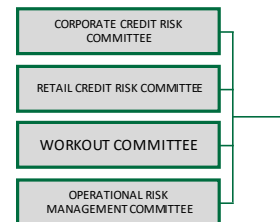
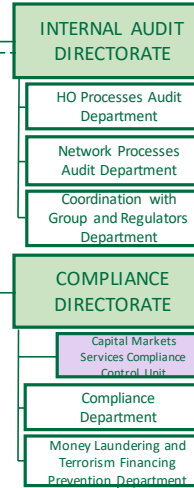
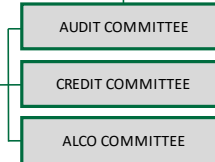


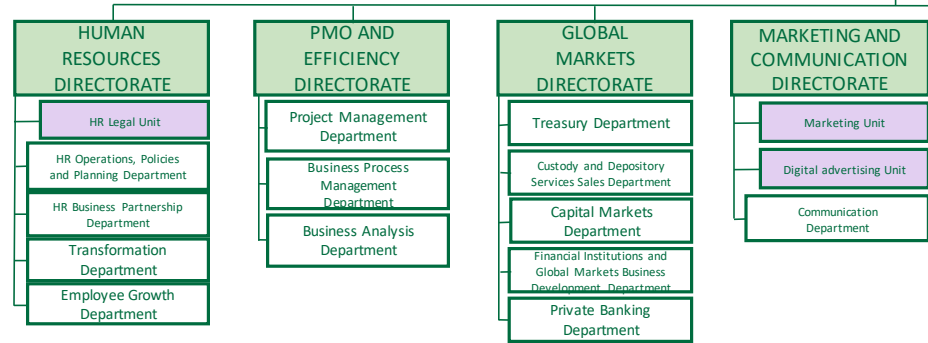
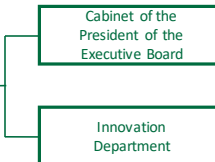
# ORGANIZATIONAL CHART



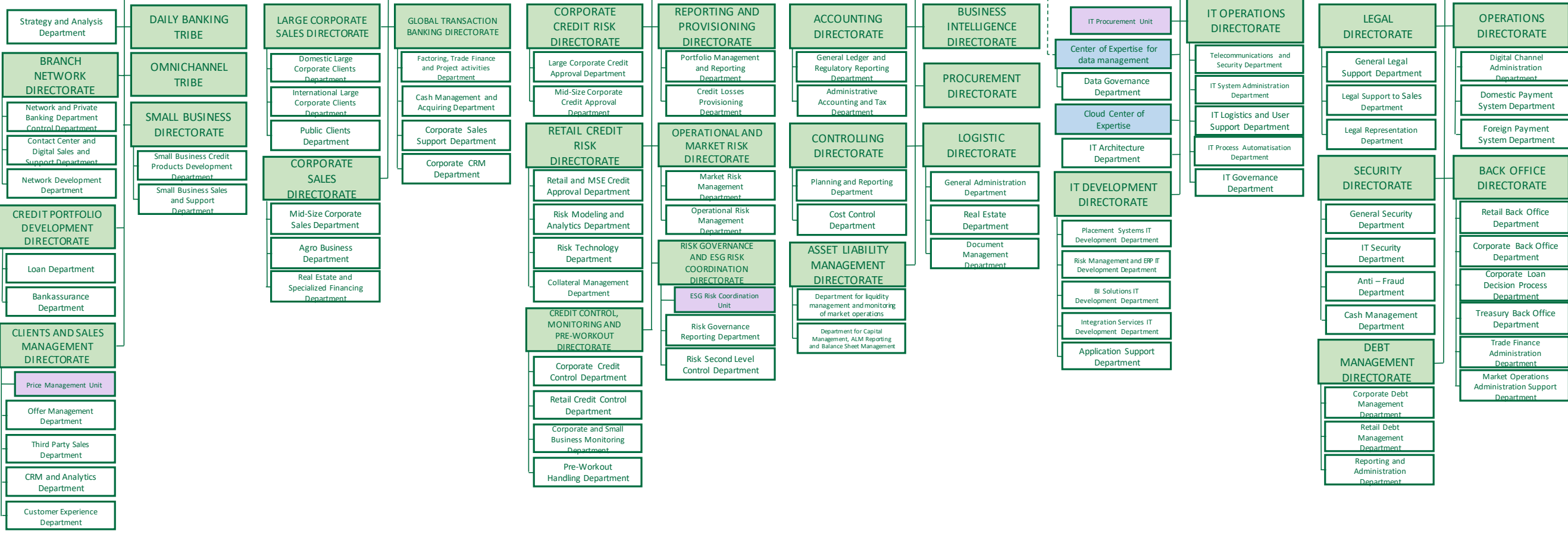
## BOARD OF DIRECTORS



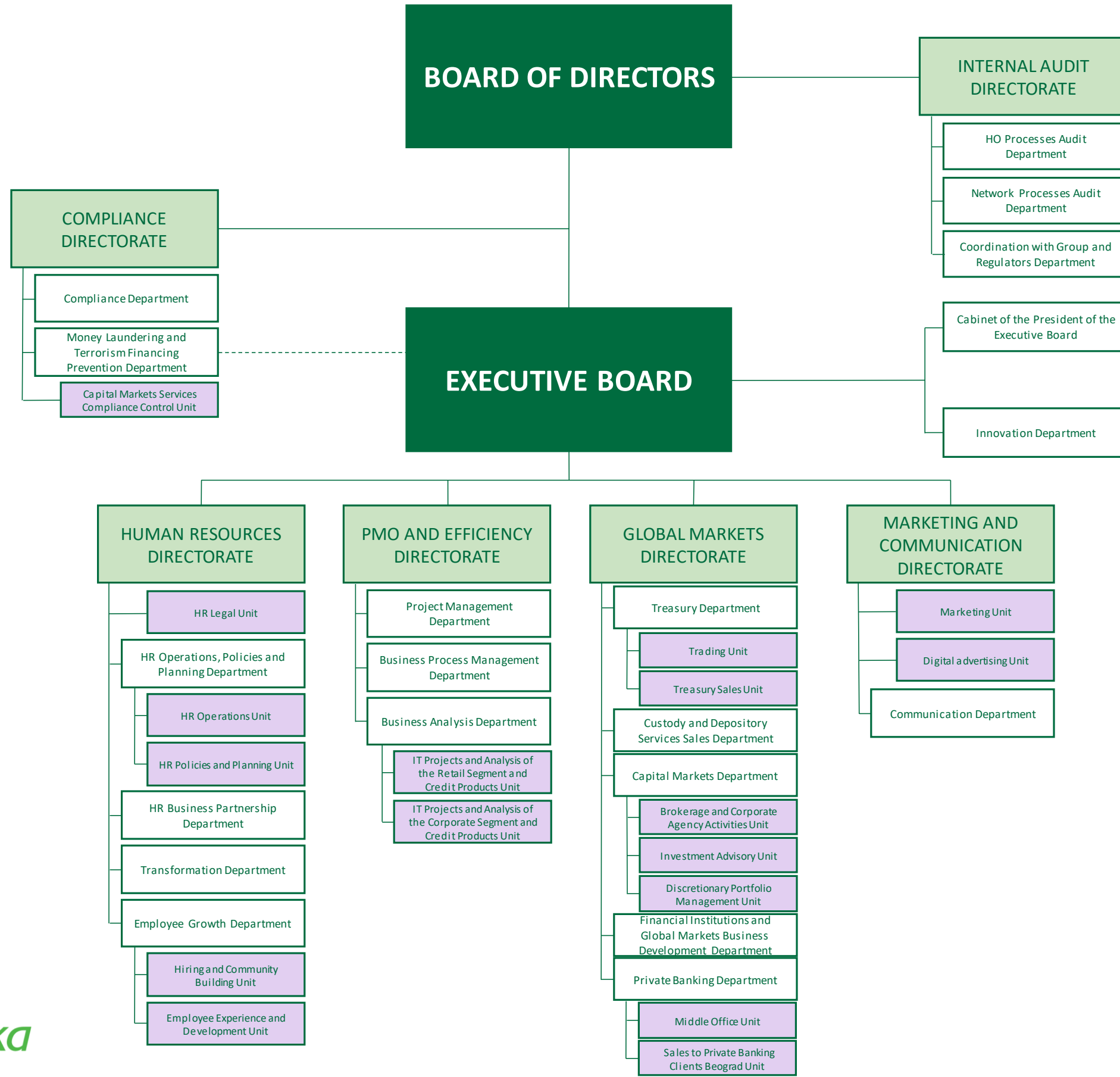
## EXECUTIVE BOARD



## RETAIL DIVISION      CORPORATE DIVISION      RISK MANAGEMENT DIVISION      FINANCE DIVISION      IT DIVISION      SECURITY AND OPERATIONS DIVISION



# 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

### CLIENTS AND 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

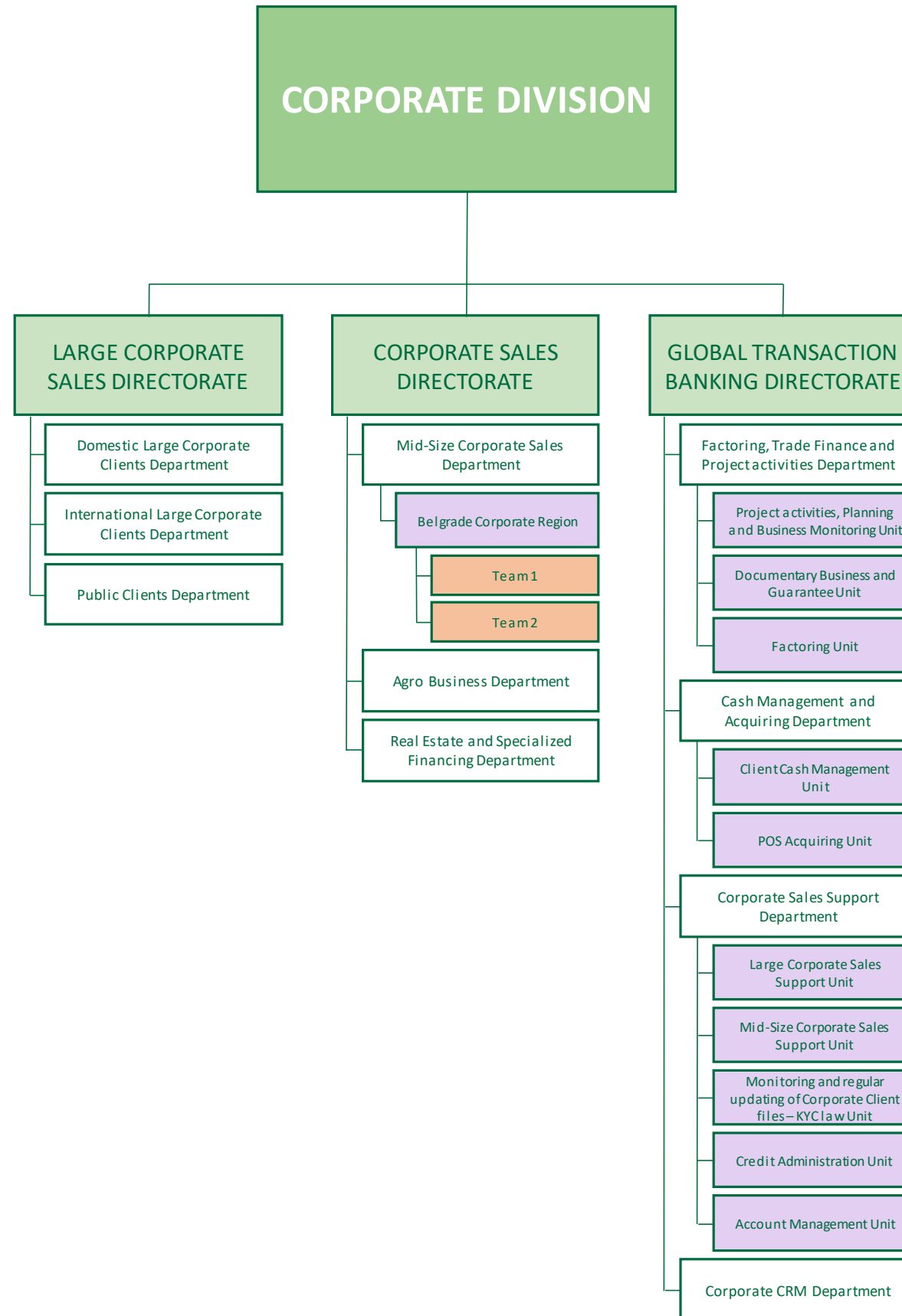
### DAILY BANKING TRIBE

### OMNICHANNEL TRIBE

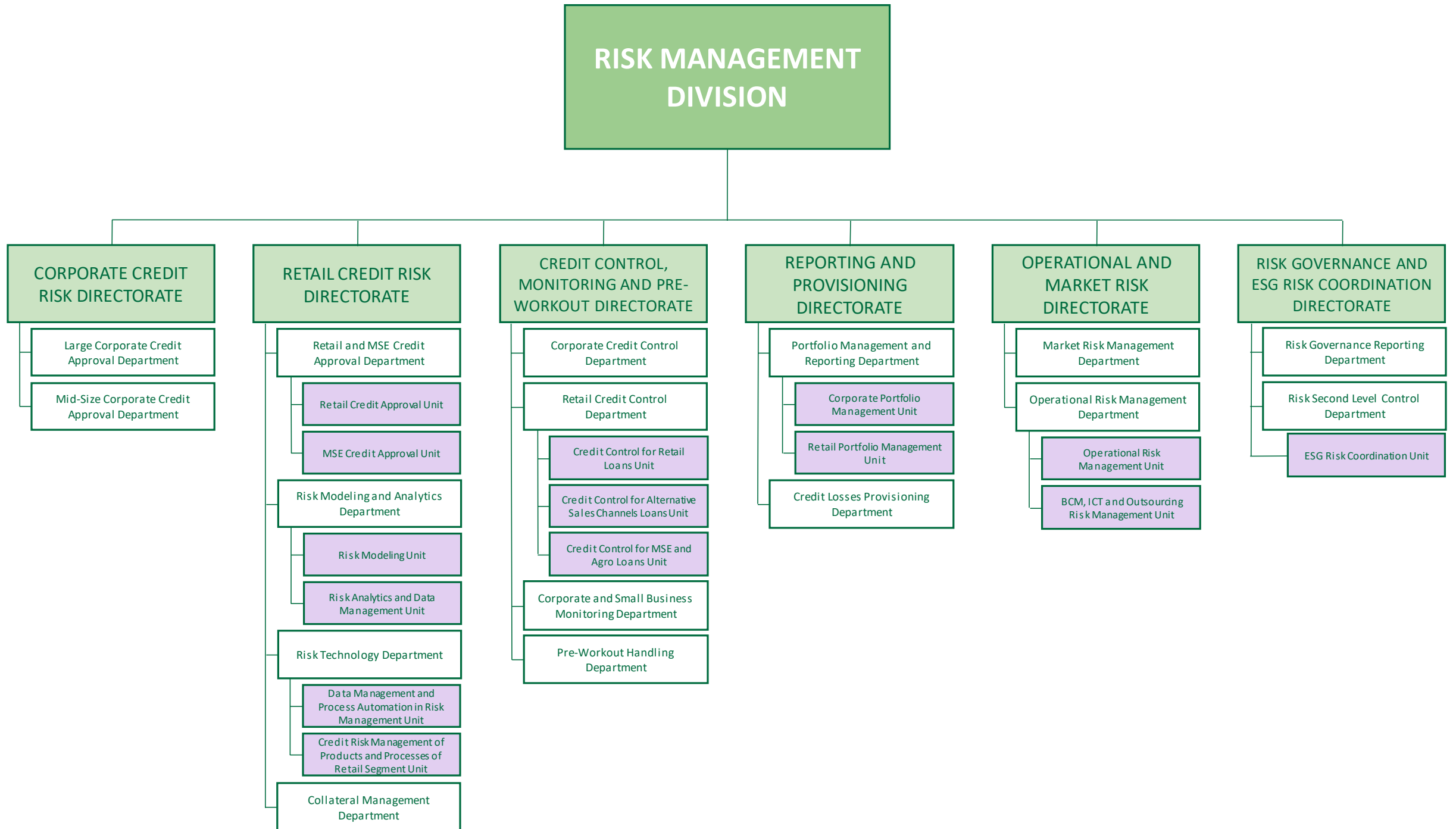
### SMALL BUSINESS DIRECTORATE

- Small Business Credit Products Development Department
- Small Business Sales and Support Department

# CORPORATE DIVISION

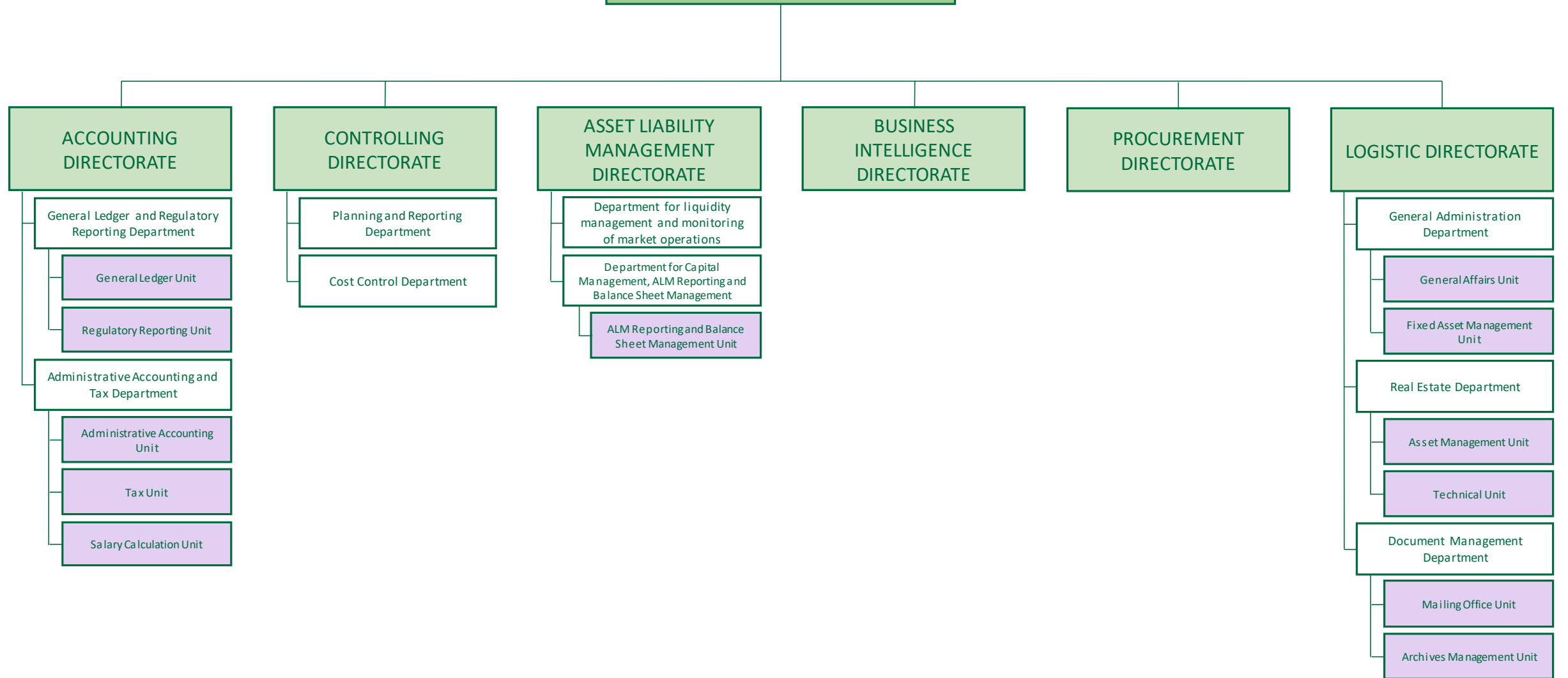


# RISK MANAGEMENT DIVISION

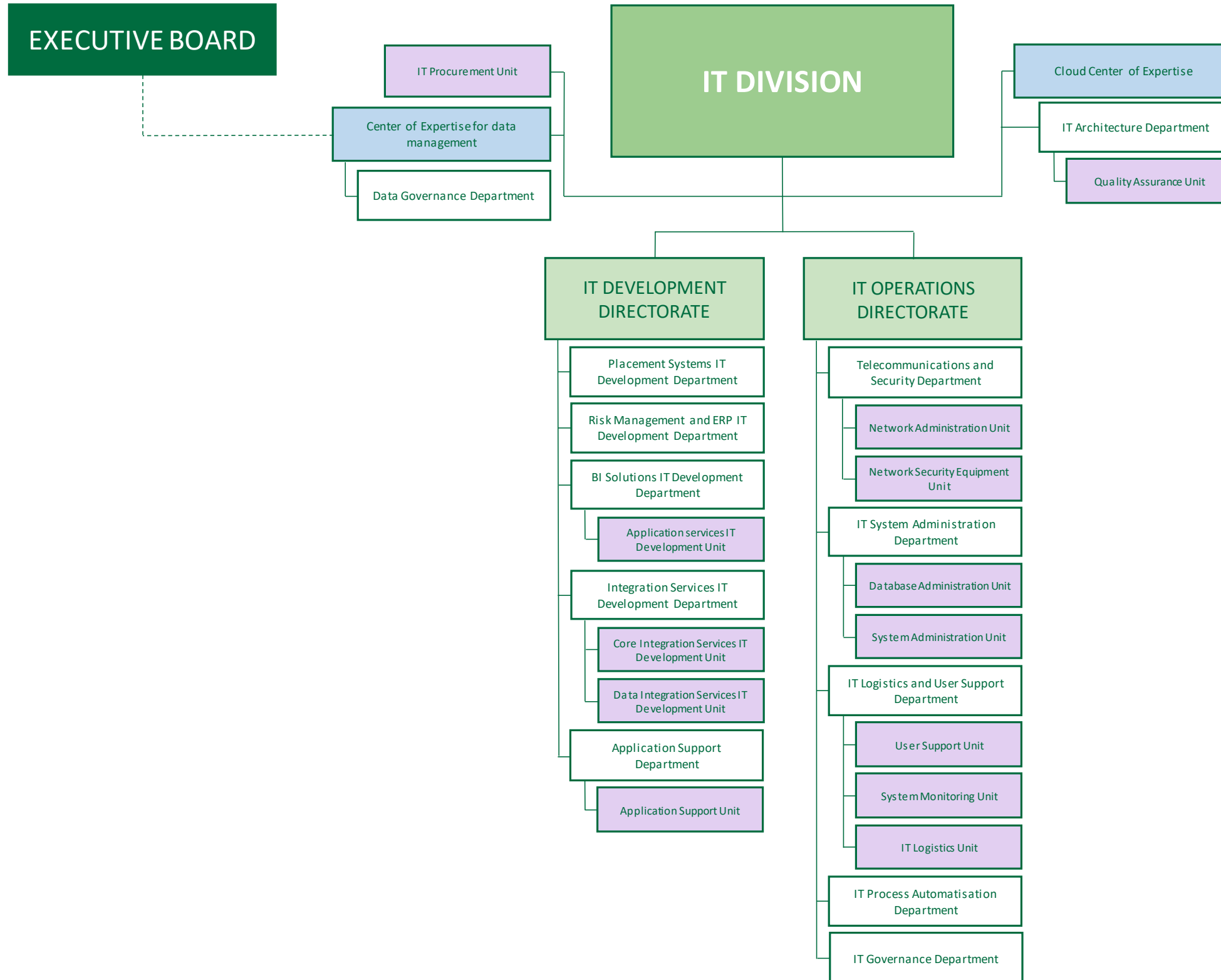


# FINANCE DIVISION

## FINANCE DIVISION



# IT DIVISION



# SECURITY AND OPERATIONS DIVISION

