

1

STRATEGY

- 1.1. Mission, Vision and Values
- 1.2. Foundation, Strategic Pillars and Focus
- 1.3. Main indicators



1.1. Mission, Vision and Values

MISSION

To be a **benchmark** institution in Angola, respected in the World, that stands out for **Customer's**, experience, excellence in the **transformation** of Lives, **multiplication** of Customers' Assets, committed to its **Ecosystem**, today and in the future.



PARTNERSHIP'S ECOSYSTEM
Extend our value chain with strong partnerships



ESG
An institution that seeks to generate impact in everything it does

OUR VALUES FOR LIFE



PEOPLE DEVELOPMENT
"People are ATLANTICO's Greatest Asset"



CUSTOMER DRIVEN
"Think, Live and Feel the Customer"



INNOVATION
"Thinking Dierent, Simple and Digital, anticipating the future"



AGILITY
"Harmony of skills in delivering value"



TALENT
An organisation that recognises and leverages Talent



DIGITAL INNOVATION
Efficient use of technology to better serve Customers and Talents



SCALABILITY
Serve at scale with a focus on the Customer and profitability



CUSTOMER'S PRIMACY
Provide an excellent Customer experience



DATA AND AI
An organisation based on information and extracting its value



RESILIENCE
A solid financial structure and a risk culture



EFFICIENCY AND ACCURACY
"With responsibility, we create more value"



1.2. Foundation, Strategic Pillars and Focus

OUR FOUNDATION



TALENT

An organisation that recognises and leverages Talent

- People as ATLANTICO's main asset
- Talent development model based on the assessment of acquired knowledge and productivity
- Career development model leveraged by a mentoring programme
- Programme of initiatives that enhance the Talent experience

OUR STRATEGIC PILLARS



DIGITAL INNOVATION

Efficient use of innovation to better serve Customers and Talents

- Promote digital innovation in Angola, putting it at the service of Customers and Talents
- Massify the use of digital channels and processes



DATA AND AI

An organisation based on the information and extracting its value

- Development of skills and tools for advanced data analysis
- Constant knowledge of the Customer and his needs



SCALABILITY

Serve at scale with a focus on the Customer and profitability

- Business model based on scalable processes and alternative channels
- Increase the base of Active Customers



RESILIENCE

A solid financial structure and a risk culture

- Balance sheet with liquidity and value generator
- Strengthening a culture of proactive risk management
- Focus on cyber risk mitigation

OUR FOCUS



CUSTOMER'S PRIMACY

Provide an excellent Customer experience

- Obstinate with the Client and the experience we provide, as the ultimate goal of all our activity
- Commitment to Talent development, digital transformation, data analysis and scalable processes to raise Customer satisfaction

1.3. Main indicators



Talent our main asset



1,517 Talents



86% Retention of High-Potential Talent



15% Talent with career development



Customers with value



3.3 million Customers



Digital personalised management +27 thousand Prestige Digital Clients



0.4 Complaints per 1,000 Customers



Using innovation to better serve



4,023 Customer service centres
104 Branches (67% in 24/7)
51 Customer management centres
3,868 Banking Agents' points of sale



30% digital active Customers
2.7 million digital channels users
+806 thousand mobile account openings
1.5 million *400# AGILIZA users



Core processes
62% digital
55% self-banking



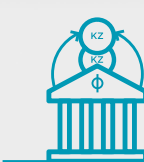
Resilience



Net Profit AOA 16.8 billion



Operating costs on total assets 3.1%



Own Funds AOA 231 billion
Regulatory Solvency Ratio 18.1%



ESG



65% Paperless processes



+2.1 million Lives Impacted
+780 thousand Customers financial inclusion



25 Opportunities to improve the internal control report

