

Turn values
into actions

Innovation

Leadership

Commitment

Respect

Simplicity

Efficiency

3	Introduction
5	Letter from the Chairman
7	Grupo Supervielle Today
8	Our indirect impact in 2018
10	Grupo Supervielle today
13	Distribution network
14	Corporate structure
15	SOX certification structure
16	Grupo Supervielle in numbers
18	Corporate Governance
19	Board of Directors
21	Committees
30	Good Governance Practices
33	Risk Management
36	Ethics and Conduct

LEADERSHIP

39

Agile

- 40 A place to grow
- 44 Performance management
- 45 Internal communication
- 47 Work environment management
- 48 Freedom of association
- 49 Benefits
- 50 Talent attraction and development
- 53 Business partner



INNOVATION

54

Agile

- 55 Digital strategy
- 56 Digital innovation projects



SIMPLICITY

57

Simple

- 59 Customer-centric
- 81 Closeness and continuous improvement of our customer service channels
- 88 Customer satisfaction



EFFICIENCY

90

Simple

- 91 Social and environmental risk management
- 93 Energy management
- 95 Input materials and waste management
- 96 Procurement and hiring of goods and services



COMMITMENT

97

Friendly

- 98 Social Investment in our Communities
- 100 Senior Citizens
- 103 Education
- 109 Childhood
- 113 Institutional Strengthening
- 116 Volunteering
- 117 Patronage



RESPECT

118

Friendly

- 119 Diversity and equal opportunities
- 124 Remuneration
- 126 Occupational Health and Safety
- 127 Customer Safety



INTRODUCTION

We hereby submit Grupo Supervielle's 2018 Sustainability Report, which describes our achievements and challenges at Grupo Supervielle companies in line with our continued commitment to economic, social and environmental sustainability.

In our continued effort to adapt, progress and commit, this year we sought to attain the UN Sustainable Development Goals and to align our activities and reporting with the international standards set forth by the Global Reporting Initiative (GRI).

Our Sustainability Report is based on our values: leadership, innovation, simplicity, efficiency, commitment and respect, which give us a unique identity and serve as a guideline for our relationship with our customers, suppliers, employees and peers.

To be a financial group centered on our *clients*, known for our *agile*, *simple* and *friendly* way of operating

Through the **Agile** feature we seek to share the way we foster the potential of our leaders and innovation processes.

Through the **Simple** feature we focus on the commitment to our customers, the community and shareholders. We do this through environmental and social risk management that guarantees responsible financing, management of the infrastructure behind our distribution network and a transparent relationship with our suppliers.

Finally, through the **Friendly** feature, we report on the programs we develop with and for the community and on how we promote diversity in our work environment.

Agility means being a leader in innovation processes, focused on our people.

Efficiency and simplicity mean aiming at designing processes that are simple.

Being Friendly means listening to others, a total commitment to mutual respect.

MATERIALITY

Grupo Supervielle's vision is in line with the expectations and needs of its customers, employees, the community and other stakeholders. The materiality analysis is a key process to identify those expectations and to develop action plans, objectives and strategies that promote a sustainable development. For this period, such analysis resulted from review and revalidation of the information obtained from surveys to stakeholders during 2017. The conclusions obtained were the basis for the preparation of the materiality matrix for the 2018 Sustainability Report.

Our communication channels allow us to get regularly acquainted with the expectations, needs and demands of our stakeholders. Therefore, in Grupo Supervielle we promote the use and development of these tools so as to have plenty of feedback on our performance.



Social

- Customer service quality
- Non discrimination
- Training and Education
- Quality employment and employee integrity
- Relationship with the community
- Impact of products and services

Environmental

- Environmental impact of operations (Energy efficiency)
- Paper consumption optimization
- Effluent and waste management
- Impact of products and services (Responsible financing)

Economic

- Economic performance
- Ethics and integrity and Corporate Governance and its impact on business sustainability
- Indirect economic impact
- Value chain integrity
- Market positioning

LETTER FROM THE CHAIRMAN

GRI 102-14

I hereby submit to you the seventh Sustainability Report of Grupo Supervielle on the performance of the companies of Grupo Supervielle in terms of sustainability for 2018.

Grupo Supervielle closed fiscal year 2018 with a net income attributable to shareholders of the parent company of Ps.2,568 million, a comprehensive income attributable to shareholders of the parent company of Ps.3,030 million, assets for Ps.141,000 million, loans and leasing for Ps.78,790 million, deposits for Ps.94,906 million and an attributable shareholders' equity of Ps.17,156 million.

We closed the year with 5,279 employees and 1.8 million customers, a direct social investment of Ps.22.3 million in social programs and Ps.17.2 million through the Patronage system.

Regarding our business, Retail Banking continued offering a wide array of financial products and services aimed at meeting the needs of our individual customers and designing tailored products.

Following on last year's steps, deep changes were implemented in Service Centers, with the development and expansion of automatization for daily transactions to satisfy the needs of senior citizens.

The Corporate Banking portfolio recorded a strong growth in the first quarter of 2018 to then decelerate in the ensuing quarters due to the rise in the interest rate and the evolution of recession. The Entrepreneurs and SMEs segment continued with its development plan though in a more challenging macroeconomic context.

In 2018 the network's area of influence was expanded with the opening of three new bank branches. These openings include the first Supervielle branch in the Province of Neuquén.

The focus on digital innovation enables the exploration of new businesses, processes and technologies to determine the vision of a bank of the future. Agile methodologies are the answer to current needs, where the willingness to

change and the prompt delivery of value are a competitive advantage. Under this work methodology, independent, highly efficient work teams are formed with short turnaround times.

In an attempt to continuously offer new products for the different segments of customers of Grupo Supervielle, in 2018 Supervielle Seguros started marketing the special multiple peril insurance policies focused on the Entrepreneurs and SMEs segment.

In May 2018, we incorporated two new businesses. The first acquisition was Micro Lending S.A. (MILA), a company specialized in the financing of car loans, which allows Grupo Supervielle to supplement its business model.

Work continued on our corporate governance model, incorporating the best international practices. Thus, during the year, we separated the roles of Chairman and CEO, focusing on the CEO's role in execution of the growth and transformation strategy of Grupo Supervielle, based on

digital transformation, improvement of users' experience, efficiency and profitability. As Chairman of the Board of Directors I continue leading Grupo Supervielle, establishing its strategic direction and providing the medium and long term vision to achieve business success.

With the commitment to be an agent of change and creator of sustainable social value, in 2018 we continued working in 20 social programs grouped in four lines of action: education, childhood, senior citizens and institutional strengthening. And we continue building a collaborative and co-responsible organizational culture through initiatives in partnership with different NGOs and Corporate Volunteering.

I am proud to share with you that we have received two awards during the year. In October, Grupo Supervielle received the First Prize of the XII Edition of the Enrique Shaw Award of the Asociación Cristiana de Dirigentes de Empresa (ACDE) "Towards a Business with a Human Face" (Category Large Companies) for the Abuelos En Red (AER) Digital Inclusion Program. Then, in November, Grupo Supervielle received the "Transparency" Award from the Inter-American Council of Commerce and Production (IACCP) in alliance with the Buenos Aires Stock Exchange and Alliance for Integrity. Finally, I take great pleasure in announcing that Grupo Supervielle became part of the first Sustainability Stock Index of the Argentine Market created by BYMA together with the Inter-American Development Bank.

Finally, I would like to thank our teams, for their valuable job and commitment, and our stakeholders, key players in our past, present and future. To all, on behalf of the Board, thank you for your support and confidence.

Julio Patricio Supervielle

Chairman of the Board of Directors



"As Chairman of the Board of Directors I continue leading Grupo Supervielle, establishing its strategic direction and providing the medium and long term vision to achieve business success."



GRUPO SUPERVIELLE TODAY

Informa

We have a long history in the Argentine financial system -over 130 years- and a leading competitive position in certain strategic market segments.

THE **8TH**

largest **PRIVATE BANK** in Argentina in terms of loans.



ACQUISITION of Micro Lending and InvertirOnline.



**OPENING OF THE
FIRST BRANCH OF OUR BANK
IN THE PROVINCE OF NEUQUÉN**

OUR INDIRECT IMPACT IN 2018

GRI 102-7, 203-2, FS14

**1.8 million customers
of Grupo Supervielle**

21,975 entrepreneurs and
SME customers

4,936 corporate customers

**2.9 million savings
accounts**

120,062
checking accounts

420,472
payroll services accounts

**849,674
senior citizen
customers**

#1 private bank
in terms of **payment to
senior citizens**
with a **14% market share**

832,376 bundle products
for senior citizens

778,000

Visa and MasterCard
credit card accounts
of Banco Supervielle



**8th private bank
in terms of loans**

**Ps.78.79 billion
de millones**
in loans



We offer financial
services through an
exclusive agreement with
**Walmart Argentina and
Hipertehuelche**



Grupo Supervielle
holds a
5,2%
market share
of private
financial loans



<p>\$2,392 million granted through UVA mortgage loans</p> 	<p>\$42.6 million invested in training</p> <p>3,989 employees received training</p> <p>18,16 hours average of training per employee</p>	<p>Leadership in Mendoza and San Luis</p> <div> <p>Mendoza</p>  </div> <div> <p>San Luis</p>  </div>	<p>\$22.30 million in Social Investment \$17.22 million in Patronage</p> <p>+50%</p> <p>464 employees participated in 25 volunteer assignments</p>
<p>Distribution Network of Grupo Supervielle</p> <p>325 Branches, Service Centers and Sales Points</p> <p>526 ATMs</p> <p>217 self service terminals</p>	<p>830 suppliers of Banco Supervielle received</p> <p>\$2,345 million for their products and services</p>	<p>Customers 291,000 232,000</p> <p>Loan market share 19.4% 23.8%</p> <p>Deposits market share 11% M 22.2%¹</p>	<p>5,279 employees</p> <p>52% women</p> <p>\$7,195 million invested in salaries and benefits</p>
<p>100% of the branches dedicated to Senior citizens have exclusive special cash dispensers with biometric identification</p>	<p>Grupo Supervielle became part of the first Sustainability Stock Index of the Argentine Market created by BYMA together with the Inter-American Development Bank³</p>	<p>Grupo Supervielle received the "Transparency" Award from the Inter-American Council of Commerce and Production (IACCP) in alliance with the Buenos Aires Stock Exchange and Alliance for Integrity</p>	<p>1st prize Enrique Shaw "Hacia una empresa con rostro humano", by ACDE, for our program Programa Abuelos en Red²</p> 

¹ Market share of private banks. ² In October, Grupo Supervielle received the First Prize of the XII Edition of the Enrique Shaw Award of the Asociación Cristiana de Dirigentes de Empresa (ACDE) "Towards a Business with a Human Face" (Category Large Companies) for the Abuelos En Red (AER) Digital Inclusion Program. ³ During 2018, Grupo Supervielle became part of the first Sustainability Stock Index of the Argentine Market created by BYMA together with the Inter-American Development Bank, which evaluates the performance of issuers in the four ESG-D pillars, based on the information reported and available to the general public.

GRUPO SUPERVIELLE TODAY

GRI 103-1, 103-2, 103-3 GRI 102-01, 102-2, 102-3

Grupo Supervielle is a corporation organized in Argentina in 1979 that operates as a financial services holding. Through our main subsidiaries we maintain a strong geographic presence in the City of Buenos Aires and the Greater Buenos Aires area, and we are leaders in terms of network in some of the most dynamic regions of Argentina, such as Mendoza and San Luis.

We own Banco Supervielle, the 8th largest private bank of Argentina in terms of loans, and the 11th bank if we also consider public banks. We have a long-standing presence in the Argentine financial system with over 130 years of operation in the country and a leading competitive position in certain attractive market segments. We offer diverse financial and non-financial products and services, specifically designed to cover the different needs of our customers through a multi-brand and multi-channel platform.

We conduct our operations through different segments: Retail Banking, Corporate Banking, Treasury, Consumer Financing, Insurance, Mutual Funds, and Other services.

The following financial services companies are part of Grupo Supervielle:

- Banco Supervielle
- Cordial Compañía Financiera
- Tarjeta Automática
- Supervielle Asset Management
- Micro Lending
- InvertirOnline

We aim at reinforcing our commercial offer for our customers with non-financial products through:

- Espacio Cordial de Servicios
- Supervielle Seguros

The portfolio is completed with Sofital S.A.F. e I.L., a company mainly involved in holding participations in other companies of Grupo Supervielle. While it is a component of several subsidiaries of Grupo Supervielle, it is not included in this report.

Banco Supervielle S.A. **Universal bank**

With a long history in the Argentine financial market and a leading competitive position in some attractive market segments, it's the 8th largest Argentine private bank in terms of loans.

- Financial products for Retail Banking, Corporate Banking and Treasury segments
- Leading private bank in terms of payments to senior citizens
- Leader in leasing and factoring services
- Customers: 1.4 million individuals, 21,975 Entrepreneurs and SMEs and 4,936 companies
- Present in the City of Buenos Aires, and in the provinces of Buenos Aires, San Luis, Mendoza, Córdoba, Tucumán, San Juan, Neuquén and Santa Fe
- It has the most extensive branch network among private Banks in the provinces of Mendoza and San Luis
- 3,931 employees

Cordial Compañía Financiera S.A. (CCF) **Consumer Financial Services**

This company, controlled by Grupo Supervielle since 2011, has more than fifteen years in the Argentine market and offers financial consumer products such as credit cards, personal loans and a wide array of insurance products.

- Offers credit products and financial consumer services
- Exclusive financial product supplier of Walmart Argentina
- Main distribution channels: Servicios Financieros Walmart, Tarjeta Automática, "Tu Crédito Hipertehuelche"
- Present in 22 provinces
- 356 employees

Tarjeta Automática S.A. (TA) **Universal financial services with a distribution network of its own**

The company, created in 2002 to offer credit solutions to non-banking consumers, was acquired by Grupo Supervielle in 2007. In December 2012 CCF started to offer its loans and credit cards under the brands \$ YA and Carta Automática at the branches of Tarjeta Automática.

- Offers consumer financial products
- Major presence in the Patagonia region
- Main products: \$YA cash loans, MasterCard Carta Automática open card and Individual protection insurance policies
- 557 employees
- 392,072 customers of CCF and TA

Supervielle Seguros S.A. **Insurance**

In June 2013, Grupo Supervielle and Sofital acquired 100% of the shares of Supervielle Seguros S. A. (formerly Aseguradora de Créditos del Mercosur S. A.). The Company is focused on offering insurance policies through the network of Banco Supervielle and Cordial Compañía Financiera and issuing credit related and other insurance to meet the needs of different channels and customers.

- Focused on high net worth individuals, senior citizens, consumer segment customers
- In 2018 it launched a special multiple peril policy for Entrepreneurs and SMEs
- 636,563 policies were issued during the year
- Offers insurance to the different segments of Grupo Supervielle's companies through Banco Supervielle and Cordial Compañía Financiera's sales points and telemarketing.
- 106 employees

"We care for the daily protection and well-being of our insured customers, and we offer solutions to meet their needs."

Supervielle Asset Management Sociedad Gerente de FCI S.A. (SAM) **Mutual funds management**

SAM offers mutual fund products designed to cover a broad range of possibilities in investment objectives and risk profiles. Through this company, Grupo Supervielle has an active participation in the mutual funds market with the "PREMIER" family of funds.

- 13 mutual funds
- Funds are placed through the network of Banco Supervielle branches, Centro Integral de Inversiones (call center) and mainly through the Home Banking digital channel
- In December 2018 IOL started to market the "Premier" funds
- 6,897 customers
- Ps.13,648 million managed
- 12 employees

Espacio Cordial de Servicios S.A. (Cordial Servicios)

Marketing of non-financial products and services

Created in 2012, the company operates through sales points located in Banco Supervielle branches with exclusive services for senior citizens, mainly trading home appliances, health plans, prepaid services and tourism.

- Direct sales through sales points located at branches servicing senior citizens
- Indirect sales channels:
- Telephone sales
- Digital channel to open market: Tienda Supervielle Marketplace and Tienda Supervielle Viajes.
- 107,435 customers
- 125 employees

InvertirOnline S.A. (IOL)

Online trading

InvertirOnline S. A., acquired by Grupo Supervielle in May 2018, is a broker with a platform specialized in online trading of stocks, bonds and derivatives, which is among the top five companies in the online broker segment in Argentina, and a referent within the Fintech sector in the country. InvertirOnline provides at the same time online training services and advice to its customers on finance and investments.

- More than 15 years of experience in the market
- Created and designed as a 100% online broker
- Wide array of services through a user-friendly platform
- The most visited Investment and Finance website of Argentina
- Education platform to democratize brokerage services
- Leading position in the social media
- 16,994 active customers
- 66 employees

Micro Lending S.A.U. (MILA)

Car Financing

Micro Lending S. A. U. is the largest non-banking entity in the auto loan market. It started operations in 2001 as a consumer financing company and in January 2016 it began to offer loans and in 2015 it consolidated as one of the leaders in the pre-owned car loan market. It was acquired by Grupo Supervielle in May 2018.

- Ranking 4th among the car loan market
- Manages over 15,000 car insurance policies
- 7 branches
- Originated a total of Ps.660 million in 6,948 transactions during the year
- 18,988 active customers
- 114 employees

MILA is well positioned to attract the growing second-hand car purchase financing market through its branches and more than 1,000 dealers

DISTRIBUTION NETWORK

GRI 103-2; 102-4, 102-6

Branches and sales points

Our infrastructure supports our multichannel distribution strategy, with 325 access points across the country:

182
branches

22
sales and
collection
points

217
self-service
terminals

526
ATMs

180
cash dispensers
with biometric
identification

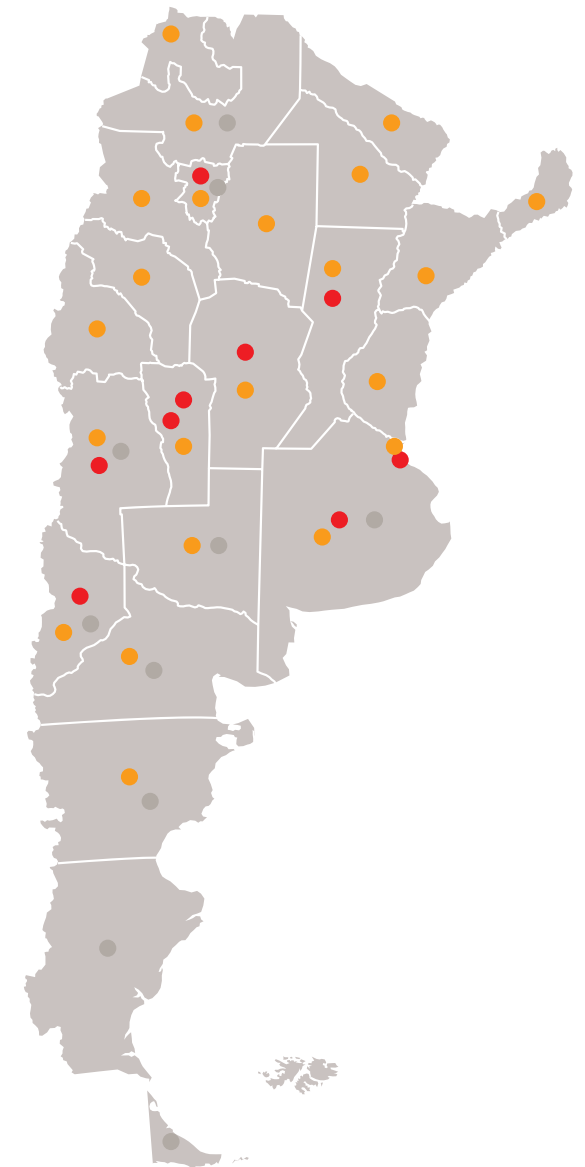
94
branches

20
branches

7
branches and more
than 1,000 dealers
throughout the
country

● Banco Supervielle
● Cordial Compañía Financiera

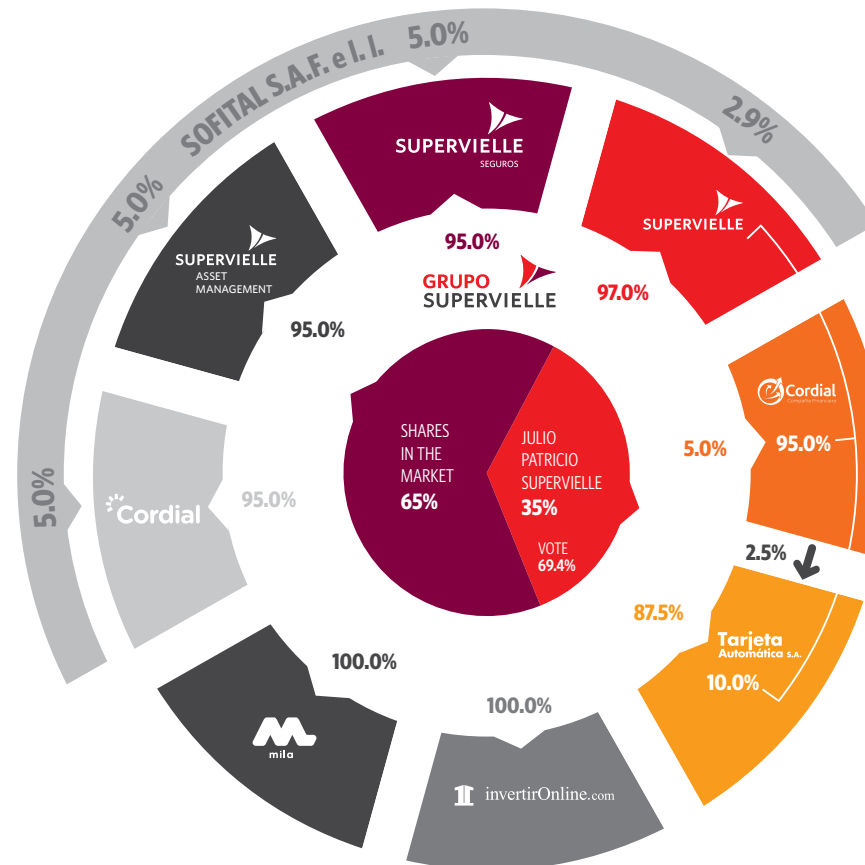
● Tarjeta Automática S.A
● Mila



CORPORATE STRUCTURE

GRI 102-5

Grupo Supervielle shares are listed in the Buenos Aires Stock Exchange (BYMA) and the NYSE. As of December 31 2018 Grupo Supervielle had 456,722,322 issued shares and outstanding shares in the capital markets represented 65% of its capital stock.



Holdings of Grupo Supervielle	Direct holding	Direct and indirect holding
Sofital S.A.F. e.I.L.	96.80%	100%
Banco Supervielle S.A.	97.03%	99.90%
Cordial Compañía Financiera S.A.	5.0%	99.90%
Tarjeta Automática S.A.	87.5%	99.99%
Supervielle Asset Management S.A.	95.0%	100%
Espacio Cordial de Servicios S.A.	95.0%	100%
Supervielle Seguros S.A.	95.0%	100%
Invertir Online.com S.A.	100%	100%
Micro Lending S.A.U.	100%	100%

SOX CERTIFICATION STRUCTURE

In 2018 Grupo Supervielle was recertified under the Sarbanes-Oxley Act (SOX), with no material control deficiencies to be reported to the SEC. Grupo Supervielle created the SOX Management, aimed at strengthening the internal control system for the financial reports. Its main achievements were:

Inclusion of companies acquired during 2018 in the annual certification process.



Implementation of controls to the consolidated balance sheet preparation after issuance of 20F report pursuant to Full IFRS.



Larger number of control tests by Internal Audit.

Automatization of oversight key controls.



Active participation in Grupo Supervielle **Audit Committee** and the **Operational Risks Committee** to report/detect deviations in due time so that the relevant improvements may be included.

GRUPO SUPERVIELLE IN NUMBERS

GRI 102-7, 201-1

	2017	2018
EMPLOYEES	5,184	5,279
CUSTOMERS	1.9 MILLION	1.8 MILLION
Individual customers of Banco Supervielle	1.4 million	1.4 million
Individual customers of Cordial Compañía Financiera and Tarjeta Automática	0.5 million	0.4 million
Entrepreneurs and SMEs	18,860	21,975
Corporate customers	4,873	4,936
Market share of retirement payments to senior citizens in Argentina	14.1%	14%
DISTRIBUTION NETWORK		
Branches, Service Centers and Sales Points	326	325
ATMs	521	526
Self-service terminals	193	217
	IN MILLION PESOS	
SOCIAL INVESTMENT	22.24	22.3
Patronage	21.54	17.2
TOTAL ASSETS	92,000	141,000
Loans ¹	60,700	80,170
Personal loan market share ²	6.9%	7.3%
Leasing market share ³	15.2%	17.6%

	2017	2018
Factoring market share ³	7.5%	7.4%
Active Mastercard credit card market share	9.8%	8.6%
TOTAL DEPOSITS	56,400	94,900
Deposits of the non-financial private sector	50,200	83,800
Deposits of the non-financial public sector	6,200	11,100
SHAREHOLDERS' EQUITY ATTRIBUTABLE TO THE OWNERS OF THE CONTROLLING COMPANY	14,370	17,156
NET INCOME ⁴	13,465	19,827

¹ Loans before allowances² Private financial system (consolidated with CCF)³ Private banks⁴ Net income: net interest income + net fee income (includes income from insurance activities) + net income from financial instruments + other net operating income - difference in quotation of gold and foreign currency.

ECONOMIC PERFORMANCE OF GRUPO SUPERVIELLE IN MILLION PESOS	2017	2018
DIRECT ECONOMIC VALUE GENERATED (EVG)	15,295	25,645
Net income ¹	15,295	25,645
ECONOMIC VALUE DISTRIBUTED (EVD)	13,449	23,052
Operating expenses	3,063	4,044
Payroll expenses - Salaries and benefits	5,323	7,195
Payments to providers of capital ²	2,380	7,777
Taxes	2,661	4,014
Social investment	22	22.30
ECONOMIC VALUE RETAINED (EVG-EVD)	1,846	2,593
NET INCOME FOR THE YEAR	1,846	2,593
NET INCOME FOR THE YEAR ATTRIBUTABLE TO THE OWNERS OF THE CONTROLLING COMPANY	1,820	2,568
NET INCOME FOR THE YEAR ATTRIBUTABLE TO NON-CONTROLLING INTERESTS	26	26

¹Net interest income + Payments to providers of capital + net fee income (includes insurance activities) + net income from financial instruments + other net operating income - difference in quotation of gold and foreign currency - loan losses.

²Payment of dividends, interest on debt with providers or loans, interest for inter-financial loans received, interest for financing from the financial sector, interest for subordinated negotiable instruments, financial liabilities and other interest, and other liabilities for financial intermediation.



Our digital inclusion Program *Abuelos en Red* was awarded the first prize Enrique Shaw by the Asociación Cristiana de Dirigentes de Empresa (ACDE) for its sustained efforts to reduce the social debt in Argentina.

Sustainability and CSR team receiving the Enrique Shaw price.



CORPORATE GOVERNANCE

We are committed to improving our corporate governance practices in line with the highest international standards because we believe it has a positive impact on the company's medium and long term sustainability.

**GRUPO SUPERVIELLE
RECEIVED THE
TRANSPARENCY
AWARD**

at the event "Ser y Parecer"



542



employees took part in
**Anti-Money Laundering training
sessions.**

BOARD OF DIRECTORS

GRI 102-18, 102-19

As set forth in section nine of the Corporate Bylaws, Grupo Supervielle is run and managed by a Board of Directors made up of three to nine members. The Shareholders' Meeting may also appoint the same number or less of alternate Directors.

At present, the Board of Directors is made up of eight members, all of whom reside in Argentina, and there are no alternate directors. Directors are appointed by the annual shareholders' meeting and hold office for two fiscal years and may be re-elected.

It is the Board's responsibility to promote and review the general business and risk policies and strategies and to control that measures are taken at management level to identify, monitor and mitigate the assumed risks.

It is the Board's duty to manage Grupo Supervielle's businesses and approve general policies and strategies, in particular:

- The strategic or business plan, as well as management objectives and annual budget;
- The investment and financing policy;
- Risk control and management policies and any other measures aimed at regularly monitoring internal reporting and control systems
- The development of continuous training programs for directors
- The Corporate Governance Code;
- The Corporate Social Responsibility policy;



In 2018 we separated the roles of Chairman and CEO, focusing on the CEO's role in execution of the growth and transformation strategy of Grupo Supervielle.

CURRENT COMPOSITION OF THE BOARD OF DIRECTORS¹

GRI 102-22, 102-23



Julio Patricio Supervielle
Chairman



Jorge Oscar Ramírez
First Vice-Chairman



Emérico Alejandro Stengel
Second Vice-Chairman

DIRECTORS



Atilio María Dell'Oro Maini
Director



Richard Guy Gluzman
Independent Director



Laurence Nicole Mengin de Loyer
Independent Director



María Gabriela Macagni
Independent Director



Jorge Luis Mocetti
Independent Director

GOVERNANCE OF GRUPO SUPERVIELLE AND ITS SUBSIDIARY COMPANIES

Grupo Supervielle
Jorge Oscar Ramírez

Banco Supervielle
Jorge Oscar Ramírez

Cordial Compañía Financiera S. A. / Tarjeta Automática S. A. / Micro Lending S. A. / Espacio Cordial de Servicios S. A. (Consumer segment)
Juan Martín Monteverdi

Supervielle Seguros
Diego Federico Squartini

Supervielle Asset Management
Guillermo Raúl Guichandut

InvertirOnline
José Vignoli

POST-CLOSING EVENT

As of December 31, 2018, Nerio Alfredo Peitiado was the CEO of Banco Supervielle, but he resigned in February 2019 and such position was filled by Jorge Oscar Ramírez, as approved by the Central Bank of Argentina [BCRA] on February 8, 2019.

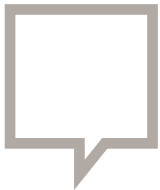
¹ For more information on the Board of Directors refer to the Annual Report of Grupo Supervielle, para. C.



COMMITTEES²

Grupo Supervielle has several committees reporting to the Board, each of which is governed by their own internal rules.

² For more information on the duties and members of Committees refer to the Annual Report of Grupo Supervielle, para. C.1.



**AUDIT
COMMITTEE**



**ANTI-MONEY
LAUNDERING AND
TERRORIST FINANCING
COMMITTEE**



**RISKS
COMMITTEE**



**ETHICS,
COMPLIANCE
AND CORPORATE
GOVERNANCE
COMMITTEE**



**HUMAN RESOURCES
COMMITTEE**



**CREDIT
HOUSE LIMIT
COMMITTEE**



**INFORMATION
DISCLOSURE
COMMITTEE**

AUDIT COMMITTEE

By virtue of the Capital Markets Law, Grupo Supervielle must have an Audit Committee, made up of at least three Board members knowledgeable in commercial, financial, accounting, banking and auditing matters.

Grupo Supervielle's Audit Committee is made up of not less than three independent directors, appointed by the Board of Directors, who also meet the requirements for independent directors of the Exchange Act ("Rule 10A3") and other applicable NYSE standards.

The Audit Committee members also have expertise in financial matters and one of them, Laurence Nicole Mengin de Loyer, is an expert in finance.

The Audit Committee has the following duties:

- 1.** Supervise compliance, adjustment and effective operation of internal control systems to ensure reasonability, reliability, adequacy and consistency of the financial statements and the accounting or financial information of Grupo Supervielle and of the financial statements and information consolidated with its subsidiaries.
- 2.** Supervise proper and timely compliance with applicable regulations on money laundering, behavior in securities markets, data protection and disclosure requirements

made by competent authorities.

3. Ensure that the Code of Ethics and all the rules of conduct codes both internally and before securities markets, comply with the regulatory requirements and are appropriate for Grupo Supervielle.

4. Verify that audit policies are complete and updated and once approved submit them to the Board for consideration and approval.

5. Become acquainted with the risks inherent in the businesses of Grupo Supervielle (financial, reputation, legal and operative) and monitor compliance with the policies designed to mitigate those risks.

6. Evaluate the quality of internal processes with a view to improving the quality of customer service, risk control and efficiency of Grupo Supervielle's operations.

7. Ensure that the Board properly ratifies the decisions made by the committees when required by corporate governance rules and supervise compliance with said policies.

8. Seek to maintain an adequate internal control in all its related companies, aimed at minimizing risks through the consolidation of good control practices generated from the experiences of each of said companies.

Furthermore, the Audit Committee provides advice to the Board for appointment of independent accountants both for Grupo Supervielle and its subsidiaries. Additionally, the Audit Committee prepares an annual work plan which is submitted to the Board of Directors and the Statutory Audit Committee within 60 calendar days after commencement of the fiscal year.

The Audit Committee is made up of three Directors who act as independent directors.

As of December 2018, the Audit Committee was formed by:

Richard Guy Gluzman

Independent Director

María Gabriela Macagni

Independent Director

Laurence Nicole Mengin de Loyer

Independent Director

ANTI-MONEY LAUNDERING AND TERRORIST FINANCING COMMITTEE

The Anti-Money Laundering and Terrorist Financing Committee of Grupo Supervielle is in charge of:

- 1.** Verifying compliance with current regulations on Anti-Money Laundering and Terrorist Financing applicable at group and subsidiary level, to ensure that Grupo Supervielle and its subsidiaries have an adequate compliance level in line with the best industry practices.
- 2.** Becoming acquainted with amendments to applicable regulations, ensuring that the internal policies and procedures manuals are updated accordingly.
- 3.** Verifying, and conducting surveys on, the best market practices on money laundering and terrorist financing prevention, promoting their application by Grupo Supervielle and its subsidiaries.
- 4.** Ensuring due compliance with the duty of disclosure to the corresponding authorities
- 5.** Carrying out all those duties established by the Financial Information Unit (UIF, by its acronym in Spanish) and other provisions applicable thereto.

Additionally, the Anti-Money Laundering and Terrorist Financing Committee prepares an annual work plan which is submitted to the Board of Directors and the Statutory Audit Committee. The members of the Board, of the Statutory Audit Committee and the independent auditors must attend the meetings of this Committee if so required, and provide full cooperation and information. The Anti-Money Laundering and Terrorist Financing Committee may retain experts and advisors to help them in their tasks and has unlimited access to all the information and documents of the Company.

The Anti-Money Laundering and Terrorist Financing Committee is made up of two Directors; one of them acts as the Compliance Officer with the Financial Information Unit (UIF) and as Chairman of the Committee and the other Director acts as Alternate Compliance Officer and Reporting Member, knowledgeable in Anti Money Laundering and Terrorist Financing Policies, regularly reporting to the Committee on the situation and relevant facts of each of the related companies.

As of December 2018, the Anti-Money Laundering and Terrorist Financing Committee was formed by:

Jorge Oscar Ramírez
Director

Atilio María Dell'Oro Maini
Director

RISKS COMMITTEE

The Risks Committee has the following duties:

1. Deal at institutional level with strategies and policies applicable to the management of credit, market, interest rate, liquidity, operational and any other risks that may affect Grupo Supervielle and its subsidiaries pursuant to the applicable regulations and best practices, verifying their proper implementation and enforcement. Submit to the Board of Directors, for approval, the strategy and policy documents on risk management. The validity of said documents must be reviewed on a yearly basis.
2. Define the risk appetite levels and tolerance of Grupo Supervielle at consolidated level and the global risk profile for approval by the Board of Directors.
3. Approve the threshold and limit structure for risk management as well as follow up on the corresponding indicators. This includes the standalone Risk Dashboard and Consolidated Risk Maps to control trading transactions of trading portfolios.
4. Regularly monitor the different risks of Grupo Supervielle and the application of strategies and policies defined for their management.
5. Evaluate the capital adequacy ratio of Grupo Supervielle, analyzing the Annual Capital Self-Assessment Report (IAC, by its acronym in Spanish) prior to submitting it to the Board of Directors for consideration and approval.
6. Define the policy and methodological framework for stress tests as part of the risk management of Grupo Supervielle. Approve the scenarios for individual and

comprehensive stress tests for different risks; evaluate and discuss the results of stress tests and make recommendations on the contingency plans to be applied, using the results of the tests to consider limit review or application and submit all the results to the Board of Directors for approval.

7. Design effective information channels and systems to keep the Board of Directors duly informed about all risk management issues of Grupo Supervielle.

8. Approve the methodological framework and developments of quantitative models used for risk management and the internal methodological framework and models developed for the calculation of the economic capital of each of those risks.

9. Become acquainted with the circular letters and rules on risks issued by any regulatory agency applicable to any company of Grupo Supervielle, as well as the impact of the application of said circular letters and rules on Grupo Supervielle's current operations.

The Risks Committee is made up of at least two Directors, the CEO, the COO, the CFO and the CRO.

As of December 2018, the Risks Committee was formed by:

Jorge Oscar Ramírez
Director

Julio Patricio Supervielle
Director

Emérico Alejandro Stengel
Director

Laurence Nicole Mengin de Loyer
Independent Director

ETHICS, COMPLIANCE & CORPORATE GOVERNANCE COMMITTEE

The Ethics, Compliance and Corporate Governance Committee assists the Board of Directors in the adoption of best corporate governance practices to maximize the growth capacity of Grupo Supervielle S.A. and its subsidiaries and to prevent value destruction. Additionally, the Committee assists the Board of Directors with the supervision of its ethics & compliance program.

The Ethics, Compliance and Corporate Governance Committee has the following duties:

1. Prepare and submit to the Board of Directors for approval the Corporate Governance Program and the Ethics & Compliance Program that will be oriented to the gradual adoption of international ethics, compliance and corporate governance standards by Grupo Supervielle and its subsidiaries.
2. Propose to the Board of Directors an annual agenda and schedule for the execution of the Corporate Governance and Ethics & Compliance Programs.
3. Define ethics and compliance policies and procedures.
4. Foster and supervise compliance with the Corporate Governance and Ethics & Compliance Programs and inform the Board of Directors of any deviation and make any such recommendations as may be deemed convenient.
5. Become acquainted with the circular letters and rules issued in particular by the Argentine Securities Commission, the Central Bank of Argentina, the Superintendence of Bodies Corporate and in general by any other supervisory body, as well as the impact of the application of said circular letters

and rules on Grupo Supervielle's corporate governance practices.

6. Make recommendations to the Board of Directors regarding the gradual adoption of the provisions of General Resolution No. 516/2007 (as supplemented) of the Argentine Securities Commission on the Corporate Governance Code and the provisions of Communication "A" 5201 ("Guidelines for Corporate Governance of Financial Entities") (as supplemented) of the Central Bank of Argentina.
7. Become acquainted with the recommendations of the Basel Committee and make recommendations to the Board of Directors for their gradual adoption.
8. Submit to the Board of Directors an Annual Compliance Report of the Corporate Governance objectives.
9. Review the results of the inspections conducted by the BCRA and other regulatory agencies and consider the independent auditors' qualifications on matters related to ethics, compliance and corporate governance.
10. Inform the Board of Directors on a quarterly basis on the general status of the Corporate Governance and Ethics & Compliance Programs as well as on incidents and complaints.
11. Make proposals to the Board of Directors for possible changes to this Committee's Internal Rules so as to improve its goals and functions.
12. Make proposals to the Board of Directors for policies and procedures for the assessment and self-assessment of the members of the Board of Directors and of the Board of Directors' committees.
13. Make recommendations to the Board of Directors regarding its composition.
14. Define policies and guidelines regarding Grupo Supervielle's related parties.
15. Perform any such duties as are assigned to this Committee by the Board of Directors.

The Ethics, Compliance & Corporate Governance Committee shall be formed by at least three (3) Directors, the COO and the Compliance Officer of Grupo Supervielle.

As of December 2018, the Ethics, Compliance and Corporate Governance Committee was formed by:

Atilio María Dell'Oro Maini
Director

Jorge Oscar Ramírez
Director

Laurence Nicole Mengin de Loyer
Independent Director

María Gabriela Macagni
Independent Director

HUMAN RESOURCES COMMITTEE

The Human Resources Committee is a body of Grupo Supervielle S.A. whose decisions also apply to its subsidiaries, in charge of approving and overseeing the incentives systems, including those aligned with the risk appetite established by the Board, and variable remuneration (bonuses, variable remuneration, profit sharing), and participates in the setting of fixed and variable remuneration policies and in performance assessment systems.

The Human Resources Committee approves and monitors the remuneration policies of Grupo Supervielle and its subsidiaries, and also cooperates in the design of remuneration policies and performance assessment systems.

The Human Resources Committee has the following duties:

- 1.** Submit to the Board of Directors proposals for appointment of directors of Grupo Supervielle and its subsidiaries and of the other officers, as decided by the Board of Directors.
- 2.** Submit to the Board of Directors proposals regarding directors remuneration policies.
- 3.** Prepare an annual report on directors remuneration policies and submit its conclusions and recommendations to the consideration of the Board of Directors.

4. Gather information on regular assessments of the staff of Grupo Supervielle and its subsidiaries.

5. Determine the mechanism used to fill the position of directors, either through an independent human resources agency or through an in-house mechanism.

6. Approve the hiring of the services of independent human resources agencies.

The Human Resources Committee is made up of three Directors, and the Chief of Human Resources attends the meetings as executive member.

As of December 2018, the Human Resources Committee was formed by:

Julio Patricio Supervielle
Director

Richard Guy Gluzman
Independent Director

Jorge Luis Mocetti
Independent Director

María Gabriela Macagni
Independent Director

CREDIT HOUSE LIMIT COMMITTEE

The Credit House Limit Committee is the highest authority in the credit risk decision-making structure of Grupo Supervielle and its subsidiaries, with respect to approval of credit limits in excess of their authority.

The Credit House Limit Committee has the following duties:

- 1.** Approve credit policies and limits of Grupo Supervielle's subsidiaries.
- 2.** Review and establish credit risk limits vis-a-vis customers and counterparts of Grupo Supervielle's subsidiaries proposed by the business platforms of said companies relating to facilities, term, guarantees, special conditions and environmental risks in connection with the financing of relevant investment projects.

3. Ratify the credit authority approved by the Board of Directors for each of the Credit Committees of Grupo Supervielle's subsidiaries.

4. Oversee the performance of the Credit Committees of Grupo Supervielle's subsidiaries.

The Credit House Limit Committee is made up of three directors, the CEO of Grupo Supervielle, the CEO of Banco Supervielle, the Chief Credit Risk Officer of Banco Supervielle, the Head of Corporate Banking and/or the Head of Finance and/or the Head of Retail Banking of Banco Supervielle.

As of December 2018, the Credit House Limit Committee was formed by:

Julio Patricio Supervielle

Director

Jorge Oscar Ramírez

Director

Emérico Alejandro Stengel

Director

INFORMATION DISCLOSURE COMMITTEE

The Information Disclosure Committee is a body of Grupo Supervielle S.A. whose decisions also apply to its subsidiaries.

The Information Disclosure Committee has the following duties:

1. Supervise the control and procedures system for information disclosure to ensure that (i) the information that must be disclosed to the public (either directly or through regulatory agencies) is recorded, processed, summarized and disclosed accurately and timely.
2. Evaluate the effectiveness of disclosure controls and procedures and determine the need or convenience of making changes to said controls and procedures regarding the preparation of ensuing regular reports.
3. Review all the relevant information that must be submitted to the Argentine Securities Commission, Bolsas y Mercados Argentinos S.A., the Buenos Aires Stock Exchange, Mercado Abierto Electrónico S.A., the US Securities and Exchange Commission, the NYSE, the Central Bank of Argentina, the Superintendence of Insurance of Argentina and other regulatory agencies in connection with: (i) mandatory regular reports, (ii) press releases with financial information, information on significant or material transactions, (iii) the disclosure of relevant facts, (iv) oral communications and written correspondence to shareholders and investors and (v) any other relevant information that must be disclosed.

4. Make proposals to the Board of Directors about the Investors Communication Policy, Confidentiality and Use of Privileged information and control compliance therewith.

The Information Disclosure Committee is made up of three Directors, one of them is an independent director acting as Chairman of the Committee, the COO, the CFO and the CRO, the Chief of Legal Affairs and AML, the Compliance Officer, the Head of Internal Audit, the Head of Accounting and Investor Relations Officer.

As of December 2018, the Information Disclosure Committee was formed by:

Jorge Oscar Ramírez
Director

Laurence Mengin de Loyer
Independent Director

Atilio María Dell'Oro Maini
Director

FINTECH INVESTMENTS COMMITTEE

The Fintech Investments Committee is in charge of analyzing and making decisions about the following:

- 1.** Analysis and approval of the company's participation in fintech endeavours, and related products and projects.
- 2.** Proposal and execution of cost estimates and investments for each endeavour.
- 3.** Follow up of the evolution of endeavours and projects.

The Fintech Investments Committee is made up of 3 Directors, two of whom are independent directors.

As of December 2018, the Fintech Investments Committee was formed by:

María Gabriela Macagni
Independent Director

Emérico Alejandro Stengel
Director

Richard Guy Gluzman
Independent Director

At Grupo Supervielle we highly value cooperation; this is why we have a Corporate Fund which invests in Fintech and Insurtech companies with a view to offering improved value proposals to our customers.

GOOD GOVERNANCE PRACTICES

Financial entities are subject to a significant number of regulations in connection with the duties historically determined by the Central Bank and other regulatory authorities. Grupo Supervielle follows the best global corporate governance and risk management practices and has in place a corporate governance model which reflects the recommendations made by corporate governance regulatory authorities. This model establishes the guidelines that govern the Board of Directors' decision-making process and the committees' guidelines.

In addition, Grupo Supervielle relies on internal rules issued by the Board of Directors on action principles, composition, organization, operations and rules of conduct which establish independence criteria and

ethical functions and identifies those events that may give rise to conflicts of interest. The rules also allow the Board to ensure that risks are identified, assessed, controlled and mitigated at different managerial levels.



RULES OF CONDUCT

Code of Ethics

The Code of Ethics lays down the main guidelines of professional, moral and labor conducts of all employees, including their dependents, employees under temporary contracts, or in a trial period, members of the Board of Directors, independent consultants, suppliers and third parties who, by reason of their relationship with Grupo Supervielle, could affect the reputation of the Company or of any of its subsidiaries.

Operations with Related Parties

The Policy of Operations with Related Parties defines the general guidelines for operations with related parties, so that they are conducted in terms of transparency, equity and impartiality, are duly reported in the financial statements and executed following the best corporate governance practices, in line with the principles and institutional values, the Corporate Governance Code and other policies determined by the Board of Directors.

Conflicts of Interest Policy GRI 102-25

The Conflicts of Interest Policy defines the reference framework for preventing and managing conflicts of interest so as to avoid or limit their negative impact on the interests of Grupo Supervielle S.A. and its subsidiaries.

Gifts, Entertainment and Hospitality Policy

The Gifts, Entertainment and Hospitality Policy prohibits such conducts as may be considered contrary to our culture of integrity, which promotes the strict compliance with laws, regulations, internal codes and good industry practices.

Anti-Money Laundering and Terrorist Financing Policy

The Anti-Money Laundering and Terrorist Financing Policy is based on anti-money laundering, terrorist financing and other regulations which require, among other, the adoption and enforcement of KYC policies and procedures, and reporting to applicable authorities any suspicious or large transactions.

RULES DETERMINING ACTION PRINCIPLES, COMPOSITION, ORGANIZATION AND OPERATIONS

GRI 102-35, 102-36

Corporate Governance Code

The Corporate Governance Code reflects the best corporate governance practices based on stringent standards of information, efficiency, control, ethics, investor protection, equal treatment of investors and corporate transparency, so as to create and preserve value for the Bank, its shareholders, customers, employees and the general public.

Nominating and Selecting the Highest Governance Body

GRI 102-24

As set forth by the Companies Law (Law No. 19.550), the Annual Shareholders' Meeting shall appoint the Board members. The Human Resources Committee has the duty to assist the Board of Directors with the appointment, assessment and remuneration of Senior Officers.

Collective Knowledge of Highest Governance Body

GRI 102-27

Grupo Supervielle has in place continuous training programs for Directors. In addition, the Chief of Human Resources designs and implements the training program for Senior Officers on a yearly basis, which also includes specific training activities for Grupo Supervielle's subsidiaries.

Role of the Highest Governance Body in the CSR Strategic plan

GRI 102-31

The Board of Directors of Grupo Supervielle approves the Corporate Social Responsibility Strategic Plan.

Evaluating the Highest Governance Body's Performance

It ensures that the Company and Grupo Supervielle's staff meet certain requirements on establishing communication procedures and guidelines.

Remuneration Policies and Process for Determining Remuneration of the Board of Directors and Senior Officers³

GRI 102-35, 102-36

The members of the Board of Directors receive the remunerations for their performance pursuant to the principles and limits established by the Companies Law and the CNV Rules. The total remuneration is established or approved by the Annual Shareholders' Meeting.

The Human Resources Committee approves incentive systems and determines the fixed remuneration policies and the performance assessment systems for Senior management and the staff, excluding the Board of Directors.

³ For more information on the remunerations policy refer to the Annual Report of Grupo Supervielle, para. C.2.

RISK MANAGEMENT

GRI 102-11, 102-30

Grupo Supervielle promotes a robust and efficient risk management organization at its subsidiaries, with a view to optimizing the use of capital and identifying good business opportunities in the markets and geographical areas in which it operates, seeking to obtain the best risk-benefit ratio.

Risk management crosses the whole organization and provides the framework for developing an innovating and client focused vision, recognized for its flexible, straightforward

and receptive operating philosophy and its robust risk-related culture.

In recent years, the BCRA issued significant guidelines related to good corporate governance practices and risk management for financial institutions which have been fully complied with by Grupo Supervielle. The Board of Directors of Grupo Supervielle considers that the guidelines and criteria for the risk management of its subsidiaries are key for corporate governance. The risks faced by the entity are those inherent in the activity of a financial group, such as credit risk, market risk, interest rate risk, liquidity risk, securitization risk, operational risks, technology, reputation and strategic risk.

RISK GOVERNANCE

When Grupo Supervielle went public, the Board of Directors defined a new corporate governance model at Grupo Supervielle's level to ensure an adequate alignment of the different business units with a control and risks environment pursuant to international standards.



Chief Executive Officer (CEO)

The CEO's role is to ensure that the different companies of Grupo Supervielle operate in a coordinated, synergic and efficient manner, applying strategic guidelines defined for each business.

Chief Financial Officer (CFO)

The CFO reports directly to the CEO and the Chairman of Grupo Supervielle, to ensure that control is separated from management, and to render accounts to current and future shareholders resulting from the company's status as a public company.

Chief Risk Officer (CRO)

The CRO directly reports to the Board of Directors of Grupo Supervielle and of Banco Supervielle, in line with the strategy to separate business management from risk management.

The CEOs of Grupo Supervielle's companies, including the CEO of Banco Supervielle, report to the CEO of Grupo Supervielle and form a new Executive Committee at Grupo Supervielle's level. This Committee also includes the Chief Credit Officers, the Chief of Legal Affairs and Compliance, the Chief Officer of Technology and Operations, and the Chief of Human Resources, all of whom report to the CEO. The Risks and Control areas (CFO, CRO and Internal Audit) are also part of such Committee.

The risk governance structure also comprises the Executive Committees and Senior Officers.

CORPORATE PRINCIPLES FOR RISK MANAGEMENT

Pursuant to BCRA guidelines for risk management and corporate governance, the main subsidiaries of Grupo Supervielle, Banco Supervielle and Cordial Compañía Financiera, have worked in the past years in a comprehensive risk management program, in line with new local rules and the guidelines recommended by the Basel Committee on Banking Supervision.

Five general principles of risk management:

Independence of the risks control function from the business and management function.

1

Risk control and management integrated in a highly professional corporate structure

2

Collective decision-making with strong involvement of Senior Officers.

3

RISK MANAGEMENT 2018

Corporate Risk Management in Banco Supervielle expanded its scope of action in 2017 to include all risk related issues at a consolidated level and is divided in three executive areas:

Financial Risk Executive Management: in charge of market risk, balance structure (interest rate and liquidity) risk and securitization risk management. Besides, this area is in charge of preparing the annual capital assessment report.

Credit Risk and Stress Test Executive Management: in charge of credit risk management, including: development of scoring and rating models of Grupo Supervielle, PD, EAD y LGD estimation and follow up / review of credit portfolio. Besides, it is in charge of execution of the comprehensive stress test program and the implementation of risk-adjusted profitability models. This area also performed tasks related to the calculation of loan losses, accounting charges, control of credit grading and fragmentation technical ratios, among other, at Grupo Supervielle.

Non-Financial Risk Executive Management: in charge of operational, technological, environmental, reputation, social and supplier risk. Also in charge of tasks related to business continuity.

During 2018, the Non-Financial Risk Executive Management carried out fraud prevention activities at Banco Supervielle, continuing with the implementation program in the other group companies.

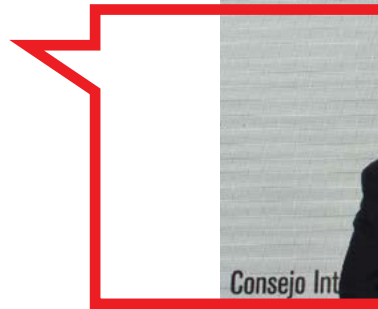
Risks according to the Risk Appetite defined by the Senior Officers, which are monitored on an ongoing basis.

Clear definition of powers and centralized risk control.

4

5

ETHICS AND CONDUCT



Patricio Supervielle receives the Transparency award from Adelmo Gabbi, president of the Buenos Aires Stock Exchange.

We adopted a **Code of Ethics** applicable to employees, suppliers and customers of Grupo Supervielle and to third parties who, by reason of their relationship with Grupo Supervielle, could affect the reputation of the Company or its subsidiaries.

All employees receive induction on their first day at work and training sessions on updates, if any.

Grupo Supervielle's Internal Audit area reviews and monitors internal issues and provides services to all subsidiaries. In turn, the Audit Committee is in charge of detecting internal control improvements and proposing and following up on action plans.

ETHICS LINE

GRI 102-16, 102-17, 205-3, 406-1

With a view to promoting a culture of integrity and ensuring compliance with the Code of Ethics, the Compliance Officer is in charge of the Ethics Line and the Investigation area, which manages reports and imposes penalties pursuant to current procedures.

Grupo Supervielle's Ethics Line is a communication channel that may be used to report irregularities or breaches of an internal rule, particularly the Code of Ethics and the Integrity Program for the Prevention of Corrupt Acts. The Ethics line guarantees confidentiality of the information reported, anonymity of reporting parties and the right to defense of the reported party.

The ethics line is available to customers, suppliers and employees of Grupo Supervielle.

Complaints are received by the Compliance Officer and referred to the relevant areas for consideration. Relevant complaints are those related to the appropriation or undue use of Grupo Supervielle's resources, sales fraud/manipulation, conflicts of interest, bribery, corrupt practices, inadequate handling of confidential or sensitive information, sexual harassment and, on a case by case basis, misconduct in office, labor harassment/abuse, claims for promotions/favoritism, payment related claims, claims from customers and breach of contract.

The Compliance Officer must inform on the outcome of the investigation and on the decisions adopted by the Ethics, Compliance and Corporate Governance Committee.

In November, Grupo Supervielle received the “Transparency” Award from the Inter-American Council of Commerce and Production (IACCP) in alliance with the Buenos Aires Stock Exchange and Alliance for Integrity. The award was granted during the “Ser y Parecer” business event held for the 75th Anniversary of IACCP, and is an acknowledgment to the efforts to build a better country through the development of entrepreneurial awareness and equal opportunities

Reports to the Ethics Line

During the year 2018, 154 reports were filed which were settled by following current procedures.

- A discrimination complaint was received⁴ and the Human Resources area delivered coaching sessions to the reported person.
- No corrupt acts were reported.

Compliance

GRI 102-16, 419-1

The Compliance area promotes a culture of integrity, encouraging the best practices applicable to the financial sector and ensuring the observance of applicable rules, with a view to avoiding regulatory penalties to Grupo Supervielle and its executives, material losses and reputation risk.

Additionally, it is in charge of implementing the following principles:

- Zero tolerance as to corrupt practices.
- Adequate behavior in the markets in which Grupo Supervielle has a presence.
- Avoidance of poor sales practices or sales of products not adjusted to the needs of our customers.
- Implementation of policies that support business sustainability, generating a positive impact in governance, social responsibility and environmental protection.
- Adequate management of the risks inherent in Compliance with a view to mitigating reputation risks that may affect Grupo Supervielle and its employees.

The Compliance Officer is independent from the business operations and reports directly to the Ethics, Compliance and Corporate Governance Committee. The area works across the organization, providing advice to each area to improve strategic decision-making processes, in line with ethical and regulatory matters.

The Compliance area continued working on the implementation, supervision and training on the policies and procedures required to better implement the best market practices. Thus, during the period, training sessions were focused on the Gifts, Entertainment and Hospitality Policy and the mission and function of the Compliance area.

In order to guarantee the best practices in terms of sales quality a sales quality program was implemented which consisted in training sessions on good business practices and consumer protection for the sales force of Plan Sueldo (Payroll), area branch managers and greeters, account officers and operating heads of service centers. Training sessions were delivered to over 370 employees.

Furthermore, mailing campaigns were launched on the Integrity Program: “Integrity Program – Bear in mind the Gifts Policy”; “Integrity and Prevention of Corrupt Acts” and the “Gifts, Entertainment and Hospitality Policy”.

No breaches were recorded of social and economic laws and regulations during 2018.

⁴ To define the term discrimination, the provisions of Law No. 23.592 should apply. According to such provisions, discrimination means to prevent, obstruct, limit or undermine the full exercise of the rights and guarantees of a person by reason of their gender, race, religious or political beliefs, nationality, social or economic situation, sexual orientation, age or physical characteristics, among other conditions, which may vary.”

Anti-corruption

GRI 205-2

In line with the anti-corruption commitment of Grupo Supervielle, the Compliance area carries out an Integrity Program for the prevention of corrupt acts which consists of a set of internal actions, mechanisms and procedures to promote integrity, supervision and control, aimed at preventing, detecting and correcting irregularities and punishable conducts.

The reasons underlying our practices:

- Safeguarding the company's good reputation and competitiveness.
- Preventing the breach of internal regulations and rules and mitigating the risk of penalties.
- Complying with the FCPA (Foreign Corrupt Practices Act) and the Law on the Criminal Liability of Legal Persons – Anti-Corruption Laws – which require the implementation of an Integrity Program.

The Integrity Program is comprised of the following elements:

- Integrity Policies preventing crimes and inadequate conducts. These include the Code of Ethics, the Gifts, Entertainment and Hospitality Policy, The Policy on Contributions to Political Parties and the Donations Policy.
- Guidelines applicable to third parties. Specific rules and procedures to prevent crimes in bidding processes, performance of administrative contracts or any other interaction with the public sector / Due Diligence of Third-party Intermediaries.
- Training sessions.
- Internal investigations. Ethics Line and Values.
- Accounting Controls.

We are committed to fighting corruption through a culture of integrity which promotes the strict compliance with laws, regulations, internal codes and good industry practices. We demand that our employees act with honesty and transparency in their interactions with the Public Administration so as to prevent any act which may be construed as bribery, influence peddling or corrupt, establishing a zero- tolerance threshold for this type of conduct.

“During 2018, 542 employees of different categories and branches in the country took part in anti-money laundering training sessions”.



LEADERSHIP WE KNOW WHERE TO GO

Agile

We believe in leading by example and in having great dreams, in training and developing our teams to surpass our own goals.

**AVERAGE
OF 18 HOURS**

of training per year
per employee.



4,550
**PERFORMANCE
REVIEWS**





TRAINING AND DEVELOPMENT

GRI404-1

We seek to provide our employees with the tools required to achieve the strategic goals of Grupo Supervielle through training programs tailored to the needs of our employees in every area and function. We also carry out actions intended to improve the work environment in furtherance of a better performance.

A review of the training needs is made every year, based on the goals of the organization, the specific objectives of each area and the projects under way.

In general, training in 2018 focused on knowhow, team and staff management tools, mandatory regulations, languages and new ways of work organization, in line with the work done in 2017 and prior years.

We achieve leadership through talent development of Grupo Supervielle employees. Training is critical for their personal development and growth.

WE FOCUSED ON:



Team Building

Team building continued, as in 2017, to strengthen the daily work, with the help of coaching tools and integration activities, communication and cooperation, and external experts.



Feedback and Performance Management

12 workshops were carried out on one of the key Human Resources processes.



Leadership Development Program

We continued implementing the program for the development of mid officers through six required skills: negotiation, difficult conversations, decision making, creativity and innovation, storytelling and management of change.



English

English courses continued to be delivered to corporate managers, executives and those who frequently carry out activities in which English is needed.



Coaching Program for the Branch Network and Service Centers

We continued working on a process of deep transformation of leaders of the largest commercial networks in terms of population. Conversation, interpersonal relationships, and conceptual focus notions were dealt with. Branch managers and heads of Service Centers participated in this program.



Senior Officers Training Program

We worked to improve innovation and creativity, with a view to thinking in new, better or different ways of carrying out our strategic projects. The interdisciplinary training was aimed to work towards a common goal.



Agile Methodologies

One of the most important investments made on training was related to a change in the work methodology to become more agile and simple, reduce the go-to-market time, accelerate changes and corrections. Employees received specific training, according to the work areas within the Bank, and also on conceptual aspects related to work coordination.



Commercial Management Model

The Commercial Network strategy continued to be developed through the strengthening of sales, planning, follow up and the implementation of the best management models, for eg. Service Centers, where a new management model was co-designed.



Risks and Credits

Together with a specialized consultant, we worked on matters related to credit, balance sheet and financial statements analysis, at different levels. The course was attended by Executive Managers, Commercial Managers and Credit and Risk Analysts.



Mandatory Regulations

Focus was on the development of regulatory aspects which are inherently mandatory in the business, such as IRFS, Anti-money laundering, SOX regulations, among other.








Scholarships

A scholarship program was implemented for the development of employees in specific areas, such as management, business, among other.

INVESTMENT ON TRAINING¹

GRI 404-1

3,989 employees Trained in 2018 	72,435 Training hours 	18.16 Average training hours per year per employee 	\$10,679 Investment per employee 	\$42.6 million Total investment in training 
11.57 Average hours of training -women 	16.09 Average hours of training -men 	52.82 Average hours of training -senior executives 	18.60 Average hours of training -mid officers 	11.9 Average hours of training -staff 

¹ Average training hours are the average of the training hours of all the companies of Grupo Supervielle.
 IOL training values correspond to the August-December 2018 period.



In 2018, the focus of training was on expertise, team and personal management tools, mandatory regulations, language development and new work organization methodologies.

Leadership is attained by developing skills through training, in line with Grupo Supervielle's objectives.

Employees that received training

Company	Number of employees
Banco Supervielle	2.515
Supervielle Seguros	51
Espacio Cordial	100
MILA	88
IOL	46
Cordial Compañía Financiera-Tarjeta Automática	1.189
Total	3.989

PERFORMANCE MANAGEMENT

GRI 404-3

To aid the development of our employees, we use management tools to achieve strategic goals in a collaborative environment.

Performance reviews allow our employees to identify their strengths and weaknesses. They are intended as an opportunity for employees to work on their goals and skills together with their leaders.

During the period, the importance of an on-going feedback was conveyed through internal communications. Banco Supervielle relaunched its 2017 "Feedback en pantuflas" campaign, and similar campaigns were carried out by Cordial Compañía

Financiera and Tarjeta Automática at the beginning and close of the performance review process.

FEEDBACK WORKSHOPS

12 feedback workshops were delivered by an external consultant during the year to Banco Supervielle, Supervielle Seguros and Espacio Cordial. Said workshops focused on the importance of feedback, frank conversations and introspection. In a second stage, and prior to the 2018 performance review, the Development team delivered 27 workshops in different areas of Banco Supervielle and Espacio Cordial, addressed to mid officers, to reinforce concepts discussed in the first stage and to create together a new concept of feedback and the importance of generating confidence within teams.

4,550 performance reviews were conducted during the period.

INTERNAL COMMUNICATION

In 2018 the focus was on the leader as Communicator, through the concept "Communicate as a leader".

We organized meetings with the Senior Management to work on their role as communicators, focusing on channels through which they may have access to information and on the way they can share those messages. The activity was based on the following concepts: Get Informed - Share - Motivate. We connected directly with the StarMeUp recognition program, strengthening the importance of the role of leaders in the promotion of recognition as an organizational value.

- 40 meetings.
- We promoted our digital communication channels: Yammer and StarMeUp.

At Cordial Compañía Financiera and Tarjeta Automática we promoted the active participation of all employees in the intranet, known as Mundo Cordial, which was redesigned in the last two months of the year.

WIKI.IOL is the social network of InvertirOnline, with sections containing the documents for each area, photos of events, integration activities, recognitions, donation campaigns and special day celebrations.

At Supervielle everyone has a leading role in internal communication:

→ **Through the Inpulso, Mundo Cordial and WIKI.IOL intranets we obtain information about:**

- news
- website of each area
- benefits, ads, virtual classroom: Tu Supervielle



We promote these messages:

- Get informed
- Share
- Motivate
- Recognize
- Listen
- Talk
- Set goals
- Find a purpose
- Your acts and words have a multiplying effect



We communicate via emailing with open and click tracking tools, to provide a better service to internal customers and evaluate the return on investment

- Internal communications
- Leaders Update



We strengthen our corporate network Yammer, and propose a decentralized communication scheme in which areas take over the tools and communicate by themselves.

- We promote conversation on specific matters through new formats: gifs, videos, use of #hashtag.



We recognize those who work with us through StarMeUp

StarMeUP

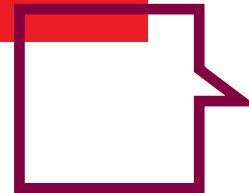
María Adamovic

was the most recognized employee at Banco Supervielle.



José Calderón Malara

was the most recognized employee at Cordial Servicios.



Valeria Chamas

was the most recognized employee at Supervielle Seguros.



STARMEUP

An organization-wide recognition platform based on our corporate values. It was developed following the launching of the corporate values to strengthen, identify and work in a culture where recognition does not only happen vertically but also horizontally.

LÍDERES AL DÍA

An emailing list which includes the main leaders of the organization, of each area and the network of branches and service centers. It is used to communicate sensitive information directly.

StarMeUp

Participants:

35%

Average of the year

14,228

Number of stars / recognitions²

StarMeUP

Yammer

Participants:

34%

Average of the year



² Including Banco Supervielle, Cordial Servicios, Supervielle Seguros, Cordial Compañía Financiera and Tarjeta Automática

WORK ENVIRONMENT MANAGEMENT

An opinion survey on the work environment and commitment measures well-being and discomfort at work and is meant to find out about the employment expectations of employees.

The work environment represents the perception of employees in connection with the elements that make up the work environment. In our survey we measure the following elements:

- People
- Leadership
- Decision making skills
- Work processes
- Institutional aspects and communication
- Rewards

The work environment represents what in our perception we receive from the organization, according to the different elements that make up the work environment.



Commitment is what in our perception we give to the organization as employees.



Satisfaction is the relationship between expectations and:

- Context: what takes place outside the organization.
- Work values: values that move us to choose the ideal job.
- Organizational subcultures: the different groups within the organization by age, seniority, gender, among other.

During 2018 we worked on the results of the 2017 survey. Each Manager received the results corresponding to his or her area and proposed identifying the most relevant aspects and preparing internal action plans. This project was supported by the Human Resources Business Partners of each area. In 2018 the survey did not take place but each area worked on the survey that will be conducted in 2019.

FREEDOM OF ASSOCIATION

GRI102-13, 102-41, 407-1

As a general principle, Grupo Supervielle respects individual, collective bargaining and association rights acknowledged by the Argentine Constitution, and in particular by the International Labor Organization Conventions. Therefore, the unions representing the different groups of employees of Grupo Supervielle are recognized and respected. There are three levels of union representatives: local, regional and national.

Each of the companies of Grupo Supervielle has a different union structure, depending on the applicable agreements and the different unions that represent their employees.

Percentage of the total employees covered by collective bargaining agreements and that are members of unions at national or international level, by company:

- Banco Supervielle: Collective bargaining agreement for bank employees: **99.69%**
- Cordial Compañía Financiera: Collective bargaining agreement for commerce employees: **35.39%**
- Tarjeta Automática: Collective bargaining agreement for commerce employees: **92.82%**
- Supervielle Seguros: Collective bargaining agreement for employees of insurance companies: **94.34%**
- Supervielle Asset Management: No collective bargaining agreement
- Espacio Cordial de Servicios: Collective bargaining agreement for bank employees: **99.20%**
- InvertirOnline: Collective bargaining agreement for commerce employees: **24.24%**
- Micro Lending S.A: Collective bargaining agreement for commerce employees: **47.37%**
- Grupo Supervielle: No collective bargaining agreement

All the companies of Grupo Supervielle respect and implement the regulations of the ILO Tripartite declaration of principles concerning multinational enterprises and social policy. In particular, we keep an open dialogue with trade unions representing the employees of the different companies. Within that framework we entered into several collective bargaining agreements.

No risks have been identified at Grupo Supervielle for our employees in connection with our operations that could imply an infringement of the freedom of association and collective bargaining. No actions have been carried out that might impair the freedom of association.

BENEFITS

GRI 401-2

Benefits intended for you. We have a wide array of benefits intended to improve the quality of life of our employees and their families.

Category	Benefit	BS	GS	SAM	SS	EC	CCF	TA	MILA	IOL
Your well-being	Soccer, basketball and volleyball teams, gym and yoga classes	x	x	x	x	x				
	Breastfeeding Kit									
	Breast pumping room at Home Office	x	x	x	x	x				
	Bike parking	x	x	x						
	Running & Functional Team	x	x	x		x				
	Agreements with fitness centers	x	x	x	x	x	x	x	x	x
Your economy	Mortgage and personal loans and emergency loans at preferred interest rates and with special deductions	x	x	x	x	x	x	x	x	x
	Deductions in insurance policies	x	x	x	x	x	x	x	x	x
	Preferred exchange rate in foreign exchange transactions	x	x	x	x	x	x	x	x	x
Your future	Financial aid for special education of handicapped children	x	x	x	x	x				
	Financial assistance for wedding - gift	x	x	x	x	x				x
	Agreements for discounts with education institutions	x	x	x	x	x	x	x		x
	Financial assistance for child birth	x	x	x	x	x				
	Gift for child birth	x	x	x	x	x	x	x		x

Category	Benefit	BS	GS	SAM	SS	EC	CCF	TA	MILA	IOL
Your health	School Kits for children	x	x	x	x	x	x	x	x	
	Corporate healthcare Plan	x	x	x	x	x	x	x	x	
	Health emergency services	x	x	x	x	x	x	x		
	Doctor's office	x	x	x			x	x	x	
	In-company nutritionist	x	x	x						
	Dentist insurance	x	x	x	x	x				
	In-company vaccination campaign	x	x	x	x	x				
	In-company consultant on health insurance services	x	x	x	x	x	x	x		
	In-company dermatologist	x	x	x						
	Flex Friday - Summer Day						x	x		
	Vacation - 1 extra week for employees with +3 years length of service									x

All employees of the Grupo Supervielle companies have the same benefits, whether they work full or part time.

TALENT ATTRACTION AND DEVELOPMENT

GRI 401-1

In Grupo Supervielle we believe that our employees are key to achieve our goals and keep on with our mission. Thus, the activities of the Human Resources management are of utmost importance. We seek diverse profiles, with focus on knowledge, skills and talents, in line with Grupo Supervielle's values.

During 2018 almost 1000 searches

were carried out to fill vacancies in the different companies of Grupo Supervielle. In all these cases formal proceedings were followed, and group and individual techniques were used that guarantee the objectivity of the recruitment process, and that the candidates that are hired meet the requirements set forth in the employment policy.

We use a **recruitment platform** where all those interested in joining Grupo Supervielle may submit their résumé.



We participate in **Job Fairs** at universities and in different events organized by the Government of the City of Buenos Aires that enabled us to contact young adults and entrepreneurs with diverse skills

For the third year in a row we organized the **Young Professionals Program** and we hired 10 young adults who are making their first steps in the world of labor.

At Banco Supervielle we organized the 9th. Edition of the **Construyendo mi Futuro** program:

- 38 children of employees
- 32 recent graduates from schools were Enseñá por Argentina cooperates
- 8 recent graduates from Fundación Germinare



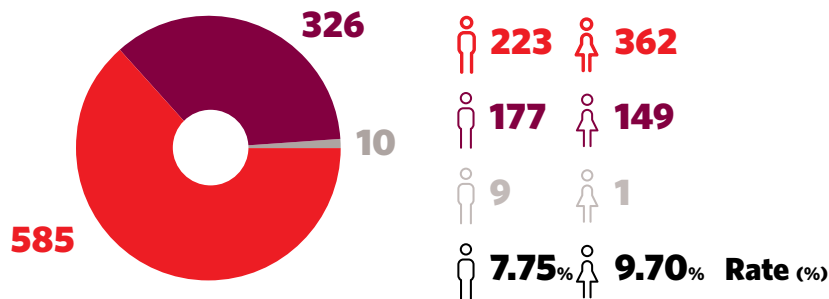
We continued promoting the **Referral Program** in our companies. 16 positions were filled in Cordial Compañía Financiera and Tarjeta Automática.

InvertirOnline launched a **talent search through Social Media**



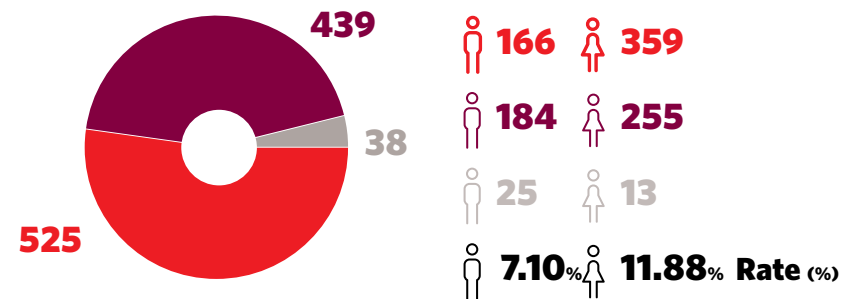
NEW EMPLOYEE HIRES AT GRUPO SUPERVIELLE IN 2018 BY GENDER AND AGE

New Employee Hires by gender and age

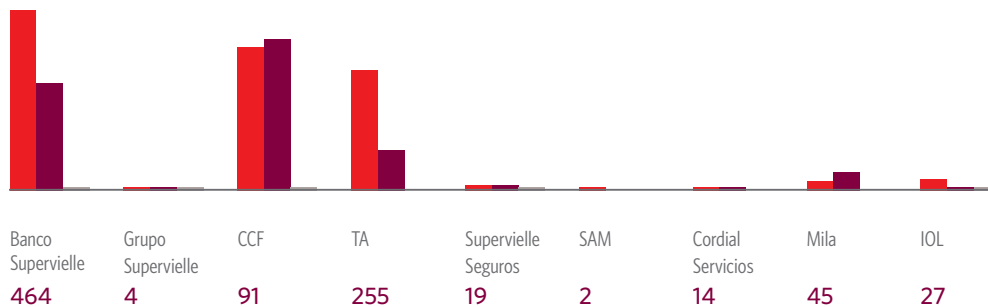


NO. AND RATE OF EMPLOYEE TURNOVER AT GRUPO SUPERVIELLE IN 2018 BY GENDER AND AGE

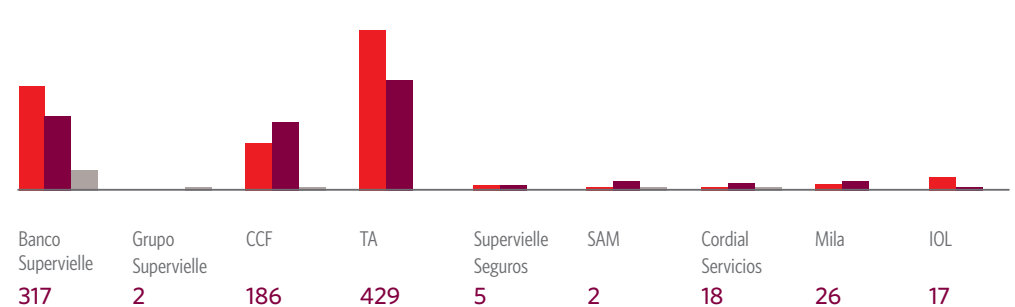
Employee Turnover by gender and age



New Employee Hires by gender and age per company



Employee turnover by gender and age per company



■ < 30
■ 30-50
■ > 50



Number and rate of new employee hires and turnover of Grupo Supervielle in 2018, per region

Region	New Employee Hires	Employee Turnover
City of Buenos Aires	7.24%	4.28%
Province of Buenos Aires	5.55%	7.60%
North Western region	0.45%	0.80%
North Eastern region	0.49%	0.57%
Cuyo region	0.83%	1.19%
Patagonia	1.95%	3.62%
Central region	0.93%	0.93%
TOTAL	17.45%	18.98%

"I choose to work at Supervielle because of my team, because I can innovate, make mistakes and start again, because I have fun at work and, mainly, because I am surrounded by nice people."

Micaela Belen Campos - SSr Analyst

BUSINESS PARTNER

Following the staff recruitment and selection process, we support our employees in their growth process both at organization and personal level. To that end we have the Business Partners.

There are 11 leaders at Banco Supervielle and 3 leaders at Cordial Compañía Financiera and Tarjeta Automática assigned to the different business areas. Business Partners act as strategic partners, guaranteeing the correct implementation of human resources policies and practices through actions oriented to building teams, promoting conversations that foster leadership, cooperation and the creation of a good work environment.

ACTIONS IN BANCO SUPERVIELLE

- 188 visits to Service Centers and 234 visits to Branches.
- 243 visits and meetings at the headquarters.
- 60 group breakfasts.

ACTIONS IN CCF AND TA

- 71 visits to CCF & TA Branches and Stores as part of the "Ampliando redes" program.
- 24 meetings of "Oficina Móvil" where the Business Partners worked close to internal customers reviewing queries, requests, complaints and suggestions.
- 20 meetings of "Expandí tus Habilidades" where the main queries on Human Resources processes were addressed in a proactive way.

The objective of these meetings is to know the individuals and strengthen the relationship with their Human Resources referent. It is a space for submitting queries, solving doubts and fostering the growth and development of leaders and their teams.



"We facilitate friendly work environments where members can develop their talents and play a leading role in the growth of Grupo Supervielle."

Fabián Vitti, BP of the Interior Region,
Banco Supervielle

INNOVATION WE CHANGE WITH IDEAS

Agile

We seek to improve our customer experience by being flexible and open, looking ahead without disregarding the present.

3115

**COMPANIES USED THE
SUPERVIELLE CHECK APP**

100%

of the branches dedicated to senior citizens have special cash dispensers for them

Implementation of face biometrics to access Mobile Apps for Individual and Corporate Customers



DIGITAL STRATEGY

Our robust innovation culture helps us keep updated with regard to the needs of our customers and global trends, through the creation and implementation of efficient solutions focused on their preferences.

During 2018 Banco Supervielle focused on digital transformation through the development of the following areas: Digital Channels and Transformation, Innovation, Customer Experience and Processes, Strategic Projects, Management Control, Commercial Productivity and Data.



The future of financial services will be shaped by a transformation process towards a digital business model. Transformation includes the use of new work methodologies, new technologies and a strong cultural change within the organization, with focus on customers, seeking to support them in this process.

Digital innovation facilitates the exploration of new businesses, processes and technologies to visualize the bank of the future. It focuses on the bank's efficiency and the customer experience, by segment and channel, thus helping to redefine the organization. The continuous improvement of information governance also enables status and progress measurement and, particularly, acceleration of digitalization.

The bank continued with the development process started in 2017, where, together with a group of seven local banks, it participated in capitalization rounds through Arfintech and invested in investment, payment, insurance and cybersecurity companies. In addition, in 2018 Grupo Supervielle launched an initiative to work in collaboration with fintech and insurtech companies through investment vehicles, with the objective of entering into association with disruptive technology companies with an exponential growth potential that generate yields and synergies with some of Grupo Supervielle's strategic areas. The aim is to create business opportunities for the companies and the portfolio's businesses. Two capitalization rounds were completed in 2018 by the Trust and investments were made in insurance brokerage companies and solutions for businesses.

DIGITAL INNOVATION PROJECTS

We are working on disruptive services and technologies such as:

- Digital OnBoarding
- Face Biometrics

And in key projects such as:

- Mobile Banking Businesses
- An App for Cordial Compañía Financiera

DIGITAL ONBOARDING

At present, banking services do not compete with their peers but with the latest application used by users in their mobile devices. New customers are used to having access to digital services to satisfy their needs and want a uniform experience from each of them. We are creating a platform for the digital acquisition of financial products. To that end, a pilot was used to redefine the experience and work on the design of a new tool during 2019, which will simplify the registration process of new customers with an end-to-end vision.

FACE BIOMETRICS

Technological progress in the financial system does not mean that security parameters should be left aside. With social profiles and shared security at their peak, the Digital Innovation team has been working on a simpler and safer access to financial services and information, in line with the digital era. In 2018 face biometrics was implemented

to access Mobile Applications of Individual and Corporate Customers, while keeping security parameters and implementing control monitoring.

SPECIAL CASH DISPENSERS WITH BIOMETRIC IDENTIFICATION

GRI FS14

Special Cash Dispensers with biometric identification were implemented in 2017 at all Service Centers. Time and effort were invested in communicating and training senior citizens on how to use them. The implementation resulted in clear benefits, such as reduced waiting time and more agile transactions.

Based on the good results, pilot tests were conducted to have the service available 24x7 at Service Centers with a view to reducing the flow of customers during banking hours.

- 177 special cash dispensers in 78 service centers (100% of the network dedicated to senior citizens)
- 43% of money withdrawals in Service Centers were through Special Cash Dispensers
- 18% reduction of customers at cashiers in December 2018 as compared to December 2017

We were the first bank to use biometric technology to make identification services more agile for our senior citizens. Today we are the first bank to implement this technology in our ATMs.

SUPERVIELLE CHECKS APP

Improvements were introduced in check image captures to speed up the implementation and use of this application.

Corporate customers that used the app in 2018	3,115
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Total amount transacted with the app in 2018	\$ 2,475,512,039
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Number of checks discounted in 2018	42,148
-------------------------------------	--------

ONLINE BANKING FOR INDIVIDUAL AND CORPORATE CUSTOMERS

In the Digital Channels area, access to the new Online Banking for Corporate Customers was implemented and made gradually accessible, aimed at promoting self-management through the digital channel.

Online Banking for Corporate Customers was unified with Online Banking for Individual Customers in a single app which allows access to an authorizations module, balance and movement information, face biometrics for app access and other services, in addition to an analytics module.

Improvements were made in the online banking for individual customers to facilitate access to information of

financial products, through a new design, foreign currency exchange for non-residents, online resetting of digital password through SMS, a new referral program for high net worth customers, making UVA fixed term deposits and the unification of Club Supervielle loyalty program.

CORDIAL COMPAÑÍA FINANCIERA APP

We continued working on the improvement of customer experience through the optimization of all touchpoints. To that end we launched the Mobile App Phase Two, which consists of:

- Statement preview
- Loan status
- Chat
- Push Message
- Recent movements preview



“Through digital innovation we can explore new businesses, processes and technologies and picture what banks will be like in the future.”

Julio Patricio Supervielle
Chairman of the Board of Directors

SIMPLICITY

WE FACILITATE

Simple

We seek to take care of the customers' time and to operate through robust and simple processes.

4,936

**CORPORATE
CUSTOMERS**



11%

of the Market Share
among private banks
offering mortgage loans



**Launching of the Special Multiple
Peril policy for the Entrepreneurs
and SMEs segment**

CUSTOMER -CENTRIC

We encourage and support the projects of our customers in their personal and collective development, based on the understanding of their personal challenges and the possibilities we may offer them.

PROFILE OF OUR CUSTOMERS

GRI FS6

At Grupo Supervielle we have a multi-brand and multi-channel approach through which we provide financial and non-financial products especially tailored to our customers' needs. Our companies focus on customers of diverse segments and have a huge cross-selling potential through Banco Supervielle, Supervielle Asset Management

(SAM), Supervielle Seguros, Cordial Compañía Financiera (CCF), Tarjeta Automática (TA), Espacio Cordial de Servicios (Cordial Servicios), Micro Lending (MILA) and Invertironline (IOL). Thanks to our shared corporate service platform we can reach high efficiency levels.

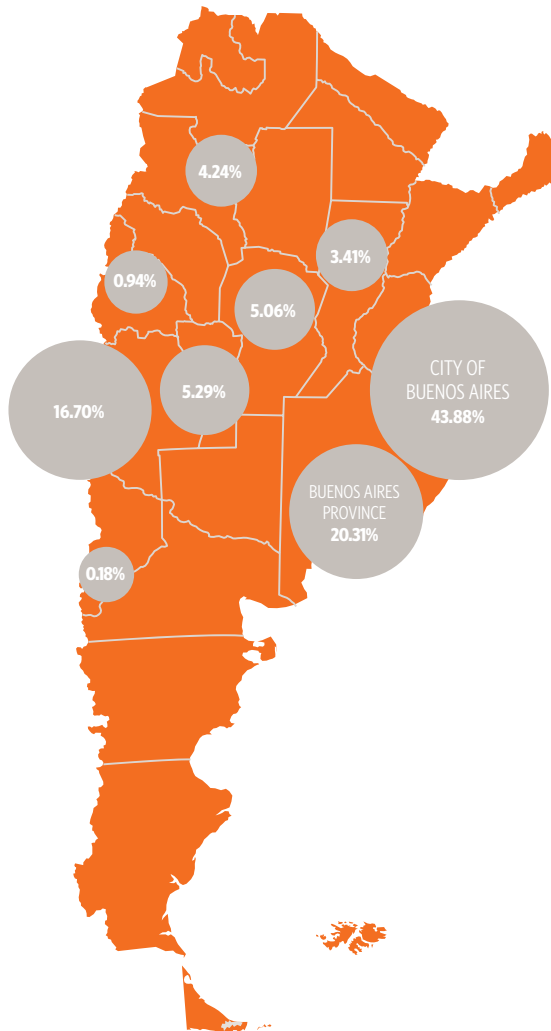


BANCO SUPERVIELLE

Total turnover in thousands of pesos

71,527,777

Customer Portfolio per Region

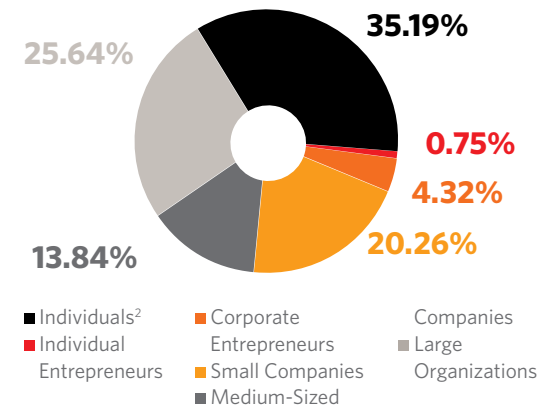


Customer Portfolio per Region

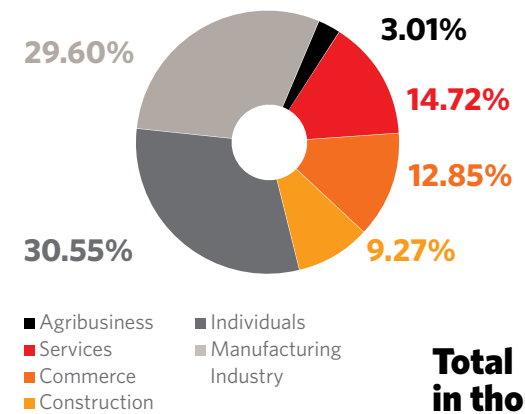
In thousands

City of Buenos Aires	Ps. 31,383,744
Buenos Aires	Ps. 14,529,849
Mendoza	Ps. 11,943,139
San Luis	Ps. 3,783,069
Córdoba	Ps. 3,618,995
Tucumán	Ps. 3,032,110
Santa Fe	Ps. 2,439,048
San Juan	Ps. 670,899
Neuquén	Ps. 126,923
Total	Ps. 71,527,777

Customer Portfolio per Size



Customer Portfolio per Sector



Total in thousands
Ps. 71,527,777

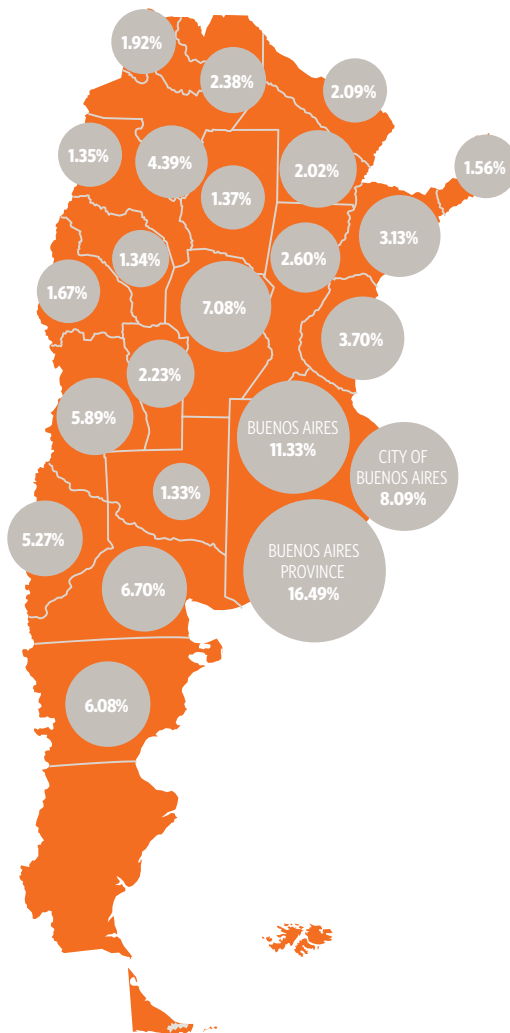
² Identité, Senior Citizens and Mid-Income.

CORDIAL COMPAÑÍA FINANCIERA

Total turnover in thousands of pesos:

10,603,032

Turnover per Province



Turnover per Province

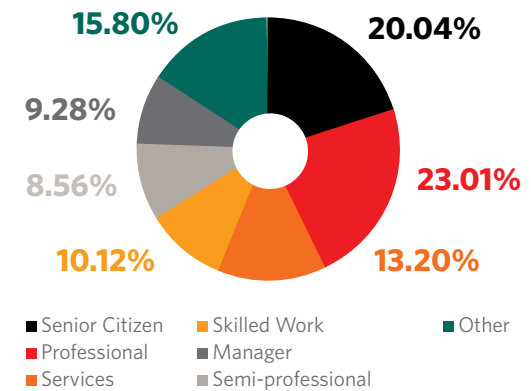
In thousands

Buenos Aires	Ps. 1,748,933
Catamarca	Ps. 143,051
Chaco	Ps. 214,052
Chubut	Ps. 644,291
City of Buenos Aires	Ps. 858,092
Córdoba	Ps. 750,831
Corrientes	Ps. 331,857
Entre Ríos	Ps. 392,563
Formosa	Ps. 221,270
Gran Buenos Aires	Ps. 1,201,687
Jujuy	Ps. 203,287
La Pampa	Ps. 141,112
La Rioja	Ps. 142,296
Mendoza	Ps. 624,622
Misiones	Ps. 165,730
Neuquén	Ps. 558,498
Río Negro	Ps. 709,895
Salta	Ps. 251,874
San Juan	Ps. 176,906
San Luis	Ps. 235,945
Santa Fe	Ps. 275,495
Santiago del Estero	Ps. 145,575
Tucumán	Ps. 465,172

Total

Ps. 10,603,032

Turnover per Segment



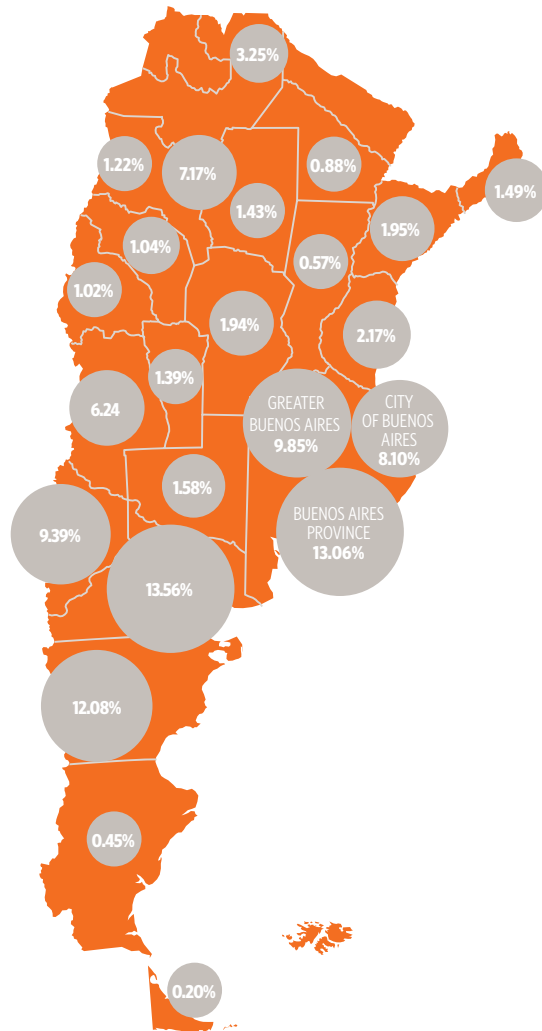
Total in thousands
Ps. 10,603,032

TARJETA AUTOMÁTICA

Total turnover in thousands of pesos:

449,193

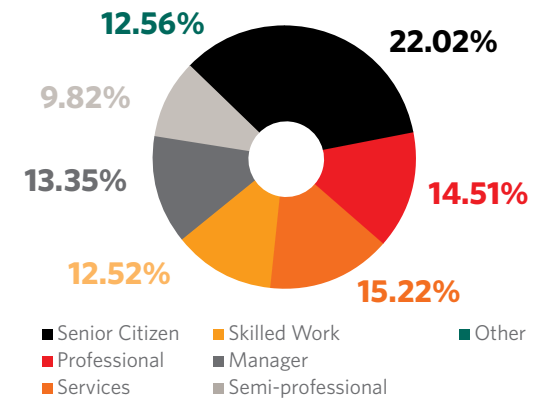
Turnover per Province



Turnover per Province In thousands

Turnover per Province	In thousands
Buenos Aires	Ps. 58,643
Catamarca	Ps. 5,472
Chaco	Ps. 3,944
Chubut	Ps. 54,248
City of Buenos Aires	Ps. 36,381
Córdoba	Ps. 8,731
Greater Buenos Aires	Ps. 44,225
Corrientes	Ps. 8,742
Entre Ríos	Ps. 9,740
Formosa	Ps. 8
La Pampa	Ps. 7,111
La Rioja	Ps. 4,658
Mendoza	Ps. 28,045
Misiones	Ps. 6,689
Neuquén	Ps. 42,168
Río Negro	Ps. 60,902
Salta	Ps. 14,577
San Juan	Ps. 4,590
San Luis	Ps. 6,245
Santa Cruz	Ps. 2,009
Santa Fe	Ps. 2,558
Santiago del Estero	Ps. 6,425
Tucumán	Ps. 32,202
Tierra del Fuego	Ps. 879
Total	Ps. 449,193

Turnover per Type of Customer



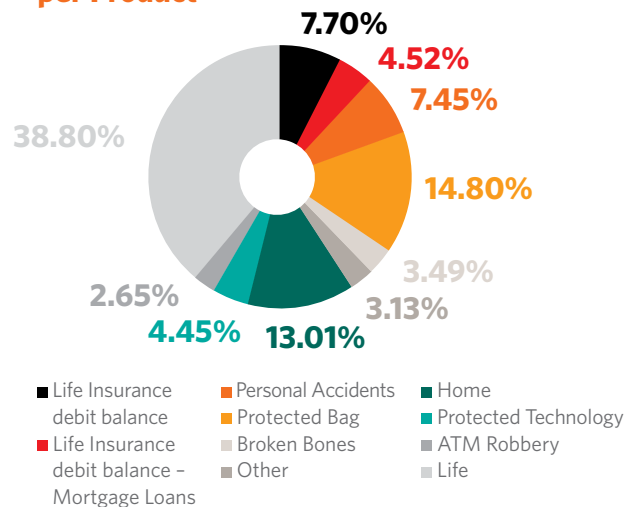
Total in thousands
Ps. 449,193

SUPERVIELLE SEGUROS

Total insurance certificates

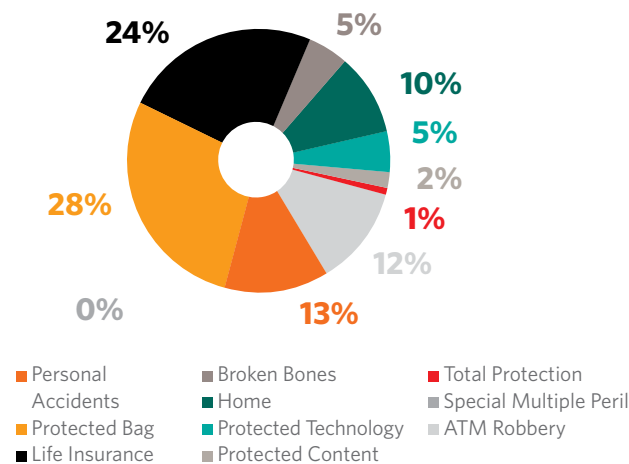
636,563

Insurance Premiums per Product



Total in thousands
Ps. 1,001,837

Insurance Certificates per Type of Product (quantity)



Total insurance certificates
636,563



As part of its continued efforts to offer new products to the different segments of Grupo Supervielle's customers, in 2018 Supervielle Seguros introduced the special multiple peril insurance targeted to Entrepreneurs and SMEs.

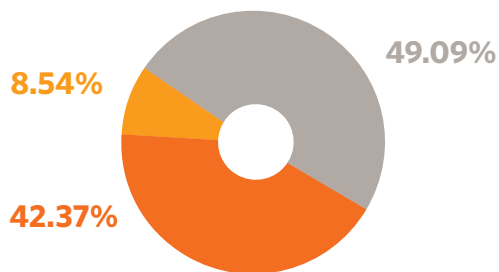


SUPERVIELLE ASSET MANAGEMENT

Total turnover in thousands of pesos:

13,648,000

Turnover per Segment



■ Corporate Customers
■ Institutional Customers*
■ Individual Customers

* The Institutional Customers segment includes Municipalities and other Government Entities, Mutual Funds, Insurance Companies, MGSs, FF, Social Security Agencies and Securities Markets.

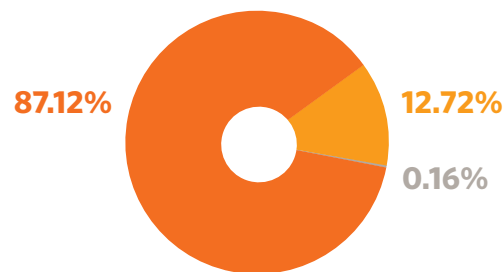
**Total
in thousands
Ps. 13,648,000**

CORDIAL SERVICIOS

Total number of Customers:

107,435

Number of Customers per Segment



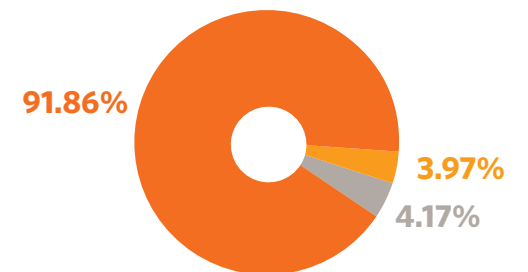
■ Senior Citizens
■ High Net Worth
■ Low Net Worth

**Total number
of Customers
107,435**

Total turnover in thousands of pesos:

592,738

Turnover per Segment



■ Senior Citizens
■ High Net Worth
■ Low Net Worth

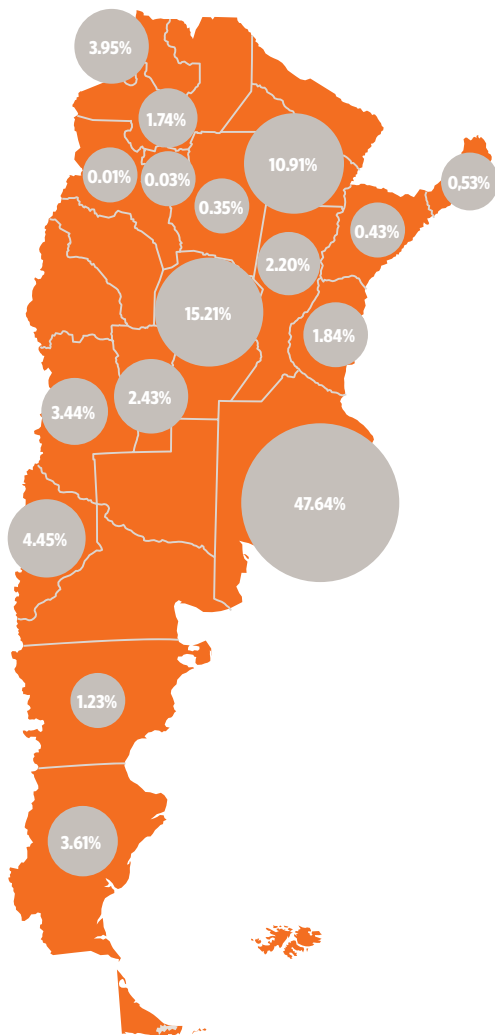
**Total
in thousands
Ps. 592,738**

MICRO LENDING

Total turnover in thousands of pesos:

660,590

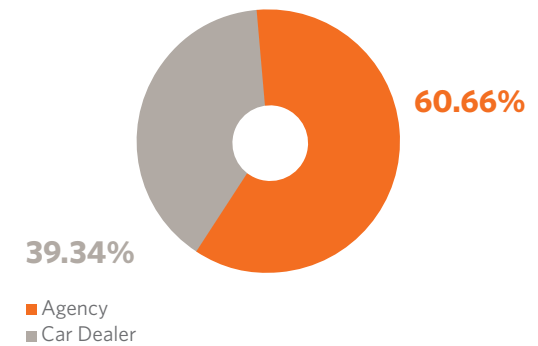
Turnover per Region



Turnover per Region In thousands

Buenos Aires	Ps. 314,681
Catamarca	Ps. 50
Chaco	Ps. 72,043
Chubut	Ps. 8,144
Córdoba	Ps. 100,507
Corrientes	Ps. 2,864
Entre Ríos	Ps. 12,149
Jujuy	Ps. 26,066
Mendoza	Ps. 22,745
Misiones	Ps. 3,524
Neuquén	Ps. 29,412
Salta	Ps. 11,473
San Luis	Ps. 16,042
Santa Cruz	Ps. 23,852
Santa Fe	Ps. 14,517
Santiago del Estero	Ps. 2,328
Tucumán	Ps. 194
Total	Ps. 660,590

Turnover per Channel



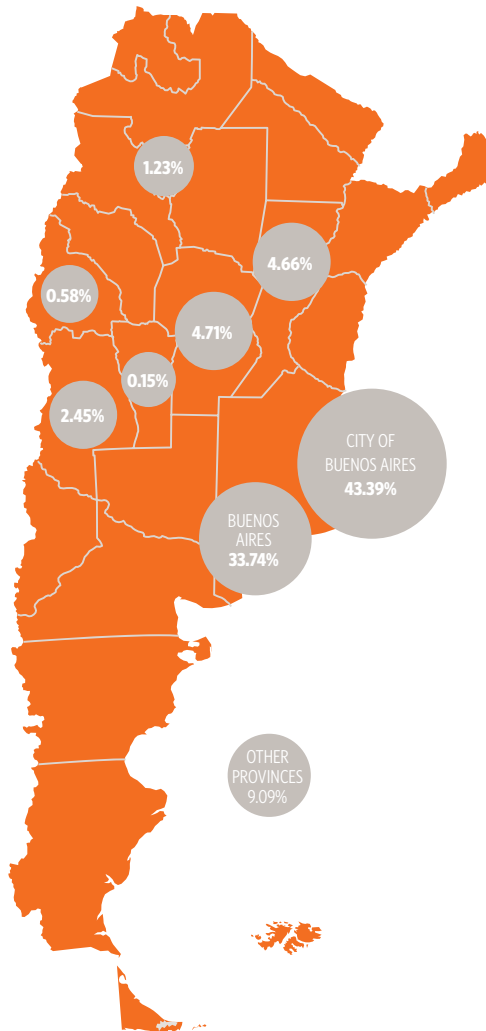
Total in thousands
Ps. 660,590

INVERTIRONLINE

Total in thousands of pesos:

7,277,749

Turnover per Region



Turnover per Region

City of Buenos Aires Ps. 3,157,793

Buenos Aires Ps. 2,455,315

Mendoza Ps. 178,428

San Luis Ps. 11,029

Córdoba Ps. 342,524

Tucumán Ps. 89,650

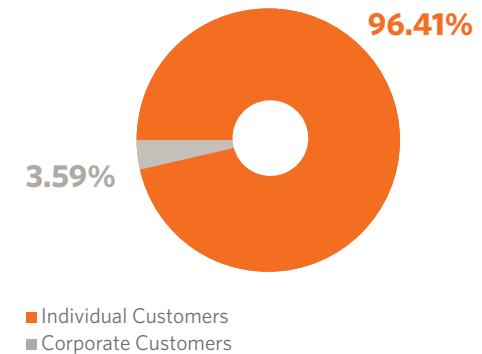
Santa Fe Ps. 339,379

San Juan Ps. 42,102

Other provinces Ps. 661,528

Total Ps. 7,277,749

Turnover per Type of Customer



**Total in thousands
Ps. 7,277,749**

GRUPO SUPERVIELLE SEGMENTS

Grupo Supervielle carries out its operations through the following segments:

- Retail Banking
- Corporate Banking
- Treasury
- Consumer Financing
- Insurance
- Asset Management and other services

RETAIL BANKING

The service model seeks to achieve maximum efficiency while maintaining personal contact and customized assistance to strategic segments; once the specific needs of each customer are assessed, specific products and services are designed to meet their needs, through the sub segmentation of customers so as to offer the adequate service level to each profile.

At Banco Supervielle, we offer our individual customers a wide array of banking products including personal loans, mortgage loans, bank guarantee for tenants, salary advances, pledge loans, payroll services, credit cards, debit cards, savings accounts, time deposits, checking accounts, and financial services and investments such as mutual funds, insurance and guarantees, and social security payments to senior citizens, among other.

PROFILE OF OUR INDIVIDUAL CUSTOMERS:

Mid-Income

Mid-income individuals who have access to the full Bank product and service portfolio.



High Net Worth

High net worth individuals who have access to tailored products and benefits through our Supervielle Identité brand.



Entrepreneurs and SMEs

A key segment for Banco Supervielle receiving a customized service.



Senior Citizens

Receive their pension benefit through Banco Supervielle and have access to Cordial Servicios' products and services.



Loans

We offer personal loan facilities designed to suit the needs of the different segments.

Mortgage Loans: Since 2016 we have offered UVA¹ mortgage loans to our individual customers. These are loans with low monthly instalments which allow a greater number of individuals with a lower income level to access higher loans.

- The first private bank to offer loans without amount limits.
- Term of up to 30 years.
- First or second dwelling, expansion or repair works.

The Bank made postings in one of the major real estate portals of Argentina and entered into agreements with brokers, large developers and realtors to strengthen lead generation. UVA Mortgage Loans started in 2018 with a strong dynamism, positioning Banco Supervielle among the first 5 private banks in terms of placement of these loans.

- 57% more UVA mortgage sales as compared to 2017.
- Ps.2,391,928 million granted in terms of UVA mortgage loans in 2018.
- 11% market share among private banks offering mortgage loans.

The pioneer **Guarantee for tenants** product started to be offered also in areas outside the Greater Buenos Aires area. The product was developed taking advantage of the change in customers' preferences and needs, and relying on the management of its own mortgage nodes, represented by officers specialized in real estate products and by a wide network of brokers, which gave the product nation-wide scope.

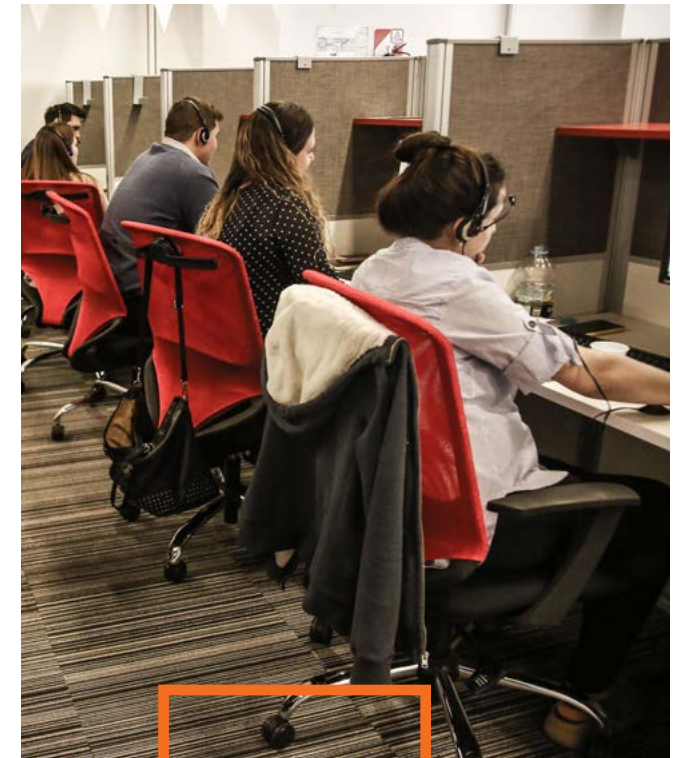
Car Loans were restructured with the purchase of Mila and the expansion of marketing channels, focusing mainly on pricing redefinition, a new initial cross selling model for borrowers, expansion of marketing channels through the incorporation of several car dealers and the commencement, by the end of the year, with UVA loan transactions.

Credit and Debit Cards

We offer credit cards tailored to each customer. Banco Supervielle has strongly focused on the merchants adhesion process, working on efficiency for admission and on the experience to make processes simpler and more intuitive.

Traditional debit cards were replaced by chip debit cards for the segments more exposed to skimming and we managed to rank high in the system due to the introduction of chip debit cards.

¹ (Unidad de valor adquisitivo) an inflation adjusted unit.



In line with Digital Transformation, strong focus was placed on the incorporation of contactless technology in MasterCard Platinum and Black cards. By late 2018, the International and Gold cards were added, thus completing the whole MasterCard portfolio.

Migration continued from paper to digital card statements, and automatic processes were developed for delivery of card statements by email.

A delivery service was implemented for credit cards, optimizing card delivery times and activation.

Investments

With focus on the efficiency of operations, we continued strengthening and developing autonomous channels for a comprehensive management of investment operations.

This year we started preparing for the merger of management platforms, so as to offer more agile products and better investment alternatives to customers, which will lead to a greater penetration in terms of managed funds and an increase of lead generation of high net worth customers.

A high percentage of time deposits, mutual funds and purchase and sale of shares, bonds and currency was made through automatic channels.

In addition, UVA-denominated time deposits were launched, with an attractive proposal to use automatic channels.

Insurance

We offer our customers the chance to buy, give an opinion, simulate and compare through digital channels. Protected bag, protected technology, protected content and ATM robbery insurance policies are available in Online Banking and we continue working on the improvement of products such as online quotation and purchase of car insurance policies.

Under the supervision of Grupo Supervielle, Supervielle Seguros and Retail Banking worked on the design of products to cater for the actual needs of each customer segment, incorporating a pet insurance, bicycle insurance and a policy covering high-end products for VIP customers.

The Special Multiple Peril Policy was launched, which completes the services offered mainly to Entrepreneurs and SMEs.

CORPORATE CUSTOMERS

The Corporate Banking segment operates with all company segments, mainly focusing on small and mid-sized companies.

We have a portfolio of 4,936 corporate customers.

The customer service model is based on regionalization. Services to SMEs and large companies in the City of Buenos Aires and its vicinities are provided through

regional branches located in the most densely populated industrial and commercial areas.

The main products include overdrafts, check discount, invoices and work certificates, financial loans (unsecured or secured), loans secured by Mutual Guarantee Societies (MGS), foreign trade financing lines, leasing and cash management and transactional services.

In synergy with the Retail Banking segment, the services also include payroll payments through Planes Sueldo and products for the High Net Worth segment (executives of corporate customers).

SMEs Segment

We focus on key sub-segments based on the strengths of products.

Buenos Aires Metropolitan Area SMEs
New Customers: +32% of new customers as compared to 2017.
Average Asset Volume: +16% as compared to 2017.

Customer Service Model

The largest 20 branches of the Bank offer tailor made services through two executives that focus on two types of clients: one focused on high turnover companies and with a reduced customer portfolio, and another focused on low turnover Entrepreneurs & SMEs. This facilitates the provision of specialty services to large companies and greater agility for small companies.

Tailor made services are provided by 85% of branches to 92% of customers.

Node Service Model

The Node Service Model is intended to balance customer portfolios managed by SMEs officers; to that end a dedicated officer is assigned every two or three branches so as to increase the synergy between the Corporate and the Retail Banking segments. In this line, the regions and nodes of both Banking segments were also mirrored. In addition, the “SMEs Week” was implemented, whereby the branch manager and the SMEs officer work together to generate new Payroll services accounts among Corporate Banking customers.

Banco Supervielle continues focusing on a close, efficient service combined with a deep knowledge of SMEs. Therefore, it assigns a business executive for a lesser number of customers than is usual in the market. Thus, it makes sure that the customer receives an adequate service to boost its business.

Subsegments

The proposals of the Franchises and Transportation subsegments launched in 2017 consolidated in 2018. The customer base grew by 71% and 23%, respectively, as compared to December 2017.

A value proposition was launched in November 2018 aimed at the Health sector, thus supplementing the 2017 positioning.

Franchises

We seek to support the growth of entrepreneurship in Argentina through a professional system such as the franchise model and, therefore, we innovate in credit models, incorporating variables inherent in its system.

In 2018 focus was placed on lead generation and the customer base went up 71%.

- We offer financing of up to 40% of the initial investment and a loan of up to Ps.800,000, offering preferential rates and a 6-month grace period for repayment of the first instalment for beginners, in addition to a 100% allowance of the franchise account throughout that period.
- We provide greater benefits to over 40 brands already established as franchises registered in the Asociación Argentina de Marcas y Franquicias (AAMF), an entity we are allied with.
- In order to expand the universe of qualified customers and assist prequalified brands (40), in July the Mutual Guarantee Societies MGSs joined in to assist customers under a franchise agreement who do not have a credit track record (start up).

To obtain a deeper understanding of franchises, we interviewed customers who told us about their needs, what they expected from a bank, what they needed in the different life cycles and how we could assist them. This proposal is the result of these interviews and is intended to satisfy their requests.

Transportation

We identify **cargo transportation** as a key activity for the production system. Behind that activity there is a value chain which leverages the growth of entrepreneurs and SMEs in general.

Promptness in loan granting is key for expansion of the fleet and the financing rate is essential for SMEs on investing in new units. We develop a proposal with preferential rates which also includes a wide array of rates through Payroll services.

The transportation proposal is aimed at retail and corporate clients engaged in transportation of light, medium or heavy goods (excluding passenger transportation).

Financing of Transportation SMEs:

- We approve leasing or car loans in 24 hs, up to Ps.5,000,000.
- We finance up to 100% of the purchase value.
- We offer preferential rates paying the first principal instalments 3 months after loan granting.

The origination of new customers went hand in hand with the segment's pace, increasing the customer base by more than 23%.

Health

A value proposition intended to cater for the needs of Health and Diagnostic Centers, Outpatient Doctors' Offices, Laboratories and Pharmacies was presented in November and to that end, focus groups were held with sector companies and customers. The proposal is featured by promptness in loan granting and agreements with vendors. Regarding credit, requests for amounts less than Ps.10 million were answered within 24 hours and requests for amounts above Ps.10 million were answered within 72 hours.

Wines Division

During 2018 the Wines Division of Banco Supervielle consolidated as a benchmark in the industry, being the only Argentine Bank with a division dedicated to servicing wine cluster companies, which has a deep knowledge of the sector's complexities.

- The quarterly report has become a source of reference for company executives of the value chain. The annual report was presented at the Hyatt Hotel of Mendoza in May.
- The bank was present at Sitevinitech, the largest fair of wine industry suppliers in South America. The Leasing Community for capital goods was launched at the fair, which is formed by wine makers and business units and by suppliers of capital goods for the wine industry. This will help community members obtain better terms in connection with their investment plans.
- The Bank was one of the first entities (which is not a vineyard) to become a member of the Cámara de Bodegueros de San Juan [Vineyard Chamber of San Juan]. The Chamber, which is more than 80 years old, gathers the main bottling vineyards of the Province of San Juan.





The pillars of the Health subsegment value proposal are promptness in loan granting, 24 - 72 hours, and agreements with vendors.

- The primary sector continued to be supported through harvest and carriage loans and financing of grape purchases by wine makers.
- The Vineyard Tour was launched to support wine tourism.
- The Bank's Wines Division organized the "Innovation Week", a joint effort with Universidad Nacional de Cuyo, the Andean Development Corporation and the Chilean Consulting Firm Transforme. 25 wine industry related companies were invited to a one-week intense training and work meetings to deal with matters related to Innovation in the Wine Industry. This was the first step for the future establishment of a center for Innovation in the Province of Mendoza.

Oil & Gas Project

The oil sector has a high growth potential. In 2018 the Bank decided to lay the bases for the development of this project. Oil and gas activities record a sustained growth, though with ups and downs. The most attractive oil and gas areas, the Neuquén and San Jorge gulf basins, are located in the Patagonia and concentrate 80% of the country's oil and gas production and investments.

Therefore, in 2018 we opened a new branch in the city of Neuquén seeking a close contact with the value chain of large operators and an improved competitiveness through the incorporation of new payroll services of individuals with high purchasing power residing in the area.

Products and Services

Transactional Banking

The Bank continued with the investment process of previous years, improving the offer of collection and payment products, with a view to increasing transactional banking activities with customers.

Digital Banking

2018 was a turning point for Banco Supervielle's Digital Banking due to the merging of the Corporate Digital Banking and the Individual Digital Banking areas into a new Transformation Management. The most important milestones for companies were the opening of two new operation channels, the New Corporate Mobile Banking and a new Corporate Digital Banking platform which will replace the current Corporate Home Banking.

Factoring

Through this service our customers may discount checks, invoices, works certificates through three modalities: “with recourse”, “first loss” and “without recourse”.

Our share in the factoring market of the Argentine financial system is of about 7.4 %.

Leasing

The Leasing Management meets the leasing needs of all commercial banking areas of Banco Supervielle.

During 2018, processes were improved to enhance the customers’ experience. Due to the digital transformation the product will continue being highly accepted in the market.

Foreign Trade

During 2018, simplification of the foreign trade exchange regulations continued, which has led to a more agile settlement process.

The Bank’s market share grew by 25% in terms of goods exports.

The E-Comex channel continued to consolidate. Importer and/or exporter customers make inquiries on their transactions under way and manage payments and/or collections through Corporate Online Banking. The digital tool was updated during 2018 for the purposes of agility and simplicity.

By late December 2017, a customer service center was created called “Contacto Comex”, staffed with a team of experts fully dedicated to respond foreign trade inquiries from our customers and **over 5,000 customer cases were dealt with during 2018.**

International factoring: Banco Supervielle remains the only bank in the Argentine financial system to operate in the International Factoring market, through FCI (formerly called Factor Chain International), the largest and most prestigious factoring company.

Mutual Guarantee Societies (MGSs)

We continued operating with 70% of the MGSs authorized in the country (24 over 35 authorized MGSs and Guarantee Funds). The Bank remained a sector leader, being recognized as the Bank for MGSs by the Cámara Argentina de Sociedades y Fondos de Garantías [Argentine Chamber of Guarantee Societies and Funds] (Casfog), by other banks and by the Control Authority (Ministry of Production/Sepyme).

We are also the first private bank to operate with the Digital Guarantee Certificate issued by Garantizar SGR - (No. 1 entity in the country - 50% of the market share) and also for executing an agreement with this MGS to offer a Business Credit Card with guaranteed purchase limit.

Due to its expertise and the sector’s recognition, Banco Supervielle was elected by the Ministry of Production to execute together with BICE the agreement for the receipt of guarantees issued by the Fondo de Garantía Argentina, thus becoming the first private bank in the country to develop these operations basically oriented to loans for SMEs.

Together with some MGSs, financing facilities were developed for SMEs, members of the value chain, entrepreneurs and franchises.

TREASURY

Treasury is responsible for the allocation of the bank’s liquidity according to the needs of Retail Banking, Corporate Banking and its own needs.

Treasury implements the bank’s financial risk management policies, manages trading desk transactions, distributes treasury products such as debt securities and develops businesses with financial and non-financial wholesale customers.

The Treasury segment is formed by Capital Markets, Trading Desk Transactions, Correspondent Banking, the Area of Public Sector and Intermediate Entities Relations.

Capital Markets

Banco Supervielle is one of the leading entities in the Argentine Capital Market. We offer a wide array of products: financial trusts, negotiable obligations and syndicated loans.

During 2018 the Bank acted as arranger and underwriter of financial trusts for Ps.1,832 million, and negotiable obligations for Ps.2,424 million, in both cases combining Banco Supervielle's and third party's issuances, accounting for a 4.23% market share.

Trading Desk

During 2018 Banco Supervielle's trading desk, together with the commercial area, continued dealing in public securities and by mid-year the Bank ranked 12th in the MAE's ranking.

With institutional customers, particularly mutual funds and insurance companies, the Bank's share in the special checking account deposits market averaged 18.3% of the banking system.

Correspondent Banking

During 2018 the volume of foreign credit facilities increased, both ratings received and their use, which resulted in a clear support by international banks regarding foreign trade and of working capital facilities.

In that sense, international entities offered short and medium term loans, with 3-year disbursements under the IDB program by the end of the first half of the year.

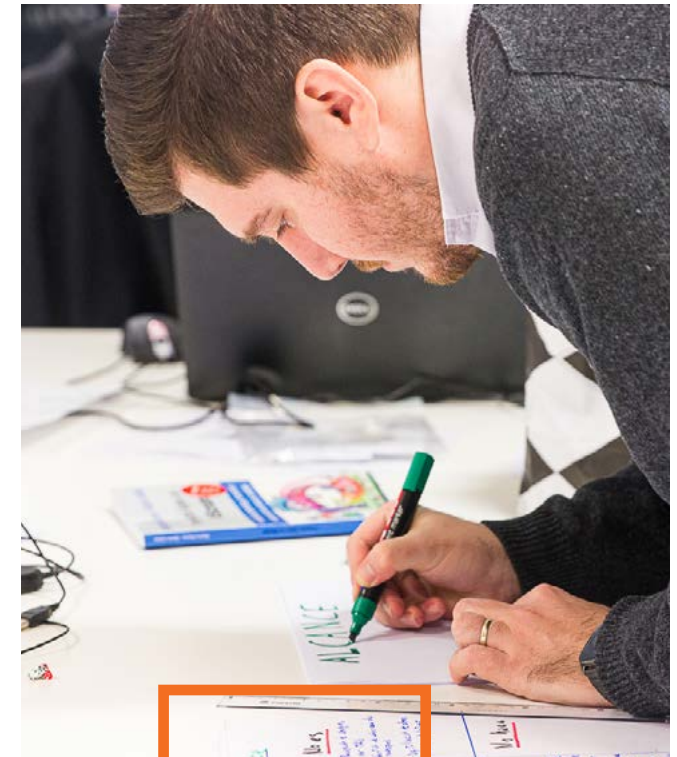
Public Sector and Intermediate Entities Relations

GRI FS14

In June 2018 the Bank entered into a 12-month agreement with the Province of San Luis to continue providing the services required by the Province throughout the year.

Besides, in October 2018, Banco Supervielle was awarded the bid to be the financial agent of the Municipality of San Luis, thus consolidating its presence in this segment in which the Bank serves all the municipalities of the Province.

In addition to the services rendered in Mendoza and San Luis, the Bank worked with the public sector in the provinces of San Juan, Córdoba, Buenos Aires and also with National Universities providing payroll services and other financial products and services.



CONSUMER FINANCING

The Consumer Finance business of Grupo Supervielle is developed through its subsidiaries Cordial Compañía Financiera S.A. and Tarjeta Automática S.A.. Microlending (Mila) and Espacio Cordial de Servicios (Cordial Servicios) were annexed to this segment in 2018.

Cordial Compañía Financiera (CCF) is a company specialized in consumer finance and financial services. Its business model is based on providing financing solutions to specific target groups, mainly C2 and C3, with focus on two core pillars:

Diversification: tailored products that meet the customers' needs in every stage of their life with **distinct value propositions** for each cluster.

Accessibility: flexible customer centric proposals adequate for the **multichannel** concept.

The value proposition includes:

An Open Credit Card

which may be obtained in Walmart Argentina S.R.L., Hipertehuelche and Tarjeta Automática stores and which may be used for purchases in the stores of merchants accepting MasterCard and cash advances.



Retail Store Credit Card

which are credit cards issued by a retailer for purchases only in pesos in that retailer's stores. At present, we operate this product only with Walmart Argentina S.R.L.



Consumer Loans

are credit lines for the purchase of certain products; the transaction is completed upon delivery of the purchased products.



Insurance and other non-financial products

are insurance policies for Personal Accidents, Protected Bag, Health, Unemployment, Total Protection, Home Emergency, Extended Warranty, Protected Technology and Home.



Personal Loans

are fixed rate cash loans using the French amortization system.



The **multichannel** concept requires that the company be present countrywide through three channels:

- Walmart Financial Services
- Tarjeta Automática
- “Tu Crédito Hipertehuelche”

Walmart Financial Services

CCF is the exclusive provider of Walmart financial services until August 2020. Due to the deterioration of the purchasing power of the consumer segment customers in 2018, CCF focused on improving and adapting the credit card’s value proposition as follows:

- “a new benefit every day”, focused on giving our customers access to basic needs products and reducing the offers to purchase electronic and other durable goods.
- Renewed offer of distinctive products and promotions during key events or special dates such as “Black Friday”, “Discount Marathon” and Christmas.
- Increase of cash backs and a proposal adapted to the segment in Chango Mas.
- Renewed promotion dynamics with discounts by category and differential discounts.

We offer:

- MasterCard open credit card
- Walmart credit card
- Personal protection and health insurance
- \$YA cash loans
- Consumer loans

Tarjeta Automática

In December 2012 CCF began to market loans and cards under \$YA and Carta Automática brands through Tarjeta Automática’s branch channel of Grupo Supervielle. We offer:

- \$YA cash loans
- MasterCard Carta Automática open card
- Individual protection insurance

We seek leadership in Patagonia through a differential proposal: services similar to those of a bank but with an approach similar to that of a regional financial entity.

“Tu Crédito Hipertehuelche”

In 2017 CCF renewed for another three years the exclusivity agreement with Hipertehuelche. The purpose of the new agreement is to further develop the financial services program in order to reach those segments that still do not have access to financing. Work was done in:

- Improvement of limits and value proposition
- “Anniversary Month” campaign
- Launching of products for segments with low bankarization
- Exclusive offers for purchases paid with CCF payment methods

We offer:

- MasterCard Carta Hipertehuelche open credit card
- Individual protection insurance
- “Tu Crédito” consumer loans
- “Mi Vivienda”

We continued investing in the development of projects focused on improving the customer experience and the customer journey through the optimization of touchpoints.

To that end we developed new information channels, improved the existing technology and optimized many of its processes.

Some of our projects in 2018 include:

Launching of Mobile App Phase Two, which consists of:

- Statement preview
- Loan status
- Chat
- Push Message
- Recent movements preview.



Card embossing in all the Walmart Experience branches.



New activation processes for inactive customers.

New improvements in the consumer loan origination system which shortens and simplifies both back end and front end processes.

New commercial model for Carta Automática branches. A pilot plan was developed, in association with electronic goods and services suppliers, to make an integral offer to customers.

New model of Telemarketing management, which increased productivity three fold.



New phase of customer project:

- Implementation of a new NPS to measure portfolio loyalty
- Mapping of customer journey, to attack all break points
- New segmentation based on the archetypes created during 2017, to adjust product offer to each cluster.

In order to be positioned as the company with the largest financing products offer, CCF reached an agreement with MILA to offer car loans through car dealers using MILA channels.



In 2018 we reached
636,563 effective
policies.

Non-Financial Products

Through Cordial Servicios, which was annexed to this segment in 2018, Supervielle offers non-financial products and services related to insurance, tourism, health care plans and/or services and other goods and services.

During 2018 65,000 home appliances and 100,000 service plans were sold through different channels:

Direct Sales: in 78 sales points located at service centers of Banco Supervielle throughout the country, trading mainly home appliances, health plans, prepaid services and tourism with new products and group tours for senior citizens. It was present in six branches of the supermarket chain Emilio Luque and in La Plata branch of Carta Automática.

Indirect Sales: the telephone channel continued to be used for the sale of prepaid health services and catalog sales of home and electronic appliances.

Digital Channel: through the online webpage Tienda Supervielle Marketplace we offer home appliances, technology, home and furniture, sports, wellness and beauty, toys, perfumes, tires and accessories. Regarding the tourism category, Tienda Supervielle continued growing as a sales channel and developing new products related to flights, hotels, trains, travel assistance. In November, Tienda Supervielle Viajes became a part of the Rewards program of Banco Supervielle, as the main supplier of flights and hotels and continued selling health plans through a strong online strategy in the social media and developing digital self-management products.

Car Loans

Through MILA a company mainly engaged in the financing of auto loans, Supervielle also offers products and plays a relevant role in this attractive market for the purchase of new and second hand cars whose financing level only reaches 8% of the sales total in Argentina.

In 2018, car loans were originated for a total of Ps. 660 million from 6,948 transactions. Throughout the year the

company operated with five insurance companies, offering a wide array of products.

INSURANCE

Through Supervielle Seguros, Grupo Supervielle offers insurance products, such as personal accidents, protected bag, life, home, protected content, total protection, broken bones, protected technology and comprehensive insurance policies for Entrepreneurs and SMEs.

In 2018 the company incorporated the marketing of special multiple peril policies focused on the Entrepreneurs and SMEs segment.

Supervielle Seguros is continuously offering new products to the different customer segments of Grupo Supervielle companies: high net worth individuals (Identité), senior citizens, Entrepreneurs and SMEs, customers of the Consumer Financing and Medium and Large companies segments, through Banco Supervielle and Cordial Compañía Financiera networks.

ASSET MANAGEMENT AND OTHER SERVICES

Grupo Supervielle offers mutual funds through Supervielle Asset Management.

SAM manages the PREMIER family of funds with an offer designed to cover a broad range of possibilities in investment objectives and risk profiles.

The PREMIER family of funds consists of:

- A Money Market Fund: Premier Renta CP in pesos
- Three Argentine short term fixed income funds in pesos: Premier Renta Plus, Premier Renta Fija Ahorro, Premier Capital
- Five Argentine fixed income and mixed income funds in pesos: Premier Renta Fija Crecimiento, Premier Commodities, Premier Inversión, Premier Balanceado and Premier Renta Mixta
- Two Argentine fixed income funds in US dollars: Premier Renta Mixta in US Dollars and Premier Performance
- A variable income fund: Premier Renta Variable
- An investment fund in SME securities: Premier FCI Abierto PyMEs

Products are marketed through the channels of Banco Supervielle, representing 99.6% of managed assets.

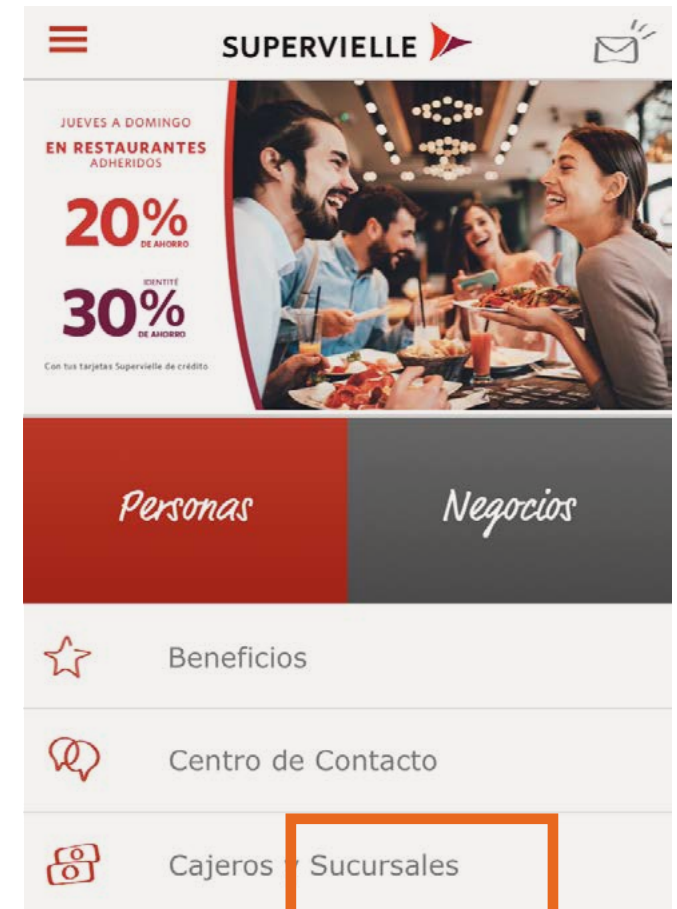
Transactions carried out by corporate customers through Home Banking reached 60% in December 2018, and those carried out by individual customers reached 95% through the same channel.

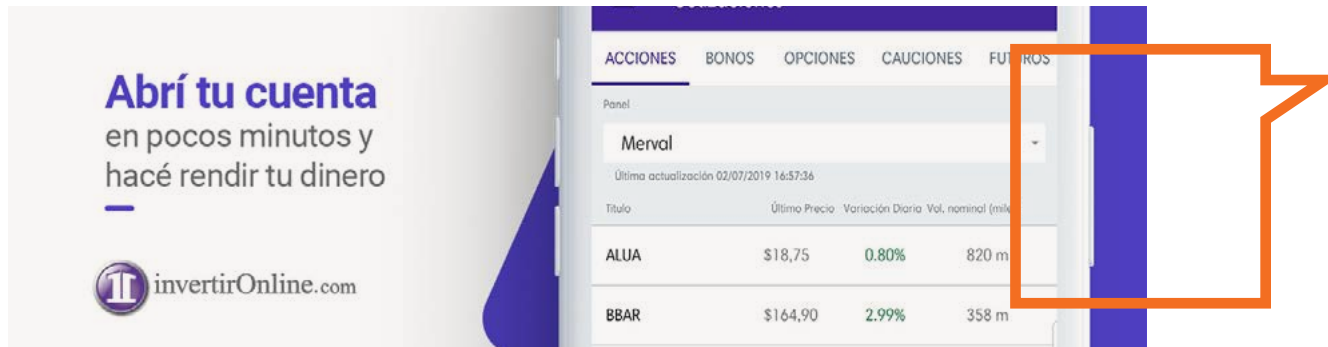
The Bank places funds through the face-to-face channel of its Branch network, Centro Integral de Inversiones (since July 2018) and through the Home Banking online channel. In December Premier mutual funds began to be marketed through the IOL platform under a Mutual Funds Distributor agreement

6,897
customers

13,648
million pesos
managed

Assets managed at the end of 2018 show a decrease of about 7% (on average as of December), similar to the results in this sector.





The Money Market fund showed an increase, mainly due to the investments of institutional customers, representing 40% of the managed funds in December 2018, as compared to 10% in December 2017.

The customer base changed as compared to December 2017, and at present corporate customers represent 49% (51% in December 2017), institutional customers represent 42% (29% in December 2017) and individual customers represent 9% (20% in December 2017).

In October 2018, SAM was ISO 9001 recertified by IRAM's review audit for meeting the requirements of the quality management system on "Design and development, marketing, management, administration and control of Mutual Funds", updated to the IRAM ISO 9001:2015 standard.

Since the acquisition in May 2018 of InvertirOnline S.A.U., Grupo Supervielle also offers a platform specialized in online trading of stocks, bonds and derivatives and training on finance and investments. InvertirOnline is among the top five companies in the online broker segment in Argentina, and a referent within the Fintech sector in the country.

IOL is well known for:

- More than 15 years of experience in the market
- Created and designed as a 100% online broker
- Wide array of services through a user friendly platform
- "1 to N" scalability
- Proprietary technology
- Knowhow of the Fix protocol
- Most visited Investment and Finance website of Argentina
- Training platform to democratize brokerage services
- Leading position in the social media

IOL believes that the globalization process lies on three pillars: "democratization of information", through video cable networks, satellites, cell phones, Internet and the access to information in general, "democratization of technology", due to computers and Internet, and "democratization of financial services" whereby everyone may have access to various financial services such as the Stock Exchanges.

IOL specializes in "Online Trading", its mission being the "Democratization of Financial Services", based on three pillars: technology, innovation and scalability. It provides online training and advice on finance and investments to its customers promoting the adoption of responsible investment decisions in line with customers' knowledge and risk appetite.

CLOSENESS AND CONTINUOUS IMPROVEMENT OF OUR CUSTOMER SERVICE CHANNELS

We develop different customer service channels always seeking to satisfy the needs of our customers.

FACE-TO-FACE CUSTOMER SERVICE GRI FS13

Grupo Supervielle's infrastructure supports our multi-channel distribution strategy nation-wide through bank branches, Cordial Compañía Financiera sales points located at Walmart supermarkets and branches of Tarjeta Automática.

In the Province of San Luis we have developed a strategy generating a wide cover of all the province which allows access of locals to banking services ¹.

¹We selected these low densely populated areas (less than 15,000 inhabitants) taking into account the 2010 census figures.

Access points in San Luis:

- 23 branches
- 13 annexes
- 32 neutral ATMs.
- 73 ATMs
- 38 self-service terminals
- 6 biometric ATMs

29 access points

are distributed throughout the region in **small cities** such as Leandro N. Alem, which has 379 inhabitants and is located 110km from the capital city of San Luis.

- 23 are branches¹
- 105 are ATMs²
- Accounts for 20% of all ATMs of Banco Supervielle.

¹ They account for 12.64% on the total branches of Banco Supervielle.

² 73 ATMs located at branches and 32 ATMs located outside branches.

BRANCHES AND SALES POINTS' NETWORK OF BANCO SUPERVIELLE, CORDIAL COMPAÑÍA FINANCIERA (THROUGH CHANGOMAS, HIPERTEHUELCHÉ Y WALMART) AND TARJETA AUTOMÁTICA

Autonomous City of Buenos Aires

Almagro	BS
Balvanera	BS
Barracas	BS
Belgrano	BS
Boedo	BS
Caballito	BS
Chacarita	BS
Colegiales	BS
Congreso	BS
Constitución	BS
Flores	BS
Liniers	BS
Mataderos	BS
Montserrat	BS
Palermo	BS
Recoleta	BS
Retiro	BS
Saavedra	BS
San Nicolás	BS
Tribunales	BS
Villa Crespo	BS
Villa Devoto	BS
Villa Lugano	BS

Villa Urquiza	BS			
Total	42			
Buenos Aires and Greater Buenos Aires				
9 de Julio	BS			
Adrogué	BS			
Almirante Brown	CH +			
Avellaneda			WM	
Bahía Blanca		HT	WM	TA
Benavídez	BS			
Berazategui	BS			
Boulogne	BS			
Caseros	BS		WM	
Castelar	BS			
Chacabuco	BS			
Champagnat	BS			
Claypole	CH +			
Constituyentes			WM	
Del Viso	BS			
Escobar	BS			
Florencio Varela	BS			
Garín	BS			
Gonzalez Catan	BS	CH +		
Gran Bourg	BS			
Haedo	BS			
José C. Paz	BS			
Judicial	CH +			
Junín	CH +			
La Lucila	BS			
La Plata	BS		WM	TA
La Tablada			WM	

LaFerrere			WM	
Lanus	BS	CH +		
Lomas de Zamora	BS	CH +		
Lomas del Mirador	BS			
Los Polvorines	BS			
Lujan	BS		WM	
Malvinas Argentinas		CH +		
Mar del Plata	BS			
Martínez	BS			
Monte Grande	BS			
Moreno	BS	CH +		
Moron	BS	CH +		
Munro	BS			
Olavarria			WM	
Olivos	BS			
Pacheco	BS			
Pergamino	BS			
Pilar	BS		WM	
Punta Alta				TA
Quilmes	BS		WM	
Ramos Mejía	BS			
Remedios de Escalada	BS			
San Antonio de Padua	BS			
San Fernando			WM	
San Isidro	BS			
San Justo	BS		WM	
San Martín	BS			
San Miguel	BS			
Temperley	BS			
Tigre	BS	CH +		

BS: Banco Supervielle - **CORDIAL COMPAÑÍA FINANCIERA:** **CH:** Changomás - **WM:** Walmart - **HT:** Hipertehuelche - **TA:** Tarjeta Automática

Tres de Febrero	CH +			
Vicente López	BS			
Villa Adelina	BS			
Villa Bosch	BS			
Totales	73	27	3	

Catamarca

Catamarca	CH +			
	1			

Chaco

Resistencia			WM	
Saenz Peña	CH +			
	2			

Chubut

Comodoro Rivadavia		HT	WM	TA
Puerto Madryn	CH +	HT		TA
Rawson	CH +			
Trelew	CH +			TA
	8	3		

Córdoba

Catedral	BS			
Córdoba	BS		WM	
Donato	CH +			
Río Cuarto	BS		WM	
Villa Allende	BS			
Villa María	BS			
Villa Nueva	CH +			
	11	6		

Corrientes

Corrientes	CH +		WM	
Goya	CH +			

	3			
Entre Ríos				
Concepción	CH +			
Paraná	CH +		WM	
	3			

Formosa

Formosa	CH +			
	2			

Jujuy

San Pedro	CH +			
San Salvador de Jujuy	CH +			
	2			

La Pampa

General Pico	CH +			
Santa Rosa	CH +	HT	TA	
	3	1		

La Rioja

La Rioja	CH +			
	1			

Mendoza

Balcarce	BS			
General Alvear	BS			
Godoy Cruz	BS		WM	
Guaymallén	BS			
Gutiérrez	BS			
Las Heras	BS		HT	WM
Luján de Cuyo	BS			
Maipú	CH +			
Malargüe	BS			
Mendoza	BS		WM	

Rodeo de la Cruz	BS			
San José	BS			
San Martín		CH +		
San Rafael	BS			
Tunuyán	BS			
Tupungato	BS			
Villa Nueva	BS			
	33	6		

Misiones

Posadas		CH +		
		2		

Neuquén

Cutral Có					TA
Neuquén	BS	CH +	HT	WM	TA
	1	3	2		

Río Negro

Choele Choel					TA
Cipolletti		CH +			TA
General Roca		CH +			TA
San Carlos de Bariloche		CH +	HT		TA
Viedma		CH +	HT		TA
Villa Regina					TA
	6	6			

Salta

Salta		CH +			TA
S. Ramón de la Nueva Orán	CH +				
Tartagal		CH +			
Fuerza Aérea		CH +			
	4	1			

San Juan

San Juan	BS	WM
	2	1

San Luis

Arizona	BS
Batavia	BS
Buena Esperanza	BS
Candelaria	BS
Concarán	BS
El Trapiche	BS
Fortín El Patrio	BS
Fraga	BS
Justo Daract	BS
La Punta	BS
La Toma	BS
Luján	BS
Merlo	BS
Naschel	BS
Nogolí	BS
Nueva Galia	BS
Quines	BS
San Francisco	BS
San Luis	BS WM
Santa Rosa	BS
Serranías Puntanas	BS
Tilisarao	BS

Unión	BS
Villa Larca	BS
Villa Mercedes	BS CH +
	37 2

Santa Cruz

Caleta Olivia	HT	TA
El Calafate	HT	
Río Gallegos	HT	TA
Rio Turbio	HT	
	5	2

Santa Fe

Rosario	BS	
Santa Fe		WM
	3	1

Santiago del Estero

Santiago del Estero	CH +
	2

Tierra del Fuego

Río Grande	HT	TA
	1	1

Tucumán

Banda del Río Salí	CH +		
San Miguel de Tucumán	BS CH +	WM	TA
	2	3	1
Totales	BS: 204	CCF: 94	TA: 20

OUR CUSTOMER SERVICE MODELS

Differentiated Service Model for Senior Citizens

GRI FS14

We continued consolidating a service model built on the advantages provided by technology to senior citizens.

By the end of the year, we **had 177 Special Cash Dispensers**, thus **fully covering the network³** with biometric technology through which senior citizens may withdraw money, prove that they are alive and verify their latest bank transactions, all at the same place and solely using their finger prints.

Identité Service Centers

The customer service model seeks to achieve maximum efficiency, preserving contact and the customized assistance required by high net worth customers. Taking into account the service's needs and demands, **the customized service model continued expanding its cover to over 85% of the network.**

² Total coverage of service centers with biometric terminals (78 service centers in all).

BS: Banco Supervielle - CORDIAL COMPAÑÍA FINANCIERA: CH: Changomás - WM: Walmart - HT: Hipertehuelche - TA: Tarjeta Automática



Entrepreneurs and SMEs Services and Opening of New Branches

Development of the differentiated service model for SMEs continued to include over 80% of the branches and over 90 % of the segment's customers. Our executives are especially trained on customer assistance, offering specialized services to larger SMEs and streamlined services to smaller SMEs.

In line with our desire to become a bank close to SMEs and with the plans devised in 2017, we expanded the network's area of influence with the opening of three new branches. The rationale behind these openings was the consolidation of the Bank's presence in high densely populated commercial areas and the generation of a full cover in commercial corridors where SMEs have a significant presence.

Branches were opened in Morón and Caseros and in the south of the country -in line with the decision to have a presence there- in the city of Neuquén, which has a green rooftop, solar panels and solar control films in support of sustainable actions.

DIGITAL CHANNELS

Digital and electronic channels generate a unique space for interaction with our customers which is growing on a day-by-day basis. Our customers have changed the way they operate: they apply for personal loans at a preferential rate through Individuals Home Banking, Supervielle Móvil and our ATM network, they carry out exchange transactions at preferential rates, they make time deposits at special rates both through Individuals

Home Banking and Supervielle Móvil and they operate with mutual funds from their Home Banking.

By mid-2018, our Corporate Banking customers could use the mobile app to make queries and transactions. The app uses face biometrics (both for individual and corporate customers) and several functionalities were incorporated, such as transfers for high amounts and approvals through SMS and improved performance and speed of answer to queries and transactions.

Grupo Supervielle is undergoing a transformation and digital adoption process featured by a year-on-year growth of customers registered in digital channels, which is reflected in a widespread adoption and usability of functions we have incorporated which facilitate transactions:

By the end of 2018 we had over 353,000 individual customers registered in digital channels, which accounts for a 20% increase over the past year, and we had 21,800 active corporate customers, a 31% increase as compared to 2017.



The Supervielle Móvil app reached 107,000 individual customers and 4,460 corporate customers, more than 65% and 234%, respectively, as compared to 2017.



The check app grew by 106% vs. 2017 in corporate depositors.



The iFactus web site, where invoices are issued and may also be discounted on line, grew by 15% in 2018 in terms of the number of customers/users and by 72% in terms of published invoices vs. 2017.





CONTACT CENTER

The Contact Center manages queries and complaints and sales to customers by phone, e-mail, chat or social media.

The Bank continued working with a specialized team to solve certain money complaints and offer immediate solutions. Management of the leads generated through digital campaigns was enhanced, leading to its growth as a sales channel.

With a view to streamlining customer contact, work continued during the year to improve response automatization processes. A high percentage of queries now receive automatic response.

Specifically, regarding the call center, the implementation of new technological tools has allowed obtaining a 360° vision of each contact, not only with the monitoring of conversations but also with the detailed information obtained by each representative in order to respond to a particular query or request. This feedback was used to standardize the required information and facilitate access and understanding, obtaining higher savings in terms of effort and time and aiming at maximum efficiency in customer contact.

CUSTOMER SATISFACTION

INDIVIDUAL CUSTOMER SATISFACTION SURVEYS

Based on the records of visitors to Banco Supervielle's branches stored in our files, we conducted an online survey with all the customers that visited a branch, asking them to value the waiting time and the amiability in customer service in a 1 to 10 scale and the likelihood of recommending the bank to a colleague or friend. This measurement is known as the Net Promoter Score (NPS).

We began using the NPS for measurement purposes a few years ago. In the first two years, the NPS grew by 88% year-on-year, rising from 24 points in December 2016 to 45 in the same month of 2017. In 2018, the indicator exceeded 2017 levels by 13%, reaching 51 points as of December 2018.

A positive trend was recorded in the NPS evolution in each of the segments and a sustained growth was recorded in Identité and Entrepreneurs & SMEs.

Individual Customers' Complaint Management

Banco Supervielle's complaints entered through the different channels (e-mail, Facebook, twitter, telephone, face-to-face) are recorded in the CRM. Once the complaint has been solved, an email is sent to complaining customers inviting them to answer an online survey to value their complaint's management.

Quarterly NPS results in 2018 were -7.5 points on average and remained stable as compared to 2016 and 2017 values. Taking into account the customers that reach the complaint phase, the percentage of detractors is higher than that of customers without problems. Therefore, results are below 0.

Clarity of supplied information is a key variable for relative satisfaction in terms of complaint resolution and we are working on new verbal skills to improve communication with customers.





We use agile methodologies to adequately satisfy the current needs of customers, readiness for change and quick value delivery being a competitive advantage.

CORPORATE CUSTOMER SATISFACTION SURVEY

Satisfaction of our Corporate customers is measured through an annual study based on telephone surveys where customers are asked about their relationship with the bank in general and their rating of product features, customer service and service channels. A randomized sample of 350 customers representative of the company's distribution in location and size is taken from the customer portfolio.

General satisfaction of corporate customers with the bank in 2018 was 7.9 (1 to 10 scale) and remains constant as compared to the results arising from prior studies.

The most used channel remains the Business Officer, which confirms that interpersonal closeness is key in commercial relationships. There is a sufficient number of officers specialized in the different products available to meet customers' needs.

Supervielle Seguros' Service and Complaint Management Channels

Supervielle Seguros has a call center to manage complaints. 6,785 complaints were recorded over 78,576 answered calls. These complaints were solved with back-end supports.

In addition, Supervielle Seguros has an Insured Customer Service which manages reports filed with the Consumer Protection Office and the Insured Customer Service and Communication Coordination Office [CCAA, by its acronym in Spanish], reporting to the Superintendence of Insurance of Argentina. During 2018, 60 reports filed with the Consumer Protection Office and 9 filed with the CCAA were satisfactorily solved.

EFFICIENCY WE ADD VALUE

Simple

We believe in focusing on value-adding processes, recognizing initiatives seeking continuous improvement and taking care of the cost structure.

SAVINGS OF

14.5%

of energy used at the Headquarters of Banco Supervielle

PS. 2,345

MILLION

paid to bank suppliers for products and services

130

LOANS ASSESSED UNDER THE ENVIRONMENTAL AND SOCIAL RISK POLICY



SOCIAL AND ENVIRONMENTAL RISK MANAGEMENT

GRI FS11

For Grupo Supervielle, efficiency is the way we add value:

- Through responsible financing and the inclusion of environmental and social risk management as part of credit analysis.
- By implementing transparent procurement processes through a supplier authorization system.
- By mitigating the environmental impact of our transactions through action plans intended to reduce natural resources consumption and recycle our waste.

At Grupo Supervielle we understand that the environmental and social risk screening at the time of loan granting, either with our own or third party funds, is a way to assume our commitment and liability to community and our shareholders. Therefore, at Banco Supervielle we have an environmental and social risk assessment policy.

The bank's goal regarding environmental and social risk management and control focuses on: categorization, mitigation and monitoring of such risks. The priority is to categorize and mitigate the impact of risks on the activities financed through the bank and submit the bank's own investments to an assessment of their environmental and social impact.

As part of the environmental and social risk management³ indicators are established in line with the bank's loan strategy, which shall adjust to acceptable sustainability levels.

Environmental and social risks are identified through an internal methodology that takes as a reference notions of the ESRA Methodology⁴, the rules of the International Finance Corporation and paras. 1 to 8 of Equator Principles. Thus, to see to a responsible financing Banco Supervielle has in place a centralized identification and handling of contingent environmental and social risks that may be generated by borrowers.

³ As of 2018, risk analysis criteria were used in line with the Environmental and Social Risk Policy, within the framework of the Loan Manual.

⁴ ESRA is an initiative of the Latin American Taskforce of the United Nations Environment Programme Finance Initiative (LATF UNEP FI, by its acronym in English), the Deutsche Gesellschaft für Internationale Zusammenarbeit (GIZ) GmbH and the INCAE Business School, with the support of the Ecobanking Project, where BAC/Credomatic of Costa Rica, Phillips and FMO are partners.

At Banco Supervielle we are committed to the reduction and mitigation of negative impacts in ecosystems and communities, granting loans only to those companies that may prove an adequate management of their social or environmental impacts or mitigating plans in areas such as:

- Biodiversity protection
- Use of renewable resources
- Waste management
- Protection of human health
- Human displacement
- Safety and Occupational Health
- Mitigation of climate change
- Gender equality
- Non tolerance of discrimination for religious, political, social, race or sexual orientation reasons
- Respect for and preservation of culture, knowledge and practices of indigenous peoples
- Protection of cultural heritage.

As part of such commitment based on responsible financing, we have defined a series of excluded activities for granting of loan facilities to new or existing corporate customers.

The Board of Directors must ensure that the entity has an adequate strategy for management of environmental and social risks (responsible for approval of associated policies). The Corporate Credit Management defines and maintains the policies for management of environmental and social risks. The Corporate Banking Management Area is responsible for enforcing the policies governing environmental and social risk management. And the Business Legal Advice and Compliance Management Areas must make sure that documents contain specific provisions on environmental and social aspects and must provide advice.

Most loans granted during 2018 are not new long term investment projects so ESRA Methodology does not apply to them. However, in 2018, 130 cases of Banco Supervielle's portfolio were evaluated based on the environmental and social risk policy in place as of such date, with the categorization pursuant to such methodology. This accounted for 8.81% of analyzed cases of the total portfolio and 65.11% of the amount granted during 2018 of the total portfolio. No risks were identified in any of the evaluated cases.



ENERGY MANAGEMENT

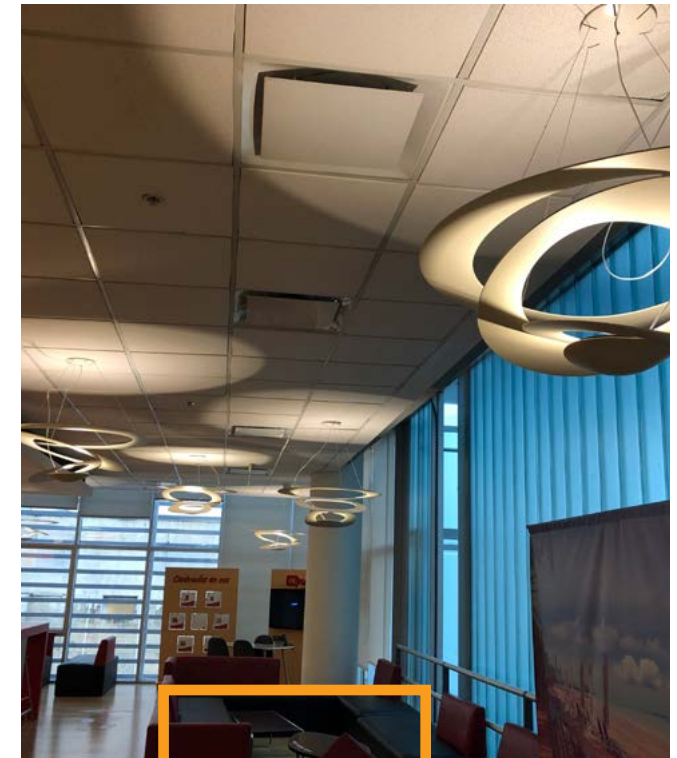
GRI 302-4

Optimization of the use of energy is part of a strategy we have been developing throughout the past years. Energy is key for the economic activity and the daily life of any society and, therefore, energy development should be handled in a planned and responsible way.

To see to the responsibility for energy efficiency we carried out a monthly follow up of energy consumption and we sought continuous improvements to reduce our consumption. Our intent is to foster the efficient use of energy and develop actions related to environmental care at our organization and with our customers.

Actions taken during 2018 at Banco Supervielle include:

- Replacement of a significant percentage of traditional lights for LED lights at branches and service centers.
- Use of LED lights at new branches,
- Placement of solar panels and green rooftop at the Neuquén branch.
- Placement of solar control films at 4 branches, to contain interior temperature for optimization of A/Cs.
- Opening of the new building for the Call Center in the neighborhood of Caballito, with solar panels supplying all the lighting of work spaces.
- Light turn off schedule at the bank's Headquarters.





#PRENDETE: An in company awareness campaign (adequate use of A/Cs, power, water, among other) for employees of Banco Supervielle.

Our objectives are:

- Lead environmental practices to raise awareness and responsibility in our employees, suppliers and any other stakeholder within our business.
- Encourage our employees to commit through programs and opportunities to cooperate in efficiency.
- Follow up on carbon dioxide emissions in order to reduce them through a continuous improvement program.
- Commit to reduce the use of energy, seeking opportunities for implementation of alternative energies and making use of collaborative technological tools to reduce business trips.

As a result of all our initiatives executed during 2018, we were able to save 551,052 KWh in power consumption at our head-quarters. In the branch, annexes and service centers network we could save 1,966,911 KWh, equal to 7,080,881 MJ*.

*As compared to the total 2017 consumption. This solely applies to Banco Supervielle. Calculation was based on the analysis of bills issued by utilities managers. The power consumption value for the network is calculated based on 90% of the buildings total as there is information that is not available in connection with 19 premises.

Energy Consumption	Values 2017	Values 2018
Electric power used (KWh)	20,113,935	17,595,972
Liters of gas used with generators	781 ¹	212.11
Liters of diesel used with generators	11,790 ¹	18,770
m ² of all buildings - energy consumption ¹	101,271	104,842

¹ Values not verified by PwC.

INPUT MATERIALS AND WASTE MANAGEMENT

GRI 301-1, GRI 306-2

Inefficient use of natural resources and incapacity by the environment to assimilate all waste generated in production processes and consumption are the main cause of the worsening of the environmental problems faced. At Grupo Supervielle we are committed to constant respect for the environment.

Input Materials ¹	Quantity 2017 ⁴	Quantity 2018
Paper reams	60,000	49,350
Paper reels ²	120	97
Checks	4,200,000	3,615,685
Envelopes	6,700,000	6,720,000
Toner ³	1,800	1,526
Plastic cups	627,000	602,389

¹ Banco Supervielle

² Number of pre-printed reels and white reels.

³ Not an input material requested in the Supply area. It is included within the service provided by supplier, the quantity is that delivered by the supplier to replace the minimum stock.

⁴ Data not verified by PwC.

Focused on efficiency, at Banco Supervielle we started implementing in some buildings the LPM (Lexmark Print Management) printing system, which allows us to generate savings in ink and paper and a greater security and confidentiality of information.

The Headquarters and Branches of Banco Supervielle have the identified waste containers (recyclable, paper, wet, etc.). At present, in addition to registering as special waste generators, we joined the Private Generators Program of the Coordinación Ecológica Área Metropolitana Sociedad del Estado (CEAMSE). We also have a supplier that removes waste for final disposition at CEAMSE.

Waste ¹	Quantity 2017 ³	Quantity 2018
Paper and plastic donated to Garrahan Hospital (kg) ²	2,942	2,549
Cardboard and paper donated to urban recuperators (kg)	2,100	1,764
Wet waste disposed in tons (Tn)	84	88
Quantity of technological scrap (Tn)	35	25

¹ Banco Supervielle (Headquarters and Reconquista branch). Banco Supervielle is not a hazardous waste generator. Toners are managed and removed by the supplier.

² Estimated values.

³ Data not verified by PwC.

PROCUREMENT AND HIRING OF GOODS AND SERVICES

GRI 102-9, 204-1, 414-1

In line with our transparency values, we work on the continuous improvement of procurement processes and approval of suppliers of Grupo Supervielle. We have a Comprehensive Expense Management model made up of a set of policies, processes and procedures which structure the general expense and investment management of group companies. The model comprises the whole expense and investment cycle from budget preparation to payment of suppliers.

The mission of the Comprehensive Expense Management is to create a culture of cost care and efficiency in all business areas, developing processes and making available tools that allow an efficient management of budgets and a sustainable increase of income.

To execute the approved budget, the model contemplates a request creation and approval process which includes approval forums where the rationale, criterion and purpose of an expense or investment request are reviewed. The main premises of the Comprehensive Expense Management model include:

- To have an approved budget does not mean to commit organization resources without implementing expense and investment request processes.
- Controls and approvals must be made prior to budget execution.
- Savings on the amounts of budget lines are aimed at increasing the projected income, reducing the expense and investment budget.
- Review expenses and their need as a constant management exercise, obtaining the most competitive market price for defined products/services.
- Invoices issued by a supplier for supply of goods or provision of services must be paid against a duly approved Purchase Order.

	Banco Supervielle
Number of suppliers 2018	830
Payment to suppliers in the period	Ps.2,345,468,371
% of Argentine suppliers	99.71%
% of international suppliers	0.29%
% of new suppliers screened and selected using social criteria	24%



COMMITMENT

WE CONTRIBUTE MORE

Friendly

We put passion in everything we do, respecting the commitments made and fostering closeness with our clients and other key stakeholders. We believe in putting our clients first and exceeding their expectations.

464

**VOLUNTEERS WORKED
WITH 33 SOCIAL
ORGANIZATIONS**



PS.17.2 MILLION
for social investment
through Patronage

PS.22.3 MILLION
for 20 social programs



368

CUSTOMERS
joined Fundación Banco de
Alimentos' pledge



SOCIAL INVESTMENT IN OUR COMMUNITIES

GRI 413-1, 102-12

We seek to turn values into actions in the communities where we work, following four lines of action:

Senior
Citizens



Education



Childhood



Institutional
Strengthening





We seek to

Become

an agent
of change.



Build

a collaborative and
co-responsible
organizational culture,
through Corporate
Volunteering.



Synergize

our initiatives with
local communities



Develop

an innovating and
transforming strategy
with measurable and
high-impact actions.



Social Investment in thousands of Pesos

Direct social investment	22,319.27
Social investment through Patronage	17,225

SENIOR CITIZENS

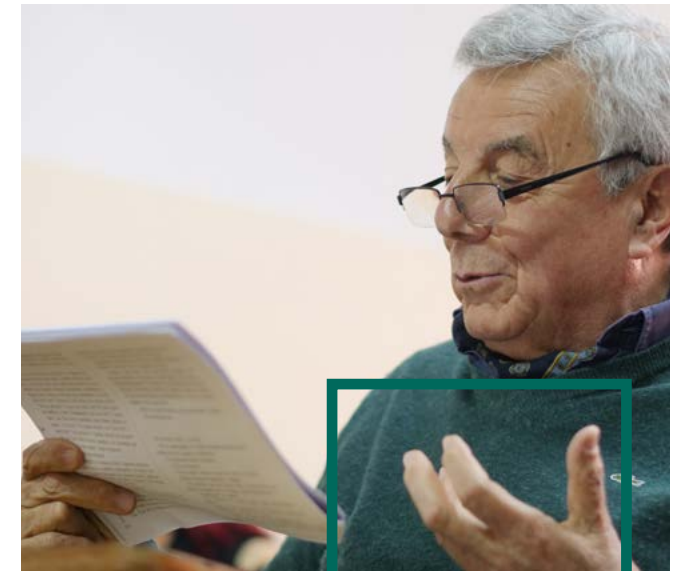


10.2% of the Argentine population is 65 years old or older¹. 20% to 30% of senior citizens suffer from lack of family appreciation and affection and this trend gets worse in the lowest social strata.

29.9% of the +60 population is interested in continuing with their studies and 10.1% takes part in a training activity.

50% of senior citizens consider they are not sufficiently appreciated in all their capacities.²

Through a continuous training, senior citizens may acquire knowledge and skills to lead a healthy life, be up to date with IT advances, participate in activities, adapt to growing old, maintain their identity and interest in life.³



We promote an active and healthy aging, social participation and prevention of dependency, to go through the process of growing older in a joyful and active manner.

¹ According to INDEC's 2010 Census.

² Social Debt Barometer, regarding senior citizens. <http://www.uca.edu.ar/uca/common/grupo81/files/2016-Prensa-Barometro-Personas-Mayores.pdf>

³ Social Debt Barometer, regarding senior citizens: "Learning capacity in senior citizens."

We have become closer to senior citizens, who are an important segment of our customer portfolio. Knowing senior citizens means putting ourselves in their shoes, becoming acquainted with their problems, needs and wishes.

In order to stay close and communicate matters of their interest in 2004 we created our first CSR program: La Cita newspaper, which is distributed free of charge in the branches dedicated to senior citizens. In 2007 we launched our flagship program: Abuelos En Red, a digital training and inclusion program that provides senior citizens with the necessary tools to have an active participation in their community. Our recent initiative, the Grandes Autores, Relatos Cortos contest, gives senior citizens the chance to express themselves.

ABUELOS EN RED

Digital and financial inclusion program for senior citizens

The program introduces senior citizens to the use of new digital technologies and promotes financial autonomy through training workshops on the use of new automatic channels.

As of 2018

- 11 years of training to senior citizens
- 75,600 training certificates delivered

Today

- 12,133 training certificates were delivered
- 6,171 senior citizens participated
- 3 training pillars: Digital Inclusion, Cognitive Stimulation and Financial Education
- 33 training centers at 21 universities in seven provinces and the City of Buenos Aires

LA CITA

A newspaper for senior citizens with articles on current affairs, health care, healthy aging and prevention of dependency

The newspaper focuses on the communication to senior citizens and aims at meeting the information needs of senior citizens in a rigorous, dynamic and inclusive way.

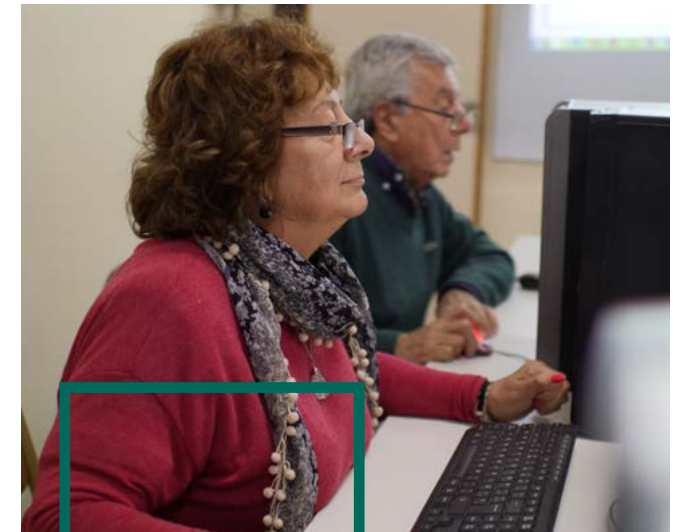
The "Proyecto Surcos" NGO provides content for La Cita and enables senior citizens to get information on problems and concerns common to their age group and exchange information and solutions.

As of 2018

- 14 years of continuous publishing
- 168 editions

Today

- Free of charge
- Monthly print out: 105,000 copies
- Distributed in 123 branches providing services to senior citizens



The Abuelos en Red program was awarded the First Price "Hacia una Empresa con Rostro Humano", XII Edition of ACDE's Prize Enrique Shaw (Large Companies Category).



"The stories written by senior citizens are a reflection of their lives, their experience throughout the years and their vision of our history and our times. This initiative also shows Banco Supervielle's commitment to these customers, who receive a differential service."

Atilio Dell'Oro Maini -
Director of Grupo Supervielle

GRANDES AUTORES, RELATOS CORTOS

Digital literary contest addressed to our elderly customers

The contest aims at building bridges with elderly people, resignifying the bank-customer relationship and giving them an active role in the community.

The initiative includes the participation of Grupo Supervielle volunteers in the preselection of the short stories received.

As of 2018

- Four editions
- 2450 short stories received

Today

- 772 short stories were submitted
- 60 Grupo Supervielle volunteers read the short stories received
- Jury of seven experts presided over by Eduardo Sacheri
- The three winning works were printed and the selected finalists were published in La Cita newspaper and the website www.supervielle.com.ar
- Radio adaptation of the winning short story for Radio Cultura
- Prize award event

Our customer Juan Etchegoyen, winner of the 1st Prize, receives the check from the jury formed by Eduardo Sacheri, Clara Salguero, Alberto Tarsitano, Enrique Amadasi and Alejandra Naughton.

EDUCATION



One out of two students in Argentina **lives below the poverty line**.⁴



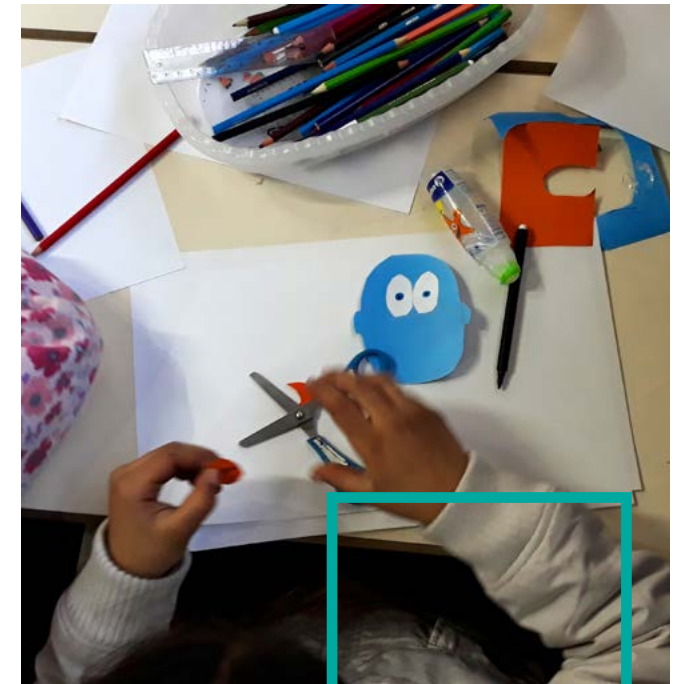
9 out of 10 young adults do not complete university studies and year-on-year drop-out rate in secondary school is 15.8%.⁵



Half of students drops out secondary school; **90% of them cannot solve a simple math exercise** and more than 60% do not understand what they read.



For a community to experience a sustained growth, younger generations must have access to quality education.



We promote opportunities to build a better future through education.

⁴ Reports of the UCA Observatory and Unicef for 2018.

⁵ Source: IDESA.

Together with the Consejo Empresario Mendocino we deliver management training to school headmasters so that they may manage schools with good education quality, irrespective of the context. Together with Cimientos we foster students to complete secondary school and together with Fundación Anpuy and Bisblick we help talented low-income students to complete university studies. Since we believe in the efficiency of a comprehensive approach we support the work on education policies carried out by CIPPEC through EDULAB.

FUTUROS EGRESADOS **In Partnership with Cimientos**

Banco Supervielle sponsors Fundación Cimientos, which is focused on supporting students from San Luis and Mendoza schools to complete secondary school.

Cimientos provides economic and academic support to students in vulnerable socio-economic contexts, promoting the development of skills to improve school performance.

As part of our Corporate Volunteering programs, our employees in Mendoza and San Luis provide support to scholarship beneficiaries.

As of 2018

→ 120 children have been granted scholarships since 2014.

Today

→ Beneficiaries in Mendoza: 21 5th year students of Ernesto Sabato school y 19 3rd year students of No. 4148 Manuel Belgrano school.

→ Beneficiaries in San Luis: 25 4th year students of No. 51 Maestro Faustino Segundo Mendoza school and 15 4th year students of No. 11 Benito Juárez school in the city of Villa Mercedes.

→ 44 volunteers of Grupo Supervielle.

UNIVERSITY SCHOLARSHIPS PROGRAM **In partnership with Anpuy and Bisblick**

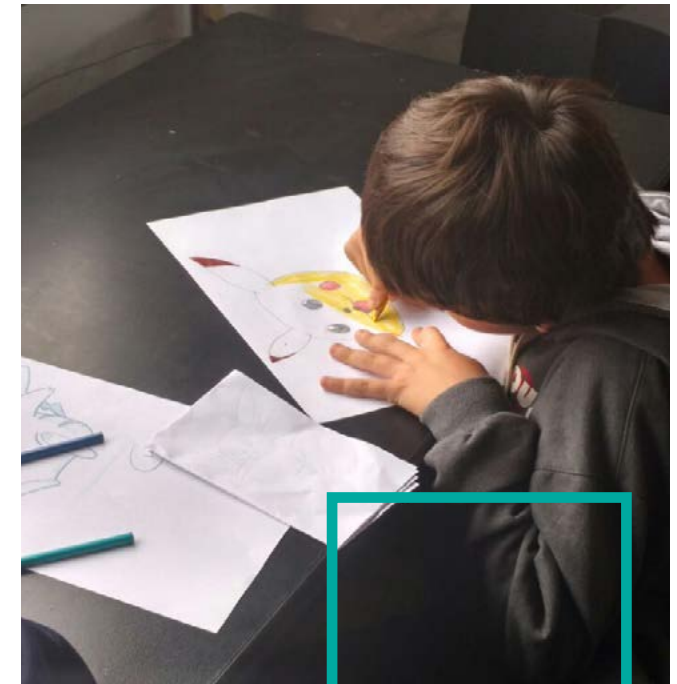
Banco Supervielle sponsors college and university students through Fundación Anpuy in Salta and Fundación Bisblick in Buenos Aires. The aim is to support them during their education process and also to have access to the labor market.

Beneficiaries receive economic aid and support so that they succeed in their studies. Bisblick beneficiaries receive support from Grupo Supervielle volunteers throughout their course of studies.

→ 26 University scholarships

→ 4 tutors of Grupo Supervielle

→ **4 graduates!**



Thanks to the 2015, 2016 and 2018 Matching Funds campaigns a total of 80 scholarships are funded by customers of Banco Supervielle who make a monthly donation to Fundación Cimientos.



A STORY OF CONTINUOUS IMPROVEMENT

Andrea is one of the 24 students from the Chaco Salteño who, with the support of Fundación Anpuy, is following her dreams through a college education.

Andrea is 25 and comes from Campo de Totoral, a small town in the province of Salta. When she was 14, together with her sister who is one year older, she moved to La Unión (1,200 inhabitant city in the province of Salta) to attend secondary school. Life was very hard for them, living away from home and on a tight budget.

In spite of that, Andrea completed the secondary school with good grades, decided to move by herself to the city of Salta – where she had never been before – to attend university. At present she is about to graduate as a French translator and was granted a 7-month scholarship to study in Toulouse, France.

Andrea is one of 24 young adults from the Chaco region in Salta who strive to make their dream to obtain a university degree come true thanks to the support of Fundación Anpuy and Grupo Supervielle.



Banco Supervielle supports Bisblick, a GNO which grants scholarships to high potential, low income youths so that they can pursue higher studies with the help of a tutor.

THE IMPORTANCE OF RELATIONSHIP BUILDING

Natacha Rodríguez, Head of Administration and Finance, Supervielle Seguros – tutor at Bisblick.

Bisblick considers that, in order to have a good academic performance, tutoring is more important than the allocation of funds. Many of its beneficiaries are the first members of their families that go to college or university, and their tutors are their referents at the time of making decisions.

Natacha has been Noelia's tutor for the last 2 years.

Noelia is attending the 3rd year of the Business Administration course of studies at Buenos Aires University.

When Natacha was offered to be Noelia's tutor, she was looking for an opportunity to "do something else, something for others". Together with her own family, Natacha provides financial aid to a school in the province of Misiones, which they visit every year. However, being a tutor is something different, it means "building a relationship".

Every tutoring experience is different, depending on what the student needs. Natacha helps Noelia based on her

own experience: she is also the first university graduate of her family.

During these two years they have become very close, they talk almost weekly, and not only of matters related to study. Natacha is always looking after Noelia, as if she were her mother, but in a different way. Natacha wants to learn through Noelia about the world of her own daughter, a few years younger than Noelia. Noelia also helps Natacha connect with the reality of others, to open her eyes and be compassionate.

"¿Would you recommend this experience?" "Absolutely!" It helps you see the world through the eyes of others", she says very enthusiastically.

FUNDAMENTOS EMPRESARIALES PROGRAM

In partnership with Junior Achievement

Banco Supervielle and Junior Achievement work together in the implementation of “Fundamentos empresariales” program.

The program is delivered by Banco Supervielle volunteers to students of 5th grade at schools of Godoy Cruz, Mendoza, San Rafael and Maipú cities.

As of 2018

→ We have worked together with Junior Achievement since 2014.

Today

- 6 schools
- 174 students
- 12 volunteers

CONSTRUYENDO MI FUTURO PROGRAM

In partnership with Enseñá por Argentina and Germinare

Internship program developed by Banco Supervielle to offer young adults, some children of employees and other graduates of Germinare and Enseñá por Argentina programs, their first job experience.

During January and February, the bank offers young adults recently graduated from secondary school the opportunity to work in the branches and at the Headquarters. They are assisted by a tutor and are given tools to develop at personal and professional level, so that they may become aware of the importance of going to university.

As of 2018

→ 9th edition

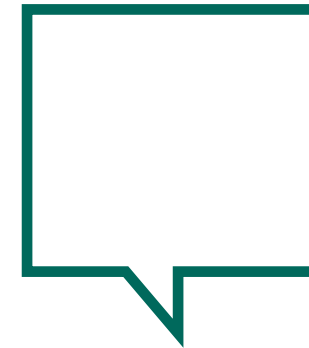
Today

- 80 interns:
 - 32 children of employees
 - 40 interns graduated from schools that are part of the Enseñá por Argentina program
 - 8 interns graduated from Fundación Germinare

In partnership with Enseñá por Argentina (ExA)

We work together with Fundación Enseñá por Argentina, which fosters inclusion and a better quality of education through leaders committed to promoting quality education opportunities for everyone

- Scholarship for the training of 10 ExA professionals
- Impact on the school performance of 1,200 students



Ramiro Fernández, participant of the Program Construyendo mi Futuro and graduate from Fundación Germinare.

“The best part of my internship was what I learnt, and the relationship with customers and colleagues. The program is great, it changes the way you think, and lets us have a glimpse of the real labor world. Most of the interns had just finished secondary school, and we had the chance to have a first-hand experience of the adult world, and it was a turning point for our future. I am very grateful for this opportunity”.

APRENDIENDO A AHORRAR PROGRAM

In partnership with BCRA

For the second year in a row, the Bank and the BCRA delivered financial education workshops at schools in the province of Mendoza. The workshops were organized in coordination with the Schools Department of the province.

The workshops were intended to teach students the benefits of saving over consuming. The workshops also offered basic financial knowledge for the use of money and information on the different savings options in the banking system.

- 4 workshops
- 306 5th year students

FORMACIÓN DE LÍDERES EDUCATIVOS PROGRAM

In partnership with Consejo Empresario Mendocino (CEM)

This is a two year program for school headmasters of the province of Mendoza.

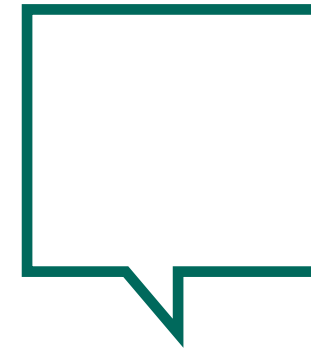
Banco Supervielle and the CEM provide school headmasters of public and private schools with management tools, through the methodology created by Fundación Córdoba Mejora. This training is intended to improve the educational management, with them as key players in this process, through transmission of their new knowledge to the education community.

- 19 scholarships to school headmasters in Mendoza
- 80 graduates since the beginning of the program in 2015

EDULAB

In partnership with CIPPEC

The mission of EDULAB consortium is to be an innovation catalyst for educational justice in Argentina. Its objective is to think, design and make possible, together with other institutions, actionable maps of the educational system of the future.



Natael Reynoso, participant of the Program Construyendo mi Futuro and graduate from Fundación Germinare.

"I liked the experience, the chance to know a work environment where I would like to work in the future. At a personal level, I liked the work team at the branch. I learnt that team work is key for a good operation. Patience both with customers and with colleagues is also very important. Thanks to my colleagues I learnt about technical matters such as fixed term deposits, loans, etc. Thank you very much for giving me the chance to participate in this program, and I hope it lasts for many years".

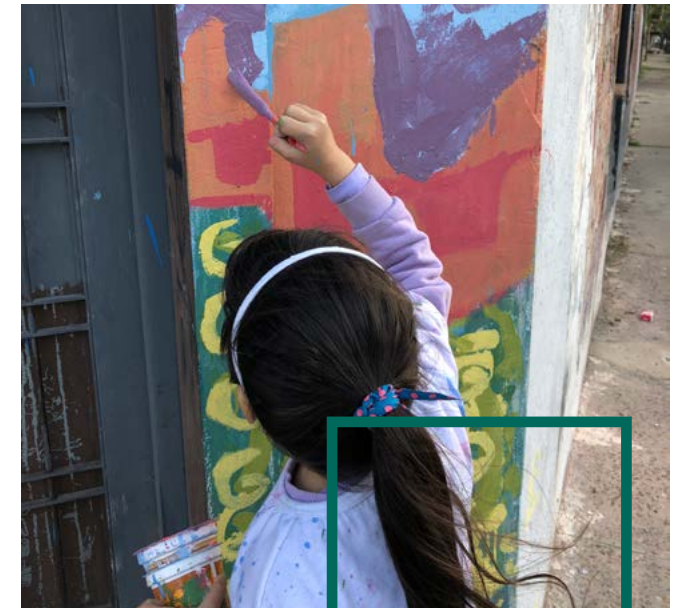
CHILDHOOD



It is everyone's responsibility to guarantee that the rights of children are recognized and respected.



In Argentina, **48% of children are poor and 8% are extremely poor**; almost half of the deaths of children under 5 years of age is due to malnutrition, and 2 out of 10 children live in food insecure homes.⁶ These conditions jeopardize their rights and evolution.



We help fight against child poverty and malnutrition and promote social transformation through art.

⁶ Source: UNICEF Dec 2018 / UCA's Social Debt Observatory.

We work in partnership with NGOs that focus on early childhood care and nutrition, since this is the period of largest and fastest development in human life. The bases for the future of children in terms of health, well-being and education are built during early childhood. If properly dealt with at an early stage, social inequalities may be eradicated.

DONAR ALIMENTOS ES DONAR FUTURO PROGRAM

In partnership with Fundación Banco de Alimentos

Banco Supervielle works in partnership with Banco de Alimentos to reduce hunger, improve nutrition and avoid food waste. In 2018 the second edition was conducted of the matching funds campaign in Buenos Aires, Córdoba, Tucumán, Mendoza and Mar del Plata.

Two years of matching funds campaign

- Monthly contribution of Ps.103,830
- This represents 51,703 meals per month
- 4.01% of individual donors of Banco de Alimentos are Banco Supervielle customers.

COMBATIR LA DESNUTRICIÓN INFANTIL PROGRAM

In partnership with Fundación Pilares and Asociación Civil Pequeños Pasos

Banco Supervielle works in partnership with NGOs to promote the prevention of, and recovery from, child malnutrition.

Fundación Pilares – Centro CONIN Barracas

Since 2012, the Bank has supported the CONIN Center of slum Villa 21-24, through the “Supplementary Feeding Assistance”. The program includes the delivery of milk and food bags, pediatric, nutrition, child development consultations, health and cooking workshops.

- The contribution made by Banco Supervielle funded the cost of one weekly shift, all the year round, of the “Supplementary Feeding program”.
- 39 children, 43 mothers and 4 pregnant women attended the program

Asociación Civil Pequeños Pasos

Banco Supervielle supports Espacio de Primera Infancia, in San Martín, province of Buenos Aires.

- The investment represented 70% of the yearly cost of the infant room
- 49 children 45 days to one year old attended the program

SOCIALIZAR A LOS NIÑOS A TRAVÉS DEL ARTE PROGRAM

In partnership with Casa Rafael

Banco Supervielle assists Fundación Casa Rafael in stimulating resilience in children in socially vulnerable environments through art and psychological and social support. Workshops are spaces where the kids can socialize and grow through their creativity.

Our direct financial contribution was used to:

- Pay the salary of the teachers, **which represents 12% of the budget** of professionals that are in direct contact with children. The contribution was used to:
 - **Audiovisual Arts workshop:** attended by 20 children over 10 years old and 30 children between 7 and 10 years old.
 - **Espacio JugArte:** attended by 35 children between 4 and 7 years old.
 - **Hip-Hop workshop:** attended by 35 children between 7 to 17 years old.
- Mural painting: 38 children aged 7 to 17 and 5 Banco Supervielle volunteers participated in this activity.

Two workshops were delivered under the Patronage System.

CO-RESPONSIBILITY PRACTICES: MATCHING FUNDS

G4-FS7

Fundraising campaign

During the past 5 years Supervielle has carried out a **fundraising program** among its customers for different childhood supporting projects.

Every campaign is featured by an **innovative fundraising strategy**.

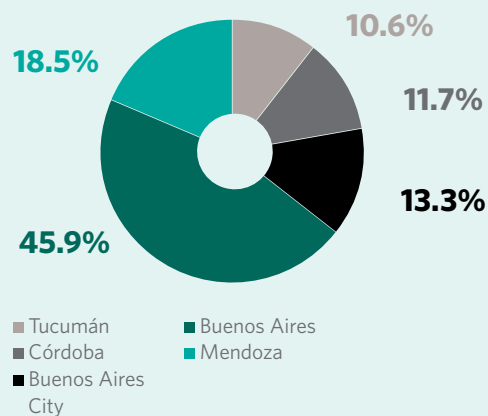
1. First, a **matching funds program** —Supervielle contributes with one peso (up to a stipulated limit) for every peso contributed by its customers through credit or debit card.
2. A **multi-channel fundraising platform**.
3. A wide donor base through **monthly automatic debits and for amounts significantly lower than those in the market**, which gives the NGO income predictability.

Matching Funds campaigns evidence a shared commitment and enable NGOs to increase their donor base.

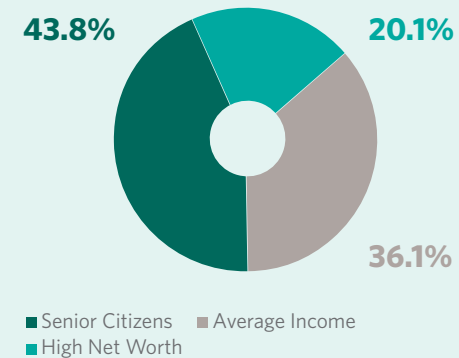
At Supervielle we conducted campaigns with UNICEF, contributing with 10,000 donors in 4 years, and with Cimientos, financing 80 scholarships for students in Mendoza and San Luis. This is our second campaign with Banco de Alimentos.

Thanks to Matching Funds in 2018: **368 customers** became monthly donors of Banco de Alimentos, contributing with a total of Ps.85,600 from July to December.

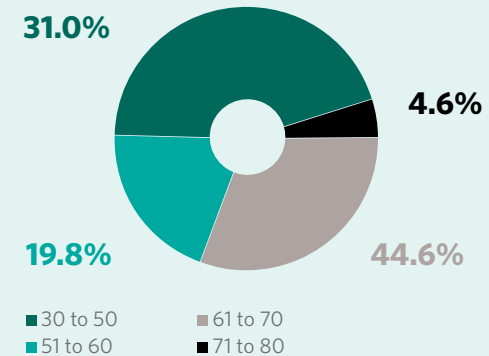
Donors per province



Donors per segment



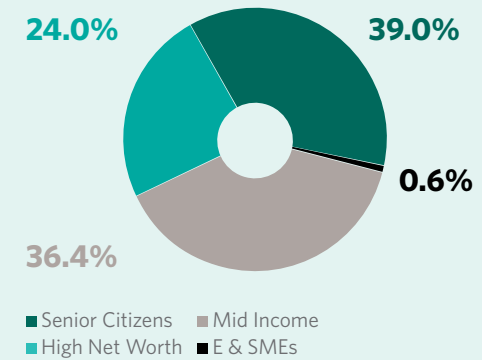
Donors per age



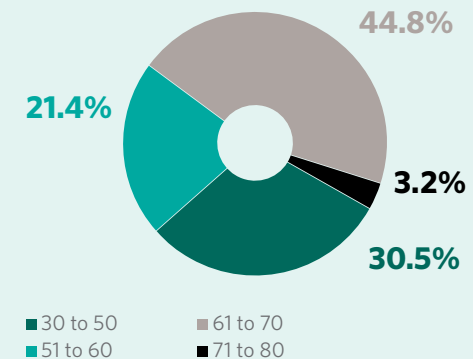


154 customers in Mendoza started to contribute to Cimientos on a monthly basis, and **contributed with Ps.23,345** from March to December.

Donors per segment



Donors per age



INSTITUTIONAL STRENGTHENING



In Argentina, **the average trust in institutions is lower than 50%**. Trust in government officers is 41%, only exceeding trust in mass media, which is of 39%.⁷

We are an Argentine financial group, **and as such we seek to have an active participation in and commitment to the development of the country**. In our view, we need strong institutions that guarantee legal security to operate and achieve sustainable development.



We contribute to institutional strengthening and the development of a long term public agenda.

⁷ Source: Trust Barometer Edelman 2018.

We work in partnership with NGOs that are committed to the strengthening of democracy and institutions. The goal is to create confidence through the dialogue with the different political parties, to achieve greater interaction among different groups (political, business, academic, think tanks, etc.) to find shared views and reach basic agreements.

INTEGRIDAD Y TRANSPARENCIA PROGRAM In partnership with Fundación RAP

We support Fundación RAP (Red de Acción Política), a pluralistic and non-partisan association, in the training and strengthening of political leaders. Created in 2002, RAP is a space of coordination for:

- Men and women actively engaged in politics who are invited to join RAP (Políticos RAP), and
- Citizens and institutions engaged in public life and with an interest in making a contribution to the country from a non-partisan place.
- We are part of a network formed with other institutions and individuals that gives financial support to RAP (Associate Member).

DINERO Y POLÍTICA PROGRAM In partnership with CIPPEC and Poder Ciudadano

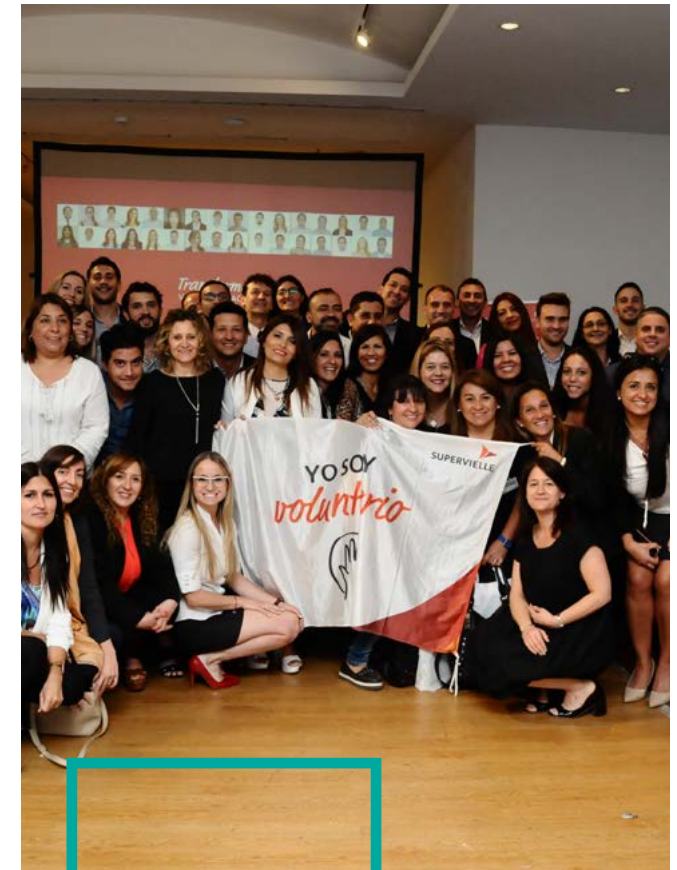
We worked for the fourth year in a project intended to improve the current campaign financing system and contribute to the implementation of new mechanisms

with a view to enhancing transparency in campaign financing and strengthening the controls exerted by electoral authorities.

- 17 bilateral meetings were held with members of political parties (at national level and in the province of Buenos Aires) to debate a document prepared jointly by CIPPEC and Poder Ciudadano, that offers a brief description of the major financing problems of Argentina and the measures required to introduce substantial improvements vis-à-vis the 2019 elections.
- Debates promoting communication between members of the public and private sectors.
- Three documents were prepared based on a survey about the reform projects of each political force: **Basic agreements for public equality and integrity, Financing patterns and Networks and Political Financing.**

BARÓMETRO DE LA DEUDA SOCIAL CON LAS PERSONAS MAYORES In partnership with Universidad Católica Argentina (UCA) and Fundación Navarro Viola (FNV)⁸

Banco Supervielle supports the research work of UCA's Social Debt Observatory for Argentina on the living conditions of the elderly, based on the UN's Universal Declaration of Human Rights and the promotion of Comprehensive Human Development of senior citizens. Together with FNV we promote the exchange of scientific information among sociologists, psychologists, educators and social workers. The objective is to expose the



⁸ <http://www.uca.edu.ar/index.php/site/index/es/uca/observatorio-de-la-deuda-social-argentina/deuda-social-con-las-personas-mayores/>

insecurity, helplessness and vulnerability suffered, at economic and symbolic level, by the elderly and introduce the issue in the public agenda so that action is taken.

- 2 bulletins were published on:
 - Living conditions of the elderly
 - Learning capacity of the elderly

IN PARTNERSHIP WITH MUSEO DE ARTE MODERNO DE BUENOS AIRES (MAMBA)

Banco Supervielle partners with Asociación Amigos del Moderno to support the institution as a strategic partner of the Museum of Modern Art (the maximum category of sponsorship). This partnership enabled MAMBA to carry out important projects of renowned Argentine artists and organize international exhibits.

This initiative allows Banco Supervielle to consolidate its presence in the art world and offer its customers and employees new benefits related to culture in the City of Buenos Aires.

Our contribution ensured sustainability and allowed long-term planning to the museum's management. This resulted in an increased number of visitors to the museum, which grew year upon year, from 87,500 in 2014 to 220,000 in 2018.

MAMBA 2018

- 220,000 visitors
- 8 national and international exhibits
- 7 catalogues published
- Opening of a new classroom
- 40,000 participants in education programs
- Launching of the new website museomoderno.org



VOLUNTEERING

We have two types of programs, in which **464 volunteers** participated:

- Proprietary programs or in partnership with NGOs, in which our employees are invited to participate
- Volunteering programs designed by, and addressed to, employees: **Voluntariado Capitanes**.

Volunteer participation by type:

- Senior citizens: 77 volunteers
- Education: 126 volunteers
- Childhood: 234 volunteers
- Institutional Strengthening: 2 volunteers
- Other: 25 volunteers

VOLUNTARIADO CAPITANES

In 2018 the Bank launched the third edition of the program Voluntariado Capitanes. This program focuses on enhancing the commitment of Grupo Supervielle's employees to the

community and creating real impact in the communities where Grupo Supervielle is present. The volunteers, led by a captain, organize cooperation projects with NGOs. Projects must focus on local development and community strengthening and must relate to one of the four CSR pillars: Education, Institutional Strengthening, Childhood or Senior Citizens. Among the main activities, volunteers refurbished spaces, equipped rooms and carried out activities with children, young adults and adults.

- 21 projects: 10 in the City of Buenos Aires and Greater Buenos Aires, 6 in Mendoza, 2 in Córdoba, 1 in Mar del Plata, 1 in Tucumán and 1 in San Luis.
- 14 projects related to childhood
- 5 projects related to education
- 2 projects related to senior citizens
- All projects were carried out by employees of Banco Supervielle, Cordial Servicios and Supervielle Seguros.



We have a strategic and long term corporate volunteer program that is in line with the objectives of Grupo Supervielle, the interests of employees and the needs of the community.

PATRONAGE

The Cultural Promotion Scheme known as Patronage is the financing program of the Ministry of Culture of the City of Buenos Aires for the development of artistic and cultural projects. Through this scheme taxpayers subject to the turnover tax may use part of the amounts payable for this tax to promote cultural projects. This is a key to foster the arts and culture. Banco Supervielle has supported several cultural projects since 2011.

2018 Patronage	Number of projects	Contribution
Art	5	Ps. 1,420,275
Education	3	Ps. 2,222,760
Childhood	2	Ps. 500,000
Theater, music and cinema	3	Ps. 1,424,000
Cultural Heritage	4	Ps. 11,658,682
Total	17	Ps. 17,225,717



RESPECT WE CARE ABOUT OTHERS

Friendly

We believe in treating others as we like to be treated, in building through dialogue and diversity.

5,279
EMPLOYEES



97%

of the employees is under an employment contract for an indefinite term



52% 95%

WOMEN

OF WHOM ARE < 50

DIVERSITY AND EQUAL OPPORTUNITIES

In Grupo Supervielle we believe that respect is a core value to achieve sustainable growth. We promote an environment free of discrimination by gender, race, color, religion and political or other affiliation.

No harassment or discrimination on the basis of prejudice is tolerated nor are comments or actions that may create a hostile work environment.

We are committed to building an environment that prioritizes the respect and value of human beings and their privacy, individuality and dignity.

EMPLOYEES OF GRUPO SUPERVIELLE

GRI 102-8, 405-1

5,279
employees



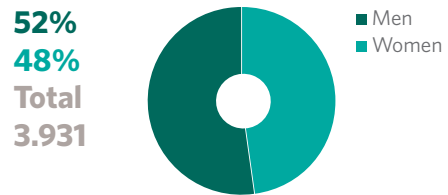
52%
Women



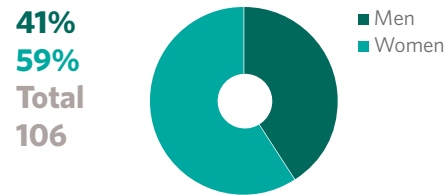
48%
Men



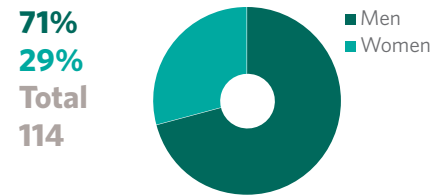
Banco Supervielle



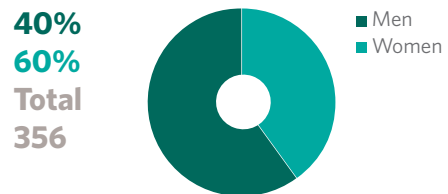
Supervielle Seguros



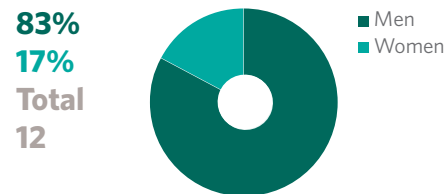
MILA



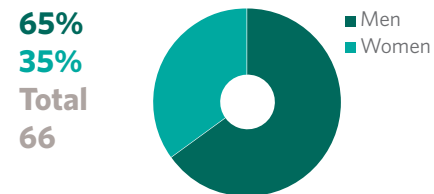
CCF



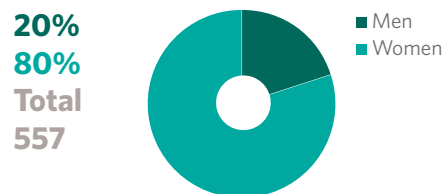
SAM



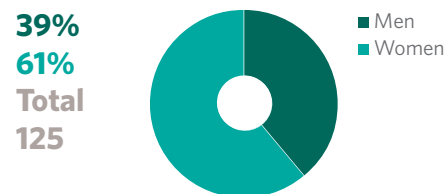
IOL



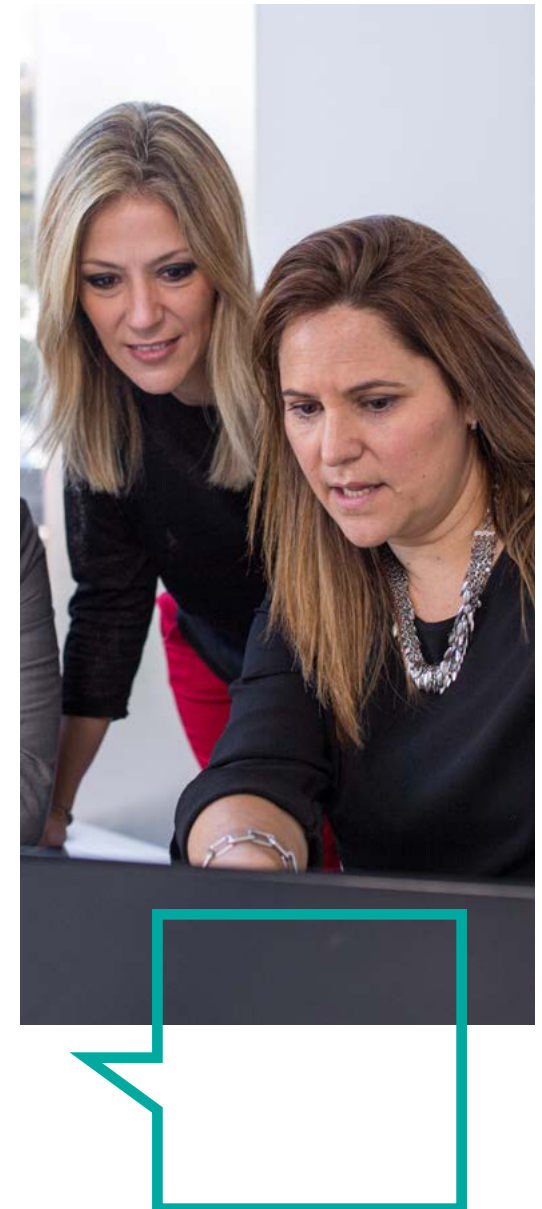
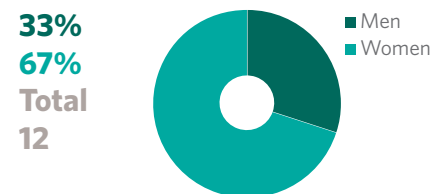
TA



Espacio Cordial



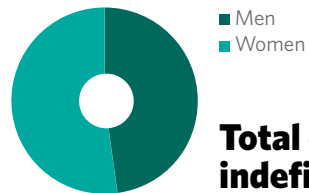
Grupo Supervielle



Employees by employment relationship and gender

Indefinite

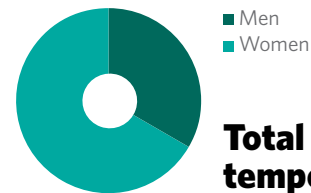
2,469
2,675



Total employees with indefinite term contract: 5,144

Temporary

45
90



Total employees with temporary contracts: 135

Employees by employment relationship and region

City of Buenos Aires

42%

of employees
of Grupo Supervielle



98%
with Indefinite
term contract

North Western Region

2%

of employees
of Grupo Supervielle



98%
with Indefinite
term contract

Province of Buenos Aires

31%

of employees
of Grupo Supervielle



96%
with Indefinite
term contract

North Eastern Region

1%

of employees
of Grupo Supervielle

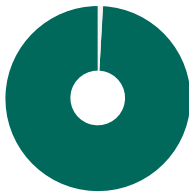


95%
with Indefinite
term contract

Employees by employment relationship and region

Cuyo region

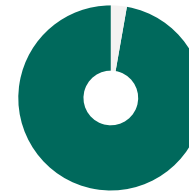
16%
of employees
of Grupo Supervielle



99%
with Indefinite
term contract

Central region

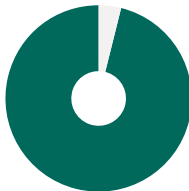
5%
of employees
of Grupo Supervielle



97%
with Indefinite
term contract

Patagonia region

3%
of employees
of Grupo Supervielle

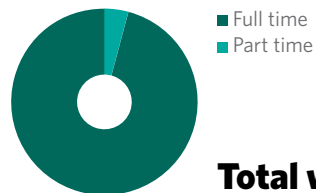


95%
with Indefinite
term contract

Employees by employment relationship and gender

Men

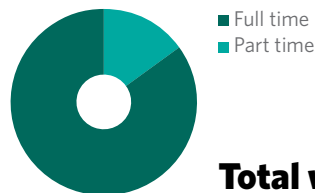
96%
4%



**Total with full
time employment
contract
90%**

Women

85%
15%



**Total with part
time employment
contract
10%**

Employees by gender and age

< 30

39%
61%

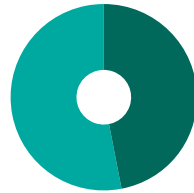


■ % Men
■ % Women

Total < 30
22%

30-50

47%
53%



■ % Men
■ % Women

Total 30-50
68%

>50

73%
27%



■ % Men
■ % Women

Total >50
10%

Board of Directors by gender and age

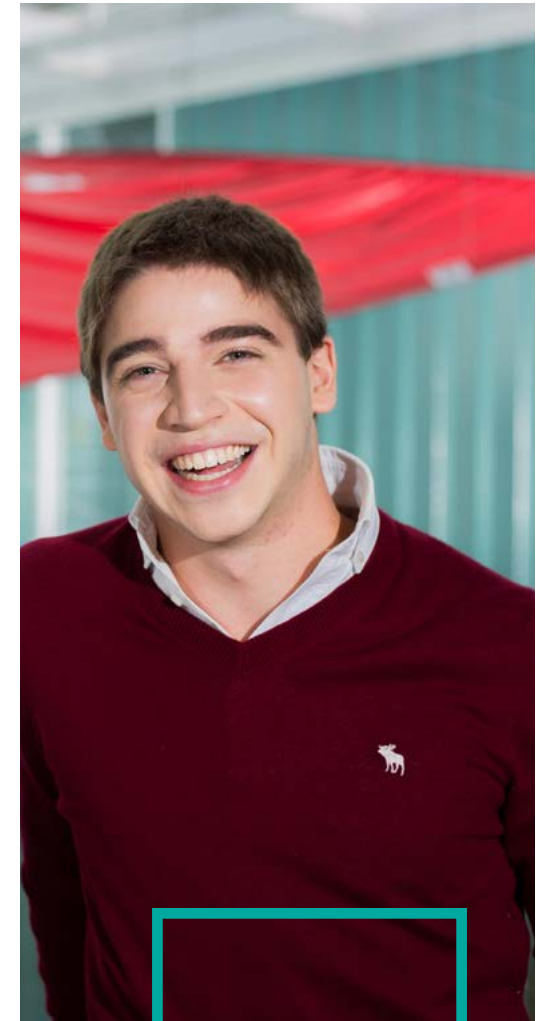
30-50



>50



100% of the senior management is hired from the local community



REMUNERATION

GRI 202-1, 405-2

In order to attract, retain and motivate people with the skills necessary to attain our strategic goals we intend that the remuneration paid to our employees is commensurate with their responsibilities and in line with remunerations paid for similar positions in the market.

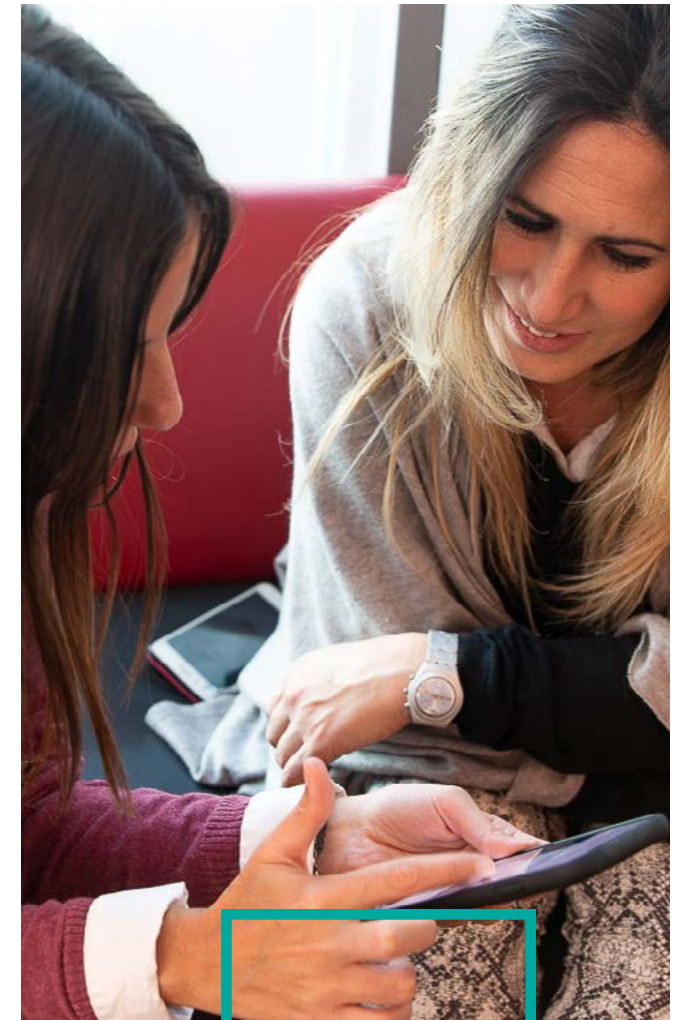
Design and Structure of Remuneration Processes.

The underlying concept of the remuneration structure of Grupo Supervielle is to achieve an adequate balance between results and risks management. Design of remuneration processes aims at remunerating and recognizing employees' contribution to achievement of individual goals in an environment of healthy competition and merit and performance based payment, within a robust risk control framework.

Measures which take into account risks in remuneration processes.

The variable component of the remuneration of Grupo Supervielle executive officers is determined taking into account the achievement of specific objectives aimed at keeping the different risks within the desired thresholds. Besides, some executives receive a deferred bonus for specific multi-annual business sustainability and risk control based objectives.

Remuneration is determined by the position, years in the position and the market. Men and women working under the same work conditions receive the same remuneration.



Ratio of standard entry level wage of Grupo Supervielle employees compared to local minimum wage

Minimum Wage Ratio	Banco Supervielle	CCF	TA	Supervielle Seguros	SAM	Espacio Cordial	MILA	IOL	Grupo Supervielle
Women	3.16	2.09	2.13	2.19	3.22	3.16	2.28	2.36	5.88
Men	3.16	2.11	2.13	2.19	5.37	3.16	2.31	2.39	2.87

Local minimum wage in Argentina as of 12/31/2018.

Ratio of basic salary and remuneration of women to men

Item	Banco Supervielle	CCF	TA	Supervielle Seguros	SAM	Espacio Cordial	MILA	IOL	Grupo Supervielle
Staff	1.00	0.99	1.00	1.00	0.60	1.00	0.98	0.99	2.05
Mid officers	1.03	1.12	0.94	0.67	N/A	1.21	0.98	0.61	0.70
Senior officers	1.08	1.19	N/A	0.83	N/A	1.00	N/A	1.44	0.36

N/A: not applicable because there are no women holding these positions.

GENDER VIOLENCE

Gender violence is a widespread social problem that involves us all. Banco Supervielle was the first bank to sign the protocol for victims of gender-based violence, aimed at establishing a specific framework of action for victims of gender violence. The protocol is activated once the report is made at the police station, court or corresponding state agency, and contemplates the following:

- Immediate assistance of the Social Assistance Area to the employee involved and their family group.
- Legal assistance.
- Possibility to relocate the employee for safety purposes.
- Special leave.
- Economic aid such as emergency loans and guarantees for tenants to cope with the emergency.
- Confidentiality.

Banco Supervielle's Commission of Assistance to Victims of Gender-Based Violence will propose dissemination, awareness and prevention cultural actions through the different communication channels of the entity. To that end, it will appoint delegates of Banco Supervielle to the different departments of the association of bank employees so as to assist in situations that are within its scope of action.

OCCUPATIONAL HEALTH AND SAFETY

GRI 403-2

During 2018 the Board of Directors approved the occupational health and safety policy of Grupo Supervielle that considers prevention of occupational accidents and diseases as a pillar of its management. In 2018:

- 3752 employees received training on “Fire prevention and evacuation”.
- Emergency and evacuation plans were updated for the Headquarters of Banco Supervielle and all the branches and service centers, including TA branches, in all the geographic areas where it operates.
- Evacuation drills were conducted.
- Installation of fire detection, alarm and extinguishment systems was completed in all the bank’s branches.
- 19 reports by enforcement authorities were satisfactorily answered.
- 23 occupational accidents occurred in Banco Supervielle and 61 in aggregate, including in itinere accidents. We work to improve work conditions at our premises and deliver H&S training courses, based on the Proactive Total Safety concept for the preservation of human life and assets.

→ continua de las condiciones de los inmuebles y capacitaciones en H&S, asumiendo el concepto de Seguridad Total Proactiva para la preservación de vidas y bienes.

All Service Centers of Banco Supervielle are certified pursuant to ANSES resolution. The “CERTIFIED” status means that ALL service centers have in place 100% of ventilation, lighting and sound indicators.

Occupational health and safety ²	Total 2018
Frequency ³	3.53%
Rate of incidence of professional diseases	0.00%
Lost days rate (TDP) ⁴	0.1605%
Death for occupational incident or disease	0

² The Health and Safety department does not break down ratios by gender or region. Scope: Banco Supervielle. Labor absenteeism rate is not reported for the period because there are no specific values applicable to Banco Supervielle.

³ Includes minor incidents. Does not include in-itinere accidents.

⁴ Counted in calendar days, not business days.

CUSTOMER SAFETY

GRI 416-2

In Banco Supervielle we have in place a strategic plan designed by the Data Security Management, which features the eCrime Project, based on the definition of an electronic fraud prevention plan for customers of Banco Supervielle. We also have a skimming detection process, designed jointly with Prisma.

Security incidents detected, either internally or externally, are recorded in an incident management tool that was acquired as part of the eCrime Project. This tool follows up on incidents until they are solved, and keeps the owner of the affected asset and the involved areas, such as Risks, IT, Infrastructure, etc., informed throughout the detection/correction process. The incident base is used as feedback to define the Information Security awareness plan.

Taking into account the availability of internet services, a solution was also implemented to detect and mitigate volumetric DDoS incidents.

Number of incidents with customers reported in 2018	0
Number of internal security incidents reported in 2018	9

CUSTOMER PRIVACY

GRI 418-1

We are deeply committed to guaranteeing the best quality of personal data protection for our customers. The Information Security Management, pursuant to Communications A4609 and A6017 of the Central Bank of Argentina and the Personal Data Protection Act, places emphasis on data privacy and protection and is in charge of the analysis, maintenance and management of different applications containing customer data. In addition, information assets are classified on the basis of their criticality and are treated accordingly depending on the degree of criticality defined. We also have in place a data leakage prevention solution (DLP).

Our aim is to protect the corporate information assets and detect, mitigate and remedy those incidents affecting confidentiality, integrity and availability of information assets of Banco Supervielle.

During the period there were no complaints by third parties or regulatory agencies in connection with privacy of information. Besides, no cases were reported to the Information Security Management for leaks, theft or loss of customer data.

⁹ Data assets means files and databases, contracts and agreements, software information, user manuals, applications, software, etc.

ABOUT THE SUSTAINABILITY REPORT

Report

This is the seventh sustainability report published by Grupo Supervielle. It reflects the relationship between Grupo Supervielle and its stakeholders and the way the sustainability strategy is integrated in its businesses.

21

material indicators
and **5** indicators from
the financial supplement



**IN ACCORDANCE
WITH THE
GRI STANDARDS:
"CORE" OPTION.**



**Aligned with the
financial services
sector supplement.**

ABOUT THE SUSTAINABILITY REPORT

GRI 102-45, 102-48, 102-49, 102-50, 102-51, 102-52, 102-54

The 2018 Sustainability Report is the seventh report published by Grupo Supervielle. It contains information about major events for our Stakeholders regarding the corporate economic, social and environmental performance since January 1, 2018 to December 31, 2018. The following companies are included in the report:

- Banco Supervielle S.A.,
- Cordial Compañía Financiera S.A.,
- Tarjeta Automática S.A.,
- Supervielle Seguros S.A.,
- Supervielle Asset Management Sociedad Gerente de FCI S.A.
- Espacio Cordial de Servicios S.A.
- InvertirOnline S. A.
- Micro Lending S. A. U.

The document was prepared by the Corporate Social Responsibility area of Grupo Supervielle in collaboration with the different corporate areas. Grupo Supervielle prepares its sustainability reports on a yearly basis, the most recent corresponding to the 2017 fiscal year. Any restatement of information is indicated throughout the report.

This report reflects the relationship of Grupo Supervielle with the different stakeholders and the way the sustainability strategy is integrated to its businesses, creating long term value for all corporate segments and contributing to the economic and social development of Argentina.

The 2018 Sustainability Report was prepared in accordance with the GRI Standards: "core" option of the Global Reporting Initiative (GRI) and with a financial services sector supplement.



OUR STAKEHOLDERS

GRI 102-40, 102-42, 102-43, 102-44

Stakeholders	Communication Channels
Customers (Individuals, companies, public entities)	Satisfaction survey Seminars Relationship Building Events Commercial Communication Institutional Communication Contact Center Investments Center Chat Banking
	Intranet Internal communication meetings Breakfast with the CEO Evaluation of campaigns, actions, events Bi-annual work environment survey Bi-annual pulse survey Management center Visits of Business Partners to service centers and branches Gestar Ethics Line Yammer StarMeUp
NGOs	Face-to-Face Meetings or conference calls Regular meetings to become acquainted with programs under way Visits of NGOs Attendance to fundraising events Frequent contact via e-mail

Stakeholders	Communication Channels
Suppliers	Formal selection and contracting processes Face-to-face meetings or conference calls
Local authorities	Meetings
Trade unions	Regular meetings with union representatives
Multilateral agencies (Development agencies International financing agencies)	Annual report Meetings 20F Press release Webpage
Shareholders (Capital suppliers)	Annual Report 20F Quarterly reports Press releases Web page Investor's day Quarterly conference calls with investors and analysts, with the participation of the President, the CEO, the CFO. Open line for shareholders to make inquiries. Conference calls are transmitted directly through the webpage. Calls with investors and analysts One on one meetings with investors in Argentina and abroad Conference calls locally and abroad Telephone lines to receive calls

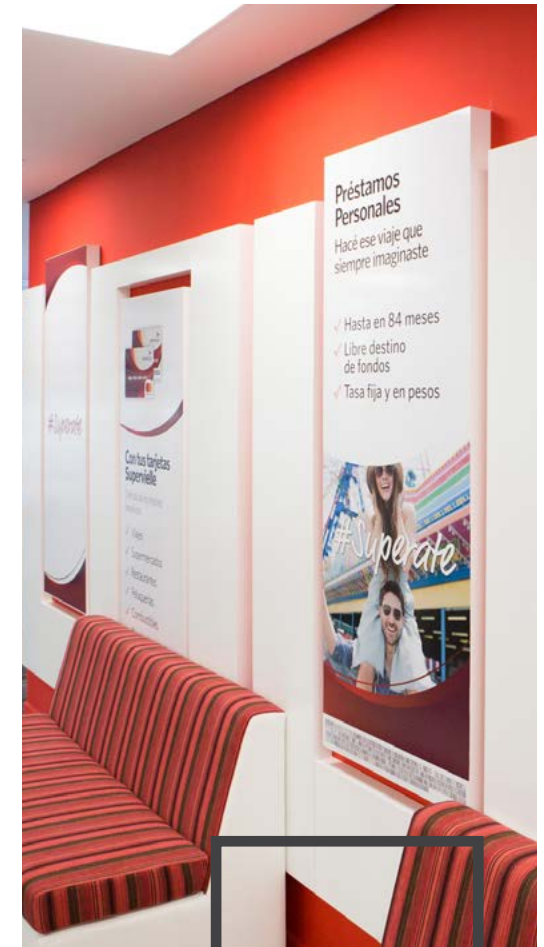
MATERIALITY ANALYSIS

GRI 102-46

For the 2018 Sustainability Report material topics were reviewed based on the materiality analysis carried out during 2017. The method used for that analysis was an online survey which shareholders/investors, chambers, customers, employees, NGOs, officers, Government and suppliers were invited to participate in. 965 answers were received, which showed the importance of each topic for the different stakeholders.

Based on the results of the survey to Stakeholders, the Head of Corporate Social Responsibility carried out an assessment of Grupo Supervielle taking into account its organizational strategy.

In addition to the materiality process, we have several communication channels that enable us to know on a regular basis the expectations, needs and requests of our stakeholders. Thus, at Grupo Supervielle we promote the use and development of those channels so as to have plenty of feedback on our performance.

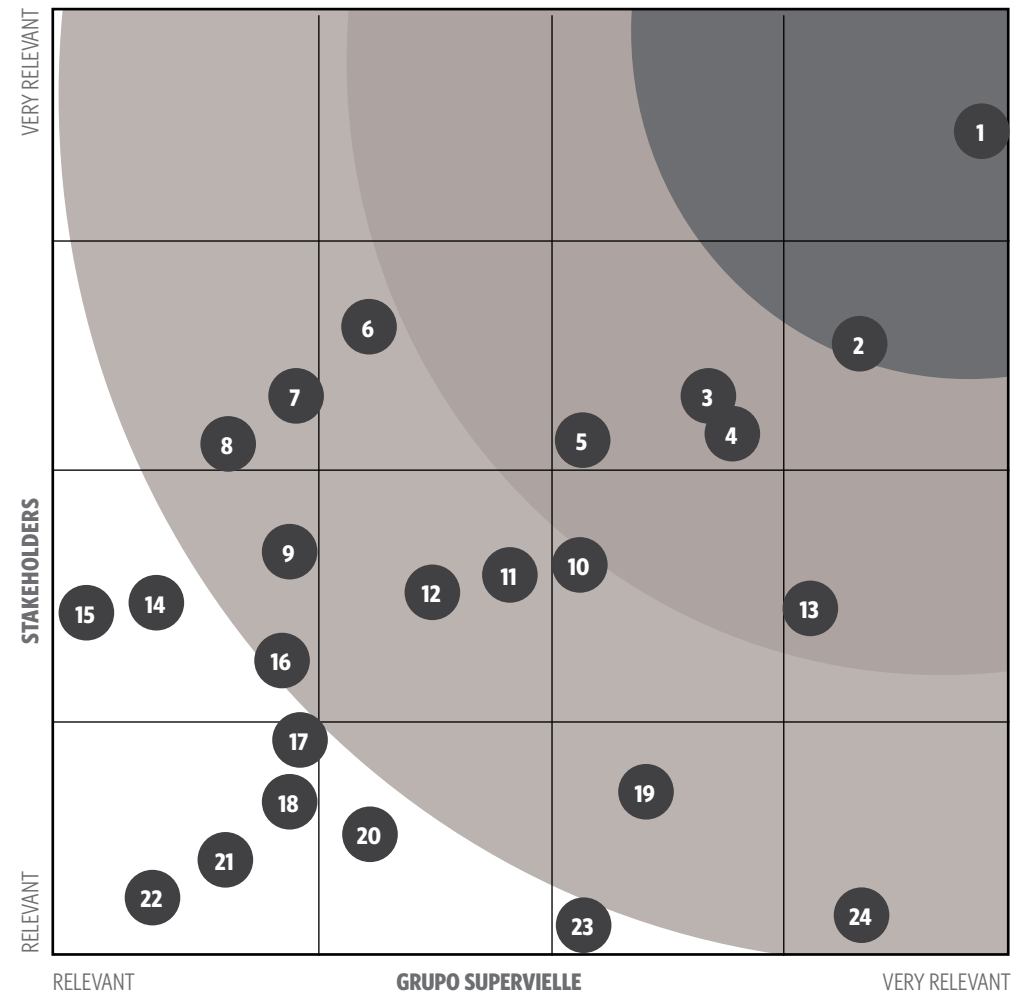


MATERIAL TOPICS

GRI102-47

These are the material topics for Grupo Supervielle and how they relate with the GRI Standards.

1. Transparency and ethical standards
2. Quality employment
3. Non-discrimination
4. Customers' data privacy and security
5. Access to financial services for disadvantaged people
6. Paper consumption optimization
7. Develop products and services designed to provide a social benefit
8. Energy consumption optimization
9. Value chain relationship
10. Legal and regulatory compliance in products/services
11. Diversity and equal opportunities
12. Positioning in market and segments in which it operates
13. Access points in low populated or disadvantaged areas
14. People's training and education level
15. Economic profitability and sustainability
16. Good relationship with the community
17. Care for customer safety
18. Ongoing human rights assessment
19. Credit assessment policies and procedures with environmental and social criteria
20. Compliance with applicable regulations
21. Oversight of conduct standards throughout the value chain
22. Personnel health and safety management
23. Gender equality
24. Effective management of labor and union relations





Material Topic for Grupo Supervielle

Topic GRI Standard

Customer service quality

Customer health and safety
Marketing and labelling
Customer privacy
Socioeconomic compliance

Non discrimination

Non discrimination

Training and education

Training and education

Quality employment and employee integrity

Training and education
Employment
Diversity and equal opportunities
Occupational health and safety
Freedom of association and collective bargaining
Human rights assessment

Relationship with the community

Local communities

Impact of products and services

FS7: Money value of products and services designed to provide a specific social benefit for each business line
SF13: Access points in scarcely populated or economically disadvantaged areas
FS14: Initiatives to improve access to financial services by disadvantaged groups

Economic performance

Economic performance

Ethics and integrity and Corporate Governance and its impact on business sustainability

Anti corruption

Indirect economic impact

Indirect economic impact

Value chain integrity

Procurement practices
Supplier social assessment

Market positioning

Market presence
Portfolio percentage of each business line per region, size and sector (financial supplement FS6)

Environmental impact of operations (Energy efficiency)

Energy

Paper consumption optimization

Materials

Effluent and waste management

Effluents and waste

Impact of products and services

Assets subject to positive or negative social or environmental assessment (financial supplement FS11)



GRI CONTENT INDEX

GRI 102-55

GRI Standard	Title of content	Page/Answer	Cláusula ISO 26000	Verification
GRI 101: FOUNDATION 2016				
GENERAL DISCLOSURES				
ORGANIZATIONAL PROFILE				
GRI 102: General Disclosures 2016	102-1 Name of the organization	11		
	102-2 Activities, brands, products and services	11		
	102-3 Location of headquarters	11		
	102-4 Location of operations	13		
	102-5 Ownership and legal form	14		
	102-6 Markets served	13		
	102-7 Scale of the organization	8; 16	6.3.10, 6.4.1, 6.4.2, 6.4.3, 6.4.4, 6.4.5, 6.8.5, 7.8	✓
	102-8 Information on employees and other workers	119		✓
	102-9 Supply chain	96		
	102-10 Significant changes to the organization and its supply chain	There were no substantial changes during the period reported.		
	102-11 Precautionary Principle or approach	33		
	102-12 External initiatives	98-117		
	102-13 Membership to associations	48		

GRI Standard	Title of content	Page/Answer	Cláusula ISO 26000	Verification
STRATEGY				
GRI 102: General Disclosures 2016	102-14 Statement from senior decision maker	5	4.7, 6.2, 7.4.2	
ETHICS AND INTEGRITY				
GRI 102: General Disclosures 2016	102-16 Values, principles, standards and norms of behaviour	36; 37	4.4,	
	102-17 Mechanisms for advice and concerns about ethics	36	6.6.3	
GOVERNANCE				
GRI 102: General Disclosures 2016	102-18 Governance structure	19		
	102-22 Composition of the highest governance body and its committees	20-29		
	102-23 Chair of the highest governance body	20	6.2, 7.4.3, 7.7.5	
	102-30 Effectiveness of risk management processes	33		
	102-35 Remuneration policies	32		
	102-36 Process for determining remuneration	32		
STAKEHOLDER ENGAGEMENT				
GRI 102: General Disclosures 2016	102-40 List of stakeholder groups	130		
	102-41 Collective bargaining agreements	48		✓
	102-42 Identifying and selecting stakeholders	130	5.2, 7.3.2, 7.3.3, 7.3.4, 5.3	
	102-43 Approach to stakeholder engagement	130		
	102-44 Key topics and concerns raised	130		
REPORTING PRACTICE				
GRI 102: General Disclosures 2016	102-45 Entities included in the consolidated financial statements	129		
	102-46 Defining report content and topic boundaries	131		
	102-47 List of material topics	132		
	102-48 Restatements of information	129	7.5.3	
	102-49 Changes in reporting	129	7.6.2	
	102-50 Reporting period	129		
	102-51 Date of most recent report	129		

GRI Standard	Title of content	Page/Answer	Cláusula ISO 26000	Verification
	102-52 Reporting cycle	129		
	102-53 Contact point for questions regarding the report	144		
	102-54 Claims of reporting in accordance with the GRI Standards	129		
	102-55 GRI content index	134		
	102-56 External assurance	143		

GRI Standard	Title of content	Page/Answer	Omission	Cláusula ISO 26000	Verification
MATERIAL TOPICS					
ECONOMIC					
ECONOMIC PERFORMANCE					
GRI 103: Management approach 2016	103-1 Explanation of the material topic and its boundary	16			
	103-2 The management approach and its components	16		6, 7.3.1, 7.4.3, 7.7.3, 7.7.5	
	103-3 Evaluation of the management approach	16			
GRI 201: Economic performance 2016	201-1 Direct economic value generated and distributed	16		6.8.1, 6.8.2, 6.8.3, 6.8.7, 6.8.9	✓
MARKET PRESENCE					
GRI 103: Management approach 2016	103-1 Explanation of the material topic and its Boundaries	124; 125			
	103-2 The management approach and its components	124; 125		6, 7.3.1, 7.4.3, 7.7.3, 7.7.5	
	103-3 Evaluation of the management approach	124; 125			
GRI 202: Market presence 2016	202-1 Ratio of standard entry level wage by gender compared to local minimum wage	124; 125		6.3.10, 6.4.3, 6.4.4, 6.8.1, 6.8.2	✓
INDIRECT ECONOMIC IMPACTS					
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its Boundaries	8			
	103-2 The management approach and its components	8		6, 7.3.1, 7.4.3, 7.7.3, 7.7.5	
	103-3 Evaluation of the management approach	8			

GRI Standard	Title of content	Page/Answer	Omission	Cláusula ISO 26000	Verification
GRI 203: Indirect economic impacts 2016	203-2 Significant indirect economic impacts	8		6.3.9, 6.6.6, 6.6.7, 6.7.8, 6.8.1, 6.8.2, 6.8.5, 6.8.7, 6.8.9	✓
PROCUREMENT PRACTICES					
GRI 103: Management approach 2016	103-1 Explanation of the material topic and its Boundaries	96			
	103-2 The management approach and its components	96		6, 7.3.1, 7.4.3, 7.7.3, 7.7.5	
	103-3 Evaluation of the management approach	96			
GRI 204: Procurement practices 2016	204-1 Proportion of spending on local suppliers	96		6.4.3, 6.6.6, 6.8.1, 6.8.2, 6.8.7	✓
ANTI-CORRUPTION					
GRI 103: Management approach 2016	103-1 Explanation of the material topic and its Boundaries	36			
	103-2 The management approach and its components	36		6, 7.3.1, 7.4.3, 7.7.3, 7.7.5	
	103-3 Evaluation of the management approach	36			
GRI 205: Anti-corruption 2016	Disclosure 205-3 Confirmed incidents of corruption and actions taken	36		6.6.1, 6.6.2, 6.6.3	✓
ENVIRONMENTAL MATERIAL					
GRI 103: Management approach 2016	103-1 Explanation of the material topic and its Boundaries	95			
	103-2 The management approach and its components	95		6, 7.3.1, 7.4.3, 7.7.3, 7.7.5	
	103-3 Evaluation of the management approach	95			
GRI 301: Materials 2016	301-1 Materials used by weight or volume	95		6.5 6.5.4	✓
ENERGY					
GRI 103: Management approach 2016	103-1 Explanation of the material topic and its Boundaries	93			
	103-2 The management approach and its components	93		6, 7.3.1, 7.4.3, 7.7.3, 7.7.5	
	103-3 Evaluation of the management approach	93			
GRI 302: Energy 2016	302-4 Reduction of energy consumption	93		6.5.4, 6.5.5	✓
EFFLUENTS AND WASTE					
GRI 103: Management approach 2016	103-1 Explanation of the material topic and its Boundaries	95			
	103-2 The management approach and its components	95		6, 7.3.1, 7.4.3, 7.7.3, 7.7.5	
	103-3 Evaluation of the management approach	95			
GRI 306: Effluents and waste 2016	306-2 Waste by type and disposal method	95		6.5 6.5.3	✓

GRI Standard	Title of content	Page/Answer	Omission	Cláusula ISO 26000	Verification
CORPORATE					
EMPLOYMENT					
GRI 103: Management approach 2016	103-1 Explanation of the material topic and its Boundaries	49;50			
	103-2 The management approach and its components	49;50		6, 7.31, 7.4.3, 7.7.3, 7.7.5	
	103-3 Evaluation of the management approach	49;50			
GRI 401: Employment 2016	401-1 New employee hires and the employee turnover	50		6.4.3	✓
	401-2 Benefits provided to full-time employees that are not provided to temporary or part-time employees	49		6.4.4, 6.8.7	
OCCUPATIONAL HEALTH AND SAFETY					
GRI 103: Management approach 2016	103-1 Explanation of the material topic and its Boundaries	126			
	103-2 The management approach and its components	126		6, 7.31, 7.4.3, 7.7.3, 7.7.5	
	103-3 Evaluation of the management approach	126			
GRI 403: Occupational Health and Safety 2016	403-2 Types of injury and rates of injury, occupational diseases, lost days, and absenteeism, and number of work-related fatalities	126		6.4.6, 6.8.8	✓
TRAINING AND EDUCATION					
GRI 103: Management approach 2016	103-1 Explanation of the material topic and its Boundaries	40-43			
	103-2 The management approach and its components	40-43		6, 7.31, 7.4.3, 7.7.3, 7.7.5	
	103-3 Evaluation of the management approach	40-43			
GRI 404: Training and Education 2016	404-1 Average hours of training per year per employee	40-43		6.4.7	✓
DIVERSITY AND EQUAL OPPORTUNITIES					
GRI 103: Management approach 2016	103-1 Explanation of the material topic and its Boundaries	119;124			
	103-2 The management approach and its components	119;124		6, 7.31, 7.4.3, 7.7.3, 7.7.5	
	103-3 Evaluation of the management approach	119;124			
GRI 405: Diversity and equal opportunities	405-1 Diversity of governance bodies and employees	119-123		6.3.7, 6.3.10, 6.4, 6.4.3	✓
	405-2 Ratio of basic salary and remuneration of women to men	124-125		6.3.7, 6.3.10, 6.4.3, 6.4.4	✓
NON DISCRIMINATION					
GRI 103: Management approach 2016	103-1 Explicación del tema material y sus coberturas	36			
	103-2 El Management approach y sus componentes	36		6, 7.31, 7.4.3, 7.7.3, 7.7.5	
	103-3 Evaluación del Management approach	36			

GRI Standard	Title of content	Page/Answer	Omission	Cláusula ISO 26000	Verification
GRI 406: No discriminación 2016	406-1 Incidents of discrimination and corrective actions taken	36		6.3.6, 6.3.7, 6.3.10, 6.4.3	✓
FREEDOM OF ASSOCIATION AND COLLECTIVE BARGAINING					
GRI 103: Management approach 2016	103-1 Explanation of the material topic and its Boundaries	48			
	103-2 The management approach and its components	48		6, 7.3.1, 7.4.3, 7.7.3, 7.7.5	
	103-3 Evaluation of the management approach	48			
GRI 407: Freedom of Association and Collective bargaining 2016	407-1 Operations and suppliers in which the right to freedom of association and collective bargaining may be at risk	48		6.3.3, 6.3.4, 6.3.5, 6.3.8, 6.3.10, 6.4.5, 6.6.6	✓
HUMAN RIGHT ASSESSMENT					
GRI 103: Management approach 2016	103-1 Explanation of the material topic and its Boundaries				
	103-2 The management approach and its components			6, 7.3.1, 7.4.3, 7.7.3, 7.7.5	
	103-3 Evaluation of the management approach				
GRI 412 Human Rights Assessment	412-1 Operations that have been subject to human rights reviews or impact assessments	NOTE 1	No information available to answer the indicator	6.3.3, 6.3.4, 6.3.5	✓
LOCAL COMMUNITIES					
GRI 103: Management approach 2016	103-1 Explanation of the material topic and its Boundaries	98-117			
	103-2 The management approach and its components	98-117		6, 7.3.1, 7.4.3, 7.7.3, 7.7.5	
	103-3 Evaluation of the management approach	98-117			
GRI 413 Local communities 2016	413-1 Operations with local community engagement, impact assessments, and development programs	98-117		6.3.9, 6.5.1, 6.5.2, 6.5.3, 6.8	✓
SUPPLIER SOCIAL ASSESSMENT					
GRI 103: Management approach 2016	103-1 Explanation of the material topic and its Boundaries	96			
	103-2 The management approach and its components	96		6, 7.3.1, 7.4.3, 7.7.3, 7.7.5	
	103-3 Evaluation of the management approach	96			
414 Supplier Social Assessment	414-1 New suppliers that were screened using social criteria	96		6.3.5, 6.6.1, 6.6.2, 6.6.6, 6.8.1, 6.8.2, 7.3.1	✓
CUSTOMER HEALTH AND SAFETY					
GRI 103: Management approach 2016	103-1 Explanation of the material topic and its Boundaries	127			
	103-2 The management approach and its components	127		6, 7.3.1, 7.4.3, 7.7.3, 7.7.5	
	103-3 Evaluation of the management approach	127			

GRI Standard	Title of content	Page/Answer	Omission	Cláusula ISO 26000	Verification
GRI 416 Customer Health and Safety 2016	416-2 Incidents of non-compliance concerning the health and safety impacts of products and services	127		4.6, 6.71, 6.72, 6.74, 6.75, 6.8.8	✓
MARKETING AND LABELLING					
GRI 103: Management approach 2016	103-1 Explanation of the material topic and its Boundaries				
	103-2 The management approach and its components			6, 7.31, 7.4.3, 7.7.3, 7.7.5	
	103-3 Evaluation of the management approach				
GRI 417 Marketing and labelling 2016	417-1 Requirements for product and service information and labelling	NOTE 2		6.71, 6.72, 6.73, 6.74, 6.75, 6.7.9	
	417-2 Incidents of non-compliance concerning product and service information and labelling	NOTE 3		4.6, 6.71, 6.72, 6.73, 6.74, 6.7.5, 6.7.9	✓
	417-3 Incidents of non-compliance concerning marketing communications	NOTE 4		4.6, 6.71, 6.72, 6.73	
CUSTOMER PRIVACY					
GRI 103: Management approach 2016	103-1 Explanation of the material topic and its Boundaries	127			
	103-2 The management approach and its components	127		6, 7.31, 7.4.3, 7.7.3, 7.7.5	
	103-3 Evaluation of the management approach	127			
GRI 418: Customer Privacy 2016	418-1 Substantiated complaints concerning breaches of customer privacy and losses of customer data	127		6.71, 6.72, 6.7.7	✓
SOCIOECONOMICS COMPLIANCE					
GRI 103: Management approach 2016	103-1 Explanation of the material topic and its Boundaries	37			
	103-2 The management approach and its components	37		6, 7.31, 7.4.3, 7.7.3, 7.7.5	
	103-3 Evaluation of the management approach	37			
GRI 419: Socioeconomics compliance 2016	419-1 Non-compliance with laws and regulations in the social and economic area	37		4.6, 6.71, 6.72, 6.7.6	✓
IMPACT ON PRODUCTS AND SERVICES					
GRI 103: Management approach 2016	103-1 Explanation of the material topic and its Boundaries	59;81;84;91			
	103-2 The management approach and its components	59;81;84;91		6, 7.31, 7.4.3, 7.7.3, 7.7.5	
	103-3 Evaluation of the management approach	59;81;84;91			
	FS6 Percentage of the portfolio for business lines by specific region, size and by sector	59		6.7	✓
	FS7 Monetary value of products and services designed to deliver a specific social benefit for each business line broken down by purpose	111			✓



GRI Standard	Title of content	Page/Answer	Omission	Cláusula ISO 26000	Verification
	FS11 Percentage of assets subject to positive and negative environmental or social screening	91		6.7.8	✓
	FS13 Access points in low populated or economically disadvantaged areas by type	81		7.3.3, 7.3.4	✓
	FS14 Initiatives to improve access to financial services for disadvantaged people	84		6.7.8	✓

NOTE 1: We do not have systematized data that we may use to comply with this requirement. Notwithstanding, during the year various actions were carried out directly related to Human Rights. In that sense we highlight that Grupo Supervielle is compliant with international labor law. In particular, we respect the right of association, acknowledging and having an active participation in collective bargaining agreements with union representatives of the different companies of Grupo Supervielle. Agreements are entered into on an annual basis with trade unions within the scope of the Ministry of Labor, in order to obtain labor improvements for our employees. Besides, and in line with the values of Grupo Supervielle, our employees may use the ethics line to make anonymous reports about situations that are not in line with those values. During the past year a considerable number of employees used that line, which enabled us to take specific actions related to the respect of our values, which are closely related to this topic. We also want to highlight the actions taken by the Social Responsibility area, described in chapter 6 hereinabove, which are directly related to human rights in the community where Grupo Supervielle carries out its business activities. As a value proposition for the future, we will begin to implement a process to systematize all the information related to this topic.

NOTE 2: Information is available to the public of the features of each of Grupo Supervielle products pursuant to the regulations of the applicable enforcement agencies, such as the Secretary of Commerce (Benefits), the Superintendence of Insurance of Argentina (SSN), the Central Bank of Argentina (BCRA), the Argentine Securities

Commission (CNV), the Consumer Protection Agency, among other.

Grupo Supervielle's commercial communications are submitted to three levels of control by the commercial area, the communication area and the legal affairs area. If not approved by the legal affairs area, communications are not released.

All commercial communications regarding Grupo Supervielle's products and services are submitted to control.

NOTE 3: During the period under analysis the Consumer Protection Agency (enforcement authority) imposed to Banco Supervielle S.A. a minor penalty (Ps.40,000) for noncompliance with the provisions of Law 24.240 (lack of information in a form). No other non-compliances were recorded of regulations or codes.

NOTE 4: Commercial communication processes of Grupo Supervielle comply with the regulations of the following enforcement agencies: the Argentine Securities Commission, the Central Bank of Argentina, the Consumer Protection Agency, the Superintendence of Insurance of Argentina, the Self-Regulatory Board for the Banking Practices Code, the Code of Conduct related to securities markets, the Banking Practices Code and the SEC regulations. All our communications are submitted to three levels of control by the commercial area, the communication area and the legal affairs area. During the past period no non-compliance with said regulations was recorded.

Independent practitioner's limited assurance report on Grupo Supervielle S.A.'s Sustainability Report

To the President and Directors of
Grupo Supervielle S.A.
Legal address: Bartolomé Mitre 434,
City of Buenos Aires, Argentina
Tax ID No. 30-61744293-7

Introduction

We have undertaken a limited assurance engagement in respect of the selected sustainability information in Grupo Supervielle S.A.'s 2018 Sustainability Report (hereinafter, the "Identified Sustainability Information") for the fiscal year ended December 31, 2018. The preparation of this Identified Sustainability Information is the responsibility of the Board of Directors. This engagement was conducted by a multidisciplinary team including accountants, environmental and CSR specialists.

Identified Sustainability Information

Our limited assurance engagement consisted in reviewing the Identified Sustainability Information:

- Key indicators detailed in "GRI CONTENT INDEX" identified with the symbol √.
- Statement from the Board of Directors of Grupo Supervielle S.A. regarding compliance with the guidelines from the Global Reporting Initiative ("GRI"), 2016 Standards, "in accordance" level: Core.

Our assurance was (only) with respect to the information on the fiscal year beginning January 1 and ended December 31, 2018, included in the Identified Sustainability Information referred to above and we have not performed any procedures with respect to earlier periods or any other elements included in the 2018 Identified Sustainability Information.

Criteria used for preparing the 2018 Identified Sustainability Information ("Criteria")

The key indicators detailed in Exhibit I of this Report and the statement from the Company's Board of Directors relating to compliance with GRI guidelines were prepared in accordance with the recommendations and principles included in those guidelines, 2016 Standards, "in accordance" level: Core.

Inherent limitations

Non-financial information is subject to limitations other than those to which financial information is subject given its nature and the methods used to determine, calculate, take samples or estimate values. Qualitative interpretations of data relevance, materiality and accuracy are subject to individual criteria and assumptions.

Responsibility of the Board of Directors for the information included in the 2018 Identified Sustainability Information

The Board of Directors of Grupo Supervielle S.A. is responsible for the preparation of the information included in the Identified Sustainability Information in accordance with the Criteria identified above. This responsibility includes the design, implementation and maintenance of internal control relevant to the preparation of this information that is free from material misstatement, whether due to fraud or error.

Our Independence and Quality Control

We have complied with the independence and other ethical requirements of the Code of Ethics for Professional Accountants issued by the International Ethics Standards Board for Accountants, which is founded on fundamental principles of integrity, objectivity, professional competence and due care, confidentiality and professional behavior.

Our firm applies International Standard on Quality Control 1 and, accordingly, maintains a comprehensive system of quality control including documented policies and procedures regarding compliance with ethical requirements, professional standards and applicable legal and regulatory requirements.

Our Responsibility

Our responsibility is to express a limited assurance conclusion on the information included in the 2018 Identified Sustainability Information detailed in "Identified Sustainability Information" based on the review procedures we have performed and the evidence we have obtained. We conducted our limited assurance engagement in accordance with International Standard on Assurance Engagements (NICS) 3000 issued by the International Auditing and Assurance Standards Board (IAASB), adopted in Argentina through Technical Pronouncement No. 35 issued by the Argentine Federation of Professional Councils in Economic Sciences. These standards require that we comply with ethical requirements and plan and perform this engagement to obtain limited assurance about whether the Identified Sustainability Information is free from material misstatement.

A limited assurance engagement involves assessing, on a test basis, the suitability in the circumstances of the Board of Directors' use of the Criteria as the basis for the preparation of the Identified Sustainability Information, assessing the risks of material misstatement of the Identified Sustainability

Information whether due to fraud or error, and evaluating the overall presentation of the Identified Sustainability Information. A limited assurance engagement is substantially less in scope than a reasonable assurance engagement in relation to both the risk assessment procedures, including an understanding of internal control, and the procedures performed in response to the assessed risks.

The procedures we performed were based on our professional judgment and included inquiries, observation of processes performed, inspection of documents, analytical procedures, and evaluating the appropriateness of quantification methods and reporting policies.

Among others, we conducted the following procedures:

- Assessing the design of key procedures and controls to monitor, record and report the selected information; our work does not include testing the operating effectiveness of controls for the period under analysis.
- Performing testing, on a selective basis, to validate the information presented.
- Holding interviews with the management and senior management to assess the application of GRI Standards.
- Inspecting, on a selective basis, documents to verify the representations made by the management and senior management in our interviews.
- Reviewing the presentation of the information included in the Identified Sustainability Information.

Conclusion

Based on the procedures we have performed and the evidence we have obtained, nothing has come to our attention that causes us to believe that the Identified Sustainability Information is not prepared, in all material respects, in accordance with the Criteria.

City of Buenos Aires, 29th October 2019

PRICE WATERHOUSE & CO. S.R.L



(Partner)

C.P.C.E.C.A.B.A. T° 1 F° 17
Dr. Diego Hernán López
Public Accountant (UBA)
C.P.C.E.C.A.B.A. T° 285 F° 44

MORE INFORMATION ABOUT GRUPO SUPERVIELLE

GRI 102-53

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**For our full list of Sustainability
Reports, scan here:**

