May 6, 2024



SANTANDER HOLDINGS USA, INC.

First Quarter 2024

Fixed Income Investor Presentation

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### **ð** Santander



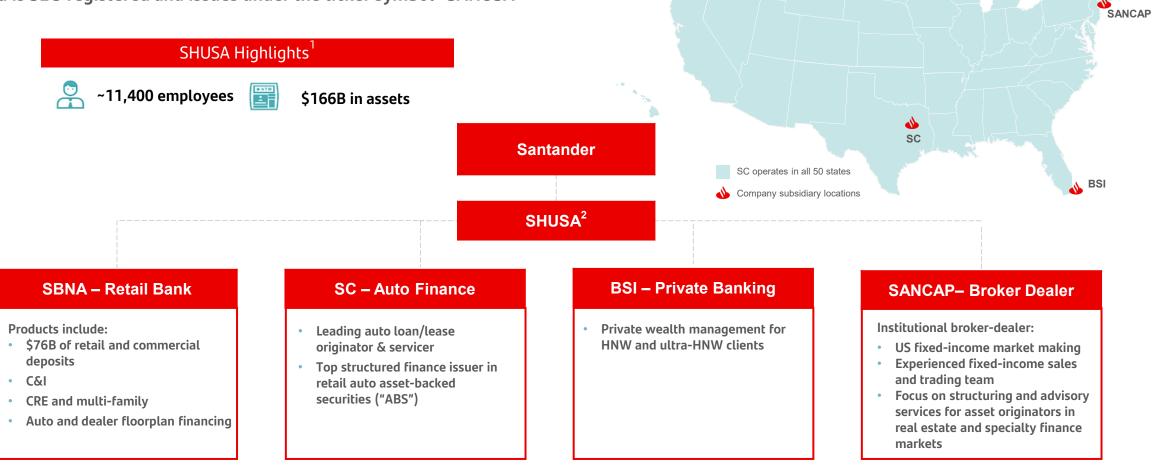
At a Glance

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## SHUSA

SHUSA is the intermediate holding company for Santander's US entities, and is SEC-registered and issues under the ticker symbol "SANUSA"



**SBNA** 

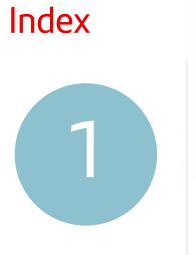
# SHUSA Q1 2024 Highlights

Highlights	FINANCIAL METRICS	CREDIT	CAPITAL/OTHER
<b>\$938M</b> NON-INTEREST INCOME Capital Markets non-interest income increased by more than 200% YoY	<b>3.80%</b> NET INTEREST MARGIN ("NIM") Down 29bps YoY and down 20bps QoQ	<b>10.6%</b> 30-89 DAYS TOTAL AUTO <sup>1</sup> DELINQUENCY Up 242bps YoY Down 62bps since 1Q19 <sup>2</sup>	<b>12.5%</b> COMMON EQUITY TIER 1 ("CET1")
<b>9%</b>	<b>\$1.38B</b>	<b>1.06%</b>	<b>\$78B</b>
ATTRIBUTABLE PROFIT OF	NET INTEREST INCOME ("NII")	CONSUMER NET CHARGE-OFFS	SHUSA DEPOSITS
SANTANDER	Down 8.7% YoY and 1.8% QoQ	Up 28bps YoY and flat QoQ	Down 1.3% YoY and up 1.3% QoQ
<b>#7</b>	\$756M\$343MPPNRNET INCOME4Down \$184M YoYUp \$46M YoYUp \$286M QoQand \$401M QoQ	<b>7.4%</b>	<b>\$105B</b>
AUTO LOAN ORIGINATOR		ALLOWANCE RATIO	LOANS & LEASES
IN THE US <sup>3</sup>		Up 32bps YoY and down 10bps QoQ	Down 7.1% YoY and 1.9% QoQ



# Strategic Focus

	iness model focuses on f e the Group's connectivity	our core segments in which we continue to simplify and	Q1'24 Assets (\$BN)
0	Consumer	Market-leading full spectrum auto lender and consumer finance franchise, funded by attractive consumer deposits	\$73
M	Commercial	Top 10 multifamily bank lender <sup>1</sup>	\$28
CIB	Corporate and Investment Banking	Global hub for capital markets and investment banking	\$27
ŶŶ.	Wealth Management	Leading brand in LatAm high net worth ("HNW"), leveraging connectivity with Santander	\$51 <sup>2</sup>



At a Glance



Results



Capital & Liquidity



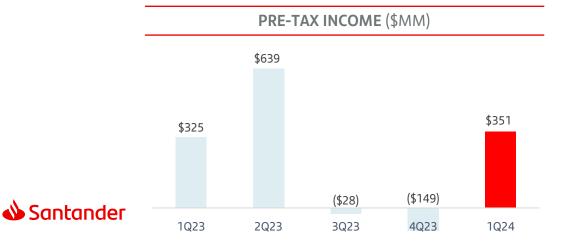
Appendix

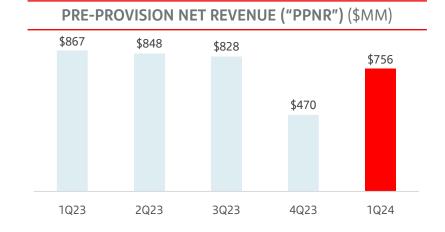


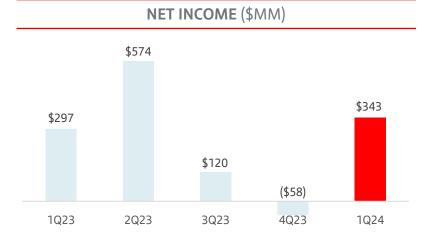
# **Quarterly Profitability**

- NII decrease driven by higher funding costs, continued deposit migration to interest-bearing ("IB") and smaller balance sheet due to off-balance sheet securitization, offset by higher earning asset yields and investment income from FDIC joint venture.
- Net income up \$46MM YoY and \$401MM QoQ primarily due to fee income and better provisions due to auto seasonality and favorable late-stage delinquency
  performance, offsetting NII headwinds. Electric vehicle tax credits continue to drive lower tax rate.





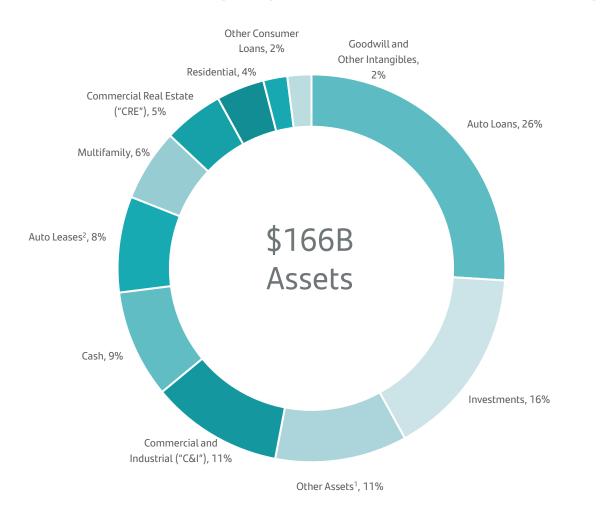


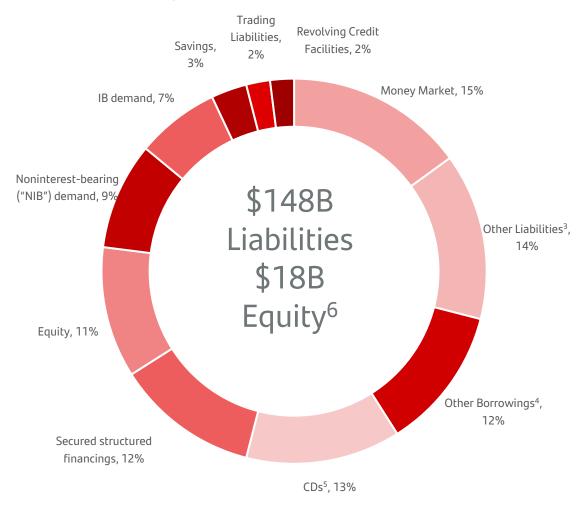


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# Q1 Balance Sheet Overview

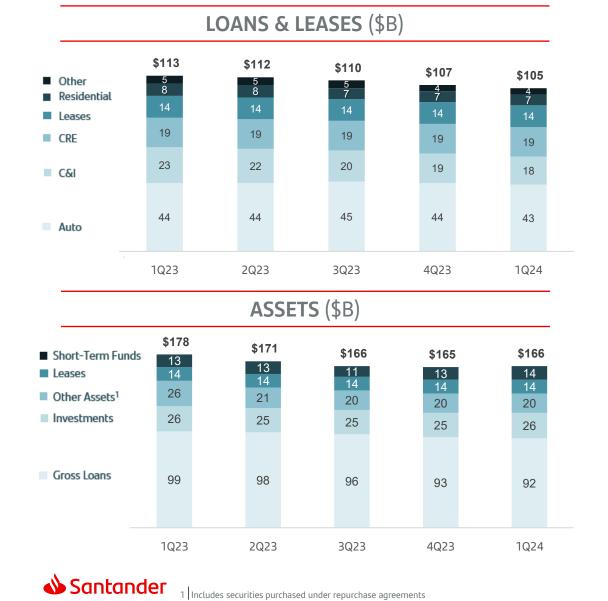
SHUSA continues to target segments with proven competitive advantages such as auto and multifamily





1 | Includes restricted cash and federal funds sold and securities purchased under resale agreements or similar arrangements. 2 | Operating leases Santander 2 | Operating teases 3 | Includes federal funds purchased and securities loaned or sold under repurchase agreements 4 | Includes Federal Home Loan Bank ("FHLB") borrowings 5 | Certificates of deposit 6 | Includes mezzanine equity

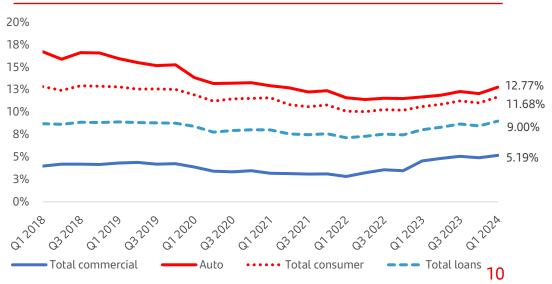
### **Balance Sheet Trends - Assets**



 Loans and leases down 7.1% YoY and 1.9% QoQ, driven by C&I and run-off residential mortgage loans

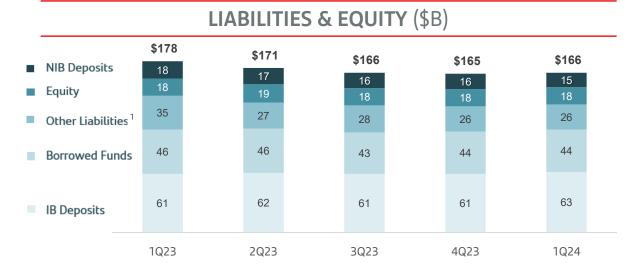
Q1 RECAP

- During Q1, \$1.1 billion of auto loans were sold to a newly formed offbalance sheet securitization
- Loan yields slightly increased in both commercial and consumer. Auto yields increased 1.09% YoY and 0.71% QoQ. Commercial yields, driven by CRE, increased 0.64% YoY and 0.28% QoQ

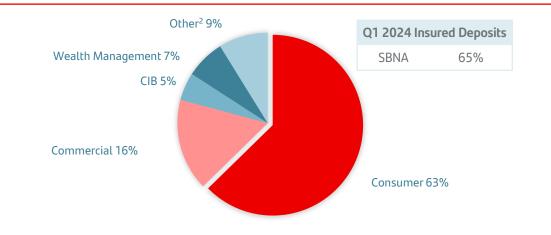


#### YIELD ON LOANS (%)

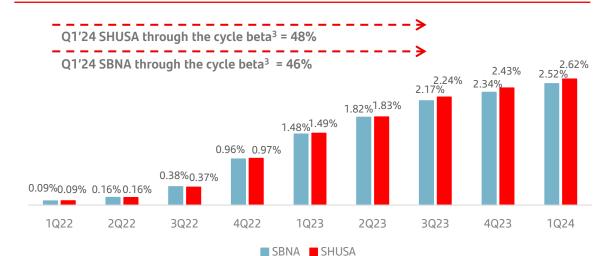
## **Balance Sheet Trends - Liabilities**



#### **DEPOSITS BY BUSINESS** (\$B)



#### COST OF DEPOSITS (%)



**DEPOSITS** (\$B)

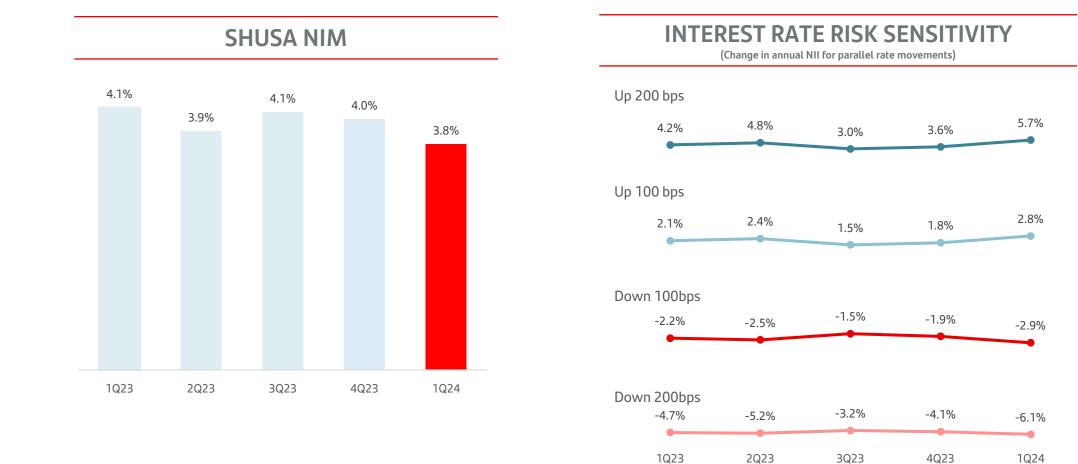


Santander 1 Other liabilities include securities sold under repurchase agreements 2 Other consists of deposits related to certain of SHUSA's immaterial subsidiaries and corporate treasury deposits

3 | Cumulative deposit beta is calculated as the increase in the rate paid on deposits (SHUSA: 234 bps; SBNA: 225 bps) divided by the incremental increase in the federal funds target rate (525 bps)

# Net Interest Margin ("NIM") & Interest Rate Risk Sensitivity<sup>1</sup>

NIM driven by higher funding costs, continued deposit migration to IB and smaller balance sheet



Santander 1 Set of shocks represents a range of plausible rate shocks, as an instantaneous shock down 200 basis points can be analogous to a gradual ramp-down of 400 basis points over one year

# **Auto Originations**

- Q1 total auto originations of \$7.3B, up 9% QoQ and 17% YoY.
  - Loan originations of \$5.5B were up 12% QoQ and 16% YoY.
  - Lease originations of \$1.8B Q1 were up 1% QoQ driven by new OEM relationships.

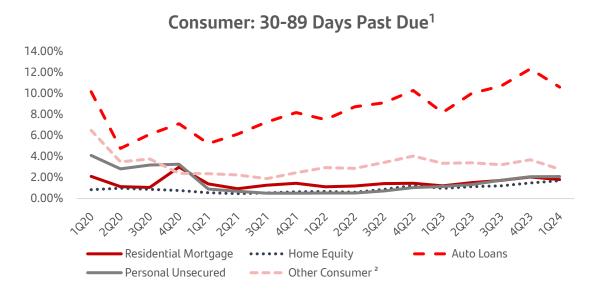
		Three Months	Ended Origir	ations		Full Year Ended
(\$ in Millions)	Q1 2024	Q4 2023	Q1 2023	QoQ	YoY	2023
Total Loans	\$5,482	\$4,915	\$4,732	12%	16%	\$20,519
Total Prime Loans	\$2,043	\$1,864	\$1,588	10%	29%	\$7,565
Total Non-Prime Loans	\$3,438	\$3,051	\$3,144	13%	9%	\$12,954
Total Lease <sup>1</sup>	\$1,798	\$1,775	\$1,478	1%	22%	\$6,340
Total Auto Originations <sup>2</sup>	\$7,280	\$6,690	\$6,210	9%	17%	\$26,859
SBNA Originations <sup>3,4</sup>	\$3,370	\$3,116	\$2,634	8%	28%	\$11,925
SC Originations	\$3,909	\$3,574	\$3,576	9%	9%	\$14,934



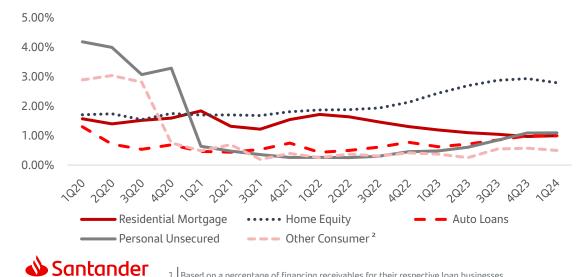
3 Includes SBNA loan originations of \$1.7 billion and lease originations of \$1.7 billion for Q1 2024

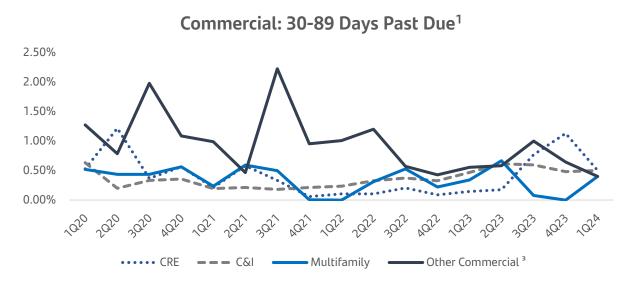
4 | SBNA originations remain off SC's balance sheet in the service for others portfolio

# Loan Delinquency by Business Portfolio

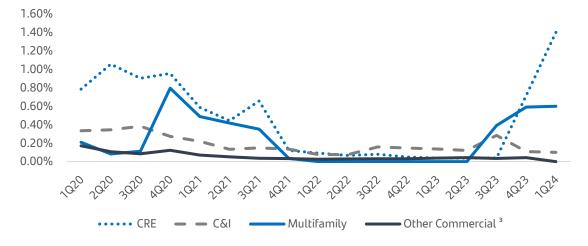


#### Consumer: 90+ Days Past Due<sup>1</sup>





Commercial: 90+ Days Past Due<sup>1</sup>



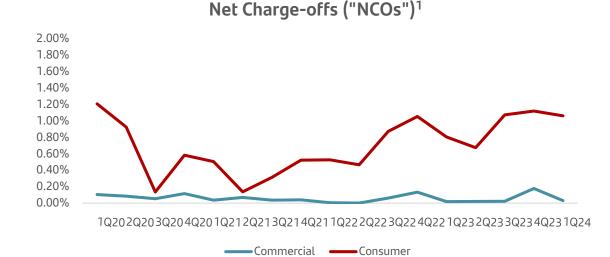
1 Based on a percentage of financing receivables for their respective loan businesses

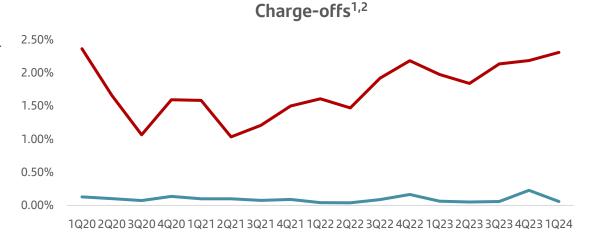
2 Other Consumer (\$52.6M in Q1 2024) primarily includes recreational vehicle ("RV") and marine loans

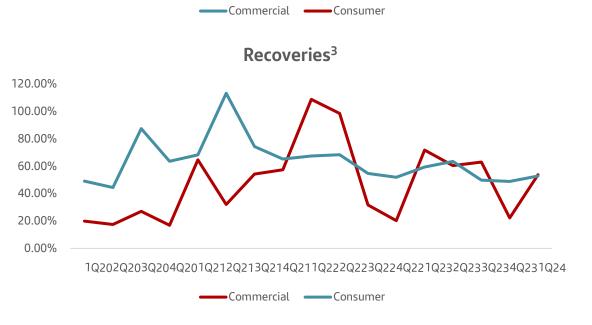
3 Other Commercial (\$7.5B in Q1 2024) includes commercial equipment vehicle financing leveraged leases and loans

## Charge-offs and Recoveries by Business Portfolio

- Consumer net charge-offs increased YoY, primarily due to current year activity in Auto loans reflecting normalization in credit performance post-pandemic.
- There has been an increase in net charge-offs in the personal unsecured loans portfolio due to high borrowing costs and persistent inflation.







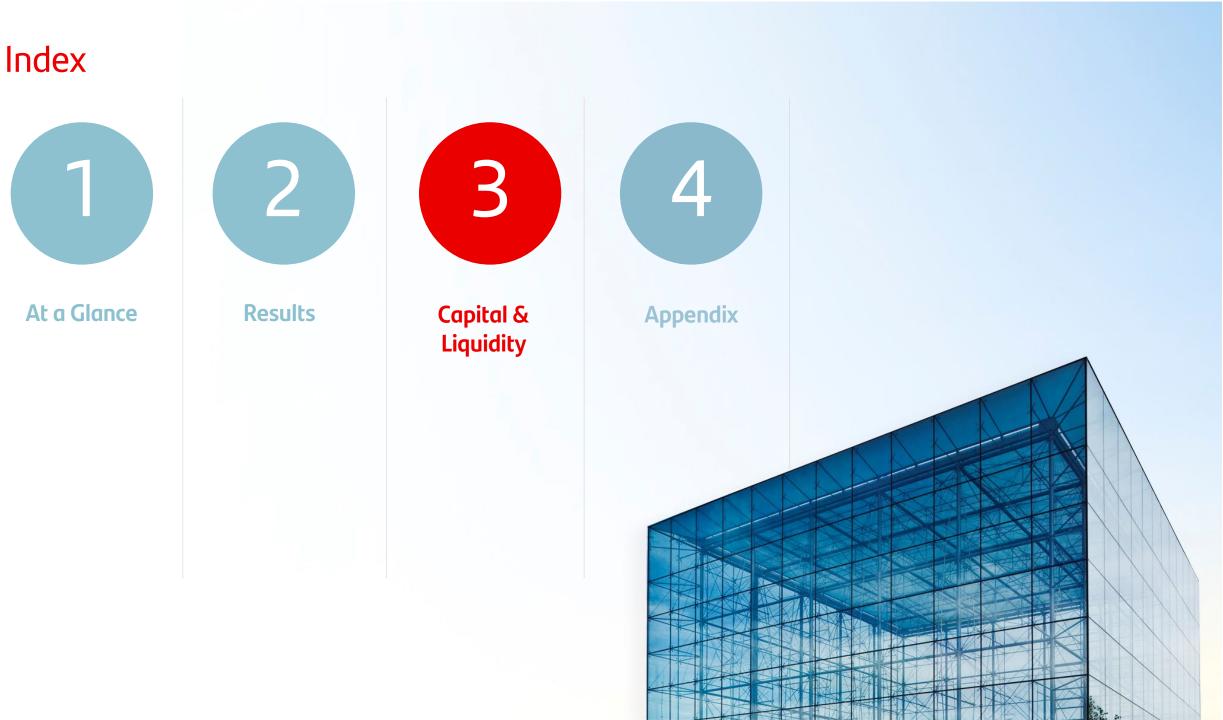


Charge-offs and NCOs are based on a percentage of their respective loan balances
 Includes current period gross write-offs for Q1 2024 by class of financing receivable
 Recoveries are based on a percentage of gross charge-offs

# Allowance For Credit Losses ("ACL")

- The QoQ decrease in the ACL was primarily driven by improvement in the macroeconomic outlook for certain macro variables, lower delinquencies in auto loans due to expected seasonality, and the sale of certain auto loans and lower exposure in personal unsecured loans.
- The ACL for the consumer segment decreased by \$163.6 million, and the ACL for the commercial segment decreased \$29.8 million for the period ended March 31, 2024 compared to the period ended December 31, 2023.

<b>Allowance Ratios</b> (\$ in Millions)	March 31, 2024 (Unaudited)	December 31, 2023 (Audited)	September 30, 2023 (Unaudited)	March 31, 2023 (Unaudited)
Total loans held for investment ("LHFI")	\$91,680	\$93,047	\$96,000	\$98,759
Total ACL <sup>1</sup>	\$6,799	\$6,993	\$7,057	\$7,001
Total Allowance Ratio	7.4%	7.5%	7.4%	7.1%



# Overall borrowings and SBNA contingent liquidity stable QoQ

BORROWED FUI	NDS PROFI	LE: BAL	ANCE (\$	\$B)		SBNA CONTINGENT LIQUIDITY <sup>4</sup>
	1Q24	4Q23	1Q23	QoQ (%)	) YoY (%)	Q1'24 Ratio: 149% Q1'23: 108% Q3'23: 142% Q2'23: 137% Q4'23:150%
SHUSA Unsecured Debt <sup>1</sup>	12.5	11.7	10.3	7%	21%	Cash and Immediately Available
SBNA Senior Unsecured Debt <sup>2</sup>	2.0	2.0	-	0%	-	Sources of Liquidity \$41.3B
FHLB	5.0	6.6	7.5	-25%	-34%	Liquidity from released govt deposit collateral <sup>5</sup> <b>3.2 Q1 Uninsured Deposits</b>
Credit-Linked Notes	1.0	1.2	1.3	-10%	-20%	Liquidity from unencumbered securities (5% haircut) 4.6 Collateralized
Third-Party Secured Funding <sup>3</sup>	3.4	3.6	4.7	-7%	-28%	Discount Window12.0Deposits2Securities3.33.3Loans8.7
Amortizing Notes	2.9	3.5	3.9	-16%	-25%	Capacity at <b>9.5</b>
Securitizations	17.1	15.6	18.2	10%	-6%	FHLB
Total SHUSA Funding	43.9	44.1	45.9	-1%	-4%	Cash at Federal Reserve <b>12.0</b>
Preferred Equity Issuance to Santander	2.0	2.0	0.0	-	-	
						SBNA deposits Q4 2023 Q1 20

Includes subordinated notes; includes BSI unsecured debt. 2 These notes are payable to SHUSA's parent company, Santander.

Santander 2 These notes are payable to SHUSA's parent company, Santander. 3 The warehouse lines and repurchase facilities are fully collateralized by a designated portion of SHUSA's auto loans and leases 4 As of 3/31/2024

5 Includes high quality liquid assets that are encumbered as collateral for uninsured government deposits

65%

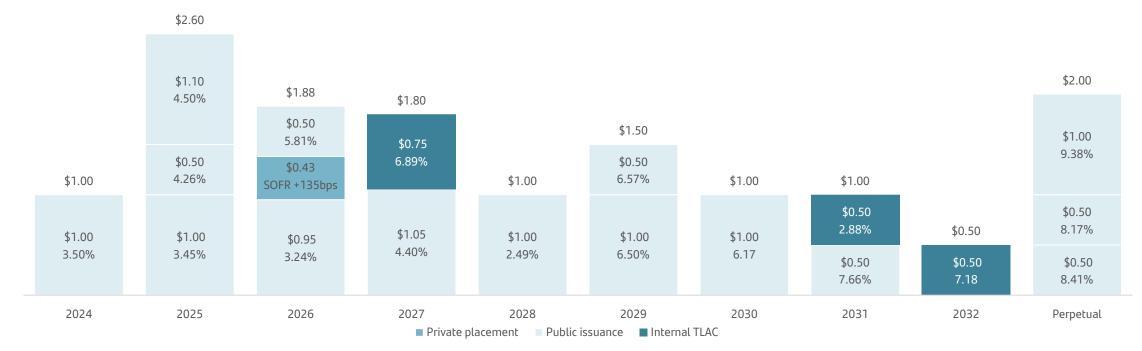
66%

SBNA insured deposits

# Debt & Total Loss-Absorbing Capacity ("TLAC")

SHUSA meets Federal Reserve's TLAC and "LTD" requirements<sup>1</sup>, with 24.27% TLAC, 8.82% eligible LTD and a CET1 ratio of 12.53%

In January, SHUSA executed \$1B fixed-to-floating 6nc5yr at 6.174%.

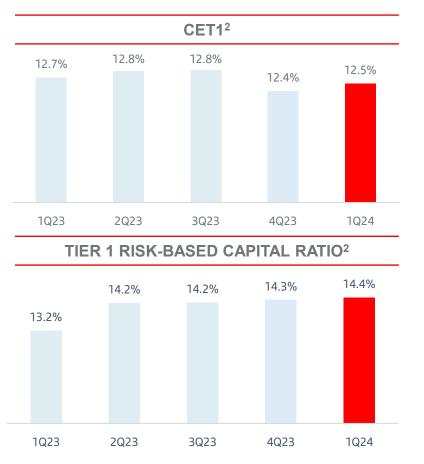


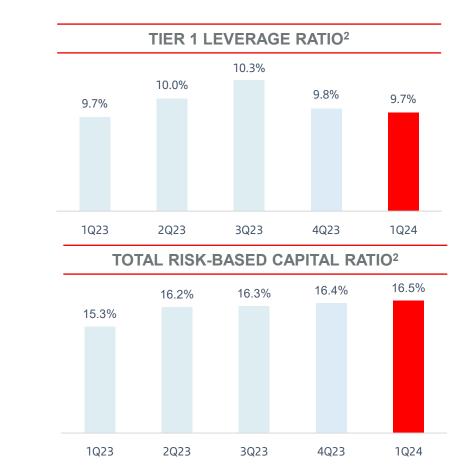
### SHUSA Debt Maturity Schedule<sup>2</sup> (\$B)

Santander 1|SHUSA must hold the higher of 18% of its RWAs or 9% of its total consolidated assets in the form of TLAC, of which 6% of its RWAs or 3.5% of total consolidated assets must consist of LTD. In addition, SHUSA must maintain a TLAC buffer composed solely of CET1 capital and will be subject to restrictions on capital distributions and discretionary bonus payments based on the size of the TLAC buffer it maintains. 2|Senior debt issuance data as of March 31, 2024

# **Capital Ratios**

- CET1 increase due to risk-weighted asset relief from \$1.1B off-balance sheet securitization
- SHUSA's current stress capital buffer ("SCB") requirement<sup>1</sup> is 2.5% of its CET1 capital, resulting in an overall CET1 capital requirement of 7.0%. The SCB will be updated in October 2024.

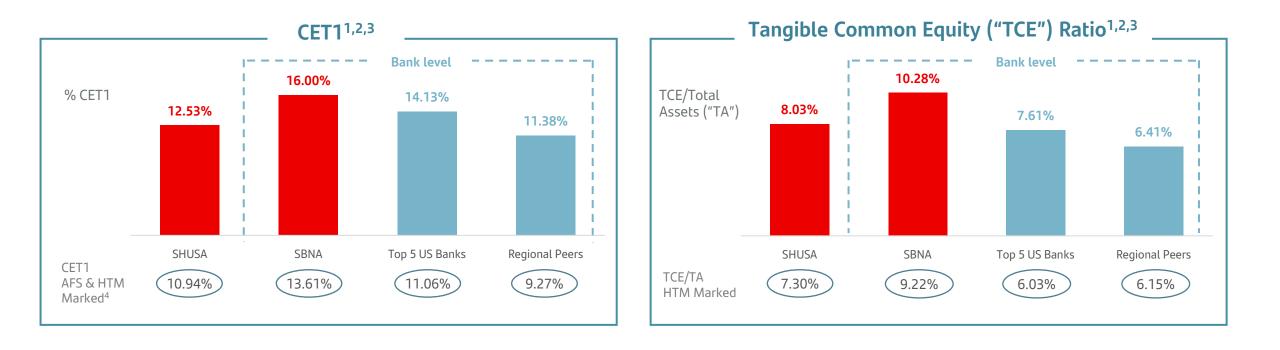


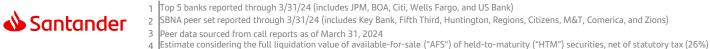


### Santander 1 Effective on October 1, 2023

2 Under capital rules SHUSA is not required to include negative accumulated other comprehensive income in regulatory capital, but as a subsidiary of a global systemically important bank ("GSIB") we mange AOCI closely as it impacts regulatory capital at the global consolidated level

## Strong balance sheet with GSIB risk management standards

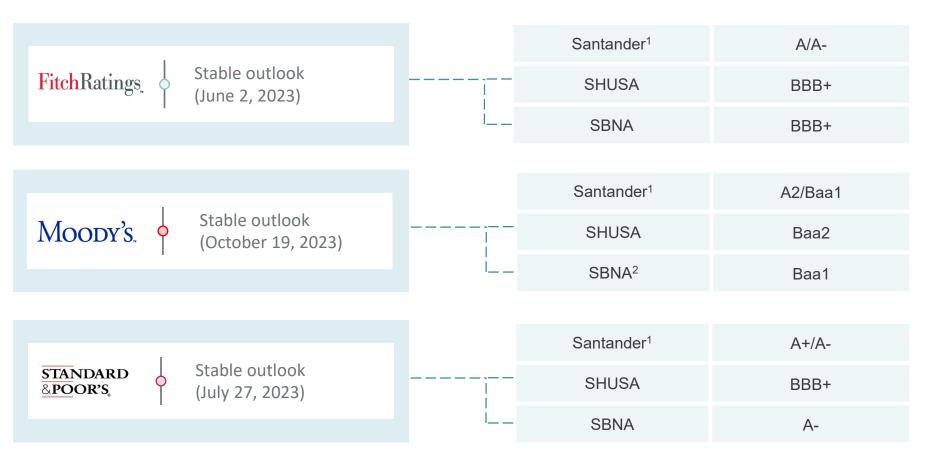




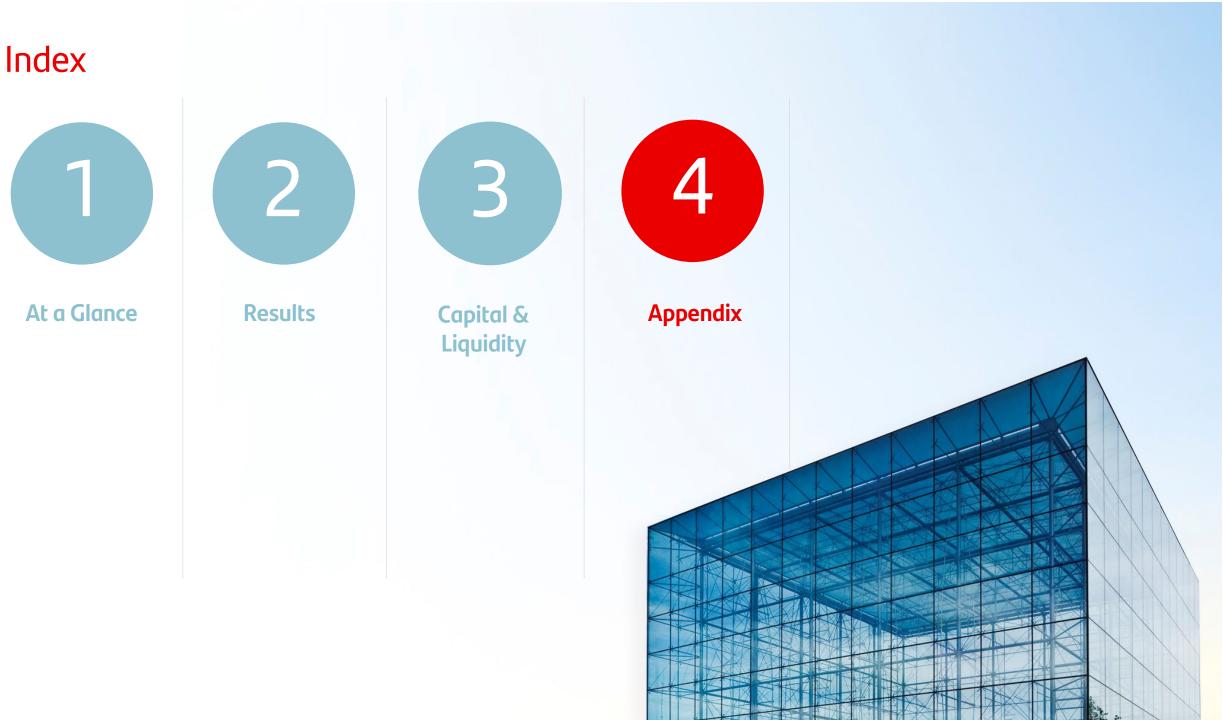
# Rating Agencies

- SHUSA's senior unsecured debt ratings upgraded by Moody's in October 2023 to 'Baa2' (from 'Baa3')
- Outlook remains "stable" for all ratings and entities

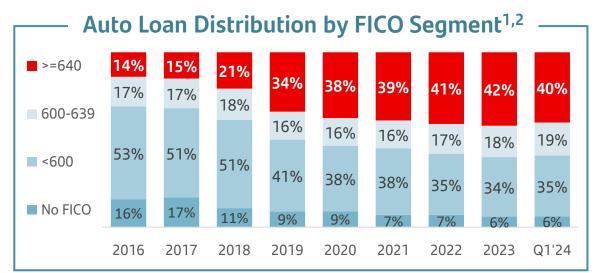
#### SR. DEBT RATINGS BY SANTANDER ENTITY

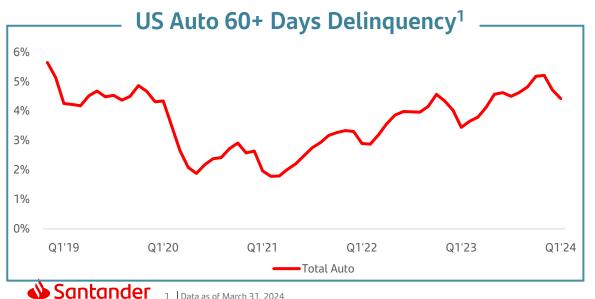


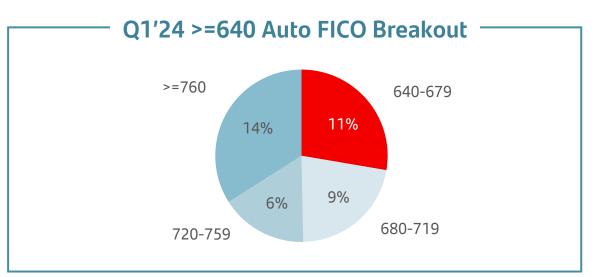


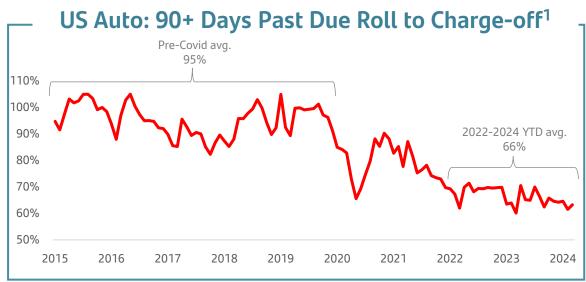


### Seasonality driving decrease in Auto delinquencies with continued low 90+ roll rates. Q1 upper FICO segment decrease due to auto loan sale via off-balance sheet ABS







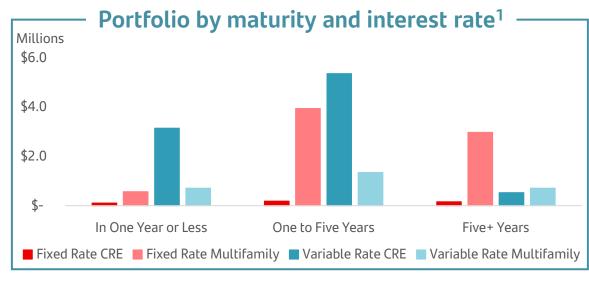


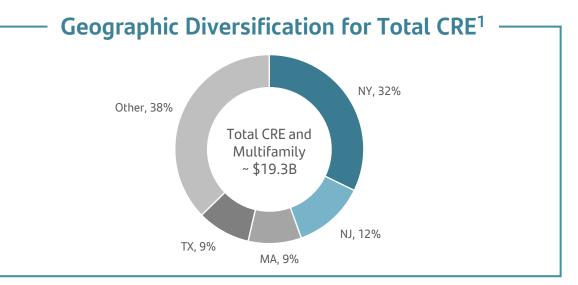
1 Data as of March 31, 2024

2 Auto loans excludes commercial fleet and loans held-for-sale ("LHFS")

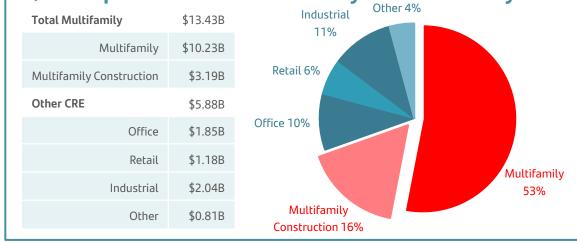
# Multifamily makes up approximately 70% of total SBNA CRE portfolio exposure

- Multifamily lending (occupied and construction) represents 15% of LHFI and is primarily located in key markets such as NYC, which continue to be stable.
  - Construction originations concentrated on well-established and proven builders and sponsors
- Office exposure represents 2% of LHFI.
  - Majority of office portfolio consists of investment grade, single tenants with long lease expirations well beyond loan maturities.
- Retail portfolio represents 1% of LHFI and concentrated in retail space anchored by institutional or investment grade tenants.





### Q1 CRE portfolio consists mostly of Multifamily<sup>1,2,3,4</sup>



#### 1 | Data as of March 31, 2024

Santander 2 Multifamily Construction is within "CRE" in SHUSA 10K Total Multifamily for 10K = \$13.43B and Total other CRE = \$5.88B

3 | Excludes commercial equipment vehicle financing

4 Does not include the acquired 20% interest in a structured liability company (the "Structured LLC") for approximately \$1.1 billion. The Structured LLC was established by the FDIC to hold and service a \$9 billion portfolio primarily consisting of New York-based rent-controlled and rent-stabilized multifamily loans retained by the FDIC following a recent bank failure. SBNA classifies its 20 percent interest in the Structured LLC as an AFS debt security.

### **Consumer Activities**

Quarter-To-Date Ended March 31				2024						2023 <sup>2</sup>			Total Consum	er Activities
(\$ in 000's)		Auto		CBB <sup>1</sup> Total Consumer Activities				Auto		СВВ Т		al Consumer Activities	llar Increase / (Decrease)	Percentage
Net interest income	\$	885,622	\$	377,814	\$	1,263,436	\$	920,272	\$	400,246	\$	1,320,518	\$ (57,082)	-4.3%
Non-interest income		571,158		61,348		632,506		650,683		65,974		716,657	(84,151)	-11.7%
Credit losses expense / (benefit)		379,652		52,034		431,686		417,766		109,095		526,861	(95,175)	-18.1%
Total expenses		807,303		353,005		1,160,308		824,726		368,348		1,193,074	 (32,766)	-2.7%
Income/(loss) before income taxes	\$	269,825	\$	34,123	\$	303,948	\$	328,463	\$	(11,223)	\$	317,240	\$ (13,292)	-4.2%
Total assets	\$	61,259,798	\$	11,747,388	\$	73,007,186	\$	62,163,190	\$	13,174,180	\$	75,337,370	\$ (2,330,184)	-3.1%



### **Commercial Activities**

Quarter-To-Date Ended March 31		2024			2023 <sup>1</sup>			Total Commer	cial Activities
(\$ in 000's)	 C&I	 CRE	Total ommercial Activities	 C&I	 CRE	-	Total ommercial Activities	ar Increase / Decrease)	Percentage
Net interest income	\$ 86,401	\$ 124,191	\$ 210,592	\$ 82,942	\$ 105,132	\$	188,074	\$ 22,518	12.0%
Non-interest income	14,070	8,953	23,023	10,929	4,997		15,926	7,097	44.6%
Credit losses expense / (benefit)	(21,395)	8,737	(12,658)	2,094	30,383		32,477	(45,135)	-139.0%
Total expenses	 52,986	 32,366	 85,352	 59,023	 31,781		90,804	 (5,452)	-6.0%
Income/(loss) before income taxes	\$ 68,880	\$ 92,041	\$ 160,921	\$ 32,754	\$ 47,965	\$	80,719	\$ 80,202	99.4%
Total assets	\$ 4,080,901	\$ 23,845,435	\$ 27,926,336	\$ 6,021,239	\$ 21,921,029	\$	27,942,268	\$ (15,932)	-0.1%

CIB	Qı	arter-To-Date	Ended N	Aarch 31	 QTD Cł	nange
(\$ in 000's)		2024		2023 <sup>1</sup>	ar Increase / Decrease)	Percentage
Net interest income	\$	26,911	\$	59,789	\$ (32,878)	-55.0%
Non-interest income		164,850		89,735	75,115	83.7%
Credit losses expense / (benefit)		(12,743)		(11,122)	(1,621)	-14.6%
Total expenses		195,479		120,139	 75,340	62.7%
Income/(loss) before income taxes	\$	9,025	\$	40,507	\$ (31,482)	-77.7%
Total assets	\$	26,842,241	\$	36,282,779	\$ (9,440,538)	-26.0%

## Wealth Management

Wealth Management	Qua	rter-To-Date	Ended Ma	arch 31	QTD Ch	nange
(\$ in 000's)	2	024	2	023 <sup>1</sup>	Increase / crease)	Percentage
Net interest income	\$	60,684	\$	70,019	\$ (9,335)	-13.3%
Non-interest income		83,732		57,655	26,077	45.2%
Total expenses		66,870		68,522	(1,652)	-2.4%
Income/(loss) before income taxes	\$	77,546	\$	59,152	\$ 18,394	31.1%
Total assets		7,322,916		8,267,535	\$ (944,619)	-11.4%



### Other

Other	Qu	uarter-To-Date	Ende	d N	larch 31	QTD Ch	ange
(\$ in 000's)		2024		ź	2023 <sup>1</sup>	Increase / crease)	Percentage
Net interest income	\$	(184,114)		\$	(128,006)	\$ (56,108)	-43.8%
Non-interest income		33,620			20,294	13,326	65.7%
Credit losses expense / (benefit)		(1,287)			(5,815)	4,528	77.9%
Total expenses		51,272			70,635	 (19,363)	-27.4%
Income/(loss) before income taxes	\$	(200,479)		\$	(172,532)	\$ (27,947)	-16.2%
Total assets		30,667,061			29,727,891	\$ 939,170	3.2%



Santander
 \*
 Other includes the results of immaterial entities, earnings from non-strategic assets, the investment portfolio, interest expense on SBNA's and SHUSA's borrowings and other debt obligations, amortization of intangible assets
 and certain unallocated corporate income and indirect expenses

# SHUSA: Quarterly Trended Statement Of Operations

(\$ in Millions)	1Q23	2Q23	3Q23	4Q23	1Q24
Interest income	2,852	3,172	3,147	3,184	3,254
Interest expense	-1,342	-1,681	-1,676	-1,781	-1,876
Net interest income	1,510	1,491	1,471	1,403	1,378
Fees & other income	863	879	884	693	873
Other non-interest income	37	35	37	36	65
Net revenue	2,410	2,405	2,392	2,132	2,316
General, administrative, and other expenses	-1,543	-1,557	-1,564	-1,662	-1,560
Credit loss expense	-542	-209	-856	-619	-405
Income before taxes	325	639	-28	-149	351
Income tax (expense) / benefit	-28	-65	148	91	-8
Net income / (loss)	297	574	120	-58	343
	1Q23	2Q23	3Q23	4Q23	1Q24
NIM	4.10%	3.90%	4.05%	3.91%	3.80%

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## SHUSA: Non-GAAP Reconciliations

1Q22	2Q22	3Q22	4Q22	1Q23	2Q23	3Q23	4Q23	1G
778	546	304	121	325	639	-28	-149	3.
217	404	636	761	542	209	856	619	40
995	950	940	882	867	848	828	470	7
20,576	19,565	18,025	16,256	15,916	15,942	15,788	14,205	14,
111,181	115,655	118,818	123,031	125,707	124,502	123,142	114,789	113
18.50%	16.90%	15.20%	13.20%	12.70%	12.80%	12.82%	12.37%	12.
20,921 154,305 13.60%	19,910 168,042 11.80%	18,370 165,054 11.10%	17,101 167,686 <i>10.20%</i>	16,646 172,191 9.70%	17,672 177,521 10.00%	17,518 169,570 10.33%	16,435 167,284 9.82%	16, 167 9.7
20,921	19,910	18,370	17,101	16,646	17,672	17,518	16,435	16,
111,181	115,655	118,818	123,031	125,707	124,502	123,142	114,789	113
18.80%	17.20%	15.50%	13.90%	13.20%	14.20%	14.23%	14.32%	14.
22,848	21,896	20,396	19,607	19,171	20,179	20,027	18,838	18,
22,848 111,181 20.60%	21,896 115,655 18.90%	20,396 118,818 <i>17.20%</i>	19,607 123,031 <i>15.90%</i>	19,171 125,707 <i>15.30%</i>	20,179 124,502 16.20%	20,027 123,142 16.26%	18,838 114,789 <i>16.41%</i>	18, 113 <i>16.</i>
	778 217 995 20,576 111,181 18.50% 20,921 154,305 13.60%	778       546         217       404         995       950         20,576       19,565         111,181       115,655         18.50%       16.90%         20,921       19,910         154,305       168,042         13.60%       11.80%         20,921       19,910         154,305       168,042         111,181       115,655	778       546       304         217       404       636         995       950       940         20,576       19,565       18,025         111,181       115,655       118,818         18.50%       16.90%       15.20%         20,921       19,910       18,370         154,305       168,042       165,054         13.60%       11.80%       11.10%         20,921       19,910       18,370         111,181       115,655       118,818	778         546         304         121           217         404         636         761           995         950         940         882           20,576         19,565         18,025         16,256           111,181         115,655         118,818         123,031           18.50%         16.90%         15.20%         13.20%           20,921         19,910         18,370         17,101           154,305         168,042         165,054         167,686           13.60%         11.80%         11.10%         10.20%           20,921         19,910         18,370         17,101           154,305         168,042         165,054         167,686           13.60%         11.80%         11.10%         10.20%           20,921         19,910         18,370         17,101           111,181         115,655         118,818         123,031	778         546         304         121         325           217         404         636         761         542           995         950         940         882         867           20,576         19,565         18,025         16,256         15,916           111,181         115,655         118,818         123,031         125,707           18.50%         16.90%         15.20%         13.20%         12.70%           20,921         19,910         18,370         17,101         16,646           154,305         168,042         165,054         167,686         172,191           13.60%         11.80%         11.10%         10.20%         9.70%           20,921         19,910         18,370         17,101         16,646           154,305         168,042         165,054         167,686         172,191           13.60%         11.80%         11.10%         10.20%         9.70%	778         546         304         121         325         639           217         404         636         761         542         209           995         950         940         882         867         848           20,576         19,565         18,025         16,256         15,916         15,942           111,181         115,655         118,818         123,031         125,707         124,502           18,50%         16,90%         15,20%         13,20%         12,70%         12,80%           20,921         19,910         18,370         17,101         16,646         17,672           154,305         168,042         165,054         167,686         172,191         177,521           13.60%         11.80%         11.10%         10.20%         9.70%         10.00%           20,921         19,910         18,370         17,101         16,646         17,672           13.60%         11.80%         11.10%         10.20%         9.70%         10.00%           20,921         19,910         18,370         17,101         16,646         17,672           111,181         115,655         118,818         123,031         125,707 <td>778         546         304         121         325         639         -28           217         404         636         761         542         209         856           995         950         940         882         867         848         828           20,576         19,565         18,025         16,256         15,916         15,942         15,788           111,181         115,655         118,818         123,031         125,707         124,502         123,142           18,50%         16.90%         15.20%         13.20%         12.70%         12.80%         12.82%           20,921         19,910         18,370         17,101         16,646         17,672         17,518           154,305         168,042         165,054         167,686         172,191         177,521         169,570           13,60%         11.80%         11.10%         10.20%         9.70%         10.00%         10.33%           20,921         19,910         18,370         17,101         16,646         17,672         17,518           111,181         115,655         118,818         123,031         125,707         124,502         123,142</td> <td>778         546         304         121         325         639         -28         -149           217         404         636         761         542         209         856         619           995         950         940         882         867         848         828         470           20,576         19,565         18,025         16,256         15,916         15,942         15,788         14,205           111,181         115,655         118,818         123,031         125,707         124,502         123,142         114,789           18,50%         16.90%         15.20%         13.20%         12.70%         12.80%         12.82%         12.37%           20,921         19,910         18,370         17,101         16,646         17,672         17,518         16,435           154,305         168,042         165,054         167,686         172,191         177,521         169,570         167,284           13.60%         11.80%         11.10%         10.20%         9.70%         10.00%         10.33%         9.82%           20,921         19,910         18,370         17,101         16,646         17,672         17,518         16,435</td>	778         546         304         121         325         639         -28           217         404         636         761         542         209         856           995         950         940         882         867         848         828           20,576         19,565         18,025         16,256         15,916         15,942         15,788           111,181         115,655         118,818         123,031         125,707         124,502         123,142           18,50%         16.90%         15.20%         13.20%         12.70%         12.80%         12.82%           20,921         19,910         18,370         17,101         16,646         17,672         17,518           154,305         168,042         165,054         167,686         172,191         177,521         169,570           13,60%         11.80%         11.10%         10.20%         9.70%         10.00%         10.33%           20,921         19,910         18,370         17,101         16,646         17,672         17,518           111,181         115,655         118,818         123,031         125,707         124,502         123,142	778         546         304         121         325         639         -28         -149           217         404         636         761         542         209         856         619           995         950         940         882         867         848         828         470           20,576         19,565         18,025         16,256         15,916         15,942         15,788         14,205           111,181         115,655         118,818         123,031         125,707         124,502         123,142         114,789           18,50%         16.90%         15.20%         13.20%         12.70%         12.80%         12.82%         12.37%           20,921         19,910         18,370         17,101         16,646         17,672         17,518         16,435           154,305         168,042         165,054         167,686         172,191         177,521         169,570         167,284           13.60%         11.80%         11.10%         10.20%         9.70%         10.00%         10.33%         9.82%           20,921         19,910         18,370         17,101         16,646         17,672         17,518         16,435



Our purpose is to help people and businesses prosper.

Our culture is based on believing that everything we do should be:

### Simple Personal Fair.





