

Annual Report  
**2021**







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# Carta del Presidente

## Dear Shareholders,

As I take stock of 2021 for Habitat, I cannot stop thinking about what lies ahead, so I would like to write a few lines on the constitutional process underway in the country. If the agreed deadlines are met, we are a few months away from the final proposal for Chile’s new Constitution. The advances known as of the date writing this letter, comprising both approved and rejected articles, suggest a proposal that is very far from people’s real expectations and feelings.

Undoubtedly, pensions are an issue that has been on the table for a long time and that impacts the lives of millions of people and the future of all. Thus, we hoped the issue would be treated with the depth, seriousness and responsibility that it deserves, seeking the best for everyone both now and in the future. However, the Constitutional Convention’s respective commission refused to include an article that said that “The State cannot in any case expropriate workers’ pension funds” and some authorities have let slip comments that suggest the intention to end workers’ individual ownership of current and/or future savings.

Habitat has not been oblivious to the feelings of the majority of its affiliates and launched a massive campaign to share and report on people’s preferences regarding their savings and the AFP. People want better pensions but not at any cost. They want their hard-earned savings

to be inherited by their children in case of death and not by the “next generation” as one authority suggested. They want to be able to choose who manages their pension contributions, which are the fruit of their work, and not be obliged to put them in the hands of the government of the day. They want their current and future contributions to go into their individual account and not to a common fund. Notwithstanding the foregoing, we have noted how some authorities are annoyed by the communication of these preferences and a few hours after making criticisms, we have been instructed, via official letter from the regulatory body, to withdraw this campaign from the media.

The pension problem has a clear diagnosis and it is related to people’s lack of contributions. The final report of the commission, appointed by former President Bachelet 15 years ago, to study the pension system is clear about its function and benefits: “The individual savings account system created by the 1981 reform is not in crisis. It works as expected: the contributions of dependent workers are made regularly; the AFPs comply with their legal obligations; affiliates’ funds are safe. The investments have only produced negative returns in two years and, in 25 years of operation, there has been no fraud in the system, nor has an AFP gone bankrupt. The individual savings account system as a financing mechanism has not failed. For workers with stable jobs, who contribute regularly







throughout their working life, the accumulated funds make it possible to finance pensions close to their income when they were actively working. The individual savings account system has also had positive effects on growth and the development of the country’s capital market. These effects are not only reflected in macroeconomic indicators, but in realities much closer to people, such as the cost of mortgage loans, consumer loans and small business loans.”

No contributory pension system, whether individual capitalisation or pay-as-you-go, can deliver good long-term pensions if people don’t contribute, and that is the problem in our country. The solution does not lie in nationalising the funds, nor handing their administration to a state monopoly or migrating to a pay-as-you-go system; on the contrary, that would only aggravate the problem by reducing savings, increasing informality and turning the pension system into an unsustainable one in the long term, as shown by a 2017 study on the subject by the Central Bank. Current evidence convincingly shows that the vast majority of people want their contributions to go into their individual savings account, as occurs today, and that if that is not the case, there may be an increase in informal workers and decrease savings. The changes with the greatest positive impact that should be implemented as soon as possible are the following: all workers and not only dependent employees should contribute to their pension when they receive income to reduce gaps in pension contributions, and the retirement age should be adjusted to people’s life expectancies.

The country’s support of its older citizens must come from everyone’s efforts. This is achieved through general taxes and not by undermining workers’ savings or threatening the pensions of future generations through a tax on formal work, such as contributions, which would also place the weight only on a segment of the population, since today an important number of Chileans do not contribute. The creation of a Universal Guaranteed Pension points in the right direction by granting, via general taxes, a minimum pension to everyone, except the richest 10%, and which is financed by 100% of Chileans since we all pay taxes.

On top of this minimum pension, every Chilean should build a better pension through their work, allowing them to have an old age comparable with their working life income, and also contribute to a voluntary pillar which provides incentives for those that can make an extra effort. That is the mixed system of three pillars that Chile has today, but it must be improved to provide coverage for everyone. The solution is to expand coverage, not burden a few with the weight of everyone’s pensions. We hope that a reform of the system, as well as any mention of the subject in the Constitution, addresses these points.

On innumerable occasions, Habitat has presented to different authorities, politicians and the general public, proposals to improve our system, based on the national reality and the study of the best systems worldwide, but the AFP can only operate within the current legal framework and is not a legislator. Additionally, it is worth noting

that the AFPs have not been invited to join any of the commissions set up to propose reforms to the pension system, despite being one of its main actors.

**Profitability of Pension Funds**

During 2021, the funds managed by Habitat had returns for their affiliates that ranged from a decrease in the quota value of 6.87% for Fund E and an increase in the quota value of 20.39% for Fund A. Fund E’s quota value loss is mainly explained by the sustained rise in interest rates in 2021, which in Chile was heightened by the impact on the capital markets of the sale of assets due to withdrawals made by affiliates. Increased interest rates also impacted a number of other areas, such as the rise in the rate of mortgage loans and inflation.

It is important to note that Habitat has achieved the highest profitability for its affiliates among all AFPs. In other words, the profitability of each Habitat-managed fund since the start of the multi-funds in 2002 and the beginning of the system in 1981 is the largest in the system in each case.

These long-term returns, which to a certain extent have made it possible to compensate for affiliates’ low contributions, are comparable with the best pension funds worldwide. In addition, administration costs





are substantially lower than many state funds, such as Canada’s, which despite being state-owned and non-profit charges almost 50% more than Habitat.

Unfortunately, reality does not seem to influence the system’s detractors, who insist on the need to prohibit the private administration of pension funds and intend to take away from legitimate savings owners the right to choose their administrator, which would eliminate the competition that seeks to reduce costs, improve services and increase returns on funds.

Corporate reputation

In the past year, Habitat advanced 10 positions to 68th place in the Merco corporate reputation index. This recognition fills us with pride and satisfaction, since in such a troubled environment and with a pension system so under attack by certain sectors, being among the 100 companies with the best corporate reputation in Chile, and the only AFP in that group, makes us think we must be doing something good for our affiliates and for the country.

Company results

The year 2021 ended with Habitat’s corporate restructuring on December 1, creating Administradora Americana de Inversiones S.A. (AAISA), a sister company to Habitat, with its same shareholders. This reorganization seeks to give every shareholder the opportunity to participate in the consolidation of the company’s international expansion and in the search for new business both in Chile and abroad. This new company is the parent company of Habitat Andina, which in turn controls operations in Peru and Colombia and is the owner of local real estate assets. As such, AFP Habitat now fully focuses efforts on Chilean operations.

The profit of AFP Habitat S.A. was 2% higher than 2020 which, when the results of AAISA are added, produces a total profit increase of 5% in 2021 compared to the previous year.

Dear shareholders, in recent years the regulatory uncertainty and the clumsily repeated slogans against the system have been reflected in a decrease of nearly 50% in the market price of the Company’s shares despite having maintained activity and profitability. Moreover, dividend payments have been increasing as a result of the release of

the Obligatory Reserve due to the series of pension fund withdrawals authorised by Congress, which we have categorically and permanently opposed to because we believe it is a very bad public policy.

I hope that good judgment, high-mindedness and the search for better, fair and sustainable pensions for all in the long term will lead the discussion and that we can play an active role in achieving a better future for everyone.

Yours faithfully,

Cristián Rodríguez Allendes  
Chairman

March 2022



# Habitat at a glance - 2021



## Our Mission

We want to improve the quality of life of our clients by providing them with an excellent pension service.

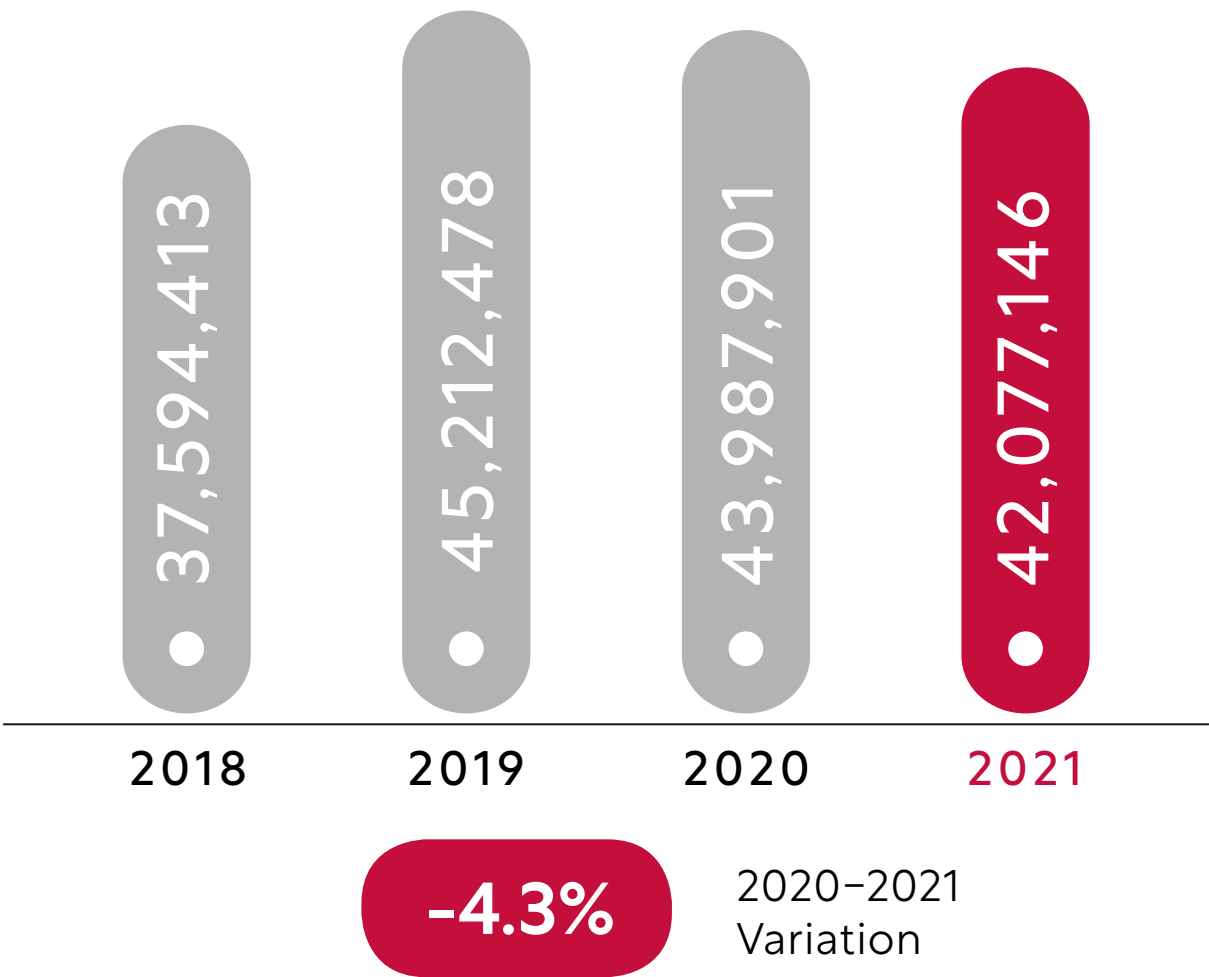
## Our Values

Ethics / Service-minded Approach / Excellence in the Workplace / Teamwork

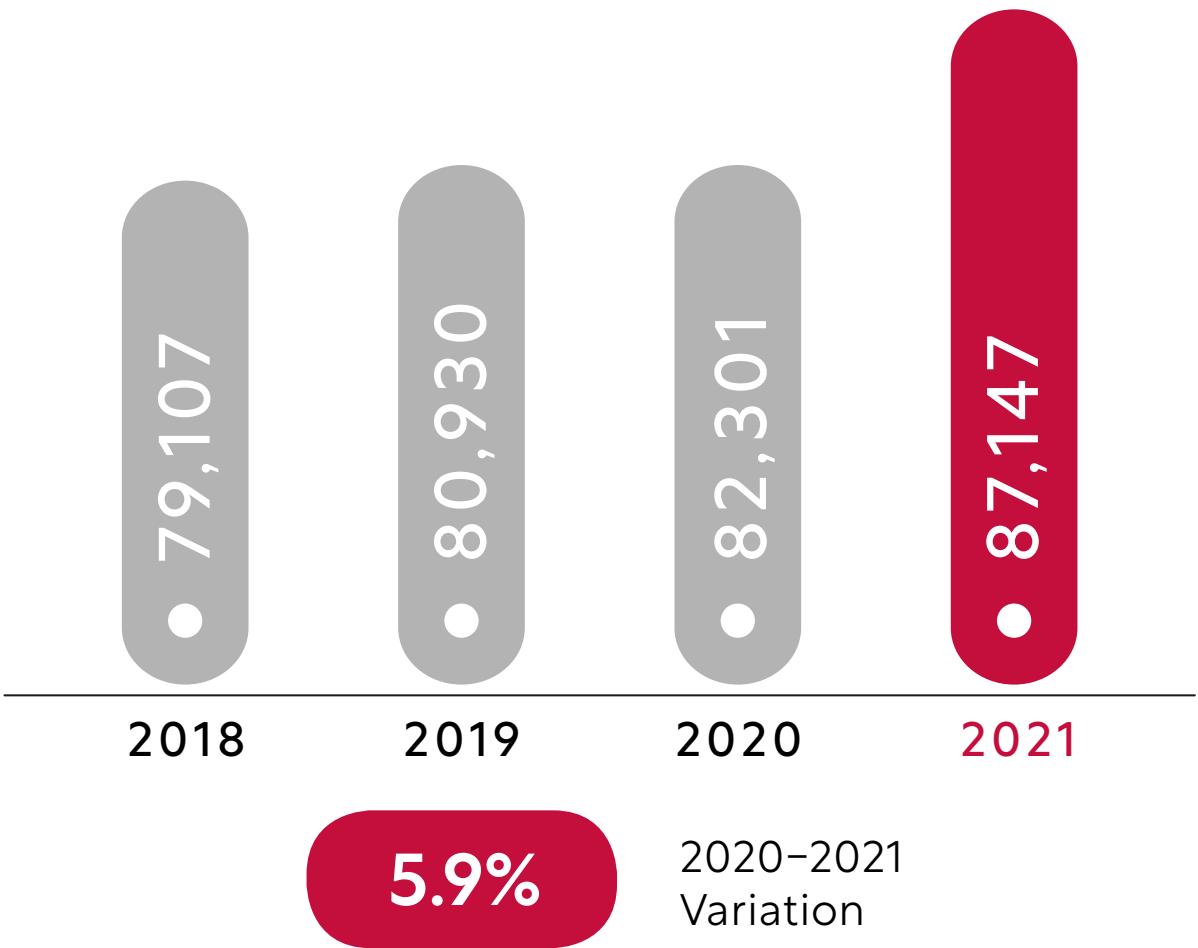
## Our Vision

We want a country where people feel optimistic about their retirement, appreciating the importance of savings.

Total Assets of Pension Funds (MM CLP)



Evolution of Net Operating Result (\*) (MM CLP)



\* Table 2.05 iii B) of Financial Statements.

**\$ 42,077,146** million CLP

Total Assets of Managed Funds

**1,839,166** million CLP

Total Profitability of Funds

**1,891,898** as at December 2021

Total Affiliates

**17.7%**

Contributor's Market Share



# HIGHLIGHTS OF 2021



## Corporate Efficiency



- We are the **N°1 Pension Fund Administrator (AFP) in Profitability** since the creation of multifunds.
- We continue to be the N°1 AFP in Total Managed Funds, with more than CLP 42.1 trillion assets under management.

## Corporate Reputation



- We were once more recognized by **Great Place to Work 2021**, and ranked 11th among the best companies to work for in Chile in the category “companies with over 1,000 employees”.
- We are the only Pension Fund Administrator recognized by **Ranking Merco Chile 2021** for our corporate reputation.

## Customer Service



- During 2021, we managed a total **2.44 million requests regarding the “Withdrawal of 10%”** totaling \$ 3.970 million dollars. \*\*
- More services available through our **digital platforms**: 93% of customers receiving services used a digital mode.

## Social Development



- During 2021, as part of our alliance **“Piensa en Grandes”** [Think Big], a partnership made up of Hogar de Cristo charity foundation, Vinson consulting company and AFP Habitat, we launched our second social innovation fund aimed at fostering high-impact projects for an improved quality of life and/or ecosystem of senior citizens’ in Chile.
- We continued to actively participate in the program **“Por Un Bien Mayor”** [For the Greater Good], led by Simón de Cirene Foundation and the National Service for the Elderly SENAMA, supporting care homes for seniors at Puente Alto municipal district in their process of formalizing and improving care for older people.







# 01. Management Report

**\$129,863**  
million CLP

was the net of tax income  
of year 2021





# 1.1 2021 Financial Results

Before discussing our financial results, it is important to point out that because of the corporate reorganization performed by the company during 2021, as of December 1st, the company stopped issuing consolidated financial statements, and thus has submitted individual financial statements. Regarding the comparative information of year 2020 included in the financial statements of year-end 2021, results were adapted to the individual format in order to allow for an appropriate comparison of both financial years.

In respect of operating income, the company recorded \$114,042 million, showing a 2.5% variation compared to last fiscal year-end. In terms of ordinary income, AFP Habitat showed a \$12,638 million increase at year-end, showing a 6.63% variation with regard to 2020 income. This variation is partially due to a rise in the average income of our affiliates, as well as to higher revenues from our voluntary savings products (APV and CAV), which increased by 17.2%. With regard to operating costs, that is, personnel expenses, miscellaneous operation expenses, depreciation and impairment adjustments, the company had a higher expenditure of \$9,899 million, resulting in an increased operating income of \$2,739 million in comparison with 2020 year-end.

As far as non-operating results are concerned, income from the Obligatory Reserve Profitability decreased substantially compared

with last year, recording a total gross net income of \$19,568 million, that is, CLP 8,301 million lower than the results obtained under this item in 2020. This is mainly explained by the lower performance of pension funds over the preceding year. As to results from subsidiary and associated companies, at year end a net income of \$26,443 million (\*\*) was recorded, that is, a 6,7% increase over the previous year. Regarding financial costs, the sharp rise in the bank financing rate resulted in a significant increase in financial costs associated with long-term financing of AFP Habitat during 2021, involving a total interest payment of \$1,437 million. Finally, in terms of Income Other than the Operation, a 62.5% variation is observed related to increased income, which is mainly due to the payment by the insurance company associated with damages caused in October 2019 to the company’s facilities, together with the higher financial income pertaining to the loans up to December 1st by AFP Habitat to its subsidiaries Habitat Andina and Habitat América.

(\*\*) Given the fact that Habitat Andina is no longer a subsidiary of AFP Habitat S.A. as of December 1st 2021, income earned by this company were shown in 31.11.320 Account “Profit (Loss) from Discontinued Activities, Net of Tax.” In order to do a correct comparative analysis with year 2020, it is important to point out that the \$26,443 million referred to in the analysis include the amount of this account plus 31.11.160 Account “Profit-sharing from Associated Companies Recorded Using the Equity Method.”





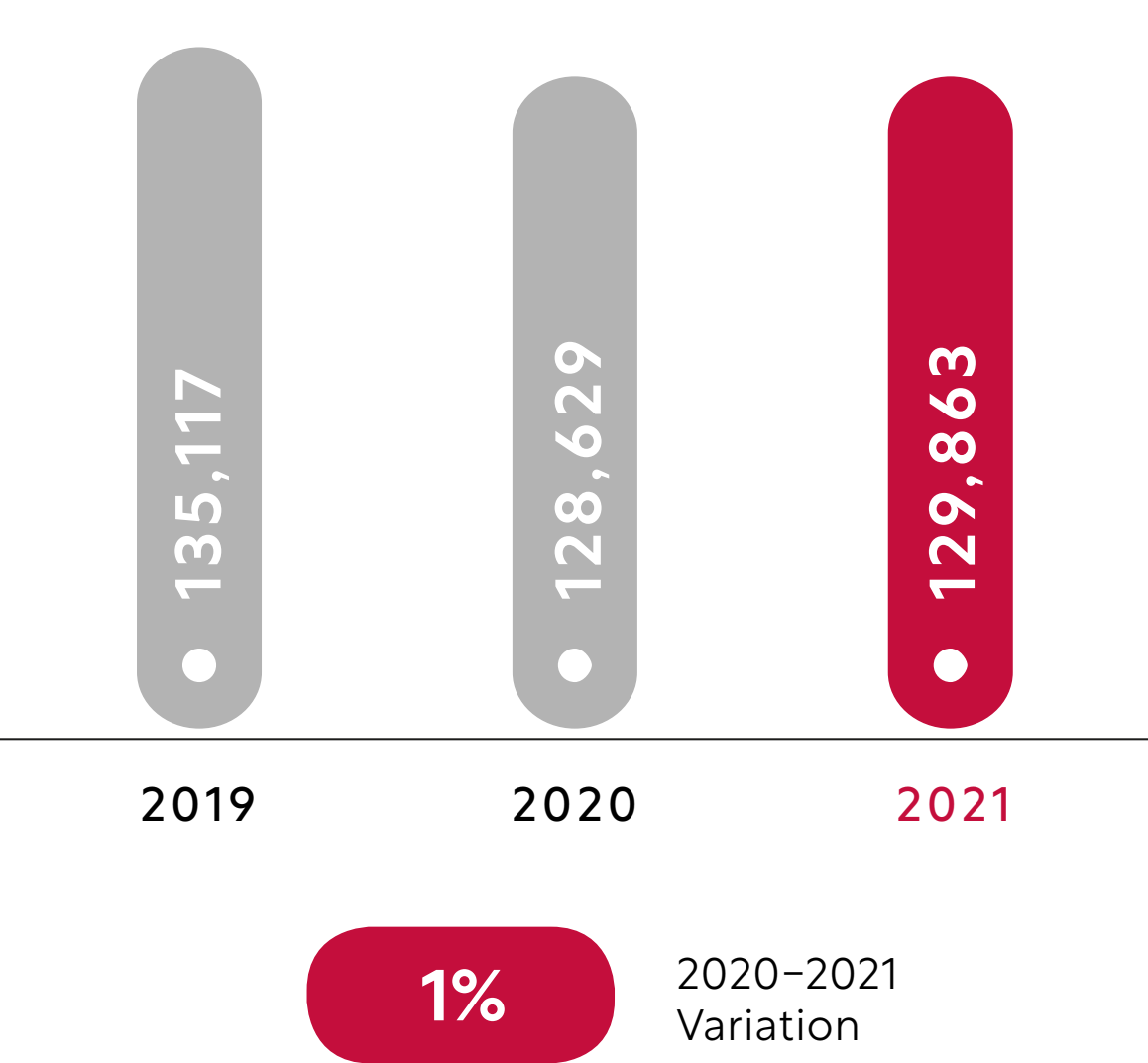


Finally, in terms of tax expenses, although in 31.11.230 Account a strong decrease in tax payment is shown, this lower payment is due solely to the way accounting for taxes is to be performed after a splitting process where taxes are paid in proportion to the distributed

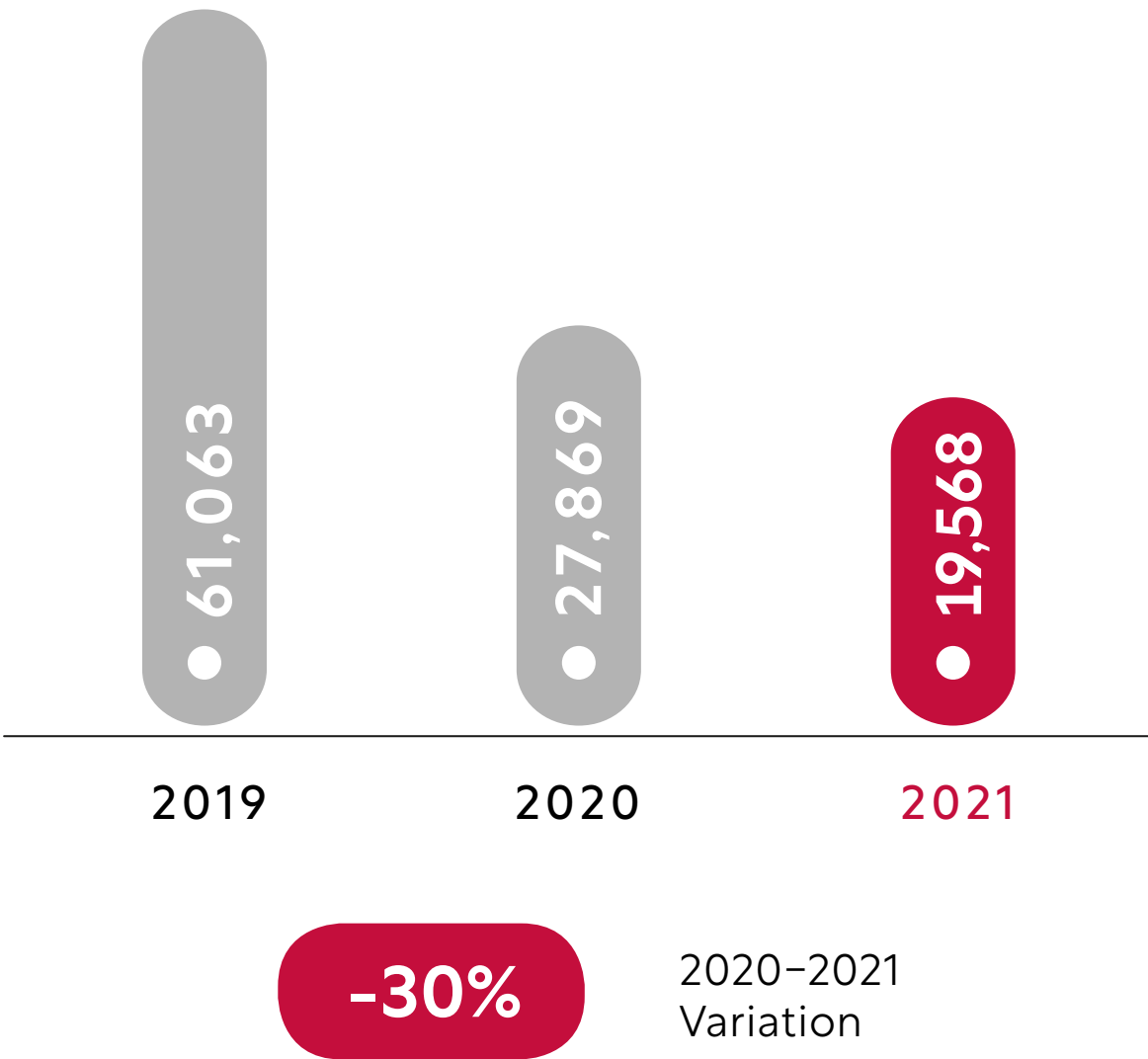
capital. Given the foregoing, in order to correctly recognize the year’s tax effect, it is necessary to take into account the tax credit granted to the new entity (Administradora Americana de Inversiones) for a total \$20,960 million, which is included under 31.11.210 Account “Expenses

Other than the Operation.” Thus, when considering both accounts, an effect is observed in the result due to the \$31,512 million taxes, with a tax rate very similar to the previous year.

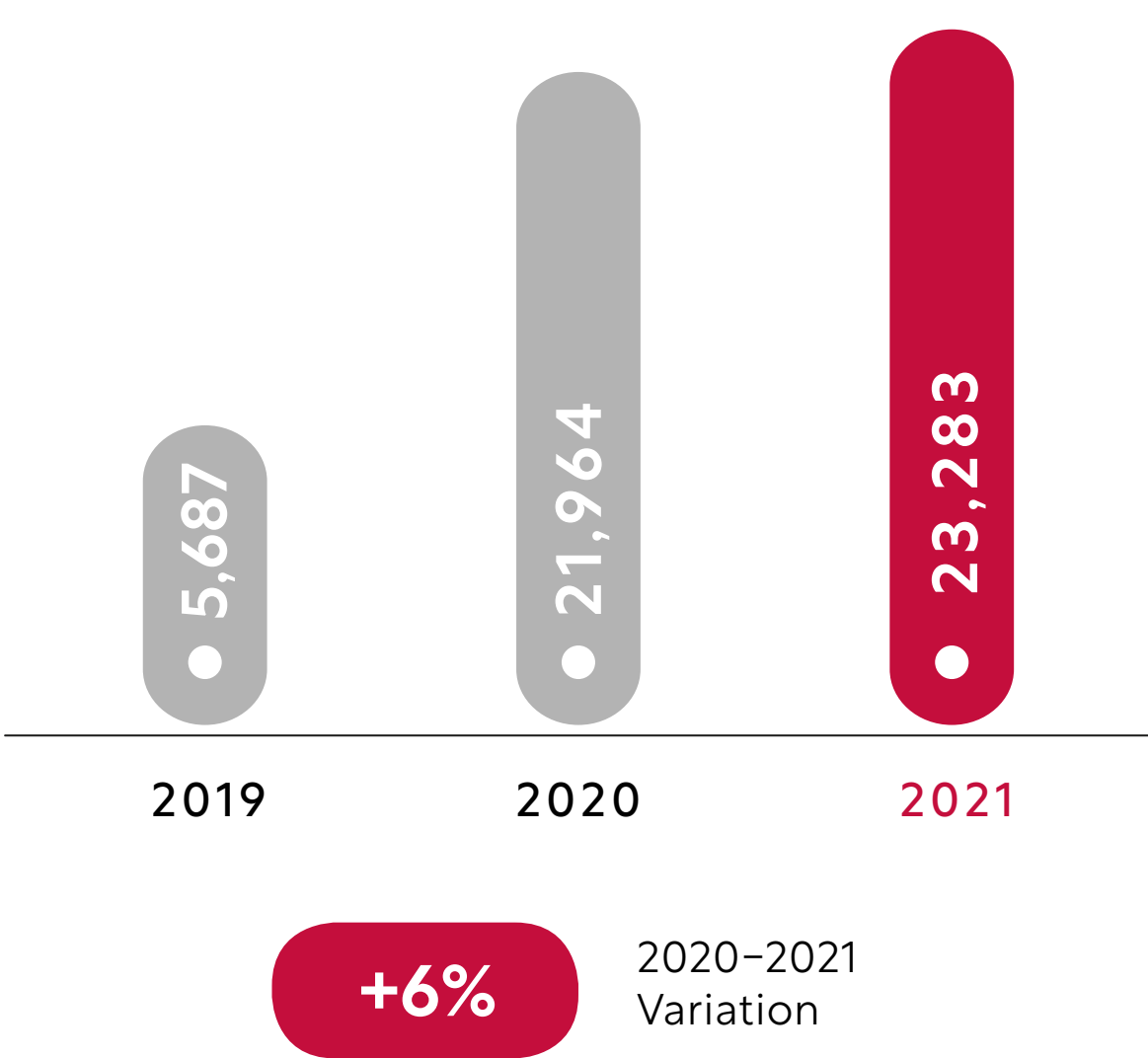
AFP Habitat Net Results (Million CLP)



Profitability of the Obligatory Reserve (Million CLP)



Andina Subsidiary Results\* (Million CLP)



\* Results as at 30 November 2021.



# 1.2 Pension Fund Investments



## Pension Fund Investments

Through the year, the nominal profitability obtained by our funds A, B, C, D and E during the last 12 months was 20.39%, 14.92%, 4.65%, -3.57% and -6.87% respectively. This ranks us among the leaders of the industry in terms of profitability over the last five years and leaders since the creation of multi-funds.



## Brief Context Analysis

During 2021, expectations of economic recovery improved, which resulted in growth estimates remaining at high levels. Particularly, in its report published in March\*, OECD estimated a 5.6% growth rate for 2021, including a positive adjustment of nearly 1.4% (in connection to its December 2020 report). These estimates remained unchanged in its latest December report, but an adjustment was made to the growth estimate of years 2022 and 2023 with 4.5% and 3,2% rates respectively, converging towards its trend level.

It has been seen that growth prospects pointed to stabilization. In addition, it is foreseen that over the next few quarters, global economy will be moving towards a historical growth trend. However, within this context of recovery of activity and trend towards a historical growth, a discussion has arisen regarding inflation expectations over the coming quarters.

One of the short-term connecting threads, which has put upward pressure on inflation forecasts, has been the rise in commodity prices, particularly those linked to energy, which is explained by lower stocks, production disruptions and a more adverse climate in the northern

hemisphere. An unexpected decrease in energy supply, along with the observed increased demand, has resulted in a narrowing of the market, resulting in a strong escalating impact on prices.

But the inflationary factor is not explained by the energy market alone; other issues have also combined having an impact on prices. The pandemic forced fiscal and monetary responses that have strongly enhanced market liquidity, which combined with the continuous disruptions in logistics chains affecting both production and distribution are also accountable for rising prices.

In response to high inflation, some of the larger central banks from developed countries have started to give signals that there may be a reduction in monetary stimulus ahead of time. Specifically, the United States Federal Reserve (Fed), at its last political meeting held in December, pointed out the risk that the economy could be subject to stronger pressures on prices than anticipated, which would make it necessary to bring forward the reduction of quantitative stimulus, modifying its estimated date of interest rate increases. In particular, as part of what was discussed in Fed's 2021 meeting, the following





comment was highlighted: “...participants generally noted that, given their individual outlooks for the economy, the labor market, and inflation, it may become warranted to increase the federal funds rate sooner or at a faster pace than participants had earlier anticipated ...”. Markets took note and, during 2022, the interest rate is expected to be raised in close to 100 basis points (bps).

As a result of the above processes, GT-10 (main global fixed-income reference) increased during the year by nearly 60 bps, which led to closing the year at 1.51% level (compared to the previous year-end level of 0.92%), showing a trend towards pre-COVID levels.

Another important fact at the international level was the noise from China, particularly a set of measures implemented by President Xi Jinping to control the excesses that were occurring in its economy. Thus, under the umbrella of “Common Prosperity” — a campaign seeking to balance growth, equality and stability — regulatory efforts have been directed to industries where some of these excesses were thought to exist. Some measures included fines to large technology companies, such as Alibaba and Tencent, and later on

(during early July) the blocking of Didi platform in order to attract new users to its App. In the real-estate industry, Evergrande — one of its top developers — had liquidity problems due to restrictions and regulations. This hindered the coupons’ payment of its international debt. All this generated significant uncertainty that led to position sales in China involving negative returns.

At the local level, uncertainty regarding the political situation was the keynote of the year. Elections for the members of the Constitutional Convention, as well as presidential elections were setting the pace for the performance of local financial assets. Historically, one of the main indicators of uncertainty has been the variation in the exchange rate. During 2021, it experienced a rise of nearly CLP 140, reaching a maximum amount of CLP 875 per dollar, which is a level similar to the maximum observed in March 2020, at peak volatility in pandemic.

On the other hand, monetary and fiscal stimulus, as well as the effect of early withdrawals of pension funds began to be felt in prices of goods and services, and financial assets. In this manner, in addition to imported inflation, in Chile a provision of liquidity to families has

been added that, if measured as a percentage of gross domestic product, is one of the largest in the world. This has generated a sharp rise in inflation.

This is why the Central Bank of Chile has pointed out the risks of an economy that would be overheating and has strongly reacted by hiking the monetary policy rate from 0.75% to 4% during the last quarter.

All in all, during the period in question, medium-to-long-term rates rose on average by close to 290 basis points, where the 10-year nominal rate\* closed at 5.57% (compared to a closing of 2.66% in the previous period), which is explained by higher risk factors, in addition to the beginning of the Central Bank’s rate hike cycle.





	Fund A	Fund B	Fund C	Fund D	Fund E
Total Funds Managed by Habitat (MM CLP)	7,986,018	7,269,759	16,815,982	5,608,035	3,766,148
Profitability Income (MM CLP)	1,203,608	841,877	710,976	-260,282	-656,214
Profitability % in 1 year Jan 21-Dec 21	20.39%	14,92%	4.65%	-3.57%	-6.87%
Profitability % in 3 years Jan 19 - Dec 21	14.70%	12.88%	9.89%	6.12%	3.82%
Profitability % in 5 years Jan 17 - Dec 21	11.53%	10.27%	8.28%	5.58%	4.18%
Profitability % in 10 years Jan 12 - Dec 21	10.09%	9.12%	8.29%	6.89%	5.90%
Profitability % in 15 years [Jan 07 - Dec 21]	7.77%	7.83%	7.74%	7.08%	6.79%
% since the Creation of Multifunds Sept. 27, 2002	10.26%	9.28%	8.63%	7.64%	6.72%

Los % corresponde a Rentabilidad Nominal.



# 1.3 Market Position



## Ahorro Previsional Obligatorio

By the end of 2021, the industry had a total 11,358,539 affiliates to the pension fund system, of which 16.7% were affiliated to AFP HABITAT. This ranks us third among administrators in number of affiliates and contributors.

In turn, as at December 2021, the number of workers making mandatory contributions totalled 1,121,403 affiliates, reaching a market share based on this of 17.4%.

Our contributors' average taxable income stood at CLP 1,127,875, increasing by 7.3% over the previous year. This was higher than the industry growth, which showed a 7% variation compared to 2020.

The above explains, to a large extent, that pension funds managed by AFP Habitat as at December 2021 had reached CLP 41.4 trillion, which is equivalent to \*US\$ 48,746. This enables us to be industry leaders in total managed funds, with a 28.9% market share

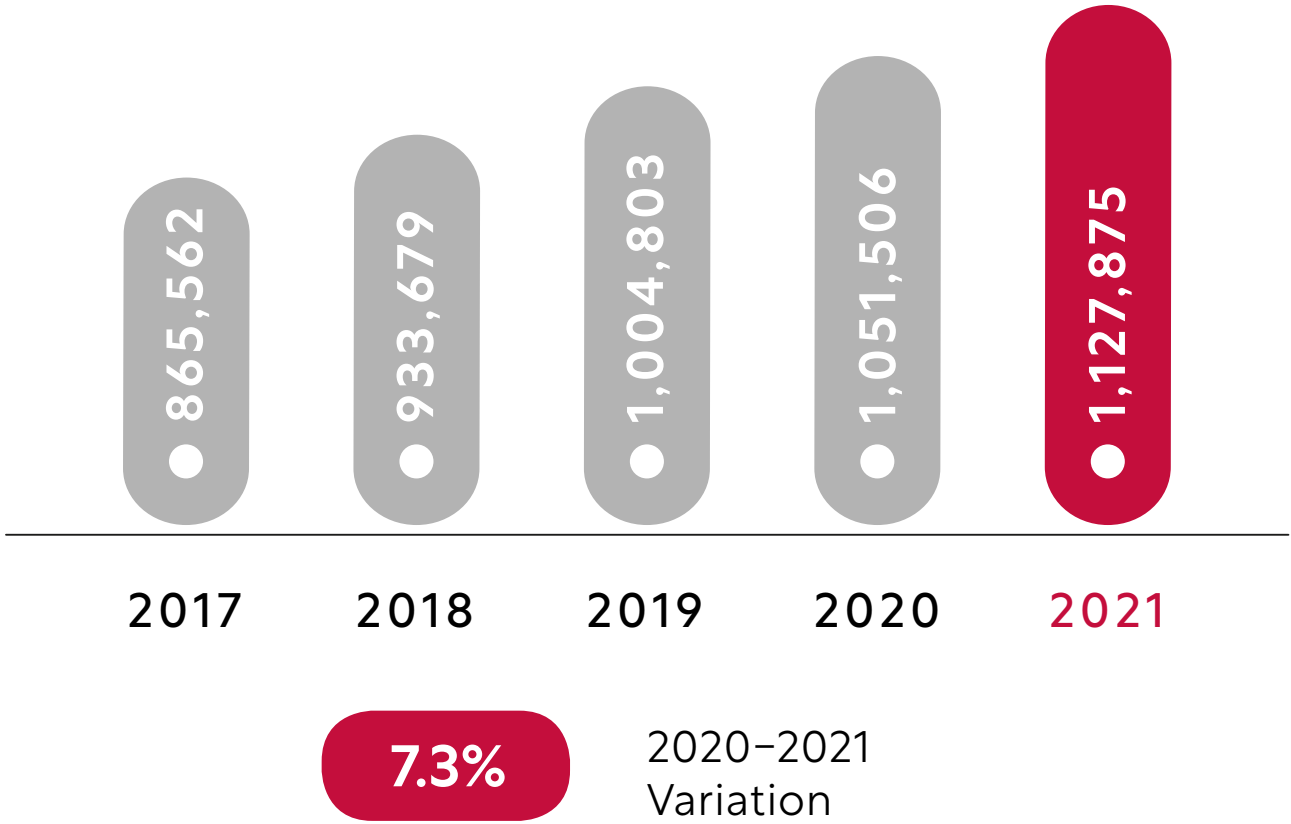
## Voluntary Retirement Savings (APV)

The company is also an industry leader in voluntary retirement savings (APV, for its initials in Spanish), managing a total CLP \$1.88 trillion in 2021, with a 0.6% nominal increase. This represents a market share of 39.0%.

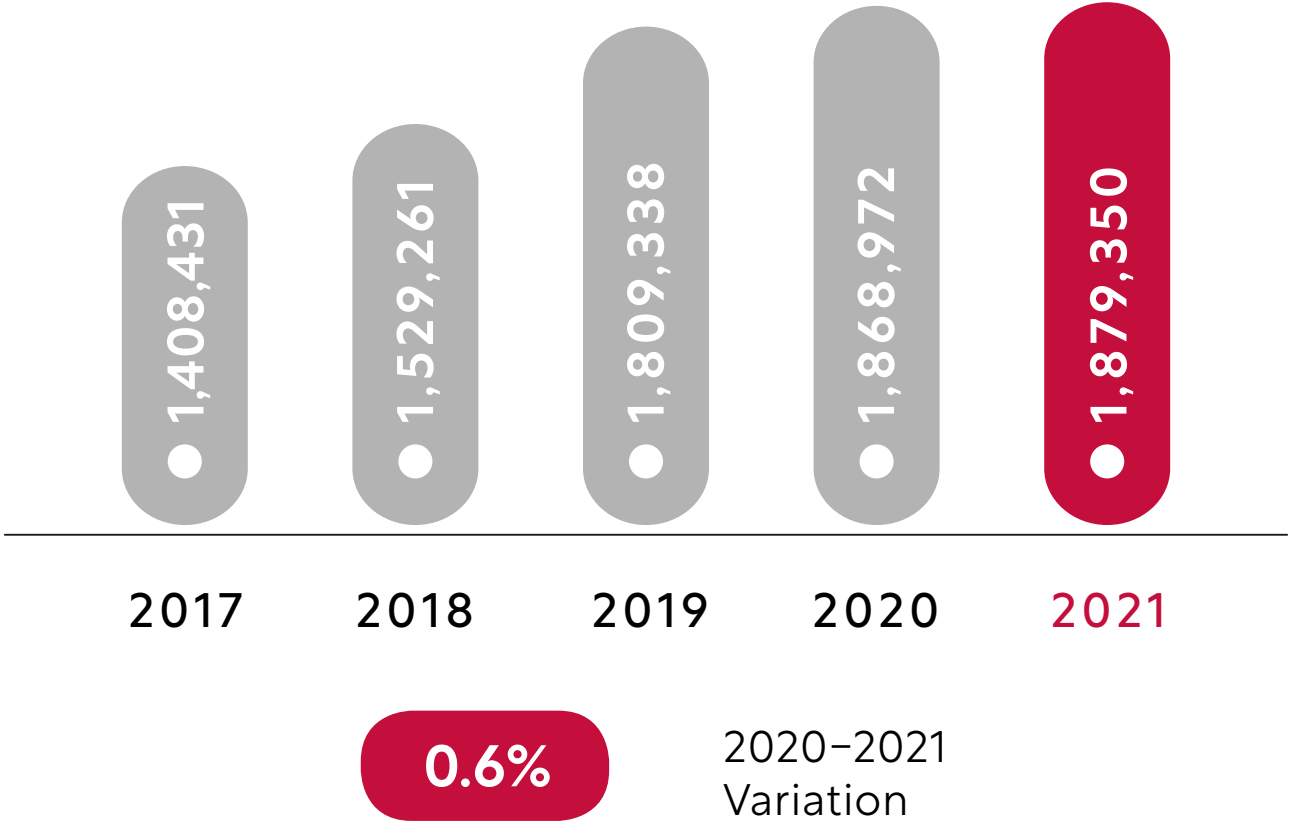
## Voluntary Savings Account (CAV)

Regarding the voluntary savings accounts (CAV, for its initials in Spanish), popularly known as "Account 2", during 2021, AFP HABITAT's total managed funds amounted to CLP 1,297,881 million, including a nominal growth of 34.3%, also positioning us as the number one AFP in this segment, with a 34.2% market share.

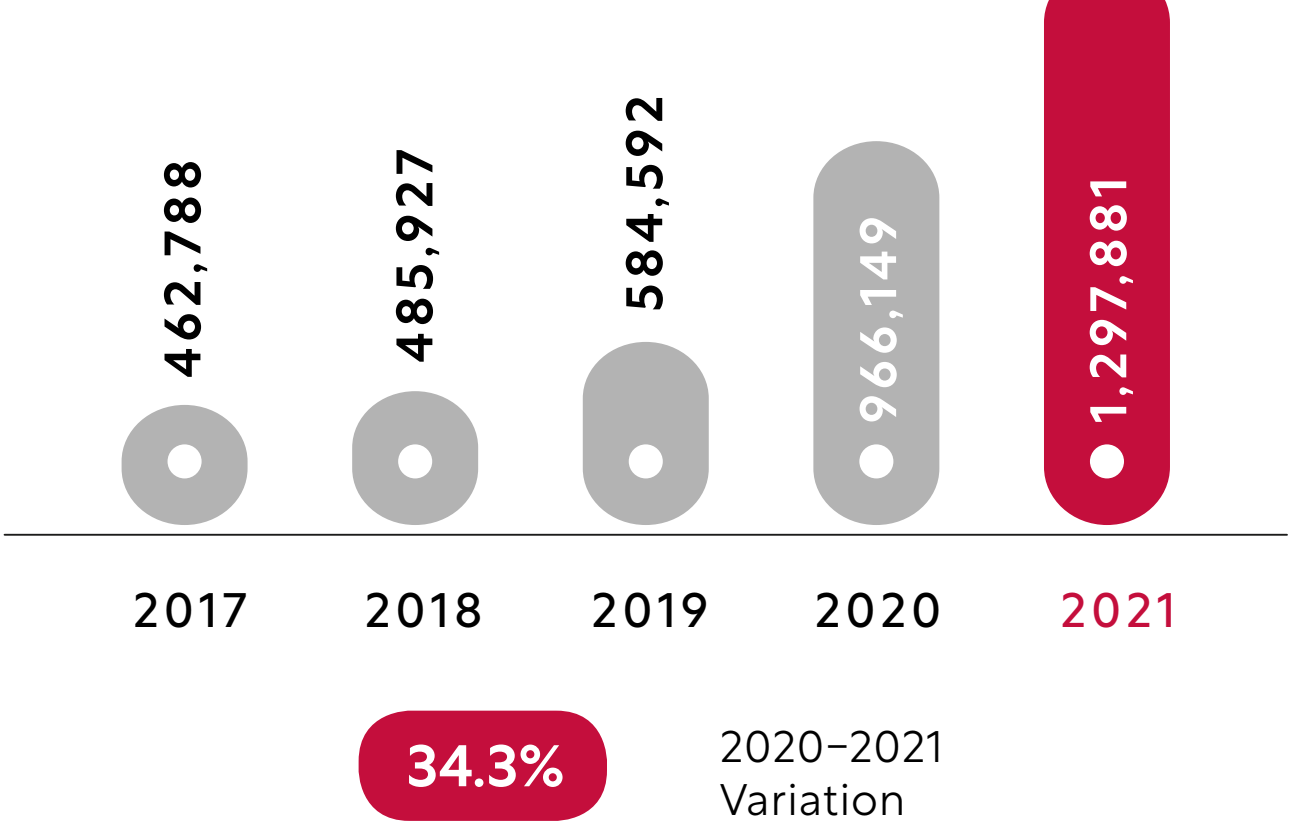
Average taxable income of our Contributors (CLP)



APV managed funds (MM CLP)



CAV managed funds (MM CLP)



\* Exchange rate for December 31, 2021: CLP 850.25 per US\$.  
Source: Central Bank



# 1.4 Development of Human Resources

## Our people: 2021 focal points

During 2021, AFP Habitat celebrated 40 years acting and involved in the Chilean pension funds’ industry. This consolidates us as a company with an extensive experience and long history. Throughout all these years, we have been able to cope with great challenges thanks to the knowledge, commitment and great sense of teamwork of all our employees.

We began 2021 strongly moving forward to meet the challenges associated with implementing the Early Pension for the Terminally Ill (PAET, for its initials in Spanish), giving continuity to the payment of the two 10% pension funds’ withdrawal processes initiated back in 2020, and starting with the third 10% withdrawal process in the month of April. The new regulatory requirements were quickly addressed and as a team. Inter-area committees were set up, which met regularly to follow up on issues such as facilities, technologies and processes automation, training of work teams, communications, risks prevention and control, and customer service, among other things.

In this context, it must be pointed out that the training of our people is a building block. Under this premise, the commercial training team designs and implements continuing education plans and certification programs for the various service channels, covering technical, regulatory and commercial skills topics. A large number of courses were held in record time, enabling our contact staff to provide support and advice to our customers.

Given the global health contingency, we worked on different lines of action to safeguard the safety, and physical and mental health of our workers, thus ensuring business continuity: telework and face-to-face work modalities were kept (since our line of business is essential), and several measures were implemented to promote work, family and personal time balance, as well as a collaborative work environment. One of the actions aimed at promoting the integration of our employees was to adapt the Onboarding Program “¡HOLA!” [HELLO], intended to accompany workers from the moment they are welcomed into the company until they are fully integrated into the organization. This program includes new actions and contents aimed at teleworking areas’ leaders when receiving new telework members.

Likewise, in order to disseminate and reinforce infection prevention measures and their associated protocols, a robust internal communications plan was developed allowing us to stay connected with our employees through the hashtag #NoBajemosLaGuardia [Don’t Let your Guard Down].

Once the number of COVID cases declined at the national level, we began gradually returning to face-to-face work (headquarters) using a hybrid mode (some weeks working in-person and others remotely). Understanding that telework was the way of working during the last year and half, a committee was set up to address significant issues for the return to the office, involving safety, hygiene, at-risk population, shifts scheduling, communication, definition of exceptions and







other practical matters. Measures defined by this committee were implemented and assessed to allow for the permanent incorporation of adjustments to support our people’s adaptation and perception of safety.

Training Programs

Our employees at AFP Habitat are our major asset. This is why we are fully committed to ensuring their development. We are convinced that learning is pivotal for individual and collective growth, and a sustainable competitive advantage, which becomes a source of differentiation. Accordingly, in terms of training and development, in 2021 our focus was on commercial certification, whose structure is based on three pillars: Technical-Technological Training Program, Regulatory Training Program and Commercial-Remote Sales Training Program. In total, more than 90 Commercial Certification courses were held, aimed at all the members of our contact channels: Branch offices, Sales, Key Accounts and Remote Channels. As a complement to training, a recognition program was held that seeks to encourage the participation in the program and recognizes individuals for both their grades and attendance. In our Branch offices, awards were granted on a semi-annual basis to 18% of executives providing services in each area. As to Remote Channels and Key Accounts, 11 people were honored respectively, while in Sales six teams were quarterly recognized. Regarding Branch Offices and Key Accounts, leaders who obtained the highest percentage

of adhesion and an outstanding team average evaluation were also recognized.

Despite the pandemic, and as was done in 2020, both the Training Needs Assessment processes and other scheduled training activities were kept, prioritizing on-line methodology. It should be noted that the Corporate Training area was certified to ISO 9001:2015 Quality Management System Standard for the third consecutive year.

At company level, 113,509 hours of training took place, and 2,033 people were trained, which means that each worker benefited of at least one course, averaging 56 hours per person.

Regarding leadership development, focus was on managing remote teams. Several sessions were held in which the important role of our leaders to generate an organizational climate involving dialogue, collaboration and respect among employees, managers and work teams was reinforced.

Leadership Courses 2021:

- Leading in Times of Uncertainty Webinar
- Talk on Psychological Wellness and Performance at Work
- Talk on the Empathetic Leader
- Talk on Internal Communication: the best ally for your leadership
- Talk on Leading with Flexibility





Organizational Climate Management

As usual, we conducted an organizational climate assessment following the Great Place to Work model. Results obtained – 87 points in Area Vision and 82 points in Corporate Vision – ranked the company in the 11th place among the Best Big Companies to Work for in Chile (companies with over 1,000 employees). In addition, we got the “Great Place to Work” certification, and for the first time were part of the GPTW Latin American ranking, reaching the 47th place.

We take special care to maintain a good working environment based on the genuine welfare of our employees, as thanks to their commitment and good performance we are able to provide an excellent service and fulfill our social role.

Leaders’ role is key to keep contact and a smooth communication with our teams. This is why Work Café meetings were held at least once a month, where the Human Resources team met with the area leaders with a view to create a conversation space, answer questions and provide them with important information for them to pass on to their teams. The Commercial Unit, which has the largest number of members, holds these meetings with the heads of each of its areas (Sales, Branch Offices, Key Accounts and Remote Channels), where instances are also divided by areas to maintain a small group and provide a space for an open conversation. Work Cafés are also held at the Administration, IT, Processes, and Operations areas. During this contingency, these are attended by representatives from Human Resources, Risk Prevention, Organizational Development, Training, Remuneration, Recruitment, among others.

In 2021, in addition to maintaining a permanent contact with managers, we sought to approach working groups through workshops scheduled throughout the year with the Commercial Unit. These efforts encouraged casual discussions and the participation of attendees pertaining to the same commercial area and different regions of the country (from Arica to Punta Arenas). The purpose was to offer a space for trust and listening to solve people’s doubts and questions, also seeking to be closer to those at the front office, as a company. We believe this is of utmost importance, specially for teams using a hybrid methodology (combining both face-to-face work and telework).

Climate Committees kept their role and were made up of teams’ representatives (not by managers). Committees are in place in IT, Operations, Human Resources and Areas in Branch Offices, Remote Channels and Internet. During 2021, these committees were active and although it was difficult to meet, their recommendations and initiatives provided a boost of energy.

In order to keep the leaders informed and report on the efforts and progress made by the different areas and on the contingent issues affecting the industry, the already traditional extended meeting was held monthly and led by the General Manager. These instances seek to keep the link with Habitat’s mission and business performance, as well as to provide the company’s vision on the industry’s context and contingencies, in addition to guiding managers as to what they are expected to communicate to their teams. Besides, in 2021 a space was added where teams work was recognized through a video, highlighting







those who have excelled in their job. Throughout the year, almost all areas were recognized.

After each extended meeting, leaders must conduct a meeting with their areas to discuss what was reviewed and highlight the corporate messages that became essential during a year with great uncertainty. As far as the Commercial Unit is concerned, a bimonthly extended meeting was added, in which goals and projects were reviewed in a more specific manner and, after that, every commercial area shared what was reviewed to make it known to all members of the Unit.

Given that our Branch Offices provide some of the best contact points with our customers, a plan of field visits was deployed by the Human Resources Unit. These visits were intended to gain on-site knowledge of the realities of the teams, listen to their needs directly to find solutions, and maintain ties between the regions and headquarters. All branch offices in the central zone were visited: Viña del Mar, Valparaíso, Rancagua, San Felipe, Quillota, San Antonio, and also the three branch offices in the Metropolitan Region (Moneda, Providencia and Maipú).

During October and November, given the context of ambiguity and uncertainty in which the teams carried out their duties, cycles of conversations were held in conjunction with the AFP Trade Association, in which more than 1,150 employees were able to learn more about our role within the Chilean pension fund system, the political arena and the industry’s next challenges.

Likewise, to strengthen the communication and relations with trade unions, the Regular Meetings program continued, enabling to advance the goal of contributing to the wellbeing of all our employees. In addition, early negotiations with Union N°3 were conducted, closing at the end of June with 225 partners from different areas of the AFP.

Gender Diversity and Inclusion

Although we do not have in place any policy or program differentiated by gender, it is important to highlight the existing percentage of women at Habitat: 937 women versus 605 men. By the end of 2021, 61% of our total workforce were women; 30% of managers and assistant managers are women, and 53% of intermediate managers are women too.

During July, we did an inclusion assessment, with the assistance and support of Inclusión SYS Foundation, linked to the Chilean Safety Association (ACHS, for its initials in Spanish). This study enabled us to gain a deeper knowledge on the company’s internal situation, as well as to keep the differentiated benefits for this group of people:

- A health insurance fully-funded by the company.
- 10 UF for flexible use in Health Corporation.

- Credentialing Support: financial contribution to support process funding.
- Technical help benefit: funding for the purchase of technology aids compatible with the National Disability Service “SENADIS” funding.
- Additional days for preventive screenings, medical checkups and treatments.
- A 2% agreed-on deposit.
- Home Office – Flexible working hours.







By the end of 2021, people with disabilities accounted for 1.5 % of the company’s workforce, which exceeds Chilean legal requirements. Although it is a mandatory requirement, we are convinced that great teams are made up of diverse people, with different inputs and views.

**Inspira Habitat Recognition Program**

Through this program, we foster our values and honor our employees who hold onto these values and reflect them through remarkable actions, thus promoting a day-to-day and simple recognition culture.

Inspira invites each Habitat member to recognize our employees through an online platform, whereby coupons are sent that represent our corporate values. At month-end, mid-year and year-end, awards were presented to employees who had earned the most coupons and to teams and leaders who inspire us. This recognition practice, deeply rooted in our culture, is critical to continue building a positive organizational climate and strengthen each of our employees’ pride in working for the Company.

Version 2021 was marked by the circumstances lived in due to the pandemic, which resulted in the addition of a recognition coupon named “Inspiring Care”, and also by our 40th anniversary. We made the decision to hold only one ceremony to celebrate the annual Inspira recognition program, recognize employees who had completed 10,

20, 30 and 40 years of service, and to commemorate the company’s 40th anniversary. This ceremony is usually scheduled for the month of May, but we made the decision to postpone the date to avoid interfering with the third 10% withdrawal process. However, as we did not want to miss this important milestone, we sent a gourmet box to each employee’s home.

The ceremony was finally held in October via streaming and it was attended by all of Habitat members with their families. The event included a questions’ section asked by the employees themselves and answered by Alejandro Bezanilla, General Manager, and Gabriela Jorquera, HR Manager; as well as a testimonial video about two people who had completed 40 years of service in the company, and it ended with a music show by Natalino Chilean band.

**Corporate Values Recognition Coupons 2021:**

- Number of coupons given: 10,369
- Number of annual awards granted: 59 individuals, 20 teams.
- Number of awards granted at mid-year:
  - First half: 50 individuals and 10 teams.
  - Second half: 66 individuals and 21 teams.
  - Total for both terms: 116 individuals and 31 teams.
- Number of awards granted monthly: 688 individuals, of which:
  - 326 were awarded to individuals by managers and
  - 362 were awarded to individuals for coupons.

**Prevention and Safety**

Given that, for the second year in a row, we faced the COVID-19 health emergency, work done by the Administration and Risk Prevention areas was critical to protect the safety of our employees working both in-person and remotely.

From the onset of the health crisis, we have been permanently at the side of our employees, taking care of them in their work environment – at home or in the office – and also taking care of them from a personal dimension, providing a number of ongoing actions to protect them and their families. Along these lines, the Commercial Unit was involved in self-care efforts carried out exclusively for them and according to their preferences and needs. Some examples of these activities were a colorimetry workshop, a mindfulness workshop, active breaks on-site, yoga, healthy cooking workshop and sleep hygiene workshop. Each of these activities achieved an attendance rate of at least 80%.

Teleworking was kept during the toughest times of the pandemic. For those in charge of in-person roles (mainly branch offices), protection shifts were conducted, as well as reduction of people in the offices. In addition, personal protective equipment and measures were provided based on sanitary protocols, including face masks, alcohol gel, disinfectant wipes, partition screens, physical distancing and signage in the offices.





In order to carry out contact tracing of potential close contacts, TrazaCovid [COVID tracing] platform was created. Thus, those working in-person were requested to register in this platform, obtaining a passport based on presence/absence of symptoms. As well, if someone showed any symptoms, we acted preventively: the person had to stay at home to see if symptoms developed, and visit a doctor. In addition, all cases were monitored including a PCR test and preventive self-isolation.

An Inter-area Committee was set-up that met three times a week. It reviewed the adjustments made to the preventive work plan pursuant to what was defined by the national health authority or based on the audits carried out by the Regional Secretariat of the Ministry (SEREMI, for its initials in Spanish), the Labor Direction or municipal district control on our premises. COVID Protocol in place in Habitat, with all the steps to follow, was constantly updated, and this was reported to management through meetings or Work Cafés and to Habitat as a whole through announcements and posts on the intranet.

At the corporate level, a communication campaign called #NoBajemosLaGuardia [Don't Let your Guard Down] was launched, aimed at reinforcing the protocols set by the company for the prevention of COVID-19 infection and encouraging behavioral changes in the employees by committing them to #NoBajemosLaGuardia [Don't Let your Guard Down]. Besides, as a way to motivate our people

to get vaccines, the immunization schedule for booster shots defined by the Ministry of Health was published weekly.

Thanks to the important work carried out as a company in terms of prevention and care of our people in pandemic times, we were awarded the COVID-19 Seal granted by the Chilean Safety Association (ASCH), in recognition of our headquarters' preventive measures.

**Benefits**

Habitat has in place a great Corporate Benefits Plan which, due to the pandemic, was adapted to be able to provide quick solutions. In 2021, the following was kept: the area's remote service, the submission of medical expenses reimbursement through an online platform, an extended deadline to submit medical expenses requests, as well as schooling and higher education documentation to apply for bonuses. In addition, the possibility to reimburse flue vaccination was also maintained only requiring the payment receipt.

Since it is not advisable to open the gym at the headquarters' premises, at company level, online lessons were offered including functional training and Pilates. Interested parties registered and were able to include family members to the sporting activity.

Another important innovation was the D Canje system platform, where points equivalent to prizes from various sources (Inspira Program, Contests, etc.) are uploaded. Also included are gifts sent on special days, such as Mother's or Father's Day, birthdays, to name a few. This platform allows each person to choose and redeem each gift according to their preferences, based on the categories being offered.





# 1.5 Risk Management



AFP Habitat has a Corporate Risk Policy, approved by the Company’s Board of Directors, which was last updated in October 2021. This policy was established within the applicable legal framework regarding risk-based monitoring.

The Corporate Risk Policy is the risk management reference framework applicable across the company, and it provides clear guidelines for the activities implemented by the Risk Committee, Senior Management, Risk Management, Business Areas and Internal Auditing for the various types of risks.

Risk management governance includes a Risk Committee consisting of three directors, responsible for supporting the Board of Directors, ensuring risk management is performed pursuant to the applicable regulations and approved policy.

Risk management follows a model based on three lines of defense. The first line consists of the different business areas and their corresponding management, which are primarily responsible for the enforcement of risk policy. The second line consists of Risk Management and the Compliance Area, which provide the method and support to the various

areas regarding the proper application of the risk management model. Finally, the third line is fulfilled by the Internal Auditing Area, which ensures the enforcement of the risk management model.





During 2021, with the aim of fostering a Risk Management culture among the employees, involving elements of the risk model for the various risk types, the company provided risk management training to employees on risk management and operation risks through e-learning. Training was received by a total 1,518 employees. In addition, training on information security, cybersecurity and business continuity was also imparted.

Operational Risk

Operational Risk is managed through a preventative approach by producing a risk map, enabling to identify and assess process risks in risk matrices and, on the other hand, maintain a focus on continuous improvement by examining and solving risks events or incidents.

Information Security, Cybersecurity and Business Continuity Risks

An information security management and cybersecurity system is in place, which follows the three defense lines model.

Firstly, the Technology Unit has a specific area for managing cybersecurity. Secondly, the Information Security Officer is responsible for the second line, particularly for coordinating and checking the proper operation of the management system and the Information Security Policy, cybersecurity and business continuity. Lastly, the Comptroller Area has been appointed as the third defense line. The Board of Directors is involved in the main definitions

of the management system and it regularly monitors its operation and achievement of objectives, either directly or through the Risk Committee.

Furthermore, at AFP Habitat, ongoing follow-up of information security management, cybersecurity and business continuity is tackled by several administration committees, which are tasked with monitoring, promoting and controlling the implementation of the Information Security Policy, cybersecurity and business continuity, as well as other specific internal regulations.

Financial Risk

Financial Risk is controlled through several indicators and metrics developed by the Risk Management Unit, pursuant to the Investment and Conflict of Interest Policy.

The various indicators are regularly reported to the Investment and Conflict of Interest Committee. Administration committees' sessions are permanently held to discuss investment management matters, with the involvement of the Risk Management Unit.





# 1.6 Clients

## I. The Client's Experience

### Specialized Consulting Advice

In line with our vision as a company, in AFP Habitat we focus on providing expert and tailored advice to our clients, to support them in building up their future pension. To this end, we offer several service channels and tools that allow them to tangibly realize the importance that constant savings and investments have on their future.

Accordingly, our advisors' constant work in 2021 enabled a total 248,926 pension fund simulations in all our channels, and to obtain a total 22,838 new subscriptions to voluntary saving plans, as a complement to mandatory pension savings. Once again, this has allowed to consolidate our company as industry leader in managing balances of voluntary savings products.

### Close to our Clients

Communicating with our clients is a key part of our service. At AFP Habitat, we make efforts to communicate in a close, straightforward and prompt manner, always keeping our affiliates informed about significant matters and fostering a customized relationship allowing to address the particular situations of each one of them. Thus, our service channels aim to deliver a unique and quality experience to each of our clients through a number of platforms, so as to be available in the appropriate manner whenever they need to.

### Customer service channels

#### Digital Channels: Website and Habitat APP

The trend we saw emerge in 2020 and that continued to grow at an accelerated pace during 2021 was the strong preference for our digital platforms. In fact, last year more than 1,550,000 of our clients were assisted through a digital channel (website or Habitat APP).

As a result, in an ongoing effort to make new services available, during the year more than 33 million procedures were carried out through







our website. Also noteworthy were the services provided by our team of video advisors, who arranged more than 8,000 video-calls, a service focusing on our customers over 55 years of age, seeking to ensure they receive a proper guidance regarding their pension formalities.

On the other hand, our Habitat App recorded more than 1,490,000 downloads by December 2021. It was used by more than 445,000 unique clients, who were able, among other services, to download certificates, transfer funds and make direct deposits to their voluntary savings accounts, as well as pension funds simulations to estimate their future pensions.

Email marketing

E-mail is one of the main means we use to contact our clients. Through this channel, we keep our customers constantly informed about significant pension matters and our company’s initiatives. In line with this, we send our customers a monthly Newsletter including relevant information on services, pension planning education, and financial information, among others.

Social Networks: Facebook/ Twitter/ LinkedIn / Instagram

Due to the increase in the preference for digital customer service channels observed over the last two years, our corporate social networks were used significantly more during 2021, both regarding the number of followers

and interactions. Currently, we have the largest community of followers in the AFP industry: 230,393 in Facebook, 68,122 in Twitter (corporate and customer service accounts) and 39,816 in LinkedIn, where in addition to providing information for informative and educational purposes, we deliver customer service solving their main doubts and requirements.

Because we understand the importance of these channels and the degree of adherence they generate in several segments, we developed and implemented an initiative called #ElRestoEsFake [The Rest is Fake] in Twitter and Facebook, where by means of practical, direct and technically supported information, we address the main topics that generate misinformation or misunderstandings regarding pension system in social networks, thus reinforcing our commitment to pension planning education. This is how in this first period we obtained a total 27,541,074 reactions and 295,562 interactions, generating an important impact and allowing us to enter into the conversations of various users and opinion leaders, clarifying concepts related to the world of retirement pensions.

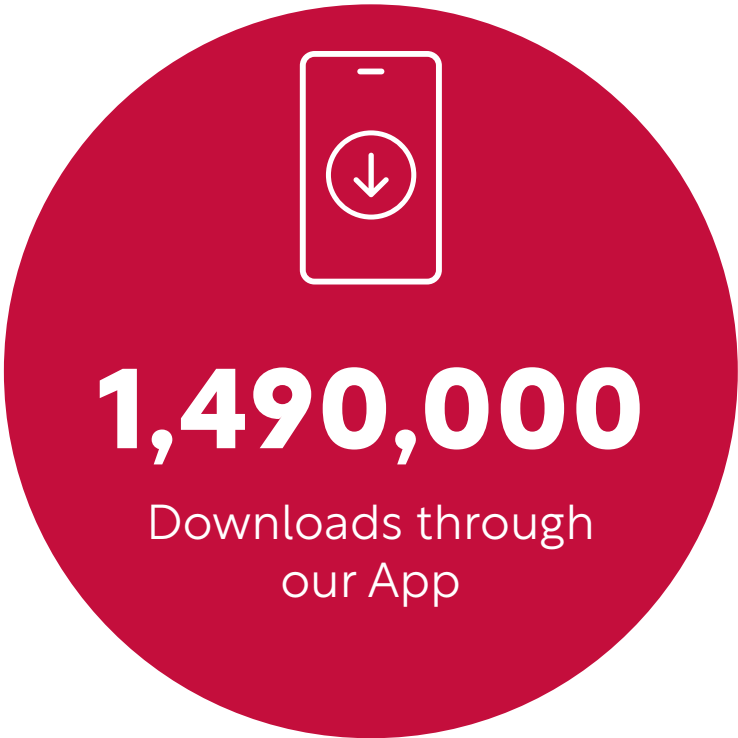
Contact Center

Our ongoing commitment to the service delivered to our customers is also demonstrated through this service channel which, through highly-trained executives in pension matters, provides a customized service by solving inquiries, meeting requirements and assisting customers with online procedures. Over the past year, more than 600,000 calls were

received, returning to pre-pandemic levels and ending the year with a level of net satisfaction of 68%.

Private Site Chat

On our customer’s private site, we offer an on-line chat service with an executive. During 2021, we provided more than 215,000 services through this channel. Due to its fluctuating demand, the service strategy was restructured, enabling us to adapt more quickly to events or contingencies requiring reinforcement. This allowed us to close the year with service levels higher than 85%.







**Branch offices and Mobile Habitat**

Under our commitment to bring pension consulting services closer to our clients and general public, we have continued operating our mobile branches. During 2021, we were able to provide services and counseling to 144 locations across Chile through our mobile branch offices. The intended purpose was to provide a better geographic coverage to areas far from our physical branch offices, thus improving the experience of our customers. Through our visits, we were able to complete more than 16,547 services, including pension-related proceedings, general procedures and guidance on the savings our clients have in the company.

**II. Pension Planning Education**

Our objective and mission have always been to deliver an efficient, close and prompt service to our customers, providing them with an excellent pension service. In this connection, Habitat has a clear commitment to pension planning education, which involves informing, guiding and advising its clients using a clear and didactic language on matters of pension savings, and on how to plan and manage them in the best possible way, in order to qualify for a better pension.

For this purpose, during 2021, we developed new initiatives to improve our affiliates’ knowledge about the pensions’ system:

- An active HR strategy (in Facebook and Twitter) known as #elrestoesfake [The Rest is Fake], targeting pension planning education of our clients to try to debunk myths about pension system. This effort, in addition to our weekly publications, allow us to interact with people who ask questions and have doubts about the system, achieving a 2% engagement rate in Twitter.
- New bi-monthly communication on pension planning education through which segmented information is submitted to our affiliates according to the needs of each stage of the working life cycle. Parallel with this, the “Hablemos de tu futuro” [Let’s Talk about your Future] website has consolidated its support and improved its face-to-face communication with our clients, with more than 45 thousand visits to the website.
- In addition, we have innovated through a new channel with podcasts on “Every day you learn something new.” It consists of eight chapters including different everyday scenes of family life, in which each character shares financial lessons on savings, work and social security.
- Lastly, we conducted a series of talks with Pauta Radio to address contingent issues of concern to our affiliates, with the participation of experts in each topic.

**FACTORS AFFECTING  
THE CALCULATION OF YOUR  
OLD-AGE PENSION:**

#ElRestoEsFake

- Total balance saved in your individual account
- Your life expectancy
- Breakdown and age of your beneficiaries
- Interest rate

AFP HABITAT







### III. Customer Satisfaction

During 2021, one of our main focuses was to constantly measure and understand how our customers see us, as well as their level of satisfaction with each point of contact and their loyalty to the brand, based on their willingness to recommend us through the Net Promoter Score (NPS). This index has become one of our main indicators, ensuring us to identify critical points, so as to daily improve our products and services, and thereby drive our clients’ experience to the highest level.

This constant listening allowed us to reach an NPS of 25.3% in 2021, an 87% improvement over the previous year, which motivates us to improve year after year in order to increase the loyalty of our customers in the long term, building a lasting and valuable relationship.

### IV. Early Pension for the Terminally Ill, 10% Pension Funds Withdrawal and Fiscal Bonus

In 2021, we faced new challenges related to the implementation of a number of public policies aimed at supporting our affiliates in the midst of a complex health context.

In March 2021, a new pension option was implemented called “Early Pension for the Terminally Ill (PAET, for its initials in Spanish).” It allows people who have a proven terminally illness to withdraw their total accumulated funds through 12 scheduled payments. Eligibility involves complying with certain requirements; for this purpose, 611 applications were received.

Subsequently, in April, Law N° 21.330 was enacted which approved a third withdrawal of 10% of mandatory pension savings, whereby we arranged payment of CLP 2,741,128 million, corresponding to 1,525,847 requests.

Finally, in May, AFPs begun submitting a Fiscal Bonus, consisting of CLP 200,000 benefit aimed at affiliates and pensioners that, after the first 10% withdrawal of mandatory pension savings, recorded a zero balance, or to affiliates of an AFP with a balance lower than CLP 200 thousand in their mandatory account. At year-end 2021, a total CLP 45,497 million had been paid in connection to 237,185 requests.

31-Dec-2021	N° of accepted requests	N° of paid-out requests	N° of paid-out requests	Total amount (million)
1 <sup>st</sup> Withdrawal	1,967,669	1,966,379	1,862,754	3,662,880
2 <sup>nd</sup> Withdrawal	1,734,088	1,728,689	1,841,249	3,182,946
3 <sup>rd</sup> Withdrawal	1,535,352	1,526,847	1,795,287	2,741,128
Total	5,237,109	5,228,236	1,832,923	9,582,957







## 02. The Company

**\$1,839,966**  
Million CLP

Was the profitability  
income from our  
affiliates' funds





# 2.1 Documentos Constitutivos

Administradora de Fondos de Pensiones Habitat S.A. was incorporated through public deed executed before Mr. José Valdivieso M., Notary of Santiago, on 26 January 1981.

Its incorporation and bylaws were approved by the Chilean Superintendence of Pension Fund Administrators through Resolution N°E-002/81 dated 27 January 1981.

The extract of the aforesaid Resolution was registered on page 2.435 N°1.300 of year 1981 in the Registry of Commerce of the Real-Estate Registrar of Santiago, and was published in the Official Gazette [Diario Oficial] on 30 January of the same year. The referred to bylaws have been subject to the following amendments:

- Through public deeds dated 16 April and 28 May 1982, executed before the Santiago Notary, Mr. Patricio Zaldívar, the Superintendence of Pension Fund Administrators approved the amendment of these bylaws through Resolution N°E-025 dated 8 June 1982. The extract of the aforementioned Resolution was registered on page 10.226 N°5.764 of year 1982 in the Registry of Commerce of the Real-Estate Registrar of Santiago, and published in the Official Gazette on 22 June 1982.

- Through public deed dated 8 August 1995, executed before the Santiago Notary, Mr. René Benavente C., the Superintendence of Pension Fund Administrators approved the amendment of these bylaws through Resolution N°E118/95 dated 22 September 1995. The corresponding certificate and the aforesaid Resolution were respectively registered on page 22.581 N°18.262 and page 22.581 N°18.263 of year 1995 in the Registry of Commerce of the Real-Estate Registrar of Santiago, and published in the Official Gazette on 30 September 1995.
- Through public deed dated 7 May 1996, executed before the Santiago Notary, Mr. René Benavente C., corporate bylaws were amended once again and a consolidated text of these was drafted. The amended bylaws were approved by the aforementioned Superintendence through Resolution N°E-122/96 dated 14 May 1996. The corresponding certificate and the aforesaid Resolution were respectively registered on page 14.714 N°11.411 and on page 14.714 N°11.412 of year 1996 in the Registry of Commerce of the Real-Estate Registrar of Santiago, and published in the Official Gazette on 3 June 1996.



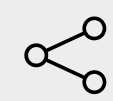




- Through public deed dated 10 May 2010, executed before the Santiago Notary, Mr. René Benavente C., corporate bylaws were amended to comply with the legislation in force, reduce the number of board members from nine to seven, and incorporate the category of autonomous directors and their respective alternate members. The amended bylaws were approved by the aforementioned Superintendence of Pensions through Resolution N°E-206/2010 dated 9 June de 2010. The corresponding certificate and the aforesaid Resolution were registered on page 31.091 N°21.416 of year 2010 in the Registry of Commerce of the Real-Estate Registrar of Santiago, and published in the Official Gazette on 21 June 2010.
- Through public deed dated 2 May 2016, executed before the Notary of Santiago, Mr. Eduardo Avello Concha, which was later rectified through complementary public deed dated 30 May 2016, executed at the same notary office, corporate bylaws were amended. The amended bylaws were approved by the aforementioned Superintendence of Pensions through Resolution N°E-227-2016 dated 17 June 2016. The corresponding certificate and the aforesaid Resolution were registered on page 47.203 of year 2016 in the Registry of Commerce of the Real-Estate Registrar of Santiago, and published in the Official Gazette on 28 June 2016.

**Division of the Company:**

- Through public deed dated 5 October 2021, executed before the Santiago Notary, Mr. Iván Torrealba Acevedo, corporate bylaws of Administradora de Fondos de Pensiones Habitat S.A. were amended, dividing the company into two corporations. One is itself and is the legal successor of the current company, and the other, under the name of Administradora Americana de Inversiones S.A., has been incorporated as a new company. The Superintendence of Pensions approved the aforesaid division through Resolution N°E-247-2021, dated 29 November 2021. The corresponding certificate and the aforesaid Resolution were registered on page 98.278 N° 45.354 of year 2021 in the Registry of Commerce of the Real-Estate Registrar of Santiago, and published in the Official Gazette on 16 December 2021.





# 2.2 Branch Offices



## Branch Offices in the Metropolitan Region

Branch Office	Address	Phone Number	E-Mail
Providencia	Providencia 1909, Piso 1	(2) 23782000 - (2) 23782994	providencia@afphabitat.cl
Maipú	Monumento 2067	(2) 29893800 - (2) 24619103	maipu@afphabitat.cl
Moneda	Moneda 818	(2) 29892643	moneda@afphabitat.cl

## Regional Branch Offices

Branch Office	Address	Phone Number	E-Mail
Arica	Av. Cristóbal Colón 381	(58) 22378-2180	arica@afphabitat.cl
Iquique	Baquedano 626	(57) 2391981 - (57) 2529564	iquique@afphabitat.cl
Calama	Sotomayor 1945	(55) 2551665 - (55) 2555969	calama@afphabitat.cl
Antofagasta	Av. José Miguel Carrera 1693	(55) 2450920 - (55) 2410427	antofaga@afphabitat.cl
Copiapó	Los Carrera 599	(52) 2524044 - (52) 2537998	copiapo@afphabitat.cl
La Serena	Los Carrera 330 - 360	(51) 2550590 - (51) 2550586	lserena@afphabitat.cl
San Felipe	Prat 851 C	(34) 2343573 - (34) 2343574	sfelipe@afphabitat.cl
Quillota	Maipú 310	(33) 2333233 - (33) 2333582	quillota@afphabitat.cl
Viña del Mar	Libertad 777	(32) 2388140 - (32) 2460623	vdelmar@afphabitat.cl
Valparaíso	Esmeralda 945	(32) 2351300 - (32) 2450197	valparaiso@afphabitat.cl
San Antonio	Av. Barros Luco 2210	(2) 2378 2244 - (2) 2378 2245	santonio@afphabitat.cl
Rancagua	Campos 207 Local 1	(72) 2239767	rancagua@afphabitat.cl
Curicó	Arturo Prat 301	(75) 2543955 - (75) 2543069	curico@afphabitat.cl
Talca	2 Oriente 1360	(71) 2511274 - (71) 2511281	talca@afphabitat.cl





Branch Office	Address	Phone Number	E-Mail
Chillán	Arauco 725	(42) 2435066 - (42) 2435059	chillan@afphabitat.cl
Concepción	O'Higgins 444	(41) 2293200 - (41) 2888099	concepci@afphabitat.cl
Los Ángeles	Lautaro 267	(43) 2525318 - (43) 2525394	langeles@afphabitat.cl
Temuco	Claro Solar 934	(45) 2954500 - (45) 2911615	temuco@afphabitat.cl
Valdivia	Vicente Pérez Rosales 635	(63) 2228255 - (63) 2530524	valdivia@afphabitat.cl
Osorno	Freire 677	(64) 2226180 - (64) 2540814	osorno@afphabitat.cl
Puerto Montt	Urmeneta 310, Local 2	(65) 2220050 - (65) 2351128	pmontt@afphabitat.cl
Coyhaique	Eusebio Lillo 20	(67) 2573033 - (67) 2573035	cohyaiqu@afphabitat.cl
Punta Arenas	Federico Errazuriz 850	(61) 2730092 - (61) 2730096	parenas@afphabitat.cl

Customer Service Centers

Branch Office	City	Address	Phone Number	Business Hours
Talca	Linares	Lautaro 408	(9) 94068318	Monday, Wednesday & Friday: 9:30 - 1:30 pm
Concepción	Coronel	Manuel Montt 256, Local 9	(41) 2711564	Monday, Wednesday & Friday: 9:30 - 1:30 pm



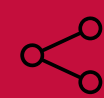


**03.**

## Shareholders, Board and Management

**\$42,077,146**  
Million CLP

Were the total managed  
assets



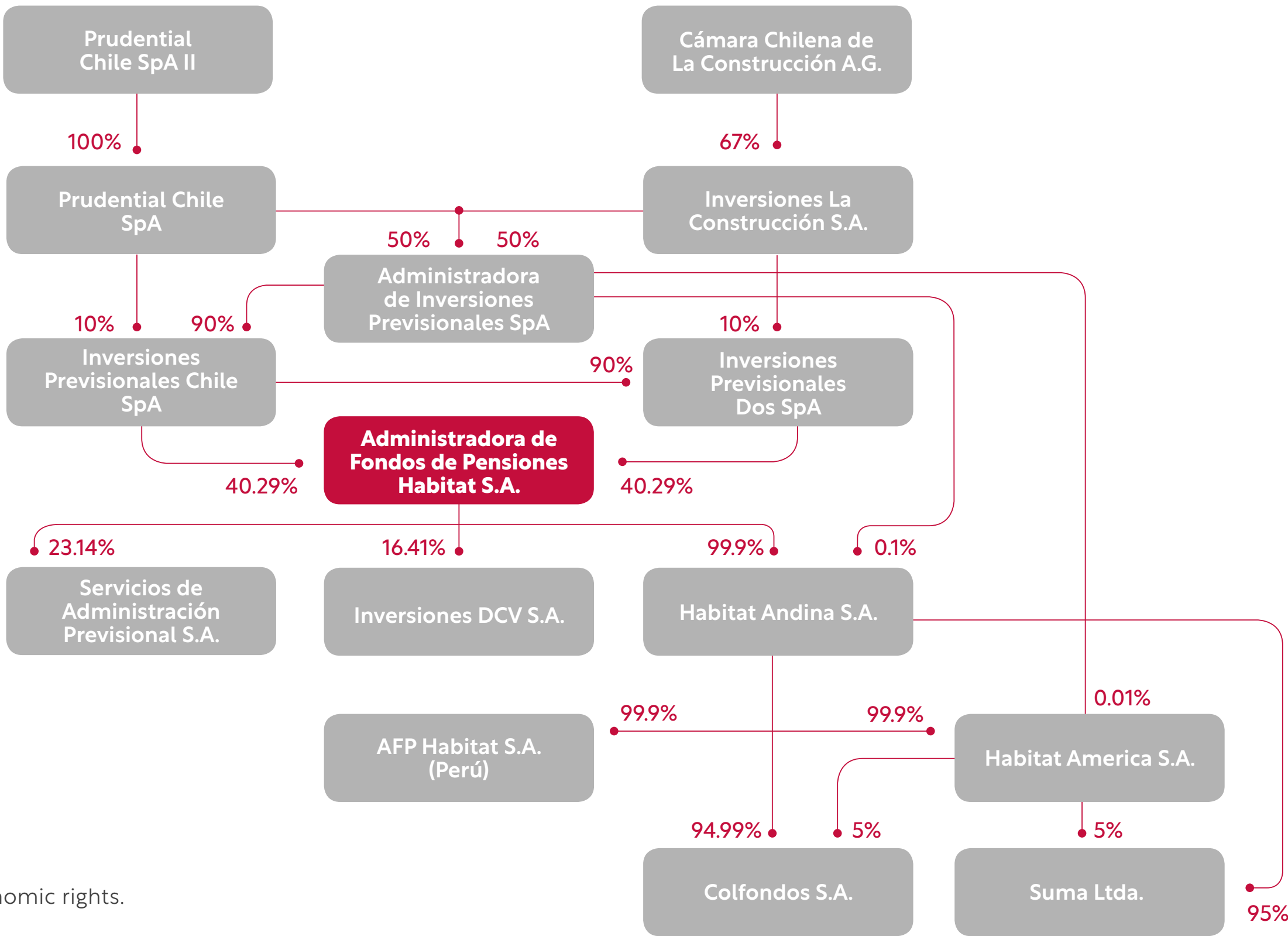


# 3.1 Shareholders and Ownership Structure



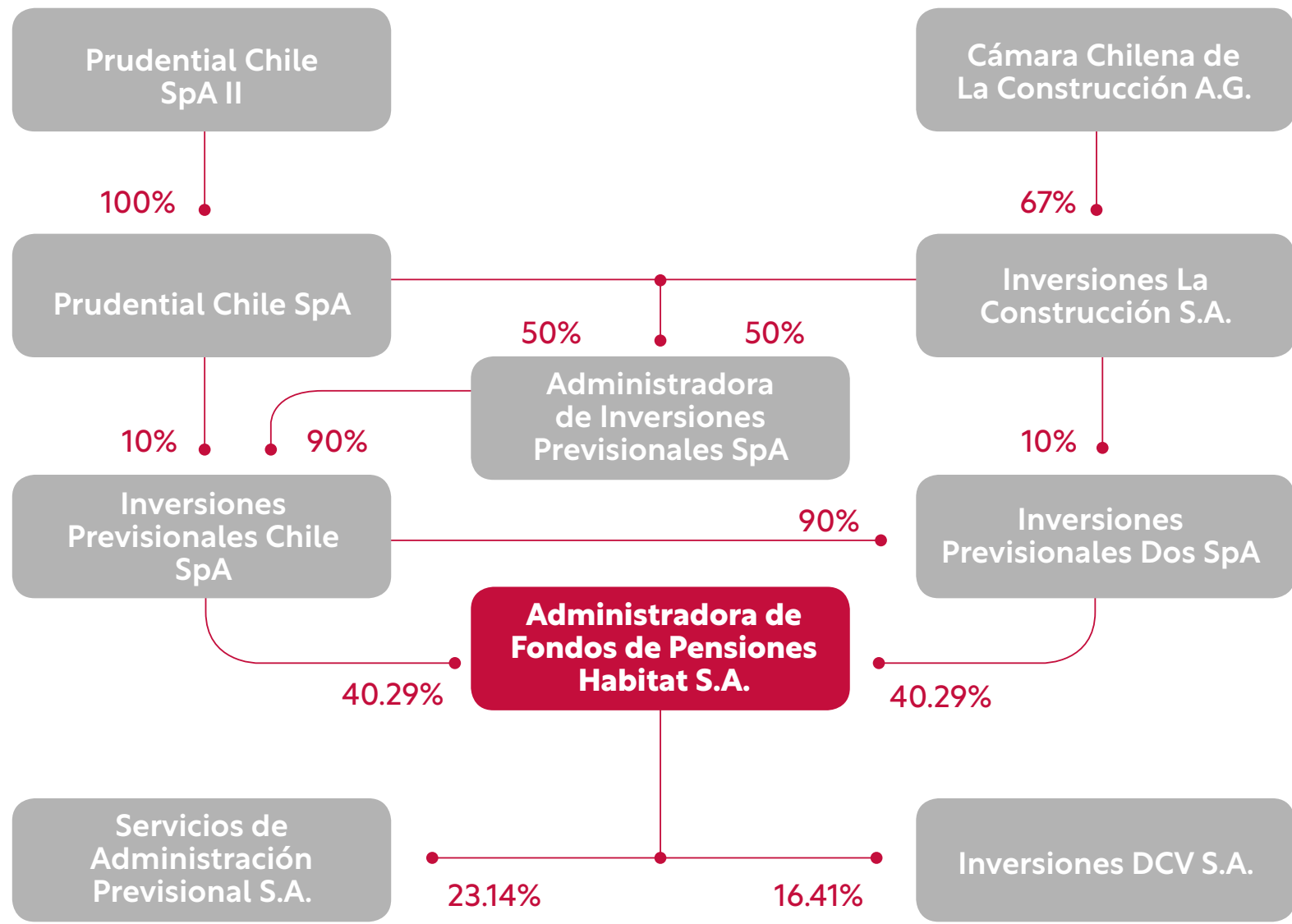
Based on the information provided by our major shareholders and on the company’s own records and information, the following may be reported:

**Controlling Structure Prior to Corporate Restructuring (\*)**  
(by November 30, 2021)



(\*) Chart shows political rights, not economic rights.  
The difference is explained below.

**Controlling Structure After Corporate Restructuring (\*)**  
(by December 31, 2021)







Administradora de Inversiones Previsionales SpA is the controlling entity of Administradora de Fondos De Pensiones Habitat S.A. (AFP Habitat). Inversiones La Construcción S.A. (“ILC”) holds a 50% stake and is controlled by Cámara Chilena de la Construcción A.G., and Prudential Chile SpA, which holds the remaining 50% stake, is wholly owned by Prudential Chile SpA II, on its part controlled by Prudential Financial Inc. (jointly “Prudential”). Both ILC and Prudential have the same political and economic rights, and there is a shareholders’ agreement in force that includes, among other provisions inherent to such agreements, pre-emptive rights to purchase shares of AFP HABITAT. Inversiones Previsionales Dos SpA and Inversiones Previsionales Chile SpA are the major shareholders of AFP Hábitat, holding a 40.29% and 40.29% stake, respectively. Administradora de Inversiones Previsionales SpA controls and owns 90% of the political rights and 1% of the economic rights of Inversiones Previsionales Chile SpA. The latter owns and controls 90% of the political rights and 1% of the economic rights of Inversiones Previsionales Dos SpA. For its part, Prudential Chile SpA holds 99% of the economic rights and 10% of the political rights of Inversiones Previsionales Chile SpA, and ILC holds 99% of the economic rights and 10% of the political rights of Inversiones Previsionales Dos SpA.

At an extraordinary shareholders’ meeting of AFP Habitat, held on 23 September 2021, it was agreed to divide AFP Habitat, subject to the fulfillment of certain conditions precedent, into two corporations, namely: one which will be itself, the legal successor of the current Company; and the other that will result from the division, and will operate under the name Administradora Americana de Inversiones S.A. (AAISA). For these purposes, at the meeting, the assets and liabilities of AFP Habitat were allocated to the corporations derived from the

division, and the company’s equity was distributed among them. Allocated assets to AAISA include the total equity stake at Habitat Andina S.A. subsidiary, which became a subsidiary of AAISA.

Precedent conditions were fulfilled during November 2021; thus, the division took effect as of December 1st, 2021 and, therefore, Habitat Andina S.A. stopped being a subsidiary of AFP Habitat and became a subsidiary of AAISA as of that date.

Major Shareholders

Name or Business Name	Number of shares by Dec. 31st, 2021	Ownership Interest
INVERSIONES PREVISIONALES DOS SpA	402,928,760	40.29%
INVERSIONES PREVISIONALES CHILE SpA	402,928,760	40.29%
INV UNION ESPANOLA S A	36,980,500	3.70%
BCI C DE B S A	17,779,865	1.78%
LARRAIN VIAL S A CORREDORA DE BOLSA	16,740,498	1.67%
BANCHILE CORREDORES DE BOLSA S A	13,951,183	1.40%
BANCO ITAU CORPBANCA POR CTA DE INVERSIONISTAS EXTRANJEROS	9,436,707	0.94%
BANCO SANTANDER POR CUENTA DE INV EXTRANJEROS	9,244,858	0.92%
BTG PACTUAL CHILE S A C DE B	6,942,352	0.69%
SANTANDER CORREDORES DE BOLSA LIMITADA	6,882,321	0.69%
VALORES SECURITY S A C DE B	6,050,725	0.61%
INVERSIONES COVADONGA S A	5,594,209	0.56%
OTROS ACCIONISTAS (368)	64,539,262	6.45%
TOTAL ACCIONISTAS (380)	1,000,000,000	100.00%

As at 31<sup>st</sup>. December 2021, AFP Habitat’s shares were distributed among a total of 380 shareholders.



# 3.2 Directorio



● **Cristián Rodríguez Allendes**  
Chairman

**7.687.468-9**  
Commercial Engineer  
Pontificia Universidad Católica de Chile

● **Mauricio Zanatta**  
Vice-Chairman

**AAB334091**  
Accountant  
Universidad de Belgrano, Buenos Aires

● **Cristóbal Villarino Herrera**  
Director

**10.693.713-3**  
Lawyer  
Pontificia Universidad Católica de Chile

● **Mario Vela Berrondo**  
Director

**G15229268**  
Economist  
Texas A&M University. Collage Station, Texas

● **Viviana Judith Chaskielberg**  
Directora

**AAA752206**  
Actuary  
Universidad de Buenos Aires

● **Sergio Urzúa Sosa**  
Director

**13.254.910-9**  
Commercial Engineer  
Universidad de Chile

● **María Ximena Alzérreca Luna**  
Director

**9.436.505-8**  
Commercial Engineer  
Pontificia Universidad Católica de Chile

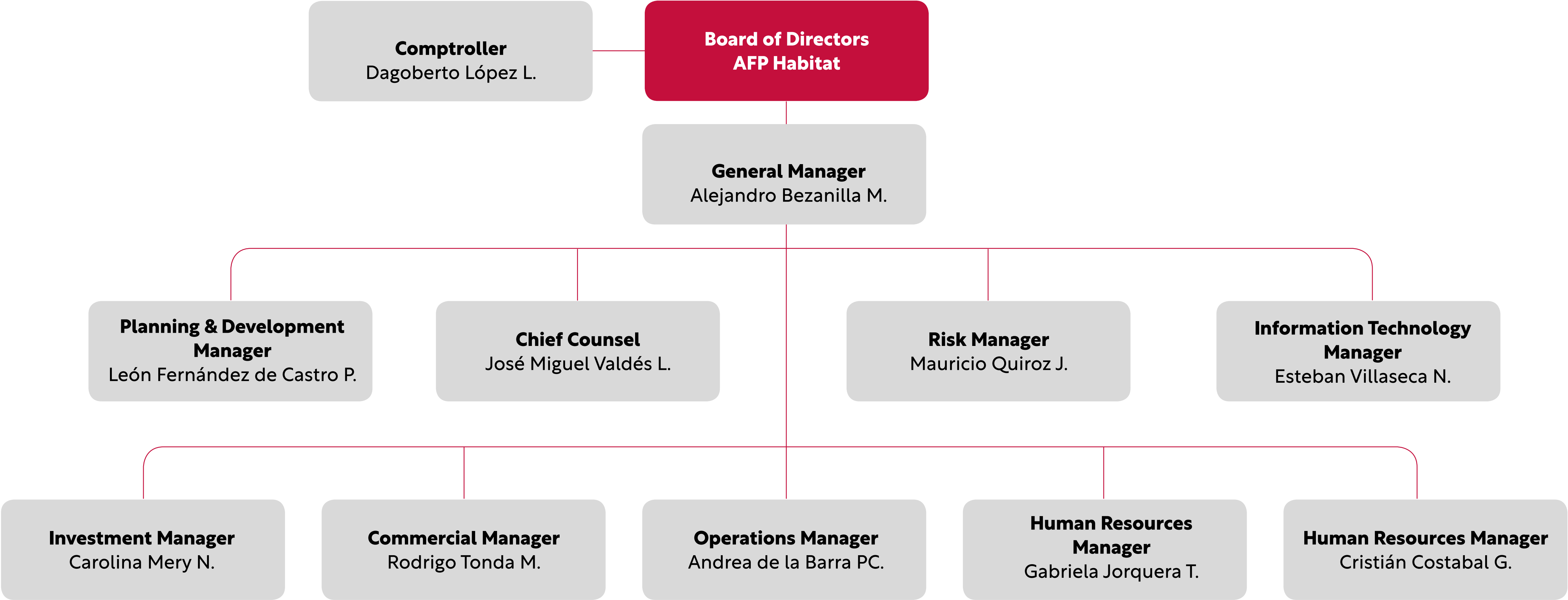
● **Gustavo Benjamín Vicuña Molina**  
Director

**9.211.040-0**  
Civil Engineer  
Pontificia Universidad Católica de Chile





# 3.3 Administración





Board of Directors

On 1 December 2021, the Financial Market Commission was informed, as a material fact, of the resignation of some of the Directors and the appointment of the replacement directors.

The Board of Directors is comprised of the following members:

● <b>Chairman</b>	Cristián Rodríguez Allendes
● <b>Vice-Chairman</b>	Mauricio Zanatta
● • <b>Directors</b>	Mario Vela Berrondo Cristóbal Villarino Herrera Sergio Urzúa Soza Ximena Alzérreca Luna Gustavo Vicuña Molina Viviana Chaskielberg
● • <b>Alternate Director</b>	Juan Andrés Ilharreborde Castro







MANAGERS

- **General Manager**  
**Alejandro Bezanilla Mena**  
ID N°: 9.969.370-3  
Industrial Civil Engineer  
Pontificia Universidad Católica de Chile
  - **Planning Manager**  
**León Fernández de Castro Peñafiel**  
ID N° 11.472.231-6  
Commercial Engineer  
Pontificia Universidad Católica de Chile
  - **Risk Manager**  
**Mauricio Quiroz Jara**  
ID N° 11.858.652-2  
Industrial Civil Engineer  
Universidad de Chile
  - **Administration & Finance Manager**  
**Cristián Costabal González**  
ID N°: 13.067.326-0  
Agricultural Engineer  
Universidad Mayor
- **Comptroller**  
**Dagoberto López Leiva**  
ID N°: 12.487.428-9  
Audit Accountant  
Universidad de Santiago
  - **Commercial Manager**  
**Rodrigo Tonda Mitri**  
ID N° 10.632.486-7  
Commercial Engineer  
Universidad de Santiago
  - **IT Manager**  
**Esteban Villaseca Nieto**  
ID N° 13.832.316-1  
Industrial Civil Engineer  
Pontificia Universidad Católica de Chile
  - **Chief Counsel**  
**José Miguel Valdés Lira**  
ID N°: 7.036.969-9  
Lawyer  
Universidad de Chile
- **Operations Manager**  
**Andrea de la Barra Pérez-Cotapos**  
ID N°: 10.484.883-4  
Commercial Engineer  
Universidad de Santiago
  - **Investment Manager**  
**Carolina Mery Nieto**  
ID N°: 8.351.521-K  
Commercial Engineer  
Pontificia Universidad Católica de Chile
  - **Indirect Variable Revenues Manager**  
**Francisco Mina Bertossi**  
ID N° 14.166.339-9  
Commercial Engineer  
Universidad de Chile
- **Direct Variable Revenues Manager**  
**Francisco Busquet Errázuriz**  
ID N° 11.834.059-0  
Commercial Engineer  
Pontificia Universidad Católica de Chile
  - **Human Resources Manager**  
**Gabriela Jorquera Torres**  
ID N° 8.457.026-5  
Psychologist  
Pontificia Universidad Católica de Chile







ASSISTANT MANAGERS

- Sales Assistant Manager**  
**Juan Carlos Barrés Marticorena**  
ID N°: 7.762.339-6  
Diploma in Administration  
Universidad Adolfo Ibáñez
  - Key Accounts Assistant Manager**  
**María José Barrera Rigote**  
ID N° 13.202.233-K  
Commercial Engineer  
Universidad Finis Terrae
  - Marketing & Customers Assistant Manager**  
**Claudia Bustos Turu**  
ID N° 15.431.137-8  
Industrial Civil Engineer  
Universidad de Chile
  - Branch Offices Assistant Manager**  
**Pamela Gatica Mandiola**  
ID N° 12.480.709-3  
Bachelor's Degree in Public Relations  
Universidad del Pacífico
  - Administration & Contracts Assistant Manager**  
**Nelson Cabezas Castillo**  
ID N° 10.745.560-4  
Industrial Civil Engineer  
Universidad Católica de La Santísima Concepción
- General Accountant**  
**Claudio González Muñoz**  
ID N°: 13.093.357-2  
Audit Accountant  
Instituto Guillermo Subercaseaux
  - Benefits Assistant Manager**  
**Enzo Pizani Zanetti**  
ID N° 14.069.140-2  
Industrial Civil Engineer  
Pontificia Universidad Católica de Chile
  - Investment Control Assistant Manager**  
**Rodrigo Sandoval Rodríguez**  
ID N° 13.939.234-5  
Industrial Civil Engineer  
Universidad de Chile
  - Assistant Manager for Individual Accounts and Processes**  
**Andrea Gajardo Lopez**  
ID N° 13.026.873-0  
Commercial Engineer  
Universidad de Chile
  - Engineering Assistant Manager**  
**José Antonio Merino Petric**  
ID N° 11.551.746-5  
Industrial Civil Engineer  
Universidad Central de Chile
- System Development Assistant Manager**  
**Claudio Ilabaca Robles**  
ID N° 10.555.656-k  
Computing Civil Engineer  
Universidad Diego Portales.
  - Compliance Officer**  
**Juan Toledo Escobedo**  
ID N°: 8.373.160-5  
Commercial Engineer  
Universidad de Chile
  - Planning Assistant Manager**  
**Felipe Imbarack Charad**  
ID N° 13.828.290- 2  
Industrial Civil Engineer  
Pontificia Universidad Católica de Chile
  - Development Assistant Manager**  
**Nicolás de la Maza Greene**  
ID N° 16.532.623-7  
Industrial Civil Engineer  
Pontificia Universidad Católica de Chile
  - Compensation & Benefits Assistant Manager**  
**Andrea Mardones Vega**  
ID N° 12.667.939-4  
Commercial Engineer  
Universidad Arturo Prat
- Fixed- Income Assistant Manager**  
**Raúl Muñoz Reyes**  
ID N° 14.143.294-k  
Commercial Engineer  
Universidad de Chile
  - Comptroller Assistant Manager**  
**Roberto Cereño Ávila**  
ID N° 15.113.594-3  
Computer Sciences Civil Engineer  
Universidad de Santiago de Chile
  - Chief Attorney**  
**María Soledad Donoso Arteaga**  
ID N° 6.857.031-K  
Lawyer  
Universidad de Chile
  - Legal Assistant Manager**  
**Cristóbal Ramírez Puyol**  
ID N° 15.640.021-1  
Lawyer  
Pontificia Universidad Católica de Chile
  - Project Manager**  
**Natalia Leyton Morales**  
ID N° 21.411.570-0  
Bachelor in Organizational Information Systems  
Universidad de Buenos Aires.







2021 Board Remuneration

Director	Profit Sharing	Board Attendance	Investment Committee Attendance	Commercial Committee Attendance	Audit Committee Attendance	Risk Committee Attendance	TOTAL
Cristián Rodríguez Allendes	-	5,859,702	-	-	-	-	5,859,702
Luis Rodríguez Villasuso Sario	45,753,425	8,173,925	39,234,844	4,904,354	11,116,540	3,092,784	112,275,872
Sergio Urzua	50,000,000	8,947,722	42,949,070	5,368,632	-	-	107,265,422
María Ximena Alzérreca	50,000,000	8,947,722	-	5,368,632	12,168,904	-	76,485,258
Gustavo Vicuña Molina	50,000,000	8,947,722	-	-	-	5,368,632	64,316,354
Juan Andrés Ilharreborde Castro							
Cristobal Villarino Herrera	4,246,575	773,797	3,714,226	464,278	1,052,364	464,278	10,715,518
Mauricio Zanatta							
Federico Spagnoli Jaramillo							
Diego Fernando Paredes							
Mario Vela Berrondo							
Viviana Chaskielberg							

2020 Board Remuneration

Director	Profit Sharing	Board Attendance	Investment Committee Attendance	Commercial Committee Attendance	Audit Committee Attendance	Risk Committee Attendance	TOTAL
Cristián Rodríguez Allendes	169,641,798	17,215,283		-	-		186,857,081
Luis Rodríguez Villasuso Sario	91,836,437	8,607,640	41,316,671	5,164,585	11,706,392	5,164,585	163,796,310
Sergio Urzua	91,836,437	8,607,638	41,316,671	5,164,585	-	-	146,925,331
María Ximena Alzérreca	35,077,687	8,607,640	-	5,164,585	11,706,392	-	60,556,304
Jose Miguel Garcia Echavarri	56,758,750	-	-	-	-	-	56,758,750
Fernando Zavala Cavada	56,758,750	-	-	-	-	-	56,758,750
Gustavo Vicuña Molina	35,077,687	7,890,769	-	-	-	4,734,462	47,702,918
Juan Andrés Ilharreborde Castro							
Cristobal Villarino Herrera							
Mauricio Zanatta							
Federico Spagnoli Jaramillo							
Diego Fernando Paredes							



# 3.4 Directors and Audit Committee

The purpose of the Directors and Audit Committee is to ensure compliance of the provisions under Article 50 bis of Law 18.046 for Corporations, oversee the AFP internal control systems and enforcement of its internal regulations. In addition, the Committee monitors the role of Habitat's Internal Audit Function and acts as liaison between the Company's external auditors and Board of Directors.

During 2021, the Committee adjusted its bylaws to the changes introduced to the corporations' law, and added a function related to proposing to the board of directors a conflict-of-interest general policy.

As at 31 December 2021, the Committee consisted of the following members: Ximena Alzérreca Luna; Cristóbal Villarino Herrera and Viviana Chaskielberg. The foregoing two members were appointed as directors during a Board of Directors 'extraordinary meeting held on 30 November 2021 and as members of the Committee during a meeting of such Committee on 22 December 2021.

The Committee convened 18 times during 2021, including 12 ordinary and six extraordinary meetings.

The Committee performed its role as provided by the Corporations Law, as well as the duties mandated by the Board. Its purpose is to approve and follow-up on the Internal Audit Plan, understand the external auditors' work, know and review the communications with regulators, and promote the Independence and objectivity of the Internal Audit Area in its role as the third defense line in the risk management plan, among other tasks.







## 04. Activities & Businesses

### Corporate Reputation

We were the only AFP recognized by **MERCO** for our corporate reputation.





# 4.1 Economic Sector where it Operates



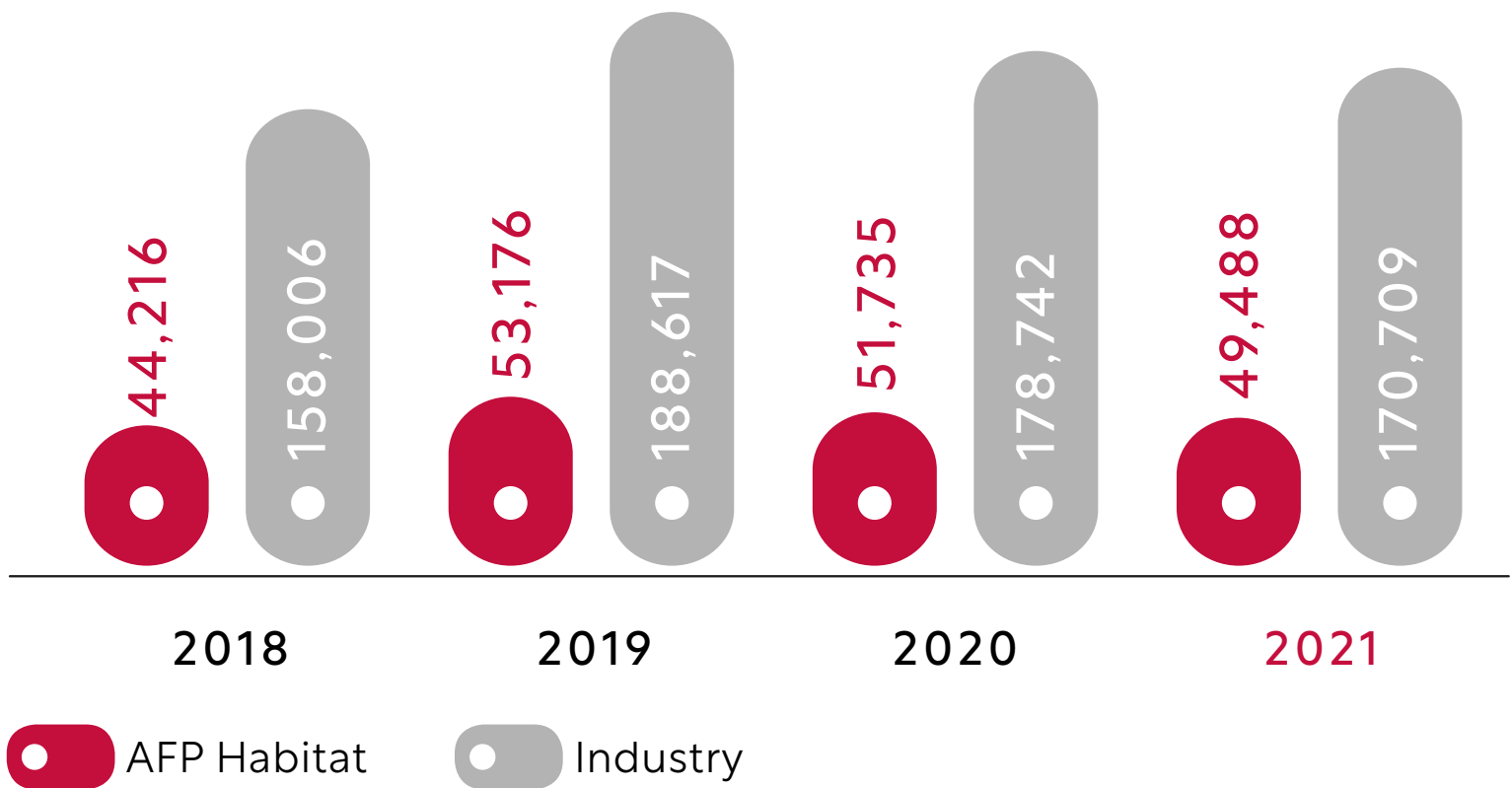
AFP HABIAT is one of the major players in the Chilean pension fund system, which was created in 1980 through Decree Law N° 3.500. This system is based on individual capitalization of pension savings and, despite any shortcomings it may have, it has been internationally recognized as a good retirement savings system.

Our company has been part of the industry since its beginnings, consolidating a leadership position in the market as the Pension Fund Administrator (AFP, for its initials in Spanish) currently managing the highest number of pension funds’ assets, with a 29.0%, market share. It is also the leading AFP in terms of profitability of pension funds since the inception of multi-funds. In addition, it is the third AFP in total number of affiliates and contributors, reaching a market share of 16.7% and 17.4% respectively.

Lastly, there are currently seven pension fund administrators in this economic sector, which provide citizens with managing services of retirement savings; voluntary retirement savings; both individual and collective; freely available voluntary savings; and compensation savings, both from active affiliates and passive pensioners.

The industry’s key indicators for the last years are the following:

**Total managed assets** (\*USD MM)



**Affiliates**

Values as at 31 Dec. 2018	2018	2019	2020	2021
AFP HABIAT	1,971,368	1,946,198	1,926,086	1,891,898
INDUSTRY	10,705,051	10,961,537	11,081,375	11,358,539

**Contributors**

Values as at 31 Dec. 2018	2018	2019	2020	2021
AFP HABIAT	1,195,509	1,197,097	1,107,861	1,121,403
INDUSTRIA	5,970,249	6,087,939	5,967,228	6,436,330

\* Exchange rate for December 31, 2021: CLP 850.25 per USD.  
Source: Central Bank of Chile.

The activities that AFPs are entitled to perform are provided in Decree Law N° 3.500 of year 1980 and its additional regulations, which establish that AFPs shall manage pension funds, including the collection of regular contributions, deposits and other contributions, payment to their affiliates’ individual capitalization accounts or voluntary savings accounts and investment. Likewise, the company provides the services and benefits as set out by these legal provisions. In this regard, AFP Habitat’s main activities are the following:

- Management of the mandatory retirement savings that affiliates have entrusted us with, which allows to generate 90.2% of the total income from fees.
- Management of voluntary individual pension savings, which active affiliates maintain to increase their pension fund or enable early retirement. This service generates 4.0% of the Company’s fee income.
- Management of collective voluntary pension savings by which a group of employees of the same company agree with their employer to make additional savings aimed at increasing their pension fund or enabling early retirement.







- Management of non-retirement or freely available voluntary savings that affiliates maintain with the company, which generates 3.3% of fee income.
- Granting and payment of pensions including programmed withdrawal and temporary income of pensioners that choose to continue with pension savings after retirement, which generates 2.3% of fee income.
- Management of pension savings and pension payment of voluntary affiliates' pension.
- Management of compensation savings of domestic workers or workers benefitting from this scheme, a service the company has decided to provide free of charge.
- Services aimed at supporting pension funds administration and investments, such as electronic collection of pension contributions through the investment in Previred S.A., and management of financial securities documentation through Inversiones DCV S.A.

Business in Peru\*

AFP Habitat Perú S.A. is a Private Pension Fund Administrator, incorporated in December of 2012, in accordance with the Single Consolidated Text (TUO, for its initials in Spanish) of the Law on Private Pension System, approved by Supreme Decree N° 054-97-EF and its regulations, which were approved by Supreme Decree N° 004-98-EF. Its corporate objective is to carry out activities entitled by the TUO of the Law on Private Pension Systems, its Regulations, and other complementary or ancillary provisions, by managing pension funds under the modality of individual capitalization accounts, and granting retirement, disability, survival and funeral expenses benefits to its affiliates.

Its operations began in June 2013, after being awarded the first tender for new affiliates in Peru. Subsequently, it was also awarded the second tender, enabling it to keep incorporating more affiliates up to May 2017.

In Peru, by November 2021, there were four Private Pension Fund Administrators, competing with each other, and coexisting with the National Pension System. The latter is a public system managed by the Pension Standardization Office.

\* This information refers to November 30, 2021 due to the corporate division.

By 30 November 2021, 8,212,671 people had become affiliated to the system, where 12.4% were affiliates of Habitat Perú. Likewise, the system was managing USD \$ 32,697 million, where Habitat Perú had a 9.8% market share.

Affiliates	2018	2019	2020	2021
Industry	7,018,669	7,426,708	7,780,721	8,212,671
Habitat Perú	1,076,055	1,023,505	1,018,549	1,018,426

Managed Assets (MM USD)	2018	2019	2020	2021
Industry	37,789	43,142	40,654	32,697
Habitat Perú	1,808	2,791	3,395	3,195

\* Exchange rate for November 30, 2021: PEN 4.0556 per US\$  
Source: Central Bank of Chile.

Income from fees by AFPs in Peru come mainly from contribution clearance on individual accounts. These fees can be charged under two modalities: i) As a percentage of the contributor's salary (flow fee) or ii) or a mix of flow fee and fee for managed balance (mixed fee). These alternatives resulted from implementing the tender scheme, when longstanding affiliates were given the option of choosing which fee system they preferred. Pursuant to the current regulation, mixed fees will gradually decrease until they stand at 0%.







As at November 2021, prevailing fees for AFPs in Peru were the following:  
As at November 2021, prevailing fees for AFPs in Peru were the following:

AFP	Fixed Fee	Mixed Fee	
	Flow Fee	Flow Fee	Annual Balance Fee
Habitat	1.47%	0.23%	1.25%
Integra	1.55%	0.00%	0.79%
Prima	1.60%	0.18%	1.25%
Profuturo	1.69%	0.28%	1.20%

Business in Colombia\*

Colfondos Pensiones y Cesantías S.A. was founded in 1991. Its operation is governed by Law 100 of 1993, under which the Integral Social Security System of Colombia is established.

In December 2019, AFP Habitat S.A. acquired 100% ownership in this company through its subsidiary Habitat Andina S.A. and Habitat América S.A., which is a subsidiary of the former.

In addition to offering management of pension savings mandatory contributions, Colfondos offers voluntary pension products and severance package management.

In Colombia, as at December 2021, there were four AFPs participating in the “Régimen de Ahorro Individual con Solidaridad (RAIS)” [Individual Savings Scheme with Solidarity]. This scheme coexists with the

\* This information refers to November 30, 2021 due to the corporate division.

“Régimen Solidario de Prima Media (RPM)” [Average Premium Solidary Scheme], managed by state-own Colpensiones.

As at November 2021, RAIS had 17,862,697 mandatory pension affiliates, where 10.3% were registered with Colfondos.

That same month, RAIS was managing approximately US\$ 95,261 million, distributed along mandatory pensions, voluntary pensions, and severance packages. Out of these, Colfondos managed US\$ 12,351 million, representing a 13.0% market share.

Affiliates	2018	2019	2020	2021
Industria	15,554,616	16,463,089	17,087,932	17,862,679
Colfondos	1,906,661	1,927,622	1,923,300	1,846,002

Managed Assets (MM USD)	2018	2019	2020	2021
Industria	65,147	78,436	88,546	95,261
Colfondos	8,385	10,108	11,661	12,351
PM°	12.9%	12.9%	13.2%	13.0%

\* Exchange rate for November 30, 2021: COP 4,021.55 per US\$.  
Source: Central Bank of Chile

In Colombia, all AFPs can charge a maximum 3% fee for mandatory savings clearance. From this fee, a portion is subtracted, which varies depending on each case, to compensate premiums of Disability and Survival Insurance, tendered to life insurance companies.





## 4.2 Affiliates and Contributors

As at 31 December 2021, AFP Habitat has 1,891,989 affiliates, a 1.8% decrease over December last year, when it had 1,926,086 affiliates. In terms of contributors, AFP Habitat had 1,121,403 contributors at year-end 2021, up by 1.2% compared with the same period of the previous year.

## 4.3 Properties

Due to the corporate division, as at 31 December 2021 Habitat has no properties as it assigned 100% of its properties to Administradora Americana de Inversiones S.A.

## 4.4 Furniture Equipment and Supplies

By the end of fiscal year (FY), the Company’s assets in terms of furniture and supplies were valued at CLP 5,184 million, while the technological equipment was valued at MM CLP 1,071.

## 4.5 Insurance

Our headquarters are insured against any risk by BCI Insurance Company for the amount of UF 885,977.





# 4.6 Trademarks and Patents



Certificates sequential N°	Trademark	Category	Record N°	Expiration
1	Habitat AFP, vamos donde tu estas	36	965333	Oct-22
2	El resultado de tu trabajo más el nuestro será todo tuyo, Habitat A.F.P.	36	886248	Jun-23
3	El resultado de tu trabajo más el nuestro será todo tuyo, Habitat A.F.P.	16	886249	Jun-23
4	Habitat Plus, Planificación Previsional Personalizada	36	1128585	Dec-24
5	Habitat Plus	36	1128585	Dec-24
6	Habitat Plus	16	1109221	Dec-24
7	Habitat Plus, Planificación Previsional Personalizada	16	1109219	Dec-24
8	AFP Habitat, Seguridad y Confianza	16	936857	Sept-31
9	AFP Habitat, Seguridad y Confianza	36	914091	Jun-31
10	Habivox	36	914766	Jun-21
11	Habinet	36	914763	Jun-21
12	Habicuenta	36	991708	Sept-22
13	Habicentros	36	914768	Jun-21
14	Habiempresa	36	914770	Jun-21
15	Habiplan	36	914769	Jun-21
16	HABITAT Administradora de Fondos de Pensiones HABITAT S.A.	36-38	951231	Jan-22
17	A.F.P. Habitat, Seguridad y confianza	36	556953	Dec-29
18	Habitat A.F.P.	36-38	943598	Nov-31
19	Habitat A.F.P.	16	943597	Nov-31
20	HABITAT Administradora de Fondos de Pensiones HABITAT S.A.	16	949367	Dec-31
21	Habimatico	42	1171519	Nov-25
22	Habiservicio	42	1171516	Nov-25





Certificates sequential N°	Trademark	Category	Record N°	Expiration
23	Habinstante	42	1171515	Nov-25
24	Habired	42	1171518	Nov-25
25	Habifono	42	1171517	Nov-25
26	Habisintesis	42	1171514	Nov-25
27	AFP Habitat	36	983178	Jun-23
28	Tu AFP no da lo mismo, Habitat AFP	36	983176	Jun-23
29	Estar en Habitat no da lo mismo, Habitat AFP	36	983174	Jun-23
30	Habitat me explicó y yo entendí, Habitat AFP	36	1036527	Aug-23
31	HABITATMOVIL	36	1050887	Oct-23
33	Habitat me explicó y yo ahorré, AFP Habitat	36	1180733	Sept-25
34	Aprende con Habitat, AFP Habitat	36	1201151	Apr-26
35	Habitat	36	1227407	Nov-26
36	Habitat	36	1229193	Dec-26
37	Habitat, JUNTOS MEJORAMOS TU FUTURO	36	1229194	Dec-26
38	Habitat, JUNTOS MEJORAMOS TU FUTURO	36	1244118	Apr-27
39	AFP Habitat, HABLEMOS DE TU FUTUTO	36	1258909	Sept-27
40	cuidemos nuestro HABITAT	36	1332018	Dec-29
41	HABITAT, Piensa en Grandes	36	1332019	Dec-29





For AFP Habitat, it is critical to maintain strategic relations with certain suppliers in order to ensure business continuity, and thus provide a high-quality service to our clients.

The table below lists some of the most important business relations maintained with our suppliers during 2021, as they represent 35% of the company’s annual billing.

Supplier Name	Type of Service	Relation to business
SERVICIOS DE ADMINISTRACION PREVISIONAL	Collection Services & Other	Associated
SISTEMA ORACLE DE CHILE S. A.	Software Licensing	Not related
BANCO DEL ESTADO DE CHILE	Banking Services	Not related
COMPUTER GENERATED SOLUTIONS CHILE S A	Contact Center Services	Not related
OMD CHILE S.A.	Advertising Service	Not related
TINET SOLUCIONES INFORMATICAS S.A.	Software Licensing	Not related
DEPOSITO CENTRAL DE VALORES SA	Custody Service	Not related
ON STREET S.A.	Mobile Office Services	Not related
EDENRED CHILE S.A.	Catering Services	Not related
CROSSNET S.A.	Contact Center Platform Service	Not related



# 4.8 Financial Activities



As a Pension Fund Administrator, our operational activities are related to savings that workers have entrusted us with for its management. As at 31 December 2021, savings amounted to \$42,077,146 million and are distributed among the five pension funds. A breakdown of each fund is provided in the respective financial statements.

As an administrator company, our financial activities are subject to the mandatory reserve investment that AFPs must comply with, known as

Obligatory Reserve requirement, equivalent to 1% of the pension funds under management, which pursuant to legal regulations must be invested in units of pension funds, and thus must meet the investment regulations applicable to these funds.

These activities also consider the investment of the freely available funds of the Company, which are detailed in Notes N°4 and 5 of the Company’s Financial Statements.

Regarding its financing, the Company is anchored on the ability to self-generate, as far as possible, sufficient resources to achieve its corporate goals, encourage growth, promote its corporate image, invest in staff development and training, have the appropriate facilities to maintain its coverage across the country, apart from obtaining external resources to the extent necessary.

# 4.9 Risk Factors

The main risk factors that might potentially affect our Company’s performance are related to economic, financial and regulatory risks.

Regarding the economic risks, the country’s economic cycles, particularly when the labor market is impacted, may result in lower contribution rates, higher evasion rates or delay in contribution payments, in addition to a stagnant growth of workers’ taxable remuneration, factors which in turn affect the Company’s operating income.

The financial risk is related to the investment of the legal reserve that AFPs must comply with, known as Obligatory Reserve requirement, and the investment of the Company’s own resources, which are exposed – just as the managed pension funds – to volatility risks of local and international financial markets, and to the variations in the exchange and interest rates, among other factors. For this reason, long-term investment policies are defined to ensure adequate diversification levels to achieve the expected risk-return ratios.

Lastly, AFPs’ industry is subject to potential regulatory changes concerning pension funds and social security, as it is an industry highly regulated and supervised by the State.



# 4.10 Related Parties



Owned Subsidiary Company	Ownership Interest by AFP Habitat S.A.
Habitat Andina S.A.*	99.90%
Habitat America S.A.*	99.99%

Owned Associated Company	Ownership Interest by AFP Habitat S.A.
Inversiones DCV S.A.	16.41%
Servicios de Administración Previsional S.A (Previred)	23.14%

\* As of 1 December 2021, and as a result of the corporate division of AFP Habitat, the investment held by it in Habitat Andina S.A. was allocated to Administradora Americana de Inversiones S.A. "AAISA", a company arising from the division; hence, Habitat Andina S.A. and its subsidiaries (Habitat América S.A., AFP Habitat S.A. (in Peru), Suma Limitada and Colfondos S.A. Pensiones y Cesantías), ceased being direct and indirect subsidiaries of AFP Habitat S.A. and, as of that date, became subsidiaries of AAISA.

## Subsidiary Companies

### Habitat Andina S.A.

#### Company Incorporation

The public incorporation deed of the company includes the following:

Habitat Andina S.A. was incorporated through public deed, executed before the Santiago Notary, Mr. René Benavente Cash, on 27 November 2012.

Resolution, date of publication and registration of the certificate issued by the Superintendence authorizing the start of operations.

Its incorporation and bylaws were approved by the Superintendence of Pensions, through Resolution N° E 215/2012 dated 30 November 2012.

The resolution extract was registered on page 85.849 N°60.130 of year 2012 in the Registry of Commerce of the Real-Estate Registrar of Santiago, and the certificate by the Superintendence of Pensions approving its incorporation was recorded in the margin of registration.

#### Subscribed and Paid-in Capital

To date, the company capital amounts to Th. CLP \$17,435,000, equivalent to 34,870,000 shares that belong to the same series and which are totally subscribed and paid-in.

#### Ownership interest in the Subsidiary:

As at 30 November 2021, AFP Habitat S.A. held a 99.9% stake in Habitat Andina S.A., equivalent to 34,835,130 shares. This ownership interest was allocated to Administradora Americana de Inversiones S.A., on 1 December 2021, as a result of the above-mentioned division.

## Corporate Purpose and Business Activities Conducted

The Company's sole purpose is to provide services to natural or legal persons operating abroad, as well as to invest in Pension Fund Administrators and/or companies incorporated in other countries, whose line of business focuses on pension matters.

In particular, the company will be entitled to directly or indirectly conduct the following business activities:

- a) Administration of pension fund portfolios.
- b) Custody of securities.
- c) Collection of pension fund contributions, deposits and other contributions.
- d) Digital processing of information.
- e) Rental and sale of computer systems.
- f) Training.
- g) Administration of individual capitalization and retirement savings accounts.
- h) Promotion and sale of services.
- i) Pension advisory services.
- j) Administration and payment of pension-related services.
- k) Investment in shares or rights in Pension Fund Administrators.
- l) Investment in shares or rights in companies focusing on pension matters.







All of this in compliance with Law N°18.047 and article N° 23 of Decree Law N°3.500

As at 30 November 2021

Name	Position in Habitat Andina S.A.	Position in AFP Habitat S.A.
Alejandro Bezanilla Mena	Chairman	General Manager
León Fernández de Castro Peñafiel	Vice-Chairman	Planning & Development Manager
José Miguel Valdés Lira	Director	Chief Counsel
Cristián Costabal González	General Manager	Administration and Finance Manager

Description of Business Relations with Associated Companies

The purpose of Habitat Andina S.A. is to complement AFP Habitat S.A.’s line of business in the provision of services to natural or legal persons operating abroad, and the investment in AFPs or companies whose line of business focuses on pension matters, in both cases incorporated abroad.

Habitat América S.A.

Company Incorporation

The public Incorporation Deed of the company includes the following:

Habitat América S.A. was incorporated through public deed executed in Notary Office N° 27 of Santiago, before the Public Notary, Ms. Margarita Moreno Zamorano, on 2 September 2019.

Its incorporation and bylaws were approved by the Superintendence of Pensions through Resolution N° E-242–2019 dated 5 September 2019.

The resolution extract was registered on page 72.081 N° 35.295 of year 2019 in the Registry of Commerce of the Real-Estate Registrar of Santiago, and the Superintendence of Pensions issued a certificate approving its incorporation, which was recorded in the margin of the registration.

Subscribed and Paid-in Capital

To date, the company capital amounts to Th. CLP \$5,000, equivalent to 10,000 shares that belong to the same series and are totally subscribed and paid-in.







Corporate Purpose and Business Activities Conducted

The Company’s sole purpose is to provide services to natural or legal persons operating abroad, as well as to invest in Pension Fund Administrators and/or companies incorporated in other countries, whose line of business focuses on pension matters, in accordance with their laws and applicable regulations in place.

In particular, the Company will be entitled to directly or indirectly conduct the following business activities:

- a) Administration of pension fund portfolios.
- b) Custody of securities.
- c) Collection of pension contributions, deposits and other contributions.
- d) Procesamiento computacional de información.
- e) Rental and sale of computer systems.
- f) Training.
- g) Administration of individual capitalization and retirement savings accounts.
- h) Promotion and sale of services.
- i) Pension advisory services.
- j) Administration and payment of pension-related benefits.
- k) Investment in shares or rights in Pension Fund Administrators.
- l) Investment in shares or rights in companies focusing on pension matters.

All this is compliance with Law N° 18.046 and article N° 23 of Decree Law N° 3.500.

As at 30 November 2021

Name	Position in Habitat América S.A.	Position in AFP Habitat S.A
Alejandro Bezanilla Mena	Chairman	General Manager
León Fernández de Castro Peñafiel	Vice- Chairman	Planning & Development Manager
José Miguel Valdés Lira	Director	Chief Counsel
Cristián Cotabal González	General Manager	Administration and Finance Manager

Associated Companies

INVERSIONES DCV S.A.

Corporate Purpose: Inversiones DCV S.A. is a company established with the purpose of investing in publicly offered securities under deposit from corporations, as provided in Art. 2 of Law 18.876, facilitating the transfer operation of those securities pursuant to the applicable legal proceedings and regulations, and conducting any other activity expressly authorized by the aforementioned Law and its Rules of Procedure.

Subscribed and Paid-in Capital as at 31 December 2021: the capital amounts to Th. CLP M\$914,233, equivalent to 9,854 shares.

Ownership interest in the Associated Company:

A.F.P. Habitat S.A. holds a 16.41% stake in Inversiones DCV S.A. as it owns 1,617 shares in this company.

BOARD OF DIRECTORS

Chairman: Cristián Rodríguez Allendes  
Directors: Jaime Munita Valdivieso, Hector Herrera

GERENTES Y EJECUTIVOS

General Manager: Constanza Bollmann Schele

ASSOCIATED COMPANY - SERVICIOS DE ADMINISTRACIÓN PREVISIONAL S.A.

Corporate purpose: According to its corporate bylaws and amendments, the line of business or purpose of the Company is to implement a technological solution for the electronic payment of retirement contributions through an information website. With this aim, the company shall be entitled to solicit bids and award contracts for the required technology services on a regular basis; hire the electronic debit and credit services for the banking accounts and the stamping service of





electronic payment vouchers issued by the website; inform about the electronic payment system and its use through talks, training, conferences, showrooms, and system operation; retain strategic commercial advisory services, as well as the necessary public media to promote the services identified and available on the site; secure confidentiality, accuracy and exclusive access to information stored on the site; manage and ensure strict compliance with the terms and conditions of the service contracts, whether technological or other, entered into by the Company; carry out the reception, validation and distribution of information by the declarants on their pension contributions and/or any other stated information; manage folders of users access to the site through authorizing instruments and the allocation and control of key passwords; provide telephone help lines services for users; coordinate and solve all the service complaints by the institutions of all social security sectors pursuant to the legal and regulatory proceedings established; and conduct any other activity authorized by law and/or any other regulation. At the Tenth Extraordinary Shareholders Meeting held on 22 August 2006, it was agreed to amend the corporate bylaws by adding the following paragraph: “To provide, under equivalent conditions, similar services to all existing and future

pension entities in the country, as well as to other entities administering or managing social security benefits or services, upon their request.” At the seventeenth Extraordinary Shareholders Meeting held on 3 July 2018, it was agreed to add the following section to the corporate bylaws: “and the provision of services and advice for pension fund entities, both public and private, regarding requesting and collecting retirement contributions, contact center services and every other service intended to support the line of business of such institutions.” The above would be added after the sentence: “the line of business or purpose of the Company is to implement a technological solution for the electronic payment of retirement contributions through an information website.”

**Subscribed and Paid-in Capital:** As at 31 December 2021, the subscribed and paid-in capital amounts to Th. CLP \$7,271,053, equivalent to 745,614 shares.

**Ownership Interest in the Associated Company:**  
A.F.P. Habitat S.A. holds a 23.14% stake in Servicios de Administración Previsional S.A. as it owns 172,534 shares in this company.

**BOARD OF DIRECTORS**

Diana Berstein Zimmermann  
Andrea De La Barra Pérez-Cotapos  
Claudio Skarmeta Magri  
Felipe Sutherland Wiegand  
Cristóbal Irarrázaval Philippi

**MANAGERS AND EXECUTIVES**

**General Manager:** Esteban Segura Revello  
**Operations Manager:** Daniel Cabrera Caroca  
**Technology Manager:** Cecilia Gutierrez Alvarado  
**Commercial Manager:** Claudio Sepúlveda Varela  
**Administration and Finance Manager:** Hernán Pérez Carvallo  
**Audit and Comptrollership Manager:** Arnaldo Eyzaguirre Miranda







## 05. Sustainability

**\$945**  
million CLP

were invested to provide training to our employees during the year.





# 5.1 Sustainability Context

At AFP Habitat, we continue to adapt ourselves to the new reality caused by the health crisis, adjusting our work modality, but without affecting business continuity and, above all, the service to our affiliates. In addition to the health emergency, we have had to cope with **a number of legislative initiatives** (the Third Withdrawal of Pension Savings, an Early Pension for the Terminally Ill and a Middle-Class Bonus), that, once again, put the efficiency and commitment of our employees to the test, with regard to our customers.

An **uncertain economic scenario** posed further investment challenges, as we witnessed volatility of markets globally. In view of this, we doubled our efforts as a company to reassure our customers through ongoing and timely communication.

As you all know, discussions on pension reform continued in Congress. This was strained by the Third Withdrawal of Pension Savings, in addition to the enactment of the Law for **Terminally-Ill Individuals**. This new benefit became effective on July 1, 2021. It enables affiliates with a terminal illness to access an early pension, as well as to withdraw part of their funds from their AFP accounts. The Congress has defined “terminally-ill” as “a person who suffers from a serious, progressive and irreversible diagnosed pathological condition, which fails to respond to a particular curative or life-prolonging treatment; or else when therapeutic options are no longer effective, and the patient is expected

to pass away within 12 months.” A medical team will be in charge of defining the terminally-ill condition of the patient.

**The issue of pensions is a cross-cutting concern for citizens**, which will undoubtedly require legislative adjustments and the political will to obtain improved pensions. Within this context, in May last year, a survey commissioned by the AFP’s Association to Cadem showed that the industry’s assessment by the public had improved significantly after the withdrawals. Following the first withdrawal, a 56% rated AFP’s performance as good; after the second one, it went to 79%, and after the third one, to an 87%. Regarding who is the owner of the funds, a high percentage, that is, a 73% believes that they are individually owned by them; as to the nationalization of funds, a 63.5% disagrees with the funds becoming state property, while a 31.7% agrees with it, a 1.3% neither agrees nor disagrees, and a 3.5% doesn’t know or doesn’t answer.

With respect to our customers, we have reinforced our commitment to provide **timely answers and solutions through different platforms and digital innovations**. During 2021, we kept an active social networks strategy, called #elrestoesfake [The Rest is Fake], aimed at pension planning education of citizens to debunk myths about pension system. Likewise, we redefined the content of our Newsletter on **pension planning education**, disseminating segmented information to our







clients based on their needs, in order to clarify doubts regarding the different stages of life in which our affiliates and pensioners find themselves. In parallel, the “Hablemos de tu futuro” [Let’s talk about your Future] website has consolidated its support and improved communication with our clients, having recorded more than 45 thousand visits.

In addition, we added the new **podcast “Todos los días se aprende algo nuevo”** [Every day you learn something new]. We performed eight chapters including different everyday scenes of family life, in which each character shared financial lessons on savings, work and social security. The goal of this podcast was to provide information in a closer and simpler language regarding important pension topics at every stage of people’s lives.

We also organized **a series of talks with Pauta Radio and a seminar on trends of the future work together with the Chilean Institute of Rational Business Administration [ICARE, for its initials in Spanish]**. All these instances enabled us to address contingent issues of interest to our affiliates and citizens in general, as well as to provide significant information on current political, economic and social matters, with the support of experts in each of the areas.

Regarding **our employees and our organizational culture**, we are very pleased because once again we were recognized by Great Place to Work (GPTW), ranking 11th among “the best companies to work for in Chile.” This recognition is awarded based on a number of surveys in

which elements such as trust, work culture, staff development and how much the employees enjoy their job are assessed. This shows us that in spite of the challenging times we have lived through, AFP Habitat’s employees are proud to work for the Company and, ultimately, have a positive experience as employees.

Another event that filled us with pride in the past year was the recognition by Merco, which positioned us as the **AFP with the best Corporate Reputation**. This means that we are among the 100 companies with the best corporate reputation in the country.

In the sustainability area, we continued to work in the **Piensa En Grandes [Think Big] Alliance** in its various work areas, always with the purpose of supporting the development of high impact projects for an improved quality of life and/or ecosystem of senior citizens in Chile. Last year, we developed a second Social Innovation Fund. We also began a new cycle of the Cooperativa Radio program, which allowed us to visualize big people of our country. In addition, through the project “Long-Term Care Facilities for the Elderly” [ELEAM, for its initials in Spanish], located in Puente Alto Municipal District, we articulated – for its diagnosis and execution – public-private networks necessary to support improvements in the well-being of older adults residing in ELEAMs of that municipal district and the country.

All of the above-mentioned efforts inspire us as individuals to give the best of ourselves and as a company to work with passion and purpose in each of the initiatives led by us.





Last year was once again a challenging year from a health, economic and legislative point of view. The pandemic forced us to remain vigilant and encouraged us to become a more nimble and innovative company. As in previous years and as part of our Sustainability Strategy, AFP Habitat has reached out to the community using a three-dimensions approach: economic, social and environmental.

In the past year, we improved our digital transformation to deliver a continuous and quality fully- remote service to our affiliates. We are very satisfied with the digital strategy, since more than 82% of our affiliates were served through a digital channel during 2021.

Besides, we implemented several strategies to communicate in a close and timely manner with each one of our stakeholders.

Clients

Both our goal and mission have always been to provide an efficient, close and timely service to our customers, providing them with an excellent pension service. With the pandemic, we have doubled our efforts to ensure operational continuity of service and take care of our workers and affiliates’ health. For us, it has been vital to keep that close approach with our affiliates and not to lose the continuous communication we

regularly keep with our almost 1.9 million clients throughout the country. In order to use all available platforms to provide a proper and timely service to our customers, the following was carried out:

- A bi-monthly communication on pension planning through which segmented information is submitted to our affiliates according to the needs of each stage of their working life cycle.
- An active social networks’ strategy, called #elrestoesfake [The Rest is Fake], aimed at pension planning education of citizens, debunking myths about pension system. In parallel, the “Hablemos de tu futuro” [Let’s talk about your Future] website has consolidated its support and improved communication with our clients, recording more than 45 thousand visits.
- Creation of podcast “Todos los días se aprende algo nuevo” [Every day you learn something new]. We performed eight chapters including different everyday scenes of family life, in which each character shared financial lessons on savings, work and social security. The purpose of this podcast was to provide information in a closer and simpler language regarding important pension topics at every stage of people’s lives.
- A series of talks with Pauta Radio and a seminar with ICARE to address contingent issues of concern to our affiliates and citizens in general, with the support of experts in each of the areas.







## The Media

The media are considered an important stakeholder group. Our relationship with editors and journalists from different media is one of last year’s activities that can be highlighted. In addition, we conducted the Public Account in a transparent manner, which made it possible to report on the operational results, responsible management, operation and challenges of the Company and, in turn, reinforce pension planning themes to the media.

It is important to note that as part of our Sustainability Strategy and focusing on senior citizens, we began a new cycle of the Cooperativa Radio program: “Piensa en Grandes” [Think Big], which involved broadcasting 26 programs on Saturdays. This radio program allowed us to meet remarkable older adults, as well as to share creative and innovative efforts to improve the well-being of the elderly. In addition, we also held a series of talks with Pauta Radio, in which experts in pension planning participated to address topical issues for our affiliates and citizens in general.

## Employees

At AFP Habitat, we have an open-door policy to generate a direct interaction with our employees. Meetings are constantly being held with various segments, including leaders, WorkCafés with area managers, unions and employees’ representatives, among others. Likewise, we have in place means of communication, such as a Whistle-Blower Line and the El Pulso Intranet, which enable a smooth relationship with our people.

Care, appreciation and trust are at the center of the relationship between the Company and its people, and are sought to be reflected in all the initiatives undertaken for our employees. During 2021, all protective measures against COVID-19 were maintained, and at the head office a shift system was implemented for face-to-face work for people who do not belong to risk groups. As well, support and self-

care activities were conducted for the branch offices team, that has seen an increase in its work due to 10% withdrawals, Early Pension for the Terminally Ill, and other processes.

These initiatives have been positively received by people. This is reflected in the 82 points out of 100 obtained in the corporate vision measured by Great Place to Work 2021. This recognition undoubtedly fills us with pride and drives us to keep working, so that our employees can continue to grow in a gratifying and pleasant environment.

## Public Agencies

In its fiduciary role and with the purpose to look after the interests of our affiliates, the Company has been characterized by an active participation and cooperation with the State and the regulatory agency with regard to issues related to the improvement of the Pensions System. Particularly, last year we focused on executing the payment of pension funds withdrawals, as well as on implementing the new Law for the Terminally-Ill.







## Suppliers

Focusing on continuous improvement of the organization’s processes and on an ongoing support to our suppliers, in 2021, several improvements were made to our suppliers’ management system:

**Payment within less than 30 days:** During 2021, regarding the entry into force of Law 21.131 stipulating the obligation to pay suppliers within 30 days, Habitat set itself the challenge to comply with this obligation, and out of a total 6,594 documents duly received, 91.3% were paid in less than 30 days, achieving an average payment term of 16 days.

**Request of Number, Purchase Order or Contract:** For a smoother document registration, we worked with the suppliers to enable the use of fields 801–803 of electronic invoicing, allowing to include the purchase order number or the contract number, thus minimizing the number of unauthorized or rejected documents. This directly results in improved response times to make payments and an increased process safety.

Responsibility and financial assessment: In order to give our suppliers a higher status, a number of measures were implemented that will benefit both the suppliers and Habitat

- Review of financial statements of the company involved, where no company with an Equifax score of less than 99% is eligible to render services to Habitat.
- Systematic review of debts of suppliers to workers, where companies must be up to date with payment of salaries, contributions and other corporate obligations.
- Internal ranking of suppliers regarding higher vs. lesser degree of compliance.

**COVID-19 Insurance:** Care for all is essential. This is why Habitat decided that all of its contractor suppliers should have a valid COVID-19 insurance 2021–2022 to cover all workers rendering services in any branch office in the country. This benefits both the suppliers’ personnel and all of our employers.

It should be noted that every effort will continue to be made to further improve the continuous processes focusing on Supplier/Habitat, subject to updates of market and current laws.

## The Community

As mentioned in previous chapters, the Company is constantly working with the communities, especially as regards senior citizens. For this reason, as part of Piensa en Grandes [Think Big] alliance, we launched the second Social Innovation Fund, seeking to accompany and enhance the well-being of older adults, and launch our aid to support Long-Term Care Facilities for the Elderly (ELEAM) in their formalization process.

In addition, in conjunction with AFPs and led by its Trade Association (AAFP), we continued with the Mis Beneficios [My Benefits] Program, which aims to benefit more than 10 million affiliates and pensioners by offering permanent discounts, special benefits and contests rewarding affiliates’ savings behaviour.







Shareholders and Investors

Communication with Shareholders and Investors is managed by the Administration and Finance Unit. This unit is in charge of providing the Company’s financial and commercial information. This is done through various quarterly reports that are made available on the Company’s website. In addition, this Unit handles all the inquiries sent by the Company’s various analysts or shareholders mainly interested in business responsible management and our Company’s leadership in the industry in which it operates.

Regarding Corporate Governance, AFP Habitat stands out for being governed by high standards of risk control, an ethical business management and a strong brand reputation.

Public Agencies

In a year marked by the sanitary crisis and the 10% pension fund withdrawal process, AFP Habitat has maintained a close relationship with central government agencies and the Judicial Branch in order to timely solve the issues citizens are facing. In this context, the Company adapted and responded to the regulatory changes and worked with celerity adjusting its operational processes, so that affiliates and pensioners with residency in Chile and abroad could withdraw their funds within the allocated timeframe.





# 5.3 Social Responsibility and Sustainable Development Report



## A. Financial Report

### A.1 Fighting against corruption, asset laundering, terrorist funding and proliferation of weapons of mass destruction

The company has a Manual that includes a Policy to prevent asset laundering, terrorist funding and proliferation of weapons of mass destruction, implemented in 2012, and last updated in June 2021. These documents are annually checked by the Board of Directors and are compulsory for all persons working for the Company.

The main goal of both the Manual and the Policy is to ensure the Company has a comprehensive, coherent and sufficient model to prevent, detect and report suspicious operations, thus adequately capturing any risks against asset laundering, terrorist funding and proliferation of weapons of mass destruction.

To complement the Policy, the Company publishes a guide with warning signs that could indicate asset laundering. This way, our personnel can recognize a suspicious transaction and can notify the Prevention Unit, as provided in the Manual. In addition, personnel receive annual training on various aspects of the prevention model implemented.

As part of this prevention model, AFP Habitat has in place a committee exclusively dedicated to prevent asset laundering and terrorist funding (PLAFT, for its initials in Spanish), made up of General Manager, Commercial Manager, Human Resources Manager, Investment Manager, Operations Manager, IT Manager, Administration and Finance Manager, Planning & Development Manager, Risk Manager and the Chief Counsel, all of whom are coordinated by the Compliance Officer, that is in charge of supervising the Company’s various prevention actions.

Likewise, the Company has developed technical solutions ensuring to detect and report suspicious transactions and transactions in cash, which includes monitoring activities by politically exposed affiliates.

### A.2 Unfair Competition

The Company has declared its rejection of any practice of unfair competition as well as its commitment to comply with antitrust regulations, pursuant to its Code of Ethics, whose last update was approved by the Board of Director in June 2021, and which states in section 6.7 Antitrust and Regulatory Agencies that:

*“AFP Habitat obeys and complies with antitrust regulations provided by law and the market regulatory authorities, seeking to create a fair and active competition and business conduct by the Company, always taking a collaborative approach in the provision of information and requirements of the free-competition authorities and other regulatory agencies. Likewise, AFP Habitat rejects any unfair or anti-competitive practices in the markets in which it operates.”*

In addition, the aforementioned Code of Ethics provides that *“the directors, executives and employees that participate or have any influence in any decision-making process of the Company or managed pension funds, shall provide a statement of interests with the purpose of performing periodic checks into conflicts of interest”*. On the other hand, the Company’s directors, executives, employees and outside consultants who are informed of the pension funds investments, as well as their spouses and business partnerships in which they have more than a 10% interest, must report on their financial transactions, which have to comply with the terms and restrictions provided in the pension funds’ system regulations, as well as in the Code of Ethics and Investment Behaviour.



A.3 Payment to Suppliers

During 2021, work to comply with the 30-day Payment Law was intensified. As a result, it was possible to pay 98% of invoices within less than 60 days, with 91% receiving payment in less than 30 days.

Category	Amount Invoiced	% Amount Invoiced	Number of Invoices	% Numb. of invoices
Under 30 days	26,542.874,832	85.94%	6,021	91.31%
Between 30 & 60 days	3.863,910,653	12.51%	439	6.66%
Over 60 days	477,930,259	1.55%	134	2.03%
Total, general	30,884,715,744	100.00%	6594	100.00%

A.4 Supplier Assessment

The pension system’s Compendium of Rules provides on book V, title V, the administrative aspects to be considered when services are contracted by Pension Fund Administrator and the Instituto de Previsión Social [Social Security Institute]. To comply with these rules in force, the Company monitors on a monthly basis all suppliers marked as critical and those under subcontracting contracts.

With respect to critical suppliers, an annual review is done to ensure all contracts contain the appendices required by law, and have been certified by the operation continuity plan, information security and internal control systems. In addition, a financial assessment is performed, along with risk level measurements defined by the Company’s internal procedure, known as “Control of Critical Contracts”. In terms of suppliers with subcontractors, their business report [Dicom] is reviewed every month, to make sure there are no past-due amounts or documents. As well, they are requested to submit the F30–31 documents on their compliance with employment and pension obligations of their contracted staff.







B. Environmental Report

It can be reported that AFP Habitat has continued to measure performance indicators in the operations it carries out, and to do a systematic monitoring to assess and display resource consumption by the organization. The objective is to develop a corporate methodology that can allow us to control the Company’s environmental impacts.

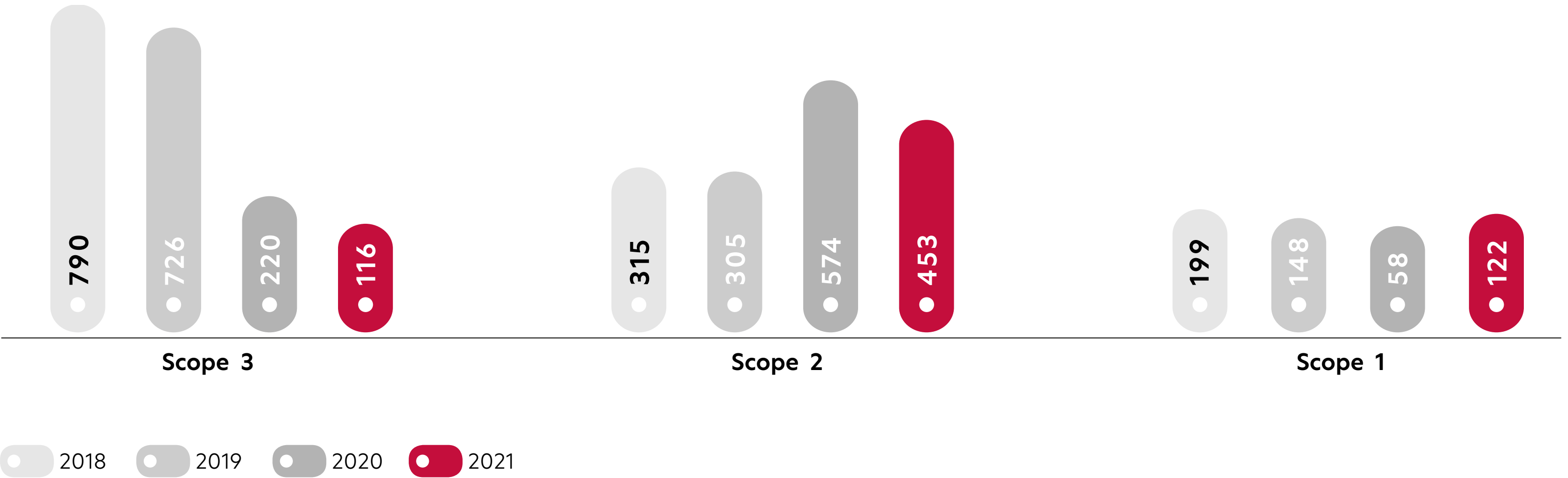
AFP Habitat has an impact on three main aspects, that are measurable:

- **Mobile Habitat:** The organization has Mobile Offices that travel across the country to reach customers located in locations that have no physical branch offices. This brings AFP Habitat closer to various places, and has a direct impact resulting from the kilometers covered by these vehicles.
- **Power consumption:** The organization has one head office, 26 branch offices, five sales offices and two service centers, and their power consumption is measured.
- **Flights:** The organization uses trips by plane to transport Company members for different purposes, including business, administrative or other.

The table below shows the main consumption indicators:

Indicator	Scope	Unit	2019	2020	2021
Mobile Habitat [km covered]	Scope 1	Km	570,972	224,025	467,634
Power consumption	Scope 2	MWh	603	1,416	1,118
Business trips (by plane)	Scope 3	Km	2,606,236	789,088	414,962

Carbon Footprint 2018–2021  
[TCO2e]







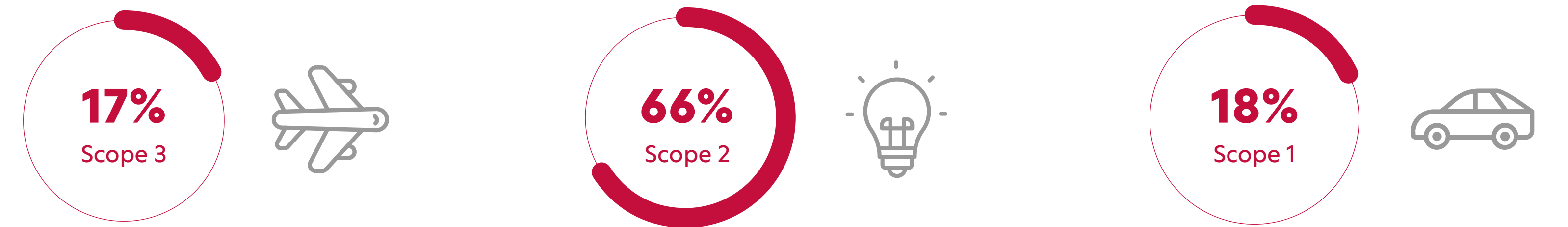
A decrease in Scope 2 may be seen (power consumption decreased by 21%). This was mainly due to energy efficiencies implemented at branch offices and to the low energy consumption of our head office due to remote work. On the other hand, the reduced number of flights lowered the number of kilometers traveled (47%) since telematic meetings were favored; however, regular Mobile Habitat trips have been restored, which resulted in a measurement close to the average of the last few years.

Carbon Footprint

Regarding Scope 1 emissions, in 2021, as regular Mobile Habitat trips were restored, there was an increase in CO2 emissions over 2020. Nonetheless, a significant decrease of Scope 2 & 3 emissions was also achieved, which meant a 162 tons reduction over 2020, that is, a 19% reduction in overall emissions’ measurement.

A review of the recorded figures shows that Scope 2 emissions remain as the main factor (electric power consumption) reflected in CO2 emissions, despite the fact that in specific terms there was a 121 tons reduction over 2020, that is, a 21% decrease.

CO<sub>2</sub> Emissions Composition (%)



C. Social Report

The information presented below refers to individuals who worked directly for AFP Habitat during 2021. It must be pointed out that the Company does not have employees for the role of “Administrative Assistants” pursuant to the definition given by the Financial Market Commission on the amendment of the sustainable development and social responsibility report. As such, the tables below will not contain any information on this role. As well, the information related to Directors and Alternate Directors will only be included when applicable.

C.1 Parental Leave

In 2021, the number of women on parental leave reached 37. Including the parental leave benefit, the average number of leave days was 115.5. Breakdown and detail by position is presented in the table below:

Cargo	Female		Male		Total	
	N° of People	N° of Average days	N° of People	N° of Average days	N° of People	N° of Average days
Senior Managers	0	0	0	0	0	0
Managers	0	0	0	0	0	0
Head of Departments	5	112	0	0	5	112
Professionals	7	81	0	0	7	81
Technical Staff	23	104	0	0	23	104
Administrative Staff	2	165	0	0	2	165



C.2 Occupational Safety

The accident rate target of 2021 was 0.12, and the fatality rate target was 0. Both goals were achieved. It should be noted that the lost time incident rate dropped to 9, result achieved thanks to the important work carried out as a Company in terms of prevention and care of our people. Breakdown and comparison with previous years is presented in the table below.

Accident Rate Target (/100) 2021	0.12		
Fatality Rate Target (/100.000) 2021	0		
Indicator	2021	2020	2019
Accident Rate	0,12	0,58	0,99
Fatality Rate	0	0	0
Average Lost Time Incident Rate (days)	9	20	11

C.3 Training

At AFP Habitat, training is essential for our employees and their development. For this reason, during 2021, there were various training activities offered to employees, including courses provided through the National Training and Employment Service (SENCE, for its initials in Spanish). This corresponds to 0.2% of the Company’s domestic market revenues. .

2021 Target (MM CLP)	599					
Investment	Amount in MM CLP			% of revenues		
	2021	2020	2019		2020	2019
Employees Training	335	348	462	0.2%	0.5%	0.2%
TRAINING + SENCE	505	616				

The following is the average hours of training received by our employees.

Cargo	Género Femenino	Género Masculino	Total
Senior Managers	14.5	33.8	27.8
Managers	27.3	33.8	31.6
Head of Departments	46.3	44.5	45.4
Professionals	39.1	30.7	33.8
Technical Staff	58.6	70.1	62.5
Administrative Staff	46.0	41.1	44.5







C.4 Diversity

AFP Habitat’s Internal Rules of Order, Hygiene and Safety include provisions on the right to equal remuneration for men and women, observance of employees’ fundamental assurances, the right to equal access to opportunities for employees with disabilities and their non-discrimination, as well as on making the necessary reasonable adjustments.

In our Diversity Program, we have established certain recruitment and selection principles that enhance the search process for applicants with disabilities or who are over 55 years old, as at AFP Habitat we want to select our employees based on their knowhow, development potential, personal and technical skills, and alignment with the Company’s values and principles, and not based on gender, age, sexual orientation or any other factors. In addition, we entered into an agreement with the Municipal Labor Information Office of Providencia Municipal District for the selection of people with disabilities. This links us to the community and has enabled us to broaden our range of candidates with a disability.

Regarding gender distribution, at AFP Habitat there are 937 female employees at AFP Habitat, which represent 61% of our total employees.

Role	Female	Male	Total
Incumbent Directors	2	6	8
Alternate Directors		1	1
Senior Managers	3	8	11
Managers	8	15	23
Head of Departments	82	73	155
Professionals	82	143	225
Technical Staff	476	229	705
Administrative Staff	286	137	423





Besides, diversity of nationalities within AFP Habitat has also increased, as in 2021 there were 48 foreign employees, compared to 41 in the previous year, which represents a 3% of our workforce.

Role	Chilean	Extranjero										
		Mexican	Venezuelan	Colombian	Argentinean	Peruvian	Brazilian	German	Cuban	Ecuadorian	Spanish	Guatemalan
Incumbent Directors	5	1			2							
Female	1				1							
Male	4	1			1							
Alternate Directors	1											
Female												
Male	1											
Senior Managers	11											
Female	3											
Male	8											
Managers	22				1							
Female	7				1							
Male	15											
Head of Departments	154										1	
Female	81										1	
Male	73											
Professionals	218		3	1		2				1		
Female	81									1		
Male	137		3	1		2						
Technical Staff	673		20	3	3	3	1	1				1
Female	452		14	3	3	2	1					1
Male	221		6			1		1				
Administrative Staff	416		5	1					1			
Female	280		4	1					1			
Male	136		1									





As to the age of our employees, 28% were over 50 yeas old in 2021, which involves a 2% increase compared to 2020. A breakdown of the age distribution is shown in the following table.

Role per Age	Below 30	Between 30 & 40	Between 41 & 50	Between 51 & 60	Between 61 & 70	Over 70
<b>Incumbent Directors</b>			<b>2</b>	<b>6</b>		
Female				2		
Male			2	4		
<b>Alternate Directors</b>		<b>1</b>				
Female						
Male		1				
<b>Senior Managers</b>			<b>7</b>	<b>3</b>	<b>1</b>	
Female			2	1		
Male			5	2	1	
<b>Managers</b>		<b>7</b>	<b>11</b>	<b>3</b>	<b>2</b>	
Female		1	5	1	1	
Male		6	6	2	1	
<b>Head of Departments</b>	<b>1</b>	<b>39</b>	<b>67</b>	<b>40</b>	<b>7</b>	<b>1</b>
Female	-	19	38	21	4	-
Male	1	20	29	19	3	1
<b>Professionals</b>	<b>43</b>	<b>104</b>	<b>40</b>	<b>28</b>	<b>10</b>	
Female	11	37	18	13	3	
Male	32	67	22	15	7	
<b>Technical Staff</b>	<b>45</b>	<b>229</b>	<b>191</b>	<b>187</b>	<b>50</b>	<b>3</b>
Female	27	162	140	121	26	
Male	18	67	51	66	24	3
<b>Administrative Staff</b>	<b>45</b>	<b>157</b>	<b>122</b>	<b>76</b>	<b>21</b>	<b>2</b>
Female	24	103	98	54	6	1
Male	21	54	24	22	15	1





Regarding seniority in the Company, 35% of our employees have worked for six or more years with the Company; while almost 18% has worked more than 12 years with the Company.

Role per Seniority	Below 3 years	Between 3 & 6 years	Between 6 & 9 years	Between 9 & 12 years	Over 12 years
<b>Incumbent Directors</b>	<b>5</b>	<b>2</b>			<b>1</b>
Female	2				
Male	3	2			1
<b>Alternate Directors</b>	<b>1</b>				
Female					
Male	1				
<b>Senior Managers</b>	<b>1</b>	<b>4</b>	<b>2</b>		<b>4</b>
Female			1		2
Male	1	4	1		2
<b>Managers</b>	<b>10</b>	<b>3</b>	<b>6</b>	<b>1</b>	<b>3</b>
Female	4	1	1		2
Male	6	2	5	1	1
<b>Head of Departments</b>	<b>36</b>	<b>36</b>	<b>18</b>	<b>15</b>	<b>50</b>
Female	14	16	9	11	32
Male	22	20	9	4	18
<b>Professionals</b>	<b>105</b>	<b>44</b>	<b>18</b>	<b>9</b>	<b>49</b>
Female	29	18	8	4	23
Male	76	26	10	5	26
<b>Technical Staff</b>	<b>317</b>	<b>185</b>	<b>94</b>	<b>19</b>	<b>90</b>
Female	202	138	72	13	51
Male	115	47	22	6	39
<b>Administrative Staff</b>	<b>149</b>	<b>106</b>	<b>56</b>	<b>32</b>	<b>80</b>
Female	95	83	36	26	46
Male	54	23	20	6	34

By the end of 2021, the Company had 24 workers with disabilities, three more than the previous year. This number has been gradually increasing. Our work has been to open spaces through selection, to welcome the different types of disabilities presented by our employees by means of internal voluntary surveys, where each worker can feel free and confident to state his or her disability situation. By recognizing it as part of their characteristics, we also facilitate them the accreditation process. Along with this, we have established a program of benefits with reasonable adjustments to accompany the person’s disabilities, because at AFP Habitat we are convinced that each one of them can add a value to the Company.





We know that we have exceeded the legal requirement, as people with disabilities account for 1.6% of our workforce. However, we must continue to increase this number. This is why we have recruitment processes in place based solely on the applicant’s skills and expertise, regardless of whether they have a degree of disability. We therefore expect this number to be higher as we are convinced that great teams are formed by diverse people, with their different contributions and perspectives.

Role	People with disabilities	
	Female	Male
Incumbent Directors	-	-
Alternate Directors	-	-
Senior Managers	-	-
Managers	-	-
Head of Departments	3	1
Professionals	1	-
Technical Staff	7	3
Administrative Staff	8	1

C.5 Salary Gap

Differences in remuneration account for workers’ career path and their development or merit in the Company along with the expertise required by each role. Therefore, no accurate comparison is possible by role. Pay is defined by the financial market, organizational levels and internally-defined bands, without any gender distinction. For pay gap calculation, gross salary, variable bonuses, commuting and food allowances were considered.

Role	Average Salary Gap (%)	Median Salary Gap (%)
Senior Managers	83%	82.2%
Managers	79%	77.6%
Head of Departments	92%	99.6%
Professionals	89%	89.8%
Technical Staff	90%	97.4%
Administrative Staff	95%	94.1%







Total remuneration earned by the Executives during 2021 totals \$ 6,528,832,538. -

C.6 Employee Benefits

The Company provides several benefits to its employees, including: Christmas bonus, national festivities bonus, vacation bonus, nursery, schooling bonus, flexible bonus, and performance bonus, among others. Some benefits vary based on the role and type of contract, and all these benefits were considered as total compensation when calculating gross salary per hour received during 2021.

Role	% of benefits over gross salary per hour			
	Female		Male	
	Full-Time	Part-Time	Full-Time	Part-Time
Senior Managers	50.5%	N/A	51.3%	N/A
Managers	27.9%	N/A	38.6%	N/A
Head of Departments	20.3%	N/A	21.5%	N/A
Professionals	15.0%	N/A	17.7%	N/A
Technical Staff	3.0%	N/A	2.9%	N/A
Administrative Staff	15.1%	16.0%	14.8%	18.1%

C.7 Social Programs

During 2021, a total CLP \$157,019,499 was invested in social programs, which accounts for 0.08% of the total income earned over the year.

Program	Amount Th.\$			% of income		
	2019	2020	2021	2019	2020	2021
Poverty Eradication and Integration	202,128	407,880	157,019	0.11%	0.21%	0.08%

Among the various donations made by the Company to organizations showing a strong social commitment, we would like to highlight Hogar de Cristo, Las Rosas Foundation, María de la Luz Zañartu Foundation, Sociedad Protectora de Ciegos [Society for the Protection of the Blind] Santa Lucía, Corporación Niño Levántate, among others.



# 5.4 Community and Social Investment

We know that aging is not easy in Chile, and so it is backed up by statistics. Old population is expected to continue to increase in the country along the years. In fact, it is projected that by 2050 people over 60 will account for 32.1% of the population (3 out of 10 inhabitants). For this reason, we have been working for some time now to understand the needs of older adults in a rapidly aging society with no adequate public policies nor solutions to accompany through this stage of life.

One of our greatest challenges is the work carried out with various communities and stakeholders through “Piensa en Grandes” [Think Big]. This initiative was developed in 2019 by means of the alliance between Hogar de Cristo charity foundation, AFP Habitat and Vinson Consulting. It is intended to match senior citizens’ needs with solutions able to create value and be useful to these citizens; assist in the design and development of innovative projects by transferring knowledge and having platforms that facilitate and ensure the implementation of the initiative, and to contribute to the development of an entrepreneurship and social innovation culture in the country, focusing on the elderly.

In 2021, we launched the **second version of the innovation fund Think Big**, which involved receiving more than 100 different categories projects, including lifestyle and accompaniment, mental health, digital inclusion and cognitive development. On this occasion, there were three winning projects: Grace, Situ Ageing in Place and Mentor Senior.

These efforts address health, accompaniment and labor issues focusing on the inclusion of the elderly in the workplace.

In addition, we conducted a new cycle of the “Piensa en Grandes” Cooperativa Radio program, and broadcasted 26 programs on Saturdays. This radio space allowed us to know remarkable senior citizens in our country and to share creative and innovative initiatives to improve the well-being of older people.

Focusing on the most vulnerable older adults, who were the most affected since the beginning of the pandemic, and with the firm intention of **supporting the Long-Term Facilities for the Elderly (ELEAM)**, in 2020, at Puente Alto municipal district, the public-private initiative “Por un Bien Mayor” [For the Greater Good] was rolled-out. In addition to ensuring minimum quality standards in adult care, this initiative supports the formalization process of these homes. With the support of Puente Alto municipal district, Compromiso País, SENAMA and Simón de Cirene organizations, in addition to Think Big alliance, gaps in meeting the requirements set forth by Decree 14 – which regulates the operation of these care homes – -were identified. Thus, plans for the formalization process of these care homes were designed, and training plans were implemented, in their initial stage, including care, networks, management, sanitary protocols and administration, among others.



2º Fondo de Innovación Social

# Piensa en GRANDES

**¡TIENE GANADORES!**

Felicidades a los tres proyectos ganadores, los que fueron destacados en nuestro Pitch Day luego de una interesante jornada en la que participaron los 12 finalistas de los más de 100 proyectos recibidos. **¡Felicidades!**





It is estimated that in our country there are about 900 to 3,000 informal care homes, housing up to ten thousand elderly individuals. This shows the risks regarding well-being and quality of life to which older adults are exposed.

For the second year in a row, and with the commitment to extend this effort to all care homes in the country, **For the Greater Good** program, in collaboration with Habitat, is working with five informal care homes, located in the Puente Alto municipal district, on their road to formalizing and improving the care of older adults. Currently, the following care homes are in the process of formalization: Orfelina, Paula, Belén, Casa Grande and Nuestro Señor de Mayo. One of the goals of “For the Greater Good” is to provide installed capacities and a methodology, so that more organizations may join this initiative in the country. Today, almost 90 homes throughout the country are participating in this program, which will allow them to improve the care of the elderly, receive training, articulate networks with their environment, adapt their infrastructure and prepare for the formalization process.

On the other hand, **AFP Habitat participated for the first time in the collaborative initiative by Entel and Kyklos, which allows to reduce the digital and educational gaps of our country’s children.** This action involved contributing 311 refurbished computers, which were given to 16 schools from the el Maule Region, thus improving the access to digital education of the most vulnerable locations.

Besides, this effort is part of our Sustainability Strategy, and particularly of the “Cuidemos nuestro Habitat” [Let’s look after our Habitat] campaign, which seeks to encourage the protection of the environment by promoting the reuse of resources.

All the above actions and commitments undertaken by AFP Habitat show the effort the Company has made to help the communities with which it coexists. All this has been accomplished thanks to the important help and support of a public-private network that has made it possible for us to be closer to the people, be present in the territory and improve the quality of life of many older adults.





Economic Value Generated

AFP Habitat has calculated the economic value it generates by adding all of the Company’s revenues. Information on the generation and distribution of the economic value provides a basic indication of how AFP Habitat has created economic value for all its stakeholders and how much of this value has been retained for reinvestment.

Economic Value Generated

REVENUE Th. CLP	2021	2020
Operation income	203,310,835	190,673,014
Profitability of the Obligatory Reserve	19,568,051	27,869,303
Revenue from investments in associated businesses	26,442,689	24,759,152
Revenue from financial investments	844,565	175,378
Revenue from fixed-assets sales and other	2,723,869	1,676,743
Other non-operating income	692,333	58,796
Economic Value Generated	253,582,342	245,212,386

To guarantee a minimum yield from Pension Funds, as referred to in article 37 of D.L. 3.500 of 1980, pursuant to article 40 of the same legal instrument, Pension Fund Administrators (AFPs) are required to keep an asset called Obligatory Reserve for each type of fund they manage, equivalent to one per cent (1%) of the value of Pension Fund, which must be maintained invested in units of the same fund.

The Profitability of the Obligatory Reserve corresponds to acknowledgement of variations in the value of units.

Economic Value Distributed

EXPENSES Th. CLP	2021	2020
Operating costs	(33,467,937)	(28,913,361)
Employees’ salaries and benefits	(41,615,360)	(43,720,758)
Payments to Government	(15,428,260)	(32,510,219)
Community investment	(151,826)	(345,320)
Other non-operating expenses	(32,451,352)	(699,354)
Payment to providers of capital	(110,000,000)	(30,535,121)
Economic Value Distributed	(233,114,735)	(136,274,133)

Economic Value Retained

RETAINED VALUE M\$	2021	2020
Economic Value Generated	253,582,342	245,212,386
Economic Value Distributed	(233,114,735)	(136,274,133)
RETAINED VALUE	20,467,607	108,938,253

In the reported year, the economic value generated by AFP Habitat was \$ 253,582 million CLP, which means a 3.41 % increase compared to 2020. Of this amount, 91.9% was distributed among stakeholders, including employees, the State, shareholders, suppliers, and the community. The remaining 8.1% was reinvested in the business and maintained as obligatory reserve.

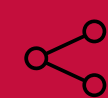




## 06. Profit Distribution

**\$86,848**  
million CLP

Is the available income  
of FY 2021





# 6.1 Distributable Income



AFP Habitat’s distributable income corresponds to the net income for the financial year (FY) less the Obligatory Reserve profitability. For the FY 2021, AFP Habitat’s distributable income is CLP 110,295.

CONCEPTS	2021	2020
Individual AFP Habitat Result	129,863,090,226	128,628,683,232
Obligatory Reserve Profitability	19,568,051,280	27,869,302,821
Distributable Income	110,295,038,946	100,759,380,411

# 6.2 2021 Dividend Policy

Pursuant to the Dividend Policy in force, approved by the Board of Directors, and at all times in compliance with the minimum legal and statutory distribution requirements, the Company has undertaken to distribute at least 90% of the “available income”, that is, the amount resulting from deducting from the FY net income the results recognized in the FY arising from the interest in the subsidiary and associated businesses, the Obligatory Reserve variation, in the event it is positive; plus the FY earned dividends arising from the subsidiary and associated businesses. For duly applying the aforementioned Dividend Policy, the positive variation of the Obligatory Reserve shall mean the increase in value of the Obligatory Reserve arising from both net investment (purchases minus sales) in Obligatory Reserve units and the greater value of the Obligatory Reserve units. Should either of these values be negative, the value shall not be included in calculations.

Pursuant to our Interim Dividend Payment Policy, the Board of Directors may distribute up to two interim dividends at the expense of the available income of each FY.

CONCEPTS	2021	2020
Distributable Income	110,295,038,946	100,759,380,411
Net Acquisition on Obligatory Reserve Purchases (Sales)	-55,603,537,303	-22,405,690,668
Results of Subsidiaries and Associated Businesses (Recognized VPP in FY)	26,442,688,855	24,759,152,656
Dividends of Subsidiaries and Associated Businesses (Actually received in FY)	2,995,663,028	2,464,904,994
Available Income	86,848,013,119	78,465,132,749
Minimum Amount to be Distributed (90% of Available Income)	78,163,211,807	70,618,619,474
Interim Dividend Paid Out in the FY	50,000,000,000	20,000,000,000
Minimum Balance to be Distributed Pursuant to Dividend Policy	28,163,211,807	50,618,619,474





Dividends and Statistics of Dividends Paid per Share in the Last Three Years

Year	Div. N°	Payment Date	Distributed Amount (CLP)	Type of Dividend	Year the Income Relates to
2019	128	2019-01-11	10,0	Interim	2018
2019	129	2019-05-10	45,0	Eventual Final	2018
2019	130	2019-10-04	10,0	Interim	2019
2020	131	2020-01-31	10,0	Interim	2019
2020	132	2020-05-22	20,6	Final Obligatory Minimum	2019
2020	133	2021-01-08	20,0	Interim	2020
2021	134	2021-05-14	80,0	Eventual Final	2020
2021	135	2021-10-08	10,0	Interim	2021
2021	136	2022-01-07	40,0	Interim	2021

Company Stock Transactions over the Last Three Years in Stock Exchanges

Period	Year	Units Traded	Total Amount Traded (CLP)	Average Price (CLP)
1st Quarter	2019	9,390,881	8,571,010,140	942.32
2nd Quarter	2019	11,547,403	10,805,398,610	924.40
3rd Quarter	2019	3,916,989	3,649,550,284	932.32
4th Quarter	2019	8,504,756	6,427,477,745	696.74
1st Quarter	2020	3,051,717	1,837,291,671	617.63
2nd Quarter	2020	4,817,786	2,695,830,368	620.87
3rd Quarter	2020	7,084,489	3,676,537,798	516.67
4th Quarter	2020	10,476,023	5,040,735,920	489.87
1st Quarter	2021	6,905,786	3,844,893,010	585.37
2nd Quarter	2021	8,871,531	4,932,615,314	534.10
3rd Quarter	2021	5,101,365	2,089,212,146	424.95
4th Quarter	2021	4,062,876	1,619,609,554	424.84

Stock transactions of related parties

There were no stock transactions of related parties during 2021.



# 6.3 Investment and Financing Policy

The Investment and Financing Policy is based on the ability to self-generate, to the extent possible, sufficient resources to meet social objectives, enable growth, disseminate corporate image, invest in employees’ development and training and have the appropriate facilities to maintain coverage of AFP Habitat throughout the country. In addition, the Investment and Financing Policy includes the purchase of goods required by the Managing Company for the performance of activities of its line of business.

Besides, in this Policy it is put on record that the Managing Company is prohibited from acquiring shares and units of Investment Funds to be purchased through Pension Funds, as well as low liquidity assets, pursuant to article 152 of Decree Law N° 3.500 of 1980.





# 6.4 Material Facts



## a) Dividends

On 8 January 2021, shareholders were paid an interim dividend of CLP 20 per share (Th. CLP 20,000,000), at the expense of FY 2020 profit, as agreed upon at the Board of Directors’ Ordinary Meeting held on 17 December 2020.

## b) Survival and Disability Insurance

As of January 2021, a new rate is in force for the Survival and Disability Insurance (SIS, for its initials in Spanish) equal to 2.3% on remuneration and taxable income, which is applicable to employers, independent affiliates and volunteers, both men and women. (This rate increased to 2.3% from 1.99%).

On 10 January 2021, the Superintendence of Pensions published the Exempt Resolutions 2 and 3 of 2021 including the new maximum taxable earnings, adjusted by 1.9% compared to 2020. Below are the new maximum taxable earnings for calculating contributions related to AFP, Health and Mutual Insurance Society:

- Workers that make pension contributions to an AFP: 81.7 UF.
- Workers affiliated to IPS (former INP): the maximum amount remained unchanged for 2020, as it continued to be 60 UF.

The new maximum taxable income for calculating the Unemployment Insurance is 122,6 UF. This limit is applicable to all workers, that is, those that make pension contributions to an AFP and those under the old system. The new maximum taxable earnings are applicable for the remunerations as of February 2021.

On 5 February 2021, the Superintendence of Pensions changed the abovementioned maximum taxable earnings through exempt resolutions 7 and 8, thereby providing a new limit on earnings that are taxed, that instead of rising by 1.9%, was adjusted by 1.8% over year 2020, thus rescinding Resolutions 2 and 3 starting on 1 February 2021. Below is the new maximum taxable income for calculating the contributions for AFPs, Health insurance and work accident insurance:

- Workers that make pension contributions to an AFP: 81.6 UF.
- Workers affiliated to IPS (former INP): the maximum amount remained unchanged for 2020, as it is still 60 UF.

The new maximum taxable income for calculating the Unemployment Insurance is 122,6 UF. This limit is applicable to all workers, that is, those that make pension contributions to an AFP and those under the old system. The new maximum taxable earnings are applicable for the remunerations as of February 2021.

## c) Bidding Process

On 11 January 2021, the Superintendence of Pensions launched a new public bidding process for the administration service of mandatory individual capitalization accounts, following the publication in the Official Gazette of the Supreme Decree N° 041 of year 2020, of the Ministry of Work and Social Security, thereby approving the tender rules for 2021–2023 period.

## d) Law for Pension Withdrawal

On 22 January 2021, the law allowing withdrawal of pension funds and early pension for the terminally ill was enacted.

## e) Survival and Disability Insurance Bid

On 22 January 2021, bid-envelopes were opened pertaining to the Survival and Disability Insurance Bid for a fraction of men for the period between 1 March 2021 and 30 September 2021, which was awarded to 4 Life Seguros de Vida S.A.







**f) Sanitary Situation**

Regarding COVID-19, on 3 February 2021, the Ministry of Health launched a mass vaccination program, which will be gradually and progressively roll out based on the total number of vaccines to be delivered to the country.

The Government has tackled this sanitary issue by implementing a Step-by-Step Plan, which is a gradual strategy to cope with the pandemic according to the sanitary situation of each of the country’s regions. It involves five possible scenarios or gradual steps, which go from Confinement to Advanced Opening, including specific restrictions and duties. Advancing or backing-up from one step to another is subject to epidemiological indicators, health care network and traceability.

**g) Official Letter N° 8696 Superintendence of Pensions**

On 31 March 2021, the Superintendence of Pensions, through Official Letter N° 8696, informed and instructed the Company about certain observations and corrections to the Notes of the Consolidated Financial Statements as at 31 December 2020. These observations mainly refer to an item reclassification in the Statement of Cash Flow and to the addition of paragraphs and charts that improve the disclosure of the Consolidated Financial Statements initially submitted. Consequently, in this version of the Company’s Consolidated Financial

Statements, the information on the following has been completed: Note 1, Note 2, Note 3, Note 6, Note 7, Note 9, Note 10, Note 11, Note 13, Note 24, Note 26, Note 33, Note 34, Note 36, Note 38, Note 39, Note 40, Note 42, Note 44 and Note 45. These changes have not modified the equity, nor the integral result previously reported by the Company.

**h) Reissuance of Consolidated Financial Statements as at 31 December 2020**

On 31 March 2021, the Superintendence of Pensions, through Official Letter N° 8696, informed and instructed the Company about certain observations and corrections to the Notes of the Consolidated Financial Statements as at 31 December 2020. These observations mainly refer to an item reclassification in the Statement of Cash Flow and to the addition of paragraphs and charts that improve the disclosure of the Consolidated Financial Statements initially submitted. Consequently, in this version of the Company’s Consolidated Financial Statements, the information on the following has been completed: Note 1, Note 2, Note 3, Note 6, Note 7, Note 9, Note 10, Note 11, Note 13, Note 24, Note 26, Note 33, Note 34, Note 36, Note 38, Note 39, Note 40, Note 42, Note 44 and Note 45. These changes have not modified the equity, nor the integral result previously reported by the Company.







Due to the above, on 7 April 2021, the Company reissued the Consolidated Financial Statements as at 31 December 2020, which were approved by the Board of Directors at a meeting held that same day.

**i) Material Fact – Convening Notice for Ordinary and Extraordinary Shareholders’ Meeting**

On 7 April 2021, the Financial Market Commission was informed, as a material fact, that on an extraordinary meeting held on that same date the Company’s Board of Directors had agreed to call the shareholders for an Ordinary Meeting of Shareholders to be held on 30 April 2021, at 10.00 am, at the Habitat premises located at Marchant Pereira Street N° 10, second floor, Providencia municipal district, Santiago city, in order to discuss and decide on the following:

- a. Approval of the Company’s Annual Report, Balance Sheet, and other Financial Statements for FY 2020, and the External Audit Report;
- b. Profit distribution for the FY;
- c. Dividend, Investment and Financing Policies;
- d. Appointment of External Auditors for FY 2021;
- e. Definition of 2021 wages for the Board of the Directors, Directors Committee, Investments and Conflict of Interests Committee, Commercial Committee and Risk Committee, and of budget for operating expenses of the Directors Committee and its advisors;
- f. Report on the operations performed by the Company pursuant to Article 146 of Law N° 18.046 on corporations;

- g. Selection of a newspaper corresponding to the corporate address for the publication of notices convening shareholders’ meetings, and
- h. In general, any issue of corporate interest that is not covered by an extraordinary meeting.

Pursuant to the provisions on NCG N° 435 and the Circular Letter N°1141, both from the Financial Market Commission (CMF, for its initials in Spanish), the Company’s Board of Directors agreed to allow shareholders to attend the meeting using technological means ensuring (i) the identity of shareholders and proxy holders, (ii) the involvement of CMF and/or the Superintendence of Pensions in case they would like to attend (iii), and the simultaneity of or secrecy of the vote being taken. Likewise, when no in-person meetings are possible by order of the health authority (COVID-19), the Board of Directors approved the use of those remote means as a unique and exclusive tool to join the meeting.

Shareholders and the relevant Committee will be informed about the meeting attendance system through the applicable convening notice and <https://inversionistas.afphabitat.cl/juntas-accionistas> website, thus ensuring the proper conduct of the meeting, as per the regulations in force.

**j) Dividends**

On 22 April 2021, the Financial Market Commission was informed, as a material fact, by the Company that on an ordinary meeting held on that same date, Habitat’s Board of Directors had agreed to submit to the Ordinary Shareholders’ Meeting scheduled for 30 April 2021, the proposal to distribute and pay a final dividend, at the expense of FY 2020 profit, of CLP 80 per share, in addition to the interim dividend of CLP 20 per share paid in January 2021.

**k) Law N° 21.330, Exceptional Withdrawal of 10% of Pension Funds**

On 28 April 2021, Law N° 21.330, published in the Official Gazette, amends the Constitution by authorizing and regulating an exceptional withdrawal of pension funds and advance payment of life annuity pensions pursuant to the terms provided therein. It allows affiliates of private pension administration system governed by Decree Law N° 3500 of 1980 to exceptionally and voluntarily make a further withdrawal (the third one) of up to 10% of the accumulated funds in their individual capitalization account of mandatory contributions, providing a maximum withdrawal amount of 150 UF and a minimum of 35 UF.





**l) Dividends**

On 19 August 2021, at a Board of Directors’ Ordinary Meeting and pursuant to the Dividend Policy agreed on at the Ordinary Shareholders’ Meeting held in April 2021, the Board of Directors agreed to distribute an interim dividend in cash of CLP 10 per share (Th CLP 10,000,000), at the expense of FY 2021 profit, payable as of 8 October 2021, to the shareholders registered on the Company’s book of shareholders by midnight on the fifth business day prior to the date of registration.

**m) Material Fact – Request to Convene an Extraordinary Shareholders’ Meeting**

On 24 August 2021, the Financial Market Commission was informed, as a material fact, that on a Board of Directors’ extraordinary meeting held on that same date, the Company’s Board of Directors learned of a letter from Administradora de Inversiones Previsionales SpA, on behalf of Inversiones Previsionales Dos SpA and Inversiones Previsionales Chile SpA, shareholders representing more than 10% of AFP Habitat S.A. shares. In the letter it is set out that, in accordance with the decisions made by Inversiones la Construcción S.A. (“ILC”) in conjunction with Prudential Financial Inc. (Prudential) regarding a new structure for AFP Habitat to achieve greater flexibility in the business activities currently carried out by the Company in Peru and Colombia, so as to ensure that AFP Habitat’s results only reflect its activity as a pension fund administrator in Chile and are not affected by the other activities performed by the Company

within its line of business, and also to avoid the restrictions imposed on a regulated entity to evaluate, acquire and/or develop new businesses in Latin America, a corporate reorganization has been discussed to be accomplished through the division of AFP Habitat into two companies: the current Company, that would be responsible for the operation of the company in Chile, and a new open corporation to be incorporated for these purposes under the name “Administradora Americana de Inversiones S.A.”, which would essentially be the controlling company of AFP Habitat in Perú, Colfondos S.A. Pensiones y Cesantías in Colombia and real-estate assets of the company.

In view of the above, Administradora de Inversiones Previsionales SpA, in its capacity as legal representative of “Inversiones Previsionales Dos SpA” and “Inversiones Previsionales Chile SpA” – major shareholders of AFP Habitat – and pursuant to the provisions of art. 58 N° 3 of Law 18.046, requested AFP Habitat’s Board of Directors to convene an Extraordinary Shareholders Meeting of Administradora de Fondos de Pensiones Habitat S.A.

As a result of the above, the Board of Directors agreed to convene an Extraordinary Shareholders’ Meeting to take place on 23 September 2021, with the purpose of discussing and deciding on the matters associated with the aforementioned division and incorporation of the new company.

**n) Division’s Agreement – Extraordinary Shareholders’ Meeting**

On 23 September 2021, the Financial Market Commission was informed, as a material fact, that on a Board of Directors’ extraordinary meeting held on that same date, before Ms. Verónica Torrealba Costabal, Alternate Notary of the Thirty-third Notary of Santiago, the following resolutions were adopted:

1. Divide the Company and, as a result, create and incorporate a new and non-special open corporation to be named “Administradora Americana de Inversiones S.A.”, on the basis of the Company’s Financial Statements as at 30 June 2021 and the other background information referred to in art.147 of the Regulations of the Corporation Law, with a paid capital of CLP 891,816,228, divided in 1,000,000,000 no-par ordinary shares, and whose purpose will be “to invest in all sorts of real-estate and any other rights established on them, as well as in all sort of tangible and intangible assets, including rights in partnerships, shares, transferable securities, credit instruments and bills of exchange, as well as to manage such investments and assets, and to develop these in any way on its own account or on account of other party, and to collect the fruits and revenues derived from it” and with an equity of \$ 216,030,840,448.







2. Decrease the corporate capital of AFP Habitat by CLP 891,816,228, that is, from CLP 1,763,918,447 to CLP 872,102,219, where the number of shares in which it is divided remains unchanged, that is, 1,000,000,000 of no-par value ordinary shares, completely paid, and it is put on record that AFP Habitat's equity would be reduced to the amount of CLP 274,849,424,653.
3. Allocate to "Administradora Americana de Inversiones S.A." i) Cash in the total amount of \$20,000,000,000; ii) Accounts Receivable from Related Companies, including a total amount of \$148,137,673,446; iii) The total Investment of the Company in "Habitat Andina S.A." subsidiary, which, in turn, holds a 99.99% stake in "Habitat Perú S.A.", a Peruvian subsidiary; a 95% in Colombian subsidiaries "Colfondos S.A. Pensiones y Cesantía" and "Suma Ltda.", in addition to a 99.99% in "Habitat América S.A.", a Chilean company, which is recorded in the Financial Statements in the amount of CLP 30,857,546,185; iv) The Properties, Premises and Buildings for a total net value of \$21,973,619,346; and v) Obligations for a total \$4,937,998,529.
4. Register Administradora Americana de Inversiones S.A." and the shares into which its social capital will be divided into in the Securities Registry of Financial Market Commission, so as to enable the new company to be an open corporation and submit this new company as of its incorporation to all norms provided by article 50 bis of the Corporations Law N°18.046, regarding the appointment of independent directors and the creation and operation of the Board of Directors.

5. Stipulate that the above agreements are subject to the following suspensive and copulative conditions:
  - (a) The Superintendence of Pension to approve the amendment of the bylaws of AFP Habitat S.A. as agreed during the Extraordinary Shareholders' Meeting held on 23 September 2021.-
  - (b) The Superintendence of Pensions to authorise current subsidiaries of AFP Habitat S.A. named "Habitat Andina S.A." and "Hábitat América S.A." – both incorporated pursuant to article 23 of D.L. N° 3.500 – to cease to be subsidiaries due to assigning "Administradora Americana de Inversiones S.A." the total shares of the current parent company after its division; and as such, cease to be corporations audited by said organisation. -
  - (c) The Financial Superintendence of Colombia to authorise the transfer of the control of Colfondos S.A. Pensiones y Cesantía and Suma Ltda. from AFP Habitat S.A. to Administradora Americana de Inversiones S.A., as a result of the division agreed during the Shareholders Meeting and the allocations to the latter.

6. Elect as members of the Provisional Board of Directors of the new company Administradora Americana de Inversiones S.A. the individuals below, all of which have complied with the formalities provided in articles 72 and 73 of the Regulations for Corporations:

Ms. Yanela Frías

Mr. Ernesto Federico Spagnoli Jaramillo

Mr. Diego Fernando Paredes

Mr. Pablo González Figari

Mr. Luis Armando Rodríguez Villasuso Sario

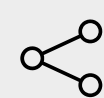
Mr. Máximo Latorre Errázuriz

Ms. Ana Fernanda Maiguashca Olano (in the capacity of independent),  
and

Ms. Claudia Cooper Fort (in the capacity of independent)

7. Appoint "KPMG Auditores Consultores SpA." as external auditors for the first fiscal year of Administradora Americana de Inversiones S.A.

The background information on the proposals that led to the above agreements is available to the interested parties in the following web site: <https://inversionistas.afphabitat.cl/juntas-accionistas>







ñ) **Payment of Interim Dividend**

On 8 October 2021, shareholders received an interim dividend of CLP 10 per share (Th. CLP 10,000,000), at the expense of FY 2021 profit, as agreed during the Board of Directors’ meeting held on 19 August 2021.

o) **Loan between AFP Habitat S.A. Chile and the subsidiary AFP Habitat S.A. in Peru**

On 7 October 2021, parent company AFP Habitat S.A. Chile paid the loan in full to the subsidiary AFP Habitat S.A. Perú. Payment was S/40,115,060 (equal to US\$ 9,969,667.35), principal plus accrued interests from the grant date.

p) **Resolution through Official Letter N°33047 of the Superintendence of Pensions**

On 30 November 2021, the Superintendence of Pensions issued the Official Letter N°33047, which provides the following resolutions:

- Resolution N° E-247: Approval of AFP Habitat S.A. bylaws’ reform, agreed on the sixteenth Extraordinary Shareholders Meeting, held on 23 September 2021, which minutes were executed by public deed on 5 October 2021. On 13 October 2021, an Official Letter was forwarded to the Financial Superintendence of Colombia, whose reply was received on 29 November 2021 in which it states that there is no objection to Habitat group’s claim.

- Resolution N° E-248: Statement regarding loss of capacity of Habitat Andina S.A. and Habitat América S.A. as special corporations, ceasing to be subsidiaries of AFP Habitat S.A in view of the approval of the bylaws’ reform provided in Resolution N° E-247, agreed on the sixteenth Extraordinary Shareholders Meeting, held on 23 September 2021, in which the division of AFP Habitat S.A. was also agreed on, assigning to Administradora Americana de Inversiones S.A. the companies Habitat Andina S.A. and Habitat América S.A.

q) **Compliance with the Conditions for the Division of AFP Habitat and the Creation of Administradora Americana de Inversiones S.A.**

On 30 November 2021, through the disclosure of a material fact to the Financial Market Commission, José Miguel Valdés Lira, Chief Counsel of AFP Habitat S.A., reported on the compliance with the three suspensive and copulative conditions agreed on at the Extraordinary Shareholders’ Meeting held on 23 September 2021, and stated that the compliance is provided in Resolutions N° E-247 and N° E-248 issued by the Superintendence of Pensions on 29 and 30 November 2021, respectively, as well as in case number 2021234904-006-000 issued on 26 November 2021 by the Financial Superintendence of Colombia. Therefore, according to what was decided at the aforementioned Extraordinary Shareholders’ Meeting, the effects of the resolutions adopted by it shall be effective as of the first day of the calendar month following the date on which the Board of Directors of AFP







Habitat executes a declaratory public deed whereby the three above-mentioned conditions are deemed to be met. The above public deed shall be executed on this same date, so the referred to agreements would be effective as of 1 December 2021, the date from which the division will produce all its effects, the physical delivery of all the assigned goods to the New Company will be deemed to have been made, and this company will assume the liabilities it will be responsible for.

Given the foregoing, as of 1 December 2021 and as a result of what has been described in the above paragraph, Administradora Americana de Inversiones S.A. is the new controller of Habitat Andina S.A.

**r) Changes in Management**

On 1 December 2021, as a material fact disclosed to the Financial Market Commission, it was reported that at a Board of Directors meeting held on 30 November 2021, Messrs. Federico Spagnoli Jaramillo, Diego F. Paredes and Luis Rodríguez Villauso Sario resigned as Directors of the Company. Mr. Mario Vela and Ms. Viviana Chaskielberg were appointed in replacement of the Directors Spagnoli and Paredes, respectively. In addition, Alternate Director, Mr. Cristobal Vilarino, was appointed as Incumbent Director replacing Mr. Luis Rodríguez Villauso Sario.

**s) Dividends**

On 23 December 2021, the Financial Market Commission was informed, as a material fact, by the Company that on an ordinary meeting held on that same date, and pursuant to the Dividend Policy agreed on at the Ordinary Shareholders’ Meeting held in April 2021, Habitat’s Board of Directors agreed to distribute an interim dividend in cash of CLP 40 per share (Th CLP 40.000.000), at the expense of FY 2021 profit, payable as of 7 January 2022 to the shareholders registered on the Company’s book of shareholders by midnight on the fifth business day prior to the date of registration.

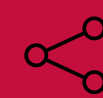
**t) Customary Procedures Policy for Operations with Related Parties**

On 23 December 2021, the Financial Market Commission was informed, as a material fact, by the Company that on an ordinary meeting held on that same date, and pursuant to article 147 of Law N° 18.046 and article 171 of the New Corporations Regulations, Habitat’s Board of Directors agreed to update the Customary Procedures Policy for Operations with Related Parties, with the constrains indicated therein. This text will be available on the website [www.afphabitat.cl](http://www.afphabitat.cl).





## 07. Financial Statements







[www.afphabitat.cl](http://www.afphabitat.cl)