Commitment to Financial Inclusion and Education

In line with our corporate purpose of generating long-term shared value and contributing to inclusive economic development, Banco de Occidente has voluntarily adopted the Asobancaria Social Protocol, a self-regulatory framework that promotes responsible, equitable, ethical and inclusive banking practices within the Colombian financial sector.

This Protocol recognizes the financial sector as a key enabler of sustainable development and inclusive growth, establishing principles aimed at:

- Expand financial access for vulnerable and traditionally underserved populations.
- Design financial products and services focused on customer needs.
- Strengthen users' financial and digital capabilities.
- Reduce structural and operational barriers to access.
- Promote an organizational culture based on equity and inclusion.

This annex summarizes how Banco de Occidente materializes these commitments through measurable initiatives, governance mechanisms, scope indicators, and continuous improvement actions aimed at strengthening results in financial inclusion.

1. Introduction

This complementary document consolidates the Bank's main initiatives and commitments in the area of financial inclusion and education, aligned with the principles established in Asobancaria's Social Protocol.

Banco de Occidente adheres to a sectoral commitment framework that promotes the financial inclusion of historically underserved populations, such as women, rural populations, people with disabilities, migrants, and other vulnerable groups. This Protocol establishes guidelines for financial institutions to expand and adapt their offer of financial products and services based on market studies, identification of barriers and specific needs of these populations, as well as the design of relevant financial and non-financial solutions. It also promotes the development of financial education programs and the strengthening of economic capacities that contribute to financial well-being and better decision-making by users.

In addition, the Protocol promotes the implementation of differentiated and inclusive care models, through accessible channels, reasonable accommodations, and service strategies adapted to the characteristics of each population group. It also promotes the training of human talent in inclusive practices, appropriate language and the elimination of bias in commercial service, as well as articulated work with public and private actors to expand the scope of financial inclusion and strengthen the sector's ecosystem. This commitment is promoted by a sectoral governance body led by Asobancaria, through a committee that guides, monitors and promotes the implementation of the Protocol among its signatory entities.

Adherence to this Protocol represents a formal institutional commitment to promote equitable access to financial services, drive responsible and inclusive banking solutions, and strengthen

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financial consumer protection mechanisms, especially for historically underserved populations. This framework guides actions aimed at closing access gaps, strengthening financial capabilities, preventing discriminatory practices and promoting transparent, ethical and customer-centered relationships.

For more information and to consult the complete document of the Social Protocol of Asobancaria, please go to the attached link.

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2. Target Population

The Bank's financial inclusion initiatives are primarily aimed at:

- Populations located in rural areas and territories that are difficult to access.
- People with visual, hearing or mobility disabilities.

Strategic Pillars of Financial Inclusion

Financial Inclusion Pillar	Current Actions
Customer-centric innovation	Expansion of the network of banking correspondents in rural areas and deployment of digital solutions such as Dale!, which facilitate access to financial services without requiring a traditional bank account.
Accessible service delivery	Inclusive care protocols for people with disabilities, including adapted infrastructure, Braille materials, sign language accompaniment, and accessible digital channels.
Non-financial support	Financial education programs focused on responsible financial management, financial consumer rights, and digital capacity building.
Accessible grievance mechanisms	Availability of physical and digital channels adapted to deal with complaints and protection of the financial consumer, including the figure of the Financial Consumer Ombudsman.
Training for collaborators	Training programs in inclusive care, respectful language, and differential service.
External alliances	Active participation in Asobancaria initiatives and collaboration with allies specialized in accessibility and financial education.
Governance	From governance for financial inclusion products and services, each vice president shares information which is later approved by the **Steering Committee**, which is made up of the president and vice presidents, meeting weekly, they also follow up on these initiatives. There is also inter-area work with the supervision of matters related to inclusion from the Sustainability Committee and transversal business and customer experience teams.

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3. Products and Services with a Focus on Financial Inclusion

Banco de Occidente currently implements products and services aimed at promoting financial inclusion for underserved segments.

Product / initiative	Social impact KPIs	Result 2025
Financing for SMEs led by women	Resources mobilized for financial inclusion with a gender perspective	Nearly COP 2 trillion disbursed to women-led SMEs
Responsible credit and prevention of over-indebtedness	Applications evaluated under criteria of ability to pay, scoring and risk centers	100% of Personal Banking applications evaluated using Scoring models and queries to CIFIN and Datacrédito

Products & Services	Target Population	Customers Reached	Transactions
SME Loans for Women	Business leaders	4,767 customers	3,544 transactions
Correspondent Banking	Rural populations and vulnerable urban communities	5,281 new customers	1,768 transactions

From the heart of the Bank of those who do, Hacertivos was born: a practical, close educational platform specially designed to help our customers make assertive decisions in their day-to-day lives.

# Registered	# Pensioners	% Part
3.503	427	12%

4. Non-Financial Support

As a complement to its financial offer, Banco de Occidente develops non-financial support initiatives focused on business strengthening, development of financial capabilities and visibility of women and the elderly

Non-Financial Support	Target Population	Quantitative Impact Indicators
Financial and business training	Women	12 diploma courses, 7 forums and 48 workshops, reaching 1,531 women trained

Non-Financial Support	Target Population	Quantitative Impact Indicators
Women registered in the community	Business leaders	52.75% participation out of a total of 57,098 women linked to SME Mujer programs
"Women Who Inspire Progress" Recognition	Business leaders	56 attendees
Niche Pensioners	Older adults	113,325 clients, training spaces and practical activities are provided, as well as recreational activities, with meeting spaces, with our pensioned niche we have a warm, patient and human relationship, transparent financial products, easy to understand and without small print.

5. Forward Commitments

In line with the sustainability strategy and long-term corporate objectives, Banco de Occidente will continue to strengthen its financial inclusion agenda by:

- The strengthening of indicators, goals and coverage metrics related to financial inclusion.
- Expanding the disclosure of quantitative financial and socio-economic impact results.
- The periodic review and updating of this annex to incorporate results, opportunities for improvement and new public commitments.

6. Responsible Credit Practices and Prevention of Over-Indebtedness

Banco de Occidente has a **comprehensive credit risk management framework** aimed at **preventing situations of over-indebtedness, particularly in target segments and potentially vulnerable populations.** The credit origination processes incorporate evaluations of payment capacity and financial affordability, considering variables such as cash flow generation, financial burden, income stability, leverage level and comprehensive financial profile of the customer, under the internal methodology of the "5 C's of Credit".

For personal banking products, all applications are evaluated using credit scoring models, validations in credit bureaus and financial behavior analysis, including mandatory consultations with CIFIN and Datacrédito, which allows the identification of high levels of indebtedness, deterioration in payment habits and risks of overexposure before credit approval.

In addition, the Bank implements exposure limits, debt thresholds and risk concentration controls at both the individual and portfolio levels, aligned with the Credit Risk Management System (SARC) and the Risk Appetite Framework (MAR). Credit exposure is continuously monitored through early warning indicators, periodic portfolio reviews and follow-up mechanisms supervised by the Financial Risk Committee and the Board of Directors.

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When impairments in financial capacity or adverse changes in client conditions are identified, the Bank may restrict additional disbursements, reassess exposure levels, adjust approved quotas, or implement risk mitigation measures in order to prevent over-indebtedness scenarios. These practices are complemented by financial education initiatives and responsible credit principles incorporated within the framework of corporate governance and financial consumer protection. Source: Credit Process General Policies Credit Risk MAN-COL-198 the file is under the internal management of the Bank.



Welcome
Pensioners

Segment & Marketing
2026

Niche of Affinity Pensioners

We are leaders

Niche's **Objective**

Define and develop the offer for the Pensioners niche, through a value proposition based on warm and human relationships, continuous education, transparency and simplicity, and recreational activities, in order to generate trust, well-being and comprehensive accompaniment that strengthen their loyalty and quality of life.

***Population in Colombia**

1.809.004

Colpensiones Pensioners

Var . Customers

106.013*

Customer Growth 2025

Current Customers

113.325

Bank Customers

Niche of Affinity Pensioners



Luz Marina Arbelaez

Age
>57 years old.

Marital status
Married

- **Highest level of education:** University.
- **High presence of pets:** dogs and cats.

Personality

- He prioritizes the well-being of his family.
- Happiness and freedom, self-confidence.
- Metabolize wisdom and connect with others.
- It represents creativity, expression and the capacity for innovation.

Fears

- Loneliness
- Feeling like a burden or burden to your family
- Distrust of new technologies
- Loss of Loved Ones
- Diseases

Financial Needs

- Reasonable costs (fees, handling fees) that support your stable economy
- Preference for receiving the pension over the counter to have the opportunity to socialize.
- Distrust of digital transformation, but they like WhatsApp.

Where do you find me

- Offices
- Senior Day Centers and Clubs
- Community and Cultural Centers
- Wellness days
- Health Fairs

Motivations

- Family as an engine of life.
- To take advantage of wisdom and experience to transmit to new generations.
- Postponed dreams that they want to fulfill now.
- Support entrepreneurship and personal growth.
- Combating ageism, promoting a positive version of aging

Role

- **Provide financially:** share expenses with children or partner.
- **Security:** coordination of activities to maintain harmony.
- **Opportunity:** To take advantage of wisdom and experience to transmit to new generations.

Niche of Affinity Pensioners

Clients:
113.325 (Part. 12%)
52% M and 48% H

Segment
1,497 (1%)**Elites**
12,482 (12%) **Preferred +**
98,872 (87%) **Preferred**
474 (0%) **Select - Guarantee**

Channels:
18% have a channel
7% use PB - 8% BM 3% Mixed



SOW: 26%
Opportunity: $1,343B*
Microsegmentation filters are applied and Aval Bank balances are excluded.

Passive:
Balance: $910 MMM
Savings Accounts: $293 MMM – TP: $4MM
Current Accounts: $23 MMM – TP: $1MM
CDT: $594 MMM – TP: $8MM

Active:
Balance: $743 MMM
- *Free Inv + Rot.: $93MMM – TP: $35MM*
- *TC: $97MM – TP: $5MM*
- *Libranza: $391 MMM –TP: $25MM*
- *Vehicles: $49MMM – TP: $46MM*
- *Housing: $113 MMM – TP: $156MM*

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Cut: CRM Customers, Behavioral Filters, Channels, Portfolio and Balances October 2025



Niche of Affinity Pensioners

Niche Attributes

1. **Warm and human relationship:**
We offer you personalized attention that prioritizes **conversation and accompaniment**, creating an atmosphere of trust and closeness.

2. **Continuing Education:**
We offer you training spaces **and practical activities** so that you can continue to develop **skills and discover** new passions.

3. **Transparency and Simplicity:**
We want you to make decisions with peace of mind. That's why our financial products are **transparent, easy to understand and no fine print**.

4. **Integral Well-being:**
We provide you with **recreational activities and meeting spaces** for you to share, have fun and continue creating unforgettable memories.

a otro nivel
del lado de los que hacen

Grupo AVAL

Niche of Affinity Pensioners
Current Value Proposition

Affinity Niche Pensioners

Pre-Pensioners | Current Pensioners | New Pensioners

Alliances:

Through Credit and Debit Card.

Care Model:

Prioritized by segmentation, Total transparency, customer-centric care.



Products to Offer:

Pension account, Kubo savings and investment system, Libranza, insurance that is enjoyed during life.

Non-Monetary Benefits:

Hacertivos Education Platform.

Service Channels:

Offices and WhatsApp, personalized advice.

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Pension Account

- Enjoy your **Debit Card with no handling fee.**
- **KUBO Profitable:** is an additional account that makes your money rent at 8.25%EA.* (rate applies only for November)
- It deposits more resources through consignments, transfers and **remittances from the U.S. U.S**.
- **Withdraw for free** at Grupo Aval ATMs and **transfer at no cost** between accounts of other Banks with Bre-b and our **Tag Aval.**

CDT *Ensure the growth of your money.*

- Special rate with **+10 basis points E.A.**
- From **$500,000** as a minimum amount.
- Invest with flexible terms **.**
- Receive your **interest directly in your accounto**r in cash at our offices.
- **Manage your investment**, renew your CDT automatically or negotiate its conditions.

Save and invest with confidence

- Gain profitability with clear goals and flexible terms.
- Savings and checking accounts in dollars for your international movements.
- Safe investments backed by reliable custody.

Pensionados



Libranza Credit

- Enjoy **special rates** for being a pensioner and access additional discounts when you have your pension account with us.
- Minimum amount of **$500,000.**
- Terms between **6 and 144 months.**
- **Convenience of payment of fees** through pension discount.
- **Special Rates and Terms** for **Portfolio Purchase.**

Vehicle Credit

- 100% digital approval.
- Credit approved in **5 minutes** and without papers.
- Finance your hybrid or electric vehicle.
- Financial plans that fit your needs.



Credit Card

- Benefits with **LATAM Miles**, tuple points, cashback, **AVAL Experiences** or access to VIP lounges*.
- Discounts at **allied businesses.**
- **Alternative minimum payment**, easily modify the term of your purchases up to **48 months** .
- **Free travel** , vehicle, and home assistance.

Great Place To Work.
Certificada
SEP2023 - AGO 2024
COL



Thank YOU

See you soon

VIGILADO SUPERINTENDENCIA FINANCIERA BANCO DE OCCIDENTE S.A. DE COLOMBIA

Banco de Occidente | *Del lado de los que hacen.*

Grupo AVAL