

Good afternoon,

Fellow speakers and Development Forum 2022 attendees.

Dear all:

I'm Jeannette Ruiz Delgado the Vicepresident of Alide and President of the board of director of Costa Rica's biggest bank, Banco Nacional.

It is an honor for me to tell you about the sustainable and socially responsible bank, with a decisive role in the development and progress of the country.

As the largest bank in our country, Banco Nacional has been highlightable as a benchmark, as an ethical and transparent bank.

These two subjects, ethical banking and transparency, are key items to strengthen the business as improving the financial health of our stakeholders.

In recent years our work has been based on principles and values that allow us to respond in a timely manner to global challenges such as those derived from the economic and health crisis caused by COVID 19.

We based our management by encouraging innovation capable of breaking paradigms and setting trends in our country's finances, always seeking socioeconomic growth the sustainable life for the well-being of Costa Rican society.

This is our approach to Sustainable Banking, which is made up of elements such as:

1. The efficiency and effectiveness of a robust Corporate Governance Model efficient and effective.
2. The integration of environmental, social and governance criteria, known as the ESG factors in the business strategy, is accompanied by indicators of best practices and healthy regulations.
3. Excellent customer-centered management that seeks to satisfy the needs and expectations of stakeholders.

This approach has led us to drive a more human sustainable bank. That's why in recent years we have worked to strengthen the businesses from a triple utility line perspective.

We conceptualized a sustainable finance strategy where different actions come together, such as:

1. The strengthening of the risk culture with Environmental, Social and Governance, the ESG criteria.
2. The mobilization of national and international economic funds for sustainable development projects.

3. The definition of credit lines aimed to promote sustainable investments.
4. The continuous improvement of processes in the pursuit of the institutional efficiency resources and the empowerment of women.
5. The strengthening of micro, small and medium-sized enterprises.

The micro, small and medium-sized enterprises have benefited from a history of more than 2 decades of bank experience, promoting their development and growth.

It is important to point out that 42% of Banco Nacional's credit portfolio is made up of micro, small and medium-sized companies additionally, 51.20% of the total client portfolio is made up of women, who have increased their participation by 2.48% in the last 5 years.

Through these groups, we strengthen our commitment to reduce gender gaps, by increasing equal opportunities that empower women, improvements in the levels of economic productivity and unrelated to environmental degradation.

We also strengthen our commitment through the diversification of financial products, with social, economic, and without environmental impacts, that would allow the construction of a more sustainable Costa Rica.

We have come a long way, but we still have a way to go to achieve our sustainable goals.

For this reason, we have developed important alliances that allow us to meet goals that we have established.

Thanks to these alliances, we are mobilizing US\$377 million dollars of our international funds from the Inter-American Development Bank (IDB) Group, FINDEV CANADA, the French Development Agency and the European Union.

Thanks to this management, we have become the first Costa Rican bank to release Social Bonds.

The importance of this kind of bonds is the support that will be provided to those businesses financed by our Banco Nacional Women Programme portfolio, known as BN Mujer to promote the leadership of women in Costa Rica.

At the same time, we are working with the European Union and the French Development Agency on a program to finance the decrease of our carbon footprint as a country.

With this line of financing, we will favor various economic activities with low emissions such as consumption, services, industry, agriculture, livestock farming and tourism.

It is important to add that the route outlined to mobilize these resources will allow us to make sustainable investments that incorporate Environmental, Social and Governance, ESG, criteria.

In this way, business processes will be set as a goal to nourish Micro, Small and Medium Enterprises, the empowerment of women and the increase in their participation in various economic activities that support the generation of jobs in the country.

The cooperation between Banco Nacional and international organizations allows us to increase the positive impact of the banking industries in Costa Rican society. 108 years of existence allows us to be the bank that is an ally of people and companies that work to achieve economic reactivation with due diligence which comes from responsible business conduct.

We assumed commitments such as the United Nations Global Compact, the Principles of Responsible Banking and the Green Protocol.

This led us to promote in Costa Rica the application of the Environmental and Social Risk Analysis System, known as SARAs, through which we mitigate the negative impacts of our credit portfolio and we favor the investments of our clients.

Also, as the challenge of accompanying our stakeholders in a transition to modern and secure digital banking.

Our commitment is to continue every day and for many more years to be close to each of our clients.

That's why we work every day to offer a wide range of financial products and services that allow a positive transition towards a more sustainable future.

Thank you for your attention and have a good afternoon.