechanisms.

- provides full disclosure to the market of the transactions where a conflict of interest is likely to exist with members of the Issuer's various corporate bodies or controlling shareholders;
- provides advice on the Board's proposal for the appointment of independent auditors, ensures their independence, analyses the different services they provide, reviews their plans and assesses their performance, and renders an opinion thereon when the Company issues its financial statements;
- ensures that the Code of Ethics and Internal Codes of Conduct comply with the rules and regulations in force;
- takes cognizance of internal audit policies to ensure that they are complete and up to date and approves them for submission to the Board of Directors for consideration and approval;
- takes cognizance of Grupo Supervielle's financial, reputational, legal and operational risks, and supervises compliance with the policies designed to mitigate them;
- advises on the reasonableness of directors' and officers' fees and stock option plans proposed by the Board of Directors;
- issues reasoned opinions on related party transactions under certain circumstances and reports such opinions to regulatory agencies as required by the CNV;
- verifies compliance with any applicable rules of conduct;
- oversees the maintenance of adequate internal controls by each of Grupo Supervielle's subsidiaries to minimize risk by consolidating the best practices with respect to each of the businesses;
- advises on compliance with legal requirements and on the reasonableness of the conditions for the issuance of shares or securities convertible into shares, in cases of capital increase with exclusion or limitation of pre-emptive rights;
- issues a report prior to any resolution of the Board of Directors to repurchase shares in the Company;
- at least once a year and upon the presentation of the Company's annual balance sheet, issues a report to the Board and shareholders on its performance; and
- performs all tasks set out in its rules, the Company's by-laws, laws and regulations.

In addition, the Audit Committee is required to prepare an annual work plan and submit it to the Board of Directors and the Statutory Audit Committee. Directors, members of the statutory audit committee and independent auditors, if so required by the Committee, must attend the meetings and fully cooperate and provide information.

The Annual Performance Report issued by the Committee when the Company publishes its financial statements describes the tasks performed in compliance with the Committee's Internal Rules and its annual Performance Plan. The Committee's performance reports can be found on the CNV website (Minutes of Meetings of the Audit Committee).

The Audit Committee may engage experts and advisors to assist them in their tasks and has full access to the information and documentation deemed necessary.

The Chief Executive Officer is not a member of the Audit Committee.

The rules of the Audit Committee are published on the Company's website:

https://www.gruposupervielle.com/Spanish/nuestro-enfoque/gobierno-corporativo/default.aspx#comites

21. The Board, with the opinion of the Audit Committee, approves the selection and monitoring policy of independent auditors, which determines the indicators to be considered for making a recommendation to the shareholders' meetings regarding the replacement or not of the independent auditor.

The Board of Directors complies with this duty.

The Audit Committee's Internal Rules establish that the Committee's responsibilities include analyzing and evaluating the performance of independent auditors, issuing an opinion on this matter when the annual financial statements are presented and published, and ensuring their independence.

Annually, when the Committee issues its Performance Report, the Committee describes the tasks performed and gives an opinion on the independent audit, giving its opinion on the planning and performance of the independent audit.

The Committee is also responsible for issuing an opinion on proposals made by the Board of Directors on the appointment of independent auditors.

The opinion should contain at least:

- → An assessment of the background considered.
- → The reasons for continuity or change of the auditor.
- → In the event of removal or appointment of a new independent auditor, a detailed account of any discrepancies that may have existed with regard to the Company's financial statements.

In order to issue the aforementioned opinion, the Audit Committee takes into account the grounds described in the Performance Report in relation to the assessment of independent auditors.

The Annual Performance Reports of the Committee and the opinions issued by the Committee in relation to the proposal of the Board of Directors regarding the appointment of independent auditors are published on the CNV website, within the Minutes of Meetings of the Audit Committee.

In turn, the Shareholders' Meeting considers the appointment of independent auditors who will report on the financial statements for each year, as well as their professional fees.

F) ETHICS, INTEGRITY AND COMPLIANCE

22. The Board approves a Code of Ethics and Conduct that embodies the ethical and integrity values and principles and the corporate culture. The Code of Ethics and Conduct is communicated and applies to all directors, officers and employees of the Company.

The Board complies with this duty.

Grupo Supervielle has a Code of Ethics approved by the Board of Directors, based on a set of key values that distinguish and identify Grupo Supervielle and that must be respected by its members in their daily actions with customers, suppliers, employees and control bodies.

This Code applies to all employees of Grupo Supervielle and its subsidiaries, including temporary hires, or those under trial period, members of the Board, independent advisors, suppliers and any third parties who, by reason of their relationship with Grupo Supervielle, may affect the reputation of the company or any of its subsidiaries.

Employees are required to have: (i) leadership to be a referent in the market; (ii) innovation to challenge limits in search of new solutions for customers; (iii) commitment to provide sustainable solutions to demands from customers and stakeholders; (iv) respect for others, listening and understanding customer needs and fostering constructive personal and business relationships; (v) efficiency to add value and provide quick and quality responses using available resources in a responsible and sustainable manner; and (vi) simplicity to make life easier for customers, valuing their time, implementing solid and simple processes, and taking customers into account at the time of decision making.

In addition, the Code of Ethics sets forth a framework of ethics and transparency that enables the building of long term and trust-based relationships with stakeholders. The code promotes a culture of integrity and compliance with regulations and best practices, with the aim of promoting the development of a sustainable and competitive commercial environment.

The Code of Ethics sets forth: (i) the promotion of equal opportunities and non-discrimination; (ii) the provision of a safe and healthy work environment; (iii) the promotion of respectful, honest and committed relations with stakeholders; (iv) fair treatment among employees and towards customers, suppliers and the community in general, and (v) transparency and respect regarding arrangements made with customers so as to provide a quality service.

The Code of Ethics also sets guidelines for specific situations, such as: (i) non-disclosure of customer and proprietary information and prohibition to use said information to obtain a personal benefit; (ii) conduct in case of conflict of interest; (iii) a policy for corporate gifts and hospitality; (iv) conduct vis-a-vis government officers, customers, suppliers, competitors and the Company and for the provision of agile and quality services; (v) compliance with applicable regulations and policies; (vi) anti-money laundering and terrorist financing and (vii) conduct for the hiring employees.

The Code of Ethics is published on the Company's website:

https://www.gruposupervielle.com/Spanish/nuestro-enfoque/gobierno-corporativo/default.aspx.

Grupo Supervielle makes available to all its employees, customers and suppliers an Ethics Line, which is outsourced. It is an anonymous and independent information service to communicate any irregular event affecting the interests of the Company and its subsidiaries. The Ethics Line seeks to channel information related to behavior inconsistent with corporate values, guaranteeing the independence, confidentiality and anonymity of the reporting persons, and prohibiting any type of retaliation or negative consequence to the employees who make such reports.

Telephone No. 0800-777-7813
Web: https://eticagruposupervielle.lineaseticas.com/
Username: Supervielle
Password: supervielle

During the year under review, a total of 58 complaints were received at Grupo Supervielle's level, 52 of which were related to Banco Supervielle, 4 to IUDÚ, 1 to InvertirOnline and 1 to Supervielle Seguros. All complaints were duly dealt with and investigated through the corresponding channels, and applicable correction action was taken and/or penalties imposed.

There were no complaints on matters related to audits or financial statements.

23. The Board establishes and regularly reviews an Ethics and Integrity Program, based on risks, size and economic capacity of the Company. The Senior Management openly supports the plan, and appoints an internal executive to develop, coordinates, supervises and regularly assesses the program's efficiency. The program provides for: (i) regular training to directors, executives and employees on topics related to ethics, integrity and compliance; (ii) internal channels to report anomalies, open to third parties and are duly communicated; (iii) a protection policy to prevent retaliation to employees who report complaints; and an internal investigation system that respects the rights of the investigated parties and imposes effective penalties for the violation of the Code of Ethics and Conduct; (iv) integrity policies in bidding processes; (v) mechanisms for regular risk analysis, monitoring of third party or business partners commercial track record (including due diligence to verify any anomalies, misconducts or the existence of vulnerabilities during mergers and acquisitions), including suppliers, distributors, service providers, agents and brokers.

The Board complies with this duty.

Grupo Supervielle is committed to the implementation of a culture of integrity that promotes strict compliance with laws, regulations, internal codes and good practices applicable to the industry. Grupo Supervielle requires that its employees act with honesty and transparency in their relationship with the Public Administration so as to prevent any act that could be construed as bribery, influence peddling or any form of corruption, and establishes zero tolerance towards this kind of behavior.

To that end, Grupo Supervielle has in place an Integrity Program for the Prevention of Corrupt Practices which consists of a set of actions, mechanisms and internal procedures for promotion of integrity, supervision and control, aimed at preventing, detecting and fixing anomalies and preventing punishable conducts pursuant to the aforementioned rules. It is made up as follows:

(i) Integrity Policies to prevent crimes and improper conducts: set of policies and procedures applicable to all directors, executives and employees that guide the performance of their tasks so as to prevent crimes. Said internal regulations are embodied in the Code of Ethics, Gifts and Hospitality and the Donation Policy.

(ii) Guidelines of conduct with third parties: in the relationship with public agencies transparency and accountability are key for the promotion of integrity and prevention of corrupt practices. Therefore, the Integrity Program sets specific rules and procedures to prevent crimes in bidding processes, in administrative contracts or in any other interaction with the public administration. In turn, prior to the hiring of services from third parties to act on behalf of Grupo Supervielle, the business area carries out a due diligence so as to become acquainted with its intermediaries and prevent possible improper conducts by those acting on its behalf.

(iii) Training: The Company has in place an ongoing anti-corruption training program addressed to directors, executives and employees. The program is implemented through the Compliance Officer in coordination with the Chief Human Resources Officer, and attendance is mandatory for all employees.

(iv) Internal Investigations and Ethics Line: The Compliance Department may promote internal investigations on a specific issue or report. In those cases, certain records, books and accounts may be audited or investigated so as to prevent and detect violations of anti-corruption laws and procedures, and to ensure compliance with this Program and other internal policies and procedures. All employees must cooperate if so required. The Ethics Line is available to all employees and suppliers of Grupo Supervielle, and is used to report any alleged violation of that policy. That report gives rise to an internal investigation that must guarantee the rights of the investigated parties, and shall result on the imposition of applicable penalties. Retaliation against employees that report such complaints in good faith is forbidden; the right to defense of the reported party is guaranteed. Besides, internal investigations regarding alleged fraudulent acts are conducted by the Chief Risk Officer through a special unit to address these cases.

The Board of Directors is in charge of reviewing and modifying the Integrity Program for the Prevention of Corrupt Practices, with the recommendation of the Ethics, Compliance and Corporate Governance Committee.

The Compliance Department is in charge of the interpretation, control and supervision of the policy and is responsible for ensuring its effective compliance. It carries out the regular risk analysis required for the adaptation of the Integrity Program for the Prevention of Corrupt Practices, as well as the continuous monitoring and evaluation of its effectiveness. The Compliance Officer is internally responsible for the development, coordination, and supervision of the Integrity Program.

24. The Board ensures the existence of formal mechanisms to prevent and deal with conflicts of interest. In the case of transactions with related parties, the Board approves a policy that sets forth the role of each corporate body and defines how to identify, manage and disclose transactions that are harmful for the Company or for certain investors only.

The Board of Directors complies with this duty.

The Conflict of Interest Policy supplements laws, rules and regulations on securities related to disclosure and negotiation, and to policies and procedures established in other corporate governance documents of the Company. In particular, the Rules of the Audit Committee and the Code of Ethics provide additional information regarding the procedures to review disclosure, conduct and preparation of reports on non-compliance.

It applies to Grupo Supervielle and its subsidiaries, and is aimed to all members of the Board, the Statutory Audit Committee, Senior Management and employees regardless of their employment terms.

The Policy sets forth the obligation of reporting parties to report those facts that might give rise to a conflict of interest as soon as possible to their immediate superior and to the Compliance Officer so that they are removed from such position that creates the conflict of interest. Besides, if an employee is also a shareholder, executive,

director or senior manager of a competitor or supplier of Grupo Supervielle, they must promptly report this fact to the Compliance Officer, who shall evaluate the situation jointly with the Audit Committee. Executives, managers, professionals and technicians carrying out activities not related to Grupo Supervielle must reveal all the details related to that fact to the Compliance Officer. Current or potential conflicts of interest involving controlling shareholders, the Board members, the Statutory Audit Committee members and the Senior Management must be reported to the Chairman of the Board, the Chairman of the Audit Committee and the Chairman of the Ethics, Compliance and Corporate Governance Committee.

The Policy sets forth that those persons that fail to avoid or report conflicts of interest affecting or likely to affect them will be liable for resulting direct and indirect damages to the Company and shall be subject to penalties pursuant to applicable laws and the contracts in force.

Besides, the Board of Directors of Grupo Supervielle implements a Policy of Operations with Related Parties, Connected Counterparties and Related Persons that regulates the conditions for the approval of operations with related parties, pursuant to the provisions of the Argentine Securities and Exchange Commission, as applicable, and the rules of the US Securities and Exchange Commission.

The aforementioned Policy is intended to ensure that said transactions be carried out with transparency, fairness and objectivity, under terms and conditions in line with applicable laws, be clearly reported in financial statements, and be in line with good corporate governance practices.

The aforementioned Policies are published on the Policies section of the Company's website:

https://www.gruposupervielle.com/Spanish/nuestro-enfoque/gobierno-corporativo/default.aspx

Besides, Grupo Supervielle has a Committee for the Analysis of Operations with Related Parties, Connected Counterparties and Related Persons, which is governed by Internal Rules and has consultancy and supervision powers to apply the corresponding Policy in order to ensure the transparency of these transactions and that they are carried out pursuant to the conditions set forth in applicable regulations.

G) SHAREHOLDERS AND STAKEHOLDERS

25. Financial and non-financial information is disclosed on the Company's website, which may be accessed by all investors. The website has a special area for consideration of investment inquiries.

The Board complies with this duty.

Grupo Supervielle's website www.gruposupervielle.com is a public website and is updated on a regular basis with relevant corporate information, as follows:

- Institutional information: includes the history of the Company, a description of its business, the composition of the leadership team and the recognitions and awards obtained.

- Commitment: describes the company's purpose and general strategy. This section also sets out the ESG (environmental, social and corporate governance) strategy, defines the materiality matrix and includes the Sustainability Reports existing to date. With regard to Corporate Governance, the Corporate Bylaws is made available, as well as the composition and résumés of the members of the Board of Directors (including their roles and responsibilities that are critical for effective supervision of Grupo Supervielle and its related companies), information on sustainability, and the shareholding structure of

the company and the Corporate Governance Code. The main corporate policies are also included together with a description of the duties of the Board of Directors' committees and the strategies and policies for risk management. This section also describes our Culture in terms of diversity and inclusion, work methodologies, training, internal communication and volunteering.

The Sustainability report and related information are published on the Company's website: https://www.gruposupervielle.com/Spanish/nuestro-enfoque/estrategia-de-esg2/#reportes-de-sustentabilidad

- Investors: provides information on share performance, shareholding structure, financial information including quarterly results, results and annual reports and 20-F Form, among other reports, regulatory filings with the Argentine Securities and Exchange Commission and the US Securities and Exchange Commission, calendar of corporate events, presentations and other developments.

- Developments and investor education: information of interest is presented, and educational tools are available for investor convenience.

In turn, Grupo Supervielle constantly promotes contact with investors. In order to show the intrinsic value of the Company, the Board of Directors has expressly established an active investor relations policy. In order to achieve this objective, truthful, reliable and consistent information is provided. For such reasons, multiple tasks are carried out in order to generate fluid communication with investors. When engaging with their shareholders, Grupo Supervielle's teams follow the same principles defined for all stakeholders: (i) easy accessibility; (ii) timely response to legitimate concerns; (iii) transparency in the commitments assumed; and (iv) disclosure of relevant information.

In addition, the Company, on a quarterly basis, reports about its performance results to the Shareholders in general, the corporate bodies and the control authority.

The Company's website has a direct line for contacting the Investors Relations Department and the members of the team through the following e-mail: IR-GrupoSupervielle@gruposupervielle.com.ar.

26. The Board must ensure that there is a procedure in place for identification and classification of, and a communication channel for, stakeholders.

The Board complies with this duty.

During the reported year, Grupo Supervielle issued the consolidated 2023 Sustainability Report, which includes data and indicators of the Company and its subsidiaries and provides a procedure for identification and classification of stakeholders that is included in the Stakeholders Engagement Plan.

Engagement with a wide range of stakeholders enables Grupo Supervielle to clearly identify who they are and classify them according to their level of influence, impact, risk, size, closeness, among other.

The aim is to have a better understanding of the social and environmental impacts of commercial activities, including the indirect impacts derived from projects and businesses that are financed. This has an effect on risk mitigation, crisis anticipation, and eventually, provides tools to solve them efficiently.

Considering the size of their operations and diversity of stakeholders, Grupo Supervielle adopts a decentralized engagement approach. This means that different teams of Grupo Supervielle must interact regularly with their stakeholders in matters of mutual interest to explore possible associations and seek opportunities to create value.

As to the engagement with their stakeholders, Grupo Supervielle teams follow the principles of easy accessibility, timely response to legitimate concerns, transparency in the commitments assumed and disclosure of relevant information.

To identify their stakeholders, the relevant teams use the interaction and business impact criteria, classify their profiles and design adequate communication channels for each of them. Said communication channels must enable reception, analysis, and timely

response to inquiries, and are additional to the public information that stakeholders may obtain through the company's website www.gruposupervielle.com.

The 2023 Sustainability Report, based on international criteria and practices for the preparation of integrated reports, was prepared in accordance with the GRI 2021 Standards of the Global Reporting Initiative, taking as a reference the contents of the GRI G4 Sector Supplement for the Financial Industry. In addition, the metrics and criteria were taken into account which are defined by the Sustainability Accounting Standards Board (SASB) for Commercial Banks.

27. Prior to the holding of Shareholders' Meetings, the Board delivers to the shareholders, a "provisional information package" so that they – through a formal communication channel- can make non-binding comments and issue opinions dissenting with the recommendations made by the Board. At the time of delivery of the final package, the Board must expressly refer to the comments received, as deemed necessary.

The Board complies with this duty.

The Board makes recommendations as regards voting and/or informs shareholders of any proposals of motions prior to the holding of Shareholders' Meetings.

To that end, the Disclosure Committee prepares a document with voting recommendations and motion proposals to inform the shareholders prior to the ordinary shareholders' meeting. Such document is approved by the Board and published as a relevant fact in the Financial Information Highway of the Argentine Securities and Exchange Commission and as a relevant filing in the US Securities and Exchange Commission and in the Company's website.

This information is disclosed to all shareholders at the same time, respecting the principle of symmetric information, and contains disaggregated and complete information on each item of the Shareholders' Meeting agenda as required by the rules in force.

The Company has in place a procedure for holding of Shareholders' meetings as per CNV Rules, ensuring that said meetings are held in safe and transparent conditions, guaranteeing respect, equal treatment and free accessibility for all participants, and that the documents to be submitted for consideration of the Shareholders are made available to them within the legally established term.

Although there are yet no plans regarding a formal communication channel to receive non-binding comments and issue opinions dissenting with those of the Board, the Company has adequate means (website and contact data) which may be used to channel any said comments and opinions through the Investor Relations Department. Comments received and the corresponding answers must be disclosed to all shareholders through publication as a relevant fact in the Financial Information Highway and as a relevant filing in the US Securities and Exchange Commission and in the Company's website.

28. According to the company's by-laws, shareholders may receive information packages for Shareholders' Meetings through virtual means and participate in said meetings through electronic communication means enabling the simultaneous transmission of sound, images and words, thus ensuring the principle of equal treatment of participants.

The Board complies with this duty.

During the reported year, the Company amended its bylaws to regulate the holding of remote virtual meetings, in accordance with the requirements of applicable regulations. Thus, shareholders may, prior to Shareholders' Meetings, receive information packages online, in printed form or through other physical channels provided for this purpose.

29. The Dividend Distribution Policy is in line with the strategy and clearly sets forth the criteria, frequency and terms for any dividend distribution.

The Board complies with this duty.

Grupo Supervielle adopted a specific policy on distribution of dividends, which are declared and paid provided funds are legally available, and as determined by the shareholders at the Ordinary Shareholders` Meeting.

Prior to the Ordinary Shareholders' Meeting, the Board makes a recommendation to shareholders regarding dividend distribution and payment, which will depend on a number of factors, including, without limitation, operating results, cash flows, financial condition, capital levels, legal requirements, contractual and regulatory requirements, investment opportunities and acquisitions, in line with the Company-defined strategy.

As a general rule, the Board makes recommendations in favor of an efficient use of capital, i.e., the Board in general recommend the reinvestment of profits when there are investment opportunities, whether organic or inorganic, or recommends a dividend distribution when there is capital surplus.

In accordance with Companies Law No. 19550, the CNV Rules, as supplemented and amended, and the bylaws of Grupo Supervielle, at the end of each fiscal year the liquid and realized profits are allocated as follows: (i) 5% until reaching 20% of the subscribed capital to the statutory reserve fund, (ii) to the remuneration of the Board of Directors and the Statutory Audit Committee, (iii) to the payment of dividends on preferred shares, giving priority to unpaid cumulative dividends and (iv) the balance, in whole or in part, to additional participation of preferred shares and dividends on common shares or to optional or contingency reserve fund or to a new account or as otherwise determined by the Shareholders' Meeting.

In accordance with CNV Rules, cash dividends must be paid to shareholders within 30 calendar days of the approval of their distribution by shareholders' meeting. In the case of payment of stock dividends, or payment of stock and cash dividends, the shares and cash must be made available to shareholders within three months from the date of the notice of authorization of the public offer for the shares to be distributed.

Dividends are distributed pro rata according to the number of shares held by each holder. The shareholders' right to claim payment of dividends expires three years after the date on which they were made available to the shareholders, and the amount not claimed within that period is considered as extraordinary profit of the Company.

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