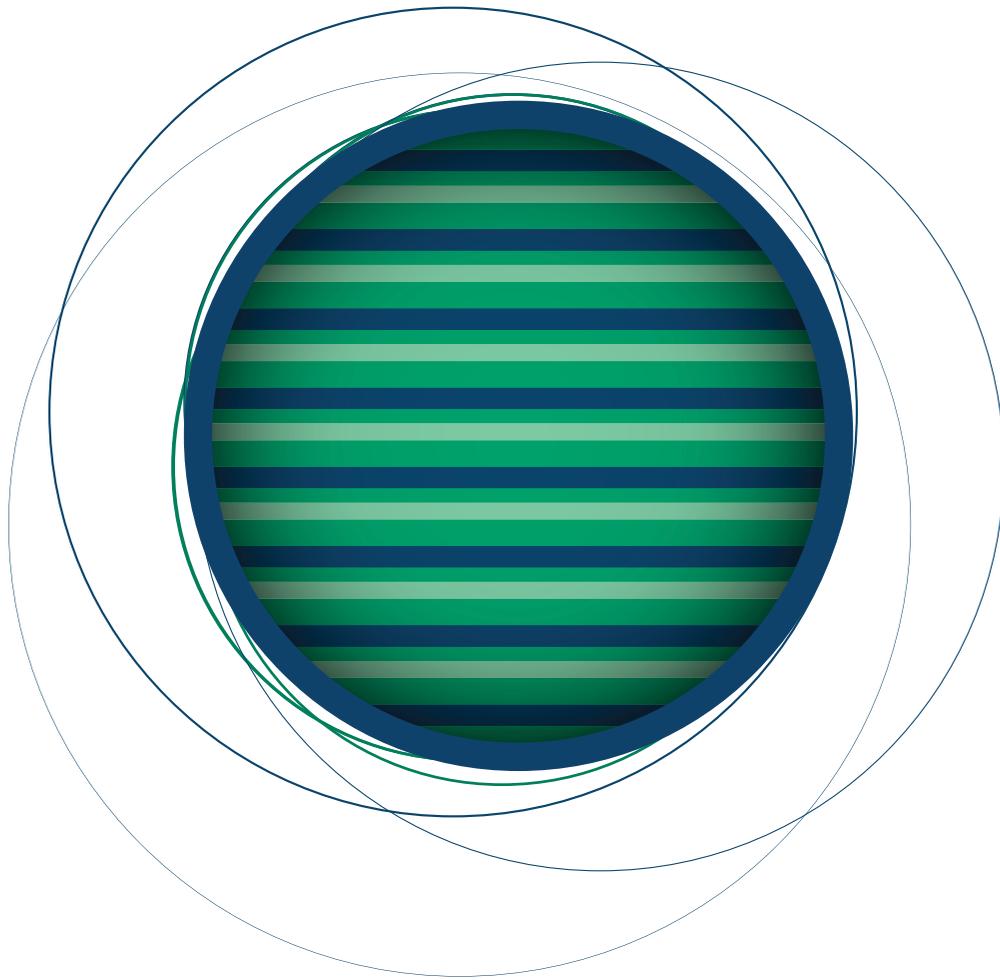


FINANCIAL REPORT



Second
Half
2016





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FINANCIAL ECONOMIC BALANCE CORRESPONDING TO THE SECOND HALF OF 2016

As corporate citizens, Banesco is committed to being transparent with our customers, partners, shareholders and social allies; in short, with Venezuelan society. Therefore we put into your hands this report that records the results of our management during the second half of 2016.

We finished 2016 with total assets of VEF 2,150 billion, which represents 16.45% of the market and places us as the country's first private bank in this area. At the end of last year, we recorded an increase in our assets of more than VEF 1,360.7 billion, equivalent to 172.4% versus the 2015 cut. An achievement that is the result of the confidence of more than 6 million customers and the efforts of those who are part of this institution.

With respect to liabilities, Banesco achieved a growth of 173.7% (VEF 1,217 billion) during the last twelve months, increasing the balance of customer deposits to VEF 1,918 billion. In this way, we maintained our leadership in private banking, with 16.88% market share.

At the close of December 2016, the gross loan portfolio amounted to VEF 976.91 billion, 16.11% of market share, which reaffirms our commitment to the productive sectors of the economy. This amount represented the largest volume among the privately owned banks in Venezuela.

As a result of our continued push to electronic channels, BanescOnline recorded a monthly average of over 149 million transactions. The operations done in this channel grew 38% compared to the same period of the previous year. Meanwhile, the telephone banking received more than 82 million calls in 2016, of which almost 76 million were processed in an automated manner (IVR) and 6.5 million (9%) were received and answered by their telephone agents. The operations carried out by this channel increased 24% compared to 2015.

Last year we close it with 109.652 point of sale (POS), which were more than 695 million transaction, which

represented a growth of 45% compared to 2015. Likewise, Banesco provided 1,434 ATMs throughout the country.

Through our social networks –we have presence on Twitter, Facebook, Instagram, Google, YouTube and LinkedIn– we attended more than 16,000 cases related to our products and services. 51% of them corresponded to requirements of Banesco's customers, while 49% were inquiries about products and services.

Committed to building the future, within the framework of our Corporate Social Responsibility Policy and leveraged in our commitment to the Sustainable Development of our stakeholders, we maintained our support to our Partners and Social Allies, as well as to our collaborators. Social investment was maintained in projects with positive impact for children, adolescents and the elderly; offered the Program for Microentrepreneurial Training in the hands of allies; we extended our Banesco National University Scholarship Program; and we expanded our Editorial Banesco Fund titles.

In the case of the Program for Microentrepreneurial Training, we reached the figure of 48,321 people graduated during its eight years of operation. By the end of 2016, we graduated 17,147 entrepreneurs across the country.

Throughout this financial report you will find a record of the achievements in the main areas of our management. We appreciate the trust of our clients, with whom we remain firmly committed to continue to meet their financial needs with Responsibility, Reliability, Quality and Innovation.

MIGUEL ÁNGEL MARCANO CARTEA

**Executive Chairman
Banesco Banco Universal, C.A.**

FINANCIAL ECONOMIC SITUATION

The international context regarding oil favored the upward trend evidenced in the oil prices during the second half of the year, facing the drop in United States production and the steadiness in crude oil global demand. In the second semester, prices of the Venezuelan oil basket increased in average by USD/b 9.5, equivalent to 31% with respect to the first semester, for a total of USD/b 39.9 in this second term. However, low prices reported during the first six months (USD/b 30.38 in average) determined the position of the Venezuelan crude oil in the year in USD/b 35.15; USD/b 9.5 lower with respect to the year 2015.

The recovery of oil prices in the second semester was insufficient to avoid the reduction of the international reserves in USD 1,109 million, which ended 2016 in USD 10,995 million, with an annual drop of USD 5,375 million, also conditioned by the expenditure on imports and payment of external debt (USD 5,266 million).

The exchange policy maintained two official exchange rates during the whole year 2016: a preferential rate, fixed at VEF/USD 10, allocated basically to food and medicine imports, and a complementary rate of VEF/USD 673.76 at the end of the period, for an annual average of VEF/USD 501.66.

The extension of the public expenditure reached a nominal growth of 222% when compared with the same term of 2015 and 283% in the year, being VEF 5,687 billion. In 2016, the increase in wages and salaries showed a rate of

180.9%, a reflection of the wage indexation policy which has been implemented since 2015 with the approval of 4 wage adjustments in the last two years. This situation significantly promoted tax expenditure on this matter, and particularly in the second semester the highest increases were reported (50% in September and 20% in November), which affected employment bonuses corresponding to this period.

The impact of the tax expansion on the monetary aggregates resulted in an annual growth of the Monetary Base of 236% and 159% in Monetary Liquidity, which, in turn, was promoted by the increase in the credit activity of 139.5%. Interest rates had an upward behavior in the year, being the average active rate 22.25%, at the end of 2016, after an increase of 138 basic points with respect to 2015, as response to a higher financing demand.

The impact of the tax expansion on the monetary aggregates resulted in an annual growth of the Monetary Base of 236% and 159% in Monetary Liquidity, which, in turn, was promoted by the increase in the credit activity of 139.5%



BANKING SYSTEM

The banking system at the end of 2016 comprised 31 institutions, namely: 24 private capital institutions and 7 State-owned institutions, with universal banks as the most representative class, comprising 23 institutions (72.4% of the market).

Bank users had access, by the end of December, to 3,504 offices, with 73,516 employees, 9,909 automatic teller machines (ATMs) and 365,253 electronic points of sale (EPOs) throughout the country.

During the year 2016, the system reported an increase trend on the main items of the balance, but the greatest boost, however, was reported in the second half of the financial year, with an increase of VEF 6,632 billion (103.0%) reported on the total assets with respect to the first semester 2016, which served to exceed 13,070 billion bolivars by December, with an inter-annual increase of 172.9% (VEF 8,280 billion).

Such growth was possible due to the boost in customer attraction, which ended the year with an increase of 170.2% (VEF 7,158 billion), with a final balance of VEF 11,364 billion, closely related to the expansion of monetary aggregates during this period.

The item with the highest variation in the year within assets was the cash and cash equivalents item, with an increase of VEF 3,891 billion, reaching VEF 5,103 billion, representing 39.0% of the total assets, equivalent to 13.7 percentage points above with respect to the same term of 2015, reporting an annual rise of 321.1%. This growth is based on the increase in the surplus reserves which ended the year in VEF 2,459 billion, thus deteriorating the credit intermediation coefficient, which ended the period with a ratio of 51.92%; 6.7 percentage points below with respect to December 2015.

The gross credit portfolio was, by December 2016, VEF 6,065 billion (+139.5% vs. Dec. 2015); nonetheless, this was reduced in assets by 6.5 percentage points, going from 52.9% in 2015 to 46.4% in 2016. It slightly improved its quality during the period analyzed, with a final delinquency indicator of 0.26%, and a provision level for blocked portfolio of 1,031.5%.

The Disaggregation of credits by destination reaffirms the growing trend of the commercial portfolio during 2016 (VEF 2,074 billion), with a significant increase of its inte-



On December 2016, the banking system's equity increased to VEF 657 billion, reporting a variation with respect to the same period of 2015 of VEF 319 billion (94.6%).

rest in 53.55% on the gross portfolio, above the interest reported during the same period of 2015 by 7.21 percentage points, for VEF 3,248 billion at the end of the period. In order of importance, this is followed by credits on consumption and agricultural credits, which represented 17.67% and 11.66% of the system's gross loans, respectively.

Investments in securities lost 7.3 percentage points in the financial year regarding interest in the total assets of the system, ending 2016 with VEF 1,425 billion, after reporting an increase of VEF 552 billion.

On December 2016, the banking system's equity increased to VEF 657 billion, reporting a variation with respect to the same period of 2015 of VEF 319 billion (94.6%).

The financial year 2016 ended with annual net profit and loss of VEF 259.8 billion, which represents an increase of 82.9% when compared with the amount reported in 2015.

The performance indicators were steady; however, a lower return is evidenced in the sector, reflecting a ROA (average return on assets) of 3.55% and a ROE (average return on equity) of 60.4%.

BANESCO BANCO UNIVERSAL DURING THE SECOND SEMESTER OF 2016

We ended the year 2016 with favorable results, produced by our daily efforts. We are the country's first private bank to exceed 2,000 billion bolivars in assets (VEF 2,150 billion), after experiencing growth by VEF 1,361 billion (172.4%) with respect to the end of last year, and obtaining a market share of 16.5% in December last year.

The sustained growth of the Bank is in line with its time-honored experience in intermediation, which was once more evidenced in 2016, coming to more than one million credits settled in all the modalities and products offered, thus maintaining a highly-diversified portfolio, equivalent to 44.3% of our total assets, for an amount of VEF 977 billion (16.11% of the market) in gross portfolio by the end of the financial year, after reporting an inter-annual variation of 152.6% (VEF 590 billion).

Our portfolio indicators highlight their excellent quality, with a delinquency rate of 0.14% and a provision level for lock ups of 1,824.7%, both among the best in the national banking system.

We continue strengthening our important presence as financial institution among the main productive sectors in the country, emphasizing our leadership regarding credit in significant matters, such as the commercial activity, where we are first within the system, with a market share of 16.57% (VEF 538 billion).

We are also the first private bank to provide financing to the tourism sector in Venezuela, with 12.49% of the market (VEF 15.8 billion). Likewise, given the significance of the manufacturing activity for the development of the country, we granted more than two thousand loans to this sector in 2016, in the amount of VEF 43.6 billion at the end of the second semester, with a market share of 10.46%.

We are once again constituted as leaders in the country's private banking regarding financing for housing purchase, with a mortgage portfolio of VEF 23.7 billion, at the end of 2016, which represents 11.13% of the market.

Besides, we allocated a considerable volume of funds to the development of the national agricultural activity, reporting, by the end of the period, an amount in placements of VEF 96.5 billion, equivalent to 13.57% of the

market, after a growth of VEF 41 billion (75.0%) during the last twelve months.

Likewise, it should be noted the behavior of our vehicle portfolio, which reached VEF 24.0 billion, financing 43.11% of the market, and holding the first place in the preference of users. Finally, we allocated VEF 22.8 billion to the microentrepreneurial sector, an amount representing a share of 10.12%.

Resources managed from the Compulsory Savings Fund for Housing (FAOV, in Spanish) continued to rise during the year 2016, increasing their balance by 61.9% with respect to 2015, up to reaching VEF 31 billion, and holding the first place in the system (34.4% of the market).

With respect to liabilities, Banesco held depositors' preference, increasing the balance of customer deposits to VEF 1,918 billion, reaching 16.88% of the market, which allowed us positioning again as the country's first private bank, after an increase of VEF 1,217 billion (173.7%) with respect to the end of the previous year.

We achieved net profit and loss of VEF 49 billion in the year 2016, which allowed us reaching 4,21% of return on assets.

We are also the private bank with the highest equity, VEF 102 billion, having reported growth for VEF 47.8 billion (88.2%), which allowed us reaching an equity sufficiency index of 10.98% and a risk weighted capital coefficient of 12.39%, in compliance with the regulatory levels.

We achieved net profit and loss of VEF 49 billion in the year 2016, which allowed us reaching 4,21% of return on assets.

In this way, and as a result of an optimum management of our human, material and financial resources, we are able to show very favorable results to all our interest groups, making particular emphasis in the holding of quality assets, which resulted in the achieving of adequate financial and operational margins and, therefore, indicators in line with the behavior of the banking system and the current economic environment.

FINANCIAL HIGHLIGHTS

					GROWTH			
	FIRST HALF	SECOND HALF	FIRST HALF	SECOND HALF	SECOND HALF 2016		SECOND HALF 2016	
	2015	2015	2016	2016	SECOND HALF 2015	%	FIRST HALF 2016	%
STATED IN MILLION VEF								
TOTAL ASSETS	509,381	789,266	982,065	2,150,046	1,360,780	172.4%	1,167,981	118.9%
<i>Cash and Due from Banks</i>	157,050	209,004	260,161	905,021	696,017	333.0%	644,860	247.9%
<i>Security Investments</i>	104,065	152,381	154,581	189,015	36,634	24.0%	34,434	22.3%
<i>Credit Portfolio</i>	235,245	386,778	522,615	976,914	590,136	152.6%	454,299	86.9%
DEPOSITS FROM CLIENTS	453,842	701,077	859,762	1,918,802	1,217,725	173.7%	1,059,040	123.2%
<i>Deposits in Current Accounts</i>	387,279	605,820	752,409	1,723,375	1,117,555	184.5%	970,965	129.0%
<i>Savings Deposits</i>	59,851	87,884	99,364	182,924	95,040	108.1%	83,560	84.1%
<i>Times Deposits</i>	732	861	852	1,170	309	35.8%	318	37.3%
<i>Other Deposits</i>	5,980	6,512	7,137	11,334	4,822	74.0%	4,197	58.8%
TOTAL STOCKHOLDERS' EQUITY	37,920	54,209	65,976	101,999	47,790	88.2%	36,023	54.6%
TRUST ASSETS	18,774	20,985	28,125	34,701	13,716	65.4%	6,576	23.4%
DEBTOR ACCOUNTS DUE TO TRUST ASSIGNMENTS (FAOV)	15,750	19,096	23,105	30,916	11,820	61.9%	7,811	33.8%
<i>Financial Revenues</i>	26,821	44,746	62,204	111,577	66,832	149.4%	49,374	79.4%
<i>Financial Expenses</i>	6,299	8,059	12,141	13,934	5,874	72.9%	1,793	14.8%
<i>Gross Financial Margin</i>	20,521	36,686	50,063	97,644	60,958	166.2%	47,581	95.0%
<i>Financial Intermediation Margin</i>	21,706	38,873	56,320	108,534	69,660	179.2%	52,214	92.7%
<i>Transformation Expenses</i>	9,835	16,395	29,941	48,659	32,264	196.8%	18,718	62.5%
<i>Income Tax</i>	1,244	5,850	8,199	16,373	10,522	179.9%	8,173	99.7%
NET INCOME	9,364	13,935	13,955	35,344	21,409	153.6%	21,389	153.3%
ACCUMULATE AGRICULTURE PORTFOLIO	36,042	55,155	73,335	96,502	41,347	75.0%	23,167	31.6%
OFFICIAL INSTITUTIONS DEPOSITS	21,008	21,459	42,953	49,033	27,574	128.5%	6,080	14.2%
MICRO LOANS	11,918	17,994	19,425	22,810	4,816	26.8%	3,385	17.4%
COMMERCIAL LOANS	97,149	176,914	241,357	538,245	361,330	204.2%	296,888	123.0%
CREDITS TO CONSUMER	44,465	81,372	125,604	212,775	131,403	161.5%	87,172	69.4%
VEHICLES	8,990	12,980	15,155	23,973	10,993	84.7%	8,818	58.2%
CREDITS CARDS	44,465	81,372	125,602	212,775	131,403	161.5%	87,173	69.4%
MORTGAGE LOANS	12,545	16,870	18,923	23,737	6,867	40.7%	4,814	25.4%

RATIOS

<i>Loan Portfolio Provisions / Non Accrual Loans</i>	678.80%	2196.79%	1475.34%	1824.74%
<i>Non Accrual Loans / Gross Loan Portfolio</i>	0.41%	0.12%	0.17%	0.14%
<i>Net Results / Average Assets</i>	4.29%	4.42%	3.21%	4.21%
<i>Net Results / Average Equity</i>	56.58%	60.40%	46.19%	69.45%
<i>Liquidity</i>	42.52%	39.00%	38.08%	51.58%

CREDIT RISK REPORTS PRONOUNCEMENT

The Credit Risk management at the end of the second semester of 2016 showed a performance characterized by obtaining a favorable level of profitability/risk in our indicators.

The delinquency index in the Total Portfolio was around 0.14%, and the coverage level of the Provision on the Immobilized Portfolio registered a value of 1,824.73%.

With regards to the destination of the resources placed, the following economic activities prevail: Services, Commerce, Agriculture; and Manufacture as the main receivers of credit.

The collection strategies keep being based on an approach on the recovery under an integral client vision and of preemptive management, showing with it higher effectiveness level.

During the second semester of 2016, keeping a close monitoring on the evolution of the expired balances and continuous management, and allowed obtaining a relevant generation of value on the final result of the credit business. This same management approach is the one to be used as well during the year 2017.

APPROVAL OF ACTIVE OPERATIONS THAT EXCEED THE PERMITTED PERCENTAGE ON THE EQUITY OF THIS INSTITUTION

In accordance with number 3 of Article 30 from the Law on Institutions from the Banking Sector, in the matters of active operations, at the end of the semester, the Board of Directors decided on the approval of two hundred and twenty (220) credits that by individual or group risk, in the same monthly period, exceeded two percent

(2%) of the bank's equity. It is important to highlight that in the most recent reform to the Law on Institutions from the Banking Sector, the active operations to report are the ones exceeding 5% of the Equity of the Institution, however Banesco keeps the report on operations granted that individually or by group risk exceed 2% of Bank Equity.

PARTICIPATION IN THE COUNTRY'S PRODUCTION SECTOR AS A PERCENTAGE OF THE LOAN PORTFOLIO

CREDIT SITUATION	OUTSTANDING	RESTRUCTURED	NON-PERFORMING LOANS		TOTAL (Bs.)	PERCENTAGE COMPOSITION
			PAST TO DUE	IN LITIGATION		
ACTIVITY ECONOMIC	CREDITS	CREDITS	CREDITS	CREDITS	CREDITS	CREDITS
<i>Community, Social and Personal Services</i>	464,758,018,997	21,493,956	920,214,361	310,450	465,700,037,763	47.67%
<i>Trade, Restaurants and Hotels</i>	230,947,473,162	24,315,128	228,913,084	0	231,200,701,374	23.67%
<i>Agriculture, Fishing and Forest</i>	102,426,142,828	7,581,646	1,236,288	0	102,434,960,763	10.49%
<i>Manufacturing Industry</i>	101,649,124,232	12,730,475	135,242,077	0	101,797,096,783	10.42%
<i>Construction</i>	38,706,050,054	0	6,510,003	0	38,712,560,057	3.96%
<i>Transport, Storage and Communications</i>	23,800,787,392	6,126,136	24,685,717	0	23,831,599,245	2.44%
<i>Hydrocarbons and Mining Exploitation</i>	6,706,313,249	0	21,513,033	0	6,727,826,281	0.69%
<i>Financial Establishments, Real State And Services Provided to Companies</i>	5,638,148,761	0	1,135,159	0	5,639,283,920	0.58%
<i>Electricity, Gas and Water</i>	869,781,937	0	59,364	0	869,841,301	0.09%
SUB-TOTAL (Bs.)	975,501,840,612	72,247,341	1,339,509,084	310,450	976,913,907,488	100.00%

COMPARATIVE FINANCIAL STATEMENTS FOR THE LAST TWO (2) YEARS AND APPLICATION OF NET INCOME



Chairman of the Board
Juan Carlos Escotet R.

Main Directors
Juan Carlos Escotet R.
Miguel Ángel Marcano C.
Sergio Sagases Ciarrmino
Oscar Doval García
Vicente Llatas Salvador
José Grasso Vecchio
Emilio Durán Gobiagos
María Josefina Fernández M.

Statutory Auditors
Carolina A. Aroldano Suárez
María E. Medina Silva

Secretary
Marco Tulio Ortega Vargas

Independent Accountants
Márquez, Perdomo & Asociados
(Miembros de CROWE HORWATH INTERNATIONAL)

Stock Capital Bs. 125000000
Capital Paid-in Bs. 125000000
Capital Reserves Bs. 100749815371,39

BALANCE SHEET

December 31, 2016 (Stated in VEF)

ASSETS	Dec-16	Dec-15
CASH AND DUE FROM BANKS	905.020.609.980	209.004.394.766
Cash	40.488.013.715	12.890.234.361
Central Bank of Venezuela	817.811.329.103	178.048.816.150
Local Banks and Other Financial Institutions	12.693.740.960	3.344.992.352
Foreign and Correspondent Banks	120.448.214	32.207.379
Head Office and Branches	0	0
Pending Cash Items	33.906.077.988	14.888.144.524
(Provision for Bank Accounts)	0	0
INVESTMENTS SECURITIES	189.014.925.897	152.380.539.281
Investments in Central Bank	19.910.368.000	47.009.457.000
Investments in Trading Securities	0	0
Investments in Securities Available for Sale	64.698.849.711	17.435.222.486
Investments in Securities Held to-maturity	62.795.293.074	50.257.276.676
Limited Availability Investments	505.176.922	401.865.954
Other Security Investments	41.105.238.190	37.276.717.166
(Provision for Security Investments)	0	0
LOAN PORTFOLIO	952.465.752.571	376.269.736.008
Outstanding Credits	975.501.840.612	386.251.850.672
Restructured Credits	72.247.341	47.884.357
Past Due Credits	1.339.509.084	471.758.818
Credits in Litigation	310.450	6.594.854
(Provision for Credit Portfolio)	(24.448.154.916)	(10.508.349.097)
INTEREST AND COMMISSIONS RECEIVABLE	17.965.810.788	7.126.757.709
Interest receivable from cash and due from banks	0	0
Interest receivable from security investments	2.519.728.328	1.988.896.073
Interest receivable from credit portfolio	13.874.789.411	4.460.411.339
Commissions Receivable	1.870.132.814	821.089.640
Interest Receivable on Other Accounts Receivable	0	0
(Provision for Interest Receivable and Other)	(298.839.765)	(143.639.343)
INVESTMENTS IN SUBSIDIARIES, AFFILIATES AND BRANCHES	20.204.293	28.847.900
Investments in subsidiaries and affiliates	20.204.293	28.847.900
Investments in branches	0	0
Provision for investments in subsidiaries, affiliates and branches	0	0
PROPERTY RECEIVED IN LIEU OF PAYMENT	283.653.854	22.523.780
PROPERTY IN USE	28.872.164.386	17.052.222.125
OTHER ASSETS	56.402.928.999	27.380.940.647
TOTAL ASSETS	2.150.046.050.768	789.265.962.216

LIABILITIES AND EQUITY	Dec-16	Dec-15
DEPOSITS	1.918.802.308.938	701.076.967.991
Deposits in Current Accounts	1.723.374.859.838	605.819.884.860
Non-Remunerated Checking Accounts	957.726.671.549	317.604.928.072
Remunerated Checking Accounts	622.398.779.632	220.817.231.056
Current accounts under exchange agreement n° 20	78.350.805	43.306.320
Demand Deposits and Certificates	143.171.057.852	67.354.419.412
Other Demand Liabilities	11.333.642.551	6.511.907.187
Savings Deposits	0	0
Time Deposits	182.924.136.300	87.884.139.366
OBLIGATIONS WITH BCV	0	0
DEPOSITS AND OBLIGATIONS WITH BANAVIH	13.183.771	6.213.495
OTHER FINANCING OBTAINED	32.072.200.675	8.042.208.482
Liabilities with local financial institutions up to one year	31.657.530.517	7.947.935.906
Liabilities with local financial institutions more than one year	0	0
Liabilities with foreign financial institutions up to one year	414.670.158	94.272.576
Liabilities with foreign financial institutions more than one year	0	0
Other Liabilities up to one year	0	0
Other Liabilities more than one year	0	0
OTHER FINANCIAL OBLIGATIONS	17.814.468	16.883.797
INTEREST AND COMMISSIONS PAYABLE	86.290.379	77.071.897
Expenses payable due to deposits from clients	84.472.929	73.750.949
Expenses payable due to obligations with BCV	0	0
Expenses payable due to deposits and liabilities with BANAVIH	0	0
Expenses payable due to other financing obtained	1.817.450	3.320.948
Expenses payable due to other financial obligations	0	0
Expenses payable due to obligations convertible to capital	0	0
Expenses payable due to subordinated debt	0	0
ACCRUALS AND OTHER LIABILITIES	97.054.437.166	25.837.312.192
SUBORDINATED DEBT	0	0
OTHER LIABILITIES	0	0
TOTAL LIABILITIES	2.048.046.235.397	735.056.657.854
STOCKHOLDERS' EQUITY	1.250.000.000	1.250.000.000
Capital Paid-in	1.250.000.000	1.250.000.000
Paid-in Surplus	0	0
Capital Reserves	1.347.379.750	1.327.735.153
Equity Adjustments	6.342.440.234	5.826.835.595
Accumulated Income	93.736.701.238	46.205.298.197
Non-Realized Gain or (Loss) on Available for Sale Security	(641.815.565)	(365.674.297)
Investments	(641.815.565)	(365.674.297)
Treasury Stock	(34.890.286)	(34.890.286)
TOTAL EQUITY	101.999.815.371	54.209.304.382
LIABILITIES AND EQUITY	2.150.046.050.768	789.265.962.216
Contingent Debtor Accounts	144.895.253.768	92.492.795.028
Trust Assets	34.701.406.310	20.985.163.625
Other Trust Assignments	500.350.917	166.736.862
Debtor Accounts Due to Trust Assignments (Housing Mutual Fund)	30.915.202.222	19.095.873.740
Other Debtor Accounts (Housing Mutual Fund)	19.789.464	19.239.473
Other Debtor Memorandum Accounts	7.028.925.004.873	2.142.411.058.975
Other Debtor Book Accounts	29.609.185	28.932.157

Statements of Earnings (Stated in VEB)

	Dec-16	Dec-15	Dec-16	Dec-15
Financial Revenues	111.577.340.845	44.745.755.754	Financial Intermediation Margin	108.533.587.729
Revenues from Cash and Cash Equivalents	2.492.497	3.513.625		38.873.155.660
Revenues from Security Investments	7.169.520.132	5.687.045.679	Transformation Expenses	48.659.136.828
Revenues from Credit Portfolio	104.382.048.017	39.018.122.044	Personnel Expenses	16.223.571.670
Revenues from Other Accounts Receivable	22.800.069	36.517.995	Administrative and General Expenses	25.600.222.051
Revenues from Investments in Subsidiaries, Affiliates and Branches	0	0	Contributions to Deposit Guarantee and Bank Protection Fund	6.061.282.421
Revenues from Head Office and Branches	0	0	Contributions to Superintendency of Banks and Other Financial Institutions	766.060.486
Other Financial Revenues	480.130	556.411	Gross Operating Margin	59.874.451.101
Financial Expenses	13.933.566.353	8.059.447.069	Income from Adjudicated Goods	984.916.929
Expenses Due to Deposits from Clients	13.754.260.836	8.001.933.570	Income from Special Programs	0
Expenses Due to Obligations with BCV	0	0	Income from Sundry Accounts	168.190.119
Expenses Due to Deposits and Obligations with BANAVIH	0	0	Expenses Due to Realizable Property	70.430.778
Expenses Due to Other Financing Obtained	179.305.517	57.513.499	Expenses for Depreciation, Amortization and Devaluation of Miscellaneous Goods	0
Expenses Due to Other Financial Obligations	0	0	Expenses Due to Laundry Accounts	9.121.355.927
Expenses Due to Subordinated Debt	0	0	Net Operating Margin	51.835.771.444
Expenses Due to Other Obligations	0	0	Extraordinary Income	0
Expenses Due to Head Office and Branches	0	0	Extraordinary Expenses	119.545.176
Other Financial Expenses	0	0	Gross Income Before Taxes	51.716.226.268
Gross Financial Margin	97.643.774.492	36.686.308.685	Income Taxes	16.372.587.000
Income from Recovered Financial Assets	543.767.627	422.802.124	Net Income	35.343.639.268
Expenses Due to Uncollectibility of Credits and Other Accounts Receivable	13.482.971.198	5.146.601.277		
Provision for Loan Portfolio and Other Accounts Receivable, Losses	13.482.971.198	5.146.601.277	Application of Net Income	
Provision for Cash and Due from Banks	0	0	Reserve Legal	0
Net Financial Margin	84.704.670.921	31.962.509.532	Statutory Utilities	0
Other Operating Income	34.507.023.864	10.622.259.826	Other Capital Reserves	6.250.000
Other Operating Expenses	10.878.007.056	3.711.613.798	Accumulated Income	35.337.389.268
			LOSEP Contribution	555.663.991

Net Income Distribution

Legal Reserve	0	0
Other Capital Reserves	6.250.000	6.250.000
Restricted Surplus	17.671.819.634	6.967.511.823
Surplus to apply	17.665.569.634	6.961.261.823

REPORT ON THE DEMANDS AND COMPLAINTS OF THE CUSTOMERS OF THE BANKING SERVICES (II HALF 2016)

Banesco counts on a technological tool named IRS (Integrated Request System), that allows to manage all the clients and customers' requests and complaints through the different customer service channels (BanescOnline, Network of National Agencies, Call Center Service and Administrative Offices), offering a swift, effective and efficient response, framed within the valid legal framework.

a) Summary by Status

- In the second semester of 2016, 26,961 complaints and requests were reported, for a total amount of 1,070,320,782 VEF; of which 23,943 of the requests were managed, and out of those, 16,217 were ruled in favor of the client with a reimbursement of 137,867,563 VEF.
- When evaluating the time for customer service regarding the complaints and requests reported by the clients during the second semester of 2016, and on the basis of the premise indicated by the regulatory body that establishes a maximum of 20 continuous days to solve them, it is shown that the level of compliance in the service supply was 99.75%.

Summary of complaints and requests reported by Status

REPORT MONTH	ADMISSIBLE		NOT ADMISSIBLE		IN PROCESS (10%)		LEVEL OF COMPLIANCE IN THE SERVICE SUPPLY	
	No. of Complaints	Claim Amount (Bs.)	Amount Redounded (Bs.)	No. of Complaints	Claim Amount (Bs.)	No. of Complaints		Claim Amount (Bs.)
July	3,615	15,206,000	15,205,997	1,376	51,934,437	698	23,848,276	99.86%
August	3,411	60,196,552	59,380,506	1,584	89,045,997	506	65,783,560	99.82%
September	2,859	16,231,340	15,870,855	1,384	110,370,769	531	55,565,263	99.86%
October	2,502	18,756,051	21,066,126	1,270	117,607,241	476	43,726,382	99.71%
November	2,561	23,078,329	22,115,500	1,225	104,485,294	440	71,322,430	99.55%
December	1,269	7,815,916	7,272,905	887	116,168,001	367	79,178,947	99.49%
II Half 2016	16,217	141,284,187	137,867,563	7,726	589,611,738	3,018	339,424,857	99.75%

b) Summary by Type of Financial Instrument

Summary of Claims and Reported Requirements Segmented by Financial Instrument

REPORT MONTH	CREDIT CARD (CC)		DEBIT CARD (DC)		SAVINGS BOOK		CHECKS		CUSTOMER SERVICE	
	NO. OF COMPLAINTS	CLAIM AMOUNT (Bs.)								
July	105	2,067,640	5,506	75,821,652	14	1,924,578	64	11,174,843	0	0
August	137	3,956,885	5,258	180,637,663	14	1,201,492	92	29,230,069	0	0
September	113	2,463,619	4,578	153,145,559	9	1,906,604	74	24,651,590	0	0
October	118	2,488,443	4,029	159,726,738	10	4,674,205	89	13,200,287	2	0
November	154	5,011,978	4,011	176,711,303	11	9,972,165	50	7,190,606	0	0
December	99	4,233,110	2,349	180,912,430	13	3,064,890	61	14,952,433	1	0
II Half 2016	726	20,221,675	25,731	926,955,344	71	22,743,934	430	100,399,829	3	0

Relationship of the Type of Financial Instrument and Code in the database: Credit Card (30), Debit Card (31), Savings Book (33), Check (34), Customer Service (50).

EQUITY SUFFICIENCY COEFFICIENTS LEVELS

Capital Adequacy Ratio

According to the provisions set in Resolution No. 305.09 dated on July 09th, 2009 published in the Official Gazette No. 39230 dated on July 29th of the same year, the following principles and procedures to calculate the Capital Adequacy Ratio were established:

- ▶ **Capital Adequacy Ratio**, which is calculated by dividing the Book Value of Capital plus the Operative Management and the Total Value of the Assets. By multiplying the quotient by one hundred (100), it should not be less than nine percent (9%), according to the provisions published in the Official Gazette No. 40509 dated on October 01st, 2014.

Likewise, through Official Papers SIB-II-GGR-GNP- 10189 dated on April 07th and SIB-II-GGR-GNP-34903 dated on December 30th, 2016 the Superintendency of Institutions in the Banking Sector (SUDEBAN) grants the regulatory exception to determine the Capital Adequacy Ratio, set in Article 6 of such Resolution No. 305.09, as follows:

SIB-II-GGR-GNP-10189

a) Exclude from the Total Asset, according to the definition set forth in Article 2 of the aforementioned Resolution, the balance of the following items:

- Bonds and Obligations issued by the Central Bank of Venezuela.
- Placements in the Central Bank of Venezuela.
- Liquid assets of the banking Institution in the Central Bank of Venezuela (including Legal Reserve).
- Bonds and Obligations issued by state-owned oil company Petróleos de Venezuela, S.A. (PDVSA).

b) Include in the book value of capital, according to the definition set in the aforementioned Article 2, the amount corresponding to:

- General provision for credit and microcredit portfolio
- Countercyclical Provision for credit and microcredit portfolio

The amount to be included under the aforementioned provisions will be the amount corresponding to percentages established in regulations issued for such purposes by the Superintendency.

SIB-II-GGR-GNP-34903

- The balance corresponding to “instruments payable on demand”, as well as the monthly variation experienced by the sub-item 111.01 “Cash” of the item 110.00 “Cash and Cash Equivalents” of the Accounting Manual for Banking Institutions, will be deducted from Total Asset.

For the purposes of the aforementioned monthly variation, the balance in the above mentioned sub-item 111.01 “Bills and Coins” as at November 2016 will be taken into consideration.

- ▶ **Total Capital Adequacy Ratio**, which results from adding the value of Tier 1 Capital (Level I) to the Tier 2 Capital (Level II), divided by the total amount of assets and contingent operations, weighted by risk levels. The quotient obtained, upon being multiplied by one hundred, should not be less than twelve percent (12%).

In the same way, through official papers SIB-II-GGR-GNP-12738 dated on April 27th and SIB-II-GGR-GNP-34903 dated on December 30th, 2016 the Superintendency of Institutions in the Banking Sector (SUDEBAN) grants a regulatory exception to determine the Total Capital Adequacy Ratio, established in article 4 of the aforementioned Resolution No. 305.09, according to the following:

SIB-II-GGR-GNP-12738

Banking institutions must include within the calculation of Tier 1 Capital (Level I), the amount corresponding to the general and countercyclical provisions.

The amount to be included under such provisions will be the amount corresponding to the percentages established in regulations issued for such purposes by the Superintendency.

SIB-II-GGR-GNP-34903

The “instruments payable on demand” will exceptionally be calculated as 0% risk-weighted items.

It should be noted that exceptions related to Official Paper SIB-II-GGR-GNP-34903 will be applicable to all the corresponding indicators at the closing of December 31st, 2016.

- ▶ **Tier 1 Capital Adequacy Ratio** is the comparison between tier 1 capital and total risk-weighted assets and contingent transactions. It should not be less than 6%.

According to the provision established and based on the results obtained in December and June 2016, percentages reached are:

ITEM	DEC. 2016	JUN. 2016
Capital Adequacy Ratio	10.98%	12.38%
Total Capital Adequacy Ratio	12.39%	14.84%
Tier 1 Capital Adequacy Ratio	12.39%	14.84%

ELECTRONIC CHANNELS AND BANK AGENCIES

As of december 2016 close, Banesco had a wide network of physical and electronic distribution channels whereby the Bank offers a wide range of products and services:

- ▶ 358 service points (agencies, satellites and Banesco Express)
- ▶ 1.434 ATMs (885 Monofunctional and 549 Multifunctional)
- ▶ 109.652 Points of Sale
- ▶ 313 Non-Banking Correspondents

EXTERNAL AUDITOR'S REPORT

The financial statements of the Bank corresponding to the second half of 2016, included in this report, were audited by the external auditors of the Institution, "Márquez, Perdomo & Asociados", and confirmed the fairness of such financial statements.

LIQUIDITY, LEVERAGE, EFFICIENCY AND PROFITABILITY INDICATORS

PRINCIPAL FINANCIAL INDICATORS	DEC. 16	JUN. 16	DEC. 15	JUN. 15
1. EQUITY				
(Equity + Operative Management) / Total Assets	10.98%	12.38%	10.13%	10.18%
Non-Productive Assets / Equity + Operative Management	961.64%	449.22%	450.04%	453.08%
2. ASSETS QUALITY				
Loan Portfolio Provisions / Gross Loan Portfolio	2.50%	2.56%	2.72%	2.78%
Non Accrual Loans / Gross Loan Portfolio	0.14%	0.17%	0.12%	0.41%
3. MANAGERMENTS *				
Personnel Expenses + Operative Expenses / Average Productive Assets	8.45%	7.93%	5.41%	4.80%
Personnel Expenses + Operative Expenses / Financial Income	38.07%	39.11%	27.98%	26.66%
4. EARNINGS *				
Net Results / Average Assets	4.21%	3.21%	4.42%	4.29%
Net Results / Average Equity	69.45%	46.19%	60.40%	56.58%
5. LIQUIDITY				
Availability / Customer Funds	47.17%	30.26%	29.81%	34.60%
Availability + Investment in Securities / Customer Funds	51.58%	38.08%	39.00%	42.52%

* Annual Percentages

INTERNAL AUDITOR'S REPORT ON THE EVALUATION OF THE INTERNAL CONTROL ENVIRONMENT

According to the provisions of Article 28 of the Decree with the status, validity and force of Law of the partial reform of the Law on Institutions in the Banking Sector (*Ley de las Instituciones del Sector Bancario*), published in the Official Gazette No. 40,557 dated on December 08th, 2014; as well as the pertinent regulations issued by the Superintendency of Institutions in the Banking Sector (hereinafter referred to as SUDEBAN) published on August 27th, 2014, Articles 1 and 16 of the Resolution No. 064.14 referring to the "General Standards Related to the Internal Audit Unit of the Institutions in the Banking Sector" (*Normas Generales Relativas a la Unidad de Auditoría Interna de las Instituciones del Sector Bancario*); we present the summary of the management, work done and activities developed by the Internal Audit Unit in Banesco Banco Universal, C.A., during the period from July 01st, 2016 and December 31st, 2016 which was submitted to the Audit Committee and the Board of Directors for consideration, according to the provisions established and approved in the Internal Audit Operational Plan defined for 2016.

Banesco Banco Universal, C.A. has an Internal Audit Unit, which is sufficiently independent to fulfill its functions in an effective, efficient and timely manner. To that end, it has all faculties required to achieve its goals. The Internal Audit Vice President of the Bank is the Internal Auditor, who is responsible for the Internal Audit area and the staff attached to the Internal Audit Unit, which functionally and administratively reports to Board of Directors of Banesco.

The Unit has an Internal Auditing Statute, which is regularly reviewed and compiles the principles, standards and powers of the Internal Auditor, the policy on the assurance of the Internal Auditing Activity, manuals on internal auditing policies and standards and Internal Auditing Activity, as well as work handbooks, which are defined according to the Internal Auditing Standards, both nationally and internationally, and standards established by the Institution. In case of significant, regulatory or functional changes; these are submitted to the Audit Committee and Board of Directors for consideration and approval.

The methodology applied by the Internal Audit Unit to develop the Audit Plan based on the risk management processes was performed according to the following criteria:



- The Internal Audit Operational Plan was approved by the Audit Committee and was submitted to the Board of Directors for ratification. Five (5) regular progress reports on such plan have been prepared and submitted to the Board of Directors and the Audit Committee (monthly) and the Comprehensive Risk Committee (half-yearly).
- The standards established by the SUDEBAN, as well as valid regulations on the banking activity and International Supervision practices were considered.
- The Audit management was mainly focused on the revision of Processes based on risks in the core areas: Administration and Operation, Banking and Branch Network, Information technology, and Anti-Money Laundering and Terrorist Financing Prevention and Control (here in after referred to as AML/TF), according to the schedule established in the Audit Plan 2016 – Second Semester.
- Implementation of audit tests to assess the exposure to significant risks, monitoring of corrective/preventive actions supported in strategies, verification of the Internal Control Environment and its effective operation, which contributes to the improvement in the effectiveness and efficiency of the areas of Banesco Banco Universal, C.A., putting viewpoints and guidelines forward on the basis of analyses and assessments of its information and processes.



For the second semester 2016, revisions were performed with coverage stipulated in the Internal Audit Operational Plan, which includes the following main aspects:

—Rating of efficiency of the internal control environment by assessing different aspects that involve the updating, implementation and functioning of internal controls of the Institution, the risk management framework, the effectiveness of internal controls, and the efficiency and productivity of resources.

—Revision and verification of the fulfillment of legal provisions that govern the banking activity and, particularly, provisions of the partial reform of the Law on Institutions in the Banking Sector (*Ley de las Instituciones del Sector Bancario*), other resolutions, official papers issued by the SUDEBAN, as well as other regulations in force related to the banking activity applicable to revisions made.

—Verification of the implementation of provisions established in SUDEBAN's Accounting Manual for Banks, in balances comprising the figures shown in Banesco's financial statements.

—The Annual Monitoring, Assessment and Control Program in terms of Compliance with the aspects contained in regulations in force for treating Money Laundering and Terrorist Financing risks, Comprehensive Risk, and Technology Risk.

—Monitoring of Comprehensive Risk Management Process and Technology Risk Management Process; as well as tests to validate the filling of gaps identified in the analysis of the Regulatory Agency; operational risk, Internal Audit and External Audit.

—Special audits were performed, related to the certification of processes assessed by the Regulating Agency in inspections carried out by the SUDEBAN or upon request of the Audit Committee.

—At the closing of the second semester of the 2016 schedule, the Internal Audit concluded:

Audit Class	Scheduled
Scheduled Audits accomplished	33
Non-scheduled Audits	5
Total	38

Special audits were performed, related to the certification of processes assessed by the Regulating Agency in inspections carried out by the SUDEBAN or upon request of the Audit Committee.

In the same way, an audit in the comprehensive risk management unit was performed, corroborating that Banesco has materialized its efforts to shape the organizational structure established in Resolution No. 136.03 from the SUDEBAN, for a proper Risk Management. Additionally, the design of methodologies has been included in order to identify, measure, control, monitor, and assess the different risks taken, as well as the development of policies established in such resolution. Required adaptations have also been implemented to comply with Resolution 136.15.

In reference to SUDEBAN's Resolution No. 119-10, in terms of ML/TFPC, audit activities and the verification of compliance with provisions set forth in Regulations regarding the management and control of risks related to Money Laundering and Terrorist Financing crimes applicable to institutions regulated by SUDEBAN were performed, with scope of revision to date in risk areas (Credit, Branches, and Employees). Based on work made, we conclude that plans and programs designed to prevent and detect operations that are presumed to be or could be related to Money Laundering and Terrorist Financing adequately work.

In terms of Information Technology, technology risk inspection reports prepared by the SUDEBAN and Internal and External Audit were monitored; as well as the following processes, applications and components, communications, links and interfaces of: Cetys Audit System and the Technology Continuity and Contingency Plan, according the simulation schedule completed in the second semester of 2016.



Regarding the implementation of the Framework for the Professional Practice of Internal Auditing, the unit adapted to specific factors of the legal, regulatory and cultural environment and the expectations from the interested parties. In this sense and according to the Regulations in force in the country and the best practices of Internal Auditing in terms of Assurance, Statements on Internal Auditing Standards and Procedures were observed to deal with requirements from the SUDEBAN, in relation to the activity performed by the Internal Audit.

Activities performed by the Internal Audit were defined by taking the standards established in regulations in force into consideration, considering the objectivity and Independence principles of the Internal Auditing Practice.

Regarding the self-assessment of the internal control corresponding to the 2016 year, it was carried out during this semester, obtaining a grade of 76 points which corresponds to the skillful level.

From revisions performed to internal controls of Units and processes of Banesco Banco Universal, C.A. through the second semester of 2016, a MINIMUM REQUIRED grade average of 2.01 points was obtained. Therefore, based on such results, a proper process- and policy-making was observed for Banesco Banco Universal, C.A. to operate:

- ▶ According to the strategies defined by the Senior Management, having the required human, technological and material resources, and trying to make an efficient use of them.

- ▶ Proper decision-making and reliable transparent information provision to the Board of Directors, shareholders, workers, customers, pertinent authorities and the public in general (all interested groups). To that end, quality, sufficiency, security and opportunity information systems will be required.
- ▶ Identification, assessment and monitoring of risks to maintain an effective control and mitigate losses by means of a proper management thereof.
- ▶ Concordance of the operational processes with provisions established by the executive management and assessed in a permanent manner, to verify the functioning of controls and adopt, if necessary, corrective measures in a timely and efficient manner.
- ▶ Compliance with the regulations in force and internal policies and procedures established by the Board of Directors and the Executive Management.
- ▶ Awareness on risk, adequate Corporate Governance and permanent and timely supervision, which guarantees the integrity and ethical values, strategic objectives based on effectiveness, compliance by the management, and control activities related to Policies and Procedures.

Based on the above, it is concluded that efficiency and effectiveness in managing the internal control system of Banesco Banco Universal, C.A. is reasonably secure.



COMMUNICATIONS FROM THE SUPERINTENDENCY OF INSTITUTIONS IN THE BANKING SECTOR REFERRING TO PROVISIONS, REMARKS, RECOMMENDATIONS OR INITIATIVES ON THE OPERATION OF THE INSTITUTION

PARTICULAR REGULATIONS			
DATE	OFFICIAL PAPER	DATE	OFFICIAL PAPER
	GENERAL MEETING OF SHAREHOLDERS		INSPECTIONS
01/07/16	SIB-II-GGR-GA-19313. Authorization to adopt agreements made by the Special Meeting of Shareholders held on September 28th, 2015.	07/07/16	SIB-II-CCSB-19423. Results obtained during the special inspection conducted in terms of Banking Service Quality corresponding to the Second Semester of 2015.
13/07/16	SIB-II-GGR-GA-19929. Authorization to adopt the agreements made by the Special Meeting of Shareholders held on March 26th, 2015.	30/08/16	SIB-II-CCSB-24286. Special Inspection in terms of Banking Service Quality.
19/09/16	SIB-II-CCD-25376. Considerations regarding the performance of the Bank in terms of managed portfolios, on the occasion of required documents presented to the General Meeting of Shareholders held on September 28th, 2016.	17/11/16	SIB-II-GGIBPV-GIBPV6-31186. Monitoring of results obtained in the general Inspection as at December 31st, 2015 related to the classification of vehicle credits and the record of mortgage guarantees.
28/10/16	SIB-II-GGR-GA-29120. Authorization to adopt agreements made by the Special Meeting of Shareholders held on March 30th, 2016.	21/11/16	SIB-II-GGIR-GSRB-31548. Monitoring of results obtained in the Special Inspection as at June 30th, 2015 which purpose was to assess the compliance with the Resolution No. 136.03 "Standards for a Proper Comprehensive Risk Management."
01/11/16	SIB-II-GGIBPV-GIBPV6-29596. Authorization to adopt agreements made by the General Meeting of Shareholders held on September 28th, 2016.	02/12/16	SIB-II-GGIR-GRT-33039. Special Inspection aimed at reviewing and assessing activities related to technology elements and systems of the Bank.
09/11/16	SIB-II-GGIBPV-GIBPV6-30313. Considerations to the explanatory report on the agreements adopted as a result of the declaration of dividends approved by the General Meeting of Shareholders held on September 28th, 2016.		OTHERS
17/11/16	SIB-II-GGIR-GSRB-31251. Remarks derived from the special report on the financial statements audited as at June 30th, 2016 which includes the level of compliance according to the Resolution No. 136.03 "Standards for a Proper Comprehensive Risk Management", on the occasion of the General Meeting of shareholders held on September 28th, 2016.	19/09/16	SIB-II-CCSB-25349. Considerations to the management report prepared by the Defender of Banking Customers and Users corresponding to the first semester of 2016.
28/12/16	SIB-II-GGR-GA-34596. Considerations to nominations to the Board of Directors made by the General Meeting of Shareholders held on September 28th, 2016	30/09/16	SIB-DSB-UNIF-26256. Considerations to the half-year Anti-Money Laundering and Terrorist Financing report issued by External Auditors and to the Internal Auditing Management Report, both of them for the semester ended June 30th, 2016.
		13/10/16	SIB-II-GGIBPV-GIBPV6-27407. The Supreme Body of the National Financial System (OSFIN in Spanish) issued a favorable opinion regarding the shares owned by the Bank in Operadora de Tarjetas de Crédito y Débito Proyecto Conexus, C.A., by considering that this is an instrumental company required to complete banking transactions in a better manner.



GENERAL REGULATIONS

DATE	OFFICIAL PAPERS	DATE	OFFICIAL PAPERS
01/07/16	SIB-DSB-CJ-OD-19509. Products and services enabling cash withdrawals are reactivated.		which sets, among other aspects, the Banking Institutions' obligation to request the "certificate of tourist service provider for exchange purposes."
15/07/16	SIB-II-GGR-GNP-19251. Payment of the contribution fees that institutions under SUDEBAN's control and supervision must pay.	21/09/16	SIB-II-GGR-GNP-25587. "Suspension of paragraphs b), d) and g) of article 5 of the Resolution 033.14 dated on March 14th, 2014 containing the "Standards regulating non-Banking Correspondents."
08/08/16	SIB-II-GGR-GNP-19447. Standards related to the appropriation of net profits generated by exchange transactions that banking institutions perform in alternative markets with a complementary floating exchange rate.	21/10/16	SIB-II-GGR-GNP-28283. "Bandes Agricultural Certificate of Participation 2017"
11/08/16	SIB-II-GSRB-GGR-GNP-GIDE-22809. AT28 Liquidity Technical Specifications Manual, which transmission must be carried out as of the end of the first week of January 2017.	28/10/16	SIB-II-GGR-GNP-29257. Modifications to the Standards of harmonization of information shown in ATM screens.
30/08/16	SIB-II-GGR-GNP-24166. Ratification of the Banking Security Standards.	30/12/16	SIB-II-GGR-GNP-34902. SUDEBAN instructs that any suspension of usual transactions of the Bank that may restrict the relation with its customers or limit the access to the banking system must be authorized by the SUDEBAN.
09/09/16	SIB-II-GGR-GNP-24952. Compliance with the provisions established in the Exchange Agreement No. 36; as well as provisions set forth in Resolution No. 019, issued by the Ministry of People's Power for Tourism,	30/12/16	SIB-II-GGR-GNP-34903. Guidelines to determine the equity-to-asset-and-contingent-transactions ratio, applying the risk-weighted criteria.

RELEVANTS INFORMATION TO STAKEHOLDERS



SUMMONS

BANESCO BANCO UNIVERSAL, C.A.

Stock Capital Bs. 1,250,000,000

By resolution of the Board of Directors and in accordance with the provisions of Articles 10, 12 and 27.2 of the Corporate By-laws, shareholders of Banesco Banco Universal, C.A. are summoned to meet at the Annual Meeting of Shareholders to take place on March 31th, 2017, at 8:30 a.m., in the Fernando Crespo Suárez Auditorium, located in the third floor of the Ciudad Banesco building, located in Avenida Principal de Bello Monte, entre calle Lincoln y calle Sorbona, in the city of Caracas, for the purpose of addressing the following matters:

FIRST: Discuss and decide, prior submission of the report of the Shareholders' Representatives, on the approval of the Financial Statements, prepared by independent public accountants, corresponding to the business semester ended on december 31th, 2016.

SECOND: Discuss and decide on the decree, distribution and payment of dividends in cash.

THIRD: To appoint the Main and Substitute Statutory Auditors, and establish their fees.

FOURTH: Election of the external auditor of the Bank, for the purposes of its appointment for the period beginning on January 1, 2017.

FIFTH: Designate the Customer Ombudsman and Banking User and his Alternate.

On behalf of the Board of Directors

JUAN CARLOS ESCOTET RODRÍGUEZ

Chairman of the Board of Directors

NOTE: Known all stockholders by these presents that the Board of Directors' report, the comptrollers' report, the audited financial statements, as well as other reports and proposals to be discussed in the Stockholders' Meeting, will be available to you at the offices located in Edificio "Ciudad Banesco", Piso 3 (third floor), Legal Vice Presidency.

Caracas, March 3rd 2017

RIF: J07013380-5

BANESCO BANCO UNIVERSAL, C.A.

Stock Capital Bs. 1,250,000,000

By resolution of the Board of Directors and in accordance with the provisions of Articles 10, 12 and 27.2 of the Corporate By-laws, shareholders of Banesco Banco Universal, C.A. are summoned to meet at the Special Meeting of Shareholders to take place on March 31th, 2017, at 8:30 a.m., in the Fernando Crespo Suárez Auditorium, located in the third floor of the Ciudad Banesco building, located in Avenida Principal de Bello Monte, entre calle Lincoln y calle Sorbona, in the city of Caracas, for the purpose of addressing the following matters:

FIRST: Reduce the capital stock of the Bank in One Million Four Hundred Thousand Bolivars (VEF 1,400,000.00), as a result of the redemption of one hundred forty thousand (140,000) preferred shares, in conformity with the public offering prospect of preferred shares issue 2008-I and issue 2008-II.

SECOND: Increase the Capital Stock in the amount of One Million Four Hundred Thousand Bolivars (VEF 1,400,000.00), by decree, distribution and payment of dividends in common shares.

THIRD: In accordance with the decisions made on the above matters, modify article 5 of the Corporate Bylaws of the Bank regarding the Capital Stock.

On behalf of the Board of Directors

JUAN CARLOS ESCOTET RODRÍGUEZ

Chairman of the Board of Directors

NOTE: Known all stockholders by these presents that the Board of Directors' report, the comptrollers' report, the audited financial statements, as well as other reports and proposals to be discussed in the Stockholders' Meeting, will be available to you at the offices located in Edificio "Ciudad Banesco", Piso 3 (third floor), Legal Vice Presidency.

Caracas, March 3rd 2017

RIF: J07013380-5

CORPORATE GOVERNANCE REPORT

Banesco Banco Universal, C.A.

Banesco Banco Universal, C.A., is a banking institution domiciled in the city of Caracas, Bolivarian Republic of Venezuela, and authorized to perform all transactions of financial intermediation and related services, with no limitations other than those established in the Decree with Status, Validity, and Force of Law on Institutions in the Banking Sector.

Meeting of Shareholders

The Meeting of Shareholders represents the whole shareholders and is the supreme authority of the company. General meetings are held within the first 90 days following the close of each business semester, and special meetings are held as deemed convenient by the Board of Directors according to the company's interest, or when required by a group of shareholders representing at least 20 percent of the share capital. Its acts and resolutions are mandatory for the Bank and all shareholders.

The Meeting of Shareholders has, among others, the faculties to: i) Determine the number of Directors comprising the Board of Directors; ii) Appoint the members of the Board of Directors and set their remunerations; iii) Appoint the shareholders' main representative and his/her Alternate and set their remunerations; iv) Appoint one or several consultants entitled to attend and participate in the meetings of the Board of Directors; v) Discuss, approve or modify the Financial Statements submitted before it, prior submission of the report of the Shareholders' Representatives; vi) Draft and amend the By-Laws; vii) Decide on the early dissolution, extension, merger with another company, sale of corporate assets, change of business purpose, increase, reduction or refund of the share capital and amendment of By-Laws regarding the aforementioned matters; viii) Decide on the decree of dividends and the payment method thereof, for the amount, with the frequency and in the opportunity as deemed convenient, pursuant to the Law and the By-Laws of the Bank; ix) Decide on the creation of reserves and special provisions submitted to the Board of Directors for consideration; and x) Hear and decide on any other matter within its power, according to the Law and By-Laws of the company.

Board of Directors

Its main function is the general management and administration of the businesses and transactions of the Bank, including its corporate social responsibility policy, with the broadest power for managing and disposing company's

assets and businesses, provided that they are not matters exclusively reserved to the Meeting of Shareholders or other bodies set by the Law or the By-Laws of the Bank. The Board is responsible for the definition and course of the Institution's strategy, and also approves business principles and policies, regulating the autonomies of the executive decisions in order to protect the shareholders' interest and the preservation of the Institution. Additionally, the Board controls the performance of the operational and functional areas of the Bank, examines and compares business forecasts, and the results of previous years with the results of each business year. The Board holds a general meeting once a month, and special meetings can be held by request of the Chairman of the Board of Directors or three (3) members.

The Meeting of Shareholders has, among others, the faculties to discuss, approve or modify the Financial Statements submitted before it, prior submission of the report of the Shareholders' Representatives

In accordance with the Decree with Status, Validity, and Force of Law on Institutions in the Banking Sector, the Board also has the duty and power to: i) Define the financial and credit strategy of the Institution and control its implementation; ii) Analyze and make a decision on credit risk reports, regarding proportionality and validity of granted guarantees; iii) Decide on the approval of active transactions individually exceeding the five percent (5%) of the share capital of the Institution; iv) Express its opinion, under its own responsibility, on the financial statements and the internal audit report that includes the auditor's opinion on the compliance with anti-money laundering regulations; v) Hear and decide on the content and fulfillment of the notices issued by the Superintendency of Institutions in the Banking Sector, related to provisions, remarks, recommendations or initiatives on the functioning of the Institution; vi) Comply with and enforce the provisions set by the Law, the Superintendency of Institutions in the Banking Sector, the General Meeting of Shareholders and the Board of Directors. Likewise, the Board of Directors has the powers set forth by the By-laws of the Bank.



Chairman of the Board of Directors

The Chairman is subordinated to the Meeting of Shareholders and the Board of Directors; in the exercise of his/her powers, exercises the legal representation of the Institution before any public or private authority; executes contracts, agreements, and in general any kind of documents of any nature on behalf of the company; takes on any necessary task imposed on him/her by the Board of Directors, exercising along with it the supreme management of the Bank's activities.

Chief Executive Officer

The CEO is in charge of the daily management and operation of businesses and internal services of the Bank, as well as the administration, monitoring, and control of its businesses, accounting, financial statements, inventory, and accounts. In addition, the CEO has the power to monitor, control, and coordinate activities and tasks assigned to each executive department; presides executive management committees of the Bank, and represents the Bank before third parties in non-judicial matters, being able to execute contracts and agreements on its behalf and representation.

The Corporate Governance of Banesco Banco Universal, C.A., stipulates the following structure:

Audit Committee

Its purpose is to review financial statements to be evaluated by the Board of Directors and subsequently submitted to the Meeting of Shareholders for approval in order to verify that they contain all the information required and reflect the financial situation of the company in an accurate and complete manner without reserves or omissions. The Audit Committee also helps the Board of Directors with the implementation of steps aimed at preserving the integrity of the financial information of the company, collaborates with the supervision and monitoring of the internal and external audits of the Bank, approves the scope of the annual audit and checks, along with the Board of Directors and External Auditors, all significant matters related to lawsuits, contingencies and claims.

Risk Committee

Its main function is to manage, identify, measure and mitigate risks the Bank could be exposed to, setting the risk limits in compliance with the policies established in each activity of the Bank in terms of credit, market, law, business, among others, in accordance with the domestic legislation and the best practices at international level. Additionally, the Risk Committee supports the Board of Directors and the different Credit Committees in the decision-making, and set the guidelines and policies they must comply with in order to preserve the established risk profile.

Credit Committees

The Board of Directors, reserving the exercise of this power, delegated the authority to the credit committees so that they may grant credits of any modality allowed by the law, assigning each autonomy or credit committee a given individual debt limit. Up to date, the existing committees are: Central

Credit Committee, Executive Credit Committee, Delegated Credit Committee, Regional Credit Committees and individual autonomies.

Technology Committee

Its main function is to supervise that the implementation of technologies is in line with Bank's strategies and objectives, with a comprehensive overview of the business, using resources in a responsible manner and identifying and managing risks. It also ensures the formulation of the business architecture and administration of the Bank's technology plan, optimizes and monitors the performance of processes and the provision of solutions.

Anti-Money Laundering and Terrorist Financing Committee

Its objective is to control and supervise the faithful compliance with the preventive measures intended to fight Money Laundering and Terrorist Financing within the Bank. Additionally, it acts as an advising body supporting tasks under the responsibility of the Board of Directors, the CEO and the Compliance Officer regarding the fulfillment of matters related to the regulation in force on Anti-Money Laundering and Terrorist Financing.

Ethics Committees

Its main function is to guarantee the proper reception, analysis, assessment and resolution of complaints, worries and matters that may affect the fulfillment of regulations on ethical values established by the Code of Ethics and Conduct of the Banesco Citizen, as well as facts that affect the integrity and image of the Bank.



Internal Auditor

In accordance with the Decree with Status, Validity, and Force of Law on Institutions in the Banking Sector, the Internal Auditor is responsible for supervising that Bank's transactions and procedures are in conformity with the law, relevant regulations, internal manuals of the Institution and accounting principles approved by the Superintendency of Institutions in the Banking Sector. Likewise, the Internal Auditor is in charge of supervising the proper functioning of the internal control systems; supervising the fulfillment of the resolutions issued by the General Meeting of Shareholders, the Board of Directors, and the Superintendency of Institutions in the Banking Sector; signing the financial statements, along with the legal representative and the main accountant; internally coordinating the analysis of the different transactions made by the Institution and, along with the Audit Committee, informing the Board of Directors about the results of the different audits conducted in order to improve processes and correct any gap that may appear.

Code of Ethics

It contributes to define and regulate the conception Banesco has on ethical values, establishing patterns of conduct aimed at reinforcing honesty as an essential purpose of the Banesco Citizen's behavior. Its implementation is oriented towards the respect of Human Rights, as well as the preservation and control of Money Laundering and Terrorist Financing.

To achieve such objective, the Banesco Citizen's conduct must be oriented by the following values:

- 1. Responsibility:** to be responsible during the performance of his/her activities, which involves the total assumption of competences, functions and tasks assigned, and even have initiative and be diligent in the fulfillment of all requirements and demands inherent to his/her position, make the best use of time, and give his/her best before any person.
- 2. Reliability:** To guarantee the fulfillment of the bank secrecy and any other customers' data of confidential nature, unless an authority requests a specific

Compliance Officer

The Compliance Officer depends on and directly reports to the Board of Directors of the Bank. The Compliance Officer's purpose is to strengthen the mechanisms contributing to the surveillance of risks related to Money Laundering and Terrorist Financing (ML/TF).

His/her functions include: to head the Anti-Money Laundering and Terrorist Financing Committee; to coordinate, supervise and manage the AML/TF program; as well supervising the implementation of the whole regulation enacted to prevent money laundering and terrorist financing; to design, along with the Anti-Money Laundering and Terrorist Financing Committee and Unit, the annual action plan for Anti-Money Laundering and Counter-Terrorist Financing.



information within the scope of its powers; and do not use information under his/her domain due to the performance of its role, power or work for his/her own profit or of third parties. Likewise, to say the truth in any circumstance, honestly answer, acknowledge his/her mistakes and ask for help when necessary.

- 3. Quality:** to display a behavior characterized by the respect for the dignity of persons, performing each task with the greatest care, striving for exceeding expectations of our clients and users.
- 4. Innovation:** to keep up with new technologies, making a proper use thereof, creating new ways to do things, analyzing risks and observing the Code of Ethics and Conduct of the Institution.

REPORT OF SHAREHOLDERS' REPRESENTATIVES

Banesco Banco Universal, C.A. • Six-month period ended December 31, 2016

Shareholders of Banesco Banco Universal, C.A.

In my capacity as Shareholders' Main Representative of Banesco Banco Universal, C.A., appointed in the General Meeting of Shareholders of the Bank, held on March 30th, 2016 in accordance with the provisions of the By-Laws of the Bank, the Inter-Professional Standards for the practice of the Shareholder Representative and pursuant to provisions of Articles 287, 309 and 311 of the Code of Commerce, I hereby inform you that I have analyzed the balance sheet as at December 31st, 2016 and the related profit and loss statement and the distribution of net profits, the implementation of changes in equity and cash flows for the semester ended by then; attached to the report prepared by the Bank's independent certified accountants: Márquez, Perdomo & Asociados (members of Crowe Horwath International) issued on February 15th, 2017 which must be considered for all purposes as integral part of this report.

During the semester ended December 31st, 2016 I attended the General and Special Meetings of Shareholders in my capacity as Shareholders' Representative, both of them held on September 28th, 2016.

Management's Responsibility for Financial Statements

The Management of Banesco Banco Universal, C.A. is responsible for the preparation and reliable presentation of these financial statements in conformity with the accounting standards set by the Superintendency of Institutions in the Banking Sector (SUDEBAN in Spanish), which differ in some aspects from the Venezuelan Generally Accepted Accounting Principles (VEN-NIF). Likewise, the Management of Banesco Banco Universal, C.A., is responsible for establishing the internal controls it may deem necessary for such financial statements be free from material misrepresentations due to frauds or errors, choosing and implementing proper accounting policies, and making reasonable accounting estimates according to the circumstances.

Auditor's Responsibility

Independent certified accountants are responsible for expressing an opinion on these financial statements on the basis of their audits. They performed their audits in conformity with the International Standards on Auditing. Such standards require the compliance with ethical requirements and the execution of exams to obtain a reasonable certainty that the financial statements are free from misrepresentations of a relative importance. An audit includes procedures to obtain evidence related to amounts and disclosures shown in the financial statements.

Chosen procedures depend on the auditor's criterion and include the assessment of material distortion risks in the financial statements due to fraud or error. In assessing risks, the auditor takes into consideration the internal controls implemented by Banesco Banco Universal, C.A. to prepare and submit reliable financial statements in order to design proper audit procedures according to the circumstances, being the purpose not to make an opinion about the effectiveness of the internal control of the Bank. An audit also includes the assessment of the proper implementation of accounting policies and the reasonableness of accounting estimates made by the management; as well as the joint presentation of financial statements. The Bank's independent certified accountants considered that the audit evidence obtained during the revision was sufficient, proper and that it provides a reasonable basis to support their opinion.

The Responsibilities of the Shareholders' Representative

My responsibility is to make a recommendation on the financial statements based on my revision. Such revision was performed according to the scope that I deemed necessary according to the circumstances, which is substantially narrower than an audit performed according to the International Standards on Auditing, which objective is to express an opinion on the basic financial statements as a whole. Therefore, it is worth noticing that as much



my revision as judgments and opinions expressed by me in this report on the financial situation of Banesco Banco Universal, C.A., as at December 31st, 2016 are mainly based on the previously mentioned report prepared by the Bank's independent certified accountants: Márquez, Perdomo & Asociados (Members of Crowe Horwath International) dated on February 15th, 2017.

Recommendation

In the opinion of the independent certified accountants, the previously mentioned financial statements reasonably show, in all essential aspects, the financial situation of Banesco Banco Universal, C.A., as at December 31st, 2016; the results of its transactions and the cash flows for the semester ended by then, according to the Generally Accepted Accounting Principles established by the Superintendency of Institutions in the Banking Sector (SUDEBAN) for the Venezuelan system. For that reason and based on the scope of my revision, as expressed in the above paragraph, I hereby recommend its approval.

Accounting Basis

Banesco Banco Universal, C.A., present its financial statements in accordance with the Accounting Standards established by the Superintendency of Institutions in the Banking Sector (SUDEBAN), which differ in some aspects from the Generally Accepted Accounting Principles, as explained in the Note 2 to the financial statements of the independent certified accountants' report. The financial statements attached to the independent certified accountants' report were prepared for the purpose of complying with the standards and practices established by such body instead of being presented according to the Venezuelan Generally Accepted Accounting Principles (VEN-NIF).

Other Matters to Be Informed

Based on the assessment of the portfolio of Credits, Interest and Commissions receivable, and Other Assets as at December 31st, 2016 shown in the Independent Certified Accountants' special report dated on February 15th, 2017 to comply with the standards on six-monthly external audit reporting, established by the Superintendency of

Institutions in the Banking Sector, the following provisions as at December 31st, 2016 are, in my opinion, reasonable and sufficient for the purposes they were created for, according the standards issued by the Superintendency of Institutions in the Banking Sector:

Provision for Credit Portfolio	24,448,154,916
Provision for Yields Receivable and Others	298,839,765
Provision for Other Assets	365,377,921

The Bank has implemented relevant audit programs, with a view to complying with the instructions contained in the Official Paper No. HSB-200-1155 dated on February 24th, 1984 issued by the Superintendency of Banks and Other Financial Institutions, currently Superintendency of Institutions in the Banking Sector, according to the Official Paper No. HSB-200-5355 dated on September 13th, 1984.

Dividends decreed and statutory sections are included and comply with the provisions of regulations governing this matter.

During the assessed period, I have not received any complaint by any shareholder or been informed by any of them about the existence of circumstances that, according to my opinion, weaken or potentially weaken the financial situation of the institution.

Based on the above exposition, I recommend the shareholders to approve the financial statements of Banesco Banco Universal, C.A. corresponding to the semester ended September 31st, 2016 which were submitted by the Board of Directors, as well as its administrative management.

Carolina A. Arellano Suárez
Statutory Auditor
C.P.C. 44.795

Caracas, February 16th, 2017

CORPORATE MANAGEMENT REPORT

HUMAN CAPITAL

Talent and Training Development

Oriented towards the continuous improvement of all the Banesco Citizens, we developed, during the second semester of 2016, training activities aimed at keeping all our associates updated on a permanent basis in the light of technological changes, providing them with information on the application of new trends regarding learning processes, as well as strengthening their comprehensive vision with respect to technical knowledge and development of key competencies, with a view to having them performing their duties efficiently and producing high quality results.

Training was provided during 443,600 man hours. Trainings were distributed as follows: 155,260 virtual hours and 288,340 in person hours. In person training activities were developed focused on key areas of the business, such as Credit, Sales, Communication and Effective Negotiation Techniques, as well as on the strengthening of the Competencies for Team Management and Leadership, among which the VII Workshop on Effective Management of Business, participation in the events Strengthening the Supervision Performance (Potenciando el Desempeño Supervisorio), Transformational Coaching (Coaching Transformacional), as well as in the Forum on Generational Perspectives of Leadership (Perspectivas Generacionales de Liderazgo), Modules III, IV and V of the Banesco Leader Program, Workshops on Innovation, Service Orientation, Organizational Protocol Image, etc.

Activities were performed on banking knowledge related to Specializations on Prevention of Money Laundering and Terrorist Financing according to risk sensitive areas. In compliance with the provisions of the Enabling Act on Working Prevention, Conditions and Environment (LOPCYMAT, in Spanish), alliances were established with expert suppliers in order to implement forums on matters related to Occupational Health and Safety.

We are active on the compliance with the Law by training 305 INCES trainees, out of which 120 are in the Theoretical Stage in Delegated Action Institutes at national level, and 185 trainees are in the Practice Stage.

This year, the Community Banking (BCB, in Spanish) participated in the integration and standardization of processes and sale roles initiative. Certificates were given on microcredit and operational programs, as well as on Integration, Leadership and Communication workshops to associates from Huella

Banesco, Cultural Agents, Advance Audit Program (PABAI), the Jovenes Talento Program (Young Talents) and the Credit Program.

By the end of 2016, Training and Education activities were developed with the following outcome:

- ▶ 443,600 man hours in Training and Development activities, out of which 155,260 man hours were given through in person training and 288,340 man hours corresponded to virtual training.
- ▶ 18,417 people participating in in person training activities and 26,297 in virtual activities.
- ▶ 6,430 employees attended at least one in person training activity, which represents an attendance of 75% of the active personnel by the end of December 2016.
- ▶ 9,062 employees have developed Virtual Training, by taking at least one course under the SAP platform in the Cloud.

Life Quality

During the second semester of 2016, sports, recreational, cultural and volunteering activities were developed as part of the Life Quality Plan (Plan Calidad de Vida), thus managing to contribute to the improvement of Life Quality of Employees and encourage them to better use their free time, by providing spaces for conciliation between labor and personal life for the Banesco Citizens and their families. The activities developed include the following:

Sports, Recreational and Prevention of Alcohol, Tobacco and other Drugs Use Activities

- ▶ **Toning Activities:** Developed in Caracas and through different styles, such as dance therapy, glutap, yoga, taeko, among others.
- ▶ **Continuous training in different disciplines:** Performed in Caracas, through softball, volleyball and indoor soccer practices.
- ▶ **Banesco Runners Club:** With 1,761 participants in the second semester.
- ▶ **Ciudad Banesco Recreational and Preventive Activity:** Where the Company's Values and abilities for life were strengthened. This was attended by 2,179 participants.
- ▶ **Family Days:** Held in Barquisimeto, Maracaibo, Valencia,



Punto Fijo, Caracas, Merida and Puerto La Cruz, where employees and their families enjoyed recreational activities aimed at preventing alcohol, tobacco and other drugs use. This activity included the awarding of Seniority Certificates to employees between 5 and 45 years of service.

- Social Tourism Activity:** Held under the Recreational-Labor Program addressed to Banesco Citizens and their families, the two activities developed gathered 1,806 people.

Cultural Activities

- Theatre/Plays:** During the second semester, the play A Christmas Carol was performed with the participation of employees and their children.
- TED Lectures (Technology, Entertainment and Design):** Five lectures addressing matters of interest for the employees were given on Youth Development, Women's Wellbeing, Nutrition, among others.
- Volunteering Activities:** The most relevant volunteering activities developed during the second semester of 2016 included: Participation in the Beaches World Day in Carabobo and Vargas States; support to different activities performed along with our social partner Fundana and, at internal level, volunteering in recreational activities, protocol in events and participation in the theatre play A Christmas Carol.

Contractual Benefits

- Hospitalization, Surgery and Maternity Policy:** Health and wellbeing of the Banesco associates and their families is a priority for us; therefore, during the second semester of 2016, several actions for the improvement of insurance coverage and services were performed, through the renewal of Hospitalization, Surgery and Maternity Insurance Policies for the 2016–2017 term and the increase of coverage in basic and excess policies. New benefits were also added

for the family; the communicational strategy was reinforced on the use, benefits, emergency and contingency contact numbers, network of medical centers provided to the Banesco associates, etc.

- Student Credit Card:** With a view to contributing to the wellbeing of the big Banesco family, the Board of Directors announced, on July 15th, the granting of the Student Credit Card with 0% interest rate for the purchase of school supplies and the payment of tuition and registration fees of its student associates and their children.
- My First Credit Card:** During the second semester of 2016, Banesco held the second awarding of the Banesco First Credit Card for its associates with seniority over 4 months, granted at a preferential rate for the calculation of interests in credit cards.
- Toy Contribution:** Banesco, present at all times, even for the little people, provided its associates with a toy contribution, on October 2016, for children up to 12 years of age.
- Food Benefit:** Banesco, as a socially responsible Organization, made the necessary adjustments to the calculation basis for the Food Benefit provided to all its associates in conformity with the provisions issued by the National Executive.

Health

As part of the Banesco Corporate Social Responsibility (CSR) policy, the area of Medical Service has developed, during the second semester of 2016, more than 12,000 individual activities aiming at preventing diseases in employees.

Besides, it has developed preventive activities for thermal nebulization, lectures on good nutrition, information through internal communications on several topics such as correct water storage, how to fight the mosquito causing Zika, among others. Moreover, campaigns have taken place for skin cancer screening, as well as for acne, both in young and adult people, hypertension, dyslipidemia, breast cancer, diabetes, and echographic control, among others.

First aids courses were also given, with a duration of 20 hours and delivery of certificates, to the emergency squad of Banesco. Four awareness lectures on the inclusion of people with disabilities were provided to the Banesco Citizens, in alliance with the regulatory entity, the National Council for People with Disabilities (CONAPDIS, in Spanish).

CORPORATE SOCIAL RESPONSIBILITY

Within the framework of our Corporate Social Responsibility policy and leveraged on our commitment to the sustainable development of our groups of interests, we ended the year 2016 with a social investment of VEF 2.24 billion. From this amount, VEF 1.93 billion (86%) were allocated to benefit the Banesco Citizens and their families, while VEF 304.5 (14%) were allocated to social projects for communities, developed with the support of our Partners and Social Allies.

At external level, the most important projects developed in this period within our Corporate Social Responsibility Program include the following:

Participative Budgets

During the second semester of 2016, we continued our policy of rapprochement to the communities where we have presence. In this opportunity, we expanded the scope of the Participative Budget, a program implemented by Banesco since 2008, and added the city of Merida. Throughout this year, we managed to take this initiative to the Zulia, Nueva Esparta, and Merida States and to the Capital District.

Specifically, we invested 3.99 million bolivars in 18 projects which will benefit low-income children and teenagers living in those regions.

Program for Microentrepreneurial Training

The course has graduated 48,321 people during its eight years of operation. Participants have received management and technological tools which have allowed them improving their businesses or starting up their enterprises. By the end of 2016, we graduated 17,147 entrepreneurs from the Program for Microentrepreneurial Training.



The Program is part of the Banesco Corporate Social Responsibility policy in alliance with institutions such as the University Institute of management and Technology (IUGT, in Spanish); the Venezuelan Association of Catholic Education (AVEC, in Spanish); CorpoULA; the Association for the Promotion of People's Education (APEP, in Spanish); Fundación Social; Fe y Alegría; Universidad Corporativa SIGO (UCS); Negocio PYME; Superatec; the Association of Laborers, Entrepreneurs and Microentrepreneurs (ATRAEM, in Spanish) and the Asociación Civil Por la Caracas Posible, among others.

Education

IESA

During 2016, we strengthened our relationship with the Institute of Higher Education (IESA, in Spanish). In this opportunity, we participated in the restoration of one of its rooms, which will be used to provide a better service to the students in postgraduate and executive training programs in this Institution. This room has been provided with state-of-the-art technology equipment. Investment in this project was of VEF 71,728,834.39.



Autoridades de Banesco Banco Universal, junto a Francisco José Virtuoso s.j., rector de la UCAB, al momento de la firma.

Banesco National Scholarship Program

With the purpose of continuing to contribute with the professional education of the Venezuelan young population, Banesco has launched its National University Scholarship Program. The first group of beneficiaries was taken from the Universidad Católica Andrés Bello, an educational institution where Banesco invested more than 20 million bolivars in scholarships granted to more than 100 students in UCAB – Caracas, and 30 in UCAB – Guayana, with the purpose of covering the total costs of the semester tuition of each student benefitted.



Health

Senosayuda

To commemorate the World Breast Cancer Day, we donated to the civil association Senosayuda VEF 1,000,000.00 for its prevention programs and for the donation of mammographies to low-income women.



Editorial Fund

As part of our editorial offer, we have added a new title to the Banesco Editorial Fund. This was the book *Nuevo País de las Letras*, which is part of the Colección *Rostros del Futuro*. The book is a narrative and testimonial exercise in which 34 Venezuelan authors, all of them born in the 80's, talk about their confidences and concerns.



This work gathers 136 literature and communication professionals. 34 journalists and 34 photographers, besides the 34 authors selected, have been responsible for the excellent interviews compiled and the portraits that reveal the working scene of these authors. Moreover, the book presents the opinions of 34 mentors or renowned authors on the 34 writers interviewed. The work was compiled by Antonio Lopez Ortega.

Social Networks

By the end of 2016, our social networks had a Community of 1,063,734 followers in our official accounts in Twitter, Facebook, Instagram, Google+, YouTube and LinkedIn, which is equivalent to an increase of 19.2% with respect to December 2015. For us, this represents an important communication channel with our customers and public in general, not only with a view to forwarding our messages, but also to listening to their questions in almost real time, besides having a blog available for consultation.

Banesco Banco Universal managed 16,101 cases related to its products and services through its social networks. From the cases managed, 51% of them referred to requirements from Banesco

customers, while 49% were consultations on products and services.

Regarding its presence in social networks, Twitter –by means of the @Banesco account– holds the first position as the users' favorite social network, reaching 636,894 followers by December

2016. Besides serving as liaison for the management of consultations and requirements, the account offers contents of interest on personal finance, entrepreneurship, technology, ephemeris, history, sports, business, energy and novelties on the products, services or promotions of the Bank.

On its part, Banesco en Facebook amounted to 257,541 followers, while Instagram reached 78,137 followers last year. Videos uploaded to the YouTube channel "Banesco en Imágenes", recorded more than 3.3 million views, besides amounting to 7,052 subscribers.

At the end of 2016, the Blog.banesco.com launched its new image and exceeded 5,750,416 million visits. Through this site, the institution not only provides corporate information on products and its Corporate Social Responsibility policy, but also exclusive content prepared by renowned journalists.

Among the activities performed during 2016 through its social networks, Banesco held the 3rd Instagram Mobile Photography Contest, dedicated to "Venezuelan Portraits", with a new version of monthly themes which captured the different facets of the Venezuelan people.



MARKETING AND INNOVATION

Our Customers were Benefited with Reimbursements of their Minimum Payments by Paying their Cards on Time

As of June, we gave our cardholders the opportunity to keep winning reimbursements of the minimum payment of their credit cards by paying on time through the promotion “Estas a un Segundo de Ganar” (A Second Away from Winning). Twice during the second semester, customers who are holders of Banesco Visa, MasterCard, American Express, Sambil and Locatel and paid their credit cards on time during the two promotional periods participated for monthly reimbursements for amounts up to VEF 20,000 each.

A massive campaign was carried out to communicate the promotion by television, radio, social networks and Banesco.com.

Rewards to our Customers for Using Electronic Channels with the Prizewinning Current Account

From August to October, the Promotion Prizewinning Current Account took place and provided customers with the opportunity to participate for more than 120 prizes.

100 wire transfers were prized per month among customers, who had the chance to accumulate coupons for each transfer of VEF 5,000 to participate in a great final raffle for a prize amounting to VEF 500,000.

This promotion was advertised by means of a campaign through radio, Banesco.com and social networks.

Venezuelan Children Painted Christmas in Banesco

To end the year, Banesco made a call to all children in Venezuela to become the protagonists of Christmas and to show how Venezuelan children see this season. During the first week of November, we invited children between 4 and 12 years of age to send free-hand drawings expressing what Christmas meant to them.

The contest that we called Paint Christmas! Had massive participation and, after a week of deliberations, our jury of experts informed the finalists of the contest, who were invited to Caracas to reveal the names of the winners. Barinas, Valencia, Ma-



racaibo, Caracas, Guarenas, Los Teques, Maracay and Palo Negro were the cities of origin of our finalists, who surprised the jury with their drawings; Esthephanny Correa, our winner, came to Caracas from Guasipati, Bolivar State, to expose her work of art to her playmates and the jury, which was used to cover the Torre Banesco located in El Rosal during December, after winning the first place in the contest. The other drawings were used to design the Banesco Christmas Cards and all the messages published to send our best wishes for union, peace and prosperity to the Venezuelan families.

More than 5,000 Winners for Using their Cards in Banesco Electronic Points of Sale during Christmas

The campaign “Una Parranda de Premios” (A Party of Prizes) was launched in October to continue offering benefits to cardholders through the Permanent Program *Ticket Premiado* (Prizewinning Ticket), which has been developed by Banesco for more than 9 years. During the last quarter of the year, this program benefitted more than 5,000 cardholders with free shopping, instantaneously, after paying with their credit or debit cards through a Banesco Electronic Point of Sale.





BUSINESS MANAGEMENT

Segments

During the semester, the strategic approach to boost relationships between customers and the Bank focused on the placement of collection and payment products.

This drive continued through the acquisition of new payrolls, which was possible by means of control mechanisms and more dynamism in the rhythm of affiliations.

The business expansion strategy was strengthened by exploiting new customer niches which allowed to maximize the flow of funds to the Banesco accounts.

The growth of the credit portfolio was promoted through actions oriented towards the natural persons and legal entities segments.

Massive Segments

During the second semester of the year 2016, the Program "Contacto de Calidad" (Quality Contact) was launched, which purpose was to innovate sale schemes, placing the customer at the center of our relationship, focusing on the improvement of customer service in order to achieve that, whenever the customer interacts with us, even if that interaction is done through different faces, he/she may always have the best experience.

We provide our consultants with tools on sales and services in order to be, in every interaction with customers, empathetic and able to identify their needs with a view to designing the optimum offer to satisfy them.

This allowed us reaching, at the end of the second semester 2016, a positive evolution, in the Directorate of Massive Segments, Natural Persons and SMSEs, regarding the indicators of customer acquisition, supported by commercial activities focused on specific market niches of the massive segments. The performance was favored by the strengthening of the differentiated service models and by a closer rapprochement to customers, expanding the service to more than 500 thousand customers at national level.

Additionally, we managed to settle 30% more credit transactions than those settled during the first semester of 2016.

Banking for Legal Persons

Corporate Banking

For the second semester of 2016, Corporate Banking focused on relating our customers to products and services designed according to their transactional needs, in order to facilitate the administrative work of companies.

All this has been achieved thanks to a team focused on knowing the performance of customers within the economic sectors they are involved in, providing financial advice, which has turned Banesco into their business ally.

Agriculture and Livestock Banking

The management of the Agricultural and Livestock Banking focused on the support to the agricultural, livestock, fishing and agro-industry sectors, hence contributing to the development of the agricultural and food sector in the country.

We count on a multidisciplinary team which understands the needs of the sector and manages all our customers in a comprehensive manner. During the second semester of 2016, Banesco granted more than 2,280 credits.

Enterprise Banking

The Enterprise Banking had a good performance in the second semester of the year 2016, as a result of the permanent relationship between the business teams and their customers and the management of media products and payment services and commercial business (Points of Sale), facilitating transactions of enterprises.

The credit portfolio reported growth of 34% with respect to the first semester, as a result of the teamwork performed to support enterprises within the manufacturing, commercial and tourism sectors.

The business segment on Enterprises will continue to strengthen its customer portfolio, maintaining personal and financial advice management to support the productive sectors of the country.

Energy Banking

The Energy Banking continued to strengthen its relationship with customers; therefore, its work focused on the sustained management of the credit demand to provide support to the areas of refining and production services, under the model of



personal attention provided by our business executives specialized in the sector.

Public Sector Banking

The Public Sector Banking keeps offering the best relationship level and the best offer of financial services in the market in terms of governmental budgetary management; all these, due to the continuous improvement in service level agreements of the payment platform, which obtained sustained results. Capillary coverage of the network of Banesco agencies in the national territory allowed managing services to pensioners and principal nominated.

Products and Payment Services Management

In October, the service of Cash Remittance in Agency without Cash in Transit was incorporated, with the purpose of addressing the market niche of customers.

We continue to advance actions to optimize Collection and Payment services, with constant improvement and addition of new products, which will allow us having a stronger service portfolio adapted to our customers' needs.

International Products

By the closing of the second semester of 2016, Banesco Banco Universal C.A. continued its active involvement as authorized exchange operator within the Venezuelan market, supporting its management on the range of traditional products on Foreign Commerce, adapted to the needs of the customers; in this way, Banesco continues to strengthen its support by offering advisory services, follow up visits and assistance to the business, with quality service, which allows our Organization to hold a privileged position in the Venezuelan banking.

Trust

During 2016, Banesco continued with a steady growth of the portfolio per type of Trust, focusing our strategy on the deposit of Social Benefits, and offering high levels of self-management and optimal response times to our customers through the electronic channels.

As a result of the aforementioned strategy, 68.01% of the Assets corresponds to Social Benefits and Collective Invest-

ment Trusts (VEF 23,601.94 million), 19.61% to Investment Trusts (VEF 6,804.85 million), 7.23% to Guarantee Trusts (VEF 2,507.63 million) and 5.15% to Administration Trusts (VEF 1,786.98 million).

In that context, total growth of VEF 6,576.25 million (23.38%) was reported in Trust Assets during the second semester of 2016, reaching, by the end of December, an amount of VEF 34,701.40 million, which places us among the first banks within the country's private trust banking.

BANESCO COMMUNITY BANKING

In 2016, Banesco celebrated the 10th Anniversary of the Banesco Community Banking. This event, which took place in Ciudad Banesco last October 4th, evidenced the supportive commitment of our Organization. Our purpose to be a leader brand on social matters was then ratified. In ten years, we have also managed to become the most significant reference of private sector in Venezuela, in terms of credits and microcredits granted to entrepreneurs and small-sized entrepreneurs. Nowadays, we amount to more than 439 thousand customers addressed, from the people's sector in Venezuela; we exceeded 300 thousand credits granted; and more than 48 thousand small-sized entrepreneurs have successfully finished the management program we have created.

At the end of 2016, the credit portfolio for Community services was VEF 6,885 million, representing 38.1%, while this same portfolio was VEF 1,220 million (11.0%) in 2015. This reaffirms the spirit and service call towards the less favored sectors of the society. The main activities financed in community services are: food sale, personal care, health services, education services, among others.

We ended the period with a total of 26 Community Agencies, consolidating our presence in: La Vega, Antimano, San Martin, Petare, Catia, El Cementerio, Santa Teresa, Maiquetia, Higuero, Guarenas, Barinas, Valencia (2), Barcelona, Puerto Cabello, Cua, Maracay, Acarigua, Palo Negro, Maturin, Barquisimeto (2), Porlamar, Maracaibo (2) and Ciudad Ojeda.

In order to offer first quality attention to our customers, we provided 26 Shops with Personal Attention (Attention Bars), which gives us presence in 8,653 barrios from sixteen (16) states of the country.

AVAILABILITY OF ELECTRONIC CHANNELS AND BANKING OFFICES

As of December 2016 close, Banesco had a wide network of physical and electronic distribution channels whereby the Bank offers a wide range of products and services:

- ▶ 358 service points (agencies, satellites and Banesco Express)
- ▶ 109.652 Points of Sale
- ▶ 1.434 ATMs
- ▶ 313 Non-Banking Correspondents

Agency Network, Electronic and Digital Channels

In the second semester of the year 2016, through the attention channels provided by Banesco, our customers completed a total of 1,729 million transactions, which represents an increase of 36% with respect to the same period of 2015, showing 98.3% of use of the electronic channels.

Agency Network Channel

By the closing of the second semester, Banesco counted on 358 Attention Posts, comprising 301 Agencies, 44 Cashier Windows and 13 Banesco Express, through which 25 million transactions were made in this semester.

Internet Banking Channel

At the end of December 2016, BanescOnline had more than 2.2 million customers, which represents 60.4% of the total of active customers of the Bank who made, in a recurring manner, more than 1,051 million transactions during the second semester of 2016.

Mobile Banking Channel

For the second semester of 2016, through Mobile Banking offered by Banesco, 10% more transactions were made in comparison with the same period of the previous year, out of which more than 10 million were financial transactions.

As well as for Internet banking, on July 2016, the recharge amounts increased for Movistar Telephony through Banesco-Movil.

Telephone Banking Channel

The Banesco Telephone Service Center managed, during the second semester of 2016, a total of 47 million calls, reporting growth of 34% with respect to the first semester, out of which 92% was automatically managed through IVR (43.5 million calls) and only 8% (3.5 million calls) was managed by telephone agents.

ATMs

Banesco closed 2016 with a set of installations of 1,434 automatic teller machines nationwide (885 Monofunctional and 549 Multifunctional), through which 56.8 million of transactions were processed during the second semester of 2016, supporting the distribution of operations from cashier windows to automatic devices.



Non-Banking Correspondents Channel (NBC)

Banesco, by the end of 2016, had 313 customer service points available, through which more than 255 thousand transactions were made in the second semester of 2016, reporting an increase of 44% with respect to the same period of the previous year.

Supporting the expansion strategy of this channel, agreements were entered into with important commercialization chains with presence nationwide, among which: Locatel, with 6 stores; FarmAhorro, with 91 stores; and Excelsior Gama, with 23 stores.



CREDIT AND DEBIT CARDS

Credit Card Issuance Business

The Credit Card business grew 91% regarding sales with respect to the first semester 2016. The Credit Cards portfolio share closed at 22.59%.

The product ExtraCredito (Extra Credit) grew 189% with respect to the first semester 2016 and 211% when compared to the year 2015, due to the improvement in the amounts granted.

During the second semester, Banesco implemented initiatives for the granting and maintenance of cards, with a view to strengthening the financial relationship and loyalty of our customers.

Debit Card Issuance Business

Banesco Debit Cards reported an increase in sales of 245% at the closing of the year 2016 with respect to 2015, being the Electronic Points of Sale the customers' most used channel, with 93% of share.

Regarding Pensioners, we already have 66% of customers with debit cards, who enjoy the convenience of mobilizing their pensions through the Points of Sale to buy and pay for services, as well as cash withdrawal from ATMs, in a fast, comfortable and secure way, with their Pensioner Debit Card, without going to and waiting at the Offices. Likewise, Pensioners have BanescoOnline available to make consultations, payments and transfers.

Acquisition Business

The Acquisition Business reported an increase of 170.7% at the closing of the second semester with respect to the previous period.

Banesco's leadership in the Acquisition Business is the result of an affiliation and maintenance plan structured for different business segments, developing the most important sectors of the country. As it understands that relationships with customers cannot be standardized, Banesco continues its commitment to strengthen its vision with the customer, developing differentiation-oriented strategies, aimed at meeting their needs and expectations, creating memorable and innovative experiences in sales and payment services.



Banesco identifies opportunities with the purpose of generating positive experiences and contributing to the preference and recommendation level of the Bank. Therefore, and under the premise of innovation, Banesco supports new trends, with Electronic Commerce, a service supporting entrepreneurial customers, as its main success.

Digital culture and awareness is a commitment assumed by Banesco for saving and collaborating with environment, creating awareness on its customers on preservation; therefore, we are promoting that "there is no need to print a copy of transactions made with Debit or Credit Cards if these are approved by our Points of Sale", which allows a reasonable use of our services and shows our customers the advantages and benefits of using the electronic channels by consulting through BanescoOnline their operations.

Promotions and Alliances

Commercial alliances, besides stimulating the use of the Banesco Cards, aim at strengthening the loyalty relationship between Banesco and the Customers, providing them with exclusive benefits based on their tastes and preferences.

On the other hand, 34,145 customers from all segments have benefitted from the Permanent Program Ticket Premiado (Prizewinning Ticket) in the year 2016, including pensioners and customers from other banks who used our electronic points of sale.



“Descuentos como caídos del Cielo” Alliance

Banesco, along with Renta Motor, C.A., decided to enter into a commercial alliance named “Descuentos como caídos del Cielo en Margarita y Tierra Firme” (Discounts as Fallen from Heaven in Margarita and Mainland), which consisted on granting to their customers (natural persons or legal entities) a discount percentage of up to fifteen percent (15%) on vehicle leasing fees. From October 17th, 2016 to January 14th, 2017.

“Estás a un segundo de ganar” Promotion

This promotion was directed to natural persons, holders of Visa, MasterCard, American Express, Locatel and/or Sambil Credit Cards, issued by the Bank, who had paid on time their Credit Cards before or at the payment deadline as evidenced by the corresponding account statement. The prize consisted on the total or partial cancellation of the amount due in their credit cards up to Twenty Thousand Bolivars with Zero Cents (VEF 20,000.00). From June 4th to August 31st, 2016 and from October 8th, 2016 to January 8th, 2017.

COMPETITIVE INTELLIGENCE

It is imperative to surprise our customers and make them love us, obtain that WOW effect that charms them, be able to systematically quantify rational, emotional and social components, hence understanding the attributes determining purchase choices.

Attracting customers and having an impact on them have never been easy; therefore, Banesco, under its customer-centered business strategy and in response to its Dynamic plan on management of the customers’ experiences, during the second semester, continued developing strategies to contribute with the definition of memorable experiences for all our customers.

The Employee Experience as Continuous Change Leverage

Within the framework of the comprehensive plan of Customer Experience, Banesco continues to make great efforts by placing our associates experience as the central axis of our corporate culture. The experience begins at home, and the customer, facing critical or complex needs, always finishes interacting with people. Everyone at Banesco understands the customer’s experience as a transversal process among all the areas it comprises, hence responding to the coherence

between the promise and the brand attributes and corporate culture within the Organization.

Active and committed participation of associates is an essential part for the achievement of the goals proposed. During this last quarter, the *II Training Plan on Customer’s Experience* was successfully completed.

This program, addressed to all the associates, was supported by the Universidad Catolica Andres Bello. Through learning, this program promotes the shaping and preservation of the Banesco Experience, seeking to encourage our associates to have a positive and powerful impact on people, which will make them become Model Banesco Citizens. All those associates who passed the program received an academic certificate from the UCAB.

The training reached 68% of the Banesco associates, distributed among agency network (62%), banking (73%) and support or backup staff (79%).

Continuous Improvement of Contact Points

Understanding the customer’s experience as a whole, Banesco adds customer understanding to every contact point, considering the channels, products and services, emotional attributes determined by the characteristics of people and their way to perceive and process moments or experiences, quality attributes (waiting time, kindness, functionality, etc.)

It is not possible to measure experience only by focusing on the typical attributes; therefore, the main gaps between expectations and experience are identified in order to determine the actions to be implemented to promote the omni-channel strategy, such as:

- ▶ BanescoOnline
- ▶ Call Center Service
- ▶ Automatic Teller Machines
- ▶ Non-Banking Correspondents
- ▶ Agencies
- ▶ Claims and Requirements

Experiential Marketing

The development of knowledge on the customer allows us defining the offers, products and services in a completely personal manner, a key word for Banesco in the development of its strategy on customer emotional fidelization and binding with the brand. We understand that, in order to keep our promise



of value, personalization is a permanent driver in all contacts with our customers. For the last quarter of 2016, the relational marketing strategy was launched, which will be strengthened and reinforced in the year 2017.

In global terms, the Bank continues improving its net satisfaction index. We face a huge challenge posed by our determination to have loyal customers to the Brand; and to do so, all the associates are actively working on living the Banesco Culture, making all feel part of this great challenge.

INFORMATION TECHNOLOGY, BUSINESS PROCESSES AND OPERATIONS

Regarding Information Technology, Processes and Operations, Banesco keeps in line with its strategy to transform actions into business opportunities for the Bank, strengthening the Quality scheme in the provision of products and services based on a value offer clearly differentiated and sustainable, orchestrating the cohabitation with the current ecosystems to meet the needs of the business, guaranteeing stability, continuity and growth of services under quality and profitability criteria and making emphasis on the health of systems.

We continue to promote Innovation as part of the Banesco culture and, during the second semester, we managed to complete the Innovation Ambassadors program, with the participation of all our Banesco Citizens. This year, the program covered all the country, supported by the Virtual Training platform.

Through nine Google 2.0 transformational workshops, we approximately generated more than 1,000 ideas that have resulted in the improvement of operations and internal processes of units.

We developed 25 innovation initiatives, focused on payment method products, efficiencies of operational processes and customer's experience through channels.

We continue to manage and simplify the technology architecture by executing actions stipulated in the strategic planning for the second semester and in the execution of key projects. At the same time, we have been reviewing core processes supporting the business architecture practice, ensuring the evolution thereof according to the new needs of the Organization.

As part of our activity of technology capacity planning, we conducted surveys on technology infrastructure capacities

supporting business services and an action plan was established to guarantee that forecasted transactional growth in 2017 has the infrastructure capacities to lever the business growth and the level of our customers' service satisfaction.

By encouraging the Operational Excellence Culture, we already have the first group of associates trained in "Management by Processes", thanks to the virtual training course especially designed to cover matters on process owners, management through indicators, documentation of operating and accounting processes, as well as the importance of operational planning in processes.

We continue to renew in a constant manner the main architectures of processing, storage, monitoring, communications, and data center, allowing us to guarantee the reliability and quality of the services we provide to our customers through the design and successful implementation of capacities, in order to increase our capacity to take care of new transactional demands.

COMPREHENSIVE RISK MANAGEMENT

Through the second semester of 2016, the Risk Management of the Organization was oriented to the control and mitigation of global losses, the promotion and strengthening of the continuity and tracking of key risk indicators approved by the Board of Directors within the risk-profitability levels accepted by shareholders, based on the identification of risks. Such identification is made through the permanent review and monitoring of exposures, assessment of products, both new and existent, and the accompaniment related to this analysis, as well as the ongoing updating of Risk Models, along with the continuity of actions of Communication, Measurement and Training that are included in the Risk Culture Plan, and which main objective is to provide Banesco Citizens the required tools to manage risks in processes.

At the end of the second semester of 2016, the team of the Executive Vice President - Comprehensive Risk Management coordinated and gave two (2) specialized training courses on Comprehensive Risk Management and Risk Management Methodology to the areas of System Auditing, Business Processes, Accounting, Banking, Credit, Cards, and Technology and four (4) specialized lectures on Credit Risk, within the framework of the Credit Mass Use Project driven by the Credit Area.



Likewise, the team of facilitators certified in Risk, belonging to the Human Resources Management, gave twenty-six (26) lectures on Comprehensive Risk to newcomers for a total of 757 persons trained.

Credit Risk

Through the second semester of 2016, the credit risk management was oriented to the strengthening, measurement, control and tracking of risk levels of the credit portfolio and its proper management by business units, in order to comply with policies on comprehensive risk management derived from the Board of Director's guidelines and the risk-profitability level accepted by the shareholders. In this regard, actions required to manage the credit portfolio were performed, providing the corresponding analyses of risk exposure levels and submitting the results of the different business requirements (surveys, analyses, assessments) before the Risk Committee, as well as actions proposed. Strategies aiming at strengthening the customer selection criteria within credit granting and maintenance processes, as well as proper training plans targeting the sale areas to strengthen the decision-making and permanent revision of our credit granting and performance models, have allowed us to maintain the quality of our credit portfolio.

On the other hand, the strengthening of the credit risk management through the implementation of the Quality Committees on Massive Portfolio and Entrepreneurial Corporate Portfolio helps with the close monitoring of the different products and customers comprising the credit portfolio of the institution, identifying possible deviations at early stages and establishing different mitigation actions.

Market and Liquidity Risks

In order to minimize the impact on or change of financial results of the Bank, as a result of volatility of market variables and the structure of the sheet balance, market and liquidity risks were managed and addressed in Banesco by the implementation of methodologies defined in International and local standards.

In the case of the Market Risk (defined as the possibility of experiencing losses in the market value of positions arising from negative movements in associated variables), methodologies were implemented to determine possible losses that may take place due to variations in factors affecting the value of positions in the balance sheet.

During the second semester, propped on the Risk Culture plan, the figures of Process Owner, Delegate Risk Master and Comprehensive Risk Delegates were strengthened in the value chain of core processes through the risk analysis

In the case of Liquidity Risk Management (where Liquidity Risk is understood as the Bank's inability to meet its financial commitments in a given date, regardless it is able to do it in the future), Banesco Banco Universal managed it by monitoring liquidity indicators and coverage ratios through Key Risk indicators.

It is worth noticing that the Bank satisfactorily met the provisions established in the Regulations Related to the Proper Comprehensive Liquidity Risk Management of Banks (*Normas Relativas a la Adecuada Administración Integral del Riesgo de Liquidez de los Bancos*), which is in force since June 27th, 2016.

Operational Risk

In the case of the Operational Risk, which is understood as the possible financial impact on the Organization as a result of weaknesses, deficiencies or failures of processes, persons and internal systems; or due to external events, Banesco has maintained and strengthened the implementation of risk analysis methodologies in the different value chains, as well as new products and/or services.

During the second semester, propped on the Risk Culture plan, the figures of Process Owner, Delegate Risk Master and Comprehensive Risk Delegates were strengthened in the value chain of core processes through the risk analysis; which allows keeping on strengthening the end-to-end vision of processes to the identification and assessment of risks and controls.

Assessments, analyses and permanent monitoring with process owners, along with the Internal Audit area, have made up an essential component in the management.



PROPOSALS PRESENTED BY THE BOARD OF DIRECTORS FOR THE
CONSIDERATION AND DECISION OF THE REGULAR GENERAL
MEETING OF SHAREHOLDERS SUMMONED FOR THE 30TH OF MARCH
OF 2017, TO DECREE AND PAY CASH DIVIDENDS (PREFERRED SHARES),
APPROVED IN SESSION NO. 1,430 DATED FEBRUARY 22ND, 2017.

Cash Dividends

It is proposed to the shareholders to decree a cash dividend to the holders of preferred shares for the amount of TWENTY-THREE MILLION SEVEN HUNDRED SEVENTY-NINE THOUSAND NINE HUNDRED AND THIRTY-SIX BOLIVARS WITH FORTY-FOUR CENTS (Bs. 23.779.936,44), which will be paid to the holders of preferred shares issued in conformity to the issuance prospect 2008-I and 2008-II. This dividend covers the payment of the next three (3) periods due on 05/15/2017, 08/15/2017 and 15/11/2017, in accordance with the respective prospectus of issue. Likewise, it shall be submitted to the Assembly for consideration, to authorize the Board of Directors to comply with such formalities as may be necessary to make the payment in due time.

Caracas, February 22th, 2017

PROPOSAL PRESENTED BY THE BOARD OF DIRECTORS TO
CONSIDERATION AND DECISION OF THE EXTRAORDINARY
SHAREHOLDERS' MEETING SUMMONED FOR THE 30TH OF MARCH
OF 2017, TO DECREE AND PAY DIVIDEND IN SHARES, APPROVED IN
SESSION NO. 1,430 DATED FEBRUARY 22TH, 2017.

Share Dividends

If the repayment of seventy thousand (140,000) preferred actions were approved, in conformity with the prospect of public offer of preferred actions issuances 2008-I and 2008-II, and to the purpose of keeping the Social Capital of the Financial Institution in one thousand two hundred and fifty million bolivars (1,250,000,000.00), it will be suggested to the Special Meeting of Shareholders that they decree and pay a dividend in shares for one million four hundred thousand bolivars (Bs.1,400,000), though the issuance of one hundred forty thousand (140,000) new common shares.

If this proposal is approved, the Board of Directors shall determine the time of payment of the share dividends, prior authorization of the Venezuelan Superintendence of Banking Institutions.

Caracas, February 22th, 2017

BALANCE SHEET

ASSETS

STATED IN MILLION VEF	DEC. 2016	JUN. 2016	DEC 2015	JUN. 2015
CASH AND DUE FROM BANKS	905,021	260,161	209,004	157,050
Cash	40,489	13,537	12,690	6,084
Central Bank of Venezuela	817,811	222,772	178,049	134,165
Local Banks and Other Financial Institutions	12,694	2,748	3,345	1,423
Foreign Banks	120	36	32	151
Head Office and Branches	0	0	0	0
Pending Cash Items	33,906	21,069	14,888	15,227
Provision for Bank Accounts	0	0	0	0
INVESTMENTS SECURITIES	189,015	154,581	152,381	104,065
Investments in Central Bank	19,910	50,333	47,009	14,350
Investments in Trading Securities	0	0	0	0
Investments in Securities Available for Sale	64,699	16,929	17,435	21,590
Investments in Securities Held to-maturity	62,795	45,663	50,257	39,628
Limited Availability Investments	505	483	402	497
Other Security Investments	41,105	41,174	37,277	28,001
Provision for Security Investments	0	0	0	0
LOAN PORTFOLIO	952,466	509,247	376,270	228,700
Outstanding Credits	975,502	521,671	386,252	234,246
Restructured Credits	72	37	48	35
Past Due Credits	1,340	905	472	773
Credits in Litigation	0	1	7	192
Provision for Credit Portfolio	-24,448	-13,368	-10,508	-6,545
INTEREST AND COMMISSIONS RECEIVABLE	17,966	9,598	7,127	4,819
Interest receivable from cash and due from banks	0	0	0	0
Interest receivable from security investments	2,520	2,164	1,989	1,574
Interest receivable from credit portfolio	13,875	6,522	4,460	2,796
Commissions Receivable	1,870	1,185	821	585
Interest Receivable on Other Accounts Receivable	0	0	0	0
Provision for Interest Receivable and Other	-299	-273	-144	-136
INVESTMENTS IN SUBSIDIARIES, AFFILIATES AND BRANCHES	20	16	29	11
Investments in subsidiaries and affiliates	20	16	29	11
Investments in branches	0	0	0	0
Provision for investments in subsidiaries, affiliates and branches	0	0	0	0
PROPERTY RECEIVED IN LIEU OF PAYMENT	284	97	23	0
PROPERTY IN USE	28,872	22,675	17,052	5,468
OTHER ASSETS	56,403	25,689	27,381	9,267
TOTAL ASSETS	2,150,046	982,065	789,266	509,381

BALANCE SHEET

LIABILITIES

STATED IN MILLION VEF	DEC. 2016	JUN. 2016	DEC 2015	JUN. 2015
DEPOSITS FROM CLIENTS	1,918,802	859,762	701,077	453,842
Deposits in Current Accounts	1,723,375	752,409	605,820	387,279
Non-Remunerated Checking Accounts	957,727	377,290	317,605	183,396
Remunerated Checking Accounts	622,399	285,533	220,817	151,343
Current Accounts under Exchange Agreement N° 20	78	68	43	92
Demand Deposits and Certificates	143,171	89,519	67,354	52,448
Other Demand Liabilities	11,334	7,137	6,512	5,980
Obligations for Money Desk Operations	0	0	0	0
Savings Deposits	182,924	99,364	87,884	59,851
Time Deposits	1,170	852	861	732
Securities Issued by the Institution	0	0	0	0
Restricted Deposits from Clients	0	0	0	0
Right of Ownership and Participation on Security Investments	0	0	0	0
OBLIGATIONS WITH BCV	0	0	0	0
DEPOSITS AND OBLIGATIONS WITH BANAVIH	13	6	6	6
OTHER FINANCING OBTAINED	32,072	12,344	8,042	3,654
Liabilities with local financial institutions up to one year	31,658	11,901	7,948	3,581
Liabilities with local financial institutions more than one year	0	0	0	0
Liabilities with local financial institutions more than one year	415	443	94	73
Liabilities with foreign financial institutions more than one year	0	0	0	0
Other Liabilities up to one year	0	0	0	0
Other Liabilities more than one year	0	0	0	0
OTHER FINANCIAL OBLIGATIONS	18	3	17	45
INTEREST AND COMMISSIONS PAYABLE	86	383	77	100
Expenses payable due to deposits from clients	84	368	74	98
Expenses payable due to obligations with BCV	0	0	0	0
Expenses payable due to deposits and liabilities with BANAVIH	0	0	0	0
Expenses payable due to other financing obtained	2	15	3	2
Expenses payable due to other financial obligations	0	0	0	0
Expenses payable due to obligations convertible to capital	0	0	0	0
Expenses payable due to subordinated debt	0	0	0	0
ACCRUALS AND OTHER LIABILITIES	97,054	43,592	25,837	13,814
SUBORDINATED DEBT	0	0	0	0
OTHER LIABILITIES	0	0	0	0
Total Liabilities	2,048,046	916,089	735,057	471,461
STOCKHOLDERS' EQUITY				
CAPITAL STOCK	1,250	1,250	1,250	1,250
Capital Paid-in	1,250	1,250	1,250	1,250
PAID-IN SURPLUS	0	0	0	0
CAPITAL RESERVES	1,347	1,337	1,328	1,318
EQUITY ADJUSTMENTS	6,342	6,342	5,827	97
ACCUMULATED INCOME	93,737	58,438	46,205	35,291
NON-REALIZED GAIN OR (LOSS) ON AVAILABLE FOR SALE SECURITY INVESTMENTS (TREASURY STOCK)	-642	-1,357	-366	-1
	-35	-35	-35	-35
TOTAL LIABILITIES	102,000	65,976	54,209	37,920
TOTAL LIABILITIES AND STOCKHOLDERS' EQUITY	2,150,046	982,065	789,266	509,381
Contingent Debtor Accounts	144,895	105,089	92,493	59,520
Trust Assets	34,701	28,125	20,985	18,774
Other Trust Assignments	500	201	167	114
Debtor Accounts Due to Trust Assignments (Housing Mutual Fund)	30,916	23,105	19,096	15,750
Other Debtor Accounts (Housing Mutual Fund)	20	19	18	18
Other Debtor Memorandum Accounts	7,028,929	3,412,045	2,142,411	945,122
Other Debtor Books Accounts	29	29	29	29

BALANCE SHEET

Statements of Earnings

STATED IN MILLION VEF	DEC. 2016	JUN. 2016	DEC 2015	JUN. 2015
FINANCIAL REVENUES	111,577	62,204	44,746	26,821
Revenues from Cash and Cash Equivalents	2	4	4	5
Revenues from Security Investments	7,170	6,631	5,687	4,959
Revenues from Credit Portfolio	104,382	55,542	39,018	21,816
Revenues from Other Accounts Receivable	23	27	37	37
Revenues from Investments in Subsidiaries, Affiliates and Branches	0	0	0	0
Revenues from Head Office and Branches	0	0	0	0
Other Financial Revenues	0	0	1	3
FINANCIAL EXPENSES	13,934	12,141	8,059	6,299
Expenses Due to Deposits from Clients	13,754	11,925	8,002	6,282
Expenses Due to Obligations with BCV	0	0	0	0
Expenses Due to Deposits and Obligations with BANAVIH	0	0	0	0
Expenses Due to Other Financing Obtained	179	216	58	17
Expenses Due to Other Financial Obligations	0	0	0	0
Expenses Due to Subordinated Debt	0	0	0	0
Expenses Due to Head Office and Branches	0	0	0	0
Other Financial Expenses	0	0	0	0
GROSS FINANCIAL MARGIN	97,644	50,063	36,686	20,521
Income from Recovered Financial Assets	544	374	423	208
Expenses Due to Uncollectibility of Credits and Other Accounts Receivable	13,483	4,116	5,147	1,823
Provision for Loan Portfolio and Other Accounts Receivable, Losses	13,483	4,116	5,147	1,823
Provision for Cash and Due from Banks	0	0	0	0
NET FINANCIAL MARGIN	84,705	46,321	31,963	18,906
Other Operating Income	34,507	14,834	10,622	4,948
Otros Gastos Operativos	10,678	4,836	3,712	2,148
FINANCIAL INTERMEDIATION MARGIN	108,534	56,320	38,873	21,706
TRANSFORMATION EXPENSES	48,659	29,941	16,395	9,835
Personnel Expenses	16,224	8,474	4,252	3,310
Administrative and General Expenses	25,608	15,856	8,620	3,839
Contributions to Deposit Guarantee and Bank Protection Fund	6,061	5,015	3,167	2,437
Contributions to Superintendency of Banks and Other Financial Institutions	766	596	356	249
GROSS OPERATING MARGIN	59,874	26,379	22,478	11,871
Income from Adjudicated Goods	985	7	40	16
Income from Special Programs	0	0	0	0
Income from Sundry Accounts	168	31	180	111
Expenses Due to Realizable Property	70	10	4	1
Expenses for Depreciation, Amortization and Devaluation of Miscellaneous Goods	0	0	0	0
Expenses Due to Sundry Accounts	9,121	4,188	2,873	1,344
NET OPERATING MARGIN	51,836	22,220	19,822	10,653
Extraordinary Income	0	0	0	0
Extraordinary Expenses	120	65	36	45
GROSS INCOME BEFORE TAXES	51,716	22,154	19,785	10,608
Income Taxes	16,373	8,199	5,850	1,244
NET INCOME	35,344	13,955	13,935	9,364
APPLICATION OF NET INCOME				
Legal Reserve	0	0	0	0
Statutory Utilities	0	0	0	0
Other Capital Reserves	6	6	6	6
ACCUMULATED INCOME	35,337	13,949	13,929	9,364
LOSEP Contribution	556	241	213	115
OTHER ACCOUNTS				
Third-Party Investments	0	0	0	0
Monthly Agriculture Credit Portfolio	14,921	2,740	8,668	3,971
Accumulated Agriculture Credit Portfolio	96,502	73,335	55,155	36,042
Public Sector Deposits	49,033	42,953	21,459	21,008
Micro-Credits	22,810	19,425	17,994	11,919
Credits to the Segment of Tourism in accordance to law in force	23,947	14,935	12,723	4,302
Mortgages according to the Special Law for the Protection of the Housing Loan Debtor	7,468	6,527	5,915	5,473
Financial Soundness Ratio	10.98%	12.38%	10.13%	10.18%
Manufacturing Loans	43,660	19,869	19,056	16,042

TRUST

STATED IN MILLION VEF	DEC. 2016	JUN. 2016	DEC 2015	JUN. 2015
TRUST	32,896	27,085	19,970	18,086
HERITAGE TRUST	6,613	7,992	3,390	5,019
Individuals	217	287	284	286
Corporative Entities	5,690	2,684	2,466	2,374
Central Administration	0	0	206	240
Public, State, Municipal and Central Administrations	102	98	0	0
Decentralized Entities and Other Entities with Special Regime	604	4,924	434	2,119
GUARANTEE TRUSTS	2,462	2,462	2,463	2,463
Individuals	0	0	0	0
Corporative Entities	10	10	11	11
Central Administration	0	0	0	0
Public, State, Municipal and Central Administrations	12	12	0	0
Decentralized Entities and Other Entities with Special Regime	2,439	2,439	2,452	2,452
MANAGEMENT TRUSTS	23,821	16,630	14,118	10,604
Individuals	9	5	5,575	4,253
Corporative Entities	8,331	5,909	569	506
Central Administration	1,531	982	303	249
Public, State, Municipal and Central Administrations	1,243	901	0	0
Decentralized Entities and Other Entities with Special Regime	12,708	8,833	7,671	5,597
FEATURES MIXED TRUSTS	0	0	0	0
Individuals	0	0	0	0
Corporative Entities	0	0	0	0
Central Administration	0	0	0	0
Public, State, Municipal and Central Administrations	0	0	0	0
Decentralized Entities and Other Entities with Special Regime	0	0	0	0
OTHER TRUST	0	0	0	0
Individuals	0	0	0	0
Corporative Entities	0	0	0	0
Central Administration	0	0	0	0
Public, State, Municipal and Central Administrations	0	0	0	0
Decentralized Entities and Other Entities with Special Regime	0	0	0	0

SOCIAL BALANCE ACCUMULATED 1998 • 2016

STATED IN VEF

SOCIAL INVESTMENT	2016	ACCUMULATED
DESCRIPTION		1998 - 2016
APPLICATION BANESCO RESOURCES	2,241,118,667	3,102,483,423
Fe y Alegría	—	47,986,729
Microentrepreneurs Training Program	54,898,853	108,137,737
Simón Bolívar Music Foundation	1,103,518	16,630,224
Association of Venezuelan Catholic Education (AVEC)	3,992,708	17,534,789
Social Undertaking Project with the IESA	71,728,834	92,999,443
Universities and Other Institutions	40,983,104	80,997,573
Banesco Life-Long Scholarships	180,000	2,600,128
Other Education Institutes and Organizations	6,333,344	10,522,205
Fundación Venezolana Contra la Parálisis Infantil	3,000,000	10,073,934
Other Health and Medical Care Organizations	37,700,000	49,377,997
FUNDANA	2,365,254	5,186,633
Civil Association Don Bosco Houses Network	10,000,000	19,280,821
Salesian Ladies Civil Association	2,085,798	5,170,239
Attendance to the childhood and people with special necessities	5,101,111	10,967,628
Toys donation to the communities	—	3,416,673
Editorial Projects	26,712,452	55,220,978
Other contributions	10,628,910	30,971,773
Solidarity (Capital and Regional)	—	6,138,558
Events for the Community	20,722,502	48,247,652
Investment in works in Colinas de Bello Monte	—	2,306,376
Mayoralties, regional governments and other State Organizations	3,440,640	14,170,881
Community Participative Budget	3,560,328	8,551,186
NON-CONTRACTUAL SOCIAL BENEFITS FOR BANESCO EMPLOYEES	1,934,138,147	2,449,237,948
Dining Subvention	1,206,310,807	1,562,514,495
Medical Service	29,751,005	47,036,333
Parking Subsidy	13,395,475	44,843,269
Medical Assistance for Extreme Diseases	72,839,653	93,995,226
Unsecured Loans for Housing	(11,377,270)	70,232,434
Transportation between offices	19,963,050	27,247,768
Housing sales between employees	91,222	204,216
Collective agreement	603,164,206	603,164,206
CORPORATE VOLUNTEERING CONTRIBUTION	2,443,163	6,755,318
Training and volunteer training	78,129	1,637,465
Special Projects	—	30,479
Additional training workshops	—	6,006
Cost Volunteer Man/Hours	725,379	1,964,061
Budget Amount Executed Logistics Volunteer	1,639,655	3,117,307
APPLICATION OF ARTICLE 96 (LOCTISEP)	—	33,612,457
SOCIAL INVESTMENT	2,241,118,667	3,136,095,880
CONTRACTED COMMITMENTS	6,500,883	6,500,883
ARIS Program (Civil Association Don Bosco Houses Network)	6,500,883	6,500,883
TOTAL CONTRACTED COMMITMENTS	6,500,883	6,500,883
GENERAL TOTAL SOCIAL INVESTMENT PLUS COMMITMENTS MADE (Bs.)	2,247,619,550	3,142,596,763

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MAIN CORRESPONDENT BANKS

ARGENTINA Banco de la Provincia de Buenos Aires, Banco de la Nación Argentina, Banco Supervielle, Banco Credicoop, Banco Macro, Banco Patagonia, Banco CMF.

AUSTRALIA ANZ Bank.

AUSTRIA Unicredit, Commerzbank Ag. Deutsche Bank.

BELGIUM Commerzbank Ag., Deutsche Bank.

BOLIVIA Banco Económico, Banco Do Brasil, Banco de la Nación Argentina, Banco Nacional de Bolivia, Banco BISA, Banco de Crédito de Bolivia, Banco Mercantil de Santa Cruz, Banco Unión de Bolivia.

BRAZIL Banco Bradesco, Banco Do Brasil, Banco Itau, Banco Safra, Banco Santander, Deutsche Bank.

CANADA Royal Bank of Canada.

CHILE Banco Estado, Banco Santander, Banco BBVA, Banco de Chile, Banco Do Brasil.

CHINA Standard Chartered Bank, Commerzbank Ag, Deutsche Bank, N.A., Bank of China, The Industrial and Commercial Bank of China.

COLOMBIA Banco de Bogotá, Bancolombia, Banco de Occidente, Davivienda.

COSTA RICA Banco Nacional de Costa Rica, Banco de Costa Rica, Banco Improsa.

CURAZAO Maduro & Curiel's Bank.

CZECH REPUBLIC Deutsche Bank, Commerzbank Ag.

DENMARK Nordea Bank.

DOMINICAN REPUBLIC Banco de Reservas, Banco BHD, Banco Popular.

ECUADOR Banco del Pacífico, Produbanco, Banco Internacional, Banco del Austro

ENGLAND Standard Chartered Bank, Deutsche Bank.

FINLAND Nordea Bank.

FRANCE Crédit Industriel et Commercial (CIC), Deutsche Bank.

GERMANY Commerzbank Ag., Unicredit, Deutsche Bank.

GUATEMALA Banco Industrial, Banco GT Continental, Banco Agromercantil.

HOLLAND Commerzbank A.G., Deutsche Bank

HONDURAS Banco Atlántida, Grupo Financiero Ficohsa.

HONG KONG Standard Chartered Bank, Deutsche Bank, Commerzbank Ag.

INDIA Standard Chartered Bank, Deutsche Bank.

ITALY Unicredit Group, Deutsche Bank.

JAPAN The Bank of Tokyo and Mitsubishi Bank, Standard Chartered Bank, Commerzbank Ag., Deutsche Bank.

MALAYSIA Standard Chartered Bank, Deutsche Bank.

MEXICO Banamex, Banco Santander, Banco del Bajío, Banorte, Banco BBVA Bancomer.

NEW ZEALAND ANZ Bank.

NICARAGUA Banpro, Bancentro.

NORWAY Nordea Bank.

PANAMA Banco Banistmo, Multibank, Credicorp Bank.

PARAGUAY Banco Do Brasil, Banco de la Nación Argentina, Banco Sudameris, Banco Continental, Banco Regional.

PERU Banco de Crédito del Perú, Banco Financiero, Interbank, Scotia Bank, BIF.

PORTUGAL Millennium BCP, Caixa Geral de Depósitos.

PUERTO RICO Banco Popular de Puerto Rico.

RUSSIA Deutsche Bank

SINGAPORE Standard Chartered Bank, Deutsche Bank, Commerzbank Ag.

SPAIN Commerzbank Ag., Caixa Bank, Deutsche Bank.

SWEDEN Nordea Bank.

SWITZERLAND Commerzbank Ag., Deutsche Bank.

TAILAND Deutsche Bank, Standard Chartered Bank.

TAIWAN Deutsche Bank, Standard Chartered Bank.

TURKEY Deutsche Bank.

UKRAINE Deutsche Bank, Commerzbank Ag.

URUGUAY Banco de la Nación Argentina, Banco BBVA, Banco de la República Oriental del Uruguay, BANDES.

USA Standard Chartered Bank, Deutsche Bank A.G., Commerzbank Ag.

VIETNAM Deutsche Bank, Vietinbank.

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