



# Earnings Release

# 3Q21

**For further info**

Point your mobile for  
MD&A 3Q21





# One bank for each customer

Proximity and personalization



## + Specialized Service

### SME

More than **7k** qualified and dedicated professionals

### Agribusiness<sup>1</sup>

995 portfolios  
269.5k customers

### Private

27 offices, 8 dedicated to rural megaproducers  
79 municipalities  
261 bankers

Best Bank in the World in Private Banker Education and Training <sup>2</sup>

## to + customers

**21.9 million**

Digital Customers

**+12.3%** Sep21/Sep20

**More than 7 million** individuals with specialized relationship

## With + Analytical Intelligence

**Advisor Robot** and **Investment simulator**

**R\$ 1.4 billion** raised in the 3Q21

**+37.0%** 3Q21/3Q20

### Feeling analysis AI

AI Tool to better understand customer needs  
SAC BB and CRBB





# Ensuring the best convenience

Full experience in every channel



## Omnichannel Credit

**62% of credit**  
transactions in the 3Q21



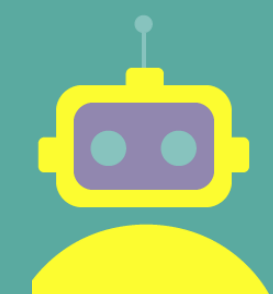
## Credit limit Self-management

**+R\$ 972 million**  
in credit limit in the 3Q21



## WhatsApp

Pre-approval of  
financing and costing



## Debt renegotiation

through WhatsApp  
**R\$ 141.7 million in**  
**11.6k agreements**  
in the 3Q21

**CIO100 Winner 2021**  
IT Innovation and Business  
Value

Present in **96.6%** of Brazilian municipalities



**Own  
Network**

**MAIS**



**18,980**  
correspondents

**18,306** Transactional  
**674** Business

**+89.2%**  
over Sep/20

Digital Channels



**8.8 million**  
Daily peak of **users in**  
**the App** in the 3Q21

**126.9 million**  
Interaction through  
Virtual assistants in  
the 3Q21  
**+159.1%** over 3Q20

**90.3%**  
Resoluteness of virtual  
assistants services  
In the 3Q21



# Improving Satisfaction

## NPS

**Continuos growth in all operating segments**

**General BB NPS: + 8 points**  
(sep21/sep20)

## Complaints Central Bank

Central Bank Sustained Claims:  
**-37.2%** (3Q21/3Q20)

**The lowest amount in history**

## Service Evaluation

Individuals: **4.80**  
Companies: **4.86**  
716.5k evaluations  
in September/2021 (grades 1 to 5)

## BB App

 **4.7** 2.2 million evaluations

 **4.6** 4.2 million evaluations



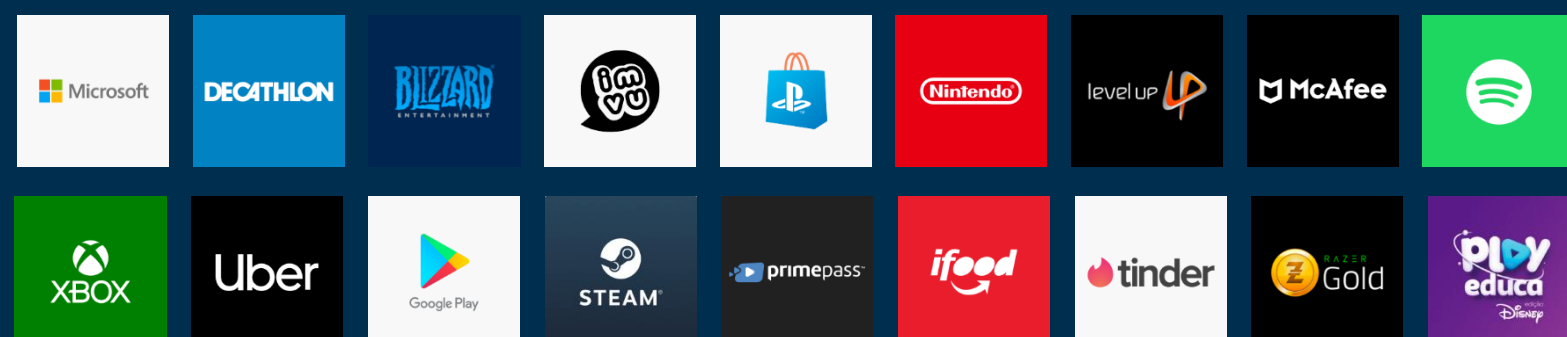


# Innovating in offering solutions beyond banking



## Gift Cards

The brands that our customers like  
**+ than 1 million** sold in 2021



## Vantagens BB

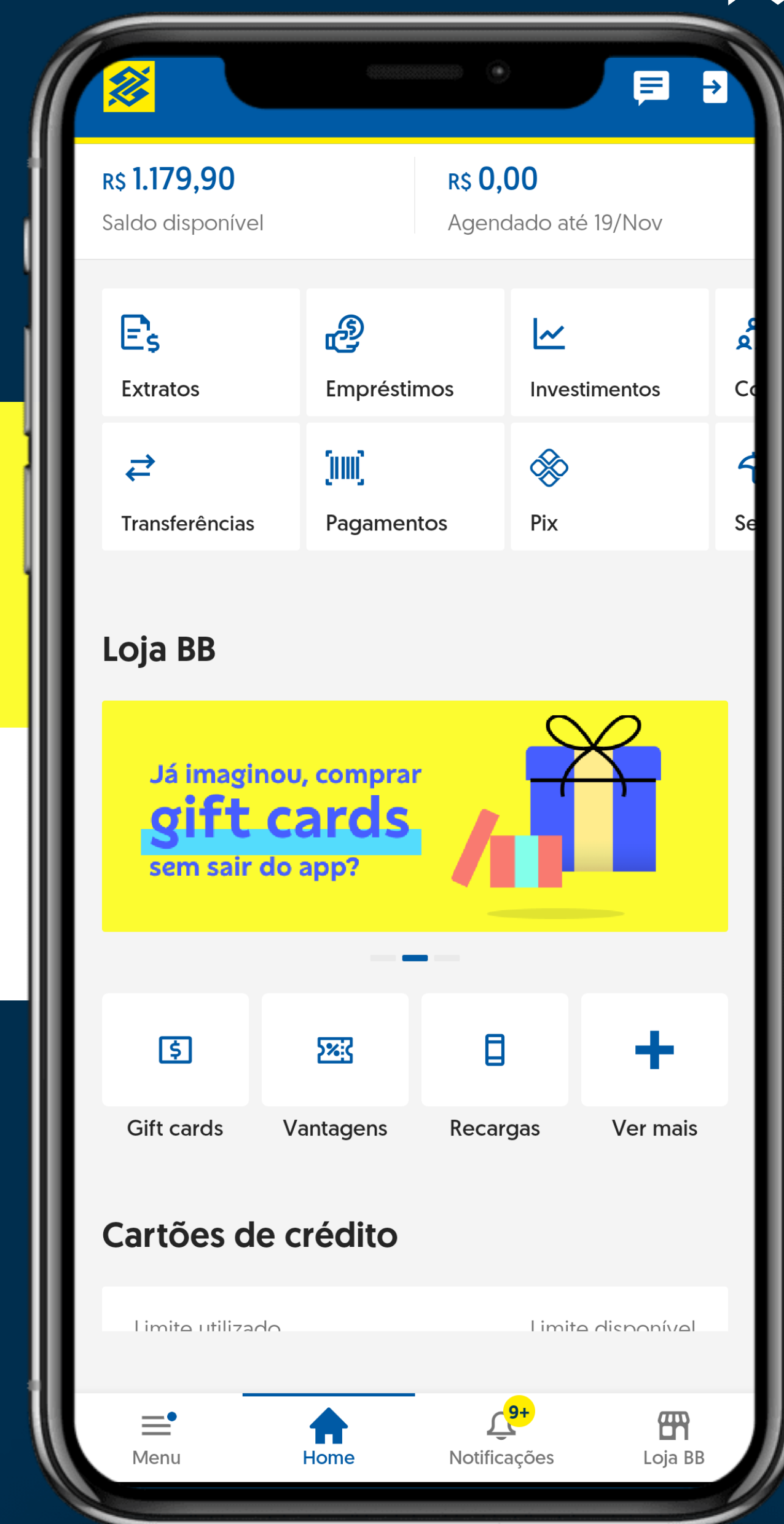
Discounts and special benefits that only BB offers

**11 million** hits on 9M21

**225 promotions** in the 3Q21

## Marketplace Affiliates Launch

Cashback for BB customers<sup>1</sup>  
in purchases made through  
Loja BB in the App



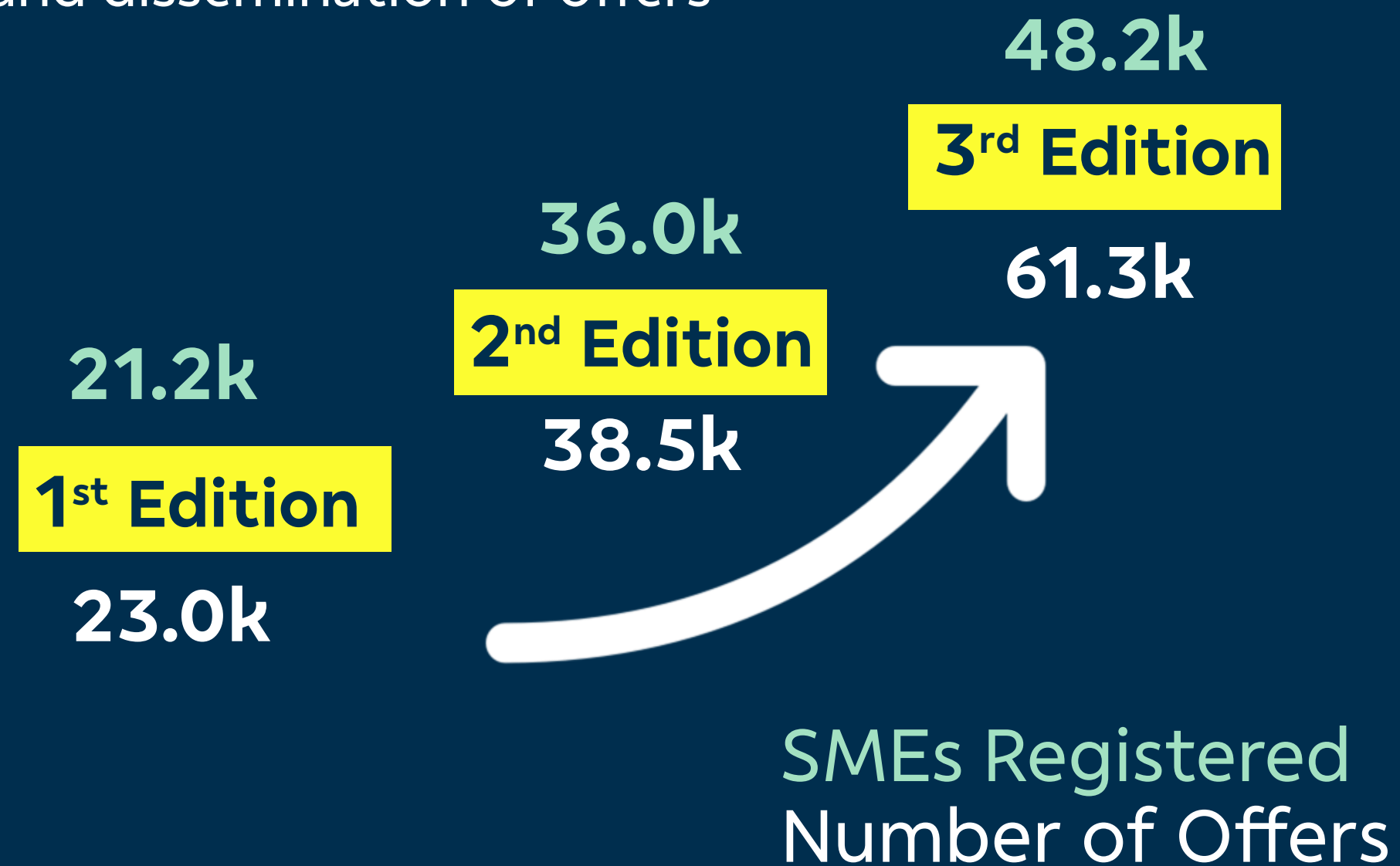
(1) For purchases made through the BB App link

# Diversifying the digital ecosystem



## MPE Week 2021

Support movement for SMEs, with its own  
hotsite and dissemination of offers



**Agribusiness  
Plataform**

Launch in July/2020



**R\$ 1 bn  
In closed  
deals**

**Platform  
Accesses**

20k

336k

**Available  
Products**

481

1,570

Sep/20

Sep/21

## Clube de benefícios

Automatic rewards on products and services, micro  
rewards, points and exclusive advantages

**1.2 million** active customers

## Cashback with Points

Cashback in the ponto pra você program

**13 million**

Participating customers

**+ than R\$ 70 million**

in cashback on 9M21

# Being sustainable

## Sustainable Loan Portfolio

Total: **R\$ 282.1 billion** + 18.9% over Sep/20

### Social Loans



### Best Socio-Environmental Practices



### Low Carbon Agriculture



### Companies



Listed in:

Member of  
**Dow Jones**  
Sustainability Indices  
Powered by the S&P Global CSA



ESG Portfolio  
Validation Process



Taxonomia  
União Europeia



## Highlights

### Financing

### Renewable Energy

R\$ 7.4 billion  
in Sep21

### Investments

### ESG Funds

R\$ 4.4 billion AuM  
+ 182.7% Sep21/Sep20

### Green Commercial Paper

### LCA Verde

R\$ 158.4 million  
captured in 3 months

### Recognitions

The World's Most Sustainable  
Bank in 2021



The Most Sustainable Bank in  
South America in 2021



Considered as a reference in  
transparency in reports





Proximity  
Digital in Practice  
Profitability

Earnings  
9M21 / 9M20

## Adjusted Net Income

**R\$ 15.1 billion**

Growth of 48.1%

Market ROE: 15.0%

## Loan Portfolio

**R\$ 814.2 billion**

Growth of 11.4%

With NPL +90 of 1.82%

## Dynamics of revenues and expenses

NII: **+5.3%**

Fee Income: **+1.0%**

Administrative Expenses: **+0.2%**

Cost to Income Ratio: 35.9%

**Robust CET1**  
**13.17%**





Performance





# Results

## Adjusted Net Income

**R\$ 15.1 billion**  
on 9M21 **+ 48.1%**  
9M21/9M20

**R\$ 5.1 billion**  
on 3Q21 **+ 2.0%**  
3Q21/2Q21

### Adjusted Net Income

R\$ billion

Market ROE<sup>1</sup> %

12.0 14.4 14.3

+47.6%

+2.0%

3.5

5.0

5.1

3Q20

2Q21

3Q21

12.0 15.0

+48.1%

10.2

15.1

9M20

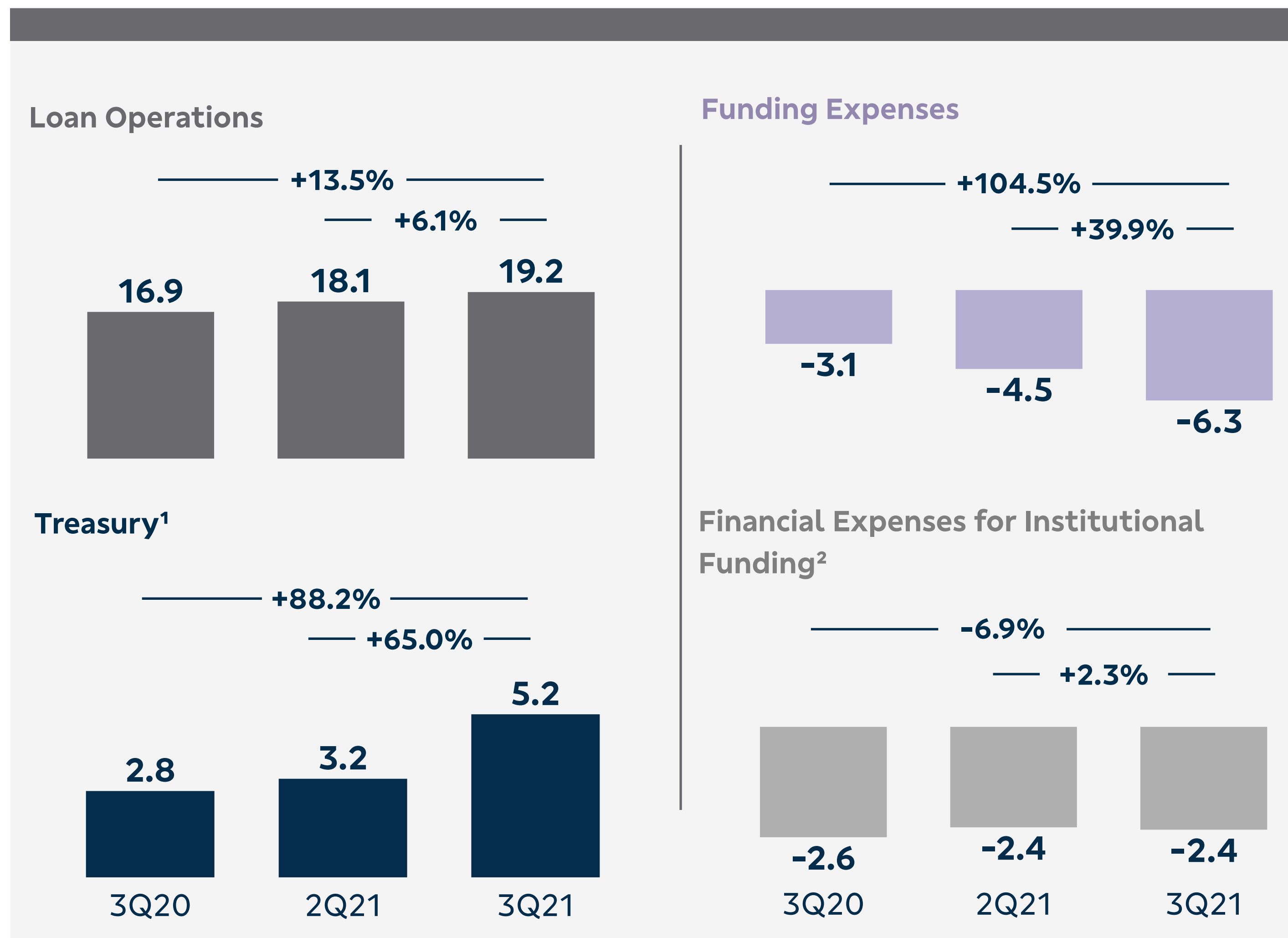
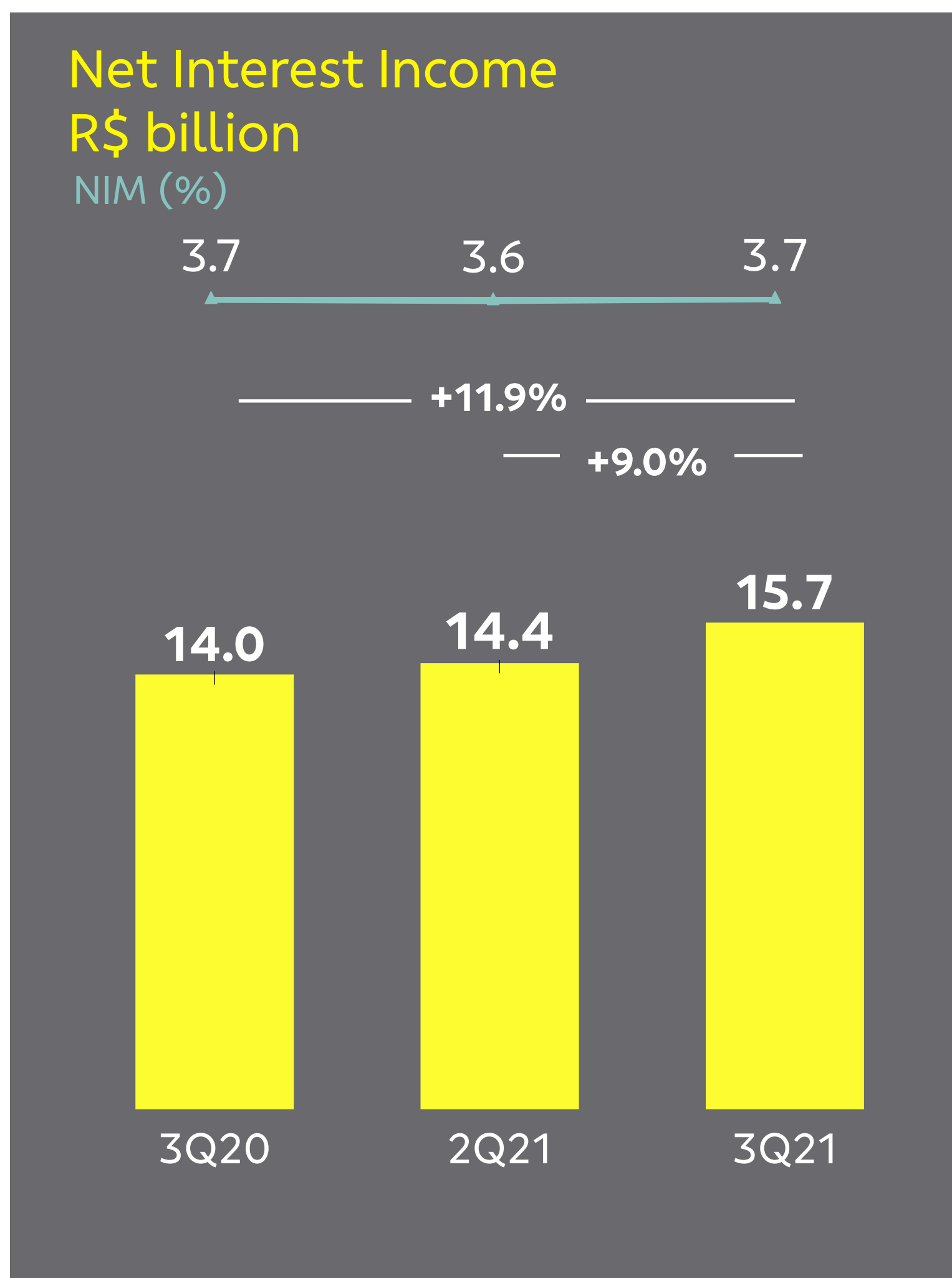
9M21

(1) Market ROE: metric that the main market analysts use to project results. The index is annualized using the linear method.





# Net Interest Income



(1) It includes the result from interest, tax hedging, derivatives and other financial instruments that offset the effects of the exchange rate variation in the result.

(2) It includes senior bonds, subordinated debt and Hybrid Instruments in Brazil and abroad.

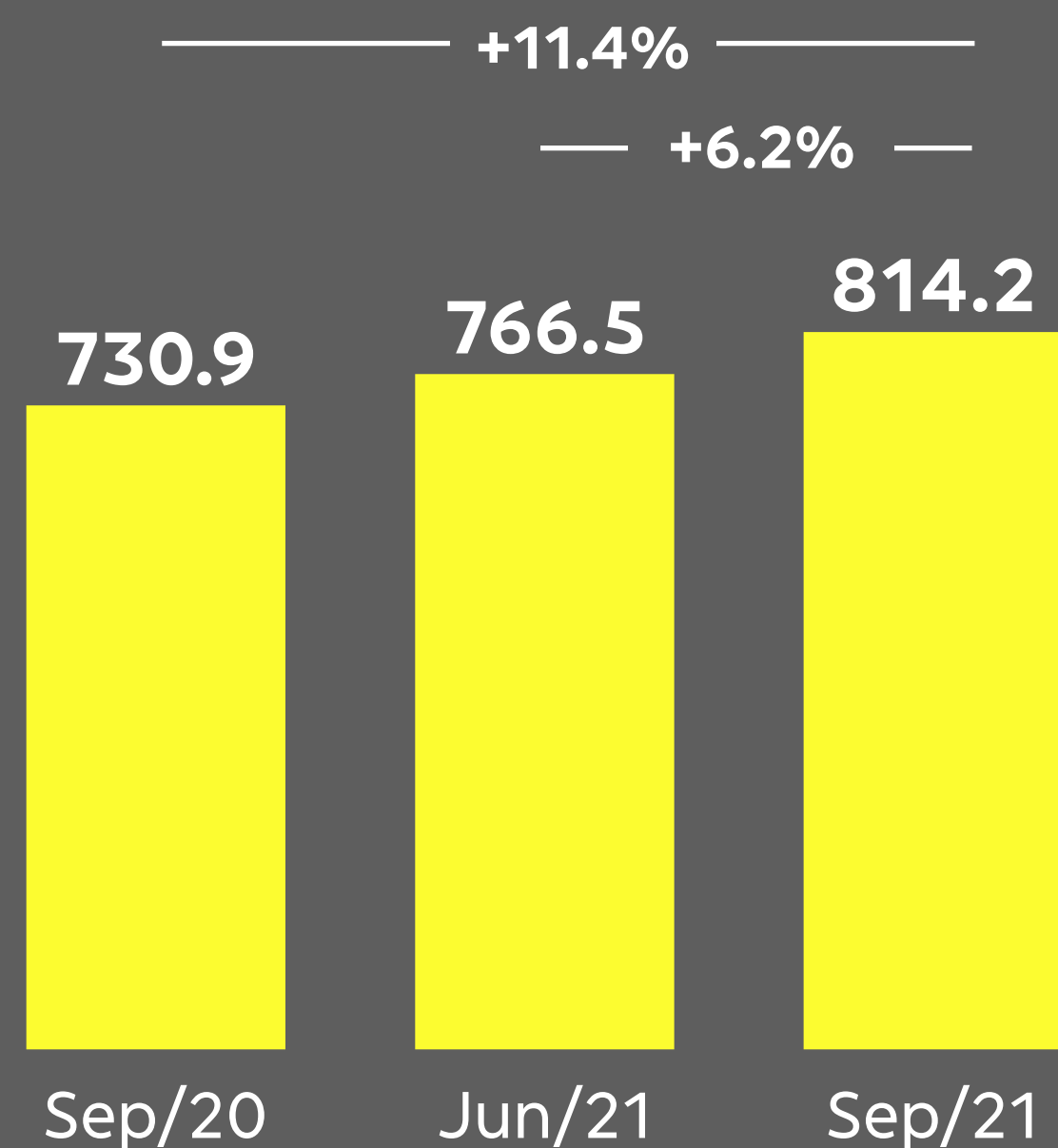




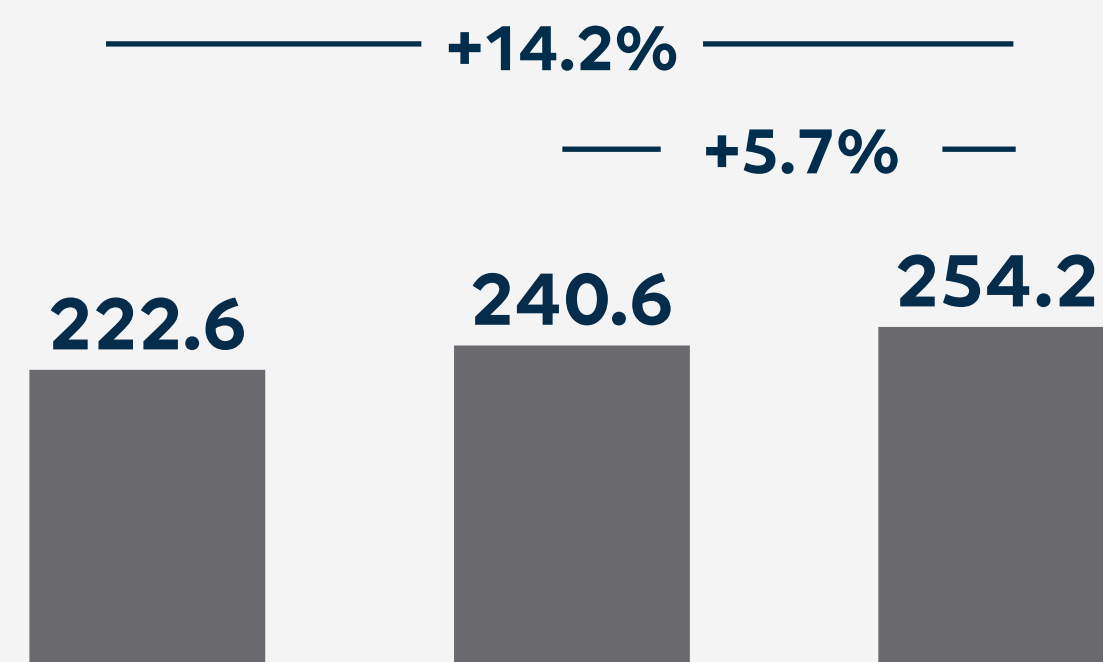
# Loan Portfolio

## Expanded Loan Portfolio<sup>1</sup>

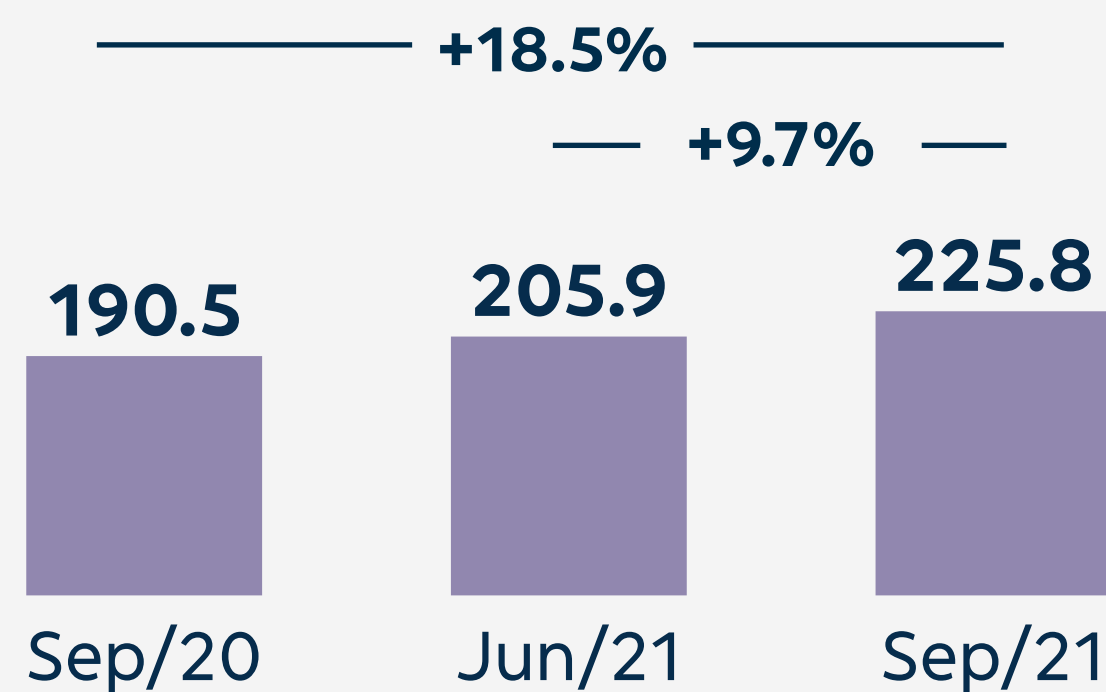
R\$ billion



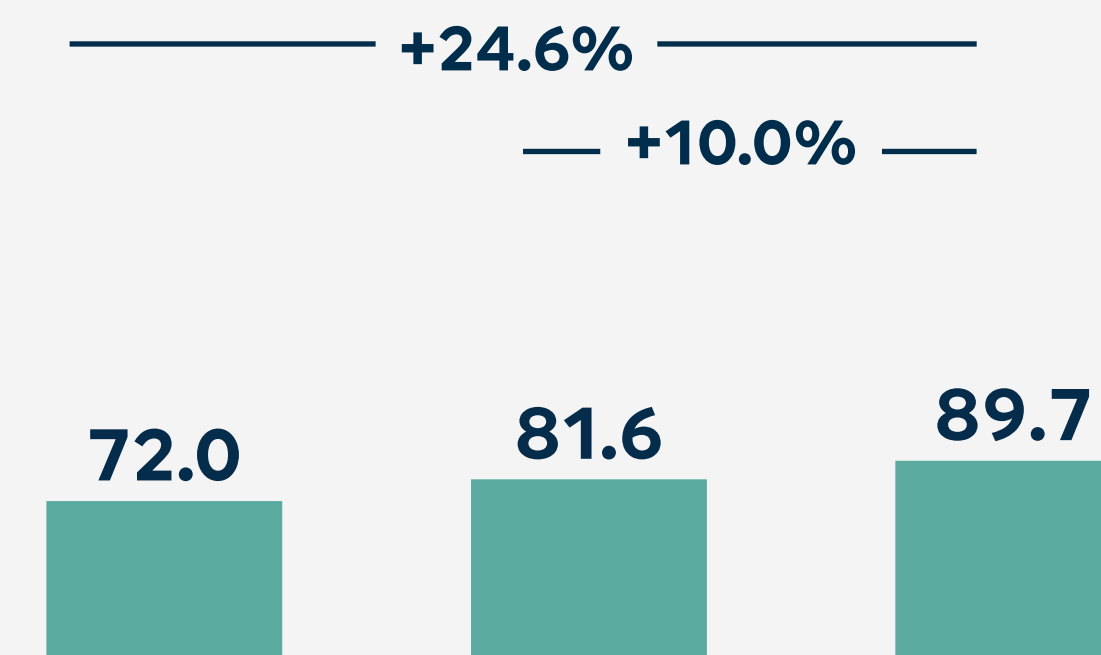
## Individuals



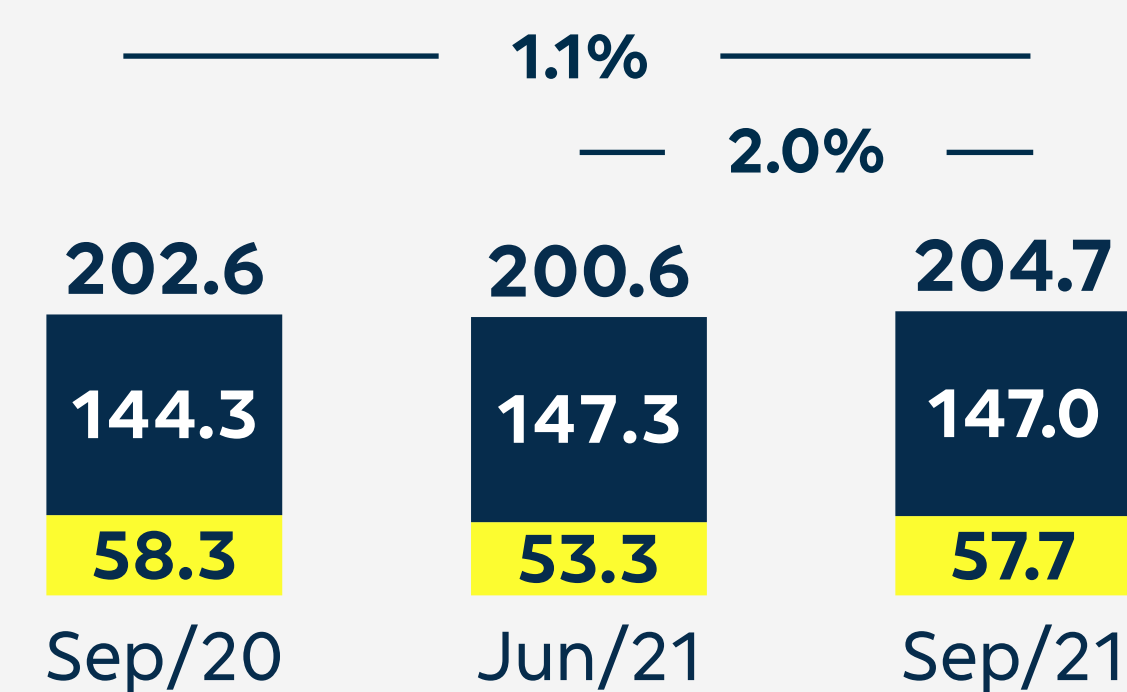
## Agribusiness



## SME



## Corporates + Government



■ Corporates ■ Government

(1) It includes private securities and guarantees provided.



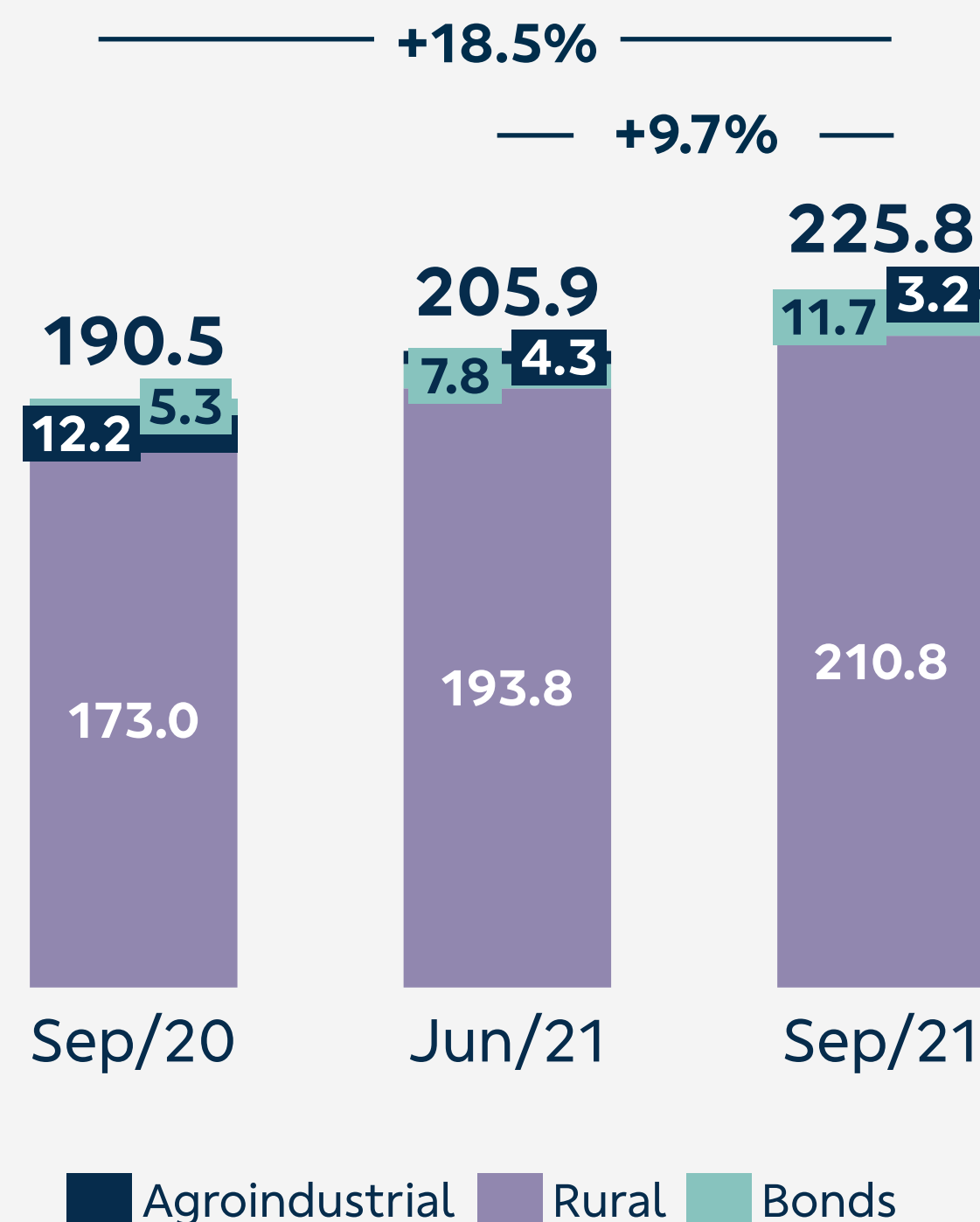


# Agribusiness partner

BB Agribusiness Market Share  
**53.7 %**

**Record**

## Agribusiness Loan Portfolio



## Agribusiness Bonds

**CDCA**  
**+483.3%**  
Sep21/Sep20

**Rural Product Notes**  
**51.3%**  
Sep21/Sep20

## BB Agribusiness Strategy

35 actions to strengthen the presence in Agribusiness in 5 operation areas

○ Proximity    ○ Rural Business    ○ Value Chains    ○ Digital Agro    ○ Simplifies Agro

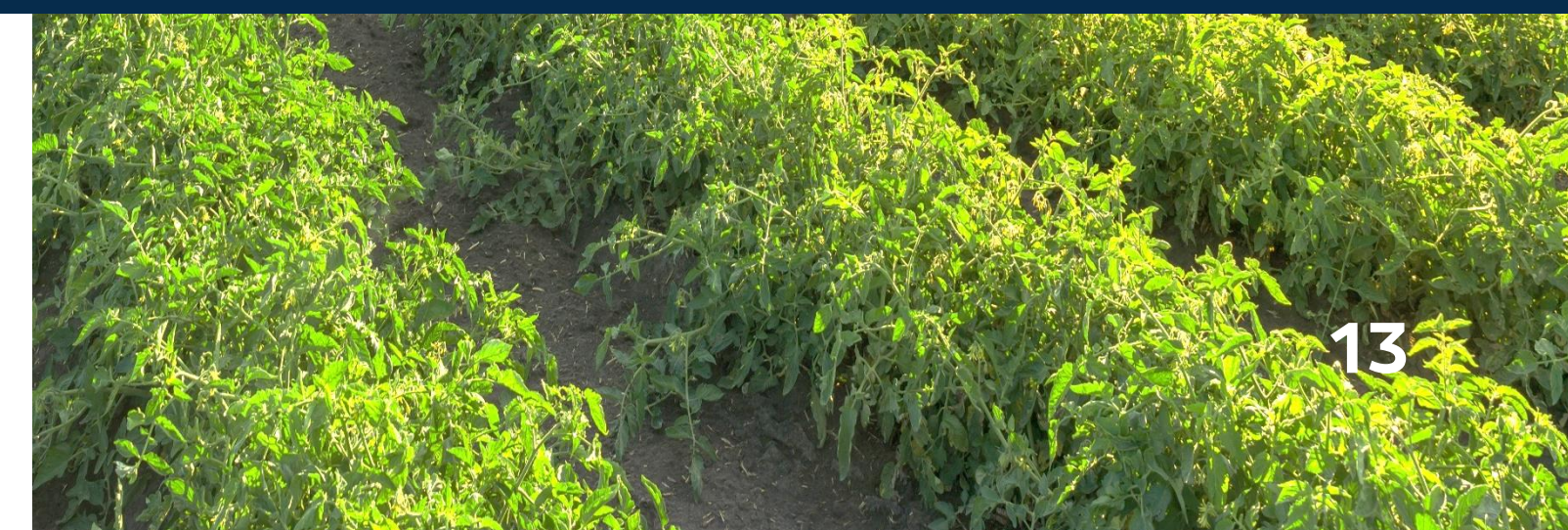
## Harvest Plan 2021/2022

**R\$ 46.1 billion**

in disbursements on 3Q21

**+ 60%** compared to the same period of the previous harvest

**Loan operations in 4,715 cities**





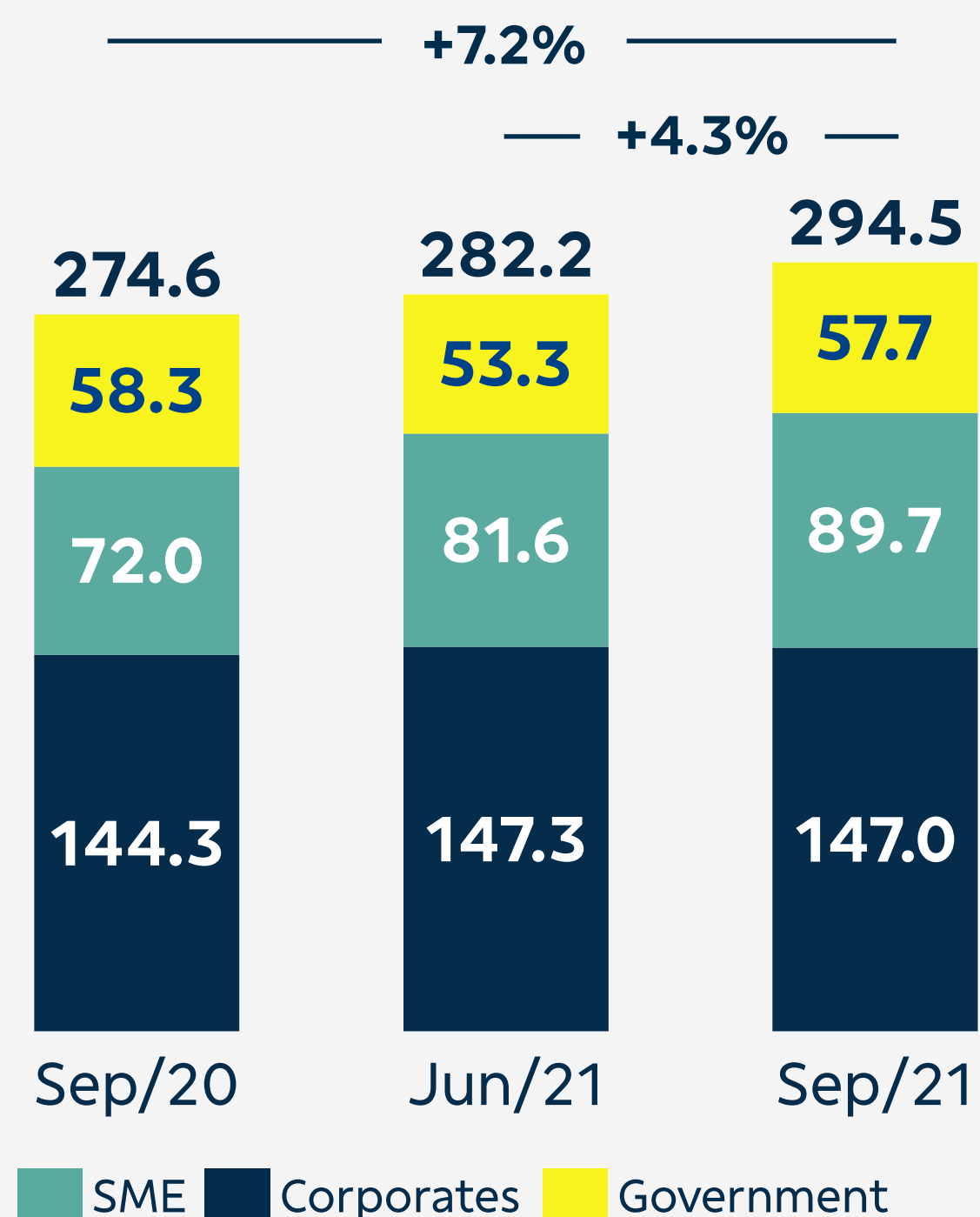


# Sinergy and Profitability in the relationship with companies

Best Bank for SMEs  
in Latin America  
2021  
by Global Finance



Companies Portfolio



## SME

Portfolio growth with shift to more profitable mix

**+ 24.6%**  
Sep21/Sep20

## Pronampe

SME support for resumption

**R\$ 8.1 billion**  
Disbursement in the 3Q21

## Elos Produtivos

Profitability and prospecting for SMEs - Corporate, Government and Agro

**R\$ 15.4 billion**  
Total disbursement in 9 months

## ACC / ACE

Credit lines for foreign trade

**+ 22.3%**  
Sep21/Sep20





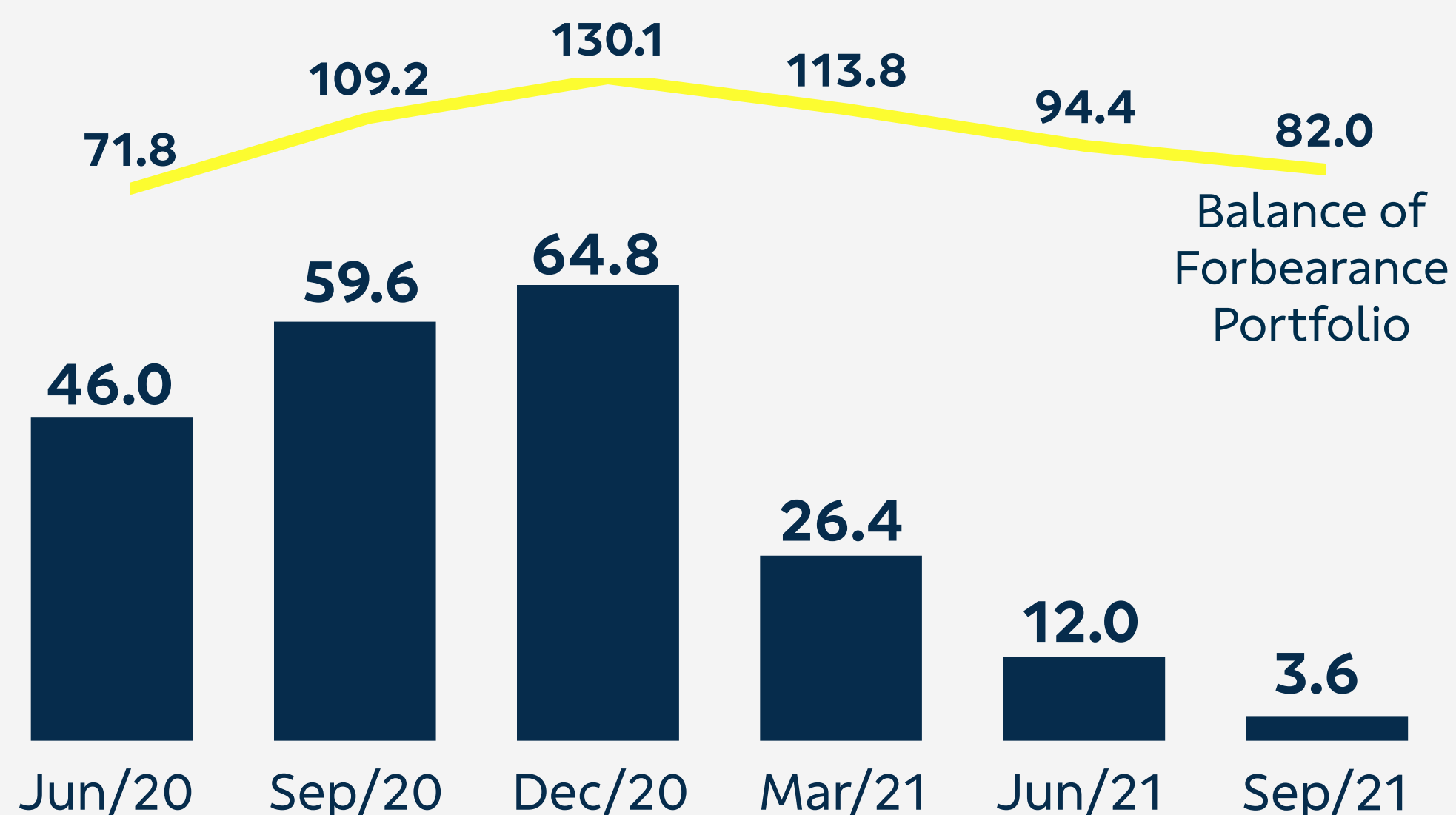
# Forbearance Portfolio Flow

NPL +15: 3.73%

NPL +90: 2.29%

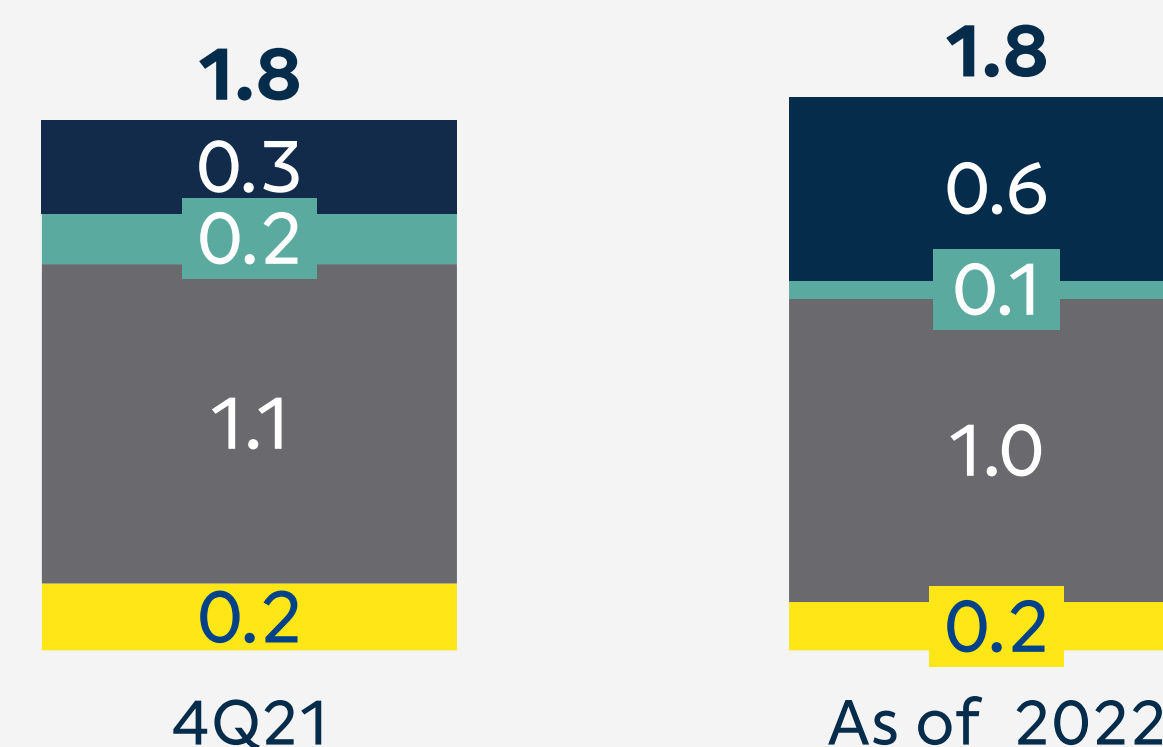
## Grace Periods

R\$ billion



## Flow of exit from grace periods

R\$ billion



Companies SME Individuals + Agri Government

91.5% with  
rating **AA-C**

70.6% with  
guarantees

97.6% were due  
transactions<sup>1</sup>

17.6 years average  
relationship time

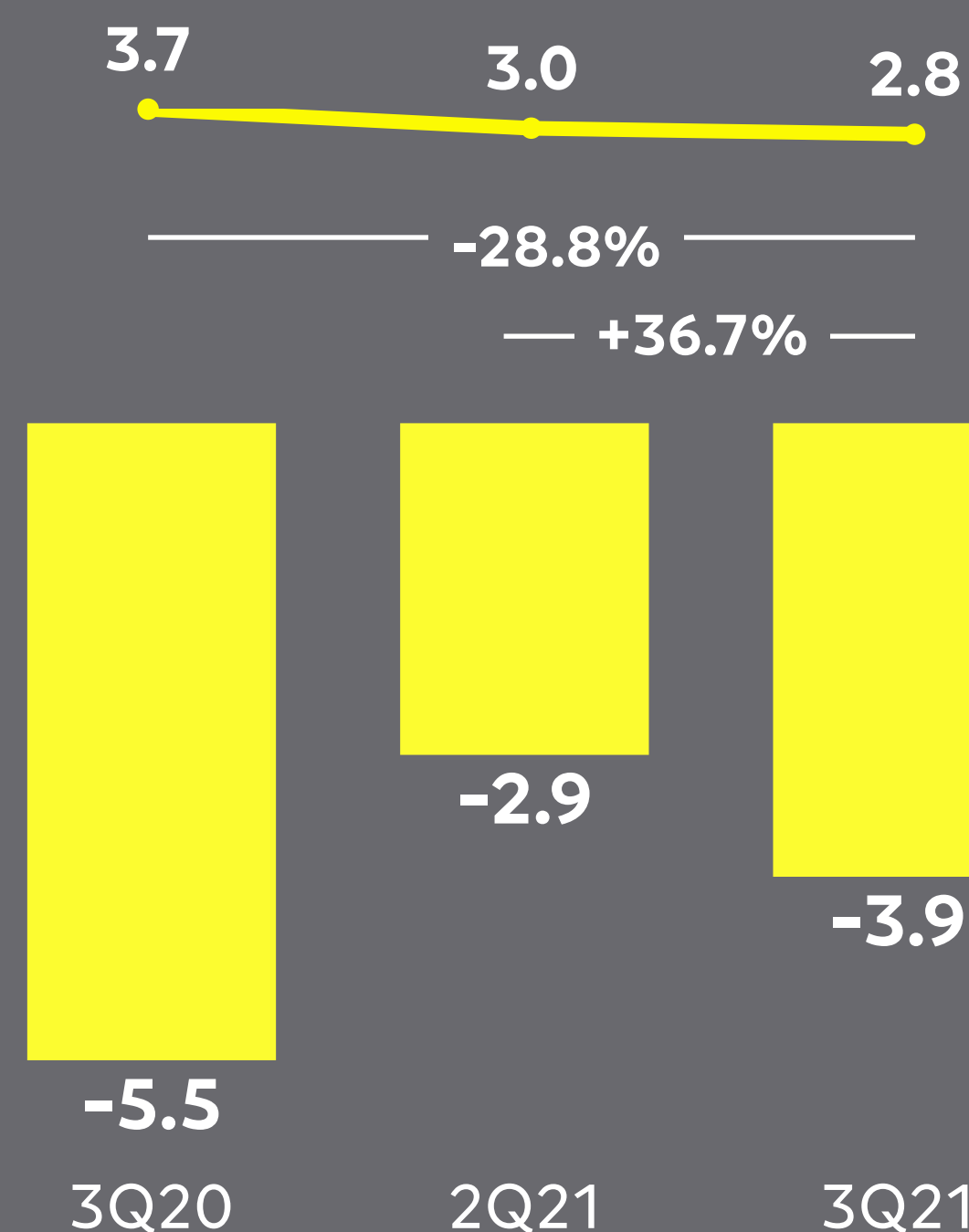
(1) In the last 12 months



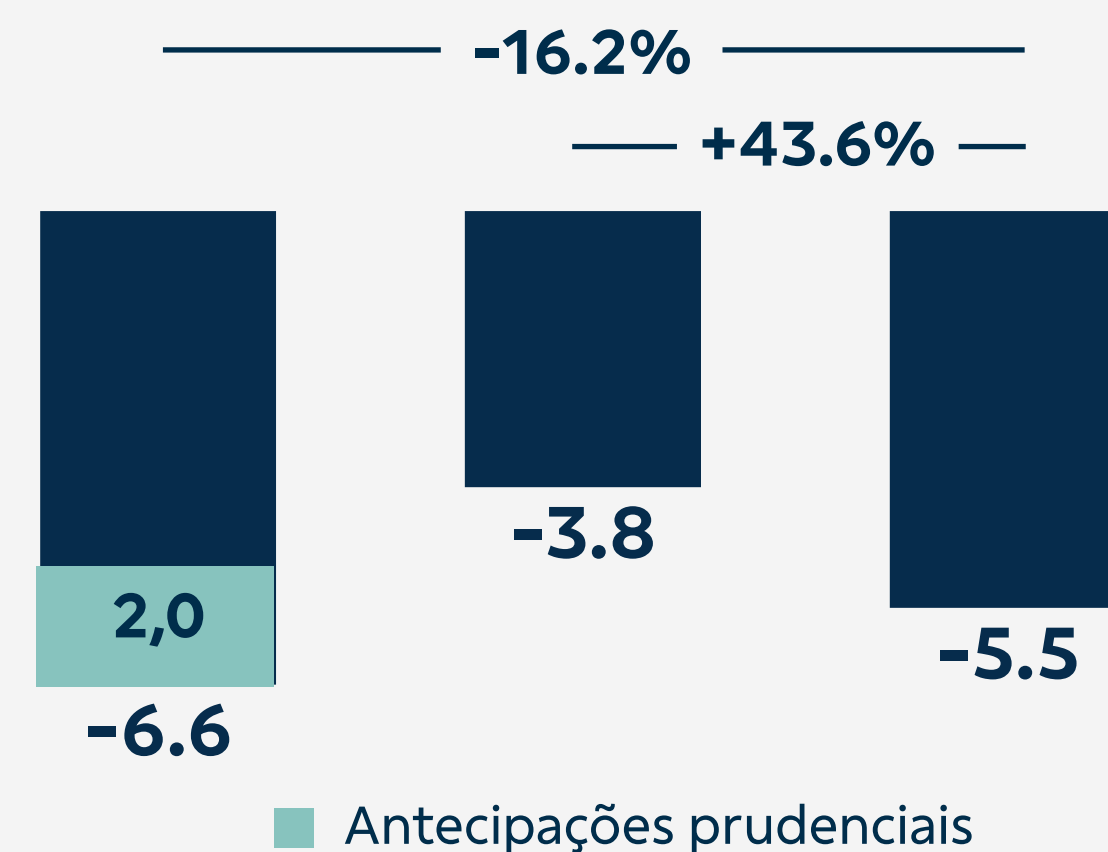
# ALL Expanded View

## ALL Expanded View R\$ billion

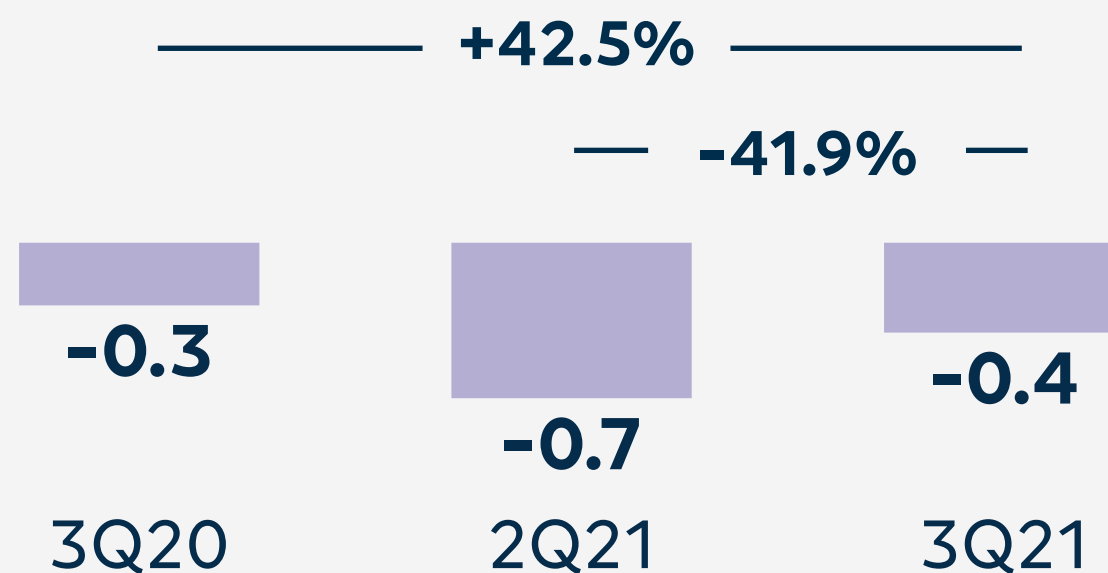
Cost of Credit (%)<sup>1</sup>



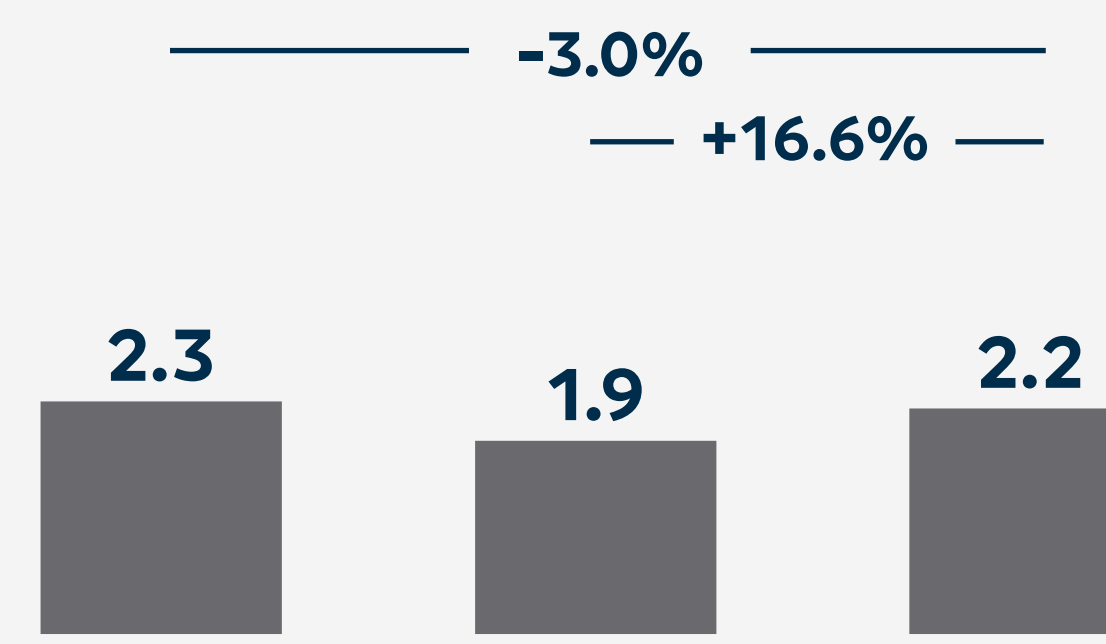
### Credit Risk



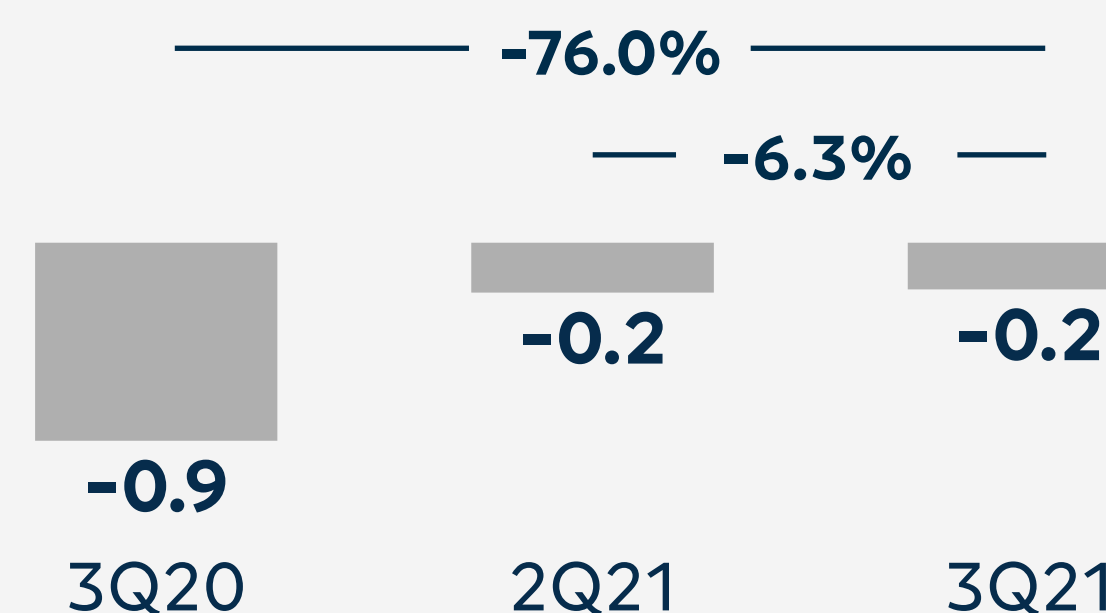
### Discounts Granted



### Recovery of Write-offs



### Impairments



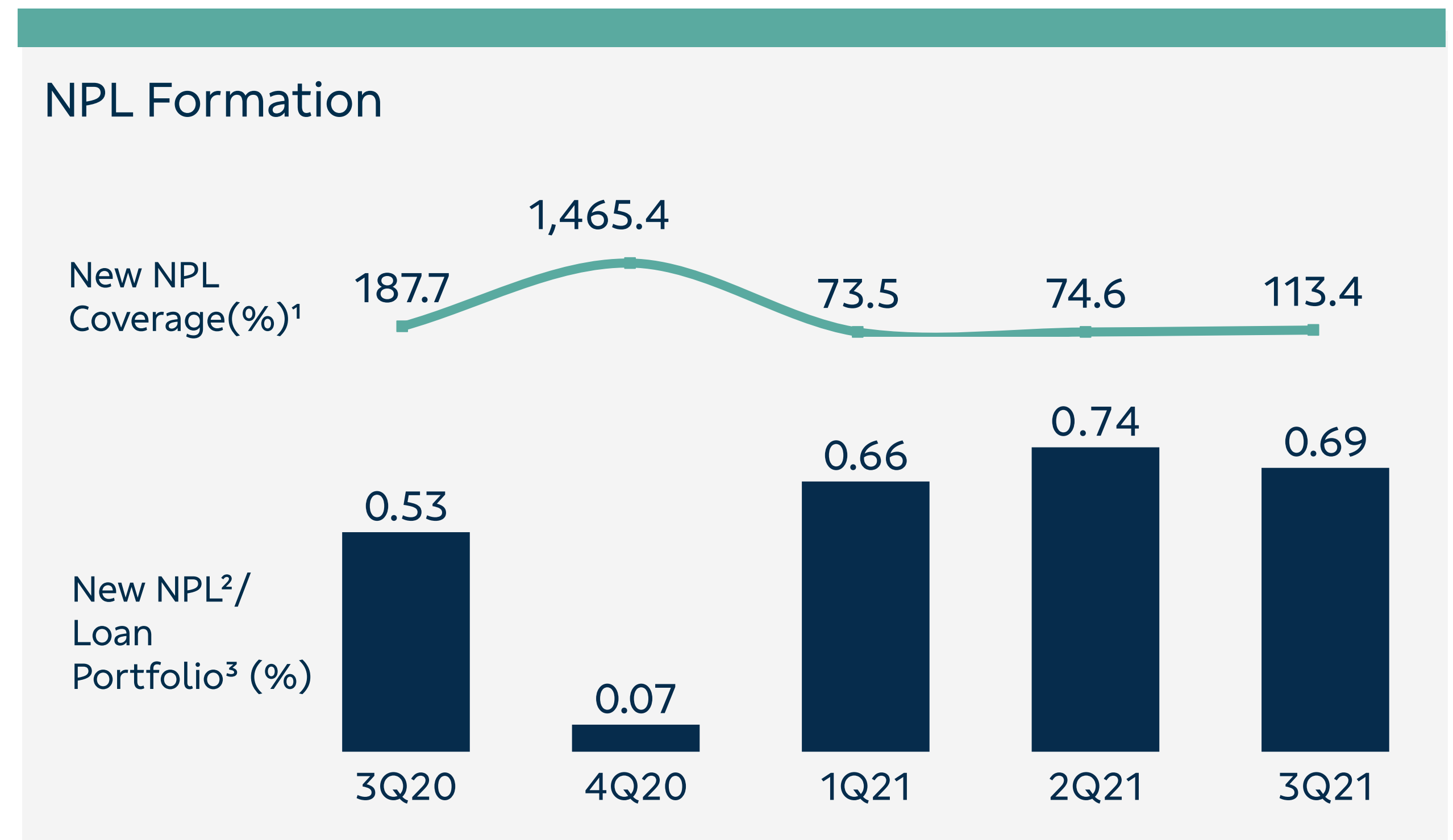
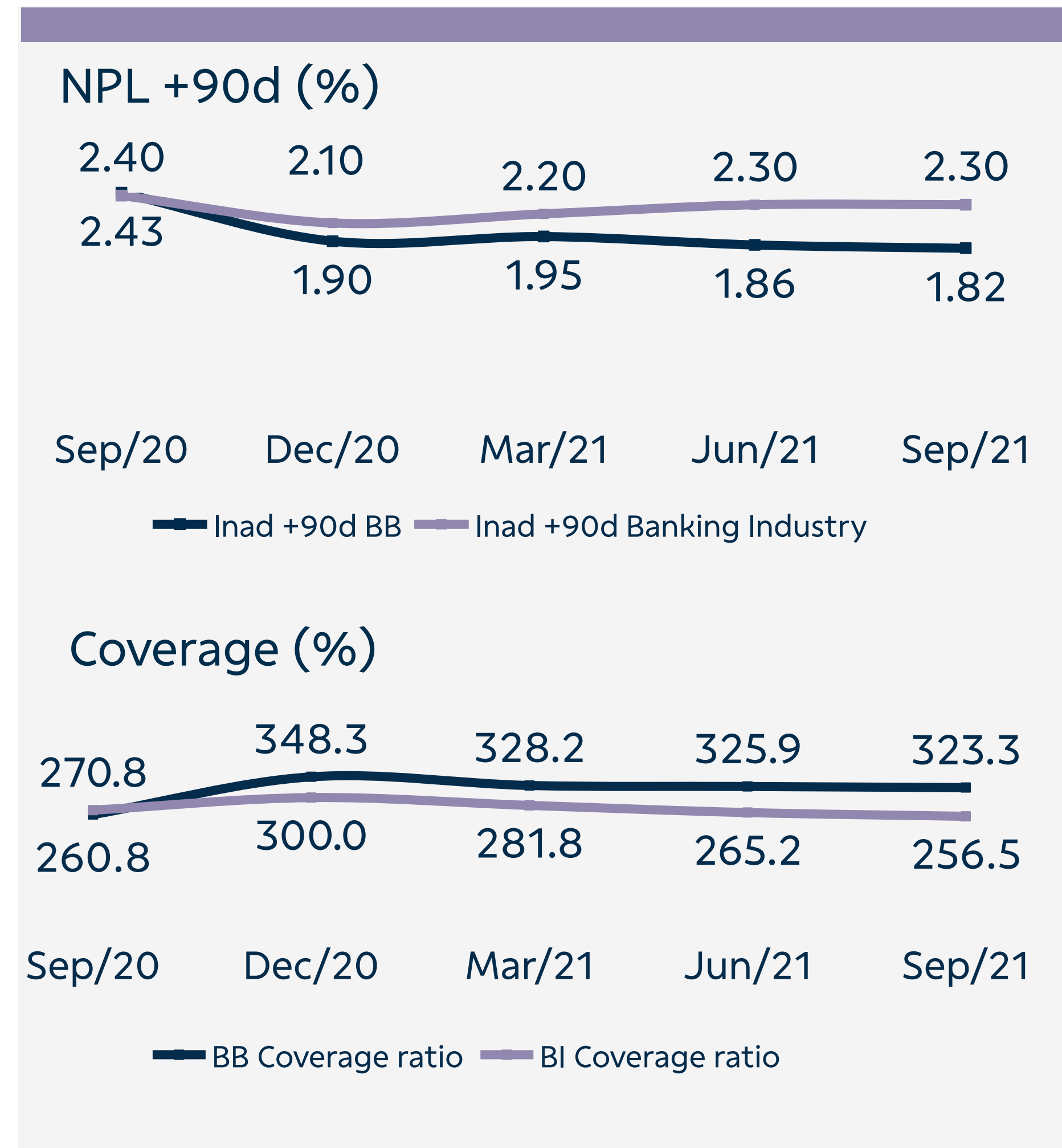
ALL Expanded View 9M21: **-R\$ 9.3 billion** >>> -44.4% over/9M20

(1) ALL expenses accumulated in 12 months / 12 months Average Loan Portfolio.





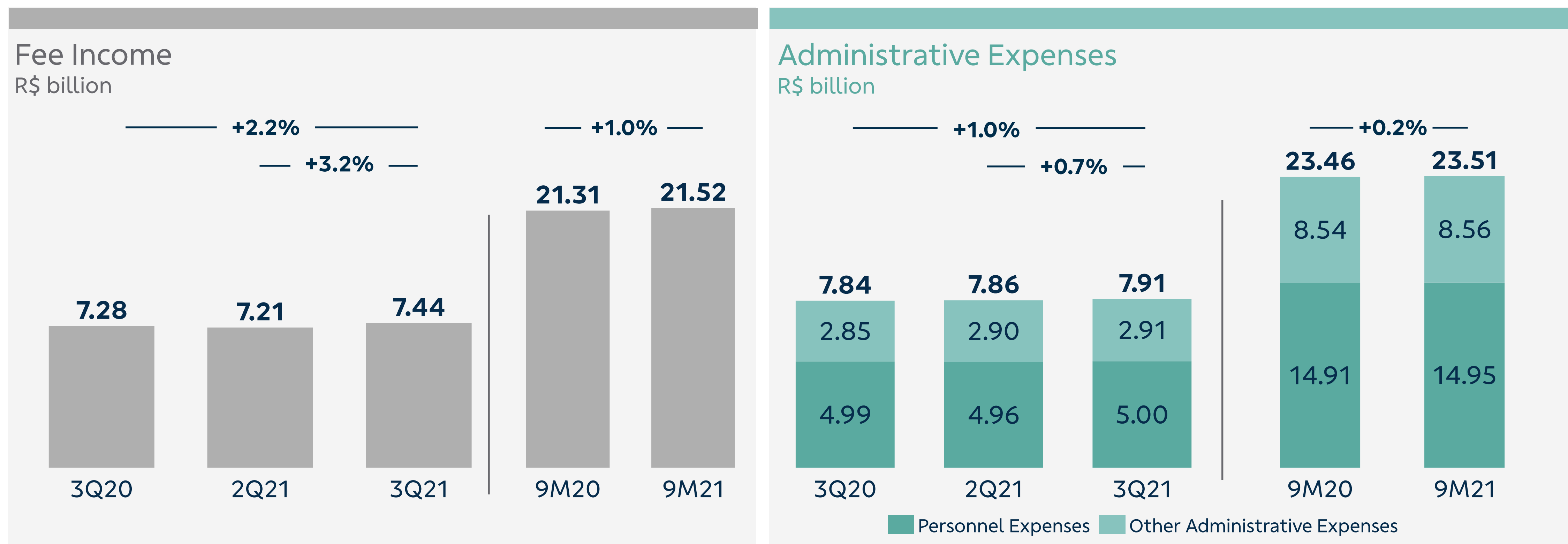
# NPL and Coverage



(1) Quarterly ALL Expenses/ New NPL. (2) New NPL: Relationship between the quarterly variation of the balance of operations overdue for more than 90 days, plus the write-offs for the quarter's loss. (3) Balance of the classified loan portfolio of the previous quarter



# Fee income and Administrative Expenses dynamics

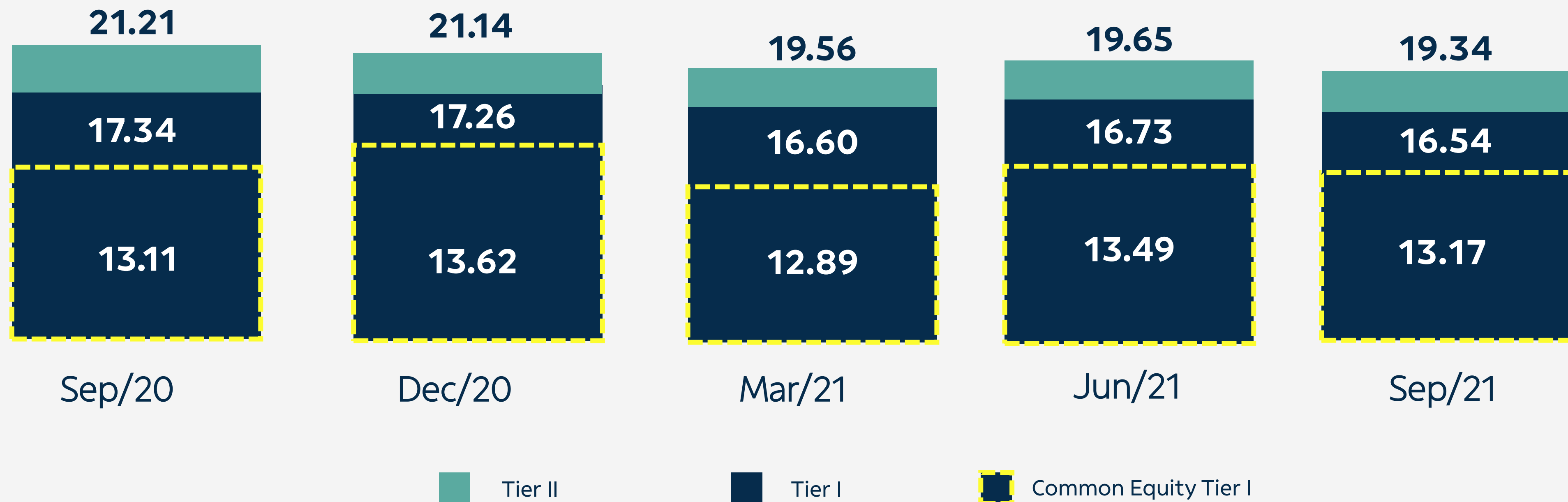


Cost to Income Ratio (12 months): **35.9%**





# Capital Ratios





# 2021 Guidance

Guidance	Previous	Revised	9M21
Adjusted Net Income – R\$ billion	17.0 to 20.0	19.0 to 21.0	15.1
Net Interest Income - %	1.0 to 4.0	4.0 to 6.0	5.3
Loan Portfolio - %	8.0 to 12.0	14.0 to 16.0	14.1
Retail Business - %	9.0 to 13.0	12.5 to 14.5	17.2
Wholesale - %	3.0 to 7.0	0.0 to 2.0	-4.0
Rural - %	11.0 to 15.0	29.0 to 31.0	24.8
Fee Income - %	-1.5 to 1.5	Held	1.0
Administrative Expenses - %	-1.5 to 1.5	Held	0.2
ALL Expanded View – R\$ billion	-15.0 to -13.0	Held	-9.3

Loan Portfolio: Organic domestic loan portfolio, it includes Securities and Guarantees - Does not consider credit to Government.

Retail Business: Considers the Individual and SME portfolio, with annual revenues of up to R\$ 200 million.

Wholesale: Considers Companies with annual revenues exceeding R\$ 200 million and Agroindustrial Credit.





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These expectations are highly dependent on market conditions, on Brazil's economic and banking system performances, as well as on international market conditions. Banco do Brasil is not responsible for updating any estimate in this presentation





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