BAC

Integrated Annual Report 2025

Strategic innovation
that strengthens banking
leadership

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Introduction



[GRI 2.3]

About this Report[1]

This 2025 Integrated Annual Report presents Grupo BAC's economic, environmental, social and governance performance in a clear, structured and transparent manner, covering the period from January 1 to December 31, 2025.

Its purpose is to provide a comprehensive view of the progress of the corporate strategy, the main milestones achieved during the year, and the value created for stakeholders.

In line with this purpose, and as part of BAC's commitment to transparency and accountability to shareholders and other stakeholders, this report has been prepared in accordance with the requirements of the Superintendence of Banks of Panama, pursuant to Agreement No. 07-2014 dated August 12, 2014, which establishes rules for the consolidated supervision of banking groups, as well as Circular No. SBP-DR-0200-2015 dated December 22, 2015.

This report has been prepared in accordance with internationally recognized sustainability disclosure frameworks. In this context, during 2025 the double materiality assessment was updated, integrating the impact materiality requirements established by the Global Reporting Initiative[2] (GRI), presented in the GRI Content Index at the end of this document, and the financial materiality criteria defined by the Sustainability Accounting Standards Board (SASB).

This process strengthened the accuracy and relevance of the material topics disclosed, ensuring that they reflect both the Bank's significant impacts on its environment and the factors that may influence its financial performance and long-term value creation. In addition, the report incorporates the SASB Standards for Commercial Banks, reinforcing alignment with international best practices in sector reporting. Similarly, IFRS S1 "General Requirements for Disclosure of Sustainability-related Financial Information" and IFRS S2 "Climate-related Disclosures" have been integrated to enhance transparency and consistency in financial and non-financial information under globally recognized sustainability criteria.

The report also includes BAC's separate and consolidated financial statements as of year-end 2025, prepared in accordance with International Financial Reporting Standards (IFRS), issued by the International Accounting Standards Board (IASB), and authorized by the Board of Directors on April 17, 2026.

Additionally, the report incorporates sector-specific frameworks and criteria related to corporate governance, risk management, economic performance, and progress on environmental and social commitments. BAC adheres to the principles of the United Nations Global Compact[3].

Financial information is presented in U.S. dollars (USD), with figures rounded for ease of reading. This information has been validated by the relevant corporate and country-level teams, ensuring consistency, technical rigor, and alignment with the adopted standards.

The report covers the operations of BAC International Corporation and its subsidiaries comprising Grupo BAC in Central America. Its structure provides a comprehensive understanding of the institutional strategy, the impacts generated, and the evolution of commitments related to sustainability, innovation, customer experience, corporate governance, and the creation of shared value.



1. *For any inquiries regarding this report, please contact comunicacion@bancredomatic.com*
2. *The Global Reporting Initiative (GRI) is an independent organization that developed the first global standard of guidelines for the preparation of sustainability reports by companies seeking to assess their economic, environmental, and social performance.*
3. *The United Nations Global Compact is a voluntary initiative through which companies commit to aligning their strategies and operations with ten universally accepted principles derived from United Nations declarations in four thematic areas: human rights, labor standards, environment, and anti-corruption.*

[GRI 2.22] [GRI 3.3]

Message from the president

During 2025, Grupo BAC strengthened its regional leadership through strategic management focused on generating economic value, advancing climate and environmental action, and enhancing social well-being in the countries where it operates. The results reflect the organization's ability to anticipate risks, drive innovation, and maintain strong performance in a constantly evolving global environment.



In the Economic Dimension, Grupo BAC delivered results that reaffirm its financial strength and its role as a driver of regional development. Total assets reached US$40,747 million, representing a 7.3% increase compared to the previous year. The loan portfolio expanded by US$1,958 million to US$27,657 million, with significant growth in the Commercial segment, which increased by US$1,165 million, supporting strategic business initiatives across the region. Profit before tax amounted to US$1,031.8 million, and net income reached US$785.4 million, reflecting growth of 12%. Operating efficiency improved to 52.3%, while return on equity remained strong at 19.1%, reinforcing the Group's competitive position and stakeholder confidence.

In the Environmental Dimension, progress continued in the implementation of the Climate Strategy and the strengthening of environmental and social risk management. The Environmental and Social Risk Analysis System (SARAS) evaluated US$11,854 million in corporate and middle-market portfolios, of which US$2,172 million were classified as risk "A," US$2,492 million as risk "B," and US$6,582 million as risk "C." The identification of physical and transition risks was further strengthened, along with the definition of climate hazard impact scales and the automation of geolocation processes for financed projects. These actions contributed to enhancing climate scenario analysis and the development of stress testing capabilities. In addition, the investment portfolio maintained a prudent composition, with 32% allocated to investment-grade issuers and 74% of the fixed-income portfolio invested in Central American government securities, reinforcing portfolio stability and risk management.

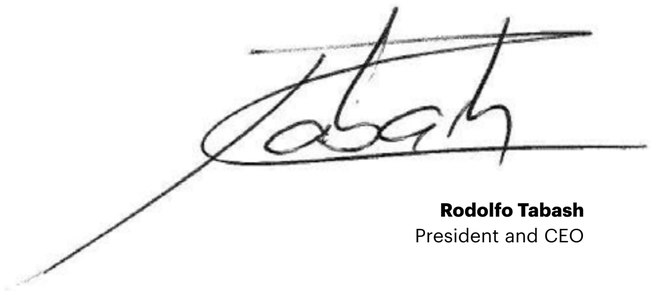
BAC reaffirmed its commitment to the Principles for Responsible Banking for the fifth consecutive year by integrating environmental, social and governance criteria into its strategy and management practices, in line with international standards and leading practices in the financial sector.

The identification and management of opportunities derived from impact analysis continued to advance, enabling progress across four strategic priorities: climate strategy, financial inclusion, nature and biodiversity, and human rights.

In the Social Dimension, Grupo BAC continued to promote initiatives supporting inclusion, financial education, and the financial well-being of individuals, communities, and small and medium-sized enterprises. During the year, more than 23,402 SMEs received training in business strengthening, reaching a cumulative total of more than 209,000 companies supported since 2009. In addition, more than 270,000 SMEs benefited from financing, digital solutions, and specialized advisory services, contributing to 8% year-on-year growth in this segment. The organization also strengthened its internal well-being approach for more than 20,574 employees, fostering a culture centered on development, diversity, and a comprehensive employee experience.

In 2025, the Corporate Human Rights Policy was approved, based on the United Nations Guiding Principles on Business and Human Rights. This milestone reinforces the commitment to human rights as a core pillar of the Triple Value Corporate Strategy and reflects the organization's values. Its scope extends beyond Grupo BAC's own operations to include its supply chain, customers, and business partners.

The performance achieved in 2025 confirms that the Triple Value model continues to guide strategic decision-making, integrating economic growth, environmental stewardship, and social well-being. The strengthening of digital capabilities, innovation in financial products, continuous improvement in risk management, and the update of the double materiality assessment position Grupo BAC to continue advancing with determination toward building a more prosperous and sustainable future for the region.



Rodolfo Tabash
President and CEO



[GRI 2.9] [2.11]

Board of directors

The Board of Directors of BAC International Corporation (BIC) is responsible for evaluating the performance of senior management, overseeing compliance with corporate objectives and strategy, ensuring adherence to applicable laws and regulations, and safeguarding the rights and interests of Grupo BAC's shareholders. The Board is composed of professionals with extensive experience and distinguished careers and operates as a single governing body, comprising executive, independent, and non-executive directors, all of whom contribute to strengthening the corporate governance model.

The Chair of the Board of Directors is held by an executive director who also serves as Chief Executive Officer (CEO) of the parent company, BAC Headquarters. In this role, he oversees the overall operations of Grupo BAC and supports BAC International Corporation (BIC) in the design, supervision, and monitoring of the execution of its strategy and corporate policies. This integrated leadership model promotes strategic alignment, strengthens oversight, and supports consistent management in addressing environmental and business challenges.

Composition of the BIC Board of Directors as of December 2025



Rodolfo Tabash Espinach

President and Chief Executive Officer
(since December 11, 2014)

Education:

Master of Business Administration, INCAE Business School; Bachelor of Business Administration, University of the Americas.

Professional experience:

In July 2016, he assumed the role of Chief Executive Officer of BAC and currently serves as CEO of the parent company, BAC Headquarters. Previously, he held the positions of Country Manager of BAC International Bank, Inc., and Chief Corporate Banking Officer, where he was responsible for the development and implementation of the Corporate Banking strategy across the Central American region.
He has also served as Commercial Banking Manager at Banco de San José de Costa Rica, Financial Manager of BSJ International Bank & Trust Company Ltd., and Deputy General Manager of Lachner & Sáenz.



Ana María Cuellar de Jaramillo

Independent Director and Treasurer
(since December 11, 2014)

Education:

Certified Public Accountant, Jorge Tadeo Lozano University.

Professional experience:

She serves as a consultant and is an active member of the boards of directors of Banco de Bogotá, Megalínea, Brío de Colombia S.A., Concentrados S.A., and Crump América S.A. She has also held positions at Citibank and the Colombian Ministry of Finance.



Daniel Pérez Umaña

Executive Director and Secretary
(since January 21, 2016)

Education:

Master of Laws (LL.M.), Harvard Law School; Master of Laws (LL.M.) in Comparative Financial Law and International Dispute Resolution, University of Oxford; Executive Program on Legal Aspects of International Business, INCAE/Georgetown; Specialist in Notarial and Registry Law, Universidad Escuela Libre de Derecho; Law Degree, University of Costa Rica.

Professional experience:

He serves as Senior Corporate Vice President of Legal and Public Affairs at Grupo BAC, a position he holds as of the date of this report. He previously served as a partner at Bufete Gómez y Galindo (San José, Costa Rica).



Álvaro Velásquez Cock

Independent Director
(since December 11, 2011)

Education:
Ph.D. in Economic Sciences, University of Antioquia; M.Sc. candidate, London School of Economics.

Professional experience:
He serves as a member of the boards of directors of Banco de Bogotá and Corporación Financiera Colombiana S.A.



Carlos Arcesio Paz Bautista

Non-Executive, Non-Independent Director
(since December 11, 2014)

Education:
Bachelor's degree in Business Administration, EAFIT University; Specialization in Marketing, ICESI–EAFIT.

Professional experience:
He serves as a member of the boards of directors of Corporación Financiera Colombiana S.A. and Banco de Bogotá.



Luis Carlos Sarmiento Gutierrez

Non-Executive, Non-Independent Director
(since March 15, 2024)

Education:
Master of Business Administration (MBA) in Finance, Johnson Graduate School of Management, Cornell University; Civil Engineer, University of Miami.

Professional experience:
He serves as Chairman of the Board of Directors of Grupo Aval. He has more than 40 years of professional experience, including 20 years in the financial sector. He also serves as Chief Strategy Planning Officer of BAC Headquarters Inc., a position he holds as of the date of this report.



Mauricio Cárdenas Müller

Non-Executive, Non-Independent Director
(since March 15, 2024)

Education:
Master of Business Administration (MBA), School of Management and Business, University of La Sabana – INALDE; Bachelor's degree in Electronic Engineering, Pontificia Universidad Javeriana.

Professional experience:
He serves as an alternate member of the Board of Directors of Grupo Aval.

[GRI 2.1] [GRI 202.2]

Management Structure

During 2025, as part of an ongoing process of evolution, optimization, and continuous improvement in corporate governance, and in alignment with leading organizational and regulatory practices, a key strategic adjustment was implemented: the formal establishment of a headquarters under the name BAC Headquarters. Based in Panama, this entity supports BAC International Corporation (BIC) in the design, supervision, and monitoring of the execution of BAC's strategy and corporate policies.

This decision reflects a long-term vision aimed at strengthening BAC's institutional structure, without affecting the ordinary functions or day-to-day operations of its entities.

Likewise, the operations of BAC Latam SSC S.A. are maintained as a specialized internal service provider responsible for centralizing and transforming previously fragmented operations into a cohesive and efficient system. BAC Latam SSC S.A. has adopted the commercial name "BAC Shared Services" and focuses on providing technical support, facilitating the transfer of best practices across operations, consolidating administrative functions, standardizing and optimizing processes, mitigating risks, and supporting technological and operational innovation throughout the Group.

The Group's operations in each country continue to function under their current structure, ensuring the effective execution of strategy, the achievement of results, sound operational management, interaction with local authorities, and full compliance with applicable regulations.

The new structure reinforces BAC's regional leadership, enhances alignment across countries, and optimizes the orderly, transparent, and integrated management of strategic, financial, risk control, and administrative activities, in compliance with all applicable regulations.

Through this evolution, BAC reaffirms its commitment to stability, transparency, and the orderly growth of the Group.



BIC

Holder of shares in the subsidiaries comprising Grupo BAC

BOARD OF DIRECTORS:
Rodolfo Tabash
Ana M. Cuellar
Daniel Pérez
Álvaro Velásquez
Carlos Arcesio Paz
Luis Sarmiento G.
Mauricio Cárdenas

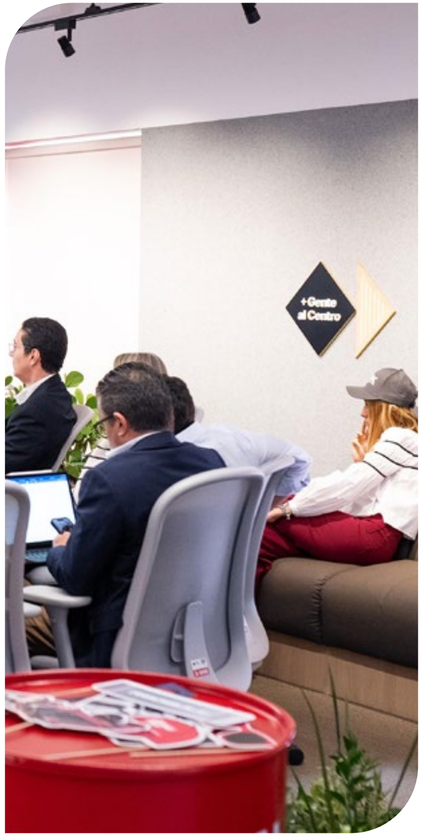
COMMITTEES:
Audit
Comprehensive Risk Management
Compliance
Assets and Liabilities (ALICO)
Credit
Compensation and Appointments

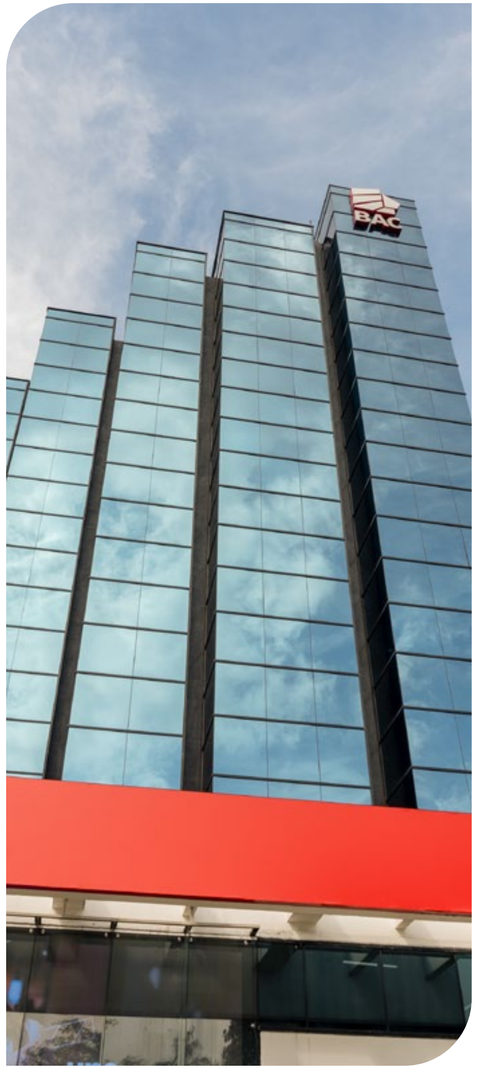
BAC Headquarters

Headquarters. Designs the corporate strategy and policies.

ADMINISTRATION:
Rodolfo Tabash - Chief Executive Officer (CEO)
Luis Carlos Sarmiento Gutierrez - Chief Strategy Planning Officer (CSO)
Alejandro Guardia - Chief Financial Officer (CFO)
Jessica Mora - Chief People & Client Experience Officer (CPXO)
Adrián Elizondo - Chief Risk Officer (CRO)
Daniel Bañados - Head of Compliance and Regulatory Affairs







BAC Shared Services

Specialized in-house supplier.
It centralizes some operations, provides technical support and transfers best practices.

ADMINISTRATION:

Carlos Sevilla - Senior Corporate Vice President, Transformation & Operations
Alfonso Salvo - Senior Corporate Vice President, Technology and Digital Services
Jaime Compte - Senior Corporate Vice President, People, Services & Payment Methods
Rodolfo Trejos - Senior Corporate Vice President, Business Services
Daniel Pérez - Senior Corporate Vice President, Legal & Public Affairs
José Manuel Páez - Corporate Vice President, Digital Fintech Services
Kenneth Rothe - Senior Corporate Vice President, Controllership

BAC Countries

They execute strategy, interact with local authorities and ensure regulatory compliance.

EXECUTIVE PRESIDENTS:

Ramon Chiari - Panama
Federico Odio - Costa Rica
Juan Carlos Sansón - Nicaragua
Luis Fernando González - El Salvador
Eric Campos - Guatemala
Carlos Handal González - Honduras

BAC's leadership is composed of highly qualified professionals whose experience and regional credibility support excellence in management and the achievement of strategic objectives.

This team, 94% of whom are regional executives, has an average tenure of 17 years at BAC. Most members have advanced through the Management Succession Program, reflecting a strong commitment to internal talent development and leadership continuity.



[GRI 2.6]

BAC in figures 2025

Infographic No. 01

Presence in the region

Main indicators[4]

Assets	Portfolio	Deposits	Profit Before Tax
$40.75 MM	$28.42 MM	$30.21 MM	$1,031.82 M

Net Worth	ROE	ROA	Employees	Customers
$4.38 MM	19.1%	2.0%	20,585	+6 million

Business Position

Regional leader

in the card issuing and acquiring business

#1 en

- Assets
- Portfolio
- Deposits
- Profit before Tax

Service channels

- 312 offices
- 279 business savings banks
- 39 drive-thru banks
- 2,025 ATMs
- 8,240 non-bank correspondents

Digital transformation

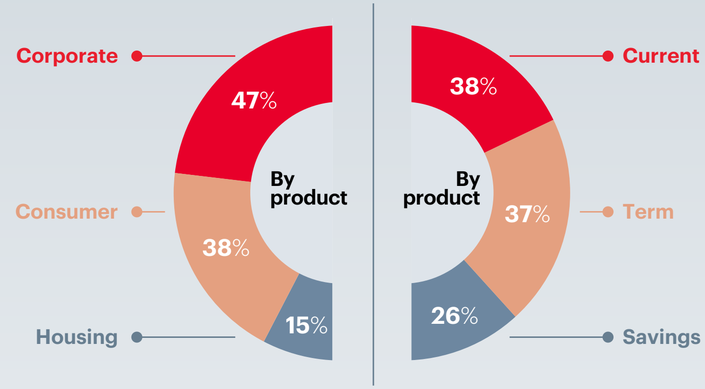
Monetary transactions are conducted through remote channels **96%**

More than 3.4 million active digital customers

96% Digital customers using Mobile Banking

Highly diversified portfolio

Portfolio	Deposits
$28.4 MM	$30.2 MM



4. The figures correspond to the end of 2025 for Bac International Corporation, the group's banking holding company.

Awards and recognitions

Fintech Americas

Gold – Guatemala
Digital Transformation Category:
100% Digital Certificates

This recognition highlights the 100% Digital Certificates initiative in Guatemala, which transformed the process of opening and managing certificates of deposit into a fully digital experience, enhancing operational efficiency and customer experience. The award was granted by Fintech Americas in the Digital Transformation category.

Gold – Costa Rica
Financial Inclusion Category:
BAC Sin Límites

This award recognizes BAC Sin Límites, a financial inclusion solution that removes connectivity barriers by enabling access to the bank's digital channels without mobile data consumption. The initiative was recognized by Fintech Americas in the Financial Inclusion category.

Silver – Panamá
Financial Innovators Category:
Legal SMEs

In Panama, the Pymecash initiative received the Silver Award for its contribution to the digital transformation of legal SMEs by facilitating agile and digital access to financing. This recognition was granted by Fintech Americas as part of the Financial Innovators in the Americas Awards.

Global Finance

Best Bank in Central America

This recognition positions BAC as a leading bank in Central America, based on an evaluation conducted by the editors of Global Finance, which considers financial performance, regional presence, innovation, and strategic strength. The award highlights the bank's leadership in the region and its ability to adapt to a complex economic environment.

Best Bank in Costa Rica

BAC was recognized as a leading bank in Costa Rica by Global Finance, in acknowledgment of its financial results, customer focus, and innovation in banking services. This award reaffirms the institution's role as a benchmark within the Costa Rican financial system.

World Economic Magazine Awards

Best Digital Banking Transformation Central America 2025

This recognition highlights BAC's leadership in digital banking transformation in Central America, acknowledging its progress in digitalization, technological innovation, and customer-centricity. The award was granted by World Economic Magazine following an evaluation process that considers innovation and digital maturity.

Excellence in Sustainable Banking and Financial Inclusion 2025

This award recognizes BAC's commitment to sustainable banking and financial inclusion, highlighting initiatives aimed at generating social, environmental, and economic impact across the region. The recognition is granted by World Economic Magazine to institutions that integrate sustainability and purpose into their business models.

Regional Bank of the Year Central America 2025

BAC was recognized as Regional Bank of the Year in Central America in acknowledgment of its financial performance, regional leadership, and strategic execution. The award is granted by World Economic Magazine as part of its annual business excellence awards.

Latin Finance

Bank of the Year Central America

BAC was recognized as Bank of the Year – Central America by LatinFinance as part of its Banks of the Year Awards. This recognition highlights the bank's strong financial performance, regional leadership, and consistent execution of its strategy across Central America.

International Investor

Most Innovative Bank Central America 2025

BAC was recognized as Most Innovative Bank – Central America 2025 by International Investor, in acknowledgment of its leadership in innovation, digital transformation, and the evolution of the banking model in the region. This recognition highlights the bank's ability to implement innovative financial solutions with regional impact.

Most Innovative Banking CEO of the Year Central America 2025

Rodolfo Tabash was recognized as Most Innovative Banking CEO of the Year – Central America 2025 by International Investor, in acknowledgment of his leadership in promoting a strategic vision focused on innovation, digital transformation, and sustainable value creation in Central America.

Capital Finance Int.

Innovation Excellence in Omni-Channel Banking Experience – Latin America 2025

BAC received this award from Capital Finance International in recognition of its ability to deliver an integrated and consistent banking experience across digital and physical channels. This recognition highlights the bank's innovation in customer experience management and the effective integration of its service platforms.

The Bizz

Business Excellence

BAC was recognized with The Bizz – Business Excellence Award, granted by the World Confederation of Businesses (WORLDCOB). This recognition acknowledges organizations that demonstrate excellence in leadership, management quality, innovation, and commitment to a responsible business culture. The award is considered one of the most prominent international recognitions in corporate excellence.

Effie Awards

Gran Effie – "Súbete con BAC" Panamá

BAC Panama received the Gran Effie, the highest distinction of the competition, for the "Súbete con BAC" campaign, recognized for its outstanding effectiveness in business results and its strategic use of data within the Data-Driven Media category. This recognition highlights the most effective campaign of the year among all participating cases.

Gold Effie – "Súbete con BAC" Panamá

The "Súbete con BAC" campaign in Panama was also awarded the Gold Effie, reaffirming its excellence in strategic execution and its measurable impact on commercial and brand performance. This recognition underscores BAC's ability to translate creativity and data into tangible results.

Bronze Effie – "Reimagining the Savings Strategy" - Panamá

BAC Panama received the Bronze Effie for "Reimagining the Savings Strategy," an initiative recognized for its effectiveness in the Finance category, transforming the value proposition of savings through a clear, relevant, and results-oriented communication strategy

MERCO Rankings

Table No. 01

Merco Rankings

MERCO REPUTATION RANKING

Set of **companies**	2022	2023	2024	2025
Costa Rica	5º	3º	2º	2º
Guatemala	18º	18º	14º	9º
Panama	33º	29º	16º	20º
Honduras	1º	1º	2º	1º
El Salvador	3º	2º	14º	9º

Set of **banks**	2022	2023	2024	2025
Costa Rica	1º	1º	1º	1º
Guatemala	6º	2º	2º	2º
Panama	6º	6º	5º	5º
Honduras	1º	1º	2º	1º
El Salvador	1º	2º	3º	2º

*The previous years are non-Merco countries, so a complete and audited study did not apply.

MERCO TALENT RANKING

Set of **companies**	2024	2025
Costa Rica	1º	2º
Panama	9º	9º

Set of **banks**	2024	2025
Costa Rica	1º	5º
Panama	5º	5º

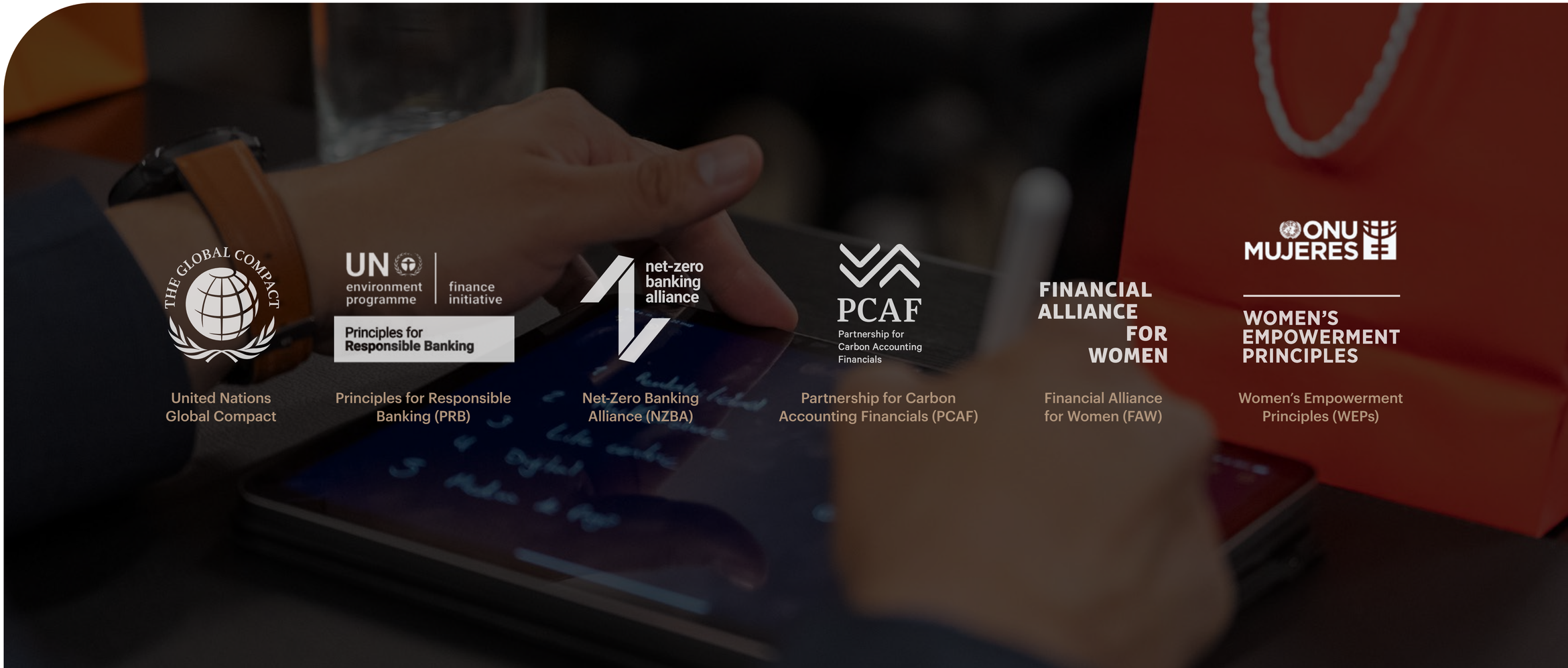
MERCO ESG RANKING

	Company	Banking sector
Guatemala	19	3
Honduras	1	1
El Salvador	7	2
Costa Rica	1	1
Panama	23	5

	Environment	Social	Governance
Guatemala	30	19	18
Honduras	2	1	1
El Salvador	6	8	8
Costa Rica	3	1	1
Panama	31	20	17

[GRI 2.24]

Memberships and commitments



United Nations Global Compact

Principles for Responsible Banking (PRB)

Net-Zero Banking Alliance (NZBA)

Partnership for Carbon Accounting Financials (PCAF)

Financial Alliance for Women (FAW)

Women's Empowerment Principles (WEPs)

[GRI 2.9] [GRI 2.10] [GRI 2.11] [GRI 2.12] [GRI 2.15] [GRI 2.18] [GRI 3.3]

Corporate governance



Governance structure

In order to protect the interests of the organization and its stakeholders, BAC International Corporation (BIC) has established a robust corporate governance structure composed of boards of directors, senior management, and committees at both the corporate and country levels.

These bodies are responsible for overseeing management, monitoring value creation, and promoting the efficient use of resources.

The corporate governance bodies are responsible for defining the organization's key policies and strategies, as well as establishing internal limits at both the local and consolidated levels, taking into account the structural conditions and regulatory requirements of each country. They also ensure that operations are conducted with integrity, ethical standards, and full compliance with applicable laws and regulations, thereby safeguarding the quality and reliability of financial solutions.

A key element of this corporate governance framework is its strong commitment to risk management, compliance, and audit functions. These functions operate independently from the business units and report directly to corporate governance committees and the Board of Directors. The Risk and Compliance functions constitute the second line of defense, while the Audit function—also referred to as Corporate Controllership—constitutes the third line of defense. This framework promotes a culture of compliance and effective internal control throughout the organization.

The Corporate Governance Code establishes the framework for the operation, management, and control of BAC International Corporation (BIC), detailing the scope, responsibilities, composition, and policies applicable to its governance bodies, as well as the control mechanisms designed to ensure compliance.

The corporate governance structure is aligned with international best practices and fully complies with local regulatory requirements. Each governance body plays a defined role in contributing to the achievement of the organization's strategic objectives and in promoting transparency toward stakeholders.



Board of Directors

Objective

The Board of Directors defines and approves the guidelines necessary to achieve strategic objectives, manage risks, and ensure alignment with BAC's values. Its purpose is to generate value for shareholders, customers, and other stakeholders, while ensuring compliance with corporate policies, standards, and codes.

The Board serves as the entity's principal governing, administrative, and oversight body, with responsibility for decision-making related to economic, environmental, and social matters. Its functions include overseeing the implementation of the strategic plan, approving key policies, guiding management, evaluating performance, overseeing risk management, and promoting alignment with institutional values across its subsidiaries.

The Board of Directors is composed of members with extensive experience in the Central American region and the banking industry.





Committees:

Corporate Audit Committee

Objective

It advises BIC's Board of Directors on overseeing the quality and integrity of BAC's financial reporting to shareholders, investors, and customers. In addition, it evaluates the effectiveness of the parent company's internal control system, governance practices, and risk management framework. The Committee also reviews and oversees the performance of both the internal and external audit functions.

Corporate Comprehensive Risk Management Committee

Objective

It advises BIC's Board of Directors on the definition and oversight of guidelines, processes, methodologies, and controls related to BAC's comprehensive risk management framework. It also oversees risk management across all countries in which BAC operates, including the Environmental and Social Risk Analysis System (SARAS).

Corporate Compliance Committee

Objective

It advises BIC's Board of Directors on overseeing the risk management framework related to anti-money laundering, counter-terrorist financing, and the prevention of the financing of the proliferation of weapons of mass destruction (AML/CFT/CPF). It promotes a culture of compliance across all jurisdictions in which BAC operates and ensures adherence to applicable local laws and regulatory requirements.

Corporate Compensation and Appointments Committee

Objective

It defines the framework for the selection of members of BIC's Board of Directors and external members of corporate governance committees, ensuring that candidates meet the established qualifications and requirements. It also oversees the design and implementation of BAC's remuneration framework.

Corporate Credit Committee

Objective

It advises BIC's Board of Directors on proposals aimed at strengthening policies, processes, and procedures related to credit approval and loan loss provisioning. It also approves credit operations within Grupo BAC in accordance with the limits established in the credit approval authority matrix.

Corporate Assets and Liabilities Committee (ALICO)

Objective

It advises BIC's Board of Directors on the definition and implementation of policies, methodologies, and limits for asset and liability management, with the objective of mitigating liquidity, market, and other financial risks.



Composition, Nomination and Selection of the Highest Governance Body and its Committees

The selection process for members of the boards of directors and committees is conducted under principles of impartiality and equity, ensuring the absence of any form of discrimination.

This process seeks to identify highly qualified candidates with the competencies required to perform their duties effectively and responsibly.

To ensure that candidates meet the appropriate profile, the following suitability criteria are considered prior to appointment:

- Knowledge, skills, and experience commensurate with the size, complexity, and risk profile of the entity.
- A demonstrated track record of integrity and good reputation, as well as moral and financial soundness.
- Availability of sufficient time to adequately fulfill their responsibilities.

Exclusion Criteria:
Individuals who:

- Have been convicted in any jurisdiction of offenses such as money laundering, illicit drug trafficking, fraud, illegal arms trafficking, human trafficking, kidnapping, extortion, embezzlement, corruption of public officials, acts of terrorism, international vehicle trafficking, market manipulation, insider trading, bribery, financial fraud, or any other crime against property or public trust.
- Are prohibited from engaging in commercial activities or activities related to financial services in any jurisdiction.
- Have been declared bankrupt or insolvent, or found responsible for the bankruptcy of an entity in any jurisdiction.
- Have been identified by local or international regulatory authorities as responsible for actions that resulted in the forced liquidation, intervention, or bankruptcy of a financial institution.

Onboarding of independent members

In order to ensure appropriate checks and balances, independent members are incorporated into the boards of directors and committees. These individuals are characterized by:

- Not holding management responsibilities within the entity.
- Not being subject to internal or external influences—whether political, commercial, or ownership-related—that could compromise their independence, impartiality, or objectivity in decision-making.

This approach reinforces transparency, corporate governance, and organizational integrity, ensuring that governance bodies operate under the highest ethical and compliance standards.



Conflict of interest management

Grupo BAC recognizes and respects the right of employees, members of corporate governance committees, and members of the Board of Directors to engage in activities outside their employment, whether financial, commercial, or otherwise, provided that such activities are lawful and do not create conflicts with their responsibilities.

To ensure appropriate management of potential conflicts, robust policies have been established that provide general guidelines for the identification, disclosure, management, and control of conflicts of interest.

Each year, all employees, members of corporate governance committees, and members of the Board of Directors are required to complete a Conflict of Interest Statement. Through this declaration, they must disclose any direct or indirect interests that could be perceived as affecting their judgment or decision-making in the performance of their duties.

Employees, members of corporate governance committees, and members of the Board of Directors who identify or are involved in a potential or apparent conflict of interest, or who have doubts regarding its existence, must refrain from executing the relevant transaction, participating in related decision-making processes, or influencing their outcome. In cases involving shareholders, directors, or committee members, the individual must disclose the situation to the other members of the corresponding governance body and recuse themselves from the discussion and decision-making process, with such actions duly recorded in the minutes of the meeting.

These provisions are established in the Code of Integrity and Ethics, the Corporate Conduct Management Policy, and the Corporate Anti-Bribery and Anti-Corruption Policy.







Board and committee self-assessment

In line with good corporate governance practices and with the objective of strengthening transparency and effectiveness, Grupo BAC conducts a formal annual self-assessment of the performance of its Board of Directors. In addition, the operation of key control committees—specifically the Audit, Comprehensive Risk Management, and Compliance Committees—is evaluated every two years. These processes constitute a fundamental mechanism for assessing the effectiveness of governance bodies and ensuring alignment with international corporate governance standards and best practices.

The Board of Directors' self-assessment is conducted through a structured instrument that enables its members to evaluate critical aspects of Board performance. The key areas assessed include:

Strategic oversight and risk management

Focused on strengthening oversight of the strategic plan, comprehensive risk management, and regulatory compliance, promoting timely and informed decision-making aimed at enhancing institutional resilience to emerging risks.

Digital transformation and responsible value creation

Evaluates progress in digital transformation, innovation, and the integration of ESG criteria, fostering an ethical and responsible culture supported by clear crisis management protocols and sustainable value creation.

Board performance and effectiveness

Assesses diversity, timely follow-up on decisions, availability of sufficient information, and the existence of an environment that promotes open, constructive, and informed debate to support effective decision-making.

Senior management evaluation

Focused on assessing strategic vision, timely decision-making, effective risk management, resource optimization, organizational clarity, and rigorous compliance with regulatory obligations.

In addition, systematic monitoring is maintained regarding members' attendance at Board and committee meetings, as well as the progress, achievements, and areas for improvement identified during the evaluation period. These practices reinforce a culture of high performance and contribute to the continuous strengthening of corporate governance.

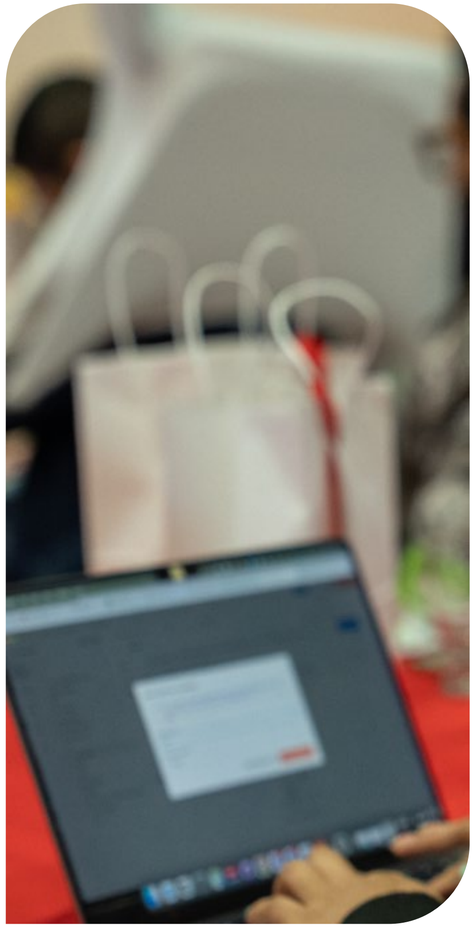
The consolidated results of the self-assessment process are presented to the Board of Directors, supporting informed reflection and promoting the adoption of actions aimed at strengthening strategic oversight and organizational effectiveness.

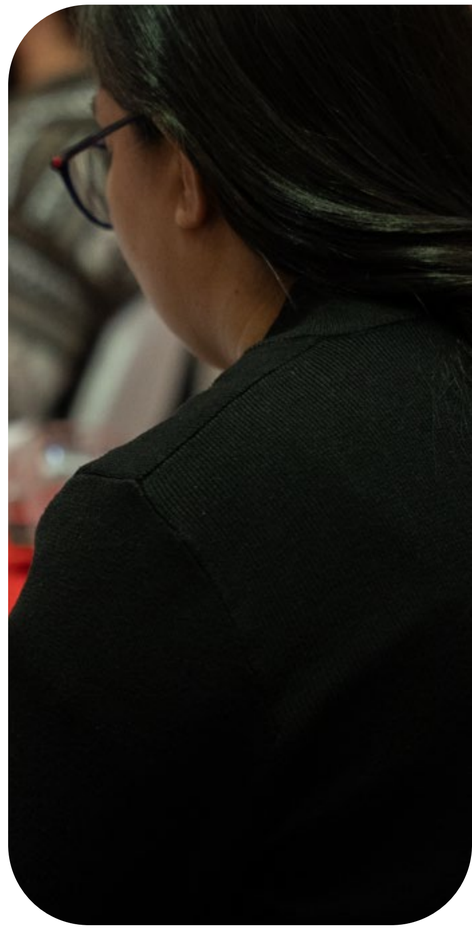
The following are the results of the Board of Directors' self-assessment for BAC International Corporation (BIC) for the year 2025:

BIC 2025 Board of Directors self-assessment result

95%	95%	95%
Section A: Strategic Oversight and Risk Management	**Section B:** Digital Transformation and Responsible Value Creation	**Section C:** Board Performance and Effectiveness

Note. For control committees, the self-assessment process applies to the 2026 period.





Escalation of material matters to the board of directors

The Board of Directors, as the highest governance body, receives periodic reports from control and business areas that provide information on material matters requiring analysis and resolution at their root cause. Key matters and reports escalated, as appropriate, include:

- Findings and recommendations identified by regulators and/or the internal and external audit functions.
- Fines and/or warnings issued by regulatory authorities.
- Significant regulatory changes impacting operations.
- Key risk indicators, with particular focus on those exceeding the established risk appetite.
- Conflicts of interest and the actions taken by management.
- Macroeconomic indicators and their potential impact on corporate strategy.
- Progress toward the achievement of strategic objectives, with particular attention to deviations.

The mechanisms used to address and resolve these matters focus on the definition and implementation of action plans, with clearly assigned accountable owners whose level of responsibility varies according to the nature of the matter, thereby ensuring effective execution. In addition, periodic follow-up is conducted through meetings of the Board of Directors and/or corporate governance committees.



[GRI 2.16] [GRI 2.26] [GRI 2.23] [GRI 205.1] [GRI 205.2] [GRI 205.3] [GRI 3.3] [GRI 415.1]
FN-CB-510a.2

Ethics and transparency

Code of integrity, ethics

Grupo BAC's organizational culture is grounded in a commitment to the highest standards of ethics and transparency in business conduct. To support this commitment, the organization has established a Code of Integrity and Ethics, approved by the Board of Directors of BAC International Corporation (BIC) and mandatory across all its subsidiaries.

The Code establishes the general standards of conduct that all employees and managers must follow, ensuring that their actions are aligned with corporate values, labor regulations, and ethical principles. Its purpose is to strengthen transparency and integrity in internal relationships, as well as in interactions with third parties, the environment, and society.

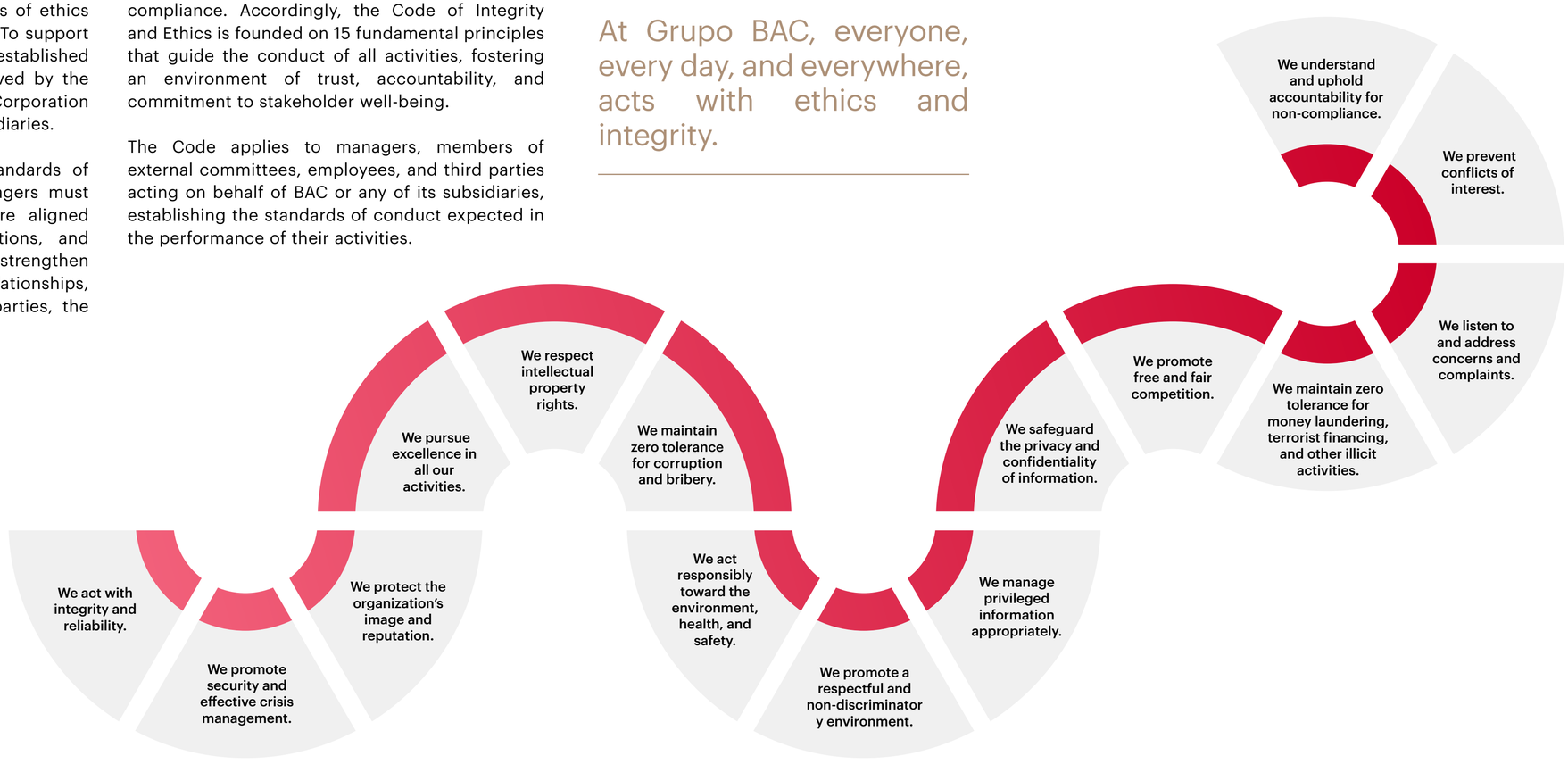
At Grupo BAC, ethics extends beyond regulatory compliance. Accordingly, the Code of Integrity and Ethics is founded on 15 fundamental principles that guide the conduct of all activities, fostering an environment of trust, accountability, and commitment to stakeholder well-being.

The Code applies to managers, members of external committees, employees, and third parties acting on behalf of BAC or any of its subsidiaries, establishing the standards of conduct expected in the performance of their activities.

At Grupo BAC, everyone, every day, and everywhere, acts with ethics and integrity.

Infographic No. 02

Principles of the Code of Integrity and Ethics



Anti-Corruption Policy

AC International Corporation (BIC) aligns with internationally recognized frameworks and has established an Anti-Corruption Policy applicable to all Grupo BAC employees, including senior management, members of the Board of Directors, committee members, and third parties providing services to the organization. All such third parties are subject to a due diligence process prior to engagement.
The organization is guided by the following principles to prevent corruption:

- Business activities must be conducted fairly, honestly, responsibly, and transparently. Accordingly, all forms of corruption, including facilitation payments, are strictly prohibited.
- Any situation that may represent a potential conflict of interest must be reported promptly upon identification and prior to any related decision-making process.
- Any complaint received through reporting channels is thoroughly investigated, ensuring confidentiality, protection of anonymity, and the implementation of appropriate corrective measures.

The organization periodically monitors and maintains strict controls over the following corruption risks:

- Establishing relationships with third-party intermediaries (TPIs) outside established policies through corrupt practices.
- Procuring or receiving goods or services that do not comply with agreed specifications (including price, quantity, quality, timing, or supplier) as a result of corrupt practices.
- Payment of fraudulent salaries, commissions, bonuses, or compensation to fictitious employees through corrupt practices.
- Conducting transactions outside market conditions as a result of corrupt practices.
- Assuming liabilities arising from potential corrupt activities involving acquired companies, associates, and/or joint ventures.
- Offering, providing, or receiving financial or other benefits, gifts, or promises of payment to expedite or influence commercial processes and/or contracting activities with third parties.
- Omission, insufficient disclosure, or delayed reporting of violations related to anti-corruption provisions.
- Providing money, valuable goods, or donations for political or social purposes with the intention of obtaining undue benefits.
- Entering into improper agreements with entities within the same industry to manipulate market conditions, including price-fixing or cartel practices.
- Recording unauthorized or unsupported expenses for personal benefit or the benefit of third parties through corrupt practices.
- Execution of illegal activities through subcontracting processes.
- Manipulation of accounting records to conceal improper transactions through corrupt practices.



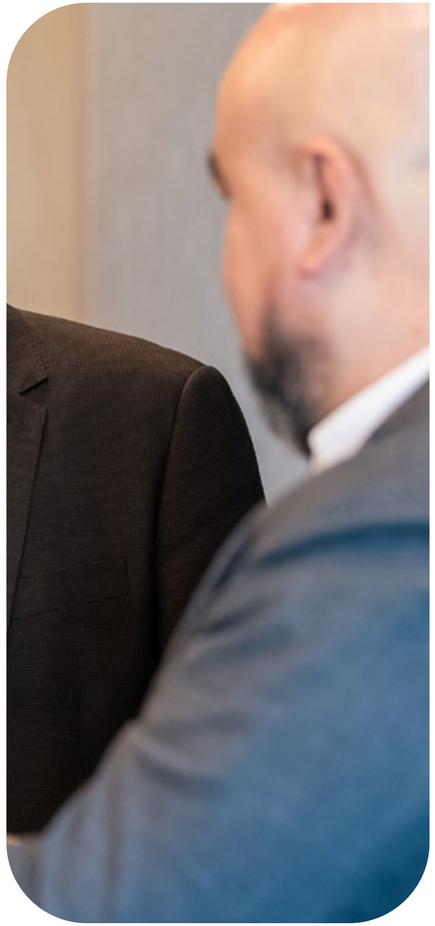
Reporting channels

Maintaining its commitment to the highest ethical standards in each market where it operates, the organization strictly prohibits any form of harassment, discrimination, or retaliation against employees, managers, or third parties who fulfill their obligation to report concerns or who cooperate in good faith with internal or external investigations.

Violations of the organization's ethics and anti-corruption policies constitute serious misconduct and may result in disciplinary measures, including termination of employment or contractual relationships.

Likewise, all employees, committee members, members of the Board of Directors, and third parties providing services to the organization are encouraged to freely report concerns regarding potential illegal or unethical practices related to internal policies, applicable laws, or regulations.





Ombudsperson

A human reporting channel designed for Grupo BAC employees to raise concerns or report situations that may contravene the Code of Integrity and Ethics. BAC currently has 18 Ombudspersons across the countries where it operates. Each Ombudsperson receives ongoing training to effectively perform this role in addition to their regular responsibilities.

BAC Ethics Line:

A digital reporting channel that allows complaints and concerns to be submitted anonymously. It is available to the general public and stakeholders through the organization's website. Its purpose is to receive reports related to compliance with ethical standards and to help prevent potential cases of fraud, misconduct, or other irregular activities within the organization.

BAC Ethics Line

Anti-Corruption program indicators

As part of its Anti-Corruption Program, Grupo BAC implements actions aimed at preventing, detecting, and managing corruption risks. The main indicators are presented below:



Policy access: 100% of Grupo BAC employees have access to the Code of Integrity and Ethics and the Anti-Corruption Policy, both approved by the Board of Directors.

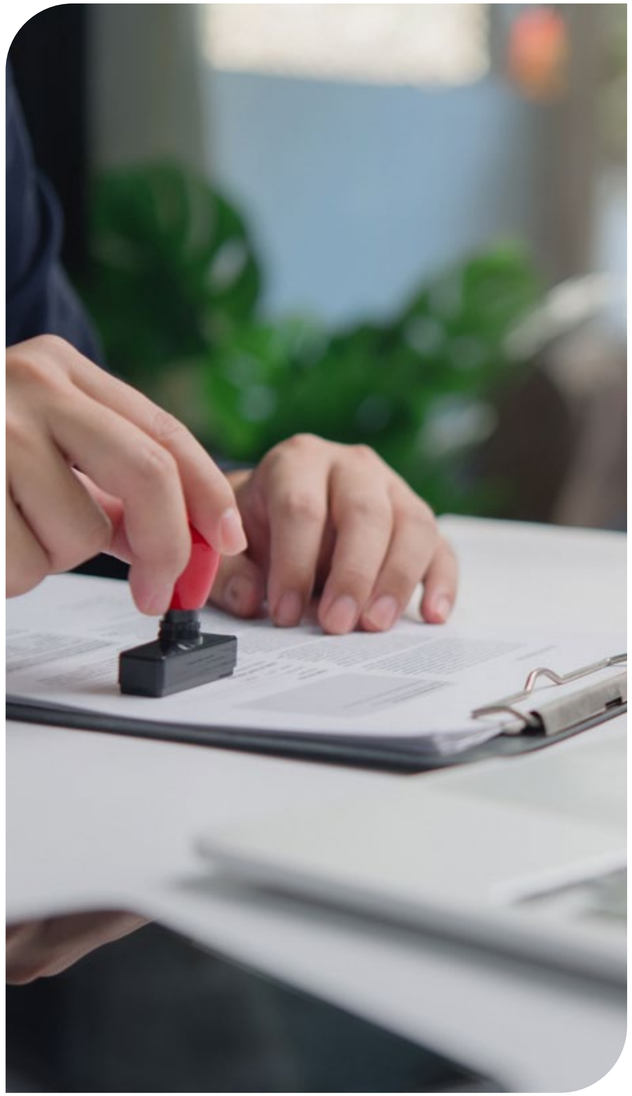
Training: Grupo BAC conducts mandatory annual training on integrity, ethics, and anti-corruption. During the reporting period, 96% of employees completed the virtual training course on these topics.

Monitoring and management of anti-corruption alerts: Grupo BAC uses technological monitoring tools with defined parameters to identify atypical behavior. These tools enable the early detection of potential indicators of corruption and support the implementation of mitigation measures. During 2025, a total of 1,187 alerts were evaluated across the region.

Evaluation of special operations: As part of its controls to prevent corruption risks, Grupo BAC evaluated 192 operations across the region, all of which were managed satisfactorily in strict adherence to established policies.

Suppliers: 100% of suppliers adhere to the Integrity, Ethics, and Anti-Corruption Commitment.

Public or political contributions:: No public or political contributions were made on behalf of Grupo BAC or using of its resources.



[GRI 2.27]

Regulatory changes in 2025

Grupo BAC continuously monitors regulatory developments affecting its entities across the countries in which it operates. During 2025, a total of 183 regulatory changes were issued throughout the region.

Each of these changes was analyzed to identify its impact, requirements, and the actions necessary to ensure compliance. Responsible managers were assigned, and structured internal action plans were implemented to ensure full adherence to applicable regulations.

The following section presents these regulatory changes by country and regulatory category, together with a comparison to previous years.

Table No. 02

Number of regulatory changes per month.

	Guatemala	El Salvador	Honduras	Nicaragua	Costa Rica	Panama	Grand total
January	1	-	3	1	5	-	10
February	1	3	1	2	7	-	14
March	-	2	-	1	7	1	11
April	-	1	-	-	4	-	5
May	-	1	-	-	10	-	11
June	1	3	1	1	4	2	12
July	6	5	-	-	12	1	24
August	1	2	-	-	6	2	11
September	3	-	-	-	8	-	11
October	1	15	1	1	8	-	26
November	4	18	-	-	10	-	32
December	4	3	-	-	9	-	16
Total	22	53	6	6	90	6	183

Table No. 03

Cumulative regulatory changes by country over the past three years

	Guatemala	El Salvador	Honduras	Nicaragua	Costa Rica	Panama	
2023	15	57	25	6	90	4	197
2024	9	68	21	9	112	2	221
2025	22	53	6	6	90	6	183

Table No. 04

Distribution of regulatory changes by type and country

	Guatemala	El Salvador	Honduras	Nicaragua	Costa Rica	Panama
Repeal	6	2	-	-	-	-
New regulation	3	10	-	2	56	4
Project under consultation	9	5	-	1	16	-
Reform	4	36	6	3	18	2
Total	22	53	6	6	90	6

Grupo BAC has established formal processes for the identification, analysis, and management of regulatory changes issued by regulators and supervisory authorities. For each regulatory provision, a priority level is assigned, and the corresponding actions are defined to ensure its proper implementation.

During 2025, the following regulations were classified as high impact:

- Regulations of the Payment System of the Central Bank of Costa Rica (BCCR): Effective December 12, 2025, with certain provisions requiring compliance no later than December 12, 2027. Issued by the Costa Rican regulator.
- CONASSIF Agreement 16-22 – Regulation on Consolidated Supervision (Corporate Governance): Effective May 23, 2025, with certain provisions requiring compliance no later than September 30, 2026. Issued by the Costa Rican regulator.
- Payment Card System Regulation 2025 (BCCR – Session 6298-2025): Applicable to digital channels, effective December 18, 2025, with certain provisions requiring compliance no later than December 31, 2027. Issued by the Costa Rican regulator.
- Law No. 561 – Amendments to the General Law on Banks, Non-Banking Financial Institutions, and Financial Groups: Effective March 25, 2025. Issued by the Nicaraguan regulator.

In other jurisdictions across the region, additional regulatory changes were also issued; however, these were assessed as having a lower level of impact. Some required adjustments to internal processes, which were implemented within the established timelines to ensure compliance in accordance with the effective date of each regulation.

Corporate governance bodies were kept continuously informed of implementation progress, key implications, and required actions. They also adopted timely decisions to ensure compliance with the applicable regulatory requirements.



[GRI 2.12] [GRI 201.2] [GRI 3.3]

Comprehensive risk management



Risk management and control

BAC's commitment to risk management and control is a central component of its corporate strategy and a key driver of business sustainability. The organization integrates risk management across all processes and decision-making levels and promotes a strong culture grounded in accountability, transparency, and effective control. This approach enables the timely identification and anticipation of key risks, strengthens operational resilience, and ensures that decision-making is aligned with applicable regulations, the defined risk appetite, and the strategic objectives of Grupo BAC.

The organization has established a comprehensive risk management framework supported by formal policies and models, control mechanisms, and continuous monitoring processes. This framework is complemented by the application of the Three Lines of Defense model, independent audit functions, and a robust technological infrastructure. As a result, BAC has continued to strengthen its capacity to mitigate financial, operational, technological, compliance, and sustainability-related risks, thereby supporting prudent management and meeting the expectations of regulators, investors, and customers.

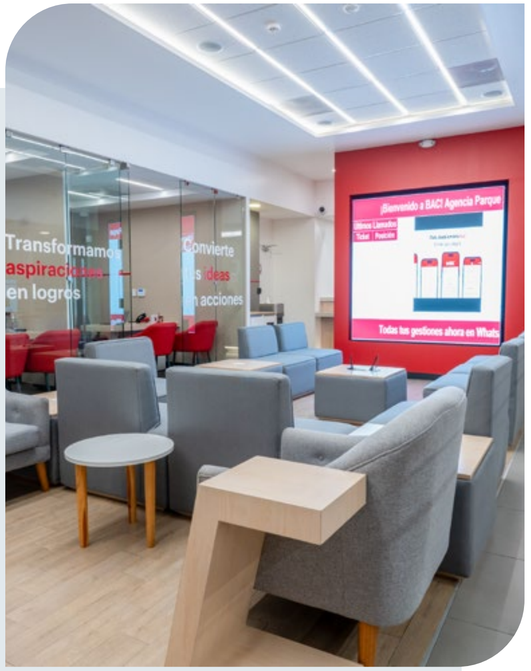
Executive summary

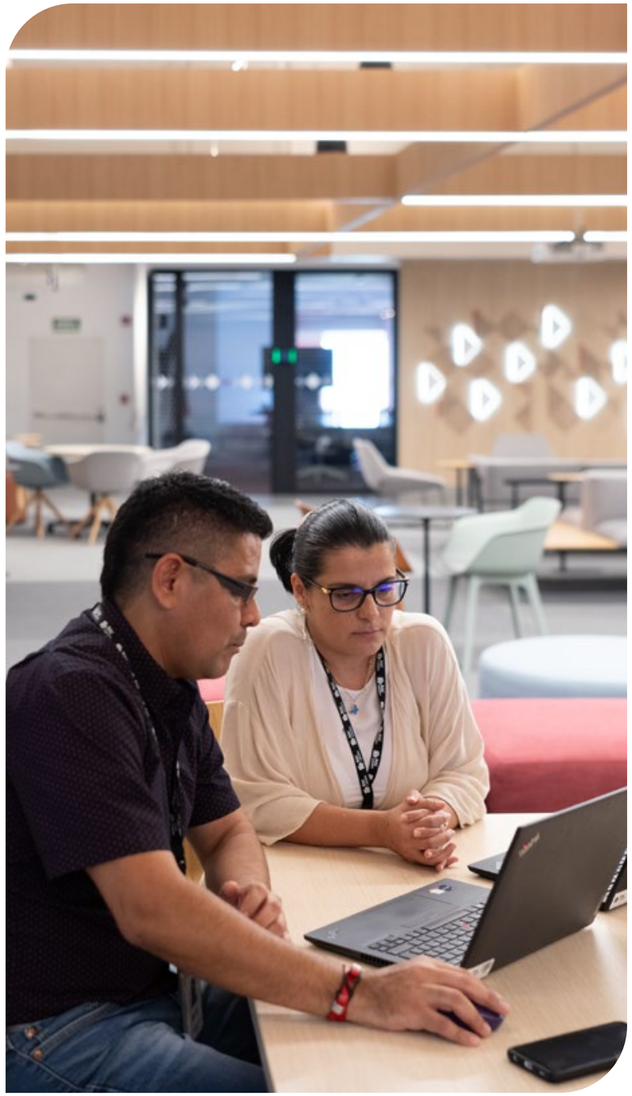
Grupo BAC has a robust risk governance and management framework aligned with international standards and overseen by the **Comprehensive Risk Management Committee.** The model, based on the Three Lines of Defense approach, integrates policies, controls, and an organizational culture guided by transparency, training, and operational resilience.

The organization continuously monitors emerging risks, including cybersecurity and technological change, through monitoring and analytical mechanisms supported by solid financial indicators. This approach contributes to strengthening business sustainability and maintaining the confidence of key stakeholders.

Risk management incorporates advanced methodologies by risk type: in credit risk, the strengthening of **IFRS** 9 models and stress testing; in operational risk, the reinforcement of controls, automation, and business continuity; in compliance risk, the prevention of money laundering, terrorist financing, and the financing of the proliferation of weapons of mass destruction (AML/CFT/CPF), together with the modernization of systems and the reduction of false positives; in reputational risk, active listening and perception indicators; and in country risk, the maintenance of a solid position supported by rigorous stress testing.

Across all areas, environmental, social, and climate-related risks are monitored through tools such as the **Environmental and Social Risk Analysis System (SARAS)** and climate taxonomies, consolidating a preventive, sustainable, and resilient approach.





Risk governance

Grupo BAC maintains a robust risk governance framework aligned with international best practices and the Basel Principles, enabling comprehensive, consistent, and integrated risk management across all countries in which it operates.

Strategic risk oversight is conducted under the direction of the Comprehensive Risk Management Committee (GIR), which reports directly to the Board of Directors and includes the participation of independent and/or non-executive directors, thereby promoting objectivity in decision-making. Its key responsibilities include approving risk management policies, overseeing compliance with regulatory requirements, and advising on the organization's comprehensive risk management framework.

The Committee is composed of members with technical expertise in financial, operational, regulatory, technological, and environmental risk management and is supported by the Corporate Vice Presidency of Risk through the Integrated Risk Management unit.

The risk management model is implemented consistently across all countries of operation, ensuring alignment at the corporate level. This model is based on the Three Lines of Defense approach, which promotes independence and clearly defines roles and responsibilities, as follows:

First line

Operational risk ownership by business units and dedicated operational roles responsible for identifying, assessing, and managing risks within their daily operations.

Second line

Risk management and compliance oversight conducted through the Corporate Vice Presidency of Risk and specialized committees, which establish control standards, oversee compliance, and ensure the proper implementation of policies.

Third line

Independent internal and external audit functions that provide assurance regarding the effectiveness of risk management and regulatory compliance, thereby contributing to the strengthening of corporate governance.

This framework is complemented by effective reporting and communication mechanisms with key stakeholders, reinforcing a strong risk culture and supporting informed decision-making.

Functional risk structure

A robust organizational structure is maintained to ensure the comprehensive identification, control, and mitigation of risks. This structure is supported by a strong governance framework, with clearly defined roles and direct reporting lines to senior management, thereby promoting transparency and regulatory compliance. The approach encompasses financial, operational, technological, and other risk categories, providing an integrated and strategic perspective on risk management.

Process automation strengthens monitoring capabilities and enables the early detection of risks, while analytical models support risk anticipation and more informed decision-making. In addition, a compliance culture aligned with international standards reinforces the prevention of fraud and money laundering, further strengthening the effectiveness of the risk management framework.

Risk management processes

Risk management is considered a strategic pillar for ensuring resilience, sustainability, and the confidence of regulators, investors, and customers. This approach is implemented in accordance with international standards, ensuring that processes remain aligned with global best practices.

The system is based on a Risk Appetite Framework (MAR), which defines aggregated and disaggregated limits by risk type, establishes periodic reviews conducted at least annually, and incorporates adjustments in response to significant changes in the operating environment. In addition, it includes dynamic key risk indicators (KRIs) designed to enable early warning detection and support timely responses to internal and external developments.

Risk management continuous improvement process

During 2025, a comprehensive review of risk indicators across the organization was conducted with the objective of strengthening the quality and accuracy of the information used in decision-making. This effort focused on identifying opportunities for improvement and establishing more robust and reliable metrics, enabling the Board of Directors and the Risk Committee to access indicators that transparently and timely reflect the organization's exposure to its most material risks.

The update included the redefinition of key indicators, aligning them with international best practices, the Basel Principles, capital adequacy requirements, the organization's strategy, and current regulatory provisions. As a result, these indicators evolved into more consistent and strategic management tools, contributing to more proactive and effective risk management aligned with the standards of the current operating environment.

Determining risk appetite

Risk appetite is defined considering financial capacity, shareholder expectations, applicable regulations, and strategic objectives. This framework is periodically assessed against the organization's risk profile through consolidated dashboards, enabling the activation of action plans in the event of deviations. In this way, investment and capital allocation decisions remain aligned with the corporate strategy and established limits.



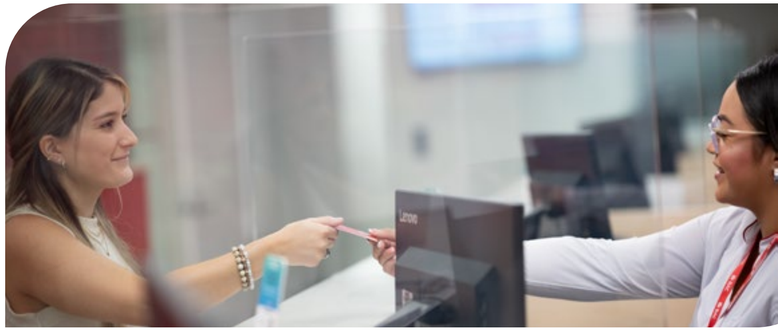


Crisis event management at BAC

Risk management and control at BAC encompass not only financial, operational, technological, and regulatory risks, but also incorporate formal mechanisms for crisis management and response, thereby strengthening organizational resilience.

Protocols and response plans have been established at the operational, communications, and media levels to address events that exceed normal operating capacity and may generate significant impacts on the Group's reputation, operations, or financial stability. These plans cover technological, business, regulatory, financial, reputational, and supplier-related scenarios, as well as external factors that could materially affect operations.

The coordination of these actions is led by the Crisis Committee and its governance structures, ensuring timely, aligned, and consistent decision-making across all countries in which BAC operates. This approach strengthens the organization's capacity to respond effectively to critical situations and ensures the continuity of essential services and channels.



Risk culture

Risk culture is promoted as a cross-cutting element throughout the organization and is reinforced through continuous training, the integration of risk considerations into strategic processes, and targeted awareness initiatives. In addition, risk analysis is incorporated into the development of new products, while a strong culture of compliance and ethics is actively promoted.

The framework also incorporates the management of ESG risks—environmental (including climate-related), social, and governance—ensuring that decision-making remains informed, responsible, and aligned with long-term value creation.

Audits and transparency

In line with international frameworks and best practices in the financial sector, the organization conducts internal and external audits in a planned, systematic, and periodic manner, with the objective of evaluating the effectiveness of the risk management system, ensuring regulatory compliance, and strengthening corporate governance.

Audits are performed in accordance with the International Framework for the Professional Practice of Internal Auditing.

Ensuring adherence to the fundamental principles of independence, objectivity, professional competence, and confidentiality, thereby safeguarding the independence and value of the assurance function.

Audit processes include evaluations of the control environment, the effectiveness of controls designed to mitigate the organization's most material risks, and reviews of compliance with mandatory requirements. They also encompass the validation of continuous monitoring mechanisms, reporting processes, and follow-up on action plans related to audit findings.

Each review is conducted by the Internal Audit function in accordance with a work plan approved by the Audit Committee. This plan is based on a risk-based methodology that prioritizes processes, areas, and products or services with the highest levels of exposure and impact, enabling continuous monitoring of internal control effectiveness, identification of deviations, and implementation of timely corrective actions.

The audit work plan includes risk assessment and planning, audit execution, special reviews activated in response to significant events or emerging risks, and the ongoing consolidation of results and evaluation of internal control effectiveness.

As part of monitoring the effectiveness of internal controls, action plans are tracked within established timelines, including follow-up on findings and coordination with responsible parties to ensure remediation.

In addition, periodic external audits are conducted by independent firms, providing an objective and impartial evaluation of the internal control system and compliance with applicable regulatory frameworks. These audits strengthen the credibility of financial and operational information for regulators, shareholders, and other stakeholders.

The scope of external audits includes, among other aspects, the review of financial statements and their fair presentation, evaluation of the internal control system, verification of compliance with regulatory and prudential requirements, and, where applicable, specialized assessments in areas such as technology, cybersecurity, and fraud prevention. These audits are conducted annually, with reports submitted to the Audit Committee and the relevant regulatory authorities within the established timelines.

Together, internal and external audit processes complement one another in strengthening transparency and accountability. Through timely reporting, identification of opportunities for improvement in risk management, optimization of resources and processes, and promotion of a culture of compliance, ethics, and integrity, they contribute to enhanced governance.

They also support operational resilience in the face of emerging risks and diverse scenarios, reinforcing business continuity.

This comprehensive, risk-based approach ensures that risk management and the internal control system remain aligned with the organization's strategic objectives, regulatory expectations, and market best practices, thereby sustainably strengthening governance and informed decision-making.



FN-CB-550a.1

Global Systemically Important Banks (GSIBs)

BAC is not classified as a global systemically important institution by the Financial Stability Board (FSB). However, it has been designated as a domestic systemically important bank (D-SIB) by the supervisory authorities of Costa Rica, Honduras, and Nicaragua, in accordance with the regulatory frameworks applicable in each jurisdiction.

In Costa Rica, BAC maintains a D-SIB Level 4 classification—the lowest tier within the current scale—and complies with the calculation of the leverage ratio in line with Basel III guidelines. Honduras has also adopted this standard for the leverage ratio. In Nicaragua, a progressive systemic risk buffer applicable from August 2025 through February 2028 has been established; however, there is currently no formal requirement related to the leverage ratio.

In Panama, the regulation concerning the identification and treatment of systemic entities is currently under public consultation. In Guatemala and El Salvador, there are currently no regulatory initiatives in this area.

Grupo BAC has implemented internal policies aimed at managing growth and maintaining leverage levels, including the use of stress testing to ensure that capital levels remain above Basel III thresholds. In accordance with the requirements of the Superintendency of Banks of Panama, BAC International Bank Inc. reported a capital adequacy ratio of 12.12% for 2024 and 13.4% for 2025, reflecting a strong capital position and compliance with applicable regulatory requirements.

Key risk management



Credit risk

Credit risk is one of the institution's most significant risks due to its direct impact on solvency and liquidity.

Its management is supported by robust origination policies, clearly defined exposure limits, dynamic provisioning, and validated internal models, enabling continuous assessment of the credit portfolio.

Stress testing of the credit portfolio is conducted semiannually. These assessments are essential for anticipating potential losses and identifying vulnerabilities under adverse economic scenarios.

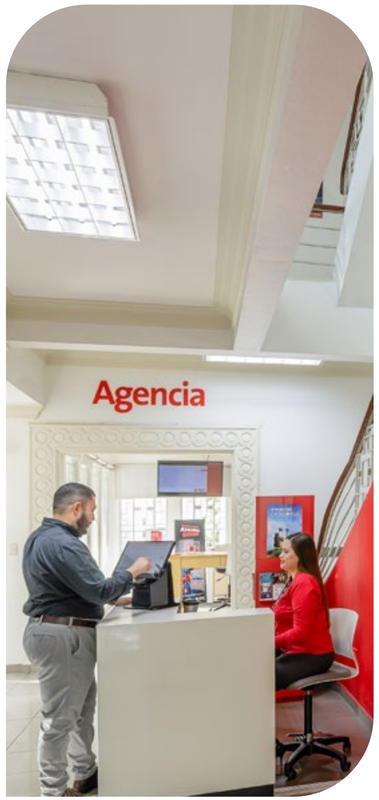
The tests incorporate hypothetical scenario design, together with the analysis of historical and current data, with the objective of assessing financial resilience to events such as economic downturns or systemic crises.

The results provide key inputs for strategic decision-making, strengthening the risk appetite framework and ensuring compliance with regulatory requirements, thereby contributing to business sustainability.

During the period, the regional loan portfolio increased by approximately US$1.9 billion, with 49% concentrated in the corporate/business segment and approximately 10% in MSMEs, reflecting a clear growth strategy focused on this segment. Growth was primarily driven by Costa Rica (US$723 million) and Panama (US$471 million), while Nicaragua recorded growth of 16.7%, equivalent to US$271 million.

This growth reflects prudent and balanced portfolio management, with a slight increase in the cost of risk to 2.22% and improvements in portfolio quality indicators (30+ and 90+ days past due) compared to 2024, demonstrating portfolio resilience.

BAC continues to develop credit solutions aligned with a customer-centric approach, adapting its offerings to the specific needs of its strategic segments. This has enabled progress in key projects and operational improvements in credit risk management.





During 2025, a strategy to optimize provisioning parameters under International Financial Reporting Standards (IFRS 9) was maintained.

This included updates to credit card risk models affecting Probabilities of Default (PD) and optimization of Exposure at Default (EAD), standardizing methodologies across products and applying exponential approaches based on estimated maturities.

In line with the strategy to strengthen the MSME segment, multiple initiatives were implemented to promote prudent financing, prioritizing simplified and automated service models. Product development tailored to the segment's needs was also enhanced. As a result, year-on-year growth of 8% was achieved, with a controlled non-performing loan (NPL) ratio of 2.3%, reflecting portfolio strength.

In Personal Banking, credit risk management focused on strengthening profitability through the evolution of credit policies, the use of advanced analytics, risk-based pricing, and process automation, all aligned with the institution's risk appetite and customer-centric strategy.

Progress was also made in adapting credit policies by segment, enabling differentiated approaches based on customer profiles and credit solutions. Within this framework, policies for strategic portfolios, such as credit cards, were refined through the implementation of statistical models and behavioral risk analytics, improving decision quality, consistency, and accuracy. These initiatives were integrated into corporate systems, enabling fully automated decision-making processes.

In response to challenging economic conditions in certain countries, proactive monitoring mechanisms were strengthened to ensure timely follow-up on the performance of new loan originations, particularly for high-volume products. In addition, pilot programs for new credit assessment methodologies were implemented in four countries, delivering improved precision in customer evaluation and credit quality.

Finally, analytical innovation and digital transformation initiatives were consolidated. Notably, new optimization models were implemented to maximize profitability while maintaining control over the cost of risk. The boundary optimization project generated an improvement of approximately US$3 million by the end of 2025. Additionally, the development of a new optimization model for extra financing was completed, and its implementation during 2025 is expected to support more profitable and sustainable portfolio growth in 2026.



Market risk (liquidity)

To manage interest rate risk, each local regulator establishes its own regulatory requirements. At the corporate level, BAC applies the Interest Rate Risk in the Banking Book (IRRBB) framework, which enables the measurement of two key indicators:

1. Impact on Economic Value of Equity (EVE).

2. Impact on Net Interest Income (NII).

To calculate these indicators, expected cash flows from financial assets and liabilities are projected based on their next repricing date. The Net Present Value (NPV) of these cash flows is then determined using a risk-free discount rate. This base scenario is compared against NPV outcomes under various interest rate shock scenarios, and the most adverse result is selected to measure risk, expressed as a percentage of the entity's equity.

For the investment portfolio classified at Fair Value through Other Comprehensive Income (FVOCI), the interest rate risk indicator is applied using a 100-basis-point sensitivity scenario to estimate the potential loss in the portfolio's value, which directly impacts equity.

In addition, Value at Risk (VaR) is used to complement the measurement of market risk within the investment portfolio. VaR represents the maximum expected loss of a financial position resulting from normal market movements over a defined time horizon and confidence level.

The maximum limit for exposure to interest rate risk is measured in relation to the entities' equity at the accounting closing date. As of the end of 2025, BAC's interest rate risk indicators were reported in compliance with the established limits.

With respect to foreign exchange risk, corporate policy establishes that the difference between assets and liabilities denominated in foreign currency must be at least equal to equity. This implies maintaining a net long position in U.S. dollars to protect equity against fluctuations in local currencies across the countries in which BAC operates.

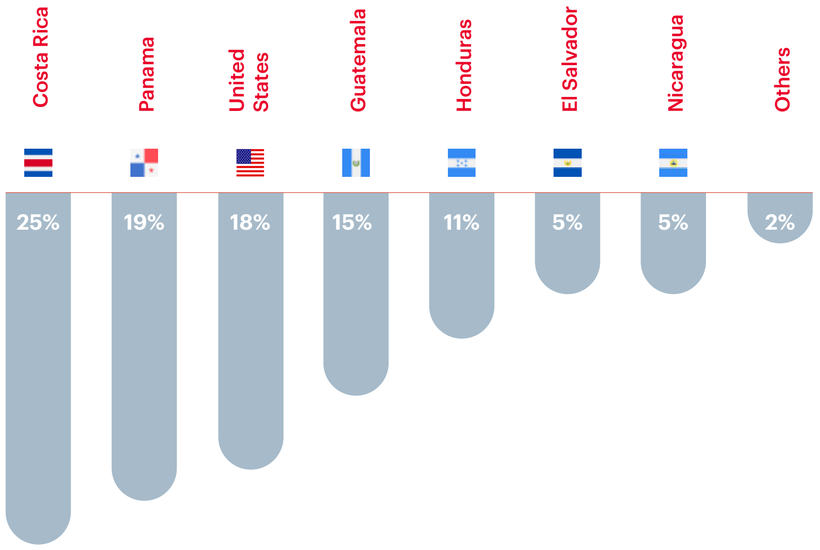
Each country establishes local regulatory limits on foreign currency positions, as well as specific implications associated with maintaining such positions depending on the structure and conditions of each market. Accordingly, and considering external factors that may affect financial results, this indicator is monitored as part of secondary market risk indicators, supporting analysis and strategic decision-making.

Regarding the investment portfolio, as of the end of 2025, BAC reported US$4,967 million in investments in debt securities across its entities. At that date, the distribution of country risk showed that Costa Rica accounted for approximately 25%, followed by Panama with 19% and the United States with 18%. Notably, approximately 32% of BAC's investment portfolio was invested in issuers rated Investment Grade according to Standard & Poor's.



Chart No. 01

Investments and cash equivalents by country risk



In addition, 74% of the fixed-income portfolio was invested in securities issued by Central American governments, 15% in U.S. Treasury securities, 6% in Central American corporate issuers, and the remaining portion in other types of issuers.

During 2025, BAC increased its exposure to higher-quality and more liquid issuers. This strategy was aimed at strengthening and optimizing liquidity and market risk management, thereby supporting a more robust and resilient portfolio structure under different financial scenarios.

Operational risk

Operational risk management is an essential component of BAC's corporate strategy and a key pillar for ensuring the continuity, security, and efficiency of operations across the region.

In line with international best practices and Basel standards related to operational risk and resilience, processes for the identification, assessment, control, and monitoring of both internal and external risks have been strengthened.

The Relevant Risk Matrix (RRM) is a key tool for risk prioritization and assessment. This matrix assigns an Expected Loss Value (ELV), calculated based on probability and impact and complemented by adverse scenario analysis. It is supported by the automation of critical processes, execution of control testing, and implementation of technological enhancements that enable more accurate, preventive, and data-driven risk management.

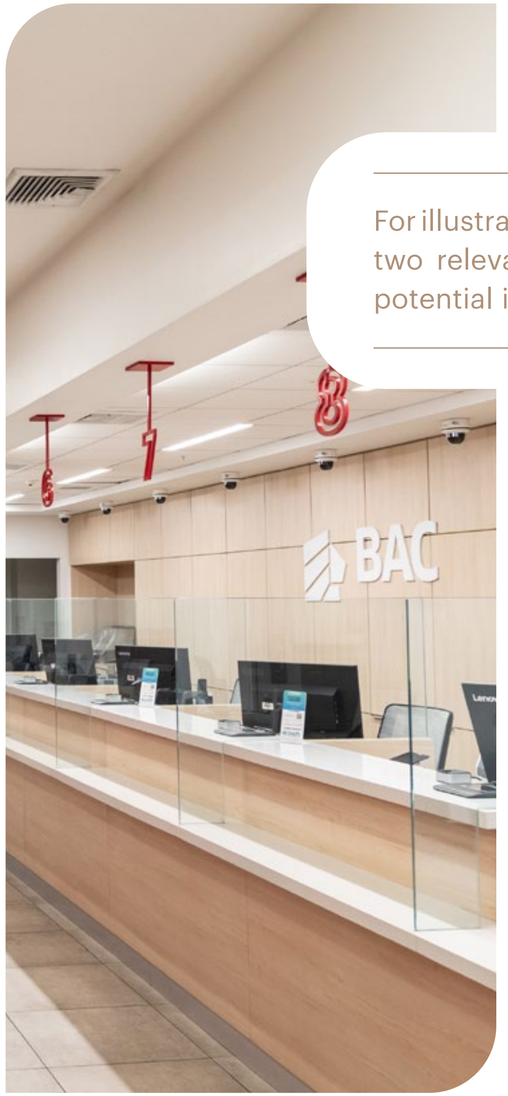
BAC recognizes that operational risk is inherent in all processes and that external factors, such as technological evolution, natural disasters, and emerging fraud schemes, may amplify such risks. Accordingly, a comprehensive methodology is applied, encompassing the identification, measurement, control, and monitoring of internal and external risks, including the following:

- Information security and cybersecurity
- Technology risk
- Financial reporting controls
- Supplier risk
- Legal risk

To support risk prioritization, the RRM assigns a monetary value to each risk through the calculation of Expected Loss Value (ELV), based on probability and impact. The main elements of the risk assessment process include:

- Systematic identification of internal and external risks associated with business processes.
- Risk assessment based on probability and impact, enabling objective risk prioritization.
- Quantification of risk through the calculation of Expected Loss Value (ELV).
- Definition and monitoring of risk appetite aligned with the size, complexity, and risk profile of the entity.
- Continuous monitoring through key risk indicators (KRIs), control testing, and action plans.





For illustrative purposes, the following section presents two relevant risks, considering their probability and potential impact.

1. Risk of fraud and operational failures in digital channels

- Description: Risk of financial losses, reputational impacts, and potential regulatory breaches arising from evolving fraud schemes, failures in automated processes, or the improper use of digital channels.
- Likelihood: Medium to high, driven by the growth of digital transactions and the continuous evolution of fraud schemes.
- Impact: High, considering potential financial losses, regulatory sanctions, and adverse effects on customer confidence.
- Management: Implementation of preventive and detective controls, strengthening of cybersecurity capabilities, automation of critical processes, monitoring through key risk indicators (KRIs), and ongoing awareness programs

2. Technology and business continuity risk

- Description: Risk of operational disruption arising from technology failures, cyberattacks, or external events, such as natural disasters, that may affect the availability of critical services.
- Likelihood: Medium, driven by technological exposure and external factors.
- Impact: High, given the organization's reliance on technological systems and the potential effects on critical operations and customers.
- Management: Implementation of business continuity strategies, periodic testing of contingency plans, crisis simulations, continuous technological enhancements, and robust infrastructure and information security controls.

As part of the strengthening of the risk culture, the following has been continuously promoted:

- Training and awareness programs on internal control and cybersecurity.
- Automation of key processes to reduce operational errors.
- Periodic assessments of key controls and risks.
- Use of management dashboards to monitor operational losses and risk trends.

This comprehensive approach embeds risk management into the organization's day-to-day operations, fostering a preventive and risk-aware culture aligned with international best practices.

Monitoring is conducted through dashboards of key indicators, where the monetary risk appetite approved by the Board of Directors serves as the primary benchmark. Over the past five years, operational losses have consistently remained below the risk appetite defined by BAC, demonstrating strong, effective, and prevention-oriented management.

During this period, the design and effectiveness of operational controls across the region were significantly strengthened, ensuring more robust and reliable processes. This effort was complemented by the incorporation of technological enhancements that transformed risk management practices, as detailed below:

- Reduction of manual controls, contributing to lower operational risk and greater operational efficiency.
- Real-time monitoring to enable faster detection and response to incidents.
- Predictive analytics to anticipate risks and support proactive decision-making.

During the year, advancements in Online Banking security were consolidated, strengthening the authentication mechanisms and behavioral biometric controls introduced in prior periods. These enhancements evolved to deliver greater accuracy and reliability in critical processes, ensuring safer operations and reinforcing the commitment to customer protection and continuous improvement.

During this period, organizational resilience was comprehensively strengthened, with progress achieved in the maturity of business continuity, crisis management, technology risk, and supplier risk management at the corporate level.

The supplier risk management process was centralized, enabling standardized third-party evaluations across all countries. This corporate model significantly improved response times, reduced operating costs and rework, and ensured greater methodological consistency, resulting in more robust and homogeneous management of risks associated with critical suppliers.

In the area of business continuity and crisis management, compliance with all applicable laws and regulations was maintained, reinforcing transparency and rigor in institutional processes. Incident response plans and recovery protocols were strengthened to maintain operational continuity in the face of disruptive events, including technology failures, cyberattacks, and crisis situations.

With respect to technology risk, controls and assessment frameworks were strengthened to identify, manage, and mitigate risks associated with infrastructure, critical platforms, technological obsolescence, and operational dependencies. These efforts enhanced the stability, availability, and resilience of technology services while reducing the likelihood of operational disruptions.

In addition, a corporate process for the documentation, analysis, and traceability of events materialized within BAC Shared Services was consolidated. This enabled the identification of root causes, impact assessment, documentation of solutions, and implementation of sustained improvements, while fostering a strong culture of accountability.

Finally, cross-cutting continuity strategies in key areas were updated, and the management of critical suppliers and technologies was reinforced to ensure alignment with regulatory requirements and security standards.



These actions reinforce the organization's commitment to excellence, security, and customer trust, ensuring that Grupo BAC remains well positioned to address current and future challenges.

Risk of money laundering, terrorist financing and financing of the proliferation of weapons of mass destruction (ML/FT/FPADM)

The management of money laundering (AML), terrorist financing (CTF), and the financing of the proliferation of weapons of mass destruction (PF) risk is aimed at preventing the introduction of funds derived from illicit activities into the financial system, as well as detecting and timely reporting any transaction intended to give the appearance of legality to operations associated with AML/CTF/PF.

Accordingly, key indicators associated with the prevention of AML/CFT/PF risks are continuously monitored through the Compliance Committees and the Boards of Directors of the different entities within Grupo BAC. Monitoring is carried out through a dashboard, segmented into the following three main areas:

1 Risk management

2 Detection

3 Prevention

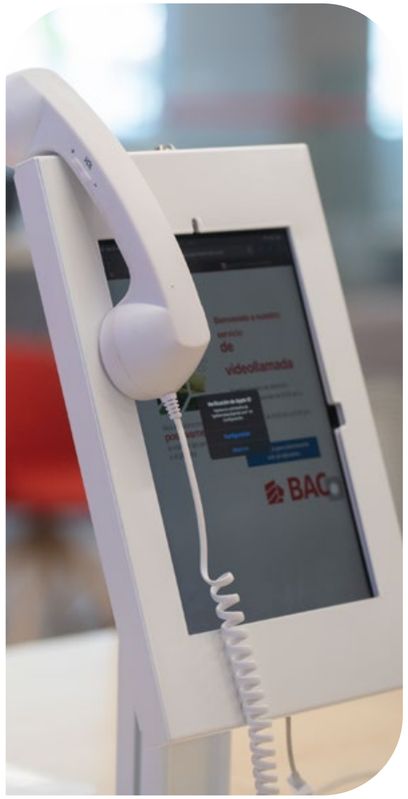
Consolidated results as of December 2025 demonstrate that BAC maintains an effective AML/CFT/CPF risk management and governance framework across the region.

Main achievements during 2025

Progress continued in the centralization of the Sentinel transactional monitoring system, with the objective of implementing a more advanced and unified version across the region. Migration was completed in Guatemala and Panama, while progress reached 71% in Honduras, 72% in Costa Rica, and 61% in El Salvador.

In addition, standardized models based on advanced statistical techniques were implemented across the region to monitor AML/CFT risk. These enhancements significantly improved alert management, achieving an approximate 80% reduction in false positives compared to December 2024.





Reputational risk



Reputation is considered a strategic asset, reflecting how the organization is perceived by the communities it serves and how it generates value in their lives. This asset is built through the actions, communications, and behaviors that the entity maintains with its customers, employees, and stakeholders across the region.

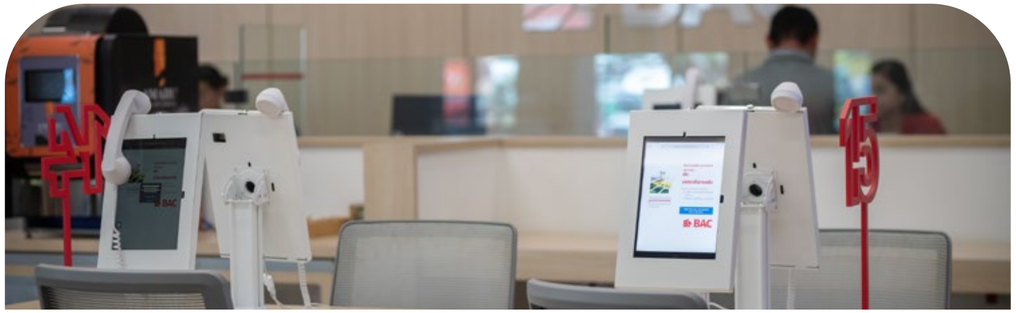
Reputational management is conducted proactively, with the objective of protecting business value and responding with agility to emerging challenges. Anticipation is a key element of the strategy: measuring, listening, and acting to mitigate risks before they materialize. To support this approach, BAC has established a management framework aligned with international standards and the guidelines of the Risk Management Committee, ensuring ethical conduct and regulatory compliance.

A strong reputation enables the organization to differentiate itself, attract talent, create value, and strengthen its social license to operate in each country in which it operates. This approach is embedded within the corporate strategy and governance model, ensuring that decisions consider their positive impact on communities. Reputation is managed and assessed through specific indicators that enable its evolution to be monitored and support continuous improvement actions.

In 2025, an action plan derived from the reputation study conducted in 2024 was implemented with the objective of strengthening reputational management and aligning it with corporate strategy. In addition, weekly monitoring of the Perception Index, which measures sentiment in digital conversations related to BAC, was conducted.

Communication and positioning are based on active and continuous listening across the six countries in which BAC operates, prioritizing long-term relationships with stakeholders. Through social listening, digital mentions and sentiment are analyzed to assess effectiveness and enable timely, data-driven responses.

As a result of this comprehensive approach, BAC was recognized in the MERCO Corporate Reputation Business Monitor, consolidating its position among the most prestigious financial groups in the region.



Country risk

During 2025, the country risk indicator remained stable throughout the period, consistently within regulatory limits and the organization's risk appetite, without requiring the establishment of country risk reserves.

In this context, the organization strengthened the identification and management of cross-border operations by enhancing procedures and implementing tools that facilitate their accurate classification within internal systems. In addition, the Country Risk Reserve Policy was updated, refining guidelines, procedures, and responsibilities for the areas involved in the identification and control of cross-border exposures across both the credit and investment portfolios.

Country risk concentration levels remained within established limits, with an overall concentration equivalent to 7.79% of total assets as of the end of 2025, well below the 30% threshold. In terms of individual exposure, the United States accounted for 4.67%, within the internal limit of 20%, with no additional reserve requirements, as it remained classified within Group 1. Exposures to other countries classified within Groups 1 and 2 totaled 0.10%, while exposures to Groups 3 through 6 reached 0.83%, both within the defined limit of 5%.

Finally, stress tests were conducted under various scenarios to evaluate the sensitivity of the indicator to changes in cross-border positions. The results were satisfactory, confirming the robustness of the country risk model and its alignment with the organization's regulatory and strategic objectives. These analyses covered exposures across 45 countries with cross-border operations.



Emerging risks

The most relevant emerging risks in the region are continuously monitored, aligning their management with international trends and the perspectives of the World Economic Forum. To this end, these risks are managed through a methodology based on PESTEL analysis, which considers political, economic, social, technological, environmental, and legal factors.

This approach enables the organization to anticipate potential threats and adjust its internal management accordingly. The emerging risks identified represent significant challenges for the banking sector due to their dynamic and evolving nature. In 2025, cybersecurity threats, technological developments—including digital assets and artificial intelligence—and economic risks associated with regional slowdowns remained among the most relevant emerging risks. Through this analysis, the organization strengthens its resilience by proactively anticipating threats and mitigating risk materialization in a timely manner.

In response to an increasingly complex and evolving environment, BAC maintains a preventive approach that supports early risk identification, strengthens controls, and protects critical assets. The following are some of the main actions implemented.

Cybersecurity risk

The organization continuously enhances its cybersecurity posture through policy updates, audits, and penetration testing. It promotes advanced training programs and prepares for emerging technological risks, including those associated with quantum computing. In addition, it maintains ongoing oversight of third-party providers and strengthens its audit and incident response capabilities.

Risks from technological advancements

Robust governance frameworks for artificial intelligence are implemented, incorporating ethical guidelines and risk-mapping initiatives associated with new technologies. Data privacy and protection protocols are also reinforced to anticipate vulnerabilities and safeguard sensitive information.

Economic risk

The organization mitigates economic risks by diversifying its portfolio, adjusting credit policies, and strengthening reserves. It also conducts stress testing to anticipate macroeconomic impacts and support proactive decision-making.





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Social and environmental risk

Grupo BAC has an Environmental and Social Risk Analysis System (SARAS) for the classification of its corporate and middle-market portfolio. The purpose of this system is to identify, assess, and manage, in a timely manner, the environmental and social risks associated with the activities and projects it finances, incorporating sustainability criteria into credit risk analysis.

The SARAS policy is based on three core components:

1

Activities that are not eligible for financing due to their nature.

2

Assessment of all credit applications exceeding US$1 million, regardless of the country, borrower type, or intended use of funds.

3

Risk classification of projects:

Category A

Projects with a high likelihood of generating significant adverse environmental and social impacts.

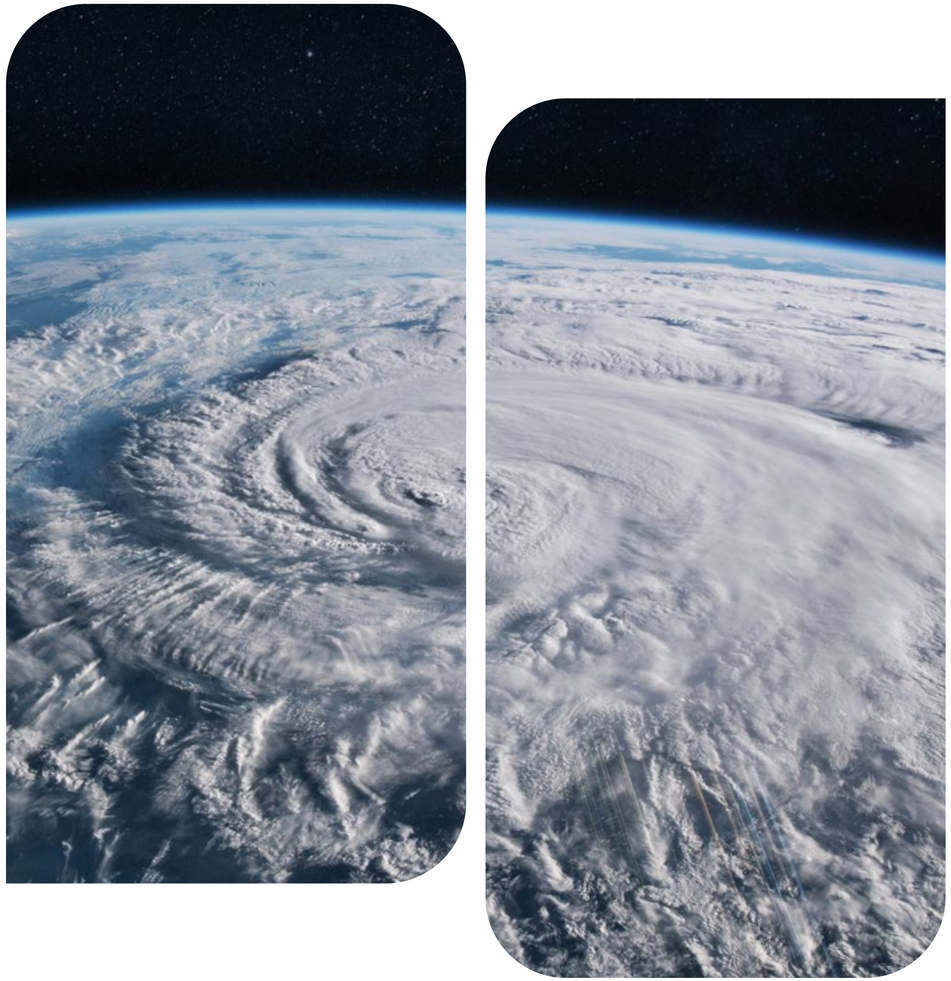
Category B

Projects with limited adverse impacts, less significant than those classified under Category “A”.

Category C

Projects with minimal or no expected environmental or social impacts.

As of December 2025, the corporate and middle-market portfolio totaled US$11,854 million, of which US$2,172 million were classified under Category “A,” US$2,492 million under Category “B,” and US$6,582 million under Category “C.” An additional US$607 million did not require evaluation under the SARAS framework.



Climate risk

Climate risk management aims to prevent current and potential adverse impacts arising from climate change and from mitigation efforts, including their economic and financial implications for the organization.

These risks are classified as physical and transition risks, including those associated with legal liability.

Significant progress has been achieved in line with BAC's climate risk management maturity model, established in 2022 and reviewed annually. This model encompasses four key dimensions: (1) strategy, (2) stakeholders, (3) risk management, and (4) reporting and disclosure. Each dimension is assessed according to its level of maturity—ranging from developing, partially established, and established to advanced—thereby supporting continuous improvement.
In the area of risk management, progress continued in climate scenario analysis and the implementation of stress testing for the corporate portfolio. In addition, physical risks within financed sectors were identified, with particular focus on sectors most exposed to climate-related impacts, as well as geographic areas more vulnerable to climate events, with the objective of quantifying potential financial effects.

As part of the credit analysis process, geolocation data for offices, production facilities, and collateral, based on geographic coordinates, were incorporated, together with the automation of these processes.

BAC has also developed an internal climate taxonomy identifying and characterizing key climate hazards in each country. This taxonomy is based on historical data from international sources such as the DesInventar Database (UNDRR), the World Bank climate change portal, and reports from organizations including the United Nations Environment Programme Finance Initiative (UNEP FI), the Economic Commission for Latin America and the Caribbean (ECLAC), and the World Meteorological Organization (WMO). It also incorporates national climate change communications, data from meteorological institutes, ministries of environment, and national emergency commissions, as well as sectoral climate risk studies developed by UNEP FI. Progress also continued in defining impact scales for these hazards, enabling the identification of priority climate risks by geographic location and industry, and supporting more focused and effective analysis.

CIEF (Internal Control of Financial Statements)

BAC maintains a robust internal control system aligned with the Committee of Sponsoring Organizations of the Treadway Commission (COSO) framework, which guides management in ensuring the reliability of financial reporting.

During 2025, design and operating effectiveness testing was performed on more than 300 key controls included in the risk matrices, demonstrating the strength of the internal control system and confirming the absence of material impacts on the financial statements.

This reinforces BAC's commitment to continuous improvement, transparency, and compliance with regulatory standards, ensuring the reliability of information used in strategic decision-making.

Monitoring of risk-related standards

In response to global challenges and evolving economic conditions, regulators continue to strengthen and introduce new measures aimed at enhancing the stability of the financial system. As of December 2025, Grupo BAC maintains continuous monitoring of regulatory developments to ensure timely compliance and implementation.

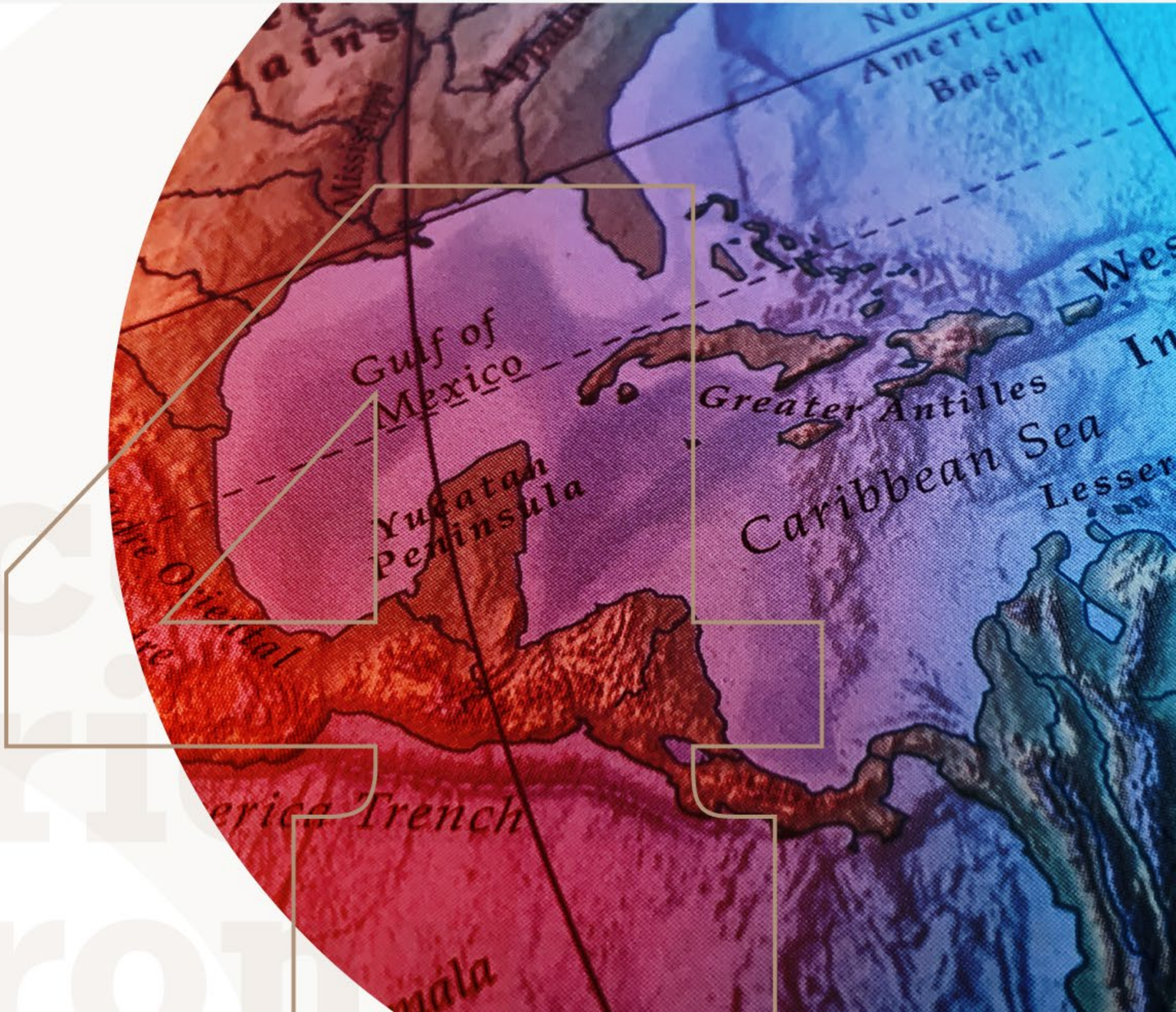
Regulatory trends across the region have focused on the following areas:

- Capital adequacy
- Credit
- Information technology and cybersecurity management
- Corporate governance
- Anti-money laundering, counter-terrorism financing, and the prevention of proliferation financing (AML/CFT/PF)
- Liquidity
- Financial recovery and resolution frameworks
- Operational risk



[GRI 203.2] [GRI 3.3]

The central american environment





A view of the environment

Central America continues to consolidate its position as a region with strong growth prospects, driven by a young population, the rapid expansion of the digital ecosystem, and its strategic geographic location as a connection point among the continent's main trade corridors.

The complementarity among regional economies and the progress of integration processes provide a favorable environment for the development of strategic sectors such as financial services, logistics, trade, and tourism.

Likewise, the importance of remittances and the growing interest in financial inclusion create opportunities to deepen the offering of digital solutions and expand access to banking products and services. Collectively, these factors strengthen the region's potential as an attractive environment for investment, innovation, and long-term sustainable growth.

Gross Domestic Product (GDP)

International financial organizations such as the International Monetary Fund (IMF), in their most recent estimates published in October 2025, project that global growth, measured by the year-on-year variation in gross domestic product (GDP), will moderate from 3.2% in 2025 to 3.1% in 2026. These projections reflect the persistence of a global economic environment characterized by heightened uncertainty, moderation in international trade, and tighter financial conditions.

The Central American region is composed of small, open economies that rely primarily on agriculture, tourism, foreign investment, and foreign exchange inflows from remittances. For 2026, the IMF projects moderate growth across Central American countries, with rates ranging between 2.5% and 4.0%, reflecting the resilience of the region despite a less favorable external environment.

Table No. 05

GDP growth

	Guatemala	El Salvador	Honduras	Nicaragua	Costa Rica	Panama	Latam
2024	3.5%	2.6%	3.6%	4.0%	4.0%	2.5%	3.4%
2025	3.8%	2.5%	3.5%	3.8%	3.6%	4.0%	3.5%
2026 E	3.6%	2.5%	3.5%	3.5%	3.3%	4.0%	3.4%

Growth projections by country



Costa Rica

The IMF estimates that Costa Rica's economic growth will reach 3.3% in 2025 and 3.6% in 2026, maintaining its position as one of the best-performing economies in the region. According to its analyses, Costa Rica's economic dynamism continues to be supported by sound macroeconomic policies, strong institutional frameworks, and resilient domestic consumption.

Guatemala

The IMF projects economic growth of 3.8% in both 2025 and 2026, driven by private consumption, macroeconomic stability, and the steady flow of remittances. According to the organization's country reports, Guatemala remains among the fastest-growing economies in the region.

Nicaragua

The IMF projects economic growth for Nicaragua of 3.0% in 2025, followed by a slight slowdown to 2.9% in 2026. According to the organization's official data, Nicaragua's performance continues to be supported by remittances, the recovery of the services sector, and relatively stable macroeconomic conditions.

El Salvador

The IMF projects GDP growth of 2.5% in both 2025 and 2026, representing the most moderate performance in Central America, primarily due to the ongoing fiscal adjustment process and the slowdown in public spending. These projections are framed within a fiscal consolidation process supported by an IMF program approved in February 2025.

Honduras

IMF projections estimate economic growth of 3.8% in 2025 and between 3.5% and 3.8% in 2026, supported by the dynamism of private consumption, family remittances, and improving external demand. Likewise, the organization expects the Honduran economy to remain on a stable growth trajectory over the medium term.

Panama

The IMF estimates economic growth of 4.0% in both 2025 and 2026, maintaining Panama's position as one of the most dynamic economies in Latin America. The organization highlights the role of the logistics sector, financial services, and the gradual recovery of the construction sector as key drivers of economic growth in Panama.

Sovereign risk ratings

The long-term sovereign credit ratings assigned by Fitch Ratings (Fitch), Moody's Ratings (Moody's), and Standard & Poor's Global Ratings (S&P) to the countries of the Central American region reflect the macroeconomic, fiscal, political, and social conditions of each country.

During 2025, no country experienced sovereign credit rating downgrades. Rating agencies upgraded the sovereign ratings of Guatemala, El Salvador, and Costa Rica. These upward revisions were primarily driven by favorable economic developments, supported by prudent fiscal policies, effective debt management, continued access to international markets, and the resilience of financial systems.

Guatemala

- The country recorded updates to its sovereign debt rating from two of the three major credit rating agencies.
- During the first half of 2025, S&P upgraded the sovereign rating to BB+ from the previous BB rating, maintaining a stable outlook. The upgrade reflected macroeconomic stability, fiscal prudence, and low indebtedness levels as key strengths.
- Fitch also upgraded the sovereign rating during the second half of the year to BB+ with a stable outlook, from the previous BB rating. This improvement was likewise supported by macroeconomic stability, fiscal prudence, and low indebtedness levels.
- Moody's maintained its rating and outlook unchanged at Ba1/Stable.

Honduras

- During 2025, the rating agencies made no changes to the sovereign credit ratings.
- In July 2025, Moody's reaffirmed the sovereign rating at B1/Stable, unchanged from 2024.
- In September 2025, S&P reaffirmed the sovereign rating at BB-/Negative, unchanged from 2024.

Costa Rica

- Costa Rica has continued to demonstrate positive performance in its economic and fiscal indicators, which has been recognized by the credit rating agencies. Among the main factors supporting these improvements are compliance with IMF program targets, access to financing under more favorable conditions, fiscal discipline, solid economic growth, and controlled inflation.
- In September 2025, Moody's upgraded the sovereign rating to Ba2/Stable from Ba3. This marked the third consecutive year in which Moody's upgraded Costa Rica's rating, from its lowest level of B2 in 2023.
- In October 2025, S&P upgraded the sovereign rating to BB/Stable from BB-. The agency has also maintained a consistent positive assessment of Costa Rica's fiscal and macroeconomic performance, following the B/Negative rating assigned in 2020.
- In February 2025, Fitch revised Costa Rica's outlook from Stable to Positive, maintaining the sovereign rating at BB, and reaffirmed this outlook in December 2025.

El Salvador

- Sovereign ratings continued to recover following the debt restructuring process and the improved growth outlook, supported by the agreement reached with the IMF.
- In November 2024, Moody's upgraded the sovereign rating from Caa1 to B3, with a stable outlook.
- In January 2025, Fitch upgraded the sovereign rating from CCC+ to B-, highlighting the agreement reached with the IMF and the recovery of access to international markets as key supporting factors.

Nicaragua

- During 2025, the rating agencies made no changes to the sovereign credit ratings.
- In May 2025, Fitch reaffirmed the sovereign rating at B/Stable, unchanged from 2024.
- For their part, Moody's and S&P issued no new updates regarding Nicaragua's sovereign rating compared to 2024.

Panamá

- Panama maintains its investment-grade sovereign ratings with Moody's and S&P at Baa3/Negative and BBB-/Stable, respectively.
- In November 2024, Moody's reaffirmed the sovereign rating at Baa3, while revising the outlook from Stable to Negative.
- In December 2025, Fitch reaffirmed Panama's sovereign rating at BB+/Stable, unchanged since March 2024.

Table No. 06

Risk rating agencies

Rating Agency	Concept	Guatemala	El Salvador	Honduras	Nicaragua	Costa Rica	Panama	BIB
STANDARD &POOR'S	Rating	BB+	B-	BB-	B+	BB	BBB-	BBB-
	Outlook	Stable	Stable	Negative	Stable	Stable	Stable	Stable
	Mov. Rating 2025	Upgrade	-	-	-	Upgrade	-	-
MOODY'S	Rating	Ba1	B3	B1	B2	Ba2	Baa3	Ba1
	Outlook	Stable	Stable	Stable	Stable	Stable	Negative	Stable
	Mov. Rating 2025	-	-	-	-	Upgrade	-	-
FitchRatings	Rating	BB+	B-	-	B	BB	BB+	BB+
	Outlook	Stable	Stable	N/A	Stable	Positive	Stable	Watch/ Evolving
	Mov. Rating 2025	Upgrade	Upgrade	-	-	-	-	-

Note. Taken from Moody's Investor Service, Standard & Poor's and Fitch Ratings.

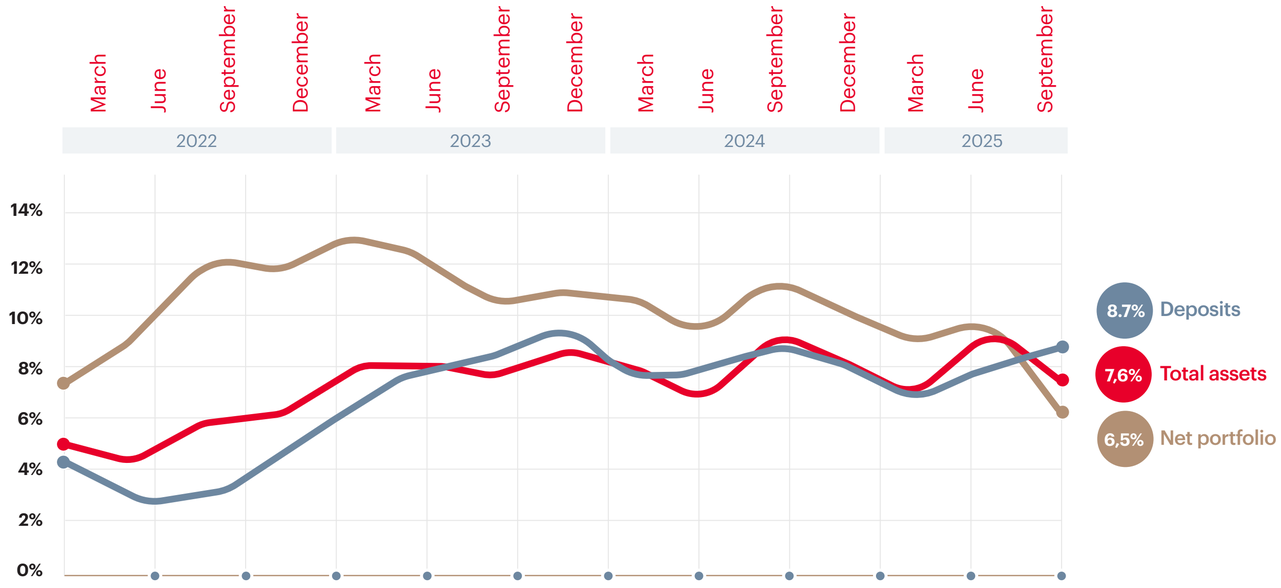


Central American[5] Banking System

In 2025, the regional financial sector maintained its growth trend in assets, deposits, and portfolio, compared to 2024.

Chart No. 02

Year-on-year growth rate of the Central American banking system



The evolution of the Central American banking system shows positive growth in its main indicators, although with differentiated behaviors throughout the period. The net portfolio remains the fastest growing item for most of the cycle, reaching the highest levels of growth between 2022 and 2024, before moderating in 2025. Total assets show a stable and growing trajectory, with variations ranging between 5% and 9%, which shows resilience and accompanies the general performance of the system. On the other hand, deposits show a gradual recovery: after more moderate growth in 2022, they show a strengthening trend in 2023 and 2024, and by 2025 they even exceed the growth rate of the portfolio, reflecting a greater collection of funds from the public towards the end of the period.

As of September 2025, total assets registered a year-on-year growth of 7.6% compared to September 2024. During the same period, the following was presented:

Deposits rose 8.7%.

The loan portfolio grew by 6.5%.

5. *Source: Superintendency of each country. For Costa Rica, cooperatives, mutual associations, and finance companies are not included. For Guatemala, financial groups are included together with banks that do not belong to any of those groups. For Panama, only general license banks are included.*

Asset Growth by Country

Guatemala recorded the strongest asset growth, with year-on-year growth of 14.1% as of September 2025, followed by:

- El Salvador: 12.5%
- Nicaragua: 12.0%
- Honduras: 5.7%
- Costa Rica: 5.6%
- Panama: 4.3%

Net Loan Portfolio Growth by Country

In terms of net loan portfolio growth, Nicaragua showed the strongest performance, with year-on-year growth of 13.8% as of September 2025, followed by:

- Guatemala: 11.1%
- Costa Rica: 9.0%
- El Salvador: 7.4%
- Panama: 4.2%
- Honduras: 0.7%

Deposit Growth by Country

El Salvador led deposit growth, recording a year-on-year increase of 19.5% as of September 2025, followed by:

- Nicaragua: 13.8%
- Guatemala: 12.8%
- Honduras: 8.4%
- Costa Rica: 7.9%
- Panamá: 4.3%



Table No. 07

Central American Banking System

US$ Millions of dollars **%** Annual change

Sep 25	Assets		Net portfolio		Deposits	
	US$	%	US$	%	US$	%
Guatemala	84,620	14.1%	48,233	11.1%	61,305	12.8%
El Salvador	27,659	12.5%	17,973	7.4%	21,624	19.5%
Honduras	44,434	5.7%	24,113	0.7%	27,055	8.4%
Nicaragua	10,079	12.0%	5,869	13.8%	7,677	13.8%
Costa Rica	67,331	5.6%	41,417	9.0%	51,213	7.9%
Panama	137,349	4.3%	92,297	4.2%	96,728	4.3%
Total	371,472	7.6%	229,902	6.5%	265,602	8.7%

Source: Superintendence of each country.

Market share

Grupo BAC maintains a significant presence across all Central American countries, positioning it as one of the leading financial institutions in the region. This has been achieved through the implementation of a strategy grounded in a more agile and digital approach, as well as the alignment of business objectives with a strong customer-centric focus in each country in which BAC operates.

As of September 2025, BAC held a 10.7% share of total system assets, representing an increase of 15 basis points compared to the same period in 2024 and maintaining its leadership position in regional market share.

With respect to the loan portfolio, BAC achieved a regional market share of 11.9%, maintaining its leadership position in net loan portfolio placement.

Strong performance and positive results continued, driven to a large extent by the ongoing customer loyalty strategy.

In addition, BAC continues to strengthen digital channels that facilitate customer transactions through a digital transformation strategy focused on delivering modern and versatile electronic banking solutions.

Deposit collection

Grupo BAC is positioned as the main bank in deposit taking, with a market share of 10.9%.

Profit before tax

As of September 2025, Grupo BAC leads the market in profit before tax at the regional level, with 15.9% of the total profits of the financial system.

Regional market leadership

At the regional level, Grupo BAC maintains its leadership in market share in the following areas:

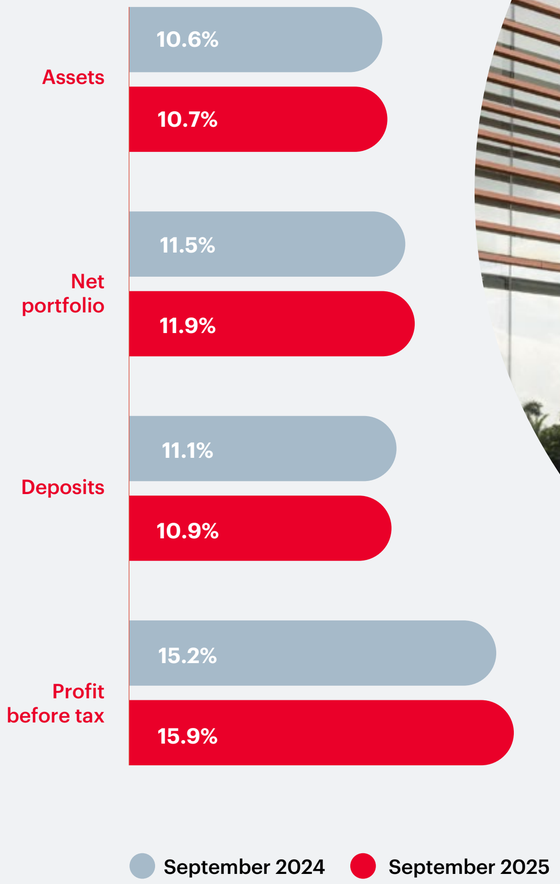
- Assets
- Net portfolio
- Deposits
- Earnings before taxes

In addition, it has managed to increase its market share in all these variables compared to the previous year.



Chart No. 03

Annual change in assets, net portfolio, deposits and profit before tax.



[GRI 201.1] [GRI 3.3]

Financial performance



Economic value generated and distributed

The statement of value generated, distributed, and retained presents, in quantitative terms, the economic value generated by Grupo BAC during the last two years and, at the same time, how that value has been distributed among its main stakeholders.



Table No. 08

Revenue distribution

US$ Million	2024	2025
Economic value generated (EVG)	**3,190**	**3,492**
Net interest margin	1,988	2,152
Commissions and other income	1,203	1,339
Economic value distributed	**2,143**	**2,307**
Suppliers	752	833
Employees	710	737
Society	386	412
Payment to the holding company	46	24
Payment to shareholders	250	300
Retained Economic Value	**1,047**	**1,185**
Depreciation and amortization	98	91
Reservations	534	639
Reinvestment of profits	415	455

The distribution of economic value clearly reflects how most of the wealth generated during the year was distributed among the principal stakeholders. In 2025, such distribution was as follows:

36% — $1,101 MM

In the payment of taxes to governments, interest paid to depositors, and direct social investment.

28% — $833 MM

In payments for the purchase of goods and services from suppliers.

25% — $737 MM

In the payment of salaries and benefits to Gente BAC.

11% — $325 MM

It was distributed to shareholders.

Assets

As of the end of 2025, Grupo BAC's total assets amounted to US$40,747 million, representing growth of 7.3% compared to 2024.

Asset allocation

- Gross loan portfolio: Maintained a stable share of total assets, increasing slightly from 69.7% in 2024 to 69.8% in 2025.
- Cash and cash equivalents: Increased their share from 14.9% in 2024 to 15.4% in 2025.
- Investments: Represented 12.2% of total assets in 2025, compared to 12.9% in 2024.

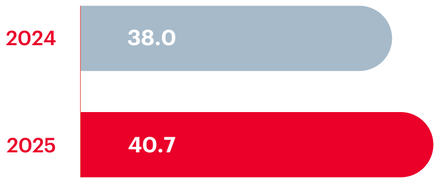
Grupo BAC's business strategy has allowed it to maintain a balanced mix of products, which favors prudent and sustained growth.

- The gross loan portfolio closed 2025 at US$28,422 million.
- Despite global economic uncertainty, continued growth in the loan portfolio was achieved, contributing to economic and social development.

The Commercial segment represented the most significant share of the portfolio in 2025, recording growth of US$1,165 million (9.5% compared to the previous year) and reaching 47.0% of the total portfolio.

Chart No. 04

Annual change in assets



US$ Billions

Other segments also showed relevant growth:

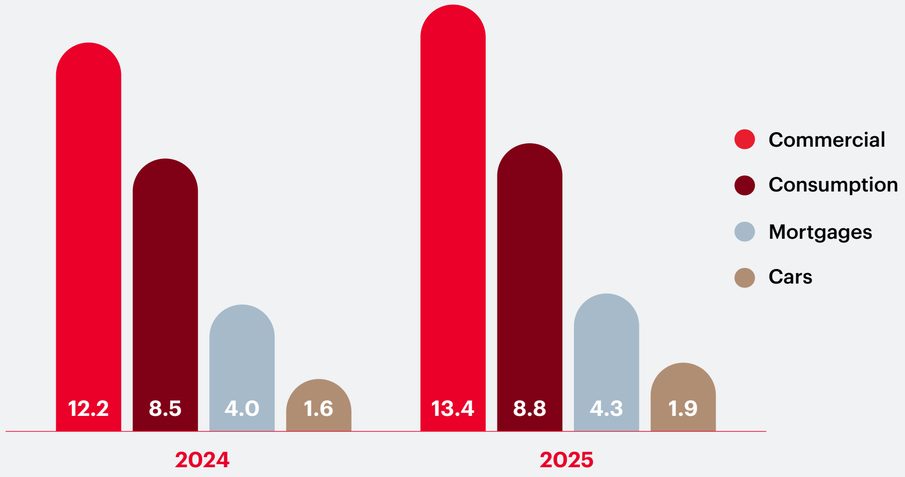
- Consumer: 3.9%
- Mortgages: 5.3%
- Auto loans: 15.7%

The distribution of the total portfolio by segment was as follows:

- Consumer: 31.1%
- Mortgages: 15.1%
- Auto loans: 6.7%

Chart No. 05

Annual change in portfolios, consumer, mortgages and auto loans



US$ Billions

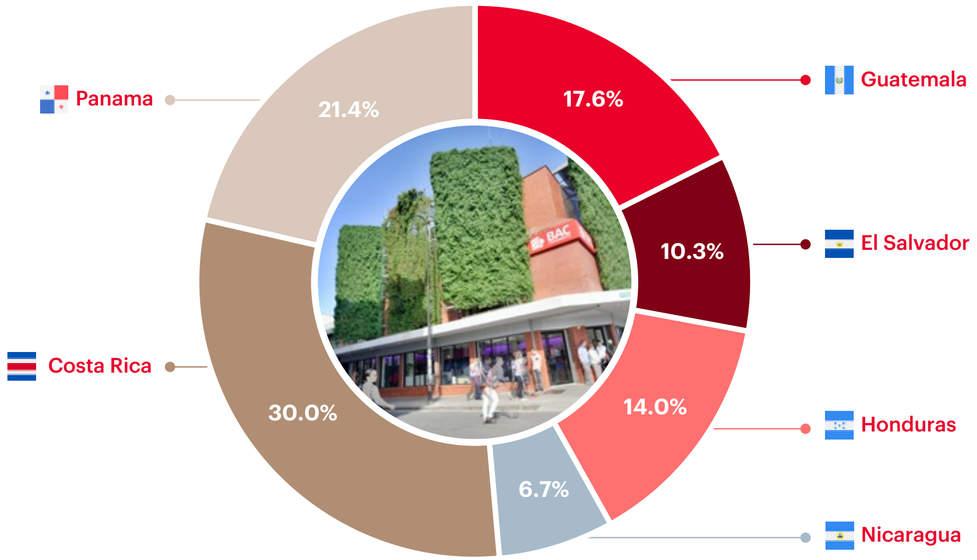
Grupo BAC's credit portfolio remains broadly diversified across the region. The three countries with the largest participation are:

- Costa Rica: 30.0%
- Panama: 21.5%
- Guatemala: 17.6%

Operating across Central America provides a significant competitive advantage and enables the organization to maintain a relevant scale of operations in each market it serves. This regional presence facilitates the strategic integration necessary to sustain continued growth.

Chart No. 06

Portfolio distribution by country



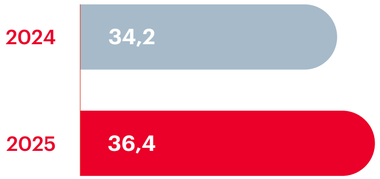


Liabilities

As of the end of 2025, BAC's total liabilities amounted to US$36,370 million, representing growth of 6.5% compared to the previous year.

Chart No. 07

Annual change in liabilities



US$ Billions

Total deposits represented 83.1% of total liabilities, consolidating them as the most significant component of the funding structure.

During 2024, deposits increased by US$1,814 million (6.4%), with the following growth by deposit type:

- Savings deposits: +12.0%
- Current deposits: +10.0%

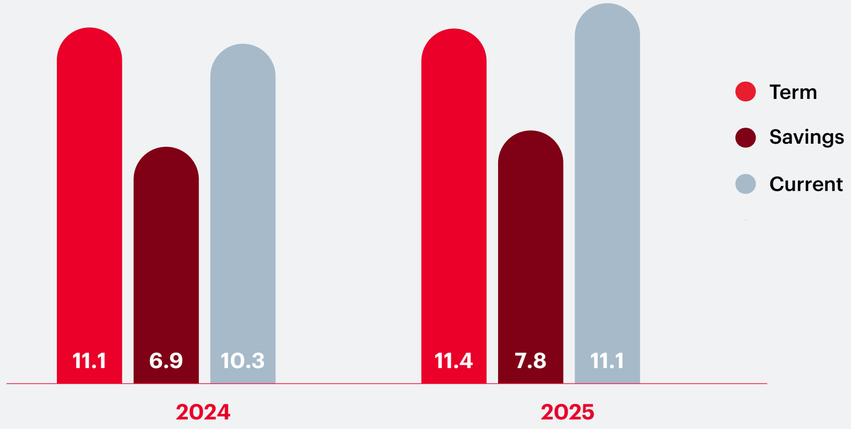
Deposits continue to represent the primary source of funding, enabling Grupo BAC to manage resources more efficiently by leveraging lower-cost funding sources for liquidity management.

Composition of the deposits:

- Demand deposits: Represented 63.3% of total deposits in 2025, compared to 60.8% in 2024.
- Time deposits: Represented 36.7% of total deposits in 2025, compared to 39.2% in 2024.

Chart No. 08

Annual change in deposits



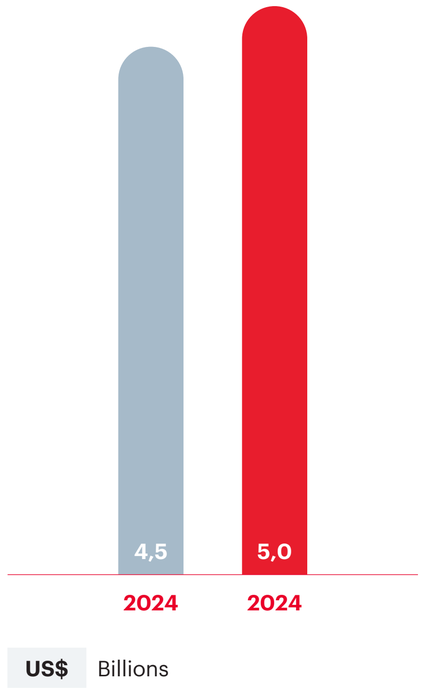
US$ Billions

Institutional funding obtained from multilateral organizations and local and international banks enables Grupo BAC to maintain adequate maturity matching levels.

As of the end of December 2025, the institutional funding balance amounted to US$4,990 million, representing growth of 10.3% (US$467 million) during the period.

Chart No. 09

Annual variation in institutional funding



US$ Billions



Table No. 09

Summary of financial information

Results and balance	2023	2024	2025	Var $ 25 vs 24
Operating income	2,838.1	3,190.5	3,491.6	301.2
Profit before tax	788.4	922.8	1,031.8	109.0
Net Income	591.0	701.3	785.4	84.0
Total assets	34,502.7	37,970.4	40,747.1	2,776.6
Net loan portfolio	22,743.8	25,699.4	27,657.4	1,958.0
Investments	4,548.9	4,883.4	4,989.8	106.4
Total liabilities	31,148.9	34,157.7	36,370.0	2,212.3
Deposits	26,016.1	28,400.1	30,213.7	1,813.6
Equity	3,353.8	3,812.8	4,377.1	564.3



Efficiency and cost-effectiveness	2023	2024	2025
Net interest margin	6.2%	6.3%	6.3%
Efficiency ratio	54.9%	53.8%	52.3%
Cost-to-assets ratio	4.8%	4.8%	4.7%
Return on assets (ROA)	1.8%	2.0%	2.0%
Return on equity (ROE)	18.9%	19.5%	19.1%
Portfolio quality (90+ days past due loans/gross loans)	1.2%	1.2%	1.1%
Coverage ratio	3.1%	2.8%	2.7%
Solvency, BAC International Bank Inc.	12.0%	12.1%	13.4%

Capital adequacy

The capital adequacy ratio is calculated in accordance with the regulations of the Superintendency of Banks of Panama (SBP) at the level of the subsidiary BAC International Bank Inc. and includes Grupo BAC's risk-weighted assets on a consolidated basis.

In 2025, the capital adequacy ratio reached 13.4%, exceeding the minimum requirement of 9.25% established by the SBP.

Historically, Grupo BAC has maintained a solid capital adequacy ratio, reflecting efficient management of capital components and risk-weighted assets, enabling the organization to effectively meet its current capital requirements.

Results for the 2025 Period

Net income at the end of 2025 amounted to US$785 million, representing an increase of US$84 million compared to 2024 (US$701 million). This performance reflects year-on-year growth of 12%.

Financial Margin and Commission Income

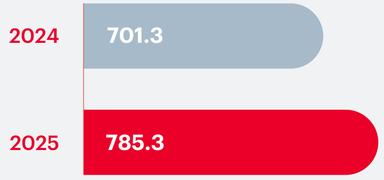
- The financial margin reached US$2,152 million, representing growth of 8.3% compared to 2024.
- Commission income increased by 11.8% during the year, reaching a total of US$1,293 million.

Risk Management and Portfolio Quality

- These results were complemented by efficient risk management and solid portfolio quality.
- As of December 2025, the cost of risk stood at 2.2%.
- Compared to 2024, loan loss provisions increased as a result of portfolio growth, while non-performing loan (NPL) levels remained below those recorded in the previous year.

Chart No. 10

Annual change in net income



**US$** US$ Millions



Summary of the balance sheet and income statement[6]

Table No. 10

Comparative balance sheet (2024-2025)

Balance sheet	2025	2024	%25-24
Assets	40,747.1	37,970.4	7.3%
Cash and cash equivalents	6,282.6	5,648.0	11.2%
Investments	4,989.8	4,883.4	2.2%
Loan portfolio, net	28,422.5	26,451.9	7.4%
Portfolio provisions	(765.1)	(752.4)	1.7%
Total Net Portfolio	27,657.4	25,699.4	7.6%
Other assets	1,216.0	1,153.2	2.2%
Liabilities	36,370.0	34,157.7	5.4%
Demand deposits	19,124.1	17,259.7	10.8%
Time deposits	11,089.6	11,140.4	-0.5%
Financial obligations	5,029.9	4,614.9	9.0%
Other liabilities	1,126.4	1,142.7	-1.4%
Equity	4,377.1	3,812.8	14.8%

Income Statement	2025	2024	%25-24
Interest Income	3,404.2	3,099.7	9.8%
Interest Expense	1,251.9	1,111.9	12.6%
Net interest margin	2,152.4	1,987.7	8.3%
Net Fees	1,270.7	1,121.8	13.3%
Operating Expenses	1,811.4	1,688.0	7.3%
Other Net Income	27.6	19.8	39.1%
Operating profit	2,302.54	2,044.64	5,6%
Income tax	(229,4)	(233,5)	(1,7%)
Profit before foreign exchange impact	1,031.8	922.8	11.8%
Exchange impact, net of taxes	(246.5)	(221.5)	11.3%
Net Income	785.4	701.3	12.0%

6. Figures presented in accordance with management reporting criteria

Note. Figures are presented in millions of U.S. dollars.

[GRI 207.1] [GRI 207.2] [GRI 207.3]

Tax management

Transparency

BAC's priority is to contribute to development in each of the jurisdictions in which it operates, ensuring compliance with the principles of legality and statutory reserve. The tax strategy establishes the guidelines that the Group's entities must follow in the analysis, adoption, and implementation of economic transactions with tax implications. Its objective is to ensure that each transaction has a clear and transparent business purpose, while responsibly assuming its economic and tax consequences.



Key Pillars of the Tax Strategy

Grupo BAC's tax strategy is based on seven essential pillars:

01

Rigorous compliance with tax obligations, ensuring the effective payment of taxes in the jurisdictions where value is generated.

02

Appropriate application of the arm's length principle and transfer pricing regulations, both domestically and internationally, in transactions between entities and/or related parties within Grupo BAC.

03

Timely and effective management of identified tax risks.

04

Transparency in tax information.

05

Adequate control over compliance with tax obligations, as well as the management of the information and documentation necessary to address tax and regulatory audits.

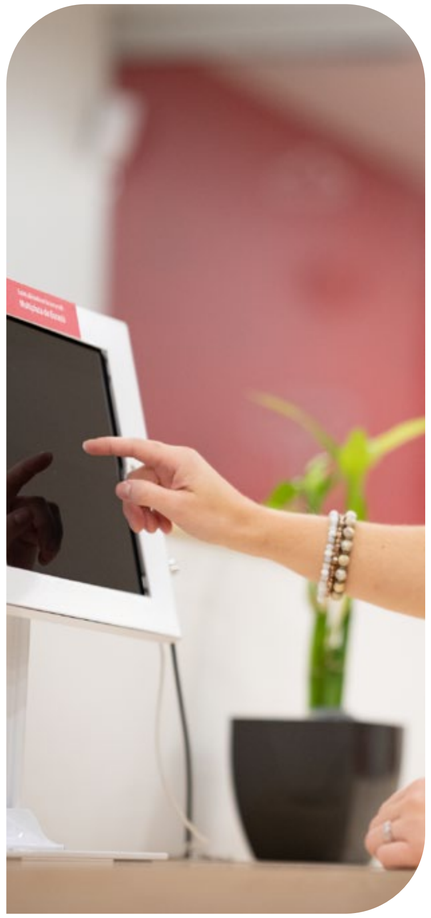
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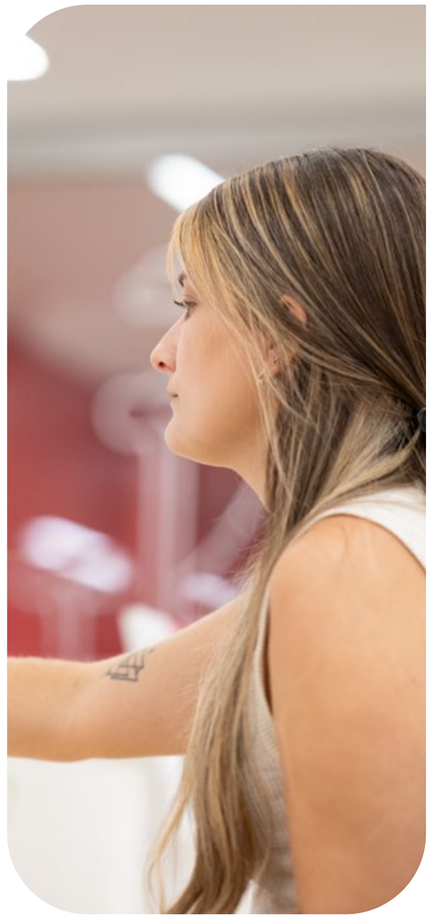
Collaboration and cooperation with the tax authorities of the countries in which BAC operates, within a framework of good faith, trust, and mutual transparency.

07

Application of best market practices in tax matters, aligned with corporate objectives and the Sustainable Development Goals (SDGs)

These seven pillars ensure that the organization's entities operate within a framework of legality and continuous self-monitoring, assuming responsibility for compliance control processes and thereby protecting the interests of customers, shareholders, and the communities in which they operate, while maintaining a strong tax reputation.





Approval of the tax strategy

Approval of the tax strategy is the responsibility of the highest corporate governance body in each country: the Board of Directors of the entities in the jurisdictions where Grupo BAC operates. This strategy is binding on all Gente BAC, with particular emphasis on the tax areas.

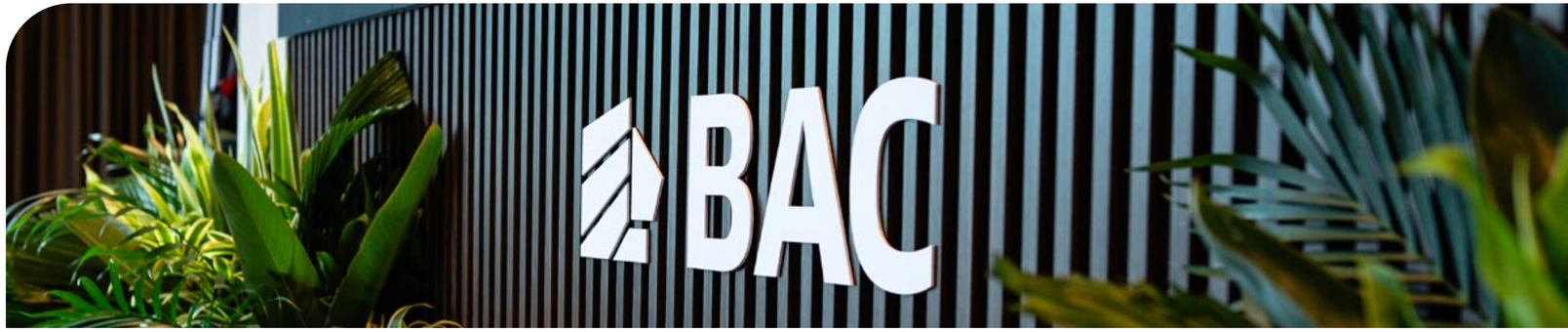
Financial management in each country is responsible for implementing the measures necessary to achieve the objectives aligned with the seven fundamental pillars of the tax strategy.

In addition, the entities in each country are supported by the Chief Financial Officer (CFO), who, together with Corporate Tax Management, provides guidance and support in the analysis of tax matters and contributes to the achievement of corporate objectives aligned with the tax strategy.

Strategy and business model



Creating positive value in three dimensions

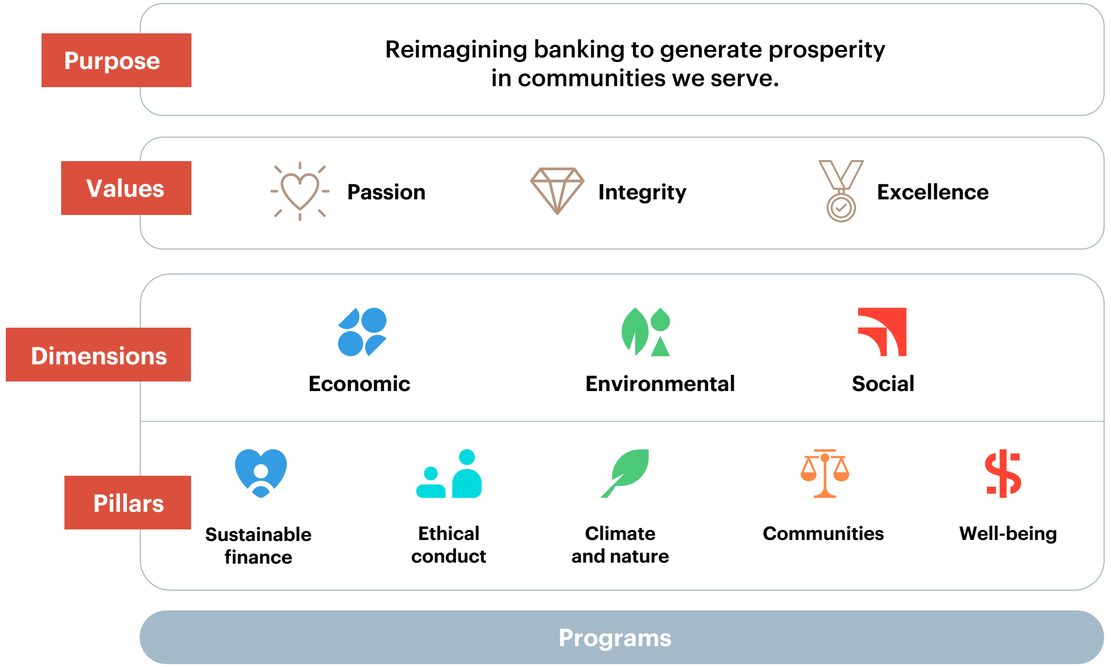


At Grupo BAC, the management of environmental, social, and climate-related matters is integrated into the corporate strategy. All initiatives developed to address the potential or actual, positive or negative impacts most relevant to stakeholders and to Grupo BAC are aligned with and complement the business vision, with the clear objective of advancing toward a responsible banking model.

Accordingly, BAC seeks to contribute to the creation of environmental and social value for its stakeholders with the same rigor and excellence applied to maximizing economic value. As of the date of this report, the Triple Value Strategy consolidates significant progress toward the commitments assumed by Grupo BAC to generate positive impact across the three dimensions: economic, environmental, and social.

During 2025, and with the objective of communicating sustainability priorities in a clearer and more effective manner, adjustments were made to the organization of the main topics addressed. The same commitments were maintained with respect to economic, social, governance, and environmental matters, including climate-related issues.

The Triple Value Strategy originates from the corporate purpose and is articulated through the values that guide Grupo BAC's day-to-day operations, as well as through the three dimensions of sustainable development. It is organized around five strategic pillars under which all programs and projects aimed at generating positive value for communities and all stakeholders are framed.



Infographic No. 03

Triple value strategy

Sustainable finance:

Facilitating solutions that contribute to financial inclusion, prosperity, and the sustainable development of communities.

Ethical conduct:

Acting ethically and responsibly, while promoting a culture of transparency and fair treatment for all people.

Climate and nature:

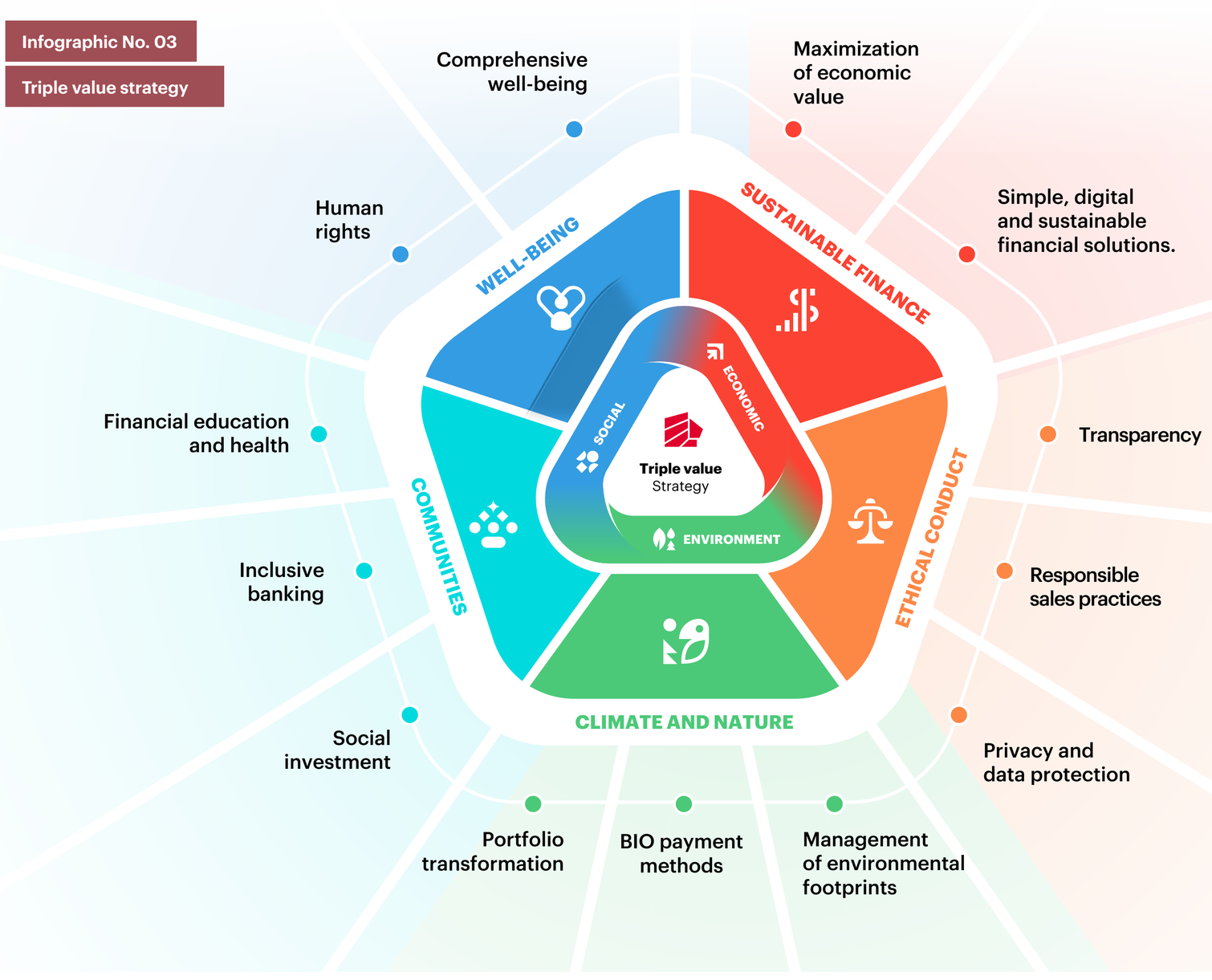
Promote the transition to a lower-carbon economy by advancing actions that support sustainable development and the conservation of the region's natural wealth.

Communities:

Mobilize proprietary and third-party resources to develop projects that contribute to generating positive impacts across the region.

Well-being:

Promoting the development and holistic well-being of all people across the value chain.





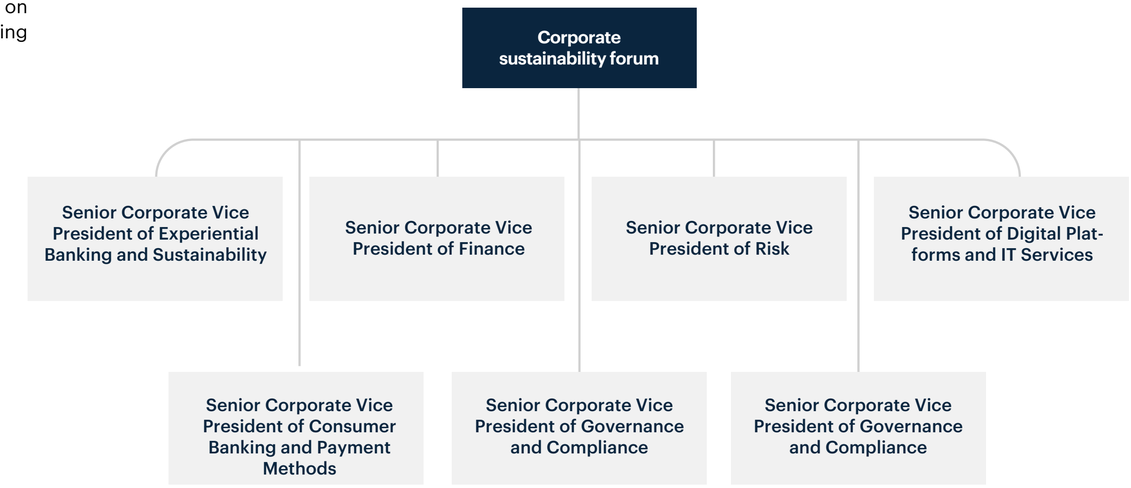
[GRI 2.12] [GRI 2.13] [GRI 2.14] [GRI 2.16] [GRI 2.17]

Governance of environmental and social matters

At BAC, the organizational alignment of environmental, climate, and social matters—both at the corporate level and in each of the countries where the Group operates—is led by a high-level governance body. The Sustainability Forum is responsible for advising the Board of Directors on the strategic approach guiding the implementation of responsible business practices, as well as on sustainability and climate-related matters, including oversight, risk management, and opportunities.

Infogrphic No. 04

Composición del Foro Corporativo de Sostenibilidad



Duties and powers of the Sustainability Forum

This body, composed of representatives from Senior Management, is responsible for ensuring compliance with the Triple Value Strategy. Its central role is to advise the Board of Directors, which is informed of progress and consulted on decisions related to environmental, climate, and social matters at least twice a year. The Forum meets at least once every three months.



The Sustainability Forum is responsible for:

- Supervising and ensuring the existence of processes for the identification, management, monitoring, and control of risks and opportunities related to business sustainability and stakeholder expectations.
- Supervising and ensuring the stakeholder engagement strategy and reporting to the Board of Directors on stakeholder interests and expectations regarding Grupo BAC's social, environmental, climate-related, and responsible and ethical conduct matters.
- Supervising Grupo BAC's sustainability performance and, in particular, ensuring that its governance, environmental, climate, and social practices are aligned with the strategy and policies approved by the Board of Directors, as well as with ESG regulatory requirements in the countries where BAC operates and commitments related to sustainable financing with multilateral organizations or investors.
- Supervising and approving Grupo BAC's participation in the most recognized international sustainability indexes, memberships, and certifications, while ensuring compliance with actions that support continuous improvement in such evaluations and certifications.
- Monitoring Grupo BAC's actions contributing to the achievement of the Sustainable Development Goals (SDGs) adopted by the United Nations (UN).
- Informing and advising the Board of Directors on the latest trends and best business practices related to innovation, customer satisfaction, financial inclusion, responsible marketing, inclusion and diversity, non-discrimination, climate change, and other matters associated with business sustainability that contribute to social and economic development in the region.
- Collaborating and coordinating with corporate governance committees on matters related to responsible business practices and sustainability.
- Assessing Grupo BAC's sustainability position by periodically reporting and advising the Board of Directors on progress in responsible business practices and sustainability matters.
- Ensuring the adequacy of the sustainability management structure and its effective functioning.

ESG and climate specialized technical forums or working groups

With the objective of strengthening the governance of environmental, social, and climate-related matters, Grupo BAC has implemented the creation of technical committees or forums responsible for the analysis and evaluation of climate-related risks and opportunities, as well as environmental and social risks. These bodies are composed of specialists from multiple areas across the organization, who are responsible for periodically analyzing ESG and climate-related risks and opportunities and issuing recommendations to ensure the proper follow-up of actions derived from the decisions the organization adopts regarding these matters.

Country	Name of the Technical Forum or Working Group	Role	Periodicity
BAC Guatemala	Technical Forum on Sustainable Finance	It analyzes and evaluates the technical conditions and eligibility thresholds that an activity must meet to qualify for inclusion within a subcategory of the BAC Sustainable Finance Taxonomy; monitors compliance with the impact indicators associated with sustainable loans granted; and generates reports related to compliance with environmental, climate-related, and social categories. All of the foregoing is carried out in alignment with the issuance of sustainable bonds and the company's Triple Value Strategy. **It is made up of:** • Business Banking • Personal Banking • Portfolio Management • Corporate Treasury • ESG Management	Every three months
BAC Honduras	Sustainability Forum	It designs and plans sustainable strategies that align the institution's activities and decisions with Triple Value principles across the economic, environmental, and social dimensions. It promotes leadership and commitment in the implementation of actions aimed at achieving the objectives of the strategy at all levels of the organization.	Every four months
BAC Costa Rica	Sustainability Forum	It analyzes progress, achievements, and challenges related to sustainability and evaluates the implementation of the strategy. It is responsible for identifying and assessing emerging trends in responsible practices and sustainable development to ensure that the Bank's strategy continues to evolve and remains aligned with industry best practices.	Every three months
BAC Panama	Sustainability Forum	It ensures the integration of responsible practices into corporate strategy, supervises risks, opportunities and compliance with environmental, social and good governance policies. It monitors progress towards the Sustainable Development Goals, evaluates sustainability management, ensures its adequate structure and issues strategic reports to strengthen the relationship with stakeholders and promote the sustainable development of the business.	Every three months

Note: Local sustainability forums are comprised of the CEO and all vice-presidencies in each country.

Infographic No. 05

Stakeholders

[GRI 2.29]

Stakeholders

BAC's stakeholders are those individuals, social groups, and organizations that may be significantly affected by its activities, products, and/or services, and/or whose actions may affect the organization's ability to successfully achieve its defined strategic objectives.

To identify the principal stakeholders, an analysis was conducted across the value chain using the following methodology:



These results are reviewed periodically to ensure their validity and assess the level of involvement of each stakeholder in the main value generation processes, examining their degree of influence and relevance.

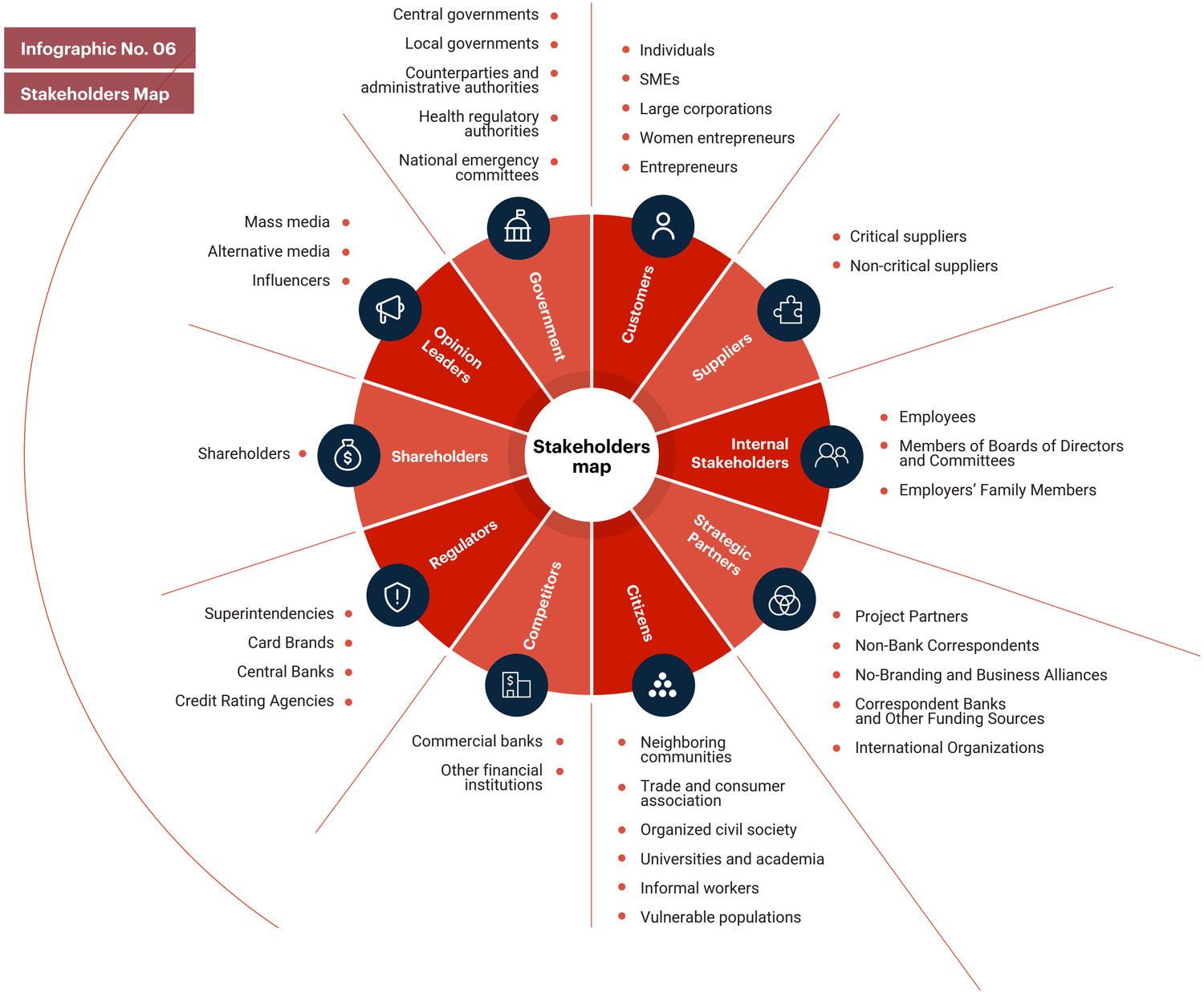
Through these reviews, the stakeholder mapping is refined, enabling the Group to uphold its commitment to transparency and accountability while facilitating a better understanding of the expectations and concerns of these groups.

The most recent stakeholder map is composed of the following categories:

- **Shareholders**
- **Customers**
- **Suppliers**
- **Internal audience**
- **Strategic Partners**
- **Citizenship**
- **Competitors**
- **Regulators**
- **Opinion Generators**
- **Government**

Infographic No. 06

Stakeholders Map



Stakeholder consultation

During 2025, stakeholder engagement management focused on prioritizing the key groups identified during the stakeholder consultation carried out in 2024.

Based on the analysis of the reputational gaps identified, priority audiences were defined, and a specific action plan was developed to address their main needs, concerns, and pain points. This process made it possible to strengthen active listening and deepen the understanding of the perceptions of the different stakeholders.

As part of this effort, a brand equity study was conducted targeting individuals between 25 and 65 years of age within the banking sector across the six Central American countries. The study was carried out through quantitative online interviews, integrating the **Brand Value Creator** model with the **CX Forces** methodology, in order to simultaneously assess the brand attributes and experience factors that influence customers' relationship with Grupo BAC.

The information generated made it possible to identify more accurately how the different brand attributes and customer experience elements are perceived by the consulted audiences. Likewise, an analysis of the advertising campaign was conducted, providing key insights to understand its performance and level of alignment with customers' perceptions and expectations across the region.

Together, these actions strengthened the understanding of the brand's position in the Central American market and of the factors that influence relationships with stakeholders, thereby providing a solid basis for decision-making regarding reputation, experience, and communication.

Additionally, in 2025, a consultation process was conducted with more than 600 internal leaders, representing all organizational levels, various business areas, and the six countries where Grupo BAC operates. The objective was to identify the prioritization of material topics from the perspective of internal stakeholders, considering that 2025 marked three years since the launch of the Triple Value Strategy.

As part of this exercise, participants were asked to assess the level of impact of each material topic on operational efficiency and profitability. The consultation achieved a response rate of 18.2%. Likewise, the results collected constituted a key input for the process of updating the double materiality analysis carried out later in 2025.

The Double Materiality section of this report presents the final findings and conclusions of the overall exercise.



Stakeholder engagement

Grupo BAC has established a range of information, consultation, and dialogue mechanisms that facilitate engagement with stakeholders at different levels. The main mechanisms used are described below:



1 Level 1 Information **mechanisms**

- Financial reports and sustainability reports.
- Corporate site: *baccredomatic.com/es-cr/nuestra-empresa*
- **Social Media:**
  - *BACCredomatic*
  - *baccredomaticnetwork*
- Branch fold-outs, posters and screens

2 Level 2 Consultation **mechanisms**

- Customer service studies, reputation studies, surveys, focus groups, and others.
- Transactional and relational surveys to assess NPS: Net Promoter Score
- Organizational climate assessment
- Employee Voice Program eNPS, Pulses
- Innovation System for competitions

3 Level 3 Dialogue **mechanisms**

- Contact centers
- Program the Voice of the Customer (VoC)
- Web chats, email, online contact forms
- Ombudsperson Program, Ethics Hotline
- **Social Media:**
  - *BACCredomatic*
  - *baccredomaticnetwork*
- Formal and informal meetings, conferences, talks and workshops
- Roundtables with internal and external stakeholders

4 Level 4 Participation **mechanisms**

- Prototyping with customers
- Creation of installed capacity through consulting, co-creation and networking
- Ideas campaign

[GRI 2.25] [GRI 3.1] [GRI 3.2] [GRI 3.3]

Double materiality

During 2025, the double materiality exercise was updated in order to identify and prioritize the most relevant sustainability-related issues for Grupo BAC.

This update ensures alignment with regulatory developments and stakeholder expectations. It also strengthened the management and communication of environmental, climate, social, and corporate governance matters, while further promoting sustainable finance by deepening the understanding of how these issues impact stakeholders and, consequently, business performance.



This analysis was carried out using the following methodological framework as a basis:

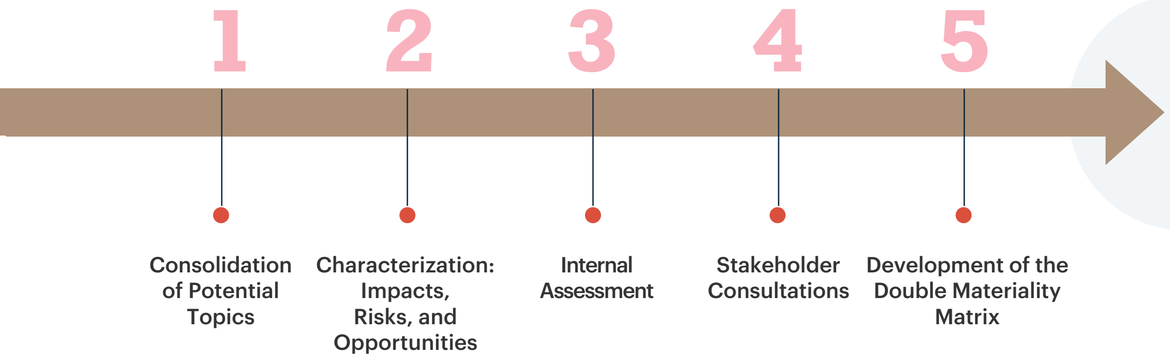
Impact materiality:

Reflects Grupo BAC's most significant impacts on the economy, the environment, and people, and considers the requirements of the Global Reporting Initiative (GRI), including the latest update to GRI 3, which links impacts to material topics.

Financial materiality:

Reflects the ESG (environmental, social, and governance) factors that could reasonably affect Grupo BAC's financial position, operating performance, and cash flows. It considers the principles established by the Sustainability Accounting Standards Board (SASB), in line with the latest International Financial Reporting Standards (IFRS) requirements, linking risks and opportunities to material topics.

The double materiality analysis process consists of five main steps:



For the consolidation of potential topics, a documentary analysis was carried out that considers different sources, both internal and external:

1. **Industry and trend-setting documents, such as:**

- Global Reporting Initiative (GRI)
- Sustainability Accounting Standards Board (SASB)
- International Financial Reporting Standards Foundation (IFRS)
- MSCI Inc. (MSCI)
- S&P Global Corporate Sustainability Assessment (CSA)
- S&P Global ESG Principles in S&P Global Credit Ratings
- World Economic Forum (WEF)
- United Nations Global Compact
- United Nations Environment Programme Finance Initiative Principles for Responsible Banking (PRB)
- CDP (Carbon Disclosure Project)

2. **Benchmarking of leading banks and companies in sustainability worldwide.**

3. **Active listening to stakeholders.**

4. **Analysis of publications and reports issued by superintendencies, banking associations, rating agencies, and international and multilateral organizations.**

5. **Review of studies and public documents on ESG projections and trends in the financial sector.**

6. **Analysis of the targets of the United Nations Sustainable Development Goals (SDGs).**

7. **Review of sustainability trends in the financial sector.**

8. **Review of internal documents related to ESG governance and corporate strategy.**

As a result of the consolidation of potential topics, a list of 23 material topics was identified, grouped into five dimensions: economic value, environmental value, external social value, internal social value, and governance. The characterization of these topics was carried out through the identification of the impacts, risks, and opportunities (IROs) associated with each of them. In addition, the IROs were assessed by the corresponding expert areas, considering the following evaluation criteria:

1

Positive Impacts

- Magnitude
- Probability



2

Negative Impacts

- Magnitude
- Irremediable character
- Probability



3

Risks and Opportunities

- Financial situation
- Financial Performance
- Probability

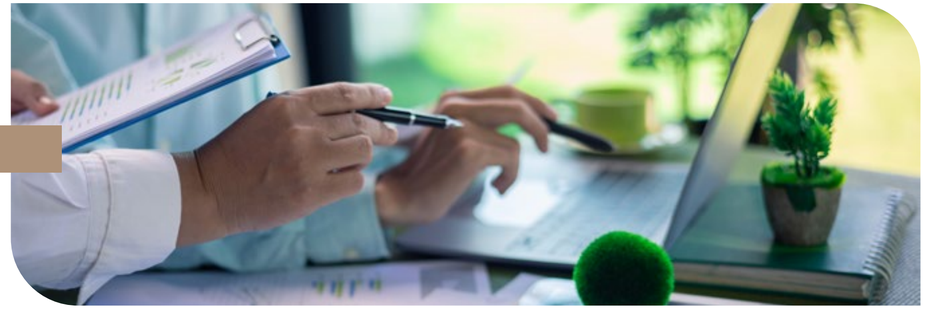


Table No. 11

Outcome of the impact analysis, risks and opportunities

		Positive impact	Negative impact	Risk	Opportunity
Economic value	Financial relevance and profitability	High	Low	Medium	High
	Innovation in products and services	High	Medium	Medium	High
	Customer experience and satisfaction	High	Low	Low	Medium
	Technology and digital transformation	High	Medium	Medium	Medium
	Sustainable financing and investment	Medium		Medium	Medium
	Responsible sourcing	Medium	Low	Medium	Medium
Environmental value	Corporate environmental management	High	Medium	High	Medium
	Climate strategy	Medium		Medium	Medium
	Nature and biodiversity	Medium	Low	Low	Low
External social value	Financial Inclusion and wellbeing	High	Medium	Low	Medium
	Contribution to economic and social development	High	Very low	Medium	High
	Financial education	High	Low	Very low	Medium
Internal social value	Talent attraction	Medium			Medium
	Talent retention and well-being	High	Low	Low	
	Talent training and development	Medium	Low	Low	Medium
	Fair labor practices	High	Very low	Low	Low
	Diversity, equity, and inclusion (DEI)	Medium	Medium	Medium	Medium
Governance	Ethics, transparency and anti-corruption	Very high	High	High	High
	Information security and privacy	High	Medium	Medium	High
	Comprehensive risk management and business continuity	High	Low	Medium	Medium
	Environmental, social and fovernance (ESG) risk analysis	Medium	Low	Low	Medium
	Corporate governance	High		Medium	Medium
	Regulatory compliance	Very high	High	Medium	Very low

- Very low
- Low
- Medium
- High
- Very high

The analysis carried out makes it possible to identify and prioritize those ESG impacts, risks, and opportunities whose management is critical to business continuity, and through which initiatives and action plans may be strengthened or promoted in order to mitigate any negative impacts or enhance any positive impacts generated through the Group's operations.

Stakeholder consultation

The stakeholder consultation process focused on identifying the relevance of potential issues both for these stakeholder groups and for the business strategy.

To complete the consultation process, the following aspects were considered:

Direct engagement with the different stakeholder groups, as well as indirect engagement in specific cases.

Consultation with customers, employees, suppliers, communities, authorities and regulators, senior management, and investors.

Tools such as one-on-one interviews, surveys, and systematic reviews of regulatory and legal requirements were used.

The input obtained through the consultation process is used in conjunction with the prioritization of impacts, risks, and opportunities (IROs) to define the double materiality matrix.

Infographic No. 07

Stakeholders

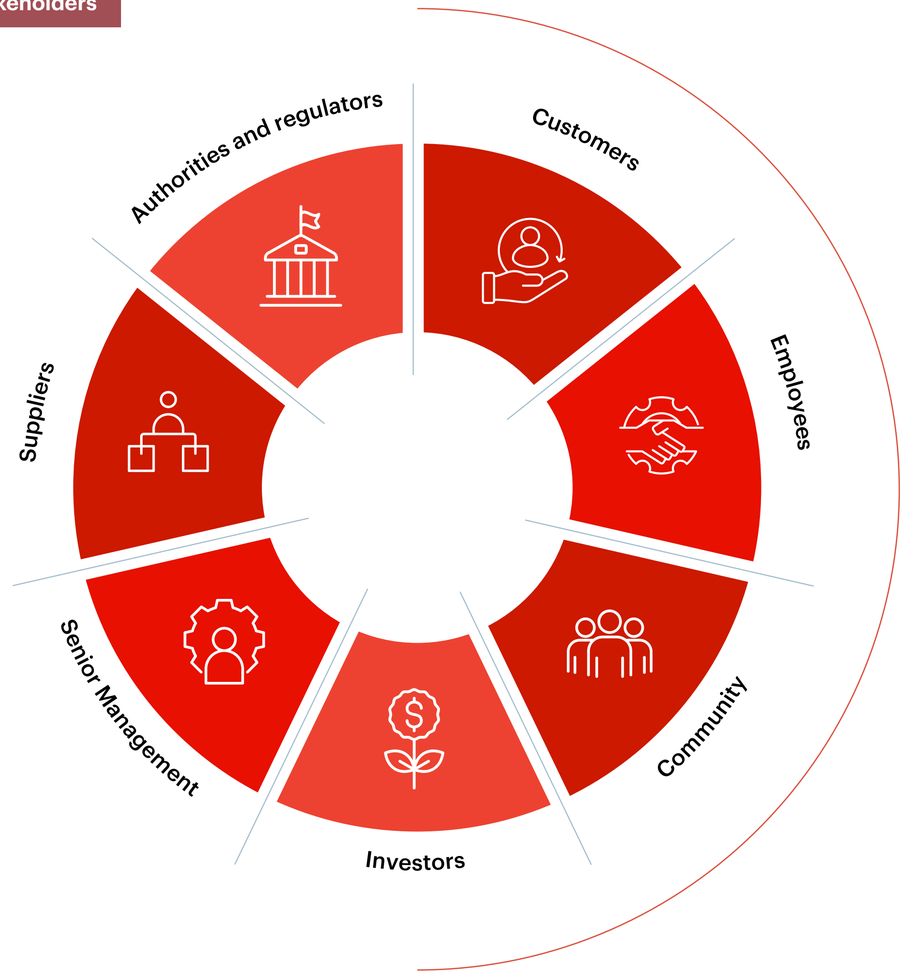




Table No. 12

Double Materiality Matrix

Economic value

- A Financial relevance and profitability
- B Innovation in products and services
- C Customer experience and satisfaction
- D Technology and digital transformation
- E Sustainable financing and investment
- F Responsible sourcing

Environmental value

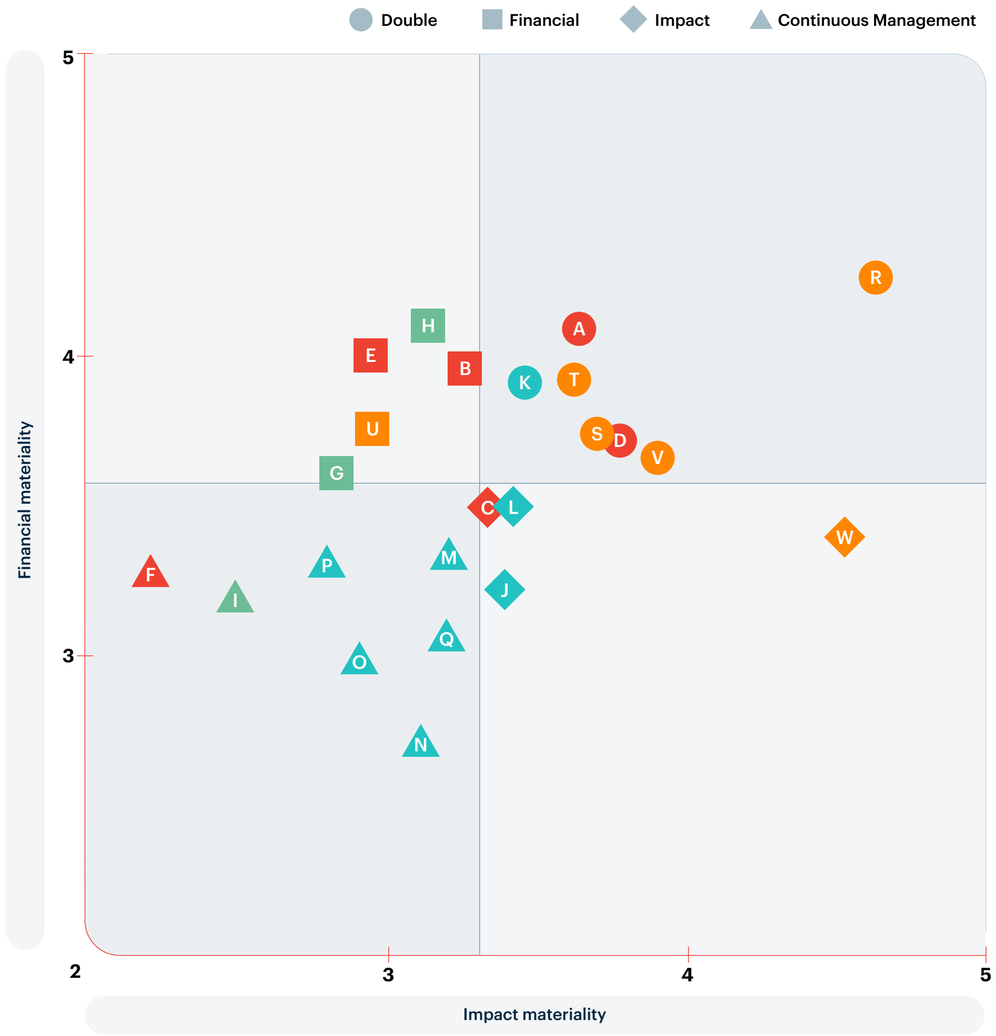
- G Corporate environmental management
- H Climate strategy
- I Nature and biodiversity

Social value

- J Financial inclusion and well-being
- K Contribution to economic and social development
- L Financial education
- M Talent attraction
- N Talent retention and well-being
- O Talent training and development
- P Fair labor practices
- Q Diversity, equity, and inclusion (DEI)

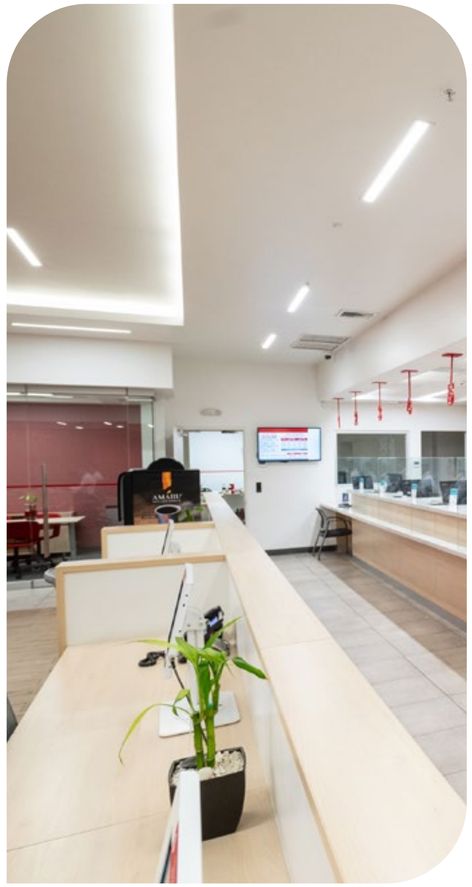
Governance

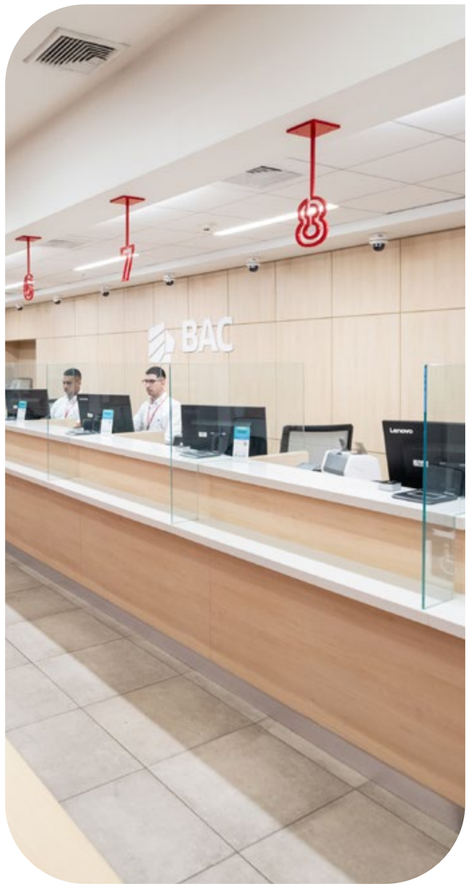
- R Ethics, transparency, and anti-corruption
- S Information security and privacy
- T Comprehensive risk management and business continuity
- U Environmental, social, and governance (ESG) risk analysis
- V Corporate governance
- W Regulatory compliance



This analysis is a dynamic process that requires continuous updates and adjustments in accordance with the evolution of strategic priorities, market fluctuations, stakeholder engagement, the incorporation of new tools and emerging technologies, as well as changes in regulatory frameworks and other relevant factors.

Potential human rights (HR) impacts were strategically considered in the identification of actual and potential impacts, as well as in the definition of the stakeholders that could be most affected. Grupo BAC approaches human rights management through the analysis of impacts, risks, and opportunities (IROs) associated with each material topic. Further details regarding the Group's management approach can be found in the section Progress in Human Rights Management.





Alignment with the SDGs

Grupo BAC has aligned its Triple Value objectives with the United Nations (UN) Sustainable Development Goals (SDGs). This alignment reflects the global commitment to ending poverty, protecting the planet, and ensuring peace and prosperity for all.

In line with this agenda, the SDGs have been analyzed in relation to the Group's capacity to generate impact, contribution, and value. As a result, priority SDGs aligned with the Triple Value Strategy and the region's main challenges have been identified.

Accordingly, the SDGs to which Grupo BAC contributes directly have been prioritized:

- 1. End of poverty
- 4. Quality education
- 5. Gender equality
- 8. Decent work and economic growth
- 12. Responsible production and consumption
- 13. Climate action
- 17. Alliances

Thus, Grupo BAC contributes to the SDGs through its strategic approach and reaffirms its commitment to sustainable development in the region.

Infographic No. 08

Objectives of Sustainable Development



Table No. 13

Contribution to the targets of the Sustainable Development Goals:

Pillar	*Related Initiative*	1. NO POVERTY	2. ZERO HUNGER	3. GOOD HEALTH AND WELL-BEING	4. QUALITY EDUCATION	5. GENDER EQUALITY	6. CLEAN WATER AND SANITATION	7. AFFORDABLE AND CLEAN ENERGY	8. DECENT WORK AND ECONOMIC GROWTH	9. INDUSTRY, INNOVATION, AND INFRASTRUCTURE	10. REDUCED INEQUALITIES	11. SUSTAINABLE CITIES AND COMMUNITIES	12. RESPONSIBLE CONSUMPTION AND PRODUCTION	13. CLIMATE ACTION	14. LIFE BELOW WATER	15. LIFE ON LAND	16. PEACE, JUSTICE, AND STRONG INSTITUTIONS	17. PARTNERSHIPS
Sustainable Finance	Leadership in Life-Centric financial solutions that are simple, digital, and sustainable	1.2 1.4 1.a	2.3 2.a	3.8 3.c			6.a	7.2 7.a	8.10	9.3		11.c		13.a		15.a		17.1 17.3 17.16
Ethical Conduct	Being transparent																16.6 16.10	
Climate and Nature	Becoming a CO_2-, water-, and waste-positive bank	1.5					6.3 6.4 6.6 6.a	7.2 7.a					12.2 12.5		14.1			
	Portfolio transformation	1.5		3.8 3.c			6.3 6.4 6.6 6.a 6.b	7.2 7.a				11.5 11.6 11.c	12.2 12.4 12.5 12.8	13.1 13.3 13.a		15.a		17.16
	Promoting the circular economy and sustainable mobility	1.5					6.3 6.a	7.2 7.a				11.5 11.6 11.c	12.2 12.4 12.5	13.1 13.3				
Communities	Expanding financial and digital education and inclusion	1.2 1.4			4.4 4.5 4.7	5.b			8.3 8.10		10.2							17.17
	Becoming leaders in strategic social investment	1.2 1.4			4.4													
	Advancing inclusive banking, with a special focus on gender equity	1.2 1.4 1.a	2.3		4.5	5.5 5.a 5.b			8.3 8.5 8.10	9.3	10.2							17.1 17.3 17.16
Well-Being	Promoting the development and holistic well-being of Gente BAC			3.8		5.5			8.3 8.5 8.8		10.2							17.16
	Minimizing poverty among Gente BAC to the greatest extent possible	1.2 1.3 1.4			4.4													

[GRI 2.23] [GRI 2.24] [GRI 406.1] [GRI 407.1] [GRI 408.1] [GRI 409.1] [GRI 410.1] [GRI 411.1]

Commitment to Human Rights

Grupo BAC reaffirms its commitment to the respect and promotion of human rights as a central pillar of its Triple Value Strategy.

This commitment, formalized in 2025 through the approval and publication of the Corporate Human Rights Policy, is based on the United Nations Guiding Principles on Business and Human Rights, the OECD Guidelines for Multinational Enterprises, the core conventions of the International Labour Organization (ILO), and other internationally recognized standards.

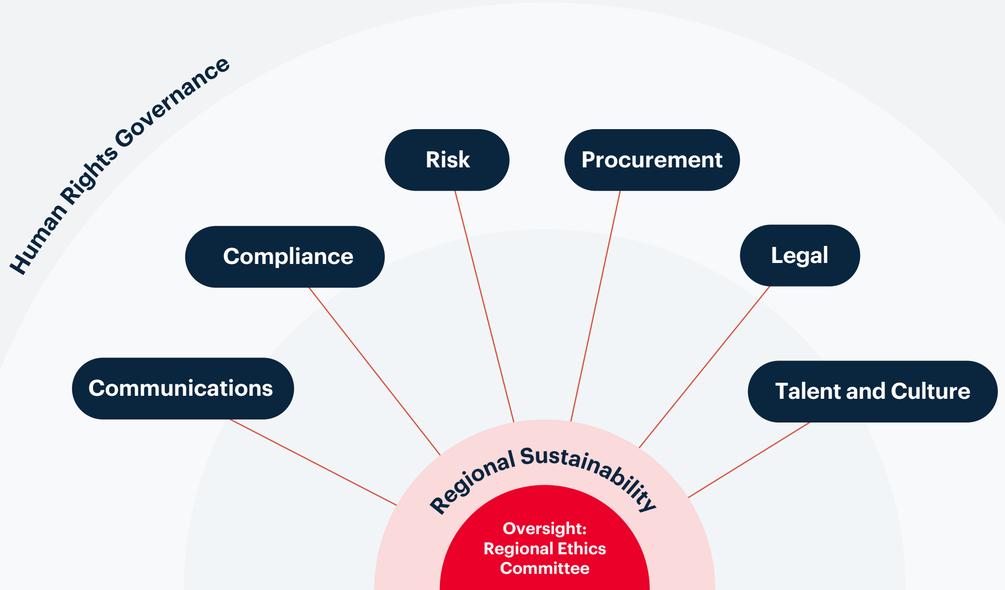
This policy addresses issues such as child labor, forced labor, human trafficking, discrimination, freedom of association, and collective bargaining, and applies both to Grupo BAC's own operations and to its relationships with suppliers, contractors, business partners, and customers. In addition, it complements and strengthens the existing Code of Ethics and other human rights-related policies and practices.

During 2025, implementation of this framework began through the incorporation of due diligence criteria, governance structures, and institutional mechanisms aimed at ensuring that people's well-being, dignity, and safety are promoted through the Group's activities.

Human rights governance

In 2025, the governance structure responsible for coordinating the implementation of the human rights framework at the corporate level was consolidated. Oversight falls under the Corporate Ethics Committee and, under the leadership of Corporate Sustainability Management, a multidisciplinary team was established comprising the Purchasing, Legal, Comprehensive Risk Management, Compliance, Communications, and Talent and Culture areas.

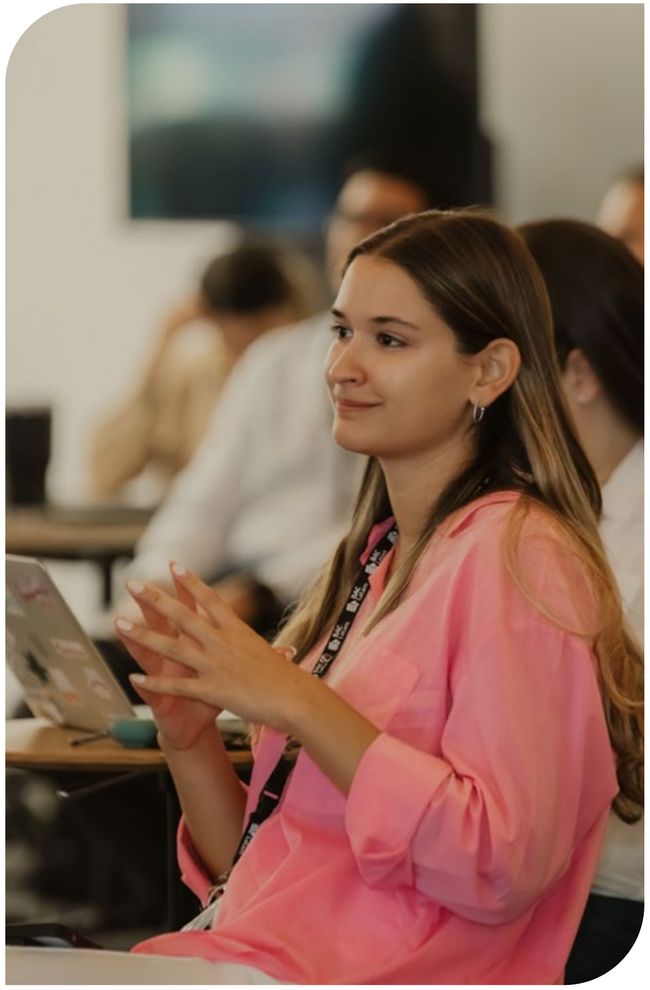
This model integrates human rights criteria into internal processes such as risk management, procurement, the assessment of projects to be financed, workplace environment management, and the prevention of discrimination. It also reinforces the periodic review of the due diligence system, an aspect valued by international frameworks and a demonstration of transparency and technical rigor.



Advances in human rights due diligence

During 2025, a preliminary identification of relevant human rights risks was conducted. With the support of expert consultants, the multidisciplinary team reviewed actual and potential impacts in this area associated with Grupo BAC's operations, the services provided to individual and business customers, and the supply chain.

This exercise enabled the identification of areas requiring more in-depth analysis and generated inputs to guide the definition of preventive and mitigation measures, which will be developed in subsequent cycles and progressively integrated into policies, operational processes, and engagement mechanisms with employees, suppliers, customers, and business partners.



Risk assessment

For the risk and impact assessment process, Grupo BAC applied a model incorporating severity and likelihood criteria to ensure proper prioritization.

This analysis covered the following aspects:

Area	Type of risks analyzed
Own operations	Working conditions, employee well-being and inclusion
Individual customers	Financial inclusion, financial health, transparency of information and protection of personal data
Business portfolio	Sectors and projects with the potential to generate significant impacts on communities, ecosystems, indigenous peoples and workers
Supply chain	Compliance, traceability and responsible labour practices

These evaluations, developed progressively, make it possible to consolidate a baseline for human rights management and reflect progress in the early identification of risks and in addressing those risks arising from the Group's principal activities. As a result, priority topics were defined by area, as detailed below:



Area	Priority issue in Human Rights
Supply chain	• Labor and social rights of supplier and contractor personnel • Safe and healthy working conditions • Non-discrimination in the workplace
Enterprise Customers	• Labor and social rights of personnel within companies • Financed projects or assets • Community health and safety • Rights of Indigenous Peoples and local communities • Cultural heritage • Land acquisition and involuntary resettlement (including risks of displacement and conflict) • Respect for environmental and human rights defenders • Right to a healthy environment
Individual customers	• Financial inclusion • Financial health • Transparency of information • Data security and privacy
Own operations	• Non-discrimination • Safe and healthy working conditions • Fair working hours and safety • Employee data privacy

Mitigation actions and next steps

As part of the analysis conducted in 2025, existing measures in areas associated with the prioritized risks were also evaluated, and good practices and opportunities for improvement were identified. These findings will serve as the basis for the design of the Corporate Mitigation and Remediation Plan, whose implementation will be gradual. The plan contemplates strengthening procurement, eligibility, and monitoring processes in credit and investment operations; developing guidelines for the early identification of risks in business projects; and promoting actions aimed at fostering inclusive and safe work environments.

In collaboration with international experts, training sessions on human rights and due diligence were conducted for the Sustainability, Comprehensive Risk Management, Environmental Management, and Talent and Culture teams.

The review of guidelines, policies, and operational documents to incorporate explicit human rights criteria into processes where they are not yet formally established will form part of the actions aimed at strengthening BAC's human rights governance and management. In addition, a review will be carried out within each local operation to develop country-specific analyses, enabling the identification of particular needs and strengthening the implementation of due diligence at the territorial level.

These actions form the foundation of mitigation and remediation processes and demonstrate the existence of mechanisms to address priority risks.



Work focus for 2026

Progress will continue in 2026 toward the implementation of the human rights due diligence system. This process includes the integration of the Corporate Human Rights Policy into the processes supporting business decision-making, as well as the strengthening of key areas such as Comprehensive Risk Management, Credit Risk, Procurement, Governance and Compliance, and the Ombudsperson channel. Existing corporate tools will also be enhanced to enable regular and consistent assessments across the region. These analyses and evaluations will be extended to local operations, strengthening the corporate consistency of the due diligence system.

As a reference, the human rights roadmap contemplates progressive milestones:

2024

Establishment of the multidisciplinary team and identification of context.

Preparation of the matrix of human rights risks and potential impacts.

2025

Prioritization of human rights risks.

Strengthening the capacities of the multidisciplinary team.

Publication of the Corporate Human Rights Policy.

2026

Dissemination of the Corporate Human Rights Policy.

Training of local teams in human rights due diligence.

Transparency and accountability

Grupo BAC is committed to transparency and responsible communication. During 2025, disclosure of the due diligence process was strengthened in alignment with the United Nations Guiding Principles on Business and Human Rights. Going forward, the Group will progressively communicate the results of its assessments and the actions undertaken, seeking alignment with international sustainability standards.

As progress is made toward more advanced stages of implementation, additional information regarding prioritized risks, actions adopted, and follow-up mechanisms will be disclosed with the objective of fostering open and constructive dialogue with stakeholders.

[GRI 3.3] [GRI 308.1] [GRI 308.2] [GRI 406.1] [GRI 407.1] [GRI 408.1] [GRI 409.1] [GRI 411.1] [GRI 414.1] [GRI 414.2]

Sustainable supply chain management

Grupo BAC recognizes the relevance of its supply chain and is committed to the responsible management of these business relationships, promoting the incorporation of environmental and social considerations into supplier procurement and evaluation processes.

During 2025, a review of procurement processes was conducted, including the verification of policies, manuals, procedures, and the roles of participants. As a result, Grupo BAC defined a series of modifications to its guidelines and processes in order to incorporate environmental and social considerations both within procurement requirements and in the evaluation of proposals.

For its part, BAC Costa Rica continued implementing a management approach that includes the evaluation and training of strategic and critical suppliers, with the objective of minimizing risks and impacts associated with their relationship with Grupo BAC and promoting sustainable business practices.

The results of this implementation are presented below:

- Prioritization of suppliers under the following criteria: criticality, billing and associated risks.
- Commitment of the Vice Presidency of Operations in actions developed.
- Publication of sustainable purchasing guidelines, contemplating social and environmental criteria.
- 184 people participated in three years of training and accompaniment to supplier companies, including instruction on the seven core subjects of sustainability.
- 26 audits carried out on suppliers participating in the program, with the support of BAC's comprehensive purchasing and payment management team.
- 183 purchasing managers in Grupo BAC trained in sustainable purchasing.
- "Actions that inspire", a project to recognize suppliers who applied for projects with a social and environmental focus in their operation and who received economic support to promote their project.

Economic dimension





[GRI 2.6] [GRI 3.3]

Business banking

Grupo BAC recognizes that efficient treasury management is essential to enhancing competitiveness and business growth. In this context, Business Banking has oriented its strategy toward regionalization and process digitization, with the objective of facilitating and optimizing customers' treasury operations across the region.

During 2025, growth of 11.8% was recorded compared to 2024, resulting in a compound annual growth rate of 16.3% over the last five years. This sustained performance reaffirms Grupo BAC's commitment to developing long-term relationships based on trust and a deep understanding of the specific challenges and needs of each company, supported by a comprehensive offering of services such as international payments, Ameritransfer, payroll services, merchant acquiring, and supplier payments.

As part of this strategy, the Digital Corporate Treasury platform (TCD) has consolidated itself as a key tool for the secure and agile automation of accounting and financial processes. TCD integrates functionalities such as payments, transfers, and bank reconciliations within a single environment, simplifying companies' day-to-day operations. In addition, it serves as a strategic enabler that accelerates business growth by supporting organizations in their transition from their current operational state toward a more efficient and digital model aligned with treasury management best practices. This evolution contributes to optimizing processing times, strengthening controls, and increasing competitiveness in an increasingly dynamic market environment.

Currently, 1,305 customers use the TCD platform, and a significant percentage have progressed toward a higher level of sophistication through the integration of application programming interfaces (APIs), strengthening their financial management by directly connecting companies' internal systems with Grupo BAC's banking solutions.

Solid and sustained growth in the volumes processed through the different payment channels between 2018 and 2025 is evident. This performance has been driven primarily by the increase in supplier payments and international transactions, which have consolidated themselves as the most dynamic segments. Such behavior reflects the progressive adoption of digital solutions by companies, together with greater technological integration and more efficient treasury processes.

The compound annual growth rate of 16.3% confirms that this trend is not only positive, but also stable and strategic. Overall, the graph demonstrates that corporate clients are rapidly migrating toward high value-added channels, contributing to the strengthening of Grupo BAC's profitability, operational efficiency, and value proposition across the region.



Business credit portfolio

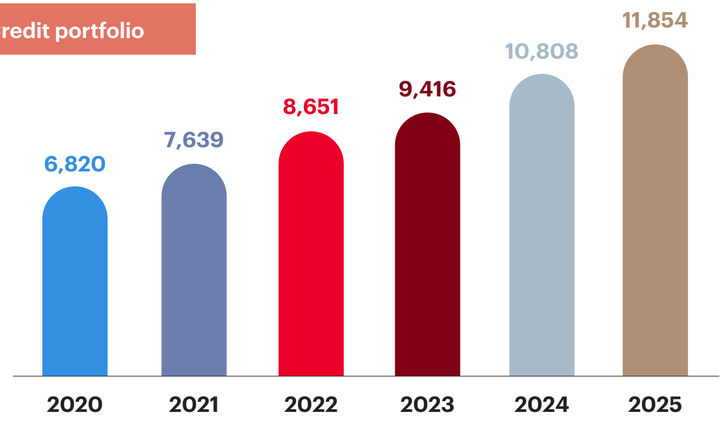
Business Banking continues to consolidate its growth through a strategy focused on deeply understanding customer needs and anticipating their challenges. In 2025, the business loan portfolio recorded growth of more than 9.7%, driven by management focused on innovation and financial solutions aligned with market dynamics.

The strategic approach was further strengthened through the regionalization and digitization of processes, initiatives designed to simplify treasury operations and provide more agile, secure, and integrated corporate-level experiences.

The following graph illustrates the evolution of the business loan portfolio.

Chart No. 11

Credit portfolio



US$ Billions

Note: Data includes corporate and medium-sized customers.

The business loan portfolio shows sustained growth between 2020 and 2025, increasing from US$6,820 million in 2020 to US$11,854 million in 2025, reflecting consistent year-over-year expansion. The pace of growth remained strong, with significant increases particularly between 2023 and 2025, demonstrating growing demand and an effective loan placement strategy.

Within this growth, new structured finance transactions totaling nearly US$700 million stand out, through which BAC addressed the complex and pressing financing needs of its corporate clients by providing tailored and effective solutions. These included the refinancing of real estate assets and hospitality sector projects, financing for the acquisition of a hotel company, the structuring and participation in a syndicated loan within the agribusiness sector, and project finance transactions for the development of renewable energy parks.

Momentum BAC:

Regional benchmark in Innovation

Momentum BAC established itself as a regional benchmark through in-person events that brought together more than 400 leaders from 270 companies representing various sectors across Latin America.

These meetings provided a high-level forum for knowledge exchange, the exploration of technological trends, and the discussion of practical strategies applied to financial and treasury management.

The active participation of companies committed to continuous improvement, together with the support of strategic partners such as McKinsey & Company, SAP, Microsoft, Cisco, Deloitte, GBM, and WTW, was critical to the success of the initiative. Momentum BAC promoted collaboration, innovation, and the strengthening of professional networks, contributing to business development and digital transformation across the region.

These events reflect Grupo BAC's commitment to value creation by providing relevant tools and knowledge to enhance the competitiveness and sustainable growth of organizations throughout Latin America.







Quantum BAC: Driving the Adoption of Artificial Intelligence in Latin America

In 2025, Grupo BAC launched Quantum BAC, an innovative video podcast designed to support companies in their process of adopting artificial intelligence. This initiative responds to the growing need for clear, practical, and reliable information on how to begin technology adoption within a dynamic business environment.

Through episodes featuring experts and industry leaders, Quantum BAC provides insights into trends, success stories, and strategic recommendations, consolidating its position as a guide for Latin American organizations seeking to take decisive steps toward digital transformation.

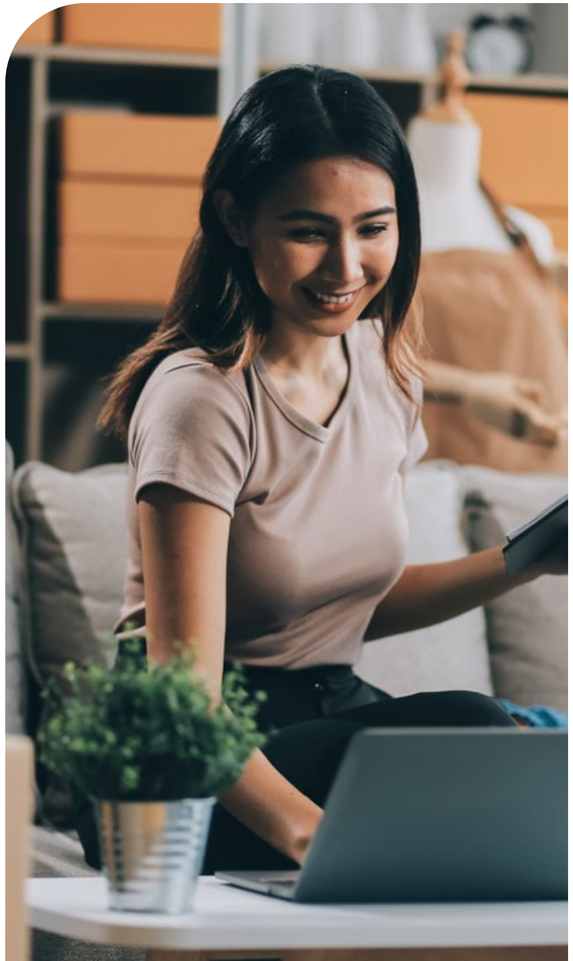
Through this initiative, BAC reaffirms its commitment to innovation and business development by providing tools that facilitate continuous evolution and strengthen competitiveness across the region.

This initiative reflects the integration of security and innovation as pillars of the sustainable advancement of companies.

Quantum BAC goes beyond a content platform and positions itself as a source of knowledge aimed at shaping the future of business.

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Strengthening SMEs



In Central America, micro, small, and medium-sized enterprises (SMEs) account for approximately one-third of the regional economy. They represent the primary source of employment and comprise more than 90% of the business sector. In this context, Grupo BAC promotes their growth and contributes to prosperity in the communities where it operates.

During 2025, the organization supported more than 270,000 SMEs across the region and recorded year-over-year growth of 8% in the SME loan portfolio. As part of its strategy for this segment, Grupo BAC structured three pillars aligned with its value proposition: **growth support, digitalization, and service.**

Within each pillar, initiatives aimed at enabling SMEs to achieve higher levels of development were prioritized.

Growth Support

In order to **strengthen the growth of SMEs, business cards adapted to their needs** were launched, offering benefits such as mileage accumulation and cashback. These cards facilitate financial management, improve liquidity and promote the separation between personal and business finances, contributing to greater order and control.

Likewise, to facilitate the daily operations of SMEs, **product kits** were introduced, designed for each stage of the SME's life cycle. This initiative allows customers to purchase three or more products aligned with their needs in a single contact, which simplifies processes and reduces times. Since its implementation in April 2025, more than 6,000 products have been delivered, including accounts, debit cards, POS, and Buy Click.

Digitalization

In the digital sphere, since 2025, SMEs operating as sole proprietorships in countries such as Guatemala and Panama have been able to **open accounts digitally** without the need to visit a branch. This process saves time, reduces costs, and enables businesses to operate more conveniently and efficiently. For the organization, this model generates optimization of internal resources, reduction of operational processes, and the opportunity to concentrate efforts on strategic projects that add value.

Another significant milestone is BAC's positioning as the first institution in the region to offer 100% digital loan disbursements for corporate clients. For SMEs, having agile and flexible digital solutions is essential to growth. Through the development of Pymecash, disbursements totaling US$8 million were achieved, including cases processed through a fully digital workflow. This project received the Silver Medal in the Digital Transformation category at the Fintech Americas Awards.

Attention to the SME Segment

In the area of service, the organization identified the industries in which 83% of Grupo BAC's SMEs operate, enabling the design of offerings and value propositions aligned with their specific needs. Among the sectors identified are commerce, services, construction, and tourism. This analysis supports the transition toward a more specialized and efficient service model, facilitating the development of tailored solutions and experiences for each SME. The organization is currently working on identifying new data sources with the objective of reaching close to 100% coverage by 2026.

Additionally, a differentiated WhatsApp menu was launched to enhance service for SMEs. This channel facilitates communication and request management in a more direct manner. By 2026, the organization plans to further strengthen service capabilities within branches and the Contact Center.

BAC Positive SME

In 2025, for the third consecutive year, six outstanding SMEs in the region were recognized for their management in the economic, social and environmental fields. Customers enjoyed a unique experience in Antigua, Guatemala, which included networking spaces and opportunities to share with each other.

In order to participate in the BAC Positive SME recognition program, each of these entrepreneurs first won the local competition organized in their respective country.



Image 1. Candidates from the six countries for the 2025 Positive SME Recognition.

Table No. 13

Local Winners and Candidates for 2025 Regional Recognition

Country	Local Candidate / Winner	SME
BAC Guatemala	Juan Manuel Marroquín	Pasajinak
BAC Honduras	José David Valle	Inversiones Diagro
BAC El Salvador	Jorge Alberto Garza	Entre Nubes Café
BAC Nicaragua	Carlos Fernando Solórzano	Vegyfrut
BAC Costa Rica	Giorgina María Sarno	DolceWorld
BAC Panama	Fernando Brito	Leafsinc

The 2025 regional winner was **Inversiones Diagro**, from Honduras. As part of the award, the company received consulting services aimed at strengthening one of its management areas, as well as a trip to a congress relevant to its sector. José David Valle, the winner, stated that this recognition will contribute to strengthening the company's structure and positioning it among the country's most relevant competitors.



Image 2. Rafael Zelaya (Business Manager, Foreign Business Banking, Honduras), Ana Barrantes (Corporate Director of SMEs and Acquisition), José David Valle and Ninoshka López (owners of Inversiones Diagro) and Jaime Compte (Corporate VP Sr. SME and Personal Banking), during the 2025 Positive SME Recognition in Antigua, Guatemala.

Support for entrepreneurship

In Honduras, the 13th edition of the Yo Emprendo Award was held in partnership with Central American Technological University (UNITEC) to recognize and strengthen social enterprises in the country, aligned with the SDGs. In this edition, 52 entrepreneurs received training, and 15 finalist ventures were provided with instruction in financial education, banking, company incorporation, and corporate image. Gente BAC contributed their time as volunteer mentors, and three ventures distinguished by their social and innovative impact were recognized.

In Nicaragua, the BAC Entrepreneurs Fair was organized to showcase and market 24 projects developed by Gente BAC within the organization's facilities. Over the course of two days, creativity, innovation, and camaraderie were promoted, strengthening the entrepreneurial spirit. This initiative reaffirms the commitment to employee development and experience.

At BAC Costa Rica, two programs aimed at strengthening entrepreneurs and SMEs in the early stages of development were implemented. Through BAC Impulsa, the development of business management and leadership skills among decision-makers in microenterprises operating in the services, restaurant, and retail sectors was promoted. This program sought to increase business productivity and facilitate access to financial products.

In addition, through BAC Emprende, an incubation program was established for microenterprises with less than six months of operation, as well as highly viable business ideas, both in dynamic and traditional ventures. Through this initiative, BAC Costa Rica supported 60 SMEs across the country.



Sustainability for the SME segment

Grupo BAC considers support for SMEs in Central America to be a strategic priority. For this reason, the organization provides tools aimed at strengthening and developing business models through training workshops, technical advisory services, and specialized seminars.

Business development and strengthening programs focus on enhancing management capabilities and knowledge in key areas such as e-commerce, human capital, digital marketing, corporate social responsibility, and investment. This content promotes sustainability, employability, and economic development within the communities where SMEs operate.

Through its business development and strengthening program, Grupo BAC provided training to 23,402 micro, small, and medium-sized enterprises in 2025, bringing the total number of SMEs supported since the program's inception in 2009 to more than 209,000.



Table No. 14

SMEs trained at the end of 2025

	BAC Guatemala	BAC El Salvador	BAC Honduras	BAC Nicaragua	BAC Costa Rica	BAC Panama	Regional total
2009 – 2024	44,732	21,517	26,239	18,080	64,879	10,701	186,148
2025	8,835	1,085	4,611	2,106	4,836	1,929	23,402
Cumulative	53,567	22,602	30,850	20,186	69,715	12,630	209,550

In 2025, 15,230 SMEs received training on the application and use of financial solutions aimed at supporting their development. As a result of these training programs, 34% of the companies made formal decisions to adopt or acquire a BAC service or product. These decisions were primarily concentrated in e-commerce solutions and digital financial services. This result represents growth of 11% compared to the previous year.

Outstanding activities for SME business strengthening in the region

Across the region, special initiatives are being developed to promote digitalization and the use of payment methods that facilitate interaction between SMEs and their customers. These initiatives contribute to strengthening the value proposition aimed at small businesses and entrepreneurship.

Table No. 15

SME activities by country and scope

	Initiative	Modality	Public	Scope	Topics covered
BAC Honduras	Entrepreneurship with KASH	Digital events	SMEs, entrepreneurs	2,300	Business Skills Financial Skills
BAC Costa Rica	Mercadito de Ilusiones	Commercial events	SME	150	Marketing and invoicing
BAC Nicaragua	Navibac	Mercadito / Commercial Event	Entrepreneurs	24	Marketing

Initiatives for SME financial inclusion

During 2025, Grupo BAC developed a pilot program across the six countries, focused on initiatives aimed at SME groups that have traditionally been underserved by banks and that possess significant potential to develop their productive initiatives and effectively integrate into the financial ecosystem.

Results of financial inclusion initiatives for smes

BAC Guatemala:
516 micro-SMEs received training and implemented a digital solution for the sale of their products.

BAC El Salvador:
72 individuals with small businesses obtained housing loans under differentiated conditions and received training in financial management.

BAC Honduras:
15 entrepreneurs participated in training workshops and took part in an entrepreneurship competition in which they presented their business ideas. Three initiatives received seed capital awards.

BAC Nicaragua:
Organized an entrepreneurs' fair through which participants received training and exposure opportunities for the sale of their products.

BAC Costa Rica:
More than 4,400 SMEs received training through various workshops, talks, and seminars. The largest events included the SMEs 2025 Seminar, with more than 1,400 participants, and Mercadito de Ilusiones, featuring more than 150 SMEs that generated close to US$300,000 in sales over three days.

BAC Panama:
40 women entrepreneurs from rural areas received workshops on productive capacity, entrepreneurship, and business management.



Image of BAC SMEs

At BAC, listening to customers is essential to developing solutions that respond to their real needs. For this reason, studies have been conducted to better understand their expectations and challenges, differentiate their characteristics from those of other segments, and recognize that SMEs have specific needs. This customer understanding reaffirms the commitment to SMEs, reflected in the new phrase, “We support the evolution of your business,” with the objective of serving as an ally at every stage of their lifecycle and providing the tools they need in each phase. In addition, the logo was standardized across the region so that BAC is recognized as the partner present for SMEs throughout Central America.

Every year, SMEs demonstrate their growth and commitment to continuous evolution. For this reason, their effort and innovation are recognized as part of BAC’s aspiration to become the leading bank for SMEs in the region.

mi empresa Pyme BAC



Personal banking

Business growth

In 2025, Grupo BAC reaffirmed its position as a leader in comprehensive financial solutions. Outstanding results were achieved through the implementation of strategies focused on innovation, segmentation, and the continuous improvement of the customer experience.

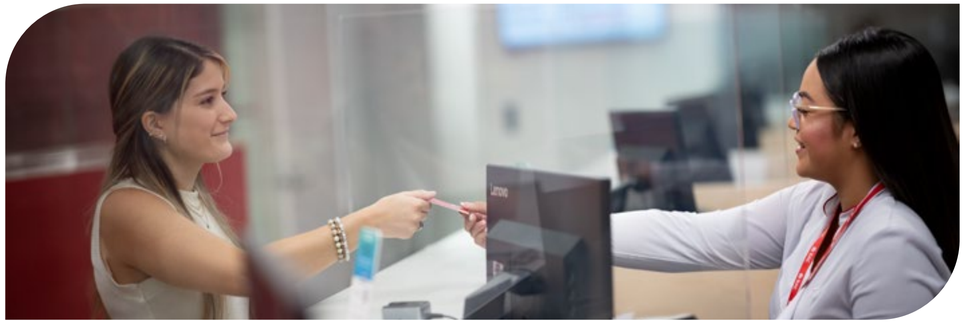
Total revenues reflected the strength of the multichannel strategy and portfolio diversification.

Interest income from the gross loan portfolio:

Exceeded US$3,000 million, reflecting year-over-year growth of 11.6%, driven by the credit card, commercial, mortgage, consumer, and auto loan portfolios.

Fees and commissions from products and services :

Generated approximately US$965 million, equivalent to 62% of total fee and commission income, as a result of the expansion of complementary services such as insurance, foreign exchange transactions, bill payments, and transfers.



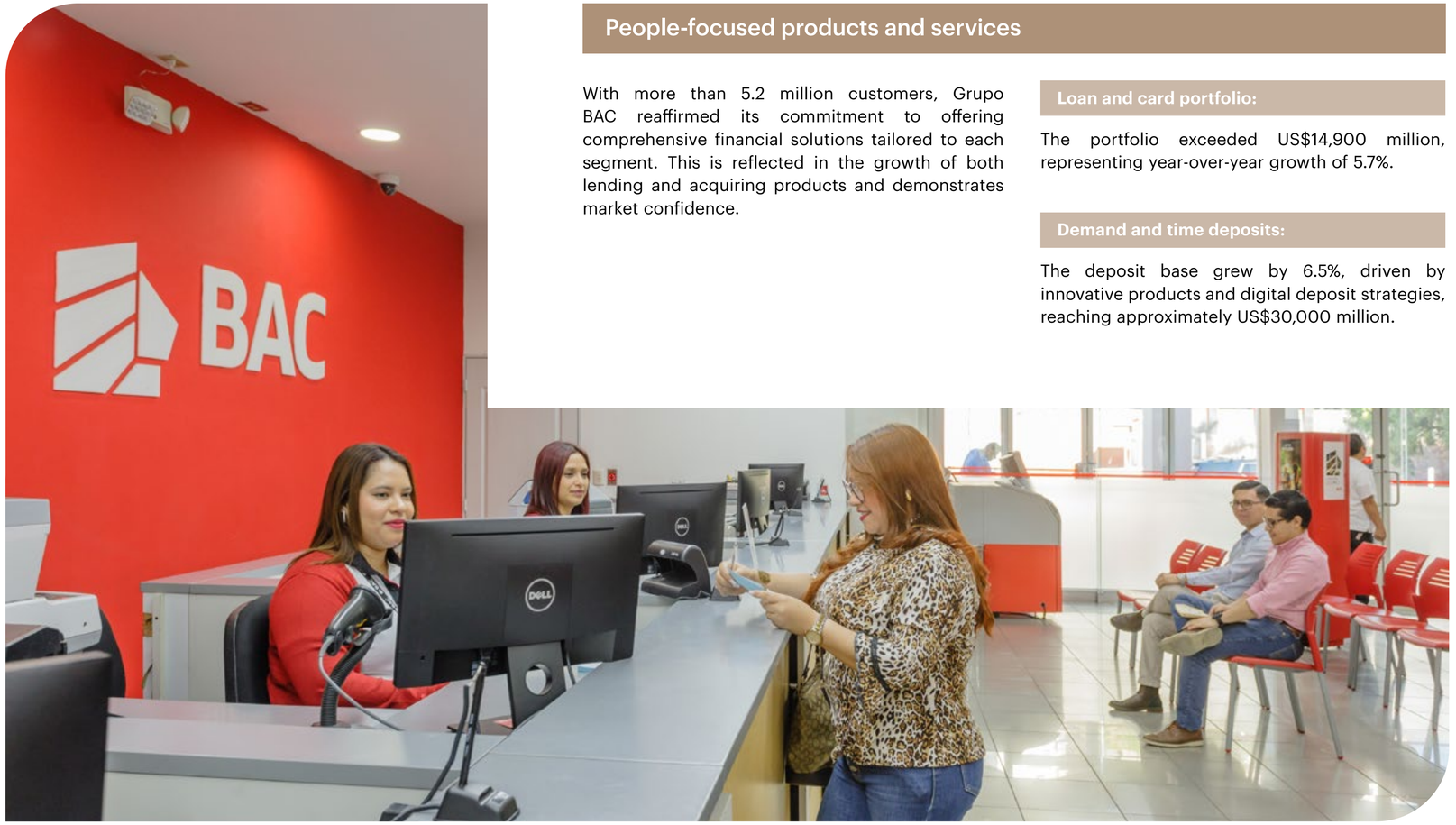
Card fees:

Reached approximately US$587 million, representing an increase of 14.6% compared to the previous year, driven by loyalty programs, digital promotions, and personalized experiences.

In addition, during 2025, the payment methods strategy continued to strengthen through key initiatives that enabled the following:



- **Growth in transaction volume:** The credit and debit card portfolio achieved growth of 13%, reflecting customer trust and the effectiveness of the campaigns.
- **Card innovation:** Differentiated products were launched for the business and SME segments, including the following:
  - **Lifemiles Business Card:** Its value proposition combines exclusive benefits and promotions with strategic partners LifeMiles and Avianca. Each purchase accumulates miles that translate into real opportunities for travel, business development, and expansion.
  - **BAC Prepaid Travel Card:** The first rechargeable card in the region designed for companies seeking greater control, security, and traceability in the use of their funds.
- **Digitization of payments:** Solutions such as tokenization, contactless payments, and digital wallets were strengthened. This enabled more than 2.4 million active users to conduct more secure transactions through digital wallets.
- **Loyalty programs:** In conjunction with one of its commercial partners, the value proposition of the credit card was strengthened to provide up to 5% rewards accumulation on purchases made within its clubs, increasing the value of the loyalty programs.



People-focused products and services

With more than 5.2 million customers, Grupo BAC reaffirmed its commitment to offering comprehensive financial solutions tailored to each segment. This is reflected in the growth of both lending and acquiring products and demonstrates market confidence.

Loan and card portfolio:

The portfolio exceeded US$14,900 million, representing year-over-year growth of 5.7%.

Demand and time deposits:

The deposit base grew by 6.5%, driven by innovative products and digital deposit strategies, reaching approximately US$30,000 million.

The year 2025 was consolidated as a period of significant achievements for Grupo BAC:

- Sustained growth in revenues and portfolio volumes was achieved.
- The customer experience was transformed through digital expansion.
- Innovation in payment methods through differentiated products was led.
- Profitable and sustainable relationships across segments were strengthened.

These results reflect the commitment of the entire team and the customer-centric vision that enables Grupo BAC to build a solid and sustainable future.

Powering commerce and connecting the future

Leadership in payment methods and merchant acquiring

With a market share exceeding 53%, BAC reaffirms its commitment to the development of commerce and the digitalization of the economy in Central America, consolidating its position as a regional leader in merchant acquiring and payment solutions.

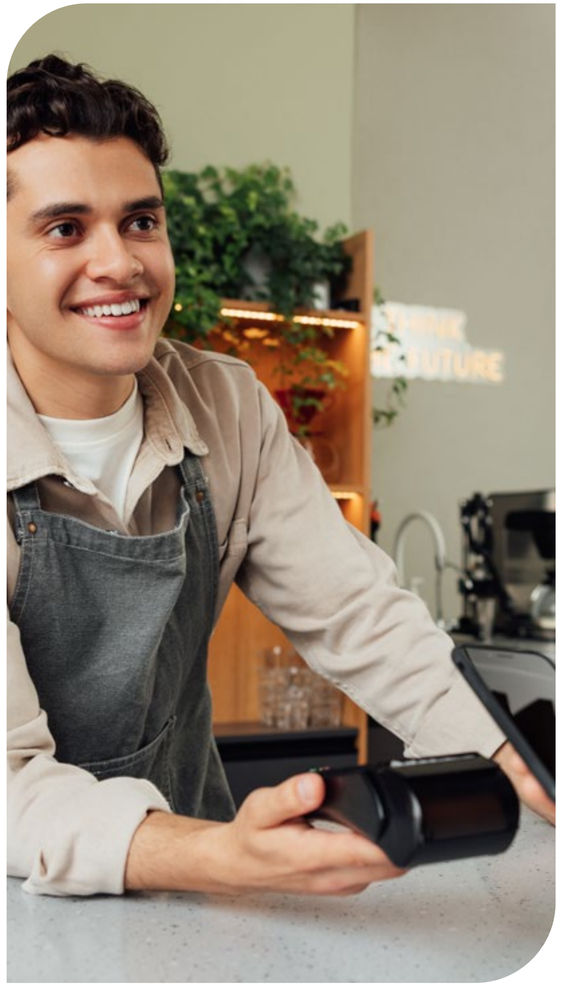
Between December 2024 and November 2025, BAC's acquiring ecosystem served more than 300,000 merchants, ranging from large corporations to SMEs and entrepreneurs, by enabling secure, efficient payment experiences aligned with new consumption dynamics. This leadership reflects a strategic vision focused on financial inclusion, scalability, and the sustainable growth of regional commerce.

Sustained growth of the acquiring business

The performance of the merchant acquiring business reflects the strength of the business model and the accelerated adoption of digital payments across the region.

During the last year, acquiring transaction volume recorded a compound annual growth rate (CAGR) of 28%, driven by the expansion of the merchant network, the deepening of digital solutions, and the evolution of the product portfolio.

A key component of this growth has been the Card-Not-Present (CNP) channel, which accounted for 27% of total transaction volume and recorded year-over-year growth of 35%, consolidating its position as a strategic enabler of e-commerce and digital business models. This performance has been supported by a robust offering of fraud prevention, transaction security, and advanced processing solutions, among which Cybersource stands out.



Payment solutions designed for commerce

BAC offers a comprehensive portfolio of merchant acquiring solutions that supports merchants at every stage of their growth, adapting to multiple industries and operating models.

Its in-person and digital solutions include traditional POS terminals, mobile payments, e-commerce solutions, payment links, recurring payments, and customized schemes by sector. Currently, businesses across more than 30 industries are served.

Innovation in modern and efficient payment solutions

Consolidation of products such as Compra Click and Pyme Store

With a compound annual growth rate of 28% over the last five years, Compra Click has established itself as the leading platform for businesses seeking to sell online in an agile, secure, and reliable manner. In addition, during 2025, Pyme Store was launched, a solution that enables SMEs to create their own websites and transform the way they sell online, strengthening the value proposition for this segment.



Image 3. Launch of the SME Store in Guatemala, August 2025.

Mobile Payments: The New Era of Financial Experience

Mobile payments have become a key enabler of the digitalization of commerce, allowing businesses to accept payments in an agile, secure, and frictionless manner. These payments recorded growth of 27%, driven by solutions such as MiPOS and HIT (Tap to Phone), which are transforming the need for traditional infrastructure.

In addition, adoption has been particularly significant in industries with high mobility and field operations, such as distribution, logistics, shipping, and delivery services, where the immediacy of collections improves cash flow and operational efficiency.

For SMEs, these mobile payment solutions represent an accessible and scalable alternative that reduces barriers to entry, facilitates the formalization and operational dynamics of businesses, and offers competitive payment experiences aligned with consumer expectations.

Corporate Payments & B2B Solutions

The merchant acquiring business has not only optimized transaction processing, but has also continued expanding by significantly strengthening its corporate payments and B2B solutions proposition, recording a compound annual growth rate of 60%. This performance reflects a strategy focused on the development of specialized solutions that optimize payment management, strengthen financial control, and address the operational needs of companies across different sizes and sectors.

Within this proposition, BAC Flotas has consolidated itself over more than 10 years in Central America as a key solution for companies with mobility- and transportation-intensive operations. The tool enables the centralization and control of expenses associated with fuel, maintenance, and fleet operations.

In addition, AMEX Business Link has been available through BAC Costa Rica since 2022 and, as of 2024, has been strengthened across the six countries of the region as a comprehensive solution for corporate collections management. This platform facilitates the control, reconciliation, and tracking of business expenses by enabling customized limits and the generation of automated reports. In doing so, it enhances financial governance and supports more agile and informed decision-making. Furthermore, it represents an advantage in optimizing collections management for companies of all sizes, providing greater liquidity and working capital by offering extended payment terms on invoices.



Innovation and strategic alliances

Grupo BAC's innovation strategy within the merchant acquiring business is based on the development and integration of advanced technological capabilities aimed at enhancing the payment experience, strengthening security standards, and enabling new business models through partnerships with payment facilitators, aggregators, and payment gateways. Continuous technological innovation strengthens a scalable ecosystem and prepares the organization to respond to the evolving dynamics of digital commerce in emerging industries such as marketplaces, digital goods, delivery services, and gaming, among others.

These capabilities are reflected in use cases focused on consumer needs and preferences, including fast and frictionless digital payments through Apple Pay and Click to Pay, simplified purchasing experiences through payment links, and recurring payment schemes that facilitate subscription-based models across sectors such as education, gyms, and content platforms.

At the same time, Grupo BAC continues shaping the future of digital payments in Central America by redefining the way merchants accept payments, promoting the growth of commerce, and generating sustainable value for the entire ecosystem.

Innovation and technological leadership

In an increasingly dynamic business environment focused on digital transformation, project management plays a strategic role in the implementation of innovative solutions that drive operational efficiency and customer satisfaction. These innovations are complemented by the industry's highest security standards, including 3D Secure and tokenization.

During 2025, BAC implemented and strengthened initiatives such as the following:



- **Click To Pay:** Click to Pay has driven innovation in payments by creating a standardized, secure, and frictionless experience, replacing the manual entry of primary account numbers (PANs) with tokenized card credentials. By providing a smoother payment experience, it enhances sales conversion, increases merchant revenue, and improves approval rates through higher authorization levels.

- ***"Tokenization" of brands:*** The brand tokenization service has provided key functionalities that strengthen both the security of the payment ecosystem and the customer experience. Both elements are essential to promoting new payment methods aimed at facilitating the adoption of online payments through mobile applications and recurring payment services by consumers and businesses.

- **Dynamic currency conversion:** Through this functionality, local currency billing has been enabled through the automatic identification of the customer's currency based on the BIN (Bank Identification Number), allowing BAC to offer a more transparent and differentiated value proposition.

- **Innovation in digital wallets:** During 2025, improvements in digital wallets have been evidenced through functionalities such as the following:

    - *Tap to Add is a new digital wallet registration feature, which has allowed users to enroll their cards in digital wallets in a simple and secure way, just by bringing the card close to their device.*

    - *Push Provisioning is a technology that has made it easy for users to instantly and securely add their debit or credit card to their digital wallet, such as Apple Pay or Google Wallet, directly from their banking app.*

BAC launches its slogan: “Present at every moment”

The launch of the new brand slogan, “Present at Every Moment,” represents the strategic evolution of BAC’s corporate identity. This message encapsulates the purpose, values, and vision that guide BAC in its relationship with people and with the Central American region, consolidating an emotional narrative that transcends products and services. The choice of “Present at Every Moment” responds to a shared need among users to feel genuine support during everyday moments, as well as during periods of growth, investment, and adversity.

This initiative is aligned with global best practices in brand building, which seek to generate identification, belonging, and trust among stakeholders. The slogan was developed and validated through an active listening process involving customers and collaborators, who shared their expectations, experiences, and aspirations, enabling this expression to authentically reflect what BAC represents for the region.



Image 6. BAC present at every moment

Through this initiative, BAC strengthens its positioning as a regional brand that evolves alongside its customers.

“Present at Every Moment” is a living promise that will accompany customers throughout their journey and reinforces the emotional connection between the brand and its audiences, while projecting a shared vision for the future.

Private Banking BAC:

Strategic Support for Business Families

BAC Private Banking understands that its clients are business families that play a critical role in shaping the region's socioeconomic future. Each of the more than 6,000 families that place their trust in Grupo BAC represents a unique story of effort, vision, and legacy.

This commitment goes beyond financial management. BAC acts as a strategic ally, accompanying clients in their mission to preserve and maximize their wealth. To this end, an exclusive network of offices has been developed, complemented by advanced digital platforms and a specialized team, positioning BAC as a leader in serving high-net-worth clients and ensuring an exceptional service experience in every interaction.

As part of its commitment to evolution and excellence, client priorities are continuously assessed to ensure the delivery of first-class financial services and innovative digital tools that exceed expectations.

Value proposition

At Grupo BAC Private Banking, it is recognized that each client has specific needs and objectives, requiring personalized and strategic solutions. In this context, a service model has been designed that integrates specialized financial advisory services, continuous training, and innovative digital tools, with the objective of providing an exclusive and efficient experience.

Pillars of BAC Private Banking's value proposition



- Comprehensive service model and personalized attention through a Relationship Manager.
- Differentiated products and conditions for high-value clients.
- Lifestyle experiences and exclusive services.



Comprehensive care and personalized channels

The team of Relationship Managers possesses a deep understanding of the challenges and opportunities faced by wealth management clients. Through a close and professional approach, comprehensive advisory services are provided to address both family and business needs, enabling the delivery of tailored strategic solutions.

With the objective of strengthening service excellence, the Private Banking Academy was developed as a training program covering market trends, leadership, client service, and other key competencies. During 2025, more than 30 Relationship Managers participated in a specialized program focused on family businesses, aimed at deepening their understanding of and ability to address client needs.

Likewise, thanks to Grupo BAC's regional presence, a cross-border service model was implemented, enabling clients to manage their financial products and services without geographical restrictions, thereby optimizing their experience and facilitating the management of their assets.

As part of the commitment to innovation and efficiency, key digital tools have also been implemented:

- **DocuSign:** streamlines document management by allowing documents to be signed quickly and securely from any location.
- **Booking:** facilitates the coordination of meetings with Relationship Managers, to optimize times and provide greater comfort to clients.

Investment products and differentiated conditions

Private Banking offers exclusive products designed to adapt to the financial objectives and particular needs of each client:

- Savings accounts and certificates of deposit (CDPs) with differentiated rates aligned with clients' investment strategies.
- Credit cards with exclusive benefits, designed to complement clients' lifestyles and preferences.

Committed to innovation and efficiency, BAC offers the option of opening certificates of deposit with differentiated rates (CDPs) directly from Online Banking, which allows access to investments in an agile and convenient way.

Exclusive experiences for a differentiated lifestyle

Grupo BAC recognizes that financial advisory goes beyond asset management. In this sense, experiences are developed aimed at strengthening the relationship with clients and offering high value-added information:

- **Specialized webinars:** virtual spaces with specialists in investments, wealth succession and economic trends, aimed at providing tools for strategic decision-making.
- **Exclusive events:** access to differentiated experiences of relationship, generation of knowledge and growth, which strengthen the bond with customers and reinforce the value proposition.
- **Personalized attention on special dates:** selection of exclusive gifts to commemorate anniversaries, birthdays and other relevant occasions, as a way of reaffirming the commitment to each customer.

The relationship with these entrepreneurial families reflects the purpose of reimagining banking, by placing clients at the center of the strategy. With more than 70 years of experience, the organization has developed a deep understanding of their challenges, enabling it to anticipate their needs and provide tailored solutions.

Through this support, economic and social growth across the region is promoted, contributing to the development of more prosperous societies in Central America.



[GRI 3.3]

Customer experience and voice

Driving customer experience through data and action

In an environment where customer experience is a key differentiator, BAC implements various methodologies and tools to gather feedback and continuously improve its services. These initiatives enable the organization not only to listen to customers, but also to transform their opinions into tangible improvements.

From automated feedback analysis using artificial intelligence to the implementation of Experience Champion programs, Grupo BAC adopts a structured approach to transforming feedback into strategic actions that strengthen customer loyalty and satisfaction. A customer-centric culture is a fundamental pillar that drives innovation and organizational success.

Methodologies for capturing the voice of the customer

To gather customer feedback, various methodologies adapted to different points of contact are used:

- Push-type feedback : Requested in a structured manner through surveys sent via email, WhatsApp, Online Banking, or Mobile Banking immediately after customers interact with these channels.
- Pull feedback: Known as “always on,” it allows customers to leave ratings and comments on the website at any time, without the need for a direct request.
- In-depth interviews and focus groups: These are used to validate specific transformations or improvements in the customer experience by obtaining more detailed qualitative information.
- AI Text Analytics: An automated text analysis system that examines survey feedback to identify the factors influencing customer satisfaction. This tool groups feedback by topic and level of criticality and assesses the sentiment expressed by customers in their comments.

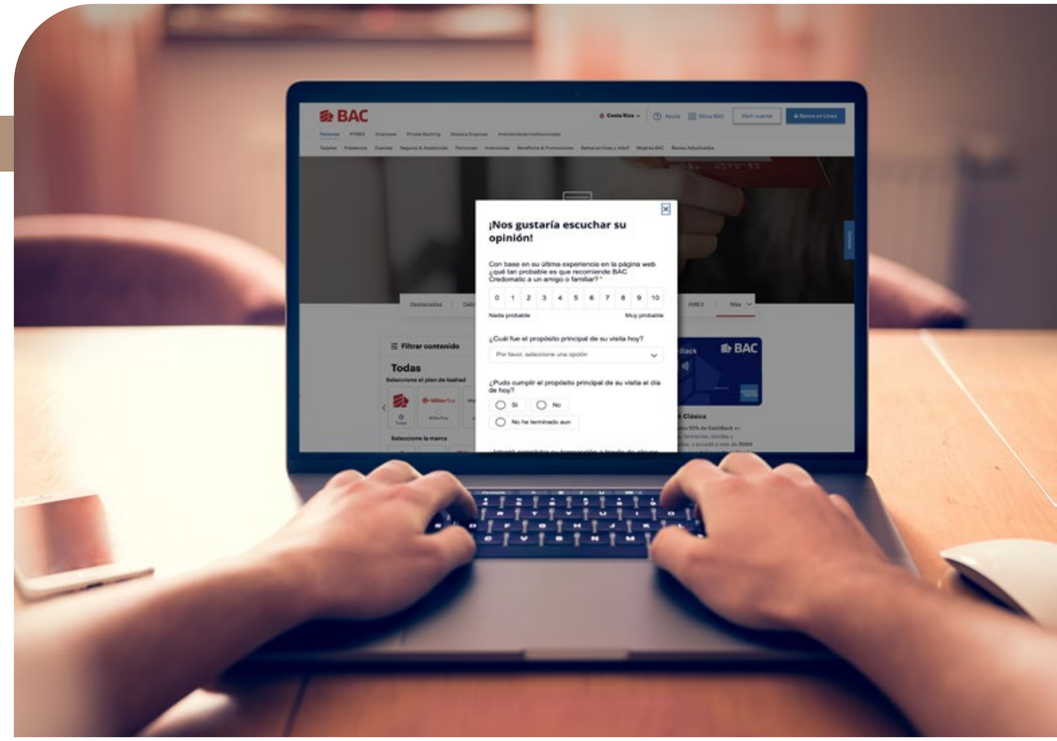
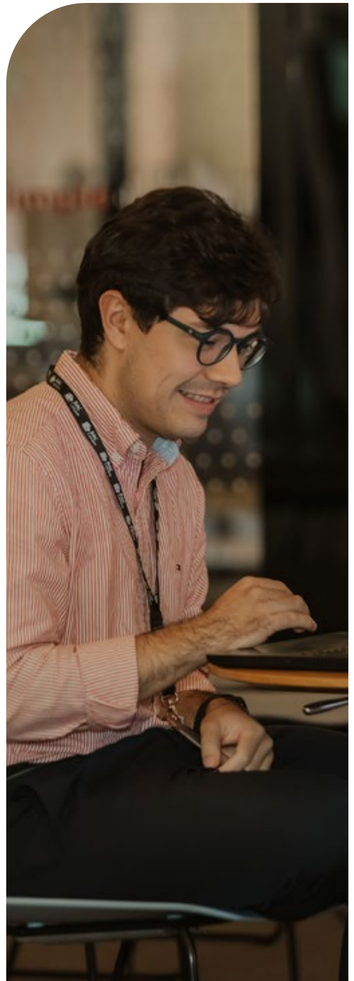


Image 7. Service survey



To ensure that customer feedback is translated into concrete improvements, an experience methodology has been implemented that systematically reviews findings, responds to feedback requiring follow-up, and engages more deeply with customers to better understand their comments. This information is reviewed by multidisciplinary teams and incorporated into an improvement process supported by transformation and collaboration tools.

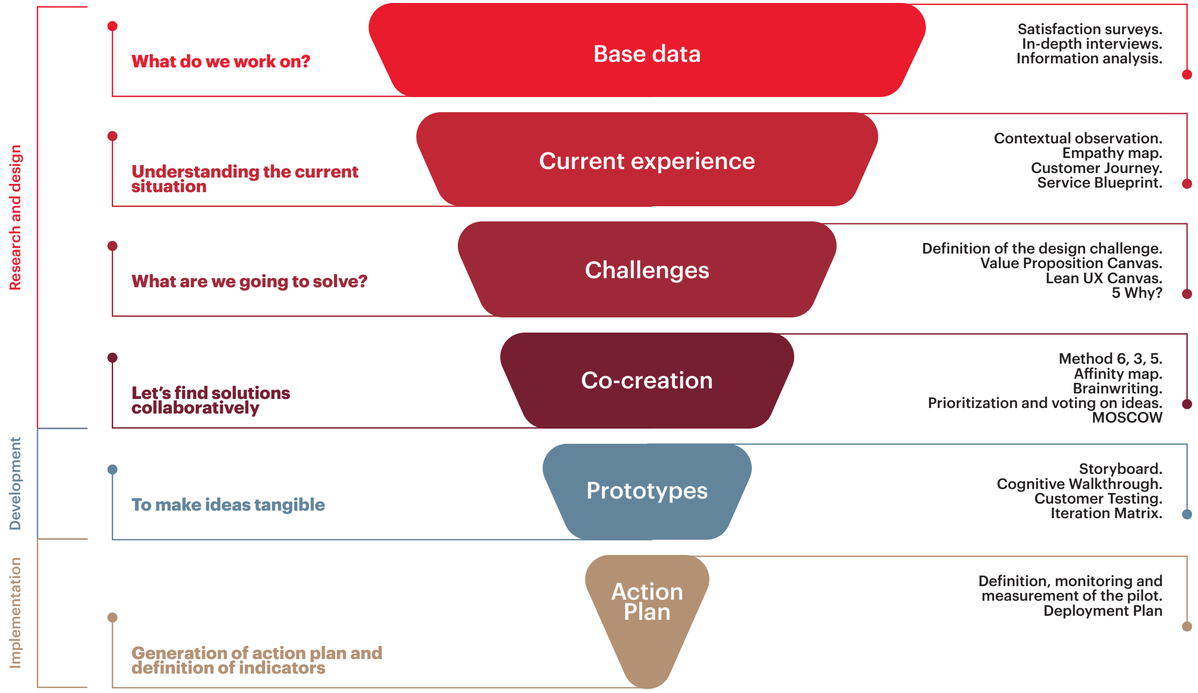
This approach enables the different areas of the organization to design solutions aligned with customer expectations, ensuring a positive impact on products, processes, and services.

To strengthen team autonomy and ensure the proper application of this methodology, an “Experience Champions” program has been implemented, through which employees trained in the methodology act as ambassadors of the Voice of the Customer within their respective areas.

In addition, bimonthly sessions are held with the business and experience areas to exchange best practices in customer experience management, promoting the adoption of a user-centered organizational culture and encouraging internal collaboration.

Infogrphic No. 09

Transforming with a focus on people



Top 2025 Initiatives

During 2025, a series of strategic initiatives aimed at enhancing the customer experience through solutions focused on customer needs and expectations were implemented.

- Measurement of the experience based on the value proposition.
- Digitization of the customer journey map to facilitate the analysis and updating of the experience level across each customer interaction.
- Optimization of service processes through customer segmentation.
- Creation of tools to design “WOW” experiences for different segments.
- Strategic forums aimed at aligning and driving improvements in the customer experience.
- Strategic support for high-value projects in the following segments:
    - Guidelines for communicating price and fee changes.
    - Experience study of the supplier profile within the SME segment.
    - Research on ESG (environmental, social, and governance) needs and expectations within the Business segment.
    - Creation of notifications to follow up on customer requests and on product and service conditions.

These initiatives have allowed the customer experience to be proactively adapted to their needs and thus facilitate more agile and efficient interactions with BAC.



Key metrics: NPS and CES

Since 2021, the Net Promoter Score (NPS) has been consolidated as the primary metric for measuring and managing the customer experience. This metric makes it possible to evaluate the number of customers who promote the brand, whether in relation to Grupo BAC overall (relational NPS) or to a specific product or channel (transactional NPS).

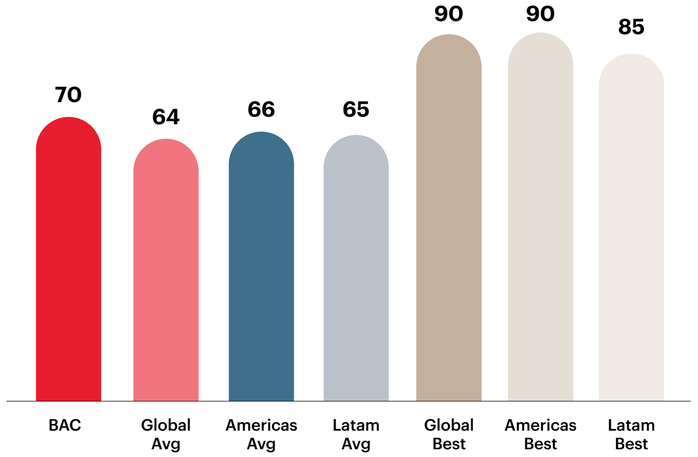
As a result of customer feedback, the Customer Effort Score (CES) was incorporated to measure the ease with which customers interact with Grupo BAC. This indicator provides valuable insights into friction points within the experience and facilitates the identification and prioritization of improvement opportunities.

Beyond analyzing these indicators, BAC focuses on understanding the drivers that influence each metric by evaluating key attributes that support strategic decision-making aimed at strengthening the user experience.

As a result of these actions, transactional NPS demonstrated sustained improvement, reaching levels comparable to the benchmarks of other banks both regionally and globally. Likewise, relational NPS showed a positive trend, reinforcing the perception that the organization prioritizes customer satisfaction and remains aligned with international averages and trends.

Chart No. 12

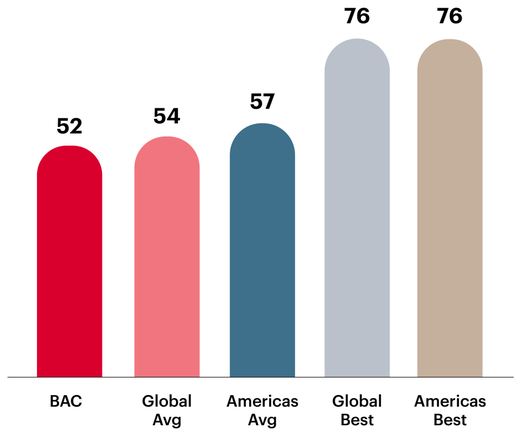
Transactional NPS 2025



Note: Comparison of BAC's NPS benchmark with other companies.
Benchmark data as of Q3 2025

Chart No. 13

Relational NPS Benchmark



Note. Benchmark to Q3 2025

The Group continues to advance its commitment to transforming the customer experience in order to strengthen long-term relationships. Through a structured approach based on active listening and the implementation of strategic improvements, the organization has strengthened customer loyalty and differentiated itself within the industry.

Customer experience

The Transactional Net Promoter Score (NPSt) reflects stability and remains above global and regional averages. These results have been achieved through a focus on the continuous improvement of customer friction points and the implementation of customer-centric methodologies, including design thinking, co-creation, collaboration, piloting, and iteration tools.

One of the main pillars of this transformation has been the strengthening of digital channels. Continuous monitoring is conducted to identify opportunities for improvement in the usability of the application and online platforms, prioritizing action plans aimed at optimizing customer interaction with digital services.





Interaction Analytics for Digital Channel Optimization

Since the end of 2023, an advanced digital experience analytics tool has been implemented, capable of inferring user behavior through the analysis of coordinates within the digital banking interface. This system makes it possible to identify indicators of frustration, areas for improvement, and their relevance to the customer by accurately detecting where customers encounter difficulties or fail to complete a task.

With this tool, it is possible to:

- Evaluate and understand each user session.
- Prioritize issues automatically, identifying the most critical ones.
- Quickly visualize the root causes of navigation difficulties.

All analyses are carried out under strict information security protocols, with the objective of ensuring the full protection of customer data.

Currently, this technology has been implemented within the online banking transfer flows, digital account opening processes, and virtual card acquisition journeys, aligned with the priorities of digital channels, thereby optimizing the experience and improving customer conversion throughout these processes.

Development of Value Propositions and Journey Maps

During 2025, value propositions were refined and measurement strategies were redesigned by segment. This allowed the following:

- Define value propositions that can be communicated to customers.
- Measure the perceived delivery of value propositions.
- Identify opportunities for improvement in the experience of customer segments.
- Define solutions aligned with customer expectations.

This information has been important to create synergies between teams, which allow for better delivery of the value proposition to customers and monitor how they are perceiving it.

Transactional NPS in Branch Offices and Contact Centers

Transactional NPS has shown a sustained growth trend in branches and contact centers, reflecting the positive evolution of the customer experience. In 2025, both branches and the Contact Center experienced a one-point decrease in NPS; however, results remained above average NPS benchmark levels and very close to best-practice standards.

Table No. 16

Transactional NPS (2022-2025)

	Branches	Contact Centers	Average Benchmark Medallia	Best Practice Medallia
2022	74	61	52	83
2023	77	57	55	83
2024	78	70	56	80
2025	77	69	58	79

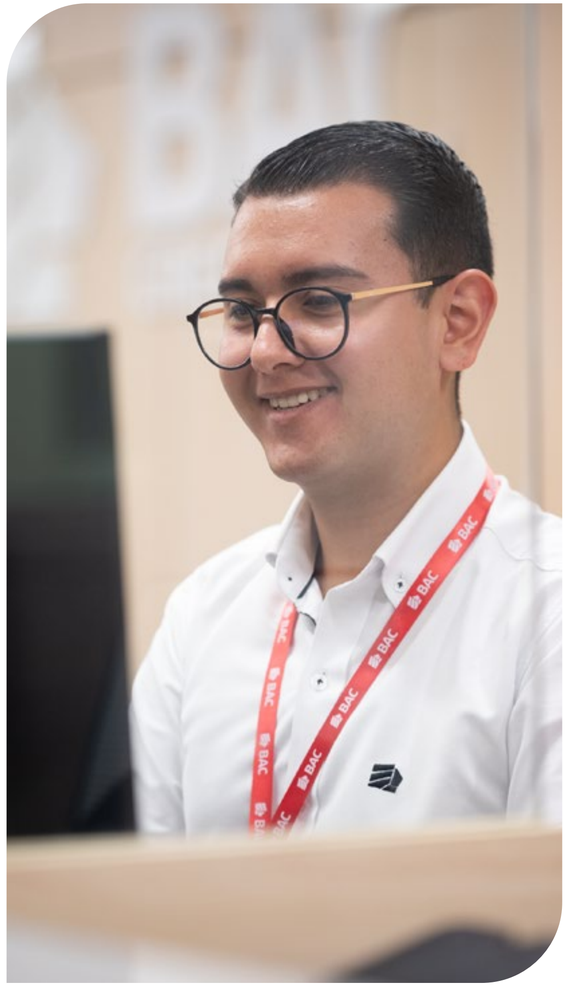


Evolution of Relational NPS: A Key Achievement in 2025

One of the most significant milestones in the measurement of relational NPS in 2025 was the ability to obtain this indicator across all customer segments, differentiating among the various individual and business segments.

This granular approach has enabled Grupo BAC to:

- Understand the specific drivers of loyalty within each segment.
- Define tailored strategies to maintain or improve NPS in each category.
- Implement corrective actions based on detailed customer experience insights



Quality Management and Complaint Management

In addition to customer listening programs, a consolidated quality management model is in place to collect complaints and claims and identify opportunities for improvement. By 2025, the main areas of focus for multidisciplinary teams included:

- Clarity in customer communications through the optimization of messages and notifications.
- Ease of interaction with the Group by reducing friction across service channels.
- Recognition of customer history to ensure a differentiated experience for recurring or high-value customers.

This approach has strengthened customer trust and positively impacted service perception.

BAC reaffirms its commitment to delivering a superior customer experience by integrating advanced technologies and optimization strategies across all touchpoints.

Through NPS, data analytics, and innovative methodologies, the organization has transformed feedback into tangible improvements, ensuring that each customer receives excellent service and solutions aligned with their expectations.

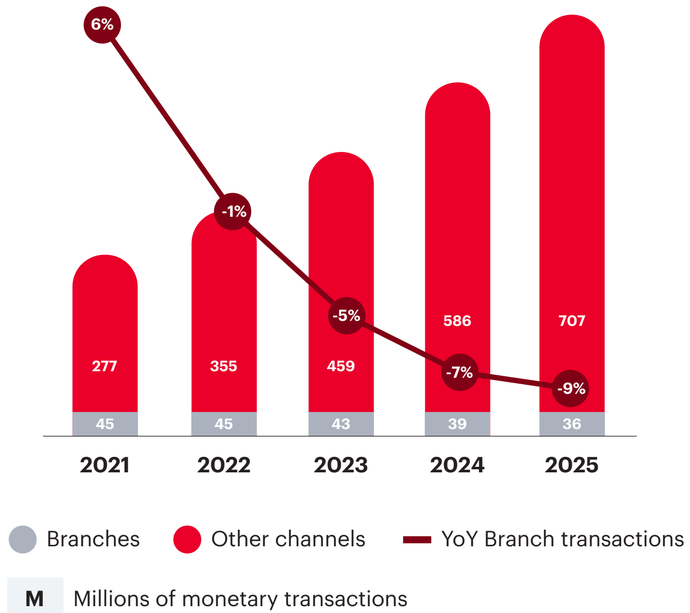
Channels as Relationship and Business Hubs

1. Operational maturity and digital adoption

During 2025, significant progress was made in redefining the role of branches, which evolved from primarily transactional points into customer service and relationship hubs. At the same time, traditional transactions continued to dematerialize and migrate to digital channels, automated teller machines (ATMs), and non-bank correspondents, consolidating a more agile, efficient, and accessible ecosystem.

Chart No. 14

Transactional volume behavior by period



This evolution goes beyond the optimization of teller operations. Improvements were also implemented in branch service processes, making it possible to free up installed capacity to provide differentiated service based on customer segments and their specific needs. In this way, each branch interaction is consolidated as an opportunity to generate value, strengthen relationships with customers, and support their growth while enhancing their experience.

Table No. 17

Annual evolution of procedures in branches

Indicator	Transactions	Procedures
2021	46.0M	0
2022	45.5M	1.45M
2023	43.1M	1.95M
2024	39.9M	1.84M
2025	36.5M	1.67M

M Millions of monetary transactions

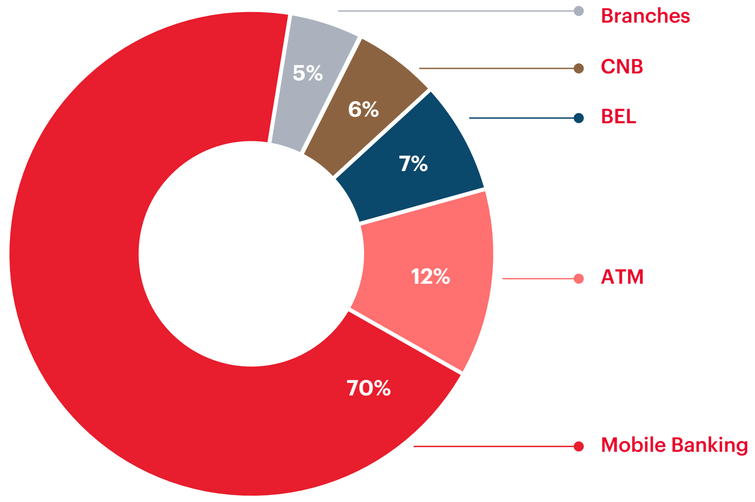


2. Cultural change and branch support network

The analysis of the transactional mix over recent years, and specifically in 2025, confirms that branches account for only 5% of monetary transactions within the channel ecosystem. The predominance of the mobile channel reflects a cultural shift among customers, where day-to-day transactions take place outside the branch network, with shorter processing times and lower costs.

Chart No. 15

Transactional distribution by channel



The consolidation of ATMs as self-service points, together with the growing network of non-bank correspondents as a proximity solution, not only expands coverage, but also allows cash flow to be redistributed away from branches.

This transformation brings benefits that extend beyond operational efficiency, including reduced congestion and lower costs, and is directly reflected in an improved customer experience, positively impacting satisfaction and effort metrics.

Table No. 18

Growth in transactions in physical channels

Channel	Branches	CNB	ATM
2021	6%	15%	13%
2022	-1%	17%	-4%
2023	-5%	23%	8%
2024	-7%	17%	18%
2025	-9%	14%	3%

3. Service Contact Center

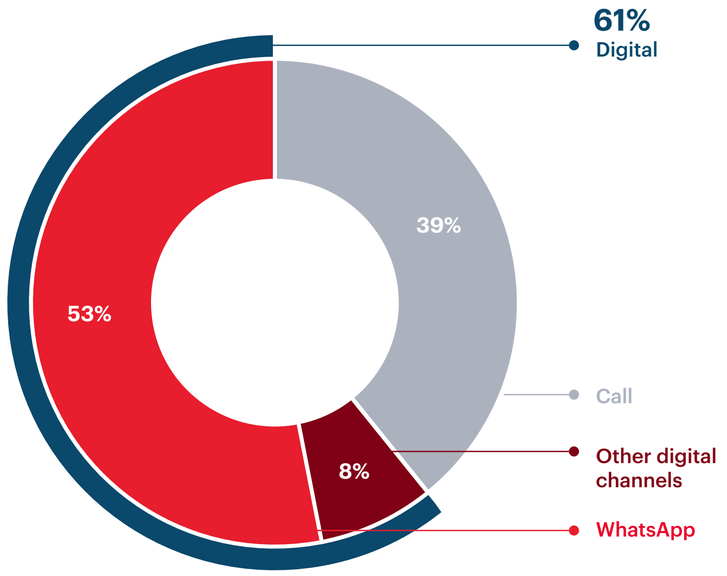
The composition of traffic within the Contact Center continues to shift toward digital channels, with WhatsApp consolidating itself as the preferred channel due to its ability to redirect interactions to other channels, maintain context, and support effective self-service capabilities.

Grupo BAC reaffirms its commitment to agile and effective service through investments in artificial intelligence aimed at strengthening the management and service capabilities of Contact Center staff. In terms of self-service, WhatsApp recorded growth of 7% in 2025, reaching 3.7 million conversations, compared to 3.5 million in 2024.

Channels as relationship and business hubs, operational evolution, digital adoption, and the cultural transformation of customers are consolidating a more efficient, agile, and people-centered service model. Branches are being strengthened as spaces for advisory services and value creation; digital channels are positioned as the natural choice for day-to-day operations; and the Contact Center is evolving toward more effective service supported by artificial intelligence. This combined effort ensures a modern, consistent omnichannel network aligned with current customer expectations and strategic business needs.

Chart No. 16

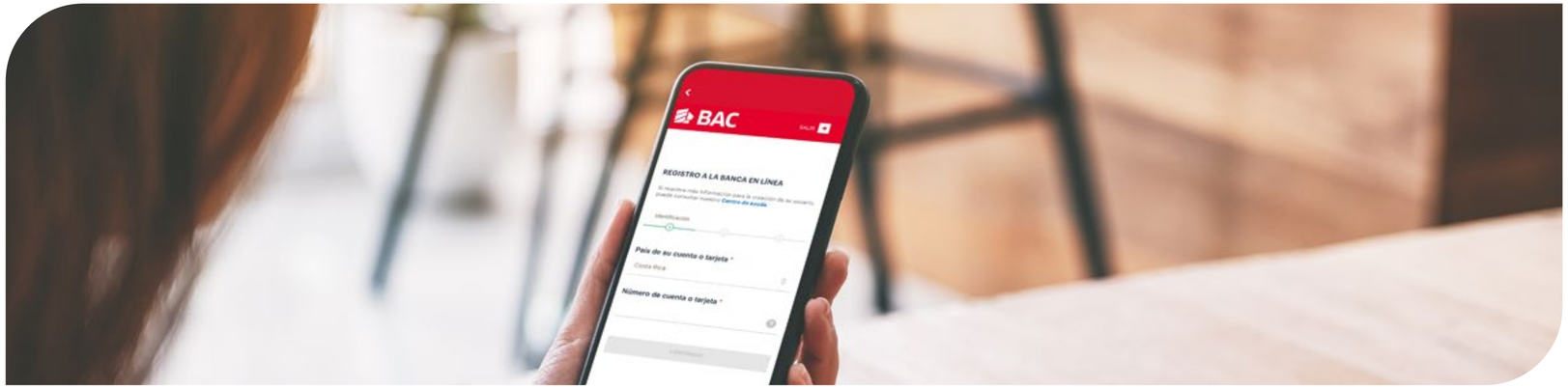
Distribution of conversations by channel





[GRI 3.3]

Digital banking



Grupo BAC continuously innovates across its digital platforms with the objective of building a more inclusive and accessible banking system aligned with the expectations of an increasingly connected customer base. Digital transformation is not merely a technological evolution; it is the strategic pillar redefining the financial experience in the region and positioning BAC as a leader in innovation.

During 2025, the organization consolidated its digital services and platforms, strengthening an offering of innovative products that generate a meaningful impact on customers' lives. This development responds to a clear vision: to provide agile, secure, and personalized solutions that simplify financial management and strengthen trust in digital channels.

One of the most significant milestones was the acquisition of new customers through 100% digital alternatives, eliminating barriers and expanding access to financial services. The mobile application established itself as the preferred channel thanks to the incorporation of advanced functionalities, a streamlined interface, and an intuitive experience that encourages self-service.

This approach accelerated customer digitization, reaching 66% of monthly unique users across digital channels, representing an increase of four percentage points compared to 2024 and growth of more than 30% over the last six years. This shift reflects reduced reliance on in-person channels and a clear preference for the convenience, immediacy, and efficiency offered by digital services.

In 2019, 76% of transactions were conducted through digital channels. By 2025, this figure had reached 96%, driven primarily by platforms such as ATMs, Online Banking, Rapibac, and Mobile Banking. These results consolidate Grupo BAC as a regional leader in digital innovation and position it as a benchmark within the financial industry.

Grupo BAC remains committed to further strengthening its leadership in digital experience by continuing to deliver efficient, secure solutions aligned with the needs of an increasingly connected customer base.

Digital Product Placement

During 2025, significant milestones were achieved in the optimization of product origination processes through 100% digital platforms, eliminating the need for human intervention and ensuring real-time availability. This approach has made it possible to simplify product acquisition while maintaining high standards of security and regulatory compliance in each country where Grupo BAC operates.

Thanks to fully digitized processes, customers can open a product in a matter of minutes, facilitating the management of their financial goals and positioning the organization as a strategic ally in their financial well-being. As a result, the share of digitally originated key products reached 50% in 2025, strengthening the organization's ability to respond to market needs in an agile and efficient manner.

These achievements represent a significant step forward in digital transformation, reaffirming Grupo BAC's commitment to continuous improvement and ensuring that customers can access products and services quickly, easily, and securely.

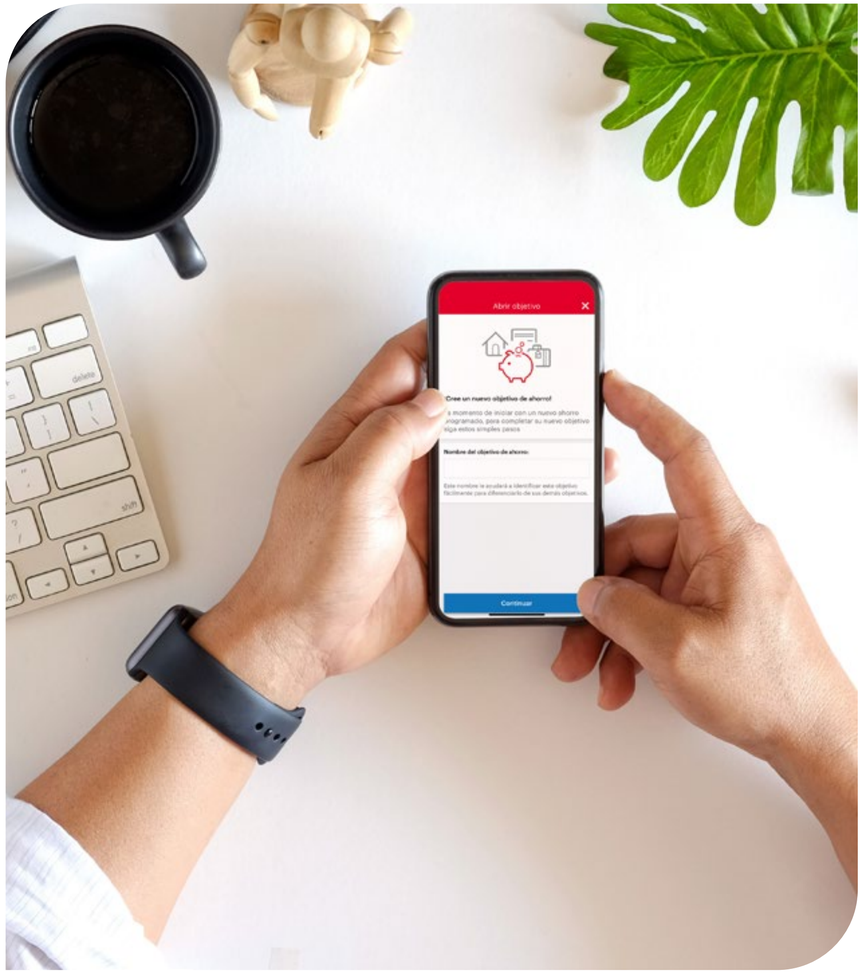
Bank accounts: the flagship product

One of the most notable achievements has been the expansion of digital savings accounts: 43% of total accounts originated were fully digital, offering customers a first-class and personalized experience while also generating operational efficiencies through a significant reduction in product delivery times.

Cross-border transfers or payments

To address the needs of the business and international segments, Ameritransfer transfers were strengthened, enabling customers to move funds in real time between their accounts in different countries. This redesign resulted in a 10% increase in transaction volumes during 2025.

In addition, international transfers through Mobile Banking were promoted, improving the experience for retail customers and SMEs requiring this service. This functionality entered a pilot phase toward the end of the year and, within a short period, enabled customers to complete more than 3.7 thousand transactions, in addition to the more than 660 thousand international operations conducted through digital channels.



Credit: Immediate Access to Liquidity for Customers

Part of Grupo BAC's commitment to customers is to actively listen to them across all contact channels. For this reason, the personal loan and extra-financing product was designed to support customers' liquidity needs through immediate disbursement via Mobile Banking. This product represented 45% of loans originated at the regional level.

For cardholders, financing options for credit card purchases were facilitated, allowing customers to convert purchases into fixed-term installment payments, thereby improving liquidity and cash flow. The speed and efficiency of these services marked a turning point in the customer experience and consolidated Grupo BAC's position as a regional leader. In addition, the digital origination processes for products such as credit cards and insurance were optimized, significantly reducing service times through virtual assistants and advanced automation.

Immediate and personalized investment

One of the standout products was the Certificate of Deposit. Historically, many clients in some countries associated these certificates with the need for large investment amounts. However, through analysis of the Voice of the Customer, a desire to invest smaller amounts while obtaining competitive interest rates was identified. Based on these insights, 100% automated flows with personalized conditions were developed, resulting in 88% of total certificate of deposit originations being conducted through this channel by 2025.

Website and Help Center

The website experienced a significant improvement in user experience, driven by users' preference for fast and effective solutions. This channel has become a key access point for self-service and digital interaction.

As part of the commitment to the continuous improvement of the digital experience, the website's navigation was redesigned as the main showcase and positioning platform for the organization's products and services offering. This update optimizes the visibility of the value proposition and enables customers to find the information they need more quickly.

The redesign responds to a segmented strategy and prioritizes, for each profile, those products and services that directly address customer needs and search behavior through a more personalized and targeted experience. Likewise, it seeks to reduce the number of clicks required during navigation and ensure the continuous evolution of the site, aligned both with changing customer needs and with updates to the organization's offering.

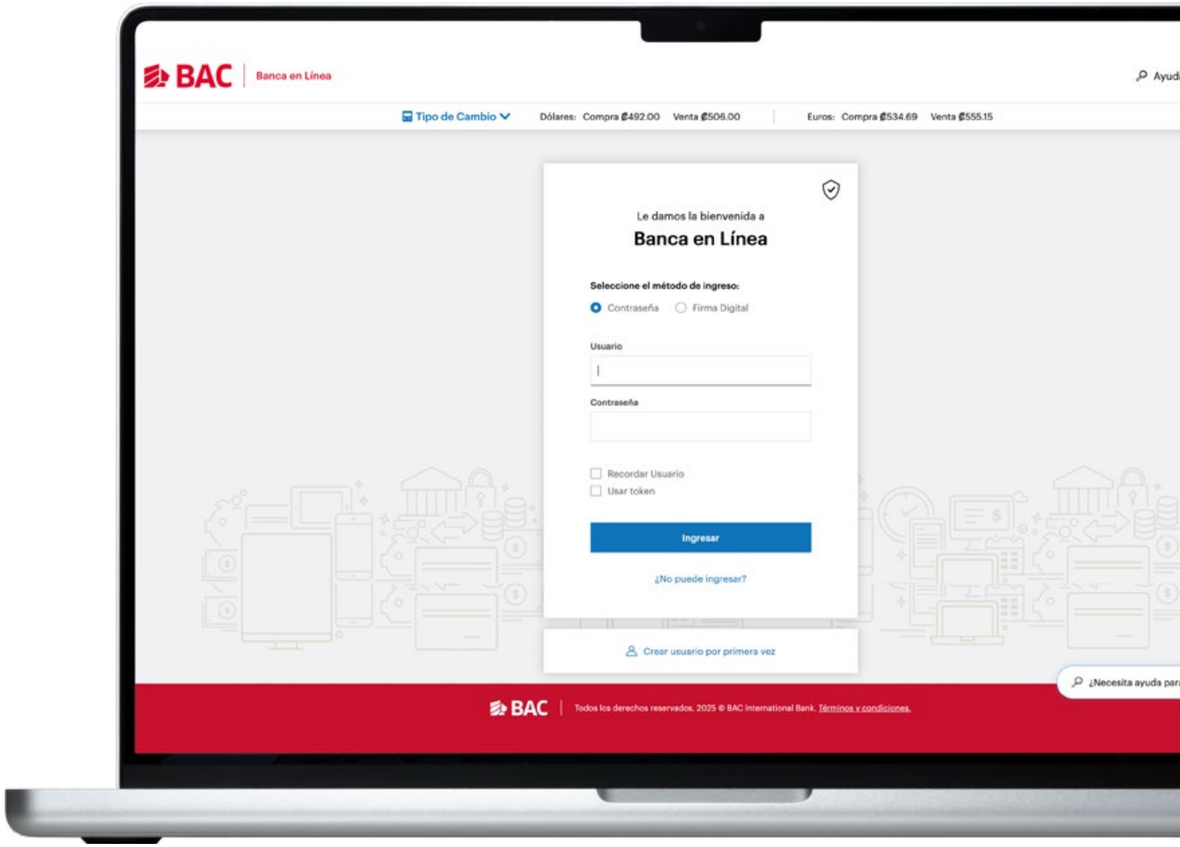
Additionally, as part of the search engine content positioning strategy, the website now optimizes its structure to effectively respond to customer queries made through artificial intelligence tools, strengthening the positioning and relevance of content within these new interaction channels.

BAC's Help Center has consolidated itself as a strategic support channel within the digital ecosystem by positioning content that provides fast, accessible, and effective responses to both customers and non-customers, whether through search engines — from which nearly 30% of visits originate — or through BAC's own platforms, where customers are contextually directed to articles capable of directly addressing their inquiries.

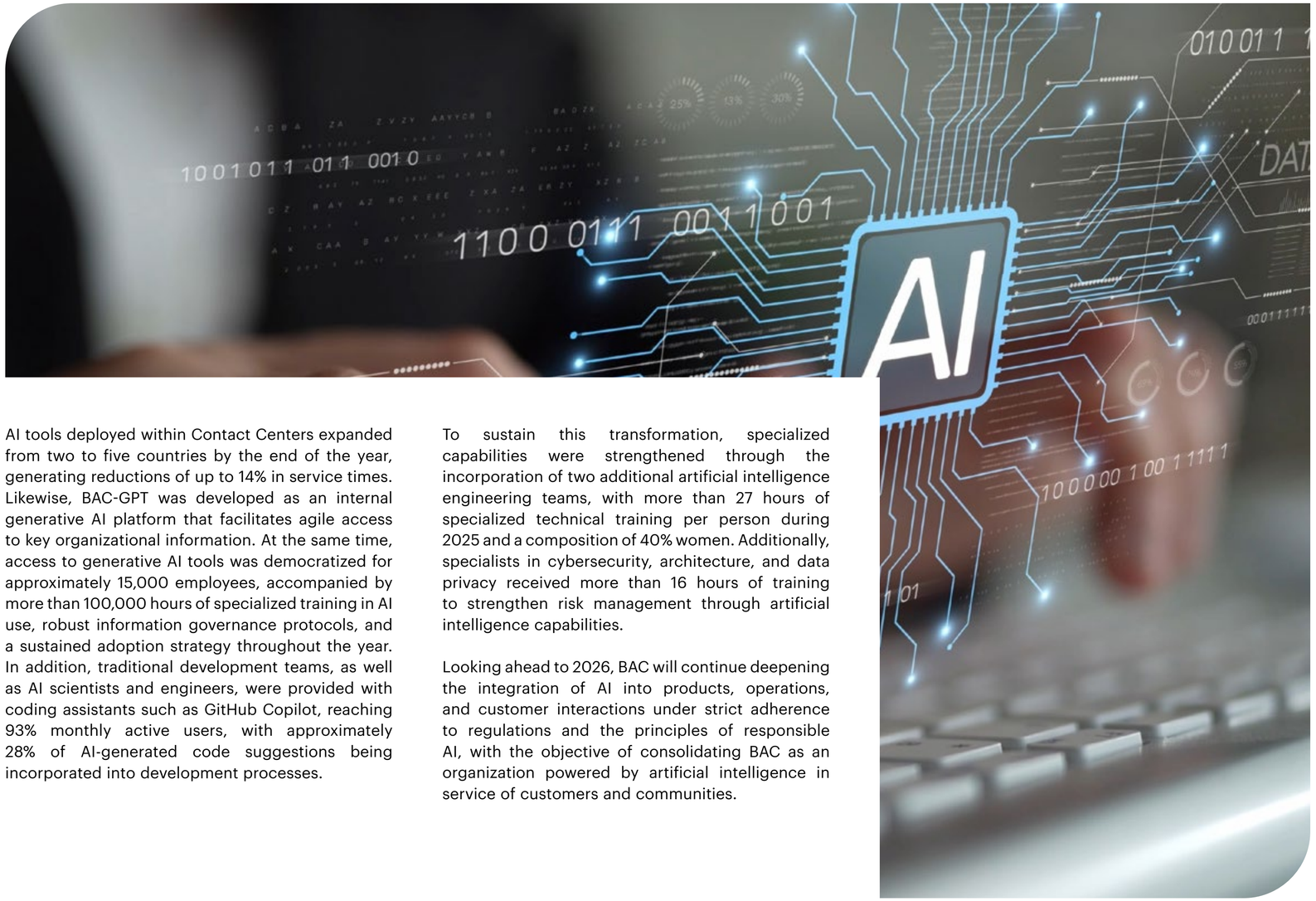
In 2025, a 10% increase in effectiveness as perceived by customers was recorded, demonstrating the value of the Help Center as a reference space for those seeking immediate and accessible assistance with BAC services.

The Help Center enables individuals to resolve doubts and inquiries immediately without the need to resort to other channels such as the Contact Center. This increases operational efficiency, reduces waiting times, and promotes a more autonomous customer experience.

In 2025, BAC reaffirmed its leadership in digital transformation by offering more agile, secure, and personalized services. The adoption of new technologies made it possible to simplify processes, strengthen security, and improve the customer experience across every touchpoint.



Artificial intelligence



BAC has built the foundations necessary to capitalize on this transformation over the years by modernizing its core systems, migrating to the cloud, and consolidating data and advanced analytics capabilities. With artificial intelligence accelerating across the financial sector, in 2025 BAC designed and implemented a new operating model aimed at accelerating AI adoption and maximizing value creation throughout the organization.

BAC currently has 28 machine learning and artificial intelligence use cases applied to back-office process automation, churn prediction, and offer personalization. In the latter area, the proprietary Lifetags framework uses generative AI to enrich campaign segmentation and contextualization. Predictive tools and models are also applied to fraud prevention, the strengthening of cybersecurity posture, and credit risk assessment.

AI tools deployed within Contact Centers expanded from two to five countries by the end of the year, generating reductions of up to 14% in service times. Likewise, BAC-GPT was developed as an internal generative AI platform that facilitates agile access to key organizational information. At the same time, access to generative AI tools was democratized for approximately 15,000 employees, accompanied by more than 100,000 hours of specialized training in AI use, robust information governance protocols, and a sustained adoption strategy throughout the year. In addition, traditional development teams, as well as AI scientists and engineers, were provided with coding assistants such as GitHub Copilot, reaching 93% monthly active users, with approximately 28% of AI-generated code suggestions being incorporated into development processes.

To sustain this transformation, specialized capabilities were strengthened through the incorporation of two additional artificial intelligence engineering teams, with more than 27 hours of specialized technical training per person during 2025 and a composition of 40% women. Additionally, specialists in cybersecurity, architecture, and data privacy received more than 16 hours of training to strengthen risk management through artificial intelligence capabilities.

Looking ahead to 2026, BAC will continue deepening the integration of AI into products, operations, and customer interactions under strict adherence to regulations and the principles of responsible AI, with the objective of consolidating BAC as an organization powered by artificial intelligence in service of customers and communities.

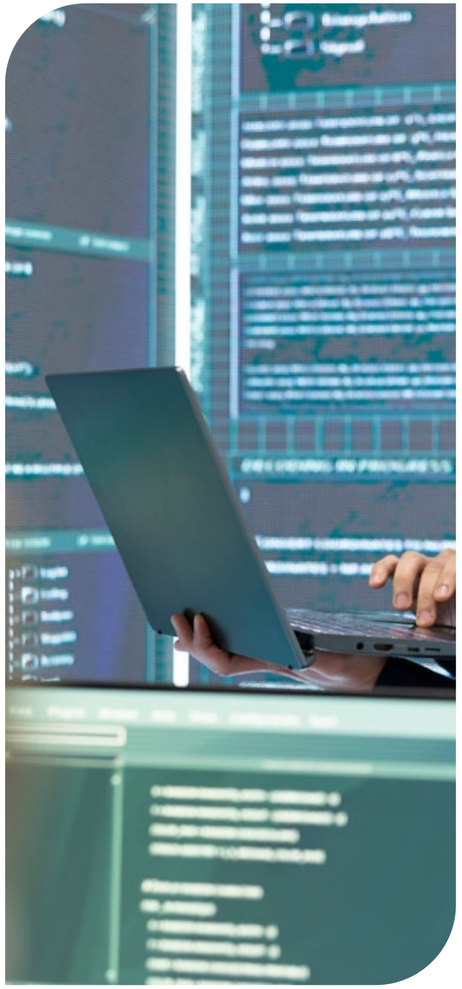
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Cybersecurity

Information Security Policy

Grupo BAC's Information Security and Cybersecurity Policy establishes the corporate framework for protecting the confidentiality, integrity, availability, and privacy of information. This framework is based on guidelines, roles, responsibilities, and controls aligned with international standards such as ISO 27001 and the NIST Cybersecurity Framework (NIST CSF).

The policy defines a governance structure based on risk management, regulatory compliance, protection of information assets, access control, incident response, business continuity, and third-party security. It also promotes an organizational culture focused on the prevention, detection, and mitigation of threats, ensuring that employees, suppliers, and other key stakeholders adopt secure practices in information management and the use of technology. This strengthens operational resilience and the protection of the organization's critical services.



Cybersecurity Measures and Programs

Ongoing measures were put in place to protect assets and information, including:

- Anticipation of cybersecurity risks from the conception of projects.
- Constant assessment of trends and new threats to adapt protection strategies.
- Use of security tools that incorporate artificial intelligence and machine learning to anticipate risks and prevent attacks.
- 24/7/365 monitoring and response by specialized teams that identify, analyze, and contain threats in real-time.
- Regularly updating security standards and procedures to comply with applicable regulatory requirements.
- Comprehensive vulnerability management through continuous identification, analysis and remediation processes.
- Execution of crisis simulations and periodic technical tests that strengthen resilience and detect vulnerabilities.
- Strategic coordination with key areas, such as fraud prevention and risk management, to consolidate a comprehensive defense.
- Continuous monitoring of security factors through indicators that allow evaluating the performance and effectiveness of controls, which have visibility in corporate governance structures.
- Implementation of policies, controls, and processes aligned with international standards and frameworks, such as NIST CSF, PCI, and ISO.

Training and awareness

Training and awareness campaigns on security and privacy are developed for employees, customers and society in general. So, in 2025:

- More than 1,700 employees received training on key information security and cybersecurity topics.
- Good practices related to information protection, secure password management, identification of phishing, malware and cyber scams, as well as security in online shopping, among other topics, were promoted.

Indicators and Reports

The organization uses a set of indicators that enable comprehensive monitoring of the cybersecurity posture and support the management of technological risks at both the operational and executive levels. These indicators facilitate the tracking of key control performance and provide visibility into critical security domains.

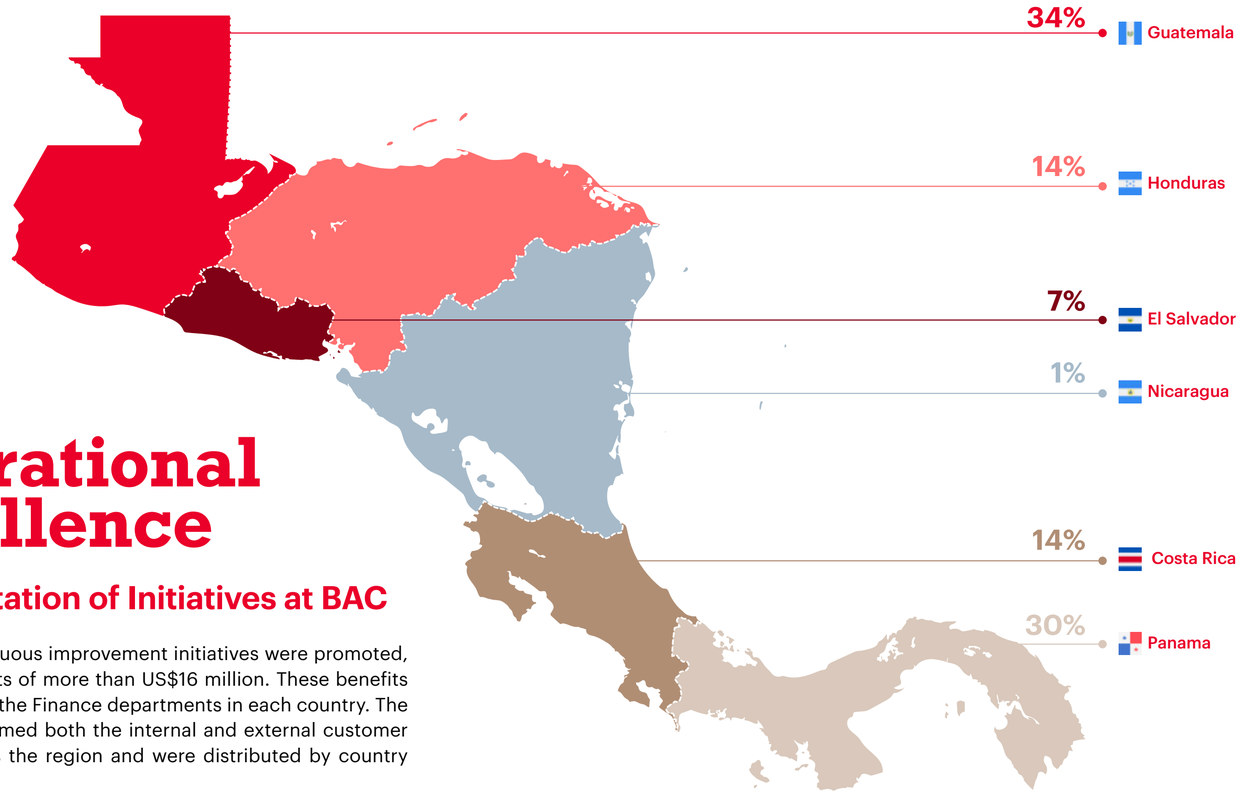
Together, they provide a consolidated view of the organization's security posture, help identify trends and opportunities for improvement, and highlight areas requiring priority attention.

In line with this comprehensive approach, periodic reports and external assessments were submitted to the governing and supervisory bodies. In this context, information related to relevant standards and requirements, such as PCI DSS, SWIFT, and external audits, was managed and reported. These reports complemented the internal monitoring of information security and reinforced transparency regarding the effectiveness of the implemented controls.



Infographic No. 10

Distribution of benefits earned by countryapproach



Operational excellence

Implementation of Initiatives at BAC

In 2025, 86 continuous improvement initiatives were promoted, generating benefits of more than US$16 million. These benefits were validated by the Finance departments in each country. The initiatives transformed both the internal and external customer experience across the region and were distributed by country as follows:

These continuous improvement initiatives focused on generating new revenue streams, optimizing operational processes, reducing costs, and promoting automation. The following table shows the distribution of these initiatives according to their improvement approach.

Table No. 19

Breakdown of the Weight of Improvement Initiatives by Approach

Type	Classification	% of total
Income	Commissions and Fees	40.72%
Savings	OPEX – Services and Contracts	21.61%
Savings	Risks and Provisions	20.34%
Income	Recovery and Collections	8.19%
Income	Product Placement	7.75%
Savings	OPEX – Reduction of Personnel Costs	1.33%
Savings	OPEX – Savings in Inputs	0.05%

Maintenance of high management and quality standards

The management of process performance and quality represents a key pillar of the culture of transparency and continuous improvement.

Across the different business areas, specialized personnel are responsible for monitoring operational performance through service and operational efficiency indicators. Likewise, the performance of BAC employees is also measured.

These indicators support data-driven decision-making and promote operational excellence.

Using technologies for efficiency

To achieve these efficiencies, technologies were implemented to enable the automation of tasks and workflows, as well as the reallocation of human talent toward higher value-added activities. Among the main technologies used are the following:

Robotic Process Automation (RPA):

Enables the automated execution of repetitive tasks, optimizing time and resources. During 2025, more than 256 thousand hours were automated across the region.

Low-Code Platforms:

Facilitate the creation of technological solutions without the need for complex development processes. During the year, 159 workflows were implemented through low-code developments, generating savings of 108 thousand hours.

Business Process Management Systems (BPM):

Improve the management, control, and optimization of operational workflows. During the year, this technology focused on product origination processes, with 99 workflows deployed into production across the region.

Internal Training Programs

The 86 initiatives implemented during 2025 were led by Gente BAC, as part of the training and development processes provided to employees, which are essential for promoting continuous improvement and operational excellence.

This training consists of specialized programs designed to strengthen both technical skills — such as process quality measurement — and strategic competencies that enable employees to lead work teams in the execution of higher value-added projects.

In 2025, the following programs were delivered:

Green Belt:

Program aimed at employees who lead medium- or long-term improvement projects, applying Lean Six Sigma methodologies to solve complex problems and generate quantifiable benefits.

Practitioner:

Program aimed at employees who develop rapid, short-term, and less complex improvement projects, focused on achieving tangible results and strengthening the culture of continuous improvement.

BAC Makers:

Program focused on the automation and digitization of processes through low-code tools such as PowerApps and Power Automate, enabling the development of simple technological solutions that drive operational efficiency and innovation.

Currently, across the region, 298 employees have been trained and remain actively engaged in generating value-driven initiatives. In 2025, 43 new Green Belts, 93 Practitioners, and 13 BAC Makers were trained.

[GRI 3.3]

Sustainable finance

To facilitate solutions that contribute to the financial inclusion of people, the prosperity and sustainable development of communities.



Sustainable Financing Policy

Grupo BAC has a Sustainable Financing Policy that promotes financial solutions which, in addition to being simple, digital, and sustainable, are designed to generate positive environmental and/or social impact. This enables individual and business clients to access financing that supports their transition toward lower-carbon economies, promotes projects that favor nature and biodiversity, addresses early adaptation to climate risks, and encourages the adoption of more sustainable production and consumption practices.

The policy also promotes financial solutions that foster financial well-being and inclusion for prioritized groups, such as women, youth, older adults, migrants, people with disabilities, and rural populations, among other stakeholders. Through these solutions, BAC promotes a just transition and contributes to the economic development of the regions where it operates.

This policy establishes the guidelines for defining and incorporating environmental and social factors into loan portfolio management, in order to determine when a project meets the eligibility criteria for an environmental and/or social category.

The policy includes the following:

- Guidelines for the incorporation of ESG factors into loans for business and individual customer
- Definition of the ESG factors considered in the loan approval process
- Integration of ESG factors into the due diligence and Know Your Customer (KYC) processes.
- Engagement with clients regarding sustainability-related risks and opportunities.
- List of exclusions.

Simple, digital and sustainable financial solutions

Continuous efforts are made to identify market opportunities and client needs in order to create competitive financial solutions with differentiated benefits that also enable clients to reduce their environmental impact, while gaining access to financial solutions that promote social development for prioritized groups.

Through ongoing market analysis, Grupo BAC periodically updates its catalog of sustainable financial solutions, taking into consideration the context of each country and the opportunities generated by the development of sustainable projects for business and individual clients, with the aim of maximizing the value delivered to communities.

The catalog of sustainable financial solutions is aligned with the other initiatives that form part of the Triple Value Strategy, thereby contributing simultaneously to the Sustainable Finance, Climate and Nature, and Communities pillars.

Table No. 20

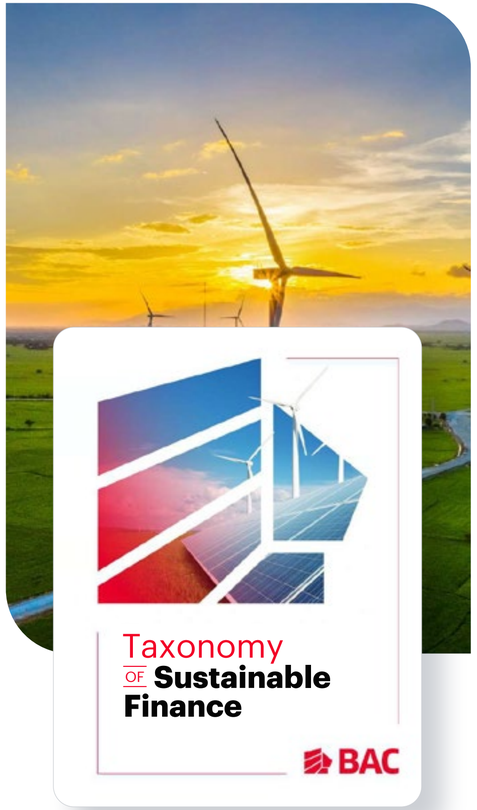
Catalogue of sustainable financial solutions

			Guatemala	El Salvador	Honduras	Nicaragua	Costa Rica	Panama
Lending products								
Environmental and Climate		Hybrid and electric vehicles	●	●	●	●	●	●
		Sustainable construction	●				●	
		Solar panels			●	●	●	●
		Green Financing in Business Banking	●	●	●	●	●	●
Social		SME Segment	●	●	●	●	●	●
		Women's segment *(mainly SMEs led by women)*	●	●	●	●	●	
		Affordable Housing			●			●
		Development Banking System					●	
		Students	●					
Non-lending products								
Social	Women's Segment	Savings Accounts	●					
		Payment methods and services	●		●			
		Pensions			●			
		Assistance						●
	SMEs	Capital Advance		●				
		Business Debit						●
	Remittances	Remittances			●			

Sustainable finance taxonomy

BAC has developed a robust internal taxonomy of environmental categories, climate change, and social and gender criteria, resulting from an exhaustive review and integration of international, regional, and local taxonomies, as well as periodic updates that take into account the dynamic regulatory environment of the countries where the Group operates, in order to ensure its relevance and alignment.

This taxonomy is a valuable tool for designing products with sustainable criteria and for the proper identification and classification of loans that meet the eligibility criteria for the various categories mentioned above.



The following are the main categories included in our internal taxonomy:

Positive Environmental Impact

- Renewable energy
- Energy efficiency
- Clean transportation
- Sustainable construction
- Waste management and emissions capture
- Circular economy
- Sustainable agricultural production
- Livestock
- Sustainable aquaculture
- Water supply and treatment sector
- Manufacturing
- Information and communication technologies
- Tourism

Positive Social Impact

- Social
- Women's MSMEs
- Specific programs
- Others"

Gender component

- Legal representation
- Shareholding
- Composition of the Board of Directors
- Formation of Senior Management

Since its implementation in 2022, the Sustainable Finance Taxonomy has enabled:

The standardization of eligibility criteria for simplified application at the regional level.

The systematization of information requirements within systems, templates, and forms, enabling the tagging of 100% of Business Banking loans. In the case of Personal Banking, tagging is carried out by specific product.

The implementation of continuous reviews and sampling processes to ensure the quality of the information entered.

The delivery of periodic training programs for the areas responsible for credit processes, including business executives, credit analysts, and operational personnel, in order to strengthen their capacity to identify projects aligned with the taxonomy's eligibility criteria.

Table No. 21

Local taxonomies

Below is a summary of the local taxonomies in force in the countries where Grupo BAC has a presence:

Country	Developed by	Release Date
Costa Rica's Sustainable Finance Taxonomy	"The document was developed by the Ministry of Environment and Energy (MINAE); the General Superintendence of Financial Entities (SUGEF); the General Superintendence of Securities (SUGEVAL); the Superintendence of Pensions (SUPEN); and the Superintendence of Insurance (SUGESE). It also received support from the Ministry of Finance and the Central Bank of Costa Rica (BCCR). It was prepared in coordination with the United Nations Environment Programme Finance Initiative (UNEP FI), with technical support from Ambire Global and financial support from the Green Climate Fund, through its Readiness Programme, as well as from the European Union through the Euroclima Programme."	August 2024
Panama's Sustainable Finance Taxonomy	"The document was developed by the Superintendency of Banks of Panama (SBP); the Superintendency of the Securities Market (SMV); the Superintendency of Insurance and Reinsurance of Panama (SSRP); and the Sustainable Finance Working Group of Panama (GTFS). It was supported by the Supervisory Committee of the Sustainable Finance Taxonomy of Panama, composed of the Ministry of Environment (MiAmbiente), the Ministry of Economy and Finance (MEF), as well as the Technical Coordination of UNEP FI."	March 2024
CCBSO Corporate Green Finance Taxonomy	The document was developed by the Executive Secretariat of the Central American Council of Superintendents of Banks, Insurance, and Other Financial Institutions (CCSBSO), together with the Ad Hoc Committee on Environmental and Social Risks (CRAS). It also received technical assistance from the International Finance Corporation (IFC).	December 2024
Guatemala's Voluntary Taxonomy of Social Finance	"Sustainable Finance Advisory Council, CentraRSE in Guatemala, IDB Invest. It received technical assistance from Acrux Partners and Pro Mujer. "	July 2025
Green Taxonomy of Honduras	"The document was developed by the National Banking and Insurance Commission; the Central Bank of Honduras; the Ministry of Natural Resources and Environment; the Ministry of Finance of the Government of the Republic; the Ministry of Agriculture and Livestock of the Government of the Republic; and the National Institute for Forest Conservation. It received technical support from Ambire Global and technical assistance from the International Finance Corporation (IFC). The document was prepared with financial support from the Government of Spain."	November 2025
Green Taxonomy of El Salvador	"The document was developed by the Superintendency of the Financial System; the Central Reserve Bank of El Salvador; and the Ministry of Environment. It received technical support from Ambire Global and technical assistance from the International Finance Corporation (IFC). The document was prepared with financial support from the Government of Spain."	December 2025
Guatemala's Voluntary Taxonomy of Green Finance	The document was developed by the Advisory Council on Sustainable Finance of Guatemala and the Superintendency of Banks. It received technical support from Ambire Global and technical assistance from the International Finance Corporation (IFC). The document was prepared with financial support from the Government of Spain.	December 2025

Business portfolio with environmental and social impact

At the end of 2025, the business portfolio linked to loans with an environmental and/or social component totaled US$1,531 million. This amount represents year-on-year growth of 13% compared to the end of 2024.

Since the first positive impact measurement conducted in 2022, the percentage of the Business Banking portfolio, including SMEs, allocated to projects aimed at protecting the environment and nature, reducing the impacts of climate change, and promoting financial inclusion across the region has doubled.

Chart No. 17

Business portfolio with environmental and social impact

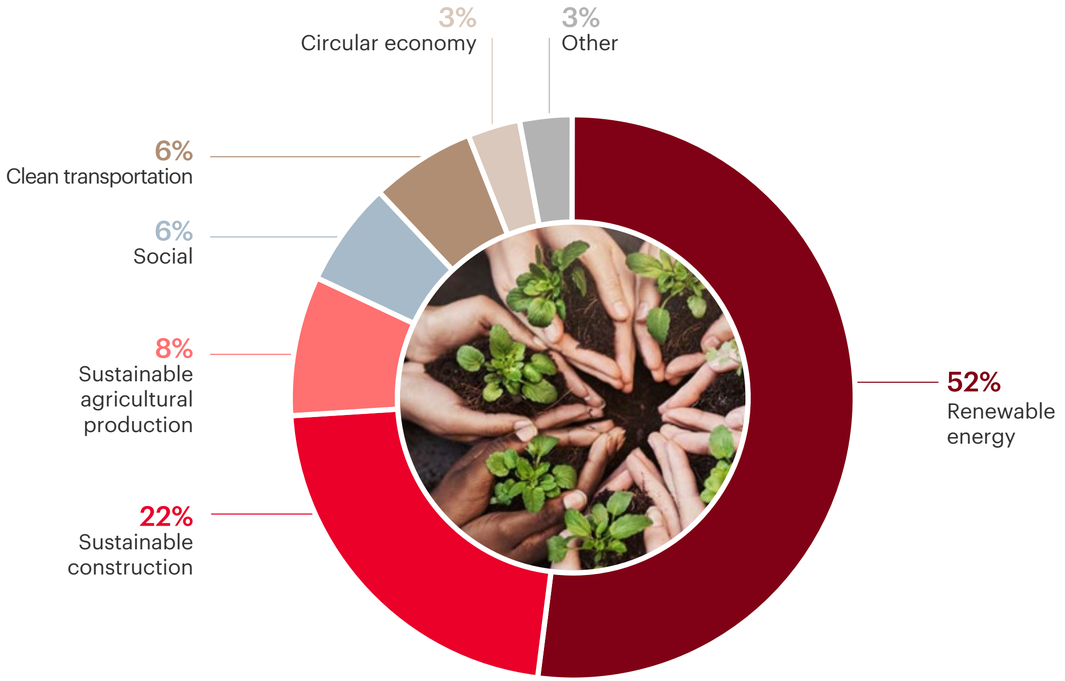


Table No. 22

Portfolio evolution with environmental and social impact

	Percentage share	Portfolio balance
2022	6%	US$700M
2023	9%	US$900M
2024	11%	US$1,350M
2025	12%	US$1,531M

Additionally, as of the end of December 2025, BAC Costa Rica maintained an active portfolio of US$667 million in productive projects financed through the Development Banking System, strengthening the business ecosystem and generating a positive impact across various sectors of the economy.

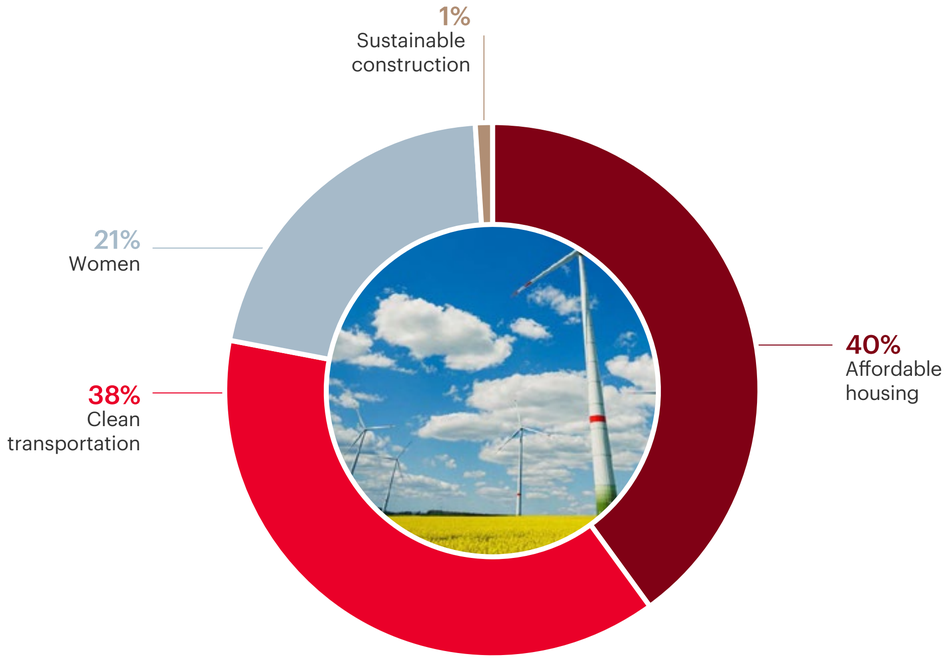
Personal banking portfolio with environmental and social impact

At the end of 2025, more than US$450 million was identified within the Personal Banking portfolio corresponding to lending products with a positive environmental and social impact. The value proposition of this portfolio promotes the adoption of more sustainable practices, such as the use of clean energy in homes and lower-emission transportation solutions, including electric and hybrid vehicles.

Lending solutions with a social impact are also offered, including affordable housing and programs aimed at women and students.

Chart No. 18

Personal Banking portfolio with environmental and social impact



Since the first positive impact measurement conducted in 2022, the Personal Banking portfolio with environmental and social impact has increased by 2%. The evolution of this portfolio is shown below:

Table No. 23

Evolution of the portfolio with environmental and social impact (2023-2025)

	Percentage share	Portfolio balance
2023	3%	US$253M
2024	4%	US$340M
2025	5%	US$450M

Resource management for financing sustainable projects

In order to invest in sustainable projects, agreements have been signed with financial institutions and multilateral organizations that provide funding for projects with environmental and/or social impact.



As of the end of December 2025, Grupo BAC had received more than US$1,290 million in financing, enabling the promotion of green lending and various sustainable initiatives aimed at mitigating climate change, such as clean energy use, sustainable mobility, sustainable construction, and energy-efficiency models.

Likewise, these resources facilitated support for small and medium-sized enterprises by strengthening their capabilities in order to foster job creation and promote their operations and growth in a sustainable, transparent, and socially and environmentally responsible manner.

Similarly, initiatives were developed to strengthen women's leadership, improve employment quality, expand access to financing, and provide business support, as well as other products and services designed to promote women's economic development.

Many of these financing operations were accompanied by a significant training and technical assistance component, essential for strengthening the internal capabilities of the commercial and risk areas in relation to the innovations and improvements that Grupo BAC can offer its clients as part of its portfolio of sustainable financial solutions.

Grupo BAC has received funding from the following organizations:

Norfund

DFC U.S. International Development Finance Corporation

BID Invest

FMO Entrepreneurial Development Bank

KFW DEG

IFC International Finance Corporation WORLD BANK GROUP

Ethical conduct

Acting ethically and responsibly, with the purpose of promoting a culture of transparency and fair treatment for all people, is a fundamental principle of Grupo BAC and guides the way the organization engages with its clients and other stakeholders.

Transparency

In 2025, updates were implemented to the procedures for delivering financial products, with the aim of improving the experience of credit card and mortgage loan customers. Based on opportunities for improvement identified during 2024, adjustments were made to the way and timing in which information is communicated to customers throughout each stage of their lifecycle, facilitating access to relevant, clear, and transparent information.

As part of these enhancements, the "Summary Box" transparency module allows credit card users to view the terms and conditions and operation of their products in a summarized and personalized manner, as well as information regarding benefits, payment dates, interest rates, and other relevant data. This module is available through Grupo BAC's Online Banking and Mobile Banking platforms.

During 2025, the transparency module recorded more than 280,000 inquiries from 143,000 digital users. It also achieved an average dwell time of 47 seconds and a bounce rate of 5%, equivalent to approximately one minute dedicated to reading information. These indicators reflect a 12% reduction in bounce rate compared to the previous year, demonstrating greater effectiveness in communicating key information to customers.



Responsible sales

Grupo BAC has promoted initiatives aimed at ensuring that product placement and sales practices are carried out in a comprehensive and transparent manner. In 2025, the organization conducted a mapping exercise to identify key processes and activities from the customer's perspective, including the clear and timely communication of the terms, benefits, and exclusions associated with the products and services offered. This analysis also considered internal processes that directly affect the customer experience when receiving the organization's services.

The exercise included products and services such as insurance, credit cards, personal loans, mortgage loans, and collection protocols, in order to obtain a comprehensive view of customer touchpoints and the practices associated with sales and customer service.

Based on the results of this mapping exercise, during 2026 the organization will identify gaps and define an action plan aimed at strengthening the culture of responsible and transparent sales practices across the organization.

[GRI 3.3]
FN-CB-230a.1

Privacy and customer protection

Based on the assessment conducted during 2024 and completed in January 2025, the organization's Privacy Governance and Management Strategy was defined.



This strategy considers not only the need to comply with the regulations in force in Panama, Costa Rica, El Salvador, and Nicaragua[7], but also the development of key processes that enable the rollout of new products and services and support the advancement of the organization's digital strategy in a transparent and secure manner.

Mision:

To ensure privacy and the ethical, responsible, and transparent processing of personal data, guaranteeing regulatory compliance and fostering trust among clients, employees, suppliers, and other stakeholders.

Vision:

To be a leader in privacy within the regional financial sector, promoting an environment of trust and respect for personal data that supports innovation and the continuous transformation of the financial ecosystem.

During 2025, the following progress was recorded:

- Strengthening of the Corporate Privacy Office and designation of Data Protection Officers (DPOs) in Panama and El Salvador, as well as coordinating liaisons in the other countries.
- Definition of Grupo BAC's personal data catalog and alignment of the data quality and information security governance frameworks.
- Training of more than 500 employees on privacy and data protection topics.
- Definition of privacy policies for websites, internal processes, vendors, and cookies.
- Establishment of a methodology for project evaluation with a privacy-focused approach through the use of checklists.
- Identification of privacy events and creation of a dashboard for operational monitoring and management.

Digital customer protection

During 2025, efforts to strengthen security layers across digital channels continued, including the following actions:

- Enablement of two-factor authentication (BAC Code) for customers with two user profiles.
- Reduction of more than 50% in fraud across digital channels compared to 2024 results.
- Implementation of local and regional communication campaigns aimed at customers in order to raise awareness of the risks associated with fraud schemes affecting the region.
- Enhancements to the customer contact experience in the event of fraud alerts in digital channels, through the implementation of direct support via Grupo BAC's official WhatsApp channel.

7. Panama: Law No. 81 on Personal Data Protection.
Costa Rica: Law No. 8968, Law on the Protection of Individuals with Regard to the Processing of Their Personal Data.
Nicaragua: Law No. 787 on the Protection of Personal Data.
El Salvador: Decree No. 144, Personal Data Protection Law.

Environmental dimension



Climate and nature

Promote the transition toward a lower-carbon economy that fosters sustainable development actions and the conservation of the region's natural wealth.

[GRI 3.3]

Corporate environmental footprint management system

The environmental management of Grupo BAC's operational footprint is based on the principle of "starting at home" and on maintaining consistency with the corporate purpose and the Triple Value Strategy, through which the organization commits to managing its environmental impacts with the technical rigor established by international standards.

In line with global efforts to mitigate the effects of climate change, and with a firm commitment to actively contribute to generating positive impacts for nature and communities, Grupo BAC has established the goal of achieving carbon neutrality across all its operations.

To achieve this objective, the Corporate Environmental Footprint System was developed, integrating 100% of BAC's operations in Central America and encompassing the measurement, reduction, and offsetting of carbon emissions, water and material consumption, as well as waste generation.

As part of this roadmap, priority has been given to managing the impacts associated with operations, including the use of mechanical and electronic equipment, facility maintenance, and customer service at service points, across all services and products.



The Corporate Environmental Footprint System standardizes processes, strengthens system governance, and ensures alignment with international best practices, major regulatory frameworks, and global standards, including the following:

- **INTE-ISO 14064-1:2019**
  Quantification and reporting of GHG emissions and removals.
- **GHG Protocol**
  Protocol for the management of greenhouse gases.
- **INTE B5:2021**
  Standard to demonstrate carbon neutrality in Costa Rica.
- **Country Program Guide Carbon Neutrality v2.0**
  Organizational category.
- **Methodological guide for estimation and analysis of GHG uncertainty**
  Carbon Neutrality 2.0 Country Program.
- **INTE-ISO 14046:2015**
  Water footprint: principles, requirements and guidelines.
- **INTE-ISO 14025:2006**
  Type III Environmental Declarations.
- **ISO 14040:2006**
  Life Cycle Analysis: Principles and Framework
- **ISO 14044:2006**
  Life Cycle Analysis: Requirements and Guidelines.
- **Zero Waste to Landfill Protocol v1.0**
  Carbon Trust.

BAC continues to make steady progress, ensuring that each action contributes to climate change mitigation and the construction of a more sustainable future for the region.

In 2025, the external verification process of its 2024 footprint inventories was completed through an international expert firm, in accordance with ISO 14064-3, the standard that provides specifications and guidance for the verification and validation of greenhouse gas statements. As a result, these external verification processes will continue in future reporting periods.

The Group's commitment to environmental sustainability in the region has been consolidated over more than fifteen years. Since 2010, BAC Costa Rica's operations began implementing an Environmental Management System certified under the ISO 14001 standard, progressively integrating technical standards that enabled the organization to achieve Carbon Neutrality Plus recognition, positioning it as one of the pioneering organizations to obtain the highest distinction granted by the Country Program, which remains in force as of the date of this report.

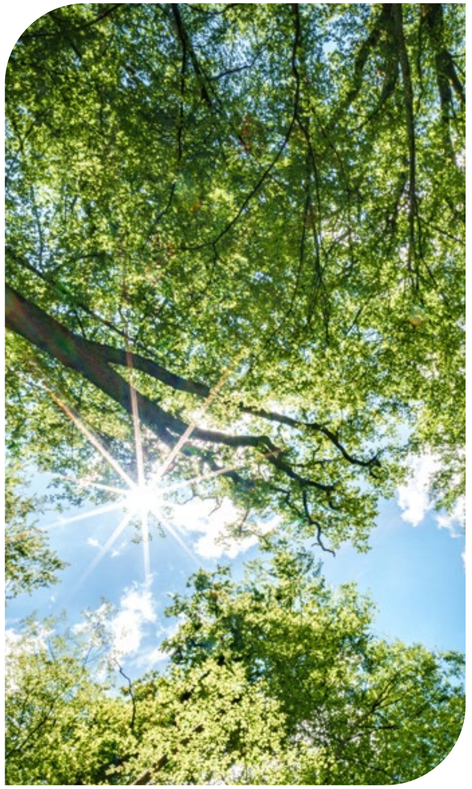
In 2025, BAC Costa Rica successfully achieved 100% coverage of its operations and sites in Costa Rica within the scope certified under the ISO 14001 Environmental Management System standard. Additionally, it maintained ISO 50001 certification for its Energy Management System, strengthening and promoting continuous improvement in the organization's energy performance. As a result of energy-efficiency initiatives, this has enabled a reduction of more than 150 tons of CO_2 equivalent over the last three years.

Three years ago, BAC Guatemala's operations launched an ambitious project to obtain LEED (Leadership in Energy and Environmental Design) certification for the Torre BAC building, the world's most widely recognized sustainable building certification system. Since 2024, the building has held LEED Gold certification for Operations and Maintenance, enabling reductions in consumption, more efficient use of resources, and serving as a model for the design of future spaces.

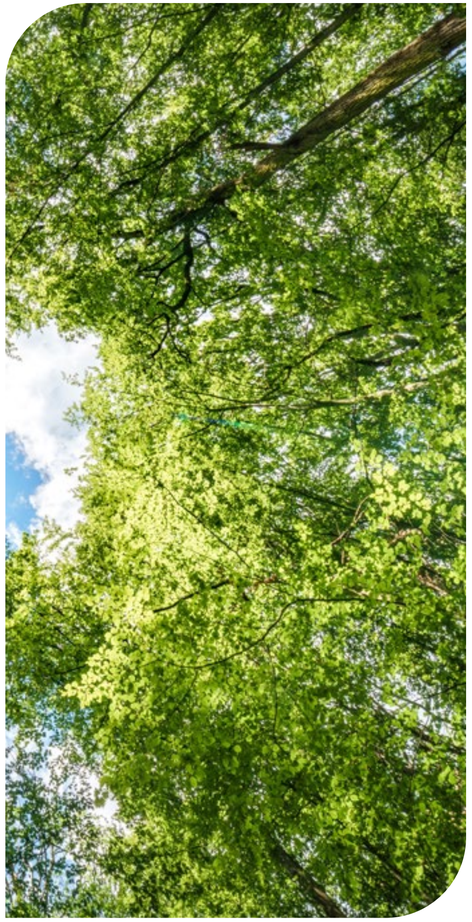
With a firm commitment to reducing the impact of energy consumption, BAC Guatemala has opted to procure renewable energy for operations in the buildings with the highest concentration of employees, as certified by energy suppliers. As a result of this and other actions, the operation in Guatemala obtained the "Carbon Positive" recognition awarded by Green Development, which, through verification of carbon footprint measurement and emissions reduction project management across Scopes 1, 2, and 3, recognizes the Group's environmental management efforts.

Through robust environmental management supported by certifications, the organization reaffirms its corporate leadership in sustainability.

Grupo BAC integrates practices that generate value for clients, employees, and communities, actively contributing to global climate change mitigation and adaptation goals.



Below is a summary of the environmental impact of operations in each of the countries where BAC operates, a process that will be verified by an independent third party by the second quarter of 2026.



DEI Emissions Footprint

Included the measurement of 437 sites or facilities across 6 countries and 7 operations, considering direct emissions from the use of fuels, aerosols, and refrigerant gases; indirect emissions from purchased electricity; and other indirect emissions associated with corporate flights, transportation of materials, products, and valuables, employee transportation expenses, and the use of the organization's products.

Materials and Waste Footprint

Quantification of the materials used in the organization's operations, as well as the waste generated and its management.

Water Footprint

Measurement of direct water consumption at BAC workplaces, as well as indirect water used in the production of paper and plastic.

Indicators

	Guatemala	El Salvador	Honduras	Nicaragua	Costa Rica	Panama	LATAM	Total BAC
Direct emissions (tCO2e)	547.37	575.15	672.97	327.76	145.72	1,318.11	656.28	4,243.37
Indirect energy emissions (tCO2e)	1,040.10	1,396.36	5,687.76	2,781.65	1,135.74	755.59	103.20	12,900.39
Other indirect emissions (tCO2)	1,932.29	2,363.61	4,295.58	3,412.71	3,011.07	2,999.16	224.19	18,238.60
Total GHG emissions (tCO2e)	**3,519.76**	**4,335.12**	**10,656.30**	**6,522.12**	**4,292.53**	**5,072.87**	**983.67**	**35,382.36**
Total (%)	**9.9%**	**12.3%**	**30.1%**	**18.4%**	**12.1%**	**14.3%**	**2.8%**	**100%**
Ordinary waste (tons)	259.90	87.02	162.56	81.11	1,322.62	83.70	9.86	2,006.77
Recycled waste (tons)	70.76	58.21	31.05	103.56	104.98	11.39	1.87	381.82
Special waste (tons)	18.01	0.00	8.24	8.20	110.70	5.61	0.00	150.76
Hazardous waste (tons)	0.05	0.00	0.02	0.00	0.18	0.00	0.00	0.25
Total waste (tons)	**348.72**	**145.23**	**201.87**	**192.87**	**1,538.48**	**100.71**	**11.73**	**2,539.60**
Total (%)	**13.7%**	**5.7%**	**7.9%**	**7.6%**	**60.6%**	**4.0%**	**0.5%**	**100%**
Renewable materials (ton)	27.51	141.60	148.92	74.49	251.84	74.41	0.06	718.82
Non-renewable materiales (ton)	130.36	20.87	28.49	27.31	8.80	1.95	1.00	218.79
Total materials (ton)	**157.87**	**162.47**	**177.41**	**101.80**	**260.64**	**76.36**	**1.06**	**937.61**
Total (%)	**16.8%**	**17.3%**	**18.9%**	**10.9%**	**27.8%**	**8.1%**	**0.1%**	**100%**
Direct Water (m³)	4,579.19	2,904.70	17,501.20	14,230.93	30,134.40	3,524.65	1,798.65	74,673.73
Indirect Water (m³)	51,841.25	13,646.07	20,273.86	11,942.75	13,165.38	6,815.84	138.88	117,824.02
Total Water (m³)	**56,420.44**	**16,550.77**	**37,775.06**	**26,173.68**	**43,299.78**	**10,340.50**	**1,937.53**	**192,497.76**
Total (%)	**29.3%**	**8.6%**	**19.6%**	**13.6%**	**22.5%**	**5.4%**	**1.0%**	**100%**
Direct Water Scarcity Footprint (m³)	33,384.35	81,227.53	88,542.93	61,901.15	19,635.03	11,025.18	1,285.71	297,001.88
Indirect Water Scarcity Footprint (m³)	513,165.41	407,198.13	427,085.18	250,154.21	487,089.05	185,066.28	2,554.38	2,272,312.64
Water Scarcity Footprint (m³)	**546,549.76**	**488,425.66**	**515,628.11**	**312,055.35**	**506,724.08**	**196,091.46**	**3,840.09**	**2,569,314.52**
Total (%)	**21.3%**	**19.0%**	**20.1%**	**12.1%**	**19.7%**	**7.6%**	**0.1%**	**100%**
Constructed Area (m²)	45,522.99	46,660.36	89,302.60	26,690.80	67,006.26	29,866.65	8,031.13	313,080.79
Number of Sites	104.00	48.00	96.00	52.00	133.00	35.00	2.00	470.00
Employees"	3,823	2,129	4,108	2,182	5,200	2,422	1,752	21,616

Notes:

GHG Emissions Footprint: Included the measurement of 437 sites or facilities across 6 countries and 7 operations, considering direct emissions from the use of fuels, aerosols, and refrigerant gases; indirect emissions from purchased electricity; and other indirect emissions associated with corporate flights, transportation of materials, products, and valuables, employee transportation expenses, and the use of the organization's products.

Materials and Waste Footprint: Quantification of the materials used in the organization's operations, as well as the waste generated and its management.

Water Footprint: Measurement of direct water consumption at BAC workplaces, as well as indirect water used in the production of paper and plastic.

Indicator: For BAC Panama, a new emission source was incorporated: fuel consumption associated with employee transportation expenses (per diem).

Reduction projects

At Grupo BAC, projects aimed at reducing the negative environmental impacts generated by operations are planned and implemented annually. One of the most significant initiatives involves the generation of renewable energy through the installation of solar panels in buildings and branches.

During 2025, solar panels were installed at 23 additional sites within the organization's facilities across Central America. As of the date of this report, 55 buildings have more than 5,000 solar panels in operation, generating more than 1.6 million kWh during 2025 and, historically, more than 5.4 million kWh of clean energy across the physical spaces where Grupo BAC operates.

	Grand total
Number of installed sites 2025	23
Total sites with photovoltaic installation	55
Total panel quantity	5,188
Annual Generation (KWh)	1,637,949.42
Historical generation (MWh)	5,014.89

Infographic No. 11

Photovoltaic projects



Guatemala
1 | 4 | 464
287,698.08 | 560.02

Honduras
1 | 8 | 1,318
451,598.15 | 2,450.72

El Salvador
1 | 2 | 706
22,409.00 | 111.98

Nicaragua
14 | 26 | 1,234
493,815.57 | 1,205.44

Costa Rica
6 | 14 | 1,112
377,109.22 | 610.46

Panama
0 | 1 | 354
5,319.40 | 76,265

Other reduction projects

Grupo BAC is committed to managing the environmental impact of its operations through initiatives that allow a more efficient use of the resources required to operate, with the purpose of generating fewer emissions and less environmental impact.

Table No. 25

Other reduction projects by country

	Guatemala	El Salvador	Honduras	Nicaragua	Costa Rica	Panama
Improvements in HVAC equipment *(replacement of equipment, time adjustments, operating parameters, pumping frequency, etc.)*	●	●	●	●	●	●
Improvements in lighting systems *(incorporation of LED technology, controllers, etc.)*		●	●	●		●
Decrease in the use of materials *(replacement or elimination of materials, digitalization, incorporation of raw materials, decrease in waste generation)*	●	●	●	●	●	●
Efficient management of the use of drinking water *(replacement of equipment, installation of meters and use of rainwater)*	●				●	●



Some special projects

The "Footprint for CO_2 Emissions Reduction in Data Centers" project was implemented through a collaboration with world-class manufacturers and industry leaders, such as Dell Technologies and VMware by Broadcom. The initiative was launched in 2024 with the objective of measuring, visualizing, and managing the environmental impact generated by the operation of the Group's technological infrastructure. This initiative strengthened institutional ESG (Environmental, Social, and Governance) management by generating clear and understandable metrics that facilitate strategic decision-making, including decisions related to sustainability.

To achieve these results, various platforms were integrated to provide advanced observability, automated metric collection, and customizable dashboards, including a module for evaluating energy efficiency. This hybrid approach made it possible to correlate physical and virtual data, transforming energy consumption into sustainability indicators aligned with global standards. Thanks to this implementation, BAC Shared Services optimized its data centers, reduced CO_2 emissions, and reinforced its commitment to environmental responsibility.

Extending positive environmental impact

Other projects that extend beyond organizational boundaries and enable Grupo BAC to engage various stakeholders in order to enhance the positive environmental impact of each initiative are detailed below.



By 2025, both BAC Costa Rica and BAC Guatemala offset the greenhouse gas emissions generated by their local operations through the acquisition of certified carbon credits equivalent to more than 15 thousand tons of CO_2 emissions, or, in other words, 15 thousand national compensation units. These initiatives generated direct benefits within each country, as the projects were developed in specific regions of both nations.

Positive Footprint Label

In 2025, BAC Costa Rica offset the annual emissions generated by 7,500 customer vehicles whose owners paid their marchamo (vehicle circulation permit) using American Express cards. This represented the offset of 15 thousand tons of CO_2 equivalent acquired through the National Forestry Financing Fund (FONAFIFO), with the objective of reducing the environmental impact generated by these vehicles.

Ecological Blue Flag – Sustainable Homes Category

Collaborators from BAC Costa Rica participated in this initiative aimed at promoting responsible environmental management within their homes. The program included guidance and training for each participating family.

Grupo BAC Positive Events

BAC Guatemala developed an initiative focused on transforming concerts and sponsored mass events into sustainable experiences through proper waste management, recycling, and the reduction of non-recyclable materials. As a result, in 2025 more than 4,700 kg of materials were recovered for proper management.



Grupo BAC Electric Route

The region currently has 53 electric vehicle charging stations distributed throughout Central America. These stations provided customers and the general public with 37 thousand free charging sessions, representing more than 68 thousand hours of charging time. This amounted to more than 362 thousand kWh of energy delivered at no cost to electric vehicle users. Based on the average consumption of an electric vehicle, this energy would enable travel of more than two million kilometers.



BIO Cards

During 2025, more than 476 thousand BIO cards made from natural-origin materials were issued. During the same year, BAC worked with a company specializing in materials and special waste management to design and systematize the process for the proper handling of PLA waste — the material used in BIO cards — and the other components incorporated into the cards, ensuring preparedness for their responsible environmental management at the end of their useful life.

Portfolio transformation

Grupo BAC is progressively transforming its credit portfolio to promote projects that not only avoid negative environmental impacts, but also generate tangible benefits for nature and people.

This evolution seeks to facilitate access for business and retail customers to financing that promotes clean technologies, renewable energy, sustainable transportation, and responsible production and consumption practices. In doing so, the organization advances the decarbonization of its portfolio, strengthens the adaptation and management of climate, environmental, and social risks, and contributes to the protection of biodiversity. Through this approach, Grupo BAC seeks to contribute to the achievement of the goals established under the Paris Agreement while promoting collective well-being.

[GRI 201.2] [GRI 3.3]
FN-CB-410a.2 - FN-CB-410b.1 - FN-CB-410b.2 - FN-CB-410b.3 - FN-CB-410b.4

Climate strategy

Climate change represents one of the greatest challenges facing the region and, at the same time, a significant source of opportunities for the financial sector.

For this reason, the management of climate-related risks and opportunities has been incorporated as a strategic pillar, aligned with the requirements of IFRS S2.

This management approach began in 2022 in alignment with the Task Force on Climate-related Financial Disclosures (TCFD) framework, which establishes the need to disclose clear and consistent information regarding climate-related financial risks.

In addition, this approach enables the anticipation and mitigation of both physical and transition risks, strengthens portfolio resilience, and supports clients in their adaptation processes, while also identifying opportunities to finance sustainable solutions that drive the transition toward a lower-carbon economy and the protection of biodiversity.

This strategy contributes to financial stability, addresses emerging disclosure requirements, aligns with international standards, and supports sustainable development.



Climate change governance

Climate change management is a fundamental pillar of the Triple Value Strategy. In order to adequately manage the risks and opportunities associated with climate change, a robust governance structure has been established that enables:

- The implementation of internationally recognized frameworks.
- The timely management of impacts, risks, and opportunities.
- The application of methodologies based on science and market best practices.
- The management of resource allocation for strategy execution.
- Compliance with the current regulatory and governance framework.

Below is the detail of the areas involved in the management of climate change issues:

Governance Bodies	Role
Board of Directors	Responsible for approving the Triple Value Strategy, including climate-related matters. It regularly monitors the implementation of the Climate Strategy through reports or updates provided by management at least twice a year.
Corporate Sustainability Forum	Comprised of representatives from Senior Management, its primary role is to advise the Board of Directors. It reports on progress and consults on decisions related to environmental, climate, and social matters. Further details regarding the responsibilities and authority of this forum, as well as its country-level composition, are provided in the Governance of Environmental, Social, and Climate Matters section of this report.
Comprehensive Risk Management Committee	It advises the Board of Directors on the definition of and compliance with guidelines, processes, methodologies, and controls for comprehensive risk management, and oversees risk management across all countries in which the organization operates. This management is carried out in accordance with the provisions established in the Risk Appetite Manual (MAR) and the Risk Appetite Statement (DAR). **The MAR and DAR incorporate ESG and climate-related matters into their structure and operation through the following aspects:** • The establishment of specific indicators for ESG and climate-related risks. • Robust methodologies for setting limits and thresholds. • Action plans in the event of breaches of ESG and climate-related indicators. • A climate maturity model to assess and strengthen management practices.
Areas in Charge of Implementation	At the corporate level, the Sustainability Management area is responsible for designing, coordinating, and monitoring the implementation of the climate change strategy, managing the required actions in coordination with the respective areas of the organization, primarily Credit Risk, Comprehensive Risk Management, Business, Finance, among others.

This structure is replicated across each of the six countries in which BAC operates.

Climate strategy guidelines

The Climate Strategy Guideline defines how the transformation of the credit portfolio is managed through a comprehensive climate transition approach.

With the objective of building a sustainable portfolio with adequate exposure, lower vulnerability, and alignment with global sustainability commitments and the well-being of the communities in which the organization operates.

This management is carried out through the financed emissions footprint, the promotion of a just transition that considers social impacts, the advancement toward a lower-carbon economy, and the support provided to business and retail clients in their adaptation processes to climate risks and in strengthening their climate resilience.

The guideline also establishes the responsibilities of the principal areas involved in the execution of the strategy.





Analysis of climate-related impacts, risks and opportunities



During 2025, Grupo BAC updated the organization's dual materiality assessment to incorporate the analysis of impacts, risks, and opportunities (IROs) associated with the 23 topics defined as material, among which the Climate Strategy was identified as one of the key topics.

The principal IROs identified for this topic are presented below.

Impacts

Reduction of greenhouse gas emissions through the promotion of climate change mitigation and emissions capture projects, supported by the development of financial products and services that facilitate the transition toward a low-carbon economy.

Strengthening employee training and development in the management of the physical and transition effects associated with climate change.

Active participation in the sharing of best practices and the promotion of capabilities among companies and organizations for climate change mitigation and adaptation.

Risks

Limited availability of financial products and services incorporating environmental criteria due to the sociocultural context of the Central American region.

Opportunities

Expansion of the bank's portfolio of products and services related to climate action in order to increase customer loyalty and strengthen its positioning as an ally in the transition toward low-carbon operations.

Creation of opportunities to access financing and related resources based on progress in the implementation of the Climate Strategy.

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Grupo BAC actively manages the identified IROs as part of the action plan established under its Climate Strategy. Beginning in 2026, the organization will initiate the management of the information required to quantify the financial impact of prioritized IROs.

Commitment in action: Key Milestones Climate Strategy

Grupo BAC remains committed to contributing to the achievement of the goals established under the Paris Agreement and the United Nations Sustainable Development Goals. Presented below are some of the most significant milestones of the Climate Strategy as of the date of this report:

Adherence to international standards and application of ESG reporting and assessment frameworks

International standards: PCAF; Science Based Targets; UNEP Finance Initiative Principles for Responsible Banking; Net-Zero Banking Alliance

Reportage frames: GRI; SASB; TCFD Task Force on Climate-Related Financial Disclosures

ESG Assessment: Dow Jones Sustainability Indexes

1

Measurement of our operational carbon, waste, and water footprint, together with the definition of projects aimed at reducing negative environmental impacts.

2

Creation of a Climate Change Risk Maturity Model.

3

Creation of a Sustainable Finance Taxonomy and portfolio tagging based on environmental, climate, and social impact.

4

Implementation of system enhancements for climate and environmental management.

5

Portfolio Decarbonization Strategy

- Measurement of financed emissions associated with the Corporate, Vehicle, and Mortgage portfolios.
- Definition of targets for carbon emissions reduction in priority sectors.
- Development of a customer engagement strategy aimed at reducing carbon emissions.

6

Climate Change Risk Management

- Creation of a Climate Events Taxonomy.
- Climate risk stress testing.

Creation of products that contribute to positive environmental and climate impact.

Management of ESG with multilateral institutions.

Comprehensive climate change risk management

The climate risk management cycle is incorporated into the Risk Appetite Framework (MAR) and the Risk Appetite Statement (RAP).

These documents describe how the organization understands climate risk and its approach based on the maturity model, and assign to the Comprehensive Risk Management Committee (GIR) responsibility for follow-up and oversight, with the support of the Governance and Compliance Vice Presidency and the Sustainability area. Likewise, they establish the responsibilities of the functions involved within the first, second, and third lines of defense, as well as the participation of Senior Management. In addition, they define the expected roles of the Board of Directors, the Comprehensive Risk Management Committee, and the Chief Executive Officer.

In line with this approach, and as part of its oversight and monitoring responsibilities, the Comprehensive Risk Management Committee approved the Climate Risk Management Maturity Model in February 2022. Aligned with the dimensions proposed by the Task Force on Climate-related Financial Disclosures (TCFD)[8], this model establishes a roadmap defining the activities required to advance the achievement of related strategic objectives. The model is reviewed and updated at least annually to ensure its continued validity or to redefine specific action plans and responsible parties, thereby demonstrating progress across each dimension and level of maturity.



8. *Under update to align with IFRS S2 requirements – Climate-related disclosures*

Table No. 26

Maturity model for climate risk management

TCFD TASK FORCE ON CLIMATE-RELATED FINANCIAL DISCLOSURES

Climate change risk maturity model

The development of this maturity model is structured around four main sections, categorized into four maturity levels, with defined actions, timelines, and responsible parties. This structure enables ongoing monitoring of progress and regular reporting to the Corporate Comprehensive Risk Management Committee, the Corporate Credit Committee, and the Board of Directors.

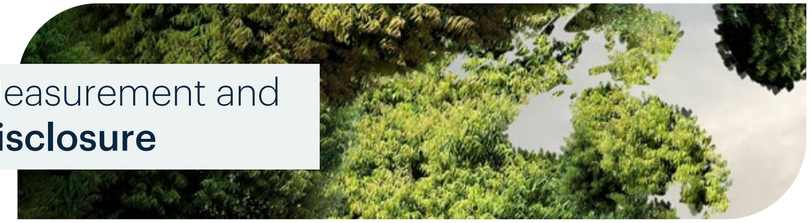
		Under Development	Partially Established	Established	Advanced	Activities	Responsible area	Desired level	Term
Governance	Governance and oversight bodies		●			Include a proposal for climate risk monitoring indicators within the alerts dashboard.	GIR	Established	Short
	Relevant stakeholders			●		Strengthen Policy Development	Credit Risk	Advanced	Medium
Strategy	Consistent Business Strategy			●		Implementation of action plans to demonstrate progress toward achieving reduction targets.	Sustainability	Advanced	Long
	Risks and Opportunities in Business Development		●			Identify, assess, and manage physical and transition risks within the loan portfolio	Credit Risk Sustainability, GIR	Established	Long
	Identification of Operations				●	Continuously improve the process for identifying the portfolio with positive environmental and social impact.	Sustainability	Advanced	Long
Risk management	Risk Management Policies and Models		●			Expand risk management policies to incorporate climate risk aspects	Credit Risk	Established	Medium
	Different Types of Analysis in Management		●			Develop stress tests for investment and credit portfolios that incorporate climate-related factors	Credit Risk Sustainability, GIR	Established	Medium
	Defined Risk Appetite Level		●			Define climate risk monitoring indicators.	GIR Credit Risk Sustainability	Established	Medium
	Financial Sustainability and Continuity		●			Design a quantitative climate risk assessment model.	Credit Risk Sustainability, GIR	Partial established	Medium
Reporting and Disclosure	Adoption of Reporting and Disclosure Initiatives				●	Reporting will continue to be conducted in accordance with GRI standards, SASB, TCFD, PRB, NZBA, PCAF, Pacto Global, DJSI.	Sustainability	Advanced	Short
	Disclosure of Targets and Metrics				●	Portfolio decarbonization targets and their respective progress will continue to be disclosed.	Sustainability	Advanced	Short

Strategy towards a lower carbon economy

For Grupo BAC, reducing carbon emissions represents not only a major challenge, but also a series of opportunities to transform business models and generate a positive impact on society and the planet. For this reason, the organization promotes the transition toward a low-carbon economy, fosters innovation and energy efficiency, and strengthens strategic alliances aimed at building a more resilient and sustainable future for all.

Presented below are the principal actions and achievements carried out in this area as of the date of this report.

1 Measurement and **disclosure**



2 Set **targets**



3 Strategy **development**



4 Taking **Actions**



Measurement and **disclosure**

2022

Measurement of financed emissions within the Business Banking segment, including corporate, commercial, and SME portfolios.

2023

Measurement of financed emissions within the Personal Banking segment, including vehicle and mortgage portfolios.

The methodology of the Partnership for Carbon Accounting Financials (PCAF) has been used to measure emissions.

BAC is currently working to capture more direct information from customers in order to update portfolio measurements.



	FINANCED EMISSIONS FOOTPRINT MEASUREMENT RESULTS		PERCENTAGE REPRESENTATION OF TCO_2E BY COUNTRY					
	Scope 1 and 2 Emissions	Scope 1 and 2 Emissions Intensity						
Business Banking	2.2M	243,5	33%	10%	16%	6%	10%	24%
Vehicles	164k	122,3	13%	8%	13%	8%	34%	24%
Mortgages	50k	15,3	22%	22%	10%	7%	16%	23%
Unit of measurement	tCO_2e	tCO_2e / M USD						

M million K thousands

Set **targets**

Short-Term Targets (2030)

For the establishment of decarbonization targets, the Science Based Targets initiative (SBTi) has been used as a reference framework aimed at limiting global warming and preventing the effects of climate change. The tool provided by SBTi for target setting uses scenarios based on data from the International Energy Agency (IEA), specifically the Net Zero Emissions by 2050 Scenario.

Long-Term Targets (2050)

BAC remains committed to aligning its corporate strategy, operations, and portfolio management with the global objective of achieving net-zero emissions by 2050, in accordance with international best practices and recognized standards, following the guidelines established under the Paris Agreement.



Banking Companies

	Scope	Metrics	Base year 2022	Reduction to 2030
Power generation	1 y 2	tCO_2e/MWh	0,357	71%
Cement	1 y 2	tCO_2e/ton cement	0,607	21%
Commercial real estate (includes services)	1 y 2	tCO_2e/m2	0,078	64%
Agriculture	With the launch of the methodology defined by SBTi to establish reduction trajectories for this sector, we will analyze the applicability of this methodology to our portfolio and region.			
Oil, coal and gas	These sectors collectively represent less than 1% of both financed issuances and outstanding loan balances; therefore, reduction targets are not defined.			
Iron and steel				
Aluminum	Our efforts are focused on priority sectors.			

People Companies

Vehicles	As of the date of this report, there is no defined methodology to establish a reduction trajectory for personal vehicles.			
Mortgages	1 y 2	tCO_2e/m2	0,020	42%

Strategy **development**

BAC consolidated a multidisciplinary team composed of the Business Banking, Credit Risk, and Sustainability areas, with the objective of advancing the decarbonization of its credit portfolio. The Climate Transition Plan is structured around seven strategic pillars, which are presented below.

The principal achievements of 2025 are further detailed in the following section of this report.

Clients:

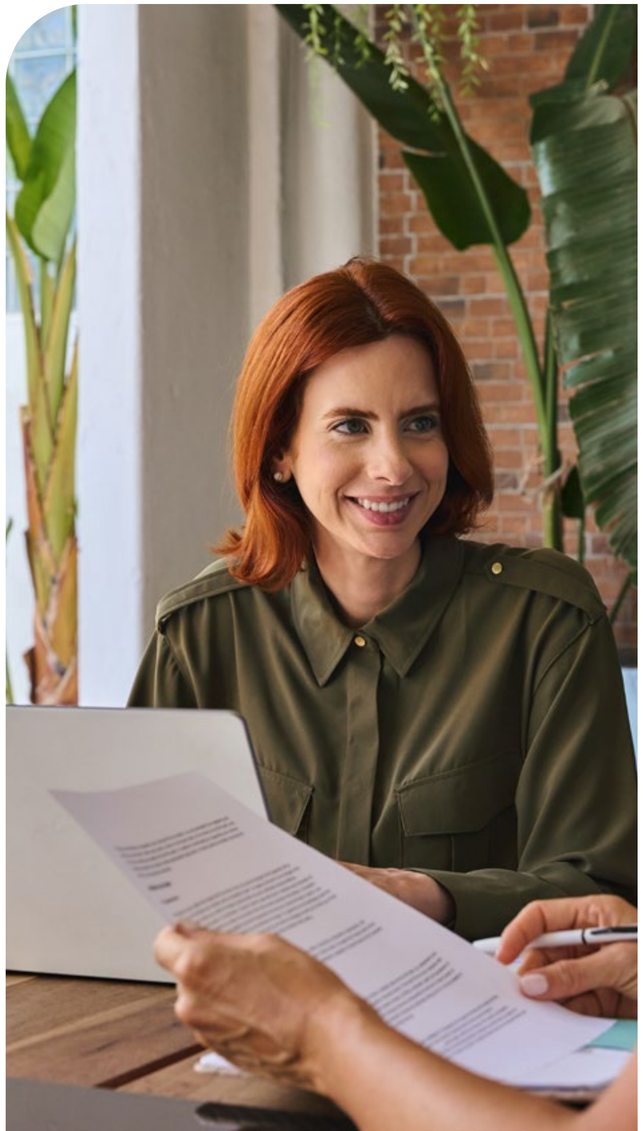
1. Financial solutions aimed at mitigation and adaptation.
2. Training and accompaniment to clients.
3. Climate Risk Analysis Business Portfolio.
4. Improved data management.
5. Internal capacity building.

Operation:

1. Operational footprint reduction plans.
2. Analysis of physical risks BAC offices.

Taking **Actions**

On a regular basis, the Bank monitors and oversees the actions carried out in accordance with the established plan and makes adjustments when deemed necessary as a result of changes in the internal or external environment.



You can find more information about the emissions measurement process and setting targets in the 2025 Principles for Responsible Banking Report.

Climate transition plan

The Climate Transition Plan represents the roadmap for transforming the business model and operations toward a low-carbon economy. This plan integrates specific actions, financing mechanisms, and decarbonization levers within the Corporate and Personal Banking portfolios. In addition, it contemplates the responsible management of the operational footprint and the physical risk management of office infrastructure. To define the Climate Transition Plan, the priorities of different stakeholders and the management of social impacts are considered, seeking a just transition that generates value for people, communities, and the planet.

As a complementary component of these actions, the plan incorporates climate change adaptation strategies designed to strengthen the resilience of infrastructure, operations, and communities.

This approach advances the organization toward a more robust model prepared for future climate scenarios, ensuring business continuity and the protection of stakeholder interests.



Strategic pillars for the implementation of the climate transition plan for clients

The following strategic pillars have been defined to guide actions toward concrete results within the loan portfolio. The principal results achieved to date are presented below:



1

Financial solutions for mitigation and adaptation:

Aimed at business and retail customers to support their transition processes toward a lower-carbon economy through financing for the installation or modernization of systems, technologies, and/or equipment that enable reductions in energy consumption and fossil fuel use, as well as financing for electric and hybrid vehicles, sustainable construction projects certified under Leadership in Energy and Environmental Design (LEED) or Design Excellence for Greater Efficiencies (EDGE), among others, in addition to financing solutions based on solar panel technologies.

The main financial solutions by country, the placement achieved in 2025 and the corresponding links to learn more about these products are detailed below.

Table No. 27

Products aimed at business banking

	Product	Placement 2025	
GUA	Sustainable business	$235M	SEE MORE
ESA	Green Credit	$51M	SEE MORE
HON	Solar panels	$8.3M	SEE MORE
NIC	CrediVerde	$6.6M	SEE MORE
CRC	Solar panels Clean transportation Sustainable construction	$174M	SEE MORE
PAN	Solar panels and clean transportation	$3.8M	

M millions

Table No. 28

Products aimed at personal banking

	Electric or hybrid vehicle (mainly hybrids)	Sustainable construction (LEED, EDGE certified)	Solar panels
GUA	US$19 M	US$342 k	
ESA	US$1.9 M		
HON	US$1.5 M		US$38 k
NIC	US$6.7 M		US$300 k
CRC	US$44 M		
PAN	US$9 M		US$197 k

M million K thousands

2

Training and support for customers:

BAC recognizes the importance of supporting its clients and promoting the improvement of their production processes in order to reduce carbon emissions while fostering the use of renewable energy.



During 2025, clients from prioritized sectors received training, reaching 682 participants and totaling more than 40 hours of instruction focused on the following topics:

- Financing renewable energy projects.
- Corporate environmental sustainability.
- Sustainable tourism and climate change.
- Green loans aimed at companies seeking to implement an environmental project.
- Identification of actions to reduce costs through energy efficiency.
- Sustainable business transformation: environmental footprint.
- Innovation and sustainability for the future of the agricultural sector.

3

Climate Risk Analysis of the Business Portfolio

BAC has been working on the analysis of methodologies and data, to initiate the identification, management and measurement of the impact of climate risk in its portfolio:



Physical risk exposure indicator

This indicator measures the levels of exposure of the loan portfolio to physical risks. It considers the geographical location of the financed projects and the nature of their economic activity.

Exposures are classified according to the distribution of physical risk by geographical area in each country and then adjusted through an awareness that incorporates sectoral vulnerability.

With this information, a risk exposure category is assigned and the corresponding index is calculated.

Climate stress test

This process makes it possible to quantify the financial impact of climate risks on the corporate portfolio, measured in terms of reserves, considering the materialization of physical and transition risks under adverse scenarios.

To this end, financial information is used to estimate potential losses arising from physical risks and to analyze their impact on internal credit rating models.

Subsequently, new ratings adjusted to pessimistic climate scenarios are assigned, and the required reserves are recalculated by incorporating the probability of default (PD) associated with such ratings.

Corporate rating model

Within the qualitative module of the business credit risk rating, each customer's level of exposure to physical risk is incorporated, as determined by their geolocation and the economic sector to which they belong.

Climate risk appetite

The data derived from the measurement tools and models will serve as the basis for the development of the organization's climate risk appetite framework.

These climate risk measurement tools enable the portfolio to be managed in an accurate and responsible manner. A plan has been established for the progressive implementation of tools and methodologies, taking into consideration the processes required to collect the information essential for advancing these initiatives.

Taxonomy of climate events

In order to identify potential impacts across different industries and geographical areas, an internal taxonomy was developed in 2024, and its design process included the aspects described below.





Country impact assessment

- Qualitative analysis of the impacts of different climatic events for the six countries.
- Analysis of the historical frequencies of climatic events in the countries, for which the probability of occurrence is contemplated, and a level of impact is assigned.

Assessment of impacts on industries

- Qualitative analysis of the impacts of different climatic events for each industry analyzed, considering the prioritized industries of the Business Banking loan portfolio.
- Analysis of the degrees of impact, which resulted in the definition of a scale to assign a level of impact.

This taxonomy facilitates a better understanding of the vulnerability of each country and industry to different climate events and enables the identification of the most relevant ones according to the level of exposure to each type of event. This, in turn, makes it possible to select the climate events requiring further analysis and to apply physical risk assessment methodologies, a process that is currently under development.

Impact assessment in geographical areas

An assessment of climate events across geographical areas was carried out, and, based on the research conducted, the potential impacts of each climate event in the different countries were identified. Using average annual frequencies, an impact level was assigned to each event by country.

The process is presented below, considering the above:

Analysis of the portfolio and countries where the bank has exposure.

→

Research into the potential climatic phenomena to be analyzed.

→

Calculation of historical average frequencies and probabilities of occurrence for these climatic events.

For this analysis, reports and information regarding the historical occurrence and impacts of climate events in the countries were used. Sources included the DesInventar Database (UNDRR); information provided by the World Bank through its climate change portal; risk profiles for Costa Rica and Panama; reports issued by entities such as UNEP FI, ECLAC, and the World Meteorological Organization (WMO); national climate change communications for each country analyzed; information from meteorological institutes, ministries of environment, and national emergency commissions of certain countries; as well as reports on climate risks in various regions developed by UNEP FI.

The results obtained from this analysis are shown below:

Table No. 29

Results obtained from the analysis



Note: the X-axis represents the level of impact while the Y-axis represents the climate events.

This model seeks to incorporate into its taxonomy the identification of the vulnerability of the countries in which BAC operates through a forward-looking approach that makes it possible to anticipate whether the climate conditions in each country show a trend toward change or deterioration in terms of risk.

For this purpose, exposure scores obtained from Climanomics, an S&P Global tool, are used.

These exposure scores measure exposure to different physical hazards according to location, context, and time horizon, classifying the various risk indicators on a global scale from 1 to 100 to enable comparability across different hazards. The tool also calculates a composite indicator that provides a comprehensive assessment of physical risk considering all climate events, using a methodology designed to ensure that assets with high exposure to a specific hazard, but lower exposure to others, still maintain a moderate or high composite score, thereby avoiding the underestimation of risk exposure.

The development of this first phase included a literature-based analysis to adjust geographic risk measures by sector through the assignment of vulnerability levels to the sectors financed by BAC. This process also includes the incorporation of new sectors and the review of those already analyzed, with the objective of complementing this information with geolocation-based risk data and obtaining a single quantitative metric integrating both elements.



Assessment of climate impacts on productive sectors

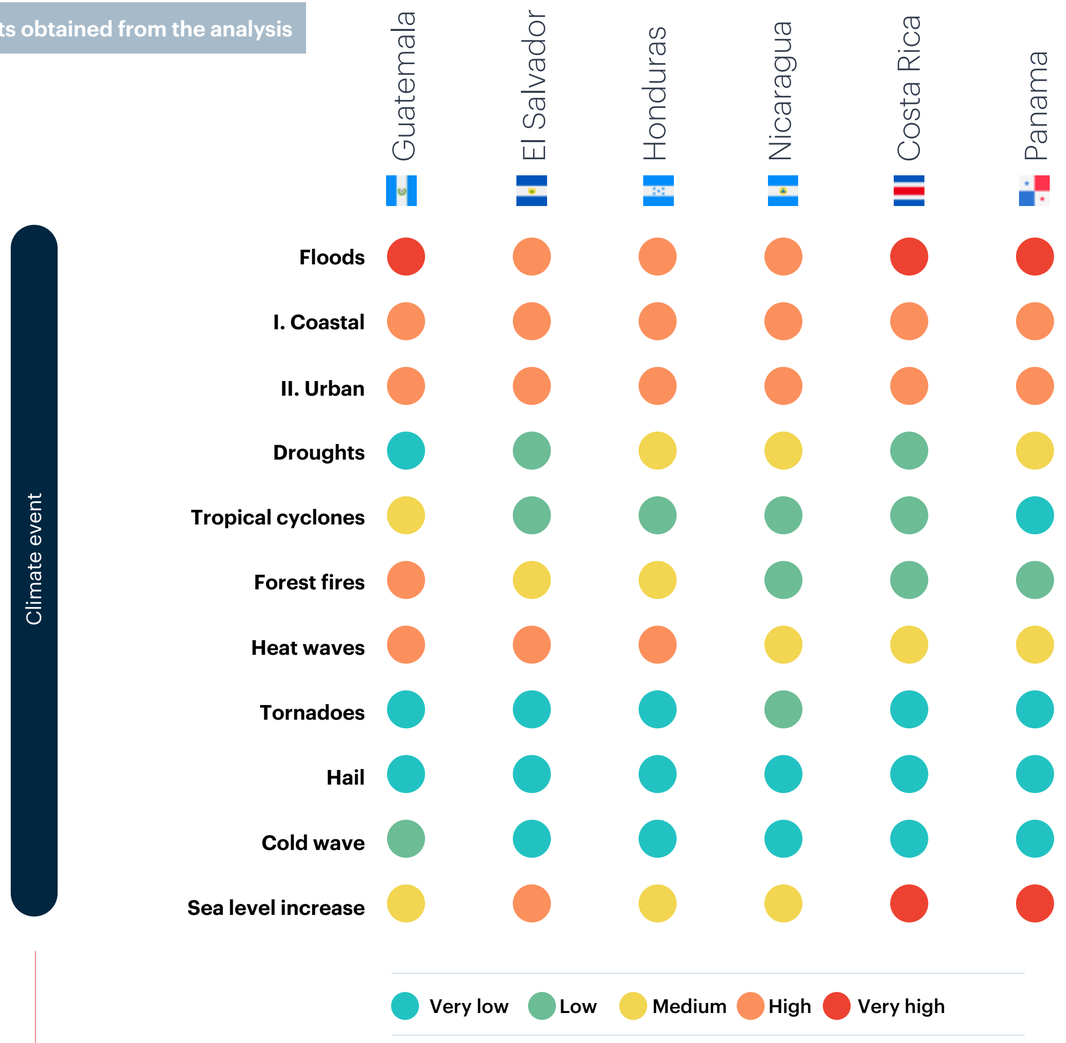
For the assessment of the impacts caused by climate events on the financed industries, the following process and considerations have been developed:

1. For the assessment of the impacts caused by climate events on the financed industries, the following process and considerations have been developed.
2. The data used was supplemented with reports and information regarding the historical impacts of climate events on the different industries.
3. A scale comprising different levels of impact was established based on expert judgment.
4. For the selection of the main events included in the taxonomy, the context of each country was taken into consideration

Once the conclusions of this analysis regarding the potential impacts of each event on the different industries were obtained, a low, medium, or high impact level was assigned to each event by industry, as shown below:

Table No. 30

Results obtained from the analysis



Note: the X-axis represents the level of impact while the Y-axis represents the climate events.

To strengthen risk analysis within the business portfolio, improving data capture is essential to obtain more accurate exposure scores. Accordingly, BAC implemented a new functionality within the tool consisting of a catalog containing coordinates associated with the different levels of geographic distribution across the region, which will facilitate operations related to the collection of customer geolocation information. This enhancement will enable more efficient and accurate monitoring and follow-up of the various climate risk analyses.

The next steps toward advancing the implementation of climate risk analysis include: the classification of client physical risk exposure within the corporate rating model; the monitoring of physical risk exposure through the percentage of the portfolio corresponding to the highest exposure classification; the integration of physical, geographic, and economic activity risks into credit risk analysis; the implementation of a new climate stress testing methodology using information extracted from Climanomics as inputs; and continued progress in the collection of client geolocation data within internal systems.

4

Improvement in data management:

obtaining direct information from clients, such as production data and the measurement of their operational footprints (Scope 1 and Scope 2), is an objective that Grupo BAC has established in order to improve data quality in the accounting of financed emissions.

Since 2024, a tool has been implemented to assess clients' progress on decarbonization matters, evaluating five main aspects:

1. Métricas
Level of progress in measuring carbon footprint.

2. Metas
Assesses whether the client has established emission reduction targets.

3. Gobernanza:
Level of governance regarding climate-related matters.

4. Estrategia:
Progress in mitigation measures implemented or planned in the medium term.

5. Gestión:
I whether the internal carbon price is considered in internal decision-making processes.

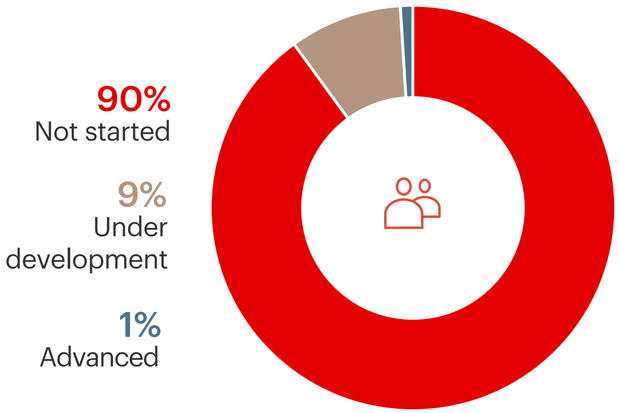
During 2024 and 2025, BAC engaged with clients from prioritized sectors in order to understand their progress in carbon footprint management processes. As a result of this engagement, valuable information was obtained regarding the status of their initiatives aimed at reducing carbon footprints.

The results are presented below:

Chart No. 19

Decarbonization progress status

prioritized clients

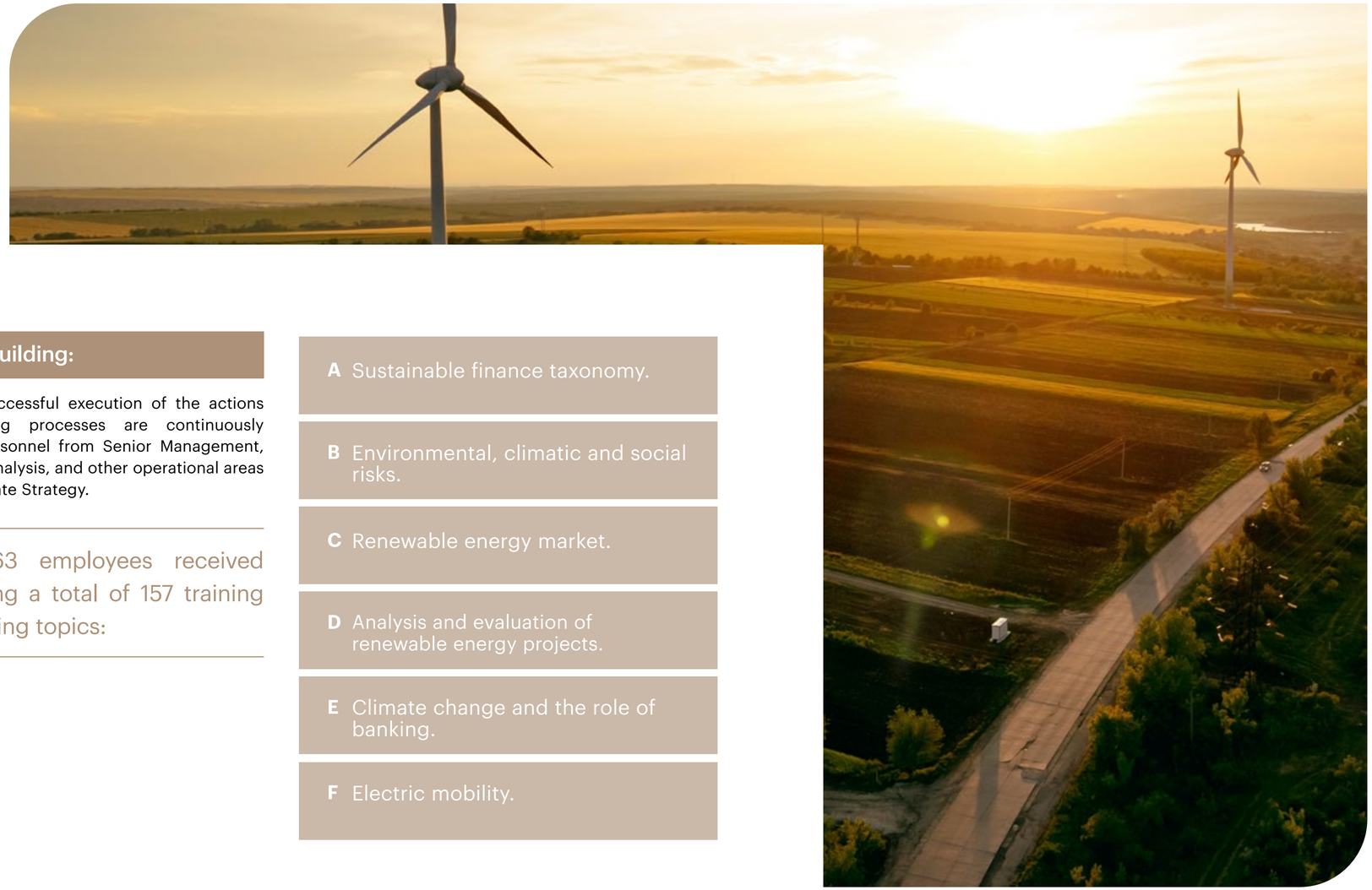


Out of a total of 234 applications of the decarbonization progress assessment tool among Corporate Banking clients, 211 clients are classified as “not started” (90%), 20 clients are classified as “under development” (9%), and three clients are currently classified as “advanced” (1%). This information indicates that most companies operating in sectors with the highest carbon emissions have not yet strategically integrated carbon footprint management into their operations.

This finding creates an opportunity to support clients through training and specialized advisory initiatives that enable them to measure their carbon footprint, optimize their processes, reduce operating costs, and, at the same time, mitigate their climate risks.

During 2025, the base of prioritized clients was expanded, and a series of management proposals were designed with the objective of supporting clients in their transition toward a lower-carbon economy, in accordance with their specific needs and varying circumstances.





5

Internal capacity building:

In order to ensure the successful execution of the actions described above, training processes are continuously implemented involving personnel from Senior Management, business units, credit risk analysis, and other operational areas directly related to the Climate Strategy.

During 2025, 2,263 employees received training, representing a total of 157 training hours, on the following topics:

- **A** Sustainable finance taxonomy.
- **B** Environmental, climatic and social risks.
- **C** Renewable energy market.
- **D** Analysis and evaluation of renewable energy projects.
- **E** Climate change and the role of banking.
- **F** Electric mobility.

Strategic axes for the implementation of the climate transition plan in the operation



1 Operational footprint reduction plans

Although BAC Costa Rica began implementing a robust and consistent environmental impact mitigation plan more than 15 years ago, particularly focused on carbon footprint management, since 2023 a Corporate Environmental Footprint Management System has been implemented, with an emphasis on measuring carbon emissions across all operations.

With the firm objective of maintaining consistency, by 2025 the six countries in which BAC operates had not only carried out measurements, but had also defined carbon emissions reduction plans aimed at achieving carbon neutrality. Full details regarding management and related actions are described in the Corporate Environmental Footprint Management System section of this report.

2 Physical risk analysis of Grupo BAC offices

During 2025, the analysis of physical climate risks began at the company's own offices across the six countries in which BAC operates, due to the region's high vulnerability to events such as hurricanes, floods, droughts, and landslides. The assessment of these risks makes it possible to establish mitigation plans in advance for potential operational disruptions, protect the integrity of the facilities, and ensure the continuity of financial services.

Progress was made in the collection of initial information regarding the value and type of assets, latitude, longitude, and other elements required for this process.

For this analysis, the Climanomics tool was used, which makes it possible to identify physical risks according to each location, as well as the corresponding scenarios and time horizons, and classifies the different risk indicators on a global scale ranging from 1 to 100, taking into consideration the following climate events:

- Extreme heat
- Droughts
- Forest fires
- Water stress
- Storm floods
- Tropical cyclones
- River flooding
- Coastal flooding

After the information is captured, the following actions are defined, according to the results obtained.

Adaptation to climate change

In line with the Group's commitment to the responsible management of climate change risks, and recognizing the climate vulnerability faced by Central America as one of the regions most exposed in the world to the impacts of climate change, climate adaptation measures within the Corporate Banking portfolio have been strengthened through the development of analyses of physical risks associated with different future climate scenarios and their potential impact on strategic sectors, as mentioned earlier in this report. This reflects only the initial stage of these actions.

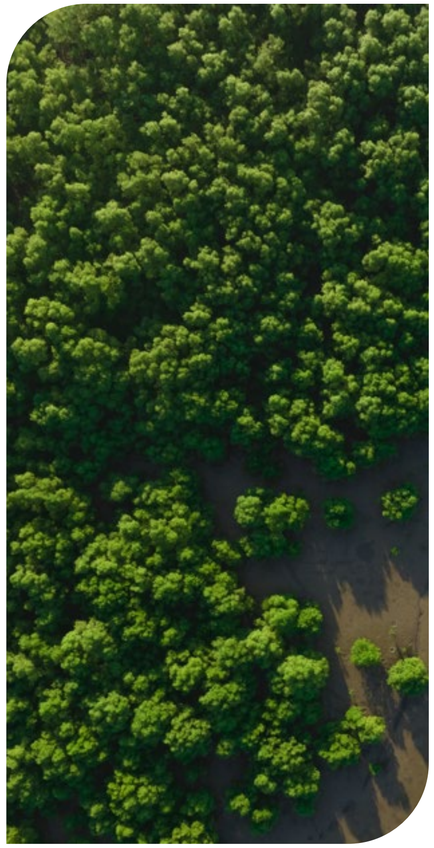
During 2026, an agenda will be implemented aimed at strengthening the following strategic pillars

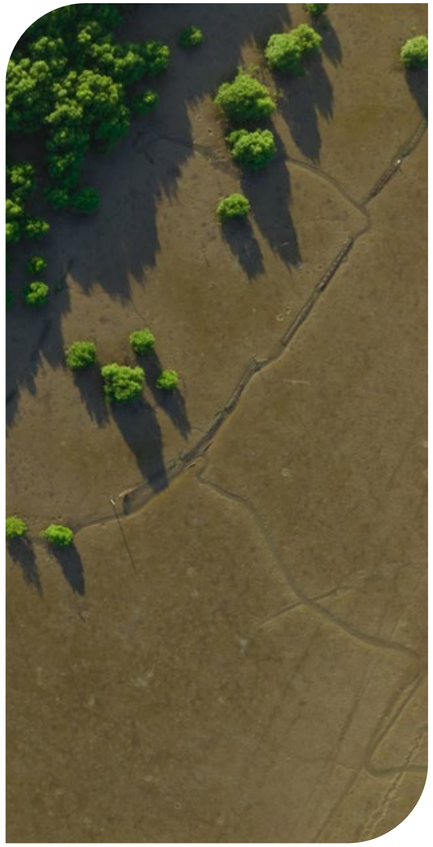
- Determine the relevant information required when conducting credit analyses in order to understand the level of maturity of clients' climate change adaptation management practices, particularly in corporate projects. This will enable the identification of gaps, opportunities, and specific needs.

- Design financial solutions that facilitate access to resources for the implementation of adaptation plans, promoting investments that strengthen operational continuity, resilient infrastructure, and community safety.

- Internally, Grupo BAC will continue to manage physical risks across its offices in a timely manner, prioritizing preventive assessments and the implementation of mitigation measures to ensure the protection of its employees, clients, and strategic assets.

The path toward climate adaptation seeks to protect Grupo BAC's financial stability, reduce the vulnerability of the loan portfolio, support clients in the transition toward more resilient models, ensure business operational continuity, and meet the growing expectations of regulators and investors.





Climate resilience

As part of the implementation of the Climate Transition Plan, both for clients and within its own operations, BAC will begin in 2026 the development of a response plan for the management of prioritized risks and opportunities, seeking to adapt its strategy and business model to address the effects of climate change in the short, medium, and long term, as well as to quantify the financial implications of such adaptation.

Climate change opportunities

According to various studies, the Central American region is and will continue to be one of the areas most affected by climate change. Increases in temperature, precipitation, and sea level will significantly impact health, agriculture, water resources, forest ecosystems, and biodiversity, primarily exacerbating food insecurity, deforestation, ecosystem loss, reduced water availability, and the depletion of marine and coastal resources.

Grupo BAC plays a significant role in the economies of these countries by providing opportunities to mobilize resources that contribute to the achievement of climate objectives aimed at minimizing the adverse impacts of climate change.

Opportunity	Management
Expansion of BAC's portfolio of climate action-related products and services in order to strengthen client loyalty and enhance the bank's positioning as a strategic partner in its clients' transition toward lower-carbon operations.	BAC has developed an extensive portfolio for Business and Personal Banking, offering credit solutions that enable clients to responsibly manage their climate footprint. In 2025, a total of US$549 million was allocated to solutions such as renewable energy, energy efficiency, clean transportation, among others.
Access to funding or linked resources according to the progress of the Climate Strategy.	In recent years, BAC has managed and secured funding from multilateral organizations with the objective of strengthening its capacity to channel resources toward initiatives with a high environmental and climate impact. These funds make it possible to expand the portfolio of green financial products, facilitate access to capital for renewable energy, energy efficiency, sustainable mobility, and responsible natural resource management projects, as well as promote climate change adaptation and resilience. Likewise, access to these international instruments has not only increased the availability of resources, but has also strengthened the bank's institutional commitment to global sustainability best practices by aligning its financing strategy with international standards and actively contributing to the transition toward a low-carbon economy. In addition, these agreements with multilateral organizations have enabled commercial and risk teams to strengthen their capabilities through training processes and technical advisory services, as a fundamental component of such partnerships.
Financial regulation related to climate change	"Financial regulation related to climate change in Central America is advancing significantly, particularly in Costa Rica, where regulations such as the Climate Finance Monitoring Guide, the incorporation of climate risk into comprehensive risk management frameworks, and the launch of the Sustainable Finance Taxonomy have been implemented. In addition, IFRS Sustainability Disclosure Standards are scheduled to be adopted beginning in 2027, and sustainable investment is promoted through Law No. 10051. Other countries, including Honduras, El Salvador, Panama, and Colombia, have also issued regulations relating to environmental and social risk management, including the development of taxonomies and the adoption of international standards such as TCFD and SASB. These regulations seek to strengthen transparency, resilience, and the mobilization of capital toward sustainable projects across the region."



[GRI 3.3]

Nature and biodiversity

Central America faces significant challenges in the protection of nature and biodiversity due to the high pressure placed on its ecosystems by practices such as deforestation, unsustainable agricultural expansion, and the effects of climate change.

These factors threaten not only the region's natural wealth, but also essential ecosystem services for communities and the economy, such as access to water, agricultural production, and protection against natural disasters. This situation has direct implications for financial risk arising from the impacts that may affect productive sectors closely linked to the industries to which financing is provided.

In this context, an opportunity was identified to channel financing toward sustainable productive activities, support conservation and restoration projects, incorporate environmental criteria into credit evaluation processes, and develop financial products that promote responsible practices in priority sectors such as agribusiness, tourism, and construction.

In addition, the progress achieved and lessons learned to date in the implementation of the Climate Strategy, together with the experience developed and the information inputs generated through this process, made it possible to begin in 2025 the analysis of dependencies on ecosystem services and the pressures exerted by the various economic sectors financed by the organization. This analysis was carried out through the use of the ENCORE[9] tool to strengthen understanding of the risks and opportunities associated with natural capital.

9. *ENCORE (Exploring Natural Capital Opportunities, Risks and Exposure) is a free online tool that helps organizations explore their exposure to nature-related risks and take the first steps toward understanding their dependencies on nature and the impacts they generate on it.*

Economic sector dependencies

Dependencies arise when an economic activity requires ecosystem services to operate properly. When such services deteriorate or become compromised, the activity may face operational, financial, or business continuity risks.

Presented below are the economic activities identified within Grupo BAC's portfolio that demonstrate the highest dependence on prioritized ecosystem services and that could therefore experience significant impacts on their operations.

The prioritization of ecosystem services was carried out by considering those that consistently present very high, high, or medium impacts. Likewise, the prioritization of economic sectors considered those with the greatest representation within the portfolio and the highest levels of impact, categorized as very high, high, or medium.

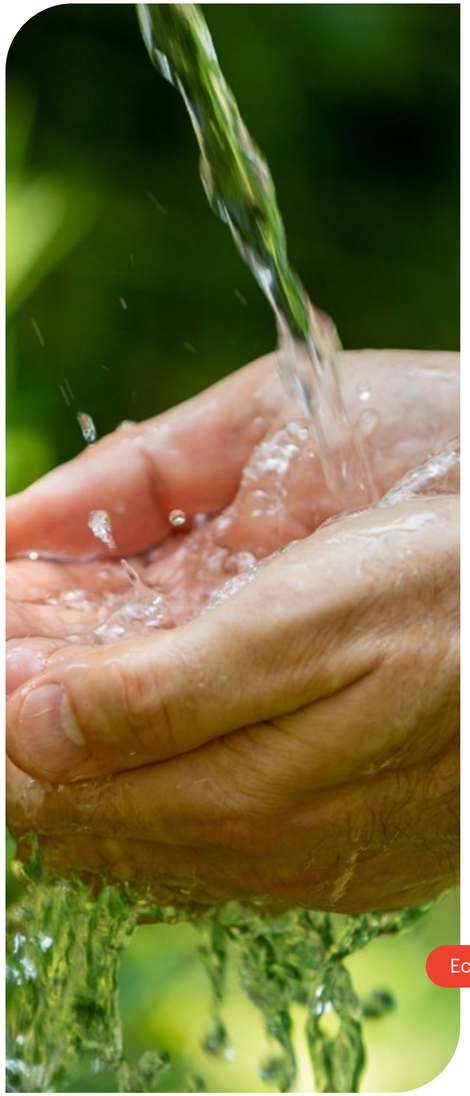


Table No. 31

Results obtained from the analysis

		Agricultural	Food Industry	Hotels and Restaurants	Services	General Industry (Manufacture of products)	General Industry (Manufacture of products)	Construction
Ecosystem regulation	Climate							
		Regulation of global climate	Very high	Very low	Medium	Low	Very low	Very high	Medium
		Regulation of local climate	Very high	Low	Low	Low	Low	Medium	Low
		Storm mitigation	High	Medium	Low	High	Medium	Medium	Medium
		Regulation of rainfall patterns	Very high	Medium	Very low	Medium	Low	Medium	Very high
		Flood mitigation	High	Medium	Very low	High	Medium	Very high	Medium
	Soil							
		Soil and sediment retention	Very high	Low	Low	Low	Medium	Very high	High
		Soil quality regulation	Very high	Very low	Very low	Very low	Very low	Very low	Very low
	Water							
		Water flow regulation	High	High	Low	High	High	Very high	Medium
		Water purification	Very high	Very high	Very low	Very high	Very high	Medium	Medium
		Water supply	High	High	Medium	Medium	High	Very high	Medium
		Pollination	Very high	Very low	Very low	Very low	Very low	Very low	Very low
		Genetic resources	Very high	Very high	Very low	Very low	High	Very low	Very low

Very low | Low | Medium | High | Very high

Note: the X-axis represents the level of impact, while the Y-axis represents dependencies.

Pressures exerted by economic sectors

Pressures correspond to the negative actions or impacts that economic activities generate on ecosystems and their services. When an activity negatively affects an ecosystem service, it is considered to exert pressure on that service, which may lead to its deterioration or loss. The prioritization of both pressures and economic activities is carried out using the same criteria applied in the analysis of dependencies.

The development of these initial actions forms part of the implementation of the practical approach for financial institutions established by the voluntary disclosure framework of the Taskforce on Nature-related Financial Disclosures (TNFD) and its LEAP (Locate, Evaluate, Assess, and Prepare) approach.

The results of the dependency and impact analysis make it possible to advance to the next stage, in which the related risks and opportunities will be progressively assessed.

Table No. 32

Results obtained from the analysis

		Agricultural	Food Industry	General Industry (Manufacture of products)	General Industry (Manufacture of products)	Construction
Issuance of...	Greenhouse gases	High	Medium	High	Very high	High
	Air pollution other tan GHGs	High	Medium	High	Very high	Low
	Nutrient pollutants to water and soil	High	Very high	Very high	Very high	Very low
	Toxic pollutants to water and soil	High	Medium	Very high	Medium	High
Water	Fresh water use area	High	Very low	Medium	High	Medium
	Water use volume	Very high	Medium	High	Medium	Low
Use of land	Land use area	Very high	Low	Low	High	Medium
Waste	Generation and release of solid waste	Very high	Medium	High	High	Medium

Very low | Low | Medium | High | Very high

Note: the X-axis represents the level of impact, while the Y-axis represents dependencies.



Social dimension





[GRI 3.3]

Communities

Mobilize both own and third-party resources for the development of projects that contribute to generating positive impacts across the region.

FN-CB-240a.4

Financial education and inclusion for individuals

During 2025, Grupo BAC developed financial education and inclusion initiatives that increased outreach to different stakeholders by 14% compared to the previous year. The promotion of savings, responsible consumption, and informed purchasing decisions formed part of the content delivered to foster financial and digital inclusion, thereby contributing to the financial well-being and prosperity of the communities in which BAC operates.

Table No. 33

People trained in financial education by the end of 2025

Period	Guatemala	El Salvador	Honduras	Nicaragua	Costa Rica	Panama	Regional total
2009 – 2024	216,285	488,585	233,497	113,212	607,609	117,613	1,776,801
2025	33,150	242,070	24,764	7,877	80,543	13,321	401,725
Cumulative	249,435	730,880	258,261	121,089	688,152	130,934	2,178,526

Featured financial literacy activities by country

Below is a summary of actions developed with specific audiences in each of the countries where Grupo BAC operates.

Table No. 34

Featured financial literacy activities by country

	Initiative	Description	Audience	Scope	Topics developed
BAC Guatemala	First Congress on Positive Finance	Face-to-face workshops and training sessions developed in conjunction with the Foundation for Water Conservation in the Metropolitan Region of Guatemala (FUNCAGUA), Coca-Cola, and McDonald's.	• **Youth**	300	• Budget management • Debt reduction
	World Money Week	Digital interactive activities promoted by the Bank of Guatemala (BANGUAT) and the Ministry of Education (MINEDUC).	• **Youth and Children**	7,000	• Healthy Finances • Savings
BAC Honduras	Linkage Program	Face-to-face and digital workshops developed in conjunction with the Central American Technological University (UNITEC).	• **Adult Students**	4,500	• Financial education
	Positive Finance in Government Schools	Face-to-face training sessions conducted by BAC with the support of directors of educational institutions across the country.	• **Children**	1,900	• Financial education
	Financial Literacy Week	Face-to-face event promoted by the National Commission of Banks and Insurance (CNBS)	• **Youth** • **Older Adults** • **People with disabilities**	1,500	• Control of personal finances • Stages of financial life
BAC Costa Rica	Financial Counseling Program for Gente BAC	Face-to-face event promoted by the National Banking and Insurance Commission (CNBS).	• **BAC Collaborators**	90	• Financial Counseling
	Financial Thermometer for Gente BAC	Digital self-assessment through a tool developed by BAC	• **BAC Collaborators**	3,804	• Financial habits • Liquidity
	Carretica Cuentera Project and PIXDEA	Face-to-face workshops Educational tours conducted in conjunction with PIXDEA Academy.	• **Children**	6,881	• Savings • Financial Goals • Specifications



Conversion metrics

For the fourth consecutive year, the effectiveness of financial education training initiatives has been measured by linking participants' decisions to acquire or increase the use of a financial product or service after participating in training processes on topics such as savings, digital services, and the responsible use of financial products and services.

More than 400 thousand people participated in personal finance training processes during 2025. Of this group, 73%—representing more than 296 thousand people—received training on topics related to digital financial inclusion and the appropriate use of financial products and services. As a result of these training initiatives, 59% of participants formalized a decision to use or acquire a financial service or product. This indicator is associated with the opening of programmed savings accounts, an increase in electronic transactions and the digitization of users through online banking.

Public-private partnerships for financial education

BAC has agreements with ministries of public education and governing educational bodies in Honduras and Costa Rica.

Through programs such as the Technical Baccalaureate in Finance, the Personal Finance for Everyday Life curriculum, Rural Entrepreneurship initiatives, and financial bootcamp activities, more than 47 thousand high school students participated in these training programs during 2025.

This educational offering provides public school students with tools for the proper management of their personal finances, strengthening their knowledge and skills to access greater opportunities for employability, entrepreneurship, and productivity.

Digital educational platform: positive finance

During 2025, the **Finanzas Positivas** digital educational platform recorded more than 700 thousand visits and 449 thousand users who accessed educational content in digital format. This versatile content, adapted to different needs, enables diverse audiences to access courses and useful information through agile, simple, and digital formats.

700K
Visits

449K
Users

Initiatives for the financial inclusion of people

In 2025, a series of training experiences aimed at selected audiences were launched with the objective of supporting these groups not only through financial learning experiences, but also by increasing their participation in financial services. The groups participating in these initiatives included older adults, persons with disabilities, indigenous peoples, and women, among others.



Some of the results achieved were as follows:

- 123 people living in vulnerable housing conditions obtained access to housing loans through BAC El Salvador.
- 382 payroll recipients gained access to a second savings account with differentiated and favorable conditions through BAC Nicaragua.
- More than 35 older adults and 28 persons with cognitive disabilities received digital banking access and training on the use of digital channels and fraud prevention through BAC Honduras and BAC Costa Rica.

Strategic social investment

Since 2022, the responsible and strategic execution of economic resources allocated to projects with environmental or social impact has been rigorously monitored, as well as donations and sponsorships aimed at contributing to sustainable development in the region and aligned with the Triple Value vision.

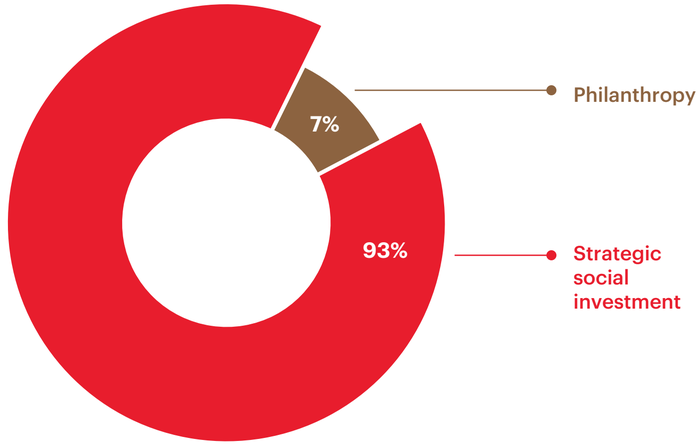
A strategic social investment index has been established as an indicator to monitor this initiative. Its calculation is based on criteria aligned with the pillars of the Triple Value Strategy and is quantified through the corporate expenditure model in order to oversee the proper planning, approval, and execution of financial resources.

In 2025, US$4.3 million was allocated to social investment initiatives and US$336 thousand to philanthropic actions.

Compared to 2024, the organization increased its social investment index by 10%, resulting in 92.8% of resources being directed toward generating value through an environmental, social, and economic approach.

Chart No. 20

Strategic investment





Foundation Strengthening Program:

Yo me Uno

"Yo me uno" is a program designed by Grupo BAC that provides training, fundraising, and visibility tools for non-profit organizations and foundations across the region through the digital platform yomeuno.com.. This free and secure solution enables the more than 330 affiliated organizations to raise funds for the development of their projects and activities, while also providing opportunities to receive timely donations from volunteers and contributions in kind.

In 2025, the yomeuno.com platform reported a 22% increase in visits compared to 2024, reaching more than 379 thousand visits. In addition, more than 221 thousand users were registered on the platform, resulting in the collection of more than US$352 thousand.

The training initiatives carried out as part of the "Yo me uno" value proposition in 2025 also reported a significant increase in outreach among program participants, reaching more than 1,000 representatives of non-profit organizations across the region, compared to 495 in 2024. The main categories of topics covered included governance, administrative management, marketing, communication, and fundraising, with the objective of strengthening skills in these areas applicable to the projects they promote.



379K
Visits

221K
Users

$352K
Collection

Dissemination and Positioning Campaigns Yo me Uno

During 2025, special campaigns were launched to strengthen the positioning of the program and support the organizations participating in Yo me uno. The implementation of these campaigns has been key to the growth of the program and to increasing the visibility of the work carried out by the more than 330 foundations and non-profit organizations involved. The visibility generated through the campaigns conducted during 2024 and 2025 sparked significant interest among new organizations, and by the end of 2025, 30 new foundations had joined this initiative.

Fashion for a Cause, BAC El Salvador

In 2025, the first edition of the Fashion for a Cause campaign was held. This innovative concept—a fashion show with a purpose—benefited the Food Bank of El Salvador, an organization selected through the “Un Mismo Propósito, Yo Me Uno” initiative, a project co-created with students from the Mónica Herrera School. The Food Bank was selected as the best among 20 participating foundations due to its impact and transformational potential. More information about this initiative can be found in Yo me uno por una causa - Un mismo propósito.

With each ticket purchased through yomeuno.com for US$9.99 or US$29.99, users were able to easily, quickly, and securely obtain admission to the event, while the funds raised were transferred directly to the Food Bank. Ticket sales generated more than US$4,000, and BAC additionally contributed a donation of US$7,000, resulting in a total contribution of US$11,000 to the Food Bank.



Yo me Uno “Voices that transform”,

BAC Costa Rica

In its eighth edition, BAC Costa Rica held the Yo me uno “Voices that Transform” contest. Through an initial specialized training program, 26 organizations submitted social and environmental projects, from which five finalists were selected and given the opportunity to present their initiatives to a jury composed of strategic partners and BAC representatives. In this edition, three organizations were selected as contest winners.

	Organization	Award
First Place	Fundación para el Estudio de la Biodiversidad del Pacífico Sur – BIOSUR (Southern Pacific Biodiversity Research Foundation – BIOSUR)	US$12,000 y acompañamiento en la elaboración de su plan de negocios.
Second place	Asociación Moviendo Esperanzas (AME) (Moving Hope Association (AME))	US$6,500 y acompañamiento especializado en transformación digital
Third place	Asociación por la Sonrisa de los Niños (ASONI) (Association for Children’s Smiles (ASONI))	US$6,500 y acompañamiento profesional para fortalecer la sostenibilidad del proyecto



Gender-inclusive banking: Mujeres BAC

Mujeres BAC is the value proposition that Grupo BAC developed to contribute to the strengthening of the financial skills of the Women's segment, with the aim of contributing to greater participation and economic empowerment of women in the region, which promotes economic development in the communities.



Mujeres BAC is made up of two elements:

Financial solutions

Non-financial solutions

Training and networking programs.

Financial solutions



Table No. 35

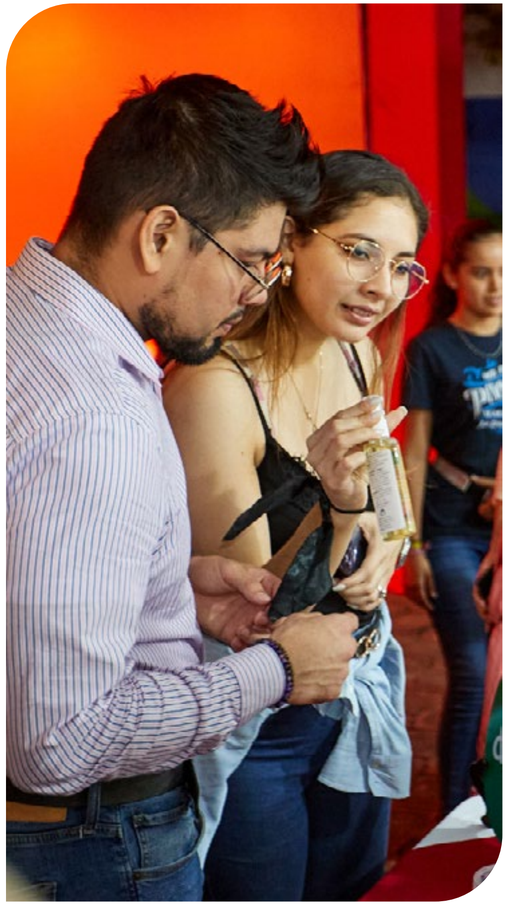
Offer of credit products for the Women segment

	Program	Value proposition	See more details here
Guatemala	Mujeres BAC – Creando historias	– Discounts on affiliate products – Savings Accounts – Mujeres BAC Insurance – Women SME loans	Mujeres BAC
El Salvador	Mujer puedes+ / MujerAcelera	– Exclusive credit for women entrepreneurs, with flexible guarantees and grace period – Housing Credit for Women Business Leaders	Mujer Puedes + Mujer Casa BAC Mujer Acelera
Honduras	Mujeres BAC SIN LÍMITES	– Women's Housing Loans – Women's Vehicle Loans – Women BAC SME Program – Cancer Protection Insurance – SOS Total Women – Single Credit Card – Mujeres BAC SME Loans	Mujeres BAC
Nicaragua	CrediMujer BAC	– Loans for working capital or fixed investments, without collateral requirements, with individualized follow-up, webinars, business roundtables, training sessions, and mentoring.	Credi Mujer
Costa Rica	Mujeres BAC – Creando historias	– OLE Women – Savings Accounts – Safe Protected Bag – Development Banking System Loans – Markets, forums and talks	Mujeres BAC
Panamá	Mujeres BAC – Creando historias	– Preventive health and wellness focused care	Asistencia Cuidadísima

The goal for the placement of credit products aimed at the women's segment in 2025 was US$124 million, which was exceeded through the placement of US$137 million. This contributed to the economic growth of Central American countries and strengthened the financial capabilities of thousands of women entrepreneurs and business owners, while also promoting their economic autonomy, employment generation, and the consolidation of more resilient and sustainable businesses across the region.

At the close of 2025, the active portfolio amounted to US$284 million, distributed among the following products primarily aimed at women leaders of SMEs:

% representation	Financial product
26%	OLE Women
24%	Women-Led SME Financing
21%	Women's Auto Financing
13%	Pre-approved Woman´s Loans
11%	Women's Housing Financing
4%	Women's Leasing
1%	Women's Guarantees







Non-financial solutions

Training programs for women-led SMEs

During 2025, a total of 21,703 women received training in business strategy, financial decision-making, digital marketing, e-commerce, strategic planning, financial management, leadership, working capital, entrepreneurship, among other topics. The outreach achieved during this period reflected an increase of 8,109 women compared to 2024, representing a 59% growth over the previous year.

Table No. 36

Women trained by the end of 2025

	BAC Guatemala	BAC El Salvador	BAC Honduras	BAC Nicaragua	BAC Costa Rica	BAC Panama	Regional total
2016 – 2024	17,019	4,572	3,577	1,034	5,113	477	31,792
2025	15,244	666	2,243	381	2,401	768	21,703
Cumulative	32,263	5,238	5,820	1,415	7,514	1,245	53,495





Networking Events

These events were designed to create spaces in which women entrepreneurs across the region could showcase their brands and products and, through the payment ecosystem offered by BAC, increase their sales and participate in networking opportunities with new allies and business partners that strengthen their businesses. In 2025, 59 events were held, including markets, forums, workshops, and fairs, with the participation of 6,154 women across the six countries.

Table No. 37

Women participating in events at the end of 2025

	BAC Guatemala	BAC El Salvador	BAC Honduras	BAC Nicaragua	BAC Costa Rica	BAC Panama	Regional total
2025	3,930	450	326	367	722	359	6,154

Table No. 38

Featured activities targeting the Women segment by country

	Initiative	Description	Public	Scope	Topics taught
BAC Honduras	Mujeres BAC 'Mentoring Program	Virtual and face-to-face mentoring developed in conjunction with the Central American Technological University (UNITEC)	Women entrepreneurs	180	Banking Investment plans Working Capital
	Agro +Positive	In-person training delivered in conjunction with CARE International	Women entrepreneurs	75	Financial Education Family Succession Digital Transformation Access to SME credit
BAC Costa Rica	STEM Forum	Face-to-face group mentoring organized by BAC	Girls	25	Leadership Empowerment
	8M Commemoration Event	In-person event	Women	156	Gender equity
	Mujeres BAC Congress	In-person event	Women	200	Leadership Personal Branding Empowerment
	Women's Leadership Specialization	Group and individual mentoring developed with BAC internal advisors	Mujeres BAC Collaborators	50	Professional Projection Leadership Biases Sisterhood
	Spaces for women's awareness and empowerment	Virtual training and events delivered by BAC experts	Mujeres BAC Collaborators	344	Empowerment Equal treatment

[GRI 3.3]

Wellness

Promote the development and integral well-being of all people along the value chain.

People at Grupo BAC

As of December 31, 2025, Grupo BAC had 20,585 employees, representing a decrease of 1.0% compared to the 20,783 employees recorded in 2024. The decrease observed reflects the efficiencies implemented throughout the region during 2025, derived from comprehensive analyses conducted on organizational structures.

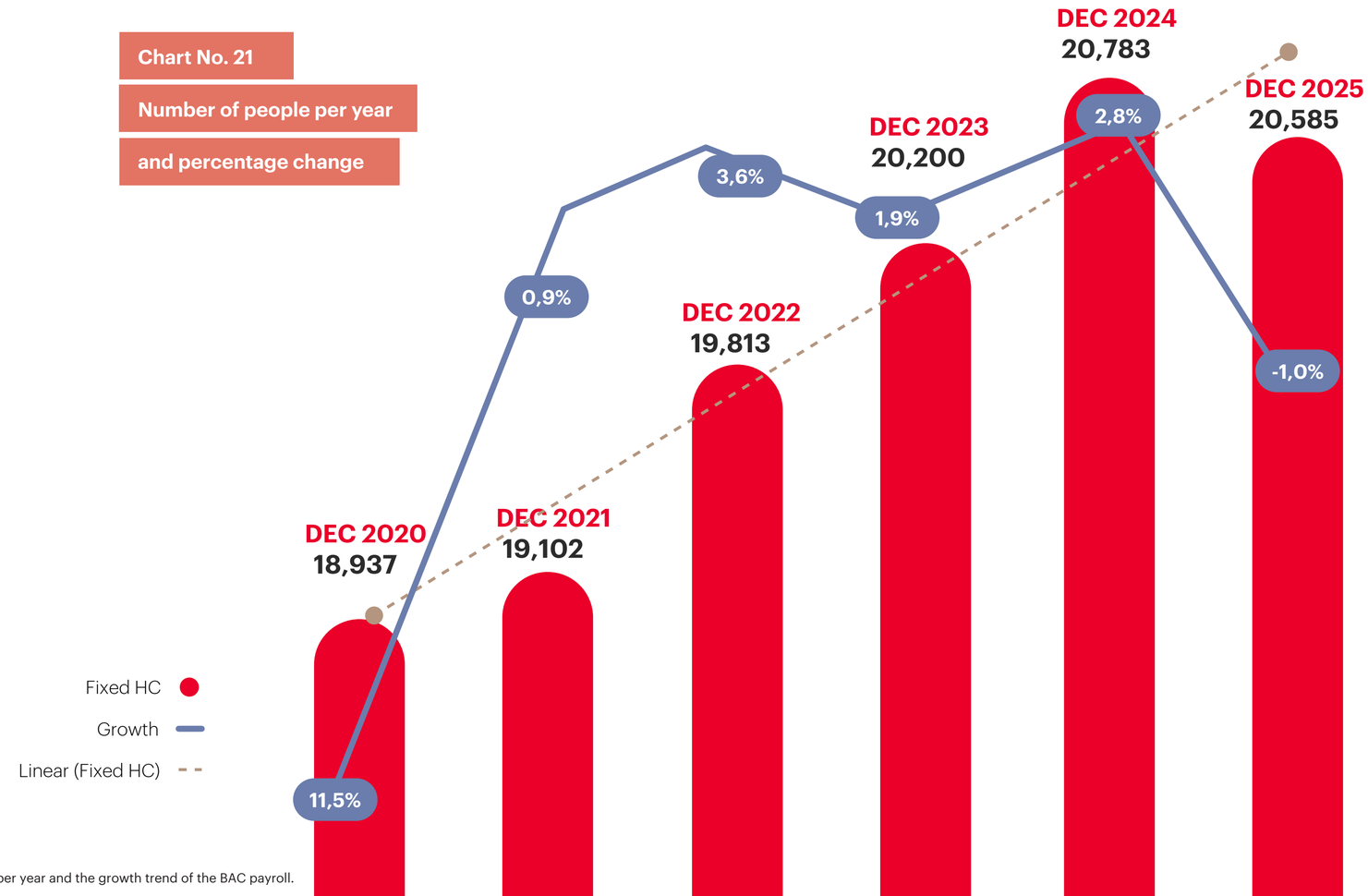
Team optimization reflects a responsible and sustainable approach to talent management, focused on maintaining organizational stability and a strong value proposition for employees and their families.

Presented below is a historical breakdown of employee growth and the percentage variation for each year.

Chart No. 21

Number of people per year

and percentage change

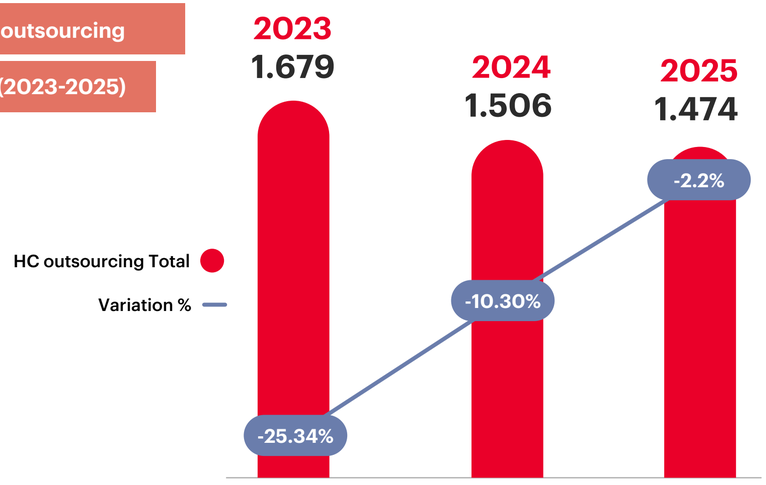


Note. The graph above shows the number of people per year and the growth trend of the BAC payroll.

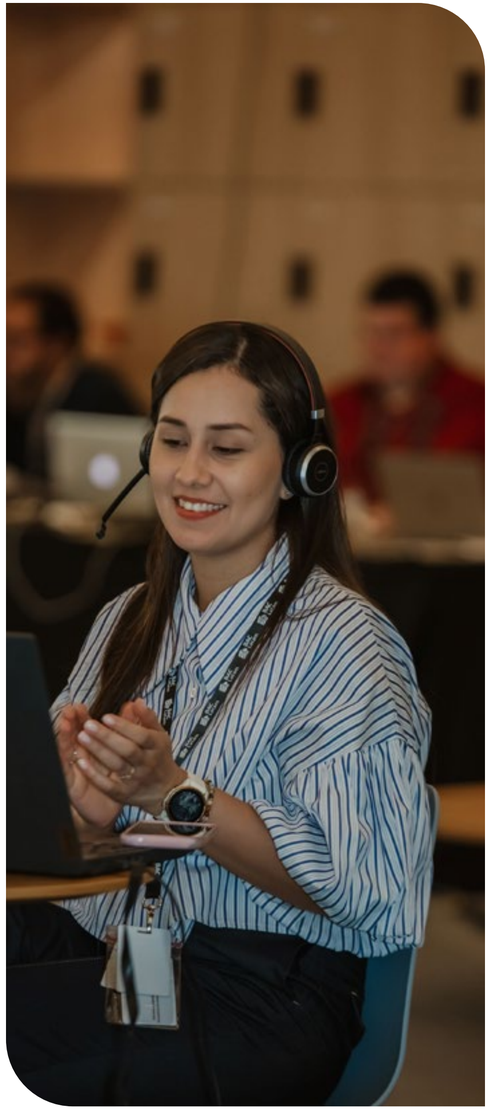
The following illustrates the trend in outsourced personnel hiring at BAC over the last three years. The data reflect a downward trend in hiring, indicating an adjustment in the human talent strategy:

Chart No. 22

Variation in outsourcing employees (2023-2025)



Note. Historical outsourcing information is available as of 2023.



BAC's workforce is composed of diverse generational groups that contribute broad diversity to its teams.

Generations Y and Z represent the largest share of employees, accounting for 85.4% of total Gente BAC, followed by Generation X (14.2%) and Baby Boomers (0.6%).

20,585
Total number of employees

-1.0%
Growth % vs. 2024

34
Average age

7
Average seniority

44%
% Men

56%
% Women

17,570
Number of employees within generations Y and Z

Talent experience

Grupo BAC has a strategy focused on designing and continuously improving the employee experience, based on a cycle of listening, prioritizing, and acting.

Through surveys, the employee experience is measured at different stages of the employee life cycle, such as recruitment, onboarding processes, and training. Based on this listening process, priority areas for transformation initiatives were identified, which during this year varied significantly across the region. Among the most relevant were collaboration between areas, leadership programs, and culture integration activities.



Main strengths in the employee experience

The impact of all actions carried out throughout the year in each country was evaluated in November through the organizational climate survey. The aspects most highly rated in the survey included pride in working for the organization, recognition of the value of each person's work, an environment of diversity and inclusion, engaging and challenging work, and the support provided by the organization to Gente BAC in terms of overall well-being.

97% Sense of pride in working at BAC

97% Sense of the value of the work performed in support of the strategy

96% Environment of diversity, equity, and inclusion

96% Interesting and challenging work

93% Overall well-being

These results reflect the positive impact of the initiatives implemented to strengthen the organizational culture and improve the employee experience across all areas of the organization.

Listening as the foundation of the talent experience

The transformation of the employee experience is based on active and systematic listening.



Within this framework, various channels are available to collect feedback in a structured and continuous manner throughout the employee life cycle.

The VOX Program is the primary channel for gathering information through surveys conducted at different stages of the work cycle and periodic measurements aimed at assessing the organizational climate. In addition, ad hoc internal and external quantitative studies are developed focusing on specific topics, as well as participation in external benchmarking studies.

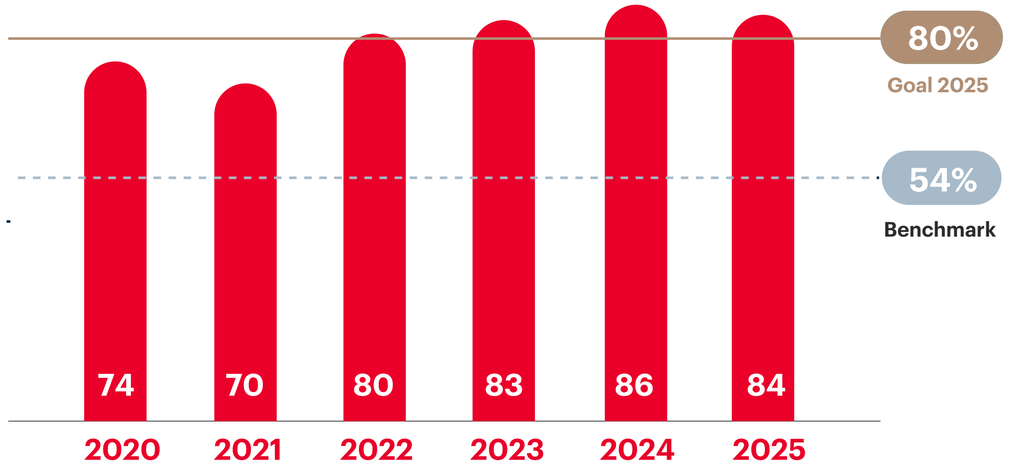
Furthermore, participatory workshops are implemented to enable deeper analysis of issues relevant to employees or identified as opportunities for improvement, functioning as collaborative spaces for idea generation. When the nature of the analysis requires it, individual interviews are conducted in order to explore pain points in greater depth or support internal research processes.

During 2025, the VOX Program surveys were essential in guiding both the improvement actions implemented and those planned for 2026. One of the key metrics used to evaluate the employee experience is the Employee Net Promoter Score (eNPS), an indicator that measures the level of employee willingness to recommend the organization as a place to work.

In the organizational climate survey conducted in November 2025, all operations recorded results above 79 points, while the corporate result reached 84 points, enabling the organization to meet its established target and exceed the benchmark by 26 points. The survey included the participation of 17,333 employees, equivalent to a response rate of 84%, reflecting a high level of engagement and trust in the listening channels.

Chart No. 23

Evolution of eNPS





Improved Listening: BAC Connection Index

In addition to the eNPS and as part of the continuous improvement of listening mechanisms and employee satisfaction measurement, a new metric for organizational climate pulse surveys and studies was implemented in 2025: the BAC Connection Index.

This index is based on a methodology validated by the Medallia Institute, which proposes measuring employee engagement through six dimensions: retention, pride, enthusiasm, sense of accomplishment/achievement, recommendation, and feeling valued.

Among the insights obtained through the implementation of this metric, one of the most significant was the organization's ability to determine the extent to which it successfully connects with employees through meaningful experiences that make them feel valued and foster bonds that strengthen their sense of belonging, passion, and motivation.

The BAC Connection Index measured in November reached 79% at the Group-wide level, reflecting the percentage of employees with a high or very high level of connection.

Dimensions assessed

- **Pride**
- **Permanence**
- **Enthusiasm**
- **Accomplishment**
- **Valued**
- **Recommendation**

BAC connection index

Employees with high BAC connection **79%** (Organizational Climate survey 2025)

Within the survey, additional topics are also evaluated and analyzed, serving as inputs for action plans through points of connection with different areas and collaborative methodologies.

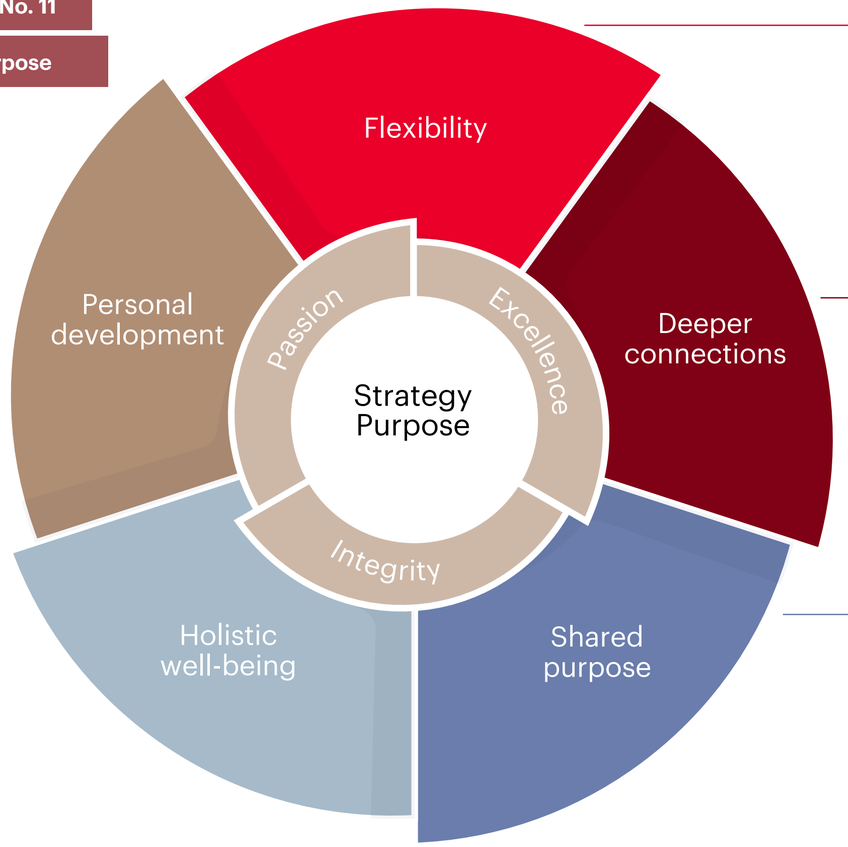
Internal value proposition: talent strategy and culture

Employees are a central pillar of the organizational strategy. In line with its purpose of generating positive value, the organization incorporates into its value proposition attributes aimed at promoting the recognition, well-being, and comprehensive development of employees throughout their professional careers.

This value proposition is derived from the Group's strategy and purpose and is grounded in its corporate values. Within this framework, five dimensions of the Employee Value Proposition (EVP) are articulated: deeper connections, flexibility, personal development, holistic well-being, and shared purpose. Together, these dimensions are structured as a comprehensive experience aimed at engaging, attracting, and retaining talent.

Infographic No. 11

Strategy Purpose



Flexibility

BAC promotes work arrangements that support autonomy and work-life balance, enabling employees to manage their responsibilities with freedom and accountability while maintaining alignment with the organizational culture and strategic objectives.

Deeper Connections

The organization promotes an environment in which employees feel understood, authentic, and connected by strengthening interpersonal relationships, fostering trust-based relationships with leaders, and encouraging a workplace culture grounded in respect and collaboration.

Shared Purpose

The organization inspires employees to recognize themselves as an active part of a shared purpose and encourages their participation in social and cultural initiatives that reflect Grupo BAC's commitment to generating positive value and contributing to the sustainable development of the communities in which it operates.

Personal development and continuous learning

We support talent so that employees feel valued and experience continuous growth by providing access to opportunities that strengthen their personal and professional development.



BAC's commitment to the development of its employees is reflected in the implementation of training and development programs tailored to the organization's strategic needs.

Each year, a Learning Needs Assessment (LNA) exercise is conducted based on business objectives, the Triple Value strategy, and organizational climate analysis. Based on this assessment, a corporate training plan is designed to ensure access to training through digital platforms.

- 967,445 training hours delivered in 2025, with an average of 40 hours per employee, representing an increase of 14% compared to the previous year.

- Use of LinkedIn Learning: a strategic alliance that enables employees to access more than 17,000 courses in leadership, artificial intelligence, agile methodologies, data analysis, and cybersecurity. In 2025, more than 68,224 courses were completed, representing an average of 18 hours per employee and a growth of 26.34% compared to 2024.

Since 2011, BAC has consolidated a mature and robust talent management and development process that has enabled the identification of more than 5,300 employees with high-potential and succession profiles, of whom 83% continue contributing to the organization. This process has been key to ensuring business continuity, successfully filling 78 critical positions through succession planning, and promoting internal mobility through more than 2,000 promotions carried out through open recruitment processes.

Building upon this solid foundation, during 2025 a corporate talent calibration process was conducted across the six countries, resulting in the identification of 1,239 employees in roles considered critical for business continuity. At the corporate level, BAC currently has 50 emergency successors, 47 ready-now successors, and a medium- and long-term succession pipeline composed of 92 successors projected for 5 years, 79 successors projected for 10 years, and 57 successors projected for 15 years, ensuring succession coverage for key positions.

Overall, these results reflect a strengthened talent management process aligned with both the present and future needs of BAC, ensuring business continuity.

Job transition, employability and support programmes

There is a comprehensive portfolio of programs implemented across the countries of the region, taking into consideration local needs. These programs support employees at different stages of their professional careers, placing people at the center and ensuring careful and respectful transitions. Among these initiatives is the local Offboarding program, primarily aimed at employees in leadership positions, which includes various advisory sessions with specialists regarding processes associated with the transition into retirement, as well as an Outplacement program for employees undergoing career transition processes following their departure from the organization.

In addition, leadership programs focused on change management are implemented to provide tools that enable employees to redirect actions in response to organizational changes and address them consciously and effectively. These programs allow employees, regardless of their career stage, to access resources that support continued growth, remain current, and manage transitions into retirement or new professional stages with confidence and autonomy.

Furthermore, job transitions, internal mobility processes, and career growth opportunities within the Group are supported through on-the-job training programs that help identify training needs and ensure the development of the skills and knowledge required to adequately perform new responsibilities.

Finally, the Harvest Times program provides a support space that promotes a dignified and conscious closure of the work cycle aligned with each individual's legacy, addressing key topics such as life planning, the evolution of identity and personal brand, workplace relationships, emotional support, and financial guidance.



Performance process

The performance process is worked through a corporate system that integrates objectives, evaluations and recording of conversations, which allows progress to be traceable and homogeneous criteria to be maintained throughout the region.



Strategic alignment with performance management

- Governance through the Corporate Performance Policy.
- Completion of more than 8,902 goal-tracking conversations between leaders and employees during 2025.
- Five-point increase in the annual eNPS survey results.

1 Management by Objectives

The cycle begins with the definition of strategic and individual objectives aligned with the priorities of the organization. This approach allows the following:

- Ensure clarity on expected outcomes.
- Align individual goals with organizational objectives.
- Provide a consistent framework for measuring performance across the region.

Regular monitoring facilitates the identification of progress, necessary adjustments, and development opportunities.

2 Performance Evaluation

The evaluation is structured as a 90° assessment, integrating two essential perspectives:

- Self-assessment: each person analyzes their progress, records the achievement of objectives, and reflects on their performance.
- Leadership assessment: leaders validate the information, assess organizational competencies, and assign a rating based on evidence.

This structure ensures a clear, consistent, results-oriented process that supports development and compensation decisions within the organization.

3 Agile Outcome-Driven Conversations

Throughout the cycle, agile conversations between leaders and employees are encouraged and recorded in the corporate system. These conversations:

- Ensure continuous follow-up on objectives.
- Generate timely and actionable feedback.
- Promote short- and medium-term development plans.
- Strengthen clarity regarding expectations and priorities.

The documentation of agreements provides traceability and enhances decision-making based on up-to-date information.

Holistic wellness

The organization encourages employees to feel supported across all dimensions of their lives through a comprehensive wellness plan and a total compensation scheme aimed at their development and satisfaction.

Comprehensive well-being is a central pillar of Grupo BAC's value proposition and an organizational commitment that strengthens its internal culture. The organization seeks to ensure that each employee has access to support and an environment that promotes physical, emotional, social, and financial well-being, recognizing that employee well-being is essential to building a humane, sustainable, and high-performing organization.

The wellness strategy focuses on ensuring the safety and health of all employees while promoting a healthy work-life balance. To this end, prevention, support, and comprehensive well-being initiatives are implemented, designed in accordance with best practices and aligned with the real needs of the people who make up Grupo BAC.

These initiatives are implemented through programs aimed at generating positive and sustainable experiences, strengthening employee engagement, motivation, and overall development.



Programs

Comprehensive Wellness

- Emotional Support Program
- Financial and Legal Advice
- Early Retirement Program
- Accompaniment in the Birth and Adoption of Children
- Spaces for the Promotion of Well-being

Occupational health and safety

- Environmental Hygiene
- Ergonomics Program
- Occupational Medicine
- Security
- Emergency Plan
- Emergency Brigade
- Committees.

BAC Possibilities

- Housing
- Education
- Finance
- Social security
- Employment
- Emotional



One of the key programs is BAC Possibilities, an initiative aimed at improving the quality of life of employees and their families. This program comprehensively addresses a variety of needs related to health, housing, education, debt management, employment, and social protection in order to reduce gaps and provide solutions that contribute to overall well-being.

Thanks to its comprehensive approach, BAC Possibilities strengthens the personal and family stability of employees by promoting conditions that support their development and foster a more balanced and sustainable work experience. A detailed description of the program is provided in a dedicated section later in this report.

Gente BAC employees feel supported and cared for, as reflected in the main results obtained during 2025:

- 91% satisfaction with benefits that promote employee and family well-being.
- 90% satisfaction with the support and guidance provided by leaders regarding overall well-being.
- 97% satisfaction with the work-life balance enabled by the hybrid work model.
- 93% satisfaction with the tools provided by BAC to manage work-related stress.

These results were obtained from the organizational climate survey, in which 91% of the employee population participated, demonstrating a high level of engagement and trust.



Compensation

Through the compensation areas and the organization's various governance forums, processes aligned with strategic objectives and corporate values have been managed, ensuring operational efficiency and employee satisfaction.

Alignment with financial efficiency

- Implementation of corporate policies related to organizational structure.
- Implementation of corporate guidelines for commission management.
- Integration and comprehensive analysis of internal and external resources.
- Optimization of hierarchical levels and spans of control in both new and existing areas.
- Advisory support regarding structure and compensation in strategic projects, such as customer segmentation initiatives.
- Implementation of organizational job band methodologies.

Benefits package optimization

To strengthen the value proposition, a detailed analysis of employee benefits was conducted, identifying more than 75 benefits across the region. Improvements were implemented in the following areas:

- Corporate governance to optimize health and life insurance conditions.
- Automation of benefits within the employee management system.
- Assessment of the impact of benefits on total compensation, achieving coverage exceeding 30%.
- Expansion of agreements with businesses to offer exclusive discounts to employees.
- Optimization of tools for monitoring organizational objectives.
- Implementation of training programs for leaders and employees.

Salary increase and promotion model

At Grupo BAC, employees are recognized as a fundamental pillar for the development and sustainability of the organization. Based on this principle, a compensation model has been designed to attract, develop, and retain talent, aligned with the vision of generating positive value for those who are part of the organization.

In order to strengthen employee satisfaction regarding compensation and reduce voluntary turnover, a comprehensive strategy is implemented based on the following elements:

- Corporate salary increases and proactive promotions aimed at recognizing performance and supporting internal talent mobility.
- Objective evaluations based on criteria such as performance, level of responsibility, role maturity, and pay equity, ensuring fair and transparent decision-making.
- Periodic salary reviews for critical positions or roles with high turnover levels in order to ensure competitiveness and sustainability within the labor market.
- A corporate gender pay equity policy that ensures compensation increases are free from bias and minimizes pay gaps between men and women, reinforcing the commitment to an inclusive and equitable culture.

This model reflects the Group's conviction that fair, transparent, and competitive compensation is essential to promoting employee well-being, engagement, and professional growth.

Diversity and inclusion

Governance, culture and impact

During 2025, the implementation of the Corporate Diversity, Equity, and Inclusion (DEI) Policy continued, reaffirming the organization's commitment to equity and the development of accessible and inclusive work environments throughout its operations. This approach remained aligned with the Code of Ethics, the Triple Value Strategy, and the corporate objectives, ensuring consistency between the strategic vision and its execution across the different countries.



Diversity, Equity, and Inclusion Index (I-DEI)

As part of the evolution of the DEI management model, the Diversity, Equity, and Inclusion Index (I-DEI) was designed as an indicator that enables the comprehensive and comparable measurement, across countries, of the level of progress achieved in the implementation of the corporate DEI strategy. Through this index, the fulfillment of the goals defined for the Talent and Culture areas is consolidated, aligned with the priority dimensions of diversity and the corporate sustainability approach, reflecting how the commitments undertaken are translated into concrete, sustained, and verifiable actions across the different countries.

The promotion and development of the I-DEI stem from the coordinated work between the Talent and Culture and Sustainability areas, acting as enabling functions for the integration of DEI into human capital management. This collaboration has made it possible to strengthen traceability between strategic commitments, operational execution, and the measurement of results, consolidating a more structured, evidence-based approach with a corporate-wide scope.

The index integrates goals associated with multiple dimensions of diversity, such as gender equity, persons with disabilities, generational diversity, multiculturalism, sexual diversity, as well as the strengthening of organizational capabilities in DEI. Measurement is conducted annually, with periodic monitoring of progress; the weightings and priorities are approved by the DEI Executive Forum, composed of representatives from Senior Management.

Within the framework of implementing the Diversity, Equity, and Inclusion Index (I-DEI), during the reporting period the Talent and Culture and Sustainability areas carried out actions aimed at strengthening a more inclusive, systematic, and data-driven people management approach.

Achievements 2025

+10k Participants in the Washington Short Set, for the identification of barriers in the workplace.

+9k People carried out multicultural mapping.

+11,5k People trained in the Respect Culture

7k Answers about communicational preferences by generation.

59 Reasonable accommodations implemented for inclusion

16 Meeting spaces between generations

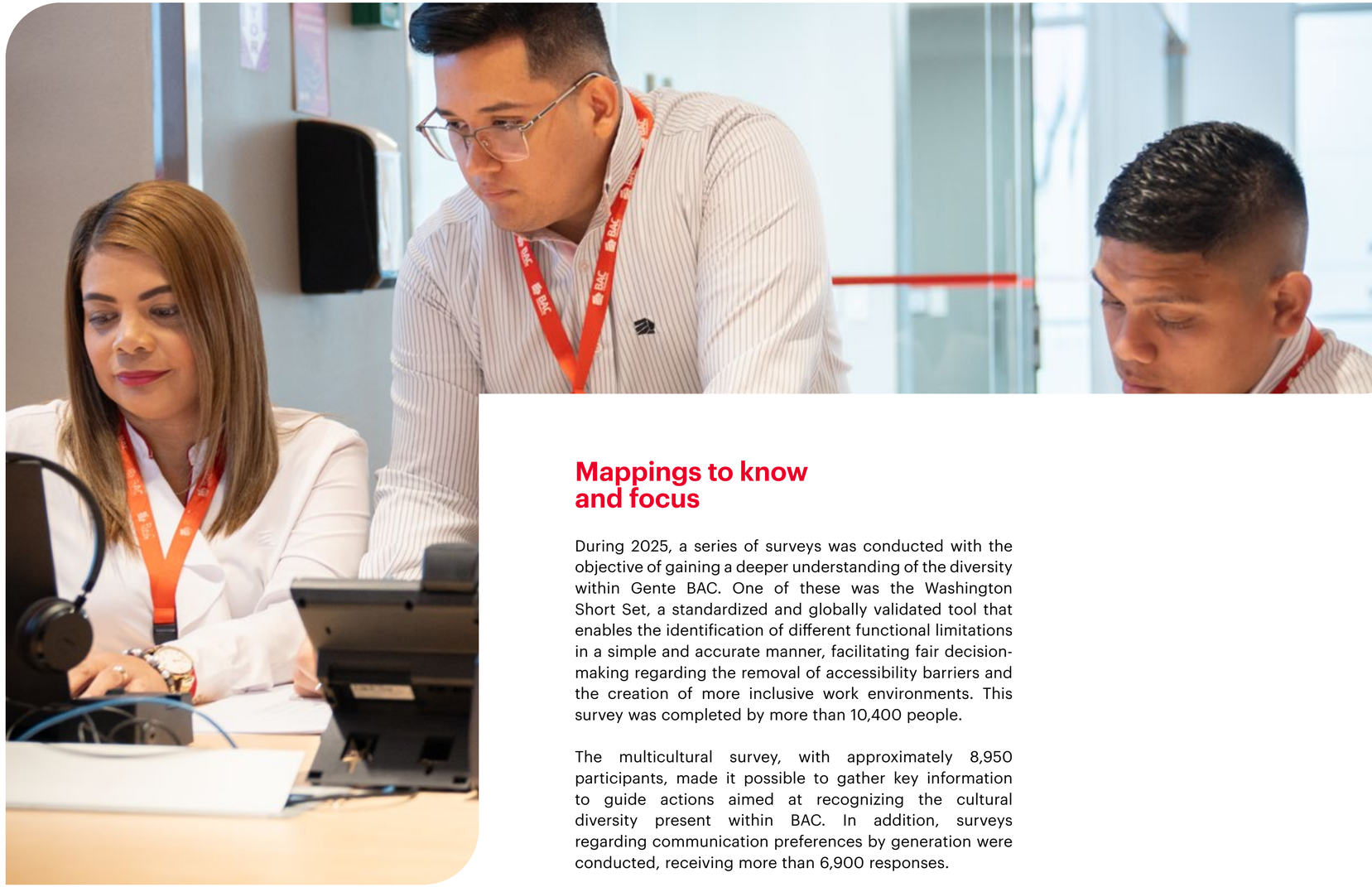
50 Inverse mentoring

More diverse and inclusive work environments

With regard to inclusion for persons with disabilities, 59 reasonable accommodations were implemented in offices in response to needs identified in 2024. These actions included the signage of work areas to facilitate appropriate assistance during evacuation situations in Nicaragua; the provision of additional parking spaces exclusively for persons with disabilities and/or pregnant women at the Business Operations Center (COE) in Guatemala; and the implementation of audio and Braille systems in elevators within buildings in Costa Rica.

At least 16 intergenerational engagement spaces and 50 two-way mentoring processes were developed with the objective of promoting dialogue, understanding, and collaboration among people from different generations.

Cross-functionally, and as part of the institutional commitment to building a workplace that respects diversity, more than 11,000 people completed the virtual course "Culture of Respect in the Workplace," aimed at strengthening a shared understanding of expected behaviors and contributing to the consolidation of an organizational culture grounded in respect and inclusion.



Mappings to know and focus

During 2025, a series of surveys was conducted with the objective of gaining a deeper understanding of the diversity within Gente BAC. One of these was the Washington Short Set, a standardized and globally validated tool that enables the identification of different functional limitations in a simple and accurate manner, facilitating fair decision-making regarding the removal of accessibility barriers and the creation of more inclusive work environments. This survey was completed by more than 10,400 people.

The multicultural survey, with approximately 8,950 participants, made it possible to gather key information to guide actions aimed at recognizing the cultural diversity present within BAC. In addition, surveys regarding communication preferences by generation were conducted, receiving more than 6,900 responses.

DEI Governance across the Region

BAC's DEI strategy is supported and overseen at the highest level through the DEI Executive Forum. For tactical deployment, monitoring, and participation by all involved areas, the technical forum and allied forum complement this robust governance structure, ensuring corporate alignment and the coordination of initiatives.

During 2025, and as part of a process to evolve and strengthen local governance regarding diversity and inclusion, local DEI committees or forums were established.

	Instance Name	Role
BAC Guatemala	Diversity & Inclusion Forum	It articulates a comprehensive vision of diversity, recognizing multiple dimensions, such as gender, ethnicity, generations, disability and multicultural. It promotes actions for inclusive communication, reasonable accommodations, labor inclusion, highlighting the development of strategic alliances with specialized organizations.
BAC Honduras	Diversity Committee	It promotes initiatives with an emphasis on multicultural and intergenerational diversity. Through workshops, webinars and training programs, it promotes an internal culture characterized by greater openness, participation and respectful dialogue between teams.
BAC Costa Rica	Diversity & Inclusion Committee	Seven strategic pillars have been defined: strategy and governance, culture, accessibility, inclusive recruitment, and customer service. Based on these pillars, action plans, monitoring mechanisms, and cross-functional initiatives are implemented.

Overall, the operation of the country committees and/or forums demonstrates a process of consolidation of the DEI approach across the region during 2025. These spaces strengthen the planning, implementation, and measurement of initiatives and demonstrate an increased capacity for internal coordination, alliance-building, and results orientation, reinforcing the contribution of diversity, equity, and inclusion to sustainability and long-term organizational performance.

Inclusion of persons with disabilities



BAC Nicaragua

The integration of deaf persons into key areas of the bank has become established as a relevant labor inclusion practice. Currently, persons with hearing disabilities are part of teams in Treasury, Financial Management, and Central Archives, where they perform technical and analytical functions. To enable their full participation, actions such as Nicaraguan Sign Language training for leaders, Talent and Culture personnel, and branch teams have been implemented, along with the use of technological tools and interpretation support. This experience has demonstrated positive impacts on the work environment, sense of belonging, and the adoption of clearer and more visual communication practices that benefit all teams.

BAC Panamá

Strategic alliances aimed at eliminating barriers for persons with hearing disabilities incorporate functional diversity both internally and in the relationship with clients and communities. As part of the Finanzas Positivas program, an alliance was established with APALES (Panamanian Sign Language Association) to promote inclusive financial education for deaf persons through face-to-face training sessions and the use of sign language, accessible educational materials, inclusive webinars, the participation of interpreters at corporate events, and awareness and sign language training processes aimed at employees. These actions expand the institution's capacity to provide accessible financial services, strengthen equity in the customer experience, and consolidate a financial inclusion model aligned with the principles of diversity, equity, and inclusion.



Allied communities and their promotion of DEI

During 2025, allied communities consolidated their role as a key mechanism for awareness-building, mobilization, and the generation of cultural impact within the organization. Throughout the year, these communities strengthened their planning, implementation, and initiative monitoring capabilities, enabling a more direct and measurable contribution to the organizational culture and BAC's strategic diversity and inclusion objectives.

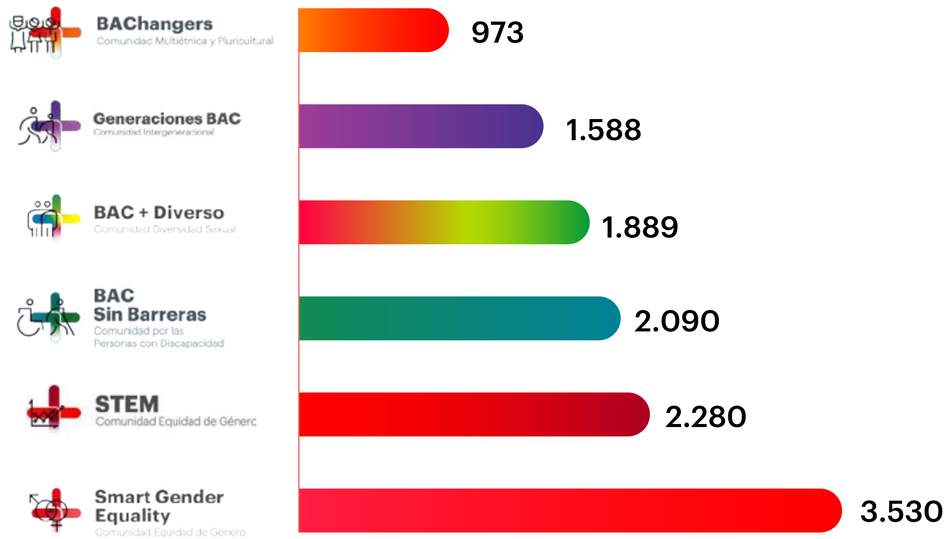
The allied communities reached 2,675 active allies and implemented 35 initiatives aligned with their established work plans. Likewise, they recorded a high level of digital interaction through Viva Engage, reflected in thousands of views, reactions, and people reached, demonstrating their ability to amplify diversity and inclusion messages beyond their direct base of allies.

The activities carried out achieved significant participation across 12 face-to-face and virtual spaces, consistently exceeding the number of allied participants and positioning themselves as open platforms for awareness and dialogue. This performance reflects the evolution of the model toward a more structured management of initiatives, with greater clarity regarding objectives, scope, and results.

The five allied communities continued addressing the different dimensions of diversity in a complementary manner. Smart Gender Equality promoted initiatives focused on gender equity and the development of female talent. Generaciones BAC promoted intergenerational understanding and collaboration. Likewise, BAC sin Barreras led accessibility and reasonable accommodation initiatives. BAChangers promoted the recognition of cultural diversity, while BAC +Diverso strengthened a culture of respect for sexual and gender diversity.

Chart No. 24

Reach allied communities 2025





This comprehensive approach made it possible to strengthen a more conscious, empathetic, and inclusive organizational culture, consolidating BAC as an organization that integrates diversity and human rights as cross-cutting elements of its management and decision-making processes.

Overall, the progress achieved reflects the consolidation of an integrated diversity, equity, and inclusion management model, in which the I-DEI, the allied communities, and the actions led by Talent, Culture, and Sustainability mutually reinforce one another, consolidating DEI as a structural pillar of the organization's sustainable management.

Digital Reach

12.350

People reached through 126 posts on Viva Engage

Network of Allies

2.967

Allied individuals actively committed to a culture of inclusion

96.733

Total Views on Viva Engage

4.883

Participants in activities

90

Team sessions conducted



BAC Possibilities

BAC Possibilities is an initiative aimed at contributing to the improvement of the quality of life and well-being of Gente BAC through targeted support, with an emphasis on addressing priority needs. The implementation of these actions was carried out with the objective of ensuring corporate consistency in the provision of support, follow-up, and results tracking, while also strengthening coordination with internal areas and external partners whenever solutions required specialized capabilities adapted to the local context of each country.

During the 2024–2025 period, the BAC Possibilities program consolidated its comprehensive support approach, progressing from the identification of 604 people living in conditions of poverty toward tangible results in improving their well-being. In 2024, support was provided to 530 people, laying the foundation for structured and continuous assistance. This effort enabled 435 people, as of the end of 2025, to address at least one priority need, of whom 393 continue receiving active support, ensuring the sustainability of the progress achieved.

Overall, these results reflect an 86% progress rate in the management of identified needs and demonstrate the evolution of the program from initial identification and support toward concrete and measurable impacts on people's quality of life.

During 2025, 389 people received support through BAC Possibilities, and 254 individuals addressed two or more needs, reflecting progress toward a more comprehensive support model in which assistance is not limited to resolving a single challenge, but instead enables simultaneous progress across different dimensions of life.

In total, 796 needs were addressed. This indicator makes it possible to measure not only the program's reach, but also the intensity of the support provided and the program's ability to respond to complex situations that often arise cumulatively.

Posibilidades

604
Identified as being in a condition of poverty

530
Served

435
1 need deactivated

393
In attention

86%
- **339** pax — 1
- **254** pax — 2

Needs deactivated



In terms of distribution, BAC Honduras concentrated the largest share of the target population (247 people, approximately 64%), followed by BAC Panama (55.14%), BAC Costa Rica (28.7%), BAC Guatemala (25.6%), BAC El Salvador (25.6%), and BAC Nicaragua (7.2%). This composition reaffirms the importance of adapting operational capabilities and local partnerships to sustain support in the countries with the highest demand, while maintaining consistency within the corporate model.

The profile of addressed needs reveals clear priorities. The health dimension represented the largest share (371 needs, approximately 47% of the total), followed by high indebtedness (20%) and education (13%). Needs related to housing (63.8%), employment (54.7%), and legal counseling (42.5%) were also identified. This pattern reaffirms that health, financial stability, and access to educational opportunities continue to be key drivers of well-being and family stability, while also guiding the prioritization of program resources.

Table No. 39

Cases per country

	Target group	1 need satisfied	2 or more needs	Debt	Housing	Education	Employment	Health	Legal Advice
BAC Guatemala	25	21	20	0	3	1	4	15	2
BAC El Salvador	25	20	0	4	5	8	0	10	0
BAC Honduras	247	220	216	120	37	85	1	329	35
BAC Nicaragua	7	7	7	2	0	0	1	6	4
BAC Costa Rica	28	16	11	3	4	11	11	8	0
BAC Panama	55	55	0	30	11	0	37	0	1
Total	387	339	254	159	63	105	54	371	42

Alliance with Habitat for Humanity

BAC Guatemala

With the objective of comprehensively addressing the housing needs of Gente BAC employees in vulnerable situations, the initiative combined specialized technical advisory services in housing construction and improvement with financial solutions under preferential conditions, seeking to ensure that projects could be carried out without affecting families' financial health.

During the period, 10 families received vouchers for the purchase of construction materials following the severe earthquakes that occurred in July 2025, managed through a Habitat supplier. In addition, 10 families received technical advisory services free of charge (covered by BAC), and one family completed housing repairs, including a volunteer painting initiative coordinated with the corresponding logistical support.



Capacity building and financial relief

BAC El Salvador

The virtual course "Finanzas Positivas" was implemented as a digital asynchronous financial education initiative launched in November 2025. The course addressed key topics related to the responsible management of personal finances through narrated video content, allowing participants to progress at their own pace. This format significantly expanded the reach of the training process by reducing logistical barriers and optimizing the use of resources, while strengthening financial capabilities by contributing to more informed and sustainable economic decision-making over time.

BAC Honduras

Access to housing was facilitated through loans granted following financial consolidation processes, benefiting 10 BAC Possibilities participants (five women and five men). This initiative integrated financial and educational support, prequalification offers, loan follow-up processes aimed at strengthening financial control, financial education workshops, and access to an exclusive preferential interest rate, making it possible to transform debt situations into opportunities for asset stability. Additionally, a resource fund for debt restructuring was implemented, administered through a trust and managed in accordance with current credit policies. During the year, 14 people benefited from this mechanism focused on consumer debt, resulting in substantial improvements in repayment capacity (DTI above 100%), stronger financial organization, improved budget management, and access to new credit opportunities for personal projects, thereby strengthening their financial resilience

Positive actions



The “Positive Actions” volunteer program aims to provide opportunities for Gente BAC employees to connect with their personal purpose, develop key skills for their personal and professional growth, and, at the same time, contribute to the institutional purpose of reimagining banking to generate prosperity in the communities we serve. During 2025, the program achieved significant results that reflect the commitment, dedication, and positive impact generated by Gente BAC.

These achievements strengthen the bank’s role as a socially responsible organization and reaffirm its commitment to continue promoting initiatives that generate value in the communities in which it operates.

Among the main activities carried out were initiatives with positive environmental impact, such as waste collection campaigns and reforestation activities. In addition, advisory and technical support processes, as well as training, mentoring, and capacity-building sessions, were developed for women entrepreneurs, SMEs, young people, non-governmental organizations, and other key audiences for BAC.

Table No. 40

Results 2025

Typeo f volunteering	Strategic	Community	Total
Total hours	12,892	7,498	**20,390**
Total participants	3,464	1,725	**5,189**

In 2025, processes were improved, innovations were implemented, and outstanding activities were carried out, enabling the continued strengthening of the volunteer program:



BAC Guatemala

BAC Guatemala developed the initiative "Floor Construction in the La Esperanza Community" with the objective of improving housing conditions for families in vulnerable situations, directly contributing to their well-being and quality of life. Through this initiative, safe and dignified flooring was installed in the homes of five families, representing a significant change with a positive impact on the health, safety, and stability of the beneficiary households. This project not only represented a physical improvement to the homes, but also a step toward reducing risks associated with dirt floors, such as respiratory and parasitic diseases.

BAC Honduras

BAC Honduras implemented the Volunteer Leader Certification program during 2025, designed to strengthen leadership competencies and soft skills through strategic training and participation in initiatives that generate value in communities. The program recognizes volunteers who have demonstrated exceptional commitment to sustainability and social action. In 2025, the program reached 34 certified volunteers representing all BAC vice presidencies, with 36 hours of training and volunteer work and 900 hours of social impact generated through various activities.

BAC Costa Rica

BAC Costa Rica launched Volunteer Day during 2025, a benefit that allows each bank employee to dedicate one full day per year to participating in volunteer activities with environmental or social impact. This initiative promotes greater participation by Gente BAC in the different opportunities available to connect with their personal purpose through concrete volunteer actions. In turn, this also enables the consistent improvement of the impact indicators achieved year after year as part of the program.

BAC

Glossary



A

Accessibility: The condition that spaces, environments, products, and services must meet to ensure usability by all individuals, enabling simple and convenient interaction.

Acquiring: The processing of credit and debit card transactions.

Adhesion agreements: Agreements between two or more parties in which terms and conditions are pre-established and accepted by one of the parties.

Affiliated merchants: Commercial establishments that have entered into an agreement with a financial institution to offer customers a secure payment method.

AML/TF/PFADM: Risks associated with anti-money laundering, terrorist financing, and the financing of the proliferation of weapons of mass destruction

Annual plan: An operational plan that outlines specific objectives and activities to be carried out within a year to advance strategic goals.

Anti-corruption policy: A regulatory framework that prohibits corrupt practices and defines controls, sanctions, and reporting channels.

Assets: Any resource with economic value owned by a company or an individual.

Assets and Liabilities Committee (ALICO): The committee responsible for defining policies and limits for liquidity management, market risk, and financial structure.

Audit Committee: A corporate governance committee responsible for overseeing the quality and integrity of financial information, internal controls, and internal and external audits.

B

BAC Possibilities: A corporate program aimed at reducing poverty conditions among BAC employees.

BAC Shared Services: A specialized internal provider that centralizes operations, standardizes processes, mitigates risks, and delivers technological and operational support to the BAC Group.

Balance sheet: A financial statement that presents an entity's financial position at a specific point in time, including assets, liabilities, and equity.

Balanced Scorecard (BSC): A management framework that provides a comprehensive and integrated view of organizational objectives through key performance indicators.

Board of Directors: The highest corporate governance body responsible for defining strategy, overseeing management, approving policies, and safeguarding the interests of shareholders and stakeholders.

C

Circular economy: A model that seeks to minimize waste and optimize the use of resources in production and consumption.

Climate change risks: Situations associated with global variations in the Earth's climate that lead to an increase in the frequency and severity of extreme events such as droughts, wildfires, hurricanes, and floods.

Climate taxonomy: An internal classification of climate-related events, sectors, and geographic areas based on their level of risk.

Click to Pay: A solution that enables secure digital payments without requiring manual entry of card details.

Code of Ethics: A document that establishes the principles and values governing business conduct.

Compliance: The alignment of an organization's activities with applicable laws and regulations, including the establishment of control processes to ensure adherence to regulatory requirements.

Compliance Committee: The committee responsible for overseeing the anti-money laundering, counter-terrorism financing, and regulatory compliance system.

Comprehensive Risk Management Committee (GIR): The body that advises the Board of Directors on the definition, oversight, and control of Grupo BAC's comprehensive risk management framework.

Corporate governance: The set of principles, rules, and procedures by which an organization is governed. It establishes the manner in which directors, managers, and executives are to perform their responsibilities in the management of the company.

Corporate governance committees: Working groups responsible for overseeing specific areas such as audit, risk, and compliance.

Corporate purpose: The reason for an organization's existence, guiding its actions and decisions.

Credit Committee: The body responsible for defining policies and processes and approving credit operations in accordance with the established limits.

Crisis Committee: The body responsible for coordinating responses to critical events affecting the organization's operations, reputation, or business continuity.

Customer-centricity: The practice of focusing on customer needs and delivering a positive experience.

Customer experience: The overall perception a customer has of their interactions with a company.

Cybersecurity: Practices and technologies designed to protect banking information against cyberattacks and fraud.

D

Data analysis: The process of examining data to generate insights and support decision-making.

Dashboards: Visual tools that display key performance indicators and metrics in real time.

Decision-making: The process of selecting the best alternative to solve a problem or seize an opportunity.

Demand deposits: Funds that customers may withdraw at any time without restrictions.

Digital banking: A platform that enables banking transactions to be carried out remotely through electronic channels.

Digital engagement: Strategies and tools used to connect and engage customers digitally.

Digital sales: The commercialization of products or services through digital channels.

Digitalization: The process of converting information and processes into digital formats.

Digital transformation: The integration of technology into banking processes to improve efficiency and customer experience.

Disability: A concept that encompasses the sensory, physical, cognitive, intellectual, psychosocial, and/or multiple differences that a person may have. These differences interact with physical, attitudinal, and communication barriers that limit a person's participation and access across different environments or contexts (work-related, social, economic, among others).

Discrimination: Actions or omissions that exclude, harm, or otherwise affect a person in any way (physically, psychologically, structurally, among other forms of violence) because of their sexual orientation, gender identity, ethnic background, sexual preference, age, disability, place of origin, social class, or any other distinguishing characteristic.

Diversity: The multiple ways of being that characterize individuals, groups, and societies that make up humanity. It is reflected in the plurality of identity-based, social, cultural, ethnic, religious, and other characteristics that define each person and provide added value to society.

Domestic Systemically Important Banks (D-SIBs): Financial institutions critical to the domestic financial system.

Donation: A voluntary and unilateral contribution of resources granted to an individual or legal entity that accepts it, in exchange for which no tangible financial return on investment is received, beyond information related to accountability regarding the use of such resources.

Double materiality: An approach integrating environmental/social impacts and financial risks from ESG factors.

E

E-commerce: The distribution, sale, purchase, marketing, and supply of information regarding products or services through the Internet..

Economic Value of Equity (EVE): A measure of the impact of interest rate changes on equity value.

Economies of scale: Cost reduction resulting from the mass production of a good or service.

Engagement: The level of employee commitment and motivation.

eNPS (Employee Net Promoter Score): A metric used to measure employees' loyalty to and satisfaction with their company.

Environment: The natural surroundings in which an organization operates, including air, water, soil, natural resources, flora, fauna, human beings, outer space, and their interrelationships.

Environmental and Social Risk Analysis System (ESRAS): A tool used to assess environmental and social risks in the loan portfolio.

Environmental, Social, and Governance (ESG) factors: Factors that are fundamental to maintaining an organization's ability to generate long-term value.

Equity: The set of assets owned by a company. These may include shareholders' equity, investments, fixed assets, and current assets.

Ethnic affiliation: The identification of individuals as members of a legally recognized ethnic group, reflecting the cultural and socio-organizational differences of certain communities.

F

Financial cybersecurity: The set of controls, technologies, and practices designed to protect financial transactions and financial data.

Financial empowerment: Strategies aimed at improving the financial education of clients and communities.

Financial inclusion: Equitable access to financial services for individuals and businesses, regardless of their economic status.

Fintech Kash: A financial technology company providing innovative financial solutions.

G

Gender: A category that organizes and structures social practices by assigning roles across different spheres. It serves as a mechanism that differentiates people based on sex as a factor that shapes practices and expectations regarding ways of being and behaving, primarily between men and women.

Gender equity: It seeks to provide equal conditions to all persons, without any discrimination based on gender, while recognizing their backgrounds, experiences, and contributions

H

Headquarters (BAC Headquarters): The corporate entity responsible for designing, overseeing, and supporting the implementation of Grupo BAC's corporate strategy and policies.

High indebtedness / over-indebtedness: A situation in which a person allocates 50% or more of their monthly income to the payment of consumer debt.

I

Impacts: Any social, economic, or environmental change, whether adverse or beneficial, actual or potential, resulting wholly or partially from the organization's decisions and activities throughout the entire life cycle

Impacts, Risks, and Opportunities (IRO): Criteria to assess sustainability topics.

Integrated experience model: A strategy aimed at providing customers with a consistent and seamless experience across all touchpoints.

Interest Rate Risk in the Banking Book (IRRBB): Measurement of interest rate exposure.

K

Key Performance Indicators (KPIs): Metrics tracking performance against objectives.

Key Risk Indicators (KRIs): Metrics used to monitor risk exposure and activate early warning alerts.

L

Liabilities: The total amount of debt, obligations, and financial commitments of a company or entity.

Liquidity: The ability of an entity to meet short-term obligations.

Loan portfolio: Total loans granted by a financial institution to its clients.

Losses: Reduction in the economic value of an asset.

M

Macroeconomic: Refers to factors that affect a country's economy on a large scale, such as inflation, GDP, unemployment, and the trade balance.

Market share: The percentage of the total market controlled by a company through its products or services.

Mitigation mechanisms: Measures adopted to reduce the risk of financial loss in a transaction.

MM (millions): Figures expressed in millions of currency.

Multidimensional poverty: A multidimensional measurement of poverty that analyzes deprivations beyond the economic income of an individual or family.

N

Net Interest Income (NII): Net interest income generated through financial intermediation.

Net positive: The net positive impact that a company seeks to generate on society and the environment.

Net-Zero Banking Alliance (NZBA): A United Nations-led initiative that brings together banks committed to aligning their lending and investment portfolios with net-zero emissions by 2050.

O

Objective Tracking: The practice of monitoring progress toward established objectives to ensure their achievement.

Ombudsperson: Internal channel addressing ethics-related concerns.

Organizational culture: Values and behaviors that define an organization.

Outsourcing: The practice of hiring external personnel or service providers to perform specific tasks, generally with the objective of reducing costs and improving efficiency.

P

Partnership for Carbon Accounting Financials (PCAF): A global association of financial institutions working together to develop and implement a harmonized approach for assessing and disclosing greenhouse gas (GHG) emissions associated with their loans and investments.

Performance Self-Assessment: An internal review process used to measure the effectiveness of corporate governance bodies.

PESTEL: Risk analysis methodology considering political, economic, social, technological, environmental, and legal factors.

Poverty: A condition characterized by the deprivation of basic conditions required to meet needs such as education, health, work/employment, housing, and social protection.

Principles for Responsible Banking (PRB): Principles structured through the United Nations Environment Programme Finance Initiative (UNEP FI), designed to guide banks in strategically aligning their business with sustainable development and sustainability objectives.

Profit: The net benefit obtained by a company after deducting all costs and expenses.

Profitability: A company's ability to generate profits in relation to its income, costs, and expenses.

Q

Prosperity: A state of financial and material well-being achieved through wealth creation and income generation.

Quality of life: The conditions that contribute to individuals' well-being and the fulfillment of their potential in life. It includes objective factors, such as material well-being, health, and a harmonious relationship with the physical environment and the community, as well as subjective factors, such as each person's perception of their physical, psychological, and social well-being.

R

Resource optimization: The efficient and effective use of available resources to maximize results.

Return on Assets (ROA): Profitability of total assets of a company.

Return on Equity (ROE): Profitability of shareholders' equity.

Risk appetite: Level of risk an institution is willing to assume in its operation.

Risk Appetite Framework (RAF): The set of limits and thresholds that determine the level of risk Grupo BAC is willing to assume.

S

Shared Services Center: Unit providing centralized services to different areas within an enterprise.

Sexual orientation: The emotional and/or sexual attraction or desire a person feels toward another person, whether of the same sex or a different sex.

Social investment (strategic): The voluntary contribution of resources aimed at promoting sustainable development by generating measurable, profitable, and scalable social, economic, and/or environmental value.

Sponsorship: An agreement or arrangement involving the provision of financial support in exchange for the sponsored party guaranteeing consideration in the form of brand presence/exposure and/or activation of the brand or any of its financial products.

Stakeholders: Groups: Individuals or groups that may be significantly affected by the organization's activities, products, and/or services, and/or whose actions may affect the organization's ability to successfully implement its strategies and achieve its objectives.

Strategic cycle: A continuous and recurring process used by organizations to establish, implement, and evaluate strategies that guide the organization toward its long-term objectives.

Strategic execution: The process of putting a strategic plan into action in order to achieve the organization's desired objectives.

Strategic monitoring: The process of evaluating and adjusting an organization's progress toward achieving its strategic objectives through the collection and analysis of data.

Strategic objectives: Long-term goals that an organization seeks to achieve in order to fulfill its vision and mission.

Strategic priorities: Organizational objectives and goals considered most important and that guide the allocation of resources and efforts.

Sustainability: The pursuit by a company of the long-term viability of society as a whole and of the planet.

Sustainable banking: A banking approach that incorporates environmental, social, and governance factors into its operations.

Sustainable development: Development that meets the needs of the present without compromising the ability of future generations to meet their own needs.

Sustainable Development Goals (SDGs): A global action plan aimed at eradicating poverty, promoting prosperity and well-being, protecting the environment, and addressing climate change.

Sustainable mobility: Strategies to reduce environmental impact of transport in banking operations.

T

Three Lines of Defense Model: A risk management approach that defines responsibilities among operational areas, control functions, and internal audit.

Time deposits: Funds deposited for a fixed period of time, generally earning a fixed interest rate.

Tokenization: Replacement of sensitive data with secure digital identifiers.

Transparency: The practice of making processes, decisions, and results clear and accessible to all stakeholders involved.

U

United Nations (UN): An international organization founded in 1945 after World War II by 51 countries committed to maintaining international peace and security, fostering friendly relations among nations, and promoting social progress, improved living standards, and Human Rights.

United Nations Environment Programme Finance Initiative (UNEP FI): A global partnership established between the United Nations Environment Programme (UNEP) and the financial sector that seeks to promote the implementation of sustainability principles within financial institutions.

V

Value at Risk (VaR): Estimate of maximum expected financial loss under normal market conditions.
Virtual assistants: AI-based tools for customer service.

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GRI Table of Contents

Statement of use	BAC has prepared the report in accordance with the GRI Standards for the period from January 2025 to December 2025.
GRI 1 used	GRI 1: Fundamentals 2021
Applicable GRI Sector Standards	NA

GRI Standard		Contents	Page	Requirements Omission
General contents				
GRI 2: General Contents 2021	2-1	Organizational details	11	
	2-2	Entities included in the organization's sustainability reporting	247-248	
	2-3	Reporting period, frequency, and contact point	5	
	2-4	Restatements of information	There are no restatements of information	
	2-5	External verification	249	
	2-6	Activities, value chain and other business relationships	15-103-250	
	2-7	Employees	251-252	
	2-8	Non-employee workers	253	
	2-9	Governance structure and composition	8-21-254 a259	
	2-10	Appointment and selection of the highest governing body	21-25	
	2-11	President of the highest governing body	8-9-21	
	2-12	Role of the highest governance body in overseeing impact management	21-38-81	
	2-13	Delegation of responsibility for managing impacts	81	
	2-14	Role of the highest governance body in sustainability reporting	81	
	2-15	Conflicts of interest	21	
	2-16	Communicating critical concerns	31-81	
	2-17	Collective knowledge of the highest governing body	81	
	2-18	Evaluation of the performance of the highest governing body	21	
	2-19	Remuneration policies	260	
	2-20	Process for determining remuneration	260	
	2-21	Annual total compensation ratio	260	Confidentiality restrictions
	2-22	Declaration on the sustainable development strategy	6	
	2-23	Policy commitments	31-97	
	2-24	Embedding policy commitments	20- 97	
	2-25	Processes to remediate negative impacts	88	
	2-26	Mechanisms for seeking advice and raising concerns	31-33	
	2-27	Compliance with legislation and regulations	35	
	2-28	Membership of associations	261	
	2-29	Stakeholder engagement approach	84	
	2-30	Collective bargaining agreements	262	
Material Issues				
GRI 3: Material issues 2021	3-1	Process of determining material issues	88	
	3-2	List of material issues	88	
Economic Performance				
GRI 3: Material issues 2021	3-3	Management of material issues	67 - 38	
GRI 201: Economic Performance 2016	201-1	Direct economic value generated and distributed	67	
	201-2	Financial implications and other risks and opportunities arising from climate change	38	
	201-4	Financial assistance received from the government	BAC did not receive any financial assistance from government entities during the reporting period	

GRI Standard		Contents	Page	Requirements Omission
Market Presence				
GRI 3: Material Issues 2021	3-3	Management of material issues	11- 262	
GRI 202: Market Presence 2016	202-1	Ratio of standard entry-level salary by gender to the local minimum wage	262	
	202-2	Proportion of senior executives hired from the local community	11	
Indirect Economic Impacts				
GRI 3: Material Issues 2021	3-3	Management of material issues	59	
GRI 203: Indirect Economic Impacts 2016	203-2	Significant indirect economic impacts	59	
Sourcing Practices				
GRI 3: Material Issues 2021	3-3	Management of material issues		
GRI 204: Sourcing Practices 2016	204-1	Proportion of spending on local suppliers	Of the goods and services acquired by the organization during 2025, 85% of the total correspond to suppliers located in the same country where BAC operates.	
Anti-corruption				
GRI 3: Material Issues 2021	3-3	Management of material issues	31	
GRI 205: Anti-Corruption 2016	205-1	Operations assessed against corruption-related risks	31	
	205-2	Communication and training on anti-corruption policies and procedures	31	
	205-3	Confirmed corruption incidents and actions taken	31	
Unfair Competition				
GRI 3: Material Issues 2021	3-3	Management of material issues		
206: Unfair Competition 2016	206-1	Legal actions related to unfair competition and monopolistic practices and against free competition		Confidentiality restrictions

GRI Standard		Contents	Page	Requirements Omission
Taxation				
GRI 3: Material Issues 2021	3-3	Management of material issues	76-247-248-263	
GRI 207: Taxation 2019	207-1	Tax approach	76-263	
	207-2	Tax governance, control and risk management	76-263	
	207-3	Stakeholder engagement and management of tax concerns	76-263	
	207-4	Reporting by country	247-248-263	
Material Issues without Associated Standard				
GRI 3: Material Issues 2021	3-3	Management of material issues	101-103-123-133-137-141-149	
No Associated Standard		Innovation in products and services	103	
		Customer experience and satisfaction	123	
		Technology and digital transformation	133	
		Sustainable financing and investment	141	
		Responsible sourcing	101	
		Information security and privacy	137-149	
Materials				
GRI 3: Material Issues 2021	3-3	Management of material issues	153-265-266	
GRI 301: Materials 2016	301-1	Materials used by weight or volume	265-266	
Energy				
GRI 3: Material Issues 2021	3-3	Management of material issues	153-267 a 273	
GRI 302: Energy 2016	302-1	Energy consumption within the organization	267-268	
	302-2	Energy consumption outside the organization	269-270	
	302-3	Energy intensity	271-272	
	302-4	Reduced energy consumption	273	

GRI Standard		Contents	Page	Requirements Omission
Water and Effluents				
GRI 3: Material Issues 2021	3-3	Management of material issues	153-275 a 286	
GRI 303: Water and effluents 2018	303-1	Interaction with water as a shared resource	275 a 278	
	303-2	Management of impacts related to water discharges	279 a 281	
	303-3	Water withdrawal	282-283	
	303-4	Water discharge	284-285	
	303-5	Water consumption	286	
Emissions				
GRI 3: Material Issues 2021	3-3	Management of material issues	153-287 a 292	
GRI 305: Emissions 2016	305-1	Direct GHG emissions SCOPE 1	287	
	305-2	Indirect GHG emissions from power generation (scope 2)	288	
	305-3	Other indirect GHG emissions SCOPE 3	289	
	305-4	GHG emissions intensity	290	
	305-5	Reduction in GHG emissions	291	
	305-6	Emissions of ozone-depleting substances (ODS)	292	
Waste				
GRI 3: Material Issues 2021	3-3	Management of material issues	153-293 a 304	
GRI 306: Waste 2020	306-1	Waste generation and significant waste-related impacts	293 a 296	
	306-2	Managing significant waste-related impacts	297-298-299	
	306-3	Waste generated	300	
	306-4	Waste not destined for disposal	301-302	
	306-5	Waste destined for disposal	303-304	

GRI Standard		Contents	Page	Requirements Omission
Supplier Environmental Assessment				
GRI 3: Material Issues 2021	3-3	Management of material issues	101	
GRI 308: Supplier Environmental Assessment 2016	308-1	New suppliers that have passed evaluation and selection filters according to environmental criteria	101	
	308-2	Negative environmental impacts on the supply chain and measures taken	101	
Material issues without associated standard				
GRI 3: Material Issues 2021	3-3	Management of material issues	151-158-183	
No Associated Standard		Corporate environmental management Climate strategy Nature and biodiversity	151 158 183	
Employment				
GRI 3: Material Issues 2021	3-3	Management of material issues	153-305 a 311	
GRI 401: Employment 2016	401-1	New employee hires and staff turnover	305-306	
	401-2	Benefits for full-time employees that are not given to part-time or temporary employees	306	
	401-3	Parental leave	307 a 311	
Worker-Company Relations				
GRI 3: Material Issues 2021	3-3	Management of material issues	312	
GRI 402: Worker-Company Relations 2016	402-1	Minimum notice periods for operational changes	312	

GRI Standard		Contents	Page	Requirements Omission
Occupational health and safety				
GRI 3: Material Issues 2021	3-3	Management of material issues	313 a 330	
GRI 403: Occupational Health and Safety 2018	403-1	Occupational health and safety management system	313	
	403-2	Hazard identification, risk assessment, and incident investigation	314-315	
	403-3	Occupational health services	316	
	403-4	Worker participation, consultation, and communication on occupational health and safety	317-318	
	403-5	Training of workers on occupational health and safety	319-320	
	403-6	Promoting workers' health	321-322	
	403-7	Prevention and mitigation of impacts on the health and safety of workers directly linked through business relationships	323	
	403-8	Occupational health and safety management system coverage	324-325	
	403-9	Work-related Injuries	326-327-328	
	403-10	Work-related ill health	329-330	
Training and education				
GRI 3: Material Issues 2021	3-3	Management of material issues	207-335 a 338	
GRI 404: Training and Education 2016	404-1	Average hours of training per year per employee	335	
	404-2	Employee skills development programs and transition assistance programs	336-337	
	404-3	Percentage of employees who receive regular performance and professional development reviews	338	
Diversity and Equal Opportunity				
GRI 3: Material Issues 2021	3-3	Management of material issues	213-214-254-255-339-340-341-342	
GRI 405: Diversity and Equal Opportunity 2016	405-1	Diversity in governing bodies and employees	254-255-339-340-341	
	405-2	Ratio between the basic salary and the remuneration of women and men	342	

GRI Standard		Contents	Page	Requirements Omission
Non-discrimination				
GRI 3: Material Issues 2021	3-3	Management of material issues	97-101	
GRI 406: Non-Discrimination 2016	406-1	Discrimination and corrective action cases	97-101	
Freedom of Association and Collective Bargaining				
GRI 3: Material Issues 2021	3-3	Management of material issues	97-101	
GRI 407: Freedom of Association and Collective Bargaining 2016	407-1	Operations and suppliers whose right to freedom of association and negotiation could be at risk	97-101	
Child Labour				
GRI 3: Material Issues 2021	3-3	Management of material issues	97-101	
GRI 408: Child Labor 2016	408-1	Operations and suppliers at significant risk of child labor cases	97-101	
Forced or compulsory labour				
GRI 3: Material Issues 2021	3-3	Management of material issues	97-101	
GRI 409: Forced or Compulsory Labor 2016	409-1	Operations and suppliers with significant risk of forced or compulsory labor	97-101	
Security Practices				
GRI 3: Material Issues 2021	3-3	Management of material issues	97	
GRI 410: Security Practices 2016	410-1	Security personnel trained in human rights policies or procedures	97	
Rights of Indigenous Peoples				
GRI 3: Material Issues 2021	3-3	Management of material issues	97-101	
GRI 411: Rights of Indigenous Peoples 2016	411-1	Cases of violations of the rights of indigenous peoples	97-101	

GRI Standard		Contents	Page	Requirements Omission
Supplier Social Evaluation				
GRI 3: Material Issues 2021	3-3	Management of material issues	101	
GRI 414: Supplier Social Evaluation 2016	414-1	New suppliers that have passed selection filters according to social criteria	101	
	414-2	Negative social impacts on the supply chain and measures taken	101	
Public Policy				
GRI 3: Material Issues 2021	3-3	Management of material issues	31	
GRI 415: Public Policy 2016	415-1	Political contributions	31	
Material Issues Without Associated Standard				
GRI 3: Material Issues 2021	3-3	Management of material issues	187-201	
No associated standard		Financial inclusion and wellbeing Contribution to economic and social development Financial education Talent attraction Talent loyalty and well-being Talent training and development Fair labor practices Diversity, equity, and inclusion (DEI)	187 201	

Index sustainability accounting standards board (SASB)

Commercial Banking - Sustainability disclosure topics and metrics

Topic		Accounting Parameter	Section of this Report	Page
Data Security	FN-CB-230a.1	(1) Number of data breaches, (2) percentage involving personally identifiable information (PII), (3) number of affected account holders	Cybersecurity and Data Protection	149
	FN-CB-230a.2	Description of the approach to identifying and addressing data security risks	Cybersecurity and Data Protection	137
Financial Inclusion and Capacity Building	FN-CB-240a.1	(1) number and (2) amount of outstanding loans qualified for programs designed to promote small businesses and community development	Strengthening SMEs BAC has a portfolio focused on providing positive value to medium, small and micro enterprises: Portfolio / Assets as of December 2025 (in US dollars) / Number of Trades Microenterprise / US$732 million / 36,000 Small Business / US$720 million / 13,000 Medium Business / US$1,044 million / 11,000	107
	FN-CB-240a.2	(1) Number and (2) amount of qualified past-due and nonperforming loans for programs designed to promote small businesses and community development	Of the total SME portfolio, the percentage of non-performing loans with more than 30 days past due at the end of December 2025 is detailed below: Portfolio / % NPL on net portfolio Microenterprise 2.6% Small Business 2.7% Medium Business 1.9%	
	FN-CB-240a.3	Number of retail non-cost checking accounts provided to previously unbanked or underbanked customers	BAC is working on the development of a data structure that allows information associated with that requested in this indicator to be displayed.	
	FN-CB-240a.4	Number of participants in financial education initiatives for unbanked, underbanked, or underserved customers	Strengthening SMEs Digital Financial Education and Inclusion For People	107-187

Topic		Accounting Parameter	Section of this Report	Page
Incorporation of Environmental, Social and Governance Factors into Credit Analysis	FN-CB-410a.2	Description of the approach for incorporating environmental, social and governance (ESG) factors into credit analysis	Environmental and social risk Climate Strategy. Macroeconomic exercises and stress tests . Quarterly exercises that consider traditional macroeconomic factors, reviewed by external specialists, as part of the risk management process are maintained.	56- 158
Emisiones financiadas	FN-CB-410b.1	Gross Financed Emissions, Disaggregated by (1) Scope 1, (2) Scope 2 and (3) Scope 3	Climate Strategy	158
	FN-CB-410b.2	Gross Exposure for Each Industry by Asset Class		
	FN-CB-410b.3	Percentage of gross exposure included in the calculation of financed emissions		
	FN-CB-410b.4	Description of the methodology used to calculate financed emissions		

Topic		Accounting Parameter	Section of this Report	Page
Business Ethics	FN-CB-510a.1	Total amount of monetary losses resulting from court proceedings related to fraud, insider trading, antitrust, unfair competition, market manipulation, malpractice, or other related financial industry laws or regulations	Within the scope of the Business Ethics topic, BAC reports that during 2025 there were no judicial proceedings resulting in monetary losses related to fraud committed by Directors or Senior Executives, insider trading by Directors or Senior Executives, antitrust matters, unfair competition, market manipulation, corporate malpractice, or violations of other laws and regulations applicable to the financial industry.	
	FN-CB-510a.2	Description of whistleblowing policies and procedures	Ethics Line	33
Systemic Risk	FN-CB-550a.1	Global Systemically Important Bank (G-SIB) Assessment Score, by Category	Global Systemically Important Banks (GSIBs)	44
	FN-CB-550a.2	Description of the approach for incorporating the results of capital adequacy planning, mandatory and voluntary stress tests, long-term corporate strategy, and other business activities	BAC has a methodology that allows stress testing exercises to be carried out every six months. In 2025, the creation of a new model and the updating of the sources used began, with the aim of improving the accuracy in the estimation of climate impacts on the corporate loan portfolio.	

Métricas de actividad

	Activity Metrics	Result			
FN-CB-000.A	(1) Number and (2) value of checking and savings accounts by segment: (a) personal and (b) small business	Portfolio	People	SMEs	
		Checking account balance	US$229 million	US$16 million	
		Number of current accounts	58,600	6,600	
		Savings account balance	US$726 million	US$27 million	
		Number of savings accounts	1,501,510	32,000	
		Data as of October 2025.			
FN-CB-000.B	(1) Number and (2) value of loans by segment: (a) personal, (b) small business, and (c) corporate	Portfolio	People	SMEs	Corporate
		Loan balance	US$8,500 million	US$2,495 million	US$10,810 million
		Number of loans	519,700	60,900	20,800

IFRS S1, S2 and TCFD indexes

IFRS S1 - General Requirements for Sustainability-Related Financial Disclosure

Thematic area		Subarea	Section of this report	Page
Governance	IFRS S1.26	Describe the governance processes and controls used to monitor and manage sustainability-related risks and opportunities	Corporate Governance, Comprehensive Risk Management, Governance of Environmental, Social and Climate Affairs	21-38-81
	IFRS S1.27	Describe the responsibilities of the governance body and management in overseeing, managing and monitoring sustainability-related risks and opportunities		
Strategy	IFRS S1.28	Describe the entity's strategy for managing sustainability-related risks and opportunities.	Strategy and Business Model, Double Materiality, Comprehensive Risk Management, Corporate Governance	78-88-38-21
	IFRS S1.29	Explain sustainability-related risks and opportunities and their effects on the entity's business model, strategy, financial position, financial performance, cash flows, and resilience.		
	IFRS S1.30	Describe sustainability-related risks and opportunities, their time horizons, and how the entity defines and uses those time horizons in its strategic planning.	In progress. Further disclosures will be provided in the next reporting cycle	
	IFRS S1.31	Explain the factors used to determine short-, medium-, and long-term time horizons, considering the characteristics of the industry and the entity's strategic planning.	Additional Guidance: No Disclosure Required	
	IFRS S1.32	Describe the current and anticipated effects of sustainability-related risks and opportunities on the entity's business model and value chain, including where those effects are concentrated.	Strategy and Business Model, Double Materiality, Sustainable Supply Chain Management	78-88-101
	IFRS S1.33	Explain how the entity responds and plans to respond to sustainability-related risks and opportunities, the progress of those plans, and the trade-offs considered in decision-making.	Strategy and Business Model, Double Materiality	78-88
	IFRS S1.34	Describe the current and anticipated financial effects of sustainability-related risks and opportunities on the entity's financial position, financial performance, and cash flows.	In progress. Further disclosures will be provided in the next reporting cycle	
	IFRS S1.35	Detail how sustainability-related risks and opportunities affect and are expected to affect the entity's financial position, financial performance, and cash flows, including significant impacts, risks, and investment and financing plans.	In progress. Further disclosures will be provided in the next reporting cycle	
Strategy	IFRS S1.36	Allow disclosure of a single amount or a range when presenting quantitative information.	Additional Guidance: No Disclosure Required	
	IFRS S1.37	Use reasonable information, and an approach commensurate with the entity's skills, capabilities, and resources, when preparing information about the expected financial effects of sustainability-related risks and opportunities.	Additional Guidance: No Disclosure Required	
	IFRS S1.38	Permit the omission of quantitative information when financial effects cannot be separately identified or when measurement uncertainty is so high that the information would not be useful.	Additional Guidance: No Disclosure Required	
	IFRS S1.39	Permit the omission of quantitative information when the entity does not have the necessary skills, capabilities, or resources to prepare it.	Additional Guidance: No Disclosure Required	
	IFRS S1.40	Explain why quantitative information has not been provided and disclose qualitative information and, where useful, quantitative information about the financial effects of sustainability-related risks and opportunities.	In progress. Further disclosures will be provided in the next reporting cycle	
	IFRS S1.41	Assess and disclose the resilience of the strategy and business model to sustainability risks, indicating the approach, time horizon and, where appropriate, quantitative data	In progress. Further disclosures will be provided in the next reporting cycle	
	IFRS S1.42	Disclose resilience to specific sustainability risks as required by other IFRS Standards, including the use of scenario analysis where appropriate	Additional Guidance: No Disclosure Required	
Risk Management	IFRS S1.43	Describe how the entity identifies, assesses, prioritises and monitors sustainability-related risks and opportunities, and how these processes are integrated into its overall risk management	Comprehensive Risk Management	38
	IFRS S1.44	Describe the processes and policies for identifying, assessing, prioritizing, and monitoring sustainability-related risks and opportunities, and how they are integrated into overall risk management		

Thematic area		Subarea	Section of this report	Page
Metrics and Objectives	IFRS S1.45	Describe the entity's performance in relation to its sustainability-related risks and opportunities, including progress towards its established or required objectives	Strategy and Business Model, Double Materiality, Sustainable Finance, Ethical Conduct, Climate and Nature, Communities, and Wellbeing	78-88-141-148-151-187-201
	IFRS S1.46	Disclose the metrics required and those that the entity uses to measure, monitor and assess its sustainability-related risks and opportunities, including progress towards its objectives		
	IFRS S1.47	Identify applicable metrics using the judgment described in paragraphs 57 and 58 where there is no IFRS standard specific to that risk or opportunity	Additional Guidance: No Disclosure Required	
	IFRS S1.48	Include sector-specific metrics associated with the entity's business model, activities, or industry characteristics	Additional Guidance: No Disclosure Required	
	IFRS S1.49	Identify the source and metric when they come from a framework other than IFRS Sustainability Standards	Additional Guidance: No Disclosure Required	
	IFRS S1.50	Explain how any internally developed metrics are defined, calculated, validated, and maintained, including their origin, type, method, data, and assumptions	Strategy and Business Model, Double Materiality, Sustainable Finance, Ethical Conduct, Climate and Nature, Communities, Wellbeing	78-88-141-148-151-187-201
	IFRS S1.51	Disclose each sustainability target along with its metric, period, measurement base, milestones, results, trends, and revisions made		
	IFRS S1.52	Maintain consistent metric definitions and calculations over time and apply the requirements of paragraph B52 when replacing or redefining		
	IFRS S1.53	Label metrics and objectives with clear, accurate, and meaningful names and descriptions		

IFRS S2 - Climate-related disclosures and Task Force on Climate-related Financial Disclosures (TCFD)

Thematic Area S2 and TCFD		Subarea	Section of this Report	Page
Governance	IFRS S2.5	Describe the governance processes, controls and procedures used to monitor and manage climate-related risks and opportunities	Climate Governance, Governance of Environmental, Social and Climate Affairs, Comprehensive Risk Management	159-81-38
	IFRS S2.6	Identify and describe governance and management responsibilities, processes, and roles in overseeing climate-related risks and opportunities		
	IFRS S2.7	Avoid duplication of information by disclosing integrated governance when sustainability-related risks and opportunities are managed jointly	Additional Guidance: No Disclosure Required	
Strategy	IFRS S2.8	Explain the entity's strategy for managing climate-related risks and opportunities	Climate strategy	158
	IFRS S2.9	Disclose climate-related risks and opportunities and explain their current and anticipated effects on the entity's business model, strategy, financial position, financial performance, cash flows, and resilience		
	IFRS S2.10	Identify and describe climate-related risks and opportunities, including whether they are physical risks or transition risks, their time horizons, and how the entity defines and uses those time horizons in its strategic planning		
	IFRS S2.11	Use all reasonable and supportable information that is available without undue cost or effort to identify climate-related risks and opportunities	Additional Guidance: No Disclosure Required	
	IFRS S2.12	Consider the sector-based guidance in the IFRS S2 Implementation Guidance when identifying climate-related risks and opportunities	Additional Guidance: No Disclosure Required	
	IFRS S2.13	Describe the current and anticipated effects of climate-related risks and opportunities on the entity's business model and value chain, including where those effects are concentrated	Climate Strategy	158
	IFRS S2.14	Explain how the entity's strategy responds to climate-related risks and opportunities, including mitigation and adaptation efforts, transition plans, and the resources allocated to support those actions		

Área temática S2 y TCFD		Subárea	Sección de este informe	Pág.
	IFRS S2.15	Describe the current and anticipated financial effects of climate-related risks and opportunities on the entity's financial position, financial performance, and cash flows	In progress. Further disclosures will be provided in the next reporting cycle	
	IFRS S2.16	Detail how climate-related risks and opportunities affect and are expected to affect the entity's financial position, financial performance, and cash flows, including significant impacts, risks, investment plans, and anticipated changes		
	IFRS S2.17	Allow the entity to use a single value or range when presenting quantitative information	Additional Guidance: No Disclosure Required	
	IFRS S2.18	Use reasonable information, and an approach commensurate with the entity's skills, capabilities, and resources, when preparing information about the expected financial effects of climate-related risks and opportunities	Additional Guidance: No Disclosure Required	
	IFRS S2.19	Permit the omission of quantitative information when the financial effects of climate-related risks and opportunities cannot be separately identified or when measurement uncertainty is so high that the information would not be useful.	Additional Guidance: No Disclosure Required	
	IFRS S2.20	Permit the omission of quantitative information when the entity does not have the necessary skills, capabilities, or resources to prepare it	Additional Guidance: No Disclosure Required	
	IFRS S2.21	Explain why quantitative information has not been provided and disclose qualitative information and, where useful, quantitative information about the financial effects of climate-related risks and opportunities	In progress. Further disclosures will be provided in the next reporting cycle	
	IFRS S2.22	Assess and disclose the climate resilience of the entity's strategy and business model through scenario analysis, including the implications of the analysis, key uncertainties, the entity's capacity to adapt, and the assumptions and parameters used	Climate Strategy	158
	IFRS S2.23	Consider the IFRS S2 cross-industry and industry-based metrics when preparing the required disclosures on climate strategy, impacts, and resilience	Additional Guidance: No Disclosure Required	

Área temática S2 y TCFD		Subárea	Sección de este informe	Pág.
Risk Management	IFRS S2.24	Describe how the entity identifies, assesses, prioritizes, and monitors climate-related risks and opportunities within its overall risk management framework	Comprehensive Risk Management	38-161
	IFRS S2.25	Describe the processes and policies used to identify, assess, prioritize, and monitor climate-related risks and opportunities, and explain how they are integrated into the entity's overall risk management framework		
	IFRS S2.26	Avoid duplication of information by providing an integrated description of risk management when climate-related risks and opportunities are managed jointly with other sustainability-related risks and opportunities	Additional Guidance: No Disclosure Required	
Metrics and Objectives	IFRS S2.27	Describe the entity's climate-related metrics and targets, including its performance and progress toward achieving those targets	Corporate Environmental Footprint Management System, Climate Strategy	151-158
	IFRS S2.28	Disclose cross-sector and sector-specific metrics, as well as the entity's climate-related targets and the metrics used to measure progress toward achieving those targets		
	IFRS S2.29	Disclose key cross-sector metrics, including greenhouse gas (GHG) emissions, climate-related risks and opportunities, capital deployment, internal carbon pricing, and remuneration linked to climate-related considerations		
	IFRS S2.30	Use all reasonable and supportable information that is available without undue cost or effort when preparing climate-related metrics.	Additional Guidance: No Disclosure Required	
	IFRS S2.31	Refer to paragraphs B64–B65 when preparing the climate-related metrics disclosures required by paragraph 29(b)–(g)	Additional Guidance: No Disclosure Required	
	IFRS S2.32	Disclose relevant industry-based metrics identified in the IFRS S2 Implementation Guidance for the entity's industry sector	Comprehensive Risk Management	38
Metrics and Objectives	IFRS S2.33	Disclose the entity's climate-related targets and describe the metrics used to measure progress, their scope, applicable time horizons, milestones, target type, and alignment with international agreements	Corporate Environmental Footprint Management System, Climate Strategy	151-158
	IFRS S2.34	Describe how climate-related targets are established, reviewed, and monitored, including any external validation, review processes, metrics used to measure progress, and changes made to those targets		
	IFRS S2.35	Report the results achieved against each climate-related target and analyze trends and changes in performance over time		
	IFRS S2.36	Describe the characteristics of each GHG emissions target, including the greenhouse gases covered, the scopes included, the target type, the use of sector-specific approaches, and the intended role of carbon credits		
	IFRS S2.37	Consider cross-sector and sector-specific metrics when identifying and reporting the metrics used to establish climate-related targets and monitor progress toward achieving them	Additional Guidance: No Disclosure Required	

Principles of Responsible Banking (PRB) Index

(PRB por sus siglas en inglés)

Principle 1: Alignment	Sections of this Report	Page
BAC operates throughout Central America. The year 2025 was a period of growth and consolidation, reflecting our ability to generate value across the dimensions in which we have chosen to make a positive impact. BAC achieved strong profitability and consolidated its leadership position in Central America in terms of assets, loan portfolio, and deposits. Positive Value Creation in Three Dimensions BAC integrates environmental and social considerations into its corporate strategy. The alignment and complementarity of these initiatives with the business vision enable us to advance toward a socially responsible business model. The business model is structured around five strategic pillars that define BAC's priorities: 1. Sustainable Finance, 2. Ethical Conduct, 3. Climate and Nature, 4. Communities, 5. Wellbeing BAC has aligned its five strategic pillars and related initiatives with the United Nations Sustainable Development Goals (SDGs), which seek to end poverty, protect the planet, and promote peace and prosperity for all. BAC prioritizes its contribution to the SDGs based on the impact of the programs developed as part of its corporate strategy, contributing primarily to the following goals: 1. No Poverty, 4. Quality Education, 5. Gender Equality, 8. Decent Work and Economic Growth, 12. Responsible Consumption and Production, 13. Climate Action, 17. Partnerships for the Goals International Commitments on Environmental, Social, and Climate Issues BAC maintains its commitment to the leading international initiatives related to environmental, social, and climate issues, including the United Nations Global Compact, NZBA, PCAF, SBTi, FAW, and WEPs.	BAC in Figures 2025 Financial Performance Strategy and Business Model Double Materiality Alignment with the SDGs Memberships and Commitments	15 67 78 88 95 20

Principle 2: Impact and Goal Setting	Sections of this Report	Page
Impact Analysis Based on the analysis conducted using the UNEP FI Impact Analysis Tool for Banks, covering the six Central American countries in which BAC operates and considering both the Business Banking and Personal Banking portfolios, as well as the priority areas identified through the analysis and the internal process for updating the strategic pillars, the impact areas identified in the initial assessment continue to be prioritized. These areas are Climate Strategy and Financial Inclusion and Wellbeing. In 2025, two additional priority areas were incorporated: Nature and Biodiversity and Human Rights. Climate Strategy BAC has measured the financed emissions of its Corporate Banking portfolio and, within Personal Banking, the Vehicle and Mortgage portfolios. The measured portfolio represents 68% of the total credit portfolio, with the consumer portfolio remaining pending measurement, as no PCAF methodology is currently available for this segment. Science-based targets were established for the prioritized sectors of Energy, Cement, Commercial Real Estate, and Mortgages. In addition, an action plan was developed focusing primarily on climate finance solutions, customer engagement and training, climate risk stress testing, and capacity building for BAC employees involved in climate strategy-related processes. Financial Inclusion and Wellbeing BAC recognizes the significant contribution of women to the economic development of the region. Since 2009, the Bank has promoted initiatives aimed at the economic empowerment of women by strengthening their skills, leadership, and business management capabilities. The 2025 target for the placement of financial products designed for women was US$124 million. BAC achieved 100% compliance and exceeded this target, reaching a total placement of US$137 million. Nature and Biodiversity During 2025, BAC began analyzing its Corporate Banking portfolio to identify dependencies on ecosystem services and the pressures exerted on nature, using the ENCORE tool and following the LEAP approach developed by the TNFD. Human Rights BAC reaffirms its commitment to respecting and promoting human rights. During 2025, the Corporate Human Rights Policy was developed, and a process was undertaken to identify and prioritize potential human rights impacts across the Bank's operations and relationships with suppliers, contractors, business partners, and customers. Implementation of the policy also commenced, incorporating due diligence criteria, governance mechanisms, and institutional processes designed to promote the wellbeing, dignity, and security of individuals through the Bank's activities	Climate Strategy Gender-Inclusive Banking: BAC Women Nature and Biodiversity Commitment to Human Rights	158 195 183 97

Principle 3: Customers and Users	Sections of this Report	Page
BAC promotes the development of long-term, profitable relationships with its broad customer base through segmentation strategies designed to address the specific needs of each customer segment. BAC continues to advance its sustainable supply chain management efforts. During 2025, a review of the Bank's procurement processes was conducted, including an assessment of policies, manuals, procedures, and the roles and responsibilities of participants involved in these processes. As a result, a series of modifications were implemented to strengthen the incorporation of environmental and social criteria into procurement requirements and supplier evaluation processes, reinforcing BAC's commitment to acquiring goods and services from suppliers that promote responsible environmental and social practices. Simple, Digital, and Sustainable Financial Solutions Within Business Banking, 12% of the portfolio, equivalent to US$1,531 million, was allocated to projects generating environmental or social impact, including renewable energy, sustainable construction, sustainable agriculture, circular economy initiatives, and clean transportation, among others. In Personal Banking, BAC financed US$450 million, representing 5% of the portfolio, through affordable housing, clean transportation, programs designed to support women, and sustainable construction initiatives. BAC maintains its Sustainable Finance Taxonomy, aligned with local and regional taxonomies, enabling the standardization of criteria for classifying credit operations that meet the taxonomy's eligibility requirements. The taxonomy has also supported the development of financial solutions aimed at progressively transforming the loan portfolio and generating greater positive environmental and social impacts through the projects and programs financed by the Bank.	Business Banking Strengthening SMEs Personal Banking Private Banking BAC Sustainable Management of our Supply Chain Sustainable Finance Digital Banking	103 107 113 120 101 141 133

Principle 4: Stakeholders	Sections of this Report	Page
BAC's stakeholders are individuals, groups, and organizations that may be significantly affected by BAC's activities, products, and services, and/or whose actions may affect the organization's ability to successfully achieve its strategic objectives. To identify its key stakeholders, BAC conducts a value chain analysis using an internal methodology. The results are periodically reviewed to ensure their continued relevance and to assess the level of engagement of each stakeholder group in the organization's key value creation processes, considering their level of influence and relevance. Stakeholder Consultation During 2025, stakeholder engagement efforts focused on the priority groups identified through the stakeholder consultation conducted in 2024. Based on the analysis of identified reputational gaps, priority audiences were defined and a specific action plan was developed to address their main needs, concerns, and areas for improvement. This process strengthened active listening and enhanced BAC's understanding of stakeholder perceptions. Additionally, in 2025, a consultation was conducted with more than 600 internal leaders representing all organizational levels, different business areas, and the six countries in which BAC operates. The objective was to understand the prioritization of material topics from an internal stakeholder perspective, as 2025 marked the third anniversary of the launch of the Triple Value Strategy. The results obtained served as a key input for updating the Double Materiality assessment conducted in 2025. The Double Materiality section of this report presents the final findings and conclusions of this process.	Stakeholders Double Materiality	84 88

Principle 5: Governance and culture	Sections of this Report	Page
BAC has a robust corporate governance structure that safeguards the interests of the organization, its shareholders, customers, and other stakeholders. It comprises boards of directors, senior management, committees, and control bodies at both the corporate level and within each country in which the Bank operates. These bodies oversee management, monitor value creation, and promote the efficient use of resources. The corporate governance bodies are responsible for defining the organization's key policies and strategic direction. They also ensure that BAC operates with integrity and ethical conduct, in compliance with applicable laws and regulations, and with a focus on delivering high-quality financial solutions. Governance of Environmental and Social Affairs The governance of environmental and social matters is led by a high-level body, the Sustainability Forum, which oversees the identification and management of ESG risks and opportunities, stakeholder engagement, and the implementation of actions aligned with the Bank's sustainability strategy, policies, and regulations. In addition, the Sustainability Forum evaluates and approves participation in international indices, memberships, commitments, and certifications; monitors the Bank's contribution to the Sustainable Development Goals (SDGs); and advises the Board of Directors on emerging trends and leading sustainability practices. The Forum also coordinates with corporate governance committees, monitors sustainability performance, and ensures the effectiveness of the Bank's sustainability management framework. Climate Governance BAC integrates climate change management as a core pillar of its Triple Value Strategy through a governance structure that supports the implementation of internationally recognized frameworks, the management of climate-related risks and opportunities, the application of science-based methodologies, and compliance with applicable regulations. The Board of Directors approves and oversees the climate strategy. The Regional Sustainability Forum provides guidance and monitors progress, while the Comprehensive Risk Management Committee incorporates ESG and climate-related criteria into the Risk Appetite Framework (RAF) and Risk Appetite Statement (RAS) through indicators, limits, action plans, and maturity models. Regional Sustainability Management coordinates and oversees implementation together with key business and support areas and replicates this governance structure across the six countries where BAC operates, reinforcing the Bank's commitment to generating economic, social, and environmental value	Governance Structure Governance of environmental and social affairs Climate Governance	22 81 159

Principle 6: Transparency and Accountability	Sections of this Report	Page
Assurance In August 2024, in accordance with the implementation requirements of the Principles for Responsible Banking (PRB), BAC completed an external assurance process covering requirements 2.1, 2.2, 2.3, and 5.1, obtaining a satisfactory result. Methodologies and Reporting Standards BAC uses the following methodologies and standards to report progress on its environmental and social impact strategy: • Global Reporting Initiative (GRI) • Sustainability Accounting Standards Board (SASB) • IFRS S1 – General Requirements for Disclosure of Sustainability-related Financial Information • IFRS S2 – Climate-related Disclosures • Task Force on Climate-related Financial Disclosures (TCFD) In 2025, BAC completed the Corporate Sustainability Assessment (CSA) of the Dow Jones Sustainability Index for the third consecutive year, achieving a score of 64%, representing an improvement of 24 percentage points compared to its first assessment	Table of Contents	230

Global Compact Principles Index

Section	Commitment	Section of this Report	Page.
Governance	Policies and Responsibilities	Message from the President, Strategy and Business Model, Governance of Environmental and Social Affairs, Double Materiality, Commitment to Human Rights, Ethics and Transparency, Reporting Channels, Comprehensive Risk Management, Remuneration Annex, Corporate Governance Annex, Diversity and Equal Opportunity Annex, External Assurance Annex	6, 78, 81, 88, 97, 31, 33, 38, 260, 254, 339, 249
	Prevention		
	Concerns and Grievance Mechanisms		
	Lessons Learned		
	Executive Compensation		
	Composition of the Board		
	Data Verification		
Human Rights	Materiality	Double Materiality; Commitment to Human Rights; Comprehensive risk management; Gender-Inclusive Banking: BAC Women; Diversity and inclusion	88, 97, 38, 195, 213
	Commitment		
	Prevention		
	Reply		
Labor Standards	Commitment	Commitment to Human Rights; People in BAC Group; Diversity and inclusion; Collective Bargaining Annex	97, 201, 213, 262
	Prevention		
	Performance		
	Response and Reporting of Information		
Environment	Commitment	Climate and Nature; Annex IFRS S2 - Climate-related disclosures and TCFD index - Task Force on Climate-related Financial Disclosures	151, 240
	Prevention		
	Climate Action		
	Power/Resource Consumption		
	Technology		
	General Environment		
Fight against Corruption	Commitment	Ethics and Transparency; Anti-corruption policy	31, 32
	Prevention		
	Response and Reporting of Information		

Annexes



Entities included in sustainability reporting

Table 2.2a y 207.4 a,bi,bii

No.	Company name	Country	Activity
1	Administradora de Fondos de Pensiones y Cesantías, BAC Pensiones Honduras, S.A.	Honduras	Pension Fund Administration
2	Agencia de Viajes Intertur S.A.	Costa Rica	Travel Agency
3	Almacenes Generales de Depósitos BAC, S.A.	Nicaragua	General Bonded Warehouses
4	BAC Bahamas Bank, Ltd.	Bahamas	Off-shore Bank
5	BAC Credomatic Corredora de Seguros, S.A.	Costa Rica	Insurance Brokerage
6	BAC Headquarters, Inc.	Panamá	Services
7	BAC Holding International Corp.	Panamá / Colombia	Holding Company
8	BAC International Bank, Inc. (BIB)	Panamá	Bank and Holding
9	BAC International Corp. (BIC)	Panamá	Holding Company
10	BAC LATAM Honduras, S.A.	Honduras	Services
11	BAC LATAM SSC, S.A.	Costa Rica	Services
12	BAC San José Leasing, S.A.	Costa Rica	Financial Leasing
13	BAC San José Pensiones, S.A.	Costa Rica	Pension Fund Administration
14	BAC San José Puesto de Bolsa, S.A.	Costa Rica	Brokerage Firm
15	BAC San José Sociedad de Fondos de Inversión, S.A.	Costa Rica	Investment Fund Management
16	BAC Tech, Inc	Panamá	Non-financial / Holding and Development of Intangible Assets
17	BAC Valores Guatemala, S.A.	Guatemala	Brokerage Firm
18	BAC Valores Inc. (Panamá)	Panamá	Brokerage Firm
19	Banco BAC San José, S.A.	Costa Rica	Bank
20	Banco de América Central Honduras, S.A.	Honduras	Bank
21	Banco de América Central, S.A.	Guatemala	Bank
22	Banco de América Central, S.A. (EL Salvador)	El Salvador	Bank
23	Banco de América Central, S.A. (Nicaragua)	Nicaragua	Bank
24	Comunicaciones Inalámbricas de Centro América, S.A.	Nicaragua	Telematic Services
25	Corporación de Inversiones Credomatic, S.A.	Costa Rica	Holding Company
26	Corporación Tenedora BAC COM, S.A.	Panamá	Holding Company
27	Corporación Tenedora BAC Credomatic, S.A.	Costa Rica	Holding Company
28	Credit Systems, Inc.	Panamá	International Credit Card Payment Processing
29	Crédito, S.A.	Nicaragua	Credit Card
30	Credomatic de El Salvador, S.A. de C.V.	El Salvador	Credit Card

Entities included in sustainability reporting

Table 2.2a y 207.4 a,bi,bii

No.	Company name	Country	Activity
31	Credomatic de Guatemala, S.A.	Guatemala	Credit Card
32	Credomatic de Honduras, S.A.	Honduras	Credit Card
33	Credomatic of Florida, Inc.	Estados Unidos	Credit Card
34	Financiera de Capitales, S.A.	Guatemala	Trust Company
35	Inversiones Financieras Banco de América Central, S.A.	El Salvador	Holding Company
36	Move Tech International, Inc	Panamá	Non-financial / Holding and Development of Intangible Assets
37	Namutek Panamá, S.A.	Panamá	Telematic Services
38	Namutek, S.A.	Costa Rica	Telematic Services
39	Negocios y Transacciones Institucionales, S.A.	Guatemala	Operating Leasing
40	Red Land Bridge Reinsurance, Ltd.	Cayman Islands	Reinsurance Company
41	Rudas Hill 2, S.A	Panamá	Investment Company
42	Sistemas Internacionales, S.A. de C.V.	El Salvador	Holding Company and Credit Card Brand Franchise Rights (VISA)
43	3-101-934237, S.A.	Costa Rica	Digital Marketplace for the Sale of Used Vehicles

GRI 2.5 Disclosure	External verification
	Critical reading of the sustainability report in accordance with the GRI Standards 2021.

Activities, value chain, and other business relationships

BAC Holding International Corp. (BHI), a company incorporated in Panama and domiciled in Colombia, acts as the holding company of the shares of BAC Credomatic Inc. and BHI LATAM SSC S.A. Its activities consist of managing the portfolio of companies it controls or in which it maintains an ownership interest.

BAC Credomatic Inc., BHI's principal subsidiary, operates as an integrated financial institution throughout Central America, offering products and services to its customers through a centralized strategy led by a unified group of financial institutions that function as one entity under a homogeneous strategy. This is supported by a robust infrastructure and technological platform operated by local management teams in each country in the Central American region. A description of the principal activities, products, and services is presented in the sections BAC in Figures 2025 and Contribution to the Development of the Region.

BHI LATAM SSC S.A., a Panamanian company incorporated on August 26, 2022, and operating under Panama's SEM (Multinational Headquarters Regime), provides accounting services to BHI and its indirect subsidiaries.

BHI, formerly known as Leasing Bogotá S.A. Panamá, was renamed on September 15, 2021, through a comprehensive amendment to its Articles of Incorporation approved by the Board of Directors and registered on September 16, 2021, with the Public Registry of the Republic of Panama.

As part of its supply chain, BAC made payments to suppliers totaling US$1.156 billion by the end of 2025.. The organization maintains a registered supplier base of approximately 5,000 suppliers

The most representative supplier categories are as follows:
32% – Purchase of Services
22% – Leasing
8% – Marketing, Advertising, and Events
6% – Software Development and Licensing
3% – POS Devices

Within the remaining 30%, the most significant categories include:
Asset Purchases
Maintenance Services
Professional Services
Plastics
Computer Equipment
Rentals and Leases
Training Services

Table 2.7

Employee information by employment contract type and gender

		Guatemala			El Salvador			Honduras			Nicaragua			Costa Rica		
Employment type	**Gender**	**2023**	**2024**	**2025**	**2023**	**2024**	**2025**	**2023**	**2024**	**2025**	**2023**	**2024**	**2025**	**2023**	**2024**	**2025**
Permanent	Women	1830	1859	1821	1248	1264	1295	2108	2235	2223	1065	1111	1151	2885	2901	2796
	Men	1460	1473	1406	925	907	879	1448	1519	1457	983	992	974	2288	2299	2243
	Total	**3290**	**3332**	**3227**	**2173**	**2171**	**2174**	**3556**	**3754**	**3680**	**2048**	**2103**	**2125**	**5173**	**5200**	**5039**
Temporary	Women	-	0	1	-	3	-	-	2	3	1	0	-	14	2	1
	Men	-	0	1	-	1	-	-	11	2	-	0	1	9	0	1
	Total	**-**	**0**		**-**	**4**	**-**	**-**	**13**	**5**	**1**	**0**	**1**	**23**	**2**	**1**

		Panamá			BAC Latam			Total		
Employment type	**Gender**	**2023**	**2024**	**2025**	**2023**	**2024**	**2025**	**2023**	**2024**	**2025**
Permanent	Women	1469	1487	1411	623	716	840	11228	11573	11542
	Men	871	904	876	878	1002	1093	8853	9096	8934
	Total	**2336**	**2391**	**2287**	**1501**	**1718**	**1933**	**20081**	**20669**	**20476**
Temporary	Women	-	1	2	5	4	3	20	12	10
	Men	-	0	-	3	5	3	12	17	8
	Total	**-**	**1**	**2**	**8**	**9**	**6**	**32**	**29**	**18**

Observation 2024: This information does not include operations in Miami (28 employees) or Namutek (57 employees).
Observation 2025: This information does not include operations in Miami (28 employees) or Namutek (64 employees).
Source: SuccessFactors Organizational System.

Employee information by work schedule type and gender

		Guatemala			El Salvador			Honduras			Nicaragua			Costa Rica		
Work Schedule Type	**Gender**	**2023**	**2024**	**2025**	**2023**	**2024**	**2025**	**2023**	**2024**	**2025**	**2023**	**2024**	**2025**	**2023**	**2024**	**2025**
Completa	Women	1830	1859	1822	1248	1267	1295	2108	2237	2226	1066	1111	1151	2882	2892	2789
	Men	1460	1473	1407	925	908	879	1448	1530	1459	983	992	975	2295	2296	2242
	Total	**3290**	**3332**	**3229**	**2173**	**2175**	**2174**	**3556**	**3767**	**3685**	**2049**	**2103**	**2126**	**5177**	**5188**	**5031**
Parcial	Women	-	0		-	0		-	0		-	0		17	11	8
	Men	-	0		-	0		-	0		-	0		2	3	2
	Total	**-**	**0**		**-**	**0**		**-**	**0**		**-**	**0**		**19**	**14**	**10**

		Panamá			BAC Latam			Total		
Work Schedule Type	**Gender**	**2023**	**2024**	**2025**	**2023**	**2024**	**2025**	**2023**	**2024**	**2025**
Completa	Women	1469	1488	1413	628	720	843	11231	11569	11544
	Men	871	904	876	880	1004	1096	8862	9103	8940
	Total	**2340**	**2392**	**2289**	**1508**	**1715**	**1939**	**20093**	**20672**	**20484**
Parcial	Women	-	0		-	0		17	11	8
	Men	-	0		1	3		3	6	2
	Total	**-**	**0**		**1**	**3**		**20**	**17**	**10**

Observation 2024: This information does not include operations in Miami (28 employees) or Namutek (57 employees).
Observation 2025: This information does not include operations in Miami (28 employees) or Namutek (64 employees).
Source: SuccessFactors Organizational System.

Table 2.8

Information on workers who are not employed, broken down by gender

		Guatemala			El Salvador			Honduras			Nicaragua			Costa Rica		
Relation	**Gender**	**2023**	**2024**	**2025**	**2023**	**2024**	**2025**	**2023**	**2024**	**2025**	**2023**	**2024**	**2025**	**2023**	**2024**	**2025**
Outsourcing	Women	131	123	136	140	157	129	101	64	59	-	0	0	95	98	109
	Men	167	99	93	128	132	96	188	186	182	-	0	0	334	289	261
	Total	**298**	**222**	**229**	**268**	**289**	**225**	**289**	**250**	**241**	**-**	**0**	**0**	**429**	**387**	**370**

		Panamá			BAC Latam			Total		
Relation	**Gender**	**2023**	**2024**	**2025**	**2023**	**2024**	**2025**	**2023**	**2024**	**2025**
Outsourcing	Women	5	2	3	65	67	73	537	511	509
	Men	33	8	17	284	281	316	1134	995	965
	Total	**38**	**10**	**20**	**349**	**348**	**389**	**1671**	**1506**	**1474**

The main activities carried out in 2025 are:

Cleaning: outsourced cleaning, tidying and sanitation service for corporate offices.
Security: outsourced security and control service for corporate offices.
Technical: outsourced service in technological development, code development and other supplementary needs to the corresponding areas.
Projects: support service for special projects contracted with delivery dates and under a financial analysis of the project, normally through an advisory or partner company.

Table 2.9, 405.1a - Governance structure and composition

Board of Directors

		Guatemala	El Salvador	Honduras	Nicaragua	Costa Rica	Panamá	Bahamas	Panamá	Panamá / Colombia	Panamá
		Banco de América Central, S.A.	Banco de América Central, S.A. (El Salvador)	Banco de América Central Honduras, S.A.	Banco de América Central, S.A. (Nicaragua)	Banco BAC San José, S.A.	BAC International Bank, Inc. (BIB)	BAC Bahamas Bank, Ltd.	BAC International Corp. (BIC)	Colombia BAC Holding	BAC Headquarters, Inc.
Percentage of Board Directors by Gender	Women	33%	0%	83%	12,5%	0%	43%	20%	86%	80%	25%
	Men	67%	100%	17%	87,5%	100%	57%	80%	14%	20%	75%
Percentage of Board Directors by Age Group	Under 54 years old	22%	0%	33%	62,5%	29%	43%	60%	14%	40%	75%
	Between 55 and 59 years old	44%	40%	17%	25%	43%	29%	20%	29%	20%	0%
	Between 60 and 64 years old	0%	0%	0%	0%	0%	14%	0%	14%	0%	0%
	Between 65 and 69 years old	0%	20%	33%	0%	0%	0%	20%	0%	0%	0%
	Between 70 and 74 years old	33%	20%	17%	12,5%	29%	14%	0%	14%	0%	0%
	Between 75 and 79 yeras old	0%	20%	0%	0%	0%	0%	0%	14%	20%	0%
	Over 80 years old	0%	0%	0%	0%	0%	0%	0%	14%	20%	25%
Composition of Appointments to the Board of Directors	External Member to BAC	0%	0%	0%	0%	57%	0%	0%	43%	20%	0%
	Internal Director	44%	60%	50%	80%	29%	64%	80%	29%	40%	75%
	Independent Director	56%	40%	50%	20%	14%	36%	20%	29%	40%	25%

Government Committees

		Guatemala	El Salvador	Honduras	Nicaragua	Costa Rica	Panamá	Bahamas	Panamá	Panamá / Colombia	Panamá
		Banco de América Central, S.A.	Banco de América Central, S.A. (El Salvador)	Banco de América Central Honduras, S.A.	Banco de América Central, S.A. (Nicaragua)	Banco BAC San José, S.A.	BAC International Bank, Inc. (BIB)	BAC Bahamas Bank, Ltd.	BAC International Corp. (BIC)	Colombia BAC Holding	BAC Headquarters, Inc.
Percentage of Board Directors by Gender	Women	21%	12%	25%	4%	16%	31%	55%	18%	22%	0%
	Men	79%	88%	75%	96%	84%	69%	45%	82%	78%	100%
Percentage of Board Directors by Age Group	Under 54 years old	32%	33%	58%	41%	29%	59%	48%	21%	44%	33%
	Between 55 and 59 years old	26%	39%	6%	48%	37%	25%	32%	21%	11%	33%
	Between 60 and 64 years old	13%	6%	4%	0%	8%	9%	10%	11%	0%	0%
	Between 65 and 69 years old	2%	11%	23%	7%	16%	3%	6%	4%	0%	0%
	Between 70 and 74 years old	28%	8%	8%	4%	10%	0%	0%	14%	0%	0%
	Between 75 and 79 yeras old	0%	3%	0%	0%	0%	0%	0%	0%	22%	0%
	Over 80 years old	0%	0%	0%	0%	0%	3%	3%	29%	22%	33%
Composition of Appointments to the Committees	External Member to BAC	0%	25%	0%	19%	35%	13%	10%	12%	22%	0%
	Internal Director	26%	72%	65%	78%	57%	75%	71%	36%	33%	75%
	Independent Director	74%	3%	35%	4%	8%	13%	19%	52%	44%	25%

Positions, appointments and seniority.

Name	Position	Date of first appointment	Tenure
Rodolfo Tabash Espinach	President	Dec. 11, 2014	More than 10 years
Ana María Cuellar Jaramillo	Treasurer	Dec. 11, 2014	More than 10 years
Daniel Pérez Umaña	Secretary	Jan. 21, 2016	Less than 10 years
Álvaro Velásquez Cock	Director	Dec. 11, 2011	More than 10 years
Carlos Arcesio Paz	Director	Dec. 11, 2014	More than 10 years
Luis Carlos Sarmiento Gutierrez	Director	Mar. 15, 2014	Less than 10 years
Mauricio Cardenas Muller	Director	Mar. 15, 2014	Less than 10 years

2025 Board Members

Country	Company or committee name	Full name	Position
Panamá/Colombia	BAC Holding International Corp.	Rodolfo Tabash Espinach	President
Panamá/Colombia	BAC Holding International Corp.	Daniel Pérez Umaña	Secretary
Panamá/Colombia	BAC Holding International Corp.	Fabio Riaño Acero	Treasurer
Panamá/Colombia	BAC Holding International Corp.	Alfonso Rodriguez Azuero	Director
Panamá/Colombia	BAC Holding International Corp.	Laura Cristina Barrios Altafulla	Director
Panamá	BAC International Corp. (BIC)	Rodolfo Tabash Espinach	President
Panamá	BAC International Corp. (BIC)	Ana María Cuellar Jaramillo	Treasurer
Panamá	BAC International Corp. (BIC)	Daniel Pérez Umaña	Secretary
Panamá	BAC International Corp. (BIC)	Álvaro Velasquez Cock	Director
Panamá	BAC International Corp. (BIC)	Carlos Arcesio Paz	Director
Panamá	BAC International Corp. (BIC)	Luis Carlos Sarmiento Gutiérrez	Director
Panamá	BAC Headquarters, Inc.	Luis Carlos Sarmiento Angulo	President
Panamá	BAC Headquarters, Inc.	Daniel Pérez Umaña	Secretary
Panamá	BAC Headquarters, Inc.	Alejandro Guardia Lachner	Treasurer
Panamá	BAC Headquarters, Inc.	Jessica Mora Garro	Secretary
Panamá	BAC Headquarters, Inc.	Carlos Sevilla Ramírez	Alternate Director
Panamá	BAC Headquarters, Inc.	Alfonso Salvo Soto	Alternate Director
Panamá	BAC Headquarters, Inc.	Adrián Elizondo Álvarez	Alternate Director
Panamá	BAC Headquarters, Inc.	Daniel Bañados Maticorena	Alternate Director

Country	Company or committee name	Full name	Position
Panamá	BAC Headquarters, Inc.	Rodolfo Tabash Espinach	Alternate Director
Panamá	BAC International Corp. (BIC)	Mauricio Cárdenas Muller	Director
Panamá	BAC International Bank, Inc. (BIB)	Rodolfo Tabash Espinach	President
Panamá	BAC International Bank, Inc. (BIB)	Ana María Cuellar Jaramillo	VicePresident
Panamá	BAC International Bank, Inc. (BIB)	Daniel Pérez Umaña	Secretary
Panamá	BAC International Bank, Inc. (BIB)	Alejandro Guardia Lachner	Treasurer
Panamá	BAC International Bank, Inc. (BIB)	Ana Maria Moreno Rubio	Director
Panamá	BAC International Bank, Inc. (BIB)	Joseph Fidanque Tercero Maduro	Director
Panamá	BAC International Bank, Inc. (BIB)	Patricia Pascual Landa	Director
Costa Rica	Banco BAC San José, S.A.	Rodolfo Tabash Espinach	President
Costa Rica	Banco BAC San José, S.A.	Guillermo Alonso Guzmán	VicePresident
Costa Rica	Banco BAC San José, S.A.	Rolando Laclé Zuñiga	Secretary
Costa Rica	Banco BAC San José, S.A.	Oscar Rodriguez Ulloa	Treasurer
Costa Rica	Banco BAC San José, S.A.	Alberto Trejos Zuñiga	Director
Costa Rica	Banco BAC San José, S.A.	Phillippe Garnier Diez	Director
Costa Rica	Banco BAC San José, S.A.	Alejandro Guardia Lachner	Director
Costa Rica	Banco BAC San José, S.A.	Kenneth Rothe Paniagua	Statutory Auditor
Nicaragua	Banco de América Central, S.A. (Nicaragua)	Rodolfo Tabash Espinach	President
Nicaragua	Banco de América Central, S.A. (Nicaragua)	Ana María Cuellar Jaramillo	VicePresident

Country	Company or committee name	Full name	Position
Nicaragua	Banco de América Central, S.A. (Nicaragua)	Juan Carlos Sansón Caldera	Secretary
Nicaragua	Banco de América Central, S.A. (Nicaragua)	Juan Ignacio Baltodano Funes	ViceSecretary
Nicaragua	Banco de América Central, S.A. (Nicaragua)	Adrián Elizondo Álvarez	Director
Nicaragua	Banco de América Central, S.A. (Nicaragua)	Rodrigo Mantica Urcuyo	Director
Nicaragua	Banco de América Central, S.A. (Nicaragua)	Daniel Pérez Umaña	Director
Nicaragua	Banco de América Central, S.A. (Nicaragua)	Mario Jose Gónzales Lacayo	Alternate Director
Nicaragua	Banco de América Central, S.A. (Nicaragua)	Kenneth Rothe Paniagua	Supervisor
Honduras	Banco de América Central Honduras, S.A.	Rodolfo Tabash Espinach	President
Honduras	Banco de América Central Honduras, S.A.	Ana María Cuellar Jaramillo	VicePresident
Honduras	Banco de América Central Honduras, S.A.	Dennis Matamoros Batson	Board Member
Honduras	Banco de América Central Honduras, S.A.	Daniel Pérez Umaña	Board Member
Honduras	Banco de América Central Honduras, S.A.	Rene Simón Machado	Board Member
Honduras	Banco de América Central Honduras, S.A.	Alejandro Guardia Lachner	Board Member
Honduras	Banco de América Central Honduras, S.A.	Kenneth Rothe Paniagua	Corproate Auditor
El Salvador	Banco de América Central, S.A. (El Salvador)	Fernando González Paz	President
El Salvador	Banco de América Central, S.A. (El Salvador)	Rodolfo Tabash Espinach	VicePresident
El Salvador	Banco de América Central, S.A. (El Salvador)	Ricardo Damian Hill Arguello	Secretary
El Salvador	Banco de América Central, S.A. (El Salvador)	Roberto Soler Guirola	Director
El Salvador	Banco de América Central, S.A. (El Salvador)	Herberth Blandón Tevez	Director

Country	Company or committee name	Full name	Position
El Salvador	Banco de América Central, S.A. (El Salvador)	Ana María Cuellar Jaramillo	Director
El Salvador	Banco de América Central, S.A. (El Salvador)	Daniel Pérez Umaña	Alternate Director
El Salvador	Banco de América Central, S.A. (El Salvador)	Jessica Mora Garro	Alternate Director
El Salvador	Banco de América Central, S.A. (El Salvador)	Alejandro Guardia Lachner	Alternate Director
El Salvador	Banco de América Central, S.A. (El Salvador)	Alfonso Salvo Soto	Alternate Director
Guatemala	Banco de América Central, S.A.	Luis Fernando Samayoa Delgado	President
Guatemala	Banco de América Central, S.A.	Rodolfo Tabash Espinach	VicePresident
Guatemala	Banco de América Central, S.A.	Ana Gisela Castillo Aparicio de Schneider	Secretary
Guatemala	Banco de América Central, S.A.	José Alejandro Arévalo Alburez	SubSecretary
Guatemala	Banco de América Central, S.A.	Ana María Cuellar Jaramillo	Board Member
Guatemala	Banco de América Central, S.A.	Daniel Pérez Umaña	Board Member
Guatemala	Banco de América Central, S.A.	Ana Luisa Martínez Mont Molina	Board Member
Guatemala	Banco de América Central, S.A.	Alejandro Guardia Lachner	Board Member
Guatemala	Banco de América Central, S.A.	Juan Salazar Hegel	Board Member
Bahamas	BAC Bahamas Bank, Ltd.	Ramon Chiari Brin	President
Bahamas	BAC Bahamas Bank, Ltd.	Alfonso Salvo Soto	VicePresident
Bahamas	BAC Bahamas Bank, Ltd.	Daniel Pérez Umaña	Secretary
Bahamas	BAC Bahamas Bank, Ltd.	Jesus Manuel Quiros Irigaray	Treasurer
Bahamas	BAC Bahamas Bank, Ltd.	Antoinette Russell	Director

Miembros de Comités de Gobierno Corporativo 2025

Committee	Full name	Position
COMITÉ DE AUDITORÍA BIC	Ana María Cuellar Jaramillo	President
COMITÉ DE AUDITORÍA BIC	Álvaro Velasquez Cock	Member
COMITÉ DE AUDITORÍA BIC	Daniel Pérez Umaña	Member
COMITÉ DE AUDITORÍA BIC	Alan Thompson Chacón	Member
COMITÉ DE AUDITORÍA BIC	Kenneth Rothe Paniagua	Permanent guest
COMITÉ DE GESTIÓN INTEGRAL DE RIESGOS BIC	Álvaro Velasquez Cock	President
COMITÉ DE GESTIÓN INTEGRAL DE RIESGOS BIC	Rodolfo Tabash Espinach	Member
COMITÉ DE GESTIÓN INTEGRAL DE RIESGOS BIC	Ana María Cuellar Jaramillo	Member
COMITÉ DE GESTIÓN INTEGRAL DE RIESGOS BIC	Ronulfo Jiméndez Rodríguez	Member
COMITÉ DE GESTIÓN INTEGRAL DE RIESGOS BIC	German Salazar Castro	Member
COMITÉ DE CUMPLIMIENTO BIC	Álvaro Velasquez Cock	President
COMITÉ DE CUMPLIMIENTO BIC	Ana María Cuellar Jaramillo	Member
COMITÉ DE CUMPLIMIENTO BIC	Rodolfo Tabash Espinach	Member
COMITÉ DE CUMPLIMIENTO BIC	Daniel Pérez Umaña	Member
COMITÉ DE CUMPLIMIENTO BIC	Jaime Moreno Rubio	Member
COMITÉ DE CUMPLIMIENTO BIC	German Salazar Castro	Member
COMITÉ DE COMPENSACIÓN Y NOMBRAMIENTOS BIC	Rodolfo Tabash Espinach	President
COMITÉ DE COMPENSACIÓN Y NOMBRAMIENTOS BIC	Jessica Mora Garro	Member
COMITÉ DE COMPENSACIÓN Y NOMBRAMIENTOS BIC	Luis Carlos Sarmiento Gutiérrez	Member

Committee	Full name	Position
COMITÉ DE ACTIVOS Y PASIVOS BIC	Rodolfo Tabash Espinach	President
COMITÉ DE ACTIVOS Y PASIVOS BIC	Alfonso Salvo Soto	Member
COMITÉ DE ACTIVOS Y PASIVOS BIC	Alejandro Guardia Lachner	Member
COMITÉ DE ACTIVOS Y PASIVOS BIC	Alberto Trejos Zuñiga	Member
COMITÉ DE ACTIVOS Y PASIVOS BIC	German Salazar Castro	Member
COMITÉ DE CRÉDITO BIC	Ana María Cuellar Jaramillo	President
COMITÉ DE CRÉDITO BIC	Álvaro Velasquez Cock	Member
COMITÉ DE CRÉDITO BIC	Rodolfo Tabash Espinach	Member
COMITÉ DE CRÉDITO BIC	Diego Rodríguez Piedrahita	Member
COMITÉ DE CRÉDITO BIC	Adrián Elizondo Álvarez	Veto right, but no voting right

GRI 2.19, GRI 2.20 Disclosure — Remuneration

Table 2.19

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This policy applies to all BAC operations in Guatemala, El Salvador, Honduras, Nicaragua, Costa Rica, Panama, and LATAM:

The policy has a corporate scope and applies, in accordance with the organizational structure, to the CEO, Executive Presidents, and their direct reports who hold leadership positions, also referred to as Levels 1, 2, and 3

Level 1: Refers to positions reporting directly to the CEO, such as Senior Corporate Vice Presidents and Country Executive Presidents. Any change or adjustment to salary, bonuses, benefits, or any other element affecting compensation and benefits must be approved by the Chairman of the Board of Directors.

Level 2: Includes positions that report directly to Level 1. AAny changes affecting compensation or benefits must be managed in accordance with an approval matrix based on the applicable percentage thresholds. Under this framework, the Country Executive President has a defined approval authority, followed by the Senior Vice President of Experience and Sustainability and the CEO

Level 3: Includes leadership positions with direct reports that report to Level 2. Any changes affecting their compensation and benefits package must be approved by the Country Executive President. However, if such changes exceed the maximum percentage established in the applicable policy, they must also be approved by the Senior Vice President of Experience and Sustainability
Under the policy, bonus payments are determined based on annual performance evaluation results.. The objectives established as part of this evaluation framework are aligned with the corporate strategy, which incorporates economic, environmental, and social value criteria

Table 2.20

Remuneration determination [rocess

These guidelines apply to all BAC operations in Guatemala, El Salvador, Honduras, Nicaragua, Costa Rica, Panama, and LATAM.:

The Remuneration Policy is established, reviewed, and jointly approved by the Talent & Culture area and Senior Management, and is subsequently approved by the Board of Directors

Guidelines for the Annual Salary Review Process Across the Organization.

Based on market and competitiveness studies conducted within the financial sector in each of the countries where BAC operates.

Committee comprised of members of Senior Management

Reviewed by the Board of Directors

Table 2.21

Annual total compensation ratio

REQUIREMENTS. The organization must:

1. Report the ratio of the annual total compensation of the highest-paid individual in the organization to the median annual total compensation of all employees, excluding the highest-paid individual.
2. Report the ratio of the percentage increase in the annual total compensation of the highest-paid individual in the organization to the median percentage increase in the annual total compensation of all employees, excluding the highest-paid individual.
3. Provide the contextual information necessary to understand the data and explain how it was collected.

Note: Due to confidentiality considerations, this information cannot be publicly disclosed. This restriction is maintained to protect sensitive information that could compromise the privacy, security, or legitimate interests of the parties involved.

GRI 2.28 Disclosure — Memberships in Associations

Table 2.28

Memberships in national and international associations and organizations

Guatemala	• American Chamber of Commerce in Guatemala (AmCham Guatemala) • American Chamber of Commerce-Guatemala, Amcham • Guatemalan Chamber of Commerce (CCG) • Italian Chamber of Commerce and Industry in Guatemala (CAMCIG) • Chamber of Finance • Guatemalan Chamber of Industry (CIG) • Guatemalan Center for Cleaner Production • Center for Corporate Social Responsibility Action (CentraRSE) • Recycling Association of Guatemala • Guatemala Green Building Council (GGBC) • Association for Electric Mobility in Guatemala (AMEGUA)
El Salvador	• Salvadoran Banking Association (ABANSA) • National Association of Private Enterprise (ANEP) • American Chamber of Commerce (AmCham El Salvador) • Business Foundation for Social Action (FUNDEMAS) • Cámara de Comercio e Industria de El Salvador, CAMARASAL
Honduras	• Honduran Association of Pension and Severance Fund Administrators (ASAFONDOH) • Honduran Banking Institutions Association (AHIBA) • Honduran-American Chamber of Commerce (AmCham Honduras) • Chamber of Commerce and Industries of Cortés (CCIC) • Chamber of Commerce and Industries of Tegucigalpa (CCIT) • Business Development Center of the Sula Valley (CDEVS) • National Center for Cleaner Production (CNP+LH) • National Council of Private Enterprise (COHEP) • CONFIANZA Reciprocal Guarantee Fund Management Company • Federation of Chambers of Commerce and Industry of Honduras (FEDECAMARA) Honduran Foundation for Corporate Social Responsibility (FUNDAHRSE) • HONDUFUTURO • Gender Parity Initiative • National Institute for Vocational Training (INFOP) • United Nations Global Compact • Ministry of Education • Zamorano University
Nicaragua	• Latin American Federation of Banks (FELABAN) • United Nations Global Compact
Costa Rica	• ADEN International Business School • Business Alliance for Development (AED) • Climate Action Alliance • Costa Rican Banking Association (ABC) • Costa Rica Association of Pension Fund Operators (ACOP) • Chamber of Banks and Financial Institutions (CBIF) • Costa Rican Chamber of Commerce (CCCR) • Costa Rican-American Chamber of Commerce (AmCham Costa Rica) • Costa Rican Chamber of Industries (CICR) • Latin American Center for Innovation and Entrepreneurship (CELIEM) • College of Economic Sciences (CCE) • Coopemente • • National Council for Persons with Disabilities (CONAPDIS) • National Council for Persons with Disabilities (CONAPDIS) • Foundation for Sustainability and Equity (ALIARSE) • Horizonte Positivo: Entity Responsible for the Multidimensional Business Poverty Index (IPMe) • National Learning Institute (INA) • INCAE Business School • National Institute for Women (INAMU) • Ministry of Public Education (MEP) • Ministry of Economy, Industry and Commerce (MEIC) • United Nations Global Compact • Pride Connection / San José Declaration • Responsible Business Conduct Protocol (SUGEF) • Green Banking Protocol, promoted by the Chamber of Banks • Development Banking System (SBD) • TALANA (DEHVI Foundation) • Costa Rican Union of Chambers and Associations of the Private Business Sector (UCCAEP)
Panamá	• Panamanian Banking Association • Panamanian Association of Corporate Social Responsibility (SUMARSE) • Panamanian Association of Real Estate Brokers and Developers • Panamanian Chamber of Commerce, Industries and Agriculture • American Chamber of Commerce and Industry of Panama (AmCham Panama) • Panamanian Chamber of Construction (CAPAC) • United Nations Global Compact • Gender Parity Initiative of the Ministry of Social Development • Ministry of Environment – Reduce Your Corporate Footprint Program
Latam	• Principles for Responsible Banking (PRB) • Net-Zero Banking Alliance (NZBA) • Partnership for Carbon Accounting Financials (PCAF) • Financial Alliance for Women (FAW) • Women's Empowerment Principles (WEPs)

GRI 2.30 Disclosure — Collective Bargaining

Table 2.30

Collective bargaining agreements

Applies to BAC operations in Costa Rica, Panama, and LATAM

Costa Rica: 60% of employees are members of the internal Solidarity Association.

Latin America: 63% of employees are members of the internal Solidarity Association.

In other countries, there is currently no Solidarity Association; however, participation is not prohibited.

GRI 202.1 Disclosure — Market presence

Table 202.1

Ratio of standard entry-level wage by gender compared to local minimum wage

Applies to all BAC operations in Guatemala, El Salvador, Honduras, Nicaragua, Costa Rica, Panama, and LATAM.

Currently, all salaries are above the statutory minimum wage, except for approximately 10% of employees in Nicaragua, whose compensation is based on the applicable minimum wage. No distinction is made based on gender; compensation is determined according to the characteristics and responsibilities of each position.

Wage ratios are not differentiated by gender. Compensation levels are established based on an analysis of each position, taking into account criteria such as competencies, skills, responsibilities, and job complexity.

Through market surveys and benchmarking studies, BAC assesses both external and internal pay equity and develops and implements initiatives aimed at reducing compensation gaps and enhancing competitiveness in the labor market.

Table 207.1, 207.2, 207.3, 207.4

Tax Governance, Control, and Risk Management Approach

207.1 Description of the Tax Approach

ii. Compliance Approach: BAC entities maintained 100% compliance with their tax obligations. All tax returns were filed accurately and on time, in accordance with the applicable tax regulations in each jurisdiction where the organization operates

This was verified through the monitoring of monthly compliance indicators designed to ensure the timely and accurate fulfillment of tax obligations. TThese controls are overseen by the Regional Finance Division in collaboration with the finance departments of BAC entities.

iv. Relationship Between the Tax Approach and the Organization's Business and Sustainable Development Strategies: Compliance with BAC Group's tax strategy and its contribution to the sustainable development of the societies in which it operates is evidenced by the effective payment of income tax for fiscal year 2024 by BAC entities, totaling US$219.3 million, at an effective tax rate of 24.74%.[1] This tax contribution was made in a proportional and fair manner and in accordance with the principles of legality and the principles of legality and applicable tax legislation

207. 2 Tax Governance, Control, and Risk Management

iv. BAC entities in each country where the organization operates maintain robust and effective tax governance, control, and risk management framework.

Additionally, all BAC entities are subject to review by external auditors, which helps ensure an effective framework for tax and regulatory compliance.

Finally, the Tax teams within the Regional Finance Division monitor management and tax compliance indicators to ensure the timely and accurate fulfillment of tax obligations, thereby complementing the internal controls implemented by the BAC entities in each country.

These processes are intended to strengthen stakeholder and market confidence in BAC's governance, transparency, and compliance practices.

[1] It is important to note that corporate income tax rates vary across the countries in the region. In some countries, the statutory corporate income tax rate is 30% (Costa Rica, El Salvador, Honduras, and Nicaragua), while in others it is 25% (Guatemala and Panama). As a result, these differences affect the Group's overall effective tax rate.

207.3 Stakeholder Engagement and Management of Tax-Related Concerns

ii. BAC's financial entities participate in industry-specific and cross-sector associations in the countries where they operate in order to contribute to the analysis of public policies that may affect the operations of BAC entities or their customers. Through this participation, BAC seeks to promote the adequate protection and representation of the interests of both the financial sector and its customers.

207.4 Presentación de informes por país

Revenue from Sales to Third Parties: US$1,969,376,612

v. Revenue from Intra-Group Transactions with Other Tax Jurisdictions: US$
vi. Profit or Loss Before Tax: Earnings Before Interest and Taxes (EBIT) as of December 31, 2024, amounted to US$886,308,790.
vii. Tangible Assets Other than Cash and Cash Equivalents: US$587,664,305
viii. Corporate Income Tax Paid on a Cash Basis: Corporate income tax paid by BAC entities for the 2024 reporting period amounted to US$177,396,976. The income tax paid during 2024 corresponds to the outstanding income tax liability for fiscal year 2023, together with income tax prepayments and withholding taxes made during 2024.
ix.Accrued Corporate Income Tax on Profit or Loss: Deferred tax assets arising from tax loss carryforwards from prior years amounted to US$29,561,552. During 2025, US$2,210,930 of these deferred tax assets were recognized as tax expense.
x. Reasons for the Difference Between Accrued Corporate Income Tax and the Tax Calculated Using the Statutory Tax Rate: Tax rate variations are attributable to the following factors:
Within each country, BAC entities may be subject to different tax regimes depending on their level of income. In the countries where BAC operates, smaller entities may be subject to tax rates that are lower than the standard corporate income tax rate

Banking entities invest in government securities issued by the respective jurisdictions. These investments generate interest income that is generally exempt from taxation.

For consolidation purposes, as the operating holding company of BAC International Bank is located in Panama, paragraph 85 of IAS 12 permits the use of the tax rate applicable to the consolidating entity, which in this case is Panama's standard corporate income tax rate of 25%.
The application of this provision results in differences between the income tax expense reported at the consolidated level and that reported at the local entity level.

Environmental performance

Standards and methodologies used

The measurement of environmental footprints is carried out primarily in accordance with internationally recognized standards and methodologies, which are presented below:

Carbon Footprint:
GHG Protocol
ISO 14064-1:2019
INTE B5:2021 (Applicable only in Costa Rica)
INTE B33:2022 (Applicable only in Costa Rica)
Carbon Neutrality (Applicable only in Costa Rica)

Water Footprint::
ISO 14046:2016

Waste and Residue Footprint:
Carbon trust methodology aimed at achieving zero waste sent to landfill.

Measurement Scope

The measurement covers all BAC operations in Guatemala, El Salvador, Honduras, Nicaragua, Costa Rica, and Panama. BAC LATAM has also been included within the scope of environmental management, although it is not part of BAC's financial services operations.

Within these operations, BAC prioritized facilities over which it has operational and financial control, including branches and/or agencies, administrative and operational buildings, parking facilities, warehouses, data centers, and electricity consumption associated with ATMs and POS terminals.
The following facilities were primarily excluded from the measurement scope: corporate cash collection points, ATMs, medical offices, RapiBAC locations, and digital branches.

	Carbon footprint			Water footprint			Waste and residue footprint		
	2023	**2024**	**2025**	**2023**	**2024**	**2025**	**2023**	**2024**	**2025**
Number of Facilities	441	436	470	400	436	470	400	436	470
%	72%	100%	100%	65%	100%	100%	65%	100%	100%

***Reported data for Costa Rica in 2025 do not include indirect GHG emissions associated with the use of the organization's products (POS terminals or payment devices) or the use of materials, which are included in the measurements for the rest of the region. This is because, under CRI's system, these sources are classified as non-significant indirect emissions following the scope assessment conducted in accordance with ISO 14064-1.*

****All data presented are currently undergoing collection, review, and audit processes. The information reported for 2025 reflects results as of February 9, 2026. The reported figures may be subject to change in future reporting periods as data collection is completed and the results of internal and external audits become available.*

GRI 301.1 Disclosure **Materials**

Table 301.1

Total weight or volume of materials used to produce and package the organization's major products and services during the reporting period

	Guatemala			El Salvador			Honduras			Nicaragua			Costa Rica		
Materials (tons)	**2023**	**2024**	**2025**	**2023**	**2024**	**2025**	**2023**	**2024**	**2025**	**2023**	**2024**	**2025**	**2023**	**2024**	**2025**
1.Non-renewable materials used	4.42	2.39	130.36	14.69	19.84	20.87	47.34	37.19	28.49	27.32	27.98	29.15	27.14	18.02	8.80
Miscellaneous plastics	1.29	1.34	128.40	11.52	0	13.36	39.55	28.94	19.97	24.63	25.47	26.53	27.14	16.24	6.91
PVC Plastic	3.13	1.05	1.96	2.47	12.63	2.27	4.31	4.72	5.73	1.91	1.79	2.52		1.78	1.55
Miscellaneous fabrics	0	0	0.00	0	0	0.00	0	0	0.00	0	0	0.00	0	0	0.00
Inks and toner	0	0	0.00	0.69	7.2	5.25	3.47	3.54	2.80	0.78	0.73	0.10		0	0.34
2.Renewable materials used	111.13	138.17	28.76	139.65	91.8	141.60	180.64	187.18	148.99	80.32	71.77	74.49	301.2	378.53	251.84
Various cardboard	2.18	0	0.00		0	0.00		0	0.00	5.83	9.8	5.20	5.14	3.51	2.44
Miscellaneous Paper	108.95	138.17	27.51	139.65	91.8	141.60	180.6	187.14	148.92	74.49	61.92	69.29	296.06	375.02	249.40
Biodegradable Plastic (PLA)		0	1.25		0	0.00	0.04	0.04	0.07	0	0.04	0.01		0	0.00
Total	**115.56**	**140.56**	**159.12**	**154.34**	**111.64**	**162.47**	**227.97**	**224.37**	**177.48**	**107.63**	**99.75**	**103.64**	**328.34**	**396.55**	**260.64**

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	Panama			BAC Latam			Total		
Materials (tons)	**2023**	**2024**	**2025**	**2023**	**2024**	**2025**	**2023**	**2024**	**2025**
1.Non-renewable materials used	0.62	3.77	1.95	1.51	0.83	1.00	119.93	110.02	220.24
Miscellaneous plastics	0.06	2.2	0.34	1.51	0.83	1.00	102.61	75.02	196.50
PVC Plastic	0.56	1.41	1.53		0	0.00	12.38	23.38	15.17
Miscellaneous fabrics	0	0	0.00	0	0	0.00	0	0	0.00
Inks and toner		0.16	0.09		0	0.00	4.94	11.63	8.58
2.Renewable materials used	299.31	51.74	74.45	0.05	0.58	0.06	898.56	919.77	720.19
Various cardboard		0	0.00		0	0.00	13.15	13.31	7.64
Miscellaneous Paper	299.31	51.74	74.41	0.05	0.58	0.06	885.37	906.37	711.18
Biodegradable Plastic (PLA)		0	0.04		0	0.00	0.04	0.08	1.37
Total	**299.93**	**55.51**	**76.41**	**1.56**	**1.41**	**1.06**	**1,235.33**	**1,029.79**	**940.82**

Observation 2025: Information related to fabrics is not reported, as such materials are not used in BAC operations
Traceability: We maintain SAP records where we account for the quantities consumed of the materials and estimate through supplier weight information, the total mass quantity (kg) of the materials consumed by type. In the event that the supplier does not provide the necessary information, it assumes weighty values registered in suppliers of other BAC operations in Central America.

***The data reported for Costa Rica 2025 do not include indirect GHG emissions from the use of the organization's products (POS or POS terminals) and use of materials, which are included in the rest of the region. This is because, in the CRI system, they are classified as NOT significant indirect emissions according to the scope review under ISO 14064-1.*
****All data submitted is in the process of collection, review and audit. The information presented for the year 2025 corresponds to the results as of 02/09/2026. The information could vary in future review dates as the data is completed and according to the results of internal and external audits.*

GRI 302.1, GRI 302.2, GRI 302.3, GRI 302.4 Disclosure | Energy

Table 302.1

Total energy consumption within the organization

Energy consumption (mega joules)	Guatemala			El Salvador			Honduras			Nicaragua			Costa Rica		
	2023	2024	2025	2023	2024	2025	2023	2024	2025	2023	2024	2025	2023	2024	2025
Non-renewable sources															
Diesel	304.940,14	600.926,62	739.140,03	719.191,60	760.913,62	860.365,40	2.423.245,36	2.697.526,10	2.721.798,31	736.707,09	2.196.598,58	2.809.436,15	1.968.547,08	1.867.010,96	1.282.905,16
Gasoline	10.015.872,75	11.013.720,93	51.006,48	615.437,75	1.562.040,06	1.475.629,28	472.988,76	439.340,07	371.843,81	1.520.549,71	191.525,78	159.605,33	41.912,43	318.943,94	15.483,00
GLP	**0,00**	**0,00**	**0,00**	**0,00**	**0,00**	**0,00**	**0,00**	**0,00**	**0,00**	**0,00**	**0,00**	**0,00**	**162.296,82**	**179.661,96**	**125.187,83**
Total	**10.320.812,90**	**11.614.647,55**	**790.146,52**	**1.334.629,35**	**2.322.953,68**	**2.335.994,68**	**2.896.234,12**	**3.136.866,17**	**3.093.642,12**	**2.257.256,80**	**2.388.124,37**	**2.969.041,48**	**2.172.756,33**	**2.365.616,86**	**1.423.576,00**
Renewable sources															
Electricity consumption	22.976.498,77	25.010.213,68	23.105.646,86	29.044.873,86	23.378.848,06	26.725.087,34	35.403.787,02	34.278.921,58	32.874.500,24	15.731.962,76	15.944.543,30	16.808.688,47	42.329.228,08	40.995.995,54	32.194.063,75
Renewable	19.555.431,36	21.032.742,93	19.485.657,83	25.141.094,11	19.729.561,51	22.605.100,87	23.569.333,87	23.095.571,34	22.226.551,53	10.866.625,33	11.177.398,17	12.003.923,76	42.320.798,12	40.987.796,34	32.187.624,93
Non-renewable	3.421.067,40	3.977.470,75	3.619.989,04	3.903.779,74	3.649.286,55	4.119.986,48	11.834.453,16	11.183.350,24	10.647.948,72	4.865.337,43	4.767.145,14	4.804.764,71	8.429,96	8.199,20	6.438,81
Electricity consumption Self generation	**0,00**	**747.281,38**	**1.040.541,19**	**4.492.800,00**	**427.360,32**	**813.222,72**	**1.001.306,92**	**1.769.182,50**	**1.921.160,95**	**715.489,20**	**1.231.132,38**	**1.979.167,75**	**179.424,00**	**0,00**	**0,00**
Total	**22.976.498,77**	**25.757.495,06**	**24.146.188,06**	**33.537.673,86**	**23.806.208,38**	**27.538.310,06**	**36.405.093,94**	**36.048.104,08**	**34.795.661,19**	**16.447.451,96**	**17.175.675,69**	**18.787.856,22**	**42.508.652,08**	**40.995.995,54**	**32.194.063,75**
Total energy consumption within the organization	**33.297.311,67**	**37.372.142,61**	**24.936.334,57**	**34.872.303,21**	**26.129.162,06**	**29.874.304,75**	**39.301.328,06**	**39.184.970,25**	**37.889.303,31**	**18.704.708,76**	**19.563.800,05**	**21.756.897,70**	**44.681.408,41**	**43.361.612,41**	**33.617.639,74**

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Energy consumption (mega joules)	Panama			BAC Latam			Total		
	2023	**2024**	**2025**	**2023**	**2024**	**2025**	**2023**	**2024**	**2025**
Non-renewable sources									
Diesel	403.018,74	401.040,62	453.494,68	25.818,36	24.117,84	29.265,80	6.581.468,38	8.548.134,35	8.896.405,54
Gasoline	266.076,45	311.364,53	298.391,45	6.011.711,71	9.063.155,11	7.822.842,30	18.944.549,56	22.900.090,42	10.194.801,65
GLP	**0,00**	**0,00**	**0,00**	**0,00**	**0,00**	**0,00**	**162296,82425**	**179.661,96**	**125.187,83**
Total	**669.095,19**	**712.405,15**	**751.886,13**	**6.037.530,07**	**9.087.272,95**	**7.852.108,10**	**25.688.314,76**	**31.627.886,73**	**19.216.395,02**
Renewable sources									
Electricity consumption	20.658.753,19	19.476.787,89	18.153.085,69	2.636.294,40	2.855.293,20	2.925.266,40	168.781.398,07	161.940.603,25	152.786.338,76
Renewable	16.363.481,75	15.476.991,34	14.383.685,58	2.635.767,14	2.854.722,14	2.924.681,35	140.452.531,67	134.354.783,77	125.817.225,84
Non-renewable	4.295.271,44	3.999.796,55	3.769.400,11	527,26	571,06	585,05	28.328.866,40	27.585.819,49	26.969.112,91
Electricity consumption Self generation	**8.409,72**	**246.996,79**	**30.969,78**	**0,00**	**0,00**	**0,00**	**6.397.429,84**	**4.421.953,37**	**5.785.062,39**
Total	**20.667.162,91**	**19.723.784,68**	**18.184.055,47**	**2.636.294,40**	**2.855.293,20**	**2.925.266,40**	**175.178.827,91**	**166.362.556,62**	**158.571.401,15**
Total energy consumption within the organization	**21.336.258,10**	**20.436.189,83**	**18.935.941,60**	**8.673.824,47**	**11.942.566,15**	**10.777.374,50**	**200.867.142,67**	**197.990.443,35**	**177.787.796,17**

Observation 2025: There was no consumption of renewable heating, cooling, or steam.
The sale of electricity, heating, cooling, and steam is not applicable.
In all cases, energy consumption is calculated from the information collected in litres of fuel, diesel or petrol, using the calorific value of the fuel in MJ/litre. / Diesel PC: 35.26 MJ/Liter / Petrol PC: 32.78 MJ/Liter - Original Calorific Value Values taken from the IPCC, Volume 2, Chapter 1.
As part of the organization's energy consumption BAC records purchases of:: *Gasoline for vehicles *Gasoline and Diesel for electric generators *Electricity consumption by network / We keep monthly bills with the amount of fuel consumed. This information is added to intermediate records that indicate the quantity and price of fuel consumed per site and the date of consumption. The calorific values are taken from the IPCC in its latest version. / In the case of electricity consumption, we carry electricity consumption bills per location on a monthly basis.

Table 302.2

Energy consumption outside the organization

	Guatemala			El Salvador			Honduras			Nicaragua			Costa Rica		
Energy consumption (mega joules)	**2023**	**2024**	**2025**	**2023**	**2024**	**2025**	**2023**	**2024**	**2025**	**2023**	**2024**	**2025**	**2023**	**2024**	**2025**
Material transport	0,00	0,00	0,00	12.808,29	10.172,25	99.196,93	88.957,14	132.747,76	132.264,22	0,00	0,00	0,00	70.429,70	78.654,55	57.660,75
Product transport	1.606.688,30	1.115.909,84	1.013.985,75	1.241.572,41	844.808,53	887.264,50	3.427.567,14	3.643.845,79	3.506.208,17	0,00	0,00	0,00	729.374,97	602.195,37	366.084,33
Transport of Valuables	500.392,44	0,00	0,00	1.897.198,98	3.089.510,65	3.181.053,54	17.734.757,46	18.553.036,28	17.354.619,40	11.080.580,00	12.855.807,07	13.277.061,32	0,00	0,00	12.942.658,74
Waste transport	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	158.264,26	179.255,50	78.750,99
Business Travel	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00
Employee transfer	685.953,27	156.116,68	12.366.957,89	13.630.161,82	17.199.320,85	19.137.769,69	8.931.784,29	15.932.390,24	9.372.467,19	12.505.785,12	12.820.287,85	13.548.015,26	0,00	0,00	0,00
Using Leased Products	636.335,74	597.840,37	511.299,87	565.846,64	693.896,80	462.525,21	1.520.954,25	2.142.337,88	2.542.379,51	930.226,31	1.030.165,91	1.609.980,52	370,69	772,70	1.990,64
Contracted services	235.178,07	230.096,86	186.254,87	0,00	0,00	0,00	608.577,18	371.562,66	256.119,54	598.037,18	1.370.978,91	1.311.875,73	1.062.771,85	951.269,16	268.053,05
Total	**3.664.547,82**	**2.099.963,75**	**14.078.498,37**	**17.347.588,15**	**21.837.709,09**	**23.767.809,85**	**32.312.597,46**	**40.775.920,61**	**33.164.058,04**	**25.114.628,61**	**28.077.239,74**	**29.746.932,84**	**2.021.211,47**	**1.812.147,29**	**13.715.198,49**

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	Panama			BAC Latam			Total		
Consumo de energía (mega julios)	**2023**	**2024**	**2025**	**2023**	**2024**	**2025**	**2023**	**2024**	**2025**
Transporte de materiales	64.325,17	68.102,61	68.937,04	0,00	0,00	0,00	236.520,30	289.677,17	358.058,94
Transporte de productos	171.340,13	171.340,13	159.783,46	0,00	0,00	0,00	7.176.542,95	6.378.099,67	5.933.326,20
Transporte de valores	203.487,75	1.134.186,22	734.196,07	0,00	0,00	0,00	31.416.416,63	35.632.540,23	47.489.589,07
Transporte de residuos	0,00	0,00	0,00	0,00	0,00	0,00	158.264,26	179.255,50	78.750,99
Viajes de negocios	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00
Traslado de colaboradores	0,00	0,00	28.982.235,77	16.554,91	48.075,79	78.895,13	35.770.239,41	46.156.191,41	83.486.340,93
Uso de productos arrendados	318.880,61	636.876,08	1.995.149,64	0,00	0,00	0,00	3.972.614,24	5.101.889,74	7.123.325,39
Servicios contratados	621.111,28	503.385,21	579.231,30	52.500,96	24.003,95	28.203,73	3.178.176,52	3.451.296,74	2.629.738,22
Total	**1.379.144,94**	**2.513.890,25**	**32.519.533,28**	**69.055,87**	**72.079,74**	**107.098,86**	**81.908.774,31**	**97.188.950,47**	**147.099.129,73**

Observation 2025: There was no consumption of renewable heating, cooling, or steam.
The sale of electricity, heating, cooling, and steam is not applicable.
In all cases, energy consumption is calculated from the information collected in litres of fuel, diesel or petrol, using the calorific value of the fuel in MJ/litre. / Diesel PC: 35.26 MJ/Liter / Petrol PC: 32.78 MJ/Liter - Original Calorific Value Values taken from the IPCC, Volume 2, Chapter 1.
As part of the energy consumption outside the organization, we record the consumption of: *Fuels (gasoline and diesel) for transporting materials *Fuels (gasoline and diesel) for transporting valuables *Fuels (gasoline and diesel) for transporting waste *Fuels for business trips *Electricity consumption for the use of the organization's products such as ATM and POS. * Consumption by courier * Consumption by payment of travel expenses

Table 302.3

Energy intensity ratio of the organization

	Guatemala			El Salvador			Honduras			Nicaragua			Costa Rica		
Energy intensity ratio (mega joules/square meters: MJ/m²)	**2023**	**2024**	**2025**	**2023**	**2024**	**2025**	**2023**	**2024**	**2025**	**2023**	**2024**	**2025**	**2023**	**2024**	**2025**
Total fuel consumption within the organization from non-renewable sources, including the types of fuel used.	221.94	252.10	17.36	26.96	48.62	50.06	30.81	36.24	34.64	82.52	89.47	111.24	33.07	35.60	21.25
Total fuel consumption within the organization from renewable sources, and including the types of fuel used.	0	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Energy consumption within the organization, in joules or multiples.	494.09	542.87	507.56	586.80	489.36	572.76	376.58	396.00	368.12	575.13	597.38	629.76	644.19	616.92	480.46
Total energy consumption within the organization, in joules or multiples.	716.03	794.97	547.77	613.77	537.98	640.25	407.39	432.24	424.28	657.65	686.85	815.15	677.26	652.52	501.71
Energy consumption outside the organization, in joules or multiples	78.8	45.58	309.26	339.05	442.57	509.38	327.53	446.31	371.37	884.14	1,013.35	1,114.50	30.75	27.26	204.69
Specific metric chosen to calculate the ratio (m²)	46,502.83	46,070.71	45,522.99	49,496.70	47,774.70	46,660.36	94,012.83	86,562.04	89,302.60	27,353.67	26,690.80	26,690.80	65,709.25	66,452.26	67,006.26

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	Panama			BAC Latam			Total		
Energy intensity ratio (mega joules/square meters: MJ/m²)	**2023**	**2024**	**2025**	**2023**	**2024**	**2025**	**2023**	**2024**	**2025**
Total fuel consumption within the organization from non-renewable sources, including the types of fuel used.	22.49	24.28	25.17	751.77	1,131.51	977.71	80.06	101.72	61.38
Total fuel consumption within the organization from renewable sources, and including the types of fuel used.	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Energy consumption within the organization, in joules or multiples.	694.37	663.91	607.80	328.26	355.53	364.24	545.97	535.07	506.49
Total energy consumption within the organization, in joules or multiples.	716.86	688.20	634.02	1,080.03	1,487.03	1,341.95	626.03	636.79	567.87
Energy consumption outside the organization, in joules or multiples	35.64	63.98	1,088.82	8.60	8.98	13.34	255.28	312.59	469.84
Specific metric chosen to calculate the ratio (m²)	29,751.65	29,336.28	29,866.65	8,031.13	8,031.13	8,031.13	320,858.07	310,917.93	313,080.79

Observation 2025: The denominator used for the calculation is the operating area of the organization, which is measured in m², and declared with the previously specified metric / The amount of energy consumed in MJ by operating area in 2025 is reported.

Table 302.4

Reduced Energy Consumption

	Guatemala			El Salvador			Honduras			Nicaragua			Costa Rica		
Reduced energy consumption (mega joules)	**2023**	**2024**	**2025**	**2023**	**2024**	**2025**	**2023**	**2024**	**2025**	**2023**	**2024**	**2025**	**2023**	**2024**	**2025**
Number of reductions in energy consumption achieved as a direct result of conservation and efficiency initiatives	335,872.19	258,800	194.400,00	0	134,212.32	80.672,40	128,745.68	1,571,514.60	1.625.753,34	0	923,794.00	1.777.736,05	1,936,557.00	2,420,863.00	1.357.593,19

	Panama			BAC Latam			Total		
Reduced energy consumption (mega joules)	**2023**	**2024**	**2025**	**2023**	**2024**	**2025**	**2023**	**2024**	**2025**
Number of reductions in energy consumption achieved as a direct result of conservation and efficiency initiatives	120,912.77	264,053.00	455.493,49	0	95,751.18	0	2,522,087.64	5,668,988.10	5.491.648,47

Observation 2025: During 2025, work was done to reduce energy consumption through the installation of solar panels, updating obsolete air conditioning equipment and modernizing luminaires with LED technologies. In Guatemala, there is a building certified in LEED GOLD Operation and maintenance that will continue during 2025, and the purchase of electricity certified as renewable
All types of reduced energy are electricity. Reductions are calculated based on methodologies recommended by ISO 14064-1 and INTE B5. Energy savings are compiled according to meters, invoices or technical data sheets of installed equipment.

Table 302.5

Reduced energy consumption of products and services

	Guatemala			El Salvador			Honduras			Nicaragua			Costa Rica		
Reduced energy consumption (mega joules)	**2023**	**2024**	**2025**	**2023**	**2024**	**2025**	**2023**	**2024**	**2025**	**2023**	**2024**	**2025**	**2023**	**2024**	**2025**
The number of reductions in the energy requirements of products and services achieved as a direct result of initiatives to reduce the energy requirements of products and services, in joules or multiples.	0	0	0	0	0	0	0	0	0	0	123,410.00	102.820,70	0	0	0

	Panama			BAC Latam			Total		
Reduced energy consumption (mega joules)	**2023**	**2024**	**2025**	**2023**	**2024**	**2025**	**2023**	**2024**	**2025**
The number of reductions in the energy requirements of products and services achieved as a direct result of initiatives to reduce the energy requirements of products and services, in joules or multiples.	0	0	0	0	0	835.128,39	0	123,410.00	937.949,09

Observation 2025: During 2025, no actions are carried out to reduce scope 3 of products and services with the exception of Nicaragua, which implemented a project for the optimization of the transport of values, through route management. In LATAM , a pilot program of transportation by bus was executed, through which 21 users stopped using their private vehicle and opted for this means of transportation.
The reduced energy consumption is in fuel. The standard fuel consumption of an armored truck is estimated on the routes established by contract and these consumptions are compared against the estimated consumption for the new routes established.

**The data reported for Costa Rica 2025 do not include indirect GHG emissions from the use of the organization's products (POS or POS terminals) and use of materials, which are included in the rest of the region. This is because, in the CRI system, they are classified as NOT significant indirect emissions according to the scope review under ISO 14064-1.
*** All data submitted is in the process of collection, review and audit. The information presented for the year 2025 corresponds to the results as of 02/09/2026. The information could vary in future review dates as the data is completed and according to the results of internal and external audits.

GRI 303.1, GRI 303.2, GRI 303.3, GRI 303.4, GRI 303.5 Disclosure

Water and effluents

Table 303.1

Interactions with water as a shared resource

Required data GRI section

a. A description of how the organization interacts with water, including how and where or from where water is extracted, consumed, and discharged, as well as the water impacts generated by the organization, to which it contributes, or that are directly related to its activities, products, or services through a business relationship (e.g., impacts generated by runoff).

b. A description of the approach used to identify water-related impacts, including the scope of assessments, their timeline, and the tools or methodologies used.

c. A description of how the organization addresses water-related impacts, including how it collaborates with stakeholders to responsibly manage water as a shared resource and how it engages with suppliers or customers with significant water impacts.

d. An explanation of the process for establishing the water-related goals and targets that form part of the organization's management approach, and how these align with public policies and the local context of each water-stressed area.

Guatemala		
Information management	**Management Improvements**	**Reduction actions**
a. The organization consumes water from different sources. One form of supply is through the public network, which comes from surface water and wells. In addition, bottled water is consumed through water dispensers and refillable water containers to ensure the potability of the water provided to customers and employees. The use of water is associated with human consumption as well as cleaning and sanitation activities, so the discharges are of domestic water, in public sewers, with discharge to the river or treatment plant with monitoring of compliance according to national legislation. b,c. The main impacts are associated with the extraction of the resource, which may affect more in some communities depending on the availability of water locally. The organization dedicates efforts to the training of personnel as well as the implementation of technology to reduce the water footprint. The water used for human consumption or cleaning is obtained from public services of the drinking water network, with extraction of surface water, wells or springs. The impact associated with water extraction has not been quantified. Currently BAC GTM does not carry out direct activities on environmental compensation for water extraction, however measurable actions for the reduction of water consumption are planned, including optimizing the consumption of drinking water through training in water issues. d. BAC aims to reduce its water consumption. This could be achieved by applying efficient technologies and environmental education workshops and thus impact both its employees, suppliers and customers to reduce its water consumption throughout its value chain. The country has focused on identifying the buildings and agencies with the highest water consumption to define priorities. Coverage = 100% Data: 99% measured, 1% estimated.	As part of the improvements in data management by 2025, third-party audits for the environmental footprint management system continue, which allows us to identify opportunities for improvement and strengths of the data collection and systematization process. The Environmental Footprint Management System is audited against ISO 14064-1, INTE B5 and INTE B33 standards as a reference document. El Sistema de gestión de huellas ambientales se audita contra las normas ISO 14064-1, INTE B5 e INTE B33 como documento de referencia.	During 2025, we set out to reduce the consumption of well water in the COE building. For this, we installed a rainwater collection system with a capacity of up to 15 m3 for water storage. Since its installation, the system has achieved a collection of up to 966 m3 of water.

Observation 2025: To date, no water consumption reduction target has been established.

El Salvador		
Information management	**Management Improvements**	**Reduction actions**
a. Water in El Salvador is obtained from drinking water services as well as water wells, through pumping systems. BAC ESA reports well systems only at the San Marcos branch. Once the water is used, it travels through the sewer system to the main rivers of the country. For measurement, we carry monthly invoices per site that indicate the water consumption in m3. For some sites, water consumption is unknown, as these buildings pay unified rent without a private meter. In these cases, we estimate water consumption based on the number of people on site. The use of water is associated with human consumption, as well as cleaning and sanitation activities, so the discharges are of domestic water, in septic tank or public sewerage. In the absence of water discharge meters, we estimate them as 80% of the water consumed, this being the maximum outflow according to the infrastructure design. The water we obtain from a local or national supplier is likely to be drawn from surface sources such as lakes and rivers or from water sources. Because the bank's core activities are related to office processes, any potential impacts on water that may exist are generated indirectly. b. The water used for human consumption or cleaning is obtained from the public services of the drinking water network, with extraction of surface water, wells or springs. The impact associated with water extraction has not been quantified. Currently, BAC ESA does not carry out direct activities on environmental compensation for water extraction, however measurable actions to reduce water consumption are planned. c,d. BAC aims to reduce its water consumption. This could be achieved by applying efficient technologies and environmental education workshops and thus impact both its employees, suppliers and customers to reduce its water consumption throughout its value chain. The country has focused on identifying the buildings and agencies with the highest water consumption to define priorities. Coverage: 100% Data: 88% measured and 12% estimated.	As part of the improvements in data management by 2025, a third-party audit is carried out for the first time for the environmental footprint management system, which allows us to identify opportunities for improvement and strengths of the data collection and systematization process. The Environmental Footprint Management System is audited against ISO 14064-1, INTE B5 and INTE B33 standards as a reference document.	In 2025, we made efforts to train our staff through webinars to raise awareness of the correct use of water. It is also sought to install taps with sensors in the Olympic Building, to reduce the consumption of the resource. This action is in the process of being analyzed.

Honduras		
Information management	**Management Improvements**	**Reduction actions**
a. The water supply is mainly obtained from public services, drinking water network obtained from surface sources or wells. The use of water is associated with human consumption as well as cleaning and sanitation activities, so the discharges are of domestic water, in septic tank or public sewerage, with discharge into the river or private with a treatment plant. For measurement, we carry monthly invoices per site that indicate the water consumption in m3. For some sites, water consumption is unknown, as these buildings pay unified rent without a private meter. In these cases, we estimate water consumption based on the number of people on site. The use of water is associated with human consumption, as well as cleaning and sanitation activities, so the discharges are of domestic water, in septic tank or public sewerage. In the absence of water discharge meters, we estimate them as 80% of the water consumed, this being the maximum outflow according to the infrastructure design. The water we obtain from a local or national supplier is likely to be drawn from surface sources such as lakes and rivers or from water sources. Because the bank's core activities are related to office processes, any potential impacts on water that may exist are generated indirectly. b,c. The main impacts are associated with the extraction of the resource, which may affect more in some communities depending on the availability of water locally. The organization dedicates efforts to the training of personnel as well as the implementation of technology to reduce the water footprint. The water used for human consumption or cleaning is obtained from public services of the drinking water network, with extraction of surface water, wells or springs. The impact associated with water extraction has not been quantified. Currently, BAC HON does not carry out direct activities on environmental compensation for water extraction, however measurable actions to reduce water consumption are planned during the year 2025, including training on water issues. d. BAC aims to reduce its water consumption. This could be achieved by applying efficient technologies and environmental education workshops and thus impact both its employees, suppliers and customers to reduce its water consumption throughout its value chain. The country has focused on identifying the buildings and agencies with the highest water consumption to define priorities. Coverage: 100% Data: 81% measured and 19% estimated.	As part of the improvements in data management by 2025, a third-party audit is carried out for the first time for the environmental footprint management system, which allows identifying opportunities for improvement and strengths of the data collection and systematization process. The Environmental Footprint Management System is audited against ISO 14064-1, INTE B5 and INTE B33 standards as a reference document. On the other hand, we continue with monthly data reviews, which allows us to identify information gaps in a timely manner and verify the accuracy of the records.	During the year 2025 we did not identify actions related to water consumption. By 2026, we are considering the possibility of installing new meters to improve the traceability of consumption data. In addition to continuing with environmental education on responsible consumption habits

Nicaragua		
Information management	**Management Improvements**	**Reduction actions**
a. We obtain the water supply mainly from public services of the drinking water network. We have monthly bills per site that indicate the water consumption in m3. For some sites, water consumption is unknown, as these buildings pay unified rent without a private meter. In these cases, we estimate water consumption based on the number of people on site. The use of water is associated with human consumption, as well as cleaning and sanitation activities, so the discharges are of domestic water, in septic tank or public sewerage. In the absence of water discharge meters, we estimate them as 80% of the water consumed, this being the maximum outflow according to the infrastructure design. The water we obtain from a local or national supplier is likely to be drawn from surface sources such as lakes and rivers or from water sources. Because the bank's core activities are related to office processes, any potential impacts on water that may exist are generated indirectly. b,c. The water used for human consumption or cleaning is obtained from public services of the drinking water network, with extraction of surface water, wells or springs. The impact associated with water extraction has not been quantified. BAC NIC does not currently carry out direct activities on environmental compensation for water extraction. d. During the year 2025, BAC NIC plans to reduce water consumption in bathrooms, as well as increase the traceability of the information collected. Similarly, we seek to strengthen the knowledge and capacities of employees in water saving methods and contribute as an organization to the reduction of the Water Footprint through the execution of small-scale activities that contribute to the sustainable use of the resource. The country has focused on identifying the buildings and agencies with the highest water consumption to define priorities. Coverage = 100% through estimated or measured data. Data 78% measured, 22% estimated	As part of the improvements in data management by 2025, a third-party audit is carried out for the first time for the environmental footprint management system, which allows identifying opportunities for improvement and strengths of the data collection and systematization process. The Environmental Footprint Management System is audited against ISO 14064-1, INTE B5 and INTE B33 standards as a reference document.	During the year 2025 we counted the installation of 61 low-consumption accessories in Centro Bac, among which are flushometers in toilets, dry urinals and batteries in sinks. This action generated a reduction of 2,685.80 m3/year.

Costa Rica		
Information management	**Management Improvements**	**Reduction actions**
a. BAC Costa Rica has mapped the interaction of the sites with water resources, through the monitoring of the ISO 14001 certification that covers 68% of its branches. There is the identification of where the resource comes from for each location (supply of the national network with AyA), how and how much it is consumed, as well as the identification of how it is discharged. It should be noted that BAC Costa Rica has identified and monitors the environmental impacts caused on water resources. In addition, according to the monitoring of ISO 14001, BAC Costa Rica carries out processes that allow the definition of initiatives, goals and objectives for an efficient management of the resource. The use of water is associated with human consumption, as well as cleaning and sanitation activities, so the discharges are of domestic water, in septic tanks or WWTPs. The water we obtain from a local or national supplier is likely to be drawn from surface sources such as lakes and rivers or from water sources. Because the bank's core activities are related to office processes, any potential impacts on water that may exist are generated indirectly. b,c. The water used for human consumption or cleaning is obtained from public services of the drinking water network, with extraction of surface water, wells or springs. Currently, BAC CR does not carry out direct activities on environmental compensation for water extraction, however we do carry out measurable actions to reduce water consumption. d. During the year 2025, BAC CR plans to strengthen the knowledge and capacities of employees in water saving methods and contribute to the reduction of the Water Footprint. The country has focused on identifying the buildings and agencies with the highest water consumption to define priorities. Coverage = 100% 100% Measured Data	In 2024 we made the request to the purchasing area to include the weight of the materials that are acquired within the SAP system, this effort continues in 2025. Similarly, we achieved the certification of the operational carbon footprint and the compensation of GHG emissions of 3,250 tCO_2e through the Bosque Vivo Osa projects in the cantons of Sierpe and Drake Bay. Along the same lines, 100% of the sites are certified in ISO 14001. Additionally, we provide training and accompaniment to households participating in the Ecological Blue Flag program, and we promoted the first edition of the "Suppliers of Actions that Inspire" contest, to support suppliers with a social or environmental focus.	By 2025, we focus on installing metering devices in 12 branches, for a total of 23 agencies with their own water meter. This effort allows the collection of verifiable water footprint data. We also quote another 17 meters, which are planned to be installed in 2026. On the other hand, we started with the pilot project of water harvesting, for the collection of rainwater. In 2025, we selected the service provider and began the feasibility analysis to install the water harvesting system in a branch. We carried out the study in 3 branches and Curridabat was selected for the execution of the project in 2026.

Panamá		
Information management	**Management Improvements**	**Reduction actions**
a. We obtain the water supply mainly from public drinking water network services (IDAAN), We have monthly bills per location that indicate the payment in Balboas for water consumption. However, water consumption for buildings that pay unified rent is completely unknown, so we estimate water consumption based on the number of people on site. The use of water is associated with human consumption as well as cleaning and sanitation activities, so the discharges are of domestic water, in septic tank or public sewerage, with discharge into the river or treatment plant. In the absence of meters, we estimate water discharges as 80% of the water consumed as the maximum outflow according to the infrastructure design. b. It is unknown where the water is extracted from and therefore the impact related to the extraction. We do not carry out direct or measurable activities on environmental compensation for water extraction and since we are also unaware of water stress by areas, it is difficult to specify actions for this purpose. c,d. BAC aims to reduce its water consumption. This could be achieved by applying efficient technologies and environmental education workshops and thus impact both its employees, suppliers and customers to reduce its water consumption throughout its value chain. The country has focused on identifying the buildings and agencies with the highest water consumption to define priorities. Coverage: 100% Data: 68% measured, 32% estimated	As part of the improvements in data management by 2025, a third-party audit is carried out for the first time for the environmental footprint management system, which allows us to identify opportunities for improvement and strengths of the data collection and systematization process. The Environmental Footprint Management System is audited against ISO 14064-1, INTE B5 and INTE B33 standards as a reference document.	During 2025, the modernization of the air conditioning system was carried out at the Marbella site, contributing to the improvement of energy performance, by replacing obsolete HVAC equipment with others of greater efficiency, the installation of intelligent control systems, the updating of the electrical infrastructure and the replacement of the ductwork with materials with less environmental impact. These actions allowed an optimization in the distribution of air conditioning per floor and more efficient energy management. As a result of these operational improvements, a positive impact was also generated on the use of water resources, achieving a total reduction of 2,541.73 m^3 in water consumption during the reported period.

LATAM		
Information management	**Management Improvements**	**Reduction actions**
a. We obtain the water supply mainly from public services of the drinking water network. We have monthly bills per site that indicate water consumption in m3. The use of water is associated with human consumption; as well as cleaning and sanitation activities, so the discharge of water is classified as domestic. We have treatment plants where parameters such as biochemical oxygen demand (BOD5), total suspended solids (TSS), sedimentable solids (S. Sed), fats and oils, methylene blue active substances and flow rate are regulated. Operational reports are submitted quarterly to the Ministry of Health. Water is mostly extracted from surface sources such as lakes and rivers or from water sources. Because the bank's core activities are related to office processes, any potential impacts on water that may exist are generated indirectly. b,c. The water used for human consumption or cleaning is obtained from public services of the drinking water network, with extraction of surface water, wells or springs. The impact associated with water extraction has not been quantified. BAC LATAM does not currently carry out direct activities on environmental compensation for water extraction, however measurable actions to reduce water consumption are planned. During the year 2024, optimize the consumption of drinking water through sustainable rationing and training in water issues. d. BAC LATAM plans to strengthen the knowledge and capacities of employees in water saving methods and contribute as an organization to the reduction of the Water Footprint. The country has focused on identifying the buildings and agencies with the highest water consumption to define priorities. Coverage = 100% 100% Measured Data	As part of the improvements in data management by 2025, a third-party audit is carried out for the first time for the environmental footprint management system, which allows us to identify opportunities for improvement and strengths of the data collection and systematization process. The Environmental Footprint Management System is audited against ISO 14064-1, INTE B5 and INTE B33 standards as a reference document.	During 2025, we installed a water meter in the cold water chiller system that supplies the air conditioning equipment in Plaza Roble, with the aim of having a more precise control of the water consumption associated with the operation of the air conditioning systems. This action allows us to improve the traceability, reliability and analysis of data, facilitating the identification of opportunities for optimization and more efficient management of water resources.

Table 303.2

Management of impacts related to water discharges

Required data GRI section

a.A description of the minimum effluent discharge quality criteria and how these minimum criteria were determined, including:

i. the manner in which standards were determined for facilities operating in locations without local discharge requirements;
ii. any internally developed water quality standards or guidelines;
iii. any sector-specific standards considered;
iv. whether the profile of the receiving water body was considered.

Guatemala		
Information management	**Management Improvements**	**Reduction actions**
a. In the absence of water discharge meters, we estimate them as 80% of the water consumed, this being the maximum outflow according to the infrastructure design. Because the bank's core activities are related to office processes, any potential impacts on water that may exist are generated indirectly. BAC GTM does not currently have information on the characteristics of wastewater. The organization adopts the minimum criteria of national legislation, including the provisions of the Regulations on Wastewater Discharges and Reuse and Sludge Disposal, Governmental Agreement No. 236-2006	As part of the improvements in data management by 2025, third-party audits for the environmental footprint management system continue, which allows us to identify opportunities for improvement and strengths of the data collection and systematization process. The Environmental Footprint Management System is audited against ISO 14064-1, INTE B5 and INTE B33 standards as a reference document.	During 2025, we set out to reduce the consumption of well water in the COE building. For this, we installed a rainwater collection system with a capacity of up to 15 m3 for water storage. Since its installation, the system has achieved a collection of up to 966 m3 of water.

El Salvador		
Information management	**Management Improvements**	**Reduction actions**
a. In the absence of water discharge meters, we estimate them as 80% of the water consumed, this being the maximum outflow according to the infrastructure design. Because the bank's main activities are related to office processes, the possible impacts on water that may exist are generated indirectly, these being discharges of domestic water. Currently, BAC ESA does not have information on the characteristics of the wastewater, as it is mostly managed by septic tank. The minimum criteria for water discharge are obtained from the Wastewater Engineering Treatment and Resource Recovery. This is a guide implemented throughout the world as one of the main water quality references. Likewise, since 2019 El Salvador has updated regulations, establishing through these legal instruments new discharge limits and technical aspects that all water generators must comply with. This document is called "RTS 13.05.01:18 Salvadoran Technical Regulation: Wastewater. Wastewater quality parameters for wastewater discharge and management.	As part of our data management improvements for 2025, a third-party audit of our environmental footprint management system is being conducted for the first time. This allows us to identify opportunities for improvement and strengths in the data collection and systematization process. The environmental footprint management system is being audited against ISO 14064-1, INTE B5, and INTE B33 standards, which serve as reference documents.	In 2025, we made efforts to train our staff through webinars to raise awareness of the correct use of water. It is also sought to install taps with sensors in the Olympic Building, to reduce the consumption of the resource. This action is in the process of being analyzed.

Honduras		
Information management	**Management Improvements**	**Reduction actions**
a. In the absence of water discharge meters, we estimate them as 80% of the water consumed, this being the maximum outflow according to the infrastructure design. Because the bank's main activities are related to office processes, the possible impacts on water that may exist are generated indirectly, these being discharges of domestic water. Currently, BAC HON does not have information on the characteristics of the wastewater, as it is mostly managed by septic tank. The criteria for discharging water are governed by legally applicable regulations, in the case of Honduras legal documents such as the "National Regulation for the discharge and reuse of wastewater" apply	As part of the improvements in data management by 2025, a third-party audit is carried out for the first time for the environmental footprint management system, which allows identifying opportunities for improvement and strengths of the data collection and systematization process. The Environmental Footprint Management System is audited against ISO 14064-1, INTE B5 and INTE B33 standards as a reference document. On the other hand, we continue with monthly data reviews, which allows us to identify information gaps in a timely manner and verify the accuracy of the records.	During the year 2025 we did not identify actions related to water consumption. By 2026, we are considering the possibility of installing new meters to improve the traceability of consumption data. In addition to continuing with environmental education on responsible consumption habits

Nicaragua		
Information management	**Management Improvements**	**Reduction actions**
a. In the absence of water discharge meters, we estimate them as 80% of the water consumed, this being the maximum outflow according to the infrastructure design. Because the bank's main activities are related to office processes, the possible impacts on water that may exist are generated indirectly, these being discharges of domestic water. Currently, BAC NIC does not have information on the characteristics of the wastewater as it is mostly managed by septic tank. All water management and extraction, as well as the respective effluent treatments are based on the provisions of the "Regulations for the Discharge of Wastewater, Executive Decree No. 21-2027 of the Republic of Nicaragua"	As part of the improvements in data management by 2025, a third-party audit is carried out for the first time for the environmental footprint management system, which allows identifying opportunities for improvement and strengths of the data collection and systematization process. The Environmental Footprint Management System is audited against ISO 14064-1, INTE B5 and INTE B33 standards as a reference document.	During the year 2025 we counted the installation of 61 low-consumption accessories in Centro Bac, among which are flushometers in toilets, dry urinals and batteries in sinks. This action generated a reduction of 2,685.80 m3/year.

Costa Rica		
Information management	**Management Improvements**	**Reduction actions**
a.BAC Costa Rica has adopted the quality criteria for the discharge of treatment systems under operational control following the national guidelines defined in the Wastewater Discharge and Reuse Regulation No. 33601.Because the bank's main activities are related to office processes, the possible impacts on water that may exist are generated indirectly, these being discharges of domestic water. All sites operate under national standards dictated by Wastewater Discharge and Reuse Regulation No. 33601, these being the guidelines followed internally. Sites with WWTPs receive a quarterly water analysis that includes information on: -Discharge flow (m3/day) -COD (mg/L) -BOD (mg/L) -TSS (mg/L) -SAAM (mg/L) -Fats and Oils (mg/L) This information is used to verify compliance with the parameters set out in national regulations.	In 2024 we made the request to the purchasing area to include the weight of the materials that are acquired within the SAP system, this effort continues in 2025. Similarly, we achieved the certification of the operational carbon footprint and the compensation of GHG emissions of 3,250 tCO_2e through the Bosque Vivo Osa projects in the cantons of Sierpe and Drake Bay. Along the same lines, 100% of the sites are certified in ISO 14001. Additionally, we provide training and accompaniment to households participating in the Ecological Blue Flag program, and we promoted the first edition of the "Suppliers of Actions that Inspire" contest, to support suppliers with a social or environmental focus.	In 2025, we focused on installing metering devices in 12 branches, for a total of 23 agencies with their own water meter. This effort allows the collection of verifiable water footprint data. We also quote another 17 meters, which are planned to be installed in 2026. On the other hand, we started with the pilot project of water harvesting, for the collection of rainwater. In 2025, we selected the service provider and began the feasibility analysis to install the water harvesting system in a branch. We carried out the study in 3 branches and Curridabat was selected for the execution of the project in 2026.

Panamá		
Information management	**Management Improvements**	**Reduction actions**
a. In the absence of water discharge meters, we estimate them as 80% of the water consumed, this being the maximum outflow according to the infrastructure design. Because the bank's main activities are related to office processes, the possible impacts on water that may exist are generated indirectly, these being discharges of domestic water. Currently, BAC PAN does not have information on the characteristics of the wastewater, as it is mostly managed by septic tank. All water management and extraction, as well as the respective effluent treatments, are based on the provisions of the DGNTI-COPANIT Technical Regulation 39-2000	As part of the improvements in data management by 2025, a third-party audit is carried out for the first time for the environmental footprint management system, which allows us to identify opportunities for improvement and strengths of the data collection and systematization process. The Environmental Footprint Management System is audited against ISO 14064-1, INTE B5 and INTE B33 standards as a reference document.	During 2025, the modernization of the air conditioning system was carried out at the Marbella site, contributing to the improvement of energy performance, by replacing obsolete HVAC equipment with others of greater efficiency, the installation of intelligent control systems, the updating of the electrical infrastructure and the replacement of the ductwork with materials with less environmental impact. These actions allowed an optimization in the distribution of air conditioning per floor and more efficient energy management. As a result of these operational improvements, a positive impact was also generated on the use of water resources, achieving a total reduction of 2,541.73 m^3 in water consumption during the reported period.

LATAM		
Information management	**Management Improvements**	**Reduction actions**
a. The minimum criteria for the quality of discharges are determined by the Ministry of Health; specifically in the "Regulation of Discharge and Reuse of Wastewater" N. 33601. Among the criteria are: *Flow rate (m3/d) *Biological Oxygen Demand BOD5 (mg/L) *Biochemical Oxygen Demand COD (mg/L) *Total suspended solids TSS (mg/L) *Settleable solids (mg/L) *Fats and oils (mg/L) *Active ingredients methylene blue SAAM (mg/L) Reports are submitted quarterly to the Ministry of Health	As part of the improvements in data management by 2025, a third-party audit is carried out for the first time for the environmental footprint management system, which allows us to identify opportunities for improvement and strengths of the data collection and systematization process. The Environmental Footprint Management System is audited against ISO 14064-1, INTE B5 and INTE B33 standards as a reference document.	During 2025, we installed a water meter in the cold water chiller system that supplies the air conditioning equipment in Plaza Roble, with the aim of having a more precise control of the water consumption associated with the operation of the air conditioning systems. This action allows us to improve the traceability, reliability and analysis of data, facilitating the identification of opportunities for optimization and more efficient management of water resources.

Table 303.3

Water extraction in all zones and water-stressed zones

	Guatemala			El Salvador			Honduras			Nicaragua			Costa Rica		
Water extraction (mega liters)	**2023**	**2024**	**2025**	**2023**	**2024**	**2025**	**2023**	**2024**	**2025**	**2023**	**2024**	**2025**	**2023**	**2024**	**2025**
Total water extraction from all areas:															
i. Surface water	0.01	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
ii. Ground water	15.13	17.86	19.09	10.54	0.00	0.00	2.41	2.83	5.13	0.00	0.00	0.00	0.00	0.00	0.00
iii. Seawater	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
IV. Produced water	0.17	0.13	0.12	0.52	0.00	0.00	0.85	1.02	1.07	0.10	0.10	0.11	0.01	0.00	0.00
v. Third-party water	8.29	10.99	11.16	58.14	44.83	47.50	90.17	72.88	75.70	68.34	64.42	70.61	41.66	40.63	30.13
Total	**23.61**	**28.99**	**30.37**	**69.19**	**44.83**	**47.50**	**93.43**	**76.74**	**81.90**	**68.44**	**64.52**	**70.72**	**41.67**	**40.64**	**30.13**
Total water extraction from all water-stressed areas:															
i. Water surface	0.01	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
ii. Groundwater	15.13	17.86	19.09	10.54	0.00	0.00	2.41	2.83	5.13	0.00	0.00	0.00	0.00	0.00	0.00
iii. Seawater	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
IV. Produced water	0.17	0.13	0.12	0.52	0.00	0.00	0.85	1.02	1.07	0.10	0.10	0.11	0.01	0.00	0.00
v. T hird-party water	8.29	10.99	11.16	58.14	44.83	47.50	90.17	72.88	75.70	68.34	64.42	70.61	39.58	38.60	30.13
Total	**23.61**	**28.99**	**30.37**	**69.19**	**44.83**	**47.50**	**93.43**	**76.74**	**81.90**	**68.44**	**64.52**	**70.72**	**39.59**	**38.60**	**30.14**

*TABLE CONTINUES ON THE NEXT PAGE

*CONTINUED TABLE

	Panama			BAC Latam			Total		
Water extraction (mega liters)	**2023**	**2024**	**2025**	**2023**	**2024**	**2025**	**2023**	**2024**	**2025**
Total water extraction from all areas:									
i. Surface water	0.00	0.00	0.00	0.00	0.00	0.00	0.01	0.00	0.00
ii. Ground water	0.00	0.00	0.00	0.00	0.00	0.00	28.08	20.70	24.21
iii. Seawater	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
IV. Produced water	0.31	0.08	0.06	0.00	0.00	0.00	1.96	1.34	1.36
v. Third-party water	32.67	17.02	17.33	1.26	1.68	1.97	300.53	252.45	254.40
Total	**32.98**	**17.10**	**17.39**	**1.26**	**1.68**	**1.97**	**330.58**	**274.49**	**279.98**
Total water extraction from all water-stressed areas:									
i. Water surface	0.00	0.00	0.00	0.00	0.00	0.00	0.01	0.00	0.00
ii. Groundwater	0.00	0.00	0.00	0.00	0.00	0.00	28.08	20.70	24.21
iii. Seawater	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
IV. Produced water	0.31	0.08	0.06	0.00	0.00	0.00	1.96	1.34	1.36
v. T hird-party water	32.67	17.02	17.33	1.26	1.68	1.97	298.45	250.42	254.41
Total	**32.98**	**17.10**	**17.39**	**1.26**	**1.68**	**1.97**	**328.50**	**272.45**	**279.98**

Observations: Because the organization has no record of the types of water consumed, it is assumed that all water consumed is fresh water
The use of surface water, groundwater, seawater, produced water for total water extraction is not identified.
The use of surface water, groundwater, seawater, produced water for total water extraction from all water-stressed areas is not identified.
We record monthly water bills by site. These bills include water consumption in m3. Water consumption comes from three sources: Municipal, metering and well extraction (in some countries). For buildings that pay unified rent, we estimate water consumption based on the number of people on the site and an average usage indicator calculated from the billed sites.
To determine withdrawals in water-stressed areas, the World Resources Institute's Water Risk Atlas tool is used. For each country, the location of each agency and building is entered into the tool and the water stress report for the country is downloaded, from which the areas with high, medium or low water stress are identified as appropriate.

Table 303.4

Water discharge in all areas

	Guatemala			El Salvador			Honduras			Nicaragua			Costa Rica		
Water discharge (megaliths)	**2023**	**2024**	**2025**	**2023**	**2024**	**2025**	**2023**	**2024**	**2025**	**2023**	**2024**	**2025**	**2023**	**2024**	**2025**
Total water discharge to all areas															
i. Surface water	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00
ii. Groundwater	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	3,59	4,74	4,22	0,00	0,00	0,00
iii. Seawater	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00
iv. Third-Party Water	18,69	23,09	25,79	46,43	37,09	38,00	75,02	59,87	64,39	46,64	46,80	52,26	33,34	32,51	24,11
Total	**18,69**	**23,09**	**25,79**	**46,43**	**37,09**	**38,00**	**75,02**	**59,87**	**64,39**	**50,24**	**51,54**	**56,49**	**33,34**	**32,51**	**24,11**
A breakdown of total water discharge to all areas in megaliters by the following															
i. Fresh water (≤1,000 mg/L Total Dissolved Solids)	18,69	23,09	25,79	46,43	37,09	38,00	75,02	59,87	64,39	50,24	51,54	56,49	33,34	32,51	24,11
ii. Other waters (>1000 mg/L total dissolved solids)	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00
Total	**18,69**	**23,09**	**25,79**	**46,43**	**37,09**	**38,00**	**75,02**	**59,87**	**64,39**	**50,24**	**51,54**	**56,49**	**33,34**	**32,51**	**24,11**
Total water discharge to all water-stressed areas in megaliters, and a breakdown of															
i. Freshwater (≤1,000 mg/L Total Dissolved Solids)	18,69	23,09	25,79	46,43	37,09	38,00	75,02	59,87	64,39	50,24	51,54	56,49	33,34	32,51	24,11
ii. Other waters (>1000 mg/L total dissolved solids).	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00
Total	**18,69**	**23,09**	**25,79**	**46,43**	**37,09**	**38,00**	**75,02**	**59,87**	**64,39**	**50,24**	**51,54**	**56,49**	**33,34**	**32,51**	**24,11**

*TABLE CONTINUES ON THE NEXT PAGE

*CONTINUED TABLE

	Panama			BAC Latam			Total		
Water discharge (megaliths)	**2023**	**2024**	**2025**	**2023**	**2024**	**2025**	**2023**	**2024**	**2025**
Total water discharge to all areas									
i. Surface water	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00
ii. Groundwater	0,00	0,00	0,00	0,00	0,00	0,00	3,59	4,74	4,22
iii. Seawater	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00
iv. Third-Party Water	24,03	13,61	13,87	1,01	1,35	1,58	245,15	214,32	220,00
Total	**24,03**	**13,61**	**13,87**	**1,01**	**1,35**	**1,58**	**248,74**	**219,05**	**224,23**
A breakdown of total water discharge to all areas in megaliters by the following									
i. Fresh water (≤1,000 mg/L Total Dissolved Solids)	24,03	13,61	13,87	1,01	1,35	1,58	248,74	219,05	224,23
ii. Other waters (>1000 mg/L total dissolved solids)	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00
Total	**24,03**	**13,61**	**13,87**	**1,01**	**1,35**	**1,58**	**248,74**	**219,05**	**224,23**
Total water discharge to all water-stressed areas in megaliters, and a breakdown of									
i. Freshwater (≤1,000 mg/L Total Dissolved Solids)	24,03	13,61	13,87	1,01	1,35	1,58	248,74	219,05	224,23
ii. Other waters (>1000 mg/L total dissolved solids).	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00
Total	**24,03**	**13,61**	**13,87**	**1,01**	**1,35**	**1,58**	**248,74**	**219,05**	**224,23**

2025 observations: Seawater, freshwater, and other water discharge is not identified.
There is not enough information to quantify the quantity and type of discharges at all sites. So it is assumed that all the discharge of water is into fresh water bodies
The information related to water discharge is calculated from the design parameters for water management systems, which indicate a maximum flow of 80% of the water consumed. This estimate is used because BAC does not have information on the characteristics and quantities of wastewater. All BAC water effluents correspond to domestic water discharges as there are no industrial processes or management of high-risk contaminants within the organization.

Table 303.5

Water consumption

	Guatemala			El Salvador			Honduras			Nicaragua			Costa Rica		
Water consumption (megaliters)	**2023**	**2024**	**2025**	**2023**	**2024**	**2025**	**2023**	**2024**	**2025**	**2023**	**2024**	**2025**	**2023**	**2024**	**2025**
Total water consumption of all areas	4,91	5,90	4,58	22,77	7,74	9,50	18,41	16,86	17,50	18,20	12,98	14,23	8,33	8,13	6,03

	Panama			BAC Latam			Total		
Water consumption (megaliters)	**2023**	**2024**	**2025**	**2023**	**2024**	**2025**	**2023**	**2024**	**2025**
Total water consumption of all areas	8,96	3,49	3,52	0,25	0,33	0,39	81,84	53,43	55,76

2025 Observations: We record monthly water bills by site. These bills include water consumption in m3. Water consumption comes from three sources: Municipal, metering and well extraction (in some countries). For buildings that pay unified rent, we estimate water consumption based on the number of people on the site and an average usage indicator calculated from the billed sites. Water consumption is calculated between the balance of water withdrawn and water discharged

**The data reported for Costa Rica 2025 do not include indirect GHG emissions from the use of the organization's products (POS or POS terminals) and use of materials, which are included in the rest of the region. This is because, in the CRI system, they are classified as NOT significant indirect emissions according to the scope review under ISO 14064-1.
***All data submitted is in the process of collection, review and audit. The information presented for the year 2025 corresponds to the results as of 02/09/2026. The information could vary in future review dates as the data is completed and according to the results of internal and external audits.

Table 305.1

Direct GHG emissions scope 1

	Guatemala			El Salvador			Honduras			Nicaragua			Costa Rica		
Direct emissions ($t CO_2e$)	**2023**	**2024**	**2025**	**2023**	**2024**	**2025**	**2023**	**2024**	**2025**	**2023**	**2024**	**2025**	**2023**	**2024**	**2025**
Direct gross GHG emissions (Scope 1) in metric tons of CO_2 equivalent.	1.109,52	1.256,23	547,37	770,65	820,91	575,15	955,84	777,12	672,97	2.309,50	312,74	327,76	374,42	304,69	145,72
Biogenic CO_2 emissions	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0

	Panama			BAC Latam			Total		
Direct emissions ($t CO_2e$)	**2023**	**2024**	**2025**	**2023**	**2024**	**2025**	**2023**	**2024**	**2025**
Direct gross GHG emissions (Scope 1) in metric tons of CO_2 equivalent.	1.574,24	1.587,52	1.318,11	500,84	752,28	656,28	7.595,02	5.811,49	4.243,37
Biogenic CO_2 emissions	0	0	0	0	0	0,30	0	0	0

Observations:
Greenhouse gases included in the calculation: CO_2, CH4, N2O, HCFC, HFC
Source of emission factors: IPCC Volume 2
Global Warming Potential Rates: GHG Report 5
We account for all of BAC's direct GHG emissions related to stationary combustion (electric generator), mobile combustion (vehicles), use of lubricants, recharging of CO_2 extinguishers, use of refrigerants and emissions associated with wastewater treatment, among others. We report emissions in units of tCO_2e emitted by the generation of CO_2, CH4, N2O, HCFCs, and HFCs, as applicable. The IPCC emission factors in their most up-to-date version are used, as well as the GWPs according to AR5. All issuances are consolidated based on operational control and we calculate the results using proprietary tools developed by the bank, which multiply the activity data by the corresponding emission factors and GWPs.
No Scope 1 biogenic emissions were reported.

TablE 305.2

Indirect GHG emissions scope 2

	Guatemala			El Salvador			Honduras			Nicaragua			Costa Rica		
Indirect emissions (t CO_2e)	**2023**	**2024**	**2025**	**2023**	**2024**	**2025**	**2023**	**2024**	**2025**	**2023**	**2024**	**2025**	**2023**	**2024**	**2025**
Indirect gross GHG emissions (Scope 2) based on location	1.042,35	1.043,85	1.040,10	1.091,20	1.236,83	1.396,36	5.853,20	5.973,75	5.687,76	2.292,78	2.759,87	2.781,65	628,99	1.004,04	1.135,74
Indirect (Scope 2) gross GHG emissions from market-based energy	13,85	13,04	11,85	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00

	Panama			BAC Latam			Total		
Indirect emissions (t CO_2e)	**2023**	**2024**	**2025**	**2023**	**2024**	**2025**	**2023**	**2024**	**2025**
Indirect gross GHG emissions (Scope 2) based on location	2.244,00	1.052,83	755,59	39,11	69,72	103,20	13.191,63	13.140,89	12.900,39
Indirect (Scope 2) gross GHG emissions from market-based energy	0,00	0,00	0,00	0,00	0,00	0,00	13,85	13,04	11,85

Observations:Greenhouse gases included in the calculation: CO_2e
Source of emission factors: IPCC Volume 2
Global Warming Potential Rates: GHG Report 5
Only emissions related to energy consumption based on the market are accounted for for BAC Guatemala, where electricity certified as renewable is purchased
We record the consumption of electricity distributed through the grid, as well as electricity from self-generation and electricity from renewable sources.
To keep track of electricity consumption, we use monthly bills for kWh consumption. We use the emission factor for electricity declared by the relevant authority for each country. In the case of energy from self-generation, the installed equipment has a monitoring system that indicates the photovoltaic generation in kWh for each site per month.

Table 305.3

Other indirect GHG emissions scope 3

	Guatemala			El Salvador			Honduras			Nicaragua			Costa Rica		
Other indirect emissions (t CO_2e)	**2023**	**2024**	**2025**	**2023**	**2024**	**2025**	**2023**	**2024**	**2025**	**2023**	**2024**	**2025**	**2023**	**2024**	**2025**
Other gross indirect GHG emissions (Scope 3)	834,96	696,49	1.932,29	1.724,04	2.195,31	2.363,61	3.825,48	4.827,11	4.295,58	2.481,86	3.001,52	3.412,71	203,01	1.288,10	2.986,84
Biogenic CO_2 emissions	0	0,00	3,25	0	0,00	4,21	0	0,00	8,27	0,00	0,00	2,92	0	0	0

			BAC Latam			Total		
Other indirect emissions (t CO_2e)	**2024**	**2025**	**2023**	**2024**	**2025**	**2023**	**2024**	**2025**
Other gross indirect GHG emissions (Scope 3)	575,46	2.999,16	174,37	387,63	224,18	9.934,82	12.971,62	18.214,36
Biogenic CO_2 emissions	0,00	3,51	0,00	0,00	0,30	0,00	0,00	18,95

Observations:
Greenhouse gases included in the calculation: CO_2, CH4, N2O, HCFCs and HFCs.
Source of emission factors: IPCC Volume 2
Global Warming Potential Rates: GHG Report 5

We account for all significant indirect emissions for BAC. Indirect sources of GHG emissions include:
*Fuels (gasoline and diesel) for transporting materials
*Fuels (gasoline and diesel) for the transportation of valuables
* Fuels (gasoline and diesel) for transportation of collaborators through travel expenses.
*Fuels (gasoline and diesel) for waste transport
*Fuels (gasoline and diesel) for transport and courier services
*Fuel for business trips
*Fuels associated with the production of materials used
*Emissions associated with waste in landfills
*Emissions associated with the use of the organization's products (such as ATM or POS)
We report unit emissions of CO_2, CH4, N2O, HCFCs, and HFCs, as appropriate. The IPCC emission factors in their most up-to-date version are used, as well as the GWPs according to AR5. All issuances are consolidated based on operational control and we calculate using proprietary tools developed by the bank, which multiply the activity data by the corresponding emission factors and the GWPs.
Coverage: 100% of sites through measured or estimated data.

Table 305.4

GHG emissions intensity

	Guatemala			El Salvador			Honduras			Nicaragua			Costa Rica		
Emissions intensity ratio (kg CO_2e / m²)	**2023**	**2024**	**2025**	**2023**	**2024**	**2025**	**2023**	**2024**	**2025**	**2023**	**2024**	**2025**	**2023**	**2024**	**2025**
GHG emissions intensity ratio for the organization.	64,23	65,04	77,32	72,45	89,02	92,91	113,12	133,75	119,33	258,98	227,57	244,36	18,84	39,63	63,70
Direct Emissions	23,86	27,27	12,02	15,57	17,18	12,33	10,17	8,98	7,54	84,43	11,72	12,28	5,84	4,58	2,17
Indirect emissions by energy	22,41	22,66	22,85	22,05	25,89	29,93	62,26	69,01	63,69	83,82	103,40	104,22	9,83	15,11	16,95
Other indirect emissions	17,96	15,12	42,45	34,83	45,95	50,66	40,69	55,76	48,10	90,73	112,46	127,86	3,17	19,94	44,58
Specific metric chosen to calculate the ratio (m²)	46.502,83	46.070,71	45.522,99	49.496,70	47.774,70	46.660,36	94.012,83	86.562,04	89.302,60	27.353,67	26.690,80	26.690,80	65.709,25	66.461,26	67.006,26

	Panama			BAC Latam			Total		
Emissions intensity ratio (kg CO_2e / m²)	**2023**	**2024**	**2025**	**2023**	**2024**	**2025**	**2023**	**2024**	**2025**
GHG emissions intensity ratio for the organization.	151,57	109,62	169,85	88,94	150,62	122,48	95,79	102,72	112,97
Direct Emissions	52,91	54,11	44,13	62,36	93,67	81,72	23,67	18,69	13,55
Indirect emissions by energy	75,42	35,89	25,30	4,87	8,68	12,85	41,16	42,31	41,24
Other indirect emissions	23,23	19,62	100,42	21,71	48,27	27,91	30,96	41,72	58,18
Specific metric chosen to calculate the ratio (m²)	29.751,65	29.336,28	29.866,65	8.031,13	8.031,13	8.031,13	320.858,07	310.926,93	313.080,79

Observation 2025: The denominator used for the calculation is the operating area of the organization, which is measured in m², and declared with the previously specified metric / The amount of greenhouse gas emissions in kilograms of CO_2 equivalent per operating area of the organization in M² is reported
We account for kilograms of CO_2 generated per square meter (kg CO_2e/m^2) for direct (scope 1), indirect energy (scope 2), and significant indirect (scope 3) emissions. We report emissions in units of CO_2, CH4, N2O, HCFCs, and HFCs, as applicable.
Intensity calculations are based on the results of indicators 305-1, 305-2 and 305-3.

Table 305.5

Reduction in GHG emissions

	Guatemala			El Salvador			Honduras			Nicaragua			Costa Rica		
Reduced GHG emissions ($t CO_2e$)	**2023**	**2024**	**2025**	**2023**	**2024**	**2025**	**2023**	**2024**	**2025**	**2023**	**2024**	**2025**	**2023**	**2024**	**2025**
Reduced GHG emissions as a direct result of reduction initiatives	30,07	268,60	85,03	0,55	8,38	84,73	334,82	324,04	298,74	0,00	238,48	333,46	34,43	59,10	77,64
Base Year or baseline issues, including the justification for their choice.	2.986,83	2.966,60	2.966,60	3.585,89	4.387,43	4.387,43	10.634,53	10.401,09	10.401,09	7.084,80	7.084,80	7.084,80	1.206,42	1.206,42	1.206,42

	Panama			BAC Latam			Total		
Reduced GHG emissions ($t CO_2e$)	**2023**	**2024**	**2025**	**2023**	**2024**	**2025**	**2023**	**2024**	**2025**
Reduced GHG emissions as a direct result of reduction initiatives	403,86	71,68	20,30	0,00	1,42	59,70	803,72	971,70	959,60
Base Year or baseline issues, including the justification for their choice.	4.509,34	4.516,47	4.516,47	714,32	716,27	716,27	30.722,13	31.279,09	31.279,09

2025 observations: Intensity calculations are based on the results of indicators 305-1, 305-2 and 305-3.
Reported reductions are estimates based on information available at the time of reporting, reductions are calculated from comparison against a baseline
During 2025, work was done to reduce energy consumption through the installation of solar panels, updating obsolete air conditioning equipment and modernizing luminaires with LED technologies

Table 305.6

Emissions of ozone-depleting substances

	Guatemala			El Salvador			Honduras			Nicaragua			Costa Rica		
Emissions of ozone-depleting substances (t CFC-11)	**2023**	**2024**	**2025**	**2023**	**2024**	**2025**	**2023**	**2024**	**2025**	**2023**	**2024**	**2025**	**2023**	**2024**	**2025**
Production, imports, and exports of ODS in metric tons of CFC-11 (trichlorofluoromethane) equivalent.	1,05	0	0,25	5,69	4,67	0	1,52	1,00	0	2,13	0	0	0	0	0,07

	Panama			BAC Latam			Total		
Emissions of ozone-depleting substances (t CFC-11)	**2023**	**2024**	**2025**	**2023**	**2024**	**2025**	**2023**	**2024**	**2025**
Production, imports, and exports of ODS in metric tons of CFC-11 (trichlorofluoromethane) equivalent.	4,29	1,3	1,97	0	0	0	14,68	6,96	2,29

Observations:
Substances included in the calculation: R-22, R134a, R290, R404a, R600a
Source of emission factors: GIZ Report, Proklima
**The data reported for Costa Rica 2025 do not include indirect GHG emissions from the use of the organization's products (POS or POS terminals) and use of materials, which are included in the rest of the region. This is because, in the CRI system, they are classified as NOT significant indirect emissions according to the scope review under ISO 14064-1.
***All data submitted is in the process of collection, review and audit. The information presented for the year 2025 corresponds to the results as of 02/09/2026. The information could vary in future review dates as the data is completed and according to the results of internal and external audits.

GRI 306.1, GRI 306.2, GRI 306.3, GRI 306.4, GRI 306.5 Disclosure — Waste

Applies to all BAC operations in: Guatemala, El Salvador, Honduras, Nicaragua, Costa Rica, Panama and LATAM

According to the activities inherent in a bank in relation to waste, the following is described:
With regard to material inputs, there is a high consumption of paper and plastic, necessary both for internal use and for the generation of banking products. These inputs generate impacts upstream of the organization.
The activities that mainly generate waste are related to the consumption of products by employees and customers on site, the production of cards, administrative activities inherent to bank management and the activities of the treasury area.
As for the delivery of products, waste is also generated by customers; downstream within the organization's value chain.

Table 306.1

Waste generation and significant waste-related impacts

Required data GRI section

For the organization's actual and potential significant waste-related impacts, a description of:
i. the inputs, activities, and outputs that lead or could lead to these impacts;
ii. whether these impacts are related to the waste generated in the organization's own activities or to the waste generated upstream or downstream in its value chain.

Guatemala		
Information management	**Management Improvements**	**Reduction actions**
Traceability: The information associated with waste generation is estimated based on measurements made within the country. For each site, on a monthly basis, we obtain the number of collaborators whose totals we multiply by the indicators collected. We estimate the generation of waste produced by our own activities. We do not have information related to the impacts upstream or downstream of the value chain. The management of recoverable waste depends on the availability of authorized waste managers and collection services. All reported waste information is generated from the organization's own activities, which include normal office activities and card production. Total generation: 348.72 ton Coverage: 100% through measured or estimated data. Data: 98% estimated, 2% measured	As part of the improvements in data management by 2025, third-party audits for the environmental footprint management system continue, which allows us to identify opportunities for improvement and strengths of the data collection and systematization process. The Environmental Footprint Management System is audited against ISO 14064-1, INTE B5 and INTE B33 standards as a reference document.	In 2025 we began with the collection of organic waste for treatment by composting, thus avoiding the decomposition of the material in the dump or sanitary landfill. By the end of 2025, it is estimated that around 480 lbs of material or 217 kg will be collected.

El Salvador		
Information management	**Management Improvements**	**Reduction actions**
Traceability: The information associated with waste generation is estimated based on measurements made within the country. For each site, on a monthly basis, we obtain the number of permanent and outsourcing collaborators whose totals we multiply by the indicators collected. We estimate the generation of waste produced by our own activities. We do not have information related to the impacts upstream or downstream of the value chain. We do not have information related to the impacts upstream or downstream of the value chain. The management of recoverable waste depends on the availability of authorized waste managers and collection services. All reported waste information is generated from the organization's own activities, which include normal office activities and card production. Generation of 145.23 t of waste Coverage: 100% Data: 100% estimated	As part of the improvements in data management by 2025, a third-party audit is carried out for the first time for the environmental footprint management system, which allows us to identify opportunities for improvement and strengths of the data collection and systematization process. The Environmental Footprint Management System is audited against ISO 14064-1, INTE B5 and INTE B33 standards as a reference document.	In 2025, we made efforts to train our staff through webinars on the correct separation of waste. By 2026, the aim is to strengthen the management of the waste generated and achieve coordination with managers in the country.

Honduras		
Information management	**Management Improvements**	**Reduction actions**
Traceability: The information associated with waste generation is estimated based on measurements made within the country. For each site, on a monthly basis, we obtain the number of permanent and outsourcing collaborators whose totals we multiply by the indicators collected. We estimate the generation of waste produced by our own activities. We do not have information related to the impacts upstream or downstream of the value chain. We do not have information related to the impacts upstream or downstream of the value chain. The management of recoverable waste depends on the availability of authorized waste managers and collection services. All reported waste information is generated from the organization's own activities, which include normal office activities and card production. Total generation of 201.87 t of waste Coverage: 100% through measured or estimated data. Data: 8% measured and 91% estimated	As part of our data management improvements for 2025, a third-party audit of our environmental footprint management system is being conducted for the first time. This audit will identify opportunities for improvement and strengths in the data collection and systematization process. The Environmental Footprint Management System is being audited against ISO 14064-1, INTE B5, and INTE B33 standards, which serve as reference documents. Furthermore, we continue with monthly data reviews, which allow us to promptly identify information gaps and verify the accuracy of the records.	In 2025, we are making efforts to train our staff through capsules, targeted publications and webinars on the correct classification of waste. In addition, we carry out the purchase, installation and labeling of landfills in approximately 14 locations to implement a correct recycling scheme.

Nicaragua		
Information management	**Management Improvements**	**Reduction actions**
Traceability: The information associated with waste generation is estimated based on regional indicators taken from measures carried out in BAC Costa Rica. This information (waste generation per person by type of waste) is taken as a regional reference as there is no measured data or equipment necessary for the measurement of the waste generated. For each site, on a monthly basis, we obtain the number of permanent and outsourcing collaborators whose totals we multiply by the indicators collected. We estimate the generation of waste produced by our own activities. We do not have information related to the impacts upstream or downstream of the value chain. Only the information reported for "Dead File" is measured directly as this site has a supplier for the handling of paper and cardboard. The management of recoverable waste depends on the availability of authorized waste managers and collection services. All reported waste information is generated from the organization's own activities, which include normal office activities and card production. Total generation: 192.87 t Coverage: 100% through average or estimated data. Data: 100% estimated.	As part of the improvements in data management by 2025, a third-party audit is carried out for the first time for the environmental footprint management system, which allows us to identify opportunities for improvement and strengths of the data collection and systematization process. The Environmental Footprint Management System is audited against ISO 14064-1, INTE B5 and INTE B33 standards as a reference document.	In 2025, we made efforts to train our staff through webinars on the correct separation of waste. By 2026, the aim is to strengthen the management of the waste generated and achieve coordination with managers in the country.

Costa Rica		
Information management	**Management Improvements**	**Reduction actions**
Traceability: The activities that mainly generate waste are related to the consumption of products by employees and customers on site, the production of cards, administrative activities inherent to banking management and the activities of the Treasury Area. These activities generate environmental impacts due to banking activity. We do not have information related to the impacts upstream or downstream of the value chain. To collect the information associated with the generation of waste, we separate the materials according to type and the cleaning and maintenance managers weigh them and record the necessary information. Recoverable waste is managed through authorised managers, who reuse, recycle or dispose of the waste properly. Total generation: 1,538.48 t. Coverage: 100% Measured: 100% measured.	In 2024 we made the request to the purchasing area to include the weight of the materials that are acquired within the SAP system, this effort continues in 2025. Similarly, we achieved the certification of the operational carbon footprint and the compensation of GHG emissions of 3,250 tCO_2e through the Bosque Vivo Osa projects in the cantons of Sierpe and Drake Bay. Along the same lines, 100% of the sites are certified in ISO 14001. Additionally, we provide training and accompaniment to households participating in the Ecological Blue Flag program, and we promoted the first edition of the "Suppliers of Actions that Inspire" contest, to support suppliers with a social or environmental focus.	During 2025, we worked on installing 10 plastic lid collection structures throughout the country in the different BAC branches and buildings, achieving a total of 47 structures installed throughout the country. The collected covers are used as raw material for the construction of accessible walkways in National Parks. Along the same lines, work was done on the additional collection of plastic caps through campaigns in administrative buildings, achieving the additional collection of 3100 kg of caps. Finally, we carry out an electronic waste campaign, through which 900 kg of special waste are collected.

Panama		
Information management	**Management Improvements**	**Reduction actions**
Traceability: The activities that mainly generate waste are related to the consumption of products by employees and customers on site, the production of cards, administrative activities inherent to banking management and the activities of the Treasury Area. These activities generate environmental impacts due to banking activity. The information associated with waste generation is estimated based on measurements made within the country. For each site, on a monthly basis, we obtain the number of permanent and outsourcing collaborators whose totals we multiply by the indicators collected. We estimate the generation of waste produced by our own activities. We do not have information related to the impacts upstream or downstream of the value chain. Total generation: 100.71 ton Coverage: 100% Data: 64% estimated, 36% measured	As part of our data management improvements for 2025, a third-party audit of our environmental footprint management system is being conducted for the first time. This allows us to identify opportunities for improvement and strengths in the data collection and systematization process. The environmental footprint management system is being audited against ISO 14064-1, INTE B5, and INTE B33 standards, which serve as reference documents.	In 2025, we made efforts to train our staff through webinars on the correct separation of waste. By 2026, the aim is to strengthen the management of the waste generated and achieve coordination with managers in the country.

LATAM		
Information management	**Management Improvements**	**Reduction actions**
Traceability: The activities that mostly generate waste are related to the consumption of products by employees and administrative activities inherent to bank management. These activities generate environmental impacts due to banking activity. We do not have information related to the impacts upstream or downstream of the value chain. To collect the information associated with the generation of waste, we separate the materials according to type and the cleaning and maintenance managers weigh them and record the necessary information. Recoverable waste is managed through authorised managers, who reuse, recycle or dispose of the waste properly. Total generation of 11.73 t of waste Coverage: 100% Data: 100% measured	As part of the improvements in data management by 2025, a third-party audit is carried out for the first time for the environmental footprint management system, which allows us to identify opportunities for improvement and strengths of the data collection and systematization process. The Environmental Footprint Management System is audited against ISO 14064-1, INTE B5 and INTE B33 standards as a reference document.	In 2025, we are making efforts to train our staff through capsules, targeted publications and webinars on the correct classification of waste. In addition, we carried out asset donation campaigns, through which 192 goods, including furniture, chairs and filing cabinets, were donated to the Municipality of Desamparados, with the aim of promoting the reuse of furniture and avoiding its final disposal in landfills. By 2026, we are studying the possibility of creating a collection center for the collection of headbands in poor condition, accompanied by a process or protocol that ensures their correct disposal and allows for an increase in the recovery of recoverable waste.

Table 306.2

Managing significant waste-related impacts

Required data GRI section

a. Actions, including circularity measures, taken to prevent the generation of waste in the organisation's own activities and upstream and downstream in its value chain, and to manage the significant impacts of the waste generated.
b. If the waste generated by the organisation in its own activities is managed by a third party, a description of the processes used to determine whether the third party manages the waste in accordance with contractual or legislative obligations.
C. The processes used to collect and monitor waste-related data.

Guatemala		
Information management	**Management Improvements**	**Reduction actions**
a. Since 2023, BAC Guatemala has been proposing actions aimed at the installation of containers, training, waste collection days, awareness campaigns, composting of organic waste, among others. Although waste-related reduction actions have been proposed, these were not prioritized for 2024. b. All ordinary waste generated in BAC Guatemala is collected by local governments, which transport the material to dumps or landfills as appropriate. Waste management is governed by the Regulation of Agreement 164-2021. In the case of recoverable waste, there are managers authorized by law, who deliver a management and collection report each time they carry out a management with the bank. c. The information associated with waste generation is estimated based on national indicators generated from the information provided by authorized managers as available.	As part of the improvements in data management by 2025, third-party audits for the environmental footprint management system continue, which allows us to identify opportunities for improvement and strengths of the data collection and systematization process. The Environmental Footprint Management System is audited against ISO 14064-1, INTE B5 and INTE B33 standards as a reference document.	In 2025 we began with the collection of organic waste for treatment by composting, thus avoiding the decomposition of the material in the dump or sanitary landfill. By the end of 2025, it is estimated that around 480 lbs of material or 217 kg will be collected.

El Salvador		
Information management	**Management Improvements**	**Reduction actions**
a. Actions are currently being implemented to reduce the generation of waste due to documentation, through digitization strategies, training, waste collection days, awareness campaigns, increases in the production of BIO cards (produced from PLA), among others b. Suppliers for waste collection and treatment are contracted in compliance with current regulations. All ordinary waste generated at BAC ESA is collected by local governments, which transport the material to landfills or landfills as appropriate. In the case of recoverable waste, there are managers authorized by law, who deliver a management and collection report each time they carry out a management with the bank. c. The information associated with waste generation is estimated based on indicators generated at the sites with measurement of recoverable and ordinary waste.	As part of the improvements in data management by 2025, a third-party audit is carried out for the first time for the environmental footprint management system, which allows us to identify opportunities for improvement and strengths of the data collection and systematization process. The Environmental Footprint Management System is audited against ISO 14064-1, INTE B5 and INTE B33 standards as a reference document.	In 2025, we made efforts to train our staff through webinars on the correct separation of waste. By 2026, the aim is to strengthen the management of the waste generated and achieve coordination with managers in the country.

Honduras		
Information management	**Management Improvements**	**Reduction actions**
a.La organization has begun the process of training its staff to develop a waste separation program. We do not have a measurement system for all sites, nor contracts with managers for all buildings and branches edbiso to local or national constraints that we seek to resolve. At the moment, waste is managed mostly through local government collection. b. Suppliers for waste collection and treatment in buildings with recoverable collection are contracted in compliance with current regulations. We do not have suppliers in all locations, so waste is disposed of with the municipal collection service, without proper traceability. c. The waste generated is estimated from the waste generation indicators for the Main Building, Corporate Building, Molinón Building, COHM Tower, Plaza BAC Agency, Comayagua Centro Agency and the Peripheral Ring Warehouse or regional indicators, this because in the rest of the sites the waste generated is not weighed.	As part of the improvements in data management by 2025, a third-party audit is carried out for the first time for the environmental footprint management system, which allows identifying opportunities for improvement and strengths of the data collection and systematization process. The Environmental Footprint Management System is audited against ISO 14064-1, INTE B5 and INTE B33 standards as a reference document. On the other hand, we continue with monthly data reviews, which allows us to identify information gaps in a timely manner and verify the accuracy of the records.	In 2025, we are making efforts to train our staff through capsules, targeted publications and webinars on the correct classification of waste. In addition, we carry out the purchase, installation and labeling of landfills in approximately 14 locations to implement a correct recycling scheme.

Nicaragua		
Information management	**Management Improvements**	**Reduction actions**
a. Starting in 2024, BAC Nicaragua proposes actions aimed at the installation of containers, training, waste collection days, awareness campaigns, increases in the production of BIO cards (produced from PLA), among others. These activities continue in 2025. b. All ordinary waste generated at BAC Nicaragua is collected by local governments, which transport the material to dumps or landfills as appropriate. Waste management is governed by the "National Policy on Integrated Solid Waste Management, Executive Decree No. 47-2005". In the case of recoverable waste, there are managers authorized by law, who deliver a management and collection report each time they carry out a management with the bank. c. The information associated with waste generation is estimated based on regional indicators taken from measures carried out in BAC Costa Rica.	As part of the improvements in data management by 2025, a third-party audit is carried out for the first time for the environmental footprint management system, which allows us to identify opportunities for improvement and strengths of the data collection and systematization process. The Environmental Footprint Management System is audited against ISO 14064-1, INTE B5 and INTE B33 standards as a reference document.	In 2025, we made efforts to train our staff through webinars on the correct separation of waste. By 2026, the aim is to strengthen the management of the waste generated and achieve coordination with managers in the country.

Costa Rica		
Information management	**Management Improvements**	**Reduction actions**
BAC Costa Rica has a waste reduction approach. For years we have been working the digitization of processes to avoid the use of paper as much as possible. The above considering the operations of the Production Area where we have focused on minimizing the use of paper in the delivery of cards, which allows a reduction in the generation of waste from its customers. Since 2022, we have signed a contract that consists of hiring a supplier for the collection and proper management of your recoverable waste. This provider is an authorized manager by the Ministry of Health of Costa Rica, which allows the Bank to comply with the country's legislation. In turn, the supplier weighs the waste according to type and sends the monthly information to the Sustainability Team.	In 2024 we made the request to the purchasing area to include the weight of the materials that are acquired within the SAP system, this effort continues in 2025. Similarly, we achieved the certification of the operational carbon footprint and the compensation of GHG emissions of 3,250 tCO_2e through the Bosque Vivo Osa projects in the cantons of Sierpe and Drake Bay. Along the same lines, 100% of the sites are certified in ISO 14001. Additionally, we provide training and accompaniment to households participating in the Ecological Blue Flag program, and we promoted the first edition of the "Suppliers of Actions that Inspire" contest, to support suppliers with a social or environmental focus.	During 2025, we worked on installing 10 plastic lid collection structures throughout the country in the different BAC branches and buildings, achieving a total of 47 structures installed throughout the country. The collected covers are used as raw material for the construction of accessible walkways in National Parks. Along the same lines, work was done on the additional collection of plastic caps through campaigns in administrative buildings, achieving the additional collection of 3100 kg of caps. Finally, we carry out an electronic waste campaign, through which 900 kg of special waste are collected.

Panama		
Information management	**Management Improvements**	**Reduction actions**
a. The organization has begun the process of training its staff to develop a waste separation program. We do not have a measurement system for all sites, nor contracts with managers as we mainly use local or private collection services, but in some sites managers have been hired with weighing records by type of waste. In addition, recovery waste separation stations have been installed in 17 locations. b. Mainly the ordinary waste generated in BAC Panama is collected by private or local collection services, the latter transport the material to dumps or landfills as appropriate. Waste management is governed by "Law 276-2021 which regulates the comprehensive management of solid waste in the Republic of Panama". In the case of recoverable waste, there are managers authorized by law, who deliver a management and collection report each time they carry out a management with the bank. c. The information associated with waste generation is estimated based on regional indicators taken from measures carried out in BAC Costa Rica.	As part of the improvements in data management by 2025, a third-party audit is carried out for the first time for the environmental footprint management system, which allows us to identify opportunities for improvement and strengths of the data collection and systematization process. The Environmental Footprint Management System is audited against ISO 14064-1, INTE B5 and INTE B33 standards as a reference document.	In 2025, we made efforts to train our staff through webinars on the correct separation of waste. By 2026, the aim is to strengthen the management of the waste generated and achieve coordination with managers in the country.

LATAM		
Information management	**Management Improvements**	**Reduction actions**
BAC LATAM has a waste reduction approach. We work to prioritize a policy of purchasing materials with a lower environmental impact; as well as making efforts to digitize certain processes and reduce the use of materials and therefore waste generation. The collection and management service of its waste, which is managed by managers authorized by the Ministry of Health of Costa Rica. This allows the Bank to comply with the country's legislation. The administration of Plaza Roble weighs the waste according to type and sends the monthly information for its corresponding backup. In the case of Calle Blancos, the weighing of waste begins in August 2024.	As part of the improvements in data management by 2025, a third-party audit is carried out for the first time for the environmental footprint management system, which allows us to identify opportunities for improvement and strengths of the data collection and systematization process. The Environmental Footprint Management System is audited against ISO 14064-1, INTE B5 and INTE B33 standards as a reference document.	In 2025, we are making efforts to train our staff through capsules, targeted publications and webinars on the correct classification of waste. In addition, we carried out asset donation campaigns, through which 192 goods, including furniture, chairs and filing cabinets, were donated to the Municipality of Desamparados, with the aim of promoting the reuse of furniture and avoiding its final disposal in landfills. By 2026, we are studying the possibility of creating a collection center for the collection of headbands in poor condition, accompanied by a process or protocol that ensures their correct disposal and allows for an increase in the recovery of recoverable waste.

Table 306.3

Waste generated in metric tons

	Guatemala			El Salvador			Honduras			Nicaragua			Costa Rica		
Waste generated (tons)	**2023**	**2024**	**2025**	**2023**	**2024**	**2025**	**2023**	**2024**	**2025**	**2023**	**2024**	**2025**	**2023**	**2024**	**2025**
Total weight of waste generated in metric tons	274,42	981,92	348,72	128,89	156,11	145,23	396,51	225,40	201,87	195,22	160,87	192,87	889,71	943,05	1538,48
Ordinary waste	116,68	94,14	259,90	71,47	77,63	87,02	237,94	180,73	162,56	77,91	79,54	81,11	727,88	702,58	1322,62
Recovered waste	13,04	849,10	70,76	57,39	78,48	58,21	150,1	44,05	31,05	109,46	73,29534	103,5606	75,27	153,72	104,98
Special waste	144,65	38,64	18,01	0	0,00	0,00	8,45	0,59	8,24	7,84	8,03	8,19	86,44	86,59	110,70
Hazardous waste	0,05	0,04	0,05	0,03	0,00	0,00	0,02	0,03	0,02	0	0	0	0,12	0,16	0,18

	Panama			BAC Latam			Total		
Waste generated (tons)	**2023**	**2024**	**2025**	**2023**	**2024**	**2025**	**2023**	**2024**	**2025**
Total weight of waste generated in metric tons	197,9	139,51	100,71	13,65	11,58	11,73	2.096,31	2.618,43	2.539,60
Ordinary waste	93,66	79,42	83,70	5,81	9,18	9,86	1.331,34	1.223,22	2.006,77
Recovered waste	91,56	41,08	11,39	7,85	2,40	1,87	504,67	1.242,12	381,82
Special waste	12,69	19,01	5,61	0	0,00	0,00	260,07	152,86	150,76
Hazardous waste	0	0,00	0,00	0	0,00	0,00	0,24	0,23	0,25

2025 Observations: The information associated with waste generation is estimated based on measurements made within the country. For each site, on a monthly basis, we obtain the number of collaborators whose totals we multiply by the indicators collected. We estimate the generation of waste produced by our own activities. We do not have information related to the impacts upstream or downstream of the value chain.
The management of recoverable waste depends on the availability of authorized waste managers and collection services.

Table 306.4

Waste not destined for disposal

Waste not destined for disposal (tons)	Guatemala			El Salvador			Honduras			Nicaragua			Costa Rica		
	2023	2024	2025	2023	2024	2025	2023	2024	2025	2023	2024	2025	2023	2024	2025
Total weight of waste not destined for disposal															
Organic	0,36	1,66	1,10	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	23,39	23,25
Plastics	0,00	6,64	0,47	0,00	0,34	0,00	0,07	0,60	1,84	0,00	0,00	0,69	0,00	49,30	27,49
PVC Cards	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,12	0,00	0,00	0,07	0,02	0,06	0,87	0,35
Aluminium and tetra	0,07	0,41	0,30	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,97	0,16
Paper and cardboard	9,29	15,89	7,87	0,00	0,00	0,00	47,02	27,56	7,47	40,78	3,08	31,31	30,54	42,89	29,49
Glass	0,00	0,00	0,05	0,00	0,00	0,00	0,10	0,05	0,03	0,00	0,00	0,00	0,00	1,13	0,25
Valorizable mixto	3,18	0,00	0,00	0,26	0,00	0,00	0,20	0,00	0,52	0,00	0,00	0,00	26,15	0,00	0,00
Specials	133,92	37,12	11,13	0,00	0,00	0,00	6,97	0,61	0,00	0,00	0,00	0,00	23,68	40,68	4,26
Electronic	10,73	2,10	7,11	0,00	0,00	0,00	8,45	0,59	8,24	0,00	0,00	0,00	59,81	81,07	107,64
Total	**157,55**	**63,82**	28,02	**0,26**	**0,34**	**0,00**	**62,81**	**29,53**	**18,09**	**40,78**	**3,15**	**32,03**	**140,24**	**240,31**	**192,90**
Total weight of hazardous waste not destined for disposal															
Other recovery operations	0,05	0,04	0,05	0,03	0,00	0,00	0,02	0,03	0,02	0,00	0,00	0,00	0,11	0,16	0,13
Total weight of non-hazardous waste not destined for disposal															
Preparation for reuse;	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00
Recycling	157,18	62,16	26,92	0,26	0,34	0,00	62,80	29,53	18,09	40,78	3,15	32,03	140,24	216,92	169,65
Other recovery operations.	0,36	1,66	1,10	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	23,39	23,25
Total	**157,54**	**63,82**	**28,02**	**0,26**	**0,34**	**0,00**	**62,80**	**29,53**	**18,09**	**40,78**	**3,15**	**32,03**	**140,24**	**240,31**	**192,90**
Breakdown of total weight in metric tons of hazardous waste and non-hazardous waste diverted from disposal															
Off-Site	157,60	63,86	28,07	0,29	0,34	0,00	62,83	29,56	18,12	40,78	3,15	32,03	140,35	240,46	193,03

*TABLE CONTINUES ON THE NEXT PAGE

*CONTINUED TABLE

	Panama			BAC Latam			Total		
Waste not destined for disposal (tons)	**2023**	**2024**	**2025**	**2023**	**2024**	**2025**	**2023**	**2024**	**2025**
Total weight of waste not destined for disposal									
Organic	0,00	0,00	0,00	0,00	0,00	0,18	0,36	25,05	24,53
Plastics	2,09	0,41	0,46	0,26	0,19	0,61	2,75	57,48	31,56
PVC Cards	0,00	0,00	0,00	0,00	0,00	0,00	0,06	1,06	0,37
Aluminium and tetra	0,16	0,29	0,24	0,00	0,03	0,22	0,23	1,69	0,91
Paper and cardboard	6,69	3,38	5,17	0,88	0,50	0,86	135,84	93,31	82,17
Glass	1,03	0,23	0,07	0,00	0,00	0,00	1,13	1,41	0,40
Valorizable mixto	0,00	0,00	0,00	0,00	0,00	0,00	29,81	0,00	0,52
Specials	0,18	0,00	0,00	0,01	0,00	0,00	164,75	78,41	15,40
Electronic	12,69	19,01	5,61	0,00	0,00	0,00	91,67	102,77	128,59
Total	**22,84**	**23,32**	**11,55**	**1,15**	**0,71**	**1,87**	**426,60**	**361,18**	**284,45**
Total weight of hazardous waste not destined for disposal									
Other recovery operations	0,00	0,00	0,00	0,00	0,00	0,00	0,22	0,23	0,20
Total weight of non-hazardous waste not destined for disposal									
Preparation for reuse;	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00
Recycling	22,84	23,32	11,55	2,14	0,71	1,69	426,24	336,13	259,83
Other recovery operations.	0,00	0,00	0,00	0,00	0,00	0,18	0,36	25,05	24,53
Total	**22,84**	**23,32**	**11,55**	**2,14**	**0,71**	**1,87**	**426,60**	**361,18**	**284,36**
Breakdown of total weight in metric tons of hazardous waste and non-hazardous waste diverted from disposal									
Off-Site	22,84	23,32	11,55	2,14	0,71	1,87	426,82	361,41	284,66

2025 Observations: If there is data reported at 0, it is because the generation of this type of waste is not identified for the specific period
The information associated with waste generation is estimated based on measurements made within the country. For each site, on a monthly basis, we obtain the number of collaborators whose totals we multiply by the indicators collected. Mixed ordinary waste is sent to a landfill or landfill managed by the corresponding local government.

Table 306.5

Waste destined for disposal

	Guatemala			El Salvador			Honduras			Nicaragua			Costa Rica		
Waste destined for disposal	**2023**	**2024**	**2025**	**2023**	**2024**	**2025**	**2023**	**2024**	**2025**	**2023**	**2024**	**2025**	**2023**	**2024**	**2025**
Waste destined for disposal:															
Ordinary waste	116,68	94,14	259,90	71,47	77,63	87,02	237,94	180,73	162,56	77,91	79,54	81,11	727,88	702,58	1322,62
Recovered waste	0,00	823,92	60,75	57,13	78,14	58,21	95,75	15,11	21,19	68,69	70,15	71,53	18,52	0,00	21,15
Special waste	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	7,84	8,04	8,20	2,95	0,00	1,64
Hazardous waste	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,01	0,00	0,05
Total	**116,68**	**918,06**	**320,65**	**128,60**	**155,77**	**145,23**	**333,69**	**195,84**	**183,75**	**154,44**	**157,72**	**160,84**	**749,36**	**702,58**	**1345,45**
Non-hazardous waste destined for disposal:															
i. Incineration (with energy recovery)	0,15	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00
ii. Incineration (without energy recovery)	0,00	0,00	0,00	0,00	0,00	0,00	60,48	71,52	99,92	0,00	0,00	0,00	0,00	0,00	0,00
iii.Incineration of recoverable waste No energy recovery	0,00	0,00	0,00	0,00	0,00	0,00	18,98	5,83	9,23	0,00	0,00	0,00	0,00	0,00	0,00
iii. traslado a un vertedero;	116,68	918,06	320,65	128,60	155,77	145,23	273,20	124,32	83,82	154,44	157,72	160,84	749,36	702,58	1345,45
Total	**116,68**	**918,06**	**320,65**	**128,60**	**155,77**	**145,23**	**333,69**	**195,84**	**183,75**	**154,44**	**157,72**	**160,84**	**749,36**	**702,58**	**1345,45**
Total weight of hazardous and non-hazardous waste intended for disposal:															
ii. Off-site.	116,68	918,06	320,65	128,60	155,77	145,23	333,69	195,84	183,75	154,44	157,72	160,84	749,36	702,58	1345,45
Non-hazardous	116,68	918,06	320,65	128,60	155,77	145,23	333,69	195,84	183,75	154,44	157,72	160,84	749,36	702,58	1345,45
Total	**116,68**	**918,06**	**320,65**	**128,60**	**155,77**	**145,23**	**333,69**	**195,84**	**183,75**	**154,44**	**157,72**	**160,84**	**749,36**	**702,58**	**1345,45**

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	Panama			BAC Latam			Total		
Waste destined for disposal	**2023**	**2024**	**2025**	**2023**	**2024**	**2025**	**2023**	**2024**	**2025**
Waste destined for disposal:									
Ordinary waste	93,66	79,42	83,70	5,81	9,18	9,86	1.331,34	1.223,22	2.006,77
Recovered waste	81,40	36,75	5,45	5,71	1,68	0,00	327,20	1.025,75	238,28
Special waste	0,00	0,00	0,00	0,00	0,00	0,00	10,79	8,04	9,84
Hazardous waste	0,00	0,00	0,00	0,00	0,00	0,00	0,01	0,00	0,05
Total	**175,06**	**116,16**	**89,15**	**11,51**	**10,87**	**9,86**	**1669,34**	**2257,01**	**2254,93**
Non-hazardous waste destined for disposal:									
i. Incineration (with energy recovery)	0,00	0,02	0,01	0,00	0,00	0,00	0,15	0,02	0,01
ii. Incineration (without energy recovery)	0,00	0,00	0,00	0,00	0,00	0,00	60,48	71,52	0,00
iii.Incineration of recoverable waste No energy recovery	0,00	0,00	0,00	0,00	0,00	0,00	18,98	5,83	0,00
iii. traslado a un vertedero;	175,06	116,16	89,15	11,51	10,87	9,86	1669,34	2257,01	2254,93
Total	**175,06**	**116,16**	**89,15**	**11,51**	**10,87**	**9,86**	**1729,82**	**2328,53**	**2254,93**
Total weight of hazardous and non-hazardous waste intended for disposal:									
ii. Off-site.	175,06	116,16	89,15	11,51	10,87	9,86	1729,82	2328,53	2254,93
Non-hazardous	175,06	116,16	89,15	11,51	10,87	9,86	1729,82	2328,53	2254,93
Total	**175,06**	**116,16**	**89,15**	**11,51**	**10,87**	**9,86**	**1729,82**	**2328,53**	**2254,93**

2025 Observations: If there is data reported at 0, it is because the generation of this type of waste is not identified for the specific period
The information associated with waste generation is estimated based on measurements made within the country. For each site, on a monthly basis, we obtain the number of collaborators whose totals we multiply by the indicators collected. Mixed ordinary waste is sent to a landfill or landfill managed by the corresponding local government.
**The data reported for Costa Rica 2025 do not include indirect GHG emissions from the use of the organization's products (POS or POS terminals) and use of materials, which are included in the rest of the region. This is because, in the CRI system, they are classified as NOT significant indirect emissions according to the scope review under ISO 14064-1.
***All data submitted is in the process of collection, review and audit. The information presented for the year 2025 corresponds to the results as of 02/09/2026. The information could vary in future review dates as the data is completed and according to the results of internal and external audits.

Social disclosures cover all BAC operations, in Guatemala, El Salvador, Honduras, Nicaragua, Costa Rica, Panama. BAC LATAM has been included within the scope of social performance management, although it is not part of BAC's financial services operations.

GRI 401.1, GRI 401.2, GRI 401.3 Disclosure

Social Performance - Employment

Table 401.1a

New employee hires

	Guatemala						El Salvador						Honduras						Nicaragua						Costa Rica					
	2023		2024		2025		2023		2024		2025		2023		2024		2025		2023		2024		2025		2023		2024		2025	
Generation	**F.**	**M.**	**F.**	**M.**	**F.**	**M.**	**F.**	**M.**	**F.**	**M.**	**F.**	**M.**	**F.**	**M.**	**F.**	**M.**	**F.**	**M.**	**F.**	**M.**	**F.**	**M.**	**F.**	**M.**	**F.**	**M.**	**F.**	**M.**	**F.**	**M.**
Baby Boomer	2	0	0	1	0	0	3	1	0	0	0	0	1	0	1	0	1	1	1	0	0	0	0	1	0	0	0	1	0	2
Generation X	13	8	7	12	11	9	14	14	6	8	18	5	8	6	10	7	9	1	2	9	2	5	8	4	11	10	5	13	12	13
Generation Y	85	89	70	66	64	55	71	59	61	48	63	47	75	44	81	60	47	36	47	48	20	30	22	27	73	69	57	67	57	64
Generation Z	351	263	279	252	275	241	146	83	140	90	131	71	193	151	333	265	232	156	178	152	194	119	132	77	279	184	230	175	164	155
Hiring Rate	51%	49%	19%	22%	19%	21,5%	55%	45%	16%	16%	17,04%	13,98%	53%	47%	19%	22%	12,98%	13,27%	49%	51%	19%	16%	14,04%	11,09%	54%	46%	10%	11%	8,25%	10,35%

	Panama						BAC Latam						Total					
	2023		2024		2025		2023		2024		2025		2023		2024		2025	
Generation	**F.**	**M.**	**F.**	**M.**	**F.**	**M.**	**F.**	**M.**	**F.**	**M.**	**F.**	**M.**	**F.**	**M.**	**F.**	**M.**	**F.**	**M.**
Baby Boomer	1	1	0	0	2	0	0	3	0	2	1	0	8	5	1	4	4	4
Generation X	12	14	10	10	10	6	6	8	2	6	3	3	66	69	42	61	71	41
Generation Y	96	71	89	50	55	30	22	23	27	37	23	32	469	403	405	358	331	291
Generation Z	154	112	146	121	85	56	81	72	75	101	160	125	1382	1017	1397	1123	1179	881
Hiring Rate	40%	60%	16%	20%	10,83%	10,50%	46%	54%	15%	15%	22,18%	14,56%	54%	55%	16%	17%	13,70%	13,57%

Table 401.1b

Turnover rate

Guatemala			El Salvador			Honduras			Nicaragua		
2023	**2024**	**2025**	**2023**	**2024**	**2025**	**2023**	**2024**	**2025**	**2023**	**2024**	**2025**
22.83%	20,9%	25,68%	16.81%	15,6%	13,17%	10.76%	12,9%	14,91%	19.13%	16,4%	12,08%

Costa Rica			Panama			BAC Latam		
2023	**2024**	**2025**	**2023**	**2024**	**2025**	**2023**	**2024**	**2025**
10.70%	9,8%	12,11%	18.89%	9,4%	13,34%	21.61%	7,6%	10,86%

Table 401.2

Benefits for full-time employees not given to part-time or temporary employees

Guatemala
There are no part-time employees

El Salvador
Days off
Medical insurance
Bonuses

Honduras
Days off,
Flex Benefits
Bonuses
Those that involve organizational seniority requirements

Nicaragua
Affiliation to the fund or savings plan in which the employee and the employer make a contribution
Discounts at affiliated merchants
Provision of a nursing area in which they provide accompaniment and loan of equipment to collaborators
Shareholding
Life Policies

Costa Rica
No benefits apply to temporary

Panama
Performance bonus
Product Contributor Rate (TC, PP, Auto, Mortgages)
Computer Credit, Glasses, Cell Phone, School Scholarships for Children
Xmas bonus

Latam
Life Insurance
Health Insurance
Shareholding
Days off
Pension Plans

Table 401.3 a, b

Employees who have been entitled to parental leave

	Guatemala			El Salvador			Honduras			Nicaragua			Costa Rica		
Gender	**2023**	**2024**	**2025**	**2023**	**2024**	**2025**	**2023**	**2024**	**2025**	**2023**	**2024**	**2025**	**2023**	**2024**	**2025**
Women	101	118	100	71	41	35	91	97	53	54	40	27	92	89	92
Men	10	42	28	5	25	24	13	55	56	7	17	18	53	68	55
Total	111	160	128	76	66	59	104	152	109	61	57	45	145	157	147

	Panama			BAC Latam			Total		
Gender	**2023**	**2024**	**2025**	**2023**	**2024**	**2025**	**2023**	**2024**	**2025**
Women	77	64	45	17	7	19	503	496	371
Men	7	19	17	15	15	30	110	258	200
Total	84	83	62	32	22	49	613	754	571

Observation: 100% of employees who have been entitled to parental leave have taken it.
Source: Success Factors Organizational System

Table 401.3 c

Employees who have returned to work in the reporting period after the end of parental leave

	Guatemala			El Salvador			Honduras			Nicaragua			Costa Rica		
Gender	**2023**	**2024**	**2025**	**2023**	**2024**	**2025**	**2023**	**2024**	**2025**	**2023**	**2024**	**2025**	**2023**	**2024**	**2025**
Women	93	112	98	59	41	33	83	96	53	48	38	27	87	87	91
Men	10	42	28	5	25	24	13	53	56	7	17	18	46	68	55
Total	103	154	126	64	66	57	96	149	109	55	55	45	133	155	146

	Panama			BAC Latam			Total		
Gender	**2023**	**2024**	**2025**	**2023**	**2024**	**2025**	**2023**	**2024**	**2025**
Women	56	64	45	17	7	19	443	445	365
Men	7	18	17	15	15	30	103	238	200
Total	63	82	62	32	22	49	546	683	571

Observation: 97% of employees returned after parental leave. Source: Success Factors Organizational System

Table 401.3 d Pending 12 months later

Employees who have returned to work in the reporting period after the end of parental leave

	Guatemala			El Salvador			Honduras			Nicaragua			Costa Rica		
Gender	**2023**	**2024**	**2025**	**2023**	**2024**	**2025**	**2023**	**2024**	**2025**	**2023**	**2024**	**2025**	**2023**	**2024**	**2025**
Women	93	102	84	59	41	32	83	89	49	48	34	24	87	85	87
Men	10	33	24	5	22	20	13	49	54	7	16	17	46	66	51
Total	103	135	108	64	63	52	96	138	103	55	50	41	133	151	138

	Panama			BAC Latam			Total		
Gender	**2023**	**2024**	**2025**	**2023**	**2024**	**2025**	**2023**	**2024**	**2025**
Women	56	61	43	17	7	19	443	419	338
Men	7	17	17	15	15	28	103	218	187
Total	63	78	60	32	22	47	546	637	525

Observation: 91% of employees who took parental leave remain employed 12 months later.
Source: SuccessFactors Organizational System

Table 401.3 e

Return-to-work and retention rates of employees who took parental leave

		Guatemala			El Salvador			Honduras			Nicaragua		
	Gender	**2023**	**2024**	**2025**	**2023**	**2024**	**2025**	**2023**	**2024**	**2025**	**2023**	**2024**	**2025**
Return Rate	**Female Rate**	92,08%	94,9%	98,00%	83,10%	100,0%	94,29%	91,21%	99,0%	100,00%	88,89%	95,0%	100,00%
	Male Rate	100%	100,0%	100,00%	100%	100,0%	100,00%	100%	100,0%	100,00%	100%	100,0%	100,00%
	Total Rate	96,04%	96,25%	98,44%	91,55%	100,00%	96,61%	95,60%	98,03%	100,00%	94,44%	96,49%	100,00%
Retention rate	**Female Rate**	41,07%	91,1%	85,71%	32,43%	100,0%	96,97%	21,28%	92,7%	92,45%	42,59%	89,5%	88,89%
	Male Rate	34,80%	78,6%	85,71%	28,60%	88,0%	83,33%	16,70%	92,5%	96,43%	20,00%	94,1%	94,44%
	Total Rate	39,24%	87,7%	85,71%	31,03%	95,5%	91,23%	19,48%	92,6%	94,50%	28,60%	90,9%	91,11%

*TABLE CONTINUES ON THE NEXT PAGE

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		Costa Rica			Panama			BAC Latam		
	Gender	**2023**	**2024**	**2025**	**2023**	**2024**	**2025**	**2023**	**2024**	**2025**
Return Rate	**Female Rate**	94,57%	97,8%	98,91%	72,73%	100,0%	100,00%	100%	100,0%	100,00%
	Male Rate	87%	100,0%	100,00%	100%	100,0%	100,00%	100%	100,0%	100,00%
	Total Rate	90,68%	98,73%	99,32%	86,36%	98,80%	100,00%	100%	100,00%	100,00%
Retention rate	**Female Rate**	13,43%	97,7%	95,60%	21,43%	95,3%	95,56%	0%	100,0%	100,00%
	Male Rate	22,70%	97,1%	92,73%	28,60%	94,4%	100,00%	0%	100,0%	93,33%
	Total Rate	15,73%	97,4%	94,52%	24,29%	95,1%	96,77%	0%	100,0%	95,92%

Observation: Source: Success Factors Organizational System

GRI 402.1 Disclosure — Employee-Employer relations

Table 402.1

Minimum notice periods for operational changes

Applies to all BAC operations in: Guatemala, Nicaragua, El Salvador, Honduras, Costa Rica, Panama and LATAM

1. Changes in employment contracts or addendum, regarding remote work conditions, working hours, etc., which require a notice period of 4 weeks.
2. Changes in the application of payments, execution of payrolls, among others, carried out by the Shared Services and those responsible for communicating such changes within the established timeframes depending on the issue.

Table 403.1

Occupational health and safety management system

a. i. Whether the system has been put in place by legal requirements and, if so, a list of such requirements

Guatemala
- Occupational Health and Safety Regulations (A.G. 229-2014 and its amendments)
- Regulations for the Constitution, Organization and Operation of the Bipartite Committees on Occupational Health and Safety (MINTRAB Ministerial Agreement 486-2023)

El Salvador
- Decree 254. General Law on Risk Prevention in the Workplace
- Decree 89. General regulations on risk prevention in the workplace
- Decree 86. Regulations on the management of risk prevention in the workplace
- Title VII. Labor Code
- Title VIII. Health Code- General Regulations on Preventive Measures for Occupational Accidents and Diseases NSTSS-053-04

Honduras
- General Regulation on Preventive Measures for Accidents at Work and Occupational Diseases NSTSS-053-04
- Title V of the Labor Code and its amendments: Decree No. 189
- General Regulations of the Social Security Act
- Firefighters Law of the Republic of Honduras decree 56-2019.

Nicaragua
- Law No. 618 General Law on Occupational Health and Safety
- Regulations of the General Law on Occupational Health and Safety, Decree No. 96-2007

Costa Rica
- Law 1860: Organic Law of the Ministry of Labor and Social Security
- Law No. 6727 Law on Occupational Hazards
- Law No. 17 Constitutive Law of the Costa Rican Social Security Fund (CCSS)
- General Health Law
- Decree 39408 Regulation of Occupational Health Commissions and Offices
- National Fire Protection Regulations. 2020 Version
- Regulation of the health care system of company medicine.
- General regulations on occupational safety and hygiene.
- Decree No. 41080-MTSS-S Regulations on Conditions for Breastfeeding Rooms in Workplaces

Panamá
- Book II of the Labor Code, section on health and safety at work (Article 282 – 290)
- Resolution of the Social Security Fund No. 41,039-2009-J.D. of January 26, 2009 – Regulations

Latam
- Law 1860: Organic Law of the Ministry of Labor and Social Security
- Law 1860: Organic Law of the Ministry of Labor and Social Security
- Law No. 17 Constitutive Law of the Costa Rican Social Security Fund (CCSS)
- General Health Law
- Decree 39408 Regulation of Occupational Health Commissions and Offices
- National Fire Protection Regulations. 2020 Version
- Regulation of the health care system of company medicine.
- General regulations on occupational safety and hygiene.
- Decree No. 41080-MTSS-S Regulations on Conditions for Breastfeeding Rooms in Workplaces

a. ii. Whether the system has been implemented based on recognized risk management system or risk management standards/guidelines and, if so, the list of such standards/guidelines.

For all countries except Nicaragua, the occupational health and safety management system is based on the ISO 45001 standard. The company is not certified, but the good practices of the standard are implemented.

At BAC Nicaragua, all actions related to the OSH Management System are based on Law No. 618, General Law of Occupational Health and Safety.

b. Description of the scope of workers, activities and workplaces covered by the occupational health and safety management system and an explanation of whether any worker, activity or workplace is not covered by the occupational health and safety management system and the reason for this.

In all countries: the scope of the Occupational Health and Safety Management System covers the processes, products and services executed by BAC, as well as all our collaborators who carry out their work in our facilities and in teleworking, incorporating contractors, interns, customers, suppliers and visitors.

c. Description of the evaluation of progress in the reduction and prevention of health problems and risks in relation to the objectives of the OH&S Management System

The organization periodically evaluates progress in the reduction and prevention of risks in occupational health and safety, based on compliance with the objectives of the OH&S Management System. These objectives are defined based on hazard identification, risk assessment, compliance with legal requirements and incident analysis, and have quantifiable goals verified through preventive inspections.

Monitoring is carried out through key indicators, such as the absenteeism rate, occupational accidents and occupational diseases, considering frequency, severity, days of disability and associated costs. Likewise, indicators of comprehensive well-being related to training in OSH, health care and complementary benefits are monitored.

During the periodic review of the OH&S Management System, senior management reviews system performance, meeting objectives, audit results, status of corrective actions, regulatory changes, and opportunities for improvement, in order to ensure continuous improvement.

Table 403.2

Hazard identification, risk assessment, and incident investigation

a.i. How the organization ensures the quality of these processes, including the competencies of the people who carry them out;

Guatemala
- An IPERC Matrix (Hazard Identification,
- There are Bipartite Committees and Monitors on Occupational Health and Safety registered with the Ministry of Labour, the personnel designated by functional unit are trained during the year to comply with the requirement

El Salvador
- There is a procedure for hazard identification, risk assessment and the determination of controls.
- The Occupational Health and Safety Committee is responsible for identifying hazardous conditions in the different workplaces and reports them directly to the OH&S to establish action plans.
- Monthly inspections are carried out in the different work centers of the organization by the SYSO to identify various dangerous situations.
- Action plans are prioritized, working first on the most critical.

Honduras
- Preventive health and safety inspections are carried out in buildings and work areas, then a report is prepared with the identified findings
- The personnel of the area have experience in the field of occupational health and safety, in addition to having a university level of training in the area of Engineering and specific training in occupational health and safety.
- Action plans are prioritized based on the findings and their level of criticality.

Nicaragua
- There is a map and risk matrix where the categories and preventive measures with required actions are detailed.
- Action plans must be prioritized, working first on the most critical.

Costa Rica
- There is a procedure for hazard identification, risk assessment and the determination of controls.
- The update is carried out annually applying tools that have been defined, in this way action plans are implemented to mitigate and control risks.
- Action plans must be prioritized, working first on the most critical.
- The person in charge of the Occupational Health and Safety area requires a level.

Panama
- Preventive health and safety inspections are carried out annually by building and in work areas where a risk may be generated.
- Subsequently, a report is prepared with the findings with the aim of establishing a plan to follow up and solve the identified gaps
- Action plans must be prioritized, working first on the most critical.

Latam
- There is a procedure for hazard identification, risk assessment and the determination of controls.
- The update is carried out annually applying tools that have been defined, in this way action plans are implemented to mitigate and control risks.
- Action plans must be prioritized, working first on the most critical.
- El encargado del área de Seguridad y Salud en el Trabajo requiere un nivel.

Observation: All countries prioritize their action plans, working first on the most critical.

Additional Information on Internal Inspections:

Guatemala
- Periodic inspections by members of the HSE Committees of the buildings.

El Salvador
- More than 35 internal inspections were carried out in all the physical sites of the organization, reviewing legal requirements applicable to occupational health.
- Inspections were carried out by entities such as the fire department and training entities, to attend and be in order with updated requirements.
- A special inspection of safety and health conditions was carried out in conjunction with maintenance to address accessibility locations.

Honduras
- 16 inspections of occupational health and safety conditions were carried out with their respective report and action plan.
- Inspections were carried out by the Heroic and Meritorious Fire Department of Honduras, where the Compliance of Safety and Fire Protection Systems is certified.

Nicaragua
- Internal inspections were carried out in each work area on a monthly basis, where all employees had active participation

Costa Rica
- More than 50 internal inspections were carried out at all the physical sites of the organization, reviewing legal requirements applicable to occupational health.
- Exclusive preventive inspections were carried out for the issue of accessibility in the new administrative buildings to gauge compliance with Law 7600.
- A special inspection of safety and health conditions was carried out in conjunction with the medical service in the treasury.

Panamá
- More than seven inspections were carried out in the facilities of the main buildings and lighting measurements in order to identify the risk spaces and make the relevant corrections.

Latam
- Eight internal inspections were carried out at all the physical sites of the organization, focused on verifying compliance with the applicable legal requirements in the field of occupational health. As a result, an action plan was developed to address the identified findings.
- In addition, a special inspection of the safety conditions was carried out, in coordination with the maintenance and security areas, to verify the condition and operation of the emergency doors.

Observation: BAC carries out periodic preventive inspections in its workplaces to ensure adequate conditions of the work environment, verifying emergency equipment, fire extinguishers, signage, drills, unsafe acts and conditions, as well as compliance with applicable legal requirements. Identified non-compliances are recorded and managed through corrective actions to mitigate or eliminate the associated risks.

a.ii. How the results of these processes are used to evaluate and continuously improve the occupational health and safety management system.

In BAC, hazard identification and risk assessment is carried out by means of a matrix that must be updated and reviewed periodically, in order to establish, implement and maintain the management system. The implementation of controls for risk prevention and compliance with legal requirements is supervised through internal committees and bodies, which intervene in the event of any non-compliance.

b. Description of the processes followed by workers who want to report hazards or occupational hazards, as well as an explanation of how workers are protected from potential retaliation

In all BAC operations, employees can immediately report hazards or situations of occupational danger to the person in charge of the Occupational Health and Safety area, if the person is not available, they can notify their management, Talent and Culture or the Occupational Health and Safety Commission. When this type of notification is entered, the person in charge of the Occupational Health and Safety area will carry out an inspection to identify the hazard and carry out his or her action plan to eliminate the risk of injury.

In the event that the requirements that cannot be resolved immediately, they will be discussed in the commission that meets monthly or extraordinarily when deemed necessary, guaranteeing workers total transparency and protection.

At BAC, the reporting channels for employees guarantee confidentiality and non-retaliation.

c.A description of the policies and processes to be followed by workers who wish to retire from work situations that they believe may result in injury, illness or illness, as well as an explanation of how such workers are protected from possible retaliation.

In all countries, employees can communicate to notify any situation directly to the Occupational Health and Safety area. They can also do so through their leadership, the Talent and Culture business partners (HRBP's), or through the Occupational Health commission or committees.
It is important to emphasize that all employees have the right to withdraw from their work when they consider that they represent a danger to their health or life. In such cases, they must wait for the person in charge of the Occupational Health and Safety area to carry out the corresponding inspection to ensure that the work area is safe before resuming their duties.

At BAC, the reporting channels guarantee confidentiality and ensure that there will be no retaliation against those who report situations of risk or non-compliance.

d.Description of the processes used to investigate occupational incidents, including hazard identification and risk assessment processes related to incidents to determine corrective actions using the control hierarchy and to determine necessary improvements to the occupational health and safety management system.

In all countries 2025: At BAC, occupational incidents and diseases are managed through a structured and collaborative procedure, in which the area of Occupational Health and Safety, Talent and Culture, the Occupational Health Committees and the direct managers of the people involved participate, as well as witnesses to the event when appropriate.
The process begins with the report of the incident or occupational disease, followed by the collection of information through interviews and review of documented evidence. Subsequently, a detailed analysis is carried out to identify the root causes that originated the event and evaluate the case. Based on these findings, an action plan is defined and implemented that includes corrective and preventive measures, aligned with the risk control hierarchy, with the aim of preventing the recurrence of similar incidents. Finally, follow-up is provided to the recovery and reincorporation of the affected person.

Table 403.3

Occupational health services

a. Description of the functions of occupational health services that contribute to the identification and elimination of hazards and the minimization of risks, as well as an explanation of how the organization ensures the quality of these services and facilitates workers' access to them.

Guatemala
- Medical clinic in the 4 main office buildings, the doctor makes a monthly report that includes recommendations to minimize risks that are reviewed in the building's Occupational Health and Safety Committee.
- Virtual medical assistance through health insurance.

El Salvador
- Business clinic: general practitioner, gynecology, nutrition and psychology services, the representatives of these areas hold periodic sessions in conjunction with the person in charge of Health and Safety at work and of well-being and experience, to review statistics and propose control measures.
- Preventive talks through external regulatory entities (ISSS) related to risks, health issues and psychosocial risks in various locations of the organization.
- Physical conditioning and mental health programs with prior evaluations of employees and continuous monitoring to prevent risks derived from work activities.

Honduras
- They have 7 in-house clinics in main buildings for permanent collaborators, outsourcing, suppliers.
- Virtual medical clinic for permanent employees and outsourcing.
- Virtual medical clinic for permanent employees and outsourcing.
- Emotional support providers to refer cases with an emotional support situation.
- The medical staff of internal clinics and virtual medical assistance report to Bienestar Integral actions, recommendations or identified health cases.
- The GEA Honduras provider of external clinics is authorized to report to Bienestar Integral cases, pathologies or diseases treated in external clinics
- It has the service provided by the Honduran Institute of Social Security that provides medical care to all the organization's employees who require it.

Nicaragua
- One office attended by a specialist in health and well-being who follows up on employees with respiratory conditions and coordinates activities of the health program: medical check-ups, vaccination days, blood donation, injection application, blood pressure measurement, dressings, nebulization and first aid services according to the severity of the personnel who require it, coordinates the delivery and supply of medicines in the first aid kits of each area and in the same way Supports with health liaisons who have been selected in each area.
- Follow-up is provided to employees who have suffered a disability either due to professional risk or common illness. In this way, BAC Nicaragua complies with the corresponding regulations, resolutions and instructions, to ensure the health and safety of employees, in coordination with the respective institutions according to the matter, seeking the preventive management of occupational risks through procedures for the health assessment of workers.

Costa Rica
- Three medical offices providing prevention, health promotion, and corrective medicine services for all staff. The medical service communicates with the Occupational Health and Safety area to inform and take actions to prevent or mitigate occupational risks caused by ailments and illnesses of employees.
- Through the private insurance that we provide to employees, we have different options to have access to the general practitioner.
- In addition, we provide additional services necessary for the well-being of our people such as: physiotherapy, psychology, psychiatry, ophthalmology, dentistry.

Panamá
- There are Four medical offices that provide on-site and virtual services for prevention, health promotion and corrective medicine services for all personnel.
- The medical service communicates with the person in charge of Welfare to inform and take actions in order to prevent or mitigate occupational risks caused by ailments and illnesses of employees

Latam
- Three medical offices providing prevention, health promotion, and corrective medicine services for all staff. The medical service communicates with the Occupational Health and Safety area to inform and take actions to prevent or mitigate occupational risks caused by ailments and illnesses of employees.
- Through the private insurance that we provide to employees, we have different options to have access to the general practitioner.
- In addition, we provide additional services necessary for the well-being of our people such as: physiotherapy, psychology, psychiatry, ophthalmology, dentistry.

Table 403.4

Worker participation, consultation and communication on occupational health and safety

a. Description of the processes of worker participation and consultation for the development, implementation and evaluation of the occupational health and safety management system, as well as the provision of access to and communication to workers of relevant occupational health and safety information.

Guatemala
- Bipartite Occupational Health and Safety Committees at headquarters with more than 10 employees, where half of the members represent the workers and provide their opinions on concerns or issues of interest
- Communication is broadcast through internal communication channels: Outlook, Yammer, WhatsApp groups and Facebook.

El Salvador
- Occupational Health and Safety Committee, which includes a prevention delegate in each workplace, is made up of 50% of the employer and 50% of the worker, with participation in the proposal of corrective and preventive measures, evaluated by managers and the person in charge of Health and Safety in BAC.
- Health and Safety communication is issued through defined internal communication channels, to which all staff have access.

Honduras
- Joint Commission on Occupational Health and Safety made up of different members at the level of the organization with representation of the employer and workers.
- Continuity and crisis committee made up of representatives from different areas of the organization.
- Health and Safety communication is issued through internal communication channels (BAC people, Yammer, Teams, text messages).

Nicaragua
- A mixed commission that is made up of members representing 50% of employers and 50% of employees, where 50% of the Commission are women.

Costa Rica
- Occupational Health and Safety Commission, which is made up of members representing the employer and members representing employees. This commission aims to be the channel for participation and consultation of employees in all issues related to Occupational Health and Safety (OSH).
- Health and Safety communication is issued through the channels that the internal communication department has defined, to which all staff have access.

Panamá
- There is a communication plan through representatives of areas such as the brigade members and the Prevention Program Health Management System and Occupational Safety.

Latam
- Occupational Health and Safety Commission, which is made up of members representing the employer and members representing employees. This commission aims to be the channel for participation and consultation of employees in all issues related to Occupational Health and Safety (OSH).
- Health and Safety communication is issued through the channels that the internal communication department has defined, to which all staff have access.

b. Whether there is a formal worker-company committee on health and safety, a description of their responsibilities, the frequency of meetings, the decision-making authority and whether there are workers who are not represented on such a committee; if that is the case, the reason why this occurs.

Guatemala
Description of your responsibilities:
- To guarantee and offer forms of active and protagonist participation to employers and workers
- To promote health and safety in workplaces
- To guarantee all workers health, safety and well-being conditions in the work environment
- To participate in the preparation, approval, implementation and evaluation of the Occupational Health and Safety program and Policy
- Meeting frequency: Monthly

The decision-making authority:
- It is governed by the Internal Work Regulations. The topics discussed and agreements reached are reflected in the minutes book of each Committee.

Representation:
- The committees are bipartite, made up of an equal number of representatives of the employer and the workers

El Salvador
The Occupational Health and Safety Committees established in each workplace have the following functions:
- To participate in the preparation, evaluation and implementation of the company's occupational risk prevention management policy and program.
- To promote initiatives on procedures for the effective prevention of risks
- To objectively investigate the causes that motivated occupational accidents and diseases
- To propose to the employer the adoption of preventive measures
- To instruct workers about the risks inherent to the work activity, observing unsafe actions and recommending methods to overcome them.
- To periodically inspect work sites in order to detect unsafe physical and mechanical conditions.

Honduras
Roles and responsibilities:
- To monitor compliance with hygiene and safety measures and other regulations relating to the health and safety of workers.
- To conduct tours of the buildings, facilities, and equipment of the workplace, in order to verify safety and health conditions.
- To participate in occupational health and safety programs that are being carried out in the organization.
- To investigate and analyse the causes of occupational accidents and diseases and to propose the necessary prevention measures.
- To report on the activities carried out in Occupational Health and Safety.
- To monitor the supply of personal protective equipment to workers, reviewing proper use in order to prevent risk in any work activity.
- To ensure that all workers receive information on occupational safety and health
- To promote dissemination and propaganda on health and safety at work.
- To actively participate in the monthly meetings of the Joint Committee on Health and Safety.
- The meetings are held monthly and if necessary they will be held extraordinarily.

Nicaragua
Roles and responsibilities established for the occupational health commission:
- To collaborate in the surveillance and control of compliance with the provisions adopted in the field of occupational risk prevention.
- To propose the adoption of preventive measures to mitigate occupational risks.
- To promote and encourage the cooperation of workers in the implementation of the proposed protection measures.
- The committee is governed by the Internal Operating Regulations of the Joint Commission on Occupational Health and Safety, the sessions are held monthly and is made up of: 50% representatives of collaborators and 50% representing the company.
- Inspection tours are carried out periodically to the work areas in order to detect unsafe physical and mechanical conditions

Costa Rica
The commission that was mentioned above has the following functions and responsibilities:
- To inspect the facilities in order to verify their safety and hygiene conditions.
- To promote knowledge of regulations, instructions, circulars, notices and, in general, any material related to occupational health.
- To inform workers about the causes that cause occupational risks and the preventive measures recommended and adopted.
- To ensure that the legal and regulatory provisions on Health and Safety at work are complied with.
- To collaborate in campaigns on occupational health.
- To be informed about accident statistics and investigation reports of accidents and diseases that occur in our BAC people.
- The frequency of meetings is monthly. The dates of the commission's sessions, as well as the topics discussed and agreements made, are reflected in the commission's minutes book.

Panama
Our Plan has the following responsibilities:
- To inspect the facilities in order to verify their safety and hygiene conditions.
- To promote knowledge of regulations, instructions, circulars, notices and, in general, any material related to occupational health.
- To inform workers about the causes that cause occupational risks and the preventive measures recommended and adopted.
- To ensure that the legal and regulatory provisions on Health and Safety at work are complied with.
- To collaborate in campaigns on occupational health.
- To be informed about accident statistics and investigation reports of accidents and diseases that occur in our BAC people.

Latam
The commission that was mentioned above has the following functions and responsibilities:
- To inspect the facilities in order to verify their safety and hygiene conditions.
- To promote knowledge of regulations, instructions, circulars, notices and, in general, any material related to occupational health.
- To inform workers about the causes that cause occupational risks and the preventive measures recommended and adopted.
- To ensure that the legal and regulatory provisions on Health and Safety at work are complied with.
- To collaborate in campaigns on occupational health.
- To be informed about accident statistics and investigation reports of accidents and diseases that occur in our BAC people.
- The frequency of meetings is monthly. The dates of the commission's sessions, as well as the topics discussed and agreements made, are reflected in the commission's minutes book.

Table 403.5

Training of workers on occupational health and safety

a. Description of occupational health and safety training courses, including general training courses and specific training courses on occupational hazards, hazardous activities or hazardous situations.

Guatemala
- SST induction
- Evacuation Plan Emergency Plan
- Course for Occupational Health and Safety Monitors
- Use of the first aid kit
- Basic First Aid
- Psychological first aid
- HIV/AIDS
- Active breaks
- Every month a webinar on physical well-being (nutrition, disease prevention) and another on emotional well-being (mental health, stress management, among other topics).

El Salvador
- Comprehensive training of emergency brigades, including psychological first aid.
- Induction to new admissions
- Talks related to psychosocial issues
- Preventive talks on reproductive health, alcohol and drug use, HIV, workplace harassment and violence against women.
- Elements of the occupational health and safety management program
- Emergency plan.
- Nutritional talks
- Talks related to preventive health

Honduras
- Use and handling of fire extinguishers
- Workshop: Prevention and care of our body
- Prevention of back care
- Postural hygiene
- Ergonomics
- Pain prevention, back care and active breaks
- Training of brigade members (First Aid, Fire Extinguishing, Evacuation and CPR).
- Business continuity (Incident Management, Crisis Management, Emergency Plans)
- Preventive inspection
- Accident investigation
- Occupational diseases
- Electrical risk
- Food & wellness
- Discover the new MAPFRE coverage and conditions.
- Learn about the benefits of health insurance.
- Influenza under the magnifying glass
- Prevention in action: Protecting ourselves from measles.
- What you need to know about preventive care for your car.
- Premenstrual Dysphoric Syndrome Care
- Breast Cancer Prevention, Take Care of You and Yours!
- Habits that save lives

Nicaragua
- Introduction of Occupational Health and Safety.
- Hygiene, Safety and Occupational Accidents
- Office risk
- Commuting and work accidents
- Main functions of the knee and spine
- Active break program
- Brigade Training, First Aid, Fire Fighting and Evacuation.
- Talks for the CMHYSO on the subject of Hygiene, Occupational Safety and ergonomics in Coordination with the Social Security Institute

Costa Rica
- Emergency Preparedness and Organization
- Spill Control and Use of MSDS
- Basic First Aid Course
- Fire prevention and fighting
- General training maneuver
- Psychological First Aid
- Ergonomics in the office
- Manual lifting of loads
- Active breaks
- Health and safety standards for contract work.
- Health promotion

Panama
- First aid
- Evacuation in natural emergencies
- Ergonomics and Emotional Health
- Health Crusade Program.
- Biosecurity and Comprehensive Prevention Measures
- Certification of the Leaders in biosecurity measures by biosafety experts, physicians and clinical psychologists
- Psychological assistance programs for employees.
- Ventilation sessions and stress management and resilience building courses

Latam
- Talent 360 Course: Ergonomics in offices.
- Webinars on holistic wellness: emotional, financial and physical health.
- Course: Emergency Plan in Talento 360.
- Basic First Aid Course.
- Fire prevention and fighting
- Psychological First Aid
- Recognizing and Managing Stress and Anxiety

Additional information:
Emergency preparedness and response actions

Guatemala
- Macro-earthquake drill (simultaneous evacuation) at all venues in February.
- Training of brigades in offices.
- Annual review and updating of supplies and equipment to respond to emergencies (first aid kits, signage, fire extinguishers, smoke detectors, alarms, etc.).

El Salvador
- Regularly updating and reviewing emergency preparedness and response documentation and basic fire protection plans for each of the organization's physical sites.
- Execution of 2 emergency drills per year in each of the organization's buildings.
- Annual training for members of the integral emergency brigade and committees according to their regularity.
- Annual review and updating of supplies and equipment to respond to emergencies (first aid kits, signage, fire extinguishers, smoke detectors, alarms, etc.).

Honduras
- Annual training for BAC personnel in first aid, firefighting, evacuation and CPR, given by the Heroic and Meritorious Fire Department of Honduras.
- Periodic reinforcements to brigade members and personnel from different areas on the use and management of fire extinguishers, in theoretical and practical mode.
- Periodic occupational health and safety inspections to verify safety conditions, firefighting equipment, and other factors affecting employees and visitors.
- Updating and revision of the Contingency Plan by the Heroic and Meritorious Fire Department of Honduras, ensuring compliance with fire prevention and safety standards.
- Official inspections by the Honduran Fire Department to certify safety compliance and fire protection systems.
- Execution of emergency drills in all BAC locations nationwide, with evacuation of 100% of the occupants and simulation of different scenarios.
- Incorporation of evacuation signage and firefighting equipment in new constructions and refurbishments, from the design and planning stage.
- Annual maintenance of firefighting equipment nationwide, including refilling fire extinguishers and checking or replacing evacuation signage.

Nicaragua
- Updating and strengthening of the emergency, evacuation, firefighting and first aid brigades.
- Execution of evacuation drills for the preparation and evaluation of the response to emergencies.
- Preparation and updating of evacuation maps for all facilities.
- Conduct annual training for the members of the Integral Emergency Brigade and the corresponding committees, in accordance with their established periodicity.
- Annual review and update of supplies and equipment for emergency response, including first aid kits, signage, fire extinguishers, smoke detectors and alarm systems.

Costa Rica
- Update of the documentation on emergency preparedness and response and basic fire protection plans for each of the organization's physical sites.
- Execution of two emergency drills per year in each of the physical sites of the organization.
- Annual training for members of the comprehensive emergency brigade.
- Annual review and updating of supplies and equipment to respond to emergencies (first aid kits, signage, fire extinguishers, smoke detectors, alarms, etc.).

Panamá
- Update of Health and Safety processes in the face of the identification and risk plans in the different buildings of the bank.
- Execution of two emergency drills per year in each of the physical sites of the organization.
- Annual training for members of the comprehensive emergency brigade.
- Review of first aid kits, signage, fire extinguishers, smoke detectors, alarms, etc.).

Latam
- Update of documentation related to emergency preparedness and response at each of the organization's physical locations.
- Execution of two emergency drills per year in each of the physical sites, in order to evaluate and strengthen the response capacity.
- Maintenance of a team of 50 brigade members, who receive annual training as part of the Integral Emergency Brigade in topics such as basic and psychological first aid, use of fire extinguishers, evacuation, among others.
- Annual review and update of supplies and equipment for emergency care, including first aid kits, signage, fire extinguishers, smoke detectors, alarm systems, among other resources.

Observation 2025:
Each BAC work center has an emergency plan where it identifies threats and vulnerabilities, establishing the necessary operational processes to prepare for and respond to potential emergency situations.
Drills, simulations and tests of fire equipment (fire extinguishers, alarms, etc.) are carried out with the aim of evaluating that the operational processes are effective, to keep the emergency plan and its response procedures up to date.
The brigade receives comprehensive training in emergency planning, evacuation, fire control, spill management, first aid, and CPR.

Table 403.6

Promoting workers' health

a. Explanation of how the organization facilitates workers' access to non-work-related health care and medical services, as well as the extent of access it provides.

Guatemala
- Group insurance coverage for medical expenses through ASSA Insurance Company, includes a nationwide provider network and telemedicine service through Blue Medical.
- Medical clinic in the four main office buildings.

El Salvador
- Option to purchase hospital medical insurance for medical care for employees.
- Basic health services through a business clinic.
- Development of physical conditioning activities in various locations of the organization.
- Agreements with allied organizations for the execution of health fairs in which various disciplines of care are offered.
- The coverage of these services is for 100% of BAC employees.

Honduras
- There is medical and life insurance for BAC people focused on protecting the health of our employees and their families.
- Basic medical care in in-house clinics, outpatient clinics, and virtual medical assistance; emotional assistance, referral to specialist doctors from different branches of health and strategic alliances with health providers such as laboratories, hospitals, rehabilitation centers, among others.
- Special health and prevention days for chronic diseases and pathologies.

Nicaragua
- Through the Nicaraguan Social Security Institute, 100% of collaborators.
- In the central office there is a staff nurse, an emergency nurse to apply prescription medications and the work areas and branches have a first aid kit for basic incident care.
- Health fairs and strategic alliances are held with health providers such as pharmacies, laboratories, hospitals, rehabilitation centers and medical specialists.
- Participation in the vaccination days is carried out in conjunction with the Ministry of Health.

Costa Rica
- All employees have a medical, dental and life expenses policy, where they have many benefits and facilities for medical care, medicines, exams, among others.
- Agreements with organizations to promote non-work-related health care, open to any full-time employee regardless of organizational position or geographic location.
- Medical offices equipped to serve employees. For personnel in rural areas or those who are teleworking and cannot travel to the offices, the telemedicine service is offered.
- Medical care applies to all employees of the organization.

Panama
- Medical expenses policy for medical care for employees.
- Agreements with organizations to promote non-work-related health care, open to any full-time employee regardless of organizational position or geographic location.
- Medical offices in alliance with one of the most popular clinics in the country in the city and associated in the interior of the Republic for collaborators or those who are teleworking and cannot travel to the offices, the telemedicine service is offered.
- Medical care applies to all employees of the organization.

Latam
- All employees have a medical, dental and life expenses policy, where they have many benefits and facilities for medical care, medicines, exams, among others.
- Agreements with organizations to promote non-work-related health care, open to any full-time employee regardless of organizational position or geographic location.
- Medical offices equipped to serve employees. For personnel in rural areas or those who are teleworking and cannot travel to the offices, the telemedicine service is offered.
- Medical care applies to all employees of the organization.

b.Description of the voluntary health promotion services and programmes that the organisation offers to workers to address significant non-work-related health risks, including the specific health risks covered, and how the organisation facilitates workers' access to these services and programmes

Guatemala
- The VIDA BAC Comprehensive Health and Wellness program was implemented to promote physical, emotional, social and financial well-being.
- Nutritional checkups
- Meal plans
- Virtual Exercise Classes and Active Breaks
- BAC Runners Communities
- Breastfeeding rooms.
- In-building clinics
- Online Doctor
- Ambulance service
- Health Fair
- 4 Sessions with a psychologist
- Health promotion webinars
- Emotional Well-being Test

El Salvador
- Blood donation campaigns
- Medical examination program
- Health and Life Talks.
- Face-to-face Exercise Classes
- Nutrition Program
- Psychology service.
- Optometry services with allied companies.
- Sports races
- Agreements with private clinics
- Health fairs
- Mental Health Program
- Vaccination day

Honduras
- Health programs and facilities focused on promoting comprehensive well-being and healthy habits in employees.
- Development of sports communities and participation in physical and emotional activities, health weeks, webinars and content with medical specialists, as well as payment facilities and discounts with certified health care providers.
- Showers in our corporate building in Tegucigalpa as a wellness space for our BAC people.
- BAC court as a recreational space for BAC people and their families

Nicaragua
- Health fair with strategic alliances, agreements with pharmacies, opticians and dentists with access to discounts.
- Active break programme,
- Blood donation, PAP exams and mammograms.

Costa Rica
- Miscellaneous health services within the medical expenses policy.
- Health and Life Talks.
- Outdoor Machines.
- Agreements with private gyms.
- Physiotherapy service.
- Nutritional consultation.
- Psychology consultation.
- Dental consultation.
- Agreements with health providers.

Panamá
- Nutrition Programs
- Back School
- Chronic Diseases Program (diabetes, hypertension, etc.)
- Active Breaks, preventive health program on Site and Virtual.
- "Family Doctor" Program Free Private Clinic (Minimed Network)
- Emotional Health Program (24-hour Psychology)
- Dona Sangre campaign.
- Nutrition Program
- Wellness APP

Latam
- Health Campaigns: blood donation, medical exams, among others.
- Health promotion talks: physical, emotional, financial, nutritional
- Agreements with 4 gym chains with special prices for employees.
- Physiotherapy service.
- Nutrition service.
- Psychology service.
- Psychiatry service.
- Agreements with private clinics.

Table 403.7

Prevention and mitigation of occupational health and safety impacts directly linked through business relationships

a. Description of the organization's approach to preventing or mitigating significant negative impacts to occupational health and safety directly linked to its operations, products, or services through its business relationships, and related hazards and risks

Applies to all BAC operations in: Guatemala, Nicaragua, El Salvador, Honduras, Costa Rica, Panama and LATAM

There are different actions aimed at controlling the possible impacts on the health and safety of our operations, products and services:

- Civil liability policy
- Emergency plan: Through drills, the understanding and application of the emergency preparedness and response procedure is promoted.
- Virtual systems to access our products and services.
- Preventive and corrective maintenance plans for prevention infrastructure and equipment (examples: fire extinguishers).

In the case of NIC: Risk maps have been defined by position (as stipulated in the Technical Organizational Regulations).

Observation 2025:
BAC has a format for the contracts of suppliers and/or contractors where the requirements of the law and other requirements that must be met associated with Occupational Health and Safety issues are contemplated.
These requirements may vary depending on the area and/or country with which the supplier's or contractor's contractual relationship exists.

Table 403.8a - Occupational health and safety management system coverage

Employees covered by the on- and off-site occupational health and safety management system

	Guatemala	El Salvador	Honduras	Nicaragua	Costa Rica	Panama	BAC Latam	Total
i. Covered by the System								
Number of employees	3.274	2.190	3.715	2.088	5.100	2.476	1.906	20.749
% of employees	100%	100%	100%	100%	100%	100%	100%	100%
Number of non-employed workers (security, cleaning, maintenance, canteens, medical service)	385	337	455		360	322	32	1891
% of non-employed workers	100%	100%	100%		100%	100%	100%	100%
ii. Subject to Internal Audit								
Number of employees	0	2.190	3.715	0	5.100	2.476	0	13.481
% of employees	0%	100%	100%	0%	100%	100%	0%	100%
Number of non-employed workers	0	337	455	0	360	322	0	1474
% of non-employed workers	0%	100%	100%	0%	100%	100%	0%	100%
iii. Subject to External Audit or Certified by an External Party								
Number of employees	0	0	0	0	0	0	0	0
% of employees	0%	0%	0%	0%	0%	0%	0%	0%
Number of non-employed workers	0	0	0	0	0	0	0	0
% of non-employed workers	0%	0%	0%	0%	0%	0%	0%	0%

Table 403.8 b,c

Occupational Health and Safety Management System Coverage

b. Workers excluded from this content, including the types of workers and the reason for exclusion

Applies to all BAC operations in: Guatemala, Nicaragua, El Salvador, Honduras, Costa Rica, Panama and LATAM

No exclusion of employees within the scope of the occupational health and safety management system is reported.

c. Any contextual information necessary to understand how the data has been collected, such as standards, methodologies, or assumptions used.

Applies to all BAC operations in: Guatemala, Nicaragua, El Salvador, Honduras, Costa Rica, Panama and LATAM

The information collection was carried out from the documentation of the occupational health and safety management system, in addition, the payroll information is centralized in an internal platform of Talent and Culture.

Table 403.9 a

Workplace accident injuries

a) For all direct employees

	Guatemala	El Salvador	Honduras	Nicaragua	Costa Rica	Panama	BAC Latam	Total
i. Number of deaths resulting from an injury due to an occupational accident.	0	0	0	0	0	0	0	0
i. Rate of deaths resulting from an injury due to an occupational accident.	0	0	0	0	0	0	0	0
ii. Number of Injuries from Workplace Accidents with Large Consequences (Not Including Deaths)	0	0	0	0	0	0	0	0
More than 6 months of disability	0	0	0	0	0	0	0	0
ii. Rate of injuries due to occupational accidents with large consequences (not including deaths).	2	13	2	36	34	0	4	91
iii. Number of recordable injuries due to occupational accidents. (include deaths)	0,21	2,05	0,19	5,98	2,3	0	0,73	1,53
Less than 6 months of disability	Drop of the same different level	Falls at the same level, sprained ankles.	Falls at the same and different level	Falls at the same level, sprained ankles.	Falls at the same level, sprained ankles.	Not applicable	Falls at the same level	Falls at the same level
iii. Rate of recordable occupational accident injuries. (include deaths)	9 429 120	6 341 280	10 698 240	6 012 480	14 798 880	6 711 360	5 490 480	59 481 840
iv. Main types of injuries due to occupational accidents.								
v. Number of hours worked in the year.								

b. It does not apply in the case of workers who are not employees (Outsourcing).

Table 403.9 c, d, e, f

Workplace accident injuries

c.i Occupational hazards that present a risk of injury with major consequences, including how these hazards have been identified

Applies to all BAC operations in: Guatemala, Nicaragua, El Salvador, Honduras, Costa Rica, Panama and LATAM

The Hazard Identification and Risk Assessment Matrix is updated and reviewed on a regular basis.
The main dangers are:
- Falls at the same and different levels
- Impacts and blows against objects.
- Injuries by sharp objects
- Injuries by firearm.

Hazard identification is determined by preventive safety and health inspections at the facility, as well as incident investigations.

c.ii Which of these hazards have caused or contributed to injuries with major consequences during the reporting period

2025: There are no occupational accidents with major consequences during 2025.

In the other BAC Operations (GUA, NIC, SAL, HND, CR, PAN) there are no occupational accidents with major consequences during 2025.

c.iii The measures taken or planned to eliminate these hazards and minimize risks through the hierarchy of control

According to the hierarchy of controls, the following measures have been implemented:

Guatemala
- Engineering controls: Installation of partitions
- Administrative controls: signage, training, emotional well-being assessments for employees
- Personal protective equipment: Mask, PPE for personnel who use weapons.
- Mixed controls: application of inspection tools.

El Salvador
- Engineering controls: route control for the armored vehicles,
- Administrative controls: labeling, training, psychological evaluations for personnel who use weapons, permits to carry weapons,
- Personal protective equipment for personnel who use weapons.
- Mixed controls: application of inspection tools.

Honduras
- Elimination: Removing obstacles that may cause falls.
- Substitution: Replace elements with safer ones that meet Occupational Health and Safety conditions.
- Engineering controls: installation of route control elements for the armored vehicles
- Administrative controls: signage, training.
- Protective equipment: Masks, PPE for personnel who use weapons.
- Mixed controls: application of inspection tools.

Nicaragua
- Elimination: Removing obstacles that may cause falls.
- Substitution: Replace elements with safer ones that meet Occupational Health and Safety conditions.
- Engineering controls: Installation of partitions
- Administrative controls: signage, training, permit to carry weapons, alcohol dispensers.
- Personal protective equipment: Mask, earplugs, ergonomic equipment (mouse, keyboard and ergonomic chairs), gloves, waterproof cape.

Costa Rica
- Engineering controls: route control for the armored vehicles,
- Administrative controls: labeling, training, psychological evaluations for personnel who use weapons, permits to carry weapons,
- Personal protective equipment for personnel who use weapons.
- Mixed controls: application of inspection tools.
- Comprehensive health programs aimed at areas that by their nature are most exposed to occupational risks associated with diseases (treasury and transportation of valuables).

Panamá
- Engineering controls: Route control for armored vehicles.
- Administrative controls: signage, training, psychological evaluations for security outsourcing personnel who use weapons, weapons protection permits.
- Personal protective equipment for personnel who use weapons.
- Mixed controls: application of inspection tools.

Latam
- Elimination: Eliminate obstacles that can cause falls, majonazos, among others.
- Substitution: Replace elements with safer ones that meet SSO conditions
- Administrative controls: signage, training.
- Mixed controls: application of inspection tools.

d. The measures taken or planned to eliminate other occupational hazards and minimize risks through the hierarchy of control.

The same measures as those indicated in the previous point apply.

e. Whether the rates have been calculated per 200,000 or per 1,000,000 hours worked

Rates are calculated per 1,000,000 hours worked, and apply to all BAC operations in: Guatemala, Nicaragua, El Salvador, Honduras, Costa Rica, Panama and LATAM .

f. If there are workers excluded from this content, including the types of workers and the reason for exclusion

No employee in the Occupational Health and Safety management system is excluded from the scope for all BAC operations in: Guatemala, Nicaragua, El Salvador, Honduras, Costa Rica, Panama and LATAM .

g. Any contextual information needed to understand how the data was collected, such as standards, methodologies, or assumptions used.

Guatemala
- Accident reports to Talent and Culture by the personnel involved.
- Information on occupational diseases by the Guatemalan Social Security Institute (IGSS)

El Salvador
- Employee Central report and workplace accident statistics.

Honduras
- Information provided by Talento y Cultura on the incidents reported and recorded on the Employee Central platform, under requirements established by the Honduran Social Security Institute and the medical expenses policy.

Nicaragua
- Data collection was carried out through statistics on occupational accidents (Turing)
- Absenteeism reports in Employee Central.

Costa Rica
- Information from the National Insurance Institute of Costa Rica on the BAC Occupational Risk policy.
- Accident reports made to the Occupational Health department by the personnel involved.

Panama
- Information on the documentation of the management of Health and Safety at work.

Latam
- Information from the National Insurance Institute of Costa Rica on BAC LATAM ‘s Occupational Risk policy.
- Accident reports made to the Occupational Health department by the personnel involved.

Table 403.10 a, b

Occupational ailments and diseases

a) For all direct employees

	Guatemala	El Salvador	Honduras	Nicaragua	Costa Rica	Panama	BAC Latam	Total
i. Number of deaths resulting from an occupational ailment or disease.	0	0	0	0	0	0	0	0
ii. Number of cases of occupational ailments and diseases that can be recorded. (include deaths from an occupational disease)	0	3	0	0	30	0	2	35
iii. The main types of occupational ailments and diseases	NA	Problemas de espalda	NA	NA	Tendonitis, bulging discs of the spine	NA	Carpal tunnel	NA

b. It does not apply in the case of workers who are not employees (Outsourcing).

Table 403.10 c

Occupational ailments and diseases

c.i Occupational hazards that present a risk of disease and disease, including how these hazards have been identified

Applies to all BAC operations in: Guatemala, El Salvador, Nicaragua, Honduras, Costa Rica, Panama and LATAM

A matrix for hazard identification and risk assessment is maintained and updated and reviewed on a regular basis. It is updated with the results of inspections and with the accidents and illnesses that materialize. The main dangers that can cause an ailment or disease are:

- Hazards associated with poor working posture (ergonomics in the office).
- Danger of contagion of common diseases: infectious or contagious diseases at the level of the respiratory tract or pandemic-type diseases.

c.ii Which of these hazards have caused or contributed to occupational ailments and diseases during the reporting period

Applies to all BAC operations in: Guatemala, El Salvador, Nicaragua, Honduras, Costa Rica, Panama and LATAM

The main hazards identified are:

- Ergonomic risks associated with poor working postures in the office, which can lead to musculoskeletal disorders. To mitigate them, an Ergonomics Program is maintained focused on raising awareness of the importance of adopting and maintaining proper postures during the working day.
- Risk of spreading diseases due to physical contact with other people, especially in shared spaces or public service spaces.

c.iii The measures taken or planned to eliminate these hazards and minimize risks through the hierarchy of control.

Applies to all BAC operations in: Guatemala, El Salvador, Nicaragua, Honduras, Costa Rica, Panama and LATAM

In accordance with the hierarchy of controls, the following measures have been implemented:

1. Administrative controls: signage, training, ergonomic accessories and review of workstations to prevent musculoskeletal disorders.
2. Mixed controls: application of inspection tools.

d. Whether there are workers excluded from this content, including the types of workers and the reason for exclusion

No employee in the Occupational Health and Safety management system is excluded from the scope for all BAC operations in: Guatemala, Nicaragua, El Salvador, Honduras, Costa Rica, Panama and LATAM .

e. Any contextual information needed to understand how the data was collected, such as standards, methodologies, or assumptions used.

Guatemala

- Accident reports to Talent and Culture by the personnel involved.
- Information on occupational diseases by the Guatemalan Social Security Institute (IGSS)

El Salvador

- Employee Central report and statistics of occupational diseases registered by SSO and business clinic.

Honduras

- Information provided by Talento y Cultura on the reports of occupational diseases ruled by the Honduran Institute of Social Security and the medical expenses policy.

Nicaragua

- Data collection was carried out through occupational accident statistics (TURING)
- Absenteeism reports in Employee Central.

Costa Rica

- Information from the National Insurance Institute of Costa Rica on the BAC Occupational Risk policy.
- Notices of illnesses made to the Occupational Health and Safety department by the personnel involved

Panama

- Data collection is based on events presented in a specific period through reports provided to the CSS of Panama.

Latam

- Information from the National Insurance Institute of Costa Rica on BAC LATAM ‘s Occupational Risk policy.
- Information on occupational diseases reported to the Occupational Health Department by the personnel involved.

Absenteeism Rate

Below is the rate of absenteeism due to illness-related disabilities and accidents. Holidays and leave are not included in the calculation.

Absenteeism Rate	Unit	Fiscal year 2022	Fiscal year 2023	Fiscal year 2024	Fiscal year 2025	What was your goal for the Fiscal year 2025?
Employees	% del total de días programados	1,1	1,34	1,88	1,91	1,95
Data coverage (% of employees, operations, or revenue)	Porcentaje de: • Empleados • Operaciones • Ingresos	100%	100%	100%	100%	

To obtain the absenteeism rate we are taking into account the companies of BAC LATAM , BAC Costa Rica, BAC Panama, BAC Nicaragua, BAC Guatemala, BAC El Salvador and BAC Honduras.

With respect to the absenteeism rate of contractors, there is a guideline called “Regional Guideline for Outsourcing and Outsourced Personnel”, document in Pocket L-CORP-0000087. Where the following is mentioned: “The vacations and/or disabilities of the supplier’s personnel must be administered solely by the supplier. It is the responsibility of the supplier to coordinate with the promoter the replacement of personnel during the period of the disability, if necessary according to the contract.”

In conclusion, BAC does not manage the information on the absenteeism of contractors, this because it does not enter into a legal labor contingency, since if we did, it could be alleged that there was an employer-employee relationship.

Wellness programs: benefits for our BAC People

Sports and health initiatives

Guatemala
- Nutrition days every two months
- Food guides in the Vida BAC app
- Implementation of healthy option within reach (COE Cafeteria)
- Exercise Guides Vida BAC App
- Agreement in gyms
- Incorporate spaces to encourage exercise in offices (such as dressing rooms and showers in COE and BAC Tower)
- Wellness Days
- Preventive health webinars
- BAC Runner community participating in different races
- Football tournament
- Nutri-active Community (healthy eating)
- Bici-BAC Community

El Salvador
- Internal Soccer Tournament
- Interbank Football Tournament
- 5km sports races
- BAC Hike 3KM
- Fitness program (aerobics, weights,
- Health Fairs
- Nutrition Program
- Eye Health Days
- Partnerships with gyms/special discounts
- Vaccination days and blood donations.
- Partnerships with Laboratories and Health Centers
- Medical Expenses Policy
- Cytological days
- Weight loss challenge
- Schedule active breaks
- Physical Health Webinars
- BAC More Health Program
- Dental Health Conferences with the support of the ISSS

Honduras
- BAC Health Days, Blood Donation Drives.
- Preventive Vaccination Days (payroll deduction available)
- Wellness Days with IHSS
- Corporate partnership with CERAGEM and Therafit rehabilitation and therapy center.
- BAC Court, Kiosk, and Grill
- BAC Soccer Tournament
- Showers on our premises.
- Sports communities (runners, basketball, soccer).
- Webinars with experts in sports and physical rehabilitation.
- Participation and slots for BAC employees in races and marathons nationwide.
- Active breaks in designated areas
- Emotional wellness program
- Webinars focused on all pillars of holistic well-being
- Partnerships with gyms, ophthalmologists, dental clinics, and a dermatology store.
- Partnerships with healthcare providers (laboratories and hospitals)
- Medical and life insurance for all permanent BAC employees

Nicaragua
- Health Fairs
- Preventive Health Program
- Vaccination and blood donation day
- Agreements with laboratories, opticians, pharmacies, dental clinics.
- Educational and health talks
- Medical Equipment Loans
- Financial aid for specialized exams
- We provide necessary equipment for personnel with carpal tunnel and lumbar problems
- Softball sports tournaments, soccer
- Soccer field.
- Ergonomics program (ergonomic implements).
- School for Backstroke.

Costa Rica
- Agreements with differentiated prices in the Metropolitan Hospital, MediSmart, Vitra Opticians, Dentistry, Gyms, Dental Insurance and Medical Assistance.
- Medical expenses policy: Dental Care, Psychology, Nutrition, Physiotherapy, Medical Check-up, Dermatology, Maternity among others
- Advice from the office according to the results of the Medical Check-up
- Face-to-face or virtual psychology in the main building
- Tours in branches and buildings to promote comprehensive health
- Rapid physiotherapy in buildings.
- Physiotherapy lesions for certain cases.
- Active in-person and virtual breaks
- Through the BAC People Club, the participation in sports activities such as: cycling, athletics, triathlon is promoted. Also on-site exercises: zumba classes, yoga, dance.
- Talks and Webinars associated with health and integral wellness topics

Panamá
- Active Breaks
- Hiking
- Hike
- Medical Tours
- Preventive Medicine Program
- Telemedicine
- H1N1 and COVID-19 Vaccination Day
- Weight Loss Challenge
- Sports Leagues
- Healthy Lifestyle Workshop
- Zumba classes and functional exercises
- Blood donation day

Latam
- We have agreements with 4 different gym chains where a preferential cost is provided to the employee.
- We hold health fairs where we encourage medical check-ups, webinars on comprehensive well-being.
- We provide the benefit of accompaniment in nutrition plans.
- Physiotherapy service in BAC LATAM buildings.
- The clubs implemented: initiatives to improve health, soccer championship, cooking and dance classes, running equipment.
- We provide all employees with private medical, dental and life insurance. One of the benefits of insurance is to have a free annual medical check-up.
- Agreement with Ópticas Vitra where employees can have their eyes examined for free and have special discounts to make their glasses.

Managing stress in the workplace

Guatemala
- Webinars on emotional well-being, stress management, anxiety, burnout (Healthy Company)
- 5 Free Online Psychologist Sessions (Health Insurance)
- Q3,500 coverage for psychiatry and psychology expenses (Medical Insurance)
- Active breaks
- Psychosocial Risks Matrix (ISO45003) to non-dominant cultures
- Emotional Well-Being Test (1 annual with Healthy)

El Salvador
- Mental health program from the BAC Business Clinic
- Fitness program: aerobics, functional, dances, steps, upper and lower body toning, bands, kettlebells, body combat
- Active breaks in the different work centres
- Mental Click Program
- Webinars on mental health and well-being in general.
- Study of psycho-social risks.
- Extended holidays, birthday day off, one additional personal day off per year.
- Psychological and psychiatric coverage through a medical expenses policy
- Psychological consultation by the clinic BAC patients and possibilities (relatives)
- Training program (1-on-1 lectures in mental health)
- Financial Coaching Sessions

Honduras
- We promote active breaks in the areas (with talent links and gyms).
- Webinars with health experts on stress management and burnout
- Harmony webinars in work and personal life.
- Time for BAC people (leave, vacations, work flexibility program, among others).
- Training leaders in resilient teams.
- BAC court as a recreational space for BAC people
- Emotional support through Mapfre health insurance reimbursement.

Nicaragua
- Active Break Programs
- Financial support for payments to psychological consultations
- Coexistence activities in the areas.
- Hybrid work.
- Spaces for family coexistence (Messanini)

Costa Rica
- We provide on-site psychology as crisis care and through the medical expenses policy for cases that require therapy.
- Training and workshops through the BAC People Club, and BAC University, for all employees.
- Leaders Club with a training program, networking and annual events.
- Care with face-to-face and virtual medical office, medical expenses policy, active breaks, coexistence activities in the areas, financial education and financial coaching, spaces to share with the family.
- Time off benefits: B-Days (4 extra days off per year), Health Day (An extra day off to promote preventive health), Personal Day (May 1 celebration), Birthday Day off.

Panamá
- Active On-Site and Virtual Breaks
- Emotional Support Line
- School for parents which is a program of workshops to provide tools to our parents.
- Activities such as Paleta Afternoon
- Creation of satellite areas that allows you to be closer to home and reduce traffic stress.
- Birthday evenings for children
- Personal Day

Latam
- Throughout the year we hold Webinars on mental and financial health
- Clubs Dance, cooking and football.
- Running Equipment
- We provide individual psychology and psychiatry care to employees and family members.
- We have a financial coaching program.
- Active breaks.
- On-site massages
- Day B benefit, the employee has 11 extra days off in the year.

Other wellness benefits

Do you have?

Country	Daycare facilities or contributions		Breastfeeding Facilities or Benefits	
	Yes	No	Yes	No
Guatemala		X	X	
El Salvador	X		X	
Honduras		X	X	
Nicaragua		X		X
Costa Rica	X		X	
Panama		X	X	
Latam		X	X	

Notes:
1. There is a care network for the children of employees in the countries of El Salvador and CR who have an identified need.
2. Most countries have breastfeeding rooms in their facilities, NIC is in the process of implementation.

Working conditions

Do you have?

Country	Flexible working hours		Work-from-home arrangements		Part-time work options	
	Yes	No	Yes	No	Yes	No
Guatemala	X		X			X
El Salvador		X	X			X
Honduras	X		X		X	
Nicaragua	X		X			X
Costa Rica	X		X		X	
Panamá	X		X		X	
Latam	X		X			X

Notes:
1. Most countries have a benefit where our BAC people can choose their schedule in a flexible way.
2. In all countries, eligible administrative positions can opt for the telework benefit. However, there are other positions whose operational nature does not allow access to this modality.
3. For the HND, CR and NAP countries have the benefits of part-time work options, this according to the conditions of the position and responsibilities

Work permits or licenses:

1. Paid parental leave for the primary and non-primary caregiver (in weeks):
3,204 weeks, this includes maternity leave and paternity leave.

2. Paid family or care leave beyond parental leave (in weeks):
436 weeks, this applies to leave for family care, domestic calamity, bereavement or burial.

GRI 404-1, 404-2, 404-3 Disclosure **Training and Education**

Table 404.1

Average hours of training per year per employee

Guatemala			El Salvador			Honduras			Nicaragua			Costa Rica		
2023	2024	2025	2023	2024	2025	2023	2024	2025	2023	2024	2025	2023	2024	2025
22	32	22	21	72	19	60	53	46	20	13	8	31	20	18

Panama			BAC Latam			Total		
2023	2024	2025	2023	2024	2025	2023	2024	2025
91	48	30	27	51	37	39	40	40

Table 404.2

Programs to develop employee skills and transition support programs

a. The type and scope of programs implemented and the assistance provided to improve employee skills.

Guatemala
- Sales school for large companies, SMEs and high net worth segments. The BAC sales methodology was defined, and sales executives and leaders were trained to develop both commercial skills and power skills based on the customer experience map
- CREA is a cultural transformation program around the new culture of customer service, where a change of mindset was developed around the customer and they are empowered by collaborating to create experiences.
- Wellness program, includes training in physical, emotional and financial health of employees.

El Salvador
- Master Class is a virtual program where internal experts train employees virtually every Friday in one hour, covering pillars of finance, economics, leadership, and soft skills.
- DNC 20026 The program to close the training needs was solved through offers from the National Training Institute (INCAF) and with investment in programs with high-quality suppliers, a program of Management Skills with INCAF Support aimed at middle management leaders. The objective is to develop soft skills in leaders as a tool for team management, an example of topics taught: time management, communicating to lead, emotional agility at work, how to create committed teams.
- Learning to roar managerial program, whose objective is to provide Mold the talent of BAC Credomatic, professionalizing the positions of Supervision, Leadership and Deputy Management through the strengthening of corporate competencies, so that they can contribute to the transformation of the culture and the fulfillment of the strategic objectives of the organization. This year 2025 has been extended from leaders from middle managers to Managers and Directors of the organization, providing tools that allow them to consolidate their teams to take them to the next level, developing change management, recognition, feedback, coaching, management of team management processes among others, There are 3 levels:
- 1. Learning to Roar 1: Target Group New Leaders
- 2. Learning to Roar 2: Target Group Continuous Leaders
- 3. Learning to Roar 3: Target Group Managers and Directors of the organization

Honduras
- BAC Leaders Program: Management Tools, designed to strengthen leadership competencies and provide key tools for managing change, make strategic decisions, prioritize quality, and enhance talent in teams. The program addressed the five pillars in a cross-functional manner that drive the organizational vision: Human Talent, Focus on Customer Life, Payment Methods, Use of Data and Artificial Intelligence, and Digitalization & Automation, training leaders with a comprehensive vision, adaptability and focus on excellence.
- Provider: ADEN Business School
- Scope: 35 leaders: 9 managers, 25 assistant managers and 1 boss, mostly millennials (80%), with the presence of 1 generation X and 1 generation Z. 49% female and 51% male. These were mainly new leaders recently promoted, with a high tenure in the organization: 69% with more than 10 years, 20% with more than 5 years and 12% between 6 months and 3 years. This population represents experienced and diverse leadership, with strong business knowledge and a willingness to develop strategic and change management competencies.

- Self-Leadership and People Leadership Program, with the purpose of developing key skills in personal leadership and team management, strengthening the ability to influence, inspire and lead with purpose, fostering an environment of collaboration and empathy to achieve organizational objectives.
- Provider: UNIKEMIA / International Coach Jon Segovia Celaya
- Scope: 40 leaders, individuals promoted between 2024 and 2025 to leadership positions with direct reports, outstanding talent, and/or mapped successor.

- Empowerment and Skills Development Programs for Women (Women Action Smile Program) and Men (Men Action Synergy).
- Provider: GBM University / Coach Leonardo Retana
- Scope: 40 women (committed to their empowerment, development of self-leadership skills, self-knowledge, personal branding, and strategic networking) and 30 men (committed to promoting a new conscious vision of masculinity in the personal and organizational sphere, based on emotional care, healthy leadership, and integral well-being).

Nicaragua
- The scope of the programs implemented has been broad and strategic, impacting the technical capabilities, leadership, well-being, and cultural integration of our employees. Through these spaces, we strengthen not only individual skills, but also team cohesion, organizational productivity, and employee experience.

Costa Rica
- Microlearning program: aimed at all employees in online courses or short synchronous sessions (microlearning). This format allows for self-management and quality and interactive learning in a short time. A variety of topics are included, to strengthen technical skills, competencies and personal well-being. Includes online courses of 60 minutes or less:

- Bootcamp: Leader of the Leader: Enhance the capacity of multiplying leadership for leaders of leaders through a practical and immersive experience.
- Group and Individual Leadership Mentoring: Accompany leaders who have gone through changes to strengthen their skills.
- Female Leadership: Empower and develop female BAC leaders by enhancing their skills.
- Professional Projection: Enhance the professional projection of leaders by strengthening their communication skills, ability to connect with their audience and develop superior executive tools.
- Impact Leadership: VP Canales: Strengthen the strategy, activate the culture and enhance talent, generating impact with purpose and vision for what is to come.
- Multiply Your Footprint: Develop Leadership Multiplier of Key Talents
- Elevate: Facilitate comprehensive development experiences that boost the careers of key talent from N4 to N6 level
- Executive Edge: Explore practical tools from the ExPI model to strengthen authenticity, trust, and connection with other Key Talents
- Leadership Circle BRITE: Driving Collective Leadership in the Organization
- Flexible Leadership Lab: Enhance leadership, connection, and growth by collaborating reatively by applying an underlying “win-win” principle in the pursuit of mutual benefit. Leadership Lab
- Multiplier: Enhance leadership, connection and growth by stimulating skills, enhancing talent in others and delegating effectively. Authentic Leadership Lab:
- Psychological Safety: Enhance leadership, connection and growth through trust, emotional openness and authenticity. Empower leadership, connection, and growth by learning from
- self-awareness and biases, empathic conversations, and
- Development coaching

- LinkedIn Learning: Corporate online content program. LinkedIn Learning international learning platform for self-development that has a large number of updated and relevant content alternatives to meet individual needs that are reflected in the Individual Development Plan. Program for the development of women leaders.

Panamá
- Program: Connection and Transition for the New BAC Leader
- Objective: The Program aims to enable new leaders to lead from day one, providing them with clarity in their role, effective connection with their team, and alignment with organizational culture.
- The program is designed so that every person who assumes a new leadership role experiences a guided, humane and effective integration process.
- Scope: Leaders who have assumed a new formal leadership role (management or headship) in the last 3–6 months.
- Management: All Managements.
- Time: 9 hours

- Program: Emerging Leaders
- Objective: To strengthen the leadership capacities of the participants so that, aligned with BAC's purpose, they develop competencies that inspire confidence, foster collaboration, promote innovation and the comprehensive experience of customers and employees, manage high-performance teams and make strategic and agile decisions.
- Scope: Leaders (all levels of leadership up to Sr. Manager)
- Management: All Managements.
- Time: 12 hours

- Program: Storytelling
- Objective: To develop skills in presenting projects and new implementations, and to prepare participants for improved performance in management and interdepartmental meetings.
- Scope: Officers and Leaders
- Departments: Personal Loans, Credit Cards, Credit Card Sales, Affiliated Merchants, Treasury, Business Intelligence, Personal Banking and Insurance, Talent and Culture.
- Duration: 9 hours

Latam
- Leadership Academy, aimed at contributing to the development of the set of managerial or directive skills that an individual has to influence the way people are or act in a work group, to collaborate with enthusiasm towards the achievement of their goals and objectives.
- Teacher Chair, Program aimed at developing key individuals who will share their knowledge with others to promote the growth of our BAC people
- Your Development Journey, is a program that is aimed at the high-potential population with a focus on developing skills and competencies focused on innovation as a vehicle that allows providing solutions to different roles of the institution.
- Lead Self Program, whose objective is to generate in the participants through a process and delivery of tools, an awareness of the importance of leading oneself as a way to take their Development to another level.

b. Transition assistance programmes provided to facilitate continued employability and the management of the end of professional careers due to retirement or dismissal.

Guatemala
- Leadership programs, oriented to change management to redirect actions with organizational changes and how to face such changes.

El Salvador
- As a BSG process, an outplacement program was carried out for the disengaged personnel.

Honduras
- BI Excellence Program 2025, for the development of core skills for the business, focused on the topics: Descriptive Analytics / BI-BAC Backbone, The Art of Communicating Analytics / Narrative and Business Data Visualization, Advanced Analytics (transcending borders) / Machine Learning (CoE Costa Rica Team). Aimed at: 27 participants: Business Analysts, Data Analysts and Data Engineers.

- The Systemic Vision of Agility Bootcamp and Incubation Lab program provides a comprehensive understanding of organizational agility and its cross-functional application in the workplace, focusing on its impact on business results and an innovative culture. Through the incubation lab, participants addressed strategic innovation challenges with a forward-looking perspective and developed impactful solutions. Modules included: Strategic Foresight of Innovation and Trends in Banking, Systemic Vision of Agility in Organizations, Scrum Framework Fundamentals, and Project Incubation Lab.
- Target Audience: 45 key talent aligned with strategic innovation initiatives and actively involved in the prioritized ideas for 2025.

- Agile Professionalization Program, designed to help participants understand agile values and principles, techniques, and tools that promote collaboration between the development team and the product owner, as well as the importance of their current role as Scrum Master or Product Owner.
- As part of the program, the 30 participants took the Scrum Master Certified (SMC) / Product Owner Certified (SPOC) certification exam, administered by SCRUMstudy.

- Diploma for Specialized Banking Advisors in Family Businesses, focused on family businesses and the importance of providing high-quality service to build long-term relationships with individual clients. The program equips 25 participants with the tools and knowledge necessary to understand the unique dynamics of family businesses and offer personalized financial solutions.
- Modules: Introduction to Family Businesses, Governance and Structure, Corporate Finance and Wealth Planning, Risk Management and Insurance.

- NextGen Mentoring program based on promoting diversity and continuing to prioritize the development of young talent, creating intergenerational learning spaces that connect senior leaders with key talent in a process of continuous growth.
- In this program, the exchange of ideas, experiences, and skills that transform learning and strengthen self-leadership was encouraged. A distinctive feature is that participants assume both roles: mentor and mentee, enhancing collaboration and comprehensive vision.
- To ensure effectiveness, previous accompaniment workshops were held where the fundamentals of mentoring and the best practices for carrying out the sessions were addressed. In addition, mentors were offered complementary training, reinforcing their skills.
- The measurement of the program was based on achieving the participation of 22 people, ensuring a significant impact on the transfer of knowledge and the construction of strategic relationships that promote the learning culture in the organization.

- Local Offboarding Program comprising various advisory sessions with specialists on the different processes involved in the retirement transition, aimed at people in leadership positions.

Nicaragua

- Office automation program: aimed at positions that handle statistics, reports, data sheets in order to develop technical skills with the support of updated digital tools.

- The programs implemented provide employees – regardless of their professional situation – with tools to continue growing, stay current and manage their transition to retirement or a new stage of work with peace of mind and autonomy.
- We accompany with respect, closeness and training, ensuring that each person takes away not only technical knowledge, but also well-being, purpose and the confidence to continue moving forward

Costa Rica

- Online Specialization: Excel, from beginner to expert: Leveled specialization to become a skilled Excel user through online courses that contain video tutorials, practical exercises, and tutorials guided by an expert. The program covers 4 levels: basic, intermediate, advanced, and expert. The user starts at the level that their placement test indicates, so it is tailored to their need.

- Data Intelligence: Specialization program, to strengthen technical knowledge of analysis, engineering, and data science, and includes online courses from the external UDEMY platform, synchronous workshops with expert internal facilitators, and a learning community in which students can delve into particular topics and share challenges or knowledge with other classmates. The contents are: Power BI, SQL, Tableau, Python, Data Science, statistical concepts, storytelling, among others. To complete the program, students carried out learning checks and a final project.

- Online Course: Financial Decisions 2.0 in 45 minutes.

- Financial Education: Hybrid program, with an online course and a synchronous seminar with concepts and tools to assertively manage personal finances. Content includes:
- Live Seminar: Neurofinance, Our Relationship with Money.
- Transition assistance programs: For job transitions, internal movements, growth within the bank, our employees have an on-the-job training program which allows us to identify what the required training needs are and based on this we ensure that employees have the necessary training and support to properly transition to the new function. This plan covers the skills and knowledge required to properly develop your new position.

BAC Latam

- Harvest Times Program: A space for accompaniment that promotes dignified, careful and aligned with the legacy that each person leaves in the organization.
- Main topics that the program focuses on:
- 1-Life project, evolution of identity and personal brand.
- 2-Relationships at work.
- 3-Emotional accompaniment and guidance.
- 4-Finance.

Table 404.3

Percentage of employees who receive regular performance and professional development reviews

Gender	Guatemala	El Salvador	Honduras	Nicaragua	Costa Rica	Panama	BAC Latam
Women	100%	100%	100%	100%	100%	100%	100%
Men	100%	100%	100%	100%	100%	100%	100%

Source: T360 - Official BAC Performance System

GRI 405.1b, 405.2 Disclosure **Diversity and equal opportunities**

Table 405.1b

Employees by generation group

		Guatemala			El Salvador			Honduras			Nicaragua			Costa Rica		
Position	**Generation**	**2023**	**2024**	**2025**	**2023**	**2024**	**2025**	**2023**	**2024**	**2025**	**2023**	**2024**	**2025**	**2023**	**2024**	**2025**
Leaders	Baby Boomer	28	42	36	40	44	32	59	57	50	32	37	46	33	39	47
	Generation X	105	180	158	109	107	72	298	289	247	89	110	113	218	240	207
	Generation Y	264	440	356	124	140	99	440	360	296	88	112	118	336	346	285
	Generation Z	63	120	82	23	15	5	37	29	27	5	15	13	33	36	26
	Total	**460**	**782**	**632**	**296**	**306**	**208**	**834**	**735**	**620**	**214**	**274**	**290**	**620**	**661**	**565**
Employee Category	Baby Boomer	55	47	56	71	74	85	43	57	63	76	77	84	97	113	123
	Generation X	286	235	241	260	260	292	308	372	415	283	269	287	515	550	600
	Generation Y	1137	974	967	870	882	955	1.305	1380	1.348	729	676	664	2.208	2.266	2.272
	Generation Z	1352	1294	1.333	676	653	634	1.066	1223	1.239	747	807	801	1.756	1.612	1.481
	Total	**3290**	**2550**	**2.597**	**1.877**	**1.869**	**1.966**	**2.722**	**3.032**	**3.065**	**1.835**	**1.829**	**1.836**	**4576**	**4541**	**4.476**

*TABLE CONTINUES ON THE NEXT PAGE

*CONTINUED TABLE

		Panama			BAC Latam			Total		
Position	**Generation**	**2023**	**2024**	**2025**	**2023**	**2024**	**2025**	**2023**	**2024**	**2025**
Leaders	Baby Boomer	28	28	24	23	32	36	243	279	271
	Generation X	239	267	261	150	156	150	1.208	1.349	1.208
	Generation Y	260	247	213	152	177	157	v	1.822	1.524
	Generation Z	23	21	12	18	21	16	202	257	181
	Total	**550**	**563**	**510**	**343**	**386**	**359**	**3317**	**3707**	**3184**
Employee Category	Baby Boomer	42	47	45	26	28	36	410	443	492
	Generation X	248	256	280	165	183	211	2.065	2.125	2.326
	Generation Y	846	876	860	558	631	690	7.653	7.685	7.756
	Generation Z	650	650	594	421	490	643	6.668	6.729	6.725
	Total	**1.786**	**1.829**	**1.779**	**1.170**	**1.332**	**1.580**	**16.796**	**16.982**	**17.299**

Observation 2023:
This information excludes the Miami operations (28 employees) and Namutek (64 employees) Source: SuccessFactors Organizational System.
Observation 2024:
Note: This information excludes the Miami operations (28 employees) and Namutek (57 employees).
Source: SuccessFactors Organizational System.
Observation 2025:
Note: This information excludes the Miami operations (28 employees) and Namutek (64 employees).
Source: SAP SuccessFactors Organizational System.

Table 405.1b

Employees by gender

		Guatemala			El Salvador			Honduras			Nicaragua			Costa Rica		
Position		**2023**	**2024**	**2025**	**2023**	**2024**	**2025**	**2023**	**2024**	**2025**	**2023**	**2024**	**2025**	**2023**	**2024**	**2025**
Leaders	Women	205	352	288	152	150	96	462	414	348	110	144	153	330	347	297
	Men	255	430	343	144	156	111	372	321	271	104	130	136	290	314	267
	Total	**460**	**782**	**631**	**296**	**306**	**207**	**834**	**735**	**619**	**214**	**274**	**289**	**620**	**661**	**564**
General workforce	Women	1.625	1.507	1.534	1.096	1.117	1.199	1.646	1.823	1.878	956	967	998	2.569	2.556	2.500
	Men	1.205	1.043	1064	781	752	768	1.076	1.209	1.188	879	862	839	2.007	1.985	1.977
	Total	**2.830**	**2.550**	**2.598**	**1.877**	**1.869**	**1.967**	**2.722**	**3.032**	**3.066**	**1.835**	**1.829**	**1.837**	**4.576**	**4.541**	**4.477**

		Panama			BAC Latam			Total		
Position		**2023**	**2024**	**2025**	**2023**	**2024**	**2025**	**2023**	**2024**	**2025**
Leaders	Women	311	311	281	126	145	137	1.696	1.863	1.600
	Men	239	252	228	217	241	222	1.621	1.844	1.578
	Total	**550**	**563**	**509**	**326**	**386**	**359**	**3.317**	**3.707**	**3.178**
General workforce	Women	1.157	1.177	1.132	503	570	706	9.552	9.717	9.947
	Men	629	652	648	667	762	874	7.244	7.265	7.358
	Total	**1.786**	**1.829**	**1.780**	**1170**	**1.332**	**1.580**	**16.796**	**16.982**	**17.305**

Observation 2023:
This information excludes the Miami operations (26 employees) and Namutek (56 employees).
Observation 2024:
This information excludes the Miami operations (28 employees) and Namutek (57 employees).
Source: SuccessFactors Organizational System.
Observation 2025:
This information excludes the Miami operations (28 employees) and Namutek (64 employees).
Source: SuccessFactors Organizational System.

Table 405.2

Ratio of basic salary and remuneration of women to men

Employment Category		Guatemala	El Salvador	Honduras	Nicaragua	Costa Rica	Panama	BAC Latam
Executive Level	Women							
	Men	SA	SA	SA	SA	SA	SA	SA
Non Executive Level	Women							SA
	Men	SA	SA	SA	SA	SA	SA	
Management Level	Women							
	Men	SA	SA	SA	SA	SA	SA	SA

Source: Employee Central

SA: Salary Advantage
Executive Level: CEO, Country Managers (CM), General Managers reporting directly to the CEO, and Vice Presidents (VPs).
Non Eecutive Level: Includes all supervisory and managerial positions below the Executive Level.
Other Employees: Includes all remaining employees not classified as Executive Level or Non-Executive Level.

Obervation 2025:
This information excludes the Miami operations (28 employees) and Namutek (64 employees).
Source: SuccessFactors Organizational System.

Financial statements



BAC INTERNATIONAL CORP.
Y SUBSIDIARIA
(Panamá, República de Panamá)

Estados Financieros
Consolidados

Al 31 de diciembre de 2025

(Con el Informe de los Auditores Independientes)

BAC INTERNATIONAL CORP. Y SUBSIDIARIA
(Panamá, República de Panamá)

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Notas a los Estados Financieros Consolidados

KPMG
Torre PDC, Ave. Samuel Lewis y
Calle 56 Este, Obarrio
Panamá, República de Panamá

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Website: kpmg.com.pa

INFORME DE LOS AUDITORES INDEPENDIENTES

A la Junta Directiva y Accionistas
BAC International Corp.

Informe sobre la auditoría de los estados financieros consolidados

Opinión

Hemos auditado los estados financieros consolidados de BAC International Corp. y subsidiaria (la "Compañía"), que comprenden el estado consolidado de situación financiera al 31 de diciembre de 2025, los estados consolidados de resultados, utilidades integrales, cambios en el patrimonio, y flujos de efectivo por el año terminado en esa fecha, y notas, que comprenden políticas contables materiales y otra información explicativa.

En nuestra opinión, los estados financieros consolidados adjuntos presentan razonablemente, en todos los aspectos materiales, la situación financiera consolidada de la Compañía al 31 de diciembre de 2025, y su desempeño financiero consolidado y sus flujos de efectivo consolidados por el año terminado en esa fecha de conformidad con las Normas de Contabilidad NIIF tal como han sido emitidas por el Consejo de Normas Internacionales de Contabilidad Normas de Contabilidad NIIF.

Base de la opinión

Hemos efectuado nuestra auditoría de conformidad con las Normas Internacionales de Auditoría (NIA). Nuestras responsabilidades de acuerdo con dichas normas se describen más adelante en la sección *Responsabilidades del auditor en relación con la auditoría de los estados financieros consolidados* de nuestro informe. Somos independientes de la Compañía de conformidad con el Código Internacional de Ética para Profesionales de la Contabilidad del Consejo de Normas Internacionales de Ética para Contadores (incluyendo las Normas Internacionales de Independencia) (Código del IESBA) junto con los requerimientos de ética que son relevantes a nuestra auditoría de los estados financieros consolidados en la República de Panamá y hemos cumplido las demás responsabilidades de ética de conformidad con esos requerimientos y con el Código del IESBA. Consideramos que la evidencia de auditoría que hemos obtenido es suficiente y apropiada para ofrecer una base para nuestra opinión.

Responsabilidades de la administración y de los encargados del gobierno corporativo en relación con los estados financieros consolidados

La administración es responsable de la preparación y presentación razonable de los estados financieros consolidados de conformidad con las Normas de Contabilidad NIIF, y del control interno que la administración determine que es necesario para permitir la preparación de estados financieros consolidados que estén libres de errores materiales, ya sea debido a fraude o error.

En la preparación de los estados financieros consolidados, la administración es responsable de evaluar la capacidad de la Compañía para continuar como un negocio en marcha, revelando, según corresponda, los asuntos relacionados con la condición de negocio en marcha y la utilización de la base de contabilidad de negocio en marcha, a menos que la administración tenga la intención de liquidar la Compañía o cesar sus operaciones, o bien no haya otra alternativa realista, más que esta.

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Los encargados del gobierno corporativo son responsables de la supervisión del proceso de información financiera de la Compañía.

Responsabilidades del auditor en relación con la auditoría de los estados financieros consolidados

Nuestros objetivos son obtener una seguridad razonable acerca de si los estados financieros consolidados en su conjunto están libres de errores materiales, ya sea debido a fraude o error, y emitir un informe de auditoría que contenga nuestra opinión. Seguridad razonable es un alto grado de seguridad, pero no garantiza que una auditoría efectuada de conformidad con las NIA siempre detectará un error material cuando este exista. Los errores pueden deberse a fraude o error y se consideran materiales si, individualmente o de forma agregada, puede preverse razonablemente que influyan en las decisiones económicas que los usuarios toman basándose en estos estados financieros consolidados.

Como parte de una auditoría de conformidad con las NIA, aplicamos juicio profesional y mantenemos una actitud de escepticismo profesional durante toda la auditoría. También:

- Identificamos y evaluamos los riesgos de error material en los estados financieros consolidados, ya sea debido a fraude o error, diseñamos y aplicamos procedimientos de auditoría para responder a dichos riesgos y obtenemos evidencia de auditoría que sea suficiente y apropiada para proporcionar una base para nuestra opinión. El riesgo de no detectar un error material que resulte de fraude es mayor que uno que resulte de error, ya que el fraude puede implicar colusión, falsificación, omisiones deliberadas, manifestaciones intencionadamente erróneas o la elusión del control interno.

- Obtenemos el entendimiento del control interno relevante para la auditoría con el fin de diseñar procedimientos de auditoría que sean apropiados en las circunstancias, pero no con el propósito de expresar una opinión sobre la efectividad del control interno de la Compañía.

- Evaluamos lo apropiado de las políticas de contabilidad utilizadas y la razonabilidad de las estimaciones contables y la correspondiente información revelada por la administración.

- Concluimos sobre lo apropiado de la utilización, por la administración, de la base de contabilidad de negocio en marcha y, basándonos en la evidencia de auditoría obtenida, concluimos sobre si existe o no una incertidumbre material relacionada con eventos o condiciones que pueden generar dudas significativas sobre la capacidad de la Compañía para continuar como un negocio en marcha. Si concluimos que existe una incertidumbre material, se requiere que llamemos la atención en nuestro informe de auditoría sobre la correspondiente información revelada en los estados financieros consolidados o, si dichas revelaciones no son adecuadas, que modifiquemos nuestra opinión. Nuestras conclusiones se basan en la evidencia de auditoría obtenida hasta la fecha de nuestro informe de auditoría. Sin embargo, eventos o condiciones futuras pueden causar que la Compañía deje de ser un negocio en marcha.

- Evaluamos la presentación en su conjunto, la estructura y el contenido de los estados financieros consolidados, incluyendo la información revelada, y si los estados financieros consolidados representan las transacciones y eventos subyacentes de un modo que logran una presentación razonable.

- Planificamos y realizamos la auditoría de grupo para obtener evidencia suficiente y apropiada en relación con la información financiera de entidades o unidades de negocio dentro del grupo como base para expresar una opinión sobre los estados financieros del grupo. Somos responsables de la dirección, supervisión y revisión del trabajo de auditoría realizado para los fines de la auditoría del grupo. Somos responsables solamente de nuestra opinión de auditoría.

Nos comunicamos con los encargados del gobierno corporativo en relación con, entre otros asuntos, el alcance y la oportunidad de ejecución planificados de la auditoría y los hallazgos significativos de la auditoría, incluyendo cualesquiera deficiencias significativas del control interno que identifiquemos durante la auditoría.

Otros requerimientos legales de información

En cumplimiento con la Ley 280 del 30 de diciembre de 2021, que regula la profesión del contador público autorizado en la República de Panamá, declaramos lo siguiente:

- La dirección, ejecución y supervisión de este trabajo de auditoría se ha realizado físicamente en territorio panameño para aquellas entidades o actividades de negocio dentro del Grupo que realizan operaciones que se perfeccionan, consumen o surten efecto dentro de la República de Panamá.

- El socio de la auditoría que ha elaborado este informe de los auditores independientes es Alexis Muñoz Giroldi.

- El equipo de trabajo que ha participado en la auditoría de grupo a la que se refiere este informe, está conformado por Alxis Muñoz Giroldi – socio; y Sonia F. Sosa – gerente senior.

KPMG

Panamá, República de Panamá
26 de febrero de 2026

Alexis Muñoz Giroldi
Socio
C.P.A. 702-2003

BAC INTERNATIONAL CORP. Y SUBSIDIARIAS
(Panamá, República de Panamá)

BAC

Estado Consolidado de Situación Financiera

31 de diciembre de 2025

(Cifras en dólares de E.U.A.)

Activos	**Nota**	**2025**	**2024**
Efectivo y efectos de caja		1,050,626,169	935,806,774
Valores comprados bajo acuerdos de reventa	4, 7	3,125,890	10,399,111
Depósitos en bancos:			
A la vista		4,354,255,431	4,073,713,956
A plazo		874,629,959	628,097,606
Provisión por deterioro de riesgo de crédito sobre depósitos en bancos		(35,874)	(39,073)
Total de depósitos en bancos, neto	4	5,228,849,516	4,701,772,489
Total de efectivo, efectos de caja y depósitos en bancos, neto	4, 6	6,282,601,575	5,647,978,374
Inversiones en valores, neto	4, 8	4,989,837,727	4,883,433,488
Préstamos:			
Préstamos otorgados		28,291,042,373	26,328,820,845
Intereses acumulados por cobrar		202,526,830	193,216,967
Comisiones no devengadas		(71,088,927)	(70,177,888)
Total préstamos	9	28,422,480,276	26,451,859,924
Provisión por deterioro de riesgo de crédito sobre préstamos	4, 9	(765,061,321)	(752,442,275)
Total préstamos, neto	4, 9	27,657,418,955	25,699,417,649
Propiedades y equipos, neto	10	601,218,862	586,444,420
Obligaciones de clientes por aceptaciones		5,080,538	23,272,915
Otras cuentas por cobrar, neto	4, 13	485,838,780	442,972,933
Plusvalía	11	336,084,994	335,849,896
Activos intangibles, neto	12	101,613,718	88,167,700
Impuesto sobre la renta diferido	28	52,430,078	51,417,744
Otros activos	14	234,955,001	211,478,669
Total de activos		40,747,080,228	37,970,433,788

El estado consolidado de situación financiera debe ser leído en conjunto con las notas que forman parte integral de los estados financieros consolidados.

Pasivos y Patrimonio	Nota	2025	2024
Pasivos:			
Depósitos de clientes:			
A la vista		11,359,348,143	10,326,527,140
Ahorros		7,764,751,403	6,933,164,982
A plazo fijo		11,089,588,461	11,140,417,256
Total de depósitos de clientes	15	30,213,688,007	28,400,109,378
Valores vendidos bajo acuerdos de recompra		39,621,845	91,171,039
Obligaciones financieras	16	3,202,906,524	2,984,427,239
Otras obligaciones financieras	17	1,787,385,012	1,539,301,759
Pasivos por arrendamientos	18	112,273,451	116,077,068
Aceptaciones pendientes		5,080,538	23,272,915
Impuesto sobre la renta por pagar		32,661,949	33,892,785
Impuesto sobre la renta diferido	28	94,364,752	81,729,391
Provisiones	19	97,756,776	88,294,181
Cuentas por pagar y otros pasivos	20	784,265,386	799,404,520
Total de pasivos		36,370,004,240	34,157,680,275
Patrimonio:			
Acciones comunes	21	803,510,000	803,510,000
Capital adicional pagado		519,858,487	114,413,186
Utilidades no distribuidas		2,849,993,343	2,461,467,027
Reservas regulatorias		426,887,248	369,625,220
Otros resultados integrales		(223,831,219)	(297,238,749)
Total de patrimonio de los accionistas, excluyendo la participación no controladora		4,376,417,859	3,451,776,684
Participación no controladora		658,129	360,976,829
Total de patrimonio		4,377,075,988	3,812,753,513
Total de pasivos y patrimonio		40,747,080,228	37,970,433,788

BAC INTERNATIONAL CORP. Y SUBSIDIARIAS
(Panamá, República de Panamá)

Estado Consolidado de Ganancias o Pérdidas

Por el año terminado el 31 de diciembre de 2025

(Cifras en dólares de E.U.A.)

	Nota	2025	2024
Ingresos por intereses:			
Depósitos en bancos		63,459,623	67,016,365
Inversiones en valores		291,364,957	299,897,929
Préstamos		3,049,382,931	2,732,733,235
Total de ingresos por intereses		3,404,207,511	3,099,647,529
Gastos por intereses:			
Depósitos de clientes		899,255,056	790,712,289
Obligaciones financieras		190,726,638	169,239,025
Otras obligaciones financieras		149,911,665	131,780,514
Valores vendidos bajo acuerdos de recompra		6,147,203	14,282,477
Pasivos por arrendamientos	18	5,807,993	5,905,175
Total de gastos por intereses		1,251,848,555	1,111,919,480
Ingreso neto de intereses		2,152,358,956	1,987,728,049
Pérdida (recuperación) por deterioro de riesgo de crédito:			
Préstamos	4	606,935,236	512,200,278
Depósitos en bancos e inversiones en valores	4	(312,405)	1,773,956
Otras cuentas por cobrar	4	1,280,076	1,782,740
Compromisos de créditos y garantías	4	(432,579)	2,860,568
Total pérdida por deterioro de riesgo de crédito, neta		607,470,328	518,617,542
Ingreso neto de intereses después de pérdida por deterioro de riesgo de crédito		1,544,888,628	1,469,110,507
Otros ingresos (gastos):			
Ingreso por comisiones y cargos por servicios	23	2,210,371,790	1,957,783,678
Gasto por comisiones y otros cargos	24	(939,641,840)	(835,958,315)
Ganancias en instrumentos financieros, neta	25	24,382,438	21,876,498
Diferencial cambiario, neto		(19,125,025)	(26,361,151)
Otros ingresos		22,344,320	24,321,206
Total de otros ingresos, neto		1,298,331,683	1,141,661,916
Gastos de operación:			
Salarios y beneficios a empleados	26	736,666,963	710,016,261
Depreciación y amortización		134,089,339	140,002,567
Administrativos		130,318,708	125,341,549
Alquileres y gastos relacionados		39,718,373	37,219,280
Otros gastos	27	770,606,298	675,371,455
Total de gastos de operación		1,811,399,681	1,687,951,112
Utilidad antes de impuesto sobre la renta		1,031,820,630	922,821,311
Impuesto sobre la renta corriente	28	(232,452,265)	(218,212,763)
Impuesto sobre la renta diferido	28	(14,002,727)	(3,284,083)
Utilidad neta		785,365,638	701,324,465
Utilidad neta atribuible a:			
Participación controladora		761,788,344	634,552,665
Participación no controladora		23,577,294	66,771,800
		785,365,638	701,324,465

El estado consolidado de ganancias o pérdidas debe ser leído en conjunto con las notas que forman parte integral de los estados financieros consolidados.

BAC INTERNATIONAL CORP. Y SUBSIDIARIAS
(Panamá, República de Panamá)

Estado Consolidado de Utilidades Integrales

Por el año terminado el 31 de diciembre de 2025

(Cifras en dólares de E.U.A.)

	2025	2024
Utilidad neta	785,365,638	701,324,465
Otros resultados integrales:		
Partidas que no serán reclasificadas a ganancias o pérdidas:		
Plan de beneficios a empleados - cambio en efecto actuarial	(1,054,346)	(735,284)
Cambio neto en valor razonable en inversiones de patrimonio	551,136	(20,072)
Partidas que son o pueden ser reclasificadas a ganancias o pérdidas:		
Conversión de operaciones en moneda extranjera	12,772,459	30,445,090
Valuación de inversiones al VRCOUI:		
Monto neto transferido a ganancias o pérdidas	(14,920,155)	(12,868,935)
Cambio neto en valor razonable	105,479,420	32,199,170
Total de otros resultados integrales	102,828,514	49,019,969
Total de utilidades integrales	888,194,152	750,344,434
Resultados integrales atribuibles a:		
Participación controladora	863,413,793	679,029,700
Participación no controladora	24,780,359	71,314,734
	888,194,152	750,344,434

El estado consolidado de utilidades integrales debe ser leído en conjunto con las notas que forman parte integral de los estados financieros consolidados.

BAC INTERNATIONAL CORP. Y SUBSIDIARIAS
(Panamá, República de Panamá)

Estado Consolidado de Cambios en el Patrimonio

Por el año terminado el 31 de diciembre de 2025

(Cifras en dólares de E.U.A.)

	Atribuible a la participación controladora de la Compañía							
	Acciones comunes	Capital adicional pagado	Utilidades no distribuidas	Reservas regulatorias	Otros resultados integrales	Total participación controladora	Participación no controladora	Total
Balance al 1 de enero de 2024	803,510,000	114,413,186	2,144,342,988	315,544,083	(341,715,784)	3,036,094,473	317,700,226	3,353,794,699
Utilidad neta	0	0	634,552,665	0	0	634,552,665	66,771,800	701,324,465
Otros resultados integrales:								
Plan de beneficios a empleados - cambio en efecto actuarial	0	0	0	0	(666,178)	(666,178)	(69,106)	(735,284)
Cambio neto en valor razonable en inversiones de patrimonio	0		0	0	(20,072)	(20,072)	0	(20,072)
Conversión de operaciones en moneda extranjera	0	0	0	0	27,566,894	27,566,894	2,878,196	30,445,090
Cambios netos en valuación de inversiones al VRCOUI:								
Monto neto transferido a ganancias o pérdidas	0	0	0	0	(12,868,935)	(12,868,935)	0	(12,868,935)
Cambio neto en valor razonable	0	0	0	0	30,465,326	30,465,326	1,733,844	32,199,170
Total de otros resultados integrales	0	0	0	0	44,477,035	44,477,035	4,542,934	49,019,969
Total de utilidades integrales	0	0	634,552,665	0	44,477,035	679,029,700	71,314,734	750,344,434
Otros movimientos de patrimonio:								
Reservas regulatorias	0	0	(54,081,137)	54,081,137	0	0	0	0
Combinaciones de negocios	0	0	0	0	0	0	0	0
Transacciones con los propietarios de la Compañía:								
Transacciones entre la Compañía y la participación no controladora:								
Disminución de participación no controladora	0	0	0	0	0	0	(3,129)	(3,129)
Impuesto complementario	0	0	0	0	0	0	(11,467)	(11,467)
Fusión por absorción	0	0	152,511	0	0	152,511	0	152,511
Contribuciones y distribuciones:								
Dividendos	0		(263,500,000)		0	(263,500,000)	(28,023,535)	(291,523,535)
Total de transacciones con los propietarios de la Compañía	0	0	(263,347,489)	0	0	(263,347,489)	(28,038,131)	(291,385,620)
Balance al 31 de diciembre de 2024	803,510,000	114,413,186	2,461,467,027	369,625,220	(297,238,749)	3,451,776,684	360,976,829	3,812,753,513
Balance al 1 de enero de 2025	803,510,000	114,413,186	2,461,467,027	369,625,220	(297,238,749)	3,451,776,684	360,976,829	3,812,753,513
Utilidad neta	0	0	761,788,344	0	0	761,788,344	23,577,294	785,365,638
Otros resultados integrales:								
Plan de beneficios a empleados - cambio en efecto actuarial	0	0	0	0	(1,054,267)	(1,054,267)	(79)	(1,054,346)
Cambio neto en valor razonable en inversiones de patrimonio	0		0	0	491,881	491,881	59,255	551,136
Conversión de operaciones en moneda extranjera	0	0	0	0	12,361,632	12,361,632	410,827	12,772,459
Cambios netos en valuación de inversiones al VRCOUI:								
Monto neto transferido a ganancias o pérdidas	0	0	0	0	(14,920,144)	(14,920,144)	(11)	(14,920,155)
Cambio neto en valor razonable	0	0	0	0	104,746,347	104,746,347	733,073	105,479,420
Total de otros resultados integrales	0	0	0	0	101,625,449	101,625,449	1,203,065	102,828,514
Total de utilidades integrales	0	0	761,788,344	0	101,625,449	863,413,793	24,780,359	888,194,152
Otros movimientos de patrimonio:								
Reservas regulatorias	0	0	(18,630,318)	18,630,318	0	0	0	0
Transacciones con los propietarios de la Compañía:								
Disminución de la participación no controladora	0	0	(38,631,710)	38,631,710	(28,217,919)	(28,217,919)	(377,227,382)	(405,445,301)
Impuesto complementario	0	0	0	0	0	0	96,923	96,923
Contribuciones y distribuciones:								
Aporte de capital mediante traslado de acciones en subsidiaria	0	405,445,301	0	0	0	405,445,301	0	405,445,301
Dividendos	0		(316,000,000)		0	(316,000,000)	(7,968,600)	(323,968,600)
Total de transacciones con los propietarios de la Compañía	0	405,445,301	(354,631,710)	38,631,710	(28,217,919)	61,227,382	(385,099,059)	(323,871,677)
Balance al 31 de diciembre de 2025	803,510,000	519,858,487	2,849,993,343	426,887,248	(223,831,219)	4,376,417,859	658,129	4,377,075,988

El estado consolidado de cambios en el patrimonio debe ser leído en conjunto con las notas que forman parte integral de los estados financieros consolidados.

BAC INTERNATIONAL CORP. Y SUBSIDIARIAS
(Panamá, República de Panamá)

Estado Consolidado de Flujos de Efectivo

Por el año terminado el 31 de diciembre de 2025

(Cifras en dólares de E.U.A.)

	Nota	2025	2024
Flujos de efectivo de las actividades de operación:			
Utilidad neta		785,365,638	701,324,465
Ajustes para conciliar la utilidad neta y el efectivo de las actividades de operación:			
Depreciación y amortización		134,089,339	140,002,567
Pérdida (recuperación) por deterioro de riesgo de crédito sobre:			
Préstamos	4	606,935,236	512,200,278
Depósitos en bancos e inversiones en valores	4	(312,405)	1,773,956
Otras cuentas por cobrar	4	1,280,076	1,782,740
Compromisos de créditos y garantías	4	(432,579)	2,860,568
Pérdida por deterioro de bienes reposeídos		3,287,698	1,451,820
Pérdida neta en ventas y descartes de propiedades y equipos		1,249,708	1,280,903
Pérdida neta en descartes de activos intangibles	12	300,736	678,863
Ganancia neta en ventas de bienes reposeídos	14	(3,449,646)	(8,045,933)
Pérdida neta en descarte de bienes reposeídos		2,072,610	0
Ingreso neto de intereses		(2,152,358,956)	(1,987,728,049)
Ganancia en instrumentos financieros, neta	25	(24,382,438)	(21,876,498)
Dividendos ganados sobre inversiones en valores	8	(2,599,522)	(2,448,217)
Gasto de impuesto sobre la renta	28	246,454,992	221,496,846
Cambios en activos y pasivos de operación:			
Depósitos con vencimiento original mayor a 90 días		12,164,323	15,626,545
Inversiones en valores		(3,216,916)	7,128,721
Préstamos		(2,498,016,123)	(3,305,208,599)
Valores comprados bajo acuerdos de reventa		(49,435,752)	(22,722,021)
Otras cuentas por cobrar		(41,855,921)	147,587,681
Otros activos		(9,557,504)	(24,484,603)
Depósitos de clientes		1,740,843,472	2,198,170,469
Cuentas por pagar y otros pasivos		(8,146,830)	(66,093,553)
Efectivo generado de operaciones:			
Intereses recibidos		3,297,996,312	2,957,151,924
Intereses pagados		(1,252,806,430)	(1,090,316,337)
Dividendos recibidos		2,599,522	2,448,217
Impuesto sobre la renta pagado		(231,589,812)	(177,232,450)
Efectivo neto provisto por las actividades de operación		556,478,828	206,810,303
Flujos de efectivo de las actividades de inversión:			
Producto de la venta de inversiones en valores		1,165,503,656	657,184,865
Vencimientos y prepagos de inversiones en valores		5,020,246,439	3,932,477,964
Compra de inversiones en valores		(6,116,965,377)	(4,777,590,296)
Adquisición de propiedades y equipos	10	(89,860,586)	(85,013,870)
Producto de la venta de propiedades y equipos		433,324	842,073
Adquisición de activos intangibles	12	(56,832,302)	(46,541,283)
Producto de la venta de bienes reposeídos	14	44,035,116	32,295,724
Efectivo neto utilizado en las actividades de inversión		(33,439,730)	(286,344,823)
Flujos de efectivo de las actividades de financiamiento:			
Producto de obligaciones financieras	16	2,635,685,466	2,381,877,475
Pago de obligaciones financieras	16	(2,404,677,100)	(1,847,772,934)
Producto de otras obligaciones financieras	17	408,515,692	264,492,734
Pago de otras obligaciones financieras	17	(177,387,866)	(127,076,668)
Pago de arrendamientos financieros	18	(33,439,923)	(32,600,614)
Dividendos		(323,955,853)	(291,508,212)
Efectivo neto provisto por las actividades de financiamiento		104,740,416	347,456,785
Efecto por fluctuación de las tasas de cambio sobre el efectivo mantenido		19,248,415	60,112,827
Aumento neto en efectivo y equivalentes de efectivo		647,027,929	328,035,092
Efectivo y equivalentes de efectivo al inicio del año		5,608,725,272	5,280,690,179
Efectivo y equivalentes de efectivo al final del año	6	6,255,753,201	5,608,725,271

El estado consolidado de flujo de efectivo debe ser leído en conjunto con las notas que forman parte integral de los estados financieros consolidados.

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(Panamá, República de Panamá)

Notas a los Estados Financieros Consolidados

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(1) Organización

BAC International Corporation ("BIC"), es una sociedad anónima incorporada bajo las leyes de Panamá. Si bien la sociedad se constituyó el 3 de junio de 1988 en otra jurisdicción, el 19 de diciembre de 2024 se inscribió en el Registro Público de Panamá como sociedad panameña bajo el folio No 155760857, como parte de un proceso re-domiciliación.

Hasta el 11 de diciembre de 2024, BIC pertenecía en un 100% a BAC Credomatic Inc. ("BACCOM"), la cual a su vez era propiedad total de BAC Holding International Corp. ("la Compañía Matriz"), una sociedad que tiene listadas sus acciones en la Bolsa de Valores de Colombia ("BVC") y en la Bolsa Latinoamericana de Valores, S.A. – Panamá ("Latinex").

El 12 de diciembre de 2024, se completó el proceso de fusión por absorción entre BACCOM y BIC. Como resultado de lo anterior, la entidad que prevaleció fue BIC, la cual asumió los siguientes valores de activos, pasivos y patrimonio de BACCOM al momento de la fusión:

Activos	70,538
Pasivos	(1,042)
Patrimonio	69,496

Como resultado de los movimientos anteriores (fusión por absorción y re-domiciliación):

- No se presentaron cambios en el monto del capital social emitido y pagado de BIC.
- BIC pasó a ser subsidiaria directa de la Compañía Matriz

BIC es accionista mayoritaria de BAC International Bank Inc., una institución bancaria panameña que, a través de una serie de subsidiarias (directas e indirectas), ofrece una amplia gama de servicios financieros a clientes individuales e institucionales en los mercados de Guatemala, El Salvador, Honduras, Nicaragua, Costa Rica y Panamá.

Los presentes estados financieros consolidados al 31 de diciembre de 2025 comprenden a BAC International Corporation y su subsidiaria, quienes conjuntamente serán referidas como "la Compañía".

(1) Organización, continuación

La Compañía consolida directa e indirectamente con las siguientes entidades:

Subsidiaria	Actividad	Ubicación	Total de Participación
BAC International Bank Inc.	Bancaria	Panamá	99.9961%
BAC Bahamas Bank Limited	Bancaria	Bahamas	100.0000%
BAC Valores (Panamá) Inc.	Puesto de bolsa	Panamá	100.0000%
Rudas Hill 2 S.A.	Administración de activos	Panamá	100.0000%
BAC Latam SSC S.A.	Servicios	Costa Rica	100.0000%
BAC Latam Honduras S.A.	Servicios	Honduras	100.0000%
Banco de América Central S.A.	Bancaria	Guatemala	100.0000%
Financiera de Capitales S.A.	Financiera	Guatemala	99.9996%
BAC Valores de Guatemala S.A.	Puesto de bolsa	Guatemala	100.0000%
Credomatic de Guatemala S.A.	Industria de tarjetas	Guatemala	100.0000%
Negocios y Transacciones Institucionales S.A.	Arrendamientos	Guatemala	100.0000%
Banco de América Central Honduras S.A.	Bancaria	Honduras	99.9776%
Credomatic de Honduras S.A.	Industria de tarjetas	Honduras	100.0000%
Administradora de Fondos de Pensiones y Cesantías BAC Pensiones Honduras S.A.	Fondos mutuos	Honduras	100.0000%
Inversiones Financieras Banco de América Central S.A.	Compañía tenedora	El Salvador	99.9989%
Banco de América Central S.A.	Bancaria	El Salvador	99.9999%
Credomatic de El Salvador S.A.	Industria de tarjetas	El Salvador	99.9997%
Sistemas Internacionales S.A.	Compañía tenedora	El Salvador	100.0000%
Credit Systems, Inc.	Bancaria	Panamá	100.0000%
Corporación Tenedora BAC COM S.A.	Compañía tenedora	Panamá	99.9850%
Banco de América Central S.A.	Bancaria	Nicaragua	100.0000%
Almacenes Generales de Depósito BAC S.A.	Depósito financiero	Nicaragua	100.0000%
Crédito S.A.	Industria de tarjetas	Nicaragua	99.6631%
Corporación de Inversiones Credomatic S.A.	Compañía tenedora	Costa Rica	100.0000%
Corporación Tenedora BAC Credomatic S.A.	Compañía tenedora	Costa Rica	100.0000%
Banco BAC San José S.A.	Bancaria	Costa Rica	100.0000%
BAC San José Puesto de Bolsa S.A.	Puesto de bolsa	Costa Rica	100.0000%
BAC San José Leasing S.A.	Arrendamiento financiero	Costa Rica	100.0000%
BAC San José Sociedad de Fondos de Inversión S.A.	Fondos mutuos	Costa Rica	100.0000%
BAC San José Pensiones S.A.	Fondos mutuos	Costa Rica	100.0000%
BAC Credomatic Corredora de Seguros S.A.	Seguros	Costa Rica	100.0000%
BAC Tech Inc.	Compañía tenedora	Panamá	100.0000%
Move Tech International Inc.	Compañía tenedora	Panamá	100.0000%
3-101-934237 S.A.	Servicios	Costa Rica	100.0000%
Namutek Panamá S.A.	Servicios telemáticos	Panamá	100.0000%
Namutek S.A.	Servicios telemáticos	Costa Rica	100.0000%
Comunicaciones Inalámbricas de Centroamérica S.A.	Servicios telemáticos	Nicaragua	97.0000%
Agencia de Viajes Intertur S.A.	Agencia de viajes	Costa Rica	100.0000%
Credomatic of Florida, Inc.	Servicios	Estados Unidos	100.0000%
Red Land Bridge Reinsurance Ltd.	Reaseguros	Gran Caimán	100.0000%

(2) Base de preparación de los estados financieros consolidados

(a) Base de contabilización

Los presentes estados financieros consolidados han sido preparados de acuerdo con las Normas de Contabilidad NIIF, y fueron autorizados para su emisión por la Junta Directiva de la Compañía el 26 de febrero de 2026.

(b) Base de medición

Los estados financieros consolidados han sido preparados sobre la base del costo histórico, excepto por las siguientes partidas materiales, que son medidas sobre la siguiente base alternativa en cada fecha de reporte:

	Base de medición
Inversiones al VRCR	Valor razonable
Inversiones al VRCOUI	Valor razonable
Bienes reposeídos	Menor entre el valor en libros y el valor razonable menos costos de ventas

Inicialmente, la Compañía reconoce los instrumentos financieros a valor razonable en la fecha en que se liquidan. Las inversiones en valores se registran cuando se negocian y los préstamos a costo amortizado cuando se liquidan.

(c) Moneda funcional y moneda de presentación

Las partidas incluidas en los estados financieros consolidados de cada entidad de la Compañía son determinadas usando la moneda del entorno económico principal en el que cada entidad opera (moneda funcional).

Los estados financieros consolidados se presentan en dólares de E.U.A, que es la moneda funcional de la Compañía.

(d) Uso de estimados y juicios

La preparación de estos estados financieros consolidados requiere que la administración realice juicios, estimaciones y supuestos que afectan la aplicación de las políticas contables de la Compañía y los montos informados de activos, pasivos, ingresos y gastos.

Juicios, supuestos e incertidumbres en las estimaciones

La información sobre los juicios realizados en la aplicación de las políticas contables, así como aquella relacionada a los supuestos e incertidumbres de las estimaciones a la fecha de reporte, que tienen un efecto significativo sobre los montos reconocidos en los estados financieros consolidados, es revelada en la nota 5.

(3) Políticas contables materiales

La Compañía ha aplicado consistentemente las siguientes políticas contables a todos los periodos presentados en estos estados financieros consolidados, salvo que se indique lo contrario.

(a) Bases de consolidación

Subsidiarias

Las subsidiarias son entidades controladas por la Compañía. El control existe cuando la Compañía está expuesto o tiene derecho, a rendimientos variables procedentes de su implicación en la subsidiaria y tiene la capacidad de influir en esos rendimientos a través de su poder sobre esa subsidiaria.

(3) Políticas contables materiales, continuación

Para determinar el control, se toman en cuenta los derechos de votación potenciales que actualmente sean ejecutables o convertibles. Los estados financieros consolidados de las subsidiarias están incluidos en los estados financieros consolidados desde la fecha en que comienza el control hasta la fecha en que cesa el mismo.

Saldos y transacciones eliminadas en la consolidación

Se eliminan las transacciones y los saldos intragrupo, así como los ingresos y gastos por transacciones entre las subsidiarias. También se eliminan las pérdidas y ganancias que surjan de transacciones intragrupo que se reconozcan como activos y pasivos.

Cambios en la propiedad en subsidiarias que no resulte en un cambio de control

Las transacciones con participaciones no controladoras que no resulten en pérdida de control se contabilizan como transacciones de patrimonio; es decir, como transacciones con los propietarios en su calidad de tales. Cualquier diferencia entre el valor en libros de la participación y el monto de la transacción es registrada como un ajuste en las utilidades no distribuidas.

Pérdida de control

Cuando la Compañía deja de tener control sobre una subsidiaria, deja de reconocer los activos y pasivos de la subsidiaria, y cualquier participación no controladora y otros componentes del patrimonio. Cualquier ganancia o pérdida resultante es reconocida en utilidad o pérdida. Cualquier participación retenida en la entidad se vuelve a valorar a su valor razonable en la fecha en que se pierde el control.

(b) Moneda extranjera

Los activos y pasivos mantenidos en moneda extranjera son convertidos a la moneda funcional a la tasa de cambio vigente a la fecha de reporte. Las ganancias o pérdidas por conversión de moneda extranjera son reflejadas en las cuentas de otros ingresos u otros gastos en el estado consolidado de ganancias o pérdidas. Todas las partidas no monetarias de la Compañía se registran en la moneda funcional al momento de la transacción.

La plusvalía y los ajustes al valor razonable resultantes de la adquisición de una entidad extranjera son tratados como activos y pasivos de la entidad extranjera y, por consiguiente, son convertidos a las tasas de cambio vigentes al cierre de cada periodo.

La situación financiera y las ganancias o pérdidas de las subsidiarias de la Compañía que tienen una moneda funcional distinta de la moneda funcional de la Compañía son convertidas a la moneda de presentación como sigue:

- Activos y pasivos: a la tasa de cambio vigente al cierre del periodo.
- Ingresos y gastos: a la tasa de cambio promedio del periodo.
- Cuentas de patrimonio: a la tasa de cambio histórica.

El ajuste por conversión resultante es llevado directamente a una cuenta separada en la sección de “Patrimonio”, bajo el rubro de “otras pérdidas integrales”.

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(3) Políticas contables materiales, continuación

(c) Activos y pasivos financieros

Los activos financieros son clasificados a la fecha de su reconocimiento inicial, con base en la naturaleza y propósito de la adquisición del activo financiero.

Clasificación

La NIIF 9 contiene tres categorías principales de clasificación para activos financieros: medidos al costo amortizado (CA), al valor razonable con cambios en otras utilidades integrales (VRCOUI) y al valor razonable con cambios en ganancias o pérdidas (VRCR). La clasificación NIIF 9 generalmente se basa en el modelo comercial en el que se administran los activos financieros y sus flujos de efectivo contractuales.

En su reconocimiento inicial, los activos financieros son clasificados como medidos a: CA, VRCOUI o VRCR.

Un activo financiero es medido a costo amortizado y no a valor razonable con cambios en ganancias o pérdidas si cumple con ambas de las siguientes condiciones:

1. El activo es mantenido dentro de un modelo de negocio cuyo objetivo es mantener activos para obtener flujos de efectivo contractuales; y

2. Los términos contractuales del activo financiero establecen fechas específicas para los flujos de efectivo derivados solamente de pagos de principal e intereses sobre el saldo vigente.

Un instrumento de deuda es medido a VRCOUI solo si cumple con ambas de las siguientes condiciones y no ha sido designado como VRCR:

1. El activo es mantenido dentro de un modelo de negocio cuyo objetivo es logrado al cobrar flujos de efectivo contractuales o vender estos activos financieros; y

2. Los términos contractuales del activo financiero establecen fechas específicas para los flujos de efectivo derivados solamente de pagos de principal e intereses sobre el saldo vigente.

Durante el reconocimiento inicial de inversiones en instrumentos de patrimonio no mantenidas para negociar, la Compañía puede elegir irrevocablemente registrar los cambios subsecuentes en valor razonable como parte de otras utilidades integrales. Esta elección se realiza sobre una base de instrumento por instrumento.

Todos los activos financieros no clasificados como medidos a CA o VRCOUI como se describe anteriormente, son medidos a VRCR.

Adicionalmente, en el reconocimiento inicial, la Compañía puede designar de manera irrevocable un activo financiero que cumple con los requerimientos de medición a CA o VRCOUI a ser medido a VRCR si al hacerlo se elimina o se reduce significativamente una asimetría contable que pudiese ocurrir de no hacerlo. La Compañía por ahora no hace uso de esta opción.

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(3) Políticas contables materiales, continuación

Los derivados implícitos en donde el contrato principal es un activo financiero que está dentro del alcance de la NIIF 9 no son separados y en su lugar el instrumento financiero hibrido es evaluado en su conjunto para su clasificación.

Evaluación del modelo de negocio

La Compañía realiza una evaluación de los objetivos de los modelos de negocio en los cuales se mantienen los diferentes activos financieros a nivel de portafolio para reflejar, de la mejor manera, la forma en que gestiona el negocio en cada subsidiaria y cómo se proporciona la información a la gerencia. La información considerada incluye:

- Las políticas y los objetivos señalados para cada portafolio de activos financieros y la operación de esas políticas en la práctica. Éstas incluyen si la estrategia de la gerencia se enfoca en cobrar ingresos por intereses contractuales, mantener un perfil de rendimiento concreto o coordinar la duración de los activos financieros con la de los pasivos que los están financiando o las salidas de efectivo esperadas o realizar flujos de efectivo mediante la venta de los activos;

- Cómo se evalúan e informa al respecto al personal clave de la administración de la Compañía sobre el rendimiento de los portafolios;

- Los riesgos que afectan el rendimiento de los portafolios (y los activos financieros mantenidos en el modelo de negocio) y la forma en que se administran dichos riesgos;

- Cómo se retribuye a los gestores del negocio (por ejemplo, si la compensación se basa en el valor razonable de los activos gestionados o sobre los flujos de efectivo contractuales obtenidos); y

- La frecuencia, el valor y el calendario de las ventas en años anteriores, las razones de esas ventas y las expectativas sobre la actividad de ventas futuras. Sin embargo, la información sobre la actividad de ventas no es considerada de forma aislada sino como parte de una evaluación de cómo los objetivos de la Compañía, establecidos para manejar los activos financieros, son logrados y cómo los flujos de efectivo son realizados.

Los activos financieros, que son mantenidos o gestionados para negociar y cuyo rendimiento es evaluado sobre una base de valor razonable, son medidos a VRCR debido a que estos no son mantenidos para cobrar flujos de efectivo contractuales ni para obtener flujos de efectivo contractuales por la venta.

Evaluación de si los flujos de efectivo contractuales son solamente pagos de principal e intereses

Para el propósito de esta evaluación, “principal” es definido como el valor razonable del activo financiero al momento de su reconocimiento inicial. “Interés” es definido como la consideración del valor del dinero en el tiempo y por el riesgo de crédito asociado al monto del principal vigente durante un periodo en particular y por otros riesgos básicos de un acuerdo básico de préstamos y otros costos asociados (por ejemplo, riesgo de liquidez y costos administrativos), al igual que el margen de rentabilidad.

(3) Políticas contables materiales, continuación

Al evaluar si los flujos de efectivo contractuales son solamente pagos de principal e intereses, la Compañía considera los términos contractuales del instrumento. Esto incluye la evaluación para determinar si el activo financiero contiene un término contractual que pudiese cambiar el periodo o monto de los flujos de efectivo contractuales de tal modo que no cumpla con esta condición. Al hacer esta evaluación, la Compañía considera:

- Eventos contingentes que cambiarán el monto y periodicidad de los flujos de efectivo;
- Condiciones de apalancamiento;
- Términos de pago anticipado y extensión;
- Términos que limitan la Compañía para obtener flujos de efectivo de activos específicos (ejemplo, acuerdos de activos sin recursos); y
- Características que modifican las consideraciones para el valor del dinero en el tiempo (ejemplo, revisión periódica de tasas de interés).

Las tasas de interés sobre ciertos préstamos de consumo y comerciales se basan en tasas de interés variables que son establecidas a discreción de la Compañía. Las tasas de interés variable son generalmente establecidas de acuerdo con las prácticas en cada uno de los países en los que opera la Compañía, y de acuerdo con las políticas establecidas. En estos casos, la Compañía evalúa si la característica discrecional es consistente con el criterio de solamente pagos de principal e intereses considerando un número de factores que incluyen si:

- Los deudores están en condiciones de prepagar los préstamos sin penalidades importantes;
- Los factores competitivos de mercado aseguran que las tasas de interés son consistentes entre los bancos;
- Cualquier norma regulatoria de protección puesta a favor de los clientes en el país que requiera a los bancos tratar a los clientes razonablemente (por ejemplo, tasas reguladas).

Todos los préstamos de consumo y comerciales a tasa fija contienen condiciones para prepago.

Una característica de prepago es consistente con el criterio de solamente pagos de principal e intereses si los montos prepagados sustancialmente representan montos no pagados de principal e intereses sobre el monto principal pendiente, la cual puede incluir una compensación razonable por la terminación anticipada del contrato.

(3) Políticas contables materiales, continuación

En adición, una característica de prepago es tratada como consistente con este criterio si un activo financiero es adquirido u originado con una prima o descuento de su monto contractual nominal, y el monto prepagado sustancialmente representa el monto contractual a la par más los intereses acumulados contractualmente pero no pagados (lo cual puede incluir una compensación razonable por la terminación anticipada), y el valor razonable de la característica de prepago es insignificante en su reconocimiento inicial.

Deterioro de activos financieros

La Compañía evalúa el deterioro de activos financieros mediante un modelo de Pérdida Crediticia Esperada (PCE). Este modelo requiere que se aplique juicio considerable con respecto a cómo los cambios en los factores económicos afectan la PCE, lo que se determina sobre una base promedio ponderada.

El modelo de deterioro se aplica a los siguientes activos financieros que no son medidos a VRCR:

- Instrumentos de deuda de renta fija y variable;
- Préstamos;
- Arrendamientos por cobrar;
- Otras cuentas por cobrar;
- Contratos de garantía financiera emitidos; y
- Compromisos de préstamos emitidos

La Compañía reconoce una provisión por deterioro de activos financieros a CA y a VRCOUI en un monto igual a la pérdida crediticia esperada en un periodo de doce meses posteriores a la fecha de reporte o durante la vida remanente del instrumento financiero. La pérdida esperada en la vida remanente del instrumento financiero es aquella que resulta de todos los posibles eventos de incumplimiento sobre la vida esperada, mientras que la pérdida esperada en el periodo de doce meses es la porción de pérdidas esperadas que resulta de los eventos de incumplimiento que son posibles dentro de los doce meses después de la fecha de reporte.

Los requerimientos de deterioro son complejos y requieren juicios, estimados y suposiciones significativas de la administración, particularmente en las siguientes áreas:

- Evaluar si el riesgo de crédito ha incrementado significativamente desde su reconocimiento inicial, e;
- Incorporar información prospectiva en la medición de las pérdidas crediticias esperadas.

(3) Políticas contables materiales, continuación

Las provisiones para pérdidas se reconocen en un monto igual a la PCE durante el tiempo de vida esperada del activo, excepto en los siguientes casos, en los cuales el monto reconocido equivale a la PCE de doce meses subsiguientes a la fecha de medición:

- Inversiones en instrumentos de deuda que se determina que tienen riesgo de crédito bajo a la fecha de reporte; y
- Otros activos financieros (distintos de otras cuentas por cobrar a corto plazo) sobre los cuales el riesgo de crédito no ha incrementado significativamente desde su reconocimiento inicial.

Medición de la PCE

La PCE es la probabilidad ponderada estimada de pérdida crediticia y es medida de la siguiente manera:

- Activos financieros que no presentan deterioro crediticio a la fecha de reporte: el valor presente de todas las insuficiencias de efectivo (por ejemplo, la diferencia entre los flujos de efectivo adeudados a la Compañía de acuerdo con el contrato y los flujos de efectivo que la Compañía espera recibir);
- Activos financieros que están deteriorados a la fecha de reporte: la diferencia entre el valor en libros bruto y el valor presente de los flujos de efectivo futuros estimados;
- Compromisos de préstamos pendientes: el valor presente de la diferencia entre los flujos de efectivo contractuales que son adeudados a la Compañía en el caso de que se ejecute el compromiso y los flujos de efectivo que la Compañía espera recibir; y
- Contratos de garantías financieras: el valor presente de los pagos esperados para reembolsar al tenedor menos cualquier monto que la Compañía espera recuperar.

Definición de deterioro

La Compañía considera un activo financiero deteriorado cuando:

- Es poco probable que el deudor pague completamente sus obligaciones de crédito a la Compañía, sin recursos por parte de la Compañía para tomar acciones tales como realizar la garantía (en el caso que mantengan); o
- El deudor presenta morosidad de más de 90 días en cualquier obligación crediticia material. Los sobregiros son considerados como morosos una vez que el cliente ha sobrepasado el límite establecido o se le ha establecido un límite menor que el saldo vigente.
- Para los instrumentos de deuda de renta fija y variable se incluyen los siguientes conceptos, entre otros:

(3) Políticas contables materiales, continuación

- Baja de calificación externa del emisor;
- Los pagos contractuales no se realizan en la fecha que vencen o en el plazo o periodo de gracia estipulado;
- Existe una certeza virtual de suspensión de pagos;
- Es probable que entre en bancarrota o se efectúa una petición de bancarrota o acción similar;
- El activo financiero deja de negociarse en un mercado activo dadas sus dificultades financieras.

Al evaluar si un deudor se encuentra deteriorado, la Compañía considera indicadores que son:

- Cualitativos (por ejemplo, incumplimiento de cláusulas contractuales);
- Cuantitativos (por ejemplo, estado de morosidad y no pago sobre otra obligación del mismo emisor o prestatario); y
- Basados en datos desarrollados internamente u obtenidos de fuentes externas.

Los insumos utilizados en la evaluación de si los activos financieros se encuentran deteriorados y su importancia puede variar a través del tiempo para reflejar cambios en circunstancias.

Incremento significativo en el riesgo de crédito

Cuando se determina si el riesgo de crédito de un activo financiero se ha incrementado significativamente desde su reconocimiento inicial, la Compañía considera información razonable y sustentable que sea relevante y esté disponible sin costo o esfuerzo desproporcionado, incluyendo información y análisis cuantitativo y cualitativo, con base en la experiencia histórica, evaluación de expertos en riesgo de crédito de la Compañía e información prospectiva.

La Compañía identifica si ha ocurrido un incremento significativo en el riesgo de crédito para cada exposición comparando entre:

- La probabilidad de incumplimiento (PI) durante la vida remanente del instrumento financiero a la fecha de reporte; con
- La PI durante la vida remanente en un punto en el tiempo, que fue estimada en el momento de reconocimiento inicial de la exposición.

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La evaluación de si el riesgo de crédito se ha incrementado significativamente desde el reconocimiento inicial de un activo financiero requiere identificar la fecha inicial de reconocimiento del instrumento. Para ciertos créditos rotativos (tarjetas de crédito, sobregiros, entre otros), la fecha de cuándo el crédito fue por primera vez otorgado podría ser hace mucho tiempo. La modificación de los términos contractuales de un activo financiero puede también afectar esta evaluación, lo cual es discutido a continuación.

Calificación por categorías de riesgo de crédito

La Compañía asigna a cada exposición una calificación de riesgo de crédito basada en una variedad de datos que se determine sea capaz de separar las exposiciones crediticias en grupos de riesgo homogéneos. Estos grupos de riesgo, a su vez, deben cumplir criterios mínimos de separación y ordenamiento del riesgo. Las calificaciones de riesgo de crédito son definidas utilizando factores cualitativos y cuantitativos que son indicativos de riesgo de pérdida. Estos factores varían dependiendo de la naturaleza de la exposición y el tipo de prestatario.

Las calificaciones de riesgo de crédito son definidas y calibradas para que el riesgo de pérdida incremente exponencialmente a medida que el riesgo de crédito se deteriora y para que la diferencia en el riesgo de pérdida entre las calificaciones sea creciente indistintamente del portafolio. Por ejemplo, que la diferencia entre las categorías satisfactorio y mención especial sea menor que la diferencia entre el riesgo de crédito de las calificaciones mención especial y sub-estándar.

Cada exposición es distribuida en una calificación de riesgo de crédito al momento de reconocimiento inicial basado en información disponible sobre el deudor. Las exposiciones están sujetas a un seguimiento continuo, que puede resultar en el desplazamiento de una exposición a una calificación de riesgo de crédito distinta.

Determinar si el riesgo de crédito ha incrementado significativamente

La Compañía ha establecido un marco general que incorpora información cuantitativa y cualitativa para determinar si el riesgo de crédito de un activo financiero se ha incrementado significativamente desde su reconocimiento inicial.

El marco inicial se alinea con el proceso interno de la Compañía para manejo del riesgo de crédito.

El criterio para determinar si el riesgo de crédito se ha incrementado significativamente variará por portafolio e incluirá límites basados en incumplimientos.

La Compañía evalúa si el riesgo de crédito de una exposición en particular se ha incrementado significativamente desde el reconocimiento inicial si, basado en la modelación cuantitativa de la Compañía, la probabilidad de pérdida crediticia esperada en la vida remanente se incrementó significativamente desde el reconocimiento inicial. En la determinación del incremento del riesgo de crédito, la pérdida crediticia esperada en la vida remanente es ajustada por cambios en los vencimientos.

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(3) Políticas contables materiales, continuación

En ciertas circunstancias, usando juicio de expertos en crédito y con base en información histórica relevante, la Compañía puede determinar que una exposición ha experimentado un incremento significativo en riesgo de crédito si factores particulares cualitativos pueden indicar eso, y esos factores pueden no ser capturados completamente por los análisis cuantitativos realizados periódicamente. Como un límite, la Compañía presumirá que un crédito significativo de riesgo ocurre no más tarde que cuando el activo presenta mora por más de 30 días.

La Compañía monitorea la efectividad del criterio usado para identificar incrementos significativos en el riesgo de crédito con base en revisiones regulares para confirmar que:

- Los criterios son capaces de identificar incrementos significativos en el riesgo de crédito antes de que una exposición esté en deterioro;
- El criterio no alinea con el punto del tiempo cuando un activo llega a más de 30 días de vencido;

Activos y pasivos financieros modificados

Activos financieros

Si se modifican los términos de un activo financiero, la Compañía evalúa si los flujos de efectivo del activo modificado son sustancialmente diferentes. Si los flujos de efectivo son sustancialmente diferentes, entonces los derechos contractuales a los flujos de efectivo del activo financiero original se considerarán vencidos. En este caso, el activo financiero original se da de baja y se reconoce un nuevo activo financiero a su valor razonable más cualquier costo de transacción elegible. Las comisiones recibidas como parte de la modificación se contabilizan de la siguiente manera:

- comisiones que se consideran para determinar el valor razonable del nuevo activo y comisiones que representan el reembolso de los costos de transacción elegibles se incluyen en la medición inicial del activo; y
- otras comisiones se incluyen en el resultado del ejercicio como parte de la ganancia o pérdida por baja en cuentas.

Si los flujos de efectivo se modifican cuando el deudor se encuentra en dificultades financieras, entonces el objetivo de la modificación suele ser para maximizar las oportunidades de recaudo y minimizar el riesgo de incumplimiento. Bajo las políticas de renegociación de la Compañía, a los clientes en dificultades financieras se les otorgan concesiones que generalmente consisten en disminuciones en las tasas de interés, ampliación de los plazos para el pago, rebajas en los saldos adeudados o una combinación de los anteriores.

Si la Compañía planea modificar un activo financiero de manera que daría lugar a la condonación de los flujos de efectivo, entonces primero considera si una parte del activo debe cancelarse antes de que se lleve a cabo la modificación. Este enfoque impacta el resultado de la evaluación cuantitativa y significa que los criterios de baja en cuentas no suelen cumplirse en tales casos.

(3) Políticas contables materiales, continuación

Si la modificación de un activo financiero medido al CA o VRCOUI no resulta en dar de baja al activo financiero, entonces la Compañía primero recalcula el importe en libros bruto del activo financiero utilizando la tasa de interés efectiva original del activo y reconoce el ajuste resultante como una ganancia o pérdida de modificación en la utilidad o pérdida. Para los activos financieros de tasa de interés variable, la tasa de interés efectiva original utilizado para calcular la ganancia o pérdida modificada se ajusta para reflejar los términos actuales del mercado en el momento de la modificación. Cualquier costo o tarifa incurrida y las tarifas de modificación recibidas ajustan el importe en libros bruto del activo financiero modificado y se amortizan en el plazo remanente del activo financiero modificado.

Si dicha modificación se lleva a cabo debido a dificultades financieras del deudor, entonces la ganancia o pérdida se presenta junto con las pérdidas por deterioro. En otros casos, se presenta como ingresos por intereses calculados utilizando el método de la tasa de interés efectiva.

Los términos contractuales de los créditos pueden ser modificados por diversas razones incluyendo cambios en las condiciones de mercado, retención de clientes y otros factores no relacionados a un actual o potencial deterioro del crédito del cliente.

Cuando los términos de un activo financiero son modificados, y la modificación no resulta en una baja de cuenta del activo en el estado consolidado de situación financiera, la determinación de si el riesgo de crédito se ha incrementado significativamente refleja comparaciones de:

- La PI por la vida remanente a la fecha del reporte basada en los términos modificados con;
- La PI por la vida remanente estimada basada en datos a la fecha de reconocimiento inicial y los términos originales contractuales.

Para activos financieros modificados, como parte de las políticas de renegociación de la Compañía, la estimación de la PI reflejará si las modificaciones han mejorado o restaurado la habilidad de la Compañía para recaudar los intereses y el principal y las experiencias previas de la Compañía de acciones similares. Como parte de este proceso, la Compañía evalúa el cumplimiento de los pagos por el deudor contra los términos modificados de la deuda y considera varios indicadores de comportamiento de dicho deudor o grupo de deudores modificados.

Generalmente los indicadores de modificación son un factor relevante de incremento en el riesgo de crédito. Por consiguiente, un deudor modificado necesita demostrar un comportamiento de pagos consistente sobre un periodo de tiempo antes de no ser considerado más como un crédito deteriorado o que la PI haya disminuido de tal forma que la provisión pueda ser revertida y el crédito pueda ser medido por deterioro en un plazo de doce meses posterior a la fecha de reporte.

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Pasivos financieros

La Compañía da de baja un pasivo financiero cuando se modifican sus condiciones y los flujos de efectivo de la obligación modificada son sustancialmente diferentes. En este caso, un nuevo pasivo financiero basado en los términos modificados se reconoce a su valor razonable. La diferencia entre el importe en libros del pasivo financiero dado de baja y la contraprestación pagada se reconoce en utilidad o pérdida. La contraprestación pagada incluye los activos no financieros transferidos, si los hubiere, y la asunción de pasivos, incluido el nuevo pasivo financiero modificado.

Si la modificación de un pasivo financiero no se contabiliza como baja en cuentas, entonces el valor amortizado del pasivo se recalcula descontando los flujos de efectivo modificados a la tasa de interés efectiva original, y la ganancia o pérdida resultante se reconoce en utilidad o pérdida. Para los pasivos financieros de tasa de interés variable, la tasa de interés efectiva original utilizado para calcular la ganancia o pérdida modificada es ajustada para reflejar los términos actuales del mercado al momento de la modificación. Cualquier costo y tarifa incurridos se reconocen como un ajuste al valor en libros del pasivo y se amortizan en el plazo restante del pasivo financiero modificado volviendo a calcular la tasa de interés efectiva sobre el instrumento.

Insumos en la medición de PCE

Los insumos clave en la medición del PCE son usualmente las estructuras de términos de las siguientes variables:

- Probabilidad de incumplimiento (PI).
- Pérdida dado el incumplimiento (PDI).
- Exposición ante el incumplimiento (EI).

Los anteriores parámetros son derivados de modelos estadísticos internos y otra información histórica. Estos modelos son ajustados para reflejar información prospectiva como se describe a continuación:

Las calificaciones de riesgo de crédito son un criterio de agrupación para determinar la estructura de término de la PI para las diferentes exposiciones. La Compañía obtiene información del número de incumplimientos en las exposiciones al riesgo de crédito analizadas por jurisdicción o región, tipo de producto y la calificación de riesgo de crédito asignada para calcular la PI.

La Compañía emplea modelos estadísticos para analizar los datos recolectados y genera estimaciones de la probabilidad de deterioro en la vida remanente de las exposiciones y cómo esas probabilidades de deterioro cambiarán como resultado del paso del tiempo.

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Este análisis incluye la identificación y calibración de relaciones entre cambios en las tasas de deterioro y en los factores macroeconómicos claves, así como un análisis profundo de ciertos factores en el riesgo de crédito (por ejemplo, castigos de préstamos). Para la mayoría de los créditos, los factores económicos claves usualmente incluyen crecimiento de producto interno bruto, cambios en las tasas de interés de mercado y desempleo.

Las PI son estimadas en ciertas fechas de corte. Son calculadas mediante modelos de supervivencia, basados en vectores históricos de incumplimientos. Si una contraparte o exposición migra entre las diferentes calificaciones entonces esto originará un cambio de la PI estimada para ese grupo. Las PI son estimadas considerando términos contractuales de vencimiento de las exposiciones y las tasas estimadas de prepagos.

La PI histórica es luego transformada a una PI prospectiva, mediante modelos de sensibilidad macroeconómica.

La PDI es la magnitud de la pérdida probable si hay un incumplimiento. La Compañía estima los parámetros del PDI con base en la historia de las tasas de recuperación de pérdidas de las partes que hayan incumplido. Los modelos de PDI considerarán la estructura, el colateral, y los costos de recuperación de cualquier colateral cuando existen garantías hipotecarias.

Para préstamos no garantizados se utiliza un modelo de recuperación de efectivo a valor presente, tomando en consideración las recuperaciones previo al castigo, así como las recuperaciones de las pérdidas. Para préstamos garantizados con hipotecas y/o prendas, se toman en consideración las recuperaciones previas al castigo, así como la recuperación por venta de bienes reposeídos. El cálculo se realiza sobre una base de recuperación neta de costos, descontada usando la tasa de interés efectiva del crédito.

La EI representa la exposición esperada en el evento de incumplimiento. La Compañía deriva la EI de la exposición actual de la contraparte y los potenciales cambios en el monto actual permitido bajo los términos del contrato incluyendo amortización y prepagos para exposiciones decrecientes y rotativas sin compromiso de desembolso. Para compromisos de préstamos y garantías financieras la EI considera el monto desembolsado, así como montos potenciales futuros que podrían ser desembolsados o repagados bajo el contrato, los cuales se estiman basados en observaciones históricas. Finalmente, para tarjetas de crédito, por su naturaleza rotativa, la Compañía determina la EI modelando un porcentaje de utilización histórico sobre el límite de crédito aprobado.

La Compañía mide las EI considerando el riesgo de incumplimiento durante el máximo periodo contractual (incluyendo opciones de extensión de la deuda con el cliente), sobre las cuales hay una exposición a riesgo de crédito incluso si, para propósitos de manejo del riesgo, la Compañía considera un periodo de tiempo mayor. El máximo periodo contractual se extiende a la fecha en la cual la Compañía tiene el derecho a requerir el pago de un préstamo o terminar un compromiso de préstamo o una garantía otorgada.

(3) Políticas contables materiales, continuación

Para saldos de tarjetas de crédito la Compañía mide las EI sobre un periodo mayor que el máximo periodo contractual, si la habilidad contractual de la Compañía para demandar su pago no limita la exposición de la Compañía a pérdidas de crédito al periodo contractual del contrato. Esas facilidades no tienen un término fijo o una estructura de recaudo y son manejadas sobre una base colectiva. La Compañía puede cancelarlas con efecto inmediato pero este derecho contractual no es forzado en el manejo normal del día a día, sino únicamente cuando la Compañía se entera de un incremento del riesgo de crédito a nivel de cada préstamo. Este mayor periodo de tiempo se estima tomando en cuenta las acciones de manejo de riesgo de crédito que la Compañía toma y que sirven para mitigar las EI. Estas medidas incluyen una disminución en los límites y cancelación de los contratos de crédito.

Cuando la modelación de parámetros es ejecutada sobre bases colectivas, los activos financieros se agrupan sobre la base de características de riesgos similares que incluyen:

- Tipo de instrumento.
- Calificación de riesgo de crédito.
- Garantía.
- Fecha de reconocimiento inicial.
- Término remanente para el vencimiento.
- Ubicación geográfica del deudor.

Las anteriores agrupaciones están sujetas a revisiones regulares para asegurar que las exposiciones de un grupo en particular permanecen homogéneas.

Proyección de condiciones futuras

Semestralmente se aprueban escenarios macroeconómicos pronosticados a doce meses para los seis países donde opera la Compañía. En los trimestres de marzo y septiembre se revisa la vigencia de dichos escenarios con el fin de determinar si corresponde una actualización extraordinaria. Los escenarios se dividen en tres categorías: optimista, base y pesimista. Estos escenarios se elaboran partiendo del modelo de simulación macroeconómica de la Compañía, y se complementa con (i) las proyecciones de organizaciones supranacionales tales como Fondo Monetario Internacional, Banco Mundial, CEPAL, etc. (ii) el programa macroeconómico de los bancos centrales de Centroamérica y (iii) economistas externos la Compañía.

- **Escenario base:** considera las expectativas actuales, que recogen los cambios en las variables macroeconómicas nominales, tipo de cambio, tasas de interés, e inflación. Se utilizan como referencia pronósticos de otras organizaciones que elaboran investigación económica, por ejemplo, del Fondo Monetario Internacional, del Banco Mundial y de los bancos centrales de cada país. Las referencias externas aportan imparcialidad al ejercicio.

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- **Escenarios optimista y pesimista:** estos se ven como los escenarios macroeconómicos probables ante la realización de alguno de los principales riesgos asociados a cada país. Están categorizados como riesgos al alza y a la baja, además, divididos entre riesgos internos y externos.

- **Riesgos Externos:** los países centroamericanos, al ser economías pequeñas y abiertas, están expuestas al desempeño económico de las economías grandes y principales socios comerciales, principalmente Estados Unidos y Europa. La actividad económica de estos países afecta de manera generalizada a los países de Centroamérica, principalmente vía ingresos por remesas, exportaciones, turismo e inversión extranjera directa.

- **Riesgos Internos:** son riesgos propios de cada país. Incluyen riesgos asociados a la coyuntura social, política y económica interna. En la coyuntura actual, predominan los riesgos asociados al desempeño que tengan los gobiernos: manejo de las finanzas públicas, catástrofes naturales, políticas sanitarias, etc.

La información externa puede incluir datos económicos y publicación de proyecciones por comités gubernamentales, autoridades monetarias (principalmente en los países donde opera la Compañía), organizaciones supranacionales (tales como la Organización para la Cooperación y el Desarrollo Económicos, el Fondo Monetario Internacional, entre otras), proyecciones académicas, sector privado, y agencias calificadoras de riesgo.

El caso base representa el resultado más probable. Los otros escenarios representan un resultado más optimista y pesimista. La Compañía también realiza periódicamente pruebas de estrés para calibrar la determinación de estos otros escenarios representativos.

Pasivos financieros

Los pasivos financieros se clasifican a costo amortizado usando el método de interés efectivo, excepto cuando los pasivos financieros se contabilizan a valor razonable con cambios en ganancias o pérdidas.

Reconocimiento, baja y medición

Las compras y ventas de instrumentos financieros en forma regular se reconocen en la fecha de liquidación, la fecha en la cual la Compañía se compromete a comprar o vender el instrumento financiero. Los activos y pasivos financieros se reconocen inicialmente al valor razonable.

Los costos de transacción se imputan a gastos en el estado consolidado de ganancias o pérdidas cuando se incurre en ellos para los activos y pasivos financieros a valor razonable con cambios en ganancias o pérdidas, y se registran como parte del valor inicial del instrumento en el caso de activos y pasivos a CA y a VRCOUI. Los costos de transacciones son costos incrementales en los que se incurre para adquirir activos o vender pasivos financieros. Ellos incluyen honorarios, comisiones y otros conceptos pagados a agentes, corredores, asesores e intermediarios, tasas establecidas por agencias reguladoras y bolsas de valores; así como impuestos y otros derechos.

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(3) Políticas contables materiales, continuación

Los activos financieros se dan de baja en el estado consolidado de situación financiera cuando los derechos a recibir flujos de efectivo de las inversiones han vencido o se han transferido y la Compañía ha traspasado sustancialmente todos los riesgos y beneficios derivados de su titularidad.

Con posterioridad al reconocimiento inicial, todos los activos y pasivos financieros clasificados a costo amortizado se miden con base al método de costo amortizado. Los intereses devengados se registran en la cuenta de ingresos o gastos por intereses.

La Compañía da de baja un pasivo financiero cuando sus obligaciones contractuales se han pagado o cancelado, o hayan expirado.

Compensación de instrumentos financieros

Los activos y los pasivos financieros se compensan y presentan por su monto neto en el estado consolidado de situación financiera, cuando existe un derecho exigible legalmente de compensar los importes reconocidos, y la Compañía tiene la intención de liquidar por el neto o de realizar el activo y cancelar el pasivo simultáneamente.

Presentación de provisión por PCE en el estado consolidado de situación financiera

La provisión por PCE se presenta en el estado consolidado de situación financiera de la siguiente manera:

- Activos financieros medidos a costo amortizado: como una deducción del valor bruto en libros de los activos;
- Compromisos de préstamos y contratos de garantía financiera: generalmente, como una provisión; y
- Los instrumentos de deuda medidos a VRCOUI: no se reconoce ninguna provisión para pérdidas en el estado consolidado de situación financiera debido a que el valor en libros de estos activos es su valor razonable. Sin embargo, la provisión para pérdidas se revela y se reconoce en otras utilidades integrales.

(d) Bienes reposeídos

Los activos reposeídos adjudicados o recibidos en dación de pago como resultado de la liquidación de créditos se clasifican como inventarios, dado que están destinados a su venta en el curso normal de la operación. Su reconocimiento inicial se realiza por el menor valor entre el costo (entendido como el saldo total adeudado de la operación) o su valor neto realizable (valor razonable menos costos estimados de venta) a la fecha de su registro contable. Posteriormente, la administración lleva a cabo valuaciones periódicas con el fin de identificar posibles indicios de deterioro, tales como lento movimiento, daños materiales o disminuciones en los precios de mercado. Los ingresos y gastos derivados de la administración de estos activos, así como los ajustes en la provisión para su valuación, se reconocen en otros gastos de operación. Los costos relacionados con el mantenimiento de estas propiedades se reconocen como gastos del periodo conforme se incurren.

(3) Políticas contables materiales, continuación

(e) Reconocimiento de los ingresos y gastos más significativos

Ingresos y gastos por intereses

Los ingresos y gastos por intereses son reconocidos en el estado consolidado de ganancias o pérdidas usando el método de interés efectivo. La tasa de interés efectiva es la tasa de descuento que iguala exactamente los flujos de efectivo por cobrar o por pagar estimados a lo largo de la vida esperada del instrumento financiero o cuando sea adecuado (en un periodo más corto) con el valor neto en libros del activo o pasivo financiero. Para calcular la tasa de interés efectiva, la Compañía estimará los flujos de efectivo teniendo en cuenta todas las condiciones contractuales del instrumento financiero, pero no tendrá en cuenta las pérdidas crediticias futuras.

El cálculo de la tasa de interés efectiva incluye todas las comisiones y puntos pagados o recibidos que formen parte integral de la tasa de interés efectiva. Los costos de transacción incluyen costos incrementales que son directamente atribuibles a la adquisición o emisión de un activo o pasivo financiero.

Honorarios y comisiones

Los honorarios y comisiones que son parte integral de la tasa de interés efectiva en un instrumento financiero activo o pasivo son incluidos en la medición de la tasa de interés efectiva.

Otros ingresos por honorarios y comisiones, incluyendo honorarios por servicios, administración de activos, comisiones de ventas, sindicalización de préstamos, entre otros, son reconocidos cuando los correspondientes servicios son brindados.

Las membresías anuales de tarjetas de crédito, netas de los costos directos incrementales de originar tarjetas, son diferidas y amortizadas en línea recta durante el plazo de un año. Las comisiones cobradas a establecimientos comerciales afiliados se determinan con base en el monto y el tipo de compra del tarjetahabiente y se reconocen al momento en que se facturan las transacciones efectuadas por los tarjetahabientes.

Otros honorarios y comisiones recibidos relativos principalmente a honorarios por transacciones y servicios se reconocen como ingresos cuando se ha completado la transacción o el servicio.

Programas de lealtad

La Compañía ofrece programas de lealtad que le permiten a los tarjetahabientes ganar puntos que pueden ser redimidos por una amplia gama de premios, incluyendo efectivo, viajes y productos con descuento. Los puntos son reconocidos como un componente identificable por separado de la transacción inicial de ingresos por consumos con tarjetas de crédito.

El valor razonable estimado de los programas de lealtad y los puntos que son redimidos, son registrados dentro de la cuenta de comisiones en el estado consolidado de ganancias o pérdidas. La Compañía reconoce los puntos basándose en los puntos ganados que se espera sean redimidos y el valor razonable del punto a ser redimido. Los puntos para redimir son estimados basándose en el historial de redención, tipo de producto de tarjeta, actividad transaccional de la cuenta y el desempeño histórico de las tarjetas.

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(3) Políticas contables materiales, continuación

(f) Efectivo y equivalentes de efectivo

La Compañía considera todos los depósitos a plazo altamente líquidos con vencimiento de 90 días o menos como equivalentes de efectivo. El efectivo y equivalentes de efectivo consisten en efectivo, depósitos en bancos a la vista, ciertos valores y depósitos que generan intereses, con vencimientos originales de 90 días o menos.

(g) Propiedades y equipos

Las propiedades y equipos se presentan al costo, menos la depreciación y amortización acumuladas.

El costo de renovaciones y mejoras se capitaliza cuando incrementan la vida útil del bien; mientras que las reparaciones y mantenimientos que no extienden la vida útil o mejoran el activo se reconocen en ganancias o pérdidas durante el ejercicio financiero conforme se incurren.

La depreciación se calcula con base en el método de línea recta sobre la vida útil estimada de los activos. La Compañía deprecia los valores como gasto en el estado consolidado de ganancias o pérdidas del año y con aumento en la cuenta de depreciación acumulada. Los terrenos no se deprecian. La vida útil estimada de los activos es la siguiente:

Categorías	Años
Edificaciones	20 – 50
Mobiliario y equipo	5 – 10
Vehículos	5
Equipo tecnológico	3 – 5
Mejoras a propiedades arrendadas	3 – 10

Las mejoras a las propiedades arrendadas se amortizan durante la vida útil estimada o durante el plazo del contrato de arrendamiento, el que sea menor.

Las propiedades y equipos se revisan para deterioro siempre que los acontecimientos o los cambios en circunstancias indiquen que el valor en libros puede no ser recuperable. El valor en libros de un activo se reduce inmediatamente a su valor recuperable si el valor en libros del activo es mayor que el valor recuperable estimado. El valor recuperable es el más alto entre el valor razonable del activo menos el costo de vender y su valor en uso.

(h) Arrendamientos

Al inicio de un contrato, la Compañía evalúa si un contrato es, o contiene, un arrendamiento. Un contrato es, o contiene, un arrendamiento si transmite el derecho a controlar el uso de un activo identificado por un periodo de tiempo a cambio de una contraprestación. Para evaluar si un contrato transmite el derecho de controlar el uso de un activo identificado, la Compañía evalúa si:

- el contrato implica el uso de un activo identificado: esto puede especificarse explícita o implícitamente, y debe ser físicamente distinto o representar sustancialmente toda la capacidad de un activo físicamente identificable. Si el proveedor tiene un derecho de sustitución sustancial, entonces el activo no se identifica;

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- la Compañía tiene el derecho de obtener sustancialmente todos los beneficios económicos del uso del activo durante el periodo de uso; y

- la Compañía tiene el derecho de dirigir el uso del activo. La Compañía tiene este derecho cuando tiene los derechos de tomar decisiones que son más relevantes para cambiar cómo y para qué propósito se utiliza el activo. En raras ocasiones, cuando la decisión sobre cómo y para qué propósito se utiliza el activo está predeterminada, la Compañía tiene el derecho de decidir el uso del activo si:

  - la Compañía tiene el derecho de operar el activo; o

  - la Compañía diseñó el activo de forma que predetermina cómo y para qué propósito se utilizará.

Al inicio o en la revaluación de un contrato que contiene un componente de arrendamiento, la Compañía asigna la contraprestación en el contrato a cada componente de arrendamiento sobre la base de sus precios relativos independientes. Sin embargo, para los arrendamientos de terrenos y edificios en los que es un arrendatario, la Compañía ha optado por no separar los componentes de no arrendamiento y tener en cuenta los componentes de arrendamiento y los componentes de no arrendamiento como un solo componente del arrendamiento.

i. Como arrendatario

La Compañía reconoce un activo por derecho de uso y un pasivo por arrendamiento en la fecha de inicio del arrendamiento. El activo por derecho de uso se mide inicialmente al costo, que comprende el monto inicial del pasivo por arrendamiento ajustado por cualquier pago de arrendamiento realizado en la fecha de inicio, más los costos directos iniciales incurridos y una estimación de los costos para desmantelar y eliminar el activo subyacente o para restaurar el activo subyacente o el sitio en el que se encuentra, menos los incentivos de arrendamiento recibidos.

El activo por derecho de uso se deprecia posteriormente utilizando el método de línea recta desde la fecha de inicio hasta el final del periodo de vida útil del activo por derecho de uso o el final del plazo de arrendamiento. Las vidas útiles estimadas de los activos por derecho de uso se determinan sobre la misma base que las de propiedades, mobiliario, equipo y mejoras. Además, el activo por derecho de uso se reduce periódicamente por pérdidas por deterioro del valor, si las hubiera, y se ajusta para ciertas nuevas mediciones del pasivo por arrendamiento.

El pasivo por arrendamiento se mide inicialmente al valor presente de los pagos por arrendamiento que no han sido pagados en la fecha de inicio, descontados utilizando la tasa de interés implícita en el arrendamiento o, si esa tasa no se puede determinar fácilmente, la tasa incremental de endeudamiento de la Compañía, la cual es utilizada como tasa de descuento.

(3) Políticas contables materiales, continuación

Los pagos de arrendamiento incluidos en la medición del pasivo por arrendamiento comprenden lo siguiente:

- pagos fijos, incluyendo los pagos en esencia fijos;
- pagos por arrendamiento variables que dependen de un índice o una tasa, inicialmente medidos utilizando el índice o tasa en la fecha de inicio;
- montos que se espera sean pagaderos bajo una garantía de valor residual; y
- el precio de ejercicio bajo una opción de compra que la Compañía puede razonablemente ejercer, pagos por arrendamiento en un periodo de renovación opcional si la Compañía está razonablemente segura de ejercer una opción de extensión, y multas por la terminación anticipada de un arrendamiento a menos que la Compañía esté razonablemente segura de no realizar una finalización anticipada.

El pasivo por arrendamiento se mide al costo amortizado utilizando el método de interés efectivo. Se realiza una remedición cuando hay un cambio en los pagos de arrendamiento futuros que surgen de un cambio en un índice o tasa, si hay un cambio en la estimación de la Compañía del monto que se espera pagar bajo una garantía de valor residual, o si la Compañía cambia su evaluación de si ejercerá una opción de compra, extensión o terminación.

Cuando el pasivo por arrendamiento se vuelve a medir de esta manera, se realiza un ajuste correspondiente al valor en libros del activo por derecho de uso, o se registra en utilidad o pérdida si el valor en libros del activo por derecho de uso se ha reducido a cero.

La Compañía presenta activos por derecho de uso que no cumplen con la definición de propiedades de inversión en "propiedades, mobiliario, equipo y mejoras" y pasivos por arrendamiento en "pasivos por arrendamientos" en el estado consolidado de situación financiera.

Arrendamientos a corto plazo y arrendamientos de activos de bajo valor
La Compañía ha optado por no reconocer los activos por derecho de uso y los pasivos por arrendamiento para arrendamientos que tienen un plazo de arrendamiento de doce meses o menos y arrendamientos de activos de bajo valor. La Compañía reconoce los pagos por arrendamiento asociados con estos arrendamientos como un gasto en línea recta durante el plazo del arrendamiento.

ii. Como arrendador
Cuando la Compañía actúa como un arrendador, determina al inicio del arrendamiento si cada arrendamiento es un arrendamiento financiero o un arrendamiento operativo.

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Para clasificar cada arrendamiento, la Compañía realiza una evaluación general de si el arrendamiento transfiere sustancialmente todos los riesgos y beneficios inherentes a la propiedad del activo subyacente. Si este es el caso, entonces el arrendamiento es un arrendamiento financiero; si no, entonces es un arrendamiento operativo. Como parte de esta evaluación, la Compañía considera ciertos indicadores tales como si el arrendamiento cubre la mayor parte de la vida económica del activo.

Si un acuerdo contiene componentes de arrendamiento y no arrendamiento, la Compañía aplica la NIIF 15 para asignar la contraprestación en el contrato.

La Compañía reconoce los pagos por arrendamiento recibidos en virtud de arrendamientos operativos como ingresos sobre una base lineal durante el plazo del arrendamiento como parte de "otros ingresos".

(i) Combinaciones de negocios y plusvalía
La Compañía contabiliza las combinaciones de negocios utilizando el método de adquisición cuando se transfiere el control. La contraprestación transferida en la adquisición generalmente se mide al valor razonable al igual que los activos netos identificables adquiridos. Cualquier plusvalía resultante es sometida a pruebas anuales de deterioro. Cualquier ganancia por compra en condiciones muy ventajosas se reconoce de inmediato en ganancias o pérdidas. Los costos de transacción se registran como gasto cuando se incurren, excepto si se relacionan con la emisión de deuda o instrumentos de patrimonio.

Cualquier contraprestación contingente es medida al valor razonable a la fecha de adquisición. Si una obligación para pagar la contraprestación contingente que cumple con la definición de instrumentos financieros está clasificada como patrimonio no deberá medirse nuevamente y su liquidación posterior deberá contabilizarse dentro del patrimonio. De no ser así, la otra contraprestación contingente se mide nuevamente al valor razonable en cada fecha de reporte y los cambios posteriores en el valor razonable de la contraprestación contingente se reconocen en ganancias o pérdidas.

Las participaciones no controladoras se registran por su parte proporcional del valor razonable de los activos y pasivos identificables, a menos que se indique lo contrario. Cuando la Compañía tiene una opción correspondiente para liquidar la compra de una participación no controladora mediante la emisión de sus propias acciones ordinarias, no se reconoce ningún pasivo financiero.

Durante el periodo de medición (que es el plazo de un año desde la fecha de adquisición), la Compañía podrá, de forma retrospectiva, ajustar los importes reconocidos en la fecha de adquisición para reflejar la nueva información obtenida sobre hechos y circunstancias que existían a la fecha de adquisición.

Para las pruebas de deterioro, la plusvalía adquirida en una combinación de negocios es asignada (en la fecha de adquisición) a cada uno de los grupos de unidades generadoras de efectivo (UGEs) que se espera se beneficien de la combinación. Las UGEs a las que se ha asignado la plusvalía se desagregan de manera que el nivel en el que el deterioro sea evaluado refleje el nivel más bajo al que la plusvalía es controlada para gestión interna.

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Se reconocerá una pérdida por deterioro si el valor en libros de la UGE más la plusvalía asignada a la misma es mayor a su importe recuperable, en cuyo caso, se reducirá primero la plusvalía asignada, y cualquier deterioro remanente se aplicará a los demás activos de la UGE.

(j) Activos intangibles
Los activos intangibles representan los activos no monetarios identificables, y se adquieren por separado o mediante una combinación de negocios o son generados internamente. Los activos intangibles de la Compañía son registrados al costo o a su valor razonable y se componen principalmente de las relaciones con depositantes, relaciones con clientes de tarjetas de crédito, relaciones con comercios afiliados, programas tecnológicos y nombres comerciales.

Las unidades generadoras de efectivo a las que se han atribuido los activos intangibles se analizan periódicamente para determinar si se han deteriorado. Este análisis se realiza al menos anualmente, o siempre que existan indicios de deterioro.

El gasto de la amortización de los activos intangibles amortizables se presenta en el estado consolidado de ganancias o pérdidas en el rubro de depreciación y amortización.

Los nombres comerciales son activos intangibles con vida útil no definida.

(k) Impuesto sobre la renta
El gasto de impuestos sobre la renta del periodo comprende los impuestos corrientes y diferidos. Los impuestos se reconocen en el estado consolidado de ganancias o pérdidas, en la medida en que se refieran a partidas reconocidas en el estado consolidado de ganancias o pérdidas o directamente en el patrimonio neto.

El gasto de impuesto sobre la renta corriente se calcula con base en las leyes aprobadas a la fecha de reporte en los países en los que opera la Compañía y sus subsidiarias y en los que generan bases positivas imponibles. La administración de la Compañía evalúa periódicamente las posiciones tomadas en las declaraciones de impuestos respecto a las situaciones en las que la regulación fiscal aplicable está sujeta a interpretación, y, en caso necesario, establece provisiones en función de las cantidades que se espera pagar a las autoridades fiscales.

Los impuestos diferidos se reconocen por las diferencias temporarias que surgen entre las bases fiscales de los activos y pasivos y sus importes en libros en los estados financieros consolidados. Sin embargo, los impuestos diferidos pasivos no se contabilizan si surgen del reconocimiento inicial de una plusvalía; no se reconocen impuestos diferidos si surgen de un activo o pasivo en una transacción, distinta de una combinación de negocios que, al momento de la transacción, no afecta ni al resultado contable ni a la renta o pérdida fiscal. El impuesto diferido se determina usando tasas impositivas (y leyes) aprobadas o por aprobarse en la fecha de reporte y que se espera serán de aplicación cuando el correspondiente activo por impuesto diferido se realice o el pasivo por impuesto diferido se liquide.

(3) Políticas contables materiales, continuación

Los activos por impuestos diferidos se reconocen sólo en la medida en que sea probable que vaya a disponerse de beneficios fiscales futuros con los que poder compensar las diferencias temporarias. Se reconocen impuestos diferidos sobre las diferencias temporarias que surgen en inversiones en subsidiarias y asociadas, excepto para aquellos pasivos por impuesto diferido para los que la Compañía pueda controlar la fecha en que revertirán las diferencias temporarias y sea probable que éstas no vayan a revertir en un futuro previsible. Se reconocen impuestos diferidos activos sobre diferencias temporarias deducibles que surgen de inversiones en subsidiarias solo en la medida en que sea probable que las diferencias temporarias se reversen en el futuro y de que se determine suficiente renta gravable futura contra las cuales las diferencias temporales puedan ser utilizadas.

Los activos por impuestos diferidos y los pasivos por impuestos diferidos se compensan sí, y solo sí, existe un derecho legalmente reconocido de compensar los activos por impuesto corriente con los pasivos por impuesto corriente y cuando los activos por impuestos diferidos y los pasivos por impuestos diferidos se derivan del impuesto sobre las ganancias correspondientes a la misma autoridad fiscal, y que esta última permita a la Compañía pagar o recibir una sola cantidad que cancele la situación neta existente.

(l) Beneficios a empleados

La Compañía está sujeto a la legislación laboral en cada país donde opera. La Compañía provisiona un beneficio laboral cuando tal beneficio se relaciona con servicios del colaborador ya brindados, el colaborador se ha ganado el derecho a recibir el beneficio, el pago del beneficio es probable y el monto de tal beneficio puede ser estimado.

(m) Operaciones de fideicomiso y custodia de títulos valores

Los contratos de fideicomisos y custodia de títulos valores no se consideran parte de la Compañía, por consiguiente, tales títulos valores y su correspondiente ingreso no se incluyen en los presentes estados financieros consolidados. Es obligación de la Compañía administrar y custodiar dichos títulos valores de conformidad con los contratos y en forma independiente de su patrimonio.

La Compañía cobra una comisión por la administración de los fondos en fideicomisos y la custodia de títulos valores, la cual es pagada según acuerdos entre las partes. Estas comisiones son reconocidas como ingresos de acuerdo con los términos de los contratos, el reconocimiento debe ocurrir cada mes proporcionalmente sobre la base de devengado.

(n) Estimación del valor razonable

El valor razonable de un activo o pasivo financiero es el precio que sería recibido por vender un activo o pagado por transferir un pasivo en una transacción ordenada entre participantes del mercado en la fecha de medición (precio de salida).

Los distintos niveles de jerarquía se han definido como sigue:

- Nivel 1 – Precios cotizados en mercados activos, sin ajustes, para activos o pasivos idénticos a los que la Compañía puede acceder en la fecha de medición.

(3) Políticas contables materiales, continuación

- Nivel 2 – Variables distintas de los precios cotizados incluidos en el Nivel 1 que son observables, ya sea directamente (es decir, como precios) o indirectamente (es decir, derivados de los precios). Esta categoría incluye instrumentos valorizados utilizando precios cotizados en mercados activos para instrumentos similares, precios cotizados para instrumentos idénticos o similares en mercados que no son activos y otras técnicas de valoración donde los datos de entrada significativos son directa o indirectamente observables en un mercado.

- Nivel 3 – Variables no observables para el activo o pasivo. Esta categoría contempla todos los instrumentos en los que la técnica de valoración incluye variables no observables que tienen un efecto significativo en la medición del valor razonable. Esta categoría también incluye instrumentos que son valorizados, basados en precios cotizados para instrumentos similares para los cuales hay que hacer ajustes significativos usando variables no observables, supuestos, o ajustes en los cuales se utilizan datos no observables o subjetivos cuando hay diferencias entre los instrumentos.

Un mercado se considera activo cuando los precios de cotización están fácil y regularmente disponibles a través de una bolsa, de intermediarios financieros, de una institución sectorial, de un servicio de precios o de un organismo regulador, y esos precios reflejan transacciones de mercado reales con la suficiente frecuencia y volumen para proporcionar información para fijar precios de mercado.

(o) Transacciones entre entidades bajo control común

Las transferencias de activos entre entidades bajo control común, incluyendo transacciones con compañías tenedoras intermedias, son contabilizadas inicialmente al valor en libros de la compañía que transfiere los activos a la fecha de la transferencia. Si el valor en libros de los activos y pasivos transferidos difiere del costo histórico de la compañía matriz de las entidades bajo control común, entonces la compañía que recibe los activos y pasivos los contabilizará utilizando el costo histórico de la compañía matriz.

La Compañía celebra transacciones con partes relacionadas, las cuales de acuerdo con las políticas internas de la Compañía se realizan en condiciones de mercado.

(p) Normas de contabilidad NIIF emitidas, pero aún no adoptadas

Una serie de nuevas normas contables y enmiendas a normas contables entrarán en vigor para los periodos anuales que comiencen el 1 de enero de 2026 o posteriormente, y se permite su aplicación anticipada. No obstante, la Compañía no adoptó anticipadamente ninguna de estas nuevas normas contables ni enmiendas al elaborar estos estados financieros consolidados.

Clasificación y Medición de instrumentos financieros (enmiendas a la NIIF 9 y la NIIF 7)

En mayo de 2024, el IASB emitió las *Enmiendas a la Clasificación y Medición de Instrumentos Financieros*, que modifican la NIIF 9 y la NIIF 7. Los requisitos serán efectivos para los períodos anuales que comenzaron el 1 de enero de 2026 o posteriormente, permitiéndose su aplicación anticipada, y están relacionados con:

- el reconocimiento y la baja en cuentas, incluyendo la liquidación de pasivos financieros mediante un sistema de pagos electrónicos; y

(3) Políticas contables materiales, continuación

- la evaluación de las características de los flujos de efectivo contractuales de los activos financieros, incluyendo aquellos con características vinculadas a la sostenibilidad.

La Compañía no espera que la adopción de las enmiendas a la NIIF9 y la NIIF 7 tengan un impacto significativo en los estados financieros consolidados.

NIIF 18 Presentación e Información a Revelar en los Estados Financieros

La NIIF 18 reemplazará la NIC 1 *Presentación de Estados Financieros* y será aplicable para los períodos anuales que comiencen el 1 de enero de 2027 o posteriormente. La nueva norma introduce los siguientes requisitos clave:

- Las entidades deben clasificar todos los ingresos y gastos en cinco categorías en el estado de ganancias o pérdidas: actividades de operación, inversión, financiación, operaciones discontinuadas y rubros relacionados con impuestos. También se requiere presentar un subtotal de utilidad de operación recién definido. La utilidad neta de la entidad no cambiará.
- Las medidas de desempeño definidas por la administración (MPMs, por sus siglas en inglés) deben revelarse en una única nota de los estados financieros.
- Se proporciona una guía mejorada sobre cómo agrupar la información en los estados financieros.

Adicionalmente, todas las entidades deben utilizar el subtotal de utilidad de operación como punto de partida para el estado de flujos de efectivo cuando se presenta utilizando el método indirecto.

La Compañía continúa evaluando el impacto de la nueva norma contable, en particular respecto a la estructura del estado de ganancias o pérdidas de la Compañía, el estado de flujos de efectivo y las revelaciones adicionales requeridas para las MPMs. La Compañía también está evaluando el impacto en la agrupación de la información en los estados financieros, incluyendo aquellos rubros actualmente clasificados como “otros”.

NIIF 19 Subsidiarias sin Obligación Pública de Rendir Cuentas: Información a Revelar

La NIIF 19 fue emitida por el IASB en mayo de 2024, e introduce un conjunto reducido de revelaciones para subsidiarias que no tienen obligación pública y cuya matriz presenta estados financieros bajo NIIF completas. La norma mantiene los mismos principios de reconocimiento, medición y presentación de las NIIF plenas, pero permite un menor nivel de información a revelar, con el fin de reducir costos y simplificar la preparación de los estados financieros. La fecha de entrada en vigor es el 1 de enero de 2027, con adopción anticipada permitida.

La Compañía no espera que la adopción de la NIIF 19 tenga un impacto significativo en los estados financieros.

(3) Políticas contables materiales, continuación

Otras normas contables

Las siguientes enmiendas a las normas contables no se espera que tengan un impacto significativo en los estados financieros consolidados de la Compañía:

- *Contratos que hacen referencia a electricidad dependiente de la naturaleza (Enmiendas a las NIIF 9 y NIIF 7)*; y
- *Mejoras Anuales a las Normas de Contabilidad NIIF – Volumen 11.*

(q) Operaciones descontinuadas

Una operación descontinuada es un componente de la Compañía que ha sido vendido o se ha dispuesto por otra vía, o ha sido clasificado como mantenido para su venta, y, (i) representa una línea de negocio o un área geográfica de operación que sea significativa y que puede considerarse separada del resto, o (ii) es parte de un único plan coordinado para vender o disponer por otra vía de una línea de negocio o de un área geográfica de la operación que sea significativa y pueda considerarse separada del resto.

La clasificación como una operación descontinuada ocurre al disponer de la operación o cuando la misma cumple los criterios para ser clasificada como mantenida para la venta, de ocurrir más temprano.

Cuando una operación es clasificada como descontinuada, los estados consolidados comparativos de ganancias o pérdidas y de utilidades integrales se modifican como si la operación hubiera sido descontinuada desde el inicio del año comparativo.

De conformidad con la NIIF 5, la presentación de los flujos netos de efectivo atribuibles a las actividades de operación, inversión y financiamiento de operaciones descontinuadas se presentan en una línea separada en el estado consolidado de flujos de efectivo, conforme aplique.

(r) Reclasificaciones no materiales

Montos no materiales en los estados financieros consolidados al 31 de diciembre de 2024 han sido reclasificados para que sean consistentes con la presentación de los estados financieros consolidados del 2025. La Compañía aplicó reclasificaciones no materiales para mejorar la presentación, que han sido incluidas en el estado consolidado de ganancias o pérdidas para el año terminado el 31 de diciembre de 2024.

La siguiente tabla muestra un detalle de las reclasificaciones no materiales identificadas:

	2024		
	Monto reportado anteriormente	Reclasificación	Monto reclasificado
Estado consolidado de ganancias o pérdidas			
Otros ingresos (gastos):			
Ingreso por comisiones y cargos por servicios	1,972,321,548	(14,537,870)	1,957,783,678
Gastos de operación:			
Otros gastos	689,909,299	(14,537,870)	675,371,429

(4) Administración de riesgos

La administración de riesgos financieros es parte fundamental de la Compañía, para lo cual se cuenta con una infraestructura para la gestión de los riesgos de forma integral con el fin de asegurar el crecimiento responsable y sostenible a través del tiempo, mantener la confianza de sus grupos de interés; así como para asegurar con razonable certeza el cumplimiento de las metas a corto, mediano y largo plazo, por medio de un balance entre el cumplimiento de objetivos y la toma de riesgos, alineados con la estrategia corporativa.

Clasificación de los activos financieros

Consulte la clasificación bajo NIIF 9 en las políticas contables materiales en la nota 3 (c).

La siguiente tabla proporciona una conciliación entre las partidas en el estado consolidado de situación financiera y las categorías de instrumentos financieros.

	2025					
	VRCR obligatoriamente Instrumentos de deuda	VRCR obligatoriamente Instrumentos de patrimonio	VRCOUI Instrumentos de deuda	VRCOUI Instrumentos de patrimonio	CA	Total
Efectivo, efectos de caja y depósitos en bancos, neto	0	0	0	0	6,282,601,575	6,282,601,575
Inversiones en valores, neto	25,870,930	19,802,916	4,753,074,082	3,200,766	187,889,033	4,989,837,727
Préstamos, neto	0	0	0	0	27,657,418,955	27,657,418,955
Otras cuentas por cobrar, neto	0	0	0	0	485,838,780	485,838,780
Total de activos financieros	25,870,930	19,802,916	4,753,074,082	3,200,766	34,613,748,343	39,415,697,037

	2024					
	VRCR obligatoriamente Instrumentos de deuda	VRCR obligatoriamente Instrumentos de patrimonio	VRCOUI Instrumentos de deuda	VRCOUI Instrumentos de patrimonio	CA	Total
Efectivo, efectos de caja y depósitos en bancos, neto	0	0	0	0	5,647,978,374	5,647,978,374
Inversiones en valores, neto	18,925,464	16,276,514	4,734,534,167	3,170,331	110,527,012	4,883,433,488
Préstamos, neto	0	0	0	0	25,699,417,649	25,699,417,649
Otras cuentas por cobrar, neto	0	0	0	0	442,972,933	442,972,933
Total de activos financieros	18,925,464	16,276,514	4,734,534,167	3,170,331	31,900,895,968	36,673,802,444

Al 31 de diciembre de 2025 y 2024, la totalidad de pasivos financieros que mantiene la Compañía se encuentran clasificados a costo amortizado.

La Compañía está expuesta a los siguientes riesgos provenientes de los instrumentos financieros:

- Riesgo de crédito,
- Riesgo de liquidez,
- Riesgo de mercado, y
- Riesgo operativo.

Para la gestión de dichos riesgos se ha definido un marco organizacional fundamentado en las regulaciones vigentes en la región sobre la administración de riesgos. Este marco cuenta con políticas, procedimientos e infraestructura humana y técnica, para identificar, analizar y evaluar los riesgos; así como para la fijación de límites y controles adecuados, el monitoreo de la gestión de los riesgos y el cumplimiento de los límites definidos.

(4) Administración de riesgos, continuación

Estas políticas y los sistemas de administración de riesgos periódicamente se revisan, actualizan e informan a los comités respectivos, a fin de que reflejen los cambios en las condiciones de mercado, productos y servicios ofrecidos.

La Compañía, a través de sus normas y procedimientos de administración, desarrolla un ambiente de control disciplinado y constructivo en el que todos los empleados comprendan sus roles y obligaciones.

La administración y vigilancia periódica de los riesgos se realiza por medio de los siguientes órganos de gobierno corporativo, establecidos tanto a nivel regional como en los países donde opera La Compañía: Comité de Gestión Integral de Riesgos, Comité de Activos y Pasivos (ALICO), Comité de Cumplimiento, Comité de Crédito y Comité de Auditoría.

(a) Riesgo de crédito

Es el riesgo de pérdida financiera que enfrenta la Compañía si un cliente o contraparte no cumple con sus obligaciones contractuales, y se origina principalmente en los depósitos colocados, las inversiones en valores y los préstamos por cobrar.

Para mitigar el riesgo de crédito, las políticas de administración de riesgo con relación a los préstamos establecen procesos y controles a seguir para la aprobación de préstamos o facilidades crediticias. La Compañía estructura los niveles de riesgo crediticio aceptables a través del establecimiento de límites sobre la cantidad de riesgo aceptado con relación a un solo prestatario o grupo de prestatarios y segmento geográfico. Estos créditos son controlados constantemente y sujetos a una revisión periódica.

La exposición al riesgo crediticio es administrada a través de un análisis periódico de la habilidad de los prestatarios o prestatarios potenciales, para determinar su capacidad de pago de capital e intereses. La exposición al riesgo crediticio es también mitigada, en parte, a través de la obtención de garantías colaterales, corporativas y personales.

La gestión crediticia se realiza bajo políticas claramente definidas por la Junta Directiva, revisadas y modificadas periódicamente en función de cambios y expectativas de los mercados en que se actúa, regulaciones y otros factores a considerar en la formulación de estas políticas.

La Compañía tiene en funcionamiento una serie de informes crediticios para evaluar el desempeño de su cartera, los requerimientos de provisiones y especialmente para anticiparse a eventos que puedan afectar la condición de sus deudores.

Con relación a las inversiones, la Compañía tiene un lineamiento de alcance regional que define el perfil general que debe tener el portafolio de inversiones y establece dos grandes niveles de límites máximos para controlar la exposición de las inversiones: límite a nivel de riesgo país y riesgo emisor. Los límites de riesgo país son establecidos con base en una escala de calificación interna y medidos como porcentajes del patrimonio de la Compañía o como montos absolutos. Además, el lineamiento incluye las atribuciones y los esquemas de aprobación de nuevos límites o aumentos a los ya existentes.

(4) Administración de riesgos, continuación

El cumplimiento de este lineamiento es monitoreado a diario por medio del módulo de Administración de Tesorería y Riesgos (TRM por sus siglas en inglés) de SAP, herramienta que permite documentar todo el proceso de inversiones, incluyendo nuevas aprobaciones, incrementos o disminuciones de límite, compras y ventas y, además, controlar las exposiciones por emisor y la utilización de las cuotas asignadas.

La Junta Directiva ha delegado la responsabilidad para el manejo del riesgo de crédito en los Comités de Crédito y de Activos y Pasivos (ALICO), los cuales vigilan periódicamente la condición financiera de los deudores y emisores respectivos, que involucren un riesgo de crédito para la Compañía.

Información de calidad de la cartera

Calidad de cartera de depósitos en bancos y valores bajo acuerdos de reventa

La Compañía mantiene depósitos colocados en bancos por $5,228,849,516 al 31 de diciembre de 2025 (2024: $4,701,772,489). Los depósitos colocados son mantenidos en bancos centrales y otras instituciones financieras, los cuales en su mayoría cuentan con calificaciones de riesgo entre AA- y B- (2024: con calificaciones de riesgo entre AA- y B), basado en la calificación de riesgo internacional, tomando primero la calificación de Standard & Poor's, después Moody's y por último Fitch Ratings. Sobre el monto total de depósitos, excluyendo depósitos en bancos centrales, al 31 de diciembre de 2025, aproximadamente $9.2 millones no cuentan con calificación de riesgo (2024: $9.7 millones).

Los valores bajo acuerdos de reventa se encuentran con calificaciones de riesgo entre BB+ y BB- (2024: con calificaciones de riesgo BB), basado en la calificación de riesgo internacional, tomando primero la calificación de Standard & Poor's, después Moody's y por último Fitch Ratings.

Al 31 de diciembre de 2025, la totalidad de los valores bajo acuerdos de reventa se encuentran al día en el pago del principal e intereses.

Calidad de cartera de inversiones en valores

La Compañía segrega la cartera de inversiones a valor razonable con cambios en ganancias o pérdidas (VRCR), a valor razonable con cambios en otras utilidades integrales (VRCOUI), y a costo amortizado (CA). Al 31 de diciembre de 2025, la cartera de inversiones totaliza $4,989,837,727 (2024: $4,883,433,488).

- Inversiones a VRCR
  La calidad del crédito de la cartera de inversiones se monitorea según la calificación de riesgo internacional del emisor proporcionada por las agencias Standard & Poor's, Moody's, y/o Fitch Ratings.

  El siguiente cuadro resume las calificaciones de la cartera de inversiones en bonos al VRCR:

	2025	2024
Gobiernos y Agencias		
BB	25,870,930	0
BB-	0	18,925,464
Total de Gobiernos y Agencias	25,870,930	18,925,464
Total de inversiones al VRCR	25,870,930	18,925,464

(4) Administración de riesgos, continuación

- Inversiones al VRCOUI
  El siguiente cuadro resume las calificaciones de la cartera de inversiones en bonos al VRCOUI:

	2025			2024		
	PCE 12 meses	PCE vida esperada - sin deterioro	Total de inversiones al VRCOUI	PCE 12 meses	PCE vida esperada - sin deterioro	Total de inversiones al VRCOUI
Gobiernos y Agencias						
AA+	728,302,986	0	728,302,986	669,872,418	0	669,872,418
BBB	5,644,830	0	5,644,830	5,379,479	0	5,379,479
BBB-	653,336,884	0	653,336,884	564,593,761	0	564,593,761
BB+ a B-	2,967,586,522	0	2,967,586,522	3,060,520,966	0	3,060,520,966
Total Gobiernos y Agencias	4,354,871,222	0	4,354,871,222	4,300,366,624	0	4,300,366,624
Corporativos						
A+	7,609,021	0	7,609,021	0	0	0
A	39,575,045	0	39,575,045	36,062,330	0	36,062,330
A-	79,220,151	0	79,220,151	70,110,815	0	70,110,815
BBB+	19,085,265	0	19,085,265	26,129,629	0	26,129,629
BBB	45,531,296	0	45,531,296	52,932,877	0	52,932,877
BBB-	48,075,677	0	48,075,677	55,769,756	0	55,769,756
BB+ a B-	159,106,405	0	159,106,405	193,162,136	0	193,162,136
Total Corporativos	398,202,860	0	398,202,860	434,167,543	0	434,167,543
Total	4,753,074,082	0	4,753,074,082	4,734,534,167	0	4,734,534,167
Provisión para PCE	7,375,731	0	7,375,731	7,927,708	0	7,927,708

Los instrumentos de deuda medidos a VRCOUI al 31 de diciembre de 2025 y 2024 se encuentran al día.

- Inversiones al CA
  El siguiente cuadro resume las calificaciones de la cartera de inversiones en bonos al CA:

	2025			2024		
	PCE 12 meses	PCE vida esperada - sin deterioro	Total de inversiones al CA	PCE 12 meses	PCE vida esperada - sin deterioro	Total de inversiones al CA
Gobiernos y Agencias						
BB+ a B-	64,660,927	0	64,660,927	67,045,978	0	67,045,978
Total Gobiernos y Agencias	64,660,927	0	64,660,927	67,045,978	0	67,045,978
Corporativos						
BB+ a B-	123,228,106	0	123,228,106	43,481,034	0	43,481,034
Total Corporativos	123,228,106	0	123,228,106	43,481,034	0	43,481,034
Total	187,889,033	0	187,889,033	110,527,012	0	110,527,012
Provisión para PCE	378,431	0	378,431	149,144	0	149,144

Calidad de cartera de préstamos

La nota 3 (c) contiene una explicación de la medición de la calidad de los instrumentos financieros, los cuales incluyen la cartera de préstamos.

(4) Administración de riesgos, continuación

Las siguientes tablas presentan los saldos por cobrar de la cartera de préstamos de acuerdo con las categorías de riesgo, según la clasificación vigente a cada periodo indicado:

	Préstamos			
	PCE 12 meses	PCE vida esperada sin deterioro	PCE vida esperada con deterioro	Total
2025				
Corporativo				
Satisfactorio	10,423,042,047	832,215	0	10,423,874,262
Mención Especial	0	341,375,161	0	341,375,161
Sub-estándar	0	0	58,443,371	58,443,371
Dudoso	0	0	17,896,737	17,896,737
Pérdida	0	0	22,038,699	22,038,699
Monto bruto	10,423,042,047	342,207,376	98,378,807	10,863,828,230
Provisión por deterioro e Intereses	(24,255,321)	(19,101,443)	(44,694,644)	(88,051,408)
Valor en libros neto	10,398,786,726	323,105,933	53,684,163	10,775,576,822
Mediana empresa				
Satisfactorio	988,234,918	3,041,146	0	991,276,064
Mención Especial	0	24,351,710	0	24,351,710
Sub-estándar	0	0	14,487,624	14,487,624
Dudoso	0	0	12,253,410	12,253,410
Pérdida	0	0	5,392,222	5,392,222
Monto bruto	988,234,918	27,392,856	32,133,256	1,047,761,030
Provisión por deterioro e Intereses	(2,932,661)	(963,467)	(11,831,206)	(15,727,334)
Valor en libros neto	985,302,257	26,429,389	20,302,050	1,032,033,696
Pequeña empresa				
Satisfactorio	1,330,544,335	46,469,290	0	1,377,013,625
Mención Especial	1,040,592	55,161,727	0	56,202,279
Sub-estándar	0	0	9,030,696	9,030,696
Dudoso	0	0	10,329,254	10,329,254
Pérdida	0	0	4,427,566	4,427,566
Monto bruto	1,331,584,887	101,631,017	23,787,516	1,457,003,420
Provisión por deterioro e Intereses	(6,175,856)	(5,092,259)	(6,255,344)	(17,523,459)
Valor en libros neto	1,325,409,031	96,538,758	17,532,172	1,439,479,961
Hipotecarios				
Satisfactorio	3,524,715,858	170,593,300	0	3,695,309,158
Mención Especial	4,268,097	413,248,572	0	417,516,669
Sub-estándar	0	0	108,588,984	108,588,984
Dudoso	0	0	47,682,547	47,682,547
Pérdida	0	0	26,473,087	26,473,087
Monto bruto	3,528,983,955	583,841,872	182,744,618	4,295,570,445
Provisión por deterioro e Intereses	(2,545,734)	(16,989,477)	(17,831,285)	(37,366,496)
Valor en libros neto	3,526,438,221	566,852,395	164,913,333	4,258,203,949
Personales				
Satisfactorio	2,416,432,245	94,428,768	2,742,309	2,513,603,322
Mención Especial	2,681,648	73,735,766	1,658,053	78,075,467
Sub-estándar	0	0	26,403,249	26,403,249
Dudoso	0	0	25,077,197	25,077,197
Pérdida	0	0	6,055,658	6,055,658
Monto bruto	2,419,113,893	168,164,534	61,936,466	2,649,214,893
Provisión por deterioro e Intereses	(48,809,918)	(25,843,338)	(31,619,992)	(106,273,248)
Valor en libros neto	2,370,303,975	142,321,196	30,316,474	2,542,941,645
Autos				
Satisfactorio	1,786,522,570	29,759,110	0	1,816,281,680
Mención Especial	458,291	84,951,808	0	85,410,099
Sub-estándar	0	0	6,633,239	6,633,239
Dudoso	0	0	4,648,025	4,648,025
Pérdida	0	0	1,653,924	1,653,924
Monto bruto	1,786,980,861	114,710,918	12,935,188	1,914,626,967
Provisión por deterioro e Intereses	(3,761,217)	(4,876,179)	(3,543,522)	(12,180,918)
Valor en libros neto	1,783,219,644	109,834,739	9,391,666	1,902,446,049
Tarjetas de crédito				
Satisfactorio	5,185,295,796	217,993,585	6,029,858	5,409,319,239
Mención Especial	11,623,323	459,279,429	89,850,823	560,753,575
Sub-estándar	0	0	18,658,420	18,658,420
Dudoso	378,620	67,590,407	19,421,625	87,390,652
Pérdida	52	0	118,553,353	118,553,405
Monto bruto	5,197,297,791	744,863,421	252,514,079	6,194,675,291
Provisión por deterioro e Intereses	(134,743,815)	(196,179,476)	(157,015,167)	(487,938,458)
Valor en libros neto	5,062,553,976	548,683,945	95,498,912	5,706,736,833
Total de valor en libros neto, de préstamos	25,452,013,830	1,813,766,355	391,638,770	27,657,418,955

(4) Administración de riesgos, continuación

	Préstamos			
	PCE 12 meses	PCE vida esperada sin deterioro	PCE vida esperada con deterioro	Total
2024				
Corporativo				
Satisfactorio	9,546,914,316	2,902,923	0	9,549,817,239
Mención Especial	0	223,742,784	0	223,742,784
Sub-estándar	0	0	87,185,962	87,185,962
Dudoso	0	0	6,456,850	6,456,850
Pérdida	0	0	22,095,560	22,095,560
Monto bruto	9,546,914,316	226,645,707	115,738,372	9,889,298,395
Provisión por deterioro e Intereses	(23,796,847)	(18,028,526)	(40,964,217)	(82,789,590)
Valor en libros neto	9,523,117,469	208,617,181	74,774,155	9,806,508,805
Mediana empresa				
Satisfactorio	905,034,178	3,672,317	0	908,706,495
Mención Especial	0	24,604,569	0	24,604,569
Sub-estándar	0	0	17,168,933	17,168,933
Dudoso	0	0	11,864,969	11,864,969
Pérdida	0	0	5,927,453	5,927,453
Monto bruto	905,034,178	28,276,886	34,961,355	968,272,419
Provisión por deterioro e Intereses	(2,809,232)	(1,151,328)	(16,278,753)	(20,239,313)
Valor en libros neto	902,224,946	27,125,558	18,682,602	948,033,106
Pequeña empresa				
Satisfactorio	1,238,319,774	42,184,183	0	1,280,503,957
Mención Especial	830,742	42,481,859	0	43,312,601
Sub-estándar	0	0	7,563,975	7,563,975
Dudoso	0	0	10,322,664	10,322,664
Pérdida	0	0	3,967,821	3,967,821
Monto bruto	1,239,150,516	84,666,042	21,854,460	1,345,671,018
Provisión por deterioro e Intereses	(3,748,467)	(4,574,525)	(6,135,973)	(14,458,965)
Valor en libros neto	1,235,402,049	80,091,517	15,718,487	1,331,212,053
Hipotecarios				
Satisfactorio	3,359,504,018	129,467,412	0	3,488,971,430
Mención Especial	5,110,768	424,156,286	0	429,267,054
Sub-estándar	0	0	98,639,840	98,639,840
Dudoso	0	0	37,764,994	37,764,994
Pérdida	0	0	26,522,899	26,522,899
Monto bruto	3,364,614,786	553,623,698	162,927,733	4,081,166,217
Provisión por deterioro e Intereses	(2,467,355)	(23,504,446)	(18,628,178)	(44,599,979)
Valor en libros neto	3,362,147,431	530,119,252	144,299,555	4,036,566,238
Personales				
Satisfactorio	2,308,301,636	78,491,707	2,105,506	2,388,898,849
Mención Especial	1,431,168	78,399,793	1,281,546	81,112,507
Sub-estándar	0	0	30,605,816	30,605,816
Dudoso	0	0	19,006,651	19,006,651
Pérdida	0	0	7,375,250	7,375,250
Monto bruto	2,309,732,804	156,891,500	60,374,769	2,526,999,073
Provisión por deterioro e Intereses	(52,083,738)	(22,024,990)	(31,693,947)	(105,802,675)
Valor en libros neto	2,257,649,066	134,866,510	28,680,822	2,421,196,398
Autos				
Satisfactorio	1,527,059,981	29,167,755	0	1,556,227,736
Mención Especial	396,890	83,100,404	0	83,497,294
Sub-estándar	0	0	9,633,615	9,633,615
Dudoso	0	0	3,998,849	3,998,849
Pérdida	0	0	1,867,319	1,867,319
Monto bruto	1,527,456,871	112,268,159	15,499,783	1,655,224,813
Provisión por deterioro e Intereses	(2,077,143)	(3,665,349)	(3,834,308)	(9,576,800)
Valor en libros neto	1,525,379,728	108,602,810	11,665,475	1,645,648,013
Tarjetas de crédito				
Satisfactorio	4,927,636,447	334,583,236	2,833,245	5,265,052,928
Mención Especial	6,840,091	383,753,579	94,616,690	485,210,360
Sub-estándar	0	0	15,321,141	15,321,141
Dudoso	286,768	69,479,960	17,398,597	87,165,325
Pérdida	35	0	132,478,200	132,478,235
Monto bruto	4,934,763,341	787,816,775	262,647,873	5,985,227,989
Provisión por deterioro e Intereses	(122,284,917)	(191,047,376)	(161,642,660)	(474,974,953)
Valor en libros neto	4,812,478,424	596,769,399	101,005,213	5,510,253,036
Total de valor en libros neto, de préstamos	23,618,389,113	1,686,192,227	394,826,309	25,699,417,649

(4) Administración de Riesgos, continuación

Las siguientes tablas presentan los saldos de compromisos de créditos y garantías de acuerdo con las categorías de riesgo, según la clasificación vigente a cada periodo indicado:

	Compromisos de créditos y garantías			
	PCE 12 meses	PCE vida esperada – sin deterioro	PCE vida esperada – con deterioro	Total
2025				
Corporativo				
Satisfactorio	694,469,722	0	0	694,469,722
Mención Especial	0	2,400,415	0	2,400,415
Sub-estándar	0	0	571	571
Dudoso	0	0	0	0
Pérdida	0	0	87,922	87,922
Monto bruto	694,469,722	2,400,415	88,493	696,958,630
Provisión por deterioro	(130,911)	(7,491)	(88,323)	(226,725)
Corporativos neto	694,338,811	2,392,924	170	696,731,905
Mediana empresa				
Satisfactorio	14,193,037	0	0	14,193,037
Mención Especial	0	240,578	0	240,578
Sub-estándar	0	0	39,893	39,893
Dudoso	0	0	0	0
Pérdida	0	0	766,743	766,743
Monto bruto	14,193,037	240,578	806,636	15,240,251
Provisión por deterioro	(1,921)	(761)	(766,779)	(769,461)
Medianas empresas neto	14,191,116	239,817	39,857	14,470,790
Pequeña empresa				
Satisfactorio	3,272,909	0	0	3,272,909
Mención Especial	0	0	0	0
Sub-estándar	0	0	0	0
Dudoso	0	0	109,915	109,915
Pérdida	0	0	0	0
Monto bruto	3,272,909	0	109,915	3,382,824
Provisión por deterioro	(1,899)	0	(11)	(1,910)
Pequeñas empresas neto	3,271,010	0	109,904	3,380,914
Hipotecarios				
Satisfactorio	42,185,562	0	0	42,185,562
Mención Especial	0	0	0	0
Sub-estándar	0	0	0	0
Dudoso	0	0	0	0
Pérdida	0	0	0	0
Monto bruto	42,185,562	0	0	42,185,562
Provisión por deterioro	(4,218)	0	0	(4,218)
Hipotecarios residenciales neto	42,181,344	0	0	42,181,344
Total de compromisos de créditos y garantías, netos	753,982,281	2,632,741	149,931	756,764,953

(4) Administración de Riesgos, continuación

	Compromisos de créditos y garantías			
	PCE 12 meses	PCE vida esperada – sin deterioro	PCE vida esperada – con deterioro	Total
2024				
Corporativo				
Satisfactorio	633,611,332	0	0	633,611,332
Mención Especial	0	1,707,024	0	1,707,024
Sub-estándar	0	0	107,739	107,739
Dudoso	0	0	0	0
Pérdida	0	0	111,429	111,429
Monto bruto	633,611,332	1,707,024	219,168	635,537,524
Provisión por deterioro	(145,986)	(5,452)	(113,659)	(265,097)
Corporativos neto	633,465,346	1,701,572	105,509	635,272,427
Mediana empresa				
Satisfactorio	13,986,068	0	0	13,986,068
Mención Especial	0	0	0	0
Sub-estándar	0	0	0	0
Dudoso	0	0	0	0
Pérdida	0	0	847,547	847,547
Monto bruto	13,986,068	0	847,547	14,833,615
Provisión por deterioro	(3,033)	0	(847,547)	(850,580)
Medianas empresas neto	13,983,035	0	0	13,983,035
Pequeña empresa				
Satisfactorio	3,510,821	0	0	3,510,821
Mención Especial	0	0	0	0
Sub-estándar	0	0	0	0
Dudoso	0	0	0	0
Pérdida	0	0	0	0
Monto bruto	3,510,821	0	0	3,510,821
Provisión por deterioro	(282,012)	0	0	(282,012)
Pequeñas empresas neto	3,228,809	0	0	3,228,809
Hipotecarios				
Satisfactorio	72,103,468	0	0	72,103,468
Mención Especial	0	0	0	0
Sub-estándar	0	0	0	0
Dudoso	0	0	0	0
Pérdida	0	0	0	0
Monto bruto	72,103,468	0	0	72,103,468
Provisión por deterioro	(14,420)	0	0	(14,420)
Hipotecarios residenciales neto	72,089,048	0	0	72,089,048
Total de compromisos de créditos y garantías, netos	722,766,238	1,701,572	105,509	724,573,319

Garantías y otras mejoras para reducir el riesgo de crédito y su efecto financiero

La Compañía mantiene garantías y otras mejoras para reducir el riesgo de crédito, para asegurar el cobro de sus activos financieros expuestos al riesgo de crédito. Los tipos de garantías hipotecarias incluyen viviendas, edificios de uso residencial y de uso comercial y terrenos. Los tipos de garantías prendarias incluyen vehículos particulares, de uso comercial, leasing, maquinarias y otros equipos.

(4) Administración de Riesgos, continuación

La tabla a continuación presenta los principales tipos de garantías tomadas con respecto a distintos tipos de activos financieros.

2025	Hipotecaria	Prendas	Certificados de depósitos	Inversiones en valores	Sin garantía	Total
Valores bajo acuerdos de reventa	0	0	0	3,125,890	0	3,125,890
Inversiones en valores	0	0	0	0	4,966,834,045	4,966,834,045
Préstamos						
Corporativos						
Préstamos corporativos	4,376,009,398	922,885,958	319,396,461	0	4,878,793,209	10,497,085,026
Arrendamientos corporativos, neto	0	366,543,204	0	0	0	366,543,204
Total corporativos	4,376,009,398	1,289,429,162	319,396,461	0	4,878,793,209	10,863,628,230
Banca de personas, pequeñas y medianas empresas						
Mediana empresa						
Préstamos mediana empresa	673,519,954	56,404,204	27,253,509	0	177,585,676	934,763,343
Arrendamientos mediana empresa, neto	0	112,997,687	0	0	0	112,997,687
Total mediana empresa	673,519,954	169,401,891	27,253,509	0	177,585,676	1,047,761,030
Pequeña empresa						
Préstamos pequeña empresa	539,160,833	93,266,200	66,903,951	0	591,815,332	1,291,146,316
Arrendamientos pequeña empresa, neto	0	165,857,104	0	0	0	165,857,104
Total pequeña empresa	539,160,833	259,123,304	66,903,951	0	591,815,332	1,457,003,420
Banca de personas						
Hipotecarios	4,295,570,445	0	0	0	0	4,295,570,445
Personales	458,092,690	658,260	56,939,357	0	2,133,524,586	2,649,214,893
Autos	0	1,697,545,397	0	0	0	1,697,545,397
Arrendamientos de consumo, neto	0	217,081,570	0	0	0	217,081,570
Tarjetas de crédito	0	0	0	0	6,194,675,291	6,194,675,291
Total banca de personas	4,753,663,135	1,915,285,227	56,939,357	0	8,328,199,877	15,054,087,596
Total banca de personas, pequeñas y medianas empresas	5,966,343,922	2,343,810,422	151,096,817	0	9,097,600,885	17,558,852,046
Provisión por deterioro	(111,985,141)	(24,148,820)	(3,042,470)	0	(625,884,690)	(765,061,321)
Total de préstamos	10,230,368,179	3,609,090,764	467,450,608	0	13,350,509,404	27,657,418,955
Compromisos de créditos y garantías, bruto	132,337,489	3,108,873	66,904,335	3,097,249	552,319,321	757,767,267
Compromisos de créditos y garantías, provisión	(24,499)	(512)	(34,388)	(129)	(942,786)	(1,002,314)
Total Compromisos de créditos y garantías	132,312,990	3,108,361	66,869,947	3,097,120	551,376,535	756,764,953

2024	Hipotecaria	Prendas	Certificados de depósitos	Inversiones en valores	Sin garantía	Total
Valores bajo acuerdos de reventa	0	0	0	10,399,111	0	10,399,111
Inversiones en valores	0	0	0	0	4,863,986,643	4,863,986,643
Préstamos						
Corporativos						
Préstamos corporativos	3,850,664,536	775,670,743	380,645,596	0	4,622,073,464	9,629,054,339
Arrendamientos corporativos, neto	0	260,244,056	0	0	0	260,244,056
Total corporativos	3,850,664,536	1,035,914,799	380,645,596	0	4,622,073,464	9,889,298,395
Banca de personas, pequeñas y medianas empresas						
Mediana empresa						
Préstamos mediana empresa	650,657,380	54,649,784	28,062,414	0	138,674,408	872,043,986
Arrendamientos mediana empresa, neto	0	96,228,433	0	0	0	96,228,433
Total mediana empresa	650,657,380	150,878,217	28,062,414	0	138,674,408	968,272,419
Pequeña empresa						
Préstamos pequeña empresa	540,442,738	75,688,691	62,234,321	0	512,237,591	1,190,603,341
Arrendamientos pequeña empresa, neto	0	155,067,677	0	0	0	155,067,677
Total pequeña empresa	540,442,738	230,756,368	62,234,321	0	512,237,591	1,345,671,018
Banca de personas						
Hipotecarios	4,081,166,217	0	0	0	0	4,081,166,217
Personales	467,546,167	421,469	47,054,576	0	2,011,976,861	2,526,999,073
Autos	0	1,468,738,919	0	0	0	1,468,738,919
Arrendamientos de consumo, neto	0	186,485,894	0	0	0	186,485,894
Tarjetas de crédito	0	0	0	0	5,985,227,989	5,985,227,989
Total banca de personas	4,548,712,384	1,655,646,282	47,054,576	0	7,997,204,850	14,248,618,092
Total banca de personas, pequeñas y medianas empresas	5,739,812,502	2,037,280,867	137,351,311	0	8,648,116,849	16,562,561,529
Provisión por deterioro	(101,109,962)	(29,466,143)	(5,026,784)	0	(616,839,386)	(752,442,275)
Total de préstamos	9,489,367,076	3,043,729,523	512,970,123	0	12,653,350,927	25,699,417,649
Compromisos de créditos y garantías, bruto	138,284,802	4,310,166	77,669,169	3,046,450	502,674,841	725,985,428
Compromisos de créditos y garantías, provisión	(35,872)	(463)	(16,435)	(233)	(1,359,106)	(1,412,109)
Total compromisos de créditos y garantías	138,248,930	4,309,703	77,652,734	3,046,217	501,315,735	724,573,319

(4) Administración de riesgos, continuación

La tabla siguiente muestra la cartera y el valor identificable de las garantías (principalmente propiedades comerciales) que respaldan los préstamos. Para cada crédito el valor correspondiente de sus garantías se encuentra topado por el monto nominal garantizado.

	2025		2024	
	Cartera	Valor Cubierto	Cartera	Valor Cubierto
Corporativos:				
Etapa 1 y 2	4,862,647,105	4,630,473,002	4,432,360,053	4,260,957,164
Etapa 3	91,278,275	89,957,664	100,022,608	98,834,407
Total	4,953,925,380	4,720,430,666	4,532,382,661	4,359,791,571

A continuación, se presentan los activos no financieros que la Compañía tomó en posesión de garantías colaterales durante el periodo para asegurar el cobro:

	2025	2024
Propiedades	28,805,783	27,154,453
Autos	4,875,807	3,577,807
Maquinaria	20,168	3
Total	33,701,758	30,732,263

Las clasificaciones del 2024 incluyen modificaciones para efectos de comparabilidad y mejoras en la presentación.

La política de la Compañía es realizar o ejecutar la venta de estos activos para cubrir los saldos adeudados. No es política de la Compañía utilizar los activos adjudicados para el uso propio en sus operaciones.

Préstamos hipotecarios residenciales

La siguiente tabla presenta el índice de préstamos de la cartera hipotecaria con relación al valor de las garantías (LTV). El LTV es calculado como un porcentaje del monto bruto del préstamo en relación con el valor de la garantía. El monto bruto del préstamo excluye cualquier pérdida por deterioro. El valor de la garantía, para hipotecas, está basado en el valor original de la garantía a la fecha de desembolso. Se actualizan los valores correspondientes con base en requerimientos de reguladores locales, nuevos desembolsos con la misma garantía, reestructuración del crédito o procesos judiciales que impliquen ejecución.

	2025		2024	
LTV Ratio	Préstamos	Compromisos de créditos y garantías	Préstamos	Compromisos de créditos y garantías
Menos de 50%	911,476,397	1,207,175	852,133,853	2,394,751
51-70%	1,395,755,444	5,824,336	1,329,290,381	5,699,889
71-80%	1,235,175,479	7,502,265	1,231,321,581	11,031,403
81-90%	575,643,448	17,420,114	522,570,090	12,754,795
91-100%	140,064,958	10,069,672	128,154,130	39,990,130
Más de 100%	37,454,719	162,000	17,696,182	232,500
Total	4,295,570,445	42,185,562	4,081,166,217	72,103,468

(4) Administración de riesgos, continuación

Cartera deteriorada

LTV Ratio	2025	2024
Menos de 50%	27,513,615	26,903,795
51-70%	52,382,491	43,983,202
71-80%	63,171,290	52,334,888
81-90%	28,902,817	29,543,722
91-100%	7,169,164	6,031,353
Más de 100%	3,605,241	4,130,773
Total	182,744,618	162,927,733

Provisión por pérdida crediticia esperada (PCE)

Proyección de condiciones futuras

A continuación, se describen los escenarios optimistas, base y pesimista, junto con los principales riesgos tomados en consideración para definirlos.

Sector externo:

Riesgos externos	Optimista	Base	Pesimista
Desaceleración de socios comerciales: Se anticipa la posibilidad de un dinamismo levemente inferior en economías desarrolladas tras un año de alta incertidumbre debido a conflictos geopolíticos y distorsiones en el comercio internacional, que pueden afectar el consumo en socios comerciales importantes para la región.	Políticas monetarias resultan efectivas para controlar la inflación y se alcanza una moderación sin generar distorsiones considerables sobre las economías a nivel global. Se alcanza la meta inflacionaria en EE. UU., lo que permite a la Reserva Federal aplicar una política monetaria más laxa que relaja las condiciones de financiamiento a nivel mundial.	Economías desarrolladas se desaceleran ligeramente, pero permanecen en terreno positivo. La inflación continúa moderándose, aunque permanece cerca de la meta y obliga a mantener tasas de interés relativamente altas durante más tiempo. El menor dinamismo externo reduce parcialmente la demanda por exportaciones y servicios de la región, sin representar un deterioro profundo.	Crecimiento económico se ve afectado considerablemente por las políticas para contener la inflación, por distorsiones arancelarias y por políticas migratorias más agresivas que generan una oferta laboral débil en principales socios comerciales, afectando el mercado laboral y el crecimiento. Resulta en una disminución en el consumo y el empleo que afecta negativamente sobre las exportaciones, envío de remesas, turismo e IED de la región.
Volatilidad financiera a nivel global por incertidumbre en conflictos geopolíticos y comercio internacional: Como resultado de los choques geopolíticos y la incertidumbre generada por un nuevo gobierno en uno de los principales socios comerciales, se ha insertado mayor volatilidad en los mercados financieros. Esto representa un riesgo a monitorear que puede sesgar los riesgos inflacionarios hacia el alza para la región y traer otras consecuencias tales como presión sobre remesas, comercio y tipo de cambio.	Se alivian el ciclo de disminución de las tasas de interés conforme la inflación retoma sus niveles habituales. El tema de conflictos geopolíticos no pasa a más y no hay choques climáticos que puedan generar disrupciones en precios. Además, medidas adoptadas en principales socios comerciales se manejan con prudencia y de forma paulatina, lo que permite al mundo reaccionar a tiempo y suavizar los efectos de estas. Ciclo inflacionario concluye de forma exitosa sin obstáculos.	Conflictos geopolíticos se mantienen, pero no escalan a mayores consecuencias, teniendo un impacto leve en mercados de materias primas que no es significativo para disparar precios de producción y presiones inflacionarias. Ciclo inflacionario llega a su fin de forma moderada.	Eventos climáticos siguen golpeando a la región y a esto se le suma el escalamiento de los conflictos geopolíticos y tensiones que desencadenan una serie de sanciones y eventos que encarecen los precios de materias primas. Esto representa un reto para contener la inflación y los recortes de tasas deben de pausarse por más tiempo del esperado. Socios comerciales adoptan medidas proteccionistas más agresivas y fuertes que afectan en el corto plazo a la región, ocasionando presión en precios, tipo de cambio, remesas y balanza comercial.

(4) Administración de riesgos, continuación

A continuación, se detallan los escenarios para cada país:

Escenario	Síntesis de escenarios	Optimista	Base	Pesimista
Guatemala	El crecimiento económico en Guatemala se ha mantenido en niveles favorables, impulsado principalmente por las actividades financieras, de servicios, construcción, y el crecimiento en hoteles y restaurantes. El país ha gozado de estabilidad cambiaria e inflacionaria; se han disipado las presiones por choques de oferta de alimentos, y los precios de los combustibles han bajado. Por otro lado, el turismo también ha mostrado un crecimiento notable, con un incremento en la llegada de turistas de 11% durante 2025 en comparación con 2024.	Condiciones financieras internacionales más relajadas por recortes de tasas contribuyen a un entorno propicio para el crecimiento. Se mantiene estabilidad en variables macroeconómicas, con inflación dentro del rango meta y niveles elevados de reservas internacionales que reducen vulnerabilidades externas. La fortaleza del consumo, impulsada por remesas y un mercado laboral resiliente, así como el buen dinamismo exportador, favorecen una expansión económica mayor a la esperada.	El crecimiento económico se modera, pero se mantiene en terreno positivo. Las presiones inflacionarias continúan disminuyendo en línea con la dinámica global y local, permitiendo una estabilidad en tasas de interés. El país preserva solidez en indicadores externos y fiscales, y el tipo de cambio muestra estabilidad. Se mantiene vigilancia sobre los efectos de políticas migratorias en EE.UU. y sobre eventuales choques externos, aunque sin cambios sustantivos en la perspectiva de corto plazo.	Persisten riesgos asociados al clima, especialmente por la alta exposición del sector agropecuario a eventos extremos. Los desafíos estructurales del país en materia social, institucional e infraestructura continúan siendo fuente de vulnerabilidad. Riesgos geopolíticos o deterioro en flujos de remesas podrían afectar el consumo. Posibles tensiones sociales o políticas, aunque contenidas recientemente, se mantienen como riesgos a la baja.
Honduras	La economía hondureña mantiene un crecimiento positivo impulsado por consumo, exportaciones y mayor dinamismo en sectores como intermediación financiera, transporte y comercio. Las remesas siguen creciendo y apoyan la demanda interna. No obstante, la inflación continúa siendo la más alta de Centroamérica y el tipo de cambio ha mostrado una depreciación mayor a lo anticipado. El acuerdo con el FMI agrega un ancla importante, aunque persisten riesgos sociales, de seguridad y ambientales.	El acuerdo con el FMI fortalece la institucionalidad económica y da soporte al marco fiscal y monetario. Una reducción gradual de la inflación y un entorno externo más benigno permiten una mejora en las tasas de interés y condiciones financieras locales. Las exportaciones continúan con dinamismo y el flujo de remesas sostiene el consumo. Avances en gobernanza y estabilidad política elevan la confianza de inversionistas.	Economía mantiene crecimiento moderado, con inflación que continúa desacelerando gradualmente, pero permanece relativamente alta. La depreciación del lempira sigue la tendencia mostrada en 2025. Permanecen como riesgos de mediano plazo los relacionados con el perfil de riesgo país y desconfianza de inversionistas externos, así como los de seguridad ciudadana y un entorno social frágil.	Riesgos derivados de la vulnerabilidad climática, con impactos potenciales sobre agricultura y precios. Se establece un impacto alto, principalmente por impactos históricos de eventos extremos y en general alta vulnerabilidad a eventos climáticos (exposición a eventos extremos e indicadores sociales deteriorados). La depreciación cambiaria podría acelerarse, presionando inflación y reduciendo el poder adquisitivo. Tensiones políticas ante el nuevo gobierno pueden generar incertidumbre.
El Salvador	La economía salvadoreña muestra mayor estabilidad macroeconómica, respaldada por una inflación baja durante 2025, una mejora en expectativas de mercado y un fortalecimiento de la sostenibilidad fiscal, con un crecimiento importante en actividades como construcción, servicios profesionales, financieros y comercio. El acuerdo con el FMI y la reducción de necesidades de financiamiento han mejorado significativamente la percepción de riesgo país. El turismo, la inversión extranjera directa y la confianza del consumidor continúan mostrando dinamismo.	Condiciones financieras internacionales más relajadas por los recortes de tasas en países desarrollados e inflaciones controladas favorecen la actividad económica; la reducción de tasas en EE. UU. se transmite favorablemente al sistema financiero local. El acuerdo con el FMI fortalece la credibilidad y permite mejorar métricas de deuda y riesgo soberano. El turismo y la inversión muestran avances, elevando la perspectiva de crecimiento.	Crecimiento económico se desacelera, pero se mantiene estable gracias a políticas fiscales expansivas, mejoras en clima de seguridad y un incremento moderado en inversión pública. Condiciones financieras del país mejoran ante acercamiento con el FMI y reducción de tasas a nivel internacional. Riesgos relacionados con exportaciones y remesas derivadas de políticas migratorias en EE. UU. siguen siendo relevantes.	Si no se materializan nuevas fuentes de financiamiento, el país podría enfrentar ajustes fiscales abruptos. Persisten riesgos sociales y ambientales, y tensiones derivadas del aumento potencial en costo de financiamiento. Un deterioro en el flujo de remesas o en el acceso a mercados internacionales agravaría la presión fiscal y el crecimiento.
Nicaragua	La economía de Nicaragua continúa mostrando crecimiento fuerte impulsado por consumo e inversión privada, junto con un desempeño sólido en remesas, estabilidad cambiaria y en sectores como construcción, minería, comercio y hoteles y restaurantes. La inflación se ha mantenido baja y estable, apoyada por subsidios y un entorno cambiario fijo. El país cuenta con reservas internacionales altas y ha reforzado su posición fiscal, aunque persisten riesgos por tensiones comerciales con EE.UU. y vulnerabilidad climática.	El país mantiene estabilidad macroeconómica gracias a un sistema financiero bien capitalizado, una inflación controlada, una posición fiscal sólida para controlar la economía y un régimen cambiario que continúa fortalecido con niveles altos de reservas internacionales. Las remesas siguen siendo un soporte clave del consumo y el entorno global moderado favorece exportaciones y turismo.	Se mantiene un crecimiento moderado con disciplina fiscal consistente, inflación contenida y estabilidad cambiaria según el objetivo del Banco Central. Las remesas continúan respaldando el consumo, mientras que el entorno internacional muestra desaceleración leve sin choques severos.	Los principales riesgos se derivan de posibles represalias comerciales por parte de EE. UU. en materia de aranceles, lo que afectaría directamente exportaciones, empleo y flujos de inversión. Se mantienen riesgos altos por vulnerabilidad climática y exposición a eventos extremos. El país continúa presentando limitaciones al acceso a financiamiento externo, lo que presionaría la actividad económica.

(4) Administración de riesgos, continuación

Escenario	Síntesis de escenarios	Optimista	Base	Pesimista
Costa Rica	La economía costarricense mantiene un crecimiento favorable apoyado por dinamismo en manufactura, transporte y servicios, con un crecimiento del PIB al tercer trimestre de 2025 de 5%. La inflación se mantiene baja y las expectativas inflacionarias siguen por debajo del rango meta. La política monetaria continúa relajándose con reducción de tasas por parte del Banco Central. El país presenta disciplina fiscal fortalecida y mejoras relevantes en la percepción de riesgo por parte de calificadoras.	Tanto el entorno financiero global como la política monetaria local contribuyen a mejores condiciones financieras. La baja inflación permite continuar el ciclo de disminución de tasas, apoyando el crédito y la inversión. La diversificación exportadora en servicios y manufactura respalda el crecimiento, mientras que las buenas condiciones fiscales y recientes mejoras en calificación crediticia amplían la confianza y estabilidad macroeconómica.	El crecimiento se mantiene positivo pero moderado ante menor dinamismo esperado en socios comerciales. La inflación permanece controlada y cercana a niveles bajos, permitiendo estabilidad en la política monetaria. Se monitorean riesgos derivados de medidas arancelarias de EE.UU. y la incertidumbre asociada al ciclo político 2026, pero sin afectar significativamente la perspectiva central.	Riesgos externos por medidas proteccionistas de EE. UU. podrían afectar sectores clave de exportación como dispositivos médicos. La incertidumbre interna por el proceso electoral podría generar episodios de volatilidad cambiaria. Riesgos climáticos permanecen latentes, aunque el país históricamente ha mostrado resiliencia ante estos eventos.
Panamá	La economía panameña ha mostrado un crecimiento estable durante 2025 y se mantiene como la de mayor expansión proyectada en la región. La misma se ha recuperado del impacto por el cierre de la mina Cobre Panamá, y sectores como el de hoteles, transporte, entretenimiento y los proyectos de infraestructura siguen impulsando el PIB. La inflación se mantiene baja gracias al régimen dolarizado y a pocas presiones de precios externas, mientras que el país enfrenta desafíos fiscales y episodios de tensión social que continúan siendo factores por monitorear.	Las condiciones financieras internacionales mejoran gracias a recortes de tasas en economías avanzadas, lo que reduce costos de financiamiento e impulsa la inversión. Los proyectos de infraestructura en curso, el dinamismo logístico y la baja inflación respaldan un crecimiento mayor al esperado.	El crecimiento económico se mantiene positivo, apoyado por el peso del sector logístico, los servicios y los proyectos de infraestructura. Los indicadores fiscales requieren atención y la situación social se mantiene como un factor a monitorear, aunque sin deteriorar la perspectiva macroeconómica central.	Riesgos sobre tensiones sociales, desafíos fiscales y procesos de arbitraje vinculados al cierre de la mina podrían afectar la confianza y las finanzas públicas. Eventos climáticos adversos o interrupciones logísticas podrían presionar la operación del Canal. Un deterioro en la percepción de riesgo país podría elevar costos de financiamiento y limitar el margen de maniobra fiscal.

Las ponderaciones de probabilidad de escenario aplicadas a la medición de la PCE, en cada uno de los países donde opera la Compañía, son las siguientes:

Ponderación de probabilidades de Escenarios	2025					
	Guatemala	Honduras	El Salvador	Nicaragua	Costa Rica	Panamá
Optimista	40%	25%	15%	15%	40%	30%
Base	50%	60%	75%	60%	50%	60%
Pesimista	10%	15%	10%	25%	10%	10%

Ponderación de probabilidades de Escenarios	2024					
	Guatemala	Honduras	El Salvador	Nicaragua	Costa Rica	Panamá
Optimista	30%	20%	10%	15%	30%	10%
Base	60%	65%	65%	70%	65%	75%
Pesimista	10%	15%	25%	15%	5%	15%

Periódicamente, la Compañía lleva a cabo pruebas de sensibilidad para calibrar su determinación de los escenarios representativos al alza y a la baja. Una revisión completa es realizada al menos anualmente en el diseño de los escenarios, asesorados por al menos un economista externo.

La Compañía ha identificado y documentado los factores clave del riesgo de crédito y las pérdidas crediticias para cada cartera de instrumentos financieros y, utilizando un análisis de datos históricos, ha estimado relaciones entre variables macroeconómicas y riesgo y pérdidas crediticias.

Los principales indicadores utilizados en la sensibilización del riesgo de crédito para las carteras de crédito son: índice mensual de actividad económica, índice de precios al consumidor, tipo de cambio, tasa activa en moneda local y tasa activa en dólares.

(4) Administración de riesgos, continuación

La Compañía estima cada factor clave para el riesgo de crédito durante el periodo de pronóstico activo de un año.

La siguiente tabla enumera los supuestos macroeconómicos utilizados en los escenarios base, optimista y pesimista, durante el periodo de pronóstico.

		2025					
		Guatemala	Honduras	El Salvador	Nicaragua	Costa Rica	Panamá
		%	%	%	%	%	%
Tasa de variación interanual del crecimiento económico, expresada en porcentaje	Optimista	4.36	4.39	2.94	4.38	4.00	4.46
	Base	3.73	3.61	2.48	3.27	3.56	4.12
	Pesimista	2.92	3.08	2.13	3.04	3.00	3.69
Tasa de variación interanual de la inflación, expresada en porcentaje	Optimista	2.63	3.11	0.56	0.08	1.18	1.21
	Base	2.95	4.32	1.00	2.19	2.20	1.57
	Pesimista	3.85	6.10	1.95	3.05	3.71	2.51
Tasa de variación del Tipo de Cambio nominal, expresada en porcentaje	Optimista	(1.18)	2.19	-	0.02	0.88	-
	Base	0.41	3.57	-	0.02	5.04	-
	Pesimista	2.01	4.58	-	0.85	7.48	-
Diferencia anual de la tasa activa en moneda local medida en puntos básicos	Optimista	(1.09)	(0.78)	-	(1.61)	(1.23)	-
	Base	(0.51)	(0.39)	-	(1.16)	(1.03)	-
	Pesimista	0.43	0.52	-	0.43	0.68	-
Diferencia anual de la tasa activa en moneda extranjera medida en puntos básicos	Optimista	(0.71)	(0.64)	(1.13)	(1.05)	(0.88)	(0.42)
	Base	(0.49)	(0.53)	(0.58)	(0.23)	(0.34)	(0.30)
	Pesimista	0.38	0.11	0.84	0.41	0.40	0.49

		2024					
		Guatemala	Honduras	El Salvador	Nicaragua	Costa Rica	Panamá
		%	%	%	%	%	%
Tasa de variación interanual del crecimiento económico, expresada en porcentaje	Optimista	4.72	3.92	3.01	3.87	3.87	3.42
	Base	3.62	3.30	2.76	3.42	3.67	3.03
	Pesimista	3.58	2.54	2.23	3.26	2.90	2.79
Tasa de variación interanual de la inflación, expresada en porcentaje	Optimista	2.54	1.49	1.13	2.57	2.37	1.51
	Base	3.50	3.56	1.57	4.15	2.59	2.15
	Pesimista	4.53	5.28	2.36	5.28	3.54	2.33
Tasa de variación del Tipo de Cambio nominal, expresada en porcentaje	Optimista	(0.07)	0.06	-	(0.05)	0.81	-
	Base	0.00	1.29	-	0.01	3.36	-
	Pesimista	0.56	1.65	-	0.14	3.55	-
Diferencia anual de la tasa activa en moneda local medida en puntos básicos	Optimista	(0.87)	0.10	-	(0.79)	(1.45)	-
	Base	(0.34)	1.30	-	(0.56)	(1.12)	-
	Pesimista	(0.18)	2.03	-	0.71	(0.57)	-
Diferencia anual de la tasa activa en moneda extranjera medida en puntos básicos	Optimista	(1.05)	(0.22)	(0.31)	(1.07)	(1.35)	(0.02)
	Base	(0.27)	(0.18)	(0.11)	(0.45)	(1.01)	0.10
	Pesimista	(0.19)	0.13	(0.08)	(0.17)	(0.25)	0.14

Sensibilidad de la PCE a condiciones futuras

Las PCEs son sensibles a los juicios y supuestos hechos con respecto a la formulación de la perspectiva prospectiva, y cómo estos escenarios se incorporan en los cálculos. La administración realiza un análisis de sensibilidad en la PCE reconocida en sus principales activos financieros.

(4) Administración de riesgos, continuación

La tabla a continuación muestra la provisión para PCE en préstamos, asumiendo que cada escenario prospectivo fue ponderado al 100% en lugar de aplicar ponderaciones de probabilidad de escenario en los tres escenarios, ver nota 3 (c).

2025	Optimista	Base	Pesimista
Valor en libros			
Corporativo	10,863,628,232	10,863,628,232	10,863,628,230
Mediana empresa	1,047,761,024	1,047,761,024	1,047,761,030
Pequeña empresa	1,457,003,420	1,457,003,420	1,457,003,420
Hipotecarios	4,295,570,445	4,295,570,445	4,295,570,445
Personales	2,649,214,894	2,649,214,894	2,649,214,893
Autos	1,914,626,971	1,914,626,971	1,914,626,967
Tarjetas de crédito	6,194,675,290	6,194,675,291	6,194,675,291
	28,422,480,276	28,422,480,277	28,422,480,276
Provisión por PCE			
Corporativo	86,807,066	87,337,040	90,759,891
Mediana empresa	15,630,687	15,730,003	15,997,462
Pequeña empresa	16,754,585	17,867,182	18,557,770
Hipotecarios	35,343,023	38,292,992	40,579,534
Personales	105,899,485	109,507,011	113,220,223
Autos	11,461,343	12,518,228	13,272,956
Tarjetas de crédito	482,568,330	489,012,209	498,341,766
	754,464,519	770,264,665	790,729,602
Proporción de activo en Etapa 2			
Corporativo	3.13%	3.13%	3.13%
Mediana empresa	2.58%	2.58%	2.58%
Pequeña empresa	6.69%	6.94%	7.26%
Hipotecarios	13.22%	13.46%	13.77%
Personales	6.15%	6.30%	6.58%
Autos	5.90%	5.94%	5.97%
Tarjetas de crédito	11.89%	11.89%	12.01%
	7.20%	7.26%	7.38%

2024	Optimista	Base	Pesimista
Valor en libros			
Corporativo	9,889,298,395	9,889,298,395	9,889,298,395
Mediana empresa	968,272,419	968,272,419	968,272,419
Pequeña empresa	1,345,671,018	1,345,671,018	1,345,671,018
Hipotecarios	4,081,166,217	4,081,166,217	4,081,166,217
Personales	2,526,999,073	2,526,999,073	2,526,999,073
Autos	1,655,224,813	1,655,224,813	1,655,224,813
Tarjetas de crédito	5,985,227,989	5,985,227,989	5,985,227,989
	26,451,859,924	26,451,859,924	26,451,859,924
Provisión por PCE			
Corporativo	82,367,818	82,945,498	83,717,014
Mediana empresa	20,156,123	20,257,580	20,352,065
Pequeña empresa	14,126,427	14,626,134	15,216,531
Hipotecarios	42,826,067	45,315,586	47,732,764
Personales	105,839,630	112,432,486	116,295,625
Autos	9,274,956	9,704,913	10,193,794
Tarjetas de crédito	471,544,137	476,665,470	480,462,411
	746,135,158	761,947,667	773,970,204
Proporción de activo en Etapa 2			
Corporativo	2.28%	2.28%	2.28%
Mediana empresa	2.90%	2.90%	2.90%
Pequeña empresa	6.06%	6.26%	6.56%
Hipotecarios	13.19%	13.35%	13.47%
Personales	5.81%	7.17%	7.82%
Autos	6.65%	6.71%	7.01%
Tarjetas de crédito	12.95%	13.01%	13.08%
	7.20%	7.38%	7.51%

(4) Administración de riesgos, continuación

La siguiente tabla muestra una conciliación de los saldos iniciales y finales del año 2025 y 2024, del deterioro en activos financieros:

Depósitos en bancos	2025 PCE 12 meses	2025 PCE vida esperada – sin deterioro	2025 PCE vida esperada – con deterioro	2025 Total	2024 PCE 12 meses	2024 PCE vida esperada – sin deterioro	2024 PCE vida esperada – con deterioro	2024 Total
Saldo al inicio del año	39,073	0	0	39,073	85,968	0	0	85,968
Gasto de provisión – remedición	(22,298)	0	0	(22,298)	(55,103)	0	0	(55,103)
Gasto de provisión – originación	19,386	0	0	19,386	8,576	0	0	8,576
Conversión de moneda extranjera	(287)	0	0	(287)	(368)	0	0	(368)
Saldo al final del año	35,874	0	0	35,874	39,073	0	0	39,073

Inversiones al VRCOUI	2025 PCE 12 meses	2025 PCE vida esperada – sin deterioro	2025 PCE vida esperada – con deterioro	2025 Total	2024 PCE 12 meses	2024 PCE vida esperada – sin deterioro	2024 PCE vida esperada – con deterioro	2024 Total
Saldo al inicio del año	7,927,708	0	0	7,927,708	6,107,894	0	0	6,107,894
Gasto de provisión – remedición	(3,626,238)	0	0	(3,626,238)	(4,019,392)	0	0	(4,019,392)
Gasto de provisión – originación	3,084,505	0	0	3,084,505	5,873,195	0	0	5,873,195
Conversión de moneda extranjera	(10,244)	0	0	(10,244)	(33,989)	0	0	(33,989)
Saldo al final del año	7,375,731	0	0	7,375,731	7,927,708	0	0	7,927,708

Inversiones al CA	2025 PCE 12 meses	2025 PCE vida esperada – sin deterioro	2025 PCE vida esperada – con deterioro	2025 Total	2024 PCE 12 meses	2024 PCE vida esperada – sin deterioro	2024 PCE vida esperada – con deterioro	2024 Total
Saldo al inicio del año	149,144	0	0	149,144	185,768	0	0	185,768
Gasto de provisión – remedición	(1,305)	0	0	(1,305)	(50,855)	0	0	(50,855)
Gasto de provisión – originación	233,545	0	0	233,545	17,535	0	0	17,535
Conversión de moneda extranjera	(2,953)	0	0	(2,953)	(3,304)	0	0	(3,304)
Saldo al final del año	378,431	0	0	378,431	149,144	0	0	149,144

(4) Administración de riesgos, continuación

Préstamos	2025 PCE 12 Meses	2025 PCE vida esperada – sin deterioro	2025 PCE vida esperada – con deterioro	2025 Total	2024 PCE 12 meses	2024 PCE vida esperada – sin deterioro	2024 PCE vida esperada – con deterioro	2024 Total
Saldo al inicio del año	209,267,699	263,996,540	279,178,036	752,442,275	200,884,075	241,452,983	292,324,462	734,661,520
Cambio Etapa 1 a 2	(108,375,807)	108,375,807	0	0	(138,451,800)	138,451,800	0	0
Cambio Etapa 1 a 3	(115,707)	0	115,707	0	(102,147)	0	102,147	0
Cambio Etapa 2 a 3	0	(372,941,841)	372,941,841	0	0	(356,339,340)	356,339,340	0
Cambio Etapa 3 a 2	0	117,644,035	(117,644,035)	0	0	117,817,007	(117,817,007)	0
Cambio Etapa 2 a 1	244,783,759	(244,783,759)	0	0	263,980,180	(263,980,180)	0	0
Cambio Etapa 3 a 1	18,836,369	0	(18,836,369)	0	16,391,779	0	(16,391,779)	0
Gasto de provisión – remedición	(197,957,633)	423,873,005	387,199,390	613,114,762	(185,381,812)	421,388,710	301,621,259	537,628,157
Gasto de provisión – originación	213,661,216	88,238,569	33,614,410	335,514,195	191,557,881	64,991,719	19,084,993	275,634,593
Gasto de provisión – cancelación	(156,875,374)	(115,356,717)	(69,461,630)	(341,693,721)	(142,458,454)	(99,786,159)	(58,817,859)	(301,062,472)
Reclasificación	0	0	0	0	2,847,997	0	0	2,847,997
Castigos	0	0	(789,653,492)	(789,653,492)	0	0	(643,965,872)	(643,965,872)
Recuperaciones	0	0	196,533,010	196,533,010	0	0	150,845,111	150,845,111
Conversión de moneda extranjera	0	0	(1,195,708)	(1,195,708)	0	0	(4,146,759)	(4,146,759)
Saldo al final del año	223,224,522	269,045,639	272,791,160	765,061,321	209,267,699	263,996,540	279,178,036	752,442,275

Compromisos de créditos y garantías	2025 PCE 12 Meses	2025 PCE vida esperada – sin deterioro	2025 PCE vida esperada – con deterioro	2025 Total	2024 PCE 12 Meses	2024 PCE vida esperada – sin deterioro	2024 PCE vida esperada – con deterioro	2024 Total
Saldo al inicio del año	445,451	5,452	961,206	1,412,109	138,507	10,126	1,217,035	1,365,668
Cambio Etapa 1 a 2	(32)	32	0	0	0	0	0	0
Cambio Etapa 1 a 3	(319,897)	0	319,897	0	(38,834)	0	38,834	0
Cambio Etapa 3 a 2	0	961,206	(961,206)	0	0	0	0	0
Cambio Etapa 2 a 1	0	0	0	0	331	(331)	0	0
Cambio Etapa 3 a 1	0	0	0	0	1,217,035	0	(1,217,035)	0
Gasto de provisión – remedición	256,485	(965,519)	(125,511)	(834,545)	1,578,989	(2,297)	120,149	1,696,841
Gasto de provisión – originación	138,951	8,251	796,426	943,628	445,452	5,452	849,299	1,300,203
Gasto de provisión – cancelación	(404,793)	(1,170)	(135,699)	(541,662)	(81,902)	(7,498)	(47,076)	(136,476)
Reclasificación	0	0	0	0	(2,847,997)	0	0	(2,847,997)
Conversión de moneda extranjera	22,784	0	0	22,784	33,870	0	0	33,870
Saldo al final del año	138,949	8,252	855,113	1,002,314	445,451	5,452	961,206	1,412,109

Otras cuentas por cobrar	2025 PCE 12 Meses	2025 PCE vida esperada – sin deterioro	2025 PCE vida esperada – con deterioro	2025 Total	2024 PCE 12 meses	2024 PCE vida esperada – sin deterioro	2024 PCE vida esperada – con deterioro	2024 Total
Saldo al inicio del año	6,999,193	0	0	6,999,193	6,633,884	0	0	6,633,884
Gasto de provisión – remedición	(3,695,350)	0	0	(3,695,350)	(5,076,945)	0	0	(5,076,945)
Gasto de provisión – originación	4,975,426	0	0	4,975,426	6,859,685	0	0	6,859,685
Castigos	(1,924,010)	0	0	(1,924,010)	(2,148,050)	0	0	(2,148,050)
Recuperaciones	614,777	0	0	614,777	705,836	0	0	705,836
Conversión de moneda extranjera	3,432	0	0	3,432	24,783	0	0	24,783
Saldo al final del año	6,973,468	0	0	6,973,468	6,999,193	0	0	6,999,193

(4) Administración de riesgos, continuación

Activos financieros modificados

La siguiente tabla proporciona información sobre los activos financieros individualmente significativos que se modificaron mientras tenían una provisión para pérdidas medida en una cantidad igual a la PCE por la vida esperada.

	2025	2024
Costo amortizado antes de modificación	6,474,499	30,350,274
Pérdida neta por modificación	67,018	296
Total	6,541,517	30,350,570

Concentración del riesgo de crédito

La Compañía da seguimiento a la concentración de riesgo de crédito por sector económico y ubicación geográfica. La concentración geográfica de préstamos y depósitos en bancos está basada en la ubicación del deudor. En cuanto a las inversiones, está basada en la ubicación del emisor. El análisis de la concentración de los riesgos de crédito a la fecha de reporte es la siguiente:

	2025					
	Préstamos	Compromisos de créditos y garantías	Valores bajo acuerdos de reventa	Depósitos en bancos	Inversiones al VRCOUI	Inversiones al CA
Concentración por sector						
Gobierno	0	0	3,125,890	4,330,314,005	4,354,871,222	64,660,927
Corporativo						
Comercio	2,804,927,376	186,466,265	0	0	0	0
Industria general	2,241,780,054	144,415,366	0	0	3,077,026	0
Inmobiliario	2,126,402,762	31,380,114	0	0	40,713,472	34,602,294
Servicios	1,477,220,795	66,087,861	0	0	9,567,302	0
Industria alimentaria	1,276,910,109	39,919,036	0	0	10,001,348	0
Agropecuario	1,081,322,515	12,075,307	0	0	0	0
Hoteles y restaurantes	838,198,003	6,798,596	0	0	1,618,243	0
Financiero	470,872,836	126,314,870	0	898,571,385	186,895,594	5,397,652
Telecomunicaciones	381,808,659	10,500,227	0	0	32,714,235	5,027,857
Transporte	366,559,433	12,861,545	0	0	2,899,274	0
Construcción	302,390,138	78,762,518	0	0	4,384,891	0
Petróleo y Derivados	0	0	0	0	19,597,551	0
Servicios públicos	0	0	0	0	0	0
Energía	0	0	0	0	66,481,175	78,200,303
Medios de comunicación	0	0	0	0	5,074,171	0
Tecnología	0	0	0	0	9,209,557	0
Farmacéutica	0	0	0	0	2,905,679	0
Banca de personas	15,054,087,596	42,185,562	0	0	3,063,342	0
Provisión para pérdidas	(765,061,321)	(1,002,314)	0	(35,874)	0	0
Total por concentración por sector	27,657,418,955	756,764,953	3,125,890	5,228,849,516	4,753,074,082	187,889,033
Concentración geográfica:						
Costa Rica	8,529,443,074	299,566,233	0	1,853,872,426	1,200,424,767	5,027,857
Panamá	6,067,847,743	180,568,218	0	144,691,219	806,780,061	118,200,249
Guatemala	5,015,247,356	18,064,258	3,125,890	704,925,632	736,593,030	0
Honduras	3,980,972,270	94,615,956	0	877,246,277	502,366,376	64,660,927
El Salvador	2,932,216,889	154,043,390	0	480,973,338	269,048,573	0
Nicaragua	1,896,752,944	10,909,212	0	324,165,906	244,572,222	0
Norteamérica	0	0	0	816,249,059	926,713,062	0
Europa	0	0	0	26,735,517	7,609,021	0
Suramérica	0	0	0	0	58,966,970	0
Otros	0	0	0	26,016	0	0
Provisión para pérdidas	(765,061,321)	(1,002,314)	0	(35,874)	0	0
Total por concentración geográfica	27,657,418,955	756,764,953	3,125,890	5,228,849,516	4,753,074,082	187,889,033

(4) Administración de riesgos, continuación

	2024					
	Préstamos	Compromisos de créditos y garantías	Valores bajo acuerdos de reventa	Depósitos en bancos	Inversiones al VRCOUI	Inversiones al CA
Concentración por sector						
Gobierno	0	0	10,399,111	3,764,173,191	4,300,366,624	67,045,978
Corporativo						
Comercio	2,744,959,928	195,563,007	0	0	0	0
Industria general	2,137,916,030	142,460,219	0	0	5,937,051	0
Inmobiliario	1,987,691,788	37,718,261	0	0	48,195,731	35,581,023
Servicios	1,469,112,542	66,172,457	0	0	14,574,041	0
Industria alimentaria	1,049,935,358	33,934,939	0	0	4,912,578	0
Agropecuario	967,979,297	5,146,778	0	0	0	0
Hoteles y restaurantes	590,400,039	1,975,381	0	0	3,063,793	0
Financiero	458,269,507	78,284,255	0	937,638,371	187,196,989	2,896,565
Transporte	320,122,843	17,758,201	0	0	2,754,003	0
Construcción	242,106,815	59,951,940	0	0	5,684,049	0
Telecomunicaciones	234,747,685	14,916,522	0	0	26,627,101	5,003,446
Petróleo y derivados	0	0	0	0	19,424,952	0
Servicios públicos	0	0	0	0	8,403,160	0
Energía	0	0	0	0	85,872,987	0
Medios de comunicación	0	0	0	0	5,333,028	0
Tecnología	0	0	0	0	6,793,163	0
Farmacéutica	0	0	0	0	2,783,639	0
Banca de personas	14,248,618,092	72,103,468	0	0	6,611,278	0
Provisión para pérdidas	(752,442,275)	(1,412,109)	0	(39,073)	0	0
Total por concentración por sector	25,699,417,649	724,573,319	10,399,111	4,701,772,489	4,734,534,167	110,527,012
Concentración geográfica:						
Costa Rica	7,805,753,248	270,632,334	0	1,749,699,657	1,280,258,151	5,003,446
Panamá	5,595,989,337	194,133,050	0	149,401,908	741,353,097	38,477,591
Guatemala	4,767,793,277	15,182,003	10,399,111	505,073,952	884,539,324	0
Honduras	3,929,031,605	75,652,205	0	688,383,240	402,552,479	67,045,975
El Salvador	2,727,557,205	147,333,504	0	416,635,852	306,100,448	0
Nicaragua	1,625,735,252	23,052,332	0	331,339,989	179,587,883	0
Norteamérica	0	0	0	841,216,795	888,710,296	0
Europa	0	0	0	20,045,871	0	0
Suramérica	0	0	0	0	51,432,489	0
Otros	0	0	0	14,298	0	0
Provisión para pérdidas	(752,442,275)	(1,412,109)	0	(39,073)	0	0
Total por concentración geográfica	25,699,417,649	724,573,319	10,399,111	4,701,772,489	4,734,534,167	110,527,012

La Compañía ha estado y continuará monitoreando la evolución de la liquidez y la calidad de la cartera de instrumentos financieros colocados o adquiridos en ese país, con miras a mitigar y administrar los impactos de esa situación.

(b) Riesgo de liquidez

El riesgo de liquidez se define como la contingencia de no poder cubrir plenamente, de manera oportuna y eficiente los flujos de efectivo esperados e inesperados, vigentes y futuros, sin afectar el curso de las operaciones diarias o la condición financiera de la entidad. Esta contingencia (riesgo de liquidez) se manifiesta en la insuficiencia de activos líquidos disponibles para ello y/o en la necesidad de asumir costos inusuales de fondeo.

(4) Administración de riesgos, continuación

El manejo de la liquidez que lleva a cabo la Compañía procura que pueda atender sus obligaciones de (i) retiros de depósitos de sus clientes, (ii) repago de los servicios de sus deudas de fondeo institucional conforme a los vencimientos y el esquema de pago programado, (iii) cumplir con la demanda de crédito y fondos para inversiones según sean las necesidades y (iv) cubrir gastos operativos diversos. Al respecto, la Compañía ejerce un control constante sobre sus activos y pasivos de corto plazo. La liquidez de la Compañía es gestionada cuidadosamente y ajustada diariamente con base en el flujo estimado de la liquidez en escenarios esperado y contingente.

Las mejores prácticas en la gestión de la liquidez de la Compañía cumplen como mínimo, con las políticas y directrices emitidas por la administración y/o Junta Directiva regional y local; los reguladores de cada país en los que opera y las obligaciones contractuales adquiridas. Estas mejores prácticas son fundamentalmente defensivas, en el sentido de que procuran mantener, en todo momento, adecuados niveles de liquidez. Adicionalmente, la Compañía ha implementado requerimientos internos de liquidez que lo obligan a mantener excesos sobre los requerimientos regulatorios.

Específicamente, el riesgo de liquidez de la Compañía se administra mediante el cálculo de indicadores de cobertura de liquidez en el corto plazo, neta de obligaciones y requerimientos, y en situaciones normales y de estrés; así como un modelo de estrés de liquidez basado en el flujos de efectivo, que considera los movimientos de los activos y de los pasivos en un horizonte de tiempo de hasta un año, bajo una variedad de escenarios que abarcan tanto condiciones normales de mercado como condiciones más severas. Además, la Compañía procura mantener un calce de plazos que le permita cumplir con sus obligaciones financieras a través del tiempo.

Al igual que en el riesgo de mercado, la administración participa activamente en la gestión del riesgo de liquidez a través de los comités regionales y locales de Activos y Pasivos (ALICO) y de Gestión Integral de Riesgos; dando así mayor soporte al proceso de toma de decisiones estratégicas. El riesgo de liquidez que asume la Compañía está acorde con la estructura, complejidad, naturaleza y tamaño de su operación, acatando siempre la normativa regulatoria local, los lineamientos regionales y las directrices emitidas por la administración y/o Junta Directiva regional y local.

A nivel de todo la Compañía se establece la obligación de documentar adecuadamente la evaluación periódica de los indicadores de medición y el cumplimiento de los lineamientos regionales y la normativa local; así como velar para que los reportes relacionados con el riesgo de liquidez que se deben remitir a las distintas instancias internas y externas (incluyendo los reguladores), se ajusten en el contenido, calidad de la información, generación, transmisión y validación según los requerimientos establecidos en las normas respectivas.

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(4) Administración de riesgos, continuación

La siguiente tabla muestra los resultados de las razones de cobertura de la liquidez de alta calidad con respecto a la salida de depósitos en condiciones normales y de estrés, calculadas con base en las políticas internas, reportadas a la fecha de corte y durante el año:

	% de Liquidez	
	2025	2024
Al cierre del año	32.1	28.6
Máximo	33.6	31.7
Promedio	29.9	28.1
Mínimo	25.6	25.5

Al 31 de diciembre de 2025 y 2024, las operaciones bancarias de la Compañía cumplen con los requisitos de liquidez establecidos por los reguladores a las que están sujetas.

Información cuantitativa

La siguiente tabla detalla los flujos de efectivo no descontados de los pasivos y los activos financieros, y los compromisos de préstamos no reconocidos en agrupaciones de vencimiento contractual desde el período remanente desde la fecha de reporte:

	2025						
Cifras en miles	Valor Libros	Total monto bruto nominal entradas/ (salidas)	Hasta 1 mes	De 1 a 3 meses	De 3 meses a 1 año	De 1 a 5 años	Más de 5 años
Pasivos							
Depósitos a la vista	11,359,804	(11,359,804)	(11,359,804)	0	0	0	0
Depósitos de ahorros	7,764,751	(7,764,751)	(7,764,751)	0	0	0	0
Depósitos a plazo fijo	11,089,588	(11,600,919)	(1,466,896)	(2,317,130)	(5,918,168)	(1,870,078)	(28,647)
Valores vendidos bajo acuerdos de recompra	39,622	(39,622)	(39,622)	0	0	0	0
Obligaciones financieras	3,202,907	(3,601,479)	(226,438)	(474,786)	(1,062,784)	(1,507,451)	(330,020)
Otras obligaciones financieras	1,787,385	(2,862,520)	(7,557)	(36,987)	(325,052)	(1,235,907)	(1,257,017)
Pasivos por arrendamientos	112,273	(129,136)	(3,105)	(14,963)	(16,144)	(69,124)	(26,100)
Sub-total de pasivos	35,356,330	(37,358,231)	(20,868,173)	(2,843,566)	(7,322,148)	(4,682,560)	(1,641,784)
Compromisos de préstamos	66,639	(66,639)	(8,456)	(14,421)	(43,762)	0	0
Aceptaciones pendientes	5,081	(5,081)	(1,285)	(1,527)	(2,269)	0	0
Total de pasivos	35,428,050	(37,429,951)	(20,877,914)	(2,859,514)	(7,368,179)	(4,682,560)	(1,641,784)
Activos							
Efectivo y efectos de caja	1,050,626	1,050,626	1,050,626	0	0	0	0
Valores comprados bajo acuerdos de reventa	3,126	3,126	3,126	0	0	0	0
Depósitos en bancos, neto	5,228,850	5,230,081	5,201,500	4,411	13,447	10,723	0
Inversiones al VRCR (1)	25,871	32,527	0	70	2,985	13,218	16,254
Inversiones al VRCOUI (1)	4,753,074	5,642,441	235,087	393,499	1,272,382	2,268,764	1,472,709
Inversiones al CA (1)	187,889	335,249	31	3,762	10,490	66,827	254,139
Otras cuentas por cobrar, neto	485,839	485,839	365,798	38,619	44,038	37,384	0
Préstamos, neto	27,657,419	39,997,531	3,184,911	5,583,101	6,204,650	11,806,729	13,218,140
Sub-total de activos	39,392,694	52,777,420	10,041,079	6,023,462	7,547,992	14,203,645	14,961,242
Obligaciones de clientes por aceptaciones	5,081	5,081	1,285	1,527	2,269	0	0
Total de activos	39,397,775	52,782,501	10,042,364	6,024,989	7,550,261	14,203,645	14,961,242

(1) Se excluyen inversiones en acciones comunes

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(4) Administración de riesgos, continuación

	2024						
Cifras en miles	Valor Libros	Total monto bruto nominal entradas/ (salidas)	Hasta 1 mes	De 1 a 3 meses	De 3 meses a 1 año	De 1 a 5 años	Más de 5 años
Pasivos							
Depósitos a la vista	10,326,527	(10,326,527)	(10,326,527)	0	0	0	0
Depósitos de ahorros	6,933,165	(6,933,165)	(6,933,165)	0	0	0	0
Depósitos a plazo fijo	11,140,417	(10,721,542)	(1,316,986)	(2,021,795)	(5,812,091)	(1,545,496)	(25,174)
Valores vendidos bajo acuerdos de recompra	91,171	(91,365)	(55,848)	(35,517)	0	0	0
Obligaciones financieras	2,984,427	(3,416,827)	(320,113)	(293,630)	(1,471,459)	(1,126,237)	(205,388)
Otras obligaciones financieras	1,539,302	(1,730,361)	(7,585)	(32,005)	(745,888)	(730,683)	(214,200)
Pasivos por arrendamientos	116,077	(118,986)	(3,157)	(15,123)	(14,857)	(66,314)	(19,535)
Sub-total de pasivos	33,131,086	(33,338,773)	(18,963,381)	(2,398,070)	(8,044,295)	(3,468,730)	(464,297)
Compromisos de préstamos	86,791	(86,792)	(2,898)	(19,739)	(64,155)	0	0
Aceptaciones pendientes	23,273	(23,273)	(10,309)	(11,629)	(1,335)	0	0
Total de pasivos	33,241,150	(33,448,838)	(18,976,588)	(2,429,438)	(8,109,785)	(3,468,730)	(464,297)
Activos							
Efectivo y efectos de caja	935,807	935,807	935,807	0	0	0	0
Valores comprados bajo acuerdos de reventa	10,399	10,399	924	9,475	0	0	0
Depósitos en bancos, neto	4,701,772	4,704,115	4,647,366	19,067	14,623	23,059	0
Inversiones al VRCR (1)	18,925	22,406	8	292	6,523	10,356	5,227
Inversiones al VRCOUI (1)	4,734,534	5,654,610	236,408	410,808	1,294,140	2,363,977	1,349,277
Inversiones al CA (1)	110,528	194,616	23	426	5,829	29,853	158,485
Otras cuentas por cobrar, neto	442,973	442,973	332,683	31,619	43,829	34,842	0
Préstamos, neto	25,699,418	36,406,474	3,683,236	5,497,688	5,569,396	10,162,252	11,493,902
Sub-total de activos	36,654,356	48,371,400	9,836,455	5,969,375	6,934,340	12,624,339	13,006,891
Obligaciones de clientes por aceptaciones	23,273	23,273	10,309	11,629	1,335	0	0
Total de activos	36,677,629	48,394,673	9,846,764	5,981,004	6,935,675	12,624,339	13,006,891

(1) Se excluyen inversiones en acciones comunes

Los flujos de efectivo esperados de la Compañía sobre algunos activos financieros y pasivos financieros varían significativamente de los flujos de efectivo contractuales. Las principales diferencias son las siguientes:

- se espera que los depósitos a la vista de los clientes se mantengan estables o aumenten;
- no se espera que todos los compromisos de préstamo no reconocidos se retiren inmediatamente; y
- los préstamos hipotecarios minoristas tienen un vencimiento contractual original de entre 20 y 30 años, pero un vencimiento promedio esperado de ocho años porque los clientes aprovechan las opciones de reembolso anticipado.

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(4) Administración de riesgos, continuación

La posición de liquidez de la Compañía es medida y monitoreada sobre una base diaria por la tesorería de cada país. Adicionalmente, con el fin de mantener niveles adecuados de efectivo en bóvedas, los depósitos en bancos, y a corto plazo constituyen la base de las reservas de liquidez de la Compañía. El valor razonable de la liquidez se aproxima a su valor en libros, y su composición se presenta en el siguiente cuadro:

	2025	2024
Efectivo y efectos de caja	1,050,626,169	935,806,774
Valores comprados bajo acuerdos de reventa	3,125,890	10,399,111
Depósitos en bancos centrales	3,578,064,764	3,325,083,187
Depósitos en bancos y depósitos menores a 90 días	1,623,946,378	1,337,436,199
Depósitos en bancos mayores a 90 días, neto	26,848,374	39,253,103
Total de efectivo, efectos de caja y depósitos en bancos, neto	6,282,601,575	5,647,978,374
Instrumentos de deuda soberana en entidades gubernamentales no comprometidos	4,294,864,754	4,310,325,987
Otras líneas de crédito disponibles (1)	2,362,710,189	1,749,679,501
Total reservas de liquidez	12,940,176,518	11,707,983,862

(1) Montos no utilizados a la fecha de reporte.

Las líneas de crédito disponibles se encuentran para su uso en escenarios de continuidad de negocio; esas líneas podrían tener uso restringido en situaciones de estrés.

La siguiente tabla muestra la disponibilidad de los activos financieros de la Compañía para apoyar el financiamiento futuro:

	Comprometidos	No comprometidos			
2025	Como colateral	Disponible para colateral	Encaje legal (1)	Otros (2)	Total
Efectivo y efectos de caja	0	0	0	1,050,626,169	1,050,626,169
Valores comprados bajo acuerdos de reventa	0	0	3,125,890	0	3,125,890
Depósitos en bancos, netos	0	661,561,013	3,465,172,700	1,102,115,803	5,228,849,516
Inversiones a valor razonable, neto	22,257,990	4,481,007,833	150,538,323	336,033,581	4,989,837,727
Préstamos, neto	314,316,606	0	0	27,343,102,349	27,657,418,955
Total de activos	336,574,596	5,142,568,846	3,618,836,913	29,831,877,902	38,929,858,257

(1) Representa los activos no comprometidos, pero que la Compañía cree que, por razones legales o de otro tipo, son para asegurar financiamiento. Estos depósitos en bancos representan el monto de encaje legal requerido en las diferentes jurisdicciones donde opera la Compañía y a los que se puede acceder según la regulación de cada país.

(2) Representa los activos que no están restringidos para su uso como garantía.

	Comprometidos	No comprometidos			
2024	Como colateral	Disponible para colateral	Encaje legal (1)	Otros (2)	Total
Efectivo y efectos de caja	0	0	0	935,806,774	935,806,774
Valores comprados bajo acuerdos de reventa	0	0	10,399,111	0	10,399,111
Depósitos en bancos, netos	0	385,417,910	3,169,495,462	1,146,859,117	4,701,772,489
Inversiones a valor razonable, neto	95,096,049	4,502,709,475	67,045,976	218,581,988	4,883,433,488
Préstamos, neto	218,936,117	0	0	25,480,481,532	25,699,417,649
Total de activos	314,032,166	4,888,127,385	3,246,940,549	27,781,729,411	36,230,829,511

(1) Representa los activos no comprometidos, pero que la Compañía cree que, por razones legales o de otro tipo, son para asegurar financiamiento. Estos depósitos en bancos representan el monto de encaje legal requerido en las diferentes jurisdicciones donde opera la Compañía y a los que se puede acceder según la regulación de cada país.

(2) Representa los activos que no están restringidos para su uso como garantía

(4) Administración de riesgos, continuación

(c) Riesgo de mercado

Los riesgos de mercado son aquellos que pueden ocasionar pérdidas originadas por movimientos adversos en los precios en los mercados financieros donde se mantengan posiciones, comprende los siguientes riesgos:

- Riesgo de tasa de interés: es la posibilidad de que ocurra una pérdida económica debido a variaciones adversas en las tasas de interés.

- Riesgo de tipo de cambio: es la posibilidad de que ocurra una pérdida económica debido a variaciones adversas en el tipo de cambio.

La estructura de gobierno corporativo de la Compañía tiene entre sus principales objetivos supervisar el desempeño del equipo gerencial de cada país, garantizar el adecuado funcionamiento del sistema de control interno, supervisar las exposiciones a los riesgos y gestionarlos eficazmente. Es por ello que la administración participa activamente en la gestión del riesgo de mercado, a través de los comités regionales y locales de Activos y Pasivos (ALICO) y de Gestión Integral de Riesgos; dando así mayor soporte al proceso de toma de decisiones estratégicas.

Los riesgos de mercado que asuma la Compañía están acordes con la estructura, complejidad, naturaleza y tamaño de la operación, acatando siempre la normativa regulatoria local, los lineamientos regionales y las directrices emitidas por la administración y/o Junta Directiva regional y local.

La Compañía establece la obligación de documentar adecuadamente la evaluación periódica de los indicadores de medición y el cumplimiento de los lineamientos regionales y la normativa local; así como velar para que los reportes relacionados con el riesgo de mercado que se deben remitir a las distintas instancias internas y externas (incluyendo los reguladores), se ajusten en el contenido, calidad de la información, generación, transmisión y validación según los requerimientos establecidos en las normas respectivas.

Para la medición, control y gestión del riesgo de mercado, la Compañía utiliza los indicadores requeridos por el regulador de cada país; así como otra serie de indicadores establecidos en el lineamiento interno regional, los cuales son calculados por país y en forma consolidada con base en fuentes internas de información.

En el caso del riesgo cambiario, este se mide a través de la determinación del porcentaje del patrimonio que no está dolarizado (conocido también como posición monetaria). El objetivo principal de la política es establecer que la diferencia entre activos y pasivos, ambos denominados en dólares de E.U.A. sea por lo menos igual al patrimonio, lo que equivale a tener el patrimonio 100% dolarizado. No obstante; debido a restricciones regulatorias aplicables en cada país que limitan la posición en dólares de E.U.A., la posición monetaria consolidada puede estar por debajo de este límite deseable.

(4) Administración de riesgos, continuación

Información cuantitativa

La Compañía mantiene operaciones en el estado consolidado de situación financiera, pactadas en moneda local distinta del dólar de E.U.A., las cuales se presentan a continuación:

2025	**Euros**	**Quetzales**	**Lempiras**	**Córdobas**	**Colones**	**Total**
Cifras en millones de dólares						
Efectivo, efectos de caja y depósitos en bancos	42	630	763	205	1,212	2,852
Inversiones en valores	0	491	517	245	658	1,911
Préstamos, netos	0	2,894	2,836	261	3,402	9,393
Total activos	42	4,015	4,116	711	5,272	14,156
Depósitos de clientes	11	3,165	3,095	621	4,215	11,107
Obligaciones	0	339	411	0	681	1,431
Total pasivos	11	3,504	3,506	621	4,896	12,538
Contingencias	1	1	38	1	80	121
Exposición al riesgo de tipo de cambio	32	512	648	91	456	1,739

2024	**Euros**	**Quetzales**	**Lempiras**	**Córdobas**	**Colones**	**Total**
Cifras en millones de dólares						
Efectivo, efectos de caja y depósitos en bancos	39	494	588	217	1,143	2,481
Inversiones en valores	0	662	422	170	561	1,815
Préstamos, netos	0	2,788	2,948	192	3,079	9,007
Total activos	39	3,944	3,958	579	4,783	13,303
Depósitos de clientes	19	3,153	3,021	506	3,717	10,416
Obligaciones	0	296	332	0	748	1,376
Total pasivos	19	3,449	3,353	506	4,465	11,792
Contingencias	2	0	33	1	69	105
Exposición al riesgo de tipo de cambio	22	495	638	74	387	1,616

El riesgo de tasa de interés se analiza tomando como base el emplazamiento de los flujos futuros de principal e intereses para cada una de las partidas de los activos y pasivos financieros expuestos a este riesgo.

Se resume a continuación la exposición de las partidas del estado consolidado de situación financiera de la Compañía al riesgo de tasa de interés. Los activos y pasivos financieros están incluidos en la tabla a su valor nominal incluyendo los flujos de efectivo esperados de principal e intereses, clasificados por categorías de tiempo considerando la próxima fecha de revisión de tasa o la fecha de vencimiento, según corresponda:

2025	**Hasta 1 año**	**De 1 a 5 años**	**Más de 5 años**	**Total**
Disponibilidades	4,563,546,823	0	0	4,563,546,823
Valores comprados bajo acuerdos de reventa	3,100,000	0	0	3,100,000
Depósitos en bancos	719,826,460	10,723,379	0	730,549,839
Inversiones en valores y otros activos	2,088,554,348	2,281,627,171	1,455,723,452	5,825,904,971
Préstamos a costo amortizado, brutos	24,856,181,876	4,405,425,089	1,211,773,233	30,473,380,198
Total activos financieros	32,231,209,507	6,697,775,639	2,667,496,685	41,596,481,831
Depósitos de clientes	19,294,104,586	9,580,581,099	1,774,205,202	30,648,890,887
Valores vendidos bajo acuerdos de recompra	39,753,451	0	0	39,753,451
Obligaciones financieras	2,587,740,160	573,949,236	283,330,852	3,445,020,248
Otras obligaciones financieras	736,796,433	593,443,718	151,546,079	1,481,786,230
Total pasivos financieros	22,658,394,630	10,747,974,053	2,209,082,133	35,615,450,816
Exposición al riesgo de tasa de interés	9,572,814,877	(4,050,198,414)	458,414,552	5,981,031,015

(4) Administración de riesgos, continuación

2024	**Hasta 1 año**	**De 1 a 5 años**	**Más de 5 años**	**Total**
Disponibilidades	4,312,653,663	0	0	4,312,653,663
Valores comprados bajo acuerdos de reventa	10,394,161	0	0	10,394,161
Depósitos en bancos	365,893,760	23,058,928	0	388,952,688
Inversiones en valores y otros activos	2,162,631,613	2,358,007,866	1,284,793,585	5,805,433,064
Préstamos a costo amortizado, brutos	23,033,107,682	4,183,055,254	988,047,414	28,214,210,350
Total activos financieros	29,884,680,879	6,564,122,048	2,282,840,999	38,731,643,926
Depósitos de clientes	18,112,966,639	9,256,785,404	1,609,766,503	28,979,518,546
Valores vendidos bajo acuerdos de recompra	91,437,584	0	0	91,437,584
Obligaciones financieras	2,562,458,637	549,765,851	161,511,245	3,273,735,733
Otras obligaciones financieras	367,682,469	655,277,497	251,833,057	1,274,793,023
Total pasivos financieros	21,134,545,329	10,461,828,752	2,023,110,805	33,619,484,886
Exposición al riesgo de tasa de interés	8,750,135,550	(3,897,706,704)	259,730,194	5,112,159,040

A partir del emplazamiento de los activos y pasivos mencionados, se realiza un análisis de brechas, con el fin de aproximar el cambio en el valor económico del estado consolidado de situación financiera de la Compañía y en el ingreso neto por intereses ante eventuales cambios en las tasas de interés de mercado. El valor económico de un instrumento representa una evaluación del valor actual de sus flujos netos de efectivo esperados, descontados para reflejar las tasas de mercado. Por extensión, el valor económico de una entidad financiera puede ser visto como el valor presente de los flujos netos de efectivo esperados de la entidad, definido como los flujos de efectivo esperados en los activos menos los flujos esperados de los pasivos. En este sentido, la perspectiva de valor económico refleja un punto de vista de la sensibilidad del valor neto de la Compañía a las fluctuaciones en las tasas de interés.

Con base en lo anterior, se calcula la exposición en el estado consolidado de situación financiera al riesgo de tasa de interés. La Compañía establece que el riesgo de tasa de interés debe medirse para cada moneda en que se mantengan los activos y los pasivos.

(4) Administración de riesgos, continuación

La estimación del impacto de las variaciones de las tasas de interés se lleva a cabo bajo un escenario de aumento o disminución de 100 puntos base en los activos y pasivos financieros a cada uno de los diferentes plazos (movimiento paralelo de la curva). Se presenta a continuación un resumen del impacto en el valor económico de la Compañía y sobre el ingreso neto por intereses aplicando dichas variaciones:

	Aumento de 100 bps [1]	Disminución de 100 bps [1]
Impacto en valor económico		
Al 31 de diciembre de 2025	11,258,867	(8,267,491)
Promedio del periodo	5,827,611	(2,782,256)
Máximo del periodo	18,741,768	(16,460,030)
Mínimo del periodo	(5,670,675)	8,844,387
Al 31 de diciembre de 2024	20,360,507	(17,578,243)
Promedio del periodo	29,971,435	(27,982,617)
Máximo del periodo	41,716,310	(40,432,067)
Mínimo del periodo	13,713,010	(10,713,124)
Impacto en ingreso neto por intereses		
Al 31 de diciembre de 2025	36,065,500	(36,065,500)
Promedio del periodo	28,272,693	(28,272,693)
Máximo del periodo	36,065,500	(36,065,500)
Mínimo del periodo	15,364,651	(15,364,651)
Al 31 de diciembre de 2024	30,971,511	(30,971,511)
Promedio del periodo	29,353,558	(29,353,558)
Máximo del periodo	34,659,594	(34,659,594)
Mínimo del periodo	24,708,599	(24,708,599)

(d) Riesgo operativo

La Compañía ha establecido un marco mínimo para la gestión de riesgos operativos en sus entidades, el cual tiene como finalidad dar las directrices generales para asegurar la identificación, evaluación, control, monitoreo y reporte de los riesgos operativos y eventos materializados que pueden afectarla con el objetivo de asegurar su adecuada gestión, mitigación o reducción de los riesgos administrados y contribuir a brindar una seguridad razonable con respecto al logro de los objetivos organizacionales.

El modelo de gestión de riesgo operativo considera las mejores prácticas emitidas por el Comité de Supervisión Bancaria de Basilea y por COSO (*Committee of Sponsoring Organizations of the Treadway Commission*). Adicionalmente, cumple con los requisitos normativos de la región que para tal fin han definido los entes reguladores de los países donde opera la Compañía.

Tomando como referencia lo anterior, se define el riesgo operativo como la posibilidad de que eventos resultantes de personas, tecnologías de información o procesos internos inadecuados o fallidos, así como los producidos por causas externas, generen impactos negativos que vayan en contra del cumplimiento de los objetivos de la Compañía y que por su naturaleza está presente en todas las actividades de la organización.

(4) Administración de riesgos, continuación

La prioridad de la Compañía es identificar y gestionar los principales factores de riesgo, independientemente de que puedan producir pérdidas monetarias o no. La medición también contribuye al establecimiento de prioridades en la gestión del riesgo operativo.

El sistema de gestión del riesgo operativo se encuentra debidamente documentado en el Lineamiento y Manual de Riesgo Operativo de la Compañía. Es un proceso continuo de varias etapas:

- Medición de la perspectiva del ambiente de control
- Identificación y evaluación de riesgos operativos
- Tratamiento y mitigación de riesgos operativos
- Seguimiento y revisión del riesgo
- Registro y contabilización de pérdidas por incidentes de riesgo operativo.

Adicionalmente, la Compañía cuenta con políticas formalmente establecidas para la gestión de la seguridad de la información, la gestión de continuidad de negocios, la gestión de prevención de fraudes y código de ética que apoyan a la adecuada gestión de riesgos operativos en la organización.

A nivel regional y en todos los países donde opera la Compañía se cuenta con una Dirección de Gestión de Riesgo Operativo que da seguimiento, asesora y evalúa la gestión realizada por la administración respecto a los riesgos operativos. Igualmente, existe un comité especializado en riesgos operativos (Comité RO) integrado por la administración; El Comité RO da seguimiento a la gestión de la continuidad del negocio, reporta al Comité de Gestión Integral de Riesgos, supervisa la gestión y se asegura que los riesgos operativos identificados se mantengan en los niveles aceptados por la Compañía.

El cumplimiento de los estándares de la Compañía se apoya en un programa de revisiones periódicas emprendido por Auditoría Interna que reporta los resultados al Comité de Auditoría de cada entidad donde opera la Compañía.

(5) Estimaciones críticas de contabilidad y juicios en la aplicación de políticas contables

La administración de la Compañía es responsable del desarrollo, la selección, la revelación de las políticas y estimaciones contables críticas y la aplicación de manera consistente con los supuestos seleccionados y relacionados con las incertidumbres de estimación significativas.

Pérdidas por deterioro en préstamos

La Compañía revisa su cartera de préstamos para evaluar el deterioro por lo menos en una base semestral. Al determinar si una pérdida por deterioro debe ser registrada en el estado consolidado de ganancias o pérdidas, la Compañía toma decisiones en cuanto a si hay información observable que indique que existe una reducción medible en los flujos futuros de efectivo estimados de un portafolio de préstamos antes que la reducción pueda ser identificada con un préstamo individual en ese portafolio. Esta evidencia incluye información observable que indique que ha habido un cambio adverso en la condición de pago de los prestatarios en un grupo, o condiciones económicas nacionales o locales que se correlacionen con incumplimientos en activos en la Compañía.

(5) Estimaciones críticas de contabilidad y juicios en la aplicación de políticas contables, continuación

Valor razonable de los instrumentos financieros

El valor razonable de los instrumentos financieros que no son cotizados en los mercados activos es determinado usando técnicas de valorización. Todos los modelos son evaluados y ajustados antes de ser usados, y son calibrados para asegurar que los resultados reflejen la información actual y precios comparativos del mercado.

En la medida posible, los modelos usan solamente información observable; sin embargo, insumos tales como riesgo de crédito (propio y de la contraparte), volatilidades y correlaciones requieren de estimaciones por la administración. Los cambios en las suposiciones acerca de estos factores pudieran afectar el valor razonable reportado de los instrumentos financieros.

Deterioro de inversiones al VRCOUI

En títulos de deuda el deterioro puede ser apropiado cuando existe evidencia de un deterioro en la salud financiera del emisor, desempeño de la industria o el sector, cambios en la tecnología o en flujos de efectivo operativos y financieros.

Deterioro de la plusvalía

La Compañía evalúa la plusvalía anualmente o cuando haya indicio de un posible deterioro.

Esto requiere una estimación del valor en uso de las unidades generadoras de efectivo a las cuales la plusvalía se atribuye. La estimación del valor en uso requiere que la administración estime los flujos de efectivo esperados de las unidades generadoras de efectivo y además la selección de una tasa de descuento apropiada para calcular el valor presente de tales flujos de efectivo.

Impuesto sobre la renta

La Compañía utiliza el método de activo y pasivo para registrar el impuesto sobre la renta. Bajo ese método, los activos y pasivos por impuestos diferidos se reconocen por las estimaciones de consecuencias fiscales futuras atribuibles a las diferencias temporarias entre los montos de los activos y pasivos en los estados financieros consolidados y sus respectivas bases fiscales, y por pérdidas fiscales acumuladas. Los activos y pasivos por impuestos diferidos se valoran utilizando las tasas de impuestos establecidas que se espera se apliquen a los ingresos fiscales en los años en que se espera que se recuperen o se liquiden las diferencias temporales. El efecto en activos y pasivos por impuestos diferidos por un cambio en las tasas de impuestos se reconoce en las ganancias o pérdidas de operación en el periodo en que ocurra el cambio.

La administración evalúa la realización de los activos por impuestos diferidos para proceder a su registro. La administración evalúa, si es probable, que una porción o todo el activo por impuesto diferido no sea realizable.

(6) Efectivo, efectos de caja y depósitos en bancos

El efectivo y equivalentes de efectivo para propósitos de conciliación con el estado consolidado de flujos de efectivo, se detalla a continuación:

	2025	2024
Efectivo y efectos de caja	1,050,626,169	935,806,774
Valores comprados bajo acuerdos de reventa	3,125,890	10,399,111
Depósitos en bancos centrales	3,578,054,764	3,325,083,187
Depósitos en bancos y depósitos menores a 90 días	1,623,946,378	1,337,436,199
Efectivo y equivalentes de efectivo en el estado consolidado de flujos de efectivo	6,255,753,201	5,608,725,271
Depósitos en bancos mayores a 90 días y pignorados	26,848,374	39,253,103
Total de efectivo, efectos de caja y depósitos en bancos	6,282,601,575	5,647,978,374

(7) Valores comprados bajo acuerdos de reventa

Al 31 de diciembre de 2025, los valores comprados bajo acuerdos de reventa ascendían a $3,125,890 (2024: $10,399,111), los cuales tienen como fecha de vencimiento en enero 2026 (2024: en enero y febrero de 2025) y una tasa de interés que oscila entre 5.3% y 6.3% (2024: entre 5.1% y 5.3%). Estos valores están garantizados con bonos de gobiernos locales y bonos corporativos, que ascienden a $3,100,000 (2024: $10,394,161).

(8) Inversiones en valores

Al 31 de diciembre de 2025, las inversiones en valores por $4,989,837,727 (2024: $4,883,433,488) están compuestas de la siguiente manera:

(a) Inversiones a VRCR

El detalle de las inversiones a VRCR se presentan a continuación:

	2025	2024
Bonos de gobiernos	25,870,930	18,925,464
Acciones comunes	19,802,916	16,276,514
	45,673,846	35,201,978

Al 31 de diciembre de 2025, la Compañía recibió $1,386,227 por concepto de dividendos de las acciones comunes al VRCR (2024: $1,974,722).

Al cierre del 2025 y 2024, no hay inversiones en valores a VRCR utilizados como colaterales en acuerdos de recompra.

(b) Inversiones al VRCOUI

El detalle de las inversiones a VRCOUI se presentan a continuación:

	2025	2024
Bonos de gobierno y agencias:		
Estados Unidos de América	703,196,235	669,872,418
Otros gobiernos	3,651,674,987	3,630,494,206
	4,354,871,222	4,300,366,624
Bonos corporativos	398,202,860	434,167,543
Acciones comunes	3,200,766	3,170,331
	4,756,274,848	4,737,704,498

(8) Inversiones en valores, continuación

La Compañía mantiene un portafolio de inversiones en instrumentos de capital emitidas por las siguientes entidades:

Entidad	País	2025	2024
Grupo APC S.A.	Panamá	910,112	445,582
Latinex Holding Inc.	Panamá	509,589	479,357
Transacciones y Transferencia, S.A.	Guatemala	312,998	311,303
Servicios Financieros, S.A.	El Salvador	247,500	247,500
ACH de Nicaragua	Nicaragua	184,304	184,304
Bancajeros BANET	Honduras	167,749	174,317
Fondo Hondureño de Inversión Turística	Honduras	164,994	171,454
ICG Imágenes Computarizadas de Guatemala, S.A.	Guatemala	143,796	143,017
Asociación Bancaria de Guatemala	Guatemala	94,187	93,676
Compañía de Procesamiento de Medio de Pago (Visanet)	Guatemala	0	453,896
Otros		465,537	465,925
		3,200,766	3,170,331

Al 31 de diciembre de 2025, el portafolio de acciones comunes a VRCOUI tuvo un aumento en los otros resultados integrales de la Compañía de $494,760 (2024: disminución de $22,170). Al 31 de diciembre de 2025, la Compañía recibió $1,213,295 por concepto de dividendos de las acciones comunes al VRCOUI (2024: $473,495).

(c) Inversiones a CA

El detalle de las inversiones a CA se presenta a continuación:

	2025	2024
Bonos de gobiernos	64,660,927	67,045,978
Bonos corporativos	123,228,106	43,481,034
	187,889,033	110,527,012

(9) Préstamos

El detalle de la cartera de préstamos segregado por producto se presenta de la siguiente manera:

	2025			2024		
	Cartera	Provisiones	Cartera neta de provisiones	Cartera	Provisiones	Cartera neta de provisiones
Préstamos						
Corporativos						
Préstamos corporativos	10,497,085,026	(85,874,392)	10,411,210,634	9,629,054,339	(80,082,631)	9,548,971,708
Arrendamientos corporativos, neto (1)	366,543,204	(2,177,016)	364,366,188	260,244,056	(2,706,959)	257,537,097
Total corporativos	10,863,628,230	(88,051,408)	10,775,576,822	9,889,298,395	(82,789,590)	9,806,508,805
Banca de personas, pequeña y mediana empresa						
Mediana empresa						
Préstamos mediana empresa	934,763,336	(14,978,364)	919,784,972	872,043,986	(18,114,844)	853,929,142
Arrendamientos mediana empresa, neto (1)	112,997,694	(748,970)	112,248,724	96,228,433	(2,124,469)	94,103,964
Total mediana empresa	1,047,761,030	(15,727,334)	1,032,033,696	968,272,419	(20,239,313)	948,033,106
Pequeña empresa						
Préstamos pequeña empresa	1,291,146,316	(15,928,057)	1,275,218,259	1,190,603,341	(12,769,086)	1,177,834,255
Arrendamientos pequeña empresa, neto (1)	165,857,104	(1,595,402)	164,261,702	155,067,677	(1,689,879)	153,377,798
Total pequeña empresa	1,457,003,420	(17,523,459)	1,439,479,961	1,345,671,018	(14,458,965)	1,331,212,053
Banca de personas						
Préstamos hipotecarios	4,295,570,445	(37,366,496)	4,258,203,949	4,081,166,217	(44,599,979)	4,036,566,238
Personales	2,649,214,893	(106,273,248)	2,542,941,645	2,526,999,073	(105,802,675)	2,421,196,398
Autos	1,697,545,397	(10,139,813)	1,687,405,584	1,468,738,919	(7,887,641)	1,460,851,278
Arrendamientos de consumo, neto (1)	217,081,570	(2,041,105)	215,040,465	186,485,894	(1,689,159)	184,796,735
Tarjetas de crédito	6,194,675,291	(487,938,458)	5,706,736,833	5,985,227,989	(474,974,953)	5,510,253,036
Total banca de personas	15,054,087,596	(643,759,120)	14,410,328,476	14,248,618,092	(634,954,407)	13,613,663,685
Total banca de personas, mediana y pequeña empresa	17,558,852,046	(677,009,913)	16,881,842,133	16,562,561,529	(669,652,585)	15,892,908,844
Total de préstamos	28,422,480,276	(765,061,321)	27,657,418,966	26,451,859,924	(752,442,275)	25,699,417,649
(1) Total de arrendamientos, netos de intereses no devengados	862,479,572	(6,562,493)	855,917,079	698,026,060	(8,210,466)	689,815,594

(9) Préstamos, continuación

La siguiente tabla presenta el valor neto de los arrendamientos financieros por cobrar:

	2025	2024
Pagos mínimos por arrendamientos por cobrar	908,621,815	711,773,156
Menos: intereses no devengados	34,650,814	3,619,316
Pagos mínimos por arrendamientos por cobrar, netos	873,971,001	708,153,840
Menos: provisión para préstamos en arrendamientos	6,562,493	8,210,466
Menos: comisiones diferidas netas	11,491,429	10,127,780
Valor neto de la inversión en arrendamientos financieros	855,917,079	689,815,594

La siguiente tabla resume los pagos mínimos por arrendamientos por cobrar al 31 de diciembre de 2025:

Años terminados el 31 de diciembre de:	
2026	184,986,930
2027	174,777,497
2028	156,685,538
2029	136,082,487
2030 en adelante	221,438,549
	873,971,001

(10) Propiedades y equipos

Al 31 de diciembre de 2025 y 2024, el movimiento de las propiedades y equipos se resume de la siguiente manera:

	2025					
	Terrenos y edificios	Activos por derecho de uso	Construcciones en proceso	Vehículos	Mobiliarios y equipo	Mejores a propiedades arrendadas	Total
Costo:							
Saldo al inicio del año	278,548,430	290,974,104	21,814,197	11,090,440	535,027,691	95,343,968	1,232,798,830
Compras	1,737,809	39,522,472	32,026,571	1,887,807	53,441,323	767,076	129,383,058
Ventas y descartes	(548,687)	(37,268,827)	(107,098)	(1,835,352)	(29,501,778)	(1,360,763)	(70,622,505)
Activación y traslados	2,955,544	0	(18,569,163)	0	10,379,602	7,310,220	2,076,203
Conversión de moneda extranjera	(554,496)	1,514,803	302,679	4,520	3,898,829	371,157	5,537,492
Saldo al final del año	282,138,600	294,742,552	35,467,186	11,147,415	573,245,667	102,431,658	1,299,173,078
Depreciación acumulada							
Saldo al inicio del año	68,573,372	174,944,197	0	6,035,789	351,235,786	45,565,266	646,354,410
Gasto del año	6,357,870	35,724,269	0	1,629,075	56,873,681	7,392,361	107,977,256
Ventas y descartes	(544,249)	(28,808,358)	0	(1,502,627)	(28,312,407)	(1,311,363)	(60,479,004)
Activación y traslados	20,565	0	0	13,322	(1,419)	56,850	89,318
Conversión de moneda extranjera	260,646	793,210	0	2,481	2,917,110	38,789	4,012,236
Saldo al final del año	74,668,204	182,653,318	0	6,178,040	382,712,751	51,741,903	697,954,216
Valor en libros	207,470,396	112,089,234	35,467,186	4,969,375	190,532,916	50,689,755	601,218,862

	2024					
	Terrenos y edificios	Activos por derecho de uso	Construcciones en proceso	Vehículos	Mobiliarios y equipo	Mejores a propiedades arrendadas	Total
Costo:							
Saldo al inicio del año	272,826,674	262,595,599	28,398,350	11,264,709	500,448,985	82,121,044	1,157,655,361
Compras	948,186	30,785,556	23,890,506	1,840,092	55,362,105	2,972,981	115,799,426
Ventas y descartes	(344,369)	(4,866,294)	(462,800)	(2,079,310)	(39,830,477)	(2,724,221)	(50,307,471)
Activación y traslados	4,564,180	0	(30,376,206)	0	13,479,126	12,189,697	(143,203)
Conversión de moneda extranjera	553,759	2,459,243	364,347	64,949	5,567,952	784,467	9,794,717
Saldo al final del año	278,548,430	290,974,104	21,814,197	11,090,440	535,027,691	95,343,968	1,232,798,830
Depreciación acumulada							
Saldo al inicio del año	62,101,507	142,736,543	0	5,970,553	333,815,393	41,083,902	585,707,898
Gasto del año	6,396,221	35,080,175	0	1,602,998	52,432,906	6,877,270	102,389,570
Ventas y descartes	(344,322)	(4,159,519)	0	(1,558,199)	(38,855,070)	(2,560,611)	(47,477,721)
Activación y traslados	0	0	0	0	(86,722)	0	(86,722)
Conversión de moneda extranjera	419,966	1,286,998	0	20,437	3,929,279	164,705	5,821,385
Saldo al final del año	68,573,372	174,944,197	0	6,035,789	351,235,786	45,565,266	646,354,410
Valor en libros	209,975,058	116,029,907	21,814,197	5,054,651	183,791,905	49,778,702	586,444,420

(10) Propiedades y equipos, continuación

Durante el año 2025, la Compañía reconoció traslados por un valor en libros de $2,076,203, asociado a reclasificaciones desde otros activos por un valor de $2,229,305 y correcciones en el costo de activos previamente reconocidos por un valor de $153,102.

Durante el año 2024, la Compañía reconoció traslados con un valor en libros de $56,481; asociado a correcciones en el costo de activos previamente reconocidos por un valor de $46,132, y a donaciones de activos con valor en libros de $10,349.

(11) Plusvalía

Al 31 de diciembre de 2025 y 2024, los cambios en el valor en libros de la plusvalía se presentan de la siguiente manera:

	2025	2024
Saldo al inicio del año	335,849,896	335,569,978
Conversión de moneda extranjera	235,098	279,918
Saldo al final del año	336,084,994	335,849,896

Al 31 de diciembre de 2025 y 2024, los importes recuperables de las unidades generadoras de efectivo (UGEs) exceden el valor en libros más la plusvalía, por lo tanto, no se determinó ningún deterioro.

La Compañía definió sus UGEs según cada uno de los países en los que opera, dado que a ese nivel se gestionan los retornos, se monitorea el desempeño económico y se toman las decisiones estratégicas relevantes. Por lo tanto, cada país constituye una UGE a efectos de la evaluación de deterioro realizada conforme con NIC 36.

Los importes recuperables de las UGEs se han calculado en función de su valor en uso. El valor en uso de las UGEs se determina descontando los flujos futuros de efectivo esperados de la utilización continua de cada unidad.

Los supuestos claves utilizados en la estimación del valor en uso se detallan a continuación:

	2025	2024
Tasa de descuento promedio	12.7%	13.5%
Tasa de crecimiento	3.0%	3.0%

Se realizó una proyección a 10 años, considerando que una vez transcurrido ese periodo se logrará la madurez de los negocios y la consecuente estabilización de los flujos de fondos. También se utilizaron supuestos tanto macroeconómicos como respectivos al negocio de la Compañía, por cada uno de los países en donde esta opera, con el fin de reflejar la realidad que cada mercado proporciona a la totalidad de las UGEs.

Al estimar el valor terminal, se ha proyectado a perpetuidad el flujo de fondos normalizado, ajustado de acuerdo con las expectativas de crecimiento del mismo. Dicha proyección no supera la tasa promedio de crecimiento en el largo plazo para la economía en cada uno de los países en donde opera la Compañía; por tal motivo se estimó una tasa de crecimiento en el largo plazo anual promedio del 3.0% (2024: 3.0%).

(11) Plusvalía, continuación

Los principales supuestos antes descritos pueden cambiar a medida que las condiciones económicas y del mercado cambien. La Compañía estima que los cambios razonablemente posibles en estos supuestos no afecten el importe recuperable de las UGEs o que disminuya por debajo del valor en libros.

(12) Activos intangibles

Al 31 de diciembre de 2025 y 2024, el costo y la amortización acumulada para cada uno de los activos intangibles adquiridos y desarrollados internamente por la Compañía, se presentan a continuación:

	2025				
	Relaciones con depositantes	Relaciones de tarjeta de crédito	Relaciones con clientes	Programas de cómputo	Total
Costo:					
Saldo al inicio del año	23,562,882	805,391	12,000,000	211,119,626	247,487,899
Adiciones	0	0	0	56,832,302	56,832,302
Descartes	0	0	0	(14,764,991)	(14,764,991)
Traslados	0	0	0	(41,978,093)	(41,978,093)
Conversión de moneda extranjera	0	0	0	3,648,934	3,648,934
Saldo al final del año	23,562,882	805,391	12,000,000	214,857,778	251,226,051
Amortización acumulada:					
Saldo al inicio de año	23,562,882	805,391	11,100,000	123,851,926	159,320,199
Gasto del año	0	0	900,000	25,212,083	26,112,083
Descartes	0	0	0	(14,464,255)	(14,464,255)
Traslados	0	0	0	(23,469,914)	(23,469,914)
Conversión de moneda extranjera	0	0	0	2,114,220	2,114,220
Saldo al final del año	23,562,882	805,391	12,000,000	113,244,060	149,612,333
Valor en libros	0	0	0	101,613,718	101,613,718

	2024				
	Relaciones con depositantes	Relaciones de tarjeta de crédito	Relaciones con clientes	Programas de cómputo	Total
Costo:					
Saldo al inicio del año	23,562,882	805,391	12,000,000	179,648,237	216,016,510
Adiciones	0	0	0	46,541,283	46,541,283
Descartes	0	0	0	(18,834,173)	(18,834,173)
Traslados	0	0	0	69,052	69,052
Conversión de moneda extranjera	0	0	0	3,695,227	3,695,227
Saldo al final del año	23,562,882	805,391	12,000,000	211,119,626	247,487,899
Amortización acumulada:					
Saldo al inicio del año	23,562,882	805,391	9,900,000	103,484,660	137,752,933
Gasto del año	0	0	1,200,000	36,412,997	37,612,997
Descartes	0	0	0	(18,155,310)	(18,155,310)
Conversión de moneda extranjera	0	0	0	2,109,579	2,109,579
Saldo al final del año	23,562,882	805,391	11,100,000	123,851,926	159,320,199
Valor en libros	0	0	900,000	87,267,700	88,167,700

Ninguno de los activos intangibles mencionados en la tabla anterior sujeto a amortización tiene valor residual.

Durante el año 2025, la Compañía realizó el traslado de licencias desde activos intangibles hacia otros activos por un monto neto de $18,508,179.

Durante el año 2024, la Compañía realizó el traslado de programas de cómputo desde otros activos hacia activos intangibles por un monto neto de $69,052.

(13) Otras cuentas por cobrar

El detalle de las otras cuentas por cobrar se presenta a continuación:

	2025	2024
Intercambio tarjetas débito y crédito	306,613,196	288,783,328
Cobros por seguros a aseguradoras	51,380,643	48,381,508
Impuesto sobre la renta e IVA (1)	37,615,914	33,273,719
Cuenta por cobrar a clientes	24,028,176	16,678,526
Anticipo a proveedores	23,064,442	16,932,726
Cobros por seguros a clientes	21,897,077	19,039,708
Comisiones por servicios bancarios	7,933,459	5,991,075
Otros	20,279,339	20,891,536
	492,812,246	449,972,126
Provisión por deterioro de riesgo de crédito	(6,973,466)	(6,999,193)
	485,838,780	442,972,933

(1) Los montos del 2024 cambiaron de clasificación dentro de la revelación para efectos de comparabilidad y mejoras en la presentación.

(14) Otros activos

El detalle de los otros activos se presenta a continuación:

	2025	2024
Depósitos en garantía	77,155,649	76,054,109
Gastos diferidos	62,300,466	47,880,406
Inventarios:		
Bienes reposeídos disponibles para la venta	28,566,513	36,341,441
Plásticos de tarjetas de crédito no embozadas	13,113,027	12,947,896
Activos sin instalar	11,996,297	13,127,122
Bienes reposeídos no disponibles para la venta	11,428,231	9,366,257
Millas	1,485,981	2,488,896
Fondos de cesantía	7,415,001	7,068,008
Propiedades de inversión	1,931,957	0
Obras de arte	1,099,836	1,086,380
Otros	18,462,043	5,118,154
	234,955,001	211,478,669

A continuación, se detalla la información de los bienes reposeídos que permanecen en inventario, considerando la provisión por deterioro:

	2025	2024
Propiedades	43,869,489	47,413,559
Autos	1,332,732	776,642
Maquinaria	6	0
Mobiliarios y equipo	4	0
Bienes reposeídos, brutos	45,202,231	48,190,201
Provisión por deterioro	(5,207,487)	(2,482,503)
Bienes reposeídos, netos	39,994,744	45,707,698

Las clasificaciones del 2024 incluyen modificaciones para efectos de comparabilidad y mejoras en la presentación.

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(14) Otros activos, continuación

Durante el año 2025, la Compañía realizó ventas de bienes reposeídos por un total de $44,035,116 (2024: $32,295,724), generando una ganancia neta de $3,449,646 (2024: $8,045,933).

A continuación, se detalla el movimiento de la provisión por deterioro de bienes reposeídos:

	2025	2024
Saldo al inicio del año	2,482,503	1,236,957
Gastos por deterioro	5,215,919	1,451,820
Disminución por ventas	(2,492,249)	(215,502)
Descartes	(726)	0
Conversión de moneda extranjera	2,040	9,228
Saldo al final del año	5,207,487	2,482,503

Las clasificaciones del 2024 incluyen modificaciones para efectos de comparabilidad y mejoras en la presentación.

(15) Depósitos de clientes

El detalle de los depósitos de clientes se presenta a continuación:

	2025	2024
Físicos:		
A la vista	1,829,627,619	1,728,001,971
Ahorros	6,928,165,703	6,152,602,330
A plazo fijo	5,235,837,770	4,469,753,187
Jurídicos:		
A la vista	9,529,720,524	8,598,525,169
Ahorros	836,585,700	780,562,652
A plazo fijo	5,853,750,691	6,670,664,069
	30,213,688,007	28,400,109,378

Al 31 de diciembre de 2025, los depósitos a plazo fijo de clientes jurídicos incluyen instrumentos suscritos con vehículos de propósito especial (en adelante VPE), cuyo valor neto de costos de originación asciende a $725,981,030 (2024: $943,314,199). A continuación, se presenta el detalle correspondiente a dichos instrumentos:

			2025		2024	
Vehículo	Serie	Tasa de interés fija	Principal	Costo de originación	Principal	Costo de originación
BIB Merchant Voucher Receivables Limited	2017-1	4.08%	89,151,281	630,433	145,640,066	1,245,153
BIB Merchant Voucher Receivables Limited	2018-1	4.18%	166,755,287	1,199,439	228,752,412	1,626,521
BIB Central American Card Receivables Limited	2019-1	3.50%	475,410,085	3,505,751	577,404,722	5,611,327
			731,316,653	5,335,623	951,797,200	8,483,001

BIB Merchant Voucher Receivables Limited (VPE) emitió obligaciones financieras suscritas por inversionistas internacionales, garantizadas por los derechos de cobro de las cuentas por cobrar, que se generan en las transacciones realizadas en comercios afiliados y procesadas por la Compañía, mediante el uso de tarjetas de crédito emitidas bajo las marcas Visa y MasterCard en Panamá. Las obligaciones tienen una duración original promedio de 7 años. Las amortizaciones al principal de las obligaciones 2017-1 y 2018-1 comenzaron a efectuarse a través de Citibank N.A., en enero de 2021 y enero de 2022, respectivamente. Al 31 de diciembre de 2025, la duración promedio ponderada de los certificados es de 0.88 años (2024: 1.40 años).

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(15) Depósitos de clientes, continuación

BIB Central American Card Receivables Limited (VPE) emitió obligaciones financieras suscritas por inversionistas internacionales, garantizadas por los derechos de cobro de las cuentas por cobrar, que se generan en las transacciones realizadas en comercios afiliados y procesadas por la Compañía, mediante el uso de tarjetas de crédito emitidas por instituciones financieras internacionales bajo las marcas Visa y MasterCard en Costa Rica, El Salvador, Guatemala, Honduras y Nicaragua, así como bajo la marca American Express en dichos países y en Panamá. Estas obligaciones tienen una duración original promedio de 7 años. Las amortizaciones al principal de la obligación 2019-1 comenzaron a efectuarse a través de Citibank N.A. en octubre de 2023. Al 31 de diciembre de 2025, la duración promedio ponderada de los certificados es de 2.29 años (2024: 2.83 años).

Los derechos de cobro de las cuentas por cobrar fueron cedidas por BAC International Bank Inc., a los VPE, y los VPE invirtieron el monto recibido por las notas emitidas en certificados de depósitos a plazo fijo en BAC International Bank Inc.

(16) Obligaciones financieras

El detalle de las obligaciones financieras se presenta a continuación:

	2025		
	Tasa de interés	Vencimientos varios hasta	Valor en libros
Pagadero en dólares (E.U.A.):			
Tasa fija	1.50% a 6.10%	2038	741,485,830
Tasa flotante	4.03% a 8.23%	2031	1,794,298,484
Pagadero en quetzales (Guatemala):			
Tasa fija	7.26% a 8.00%	2027	340,501,212
Pagadero en lempiras (Honduras):			
Tasa fija	1.00% a 13.25%	2058	296,859,371
Pagadero en colones (Costa Rica):			
Tasa flotante	5.58% a 5.78%	2038	29,761,627
			3,202,906,524

	2024		
	Tasa de interés	Vencimientos varios hasta	Valor en libros
Pagadero en dólares (E.U.A.):			
Tasa fija	1.50% a 8.49%	2038	879,975,183
Tasa flotante	4.67% a 11.23%	2031	1,446,359,590
Pagadero en quetzales (Guatemala):			
Tasa fija	7.00% a 8.00%	2027	299,162,439
Pagadero en lempiras (Honduras):			
Tasa fija	0.00% a 11.50%	2058	205,803,557
Pagadero en colones (Costa Rica):			
Tasa fija	0.80%	2025	118,428,301
Tasa flotante	5.97% a 7.67%	2038	34,698,169
			2,984,427,239

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(16) Obligaciones financieras, continuación

Al 31 de diciembre de 2025, el valor en libros de las notas emitidas por BAC San José DPR Funding Limited, un vehículo de propósito especial (en adelante VPE), ascendía a $89,518,607 (2024: $119,320,492). Estas obligaciones corresponden a la serie 2020-1, cuyo saldo nominal asciende a $90,000,000 (2024: $120,000,000). Los costos de originación asociados a esta emisión y pendientes de amortizar al 31 de diciembre de 2025 ascienden a $916,143 (2024: $1,234,508). Las notas emitidas por el VPE están garantizadas por los Derechos Diversificados de Pago (DPR por sus siglas en inglés) actuales y futuros denominados en dólares de E.U.A., originados por una subsidiaria de la Compañía y cedidos al VPE. La serie 2020-1 devenga intereses a una tasa fija del 3.70% pagaderos trimestralmente en los meses de febrero, mayo, agosto y noviembre de cada año. La duración promedio original de estas notas era de 5.58 años. Al 31 de diciembre de 2025, la duración promedio remanente ascendía a 1.52 años (2024: 2.03 años).

La Compañía no ha tenido incumplimientos de principal, intereses u otras cláusulas contractuales con relación a sus obligaciones financieras.

La conciliación de los movimientos de las obligaciones financieras y los flujos de efectivo surgidos de las actividades de financiamiento, se detalla a continuación:

	2025	2024
Saldo al inicio del año	2,984,427,240	2,443,136,750
Cambios por flujos de efectivo de financiamiento		
Producto de obligaciones financieras	2,635,685,466	2,381,877,475
Pago de obligaciones financieras	(2,404,677,100)	(1,847,772,934)
Total cambios por flujos de efectivo de financiamiento	231,008,366	534,104,541
Efecto por fluctuación de las tasas de cambio	(6,692,511)	4,182,162
Otros cambios relacionados con el pasivo		
Gasto por intereses	190,726,638	169,239,025
Pago de intereses	(196,563,209)	(166,235,239)
Total de otros cambios relacionados con el pasivo	(5,836,571)	3,003,786
Saldo al final del año	3,202,906,524	2,984,427,239

(17) Otras obligaciones financieras

La Compañía ha colocado a través de sus subsidiarias y mediante las bolsas de valores de Guatemala, El Salvador, Honduras, Costa Rica y Panamá certificados de deuda con tasas fijas y variables, los cuales se detallan a continuación:

	2025		2024	
	Tasa de interés	Valor en libros	Tasa de interés	Valor en libros
Pagadero en:				
Dólares de E.U.A.	3.50% a 10.00%	1,021,338,194	3.50% a 10.00%	826,646,985
Colones	5.72% a 12.35%	651,112,717	4.71% a 12.35%	594,642,440
Lempiras	5.50% a 12.19%	114,601,578	4.75% a 12.00%	118,012,334
Quetzales	6.50%	332,523		0
		1,787,385,012		1,539,301,759

(17) Otras obligaciones financieras, continuación

Mediante Resolución No.208-20 del 14 de mayo de 2020, emitida por la Superintendencia del Mercado de Valores de la República de Panamá, se autorizó a BAC International Bank Inc. a realizar una oferta pública de Bonos Corporativos Subordinados Perpetuos Convertibles en Acciones Comunes por un valor nominal de $700 millones. Los bonos son emitidos en forma nominativa, registrada y sin cupones, en denominaciones de $1,000,000 y en múltiplos integrales de $100,000, sin fecha específica de vencimiento o redención. Los bonos devengan una tasa de interés fija del 10% con pagos trimestrales, salvo que el emisor ejerza su derecho a suspender el pago de intereses. Al 31 de diciembre de 2025, el saldo en circulación de los bonos perpetuos es de $520,000,000, los cuales han sido adquiridos por Grupo Aval Limited, entidad considerada parte relacionada.

Mediante Resolución No. 392-12 del 27 de noviembre de 2012, emitida por la Superintendencia del Mercado de Valores de la República de Panamá, se autorizó a BAC International Bank Inc. a realizar una oferta pública de un Programa Rotativo de Bonos Corporativos por un monto nominal de hasta $100,000,000 (cien millones). Los bonos son emitidos en forma global, nominativa, registrada y sin cupones, en denominaciones de $1,000 o múltiplos de esta, en moneda de curso legal de los Estados Unidos de América. Las emisiones pueden realizarse en distintas series, según las necesidades del emisor y la demanda del mercado. Los bonos devengan una tasa de interés anual fija o variable, determinada por el emisor al momento de la oferta. En caso de tasa variable, se calcula equivalente a SOFR a tres meses (originalmente Libor a tres meses) más un diferencial. Al 31 de diciembre de 2025, no se mantienen saldos en circulación.

La Compañía no ha tenido incumplimientos de principal, intereses u otras cláusulas contractuales con relación a sus otras obligaciones financieras.

La conciliación de los movimientos de otras obligaciones financieras y los flujos de efectivo surgidos de las actividades de financiamiento, se detalla a continuación:

	2025	2024
Saldo al inicio del año	1,539,301,759	1,365,943,096
Cambios por flujos de efectivo de financiamiento		
Producto de otras obligaciones financieras	408,515,692	264,492,734
Pago de otras obligaciones financieras	(177,387,866)	(127,076,668)
Total cambios por flujos de efectivo de financiamiento	231,127,826	137,416,066
Efecto por fluctuación de las tasas de cambio	14,437,687	32,269,122
Otros cambios relacionados con el pasivo		
Gasto por intereses	149,911,665	131,780,514
Pago de intereses	(147,393,925)	(128,107,039)
Total de otros cambios relacionados con el pasivo	2,517,740	3,673,475
Saldo al final del año	1,787,385,012	1,539,301,759

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(18) Pasivos por arrendamientos

El detalle de los pasivos por arrendamientos se presenta a continuación:

	2025			
	Tasa de interés	Vencimientos varios hasta	Valor en libros	Flujos no descontados
Pagaderos en dólares (E.U.A.)	5.22%	2038	107,854,765	123,487,819
Pagaderos en quetzales (Guatemala)	5.22%	2032	1,033,220	1,111,491
Pagaderos en lempiras (Honduras)	5.22% a 7.58%	2039	3,286,279	4,424,342
Pagaderos en colones (Costa Rica)	3.96% a 7.99%	2033	99,187	112,921
			112,273,451	129,136,573

	2024			
	Tasa de interés	Vencimientos varios hasta	Valor en libros	Flujos no descontados
Pagaderos en dólares (E.U.A.)	5.22%	2038	113,442,839	116,043,330
Pagaderos en quetzales (Guatemala)	5.22%	2032	1,540,999	1,678,723
Pagaderos en lempiras (Honduras)	5.22% a 7.58%	2033	529,091	614,147
Pagaderos en colones (Costa Rica)	3.96% a 7.99%	2033	564,139	649,921
			116,077,068	118,986,121

El siguiente es el detalle del vencimiento de los flujos de efectivo contractuales no descontados, relacionados con los pasivos por arrendamientos:

	2025	2024
Menos de un año	33,912,431	33,137,332
De uno a dos años	27,139,744	24,114,581
De dos a tres años	18,462,821	19,407,863
De tres a cuatro años	12,963,407	13,648,825
De cuatro a cinco años	10,557,887	9,142,295
Más de cinco años	26,100,283	19,535,225
	129,136,573	118,986,121

Los siguientes son los rubros reconocidos en el estado consolidado de ganancias o pérdidas, relacionados con los pasivos por arrendamientos:

	2025	2024
Intereses por arrendamientos	5,807,993	5,905,175
Gasto por arrendamientos a menos de doce meses	4,257,463	3,906,449
Gasto por arrendamientos de activos de bajo valor (nota 27)	19,111,418	17,003,555

La conciliación de los movimientos de los pasivos por arrendamientos y los flujos de efectivo surgidos de las actividades de financiamiento, se detalla a continuación:

	2025	2024
Saldo al inicio del año	116,077,068	119,512,038
Cambios por flujos de efectivo de financiamiento		
Pago de arrendamientos financieras	(33,439,923)	(32,600,614)
Total cambios por flujos de efectivo de financiamiento	(33,439,923)	(32,600,614)
Efecto por nuevos pasivos por arrendamiento	38,871,860	29,952,676
Efecto por fluctuación de las tasas de cambio	(9,235,554)	(787,032)
Otros cambios (relacionados con el pasivo)		
Gasto por intereses	5,807,993	5,905,175
Pago de intereses	(5,807,993)	(5,905,175)
Total de otros cambios relacionados con el pasivo	0	0
Saldo al final del año	112,273,451	116,077,068

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(19) Provisiones

El detalle de las provisiones se presenta a continuación:

	2025	2024
Programas de lealtad	78,057,176	69,272,901
Reservas técnicas reaseguradora	10,788,829	8,841,269
Desmantelamiento de bienes en arrendamiento	7,908,457	8,767,902
Riesgo de crédito sobre compromiso de créditos y garantías	1,002,314	1,412,109
	97,756,776	88,294,181

El movimiento de las provisiones se resume de la siguiente manera:

	2025			
	Programas de lealtad	Reservas técnicas reaseguradora	Desmantelamiento de bienes en arrendamiento	Riesgo de crédito sobre compromiso de créditos y garantías (nota 4)
Saldo al inicio del año	69,272,901	8,841,269	8,767,902	1,412,109
Provisiones realizadas	257,909,548	1,947,560	114,213	109,083
Provisiones usadas / reversadas	(249,500,706)	0	(920,338)	(541,662)
Conversión de moneda extranjera	375,433	0	(53,320)	22,784
Saldo al final del año	78,057,176	10,788,829	7,908,457	1,002,314

	2024			
	Programas de lealtad	Reservas técnicas reaseguradora	Desmantelamiento de bienes en arrendamiento	Riesgo de crédito sobre compromiso de créditos y garantías (nota 4)
Saldo al inicio del año	59,991,342	6,577,941	8,345,797	1,365,668
Provisiones realizadas	224,183,673	2,263,328	597,903	2,997,044
Provisiones usadas / reversadas	(215,315,458)	0	(175,448)	(136,476)
Reclasificación a provisión por deterioro de riesgo de crédito sobre préstamos	0	0	0	(2,847,997)
Conversión de moneda extranjera	413,344	0	(350)	33,870
Saldo al final del año	69,272,901	8,841,269	8,767,902	1,412,109

(20) Cuentas por pagar y otros pasivos

El detalle de las cuentas por pagar y otros pasivos se presenta a continuación:

	2025	2024
Cuentas por pagar		
Desembolsos pendientes	143,007,596	149,510,039
Recaudos	118,333,126	131,032,383
Cuentas por pagar a proveedores	93,302,729	111,025,137
Cuentas por pagar a comercios afiliados	44,425,588	47,315,146
Aporte legal a instituciones estatales	17,220,781	15,340,859
Impuestos diferentes de renta e IVA	11,023,487	9,750,092
Impuesto al valor agregado (IVA) por pagar	10,752,264	11,465,660
Comisiones por pagar	7,641,009	4,706,887
	445,706,580	480,146,203
Otros pasivos		
Beneficios a empleados	94,558,058	97,166,008
Cheques girados no cobrados	83,276,777	72,698,893
Ingresos diferidos	35,568,362	31,944,383
Abonos a cuentas por cobrar por aplicar	33,636,063	29,789,563
Primas de seguros	20,407,938	17,420,160
Sobrantes de caja y ATMs	8,691,512	5,848,282
Cuentas proceso judicial	5,401,311	6,080,587
Comisiones por instrumentos fuera de balance	3,569,667	3,641,206
Cuentas bancarias cerradas por liquidar	3,535,426	3,301,430
Depósitos garantía recibidos	2,036,291	1,623,218
Otros	47,877,401	49,744,587
	338,558,806	319,258,317
	784,265,386	799,404,520

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(21) Capital en acciones comunes

Al 31 de diciembre de 2025 y 2024, el capital autorizado en acciones comunes de la Compañía está representado por 1,500,000 acciones autorizadas y 803,510 acciones emitidas y en circulación; con un valor nominal de $1,000 por acción.

(22) Otros resultados integrales

La siguiente tabla muestra una conciliación de los saldos iniciales y finales de los componentes y cambios de los otros resultados integrales; de la participación controladora:

	2025			
	Conversión de operaciones en moneda extranjera	Ganancia (pérdida) no realizada en valores	Beneficios a empleados	Total otros resultados integrales acumulados
Saldo al inicio del año	(209,066,312)	(77,511,910)	(10,660,527)	(297,238,749)
Otras (pérdidas) ganancias integrales antes de reclasificaciones	12,361,632	105,238,228	(1,054,267)	116,545,593
Montos reclasificados de otras utilidades integrales	0	(14,920,144)	0	(14,920,144)
Otras (pérdidas) ganancias integrales netas	12,361,632	90,318,084	(1,054,267)	101,625,449
Saldo al final del año	(197,704,680)	12,806,174	(11,714,794)	(195,613,300)

	2024			
	Conversión de operaciones en moneda extranjera	Ganancia (pérdida) no realizada en valores	Beneficios a empleados	Total otros resultados integrales acumulados
Saldo al inicio del año	(236,633,206)	(95,088,229)	(9,994,349)	(341,715,784)
Otras (pérdidas) ganancias integrales antes de reclasificaciones	27,566,894	30,445,254	(666,178)	57,345,970
Montos reclasificados de otras utilidades integrales	0	(12,868,935)	0	(12,868,935)
Otras (pérdidas) ganancias integrales netas	27,566,894	17,576,319	(666,178)	44,477,035
Saldo al final del año	(209,066,312)	(77,511,910)	(10,660,527)	(297,238,749)

La siguiente tabla presenta el detalle de los otros resultados integrales reclasificadas al estado consolidado de ganancias o pérdidas:

Saldo reclasificado de otros resultados integrales	Línea de afectación en el estado consolidado de ganancias o pérdidas	2025	2024
Ganancias netas no realizadas en valores	Ganancias en instrumentos financieros, netas	20,291,327	18,737,546
	Impuesto sobre la renta corriente	(5,371,183)	(5,868,611)
		14,920,144	12,868,935

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(23) Ingresos por comisiones y cargos por servicios

Los ingresos por comisiones y cargos por servicios incluidos en el estado consolidado de ganancias o pérdidas se resumen a continuación:

	2025	2024
Comisiones a afiliados	1,209,098,155	1,069,302,564
Comisiones por seguro de tarjetas	253,741,032	228,215,925
Compra/venta de monedas	216,715,714	191,819,402
Servicios internacionales	115,532,944	103,850,255
Servicios fiduciarios	69,025,501	61,450,583
Sobregiros y mora	67,355,196	57,800,704
Alquiler y mantenimiento de POS	36,716,158	33,464,291
Adelanto de salarios	36,527,885	33,806,611
Incentivos de marcas y otros cargos	36,358,382	46,046,200
Cajeros automáticos	26,419,804	24,859,309
Membresías de tarjetas de crédito	23,956,500	15,850,222
Administración de préstamos	23,603,091	12,121,759
Saldo mínimo	23,142,377	18,656,827
Servicios en ventanilla	16,485,925	16,140,167
Dispositivos de acceso	15,638,583	13,568,230
Corretaje	8,072,099	5,425,750
Anualidades	7,728,230	4,323,078
Otros	24,254,214	21,081,801
	2,210,371,790	1,957,783,678

(24) Gasto por comisiones y otros cargos

Los gastos por comisiones y otros cargos incluidos en el estado consolidado de ganancias o pérdidas, se resumen a continuación:

	2025	2024
Comisiones pagadas	598,017,483	539,384,968
Programas de lealtad	257,909,548	224,183,673
Comisiones por autorizaciones	61,885,743	52,212,693
Gastos por servicios asociados	21,829,066	20,176,981
	939,641,840	835,958,315

(25) Ganancia en instrumentos financieros, neta

Las ganancias en instrumentos financieros, netas, incluidas en el estado consolidado de ganancias o pérdidas, se resumen a continuación:

	2025	2024
Ganancia neta en venta de inversiones al VRCOUI	20,291,327	18,737,546
Ganancia neta no realizada en inversiones al VRCR	934,627	2,045,947
Ganancia neta en inversiones al VRCR	3,156,484	1,093,005
	24,382,438	21,876,498

(26) Salarios y beneficios a empleados

Los salarios y beneficios a empleados incluidos en el estado consolidado de ganancias o pérdidas, se resumen a continuación:

	2025	2024
Salarios y otras remuneraciones	480,855,024	466,584,262
Prestaciones laborales	221,765,776	216,013,367
Indemnizaciones	27,344,166	20,619,875
Otros beneficios a empleados	6,701,997	6,798,757
	736,666,963	710,016,261

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(27) Otros gastos

Los otros gastos incluidos en el estado consolidado de ganancias o pérdidas se resumen a continuación:

	2025	2024
Franquicias de tarjetas de crédito	197,845,088	169,258,220
Impuestos diferentes de renta e IVA	127,811,182	113,802,388
Mantenimiento de programas de cómputo y licencias	96,389,171	71,594,370
Publicidad y mercadeo	65,252,720	61,067,382
Mantenimiento de vehículos y equipos	29,355,688	29,945,862
Transporte de valores	26,793,543	25,493,589
Fondos de garantía de depósitos	26,181,492	23,653,955
Licencias bancarias	23,238,077	23,507,121
Arrendamientos de equipo y mobiliario (nota 18)	19,111,418	17,003,555
Servicios de seguridad	16,443,629	16,311,545
Servicio telefónico	14,872,836	13,674,227
Teleprocesamiento	14,307,576	12,103,967
Líneas dedicadas	13,006,963	12,207,745
Impuestos municipales y patentes	12,467,954	9,667,713
Mensajería y paquetería	12,464,323	11,196,964
Pérdidas materializadas de riesgo operativo	12,190,528	10,718,138
Plásticos de tarjetas débito y crédito	8,989,110	8,733,232
Viáticos	8,927,741	8,351,104
Suplementos de oficina	8,619,630	9,676,841
Otros	36,337,629	27,403,537
	770,606,298	675,371,455

(28) Impuesto sobre la renta

El gasto de impuesto sobre la renta incluido en el estado consolidado de ganancias o pérdidas, se resume a continuación:

	2025	2024
Corriente	232,452,265	218,212,763
Diferido	14,002,727	3,284,083
	246,454,992	221,496,846

El gasto de impuesto sobre la renta esperado difiere de los montos calculados aplicando las tasas impositivas vigentes sobre las ganancias antes de impuesto. La conciliación del impuesto sobre la renta se presenta a continuación:

	2025	2024
Cálculo del gasto de impuesto sobre la renta "esperado"	257,955,158	230,705,329
Aumento (disminución) en impuesto sobre la renta como resultado de:		
Gastos no deducibles	64,737,437	69,614,490
Inversiones en subsidiarias extranjeras	31,054,300	29,033,397
Cambios en posiciones fiscales inciertas	18,560	(166,464)
Incentivos fiscales	(2,211,123)	(4,920,998)
Diferencia de tasas impositivas extranjeras	(15,476,939)	(17,354,343)
Ingresos exentos y de fuente extranjera	(89,622,401)	(85,414,565)
Total de impuesto sobre la renta	246,454,992	221,496,846

(28) Impuesto sobre la renta, continuación

Las diferencias temporarias entre los montos de los estados financieros consolidados y las bases fiscales de los activos y pasivos que generan los activos y pasivos diferidos al 31 de diciembre de 2025 son las siguientes:

	2025					
	Saldo neto al inicio del año	Reconocido en ganancias o pérdidas del año	Reconocido en utilidades integrales	Saldo neto al final del año	Activo por impuesto diferido	Pasivo por impuesto diferido
Provisión por riesgo de crédito sobre préstamos	32,350,570	(10,912,838)	0	21,437,732	108,324,488	(86,886,756)
Gastos acumulados	8,974,416	2,254,606	0	11,229,022	11,725,732	(496,710)
Arrastres de pérdidas operativas netas	5,004,113	2,210,930	124,467	7,339,510	7,339,510	0
Arrendamientos como arrendatario	2,469,396	(83,065)	0	2,386,331	29,866,855	(27,480,524)
Ganancia / pérdida realizada en inversiones al VRCOUI, neta	2,291,619	(203,644)	0	2,087,975	3,529,580	(1,441,605)
Valor de mercado ajustes de adquisición	693,960	6,610	0	700,570	365,400	335,170
Provisión por riesgo de crédito sobre inversiones al VRCOUI y depósitos en bancos	24,319	(402,359)	188,446	(189,594)	24,200	(213,794)
Diferencial cambiario	0	(25,890)	25,890	0	0	0
Provisión por riesgo de crédito sobre otras cuentas por cobrar	(96,618)	274,436	0	177,818	359,770	(181,952)
Gastos diferidos	(492,252)	683,135	0	190,883	246,768	(55,885)
Comisiones y costos de originación	(760,597)	(1,371,318)	0	(2,131,915)	5,481,559	(7,613,474)
Arrendamientos como arrendador	(1,628,497)	225,307	0	(1,403,190)	0	(1,403,190)
Bienes disponibles para la venta	(2,006,072)	(2,784,338)	0	(4,790,410)	1,526,617	(6,317,027)
Ganancia / pérdida no realizada en inversiones al VRCOUI, neta	(3,665,896)	0	1,795,608	(1,870,288)	7,011,013	(8,881,301)
Beneficios a empleados	(6,593,807)	(1,054,107)	245,288	(7,402,626)	10,139,012	(17,541,638)
Intereses acumulados por cobrar	(9,180,544)	51,370	0	(9,129,174)	8,434,878	(17,564,052)
Diferencia en depreciación de propiedades y equipos	(15,200,657)	72,266	0	(15,128,391)	771,350	(15,899,741)
Inversiones en subsidiarias extranjeras, por utilidades no distribuidas	(42,495,100)	(2,943,927)	0	(45,438,927)	0	(45,438,927)
Activo (pasivo) por impuesto diferido, neto	(30,311,647)	(14,002,726)	2,379,699	(41,934,674)	195,146,732	(237,081,406)
Compensación partidas de impuesto					(142,716,604)	142,716,604
Total					52,430,078	(94,364,750)

	2024					
	Saldo neto al inicio del año	Reconocido en ganancias o pérdidas del año	Reconocido en utilidades integrales	Saldo neto al final del año	Activo por impuesto diferido	Pasivo por impuesto diferido
Provisión por riesgo de crédito sobre préstamos	35,201,357	(2,850,787)	0	32,350,570	100,211,270	(67,860,700)
Gastos acumulados	8,664,514	309,901	0	8,974,415	9,910,697	(936,282)
Ganancia / pérdida realizada en inversiones al VRCOUI, neta	2,431,263	(139,644)	0	2,291,619	3,469,399	(1,177,780)
Arrendamientos como arrendatario	1,874,378	595,019	0	2,469,397	32,501,958	(30,032,561)
Valor de mercado ajustes de adquisición	687,349	6,611	0	693,960	365,400	328,560
Comisiones y costos de originación	433,671	(1,194,267)	0	(760,596)	4,594,891	(5,355,487)
Provisión por riesgo de crédito sobre otras cuentas por cobrar	334,259	(430,876)	0	(96,617)	1,014,753	(1,111,370)
Provisión por riesgo de crédito sobre inversiones al VRCOUI y depósitos en bancos	34,824	98,144	(108,649)	24,319	24,319	0
Arrastres de pérdidas operativas netas	8,469	4,995,644	0	5,004,113	5,004,113	0
Diferencial cambiario	0	(146,250)	146,250	0	0	0
Gastos diferidos	(61,877)	(430,375)	0	(492,252)	246,895	(739,147)
Arrendamientos como arrendador	(2,401,037)	772,538	0	(1,628,499)	0	(1,628,499)
Beneficios a empleados	(5,374,781)	(1,083,809)	(135,217)	(6,593,807)	9,561,213	(16,155,020)
Bienes disponibles para la venta	(5,845,533)	3,839,461	0	(2,006,072)	4,268,480	(6,274,552)
Intereses acumulados por cobrar	(6,958,400)	(2,222,143)	0	(9,180,543)	8,034,602	(17,215,145)
Ganancia / pérdida no realizada en inversiones al VRCOUI, neta	(7,780,364)	0	4,114,467	(3,665,897)	6,689,050	(10,354,947)
Diferencia en depreciación de propiedades y equipos	(15,839,258)	638,601	0	(15,200,657)	721,370	(15,922,027)
Inversiones en subsidiarias extranjeras, por utilidades no distribuidas	(36,453,249)	(6,041,851)	0	(42,495,100)	0	(42,495,100)
Activo (pasivo) por impuesto diferido, neto	(31,044,415)	(3,284,083)	4,016,851	(30,311,647)	186,618,410	(216,930,057)
Compensación partidas de impuesto					(135,200,666)	135,200,666
Total					51,417,744	(81,729,391)

La administración presenta el impuesto diferido neto, el cual se deriva de los impuestos correspondientes a una misma jurisdicción, dentro del estado consolidado de situación financiera.

Al 31 de diciembre de 2025, la Compañía tiene arrastres de pérdidas operativas netas de $29,561,552 (2024: $23,060,375), que están disponibles para compensar ingresos gravables futuros de las subsidiarias a las que corresponden. Las pérdidas operativas netas comienzan a prescribir en el año 2026, y hasta el año 2036.

Al 31 de diciembre de 2025, la Compañía ha reconocido activos por impuestos diferidos en el estado consolidado de situación financiera por dichas pérdidas operativas por $2,210,930 (2024: $4,995,644).

(28) Impuesto sobre la renta, continuación

Al 31 de diciembre de 2025, la Compañía no ha reconocido un pasivo por impuesto sobre la renta diferido de aproximadamente $337,707,803 por las utilidades no distribuidas de sus operaciones en el exterior, debido a que la Compañía considera que aproximadamente $2,798,540,189 de esas utilidades serán reinvertidas por un plazo indefinido.

Las utilidades de la Compañía se encuentran sujetas a impuestos en distintas jurisdicciones. Al 31 de diciembre de 2025, la Compañía mantenía posiciones fiscales inciertas, por un monto de $223,412 (2024: $218,484). Los gastos por intereses y penalidades relacionadas con el pasivo por impuesto sobre la renta y reconocidas como parte del gasto de impuesto sobre la renta por el año terminado el 31 de diciembre de 2025 fue de $18,561 (2024: -$160,582). El total de intereses y penalidades incluidos en otros pasivos al 31 de diciembre de 2025 es de $300,889 (2024: $275,922).

Al 31 de diciembre de 2025, la Compañía mantiene una tasa de impuesto efectiva de 23.65% (2024: 23.77%).

Las siguientes son las jurisdicciones impositivas en las cuales la Compañía y sus afiliadas operan, y el año fiscal más lejano sujeto a inspección: Estados Unidos: 2020, Guatemala: 2020, El Salvador: 2020, Honduras: 2021, Nicaragua: 2021, Costa Rica: 2022 y Panamá: 2020.

(29) Instrumentos financieros con riesgo fuera de balance y otros compromisos

La Compañía participa en instrumentos financieros con riesgo fuera de balance en el curso normal del negocio para satisfacer las necesidades de sus clientes. Estos instrumentos financieros incluyen, principalmente, compromisos de otorgar créditos, garantías financieras y cartas de crédito, cuyos saldos no se reflejan en el estado consolidado de situación financiera.

Las cartas de crédito son compromisos condicionados emitidos por la Compañía para garantizar el cumplimiento de pago de clientes de la Compañía ante terceras partes. Dichas cartas de crédito son usadas principalmente para garantizar operaciones de comercio y acuerdos de pago. Generalmente, todas las cartas de crédito emitidas tienen un vencimiento menor de un año. El riesgo de crédito involucrado al emitir cartas de crédito es esencialmente el mismo que el involucrado al extender facilidades de crédito a los clientes.

Los compromisos para extender créditos son acuerdos para prestar a un cliente mientras no exista una violación de ninguna condición establecida en el contrato. Los compromisos, generalmente, tienen una fecha fija de expiración u otras cláusulas de terminación y pueden requerir el pago de una comisión a la Compañía. Debido a que algunos compromisos expiran sin que el cliente los utilice, el monto total de los compromisos no necesariamente representa requerimientos futuros de fondos. El monto de la garantía obtenida, en caso de que la Compañía lo considere necesario, se determina con base en la evaluación de crédito del cliente realizada por la administración de la Compañía.

Al 31 de diciembre de 2025, la Compañía mantiene líneas revolventes de crédito disponibles para sus clientes de tarjetas de crédito en cada uno de los países en donde opera. El límite total de crédito asciende a $11,888 millones (2024: $11,776 millones). La porción no utilizada del total disponible asciende a $7,614 millones (2024: $7,734 millones). Aunque estos montos representaban los cupos disponibles de las líneas de crédito otorgadas a los clientes, la Compañía nunca ha experimentado, y no anticipa, que todos los clientes ejerzan la totalidad de las líneas de crédito disponibles de manera simultánea en un momento específico.

(29) Instrumentos financieros con riesgo fuera de balance y otros compromisos, continuación

Generalmente, la Compañía tiene el derecho de aumentar, reducir, cancelar, alterar o modificar los términos de estas líneas de crédito disponibles en cualquier momento.

Las garantías financieras son utilizadas en varias transacciones para mejorar la posición crediticia de los clientes de la Compañía. Ello representa una certeza irrevocable de que la Compañía hará el pago en caso de que el cliente incumpla sus obligaciones con una tercera parte.

La Compañía utiliza las mismas políticas de crédito al realizar compromisos y obligaciones condicionales que las que utiliza al otorgar préstamos que están contabilizados en el estado consolidado de situación financiera. Al 31 de diciembre de 2025, los montos pendientes de las cartas de crédito, garantías financieras y cartas promesa de pago son los siguientes:

	2025	2024
Cartas de crédito "stand-by"	239,217,008	205,422,190
Cartas de crédito comerciales	55,200,865	54,526,716
Garantías financieras	396,710,119	379,245,078
Compromiso de préstamos (cartas promesa de pago) (1)	66,639,275	86,791,444
	757,767,267	725,985,428

(1) Incluye cartas de promesa de pago comerciales e hipotecarias

La naturaleza, términos y monto máximo que la Compañía potencialmente tendría que pagar bajo los contratos de cartas de crédito "stand-by", garantías comerciales y compromisos de préstamos al 31 de diciembre de 2025, se detallan a continuación:

	2025	2024
Hasta 1 año	585,070,713	565,754,584
Más de 1 año	117,495,689	105,704,128
	702,566,402	671,458,712

Generalmente, la Compañía tiene recursos para cobrar de sus clientes el monto pagado por estas garantías; adicionalmente, la Compañía puede mantener efectivo u otras garantías para cubrirse de las garantías emitidas. Los activos mantenidos como garantía que la Compañía puede obtener y liquidar para cobrar la totalidad o parcialmente los montos pagados bajo estas garantías al 31 de diciembre de 2025, alcanzaban un monto de $202,350,696 (2024: $220,264,136).

Al 31 de diciembre de 2025 y 2024, BAC International Bank Inc., mantiene garantías irrevocables y cartas de crédito "stand-by" para respaldar el pago de la liquidación de intercambio en favor de Visa, MasterCard y American Express. El monto total garantizado corresponde a $82,373,264 (31 de diciembre 2024: $71,971,918).

(30) Revelaciones sobre el valor razonable de instrumentos financieros

La Compañía tiene un proceso para la determinación del valor razonable. El valor razonable se basa principalmente en cotizaciones de precios de mercado, cuando están disponibles. Si los precios de mercado o cotizaciones no están disponibles, el valor razonable se determina con base en modelos desarrollados internamente que utilizan principalmente como insumos la información de mercado u otra obtenida independientemente de parámetros de mercado, incluyendo, pero no limitada a curvas de rendimientos, tasas de interés, precios de deuda, tasas de cambio de moneda extranjera y curvas de crédito. Sin embargo, en situaciones donde hay poca o ninguna actividad en el mercado para dicho activo o pasivo en la fecha de medición, la medición del valor razonable refleja juicios propios de la Compañía acerca de los supuestos que los participantes del mercado usarían en la fijación del precio del activo o pasivo.

Los juicios son desarrollados por la Compañía con base en la mejor información disponible en las circunstancias, incluyendo los flujos de efectivo esperados, las tasas de descuento ajustadas adecuadamente por riesgos y la disponibilidad de insumos observables y no observables.

Los métodos descritos anteriormente pueden generar cálculos de valor razonable que no sean indicativos del valor neto realizable o que no reflejen los valores futuros. Además, mientras que la Compañía considera que sus métodos de valoración son adecuados y consistentes con los usados por otros participantes del mercado, el uso de diferentes metodologías o supuestos para determinar el valor razonable de ciertos instrumentos financieros podría resultar en diferentes estimados de valor razonable a la fecha de reporte.

Medición del valor razonable recurrente

La siguiente es una descripción de las metodologías de valoración utilizadas para valorar instrumentos registrados al valor razonable, incluyendo una clasificación general de dichos instrumentos de acuerdo con la jerarquía de valor razonable.

Valores

Cuando existen precios de mercado en un mercado activo, los valores se clasifican en el Nivel 1 de la jerarquía de valor razonable. Los valores de Nivel 1 incluyen bonos de gobiernos y agencias altamente líquidos e inversiones en acciones altamente negociadas.

Si los precios de mercado no están disponibles para un valor específico, entonces el valor razonable se determina utilizando los precios de mercado de valores con características similares o flujos de efectivo descontados y se clasifican en el Nivel 2. En ciertos casos cuando existe una actividad limitada o menor transparencia en la determinación de los supuestos utilizados en la valoración, los valores se clasifican en el Nivel 3 de la jerarquía de valor razonable.

Por lo tanto, en la valoración de ciertas obligaciones de deuda, la determinación del valor razonable puede requerir comparaciones con instrumentos similares o análisis de tasas de morosidad o recuperación.

(30) Revelaciones sobre el valor razonable de instrumentos financieros, continuación

Instrumentos financieros registrados al valor razonable

Los activos y pasivos registrados al valor razonable en forma recurrente se resumen a continuación:

	Otros supuestos significativos observables (Nivel 2)	Supuestos significativos no observables (Nivel 3)	2025
Activos			
Inversiones a VRCR:			
Otros gobiernos	25,870,930	0	25,870,930
Acciones comunes	0	19,802,916	19,802,916
Total inversiones a VRCR	25,870,930	19,802,916	45,673,846
Inversiones al VRCOUI:			
Bonos de gobiernos y agencias:			
Estados Unidos de América	703,196,235	0	703,196,235
Otros gobiernos	3,651,674,987	0	3,651,674,987
	4,354,871,222	0	4,354,871,222
Bonos corporativos	398,202,860	0	398,202,860
Acciones comunes	1,419,699	1,781,067	3,200,766
Total inversiones al VRCOUI	4,754,493,781	1,781,067	4,756,274,848
Inversiones al CA:			
Otros gobiernos	64,660,927	0	64,660,927
Bonos corporativos	123,228,106	0	123,228,106
Total inversiones al CA	187,889,033	0	187,889,033
Total de activos	4,968,253,744	21,583,983	4,989,837,727

	Otros supuestos significativos observables (Nivel 2)	Supuestos significativos no observables (Nivel 3)	2024
Activos			
Inversiones a VRCR:			
Otros gobiernos	18,925,464	0	18,925,464
Acciones comunes	0	16,276,514	16,276,514
Total inversiones a VRCR	18,925,464	16,276,514	35,201,978
Inversiones al VRCOUI:			
Bonos de gobiernos y agencias:			
Estados Unidos de América	669,872,418	0	669,872,418
Otros gobiernos	3,630,494,206	0	3,630,494,206
	4,300,366,624	0	4,300,366,624
Bonos corporativos	434,167,543	0	434,167,543
Acciones comunes	924,939	2,245,392	3,170,331
Total inversiones al VRCOUI	4,735,459,106	2,245,392	4,737,704,498
Inversiones al CA:			
Otros gobiernos	67,045,978	0	67,045,978
Bonos corporativos	43,481,034	0	43,481,034
Total inversiones al CA	110,527,012	0	110,527,012
Total de activos	4,864,911,582	18,521,906	4,883,433,488

Las políticas contables de la Compañía incluyen el reconocimiento de las transferencias entre los niveles de la jerarquía del valor razonable en la fecha del evento o cambio en las circunstancias que causaron la transferencia.

Al 31 de diciembre de 2025 no se presentaron transferencias entre niveles.

(30) Revelaciones sobre el valor razonable de instrumentos financieros, continuación

La tabla presentada a continuación incluye el movimiento de las cifras del estado consolidado de situación financiera para el año terminado el 31 de diciembre de 2025 (incluyendo los cambios en el valor razonable), de los instrumentos financieros clasificados por la Compañía dentro del Nivel 3 de la jerarquía de valor razonable. Cuando se determina clasificar un instrumento en Nivel 3, la decisión se basa en la importancia de los supuestos no observables dentro de la determinación total del valor razonable.

	2025		
	VRCR	VRCOUI	Total
Activos – Inversiones en acciones comunes			
Valor razonable al inicio del año	16,276,514	2,245,392	18,521,906
Compra de acciones	0	157,058	157,058
Ajuste de capital	0	(34,704)	(34,704)
Valoración inversiones	3,022,211	0	3,022,211
Reclasificación	594,392	(594,392)	0
Conversión de moneda extranjera	(90,201)	7,713	(82,488)
Valor razonable al final del año	19,802,916	1,781,067	21,583,983

	2024		
	VRCR	VRCOUI	Total
Activos – Inversiones en acciones comunes			
Valor razonable al inicio del año	14,285,693	2,136,053	16,421,746
Compra de acciones	0	105,719	105,719
Ajuste de capital	0	15,832	15,832
Valoración inversiones	2,034,726	0	2,034,726
Conversión de moneda extranjera	(43,905)	(12,212)	(56,117)
Valor razonable al final del año	16,276,514	2,245,392	18,521,906

La tabla a continuación describe las técnicas de valoración y los datos de entradas utilizados en las mediciones del valor razonable recurrentes de los instrumentos financieros:

Instrumentos financieros	Técnica de valoración y dato de entrada utilizado	Nivel
Bonos corporativos y bonos de gobierno y agencias	Precios de consenso obtenidos a través de proveedores de precios (Bloomberg). Para parte de estos instrumentos se aplican flujos de efectivo descontados utilizando una tasa de mercado de un instrumento con vencimiento remanente similar. Precios de mercado provistos por proveedores de precios o reguladores locales, en mercados de menor bursatilidad. Para varios bonos se utilizan flujos de efectivo descontados utilizando una tasa de mercado de un instrumento con vencimiento remanente similar.	(2,3)
Acciones comunes	Flujos de efectivo descontados utilizando una tasa de costo capital ajustado por prima por tamaño. Precios de mercado provisto por las bolsas de valores locales. Valor en libros de los instrumentos adquiridos o recibidos para fines comerciales específicos y que no se utilizan para gestión de liquidez.	(2,3)
Instrumentos financieros derivados implícitos	Flujos de efectivo de moneda funcional. Flujos de efectivo de moneda extranjera.	(3)

(30) Revelaciones sobre el valor razonable de instrumentos financieros, continuación

Valor razonable de los instrumentos financieros, revelaciones adicionales

A continuación, presentamos una descripción de los métodos y supuestos utilizados para estimar el valor razonable de los instrumentos financieros que no son medidos a valor razonable en el estado consolidado de situación financiera de la Compañía:

Instrumentos financieros con valor en libros aproximado al valor razonable

Incluyendo efectivo y efectos de caja, depósitos en bancos y obligaciones de clientes por aceptaciones y aceptaciones pendientes, están valorados a su valor en libros reportado en el estado consolidado de situación financiera, el cual se considera un estimado adecuado del valor razonable debido a la naturaleza y vencimiento de estos instrumentos.

Préstamos

Para determinar el valor razonable de la cartera de préstamos se descontaron los flujos de efectivo a una tasa que refleja:

a. las tasas actuales de mercado, y
b. las expectativas futuras de tasa de interés, por un plazo que refleja los pagos anticipados esperados en la cartera de préstamos.

Depósitos de clientes

Para determinar el valor razonable de estos instrumentos se descontaron los flujos de efectivo a una tasa que refleja:

a. las tasas actuales de mercado, y
b. las expectativas futuras de tasa de interés, por el plazo remanente de estos instrumentos.

Valores vendidos bajo acuerdos de recompra

No existen cotizaciones de precios de mercado para dichos instrumentos, por lo que el valor razonable se determina utilizando técnicas de flujos de efectivo descontados. Los flujos de efectivo se estiman basándose en los términos contractuales, considerando cualquier característica de derivado incorporado y otros factores. Los flujos esperados de efectivo se descuentan utilizando las tasas de mercado que se aproximan al vencimiento de dicho instrumento al igual que la naturaleza y monto de la garantía recibida.

Obligaciones financieras

El valor razonable se estima basándose en las tasas de interés vigentes para deudas con vencimientos remanentes similares y ajustados para reflejar la calificación del crédito de la Compañía y sus garantías.

Otras obligaciones financieras

El valor razonable se estima basándose en las cotizaciones de precio de mercado para la misma emisión o emisiones similares o en las tasas vigentes ofrecidas por la Compañía para deudas con los mismos términos, ajustadas por la calidad de crédito.

(30) Revelaciones sobre el valor razonable de instrumentos financieros, continuación

A continuación, se presentan las técnicas de valuación y datos de entrada significativos no observables utilizados para determinar el valor razonable de los activos y pasivos recurrentes y no recurrentes categorizados dentro del Nivel 3 de la jerarquía de valor razonable que se reconocen en el estado consolidado de situación financiera:

	Información cuantitativa de los valores razonables Nivel 3			
2025	**Valor Razonable**	**Técnica de valuación**	**Supuestos no observables**	**Rango (promedio ponderado)**
Acciones comunes VRCR	19,802,916	Flujos de efectivo descontados	Tasa de crecimiento anual	20% - 25%
Acciones comunes VRCOUI	1,781,065	Flujos de efectivo descontados	Tasa de crecimiento anual	0% - 5%

	Información cuantitativa de los valores razonables Nivel 3			
2024	**Valor Razonable**	**Técnica de valuación**	**Supuestos no observables**	**Rango (promedio ponderado)**
Acciones comunes VRCR	16,276,514	Flujos de efectivo descontados	Tasa de crecimiento anual	10% - 15%
Acciones comunes VRCOUI	2,245,392	Flujos de efectivo descontados	Tasa de crecimiento anual	0% - 5%

La siguiente tabla muestra los valores razonables de los instrumentos financieros no medidos a valor razonable y los analiza por el nivel en la jerarquía del valor razonable en el que cada medición del valor razonable está categorizado:

	2025			
	Nivel 2	**Nivel 3**	**Valor Razonable**	**Valor en Libros**
Activos financieros				
Efectivo y efectos de caja	1,050,626,169	0	1,050,626,169	1,050,626,169
Valores comprados bajo acuerdos de reventa	0	3,125,890	3,125,890	3,125,890
Depósitos en bancos, neto	0	5,228,849,516	5,228,849,516	5,228,849,516
Préstamos, neto (excluyendo arrendamientos financieros)	0	25,919,576,386	25,919,576,386	26,801,501,876
Obligaciones de clientes por aceptaciones	0	5,080,538	5,080,538	5,080,538
Total activos financieros	1,050,626,169	31,156,632,330	32,207,258,499	33,089,183,989
Pasivos financieros				
Depósitos de clientes	19,124,099,546	10,529,299,697	29,653,399,243	30,213,688,007
Valores vendidos bajo acuerdos de recompra	0	39,621,845	39,621,845	39,621,845
Obligaciones financieras	0	3,238,622,056	3,238,622,056	3,202,906,524
Otras obligaciones financieras	0	1,747,489,046	1,747,489,046	1,787,385,012
Aceptaciones pendientes	0	5,080,538	5,080,538	5,080,538
Total pasivos financieros	19,124,099,546	15,560,113,182	34,684,212,728	35,248,681,926

	2024			
	Nivel 2	**Nivel 3**	**Valor Razonable**	**Valor en Libros**
Activos financieros				
Efectivo y efectos de caja	935,806,774	0	935,806,774	935,806,774
Valores comprados bajo acuerdos de reventa	0	10,399,111	10,399,111	10,399,111
Depósitos en bancos, neto	0	4,701,772,489	4,701,772,489	4,701,772,489
Préstamos, neto (excluyendo arrendamientos financieros)	0	24,124,405,690	24,124,405,690	25,009,602,055
Obligaciones de clientes por aceptaciones	0	23,272,915	23,272,915	23,272,915
Total activos financieros	935,806,774	28,859,850,205	29,795,656,979	30,680,853,344
Pasivos financieros				
Depósitos de clientes	17,259,692,122	10,429,083,814	27,688,775,936	28,400,109,378
Valores vendidos bajo acuerdos de recompra	0	91,171,039	91,171,039	91,171,039
Obligaciones financieras	0	3,141,968,910	3,141,968,910	2,984,427,239
Otras obligaciones financieras	0	1,531,628,573	1,531,628,573	1,539,301,759
Aceptaciones pendientes	0	23,272,915	23,272,915	23,272,915
Total pasivos financieros	17,259,692,122	15,217,125,251	32,476,817,373	33,038,282,330

(31) Administración de contratos de fideicomiso y custodia de títulos valores

Al 31 de diciembre de 2025, varias subsidiarias de la Compañía administran y custodian títulos valores por un monto total de aproximadamente $6,560,971,175 (2024: $5,458,601,619).

(32) Transacciones con partes relacionadas

En el curso normal de sus actividades, la Compañía efectúa transacciones con partes relacionadas, incluyendo ejecutivos principales y directores. Estas transacciones, de acuerdo con las políticas internas de la Compañía, se realizan a valor de mercado, cumpliendo con el principio de plena competencia ("arm's length").

En la siguiente tabla se detallan los saldos y transacciones con partes relacionadas al 31 de diciembre de 2025:

	2025			2024		
	Directores y personal clave	**Participación Controladora**	**Compañías Relacionadas**	**Directores y personal clave**	**Participación Controladora**	**Compañías Relacionadas**
Activos:						
Depósitos en bancos que generan intereses	0	0	21,930,000	0	0	33,470,000
Inversiones al VRCOUI	0	0	937,415	0	0	880,628
Préstamos	20,962,150	0	368,301,963	19,267,057	0	271,784,539
Provisión por deterioro de riesgo de crédito	(83,939)	0	(521,724)	(40,585)	0	(2,527,710)
Intereses acumulados por cobrar y otras cuentas por cobrar	72,320	0	1,768,376	72,172	56,181	1,414,637
	20,950,531	0	392,416,030	19,298,644	56,181	305,022,094
Pasivos:						
Depósitos a la vista	6,210,306	5,071,686	172,602,280	5,924,906	32,864,957	141,002,563
Depósitos a plazo fijo	19,341,730	0	62,296,989	21,487,810	0	72,573,357
Otras obligaciones financieras	0	0	520,000,000	0	0	520,000,000
Intereses acumulados por pagar y otros pasivos	297,662	0	4,042,451	366,927	0	3,829,068
	25,849,698	5,071,686	758,941,720	27,779,643	32,864,957	737,404,988
Estado consolidado de ganancias o perdidas:						
Ingreso por intereses y otros ingresos	1,212,278	657,199	39,832,899	1,084,375	644,413	33,692,022
Gasto por intereses y otros gastos operativos	1,175,050	282,436	68,876,591	966,490	93,853	64,761,776
Gasto (recuperación) por riesgo de crédito sobre préstamos	237,320	0	2,400,599	(67,210)	0	2,046,931
Beneficios a personal clave y directores	15,401,938	0	0	15,898,302	0	0

Los beneficios a personal clave que la Compañía otorga son de corto plazo. No se otorgan al personal clave beneficios de otra índole.

(33) Litigios

Al 31 de diciembre de 2025, la Compañía mantiene litigios en contra de diversa índole, que no son materiales al ser evaluados de forma individual y colectivamente. Estos litigios se encuentran en proceso de resolución y no representarían un efecto significativo sobre los estados financieros consolidados de la Compañía en caso de un resultado adverso.

(34) Aspectos regulatorios

Las operaciones bancarias de la Compañía están sujetas a varios requerimientos regulatorios administrados por las agencias gubernamentales de los países en que opera o tiene licencia. La falta de cumplimiento con esos requerimientos regulatorios puede dar origen a ciertas acciones obligatorias, y posiblemente a otras acciones discrecionales, por parte de los reguladores que, de ser asumidas, pueden tener efecto significativo sobre los estados financieros consolidados de la Compañía. Bajo las pautas de suficiencia patrimonial y el marco regulatorio de acciones correctivas prontas, las operaciones bancarias de la Compañía deben cumplir con lineamientos específicos de capital que contemplan las medidas cuantitativas del activo y de ciertos elementos fuera del estado consolidado de situación financiera, de conformidad con las prácticas de contabilidad regulatorias. Los montos de capital de las operaciones bancarias de la Compañía y su clasificación son sujetos a juicios cualitativos por parte de los reguladores sobre sus componentes, ponderaciones de riesgo y otros factores.

(30) Aspectos regulatorios, continuación

Al 31 de diciembre de 2025, la Compañía cumple con los requerimientos de suficiencia patrimonial aplicables a las operaciones bancarias en los países donde opera, cuyos niveles mínimos exigidos oscilan entre 9,25% y 12,50% (2024: entre 8% y 12%). Asimismo, las operaciones bancarias de la Compañía cumplen con los demás requerimientos regulatorios y prudenciales aplicables.

Reservas patrimoniales

La Compañía se encuentra sujeta en varios países en los que opera a reservas dinámicas sobre la cartera de préstamos por cobrar. Adicionalmente, debe constituir reservas patrimoniales sobre los bienes disponibles para la venta. Ambos rubros se apropian de las utilidades retenidas.

El saldo acreedor de la provisión dinámica forma parte del capital regulatorio, pero no sustituye ni compensa los requerimientos a los porcentajes mínimos de adecuación de capital establecidos.

La provisión sobre los bienes disponibles para la venta se realiza de forma progresiva dentro de un rango de 10% a partir del primer año de inscripción hasta un 90% al quinto año de adjudicación.

(35) Eventos subsecuentes

La Compañía ha evaluado los eventos subsecuentes ocurridos hasta el 26 de febrero de 2026, fecha de autorización para la emisión de los estados financieros consolidados adjuntos, con el fin de determinar la necesidad de su reconocimiento o divulgación.

BAC Holding International Corp. (“la Compañía Matriz”) informó que las asambleas y juntas directivas competentes otorgaron las aprobaciones necesarias para llevar a cabo la adquisición, por parte de su filial BAC International Corporation (“BIC”), del 99.569068% de las acciones de Multi Financial Group, Inc., propiedad de Multi Financial Holdings, Inc., afiliada de Banco de Bogotá, S.A. Actualmente, las partes involucradas se encuentran a la espera de que el regulador panameño otorgue la autorización respectiva para poder realizar el cierre de la transacción.

Esta operación no conlleva ajustes en los estados financieros consolidados al 31 de diciembre de 2025.


BAC