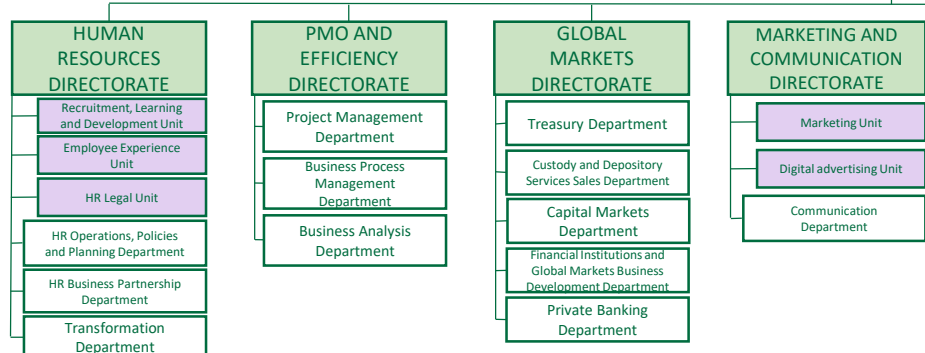
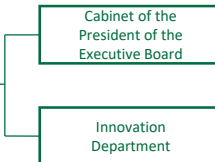
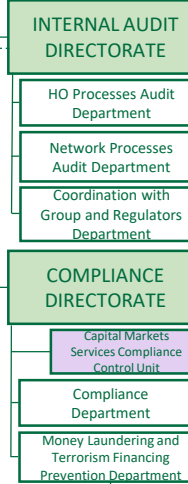
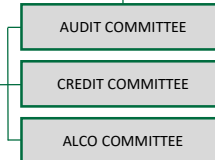


ORGANIZATIONAL CHART

BOARD OF DIRECTORS

EXECUTIVE BOARD



RETAIL DIVISION

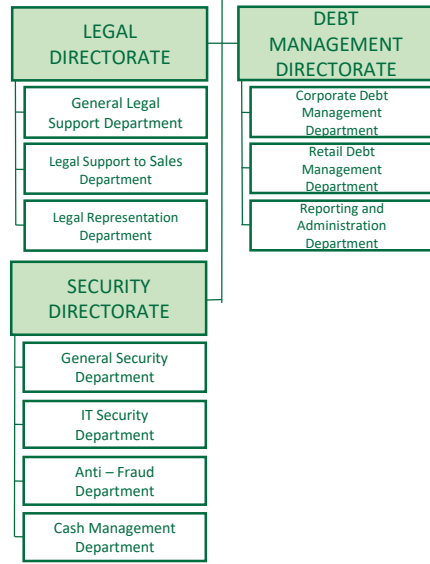
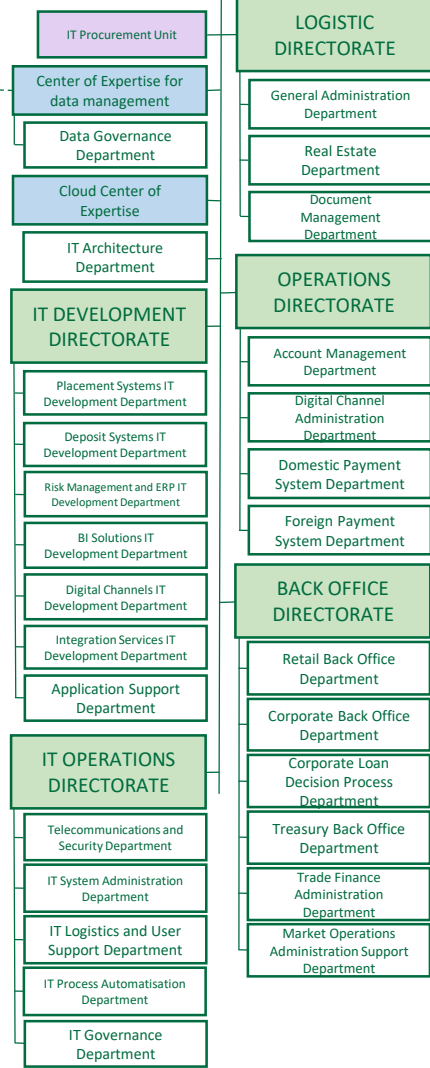
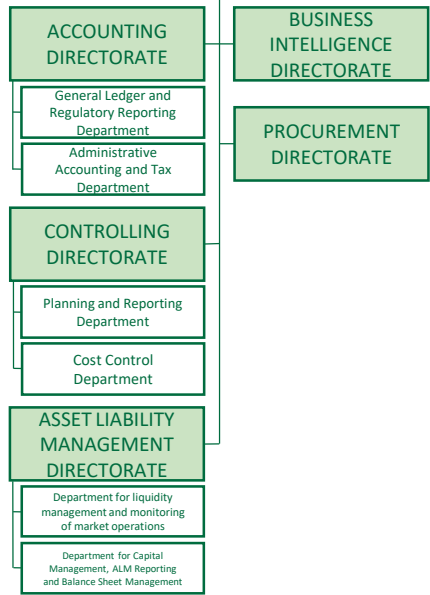
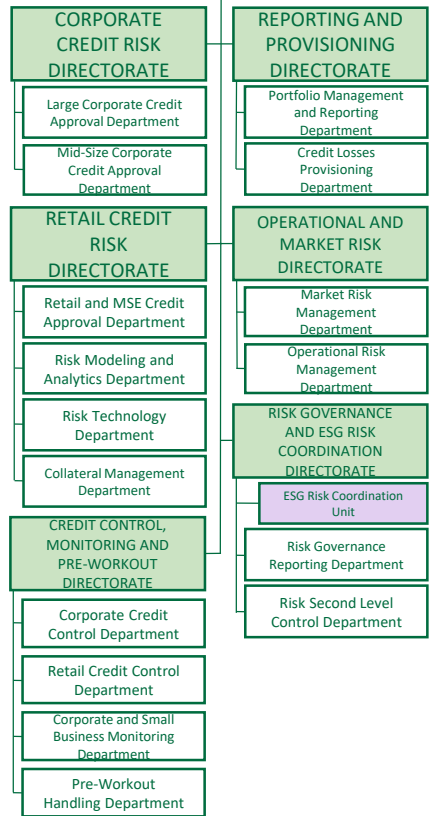
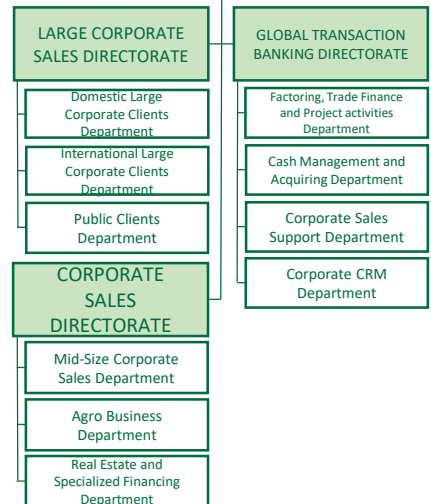
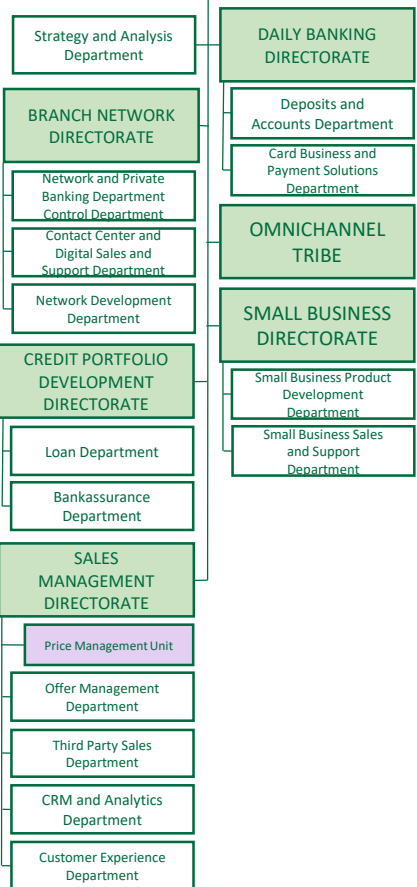
CORPORATE DIVISION

RISK MANAGEMENT DIVISION

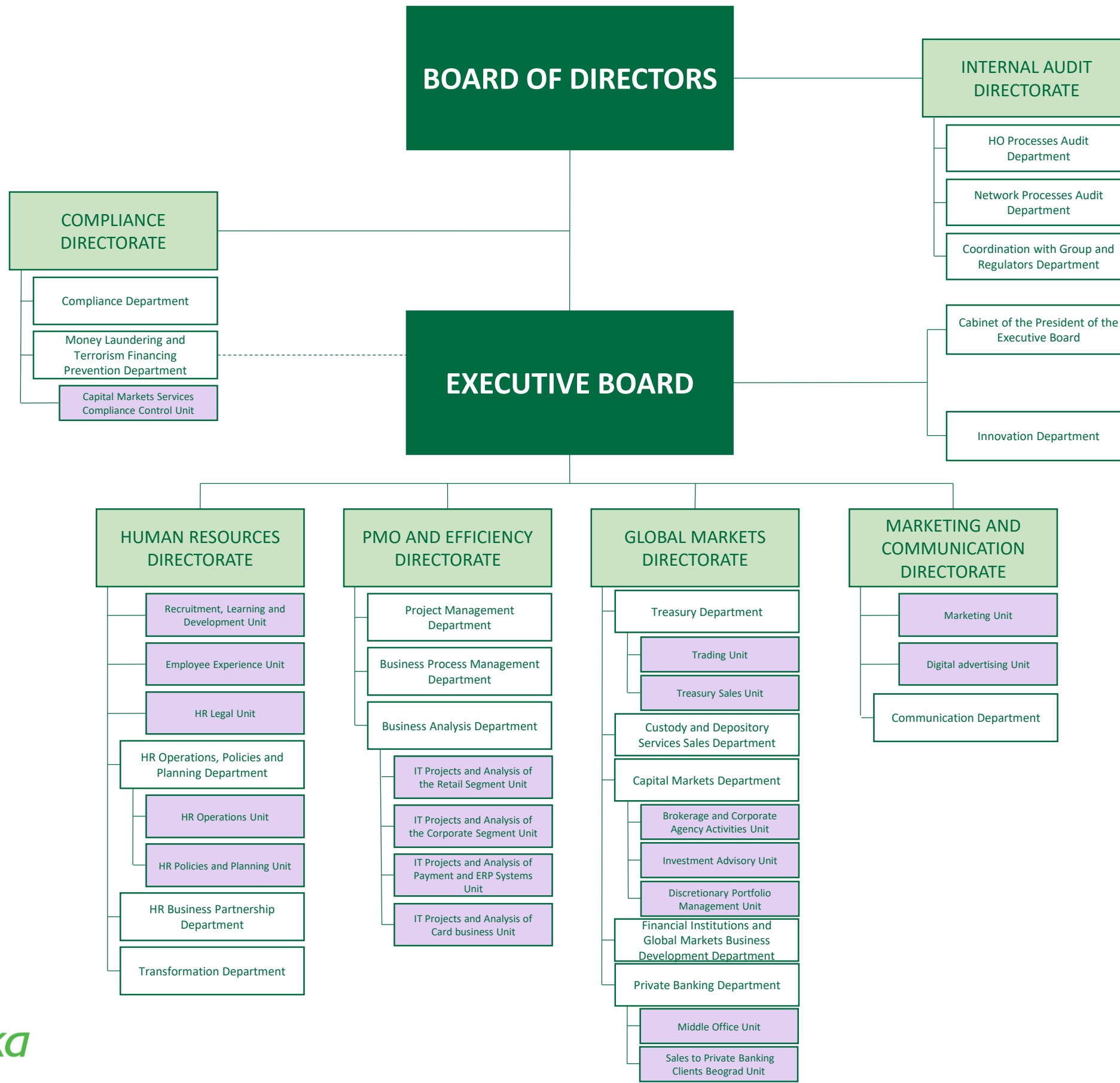
FINANCE DIVISION

IT AND OPERATIONS DIVISION

DIVISION FOR MANAGING LEGAL AND SECURITY PROCESSES OF THE BANK



CEO AREA



RETAIL DIVISION

RETAIL DIVISION

Strategy and Analysis Department

BRANCH NETWORK DIRECTORATE

- Network and Private Banking Department Control Department
 - Branch Network and Private Banking Department Control Unit
 - KYC Procedures Implementation Support Unit
- Contact Center and Digital Sales and Support Department
 - Call Center Unit
 - Contact Center for Digital Channels and Social Networks Unit
- Network Development Department
 - Improvement of Processes and Procedures Unit
 - Branch Transformation Unit
 - Service Support to Branch Network Unit

CREDIT PORTFOLIO DEVELOPMENT DIRECTORATE

- Loan Department
- Bankassurance Department

SALES MANAGEMENT DIRECTORATE

- Price Management Unit
- Offer Management Department
 - Product Sales Management Unit
 - Payroll Unit
 - Segment Management Team
- Third Party Sales Department
 - POS (Point of Sale) Unit
 - Partner Management and Bank@work Unit
- CRM and Analytics Department
 - CRM Unit
 - CRM Modeling and Analytics Unit
- Customer Experience Department
 - Complaints Management Unit
 - Network Sales Efficiency Unit

DAILY BANKING DIRECTORATE

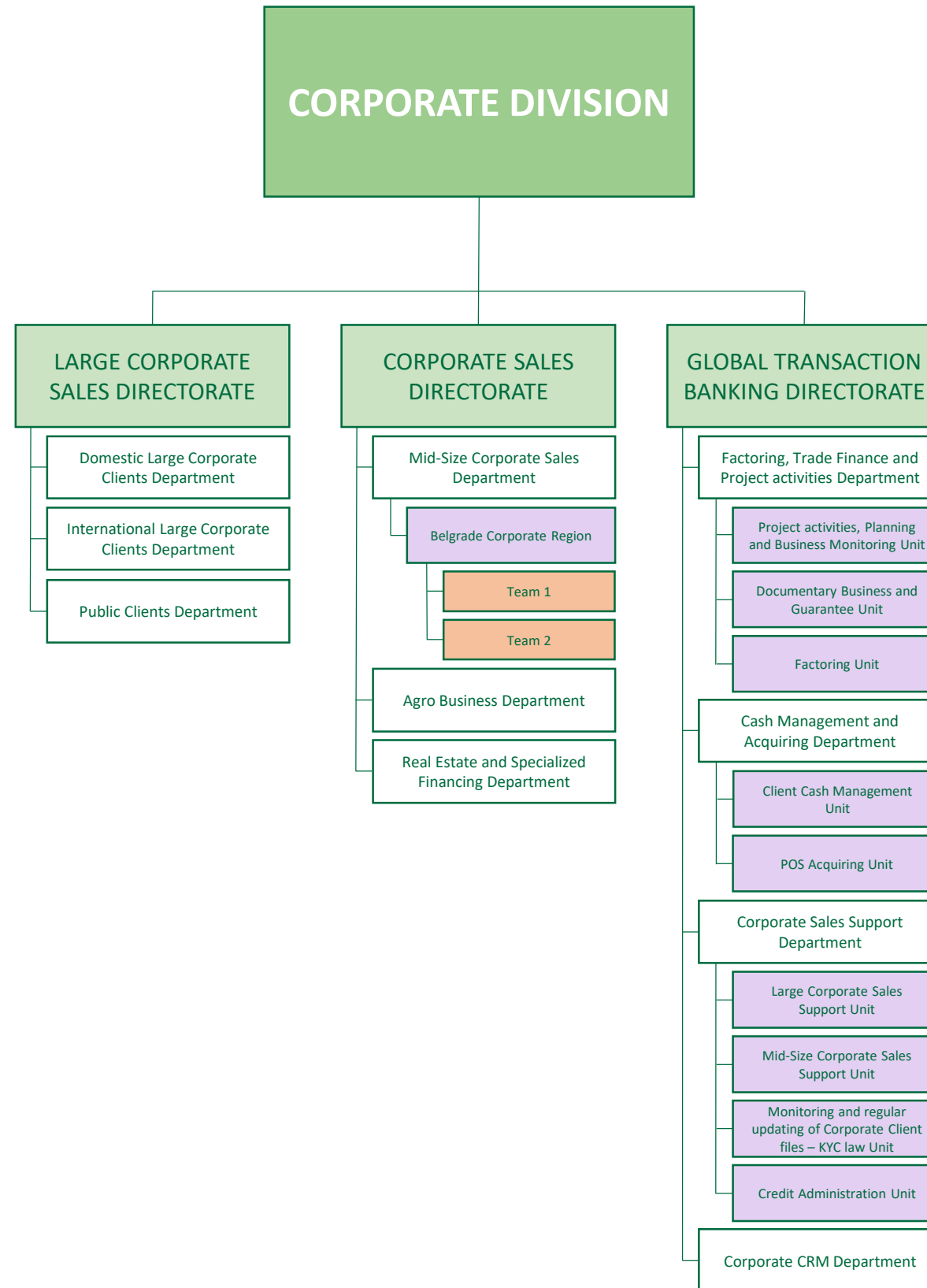
- Deposits and Accounts Department
- Card Business and Payment Solutions Department

OMNICHANNEL TRIBE

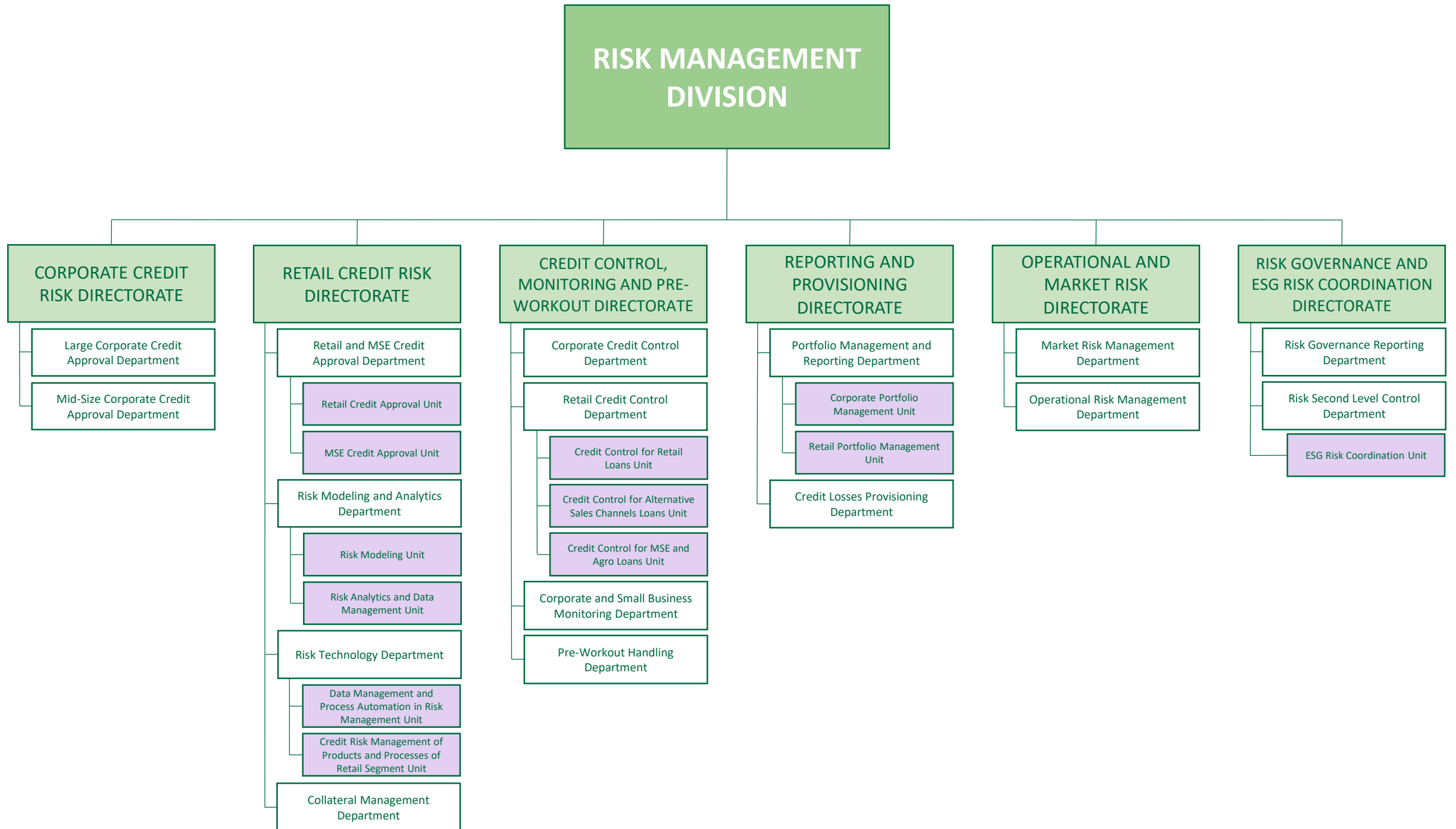
SMALL BUSINESS DIRECTORATE

- Small Business Product Development Department
- Small Business Sales and Support Department

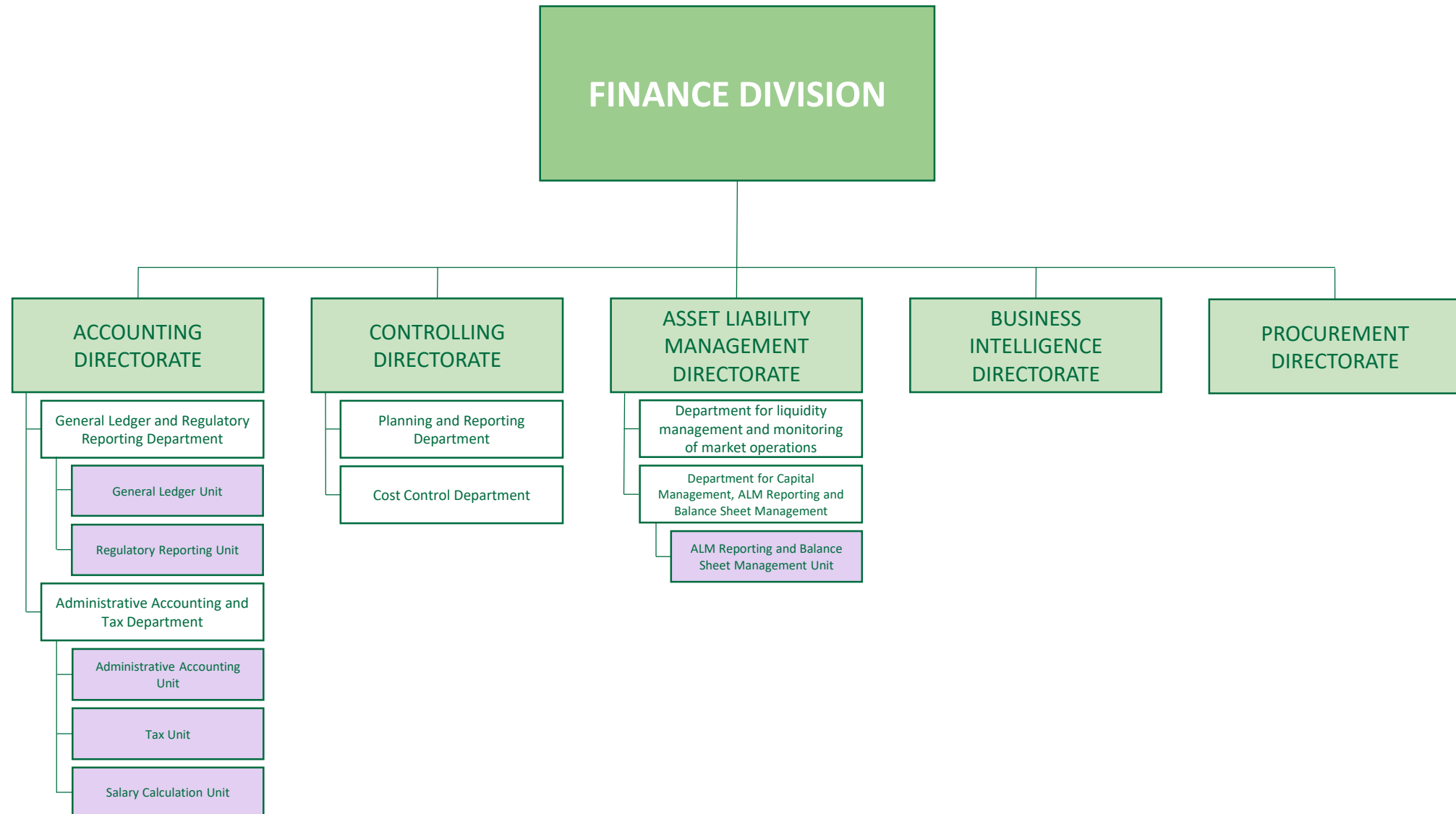
CORPORATE DIVISION



RISK MANAGEMENT DIVISION

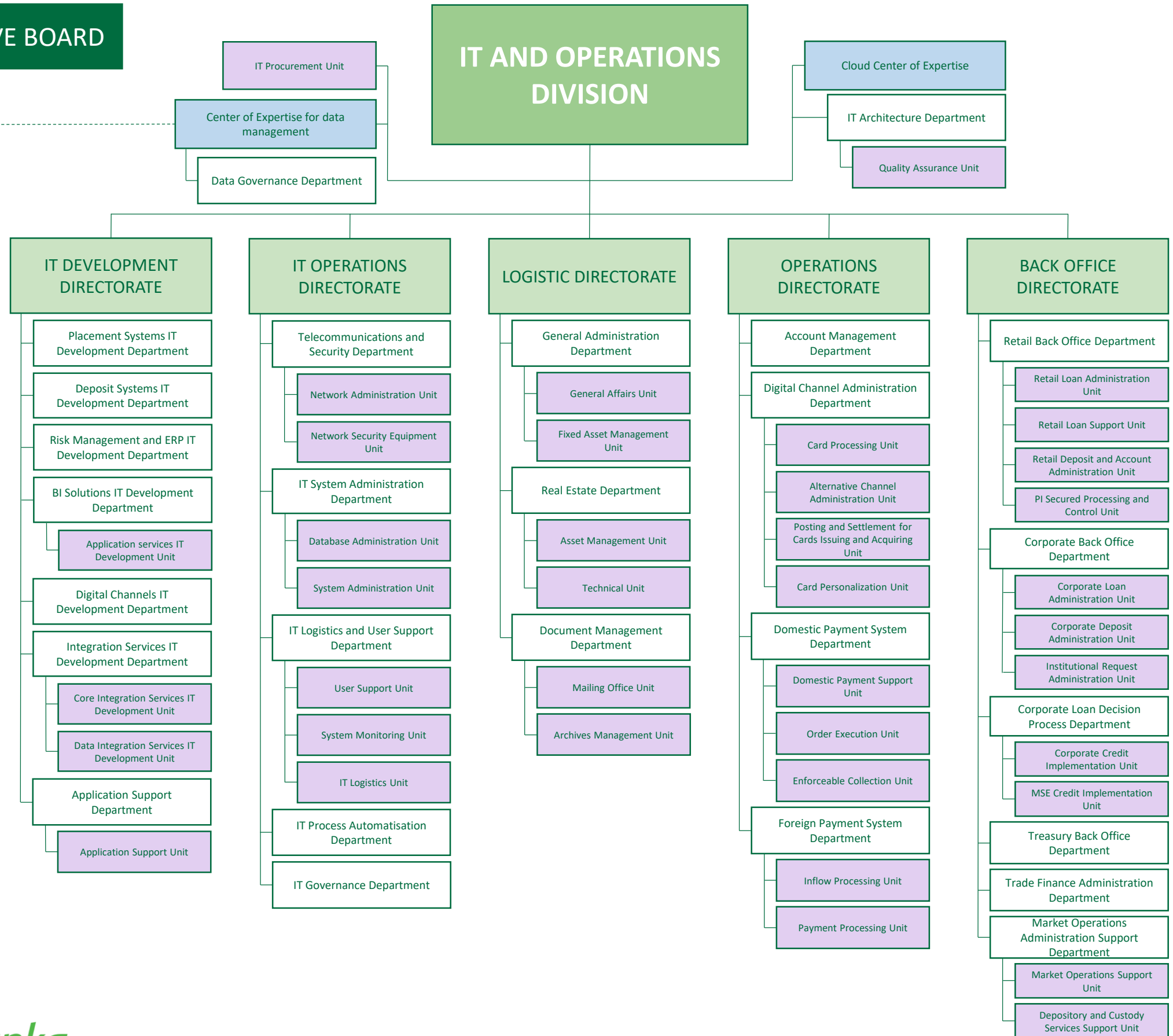


FINANCE DIVISION



IT AND OPERATIONS DIVISION

EXECUTIVE BOARD



DIVISION FOR MANAGING LEGAL AND SECURITY PROCESSES OF THE BANK

