



In 2007

Banesco Community Bank granted over 11,600 microcredits.

The delinquency rate was slightly above 1%. Banesco figures reveal that it was the first time that 52% of the Community Bank clients had access to a bank loan.

Banca Comunitaria Banesco, Banesco's community bank, a microfinancing initiative catering to the lower income population, granted 11,613 microcredits by the end of December 2007.

Claudia Valladares, vice-president of the area, reported that 75% of the Community Bank microcredits represent amounts between Bs.F 1,000 and 5,000. The delinquency rate is a low 1.01% of the portfolio, which evidences that the credit recipients meet their obligations.

On the liability side, more than 22,700 community accounts were registered - opened with 0 bolivares and managed with debit card – and 12,800 other Paso a Paso “Step by Step” savings accounts were opened. The latter is an instrument whereby people can save the amount they themselves set after the first 3 months, with quotas starting with Bs.F 5 deposited weekly, every two weeks or every month.

Valladares indicated that the product offer was expanded in the last quarter of last year, with the launching of personal loans, amounting to the financing of Bs.F 500 to 5,000 of consumer credit to people with proven monthly income. More than 2,000 loans were granted.

Furthermore, Banesco Seguros and Banca Comunitaria (Banesco Insurance and community bank) introduced to the market “Vida Integral”, an insurance policy specially adapted to meet the necessities of the lower income population. The policy offers coverage of natural and accidental death, serious illness and additional

compensation for accidental death or amputation, with amounts insured between Bs.F 5,000 and 20,000 that clients choose in terms of their possibilities.

“The community branch network has grown last year, and 10 branches operate at present, located in Catia, La Vega, Antímano/Caricuao, San Martín, Los Roques, Petare, Guarenas/Guatire, Valles del Tuy, Cementerio/El Valle/Coche and La Isabelica (Valencia, state of Carabobo)”.

Customer service is achieved through 80 community advisers, supported by promoters and community analysts. The community banks also offer novel service channels with 147 community allies, 32 service points and 115 commercial establishments connected electronically.

Community banking is a microfinancing Banesco initiative aimed at the lower income population, with financial products and services adapted to their needs and with a positive impact on the social fabric and the people's economy. The community bank mainly caters to economically active informal workers, who do not have access to banking services.