



Reporting and Self-Assessment Template

Principles for Responsible Banking



Reviewed version (V2) from September 2022



Reporting and Self-Assessment Template

The following template sets out the reporting and self-assessment requirements for Signatories of the Principles for Responsible Banking (PRB). Your bank discloses which actions it has undertaken to implement the PRB by self-assessing its progress on each of the 6 Principles. This template is therefore structured in accordance with the 6 Principles that signatories have committed to.

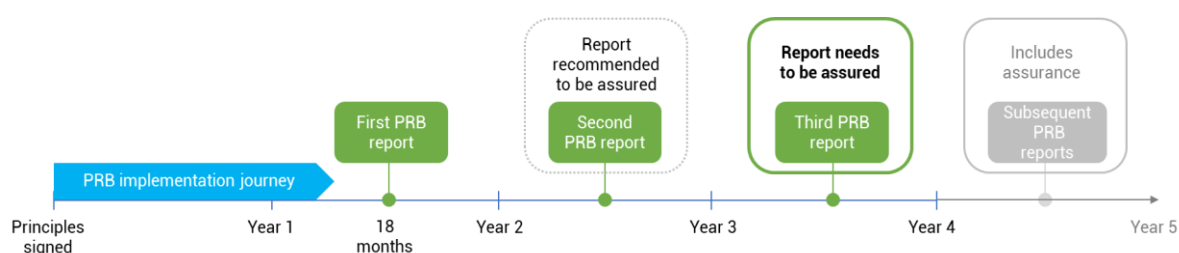
Three [Key Steps](#) are critical to showing that your bank is fulfilling its commitments as a signatory of the PRB, i.e. Impact Analysis, Target Setting & Implementation and Assured Reporting/Accountability. The sections in the Reporting and Self-Assessment Template that relate to the 3 Key Steps also require a self-assessment summary to demonstrate the extent to which the bank has fulfilled the respective requirements of the Key Steps.

Accommodating different starting points

Your bank has an initial four-year period from signing to implement the 6 Principles including to bring its reporting fully in line with the requirements. Your bank may not be able to provide all information required in this template in the first report. You should build on your implementation progress annually. Feedback, support, capacity building, training and peer learning are available to all signatory banks to help them progress with both implementation and reporting.

Timeline for reporting and assurance

Signatory banks need to report on their implementation of the Principles on an annual basis. The first PRB report has to be published within 18 months of signing the Principles, to give the bank some flexibility to align the PRB reporting with its reporting cycle. Publishing the first PRB report at any point earlier than 18 months after signing the Principles is therefore an option. After the first PRB reporting has been published, subsequent reports have to be published annually thereafter, i.e. within 12 months at the latest after the prior report¹.



Assurance

The last report within the initial 4 year implementation period (and subsequent reports thereafter) needs to be assured, which means that at least the third PRB report needs to be assured. Banks are encouraged to put the assurance process in place well before that and have earlier PRB reports already assured.

¹ Early reporting is permitted, although sufficient time to show progress from one year to the other should be taken into account.

All items that relate to the three [Key Steps](#) require limited assurance by year four of signing the PRB, undertaken by an independent third party with relevant expertise in the field. These are:

- 2.1 Impact Analysis
- 2.2 Target Setting
- 2.3 Target Implementation and Monitoring
- 5.1 Governance Structure for Implementation of the Principles

An assurer provides limited assurance of your self-assessment in these listed areas. You can do this by including it in your existing assured reporting. Where third-party assurance is not feasible, an independent review may be conducted. Assurance requirements are described in more detail in the [Guidance for Assurance providers: Providing limited assurance for reporting](#).

Purpose of the template

The purpose of this template is to assist signatories in disclosing their progress on implementing the PRB. The disclosed information is used by the UNEP FI Secretariat as the basis for the individual review of each bank's progress, as well as for reporting the collective progress made by the PRB Signatory Group. To measure collective progress in a consistent manner, some standardized questions to be completed by the banks are integrated into the template. The open questions give banks the flexibility to disclose the progress they make, considering the diverse business models and various contextual differences in which banks operate.

How to use this template

This template gives banks the chance to provide summaries of the annual progress made in implementing each Principle. It is designed for your bank to provide references/links to where in your existing reporting/public domains (websites) the required information can be found to support your answers. The aim is to keep any additional reporting burden to a minimum while ensuring transparency and accountability as set out in Principle 6. When referring to other documents, please specify the pages where the exact information appears.

The Reporting and Self-Assessment Template shall not be amended structurally and content-wise. The content and text of the template can be applied to corporate layout and designed accordingly, without omitting parts of the texts. The Reporting and Self-Assessment Template can be integrated into your bank's reports (annual report, sustainability report or relevant reporting formats) or can be published as a stand-alone document. It needs to be publicly available and will be listed on the UNEP FI Signatories page.

The reporting needs to be published in English. Information that is referenced to within the Reporting and Self-Assessment Template should also be available in English. Where that is not possible, it is recommended to include the summary of relevant information as text in the Template, so that all necessary information can be taken into account when the UNEP FI Secretariat reviews the bank's performance.

Principle 1: Alignment



We will align our business strategy to be consistent with and contribute to individuals' needs and society's goals, as expressed in the Sustainable Development Goals, the Paris Climate Agreement and relevant national and regional frameworks.

Business model

Describe (high-level) your bank's business model, including the main customer segments served, types of products and services provided, the main sectors and types of activities across the main geographies in which your bank operates or provides products and services. Please also quantify the information by disclosing e.g. the distribution of your bank's portfolio (%) in terms of geographies, segments (i.e. by balance sheet and/or off-balance sheet) or by disclosing the number of customers and clients served.

Response

Since its foundation in 1891, Banco de la Nación Argentina (hereinafter "the Bank") has been promoting the growth of productive sectors, facilitating access to credit and financial services for micro, small and medium enterprises (MSMEs) pertaining to various economic sectors. Its comprehensive approach aims at strengthening competitiveness and sustainability of entities, promoting productive investment, innovation, and generation of employment.

Moreover, the Institution performs a key role in the promotion of foreign trade and the export of Argentine goods, services and technology. Through financial solutions tailored to the needs of the sector, it offers credit lines for investment and work capital, as well as financing and guarantees aimed at strengthening the incorporation of entities into global markets.

As regards financial inclusion, BNA facilitates access to credit for natural persons, with specific products for the financing of housing for only and permanent residence, in addition to credit lines for personal development and consumption.

It covers the whole Argentine territory, which enables to ensure efficient access to our financial services. Our network is composed of 798 strategically distributed customer assistance points, with 717 branches, 11 electronic branches, 13 points of promotion, and 57 operating annexes.

At an international level, it covers commercial and financial activities, supported by a network of four foreign branches (New York, Madrid, Montevideo y Santa Cruz de la Sierra), 3 agencies (Miami, São Paulo and Asunción), 3 subagencies (Concepción, Encarnación and Villarrica, Paraguay), 1 customer service center (Villa Morra, Paraguay), and 1 representative office in Beijing (China).

As regards the customer portfolio, in relation to holders of active products, 98.77% pertains to individuals, 1.19% to entities (including the financial sector), 0.02% pertains to the public sector and 0.02% % pertains to court-ordered deposits, charge-offs and joint-account holders.

Links and references

[2024 Sustainability Report \(p. 8-10, 32\)](#)

Strategy alignment

Does your corporate strategy identify and reflect sustainability as strategic priority/ies for your bank?

☒ Yes

☐ No

Please describe how your bank has aligned and/or is planning to align its strategy to be consistent with the Sustainable Development Goals (SDGs), the Paris Climate Agreement, and relevant national and regional frameworks.

Does your bank also reference any of the following frameworks or sustainability regulatory reporting requirements in its strategic priorities or policies to implement these?

☐ UN Guiding Principles on Business and Human Rights

☒ International Labour Organization fundamental conventions

☒ UN Global Compact

☐ UN Declaration on the Rights of Indigenous Peoples

☐ Any applicable regulatory reporting requirements on environmental risk assessments, e.g. on climate risk - please specify which ones: -----

☐ Any applicable regulatory reporting requirements on social risk assessments, e.g. on modern slavery - please specify which ones: -----

☐ None of the above

Response

We reaffirm our commitment to the community and the environment through our Sustainability Strategy and Policy. As a leader institution within the Argentine financial system, we include sustainability as a key element of our management, focusing our actions towards a sustainable and responsible development.

Our Sustainability Policy states a comprehensive reference framework throughout the Bank, which is the basis for the implementation of programs, initiatives, and processes with positive impact as regards ethical, economic, social, and environmental aspects. It covers all areas of the Institution and strengthens our relationship with stakeholders, in line with a Management Model of Corporate Social Responsibility and Sustainability.

This model establishes specific commitments and is structured in seven basic subjects:

Integrity, Financial Inclusion, Regional Development, Human Rights, Value Chain, Sustainable Finance and Environmental Management.

Since 2017, BNA has implemented the ten Principles of the UN Global Compact, focusing on human rights, labour, environment, and anti-corruption. Moreover, it has formalized strategic alliances, such as its participation in UNEP FI, adherence to the Sustainable Finance Protocol, executed in 2019, and to the Argentine Institute of Corporate Social Responsibility and Sustainability (IARSE), since 2016.

Links and references

[2024 Sustainability Report \(p. 22-23\)](#)

Principle 2: Impact and Target Setting



We will continuously increase our positive impacts while reducing the negative impacts on, and managing the risks to, people and environment resulting from our activities, products and services. To this end, we will set and publish targets where we can have the most significant impacts.

2.1 Impact Analysis (Key Step 1)

Show that your bank has performed an impact analysis of its portfolio/s to identify its most significant impact areas and determine priority areas for target-setting. The impact analysis shall be updated regularly and fulfil the following requirements/elements (a-d)²:

a) Scope: What is the scope of your bank's impact analysis? Please describe which parts of the bank's core business areas, products/services across the main geographies that the bank operates in (as described under 1.1) have been considered in the impact analysis. Please also describe which areas have not yet been included, and why.

Response

During 2023, the Bank performed the first impact analysis, covering 22% of the Bank's portfolio³. The indicator used was outstanding loans and number of products, based on UNEP FI Portfolio Impact Analysis Tool, latest update: February 10, 2022.

The country under analysis is Argentina, without specifying any particular places. The Bank's business lines included in the analysis are the following:

- Individual Banking, with information on checking accounts, savings accounts (payroll, pension and social), loans granted, and with the amount analysed representing 12% of the Bank's gross income (not including Open Portfolio);
- Banking for Companies' Large Companies and SMEs segments, including agriculture, livestock, manufacturing, among others, representing 10% of the Bank's gross income.

Reviewed Business Lines

	Individual Banking	Corporate Banking
Percentage of gross income	10%	12%

Portfolio Composition

Individual Banking	Corporate Banking
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Links and references

[2023 Sustainability Report \(p. 25-26\)](#)

² Further guidance can be found in the [Interactive Guidance on impact analysis and target setting](#).

³ Analysis performed with information corresponding to fiscal year 2022.

<i>Deposits (amount)</i>		<i>Manufacture of food products</i>	<i>17.13%</i>		
<i>Savings Accounts</i>	<i>99.06%</i>	<i>Mixed agriculture</i>	<i>10.51%</i>		
<i>Credit Cards and Checks</i>	<i>0.94%</i>	<i>Wholesale trade, except for automobiles and motorcycles</i>	<i>9.68%</i>		
TOTAL	100%	<i>Crops of cereals (except rice), leguminous and oleaginous plants</i>	<i>6.61%</i>		
<i>Outstanding Loans</i>		<i>Retail sale of food in non-specialized food establishments</i>	<i>6.56%</i>		
<i>Consumer Loans and Overdrafts</i>	<i>76.31%</i>	<i>Activities of members' organizations</i>	<i>6.41%</i>		
<i>Mortgage loans</i>	<i>4.88%</i>	<i>Activities of business, employers and professional organizations</i>	<i>5.92%</i>		
<i>Loans related to automobiles</i>	<i>0.37%</i>	<i>Other</i>	<i>37.18%</i>		
<i>Loans related to education</i>	<i>0.01%</i>	TOTAL	100%		
<i>Other specialized loans</i>	<i>2.76%</i>				

Target products – low-income segment	0.02%				
Target products – senior segment:	15.65%				
TOTAL	100%				

b) Portfolio composition: Has your bank considered the composition of its portfolio (in %) in the analysis? Please provide proportional composition of your portfolio globally and per geographical scope

i) by sectors & industries⁴ for business, corporate and investment banking portfolios (i.e. sector exposure or industry breakdown in %), and/or

ii) by products & services and by types of customers for consumer and retail banking portfolios.

If your bank has taken another approach to determine the bank's scale of exposure, please elaborate, to show how you have considered where the bank's core business/major activities lie in terms of industries or sectors.

Response

The areas covered by the analysis were as follows:

Individual Banking:

- Deposits as per portfolio amount
 - o Savings Accounts: 99.06%
 - o Credit Cards and Checks: 0.94%
- Loans as per outstanding loans indicator
 - o Consumer loans and overdrafts: 76.31%
 - o Mortgage loans: 4.88%
 - o Loans related to automobiles: 0.37%
 - o Loans related to education: 0.01%
 - o Other specialized loans: 2.76%
 - o Target products – low-income segments: 0.02%
 - o Target products – senior segment: 15.65%

Banking for Companies: includes impact analysis in 50 sectors and industries, among which the most significant are listed, representing 62.82% of total customers in relation to the amount pertaining to outstanding loans indicator:

- Manufacture of food products: 17.13%
- Mixed agriculture: 10.51%
- Wholesale trade, except for automobiles and motorcycles: 9.68%.

Links and references

⁴ 'Key sectors' relative to different impact areas, i.e. those sectors whose positive and negative impacts are particularly strong, are particularly relevant here.

- Crops of cereals (except rice), leguminous and oleaginous plants: 6.61% - Retail sale of food in non-specialized food establishments: 6.56% - Activities of members' organizations: 6.41% - Activities of business, employers and professional organizations: 5.92%.	
c) Context: What are the main challenges and priorities related to sustainable development in the main countries/regions in which your bank and/or your clients operate? Please describe how these have been considered, including what stakeholders you have engaged to help inform this element of the impact analysis. <i>This step aims to put your bank's portfolio impacts into the context of society's needs.</i>	
Response The context analysis was performed on the first semester of 2023. The UNEP Fi Portfolio Impact Analysis Tool for Banks "Context Module" was used, which included the use of data sources as a UN Global SDG Database, the World Health Organization, World Resources Institute, World Economic Forum and other domestic and local sources, among others. As a result of the analysis, the Bank identified as priority areas for Argentina the following: -Availability, accessibility, affordability and quality of resources and services: including water, food, power, accommodation, health care, education, transportation, information, connectivity, culture and heritage and finance. Topics with higher score, i.e., those with higher necessity, were food and accommodation. According to data from the National Institute of Statistics and Censuses (INDEC), during 2023, 36% of housing with children stopped buying certain food due to lack of money. Moreover, 40% of children suffer from malnutrition and 54% live in precarious conditions. There is a significant digital and utilities gap with more than 5 million people living in humble neighborhoods, with only 11% having access to water and sanitation. -Biodiversity and healthy ecosystems: the most affected impact issue in this area is water masses with good environmental water quality. Moreover, Argentina is facing a high risk of species extinction, thus an impairment trend is considered. Pursuant to statistics of the Montevideo Consensus on Population and Development, in 2015, 39% of Argentine soil was degraded. Furthermore, a study from <i>Fundación para la Educación, la Ciencia y la Cultura</i> by Roberto R. Casas in 2015 revealed that the surface affected by water and wind erosion in Argentina covered 100,753,02 [sic] hectares, representing 35% of the soil. Lastly, in 2019, a study from INTA and <i>Centro para la Promoción de la Conservación del Suelo y del Agua</i> (PROSA) described advances in water and wind erosion processes until covering 36% of the national territory, representing 100 million hectares. This becomes more relevant when considering the global context, where only 11% of the world's	Links and references

surface pertains to soils with potential for agriculture and livestock, pursuant to the FAO. -Circularity: the generation of waste is a relevant impact issue in Argentina, and the percentage of recycling is low. According to <i>Coordinación Ecológica Área Metropolitana Sociedad del Estado</i> (CEAMSE), which receives approximately 40% of domestic waste, in 2018 it processed 7,002,000 tons of urban solid waste, around 3% more than in 2017. The recycled material received by CEAMSE represents approximately 50% and, according to the NGO <i>Ecoplas</i>, 27% of plastics are recycled in the country. -Healthy economies: Argentina ranks 126 among 190 economies as regards ability to do business, pursuant to the latest annual ratings of the World Bank. Argentina's ranking fell from 119 in 2018 to 126 in 2019.	
Based on these first 3 elements of an impact analysis, what positive and negative impact areas has your bank identified? Which (at least two) significant impact areas did you prioritize to pursue your target setting strategy (see 2.2)? Please disclose.	
Response Based on the impact analysis through the tool, the Bank identified the areas "Availability, accessibility, affordability and quality of resources and services" and "Healthy economies" as the areas of greatest impact, given the size of their operations.	Links and references
d) For these (min. two prioritized impact areas): <u>Performance measurement:</u> Has your bank identified which sectors & industries as well as types of customers financed or invested in are causing the strongest actual positive or negative impacts? Please describe how you assessed the performance of these, using appropriate indicators related to significant impact areas that apply to your bank's context. In determining priority areas for target-setting among its areas of most significant impact, you should consider the bank's current performance levels, i.e. qualitative and/or quantitative indicators and/or proxies of the social, economic and environmental impacts resulting from the bank's activities and provision of products and services. If you have identified climate and/or financial health&inclusion as your most significant impact areas, please also refer to the applicable indicators in the Annex. If your bank has taken another approach to assess the intensity of impact resulting from the bank's activities and provision of products and services, please describe this. <i>The outcome of this step will then also provide the baseline (incl. indicators) you can use for setting targets in two areas of most significant impact.</i>	
Response The Bank offers a wide range of financial products to clients in the private, public and financial sectors and to foreigners. Its portfolio of services includes personal loans, mortgage loans, credit cards, checking accounts, savings accounts, service packages, time deposits, financing, and deposits. The Bank focuses on meeting the needs of micro, small and medium-sized enterprises, by offering products and services adapted to agriculture and livestock production, commerce, industry, mining, tourism, services, and technology. In addition, it supports regional	Links and references 2024 Sustainability Report (p. 32-42)

development by providing specific financial solutions for the productive activities of each area of Argentina.

Through a thorough analysis, the Bank has identified the sectors where its impact is most significant. At an individual level, it focuses on individuals pertaining to vulnerable sectors and with less financial accessibility. As for large companies, it focuses on SMEs, with the aim of promoting the development of communities.

Self-assessment summary:

Which of the following components of impact analysis has your bank completed, in order to identify the areas in which your bank has its most significant (potential) positive and negative impacts?⁵

Scope:	☒ Yes	☐ In progress	☐ No
Portfolio composition:	☒ Yes	☐ In progress	☐ No
Context:	☒ Yes	☐ In progress	☐ No
Performance measurement:	☐ Yes	☒ In progress	☐ No

Which most significant impact areas have you identified for your bank, as a result of the impact analysis?

Climate change mitigation, climate change adaptation, resource efficiency & circular economy, biodiversity, financial health & inclusion, human rights, gender equality, decent employment, water, pollution, other: please specify

How recent is the data used for and disclosed in the impact analysis?

- ☐ Up to 6 months prior to publication
- ☐ Up to 12 months prior to publication
- ☐ Up to 18 months prior to publication
- ☒ Longer than 18 months prior to publication

Open text field to describe potential challenges, aspects not covered by the above etc.: (optional).

⁵ You can respond "Yes" to a question if you have completed one of the described steps, e.g. the initial impact analysis has been carried out, a pilot has been conducted.

2.2 Target Setting (Key Step 2)

Show that your bank has set and published a minimum of two targets which address at least two different areas of most significant impact that you identified in your impact analysis.

The targets have to be Specific, Measurable (qualitative or quantitative), Achievable, Relevant and Time-bound (SMART). Please disclose the following elements of target setting (a-d), for each target separately:

a) Alignment: which international, regional or national policy frameworks to align your bank's portfolio with⁶ have you identified as relevant? Show that the selected indicators and targets are linked to and drive alignment with and greater contribution to appropriate Sustainable Development Goals, the goals of the Paris Agreement, and other relevant international, national or regional frameworks.

You can build upon the context items under 2.1.

Response

Given its strong commitment to the preservation of social, economic and environmental capital for present and future generations, the Bank implements national and international best practices in relation to sustainability. Its performance is based on accountability and ongoing enhancement, based on guidelines that strengthen its performance.

In such context, the Bank implements international guidelines and standards, such as the Principles of the UN Global Compact, ISO 26000, and the Principles for Responsible Banking, which serve as guidance as regards sustainable action.

Moreover, the Bank adheres to the Sustainable Finance Protocol, which aims at promoting the implementation of international best practices and policies that promote the integration of economic, social and environmental factors in order to move towards Sustainable Development.

Links and references

[2024 Sustainability Report \(p. 22-25\)](#)

b) Baseline: Have you determined a baseline for selected indicators and assessed the current level of alignment? Please disclose the indicators used as well as the year of the baseline.

You can build upon the performance measurement undertaken in 2.1 to determine the baseline for your target.

A package of indicators has been developed for climate change mitigation and financial health & inclusion to guide and support banks in their target setting and implementation journey. The overview of indicators can be found in the [Annex](#) of this template⁷.

If your bank has prioritized climate mitigation and/or financial health & inclusion as (one of) your most significant impact areas, it is strongly recommended to report on the indicators in the Annex, using an overview table like below including the impact area, all relevant indicators and the corresponding indicator codes:

Impact area	Indicator code	Response
Climate change mitigation	...	
	...	
	...	

Impact area	Indicator code	Response
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Financial health & inclusion	...	
	...	
	...	

Impact area	Indicator code	Indicator	Base Year / December 2024	Observations
Financial health & inclusion	C.1.1	# of products and services in the portfolio with a focus on financial inclusion	6	BNA+ / Cuenta adolescente / Reg. 620 / BNA te suma / Miniserie de educación financiera / Mayores Activos.
	C.2.1	# of individuals supported with dedicated and effective financial and/or digital education initiatives	47,010	People participating in 2024 financial education workshop.
	C.3.3	% of customers actively using the online/mobile banking platform/tools	80%	Active customers in BNA+/customers with active savings accounts, considering as active any customers showing activity in the last 90 days (as of 12/31/2024).

In case you have identified other and/or additional indicators as relevant to determine the baseline and assess the level of alignment towards impact driven targets, please disclose these.

Response With the aim of strengthening financial inclusion, a SMART target has been defined aimed at increasing the total number of active products by 10% in at least two of the following segments: adolescents (13 to 17 years old), senior (over 65 years old) and entrepreneurs, by December 2027. To this end, a baseline was established based on data for 2024, corresponding to the number of active products per customer in each segment, calculated based on the following variables: number of active savings accounts, active checking accounts, active credit cards, current personal loans, and current time deposits. Here follows information on 2024 baseline per segment: <table border="1"> <thead> <tr> <th>Segment</th> <th>Clients</th> <th>Clients with Active Savings Accounts</th> <th>Clients with Active Checking Accounts</th> <th>Clients with Active Credit Cards</th> <th>Clients with Current Personal Loans</th> <th>Clients with Current Time Deposits</th> </tr> </thead> <tbody> <tr> <td> </td> <td> </td> <td> </td> <td> </td> <td> </td> <td> </td> <td> </td> </tr> </tbody> </table>	Segment	Clients	Clients with Active Savings Accounts	Clients with Active Checking Accounts	Clients with Active Credit Cards	Clients with Current Personal Loans	Clients with Current Time Deposits								Links and references
Segment	Clients	Clients with Active Savings Accounts	Clients with Active Checking Accounts	Clients with Active Credit Cards	Clients with Current Personal Loans	Clients with Current Time Deposits									

⁶ Your bank should consider the main challenges and priorities in terms of sustainable development in your main country/ies of operation for the purpose of setting targets. These can be found in National Development Plans and strategies, international goals such as the SDGs or the Paris Climate Agreement, and regional frameworks. Aligning means there should be a clear link between the bank's targets and these frameworks and priorities, therefore showing how the target supports and drives contributions to the national and global goals.

⁷ On this occasion, as the Bank is in the process of defining the SMART targets, a priori, we do not have information on the impact areas to complete the Annex, which is why it is not completed in this document and this section is in the original English version.

Adolescents	78,904	45,282	0	31	0	1,242
Entrepreneurs	63,436	56,672	13,393	21,228	2,194	3,837
Senior (65+)	1,968,056	1,491,671	16,576	285,725	229,738	202,370
Total	2,110,396	1,593,625	29,969	306,984	231,932	207,449

This information constitutes the baseline against which the progress of the set target will be measured, allowing monitoring of the Bank's impact.

c) SMART targets (incl. key performance indicators (KPIs)⁸): Please disclose the targets for your first and your second area of most significant impact, if already in place (as well as further impact areas, if in place). Which KPIs are you using to monitor progress towards reaching the target? Please disclose.

Response

The objective is framed under "Availability, accessibility, affordability and quality of resources and services", as defined by UNEP FI as the ability of the population to access resources and services to meet their individual needs, including their availability, physical and digital accessibility, economic affordability, and quality. This area of impact is key to BNA, given that 100% of products and services in the portfolio have an impact on this area.

Issue	SMART Target
Financial health & inclusion	Target: Increasing the total number of active products by 10% in at least two of the following segments: adolescents (13 to 17 years old), seniors (over 65 years old), and entrepreneurs ⁹ , by December 2027.

- **Specific:** The target focuses on increasing access to and use of financial products such as savings accounts, checking accounts, credit cards, time deposits, and personal loans, in the adolescent, senior, and entrepreneur segments.
- **Measurable:** Achieving increase by 10% in the total number of active products in at least two of the three selected segments

Links and references

⁸ Key Performance Indicators are chosen indicators by the bank for the purpose of monitoring progress towards targets.

⁹ People who have a line of credit for microenterprises with BNA.

by December 2027, as compared to baseline (December 31, 2024). ▪ Achievable: The target is based on the Bank's ability to streamline communication of financial products, in order to reach more people, through communications aimed at different segments, as well as to enhance user experience that result in greater use of its products. ▪ Relevant: Increasing customer value is aligned with the Bank's strategic objectives by promoting equality and social inclusion. ▪ Time-Bound: Meeting the target by the end of 2027. Action Indicators Number of communication campaigns or diversified product dissemination for the selected segments. Number of hours/person of training in financial education for people belonging to the selected segments. Number of people trained x duration of training. Output Indicators Number of people seeing the communication/dissemination campaigns within the selected segments. Number of developments made in service channels that impact the selected segments. Outcome Indicators Percentage of active products pertaining to the selected segments / total active products of the Bank. Percentage of variation in active products from the selected segments with respect to the number of active baseline products. Comparison of variation from December 31, 2024 to December 31, 2026. Impact Indicators Percentage of variation in return per customer of the selected segments.	
d) <u>Action plan:</u> which actions including milestones have you defined to meet the set targets? Please describe. Please also show that your bank has analysed and acknowledged significant (potential) indirect impacts of the set targets within the impact area or on other impact areas and that it has set out relevant actions to avoid, mitigate, or compensate potential negative impacts.	

<i>Response</i>	<i>Links and references</i>
The set target is in the planning stage.	

Self-assessment summary

Which of the following components of target setting in line with the PRB requirements has your bank completed or is currently in a process of assessing for your...

	Availability, accessibility, affordability and quality of resources and services	Healthy Economies	<i>(If you are setting targets in more impact areas) ...your third (and subsequent) area(s) of impact: ... (please name it)</i>
Alignment	☒ Yes ☐ In progress ☐ No	☒ Yes ☐ In progress ☐ No	☐ Yes ☐ In progress ☐ No
Baseline	☒ Yes ☐ In progress ☐ No	☐ Yes ☒ In progress ☐ No	☐ Yes ☐ In progress ☐ No
SMART targets	☒ Yes ☐ In progress ☐ No	☐ Yes ☒ In progress ☐ No	☐ Yes ☐ In progress ☐ No
Action plan	☐ Yes ☒ In progress ☐ No	☐ Yes ☒ In progress ☐ No	☐ Yes ☐ In progress ☐ No

2.3 Target implementation and monitoring (Key Step 2)

For each target separately:

Show that your bank has implemented the actions it had previously defined to meet the set target.

Report on your bank's progress since the last report towards achieving each of the set targets and the impact your progress resulted in, using the indicators and KPIs to monitor progress you have defined under 2.2.

Or, in case of changes to implementation plans (relevant for 2nd and subsequent reports only): describe the potential changes (changes to priority impact areas, changes to

indicators, acceleration/review of targets, introduction of new milestones or revisions of action plans) and explain why those changes have become necessary.

Response

The set target is in the planning stage and no specific implementation of defined actions has commenced yet. The Bank has worked on the definition of the SMART target, baseline, and monitoring indicators.

Links and references

Principle 3: Clients and Customers



We will work responsibly with our clients and our customers to encourage sustainable practices and enable economic activities that create shared prosperity for current and future generations.

3.1 Client engagement

Does your bank have a policy or engagement process with clients and customers in place to encourage sustainable practices?

☒ Yes ☐ In progress ☐ No

Does your bank have a policy for sectors in which you have identified the highest (potential) negative impacts?

☐ Yes ☒ In progress ☐ No

Describe how your bank has worked with and/or is planning to work with its clients and customers to encourage sustainable practices and enable sustainable economic activities¹⁰). It should include information on relevant policies, actions planned/implemented to support clients' transition, selected indicators on client engagement and, where possible, the impacts achieved.

This should be based on and in line with the impact analysis, target-setting and action plans put in place by the bank (see P2).

Response

The Bank is committed to developing a sustainable financial system. We fully believe that the path to sustainability is a joint effort that requires the cooperation of both internal and external stakeholders. In this regard, both our Sustainability Policy and Strategy share the same vision: to establish a comprehensive framework that serves as the basis for the development of sustainable processes, programs, and actions throughout the organization.

Furthermore, we have an ESG Sustainability Committee that includes senior management and supports the Board of Directors in implementing the Sustainability Strategy, seeking to integrate ethical, social and environmental criteria into the business.

The Bank accompanies the transition to a low-carbon economy through actions aimed at improving energy efficiency and reducing greenhouse gas (GHG) emissions. Therefore, it measures the carbon footprint generated by BNA annually during a set period of activity, producing the Greenhouse Gas (GHG) Report.

In compliance with Decree No. 140/07, the Program for the rational and efficient use of energy (PROUREE) is being implemented under the Secretariat of Energy. Its objective is to reduce energy consumption levels by implementing energy efficiency measures, introducing energy management criteria, and raising employee awareness of the rational use

Links and references

[2024 Sustainability Report \(p. 22-23, 81-83\)](#)

of resources. This program is being developed in all BNA branches nationwide.

In 2024, it was decided to continue with energy efficiency plans in stages, beginning with technical assistance for Head Office and Plaza de Mayo buildings, given that their consumption represents 43% of total consumption of all BNA branches throughout the country.

3.2 Business opportunities

Describe what strategic business opportunities in relation to the increase of positive and the reduction of negative impacts your bank has identified and/or how you have worked on these in the reporting period. Provide information on existing products and services, information on sustainable products developed in terms of value (USD or local currency) and/or as a % of your portfolio, and which SDGs or impact areas you are striving to make a positive impact on (e.g. green mortgages – climate, social bonds – financial inclusion, etc.).

Response

With the aim of promoting the development and implementation of projects that seek to reduce the environmental impact of the Bank and its customers, the development of sustainable products and services and the integration of socio-environmental and climate risk were promoted.

During 2024, BNA's Sustainable Finance Reference Framework was reviewed and updated, considering both the changes in the international standards on which it is based and the changes in the organizational structure and the current external review process.

Moreover, it entered into an agreement with the National Secretariat of Energy, which established new credit lines aimed at promoting energy efficiency and sustainable mobility.

These lines were divided according to their target audience: Individual Banking and Banking for Companies, incorporating special conditions to promote access to credit for sustainable purposes.

In relation to Individual Banking, special treatments were integrated into the main consumer credit regulations, within the framework of the "Conversion and Energy Efficiency" and "Sustainable Transportation" programs, created by the Secretariat of Energy through Resolutions No.202/2024 and 289/2024.

Regarding Banking for Companies, a new line was created under Regulation No. 803, aimed at financing sustainable projects for MSMEs and Large Companies. This line provides access to financing for the acquisition of energy-efficient and/or low-emission goods, in accordance with the lists of products covered by the "Conversion and Energy Efficiency" and "Sustainable Transportation" programs.

Links and references

[2024 Sustainability Report \(p. 28-29\)](#)

¹⁰ Sustainable economic activities promote the transition to a low-carbon, more resource-efficient and sustainable economy.

Principle 4: Stakeholders



We will proactively and responsibly consult, engage and partner with relevant stakeholders to achieve society's goals.

4.1 Stakeholder identification and consultation

Does your bank have a process to identify and regularly consult, engage, collaborate and partner with stakeholders (or stakeholder groups¹¹) you have identified as relevant in relation to the impact analysis and target setting process?

☐ Yes ☒ In progress ☐ No

Please describe which stakeholders (or groups/types of stakeholders) you have identified, consulted, engaged, collaborated or partnered with for the purpose of implementing the Principles and improving your bank's impacts. This should include a high-level overview of how your bank has identified relevant stakeholders, what issues were addressed/results achieved and how they fed into the action planning process.

Response

We encourage fluent relationships with all stakeholders that are directly or indirectly linked to our operations, products, and services. We aim to create a confident environment based on transparency and cooperation.

To strengthen this commitment, we conduct regular analysis that enables us to identify our strategic stakeholders and evaluate the effectiveness of the communication channels we use. Through this process, we seek to understand their expectations, address their concerns, and proactively manage the impacts, risks, and opportunities that arise in our relationship with them.

Our stakeholders are Collaborators, Board of Directors, Customers, Suppliers, Community, Chambers and Associations, Government, and Regulatory Bodies.

They are consulted periodically during the materiality analysis process, following the phased approach suggested by the Global Reporting Initiative (GRI). This allows us to define the Bank's materiality matrix, prioritizing relevant topics for inclusion in the ESG Sustainability Report.

Links and references

[2024 Sustainability Report \(p. 25-27\)](#)

¹¹ Such as regulators, investors, governments, suppliers, customers and clients, academia, civil society institutions, communities, representatives of indigenous population and non-profit organizations.

Principle 5: Governance & Culture



We will implement our commitment to these Principles through effective governance and a culture of responsible banking

5.1 Governance Structure for Implementation of the Principles

Does your bank have a governance system in place that incorporates the PRB?

☒ Yes ☐ In progress ☐ No

Please describe the relevant governance structures, policies and procedures your bank has in place/is planning to put in place to manage significant positive and negative (potential) impacts and support the effective implementation of the Principles. This includes information about

- which committee has responsibility over the sustainability strategy as well as targets approval and monitoring (including information about the highest level of governance the PRB is subjected to),
- details about the chair of the committee and the process and frequency for the board having oversight of PRB implementation (including remedial action in the event of targets or milestones not being achieved or unexpected negative impacts being detected), as well as
- remuneration practices linked to sustainability targets.

Response

With the aim of developing a comprehensive process of institutional strengthening and technological modernization, on November 11, 2020, the Bank approved the project PNUD ARG20/003, "Modernization of Banco de la Nación Argentina: Integrity and Efficiency at the service of Human Development". It is conducted with the assistance of the United Nations Development Program (UNDP).

Within this framework, as the first activity of this project and in line with a sustainable future, in 2021 the Bank agreed to become a signatory member of the UNEP-FI for the implementation of the Principles for Responsible Banking (PRB).

The ESG Sustainability Committee assists the Board of Directors in relation to the Sustainability Strategy of the Bank, ensuring the inclusion of ethical, social and environmental criteria into the business. In addition, such Committee addresses the progress of the PNUD ARG20/003 project and the implementation of the Principles for Responsible Banking.

Moreover, the Bank has a specific area named Investment Banking, which coordinates the activities relating to the issuance of its own debt and third-party debt, for the purposes of accompanying sustainable economic development, taking into consideration the requirements of the modern productive system.

Links and references

[2024 Sustainability Report \(p. 24-29\)](#)

[Corporate Governance Code \(p.24\)](#)

5.2 Promoting a culture of responsible banking:

Describe the initiatives and measures of your bank to foster a culture of responsible banking among its employees (e.g., capacity building, e-learning, sustainability trainings for client-facing roles, inclusion in remuneration structures and performance management and leadership communication, amongst others).

Response

BNA, through its Malvinas Argentinas Training Institute (ICMA), supports the development of staff through various training and education programs.

2024 was the culmination of the 2022-2024 Three-Year Training Plan, designed to strengthen job skills and professionalization of staff. This period was characterized by the implementation of strategies aimed at knowledge and talent management, consolidating ICMA as a strategic partner in organizational development.

Throughout the year, numerous projects and programs were performed, showing a sustained commitment to ongoing learning and the comprehensive development of staff.

BNA's financial facilitators implement all financial education and inclusion actions, with in-person activities throughout the country. The network is composed of more than 900 collaborators from each of the branches throughout the country, who receive ongoing training in financial education.

In 2023, BNA set a record in financial education initiatives, offering 1,072 workshops in 405 locations in 23 provinces across the country, training 47,010 people in 67,000 hours of training per person.

Links and references

[2024 Sustainability Report \(p. 46-47, 65-69\)](#)

5.3 Policies and due diligence processes

Does your bank have policies in place that address environmental and social risks within your portfolio?¹² Please describe.

Please describe what due diligence processes your bank has installed to identify and manage environmental and social risks associated with your portfolio. This can include aspects such as identification of significant/salient risks, environmental and social risks mitigation and definition of action plans, monitoring and reporting on risks and any existing grievance mechanism, as well as the governance structures you have in place to oversee these risks.

Response

The Board of Directors of the Bank, through the Integral Risk Management Committee, promotes risk management through the analysis of the exposure for the whole organization, in addition to regulatory compliance. This Committee decides on significant risks and ensures the suitability of the policies, practices, and procedures adopted.

The Integral Risk Management framework, which includes a strategy and particular policies for each risk and defined indicators, aims at keeping the Institution's risk profile at acceptable levels, ensuring compliance with

Links and references

[2024 Sustainability Report \(p. 19-20, 28\)](#)

¹² Applicable examples of types of policies are: exclusion policies for certain sectors/activities; zero-deforestation policies; zero-tolerance policies; gender-related policies; social due diligence policies; stakeholder engagement policies; whistle-blower policies etc., or any applicable national guidelines related to social risks.

regulations, the reliability of information, the effectiveness of operations, and the sustainability of business, while minimizing exposure to financial and non-financial risks.

The Bank participated in the committees and work groups of the Sustainable Finance Protocol. These addressed various issues, such as the implementation of Environmental and Social Risk Management Systems (ESRMS) to the creation of a manual on risks and opportunities related to climate change.

Self-assessment summary

Does the CEO or other C-suite officers have regular oversight over the implementation of the Principles through the bank's governance system?

☒ Yes ☐ No

Does the governance system entail structures to oversee PRB implementation (e.g. incl. impact analysis and target setting, actions to achieve these targets and processes of remedial action in the event targets/milestones are not achieved or unexpected neg. impacts are detected)?

☒ Yes ☐ No

Does your bank have measures in place to promote a culture of sustainability among employees (as described in 5.2)?

☒ Yes ☐ In progress ☐ No

Principle 6: Transparency & Accountability



We will periodically review our individual and collective implementation of these Principles and be transparent about and accountable for our positive and negative impacts and our contribution to society's goals.

6.1 Assurance

Has this publicly disclosed information on your PRB commitments been assured by an independent assurer?

☐ Yes ☐ Partially ☒ No

If applicable, please include the link or description of the assurance statement.

Response

Links and references

6.2 Reporting on other frameworks

Does your bank disclose sustainability information in any of the listed below standards and frameworks?

- ☒ GRI
☒ SASB
☐ CDP
☐ IFRS Sustainability Disclosure Standards (to be published)
☐ TCFD
☒ Other:

Response

Other: UN Global Compact

Links and references

[2024 ESG Sustainability Report](#)

6.3 Outlook

What are the next steps your bank will undertake in next 12 month-reporting period (particularly on impact analysis¹³, target setting¹⁴ and governance structure for implementing the PRB)? Please describe briefly.

Response

Over the next 12 months, Banco de la Nación Argentina will focus its efforts on the implementation of the first SMART target defined for the impact area "Availability, accessibility, affordability, and quality of resources and services," prioritizing adolescents, senior, and

Links and references

¹³ For example, outlining plans to increase the scope by including areas that have not yet been covered, or planned steps in terms of portfolio composition, context and performance measurement.

¹⁴ For example, outlining plans for baseline measurement, developing targets for (more) impact areas, setting interim targets, developing action plans, etc.

entrepreneurs segments. Within this framework, it is planned as follows: • to begin the implementation of the action plan. • to establish mechanisms for monitoring progress towards the objective. • to incorporate a second SMART target based on the results of the impact analysis and the Bank's strategic priorities in the impact area "Healthy Economies".	
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6.4 Challenges

Here is a short section to find out about challenges your bank is possibly facing regarding the implementation of the Principles for Responsible Banking. Your feedback will be helpful to contextualise the collective progress of PRB signatory banks.

What challenges have you prioritized to address when implementing the Principles for Responsible Banking? Please choose what you consider the top three challenges your bank has prioritized to address in the last 12 months (optional question).

If desired, you can elaborate on challenges and how you are tackling these:

- | | |
|--|---|
| ☐ Embedding PRB oversight into governance | ☒ Customer engagement |
| ☐ Gaining or maintaining momentum in the bank | ☐ Stakeholder engagement |
| ☐ Getting started: where to start and what to focus on in the beginning | ☐ Data availability |
| ☐ Conducting an impact analysis | ☐ Data quality |
| ☐ Assessing negative environmental and social impacts | ☐ Access to resources |
| ☐ Choosing the right performance measurement methodology/ies | ☒ Reporting |
| ☒ Setting targets | ☐ Assurance |
| ☐ Other: ... | ☒ Prioritizing actions internally |

If desired, you can elaborate on challenges and how you are tackling these:

Annex

A set of indicators has been produced for the impact areas of climate mitigation and financial health & inclusion. These indicators will support you in your reporting and in showing progress against PRB implementation. Banks are expected to set targets that address minimum two areas of most significant impact within the first four years after signing the PRB. That means that Banks should ultimately set targets using impact indicators. Acknowledging the fact that banks are in different stages of implementation and on different levels of maturity and therefore might not be able to report on impact from the beginning, a Theory of Change approach has been used to develop the set of indicators below.¹⁵ The Theory of Change shows the **pathway to impact** and considers the relationship between inputs, actions, outputs, and outcomes in order to achieve impact. The Theory of Change for climate mitigation can be found [here](#), the Theory of Change for financial health & inclusion can be found [here](#).

How to use: Both practice (action, outcome and output) and impact performance need to be understood because practice is the conduit for achieving desired impacts (including targets). The Theory of Change allows to identify metrics and set targets which align with a bank's maturity. The indicators below are all connected to a bank's impact and can be considered as steps towards measuring impact. Some of the practice indicators (on the action, output, and outcome levels respectively) are connected to portfolio composition and financial targets¹⁶ (highlighted in **green**) or to client engagement¹⁷ targets (highlighted in **blue**), which enable your overall target. If your bank has prioritized climate mitigation and/or financial health & inclusion as (one of) your most significant impact areas, it is strongly recommended to report on the indicators in the Annex to measure your performance and baseline.¹⁸ Once you have set the target, you can use the indicators as guidance for your action plan as well as defining Key Performance Indicators (KPIs) which you can then use to measure progress against the set targets.

¹⁵ It is not required from banks to work with the Theory of Change concept internally. In fact, the Theory of Change has been used to structure the requirements of setting SMART targets using relevant indicators.

¹⁶ Financial targets also aim for real economy outcomes but are not directly expressed as such. Instead, they are expressed with financial indicators and metrics, e.g., to redirect flows of lending and investments to sectors, activities or projects aligned with SDGs and/or related to the selected impact area. Banks can also set financial targets related to specific types of customers e.g., low-income customers or female entrepreneurs.

¹⁷ Client engagement targets involve engaging relevant clients and customers to enable your overall target. The purpose of client engagement is to support clients towards transitioning their business models in line with sustainability goals by strategically accompanying them through a variety of customer relationship channels.

¹⁸ You might not be able to report on all indicators and/or levels of practice (i.e. from left to right), in which case you should report on all applicable indicators on the respective level of practice no matter if it is an action, output or outcome indicator.

- ➔ **For Signatories of the Net-Zero Banking Alliance:** please report on the climate targets set as required in the [Guidelines for Climate Target Setting](#). As a member of the Alliance, you are required to publish first 2030 targets for priority sectors within 18 months and further sectoral targets within 36 months after signing. You can use the PRB template to disclose the required climate target information if its publication date is in line with the committed NZBA timeframe.
- ➔ **For Signatories of the Collective Commitment to Financial Health & Inclusion:** please report on financial health and/or financial inclusion targets set as required in the [Financial Health and Inclusion Commitment Statement](#). As a signatory to the Commitment, you have agreed to set a SMART ambitious target within 18 months after signing. To facilitate your process, please refer to the [Guidance on Target Setting for Financial Health and Inclusion](#) and the [Core Indicators](#) to measure financial health and inclusion. Keep in mind that signatories of the Commitment are encouraged to measure as many indicators as possible from the Core Set or their equivalent to be able to set a SMART impact driven target.

Impact area	Practice ¹⁹ (pathway to impact)									Impact ²⁰		
	1. Action indicators			2. Output indicators			3. Outcome indicators			4. Impact indicators		
	Code	Indicator	Response options & metrics	Code	Indicator	Response options & metrics	Code	Indicator	Response options & metrics	Code	Indicator	Response options & metrics
A. Climate change mitigation	A.1.1	Climate strategy: Does your bank have a climate strategy in place?	Yes / In progress / No	A.2.1	Client engagement process: Is your bank in an engagement process with clients regarding their strategy towards a low(er)-carbon business model (for business clients), or towards low(er)-carbon practices (for retail clients)?	Yes / Setting it up / No; If yes: Please specify for which clients (types of clients, sectors, geography, number of clients etc.)	A.3.1	Financial volume of green assets/low-carbon technologies: How much does your bank lend to/invest in green assets / loans and low-carbon activities and technologies?	bln/mn USD or local currency, and/or % of portfolio; please specify the definition of green assets and low-carbon technologies used	A.4.1	Reduction of GHG emissions: how much have the GHG emissions financed been reduced?	% over time; baseline and tracking GHG emissions in kg of CO ₂ e (or applicable metrics) ²¹
	A.1.2	Paris alignment target: Has your bank set a long-term portfolio-wide Paris-alignment target? To become net zero by when?	Yes / In progress / No; If yes: - please specify: to become net zero by when? - Emissions baseline / base year: What is the emissions baseline / base	A.2.2	Absolute financed emissions: What are your absolute emissions (financed emissions = scope 3, category 15) in your lending and/or	Total GHG emissions or CO ₂ e (please also disclose what is excluded for now and why)	A.3.2	Financial volume lent to / invested in carbon intensive sectors and activities and transition finance: How much does your bank lend to / invest in carbon-intensive	bln/mn USD or local currency, and/or % of portfolio	A.4.2	Portfolio alignment: How much of your bank's portfolio is aligned with Paris (depending on the target set [A.1.2] either 1.5 or 2 degrees)?	% of portfolio (please specify which portfolio; for corporate and business clients: % of sectors financed)

¹⁹ Practice: the bank's portfolio composition in terms of key sectors, its client engagement, and its relevant policies and processes, and, if applicable, its advocacy practices

²⁰ Impact: the actual impact of the bank's portfolio

²¹ If possible and/or necessary, please contextualize the progress: Greenhouse gas emissions might even increase initially because the scope of measurements is extended and financed emissions from a growing proportion of the portfolio are measured, emission factors are updated etc. Emission reductions made by the clients should over time lead to a decrease in GHG emissions financed.

			year for your target? - Climate scenario used: What climate scenario(s) aligned with the Paris climate goals has your bank used?		investment portfolio?			sectors and activities ²² ? How much does your bank invest in transition finance ²³ ?				
	A.1.3	Policy and process for client relationships: has your bank put in place rules and processes for client relationships (both new clients and existing clients), to work together towards the goal of transitioning the clients' activities and business model?	Yes / In progress / No	A.2.3	Sector-specific emission intensity (per clients' physical outputs or per financial performance): What is the emission intensity within the relevant sector?	Please specify which sector (<i>depending on the sector and/or chosen metric</i>): kg of CO ₂ e/ kWh, CO ₂ e / m ² ; kg of CO ₂ e/USD invested, or kg of CO ₂ e/revenue or profit						
	A.1.4	Portfolio analysis: Has your bank analyzed (parts of) its lending and/or investment portfolio in terms of financed emissions (Scope 3, category 15); technology mix or carbon-intensive sectors in the portfolio?	Yes / In progress / No; <i>If yes:</i> please specify which parts of the lending and investment portfolio you have analyzed	A.2.4	Proportion of financed emissions covered by a decarbonization target: What proportion of your bank's financed emissions is covered by a decarbonization target, i.e. stem from clients with	% (denominator: <i>financed emissions in scope of the target set</i>)						

²² A list of carbon-intensive sectors can be found in the [Guidelines for Climate Target Setting](#).

²³ Transition finance is defined as financing the transition towards a low-carbon future in alignment with the Paris climate goals. It entails any form of financial support for non-pure play green activities to become greener and reduce emissions.

	A.1.5	Business opportunities and financial products: Has your bank developed financial products tailored to support clients' and customers' reduction in GHG emissions (such as energy efficient mortgages, green loans, green bonds, green securitisations etc.)?	Yes / In progress / No; Please specify which ones, and what financial volume and/or % of the portfolio they account for		a transition plan in place?							
B. Financial health	B.1.1 *	# of products and services in the portfolio with a focus on financial health	Internal data based. Measures how many of the products and services in the portfolio have a financial health focus. We deem a product or service to have this focus when it facilitates decision making and supports financial health increase based on our definition of financial health. This covers products and services embedded with nudges to simplify decision making, round-up, high yield savings accounts, easy investment tools, etc.	B.2.1 *	# of individuals supported with dedicated and effective financial and/or digital education initiatives	Based on internal data. Measures the number of users (customers and non customers) of financial and/or digital skills-building initiatives offered by the bank. An initiative encompasses courses, programs, training videos, articles, SMS education campaigns, etc. Dedicated means that the initiative was specially created for a defined group of individuals (in many cases a prioritized group). Effective	B.3.1 *	% of individuals with a good and/or very good level of financial skills	Assessment based. Measures the percentage of individuals with a good and/or very good level of financial skills according to the assessment chosen by the financial institution. Should be measured on individuals benefitting from the bank's financial education initiatives.	B.4.1	% of customers with a high level of financial health	Survey and/or transactional data based. Measures the percentage of customers with a high level of financial health according to the score chosen by the financial institution.

						means that the bank has measured if the initiative is successful in generating the desired results of stronger financial skills, and thus, any individual that is supported with the initiative will achieve the desired results. A bank can't count a click as an individual so we encourage that the data is presented as # of individuals for deanonymized users and # of interactions for anonymized users.						
	B.1.2 *	% of relevant employees supported with effective training on financial inclusion, responsible credit and/or financial health	Based on internal data. Measures the percentage of relevant employees supported with effective training on financial inclusion, responsible credit and/or financial health. Including training to attend the needs of prioritized groups. Effective means that the bank has measured if the initiative is successful in generating the desired results of	B.2.2 *	% of customers actively using the online/mobile banking platform/tools	Transactional data based. Measures the percentage of customers logging in, at least once a month, to one of the following digital platforms (measure those applicable for your bank): Online internet banking and/or mobile phone banking and/or digital tools (including	B.3.2	% of customers who use the bank's services to create a financial action plan with the bank	Transactional and/or survey data based. Measures the percentage of customers who create a financial action plan with the bank using the bank's services. A financial action plan is anything that helps the customer build financial resilience. It is done "with the bank" if the bank can visualize,	B.4.2	% of customers for which spending exceeded 90% of inflows for more than 6 months last year	Survey and/or transactional data based. Measures the percentage of customers with a transaction account and/or savings/investment accounts for which spending exceeded 90% of inflows for more than 6 months in the year within the reporting period compared to the total of customers within PRB scope. Focus on main

			stronger skills, and thus, any individual that is supported with the initiative will achieve the desired results. Relevant employees are those the bank prioritizes in the training program due to their direct impact on the customers' financial health			financial health tools)			through the transactions of the customer, the results of the plan.			financial institution customers.
	B.1.3	# of partnerships active to achieve financial health and inclusion targets	Based on internal data. Measures the number of partnerships currently active to achieve financial health and inclusion targets. By active we mean that are currently undergoing actions and generating results. We suggest disclosing the results of the partnerships in the commentary of the reports.				B.3.3	% of customers using overdraft regularly	Transactional data based. Measures the percentage of customers using the overdraft option in their accounts or credit cards, regularly. Overdraft can be used to handle unexpected emergencies but more than 1/3 of the year (banks may deviate if proper reasons are provided) denotes regularity and a precursor to lower financial health	B.4.3	% of customers that feel confident about their financial situation in the next 12 months	Survey based data. Measures the percentage of customers that answered positively to feeling confident about their financial situation in the next 12 months compared to the total number of customers surveyed. By confident we mean not feeling worried about their financial situation.
							B.3.4	% of customers with a non-performing loan	Transactional data based. Measures the percentage of customers with past-due loans ("past due"	B.4.4	% of customers with products connected to long-term saving and investment plans	Transactional and/or survey data based. Measures the percentage of customers with products

									defined by policies at each bank) compared to the total amount of customers with loans in the bank's lending portfolio.			connected to long-term saving and investment plans. "Long-term" will depend on each bank's definition.
							B.3.5	% of customers showing an increase or stable amounts in savings, deposit and/or investment account balances, quarter on quarter.	Transactional data based. Measures the percentage of customers showing an increase or stable amounts in savings and/or deposit AND/OR investment accounts balances, quarter on quarter.	B.4.5	% of customers that would struggle to raise emergency funds or cover with insurance a major unexpected expense	Survey based data. Measures the percentage of customers that would struggle to raise emergency funds or cover with insurance a major unexpected expense. We consider a major unexpected expense, one that the customer hadn't planned for and would require them to spend more than what they have available for secondary expenses in their monthly budget or 1/20th of the country's Gross National Income (banks may deviate if proper reasons are provided). A good example is: unforeseen medical bills, large appliance malfunctioning, car repair, etc. Survey based

												using the question: "If a major unexpected expense arises, how can you cover it right now?" and give the multiple choice options of insurance, emergency funds, loan, credit card, family/friends, etc.
C. Financial Inclusion	C.1.1 *	# of products and services in the portfolio with a focus on financial inclusion	Internal data based. Measures how many of the products and services in the portfolio have a financial inclusion focus. We deem a product or service to have this focus when its design facilitates the access and usage by the prioritized customer. For example, no-fee savings account, low interest microloan, offline access or sim-based banking apps, etc	C.2.1	# of individuals supported with dedicated and effective financial and/or digital education initiatives	Based on internal data. Measures the number of users (customers and non customers) of financial and/or digital skills-building initiatives offered by the bank. An initiative encompasses courses, programs, training videos, articles, SMS education campaigns, etc. Dedicated means that the initiative was specially created for a defined group of individuals (in many cases a prioritized group). Effective means that the bank has measured if the initiative is	C.3.1 *	% of individuals with a good and/or very good level of financial skills	Assessment based. Measures the percentage of individuals with a good and/or very good level of financial skills according to the assessment chosen by the financial institution. Should be measured on individuals benefitting from the bank's financial education initiatives.	C.4.1	% of customers with 2 or more active financial products, from different categories, with the bank	Transactional data based. Measures the percentage of customers with 2 or more active financial products, from different categories, with the bank. By active we mean there's at least one usage per month. By category we mean credit/debt, savings/deposit/payment, insurance, investment, etc. Once a target has been set for this indicator, we encourage banks to ensure responsible selling policies or other initiatives so that the target doesn't become a toxic incentive.

					successful in generating the desired results of stronger financial skills, and thus, any individual that is supported with the initiative will achieve the desired results. A bank can't count a click as an individual so we encourage that the data is presented as # of individuals for deanonimized users and # of interactions for anonymized users.						
	C.1.2 *	% of relevant employees supported with effective training on financial inclusion, responsible credit and/or financial health	Based on internal data. Measures the percentage of relevant employees supported with effective training on financial inclusion, responsible credit and/or financial health. Including training to attend the needs of prioritized groups. Effective means that the bank has measured if the initiative is successful in generating the desired results of stronger skills, and thus, any individual that is supported with the initiative	C.2.2	% of customers with effective access to a basic banking product	C.3.2	% of customers supported with dedicated customer journey/advisory services	"Transactional data based. Where dedicated customer journey/advisory services are in place for prioritized groups , this indicator measures the percentage of customers using such services. Depending on size of bank, either number or percentage can be the unit of measure.			

			will achieve the desired results. Relevant employees are those the bank prioritizes in the training program due to their direct impact on the customers' financial health			money accounts, etc.						
	C.1.3	# of partnerships active to achieve financial health and inclusion targets	Based on internal data. Measures the number of partnerships currently active to achieve financial health and inclusion targets. By active we mean that are currently undergoing actions and generating results. We suggest disclosing the results of the partnerships in the commentary of the reports.	C.2.3	# of new customers per month	Transactional data based. Measures the number of new customers per month. Once the bank sets a target, this indicator can become a KPI to measure the percentage of new customers from the prioritized groups, per month.	C.3.3 *	% of customers actively using the online/mobile banking platform/tools	Transactional data based. Measures the percentage of customers logging in, at least once a month, to one of the following digital platforms (measure those applicable for your bank): Online internet banking and/or mobile phone banking and/or digital tools (including financial health tools, if applicable)			