

(BR GAAP) 2ND QUARTER 2021

Santander

A STORY OF TECHNOLOGICAL TRANSFORMATION WITH AN EYE ON THE CUSTOMER

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AGENDA



 2Q21 RESULTS HIGHLIGHTS



INTEGRATED BUSINESS SYSTEM FOCUSED ON **DELIVERING THE BEST CUSTOMER EXPERIENCE** WITH A FAST PACE OF ACQUISITION AND LOYALTY





PEOPLE



SHAREHOLDERS

STRATEGY



TORO P

Return

MANAGE MENTERS I PERMITER

DIGITAL CHANNELS +503MM TOTAL VISITS /MONTH

WE KEEP GROWING

CUSTOMERS

OPEN SEA **OPPORTUNITIES**





+**15**MM PEOPLE IN STORES/ MONTH

EXPANSION IN STRATEGIC REGIONS

+ **5** K



OPHYSICAL



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OUR OUR OUR PEOPLE COMMUNITIES SHAREHOLDERS

200

+2.2x SALES/ YoY

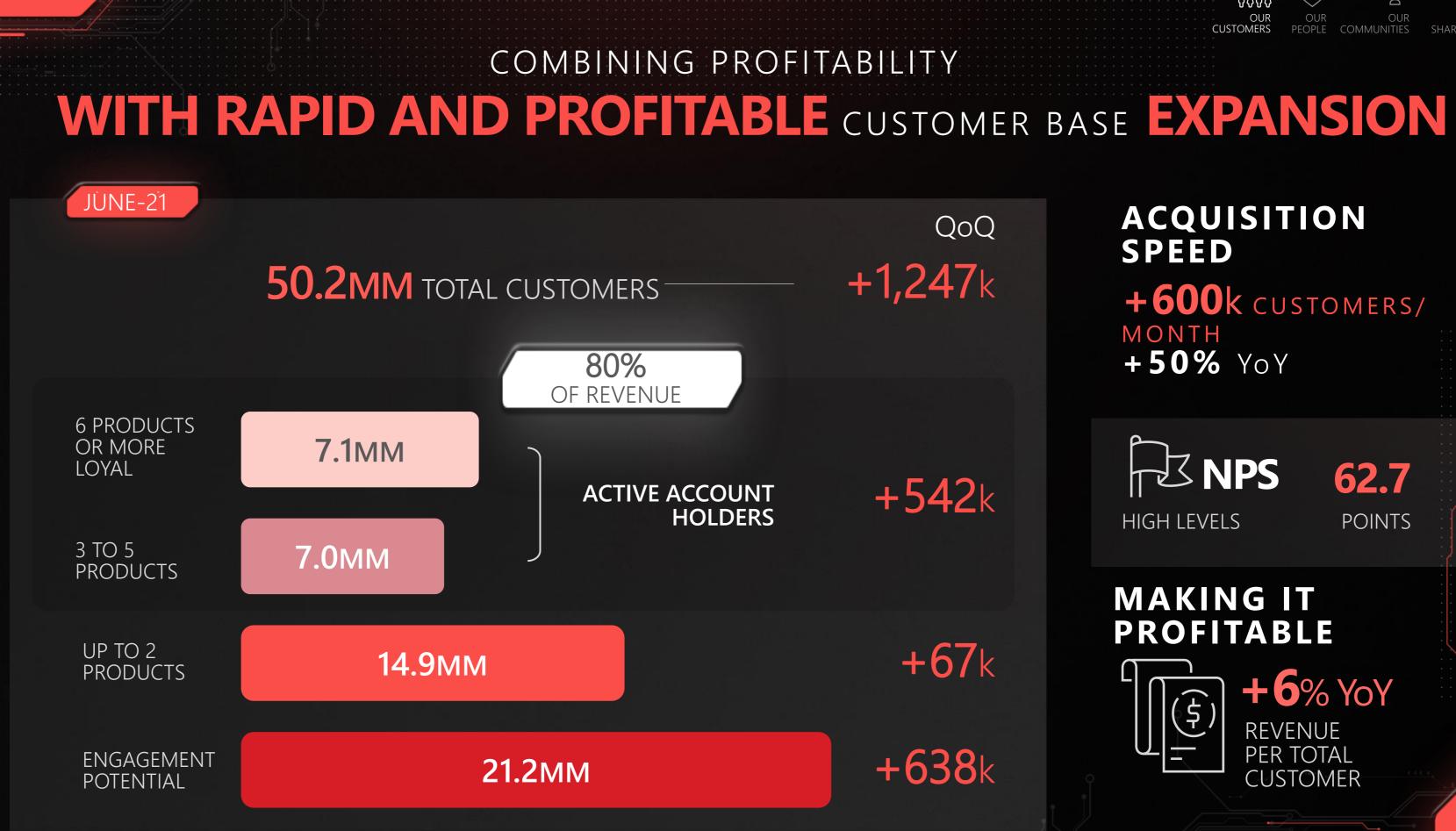
+300k SALES/ MONTH

OF WHICH 50% NON-CUSTOMERS

+15% REVENUE

+**290**K SALES/MONTH

POINTS OF SALES





OUI SHAREHOLDERS

OUR PEOPLE

OUR COMMUNITIES

ACQUISITION **SPEED** +600k customers/ MONTH +50% YoY

T NPS 62.7 HIGH LEVELS POINTS

MAKING IT PROFITABLE



+6% YoY REVENUE PER TOTAL **CUSTOMER**

HINGED ON A TECHNOLOGICAL AND SOLID CULTURE

CAPACITY

+300MM TRANSACTIONS PROCESSED PER DAY

WIDE-SCALE ADOPTION **OF ARTIFICIAL INTELLIGENCE AND BIG DATA GENT& | 9.8MM** CUSTOMERS SERVED¹

SPEED AND PRODUCTIVITY **TIME-TO-MARKET HAS IMPROVED**

CURRENTLY 85% OF PROJECTS RUN ON AGILE **AND DEVOPS, WITH AVERAGE** DELIVERY SPEED < 40 DIAS

+8.7K DEPLOYMENTS OF NEW PRODUCTS AND SOLUTIONS IN 2021

SOLIDITY

-90% SIGNIFICANT INCIDENTS OVER THE LAST 3 YEARS AND **AVERAGE AVAILABILITY >** 99.85%





OUI SHAREHOLDERS



OUR COMMUNITIES

ALIGNED WITH OUR AMBITION



OF OUR OPERATIONS ARE ON THE CLOUD IN 2021

AND COMPRISED OF A DETERMINED TEAM THAT ENCOURAGES TO PLAY A LEADING ROLE IN THEIR PROFESSIONAL DEVELOPMENT



31

VALUING OUR PEOPLE

30% OF LEADERSHIP POSITIONS ARE HELD BY WOMEN

26% OF EMPLOYEES ARE BLACK

5% OF EMPLOYEES ARE **PEOPLE WITH** DISABILITIES





OUR PEOPLE

OUR COMMUNITIES

OUR SHAREHOLDERS



TAKING ON A LEADING ROLE IN KNOWLEDGE

ACADEMIA SANTANDER







RECOGNIZED BY OUR CUSTOMERS AND THE MARKET



LGBTQIA+ **WOMEN**

COUPLED WITH OUR DRIVE TO SUPPORT



RIVER

THE RIVER²

NEW PINHEIROS

US\$ 25MM LOAN

TO HELP CLEAN UP



OUR

SANTANDER NET ZERO AMBITION

1ST BRAZILIAN BANK TO JOIN THE **NET-ZERO-BANKING ALLIANCE**

LOW-CARBON CDB (TIME DEPOSIT)

CARDS MADE OF RECYCLED PVC

ACCOLADES



¹DISBURSEMENT + ADVISORY: ² DESENVOLVE SP: FINANCIAL INSTITUTION OF THE STATE GOVERNMENT OF SÃO PAULO

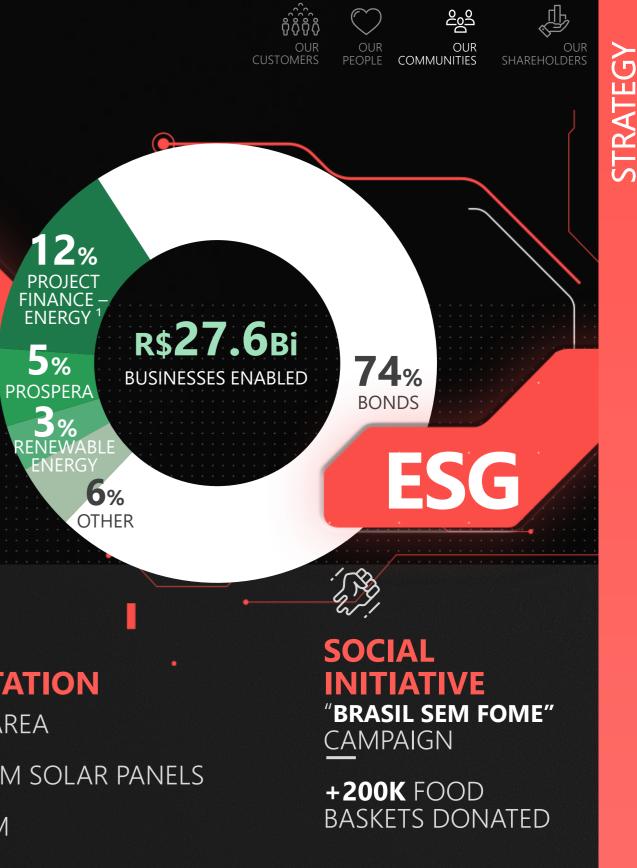


BRAZIL'S 1ST **SUSTAINABLE STATION**

1,454M² OF GREEN AREA

70% OF ENERGY FROM SOLAR PANELS

WATER REUSE SYSTEM



WITH MARKET POSITIONING AND

LEADERSHIP IN WHOLESALE BANKING



LEADING FX **BANK** FOR THE LAST 8 YEARS

2ND LARGEST FOREIGN TRADE PORTFOLIO AMONG BANKS WITH US\$ 15Bi

GO-TO BANK FOR INFRASTRUCTURE

R\$ 5Bi DIRECTED TO FINANCING THE SANITATION SECTOR

GO-TO BANK FOR AGRIBUSINESS

LARGEST AGRICULTURAL **COMMODITIES DESK** IN BRAZIL

RENOVABIO: TRADED

GO-TO BANK FOR EQUITIES

LARGEST INTERNATIONAL **BANK IN STOCK OFFERINGS** IN BRAZIL

PENDING REGULATORY APPROVALS



OUR OUR PEOPLE COMMUNITIES



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OUR SHAREHOLDERS

<u>א</u> STRATEC

ENERGY TRADING - TOP 5 IN BRAZIL IN JUST ONE YEAR

+250 WIND FARMS ENABLED

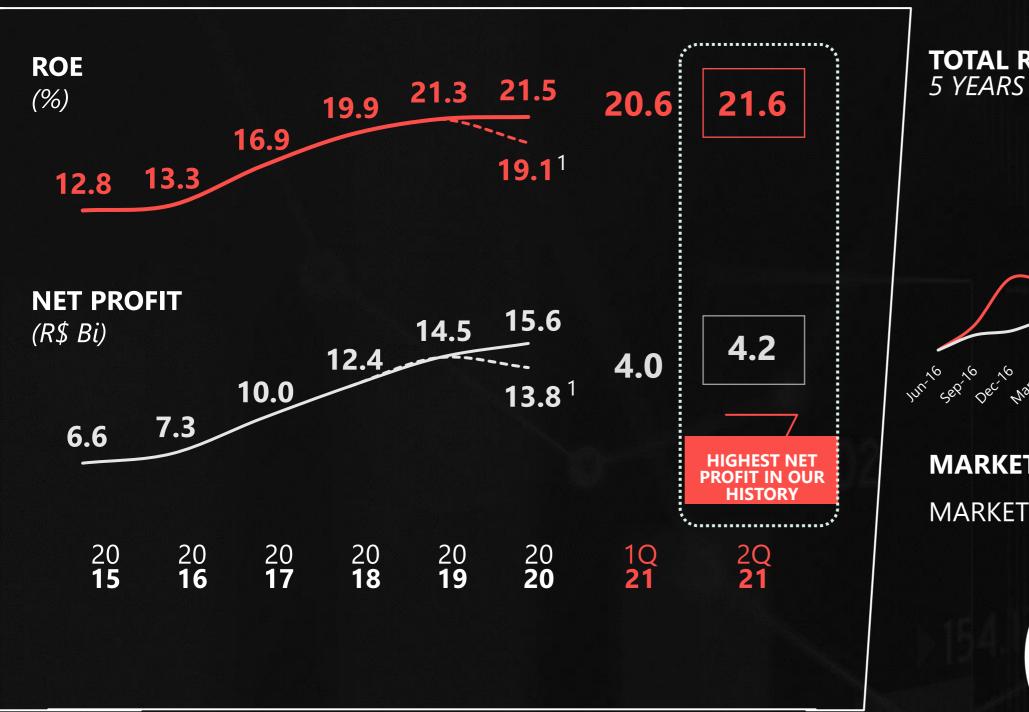
~70% OF CBIOS

LEADERSHIP IN GREEN FINANCING, AMBITION OF R\$ 5Bi PORTFOLIO BY DEC-21

INVOLVED IN 17 STOCK OFFERINGS AND +R\$ 30.5Bi IN VOLUME IN THE 1ST HALF OF 2021

TORO: AGREEMENT FOR MOBILLS AND MONETUS **ACQUISITIONS ADD MORE THAN 10MM CUSTOMERS** TO OUR PLATFORM

ALLOWING US TO DELIVER VALUE TO OUR SHAREHOLDERS **THROUGH RECURRING AND CONSISTENT RESULTS**



MARKET BREAKDOWN | 1Q21

73%

BANKS > COE³

27%

MARKET CAP

CONSIDERING AN EXTRAORDINARY PROVISION OF R\$ 3.2BI, 2 BLOOMBERG, 3 COST OF EOUITY



NET PROFIT

INSTITUTIONS < COE³

98%



OUR PEOPLE OUR COMMUNITIES

OUR CUSTOMERS

226

153 IBOV

OUR SHAREHOLDERS





AGENDA









PRO FORMA RESULTS¹

(R\$ million)	2Q21	2Q20	2Q21 x 2Q20	1Q21	2Q21 x 1Q21
Net Interest Income	13,424	13,629	-1.5%	13,426	0.0%
Fees	4,700	3,705	26.8%	4,367	7.6%
Total Revenues	18,124	17,335	4.6 %	17,793	1.9%
Allowance for Loan Losses	-3,325	-3,334	-0.3%	-3,161	5.2%
General Expenses	-5,106	-4,930	3.6%	-5,008	2.0%
Others	-3,015	-3,049	- 1.1%	-3,157	-4.5%
Profit Before Taxes	6,678	6,022	10.9%	6,467	3.3%
Taxes and Minority Interest	-2,507	-2,160	16.1%	-2,512	-0.2%
Net Income w/o extraordinary provision	4,171	3,862	8.0 %	3,955	5.4%
Extraordinary Allowance for Loan Losses	-	-3,200	-	-	_
Taxes	-	1,440	-	-	-
NET PROFIT	4,171	2,102	98.4 %	3,955	5.4%



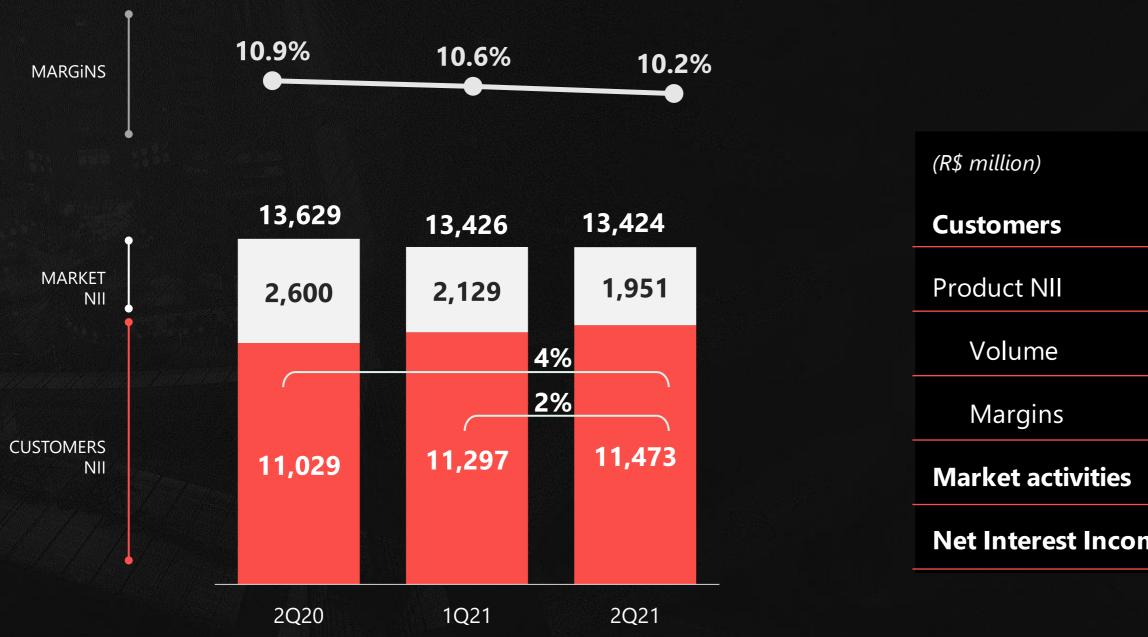
¹ THE PARTIAL SPIN-OFF OF SANTANDER BRASIL WAS APPROVED AT THE EGM HELD ON MARCH 31ST, 2021, RESULTING IN THE SEGREGATION OF THE SHARES OF ITS OWNERSHIP ISSUED BY GETNET. CONSEQUENTLY, FOR COMPARABILITY PURPOSES, WE HAVE RECLASSIFIED THE 2020 INFORMATION DISREGARDING THE GETNET FIGURES.

ROE

21.6%

NII HIGHLIGHTED BY CUSTOMER MARGIN GROWTH DUE TO GREATER TRANSACTIONALITY, BOTH YEARLY AND QUARTERLY

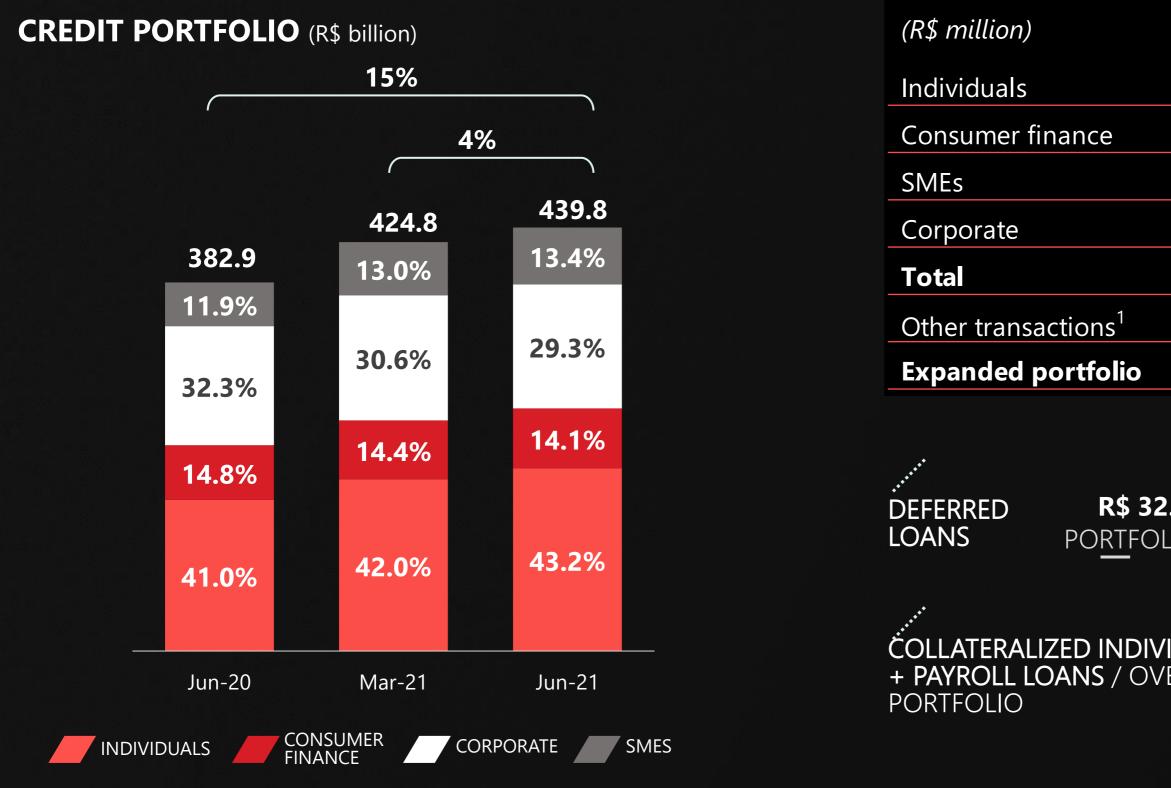
NET INTEREST INCOME (R\$ million)



RESULTS

me	13,424	-1.5%	0.0%
	1,951	-25.0%	- 8.4 %
	10.2%	-0.7 p.p	-0.4 p.p
	445,474	13.7%	4.5%
	11,332	6.1%	1.6%
	11,473	4.0%	1.6%
	2Q21	2Q21 x 2Q20	2Q21 x 1Q21

PORTFOLIO RETAIL IS THE HIGHLIGHT IN THE YEAR AND QUARTER



¹ INCLUDING DEBENTURES, FIDC, CRI, PROMISSORY NOTES, INTERNATIONAL DISTRIBUTION PROMISSORY NOTES AND GUARANTEES

	Jun/21	Jun/ 21 x Jun/20	Jun/ 21 x Mar/21	
	189,805	20.9%	6.4%	
	62,188	9.6%	1.7%	
	58,906	29.8%	6.5%	
	128,898	4.2%	-0.8%	
	439,797	14.9%1	5.6% <mark>3.5%</mark>	4.5%
	70,517	11.9%	-3.1%	
	510,314	14.4%	2.6%	ţ
			DISREGARDING FX FLUCTUATIO	
2.4Bi LIO JUN-21	R\$ 17.4 Amortiz		.6% 5-90 DAYS I	NPL
'IDUALS LO 'ERALL IND			1% Ortfolio	JUN-2
				•

LIQUIDITY/ FUNDING STEADY IMPROVEMENT

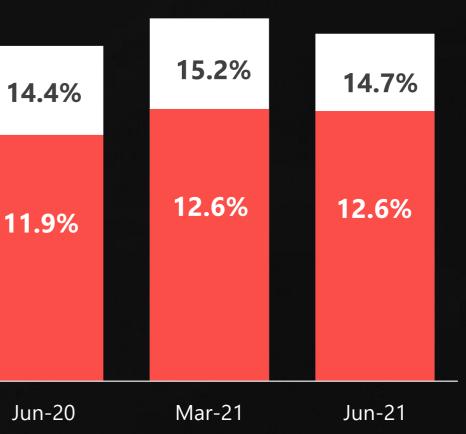
CAPITAL

FUNDING			
(R\$ million)	Jun/21	Jun/ 21 x Jun/20	Jun/ 21 x Mar/21
Demand deposits	42,177	6.8%	6.0%
Savings deposits	64,748	16.1%	1.7%
Time deposits	286,381	11.5%	4.5%
Financial Bills	20,719	-7.7%	46.8%
Others ¹	54,304	-5.9%	- 1.5%
Funding from customers	468,330	8.3%	4.8%
- Reserve requirement	-61,075	6.9%	4.0%
Others	103,185	14.4%	-7.0%
Total Funding - balance	510,440	9.7%	2.3%
Assets under management (AuM)	390,224	7.2%	2.8%
Total Funding + AuM	900,664	8.6%	2.5%
LOAN TO DEPOSIT	<u>93</u> .9%	IMPRO 60 3 BI	VEMENT OF PS

BIS RATIO

11.9%

Jun-20

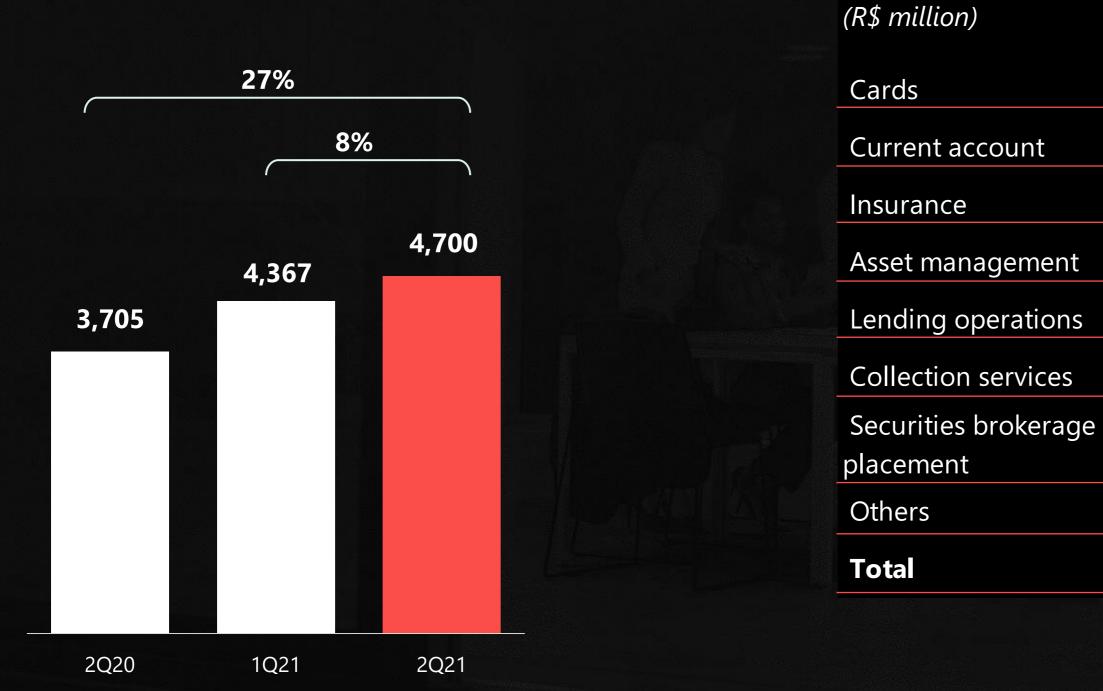




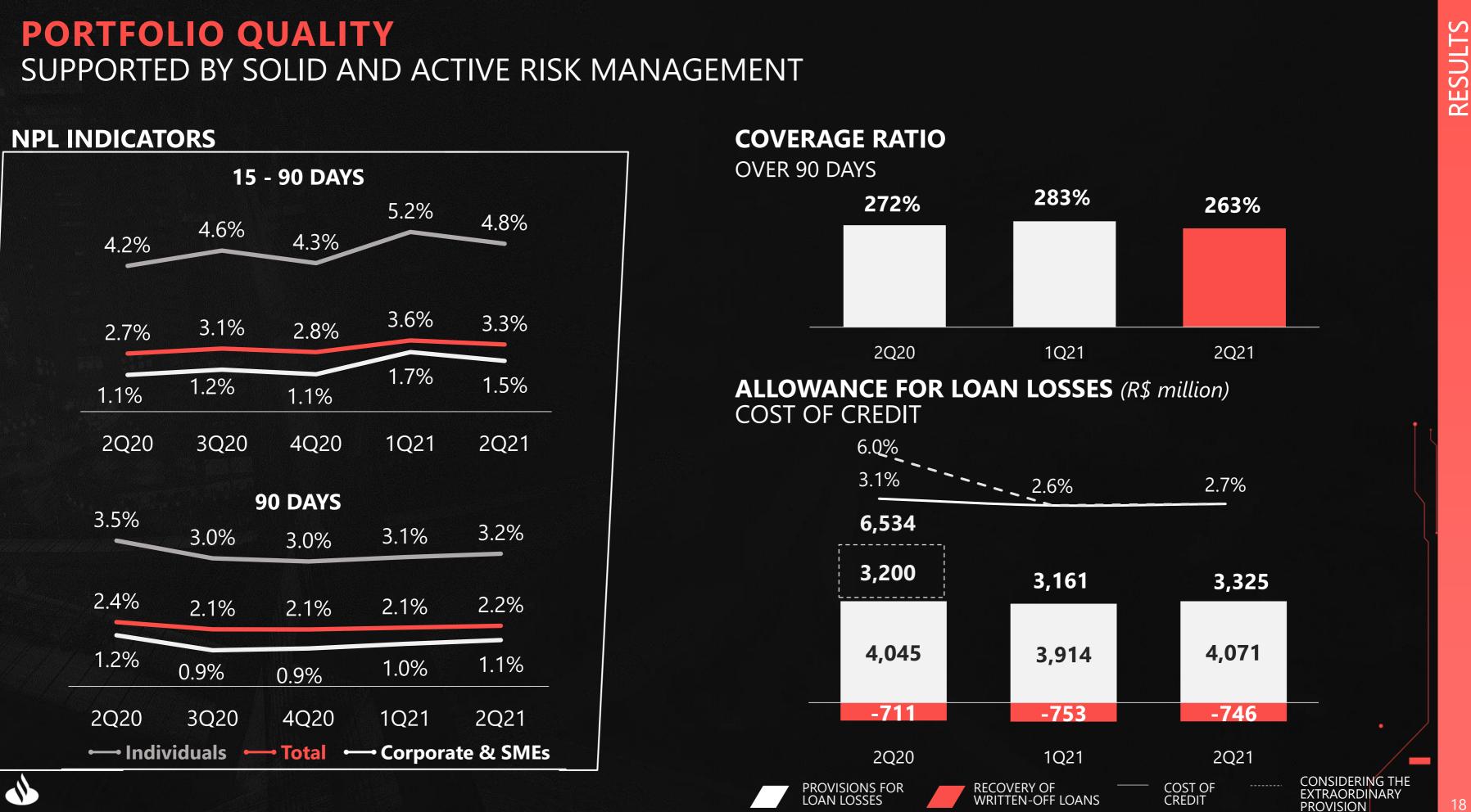


FEES ROBUST ANNUAL AND QUARTERLY GROWTH, DRIVEN BY INCREASED CUSTOMER BASE AND LOYALTY

FEES (R\$ million)

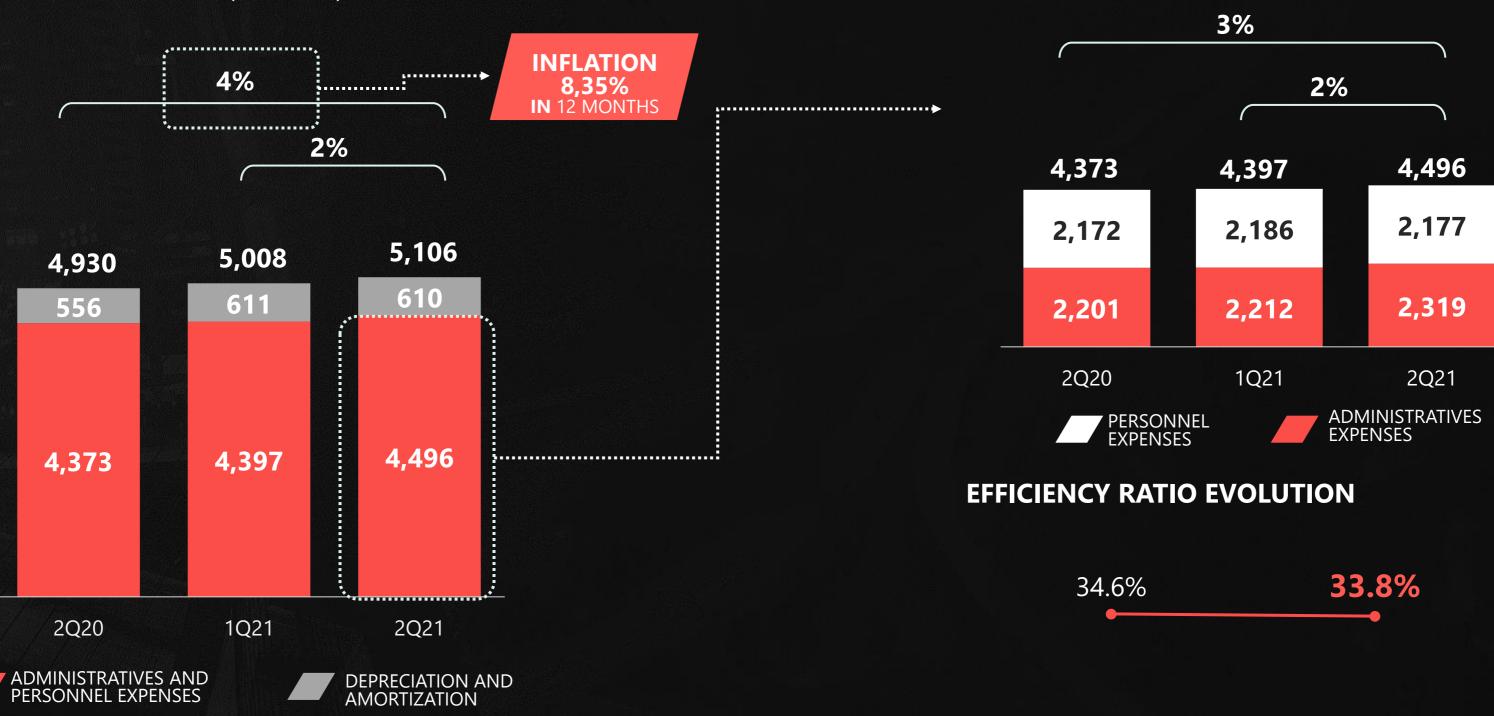


	4,700	26.8%	7.6%
	235	74.6%	34.8%
and	350	60.5%	-4.9%
	371	8.3%	-0.2%
	372	21.3%	-1.6%
	341	50.4%	2.8%
	920	28.7%	23.9%
	965	2.4%	0.5%
	1,146	39.8%	10.1%
	2Q21	2Q21 x 2Q20	2Q21 x 1Q21



BEST EFFICIENCY LEVEL IN THE SECTOR¹ AS A RESULT OF DILIGENT COST MANAGEMENT





¹ IN 1Q21, WE COMPLETED 15 QUARTERS WITH THE BEST EFFICIENCY RATIO IN THE INDUSTRY AMONG PRIVATE PEERS

ADMINISTRATIVE AND PERSONNEL EXPENSES BREAKDOWN (R\$ million)

AGENDA



成 2Q21 RESULTS HIGHLIGHTS





TAKEAWAYS

BEST RESULT IN OUR HISTORY, CONFIRMING THAT WE HAVE ADEQUATELY PREPARED FOR DIFFERENT SCENARIOS

RECORD CUSTOMER ACQUISITION, EVIDENCING OUR ASSERTIVE STRATEGY OF BUILDING A UNIQUE PLATFORM WITH A COMPLETE OFFERING AND SERVICE COMMITMENT





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OUTSTANDING BUSINESS PERFORMANCE:

SUSTAINABLE REVENUE GROWTH, LOWER EXPENSES AND CREDIT COST BELOW 2019



CULTURE THAT VALUES OUR PEOPLE AND IS COMMITTED TO SOCIETY

APPENDX



P&L (R\$ million)	2Q21	2Q20
Net interest income	13,424	13,629
Allowance for Ioan losses	-3,325	-3,334
Net interest income after loan losses	10,099	10,295
Fees	4,700	3,705
General expenses	-5,106	-4,930
Personnel expenses + profit sharing	-2,177	-2,172
Administrative expenses	-2,929	-2,758
Tax expenses	-1,209	-899
Other Income (Expenses)	-1,825	-2,185
Investments in Affiliates and Subsidiaries	21	3
Non-Operating Income	-1	32
Profit before taxes	6,678	6,022
Income tax and social contribution tax	-2,465	-2,113
Minority interest	-43	-47
Net profit w/o additional provision	4,171	3,862
Extraordinary Allowance for Loan Losses	0	-3,200
Taxes	0	1,440
Net profit	4,171	2,102

APPENDIX

Abs.	12M
-205	-1.5%
9	-0.3%
-196	-1.9%
994	26.8%
-176	3.6%
-5	0.2%
-171	6.2%
-310	34.5%
359	-16.4%
18	534.9%
-33	-103.5%
656	10.9%
-352	16.6%
5	-10.0%
309	8.0%
3200	n.a
-1440	n.a
2,069	98.4%

P&L (R\$ million)	2Q20	3Q20
Net interest income	13,629	12,448
Allowance for loan losses	-3,334	-2,916
Net interest income after loan losses	10,295	9,532
Fees	3,705	4,271
General expenses	-4,930	-5,117
Personnel expenses + profit sharing	-2,172	-2,191
Administrative expenses	-2,758	-2,926
Tax expenses	-899	-1,008
Other Income (Expenses)	-2,185	-1,339
Investments in Affiliates and Subsidiaries	3	18
Non-Operating Income	32	16
Profit before taxes	6,022	6,372
Income tax and social contribution tax	-2,113	-2,463
Minority interest	-47	-50
Net profit w/o additional provision	3,862	3,859
Extraordinary Allowance for Loan Losses	-3,200	0
Taxes	1,440	0
Net profit	2,102	3,859

APPENDIX

4Q20	1Q21	2Q21
12,418	13,426	13,424
-2,883	-3,161	-3,325
9,536	10,264	10,099
4,601	4,367	4,700
-5,327	-5,008	-5,106
-2,125	-2,186	-2,177
-3,202	-2,822	-2,929
-1,171	-1,044	-1,209
-1,879	-2,150	-1,825
31	8	21
-13	29	-1
5,776	6,467	6,678
-1,839	-2,481	-2,465
-59	-31	-43
3,878	3,955	4,171
0	0	0
0	0	0
3,878	3,955	4,171

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Balance sheet – Assets (R\$ million)	Jun/20	Sep/20	Dec/20	Mar/21	Jun/21
Current asset and long-term assets	973,953	968,524	988,538	966,346	928,932
Cash and cash equivalents	22,655	15,338	19,512	14,434	28,111
Interbank investments	49,272	59,400	69,698	79,629	42,917
Securities and derivative financial instrument	252,185	249,332	266,088	264,385	247,425
Interbank accounts	80,345	85,145	91,368	80,348	85,949
Interbranch accounts	64	4	_	_	
Lending operations	357,943	372,688	383,564	399,832	416,370
Allowance for loan losses	-25,394	-25,001	-25,067	-25,728	-26,002
Other receivables	208,866	184,248	156,175	125,756	106,021
Other assets	2,624	2,370	2,132	1,962	2,140
Permanent assets	13,726	13,698	13,851	11,804	11,980
Investments	359	382	333	354	398
Fixed assets	7,037	6,987	7,047	6,295	6,192
Intangibles	6,330	6,330	6,472	5,155	5,390
Goodwill net of amortization	1,998	1,927	2,019	1,006	1,280
Others	4,332	4,402	4,453	4,149	4,110
Total assets	987,679	982,222	1,002,389	978,150	940,912
Total assets (excluding goodwill)	985,681	980,295	1,000,370	977,144	939,632

Balance sheet – Liabilities and Equity (R\$ million)	Jun/20	Sep/20	Dec/20	Mar/21	Jun/21
Current liabilities and long-term liabilities	911,647	903,725	921,915	898,805	860,176
Deposits	358,061	384,218	390,052	383,441	398,588
Demand deposits	39,497	43,414	41,821	39,777	42,177
Saving deposits	55,756	59,443	63,307	63,674	64,748
Interbank deposits	5,943	6,111	5,145	6,000	5,281
Time deposits	256,866	275,249	279,779	273,990	286,381
Other Deposits	0	0	0	0	0
Money market funding	124,920	119,163	154,997	165,423	123,448
Funds from acceptance and issuance of securities	81,831	73,549	70,628	70,726	76,258
Interbank accounts	2,040	2,508	435	1,724	2,414
Interbranch accounts	3,996	4,166	4,831	4,748	4,471
Borrowings	53,413	55,853	55,012	71,507	67,667
Domestic onlendings - official institutions	12,067	12,355	12,748	12,326	11,869
Derivative financial instruments	41,639	38,521	36,269	34,077	30,199
Other payables	233,680	213,391	196,943	154,832	145,262
Deferred income	476	577	356	358	414
Minority interest	1,103	1,154	1,151	1,224	1,297
Equity	74,453	76,766	78,968	77,763	79,024
Total liabilities and equity	987,679	982,222	1,002,389	978,150	940,912
Equity (excluding goodwill)	72,455	74,839	76,949	76,757	77,744,

Balance sheet – Loan Portfolio (R\$ million)				Mar/21	
	Jun/21	Jun/20	12M		3M
Individuals	189,805	157,002	20.9%	178,391	6.4%
Leasing / auto loans (*)	4,059	3,225	25.9%	3,990	1.7%
Credit card	36,511	29,240	24.9%	34,030	7.3%
Payroll loans	52,374	45,451	15.2%	49,352	6.1%
Mortgage	49,185	38,373	28.2%	46,473	5.8%
Agricultural loans	8,734	6,853	27.4%	8,661	0.8%
Personal loans / others	38,942	33,859	15.0%	35,885	8.5%
Consumer finance	62,188	56,732	9.6%	61,137	1.7%
Corporate	187,804	169,143	11.0%	185,256	1.4%
Leasing / auto loans	4,780	4,007	19.3%	4,640	3.0%
Real estate	1,887	2,369	-20.3%	1,869	1.0%
Trade finance	33,970	41,840	-18.8%	35,007	-3.0%
On-lending	11,314	10,662	6.1%	11,314	0.0%
Agricultural loans	4,254	5,923	-28.2%	5,164	-17.6%
Working capital / others	131,599	104,343	26.1%	127,262	3.4%
Total	439,797	382,877	14.9%	424,784	3.5%

(*) INCLUDING CONSUMER LENDING, THE CONSUMER AUTO LOAN PORTFOLIO FOR INDIVIDUALS TOTALED R\$ 56,365 MILLION IN JUN/21, R\$ 55,764 MILLION IN MAR/21 AND R\$ 51,930 MILLION IN JUN/20

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GETNET

SuperGet



	2Q20	2Q21		YoY
ACTIVE BASE	735к	876к	19%	
POS DEVICES READY TO MAKE TRANSACTIONS	1.6MM	2.0мм	28%	
ΤΡν	к\$ 53Ві	r\$ 96Bi	84%	
RECEIVABLES PREPAYMENT	к\$ 15Ві	r\$ 29Bi	88%	
COST PER TRANSACTION	r\$ 0.42	r\$ 0.28	-32%	
RESULTS (R\$ MM)			1H20	1H21
	REVENUE		1,100	1,239
	COSTS AND EXPENSES		-775	-960
	NET PROFIT		236	188
	EBITDA		640	732

¹INTERNAL ESTIMATES, FEDERAL REVENUE BULLETIN, ELECTRONIC INVOICE

TOTAL MARKET SHARE



E-COMMERCE MARKET-SHARE



33% 2Q21¹

Investor Relations (Brazil)

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Santander

OUR PURPOSE IS TO HELP PEOPLE AND BUSINESSES PROSPER.

AND WE BELIEVE EVERYTHING WE DO SHOULD BE:

Simple | Personal | Fair



Santander Most sustainable bank in the world

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