

4.2 Customer ⁸ Decent work and economic growth

 We promote a culture of innovation and agility to provide our customers with a differential service that responds to their needs in a timely manner, with permanent support and self-managed processes.

The customers are the cornerstone of our strategy, we seek to build and strengthen relationships of trust in every interaction. Focused on understanding their needs through active and permanent listening, promoting a service culture based on agility and innovation in our processes to offer proactive and efficient attention, as well as a portfolio of products and services that adapts to their needs.

Improving our customers' experience

We advance in our strategy focused on our customers, strengthening the management fronts that we have prioritized to provide increasingly relevant experiences in our different customer service channels. To achieve that purpose, the customer's voice is the compass that helps us understand their expectations and guides us to improve every day in order to offer quality service, provide timely responses to their concerns and deliver financial solutions tailored to their needs.

Therefore, we periodically evaluate the satisfaction of our customers through the NPS (Net Promoter Score - Net Recommendation Index), which allows us to measure on a scale of 0 to 10 the probability that a customer, based on the experience he/she has with *Banco de Bogotá*, would recommend it to a colleague, friend or relative.

The question and its response scale used in our NPS monitor is as follows: "Given your experience with *Banco de Bogotá*, how willing would you be to recommend it to a colleague, friend or relative?"



The Relational NPS indicator increased 1.9 points compared to the end of 2022. During this period, we permanently monitored the reasons for customer detractor in order to strengthen their relationship with the Bank. The NPS for Corporate Banking increased from 61 to 67.1 (10%).

During 2023, we continued with our customer communication assurance model, promoting the delivery of clear and accurate communications. We evaluated 1,499 communication pieces and briefs for customers using as a basis the measurement of the quality model with which we evaluate the experience issued. This allowed us to improve the accuracy of critical end-user error, going from 52% to 70% in retail banking and from 73% to 90% in enterprise banking.

We also consolidated the voice-of-customer model for Corporate Banking, managing to listen to 20% of the segment's customers. Through the cycle closure process, we mobilized 7% of customers to promoters.

During this year, as part of the objective of the "Experience Regulation" team, we initiated the integration of 27 "Conduct Risk Management" activities into the Bank's structure, to reinforce the transparent sales model and consolidate the relationship with financial consumers.

Measurement of our customers' satisfaction- NPS

[DJSI] [BdB.21]

2019	2020	2021	2022	2023	Target 2023	Target 2024
25	40	42	49.4	51.3	53.5	56.2

We listen to our customers

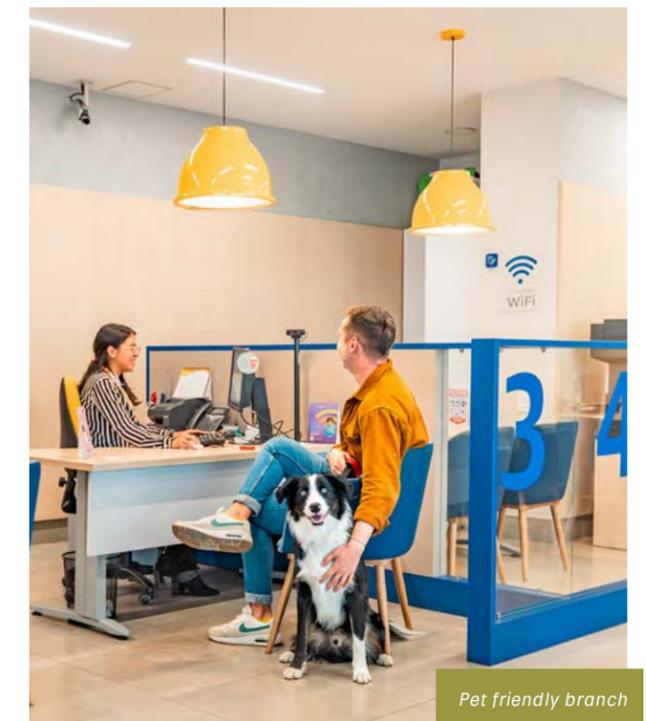
We are strengthening our listening and monitoring model

During 2023, we increased the scope of our listening model by 40%, reaching 2 million interactions by covering 95% of the customer lifecycle, which allowed us to deepen the main levers for improving the experience at the different points of contact. Through the Customer Care area, we continued with the cycle closure model, which allows us to understand some of the negative experiences of our users, providing a direct, agile and timely solution. With this management, we effectively contacted more than 58% of the detracting customers, mobilizing and recovering around 37%.

Likewise, we worked on service within the Bank with our internal service listening model, focused on the commercial channels of Branches, Mobile Sales Forces, Corporate Banking and SMEs, allowing us to align processes and develop a simple, empathetic and preferential service culture.

We strengthened the monitoring model in the customer service channels with a focus on resolution and customer care, identifying key moments to improve the customers' experience. We expanded the coverage and follow-up of

the claims and complaints (hereinafter *PQRS*) processes, starting this year with two of them: Petition Rights and Governmental Entities, seeking to improve the quality of responses.



Pet friendly branch

Proactivity: one of the pillars of the management model

We were able to reduce response times on easily resolved issues from 8 to 4 days.



The Experience Management Center continues with the materialization of important milestones related to the prediction and containment of events, therefore, focused on positively impacting the key moments of the journey, we achieved a proactive detection of 88% of the events in the channels that could generate a negative experience for customers.

To improve the quality of the service we provide to our customers, we expanded the options for self-management of claims and complaints (PQRS) in Mobile Banking and Virtual Banking by 60%, making it possible to request clarifications related to operations such as *Transfiya*, without having to go to a branch or contact *Servilínea*.

Service Channels

We have expanded the services offering in our service channels, providing our customers with a more agile, secure, and intuitive experience.

Physical Channels

During 2023, we focused on the redesign of self-managed processes to provide first contact solutions to our customers, positively impacting customer experience and channel efficiency.

ATMs

With our technological renovation project, we continued to evolve and optimize our ATMs, upgrading more than 250 of our machines and renewing a total of 560 ATMs during the year, representing 37% of the network. In addition, we were able to process more than 70 million transactions during this same period, generating additional income from fees.



ATMs

Self-management and agility

We improve the quality and response times providing to our customers

We increased the quality indicator by 12 percentage points, from 80% in 2022 to 92% in 2023, thanks to the strengthening of the quality audit on the responses issued, to ensure the proper resolution of requests, complaints and claims. Likewise, we improved the NPS of claims and complaints (PQRS) by 10 percentage points with respect to last year, and we grew by 16 points in NPS of Fraud, through action plans that include "One to One" sessions, improvements in processes and reinforcements in required topics.

As a result of our efforts to improve the customer experience, the NPS of claims and complaints (PQRS), which includes fraud, complaints and claims, was the best rated by our customers, with a score of 35 points, leading us to the leaders in the sector, according to the 2023 Bain & Company study.

For entity customers, we were able to reduce response times in 8 types of requests, promoting customer self-management through the portal and the services available.

Banking Correspondents

We ended 2023 with more than 22,000 banking correspondents, an increase of 44% in points of service compared to 2022, in addition to reaching coverage in 1,020 municipalities, covering more than 90% of the national territory and positioning ourselves as one of the most important banking networks in correspondent banking. Therefore, we were able to materialize more than 60 million transactions.



Banking correspondents in Bogotá

Branches

We continue to be one of the banks with the strongest network of service points



We implemented improvements in the traditional processes and tools of the branches, promoting digital solutions that improve the security of transactions, connectivity, and response times in the applications. As a result, customer service times were reduced by up to 5 minutes, improving the customer experience and the recommendation rates at the cashier's desk and in advisory services. Likewise, we continued with the optimization exercises of our network, after a careful study in order not to impact the relationship with our customers and users, reducing our capillarity in 76 points.

Assisted Channels

IVR (Interactive Voice Response)

We made strategic changes in the navigation structure of the IVR, allowing greater ease of self-management by

our customers, reducing the number of requests handled directly by advisors. On the other hand, in response to the economic situation facing the country, we designed an audio response menu so that our credit card customers who are less than 90 days past due loans can self-manage to normalize their obligations autonomously, without the need to go through an advisor.

Call Center

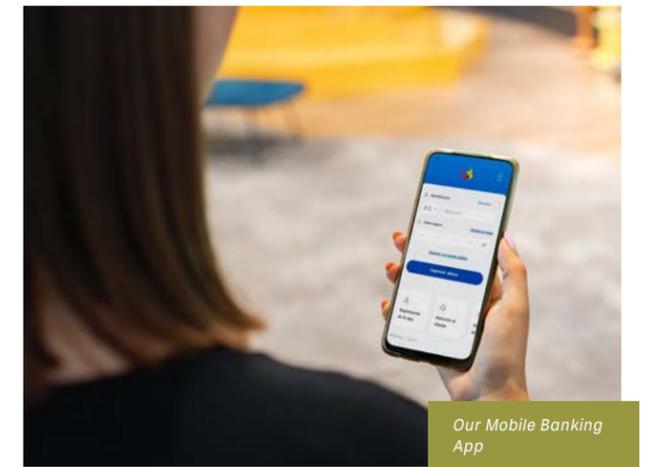
In the Service Call Center, we promoted new strategies to optimize our customers' time and offer financial products of their choice in the same interaction.

WhatsApp and Social Networks

During 2023, we successfully migrated to a new platform, optimizing our bot navigation model, through the development of flows, such as the "Negotiator for payment agreements", which supported the loan portfolio collection process.

We enhance the retention process of our credit cards, achieving a 43% decrease in the pass-through to advisor and increasing channel contention by 6 percentage points, reaching 61%.

With regard to social networks, we deployed the Social Listening tool for the Facebook and LinkedIn platforms, and made adjustments to the communication and customer service strategy, leading to an improvement of 3.2 percentage points in customer recommendation, which reached 76.9%.



Our Mobile Banking App

Digital Channels

Our goal is to ensure that every user interaction with digital channels is intuitive and obstacle-free, strengthening the best customer experience.

In 2023, digital channels have been consolidated as essential pillars for interaction with our customers, providing fast and secure access to our financial services from any location. In this way, we have boosted our digital offerings, achieving a 67% adoption rate for retail banking.

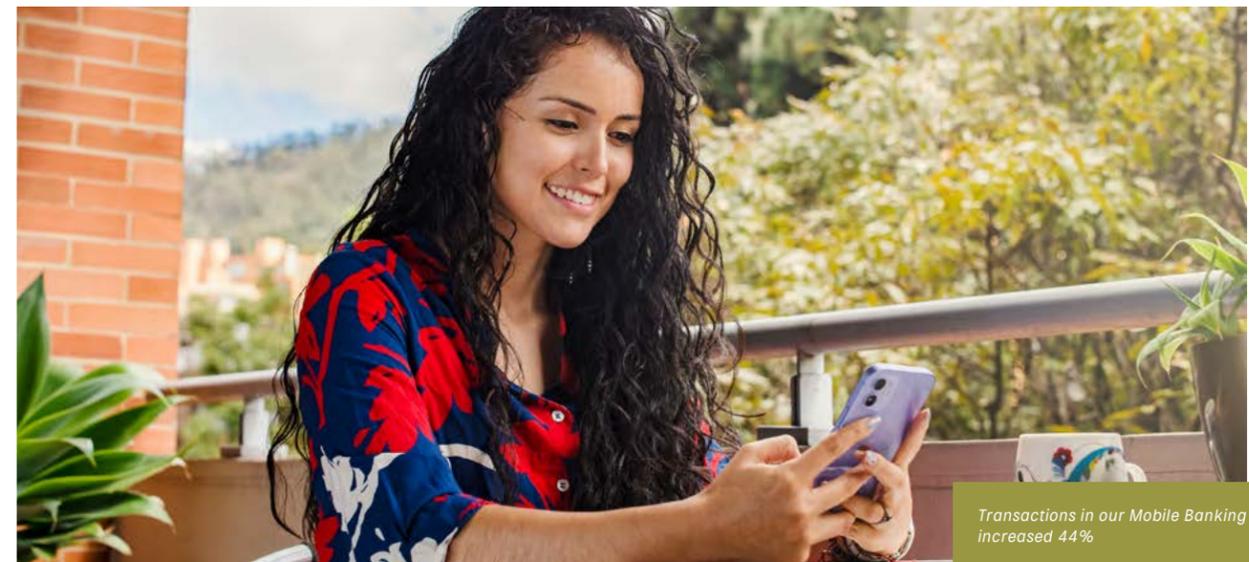
At the end of the year, we had more than 2.3 million active digital customers and more than 76.4 million monetary transactions. At a detailed level by channel, we observed the following results:

- Adoption and transactional activity in mobile banking have experienced significant growth. At year-end, 52.7 million transactions were reported in the channel, an annual increase of 44%.
- Virtual Banking allows us to know first-hand the interaction of new functionalities and experiences by our customers. We have implemented 5 new functionalities, highlighting the Alternate Minimum Payment and Deferred Payment.

- We expanded the availability of our digital channels to the corporate segment, highlighting the new SME portal, where we already have more than 800 recurring companies with good adoption and positive response.

Functionalities that have enabled a greater number of transactions from our users

- **Cel2Cel:** a functionality that allows sending money using only the cell phone number in real time. We recorded an increase from 20 thousand transactions in 2022, to 307 thousand during 2023, demonstrating the acceptance of this functionality.
- **Transfiya:** recorded more than 18 million transactions, a remarkable 301% growth over 2022. This progress is evidence of how our users are becoming increasingly familiar with the use and experience of our free tools for interbank transactions.
- **PSE:** We processed more than 19.8 million monetary transactions, representing a 4% increase over 2022. In addition, we have improved the effectiveness of transactions by 13 percentage points, contributing to a more efficient user experience when making purchases on e-commerce platforms and facilitating the payment and transaction processes for our users.



- **QR code transfers:** in the middle of the year, we implemented this functionality for purchases and interbank transfers, improving transaction speed for our customers. In 2023, we recorded a total of 8,921 transactions, including bill payments, transfers between accounts and purchases.
- **New functionalities:** in *Dale!* we implemented a personalized product offer banner, which has placed 197 time deposits, with an accumulated balance on deposit of \$3,240 million, and 458 free destination loans, with \$2,295 million disbursed. In addition, we implemented a banner that facilitates the visualization of fast and secure approval of pre-approved loans.

Improving our customers' experience

To strengthen customer confidence in our Mobile Banking by enhancing their experience, we made the following advances in 2023:

- **Alternate Minimum Payment - Virtual and Mobile Banking:** offering flexibility to customers by allowing them to make partial payments on the credit card and defer the excess to 36 months.
- **Secure update of secure data on device:** allows changing information in a reliable way, giving the customer control and immediate access through the authenticator in the Mobile Banking register for Android users.
- **Unusual transactions:** our mobile App alerts credit card customers in real time, allowing them to immediately block suspicious and unusual transactions. This new self-management functionality has been used by more than 11,819 customers during the year, reducing the number of calls to our Call Center.
- **Credit products and credit cards detail:** provides a detailed and complete view of the payments made by customers on their financial products.
- **Cardless Withdrawal at Correspondents:** this solution provides an alternative for cash withdrawals at authorized establishments, without the need to carry the physical card and using the Mobile Banking application.

More than 4.9 million transactions have been made through the cardless withdrawal functionality at Correspondents.

- **Card unblocking due to wrong PIN:** allows the user to securely unblock his card after 3 incorrect PIN entries, avoiding possible inconveniences in the use of his card.

Our Digital Help Center continues to evolve

To get closer to our customers, we offer consultation options, clear information and tutorials that allow them to better manage their banking products.

We maintain a rating of 4.8 at the App Store and 4.6 on Google Play.

- **Mobile Banking Help button:** precise information on the processes that can be performed in this function, offering a quick and clear guide.
- **Reduction of contacts to Servilínea and WhatsApp:** initiative to reduce contacts related to document downloads and card cancellation. We also provide detailed and self-manageable information on available functionalities.
- **Simplified Content Manager:** allows any team to upload content quickly.
- **Transfer helpers:** we introduced contextual helpers in the transfer option, promoting greater use of the available options.
- **Transformation in the Credit Card experience:** we provide solutions that fit the identified needs of our customers, guiding them to the enabled functionalities.

- BUK, an alternative for human talent management through Integral People Management Software, currently has \$12,296 million in payroll payments and 4,446 employee accounts.
- GO2CLOUD program from Davinci and Google Cloud, with which we provide our clients tools that facilitate their migration to the cloud and the digitalization of their processes supported by a US\$15,000 bonus, which seeks to reduce our customers' expenses by up to 30% thanks to the optimization of their processes.
- SMART, we were able to close an alliance that seeks to strengthen the professional profile of our clients' employees through language learning.

MEC - Best Colombian Companies

We continue with the program that highlights the medium-sized private companies in Colombia that have overcome the uncertainty of the post-pandemic and have managed to stand out with their ability to adapt.

In this third version, 169 companies participated, evaluated from five fundamental aspects: growth in sales, fixed asset management, operating margin, leadership and external factors, and talent & sustainability. After a process of support by a multidisciplinary team from *Banco de Bogotá*, Deloitte and *Pontificia Universidad Javeriana*, 29 companies were recognized, including new, recognized and re-qualified companies.

The companies will have access to specialized business consulting and will be able to participate and renew their



Winners of the MEC program

recognition in the following years to boost their productivity, profitability and local and international projection. For more information about this program and the companies recognized in this third version, please visit the following link: <https://www.bancodebogota.com/wps/portal/banco-de-bogota/bogota/bancas/para-empresas/banca-empresarial>

Pyme Gacela

As part of its commitment to micro and small companies, *Banco de Bogotá* and *Misión Pyme* developed a program during 2023 to support more than 150 entrepreneurs through a series of business newsletters, interactive Webinars, face-to-face events and networking spaces. In this version, the companies that incorporated inclusion, sustainability and innovation practices in their business models, which are necessary for long-term success, were highlighted.



Companies recognized in Pyme Gacela

The companies that received this recognition were: *Chocobrand*, *Productos Alimenticios S.A.S.* in the category of Innovation for MSMEs, *Seguridad RAM* in the category of Inclusion, *Procesos de Manufactura S.A.S.* in the category of Innovation, and *Sanoha Minería, Medio Ambiente y Forestal S.A.S. E.R.* in the category of Sustainability.

The winning SMEs in each category will receive financial support to cover 100% of the access to the *MinTIC's* productivity Factories Program, along with legal advice from *Galo Estudio Legal's* team of experts.

SME World' Summit

We developed the SME World' Summit 2023 in its XI version in alliance with Artificial Intelligence Colombia, which was attended by more than 1,000 SMEs. This is an initiative that seeks to strengthen business development in Colombia through the generation of knowledge of business trends in digital transformation, innovation and artificial intelligence and a space for experiences to promote networking and develop long-term relationships with our customers.

We continue to strengthen our relationship with the official sector with disbursements that support the improvement of infrastructure in the territories



Our commitment is to deliver to our clients in the official sector comprehensive proposals that support the execution of development plans for the welfare of the community. Consequently, during 2023 we backed the financing of various infrastructure projects such as the construction of tertiary roads in the department of Cesar; a project in which we participate with more than \$ 40,000 million.

In the municipality of *Montería*, we improved more than 600 kilometers of tertiary roads for \$11 billion. In addition, we leveraged the urban road paving project in *Montelíbano* for \$10 billion to deliver 14,000 linear meters in more than 8 neighborhoods in the municipality, bringing well-being and greater safety.



Hamaca bridge in the San Cayetano municipality

We supported the Hamaca Bridge construction project in the Municipality of *San Cayetano*, which will allow communication between the urban and rural areas and thus improve marketing, communication and development of the territory, taking into account that the road is currently not in optimal conditions for the circulation of people and restricts the passage and movement of the community.

We are constantly transforming to deliver the best value offer for small business owners

Currently, 96.4% of the private sector in Colombia are SMEs, which contribute almost 43% of the GDP and represent the largest source of employment in the country with 83% of national participation. Therefore, we are proud that 1 out of every 3 SMEs in Colombia prefer *Banco de Bogotá*, and we currently have more than 50,000 active clients in this segment. Thus, this year we disbursed \$4 trillion in more than 20,000 loans to our 8,000 customers who use financing in the SME segment, contributing to the growth of the entrepreneurial base in our country.

Strategic focus that leveraged the growth of the Affluent Segment

We improved the value offer in credit cards and vehicle loans

Banco de Bogotá re-launched the LATAM Pass credit card value offer, with improvements in the mileage accrual base, and became the best airline co-branded credit card. This alliance allowed us to bring in more than 15,000 Platinum and Signature credit cards, with a contribution of more than \$1 trillion in revenue.

Likewise, we initiated a single rate campaign in vehicle loans for customers, through relational channels; this campaign brought 147 operations for \$18,588 million; by the first half of 2024 it is expected to generate at least 150 operations for US\$15,000 million, leveraged on the fact that all relational teams have knowledge and capabilities in vehicle loan placement.

Contributing to sustainable mobility, in 2023 we disbursed 834 hybrid and electric vehicle credits for \$89,770 million. In a hard-hit automotive industry, with a 23.5% drop compared to the previous year, we continue to bet on sustainability, seeking to position the Electric/Hybrid plan, generating an impact on national sustainable mobility.



Sustainable mobility ecosystem

Growth of the Premium Family subsegment

We launched a new potential of 961 Premium clients, to engage their family nucleus, we have been effective in 75 relatives, of which 74% have 110 new products for \$2,400 million and 9% have acquired voluntary insurance from the portfolio. With this new group, there are now 1,917 family members of Premium clients enjoying the exclusive offer for this segment, representing \$309,882 million in balances as of December 2023.

Identify and engage new customers through payroll

In order to provide the right value offer for our customers' profiles, we began to serve 1,280 of them through their payroll

account product, with the value offer of the Affluent Segment. In the last quarter, 51% of these customers opened 885 new products for \$5,463 million, benefiting from our price offer and special products.

We strengthen the value offer of our Preferred and Premium commercial channels

Our purpose is to give our customers a personalized assistance, with an easy and safe contact, for this reason, we launched a new functionality in the Mobile Banking App where the client can see the contact details of his manager and contact him directly by WhatsApp, email or call. This initiative had a monthly average of 27,000 visits.

Exclusive experiences

From the PRIMERA FILA concept, we annually hold exclusive events for our affluent clients, with the purpose of building loyalty, creating lasting relationships and positioning our brand. During 2023, we conducted webinars on economic topics under the framework of estate planning with a participation of more than 1,000 clients. Additionally, in November we held an exclusive Premium event for customers in the city of Barranquilla, where we invited an expert on economic projection issues, achieving a satisfaction level of 95%.

Strategic focus that leveraged the growth of the Payroll Segment

We redesigned and strengthened the C+E (Companies + Employees) Value Offering

We implemented our payroll value offer with its benefits and alliances in more than 200 corporate agreements, where we managed to increase the stock of all products: accounts 96% with more than 3,600 new linked products, free destination 13.3%, housing 9.2% and time deposits 51.9%.

We designed the alternatives of mass engagement and connection api for the payroll account of the employees, allowing the connection Banco de Bogotá - Company - Employee, optimizing time and reducing the operational burden for our customers.

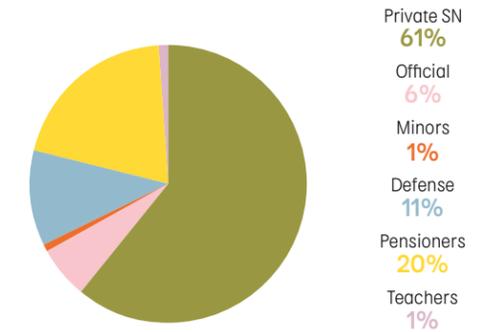
Strategic focus that leveraged the growth of employees and pensioners' segment

In 2023, we achieved a 5.7% growth in the total number of active individual customers in this segment, from 1.62 to 1.71 million customers. This growth is mainly due to the addition of pensioners, with pension accounts, and teachers, with payroll lending.

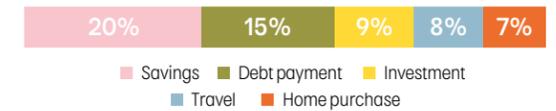
We conducted market research for customers in the pensioners, defense, private non-payroll, teachers and minors' sectors, profiling their needs, desires and consumption habits, allowing us to strengthen our value offer. Similarly, in the second half of the year, we deployed customer experience activities, focusing on the pensioner sector, given their needs for pre- and post-sale support and their financial motivators.

In 2023, we increased the number of pension accounts opened by 5.5%, closing the year with 208 thousand customers with this account and decreasing by 28% the pension allowance collected over the counter, being savings the main motivator for pensioners, this account becomes the best alternative, since it has no handling fee, no ATM transactions and GMF exemption (subject to legal limits and customer request).

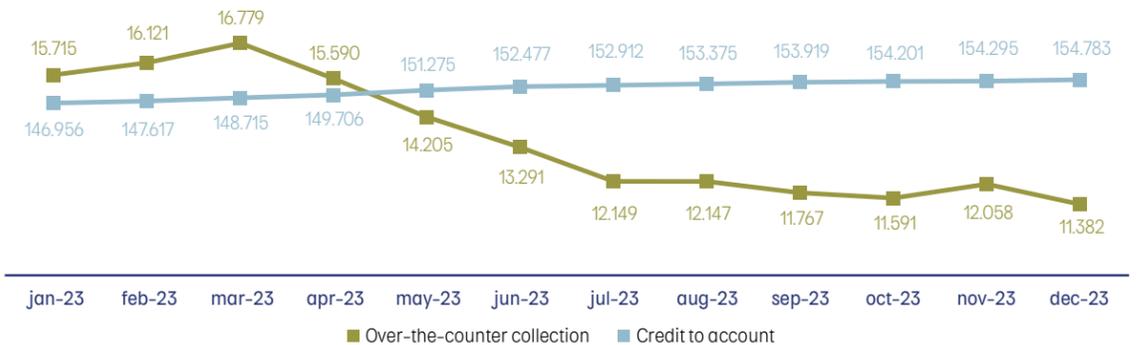
Customer Participation by Sector



Pensioned Financial Motivators



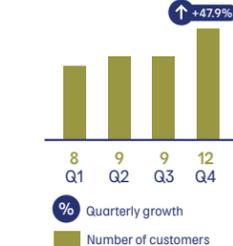
Decrease in teller window collections and opening of pension account



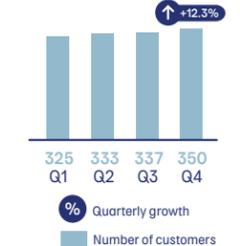
Payroll lending: price-competitive value offering

Rewarding the payment behavior of the best customer profiles, we developed competitive value offers in the product of payroll lending, contributed to a growth in customer loyalty, mainly in the teachers' sector, of 47.9% in customers and 23% in loan portfolio balances, followed by pensioners with 12.3% in customers and 30% of the loan portfolio.

Teachers - Evolution



Pensioners - Evolution



Figures in thousands of customers

We drive home acquisition, marking a growth milestone in the market

We increased our market share in the mortgage portfolio by 75 basis points, reaching a balance of \$8.7 trillion, equivalent to an annual growth of 18%, compared to the system, which grew 7.7%, leveraged on the market dynamics due to the reactivation of the Government's subsidy programs "Mi Casa Ya" subsidy program. In disbursements, we reached \$2.2 trillion in more than 25,507 operations.

We facilitated access to national government coverage for the "Mi Casa Ya Cuota Inicial" program, for buyers of priority and social interest housing, disbursing 10,573 loans equivalent to \$607,000 million, reaching a share of 21% of total coverage allocations.

We participated in the CAMACOL National Congress, where the country's main construction companies meet, in a joint stand organized by the Bank and *Fiduciaria Bogotá*, strengthening relationships to accompany housing construction companies in the projects to be launched in the next 3 years.



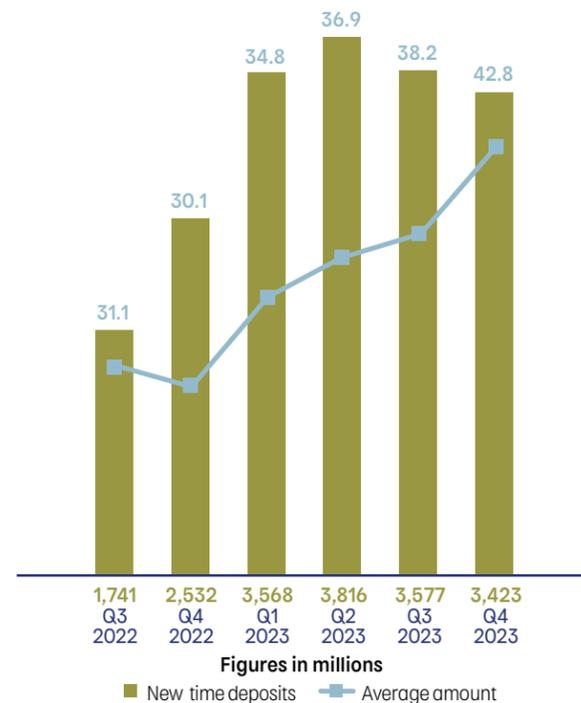
We promote the housing acquisition

Strategic focus that leveraged the growth of the Independent Segment

Prioritize the agribusiness and its value proposition

Banco de Bogotá supported the coffee sector with digital adoption through the Mobile Banking App, achieving a growth of 40% in the number of people using this digital channel, with respect to 2022. We also implemented strategic actions of facial recognition, facilitating access to digital channels outside the office. We also promoted savings by opening more than 14,000 new time deposits, achieving an average amount of \$42.8 million in the last quarter.

We expanded *Finagro's* placement coverage as a strategic product for companies with an agricultural vocation, achieving a placement of \$560 million under the first pilot phase, expanding the channels of attention and going from 16% coverage exclusively in branches to 58% between the office network and microfinance.



Microenterprise sector

Contributing to the *Creo* Program of the national government

Creo intends to encourage small micro-entrepreneurs in the country to gain access to the financial system by granting micro-credits. We made 1,047 disbursements for \$3,348 million supported by the *EMP 319* guarantee designed by the National Collateral Fund ("*Fondo Nacional de Garantías*"), which is intended to cover 80% of the balance of operations.

Microentrepreneurs as protagonists of our digital transformation

In 2023, we disbursed digital microcredits for \$85,000 million to more than 8,900 microentrepreneurs, which allowed us to reach more than 300 municipalities in the country through our commercial force, achieving the offer and disbursement directly in our clients' businesses and preventing them from traveling. We achieved that the digital microcredit product contributed 42% of total microcredit disbursements, compared to a 25% contribution in 2022.

Payment Channels

Positioning our value offer in Credit Cards for Retail Banking

In 2023, the value offer of our credit cards had a higher position in the minds of Colombian consumers, according to the market

share index, our credit cards stock growth was 8.7% vs. the market, decreasing 6%, we were the third bank with the highest growth in Colombia. We strengthened the value offer of our co-branded credit cards, reinforcing the relationship with our allies (*LATAM, Biomax* and *Movistar*), managing to increase the placement of close to 32,000 plastics with an increase of 25% over the previous year, and a total of 157,000 cards sold in 2023.

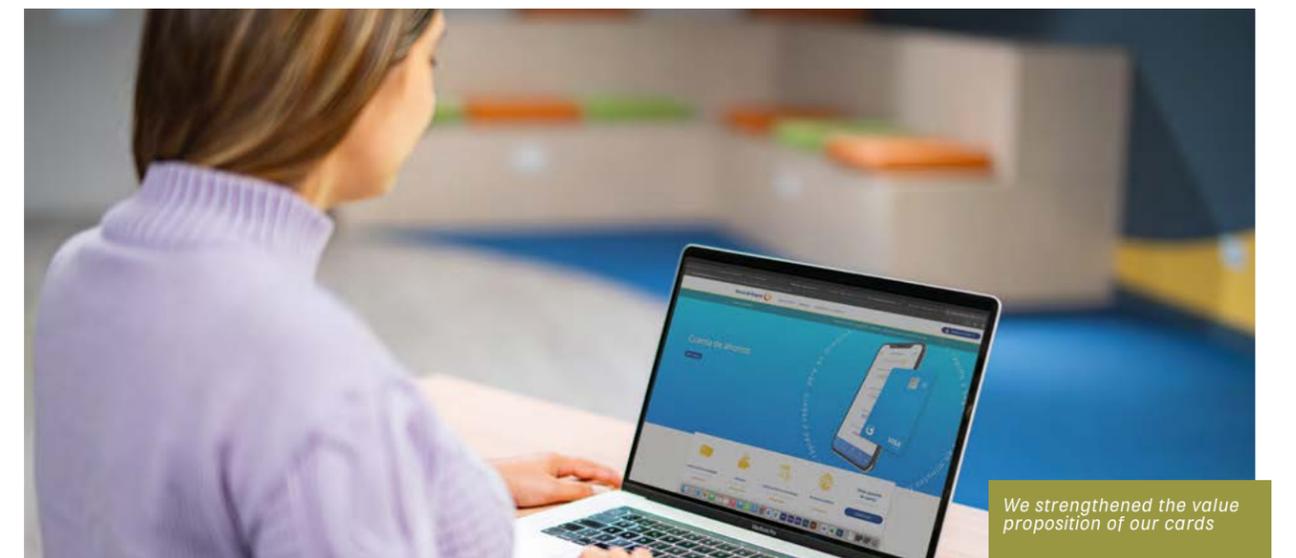
Payment Ecosystems

Consolidation of the ecosystem of payment solutions for commerce

We consolidated our product offering so that merchants can increase their sales through digital payments, achieving an accumulated turnover of our clients in acquiring of \$19.3 trillion, in a total of 105 million transactions, representing a transactional growth of 17%.

With the launch of the *GOU* gateway, we were able to implement it in more than 500 business, with a turnover of \$27 billion, from May to December. We also launched the QR between *Aval* accounts, bringing in 5,270 retail banking merchants since September.

We promoted through our sales forces the growth of the *Dale!* digital wallet, which already has more than 2 million users, contributing from the Bank with the placement of 425,815 accounts. Finally, we entered into a commercial alliance with *Credibanco*, which allowed us to launch our digital card terminal, making us the second bank in Colombia with this innovative solution for the market.



We strengthened the value proposition of our cards

Sustainable Finance

[GRI FS7, FS8] [MSCI 3]



We promote the prosperity of our country in a sustainable and inclusive manner, supporting our customers in their transition to a low-carbon economy and positively impacting society.

In 2023, we continued to strengthen our **Net Zero strategy**, to contribute to the transition to a low-carbon economy, aligned with the goal of decarbonizing our loan portfolio and achieving net zero emissions by 2050, prioritizing carbon-intensive sectors.

Guiding Principles of Sustainable Finance Management



Expert Support

We have a specialized commercial team, permanently trained, to support our clients in identifying opportunities and financing their sustainable projects.



Innovation in Sustainable Finance

We develop sustainable products according to customer needs:

- First Green Card in the country
- First Sustainable used Housing Credit
- First Micro credit for solar panels
- Financing model under Project scheme Finance for sustainable investments



Specialized Value Offer

We generate a specialized value offer to our customers by segment and industry, to adjust to the needs of each type of business.



Alliance Ecosystem

We generate alliances with experts who advise our customers in the implementation of projects free of charge or under special conditions, in areas such as: renewable energies, transportation and sustainable construction, regulatory and tax issues, among others.



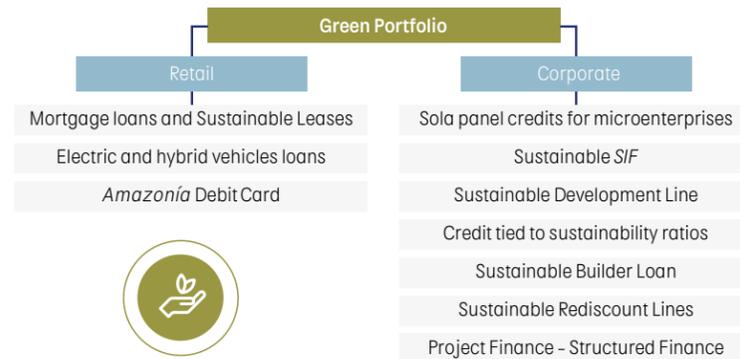
Knowledge Network

We develop meetings with customers to promote the development of sustainable projects, presenting the challenges and opportunities, per sector.

We permanently participate in academic events that allow us to learn about best practices in sustainability, focused on the financial industry.

Green portfolio

Throughout the maturation process of identifying and managing climate change risks and opportunities, we have designed a loan portfolio of green products, through which we finance projects and investments that contribute to climate change mitigation and adaptation.



Taxonomy

The destinations we finance include *BV* emission taxonomies and *BSS* framework.

Green Destinations		Agrosustainability	Sustainable Transportation
Energy Efficiency 4% <ul style="list-style-type: none"> Energy efficiency in equipment or processes. Heat recovery. Cooling and heating systems. Fuel substitution. Cogeneration of thermal districts. 	Sustainable Construction 25% <ul style="list-style-type: none"> Housing or institutional projects with LEED, EDGE, CASA certification. Certified sustainable renovation of used housing. Sustainable urban developments. 	16% <ul style="list-style-type: none"> Certified agricultural activities. Sustainable wood. Certified forestry services. Sustainable livestock. Silvopastoral systems. 	19% <ul style="list-style-type: none"> Hybrid vehicles. Electric vehicles. Euro VI technology vehicles. Dedicated GNV vehicles.
Renewable Energy 25% <ul style="list-style-type: none"> Solar energy. Wind energy. Geothermal energy. Biomass energy. Ocean energy. Small hydroelectric power plants. 	Sustainable Infrastructure 3% <ul style="list-style-type: none"> Lighting optimization. Electroliners. Cycle routes. Arborization of public spaces. Sustainable parking. Nature-based solutions. 	Circular economy / Cleaner production 5% <ul style="list-style-type: none"> Recycling, reusing and minimizing the use of materials. Reuse of treated wastewater. Saving and efficient use of water. Wastewater treatment. Waste recovery. Other investments in Circular Economy. 	Other Sustainable Investments 2% <ul style="list-style-type: none"> Certified sustainable tourism. ESCO energy service companies. Companies certified in sustainability.

% Participation in the total of the Green loan portfolio Dec-23

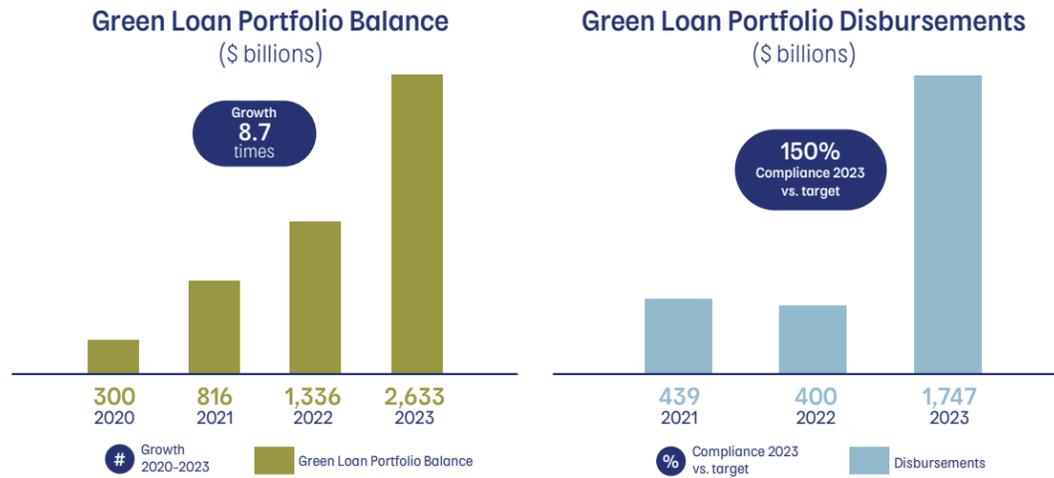
Green Products loan portfolio balances / December 2023 (amounts in billions)

Retail	Loan Portfolio balance
Mortgage loans and housing leasing (Social Interest Housing and Non-Social Interest Housing)	15
Electric and Hybrid Vehicle Line	146

Corporate	Loan Portfolio balance
Sustainable Development Line	938
Sustainable Builder Credit	564
Sustainable Financial Leasing	111
Sustainable Agriculture	317
Green Bond Eligible Portfolio	242
Green Wallet Rediscount	301
Total Green Loan Portfolio	2,634

Green loan portfolio growth

We have grown our green loan portfolio more than 8.7 times in the last 3 years, from \$300 billion to more than \$2.6 trillion at the end of 2023. We have achieved 150% compliance with our budgeted green loan portfolio goal in terms of disbursements.



Green Loan Portfolio by segment

Green Loan Portfolio by segment (billions and participation)

Segment	Balance Dec - 23	Participation
Corpotate	1,855	70%
MME	240.5	9%
Mass	161	6%
Medium sized	128.4	5%
Official, Institutional & Social	161.4	6%
SME	87.3	3%
Total Green Loan Portfolio	2,633.10	100%



Impact of our green loan portfolio

Impact of our green loan portfolio

[GRI FS7 & FS8]

Ratio	Cutoff Dec - 23
Emissions avoided or reduced (Ton CO ₂ eg/year)	1,370,354
Energy Savings (MWh/year)	1,249,687
Renewable Energy Generation (MWh/year)	1,735,532
Renewable Energy Plant capacity (MW)	98
Number of clean vehicles financed	2,185
Certification of construction/ sustainable production	892
Certified hectares (Ha)	6,803.43
Treated water flow (m ³ /year)	5,573,227
Reduction in water consumption (m ³)	61,590
Waste recycled, reused, prevented or minimized (Tons)	63,689
Waste treated (Tons)	209,947

Success stories



- Disbursements from \$800,000
- Fixed fee
- Flexible terms
- No credit life required
- Free credit studies

Microcredit for solar panels

At a time of rising electricity rates, we launched a microcredit for solar panels, offering microenterprises the opportunity to access financing for the adaptation and installation of their photovoltaic systems.

In Valledupar, we financed the photovoltaic system for the *Provisiones Ocaña* store, which has 34 solar panels that generate renewable energy for 31,464 kWh/year, with a benefit in rate and extended term.



- Structured financing**
 - Total Project Value: \$300 billion
 - Bank participation: \$220 billion*
- Social and Environmental Impact**
 - Generation of 263 GWh per year
 - Emission reductions of 132,480 tons of carbon dioxide per year
 - Generation of direct and indirect jobs and revitalization of the region's economy

*Findeter resources

Portón del Sol Photovoltaic Solar Project, a major renewable energy project for Colombia

We participated in the structuring and financing of the *Portón del Sol* Photovoltaic Solar Project, located in La Dorada, Caldas. The project consisted in the installation of more than 237,000 solar panels to generate a peak power of 128MW(DC).





Grupo Argos loan tied to sustainable performance:

Amount \$272 billion
5-year term
Indicators
Specific net CO ₂ emissions
Evaluation of ESG practices at suppliers

We recognize companies with a mature and solid sustainability strategy

During 2023, we launched our credit line tied to sustainability indicators, aimed at companies with an established Net Zero roadmap and a robust sustainability strategy, providing a benefit or penalty rate, according to compliance with ESG indicators. *Cementos Argos* shall perform an independent and external verification of the level of performance and compliance with its goals on an annual basis.



We provided Grupo Argos a loan tied to sustainable performance.



We were recognized by United for Wildlife and the British Embassy for being part of the Mansion House Declaration for the fight against trafficking wildlife.

We know the importance of biodiversity in responding to environmental threats and mitigating climate change, the challenges we face in achieving conservation goals and reducing the impact that its loss implies for the country, therefore we have been working on initiatives that contribute to its protection and conservation through the restoration of ecosystems and the creation of products that contribute to these initiatives.



Reforestamos México recognized the *Amazonía* Debit Card as a best restoration practice in Colombia to support the reforestation of the Amazon



Indigenous community of Vaupés

Reforestation program in the country: more than 106,000 trees planted

We reiterate our commitment to restoration and compensation by planting native trees in areas stripped of vegetation and of great environmental importance.

We involve our employees in planting journeys, in order for them and their families to participate in the restoration of our country's forests, and we have partnered with various entities and foundations, achieving the planting of more than 106 thousand trees throughout the Colombian territory.

We continued to support the socio-environmental project of the Saving The Amazon Foundation in Vaupés and this year we expanded the plantings in Guainía. The project, in addition to contributing to restoration, has a social focus with the indigenous communities of Vaupés (*Tayazú, Santa Cruz* and *Puerto Paloma*) and Guainía in the Cayulamo Indigenous Reserve (*Mango Viejo, Santa Rosa* and *Yurí* communities).

The *Amazonía* Debit Card has been fundamental in the reforestation process in the area, since it allows our customers to donate 1% of their purchases to the planting and care of native trees in a strategic area of great biodiversity, considered the "lungs of the world". For every two trees planted by our customers, the Bank donates an additional one.

Among the impacts generated by this card, the following are noteworthy:



We were recognized at the annual Latin Trade One Day for the Amazon event (New York), for the reforestation support we developed with the *Amazonía* Debit Card.



Beneficiary Amazonía Debit Card



Amazonía Debit Card



62 thousand cards placed



76% made of recycled plastic

Social approach with the **indigenous communities** of the *Vaupés* and *Guainía* area



Restoration and enrichment of more than **1,500 hectares** of tropical rainforest

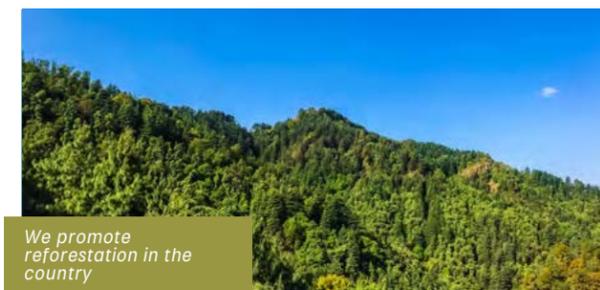


- **72 thousand trees** planted in the Amazon region
- **12 thousand tons of CO₂** captured annually
- Planting of native species (forest and fruit trees).

- **500** benefited families
- **160** indigenous communities
- **60%** of those planting are women.

Climate change mitigation project Caribbean Region

We invested in the Caribbean Region Climate Change Mitigation Project through the acquisition of 4,000 carbon credits in tropical dry forest areas in the departments of Bolívar and Magdalena in Colombia. This project allows reforestation with native species and generates environmental and social benefits:



We promote reforestation in the country



4000 carbon credits in tropical dry forest areas



Benefits

- Conservation of water sources
- Erosion prevention
- Well-being in terms of health
- Removal of CO₂
- Development of community economic activities

16 species of flora, such as *Balencita nemorosa*, a species of high conservation value.

Social action portfolio

Through our social impact financial solutions, we seek to support the progress and financial wellbeing of people, as well as to support SMEs, micro-entrepreneurs and entrepreneurs to expand their businesses, strengthen the business fabric and promote employment.

Social Products



Growth of our social portfolio



Focus on Gender

Women-owned and women-led MSMEs

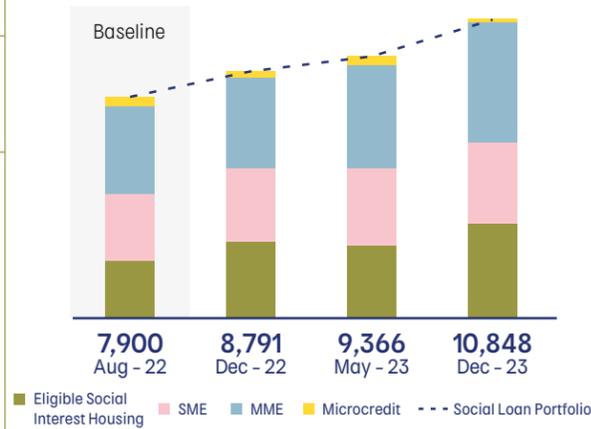
• Microenterprises (Retail banking)

Women with productive activities

• Small and Medium Enterprises:

- More than 50% of the shares are owned by women
- More than 20% of the property is owned by women
- Have at least one woman as CEO/COO/ President/Vice President.
- At least 30% female participation in its Board of Directors.

Loan portfolio balance (\$ billions)



Women microenterprises

Impact of our Social portfolio

[GRI FS7 & FS8]

Gender offer for SMEs

We promote women's empowerment and support the development of businesses with sustainable value that prioritize the generation of employment for women.



Impact of our Social portfolio



80,000+ financed customers

\$4,260 Amount disbursed

7,483 Eligible SME loan portfolio balance*

28% of loans granted to women**

23% of the loans were placed in municipalities under the poverty line***

Figures in billions of Colombian pesos
*Eligible SME: small and medium-sized enterprises, which do not exceed 73,300,000 Colombian pesos in sales.

**Women owners or managers of SMEs (under Colombian law)

***According to DANE

Microfinance



Microfinance



30,000 funded customers

\$194 Amount disbursed

\$252 Micro-eligible loan portfolio balance*



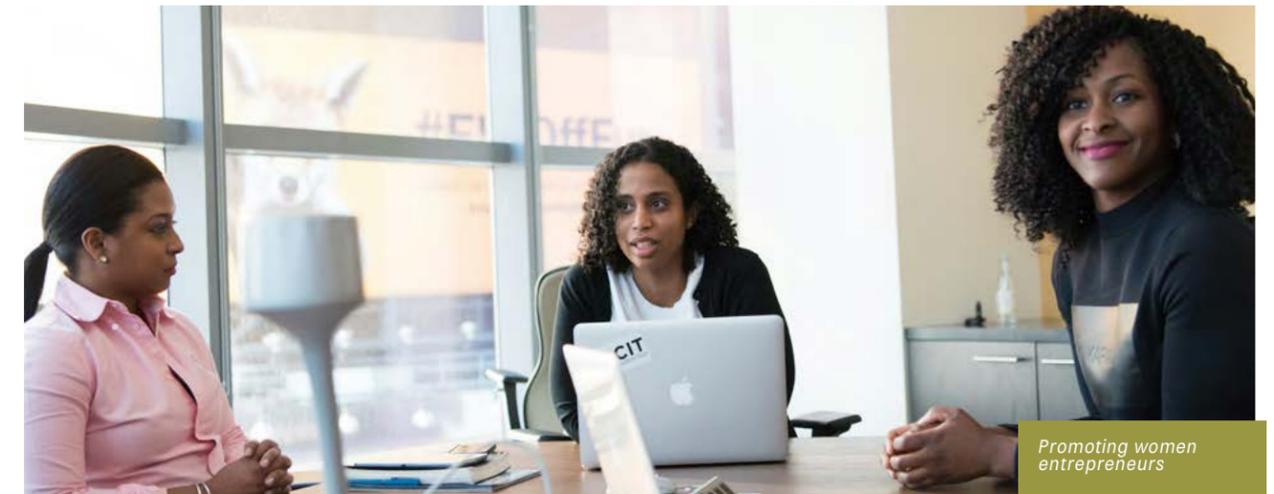
52% of loans granted to women**

37 of the microloans were placed in municipalities below the poverty line.

Figures in billions

*Micro-eligible: microenterprises, which do not exceed \$299 million in sales.

**Women owners or managers of microenterprises.



Promoting women entrepreneurs

Microfinance Unit

Our microfinance advisors move as needed, accompanying and assisting small businesses in different regions of the country. To access microcredit, clients do not require a credit record; the credit application study is free of charge and the amounts start from \$800 thousand.

In 2023, we achieved the following results in our microfinance unit:



19,000+ credits
\$165.5 disbursed resources*
52% of loans granted to women
Creddiagro 6,451 credits for \$30.7*
Crediahorro 211 credits for \$2.1*
Emprendeahorro 130,170 accounts

*Figures in billions

Additionally, we strengthened the digital microfinance channel with the launch of QR between Accounts, a solution that allows the connection between financial entities, so that by reading a QR code, merchants can receive payments through transfers between accounts, in real time.

New Finagro Microcredit Channel

We launched our microcredit line with *Finagro* resources, to promote agricultural projects in the country, with benefits that include terms, rates, support and backing from the Agricultural Guarantee Fund (FAG, for its acronym in Spanish).

We benefited more than 36 clients in Tunja, Ipiales and the coffee-growing region of the country, with a total placement of \$559 million. We expect this product to become one of the flagships of our microfinance channel in 2024, representing 10% of this channel's total business.



Microfinance Division

Success stories

We support micro-entrepreneurs, encouraging the growth of their businesses

We promote entrepreneurship, innovation and women's empowerment in order to foster the growth of microenterprises, generate employment and contribute to greater equality and social welfare in the different regions of the country.

Tiendas de Promisión - Neiva, Huila

We financed the implementation of the *Tiendas de Promisión* project, developed by the Government of *Huila*, to support the commercialization and positioning of products originating from its territories.



Carolina Castillo, Founder of Apu Café, a coffee venture from Huila, in one of the stores



Amount: \$2 billion up to 10 years with 2 years grace period

Social Entrepreneurship Loan Portfolio

Participation of 120 entrepreneurs from 37 municipalities

Facilitates the closing of market and technology gaps

Increases production and boosts access to new markets

Ingeniería de Servicios - Montelíbano - Córdoba

We support women entrepreneurs, providing them with access to financial products and special lines of credit that enable them to empower themselves, grow their businesses and promote their development.



Employees of Ingeniería de Servicios, a microenterprise founded and led by Gloria Barrera in Montelíbano, Córdoba - a municipality affected by violence.



Food Microenterprise

Approved facility: **\$539 million**

Women's Social Loan Portfolio

Working capital for expansion of premises and supplier payment

Generates employment for 58 people, 90% are female heads of household

Environmental management: No use of plastics and waste management

Products that promote social development

Support for children, Unicef Debit Card

Committed to the well-being and development of children and young people in our country, in 2020 we launched the UNICEF Debit Card. Through this product, our customers contribute 1% of the value of their purchases to UNICEF, while we donate the same amount, thus doubling the contributions to promote programs that facilitate access to education for vulnerable Colombian children and adolescents.

In 2023, we reached around 116,284 cards placed and more than \$550 million in donations. With these contributions, 245 schools in 26 municipalities have been strengthened and the permanence of more than 98,000 boys and girls in educational centers has been guaranteed.

We promote savings and provide benefits with the *Econocuenta* [FN-CB-240A.3]

Econocuenta

Savings account with no management fee, six free withdrawals per month, no minimum opening amount.

Number and amount of Ecoaccounts placed in 2023

	2023
Number of ecoaccounts placed	14,936
Number of active ecoaccounts	56,540

Benefits:

- It allows transfers as well as easy and safe money management.
- It offers two free inquiries per month at *Aval* ATMs, free transfers between *Grupo Aval* accounts, purchases in commercial establishments at national and international level.
- Allows to administer subsidies from the National Government and to receive remittances from abroad.

Number of debit cards with social impact [FN-CB-240a.1]

	2023
Amazonía Debit Cards placed	62 thousand
Unicef Debit Cards placed	116 thousand

Note:
Adjusted reports of active cards in functional use (after 3 months of inactivity).
For more information please visit: <https://www.bancodebogota.com/wps/themes/html/minisitios/sostenibilidad/productos-sostenibles.html>

Number and amount of loans to promote small businesses and community development* [FN-CB-240a.1]

	2023 Disbursements
Number of loans	25,670
Amount (\$ billions)	\$1,492

*Includes 2023 disbursements for the Microcredit, SME 1.0, SME 2.0 and Medium Enterprise segments with annual sales of up to \$5 billion pesos.

Number and amount of past-due and non performing loans qualified for programs designed to promote small businesses and community development

[FN-CB-240a.2] data as of December 2023*

	Past-due 2023 (1 to 60 days past due)	Non performing 2023 (over 60 days past due)
Number of loans	2,819	1,336
Amount (\$ billions)	\$119.79	\$33.94

*Includes disbursements in 2023 for the Microcredit, SME 1.0, SME 2.0 and Medium Enterprise segments with annual sales of up to \$ 5 billion pesos; for the purposes of this report, the "past due" criterion is unified for those loans that are 1 to 60 days past due, and for the "unproductive" criterion for those loans that are more than 60 days past due.

Number and value of current and savings accounts by segment: retail and small businesses* [FN-CB-000.A]

2023	Retail*	Small businesses**
Number of current accounts placed	4,559	8,308
Average monthly amount of active current accounts as of December 2023***	\$6,431,661	\$25,826,257
Number of savings accounts placed	788,482	123,697
Average monthly amount of active savings accounts as of December 2023****	\$5,902,898	\$23,033,594

*For the purposes of this report, the "Retail" category includes the totals of the Massive and Preferential segments (the average balances of the preferential segment represent on average 61.52% of the balances presented).
** For the purposes of this report, the "Small Businesses" category for this indicator includes the totals for the SME 1.0, SME 2.0 and Microenterprise segments.
*** The data reported corresponds to total average balances divided by the number of total current accounts in 2023.
**** The reported data corresponds to the total average balances divided by the number of total savings accounts in 2023.

Number and value of loans by segment: retail, small businesses and corporate [FN-CB-000.B]

Disbursements in 2023 (Jan to Dec)	Retail*	Small businesses**	Corporate***
Number of loans	589,091	25,670	41,026
Amount - \$ billions	\$7,701	\$1,492	\$12,385

* For the purposes of this report, the "Retail" category includes the total data of the Massive and Preferential segments.
** For the purposes of this report, the category "Small Businesses" includes the total data of the segments Pyme 1.0, Pymes 2.0, Microcredit and Medium Enterprise with annual sales of up to \$5 billion.
*** For the purposes of this report, the "Corporate" category includes the total data of the Medium Enterprise and Corporate segments.



Banco de Bogotá Youth Branch

Sustainable Funding

As part of our sustainable finance strategy, we structure instruments and solutions that facilitate our clients' transition to a low-carbon economy and drive the country's sustainable progress.



Honorable Mention in the "Sustainable Bond of the Year" Category, awarded by the Global SME Finance Awards and IFC's Green Bond Technical Assistance Program.

In March 2023, we issued the **first Colombian sustainable subordinated bond** in the international markets, with the participation of four multilateral banks: Bid Invest, Findev Canada, Finance in Motion and the IFC.

With this issuance we mobilized US\$230 million to finance sustainable projects in the green category: renewable energy, energy efficiency, sustainable transportation, certified production, sustainable infrastructure, green construction, land use, circular economy, sustainable tourism; and in the social category: micro, small and medium-sized enterprises (MSMEs), women-owned and led MSMEs, as well as social interest housing.

Sustainable Subordinated Bond Issuance

Amount: \$230 million dollars (\$879,071.5 million COP)

Sustainable Subordinated Bond Issuance

Amount: \$230 million dollars (\$879,071.5 million COP)



Note: Exchange rate (TRM) at \$3,822, corresponding to the closing of December 2023.

International and Treasury Portfolio

Product and distribution desks

The derivatives market (options, forwards and swaps) generated business opportunities throughout the year, which were capitalized by our team.

During 2023, our Distribution and Products desks achieved record earnings growth of 10% versus 2022. Exchange rate volatility was constant in a global environment with high uncertainty due to changes in the U.S. monetary policy. The performance in foreign exchange trading and the high dynamics in derivatives stood out. The optimization of the standing instructions process allowed progress in foreign exchange trading for the real sector.

Fixed income

Moderation in inflation and the beginning of local monetary policy easing opened opportunities in the management of fixed income portfolios, after two years of significant contraction in prices. The Bank's investment portfolios, which increased their share in assets in 2023, continue to be largely composed of Colombian government issuances, local and emerging financial and corporate sector issuers.

Our Board of Directors permanently monitored the status of investments and the risk limits established for each strategy, endorsing purchases of government securities when market conditions were appropriate to support balance sheet profitability, interest rate risk management and the overall liquidity strategy of the Bank. Throughout the year, we were active in supporting the Colombian government's debt placements, as TES Market Maker, through primary auctions and presence in trading screens.

Treasury

In addition to the issuance of the First Sustainable Subordinated Bond, mentioned in our Sustainable Funding section, we worked with foreign correspondents to maintain an active flow of funds that leverages our foreign currency activity and supports local balance sheet management.

At the same time, our Treasury successfully promoted a gradual rebalancing of funding sources to meet the changes in the regulatory requirements for liquidity and stable term funding, which resulted in a 39% increase in the balance of Time Deposits.

In terms of liquidity management, during 2023 we remained leaders in the ranking of liquidity management among banks, as measured by the bank reserve requirement efficiency indicator.

Foreign trade and foreign currency operations

2023 was a year marked by a dense macroeconomic outlook due to high interest rates, resulting from inflation and considerable volatility in the price of the dollar. This situation led Colombian companies to seek negotiation alternatives with suppliers and clients for their foreign trade operations, demanding from our team a closer and more diligent accompaniment in view of the changing economic growth perspectives.

We structured operations with highly transactional clients to improve their financial indicators and strengthen their relationships with suppliers, facilitating their presence in

external markets and enabling us to maintain an outstanding market share in foreign currency loans. The Bank's participation in the financing of solar panel and clean energy projects in the Atlantic and Pacific Zones is noteworthy, since we consider it crucial to support the incursion of local agents in the energy sector into the international market, given the international situation regarding climate, environment and prices, and due to its growing impact on the country's growth.

We continued strengthening and innovating our portfolio of foreign trade products and services in foreign currency. In 2023, we expanded the international confirming service for our importer clients and launched the modality of confirming with advance discount. We facilitated the process of credits in foreign currency by creating a global promissory note that reduces operational procedures, and we expanded our digital services for money orders and refunds, achieving a 16% growth in operations through this channel at the end of December.

On the other hand, accounts and deposits from our Enterprise and Retail customers in our U.S. Agencies, Panama Branch and Panama Subsidiary grew by 17%; and the number of clients served grew by 9% in 2023, positioning them as tools for payment and reception of international operations, foreign exchange risk management and diversification of country risk.

In 2023, we held deferred and streaming events on macroeconomic, financial and foreign exchange information, key for decision making, for more than 2,500 clients, while at the same time we enhanced the services of our International Consulting Center, where more than 100,000 requests were attended. We generated an NPS of 88 in international business and foreign currency management, closing the year with an upward trend in this user satisfaction indicator.



Self-service area at branches