



# Annual Report <sup>2024</sup>





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President of Bancóldex

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Chief Corporate Strategy

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**Colombia**

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# Annual Report 2024

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# The Bank



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WHO ARE WE?

## Bancóldex, Colombia's business development bank

and public policy instrument, supports the production activity of MSMEs and promotes the sustainable development and internationalization of companies in Colombia.



HOW DO WE WORK?

## Bancoldex is a domestic mixed- economy joint-stock company

not equivalent to the state's industrial and trading companies. It was established by Law 7/1991 and Decree 2505/1991, currently incorporated in Decree Law 663/1993, General Regulation of the Financial System, linked to the Ministry of Finance and Public Credit. The Bank is organized as a bank credit establishment, subject to inspection, control, and surveillance by the Financial Superintendence of Colombia (SFC, for its acronym in Spanish).

### Additionally, Bancoldex is:

- ◆ Part of Grupo Bicentenario Financiamiento
- ◆ Conglomerate, recently identified by the Financial Superintendence of Colombia.
- ◆ A foreign exchange intermediary
- ◆ An issuer and intermediary of securities
- ◆ Governed by private law regarding its labor, action, and contract regulations



## Strategic focus areas

**At Bancóldex,** we promote business development through four strategic focus areas:

### Bancóldex as a public policy instrument

As a countercyclical public policy instrument, we support the Colombian business ecosystem during special circumstances or economic, social, and environmental crises, by offering financial products tailored to the situation at hand.

### Contributing to improving companies' productivity focus on MSMEs

**a. Attention to microenterprises:** We seek to promote the inclusion, financial wellbeing and growth of microenterprises, including the Popular Economy, with a regional focus. This is achieved through entities centered on microenterprise credit, rediscount credit, digital platforms such as neocrédito and financial education.

**b. Small- and medium-sized enterprises:** We support with first- and second-tier financial instruments, as well as with non- financial products that promote employment, investments in innovation, research and development, technological transformation, certifications, among others.

### Support sustainable development

We offer financial and non- financial solutions to companies. We aim at boosting investments that may allow companies to manage environmental, social and climate risks and incorporate environmental aspects into their strategies and business models. We also design and offer instruments that contribute to improve access to credit for companies owned or led by people from diverse populations. Similarly, we contribute to the fulfillment of the commitments of the Paris Agreement and the 2030 Agenda in the environmental, social and economic perspectives.

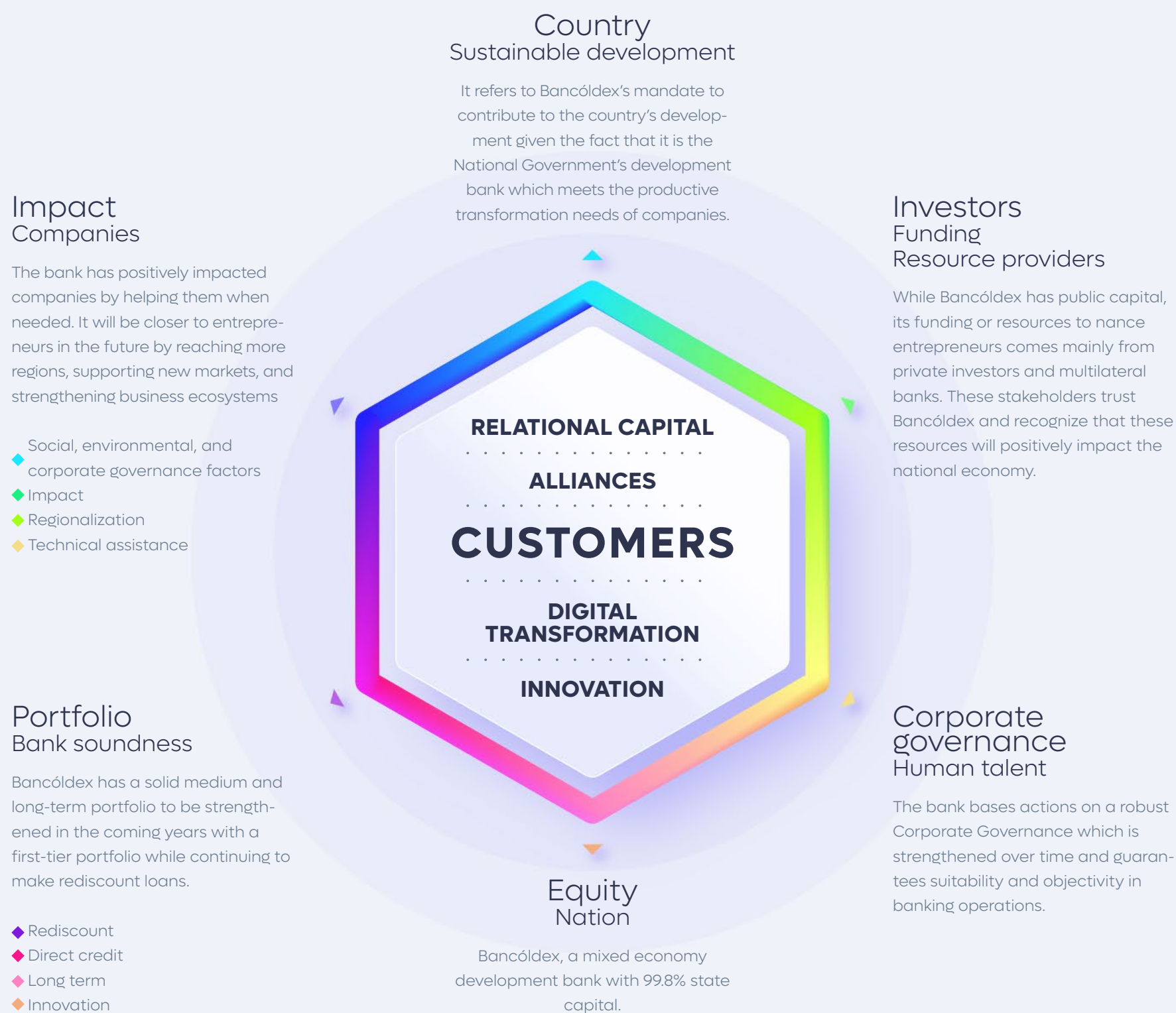
### Support economy internationalization

We offer financial and non- financial solutions to support Colombian exporting companies in preparing to conquer new markets, strengthening their position in international markets and inserting themselves into global value chains.

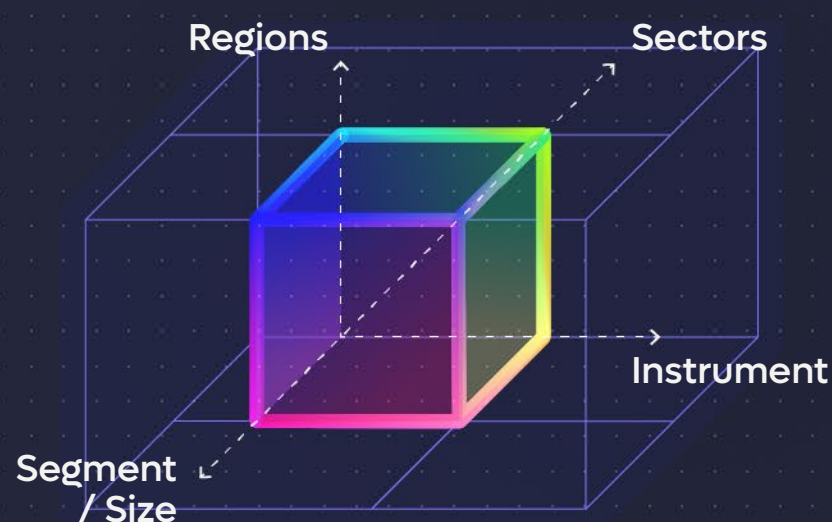


## Why does Bancóldex's model work?

As a business development bank, Bancóldex seeks to impact companies and the environments where it operates. Thus, the bank can consider its mission accomplished if, in addition to the organic results product of its activity, it proves to have the desired effects on fronts such as environmental sustainability, gender equity, business growth, regionalization, and technical assistance, among others.



Bancóldex impacts by contributing to the country's



# How we operate?

Bancóldex operates mainly as a second-tier bank, and since 2020 it has provided direct services to SMEs.

As a second-tier bank, when an entrepreneur requests a loan from a financial institution or an entity oriented toward micro-business credits, they can ask Bancóldex for the resources such an entrepreneur requires.

Moreover, Bancóldex can lend directly to small- and medium-sized enterprises with a portfolio of direct products, such as credit and leasing.

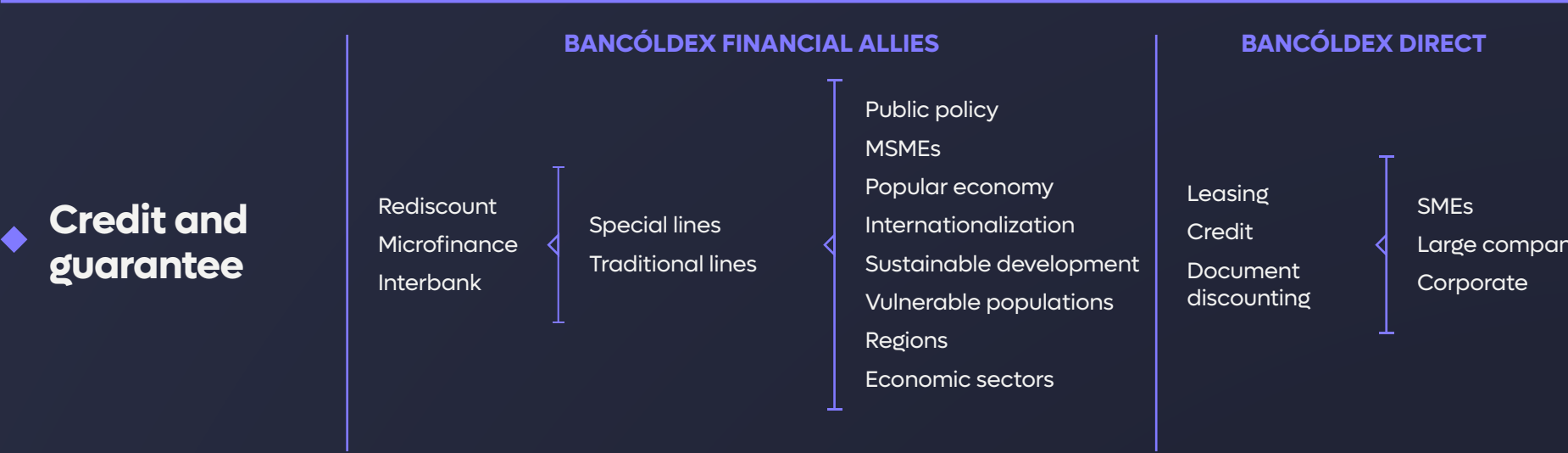
# Our partners

Our main partners are those through which we disburse credit funds to entrepreneurs.

These include banks, financing companies, financial corporations and cooperatives, savings and credit cooperatives, non-governmental organizations (NGOs), compensation funds, and employee funds, among other entities surveilled and not surveilled by the Financial Superintendence of Colombia.

We also establish partnerships with organizations that facilitate the approach to the business sector, such as trade unions, chambers of commerce, associations, ministries, territorial and multilateral entities, and universities.

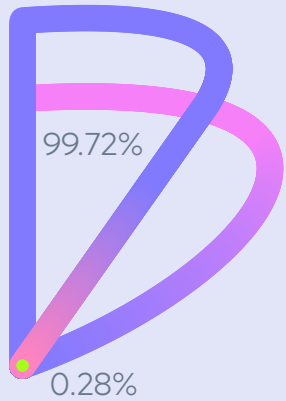
# Products and Services





## Shareholders' equity

	# of Shares
Nación Grupo Bicentenario S.A.S.	1,059,563,515
Individual Shareholders	3,031,453
<hr/>	
<b>Total Shares</b>	<b>1,062,594,968</b>



## Board of Directors

Main

**Germán Umaña Mendoza**

Former Minister of Trade, Industry and Tourism

**Chairman of the Board of Directors**

**Sammy Libos Zuñiga**

Deputy Director of Fiscal policy at the  
Ministry of Finance and Public Credit

**Luz Stella Campillo Hernández**

Deputy Director of Financing with Multilateral Organizations and Governments  
at Ministry of Finance and Public Credit

**Paola Molina Rojas**

Deputy Director of External Financing at the  
Ministry of Finance and Public Credit

**Mauricio Pava Lugo**

Independent board member

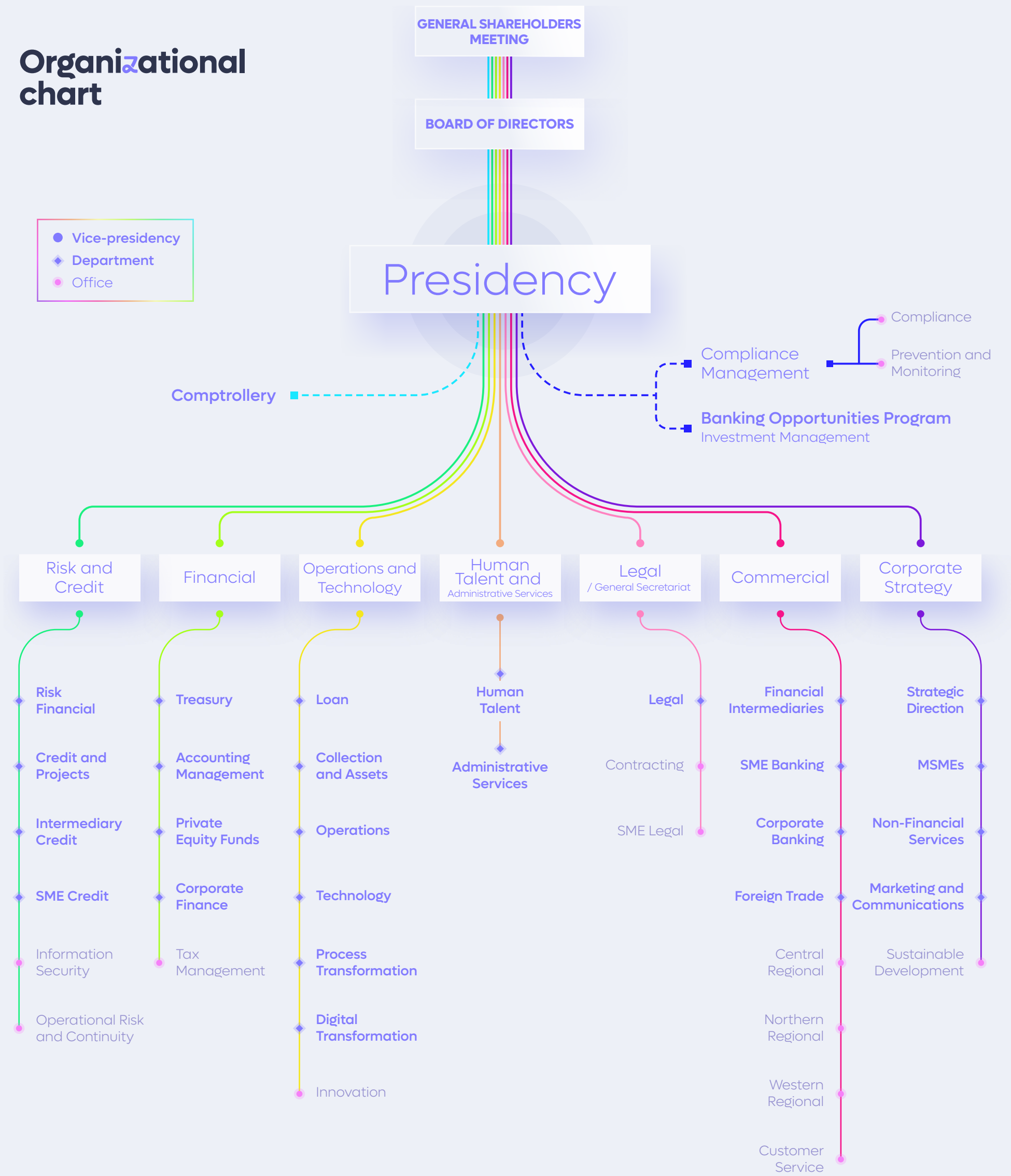
**Vacante**

Independent

**Jorge Álvarez Restrepo**

Status as a Bank employee

# Organizational chart





# Managerial Team

## 2024



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\*Javier Díaz Fajardo served as President of Bancóldex until December 31, 2024. As of February 4, 2025, José Alberto Garzón Gaitán, Chief Legal Officer and General Secretary, is acting as President of the Bank.



# Financial Results



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Page 16	Distribution by geographic area





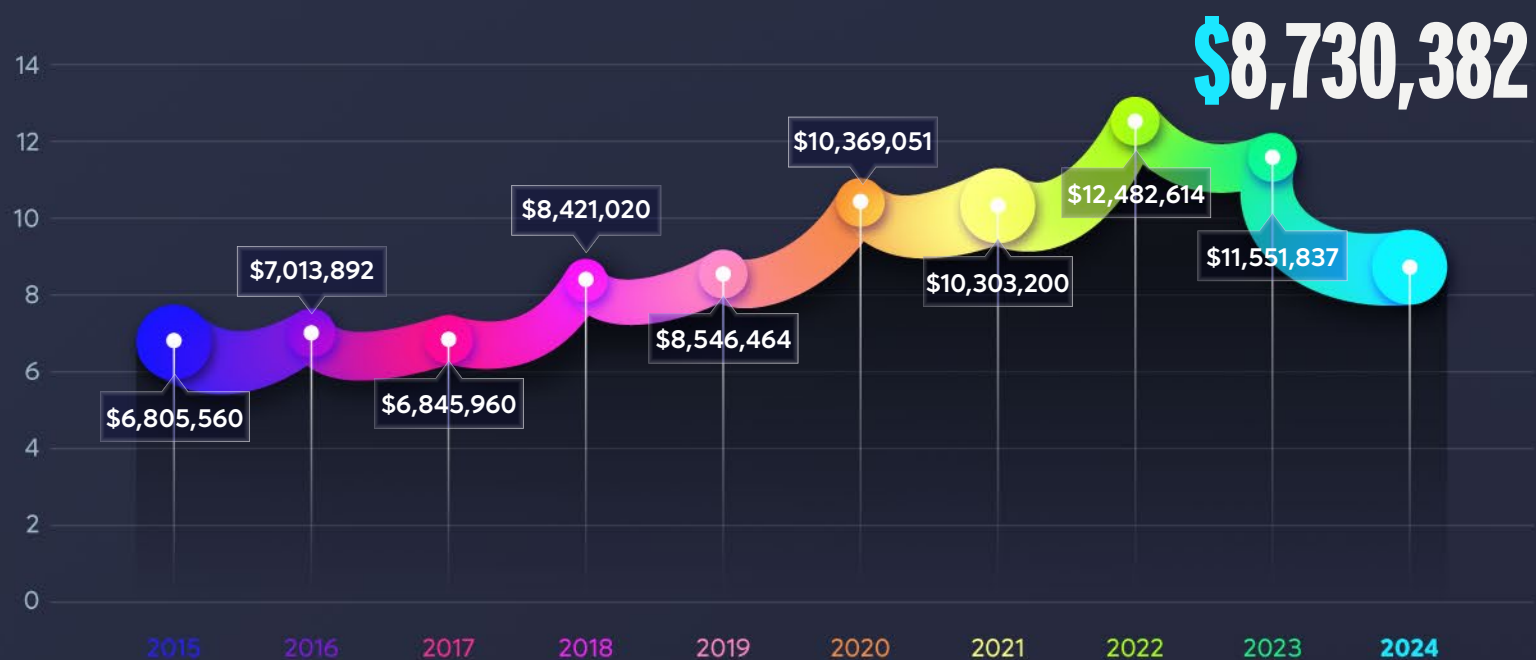


# Financial results

as december 2024

\*figures in COP millions

## Assets



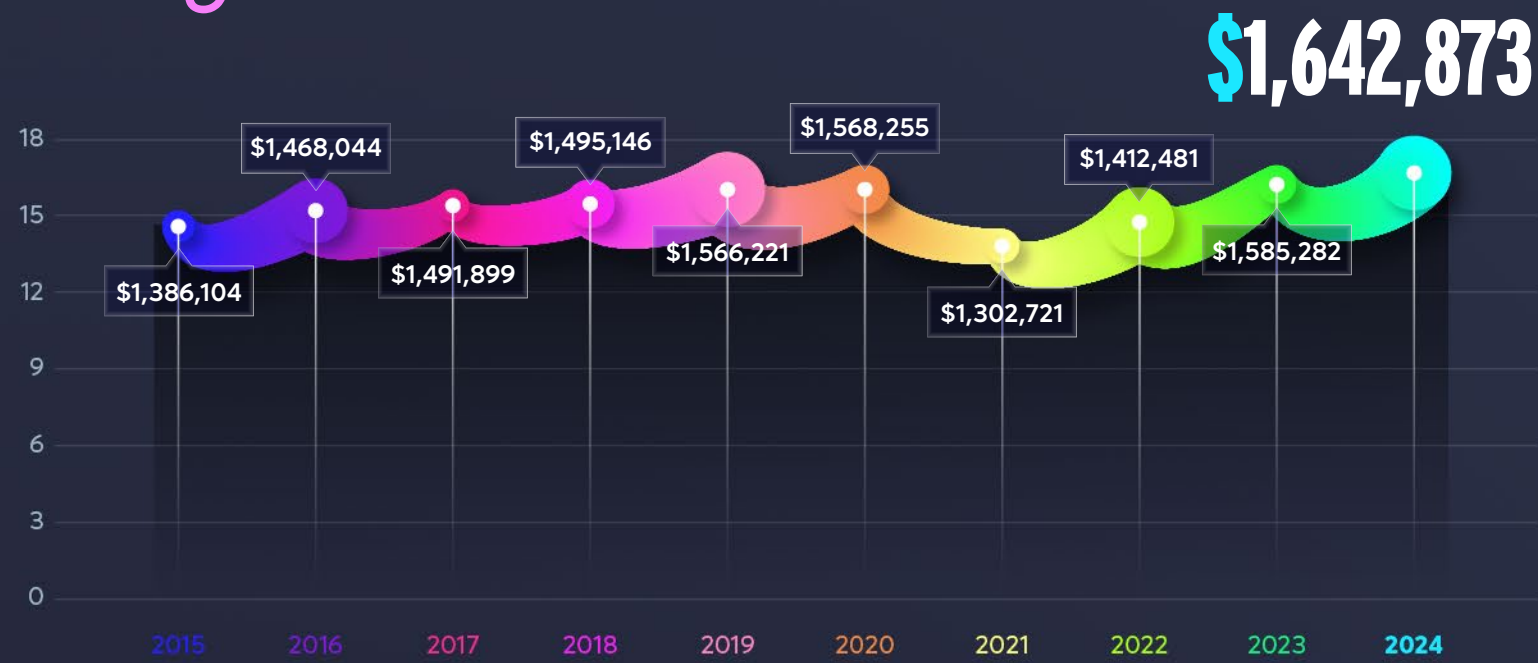
## Liabilities



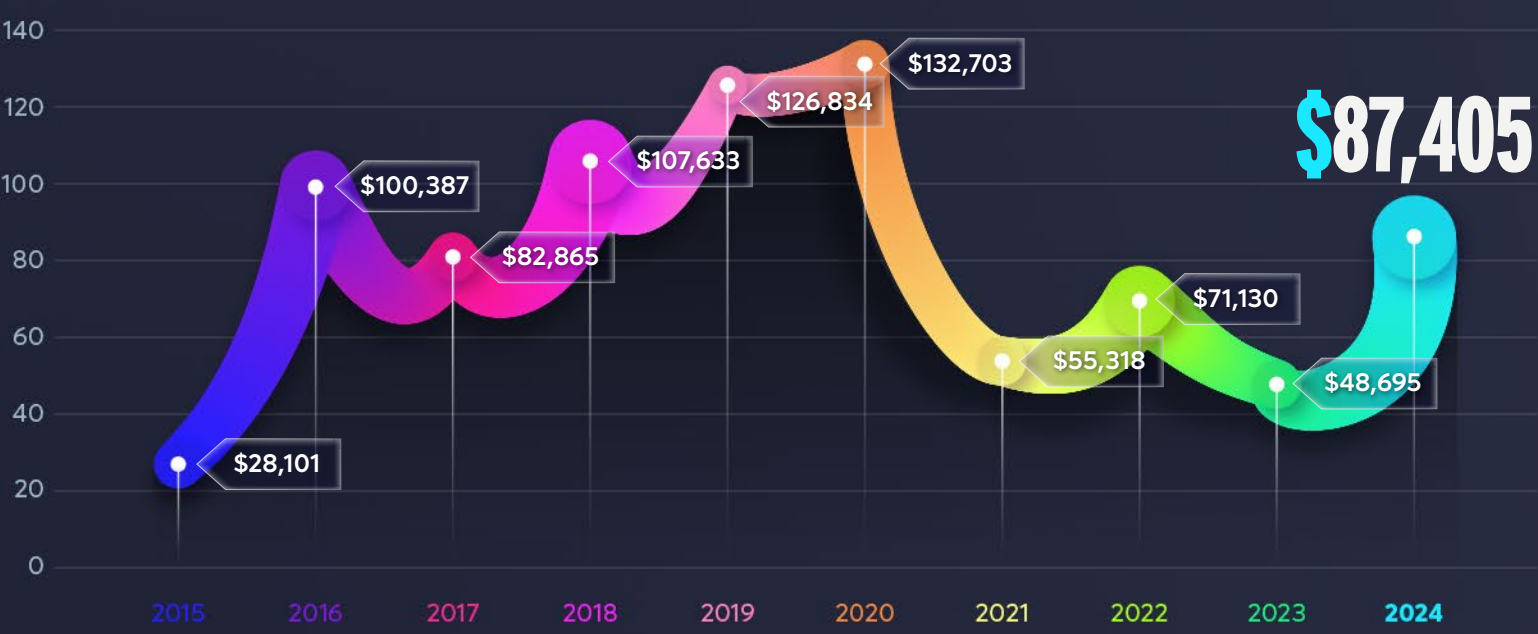
Financial results  
as december 2024

\*figures in COP millions

Equity



Net Income





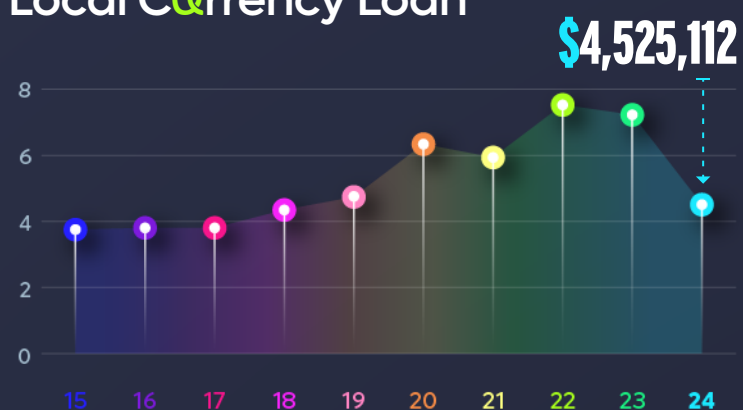


# Financial results

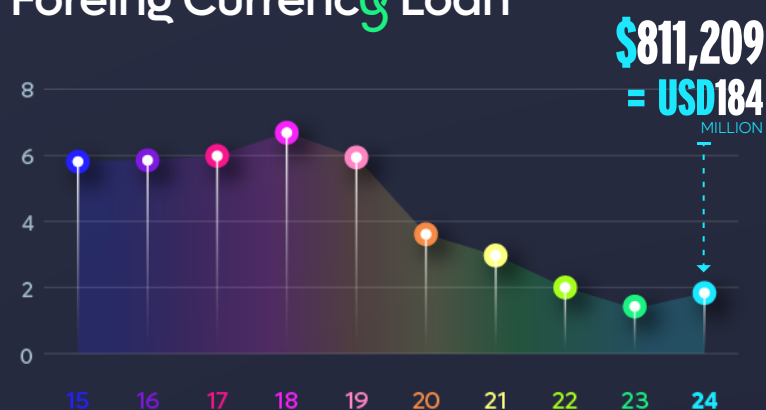
as december 2024

\*figures in COP millions

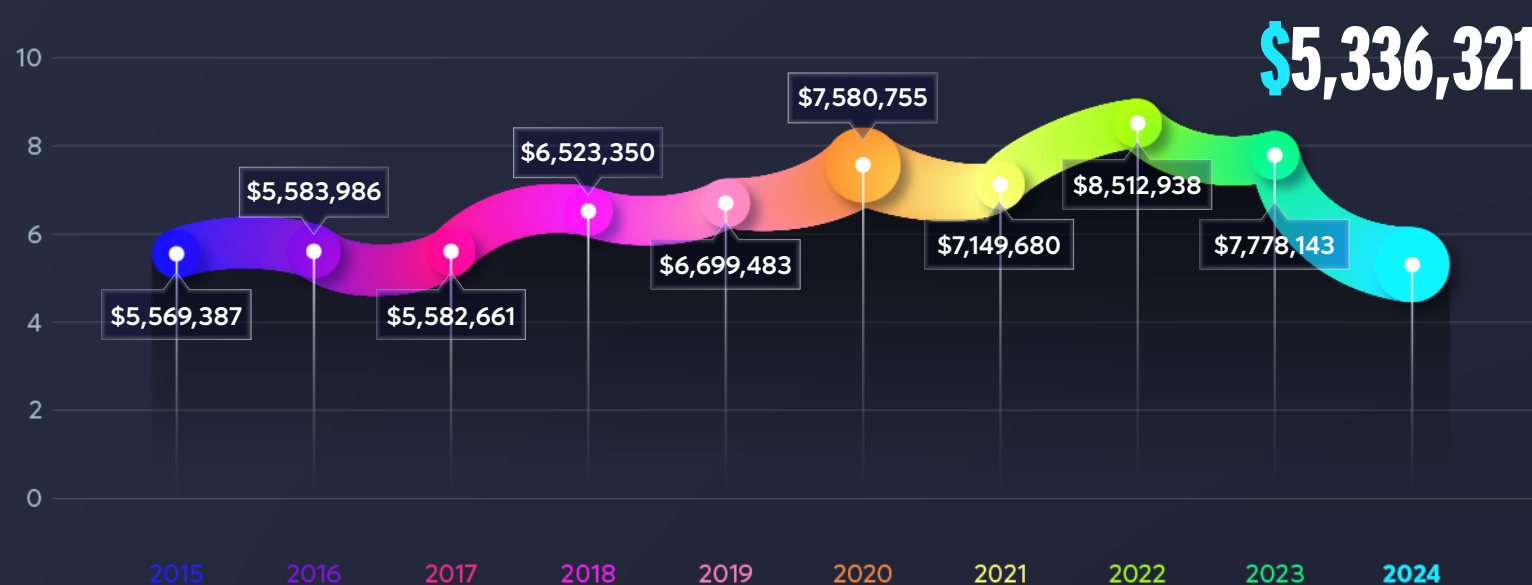
## Local Currency Loan



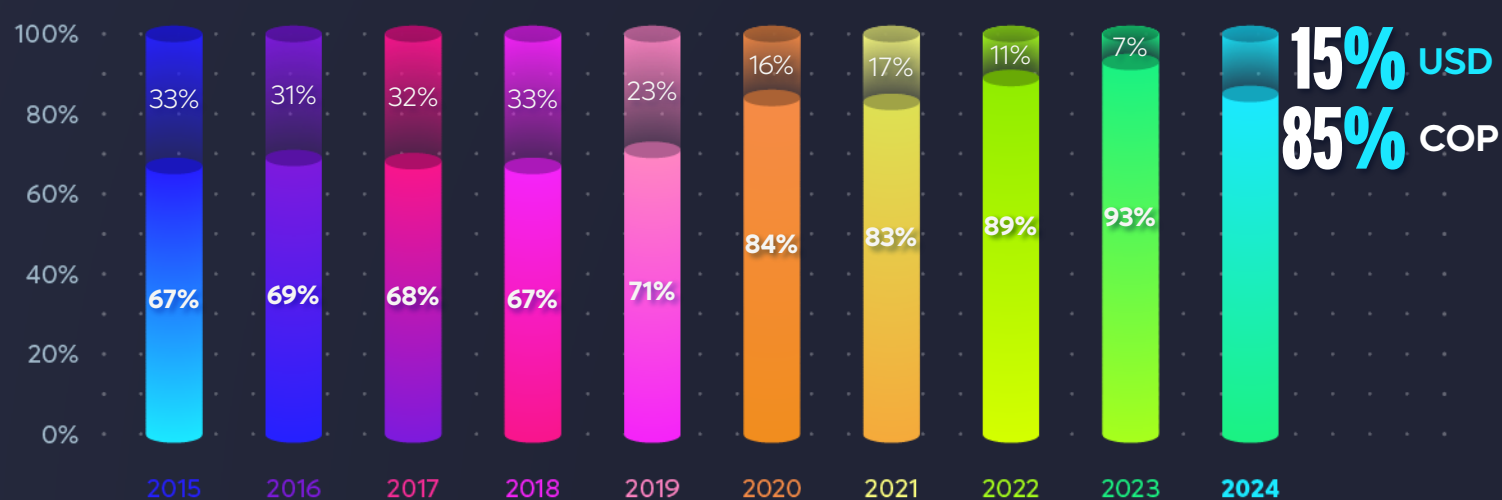
## Foreing Currency Loan



## Total Portfolio



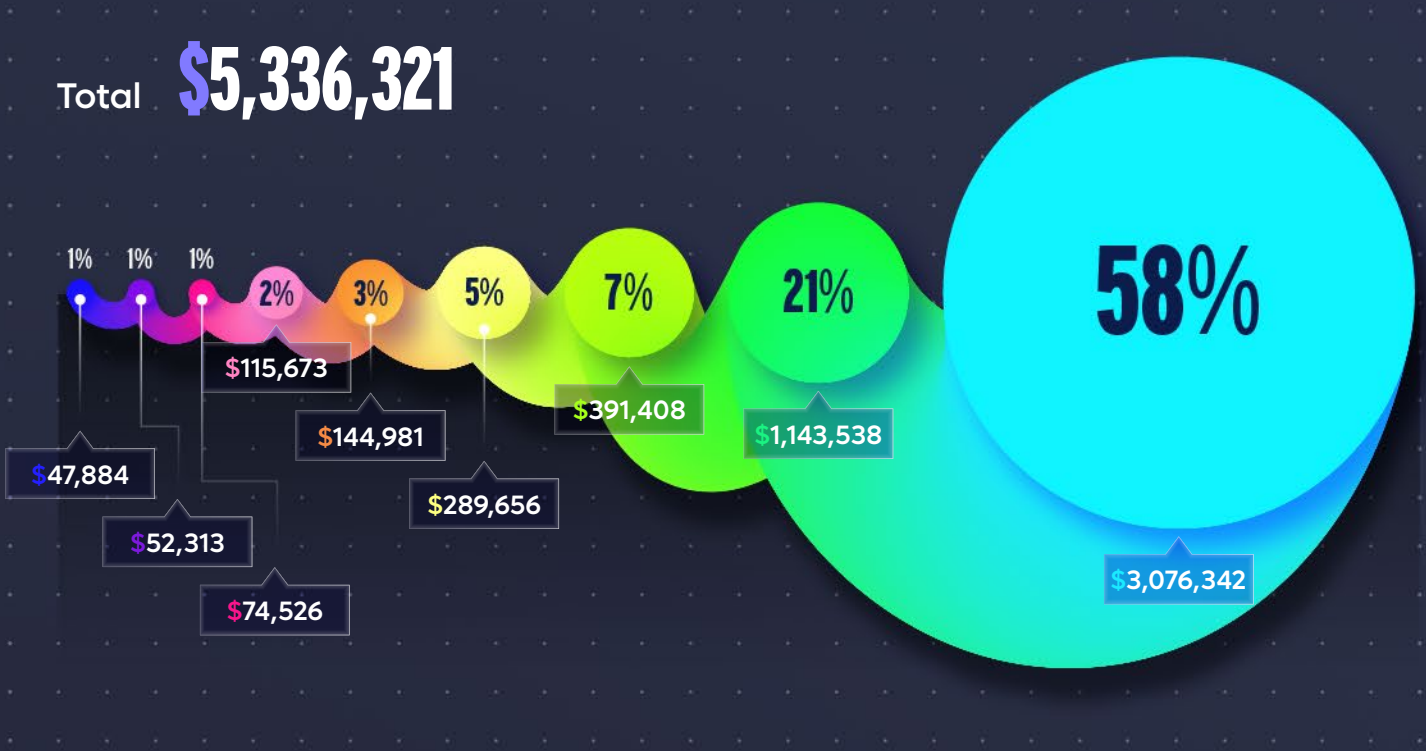
## Total Portfolio Composition



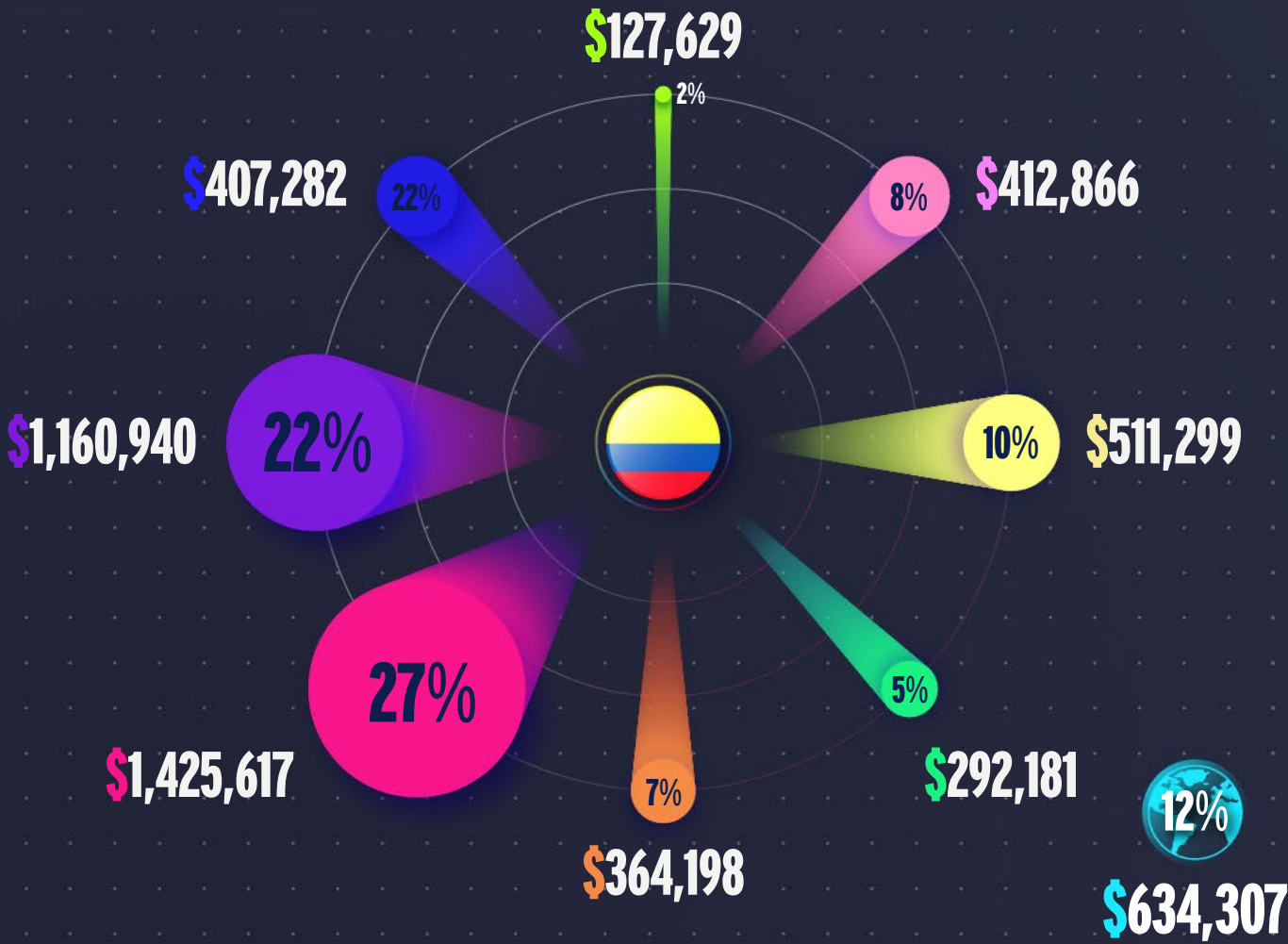
Portfolio Based on  
**Activity**  
as december 2024

\*figures in COP millions

- ◆ Agriculture, forestry and fishing
- ◆ Construction
- ◆ Administrative services and support activities
- ◆ Other service activities
- ◆ Transportation and Storage
- ◆ Wholesale and retail trade; repair of motor vehicles
- ◆ Manufacturing
- ◆ Activities of Households as Employers
- ◆ Others



Distribution by  
**Geographic Area**  
as december 2024



- ◆ Antioquia and Chocó
- ◆ Bogotá D.C.
- ◆ Central
- ◆ Atlantic coast
- ◆ Coffee belt
- ◆ West
- ◆ Santanderes
- ◆ South - east
- ◆ Abroad



# Report of the President



	Report of the Board of Directors and the President to the general Shareholder's meeting
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## INTRODUCTION

2024 was a challenging year for Colombia's economy and the financial sector. Although Bancoldex was not immune to this situation, it still performed well in its main management indicators, which contributed positively to the development of the country's business fabric.

This was the result of prudent financial management, a solid corporate governance structure, and a committed and highly competent human team.

The Bank closed 2024 with disbursements of \$3.8 trillion and benefited more than 100,000 companies, 99% of which are MSMEs.

The Bank's assets reached \$8.7 trillion and the loan portfolio closed at \$5.3 trillion, of which 24% corresponds to direct loans to SMEs. Net income was \$87.4 billion, which meant 213% compliance with the budget.

In terms of portfolio quality, it is important to highlight the management to recover the past-due portfolio ratio, which went from 21% in 2023 to 13% in 2024.

The aforementioned results reflect the organization's effort to continue supporting Colombian companies decisively, especially MSMEs, their reindustrialization, sustainable development, and internationalization processes. Also, there was a clear effort to include vulnerable populations such as women, Popular Economy businesses, victims of armed conflict and the youth.

### Strong support for MSMEs

Regarding micro-enterprises, Bancoldex' largest beneficiaries, financing was granted for about \$1 trillion to more than 100,000 micro-entrepreneurs. Within this segment, the Bank provided decisive assistance to the Popular Economy<sup>1</sup> and assisted more than 80 thousand micro-businesses with loans for more than \$300 billion.



The neocredit channel seeks to improve the financial inclusion of microentrepreneurs and microbusinesses of the Popular Economy, so at the end of 2024, 23,265 microentrepreneurs were registered. This covered all the departments of the country and reached 75% of the municipalities with more than 500 operations for a value of \$7,9 billion.

With the objective of strengthening the attention to microentrepreneurs - through the non-financial services offered by the Bank and supported by USAID's Finance for Equity Program - support was provided to 10 Microcredit Specialized Institutions (MFIs), allowing the expansion of the Bank's network of financial allies by 13%, the allocation of a special quota to these entities with a loan placement potential of \$6.1 billion in the areas covered by the program, and their strengthening in financial, risk, commercial, and corporate governance areas.

SMEs received \$1.2 trillion in direct and rediscount financing, providing important support for their liquidity and investment needs. The Bank continued to increase its direct attention to small, medium and large companies with disbursements of \$1 trillion in second-tier products such as credit, leasing and factoring, which represents growth of 54% in comparison to the previous year.

## Bancoldex as an instrument of public policy

Bancoldex accompanied entrepreneurs with financing under better conditions, as the Bank offers a portfolio of 22 credit lines that reached disbursements of more than \$ 1.1 trillion.

Similarly, according to the public policy on the Popular Economy, by the end of 2023, the Bank launched the special credit line "Popular Economy - CREO", which by the end of 2024 had been fully placed, disbursing \$ 20.8 billion, benefiting 6,600 micro-businesses.

## Committed to sustainable development

Financing for sustainable development continued to grow as one strategic factor of the Bank. Bancoldex granted resources for \$ 182 billion to support 760 projects in energy efficiency, renewable energies, sustainable transportation, climate change adaptation measures,

circular economy and bioeconomy. 633 of the projects were with micro, small and medium-sized enterprises.

Additionally, in 2024, Bancoldex received accreditation before the Green Climate Fund (GCF) to promote sustainable development. This accreditation will allow the Bank to access concessional resources to finance business projects to mitigate and adapt to climate change. It also recognizes the Bank's compliance with the highest international financial, environmental, social and governance standards.

In 2024, Colombia hosted the World Biodiversity Summit COP16 and Bancoldex participated actively, sharing its experience and the experience of the international bodies the bank leads in biodiversity finance. During the event and in its role as vice chair of the Green Coalition for the Amazon, Bancoldex highlighted the experience of the first year of this alliance of 20 institutions united by the common goal of supporting the sustainable development of the Amazon and especially the Colombian perspective on challenges and opportunities for such purpose.

Within the framework of COP 16, the Bank signed a US\$100 million transformational credit line with the Agence Française pour le Développement - AFD. These funding resources will make it possible to finance the growth and competitiveness of Colombian SMEs, with a special focus on sustainability, the environment and inclusion. Additionally, this alliance will be key to strengthen the Bank's capacities in terms of climate, biodiversity, diversity, equity and inclusion with international cooperation resources of 1 million euro.

The Bank also participated actively in COP29, where it had the opportunity to share an overview on financing for decarbonization, MSME financing and alignment to the Paris Agreement.

## Increased coordination with Grupo Bicentenario

As part of the financial conglomerate Grupo Bicentenario, the Bank participated actively in the Legal, Strategy and Risk Committees in 2024. Bancoldex also promoted synergies with members of Grupo Bicentenario such as Finagro, Financiera de Desarrollo Nacional - FDN, Fondo Nacional de Garantías - FNG and Banco Agrario de Colombia.

## Change of leadership

After six years as the chair of Bancoldex, Javier Díaz Fajardo, left the institution due to the termination of his statutory term, which had been renewed once in 2022.

Díaz led the Bank's transformation, while highlighting advances in digitalization, innovation and the evolution of the business model, strengthening its activity as a first-tier bank for small, medium and large companies.

Similarly, throughout these six years, the bank mobilized historic funding of \$34 trillion, which allowed it to promote more than 700,000 entrepreneurs in all regions of the country, especially during challenging situations such as the Covid-19 pandemic and various natural disasters.

As of February 4, 2025, José Alberto Garzón, legal vice-president and general secretary, will be in charge of the presidency of Bancoldex.

## Corporate Strategy

Compliance with the corporate strategy was monitored through a control board – BSC, which is measured periodically. This made it possible to identify in a timely manner the necessary actions in the Bank's management to comply with the goals established for 2024.

Below is Bancoldex' management report with the most noticeable milestones throughout 2024, which confirms its commitment to the development of Colombia and the creation of value for its target audiences.

# Overview of Bancóldex



## Income-generating activities, products or services

From the point of view of MSME service, Bancoldex' income-generating activities and products focus on financing via credit and invoice discounting.

Income is generated by the portfolio margin resulting from the difference between the cost of acquisition and the placement rates of products, which operate under the following schemes:

- ◆ **Second-tier credit operation**, where a financial intermediary takes the entrepreneurs' credit risk, with mechanisms differentiated by the instrumentation such as rediscount, package rediscount, and direct credit to financial intermediaries (operated primarily by micro-enterprise credit-oriented entities, fintech, and leasing).

- ◆ **Direct credit operation aimed at SMEs**, where the entrepreneurs' credit risk is taken directly by Bancoldex.

Fundamentally, it is oriented toward investment needs via leasing and liquidity needs.

- ◆ **Document discounting operation**, mainly concentrated on invoice discounting, which Bancoldex operates directly to provide liquidity and time in the negotiations of MSMEs as sellers or buyers of products and services.

The Bank has the Liquidex product, which discounts the invoice portion covered by business credit risk insurance.

## Competitive trading conditions

Given its nature as a development bank, Bancoldex' competitive position should be measured both in terms of its share or position in the market ladder and in terms of the outcomes and impacts of its strategic focuses.

Thus, Bancoldex is a recognized actor at the local and Latin American levels as a leading entity in financing MSMEs, addressing the following fundamentals:

- ◆ **Financing for the productive modernization of MSMEs.**

The Bank is recognized as a term transformer and a countercyclical tool of the Government of Colombia that drives the transformation of the production system to be more competitive.

The Bank supports the financing of machinery, equipment, technology, software, and modernization or production innovation projects and creates specific credit lines for these purposes.



◆ **Strengthen the financing ecosystem of microenterprises** through partnerships with financial institutions oriented toward that segment and creating a specific portfolio of lines for microenterprises.

◆ **Support sustainable development** by designing financial and non-financial products to promote business investments in climate change management (mitigation and adaptation), the circular economy, and the bioeconomy, with a view to sustainable impact on innovative ventures, traditional microenterprises, and large companies.

The Bank also fosters the financing of production activities that contribute to bridging gaps for diverse populations, such as businesswomen, people with disabilities, victims of armed conflict, ethnic groups, and the LGTBQ+ community.

◆ **Support the internationalization of companies**, especially MSMEs, with a specific portfolio.

The Bank's resources are in demand by the business sector, especially by MSMEs.

The differentiating attributes of the Bancoldex portfolio are the flexibilities of the offering, such as (i) an assortment of products, (ii) credit lines with broad tenors and grace periods, and (iii) freedom in planning the repayment schedule (amounts and frequencies).

#### **Companies seek resources from Bancoldex to:**

- ◆ Transform financing conditions to obtain longer tenors or grace periods.
- ◆ Access lines that have the support of third-party contributors with differentiating conditions to help entrepreneurs overcome crises.
- ◆ Obtain access to credit thanks to an extensive network of entities operating with Bancoldex or by applying directly for the Bank's loans.

The Bank offers a portfolio of first-tier financial products and services for small, medium, and large enterprises, such as leasing, direct credit, and factoring. It also has a rediscount loan portfolio that serves companies of all sizes through financial intermediaries.

Moreover, Bancoldex has the Fondo de Fondos Program, where the Bank and other partners jointly invest in companies via capital through private and entrepreneurial capital funds.

## **Economic performance in 2024**



### **International environment**

Throughout 2024, the global economy held up against a challenging macroeconomic and geopolitical backdrop. The start of the cycle of interest rate cuts by the main central banks was delayed more than expected. As a result, in the first half of the year, rates remained at their highest levels in the last four decades. It was only in the second half of the year, as inflation eased, that central banks were able to begin their cycle of policy rate cuts.

Moreover, the escalating conflict in the Middle East and the war between Russia and Ukraine raised the risks on the oil market.

The IMF's growth outlook for the global economy for 2024 is 3.2%, slightly below the 3.3% of 2023, but with mixed diagnoses across regions. In the US, a very slight slowdown is expected with a growth rate of 2.8% in 2024, which, although lower than the 2.9% of 2023, reflects a resilient economy growing above its potential. Conversely, the Eurozone began economic recovery throughout the year and is expected to grow by 0.8% in 2024, higher than the 0.4% of 2023, although it remains below its potential growth. China's economy will continue to decelerate sharply with a growth rate of just 4.8% in 2024, down from 5.2% in 2023, and significantly lower than the 7.8% of the pre-pandemic decade. Finally, as far as Latin America is concerned, the international IMF expects growth of 2.1% in 2024, slightly lower than the 2.2% of 2023.

Regarding the United States, the Federal Reserve kept its interest rates unchanged in the 5.25% - 5.5% range for most of the year. Economic activity, which had slowed at the beginning of the year with growth of only 1.6%, showed signs of a strong recovery and registered growth



of over 3% in the second and third quarters. Finally, throughout the year, the labor market began to normalize and the unemployment rate reached its full employment level. All of the above led the FED to reduce interest rates by 100 basis points between September and December 2024 to a range of 4.25% and 4.50%.

The European Central Bank kept its deposit interest rate unchanged at 4.5% for the first half of the year. In June, it began the cycle of monetary policy interest rate reductions to complete a 125-bps cut and set the deposit interest rate at 3.2%.

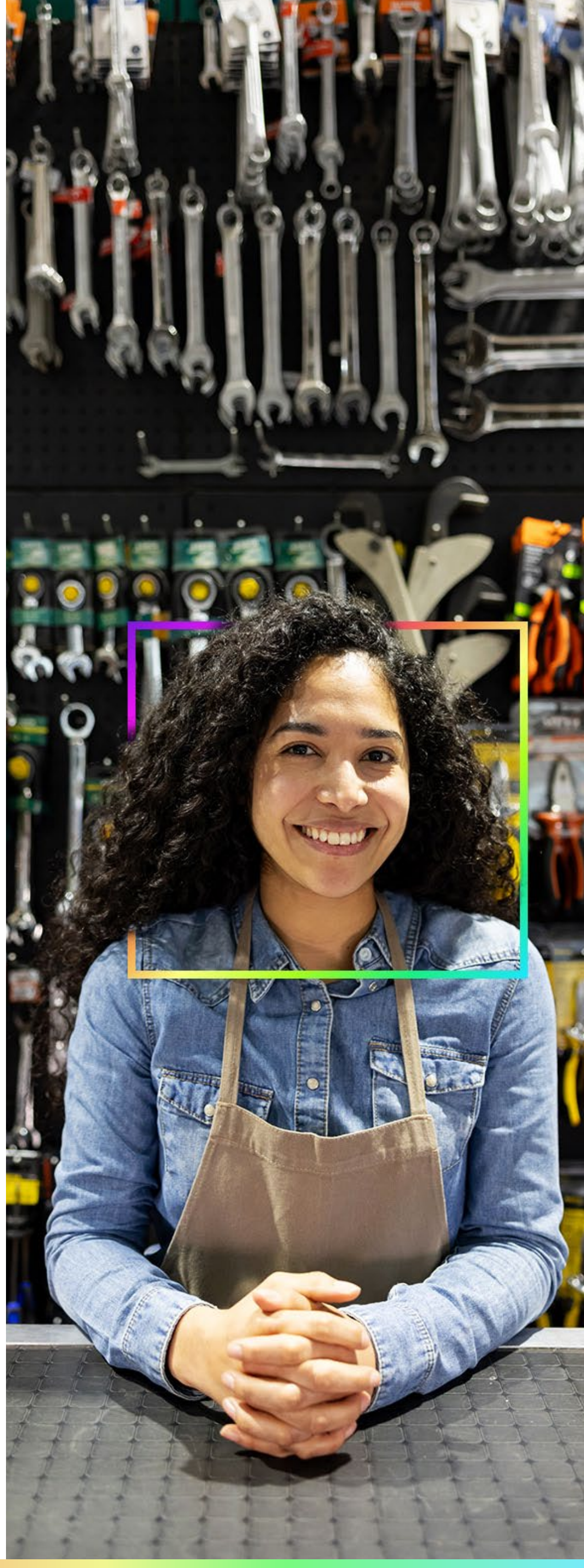
China's economy continues to face difficulties due to aspects such as the crisis in the real estate sector since 2022, low domestic consumption dynamics and the trade war with the U.S. Thus, the central bank and the government took monetary and fiscal measures, such as reducing benchmark interest rates and bank reserve requirements, issuing bonds to help the real estate sector and increasing public spending. These measures were insufficient to achieve the growth target, though.

Finally, most Latin American economies continued to experience inflationary pressures, especially from increases in the prices of food and tradable goods. Furthermore, the global strengthening of the dollar added pressure to commodity prices. As a result, the region's central banks had to moderate their interest rate cuts, in some cases slowing them down and, in the case of Brazil, raising interest rates again.

## National environment

Throughout 2024, the Colombian economy consolidated a gradual recovery process. GDP growth was 2% in the third quarter of the year, slightly above the 1.9% recorded in the second quarter.

Year-to-date growth was 1.7%, higher than the 0.6% growth in the same period of the previous year. The recovery of fixed investment has been the main driver of growth, achieving positive growth. Public spending was the main driver of growth, especially in the second quarter of the year. However, by the third quarter, given the government's budgetary restrictions, its dynamism had already been reduced. Although household consumption has recovered thanks to the deceleration of inflation





and the reduction of interest rates, it has not yet reached the growth it showed in the same period of 2023.

On the other hand, the macroeconomic adjustment continued with a significant reduction in the current account deficit. As of September 2024, the current account deficit stood at USD 5.3 billion, equivalent to 1.7% of GDP, significantly lower than the 2.5% deficit in the same period of 2023. The deficit reduction was due to a lower outflow of foreign companies' profits, a better performance in the trade of services, and the increased remittances from workers abroad, which offset the increase in the deficit of the balance of goods. Banco de la República (Colombia's Central Bank) estimates that the deficit will close at 2.2% of GDP, lower than the 2.5% of 2023.

Aligned with the resilience of economic activity, the Colombian labor market showed strength in 2024. The national unemployment rate was 9.5% in November, down from 10.3% in the same month of the previous year. The best results in employment were in the following sectors: public administration and defense, manufacturing industries, and accommodation and food services. Conversely, the construction sector registered a significant reduction in the number of jobs.

Throughout the year, inflation continued its deceleration path, reaching 5.2% in December, 408 bps below the inflation recorded at the end of 2023 (9.2%). The prices of regulated goods and services and the decrease in the prices of tradable goods contributed significantly to the deceleration of annual inflation, benefiting from an appreciated exchange rate.

Thanks to the deceleration of inflation, Banco de la República was able to continue lowering the interest rate from 13%, where it had closed in 2023, to 9.5% in December 2024, completing cuts of 350 bps.

The Ministry of Finance estimates that the fiscal deficit will be 5.6% in 2024, in strict compliance with the fiscal rule, but higher than the 4.3% of 2023. Since the beginning of the year, the Government and the Fiscal Rule Advisory Committee announced that, due to the economic cycle, the deficit could widen.

Throughout 2024, economic analysts and risk rating firms showed broad concerns about compliance with the fiscal

rule based on the following facts: i) The ruling on the royalty discount in the payment of income tax reversed the decision made in the 2022 Tax Reform. ii) The Government's optimistic estimate on the revenues it expected from litigation arbitrations. iii) A monthly tax collection was below expectations. This led S&P to reduce the outlook to negative credit rating in January, which it ratified at BB+ (one notch below investment grade). Moody's then reduced the outlook to negative credit rating in June, which it ratified at Baa2 (two notches above investment grade). On the other hand, Fitch Rating ratified and maintained the stable outlook on the BB+ rating (one notch below investment grade), highlighting the satisfactory macroeconomic evolution of the deceleration of inflation, the reduction of the current account deficit, and the independence of the decisions made by Banco de la República, while noting concerns on the fiscal front.

As a result of the reduction of interest rates by Banco de la República and the reactivation process of the economic activity in the country, the balance of the total non-performing loan portfolio significantly reduced the real contraction rate, as it contracted only 2.6% in November 2024, below the 6.6% drop in December 2023. The commercial and consumer portfolios managed to reduce the decline rate significantly, while the mortgage portfolio grew in real terms in 2024, recovering from the fall in 2023. Finally, the microcredit portfolio showed accelerated annual growth throughout the year.

## 2024 Financial sector

Includes only credit establishments.



In 2024, the loan portfolio grew slower than in previous years, and delinquency indicators were at moderate risk levels. Profitability contracted, while liquidity and solvency remained adequate and continued to demonstrate the system's equity strength and proper risk management.

As of October 2024, the financial system's assets grew 4.4% annually, mainly explained by the increase in the loan portfolio (1.6% annually) and investment portfolios (16.9% annually). The microcredit and housing portfolios registered the highest growth (7.7 % and 7.7 %), while the business and consumer portfolios had annual increases

of 3.3% and -4.6%, respectively. The share of these segments in the total portfolio remained stable. The business and consumer portfolios were the most representative, 34.1% and 19.2%, respectively.

As a consequence of the economic performance, the dynamics and quality of the loan portfolio continued to be affected by an environment of relatively high interest rates and inflation. Nonetheless, the portfolio quality remained at moderate risk levels, as reflected by the indicators for both delinquency and risk profile<sup>2</sup> of 5.0% and 9.7%, respectively<sup>3</sup>. The credit institutions continued to make notable efforts in provisions, so that the NPL coverage indicator would be above 100%.

On the other hand, there was a slight recovery in profits, which reached \$6.9 trillion. This represented an annual growth of 4.0%, mainly due to the recovery in portfolio financial income and the increase in market financial income.

Credit institutions maintained a total and fundamental solvency margin of 18.5 % and 9.1 %, respectively, exceeding the minimum regulatory levels of 9 % and 4.5 %. For their part, the credit institutions' Liquidity Risk Index (LRI) was 188.5 %, and the Net Stable Funding Ratio (NSFR) was 114.4 %. In both cases, the levels were higher than the minimum required by the SFC.

# Bancóldex as a development bank

## 2024-2026 Strategy

The Bank's 2024-2026 corporate strategy takes into account Bank's purpose as a development bank and public policy instrument to contribute to improve the productivity of companies, especially MSMEs, as well as to support the sustainable development and internationalization of companies in Colombia.

<sup>2</sup> Portfolio rated B, C, D and E / Total Portfolio

<sup>3</sup> 5.1% by delinquency and 9.3% by risk profile, at the end of October 2023.

Although Bancóldex faced a significant drop in its loan portfolio in 2024, especially the rediscount portfolio, due to high prepayments of more than \$2 trillion and the low demand for credit from the business sector, the Bank continued to focus on the growth of the direct portfolio, on supporting the reindustrialization and internationalization of the business fabric. It also focused on investments in sustainable development and on promoting the credit inclusion of the Popular Economy and on assisting vulnerable populations such as women, young people and victims of the armed conflict.

Throughout 2024, Bancóldex also expanded and deepened its partnerships with strategic actors, such as mayors, governorates, chambers of commerce, ministries, and international cooperation agencies to leverage financial solutions under more favorable conditions and non-financial products that meet the needs of specific business community groups.

## Achievements of 2024

### Bancóldex as public policy instrument

In 2024, Bancóldex continued to offer credit lines under favorable financial conditions aimed at (i) the economic recovery of companies, (ii) modernization, (iii) sustainable development and bioeconomy businesses, (iv) inclusion of underserved populations (popular economy, victims of conflict, women, etc.), and (v) internationalization processes of MSMEs.

Accordingly, the Bank disbursed \$1.03 trillion in 2024 through 22 special lines, which benefited more than 18,000 companies.

### Productivity of MSMEs

The Bank disbursed \$2.2 trillion to the MSME segment, of which \$1 trillion was allocated to microenterprises and \$1.2 trillion to SMEs.

During 2024, the trend towards a greater concentration of credit demand towards liquidity needs continued, with disbursements for working capital representing 53% of the year's total. However, a recovery in the participation of credit demand directed towards productive improvement investment was observed.



The most demanded credit line by MSMEs was the Business Liquidity Support with \$0.49 trillion, given the companies' need for cash.

Among the most outstanding special lines for the segment is the Competitive MSMEs line, with disbursements of \$0.33 trillion; and the credit line portfolio in alliance with the Mayor's Office of Bogota, with \$195 billion disbursed.

## Popular Economy

In 2024, the Bank continued to strengthen its attention to this population through its portfolio of rediscount credit lines. By the end of the year the forecast is to have served more than 80,000 microenterprises with loans amounts equal to or less than 6 smmlv (current monthly minimum legal wages) and disbursements of more than \$300 billion.

This number includes disbursements from the exclusive line for the Popular Economy in alliance with the Ministry of Commerce, Industry and Tourism - MinCIT, which reached disbursements of \$15.9 billion in 2024. Together with the disbursements in 2023, it completed the execution of more than \$20 billion and benefited more than 6 thousand micro-businesses.

## Sustainable finance

The 2024-2026 Strategic Plan framework includes a sustainability strategy whose objective is to contribute to the goals of the 2030 Agenda, the Paris Agreement, and public policy initiatives. Remarkably, the sustainability strategy is composed of the following four pillars aligned with the SDGs:

- a. Corporate governance
- b. Sustainable finance
- c. Environmental and Social Risk Management
- d. Efficient management

In terms of sustainable finance, the main achievements in 2024 were as follows:

**1.** In the framework of COP 16, Bancoldex signed an operation with the French Development Agency -AFD for US\$ 100 million, which includes technical assistance resour-

es for EUR 1 million for the institutional strengthening of Bancoldex in climate, biodiversity and Diversity, Equity and Inclusion (DEI) with emphasis on risks and opportunities, governance and metrics.

**2.** The Bank disbursed \$182 billion, benefiting 760 companies with green projects. Of the total disbursements \$144.4 billion corresponded to 633 MSMEs financed with special credit lines. Disbursements \$91.3 billion were made to 286 MSMEs that benefited from energy efficiency and renewable energy projects.

**3.** At the end of the year, the Bank reached a green portfolio of \$310.2 billion, which translates into a 5.8% share of the Bank's total portfolio.

Bancoldex' green disbursements reached coverage of 90.91% of the national territory (30 out of 33 departments, including Bogotá D.C.). The distribution of 2024 disbursements by type of project is as follows: climate change mitigation (75%), pollution control (13.4%), circular economy (9.6%), climate change adaptation (1.8%) and bioeconomy (0.1%).

**4.** The Bank launched the following credit lines to finance climate change mitigation and adaptation, circular economy and bioeconomy projects.

- ◆ Sostenible Adelante 2024 in alliance with MinCIT. The resources of this line aimed at financing investments by Colombian MSMEs under the second-tier mechanism.
- ◆ Bancoldex Más Sostenible: resources available for small and medium-sized Colombian companies under the direct credit mechanism.
- ◆ NAMA Financing of domestic refrigerator replacement programs (marketers with replacement programs).

**5.** The domestic refrigeration replacement program was completely implemented to boost the production of energy-efficient and less polluting refrigerators. The project was structured together with GIZ (German International Cooperation Agency) and funded by the Mitigation Action Facility, formerly known as the NAMA Facility.

The program achieved the replacement of more than 20,800 refrigerators, the placement of \$14.3 billion to finance national producers (2 companies), traders and

managers of waste of electrical and electronic equipment (WEEE)

6. With its portfolio, the Bank financed 58,134 women entrepreneurs for an amount of\$ 379.3 billion.

7. The Bank's portfolio included credit lines to meet the working capital and fixed investment needs of companies than belong to diverse population. They are listed below:

Mechanism	Credit line
SME Direct Credit	Women Entrepreneurs
	Young Entrepreneurs
	Inclusive companies for people with disabilities
Second Tier	Women Entrepreneurs MinCIT 2024
	Inclusión Se Reactiva: DEI 2024 <sup>4</sup>
	Asciende Line 2024: Victims of the Internal Armed Conflict

These lines reached disbursements of\$ 116.2 billion and benefited 3,347<sup>5</sup> companies. It should be noted that 2024 was the first time that programs for diverse populations were incorporated into direct SME credit.

8. The Bank made progress in the work plan submitted to the SFC to comply with Letter 031/2021 under the recommendations of the TCFD standard<sup>6</sup>. The main highlights are as follows:

- ◆ Measurement of emissions financed by Bancoldex in 2022 and 2023.
- ◆ Development of a risk and opportunity matrix associated to climate issues.
- ◆ Design of the first version of the climate strategy derived from the sustainability strategy, whose decarbonization targets will be set in 2025.

9. The Bank received accreditation from the Green Climate Fund (GCF). Thus, in 2025, Bancoldex will be able to submit its first project to the Fund in order to help mobilize resources for climate change management in the country.

10. Finally, 2024 showed progress in the design of the following instruments to be implemented in 2025:

- ◆ **Fondes Program:** It amounts to \$300 billion pesos and its objective is to contribute to the decarbonization of MSMEs nationwide through the financing of solar projects. The first phase of the Fondes Funding will be for \$90 billion and, it will operate under the mechanisms of direct credit and second tier.

- ◆ **Productive and energy transition program:** It seeks to finance MSMEs that need to make investments in energy efficiency and renewable energy, as well as to serve non-mining energy productive units owned by people who were part of the mining sector.

Business modernization

2024 continued to see the trend that companies demanded credit to solve liquidity needs. However, there was a significant recovery in the dynamics of loans for productive investment, which represented 32% of Bancoldex’ total disbursements in 2024 and 46% of disbursements to MSMEs.

The Bank disbursed a total \$1.19 trillion for business modernization. It occurred thanks to strong dynamic lines such as Mipymes Competitivas, in alliance with the MinCIT. The program reached disbursements for \$339.1 billion, serving 3,388 MSMEs. It is the Bank's main line of financing for modernization purposes.

Another sign of investment recovery was the weighted average terms of second-tier loans, which increased from 3 years in 2023 to 3.7 years in 2024, while the average term of investment transactions remained close to 5 years per transaction. This showed an evolution of the market towards higher risk in this type of projects.

Non-financial services

Bancoldex has a portfolio of non-financial services intended to improve entrepreneurs’ decision-making capabilities, increase their possibilities to access and use financing appropriately, and contribute to the materialization of their growth projects. The portfolio includes (i) financial education and business training activities and programs, and (ii) specialized technical assistance services.

In 2024, 3,200 companies received non-financial support services (88% classified as MSMEs), located in all of the country's departments and 281 municipalities.

In the area of financial education and business training, Conecta Digital is a virtual channel where entrepreneurs

<sup>4</sup> The beneficiary populations of this credit line with productive activities were women, youth, people with disabilities, indigenous people, and NARP (Black, Afro-Colombian, Raizal and Palenquero).  
<sup>5</sup> The number of beneficiaries is recorded based on the reports of the microfinance institutions as of December 31, 2024.  
<sup>6</sup> Task Force on Climate-Related Financial Disclosures.



have free access to specialized content with an emphasis on financial topics. Conecta Digital has more than 13,000 registered users and 26 training courses. In 2024, 660 companies completed courses on the platform.

Additionally, there were webinars, workshops and training programs (virtual or face-to-face). The trainings prioritized topics of interest to exporting companies and companies with sustainable projects. Two Executive Training Programs (Business Sustainability and Foreign Exchange Regime) were offered in alliance with Universidad de Los Andes. The programs feature high-level training, mainly targeting managers or executives of SMEs located in different regions of the country.

In terms of technical assistance, the bank's services focused on the financial strengthening of companies through personalized, free and virtual services. The main programs of the portfolio and their results are highlighted below:

- **Asesorarte** - A program that offered five personalized advisory services to 145 companies, mainly SMEs. The areas of focus, according to the topics selected by the entrepreneurs, included: (i) foreign exchange risk management strategies, (ii) financial analysis of export activities, (iii) financial analysis of green projects, (iv) business sustainability strategy, and (v) strengthening of financial strategy.

- **Súmate, alístate para crecer** - Supported by the Swiss Cooperation in Colombia (SECO), this program provided assistance to 316 microenterprises located in more than 90 municipalities. It helped them with their financial readiness and preparedness to access credit. Thirty-five percent of the supported companies applied for new credit lines, with a potential disbursement of \$3.9 billion. After the assistance, the perception of financial well-being of all these companies improved compared to the initial measurement.

- **Vincúlate y Crecer** - Supported by USAID's Finance for Equity Program, this program provided support to 10 Specialized Microcredit Institutions (MFIs), allowing Bancoldex to expand its network of financial allies by 13%. It allocated a special quota to these entities with a loan placement potential of \$6.1 billion in the program's areas of coverage, and it strengthened the companies in the areas of financial, risk, and commercial and corporate governance.

The consolidation of the portfolio and the expansion of the scope of services has been possible thanks to strategic alliances and the management of international cooperation with various actors, such as Colombia Productiva and ProColombia of the Ministry of Commerce, Industry and Tourism, Analdex, Universidad de Los Andes, the Swiss Cooperation in Colombia and USAID.

## Bancoldex Capital Fondo de Fondos Program

The private equity fund Bancoldex Capital Fondo de Fondos had assets under management of \$375.3 billion at the end of 2024. Bancoldex acts as professional manager and anchor investor with an amount of \$293.4 billion, distributed in three divisions:

◆ **Entrepreneurial Capital Sub-fund:** It aims at investing in Colombian and regional entrepreneurial capital funds for high-impact and scalable ventures that may cut across the industry, trade, tourism, and service sectors.

This sub-fund gathered resources for \$138 billion. In addition to Bancoldex, iNNpulsa Colombia (Entrepreneurship and Innovation Agency of the Government of Colombia) and MinCiencias, among others, participated in this sub-fund.

The sub-fund comprises nine entrepreneurial capital funds, with investment commitments of US\$29.5 million. These funds have made 213 investments, 47 of which correspond to Colombian ventures.

◆ **Bancoldex Capital Sub-fund:** With the strategic objective of grouping all the Bank's investments in capital funds, the Bank's Management decided to transfer these investments from the balance sheet to the Fondo de Fondos. This sub-fund amounts to \$185.4 billion and has a portfolio of 11 capital funds with 177 investments. 74 of them are Colombian companies.

◆ **Fomento Micro VC** – A strategy focused on investing in micro venture capital funds with sizes between US \$6 and US \$15 million. Since the objective is also to support emerging Colombian managers, the funds in this compartment must be managed by Colombian teams. It will invest in Latin American companies at an early stage (pre-seed and seed) with a minimum viable product and with potential for regional or global scalability.

This sub-fund began operations in December 2024, raising \$51.8 billion (the target size of the sub-fund is \$84 billion) from both the Bank and Corporación Ruta N.

At the same time of the investments, there were market/industry development activities. These activities impacted professional managers, companies, and investors. There were activities such as the Investor Day, an event specialized in investment in entrepreneurial capital funds, with a focus on Deep Tech, impact funds and infrastructure funds. Another one was Fund Managers Day, a space created between the managers that make up the investment portfolio of the fund of funds, the equity fund team and the Presidency in order to discuss industry trends, expectations and the challenges of their funds. Workshop for family offices, an academic space on alternative assets and portfolio construction for this group of investors. It was taught by the equity fund team and external allies.

## New Products

As part of its Innovation strategy, the Bank continued to consolidate its innovative products and channels such as neocredit, digital leasing and foreign exchange hedging.

**neocrédito:** Bancoldex' digital channel that connects the supply and demand of credit to microentrepreneurs in the country. This channel allows micro-entrepreneurs to present a single productive credit need before the financial partners that serve this segment. They analyze it, validate it and verify whether it is subject to a credit offer or not. If eligible, the microentrepreneur will be able to compare, validate and choose the offer that best suits their conditions to continue strengthening their business.

This program provided support to microentrepreneurs in the different regions of the country throughout 2024. It achieved (i) 8,549 new registered microentrepreneurs; (ii) 182 disbursements for \$2.4 billion, with a 52% share of placement from Financial Allies, 32% from Foundations, 12% from Cooperatives and 4% from Fintech.

Considering the total number of loans granted during the year, 154 loans were granted to individuals. 27% was granted to microentrepreneurs whose maximum educational level is primary or high school. 40% of them had technical or technologist education. 27% had university

education, and 7% held a graduate educational level. Additionally, 79 women entrepreneurs (who are 51% of the individuals) benefited from the program and 23% of this population are first-time productive-loans users.

Fulfilling one of the bank's main attributes, 64% of micro-entrepreneurs (116 operations) received 2 or more credit offers through the neocredit channel during 2024. This allowed entrepreneurs to improve their financial conditions and choose the offer that best suited their needs. Moreover, the loan term was between 24 and 72 months in 63% of the disbursements, while the interest rate was below 30% p.a. in 27% of the cases.

Regarding access to financing for Popular Economy productive units, there were loans with an amount equal to or less than \$7.8 million during 2024. 103 microentrepreneurs accessed credit lines (57% of the total disbursements of the channel), representing a disbursed value of \$396 million. 7 associative credits were also disbursed for the first time. 6 of these users completed their own associative circle, grouping or associating 65 people (an average 11 individuals per each neocredit user), and disbursing a total amount of 22 million pesos (414 thousand pesos on average).

At the end of 2024, the neocredit channel had 23,265 registered microentrepreneurs. It was able to cover all departments of the country, and it reached 75% of the municipalities, disbursing more than 500 operations for a value of \$7.9 billion.

**Digital leasing:** A platform that allows small and medium-sized Colombian enterprises (SMEs) to request financing for productive assets online. It is based on the comparison of technical specifications of machinery and equipment, the selection of the productive asset that meets their needs, and the simulation of financial scenarios prior to the financing request.

During 2024, new functionalities were implemented to optimize the user experience, including improvements in the channel design for mobile devices and adjustments to the financial simulator.

At the end of the year, the platform had 837 registered entrepreneurs (90% SMEs). Most of the companies are in the manufacturing (46%) and services (34%) sectors, and





are located in Bogotá, Antioquia, Atlántico, Cundinamarca and Santander.

Additional suppliers were also linked to diversify references and brands, with an emphasis on suppliers that offer assets related to renewable energies. At the end of 2024, the channel had 26 suppliers and 460 assets available for entrepreneurs.

**Foreign Exchange Hedging:** In 2024, the foreign exchange hedging platform consolidated as an innovative tool of derivative instruments for small and medium-sized companies. It is a digital solution where entrepreneurs can learn and manage their foreign exchange risks in an agile and secure manner.

At the end of the year, the foreign exchange hedging platform registered a 15% growth in the number of interactions, reaching a total of 1,550 queries from authorized businesspeople. This increase reflects the growing confidence and acceptance of our solution in the target market.

Recognizing the lack of knowledge on financial derivative instruments in the real sector companies in Colombia, the Bank conducted training in partnership with Analdex, Procolombia and the Bogota Chamber of Commerce. The training took place in strategic regions such as Barranquilla, Bogota, Bucaramanga, Cali, and Medellin. The training sessions impacted more than 750 entrepreneurs through 21 product presentations, which represented 107 requests from entrepreneurs to open a derivatives quota.

Since the product was launched, 125 quotas have been approved for companies for a total amount of \$35.5 billion, 95% of which are SMEs. As a result, 65 forward transactions will be carried out on the platform in 2024, reaching a total of 127 transactions since the platform was launched. In terms of the hedged amount in dollars, there was an 8% increase, covering US \$2.3 million, for a total of US \$4.5 million since the platform was launched.

## Innovation

Throughout 2024, the Bank continued to promote the culture of innovation with the fifth edition of the Innovation Week, which included the first version of the **Innovation Contest** with the participation of 100 employees and 9 winning ideas. Similarly, the Innovation site was launched



to centralize topics of interest, training and different innovation tools, where 98% of the employees have access.

In the area of open innovation and prototyping, the first open innovation experiment was conducted in collaboration with Universidad ICESI. It engaged 24 undergraduate students in the resolution of design and user experience challenges related to new and existing products.

## Bancoldex International Positioning

In 2024, the Bank reaffirmed its leadership in sustainable finance and business development, consolidating its position as a key player on the international scene.

In March 2024, the **Green Climate Fund** (GCF) accredited Bancoldex to access concessional resources to finance business projects to mitigate and adapt to climate change. This accreditation is a recognition of the Bank's compliance with the highest international financial, governance, environmental, social and gender standards.

As co-chair of the International Development Finance Club (IDFC), the Bank hosted the **IDFC Facility Training Course on Greenhouse Gases and Green Financial Instruments**, taught by the Frankfurt School of Finance and Management. There were over 100 attendees from development banks from 15 countries, public development banks in Colombia, commercial banks, the Ministry of Environment and Sustainable Development, and Alide.

The Bank participated in the high-level dialogue between public development banks and the G20 in Rio de Janeiro to shape innovative, high-impact solutions for sustainable finance.

At the World Biodiversity Summit COP16, Bancoldex participated actively by sharing its experience and the experience of international spaces in the area of biodiversity finance. This participation granted the bank a space at the closing of the largest COP forum, High Level Segment Report, to share the main conclusions of the Finance and High-Level Discussions days.

In its role as vice president of the **Green Coalition for the Amazon**, the Bank highlighted at COP16 the experience of the first year of this alliance of 20 different institutions. They are united by the common goal of supporting the

sustainable development of the Amazon and especially the Colombian perspective on challenges and opportunities for such purpose.

Bancoldex was also present at **COP29**, where it had the chance to share an overview of decarbonization, MSME financing, alignment with the Paris Agreement and positions on the New Quantified Collective Goal (NCQG).

Bancoldex strengthened its position as a strategic ally in the global agenda, which will result in solutions to advance towards an increasingly sustainable productive development.

## International cooperation

Bancoldex obtained the approval of international cooperation resources that made it possible to implement new initiatives to develop internal capacities, expand the portfolio of services and/or reach more companies and regions. Some important points to highlight:

- ◆ Support from the **French Development Agency** to strengthen Bancoldex' governance and sustainability strategy, ensuring its alignment with the Paris Agreement, the Global Biodiversity Framework, and efforts to address diversity, equity and inclusion.
- ◆ Promote access to finance productive units of the victim population in PDET territories, PNIS<sup>7</sup> and geographies of peace. This is achieved by means of a route that provides financial education, credit readiness tools and a special credit line. The program has the support of the **United Nations Multi-Donor Fund for the Sustainment of Peace and the United Nations Development Program**.
- ◆ Promote the financial inclusion of the popular economy through investments in energy efficiency and renewable energies, by means of a special credit line and a green toolbox. It has the support of the United Nations Multi-Donor Fund for Sustaining Peace and the United Nations Industrial Development Organization.
- ◆ Support from the **Inter-American Development Bank** to provide individualized support to microenterprises in financial readiness and credit preparation, identifying the perception of financial well-being and contributing to their credit application process through neocredit.

<sup>7</sup> PDET: municipalities participating in the territorial approach programs  
PNIS: municipalities participating in the National Program for the Integral Substitution of Illicit Crops.



The project was also designed to expand Bancoldex' support methodology in order to obtain accurate data on the effectiveness of the intervention and enrich the Bank's offer of non-financial services.

◆ Continuation of the Vincúlate y Crece technical assistance program, which aims at strengthening savings and credit cooperatives in corporate governance, finances and risk management to support and encourage financial inclusion in the PDET regions of the country. It is supported by **USAID** through **DAI**.

## Bancoldex' positioning in the regions

The Bank maintained its positioning actions in the regions with special emphasis on the identification of segmentation and prospecting variables. This seeks to provide greater effectiveness in the commercial management of business opportunities.

Regarding direct credit and preceded by a filtering and segmentation exercise of the variables applicable to direct SME credit, the bank served a total of 230 companies. The companies were highly qualified for financing under the Bank's standards. This enhanced the recognition and approach to SME entrepreneurs in major and intermediate cities.

On the rediscount side, a total of 477 companies in 16 cities and municipalities were served through financial fairs and business meetings. These initiatives facilitated access to financing tools, specialized advice and growth opportunities. In addition to strengthening companies, these actions contribute to local economic development, connecting entrepreneurs with solutions tailored to their needs.

Furthermore, Bank representatives participated in dialog spaces with business agents of the entrepreneurial ecosystem in the regions, presented the portfolio of services in socialization sessions organized by governors' offices, mayors' offices, chambers of commerce, among others, and accompanied the services offered by national entities.

## Improved human talent management

The Bank's staff in 2024 was formed by 402 employees, after a reduction of 28 employees, equivalent to 7.0 % when compared to 2023.

The Bank worked on the following fronts To strengthen its human talent management:

**1. Development plan for leaders and successors to critical positions:** In the area of the development plan for leaders and successors to critical positions, the Bank continued to implement the "Building the Future" program.

**2. Ethical management:** to strengthen ethical management within the Bank, it worked on the development of a virtual course that would guarantee access, knowledge and appropriation of the code by all employees and contractors as of 2025.

**3. Work environment:** Bancoldex went after a different strategy to manage the work environment. It seeks to guarantee spaces for focus groups and conversations with the different teams of employees. Similarly, intervention plans were built with the areas that presented the most challenging results in the 2023 measurement. This showed significant improvements in the management of the work environment as reported from a work environment pulse.

**4. Youth Employment:** as part of the initiatives aimed at impacting youth employment figures, the third edition of the Summer Internship Program (3.0) was carried out. The program involved 20 students from different majors and universities. They participated in the development of automation and process optimization initiatives for seven weeks, which generated an important contribution to productivity.

**5. Productivity:** The concept of individual productivity was defined, socialized and incorporated into the performance management model in 2024. It sought to generate results of greater impact in terms of quality, quantity and timeliness.

As of December 2024, the Bank's payroll showed the following figures:

- ◆ **Bancoldex:** 381
- ◆ **Banca de las Oportunidades Investment Program:** 21.

## Strengthening operational, process and technological management

Throughout 2024, the Process Transformation Department maintained its commitment to process assurance at Bancoldex. It intervened 311 manuals, procedures and instructions, among others. 35% correspond to new documents that support the continuous transformation of the entity, while the remaining 65% are part of the updates inherent to the evolution of the processes.

The automation of processes and tasks continued to be implemented under the principles of reducing the operating burden on employees, mitigating risks and improving the experience of entrepreneurs. The automatic delivery of notices to clients for pledge and mortgage-cancellation procedures was implemented by the Collateral Management process. This reduced the dedication of the Portfolio team in these tasks by 80%. The delivery of insurance policy renewal notices to debtors was also automated, as well as the generation and delivery of employee credit statements. These changes led to a reduction of up to 84% in the use of the back-office team's capacity for these activities.

The robotization of the foreclosure process enhanced with Artificial Intelligence - AI, whose solution is 42% cheaper than the execution with people, allowed the processing of nearly 180,000 requests. The improvement also led Bancoldex to earn the Innovation Excellence award, presented by Automation Anywhere in October 2024. The award recognized the Bank's leadership in the application of these technologies.

On the other hand, at the end of the year, 16 initiatives of the Strategic Technology Plan had been implemented and eight more were in progress. Some of the implemented initiatives that stand out are as follows: enabling the Direct Credit product in T24, progress in the unification of Core Banking and the strengthening of the technological business continuity plans. This initiative would allow the entity to operate normally for a week, while keeping the most critical platforms active at the alternate processing center and the return to the normal scheme without any incidents.

The renewal of the information backup platform not only allows the Bank to back up and recover more informa-

tion more efficiently, but it also improves business continuity schemes. Finally, the implementation of the API Gateway brings the organization in line with the market's trend of streamlining. It will allow the Bank to integrate more easily with other financial entities and suppliers, in addition to preparing for changes in the market, such as the arrival of Open Finance.

## Bancoldex' Digital Transformation

Aiming at increasing the Bank's digital maturity, the Digital Transformation team continued executing the plan to close the digital maturity gaps of the Bank's employees in 2024 in collaboration with a consulting team from EY. These gaps had been identified in 2023 through a digital maturity survey that had the participation of 96% of the organization's employees and placed the Bank in the "Digital Learning" category at level 2 from a range of 1 to 5.

As a result of the gap analysis conducted by the Bank, and the continuation of phase 2 of the plan, the Digital Transformation team established a gap closure plan for employees according to their position level and the area where they perform their functions. This plan resulted in the empowerment of talent for digital transformation. The plan was implemented through massive training sessions, workshops and workshops throughout the year. There were 29 spaces with topics of interest to employees, which resulted in a score of 4.1, and placed the Bank in the rank of "digital pioneers".

Finally, by using agile methodologies, an interdisciplinary team was formed to improve the direct credit processes in September 2024. The team had a tangible impact on time improvement, and mapped a total of 26 initiatives, 6 of which were completed in 2024.

## Fulfillment of commitments in the Sectoral Strategic Plan of MinCIT (PES) 2023 - 2026

During 2024, Bancoldex helped implement the Sectoral Strategic Plan, led by MinCIT through the following themes or strategies<sup>8</sup>:

<sup>8</sup> In accordance with the Strategic Sector Plan of the Ministry of Commerce, Industry and Tourism.



**Reindustrialization theme:** It seeks to increase value creation in the Colombian economy with equity and sustainability criteria at the national and regional levels to transition from an extractive economy to a knowledge-based, productive, and sustainable economy.

◆ **Action:** Create instruments for financing production activity.

**Deliverable:** Disbursements (loans) for \$158 billion through the "Competitive MSMEs" line.

**Progress:** \$372.6 billion were disbursed, translating into 236% compliance with the year's goal.

For the four-year period, cumulative progress for 2023 - 2024 amounts to \$ 683.3 billion, or 108% toward the \$632 billion disbursement goal, which is expected for 2023-2026.

◆ **Action:** Promote sustainable production projects on the circular economy, bioeconomy, efficient use of resources, and climate change management, among other topics.

**Deliverable:** \$80 billion in loans disbursed for climate change mitigation and adaptation, circular economy, or bioeconomy projects.

**Progress:** \$90.7 billion were disbursed through credit lines to finance sustainable development to meet the year's goal by 113%.

Regarding the four-year goal, which is \$350 billion disbursed, progress was \$181.1 billion, or 52%.

**Internationalization theme:** It seeks to balance Colombia's economic and commercial relations with the world, ensuring a fair, reciprocal, and growing exchange of goods and services supplied and demanded.

◆ **Action:** Implement instruments to support financing internationalization plans and projects of entrepreneurs and small production units that are part of export chains.

**Deliverable:** Disbursed loans worth \$55 billion to support internationalization processes.

**Progress:** Bancoldex disbursed resources for \$118.9 billion, resulting in 216% compliance with the 2024 goal.

For the four-year goal, which is \$235 billion disbursed, accumulated progress was 92%, or \$215.4 billion disbursed.

**Gap-closing theme:** It intends to promote and strengthen the economic development of the regions, focusing efforts on the most vulnerable and lagging regions to bridge existing gaps.

◆ **Action:** Boost financing and formalization programs for MSMEs.

**Deliverable:** Benefit 134,000 MSMEs with Bancoldex' financial products.

**Progress:** At the end of 2024, 81,866 MSMEs benefited from the financial products offered by Bancoldex, with a 61% advance in the goal set for the year.

The progress made regarding the four-year goal of 550,000 beneficiary MSMEs is approximately 30%, or 167,361 MSMEs.

**Deliverable:** During 2024, 2,200 MSMEs benefited from Bancoldex' non-financial products.

**Progress:** In 2024, 2,798 MSMEs were beneficiaries of the non-financial products offered by Bancoldex, which translates into 127% compliance with the year's goal.

Progress was 56%, that is 5,040 MSMEs, compared to the four-year goal of 8,930 beneficiary MSMEs.

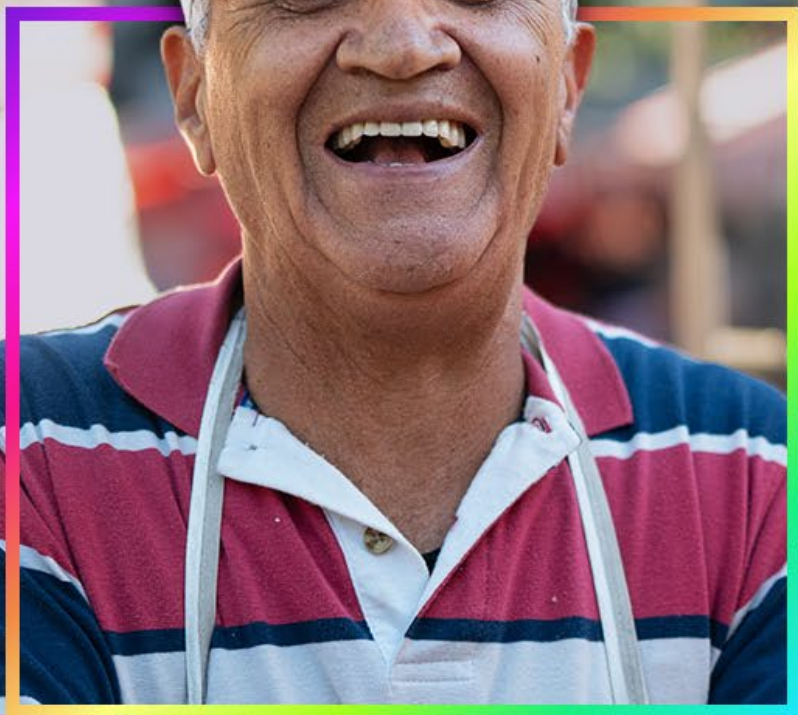
◆ **Action:** Bring supply and demand closer to financial connection platforms.

**Deliverable:** 14,000 microentrepreneurs registered on the neo-credit platform.

**Progress:** At the end of 2024, 8,549 microentrepreneurs registered on the neocredit platform, which means 61% compliance with the year's goal.

Compared to the four-year goal of 60,000 registered microentrepreneurs, progress was 30%, equivalent to 18,117 microentrepreneurs.

## Bancóldex as manager of the program:



**BANCA DE LAS  
OPORTUNIDADES**

The Banca de las Oportunidades Investment Program, incorporated in Decree 2555/2010, as amended by Decree 1517 dated November 25, 2021, aims at promoting access to credit and other financial services for lower-income families, MSMEs, and entrepreneurs. It also encourages the coordination, performance, and monitoring of inclusion and financial education policies. Bancóldex manages this Program.

To fulfill its mandate, Banca de las Oportunidades works on building the capacity of both the supply side, i.e., the network of financial service providers, and the demand side, formed by the unserved or underserved population, as well as producing specialized studies and analyses on the status, evolution and trends of financial inclusion and education. In 2024, Banca de las Oportunidades worked on five strategic pillars:

**1. Closing gaps in access to financial services for different segments of the population.** A behavioral approach study was conducted with CAF to understand why women access financing under less favorable conditions than men. We also implemented programs to support

the Venezuelan migrant population, which included financial education workshops for more than seven thousand people and the opening of financial products to 64 thousand migrants. Additionally, territorial management activities impacted with more than 40 events and 11 thousand beneficiaries in 20 departments. OECD's World Savings Week was organized for children, young people and adolescents. It reached more than 83 thousand participants through recreational, pedagogical activities in 30 departments of the country.

**2. Promoting open finance and open data.** This front focused on building the capacity of financial service providers to use third-party data to promote financial inclusion. Four regional open data awareness workshops were held for more than 70 financial institutions, and the first cohort of Digilab Open Finance was carried out with IFC, where five financial institutions participated.

**3. Fostering innovative financial products.** Programs were developed to support financial service providers in the creation of innovative financing and insurance solutions. An example was the Innovation Challenge for the Financing of Shopkeepers, carried out in cooperation with UNDP and Fasecolda, where 20 solvers worked on the creation of minimum viable financial products. 10 savings and credit cooperatives were also accompanied in their digital transformation process and 3 entities were supported in the development of financial products based on collateral. A co-financing program was also launched for the transformation of microcredit and the innovation laboratory for inclusive insurance.

**4. Inclusive green finance.** A roadmap was presented to address the intersection between green finance and financial inclusion. It aims at developing financial products and services for MSMEs and the vulnerable population to facilitate their participation in the energy transition towards energy sources with low greenhouse gas emissions. It also intends to ensure they are not left behind and to prepare them to face crises derived from extreme climate phenomena, such as droughts, fires and floods. As part of this road map, a program was developed to support five microfinance companies in the creation of green financial products, in collaboration with SECO and Bancóldex. Additionally, a call for co-financing was launched for embedded green solutions applied to investments in renewable energy and energy efficiency for MSMEs.



**5. Financial well-being.** The first approximation to financial wellbeing measurements in Colombia was presented through demand data. This process is key for the construction of a new metrics agenda that would allow measuring the impact of financial services on people's capabilities and living conditions. Specialized studies were published in this area, such as the Financial Inclusion Report for 2023 and the Correspondent Georeferencing Study, carried out in cooperation with CGAP.

## Risk ratings

BRC Ratings-S&P Global S.A. SCV confirmed the ratings of AAA for the long term and BRC1+ for the short term in October 2024.

It also confirmed the AAA long-term debt rating for Bancoldex' 2020 Ordinary Bonds Issuance and Placement Program for up to \$3 trillion.

Similarly, in October 2024, Fitch Ratings confirmed the local ratings at F1+ (col) for the short term and AAA (col) for the long term granted to Bancoldex. The long-term rating outlook is stable.

Regarding the foreign currency rating, Fitch Ratings maintained the BB+ rating with a stable outlook.

## Financial management

In 2024, although the Colombian economy presented a favorable macroeconomic adjustment, this did not materialize in the confidence of the economic actors and for the Bank's purposes it had an impact mainly on the loan , which is the Bank's main asset.

Regarding the size of the Bank given its level of assets, in 2024, it closed\$ 8.73 trillion presenting a reduction of 24% equivalent to \$2.8 trillion compared to the closing of 2023. The loan portfolio presented a significant reduction

in its balance, leading to a reduction in its share of total assets from 53% in 2023 to 40% at the end of 2024, without significant increases in other asset items

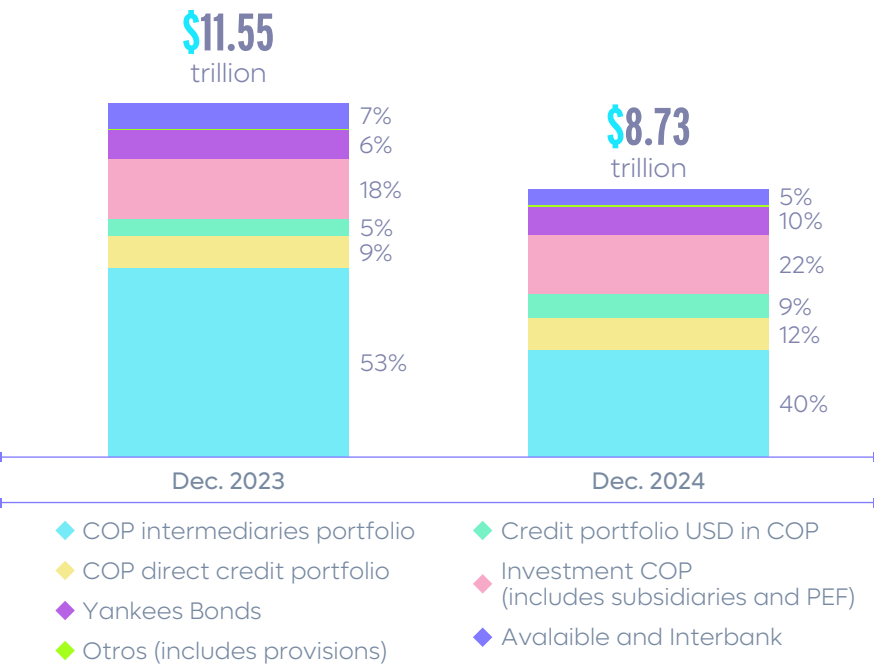
The low dynamism of the portfolio during the year is explained by two reasons: on the one hand, a slowdown in the dynamics of disbursements, which reached \$3.8 trillion compared to disbursements of \$6.3 trillion in 2023, and on the other hand, prepayments well above historical levels of \$2.5 trillion.

**Disbursement and prepayment behaviors during 2024 are based on the following considerations:**

- ◆ Low growth of the commercial portfolio in the Colombian financial system. This is associated with uncertainty in the business fabric, which leads to low levels of investment in modernization.
- ◆ Greater prevention in the granting of credit in the face of a trend of greater portfolio deterioration.
- ◆ Rate reduction cycle due to the macroeconomic adjustment process.

Regarding the performance of the portfolio and its main indicators, the past-due portfolio stood at 3.5% and specifically that of the direct credit portfolio stood at 13.6%, demonstrating significant progress in the Bank's collection management, given that at the end of 2023 this indicator stood at 20.4%.

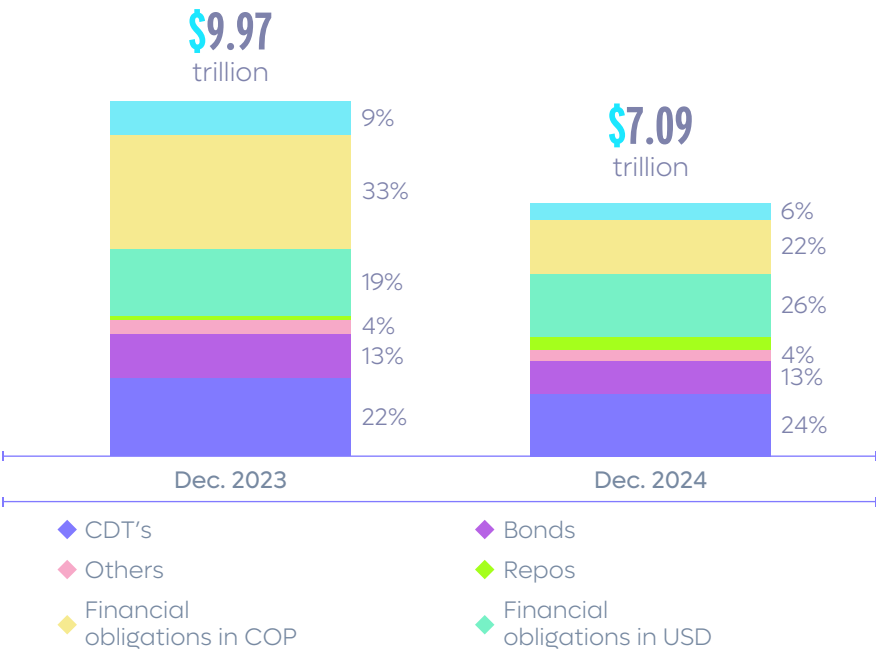
## Assets



**The results of an asset of \$8.7 trillion in 2024** are mainly reflected in the decrease in cash and interbank assets, with \$387.2 billion, the gross loan portfolio, with \$2,441.8 billion and accounts receivable, with\$ 40.8 billion.

As mentioned, the loan portfolio was the line item with a considerable reduction. It was mainly impacted by a low growth environment in the business portfolio and by pre-payments resulting from a lower rate environment at which the operations were contracted.

Liabilities



The Bank's liabilities closed at \$7 trillion, down \$2.8 trillion from the previous year.

Among the items that explain this variation are term certificates of deposit with\$ 420.7 billion, loans with banks in pesos with\$ 1,681.2 billion and the savings account with \$518.3 billion.

The adjustment of liabilities was consistent with the reduction observed in assets so as to avoid excess funding and associated costs.

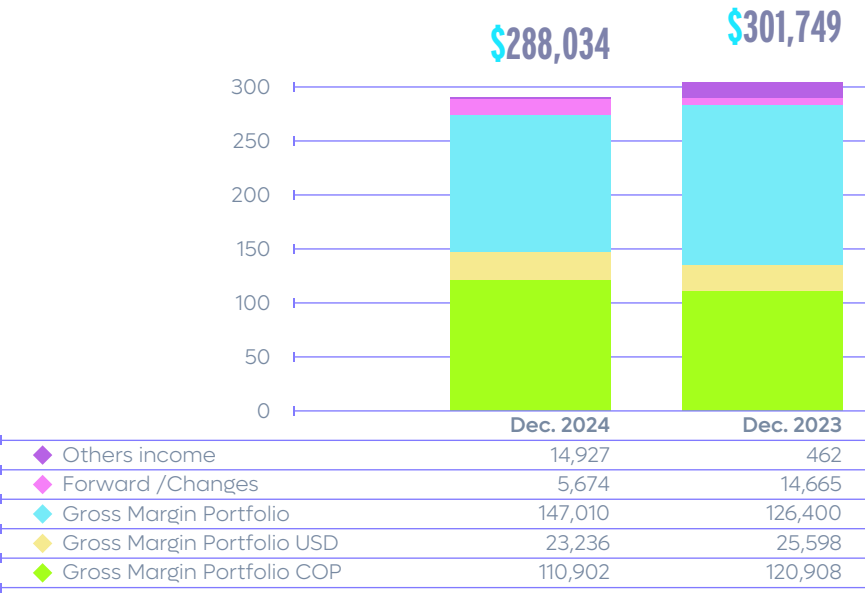
Equity

Equity increased by \$57.5 billion compared to the same period in 2023.

This is mainly due to the higher level of reserves of \$22.1 billion and higher profits for the year of \$38.7 billion.

The General Meeting of Shareholders, in its regular session of 2024, approved the creation of a statutory reserve with the 2023 profits to protect the Bank's equity against the impairment of receivables that has been occurring.

Cumulative financial margin



The gross financial margin increased by \$13.7 billion (5 %) compared to 2023. Given the reorganization of the TES portfolios, the investment portfolio contributed the most to this growth, with \$20.6 billion more compared to 2023. Gross financial margin compliance was 97 % for \$301.7 billion against a budget of \$311.2 billion.

The portfolio's COP margin reached \$111 billion, and the USD margin reached \$23 billion.

Profit

Bancoldex its 2024 profit budget by 213%, reaching \$87.4 billion compared to the \$41 billion budgeted. Among the main aspects to consider are:

- ◆ Lower gross financial margin of \$9.4 billion versus budget.
- ◆ Lower expense for portfolio provisions in the amount of \$55.3 billion compared to the budgeted amount as result of the decrease in the portfolio.
- ◆ Administrative expenses were executed at 90% of the budget, showing savings of \$14.6 billion, which shows effective expense management.
- ◆ Other income of \$39.6 billion from the equity method in Fiducoldex and the realization of profits from investments in Private Equity Funds.

Current issues

In 2024, Bancoldex consolidated itself as a pioneer in developing the Colombian capital market by structuring and



issuing financial instruments with a specific development purpose. This promotes the growth of the country's entrepreneurs, social inclusion, and environmental protection.

Since the beginning of this strategy in 2018, Bancoldex has successfully issued \$2.1 trillion in Green Bonds, Social Bonds, and Orange Bonds.

At the end of 2024, the Bank has two bond issues outstanding which correspond to the Social Bonds issues placed in 2022 and 2023, with an outstanding balance for both issues of\$ 891 billion.

During the year 2024, no bond issues were made, since market conditions were not optimal to carry out a placement of these instruments, also considering the Bank's financing strategy, which focused on obtaining resources at a shorter term.

At the end of 2024, the balance of CDTs issued by Bancoldex was \$1.7 trillion. Of this amount, 88%, equivalent to \$1.5 trillion, is placed in CDTs with an issue term of up to 1 year, \$213 billion (12%) are placed in CDTs with an issue term of between 1 and 2 years, and the remaining 0.1%, \$1.4 billion, corresponds to CDTs with terms of between 2 and 5 years.

These securities are registered in the National Registry of Securities and Issuers (RNVE, for its acronym in Spanish).

## Revenue

Bancoldex' revenue is derived from its primary activity and business units and is not seasonal, cyclical, or occasional. This revenue is stable and in line with its portfolio volume and the market rate levels. There is mostly a monthly accrual.

## Security behavior

During 2024, maturities of Bonds of \$368 billion occurred, closing the year with a balance of \$891 billion:

Outstanding Bond Issues - 2024

Secondary mnemotechnician	Securitie	Date of issue	Due date	Reference rate	Emission rate	Currency	Issue amount*
BSBCX222SB36	Social Bonds	2022/05/11	2025/05/11	T.F.	11.96	COP	291,000
BSBCX323SB18	Social Bonds	2023/10/25	2025/04/25	T.F.	14.85	COP	200,000
BSBCX323SB24	Social Bonds	2023/10/25	2025/10/25	T.F.	14.19	COP	100,000
BSBCX323SB36	Social Bonds	2023/10/25	2026/10/25	T.F.	13.60	COP	300,000

During 2024, Bancoldex issued CDTs for a total of \$2.1 trillion, with terms between 90 and 720 days, 57% indexed to the IBR (benchmark banking indicator), and 43% issued at fixed rates.

These issues were made at market rates with institutional investors.



# Risk management



The Bank, as a credit institution, is exposed to financial and non-financial risks, which are managed in a comprehensive manner, within the framework of the best practices, standards and guidelines of the Financial Superintendence of Colombia, among others.

During 2024, Bancoldex continued to strengthen risk management in all its stages<sup>9</sup>. This was achieved through the approval and adjustment of policies, methodologies, models and procedures, which allow the Bank to have a robust Integrated Risk Management System (SIAR), in line with the Bank's strategy and mission.

The following sections detail the progress and improvements in aspects of the Integrated Risk Management System-SIAR, Strategic Risk Management, Conduct Risk and the Money Laundering and Terrorist Financing Risk Management System (Sarlaft).

In addition, Annex 6 shows in detail, qualitatively and quantitatively, the exposure to each of the different types of risk.

## Risk Appetite Framework

According to the Board of Directors' policy, the Risk Appetite Framework was periodically updated in 2024, considering the corporate strategy, the impacts on the risk variables associated with the economy's behavior, Within said Framework, the management of Environmental and Social Risks was incorporated and the indicators and parameters for the incorporation of the Interest Rate Risks of the Banking Book (RTILB) were defined and approved.

Accordingly, the limits for each type of risk<sup>10</sup> were reviewed. New appetite, tolerance and capacity thresholds were established based on the design of scenarios and the estimation of impacts on profitability, solvency, liquidity and environmental and social aspects.

<sup>9</sup> Risk identification, measurement, monitoring and control.

<sup>10</sup> Credit risk, market risk, liquidity risk, operational risk, interest rate risk of the banking book.

The strategy was followed within this framework, and risks were managed throughout the year to continuously monitor compliance with the limits and take steps in the event of deviations under the policy's provisions.

## Credit Risk (CR)

Due to lower economic growth rates, high interest rates, the contraction of credit demand and periods of exchange rate volatility, the Bank focused its efforts on controlling the quality of the portfolio, as well as increasing balances of strategic portfolios (companies and financial intermediaries in Colombia and abroad). The above, through adjustments in origination policies and guidelines, follow-up activities and the strengthening of collection and portfolio recovery efforts

Regarding credit risk management for local and foreign financial intermediaries, as well as for entities oriented to microenterprise loans, the follow-up schemes continued to be adjusted.

With respect to direct credit to companies, lending methodologies were strengthened, new policies and guidelines were implemented for the approval of operations, which allowed the growth of the balance in a controlled manner and the reduction of credit risk in this segment. Notably, the operations granted were rigorously evaluated, taking into account quantitative and qualitative aspects, technical considerations of guarantees, and the clients' sensitized and forecast cash flow.

On the other hand, the Bank continues to make significant efforts to normalize the direct corporate portfolio. As a result, a reduction in the portfolio bearing, the normalization of overdue obligations and a significant reduction in the portfolio quality indicators were achieved.

## Market Risk (MR)

Market risk management remained as a pillar to achieve an adequate relationship between risk and return in the Treasury portfolios. In this sense, the Bank has market risk limits and alerts for the different portfolios according to the strategy, which are reported, informed and presented to different instances of the Bank, Committees and regulatory entities.

During 2024, the financial options product was implemented with Banco de la República to accumulate/decumulate reserves, generating from the "middle office" perspective, the entire Value at Risk and PYG limits scheme.

The Bank's personnel were also made aware of the importance of market risk management through training sessions.

Similarly, a methodological update was made to the follow-up and monitoring of verifiable means, incorporating all operations carried out with clients, among other improvements, and an adjustment was implemented for the calculation of credit exposure of derivative financial instruments.

## Liquidity Risk (LR)

The Bank's liquidity risk management has the objective of ensuring the attainment of sufficient resources to meet payment obligations, without having to assume high funding costs. In this sense, the Bank has defined policies, limits and alerts that allow it to have adequate resources with the required amount and timeliness

During 2024, several activities were carried out for liquidity risk management, among the most relevant aspects are the following:

- ◆ Methodological update and refinement of the internal liquidity model, adjusting stress scenarios.
- ◆ The bank's personnel were made aware of the importance of liquidity risk management through training sessions.

Throughout the year, continuous monitoring of liquidity indicators was maintained to manage maturities and obtain new resources.

## Interest Rate Risk in the Banking Book (RTILB)

The Financial Superintendence of Colombia, through External Circular 025 of 2022, issued instructions to adopt specific strategies, policies and procedures for the adequate management of the Interest Rate Risk of the Banking Book - RTILB. According to the Supervisor, this is understood as "the current or prospective risk to the entity's capital and earnings arising from adverse move-

ments in interest rates that affect the positions of the banking book"

In this regard, throughout the year, the Bank implemented policies, methodologies and procedures that have allowed it to comply with the requirements of the Circular in a timely manner.

During 2024, we were able to implement the processes, measurements (Economic Value of Equity (VEP) and Net Interest Margin (NIM), indicators and monitoring alerts (Appetite, Tolerance and Capacity) for exposure to this type of risk and defined the monitoring reports. On the other hand, tests were carried out for the transmission of the formats to the Superintendence of Finance. The first official transmission will take place in January 2025.

## Operational Risk (OR)

### Qualitative information:

The Bank's operational risk management is based on policies approved by the Board of Directors. Similarly, it is supported by an organizational and risk governance structure that guarantees independence in management and adequate segregation of functions between front, middle, and back offices. Suitable methodologies allow operational risk identification, measurement, control, and monitoring.

The policies and methodologies supporting operational risk management are recorded in the SIAR Manual, as provided in the SFC regulations.

Given that this type of risk is dynamic and susceptible to constant changes in the business and its environment, monitoring schemes facilitate the rapid identification of new risks and the minimization of current ones.

During 2024, the Bank's processes' risks and controls of were updated as scheduled; all reported operational risk events were managed through the risk software, and the entire organization was trained in operational risk management, business continuity, information security, and prevention of fraud and corruption risks.

The SFC authorized the historical event database (BHE, for its acronym in Spanish) to be able to use the internal loss indicator according to the nature of Bancoldex' business.



### Quantitative information:

Reported events, operational risk losses and recoveries for 2024 are disclosed below:

A of 2024, 416 events were reported.

- ◆ Events generating losses and affecting the Bank's income statement: 6, equivalent to 1.4%.
- ◆ Events not generating losses and, therefore, not affecting the Bank's income statement: 410 equivalent to 98.6%.

During 2024, the net effect of economic losses is COP 5,691,884, since there were no recoveries for these events.

The main activities carried out around operational risk management during 2024 are as follows:

- ◆ Identification, measurement, control, and monitoring of operational risks: The Bank's residual operational risk profile is at the "medium" severity level, matching the acceptable risk level defined by the Board of Directors.
- ◆ Management of operational risk events: Officials reported the operational risk events occurring in each area through the risk software, and these are managed by the Operational Risk Unit.
- ◆ Assistance in developing projects or products: the Operational Risk Unit participated and assisted in developing the Bank's projects.
- ◆ Visits from control and supervision bodies: The requirements of the SFC, Internal Audit, and Statutory Audit were met.

## Business Continuity Management System (BCMS)

In 2024, the Business Continuity Management System - BCMS was updated and climate change risks were included. Additionally, some elements of the system were updated based on the results of the tests and exercises aimed at knowing how prepared the Bank is to respond to a disruptive event

The tests had different scopes, from putting the technological infrastructure of the contingency environment into operation for several days, to recovering information through the restoration of backup copies.

Currently, the Bank has procedures, infrastructure and specialized personnel to address potential events that may interrupt the normal operation of the business and impact the achievement of its strategy. This guarantees the continuity of the operation and the rendering of services offered.

## Information Security (ISMS)

During 2024, the Information Security Management System (ISMS) was strengthened by updating the incident management procedure. This procedure was designed to align with best practices and adapt to the Bank's specific needs, establishing clear and structured stages for efficient handling. As part of this process, specific tests were carried out to strengthen the performance of the Incident Response Team, improving its preparation and capacity to effectively address any eventuality related to information security.

At the same time, work continued to strengthen the culture and awareness of information security, cybersecurity and personal data protection. This effort was also extended to some of the Bank's strategic suppliers, to whom specific recommendations were sent with the purpose of reinforcing and promoting the application of good security practices in the provision of their services.

In the area of personal data protection, a comprehensive diagnosis was made aimed at strengthening management on this front, in compliance with the principle of proven responsibility. As part of this effort, sessions were held with those responsible for the personal data bases processed in the Bank, in order to reinforce their knowledge and understanding of these issues.

In addition, the personal databases reported to the National Database Registry (RNBD) were updated and the legal provisions related to the reporting of PQRS (claims) were complied with, reaffirming the Bank's commitment to responsible management aligned with regulatory standards.

## Fraud and Corruption

In 2024, the risks and controls associated with fraud and corruption in the Bank's processes were updated as scheduled.

All fraud-related reports received through the Bank's different channels for this purpose were attended to, and transactional fraud alerts generated in the operation of the savings account were attended to.

In addition, a procedure for the protection of whistleblowers and witnesses was created.

The risks associated with fraud and corruption respond to the guidelines and principles established by the Transparency Secretariat of the Presidency of the Republic, the Administrative Department of the Civil Service - DAFP and the United Nations Office on Drugs and Crime - UNODC, through the guide "Strategies for the construction of the Anticorruption and Citizen Service Plan", published in compliance with the provisions of the Anticorruption Statute - Law 1474 of 2011.

Additionally, the provisions included in the Colombian Criminal Code, Commercial Code, AMV's Securities and Foreign Exchange Voluntary Self-Regulation Regulations and Law 1778 of 2016, which dictates provisions on the fight against transnational bribery and corruption, are contemplated.

Finally, the Bank's operational risk profile associated with fraud continues to be low-moderate, within the residual risk zone approved by the Board of Directors.

## Strategic Risks (SR)

During 2024, the Bank's strategic risks, controls, treatments and action plans were reviewed and updated.

As a result of this exercise, the strategic risk profile was updated, is located within the low-moderate residual risk zones approved by the Board of Directors.

During the period under evaluation, no strategic risks were identified in the residual "critical" zone.

## Behavioral Risks (BR)

In 2024, the Conduct Risk Management System was created to ensure fair treatment of financial consumers and market transparency and integrity.

The behavioral risks associated with the processes were identified, as well as the controls, treatments and action plans.

By the end of 2025, and once the review cycle of all processes has been completed, the Bank's conduct risk profile will be available as a result of this exercise.

## Environmental and Social Risk Management System (SARAS)

In 2024, the project to strengthen the Environmental and Social Risk Management System - SARAS was completed with the consolidation of the methodologies of the large company, SME and rediscount direct credit segments. As a result, all direct operations approved have been identified and evaluated for environmental and social risks, in accordance with the guidelines established in the policies. On the other hand, the first ATC (Appetite, Tolerance and Capacity) indicator for environmental and social risks was formulated, correlated with placements categorized in environmental and social risk A - High. Similarly, KPIS (Key Performance Indicators) were defined, which will make it possible to monitor the operation of the system and advance continuous improvement processes when required.

In relation to the incorporation of climate-related risks in the Bank's Environmental and Social Risk Management System, during the year activities were executed within the framework of the work plan submitted to the Superintendence of Finance of Colombia required by Circular 031 of 2021. Among the activities carried out were: i) the definition of roles and responsibilities for the staff of the Risk and Credit Vice-Presidency, ii) analysis of risks and opportunities of the bank's portfolio, iii) analysis of scenarios for physical and transition risks, iv) generation of capabilities for the entire organization on climate-related risks, among others.

Progress in the incorporation of climate change into the Comprehensive Risk Management System was evidenced by the integration of the climate variable into the environmental and social risk policy, and the formulation of new risk policies related to climate change, as well as the development of methodologies for the identification of physical and transition risks in the portfolio.

## Money laundering and terrorist financing risk management system (SARLAFT)

During 2024, Bancoldex continued to strengthen its money laundering and terrorist financing risk prevention

system (SARLAFT). The SARLAFT support tools were updated and maintained, especially in policies and procedures on customer due diligence with a risk-based approach and the identification of the beneficial owner and other counterparties.

Similarly, the tool for the administration of control lists against reported ML/FT activities was updated, optimizing the interface of the blocking processes of the transactional systems and the quality control of the information for the identification of final beneficiaries and other related parties of the client. In addition, we continued with the follow-up and implementation of improvements in the tool acquired by the Bank for ML/FT risk management and with the deployment of the ML/FT risk assessment methodology, causes and controls in the Bank's processes.

Clients and transactions were monitored, alerts and unusual events were managed, and suspicious transaction reports, and other regulatory reports on SARLAFT, as well as the specific requirements of the different competent authorities, were filed in a timely manner.

On the other hand, as part of the Bank's digital transformation strategy, the electronic linking and updating format was implemented for suppliers and other local counterparties, as well as for customers abroad, and the navigation and functionality of the electronic format continued to be optimized in order to improve the customer experience.

Additionally, the SARLAFT Manual was updated, including the adjustments required by the regulations in force, and the SARLAFT knowledge of the Bank's officers continued to be strengthened with e-learning and focused trainings on ML/FT risk prevention, due diligence of customer and counterparties knowledge, typologies and ML/FT alert signals. Similarly, the evaluation of risk factors and the ML/FT risk profile by risk factors, associated risks and the Bank's consolidated risk, both inherent and residual, was updated and monitored. The latter remained within the risk level approved by the Board of Directors.

## FATCA (Foreign Account Tax Compliance Act) and CRS (Common Reporting Standard) Compliance System

As provided in the FATCA, for 2024, the Bank maintained its status as a participating Foreign Financial Institution (FFI)

before the United States Internal Revenue Service (IRS). It transmitted the CRS (Common Reporting Standard) report according to the established regulations for the TD product. It also arranged for updating FATCA due diligence for intermediaries and financial institutions with which the Bank had relations or made transactions and met the requirements of other local and international financial institutions on FATCA and the CRS of the OECD (Organization for Economic Cooperation and Development).

# Internal control system



Bancoldex' ICS is aligned with applicable international standards and current internal control practices (MECI in MIPG<sup>11</sup>, CIC - Accounting Internal Control, COSO® 2013 Internal Control Standard), including a control policy that considers the control lines scheme. These frameworks are compatible with the requirements for the ICS of financial institutions supervised by the SFC in the Basic Legal Letter.

These models seek the constant improvement of the organization's governance, risk, and control to optimize or mature appropriate control practices in any process, element, and component of the relevant management systems.

Regarding the Internal Audit function, in 2024 the Institute of Internal Auditors IIA® Global granted Bancoldex for the third time the accreditation for five years, and the recognition of conformity with the norms and standards established for the professional practice of auditing, after completing the corresponding independent external evaluation with evaluators assigned by said Institute.

In 2024, the Bank's Internal Comptroller, managing the independent evaluation process, ran the Annual Audit Plan under risk-based priorities approved by the Board of Directors Audit Committee. Governance, control, and risk were assessed by management and information system, process, and activity, and spot checks of regulatory compliance and the Bank's strategic and operational actions were conducted.

The Board of Directors Audit Committee was kept informed about the results, recommendations, and



opportunities for improvement derived from internal audit management. It knew the impact of each of these and was actively involved in monitoring the actions of the relevant improvement plans, verifying the adoption of such recommendations.

Regarding the assessments from external control agencies, the bank received a financial audit visit for the 2023 period from the Comptroller General of the Republic during the first half of 2024. The report includes an unqualified accounting opinion on the reasonableness of the Bank's budget management, the hundred percent (100 %) compliance with the 2022 improvement plan and the demise of the fiscal account for 2023. This audit made one (1) administrative finding whose improvement action is ongoing.

The Bank has managed and complied with the commitments derived from the observations or improvement plans subscribed with other control entities. Among these, it is worth mentioning the compliance and closing of the Archival Improvement Plan (PMA) with the General Archive of the Nation.

At the end of 2024, neither Management nor the internal or external control bodies of the Bank or the Audit Committee detected fraud, malicious errors, or manipulations in the financial information prepared and disclosed by the Bank, nor were significant weaknesses reported that could jeopardize the effectiveness of the ICS or the Bank's strategic objectives achievement.

## Bancóldex' legal standing

At the end of FY 2024, Bancoldex maintained its legal status as a domestic mixed-economy company attached to the MHCP and organized as a banking credit establishment. It is not equivalent to the state's industrial and trading companies and is independent of the state's share in its capital.

However, its nature as a public entity keeps it under a legal system of private law concerning its acts and contracts according to the applicable legal and regulatory provisions, allowing it to be competitive in financial support activities for entrepreneurs.

## Grupo Bicentenario S.A.S.

On November 13, 2020, the situation of direct control and corporate group by Grupo Bicentenario as parent company, with respect to Bancoldex, among other subordinates, was registered before Bogota's Chamber of Commerce.

In 2024, the Financial Superintendence of Colombia issued Resolution 1481 of July 25, 2024, identifying Grupo Bicentenario S.A.S. as the financial holding company of the Financial Conglomerate Grupo Bicentenario.

## Bancoldex Group

In 2017, Bancoldex as parent company of its subsidiaries, Fiduciaria Colombiana de Comercio Exterior S.A.-Fiducóldex and Arco Grupo Bancoldex S.A. Compañía de Financiamiento (formerly Leasing Bancoldex S.A.) was declared as a business group before the Chamber of Commerce of Bogotá under the terms set forth in Article 261 of the Code of Commerce. On August 1, 2020, the merger by absorption with the subsidiary Arco Grupo Bancoldex was formalized, consequently, as from that date the Bancoldex Group is formed by Bancoldex and Fiducoldex, with a participation of 89.62% in the trust company.

Grupo Bicentenario S.A.S. exercises indirect control over Fiducoldex, through Bancoldex.

Regarding the regulations issued in 2024, which are related to Bancoldex' activity, it is pertinent to highlight, among others:

- i. RESOLUTION 1481 OF 2024- FINANCIAL SUPERINTENDENCE OF COLOMBIA:** Grupo Bicentenario S.A.S. is identified as the financial holding company of the Financial Conglomerate Grupo Bicentenario. Among the criteria analyzed by the Colombian supervisor for the identification of the financial holding company of the Financial Conglomerate Grupo Bicentenario, are the participation in more than 50% of the capital of the entities that are part of the group, as well as the levels of interconnection that exist between them, both in terms of business and their risks.
- ii. DECREE 1358 OF 2024 - PRESIDENCY OF THE REPUBLIC:** it defines the criteria to determine the quality of related par-

ties to the credit establishment, as well as the establishment of mechanisms that promote the identification, monitoring, control and management of risks that may arise from situations of conflict of interest in the development of transactions of these and their related parties. The term to comply with the provisions of this decree is 18 months.

**iii. EXTERNAL LETTER 003 OF 2024 - FINANCIAL SUPERINTENDENCE OF COLOMBIA:** within the framework of Decree 1533 of 2022 through which the rules for the identification and management of large exposures and risk concentration of credit institutions were updated, the Financial Superintendence of Colombia by means of this circular provides instructions for the management and reporting of large exposures and risk concentration, as well as for the management of individual credit quotas of credit institutions and supervised entities.

**iv. EXTERNAL LETTER 004 OF 2024 - FINANCIAL SUPERINTENDENCE OF COLOMBIA:** defines the necessary technological and security standards to be adopted by supervised entities for the development of open finances under interoperability conditions, as well as to provide instructions so that the processing of financial consumer data is carried out under secure, transparent and efficient conditions.

**v. CIRCULAR LETTER 14 OF 2024 - FINANCIAL SUPERINTENDENCE OF COLOMBIA:** the entities supervised by this Superintendence are reminded to ensure compliance with legal obligations regarding financial consumer protection and habeas data.

The aforementioned leads to actions aimed at the consolidation of a culture that promotes the welfare and satisfaction of financial consumers and information holders through appropriate, effective and verifiable measures that guarantee compliance with their obligations, specifically those established in Laws 1266 of 2008 and 2157 of 2021.

**vi. LETTER N° 20 OF 2024- FINANCIAL SUPERINTENDENCE OF COLOMBIA:** informs about compliance with legal obligations regarding collection management and sending of advertising messages.

The main aspects of the standard that the SFC is highlighting through this release are as follows:

1. The supervised entities, as well as the natural or legal persons performing collection activities, may only contact consumers through the channels authorized by them, within the hours and with the frequency indicated therein.
2. The duty to require authorization of the channels is enforceable even for debts contracted before the effective date of Law 2300 of July 10, 2023. In this sense, the law applies to customers with loans in force as of October 10, 2023 (date of entry into force of the law) and to those who become bound after that date.
3. The term "direct contact" denotes a two-way interaction between the entity performing the collection and the financial consumer receiving the collection.

**vii. LAW 2421 OF 2024 - CONGRESS OF THE REPUBLIC:** whereby Law 1448 of 2011 is amended and other provisions on reparations to victims of the internal armed conflict are enacted.

As of the reporting date, neither Bancoldex nor Fiducoldex has been notified or is aware of any litigation, court, or administrative proceedings that put the operation at risk. The main contingencies from ongoing court proceedings are disclosed in Note 29 CONTINGENCIES to the separate and consolidated financial statements.

In labor matters, Bancoldex, together with Fiducoldex, the Central Bank, and the Ministry of Foreign Affairs, among others, is involved in three ordinary labor proceedings initiated by attachés, deputies, and directors of Colombia's commercial offices abroad who served between 1967 and 1992. Their claims are based on the recognition of pension contributions by such entities.

Lastly, without prejudice to the requirements in the SAR-LAFT, it is stated that Bancoldex managers did not hinder the free circulation of invoices issued by suppliers. This statement is made in the terms of paragraph 2 of Section 87 of Law 1676/2013, "Whereby access to credit is promoted, and rules on personal securities are issued," as added by Section 7 of Law 1231/2008, "Whereby the invoice is unified as a security and a financing mechanism for micro, small and medium-sized entrepreneurs, and other provisions are issued."



## Corporate governance



The Annual Corporate Governance Report attached hereto and available on the entity's website under "Information of Interest to Shareholders and Investors" provides detailed information on the Bank's corporate governance management in 2024.

The following activities were carried out in this regard:

- ◆ Monitoring compliance with Bancoldex' corporate governance system.
- ◆ Reviewing the Annual Corporate Governance Report.
- ◆ Analyzing corporate indicators for 2024 and monitoring their compliance quarterly.
- ◆ Reviewing the fulfillment of objectives of the Bank's Senior Management.
- ◆ Recommending hires and annually updating the Board of Directors.
- ◆ Validating the eligibility of candidates for the Bank's Board of Directors.

- ◆ Monitoring reports from the Financial Consumer Service System (SAC, for its acronym in Spanish).
- ◆ Analyzing and recommending required organizational structure adjustments.
- ◆ Analyzing, recommending, and monitoring the Bank's sustainability strategy, efficient resource management strategy, digital transformation, and communications.
- ◆ Reviewing the disclosure policy Annual Report of personal investments of related individuals and conflicts of interest per the instructions of the AMV.
- ◆ Analyzing and recommending the protocol for the management of conflicts of interest, for approval by the General Shareholders' Meeting.
- ◆ Reviewing the implementation of Decree 1962 of 2023.
- ◆ Reviewing the employee benefits policy.

### Implementation of Decree 1962 of 2023

In 2023, the National Development Plan - Law 2294 of 2023 established in its Article 369 the extraordinary powers for the President of the Republic in order to homogenize the provisions that regulate the governance and regimes of public financial services entities.



Thus, on November 15, 2023, Decree 1962 was issued for the following purposes, according to its considerations:

- ◆ Homogenize governance.
- ◆ Strengthen the link between public financial services entities;
- ◆ Improve the development of public policies;
- ◆ Determine how the public policy on financial and popular economy matters will be implemented.

Decree 1962 of 2023 expressly repealed paragraphs 2, 3, 4 and 5 of Article 281 of Decree 663 of 1993, which regulated the composition of the Bank's Board of Directors and ordered to make the respective statutory reform to implement the adjustments, at the latest at the ordinary meeting of the General Shareholders' Meeting.

Consequently, on March 20, 2024, the General Shareholders' Meeting approved an amendment to its Bylaws so that the Bank's Board of Directors is comprised of seven (7) principal members, elected by the General Shareholders' Meeting by the electoral quotient mechanism, who will not have alternates.

Similarly, the changes introduced by this Decree in the composition of the boards of directors of public financial services entities were included in the reform of the bylaws:

- ◆ At least 30% must be women.
- ◆ At least 25% must be independent.
- ◆ One (1) must be an employee of the Bank.
- ◆ Appointment by the General Shareholders' Meeting.
- ◆ At least the definition of independence of paragraph 2 of Article 44 of Law 964 of 2005 and External Circular 8 of 2023 of the Superintendence of Finance of Colombia.
- ◆ President of the Bank for an unlimited term, eligible for re-election.
- ◆ Finally, the Company updated the Code of Good Governance, the Regulations of the General Shareholders' Meeting, the Board of Directors and other internal documents that implement corporate governance practices in order to make them consistent with the statutory reform approved by the General Shareholders' Meeting in 2024.

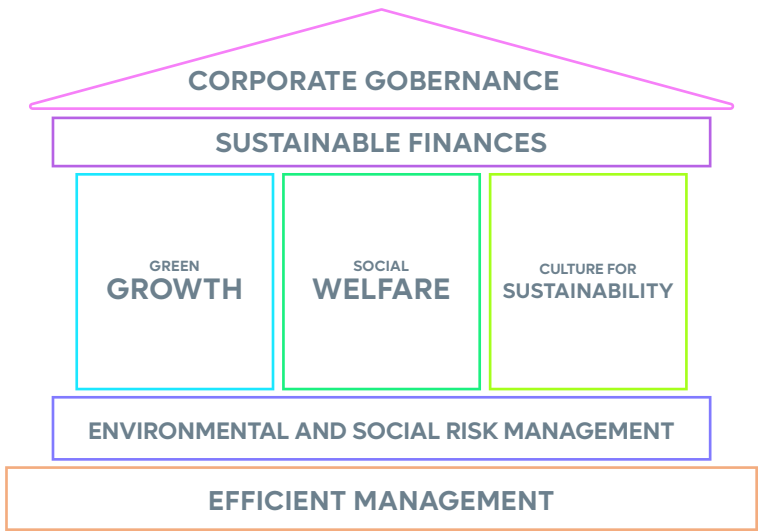
# Social and environmental sustainability



Bancoldex has a sustainability strategy whose purpose is to contribute to the fulfillment of the objectives of the 2030 Agenda, the Paris Agreement, and the public policy commitments for the country. Specifically, the sustainability strategy is made up of four pillars:

- 1) Corporate governance
- 2) Sustainable finance
- 3) Environmental and social risks
- 4) Efficient resource management

Our 2030 sustainability strategy is explained by the following figure:



Bancoldex supports the growth of the Colombian business sector, ensuring the protection of the environment and the well-being of society in its present and future activities. It strives to use natural resources rationally to produce the most negligible environmental impact. It has a system for managing environmental and social risks. The Bank also designs financial and non-financial products to mitigate and adapt to climate change and generate social benefits.

Bancoldex also integrates the Industry, Trade, and Tourism initiative to implement the National Action Plan for Human Rights and Business, in coordination with the Presidential Council for Human Rights, to guarantee respect for human rights in business activities.

Additionally, the Bank is part of a group of banks that prepare the sustainability report of Colombian banks, which will be published by the Colombian Association of Banks and Financial Institutions (Asobancaria) at the next banking convention in 2025.

In the Bank's Sustainability Report, find complete and detailed information on the performance of the sustainability strategy in 2024 and the Bank's impacts on economic, social, environmental, and climate issues. This Report is prepared from a perspective of double materiality:

- 1) Financial, through the adoption of the SASB (Sustainability Accounting Standards Board) and TCFD (Task Force for Climate-Related Financial Disclosure) standards.
- 2) Impact, based on GRI (Global Reporting Initiative) standards.

The history of sustainability reports since FY 2012 is available on the Bank's website under "Commitment to Sustainability."

On the other hand, the Financial Superintendence of Colombia made an Extra Situ Transversal supervision to all securities issuers obliged to comply with its External Circular 31 of 2021, through which it orders to disclose information related to social and environmental issues, including climate issues based on the TCFD and SASB standards. In this regard, it concluded that Bancoldex effectively complied with the provisions of the Circular and made recommendations to strengthen disclosure in future years.

## Related-party transactions

As of the reporting date, the Bank keeps its transactions properly organized and complies with the applicable regulations. The transactions made by the Bank with its partners and managers follow the Bank's general policies. These transactions are duly specified in Note 31 (Related Parties) to the financial statements.

The Bank did not make transactions or operations with partners or managers whose characteristics differ from those made with third parties, nor did it provide free or compensated services or loans without interest or consideration, except for those of a labor nature regulated by Sections 152 and 153 of the Substantive Labor Code.

## Subordinates



Fiducoldex is a domestic indirect mixed-economy corporation established on October 31, 1992, in which Bancoldex has an 89.62 % stake. In 2024, Bancoldex received \$9.262.604.269 in dividends from Fiducoldex for FY 2023.

Bancoldex has a shared services framework agreement with Fiducoldex to take advantage of the synergies between the Bank and its affiliate, provided this will not imply, in any case, the delegation of its professionalism. During 2024, the Bank performed its administration operations directly with Fiducoldex, such as contracting the global banking policy and the liability policy of directors and managers.

Independence in business management and decision-making is a premise of their relationship, which is limited by the benefit the customer can obtain from each entity's products and services.

### Fiducoldex' economic activity

As a financial services company, Fiduciaria Colombiana de Comercio Exterior S.A. Fiducoldex has a regulated corporate purpose and is licensed by the SFC. As a trust manager, it may enter into any business trust agreements, along with any activity permitted for trust companies under Section 29 of the General Regulation of the Financial System (EOSF, for its acronym in Spanish), Title XI of the Fourth Book of the Code of Commerce, and other complementary and concordant regulations. Fiducoldex is an expert partner in trust services that supports national and international business competitiveness through long-lasting relationships to achieve sustained growth and guarantee the profitability and financial sustainability of the company.

Fiducoldex' work is consolidated in the operating model which provides fiduciary solutions. It is aligned with the country's social and productive development policies, generates high impact and adds value to the business trusts of

MinCIT and new public or private trust businesses it manages. This allows for efficiencies at all levels and innovative fiduciary solutions contributing to its customers' social, sustainable, and inclusive growth and transformation.

Evolution of Fiducoldex' business plan in the short, medium and long term

Fiducoldex submitted a performance report on income of \$57.4 billion at the end of FY 2024, with compliance of 107 %, accrued expenses of \$44.8 billion, and operating profit of \$12.5 billion, with compliance of 140 %.

Below is the list of the income and its sources from the operation of the Trust as of December 31, 2024, and the budget for 2025 with its forecast for 2026 and 2027:

	Exec. 2024	Estimate 2025	Projection 2026	Projection 2027
Operating income	57,413	63,122	67,326	72,182
Fiduciary businesses	40,303	45,114	47,750	50,834
Collective investment fund	8688	11,593	10,632	11,695
Investment portfolio	4,311	3,722	5,073	5,581
Consortium	3,149	1,984	3,115	3,271
Other income	962	708	756	801
Operational expenses	44,895	50,875	51,032	54,287
Operating profit	12,518	12,247	16,294	17,895
Income Tax	4,611	4,845	6,436	7,069
Net profit	7,907	7,402	9,858	10,827

\*Figures in COP millions

Fiducoldex' competitive trading conditions

The Trust's activity is allowed only at the national level. In this market, there has been an important dynamic associated with the behavior of the investment portfolios of Collective Investment Funds. This has built trust with customers, resulting in a historical increase in assets under management (AUM) through this product and reaching a figure close to \$672 billion.

It is also relevant to highlight the deepening in public and private fiduciary business clients that the Fiduciary Company has had. In 2024, important fiduciary businesses were entered into through which resources of diverse nature are administered, highlighting the fiduciary businesses entered into with ENTerritorio S.A. and the fiduciary business scheme structured for FINDETER through which the administration and management of integral technical assistance resources and the services offered by FINDETER are accompanied to promote actions, initiatives and/or projects aimed at the productive

transformation of the territories; supporting the compliance of sectorial public policies with the accompaniment of high impact projects. Similarly, during 2024, the Private Capital Fund Bancoldex Capital Fondo de Fondos II was established, an investment vehicle that completes the offer of investment products managed by the trust company.

The development of new products or services by Fiducoldex

Aligned with the new market trends, the Fiducoltex structured trust business initiatives focused on meeting the new needs within the framework of public policies of the public finance and credit, commerce, industry and tourism sectors.

Fiducoldex' revenue

Revenue is received periodically per the provisions of the trust agreements and the regulations that constitute and give rise to the investment vehicles managed by the Trust.

Total number of Fiducoldex' employees

As of December 31, 2024, the number of people employed by the Trust, excluding labor, fixed-term and apprenticeship contracts, totaled 257 employees.

The Annual Corporate Governance Report contains more information on Bancoldex' management of its affiliates. This report is attached hereto per Section 2.5.3.6.4 of Decree 1068/2015 (as amended by Decree 1510/2021).

Other capital investments

At the end of December 2024, Bancoldex held investments in the Latin American Export Bank (Bladex; 1.34 %) and the FNG (4.19 %).

Intellectual property and copyright

Bancoldex acts by the law through defined policies on acquiring technology and using licensed software.

It has internal control procedures to ensure satisfactory compliance with such regulations.



# 2025 Outlook

## Patents, trademarks and copyrights

Bancoldex follows the rules on intellectual property and copyright in fulfilling its corporate purpose, having ownership of the rights concerned or the proper authorizations to exploit them through contracts signed with the owners or authorized distributors of intellectual property rights or copyrights.

The Bank's relevant brands are duly registered, totaling 22 trademarks and three commercial slogans. The following stand out: Bancoldex and its motto "Promotes business development," neo-credit, Bancoldex Capital, Conecta Digital, finbi, and Banca de las Oportunidades.

## Performance of disclosure and control systems

To comply with the provisions of Sections 46 and 47 of Law 964/2005, the Banco de Comercio Exterior de Colombia S.A. Bancoldex certifies that the financial statements and other reports relevant to the public do not contain defects, inaccuracies, or errors that prevent them from knowing the actual financial position or the transactions it makes. Additionally, the disclosure and control systems used by the Bank to incorporate the information contained in such financial statements and reports relevant to the public are adequate, based on reliable information, and subject to audits by the Bank's internal comptrollership and the statutory auditor under the supervision of the Audit Committee.

Bancoldex has used due diligence in verifying the accounting information in the financial statements and accounting records as of December 31, 2024. The internal control processes have been constantly reviewed and assessed so that the financial information reflects the economic reality, and any material matters are duly disclosed.

Finally, as required by SFC External Letter 12/2022, the legal representative of the issuer certifies that the information in this report and its schedules includes the company's material aspects as of December 31, 2024, as provided by the officials responsible for each area of the Bank.



**2025 OUTLOOK** By 2025, the Bank will continue to focus its efforts on generating an impact on the business fabric in all regions of the country, focusing on direct attention to small and medium-sized enterprises with direct credit, leasing and factoring products. It will also strengthen its foreign trade portfolio to support the internationalization of Colombian companies, especially MSMEs.

As an instrument of public policy, the Bank will continue to strengthen instruments to support the Popular Economy segment, reindustrialization and sustainable development.

To this end, the Bank has set a series of strategic goals to be met by 2025, which will be mainly aimed at recovering the Bank's loan portfolio balance.

## Other strategic goals for Bancoldex in 2025 include:

**1. Bancoldex as an instrument of public policy:** aligned with the reindustrialization policy led by the MinCIT and the Popular Economy by 2025, the Bank aims to support more than 68 thousand MSMEs with financing.

In alliance with MINCIT, in 2025 the first credit line will be launched within the framework of the Decree of the CREO Program, a credit to know ourselves, with an offer of \$185 billion and advantages for this population such as a mandatory minimum reduction in the interest rate of the credit of 5% compared to the full rate that the intermediary defines in its standard credit conditions for this population and a capital relief equivalent to 5% of the disbursed credit as recognition for good payment, when 70% of the initial term of the credit has been amortized.

**2. Regionalization:** Bancoldex will continue to implement its regionalization strategy, for which the Bank has arranged financing to reach 42,000 companies, excluding the main cities and their metropolitan areas (Barranquilla, Bogotá, Cali and Medellín).

**3. Sustainable Development:** in 2024 the Bank will support 320 companies in financing their decarbonization projects (energy efficiency and renewable energy. In the framework of the inclusion of diverse populations in 2025, the Bank will seek to disburse \$35 billion to: indigenous population, young entrepreneurs, people with disabilities, victims of the armed conflict, Black, Afro-Colombian, Raizal and Palenquero (NARP) population, and women entrepreneurs.

**4. Support for the internationalization of companies:** by 2025, the Bank will strengthen its foreign trade portfolio by supporting 125 exporting companies with financial and non-financial services. It also aims to disburse \$600 billion to exporting companies with its foreign trade portfolio.

**5. Non-Financial Services:** In 2025, Bancoldex will continue to consolidate its offer of non-financial products and services, mainly targeting microenterprises, export companies and MFIs (microfinance institutions).

**6. Strengthening processes and technology:** to offer a better experience to entrepreneurs in 2025, the Bank will continue to strengthen its digital transformation, with the goal of developing a digital solution for rediscounting aimed at microenterprise credit-oriented entities. Similarly, the Bank will strengthen its data governance model with the objective of having complete and reliable information that contributes to decision-making in the organization.

**7. Collaborative work model for the achievement of corporate goals:** the Bank identified that the implementation of agile collaborative work methodologies allows to achieve better results and helps employees to be oriented to the achievement of common objectives. To this end, in 2025, the Bank included in its goals the creation of collaborative work cells that will enable the achievement of the proposed goals.

## Financial outlook

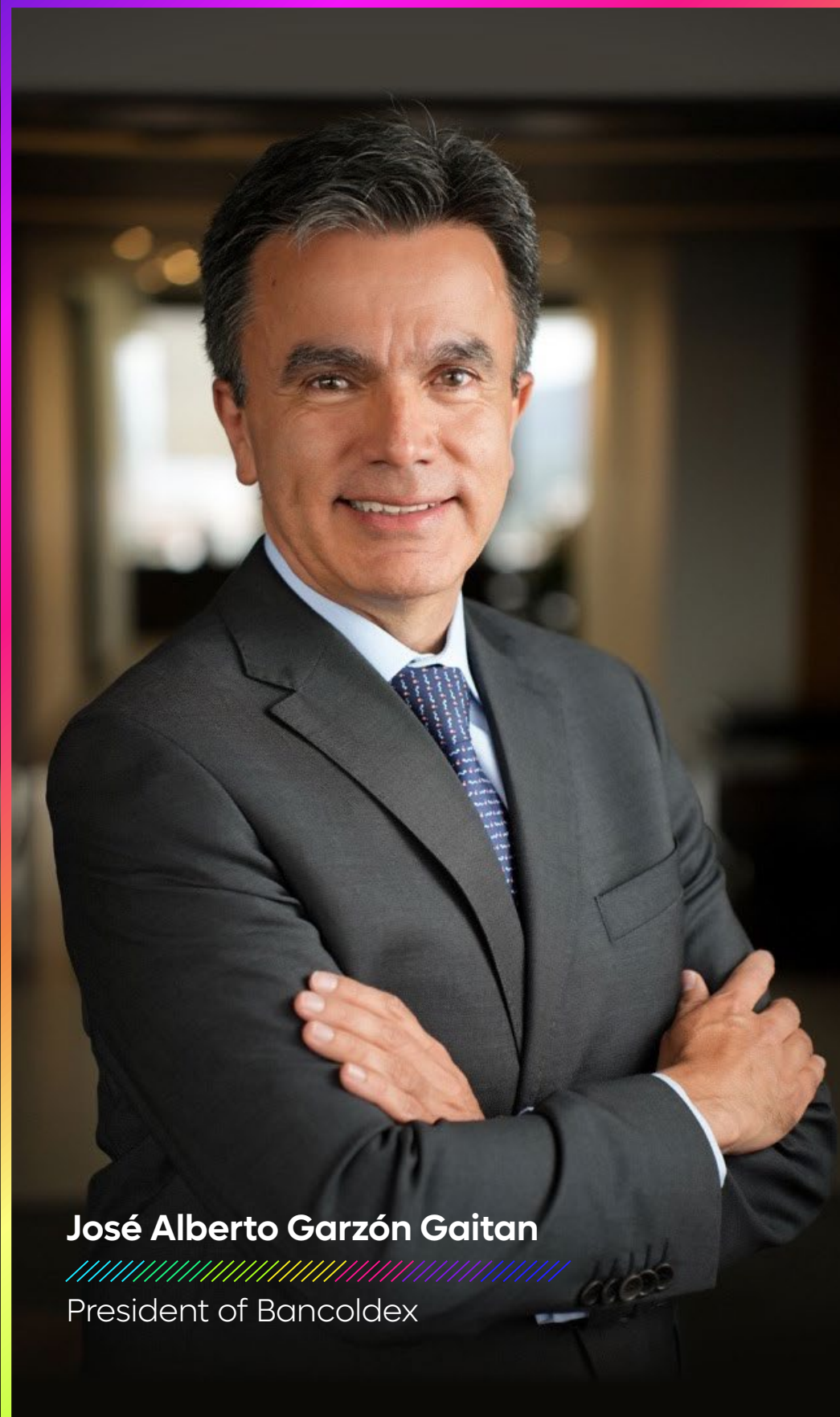
The year 2025 is projected under a scenario in which interest rates will continue to fall and GDP growth will be higher, with relevant challenges in fiscal matters

Under this scenario, and in order to ensure the Bank's financial sustainability and growth, an increase in disbursements is expected to maintain a gross portfolio close to

\$4.8 trillion. This seeks to optimize the cost of funding and continue with the commitment to austerity in spending, with an expected growth operating expense of 2.5% compared to the expenses in 2024, lower than the inflation rate at the end of 2024, which was 5.2%.

## Subsequent events

Management is unaware of any significant event, between the closing date of FY 2024 and the date this report is submitted, that could affect its scope or interpretation.



**José Alberto Garzón Gaitan**  
President of Bancoldex



# Achievements 2024





## Corporate financing

Disbursements for

\$3.8

trillion

which benefited more than 100,000 companies, 99% of which were MSMEs.

### Productivity of MSMEs



\$2.2

trillion

to the MSME segment

\$1 trillion benefited more than **100,000 microenterprises** and \$1.2 trillion benefited SMEs.

### Instrument of public policy



22

special

credit lines

Bancoldex supported entrepreneurs with financing under better conditions. In this regard, the Bank offered a portfolio of 22 special credit lines that reached disbursements of more than **\$1.1 trillion**.

## Popular Economy



80,000

micro-enterprises

In 2024, through its portfolio of rediscount credit lines, the Bank served more than 80,000 microenterprises with loans for amounts equal to or less than 6 smmlv with disbursements of more than \$300 billion.

6,600

micro-businesses

Launch of the **CREO Popular Economy** credit line with resources of \$20 billion. By the end of 2024, it had reached disbursements of \$20.8 billion, benefiting 6,600 micro-businesses.

## Business modernization

**\$1,19** trillion  
in disbursements

as a result of the implementation of special lines such as the **Competitive MSMEs** line.

## Non-financial services

**3,200** companies

supported with non-financial services (88% classified as MSMEs), located in **281 municipalities in the country**.

**660** users

completed their courses on the **Conecta Digital platform**.

## Technical assistance

The following programs were implemented :

- ◆ Asesorate (Get advice)
- ◆ Súmate, alístate para crecer (Join us, get ready to grow)
- ◆ Vincúlate y Crece (Sign up and Grow)

## Bancoldex Regionalization

**230** companies

highly qualified for access to **direct SME credit** were served. This strengthened the recognition of and approach to SME entrepreneurs in major and intermediate cities.

**477** companies

attended to for rediscounts in **16 cities and municipalities**, through financial fairs and business meetings.

## Bancóldex' Fund of Funds

**\$375,339** billion  
in Fund of Funds

## Sustainable development

**\$182** billion  
disbursed

benefiting 760 companies with **green projects**.

**58,000** women  
entrepreneurs

Disbursements of **\$379.3 billion** benefiting more than 58,000 women entrepreneurs.

## Commitment to sustainability

Bancoldex received accreditation from the **Green Climate Fund (GCF)**

to access concessional resources to finance climate change mitigation and adaptation projects.

Bancoldex signed a **USD \$100 million transformational credit line** with

the Agence Française pour le Développement - AFD. These funding resources will make it possible to finance the growth and competitiveness of Colombian SMEs, with a special focus on sustainability, the environment, and inclusion.

## Neocredito

**\$2.4** billion  
in disbursements

182 disbursements for \$2.4 billion. \$396 million were disbursed to 103 micro-entrepreneurs in the Popular Economy.

**8,549** new  
microentrepreneurs

registered on the platform during 2024, bringing the total number of registered microentrepreneurs to 23,265.

Resources under management of \$375.3 billion in Bancoldex' Fund of Funds, where the Bank acts as anchor investor with \$293.4 billion in three compartments:

- ◆ Venture capital with \$138 billion
- ◆ Bancoldex Capital with \$185.4 billion
- ◆ Compartment Fomento Micro VC with \$51.8 billion



# Contact us



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 [contactenos@bancoldex.com](mailto:contactenos@bancoldex.com)

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Centro comercial Atlantic Cente C.P. 080020

**Phone:**

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## Bucaramanga

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Empresarial Natura Torre 1 Oficina 413 CP 681003

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## Cali

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barrio Centenario C.P. 760045

**Phone:**

(602) 485 5213 - (602) 485 5074 ext.: 3203

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Monday to Friday 8 a.m. a 12 m. / 2 p.m. a 5 p.m.

## Cúcuta

Calle 10 #4-38 Edificio Cámara de Comercio

**Phone:**

(601) 486 3000 Ext 900

**Office hours:**

Monday to Friday 8 a.m. a 5 p.m.

## Medellín

Calle 4 Sur #43A-30

Local 102 edificio FormaCol

**Phone:**

(604) 296 6020

**Office hours:**

Monday to Friday 8 a.m. a 1 p.m. / 2 p.m. a 5 p.m.

## Pereira

Carrera 13 #13-40, Oficina 405 centro

comercial Uniplex Circunvalar C.P. 660003

**Phone:**

(606) 340 0818 - (606) 335 2626 Ext. 3601

**Office hours:**

Monday to Friday 8 a.m. a 12 m. / 2 p.m. a 5 p.m.

## Others Bancóldex' phone numbers

**Aipe:** 608 839 8065

**Armenia** 601 742 0281

**Buenaventura:** 602 297 8201

**Buga:** 602 239 1722

**Cartagena:** 605 693 0712

**Cajicá:** 601 883 7036

**Cúcuta:** 607 594 2681

**Facatativá:** 601 890 2827

**Girardot:** 601 888 9742

**Ipiales:** 601 742 0281

**Manizales:** 606 891 8603

**Montería:** 604 789 7450

**Palmira:** 602 286 8700

**Popayán:** 602 836 8115

**Rivera:** 608 838 8132

**Santa Marta:** 605 435 8303

**Sincelejo:** 605 276 2381

**Sopó:** 601 871 3725

**Tuluá:** 602 235 9709

**Valledupar:** 605 589 4048

**Zipaquirá:** 601 882 6860

## MiCitio

### Ibagué

Carrera 3 Calles 10 y 11 Gobernación del Tolima C.P. 730006

**Phone:**

(608) 277 0114

**Office hours:**

Monday 8 a.m. a 12 p.m. / 2 p.m. a 6 p.m

### Neiva

Carrera 5 No.21-81 Bloque Cultural

Centro de Convenciones José

Eustacio Rivera C.P. 410010

**Phone:**

(608) 863 0168

**Office hours:**

Monday 8 a.m. a 12 p.m. / 2 p.m. a 6 p.m

### Pasto

Calle 18A No. 25-16 Pasaje Corazón de Jesús C.P. 520001

**Phone:**

(602) 722 6834 ext. 116 - (602) 736 5095

**Office hours:**

Monday 8 a.m. a 12 p.m. / 2 p.m. a 5 p.m

### San Andrés

Avenida Colón, edificio Bread Fruit of.

203-4 C.P. 880001

**Phone:**

Celular (+57) 315 334 0820

**Office hours:**

Monday 8 a.m. a 12 p.m. / 2 p.m. a 6 p.m

### Tunja

Centro de Convenciones - Cámara de Comercio de Tunja Calle 35 No 10-09

**Phone:**

(608) 742 0281

**Office hours:**

By appointment

### Villavicencio

Av. 40 No 24a -71 Edificio Cámara de

Comercio 2 piso – Villavicencio C.P. 500005

**Phone:**

(608) 684 9646

**Office hours:** Monday to Friday

7 a.m. a 12 p.m. / 2 p.m. a 5 p.m



# Annual Report 2024

