

**CRÉDITO  
REAL**  
Rebasa tus límites.

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# Crédito Real 3Q13

*October, 2013*

# Disclaimer

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This presentation contains statements that constitute forward-looking statements which involve risks and uncertainties. These statements include descriptions regarding the intent, belief or current expectations of the Company or its officers with respect to the consolidated results of operations and financial condition, and future events and plans of the Company. These statements can be recognized by the use of words such as “expects,” “plans,” “will,” “estimates,” “projects,” or words of similar meaning. Such forward-looking statements are not guarantees of future performance and actual results may differ from those in the forward-looking statements as a result of various factors and assumptions. You are cautioned not to place undue reliance on these forward looking statements, which are based on the current view of the management of the Company on future events. The Company does not undertake to revise forward-looking statements to reflect future events or circumstances.



# Agenda

1

Crédito Real Outlook

2

Business model & Portfolio of products

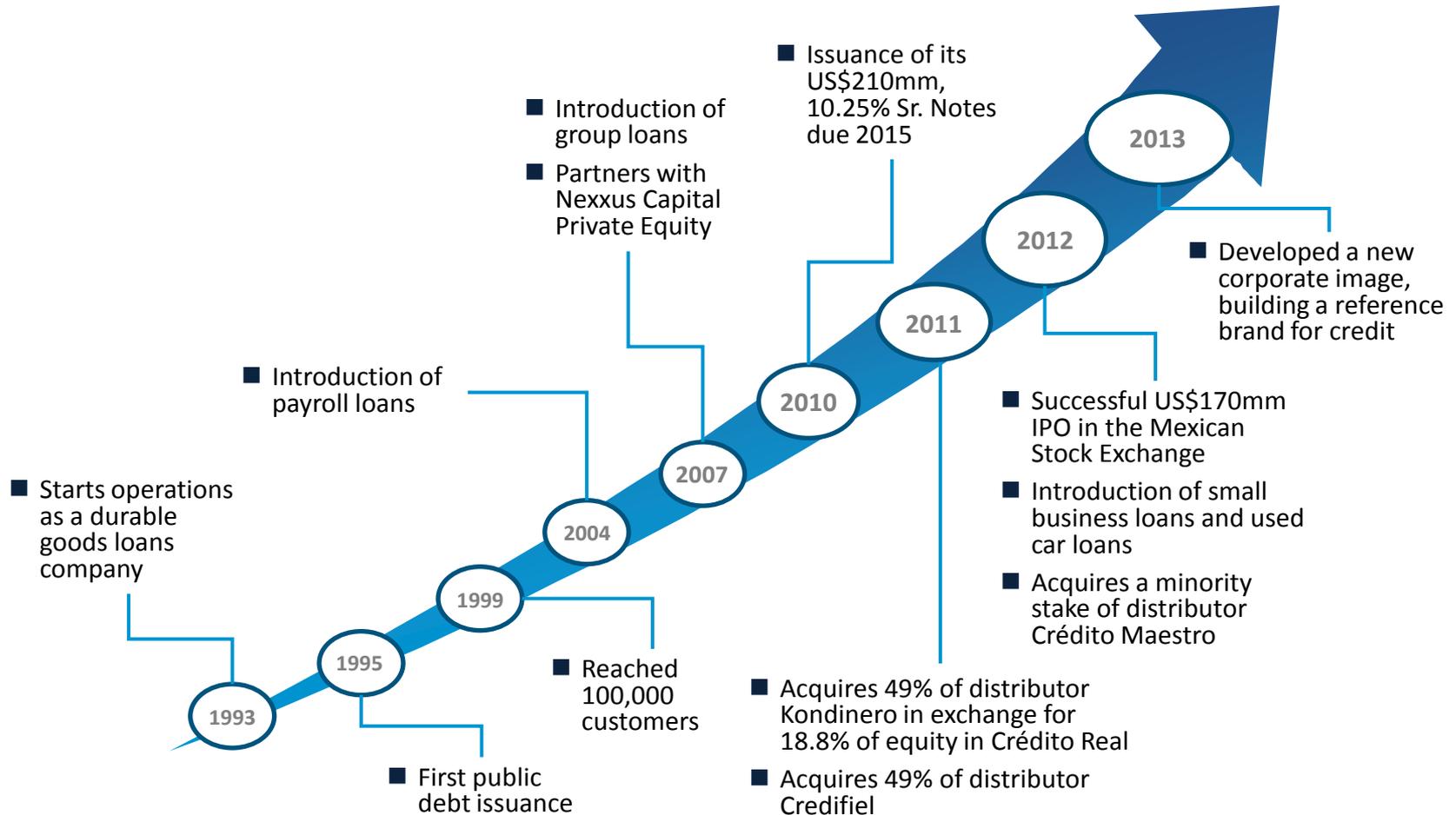
3

Financial results & Performance indicators

4

Value drivers

# Our history in brief



# Value drivers

1

## Sustainable growth

Low risk products  
Superior financial margins

2

## Healthy loan portfolio

Lowest NPL's in the sector

3

## Differentiated product platform

Flexibility vs banks  
Diversified

4

## Diversified funding sources

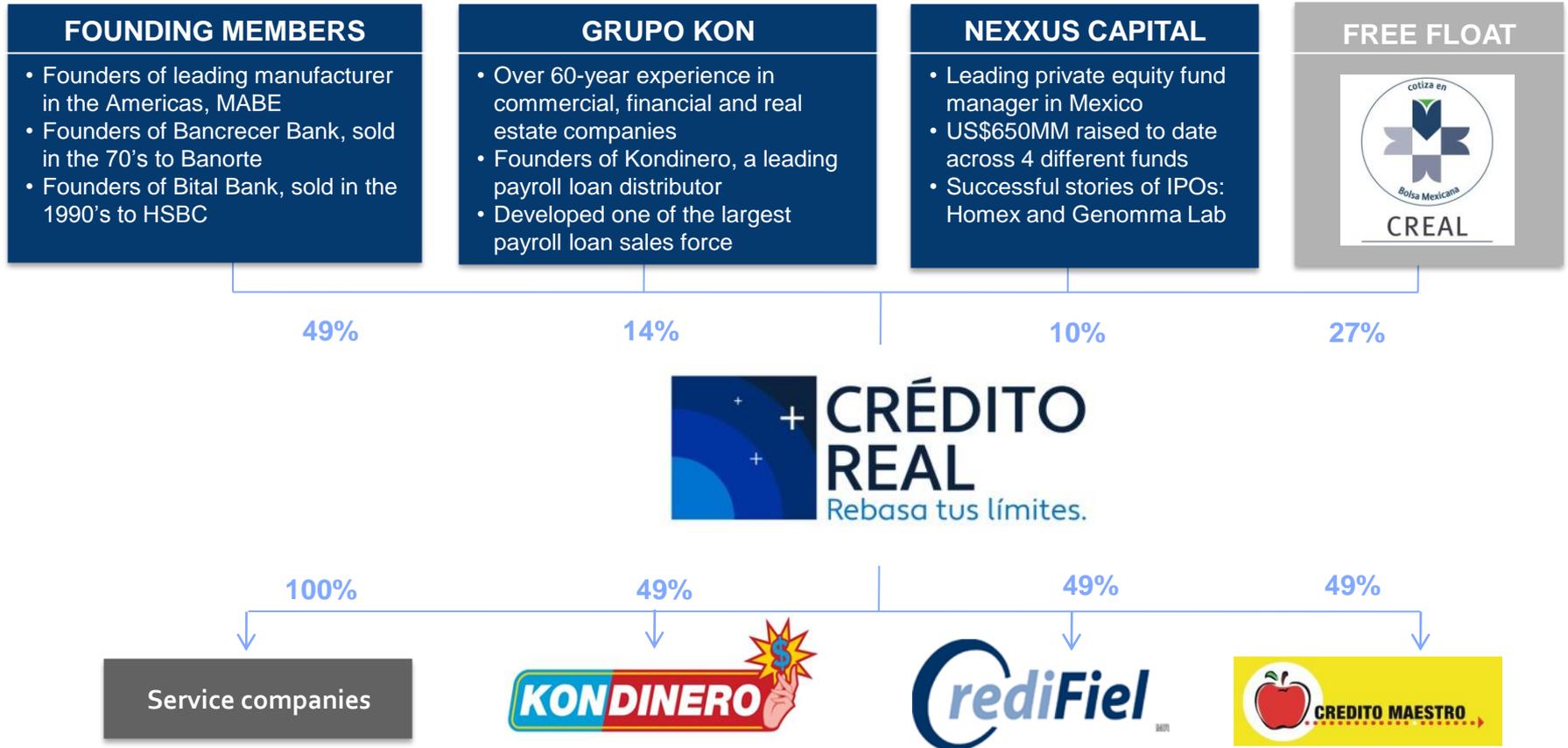
Decreasing funding cost  
Higher capitalization index

5

## Qualified management and governance

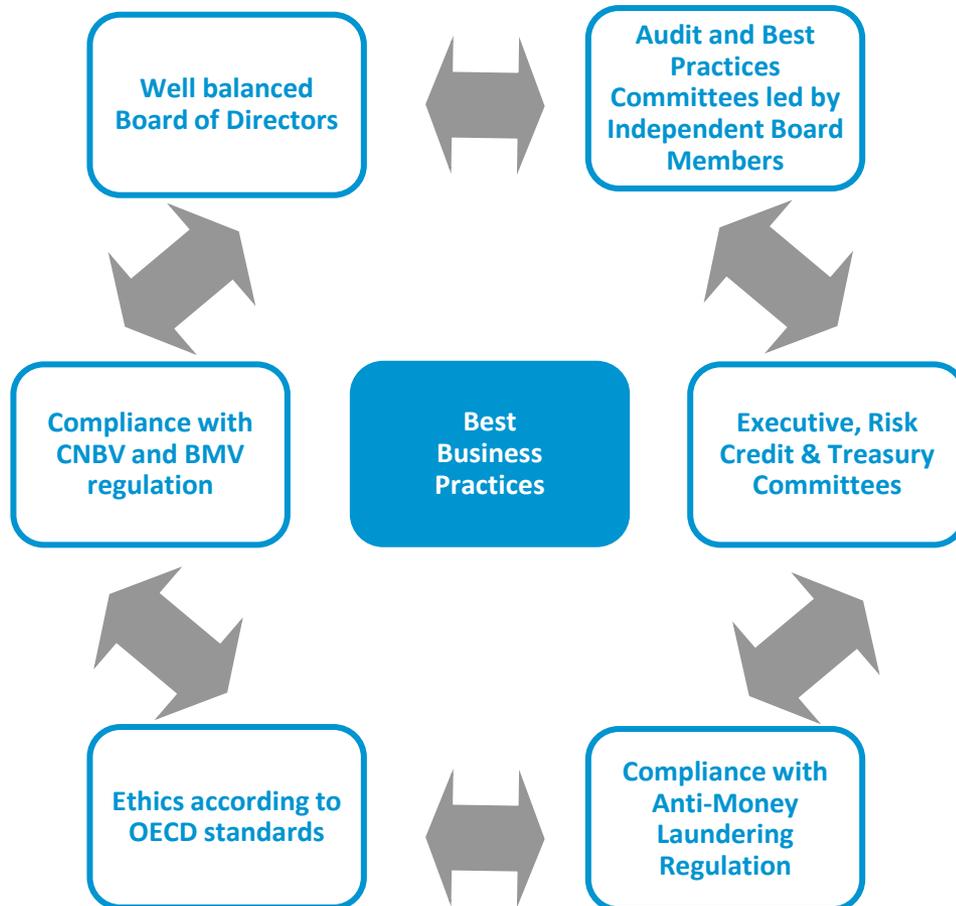
Banking background  
Best Corporate Gov. practices

# Corporate structure



# Corporate Governance and Management Team

## Corporate Governance and Compliance



## Experienced Management Team

### Angel Romanos - CEO

- Founder of Crédito Real
- CEO of the Company since inception
- MBA from Wharton School of Business

### Lorena Cardenas - CFO

- CFO since 2008
- Previously acted as CFO for GMAC and Nortel Networks in Mexico, nearly 20 years of CFO experience
- MBA from University of Miami

### Carlos Ochoa - COO

- COO since 2003
- 11 years with the Company, critical to the creation of Crédito Real's current operative model
- Master's degree in Economics and Finance from the University of Bristol

### Luis Carlos Aguilar – Payroll Commercial Officer

- Payroll commercial officer since 2009
- 16 years with the Company, privileged knowledge of payroll industry in Mexico
- MBA from IPADE

### Jonathan Rangel – IR Officer

- Former IR Officer of Comerci, from 2010 to 2013
- Background in Genworth Financial (GE)
- MBA from IPADE, CFA Candidate Level III



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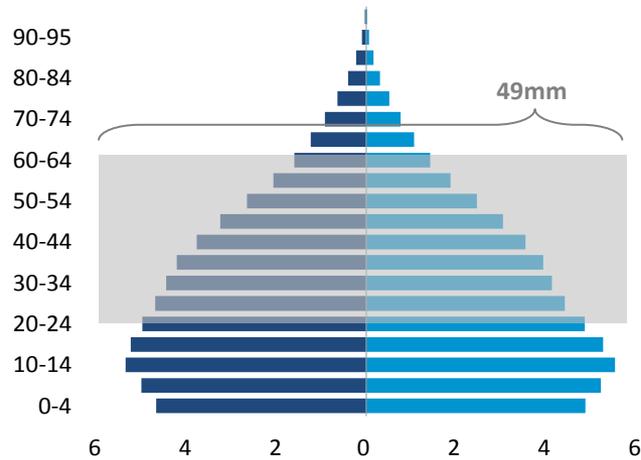
4

Value drivers

# Market opportunity

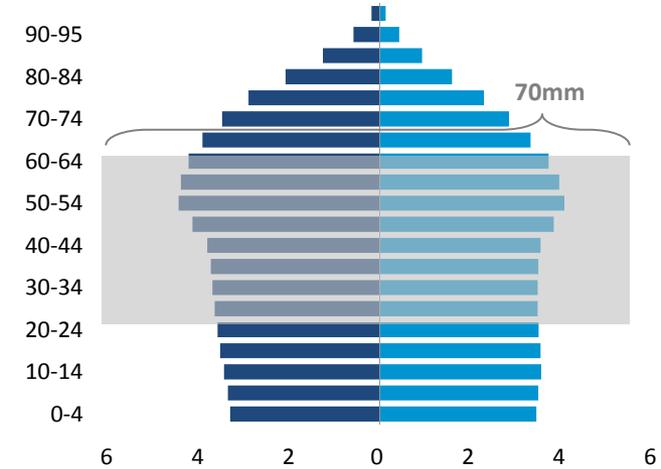
## Positive trends in demographics

2010, Million people



By year 2050, active workforce population is expected to significantly increase

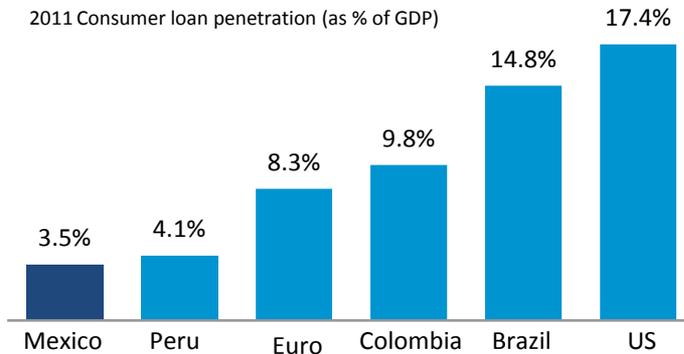
2050, Million people



Women Men

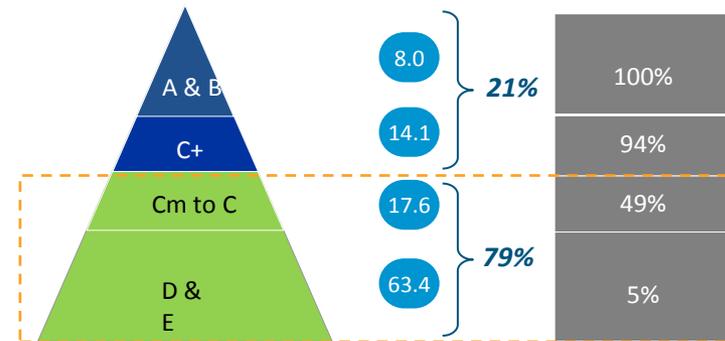
## Low penetration of consumer credit

2011 Consumer loan penetration (as % of GDP)



## Limited access to banking services

Population Segment Population (mm) Bancarization<sup>(1)</sup>



Source: Banco de Mexico, World Economic Outlook Database, CONAPO.

CGAP Financial Access Report 2010, Acción Institucional, AMAI.

Note: Population utilizing banking services.

2012

Target Market

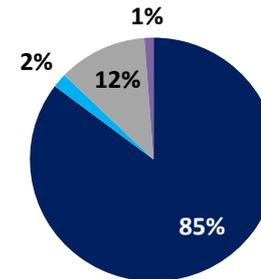
# Differentiated business platform

## Key Attributes

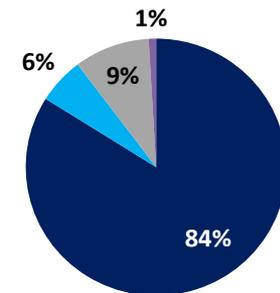
- **Tailor made products** with fixed interest, installments and payments
- **Scalable products model** with attractive risk -reward proposition
- **Base of costumers** over 4 million loans disbursed to over 2 million customers , 0.5 million active
- **Diversified nationwide** origination platform
- Proprietary **credit approval process**
- High quality loan portfolio with an average **NPL of 1.7%**

## Attractive Product Mix

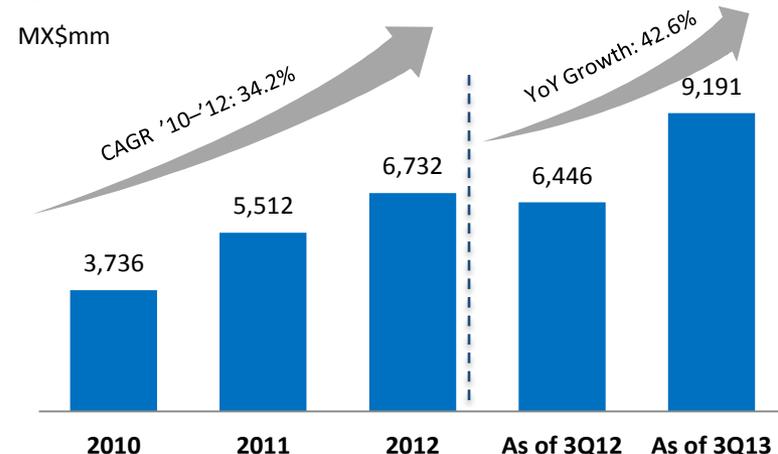
Total Loan Portfolio as of 3Q 2013 MX\$9,191mm



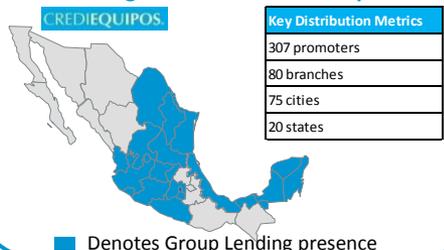
YTD Interest Income MX\$1,941mm



## Superior Loan Growth



# Products Overview

Products Offered													
	Payroll Loans	Group Loans	Durable Goods Loans										
Product Description	Personal loans for unionized government employees repaid through direct payroll	Loans to finance micro-business working capital requirements	Loans to finance purchases of durable goods from selected retailers										
Target Markets	Unionized public employees C+, Cm, C and D+	Women in suburban areas D and E	B, C+, Cm, C and D										
Product Statistics	<ul style="list-style-type: none"> <li>Avg. loan amount – MX\$22,512</li> <li>Avg. term – 34 months</li> <li>Avg. annual interest rate – 50% - 65%</li> <li>Payment frequency – Bi-weekly</li> <li>Delinquency rate – 1.5%</li> <li>Customers – 348,186 (73% of total customers)</li> </ul>	<ul style="list-style-type: none"> <li>Avg. loan amount – MX\$3,334</li> <li>Avg. term – 3.5 months / 14.1 weeks</li> <li>Avg. annual interest rate – 90% - 110%</li> <li>Payment frequency – Weekly</li> <li>Delinquency rate – 1.1%</li> <li>Customers – 52,330 (11% of total customers)</li> </ul>	<ul style="list-style-type: none"> <li>Avg. loan amount – MX\$14,478</li> <li>Avg. term – 12 months</li> <li>Avg. annual interest rate – 40% - 50%</li> <li>Payment frequency – Monthly</li> <li>Delinquency rate – 2.2%</li> <li>Customers – 73,791 (16% of total customers)</li> </ul>										
Distribution Platform	<ul style="list-style-type: none"> <li>Extensive sales forces of 30 different distributors – partner in 3 leading loan originators</li> <li>Full nation – wide coverage</li> </ul> 	<ul style="list-style-type: none"> <li>Proprietary branch network under brand</li> <li>New strategic alliances with third parties</li> </ul>  <table border="1"> <thead> <tr> <th colspan="2">Key Distribution Metrics</th> </tr> </thead> <tbody> <tr> <td>307 promoters</td> <td></td> </tr> <tr> <td>80 branches</td> <td></td> </tr> <tr> <td>75 cities</td> <td></td> </tr> <tr> <td>20 states</td> <td></td> </tr> </tbody> </table>	Key Distribution Metrics		307 promoters		80 branches		75 cities		20 states		<ul style="list-style-type: none"> <li>Financing agreements with 46 independent retailers, operating 1,157 points of sale, in over 130 cities throughout Mexico</li> </ul>
Key Distribution Metrics													
307 promoters													
80 branches													
75 cities													
20 states													

# Products Overview

## New Products

Product Description

Target Markets

Product Statistics

Distribution Platform

### Small Business Loans

Loans for working capital to independent professionals and ongoing small businesses

C and C-

- Loan amount – MX \$100,000 - \$750,000
- Avg. term – 3 - 36 months
- Avg. annual interest rate – 28% - 32%
- Payment frequency – Monthly fixed payments
- Delinquency rate – 5.1%
- Loans - 148

- One business center in Mexico City
- Own sales force

### Used Car Loans

Loans for used cars

C and C-

- Loan amount – MX \$50,000 - \$100,000
- Avg. term – 12 – 24 months
- Avg. annual interest rate – 24% - 30%
- Payment frequency – Monthly
- Income from insurance
- GPS systems to secure cars
- Delinquency rate – 3.3%
- Loans - 532

- Financing agreements with 5 distributors that have 6 brands in presence in 90 points of sale



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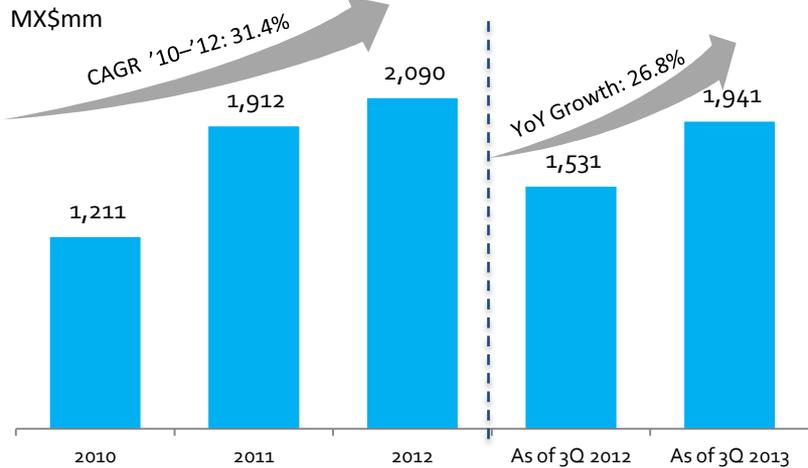
Financial results & Performance indicators

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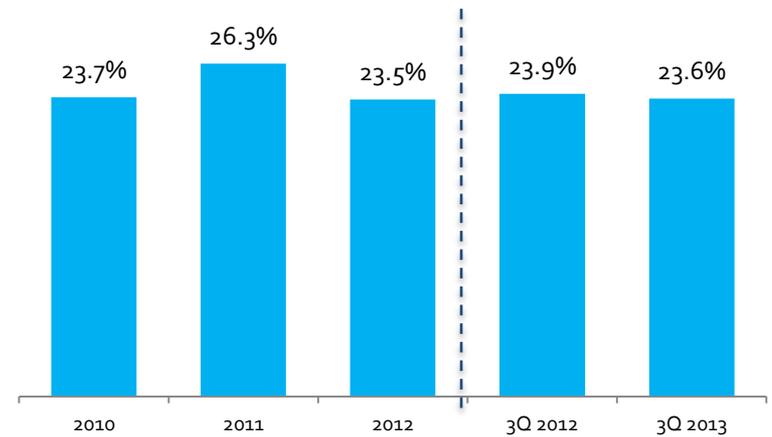
Value drivers

# Financial Performance

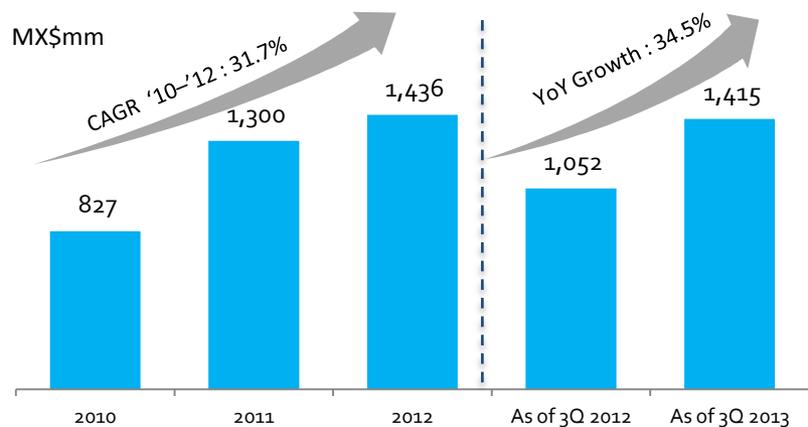
## Interest Income



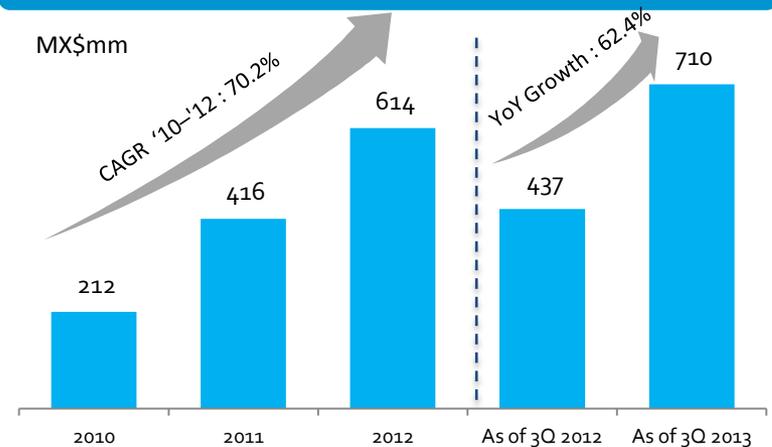
## NIM % <sup>(1)</sup>



## Financial Margin



## Net Income

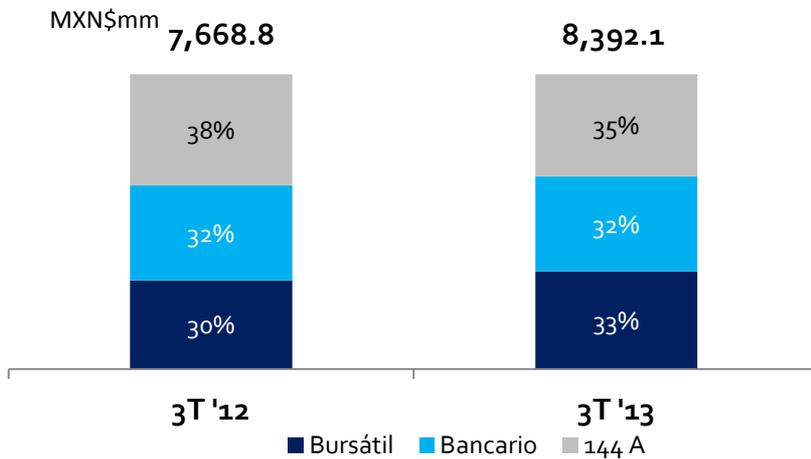


Source: Crédito Real

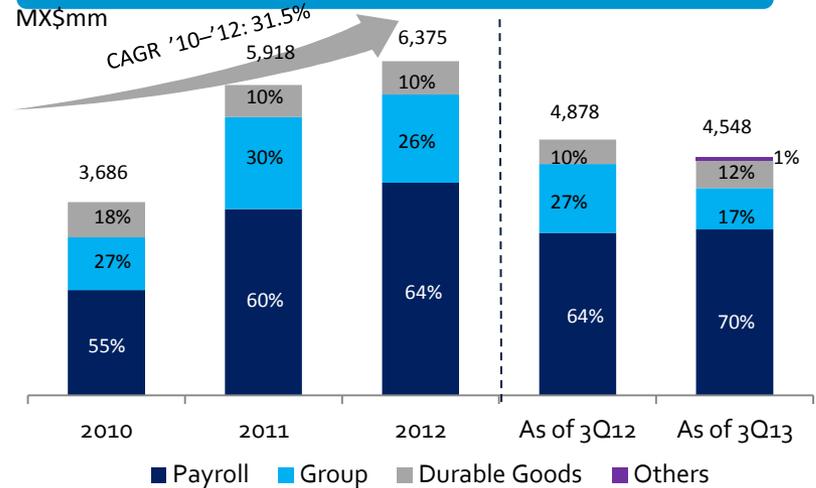
(1) Net Interest Margin is calculated by dividing annualized financial margin by average quarterly total loan portfolio

# Diversified sources of funding

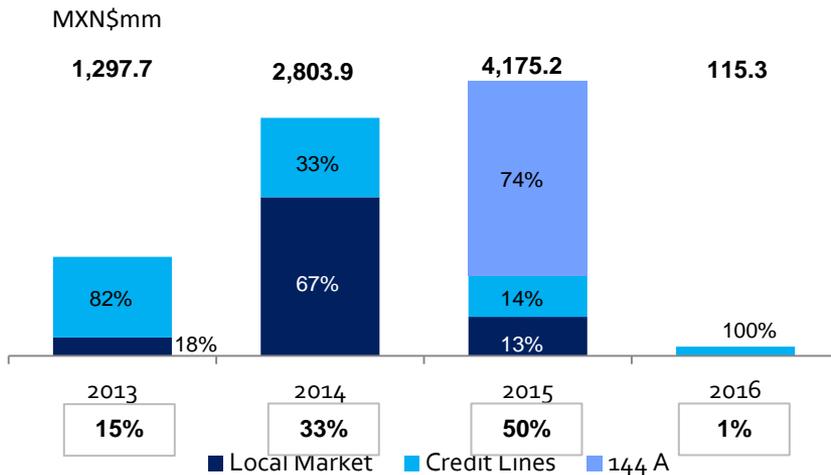
## Debt Profile



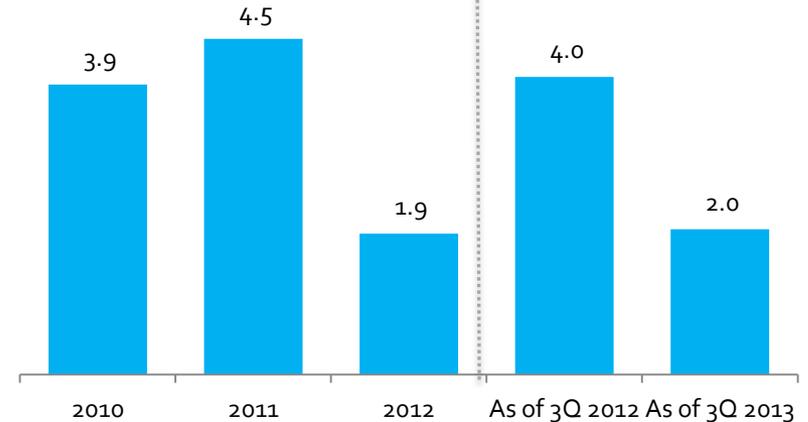
## Collection



## Debt Maturity Schedule as of 3Q13

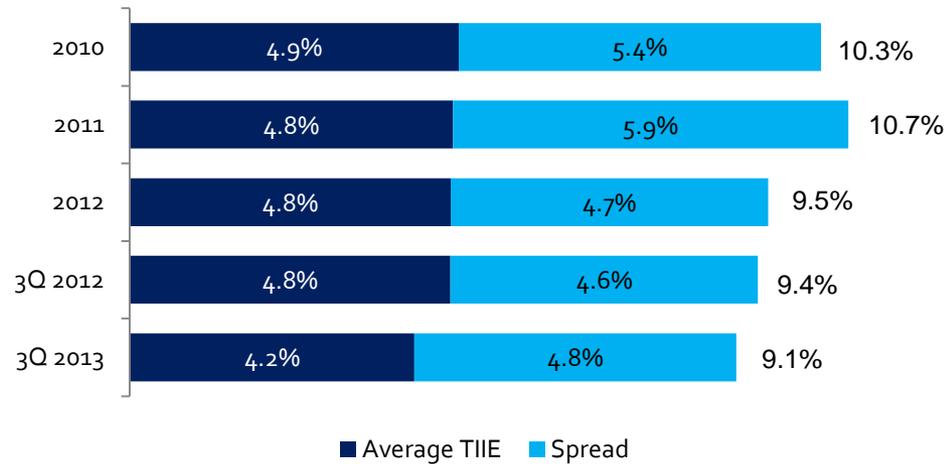


## Debt / Equity Ratio



# Funding Cost

## Improving Funding Cost

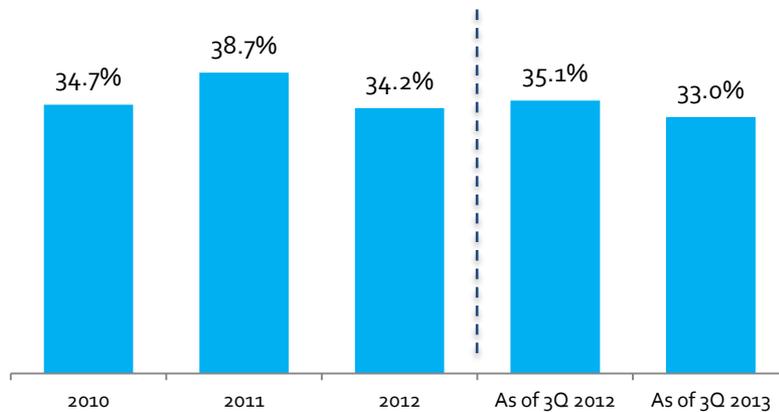


## Funding Strategy Focus

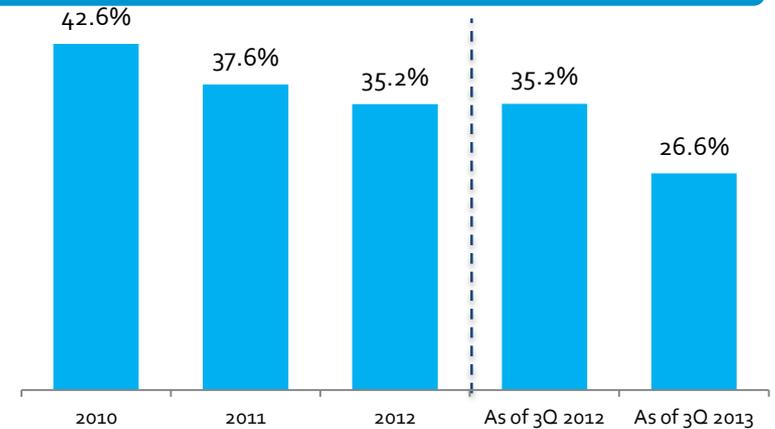


# Performance metrics

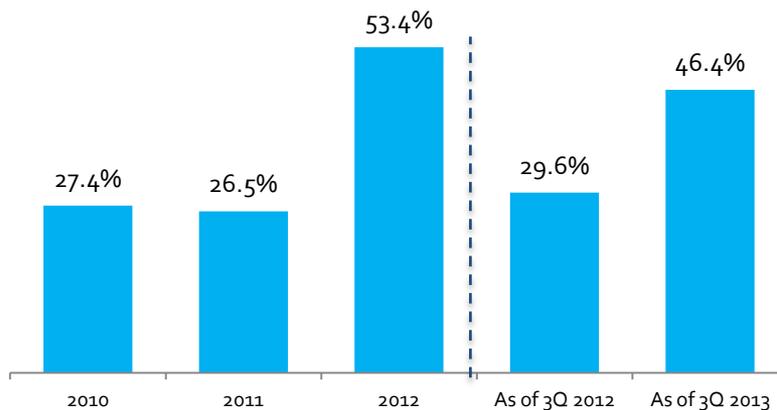
## Yield <sup>1</sup>



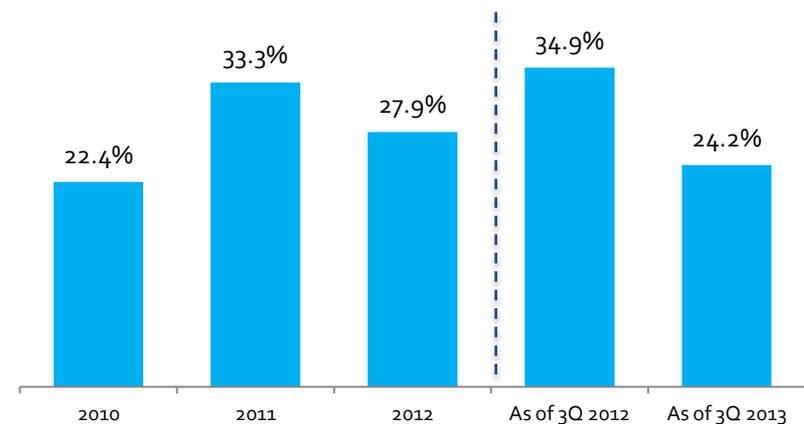
## Efficiency Ratio <sup>2</sup>



## Capitalization



## ROAE



Source: Crédito Real. — Required Level for Regulated Banks

Notes:

1. Calculated as: Interest Income / Average Earnings Assets.

2. Efficiency index consists of administrative and promotion expenses for the period divided by the sum of (a) financial margin and (b) the difference between (i) commissions and fees collected and (ii) commissions and fees paid for the period.



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Diversified

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## Diversified funding sources

Decreasing funding cost  
Higher capitalization index

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## Qualified management and governance

Banking background  
Best Corporate Gov. practices

# Strategy to increase stock liquidity

US \$0.3 M  
share  
turnover

## **IR plan to strengthen relations with the *sell-side* and the *buy-side*:**

- ✓ Constant presence in broker conferences and ND roadshows
- ✓ Commitment of top management (CEO, CFO)
- ✓ Focus on retail investors.
- ✓ Use of IR tools to keep assertive communication with investor community (*Quarterly calls, Web page, Media program*)

**Market maker (UBS) with aligned incentives and objectives**

**Two-side active share buyback program**

US \$1M  
share  
turnover

# CREAL\* share - Upside potential

	CREAL	COMPARC	FINDEP	GFNORTE	SANMEX
Precio	\$20.25	\$23.78	\$4.90	\$82.84	\$35.19
Precio objetivo analistas	\$29.22	\$25.23	\$5.25	\$94.57	\$40.39
Valor de Capitalización (Miles de millones)	\$7.5	\$38.7	\$3.5	\$229.4	\$238.9
P/E múltiplo 13e	7.5	19.4		15.8	14.5
P/B múltiplo	1.9	4.6	1.2	2.3	2.3
ROE	28%	26%	-4%	15%	17%
PEG ratio (P/U a Crecim.)	0.3	0.7		0.8	1.8

## Top holders

Holder Name	Portfolio Name	Source	Mkt Val	Amt Held
		Funds		
1 CAPITAL RESEARCH GLOBAL INVE	AMERICAN FUNDS SMALLCA	MF-USA	221.63MLN	10,961,030
2 FRANKLIN TEMPLETON INVESTME	FTIF-TEMPLETON LATIN A	MF-LUX	211.51MLN	10,460,500
1 GRUPO FINANCIERO BBVA BANCO	FONDO BBVA BANCOMER R	MF-MEX	119.31MLN	5,900,599
4 CAPITAL RESEARCH GLOBAL INVE	AMERICAN FUNDS INSURA	MF-USA	84.79MLN	4,193,330
5 ARTISAN PARTNERS HOLDINGS L	ARTISAN EMERGING MARK	MF-USA	47.73MLN	2,360,727
6 BLACKROCK GROUP LIMITED	BLACKROCK STRATEGIC F	MF-LUX	46.51MLN	2,300,000
1 GRUPO FINANCIERO BBVA BANCO	FONDO BBVA BANCOMER C	MF-MEX	25.68MLN	1,270,019
8 TEACHERS ADVISORS INC	TIAA-CREF EMERGING MAR	MF-USA	17.6MLN	870,200
9 ARTISAN GLOBAL FUNDS PLC	ARTISAN PARTNERS GLOB	MF-IRL	17.23MLN	852,152
1 GRUPO FINANCIERO BBVA BANCO	FONDO BBVA BANCOMER C	MF-MEX	11.42MLN	565,019
11 ALLIANCEBERNSTEIN LP	ALLIANCEBERNSTEIN BLD	MF-USA	8.92MLN	440,970
12 BERNSTEIN SANFORD & COMPANY	BERNSTEIN TAX-MANAGED	MF-USA	8.32MLN	411,380
11 GRUPO FINANCIERO BBVA BANCO	FONDO BBVA BANCOMER P	MF-MEX	6.57MLN	325,101
14 EURO PACIFIC ASSET MANAGEMEN	EUROPAC LATIN AMERICA	MF-USA	5.5MLN	272,200
15 PRINCIPAL FONDOS DE INVERSIO	PRINCIPAL GENERA DE ME	MF-MEX	5.06MLN	250,000
16 BLACKROCK FUND ADVISORS	iShares IPC CompMx Total	ETF	4.9MLN	242,372
1 ALBERT D MASON	ALBERT D MASON	13F	4.87MLN	241,000

# CRÉDITO REAL

Rebasa tus límites.

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[jorangel@creditoreal.com.mx](mailto:jorangel@creditoreal.com.mx)

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CONSUMO

NÓMINA

MICROCRÉDITOS

PYMES

AUTOS

# Financial Information

Balance Sheet								
	3Q'13	3Q'12	Var	% Var	2012	2011	% Var	
<b>Ps. Million</b>								
Cash and cash equivalents	81.8	83.2	-	1.3	-1.6%	85.2	64.3	32.5%
Investments in securities	209.4	819.7	-	610.3	-74.5%	346.8	253.6	36.7%
Securities and derivatives transactions	320.8	300.4	20.5	6.8%	241.5	521.4	-53.7%	
Performing loan portfolio								
Commercial loans	9,039.1	6,356.8	2,682.3	42.2%	6,625.6	5,403.1	22.6%	
Total performing loan portfolio	9,039.1	6,356.8	2,682.3	42.2%	6,625.6	5,403.1	22.6%	
Non-performing loan portfolio								
Commercial loans	152.1	89.4	62.7	70.1%	106.9	109.0	-2.0%	
Total non-performing loan portfolio	152.1	89.4	62.7	70.1%	106.9	109.0	-2.0%	
Loan portfolio	9,191.2	6,446.2	2,745.0	42.6%	6,732.5	5,512.2	22.1%	
Less: Allowance for loan losses	174.0	116.1	57.9	49.8%	141.3	130.5	8.2%	
Loan portfolio (net)	9,017.2	6,330.1	2,687.1	42.4%	6,591.2	5,381.6	22.5%	
Other accounts receivable (net)	2,325.4	1,928.5	397.0	20.6%	2,504.3	1,574.0	59.1%	
Foreclosed assets (net)	-	-	-	-	-	-	-	
Property, furniture and fixtures (net)	21.4	16.5	4.9	29.9%	17.8	14.3	24.7%	
Long-term investments in shares	762.0	392.0	370.0	94.4%	752.5	364.0	106.7%	
Deferred taxes (net)	-	-	-	-	-	-	-	
Other assets								
Debt insurance costs, intangibles and others	592.4	175.9	416.5	236.8%	425.9	179.4	137.4%	
Total assets	<u>13,330.4</u>	<u>10,046.1</u>	<u>3,284.3</u>	<u>32.7%</u>	<u>10,965.3</u>	<u>8,352.7</u>	<u>31.3%</u>	
Liabilities								
Notes payable (certificados bursátiles)	2,775.4	2,310.4	465.0	20.1%	1,751.0	1,944.0	-9.9%	
Senior notes payable	2,907.1	2,892.9	14.2	0.5%	2,814.4	3,122.1	-9.9%	
Bank loans and borrowings from other entities								
Short-term	1,014.9	1,633.5	-	618.6	-37.9%	1,562.4	1,053.9	48.2%
Long-term	1,694.7	832.0	862.7	103.7%	719.6	516.0	39.5%	
	2,709.6	2,465.5	244.0	9.9%	2,282.0	1,569.9	45.4%	
Securities and derivatives transactions	-	-	-	-	-	-	-	
Other accounts payable	12.8	28.4	-	15.6	-54.9%	17.8	4.2	326.2%
Income taxes payable	660.3	443.8	216.5	48.8%	503.7	252.1	99.8%	
Total liabilities	9,065.2	8,141.0	924.3	11.4%	7,368.9	6,892.3	6.9%	
Stockholders' equity								
Capital stock	2,017.3	507.4	1,509.9	297.5%	2,017.2	507.4	297.5%	
Earned capital:								
Accumulated results from prior years	1,523.0	952.9	570.1	59.8%	935.8	537.4	74.1%	
Result from valuation of cash flow hedges, net	14.8	7.7	7.1		29.3	-		
Net income	710.0	437.1	272.9	62.4%	614.1	415.5	47.8%	
Total stockholders' equity	<u>4,265.2</u>	<u>1,905.2</u>	<u>2,360.0</u>	<u>123.9%</u>	<u>3,596.4</u>	<u>1,460.4</u>	<u>146.3%</u>	
Total Liabilities and Stockholders' equity	<u>13,330.4</u>	<u>10,046.1</u>	<u>3,284.3</u>	<u>32.7%</u>	<u>10,965.3</u>	<u>8,352.7</u>	<u>31.3%</u>	

# Financial Information

Profit & Loss													
	3Q'13	3Q'12	Var	% Var	YTD'13	YTD'12	Var	% Var	2012	2011	% Var		
<b>Ps. Millions</b>													
Interest Income	697.9	530.4	167.5	31.6%	1,941.0	1,530.9	410.1	26.8%	2,090.4	1,912.3	9.3%		
Interest Expense	(182.5)	(166.3)	16.3	9.8%	(526.2)	(479.2)	47.0	9.8%	(654.8)	(612.8)	6.9%		
Financial Margin	515.4	364.1	151.3	41.5%	1,414.8	1,051.7	363.2	34.5%	1,435.6	1,299.5	10.5%		
Provision for Loan Losses	(112.7)	(31.7)	81.0	-255.6%	(298.5)	(183.6)	115.0	-62.6%	(272.8)	(309.0)	-11.7%		
Financial Margin adjusted for Credit Risks	402.7	332.4	70.3	21.1%	1,116.3	868.1	248.2	28.6%	1,162.8	990.5	17.4%		
Commissions and fees paid	(17.9)	(16.5)	1.4	8.5%	(51.5)	(52.9)	-	1.4	(69.5)	(61.3)	13.3%		
Other income from the operation	2.3	5.2	-	2.9	-56.3%	8.3	15.4	-	7.1	-46.0%	20.6	18.1	13.8%
Administrative and promotion expenses	(122.5)	(115.3)	7.2	6.3%	(363.2)	(351.5)	11.7	3.3%	(480.5)	(465.6)	3.2%		
Operating result	264.5	205.8	58.7	28.5%	709.9	479.1	230.8	48.2%	633.4	481.7	31.5%		
Income taxes	(58.1)	(48.7)	9.3	19.2%	(154.0)	(101.9)	52.2	51.2%	(144.4)	(102.5)	40.9%		
Income before participation in the results of subsidiaries	206.4	157.1	49.3	31.4%	555.8	377.2	178.6	47.4%	489.1	379.2	29.0%		
Participation in the results of subsidiaries and associates	50.4	19.8	30.6	155.0%	154.2	59.9	94.3	157.3%	125.1	36.3	244.5%		
Net Income	256.8	176.8	79.9	45.2%	710.0	437.1	272.9	62.4%	614.1	415.5	47.8%		

# Financial Information

Financial Ratios									
	3Q'13	3Q'12	Var	YTD'13	YTD'12	Var	2012	2011	Var
Yield	31.9%	34.9%	-3.0%	33.0%	35.1%	-2.1%	34.2%	38.7%	-4.5%
Return on Average Loan Portfolio	11.7%	11.6%	0.1%	12.1%	10.0%	2.0%	10.0%	8.4%	1.6%
ROAE: Return on average stockholders' equity	24.9%	39.0%	-14.1%	24.2%	34.9%	-10.7%	27.9%	33.3%	-5.4%
Debt to Equity Ratio	2.0	4.0	- 2.1	2.0	4.0	- 2.1	1.9	4.5	- 2.6
Average cost of funds	9.1%	9.4%	-0.3%	9.3%	9.4%	-0.1%	9.5%	10.7%	-1.2%
Efficiency ratio	24.6%	33.2%	-8.5%	26.6%	35.2%	-8.6%	35.2%	37.6%	-2.4%
Capitalization Ratio	46.4%	29.6%	16.9%	46.4%	29.6%	16.9%	53.4%	26.5%	26.9%
Provisions for loan losses as a percentage of total loan portfolio	4.9%	2.0%	2.9%	4.3%	3.8%	0.5%	4.1%	5.6%	-1.6%
Allowance for loan losses as a percentage of total past-due loan portfolio	114.3%	129.8%	-15.5%	114.3%	129.8%	-15.5%	132.2%	119.7%	12.4%
Total past-due loan portfolio as a percentage of total loan portfolio	1.7%	1.4%	0.3%	1.7%	1.4%	0.3%	1.6%	2.0%	-0.4%