



# ANNUAL REPORT 2023



TABLE OF  
CONTENTS

1	INTRODUCTION
1.1	Letter from the Chairman
1.2	General Data about the Company
1.3	Key Indicators
1.4	Highlights of 2023
2	THE COMPANY
2.1	Articles of Incorporation
2.2	Controlling Structure
2.3	Major Shareholders
2.4	Board of Directors
2.5	Board Remuneration
2.6	Directors and Audit Committee
2.7	Organizational Structure
2.8	Managers
2.9	Assistant Managers
3	MANAGEMENT REPORT
3.1	Financial Results
3.2	Financial Indicators
3.3	Pension Funds' Investments
3.4	Total Funds Managed by Habitat
3.5	Market Position
3.6	Employees
3.7	Risk Management
3.8	Clients
4	ACTIVITIES AND BUSINESSES
4.1	Economic Sector where it Operates
4.2	Affiliates and Contributors
4.3	Offices and Branch Offices
4.4	Furniture Equipment and Supplies
4.5	Insurances
4.6	Trademarks and Patents
4.7	Suppliers
4.8	Financial Activities
4.10	Related Parties
5	SUSTAINABILITY
5.1	Sustainability Context
5.2	Materiality and Stakeholders
5.3	Compliance, Sustainable Development and Social Report
5.4	Community and Social Investment
6	ECONOMIC PERFORMANCE & DIVIDENDS
6.1	Economic Performance
6.2	2023 Dividends Policy
6.3	Distributable Income
6.4	Dividends Paid
6.5	Company Stock Transactions
6.6	Stock Transactions of Related Parties
6.7	Investment and Financing Policy
6.8	Material Facts
7	FINANCIAL STATEMENTS





# INTRODUCTION



Ch. **1**

**\$1,391,039 (CLP)**

is the 2023 year-end taxable income of our Contributors.



## 1.1 LETTER FROM THE CHAIRMAN

### Dear shareholders,

The year 2023 was characterized by events that caused uncertainty both in Chile and on the international stage, which involved significant efforts by the Company.

One of the most significant efforts was to improve citizens' information and education about pensions at a time when the public debate seems to be driven by slogans, half-truths, or simply fake news.

We believe that improvements to the pension system must be based on technical evidence and updated analyses, without ignoring the factors that affect final pensions. These include job informality continuing to increase along with pension contribution gaps, variable parameters for contributions and the retirement age that are not adapted to the labor market, and longer life expectancy for both men and women. Our implemented line of work has been effective and aligns with all the opinion studies and surveys published in 2023, which unequivocally conclude that a majority of citizens demand that any increase to pension contributions be wholly allocated to individual capitalization accounts.

The campaign we ran in 2023 on social media - which we called El Resto es Fake (The Rest is Fake) (#EREF) - aimed to debunk myths and half-truths widespread among the public by presenting indisputable evidence and updated data.

To promote a greater understanding of our pension system, AFP Habitat implemented a number of initiatives in 2023 to educate and inform our affiliates about the many services we provide, regardless of the pension cycle stage. In particular, the campaign we launched mid-year to show that AFP Habitat's daily operations are much more complex and sophisticated than the narrow perception of pension savings administrators was very well received. We have stated on multiple occasions that our role is to facilitate all the paperwork and procedures related to the collection, investment, and processing of pensions for our affiliates and to provide advice and information through our pension consultants.

Along these lines, and given the lightness with which the possibility is mentioned of creating a state monopoly to carry out the functions that the

AFPs already perform, we have explained to our affiliates our other "invisible" roles. The investment of pension funds, while indeed a significant responsibility and an important part of our tasks, is just one among many activities that regulations require AFPs to carry out.

In 2023, we also witnessed the effect that the implementation of the Universal Guaranteed Pension (PGU, for its initials in Spanish) had on pensioners, substantially improving the pensions of vulnerable sectors. Before this important law's approval in 2022, pensioners who achieved self-financed pensions exceeding CLP400,000 did not receive any assistance from the State and those who had lower pensions than this threshold received a decreasing contribution that in practice penalized savings. The PGU contributes over CLP200,000 to 90% of pensioners if their individual savings result in self-financed pensions of less than CLP600,000. It represents a contribution to the elderly made by all Chileans through taxes. It is undoubtedly a significant factor that should be considered in any assessment of the pension system in Chile.





## CORPORATE REPUTATION

The favorable perception of our affiliates regarding the type of initiatives mentioned above confirms that we are on the right path and must continue with it in time. Our surveys of affiliates show a spontaneous appreciation for the efficiency of our digital channels, response times for different requests, procedures, and inquiries, and, of particular relevance, the feeling of security that pension savings are completely protected within AFP Habitat. Our approach of seeking close ties with our affiliates yielded important reputational benefits for Habitat, as we were the only AFP to consistently receive recognition in the MERCO Chile 2023 Ranking as one of the top 100.

companies with the best corporate reputation in the country. The Corporate Reputation Business Monitor (MERCO, for its initials in Spanish) is a benchmark for measuring reputation. Its importance lies in its methodology: more than 44,000 people are surveyed and, most importantly, those who chose Habitat did so spontaneously and not from a closed list.

Another key indicator for us is the recognition by the Great Place to Work ranking that Habitat is one of the best companies to work for in Chile in the “more than

1,000 workers” category. In 2023, we achieved fifth place, a result we feel proud of as it reflects a shared purpose at all levels of the Company.

I would also like to highlight the Piensa en Grandes (Think Big) alliance with the Hogar de Cristo charity foundation and Vinson consultants. As we are an increasingly aging society, we want to go beyond the administration of pension funds and contribute to the ecosystem of elderly people with a series of initiatives that aim to provide them with a better old age.

## AFP HABITAT RESULTS

The year 2023 was characterized by the volatility of financial markets as a result of inflationary pressures and movements in monetary policy interest rates by Chile’s Central Bank and the main central banks worldwide.

The strength of the North American economy and the persistence of inflation led the US Federal Reserve to maintain high interest rates with a consequent impact on the rest of the world’s economies. Even in this complex scenario, all our funds obtained positive

results, which varied between 12.5% for Fund A and 3.2% for Fund E.

Regarding fiscal year 2023 results, AFP Habitat achieved a net profit of CLP131,600 million, a variation of CLP22,753 million compared to the previous year. This difference is explained by the higher profitability of the Obligatory Reserve, which rose by 186% from CLP11,606 million in 2022 to \$33,245 million in 2023. Meanwhile, the company’s revenue reached \$239,424 million, an annual growth of 7.8%.

So far as operating results, which do not consider the profitability of the Obligatory Reserve or investments in other companies, the Company experienced nominal growth of 6.86% compared to the same period of the previous year, which in real terms (adjusted for the Consumer Price Index) corresponds to a variation of 1.98%. The higher income from commissions, due to the increase in affiliates’ salaries as a result of inflation in recent months, was offset by increased operational expenses, which rose 7.01% due to the variation of the Consumer Price Index (CPI) and exchange rate.

Finally, I would like to emphasize that AFP Habitat maintains an unwavering commitment to our affiliates’

present and future wellbeing. To achieve this goal, we will continue to develop initiatives and projects to maintain our leadership of the pension system in Chile.

Many thanks,

**Luis Armando Rodríguez-Villasuso Sario**  
Chairman



## 1.2 GENERAL DATA ABOUT THE COMPANY



### Name of the Company:

AFP HABITAT S.A.

### Line of Business:

PENSION FUND ADMINISTRATOR (AFP)

### Tax Payer ID Number:

98.000.100-8

### Address:

Providencia 1909 (legal address)

### Legal Representative:

Alejandro Bezanilla Mena

### Incorporation:

January 26, 1981 (public deed date)



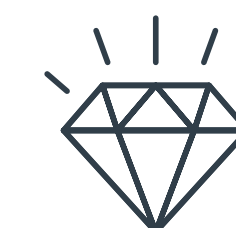
## OUR MISSION

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



## OUR VISION

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



## OUR VALUES

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



## 1.3 KEY INDICATORS



Total Assets of  
Managed Funds:

**\$46,412,650**

million pesos (CLP)



Total  
Affiliates:

**1,809,644**

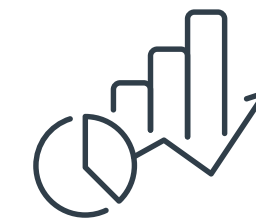
as at December 2023



Total  
Contributors:

**1,058,560**

as at December 2023



Contributors'  
Market Share:

**16.8%**



Total Profitability  
of Funds:

**\$3,325,454**

million CLP



Pensions paid  
in the year:

**3,343,084**

(including daily, mass  
and manual payment)



Net income for the  
Fiscal Year:

**\$131,600**

million CLP

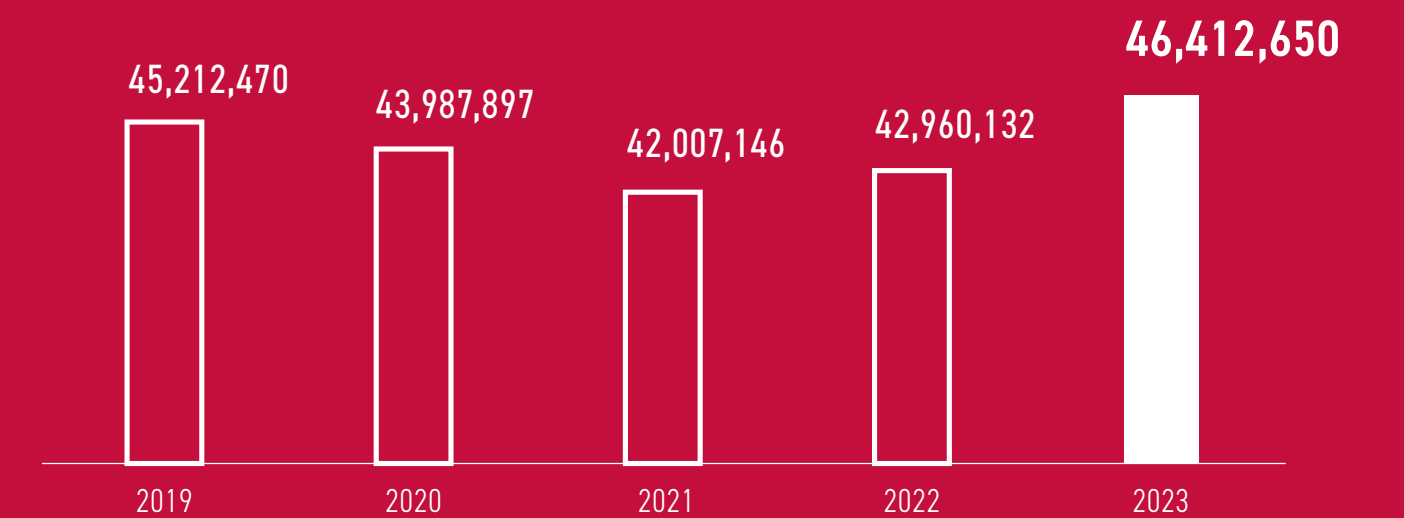


EBITDA

**\$197,029**

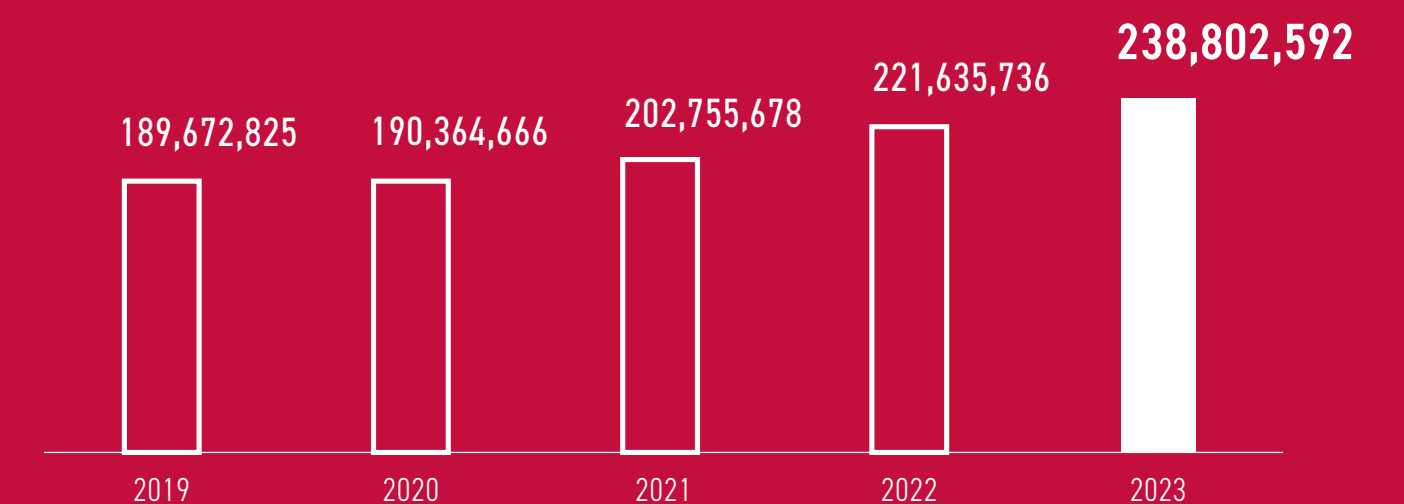
million CLP

### MANAGED PENSION FUNDS | (\$MM)



**+8.0%** | 2022-2023 Variation

### INCOME FROM FEES | (\$M)



**+7.7%** | 2022-2023 Variation



## 1.4 HIGHLIGHTS OF 2023

### PROFITABILITY OF FUNDS



#### Nº1 AFP (Pension Fund Administrator)

in Profitability since the creation of multifunds.



Leaders in Total Managed Funds, with more than

**\$46,412,652** million.

### CORPORATE REPUTATION



**Nº7**

in Great Place to Work in the best companies to work for category in Chile, which inclu



**Nº1 AFP**

We were ranked first at the industry level in the Merco Chile 2023 Ranking for corporate reputation.



CUSTOMER SERVICE

**145**

Sites were served across Chile by Mobile Habitat Service.



We were ranked first in the AFP's category in CADEM's Citizenship Brands.

### SOCIAL DEVELOPMENT



During 2023, we launched the fourth social innovation fund "Piensa en Grandes" (Think Big), aimed at fostering high-impact and innovative projects leading to an improved quality of life of the elderly in Chile. There were 4 winning projects and a total of

**\$175 million** for financing.



**Grants**

Las Rosas Foundation and AFP Habitat are innovating with "Cuidado Mayor" (Elderly Care), an effort that focuses on providing training programs' grants to older adults' caregivers serving in the Long-Term Facilities for the Elderly (ELEAM). The grant purpose is to improve the living conditions of senior citizens.



# THE COMPANY



Ch. **2**

Throughout Chile,

**145**

sites have been served by Mobile Habitat.



## 2.1 ARTICLES OF INCORPORATION

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

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

The excerpt 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 it was published In the Official Gazette (Diario Oficial) on January 30 of the same year. The referred to bylaws have been subject to the following amendments:

- Through public deeds dated April 16 and May 28, 1982, executed before the Santiago Notary of Mr. Patricio Zaldívar, the Superintendence of Pension Fund Administrators approved the amendment of these bylaws through Resolution N°E-025 dated June 8, 1982. The excerpt 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 June 22, 1982.

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

- Through public deed dated May 10, 2010, executed before the Santiago Notary of 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 June 9, 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 June 21, 2010.
- Through public deed dated May 2, 2016, executed before the Notary of Santiago Mr. Eduardo Avello Concha, which was later rectified through complementary public deed dated May 30, 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 N°25.806

of year 2016 in the Registry of Commerce of the Real-Estate Registrar of Santiago, and published in the Official Gazette on June 28, 2016.

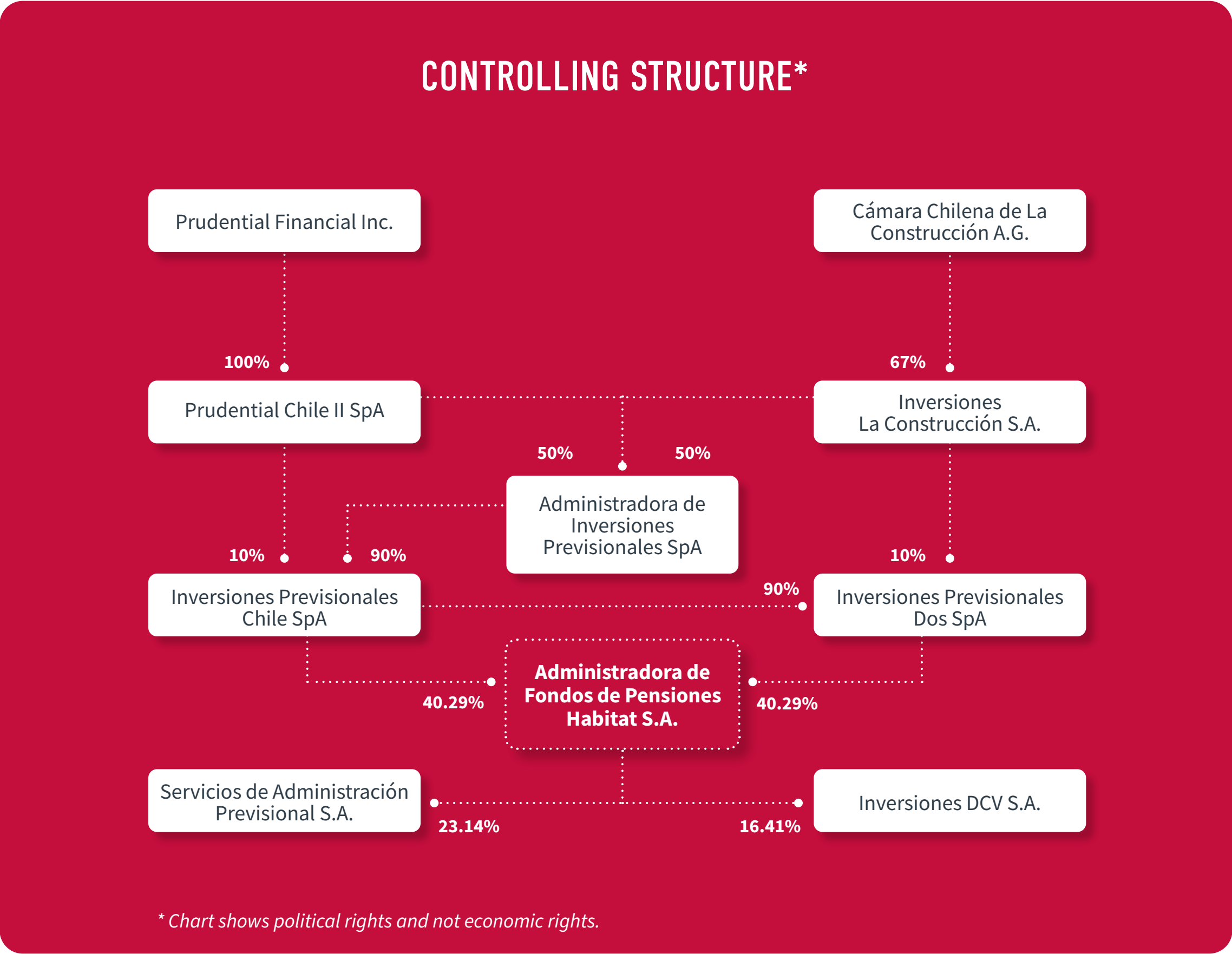
### DIVISION OF THE COMPANY:

- Through Public Deed dated October 5, 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 November 29, 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 December 16, 2021.

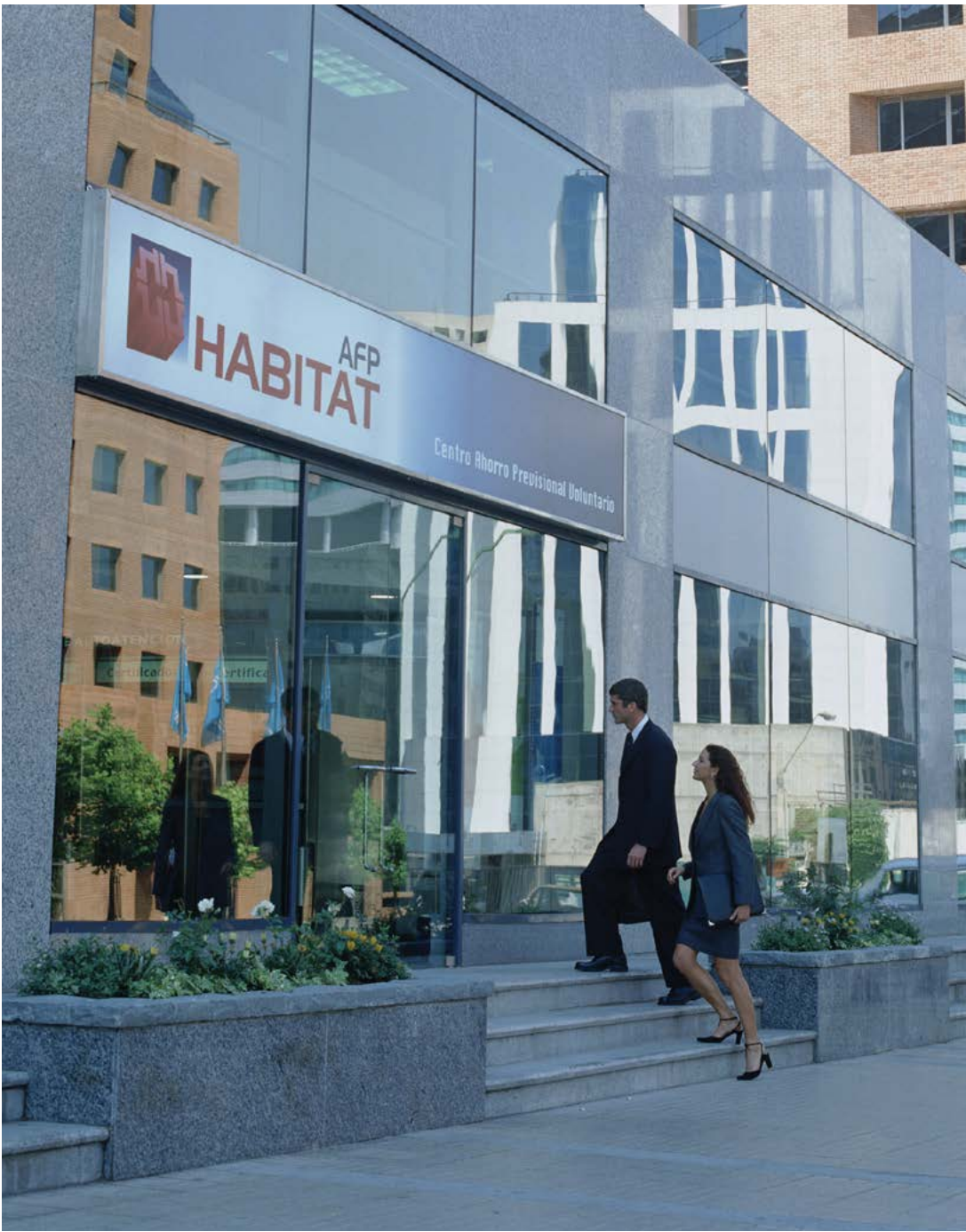


# 2.2 CONTROLLING STRUCTURE

Based on the Company’s own records and information, the following can be reported:



Administradora de Inversiones Previsionales SpA is the controlling entity of Administradora de Fondos De Pensiones Habitat S.A. (AFP Habitat), and Inversiones La Construcción S.A. (“ILC”) holds 50% of its shares and is controlled by Cámara Chilena de la Construcción A.G.; Prudential Chile II SpA holds the remaining 50% stake, and is on its part controlled by Prudential Financial Inc. (jointly “Prudential”). Both ILC and Prudential hold 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 40.29% and 40.29%, 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 II 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.



## 2.3 MAJOR SHAREHOLDERS

Name or Business Name	Number of Shares by Dec. 31st. 2023	Ownership Interest
INVERSIONES PREVISIONALES DOS SpA *	402,928,760	40.29%
INVERSIONES PREVISIONALES CHILE SpA **	402,928,760	40.29%
INVERSIONES UNION ESPANOLA S.A.	36,980,500	3.70%
BCI CORREDOR DE BOLSA S.A.	16,996,032	1.70%
BANCO SANTANDER CHILE	14,220,707	1.42%
BANCHILE CORREDORES DE BOLSA S.A.	13,925,774	1.39%
LARRAIN VIAL S.A. CORREDORA DE BOLSA	12,175,658	1.22%
BANCO SANTANDER POR CUENTA DE INV EXTRANJEROS	9,070,184	0.91%
BTG PACTUAL CHILE S.A. CORREDORES DE BOLSA	7,705,692	0.77%
BANCO DE CHILE POR CUENTA DE TERCEROS NO RESIDENTES	6,448,566	0.64%
SANTANDER CORREDORES DE BOLSA LIMITADA	6,255,984	0.63%
VALORES SECURITY S.A. CORREDORES DE BOLSA	6,061,509	0.61%
OTHER SHAREHOLDERS (249)	64,301,874	6.43%
TOTAL SHAREHOLDERS (261)	1,000,000,000	100.00%

As at December 31, 2023, AFP Habitat shares were distributed among a total of 261 shareholders.

\* ID N°: 76.093.446-1

\*\* ID N°: 76.438.033-9



## 2.4 BOARD OF DIRECTORS

- **Luis Armando Rodríguez-Villasuso Sario**  
Chairman  
AAH092434  
Naval and Mechanical Engineer  
Universidad de Buenos Aires
- **Sergio Samual Urzúa Sosa**  
Director  
13.254.910-9  
Commercial Engineer  
Universidad de Chile
- **Mauricio Zanatta**  
Vice-Chairman  
AAH456058  
Accountant  
Universidad de Belgrano, Buenos Aires
- **María Ximena Alzérreca Luna**  
Director  
9.436.505-8  
Commercial Engineer  
Pontificia Universidad Católica de Chile
- **Desiree Green**  
Director  
566674249  
International Development Specialist  
College of William & Mary (BA)  
Harvard University Kennedy School (M.P.A.)
- **Marisol Bravo Leniz**  
Director  
6.379.176-8  
Commercial Engineer  
Universidad de Chile
- **Viviana Judith Chaskielberg**  
Director  
AAI151616  
Actuary  
Universidad de Buenos Aires
- **Carlos Budge Carvallo**  
Director  
7.011.490-9  
Agricultural Engineer  
Pontificia Universidad Católica de Chile





## 2.5 2023 BOARD REMUNERATION

### 2023 BOARD REMUNERATION

Director	Profit Sharing	Board Attendance	Investment Committee Attendance	Commercial Committee Attendance	Audit Committee Attendance	Risk Committee Attendance	TOTAL
Luis Rodríguez-Villasuso Sario	35,945,205	21,597,611					57,542,816
Mauricio Zanatta*							
Sergio Samuel Urzúa Soza	50,000,000	10,798,805	51,834,260	2,669,794			115,302,859
María Ximena Alzérreca Luna	50,000,000	10,798,805		6,479,282	14,686,373		81,964,460
Gustavo Benjamín Vicuña Molina	27,671,233						27,671,233
Carlos Budge Carvallo	34,931,508	10,798,805	51,834,260		14,686,373		112,250,946
Cristobal Villarino Herrera	15,068,494	10,798,805					25,867,299
Marisol Bravo Leniz	13,835,616	10,798,805		6,479,282		6,479,282	37,592,985
Mario Vela Berrondo*							
Gustavo Santos Raposo*							
Federico Spagnoli Jaramillo*							
Viviana Judith Chaskielberg*							

### 2022 BOARD REMUNERATION

Director	Profit Sharing	Board Attendance	Investment Committee Attendance	Commercial Committee Attendance	Audit Committee Attendance	Risk Committee Attendance	TOTAL
Luis Rodríguez-Villasuso Sario	45,753,425	10,272,633					56,026,058
Cristián Rodríguez Allendes	26,301,370						26,301,370
Mauricio Zanatta*							
Sergio Samuel Urzúa Soza	50,000,000	9,931,783	47,672,558	5,959,071			113,563,412
María Ximena Alzérreca Luna	50,000,000	9,931,785		5,959,071	13,507,227		79,398,083
Gustavo Benjamín Vicuña Molina	50,000,000	3,157,990		1,482,297		3,377,092	58,017,379
Carlos Budge Carvallo		7,573,678	32,514,202		9,212,359		49,300,239
Cristobal Villarino Herrera	4,246,575	9,931,586	15,157,396	1,894,675	4,294,596		35,524,828
Marisol Bravo Leniz		3,459,658		1,563,554		1,563,554	6,586,766
Mario Vela Berrondo*							
Gustavo Santos Raposo*							
Federico Spagnoli Jaramillo*							
Viviana Judith Chaskielberg*							

\* Director waived his/her remuneration for profit sharing, board attendance and attendance to the different committees.



## 2.6 DIRECTORS AND AUDIT COMMITTEE



CHAIRPERSON	MARÍA XIMENA ALZÉRRECA LUNA
DIRECTORS	CARLOS BUDGE CARVALLO VIVIANA CHASKIELBERG
COMMITTEE SECRETARY	JOSÉ MIGUEL VALDÉS L.
EXECUTIVES	
GENERAL MANAGER	ALEJANDO BEZANILLA MENA
COMPTROLLER	DAGOBERTO LÓPEZ LEIVA

### OBJECTIVES

The objectives of the Committee are to ensure compliance of the provisions under Article 50 bis of the Corporations Law, to oversee the AFP’s internal control systems, and to ensure the enforcement of its internal regulations.

In addition, it strengthens and supports Habitat’s Internal Audit role, as it is independent from Management, and it serves as a link between this internal audit and the external auditors, and acts as a liaison between them and the AFP’s Board of Directors.

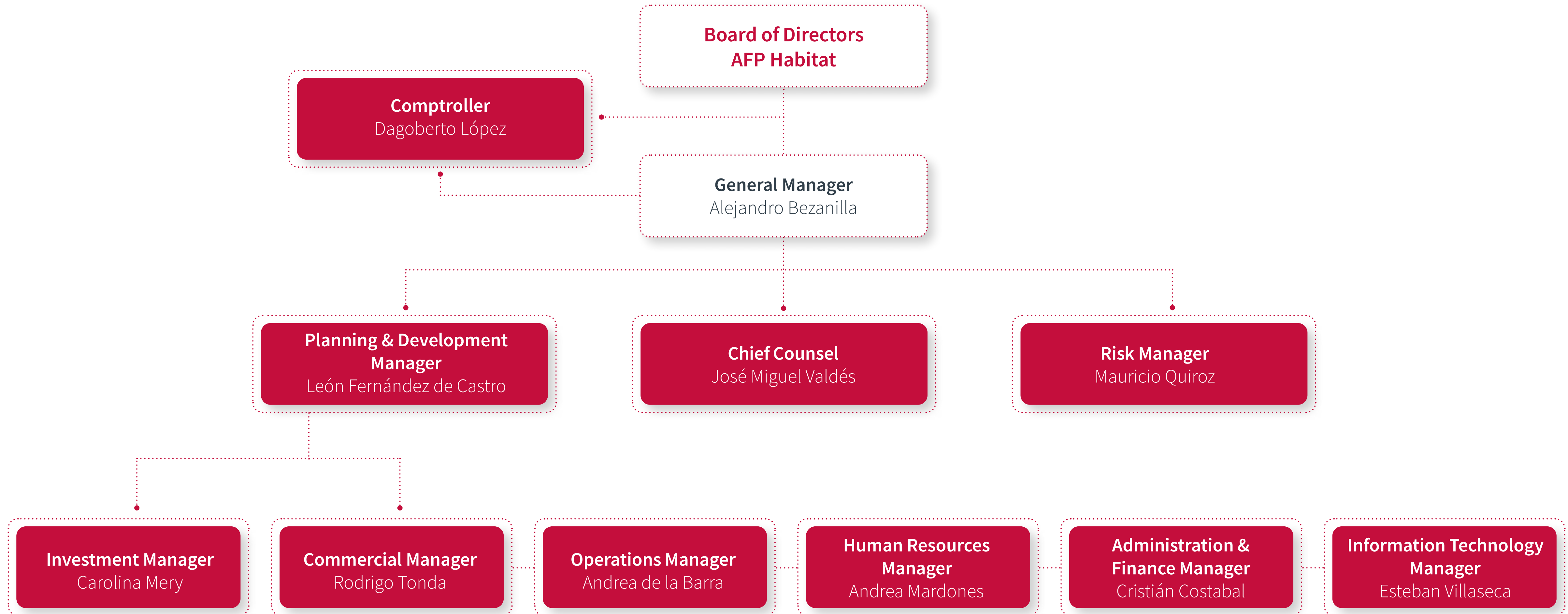
### MEETINGS

The Committee convened 15 times during 2023, including 12 ordinary and 3 extraordinary meetings.

N°	Date	Attendance percentage
268	January 18, 2023	100%
269	February 22, 2023	100%
270	March 22, 2023	100%
Ext	April 03, 2023	100%
271	April 19, 2023	67%
272	May 17, 2023	100%
273	June 28, 2023	100%
274	July 26, 2023	67%
Ext	August 14, 2023	100%
275	August 23, 2023	100%
276	September 27, 2023	67%
277	October 18, 2023	67%
Ext	October 30, 2023	67%
278	November 22, 2023	100%
279	December 20, 2023	67%



## 2.7 ORGANIZATIONAL STRUCTURE





## 2.8 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

• **Attorney General**

José Miguel Valdés Lira  
RID 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

• **Human Resources Manager**

Andrea Mardones Vegas  
ID N°: 12.667.939-4  
Commercial Engineerl  
Universidad Arturo Prat

• **Fixed Income Manager**

Raúl Muñoz Reyes  
ID N°: 14.143.294-k  
Commercial Engineer  
Universidad de Chile

• **Alternative Asset Manager**

Rodrigo Ordoñez Laskowitz  
ID N°: 16.211.471-9  
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



## 2.9 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  
Public Relations Person  
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**

Danna Molina González  
ID N°: 25.535.951-7  
Civil Engineer  
Universidad de los Andes - Venezuela

• **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

• **Cyber Security Assistant Manager**

Brian Escobar Poblete  
ID N°: 15.469.599-0  
Connectivity and Network Engineer  
Duoc UC.

• **Compliance Assistant Manager**

Juan Toledo Escobedo  
ID N°: 8.373.160-5  
Commercial Engineerl  
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**

Irma Castillo Soto  
ID N°: 13.087.068-6  
Business Management  
Instituto INACAP



• **Organizational Development Assistant Manager**

Maria Jesus Medina  
ID N°: 16.606.914-9  
Psychologist  
Universidad Central de Chile

• **IT Audit Assistant Manager**

Roberto Cereño Ávila  
ID N°: 15.113.594-3  
Computer Sciences Civil Engineer  
Universidad de Santiago de Chile

• **Compliance Officer**

María Natalia Martínez Contreras  
ID N° 18.012.943  
Lawyer  
Unversidad Adolfo Ibáñez

• **Legal Assistant Manager**

Cristóbal Ramírez Puyol  
ID N°: 15.640.021-1  
Lawyer  
Pontificia Universidad Católica de Chile

• **Project Manager**

Natalia Leyton Morales  
RUT 21.411.570-0  
ID N°: 21.411.570-0  
Bachelor in Organizational Information Systems  
Universidad de Buenos Aires





# MANAGEMENT REPORT



Ch. **3**

A total  
**1,809,644**  
affiliates have trusted AFP Habitat, resulting in a 15.4%  
market share.



# 3.1 2023 FINANCIAL RESULTS



With regards to Financial Results, at the end of 2023, Habitat reached a profit for the year of CLP131,600 million, an increase of 20.9% against the previous year-end. This is explained, on the one hand, by the better performance of the managed Pension Funds, which had an impact on the Profitability of Obligatory Reserve, improving them with respect to the previous year by 186.4% and, on the other hand, by the 7.8%

increase in the Company's revenues. Regarding ordinary income, AFP Habitat reached CLP239,425 million, exceeding the previous year income by CLP17,333 million; this increase is mainly explained by the income from the commissions associated with the mandatory retirement savings, which were increased by \$18,334 million as a result of the higher taxable income of our affiliates.

In terms of the operating income, the Company achieved a 7.7% increase in commissions as a result of the increase in affiliates salaries due to inflation over the last twelve months. On the other hand, operating costs increased by 7.0% due to the variation of Consumer Price Index (CPI) and the exchange rate. As a result of the higher revenues and expenses, the Company's operating income (which does not consider the profitability of the obligatory reserve nor the investment in other companies), was increased by 6.86% compared to 2022, being 1.98% in real terms adjusting the result to the CPI. On the other hand, and as a consequence of the high interest rates at the end of the year, the Company recorded CLP11,033 million in financial expenses, which represents an increase of 23.2% compared to the same period last year.

With regards to non-operating expenses, these increased by 131.39% to CLP28,407 million (\*), mainly due to a better performance by the Pension Funds compared to the same period of the year before. During 2023, these generated a CLP3.36 trillion return, that is, 187.31 % higher than the return obtained during the full year 2022. These positive results resulted in annual nominal returns of 12.51%, 11.28%, 8.05%,

4.64% and 3.21% for A, B, C, D and E funds, respectively, positively impacting the savings of all affiliates, as well as the Company's non-operational result, through the profitability of the obligatory reserve, which resulted in after-tax Income of \$24,269, that is, 186.44% more than last year's income of CLP8,473 million.

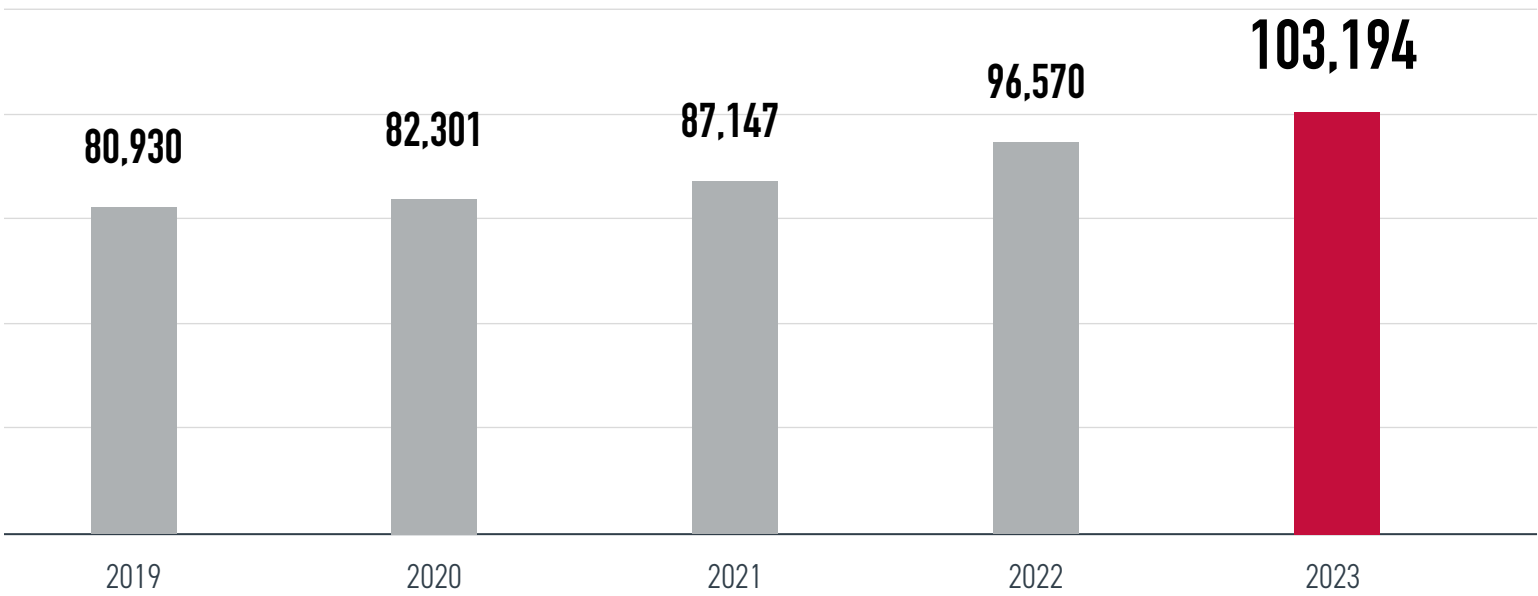
In terms of net profit, that is, considering the obligatory reserve operating result and the result of the associated companies, AFP Hábitat achieved a profit of CLP131,600 million, that is, a variation of CLP22,753 million more than last year, a difference that is mainly explained by the profitability of the obligatory reserve mentioned above.

(\*) The details of this information can be reviewed in Table 2.05 iii b of the supplementary statements located on page 11 of the Company's Financial Statements.



# 3.2 FINANCIAL INDICATORS

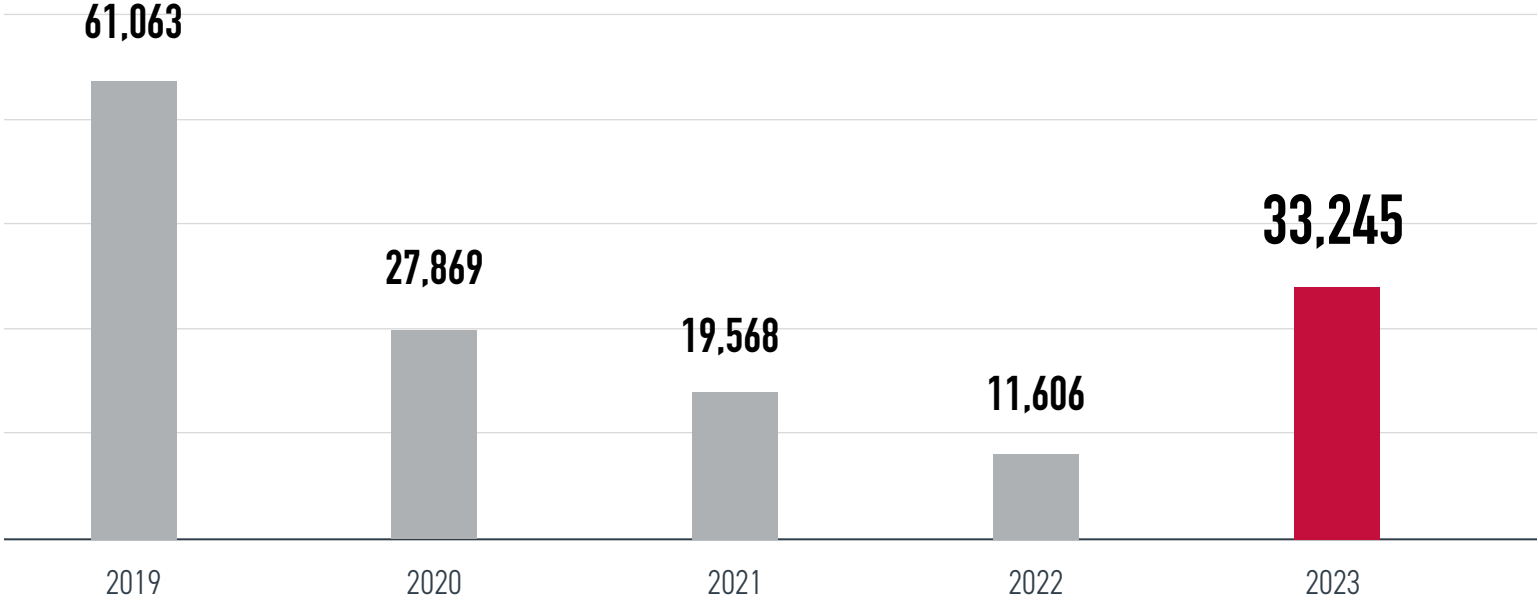
NET OPERATING RESULTS\* (MILLION CLP)



6.9%  
2022-2023 Variation

(\*) The details of this information can be reviewed in Table 2.05 iii b of the supplementary statements located on page 11 of the Company's Financial Statements.

INCOME FOR PROFITABILITY OF OBLIGATORY RESERVE (MILLION CLP)



186.4%  
2022-2023 Variation





## 3.3 PENSION FUNDS' INVESTMENTS

In 2023, our funds A, B, C, D and E achieved positive annual returns of 12.51%, 11.28%, 8.05%, 4.64% and 3.21%, respectively, overcoming a highly volatile environment and subsequent recovery in the global financial markets.

Following 2022, which was marked by the difficult background for global financial assets, where both fixed-income and variable-income assets had one of the worst performances in history, the event that marked the beginning of 2023 was the bankruptcy of Silvergate Bank, the problems faced by Silicon Valley Bank (SVB) and other regional banks as a result of the Federal Reserve's (FED) continuous rate hikes cycle, which led to the biggest banking crisis in the United States after the 2008 crisis.

In the first instance, the situation of these regional banks resulted in a significant drop in the 10-year rate, falling nearly 70 basis points from 4.00% to 3.30% at its lowest point. In March alone, American and European bank stocks fell by 25% and 15%, respectively. This would raise concerns about the possibility of new abrupt corrections events caused by market weaknesses that could be evidenced by the monetary correction. However, the timely action of the banking authorities,

who came to the rescue of the banks and facilitated the access to liquidity, allowed to overcome this crisis and set the market on a positive course.

The narrative throughout the year focused on rising inflation for developed countries and on the action of central banks determined to restrain it. In the United States, the annual increase in core inflation rate, excluding food and energy, which is FED's preferred measure, fell below 4,0% in August for the first time in two years. In Europe, something similar happened, with consumer prices in the Eurozone rising 4.3% in August, compared to 5.2% in the previous month. With rates that will probably be "high for a longer period", attention was focused on the lagged effects on the activity. The U.S. economy remained resilient, and increased at an annual rate of 2.1% in the second quarter, supported by consumer spending.

The last quarter was strongly marked by the recovery of the U.S. stock market, with positive news regarding falling inflation and a good economic context during the year; the FED has relaxed the bullish position, and the possibility of rate cuts for 2024 has begun to be considered. This positive scenario for markets, together





with the fast expansion of Artificial Intelligence since the beginning of the second quarter, would lead to a rapid recovery of the U.S. stock market. The S&P 500 stock index had a volatile performance over the year and ended with a 24% increase, and the 10-year interest rate, despite sharp drops and rebounds, closed at 3,879%, only 0.4 basis points above the close of 2022.

Contrary to the initial expectations associated with the reopening of the economy, the deepening weakness in the real estate sector and the lower expected growth led to a difficult year for the market In China. Besides, like the rest of the world's financial markets, of which China was the only exception, the rest of the Asian stock markets showed a positive performance.

In this context of recovery of global economics expectations, in Chile, after a 2022 with positive results, local assets maintained the trend showing a good performance. The main benchmark for IPSA local shares increased by more than 18.68%, and the 10-year local government rates, despite reaching a maximum 6.82% during the year, were closed at 5.30%, unchanged versus the beginning of the year. Regarding the economy, with inflation rapidly converging towards the 3% target, the Central Bank eased the monetary policy rate by 300

basis points, leaving it at 8.25%. As for growth, in its last Monetary Policy Report (IPOM, for its initials in Spanish) of December, the Central Bank Central updated its growth estimates, adjusting them slightly for the end of current year from 0.0 to a range of -0.5/0.0%, but keeping its Gross Domestic Product projection for the year 2024 at 1.75%.

**DURING 2023, OUR FUNDS A, B, C, D AND E OBTAINED SOLID ANNUAL RETURNS OF 12.51%, 11.28%, 8.05%, 4.64% AND 3.21%, RESPECTIVELY.**



## 3.4 TOTAL FUNDS MANAGED BY HABITAT

DEC 31, 2023 / HABITAT	Fund A	Fund B	Fund C	Fund D	Fund E
AUM (MM CLP)	7,344,928	7,197,228	18,098,083	7,547,658	6,224,754
Profitability Income (MM CLP)	793,373	707,261	1,326,698	329,312	168,810
Profitability (%) in 1 year (Jan 23 -Dec 23)	12.51%	11.28%	8.05%	4.64%	3.21%
Profitability (%) in 3 years (Jan 20 - Dec 23)	6.69%	6.79%	5.14%	4.78%	5.52%
*Profitability (%) in 5 years (Jan 18 - Dec 23)	8.78%	8.80%	8.07%	7.35%	7.14%
*Profitability (%) in 10 years (Jan 13 - Dec 23)	8.32%	8.27%	7.94%	7.30%	7.01%
*Profitability (%) in 15 years (Jan 08 - Dec 23)	9.68%	9.08%	8.40%	7.63%	7.18%
* (%) Since the Creation of Multifunds (Sept 02 - Dec 23)	9.31%	8.68%	8.33%	7.80%	7.25%

\* Returns on an annual basis using an end-to-end method.  
Source: own elaboration using information published by the Superintendence of Pensions.



# 3.5 MARKET POSITION

## MANDATORY RETIREMENT SAVINGS

By the end of 2023, the industry had a total of 11,739,747 affiliates to the pension fund system, of which 15.4% belong to AFP HABITAT. This ranks us third among administrators in number of affiliates and contributors.

In turn, as at December 2023, the number of workers making mandatory contributions in Habitat totaled 1,058,560, reaching a market share of 16.8%.

Our contributors’ average taxable income stood at CLP1,391,039, increasing by 9.5% over the previous year, achieving a growth similar to the industry, which showed a 9.7% increase compared to 2022.

## VOLUNTARY RETIREMENT SAVINGS

During 2023, AFP Habitat remained as a leader in voluntary retirement savings (APV, for its initials in Spanish), managing a total CLP1.81 trillion, including a 37.8% market share.

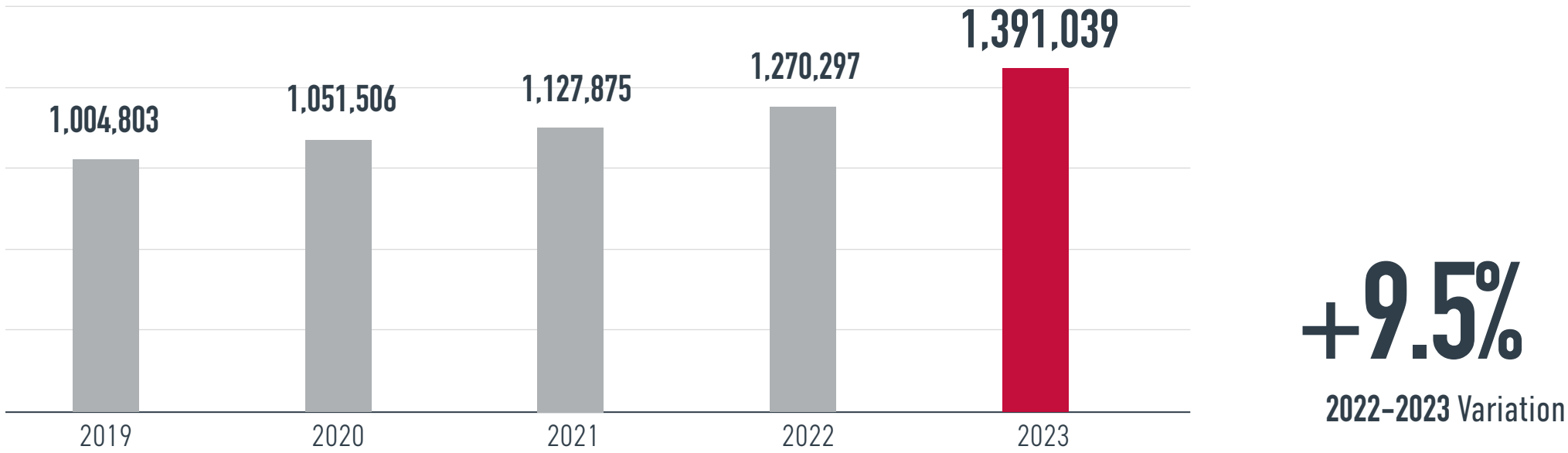
## VOLUNTARY SAVINGS ACCOUNT

Regarding the voluntary savings account (CAV, for its initials in Spanish) also known as “Account 2”, at 2023 year-end AFP HABITAT’s total managed funds amounted to CLP\$798,714 million, also positioning us as the number one AFP in this segment with a 34.3% market share.

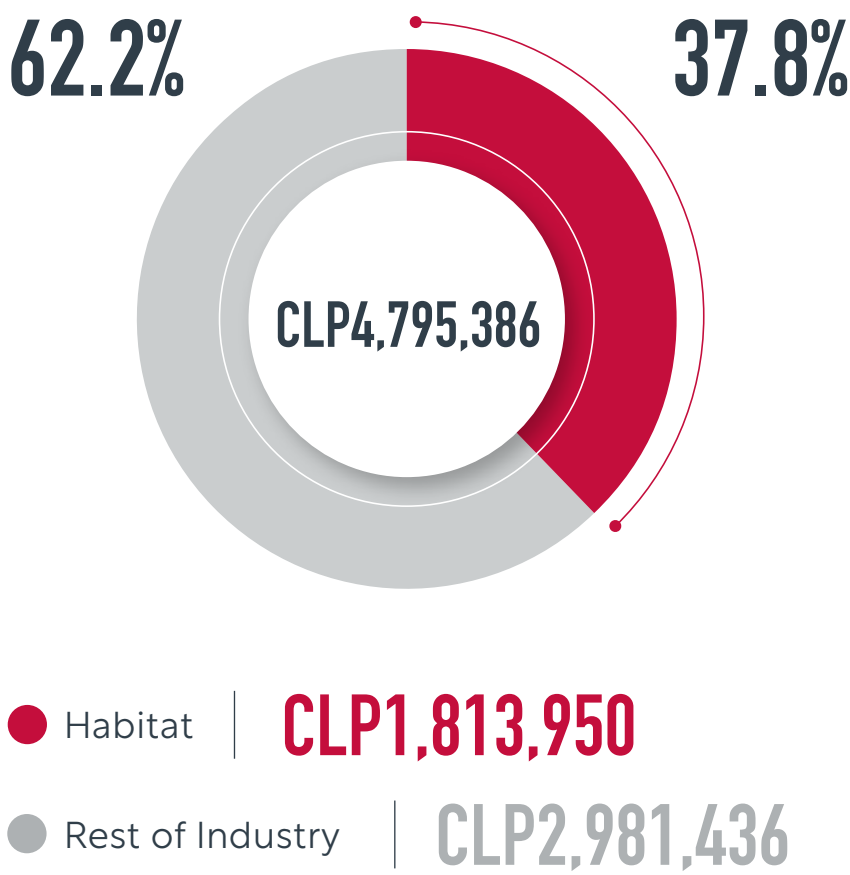
Overall, that is, joining mandatory and voluntary savings account, by the end of 2023, AFP Habitat recorded a total managed balance of CLP46.41 trillion, equal to \*US\$52,468 million, positioning it as the top AFP in managed funds, with a 27.8% market share.

\* Exchange rate as at December 29, 2023: CLP884.59 per USD. Source: Central Bank of Chile

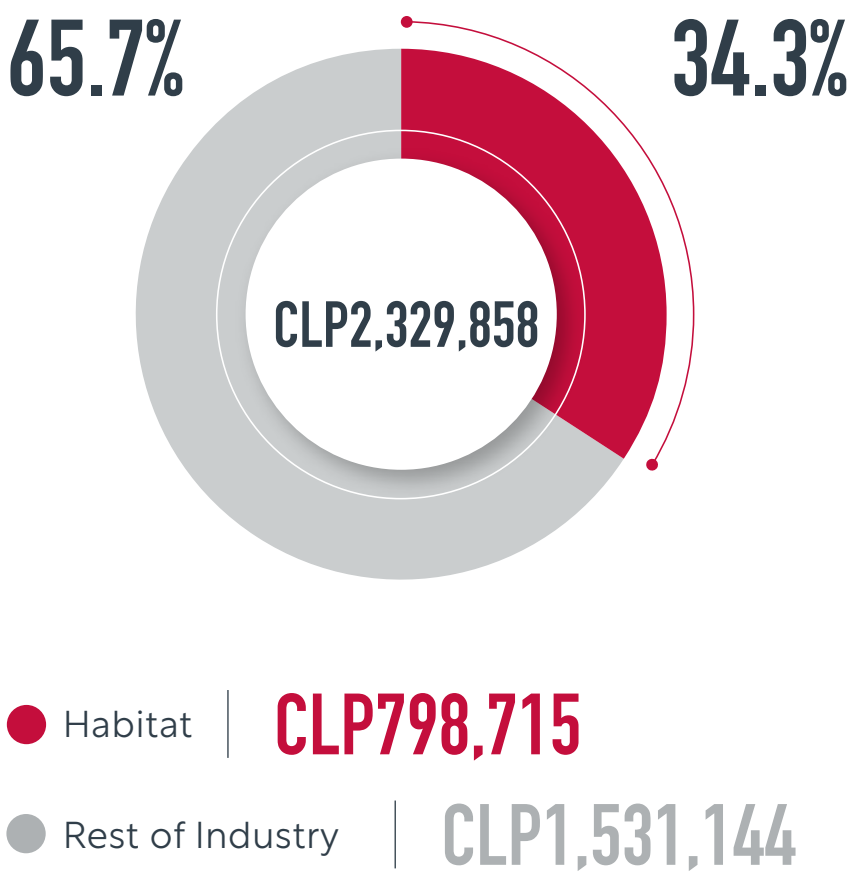
AVERAGE TAXABLE INCOME OF OUR CONTRIBUTORS / (CLP)



MARKET SHARE - NUMBER OF APV ACCOUNTS 2023 (MILLION CLP)



MARKET SHARE - NUMBER OF CAV ACCOUNTS 2023 (MILLION CLP)





# 3.6 EMPLOYEES

## OUR PEOPLE:

Our employees have always been our main capital, because thanks to the human and professional team that make up AFP Habitat, we have been able to carry out our commitment for more than 42 years to improve the quality of life of our customers, affiliates and pensioners.

Both the level of experience and the knowledge they have of the AFP's business mark a differentiating seal. This, together with the solid values that define us, allow us to have our own identity that represents the DNA of our organization.

These strengths allow us to face current and future challenges with an adaptation level and continuous improvement that are the core of our management. This is how in 2023 we carried out a complete analysis of our processes, making important technological changes to improve efficiencies and response times, which result in a better quality of life for an important group of our employees and, thus, in a better quality of service for our customers.

Our concern for our employees also led us to place an important focus on the experience they have throughout their work cycle at Habitat developing different initiatives::

- Employer brand: through face-to-face activities and social networks, we make known the attributes and pillars of our identity, which make us an attractive place for new talent. The activities that stand out include talks at universities, webinars on LinkedIn, among others.
- Effective communication: in AFP Habitat we know that our area, as well as the industry, is changing and complex. This is why we accompany our employees with direct communication means, including discussions and talks led directly by our executives or by experts on topics, such as the importance of our role in the pension system..

A key pillar in our people is training, which allows us to have employees prepared and updated on all regulatory and procedural issues that allow us to provide a good service through the different service channels.

In Habitat, diversity, inclusion, talent management and gender balance are a permanent focus of action, which encourages us to continue advancing in the implementation of new and better opportunities for these groups. Our organization has currently a higher proportion of women than men, which is consistent

with our compensation policy, where gender balance is a reality. Likewise, we have doubled the legal percentage of disabled employees, who can also access differentiated benefits in health, labor flexibility and social security support.





## TRAINING PROGRAMS

At AFP Habitat we state that our employees are our organization’s main asset, and this is why we are committed to the professional development of Habitat’s members. We are also aware of the importance of ongoing training to ensure knowledge, skills and attitudes that improve work performance, the achievement of organizational objectives and the delivery of a quality service to our customers.

During 2023, our training and education focus was on the design and implementation of new study methodologies for the commercial team; the creation of new E-learning courses; the development of the digital platform “HabitatPlay” of videos, through a YouTube channel, which explain in a playful manner how to develop procedures; and the launch of the “Que a ti no te pase” (May it not happen to you) Program, whose objective is to make available short videos that support the commercial management in different procedures. Innovation and modernization have been key to these new projects, where we have used our Training and Development platform to create a repository of all our courses allowing self-development, fun learning and continuous training.

In total, we updated and carried out 51 Initial Syllabuses unique courses, 50 Commercial Certification courses

and 5 New Regulation courses. To complement this continuous training process, we held recognition events that seek to motivate participation In the Commercial Certification program, recognizing individuals for both their grades and attendance. In our Branch offices, every six months, we awarded 18% of service executives in each area; in the Remote Channels area, we recognized 25% of employees, while 20% in the Telemarketing, and 21% In Key Accounts. Meanwhile, in Sales eight teams were recognized, equivalent to 23% of the current staff.

At the Corporate level, we maintained the onboarding programs ¡Hola! (Hello!), Training Needs Identification, Operations’ Certification, Compliance, Catalogue, Leadership and other scheduled training, prioritizing the remote learning methodology, but gradually integrating face-to-face study.

At the Company level, a total of 104,693 hours of training were carried out and 2,246 individuals were trained, meaning that on average each employee did at least 1.4 courses with an average of 64 hours per person.

## ORGANIZATIONAL CLIMATE MANAGEMENT

In Habitat we care about the quality of life of our employees and, therefore, for the working environment

in the Company. For more than a decade, we have been evaluating ourselves under the Great Place to Work model, which reflects our ongoing interest in making work a good place to be.

Over the last 5 years, we have seen a positive evolution in our results, showing the consistency and coherence we have in order to maintain a good working environment and the well-being of our employees. In 2023, we ranked 7th in the 2022 index of the Best Large Companies to work for in Chile, thanks to obtaining 89 points in Area Vision and 85 points in Corporate Vision.

The executive team plays a key role in terms of driving a communication of messages culture and knowledge of the reality of teams and clients. Accordingly, in 2023, we continued with the quarterly cycle of talks led by our General Manager, Alejandro Bezanilla, sharing spaces for reflection with constitutional or industry experts.

In addition, as Branch offices are one of our most important points of contact with customers, our executive team continued with its site visit plan. These visits sought to learn in situ the realities of the teams, listen directly to their needs and maintain ties between the regions and the headquarters.

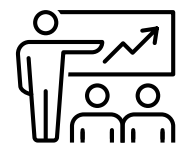




In addition, we continued to reinforce the role of Habitat leaders, which is key to maintain contact and communication with the teams. For this reason, we held Work Café meetings where, at least once a month, the Human Resources team meets with the area heads to generate spaces for conversation, solve doubts and deliver important information to be later communicated by them to their teams. The Commercial Unit, due to its large size, holds these meetings led by the Commercial Manager, who meets with the leaders of each area (Sales, Branch Offices, Key Accounts and Remote Channels), and the activities are also divided by zones to maintain small groups and achieve a space for open conversation. The Work Cafés are held for all department and areas of the organization and are attended by representatives of Human Resources, Risk Prevention, Organizational Development, Training, Compensation, Recruitment, Internal Communications, among others.

In addition, we continued to hold extended meetings led by the General Manager, which are aimed at informing leaders, communicate the efforts and progress of the different areas, highlight the achievements, as well as the current issues affecting the industry. In each of these meetings, we reinforce Habitat's mission, business results, significant projects and industry contingencies, guiding leaders on what we expect them to communicate to their teams.

# OUR FOCUS ON PEOPLE



## TRAINING

51 courses  
were carried out



## ORGANIZATIONAL CLIMATE

Ranked 7 in Great Place  
to Work in Chile



## DIVERSITY & INCLUSION

5% of our workforce are  
foreigners



## GENDER DIVERSITY AND INCLUSION

In 2023, we worked on compliance with Laws 21.015 and 21.275, developing labor inclusion topics and working out new agreements and spaces to promote them, based on equal opportunity standards in all Company activities.

Along with the above and consistent with our commitment to the inclusion program, our employees with disabilities or disability pensions were monitored, keeping a more direct contact with them. We also held open talks on LinkedIn for new applicants, incorporating the dissemination of Habitat’s vision and of inclusion.

In 2023, we signed a new cooperation agreement with Universidad Andrés Bello, for the students of its “Job Skills Diploma” program, which pertains to a socio-occupational training program for young people with specific educational needs due to cognitive disabilities. The agreement allowed us to incorporate a student during 2023, who was able to carry out the first stage of his work placement.

In Habitat, we are convinced that disability is yet another reality, and if as a company we work to remove

barriers and generate spaces for participation, we are contributing to real inclusion.

As part of our extra-work activities, we continue to commemorate the International Day of Persons with Disabilities on December 3, through activities with children of our employees to create inclusive awareness.

At the end of 2023, we have managed to keep our 2% rate of people with disabilities in our workforce, and we continue to incorporate workers with disabilities through outreach campaigns, financing and facilitating the accreditation process as an important part of valuing disability and understanding it as just another stage of people’s lives.

It is important to highlight that in Habitat, as of the end of 2023, 62% of the company’s workforce was female, including 1012 women vs. 623 men. Besides, 5 % of staff are foreigners and 8.1% are over 60 years old.

The aforementioned shows the importance given by management not only to inclusion, from a disability point of view, but also to diversity.

## INSPIRA HABITAT RECOGNITION PROGRAM

Inspiring employees is necessary to create a culture of appreciation and trust and to foster the creation of healthy workplaces, where employees feel they are in the right place to work.

Our “Inspira” (Inspire) Recognition Program was created eight years ago, and has been promoting our values and reinforcing exemplary and desired behavior in our organization. Throughout these years, the program’s objective has been to encourage employees and promote a culture of recognition.

Using a platform, we have invited everyone at Habitat to recognize online by sending coupons that represent our corporate values. At the end of each month, semester and year, prizes are awarded to those who have obtained the most coupons and to the teams and leaders who inspire us. This recognition practice, already rooted in our culture, is essential to continue building a positive organizational climate and strengthen each worker’s sense of pride in the Company.

In November, we held the annual Inspira program recognition ceremony, along with the recognition of

employees who had completed 10, 20, 30 and 40 years working with us. This important event was broadcasted via streaming and all Habitat employees and their families participated.

CORPORATE VALUES RECOGNITION COUPONS 2023:

- Number of coupons given: 28,592
- Number of annual awards granted: 66 individuals, 18 teams.
- Number of semi-annual awards:
  - First half: 50 individuals and 13 teams.
  - Second half: 58 individuals and 23 teams.
  - Total for both terms: 108 individuals and 36 teams.
  - Number of awards granted monthly: 672 individuals, of which:
    - 339 were awarded to individuals by managers and
    - 333 were awarded to individuals for coupons.



## PREVENTION AND SAFETY

In 2023, our Risk Prevention work involved a variety of activities, including nutritional care, nutritional check-ups, cardiovascular check-ups, mental health care and breast cancer prevention, among others; in our “Corporate Health Month” we managed to triple the participation of workers, versus 2022.

We are also the first AFP to apply the nationwide evaluation of the new Psychosocial Risks survey, CEAL-SM, achieving 100% coverage and 87% low risk in our work centers.

Regarding our accidents rate, we ended 2023 with a rate of 4.40 points, allowing us to complete a new rate evaluation, with a zero additional contribution. This not only reflects our concern for the safety and health of our employees, but is also the result of planned, continuous and ongoing work to promote occupational safety.

## BENEFITS

In 2023, we promoted new benefits for our workers through our AFP Habitat Employees’ Wellbeing Corporation that always seeks to be up to date with the necessary support. Two new benefits were activated focusing on mental health care.

## GENDER DIVERSITY AND INCLUSION



**2%**

of our workforce are  
people with disabilities

**29%**

of our workforce are  
over 50 years old

**62%**

of our workforce  
are female



## 3.7 RISK MANAGEMENT

**AFP Habitat** has a Corporate Risk Policy, approved by the Company's Board of Directors, which was last updated in October 2023. This policy was developed under the applicable legal regulations regarding risk-based monitoring.

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

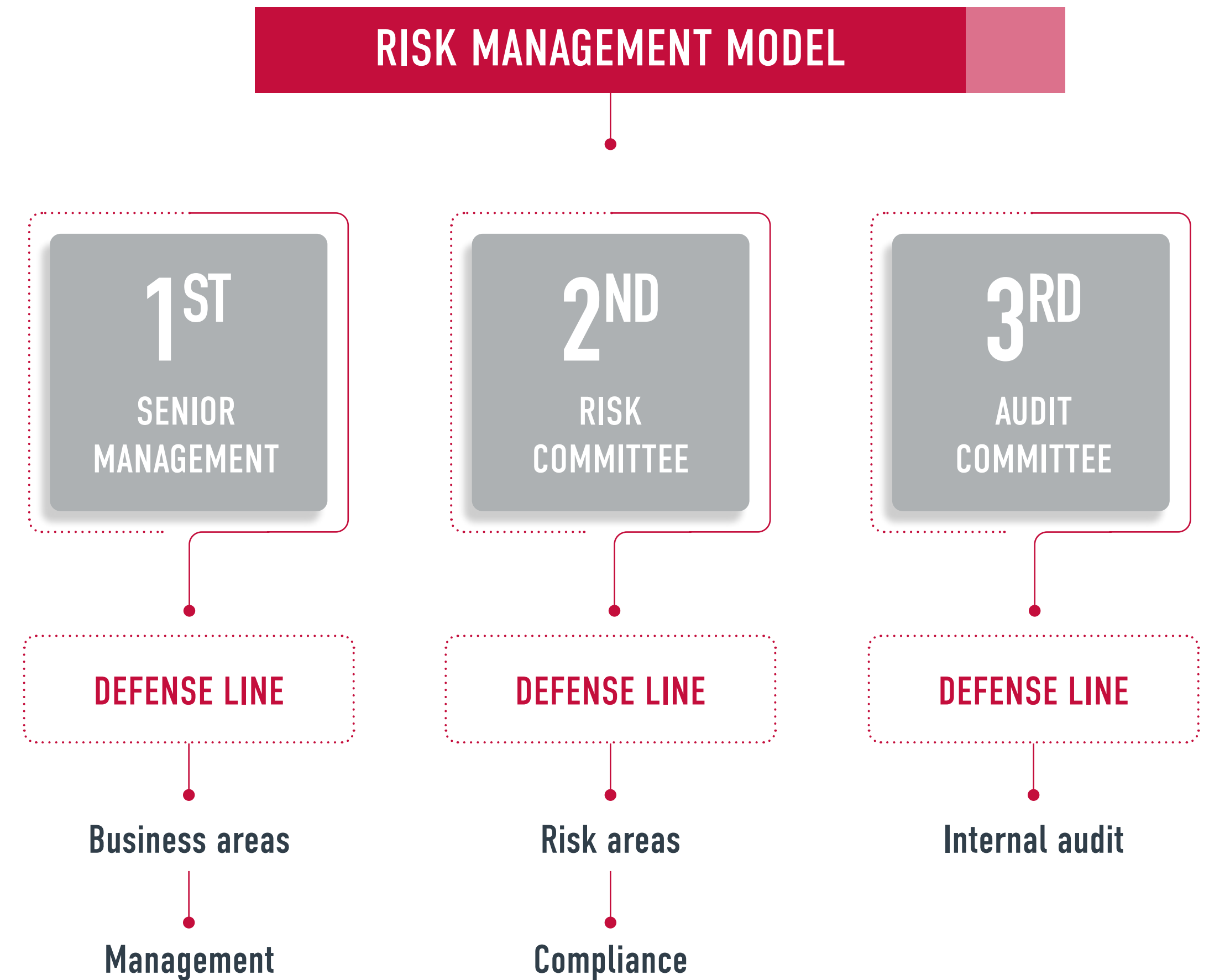
Regarding risk management governance, a risk committee is maintained that is composed by 3 Directors. This committee is responsible for supporting the Board of Directors, ensuring risk management is performed pursuant to the applicable regulations and approved policy.

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 bear primary responsibility for enforcing the 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, there is a third line fulfilled by the Internal Auditing Area, which ensures the enforcement of the risk management model.

During 2023, with the aim of fostering a risk management culture among all employees, involving items of the risk model for the various types of risks, the Company provided training to employees on risk management and operation risk through e-learning. In total, 1,537 people were trained. In addition, specific training was provided on information security, cybersecurity and business continuity.





## OPERATIONAL RISK

A Risk Management Method approved by the Board of Directors is in place, which was last updated in October 2023. This method provides a preventative approach by producing a risk map enabling to identify and assess process risks in risk matrices. In addition, it sets a continuous improvement approach by examining and solving risk events or incidents.

## INFORMATION SECURITY, CYBERSECURITY AND BUSINESS CONTINUITY RISKS

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

Following the guidelines of the Corporate Risk Policy, risk management of information security, cybersecurity and business continuity is structured based on the three defense lines' model. The first line is composed of the different business areas and their respective management units, being these the first responsible ones for implementing the risk policy.

In addition, the Technology Unit has a specific area for managing cybersecurity, that supports the first

line in the implementation and maintenance of controls. For the second line, the responsible is the Information Security Officer, that coordinates and controls the proper operation of the management system and compliance of the Information Security Policy, Cybersecurity and Business Continuity.

Lastly, the Comptroller Area is in charge of the third defense line in order to ensure the process. 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.

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

## FINANCIAL RISK

Financial Risk is controlled through several indicators and metrics developed by 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.





# 3.8 CLIENTS

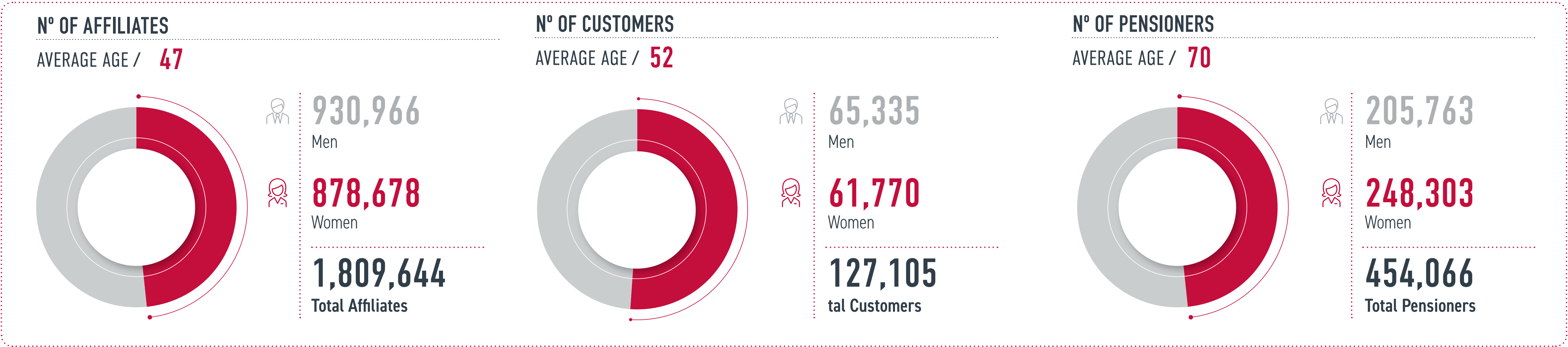
## 3.8.1. AFP HABITAT CLIENTS

At year-end 2023, AFP Habitat rendered services to a total 2,390,815 people, either for mandatory or voluntary savings and/or pensioners. AFP Habitat’s commitment is still to work on a daily basis in order to accompany and advise each and every client at every stage of their lives and, thus, build a peaceful future together.

By the end of December 2023, AFP Habitat has a total 1,809,644 affiliates, whose average age is 47 years and have a mandatory pension savings account. Besides, 127,105 clients of our AFP, whose average age is 52 years, have decided to hold voluntary savings products. Lastly, in 2023, 454,066 people chose to retire in the company, the majority of whom were women, representing 54.7%.

THE COMPANY SEEKS TO DELIVER THE BEST EXPERIENCE FOR ITS AFFILIATES, CUSTOMERS AND PENSIONERS, IN ORDER TO MEET THE NEEDS AND PARTICULAR CHARACTERISTICS OF EACH ONE, SO IT IS CONSTANTLY IMPLEMENTING IMPROVEMENTS AND INNOVATING IN CUSTOMER SERVICES TO DELIVER INFORMATION, PENSION PLANNING EDUCATION AND ADVICE IN AN EASY, SIMPLE AND CLOSE WAY.

By December 2023:





### 3.8.2. ADVICE AND SERVICE CHANNELS

AFP Habitat seeks to provide the best service through constant innovation in more and better service channels, both face-to-face and remote, so as to deliver effective and timely solutions to the requirements of our customers.

#### REMOTE CHANNELS

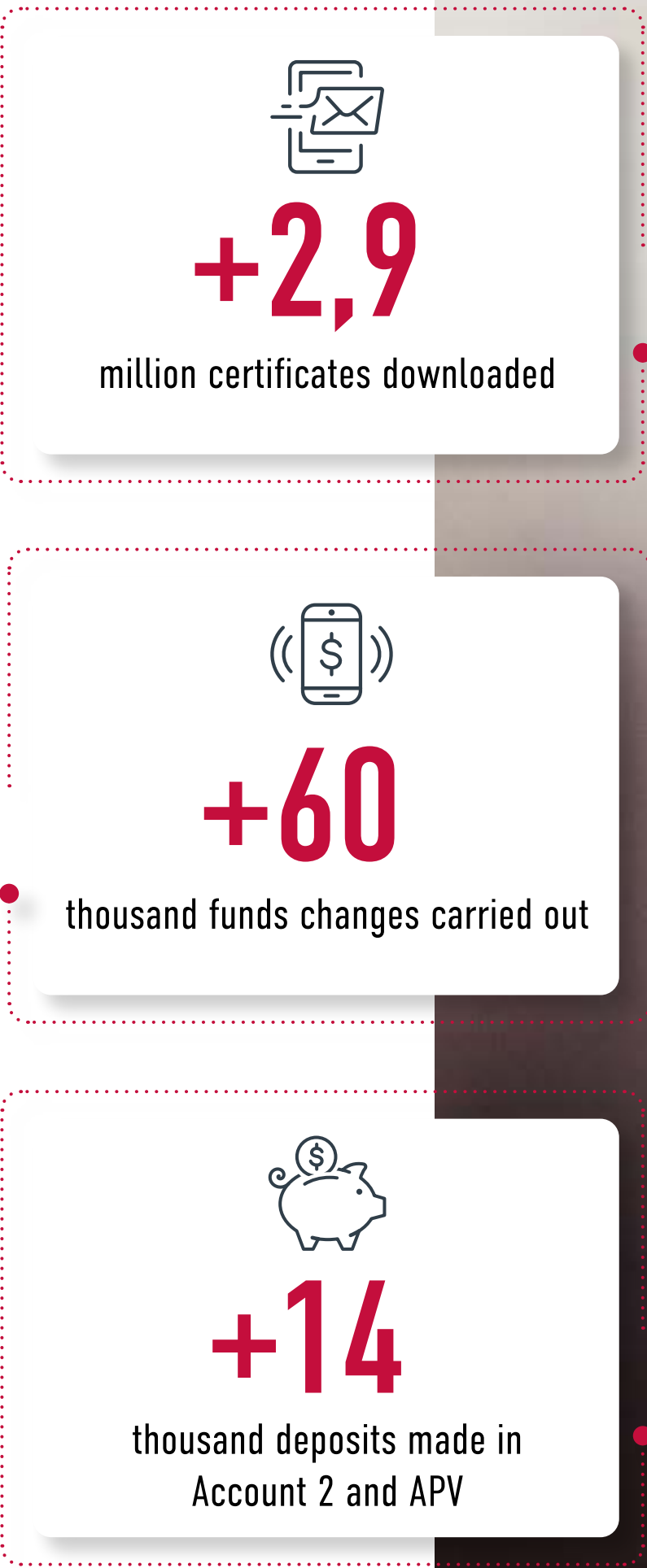
##### Digital Channels

In 2023, 1,037,287 affiliates, customers and pensioners were assisted through AFP Habitat's web site, and through its mobile application it assisted around 302,145.

During 2023, more than 35,331,217 interactions were carried out through our website, of which the following stand out:

- +2,9 million certificates downloaded
- +60 thousand of funds changes carried out
- +14 thousand deposits made in Account 2 and APV

#### DIGITAL CHANNELS: WEBSITE AND HABITAT APP





IMPROVEMENTS IN OUR DIGITAL CHANNELS DURING 2023

- New Accessibility Button**  
In order to be inclusive and facilitate interaction with the platform, an easy access button was added to our www.afphabitat.cl website for the visually impaired. The button includes contrast control and zoom, among others..
- Withdrawals and transfer services under Alimony Law enabled.**  
**Online money withdrawal on Account 2:** a validation was implemented in the online withdrawal, so that customers who have a precautionary measure in place cannot withdraw the retained balance.  
  
**Deferred withdrawals on the web:** in the case of voluntary savings, including APV and Account 2, the same validation of the above point was implemented, so that a customer with a precautionary measure will have his/her balance discounted according to the reserved amount.  
  
**Web Transfers:** a change was made to the Web Transfer process, which rejects the change process in the event that the AFP of origin informs that the person is under precautionary measure.

CONTACT CENTER

AFP Habitat has in place a high availability Contact Center, which operates from 8:30 a.m. to 7:00 p.m. from Monday to Friday. In 2023, Habitat has remained as the AFP providing the most hours of assistance in the industry. More than 246 thousand calls were answered, with a net satisfaction rate of 72,1% and service levels above 96% with a 0.78% call abandonment rate..



Chat Service

Customer service from Monday to Friday, from 8:30 a.m. to 6.30 p.m. In 2023, 98,502 requests were received through this service channel, offering a 93.9% service level and reaching a net satisfaction level of 76.8%.



Social Networks: Facebook / X (Twitter) / LinkedIn / Instagram

In 2023, the number of followers on Instagram increased from 11,500 in 2022 to 15,853. An account was set up in TikTok and all the social networks in general were

active in order to provide information to our affiliates, clients and pensioners. Within the topics included in the contents of the social networks are the pension planning education pillars, the national and international market and contingent news related to pensions, the financial and political world.  
  
We continued to work during the year with an active social networks strategy through the #ElRestoEsFake (The Rest is Fake) initiative, with the purpose of providing information to our affiliates and groups of interest to solve.

questions and mitigate potential sources of confusion or misinformation, and thus have an impact on the debate of public opinion, so a community of promoters of the individual savings system has been created on X (Twitter).  
  
Our social media customer service is consolidated through an international platform, allowing us to handle inquiries from anywhere in the world and refer them as appropriate immediately. Customer satisfaction during 2023 in this type of service was 76,8% positive.







**Video Advisors**

In 2020, at AFP Habitat we created a new virtual and remote customer service channel, to reach our customers through a platform that allows our customers to connect from their mobile devices and computers with our service executives' teams.

This service allows us to provide our advice to clients who are located in remote locations, both within the country and abroad or to those who prefer a remote service without the need to go to a branch office. It is one of the highly valued services, with a satisfaction rate of 86% in 2022 and 90% in 2023.



**THE DEMAND FOR 2023 WAS OF 5,000 SERVICES, AND SO FAR IN THE YEAR 2024 WE HAVE PROVIDED MORE THAN 3,000 SERVICES AND EXPECT TO REACH MORE THAN 9,000 CLIENTS THROUGH THIS CHANNEL.**

This reflects AFP Habitat's commitment to reach each of our customers in every corner of the country and abroad, constantly improving the customer service experience in each of its procedures and required advice.

**Communication directed to our customers**

AFP Habitat is characterized by keeping its affiliates, clients and pensioners always informed about their retirement situation, and one of the channels used for this purpose is E-mail Marketing, through which quarterly reports, monthly account statements, regulatory adjustments and quarterly newsletters on pension education, among others, are sent.

The average opening rate of such emails was 56.5% in 2023, versus 42% in the previous year, showing the importance of contents for our customers. On the other hand, contactability through this channel increased from 67% in 2022 to 71% in 2023.

It should be noted that in 2023 notifications via email of the "Notice of payment of contributions by the employer" were added for dependent affiliates, and innovations were also made in the notifications of progressive vacations, notice of payment of contributions by the employer and the "contributions vs. profitability", which consists in making tangible the profitability of AFP Habitat.

In 2023, the WhatsApp channel was also enabled, which is a platform proving to be very effective and efficient in the close contact with clients.

Finally, the Company continued conducting discussions on Pauta Radio, with the participation of experts in pension matters, also ensuring multiple views of the guests to have diversity of opinions and enriching the main debate. In 2023, we broadcasted 5 programs, their main agenda being social security issues in the constituent process, the labor market and the capital market.



## FACE-TO-FACE CHANNELS

### BRANCH OFFICES

In 2023, demand for branch offices services decreased by 3% compared to 2022. This is mainly due to the remote application of some procedures, an increase in web-based procedures and a decrease in the start of the face-to-face pension process. It should be noted that the demand for initiating pension processing through our digital channels is consistently increasing.

The focus was on remote assistance and optimization of waiting times, so as to improve the customer's experience, closing the year with a **satisfaction level of over 80%**

### FACE-TO-FACE SERVICE



26

BRANCH OFFICES

1

SERVICE CENTER

17

MOBILE HABITAT

145

LOCATIONS VISITED BY  
MOBILE HABITAT



## FACE-TO-FACE SERVICE

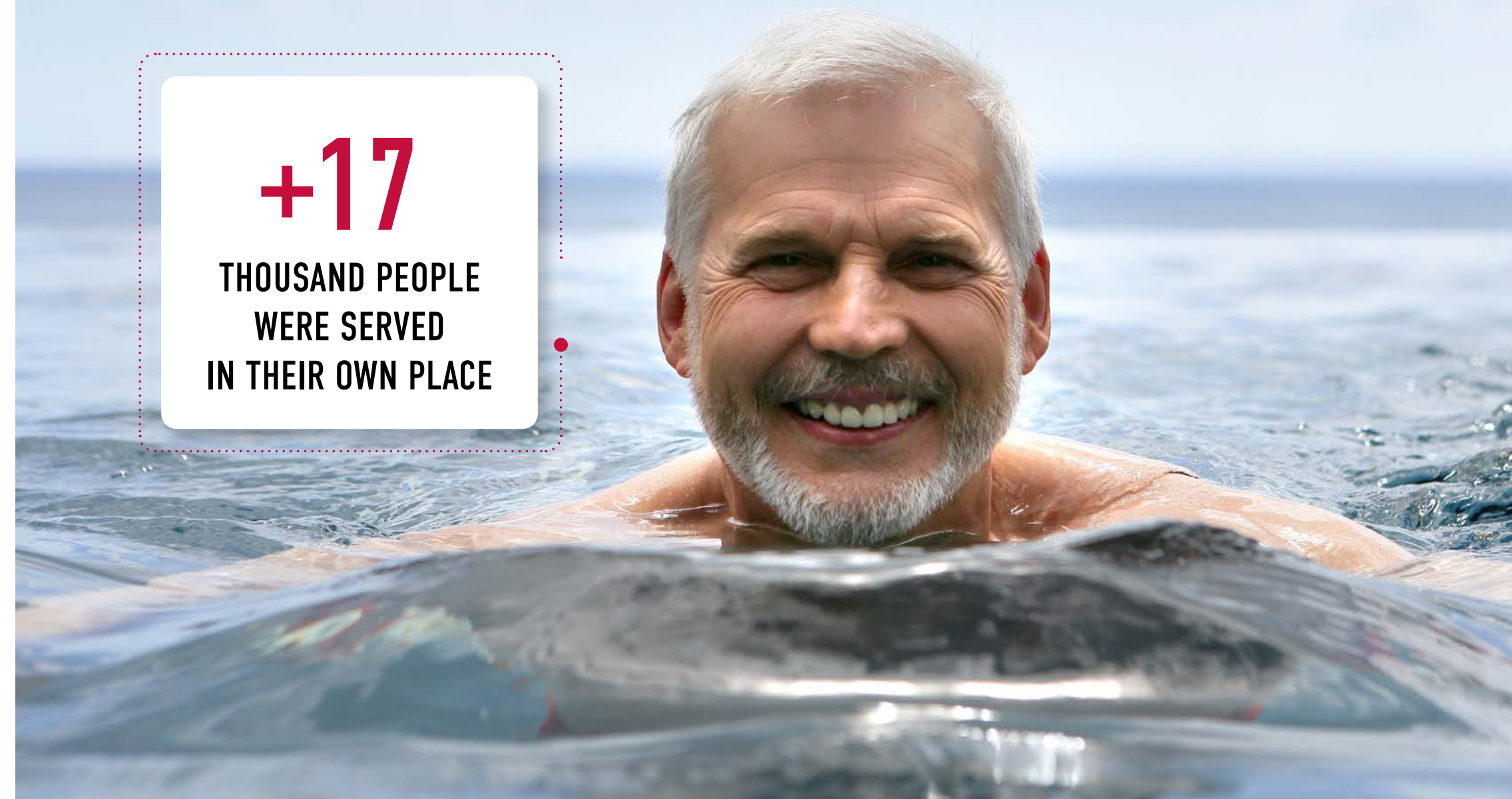
ATTENTION  
AND ADVICE TO

145

PLACES

+17

THOUSAND PEOPLE  
WERE SERVED  
IN THEIR OWN PLACE



## MOBILE HABITAT

Mobile Habitat was implemented 11 years ago in order to bring our counselling and advisory services closer to our affiliates located in the most remote areas of the country.

AFP Habitat is the only AFP providing this service, allowing its geographically more distant affiliates, pensioners and clients to access procedures, such as “Bono por Hijo” (Child Bonus), “Pilar Solidario” (Solidarity Pillar) and “Garantía Estatal” (State Guarantee), as well as guidance on the AFP system, among many others.

During 2023, the focus was on optimizing routes and increasing the number of procedures that can be handled through the channel, closing the year with a satisfaction level of over 84%.

Through this channel, assistance and counselling services were provided to **145 locations** across Chile, and more than 17 thousand people were served on site, saving time and money on transfers for our remote customers.

MAIN PROCEDURES CARRIED OUT BY OUR AFFILIATES/CLIENTS WERE: DELIVERY OF CERTIFICATES (34%), CONSULTATION ON PENSIONS (17%), PENSIONS' CERTIFICATES (13%), DATA UPDATE (7%) AND PENSION PROCEDURES (7%).



### 3.8.3. CUSTOMER SATISFACTION AND EXPERIENCE

AFP Habitat measures its customers’ satisfaction on a monthly basis after using some of its service channels, in order to receive feedback on their interactions with each channel. This allows to identify needs and opportunities for improvement.

Our satisfaction measurements and recommendations NS (“Net Satisfaction”) and NPS (Net Promoter Score) are part of the main indicators, ensuring to identify critical points, and thereby drive our clients’ experience to the highest level.

The year 2022 closed with average scores of 64.9% in NS and 42.1% in NPS, while the year 2023 rose to 71.6% in NS and 50.1% in NPS, all this at Company level.

Service channels leading customers’ satisfaction in 2023 were Video Advisors and Mobile Habitat.

### 3.8.4 LEADERSHIP AND BRAND VALUE

AFP Habitat Brand was developed in 1981. During its more than 40 years of history, it has been widely recognized in Chile.



- AFP HABITAT IS RECOGNIZED AS THE “**BEST AFP**” IN THE C1 SEGMENT WITH **23%**, WHILE THE NEXT PLACE HAS **14%**, ACCORDING TO THE TRACKING OF CADEM BRAND.
- IT WAS RECOGNIZED 2 TIMES IN CADEM’S CITIZEN BRAND STUDY, **LEADING THE AFPS INDUSTRY.**





# ACTIVITIES & **BUSINESSES**



Ch. **4**

**\$46,412,650**

million CLP were the total managed assets.



## 4.1 ECONOMIC SECTOR WHERE IT OPERATES

**AFP HABITAT** is one of the major players in the Chilean pension fund system, which was created in 1980 through Decree Law N° 3.500, based on a system of individual capitalization of pension savings.

Our Company has been part of the industry since its beginnings, consolidating a leadership position in the market as this Pension Fund Administrator (AFP, for its initials in Spanish) currently manages the industry's highest number of pension funds' assets, with a 27.8% market share. It is also the leading AFP in terms of profitability of pension funds since the inception of multifunds. In addition, it is the third AFP in total number of affiliates and contributors, reaching a market share of 15.4% and 16.8%, respectively.

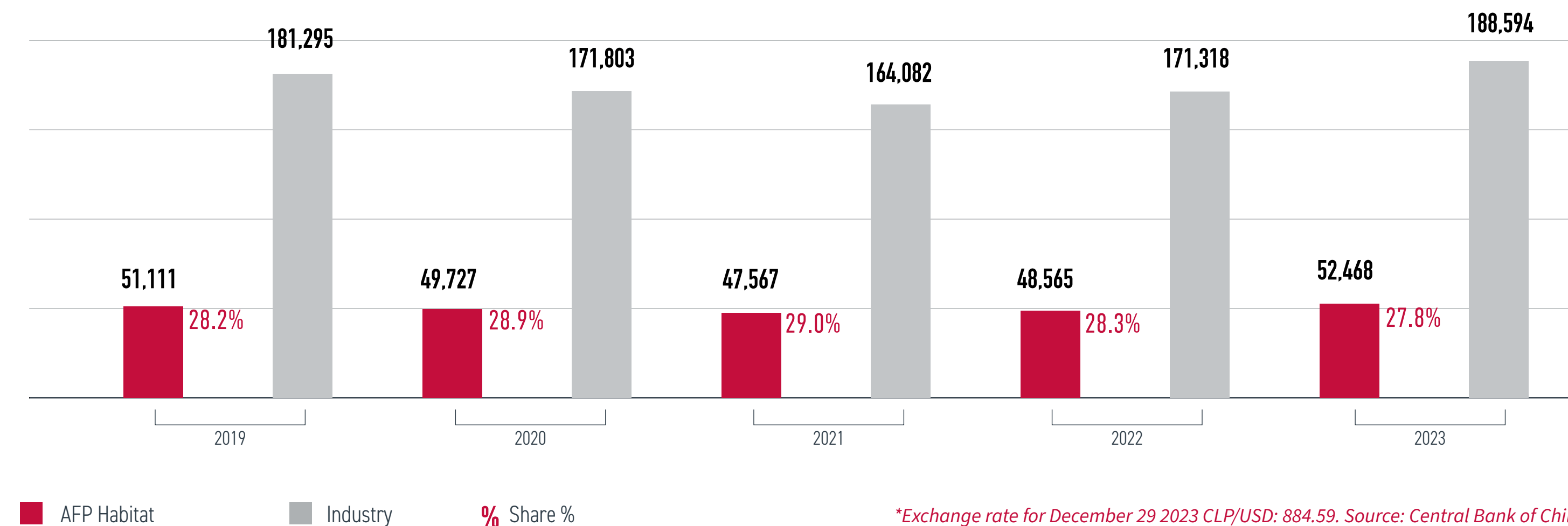
Lastly, there are currently seven pension fund administrators in this economic sector, which mainly provide citizens with managing services of retirement savings; voluntary retirement savings, both individual

and collective; and voluntary non-restricted savings and compensation savings, both from active affiliates and pensioners.

AFP HABITAT MANAGES THE LARGEST AMOUNT OF PENSION FUNDS' ASSETS, WITH A MARKET SHARE OF

**27.8%**

TOTAL MANAGED ASSETS (\*USD MM)



\*Exchange rate for December 29 2023 CLP/USD: 884.59. 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 92.7% of the total income from fees.
- Management of voluntary individual pension savings, which affiliate workers maintain to increase their pension fund or enable early retirement. This service generates 2.8% 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 free available voluntary savings that affiliates maintain with the Company, which generates 1.8% 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 2.4% 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..

MANAGEMENT OF  
THE MANDATORY  
RETIREMENT SAVINGS  
THAT AFFILIATES HAVE  
ENTRUSTED US WITH,  
WHICH ALLOWS  
TO GENERATE

**92.7%**

OF THE TOTAL  
INCOME  
FROM FEES.





## 4.2 AFFILIATES AND CONTRIBUTORS

As at December 31, 2023, AFP Habitat has 1,809,644 affiliates, a 2.2% decrease over December last year, when it had 1,851,073 affiliates. In terms of monthly contributors, AFP Habitat had 1,058,560 contributors at year-end 2023, a 4.5% decrease over the previous year.

### AFFILIATES\*

	2019	2020	2021	2022	2023
AFP Habitat	1,946,198	1,926,086	1,891,898	1,851,073	1,809,644
Industry	10,961,537	11,081,375	11,358,539	11,611,981	11,739,747

### CONTRIBUTORS\*\*

	2019	2020	2021	2022	2023
AFP Habitat	1,197,097	1,107,861	1,121,403	1,107,995	1,058,560
Industry	6,087,939	5,967,228	6,436,330	6,492,490	6,291,823

\* Affiliates mean persons holding an individual capitalization account, who have contributed at least once to the Retirement Savings System.  
\*\* Contributors refer to the number of affiliates that contributed in December 2023, derived for remunerations accrued in any previous month. It includes active and passive affiliates and arrears.





# 4.3 OFFICES AND BRANCH OFFICES

## BRANCH OFFICES IN THE METROPOLITAN REGION

Branch Office	Address	Phone Number	E-Mail
Providencia	Providencia 1909, Piso 1	924162436 - 924162116	providencia@afphabitat.cl
Maipú	Monumento 2067	924162389 - 924162340	maipu@afphabitat.cl
Moneda	Moneda 818	924162643 - 924162680	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	(2) 2989 2218 - (2) 2989 2255	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	223782243 - 223782235	valparaiso@afphabitat.cl

## REGIONAL BRANCH OFFICES

Branch Office	Address	Phone Number	E-Mail
San Antonio	Av. Barros Luco 2210	(2) 2378 2244 - (2) 2378 2245	santonio@afphabitat.cl
Rancagua	Campos 207 Local 1	56 22989 2512	rancagua@afphabitat.cl
Curicó	Arturo Prat 301	229892575- 229892582	curico@afphabitat.cl
Talca	2 Oriente 1360	56942655635	talca@afphabitat.cl
Chillán	Arauco 725	924162617	chillan@afphabitat.cl
Concepción	O'Higgins 444	56942655641	concepce@afphabitat.cl
Los Ángeles	Lautaro 267	56988288635	langeles@afphabitat.cl
Temuco	Claro Solar 934	56988238871	temuco@afphabitat.cl
Valdivia	Vicente Pérez Rosales 635	56978540734	valdivia@afphabitat.cl
Osorno	Freire 677	56985011992	osorno@afphabitat.cl
Puerto Montt	Urmeneta 310, Local 2	56942654034	pmontt@afphabitat.cl
Coyhaique	Eusebio Lillo 20	56942654033	cohyaiqu@afphabitat.cl
Punta Arenas	Federico Errazuriz 850	56942655622	parenas@afphabitat.cl

## SERVICE CENTERS

Branch Office	City	Address	Phone Number	Business Hours
Talca	Linares	Lautaro 408	(9) 94068318	Monday, Wednesday & Friday: 9:30 a.m. - 1:30 p.m.



## 4.4 FURNITURE EQUIPMENT AND SUPPLIES

By the end of the fiscal year (FY) 2023, the assets of AFP Habitat in terms of furniture and supplies were valued at CLP1,478 MM, while the technological equipment was valued at CLP702 MM.

## 4.5 INSURANCES

AFP Habitat has an all-risk physical property insurance in the amount of UF 3,159.39 for its headquarters and branch offices with BCI Insurance Company, and a D&O insurance for Directors and Executives in the amount of US\$ 20,000,000 with Chubb and Southbridge Insurance Companies.

## 4.6 TRADEMARKS AND PATENTS

Certificates sequential N°	Trademark	Category	Record N°	Expiration
1	Habitat AFP, vamos donde tu estas	36	965333	Oct-32
2	El resultado de tu trabajo más el nuestro será todo tuyo, Habitat A.F.P.	36	886248	Jun-30
3	El resultado de tu trabajo más el nuestro será todo tuyo, Habitat A.F.P.	16	886249	Jun-30
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 etiqueta	936857	Sep-31
9	AFP Habitat, Seguridad y Confianza	36	914091	Jun-31
10	HABITAT Administradora de Fondos de Pensiones HABITAT S.A.	36-38	951231	Jan-32
11	A.F.P. Habitat, Seguridad y confianza	36	556953	Dec-29
12	Habitat A.F.P.	36-38	943598	Nov-31
13	Habitat A.F.P.	16	943597	Nov-31
14	HABITAT Administradora de Fondos de Pensiones HABITAT S.A.	16	949367	Dec-31
15	Habimatico	42	1171519	Nov-25
16	Habiservicio	42	1171516	Nov-25
17	Habinstante	42	1171515	Nov-25
18	Habired	42	1171518	Nov-25
19	Habifono	42	1171517	Nov-25
20	Habisintesis	42	1171514	Nov-25
21	AFP Habitat	36	983178	Jan-33
22	Habitat me explicó y yo entendí, Habitat AFP	36	1036527	Aug-33
23	HABITATMOVIL	36	1050887	Oct-33
24	Habitat me explicó y yo ahorré, AFP Habitat	36	1180733	Sep-25
25	Aprende con Habitat, AFP Habitat	36	1201151	Apr-26
26	Habitat	36	1227407	Nov-26
27	Habitat	36	1229193	Dec-26
28	Habitat, JUNTOS MEJORAMOS TU FUTURO	36	1229194	Dec-26
29	Habitat, JUNTOS MEJORAMOS TU FUTURO	36	1244118	Apr-27
30	AFP Habitat, HABLEMOS DE TU FUTUTO	36	1258909	Sep-27
31	cuidemos nuestro HABITAT	36	1332018	Dec-29
32	HABITAT, Piensa en Grandes	36	1332019	Dec-29



## 4.7 SUPPLIERS

In order to provide an excellent service to its clients, AFP Habitat has maintained strategic relations with its suppliers to ensure business continuity.

Below we introduce our key suppliers with whom we have worked during 2023, representing 36% of the Company’s annual billing\*.

Supplier Name	Type of Service	Relation to Business
SERVICIOS DE ADMINISTRACION PREVISIONAL S.A.	Collection Services and Other	Associated
KYNDRYL CHILE SpA.	Datacenter Services	Not related
OMD CHILE S.A.	Media Agency	Not related
ADMIN. AMERICANA DE INVERSIONES S.A.	Office Rental Service	Related
SISTEMA ORACLE DE CHILE S.A.	Software Licensing	Not related
COMPUTER GENERATED SOLUTIONS CHILE S.A.	Contact Center Services	Not related
BANCO DEL ESTADO DE CHILE	Banking Services	Not related
DEPOSITO CENTRAL DE VALORES S.A.	Custody Services	Indirect
SERVICIOS PUBLICITARIOS ON STREET S.A.	Mobile Office Services	Not related
MICROSOFT LICENSING,GP	Software Licensing	Not related

\* Total annual expenses in suppliers



## 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 December 31 2023, savings have amounted to CLP46,412,650 million and distributed among the five pension funds. A breakdown of each fund is provided in the respective Financial Statement.

As an administrator company, our financial activities are subject to the mandatory reserve investment that AFP's must comply with, known as Obligatory Reserve requirement, equal to 1% of the pension funds under management, which pursuant to the 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 of the Company's Financial Statements.

Regarding its financing, the Company is anchored on the ability to self-generate resources to finance its social

and strategic goals, be adequately staffed and have optimal facilities. Without prejudice to self-generation, the Company could obtain external resources to the extent necessary.

## 4.9 RISK FACTORS

The main risk factors that might potentially impact our Company's outcomes are related to economic, financial and regulatory risks.

Regarding the economic risks, the economic cycles are those that have an impact and effect on the country's labor market. A recession cycle could result in lower contribution rates, higher evasion rates, delay in contribution payments, increased informality of the labor market, 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 to 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, so as to achieve the expected risk-return ratio.

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

SAVINGS THAT THE WORKERS HAVE  
 ENTRUSTED FOR THEIR MANAGEMENT,  
 WHICH AS OF DECEMBER 31, 2023  
 AMOUNT TO

**\$46,412,650**  
 MILLION





## 4.10 RELATED PARTIES

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

### 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 explicitly authorized by this Law and its Rules of Procedure.

Subscribed and Paid-In Capital as at December 31, 2023: capital amounts to Th. CLP914,233, and is represented by 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 holds 1,617 shares in this company.

#### Board of Directors

##### Chairman:

Cristián Rodríguez Allendes

##### Directors:

Jaime Munita Valdivieso,  
Hector Herrera

#### Managers and Executives

##### General Manager:

Constanza Bollmann Schele

#### SERVICIOS DE ADMINISTRACIÓN PREVISIONAL S.A. (Previred)

According to its corporate bylaws and its amendments, the line of business or purpose of the company is to “Implement a technological solution that allows to provide an electronic payment of retirement contributions through an information website, 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. With this aim, the Company shall be entitled to solicit bids and award contracts for the required technology services on a regular basis in order to comply with the objective; 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, exhibitions and seminars; hire training services for users on the use and management of the system; hire strategic commercial advisory services, as well as the necessary media to promote the services

identified and supported by the website; secure confidentiality, accuracy and exclusive access to information stored on the website; secure confidentiality, accuracy and exclusive access to information stored on the website; 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 or any other stated information; manage folders of user access to the website through authorizing mandates and the allocation and control of key passwords; provide telephone operation help lines for users; coordinate and solve the service complaints by the institutions of all Social Security sectors, pursuant to the legal and regulatory proceedings provided, and conduct any other activity authorized by law and/or any other regulation. 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.”



SUBSCRIBED AND PAID-IN CAPITAL:

The subscribed and paid-in capital As at December 31, 2023 amounts to Th CLP7,271,053, and its social capital is represented in 745,614 ordinary and nominal shares of a single series and without par value.

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

Chairman

Diana Berstein Zimmermann

Director

Andrea De La Barra Pérez-Cotapos

Director

Claudio Skarmeta Magri

Director

Felipe Sutherland Wiegand

Director

Cristóbal Irrázaval Philippi

Managers and Executives

General Manager:

Esteban Segura Revello

Administration and Finance Manager:

Hernán Pérez Carvallo

Commercial Manager:

Claudio Sepúlveda Varela

Operations Manager:

Daniel Cabrera Caroca

Technology Manager:

Cecilia Gutiérrez Alvarado

Audit and Comptrollership Manager:

Arnaldo Eyzaguirre Miranda

Human Resources Assistant Manager:

Carolina Parada Moreno





# SUSTAINABILITY



Ch. **5**

At the Company level,  
**104,693** hours of training were carried out.



## 5.1 SUSTAINABILITY CONTEXT



In 2023, AFP Habitat reaffirms its commitment to sustainable management, from a financial, social, environmental and governance point of view, acknowledging the importance of integrating responsible

practices in every operation, in order to build permanent links with key stakeholders, so as to build long-term relationships that respond to their needs.

In a global context facing multiple challenges, ESG management becomes a strategic pillar for the Company, which is addressed through an ethical and transparent conduct, assuming the challenges of the environment and contributing to the pension welfare of its affiliates and the society in general.

At the corporate level, over the past year, efforts were redoubled to have more and better tools to improve pensions and the integral ecosystem of the elderly, working with a view to the future and providing concrete solutions aimed at positively impacting the quality of life of senior citizens in Chile.

Likewise, the Company continued with the development of initiatives aimed at strengthening the proximity and attention to each affiliate, which has always been a hallmark of the Company, and that is reflected in the fulfillment of a leadership role in the ongoing implementation of innovations to improve the experience and service of affiliates, as well to foster changes that enable greater sustainability of Chilean pension system.

From an economic point of view, the world once again faced multiple complexities as a result of an economy that is still recovering after the health crisis and other relevant events, such as the war conflicts in Europe and the Middle East, which led to falls in investments, rising inflation and increasing volatility in the markets. These events have certainly affected the profitability of the funds in general.

However, despite the complex moment of the overall set of investments, the diversification management and strategy led by AFP Habitat allowed to close the year with a positive performance in the five multifunds. These variations were communicated in a timely manner through weekly and monthly reviews on the evolution of the funds, which was reinforced with the inclusion of customized information in the virtual branch of each affiliate where their funds are invested.



Secondly, in relation to the legislative area, the Company is aware that it operates in a highly regulated sector, and thus all changes and novelties in the Law are implemented with efficiency and high service standards.

Along the same line, during last year, AFP Habitat was part of the implementation of the new Law on Parental Responsibility and Effective Alimony Payments, which established a special payment procedure of legal paternity debts through AFPs' funds, as a last resort in the regularization of parents who do not assume their commitment with the corresponding spouse maintenance. That measure resulted in the payment of CLP20,491,429,701 for this purpose in 2023.

On the other hand, the Company also participated in the Pension Reform debate through a wide scope at the industry level, where even proposals were made to strengthen the continuity of the system and improve pensions in the Labor Commission of the Chamber of Deputies, through the submission of the "Hoja de Ruta 555" (555 Roadmap), that further elaborated on the need to develop a public policy that promotes the stability and sustainability of the pension system in the long term, that meets the objective of raising pensions, and that also recognizes citizens' feelings regarding fund ownership, inheritability and freedom of choice.

Another cornerstone of the sustainability management is the link with employees, who are an invaluable asset for AFP Habitat, which is reflected in a people-centered culture. Thus, in 2023, the commitment to the well-being and development of those who are part of the Company was reinforced by actively fostering an inclusive work environment, promoting diversity and providing opportunities for training and professional growth. For the organization, having a committed and motivated team is essential to offer a quality service and be able to promote innovative and sustainable initiatives both within and outside the organization.

Finally, from the social perspective, AFP Habitat considers that the relationship with customers is critical, so it is constantly working to be closer and come up with better solutions to meet the new requirements of the affiliates. Thus, for example, services continued to be adapted to make them more agile and simple, including conducting the pension process 100% online, with the corresponding advice and support from subject matter experts; providing customized information on where funds are invested on the private website of each one of its affiliates; and promoting pension education through content development in alliance with the media and the website Hablemosdetufuturo.cl (Let's Talk about your Future), as well as the social media campaign called #ElRestoEsFake (The Rest is Fake).

In this context, it is also important to highlight one of the issues that causes greatest concern in the Company's operations: how to improve the circumstances in which the elderly live in Chile. This is not only because of our work to find the best alternatives to increase pensions, but also because an aging population is a real problem in Chile. Indeed, according to the latest data of the National Statistics Institute\* (INE, for its initials in Spanish), it is forecast that one-third of the population will be over 60 years old by 2050. This accelerated demographic change requires collaborative work between the public and private sectors to achieve results in the short and medium term.

AFP Habitat recognizes the importance of adapting to this demographic change and of responding with concrete innovative measures to the new demands of the emerging "Silver Economy", which is why by means of "Piensa en Grandes" ("Think Big"), an alliance made up between AFP Habitat, Vinson Consulting company and Hogar de Cristo charity foundation, with social innovation funds for entrepreneurs, foundations, startups and universities that develop solutions that contribute to the wellbeing of the elderly in Chile), efforts have been led that improve the ecosystem of the elderly by addressing an active aging process of population, as well as its care and different focuses of work, always with the purpose of supporting the

ACCORDING TO THE LATEST DATA OF INE, IT IS FORECAST THAT BY 2050 ONE-THIRD OF THE POPULATION WILL BE OVER

**60 YEARS OLD.**

development of high-impact projects that improve the integral ecosystem of the elderly, which seeks to play a pioneering and leading role in fulfilling the task of strengthening the stage of old age in Chile.

With the aim of promoting innovative initiatives that solve concrete problems for the elderly, Habitat also made a partnership with "Emprende tu Mente" (ETM) (Entrepreneurial Mindset) in order to connect social entrepreneurs with the corporate world. Through this alliance, the Company participated in the ETM Day, an event that promotes entrepreneurship and innovation, which brought together more than 35,000 people in November 2023.

*\* Instituto Nacional de Estadísticas (INE) (National Statistics Institute)*



## 5.2 MATERIALITY AND STAKEHOLDERS

### AFP HABITAT CONSIDERS ITS STAKEHOLDERS AS FUNDAMENTAL PILLARS OF ITS BUSINESS.

This is why the identification and understanding of the material aspects is done through active listening processes in order to know and include the interests and expectations of each one of them. This ongoing dialogue with customers, employees, suppliers, the media, regulators, investors and civil society enables to prioritize and effectively address the issues that most concern them in order to maintain a close and collaborative relationship.

In order to achieve the aforementioned purpose, the Company has a **Sustainability Strategy** in place, that is composed of four cross-cutting pillars: a) Pension Education and contribution to public debate, seeking to provide equal and improved access to information on the pension system and its operation to build pension; b) Promotion of a culture of service and innovation by building work teams made up of people with talent,

social commitment, high ethical standards and a forward-looking vision; c) Active aging, which consists of promoting concrete measures that solve real and daily problems that afflict the elderly in a simple and efficient way; and lastly, d) Sustainable investments, seeking to ensure that investments are responsible and comply with environmental standards, without prejudice to the fact that its priority is to invest in funds with adequate profitability and security.

#### CLIENTS

At AFP Habitat, one of the priority purposes has always been to place our customers at the center. This is part of the spirit of the Company, and our focus each day is to ensure a close and strong link with each one of our affiliates. Therefore, there is a constant challenge to design and implement the best pension solutions and, at the same time, to provide and excellent and personalized advisory services.

To this end, in 2023, the following actions were carried out to strengthen the relationship with those who place their trust in the organization, in addition to the service and attention provided:

- **Public Account:** in April, a streaming event was held for our affiliates in which we shared the Company's management of their funds and benefits achieved during the year, as well as the major milestones and efforts that marked the performance and service of the Company.

- **Educational content on digital platforms:** communication of educational contents in a clear and didactic manner, which were submitted to our affiliates through email. These formats were structured in four groups: people who are starting to work, those who have been working for quite some time, adults about to retire, and pensioners. For each group, messages were developed based on their needs and stage of life. We also continued.

with the initiative "Hablemos de tu futuro" (Let's talk about your future), a website providing all the information related to the operation of the pension system, as well as spaces to solve doubts and get to know more about savings for pension.

- **Social media campaign #ElRestoEsFake (The Rest is Fake):** activation in social networks, which seeks

to provide pension education and demystify issues related to the pension system. It is an open channel to answer questions and provide information on the most frequently asked or most confusing topics. In 2023, the initiative resulted in 61 million comments in the X social network, more than 35 million reached via Facebook and close to 4 million interactions between both social networks, as well as a favorable feeling of 22.6%.

- **Talks covering current economic, work and pension issues:** with a debate format performed together with Pauta Radio, where experts gave their vision on issues that affect the sustainability of the pension system and people's savings. Discussions were also held with the Chilean Construction Chamber on the country's growth challenges.
- **Recognition 2023:** For the third consecutive year, AFP Habitat was recognized as an industry leader in the measurement of City Brands.





## THE MEDIA

AFP Habitat is a company that understands that its social role depends on timely and effective communication with the media, in order to be able to communicate proposals, implications and impact on the future of pensions, so that the press may have clear

and accurate information on the subject. As part of this linkage, during 2023, multiple activities were carried out with editors, journalists and leaders of opinion of this industry in order to share our technical vision on the development of the debate regarding the Pension Reform bill.

In addition, we continued with the program “Piensa en Grandes” (Think Big) in alliance with Cooperativa Radio. It is a space that brings together all the actors that promote active aging, sharing the challenges and solutions to face demographic change in Chile. At the same time, we continued to work with the team of Pauta Radio to develop contents of interest on current events that directly or indirectly impact the pension system.

## PUBLIC AGENCIES

In line with the fiduciary role of AFP Habitat and with the purpose of looking after the interests of each one of its affiliates, the Company continues actively collaborating with the State and the regulatory agency with regards to the issues related to regulatory innovations and the enforcement of new Laws. Therefore, during 2023, the Company was an active part of the implementation of the new Law on Parental Responsibility and Effective Alimony Payments.

In addition, last year, the Company continued to collaborate with the payment process of the Universal Guaranteed Pension (PGU, for its initials in Spanish), collaborating permanently with the Social Security Institute (IPS, for its initials in Spanish) for calculating the pension of beneficiaries of this State contribution.

Lastly, together with the AFP Association, our Company actively participated in the debate about the Pension Reform by making available the technical knowledge of Habitat’s experts for the preparation of the pension’s improvement proposal submitted to the Labor Committee of the Chamber of Deputies on August 1, 2023.

## SUPPLIERS

During 2023, we continued to strengthen our relationship with the suppliers and, as a result, 94.2% of suppliers received payment within 14.3 days in average, out of 7,003 documents processed.

In addition, a strict control has been kept regarding Purchase Orders (PO) and the numbering of contracts to ensure that all purchase of goods and services are associated with a PO or contract number. This focus expedites the processing of invoices from receipt to payment to suppliers.

In parallel, control panels and systems were developed to warn in an effective manner those responsible for the invoice release process, speeding up the internal approval times.



As an integral part of our procedures, we kept an in-depth review of suppliers' backgrounds, ensuring the suitability of companies for providing services or supplies. The process includes the following:

- Assessment of the companies' financial statements, and the requirement that no company with an Equifax score of less than 99% may provide services to Habitat.
- Systematic analysis of suppliers' debts with their workers, ensuring that companies are up to date in the payment of salaries, contributions and other corporate obligations.
- Maintenance of an internal ranking that highlights suppliers according to their degree of compliance, allowing a more effective and efficient management of our commercial relations.

## THE COMMUNITY

During 2023, AFP Habitat constantly worked with the society, particularly with senior and the elderly ecosystem. This is how the fourth version of the "Piensa en Grandes" (Think Big) Social Innovation Fund was launched, which has positioned itself as a pioneering initiative in promoting entrepreneurship focusing on

"Silver Economy" and on improving the quality of life of the elderly.

In addition, for the first time the Company joined the "Emprende tu Mente" (Entrepreneurial Mindset) corporation participating in the innovation and entrepreneurship EtMday 2023 event, promoting social entrepreneurship with a focus on active aging.

Finally, projects for care of the elderly were given continuity, including "Cuidado Mayor" (Elderly Care) and "Por un Bien Mayor" (For a Greater Good) programs, which will be discussed in detail in the following pages.

## COLLABORATORS

Organizational climate: concern for employees' lives and the Company's work environment. This is reflected in the Great Place To Work recognition, where Habitat was ranked 7th among the best companies to work for in Chile, in the more than 1,000 employees category.

At Habitat, a recognition of employees' culture is promoted, as well as a culture of message transmission and knowledge of the teams and customers' reality, which leads to discussions led by senior management, field visits, work cafés with leaders, surveys to know the opinion about issues that matter to employees, and



**FOR THE FIRST TIME, THE COMPANY JOINED THE "EMPRENDE TU MENTE" CORPORATION BY PARTICIPATING IN THE INNOVATION AND ENTREPRENEURSHIP ETMDAY 2023 EVENT**

other communication channels that are strategic for this relationship, among which the complaints channel and the El Pulso Intranet stand out.

## SHAREHOLDERS AND INVESTORS

Our communication with Shareholders and Investors is managed by the Administration and Finance Department. This unit is in charge of providing the Company's financial and commercial information. This is done through the 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, who are mainly interested in business responsible management and our Company's leadership in the industry in which it is involved. Regarding Corporate Governance, AFP Habitat is governed by high standards of risk control, an ethical business management and a strong brand reputation.



## 5.3 COMPLIANCE, SUSTAINABLE DEVELOPMENT AND SOCIAL REPORT

### 5.3.1 COMPLIANCE

The Company has a Manual that includes a Policy to prevent asset laundering, terrorist funding and proliferation of weapons of mass destruction, which was implemented in 2012, last updated in June 2022 and ratified by the Board of Directors in April 2023. These documents are annually checked by the Board of Directors and are compulsory for all people who work 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, identify and report suspicious operations, thus adequately covering any risks against asset laundering, terrorist funding and proliferation of weapons of mass destruction.

To complement the Policy, the Company publishes a guide with asset laundering warning signs. This way, our personnel can recognize a suspicious transaction and notify the Compliance Unit, as provided in the applicable Manual. In addition, personnel undergo annual training on various aspects of the prevention model implemented. As part of this prevention and governance model, AFP Habitat has in place a committee exclusively focused on

preventing asset laundering and terrorist funding (PLAFT, for its initials in Spanish). It is made up of our General Manager, Commercial Manager, Human Resources Manager, Investment Manager, Operations Manager, IT Manager, Administration & Finance Manager, Planning & Development Manager, Risk Manager and Chief Counsel, all of whom are coordinated by the Compliance Officer, who is in charge of supervising the Company's various preventive actions.

Likewise, the Company has developed technical solutions enabling to detect and report suspicious transactions and transactions in cash, which include monitoring activities by affiliates considered Politically Exposed Persons (PEP).

#### 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 corporate Code of Ethics, whose last update was approved by the Board of Directors in January 2024. In section 6.7 of Antitrust and Regulatory Agencies it states the following:

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 the Managed Pension Funds shall provide a statement of interests with the purpose of regularly checking into conflicts of interest.” On the other hand, the Company's directors, executives, employees and outside consultants who are informed of the pension

“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 authority regarding free competition authorities and other regulatory agencies.

Likewise, AFP Habitat rejects any unfair or anti-competitive practices in the markets in which it operates.”

fund investments, as well as their spouses and domestic and foreign business partnerships in which they hold at least 10% interest or that may appoint a member of the Board of Directors or management, 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.

The directors, executives and employees of AFP Habitat must maintain responsible conduct, which involves a commitment to ethical and responsible behavior, both individually and institutionally, in strict compliance with the principles of the Code of Ethics.



PAYMENT TO SUPPLIERS

During 2023, increased efforts were made to comply with the 30-Day Payment Act. As a result, 99% payments were made within less than 60 days, while almost 92% were made within less than 30 days.

Category	Amount invoiced	% Amount Invoiced	Number of Invoices	% Number of Invoices
Payment under 30 days	34,337,360,690	91.46%	6,599	94.23%
Payment between 30 & 60 days	2,955,225,250	7.87%	326	4.66%
Payment over 60 days	252,505,788	0.67%	78	1.11%
Total, general	37,545,092,728	100.00%	7,003	100.00%

SUPPLIERS’ ASSESSMENT

EThe compendium of pension system regulations provides in Book V, under title V, the administrative aspects to be considered when services are hired by the Pension Fund Administrators and the Institute of Social Security. In order to comply with these applicable regulations, on a monthly basis, the Company monitors all its suppliers classified as critical and those that have subcontracting contracts.

With regard to critical suppliers, an annual review is done to ensure all contracts contain the appendices

required by law, have been certified by the operation continuity plan, have information security and internal control systems. A financial assessment is also done, along with risk level measurement defined by the Company’s internal procedure, known as “Control of Critical Contracts”. Besides, regarding suppliers with subcontracting contracts, 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 subcontracted staff.





5.3.2 ENVIRONMENT

It can be reported that AFP Habitat has continued measuring performance indicators in the operations it carries out, conducting a systematic monitoring to assess and display energy resource consumption by the organization.

The purpose is to develop a corporate methodology enabling to control the Company’s environmental impacts. AFP Habitat mainly impacts three measurable aspects:

- **Habitat Móvil:** The organization has Mobile Offices that travel across the country to reach customers in locations that have no 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 one Service Center, and their power consumption is measured.
- **Flights:** The organization uses trips by plane to transport members for different purposes, including business, administrative or other purposes..

The main consumption indicators are shown below:

Indicator	Scope	Unit	2022	2023	Diff.
Mobile Habitat [km covered]	Scope 1	Km	543,255	524,137	-19,118
Power consumption	Scope 2	MWh	1,214	1,241	27
Business Trips (by plane)	Scope 3	Km	1,391,006	1,402,306	11,300

A decrease can be seen in Scope 1 (Km traveled by Mobile Habitat decreased by 3.5%). This is due to the optimization of routes and frequency of routes traveled. In addition, there was a slight increase in energy consumption of 2%, mainly due to the normalization of on-site operations. Kilometers traveled remained stable with a slight increase of 0,8%.

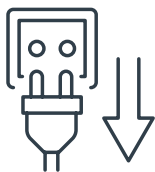
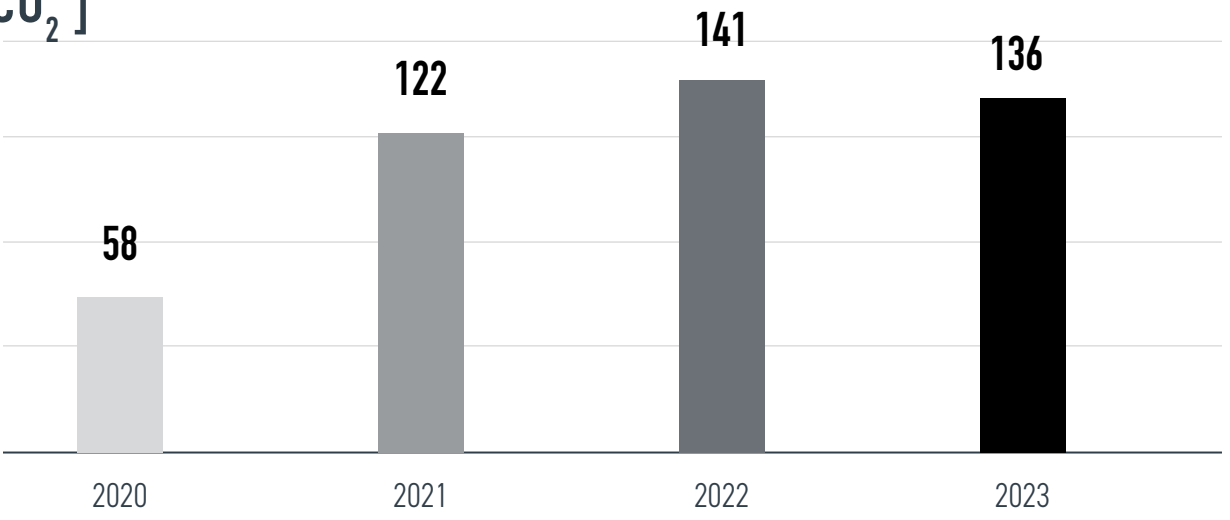
Carbon Footprint

The normalization of the Company’s operations has resulted in a slight increase of 8 tons of Co<sub>2</sub> emissions, corresponding to a 0,9% rise compared to 2022.

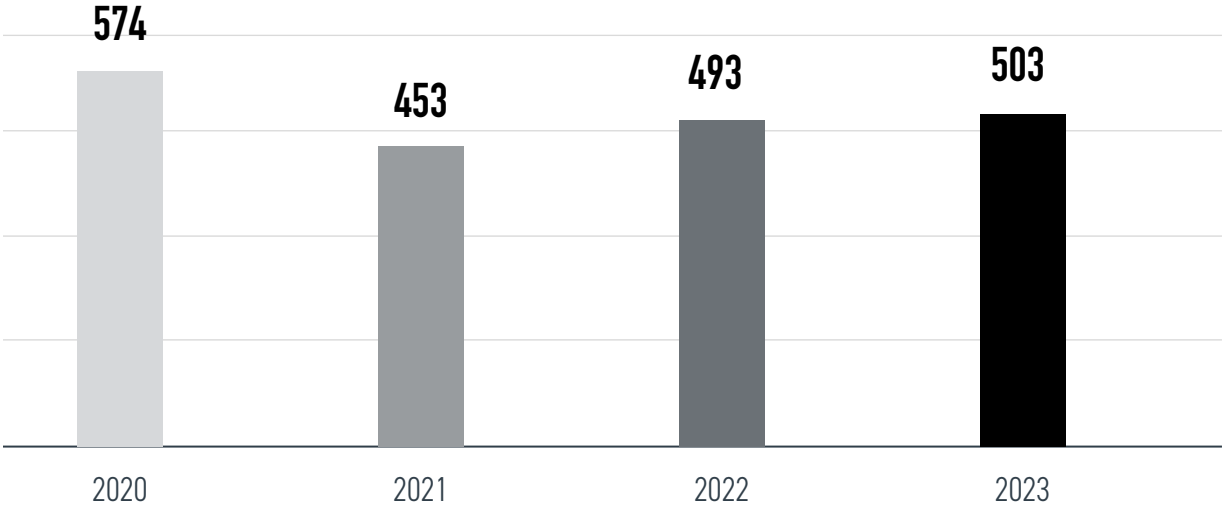
CARBON FOOTPRINT 2019-2022 [TCO<sub>2</sub> ]



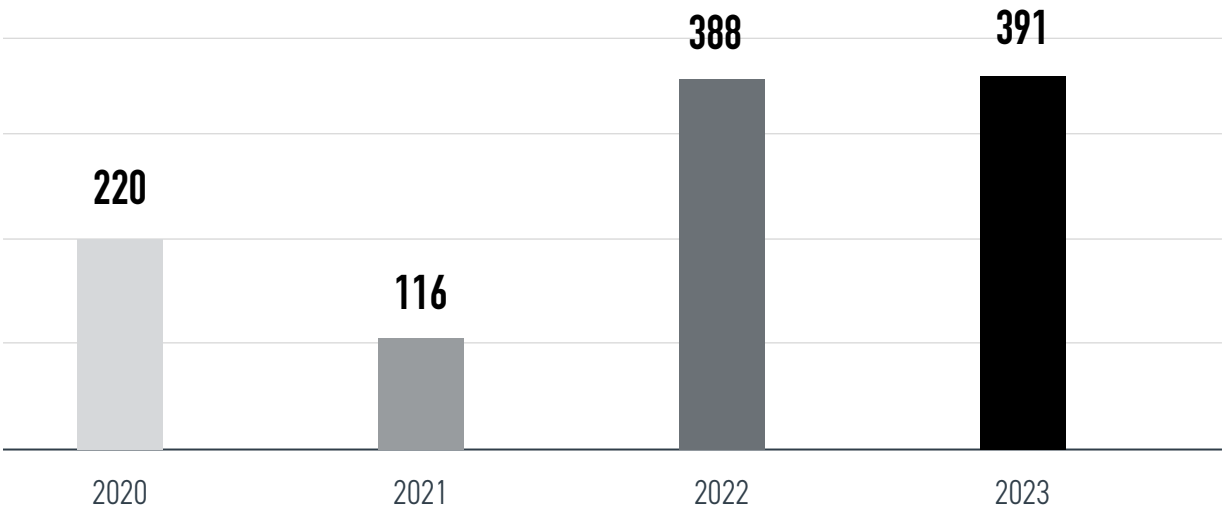
Mobile Habitat (km)



Power Consumption (Mwh)

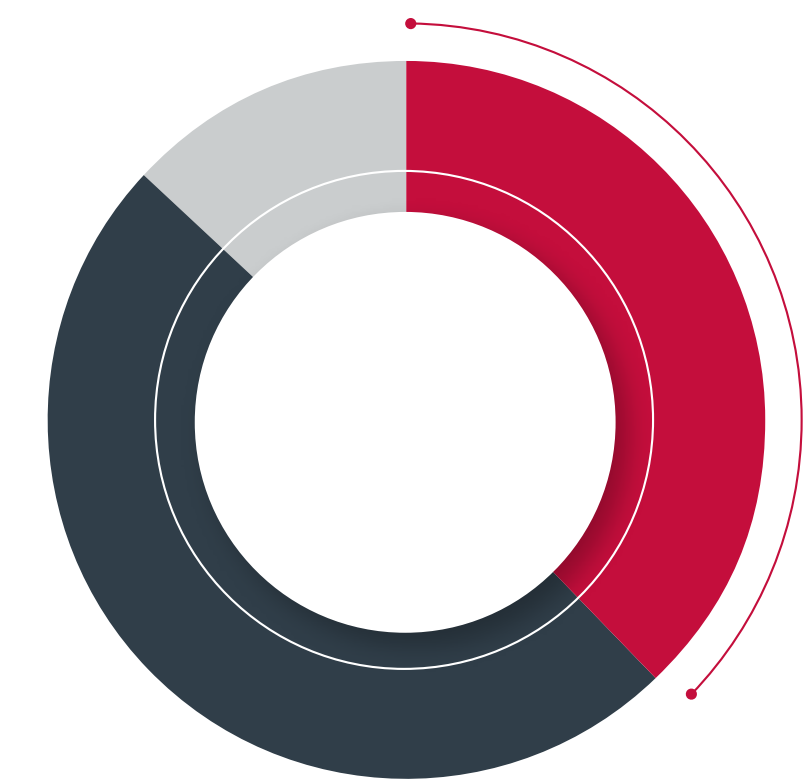


Business Trips (Km)





CO<sub>2</sub> EMISSIONS COMPOSITION (%)

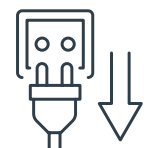


● Scope 1 ● Scope 2 ● Scope 3



13

Mobile Habitat (Km)



49

Power Consumption (Mwh)



38

Business Trips (Km)

Analyzing the results of emissions of CO2 tons, the largest source was Energy Consumption with 503 tons, which represents 48.8% of the total. On the other hand, business trips resulted in 391 tons, representing 38.8% of the total, and finally Mobile Habitat trips added 136 tons to the total CO2 produced. With regard to variations between 2022 and 2023, Mobile Habitat reduced its CO2 tons in 3.5%, while energy consumption increased by 2.0% and business trips by 0.8%.

5.3.3 SOCIAL REPORT

The information below refers to individuals who worked for AFP Habitat during 2023. It is important to point out that the Company does not have employees with the role of “Assistants”, pursuant to the definition provided by the Financial Market Commission (CMF, for its initials In Spanish) on the amendment of the Social Responsibility and Sustainable Development Report. Therefore, the following tables will provide no information regarding this role. In addition, the information about Directors and Alternate Directors will only be included when applicable.

Postnatal Leave

In 2023, 32 women used their pre- and post-natal leave, including parental postnatal leave. The average number of leave days was 125. Breakdown and detail by position is shown in the table below:

Role	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	1	47	0	0	1	47
Head of Departments	1	122	0	0	1	122
Professionals	2	155	0	0	2	155
Technical Staff	14	112	0	0	14	112
Administrative Staff	12	95	0	0	12	95





Occupational Safety

The accident rate of 2023 remained at low level. Regarding the time of accident rate evaluation during the second half of 2023, within our results, we were able to keep the additional contribution at zero.

Accident Rate Target (/100) 2022	0.32		
Fatality Rate Target (/100,000) 2022	0		
Indicator	2021	2022	2023
Accident Rate	0.12	0.32	0.25
Fatality Rate	0	0	0
Average Days Lost per Accident	9	31.2	17.5

Training

At AFP Habitat, training is essential for our employees and their development. For this reason, during 2023, various training activities were provided, including courses financed through the National Training and Employment Service (SENCE, for its initials in Spanish) allowance. This corresponds to 0.3% of the Company’s revenues.

Investment	Amount in MM CLP				% of revenues			
	2020	2021	2022	2023	2020	2021	2022	2023
Employees Training	348	335	343	325	0.2%	0.2%	0.2%	0.1%
Training + SENCE	616	505	617	607	0.3%	0.2%	0.3%	0.3%



The following are the average hours of training received by our employees during 2023:

Role	Female	Male	Total
Senior Managers	32.67	24.75	26.91
Managers	40.28	37.25	38.34
Head of Departments	45.98	45.15	45.55
Professionals	29.88	30.51	30.27
Technical Staff	58.01	61.05	58.95
Administrative Staff	41.08	36.74	39.81



Diversity

During 2023, we worked on the compliance with laws 21.015 and 21.275. This involved further progress on matters of labor inclusion, in addition to new agreements and efforts enabling greater participation of people with disabilities, understanding that for Habitat, disability is another reality of people.

In addition to the above and based on our Inclusion Policy, we followed up on our employees with disabilities or disability pensions by maintaining a more direct contact with them. In 2023, six people with disabilities were added to our list of persons hired, and they also joined our disability benefits program.

In 2023, we entered into a new cooperation agreement with Andrés Bello University, which entailed an agreement for the students of its program “Job Skills Diploma”, which corresponds to a socio-labor training program for young people with particular educational needs due to cognitive disabilities. This new agreement has already allowed us to bring a student during 2023 who was able to carry out the first stage of his work placement. His comments were “I would like to tell you that I had a very good experience in the AFP during my work placement. It was a quiet place and in an area that was safe because there were many places nearby.

As for the work placement, I had a good time; the tasks were not difficult because I learned them gradually and then they became easy for me.” For us, this new agreement is framed in the understanding that disability is another reality of people, and if as a company we work to remove barriers and also to create spaces for participation, we are contributing to a real inclusion of people with disabilities.

It is important to highlight the percentage of women in Habitat as at the end of 2023: 1012 Women vs. 623 Men. At the end of 2023, female staff represented 62% of the Company’s total workforce, 5 % of which are foreigners and 29% are over 50 years. All of the above shows the importance we place on managing not only inclusion from the point of view of disability, but also diversity.

On December 3, which is the International Day of Persons with Disabilities, a new drawing contest was held with employees’ children in which they were invited to portray what inclusion was meant to them, focusing on Parapan American Games. By the end of 2023, we managed to maintain our percentage as people with disabilities account for 2 % of our staff. Although this is a regulatory-driven action, we are convinced that great teams are formed by diverse people which bring different contributions and perspectives.

THE MAJORITY OF OUR WORKFORCE  
IS MADE UP OF WOMEN.  
IN DECEMBER 2023,  
**1,012**  
WERE WOMEN, WHICH ACCOUNTS FOR  
**62%**  
OF OUR TOTAL WORKFORCE, WHICH MEANS  
5% MORE THAN BY DECEMBER 2022.



Role	Female	Male	Total
Incumbent Directors	4	4	8
Alternate Directors	0	2	2
Senior Managers	3	8	11
Managers	9	16	25
Head of Departments	83	90	173
Professionals	93	152	245
Technical Staff	520	231	751
Administrative Staff	304	126	430



Besides, diversity of nationalities also increased within AFP Habitat, since in 2023 there were 82 foreign employees compared to 57 in the previous year. This number represents 5.3% of the Company’s workforce.

ROLE	CHILEAN	CITIZENSHIP										
		Argentinean	Bolivian	Canadian	Colombian	Ecuadorian	Spanish	American	Guatemalan	Peruvian	Salvadorian	Venezuelan
Incumbent Directors	4	3	0	0	0	0	0	1	0	0	0	0
Female	2	1	0	0	0	0	0	1	0	0	0	0
Male	2	2	0	0	0	0	0	0	0	0	0	0
Alternate Directors	2	0	0	0	0	0	0	0	0	0	0	0
Female	0	0	0	0	0	0	0	0	0	0	0	0
Male	2	0	0	0	0	0	0	0	0	0	0	0
Senior Managers	11	0	0	0	0	0	0	0	0	0	0	0
Female	3	0	0	0	0	0	0	0	0	0	0	0
Male	8	0	0	0	0	0	0	0	0	0	0	0
Managers	24	1	0	0	0	0	0	0	0	0	0	0
Female	8	1	0	0	0	0	0	0	0	0	0	0
Male	16	0	0	0	0	0	0	0	0	0	0	0
Head of Departments	170	0	0	0	0	0	1	0	0	0	0	2
Female	82	0	0	0	0	0	1	0	0	0	0	0
Male	88	0	0	0	0	0	0	0	0	0	0	2
Professionals	236	0	0	0	1	1	0	0	0	3	0	4
Female	89	0	0	0	0	1	0	0	0	1	0	2
Male	147	0	0	0	1	0	0	0	0	2	0	2
Technical Staff	698	0	1	1	3	0	0	0	1	5	0	42
Female	481	0	1	1	2	0	0	0	1	4	0	30
Male	217	0	0	0	1	0	0	0	0	1	0	12
Administrative Staff	414	0	0	0	4	1	0	0	0	1	1	9
Female	291	0	0	0	4	0	0	0	0	1	1	7
Male	123	0	0	0	0	1	0	0	0	0	0	2



As to the age of our employees, at the end of 2023, 29% were over 50 years, so the percentage remained the same as 2022. 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>	0	0	0	4	3	0
Female	0	0	0	3	1	0
Male	0	0	0	1	2	0
<b>Alternate Directors</b>	0	1	1	0	0	0
Female	0	0	0	0	0	0
Male	0	1	1	0	0	0
<b>Senior Managers</b>	0	0	5	5	1	0
Female	0	0	1	2	0	0
Male	0	0	4	3	1	0
<b>Managers</b>	0	6	13	4	2	0
Female	0	2	7	0	0	0
Male	0	4	6	4	2	0
<b>Head of Departments</b>	3	39	61	60	9	1
Female	1	14	33	30	5	0
Male	2	25	28	30	4	1
<b>Professionals</b>	48	108	47	29	12	1
Female	15	41	19	14	4	0
Male	33	67	28	15	8	1
<b>Technical Staff</b>	50	239	223	182	53	4
Female	32	162	165	127	33	1
Male	18	77	58	55	20	3
<b>Administrative Staff</b>	44	156	119	84	25	2
Female	24	115	93	59	12	1
Male	20	41	26	25	13	1



Regarding seniority, 29% of our employees have worked for six or more years in the Company, while almost 14.8% has been part of the staff for more than 12 years.

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>	4	1	2	0	1
Female	3	1	0	0	0
Male	1	0	2	0	1
<b>Alternate Directors</b>	0	2	0	0	0
Female	0	0	0	0	0
Male	0	2	0	0	0
<b>Senior Managers</b>	1	2	3	1	4
Female	0	0	0	1	2
Male	1	2	3	0	2
<b>Managers</b>	4	11	5	3	2
Female	2	4	1	1	1
Male	2	7	4	2	1
<b>Head of Departments</b>	41	42	24	15	51
Female	14	14	12	11	32
Male	27	28	12	4	19
<b>Professionals</b>	103	59	23	10	50
Female	36	18	11	4	24
Male	67	41	12	6	26
<b>Technical Staff</b>	456	146	67	15	67
Female	314	109	46	11	40
Male	142	37	21	4	27
<b>Administrative Staff</b>	173	118	44	27	68
Female	126	87	30	21	40
Male	47	31	14	6	28



By the end of 2023, the Company had 32 employees with disabilities. This number has been gradually increasing since our work has focused on opening spaces through an annual collection of data on people with disabilities or invalidity pensions by means of an inclusion survey, where each employee can feel free and confident to state their situation. By recognizing it as part of their characteristics, we also facilitate their accreditation process. Along with this, we have developed a benefits’ program with reasonable adjustments to accompany said disability condition, 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 22,0% of our workforce. However, we must continue increasing this number. This is why we have recruitment processes in place based on the applicants’ skills and expertise, regardless of whether they have a degree of disability. Therefore, we expect this number to be higher in the future.

Role	People with disabilities	
	Female	Male
Incumbent Directors	0	0
Alternate Directors	0	0
Senior Managers	0	0
Managers	0	0
Head of Departments	6	2
Professionals	0	0
Technical Staff	10	1
Administrative Staff	14	0

Salary Gap

Differences in salaries account for worker’s career path, based on their development or merit during their time in the Company, along with the expertise required by each particular role, which often makes direct comparisons between roles more complex. Salaries are also set based on the financial market, organizational levels and internally-defined

bands, without gender distinction. For salary gap calculation, monthly salary was considered: gross salary, variable bonuses, commuting and food allowances.

Role	Average Salary Gap (%)	Median Salary Gap (%)
Senior Managers	87%	85%
Managers	69%	72%
Head of Departments	96%	98%
Professionals	92%	95%
Technical Staff	91%	90%
Administrative Staff	95%	97%

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 are based on the person’s role and type of contract, and all these benefits are considered as total compensation when calculating gross salary per hour received during 2023.

Role	% of Benefits over Gross Salary per Hour			
	Female		Male	
	Full-Time	Part-Time	Full-Time	Part-Time
Senior Managers	40.61%	N/A	52.27%	N/A
Managers	31.89%	N/A	40.86%	N/A
Head of Departments	20.36%	N/A	22.74%	N/A
Professionals	16.24%	N/A	18.35%	N/A
Technical Staff	4.70%	N/A	3.91%	N/A
Administrative Staff	17.68%	21.98%	16.77%	21.38%



# 5.4 COMMUNITY AND SOCIAL INVESTMENT



As part of AFP Habitat’s social commitment, during this past year we participated in multiple efforts aimed at positively impacting people’s environment, with a priority focus on the elderly. For this reason, there was a permanent link with various institutions in order to join efforts in the execution of efforts to improve the quality of life of senior citizens in Chile.

For example, with regard to the “Piensa en Grandes” (Think Big) program, it was carried out in partnership with Hogar de Cristo charity foundation and Vinson Consulting. This joint alliance sought to develop and promote projects having a positive impact on the elderly.

Likewise, we also continued with the implementation of “Por un Bien Mayor” (For a Greater Good) program, which emerged from a public-private partnership with Fundación Las Rosas, Senama, Compromiso País, Simón de Cirene organization, the Puente Alto municipal district and the “Piensa en Grandes” (Think Big) alliance. It develops actions to improve the living conditions of senior citizens living in the country’s Long-Term Facilities for the Elderly (ELEAM, for its initials in Spanish).

## COMMUNITY

At AFP Habitat, one of the objectives of the sustainability strategy is to build social value in the area of senior citizens, developing actions that strengthen active aging and foster the so-called “silver economy” (focused on developing and improving the environment of the elderly).

Piensa en Grandes is the alliance through which we drive improvement of the elderly ecosystem. During 2023, the fourth Social Innovation Fund was developed, aimed at encouraging the development and growth of enterprises with a direct impact on the elderly. In this version, 175 applications were received, achieving a record number of projects since its creation. Pitch Day took place in December and the winners were Reactírate, P&M Foods, FarmaLoop and Fundación Alcanzable. These projects will receive funding, mentoring, networking and outreach to help them grow and scale to the next stage.

On the other hand, the fourth version of the “Piensa en Grandes” (Think Big) program went ahead, which is broadcast in the Cooperativa Radio, a collaborative



space that brings together the different actors of the silver economy to discuss the reality, challenges and innovations that allow to improve the larger ecosystem in Chile. This program is broadcasted on Saturdays and the podcast is published on the [piensaengrandes.cl](https://piensaengrandes.cl) website, on the Piensa en Grandes community on LinkedIn and on Habitat’s social networks.

Another initiative of community outreach was the participation in the innovation and entrepreneurship EtMday 2023 event of the non-profit organization *Emprende tu Mente*. It brought together multiple entrepreneurs, organizations, experts and opinion leaders at the local and regional level. As an institution, we worked on positioning social entrepreneurship focused on the elderly, with the aim of attracting innovative solutions and, thus, developing the country’s silver economy.

Finally, we continued to participate in a part of the following projects: “*Por Un Bien Mayor*” (For a Greater Good), a public-private alliance with *Simón de Cirene* and *Senama*, aimed at improving the care of the Long-Term Care Facilities for the Elderly (ELEAM), and “*Cuidado Mayor*” (Elderly Care), in collaboration with *Fundación Las Rosas*, which provides its management know-how to train caregivers of homes for the elderly. As a result, action was taken in five ELEAM facilities in Puente Alto,

that provide care to 45 elderly people, and 26 caregivers were trained in caregiving techniques, and a 27% increase in the caregiving index from 76% to 97% was achieved.

SOCIAL PROGRAMS

DURING 2023, A TOTAL

**\$335,239,047**

WAS INVESTED IN SOCIAL PROGRAMS



Program	Amount Th CLP				% of Income			
	2020	2021	2022	2023	2020	2021	2022	2023
Poverty Eradication and Integration	407,880	157,019	95,570	335,239	0.21%	0.08%	0.04%	0.14%

As highlighted in the section *Community and Social Investment*, AFP Habitat has actively participated in various initiatives driven by its sustainability strategy framework, which are focused on improving the quality of life of the elderly in Chile: the “*Piensa en Grandes*” (Think Big) alliance, the “*Por un Bien Mayor*” (For a Greater Good) program, which to date has a total impact of 113 ELEAM establishments in 60 municipal districts, 958 staff members and a scope of 1,554 residents; and *Cuidado*

*Mayor* (Elderly Care), with *Fundación Las Rosas*, which aims at contributing its experience in training home staff of the program *Por un Bien Mayor* (For a Greater Good).

In addition, the institution was part of the *JuntosxChile* (Together for Chile) Campaign of the *Hogar de Cristo* charity foundation, which supported families impacted by the forest fires in the south of the country. Through this initiative, an amount of CLP150 million was contributed

to rebuild the affected homes and a three-month social support program was implemented to assist the affected families.

Finally, we maintained our commitment to support various foundations with which we have been collaborating for many years, that require a specialized support, including *Fundación María de la Luz*, *Corporación Niño Levántate*, *Hogar las Creches* and *Fundación Luz*.



# ECONOMIC PERFORMANCE

Ch. **6**

**12.51%, 11.28%, 8.05%, 4.64% y 3.21%**  
were the nominal returns on our managed funds, corresponding to  
Funds A, B, C, D & E.



# 6.1 ECONOMIC PERFORMANCE

## GENERATED ECONOMIC VALUE

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

### Generated Economic Value

REVENUES Th. CLP	2023	2022
Operation Income	239,424,965	222,091,789
Profitability of the Obligatory Reserve	33,245,293	11,606,489
Revenue from investments in associated businesses	4,053,112	3,741,815
Revenue from financial investments	6,303,403	4,971,914
Revenue from fixed-assets sales and other	115,773	85,264
Revenue from deferred tax income	0	0
Other non-operating income	10,684	123,965
<b>Generated Economic Value</b>	<b>283,153,230</b>	<b>242,621,236</b>

In order to ensure 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) must keep an asset called Obligatory Reserve for each type of fund they manage, equal to one per cent (1%) of the Pensions Fund, which must be kept in units of the same fund.

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

## Distributed Economic Value

EXPENSES Th. CLP	2023	2022
Operating costs	-35,645,670	-35,275,262
Employees' salaries and benefits	-50,049,884	-44,854,279
Depreciation and amortization	-7,751,033	-7,565,218
Payments to Government	-37,927,642	-30,596,719
Deferred tax expenses	-8,398,524	-5,018,048
Community investment	-328,152	-123,568
Other non-operating expenses	-11,451,956	-10,341,202
Payment to providers of capital	-108,000,000	-120,000,000
<b>Distributed Economic Value</b>	<b>-259,552,861</b>	<b>-253,774,296</b>

### Retained Economic Value

RETAINED VALUE Th. CLP	2023	2022
Generated Economic Valueo	283,153,230	242,621,236
Distributed Economic Value	-259,552,861	-253,774,296
<b>Retained Value</b>	<b>23,600,369</b>	<b>-11,153,060</b>

In 2023, the economic value generated by AFP Habitat was CLP283,153 million, which means a 16.7 % increase over 2022. Of this amount, 91.7% was distributed among stakeholders, including employees, the State, shareholders, suppliers and the community. This resulted in a 2023 retained value of CLP23,600 million.



## 6.2 2023 DIVIDENDS 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 Fiscal Year (FY) net income the results recognized in the FY arising from the interest in the subsidiary and associated businesses, and the Obligatory Reserve variation in the event it is positive, and from adding 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 out of both net investment (purchase minus sales) in Obligatory Reserve units and the greater value of the Obligatory Reserve units. Should either of these values be negative, said value shall not be included in calculations.

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

CONCEPTS (Th. CLP)	2023	2022
Individual AFP Habitat Result	131,600,369	108,846,940
Profitability of the Obligatory Reserve	33,245,293	11,606,489
Net Acquisition on Obligatory Reserve Purchases (Sales)	720,281	-4,438,709
Results of Subsidiaries and Associated Businesses (recognized VPP in FY)	4,053,112	3,741,815
Dividends of Subsidiaries and Associated Businesses (actually received in FY)	3,597,348	3,347,986
Available Income	97,179,031	96,846,622
Minimum Amount to be Distributed (90% of available income)	87,461,128	87,161,960
Interim Dividend Paid Out in FY	55,000,000	55,000,000
<b>Minimum Balance to be Distributed Pursuant to Dividend Policy</b>	<b>32,461,128</b>	<b>32,161,960</b>



## 6.3 DISTRIBUTABLE INCOME

AFP Habitat’s Distributable Income corresponds to the net income for the FY minus the Obligatory Reserve Profitability. For FY 2023, AFP Habitat’s Distributable Income is CLP 98,355 million.

CONCEPTS (Th CLP)	2023	2022
Individual AFP Habitat Result	131,600,369	108,846,940
Obligatory Reserve Profitability	33,245,293	11,606,489
<b>Distributable Income</b>	<b>98,355,076</b>	<b>97,240,451</b>



## 6.4 DIVIDENDS PAID

### DIVIDENDS AND STATISTICS OF DIVIDENDS PAID PER SHARE OVER THE LAST THREE YEARS

Year	Div. N°	Payment Date (mth-day-yr)	Distributed Amount	Type of Dividend	Year the Income Relates to
2020	133	08-01-21	20.0	Interim	2020
2021	134	14-05-21	80.0	Eventual Final	2020
2021	135	08-10-21	10.0	Interim	2021
2021	136	07-01-22	40.0	Interim	2021
2022	137	06-05-22	65.0	Eventual Final	2021
2022	138	14-10-22	15.0	Interim	2022
2022	139	06-01-23	40.0	Interim	2022
<b>2023</b>	<b>140</b>	<b>12-05-23</b>	<b>53.0</b>	<b>Eventual Final</b>	<b>2022</b>
<b>2023</b>	<b>141</b>	<b>13-10-23</b>	<b>15.0</b>	<b>Interim</b>	<b>2023</b>
<b>2023</b>	<b>142</b>	<b>05-01-24</b>	<b>40.0</b>	<b>Interim</b>	<b>2023</b>

## 6.5 COMPANY STOCK TRANSACTIONS

### COMPANY STOCK TRANSACTIONS OVER THE LAST THREE YEARS IN STOCK EXCHANGES

Period	Year	Units Traded	Total Amount Traded (CLP)	Average Price (CLP)
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
1st. Quarter	2022	5,252,493	2,497,496,783	478.93
2nd. Quarter	2022	11,848,433	4,258,220,370	448.86
3rd. Quarter	2022	17,318,043	7,086,203,587	390.88
4th. Quarter	2022	3,231,873	1,437,218,103	457.12
<b>1st. Quarter</b>	<b>2023</b>	<b>3,096,853</b>	<b>1,486,601,525</b>	<b>499.97</b>
<b>2nd. Quarter</b>	<b>2023</b>	<b>5,710,274</b>	<b>3,754,868,078</b>	<b>694.72</b>
<b>3rd. Quarter</b>	<b>2023</b>	<b>3,631,847</b>	<b>2,636,997,634</b>	<b>735.01</b>
<b>4th. Quarter</b>	<b>2023</b>	<b>3,318,305</b>	<b>2,505,527,976</b>	<b>767.29</b>

### STOCK TRANSACTIONS OF RELATED PARTIES

There were no stock transactions of related parties during 2023.



## 6.6 STOCK TRANSACTIONS OF RELATED PARTIES

There were no stock transactions of related parties during 2023.

## 6.7 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 conduct of activities in its line of business.

Likewise, 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.

## 6.8 MATERIAL FACTS

*As at December 31, 2023*

### a) Payment of interim dividend

On January 6, 2023, shareholders received an interim dividend of CLP40 per share (Th. CLP40,000,000), at the expense of FY 2022 profit, as agreed during the Board of Directors' meeting held on December 22, 2022.

### b) Loans

On January 27, 2023, AFP Habitat S.A. took a loan with Banco Santander for a term of up to 36 months in the amount of CLP66,637,500,000, the only purpose of which was to prepay the loan that was in force with Scotiabank for that same amount and whose maturity date was May 17, 2023. The recently extended loan includes the payment of quarterly interests at TAB90 + 30 pbs rate and a single installment of principal plus interest at maturity of the agreed-on term. Likewise, on May 17, 2023, AFP Habitat S.A. took a loan with Banco Crédito e Inversiones for a term of up to 36 months in the

amount of CLP30,000,000,000, the only purpose of which was to prepay the loan it had with Banco Estado for the same amount and whose maturity date was May 17, 2023. The recently taken loan considers the payment of quarterly interest at a rate of TAB90 + 30 pbs and a single installment of principal plus interest at maturity in May 2026.

### c) Material fact – Convening notice for Ordinary Shareholders Meeting

On March 23, 2023, the Financial Market Commission was informed, as a material fact, that on an Ordinary Meeting held on that same day the Board of Directors of the Company agreed to summon the shareholders to an Ordinary Shareholders' Meeting to be held on April 27, 2023 at midday in the Auditorium of the Company's building located on Marchant Pereira N°10, 2nd. floor, Providencia Municipal District, in the city of Santiago, in order to discuss and decide on different matters indicated in the aforementioned material fact.

### d) Official Letter N° 5735 by the Superintendence of Pensions

On April 3, 2023 the Superintendence of Pensions, through Official Letter N°5735 and other notices, communicated and provided the Company

observations and corrections to be made to the notes to the financial statements as of December 31, 2022. Such observations mainly referred to the inclusion of paragraphs at the bottom of some tables in the notes, the addition of some paragraphs, and also some changes in the wording, and observations to improve the disclosure of said financial statements originally presented. Consequently, in this version of the financial statements, information in Note 4, Note 9, Note 12, Note 13, Note 14, Note 17, Note 20, Note 27, Note 32, Note 34, Note 37, Note 38 has been supplemented. These changes did not modify the equity nor the comprehensive income previously reported by the Company.

### e) Material fact - Notice for Ordinary and Extraordinary Shareholders Meeting

On April 27, 2023, the Financial Market Commission was informed, as a material fact, that on ordinary meeting held on that same day, the following resolutions had been adopted:

- a. Approval of Annual Report, Balance Sheet and the other Financial Statements of the Company for FY 2022;
- b. Distribution and payment of a final dividend, at the expense of FY 2022 profit, of CLP53 per



share, was agreed to be paid on May 12, 2023, in addition to the two interim dividends for a total CLP55 per share, distributed in October 2022 and January 2023;

- c. Dividend, Investment and Financing Policies;
- d. Appointment of External Auditors for FY 2023, to Deloitte;
- e. Definition of 2023 wages for the Board of Directors, Directors' Committee, Investment and Conflict of Interest Committee, Commercial Committee and Risk Committee, and a budget for operating expenses of the Directors' Committee and its advisors;
- f. Appointment of a new Board of Directors with eight standing members and two alternate members, for a three-year period.
- g. Selection of the Santiago city El Mercurio official newspaper for publishing notices convening shareholders' meetings;
- h. Report on the operations performed by the Company pursuant to Article 146 of Law N° 18.046 on corporations;
- i. The annual management report of the Directors' Committee was presented.

## f) Dividends

On May 12, 2023, shareholders were paid a final dividend of CLP53 per share (Th. CLP53,000,000), at the expense of FY 2022 profit, as agreed upon at the Board of Directors ordinary meeting held on April 27, 2023.

## g) Reserves transferred from the life insurance companies for the Survivors and Disability Insurance

At the end of September 2023, life insurance companies transferred reserves of Th. CLP30,713,014 to the Company, corresponding to Survivors and Disability (SIS, for its initials in Spanish), which provided adjustments at the end of the contract term. This is why these companies proceeded to transfer to the Company the balances of the reserves they held. The Company will have to manage the reserves received.

## h) Payment of Interim Dividend

On October 13, 2023, shareholders received an interim dividend of CLP15 per share (Th. CLP15,000,000), at the expense of FY 2023 profit, as agreed during the Board of Directors' meeting held on September 28, 2023.

## i) Official Letter N° 18349 by the Superintendence of Pensions

On October 20, 2023, the Superintendence of Pensions, through Official Letter N°18349, provided instructions regarding the termination of coverage of the Survivors and Disability Insurance contracts.





# FINANCIAL STATEMENTS

## Ch. **7**

We invite you to review the financial statements of 2023 on the website of AFP Habitat  
<https://inversionistas.afphabitat.cl/estados-financieros/estados-financieros-afp-habitat/>  
You can also review them by clicking here 



STATEMENT OF RESPONSIBILITY

The undersigned, as Directors and General Manager of Pension Fund Administrator Habitat S.A., located in Providencia Avenue 1909, 10th floor, Santiago, hereby declare under oath that the information provided in this Annual Report is true and accurate. Therefore, we accept the corresponding legal responsibility.



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RUT 9969370-3  
ALEJANDRO  
BEZANILLA  
COD. TRX ZjNIZTY00Y0Mz2NTc4  
2024/04/10 13:59:02 Hora de Chile  
alejandro.bezanilla@afphabitat.cl

FIRMA ELECTRONICA  
Ley N°19.799

RUT 9436505-8  
MARIA XIMENA  
ALZERRECA LUNA  
COD. TRX MmRjM2NhO0Y0Mz2Mjcy  
2024/04/10 09:57:49 Hora de Chile  
ximealzerreca@gmail.com

FIRMA ELECTRONICA  
Ley N°19.799

RUT 7011490-9  
CARLOS ROBERTO  
BUDGE CARVALLO  
COD. TRX MzU3MDlwO0Y0Mz2M1Mjk3  
2024/04/10 12:14:21 Hora de Chile  
carlosbudge2019@gmail.com

FIRMA ELECTRONICA  
Ley N°19.799

00097030833  
VIVIANA JUDITH  
CHASKIELBERG  
21486584  
COD. TRX YmRmY2FmO0Y0Mz2MDEx  
2024/04/10 09:35:14 Hora de Chile  
viviana.chaskielberg@prudential.com

Ley N°25.506

MAURICIO  
ZANATTA  
17901421  
COD. TRX MTg3ZDk1O0Y0Mz2NTYx  
2024/04/10 10:20:04 Hora de Chile  
mauricio.zanatta@prudential.com

Ley N°25.506

RUT 13254910-9  
SERGIO SAMUEL  
URZUA SOZA  
COD. TRX ZTcxMGE5O0Y0Mz2NTgx  
2024/04/10 13:59:30 Hora de Chile  
surzua@gmail.com

FIRMA ELECTRONICA  
Ley N°19.799

00075073627  
LUIS ARMANDO  
RODRIGUEZ VILLASUSO  
12045632  
COD. TRX NjFmOWViO0Y0Mz2OTA0  
2024/04/10 14:29:06 Hora de Chile  
luis.rodriguezvillasuso@gmail.com

Ley N°25.506

RUT 6379176-8  
MARISOL ANDREA  
BRAVO LENIZ  
COD. TRX OTIInjU4O0Y0Mz2MDA1  
2024/04/10 09:34:38 Hora de Chile  
marisolbravo10@gmail.com

FIRMA ELECTRONICA  
Ley N°19.799

Folio: 2485212



