

SUSTAINABILITY POLICY

SUMMARY

Based on the commitments and principles to which Banco Itaú Chile—hereinafter "Itaú" or the "Bank"—adheres, this document reaffirms our commitment to sustainable development and establishes the foundations, guidelines, and governance bodies necessary to achieve the vision of becoming a leading bank in sustainable performance, integrating environmental, social and corporate governance (ESG) issues in our business management. The scope of this policy is Itaú and its subsidiaries in Chile.

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1. OBJECTIVE

This policy aims to ratify our commitment to the pursuit of sustainable development; formalize Itaú Chile's sustainability strategy; and specify the guidelines for the continuous improvement of our sustainability practices, based on good environmental, social and corporate governance (ESG) practices.

2. TARGET AUDIENCE

This policy seeks to have a direct impact on all employees of Itaú and its subsidiaries in Chile, and indirectly, on the Bank's priority stakeholders: customers, shareholders, suppliers, investors and society in general.

3. INTRODUCTION

Our vision is to be the leading bank in sustainable performance and customer satisfaction, understanding sustainability as the generation of shared value for our main stakeholders, such as employees, customers, investors, suppliers, service providers, regulators and society, ensuring business continuity and compliance with laws and regulations. As a financial institution, we believe that we influence decisions and guide financial flows through our products and services.

4. POLICY SCOPE

This policy applies to Banco Itaú Chile and its domestic subsidiaries, as well as Itaú's business units in Chile. This policy does not establish particular conditions for products, credit or financing, nor does it establish conditions to regulate the contracting of suppliers or the acquisition of goods and services. These and other processes related to sustainability management may be regulated—if the Bank deems it appropriate—in the respective internal policies and regulations of suppliers, products, credit and other related areas.

5. PRINCIPLES AND GUIDELINES

We are committed to guiding the Bank's actions under the following guidelines:

5.1 Sustainable and measurable management

We continually incorporate sustainability into our processes through sustainability indicators and management reports, whereby we communicate our progress and performance in environmental, social and corporate governance (ESG) matters.

5.2 Corporate governance under ethical standards

We seek to exercise leadership transparently and responsibly, committed to society and to the best governance and management practices, always bearing in mind ethics and transparency in our business and in our relations with our stakeholders.

5.3 Customer satisfaction

We build long-term relationships, making available to our customers all the necessary information, as well as the financial education initiatives that the Bank determines appropriate, to ensure a conscious use of financial products and services by customers, seeking the highest level of satisfaction and protection of their personal data.

5.4 Employee wellbeing

We promote an inclusive work environment, guaranteeing adequate working conditions for their wellbeing and integrating diversity into our employee selection, promotion and development programs.

5.5 Respectful supplier relations

We promote and facilitate the development of our suppliers, improving their contracting requirements so that they also meet sustainability criteria and are aware of Itaú's focus on being a leader in sustainable performance and customer satisfaction. In this matter, the internal regulations for purchases and payments to suppliers will regulate any requirement or clause to be demanded from suppliers regarding sustainability issues, if the Bank deems it appropriate, according to its priorities.

5.6 Shared value to society

We remain committed to the main challenges that sustainable development imposes on the country and the world, supporting initiatives and public policies that aim to promote a positive impact of our operations on society.

5.7 Environmental performance

We promote respect for the environment, developing and improving mechanisms and policies for managing the direct and indirect impacts of our operations.

5.8 Transparency and accountability

Itaú and its national subsidiaries will use relevant monitoring and accountability instruments, aligned with national and international commitments recognized by the Bank. Itaú Chile's Integrated Report publishes an annual update of the list of commitments to which Itaú adheres and/or is a signatory.

The management report on our sustainability practices is aligned with the most updated guidelines of the Global Reporting Initiative (GRI), International Integrated Reporting Council (IIRC) and other market benchmarks such as the Dow Jones Sustainability Index, as well as other standards, methodologies and regulations of the Chilean market that are relevant and mandatory for the Bank's transparency and competitiveness in sustainability issues.

6. PRINCIPLE AND RESPONSIBILITY MANAGEMENT

6.1 Sustainability and Diversity High Committee (SDHC)

The Sustainability and Diversity High Committee is the highest governance body for sustainability at Itaú. It is composed of the members of the Senior Executive Committee, or representatives designated by them, and is in charge of supervising and defining the Bank's strategic sustainability focuses, as well as the relevant environmental, social and governance criteria, promoting their integration into the business and organizational culture. Its main responsibilities on ESG issues include:

- Supervising the implementation of environmental, social and corporate governance (ESG) strategies and plans related to the Bank's sustainability management, in accordance with current national regulations, the commitments voluntarily made by Banco Itaú Chile, as well as the best practices in sustainability implemented by the Bank.
- Defining projects, plans and goals related to sustainability in the entire value chain of the Bank's Board of Directors, as well as Itaú Chile's appetite in this regard.
- Monitoring the progress of projects, indicators and goals established in environmental, social and governance issues related to sustainability management.

6.2 Sustainability Department

It is responsible for:

- Jointly with the AML and Compliance Department, together with the areas of i) Learning, ii) Endomarketing and iii) Corporate Affairs, developing training and dissemination of this policy among the Bank's main internal and external stakeholders, and making it publicly available on the Bank's website.

- Supporting and advising other areas and business units in the preparation of action plans to mitigate the risk derived from non-adherence to this policy and related policies, as well as monitoring the evolution of the referred plans.
- Coordinating the sustainability governance instances, involving the different interested areas.
- Engaging and advising relevant areas in assessing adherence to voluntary commitments and responding to sustainability questionnaires, ratings and surveys and, if necessary, submitting them to the Sustainability and Diversity High Committee for approval.
- Mapping, analyzing and internalizing trends that have an impact on our business, involving the relevant areas in their assessment and incorporation.
- Clarifying doubts about the interpretation of the principles and rules of this policy, and when necessary, forwarding such doubts to the Sustainability and Diversity High Committee.
- Coordinating information gathering and indicators to evaluate and measure the performance of Itaú and its subsidiaries in Chile in terms of sustainability, managing transparency through its publication in the various sustainability reports.
- Identifying relevant issues for Itaú's sustainable management, considering its context and the expectations of its stakeholders, through dialogue and consultation.
- Keeping this policy updated, encouraging and coordinating the participation of the Bank's main stakeholders.

6.3 Itaú's areas

Each area of Itaú and its domestic subsidiaries will be responsible for:

- Adhering to the guidelines and principles of this Policy, as well as applying the voluntary commitments and sustainability indicators to the development of its activities and processes.
- Allocating a focal point and the necessary resources to collaborate in the execution of activities and initiatives of the sustainability strategy, as appropriate to its competencies, as well as providing support to the Sustainability Department in the implementation of environmental, social and governance commitments made by the Sustainability High Committee, the Executive Committee or the Board of Directors of Itaú Chile.
- Collaborating in the protection and respect for the human rights of employees and other stakeholders, ensuring compliance with the law and early identification of situations that may involve risks.
- Providing support for the construction, collection and management of indicators (data and information) necessary for accountability reporting to this governance, to relevant stakeholders and to questionnaires, indices, surveys and sustainability reporting instruments.

- Participating in the discussion on the impacts derived from the signing of voluntary commitments and covenants, providing background information and a position on the matter.

7. RELATED DOCUMENTS

- Sustainability and Social-Environmental Responsibility Policy, Itaú Unibanco Holding S.A.
- Itaú Chile Diversity and Inclusion Policy.

8. GLOSSARY

Sustainable development: development is sustainable when it meets the needs of the present generation without compromising the ability of future generations to meet their own needs (Brundtland Report - UN, 1987).

Corporate sustainability: The ability of a company to sustainably maintain its resources and relationships, managing its dependencies and impacts within its entire business ecosystem in the short, medium and long term. Sustainability is a condition for a company to access over time the necessary resources and relationships (such as financial, human and natural), ensuring their adequate preservation, development and regeneration to achieve its objectives.

Sustainable performance: to generate shared value for employees, customers, shareholders and society, ensuring business continuity.

Stakeholders: individuals, groups of individuals or organizations that affect or may be affected by the organization's activities, in particular customers and users of products and services, employees, suppliers, investors, government and community.

ESG: Environmental, Social and Governance. Refers to the three fundamental sustainability issues that enable sustainability to be managed, measured and reported.