

Innovation

Respect

Leadership

Simplicity

We transform

values into actions

Commitment

Efficiency

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Introduction

We hereby submit Grupo Supervielle's 2019 Sustainability Report, which describes the economic, social and environmental performance of its companies. It was prepared in line with the Global Reporting Initiative standards and is intended to share the contribution of Grupo Supervielle to the UN Sustainable Development Goals.

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 clients, suppliers, employees and peers.

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

Through the **Simple** feature we focus on the commitment to our clients, 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.



Materiality

GRI 102-40, 102-47

Grupo Supervielle's vision is in line with the expectations and needs of its stakeholders. The materiality analysis is a key process to identify those expectations and to develop

action plans, objectives and strategies that promote sustainable development. The materiality matters on which this report is based are explained below.¹

Material matters



Economic

- Ethics and Transparency Standards
- Profitability and economic sustainability
- Commitment with clients
- Market positioning of our value proposition
- Generation of economic value in the environment
- Financial inclusion of disadvantaged people

Social

- Quality employment
- Training and education of persons
- Diversity and equal opportunities
- Gender equality
- Non discrimination
- Management of labor and union relations
- Management of Personnel health and safety
- Good relationships with the community
- Management of the value chain
- Human Rights assessment
- Development of products and services designed to provide a social benefit

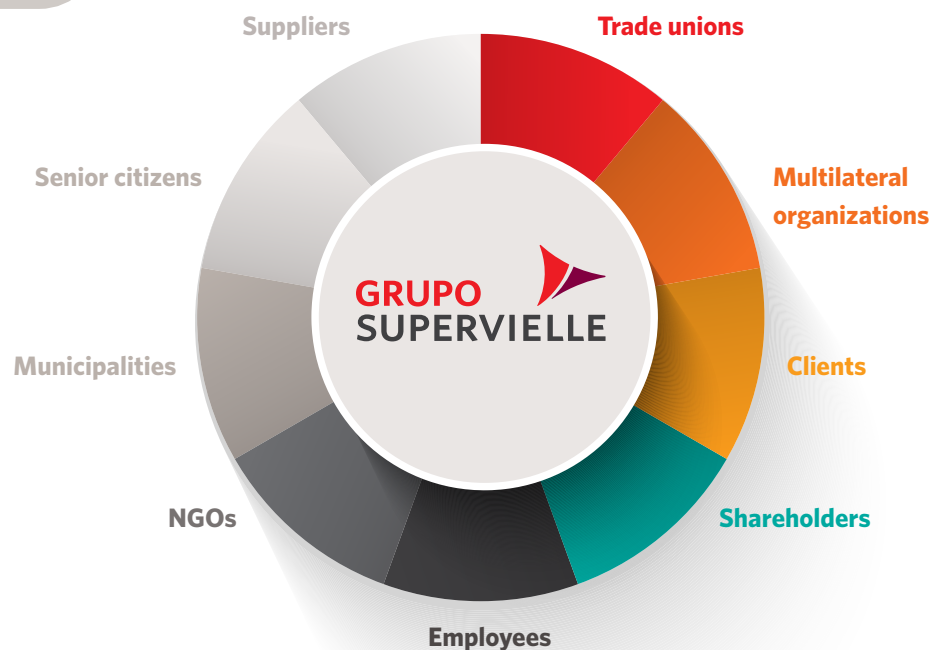


Environmental

- Optimization of resources
- Effluent and waste management and reduction
- Credit assessment policies and procedures with environmental and social criteria

Our values represent us, we want them to speak for us.

Stakeholders



¹ For further information see Chapter About the Report.

Letter from the Chairman

GRI 102-10, 102-14

I hereby submit to you the eighth Sustainability Report of Grupo Supervielle on the performance of the companies of Grupo Supervielle in terms of sustainability for 2019.

Revisiting the macroeconomic situation, during 2019 the world economy decelerated mainly due to the uncertainty derived from trade war between China and the USA and the prospects of a disorderly Brexit.

Regarding interest rates, as of August the US Federal Reserve stopped the rising trend of interest rates, which were set at 1.75% per annum. International stock markets showed a significant recovery with lower volatility as compared to the prior year due to more lenient monetary policies.

At local level, the 2019 macroeconomic context posed additional challenges due to the presidential elections held in August and October, generating great volatility in the financial markets.

As to the activity level, the economy ended 2019 in recession for the second year in a row, accumulating a fall of 2.3% as of November of such year and maintaining a similar trend

to that of 2018, when the economic activity level went down by 2.5% p.a. on average. The nominal dollar/peso exchange rate ended 2019 at \$58.89, i.e. a 58% devaluation as compared to the close of the previous year.

On the other hand, the evolution of the banking industry was also affected by high volatility, high inflation, low economic activity and high rates.

Grupo Supervielle ended 2019 with a net income attributable to Grupo Supervielle's shareholders of \$4,258 million, a comprehensive income attributable to Grupo Supervielle's shareholders of \$4,827 million, assets for \$146,493 million, loans and other financing for \$88,922 million, deposits for \$89,008 million and an attributable shareholders' equity of \$21,680 million.

Return on equity was of 22.6%. The attributable comprehensive income was 66% higher than the comparable 2018 result.

We closed the year with 5,073 employees and 1.8 million customers.

Regarding loan generation, Grupo Supervielle recorded through its subsidiaries a behavior similar to industry levels, which implied a portfolio contraction in real terms.

As from late 2018, Grupo Supervielle started to implement changes in its management intended to continue integrating the administration of its operations, looking for more agility and flexibility.

With a view to accelerating digital transformation, the Agile methodology began to be implemented as a work tool, which generated significant benefits in the business development, leading to better results.

We closed the year with 5,073 employees and 1.8 million customers.



Deep changes continued to be implemented in the service model, striking a balance between maximum contact efficiency (through autonomous management channels and personalized services) and service levels required by each customer profile and each strategic segment of Banco Supervielle.

As to the SMEs segment proposals to Franchises, Transportation and Health subsegments launched between 2017 (Franchises and Transportation) and 2018 (Health) consolidated, increasing the customer base in all subsegments.

The senior citizens segment continued enhancing the self-management model with deployment and strengthening of cash dispensers with biometric identification, although the milestone for this segment was the launching of "Supervielle Jubilados", an app offering our customers a new proof of life method, adapted to new technologies.

In addition, Banco Supervielle made available a mobile unit equipped with e-channels, mainly to cover events at certain strategic spots, achieving a greater institutional coverage and presence in San Luis and Mendoza.

Regarding our consumer finance segment, a digital and cultural transformation process started to be implemented, redefining and developing new products and value propositions in the framework of an omni-channel strategy.

Cordial Servicios, our non-financial products retailer, part of the Consumer Division since 2018, continued consolidating its value proposition, offering a wide array of products through its different channels.

The insurance segment continued operating through Supervielle Seguros in the launching of products for the different customer segments of Grupo Supervielle. It focused on the development of insurance brokerage to sell products of third party insurers and thus expand to other customer segments (Entrepreneurs & SMEs) not served before.

Supervielle Asset Management (SAM), our mutual funds manager, increased by 23% the amount of assets managed at the end of 2019 as compared to the prior year, showing a similar behavior to that of the mutual funds industry, which was one of the financial industries most affected in the second half of 2019.

Based on the belief that Fintech capacities have a decisive impact on the "customer-centric" culture we created our

Fondo Corporativo de Capital Emprendedor [Corporate Venture Capital Fund] through which we can associate with Fintech and Insurtech companies that are the strategic verticals of Grupo Supervielle

Besides, we can mention the creation in 2019 of Supervielle Productores Asociados de Seguros, an insurance broker mainly intended to enhance product supply to Grupo Supervielle customers initially focused on the Entrepreneur and SMEs segment, SMEs, and that started operations in August. In addition, in June, we purchased Deautos.com, a new and second-hand vehicle purchase and sale platform, one of the leading sites in its category with over 10 years in the market. And in December we purchased the brokerage firm Futuros del Sur, which will allow us to expand the financial and investment services to institutional and corporate customers of Banco Supervielle. We are currently in the process of changing its corporate name to Supervielle Agente de Negociación.

Banco Supervielle was recognized as the best Company of Mendoza's Financial Sector.





Our approach continues to be the origination of loans through the different segments in which we operate, focusing on the needs of our customers and taking care of the credit quality which deteriorated in 2019. Grupo Supervielle is well positioned and we trust in our capacity to resume growth in a macroeconomic context featured by the recovery of confidence and a reduction of inflation and interest rates.

I am proud to share with you that we have received two awards during the year. For the third time, Banco Supervielle was chosen by the Asociación de Ejecutivos de Mendoza (AEM) as the best Company of Mendoza's Financial Sector. This Association gathers the major Businessmen in the province. In addition, the Bank ranked 5th in Social Engagement in the Argentine Banking and Finance category

Regarding Corporate Governance, in October Grupo Supervielle was admitted in the CG Level of the Corporate Governance Panel of Bolsas y Mercados Argentinos S.A. ("ByMA"), which implies the voluntary implementation of corporate governance practices in line with the best international standards, in addition to those required by the applicable Argentine laws.

In the sustainability agenda, September 2019 marked the 4th anniversary of the signing of the 2030 Agenda for Sustainable Development. During these years, the countries - as well as the private sector - have adopted measures to collaborate with the fulfillment of the goals and objectives of their local plans. Much has been achieved in certain areas, but there are still huge challenges ahead.

Grupo Supervielle' social investment amounted to \$37,09 million, including initiatives carried out through the Patronage scheme. We continued working to create impact on our four lines of action: Senior Citizens, Education, Childhood and Institutional Strengthening. We aim to be an agent of change for senior citizens through programs that promote an active and healthy aging. We want to create opportunities to build a better future for youths through education, with scholarships, financial education and internship programs, and we cooperate with organizations that fight poverty and child malnutrition through food assistance programs.

As an Argentine financial group our aim is to play a leading role, committed with the development of our country, promoting strong institutions that guarantee a security framework for our operations. For that reason, we partner with non-governmental organizations that work in the strengthening of democracy and its institutions. Committed with the environmental impact of our activity, during this year we analysed our waste management and use of single-use plastics in our company, and started to work in recycling and change of habits programs. Regarding energy consumption, we worked on improving the measurement indicators so as to achieve a more efficient consumption management.

The Bank ranked 5th in Social Engagement, in the Argentine Banking and Finance category.

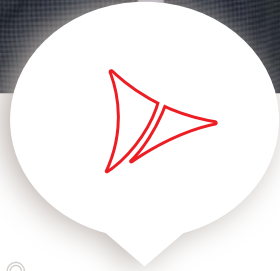
I take great pleasure in announcing that BYMA, together with the IDB (Inter-American Development Bank) and with the academic endorsement of the Earth Institute of Columbia University, submitted in December the rebalanced Sustainability Stock Index and that Grupo Supervielle remains part of BYMA's Sustainability Stock Index for the second year in a row since its launching in December 2018. Such index identifies leading companies in Environmental, Social, Sustainable Development and Corporate Governance areas (ESG-D, by its acronym in English).

Finally, I would like to especially thank our teams, suppliers, shareholders and customers, key players of 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

See notes on the Impact of COVID-19 on Company operations and Issuance of the Sustainability Report in the current context, on **page 115**.



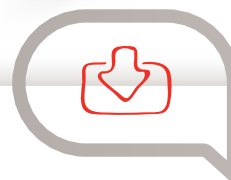
Grupo Supervielle Today



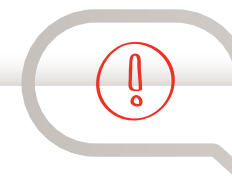
We have a long history in the Argentine financial system - 132 years- and a leading competitive position in certain strategic market segments.

8th

The **8th largest private bank** in Argentina in terms of loans.



Grupo Supervielle incorporated **Supervielle Productores de Seguros** and **Supervielle Agentes de Negociación.**



Our new **mobile branch** seeks to bring our services closer to areas far from the main cities of San Luis.

Our performance in 2019

GRI 102-7, 203-2, FS14

Our actions generate an impact on our stakeholders and the economy in which operate. Here we show the main values of that impact.



We serve 1.8 million customers

1,824,630 individuals
22,012 entrepreneurs and SMEs
4,981 corporate clients

\$37 million in social investment

348 volunteers donated their time

We serve 988,300 senior citizen customers

making 13.7% of the total retirement and pension payments² and with 861 thousand product packages for the segment

\$3,322 million in products and services

paid to 637 suppliers of Banco Supervielle

We are the 8th. largest private bank in terms of loans³

\$88,922 million in loans
3.18 million savings accounts
142 thousand checking accounts
194 thousand *Plan Sueldo* customers
455 thousand *Plan Sueldo* packages
745 thousand Visa and MasterCard credit card accounts

We have a countrywide network

316 branches and points of sale
1 mobile branch
536 ATMs
217 self service terminals
202 *cajas rápidas*¹
100% of our branches exclusively serving senior citizens have *cajas rápidas*

5,073 employees

52% women
\$11,708 million invested in salaries and payroll benefits
Each of our employees received an average of 17.25 hours of training

We have a leading position in Mendoza and San Luis

198.000 clients in Mendoza
192.000 clients in San Luis
21.19% loan market share in Mendoza
49.64% loan market share in San Luis
7.06% deposits market share in Mendoza⁴
62.78% deposits market share in San Luis⁴

¹ Cash dispensers with biometrical identification.

² As of June 2019 (most recent ANSES data available).

³ We rank 11th taking into account public banks.

⁴ Public and private banks.

Grupo Supervielle today

GRI 102-01,102-2, 102-3, 102-10, 103-1, 103-2, 103-3

We are an Argentine local financial services company and the controlling company of the eighth largest private bank of Argentina in terms of loans, and the eleventh bank if we also consider public banks. We have a long history in the Argentine financial system with 132 years of operation in the country and a leading competitive position in certain

strategic market segments. We offer a variety of financial and non-financial products and services, especially designed to cover the different needs of our clients through multiple platforms and brands.

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 seek to be a modern and leading Company, aimed at catering for the needs and ambitions of our clients. We are moving forward in the path of digital transformation, and we have developed a strategy based on three pillars to serve our clients, who are increasingly eager to use our services anytime and anywhere:



1

Clients are in the center of our business; therefore, we want them to have an agile and efficient experience. We work very hard in the digital transformation of our core businesses (bank, consumer financing and insurance). Among other initiatives we developed the innovative Supervielle Jubilados App and launched digital Onboarding, a 100% digital platform for acquisition of new clients.

2

We are developing digital attackers to expand access to financial services:

- a.** InvertirOnline.
- b.** We will soon be launching a new digital brand which will refocus our strategy in the consumer finance business and allow acquisition of multi-segment clients with full digital financial services.

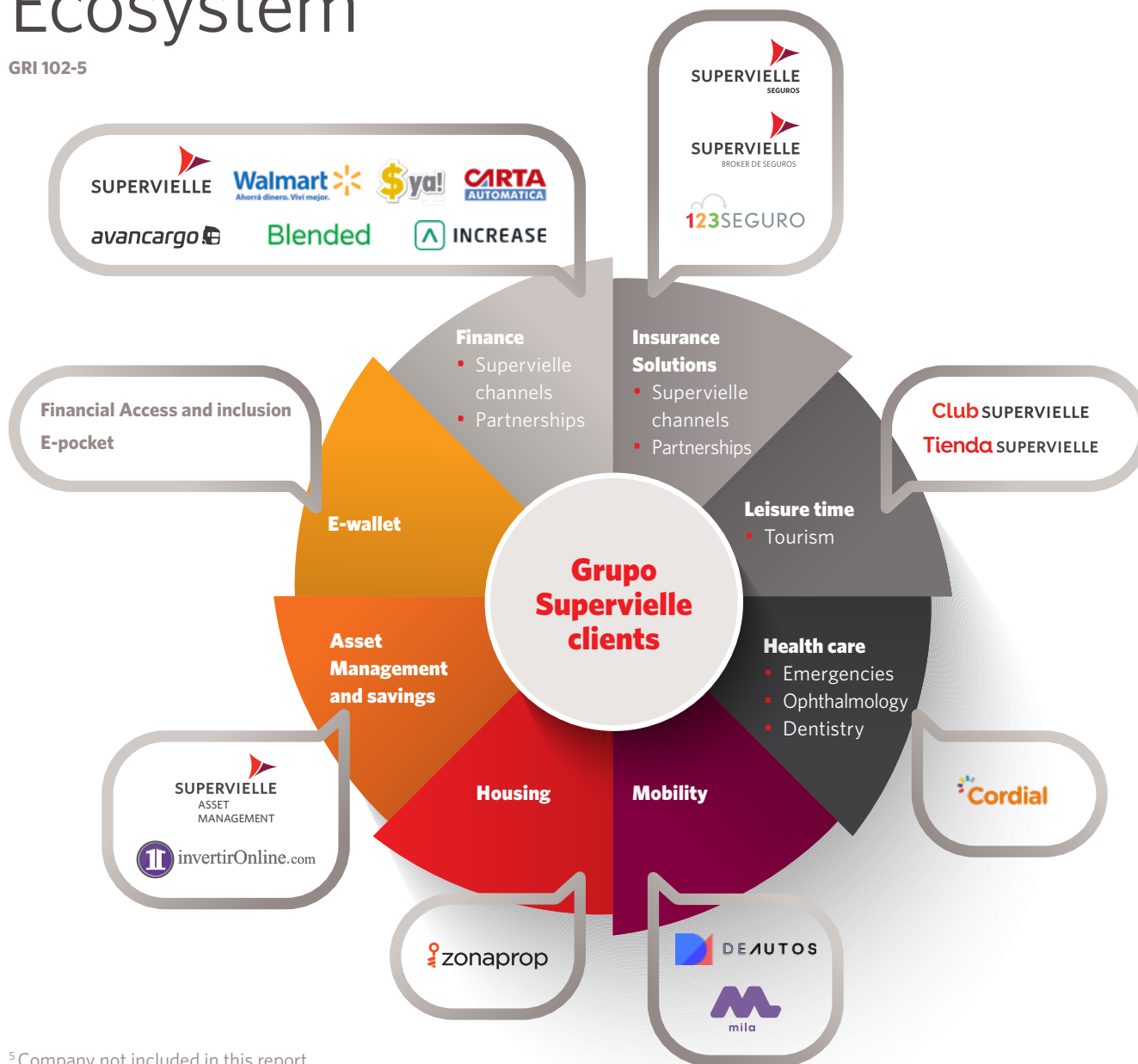
We are developing an ecosystem by building traffic from financial services into new spaces enhancing and deepening client engagement.

3



Supervielle Ecosystem

GRI 102-5



The following financial and non-financial services companies belong to Grupo Supervielle:

- Banco Supervielle, a universal commercial bank.
- Cordial Compañía Financiera ("CCF"), a financial entity engaged in consumer financing.
- Tarjeta Automática ("TA"), a consumer financing company.
- Micro Lending ("MILA"), a company engaged in the financing of car loans.
- Supervielle Seguros, an insurance company.
- Supervielle Productores Asesores de Seguros, an insurance broker⁵.
- Supervielle Asset Management ("SAM"), a company engaged in the management of mutual funds.
- InvertirOnline ("IOL"), a specialized online trading broker.
- Supervielle Agente de Negociación, a trading agent⁶.
- Espacio Cordial de Servicios ("Cordial Servicios"), a company engaged in trading non-financial products and services.

The portfolio is completed with SOFITAL S.A.F. e I.L., a company mainly involved in the holding of interests in Grupo Supervielle companies, which, in spite of being one of Grupo Supervielle subsidiaries, is not included in this report.

⁵ Company not included in this report.

⁶ Company not included in this report.

Distribution network

GRI 102-4, 102-6, 102-7, 203-2, FS 13

Our infrastructure supports our multichannel distribution strategy, with 316 access points countrywide.

Banco Supervielle

185

Branches

13

Points of sale and collection

536

ATMs

217

Self-service terminals

202

Cajas rápidas (Cash dispensers with biometric identification instead of a pin or card)

Cordial Compañía Financiera

79

Branches at Walmart supermarkets

Tarjeta Automática

34

Branches

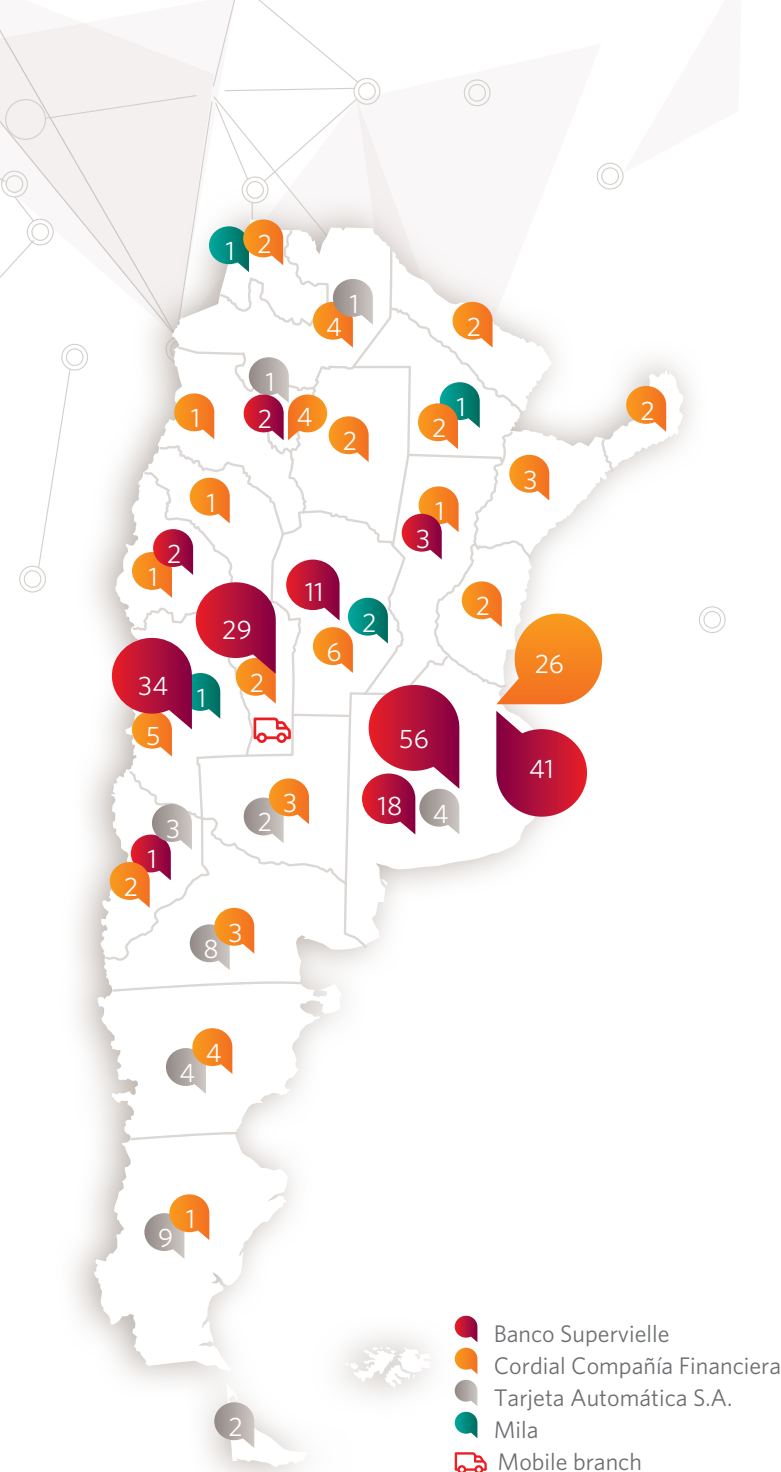
Mila

5

Branches

393

Related dealers





Our distribution network is complemented with different digital channels, such as our Online Banking platforms for Personal and Business accounts, App Supervielle Móvil, and other apps designed for the different segments, such as Supervielle Jubilados, Walmart App and chatbots. We also offer products and services through our digital broker InvertirOnline.com.



Branches in sparsely populated areas

GRI FS13

Mobile Branch for financial inclusion

In June our mobile branch started operations in San Luis, so as to reach unserved areas.

The mobile branch is a truck equipped with:

- 2 cash dispensers with biometrical identification in a separate space that may be used as a 24-hour lobby
- 2 commercial offices
- Waiting room and a deck for outdoor and promotion activities
- Elevating platform for people with disabilities.

Through the mobile branch we seek to offer our services in those areas that are far from the major cities of the province.

In the Province of San Luis, we developed a large capillarity strategy, generating a wide coverage throughout the province which enables its inhabitants to have access to banking systems⁷. The coverage is completed with the mobile branch for financial inclusion.

62 access points in San Luis:

- **23** branches and 6 annexes with:
- **149** ATMs and self-service terminals
- **12** of these are cash dispensers with biometric identification
- **33** free standing ATMs⁸

28 access points are located throughout the region in small cities such as Leandro N. Alem, a town with 379 inhabitants located 110 km from the city of San Luis.

- **13** are branches⁹ with 37ATMs and self-service terminals
- **15** are free standing ATMs

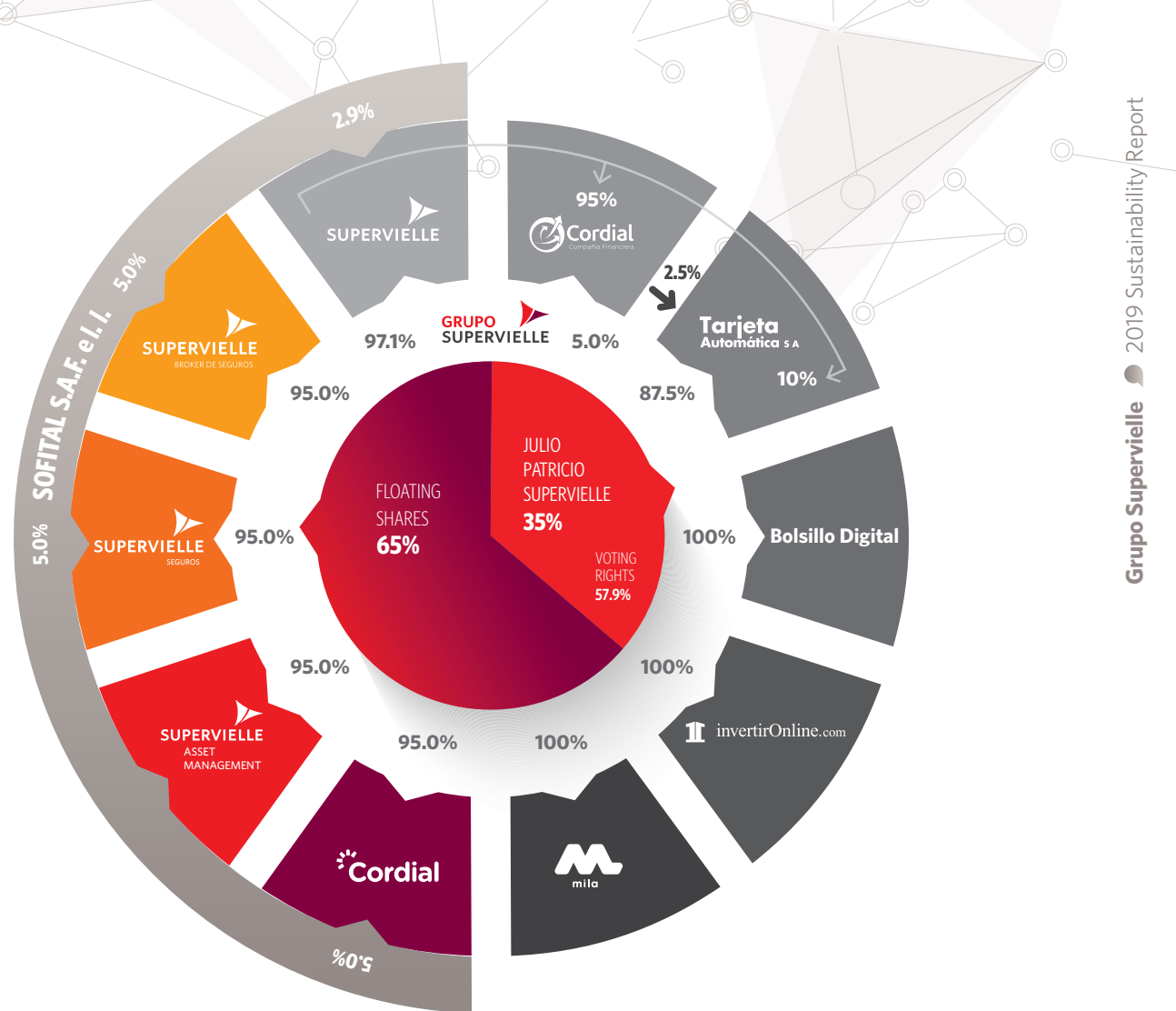
⁷ Less than 15,000 inhabitants according to the 2010 census.

⁸ ATM that is not placed in a branch or annex.

⁹ They represent 7% of all the branches of Banco Supervielle.

Corporate structure

Grupo Supervielle shares are listed on Bolsas y Mercados Argentinos (BYMA) and the NYSE. As of December 31, 2019 Grupo Supervielle had 456,722,322 issued shares and shares listed on the capital markets represented 65% of its capital stock.



| Grupo Supervielle ownership | Micro Lending S.A.U | Invertir Online.com S.A. and InvertirOnline.com Argentina S.A. | Bolsillo Digital S.A.U. | Banco Supervielle S.A. | SOFITAL S.A.F. e I.I. | Supervielle Asset Management S.A. | Espacio Cordial de Servicios S.A. | Supervielle Seguros S.A. | Supervielle Productores Asesores de Seguros S.A. | Tarjeta Automática S.A. | Cordial Compañía Financiera |
|---------------------------------|---------------------|--|-------------------------|------------------------|-----------------------|-----------------------------------|-----------------------------------|--------------------------|--|-------------------------|-----------------------------|
| Direct participation | 100% | 100% | 100% | 97.1% | 96.8% | 95.0% | 95.0% | 95.0% | 95.00% | 87.5% | 5.0% |
| Direct + indirect participation | 100% | 100% | 100% | 99.87% | 100% | 100% | 100% | 100% | 95.00% | 99.99% | 99.99% |

Grupo Supervielle in numbers

Gri 102-7, 201-1

The economic value generated shows the economic value created by Grupo Supervielle during the period. The economic value distributed shows the proportional distribution of that value among stakeholders. The economic value retained shows the value that remains in the company.

Economic value generated: \$32,483 million

Economic value retained: \$4,261 million⁶

Economic value distributed: \$28,222 million⁷

| | 2018 | 2019 |
|---|--------------------|--------------------|
| Employees | 5,279 | 5,073 |
| Clients | 1.8 million | 1.8 million |
| Retail clients (Banco Supervielle) | 1.4 million | 1.4 million |
| Consumer Finance clients (CCF, TA and MILA) | 0.4 million | 0.37 million |
| Corporate clients | 4.94 thousand | 4.98 thousand |
| InvertirOnline clients | | 49.9 thousand |
| Management of all retirement payments in Argentina | 14% | 13.7% ⁵ |
| Distribution network | | |
| Branches, Service centers and Points of Sale | 325 | 316 |
| ATMs | 526 | 536 |
| Self- service terminals | 217 | 217 |
| Cash dispensers with biometric identification | | 202 |
| | In million Pesos | |
| Social Investment | 22.3 | 13.69 |
| Patronage | 17.2 | 23.40 |
| Activos totales | 141,100 | 146,493 |
| Loans ¹ | 78,790 | 88,922 |
| Personal loan market share ² | 7.3% | 7% |
| Leasing market share ³ | 17.6% | 19.9% |
| Factoring market share ³ | 7.4% | 9.5% |
| Active Mastercard Credit card market share | 8.60% | 9.3% |
| | In million Pesos | |
| Total Deposits | 94,906 | 89,008 |
| Deposits of the non-financial private sector | 83,800 | 83,509 |
| Deposits of the non-financial public sector | 11,100 | 5,470 |
| Shareholdres' equity attributable to Grupo Supervielle | 17,156 | 21,680 |
| Net income⁴ | 19,827 | 33,739 |

¹ Loans before allowances.

² Private financial system (consolidated with CCF).

³ Private banks.

⁴ 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.

⁵ As of June 2019, most recent ANSES data available.

⁶ Economic value retained = direct economic value generated - economic value distributed

⁷ Includes Operating expenses (excluding social investment) + Personnel expenses + Payments to suppliers + Taxes + Social investment

We promote

Corporate Governance

We work to generate motivation and commitment in the improvement of 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.

695

employees took part in Anti-Money Laundering and Terrorist Financing training sessions in our Virtual Campus.



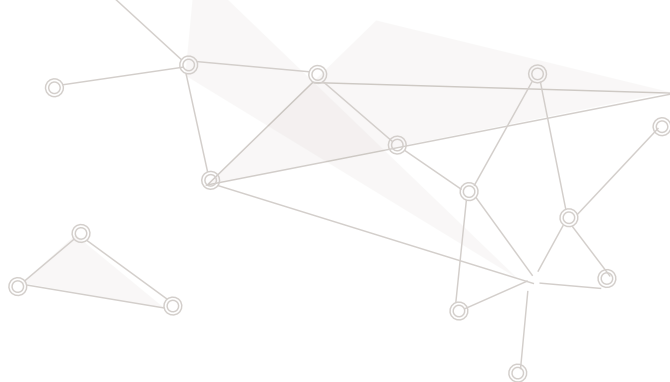
For the second year in a row BYMA included **Grupo Supervielle in its Sustainability Stock Index**



Grupo Supervielle was admitted in the CG Level of the Corporate Governance Panel of BYMA.

The Board

GRI 102-18, 102-19, 102-26



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, three of whom are independent, and there are no alternate directors. Directors are appointed by the annual shareholders' meeting and hold office for two years and may be re-elected. It is the Board's responsibility to run the business of Grupo Supervielle and approve general policies and strategies.

It is the Board's duty to approve:

- 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.

Strategy

The Board sets the general corporate strategy and defines the strategic objectives of the Company, which are communicated to Senior Executives for implementation, who in turn inform the scope and goals to the different business areas of the Company, so that the personnel is aligned accordingly.

For application of this practice, the Board approves the annual budget, considering the macroeconomic scenario, the different variables, the business challenges and environmental, social and corporate governance factors and carries out a quarterly performance assessment. The budget considers Grupo Supervielle objectives and establishes specific goals and metrics for each of its subsidiaries.

The objective of budget control and follow-up is to assess business performance and make corrections to ensure that the objectives established in the annual budget are achieved. It includes the position of each portfolio, a breakdown of income, expenses, and other items for each of the companies of Grupo Supervielle and for Grupo Supervielle on a consolidated basis.

This analysis is submitted by the Board to the Senior Executives on a quarterly basis, and includes the results of Grupo Supervielle for the period on a consolidated basis, and monitors the key indicators and the general and specific situation of each subsidiary.

Vision, Mission and Values

The Board creates an ethical work culture and sets the company's vision, mission and values set forth in the Code of Ethics.

Vision, Mission and Values

Strategy

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



Hugo Enrique Santiago Basso



Eduardo Pablo Braun
Independent Director



Victoria Premrou
Independent Director



Ricardo Enrique De Lellis
Independent Director

Click [here](#) for more information about board members.

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



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.U. / Espacio
Cordial de Servicios S.A.
(segmento Consumo)
Juan Martín Monteverdi

Supervielle Seguros
Diego Federico Squartini

Supervielle Asset
Management
Guillermo Raúl Guichandut

InvertirOnline
José Vignoli

Management reorganization of Banco Supervielle

As from late 2018, Supervielle started to implement changes intended to continue integrating the management of its operations, looking for more agility and flexibility.

In February 2019 Jorge Oscar Ramírez, CEO of Grupo Supervielle, was also appointed as CEO of Banco Supervielle.

In April implementation of such changes was completed with the appointment of Alejandro Stengel as COO (Chief Operating Officer) of Banco Supervielle, reporting to the CEO.

The COO, the CFO and the area of Finance, Capital Markets and Structuring, the Chief Credit Officer, the Chief Risk Officer, the Chief of Legal Affairs and AML and Chief of Human Resources report to the CEO.

The Personal and Business Banking, Corporate Banking and Products and Communication areas report to the COO as well as the Technology and Operations, Customer Experience and Business Intelligence, Processes and Central Services and Strategic Supply areas.

Committees²

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



Audit
Committee

Anti-Money
Laundering and
Terrorist Financing
Committee

Risks
Committee

Ethics,
Compliance
and Corporate
Governance
Committee

Appointments and
Compensations
Committee

Credit
House Limit
Committee

Information
Disclosure
Committee

Fintech
Investments
Committee

Committee for the Analysis of Transactions
with Related Parties, Counterparties
and Related Persons

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

Audit Committee

The audit committee has no executive duties and acts pursuant to the provisions of the by-laws, the Internal Rules and the applicable laws, in particular the Capital Markets Law, the rules of the Argentine Securities Commission, the rules of the U.S. Securities and Exchange Commission, the governance standards of the New York Stock Exchange, the resolutions of the Superintendence of Insurance, the standards of the Buenos Aires Stock Exchange, the Minimum Internal Control Rules of the Central Bank of Argentina ("BCRA") and the resolutions of the Financial Information Unit, among other control agencies

The Audit Committee is in charge of assisting the Board in the supervision of financial statements and the control of compliance with the policies, processes, procedures and rules set forth by Grupo Supervielle S.A. and its subsidiaries.

At least three of its members must be independent directors, pursuant to the provisions of the Argentine Securities Commission.

As of December 2019, the Audit Committee was formed by:

| Name | Position |
|---------------------------|--|
| Ricardo Enrique De Lellis | Independent Director - Chairman of the Committee |
| Victoria Premrou | Independent Director |
| Eduardo Pablo Braun | Independent Director |

Anti-Money Laundering and Terrorist Financing Committee

Grupo Supervielle has an Anti-Money Laundering and Terrorist Financing Committee which is in charge of verifying compliance with current regulations on Anti-Money Laundering and Terrorist Financing applicable directly and at subsidiary level, to ensure that Grupo Supervielle and its subsidiaries have an adequate compliance level in line with the best industry practices.

The Anti-Money Laundering and Terrorist Financing Committee is made up of two Directors (one of whom acts as the Corporate Compliance Officer with UIF and as Chairman of the Committee and the other acts as alternate compliance officer) and the Chief of Anti-Money Laundering and Terrorist Financing area.

As of December 2019, the Anti-Money Laundering and Terrorist Financing Committee was formed by:

| Name | Position |
|-----------------------------|---|
| Atilio Dell'Oro Maini | Director - Corporate Compliance Officer - Chairman of the Committee |
| Jorge Oscar Ramírez | Director |
| Hugo Enrique Santiago Basso | Director |

Risks Committee

The Risks Committee is in charge of dealing 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 and submit to the Board of Directors, for approval, the strategy and policy documents on risk management. Besides, it is in charge of defining the risk appetite and tolerance levels of Grupo Supervielle on a consolidated basis and of approving the threshold and limit structure for risk management. It must also evaluate the capital adequacy ratio, analyzing the Annual Capital Self-Assessment Report (IAC), as well as defining the policy and methodological framework for stress tests as part of the risk management of Grupo Supervielle.

The Risks Committee is made up of at least two directors, the CEO of Grupo Supervielle, the CFO and the Chief Risk Officer.

As of December, the Risks Committee was formed by:

| Name | Position |
|----------------------------|---------------------------------|
| Jorge Oscar Ramírez | CEO - Chairman of the Committee |
| Julio Patricio Supervielle | Chairman of the Board |
| Emérico Alejandro Stengel | Director |
| Ricardo Enrique De Lellis | Independent Director |

Ethics, Compliance & Corporate Governance Committee

The Ethics, Compliance & Corporate Governance Committee is a body of Grupo Supervielle, and is in charge of assisting the Board of Directors in the adoption of the best corporate governance practices to maximize the growth capacity of Grupo Supervielle and its subsidiaries and to prevent value destruction. It is also in charge of assisting the Board of Directors in the supervision of the ethics & compliance program.

The Ethics, Compliance & Corporate Governance Committee is made up of at least two directors, the Chief Compliance Officer, the Chief of Legal Affairs and AML, the Chief Risk Officer, the Head of Internal Audit and the Head of Legal Affairs.

As of December 2019, the Ethics, Compliance & Corporate Governance Committee was formed by:

| Name | Position |
|-----------------------------|--------------------------------------|
| Atilio María Dell'Oro Maini | Director - Chairman of the Committee |
| Victoria Premrou | Independent Director |

Compensations and Appointments Committee

The Compensations and Appointments Committee is a body of Grupo Supervielle, and is in charge of assisting the Board of Directors in matters related to the appointment of Directors and senior officers and succession plans, compensation policies for the Board members and senior officers and employees in general, and in human resources, training and performance assessment policies (including bonuses and variable compensation).

The Compensations and Appointments Committee is made up of at least three directors.

As of December 2019, the Compensations and Appointments was formed by:

| Name | Position |
|-----------------------------|--|
| Eduardo Pablo Braun | Independent Director - Chairman of the Committee |
| Julio Patricio Supervielle | Chairman of the Board |
| Hugo Enrique Santiago Basso | Director |

Credit House Limit Committee

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

It is made up of at least three directors (one of them the Chairman of the Board), the CEO of Banco Supervielle, the Chief Risk Officer of Banco Supervielle, the Head of Corporate Banking and/or the Chief of Treasury and Trading Desk and/or the Head of Personal and Business Banking of Banco Supervielle.

As of December 2019, the Credit House Limit Committee was formed by:

| Name | Position |
|----------------------------|---|
| Julio Patricio Supervielle | Presidente del Directorio - Presidente del comité |
| Jorge Oscar Ramírez | Director, CEO |
| Emérico Alejandro Stengel | Director |

Information Disclosure Committee

The Information Disclosure Committee is a body of Grupo Supervielle, in charge of ensuring the timeliness, quality and transparency of the relevant information of Grupo Supervielle S.A. and its subsidiaries, that must be disclosed to holders of company securities and the markets where those securities are listed.

It is made up of at least three directors of Grupo Supervielle (including the Chairman of the Audit Committee), the CEO of Grupo Supervielle, the CFO, the Investor Relations Officer, the Chief of Legal Affairs and AML, the Head of Internal Audit and the company's accountant.

As of December 2019, the Information Disclosure Committee was formed by:

| Name | Position |
|-----------------------------|---------------------------------|
| Jorge Oscar Ramírez | CEO - Chairman of the committee |
| Ricardo Enrique De Lellis | 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 company's participation in fintech endeavors, and related products and projects, including the execution of cost estimates and investments for each endeavor and the follow up of their evolution.

The Fintech Investments Committee is made up of at least one director and other officers of the Company or its subsidiaries.

As of December 2019, the Fintech Investments Committee was formed by:

| Name | Position |
|---------------------------|--------------------------------------|
| Emérico Alejandro Stengel | Director - Chairman of the committee |

Committee for the Analysis of Transactions with Related Parties, Counterparties and Related Persons Committee

The Committee for the Analysis of Operations with Related Parties, Counterparties and Related Persons is a body of Grupo Supervielle S.A. with advisory and supervisory powers, which ensures that these types of operations are carried out under the conditions required by the applicable regulations, in a transparent manner and respecting the same conditions as those existing for the general and market clientele. The Committee's functions include approving certain types of operations, reference rates and methodologies for regular transactions between Grupo Supervielle companies, as well as carrying out their periodic review.

The Committee for the Analysis of Transactions with Related Parties, Counterparties and Related Persons is formed by the CEO of Grupo Supervielle, the Chairman of the Ethics, Compliance and Corporate Governance Committee, the members of the Audit Committee, the CEO of the Grupo Supervielle's controlled Company involved in the transaction, the Credit Chief Officer, the Head of Legal Affairs and AML, the Chief Compliance Officer and the Chief Risk Officer.

As of December 2019, the Committee for the Analysis of Transactions with Related Parties, Counterparties and Related Persons was formed by:

| Name | Position |
|-----------------------------|---------------------------------|
| Atilio María Dell'Oro Maini | Director |
| Ricardo Enrique De Lellis | Independent Director |
| Eduardo Pablo Braun | Independent Director |
| Victoria Premrou | Independent Director |
| Jorge Oscar Ramírez | CEO - Chairman of the Committee |

Good governance practices

Financial entities are subject to a significant number of regulations in connection with the duties historically determined by the BCRA and other regulatory authorities. Grupo Supervielle follows the best global corporate governance and risk management practices and has in place a 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.

Grupo Supervielle was admitted in the CG Level of the Corporate Governance Panel of Bolsas y Mercados Argentinos S.A. ("ByMA"). The Corporate Governance Panel includes those companies already listed on BYMA which qualify to be admitted in such special trading panel for voluntarily implementing corporate governance practices in line with the best international standards, in addition to those required by the applicable Argentine laws through the adoption of a set of rules that provide a higher degree of protection to the rights of shareholders and promote an improvement in information disclosure and in the monitoring and control structures.

For the second year in a row Grupo Supervielle was included in the BYMA's Sustainability Stock Index. Such index identifies leading companies in Environmental, Social, Sustainable Development and Corporate Governance areas (ESG-D, by its acronym in English).



Grupo Supervielle participated of the event "Ring the Bell for Gender Equality" by BYMA.

Rules of Conduct:

GRI 102-25

Code of Ethics

The Code of Ethics lays down the main guidelines of professional, moral and labor conducts of all employees of Grupo Supervielle, 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.

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.

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.

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 with 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.

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.

In Grupo Supervielle we have a wide range of policies and systems to guarantee effective supervision.



Rules determining action principles, composition, organization and operations

GRI 102-24, 102-27, 102-28, 102-31, 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 entity, its shareholders, clients, 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 Compensations and Appointments Committee has the duty to assist the Board of Directors with the appointment, assessment and compensation of Senior Officers.

Collective Knowledge of the 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.

Evaluating the Highest Governance Body's Performance

GRI 102-28

Grupo Supervielle's shareholders evaluate on a yearly basis the Board's performance at their Annual Shareholders' Meeting, pursuant to section 234, subsections 1 and 2 of the Companies Law, Law No. 19.550, as amended and regulated.

Additionally, the members of the Board of Directors conduct performance self-assessments and 360-degree evaluations on a regular basis.



Our policies and standards of conduct ensure good corporate governance through transparent management.



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.

Policy on Communication with Investors, Confidentiality and Use of Privileged Information

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

Compensation Policies and Process for Determining Compensation of the Board of Directors and Senior Officers

GRI 102-35, 102-36

The members of the Board of Directors receive the compensations for their performance pursuant to the principles and limits established by the Companies Law and the CNV Rules. The total compensation is established or approved by the Annual Shareholders' Meeting³.

The Compensations and Appointments Committee approves incentive systems and determines the fixed compensation policies and the performance assessment systems for senior officers and the staff, excluding the Board of Directors.

Communication with Investors

Grupo Supervielle's website

www.gruposupervielle.com.ar is a public website and is updated on a regular basis with relevant information for investors, as follows:

Institutional information: information of the Company, description of its businesses, its share structure, subsidiaries and corporate social responsibility activities, including the Sustainability Reports.

Investor Relations: presents information related to shares, investor kit, financial information, news, events and presentations, which enables downloading of the income reports regularly submitted by the Company. Besides, this section includes a financial information database and the records filed with the Argentine Securities Commission and the US Securities and Exchange Commission.

Corporate Governance: includes the corporate governance practices, the composition of committees, senior executives, Board composition and minutes of Shareholders' Meetings.

³ For more information on the compensations policy refer to the Annual Report of Grupo Supervielle

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.

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 the entity. 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 management crosses the whole organization and provides the framework for developing an innovative and customer-centric vision, recognized for its agile, simple and friendly operating philosophy and its robust risk-related culture.

Banco Supervielle adhered to the Sustainable Finance Protocol, with the aim of starting to build a sustainable finance strategy in the banking industry. The Protocol identifies sustainability as a guide for the financial sector. It seeks to facilitate and promote the implementation of the best international practices and policies that promote an integration between economic, social and environmental factors, to move towards a sustainable development of the financial industry.



Risk Governance

When Grupo Supervielle went public in 2015, 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 is in charge of the Corporate Risk Department and reports directly to the Board of Directors of Grupo Supervielle and of Banco Supervielle, since it is also the CRO of Banco Supervielle, in line with the principle of good corporate management to separate business management from risk management.

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:

- 1 Independence of the risks control function from the business and management function.
- 2 Risk control and management integrated in a highly professional corporate structure.
- 3 Collective decision-making with strong involvement of Senior Officers.
- 4 Risks according to the Risk Appetite defined by the Board of Directors, which are monitored on an ongoing basis.
- 5 Clear definition of powers and centralized risk control.

Risk Management 2019

Corporate Risk Management in Banco Supervielle expanded its scope of action in 2017 to include all risk related issues on a consolidated basis 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 capital self-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 performs 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, social and environmental, reputation, and supplier risk. The Operational and Technological Risk Management is

the process of identification, analysis, assessment, measurement, mitigation and monitoring of those risks, considering that they are inherent in, and may affect, not only business, technological and information security processes but also the related information assets. The department is in charge of safeguarding the business continuity so that it is conducted on a continuous and methodological basis, giving support to business areas so that they may achieve the Business Continuity Program.

During 2019, the Non-Financial Risk Executive Department carried out fraud prevention activities and internal control duties, continuing with the implementation of non-financial risk management in the other subsidiary companies.



Ethics and Conduct

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

The Internal Audit Area, which is independent, is in charge of the evaluation of the different areas and activities of Grupo Supervielle and reports on their adequate operation, promotes improvements for asset protection and the optimization of available resources, in addition to monitoring of fulfilment of laws, rules and regulations.

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, which manages reports and imposes penalties pursuant to current procedures.

Grupo Supervielle's Ethics Line is a communication channel for clients, suppliers and employees that may be

All employees receive induction on the Code of Ethics on their first day at work and training sessions with every update.

used to report noncompliance with an internal rule, particularly the Code of Ethics and the Integrity Program for the Prevention of Corrupt Practices. The Ethics line guarantees confidentiality of the information reported, anonymity of reporting parties and the right to defense of the reported party.

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, corrupt practices, inadequate handling of confidential information, harassment and abusive conduct.

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 2019, Grupo Supervielle received an acknowledgment by the Consejo Argentino para el Desarrollo Sostenible (CEADS) [Argentine Business Council for Sustainable Development] for its contribution to compliance with SDG 16 "Peace, Justice and Solid Institutions", on to our initiative "Comprehensive plan to improve sales quality". This initiative sets the bases for a proper and transparent marketing of Grupo Supervielle's products and services.

Reports to the Ethics Line:

During 2019, 93 reports were filed which were settled by following applicable procedures.

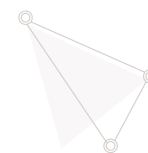
- There were no cases of discrimination⁴.
- No corrupt practices were reported⁵.

⁴ A discrimination complaint was received but it was disregarded because the Human Resources after analyzing the facts determined that it was not a case of discrimination. 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."

⁵ On the subject of Fraud, Grupo Supervielle takes the definition of the ACFE (<http://www.acfe.com>). In it, fraud recognizes 3 types:

1. Occupational fraud
2. Fraud in financial statements
3. Corruption, understood as the payment of bribes, gifts, etc., to public officials to obtain personal benefits or on behalf of the institution in exchange of contracts, services, etc.



Compliance

GRI 102-16, 419-1

We work to strengthen a culture integrity in Grupo Supervielle:

The Code of Ethics was revisited and amended to include the responsibility of employees in the use of social media.

A Regulatory Risk Assessment was prepared to map and self-assess regulatory obligations applicable to Grupo Supervielle.

We continued working on the sales quality improvement program implemented in 2018.

No breaches were recorded of social and economic laws and regulations during 2019.

Changes were also introduced in the Procurement Policy, the Policy of Analysis of Transactions with Subsidiaries, and the implementation of the Integrity Program for the Prevention of Corrupt Practices was improved.

Virtual Campus training:

**Code of Ethics:
3405 attendants**

**Compliance | Mission
and Good Practices:
373 attendants**

New e-learning training programs were implemented through videos and in the Virtual Campus.

Face-to-face training was delivered on Compliance and Good Practices to the personnel of the Consumer Division.

**Leak of Information,
prevention and tips:
660 attendants**

**How to Prevent Money
Laundering and Terrorist
Financing: 695 attendants**

Prevention of Corrupt Practices

GRI 205-2, 205-3

We are committed to fighting corrupt practices 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 practice, establishing a zero-tolerance threshold for this type of conduct.

In line with its commitment to fight corruption, Grupo Supervielle has in place a Program for the prevention of corrupt practices 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 our **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.



During 2019, 100 % of directors and statutory auditors took part in anti-money laundering training sessions.

SOX Certification

As a foreign issuer before the Securities and Exchange Commission, Grupo Supervielle has a SOX Department reporting directly to the CFO of Grupo Supervielle to ensure alignment with the criteria set forth in the "Internal Control Framework" issued by the Committee of Sponsoring Organizations of the Treadway Commission ("COSO Report") and meet the requirements of sections 302, 404 and 906 of the Sarbanes Oxley Act (SOX). At the end of 2019 no material control deficiencies had been reported that should be informed to the Internal Audit Committee and therefore that should be included in the accounting reports submitted to the SEC.

Leadership

We know where to go

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

17

Average of **17 hours** of training per year per employee



New parental leave of **30 calendar days**

200

online training courses in the Virtual Campus and 34,229 training sessions delivered

Training and development

GRI 404-1

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.

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 2019 training focused on knowhow, team and staff management tools, mandatory regulations, languages and new ways of work organization.

As part of our digital transformation, we promoted the creation of work cells under the Scrum format, aimed at knowledge acquisition to accelerate the process of change.

In 2019 we launched the Virtual Campus which enables that 100% of our employees may have access to a variety of training courses according to their interest, democratizing the learning process and favoring self-development.

- **200** online courses
- **2,381** employees took online courses
- **34,229** courses were completed

| | Employees trained |
|-----------------------------|-------------------|
| Banco Supervielle | 3,354 |
| Cordial Compañía Financiera | 579 |
| Tarjeta Automática | 748 |
| MILA | 34 |
| Espacio Cordial | 65 |
| Supervielle Seguros | 2 |
| SAM | 1 |
| InvertirOnline | 84 |

A place to grow

Leadership is achieved through the development of the talents of those who make Grupo Supervielle. The upgrading of skills of all our employees is key for development and growth.

Investment on Training

GRI 404-1

96 %
Of Grupo Supervielle received training

4,867
employees

17.25
Average training hours per employee trained

\$53.5 million
Total investment on training

87,531
Total number of training hours

\$10,987
Investment per trained employee

14.53
Average hours of training - women

14.49
Average hours of training - staff

30.67
Average hours of training - mid officers

46.38
Average hours of training - senior executives

20.25
Average hours of training - men

Major Areas of Training



Scholarships

A scholarship program was implemented for the development of employees in specific areas, such as management, business, and others related to the industry.



Mandatory Regulations

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



Coaching Program for the Branch Network

It is addressed to leaders of our commercial networks: Heads of Operations and Treasurers. 100% of our Branch Managers and Heads of Service Centers were included in the Coaching Program.



Team Building

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



Senior Officers Training Program

Our senior officers are trained to think in new, better or different ways of carrying out our strategic projects. The aim of the interdisciplinary training is to work towards a common goal.



Leadership Development Program

We deliver coaching to our leaders so that they may develop new paradigms and implement the new abilities that are to be applied to the Digital Transformation project.



Feedback and Performance Management



Risks and Credits

The course is addressed to Executive Managers, Commercial Managers and Credit and Risk Analysts and deals with matters related to credit, balance sheet and financial statements analysis.



Agile Methodologies

We implemented a new work methodology to become more agile and simple, reduce the go-to-market time, accelerate changes and corrections.



Commercial Management Model

We focus on the strengthening of sales, planning, follow up skills and in the implementation of the best management models.



English

Development and performance management

GRI 404-3

Performance Assessment

Performance assessments enable 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, 4,358 performance assessments were conducted at Grupo Supervielle.

"Conversations that matter"

At Banco Supervielle we focus on the importance of having a fluid communication with your boss, your team, your peers, with other areas, through conversations that add value to your personal development in line with the business core activity.

We delivered 39 workshops addressed to our leaders and 10 workshops open to all employees, with the focus on the importance of conversations in personal development and consequently, team development.

Our objective during the year was to share tools and concepts and create awareness about the importance of meaningful conversations as a means to build confidence and trust in teams and to promote self-development.



Internal communication

We started a weekly **Newsletter** that highlights the five most relevant news of the week, resulting in an increase on average p.a. of up to 60% of e-mail opening.

We launched the annual digital transformation campaign presenting the agile methodology: the roles and processes, the protagonists and the projects that the cells are leading.

We launched an in-house **Influencers program**, where employees were informed who to follow in Yammer according to their role in the company.

In the documentary series made for LinkedIn **"Surfers of Transformation"** our teams told how digital transformation is lived from within.

We launched the **Virtual Campus**.

We started a campaign with videos on good leadership practices that feature interviews with leaders of Banco Supervielle on why they like working here.

Yammer

The number of active participants increased from 35% in 2018 to 53% in 2019.

Bank leaders told us about their mistakes and what they learned from them at the special event **"OOPS!"**

Consumer Finance

At CCF and TA we promoted the active participation of all employees in the **Mundo Cordial** intranet.

In December we launched **Workplace** to unite the entire consumer division in the same internal digital communication tool.

It has its own **WIKI.IOL** social wall that has sections for the documentation required by each area, photos of events, integration activities, recognitions, actions of donation campaigns and celebration of special days.

InvertirOnline

StarMeUp
The number of active users increased from **35% in 2018** to **45% in 2019**

14,195 stars in Grupo Supervielle

Banco Supervielle was recognized as a success story by Globant for its use of StarMeUp and by Microsoft for the use and growth we had in Yammer.

Banco Supervielle

Freedom of association

GRI 102-41

At Grupo Supervielle we respect individual, collective bargaining and association rights acknowledged by the Argentine Constitution, and in particular by the International Labor Organization Conventions.

All the companies of Grupo Supervielle implement policies that respect individual and collective rights of their employees. 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.

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

There are three levels of union representatives:

Local

Regional

National

- Banco Supervielle: Collective bargaining agreement for bank employees **99.63%**
- Cordial Compañía Financiera: Collective bargaining agreement for commerce employees **42.92%**
- Tarjeta Automática: Collective bargaining agreement for commerce employees **95.02%**
- MILA: Collective bargaining agreement for commerce employees **56.25%**
- Espacio Cordial Servicios: Collective bargaining agreement for bank employees **99.16%**
- Supervielle Seguros: Collective bargaining agreement for insurance sector **94.26%**
- Supervielle Asset Management: **0.00%**
- InvertirOnline: Collective bargaining agreement for commerce employees **28.17%**
- Grupo Supervielle: **0.00%**



Benefits

GRI 401-2, 401-3

We have a wide array of benefits intended to improve the quality of life of our employees and their families, ranging from wellbeing, economic benefits to personal future planning.

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

Benefits Intended for You

Your Health

- Extended paternity leave - 30 days
- Corporate Health Care Plan
- In house doctor's office and Health Emergency service
- In-company vaccination
- Flex Friday - Summer
- Extra vacation

Your Future

- Financial aid and school kits for children
- Financial assistance for wedding and childbirth
- Discounts at education institutions
- Financial assistance for childbirth

Your Economy

- Loans at preferred interest rates
- Deductions in insurance policies
- Preferred Exchange rate in foreign Exchange transactions
- Club La Nación [Discounts and benefits for La Nación subscribers]

Paternity Leave

We accompany our employees in the great moments of their lives, this is why we extended the paternity leave to 30 calendar days.

Your Well Being

- Sports and agreements with fitness centers
- Breast feeding
- Bike parking

Health Week

One week per year we set up onsite health screening stands where our employees can choose to undergo health checks, such as:

- Express clinical checks
- Nutrition
- Flue vaccination
- Footprint analysis
- Mindfulness workshop
- Express massage

Gympass

This platform, that enables connection with network of fitness centers countrywide at a 70% discount, is available to employees and their family members.

| | Employees that enjoyed parental leave | | Employees that returned to work after parental leave | |
|-----------------------------|---------------------------------------|-----|--|-----|
| | WOMEN | MEN | WOMEN | MEN |
| Banco Supervielle | 70 | 46 | 70 | 43 |
| Cordial Compañía Financiera | 13 | 3 | 12 | 3 |
| Tarjeta Automática | 23 | - | 23 | - |
| MILA | 1 | - | 1 | - |
| Espacio Cordial | 4 | 1 | 3 | 1 |
| Supervielle Seguros | 4 | - | 4 | - |
| SAM | - | - | - | - |
| InvertirOnline | 1 | - | 1 | - |
| Grupo Supervielle | 1 | - | 1 | - |



Business partner

Business Partners are strategic partners in charge of monitoring the correct implementation of human resources policies and practices through actions oriented to team building, promoting conversations that foster leadership, cooperation and the construction of a good work environment.

At Grupo Supervielle we have a team of 12 Business Partners in the Bank Division and 5 in the Consumer Division, each of them assigned to different business areas.

At Banco Supervielle

- **480** visits were paid to service branches
- **45** meetings were held with commercial area staff
- **420** meetings were held with staff members

In order to accompany Banco Supervielle's transformation process, two in-house coaches of the BPs team addressed fundamental issues for an agile culture. 300 employees from the main office and 765 employees from commercial areas attended a total of 586 training hours. Workshops dealt with matters related to management of change, transformational leadership, integration meetings and team building.

At CCF, TA, MILA, Espacio Cordial and Supervielle Seguros

- **32** visits CCF & TA branches and stores
- **10** visits to members of the sales force in charge of senior citizens (Supervielle Seguros and Espacio Cordial).
- **105** online meetings for teams.
- **39** meetings of the "Expand your abilities" program, that dealt with the most frequent inquiries regarding HR processes (leader's manual, talks about labor environment, among other).
- **13** breakfast or teatime meetings as part of the program "Getting to know us better".
- **39** online meetings for Executive Managers and HR countrywide.
- Individual meetings to become more acquainted with employees and strengthen the relationship with their HR referent. In these meetings concerns are expressed, doubts are solved, and the professional growth and development are fostered.
- "Collection Leaders Program": aimed at improving teamwork and promoting leadership skills in the area.



AT IOL

- Support to leaders and their teams in the challenges posed by the growth project of InvertirOnline for 2020.
- HR strategy was redefined, and the employer brand redesign project began.
- A diagnosis of the culture of the organization was carried out to understand its cultural axes and design together the new organizational culture of IOL.

Innovation

We Change with Ideas

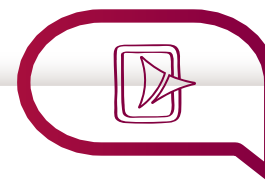
We seek

to improve our customer experience by being flexible and open, looking to the future without disregarding the present



We implemented

the Agile methodology for our DIGITAL TRANSFORMATION PROCESS



We launched

the app *Supervielle Jubilados*: clients may attest to life with facial recognition technology

IOL enabled the operation of buying/selling dollars to all its clients 7 days a week, 24 hours a day through **DolarIOL**

Digital transformation

The future of financial services is shaped by a transformation process towards a digital business model, through which our clients may have access to our services anywhere, any time.

Innovation may originate in new businesses or in processes, technologies or even working methodologies. At Grupo Supervielle we are interested in all aspects of innovation.

#TransformarseEsSupervielle

By the end of 2018, at Banco Supervielle we began a challenging digital transformation process to redesign our client's experiences and to promote greater digitalization. This digital transformation program, known as *#TransformarseEsSupervielle*, is intended to contribute to the achievement of growth, funding and efficiency: strategic objectives that the bank has defined for the coming years.

The transformation program went through different stages, including prioritization, design, implementation and consolidation. During the prioritization stage, the bank's leaders decided which customer experiences would be given priority for redesign and digitalization.

Five priorities were defined:

- **Onboarding Retail:** the process of onboarding of individual customers.
- **Routine Retail:** the routine transactions of individual customers.
- **Routine Senior citizens:** the routine transactions of senior citizen.
- **Routine Corporate:** the main transactions of corporate clients.
- **Onboarding Corporate:** redesigning the process of onboarding for corporate clients.

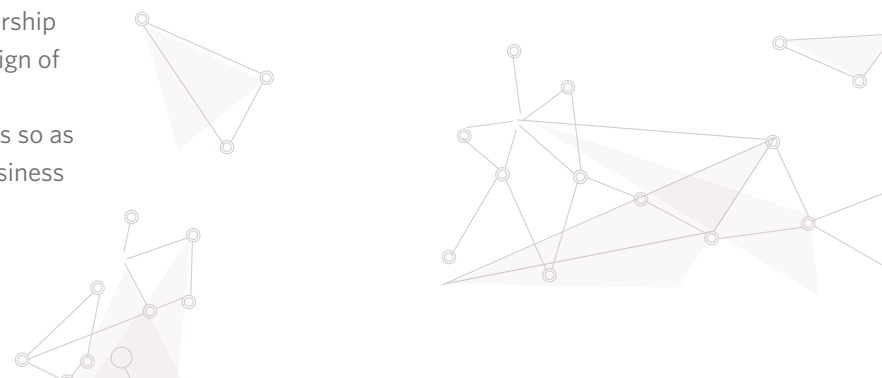
Once these priorities were aligned, the bank's leadership team organized agile teams to work first on the design of new digital experiences. To that end a survey was conducted to identify the main customer pain points so as to implement actions to solve them and capture business opportunities.

Our transformation is driven by the needs of our clients.

Together with the redesign of customer experiences, the bank has promoted a speedy adoption of agile methodologies. To transform Banco Supervielle into a customer centric organization an agile operational model was designed using a taxonomy of experiences. At present this operational model includes 25+ agile teams, organized in 5 experience tribes (in line with priorities mentioned above) and 6 engine tribes.

Some of the results obtained by agile teams include:

- | | |
|---------------------------------|-----------------------------------|
| ▪ Onboarding Retail: | ▪ Routine Senior Citizens: |
| ▪ Self-management platform | ▪ App <i>Supervielle</i> |
| ▪ Onboarding <i>Plan Sueldo</i> | ▪ <i>Jubilados</i> |
| ▪ Routine Retail: | ▪ Biometrics |
| ▪ PIN resetting | ▪ Routine Corporations: |
| ▪ Claims management | ▪ E-cheq |



Six engines were defined:

- Channels
- Data
- Loans
- Platforms
- Collection
- Processes

The results achieved by the agile teams that make up the engine tribes include the following:

- **Channels:**
 - Online Banking Empresas
- **Collection:**
 - Automatization of collection management, based on Emerix tool
 - Proactive and dynamic management of loan portfolio

Additionally, the agile operational model is based on critical cross-sectional capabilities that ensure the development of best practices and the coordination of the different agile teams. At present we have four cross-sectional capabilities

defined: Agility, IT Architecture, IT Development and Customer Experience. In the following months the bank will continue strengthening critical capabilities required to succeed in a digital environment, such as UX/UI (user experience /application interface), digital marketing, advanced analytics, among other.

Results achieved are promising and show the impact of the implementation of agile methodologies within the organization. The teams will continue working in the coming months to redesign experiences that meet our clients' expectations in an increasingly digital environment.

New digital experiences

Onboarding Individuals

- A platform developed as a personal self-management channel that is 100% digital
- Clients are linked in minutes and without the need to go to a branch, providing greater convenience and speed.
- The platform validates the identity of clients through biometric tools and may be accessed from a PC and from a mobile phone.

Onboarding Payroll

- Opening of several payroll accounts through Corporate Home Banking: it enables companies to manage their payroll (agreement, registration and de registration of employees, administration and consultation).
- Paper free¹, thus maximizing customer experience.
- Automatization of payroll payment online (immediate or deferred payment) through Banco Supervielle accounts, and in the future through other banks' accounts. This process includes various automatic controls as part of the services rendered to companies.

5,000 clients were registered through the different onboarding channels in the last months of 2019.

¹ Clients are only required to sign one single document.



PIN Resetting of Debit Card

In April 2019, 92% of debit card PINs were reset at the branches, at a rate of approximately 25,000 resettings per month.

The digital transformation team focused on enabling and boosting more digital and automatic channels, this is why clients may now reset their PIN through:

- Automatic telephone banking (all clients with chip debit card).
- Mobile (UX improved and adoption accelerated).
- Home Banking (informative banners were placed in the branches).
- ANSES Totems (Senior Citizens and Payroll of government bodies).
- CRM, the process was improved for those clients who cannot reset the PIN through other channels so as to offer a better customer experience.

As of December 2019, 50% of in-person transactions had been reduced as a result of the implementation of these channels, and it continues improving.

92%
25,000
PIN
resettings
per month



50%
13,500
PIN
resettings
per month

Biometrics

We were the first bank to use biometric technology to speed up identification of our senior clients and to implement this technology in ATMs.

Caja Rápida is a cash dispenser that uses biometric identification instead of a debit card to withdraw cash.

At year's end we had at least two *Cajas Rápidas* cash dispensers in each branch for payments to senior citizens.

We also use biometric technology to grant access to mobile apps of individuals and businesses that we launched in 2018.



¿Cómo registrarme?

Sólo deberás tomar fotos de:

1) Frente de tu DNI



2) Dorso de tu DNI



3) Tu cara



App Supervielle Jubilados

GRI FS14

Supervielle Jubilados is an innovative channel, unique in the market, which allows senior citizens to certify their proof of life without the need to attend the branches in person.

- This service is for exclusive use of Banco Supervielle clients and may be used anywhere any time.
- The app includes face recognition technology that identifies clients and enables them to attest to life through a selfie.
- It is also useful for agents of senior citizens, who need not go in person to the bank to submit the proof of life.
- The app was launched in mid-October and by December 39,547 clients were already using the app.
- The app was developed by a work team formed by experts in UX, processes and development, among other.

E-cheq

E-cheq or electronic check is a new development that enables issuance, endorsement and act of custodian of electronic checks through the Online Banking portals, both for Individuals and corporate clients. The new launchings include the development of the ECHEQ, the Bank being one of the first in the market to offer the chance to issue, endorse and act as custodian of electronic checks, through its portals both for corporate and individual clients.

- Banco Supervielle was one of the first in the market to offer this service in all its modalities.
- Enables issuance, endorsement, custody and deposit. Soon we will be offering to our clients the possibility to issue E-checks in large amounts and to obtain discounts for the use of E-checks
- It improves the administration, processing and payment of checks, and minimizes check rejection and fraud.
- This product / means of payment is available to all checking account clients. Savings account clients may be beneficiaries of this product.
- Up to 99 checks may be endorsed at the same time.
- Unlike transfers, the E-cheq is an executive note and may be used to make deferred payments through Home Banking. This product enables companies to pay electronic bills of credit.
- 27,646 E-cheqs were issued between August and December 2019 in the financial system, for an amount of \$8,804 million.

The bank was invited to participate of the BCRA's Innovation Table to present the E-cheq. Training meetings were also held in the city of Buenos Aires and in Mendoza so as to boost adoption of this product by prospective users.

New motors

Collection

Automation of collection management through the Emerix tool

The aim was to develop the necessary tool and strategies to facilitate and boost the loan recovery process, taking into account the following:

- development of a two-month refinancing simulator, which increased by 66% the number of refinancing registrations as compared to previous tools,
- automation of payment settlements to independent suppliers, with a 30% reduction of the operational expenses and improvement of process traceability and transparency,
- improvement of infrastructure and feeding processes with new technologies.

Proactive and dynamic management of loan portfolio

- Assigned to suppliers of early default according to their performance and monthly evolution.
- The deadline for arrears was extended to 150 days for clients who do not prove assets in the bank. That extension increased the recovery percentage and the number of performing clients.
- Preventative actions were implemented for the former Senior Citizens subsegment (clients who do not collect their retirement payment through the bank anymore), understanding that part of the delay is due to ignorance of the payment methods when they stopped crediting the bank.
- A new payment channel was developed for the former Senior Citizens subsegment.
- Management scripts were prepared to best communicate with each segment, which improves negotiations and favors compliance with payment commitments.



Walmart Card app

During 2019 improvements were made in the Walmart Card App. In addition to the information it offered, new functionalities were introduced that facilitate clients' everyday operations and improve their experience:

- View and download the latest 12 statements in PDF format.
- View purchases grouped by item, for a better administration of expenses.
- Receive information of new offers, benefits and promotions exclusive for clients.
- Talk with Mica, our virtual assistant.
- In addition to Google Play for Android, the app can be downloaded from IOS.

Deautos.com

In 2019 Grupo Supervielle purchased Deautos.com, with the aim of changing the business model and the strategy of extending its service, offering a comprehensive solution of advertising and financing both to individual clients and to car dealers.

Benefits for car dealers:

- All vehicles are advertised free of charge, paying only for the featured publications or the VIP package.
- All vehicles are advertised with exclusive financing.

Benefits for individual clients:

- Buy online, choosing among more than 20,000 new and used cars, 4500 of which may be financed.
- Free of charge publication for the sale of their car.

In 2020 new functionalities will be added to improve transactions through Deautos.com.

We will also develop new features such as instant offers for purchase, intermediaries, insurance, title deed certificate, car checking and private financing by the parties of the transaction.

Corporate Venture Capital Fund

Our strong belief that Fintech capabilities have a direct impact on the customer-centric culture led us to create a Corporate Venture Capital Fund (*Fideicomiso Fintech Supervielle I*), which enables the Company to partner with Fintech companies (digital solutions applied to finance) and Insurtech companies (digital solutions applied to insurance) which are within the strategic verticals of Grupo Supervielle. This fund allows us to generate a financial return on our investments and to create commercial synergies that add mutual value.



So far, we have made four investments:

- 123Seguro, an online car insurance broker.
- Increase, a financial solutions platform for stores and businesses.
- Avancargo, a company that uses technology to facilitate cargo freight contracts to match demand and supply.
- Blended (in January 2020) a comprehensive school management platform for kinder, primary and secondary levels.

Besides, Banco Supervielle continues participating in the Arfintech fund together with another 7 local capital banks which participate in investment rounds; the Arfintech fund portfolio already has 10 companies in the insurance, payment, security, SMEs and blockchain segments.

Donation of Reward Points

GRI FS7

In December 2019, we created a new section in our Club Supervielle webpage: *Canjes solidarios*. Clients may exchange their credit card reward points for cash donations (in the amounts \$500, \$1,000, \$3,000 or \$5,000) to Fundación Banco de Alimentos.

In the same section clients may find products made by social entrepreneurs from Quilmes and 3 de Febrero, that are trained by Fundación Formar.

Simplicity

We facilitate

We respect
the time of our
customers,
implementing
robust and simple
processes.

The customer base
rose by 49.9% in
Franchises, 38.2% in
Transportation and
28,8% in Health.

Our total market share as regards
personal loans increased by
7% within the private financial
system.¹

We acquired
Deautos.com, a
platform for the
purchase and
sale of new and
second-hand cars

200

¹ Includes Banco Supervielle and CCF.

Customer centric

We promote and support the projects of our clients for their personal and collective development, based on the understanding of their personal challenges and the possibilities we may offer them.

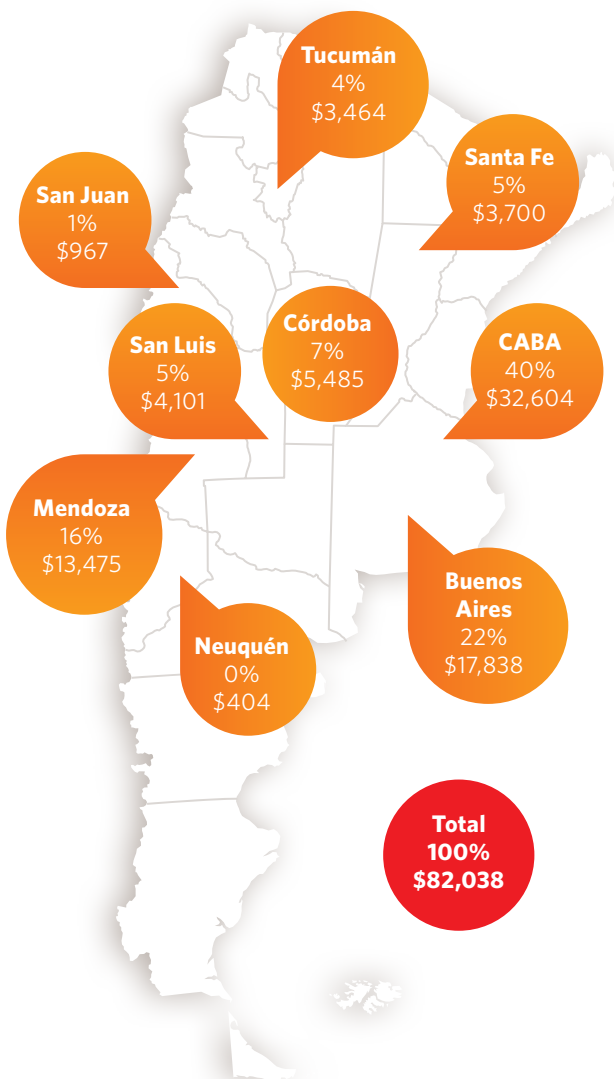
Profile of our Customers GRI FS6

Grupo Supervielle offers a wide array of financial products and services, especially tailored to suit the different needs of its customers through multiple platforms and brands. The Group developed a multi-brand business model to differentiate the financial products and services offered to individuals, SMEs and medium to large companies in Argentina and a segmentation strategy of its customer base to satisfy the specific needs of each category. Based on their experience in the banking sector, Grupo Supervielle identifies cross-selling opportunities and offers specific products to its customers through its subsidiaries.

Banco Supervielle Portfolio: \$82,038 million

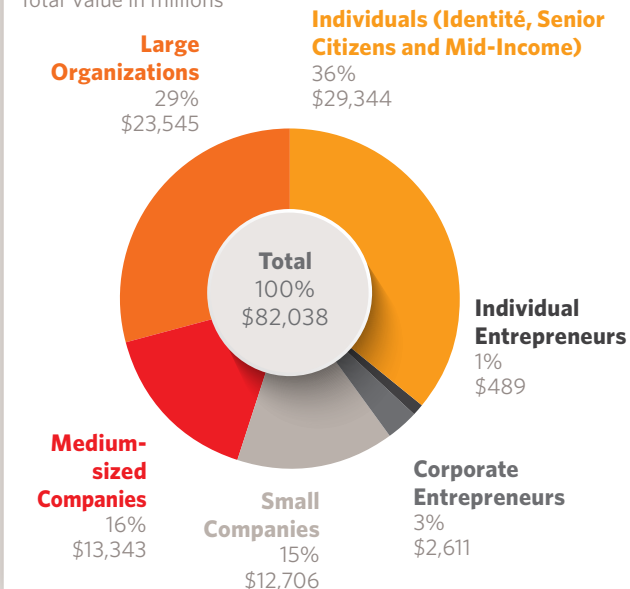
Customer Portfolio per Region

Total Value in millions



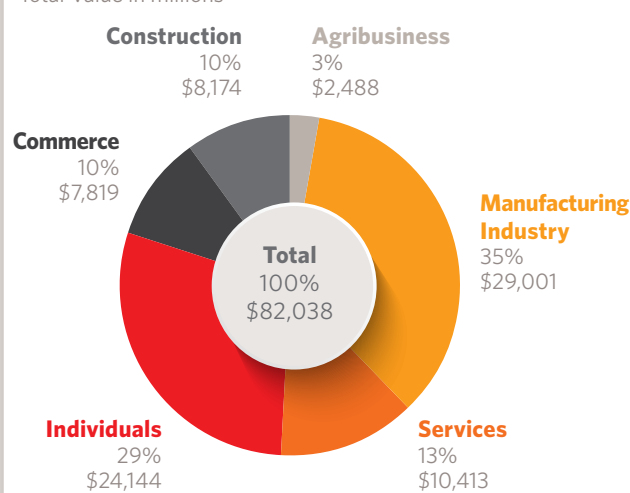
Customer Portfolio per Segment

Total Value in millions



Customer Portfolio per economic sector or business

Total Value in millions

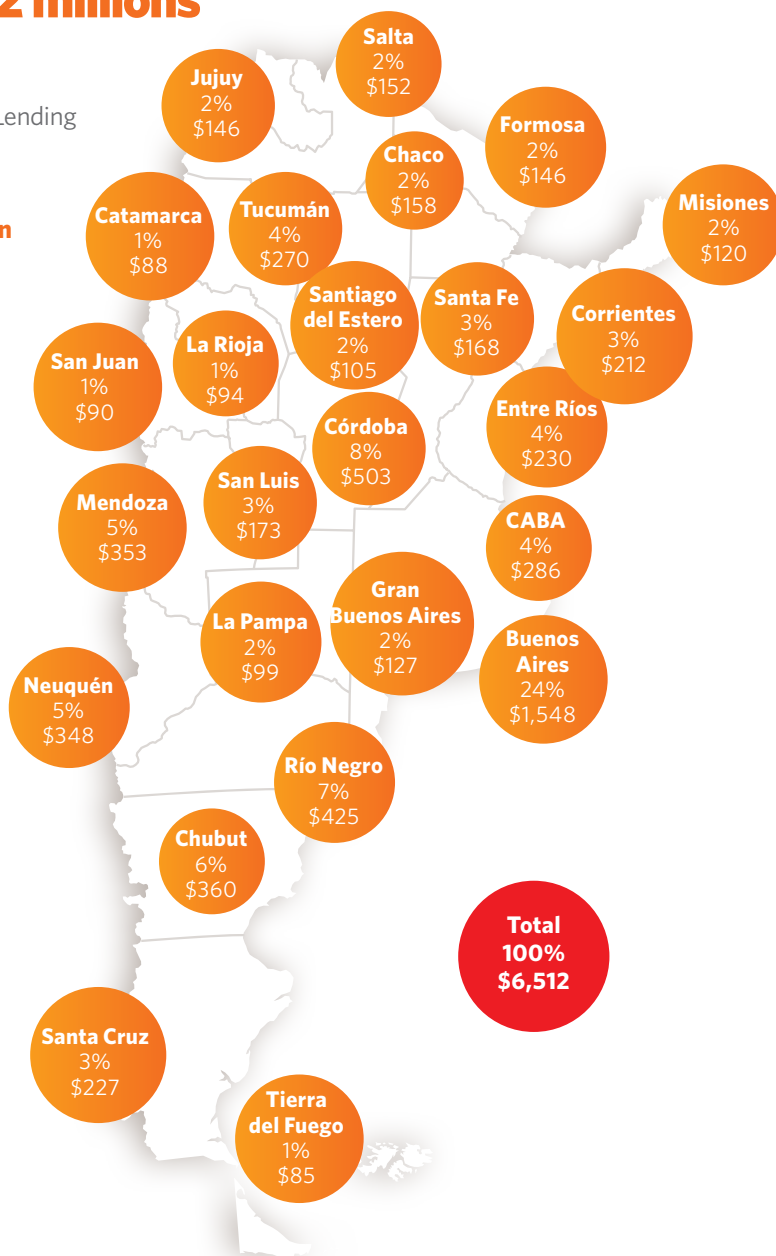


Consumer Finance Segment Portfolio: \$6,512 millions

Cordial Compañía Financiera,
Tarjeta Automática and Micro Lending

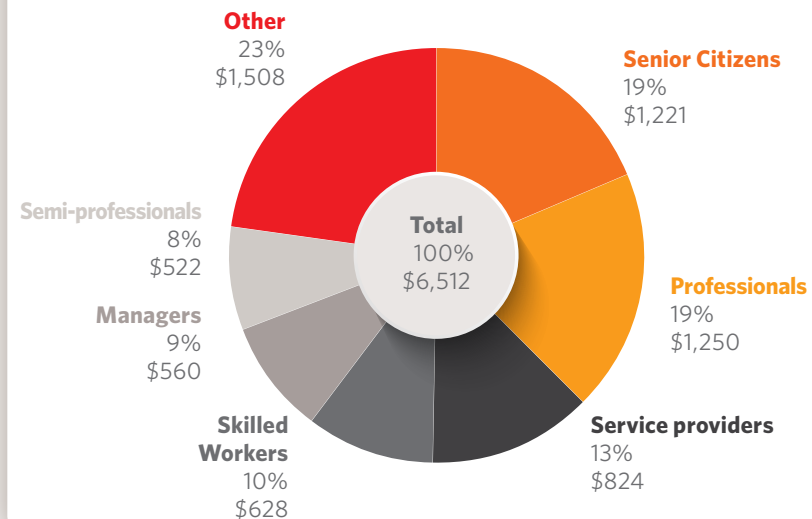
Customer Portfolio per Region

Total Value in millions



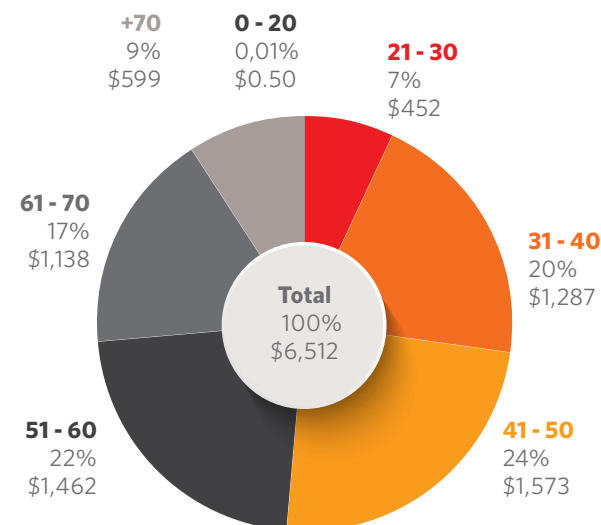
Portfolio per Customer Segment

Total Value in millions



Customer Portfolio per Age

Total Value in millions

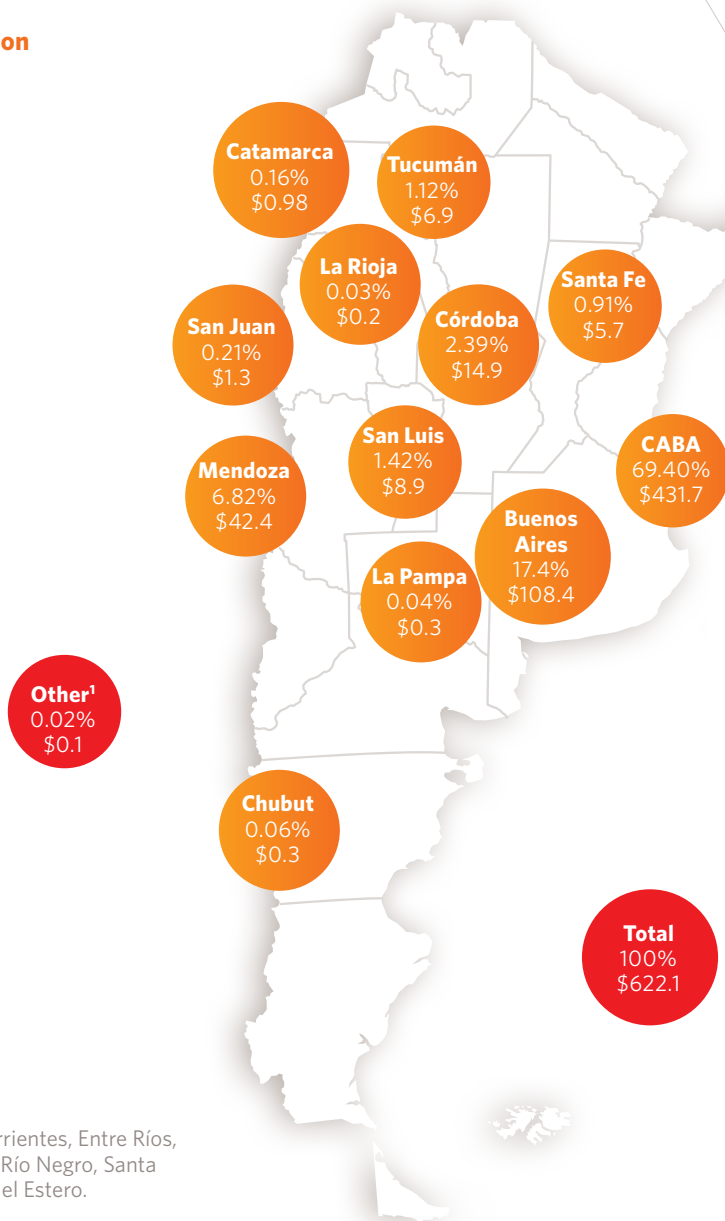


Cordial Servicios

Turnover: \$622 million

Turnover per Region

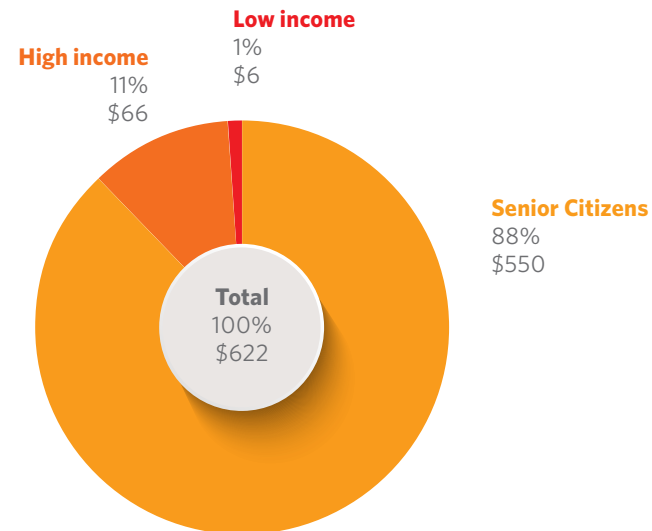
Turnover in millions



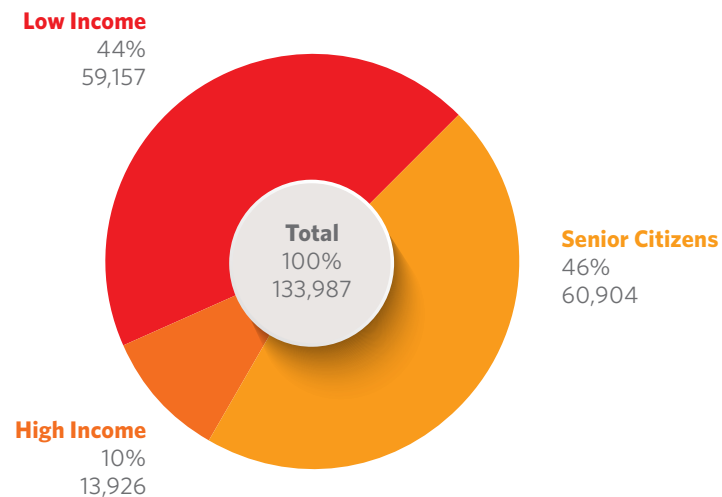
¹ Including Chaco, Corrientes, Entre Ríos, Formosa, Neuquén, Río Negro, Santa Cruz and Santiago del Estero.

Turnover per Type of Customer

Total Value in millions



Number of Customers per Segment

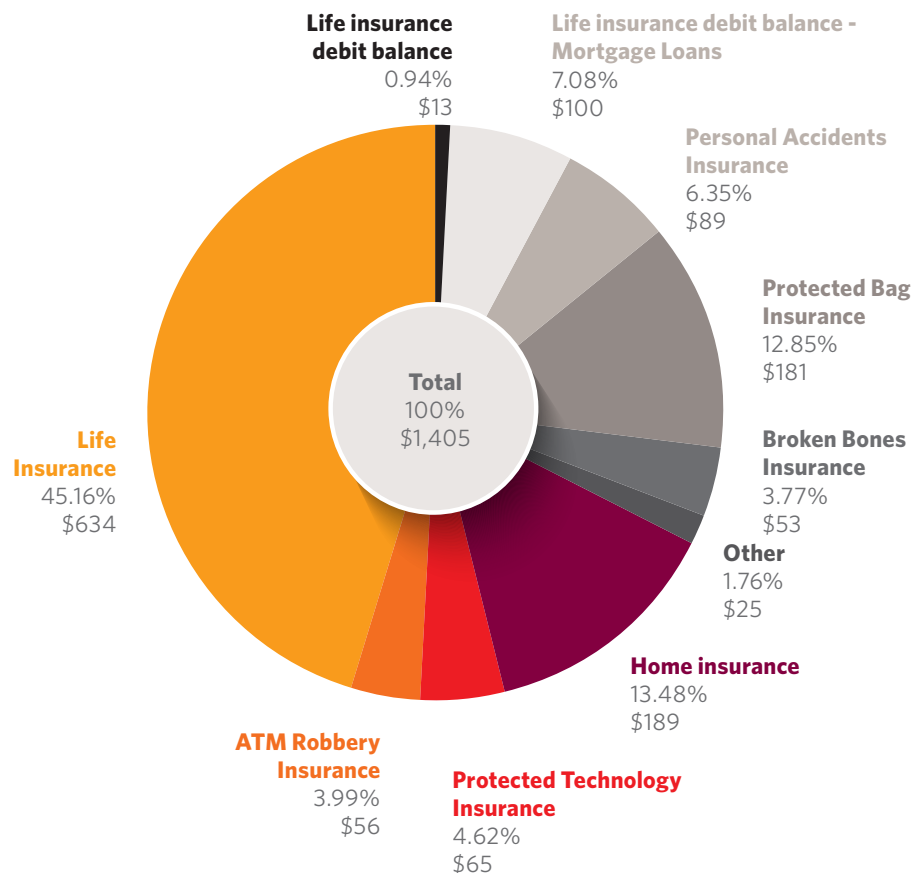


Supervielle Seguros

Turnover: \$1,405 million

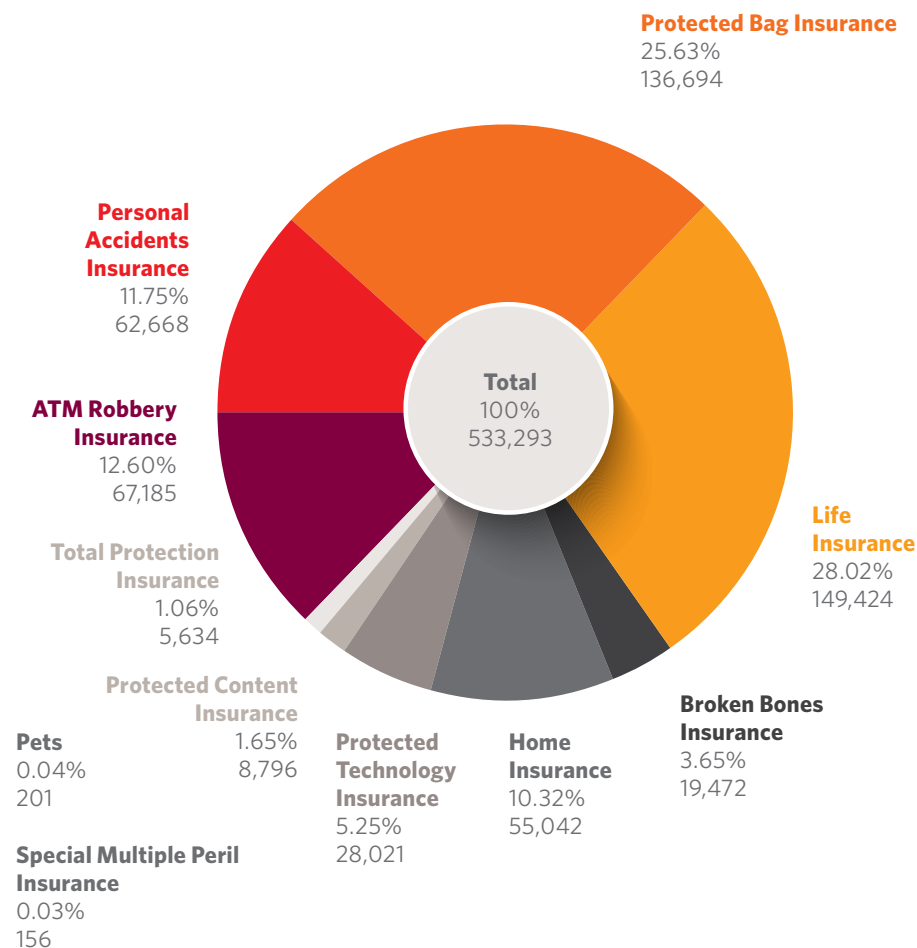
Insurance Premiums

Total Value in millions 2019



Insurance Certificates per Type of Product

Total Certificates 2019

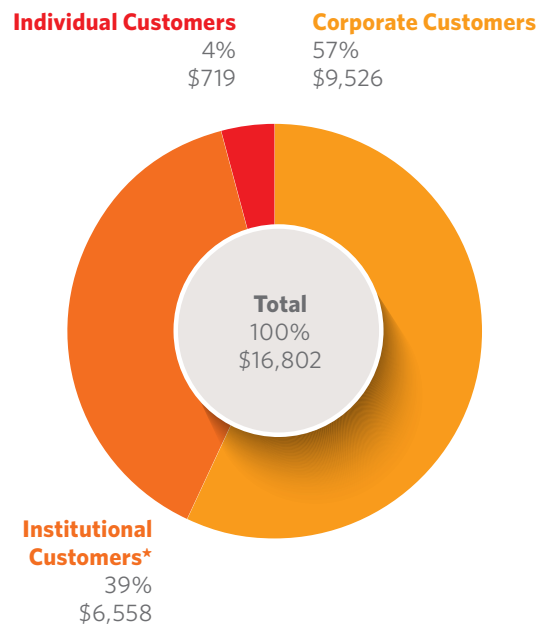


Supervielle Asset Management

\$16,802 million managed

Managed Assets per Segment

Turnover in millions



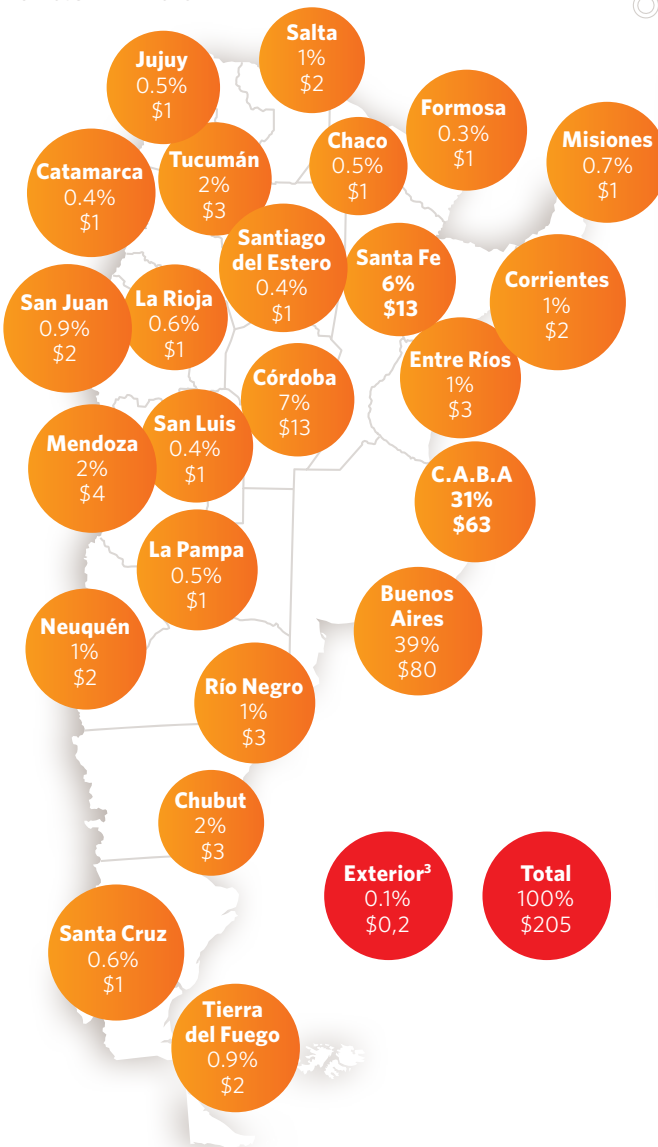
* The Institutional Customers segment includes: Municipalities and other Government Entities, Mutual Funds, Insurance Companies, MGSs, FF, Social Security agencies, Securities Markets, InvertirOnline and Banco Supervielle.

InvertirOnline

Turnover²: \$205 million

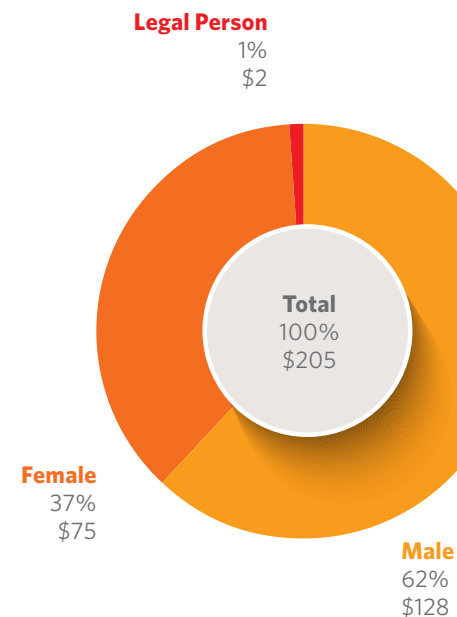
Turnover per Region

Turnover in millions



Turnover per Type of Customer

Turnover in millions



² Reported amounts are lower as compared to the 2018 Sustainability Report because the reporting criterion was changed. In 2018, operation volumes were reported while in 2019 operation fees are reported.

³ Including United States, Brazil, Uruguay, Germany, Italy, Spain, Austria, Japan, United Kingdom.

Grupo Supervielle segments



"At Supervielle we knew that 2019 was not just another year. With presidential elections ahead, Argentines had to make a decision. This became an opportunity because we understood that we are making choices every day, at every time. So, we decided to continue doing what we always do: act as facilitators for our customers by providing them with the tools to continue improving themselves, both professionally and personally; in the understanding that improving themselves is always the best choice. **Choose to improve yourself.**"

Alberto Aveleyra, Chief Executive of Communications and Benefits

Banco Supervielle

At Banco Supervielle we offer a wide array of financial products and services designed to meet the needs of individuals, entrepreneurs and small businesses: Personal Loans, Mortgage Loans, Unsecured Loans, Loans with Special Facilities for Project and Work Capital Financing, Leasing, Bank Guarantee for Tenants, Salary Advances, Car Loans, Domestic and International Factoring, International Guarantees and Letters of Credit, Payroll Payment Plan (*Planes Sueldo*), Credit Cards, Payment to Suppliers, Debit Cards, Savings Accounts, Time Deposits, Checking Accounts, and financial services and investments such as Mutual Funds, Insurance and Guarantees, and Senior Citizens Retirement Payments.

Based on their distinctive features, needs and specific requirements, customers are grouped in four strategic segments:

The Personal Segment includes average income persons who have access to a full product and services portfolio of Banco Supervielle. Work was done on the readjustment of processes to offer customers of the segment a better experience in their relationship with the Bank, and with focus on agile digital operations. Campaigns were launched to encourage digitalization, together with the development of self-management channels for products and transactions.

Personal Segment

329,784 customers

The Identity Segment includes high income individuals who have access to differential products and benefits according to their interests through our Brand Supervielle Identité.

We continue focusing on the digitalization strategy for this segment. We worked on onboarding automatization (on the first 60 days) with a view to leading customers to use digital channels to activate their products.

We are always seeking to improve the service quality at our branches, reaching a 61% NPS, which represents a year-on-year increase of 5%.

Identité Segment

The Senior Citizens Segment includes all senior citizen customers who are paid their pensions through the Bank.

With over 950 thousand ANSES payments per month - including pensions and social plans - Banco Supervielle is the #1 private bank in this segment. We offer products and services in line with the needs of senior citizens.

In 2018 we covered 100% of the network with *Cajas Rápidas* (cash dispenser with biometric identification), with clear benefits in terms of waiting times and agility. This year we focused on communication of this system for its adoption by senior citizens.

A new queue system was implemented to manage customer flow which delivers a better customer experience and management and control of transactions.

To make it easier for senior citizen clients to provide their proof of life on a monthly basis without the need to go to the bank, the *"Supervielle Jubilados"* app was launched which includes facial recognition technology that identifies the client and certifies that they are alive through a photograph. 39,547 senior citizens downloaded the app during the two months following its launching.

Senior Citizens Segment
988,303 customers

The SMEs Segment includes individuals with a business, small one-person ventures and small and medium-sized companies with a turnover lower than \$700 million p.a.

We seek to generate more comprehensive and profitable relationships with our clients to become the first-choice bank for their daily operations. We offer products to meet all their needs such as Payroll Payment Plan, Comex, Cash Management and Leasing.

We have a differentiated service model at service branches, implemented in over 80% of the branches and reaching 90% of the segment's customers. Each has two executive officers, one for larger companies, focused on a reduced customer portfolio, and the other for smaller Entrepreneurs and SMEs with smaller turnover. This provides specialty services to larger companies and more agility to smaller ones.

We focus on providing a close, efficient service with deep financial expertise on SMEs. We have more officers per number of customers than the market average and thus ensure that customers receive an adequate service to boost their business.

Entrepreneur and SMEs Segment
22,012 customers



#1 Private bank in terms of payment to senior citizens
We pay over 950 thousand ANSES benefits per month



The customer base rose by 49.9% in Franchises, 38.2% in Transportation and 28.8% in Health as compared to December 2018.



Specific Subsegments

Franchises

We seek to support the growth of entrepreneurship in Argentina through a professional system such as the franchise model and it is for that reason that we innovate in credit models through variables inherent in their system.

In order to expand the universe of qualified customers, and not only assist prequalified brands, MGSs started to be used so as to assist customers who already entered into a franchise agreement but do not have a credit track record (start-up) prior to the execution of said franchise agreement.

Health

In November 2018, a value proposition was launched intended to health care and diagnostic centers, external doctor's offices, pharmaceutical companies and wholesalers. Focus groups were held with sector companies and customers in order to offer a tailored proposal, which is featured by promptness in loan granting and agreements with vendors. Loans for amounts lower than \$10 million are analyzed within 24 hours, and within 72 hours in case of higher amounts.

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 developed a proposal with preferential rates which also includes a wide array of special rates to Plan Sueldo [Payroll] customers.

This proposal is targeted to individuals and companies engaged in transportation of light, medium or heavy goods (excluding passenger transportation).

Corporate Banking

Banco Supervielle

GRI 203-2

The customer service model is based on regionalization. Services to 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. Communication, assistance, negotiation and operational teams are centralized in banking nodes.

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

We have a portfolio of
4,981 corporate clients.

Wine Division

Banco Supervielle's Wine Division continues consolidating its position as a benchmark in the wine industry, remaining the only Argentine bank among the top 20 to have an expert team to deal with the sector.

The wine division provides services to grape producers, vineyards and suppliers of raw materials and related capital assets.

One of the main objectives is to participate in the different parts of the Value Chain. To such end, specific products were developed, such as:

- Harvest and Carriage Loan,
- Visa Distribution Card,
- Value Chain financing and
- Industry-specific capital assets such as oak barrels or stainless-steel tanks.

Quarterly reports on the sector's situation continued to be published. Such reports may be publicly accessed through the Bank's web page and are submitted on a yearly basis at an event gathering the main vineyards and related companies.

The Bank usually invites sector referents to talks with economists who refer to the macroeconomic situation of the country and the world. By late November, the Bank participated in the annual event held by the Cámara de Bodegueros de San Juan [Vineyard Chamber of San Juan], as part of the celebrations for the 85th anniversary of the Chamber.

During 2019, greater support was provided to the "Vineyard Tour" incorporating new clients, which expanded the wine tourism options.

Mutual Guarantee Societies (MGS)

The Mutual Guarantee Societies system is made up of 47 entities. The Bank's MGS Division operates with 72% of such entities maintaining the sector leadership, being recognized as the "MGS's Bank" 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).

Banco Supervielle also remained a leader in terms of development and innovation for being the first private bank to offer a Business Credit Card with guaranteed purchase limits backed by a MGS and for operating with check discounts in the Securities Market directly and through InvertirOnline.

In 2019, the Bank renewed the agreement entered into for receipt of guarantees issued by the Fondo de Garantía Argentina, being the first private bank in Argentina 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.

Oil & Gas Division

The Bank considers that the oil sector has a high growth potential. Therefore, in 2018, the Bank created a specific Oil & Gas division, with a specialized team. In 2018, our first branch was opened in the city of Neuquén to supplement the existing customer service model. This allows for a close contact with the value chain of large operators and an improved competitiveness to offer payroll services for individuals with high purchasing power residing in the area.

During 2019 the Bank's Oil & Gas Division organized strategic events with companies in the industry seeking to position the brand.

In addition, several financing agreements were entered into with operators' suppliers, such as YPF, whereby the Bank developed a commercial relationship with SMEs that are suppliers of the oil industry.

However, 2019 was a complex year for the industry due to macroeconomic conditions and the freezing of fuel prices by mid-August.

When the activity goes back to normal, the Bank expects to strengthen its actions on the value chains of large operators, taking advantage of the experience gained with the new customers obtained due to the focus placed during the year.

Products and Services

Loans

The Bank seeks to provide dynamic personal loans supported by efficient processes and an agile management which have allowed improvements in the delivery times of credit ratings to enhance the tools and sales channels and expand placement. In 2019 we launched new financing facilities and made developments to increase the offer through digital platforms, which led to a better user experience

We have a renewed offer in commercial loans, special lines developed according to the needs of the different business segments and subsegments, such as transportation and vineyards, among others.

During 2019, we launched commercial loans to cover the different financial needs of micro, small and medium-sized companies, promoted in different mass media platforms, on our digital portals and informed to our clients through our business officers.

We achieved a **4.2%** growth in the total market share as regards personal loans.

Means of Payment

Chip Technology: Ensures a better operation and the reduction of skimming fraud. During 2019, work continued on the transition from magnetic band debit cards to chip technology, and currently the Bank has improved its position in the industry regarding the implementation of this chip technology in debit cards.

Contactless Technology: This is an innovative product to make payments in a quick, comfortable and secure way both for MasterCard and Visa debit and credit cards. We offer these cards to the Personal and Identité segments.

Digital Statement: migration continued from physical to digital credit card account statements.

Password Resetting: Telephone Banking became a new channel for password resetting, in addition to Online Banking and Supervielle Móvil.

First Data for Merchants:

Our offer was expanded to include:

- New Brands: Diners/Naranja
- POS Terminals: 12-month bonus for Wireless Posnet

Immediate Transfers from CBU to CVU: This service was implemented and was included in a transparent fashion in the immediate transfers module, implemented through CREDIN transactions.

Leasing

We offer leasing to clients and prospects of all commercial banking areas of Banco Supervielle, through the branch network and through agreements with machinery, equipment and truck manufacturers and dealers, in a variety of industries and segments.

During 2019, the increase in interest rates and the lower demand of capital goods affected significantly the volume placement. In this context, the focus was on improving customer experience by opening communication channels in Online Banking and offering more information.

Foreign Trade

During the first three quarters of the year simplification of exchange transactions related to foreign trade continued, following the trend of the last two years. However, due to Decree No. 609/2019, the BCRA issued a set of exchange provisions that restored the obligation of banks to carry out thorough documentary control and verification of terms for import payments and export collections, and limited the purchase of foreign exchange for natural and legal persons as well as exchange transactions among related companies.

In March, Banco Supervielle was once again invited by BICE Trusts to participate with a US\$12 MM line in the *Argentina Exporta* program, a project designed by the Ministry of Production and Labor in conjunction with FONDEAR, which allowed for the reduction of interest rates in the granting of pre-financing of exports to *MiPymes* clients for up to US\$200 thousand per client, at a maximum annual nominal rate of 4.5% and for a maximum term of 180 days.

By mid-August the digital offer was completed for the purchase and sale of US dollars by legal persons through the Bank's digital platform.



A 10.4% growth was recorded in terms of number of processed transactions and 27% in terms of settled volumes.

In December 2019 Banco Supervielle was GPI certified. GPI (Global Payment Innovation) is an initiative developed by SWIFT which is an absolute innovation in the international collections and payments system at global level, and which allows us to improve our customers' experience. We became the first Argentine bank to be APIS certified and the fourth in the market to implement GPI. Payments are now forwarded immediately and safely within the business banking hours of the receiving entity. On the other hand, thanks to its new system, users may track their transactions until they are received by the final beneficiary.

Banco Supervielle remains the only bank in the Argentine financial system to operate with International Factoring, through FCI (formerly Factor Chain International).

Plan Sueldo

New agile tools were developed to provide online services to companies and customers and to generate a quality experience in terms of payroll payment. As a result, we managed to implement a 100% digital process.

The process begins with a registration agreement done through Corporate Online Banking (Onboarding Plan Sueldo), which allows for massive registration.

We had the first pilot tests with companies for online registration. We anticipate its completion by the first half of 2020.

Cash Management

We provide agile and simple solutions for our clients' treasury management: collections, direct payment, payments to suppliers, remote check scanners and e-cheq.

We have an exclusive team that provides services to SMEs and large companies in connection with inquiries and claims about our cash management products. We support the implementation of our products by providing technical and commercial advice to ensure an agile beginning.

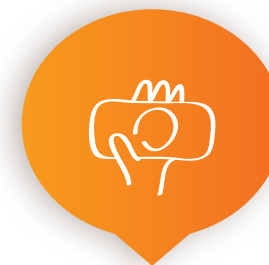
An account for collection of deferred payment checks was developed, intended to increase the set of transactions available for customers' collections.

We also launched the echeq, a new development by the Bank which offers e-check issuance, deposit and custody through our online banking portals, both for corporate and individual clients.

Remote check and echeq scanners are intended to digitalize the treasury operation of companies by using our Corporate Online Banking website, so that they need not go to the bank.

We are working on a new development that will be fully operational in 2020: a collection management service through our own Pay Button.

The service will allow clients to claim payment of a debt from their customers by a link to the Pay Button, which may be used to make payments through different means such as payment through cashier, payment with credit card, payment through Debin, payment through direct debit, payment through Interbanking or simply inform that payment was made through another means. This will be done through the Corporate Online Banking website.



Treasury and Finance

Banco Supervielle

The Treasury and Finance segment is formed by Trading Desk Transactions and Institutional Sales, Correspondent Banks, Public sector and Intermediate Entities, Capital Markets and Structuring.

This segment is responsible for the allocation of the bank's liquidity according to the needs of the Personal and Business Banking areas, Corporate Banking and the segment itself.

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

Trading Desk and Institutional Sales

During 2019, the trading desk of Banco Supervielle continued dealing in public securities and engaging in foreign trade, in addition to the trading of derivatives.

The total share of institutional deposits remained the same as in the past period.

Correspondent Banks

During 2019, commercial relationships were maintained with foreign banks both as to financing of foreign trade transactions and to guarantees and letters of credit.

A syndicated loan was entered into in August 2019 and subsequently disbursed in September 2019 through the FMO, the Dutch Development Bank, and Proparco, a subsidiary of the French Development Agency, for US\$80 million, with a 3-year term, intended to strengthen the Bank's support to SMEs.



Public Sector and Intermediate Entities

In March 2019, the Bank participated in a public bidding to become the financial agent of the Province of San Luis. In December the government of the province of San Luis announced that the public bidding procedure was unsuccessful. In June 2019, while waiting for the outcome of the bidding process, an agreement was entered into with the province to continue providing the services required by the province throughout the year until January 2020. This agreement was extended until March 31, 2020.

We are Financial Agents in Mendoza of the Municipalities of Godoy Cruz, Mendoza - capital city -, San Martín, Luján de Cuyo and Las Heras. In San Luis we are Financial Agents of the City of San Luis and also of the University of La Matanza, province of Buenos Aires.

In addition to the services rendered in Mendoza and San Luis, the Bank worked with the public sector in the provinces of San Juan, Buenos Aires and also with national universities. The Bank took part in the public bidding to become the financial agent of the Universidad Nacional de Cuyo.

Capital Market and Structuring

We originate and structure financing products for the Argentine corporate capital markets. We provide financial advice services which allow both our clients and Grupo Supervielle and its subsidiaries to optimize their financial resources and capital structure in order to maximize the profitability of their operations.

The sector is mainly focused on the structuring of financial trusts and syndicated credit facilities, in the arrangement and placement of negotiable obligations and in Equity Capital Markets transactions and mergers and acquisitions, with a view to providing comprehensive advice on each product, generating long term relationships with clients and investors.

In 2019, the economic scenario was volatile and featured by high inflation, high interest rates, uncertainty and an increased country risk which made it difficult for companies to issue financial instruments. However, Banco Supervielle continued in the debt market, with YPF Energía Eléctrica S.A. in the reopening of Class I negotiable obligations for US\$25 million, and YPF S.A. in the issuance of Class II, III and IV negotiable obligations for \$1,683 million, \$1,157 million and US\$19 million, respectively, and Banco Supervielle S.A. in the issuance of Class F negotiable obligations for \$3,000 million.



As regards the financial trust market, Banco Supervielle acted as arranger and dealer of the trusts Unicred Cheques Series 6 and 7 and CCF Créditos Series 20, 21 and 22. Additionally, during 2019, the area provided advice to different companies on valuations and mergers and acquisitions.



Banco Supervielle's public banking team receives a syndicated loan, for USD 80 million over 3 years term, through the FMO, the Dutch development bank, and Proparco, a subsidiary of the French Development Agency, aimed at strengthening the bank's support to SMEs.

Consumer Finance

Cordial Compañía Financiera (CCF), Tarjeta Automática (TA), Micro Lending (MILA)

Cordial Compañía Financiera is a company specialized in credit and consumer finance of individuals, mainly C2 and C3 segments.

Two pillars:

Accessibility

Diversification

Diversification

An open credit card available at Walmart Argentina S.R.L., Hipertehuelche and Tarjeta Automática's stores which customers may use for purchases at merchants adhering to MasterCard and for cash advances.

Consumer loans for purchase of specific products, in which the transaction is completed upon delivery of said products.

Personal loans of cash at a fixed rate based the French amortization system.

Car loans for the purchase of new and second-hand cars at dealers through MILA channels. In 2019, the company originated car loans for a total \$605 million in an aggregate 3,316 transactions.

Insurance for Personal Accidents, protected bag, health, unemployment, total protection, home assistance, extended guarantee, protected technology and home.



Accessibility

Walmart Financial Services

CCF is an exclusive provider of Walmart financial services until August 2020.

It provides financial products for personal consumption tied to the Walmart brand, through the co-branded Mastercard Walmart card. It has small and mid- sized financial services booths in 79 points of sales and customer service points.

It provides a broad product portfolio both inside and outside the Walmart chain.

Tarjeta Automática

CCF offers loans and cards under the \$YA and Carta Automática brands at TA branches.

TA's network has a strong positioning in the Patagonia region, with 20 branches in 9 provinces. CCF's commercial strategy in this channel is to offer a wide array of financial services and insurance. It provides 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.

Hipertehuelche has 14 branches in the main cities in the southern region of Argentina, with a financial service stand where CCF's products are marketed.

Digital Channels

During 2019 this new strategic area focused on developing a 100% digital business for the different company's business units. Public apps and webs were developed, and digital channels were reengineered. Besides, product and service self-management projects were developed and implemented within digital channels, as well as enrollment to automatic debit and e-Statement and payment of products in real time. MasterCard network functionalities were implemented, enabling a new one called Consumptions in the app with 12 categories that show credit card purchases during the last 90 days.

Its own Chatbot was created that serves 20,000 customers through the app every month and helps satisfactorily resolve 7 out of 10 customer queries.



Non-financial Products

Cordial Servicios

Cordial Servicios sells all type of goods and services related to insurance, tourism, health care plans and/or services and other goods and services.

Cordial Servicios operates through:

Direct Channels:

- Points of sale located at Services Branches of Banco Supervielle throughout the country, selling mainly home appliances, health care and security plans, prepaid services and tourism.
- Through the first prototype of integrated branch and home appliances outlet at the Carta Automática branch of La Plata.
- Through a new channel in partnership with Walmart, obtaining 100 additional points of sale for the Services and Assistance Category.

Indirect Channels:

- The telephone channel used for the sale of prepaid health care services.
- Tienda Supervielle Marketplace is the digital channel selling:
 - Home appliances, technology, home and furniture, sports, wellness and beauty, toys, perfumes, tires and accessories.
 - Tourism. It was integrated to the Rewards program of Banco Supervielle, as the main portal for Flights and Hotels. In March 2019 the business trip management platform was launched for Grupo Supervielle companies. New group packages were developed, fully managed by the area, offering domestic destinations under the Rewards Group program for employees of Grupo Supervielle companies.
- Online through social media, offering health care plans.



In June 2019, the company purchased Deautos.com, one of the leading platforms for the purchase and sale of new and second-hand vehicles, with over 10 years in the market. The aim was to create a digital vehicle ecosystem, integrating and simplifying the offer of services and increasing the synergy with other Grupo Supervielle companies, to deliver a higher customer experience through the best market offer.

During 2019, 41,500 home appliances were sold, which accounted for an income of over \$186 million, and 137,000 service plans.

Insurance

Supervielle Seguros

Supervielle Seguros is continuously offering new products to the different customer segments of Grupo Supervielle companies. This year the focus was on marketing of the Special Multi-Peril insurance for the Entrepreneurs and SMEs segment.

It offers insurance policies such as Personal Accidents, Protected Bag, Life, Home, Protected Content, Total Protection, Broken Bones, Pets, Multi-Peril and Protected Technology.

Through the networks of Banco Supervielle and Cordial Compañía Financiera, Supervielle Seguros offers Credit Related and other insurance intended to meet the needs of our different channels and customers.

During 2019, in line with the other Grupo Supervielle companies, Supervielle Seguros started a Digital Transformation process, which includes customer focused end-to-end digital processes involving all the organization.

The challenge is to continue consolidating the current insurance business and to make the necessary developments for the issuance of Health and Unemployment Insurance policies, among other, focusing on the Entrepreneur and SMEs, mid and large companies, senior citizens and Consumer Finance segments. Additionally, work will be done to develop new sales channels and to assess all those products that contribute to the provision of financial services and insurance to customers.



Asset Management and Other Services

Supervielle Asset Management (SAM) and InvertirOnline (IOL)

SAM manages the PREMIER family of funds intended to cover a wide array of possibilities in terms of investment and risk profiles.

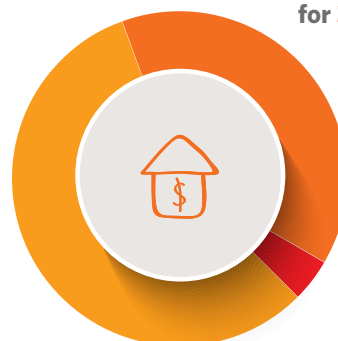
The PREMIER family of funds consists of 14 mutual funds:

- **1** Money Market Fund: Premier Renta Corto Plazo in Pesos
- **3** Argentina Short Term Fixed Income funds in Pesos: Premier Renta Plus, Premier Renta Fija Ahorro, Premier Capital.
- **5** Argentina Short Term Fixed Income funds in Pesos: Premier Renta Fija Crecimiento, Premier Commodities, Premier Inversión, Premier Balanceado and Premier Renta Mixta.
- **2** Argentina Fixed Income funds in US dollars: Premier Renta Mixta en dólares and Premier Performance.
- **1** Variable Income Fund: Premier Renta Variable.
- **1** Investment Fund in SME securities: Premier FCI Abierto Pymes.
- **1** Fixed Income Latam Fund: Premier Global Dólares.

Composition of the Customer Portfolio as of December 2019:

Corporate investors account for 57% of customers

Institutional investors account for 39%



Individual Investors account for 4%

Corporate investors grew by 42%, institutional investors grew by 13% and Individuals went down by 38%.

16,802 million pesos managed.

Products are marketed through the channels of Banco Supervielle, the Depository Channel.

98.4% of managed assets are marketed through the channels of Banco Supervielle, and the remaining 1.6% of the managed assets are marketed through External Placement Agents.

The channels of Banco Supervielle include its branch network, the call center Investment Center (*Centro Integral de Inversiones*), and mainly, the Home Banking digital channel.

The objectives for 2020 are the launching of new products intended to meet the demand of customers for retirement savings and for the management of institutional customer portfolios; development of commercial policies to increase the share of FCI Premier within the industry, and update of the Home Banking channel platform to improve the customer experience.

Managed assets recorded an increase of 23%⁴, similar to industry results.

⁴ Averages as of December.

Grupo Supervielle also offers brokerage, savings and investment services to its clients through InvertirOnline (IOL), a specialized online platform for online trading of stocks, bonds and derivatives and an online training services on finance and investments.

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 recorded a significant growth in 2019 as compared to 2018:



- The transacted amount exceeded \$76 billion a **213% growth**



- 1,123,000 transactions were carried a **155% increase**



- Over 59,000 accounts were opened an **increase exceeding 750%**

Since the beginning of 2019, IOL offers its customers the possibility to make transactions in the US market through different investment instruments, so as to diversify the assets invested in one of the largest markets at global level.

Since May 2019, the purchase and sale of US Dollars for IOL customers is available 24x7.

In August 2019, the amount of the maximum fee charged was reduced, and account maintenance and withdrawal charges were eliminated, thus attracting more customers to capital markets at very affordable costs thus favoring financial inclusion.

With a view to facilitating market access to people countrywide, the 100% digital onboarding was launched, therefore the account opening process is automatic, immediate and is available 24x7.



We seek to facilitate country-wide access to the market and favor financial inclusion through our training tools and programs.

Finance Training Courses and Programs

InvertirOnline delivers paid On Demand courses and programs for initial and advanced levels and also offers books. Courses on shares, Stock Exchange, accounting and IFRS for investors, personal finance, bonds and other, take up 5 and 10 hours. Courses on Capital Markets, Professional Investors and other take up 35 and 100 hours.

- 1,015 students attended courses in 2019.
- 231 books were sold.

In 2019 IOL participated in events and talks on finance, such as the “Expo EFI 2019”, where training was provided on stock exchange matters.

Itinerant talks were also held in Rosario (at the Universidad Abierta Interamericana), the city of La Plata (at the Universidad de La Plata) and in the City of Buenos Aires (at the Universidad de Buenos Aires and UADE), which were attended by 2,026 persons.

Closeness and continuous improvement of our customer service channels

Digital and electronic channels generate a unique space for interaction with our clients 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 Home Banking Individuals, the Supervielle Móvil App and our ATM network, they carry out exchange transactions at preferential rates, they make time deposits at special rates both through their Home Banking and Supervielle Móvil App, and they operate with mutual funds also from their Home Banking and they purchase products and trips through the Tienda Supervielle marketplace and health care plans through social media.

Targeting mainly digital transformation, we focused this year on the development and strengthening of autonomous management channels, with special emphasis on digital contact channels.

We continued expanding the coverage of on-site automated platforms supported by biometric assistance, marking the beginning of a critical change in the daily operation of our customers.

Digital platforms got a strong impulse with developments to increase their functionalities, both in assistance and in the loan offer and commercialization of products.

We seek to achieve a balance between maximum efficiency in contact, both through autonomous management channels and through personalized assistance and the level of service required by each client.



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

Digital Channels

Personal Digital Banking

We continued working hard on digital adoption focusing on two areas:

- Generating and perfecting functionalities in the Online Banking and Supervielle Móvil platforms; and
- Having customers get acquainted with digital transactions, promoting specific actions and implementing highly attractive campaigns.

Business Digital Banking

Work was done in improving existing functionalities and new ones were added within the new Online Banking Business and the Mobile Banking Business.

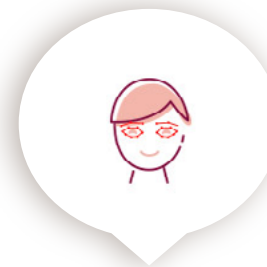
eCheq: New simple and fast check application that seeks to improve the digital experience on this asset and align the user's experience with the other organization's digital assets. The new technology with which it was built facilitates scalability and improves efficiency on building new functionalities.

All business digital assets introduced measurement tools which allow the online monitoring of transactions and verification of the adequate operation of tools in real time.

Consumer Finance Segment

The digital strategy area of CCF that was created in 2018, during 2019 focused on the development of the 100% digital business of the different business units of the company. Its initiatives include the new multiplatform digital brand, which is centered on obtaining the best customer experience and personalization through simple and agile processes. The intent is to introduce a comprehensive proposal of financial products, insurance and payments, providing a higher, simple, dynamic digital experience to suit the needs of customers.

In addition, the information governance model was created with all central areas. During 2020 we will be working on the automated opening/origination for all digital channel products (credit card activation, personal loans, insurance, accounts), and the following procedures will be automated: increase of credit limit, cancellation of products, request of debt clearance certificate, filing of chargebacks and payment through QR code.



The use of biometrics has favored the customer experience, which improved NPS indicators.



Deposit hours in ATMs and Self-Service Terminals were extended to 24x7.

E-Channels

Caja Rápida

We continued enhancing the self-management model with the implementation and strengthening of the *Caja Rápida* channel (cash dispenser with biometric identification).

- We have at least two terminals at branches dedicated to pensions payments.
- We are working on flow improvement to increase usability, adoption and speed in our customers' operations.

Queue Management System

We migrated to a new queue management system, which was implemented in over 80% of branches serving senior citizens. This new queue management system allows for a better management, control and study of transactions and customer segment, indicating the most favorable transaction channel according to the transaction requested and streamlining daily transactions.

During 2019 an electronic audit was implemented in Automatic Teller Machines, Self-Services Terminals and *Cajas Rápidas*, considerably reducing the use of paper and improving availability.

Contact Center and Investment Center

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

The Investment Center is formed by a Team of Experts on Capital Markets who provide advice on and manage the transactions of customers in all Bank segments. The area favors the unification of management platforms, providing agility, a larger number of products and better investment alternatives.

The Investment Center manages fixed term deposits, mutual funds and purchase and sale of Corporate Notes. The Capital Market transactions sector offers an attractive proposal to customers seeking to diversify their investments.



Calls received at the Contact Center through the different customer service lines averaged 268,000 per month, 76% of which were solved on an automated basis.

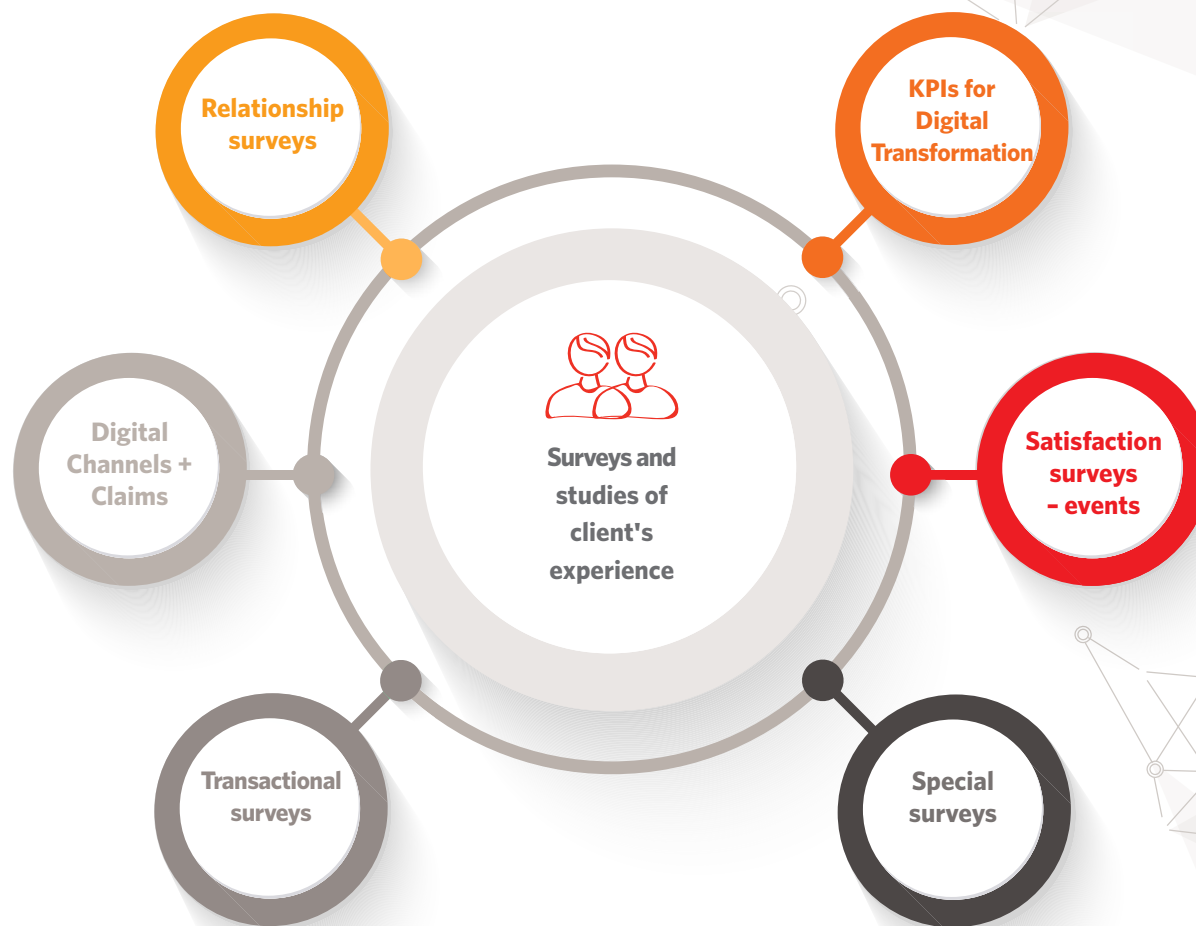
Customer satisfaction

Gri 102-5

At Banco Supervielle we measure our customers' satisfaction through a series of tools which enable us to act according to their needs.

To such end, we conduct telephone and email surveys. Some are conducted when customers are operating through any of our channels, such as a visit to a branch, a call to Telephone Banking, the use of Online Banking or the resolution of a claim. Other surveys, called relational studies, are conducted to measure the general satisfaction of particular segments (Individuals, Business and Customer Registration). Satisfaction is measured through the Net Promoter Score (NPS) and customers are asked if they would recommend the bank to a colleague or friend. In addition, other attributes are assessed, such as wait time, capacity to solve problems, Online Banking design, among other.

We also have other tools such as KPIs⁵, to monitor the users' experience in digital transformation processes, satisfaction surveys regarding any events held and special surveys on specific business processes.



We use agile methodologies to provide an adequate answer to customers' needs.

⁵ Key Performance Indicators.

Customer safety

Gri 416-2

At Banco Supervielle we have in place a strategic plan designed by the Data Security Area to protect our customers when they operate with the bank. The Project eCrime, part of this plan, is based on the definition of a fraud prevention plan on e-channels for Banco Supervielle customers.

Security incidents that are detected, either internal or external, are recorded in an incident management tool, acquired within the framework of the eCrime project. Through this, they are given the corresponding follow-up until they are resolved. During the detection/correction process, the owner of the affected asset is kept informed, as well as different interested departments such as: IT Risks, Infrastructure, etc. In addition, the incident base is taken as feedback upon defining the Information Security awareness plan.

Taking advantage of the availability of Internet services, a solution was implemented to detect and mitigate volumetric distributed denial of service (DDoS) attacks.

0

Nº. of incidents reported by customers

22

Nº. of internal security reported incidents

Total 2019

Super Quiz

Recibís un mail con un link a tu Online Banking. Vos:

A Ingresás a tu Online Banking a través del link, ya que el mail parece ser de tu banco.

B Preferís ingresar la dirección vos mismo en tu navegador.

Denunciás el caso a tu banco.

✓ Supervielle nunca va a invitarte a una página donde debas ingresar datos sensibles, como tu usuario y contraseña de Online Banking.



Customer privacy

GRI 418-1

We are deeply committed to ensuring the best quality of personal data protection for our customers. Pursuant to Communications A4609 and A6017 of the Central Bank of Argentina, and the Personal Data Protection Act, the Information Security Area deals with data privacy and protection by conducting analyses and maintenance, and managing the applications containing information of our customers. In addition, information assets are classified according to their criticality and advice is provided on the defined criticality. We also have in place a data leak prevention (DLP) solution.

Our aim is to protect the information assets of the organization and detect, mitigate and remedy such incidents involving confidentiality, integrity and availability of the Bank's information assets as may arise.

⁶ Files and databases, contracts and agreements, system documents, user manuals, applications, software, etc.

Privacy

During the period we had no complaints received from third parties or from regulatory authorities related to information privacy. In addition, no identified cases of customer data leakage, theft or loss were reported to the Information Security Area.



Efficiency

We add value

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

9,7%

We achieved 9.7% savings in the total consumption of electric power¹



We launched the campaign to reduce the use of single-use plastics

12,51%

of corporate credits were assessed under the Environmental and Social Risk Policy²

¹ Scope: Banco Supervielle (considering 165 branches and Headquarters).

² Considering the period from June to December 2019.

Social and Environmental Risk Management

Gri Fs11

Banco Supervielle has in place a Social and Environmental Risk Management System, which consists of a policy and a procedure whose main objective is to incorporate environmental and social risk analysis as part of comprehensive risk management. The system seeks to control the impact of the activities associated with credit-borrowing companies that are financed through Banco Supervielle.

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 loan analysis.
- By mitigating the environmental impact of our transactions through action plans intended to reduce consumption of natural resources and recycle our waste.
- By implementing transparent procurement processes through a supplier approval system.

Under such system, initiatives are carried out to attain the following goals:

Reduce and control

the exposure to environmental and social risks arising from customers' activities, establishing a more active and systematic loan granting policy for the environmental and social impact assessment of financed companies and investment projects.



Provide

financing to customers and investors based on sustainable criteria



Disseminate

good practices and environmental and social awareness among bank employees and customers, which promote the company's sustainable development.



As part of the environmental and social risk management, control indicators are established in connection with the customer portfolio, in line with the bank's loan strategy, which adjusts to acceptable sustainability levels.

Environmental and social risks are identified through an internal methodology that takes as a reference notions of the ESRA Methodology, the rules of the International Finance Corporation and sections 1 to 8 of the 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.



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 mitigation plans for areas such as:

As part of such commitment based on responsible financing, we have defined which activities are excluded and/or restricted for granting of loans to new or existing corporate customers.

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

During the last semester of 2019, a total 1,127 cases of the Corporate Banking customer portfolio were categorized as reached by the Environmental and Social Risk Policy.

122 loans were granted to companies which were subject to environmental analysis. This is equal to 12.51% of a total portfolio of 975 loans granted to companies for this period.

The analysis conducted until now shows 7 High Risk companies which, according to our policy, are subject to a more thorough control.

Biodiversity protection



Use of renewable resources

Non tolerance of discrimination for religious, political, social, race or sexual orientation reasons

Protection of cultural heritage



Waste management



Protection of human health



Safety and Occupational Health

Gender equality



Human displacement



Mitigation of climate change

Respect for and preservation of culture, knowledge and practices of indigenous peoples



Energy management

GRI 302-1, 302-2, 302-3, 302-4, 305-1, 305-2, 305-3, 305-4

Optimizing energy use is part of the strategy that we have been developing over the last few years. To face the responsibility of energy efficiency, we

carry out monthly monitoring of energy consumption and seek continuous improvements to reduce our consumption and our carbon footprint.

From all the initiatives executed in 2019, we have been able to save 292,978 KWh in the consumption of electricity from the corporate building, which represents 9% of its consumption. In the network of branches, annexes and service centers we have obtained a saving of 1,363,086 KWh, which represents a 10% of the total consumption of the network. The total of both is 9.7% of energy savings.

Calculation of carbon footprint and energy intensity

2,934.89 TonCO₂ eq

We have added the measurement of our carbon footprint and energy intensity in order to compare Banco Supervielle's consumption with respect to recognized international standards. The scope are our headquarter-buildings on Bartolomé Mitre, San Martín and Reconquista streets.

Energy Efficiency

Multi-year plan to replace conventional lights for LED lights: work was done partly at the Branch network and at our Headquarters in Mendoza and San Luis.

LED lights in new
branches and offices.

#PRENDETE and #BUENOSHABITOS

We all have a responsibility to take care of the planet, and energy consumption during the work day depends both on the facilities and on our habits. Therefore, we continue with our awareness and education campaigns for the care of our consumption and adequate waste disposal.

An agreement was entered into for the purchase of wind power energy to cover the energy consumption of our headquarters, which shall be effective in March 2020.

Renewable Energy

New offices with self-supporting floor made of recycled PVC, ISO STANDARD 14001:2004-certified to replace wall-to-wall carpets.

Sustainable Materials

In-house awareness campaigns

| Banco Supervielle Energy Consumption | | 2019 |
|---|-----------------------|--------------------------------|
| Total energy consumption within the organization | | 56,471.42 GJ |
| Fuels from non-renewable sources | | |
| Natural gas consumption | 11,910 m ³ | 464.49 GJ |
| Gasoil consumption for power generators | 2,200 L | 80.08 GJ |
| Headquartes and Reconquista 320/330 building | | |
| Electric Power | | |
| Headquarters | 2,969,460 KWh | 55,926.85 GJ |
| Network ⁽¹⁾ | 12,565,776 KWh | |
| Power Consumption (including heating and ACs). | | |
| ⁽¹⁾ Branches, annexes and service centers (total number of buildings that submitted data: 168). | | |
| Total energy consumption outside the organization ⁽²⁾ | | 24,719.8 L |
| Fuel consumption for trips in vehicles controlled by the company | | 13,225.77 L |
| Fuel consumption for trips in company-owned cars | | 11,494.03 L |
| Employees from headquarters', Reconquista 320/330 and San Martín 344 (8 th . and 11 th . floors). | | |
| ⁽²⁾ Estimated values based on the fuel price average. | | |
| Organization energy intensity ratio | | 210.33 Kw/m ² /year |
| Headquarters | | |

Emissions intensity
0.10 TonCO₂ eq/m²

Carbon Footprint
2,934.89 TonCO₂ eq

Conversion Factors:

1 KWh = 0.0036 GJ

1m³ natural gas= 0.039 GJ

1 L gasoil = 0.0364 GJ

| Carbon footprint | | 2019 (TonCO ₂ eq) |
|--|--|---|
| Total Emissions Scope 1 ⁽¹⁾ | | 90.77 |
| Natural gas consumption | | 24.18 |
| Liquid fuel consumption | | 66.58 |
| Consumption of vehicles controlled by the company | | 32.38 |
| Consumption of company-owned cars | | 28.14 |
| Buildings (gasoil) | | 6.07 |
| Buildings (fuel) | | 0 |
| Total Emissions Scope 2 ⁽¹⁾ | | 1762.32 |
| Electric power consumption | | 1762.32 |
| ⁽¹⁾ Bartolomé Mitre 434 (Headquarters), Reconquista 320/330 and San Martín 344 (8 th . and 11 th . floors). | | |
| Total Emissions Scope 3 ⁽³⁾ | | 1081.81 |
| Business Trips | | 49.56 |
| Air trips | | 49.56 |
| Employee trips ⁽²⁾ | | 1032.25 |
| Car (fuel) | | 379.01 |
| Car (Diesel / Gasoil) | | 25.21 |
| Car (CNG) | | 0.53 |
| Private Coach | | 141.79 |
| Bus | | 271.31 |
| Train | | 102.22 |
| Subway | | 69.81 |
| Motor bike | | 39.09 |
| Motor bike / scooter | | 3.29 |
| ⁽²⁾ Results based on 37% of answers over 1,326 surveyed employees. | | |
| Emission Intensity ⁽⁴⁾ | | 0.10 TonCO ₂ eq/m ² |

⁽³⁾ Bartolomé Mitre 434 (Headquarters), Reconquista 320/330 and San Martín 344 (8th and 11th floors).

⁽⁴⁾ Including scope 1 and 2 GHE Emissions.

Bartolomé Mitre 434, Reconquista 320/330 and San Martín 344 (8th and 11th floors). Including fuel consumption of company's vehicles and vehicles controlled by the company, based on 2019 average fuel prices and fuel and gasoil conversion factors (scope 1).

Materials and waste management

GRI 301-1, GRI 306-2

The 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 environmental issues. At Grupo Supervielle we are committed to implementing practices that reduce and mitigate this impact.

Plastic Reduction Program

In 2019 we started working on the analysis and implementation of a plan to reduce the use of single-use plastics. The analysis at the Bank's Headquarters, the offices in Reconquista and San Martín streets resulted in an estimated annual consumption of 9.5 tons of single-use plastics including glasses, bottles, mixers, plates and cutlery. In the first stage, these elements will be eliminated from the buildings under analysis to then expand it to the remaining branches.

The project included improving our waste separation and disposal process. In 2020, waste bins will be replotted with clear and educational data. This should lead to a reduction in the volume of organic waste and a greater volume of material to be recycled by urban waste collectors working with us.

The project was carried out with different key areas of the Bank through workshops and meetings. Training sessions will be delivered through our e-learning platform and a campaign will be carried out throughout 2020 with a view to changing habits for reduction of the use of single-use plastics, adequate final disposal of waste and rational use of energy and water.

On the other hand, 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 have hired a company in charge of waste removal for its final disposition at CEAMSE.



Technological Scrap Recycling program In partnership with Fundación Equidad

We work together with Fundación Equidad on the recycling of technological waste. The objective of Fundación Equidad is to implement social inclusion education programs through the use of computers. Fundación Equidad has a recycling workshop where they teach vulnerable young adults to recycle second-hand computers and donate them to schools and social organizations throughout the country.

Units or parts that cannot be reused are sent for recycling, treatment and / or final disposal, in accordance with current legislation.

In 2019, we donated

- 53 desktops
- 22 notebooks
- 24 monitors
- 28 ticket machines

Our Consumption

GRI 301-1 y 306-2

| Materials ⁽¹⁾ | Quantity 2018 | Quantity 2019 |
|----------------------------|---------------|---------------|
| Paper reams | 49,350 | 52,105 |
| Paper reels ⁽²⁾ | 97 | 205 |
| Checks | 3,615,685 | 3,682,635 |
| Envelopes | 6,720,000 | 6,737,200 |
| Toner ⁽³⁾ | 1,526 | 2,214 |
| Plastic cups | 602,389 | 1,347,800 |
| Thermal cups | Not available | 7,100 |

⁽¹⁾ Banco Supervielle.

⁽²⁾ Total number of reel, pre-printed and not.

⁽³⁾ Banco Supervielle is not a hazardous waste generator. Toners are provided and taken away by supplier. It includes toners and related inputs (imaging units).

| Waste ⁽¹⁾ | 2018 Quantities | 2019 Quantities |
|---|-----------------|-----------------|
| Paper and plastic donated to Garrahan Hospital (kg) | 2,549 | 2,714 |
| Cartboard and paper donated to urban recyclers ⁽²⁾ | 1,764 | 2,184 |
| Wet waste disposed in tons (Tn) | 88 | 78 |

⁽¹⁾ Banco Supervielle: Bartolomé Mitre 434, Reconquista 320/330 and San Martín 344.

⁽²⁾ Estimated values for 5 kg bags removed for reuse.



Procurement and hiring of goods and services

GRI 102-9, 204-1, 407-1, 414-1

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 overhead expense and investment management of the companies of Grupo Supervielle. The model comprises the whole expense and investment cycle from preparation of cost estimates to payment to suppliers.

As from June 2019, we implemented the Supplier Approval Policy for all Grupo Supervielle companies. With this policy, standards are defined for the selection of its suppliers.

The approval policy is intended to analyze the supplier's data to decide if we may work with such supplier. We have also implemented a tool developed by the Non-Financial Risk Area which is used with suppliers that are critical, according to a supplier matrix, or with those suppliers that handle sensitive information of the Technology area.

One of the premises of our Approval Policy is to assess suppliers' payment of payroll taxes, if they have debts past due for more than 3 months, they are not suited to work with Grupo Supervielle. As from June, 752 suppliers of Grupo Supervielle were assessed in line with this policy.

| | Banco Supervielle | Grupo Supervielle |
|--|-------------------|-------------------|
| Number of active suppliers | 767 | 61 |
| % of national suppliers | 98.96% | 75% |
| % of international suppliers | 1.04% | 25% |
| Payment of suppliers in the period | \$3,322,557,652 | \$79,407,499 |
| % of payments to national suppliers | 99.68% | 59% |
| % of payments to international suppliers | 0.32% | 41% |



Commitment

We contribute more

15

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

La Cita newspaper celebrated
15 years

766

customers make monthly donations to Banco de Alimentos since 2017

160

secondary school students and 11 university **students** graduated thanks to our support since 2014

348

employees took part in volunteering actions

Social Investment in our communities

GRI 413-1, 102-12

We seek to put values into action in the communities where we work, following four lines of action through the support of a strategic corporate volunteering program.

Senior Citizens



Education



Childhood



Institutional Strengthening



BE

an agent of change and creator of sustainable social value.



DEVELOP

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

SYNERGIZE

CSR initiatives with local communities in which the bank has commercial activity.

BUILD

a cooperative and co-responsible organizational culture, through initiatives in partnership with different NGOs and Corporate Volunteering.



\$37 million in Social Investment (including Patronage initiatives).

Senior Citizens



10.2% of the Argentine population are 65 or older. ¹

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

Through a continuous training, senior citizens may acquire knowledge and skills to lead a healthy life, keep updated with new technologies, participate in activities, adapt to growing old and maintain their own identity and interest in life. ³

20% to 30% of senior citizens lack family appreciation and affection and this trend gets worse in the lowest social strata. 50% of senior citizens consider they are not sufficiently appreciated in all their capacities. ²

Knowing senior citizens means putting ourselves in their shoes, becoming acquainted with their problems, needs and wishes. In order to come closer to senior citizens and communicate matters of their interest we developed programs especially tailored to this segment. In 2004 we created *La Cita* newspaper, which is distributed free of charge in the branches dedicated to senior citizens. In 2007 we launched the program *Abuelos En Red* (AER) that provides senior citizens with the necessary tools to have an active participation in their community. In 2015, we launched the *Grandes Autores, Relatos Cortos* literary contest.



6,633 senior citizens participated in the AER program

1,042 senior citizens participated in the Grandes Autores Relatos Cortos contest

105,000 copies of *La Cita* are distributed on a monthly basis in our branches

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 of the elderly".

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.

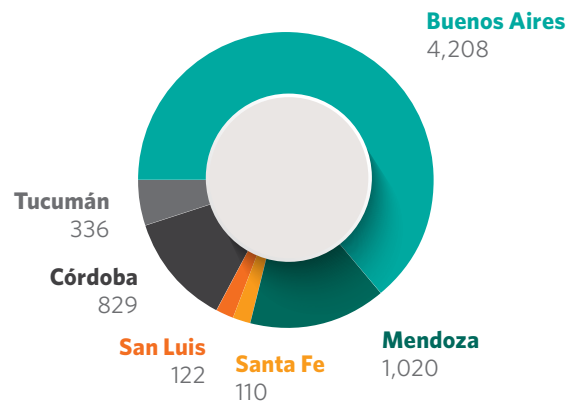
6,633 senior citizens participated in the program

13,012 training sessions

3 training pillars: Digital Inclusion, Cognitive Stimulation, Financial Education.

AER program was delivered at 47 training centers at 20 universities and 3 higher education institutions in different provinces.

Participants per Province



Grandes Autores, Relatos Cortos

Digital literary contest addressed to our 55+ customers and senior citizens.

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

The initiative includes the participation of employees as volunteers to read and preselect the short stories received.

5 editions

1,042 customers participated in the contest

56% of participants were women

55 Grupo Supervielle volunteers to read the short stories

La Cita

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

The publication foregrounds the elderly from the perspective of communication. It aims to cover in a rigorous, dynamic and inclusive way the information needs of the elderly.

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.

Free of charge publication

15 years of existence

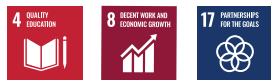
105,000 copies distributed per month in our branches

Contribution to SDG 10 - Reduce inequalities

In the AER program we work to reduce inequalities with regards to senior citizens through a digital and financial inclusion program.



Education



We promote opportunities to build a better future for young people through education.

One out of two students in Argentina lives below the poverty line⁴.

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

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.

For a community to grow and develop, younger generations must have access to quality education. With this objective in mind, we have proposed to work on the training of school directors with the Mendocino Business Council (CEM) and on the training of teachers together with Enseñá x Argentina; in promoting school completion with scholarships, together with Cimientos, granting university scholarships in alliance with the Fundación Anpuy and the Fundación BisBlick and accompanying Junior Achievement and the BCRA in financial education workshops for school-age boys and girls.

20 university scholarship beneficiaries

81 scholarship beneficiaries in secondary school in Mendoza, San Luis and Buenos Aires.

519 customers who are Cimientos donors since 2015 donated \$1,502,968 in 2019 for the Futuros Egresados program

13 school heads were granted scholarships

5 scholarships for training young professionals of ExA

715 students participated in different financial education programs organized by bank volunteers

⁴ Reports of the UCA Observatory and Unicef for 2018.

⁵ Source: IDESA.

Futuros Egresados Program

In partnership with Cimientos

GRI FS7

Banco Supervielle sponsors Fundación Cimientos, which is focused on supporting students from San Luis and Mendoza 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 accompany scholarship beneficiaries.

Thanks to our fundraising program, which started in 2015, 519 bank clients are donors of Cimientos.

In 2019 \$1,502,968 were raised for the program.

Since 2019 and in partnership with Liceo Francés Jean Mermoz, Banco Supervielle grants a scholarship to a student graduated from a primary public school in the City of Buenos Aires to be enrolled in this respected institution.

40

scholarships
for 3rd and 4th.
year students
of Escuela No.
4148 Manuel
Belgrano in
Mendoza

40

**40 high school
graduates in San Luis:**
25 from Escuela No. 51
Maestro Faustino Segundo
Mendoza in San Luis
15 from No. 11 Benito Juárez
school in Villa Mercedes

33

volunteers

160

students
graduated in the
six years of the
program

8

high school graduates
participated in 2018
in Banco Supervielle's
Construyendo mi Futuro
2019 Program
in Mendoza

University Scholarship Programs

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.

The scholarship beneficiaries receive financial help and also the support of the foundations during their course of studies, so that they may achieve academic success. Besides, Bisblick scholarship beneficiaries are mentored by volunteer employees of Grupo Supervielle throughout their courses of studies.

17 university scholarships from Anpuy

2 graduates in 2019

9 university graduates since we started working with Anpuy in 2014

3.5 university scholarships from BisBlick

5 Grupo Supervielle tutors

Construyendo mi Futuro Program

In partnership with Enseñá por Argentina, Germinare and Cimientos

This internship program, developed by Banco Supervielle, is intended to introduce youths, children of our employees and high school graduates who are beneficiaries of the Germinare and Enseñá por Argentina programs to the unique experience of their first job.

During January and February, the Bank offers youngsters who have recently graduated from high school the possibility to work in the bank's headquarters and branches. Participants are guided by a mentor and are provided the tools to develop at personal and professional level, and to become aware of the importance of a university degree.

10th edition

80 interns who are high school graduates

- 20 of ExA
- 10 of Germinare
- 8 of Cimientos
- 42 children of employees

Contribution to SDG 8 - Decent work and economic growth

Through Construyendo mi Futuro program we employ young people in our communities, thus reducing the percentage of those unemployed or not receiving any kind of education or training.



In partnership with Enseñá por Argentina

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.

5 scholarships for the training of ExA professionals

Impact on school performance of 500 students

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 5th. and 6th. grade students at schools in Godoy Cruz and the City of Mendoza.

160 students participated in the financial education programs

13 bank volunteers delivered 6 courses at 4 schools

Aprendiendo a Ahorrar Program

In partnership with BCRA

For the third year in a row, Banco Supervielle participated in BCRA's financial inclusion program in Mendoza. The workshops were organized in coordination with the Schools Department of the province. The workshops were intended to make students aware of the difference between saving and consuming. The workshops also offered basic financial knowledge for the use of money and information on the different savings options in the banking system.

326 5th. year students participated in financial education workshops

20 bank volunteers delivered workshops at 8 schools

The bank also participated in the Global Money Week, an initiative promoted by BCRA. The program seeks to provide access to young adults to the financial system and to demystify and strengthen their savings capacities through talks with 6th. grade students.

229 students participated in financial education workshops

5 bank volunteers delivered workshops at 4 schools

Formación de Líderes Educativos Program

In partnership with Consejo Empresario Mendocino (CEM)

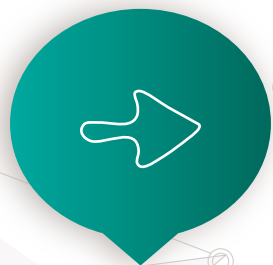
This is a two-year program for school heads of the province of Mendoza.

Banco Supervielle supports the CEM in its task of training in pedagogical management tools the headmasters of public and private schools through the implementation of the methodology created by Fundación Córdoba Mejora. This program seeks to improve education management, identifying as key players in this process the headmasters responsible for these schools to multiply their new knowledge to their educational community.

13 scholarships to school headmasters in Mendoza

39 headmasters were granted scholarships by Supervielle in three years

92 headmasters and 18 supervisors graduated since the beginning of the program in 2015



Childhood



In Argentina, 48% of children are poor and 8% are extremely poor; almost half of the deaths of children under 5 is due to malnutrition, and 2 out of 10 children live in food insecure homes⁶. These conditions jeopardize their rights and evolution. It is everyone's responsibility to guarantee that the rights of children are recognized and respected.

We work in partnership with NGOs that focus on early childhood care and nutrition, since this is the life period of most intensive development. 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.

We partner with organizations fighting child poverty and malnutrition and promote social transformation through art.

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

45

children
participate in the
Supplementary
Feeding
Assistance
programs



\$157,357
are raised on a monthly
basis for Banco de
Alimentos since 2017, which
represent monthly 4563
meals

260

**boys, girls
and teenagers**
attend
Casa Rafael
workshops

57 mothers
and pregnant
women
participate in the
Supplementary
Feeding
Assistance
programs

In 2019 182 customers
became monthly donors
of Banco de Alimentos

766 customers have been
donating to Banco de
Alimentos since 2017

Donar Alimentos es Donar Futuro Program In partnership with Fundación Banco de Alimentos

GRI FS7

Banco Supervielle supports Banco de Alimentos in its effort to reduce hunger, enhance nutrition and avoid food waste. In 2019, it continued with the fundraising campaign.

In 2019, 182 customers began to make monthly donations to Banco de Alimentos

766 customers have become donors of Banco de Alimentos since 2017

\$1,297,850 raised during the year

This are monthly contributions of \$157,357 which ensures the supplementary feeding of 4,563 persons per month

4.3% of individual donors (with monthly donations) of Banco de Alimentos are Supervielle clientes

Combatir la Desnutrición Infantil Program In partnership with Fundación Pílares and Asociación Civil Pequeños Pasos

Fundación Pílares – Centro CONIN Barracas

Since 2012, the Bank has supported the Centro CONIN of Villa 21-24 through the Supplementary Feeding Assistance Program. The program includes the delivery of milk and food bags, pediatric, nutrition and child development consultations and healthy cooking workshops for mothers.

Our contribution covers the cost of one shift per week of the Supplementary Feeding Assistance Program throughout the year

29 children aged 0 to 5, 28 mothers and 13 pregnant women are direct beneficiaries

Work with nursery nurses

1,170 liters of milk and 1,531 food bags donated during the year for program beneficiary families

Asociación Civil Pequeños Pasos

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

16 children aged 45 days to one year attended the early childhood program

Socializar a los Niños a través del Arte Program

In partnership with Casa Rafael

Banco Supervielle assists Fundación Casa Rafael in its work of stimulating resilience in children in socially vulnerable environments through art and psychological and social support. Workshops are spaces for socialization that allow children to grow, taking advantage of their creative resources.

260 children aged 4 to 18 attend Casa Rafael

8% of the annual budget was used to cover the cost of teachers in 5 work areas: wall painting, fine arts, Hip-Hop, Espacio JugArte and music

The following projects were supported through the Patronage system:
"Valorar y continuar la rica tradición de música popular urbana de La Boca"
"Libros de niñ@s para niñ@s"

The following events took place at Banco Supervielle's Headquarters:

- The Arte Espontáneo exhibit with works made by approximately 125 children and adolescents aged 7 to 18
- Concert by the musical ensemble of Casa Rafael "Alas para Volar."

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, to achieve sustainable development, we need strong institutions that guarantee legal security to operate.



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.

⁷ Source: Trust Barometer Edelman 2018.

We contribute to the strengthening of the institutions of Democracy and the construction of a long-term public agenda.

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).
- 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 by other institutions and individuals that provides financial support to RAP (Associate Member).

Políticas Públicas Program

In partnership with CIPPEC and Poder Ciudadano

We support CIPPEC (Centro de Implementación de Políticas Públicas para la Equidad y el Crecimiento) in its task to improve the quality of public policies in Argentina that promote equity and growth. Founded in 2000, CIPPEC is an independent, non-partisan and non-profit organization that analyzes, promotes, designs and implements public policies in the areas of social development, economic development and institutions and management.

Poder Ciudadano is a non-partisan non-profit foundation established in 1989 as an initiative of a group of citizens concerned about the defense of our country's civil rights. Its mission is to promote citizen participation, transparency and access to public information so as to strengthen democracy institutions through collective action. Their vision is that of a group of persons and institutions committed to local, national and international public affairs united in furtherance of democratic and inclusive societies.

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 researchers, sociologists, psychologists, educators and social workers through presentations with experts. The objective is to expose the 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.

- 3 presentations of the bulletins on Education and Care.

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



Strategic Partnership with Museo de Arte Moderno de Buenos Aires (MAMBA)

Banco Supervielle partnered with Asociación Amigos del Moderno to support the institution as a strategic partner of Museo de Arte Moderno de Buenos Aires (MAMBA). This partnership enabled MAMBA to carry out important projects of renowned Argentine artists and organize international exhibits.

This initiative consolidates the presence of Banco Supervielle in the art world and offers its clients and employees new benefits related to culture in the City of Buenos Aires.

Our contribution ensures sustainability and allows long-term planning to the museum's management.
From 2013 to 2019:

+ 1million visitors

+ 70 national and international exhibits

+ 1,110 participating artists

+ 50,000 participants in education and community programs

39 bilingual catalogues

Urban Art Contest in San Luis

In order to continue promoting all artistic expressions, the Bank carried out its first Urban Art contest in the city of San Luis.

The aim was to invite young artists of the province to participate with a view to promoting their work and making them visible.

Artists were invited to intervene the Skate Park of Parque de las Naciones

36 projects were submitted

8 were preselected

The winner was awarded a prize of \$100,000 and \$200,000 for the execution of the work

Two artists received a special award of \$25,000 each

"Through this initiative, Supervielle is proudly committed to contributing to a more enhanced cultural horizon in the city of San Luis and to supporting the work of Argentine young talents. The Urban Art Contest in San Luis is a social action initiative of the bank to arouse the imagination and creativity of contest participants, allowing young adults to leave their trace in the public space through their own art intervention, generating a feeling of belonging to the place they live in".

Atilio Dell'Oro Maini, Director of Grupo Supervielle

The jury was formed by Marcela Cornejo, Division Manager of Banco Supervielle San Luis Region; Atilio Dell'Oro Maini, Director of Grupo Supervielle; Matías Sosa, architect of the Skatepark; Julián Manzelli, visual artist and skater; and Ariadna González Naya, curator of Banco Supervielle's art collection.



Volunteering

Supervielle has in place a long-term strategic volunteering program in line with the Group's objectives, the employees' interests and the social needs of the community.

348 volunteers participated in more than one volunteering action.

164 employees volunteered in Capitanes.

Two types of programs:

Proprietary programs or partnerships with NGOs to which employees are invited to participate

Volunteering programs designed by employees: Capitanes

Voluntariado Capitanes

In 2019 the fourth edition of the Voluntariado Capitanes program was launched. This program focuses on enhancing the social engagement of Grupo Supervielle's employees 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 and community development and must relate to one of the four of Grupo Supervielle's CSR pillars: Education, Institutional Strengthening, Childhood or Senior Citizens.



24 projects:

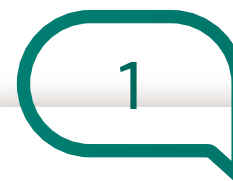
11 in the city of Buenos Aires and Greater Buenos Aires
8 in Mendoza,
1 in Córdoba
4 in San Luis



14 childhood-related projects



9 education-related projects



1 senior citizen-related project



Projects were carried out by employees of Banco Supervielle, Cordial Servicios and Supervielle Seguros.

Feria de Emprendedores Sociales [Christmas Fair] In partnership with Fundación Formar

Together with Fundación Formar a Christmas fair was organized at Banco Supervielle's headquarters. Fundación Formar supports local entrepreneurs from different neighborhoods to enter the formal economy, acting as a bridge for sales opportunities through fairs in companies, institutional purchases or sales channels such as an online store or Instagram.

Fundación Formar also works on the improvement of the design and quality of each product so that entrepreneurs may improve their venture. Training sessions are delivered on business management so that the activity becomes profitable, sustainable and long lasting.

The aim is to encourage responsible consumption and open new opportunities to social entrepreneurs and help them improve their quality of life.



Christmas fair

12

stands



Sales for
\$44,350



Social entrepreneurs after the Christmas fair in Banco Supervielle's headquarters.

Patronage

GRI 102-7

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

Banco Supervielle received an award for its contribution to culture at the gathering for the Celebration of Public-Private Investment in the cultural and artistic life of Buenos Aires.

Among other projects, Supervielle sponsored a workshop on animation and comics of Asociación Civil Animando Vidas.

Banco Supervielle supports several cultural projects through the Patronage scheme since 2011.

\$23,399,000 allocated to 14 projects in 2019

1

Senior Citizen-
related Project -
\$190,000

1

Art Project -
\$2,500,000

5

Education
projects -
\$4,367,000

3

Childhood-
related projects -
\$3,415,000

1

Theater Project -
\$4,020,000

3

Heritage
projects -
\$8,907,000



Respect

We care about others

We seek to treat others as we want to be treated and to build respect through dialogue and diversity.

5,073

employees

52%

women

99%

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

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

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

5,073
employees

Employees of Grupo Supervielle

GRI 102-8, 405-1

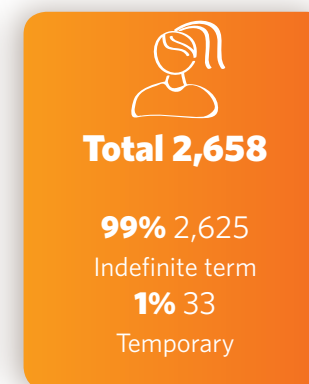
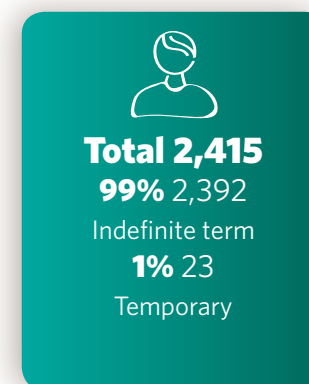
Employees by gender

| | Banco Supervielle | Grupo Supervielle | CCF | TA | MILA | Espacio Cordial | Supervielle Seguros | SAM | IOL |
|-------|-------------------|-------------------|---------|---------|--------|-----------------|---------------------|--------|--------|
| Men | 1970 51% | 2 22% | 178 39% | 83 20% | 26 81% | 47 39% | 46 38% | 10 83% | 53 75% |
| Women | 1864 49% | 7 78% | 274 61% | 339 80% | 6 19% | 72 61% | 76 62% | 2 17% | 18 25% |
| Total | 3834 | 9 | 452 | 422 | 32 | 119 | 122 | 12 | 71 |

48%
men

52%
women

Type of employment contract by gender:



Employees by employment contract (temporary/for an indefinite term) and region

City of Buenos Aires
43% of employees of Grupo Supervielle in City of Buenos Aires

2.163 employees

99% under an employment contract for an indefinite period
2.148 employees

Buenos Aires
30% of employees of Grupo Supervielle in Buenos Aires

1.512 employees

99% under an employment contract for an indefinite term
1.493 employees

1% under temporary employment contract
19 employees

NOA (North West Region)
2% of employees of Grupo Supervielle in NOA

111 employees

93% under an employment contract for an indefinite term
103 employees

7% under temporary employment contract
8 employees

NEA (North East Region)
1% of employees of Grupo Supervielle in NEA

36 employees

94% under an employment contract for an indefinite term
34 employees

6% under temporary contract
2 employees

Cuyo
17% of employees of Grupo Supervielle in Cuyo

858 employees

99% under an employment contract for an indefinite term
854 employees

1% under temporary employment contract
4 employees

Patagonia
2% of employees of Grupo Supervielle in Patagonia

131 employees

96% under an employment contract for an indefinite term
126 employees

4% under temporary employment contract
5 employees

Central Region
5% of employees of Grupo Supervielle in Central Region

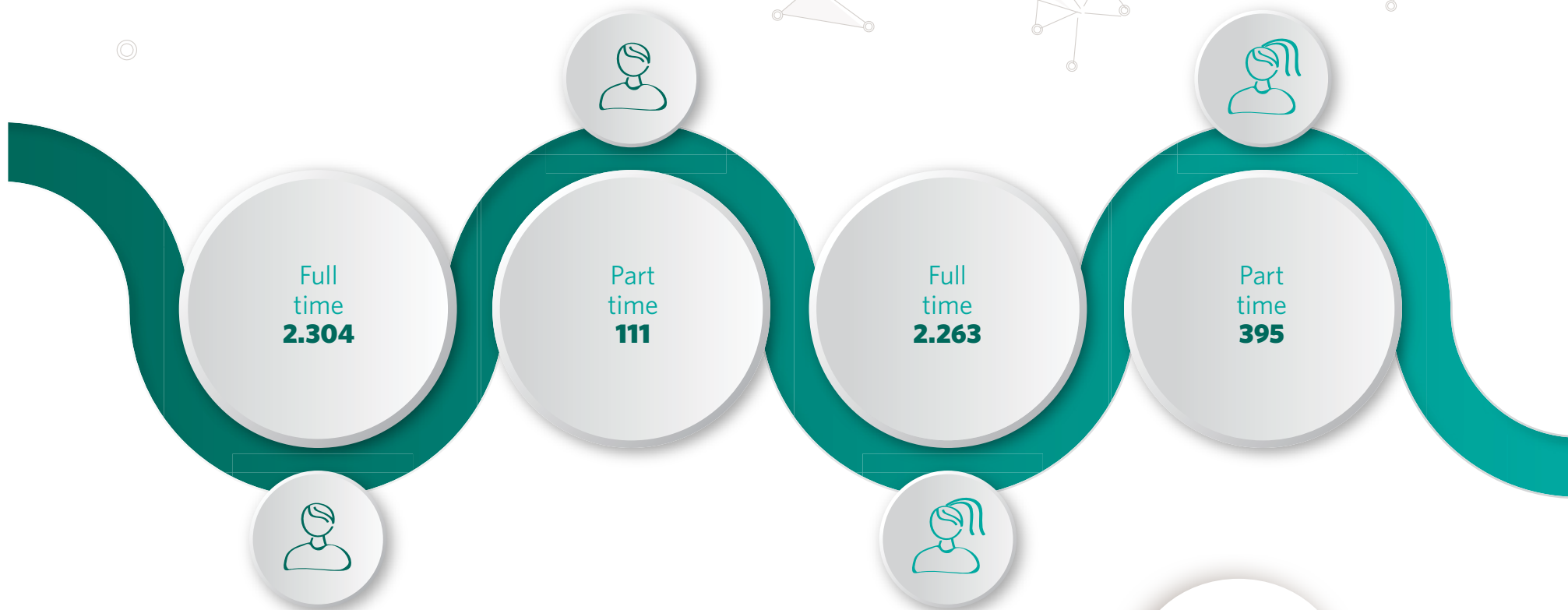
262 employees

99% under an employment contract for an indefinite term
259 employees

1% under temporary employment contract
3 employees



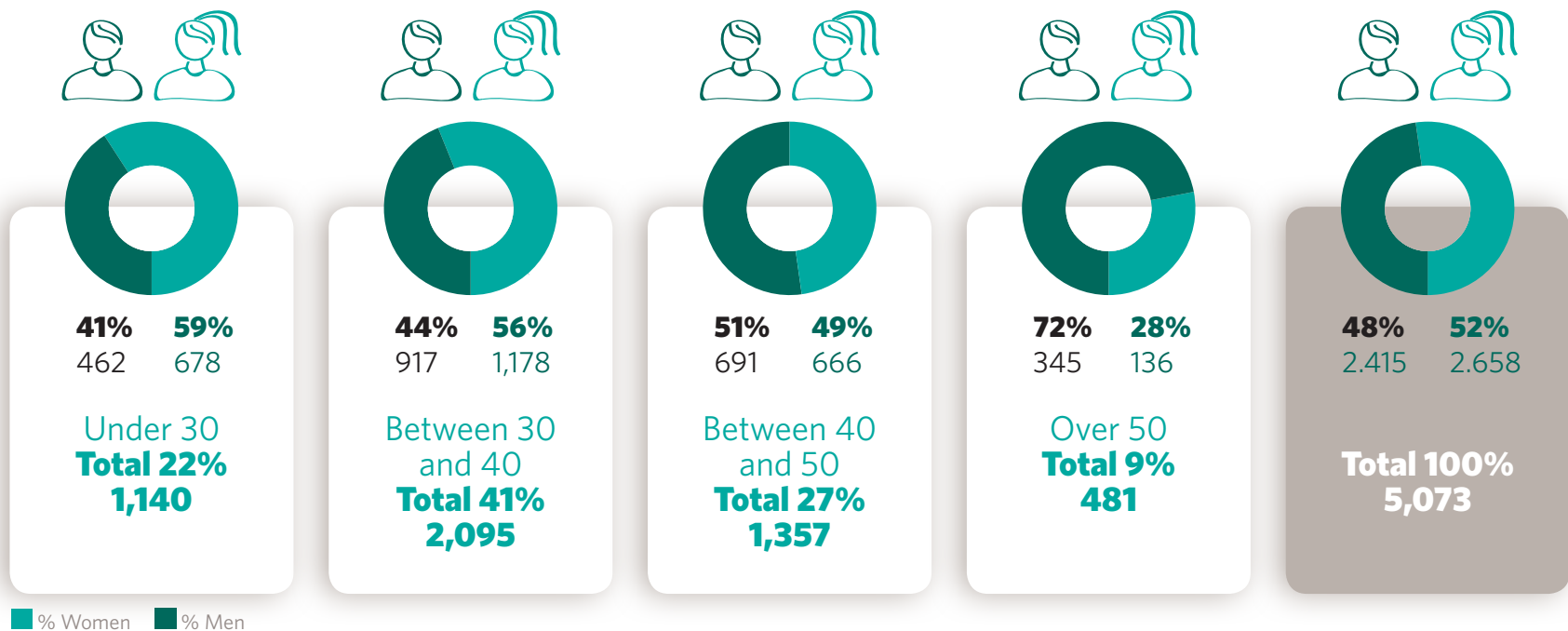
Full Time and Part Time employment



95% of men and 85% of women of Grupo Supervielle work full time

10% of employees work part time



GRI 405-1

The Board of Directors is made up of 8 directors.



100% of senior officers
are hired from the local
community.

Talent attraction and development

GRI 401-1

At Grupo Supervielle, we consider that our employees are key for the group to attain its goals and pursue its mission. Therefore, the Human Resources department is critical. We search diverse profiles, always focusing on expertise, skills and competencies in line with the values sought by Grupo Supervielle.

During 2019 approximately 500 searches were made to fill vacancies in the different areas of Grupo Supervielle's companies. In all cases, formal processes were implemented, and group and individual techniques were used to ensure an unbiased recruitment process of new hires, who must meet employment policy requirements.

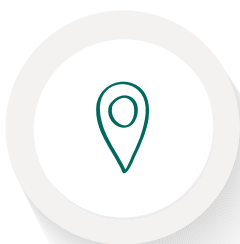
500 talent searches.



We use a recruitment platform in which candidates interested in joining the company may post their resumé.



We participate in Job Fairs at universities and in different events organized by the Government of the City of Buenos Aires, which enable us to reach young adults and entrepreneurs with different talents.



Banco Supervielle held the 10th. Edition of the Construyendo mi Futuro Program, with the participation of:

- 43 children of employees
- 20 young adults from Enseña x Argentina schools
- 10 scholarship beneficiaries of Fundación Germinare
- 8 scholarship beneficiaries of Cimientos



At CCF and TA we continued promoting the use of the "Referidos" program through which employees may refer acquaintances that meet the requirements of the position to be filled. Employees referring new hires will receive a one-time reward following the new hire's 3 months in the Company. The program was launched in the Collections and Telemarketing areas. During 2019, 20 referrals joined the company (15 in the collections area and 5 in the telemarketing area).



The Talent Search through Social Media launched in 2018 by InvertirOnline continued.

New hires by age and gender of Grupo Supervielle on a consolidated basis

GRI 401-1


274 205
**<30
Total
479**

164 136
**31 - 40
Total
300**

32 48
**41 - 50
Total
80**

2 9
**>50
Total
11**
**Hiring rate
17.15%**

17.76% 16.48%
**Total hires
870**

472 398

■ % Women ■ % Men

New hires by age and gender by company

| | BANCO SUPERVIELLE | | | CCF | | | TA | | | MILA | | |
|-------------|-------------------|-----|-------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| | | | | | | | | | | | | |
| New Hires | Women | Men | Total | Women | Men | Total | Women | Men | Total | Women | Men | Total |
| <30 | 83 | 115 | 198 | 97 | 34 | 131 | 82 | 30 | 112 | 1 | 0 | 1 |
| 31 - 40 | 38 | 63 | 101 | 82 | 39 | 121 | 31 | 16 | 47 | 0 | 3 | 3 |
| 41 - 50 | 8 | 14 | 22 | 17 | 26 | 43 | 5 | 1 | 6 | 0 | 6 | 6 |
| >50 | 0 | 5 | 5 | 2 | 4 | 6 | 0 | 0 | 0 | 0 | 0 | 0 |
| Total hires | 129 | 197 | 326 | 198 | 103 | 301 | 118 | 47 | 165 | 1 | 9 | 10 |
| Hiring rate | 6.92% | 10% | 8.5% | 72.26% | 57.87% | 66.59% | 34.81% | 56.63% | 39.10% | 16.67% | 34.62% | 31.25% |

| | ESPACIO CORDIAL | | | SUPERVIELLE SEGUROS | | | SAM | | | IOL | | | GRUPO SUPERVIELLE | | |
|-------------|-----------------|--------|-------|---------------------|--------|--------|-------|-----|-------|--------|--------|--------|-------------------|------|--------|
| | | | | | | | | | | | | | | | |
| New Hires | Women | Men | Total | Women | Men | Total | Women | Men | Total | Women | Men | Total | Women | Men | Total |
| <30 | 1 | 2 | 3 | 5 | 6 | 11 | 0 | 0 | 0 | 5 | 18 | 23 | 0 | 0 | 0 |
| 31 - 40 | 3 | 3 | 6 | 8 | 2 | 10 | 0 | 0 | 0 | 2 | 8 | 10 | 0 | 2 | 2 |
| 41 - 50 | 1 | 0 | 1 | 1 | 0 | 1 | 0 | 0 | 0 | 0 | 1 | 1 | 0 | 0 | 0 |
| >50 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Total hires | 5 | 5 | 10 | 14 | 8 | 22 | 0 | 0 | 0 | 7 | 27 | 34 | 0 | 2 | 2 |
| Hiring rate | 6.94% | 10.64% | 8.40% | 18.42% | 17.39% | 18.03% | 0% | 0% | 0% | 38.89% | 50.94% | 47.89% | 0% | 100% | 22.22% |

Terminated Employees by age and gender of Grupo Supervielle on a consolidated basis

Turnover rate: calculated as termination/employee rate

GRI 401-1



290 183

**<30
Total
473**



191 142

**31 - 40
Total
333**



44 68

**41 - 50
Total
112**



36 76

**>50
Total
112**

**Termination /
turnover rate
20.30%**



21.11% 19.42%

**Total terminated
employees
1.030**



561 469

Terminated Employees by age and gender by company

| | BANCO SUPERVIELLE | | | CCF | | | TA | | | MILA | | |
|-----------------------------|-------------------|--------|--------|--------|--------|--------|--------|--------|--------|---------|---------|---------|
| | | | | | | | | | | | | |
| Terminated employees | Women | Men | Total | Women | Men | Total | Women | Men | Total | Women | Men | Total |
| <30 | 79 | 93 | 172 | 68 | 27 | 95 | 127 | 32 | 159 | 8 | 10 | 18 |
| 31 - 40 | 32 | 46 | 78 | 49 | 26 | 75 | 86 | 33 | 119 | 12 | 27 | 39 |
| 41 - 50 | 12 | 30 | 42 | 10 | 9 | 19 | 14 | 7 | 21 | 7 | 21 | 28 |
| >50 | 33 | 68 | 101 | 1 | 2 | 3 | 1 | 1 | 2 | 1 | 3 | 4 |
| Total terminated employees | 156 | 237 | 393 | 128 | 64 | 192 | 228 | 73 | 301 | 28 | 61 | 89 |
| Termination / turnover rate | 8.37% | 12.03% | 10.25% | 46.72% | 35.96% | 42.48% | 67.26% | 87.95% | 71.33% | 466.67% | 234.62% | 278.13% |

Includes internal rotations of the Consumer Division (CCF, TA, MILA).

| | ESPACIO CORDIAL | | | SUPERVIELLE SEGUROS | | | SAM | | | IOL | | | GRUPO SUPERVIELLE | | |
|-----------------------------|-----------------|--------|--------|---------------------|-------|-------|-------|-----|-------|--------|--------|--------|-------------------|------|--------|
| | | | | | | | | | | | | | | | |
| Terminated employees | Women | Men | Total | Women | Men | Total | Women | Men | Total | Women | Men | Total | Women | Men | Total |
| <30 | 1 | 2 | 3 | 1 | 3 | 4 | 0 | 0 | 0 | 6 | 15 | 21 | 0 | 1 | 1 |
| 31 - 40 | 6 | 5 | 11 | 0 | 0 | 0 | 0 | 0 | 0 | 5 | 3 | 8 | 1 | 2 | 3 |
| 41 - 50 | 1 | 0 | 1 | 0 | 1 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| >50 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 1 | 0 | 1 | 1 |
| Total terminated employees | 8 | 7 | 15 | 1 | 4 | 5 | 0 | 0 | 0 | 11 | 19 | 30 | 1 | 4 | 5 |
| Termination / turnover rate | 11.11% | 14.89% | 12.61% | 1.32% | 8.70% | 4.10% | 0% | 0% | 0% | 61.11% | 35.85% | 42.25% | 14.29% | 200% | 55.56% |

■ % Women ■ % Men

Hiring and termination in Grupo Supervielle on a consolidated basis by geographic area



City of Buenos Aires

257 Hiring

269 Termination

11.88% Hiring Rate

12.44% Turnover rate

Buenos Aires

316 Hiring

437 Termination

20.90% Hiring Rate

28.90% Turnover rate

NOA

51 Hiring

40 Termination

45.95% Hiring Rate

36.04% Turnover rate

NEA

32 Hiring

34 Termination

88.89% Hiring Rate

94.44% Turnover rate

Cuyo Region

69 Hiring

82 Termination

8.04% Hiring Rate

9.56% Turnover rate

Patagonia Region

95 Hiring

112 Termination

72.52% Hiring Rate

85.50% Turnover rate

Central Region

50 Hiring

56 Termination

19.08% Hiring Rate

21.37% Turnover rate

Total

870 Hiring

1,030 Termination

17.1% Hiring Rate

20.3% Turnover rate

Remuneration

GRI 202-1, 405-2

In order to attract, retain and motivate people with the skills necessary to achieve our strategic goals, we ensure that the remuneration paid is commensurate with the duties of the position, at internal level, and with remunerations paid for similar positions in the industry, at external level.

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. The design of remuneration processes aims at remunerating and recognizing

employees' contribution to achievement of individual, unit and company goals in an environment of healthy competition and merit and performance-based payment, within a robust risk control framework.

Measures which take into account current and future risks in remuneration processes

The variable component of the remuneration of Grupo Supervielle senior officers is determined taking into account the achievement of specific objectives aimed at keeping the different risks within the desired thresholds.

Besides, some senior 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 similar work conditions receive similar remuneration.

Standard entry level salary of Grupo Supervielle employees compared to local minimum wage ⁽¹⁾⁽²⁾

| | Banco Supervielle | CCF | TA | MILA | Espacio Cordial | Supervielle Seguros | SAM | IOL | Grupo Supervielle |
|---|-------------------|------|------|------|-----------------|---------------------|------|------|-------------------|
| Standard entry level salary as compared to local minimum wage | 3.34 | 1.95 | 1.96 | 2.01 | 3.34 | 2.20 | 3.41 | 2.14 | 3.04 |

⁽¹⁾ The local minimum wage in Argentina was that prevailing as of 12/31/2019.

⁽²⁾ In the case of Banco Supervielle, Supervielle Seguros, Espacio Cordial, CCF, TA and MILA the ratio corresponds to men and women alike. In the case of IOL and Grupo Supervielle the ratio corresponds to men as there are no women in the standard entry level category. In the case of SAM, the ratio corresponds to women as there are no men in the standard entry level category.

Basic salary and remuneration of women to men per job category⁽¹⁾

| Item | Banco Supervielle | CCF | TA | MILA | Espacio Cordial | Supervielle Seguros | SAM | IOL | Grupo Supervielle |
|-----------------|-------------------|-----|------|------|-----------------|---------------------|-----|-----|-------------------|
| Staff | 1 | 1 | 1 | 1 | 1 | 1 | N/A | N/A | N/A |
| Mid Officers | 0.91 | 0.9 | 0.94 | N/A | N/A | 0.73 | N/A | N/A | N/A |
| Senior Officers | 1.09 | N/A | N/A | N/A | 1 | N/A | N/A | N/A | N/A |

⁽¹⁾ There was a change in the indicator calculation as compared to 2018: the basic salary was minimum wage agreed for each job category. The values show the difference between the minimum wages for women and men per job category.
N/A: there were no similar positions or persons of either gender to make a comparison.



Gender violence

Gender violence is a widespread social problem that involves us all. Banco Supervielle was the first bank to enter into the protocol for victims of gender-based violence in 2017. Such protocol is aimed at establishing a specific framework of action for victims of gender violence. The protocol is activated once a report is made at the police station, court or corresponding state agency, and contemplates the following:

The Commission of Assistance to Victims of Gender-Based Violence of Banco Supervielle proposes dissemination, awareness and prevention cultural actions through the different communication channels of the entity.

Immediate assistance of the Social Assistance Area to the employee involved and their family group.

Possibility to relocate the employee for safety purposes.

Legal assistance.

Confidentiality.

Economic aid such as emergency loans and guarantees for tenants to cope with the emergency.

Special leave.

Occupational health and safety

GRI 403-2

At Grupo Supervielle we have in place a Health and Safety Policy intended to prevent occupational accidents and diseases.

During 2019:

- 653 employees received training on: "Fire Prevention and Building Evacuation" and "First Aid and CPR".
- Emergency and Evacuation Plans of all of the bank's geographic areas of operation were updated.
- Evacuation drills were carried out at the Headquarters, Reconquista, Call Center Caballito, CCF San Isidro and main branches in Mendoza and San Luis.
- 47 reports by Enforcement Authorities were satisfactorily answered.

The accident frequency rate went down because occupational accidents (those occurring at the work place) also went down due the continuous improvement of work conditions at our premises and the delivery of H&S training courses, based on the Proactive Total Safety concept for the preservation of human life and assets.

All Service Centers of Banco Supervielle were certified pursuant to ANSES resolution.

Occupational Health and Safety Rates ¹

| | Total 2018 | Total 2019 |
|--|------------|------------|
| Accident Frequency Rate (AFR) ² | 3.53% | 3.15% |
| Occupational Disease Rate (ODR) | 0.00% | 0.00% |
| Lost Day Rate (TDP) ³ (LDR) | 0.16% | 0.20% |
| Absenteeism Rate (AR) | N/A | N/A |
| Work-Related Fatalities | 0 | 0 |

¹The Health and Safety department does not break down ratios by gender or region. Scope: Banco Supervielle. Absenteeism rate (AR) is not reported for the period because there are no specific values applicable to Banco Supervielle.

²Includes minor incidents. Does not include in-itínere accidents.

³Calculated in calendar days and not business days.



About the Report

About the Report

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

The 2019 Sustainability Report is the eighth report published by Grupo Supervielle. It contains information about major events for our Stakeholders regarding the corporate economic, social and environmental performance from January 1, 2019 to December 31, 2019. The following companies are included in the report:

- Banco Supervielle S.A.,
- Cordial Compañía Financiera S.A.,
- Tarjeta Automática S.A.,
- Micro Lending S.A.U.,
- Supervielle Seguros S.A.,
- Supervielle Asset Management Sociedad Gerente de FCI S.A.,
- InvertirOnline S.A.,
- Espacio Cordial de Servicios S.A.¹
- Grupo Supervielle S.A.

¹ Supervielle Productores Asesores de Seguros and Supervielle Agente de Negociación are not included in this report.

The 2019 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.

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 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 2018 fiscal year. Any restatement of information is indicated throughout the report.



Impact of Covid-19 on the operations of the Company

In December 2019, a new strain of coronavirus (COVID-19) was reported to have appeared in Wuhan, China. Since then, COVID-19 has spread to more than 100 countries, including Argentina. On March 11, 2020, the World Health Organization declared COVID-19 a pandemic.

The pandemic is likely to trigger a potentially long-lasting economic slowdown, and it is possible that it could cause a global recession. Since February 2020, the Argentine government has adopted several measures in response to the COVID-19 outbreak in the country aimed at preventing massive contagion, including the closure of Argentine borders, the suspension of national flights and, from March 19 of 2020, the imposition of a mandatory closure throughout the country, by which only exceptional and essential activities were allowed and as of May 11, 2020, certain activities considered non-essential were progressively added, with differences between each Province and the City of Buenos Aires.

Banking activities were considered essential as of April 11, 2020, with attention to branches allowed only with pre-scheduled shifts. From March 20 to April 10, 2020, the branches were closed, opening only for pension payments on certain dates. During this period, banking activities were carried out only through digital means. During this time, all transactions have been processed almost exclusively through digital channels.

We also ask our back office and administrative employees to work from home, providing the required hardware infrastructure and remote access, while business branches operate with additional security measures to protect the health of customers and employees.

Issuance of the Sustainability Report in the current context

As mentioned, there is uncertainty regarding the impacts that the COVID-19 pandemic could have on the global economy and on our business. This could lead to negative effects on the future results of our operations, and on the market price of our securities.

The Sustainability Report that we are presenting includes our material issues and economic, social and environmental performance indicators as of 12/31/2019. It should be noted that the results of the crisis may require a revaluation of our objectives based on the changes, internal and external, that will emerge in the coming months.

We intend to remain responsive and effective in our purpose of promoting a positive impact for all of our stakeholders in light of their priority demands. Within this framework, we hope to update our Materiality Analysis soon, in order to adapt our knowledge to the expectations and needs of all our stakeholders in the new context. Likewise, we will continue to monitor the effects of the pandemic on our 2020 performance indicators and work together with our stakeholders to face this crisis.



Our Stakeholders

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

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.

| Stakeholders | Communication Channels |
|--|---|
| Customers (Individuals, companies, public entities) | Satisfaction survey |
| | Seminars |
| | Relationship Building Events |
| | Commercial Communication |
| | Institutional Communication |
| | Contact Center |
| | Investments Center |
| Employees | 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 |
| NGOs | Yammer |
| | StarMeUp |
| | 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 |
| | Quarterly conference calls with investors and analysts: |
| | ▪ with the participation of the Chairman, 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 |



Partnerships

GRI 102-12, 102-13

We partner, through Grupo Supervielle's companies, with various associations with the aim of improving and debating on matters related to the sector and about strategic issues. During the period we participated in the following organizations:

ADEBA
(Asociación de Bancos Argentinos)
- Banco Supervielle

CÁMARA ARGENTINA DE FONDOS COMUNES DE INVERSIÓN
Supervielle Asset Management

MERCADO ABIERTO ELECTRÓNICO
Banco Supervielle

CEADS
(Centro Empresario Argentino para el Desarrollo Sostenible)
- Banco Supervielle

MENDOZA FIDUCIARIA S.A.
Banco Supervielle

CUYO AVAL
S.A. - Banco Supervielle

CEM
(Consejo Empresario Mendocino)
- Banco Supervielle

ABE
(Asociación de la Banca Especializada) - Cordial Compañía Financiera



Supervielle is a member of CEADS, association that is responsible for promoting and encouraging the incorporation of SDG indicators in the private sector.

Materiality analysis

GRI 102-46

Grupo Supervielle's vision is in line with the expectations and needs of its clients, employees, shareholders and other stakeholders. The materiality analysis is a key process to identify said expectations and develop action plans, objectives and strategies that promote a sustainable development.

For the 2019 fiscal year, in addition to the information obtained from the different dialogue channels that are constantly active, we conducted online surveys with our stakeholders and held personal conversations with employees. The materiality of the 2019 Sustainability Report, which is made up of 20 topics, is the result of said interactions.

Material Topics

GRI 102-47

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

| Materiality for Grupo Supervielle | GRI Standards |
|--|--|
| Transparency and ethics standards | Anti-corruption Social and economic compliance |
| Economic profitability and sustainability | Economic performance |
| Commitment with clients | Customers privacy Health and Safety of customers |
| Quality employment | Employment |
| Optimization of resources | Materials Energy |
| Level of education and training of persons | Training and education |
| Market positioning of our value proposition | Market presence FS: Product Portfolio |
| Diversity and equal opportunities | Diversity and equal opportunities |
| Management of Personnel health and safety | Occupational health and safety |
| Good relationship with the community | Local communities |
| Gender equality | Diversity and equal opportunities |
| Non discrimination | Non discrimination |
| Effluent and waste management and reduction | Effluents and waste |
| Generation of economic value for the environment | Indirect economic impacts |
| Management of value chain | Procurement practices Supplier social assessment |
| Credit assessment policies and procedures with environmental and social criteria | FS Product responsibility |
| Effective management of labor and union relations | Freedom of association and collective bargaining |
| Human rights assessment | Human rights assessment |
| Development of products and services designed to provide a social benefit | FS: Product responsibility |
| Financial inclusion of disadvantaged people | FS Society: Local community. Access points in disadvantaged or sparsely populated areas FS Society: Local community. Initiatives to improve access to financial service by disadvantaged people |



GRI content index

GRI 102-55



| GRI Standard | Title of Content | Page/Answer | 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 | 12, 73 | | |
| | 102-6 Markets served | 13 | 6.3.10, | |
| | 102-7 Scale of the organization | 10, 13, 16, 99 | 6.4.1, 6.4.2, 6.4.3, 6.4.4, | ✓ |
| | 102-8 Information on employees and other workers | 101 | 6.4.5, 6.8.5, 7.8 | ✓ |
| | 102-9 Supply chain | 83 | | |
| | 102-10 Significant changes to the organization and its supply chain | 5, 11 | | |
| | 102-11 Precautionary Principle or approach | 28 | | |
| | 102-12 External initiatives | 85, 117 | | |
| | 102-13 Membership to associations | 117 | | |
| 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 behavior | 31, 32 | 4.4 | |
| | 102-17 Mechanisms for advice and concerns about ethics | 31 | 6.6.3 | |

| GRI Standard | Title of Content | Page/Answer | ISO 26000 | Verification |
|-----------------------------------|--|-------------------------------|-------------------------------|--------------|
| GOVERNANCE | | | | |
| GRI 102: General Disclosures 2016 | 102-18 Governance structure | 18, 19 | | |
| | 102-19 Delegating authority | 18, 19 | | |
| | 102-22 Composition of the highest governance body and its committees | 18, 19 | | |
| | 102-23 Chair of the highest governance body | 18, 19 | | |
| | 102-24 Nominating and selecting the highest governance body | 26 | | |
| | 102-25 Conflicts of interest | 25 | | |
| | 102-26 Role of the highest governance body in setting purpose, values and strategy | 18 | 6.2, 7.4.3, 7.7.5 | |
| | 102-27 Collective knowledge of highest governance body | 26 | | |
| | 102-28 Evaluating the highest governance body's performance | 26 | | |
| | 102-29 Identifying and managing economic, environmental, and social impacts | 18 | | |
| | 102-30 Effectiveness of risk management processes | 28 | | |
| | 102-31 Review of economic, environmental, and social topics | 18, 26, 27 | | |
| | 102-35 Remuneration policies | 26, 27 | | |
| | 102-36 Process for determining remuneration | 26, 27 | | |
| STAKEHOLDER ENGAGEMENT | | | | |
| GRI 102: General Disclosures 2016 | 102-40 List of stakeholder groups | 4, 116 | 5.2, 7.3.2, 7.3.3, 7.3.4, 5.3 | |
| | 102-41 Collective bargaining agreements | 39 | | ✓ |
| | 102-42 Identifying and selecting stakeholders | 116 | | |
| | 102-43 Approach to stakeholder engagement | 116 | | |
| | 102-44 Key topics and concerns raised | 116 | | |
| REPORTING PRACTICE | | | | |
| GRI 102: General Disclosures 2016 | 102-45 Entities included in the consolidated financial statements | 114 | | |
| | 102-46 Defining report content and topic boundaries | 118 | | |
| | 102-47 List of material topics | 4, 118 | | |
| | 102-48 Restatements of information | Marked in report when occurs. | | |
| | 102-49 Changes in reporting | Marked in report when occurs. | | |
| | 102-50 Reporting period | 114 | 7.5.3 | |
| | 102-51 Date of most recent report | 114 | 7.6.2 | |
| | 102-52 Reporting cycle | 114 | | |
| | 102-53 Contact point for questions regarding the report | 127 | | |
| | 102-54 Claims of reporting in accordance with the GRI Standards | 114 | | |
| | 102-55 GRI content index | 119 | | |
| | 102-56 External assurance | 126 | | |

| GRI Standard | Title of Content | Page/Answer | Omission | ISO 26000 | Verification |
|---|---|----------------|----------|---|--------------|
| MATERIAL TOPICS | | | | | |
| ECONOMIC | | | | | |
| ECONOMIC PERFORMANCE | | | | | |
| GRI 103: Management approach 2016 | 103-1 Explanation of the material topic and its boundary | 16 | | 6, 7.3.1, 7.4.3, 7.7.3, 7.7.5 | |
| | 103-2 The management approach and its components | 16 | | | |
| | 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 | 109 | | 6, 7.3.1, 7.4.3, 7.7.3, 7.7.5 | |
| | 103-2 The management approach and its components | 109 | | | |
| | 103-3 Evaluation of the management approach | 109 | | | |
| GRI 202: Market presence 2016 | 202-1 Ratio of standard entry level wage by gender compared to local minimum wage | 109 | | 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 | 10 | | 6, 7.3.1, 7.4.3, 7.7.3, 7.7.5 | |
| | 103-2 The management approach and its components | 10 | | | |
| | 103-3 Evaluation of the management approach | 10 | | | |
| GRI 203: Indirect economic impacts 2016 | 203-2 Significant indirect economic impacts | 10, 13, 55, 58 | | 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 | 83 | | 6, 7.3.1, 7.4.3, 7.7.3, 7.7.5 | |
| | 103-2 The management approach and its components | 83 | | | |
| | 103-3 Evaluation of the management approach | 83 | | | |
| GRI 204: Procurement practices 2016 | 204-1 Proportion of spending on local suppliers | 83 | | 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 | 33 | | 6, 7.3.1, 7.4.3, 7.7.3, 7.7.5 | |
| | 103-2 The management approach and its components | 33 | | | |
| | 103-3 Evaluation of the management approach | 33 | | | |
| GRI 205: Anti-corruption 2016 | 205-2 Communication and training about anti-corruption policies and procedures | 33 | | 6.6.1, 6.6.2, 6.6.3 | ✓ |
| | 205-3 Confirmed incidents of corruption and actions taken | 31, 33 | | | |



| GRI Standard | Title of Content | Page/Answer | Omission | ISO 26000 | Verification |
|-----------------------------------|--|---|----------|-------------------------------|--------------|
| ENVIRONMENTAL | | | | | |
| MATERIAL | | | | | |
| GRI 103: Management approach 2016 | 103-1 Explanation of the material topic and its Boundaries | 81, 82 | | | |
| | 103-2 The management approach and its components | 81, 82 | | 6, 7.3.1, 7.4.3, 7.7.3, 7.7.5 | |
| | 103-3 Evaluation of the management approach | 81, 82 | | | |
| GRI 301: Materials 2016 | 301-1 Materials used by weight or volume | 81, 82 | | 6.5 6.5.4 | ✓ |
| ENERGY | | | | | |
| GRI 103: Management approach 2016 | 103-1 Explanation of the material topic and its Boundaries | 79 | | | |
| | 103-2 The management approach and its components | 79 | | 6, 7.3.1, 7.4.3, 7.7.3, 7.7.5 | |
| | 103-3 Evaluation of the management approach | 79 | | | |
| GRI 302: Energy 2016 | 302-1 Energy consumption within the organization | 79, 80 | | | ✓ |
| | 302-2 Energy consumption outside of the organization | 79, 80 | | 6.5.4, 6.5.5 | ✓ |
| | 302-3 Energy intensity | 79, 80 | | | ✓ |
| | 302-4 Reduction of energy consumption | 79, 80 | | | ✓ |
| EMISSIONS | | | | | |
| GRI 103: Management approach 2016 | 103-1 Explanation of the material topic and its Boundaries | 79 | | | |
| | 103-2 The management approach and its components | 79 | | 6, 7.3.1, 7.4.3, 7.7.3, 7.7.5 | |
| | 103-3 Evaluation of the management approach | 79 | | | |
| GRI 305: Emissions 2016 | 305-1 Direct (Scope 1) GHG emissions | 79, 80 | | | ✓ |
| | 305-2 Energy indirect (Scope 2) GHG emissions | 79, 80 | | | ✓ |
| | 305-3 Other indirect (Scope 3) GHG emissions | 79, 80 | | | ✓ |
| | 305-4 GHG emissions intensity | 79, 80 | | | ✓ |
| | 305-5 Reduction of GHG emissions | Banco Supervielle started calculating its greenhouse gas (GHG) emissions starting in 2019. Therefore, information on the reduction of GHG emissions is expected from its 2020 measurements. | | 6.5.4, 6.5.5 | ✓ |
| EFFLUENTS AND WASTE | | | | | |
| GRI 103: Management approach 2016 | 103-1 Explanation of the material topic and its Boundaries | 81 | | | |
| | 103-2 The management approach and its components | 81 | | 6, 7.3.1, 7.4.3, 7.7.3, 7.7.5 | |
| | 103-3 Evaluation of the management approach | 81 | | | |
| GRI 306: Effluents and waste 2016 | 306-2 Waste by type and disposal method | 81, 82 | | 6.5 6.5.3 | ✓ |



| GRI Standard | Title of Content | Page/Answer | Omission | ISO 26000 | Verification |
|---|---|--------------------|----------|---------------------------------|--------------|
| SOCIAL | | | | | |
| EMPLOYMENT | | | | | |
| GRI 103: Management approach 2016 | 103-1 Explanation of the material topic and its Boundaries | 40, 105 | | | |
| | 103-2 The management approach and its components | 40, 105 | | 6, 7.3.1, 7.4.3, 7.7.3, 7.7.5 | |
| | 103-3 Evaluation of the management approach | 40, 105 | | | |
| GRI 401: Employment 2016 | 401-1 New employee hires and the employee turnover | 105, 106, 107, 108 | | 6.4.3 | ✓ |
| | 401-2 Benefits provided to full-time employees that are not provided to temporary or part-time employees | 40 | | 6.4.4, 6.8.7 | |
| | 401-3 Paternal Leave | 40 | | | |
| OCCUPATIONAL HEALTH AND SAFETY | | | | | |
| GRI 103: Management approach 2016 | 103-1 Explanation of the material topic and its Boundaries | 112 | | | |
| | 103-2 The management approach and its components | 112 | | 6, 7.3.1, 7.4.3, 7.7.3, 7.7.5 | |
| | 103-3 Evaluation of the management approach | 112 | | | |
| GRI 403: Occupational Health and Safety 2016 | 403-2 Types of injury and rates of injury, occupational diseases, lost days, absenteeism, and number of work-related fatalities | 112 | | 6.4.6, 6.8.8 | ✓ |
| TRAINING AND EDUCATION | | | | | |
| GRI 103: Management approach 2016 | 103-1 Explanation of the material topic and its Boundaries | 35 | | | |
| | 103-2 The management approach and its components | 35 | | 6, 7.3.1, 7.4.3, 7.7.3, 7.7.5 | |
| | 103-3 Evaluation of the management approach | 35 | | | |
| GRI 404: Training and Education 2016 | 404-1 Average hours of training per year per employee | 35 | | 6.4.7 | ✓ |
| | 404-3 Percentage of employees receiving regular performance and career development reviews | 37 | | | |
| DIVERSITY AND EQUAL OPPORTUNITIES | | | | | |
| GRI 103: Management approach 2016 | 103-1 Explanation of the material topic and its Boundaries | 101 | | | |
| | 103-2 The management approach and its components | 101 | | 6, 7.3.1, 7.4.3, 7.7.3, 7.7.5 | |
| | 103-3 Evaluation of the management approach | 101 | | | |
| GRI 405: Diversity and equal opportunities 2016 | 405-1 Diversity of governance bodies and employees | 101, 104 | | 6.3.7 6.3.10 6.4 6.4.3 | ✓ |
| | | | | | |
| | 405-2 Ratio of basic salary and remuneration of women to men | 109, 110 | | 6.3.7, 6.3.10, 6.4.3, 6.4.4 | ✓ |
| NON DISCRIMINATION | | | | | |
| GRI 103: Management approach 2016 | 103-1 Explanation of the material topic and its Boundaries | 31 | | | |
| | 103-2 The management approach and its components | 31 | | 6, 7.3.1, 7.4.3, 7.7.3, 7.7.5 | |
| | 103-3 Evaluation of the management approach | 31 | | | |

| GRI Standard | Title of Content | Page/Answer | Omission | ISO 26000 | Verification |
|--|--|-------------|--------------------------|--|--------------|
| GRI 406: Non-Discrimination 2016 | 406-1 Incidents of discrimination and corrective actions taken | 31 | | 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 | 83 | | | |
| | 103-2 The management approach and its components | 83 | | 6, 7.3.1, 7.4.3, 7.7.3, 7.7.5 | |
| | 103-3 Evaluation of the management approach | 83 | | | |
| 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 | 83 | | 6.3.3, 6.3.4, 6.3.5, 6.3.8, 6.3.10, 6.4.5, 6.6.6 | |
| HUMAN RIGHTS ASSESSMENT | | | | | |
| GRI 103: Management approach 2016 | 103-1 Explanation of the material topic and its Boundaries | 31 | | | |
| | 103-2 The management approach and its components | 31 | | 6, 7.3.1, 7.4.3, 7.7.3, 7.7.5 | |
| | 103-3 Evaluation of the management approach | 31 | | | |
| GRI 412: Human Rights Assessment 2016 | 412-1 Operations that have been subject to human rights reviews or impact assessments | NOTE 1 | No information available | 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 | 85 | | | |
| | 103-2 The management approach and its components | 85 | | 6, 7.3.1, 7.4.3, 7.7.3, 7.7.5 | |
| | 103-3 Evaluation of the management approach | 85 | | | |
| GRI 413: Local communities 2016 | 413-1 Operations with local community engagement, impact assessments, and development programs | 85 | | 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 | 83 | | | |
| | 103-2 The management approach and its components | 83 | | 6, 7.3.1, 7.4.3, 7.7.3, 7.7.5 | |
| | 103-3 Evaluation of the management approach | 83 | | | |
| GRI 414: Supplier Social Assessment 2016 | 414-1 New suppliers that were screened using social criteria | 83 | | 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 | 74 | | | |
| | 103-2 The management approach and its components | 74 | | 6, 7.3.1, 7.4.3, 7.7.3, 7.7.5 | |
| | 103-3 Evaluation of the management approach | 74 | | | |
| GRI 416: Customer Health and Safety 2016 | 416-2 Incidents of non-compliance concerning the health and safety impacts of products and services | 74 | | 4.6, 6.7.1, 6.7.2, 6.7.4, 6.7.5, 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, 7.3.1, 7.4.3, 7.7.3, 7.7.5 | |
| | 103-3 Evaluation of the management approach | | | | |

| GRI Standard | Title of Content | Page/Answer | Omission | ISO 26000 | Verification |
|--|--|---|----------|---|--------------|
| GRI 417: Marketing and labelling 2016 | 417-2 Incidents of non-compliance concerning product and service information and labeling | During the reported period no incidents of non-compliance were verified concerning product and service information and labelling. | | 4.6, 6.7.1, 6.7.2, 6.7.3, 6.7.4, 6.7.5, 6.7.9 | ✓ |
| CUSTOMER PRIVACY | | | | | |
| GRI 103: Management approach 2016 | 103-1 Explanation of the material topic and its Boundaries | 75 | | | |
| | 103-2 The management approach and its components | 75 | | 6, 7.3.1, 7.4.3, 7.7.3, 7.7.5 | |
| | 103-3 Evaluation of the management approach | 75 | | | |
| GRI 418: Customer Privacy 2016 | 418-1 Substantiated complaints concerning breaches of customer privacy and losses of customer data | 75 | | 6.7.1, 6.7.2, 6.7.7 | ✓ |
| SOCIOECONOMIC COMPLIANCE | | | | | |
| GRI 103: Management approach 2016 | 103-1 Explanation of the material topic and its Boundaries | 32 | | | |
| | 103-2 The management approach and its components | 32 | | 6, 7.3.1, 7.4.3, 7.7.3, 7.7.5 | |
| | 103-3 Evaluation of the management approach | 32 | | | |
| GRI 419: Socioeconomic compliance 2016 | 419-1 Non-compliance with laws and regulations in the social and economic areas | 32 | | 4.6, 6.7.1, 6.7.2, 6.7.6 | ✓ |
| IMPACT ON PRODUCTS AND SERVICES | | | | | |
| GRI 103: Management approach 2016 | 103-1 Explanation of the material topic and its Boundaries | 10, 14, 45, 47, 49, 77 | | | |
| | 103-2 The management approach and its components | 10, 14, 45, 47, 49, 77 | | 6, 7.3.1, 7.4.3, 7.7.3, 7.7.5 | |
| | 103-3 Evaluation of the management approach | 10, 14, 45, 47, 49, 77 | | | |
| | FS6 Percentage of the portfolio for business lines by specific region, size and by sector | 49 | | 6.7 | ✓ |
| | FS7 Monetary value of products and services designed to deliver a specific social benefit for each business line | 47, 89, 93 | | 6.7.8 | ✓ |
| | FS11 Assets subject to positive and negative environmental or social screening | 77 | | 7.3.3, 7.3.4 | ✓ |
| | FS13 Access points in low populated or economically disadvantaged areas | 13, 14 | | 6.7.8 | ✓ |
| | FS14 Initiatives to improve access to financial services for disadvantaged people | 10, 45, 55 | | 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.

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

We have undertaken a limited assurance engagement in respect of the selected sustainability information in Grupo Supervielle S.A.'s 2019 Sustainability Report ('the 2019 sustainability report') (hereinafter, the "Identified Sustainability Information") for the fiscal year ended December 31, 2019.

This engagement was conducted by a multidisciplinary team including public certified 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 ended December 31, 2019, included in the Identified Sustainability Information referred to above. We have not performed any procedures with respect to earlier periods or any other elements included in the 2019 Identified Sustainability Information, and, therefore, do not express any conclusion thereon.

Criteria used for preparing the 2019 Identified Sustainability Information ("Criteria")

The key indicators detailed in "GRI CONTENT INDEX" identified with the symbol √, 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.

Responsibility of the Board of Directors for the information included in the 2019 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.

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.

Our Independence and Quality Control

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

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 Identified Sustainability Information detailed in "Identified Sustainability Information" based on the 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 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 the suitability in the circumstances of the Board of Directors' use of the Criteria as the basis for the preparation 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, responding to the assessed risks as necessary in the circumstances, 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, evaluating the appropriateness of quantification methods and

reporting policies, and agreeing or reconciling with underlying records.

Given the circumstances of the engagement, in performing the procedures listed above we:

- Made inquiries of the persons responsible for the Identified Sustainability Information;
- 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.

The procedures performed in a limited assurance engagement vary in nature and timing from, and are less in extent than for, a reasonable assurance engagement. Consequently, the level of assurance obtained in a limited assurance engagement is substantially lower than the assurance that would have been obtained had we performed a reasonable assurance engagement. Accordingly, we do not express a reasonable assurance opinion about whether Grupo Supervielle S.A.'s Identified Sustainability Information has been prepared, in all material respects, in accordance with the Criteria.

Limited Assurance 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 Grupo Supervielle S.A.'s Identified Sustainability Information for the year ended December 31, 2019 is not prepared, in all material respects, in accordance with the Criteria.

Use of this report

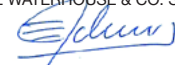
This report, including the conclusion, has been prepared solely for the use by directors of Grupo Supervielle S.A. as a body.

We permit the disclosure of this report within the 2019 sustainability report, to enable the directors to demonstrate they have discharged their governance responsibilities by commissioning an independent assurance report in connection with the 2019 sustainability report.

To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the directors as a body and Grupo Supervielle S.A. for our work or this report save where terms are expressly agreed and with our prior consent in writing.

City of Buenos Aires, 28th September 2020.

PRICE WATERHOUSE & CO. S.R.L



(Partner)

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