



Report 2023

Banco do Nordeste's
Microfinance Programs





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President's Letter

Banco do Nordeste proudly presents the Annual Report of its Microfinance Programs, Agroamigo and Crediamigo, showcasing the institution's outstanding achievements and initiatives in supporting rural and urban micro-entrepreneurs in the Northeast and northern regions of Minas Gerais and Espírito Santo.

The year 2023 featured the 25th anniversary celebration of Crediamigo, Brazil's largest urban microcredit program, and the 18th anniversary of Agroamigo, Latin America's leading rural microcredit program. Over the years, these programs have positively impacted the lives of over 10.7 million micro-entrepreneurs, demonstrating that hard work combined with determination and institutional commitment brings results that transform realities.

This year, the results achieved were significant. Agroamigo and Crediamigo applied approximately BRL 16.3 billion across their operational areas, serving over 3.3 million people through 4.14 million transactions. With these numbers, we reaffirm the Bank's commitment, whose mission is to promote the development of the Region, seeking excellence in serving customers in rural and urban areas so that they can develop their activities, contributing

to the generation of employment, income and food security for the population.

It is noteworthy that BNB operates in alignment with government programs at the three levels of government and through partnerships which strengthens efforts to improve the quality of life in the countryside and in the city, having the credit offered by the programs distinguishing itself through the guidance and monitoring of enterprises.

In this way, the programs represent Banco do Nordeste's firm commitment as a development agent, reducing social inequality and poverty. The results achieved reflect the hard work of the teams. By extending guidance, partnership, and unwavering trust to their clients, offer those who need it opportunities and dignity to change their lives and realize their dreams.

The dedicated fruitful efforts made possible the completion of challenging goals achieved by Agroamigo and Crediamigo in 2023. In 2024, a year brimming with new goals, challenges, and opportunities, we expect the same commitment from everyone for an excellent performance.

Paulo Henrique Saraiva Câmara

Banco do Nordeste's President

Banco do Nordeste's Mission, Vision and Values



MISSION

To serve as the sustainable development bank for the Northeast Region, Northern Minas Gerais and Espírito Santo.



VISION

To establish itself as the preferred bank in the Northeast Region, Northern Minas Gerais, and Espírito Santo, recognized for its ability to promote the well-being of families and the competitiveness of businesses in the region.



INSTITUTIONAL VALUES

Justice, Governance, Honesty, Sustainability, Equality, Diversity, Democracy, Transparency, Commitment, Respect, Cooperation, Trust, Discipline, Civility



The trajectory of Microfinance at Banco do Nordeste



1997

Crediamigo pilot project with solidarity loans in 5 units

1999

Creation of the product Giro Individual

2001

Creation of the product Investimento Fixo

2005

Creation of Agroamigo

2006

Launch of Crediamigo Life Insurance

2009

Crediamigo and Agroamigo surpass 1 million active customers



2010

1st place in the ranking of the magazine "Microfinanzas Americas: Las 100 mejores"

2012

Crediamigo and Agroaigo surpass 2 million active customers

2014

Financial Inclusion Award (BID/FOMIN)

2015

Crediamigo and Agroaigo surpass 3 million active customers

2017

Agrobank Award (Alide)

2018

Creation of the Agroamigo TECH and Crediamigo Digital



2019

More than 5 million operations performed

2020

- Launch of the first version of the Crediamigo App and Esteira Digital
- Signing of the first Technical Cooperation Agreement of Agroamigo with Water.Org

2021

- Creation of Crediamigo Delas
- 50 million Crediamigo operations performed since the beginning of the program
- Creation of Agroamigo Net
- Implementation of Agroamigo and Crediamigo Whatsapp



2022

- Cooperation Agreement with the Ministry of Women, Family and Human Rights, resulting in the 'Brazil for Women' caravans.
- Crediamigo: 100 billion disbursements since the beginning of the program.
- BNB Women's Entrepreneurship Award.
- Participation in the XIII International Microfinance Congress (Agroamigo and Crediamigo).
- Agiliza Project: expansion of the Agroamigo Mais methodology.
- Launch of the BNB Agro App > family farming segment.



2023

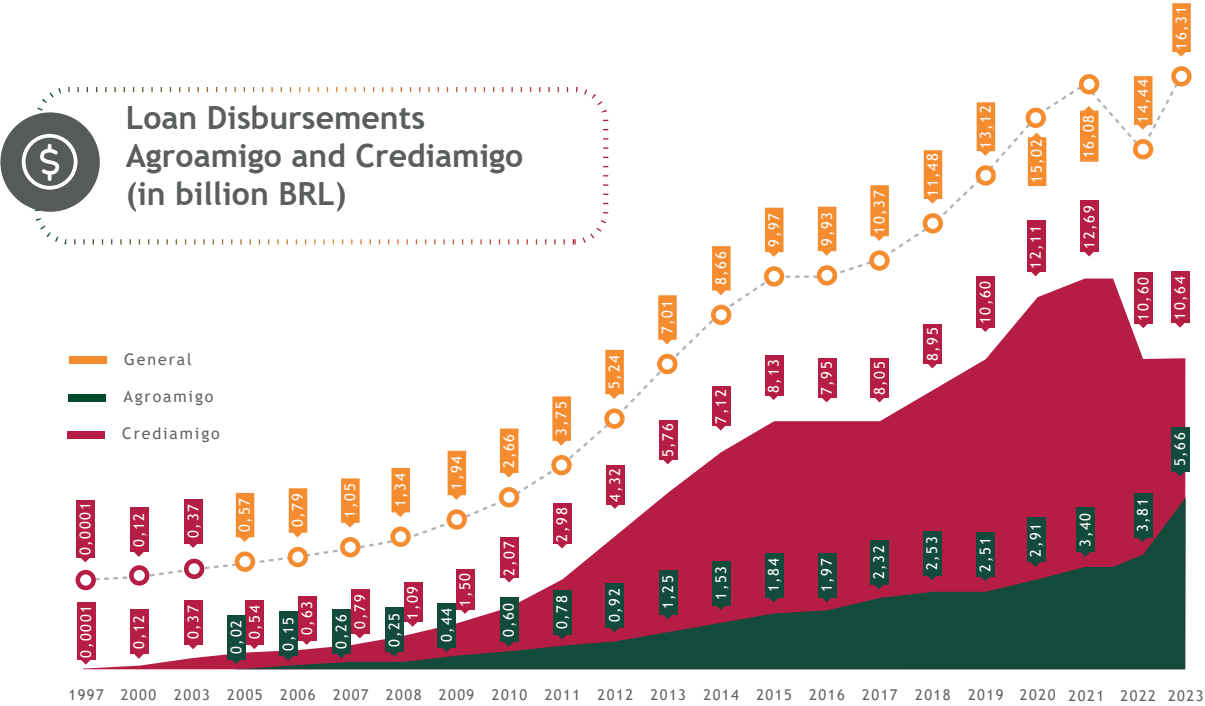
- Agroamigo and Crediamigo celebrate 18 and 25 years, respectively.
- Launch of the book "Crediamigo's 25th Anniversary: The Trajectory of Banco do Nordeste's Urban Microcredit Program".
- Launch of Agroamigo 18th Anniversary REN.
- Adherence of Banco do Nordeste, through Crediamigo, to the Desenrola Brasil Program.
- Exclusive Safra Plan for Family Agriculture.
- Increase in the cap of the amounts financed by Agroamigo.



Microfinance Global Results in 2023

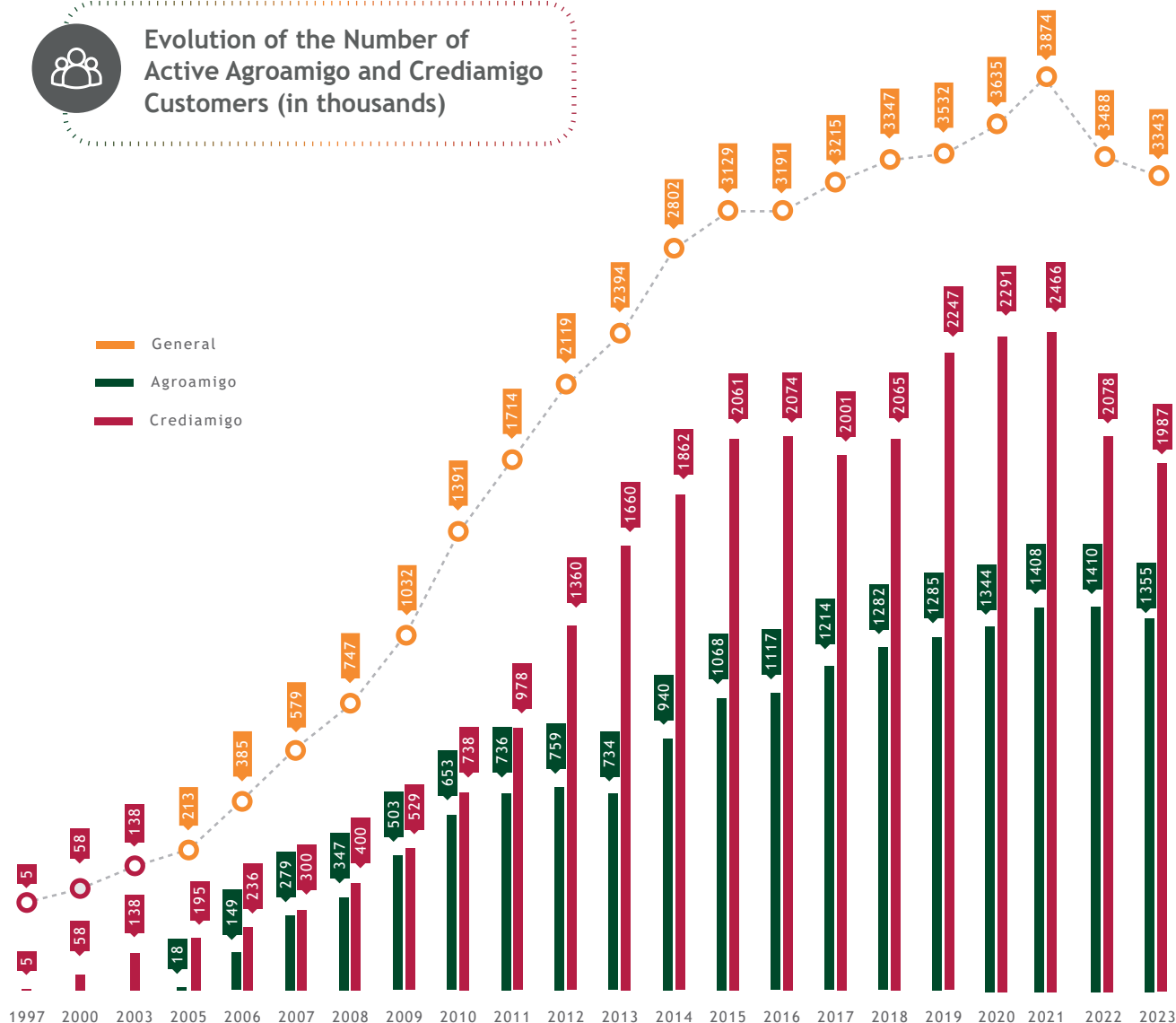
Loan Disbursements	Number of operations	Active Customers	Active Portfolio
BRL 16,31	4,14 million	3,34 million	BRL 13,77 billion

BRL 5,6 billion	585,7 thousand	1,36 million	BRL 8,56 billion
Agroamigo	Agroamigo	Agroamigo	Agroamigo
BRL 10,6 billion	3,55 million	1,98 million	BRL 5,21 billion
Crediamigo	Crediamigo	Crediamigo	Crediamigo





Evolution of the Number of Active Agroamigo and Crediamigo Customers (in thousands)



Structure and Service Channels

O Banco do Nordeste is present across 2,074 municipalities in the Northeast region and northern Minas Gerais and Espírito Santo. There are 986 service units, including 292 bank branches.

Agroamigo's structure encompasses 222 units managed by 12 Regional Offices. The program's operational team, contracted by INEC - Northeast and Citizenship Institute, comprises nearly 2 (two) thousand employees.

For Crediamigo, its structure encompasses 469 service points managed by 18 Regional Offices. The program's operational team comprises over 6 (six) thousand employees from *Camed Microcrédito*, a Camed Group company exclusively dedicated to Crediamigo.

Customer service and relationship channels are Banco do Nordeste's primary means of contact and interaction with its customers, market and society. The use of digital channels and multi-channel offerings is encouraged to maintain quality, helpfulness and satisfaction.

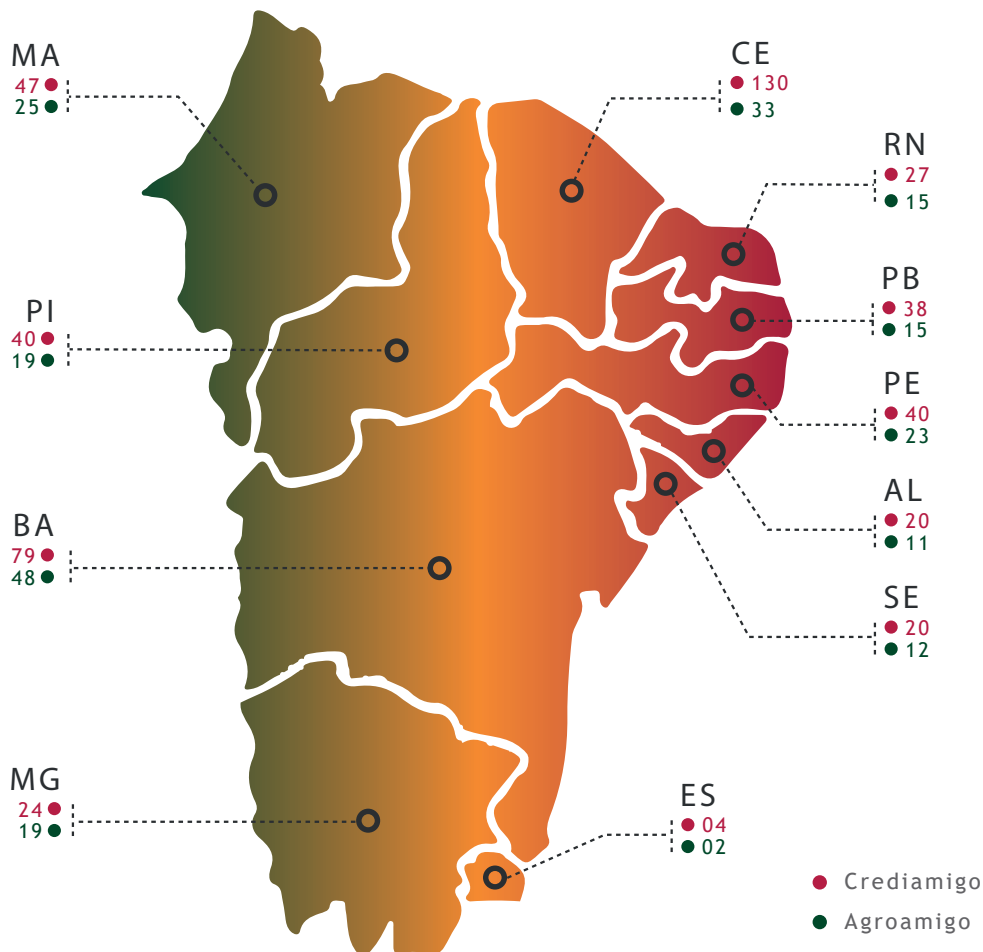


Crediamigo and Agroamigo customers have various options, such as the “Banco do Nordeste Mobile”, “Crediamigo”, “BNB Agro” apps, the website (bnb.gov.br), and Banco do Nordeste's official social media profiles, as well as WhatsApp (Crediamigo and Agroamigo).

Micro-entrepreneurs can also perform financial transactions through the partner network, such as *Caixa Econômica Federal* lottery houses, the Banco-24Horas network, and the Saque e Pague network.

Banco do Nordeste also provides customer service through its Customer Relationship and Citizen Information Center and Ombudsman's Office.

Customer service Units





Customer Service Channels



Bank
branches



www.bnb.gov.br



Customer Relationship and
Citizen Information Center
08000728 3030



Lottery houses



Microcredit
agents



Banco do Nordeste
Mobile app



Ombudsman
0800 033 3033



Banco do Brasil



Agroamigo
units



BNB Agro
Agricultura
Familiar app



WhatsApp Agroamigo
(85) 9965 0300



Saque e Pague
network



Crediamigo
units



Crediamigo
app



WhatsApp Crediamigo
(85) 9973 0700



Banco24Horas
network

We make a difference in people's lives

For us at Banco do Nordeste, microcredit is a means of realizing dreams and transforming lives, by democratizing access to credit for low-income entrepreneurs and acting as a tool in the fight against poverty.

For small urban and rural entrepreneurs, financial support has a significant impact, as it enables them to seize financial opportunities, plan business acquisitions and expansions, and, frequently, free individuals from exorbitant interest rates.

For those interested in starting a business, entrepreneurship is encouraged through seminars and remote support or in-person support from Microcredit

Agents trained to develop the entrepreneur's full potential.

The Agroamigo and Crediamigo programs go beyond credit, providing support based on financial education and management guidance, strengthening social bonds among entrepreneurs and within communities.

Furthermore, through the opening of checking accounts, the offering of microinsurance, and the installation of the Crediamigo App and BNB Agro App, Banco do Nordeste customers gain access to various tools and experiences that promote financial and digital inclusion.



1

Pioneering innovation in the national banking system through the adaptation of an international solidarity credit methodology;

2

Sustainable model with continuous and timely credit offerings, including scaled and activity-size-appropriate credit;

3

Personalized on-site service at the production location, with deep integration into the community context;

4

Solidarity guarantee, without need of guarantors or proof of income;

5

he credit is accompanied by financial and business management guidance;

6

Entrepreneurs are integrated into the financial system through checking accounts, debit cards, insurance, savings, mobile applications, and other products and services;

7

With the use of applications, the customer is included in the digital environment and encouraged to use it as a facilitator, being able to monitor their loan history, upcoming installments, etc;

8

Extensive service network with self-service points at bank branches;

9

Partnerships with federal, state and municipal governments and the third sector;

10

Targeted microcredit is an impactful tool for poverty reduction.





AgroAmigo
Banco do Nordeste

BOLO DEROLO



Sustainable development

The Banco do Nordeste’s microfinance programs generate direct and indirect impacts on the socio-economic reality of their operational regions. The impacts include job creation, increase wages, and

increases in tax revenue, gross production value, and value added to the economy; and make the two programs an effective strategy for sustainable development.

Economic Impact Assessment of Hiring in Brazil:



Hirings in 2023:
BRL 5,6 bilhões



Create or maintain jobs:
489,6 thousand



Wage increase:
BRL 1,8 billion



Increase in tax revenue:
BRL 863,8 million



Increase in gross production amount:
BRL 11,7 billion



Increase in the amount added to the economy:
BRL 6,5 billion



Hirings in 2023:
BRL 10,6 billion



Create or maintain jobs:
447,6 thousand



Wage increase:
BRL 7,6 billion



Increase in tax revenue:
BRL 2,9 billion



Increase in gross production amount:
BRL 40,9 billion



Incremento no valor adicionado à economia:
R\$ 22,9 bilhões

Prepared by BNB/ETENE.

OBS.: A Matriz Insumo-Produto representa uma fotografia econômica. Mostra como os setores econômicos estão relacionados entre si. Apresenta a oferta e demanda de cada setor. Os impactos da Matriz Insumo-Produto representam estimativas dos efeitos potenciais. Estudos longitudinais de avaliação conduzidos pelo ETENE junto a um painel representativo de empresas beneficiadas com os créditos do FNE mostram que os efeitos efetivos em termos de emprego chegam a ser superiores aos estimados com a Matriz Insumo-Produto.

In this sense, Banco do Nordeste aligns its results, programs and actions, particularly its microfinance programs, with the Sustainable Development Goals (SDGs), which represent a global action plan developed to eradicate poverty, protect the environment and climate, and promote peaceful societies. This agenda was led by the United Nations (UN) and had the participation of Brazil. The Agroamigo and Crediamigo programs significantly

contribute to the following SDGs: 1 - No poverty; 2 - Zero hunger and sustainable agriculture; 5 - Gender equality; 6 - Clean water and sanitation; 7 - Affordable and clean energy; 8 - Decent work and economic growth; 9 - Industry, innovation, and infrastructure; 10 - Reduced inequalities; 11 - Sustainable cities and communities; 12 - Responsible consumption and production; and 17 - Partnerships for the goals.



Learn more about the Sustainable Development Goals at: odsbrasil.gov.br

Public Actions and Policies

Banco do Nordeste's microfinance programs operate based on the guidelines of the Federal Government's National Productive and Oriented Microcredit Program (PNMPO, abbreviation in Portuguese) regulated by Law No. 11,110 of April 25, 2005, and Law No. 13,636 of March 20, 2018, and amendments made by Law 13,999 of May 18, 2020, which establishes the National Program to Support Micro and Small Businesses (Pronampe, abbreviation in Portuguese), for the development and strengthening of small businesses.

The Agroamigo program aims to enhance the results of credit support in an integrated way with Federal Government Programs, such as the National Program for Strengthening Family Agriculture (Pronaf, abbreviation in Portuguese) and targets family farmers in the region. The entire program is operated through a partnership agreement between Banco do Nordeste S.A. and the Nordeste Cidadania Institute, following the determinations of the Central Bank of Brazil and the Rural Credit Manual (MCR, abbreviation in Portuguese).

Through Crediamigo, BNB offers a high volume of to the public at the base of the economic pyramid, providing specific and accessible credit conditions, in addition to the use of a customized application for service, which allows for greater comfort and agility in procedures. The program's average monthly disbursement in 2023 was BRL 886.6 million.

II Banco do Nordeste Award for Women Entrepreneurship

As part of the celebrations of International Women's Day and Women Entrepreneurs' Week, Banco do Nordeste held the second edition of the BNB Women's Entrepreneurship Award on March 8, 2023. The award categories were: "Innovation and Technology", "Adoption of Socio-Environmental Practices", and "Female Engagement". With 54 award-winning clients, 32 from Agroamigo and 22 from Crediamigo, the award highlights women's entrepreneurship in the Region, particularly women's ability to generate income and wealth. The award allows for wide media exposure and, therefore, is a motivating factor for clients in the segments.

18th Anniversary of Agroamigo and 25th Anniversary of Crediamigo

• Presence of President Luis Inácio Lula da Silva at a Commemorative Event

The Head of State attended the event to celebrate the achievements of Crediamigo, in its 25th anniversary, and Agroamigo, in its 18th anniversary, celebrated in 2023. On the occasion, which took place in Fortaleza on September 1st, President Lula highlighted that ‘BNB is very important for this country. Your successful example is what assures us that we will continue making more investments.’



From left to right: Governor of Ceará Elmano de Freitas, President Lula and Paulo Câmara, Banco do Nordeste's President.

• Commemorative Philatelic Piece for the 18th Anniversary of Agroamigo and the 25th Anniversary of Crediamigo

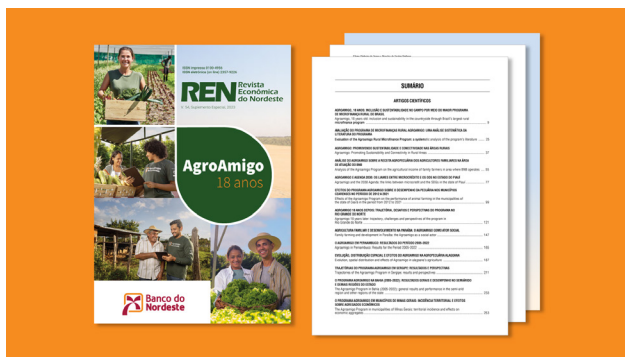
As part of the of Agroamigo's and Crediamigo's anniversary celebrations, a stamp obliteration ceremony was held in partnership with the Brazilian Post Office. The ceremony took place on November 14, 2023, at the CAPGV (abbreviation in Portuguese) - Presidente Getúlio Vargas Administrative Center.



The stamps were available at the Fortaleza Central Post Office for 30 days, during which time they were used on mail posted at that branch, carrying the tribute throughout the country. The stamps will then become part of the collection of the National Post Office Museum in Brasília and will serve as a source of research and record of the historical and sociocultural context.

- **Launch of the Magazine REN - Agroamigo**

Marking Agroamigo's 18th anniversary, Etene - Northeast Economic Studies Technical Office published a special supplement in Revista Econômica do Nordeste (REN), featuring 13 articles by rural microcredit experts offering their reflections and perspectives on the topic.



- **Launch of the book Crediamigo 25th Anniversary**

In the context of celebrations, the book “Crediamigo’s 25th Anniversary: The Trajectory of Banco do Nordeste’s Urban Microcredit Program” features articles exploring the Program’s history. Composed of five chapters, in addition to an introduction, the publication presents texts that recapture the context of the Program’s creation, its characteristics and importance, as well as analyzing the economic and social effects and impacts of the Bank’s actions in serving this public.



- **Instagram Profile**

To boost information access with strategic content tailored to customers, Crediamigo launched its Instagram profile, @crediamigo, on February 2nd, becoming the first Banco do Nordeste segment with a dedicated social media network. The profile, which reached 25,000 followers, was part of the program’s 25th anniversary celebrations.

- **Agroamigo’s 18th Anniversary Advertising Campaign**

We celebrate the coming of age of our rural microcredit program in an advertising campaign featuring the poetry of Bráulio Bessa and the beauty of the cordel literature from our region. The campaign ran from June 30 to July 31, 2023, across various media, under the theme “Supporting Dreams, Transforming Lives.” We shared the inspiring stories of thousands of lives transformed, carried by the sound of a special soundtrack: the song “Onde Canta o Sabiá”, composed by the late Rita de Cássia.

- ***Crediamigo's 25th Anniversary Advertising Campaign***

As part of Crediamigos' 25th anniversary celebrations, Banco do Nordeste launched an advertising campaign from April 14th to May 19th. The campaign, themed "Dreams Shared Become Reality," aimed to promote recognition of Crediamigo's services over its 25 years of existence. The results were significant: in just five days, the video surpassed 12 million views on Instagram.

Banco do Nordeste's Crediamigo present at "Foro Innovación e inclusión crediticia de la economía popular" in Colombia

Crediamigo showcased its contributions to reducing social inequality and improving the living conditions of its clients during the "Foro Innovación e inclusión crediticia de la economía popular", organized by the Colombian government with support from the Inter-American Development Bank (IDB). The forum, held in Bogotá on March 28 and 29, was an initiative of institutions working with microfinance that have the common goal of transforming the world through microcredit.

Crediamigo stood out as an example, boasting its 25 years of successful operations and the title of the largest program of its kind in Latin America.

XVI Banco do Nordeste Microfinance Award

In November, the Agroamigo and Crediamigo programs held the XVI Banco do Nordeste Microfinance Award. Crediamigo's 33 clients and Agroamigos's 32 were awarded, totalizing 65 recognized clients. The award honors active and compliant clients who run successful businesses and excel in the categories of "Sustainable Entrepreneurship," "Innovation and Technology," and "Production and Commercialization".

Good Practices Award (Etene)

The Agroamigo project, aimed at Electronic Signature in Credit Instruments, ranked at the first place at the PRSAC Good Practices Award, launched by the Sustainable Development Policy Environment in partnership with the Logistics Superintendence, which aimed to recognize and reward initiatives carried out with positive outcomes within the scope of social, environmental and climate responsibility.



AgroAmigo
Banco do Nordeste





Mission

Contribute to the development of family agriculture in Banco do Nordeste's operational area by providing sustainable, productive, guided, and monitored rural microcredit, promoting income generation, productive inclusion, diversification of activities and improving the quality of life of family farmers in the region.



Vision

To be a global reference in the rural microfinance market for its excellence in serving family farmers, generating income and food production in a sustainable way.



Values

Accessibility

Governance

Result

Orientation

Attitude

Motivation

Innovation

Guidance

Organization





Purpose

Improving the quality of life in rural areas in Banco do Nordeste's operational area.

Agroamigo Rural Microcredit Methodology

The incorporation of Group B into Pronaf's financing lines in 1999, encompassing small-scale resources for investments in agricultural and non-agricultural activities in rural areas, marked a turning point in meeting the credit needs of low-income farming families of significant concentration in the Northeast region that had no access to credit at the point.

Over time, it became evident that providing financial resources alone was insufficient to transform the circumstances of family farmers. In response, the Federal Government implemented a range of complementary programs to facilitate commercialization, technical assistance, price guarantees, and agricultural insurance, fostering greater sustainability for these enterprises.

In 2005, Banco do Nordeste created Agroamigo, a rural microcredit program designed to ensure the presence of Rural Microcredit Agents in rural communities, providing family farmers with guided and monitored productive credit.

From the outset, the Program's goal has been to transform the social and economic landscape for family farmers across Banco do Nordeste's operational area in an innovative way in Brazil, based on encouraging the cultivation of entrepreneurial endeavors in both the agricultural and non-agricultural spheres.

Therefore, the program's methodology direct connections with clients, effectively the adoption of necessary technologies for modernizing production processes, all while adhering to the principles of socio-environmental sustainability.

Agroamigo 18th Anniversary

Throughout its remarkable journey, Agroamigo has played a pivotal role in bridging the gap between low-income family farmers and access to credit, traditionally excluded from the conventional banking system financing conditions and service mechanisms suited to their profile.

Over its lifespan, more than 2.83 million family farmers received Agroamigo's support to develop income-generating activities in rural areas, fueled by an investment of BRL 33.17 billion. It is noteworthy

that women family farmers constitute 47.9% of the active client base. Historical compliance, in turn, stands at 96.87%.

These results reinforce the Program's pivotal role in nurturing the entrepreneurial spirit of Northeast family farmers through the provision of credit and guidance, which made it possible to make dreams come true and improve the lives of the clients served.

Agroamigo Categories

Agroamigo Crescer

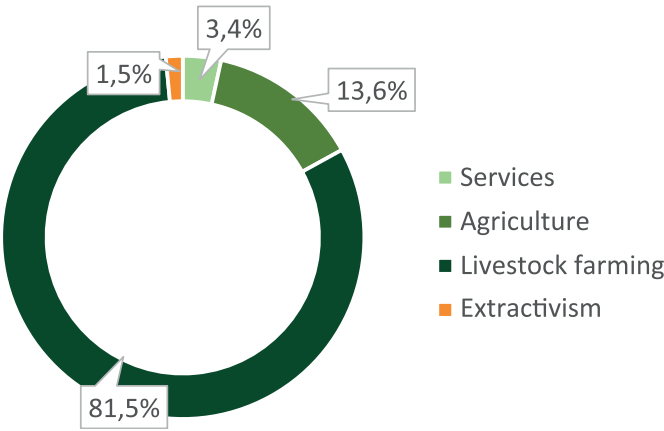
To provide service to the public in Pronaf's Group B, through a guided and monitored rural microcredit methodology.

Agroamigo Mais

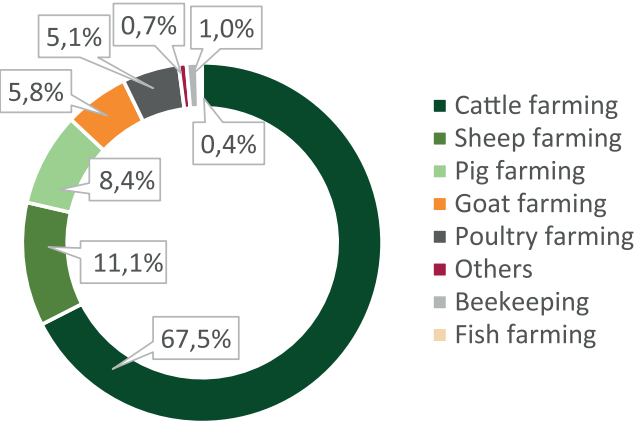
With the successful experience of Agroamigo Crescer, the program has expanded its methodology of guided and supported rural microcredit to other Pronaf groups and lines, with the exception of groups A and A/for family farmers with income up to BRL 360 thousand.

Customer Profile

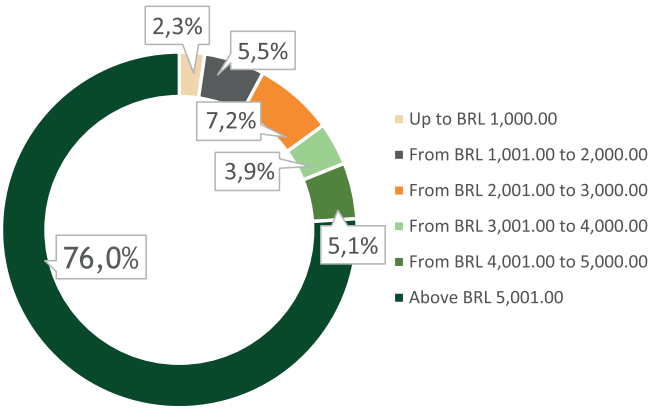
By sector of activity



Livestock farming



By Crescer financed value



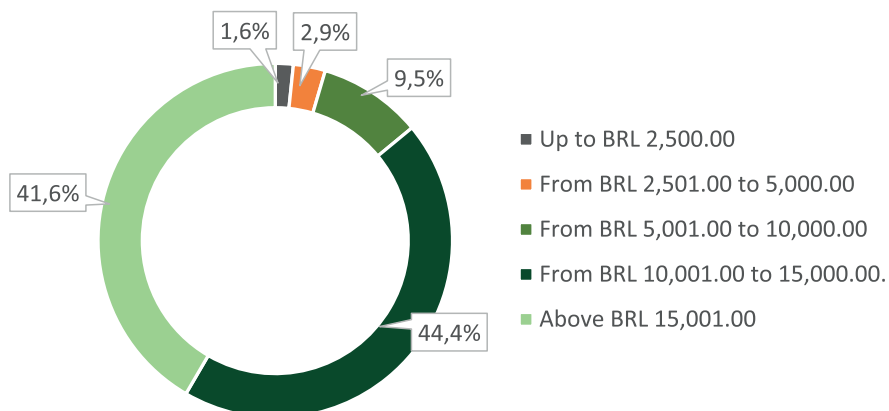
By region



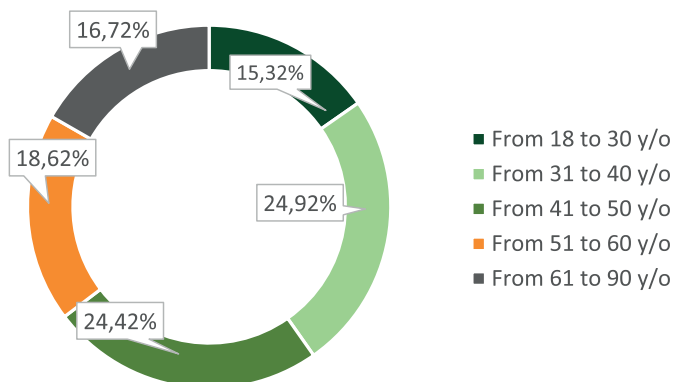
By genre



By Mais financed value



By age group



Strategy: Making Agroamigo Better

Agroamigo integrates sustainable development guidelines, prioritizing economic growth, sustainable production, social inclusion, and gender equity. It encourages family units to adopt practices geared towards environmental sustainability:

- regenerative productive methodologies
- coexistence with the Semi-arid
- combat desertification
- connectivity and innovation practices
- use of agroecological inputs and management principles
- technologies for organic production systems or agroecological transition
- rationalization and optimization of natural resource use
- promotion of ecotourism or sustainable ecological tourism
- promotion of the production of clean energy from renewable resources, especially solar energy
- operating through partnerships to provide financial and training services.

Agroamigo advocates for the adoption of low-cost technologies, technological innovations to reduce

agrochemical use, and biodiversity technologies, as well as techniques for transforming waste from certain production processes into inputs for others.

Agroamigo disposes of financing lines to promote these practices:

- **Agroamigo Sol** — financing with a focus on solar photovoltaic energy investments in rural areas;
- **Agroamigo Net** — connectivity financing in rural areas. In 2023, BRL 7.15 million was invested, providing internet access and digital inclusion to 3,893 family farmers in the Bank's operational area;
- **Agroamigo Água** — Agroamigo Água aims to promote one of the pillars of family farming and the quality of life for families: access to quality water. In 2023, BRL 378.36 million was financed, corresponding to 103,733 operations to strengthen water infrastructure on rural properties;
- **Agroamigo Moderniza** — financing for investment in modernization infrastructure, such as the acquisition of agricultural machinery, equipment and implements;
- **Agroamigo Agroecologia e Agricultura Orgânica** — financing for agroecological or organic systems, implementation and maintenance, as well as services for production conversion and certification.

Gender equity in Agroamigo services

The increasing female participation in agriculture is expanding every year, resulting in almost half of family farms being managed by women who are also responsible for producing a wide variety of non-agricultural products that contribute to increased family income and financial independence.

Agroamigo disposes of various Pronaf financing lines to support specific projects of interest to female farmers within family units, encompassing the implementation, expansion and modernization of infrastructure for agricultural and non-agricultural production and services on the property.

The female participation in Agroamigo financing reached 50.97% of credit operations contracted in 2023, representing a total financing amount of BRL 2,805,892,931.41.



Partners in Serving Family Farmers

Partnerships established by Banco do Nordeste to serve family farmers resulted in cooperation among diverse entities, aiming to optimize credit actions.

Working in partnership facilitates the articulation of strategies, strengthens relationships and promotes good results, combining common objectives, know-how, technologies, and human resources towards a common purpose. Additionally, through partnerships, it is possible to optimize processes and procedures through created synergies.

The engagement of different parts is, therefore, essential both for defining actions and for their execution.

In serving family farmers, Banco do Nordeste relies on partners in various governmental spheres, as well as technical assistance providers and representatives of rural producers, in addition to the Northeast Citizenship Institute (INEC, abbreviation in Portuguese), which operates the rural microcredit program - Agroamigo.

Agreements formalized in 2023

The Bank formalized agreements with accredited entities providing technical assistance and rural extension (ATER, abbreviation in Portuguese) in the

states under its jurisdiction, aimed at conducting joint actions to enhance competitiveness, innovation and sustainability, and to expand financing for family farmers served by Agroamigo Mais, ensuring ATER and monitoring of their ventures.

Features of the bank's performance

BNB's strategies for serving Family Farming include:

- Support for strengthening agriculture, livestock farming and agroindustry, with an emphasis on potential activities in each region;
- Support for research and dissemination of technologies, and their use in the rural areas;
- Emphasis on expanding irrigated areas, with rationalization of the use of water resources;
- Financing of business and technical consultancy;
- Promotion of technologies to cope with drought and combat desertification;
- Promotion of use of renewable energy sources, such as solar energy;
- Incentive to serve Quilombola and Indigenous communities, through Pronaf Groups "A" and "A/C";
- Encouragement of assistance to rural women and female entrepreneurship;
- Incentive to assist Bolsa Família and CadÚnico beneficiaries;

- Encouragement of assistance to rural youth, aiming at family succession;
- Integration of the entrepreneurs' businesses financed by the Bank with anchor companies;
- Supporting field innovation and connectivity expansion;
- Strengthening of water infrastructure;
- Integration of the farmer into production chains;
- Promotion the diversification of cultures and activities;
- Promotion of contracting agroecological-based operations;
- Integration of family farming with Government programs at its three levels;
- Expansion of Agroamigo Mais service;
- Expansion of the operationalization of the National Land Credit Program (PNCF, abbreviation in Portuguese);
- Operationalization of State Programs through formalization of partnerships;
- Promotion of the commercialization of sustainable products;
- Identification of opportunities for new agricultural zoning.

The Safra Plan 2023/24

The Safra Plan 2023/2024 brought incentives for the strengthening of environmentally sustainable produc-

tion systems, gender equity through the empowerment of female entrepreneurship, and also mechanization in the field, aiming at increasing productivity and reducing the hardship of activities in the countryside. Among the changes introduced, there are:

Pronaf B Microcredit

- Improved conditions in Pronaf B's Rural Microcredit;
- Higher eligibility limit: from BRL 23,000 to 40,000 annual gross family income;
- Increase in financed amount: from BRL 6,000 to 10,000 for men and 12,000 for women;
- Extended debt settlement period: 3 years;
- A 40% bonus for compliance in the Northeast and North regions;
- Possibility of financing agricultural and livestock farming costs.

Promotion of Environmental, Social, and Governance (ESG) Attributes

The granting of credit to family farmers incorporates guidelines for development, social inclusion, and gender equity, encouraging family units to adopt practices focused on environmental sustainability, among which are:

- regenerative productive methodologies;
- coexistence with the Semi-arid;

- Combat desertification;
- Use of connectivity and innovation;
- Use of agroecological inputs and management principles;
- technologies for organic production systems or agroecological transition;
- rationalization and optimization of natural resource use;
- promotion of ecotourism or sustainable ecological tourism; and
- promotion of the production of clean energy from renewable resources, especially solar energy.

From this perspective, credit proposals that include the incorporation of low-cost technologies, technological innovations to reduce the use of pesticides and biodiversity technologies, as well as techniques for transforming waste from some production processes into inputs for others are prioritized.

Improvements implemented in 2023

- Expansion of Agroamigo Mais
- Creation of the Rural Microcredit Center Systems S476, S663
- Creation of the Business Solutions Tower
- Expansion of 4 new offices
- Exclusive Microcredit Agent to serve *Agroamigo Mais* customers

Rural Microcredit Customer Satisfaction Survey - Agroamigo Program - 2023

The Rural Microcredit Customer Satisfaction Survey - Agroamigo Program - 2023, and the Satisfaction Survey- Pronaf 2023 conducted by BNB's Marketing Environment, evaluated the service provided by Agroamigo's Microcredit Agent, achieved a score of 9.4, considered excellent. With a similarly high but slightly lower rating, the evaluation of waiting time received a score of 8.8.

Agroamigo's financing deadline has a positive evaluation from customers with a score of 9.5, and satisfaction with the financing reached a score of 9.8, with 87% of customers giving the maximum score on a scale of 1 to 10.

The Agroamigo program is an opportunity for small-scale producers to initiate or expand agricultural activities, a chance to improve their quality of life. The question of whether the microcredit program has improved the quality of life or work received positive feedback, with 80% giving the highest rating and an average rating of 9.6.

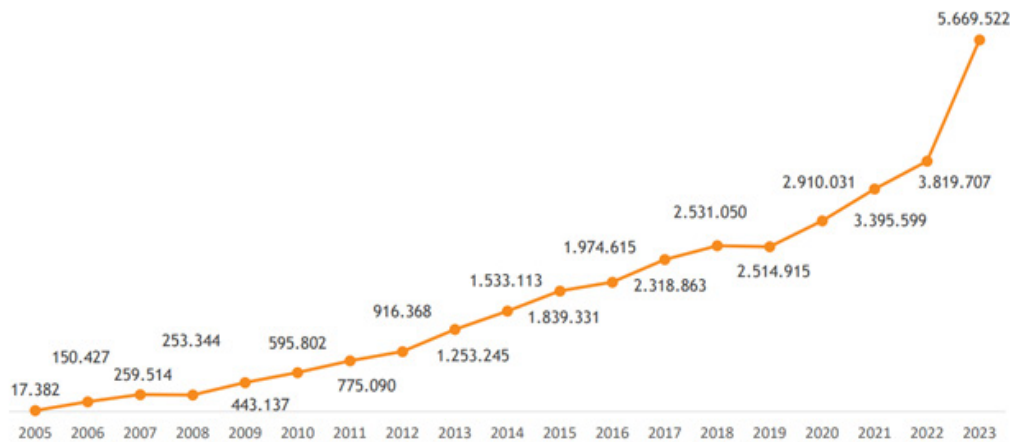


Results achieved in 2023

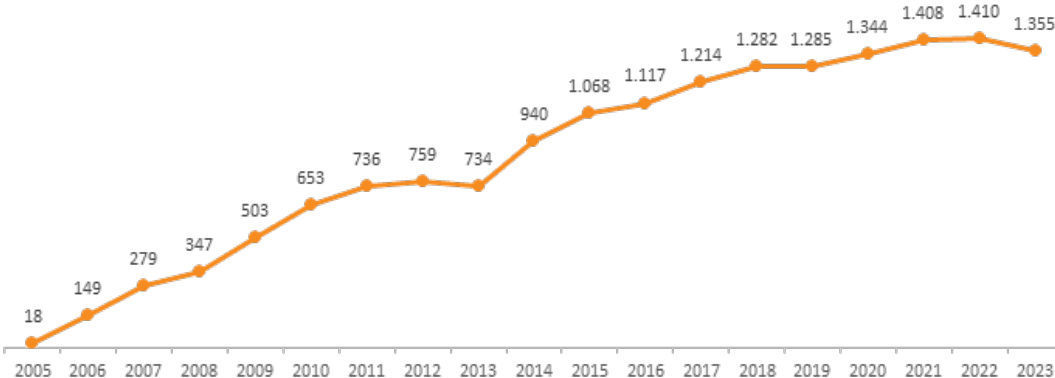
The impacts of these investments in the region were remarkable: the application of the resources generated a total of BRL 11.7 billion in Gross Domestic Product (GDP), an additional BRL 6.5 billion in added value/income, an increase of BRL 1.8 billion in salaries and BRL 863.8 million in taxes. Furthermore, 489.6 thousand jobs were created or maintained in the region.

Contracted Amount	Numer of Operations	Active Customers	Active Portfolio
BRL 5.6 billion	585.7 thousand	1.36 million	BRL 8.56 billion

Contracted Value (in billion BRL)



Evolution of the number of active Agroamigo customers (in thousands)



Indicadores Agroamigo						
State	Active Portfolio (in thousand BRL)	Active Customers	New Clients Served	Clients Served (2005 - 2023)	Number of Contracted Operations	Contracted Amount (in Thousand BRL)
AL	412.637,7	61.475	3.571	140.539	25.815	278.448,7
BA	2.039.702,5	316.396	22.464	591.590	142.955	1.343.284,9
CE	1.068.560,6	175.195	17.353	370.397	71.309	702.502,7
MA	898.912,0	133.470	9.389	291.829	55.865	577.577,1
MG/ES	765.448,0	115.921	9.837	267.808	52.518	515.441,1
PB	730.314,9	124.106	10.912	247.235	55.572	507.094,8
PE	950.173,1	158.876	11.783	337.518	65.398	611.372,5
PI	949.249,5	154.568	11.049	324.924	64.940	627.063,8
RN	483.252,0	76.183	5.736	151.634	32.210	306.603,1
SE	263.879,2	39.188	3.429	115.745	19.134	200.133,4
TOTAL	8.562.129,7	1.355.378	105.523	2.839.219	585.716	5.669.522,2

Indicadores de Alcance						
Ano	2018	2019	2020	2021	2022	2023
Active Portfolio (in Thousand BRL)	4.586.589	4.765.844	5.077.868	5.756.852	6.536.851	8.562.130
Active Customers	1.281.978	1.285.808	1.344.274	1.408.564	1.410.064	1.355.378
New Customers Served	133.748	158.145	197.002	167.881	142.180	105.523
Customers Served (2005 - 2022)	2.068.105	2.226.250	2.423.635	2.591.516	2.733.696	2.839.219
Number of Contracted Operations	505.282	495.652	564.884	589.776	593.631	585.716
Contracted Value (Thousand BRL)	2.531.050	2.514.915	2.910.031	3.395.599	3.819.707	5.669.522
Average amount Operation <i>Agroamigo Crescer</i>	4.781,9	4.844,50	4.871,74	5.289,88	5.755,82	8.163,08
Average amount Operation <i>Agroamigo Mais</i>	13.244,4	12.138,56	13.954,09	17.105,10	18.720,83	37.576,22

Sustainability Indicators						
Ano	2018	2019	2020	2021	2022	2023
Loan and Financing Portfolio (in Thousand BRL)	4.586.589	4.765.644	5.077.868	5.756.852	6.536.851	8.562.130
BACEN non-compliance rate	4,79%	4,84%	2,48%	4,82%	6,24%	4,85%

Productivity Indicators						
Ano	2018	2019	2020	2021	2022	2023
Microcredit Agents	1.027	1.077	1.053	1.040	1.040	1.239
Active Customers per Microcredit Agent*	1.248	1.194	1.277	1.354	1.356	1.141
Active Portfolio by Microcredit Agent (in thousand BRL)	4.466	4.425	4.822	5.535	6.285	7.207
Active Customers per Unit	6.378	6.272	6.252	6.551	6.528	6.105
Average number of operations contracted per month	42.107	41.304	47.074	49.148	49.469	48.810

* In 2023 the number of Agroamigo agents grew by 19% (From 1,041 to 1,239)



CrediAmigo
Banco do Nordeste





Mission

To contribute to the socioeconomic development of entrepreneurs, through microfinance products and services and business guidance, in a sustainable, timely, and easily accessible manner.



Vision

To become an increasingly local and global leader in the microfinance market, in terms of size, social impact, and quality of service to meet the needs of Brazilian entrepreneurs.



Valores

- Justice
- Governance
- Honesty
- Sustainability
- Equality
- Democracy
- Transparency
- Commitment
- Respect
- Cooperation
- Trust
- Discipline
- Civility

Value proposition

To offer entrepreneurs opportunities to realize their dreams.

Crediamigo Urban Microcredit Methodology

Inspired by successful experiences in other countries, Banco do Nordeste created its urban microcredit program, Crediamigo, in 1998. A pioneer in the national microfinance market, the program was implemented with the responsibility of reducing social inequalities within its area of operation (Northeast and North regions, and the states of Minas Gerais and Espírito Santo) and offering formal and informal micro-entrepreneurs, commonly disregarded by the banking sector, financial opportunities and growth prospects, with the granting of accessible, guided and streamlined credit.

Its differential, compared to other banks in the country, was the use of the *Aval Solidário*, which allowed micro-entrepreneurs who did not have real guarantees the opportunity to form a group in which the participants themselves would serve as guarantors for each other. *Giro Solidário*, its first and main product, works in this way and, in 2023, with the implementation of the FNE/RECIN *Giro Solidário*, it achieved a historic reduction in the interest rate, from 3.12% per month to 1.94% per month.

With a wide variety of products, the program's methodology is direct contact with the client, providing them with the necessary assistance to maintain and grow their business, offering specific credit, financial education and bank inclusion.

In this way, Crediamigo, with its participation in the region's development, reinforces its role as a transformer of realities and executor of public policies, directly contributing to the economy of the 11 states in which it operates and to the lives of its more than 1.98 million customers.



Products and Services

Crediamigo offers microcredit lines to finance the acquisition of furniture, utensils, machinery and equipment, renovations and physical installations; among other product and service options.

Working Capital and Investment Credit

Microloans for working capital and fixed investment are available to individuals and solidarity groups. The loan amounts range from BRL 100.00 to 21,000, with repayment terms ranging from 2 to 12 months for both individual and solidarity group loans.

Giro solidário FNE/Recin

Improving one of Crediamigo's main products, the FNE/RECIN Giro Solidário utilizes capital from the Constitutional Fund for Northeast Development (FNE) to reduce the interest rate for solidarity groups, which decreased from 3.12% monthly to starting at 1.94% monthly.

Crediamigo Life Insurance

The Crediamigo Life Insurance provides security to the family of the policyholder in case of their death, through the payment of compensation. In 2023, the insurance was contracted by over 1.8 million individuals, ensuring financial protection for unforeseen circumstances at a low cost.

Prestamista Insurance

This insurance ensures loan settlement in the event of the insured's death. The amount depends on the type of financing and the term. The Prestamista Insurance had 1.9 million contracts in the year.

Current account and debit card

The Crediamigo checking account, accessible through a debit card, allows account holders to conduct transactions at Banco do Nordeste branches and partner networks (Banco 24Horas, lottery houses, and Saque e Pague), as well as make purchases throughout the Visa network in Brazil. This promotes financial inclusion and facilitates business transactions for microentrepreneurs. In 2023, Crediamigo registered 324,393 new customers with opened accounts.

Crediamigo App

Crediamigo's user-friendly and secure app empowers microentrepreneurs to manage their businesses with up-to-date information. As of December 31, 2023, Crediamigo had over 900,000 registered Pix keys. Crediamigo customers conducted 54 million Pix transactions, generating BRL 10.69 billion in payments alone, with an average transaction amount of BRL 197.94.

Crediamigo Delas

Exclusive to Crediamigo's formal or informal female audience, the credit is focused on women entrepreneurs who dream of improving or starting their businesses. In 2023, Crediamigo Delas served over 326,000 women, representing the program's role in collaborating with gender equity.

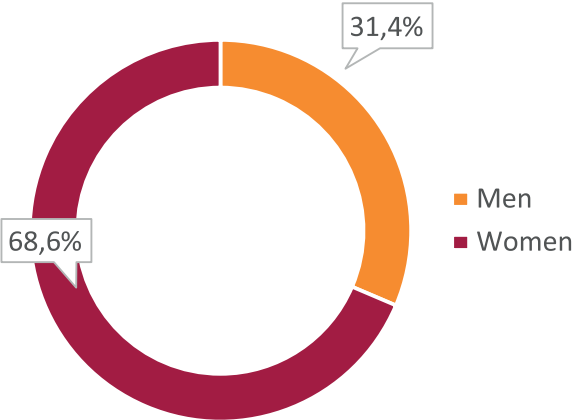
FNE PNMP

The Northeast Constitutional Financing Fund (FNE) meets the financial needs of businesses participating in the National Program for Oriented Productive Microcredit (PNMP). In 2023, Crediamigo broke the record for the amount disbursed using FNE funds, reaching BRL 2.1 billion.

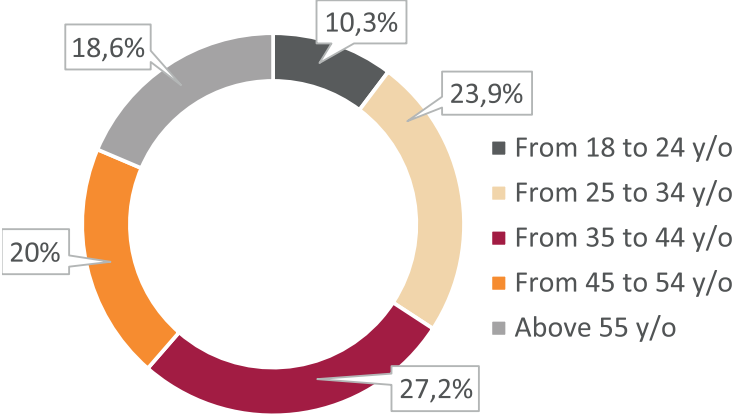


Customer Profile

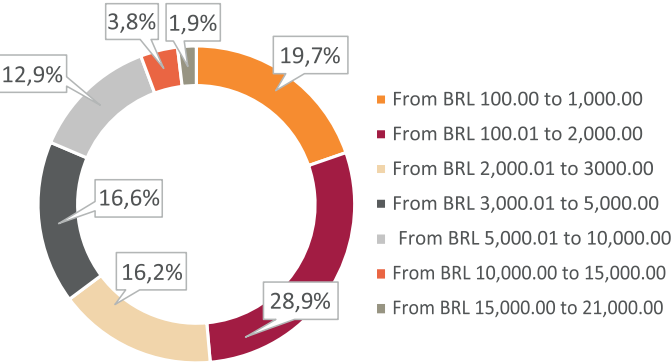
By genre



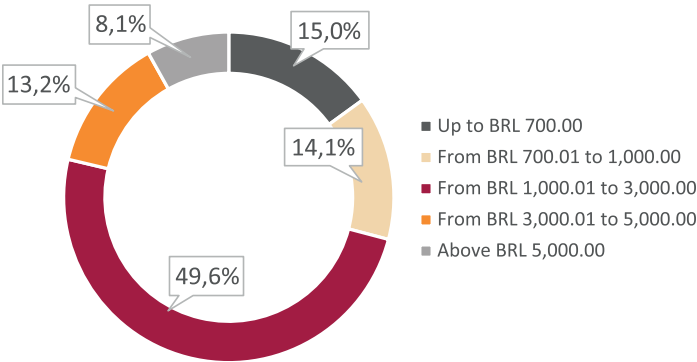
By age



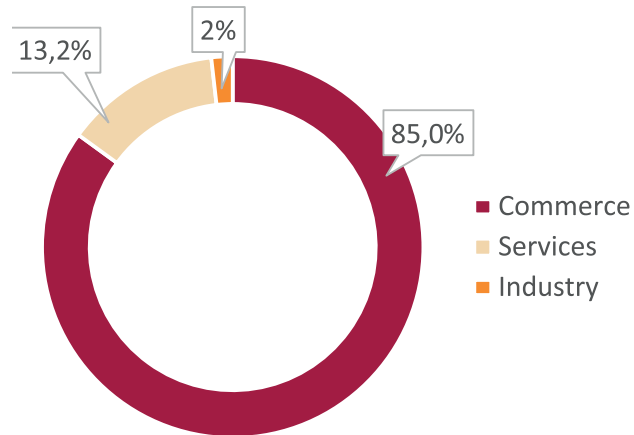
Amount financed



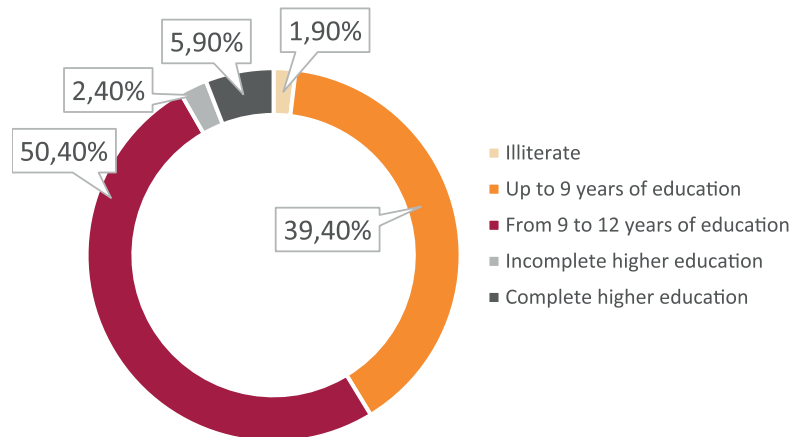
Family monthly income



By sector of activity



Education level



Credamigo 25th Anniversary

The Banco do Nordeste's primary mission is to develop the region, reduce social inequality, and combat poverty. Credamigo reflects this essence in its operations. With a successful performance, the program, which has become a reference in the national microcredit market, celebrated its 25th anniversary in 2023.

Credamigo serves as a catalyst for job creation and income generation, and, with its successful history, is increasingly driving economic vitality across the Northeast and northern regions of Minas Gerais and Espírito Santo. Since its inception in 1998, the program has positively impacted the lives of over 7.9 million individuals, channeling approximately BRL 118.1 billion into the region.

2023 was full of celebrations and new achievements. Credamigo was honored by a visit from the President of the Republic, Luiz Inácio Lula da Silva, who recognized its history and its crucial role in the country's development. By placing its trust in the people of the Northeast, Credamigo has transformed lives and communities.

During the anniversary celebrations, there was also the launch of the book "Credamigo's 25th Anniversary: The Trajectory of Banco do Nordeste's Urban Microcredit Program", which features articles highlighting the program's actions during various situa-

tions and periods. Additionally, the commemorative "Credamigo 25th Anniversary" stamp and seal, created in partnership with Brazilian Post Office, were unveiled and used for the first time by Banco do Nordeste President Paulo Câmara and Credamigo Superintendent Helton Chagas.

It is important to emphasize that this performance is not determined solely by numbers or applied values. The investment applied through credit by Credamigo influences the creation and maintenance of jobs, wage increases, and directly influences the economic and social development of the region..

Improvements Implemented in 2023

- FNE/RECIN *Giro Solidário* Interest Rate Reduction
- Adherence to Desenrola Brasil
- Beginning of the actions under the Credamigo Expansion Strategic Project
- Issuance of invoices through the Credamigo App on Non-Business Days

Credamigo Expansion Strategic Project

The expansion plan is part of a comprehensive set of strategies implemented by the Bank to advance its physical and digital transformation, and to consolidate Credamigo's brand and leadership position in the country's microfinance market. Among its key

objectives: expansion of the program's market share, enhancing operational scalability; reducing the need for customer and team displacements, thereby improving customer satisfaction and efficiency, respectively; and fostering new business opportunities, particularly with informal sector microentrepreneurs, leading to greater economic impact.

A pilot project was launched in at the end 2023 with the establishment of a customer service structure at the Caruaru Fair in Pernambuco state. In 2024 and 2025, the expansion of the pilot phase to new fronts and locations, as well as the implementation of new service structures within the program's operational area, is anticipated, with the goal of increasing the number of service points from 469 to 1,000.

Crediamigo in the Desenrola Brasil Program

The Desenrola Brasil Federal Government Debt Renegotiation Program aims to restore the creditworthiness of debtors with defaulted debts.

The Desenrola Brasil program unfolded in three phases: Phase 1 automatically removed individuals with debts up to BRL 100 from credit reports; phase 2 focused on individuals with income up to BRL 20,000 and unlimited bank debts (Tier 2); and phase 3 included debtors with income of up to minimum wages or enrolled in the CadÚnico social program, covering debts up to BRL 5,000 (Tier 1).

Crediamigo, in partnership with Desenrola Brasil and Banco do Nordeste, successfully regularized over BRL 94 million in debts in 2023, benefiting approximately 42,000 clients from Tiers 1 and 2. Furthermore, 11,000 Crediamigo clients received automatic debt clearance for debts up to BRL 100

Crediamigo App Satisfaction Survey:

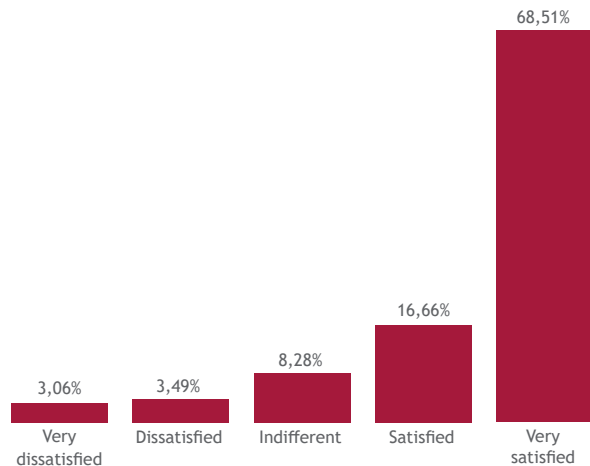
The Crediamigo App Survey 2023, conducted by *Torre de Soluções de Negócios - Microfinança Urbana e Microempresa*, evaluated the Crediamigo app for customers from May 2nd to 10th. The assessment was conducted through a form made available to customers within the app, with 13 to 16 objective questions. Responses were provided by selecting an option or assigning stars (1, very dissatisfied; 2, dissatisfied; 3, indifferent; 4, satisfied; and 5, very satisfied).

O Aplicativo Crediamigo traz a oportunidade de fornecer os produtos e serviços do programa, sem a necessidade do deslocamento do cliente. Com o intuito de conhecer como os clientes utilizam o Aplicativo Crediamigo e seu grau de satisfação, o programa analisou as 6410 respostas recebidas utilizando os métodos descritivo, comparativo e interpretativo.

The results obtained show that 65.82% of customers use the application regularly (weekly or daily), and the majority are satisfied with the ease of use, se-

curity, and general functionalities of the application (79.8%; 86.97% and 85.17%, respectively).

General evaluation:



Crediamigo: The best is here!

Program highlights

Crediamigo’s operations are based on the guidelines of the Federal Government’s National Program for Productive and Oriented Microcredit, (PNMPO), which aims to promote the creation of jobs and income among microentrepreneurs. The program is one of the main agents of development and implementation of public policies of the Federal Government in its operational region. Acting in the democ-

ratization of access to credit, in the fight against poverty and in the reduction of social and regional inequalities. Its main highlights are:

- One of the main agents of development and implementation of public policies of the Federal Government in its operational area;
- Granting credit to entrepreneurs in the formal and informal sectors of the economy;
- Use of a specific methodology for urban microcredit, with financial guidance;
- Lowest interest rate on the market;
- Large number of customer service points and credit agents enabling greater customer relationships;
- Credit for those with bad credit history;
- Strengthening female entrepreneurship through specific credits;
- • Promotion of sustainability and innovation;
- Customized and humanized service with visits to the workplace;
- Use of the Northeast Constitutional Financing Fund - FNE;
- Digital inclusion and guidance through the use of the Crediamigo App.

Gender equity at Crediamigo

Women constitute the majority of Crediamigo's clients, representing 68.6% of the total. As female leadership in businesses continues to grow, the program's work becomes increasingly necessary. According to data from the Brazilian Service for Micro and Small Businesses (Sebrae, abbreviation in Portuguese), these women receive less support for their businesses and spend more hours caring for their families and homes.

For Crediamigo, gender equality is fundamental to

the effective development of the region, and promoting female entrepreneurship, with specialized credit offers, providing guidance and greater accessibility, brings these women opportunities for growth, financial independence and empowerment.

In 2023, Crediamigo invested BRL 7.3 billion in over 1.3 million women entrepreneurs, including 200,000 new clients. Additionally, the program's specialized credit product for women, Crediamigo Delas, provided over 300,000 women with loans featuring extended terms and grace periods.



Crediamigo Results in 2023

In 2023, Crediamigo, Banco do Nordeste’s microcredit program, disbursed BRL 10.64 billion, distributed in over 3.5 million operations. This financial support had a significant impact on the region’s economy, boosting gross production value by BRL 40.7 billion and adding BRL 22.9 million in value added to the economy, in addition to having created or preserved more than 431,300 jobs.

Below, we present the performance of Banco do Nordeste’s Crediamigo program through reach, productivity, and sustainability indicators.

Crediamigo Indicators				
FU	Active Portfolio	Active Customers	Disbursed Loans	Disbursed Loans (numbers)
AL	193.574.138,52	71.823	433.815.430,86	135.759
BA	809.151.306,60	305.417	1.607.672.331,96	516.018
CE	1.393.968.993,92	617.354	3.000.300.789,12	1.178.666
ES	25.228.349,29	6.965	42.540.088,45	10.378
MA	573.488.637,72	191.270	1.339.182.533,05	342.541
MG	339.689.198,20	111.538	555.726.875,76	182.314
PB	393.233.454,75	134.458	686.425.326,10	233.699
PE	420.276.182,32	152.200	766.780.641,53	249.177
PI	577.103.048,88	202.453	1.237.602.542,39	384.540
RN	279.056.012,90	100.676	538.609.573,82	165.194
SE	210.209.061,09	93.829	432.108.475,41	160.013
TOTAL	5.214.978.384,19	1.987.983	10.640.764.608,45	3.558.299

Total Reach Indicators						
	2018	2019	2020	2021	2022	2023
Active Customets	2.065.167	2.247.891	2.291.108	2.465.770	2.078.896	1.987.983
New Clients Served	414.257	475.582	374.792	457.702	280.392	324.393
Accumulated customers served (from 1997 to 2023)*	5.316.491	5.775.614	6.150.381	6.608.048	6.994.742*	7.925.803
Number of Loans Disbursed	4.243.181	4.587.038	4.448.117	4.276.448	3.397.830	3.558.299
Loans Disbursed (in billion BRL)	8,95	10,60	12,11	12,69	10,62	10,64
Average Value of Loans Disbursed (in Thousand BRL)	2.110,15	2.311,72	2.721,91	2.966,27	3.125,86	2.990,41

* Numbers corrected due to changes in the results calculation.

Sustainability Indicators						
	2018	2019	2020	2021	2022	2023
Active Portfolio (in thousand BRL)	3.276.945	4.747.354	7.021.436	7.680.687	6.085.374	5.214.978
Non-compliance rate	1,30%	1,41%	0,84%	3,70%	5,78%	4,85%



Productivity Indicators						
	2018	2019	2020	2021	2022	2023
Microcredit Agents	3.007	3.254	3.362	3.037	3.192	3.212
Active Customers/ Microcredit Agents	687	691	681	812	651	619
Active Portfolio / Microcredit Agent (Thousand BRL)	1.089,77	1.458,93	2.088,47	2.529,04	1.906,45	1.623,59
Clients / Unit	8.788	8.646	8.646	9.235	7.786	7.446
Average number of customers served per day	17.041	18.496	17.792	17.038	13.537	14.290

