BANK OF CHILE
Form 20-F
April 27, 2018
Table of Contents

As filed with the Securities and Exchange Commission on April 27, 2018

UNITED STATES

SECURITIES AND EXCHANGE COMMISSION

Washington, D.C. 20549

FORM 20-F

**ANNUAL REPORT PURSUANT TO SECTION 13 OR 15(d)
OF THE SECURITIES EXCHANGE ACT OF 1934**

For the fiscal year ended December 31, 2017

Commission file number 001-15266

BANCO DE CHILE

(Exact name of Registrant as specified in its charter)

BANK OF CHILE
(Translation of Registrant s name into English)

REPUBLIC OF CHILE
(Jurisdiction of incorporation or organization)

Banco de Chile

Paseo Ahumada 251

Santiago, Chile

(562) 2637-1111
(Address of principal executive offices)

Rolando Arias Sánchez

Banco de Chile

Paseo Ahumada 251

Santiago, Chile

Telephone: (562) 2653-3535

E-mail: rarias@bancochile.cl
(Name, telephone, e-mail and/or facsimile number and address of company contact person)

Securities registered or to be registered pursuant to Section 12(b) of the Act:

Title of each class	Name of each exchange on which registered
American Depositary Shares, each representing 600 shares of common stock, without nominal (par) value (ADSs)	New York Stock Exchange
Shares of common stock, without nominal (par) value	New York Stock Exchange (for listing purposes only)

Securities registered or to be registered pursuant to Section 12(g) of the Act:

None
(Title of Class)

Securities for which there is a reporting obligation pursuant to Section 15(d) of the Act:

None
(Title of Class)

Indicate the number of outstanding shares of each of the issuer s classes of capital or common stock as of the close of the period covered by the annual report:

Shares of common stock: 99,444,132,192

Indicate by check mark if the registrant is a well-known seasoned issuer, as defined in Rule 405 of the Securities Act.

Yes x No o

If this report is an annual or transition report, indicate by check mark if the registrant is not required to file reports pursuant to Section 13 or 15(d) of the Securities Exchange Act of 1934.

Yes o No x

Indicate by check mark whether the registrant (1) has filed all reports required to be filed by Section 13 or 15(d) of the Securities Exchange Act of 1934 during the preceding 12 months (or for such shorter period that the registrant was required to file such reports), and (2) has been subject to such filing requirements for the past 90 days.

Yes x No o

Indicate by check mark whether the registrant has submitted electronically and posted on its corporate Web site, if any, every Interactive Data File required to be submitted and posted pursuant to Rule 405 of Regulation S-T (§232.405 of this chapter) during the preceding 12 months (or for such shorter period that the registrant was required to submit and post such files).

Yes x No o

Indicate by check mark whether the registrant is a large accelerated filer, an accelerated filer, a non-accelerated filer, or an emerging growth company. See definition of large accelerated filer, accelerated filer, and emerging growth company in Rule 12b-2 of the Exchange Act.

Large accelerated filer x Accelerated filer o Non-accelerated filer o Emerging growth company o

If an emerging growth company that prepares its financial statements in accordance with U.S. GAAP, indicate by check mark if the registrant has elected not to use the extended transition period for complying with any new or revised financial accounting standards provided pursuant to Section 13(a) of the Exchange Act. o

The term new or revised financial accounting standard refers to any update issued by the Financial Accounting Standards Board to its Accounting Standards Codification after April 5, 2012.

Indicate by check mark which basis of accounting the registrant has used to prepare the financial statements included in this filing:

U.S. GAAP o	International Financial Reporting Standards as issued by the International Accounting Standards Board x	Other o

If Other has been checked in response to the previous question, indicate by check mark which financial statement item the registrant has elected to follow.

o Item 17 o Item 18

If this is an annual report, indicate by check mark whether the registrant is a shell company (as defined in Rule 12b-2 of the Exchange Act).

Yes o No x

Table of Contents

TABLE OF CONTENTS

Table of Contents

FORWARD-LOOKING STATEMENTS

This annual report on Form 20-F contains forward-looking statements within the meaning of Section 27A of the Securities Act of 1933, as amended (the Securities Act), Section 21E of the Securities Exchange Act of 1934, as amended (the Exchange Act), and the safe harbor provisions of the Private Securities Litigation Reform Act of 1995. Although we have based these forward-looking statements on our expectations and projections about future events, it is possible that actual results may differ materially from our expectations. In many cases, we include a discussion of the factors that are most likely to cause forward-looking statements to differ from actual results together with the forward-looking statements themselves. These statements appear throughout this annual report, including, without limitation, under Item 4. Information on the Company and Item 5. Operating and Financial Review and Prospects. Examples of such forward-looking statements include:

- projections of operating revenues, net income (loss), net income (loss) per share, capital expenditures, dividends, capital structure or other financial items or ratios;
- statements of our plans, objectives or goals, including those related to anticipated trends, competition and regulation;
- statements about market risks, including interest rate risk and foreign exchange risk;
- statements about our future economic performance or that of Chile or other countries in which we operate; and
- statements of assumptions underlying such statements.

Words such as believe, anticipate, plan, aims, seeks, expect, intend, target, objective, estimate, project, potential, pred could, may, will, should and similar expressions are intended to identify forward-looking statements but are not the exclusive means of identifying such statements. These statements may relate to (i) our asset growth and financing plans, (ii) trends affecting our financial condition or results of operations and (iii) the impact of competition and regulations, but are not limited to such topics. Forward-looking statements are not guarantees of future performance and involve risks and uncertainties, and actual results may differ materially from those described in such forward-looking statements included in this annual report as a result of various factors (including, without limitation, the actions of competitors, future global economic conditions, market conditions, foreign exchange rates and operating and financial risks), many of which are beyond our control. The occurrence of any such factors not currently expected by us could significantly alter the results set forth in these statements.

Factors that could cause actual results to differ materially and adversely include, but are not limited to:

- changes in general economic, business, political or other conditions in Chile, or changes in general economic or business conditions in Latin America, the United States, Europe or Asia;

- changes in capital markets in general that may affect policies or attitudes towards lending to Chile or Chilean companies;

- increased costs;

- increased competition and changes in competition or pricing environments, including the effect of new technological developments;

- unanticipated increases in financing and other costs or the inability to obtain additional debt or equity financing on attractive terms;

- natural disasters;

- the effect of tax laws on our business; and

- the factors discussed under Item 3. Key Information Risk Factors.

Table of Contents

You should not place undue reliance on forward-looking statements, which speak only as of the date that they were made. This cautionary statement should be considered in connection with any written or oral forward-looking statements that we may issue in the future. We do not undertake any obligation to publicly release any revisions to such forward-looking statements after the filing of this annual report to reflect later events or circumstances or to reflect the occurrence of unanticipated events.

PRESENTATION OF FINANCIAL INFORMATION

We prepare our audited consolidated financial statements in Chilean pesos and in accordance with International Financial Reporting Standards (IFRS) in effect from time to time as issued by the International Accounting Standards Board (IASB).

Unless otherwise indicated, the financial information included in this annual report with respect to 2013, 2014, 2015, 2016 and 2017 has been derived from financial statements that have been prepared in accordance with IFRS. See Note 2(a) to our audited consolidated financial statements as of and for the year ended December 31, 2017 appearing elsewhere in this annual report. IFRS differs in certain significant respects from Chilean Generally Accepted Accounting Principles (the Chilean GAAP) as issued by the *Superintendencia de Bancos e Instituciones Financieras de Chile* (the Superintendency of Banks and Financial Institutions or SBIF). As a result, our financial information presented under IFRS is not directly comparable to any of our financial information presented under Chilean GAAP. Accordingly, readers should avoid such comparison.

In this annual report, references to $, U.S.$, U.S. dollars and dollars are to United States dollars, references to pesos or Ch$ are to Chilea (see Note 2(t)) to our audited consolidated financial statements as of and for the year ended December 31, 2017 appearing elsewhere in this annual report), and references to UF are to Unidades de Fomento. The UF is an inflation indexed Chilean monetary unit of account with a value in Chilean pesos that is linked to and adjusted daily to reflect changes in the Consumer Price Index (CPI) of the *Instituto Nacional de Estadísticas* (the Chilean National Statistics Institute). As of December 31, 2017 and April 20, 2018, one UF equaled Ch$26,798.14 and Ch$26,986.65, respectively.

This annual report contains translations of certain Chilean peso amounts into U.S. dollars at specified rates solely for your convenience. These translations should not be construed as representations that the Chilean peso amounts actually represent such U.S. dollar amounts, were converted from U.S. dollars at the rate indicated in our audited consolidated financial statements as of and for the year ended December 31, 2017 or could be converted into U.S. dollars at the rate indicated. Until November 30, 2011, Banco de Chile applied the observed exchange rate reported by the *Banco Central de Chile* (the Central Bank) in order to translate its financial statements from Chilean pesos to U.S. dollars. However, beginning December 1, 2011, Banco de Chile adopted the exchange rate of accounting representation, or spot exchange rate, for such matters. This is also described in Item 3. Key Information Selected Financial Data Exchange Rates. Thus, unless otherwise indicated, the U.S. dollar amounts have been translated from Chilean pesos based on the exchange rate of accounting representation as of December 31, 2017 as determined by our Treasury on a daily basis, based on the average of the daily closing bid and offer rates reported by Bloomberg for the Santiago Stock Exchange. As of December 31, 2017 and April 20, 2018, the exchange rates of accounting representation were Ch$615.43 = U.S. $1.00 and Ch$596.05 = U.S.$1.00, respectively. As of the same dates, the observed exchange rates, as published by the Central Bank, were Ch$615.22 = U.S.$1.00 and Ch$594.42 = U.S.$1.00, respectively.

The Federal Reserve Bank of New York does not report a noon buying rate for Chilean pesos.

Unless otherwise specified, all references in this annual report to total loans are to loans to customers before deducting allowances for loan losses, and they do not include loans to banks or contingent loans. In addition, all market share data and financial indicators for the Chilean banking system as compared to Banco de Chile s financial information presented in this annual report are based on information published periodically by the SBIF which is published under Chilean GAAP and prepared on a consolidated basis, unless otherwise indicated. For more information see Item 4. Information on the Company Business Overview Competition.

In this annual report, past due loans are any loans for which the counterparty has failed to make a payment when contractually due, including installments that are overdue, plus the remaining balance of principal and interest on such loans. In order to distinguish between different overdue time periods, the corresponding time period is included after the term Past due Loans (for example, Past due Loans 90 days or more). For more information, please see Item 4. Information on the Company Selected Statistical Information Classification of Loan Portfolio Based on the Borrower s Payment Performance.

Table of Contents

According to Chilean regulations and for the purposes of this annual report, regulatory capital (Regulatory Capital) consists of:

- basic capital, which is composed of our paid-in capital, reserves and retained earnings, excluding capital attributable to subsidiaries and foreign branches (Basic Capital); and

- supplementary capital, which is composed of the following: (i) our subordinated bonds, considered at issue price (reduced by 20% for each year during the period commencing six years prior to maturity), but not exceeding 50% of our Basic Capital; plus (ii) our voluntary allowances for loan losses (up to 1.25% of risk-weighted assets to the extent voluntary allowances exceed those that banks are required to maintain by law or regulation); minus (iii) our goodwill and unconsolidated investments in companies (Supplementary Capital).

Certain figures included in this annual report and in our audited consolidated financial statements as of and for the year ended December 31, 2017 have been rounded for ease of presentation. Percentage figures included in this annual report have not in all cases been calculated on the basis of such rounded figures but on the basis of such amounts prior to rounding. For this reason, percentage amounts in this annual report may vary slightly from those obtained by performing the same calculations using the figures in our audited consolidated financial statements as of and for the year ended December 31, 2017. Certain other amounts that appear in this annual report may similarly not sum due to rounding.

Inflation figures are those reported by the Chilean National Statistics Institute, unless otherwise stated herein or required by the context.

MACRO-ECONOMIC AND MARKET DATA

In this annual report, all macro-economic data relating to the Chilean economy is based on information published by the Central Bank. All market share data, financial indicators and other data relating to the Chilean financial system are based on information published periodically by the SBIF, which is published under Chilean GAAP and prepared on a consolidated basis.

Table of Contents

PART I

Item 1 Identity of Directors, Senior Management and Advisors

Not Applicable.

Item 2 Offer Statistics and Expected Timetable

Not Applicable.

Item 3 Key Information

SELECTED FINANCIAL DATA

The following tables present historical financial information about us as of the dates and for each of the periods indicated. The following tables should be read in conjunction with, and are qualified in their entirety by reference to, our audited consolidated financial statements as of and for the year ended December 31, 2017 appearing elsewhere in this annual report. The financial information for the years ended December 31, 2013, 2014, 2015, 2016 and 2017 is presented under IFRS.

Our audited consolidated financial statements have been prepared in accordance with IFRS for the years ended December 31, 2013, 2014, 2015, 2016 and 2017.

	For the Year Ended December 31,					
	2013	2014	2015	2016	2017	2017
	(in millions of Ch$, except share and per share data)					(in thousands of U.S.$)(1)
IFRS:						
CONSOLIDATED STATEMENT OF INCOME DATA						
Interest revenue	Ch$ 1,765,942	Ch$ 2,045,604	Ch$ 1,908,457	Ch$ 1,916,992	Ch$ 1,886,700	ThU.S.$ 3,065,661
Interest expense	(704,371)	(788,788)	(680,169)	(690,259)	(652,005)	(1,059,430)
Net interest income	1,061,571	1,256,816	1,228,288	1,226,733	1,234,695	2,006,231
Net fees and commissions income	287,093	272,188	305,979	321,271	347,674	564,929

Net financial operating income		32,672		35,204		44,412		128,575		(29,661)		(48,195)
Foreign exchange transactions, net		71,457		70,225		57,318		12,405		104,875		170,409
Other operating income		25,884		27,211		25,486		28,575		29,959		48,680
Provisions for loan losses		(221,653)		(261,566)		(246,222)		(259,263)		(221,255)		(359,513)
Total operating expenses		(619,530)		(727,360)		(726,278)		(787,047)		(784,356)		(1,274,485)
Income attributable to associates		1,780		2,486		3,243		4,014		5,511		8,955
Income before income taxes		639,274		675,204		692,226		675,263		687,442		1,117,011
Income taxes		(89,085)		(79,685)		(82,321)		(100,212)		(115,361)		(187,448)
Net income from continued operations, net of taxes	Ch$	550,189	Ch$	595,519	Ch$	609,905	Ch$	575,051	Ch$	572,081	ThU.S.$	929,563
Net income from discontinued operations, net of taxes												
Net income for the year	Ch$	550,189	Ch$	595,519	Ch$	609,905	Ch$	575,051	Ch$	572,081	ThU.S.$	929,563
Attributable to:												
Equity holders of the parent		550,188		595,518		609,903		575,051		572,080		929,561
Non-controlling interest		1		1		2				1		2
Earnings per share(2)		5.54		5.99		6.13		5.78		5.75		0.01
Earnings per ADS		3,494.31		3,774.87		3,806.79		3,534.27		3,451.67		5,608.55
Dividends per share(3)		3.90		3.98		3.88		3.81		3.50		0.01
Weighted average number of shares (in millions)		99,260.54		99,444.13		99,444.13		99,444.13		99,444.13		

(See footnotes below)

Table of Contents

	For the Year Ended December 31,					
	2013	2014	2015	2016	2017	2017
	(in millions of Ch$, except share and per share data)					(in thousands of U.S.$)
IFRS:						
CONSOLIDATED STATEMENT OF FINANCIAL POSITION DATA						
Cash and due from banks	Ch$ 873,308	Ch$ 915,133	Ch$ 1,361,222	Ch$ 1,408,167	Ch$ 1,057,393	ThU.S.$ 1,718,137
Transactions in the course of collection	300,026	356,185	319,679	206,972	255,968	415,917
Financial assets held for trading	326,921	293,458	843,574	1,379,958	1,538,578	2,500,005
Cash collateral on securities borrowed and reverse repurchase agreements	82,422	27,661	46,164	55,703	91,641	148,906
Derivative instruments	374,687	832,267	1,127,122	939,649	1,247,941	2,027,755
Loans and advances to banks	1,062,056	1,155,365	1,395,544	1,173,187	760,021	1,234,943
Loans to customers, net	20,441,472	21,400,775	24,022,983	24,843,655	24,955,692	40,550,009
Financial assets available-for-sale	1,681,883	1,608,796	1,007,263	374,470	1,526,315	2,480,079
Investments in other companies	14,407	23,043	25,849	30,314	35,771	58,124
Intangible assets	72,223	66,859	64,700	65,036	72,455	117,731
Property and equipment	197,578	205,403	215,671	219,082	216,259	351,395
Investment properties	16,317	15,936	15,042	14,674	14,306	23,246
Current tax assets				6,657	23,032	37,423
Deferred tax assets, net	56,421	94,240	129,192	176,923	161,265	262,036
Other assets	373,987	586,555	483,591	462,857	604,800	982,728
Total assets	**Ch$ 25,873,708**	**Ch$ 27,581,676**	**Ch$ 31,057,596**	**Ch$ 31,357,304**	**Ch$ 32,561,437**	**ThU.S.$ 52,908,434**
Current accounts and other demand deposits	5,984,332	6,934,373	8,327,048	8,321,148	8,915,706	14,486,954
Transactions in the course of payment	51,898	53,049	35,475	25,702	29,871	48,538
Cash collateral on securities lent and repurchase agreements	256,766	249,482	184,131	216,817	195,392	317,489
Saving accounts and time deposits	10,402,725	9,721,246	9,907,692	10,552,901	10,067,778	16,358,933
Derivative instruments	426,110	827,123	1,079,342	966,509	1,392,995	2,263,450
Borrowings from financial institutions	989,465	1,098,716	1,529,627	1,040,026	1,195,028	1,941,777
Debt issued	4,366,960	5,057,956	6,102,208	6,177,927	6,488,975	10,543,807
Other financial obligations	210,926	186,573	173,081	186,199	137,163	222,873
Currents tax liabilities	7,131	19,030	24,714		3,453	5,611
Deferred tax liabilities, net						
Provisions	154,650	185,643	182,832	187,568	194,537	316,099
Employee benefits	67,944	81,515	74,791	83,345	86,628	140,760
Other liabilities	275,762	255,995	261,330	291,488	308,563	501,378
Total liabilities	**Ch$ 23,194,669**	**Ch$ 24,670,701**	**Ch$ 27,882,271**	**Ch$ 28,049,630**	**Ch$ 29,016,089**	**ThU.S.$ 47,147,669**
Total equity	**2,679,039**	**2,910,975**	**3,175,325**	**3,307,674**	**3,545,348**	**5,760,765**
Total liabilities and equity	**Ch$ 25,873,708**	**Ch$ 27,581,676**	**Ch$ 31,057,596**	**Ch$ 31,357,304**	**Ch$ 32,561,437**	**ThU.S.$ 52,908,434**

(See footnotes below)

Table of Contents

	As of December 31,				
	2013	2014	2015	2016	2017
IFRS:					
CONSOLIDATED RATIOS					
Profitability and Performance					
Net interest margin(4)	4.67%	5.12%	4.68%	4.41%	4.30%
Return on average total assets(5)	2.25	2.24	2.08	1.86	1.79
Return on average equity(6)	20.67	20.98	19.60	18.00	16.09
Capital					
Average equity as a percentage of average total assets	10.90	10.67	10.63	10.33	11.11
Bank regulatory capital as a percentage of minimum regulatory capital	274.26	279.83	275.34	290.48	304.38
Ratio of liabilities to regulatory capital(7)	10.90	10.65	10.87	10.26	9.76
Credit Quality					
Substandard loans as a percentage of total loans(8)	3.48	3.79	3.83	3.42	3.07
Allowances for loan losses as a percentage of substandard loans(8)	60.52	59.17	58.51	63.91	63.50
Provision for loan losses as a percentage of average loans	1.12	1.21	1.07	1.05	0.87
Allowances for loan losses as a percentage of total loans	2.10	2.24	2.24	2.18	1.95
Operating Ratios					
Operating expenses/operating revenue	41.90	43.77	43.71	45.82	46.48
Operating expenses/average total assets	2.54%	2.73%	2.48%	2.55%	2.45%

(1) Translations of Chilean peso amounts into U.S. dollars are based on the exchange rate of accounting representation, or the spot exchange rate, which is determined on a daily basis by our Treasury, based on the average of the daily closing bid and offer rates reported by Bloomberg for the Santiago Stock Exchange. Thus, amounts stated in U.S. dollars as of and for the fiscal year ended December 31, 2017 have been translated from Chilean pesos based on the spot exchange rate of Ch$615.43 to U.S. $1.00 as of December 31, 2017.

(2) Earnings per share data have been calculated by dividing net income by the weighted average number of shares outstanding during the year.

(3) Dividends per share data are calculated by dividing the amount of the dividend paid during each year by the previous year s number of shares outstanding.

(4) Annualized net interest income divided by average interest earning assets. The average balances for interest earning assets, including interest and readjustments, have been calculated on the basis of our daily balances and on the basis of monthly balances for our subsidiaries. Net interest margin does not include the interest earned on trading securities, which is accounted for under Other Income (Loss), Net.

(5) Annualized net income (loss) divided by average total assets. The average balances for total assets have been calculated on the basis of our daily balances and on the basis of monthly balances for our subsidiaries.

(6) Annualized net income (loss) divided by average equity. The average balances for equity have been calculated on the basis of our daily balances.

(7) Total liabilities divided by bank regulatory capital.

(8) See Item 4. Information on the Company Selected Statistical Information Analysis of Substandard and Past Due Loans.

Table of Contents

Exchange Rates

As a general matter, prior to 1989, Chilean law permitted the purchase and sale of foreign currency only in those cases explicitly authorized by the Central Bank. The *Ley Orgánica Constitucional del Banco Central de Chile* 18,840 (the Central Bank Act) liberalized the rules governing the purchase and sale of foreign currency. The Central Bank Act empowers the Central Bank to determine that certain purchases and sales of foreign currency specified by law must be carried out in the *Mercado Cambiario Formal* (the Formal Exchange Market). The Formal Exchange Market is composed of banks and other entities so authorized by the Central Bank. The observed exchange rate for any given day equals the average exchange rate of the transactions conducted in the Formal Exchange Market on the immediately preceding banking day, as certified by the Central Bank. Even though the Central Bank is authorized to carry out its transactions at the rates it sets, it generally uses the spot rate for its transactions. Authorized transactions by other banks are generally carried out at the spot rate.

Purchases and sales of foreign exchange are not required to be conducted in the Formal Exchange Market and therefore may be carried out in the *Mercado Cambiario Informal* (the Informal Exchange Market). There are no price limits imposed on transactions carried out in the Informal Exchange Market. On March 31, 2018, the average exchange rate in the Informal Exchange Market was Ch$603.80 per U.S. $1.00, or 0.2% lower than the observed exchange rate of Ch$605.26 per U.S.$1.00 as reported by the Central Bank on the same date.

The following table sets forth the annual low, high, average and period-end observed exchange rate for U.S. dollars for each referenced period, as reported by the Central Bank:

	Daily Observed Exchange Rate Ch$ per U.S.$(1)			
Year	**Low(2)**	**High(2)**	**Average(3)**	**Period End(4)**
		(in Ch$)		
2013	466.50	533.95	495.35	523.76
2014	524.61	621.41	570.37	607.38
2015	597.10	715.66	654.07	707.34
2016	645.22	730.31	676.94	667.29
2017	615.22	679.05	648.85	615.22
October 2017	619.68	640.52	629.55	636.49
November 2017	629.21	642.41	633.77	642.41
December 2017	615.22	655.74	636.92	615.22
2018 (through April 20)	588.28	614.75	601.50	594.42
January 2018	599.33	614.75	605.53	604.42
February 2018	588.28	603.25	596.84	589.15
March 2018	593.61	609.58	603.45	605.26
April 2018(through April 20)	594.41	605.17	600.17	594.42

Source: Central Bank.

(1) Figures are expressed in nominal terms.

(2) Exchange rates are the actual low and high, on a day-by-day basis for each period.

(3) For full years, the average of monthly average rates during the year. For full months, the daily average during the month.

(4) As reported by the Central Bank on the first business day of the following period.

The observed exchange rate on April 20, 2018 was Ch$594.42 = U.S.$1.00.

The Federal Reserve Bank of New York does not report a noon buying rate for Chilean pesos.

Until November 30, 2011, Banco de Chile applied the observed exchange rate as reported by the Central Bank in order to translate its financial statements from Chilean pesos to U.S. dollars. However, beginning December 1, 2011, Banco de Chile adopted the exchange rate of accounting representation, or spot exchange rate, for such matters. The exchange rate of accounting representation is determined on a daily basis by our Treasury based on the average of the daily closing bid and offer rates reported by Bloomberg, for the Santiago Stock Exchange.

Table of Contents

RISK FACTORS

The risks and uncertainties described below are not the only ones that we face. Additional risks and uncertainties that we do not know about or that we currently think are immaterial may also impair our business operations in the future. Any of the following risks, if they actually occur, could materially and adversely affect our business, results of operations, prospects and financial condition.

We are also subject to market risks that are presented both in this subsection and in Note 42 to our audited consolidated financial statements as of and for the year ended December 31, 2017 appearing elsewhere in this annual report.

Risks Relating to our Operations and the Chilean Banking Industry

The growth of our loan portfolio may expose us to increased loan losses.

During the last five years, our total loan portfolio has grown at a compounded average growth rate (CAGR) of 6.3% per year. This expansion has been primarily fostered by growth in both residential mortgage (12.2% per year on average) and consumer loans (7.2% per year on average), and, to a lesser extent, by an expansion in commercial loans (3.5% per year on average). The growth in our loan book has been aligned with our mid-term strategic goals, which aim to diversify our business model by optimizing our risk-return relationship in order to maintain profitable growth. In this regard, we recognize that the expansion experienced by our retail banking segment over the last years may expose us to higher levels of charge-offs and may require us to establish higher levels of allowances for loan losses in the future. For this reason, we are constantly striving to develop and utilize improved scoring and approval models while strengthening our collection procedures in order to mitigate the risks associated with this business growth. For the year ended December 31, 2017, our loan portfolio was Ch$25,451,513 million, which represented a 0.2% annual increase as compared to the Ch$25,398,424 million we recorded as of December 31, 2016. Our allowances for loans losses decreased 10.6% from Ch$554,769 million in 2016 to Ch$495,821 million in 2017. As a result, our risk-index ratio (allowances for loan losses to total loans) decreased from 2.18% in 2016 to 1.95% in 2017.

Our loan portfolio may not continue to grow at the same or similar rates as it has in the past.

The loan portfolio of the Chilean banking industry grew at a CAGR of 13.6% during the 10-year period from 2002 to 2012 (excluding the operations of subsidiaries abroad). This expansion was fostered by an overall effort of all market participants to increase banking penetration of lower and middle income segments, as well as small and medium-sized companies by broadening their value offerings. As a result, loan growth was mainly prompted by the expansion in both consumer loans (16.9% per year on average) and mortgage loans (16.0% per year on average), and to a lesser extent by growth in commercial loans (11.4% per year on average). Although these efforts have been supported by the growth of the Chilean gross domestic product (GDP), the deceleration of the local economy over the last five years, and the introduction of diverse reforms on general matters, including both banking and non-banking rules, have threatened both the pace of growth of the industry and banking penetration rate. In fact, in the five years ended 2017, the loan portfolio of the Chilean banking industry grew at a CAGR of 8.3%, reflecting the decline in investment and lower consumer confidence, as evidenced by indices (*Indice de Percepción Económica de los Consumidores* (IPEC) and *Indice Mensual de Confianza* Empresarial (IMCE)) used by the Central Bank. Accordingly, a sharp slowdown or negative GDP growth, as well as a change in the behavior of banking customers, could adversely affect the growth rate of the industry and, therefore, the expansion of our loan portfolio. Similarly, this could affect our credit quality indicators and, accordingly, lead us to establish higher allowances for loan losses. For more information, see Item 4. Information on the Company Regulation and Supervision and Item 4. Information on the Company Selected Statistical Information.

Restrictions imposed by regulations may constrain our operations and thereby adversely affect our financial condition and results.

We are subject to regulation by the SBIF. In addition, we are subject to regulation by the Central Bank with respect to certain matters, including interest rates and foreign exchange transactions. See Item 4. Information on the Company Regulation and Supervision.

Table of Contents

Pursuant to the *Ley General de Bancos* (the General Banking Act) all Chilean banks may, subject to the approval of the SBIF, engage in certain non-banking businesses approved by the law. The SBIF s approval will depend on the risk of the activity and the strength of the bank. Furthermore, the General Banking Act imposes on the Chilean banking system a modified version of the capital adequacy guidelines issued by the Basel Committee on Banking Regulation and Supervisory Practices (the Basel Committee) and limits the discretion of the SBIF to deny new banking licenses.

Regarding Basel III, in 2014, the Chilean Ministry of Finance announced an overall review and various modifications to the Chilean Banking Act. Accordingly, during 2015, the Chilean Ministry of Finance convened a working-group of financial experts to analyze and recommend modifications to the General Banking Act. This working-group released a final report in January 2016 recommending that modifications to the General Banking Act should be phased-in. Based on this report, the Ministry of Finance submitted a bill to the Chilean congress on June 12, 2017, modifying the current General Banking Act. The proposed legislation addresses three main topics aimed at modernizing the Chilean banking framework by adopting the Basel III Guidelines; considering a phased-in transition from Basel I, introducing changes to the corporate governance of the local regulator such that certain powers currently vested in the SBIF will be transferred in the future to Chile s Financial Market Commission (CMF), and establishing a resolution regime for Chilean banks in the case of insolvency. The bill also addresses other modifications such as increased of deposit insurance for time deposits, stricter requirements for members of banks boards of directors, changes in relation to confidential information of banks customers, among others. The CMF was established in January 2018, pursuant to Law No. 21,000 and replaced the SVS. It currently oversees the Chilean Financial Market (comprised of publicly traded companies, insurance companies, insurance brokers, mutual funds and investment funds). Upon approval of the reforms to the General Banking Act by the Chilean congress and subsequent enactment by the Chilean government, the CMF is expected to assume supervision of banking activities by replacing and assuming the powers of the SBIF. In January 2018, the proposed bill was passed by the Lower House of the Chilean congress, which introduced certain provisions to the former bill presented by the Chilean government, and is currently being analyzed by the Upper House. If adopted, these rules are expected to be gradually implemented and we cannot rule out whether they will affect our profitability or results of operations in the future.

During 2015, the Central Bank published a final version of new liquidity standards for local banks, based on Basel III guidelines. The SBIF is the institution empowered to put these guidelines into practice and monitor them on an ongoing basis. Accordingly, the SBIF released a set of new liquidity requirements for banks (Circular No. 3,585) on July 31, 2015. These guidelines established reporting requirements for local banks with respect to management and measurement of banks liquidity position, compelling banks to share financial information with the regulator and the general public regarding liquid assets, liabilities, concentration by type of instrument and counterparty, weighted maturity by type of liability, among others metrics. Also aligned with Basel III, since 2016, banks are required to report and monitor liquidity ratios such as Liquidity Coverage Ratio (LCR) and Net Stable Funding Ratio (NSFR). These liquidity requirements are aimed at improving information in quantity and quality about the actual situation of banks without imposing specific limits, except liquidity mismatches for 30-day and 90-day periods, for which thresholds with respect to banks capital, are already in place. Regulatory limits for LCR and NSFR, which could be gradually phased in, are expected to be defined and implemented by the second half of 2018. Since we have no certainty regarding the limits to be imposed by the SBIF on the banking industry and Banco de Chile in particular, we cannot assure you that our results of operations and profitability will not be impacted by actions we may take in order to fulfil new regulatory limits on liquidity. For more information on liquidity matters see Item 4. Information on the Company Regulation and Supervision.

As for credit risk allowances, on December 30, 2014, the SBIF published a set of amendments to the regulations on allowances for potential loan losses establishing a standardized method for calculating loan loss provisions for residential mortgage loans, based on past due behavior and loan-to-value ratios, while providing new and more precise definitions for impaired loans and new requirements to remove loans from such portfolio. This set of rules also addressed the possibility of putting into practice standardized credit risk provisioning models for consumer and commercial loan portfolios, evaluated on a grouped basis, in the future. The new guidelines also introduced changes to the treatment of provisions related to factoring loans and guarantors. This new set of rules went into effect on January 1, 2016 and had no material impact on our results prepared under both IFRS and Chilean GAAP for the years ended December 31, 2016 and 2017. Notwithstanding the above, it is important to note that in January 2018, the SBIF published for comment a set of amendments to provisioning rules for commercial loans evaluated on a grouped basis, which are mainly associated with personal businesses, SMEs, student loans, factoring and leasing. Currently, all Chilean banks under supervision of the SBIF, utilize internal models for calculating loan loss provisions for these types of loans. Although the aim of this new regulation is to promote the use of standardized models, the SBIF is also open to continue accepting the use of internal models under certain conditions. The period for public comment of this regulation ended on February 12, 2018 and the final framework will go into effect in January 2019. As there is no certainty regarding the extent and the methodology this regulation will ultimately establish, we cannot assure you it will not have an impact on our results of operations under Chilean GAAP. Similarly, we cannot rule out that future changes in provisioning rules for other types of commercial or consumer loans or related definitions, if introduced, will not affect our results under IFRS or Chilean GAAP, as applicable.

Table of Contents

Additionally, in recent years the Chilean government has focused on matters related to consumer protection. Since 2010 several legal and administrative regulations have been amended and revoked in order to strengthen consumer protection and the relationship between financial institutions and their customers. For example, modifications to the Consumer Protection Law (Law No. 19,496) have been approved by the Chilean congress, that give more powers to the Consumer Protection Agency (SERNAC) by providing SERNAC with the authority to: (i) promulgate regulations and guidelines, (ii) interpret legal or administrative regulations, (iii) preside over proceedings against financial institutions, (iv) impose fines, (v) exercise class actions and (vi) carry out collective mediations, among others. The bill considerably increases the amount associated with fines, up to UTA 45,000 (*Unidades Tributarias Anuales*) that represented approximately U.S.$41.2 million as of December 31, 2017 for every occurrence. Likewise, clients will be able to seek compensation in the form of damages though class actions, including moral damages. Relevant provisions of the bill were intended to go into effect six months after its enactment. However, after the Chilean congress approved the bill, the Constitutional Court declared certain powers granted to SERNAC in the bill to be unconstitutional. The Constitutional Court excluded the following powers from SERNAC s authority: the power to dictate or interpret provisions, the power to impose sanctions and the power to rule over conflicts between suppliers and clients, as those powers are reserved for the courts. Although the decree of the President of the Republic enabling the bill to be enacted as law is currently before the Office of the Comptroller General of the Republic for its registration, there are ongoing discussions regarding the scope of the judgment by the Constitutional Court and therefore the final content of the law. We cannot assure you when this bill will be enacted or that it will not significantly affect the local banking industry.

In January 2017, a bill was sent to the Chilean congress with the aim of regulating the potential liability for payments providers (such as banks) and clients in cases of fraudulent transactions made with lost or stolen credit or debit cards or any other means of payment (excluding checks and demand deposits), including electronics payments. The bill establishes that a client is not responsible for operations carried out without his or her authorization when the fraud derives from third party use of the necessary data to perform such operations without the client s acknowledgement. The payments provider will then be responsible for proving that the client was aware of the fraudulent operations or that the client acted without due diligence when handling the means of payment. Any agreement between the payments provider and the client to the contrary, will be considered null under this bill. Finally, the bill also establishes obligations on the payments provider to have adequate measures to protect the means of payment in the event of unlawful acts, holding the provider liable for damages caused by deficiencies in security and protection of the technology systems through which services are provided. There is no certainty as to what changes will be made to the bill as it is discussed by the Chilean congress or when it may go into effect. We cannot assure the impact that this assumption of legal responsibility may have on the banking industry or Banco de Chile in particular in the case of fraud and, consequently, the consequences of a potential legal obligation to pay damages to clients.

Lastly, we cannot assure you that regulators will not impose more restrictive limitations in the future on the activities of banks, including us, than those that are currently in effect. Any such change in terms of capital adequacy, liquidity, credit risk provisioning, consumer protection, bankruptcy, taxation, among other matters, could have a material adverse effect on our results of operations or financial condition in a fashion that we cannot determine in advance. For more information, see Item 4. Information on the Company Regulation and Supervision.

Changes in accounting standards could impact our results.

The IASB, or other regulatory bodies, periodically introduce modifications to financial accounting and reporting standards under which we prepare our consolidated financial statements. These changes can materially impact the means by which we report financial information, affecting our results of operations. Also, we could be required to apply new or revised standards retroactively.

Table of Contents

In this regard, various amendments to IFRS were adopted in 2018 and others are expected during the coming years. First, IFRS 9 Financial Instruments became effective on January 1, 2018. Under this standard, new models of expected loss must be developed by companies in order to determine the impairment of loans and instruments available for sale. Additionally, IFRS 9 provides new guidelines for the valuation and classification of financial instruments. Second, IFRS 15 Revenues from Contracts with Customers became effective on January 1, 2018. This standard establishes a new model for the recognition of recurrent income, which could differ to some extent from the current criteria. Lastly, IFRS16 Leases will become effective on January 1, 2019. This standard modifies accounting models associated with an entity s role as lessee or tenant in terms of the recognition of assets and liabilities for all leases existing on January 1, 2019. All of these standards require issuers to include new disclosures in the notes to their financial statements. Based on the assessment we carried out for both IFRS 15 and IFRS 16 we have concluded there will be no material impact on our results of operations and financial condition. In the case of the adoption of IFRS 9, we are currently assessing the effect this amendment may have on our results of operations. For more information, see Note 43 to our audited consolidated financial statements as of and for the year ended December 31, 2017 appearing elsewhere in this annual report.

Currently, we cannot assure you that future changes in financial accounting and reporting standards will not substantially affect our results of operations or performance indicators, as we do not know the extent of future standards.

Increased competition and industry consolidation may adversely affect our operations.

The Chilean market for financial services is highly competitive. We compete with Chilean and foreign banks, with Banco del Estado de Chile, which is state-owned, and with others providers of financial services that are not part of the banking industry. In addition, the retail segment (which encompasses individuals and small and medium-sized companies) has become the target market of several banks, since banking penetration is still in progress in Chile, particularly in this segment. Accordingly, competition within this market is increasing as banks are continuously incorporating new and tailored products and services, while striving to improve service quality. As a result, net interest margins (once deducted provisions for loan losses) in these sub-segments are likely to decline over time.

We also face competition from non-banking competitors in some of our credit products, especially credit cards and installment loans. In these markets, competition from non-banking companies like large department stores, private compensation funds and saving and credit cooperatives has become increasingly significant. In addition, we face competition from other types of lenders, such as non-banking leasing, factoring and automobile financing companies (especially in credit products), as well as mutual funds, pension funds and insurance companies within the market for savings products and mortgage loans. It is important to note that some of these non-banking competitors are not regulated by the SBIF and, therefore, they are not subject to the same specific solvency or liquidity requirements, among other requisites, as banks. Nevertheless, banks continue to be the main suppliers of leasing, factoring and mutual fund management, while growing quickly in insurance brokerage services. However, we cannot assure you that this trend will continue in the future.

Lastly, in the past, increasing competition within the Chilean banking industry has been accompanied by a consolidation wave and the entry of international players to the system through multiple mergers and acquisitions. We expect these trends will continue and result in the creation of larger and stronger banking conglomerates offering a wide range of products and services while targeting most of the segments in the Chilean banking market. These trends may adversely impact our results of operations as they may translate into higher interest rates paid on deposits and lower interest rates earned on loans, resulting in decreased net interest margins. For more detail regarding past and recent changes in the Chilean banking industry see Item 4. Information on the Company Business Overview Competition.

Table of Contents

Our exposure to certain segments of the retail market could lead to higher levels of total past due loans and subsequent charge-offs.

Although we have historically been focused on wholesale banking, over the last five years we have reoriented our commercial strategy to increase penetration of the retail banking segment while maintaining our market-leading position in wholesale banking. In fact, according to our management information systems, the share of the retail banking segment in our total loan book has increased from 46.3% in 2012 to 58.6% in 2017. Although this trend has been associated with expansion in middle and higher income personal banking, our retail banking segment is also composed of small and medium-sized companies (approximately 12.9% of our total loan book as of December 31, 2017, which consists of companies with annual sales of up to Ch$1,600 million) and, to a lesser extent, of lower-income individuals (approximately 3.0% of our total loan book as of December 31, 2017, which consists of individuals with monthly incomes ranging from Ch$180,000 to Ch$500,000). Since these customers are likely to be more severely affected by adverse developments in the Chilean economy than large corporations and higher-income individuals, we may be exposed to higher levels of past due loans and subsequent write-offs, in the future, which could result in materially higher allowances for loan losses that could adversely affect our results of operations.

As of December 31, 2017, our past due loans (loans 90 days or more past due) reached Ch$302,595 million, which represented a 4.1% annual increase when compared to the Ch$290,686 million recorded in 2016. These figures translated into past due ratios (loans 90 days or more past due over total loans) of 1.14% in 2016 and 1.19% in 2017. According to our management information systems, as of December 31, 2017 our past due loans (loans 90 days or more past due) were composed of 91.7% retail banking 90 days or more past due loans (consumer and residential mortgage loans to individuals, as well as commercial loans to small and medium sized companies) and 8.3% wholesale banking 90 days or more past due loans (commercial loans to large companies and corporations). During the prior fiscal year, our past due loans (90 days or more) portfolio was composed of 91.3% retail banking past due loans (90 days or more) and 8.7% wholesale banking past due loans (90 days or more).

A combination of various market dynamics affecting our segments may affect our past due loans (loans 90 days or more past due) ratio year over year. In fact, given specific market trends, for the year ended December 31, 2017, we experienced a moderate annual increase of approximately Ch$10,173 million in past due loans in the retail segment, whereas past due loans (loans 90 days or more past due) in the wholesale banking segment remained relatively flat with a Ch$319 million decrease, in each case as compared to 2016. The trend for the retail banking past due loans (90 days or more) was primarily explained by an annual increase of Ch$11,365 million in the amount of past due loans (loans 90 days or more past due) related to the residential mortgage loan book, mainly due to the high growth rates shown by these types of credits over the last five years. On the other hand, the past-due loan book of the wholesale banking segment benefited from improvements in the financial condition of specific wholesale customers, some of them related to the fishing sector, and other clients who settled their loan balances with us. Given the unpredictability of how certain market fluctuations and related changes to macroeconomic indicators may affect our diverse customer segments, we cannot assure you that we will be able to maintain a balanced risk-return equation if global or local economic conditions continue to deteriorate further in the future.

For more information on past due loans, see Item 4. Information on the Company Selected Statistical Information Analysis of Substandard and Past due Loans.

Our results of our operations are affected by interest rate volatility and inflation.

Our results of our operations depend to a great extent on our net interest income, which represented 73.2% of our total operating revenues in 2017. Changes in nominal interest rates and inflation could affect the interest rates earned on our interest-earning assets differently from the interest rates paid on our interest-bearing liabilities, resulting in net income reduction. Inflation and interest rates are sensitive to several factors beyond our control, including the Central Bank s monetary policy, deregulation of the Chilean financial sector, local and international economic developments and political conditions, among other factors. In addition, changes in interest rates affect securities and other investments or assets that are recorded at fair value and are therefore exposed to potential negative fair value adjustments. Any volatility in interest rates could have a material adverse effect on our financial condition and results of operations.

Table of Contents

The average annual short-term nominal interest rate in Chile for 90 to 360 day deposits received by Chilean financial institutions was 3.77% in 2015, 4.04% in 2016 and 3.03% in 2017. The average long-term nominal interest rate based on the interest rate of the Central Bank s five-year bonds traded in the secondary market was 4.14% in 2015, 4.09% in 2016 and 3.73% in 2017.

Inflation in Chile has been moderate in recent years, especially in comparison with periods of high inflation experienced in the 1980s and 1990s. High levels of inflation in Chile could adversely affect the Chilean economy, consumer purchasing power, household consumption and investment in machinery and equipment and, therefore, the demand for financing and our business. The annual inflation rate (as measured by annual changes in the CPI and as reported by the Chilean National Institute of Statistics) during the last five years and the first three months of 2018 was:

Year	**Inflation (CPI Variation)**
2013	3.0
2014	4.6
2015	4.4
2016	2.7
2017	2.3
2018 (through March 31)	0.7%

Source: Chilean National Institute of Statistics

Although we benefit from a higher than expected inflation rate in Chile due to the structure of our assets and liabilities (we have a significant net asset position indexed to the inflation rate), significant changes in inflation with respect to current levels could adversely affect our results of operations and, therefore, the value of both our shares and ADSs.

For more information, see Item 5. Operating and Financial Review and Prospects Operating Results Overview Inflation and Item 5. Operating and Financial Review and Prospects Operating Results Overview Interest Rates.

Part of the information included in our financial statements considers assumptions, estimates and modelling which, if inaccurate, could have a material impact on our results of operations and financial position.

The preparation of our financial statements requires management to make judgments and estimates that affect the amounts of assets, liabilities, income and expenses reported in our financial statements. Estimates and assumptions are based on historical experience, expert judgment and other factors, including expectations of future developments under certain alternative scenarios. Although assumptions and estimates are evaluated and revised on a continuous basis, we cannot rule out that projected scenarios could dramatically change in the short term, causing a severe impact on fundamentals and estimates.

We are also subject to model risk since the valuation of financial instruments relies on models and inputs, which in some cases are not observable. Accordingly, computed values for securities and financial instruments may be inaccurate or subject to change, since the inputs used for specific models may not be available, particularly for illiquid assets or under scenarios of financial turmoil. In these cases, we will make assumptions and judgments in order to establish the fair value of certain instruments, which involves uncertainty and may translate into inaccurate estimates of actual results.

The main accounting items subject to risk of incorrect valuation include impairment of loans and advances, valuation of financial instruments, impairment of available-for-sale securities, deferred tax assets and provisions for liabilities. If our judgment, assumptions or models used in valuing these items are inaccurate, there could be a material effect on our results, funding requirements and capital ratios.

Table of Contents

Operational problems, errors, criminal events or terrorism may have a material adverse impact on our business, financial condition and results of operations.

As all large financial institutions, we are exposed to many operational risks, including the risk of fraud by employees and outsiders, failure to obtain suitable internal authorizations, failure to properly document in-person and online transactions, equipment failures, mistakes made by employees and natural disasters, such as earthquakes, tsunamis, wildfires and floods. Furthermore, we are exposed to criminal events or terrorist attacks resulting in physical damage to our buildings (including our headquarters, offices, branches and ATMs) and/or injury to customers, employees and others. Although we maintain a system of operational controls composed of both trained staff and world-class technological resources, as well as comprehensive contingency plans and security procedures, there can be no assurances that operational problems, errors, criminal events or terrorist attacks will not occur and that their occurrence will not have a material adverse impact on our results of operations, financial condition and the value of our shares and ADSs.

Cybersecurity events could negatively affect our reputation or results of operations and may result in litigation.

We have access to large amounts of confidential financial information and hold substantial financial assets belonging to our customers as well as to us. In addition, we provide our customers with continuous online access to their accounts and the possibility of transferring substantial financial assets by electronic means while purchasing goods or withdrawing funds, in Chile and abroad with credit and debit cards issued by us. Accordingly, cybersecurity is a material risk for us.

We depend on a variety of internet-based data processing, communication, and information exchange platforms and networks. We cannot assure you that all of our systems are entirely free from vulnerability. Additionally, we enter into contracts with several third parties to provide our customers with data processing and communication services. Therefore, if information security is breached, or if one of our employees or external service providers breaches compliance procedures, information could be lost or misappropriated, which may affect our results of operations, damage others or result in potential litigation.

We are also exposed to cyber-attacks and other cybersecurity incidents in the normal course of business. There has recently been an increased level of attention focused on cyber-attacks against large corporations that include, but are not limited to, obtaining unauthorized access to digital systems for purposes of misappropriating cash, other assets or sensitive information, corrupting data or causing operational disruption. Cybersecurity incidents such as computer break-ins, phishing, identity theft and other disruptions could negatively affect the security of information stored in and transmitted through our computer systems and network infrastructure, which may result in significant liability to us in excess of insurance coverage, and may cause existing and potential customers to refrain from doing business with us. Although we, with the help of service providers, intend to continuously implement security technology devices and establish operational procedures to prevent such damage, we cannot assure you that these security measures will be successful.

Any downgrade in Chile s or our credit rating could increase our cost of funding, affecting our interest margins, results of operations and profitability.

Our current credit ratings determine the cost and the terms upon which we are able to obtain funding in the ordinary course of business. Rating agencies regularly evaluate us by taking into account diverse factors, including our financial strength, the business environment and the economic backdrop in which we operate. Thus, methodologies used by rating agencies evaluate Chile s sovereign debt ratings when determining our ratings. During 2017, both Standard & Poor s Ratings Service (S&P) and Fitch Ratings Service (Fitch) downgraded Chile s sovereign credit rating, while Moody s Investors Service (Moody s) changed the outlook to negative from stable. Following these rating actions, S&P and Moody s also changed Banco de Chile s ratings. In fact, during 2017 S&P downgraded our credit rating from A+ to A, changing the outlook from negative to stable. On the other hand, Moody s maintained Banco de Chile s credit rating in Aa3, although modified the outlook from neutral to negative. While Chile s current long-term debt credit ratings remain investment grade, these credit ratings may deteriorate further and adversely affect our credit rating.

Table of Contents

Any downgrade in our debt credit ratings could result in higher borrowing costs for us while requiring us to post additional collateral or limiting our access to capital markets. All of these factors could adversely impact our commercial business by affecting our ability to: (i) sell or market our products, (ii) obtain long-term debt and engage in derivatives transactions, (iii) retain customers who need minimum ratings thresholds to operate with us, (iv) maintain derivative contracts that require us to have a minimum credit rating and (v) enter into new derivative contracts, which could impact our market risk profile, among other effects. Any of these factors could have an adverse effect on our liquidity, results of operations and financial condition.

Due to the recent volatility in the financial markets and concerns about the soundness of developed and emerging economies, we cannot assure you that rating agencies will maintain our and Chile s sovereign debt current ratings and outlooks.

As a financial institution, we are subject to reputational risk that could materially affect our results of operations or financial condition

Corporate reputation is a crucial competitive advantage for us, as it allows us to attract and retain customers, appeal to investors and avoid employee attrition. Also, reputation is a key element in banking since access to funding is driven by the confidence of depositors and the opinion of ratings agencies on the value of our franchise. Therefore, any disreputable event, including employee misconduct, legal proceedings, regulatory sanctions, failure to deliver minimum standards of service quality, failure to comply with regulatory requirements, unethical behavior by our staff or involvement in political issues or public scandals (or gossip related thereto) could damage our reputation and produce significant harm to our results of operations or financial condition. Furthermore, our reputation is highly aligned with the reputation of the banking industry in which we participate and, therefore, actions by other providers of financial services or the banking industry as a whole could also harm our own reputation.

Similarly, the ability to manage potential conflicts of interest has become increasingly important factor for our business given our widespread operations in many economic sectors with diverse third parties. Accordingly, the failure to address or even the perceived failure to address conflicts of interest could affect the willingness of customers and investors to work with us, or could lead to legal actions against us. In order to address and avoid these potential events we are continuously improving our corporate governance standards by detecting potential failures and adopting world-class principles and procedures. Nevertheless, we cannot assure you that we will not face reputational events in the future that could harm our prospects or the value of our franchise. For more information on corporate governance, see Item 6. Directors, Senior Management and Employees Board Practices .

Risks Relating to our ADSs

Our principal shareholders may have interests that differ from those of our other shareholders and their significant share ownership may have an adverse effect on the future market price of our ADSs and shares.

As of April 20, 2018, LQ Inversiones Financieras S.A. (LQIF), a holding company beneficially owned by Quiñenco S.A. and Citigroup Chile S.A., holds directly and indirectly approximately 51.20% of the voting rights of our shares. Subject to our bylaws and applicable law, these principal shareholders are in a position to elect a majority of the members of our board of directors and control all matters decided by a shareholder vote, including the approval of fundamental corporate transactions.

Actions by our principal shareholders with respect to the disposition of the shares or ADSs they beneficially own, or the perception that such actions may occur, may adversely affect the trading price of our shares on the various stock exchanges on which they are listed and, consequently, the market price of the ADSs.

There may be a lack of liquidity and a limited market for our shares and ADSs.

While our ADSs have been listed on the New York Stock Exchange (the NYSE) since the first quarter of 2002, there can be no assurance that an active trading market for our ADSs will be sustained. During 2017, a daily average volume of approximately 44,241 of our American Depositary Receipts (ADRs) were traded on the NYSE, according to data provided by Bloomberg. Although our shares are traded on the Santiago Stock Exchange, the Valparaiso Stock Exchange and the Chilean Electronic Stock Exchange, the Chilean market for our shares in Chile is small and somewhat illiquid. As of April 20, 2018, approximately 31.89% of our outstanding shares were held by shareholders other than our principal shareholders, including LQIF, SM-Chile and SAOS, considering direct ownership and voting rights.

Table of Contents

If an ADS holder withdraws the underlying shares from the ADR facility, the small size of the market, its limited liquidity, as well as our concentrated ownership, may impair the ability of the ADS holder to sell the shares in the Chilean market in the amount and at the price and time such holder desires, and could increase the volatility of the price of our ADSs.

ADS holders may be unable to exercise voting rights at shareholders meetings and preemptive rights.

ADS holders may exercise voting rights associated with common stock only in accordance with the deposit agreement governing our ADSs. Accordingly, ADS holders will face practical limitations when exercising their voting rights because ADS holders must first receive a notice of a shareholders meeting from the Depositary and may then exercise their voting rights by instructing the Depositary, on a timely basis, on how they wish to vote. This voting process necessarily will take longer for ADS holders than for direct common stock holders, who are able to exercise their vote by attending our shareholders meetings. Therefore, if the Depositary fails to receive timely voting instructions from some or all ADS holders, the Depositary will assume that ADS holders agree to give a discretionary proxy to a person designated by us to vote their ADSs on their behalf. Furthermore, ADS holders may not receive voting materials in time to instruct the Depositary to vote. Accordingly, ADS holders may not be able to properly exercise their voting rights.

Furthermore, the *Ley Sobre Sociedades Anónimas No. 18,046* (the Chilean Corporations Law) and the *Reglamento de Sociedades Anónimas* (the Chilean Corporations Regulations) require that whenever we issue new common stock for cash, we grant preemptive rights to all of our shareholders (including holders of ADSs) to purchase a sufficient number of shares to maintain their existing ownership percentage. Such an offering would not be possible unless a registration statement under the Securities Act were effective with respect to such rights and common stock or an exemption from the registration requirements thereunder were available.

We may elect not to make a registration statement available with respect to the preemptive rights and the common stock, in which case you may not be able to exercise your preemptive rights. If a registration statement is not filed, the depositary will sell such holders preemptive rights and distribute the proceeds thereof if a premium can be recognized over the cost of any such sale.

Developments in international financial markets may adversely affect the market price of the ADSs and shares

The market price of our ADSs and shares may be adversely affected by volatility in international financial markets and adverse global economic conditions. The market for Chilean securities and the Chilean economy as a whole are influenced by economic and market conditions in the United States, Europe and certain emerging market economies, especially Asian countries, and also economic as well as political developments in Latin American countries. Although economic conditions are different in each country, investors reactions to specific issues in one country may affect the financial markets in others, including Chile. Therefore, unfavorable developments in other countries especially in developed economies and Chile s main commercial partners may adversely affect the market price of our ADSs and shares.

The global economy appears to have overcome a long period of turbulence and volatility, which began in 2007 with the subprime mortgage crisis, when many U.S. banks and financial institutions disclosed significant write-downs related to their exposure to mortgage-backed securities and other similar financial instruments. This situation led to significant government intervention for important banks worldwide, bankruptcy for others and active M&A activity intended to rescue failing banks and maintain the confidence of investors and customers while avoiding bank runs. Today, these government actions are less frequent and the U.S. economy in particular is showing solid signs of recovery. Accordingly, in

December 2015, the U.S. Federal Reserve began to taper its quantitative easing programs undertaken after the subprime crisis. Since then, the U.S. Federal Reserve has gradually increased the marginal standing facility rate from a range of 0%-0.25% to 0.25%-0.50% in December 2015, most recently increasing this range to1.25%-1.50% in December 2017. Although these increases were expected and perceived as a positive signal worldwide for investors and traders, we cannot assure you that past developments will not occur again in the future or that any future developments in the international markets will not affect us, including our results of operations and, consequently, the market price of our ADSs and shares.

Table of Contents

Additionally, during 2015, new doubts about the financial condition of European banks arose. Similarly, the fiscal condition of many countries remained weak. Even though our exposure to customers from troubled European countries such as PIIGS countries (Portugal, Ireland, Italy, Greece and Spain) only represents 0.07% of our total loans as of December 31, 2017, we cannot assure you that volatility in global financial markets due to the uncertainty regarding the fiscal condition of these or other European countries will not continue and affect the Chilean economy and consequently the financial condition and results of operations of the entire Chilean banking system, including us. Accordingly, the price of our ADS could be adversely affected by a new financial turmoil in the Eurozone, political issues, armed conflicts, uncertainty due to terrorism, a slower than expected recovery, or a deterioration in healthier economies, such as Germany.

Lastly, uncertainty regarding the future of emerging and developed economies remains, given specific issues. For example, recent political developments such as the election of new administrations in developed countries, the upcoming elections in Latin America, the materialization of the exit of Great Britain from the Eurozone, armed conflicts in the Middle East and Asia, escalating tensions between the U.S. and North Korea, terrorism, the global migration crisis and waves of populism looming in different countries, illustrate volatile social and political environments that could harm foreign trade and economic growth. In particular, the U.S. government has begun the renegotiation of or continued to suggest an intention to re-negotiate certain free trade agreements that the U.S. holds with various nations while implementing higher import taxes, among other measures. Although the effects of any of the current or potential renegotiations are still unclear, any policy undertaken by the U.S. government in this respect may have a material adverse effect on global trade and capital markets, which, in turn, could impact the Chilean economy, the local banking industry and, ultimately, our results of operations, financial condition and the price of our ADS. Similarly, following the Brexit referendum in June 2016, the U.K. government initiated the formal process to leave the EU on March 29, 2017, which will result in the U.K. leaving the EU on March 29, 2019 unless the U.K. and the remaining EU member states agree otherwise. The consequences of Brexit, together with the significant uncertainty regarding the terms on which the U.K. will leave the EU, could introduce additional uncertainties into global financial markets. Additionally, developments in the Chinese economy have led to increasing volatility in the financial markets in the past, affecting international commodity prices, including copper which is Chile s main export. Due to the importance of copper exports and overall mining activity to Chilean economic growth, a prolonged slowdown in the Chinese economy, a Chinese-U.S. trade war or other developments may drive copper prices down and adversely affect the Chilean economy. Although our exposure to the Chilean mining sector does not exceed 1.7% in terms of total loans, we cannot assure you that new developments affecting the Chinese economy will not have a material impact on overall Chilean economic activity and, therefore, in the local banking industry which could lead to lower loan growth for us and the Chilean financial industry as a whole, affecting the price of our shares and ADS.

While we are not experiencing any immediate adverse impact on our financial condition as a direct result of Brexit, adverse consequences such as deterioration in economic conditions, volatility in currency exchange rates or other adverse changes such as reduced growth and higher volatility in global capital markets all of which could adversely affect the price of our ADSs.

In the past, Chile has imposed controls on foreign investment and repatriation of investments that affected investments in, and earnings from, our ADSs.

Equity investments held in Chile by non-Chilean residents have historically been subject to various exchange control regulations that restrict the repatriation of investments and earnings from Chile. In April 2001, the Central Bank eliminated most of the regulations affecting foreign investors, although they still have to provide the Central Bank with information related to equity investments and must conduct such operations within the Formal Exchange Market. Additional Chilean restrictions applicable to holders of our ADSs, the disposition of the shares underlying them, the repatriation of the proceeds from such disposition or the payment of dividends may be imposed in the future, and we can neither determine in advance nor advise you as to when or how those restrictions could impact you, if imposed.

If for any reason, including changes in Chilean law, the depositary for our ADSs were unable to convert Chilean pesos to U.S. dollars, investors would receive dividends and other distributions, if any, in Chilean pesos.

Table of Contents

Risks Relating to Chile

Our growth and profitability depend on the level of economic activity in Chile.

Our core business and transactions are with customers doing business in Chile. Accordingly, our ability to grow our business volumes and results of operations, as well as enhance our financial condition, in general, depends on the dynamism of the Chilean economy and specific macroeconomic variables such as inflation, unemployment, interest rates, consumption and investment. The global financial crisis of 2008 that dramatically affected the economic growth in developed countries also affected the Chilean economy by the end of 2008 and during the first three quarters of 2009. This translated into a subsequent slowdown in the local banking industry due to lower levels of consumption and deteriorated credit quality in loan portfolios prompted by unemployment and financial stress experienced by certain economic sectors. Conversely, between 2010 and 2012 the local economy and the banking industry evidenced a significant upturn, fostered by real GDP growth that averaged 5.7% per year, mainly as a result of the recovery in consumption and investment, as well as higher fiscal spending associated with the reconstruction process after a significant earthquake in 2010.

During 2013, the Chilean economy entered into a moderate slowdown by recording a 4.0% GDP expansion, which deepened throughout the following years with GDP recording annual expansions of 1.9%, 2.3% and 1.3% in 2014, 2015 and 2016, respectively. This trend in GDP deceleration was the result of low levels of both corporate and individual confidence, as evidenced by indexes (IPEC and IMCE) used by the Central Bank, due to factors such as slower growth of Chile s main commercial partners, especially China, and uncertainty associated with diverse reforms presented by the administration appointed in 2014. During 2017, the Chilean economy continued to grow slowly by recording a moderate 1.5% expansion, mainly supported by an increase of 2.4% in private consumption that helped offset a 1.1% decrease in investment (understood as fixed capital formation). Although the Chilean economy has growth potential of at least 3.2% per year and GDP expansion continues to be positive, we cannot assure you that the local economy will continue growing in the future or that developments affecting the Chilean economy and the local banking industry will not materially affect our business, financial condition or results of operations. For more information, see Item 5. Operating and Financial Review and Prospects Operating Results Overview .

Currency fluctuations could adversely affect the value of our ADSs and any distributions on the ADSs.

The Chilean government s economic policies and any future changes in the value of the Chilean peso with respect to the U.S. dollar could affect the dollar value of our common stock and our ADSs. Given the floating exchange rate regime that exists in Chile, the Chilean peso has been subject to large fluctuations in the past and this trend could occur again in the future. According to information published by the Central Bank, between December 31, 2016 and December 31, 2017, the value of the U.S. dollar relative to the Chilean peso decreased by approximately 7.8%, as compared to the decrease of 5.7% recorded in the period from December 31, 2015 to December 31, 2016. See Item 3. Key Information Selected Financial Data Exchange Rates.

Chilean trading in the shares underlying our ADSs is conducted in Chilean pesos. Cash dividends associated with our shares of common stock are received in Chilean pesos by the depositary, which then converts such amounts to U.S. dollars at the then-prevailing exchange rate for making payments in respect of our ADSs. If the value of the U.S. dollar increases relative to the Chilean peso, the dollar value of our ADSs and any distributions to be received from the depositary will decrease. In addition, the depositary will incur customary currency conversion costs (to be borne by the holders of our ADSs) in connection with the conversion and subsequent distribution of dividends or other payments. For more information, see Item 10. Additional Information Exchange Controls.

Our results of operations may be affected by fluctuations in the exchange rates between the Chilean peso and the U.S. dollar despite our policy and Chilean regulations related to the general avoidance of material exchange rate mismatches. In order to reduce the effect of exchange rate mismatches we enter into foreign exchange derivative transactions that hedge our exposure. As of December 31, 2017, our foreign currency-denominated assets and Chilean peso-denominated assets, which contain repayment terms linked to changes in foreign currency exchange rates, exceeded our foreign currency-denominated liabilities and Chilean peso-denominated liabilities, which contain repayment terms linked to changes in foreign currency exchange rates, by an amount of Ch$2,750 million, or 0.09% of our paid-in capital and reserves.

Table of Contents

We may decide to change our policy regarding exchange rate mismatches. Regulations that limit such mismatches may also be amended or eliminated by regulatory institutions. Higher exchange rate mismatches will increase our exposure to the devaluation of the Chilean peso, and any such devaluation may impair our capacity to service foreign-currency obligations and may, therefore, materially and adversely affect us, our financial condition and results of operations. Additionally, the economic policies of the Chilean government and any future fluctuations of the Chilean peso with respect to the U.S. dollar could adversely affect our financial condition and results of operations.

Chile has corporate disclosure standards different from those you may be familiar with in the United States.

Chilean disclosure requirements for publicly listed companies differ from those in the United States in some significant aspects. In addition, although Chilean law imposes restrictions on insider trading and price manipulation, the Chilean securities markets are not as highly regulated and closely supervised as the U.S. securities markets. Accordingly, the information about us available to you will not be the same as the information available to shareholders of a U.S. company. For more information, see Item 16G. Corporate Governance.

Chilean law may provide shareholders with fewer and less well-defined rights.

Our corporate affairs are governed by our *estatutos* (bylaws) and the laws of Chile. Under such laws, our shareholders may have fewer or less well-defined rights than they might have as shareholders of a corporation incorporated in a U.S. jurisdiction. For example, our shareholders would not be entitled to appraisal rights in the event of a merger or other business combination undertaken by us.

Our business growth, asset quality and profitability may be affected by political and social developments in Chile in the long run.

Our operations are highly dependent on the Chilean political and social environment, as most of our customers and borrowers do business in Chile. Thus our results of operations could be negatively impacted by unfavorable political and diplomatic developments, social instability or unrest, as well as dramatic changes in public policies, including expropriation, nationalization, international ownership legislation, interest rate caps and tax policy. Although Chile has a tradition of compliance with the rule of law, we cannot assure you that this trend will continue in the future.

Reforms to labor and pension laws as well as labor strikes or slowdowns could adversely affect our results of operations.

We are a party to collective bargaining agreements with various labor unions to which most of our employees belong. Therefore, disputes with regard to the terms of these agreements or our potential inability to negotiate acceptable contracts with these unions could result in, among other things, strikes, work stoppages, or other slowdowns by the affected workers. If unionized workers were to engage in a strike, work stoppage, or other slowdown, or other employees were to become unionized, we could experience disruption of our operations or higher ongoing labor costs, either of which could have a material adverse effect on our results of operations. See Item 6. Directors, Senior Management and Employees Employees.

On September 8, 2016 the Chilean government passed a law reforming the Chilean labor framework, which went into effect on April 1, 2017. This law enhances and empowers labor unions negotiation position through amendments to the collective bargaining process, such as (i) a prohibition against replacing employees during a strike, (ii) the authorization for inter-company unions to collectively bargain in specific cases, (iii) the extension of a union´s access to information, such as the employer s financial information and labor conditions, among others, (iv) the establishment of minimum threshold requirements for the terms and conditions of the collective bargaining process, which cannot be more restrictive than the previous collective agreement, and (v) the definition of a company s minimum services and emergency teams by the applicable labor regulator after negotiations between a company and each labor union prior to the commencement of a collective bargaining process. With respect to clause (v), minimum services refer to those functions of a company which must continue to be provided during a strike because they have been determined to be essential to protect assets and facilities, to prevent accidents, guarantee public utility services, meet the basic needs of the population and prevent environmental damage or harm to health. A company s emergency teams are made up of workers assigned by each union to fulfill such minimum services. As further explained in Item 8 Financial Information Legal Proceedings Setting of Minimum Services and Emergency Teams in Case of a Strike , we are currently in the process of challenging the minimum services and emergency teams that have been assigned to us in two separate administrative proceedings. As of the date of this annual report, we cannot offer any assurance as to the final outcome of these legal proceedings. To the extent we are not able to prevail, in the event of futures strikes, we could face operational disruption due to an inadequate number of minimum services and insufficient staff for the emergency teams.

Table of Contents

In August 2017, a reform to the local pension system was presented to the Chilean congress for discussion. The main change to the current system would consist of an increase in the compulsory rate of savings, from the current 10% contribution rate to a 15% rate. The 5% net increase would be paid exclusively by employers. However, in March 2018 the new government announced intentions to introduce changes to the reform. Because the specific contents and extent of the modifications to the reform are unknown, and there is no certainty as to when and how this reform would go into effect, if approved, we cannot yet assess whether this reform would substantially affect our results of operations.

Table of Contents

Item 4 Information on the Company

History and Development of the Bank

Overview

We were founded in 1893, and we have been, for much of our history, among the largest and most profitable Chilean banks in terms of return on average assets and average equity in Chile. Our core business is commercial banking in Chile, providing traditional banking products and specialized financial services to our large and diversified customer base of individuals and companies.

Our legal name is Banco de Chile and we are organized as a banking corporation under the laws of Chile and were licensed by the SBIF to operate as a commercial bank on September 17, 1996. Our main executive offices are located at Paseo Ahumada 251, Santiago, Chile, our telephone number is +56 (2) 2637-1111 and our website is www.bancochile.cl. Our representative in the United States is Puglisi & Associates, with offices at 850 Library Avenue, Suite 204, Newark, Delaware 19711.

We are a full service financial institution that provides, directly and indirectly through our subsidiaries, a wide variety of lending and non-lending products and services to all segments of the Chilean financial market, providing our customers with powerful, differentiated and comprehensive value offerings. Our business is not materially affected by seasonality. We organize our operations and deliver our services to our customers through the following four principal business segments:

(i) retail banking;

(ii) wholesale banking;

(iii) treasury and money markets; and

(iv) subsidiaries.

Through our retail banking segment, we provide our individual customers with credit cards, installment loans and residential mortgage loans, as well as traditional deposit services, such as current accounts, demand deposits, demand accounts, savings accounts and time deposits. Our retail customers also include micro, small and medium sized companies that we serve by providing them with short and long term financing, as well as diverse deposit and cash management solutions. In addition, our banking services for wholesale customers include commercial loans (including factoring and leasing), trade finance, capital markets services, cash management and non-lending services, such as payroll, payment and collection services, as well as a wide range of treasury, financial advisory and risk management products.

In 2008, we enhanced our value offerings by entering into a strategic partnership with Citigroup Inc., as a result of our merger with Citibank Chile. We also offer international banking services through our representative office in Beijing and a worldwide network of correspondent banks.

In addition to our traditional banking operations, our subsidiaries and affiliates permit us to offer a variety of non-banking but specialized financial services including securities brokerage, mutual funds management, investment banking, insurance brokerage, securitization and collection services.

According to the SBIF, under Chilean GAAP, as of December 31, 2017, we ranked first in the Chilean banking industry in terms of net income attributable to equity holders with a market share of 26.1%. As of the same date and excluding operations of subsidiaries abroad, we continued to be the second largest bank in Chile in terms of total loans with a market share of 17.2%, the largest provider of commercial loans with a market share of 16.8%, the second largest provider of consumer loans with a market share of 19.7% and the second largest private sector bank in terms of residential mortgage loans with a market share of 17.0%. As for liabilities, excluding operations of subsidiaries abroad, we were the largest private bank in Chile in terms of average balances of current accounts and demand deposits with a market share of 23.0% and, more importantly, we ranked first in current account balances held by individuals with a market share of 28.8%, both as reported by the SBIF and as of December 31, 2017.

Table of Contents

Lastly, according to the Chilean Association of Mutual Funds, as of December 31, 2017, we were the largest provider of mutual funds management services in Chile with a market share of 20.9%.

As of December 31, 2017, we had:

- total assets of Ch$32,561,437 million (approximately U.S.$52,908.4 million);
- total loans of Ch$25,451,513 million (approximately U.S.$41,355.7 million), before deducting allowances for loan losses;
- total deposits of Ch$18,983,484 million (approximately U.S.$30,845.9 million), of which Ch$8,915,706 million (approximately U.S.$14,487.0 million) correspond to current account and demand deposits;
- equity (including net income, non-controlling interest and provisions for minimum dividends) of Ch$3,545,348 million (approximately U.S.$5,760.8 million);
- net income attributable to equity holders of Ch$572,080 million (approximately U.S.$929.6 million); and
- market capitalization of approximately Ch$9,805,191 million (approximately U.S.$15,932.3 million).

As of December 31, 2017, we had 14,023 employees and delivered financial products and services through a nationwide distribution network of 399 branches and 1,464 automatic teller machines (ATMs). Our ATMs are part of a larger network of 7,434 ATMs operating in Chile, of which 4,583 ATMs operate under a network managed by Redbanc S.A., a company we partly own along with nine other private sector banks).

History

We were founded in 1893 as a result of the merger of Banco Nacional de Chile, Banco Agrícola and Banco de Valparaíso, which created the largest private sector bank in Chile. We have played an important role in the economic history of Chile. Before the creation of the Central Bank in 1926 and prior to the enactment of the General Banking Act, we were the main stabilization agent of the Chilean banking system, a role that is now performed by the Central Bank. Beginning in the early 1970s, the Chilean government assumed control of a majority of Chilean banks, and all but one of the foreign banks that were operating at that time closed their branches and offices within the country. Throughout this era, we remained as a private sector bank, with the exception of a portion of our shares owned by the Chilean government that were sold to private investors in 1975. Throughout our history we have developed a well-recognized brand name in Chile and expanded our operations in foreign markets, where we developed an extensive network of correspondent banks. In the early twentieth century, we established a representative office in London, which we maintained until 1985, when our operations in Europe were moved to Frankfurt. The office in Frankfurt was closed in 2000, when our foreign operations were centralized at the New York branch. In 1987 and 1988, we established four subsidiaries to provide a full range of specialized financial products and services as permitted by the General Banking Act. In 1999, we widened our scope of specialized financial services by creating our insurance brokerage and factoring subsidiaries. According to our estimates, we remained the largest private bank in Chile until 1996. During the early 2000s, the Chilean banking industry witnessed intense merger and acquisition activity. In 2002, we merged with Banco de A. Edwards, which allowed us to expand our business to new customer segments. In 2008, we sold our U.S. branch to Citigroup in connection with our merger with Citibank Chile that was carried out during the same year. As a result of these consolidations, we currently operate a distribution network that is composed of three brand names, namely, Banco de Chile (which operates throughout Chile), Banco Edwards-Citi (which is primarily oriented to higher income segments) and Banco CrediChile (which is focused on consumer loans and demand accounts for lower and middle income segments).

In 2013, we completed a very successful year by leading the industry in operating revenues for the first time in our recent history and net income attributable to equity holders, according to information published by the SBIF. These achievements enabled us to remain the most profitable bank in Chile in terms of return on average equity and average assets. Our leading position in net income attributable to equity holders was also a consequence of our market leading performance in expenses, which allowed us to reach the lowest efficiency ratio in the local industry, according to information published by the SBIF. Also, in order to maintain a convenient and well-diversified liability structure, we have continued to seek alternative financing opportunities, especially overseas. In this regard, during 2013 we carried out four placements in Switzerland for a total amount of approximately U.S.$785 million. Also, we established a medium term notes program (the MTN Program) in Luxembourg. Under this program we issued medium term notes in Hong Kong and Japan for approximately U.S.$168 million and U.S.$167 million, respectively.

Table of Contents

During 2014, the Chilean economy entered into a slowdown cycle, which affected investment and the growth of commercial loans. Amid this slowdown, we took advantage of our competitive strengths and continued to optimize our risk-return relationship by keeping our credit risk under control and developing innovative commercial strategies. As a result, we remained at the top of the industry in terms of net income generation and return on average equity, according to information published by the SBIF as of December 31, 2014. In order to achieve these goals, we improved customer experience by launching cutting-edge mobile banking solutions and applying world-class business intelligence methodologies. Furthermore, we continued to diversify our funding structure by issuing long term bonds in Switzerland, Japan and Hong Kong, while taking advantage of our U.S.$1,000 million commercial paper program, which was established in 2010 (the Commercial Paper Program) to raise short-term funds. Lastly, we recorded a 15.9% annual expansion in current accounts and demand deposit (year-end balances) that enabled us to rank first in these liabilities within the local banking industry, according to information released by the SBIF as of December 31, 2014. These figures were reflected by the interest of investors in Banco de Chile s stock, which recorded an 86.5% annual increase in trading volumes (excluding the effect of the LQIF secondary offering), the highest increase among all publicly listed Chilean banks.

During 2015, the economic backdrop remained a leading challenge for the banking industry. However, we remained the most profitable bank in Chile (in terms of return of return on average capital and reserves and return of average assets for banks with market share in loans above 3.0%) and the first bank in net income attributable to equity holders. These accomplishments were due to diverse initiatives implemented during the year, including innovation in IT solutions for our customers, which has become one of our main goals. Due to these initiatives, we were recognized as the *Best Consumer Digital Bank in Chile* by *GlobalFinance* and as the *Best Internet and Mobile Bank in Chile* by *Global Banking & Finance Review* in 2015. In addition, we entered into two strategic partnerships with both a local and an international airline, which will benefit our 1.5 million credit card holders. We also acquired a commercial loan portfolio from a local bank amounting to approximately Ch$564 billion. Moreover, 2015 was a record year for Banco de Chile in terms of bond placements amounting to approximately Ch$1,342 billion, of which Ch$156 billion were placed abroad under the U.S.$3 billion MTN Program we maintain in Luxembourg.

Throughout 2016 we continued to face economic headwinds as the local economy s growth continued to slowdown. Amid this environment, we focused on growing profitably by concentrating on those segments with a more balanced risk-return relationship. Thus, in spite of recording a moderate annual expansion of 3.4% in total loans, we managed to remain first in terms of net income attributable to equity holders and profitability (for banks with market share above 3.0% in total loans) within the local banking industry, with a market share of 28.4% and a ROAE of 19.6%, both under our internal reporting policies. Our customer-centric approach has been crucial to these achievements and we believe our service quality makes a difference when compared to our competition. During 2016 we accomplished significant advances on this matter such as attaining the highest net promotion score among the main Chilean banks for first time in our recent history while also reducing our attrition rate. We believe these achievements were the result of diverse projects and strategies intended to enhance customer proximity. Thus, during 2016 we launched a new personal banking website, with improved functionalities and enhanced our mobile banking solutions by adding new applications for smartphones. In terms of service quality, we revised and updated our portfolio of high income customers, opened new specifically-oriented branches for preferential customers and set up a new service model for premium customers called Private Wealth Management. Lastly, we continued to strengthen the benefits associated with our loyalty program for credit card users by adding new alliances, such as Iberia Airlines, to the package of already existing services and providers. Based on all of these initiatives, during 2016 we were recognized by various specialized publications covering multiple areas of banking activity including Most Valuable Banking Brand in Chile by The Banker, Most Innovative Banking Solutions in Chile by Global Business Outlook, Best Consumer Digital Bank in Chile by Global Finance and Best Bank in Chile by World Finance.

25

During 2017, we remained first in terms of net income and profitability within the local banking industry, with a market share of 26.1% and a ROAE of 19.3%, both under our internal reporting policies. These achievements were attained during a difficult economic landscape, which resulted in a significant slowdown of the corporate lending business and may substantially impact certain macroeconomic indicators such as unemployment, which may adversely affect the credit quality of our personal banking business. Amid this environment, we maintained our customer-centric approach and focused on developing new ways to enhance the customer experience by expanding our service offerings, business platforms and benefits to our loyalty program. For example, we launched a new website for companies, aimed at serving corporates, other large companies and SME customers. Similarly, we created a new mobile application and upgraded existing ones. We released MiInversion which serves as a portfolio management platform for retail customers and developed an On/Off functionality for the MiBanco application that enables customers to block/unblock their credit cards in case of theft or misplacement. We believe remote channels are the future of banking and are continuously promoting their use among customers while seeking new solutions to offer banking products through mobile or internet technologies. This strategy boosted demand for mobile and internet services that during 2017 reflected increases of 78% and 11% in monetary transactions using these means, respectively. In addition, our enhanced loyalty program added new alliances with GOL Airlines and British Airways and negotiated access to a VIP lounge for customers at the Santiago airport. These initiatives demonstrate our commitment to superior customer service and allowed us to obtain a 73.3 % average net promoter score in 2017, as measured by a syndicated study conducted by Consultores Asociados de Marketing Cadem S.A., or CADEM, the highest among our relevant peers. We also undertook transformational changes by assessing relevant processes in terms of efficiency, cost control and operational risk. We believe these actions are necessary to maintain our market leading position in an increasingly competitive banking industry. Lastly, we received many recognitions for our business performance and digital strategy including being recognized as the Best Bank in Chile, Best Digital Bank for Companies in Chile and Best Sub-Custodian Bank in Chile by Global Finance and being named the Best Mobile and Digital Bank in Chile and the Best Investment Bank in Chile by Global Banking & Finance Review.

Merger with Banco de A. Edwards

On December 6, 2001, our shareholders approved our merger with Banco de A. Edwards, which became effective on January 1, 2002. Banco de A. Edwards had been listed on the NYSE since 1995, and since January 2002, we have been listed on the NYSE under the symbol BCH. We concluded the merger process with the consolidation of a new corporate structure and the integration of our technological platforms.

Merger with Citibank Chile

On December 27, 2007, our shareholders approved our merger with Citibank Chile, which became effective on January 1, 2008. During 2008, we integrated Citibank Chile s technological platforms with ours and established a new organizational structure in order to satisfy the needs of our customers and to achieve important synergies. We concluded the merger process with the integration of Corporación Financiera Atlas S.A. (Citibank Chile s consumer area) into our consumer finance area (CrediChile), which allowed us to nearly double our customer base and market share in consumer finance. As result of this merger and integration process, we entered into the following agreements with Citigroup Inc. to provide a framework for our relationship with Citigroup Inc., its services and trademarks in Chile: (i) the Global Connectivity Agreement, (ii) the Cooperation Agreement, (iii) the Trademark License Agreement and (iv) the Master Services Agreement. On October 22, 2015, we entered into a new Global Connectivity Agreement, a new Cooperation Agreement and a new Trademark License Agreement with Citigroup Inc. All of these new agreements replaced the original agreements we entered into on December 27, 2008. In addition, on January 26, 2017, we entered into a new Master Services Agreement with Citigroup Inc. On August 24, 2017, we agreed to extend the Cooperation Agreement dated October 22, 2015 for a period of two years beginning on January 1, 2018, pursuant to which the parties may agree, to extend for another two-year term to commence on January 1, 2020. As a result of the extension of the Cooperation Agreement, the new Global Connectivity Agreement, Trademark License Agreement and Master Services Agreement were extended under the same terms as the Cooperation Agreement. For more information, see Item 7. Major Shareholders and Related Party Transactions Related Party Transactions.

Table of Contents

Technological Projects

During 2015, our efforts were concentrated on providing our customers with ground-breaking mobile applications intended to improve their access to banking products and services. Similarly, we implemented initial stages of various technological projects to support commercial activities while reinforcing operational excellence and security in internet-based transactions. Thus, in 2015, we launched three new smartphone applications, namely, MiCuenta, MiPass and MiSeguro, which allow our customers to execute various banking transactions through their mobile phones, including paying monthly bills, generating secure passwords for electronic money transfers and enrolling in and managing insurance policies offered by our insurance brokerage subsidiary. Due to these applications, and those launched last year, in 2015, we were distinguished as the *Best Consumer Digital Bank in Chile* by *GlobalFinance* and the *Best Mobile Banking and Internet Banking in Chile* by *Global Banking & Finance Review*. Similarly, we implemented the first stage of a new website with diverse functionalities especially designed for the needs of companies in the wholesale banking segment. Additionally, we implemented a new internet-based service for money exchange. From an operational point of view, we took several steps to improve efficiency. Among these accomplishments, we implemented a paperless system for credit risk committees, a new platform for post-sale support for leasing operations and a pilot project for approving and clearing documentation based on images. Also, we focused on reducing the likelihood of electronic fraud and criminality against banking services by setting a new password- generating system for cash management services while replacing approximately 60% of our ATMs with newer devices and more secure infrastructure as required by the SBIF.

In 2016 we undertook diverse technological initiatives intended to adequately support our core business and improve our operating efficiency. Our main initiative to support to our core business was the implementation of a new internet-based platform for personal banking with a friendlier design and more efficient architecture that boosted online transactions, increased customer satisfaction and decreased web surfing time. Furthermore, we implemented the first stage of a new commercial platform, called Business Center, which includes a new system aimed at integrating the sale and post-sale process. Business Center will also become our CRM system in the future. We also put into practice a modern platform for our leasing business. In addition, we continued to enhance the capabilities of our Treasury by upgrading the Murex system, completing a new phase of the platform that allows us to clear derivatives with other Chilean banks while setting up diverse IT solutions to clear derivatives contracts with European counterparties (EMIR). We also continued to reinforce our mobile offerings by improving the mass-market appeal of MiPass, originally introduced in 2015. In addition, we implemented online notifications of payments, money transfers and credit card charges, which are received by customers on their smartphones at the moment of transaction, In regard to efficiency, during 2016 we completed several projects intended to digitalize documents, reports and forms in order to avoid printing and implemented a new image-based model for controlling operations carried out by tellers and representative officers. Similarly, we automated diverse form filling procedures for operations related to personal banking and SMEs and set up platforms and procedures for pre-approval operations. Finally, we continued to develop the last stages of our ATM replacement schedule by renewing 96% of our total network, in accordance with the requirements imposed by the Chilean regulator.

During 2017 we continued to develop the Business Center project, which is our new Sales & Customer Relationship Management tool. This system is expected to support significant improvements in the quality and responsiveness of our back-office and front-office operating processes to enhance our customer centric vision. In response to a 360-degree survey of our customer base, we launched, developed and completed various modules of our CRM platform which positioned us for the successful implementation of a new pricing model that enabled us to provide tailored lending solutions to our diversified customer base. We also upgraded the Time Deposits and Savings module, which permits account officers to tailor offerings to personal banking customers. Moreover, we completed the renewal of our ATM network to meet the new security and quality standards required by the SBIF. Additionally, we launched two new platforms for companies. We renewed the website business platform for these customers by adding new functionalities, security standards and the ability to conduct paperless transactions. We implemented a new electronic platform for factoring, which is aimed at improving the interaction with customers by making transactions easier while also upgrading the middle and back-office systems for this business. In personal banking, we maintained our focus on innovation and digital banking by adding new functionalities to existing mobile applications including the authorization of web transactions through MiPass application, access to MiBanco by means of fingerprint scanner, e-commerce payments through MiPago and an On/Off functionality for credit cards in MiBanco.

27

Table of Contents

Through these efforts we have maintained our commitment to anticipating changes and minimizing risks related to technological advances, including cybersecurity risks, as mentioned in Item 3. Key Information Risk Factors Risks Relating to our Operations and the Chilean Banking Industry and Item 3. Key Information Risk Factors Risks Relating to our Operations and the Chilean Banking Industry Cybersecurity events could negatively affect our reputation or results of operations and may result in litigation.

The 1982-1983 Economic Crisis and the Central Bank Subordinated Debt

During the 1982-1983 economic crisis, the Chilean banking system experienced significant instability that required the Central Bank and the Chilean government to provide assistance to most Chilean private sector banks, including us. During this period, we experienced significant financial difficulties. In 1985 and 1986, we increased our capital and sold shares representing 88% of our capital to more than 30,000 new shareholders. As a result, no single shareholder held a controlling stake in the Bank. In 1987, the SBIF returned complete control and administration of the Bank to our shareholders and our board of directors by ending our provisional administration based on our successful capital increases as required by Law No. 18,401.

Subsequent to the crisis, like most major Chilean banks, we sold certain of our non-performing loans to the Central Bank at face value on terms that included a repurchase obligation. The repurchase obligation was later exchanged for subordinated debt of each participating bank issued in favor of the Central Bank. In 1989, pursuant to Law No. 18,818, banks were permitted to repurchase the portfolio of non-performing loans for a price equal to the economic value of such loans, provided that the banks assume a subordinated obligation equal to the difference between the face and economic value of such loans. In November 1989, we repurchased our portfolio of non-performing loans from the Central Bank and assumed the Central Bank s subordinated debt related to our non-performing loans.

The original repayment terms of our Central Bank subordinated debt, which at December 31, 1989 equaled approximately Ch$1,669,613 million or U.S.$ 2,713 million, in real terms, as of December 31, 2017, required that a certain percentage of our income before provisions for the subordinated debt be applied to repay this obligation. The Central Bank subordinated debt did not have a fixed maturity, and payments were made only to the extent that we earned income before provisions for the subordinated debt. In 1993 we applied 72.9% of our income before provisions to repay the Central Bank subordinated debt. In 1994 we applied 67.6%, and in 1995 we applied 65.8% of our income before provisions to repay the Central Bank subordinated debt.

In November 1996, pursuant to Law No. 19,396, our shareholders approved a reorganization by which we were converted into a holding company named SM-Chile. In turn, SM-Chile organized a new wholly-owned banking subsidiary named Banco de Chile, to which the former contributed all of its assets and liabilities, other than the Central Bank subordinated debt, to the latter. In addition, SM-Chile created SAOS, a second wholly-owned subsidiary that, pursuant to a prior agreement with the Central Bank, assumed a new repayment obligation in favor of the Central Bank that replaced the Central Bank subordinated debt in its entirety.

This Central Bank debt, for which SAOS is solely responsible and for which there is no recourse to us or SM-Chile, was equal to the unpaid principal of the Central Bank subordinated debt that it replaced but had terms that differed in some aspects, such as the rescheduling of the debt for a term of 40 years providing for equal annual installments and a pledge of our shares as collateral for such debt. The Central Bank debt bears interest at a rate of 5.0% per year and is UF-denominated.

In exchange for assuming the Central Bank debt, SAOS received from SM-Chile 63.6% of our shares as collateral. Although shares held by SAOS as collateral have economic rights that belong to the Central Bank, their voting rights are exercised by SM-Chile s shareholders.

Pursuant to SM-Chile s bylaws, that company will exist until the Central Bank subordinated debt has been completely paid off by SAOS. Once SM-Chile is liquidated, shares of Banco de Chile owned by SM-Chile and held by SAOS, and the proceeds obtained from the liquidation of any other assets owned by SAOS, shall be distributed among SM-Chile s shareholders as described in Item 7. Major Shareholders and Related Party Transactions Ownership Structure. At that time, the former SM-Chile shareholders will become direct shareholders of Banco de Chile.

Table of Contents

As a result of our merger with Banco de A. Edwards, the percentage of our shares held by SAOS decreased to 42.0%. Subsequently, as of December 31, 2017 the percentage of our shares held by SAOS declined to 28.8%, as a result of: (i) capital increases agreed to at the Extraordinary Shareholders Meetings held in May 2007, January 2011 and October 2012, (ii) stock dividends paid in May 2006, May 2007, June 2009, April 2011, June 2012, May 2013, July 2014, July 2015, June 2016 and July 2017 and (iii) our merger with Citibank Chile in January 2008.

Dividends received from us are the sole source of SAOS s revenues, to be applied by legal mandate to repay its debt to the Central Bank. SAOS does not have any other material debt, as it is a special purpose legal entity created by Law No. 19,396 whose only business is to own Banco de Chile shares and repay the obligation to the Central Bank. To the extent distributed dividends are not sufficient to pay the amount due on its debt, SAOS is permitted to maintain a cumulative deficit balance with the Central Bank that SAOS commits to pay with future dividends. If the cumulative deficit balance exceeds an amount equal to 20% of our paid in capital and reserves, the Central Bank may require SAOS to sell a sufficient number of shares of our stock to pay the entire accumulated deficit amount. As of March 31, 2018, SAOS maintained a surplus with the Central Bank of Ch$ Ch$823,409 million, equivalent to 27.1% of our paid in capital and reserves as of the same date. See Item 3. Key Information Risk Factors Risks Relating to our Operations and the Banking Industry One of our affiliates may be obligated to sell shares of our stock in the public market if we do not pay sufficient dividends.

If from time to time in the future, our shareholders decide to retain and capitalize all or part of our annual net income in order to finance our future growth and distribute stock dividends instead of cash dividends, the Central Bank may require us to pay the portion of the net income corresponding to shares owned by SAOS in cash to SAOS. If we distribute stock dividends and the Central Bank does not require us to pay that portion in cash, the shares received by SAOS in such dividend distribution must be sold by SAOS within the following 12 months. The shareholders of SM-Chile will have a right of first refusal with respect to that sale.

As of March 31, 2018, the outstanding subordinated debt balance held by SAOS was Ch$235,561 million (including accrued interest). SAOS paid to the Central Bank a total of Ch$142,856 million in 2015, Ch$140,614 million in 2016 and Ch$142,003 million in 2017, exceeding in each of those years the required minimum annual payment. Accordingly, while we cannot offer any assurances, we currently expect SAOS to fully repay the Central Bank subordinated debt in 2019, such that SM-Chile will be liquidated and its shareholders, LQ Inversiones Financieras S.A. and Inversiones LQ SM Ltda, will significantly increase their direct shareholdings in our ordinary shares, as described in Item 7. Major Shareholders and Related Party Transactions Ownership Structure.

As of December 31, 2017, the major shareholder of SM-Chile was LQ Inversiones, which owned, directly and indirectly, 58.24% of SM-Chile s total shares. As of the same date, our major shareholders were SAOS, LQ Inversiones Financieras S.A. and SM-Chile, each having a direct participation of 28.75%, 26.88% and 12.21% in our total common stock, respectively.

Capital Expenditures

The following table sets forth our capital expenditures in each of the three years ended December 31, 2015, 2016 and 2017:

	For the Year Ended December 31,		
	2015	**2016**	**2017**

		(in millions of Ch$)				
BANK S INTERNAL REPORTING POLICIES:						
Computer equipment	Ch$	18,746	Ch$	14,105	Ch$	8,898
Furniture, machinery and installations		4,257		2,645		2,963
Real estate		7,909		10,174		10,606
Vehicles		564		895		757
Subtotal		31,476		27,819		23,224
Software		8,519		11,248		18,779
Total	**Ch$**	**39,995**	**Ch$**	**39,067**	**Ch$**	**42,003**

Table of Contents

Our budget for capital expenditures for 2018 amounts to approximately Ch$42,174 million, of which expenditures in information technology investments represent 64.8%, while infrastructure projects represent the remaining 35.2%. The budget for capital expenditures is in line with our mid-term strategic priorities of improving our efficiency and enhancing our customer service capabilities. These capital expenditures will be principally financed by cash on hand and long-term debt financing.

Among the budgeted expenditures for information technology, 83.8% corresponds to new and ongoing IT projects undertaken by Banco de Chile, which are intended to provide us with business solutions for customers, technological stability and improvements in productivity. Of the remaining 16.2% budgeted for IT expenditures, 13.7% consists of investments in technological equipment and system improvements to be carried out by certain subsidiaries and 2.5% is expected to be deployed to further optimize our nationwide ATM network.

Our 2018 budget for infrastructure expenditures includes disbursements associated with renovation and restoration of our corporate buildings (35.2%), renovation of commercial branches (32.1%), general maintenance investments (24.8%), security-related expenditures (7.5%) and other initiatives related to our social commitment (0.4%).

All of the aforementioned investments have been or will be made in Chile.

Table of Contents

BUSINESS OVERVIEW

Our Competitive Strengths

Building on our knowledge of the Chilean financial market, we have historically been able to develop significant competitive advantages based on our strong brand recognition, our widespread branch network, the diversity and relative size of our customer base, our highly competitive funding structure, the superior asset quality of our loan portfolio as compared to our peers in Chile, an attractive risk-return relationship and our market leadership in a diverse range of financial products and services.

Our main competitive strengths are:

Brand Recognition and Strong Corporate Image

We have operated in the Chilean financial industry for over 120 years under the Banco de Chile brand name. In order to provide our customers with specialized value offerings and a wider range of financial products and services, we have also developed the Banco Edwards-Citi , Banco CrediChile and Banchile brand names. We believe our long standing history in the Chilean market is recognized by our customers and the general public, who associate our brands with value, quality, reliability and social responsibility within the Chilean financial industry, as demonstrated in various polls conducted by well-known market research companies. We believe that our long history in the Chilean banking industry is a key element that differentiates us from our competitors.

Additionally, we believe that our merger with Citibank Chile reinforced our corporate image as a leading financial institution within Chile and allowed us to gain recognition among customers and investors all over the world.

We also believe that our strong corporate image is further strengthened by our commitment to social responsibility, which includes supporting the Teleton Foundation (a non-governmental organization dedicated to assisting and treating disabled Chilean children), our partnership with institutions dedicated to improving the quality of Chilean education, our participation in campaigns intended to improve the quality of life of needy people, our commitment to supporting and sponsoring diverse monetary and non-monetary campaigns for recovery efforts from natural disasters in Chile, including wildfires, earthquakes, floods and tsunamis, and the development of other initiatives intended to strengthen our role in, and contribution to, Chilean society.

Business Scale and Leading Market Position

We are one of the largest financial institutions in Chile and a market leader in a broad range of financial products and services within the Chilean financial system, as listed in the following table:

	As of December 31, 2017	
	Market Share	Market Position
Net Income Attributable to Equity Holders	26.1%	1st
Average Balances of Total Demand Deposits and Current Account(1)	23.0%	1st
Current Accounts Balances held by Individuals	28.8%	1st
Mutual Funds (Assets Under Management)	20.9%	1st
Net Fees and Commissions Income	20.2%	1st

Source: SBIF and Chilean Association of Mutual Funds.

(1) Excluding operations of subsidiaries abroad.

We have traditionally had a strong presence in the wholesale segment by maintaining long-term relationships with major local and multinational companies that operate in Chile. We have been able to maintain this leading position by continuously improving our products and services and supplementing them with comprehensive and tailored service models that allow us to successfully serve our customers needs. We have also added value to our service offerings by including treasury products for hedging purposes, together with investment banking, insurance brokerage and other specialized financial services provided by our subsidiaries.

Table of Contents

In addition, in recent years we have focused on further penetrating the retail banking market through diverse value offerings intended to cover our target demographics and enterprises. Therefore, in recent years we have prioritized the expansion of our residential mortgage portfolio and our presence in transactional services such as credit cards, current accounts and demand accounts, as we believe they are effective means to build long-term relationships and customer loyalty, while increasing cross-selling opportunities. For this reason, through our Individual and SME Banking Area, we aim to lead the market in services offered to high income individuals for whom we have developed an attractive and complete portfolio of financial services, including a full range of wealth management services through one of our subsidiaries. Also, our Consumer Finance Area (Banco CrediChile) is one of the largest banking providers of consumer loans among the Chilean banks consumer areas, based on comprehensive service offerings for low income individuals. This has been recently supplemented by the implementation of value offerings satisfying small scale entrepreneurs financial needs and individual customers in outlying districts seeking deposit and transactional solutions. This broad variety of services has also enabled us to lead the Chilean market in terms of income from fees and commissions.

We believe our financial strength, prestige and brand recognition among Chilean customers have allowed us to become the market leader in terms of current account balances within the Chilean financial system, especially among individuals, who have demonstrated their preference for our services. Our position was further consolidated in the financial downturn that started in 2008, when we benefited from a flight-to-quality effect as investors were seeking a reliable institution to keep their funds.

Broad Customer Base and Nationwide Distribution Network

We believe that we have one of the largest customer bases among financial institutions in Chile. In recent years, we have been able to expand our customer base by providing attractive and tailored value offerings based on continuously improving segmentation and by applying sophisticated business intelligence tools. As of December 31, 2017, we had approximately 1,360,000 core clients, which had at least a current account or a loan outstanding with us. However, in regards to main banking products, we serve a broader customer base composed of 1,200,000 borrowers, approximately 850,000 current accounts holders, approximately 135,000 time deposit holders, approximately 150,000 saving account holders and approximately 1,070,000 credit card account holders.

We believe that our broad customer base is both an essential driver of our business and a valuable asset that enables us to cross-sell our traditional lending products and services along with non-lending services provided primarily through our subsidiaries, including our securities brokerage, mutual funds management, securitization, financial advisory, insurance brokerage and collection services.

In order to better serve our customers, we are present in all regions of Chile and strive to be accessible to every Chilean customer through our large branch network as well as non-physical contact channels. As of December 31, 2017, we had a nationwide branch network of 399 branches, the largest in Chile among private sector banks, according to information published by the SBIF. This network is composed of 253 branches under our Banco de Chile brand name, 41 branches under our Banco Edwards Citi brand name and 105 branches under our Banco CrediChile brand name. We believe that our branch network enables us to develop close relationships with our customers and therefore we are constantly assessing new branch locations throughout Chile.

We have also enhanced our branch network with non-physical remote channels, such as ATMs, internet-based online platforms and mobile banking applications. As of December 31, 2017, we had 1,464 ATMs throughout Chile and we provided our customers with diverse mobile banking applications including MiBanco, MiBeneficio, MiCuenta, MiPago, MiPass, MiInversion and MiSeguro, which jointly had more than 3,226 million downloads as of the same date.

Competitive Funding Structure

We believe that we have a cost effective and highly competitive funding structure based on our leading market position in current accounts and demand deposits, especially among individuals. According to the SBIF, as of December 31, 2017, with a 28.8% market share, we ranked first within the Chilean banking industry in current account and demand deposits held by individuals. Similarly, as of that same date and excluding operations of subsidiaries abroad, we were the principal bank in Chile in terms of average total balances of non-interest bearing current accounts and demand deposits representing 23.0% of the industry, as reported by the SBIF. Also, our total balances of current accounts and demand deposits represented 27.2% of our funding structure as of December 31, 2017, as compared to the 19.4% reported by the Chilean financial industry as a whole, excluding Banco de Chile.

Table of Contents

Our funding structure provides us with a cost advantage over many of our competitors (which use a higher proportion of interest bearing liabilities), as current accounts and demand deposits are non-interest bearing in Chile. Our solid market position in demand deposits, together with our high international credit ratings, translated into one of the lowest costs of funding from liabilities associated with interest bearing deposits and long-term debt, among the five largest banks in Chile.

We are constantly striving to diversify our liability structure in terms of sources, types of instruments and markets with the aim of maintaining a competitive cost of funding and improving our liquidity. Thus, within a less dynamic landscape and moderate growth posted by our loan book, we continued to strengthen the liability structure by taking advantage of specific windows of opportunity. Although we were less active in terms of debt placements when compared to previous years, we were able to enter into long-term financing arrangements in overseas markets demonstrating, once again, the confidence of foreign investors in Banco de Chile. Under our MTN Program, we placed the following instruments in foreign markets during 2017: (i) a 15-year unsecured euro-denominated bond issued in Germany for approximately U.S.$73 million, (ii) a 20-year unsecured yen-denominated bond placed in Japan for approximately U.S.$90 million, and (iii) a five-year unsecured bond in Japan for approximately U.S. $115 million. Most of these placements were accompanied by cross currency swap hedge arrangements in order to neutralize any effects associated with changes in foreign exchange that could impact our cost of funding. In addition, we continued to utilize short-term funding associated with our commercial paper program, which provides us with premium funding for Trade Finance transactions, and during 2017, we issued a total amount of U.S.$1.2 billion. As of December 31, 2017 we had an outstanding balance of approximately U.S.$420 million. In terms of long-term funding in local currency, during 2017 we placed a total amount of UF15 million (approximately U.S.$653 million) within the local market. These debt placements had maturities ranging from four to 12 years (8.2 years on average) while bearing premium spreads over the relevant benchmark (Central Bank UF-denominated bonds or BCU).

Superior Asset Quality

We are one of the Chilean financial institutions with the highest credit quality and the healthiest loan portfolio in Chile. We believe this asset quality is the result of our well known prudent risk management approach and accurate credit risk models that are continuously being updated and have enabled us to maintain relatively low levels of past due loans (loans 90 days or more past due) and high coverage indicators over the last few years. According to the SBIF, as of December 31, 2017, we had a delinquency ratio (loans 90 days or more past due as a percentage of total loans) of 1.2% which was well below the industry average delinquency ratio of 2.1% posted by the Chilean banking industry (excluding Banco de Chile) as of the same date. Additionally, as of December 31, 2017, we had a coverage ratio (allowances for loan losses over loans 90 days or more past due) of 184.5%, which was well above the industry average coverage ratio of 134.6% as of the same date (excluding Banco de Chile), according to data published by the SBIF and under our internal reporting policies.

International Coverage

In 2008 we enhanced our value offerings by entering into a strategic partnership with Citigroup Inc., as a result of our merger with Citibank Chile, effective on January 1, 2008. As result of the merger and integration process, we entered into various agreements with Citigroup Inc. to establish a framework for our relationship with Citigroup Inc., including the services to be rendered by each party and the use of trademarks in Chile. For more information, see Item 7. Major Shareholders and Related Party Transactions Related Party Transactions.

This strategic alliance, backed by a Global Connectivity Agreement with Citigroup Inc., has allowed us to broaden our service offerings by adding a comprehensive portfolio of international financial services that previously we could only partially provide. Based on this relationship, we are able to provide our local customers with world-class financial services and participate with them in their international ventures. Furthermore, we provide a reliable business platform for Citibank s customers who aim to operate in Chile.

Table of Contents

Our Business Strategy

Mission

We are a leading and globally-connected corporation with a prestigious business tradition. We provide excellent financial services to all of our customer segments by offering creative and effective solutions while at the same time ensuring that we add value for our shareholders, employees and community as a whole.

To accomplish this mission, we believe it is essential to attain industry leadership in all businesses and financial areas in which we operate, namely, profitability, efficiency, business scale, customer base, human resources development and corporate social responsibility.

Vision

We aspire to be, in all things we do, the best bank for our customers, the best place to work and the best investment for our shareholders. In order to accomplish this vision, we are committed to the development of our employees and the community as a whole.

Our mission and vision commits us to all of the diverse stakeholders related to our business, including customers, employees, investors and the community. Thus, our vision is shared and internalized by all areas across the corporation, senior management and the board of directors while also constituting the basis for our strategic objectives. This vision requires initiatives to achieve comprehensive excellence in management, with customer satisfaction as our major goal. For this reason, we apply high industry standards in information technology, business models and service quality, all of which are summarized by the value creation cycle below:

Table of Contents

Corporate Values

Our way of thinking is reflected by a set of values that are shared by our employees and shareholders, which are aimed at providing our customers with world-class financial solutions and quality standards.

- Integrity
- Commitment
- Respect
- Loyalty
- Prudence
- Responsibility
- Justice

Purpose

We are a company that contributes to the economic development of the country by generating favorable conditions for the development of individuals and enterprises, providing them with financial solutions that fit their needs at every stage of their lifetime.

In order to accomplish this, we have made commitments to all of our stakeholders, since we are convinced that we will achieve excellence in all of our businesses and projects as long as we are able to satisfy stakeholders in their interactions with us.

Commitments

We aim to satisfy the expectations of the following stakeholders by:

- **Our Customers**
- Offering innovative and top-quality banking products and financial services.
- Providing customers with excellent service based on customized relationships and a proactive attitude.
- Ensuring the availability and stability of physical and non-physical service channels.
- Maintaining trusted relationships in order to be our customers main bank.
- **Our Employees**
- Providing employees with career opportunities based on merit.
- Promoting a respectful and friendly work environment.
- Offering competitive compensation and economic benefits.
- Supplying adequate technological tools and infrastructure.
- **Our Community**

- Improving quality of life and managing adversity.
- Strengthening the quality of education in Chile.
- Promoting entrepreneurship.
- Protecting the environment.
- Building strong relationships with suppliers.

Table of Contents

- **Our Shareholders**

- Leading the industry in net income generation and profitability.

- Maintaining a strong market position in terms of business volume.

- Fostering operating efficiency and productivity.

- Developing a prudent approach to risk management.

Strategic Priorities

Our long-term strategy is intended to maintain profitable growth by placing the customer at the center of all of our decisions and continuously improving efficiency and productivity in all of our processes and procedures while maintaining a strong commitment to the country. These are our strategic priorities and we aspire to attain them through collaboration and teamwork.

- **Customer Centric Decision Making**

We aim to support our customers and meet their needs throughout their lives. In order to achieve this goal we strive to promote customer proximity and reliability, while providing our customers with the best service quality within the local market.

In our retail banking segment, our aim is to lead the market by providing differentiated and comprehensive value offerings based on a deep and continuously improving segmentation that permits us to engage in profitable and high-growth potential business opportunities. Thus, we expect to expand our business and customer base by developing tailored service models, optimizing our branch network, enhancing our presence in the small and medium-size company market and reinforcing certain lending products that should enable us to consolidate long-term relationships with the upper and middle-income individual customers, particularly through payment channel usage (such as credit cards), digital banking, installment loans and residential mortgage loans. Similarly, we aspire to target lower-income individuals and microbusinesses by promoting payroll-deduction lending and attracting customers previously unattached to any bank through a basic array of services.

Table of Contents

We firmly believe that there is room to grow in retail banking. Although Chile s per capita GDP has increased fourfold over the last 30 years, banking penetration is still below that in developed countries, particularly in relation to residential mortgage and consumer loans. In fact, as of December 31, 2017, the loan book of the Chilean banking industry (excluding operations of subsidiaries abroad) represented 82% of Chilean GDP. As of the same date, mortgage and consumer loans represented 24% and 11%, respectively. On the other hand, according to the SBIF, as of December 31, 2017, we had market shares of 17.0% and 19.7% in residential mortgage loans and consumer loans, respectively, both behind the market leader by 3.7% and 2.7% in each case. Given the fierce competition in the Chilean banking industry, in order to take advantage of these opportunities, we are continuously developing innovative products and services to diversify our revenue sources. Accordingly, we have strived to build comprehensive value offerings for our retail segment, prioritizing fee-based income.

Similarly, in our wholesale banking segment (which targets companies with annual sales over Ch$1,600 million), we aim to maintain a market-leading position in loans while growing profitably in a market that is characterized by low margins and fierce competition. We intend to accomplish these goals by increasing our cross-selling of non-lending products and services. For this reason, we are focused on improving our cash management services, enhancing our internet-based services, increasing the penetration of products designed by our treasury and money market operations segment, strengthening our presence in certain lending products such as leasing and factoring and promoting international businesses by taking advantage of the Global Connectivity Agreement we maintain with Citigroup and the specialized array of financial services offered by our subsidiaries, such as securities brokerage, mutual funds management and financial advisory in order to meet the needs of certain niches within this business segment. The success of our wholesale banking segment is critical to our ability to maintain sustainable growth in revenues, particularly in fee-based income. Thus, cross-selling is one of our main priorities in this segment.

In our treasury and money market operations segment, we intend to take advantage of our specialized knowledge in order to increase the penetration of widely-used products in our current customer base while offering innovative products to potential clients. Also, we continuously seek newer and more convenient funding choices, locally and internationally, in order to support our long term business strategy by promoting an adequate diversification of our funding structure.

- Main Achievements in 2017

(1) *New Internet-based Platform for Companies*

In line with our efforts aimed at improving customer experience, we continued to develop new remote channels to satisfy consumer demand for modern, fast and secure financial services. In 2017, we launched a new website for companies, which allows our customers to conduct online most traditional banking transactions. As of December 2017, this new platform had approximately 8,000 active users executing diverse types of transactions and accessing several kinds of services, such as cash management solutions that comprise an online payment channel, trade finance assistance, electronic money transfers, management of liabilities with main suppliers, traditional loan application, tailored value offerings related to insurance, factoring and leasing products, portfolio management functionalities, uploading of financial documentation, and traceability of every operation executed online, among other services Based on this wide array of features, our new website for companies was distinguished as the best electronic platform for companies and institutional customers in 2017 by Global Finance. During 2017, our wholesale customers (including corporations, large companies and SMEs) performed 15.7 million and 94.6 million monetary and non-monetary transactions, respectively, through the Company s Website. On an annual basis, these figures represented increases of 17.8% and 9.2% in monetary and non-monetary transactions, respectively.

(2) *Mobile Banking: New Applications and Functionalities*

In 2017, we continued to widen our digital banking offering by launching the new mobile application called MiInversion, which had 22,000 active downloads as of December 2017. This application aims to be a portfolio management mobile platform for retail customers by enabling them to manage their investments in equity, fixed-income and mutual funds. This new application joined our existing set of applications (including MiBanco, MiCuenta, MiPago, MiPass, MiSeguro and MiBeneficio). In addition, during 2017 we added new functionalities to these mobile applications by incorporating an On/Off service for credit and debit cards in case of theft, misplacement or other security issues detected by the user, authorization of web transactions with MiPass, biometric access to MiBanco through fingerprint, onsite payment in shops and commerce through MiPago, among other features. We received diverse recognitions of our digital banking strategy including Best Digital and Mobile Bank in Chile by Global Banking & Finance Review, Best Place to Innovate in Chile by Adolfo Ibañez University, GFK Adimark and América Retail and we ranked first in mobile banking customer satisfaction. Additionally, toward the end of 2017, we created the Innovation and Digital Banking Division, which aims to continue to enhance our mobile offerings with a customer centric approach. During 2017, our customers conducted 21.7 million monetary transactions using our mobile banking applications, representing a 78.4% annual increase when compared to 2016.

Table of Contents

(3) *Loyalty Program Enhancements*

Transactional services, especially credit cards, constitute a crucial part of our value offering particularly for individual customers. We strongly believe that transactional services are an effective means to improve cross-selling and further penetrate current customers, two key elements to growing profitably in a highly competitive industry. During 2017, we focused on improving benefits to our 1.1 million credit card account holders by widening strategic partnerships with various airlines and adding more alliances with local stores and several other products and service providers. In 2017, we entered into a new partnership with British Airways and GOL airlines. These alliances allow our customers to redeem their credit card points (gained through credit card usage) to purchase flight tickets or miles at special prices. For the year ended December 31, 2017 approximately 23,000 customers were enrolled in the British Airways program while approximately U.S.$1.2 million had been exchanged for credit card points under the GOL airlines alliance. In addition, we opened our own VIP lounge for customers at the Santiago Airport, which was utilized by approximately 40,000 users throughout the year.

(4) *Sustained Improvement in Service Quality*

We are convinced that in a highly competitive industry such as the Chilean banking system, a customer-centric focus is critical to generating loyalty and creating long-term profitable relationships. We believe that our high service quality is a competitive strength that differentiates us from competitors and supports our long term strategy by responding to the preferences of our current and potential customers. Accordingly, we strive to continuously improve our relationships with customers by developing commercial strategies and value offerings aligned with their needs, as well as improving our response time and customer satisfaction indicators. Consistent with this view, during 2017 we continued to improve customer satisfaction by enhancing our commitment to service quality, improving existing and developing new online channels, such as our internet-based platforms and mobile applications, while promoting organizational changes intended to provide our customers with a more comprehensive approach. These actions, coupled with an organizational culture oriented to customer satisfaction, allowed us to rank first in service quality among our main banking peers in 2017, by posting an average net promoter score of 73% according to a syndicated study performed by an independent provider at the request of the largest Chilean banks. Consistent with our net promoter score, our customer attrition rate was 6.2% in 2017.

- **Operating Efficiency and Productivity**

We believe that efficiency and productivity are key competitive strengths that we have to maintain in order to sustain profitable growth. Accordingly, we aim to become a productive and efficiency-oriented organization in all business aspects by developing simple, effective, secure and low-cost processes while maintaining the tightest cost control in the industry. We believe these elements will be increasingly important in our efforts to maintain high profitability ratios in a changing business environment that is under increasing regulatory focus. To accomplish these goals, we have invested in information technology and the development of simpler, more manageable, secure and modern business processes and platforms to attain faster response times and higher productivity. We also continue to enhance our strategic development capabilities, increase our business scale, develop economies of scope by incorporating new financially related products and services, optimize our branch network, enhance our remote transactional channels, improve our credit processes, develop a higher level of automation in our internal processes and consolidate our cost control policy and monitoring procedures.

We are continuously developing and optimizing internal processes in order to reduce and manage our expenses. During 2017 we continued to enhance our IT infrastructure in order to increase stability and efficiency for all of our customers. Over the last three years we invested a total of approximately Ch$80,295 million in information technology, mainly software and hardware, as we believe this is one of the best ways to improve our operating efficiency while properly meeting customers needs, which are increasingly linked to IT services. For more information see Item 4. Information on the Company Capital Expenditures.

Table of Contents

In terms of efficiency and cost control, during 2017 our cost base posted a 0.4% annual decrease when compared to 2016. This reduction is the result of a strict cost control policy that has been deployed across our corporate structure. On the other hand, our efficiency ratio posted an increased from 43.7% in 2016 to 45.8% in 2017 primarily as a result of a decrease in operating revenues due to a decrease in non-core or non-customer income steered by lower inflation.

- Main Achievements in 2017

(1) Advances in New Commercial Platform

During 2017 we continued to develop one of the most ground-breaking projects we have embraced over the last decade. This project, called Business Center , aims to be our new Sales & Customer Relationship Management platform and is expected to support significant improvements in quality and responsiveness of back-office and front-office operating processes with a customer centric vision. Thus, in 2017 we completed new phases while launching new modules associated with this comprehensive system including a 360° Vision for retail customers and improvements to the Time Deposits and Savings module, which tailors offerings to individual customers and a new management system for marketing campaigns.

(2) Business Intelligence

Over the last years we have focused on developing diverse business intelligence tools in order to better serve current customers while attracting new potential clients. During 2017, we continued to develop this strategic pillar by deploying new analytic tools, which have permitted us to optimize and make our commercial processes and campaigns more efficient while providing our customers with tailored and timely value service and product offerings. Thus, throughout 2017, we implemented Pricing 360°, which is a pricing tool that enables us to personalize and accelerate the credit approval process for individuals by using digital tools that optimize our use of and access to client information.

(3) Branch Network Optimization

We firmly believe that remote channels are the future of banking, particularly amid new regulatory requirements, intensified competition, the entry of new banking players and higher reputational exposure, all of which translates into higher costs. Similarly, customers are increasingly demanding new and innovative distribution channels and visiting branches less, given lack of time, but mostly due to the massive use of mobile internet and the fast adoption of smartphones. These trends led us to revise our entire branch network in terms of coverage and layout. For instance, during 2017 we developed the concept of dual branches intended to serve both CrediChile s and Banco de Chile s customers. As a result, and based on financial and strategic analyses, we reduced our branch network from 423 locations in 2016 to 399 locations in 2017. Most of this decrease was related to the closure of 19 CrediChile s branches, as a result of decreasing our exposure to the low income segment over the last five years and due to new remote distribution channels put at disposal of those clients.

Commitment to Chile

Banco de Chile is committed to the progress of Chile and development of its individuals and companies by providing innovative tools that contribute to improve their quality of life. In this regard, we firmly believe that modern companies need to create effective mechanisms to build positive connections with all of their stakeholders and the society in which they carry out their business activities. This has become increasingly important in the midst of societal changes in Chile and worldwide.

This view is shared by the Bank and its employees, who support the development of Chile through diverse methods such as promoting social progress, contributing to environmental protection, decreasing extreme poverty, providing high-quality education to needy people, assisting disabled young people, fostering cultural development and embracing campaigns intended to overcome the effects of specific adverse events such as natural disasters.

Table of Contents

We also believe that our human resources are a crucial element in reaching our long-term goals. In order to consolidate profitable growth, achieve high standards of service quality, attain operating efficiency and maintain a commitment to the country over the long run, we must have a motivated and highly qualified workforce committed to our corporate values. Accordingly, we strive to develop a distinctive culture among our employees by promoting: (i) a clear focus on the customer, (ii) confidence and responsibility, (iii) leadership and empowerment, (iv) collaboration and teamwork and (v) innovation and continuous improvement.

- Main Achievements in 2017

(1) Entrepreneurship Support and Financial Literacy

During 2017, we continued to support diverse social endeavors by collaborating with Desafío Levantemos Chile , which is a non-profit organization that aims to promote entrepreneurship throughout Chile and especially within lower income segments. Based on this partnership, we assist people and microbusiness affected by natural disasters occurred in Chile by donating both monetary and non-monetary resources to help re-establish entrepreneurs and families working capacity.

Furthermore, during 2017 we held the second Entrepreneur Challenge Contest , which was a joint venture between Banco de Chile and Desafío Levantemos Chile , sponsored by the National Development Agency (*Corfo*). This nationwide contest was intended to promote those initiatives that incorporate social factors as drivers of entrepreneurship rather than only maximizing earnings. Accordingly, we convened microentrepreneurs who incorporate a social and sustainable vision as part of their business activities through creativity and innovation. In 2017, we selected approximately 320 ideas out of 23,000 entries in the contest, of which the five most innovative business concepts were rewarded.

Finally, with the aim of improving the quality of life of people and supporting microentrepreneurs in their ventures, we held several workshops across the country, together with the Financial Literacy Program promoted by the SBIF. The main objective of this program is to motivate people to change their consumption behavior, when necessary. Thus, we provide them with specific information and knowledge intended to improve their economic situation by promoting savings and avoiding over-borrowing.

During 2017, through CrediChile, we held diverse on-site workshops attended by approximately 4,359 people throughout the country. We supplemented these activities with e-learning programs to train approximately 43,155 individuals and entrepreneurs.

(2) Disability Inclusion

Our commitment to disabled people is permanent. We have been supporting Teleton Foundation for almost 40 years since its establishment, supporting disabled athletes and artists. During 2017 we worked once again alongside Teleton for its annual fund-raising campaign by putting our nationwide distribution network including branches, ATMs, internet-based platforms and mobile applications for smartphones, in addition to other technological resources at Teleton s disposal. At the same time, we also made an important monetary donation.

During 2017 we promoted our Inclusion Policy across the corporation. This policy is intended to improve our knowledge of physical disability and develop higher sensitivity concerning the treatment of handicapped people. We believe this is the first step to improve the service we render to customers who experience this reality while providing our disabled employees with supportive workplace conditions and benefits. We also improved accessibility of many branches for disabled customers and held the First Encounter for Inclusion, in which we committed, together with other 15 companies, to promote the recruitment of handicapped staff. In addition, we launched a new plan of special benefits for our current disabled collaborators while implementing inclusive recruitment processes.

(3) *Emergency and Natural Disasters*

We provide assistance to people and non-governmental organizations in the event of an emergency or natural disaster in our country by arranging fundraising campaigns or establishing working plans to aid affected areas. During 2017, together with Desafío Levantemos Chile, we collected funds in order to face the catastrophe that occurred in Central Chile as a result of widespread wildfires. We donated a fire engine to Santa Olga s community, which was one of the most affected locations due to wildfires.

Table of Contents

Additionally, we created a Corporate Volunteer Program in order to promote participation of our staff in assisting people and organizations during emergencies. Our volunteers received basic training in various first aid techniques while being instructed on rescue procedures.

(4) *Other Initiatives*

We continued to make charitable contributions to improve the quality of education across lower income segments through the Astoreca Foundation.

Also, we have reinforced our commitment to the wellness of our employees through the BiciChile Program , which provides our staff located in the city center with bicycle parking racks. As a result of this initiative, for the third year in a row we ranked first in the competition Cool Place to Bike, which aims to encourage the use of bikes while recognizing companies that promote this practice among their collaborators.

We also seek to remain one of the most respected employers in Chile. We continue to strengthen our connection to our employees in order to align corporate values and goals with their career development and personal goals. In this regard, we have continued to focus on developing leadership capabilities and overall technical skills through approximately 1,000 training activities that were attended by approximately 10,900 employees. We believe these initiatives are aligned with our strategy and the professional development that our team aspires to achieve.

Finally, during 2017, Banco de Chile was included in the Dow Jones Sustainability Index Chile, which is comprised of companies with leading environmental, social and corporate governance practices.

Table of Contents

Ownership Structure(1)

The following diagram shows our ownership structure as of April 20, 2018:

(1) The ownership structure diagram reflects share ownership and not voting rights. See Item 7. Major Shareholders and Related Party Transactions Major Shareholders.

Table of Contents

Principal Business Activities

We are a full-service financial institution that provides, directly and indirectly through our subsidiaries and affiliates, a wide variety of lending and non-lending products and services to all segments of the Chilean financial market. Accordingly, for management purposes we organize our operations in the following four business segments:

The information related to our business segments presented in this section has been prepared in accordance with our internal reporting policies. See Item 5. Operating and Financial Review and Prospects Operating Results Results of Operations for the Years Ended December 31, 2015, 2016 and 2017 Business Segments and Item 5. Operating and Financial Review and Prospects Operating Results Results of Operations for the Years Ended December 31, 2015, 2016 and 2017 Summary of Differences between Internal Reporting Policies and IFRS for a description of the most significant differences between our internal reporting policies and IFRS.

The following table sets forth information on the composition of our loan portfolio and our consolidated income before income tax in accordance with our internal reporting policies for the year ended December 31, 2017, allocated among our principal business segments:

	For the Year Ended December 31, 2017		
	Total Loans		Income before Income Tax(1)
	(in millions of Ch$, except percentages)		
BANK S INTERNAL REPORTING POLICIES:			
Retail market	15,654,954	61.5%	346,598
Wholesale market	9,771,711	38.4%	264,822
Treasury and money market operations			25,851
Operations through subsidiaries	12,870	0.1%	53,776
Other (adjustments and eliminations)			
Total	25,439,535	100.0%	691,047

(1) This net income breakdown is used for internal reporting and planning purposes and it is based on, among other things, our estimated funding cost and direct and indirect cost allocations. This breakdown may differ in some extents from breakdowns of our operating income for financial reporting and regulatory purposes. Separate information on the operations, assets and income of our financial services subsidiaries and affiliates is provided below under Operations through Subsidiaries.

Table of Contents

The following table sets forth our consolidated operating revenues in accordance with our internal reporting policies, allocated among our principal business segments, for the years indicated:

	For the Year Ended December 31, 2015	2016	2017
	(in millions of Ch$)		
BANK S INTERNAL REPORTING POLICIES:			
Retail market	Ch$ 1,022,586	Ch$ 1,137,333	Ch$ 1,134,443
Wholesale market	464,497	422,353	399,826
Treasury and money market operations	36,134	46,488	30,853
Operations through subsidiaries	134,395	140,969	158,535
Other (adjustments and eliminations)	(11,257)	(12,349)	(14,387)
Total Operating Revenues	**Ch$ 1,646,355**	**Ch$ 1,734,794**	**Ch$ 1,709,270**

The following table sets forth a geographic market breakdown of our operating revenues in accordance with our internal reporting policies, for the years indicated:

	For the Year Ended December 31, 2015	2016	2017
	(in millions of Ch$)		
BANK S INTERNAL REPORTING POLICIES:			
Chile	Ch$ 1,657,612	Ch$ 1,747,143	Ch$ 1,723,657
Banking operations	1,523,217	1,606,174	1,565,122
Operations through subsidiaries	134,395	140,969	158,535
Foreign operations			
Operations through subsidiaries			
Other (adjustments and eliminations)	(11,257)	(12,349)	(14,387)
Total Operating Revenues	**Ch$ 1,646,355**	**Ch$ 1,734,794**	**Ch$ 1,709,270**

Retail Banking Segment

Our retail banking segment serves the financial needs of individuals and small and medium sized companies through our branch network. As of December 30, 2017, our retail banking segment managed 294 branches operating under our Banco de Chile and Banco Edwards-Citi brand names and 105 branches within the Banco CrediChile network. As of December 31, 2017, loans granted by our retail banking segment amounted to Ch$15,654,954 million and represented 61.5% of our total loans as of the same date.

In terms of composition, as set forth in the following table, as of December 31, 2017 our retail segment s loan portfolio was principally focused on residential mortgage loans, which represented 47.7% of the segment s loan book. The remaining loans were distributed between commercial loans (26.7%) and consumer (25.6%).

As of December 31, 2017

		(in millions of Ch$, except percentages)	
BANK S INTERNAL REPORTING POLICIES:			
Commercial loans	Ch$	4,184,613	26.7%
Residential mortgage loans		7,463,334	47.7
Consumer loans		4,007,007	25.6
Total	**Ch$**	**15,654,954**	**100.0%**

We serve the retail market through two different and specialized areas: (i) the Individual and SME Area and (ii) the Consumer Finance Area (or Banco CrediChile).

Individual and SME Area

The Individual and SME Area is responsible for offering financial services to individuals with monthly incomes over Ch$500,000 (or Ch$6.0 million per year) and to small and medium sized companies with annual sales of up to approximately Ch$1,600 million. This area manages the portion of our branch network operating under the brand names Banco de Chile and Banco Edwards Citi and had 294 branches as of December 31, 2017.

Table of Contents

The strategy followed by the Individual and SME Area is mainly focused on sub segmentation, multi brand positioning, cross sell of lending and non-lending products and service quality based on customized service models for specific customer needs. Also, loyalty programs have been increasingly incorporated into our commercial targets for each sub segment and they have enabled us to increase the use of our credit cards and our fee-based income. In addition, the area s operations count on the support of specialized call centers, mobile and internet banking services, along with a wide range of management tools that allow us to measure returns, the performance of cross sold products and the effectiveness of marketing campaigns.

During 2017, the Individual and SME Area continued to focus on targeted growth opportunities while developing new business solutions and benefits for its clients in order to improve our customers experience. We launched a new mobile application MiInversion, intended to meet retail customers investment needs by providing a mobile portfolio management platform. This application was a joint development by the Bank and our subsidiaries Banchile Administradora General de Fondos and Banchile Corredora de Bolsa. Similarly, we improved existing applications by introducing new functionalities that permit our customers to conduct transactions via the internet with upgraded security standards like MiPass. Also, customers are able to block credit cards online in case of theft or misplacement by means of an On/Off functionality incorporated in MiBanco. In addition, our enhanced loyalty program added new alliances with GOL Airlines and British Airways and negotiated access to a VIP lounge for customers at the Santiago airport. By the end of 2017, there were approximately 23,000 customers enrolled under the British Airways agreement while roughly U.S.$1.2 million of benefits had been exchanged under the GOL Airlines program. Lastly, approximately 40,000 users utilized our new VIP lounge at Santiago Airport. We believe that comprehensive value offerings are crucial to both improving customer experience and attracting new customers. In this regard, during 2017, this area increased its customer base by approximately 43,400 current account holders, net of attrition.

As of December 31, 2017, the Individual and SME Area served approximately 962,749 core customers (those holding a current account or a loan outstanding) of which 844,148 were individuals and 118,601 were small and medium sized Chilean companies. This customer base resulted jointly in total loans granted to 817,126 borrowers, which included 121,752 residential mortgage loans debtors, 106,612 commercial loan debtors, 429,845 utilized lines of credit and 309,180 installment loans. As of the same date, the Individual and SME Area held 848,537 current accounts, 116,653 savings accounts and 243,836 time deposits.

As of December 31, 2017, loans granted by the Individual and SME Area amounted to Ch$14,896,103 million, which represented 58.6% and 95.2% of our total loans and loans granted by our retail market segment, respectively, as a whole. The following table sets forth a breakdown of the unit s loan portfolio by lending product in accordance with our internal reporting policies, as of December 31, 2017:

	As of December 31, 2017 (in millions of Ch$, except percentages)		
BANK S INTERNAL REPORTING POLICIES:			
Commercial loans			
Commercial credits	Ch$	3,397,426	22.8%
Leasing contracts		430,685	2.9
Other loans		319,369	2.1
Total Commercial Loans		**4,147,480**	**27.8**

Residential Mortgage Loans		**7,397,936**	**49.7**
Consumer Loans			
Installment loans		1,964,246	13.2
Credit cards		1,070,349	7.2
Lines of credit and other loans		316,092	2.1
Total Consumer Loans		**3,350,687**	**22.5%**
Total	**Ch$**	**14,896,103**	**100.0%**

Table of Contents

We offer a variety of financial services to individuals and small and medium-sized companies, directly through the Individual and SME Area or indirectly through our subsidiaries, such as current accounts, automatic bill payment, debit cards, credit cards, revolving credit lines, residential mortgage loans, consumer loans, commercial loans, mortgage loans for general purposes, leasing agreements, factoring services, mutual funds management and stock brokerage, trade finance, payments and collections, insurance brokerage (which includes life and casualty insurance), savings instruments and foreign currency services.

Installment Loans

Our consumer installment loans are generally incurred, up to a customer s approved credit limit, to afford purchases of goods and/or services, such as cars, travels, household furnishings and education, among others. Consumer loans may be denominated in both pesos and UF, bear fixed or variable interest rates and are generally repayable in installments over a period of up to 36 months.

As of December 31, 2017, we had Ch$1,964,246 million in installment loans granted by our Individual and SME Area, which accounted for 49.0% of the retail market business segment s consumer loans. Most of these installment loans are denominated in Chilean pesos and are payable monthly.

Residential Mortgage Loans

As of December 31, 2017, we had outstanding residential mortgage loans of Ch$7,473,006 million (under internal reporting policies considering the Bank as a whole), which represented 29.4% of our total loan book as of the same date. According to information published by the SBIF, as of December 31, 2017, we were Chile s second largest private sector bank in terms of year-end mortgage loans balances, accounting for approximately 17.0% of mortgage loans granted by the Chilean banking industry, excluding operations of banks subsidiaries operating abroad.

Our residential mortgage loans are generally denominated in UF and have maturities ranging from five to 30 years. As of December 31, 2017, the average residual maturity of our residential mortgage loan portfolio was 17.4 years. Originally, we funded our residential mortgage loans through the issuance of mortgage finance bonds, which are recourse obligations only to us with payment terms that are matched to the residential loans. Also, the mortgage finance bonds bear real market interest rates plus a fixed spread over the variable rate of the UF, which permits us to reduce our exposure to interest rate fluctuations and inflation. Chilean banking regulations allow us to finance up to 100% of a residential mortgage loan with mortgage finance bonds, based on the purchase price of the property securing the loan or the appraised value of such property. In addition, we generally require that the monthly payments on a residential mortgage loan not exceed 25% of the borrower s household after tax monthly income, when the customer belongs to the low income population segment. However, that limit may be adjusted for the middle and high income population segments.

Over the last decade, we have also promoted the expansion of *Mutuos Hipotecarios*, a mortgage lending product, which is not financed by mortgage finance bonds, but instead through our general funds. As of December 31, 2017, our residential mortgage loan portfolio was principally composed of *Mutuos Hipotecarios*, as customers have preferred them due to their flexibility and simplicity (for instance the interest rate is known in advance by the customer, which is not the case for mortgage finance bonds that are traded in the secondary market and, therefore, subject to discounts), as they are easier to prepay and permit financing of up to 100% of the purchase price, although banks may limit such maximum financing portion if required by internal credit policies.

The following table sets forth the composition of our residential mortgage loan portfolio by product type:

	As of December 31, 2017 (in millions of Ch$, except percentages)		
BANK S INTERNAL REPORTING POLICIES:			
Secured Residential Mortgage Loans(1)			
Loans financed with *Mortgage Bonds*	Ch$	29,673	0.4%
Mutuos Hipotecarios		7,443,333	99.6
Total Secured Residential Mortgage Loans	**Ch$**	**7,473,006**	**100.0%**

(1) Corresponds to the Bank s total secured residential mortgage loans and not only those associated with the Individual and SME Area.

Table of Contents

As shown above, as of December 31, 2017 residential mortgage loans related to *Mutuos Hipotecarios* represented 99.6% of our total residential mortgage loan portfolio, while the remaining 0.4% corresponded to mortgage loans financed with *Mortgage Bonds*. As of the same date, the *Mutuos Hipotecarios* portfolio had an average origination period of 5.0 years (the period from the date when the loans were granted to the specified date) and 5.8% of these loans had been granted by CrediChile. Conversely, as of December 31, 2017, loans financed with *Mortgage Bonds* had an average origination period of 16.0 years (the period from the date when the loans were granted) and 5.2% of these loans had been granted by CrediChile. In terms of credit risk, in 2017, loans related to *Mutuos Hipotecarios*, as well as those financed with *Mortgage Bonds*, had low gross (before recoveries) credit risk ratios of 0.04% and (0.03)%, respectively. The difference between both ratios is explained by the previously mentioned factors, particularly by the average origination period, and also by the Bank s stricter requirements to grant *Mutuos Hipotecarios*. It is important to mention that the residential mortgage loan portfolio financed with *Mortgage Bonds* is annually decreasing in amount and as a proportion of the total residential mortgage loan portfolio because it is composed of old loans and the instrument is no longer used by customers that prefer *Mutuos Hipotecarios*. Accordingly, the portfolio of residential mortgage loans financed with *Mortgage Bonds* is expected to have misleadingly increasing gross credit risk ratios over time until its expiration, as the portion of non-performing loans becomes higher as long as creditworthy borrowers pay their outstanding liabilities to the bank, such that the portion of past due loans remaining in the portfolio increase.

Regarding *Mortgage Bonds* that finance residential mortgage loans, the Bank is solely responsible for the payment of the *Mortgage Bond* obligation to the mortgage bond holders, regardless of the payment behavior of the residential mortgage borrower. Accordingly, in the ordinary course of business, none of our residential mortgage loans serves as a guarantee or collateral for our mortgage bonds.

For those loans that finance a higher portion of the property appraised value, we demand that customers comply with stricter requirements, which are verified during the credit assessment stage. These requirements are related to: (i) the history of the relationship between the Bank and the customer (new or current client), (ii) credit risk scores, (iii) monthly income, (iv) type of job (employed or self-employed) and (v) years employed. In order to illustrate the above mentioned, the table below sets forth an example of requirements for residential mortgage loans that finance up to 80% and more than 80% of the property value, with a common term and granted to employed as well as self-employed new customers.

Credit granting Requirements
(in millions of Ch$, except percentages)

New Clients **Loan / Property value**	**Requirements (in millions of Ch$, except percentages)** **≤ 80%**	 **> 80%**
Employed		
Years employed	> 1 year	> 2 years
Monthly Income	> Ch$0.5	> Ch$1.0
Self-Employed		
Years Employed(1)	> 2 years	> 3 years
Monthly Income	> Ch$0.5	> Ch$1.2

(1) In the case of self-employed clients, years employed refers to the minimum period of time in which the customer has been filing annual tax declarations with the Chilean Internal Revenue Service.

During 2017, 0.9% of the residential mortgage loans granted to our customers financed between 90% and 100% of the property value. Similarly, during 2017, loans financing between 75% and 90% of the property appraised value represented 37.5% of these loans, loans financing between 50% and 75% of the property value represented 47.2% of these loans, and loans financing less than 50% of the property value represented 14.3% of these loans. During 2017, and according to our prudent risk approach, we continued tightening our credit granting policy for residential mortgage loans by restricting the loan financing limit as a percentage of the property s value from 90% to 80%, although higher financing may be granted to longstanding customers within specific segments. This explains the decrease in the share of residential mortgage loans that financed between 90% and 100% of the property value over the last years, from 14.9% in 2015 to 0.9% in 2017.

Table of Contents

An additional feature of our mortgage loans is that mortgaged property typically secures all of the mortgagor s credit with us, including installment loans and due balances associated with credit cards and credit lines. Our total amount of loans secured by real estate guarantees, their loan to value (LTV) ratio and their relative share in our total loan portfolio, as of December 31, 2017, are depicted in the table below:

	As of December 31, 2017		
	Outstanding Balance	LTV(2)(3)	% of Bank s Total Loans
	(in millions of Ch$, except percentages)		
BANK S INTERNAL REPORTING POLICIES:			
Secured Loans(1)			
Residential Mortgage Loans	7,473,006	66.6%	29.4%
Other than mortgage loans	880,865	23.5	3.5
Total Secured Loans	**8,353,871**	**74.4%**	**32.9%**

(1) Corresponds to the Bank s total secured loans and not only those associated with the Individual and SME Area.

(2) LTV ratio is computed as the amount of secured loans divided by the value of their associated collateral.

(3) For other-than-mortgage loans, the LTV ratio is computed as the amount of the excess guarantee (after deductions) of the balance of the associated residential mortgage loans, as those guarantees are initially established in order to secure the residential mortgage loan.

The LTV ratios provided above are based on estimated property values that we update monthly with the collateral valuation models managed by our Corporate Risk Division. These models determine a rate of depreciation that provides an updated collateral value, based on variables such as geographic location, last appraisal date, type of property and type of customer. Accordingly, the LTV ratios set forth above take into account the most recent available data regarding collateral values.

In addition, the following table sets forth the composition of the other-than-mortgage loans secured by real estate guarantees:

	As of December 31, 2017	
	(in millions of Ch$, except percentages)	
BANK S INTERNAL REPORTING POLICIES:		
Secured Other-than-Mortgage Loans(1)		
Consumer Loans	567,439	64.4%
Credit Cards	242,422	27.5
Credit Lines	71,004	8.1
Total Secured Other-than-Mortgage Loans	**880,865**	**100.0%**

(1) Corresponds to the Bank s total secured Other-than-Mortgage Loans and not only those associated with the Individual and SME Area.

Unlike in other countries, in addition to the specific legal rights afforded by the mortgage loan (including foreclosure rights), the Bank may collect the pending balance of the mortgage loan over other assets of the mortgage debtor based on certain legal liens provided by law (*derecho de prenda general*). Regarding the foreclosure processes, as permitted by Chilean regulations we may write-off secured loans (such as residential mortgage loans) the earlier of 48 months from the date the loans become overdue and once we have made all efforts for recovering the past due loans without success. This applies to residential mortgage loans financed with mortgage finance bonds as well as for *Mutuos Hipotecarios*. Our foreclosure processes comply with the procedures specified by Chilean regulation. However, as we strive to continuously improve our collection processes, we have achieved average terms of 36 months for foreclosures associated with residential mortgage loans.

As for our historical loss rates, we periodically review our collateral pricing models by adjusting the parameters that support them, such as appreciation and depreciation rates, as well as updated recovery and loss rates, based on historical and empirical data. Thus, we normally revise our collateral pricing models by incorporating updated information from re-appraised assets or foreclosure processes that have been completed by the Bank in the past.

In addition, the valuation of guarantees is based on a prudent approach, which aims to anticipate and cover unexpected reductions in their market price as a result of changes in market variables, such as an unforeseen slowdown in the global or local economy, lack of liquidity of real estate assets or decrease in real salaries. Accordingly, our collateral pricing models depreciate the value of the guarantee regarding the market value determined by an independent appraiser. This approach has allowed us to minimize the loss rates, as the value obtained from auctions (if foreclosure applies) generally exceeds the value assigned to the asset as guarantee.

Credit Cards

As of December 31, 2017, we issued both individual and corporate Visa and MasterCard credit cards. In addition to traditional credit cards, our portfolio also includes co-branded cards. As of December 31, 2017, we had two loyalty programs or cobranding agreements, namely Travel Club and Entel Visa . Credit cards issued under these cobranding agreements supplemented the credit cards that we issued under the brand names Banco de Chile, Banco Edwards-Citi and Banco CrediChile. In addition, as of December 31, 2017, we offered seven types of credit cards, targeting diverse types of segments and encompassing different benefits, including: Visa Nacional, Visa Internacional, Visa Dorada, Visa Infinite, Visa Signature, Visa Platinum, Visa Entel Estandar, Visa Entel Signature, MasterCard Nacional, MasterCard Internacional, MasterCard Universal, MasterCard Dorada, MasterCard Platinum and MasterCard Black.

Two of our affiliates, Transbank S.A. and Nexus S.A., provide us with merchant acquisition and credit card processing services. As of December 31, 2017, Transbank S.A. had 12 shareholders (including us) and Nexus S.A. had 12 shareholders (including us), all of which were banks. As of the same date, our equity ownership in Transbank S.A. was 26.16% and our equity ownership in Nexus S.A. was 25.81%.

As of December 31, 2017, we had 1,463,028 valid credit card accounts, with 1,708,176 credit cards issued to individuals and small and medium sized companies, held by 1,069,065 customers (including credit cards issued by CrediChile). Total charges on our credit cards during 2017 amounted to approximately Ch$3,943,425 million, with Ch$3,423,788 million corresponding to purchases in Chile and abroad and Ch$519,636 million corresponding to cash withdrawals both within Chile and abroad. The amount of purchases made by our customers in Chile (which include charges associated with credit cards issued by CrediChile) accounted for 20.1% of the total purchase volume of banks credit cards in Chile in 2017, according to statistics provided by Transbank S.A.

As of December 31, 2017, our credit card loans to individuals and small and medium sized companies amounted to Ch$1,070,349 million and represented 26.7% of our retail market business segment s consumer loans.

We believe that the Chilean market for credit cards has a high growth potential, especially among lower and middle income customer segments, as the average merchant fees should continue to decline due to increasing competition from other banks that operate in Chile, as well as large department stores and other non-banking competitors that are involved in the issuance of credit cards. As a result, we strive to develop customized commercial strategies to reinforce this payment channel by applying business intelligence tools that enable us to satisfy the needs of our diverse customer base.

Commercial Credits

Commercial loans granted by our Individual and SME Area mainly consist of project financing and working capital loans granted to small and medium sized companies, which are denominated in Chilean pesos, UF and U.S. dollars and may bear fixed or variable rates of interest and generally mature between one and three months. As of December 31, 2017, our Individual and SME Area had outstanding commercial loans of Ch$3,397,426 million, representing 21.7% of the retail banking segment s total loans and 13.4% of our total loans as of the same date.

Leasing Contracts

Leasing contracts are financial leases for capital equipment and property. Leasing contracts may bear fixed or variable interest rates and they generally have terms that range from one to five years for equipment and from five to 20 years for properties. Most of these contracts are denominated in UF. As of December 31, 2017, our Individual and SME Area had outstanding leasing contracts of Ch$430,685 million, representing 2.8% of the retail banking segment s total loans and 1.7% of our total loans as of the same date.

Table of Contents

Non-Residential Mortgage Loans

Non-residential mortgage loans granted to individuals and small and medium sized companies are loans intended to finance the acquisition of offices, land, facilities and other real estate assets. Non-residential mortgage loans are denominated in UF and generally have maturities between eight and 12 years. As of December 31, 2017, our Individual and SME Area had non-residential mortgage loans of approximately Ch$10,700 million, representing 0.1% of the retail banking segment s total loans.

Debit Cards

We offer different types of debit cards to our customers. Depending on their specifications, these cards can be used for banking transactions at ATMs that operate on the local network provided by Redbanc and the local network of merchants participating in the local Redcompra debit program. Also, our debit cards can be used internationally through the Visa International PLUS network or the international network of merchants associated with the Electron program. We name these debit cards depending on the card s specific features and the link between the brand and target market which they serve. During 2017, we offered the following debit cards: Infinite, Signature, Platinum, Standard and debit cards for companies. As of December 31, 2017, according to monthly statistics provided by Transbank S.A., the Individual and SME Area held a 12.5% market share of debit card transactions (not including debit cards issued by Banco CrediChile, as those are reported under our Consumer Finance Area), which corresponds to approximately 115 million transactions throughout the year.

Lines of Credit

As of December 31, 2017 the Individual and SME Area had approximately 732,085 approved lines of credit to individual customers and small and medium sized companies. Also, the unit had outstanding advances to 429,845 individual customers and small and medium sized companies that totaled Ch$315,381 million, or 2.0% of the retail banking segment s total loans and 1.2% of our total loans.

Our lines of credit for individual customers are generally available on a revolving basis, up to an approved credit limit, and may be used for any purpose. Advances under lines of credit are denominated in Chilean pesos and bear an interest rate that is set monthly.

Deposit Products

We strategically offer deposit products to increase our deposit-taking activities as a means of diversifying our sources of funding. We believe that the deposits of our individual customers provide us with a relatively low-cost, stable source of funding, as well as an opportunity to cross-market our other products and services. In this regard, we offer current accounts, time deposits and savings accounts to our individual customers. Current accounts are Chilean peso-denominated and the majority bear no interest (approximately 0.07% or 626 of our total current accounts are interest-bearing), and savings accounts are denominated in UF and bear a fixed-interest rate. Time deposits may be denominated in Chilean pesos, UF and U.S. dollars and most bear interest at a fixed rate with terms that range between seven to 360 days.

While demand has historically been focused on UF-denominated deposits during periods of high inflation, demand for Chilean peso-denominated deposits has increased in recent years as a consequence of lower and more stable inflation rates in Chile. This trend also occurred during the financial crisis of 2008 and 2009, when we benefited from a flight-to-quality effect. In fact, amid the high volatility and low interest rates observed in the financial markets throughout 2008 and 2009 (in line with monetary stimulus undertaken by central banks worldwide) customers increasingly deposited their funds in our current accounts, particularly those denominated in Chilean pesos, as they preferred liquidity to investing in products with low profitability. A similar phenomenon has taken place over the last three years as a result of the Central Bank s monetary stimulus plan in response to Chile s economic slowdown towards the end of 2013. Hence, as low interest rates have prevailed in Chile during 2014, 2015 and 2016, interest rates paid on Chilean peso-denominated saving accounts and time deposits have remained low. This trend encouraged investors to opt for current accounts over interest-bearing deposits. As a result, according to our management information system, annual average balances of current accounts and demand deposits managed by our Individual and SME Area increased by 10.3% and 7.7% in 2016 and 2017, respectively.

Table of Contents

Consumer Finance Area (Banco CrediChile)

The Consumer Finance Area provides loans and other financial services to low and middle income segments (individuals whose monthly incomes range from Ch$180,000 to Ch$500,000), which historically have only been partially served by financial institutions. Also, our Consumer Finance Area serves micro businesses. Banco CrediChile represents an alternative delivery channel for our products and services to these segments, maintaining a separate brand supported by a network of 105 Banco CrediChile branches as of December 31, 2017. Banco CrediChile was established in 2004 from what was formerly our consumer banking area. During 2008, Banco CrediChile was merged with the consumer area of Citibank Chile (Corporación Financiera Atlas S.A.) as a consequence of our merger with Citibank Chile.

Banco CrediChile offers its customers a variety of banking products, such as consumer loans, credit cards, residential mortgage loans and a demand deposit account (see CuentaChile Demand Accounts) targeted at lower income customers. As of December 31, 2017, Banco CrediChile had approximately 370,515 core customers (those holding either a current account or a loan with us) and over 500,000 active demand accounts. As of the same date, total loans outstanding managed by CrediChile amounted to Ch$758,851 million, representing 3.0% of our total loans outstanding as of the same date.

The following table sets forth the composition of Banco CrediChile s loan portfolio in accordance with our internal reporting policies, as of December 31, 2017:

	As of December 31, 2017 (in millions of Ch$, except percentages)	
BANK S INTERNAL REPORTING POLICIES:		
Consumer loans		
Installment loans	572,796	75.5%
Credit cards	83,237	11.0
Lines of credit and other consumer loans	287	0.0
Total consumer loans	**656,320**	**86.5**
Residential mortgage loans	**65,398**	**8.6**
Commercial loans	37,133	4.9
Total	**758,851**	**100.0%**

Our Consumer Finance Area focuses on developing and marketing innovative and customized products targeted to satisfy the needs of its customers while introducing them to the banking system. Banco CrediChile complements the services offered by our other business segments, especially our wholesale market segment, by offering services to employers, such as direct deposit capabilities for payroll payment purposes, which in turn enable employees to use our deposit services.

In recent years, CrediChile has strived to improve its value offering services by designing and implementing two new financial services, Caja Chile and Microbusiness Banking . The former consists of a limited range of basic financial services (e.g. deposits, withdrawals and bill payments) offered to customers and non-customers through remote IT platforms located in small convenience stores within socially and/or geographically isolated areas of Chile. On the other hand, the Microbusiness Banking is a specialized portfolio of financial services designed for Microbusiness (generally personal businesses) that includes financial advisory, lending and non-lending products and general financial solutions for a segment that has been traditionally uncovered by the banking services.

Table of Contents

During 2017, Banco CrediChile continued to enhance these service models in order to penetrate those segments by offering innovative banking solutions. As of December 31, 2017, Banco CrediChile had 2,044 CajaChile locations at various convenience stores located throughout geographically and/or socially isolated areas. Through these networks, CrediChile provides its customers with a basic array of financial services including bill payments, deposits, installments loan payments and cash withdrawals. As of the same date, commercial loans granted to microbusinesses accounted for approximately Ch$47,720 million, associated with nearly 18,765 borrowers. Given the constrained business expansion in light of the slowdown in the Chilean economy, during 2017, Banco CrediChile continued to focus on operational efficiency, productivity and cost control. Accordingly, CrediChile continued to promote remote contact channels such as internet-based services and mobile banking applications in order to reduce on-site operations at branches. As a result we continued to optimize CrediChile s branch network in 2017.

Banco CrediChile employs a specific credit scoring system, developed by our corporate risk division, as well as other criteria to evaluate and monitor credit risk. Thus, in order to ensure the quality of its loan portfolio, Banco CrediChile adheres to our general loan origination procedures, particularly with regard to the use of our credit scoring system and credit management policies, including the use of credit bureaus and the services of the SBIF. In addition, Banco CrediChile carries out rigorous procedures for the collection of past due loans through Socofin S.A., our specialized collection subsidiary. We believe that we have suitable procedures and infrastructure in place to manage the risk exposure of Banco CrediChile. These procedures allow us to take advantage of the attractive growth and earnings potential of this market segment while at the same time managing our exposure to a higher risk segment. See Item 3. Key Information Risk Factors Risks Relating to our Operations and the Chilean Banking Industry The growth of our loan portfolio may expose us to increased loan losses and Item 3. Key Information Risk Factors Risks Relating to our Operations and the Chilean Banking Industry Our loan portfolio may not continue to grow at the same or similar rate.

Consumer Lending

Banco CrediChile provides short to medium term consumer loans and credit card services. As of December 31, 2017, Banco CrediChile had approximately 370,450 consumer loan debtors related to installment loans amounting to Ch$572,796 million. As of the same date, Banco CrediChile had outstanding loan balances related to credit cards of Ch$83,237 million.

CuentaChile Demand Accounts

Banco CrediChile launched CuentaChile Demand Accounts in 2014, offering its customers a deposit product that is flexible and easy to use. This product allows us to tap into a section of the consumer market that otherwise would not be able to access and participate in the banking system because of its risk profile. The CuentaChile Demand Account is a non-interest bearing demand deposit account without checking privileges that targets customers who want a secure and comfortable means of managing and accessing their money. Customers holding this account may use an ATM card linked to their CuentaChile Demand Account to make deposits or automatic payments to other Banco CrediChile accounts through a network of 7,434 ATMs available throughout Chile as of December 31, 2017. CuentaChile Demand Account holders may execute transactions in all CrediChile branches and carry out basic banking operations in the CajaChile s nationwide network, which is present in most Chilean regions and communities. CuentaChile Demand Account holders are entitled to make use of internet-based banking platforms and mobile applications provided by Banco

CrediChile while also receiving electronic money transfers and benefiting from diverse loyalty programs designed by Banco CrediChile, under the Cuenta Chile Club, which include discounts and special offers for a wide array of stores and services. Banco CrediChile previously offered its customers traditional demand accounts (each known as a CrediChile Demand Account) that entitled its holders to receive payroll deposits, withdraw money from ATMs and perform basic purchasing transactions. The CuentaChile Demand Account replaced and improved the former product offered by CrediChile by increasing benefits to its holders.

As of December 31, 2017, Banco CrediChile had approximately 573,085 active CuentaChile Demand accounts. Holders of these accounts pay an annual fee, based on the number of withdrawals on the account line of credit and interest on any outstanding balance under the line of credit. All fees and interest due on a CuentaChile Demand Account are withdrawn automatically on a monthly basis from funds available in the account. In addition, CuentaChile Demand Accounts allow us to offer our wholesale customers the ability to pay their employees by direct deposit of funds sent to the individual employee s account at Banco CrediChile, thereby increasing the potential for stronger long term relationships with our wholesale customers and their employees.

Table of Contents

Wholesale Banking Segment

Our wholesale banking segment serves the needs of corporate customers. In 2017, this business segment recorded annual operating revenues of approximately Ch$399,826 million, which represented 23.4% of our total operating revenues. Also, for the year ended December 31, 2017 this segment recorded an income before income tax of Ch$264,822 million, which represented 38.3% of our consolidated income before income tax. As of December 31, 2017, loans granted by this business segment amounted to Ch$9,771,711 million and represented 38.4% of our total loan portfolio.

The following table sets forth the composition of our portfolio of loans to the wholesale market in accordance with our internal reporting policies, as of December 31, 2017:

	As of December 31, 2017 (in millions of Ch$, except percentages)		
BANK S INTERNAL REPORTING POLICIES:			
Commercial credits	Ch$	7,160,304	73.3%
Foreign trade loans		906,778	9.3
Leasing loans		950,749	9.7
Factoring loans		567,911	5.8
Other loans		185,969	1.9
Total	**Ch$**	**9,771,711**	**100.0%**

As of December 31, 2017, we had 10,175 debtors out of a total of 26,856 core customers (those holding either a loan or a current account with us). Our wholesale customers are engaged in a wide range of economic sectors. As of December 31, 2017, loans granted by our wholesale banking segment were mainly related to:

- financial services (approximately 23.5% of all loans granted by this business segment);
- manufacturing (approximately 13.7% of all loans granted by this business segment);
- communication and transportation (approximately 13.5% of all loans granted by this business segment);
- commerce and trade (approximately 13.2% of all loans granted by this business segment);
- construction (approximately 13.0% of all loans granted by this business segment);

- agriculture, forestry and fishing (approximately 7.1% of all loans granted by this business segment);
- utilities (approximately 5.2% of all loans granted by this business segment);
- community, social and personal services (approximately 4.4% of all loans granted by this business segment); and
- mining (approximately 1.6% of all loans granted by this business segment).

In line with our strategy of identifying and differentiating market segments in order to provide improved value propositions for a diversified customer base, three of our areas provide our wholesale customer base with banking and financial products and services: (i) the Corporate Area and (ii) the Large Companies and Real Estate Area and (iii) the Special Businesses Area.

Corporate Area

The Corporate Area provides banking products and services to corporations with annual sales exceeding approximately Ch$70,000 million. This area s customers consist of a large proportion of Chile s publicly-traded and non-listed companies, subsidiaries of multinational companies and conglomerates operating in Chile (including those operating in the financial, commercial, manufacturing, industrial and infrastructure sectors), and projects and concessions.

Table of Contents

As of December 31, 2017, we had 908 corporations as debtors out of a total of approximately 7,242 core customers (those holding either a current account or a loan with us). Also, this area managed total outstanding loans of Ch$3,295,344 million, which represented 13.0% of our total loan book as of the same date.

The following table sets forth the composition of our Corporate Area s loan portfolio in accordance with our internal reporting policies, as of December 31, 2017:

	As of December 31, 2017 (in millions of Ch$, except percentages)		
BANK S INTERNAL REPORTING POLICIES:			
Commercial credits	Ch$	2,685,826	81.5%
Foreign trade loans		229,309	7.0
Factoring loans		218,009	6.6
Leasing loans		66,055	2.0
Other loans		96,145	2.9
Total	**Ch$**	**3,295,344**	**100.0%**

We offer a wide range of products to large corporations that include short- and long-term financing, working capital loans, mortgage loans, leasing, long-term syndicated loans and factoring, as well as investment banking services offered by our subsidiary Banchile Asesoría Financiera S.A. We also offer cash management, including payment services (payrolls, suppliers, pensions, dividends, etc.), collection services and connections to international funds transfer networks, as well as traditional deposit products, in particular current accounts.

In cash management, as of December 31, 2017, we were party to approximately 8,513 payment service contracts and approximately 968 collection service agreements with corporations. We believe that cash management and payment service contracts, in particular, provide us with a source of low cost deposits and the opportunity to cross sell our products and fees to payees, many of whom maintain accounts with us. Under our collection contracts, we act as a collection agent for our corporate customers, providing centralized collection services for their accounts receivable and other similar payments. For the year ended December 31, 2017, joint volumes associated with collection and payment agreements increased by approximately 6.6%.

In order to provide highly competitive and differentiated services, our Corporate Area has the direct support of our Treasury and Money Market Operations segment, which directly fulfills our corporate customers liquidity, short-term loans and hedging needs. We have also improved our technology to facilitate connections with customers and enhance their self-service practices. Similarly, we offer derivative products, which we believe have become increasingly important, especially those associated with Chilean peso-U.S. dollar and UF-U.S. dollar forward contracts, cross currency swaps, interest rate swaps and options, among other derivative products.

In recent years, the market for loans to corporations in Chile has been characterized by reduced margins due to increasing competition and moderate expansion in terms of borrowing. This fierce competition has involved not only local banking players but also, increasingly, overseas lenders who are eager to lend to Chilean companies that hold high credit ratings supported by a high sovereign credit rating. For this reason, we have focused on optimizing the profitability in this segment by enhancing our cross selling through the generation and enhancement of fee-based services, such as payroll processing, dividend payments and billing services, as well as computer banking services. This strategy has enabled us to maintain profitable and long-term relationships with our corporate customers while preserving the ability to grant loans when appropriate business opportunities arise.

Table of Contents

Accordingly, during 2017, our Corporate Area continued to focus on: (i) maximizing cross-selling and profitability at the business relationship level, (ii) improving the customer experience with the bank s diverse distribution channels and (iii) promoting and motivating the area s team to encourage innovation in all the business aspects managed by account officers. These initiatives are intended to optimize the risk-return relationship of this segment through non-lending revenues and customer proximity. In all of these areas, but particularly in cross-selling, the synergies that arise from the Global Connectivity Agreement with Citigroup have been important when assisting our corporate customers with off shore transactions, derivatives structuring and financial advisory services. Undoubtedly, the slowdown in the local economy and, in particular, the significant decrease in overall investment across the country, significantly affected the corporate lending business during 2017. These trends resulted in increased competition for a reduced demand for loans and, therefore, a decrease in lending spreads. As a result, loan balances managed by our Corporate Area declined 14.9% on an annual basis. Under such circumstances, the area focused on increasing cross-selling, such as investment banking services offered through our Investment Banking subsidiary. During 2017, this subsidiary carried out approximately 21 transactions, an increase from the 15 transactions executed in 2016.

Large Companies and Real Estate Area

Our Large Companies and Real Estate Area provides companies with annual sales that range from approximately Ch$1,600 million to approximately Ch$70,000 million with a broad range of financial products and services. Customers served by this area are those related to the commercial, manufacturing, agricultural, forestry, fishing, infrastructure and real estate sectors, among others.

As of December 31, 2017, we had 9,165 large companies and real estate debtors out of a total of 19,078 core customers (those holding either a current account or a loan with us). Loans granted by the Large Companies and Real Estate Area amounted to Ch$6,024,393 million as of the same date, which represented 23.7% of our total loans.

The following table sets forth the loan portfolio composition of the Large Companies and Real Estate Area, in accordance with our internal reporting policies, as of December 31, 2017:

	As of December 31, 2017 (in millions of Ch$, except percentages)		
BANK S INTERNAL REPORTING POLICIES:			
Commercial credits	Ch$	4,022,641	66.8%
Leasing loans		884,694	14.7
Foreign trade loans		677,469	11.2
Factoring loans		349,902	5.8
Other loans		89,687	1.5
Total	**Ch$**	**6,024,393**	**100.0%**

Products and services offered by this area are mainly related to commercial loans, lines of credit, trade finance and foreign currency transactions, factoring services, leasing, non-residential mortgage loans, syndicated loans, investment banking and financial advisory services for mergers and acquisitions, debt restructuring assistance, payments and collections services, current accounts and related saving services, corporate credit cards, cash and investment management, derivative contracts to hedge against currency or interest rate fluctuations, insurance brokerage, among other traditional and tailored services.

This area aims to provide its customers with excellent service based on proactive financial support that enhances long term relationships with customers. Over time, the area has developed service models intended to take advantage of synergies arising from the interaction of account and specialized support executives responsible for ensuring comprehensive customer service. These models have enabled this area to strengthen customer relationships and product offerings.

In 2017, this area continued to prioritize a customer centric approach in order to maintain a market-leading position in commercial banking. The high level of satisfaction, together with high standards achieved in terms of problem solving, allowed the area to face an unfavorable business landscape characterized by a decrease in capital expenditures across all economic sectors and uncertainty regarding the economic outlook. As a result, the area recorded a decrease of 5.4% in average loans in 2017 as compared to 2016. Nevertheless the decrease in the lending business was partially offset by an increase in our non-interest bearing liabilities. Our average demand deposits increased 5.6% in 2017, as compared to the 5.3% increase recorded in 2016. More importantly, the area posted a 7.6% annual increase in demand accounts denominated in local currency during 2017, which benefited our cost of funds and margin.

Table of Contents

Our leasing and factoring businesses are part of the Large Companies and Real Estate Area. During 2017, we were particularly active in terms of factoring loans as demonstrated by the 26.7% increase in year-end balances on an annual basis.

Special Businesses Area

Our Special Businesses Area aims to provide tailored financial products and services to family offices representing the interests of the wealthiest local families. Thus, in addition to traditional lending products, this area offers a wide range of non-lending services related to project finance, deal structuring associated with business acquisitions, cash management, deposits and funds administration, financial advisory, among others. Also, this area is in charge of coordinating and overseeing our Trade Finance Unit and our International Private Banking Unit.

As of December 31, 2017, our Special Businesses Area had approximately 102 borrowers out of a total of 536 core customers (those holding either a current account or a loan with us). In addition, as of the same date, loans granted by this area accounted for Ch$451,974 million, which represented 1.8% of our total loans.

The following table displays the loan portfolio composition of the Special Businesses Area, in accordance with our internal reporting policies, as of December 31, 2017:

	As of December 31, 2017 (in millions of Ch$, except percentages)		
BANK S INTERNAL REPORTING POLICIES:			
Commercial credits	Ch$	451,837	100.0%
Other loans		137	0.0
Total	**Ch$**	**451,974**	**100.0%**

During 2017 the Special Businesses Area continued to focus on integrating its diverse units while outlining a comprehensive strategy intended to take advantage of opportunities that arise in the local market within the family office sub-segment. In this group of customers, relationships are crucial and, therefore, this area has concentrated on reinforcing the team s capabilities while establishing a collaborative work relationship with our subsidiaries Banchile Administradora General de Fondos and Banchile Corredora de Bolsa in order to put their wide range of mutual funds management and stock brokerage offers at the disposal of these customers. In this regard, the business scope of this area focuses on assets but, more importantly, focuses on the ability to attract liabilities such as deposits and wealth management, which permit us to benefit from funding and cross-selling. Thus, we completed a favorable year in Private Wealth Management by recording a 7.0% increase in number of customers and by 23.0% the level of assets under management.

Treasury and Money Market Operations

Our Treasury and Money Market Operations business segment provides a wide range of financial services to our customers, including currency intermediation, forward contracts, interest rate swaps, transactions under repurchase agreements and investment products based on bonds, mortgage finance bonds and deposits.

In addition, our Treasury and Money Market Operations business segment is focused on managing our currency, interest rate and maturity gaps, ensuring adequate liquidity levels, managing our investment portfolio and performing the intermediation of fixed-income instruments, currencies and derivatives. Interest rate gap management is aimed at generating an adequate funding structure, prioritizing our capitalization and asset and liability cost structure and funding source diversification.

The Treasury and Money Market Operations business segment is also responsible for: (i) the issuance of short- and long-term senior bonds, as well as long-term subordinated bonds, in Chile or abroad, (ii) monitoring compliance with regulatory deposit limits, technical reserves and maturity and rate matches/mismatches, (iii) monitoring our adherence to the security margins defined by regulatory limits, and risk limits for interest rate, currency and investment gaps. This segment continually monitors the Bank s cost of funding by benchmarking with the rest of the local financial system and financing alternatives in Chile or abroad.

Table of Contents

Regarding funding functions carried out by our Treasury, during 2017, we continued to develop a funding diversification strategy by conducting important transactions in Chile and abroad. This strategy is aimed at maintaining a competitive cost of funding that supports the value offerings we provide to our wide customer base and improving our liquidity by issuing debt of longer maturities that match long-term assets. For that reason, we are continually seeking alternative sources, types of instruments and markets. We generally conduct international bond issuances only if the cost (including costs of interest rate swaps and other transactional expenses) is below the cost of raising funds locally and the currency or interest rate exposure is fully hedged via cross currency swaps.

During 2017, although we were less active in terms of debt placements when compared to previous years, we were able to enter into opportunistic long-term financing arrangements in overseas markets demonstrating, once again, the confidence of foreign investors in Banco de Chile. Under our MTN Program, we placed the following instruments in foreign markets during 2017: (i) a 15-year unsecured euro-denominated bond issued in Germany for approximately U.S.$73 million, (ii) a 20-year unsecured yen-denominated bond placed in Japan for approximately U.S.$90 million, and (iii) a five-year unsecured bond in Japan for approximately U.S. $115 million. Most of these placements were accompanied by cross currency swap hedge arrangements in order to neutralize any effects associated with changes in foreign exchange that could impact our cost of funding. In addition, we continued to utilize short-term funding associated with our commercial paper program, which provides us with reliable funding for Trade Finance transactions, and during 2017, we issued a total amount of U.S.$1.2 billion. As of December 31, 2017 we had an outstanding balance of approximately U.S.$420 million. In terms of long-term funding in local currency, during 2017 we placed a total amount of UF15 million (approximately U.S.$653 million) within the local market. These debt placements had maturities ranging from four to 12 years (8.2 years on average) while bearing premium spreads over the relevant benchmark (Central Bank UF-denominated bonds or BCU).

The funding functions carried out by our Treasury area are complemented by our international area, namely International Financial Institutions (IFI), which manages relations with correspondent banks worldwide, facilitating international payments and obtaining foreign currency financing for us. As of December 31, 2017, we have established a network of approximately 600 foreign banks, among which we maintained credit relationships with approximately 150 correspondent banks, from which we maintained 26 account relationships. IFI played an important role in structuring international transactions aimed at diversifying our funding.

Regarding the management of our securities portfolio, as of December 31, 2017, the portfolio amounted to Ch$3,064,893 million and was composed of available-for-sale securities that totaled Ch$1,526,315 million and securities held for trading amounting to Ch$1,538,578 million. As for the type of instruments included in our securities portfolio, as of December 31, 2017, 54.6% consisted of securities issued by the Central Bank and the Chilean government, 41.8% consisted of securities issued by local financial institutions, and 3.6% consisted of securities issued by non-financial Chilean corporate issuers and other securities. Our investment strategy is designed to supplement our expected profitability, risks and economic variable projections while adhering to the regulatory guidelines and internal limits defined by our finance committee. In this regard, neither proprietary trading nor speculation on equity holdings are business goals for us and, therefore, equity instruments only represented 0.3% of our investment portfolio as of December 31, 2017.

Operations through Subsidiaries

We have made several strategic long-term investments in financial services companies that are engaged in activities complementary to our commercial banking activities. In making these investments our goal is to develop a comprehensive financial group capable of meeting the diverse financial needs of our current and potential clients by offering traditional banking products and specialized financial services through our different subsidiaries.

The following table sets forth information with respect to our financial services subsidiaries in accordance with our internal reporting policies as of December 31, 2017:

	Assets	Equity (in millions of Ch$)	Net Income
BANK S INTERNAL REPORTING POLICIES			
Banchile Corredores de Bolsa S.A.	Ch$ 541,693	Ch$ 88,879	Ch$ 14,880
Banchile Administradora General de Fondos S.A.	69,889	58,203	19,001
Banchile Corredores de Seguros Ltda.	16,094	7,218	4,557
Socofin S.A.	10,865	2,319	796
Banchile Asesoria Financiera S.A	3,075	2,371	2,142
Banchile Securitizadora S.A	491	420	(104)
Total	**Ch$ 642,107**	**Ch$ 159,410**	**Ch$ 41,272**

Table of Contents

The following table sets forth information with respect to our ownership interest in our financial services subsidiaries as of December 31, 2017:

		Ownership Interest	
	Direct (%)	Indirect (%)	Total (%)
Banchile Administradora General de Fondos S.A.	99.98	0.02	100.00
Banchile Asesoría Financiera S.A.	99.96		99.96
Banchile Corredores de Seguros Ltda.	99.83	0.17	100.00
Banchile Corredores de Bolsa S.A.	99.70	0.30	100.00
Banchile Securitizadora S.A.	99.01	0.99	100.00
Socofin S.A.	99.00	1.00	100.00

On June 19, 2013, Banco de Chile acquired all of the shares of Banchile Factoring S.A. owned by Banchile Asesoría Financiera. As a result of this transaction, Banco de Chile fully acquired the assets and liabilities of Banchile Factoring S.A. and on June 30, 2013 this subsidiary was dissolved.

During 2014, we began a voluntary dissolution process for Banchile Trade Services Limited in Hong Kong, which was formally declared dissolved on July 5, 2016.

On December 19, 2016, Banco de Chile acquired all of the shares of Promarket S.A. and that subsidiary was dissolved.

Securities Brokerage Services

We provide securities brokerage services through Banchile Corredores de Bolsa S.A. is registered as a securities broker with the Superintendencia de Valores y Seguros (the Superintendency of Securities and Insurance or SVS), the regulator of Chilean publicly listed companies, and is a member of the Santiago Stock Exchange and the Chilean Electronic Stock Exchange. Since it was founded in 1989, Banchile Corredores de Bolsa S.A. has provided stock brokerage services, fixed income investments and foreign exchange products to individuals and companies through our branch network. In early 2009, Citibank Agencia de Valores S.A. merged with Banchile Corredores de Bolsa S.A.

During the year ended December 31, 2017, Banchile Corredores de Bolsa S.A. recorded an aggregate stock trading turnover on the Santiago Stock Exchange, the Chilean Electronic Stock Exchange and the Valparaíso Stock Exchange that amounted to approximately Ch$6,302,956 million, which represented a 10.8% market share within the Chilean stock market.

Also, as of December 31, 2017, Banchile Corredores de Bolsa S.A. had equity amounting to Ch$88,879 million and, for the year ended December 31, 2017, recorded net income of Ch$14,880 million, which represented 2.6% of our consolidated net income for that period (under the bank s internal reporting policies).

58

Table of Contents

Mutual and Investment Fund Management

Since 1980, we have provided mutual fund management services through Banchile Administradora General de Fondos S.A. (formerly Banchile Administradora de Fondos Mutuos S.A.). As of December 31, 2017, according to data published by the Chilean Mutual Funds Association, Banchile Administradora General de Fondos S.A. was the largest mutual fund manager in Chile, managing approximately 20.9% of all Chilean mutual funds   assets. Also, as of December 31, 2017, Banchile Administradora General de Fondos S.A. operated 66 mutual funds and had Ch$6,647,692 million in assets under management owned by 626,897 corporate and individual investors. As of the same date, Banchile Administradora General de Fondos S.A. operated 23 public investment funds (Deuda Chile, Deu Corp 3-5, Chile Blend, Small Cap, Plusvalia Eficiente, Rentas, Emerging Equity, Estrategias Alternativas, Inmob. Capitolio, Deuda Argentina, Deuda Alto Rendimiento, USA Equity, Europe Equity, Rentas Inmobiliarias VI, VII, VIII, Deuda Global, MarketP Glob, MarketP EEUU, Rentas Habit Plusvalía, Latam High Yield, Minero Asset and Latam Small Mid CAP). Banchile managed Ch$1,097,762 million in net assets on behalf of 738 participants. As of December 31, 2017, Banchile did not manage private investment funds.

The following table sets forth information regarding the various mutual funds managed by Banchile Administradora General de Fondos S.A. as of December 31, 2017:

		As of December 31, 2017	
Name of Fund	**Type of Fund**	**Net Asset Value (in millions of Ch$)**	**Number of Investors**
AHORRO	Fixed income (medium/long term)	431,750	40,888
ALIANZA	Fixed income (medium/long term)	144,431	34,573
ASIA	Equity	14,631	13,590
ASIATICO ACCIONARIO	Equity	17,994	13,497
BANCHILE-ACCIONES	Equity	50,815	6,980
BONOS UF PLUS I	Structured	22,310	745
BOOSTER ACCIONES USA	Structured	1,696	65
CAPITAL EFECTIVO	Fixed income (short term)	650,062	7,272
CAPITAL EMPRESARIAL	Fixed income (short term)	601,184	8,477
CAPITAL FINANCIERO	Fixed income (short term)	373,641	17,551
CHILE 18 Q	Equity	82,531	17,137
CORPORATE DOLLAR	Fixed income (short term)	540,276	21,385
CORPORATIVO	Fixed income (short term)	380,571	37,132
CRECIMIENTO	Fixed income (short/medium term)	102,370	11,521
CUPON PLUS	Structured	1,557	95
DEPOSITO XXI	Fixed income (medium/long term)	418,289	51,577
DEUDA CORPORATIVA DÓLAR	Fixed income (medium/long term)	28,581	1,261
DEUDA DOLAR	Fixed income (medium/long term)	26,939	854
DEUDA ESTATAL	Fixed income (medium/long term)	3,589	526
DEUDA ESTATAL PESOS	Fixed income (medium/long term)	4,444	1,686
DEUDA ESTATAL UF 3-5	Fixed income (medium/long term)	45,719	28,835
DEUDA PESOS 1-5 AÑOS	Fixed income (medium/long term)	13,339	1,631
DISPONIBLE	Fixed income (short term)	48,504	31,661
EMERGING	Equity	32,413	18,903
EMERGING MARKET	Equity	11,952	898
ESTRATEGIA AGRESIVA	Blend	9,516	917
ESTRATEGIA CONS	Blend	44,893	3,196
ESTRATEGIA MODERADA	Blend	47,521	3,117
ESTRATEGICO	Fixed income (medium/long term)	472,112	19,911
EURO MONEY MARKET	Fixed income (short term)	17,320	2,874

EUROPA DESARROLLADA	Equity	61,995	18,894
FONDO MUTUO BOOSTER ACCIONES EMERG II	Equity	3,431	127
FONDO MUTUO BOOSTER ACCIONES EMERGENTE	Structured	13,781	668
FONDO MUTUO BOOSTER ACCIONES EUROPA II	Structured	10,607	445
FONDO MUTUO BOOSTER ACCIONES JAPÓN II	Structured	4,632	151
FONDO MUTUO CHILE BLUE CHIP INDEX FUND	Equity	6	1
FONDO MUTUO ESTRUCTURADO BONOS UF PLUS I	Structured	10,952	426
GLOBAL DOLLAR	Equity	12,241	468
GLOBAL MID CAP	Equity	12,318	1,298
HORIZONTE	Fixed income (medium/long term)	429,757	36,981
INVERSION BRASIL	Equity	3,695	665
INVERSION CHINA	Equity	3,610	684
INVERSION USA	Equity	83,404	19,271
INVERSIONES ALTERNAT	Blend	47,297	16,742
INVERSIONISTA I	Equity	40,022	364
JAPÓN ACCIONARIO	Equity	12,972	17,096
LATAM CORPORATE INVESTMENT GRADE	Fixed income (medium/long term)	21,530	881

Table of Contents

Name of Fund	Type of Fund	As of December 31, 2017 Net Asset Value (in millions of Ch$)	Number of Investors
LATAM MID CAP	Equity	17,991	15,102
LIQUIDEZ 2000	Fixed income (short term)	292,458	23,863
MID CAP	Equity	20,712	3,400
PACÍFICO ACCIONARIO	Equity	895	267
PERFORMANCE	Fixed income (short/medium term)	9,969	7,575
PORT ACT AGRESIVO	Equity	7,006	672
PORT ACT CONTROLADO	Blend	3,168	126
PORT ACT DEFENSIVO	Fixed income (medium/long term)	13,038	792
PORT ACT EQUILIBRADO	Blend	34,134	2,192
PORT ACT MODERADO	Blend	43,780	2,052
PORT ACT POTENCIADO	Blend	19,444	1,758
QUANT GLOBAL	Blend	2,189	252
RENDIMIENTO CORTO	Fixed income (short term)	261,789	218
RENTA FUTURA	Fixed income (medium/long term)	278,078	10,837
RETORNO L.P. UF	Fixed income (medium/long term)	96,412	30,639
SECOND BEST ACCIONES LATAM - ASIA EMERG	Equity	5,272	146
U.S. DOLLAR	Equity	14,523	570
US MID CAP	Equity	18,448	1,484
UTILIDADES	Fixed income (short/medium term)	95,186	11,035
Total		**6,647,692**	**626,897**

As of December 31, 2017, Banchile Administradora General de Fondos S.A. had equity of Ch$58,203 million and, for the year ended December 31, 2017, net income of Ch$19,001 million, which represented 3.3% of our 2017 consolidated net income (under the bank s internal reporting policies).

Insurance Brokerage

We provide insurance brokerage services to our customers through Banchile Corredores de Seguros Limitada (Banchile Corredores de Seguros LTDA.). In 2000, we began to offer life insurance policies associated with consumer loans and non-credit related insurance to our individual customers and the general public. As of December 31, 2017, Banchile Corredores de Seguros Limitada had equity of Ch$7,218 million and, for the year ended December 31, 2017 it recorded net income of Ch$4,557 million, which represented 0.8% of our 2017 consolidated net income (under the bank s internal reporting policies). According to the SVS, as of December 31, 2017, Banchile Corredores de Seguros Limitada had a 4.8% market share in the total amount of life and casualty insurance policies (in Chilean pesos) sold by insurance brokerage companies in Chile, excluding life annuities.

Financial Advisory Services

We provide financial advisory and other investment banking services to our customers through Banchile Asesoría Financiera S.A. The services offered by Banchile Asesoría Financiera S.A. are primarily targeted to our corporate customers and include advisory services concerning mergers and acquisitions, restructuring, project finance and strategic alliances. As of December 31, 2017, Banchile Asesoría Financiera S.A.

had equity of Ch$2,371 million and, for the year ended December 31, 2017, recorded net income of Ch$2,142 million, which represented 0.4% of our 2017 consolidated net income (under the bank s internal reporting policies).

Securitization Services

We offer investment products to meet the needs of institutional investors, such as private pension funds and insurance companies, through Banchile Securitizadora S.A. This subsidiary securitizes financial assets, and issues debt instruments with credit ratings that can be traded in the Chilean marketplace, backed by a bundle of revenue producing assets of the client company. As of December 31, 2017, Banchile Securitizadora S.A. had equity of Ch$420 million and, for the year ended December 31, 2017, the subsidiary reported a net loss of Ch$104 million (under bank s internal reporting policies). Also as of December 31, 2017, Banchile Securitizadora S.A. had a 13.6% market share in the total volume of assets securitized in Chile. This market share refers to the percentage of existing stock of securitized assets as of the mentioned date.

Table of Contents

Collection Services

Socofin S.A. provides judicial and extra judicial loan collection services to the Bank. As of December 31, 2017, Socofin S.A. had equity of Ch$2,319 million and, for the year ended December 31, 2017, net income of Ch$796 million (under the bank s internal reporting policies).

Distribution Channels and Electronic Banking

Our distribution network provides integrated financial services and products to our customers through a wide range of channels. The network includes ATMs, branches, internet-based banking platforms, mobile banking applications and call centers. As of December 31, 2017, we had 1,464 ATMs that are part of a larger network of 7,434 ATMs operating in Chile, of which 4,583 ATMs operate under a network managed by Redbanc S.A.

As of December 31, 2017, we had a network of 399 retail branches throughout Chile. Our branch system serves as a distribution network for all of the products and services offered to our customers. Our full-service branches accept deposits, cash withdrawals, offer the full range of our retail banking products, such as consumer loans, credit cards, mortgage loans and current accounts, and provide financial and non-financial information to current and potential customers.

We offer electronic banking services to our customers 24 hours a day through our website, www.bancochile.cl, which has tailored homepages for the different segments we serve. Thus, by accessing our website, our individual customers may execute electronic money transfers, access their account balances, pay utilities bills, apply for loans, make time deposits, purchase insurance premiums, invest in mutual funds, and so on. On the other hand, our corporate homepage offers a broad range of services, including the payment of bills, electronic fund transfers, non-charge orders, as well as a wide variety of account inquiries. These services include our office banking service, Banconexion Web for Enterprises, which enables our corporate customers to perform all of their banking transactions from their offices. Our homepage also offers products with exclusive benefits provided by our customer loyalty marketing programs, which enhance our relationships with customers. Through the jointly administered website of Banchile Administration General de Fondos and Banchile Corredora de Bolsa, our mutual funds and securities brokerage subsidiaries, respectively, we also provide customers interested in investing and saving their funds with an internet-based platform on which they can trade stocks and currencies, make time deposits and take positions in mutual funds, foreign stock markets, investments funds and derivatives. Our foreign trade customers can rely on our international business homepage, www.bancochile.com, which enables them to inquire about the status of their foreign trade transactions and perform transactions, such as opening letters of credit, recording import collection and hedging on instructions and letters of credit. According to our management information systems, on an annual basis, during 2017, approximately 335.7 million transactions were performed on our website, of which approximately 42.0 million were monetary transactions. Also, according to the SBIF, approximately 10.8 million clients (including one time visits by both individuals and companies) accessed our website every month in 2017. This translated into approximately 529.1 million visits to our website in 2017.

Also, we provide our customers with access to a 24-hour phone-bank through which they can access account information and execute certain transactions. This service, through which we receive over 436,448 calls per month on average, has enabled us to develop customer loyalty campaigns, sell financial products and services, answer specialized inquiries and receive and resolve complaints by customers and non-customers.

Lastly, over the last three years we have devoted efforts to enhance our mobile banking platforms by developing and launching diverse applications. In 2014, we released the mobile applications MiBanco | MiPago | MiBeneficio. Similarly, in 2015 we launched MiCuenta | MiPass | MiSeguro. MiBanco is a mobile banking platform that enables our customers to perform most of the operations they can execute on our website, such as accessing their account balances, making bill payments and electronic money transfers, carrying out cash advances from credit cards to checking accounts. MiPago is a specialized mobile application that permits requests for reimbursements from other Banco de Chile s customers and performs the transaction by generating and scanning a QR code, which reinforces the security standards for these types of operations. MiCuenta is a mobile application that enables users to make monthly payments associated with utility bills and other types of services. MiPass is a password-generating application that, among other features, allows users to set a list of money transfer recipients to make transfers without requiring another password-generating device. In 2017, we continued to expand our digital banking offerings by launching the new mobile application called MiInversion. This application serves as a portfolio management mobile platform for retail customers by enabling them to manage their investments in equity, fixed-income and mutual funds. We also added new functionalities to these mobile applications by incorporating an On/Off service for credit and debit cards in case of theft, misplacement or other security issues detected by the user, authorization of web transactions with MiPass, biometric access to MiBanco through fingerprint, onsite payment in shops and commerce through MiPago, among other features. As of December 31, 2017, approximately 21.7 million monetary transactions have been carried out using our mobile banking applications.

Competition

Overview

The Chilean market for banking and other financial services is highly and increasingly competitive and consists of various market sectors. The most important sector is commercial banking with total loans (excluding operations of subsidiaries abroad) representing 82.1% of the Chilean GDP as of December 31, 2017. As of the same date, the Chilean banking industry consisted of 20 banks, 19 of which were private sector banks and one state-owned bank, namely, Banco del Estado. As of December 31, 2017, the five largest Chilean banks accounted for approximately 75.6% of all outstanding loans granted by Chilean financial institutions (excluding operations of subsidiaries abroad): Banco Santander Chile (18.7%), Banco de Chile (17.2%), Banco del Estado (15.3%) and Banco de Crédito e Inversiones (BCI) (13.6%) and Banco Itaú-Corpbanca (10.8%).

We face significant and increasing competition in all market segments in which we operate. As a comprehensive commercial bank that offers a wide range of services to all types of enterprises and individual customers, we deal with a variety of competitors, ranging from large private sector commercial banks to more specialized entities, such as niche banks. We also increasingly face competition, from non-banking companies like large department stores, private compensation funds, and saving and credit cooperatives with respect to some of our credit products, such as credit cards and consumer loans. Furthermore, in recent years and given the outstanding credit rating held by the country, as well as the liquidity observed in overseas markets, local middle market, corporations and multinational branches in Chile have increasingly replaced loans rendered by local banks with off-shore long-term debt. In addition, we face competition from other types of competitors, such as leasing, factoring and automobile financing companies (especially in lending products), as well as mutual funds, pension funds and insurance companies, within the market for savings and mortgage loans. Nevertheless, banks continue to be the main suppliers of leasing, factoring and mutual funds, while the insurance brokerage business has become an important component of the value offerings provided by banks.

Within the local banking industry, our primary competitors are the main private sector commercial banks in Chile, namely, Banco Santander Chile, BCI, Banco Bilbao Vizcaya Argentaria Chile (BBVA), and Itaú-Corpbanca. Nevertheless, we also face competition from Banco del Estado, a state-owned bank, which has a larger customer base than we do. Banco del Estado, which operates under the same regulatory regime as Chilean private sector banks, was the third largest bank in Chile as of December 31, 2017, with outstanding total loans of Ch$22,531,470 million, representing a 15.3% market share (excluding operations of subsidiaries abroad), according to data published by the SBIF.

In the retail market, we compete with other private sector Chilean banks, as well as with Banco del Estado, which has a large individual customer base. Among private sector banks, we believe our strongest competitors in this market are Banco Santander Chile and BCI, as these banks have developed diversified business strategies focused on both small and medium-sized companies and lower to middle income segments of the Chilean population. In addition, we believe our strongest competitors in the high income individual segment are Banco Santander Chile, Banco Itaú-Corpbanca, Banco Bice and Banco Security, as these banks rely on specialized business models that provide wealth management and traditional banking services, as we do.

Historically, commercial banks in Chile have competed in the retail market against each other, and finance companies and department stores, with the latter two having traditionally been focused on consumer loans to low and middle-income segments. However, finance companies gradually disappeared between the 1990s and 2000s, as most of them merged into the largest commercial banks that dominate the Chilean banking industry today. Also, by the end of 1990s, the Chilean financial industry witnessed the rise of non-traditional banking competitors, such as large department stores. During the 2000s, these players gained increasing significance in the consumer lending sector, as they were permitted to issue financial products such as credit cards. Currently, there are two consumer oriented banks affiliated with Chile s largest department stores: Banco Falabella and Banco Ripley. Although these banks had a combined market share (excluding operations of subsidiaries abroad) of only 1.7% as of December 31, 2017, according to the SBIF, the presence of these banks is likely to make consumer banking more competitive over the next few years, especially within the lower income segment. As of December 31, 2017, the consumer loans granted jointly by these banks represented a 9.4% of the total consumer loans rendered by the industry (excluding operations of subsidiaries abroad).

In the wholesale market, we believe our strongest competitors are also Banco Santander Chile, BCI, Itaú-Corpbanca and Banco Bilbao Vizcaya Argentaria Chile (BBVA). Similarly, we believe these banks are our most significant competitors in the small and medium sized companies business segment.

We also compete, mainly through our subsidiaries, with companies that offer non-banking specialized financial services in the high-income individuals segment and the middle market and corporate segment such as Larrain Vial, BTG Pactual and IM Trust, whose core businesses are stock brokerage, financial advisory and wealth management services. Other Chilean commercial banks also compete in these markets of specialized financial services, but they are less focused on such businesses.

The Chilean banking industry has experienced increased levels of competition in recent years from domestic as well as foreign banks. This phenomenon has triggered a consolidation wave within the industry and the creation of more comprehensive banking entities that participate in most of our markets. Consequently, banks strategies have been increasingly focused on reducing costs and improving efficiency standards in order to compete effectively with the larger banks. Although we are making our best efforts in order to operate within this competitive environment, we acknowledge that our income may decrease as a result of increasing competition.

Regarding mergers and acquisitions events in the local banking industry, most of these transactions have involved international players seeking to participate in the local market. In recent years, for example, in 2013 Corpbanca s controlling shareholders announced their intention to sell part of their stake to a local or international player. On January 29, 2014, Corpgroup (the controlling shareholder of Corpbanca) accepted the bid of Brazil s Itau Unibanco, through which Itau merged its own Chilean and Colombian subsidiaries with Corpbanca. The merger was approved by the SBIF in September 2015 and Banco Itaú Chile became Banco Itaú-Corpbanca. The merged company started operations on April 1, 2016. As of December 31, 2017, the merged bank had a 10.8% market share, excluding operations of subsidiaries abroad. On December 5, 2017, Scotiabank Chile announced that BBVA formally accepted Scotiabank Chile s bid to acquire 68.2% of BBVA Chile shares for an amount of approximately U.S.$2,200 million. In January 2018, Scotiabank requested the SBIF authorization for this transaction, which was granted in March 2018. The transaction is currently awaiting the approval of the Chilean Anti-Trust Agency (Fiscalía Nacional Economica). The merger of these two banks is expected to be completed during the second half of 2018.

In addition, consolidation and overseas expansion has emerged as a means of inorganic growth for local banks. For example, in 2012, Corpbanca, ranked fourth among Chilean private sector banks in terms of total loans as of December 31, 2011, acquired a former Santander Group s subsidiary in Colombia and consolidated its balance sheet and results of operations beginning May 31, 2012. Also, by the end of 2012, Corpbanca made a bid for acquiring Helm Bank in Colombia. According to publicly available information, the bid process was completed and fully authorized by the SBIF in July 2013 and Corpbanca started to consolidate the balance sheet of this new subsidiary beginning August 31, 2013. Given the merger between Banco Itaú Chile and Corpbanca in 2016, assets held by former Corpbanca subsidiaries in Colombia were seized by the merged bank. Hence, as of December 31, 2017, loans associated with Banco Itaú-Corpbanca s operations in Colombia amounted to Ch$4,479,791 million and represented 3.0% of the industry s total loans.

Similarly, by the end of May 2013, BCI the third largest private sector bank in Chile in terms of total loans as of December 31, 2017, with a 13.6% market share (excluding operations of subsidiaries abroad) announced the acquisition of the City National Bank, headquartered in the United States. According to public information published by the SBIF, the process was fully authorized and completed in October 2015 and BCI started to consolidate the balance sheet on the same date. As of December 31, 2017, loans associated with BCI s operation in the United States amounted to Ch$4,434,278 million and represented 3.0% of the industry s total loans.

Table of Contents

During 2014 the Chilean banking industry witnessed the entry of new market players and changes in the ownership structure of certain competitors. By the end of August 2014, Banco International announced the intention of *Inversiones la Construcción* (ILC) to take control of the bank by acquiring a 50.1% stake from the controlling shareholder, Baninter . Banco Internacional is a small bank within the Chilean banking industry and is mostly focused on the wholesale banking segment. As of December 31, 2016, Banco Internacional s loan book represented 0.8% of the total outstanding loans of the industry (excluding operations of subsidiaries abroad). Furthermore, on May 30, 2014, the SBIF authorized the existence and approved the bylaws of Banco BTG Pactual Chile. This bank, a Chilean subsidiary of Brazil-based bank BTG Pactual, was already operating in the Chilean financial industry since 2012, providing stock brokerage, mutual funds management and investment banking services. Banco BTG Pactual Chile received the final authorization to operate as a commercial bank on December 31, 2014 and officially started its commercial operations on January 23, 2015. As of December 31, 2017, the loan book of Banco BTG Pactual Chile represented only 0.11% of the total outstanding loans of the industry (excluding operations of subsidiaries abroad).

Lastly, in 2016, Deustche Bank Chile closed its operations in many Latin American countries including Chile. Deustche Bank s participation in the Chilean Banking industry accounted for 0.5% in terms of total assets as of December 31, 2015.

On the other hand, it is worth noting that since 2014 two Chinese banks have requested SBIF authorizations for starting operations in Chile. In May 2016, the China Construction Bank Corporation received final approval from the SBIF to open a branch in Chile under the brand name China Construction Bank, Agencia en Chile . This was the first branch established by this bank in Latin America. Similarly, in November 2016, the Bank of China received provisional authorization and installation authorization from the SBIF to open a branch in Chile under the brand name Bank of China Limited. Finally, on March 13, 2018 the SBIF definitively authorized Bank of China to start operations in Chile under the brand name Bank of China Limited .

We expect these trends of increasing competition and consolidation to continue, particularly in connection with the formation of new large financial groups and the creation of new niche banks. Although we believe that we are currently large enough to compete effectively in all of our target markets, any further consolidation in the Chilean financial services industry may adversely affect our competitive position. We are working on developing and enhancing our competitive strengths to ensure our sustainability.

Below there is a set of tables and figures for the years ended December 31, 2015, 2016 and 2017 that show our position within the Chilean financial industry. The market information is set forth under Chilean GAAP as published by the SBIF and unless otherwise indicated excludes data related to operations of subsidiaries abroad. Also, as a result of the merger between Banco Itaú Chile and Corbanca, figures for years before 2017 unless otherwise indicated have been computed on a pro forma basis.

The following table sets forth certain statistical information on the Chilean financial system as of December 31, 2017, according to information published by the SBIF under Chilean GAAP:

	As of December 31, 2017 (in millions of Ch$, except percentages)							
	Assets		Loans(1)(2)		Deposits(2)		Equity(3)	
	Amount	Share	Amount	Share	Amount	Share	Amount	Share
CHILEAN GAAP:								
Private sector banks	182,474,724	82.8%	125,030,886	84.7%	92,351,455	78.0%	16,951,473	91.1%
Banco del Estado	37,925,323	17.2%	22,531,470	15.3%	26,033,153	22.0%	1,654,457	8.9%
Total banking system	**220,400,047**	**100.0%**	**147,562,356**	**100.0%**	**118,384,608**	**100.0%**	**18,605,930**	**100.0%**

Source: SBIF

(1) Loans to customers. Interbank loans are not included.

(2) Excludes operations of subsidiaries abroad.

(3) For purposes of this table, equity includes capital and reserves, net income for the period and provisions for minimum dividends.

Table of Contents

Loans

We had total loans of Ch$25,439,535 million as of December 31, 2017, according to information published by the SBIF under Chilean GAAP. The following table sets forth our market share and the market share of our principal private sector competitors in terms of total loans, as of the dates indicated, according to information published by the SBIF under Chilean GAAP:

	Total Loans(1)(2)(3) As of December 31,		
	2015	**2016**	**2017**
CHILEAN GAAP:			
Banco Santander Chile	18.9%	19.1%	18.7%
Banco de Chile	18.3	18.0	17.2
Banco de Crédito e Inversiones	12.9	13.3	13.6
Banco Itaú-Corpbanca	12.3	11.4	10.8
BBVA Bilbao Vizcaya	6.7	6.6	6.6
Total market share	**69.1%**	**68.4%**	**66.9%**

Source: SBIF

(1) Allowances for loan losses not deducted.

(2) Excludes operations of subsidiaries abroad.

(3) Itaú-Corpbanca in pro forma basis for 2015 and 2016.

Credit Quality

The following table sets forth the ratio of allowances to total loans of the largest private banks in Chile and that of the Chilean financial system as a whole (including such banks) as of December 31, 2015, 2016 and 2017, according to information published by the SBIF under Chilean GAAP:

	Allowances to Total Loans(1)(2) As of December 31,		
	2015	**2016**	**2017**
CHILEAN GAAP:			
Banco Santander Chile	2.98%	3.05%	2.96%
Banco Itaú-Corpbanca	2.15	2.84%	3.29
Banco de Chile	2.45	2.40%	2.19
Banco de Crédito e Inversiones	1.81	1.66%	1.63
BBVA Bilbao Vizcaya	1.44	1.49%	1.48
Financial system	**2.40%**	**2.53%**	**2.51%**

Source: SBIF

(1) Includes operations of subsidiaries abroad.

(2) Itaú-Corpbanca in pro forma basis for 2015 and 2016

The following table sets forth the ratio of past due loans (90 days or more) over total loans for the largest private banks in Chile as of December 31, 2015, 2016 and 2017 on an individual basis, according to information published by the SBIF under Chilean GAAP:

	Past Due Loans to Total Loans(1)(2)(3) As of December 31,		
	2015	**2016**	**2017**
CHILEAN GAAP:			
Banco de Chile	1.22%	1.15%	1.19%
BBVA Bilbao Vizcaya	1.42	1.30	1.18
Banco de Crédito e Inversiones	1.50	1.44	1.41
Banco Itaú-Corpbanca	1.33	1.68	2.26
Banco Santander Chile	2.54	2.09	2.30
Financial system	**1.88%**	**1.87%**	**1.95%**

Source: SBIF

(1) Until 2014, the SBIF only released past due (90 days or more) information on an individual basis for Chilean banks. Since 2015, information is released on a consolidated basis.

(2) Past Due loans refer to loans 90 days or more past due, including installments that are overdue and the remaining amount of principal and interest.

(3) Itaú-Corpbanca in pro forma basis for 2015 and 2016

Table of Contents

Deposits

We had total deposits (including demand deposits and time deposits) of Ch$18,983,484 million as of December 31, 2017, according to information published by the SBIF under Chilean GAAP. The following table sets forth the market shares in terms of total deposits for private banks as of December 31, 2015, 2016 and 2017 on a consolidated basis, according to information published by the SBIF under Chilean GAAP:

	Total Deposits(1)(2) As of December 31, 2015	2016	2017
CHILEAN GAAP:			
Banco Santander Chile	17.6%	18.0%	16.6%
Banco de Chile	16.4	16.4%	16.0
Banco de Crédito e Inversiones	12.8	12.5%	13.0
Banco Itaú-Corpbanca	11.2	9.8%	8.7
BBVA Bilbao Vizcaya	6.0	6.0%	5.8
Total market share	**64.0%**	**62.7%**	**60.1%**

Source: SBIF

(1) Excludes operations of subsidiaries abroad.

(2) Itaú-Corpbanca in pro forma basis for 2015 and 2016

Capital and Reserves

The following table sets forth year-end balances of capital and reserves for the largest private banks in Chile as of December 31, 2015, 2016 and 2017 according to information published by the SBIF under Chilean GAAP:

	Capital and Reserves(1)(2)(3) As of December 31, 2015		2016		2017	
CHILEAN GAAP:						
Banco Itaú-Corpbanca	Ch$	2,137,088	Ch$	3,403,266	Ch$	3,359,617
Banco de Chile		2,505,561		2,620,395		2,842,610
Banco Santander Chile		2,450,665		2,567,396		2,712,692
Banco de Crédito e Inversiones		1,768,953		2,280,605		2,468,304
BBVA Bilbao Vizcaya	Ch$	704,040	Ch$	773,186	Ch$	828,164

Source: SBIF

(1) Capital and Reserves equals to total equity before provisions for minimum dividends and net income for the period.

(2) Includes operations of subsidiaries abroad.

(3) Itaú-Corpbanca in pro forma basis for 2015 and 2016.

Net Income

The following table sets forth the market shares in net income for private sector banks as of December 31, 2015, 2016 and 2017, according to information published by the SBIF under Chilean GAAP:

	Net Income(1)(2) As of December 31,		
	2015	**2016**	**2017**
CHILEAN GAAP:			
Banco de Chile	25.6%	28.1%	25.8%
Banco Santander Chile	20.7	24.2%	25.8
Banco de Crédito e Inversiones	15.1	17.3%	16.6
BBVA Bilbao Vizcaya	4.1	4.1%	4.7
Banco Itaú-Corpbanca	15.1	(0.1)%	2.4
Total Market Share	**80.6%**	**73.6%**	**75.3%**

Source: SBIF

(1) Includes operations of subsidiaries abroad.

(2) Itaú-Corpbanca in pro forma basis for 2015 and 2016.

Table of Contents

Return on Capital and Reserves

The following table sets forth our return on capital and reserves and the returns on capital and reserves of our principal private sector competitors and the Chilean banking industry as a whole, in each case as of December 31, 2015, 2016 and 2017, according to information published by the SBIF under Chilean GAAP:

	Return on Capital and Reserves(1)(2) Year Ended December 31,		
	2015	2016	2017
CHILEAN GAAP:			
Banco de Chile	22.3%	21.1%	20.3%
Banco Santander Chile	18.4	18.5%	21.3
Banco de Crédito e Inversiones	18.7	14.9%	15.0
BBVA Bilbao Vizcaya	12.7	10.4%	12.8
Banco Itaú-Corpbanca	15.4	(0.1)%	1.6
Financial System average	**15.4%**	**11.8%**	**13.0%**

Source: SBIF

(1) Corresponds to net income divided by the year-end balance of Capital and Reserves.

(1) Includes operations of subsidiaries abroad.

(2) Itaú-Corpbanca in pro forma basis for 2015 and 2016.

Operating Revenues

The following table sets forth the market shares in terms of operating revenues for private banks as of December 31, 2015, 2016 and 2017, on a consolidated basis, according to information published by the SBIF under Chilean GAAP:

	Operating Revenues(1)(2) As of December 31,		
	2015	2016	2017
CHILEAN GAAP:			
Banco de Chile	18.6%	19.5%	18.0%
Banco Santander Chile	18.7	19.1	19.2
Banco de Crédito e Inversiones	13.1	14.5	14.6
Banco Itaú-Corpbanca	15.1	9.6	11.1
BBVA Bilbao Vizcaya	4.6	4.5	4.6
Total Market Share	**70.1%**	**67.2%**	**67.5%**

Source: SBIF

(1) Includes operations of subsidiaries abroad.

(2) Itaú-Corpbanca in pro forma basis for 2015 and 2016.

Operating Expenses

The following table sets forth the market shares in terms of operating expenses for private sector banks as of December 31, 2015, 2016 and 2017, on a consolidated basis, according to information published by the SBIF under Chilean GAAP:

	Operating Expenses(1)(2) As of December 31,		
	2015	**2016**	**2017**
CHILEAN GAAP:			
Banco de Chile	16.1%	16.3%	15.6%
Banco Santander Chile	15.8	15.9	16.0
Banco de Crédito e Inversiones	12.9	14.4	14.7
Banco Itaú-Corpbanca	15.0	12.8	14.4
BBVA Bilbao Vizcaya	4.8	5.2	4.7
Total Market Share	**64.6%**	**64.6%**	**65.5%**

Source: SBIF

(1) Includes operations of subsidiaries abroad.

(2) Itaú-Corpbanca in pro forma basis for 2015 and 2016.

Table of Contents

Efficiency

The following table sets forth the efficiency ratios of the largest private Chilean banks as of December 31, 2015, 2016 and 2017, according to information published by the SBIF under Chilean GAAP:

	Efficiency Ratio(1)(2)(3) As of December 31,		
	2015	**2016**	**2017**
CHILEAN GAAP:			
Banco de Chile	44.1%	45.4%	46.2%
Banco Santander Chile	43.3	45.6	44.3
Banco de Crédito e Inversiones	50.2	54.2	53.7
BBVA Bilbao Vizcaya	53.2	61.8	54.3
Banco Itaú-Corpbanca	50.9	72.7	69.2
Financial System average	**51.1%**	**54.5%**	**53.2%**

Source: SBIF

(1) Operating expenses divided by operating revenue.

(2) Includes operations of subsidiaries abroad.

(3) Itaú-Corpbanca in pro forma basis for 2015 and 2016.

Table of Contents

REGULATION AND SUPERVISION

General

In Chile, only banks may maintain current accounts for their customers and, together with certain other specific non-banking financial institutions, may accept time deposits. The principal authorities that regulate financial institutions in Chile are the SBIF and the Central Bank. Chilean banks are primarily subject to the General Banking Act and secondarily, to the extent not inconsistent with that law, the provisions of the Chilean Corporations Law governing publicly listed corporations, except for certain provisions that are expressly excluded.

The Chilean banking system dates back to 1925 and has been characterized by periods of substantial regulation and government intervention, as well as periods of deregulation. The most recent period of deregulation commenced in 1975 and culminated in the adoption of a series of amendments to the General Banking Act. In 2004, amendments to the General Banking Act granted additional powers to banks, including general underwriting powers for new issuances of certain debt and equity securities and the power to create subsidiaries to engage in activities related to banking, such as brokerage, investment advisory, mutual fund services, investment fund management, factoring, securitization products and financial leasing services. Prior to 2006, banks had the option of distributing less than 30% of their earnings as dividends in any given year, subject to approval of the holders of at least two-thirds of the bank s common stock. In 2006, however, the General Banking Act was amended to eliminate this alternative.

Following the Chilean banking crisis of 1982 and 1983, the SBIF assumed control of banks representing approximately 51% of the total loans in the banking system. As part of the assistance that the Chilean government provided to Chilean banks, the Central Bank permitted banks to sell to it a certain portion of their non-performing loan portfolios at book value. Each bank then repurchased such loans at their economic value (which, in most cases, was substantially lower than the book value at which the Central Bank had acquired them), with the difference to be repaid to the Central Bank out of future income. Pursuant to Law No. 18,818, which was passed in 1989, this difference was converted into subordinated debt.

In 2014, the Chilean Ministry of Finance announced an overall review and various modifications to the Chilean Banking Act. Accordingly, during 2015, the Chilean Ministry of Finance convened a working-group of financial experts to analyze and recommend modifications to the General Banking Act. This working-group released a final report in January 2016 recommending that modifications to the General Banking Act should be phased-in. Based on this report, the Ministry of Finance submitted a bill to the Chilean congress on June 12, 2017, modifying the current General Banking Act. The proposed legislation addresses three main topics aimed at modernizing the Chilean banking framework by adopting the Basel III Guidelines; considering a phased-in transition from Basel I, introducing changes to the corporate governance of the local regulator such that certain powers currently vested in the SBIF will be transferred in the future to Chile s Financial Market Commission (CMF), and establishing a resolution regime for Chilean banks in the case of insolvency. The bill also addresses other modifications such as increased of deposit insurance for time deposits, stricter requirements for members of banks boards of directors, changes in relation to confidential information of banks customers, among others. The CMF was established in January 2018, pursuant to Law No. 21,000 and replaced the SVS. It currently oversees the Chilean Financial Market (comprised of publicly traded companies, insurance companies, insurance brokers, mutual funds and investment funds). Upon approval of the reforms to the General Banking Act by the Chilean congress and subsequent enactment by the Chilean government, the CMF is expected to assume supervision of banking activities by replacing and assuming the powers of the SBIF. In January 2018, the proposed bill was passed by the Lower House of the Chilean congress, which introduced certain provisions to the former bill presented by the Chilean government, and is currently being analyzed by the Upper House. See Item 3. Key Information Risk Factors Risks Relating to our Operations and the Chilean Banking Industry Restrictions imposed by banking regulations may constrain our operations and thereby adversely affect our financial condition and results.

69

Table of Contents

The Central Bank

The Central Bank is an autonomous legal entity created under the framework of the Chilean Constitution. It is subject to its *Ley Orgánica Constitucional* (the Organic Constitutional Law) and the Chilean Constitution. To the extent not inconsistent with its Organic Constitutional Law or the Chilean Constitution, the Central Bank is also subject to general laws applicable to the private sector, but is not subject to the laws applicable to the public sector. The Central Bank is directed and administered by a board of directors composed of five members designated by the President of Chile, subject to Senate approval.

The legal purpose of the Central Bank is to maintain the stability of the Chilean peso and the orderly functioning of Chile s internal and external payment systems. The Central Bank s powers include setting reserve requirements, regulating the amount of money and credit in circulation, and establishing regulations and guidelines regarding financial companies, foreign exchange (including the Formal Exchange Market) and bank deposit-taking activities.

The Superintendency of Banks (SBIF)

Chilean Banks are supervised and controlled by the SBIF, a Chilean governmental agency. The SBIF authorizes the creation of new banks and has broad powers to interpret and enforce legal and regulatory requirements applicable to banks and financial institutions. Furthermore, in cases of noncompliance with its legal and regulatory requirements, the SBIF has the ability to impose sanctions. In extreme cases, it can appoint, with the prior approval of the board of directors of the Central Bank, a provisional administrator to manage a bank. It also has the mandate to approve any amendment to a bank s bylaws or any increase in its capital.

The SBIF examines all banks from time to time, usually at least once a year or more often if necessary under certain circumstances. Banks are required to submit unaudited financial statements to the SBIF on a monthly basis and to publish their unaudited financial statements at least four times a year in a newspaper of national circulation. A bank s financial statements as of December 31 of each year must be audited and submitted to the SBIF together with the opinion of its independent auditors. Also, since 2017, banks are required by the SBIF to include in mid-year financial statements (as of June 30 of every fiscal year) an auditor s review statement in accordance with GAAP). In addition, banks are required to provide extensive information regarding their operations at various periodic intervals to the SBIF.

Any person wishing to acquire, directly or indirectly, 10% or more of the share capital of a bank must obtain prior approval from the SBIF. Without such approval, the holder will not have the right to vote such shares. The SBIF may only refuse to grant its approval based on specific grounds set forth in the General Banking Act.

According to Article 35 bis of the General Banking Act, the prior authorization of the SBIF is required for each of the following:

- the merger of two or more banks;

- the acquisition of all or a substantial portion of a bank s assets and liabilities by another bank;
- the control by the same person, or controlling group, of two or more banks; or
- a substantial increase in the share ownership of a bank by a controlling shareholder of that bank.

Such prior authorization is required only when the acquiring bank or the resulting group of banks would own a market share in loans determined by the SBIF to be more than 15% of the Chilean banking system loans. The intended purchase, merger or expansion may be denied by the SBIF, or, if the acquiring bank or resulting group would own a market share in loans determined to be more than 20% of the Chilean banking system loans, the purchase, merger, or expansion may be conditioned on one or more of the following:

- that the bank or banks maintain Regulatory Capital above 8% and up to 14% of their risk-weighted assets;
- that the technical reserve established in Article 65 of the General Banking Act be applicable when deposits exceed 1.5 times the resulting bank s paid-in capital and reserves; or
- that the amount of interbanking loans be reduced to 20% of the resulting bank s Regulatory Capital.

Table of Contents

If the acquiring bank or resulting group would own a market share in loans determined by the SBIF to be more than 15% but less than 20%, the authorization will be conditioned on the bank or banks maintaining Regulatory Capital not below 10% of their risk-weighted assets for a period set by the SBIF, which may not be less than one year. The calculation of risk-weighted assets is based on a five-category risk classification system applied to a bank s assets (including off-balance positions through credit exposure factors) that is based on the Basel Committee recommendations.

Pursuant to the regulations of the SBIF, the following ownership disclosures are required:

- banks must disclose to the SBIF the identity of any person owning, directly or indirectly, 5% or more of its shares;

- holders of ADSs must disclose to the depositary the identity of beneficial owners of ADSs registered under such holders names;

- the depositary must disclose to the bank the identity of beneficial owners of ADSs which the depositary has registered, and the bank, in turn, must disclose to the SBIF the identity of the beneficial owners of the ADSs representing 5% or more of such bank s shares; and

- bank shareholders who individually hold 10% or more of a bank s capital stock and who are controlling shareholders must periodically inform the SBIF of their financial condition.

The Financial Market Commission

Our subsidiaries Banchile Corredores de Bolsa S.A., Banchile Administradora General de Fondos S.A., Banchile Securitizadora S.A. and Banchile Corredores de Seguros Ltda. are supervised by the Financial Market Commission.

The CMF was established in January 2018, pursuant to Law No. 21,000 and replaced the Superintendency of Securities and Insurance (SVS). Specifically, the CMF must regulate, oversee, sanction and administer the operation, stability and development of the Chilean financial market by easing the participation of market agents while keeping public trust. In order to do so, the CMF must have an overall and systemic vision by protecting interests of investors and insured agents. The CMF also the ability to impose sanctions over the supervised entities.

The CMF is a professional and technical institution, led by a board of five members whose chairman is appointed by the Chilean government. The CMF appointed a prosecutor who is responsible for identifying, investigating, and prosecuting potential infringements of the rules that govern the markets regulated by the CMF. In addition to the powers formerly held by the SVS, the CMF has additional powers that should improve the supervision of the Chilean financial markets while providing due process for regulated companies by incorporating new tools that promote the cooperation of companies purportedly involved with infringements of applicable rules.

The CMF s powers include the authority to require information of banking transactions of specific persons, even those subject to secrecy or confidentiality provisions; interception of all kind of communications and requesting telecommunication companies any communication transmitted or received by them, and order other public agencies to provide background information, even when such information is confidential or classified. These measures, among others, are subject to control and prior authorization of the Santiago court of appeal.

The CMF currently oversees the Chilean Financial Market (comprised of publicly traded companies, insurance companies, insurance brokers, mutual funds and investment funds). Upon approval of the reforms to the General Banking Act by the Chilean congress and subsequent enactment by the Chilean government, the CMF is expected to also assume supervision of banking activities by replacing and assuming the powers of the SBIF.

Table of Contents

Limitations on Types of Activities

Chilean banks can only conduct those activities allowed by the General Banking Act, including loan placements, factoring and leasing activities, accepting deposits and, subject to certain limitations, making investments and performing financial services. Investments are restricted to real estate for the bank s own use, gold, foreign exchange and debt securities. Through subsidiaries, banks may also engage in other specific financial service activities such as securities brokerage services, mutual fund management, investment fund management, foreign capital fund management, financial advisory, securitization and factoring activities. Subject to specific limitations and the prior approval of the SBIF and the Central Bank, Chilean banks may own majority or non-controlling interests in foreign banks.

In March 2002, the Central Bank authorized banks to pay interest on current accounts and the SBIF published guidelines permitting banks to offer and charge fees for the use of a current account product that pays interest. Under these guidelines, these accounts may be subject to a minimum balance and different interest rates depending on average balances held in the account. The Central Bank has imposed additional caps on the interest rate that can be charged by banks with a solvency score of less than A.

In June 2007, the Chilean government passed Law No. 20,190, which amended various aspects of Chile s capital markets regulatory framework, such as the General Banking Act, Securities, Insurance, Venture Capital and Tax law. Law No. 20,190 is aimed at improving the access to financing for start-up companies and small businesses in order to strengthen confidence in the stock market and to stimulate the development of the financial market in general. The General Banking Act was amended to achieve these goals by, among other things, revising regulations concerning demand deposits, increasing certain credit limits, and redefining the calculations to determine the proper amount for a bank s reserves. In addition, the General Banking Act was amended to allow local banks to engage in derivatives such as options, swaps and forward contracts, thereby eliminating prior existing legal impediments to those practices.

As a consequence of Chile s accession to the Organization for Economic Co-operation and Development, the Chilean congress introduced new corporate governance regulations in 2009. The Chilean Corporations Law and the Chilean Securities Markets Law were amended such that public companies with capital above 1,500,000 UF that have at least 12.5% of their voting shares owned by shareholders representing less than 10% of the voting shares are required to have at least one independent director in their board of directors. In order to assure the independence of this director, certain requirements were established to protect minority shareholders decisions. In addition, regulation was passed to expand the disclosure requirements of publicly-held companies and to hold members of boards of directors liable for not complying with such disclosure obligations.

Deposit Insurance

According to the General Banking Act, local or foreign currency denominated deposits at banks or financial companies are insured as described below.

The Chilean government guarantees up to 100% of the principal amount of the following deposits:

- deposits in current accounts;
- deposits in savings accounts of demand deposits;
- other demand deposits; and
- deposits in savings accounts with unlimited withdrawals.

In addition, the Chilean government guarantees up to 90% of the principal amount of time deposits held by individuals in the Chilean banking system. This guarantee on time deposits, however, covers a maximum amount of UF 108 per person (Ch$2,894,199 or U.S.$4,702.7 as of December 31, 2017) in the Chilean banking system as a whole, regardless of whether the obligation held by the bank exceeds that amount.

The pending proposed bill to reform the General Banking Act contemplates a modification to current deposit insurance for time deposits such that the principal amount of time deposits would be 100% guaranteed by the Chilean government with a limit of UF 200 UF per person (Ch$ 5,359,628 or U.S.$ 8,708.8 as of December 31, 2017) in a single bank and UF400 per person (Ch$ 10,719,256 or U.S.$17,417.5 as of December 31, 2017) in the Chilean banking system as a whole.

Table of Contents

Reserve Requirements

Deposits are subject to a reserve requirement of 9.0% for demand deposits and 3.6% for time deposits (with terms of less than one year). The Central Bank has statutory authority to increase these percentages to as much as 40% for demand deposits and as much as 20% for time deposits, to implement monetary policy.

In addition, Chilean banks must hold a certain amount of assets in cash or highly liquid instruments. This reserve requirement is equal to the amount by which the daily balance of deposits payable on demand, net of clearing, exceeds 2.5 times the amount of the bank s Regulatory Capital. Deposits payable on demand include the following:

- deposits in current accounts;
- other demand deposits or obligations payable on demand and incurred in the ordinary course of business;
- saving deposits that allow unconditional withdrawals that bear a stated maturity; and
- other deposits unconditionally payable immediately.

As of December 31, 2017, Banco de Chile fully complied with these reserve requirements.

Minimum Capital

Under the General Banking Act, a bank must have a minimum paid in capital and reserves of UF 800,000 (Ch$21,438.5 million or U.S.$34.8 million as of December 31, 2017). However, a bank may begin its operations with 50% of such amount, provided that it has a Regulatory Capital ratio (defined as Regulatory Capital as a percentage of risk weighted assets) of not less than 12%. When such a bank s paid in capital reaches UF 600,000 (Ch$16,078.9 million or U.S.$26.1 million as of December 31, 2017), the Regulatory Capital ratio requirement is reduced to 10%.

As of December 31, 2017, Banco de Chile fully complied with such minimum capital requirements.

Capital Adequacy Requirements

According to the General Banking Act, each bank should have Regulatory Capital (or Total Capital) of at least 8% of its risk-weighted assets, net of required allowances. This percentage may be increased by the regulators according to what has been previously stated.

Banks should also comply with a leverage ratio, which means Basic Capital (Common Equity Tier 1) of at least 3% of their total assets, net of required allowances.

Some banks, however, given specific characteristics and based on the judgement of the SBIF, may be required to fulfil stricter thresholds in terms of capital adequacy. This is the case of Banco de Chile, which is subject to a Regulatory Capital (or Total Capital) ratio of at least 10% on risk-weighted assets. Nonetheless, in terms of the leverage ratio, Banco de Chile is required to comply with the same limit imposed on the whole banking system.

As of December 31, 2017, Banco de Chile fully complied with such capital adequacy requirements.

The terms Regulatory Capital and Basic Capital are defined under Presentation of Financial Information at the beginning of this annual report.

Market Risk Regulations

In September 2005, the SBIF introduced new regulations for measuring market risks (e.g., price and liquidity risks). This entity introduced standardized methodologies based on Basel Market Risk Measurement models for measuring and reporting price risks. These methodologies allow local banks to determine interest rate, foreign exchange (FX) and options risks (for FX and interest rate transactions) taken in both their trading and accrual books. Additionally, this entity provided funding liquidity risk measurements standards which included the alternative to model the maturity tenor of some balance sheet items following behavioral assumptions.

Table of Contents

The trading book is composed of portfolios of debt and equity instruments that have a liquid secondary market and therefore their valuation at market prices and the corresponding profit and losses impact is representative of market conditions. In addition, all derivative transactions and the FX mismatches are also part of the trading book. The accrual book comprises all of the asset and liability balance sheet items that are not part of the trading book.

The regulation provides that 8% of the sum of the credit risk-weighted assets and the price risk of the trading book may not be higher than Regulatory Capital. In light of the merger between Banco de Chile and Banco A. Edwards in 2002, the SBIF raised the requirement of credit risk-weighted assets for us from 8% to 10%. As of December 31, 2017, the price risk of our trading book totaled Ch$116,659 million.

The following table shows our regulatory risk availability, computed as the difference between the risk and our Regulatory Capital, as of December 31, 2017:

	As of December 31, 2017 (in millions of Ch$, except percentage)
(a) 10% risk-weighted assets	2,706,834
(b) Trading price risk	116,659
(c = a + b) Total risk	2,823,493
(d) Regulatory Capital	3,934,727
(e = d c) Risk Availability	1,111,234
(f = c/d) Use of Regulatory Limit (as a Percentage of Regulatory Capital)	71.8%

Interest rate risk generated by the accrual book is measured against a self-imposed (internal) limit equal to the lesser of 12-month rolling net revenues and our Basic Capital.

The guidelines for measuring liquidity risk are mainly focused on constructing an expected cash flow analysis for the following 30 and 90 days, broken down by currency. Net outflows may not exceed the amount of our Basic Capital for the following 30 days or two times that amount for the following 90 days. Subject to approval of the SBIF, the cash flow analysis may include behavioral run-off assumptions for some specific liability balance sheet items (demand deposits, time deposits, etc.) and behavioral roll-over assumptions for some asset items of the consolidated statement of financial position (loans, etc.). This guidance used to be called the C08 index but was replaced by the C46 index in 2015, although both were aimed at the same purpose. Furthermore, in March 2016, the Chilean regulator began to require C47 and C48 reports. The C47 report focuses on liabilities analysis from the concentration, maturity and renewal perspectives. On the other hand, the C48 report gauges Liquidity Coverage Ratio and Net Stable Funding Ratio, aligned with the Basel framework for these purposes. So far, however, the regulator has not established any limits related to these reports. See Item 4. Information on the Company Regulation and Supervision New Rules on Liquidity Standards .

In June 2006, the SBIF introduced new regulations relating to (i) the valuation process of debt instruments and (ii) the measurement and reporting of credit risk generated by derivative transactions.

Prior to June 2006, the SBIF allowed banks to classify debt instruments for accounting and business purposes as either Trading or Held-to-Maturity only. Starting in June 2006, a new alternative classification was added (Available-for-Sale). No changes to the classification system have occurred since June 2006.

Credit risk for derivative transactions, for regulatory purposes, must be measured and reported as:

Derivatives Credit risk = Current Mark-to-Market (if positive) + Credit Risk Factor (%) * Notional Amount

Table of Contents

The Current Mark-to-Market (CMTM) of the transaction, if positive, reflects the amount of money owed by the counterparty today, e.g. corresponding to the amount the counterparty would pay us if the transaction were unwound today. As we are interested in measuring the maximum amount of money that the customer would owe us within the life of the transaction, the maximum potential future value of the transaction is added to the CMTM. This potential value is measured as the Credit Risk Factor multiplied by the Notional Amount. Hence, the Credit Risk Factor reflects the potential value that the transaction may take in favor of the bank (under some confidence level) within its remaining tenor. The regulator determines the Credit Risk Factor by considering market factors (three categories: interest rates, FX rates or equity prices) involved in the respective transactions and the remaining tenor. In addition, banks usually develop their own Credit Risk Factors models to assess credit risk not only under regulatory guidelines. Netting and credit mitigation schemes, such as recouping, early termination, margins, etc. have been allowed by regulators so that banks can better manage their credit risk.

Lending Limits

Under the General Banking Act, Chilean banks are subject to certain lending limits, including the following material limits:

- A bank may not extend to any entity or individual, directly or indirectly, unsecured credit in an amount that exceeds 10% of the bank s Regulatory Capital, or in an amount that exceeds 30% of its Regulatory Capital if the excess over 10% is secured by certain assets with a value equal to or higher than such excess.

- In the case of financing infrastructure projects built through the concession mechanism, the 10% ceiling for unsecured credits is raised to 15% if secured by a pledge over the concession, or if granted by two or more banks or financial companies which have executed a credit agreement with the builder or holder of the concession.

- A bank may not extend loans to another financial institution subject to the General Banking Act in an aggregate amount exceeding 30% of its Regulatory Capital.

- A bank may not extend to any individual or entity that is, directly or indirectly, related to the ownership or management of the bank, credit under more favorable terms with respect to repayment conditions, interest rates or collateral than those granted to third parties in similar transactions. The aggregate amount of such credits granted to related persons may not exceed 5% of the bank s Regulatory Capital. The 5% unsecured ceiling is raised to 25% of the bank s Regulatory Capital if the excess over 5% is secured by certain assets with a value equal to or higher than such excess. In any case, the aggregate amount of these credits granted by the bank may not exceed the bank s Regulatory Capital.

- A bank may not directly or indirectly grant a loan, the purpose of which is to allow an individual or entity to acquire shares of the lender bank.

- A bank may not lend, directly or indirectly, to a director or any other person who has the power to act on behalf of the bank.

- A bank may not grant loans to related parties (including holders of more than 1% of its shares) on more favorable terms than those generally offered to non-related parties. Loans granted to related parties are subject to the limitations described in the first bullet point above. The aggregate amount of loans to related parties may not exceed a bank s Regulatory Capital.

As of December 31, 2017, Banco de Chile fully complied with the lending limits established by the General Banking Act.

Classification of Banks

The SBIF regularly examines and evaluates each bank s solvency and credit management process, including its compliance with loan classification guidelines. On the basis of this evaluation, it classifies banks into various categories.

Table of Contents

Solvency and Management

In accordance with amended regulations of the SBIF effective as of January 1, 2004, banks are classified into categories I through V based upon their solvency and management ratings. This classification is confidential.

Category I: This category is reserved for financial institutions that have been rated level A in terms of solvency and management.

Category II: This category is reserved for financial institutions that have been rated (i) level A in terms of solvency and level B in terms of management, (ii) level B in terms of solvency and level A in terms of management, or (iii) level B in terms of solvency and level B in terms of management.

Category III: This category is reserved for financial institutions that have been rated (i) level B in terms of solvency and level B in terms of management for two or more consecutive review periods, (ii) level A in terms of solvency and level C in terms of management, or (iii) level B in terms of solvency and level C in terms of management.

Category IV: This category is reserved for financial institutions that are rated level A or B in terms of solvency and have been rated level C in terms of management for two or more consecutive review periods.

Category V: This category is reserved for financial institutions that have been rated level C in terms of solvency, irrespective of their rating level of management.

A bank s solvency rating is determined by its Regulatory Capital (after deducting accumulated losses during the financial year) to risk-weighted assets ratio. This ratio is equal to or greater than 10% for level A banks, equal to or greater than 8% and less than 10% for level B banks and less than 8% for level C banks.

With respect to a bank s management rating, level A banks are those that are not rated as level B or C. Level B banks display some weakness in internal controls, information systems, response to risk, private risk rating or ability to manage contingency scenarios. Level C banks display significant deficiencies in internal controls, information systems, response to risk, private risk rating or ability to manage contingency scenarios.

In November 2016 the SBIF issued Circular No. 3,612, which added regulations related to Business Continuity Management and established a set of guidelines and good practices to be considered by banks in the management of business continuity risks, taking into account the volume and complexity of their operations. The corresponding adherence to these practices will be considered in the management evaluation Solvency and Management Classification carried out by the SBIF.

Obligations Denominated in Foreign Currencies

Foreign currency-denominated obligations of Chilean banks are subject to two requirements:

- a reserve requirement of 9% for demand deposits and 3.6% for time deposits (see Reserve Requirements); and

- net foreign currency outflows may not exceed the amount of the Basic Capital for the following 30 days or two times that amount for the following 90 days.

Capital Markets

Under the General Banking Act, banks in Chile may purchase, sell, place, underwrite and act as paying agents with respect to certain debt securities. Likewise, banks in Chile may place and underwrite certain equity securities. Bank subsidiaries may also engage in debt placement and dealing, equity issuance advice and securities brokerage, as well as mutual fund and investment fund administration, factoring, investment advisory services and merger and acquisition services. The SBIF generally regulates these subsidiaries. However, the CMF regulates some of these subsidiaries. The CMF is the regulator of the Chilean securities market and publicly-held corporations.

Table of Contents

Legal Provisions Regarding Banking Institutions with Economic Difficulties

The General Banking Act provides that if specified adverse circumstances exist at any bank, its board of directors must correct the situation within 30 days from the date of receipt of the relevant financial statements. If the board of directors is unable to do so, it must call an extraordinary shareholders meeting to increase the capital of the bank by the amount necessary to return the bank to financial stability. If the shareholders reject the capital increase, or if it is not effected within the 30-day period and in the manner agreed to at the meeting, or if the SBIF does not approve the board of directors proposal, the bank will be barred from increasing its loan portfolio beyond that stated in the financial statements presented to the board of directors and from making any further investments in any instrument other than instruments issued by the Central Bank. In such a case, or in the event that a bank is unable to make timely payment in respect of its obligations, or if a bank is under provisional administration of the SBIF, the General Banking Act provides that the bank may receive a two-year term loan from another bank. The terms and conditions of such a loan must be approved by the board of directors of both banks, as well as by the SBIF, but need not be submitted to the borrowing bank s shareholders for their approval. A creditor bank may not grant such interbank loans to an insolvent bank in an amount exceeding 25% of the creditor bank s Regulatory Capital. The board of directors of a bank that is unable to make timely payment of its obligations must present a reorganization plan to its creditors in order to capitalize the credits, extend their respective terms, forgive debts or take other measures for the payment of the debts. If the board of directors of a bank submits a reorganization plan to its creditors and such arrangement is approved, all subordinated debt issued by the bank, whether or not matured, will be converted by operation of law into common stock in the amount required for the ratio of Regulatory Capital to risk-weighted assets to be no lower than 12%. If a bank fails to pay an obligation, it must notify the SBIF, which shall determine if the bank is solvent.

Dissolution and Liquidation of Banks

The SBIF may establish that a bank should be liquidated for the benefit of its depositors or other creditors when the bank does not have the necessary solvency to continue its operations. In which case, the SBIF must revoke the bank s authorization to exist and order its mandatory liquidation, subject to the agreement of the Central Bank. The SBIF must also revoke the bank s authorization if the reorganization plan of the bank has been rejected twice. The resolution by the SBIF must state the reason for ordering the liquidation and must name a liquidator, unless the SBIF assumes this responsibility. When a liquidation is declared, all current accounts, other demand deposits received in the ordinary course of business, other deposits unconditionally payable immediately or that have a maturity of no more than 30 days, and any other deposits and receipts payable within 10 days of its maturity date, are required to be paid by using the bank s existing funds, its deposits with the Central Bank, or its investments in instruments that represent its reserves. If these funds are insufficient to pay these obligations, the liquidator may seize the bank s remaining assets, as needed. If necessary, and in specified circumstances, the Central Bank will lend the bank the funds necessary to pay these obligations. Any such loans are preferential to any claims of other creditors of the liquidated bank.

Investments in Foreign Securities

Under current Chilean banking regulations, banks in Chile may grant loans to foreign individuals and entities and invest in certain foreign currency securities. Chilean banks may only invest in equity securities of foreign banks and certain other foreign companies which may be affiliates of the bank or which would support the bank s business if such companies were incorporated in Chile. Banks in Chile may also invest in debt securities traded in formal secondary markets. Such debt securities shall qualify as (i) securities issued or guaranteed by foreign sovereign states or their central banks or other foreign or international financial entities, and (ii) bonds issued by foreign companies. Such foreign currency securities must have a minimum rating as indicated in the table below and, if the investments in these securities and the loans referred to above exceed 70% of the Regulatory Capital of the bank, an allowance for 100% of the excess shall be established:

Rating Agency	Short Term	Long Term
Moody s Investor Service (Moody s)	P2	Baa3
Standard and Poor s (S&P)	A2	BBB
Fitch Rating Service (Fitch)	F2	BBB
Dominion Bond Rating Service (DBRS)	R2	BBB(low)

Table of Contents

A Chilean bank may invest in securities having a minimum rating as follows, provided that if the total amount of these investments and the loans referred to above exceed 20% (or 30% in certain cases) of the Regulatory Capital of the bank, an allowance of 100% of the excess shall be established by the bank:

Rating Agency	Short Term	Long Term
Moody s Investor Service (Moody s)	P2	Ba3
Standard and Poor s (S&P)	A2	BB
Fitch Rating Service (Fitch)	F2	BB
Dominion Bond Rating Service (DBRS)	R2	BB(low)

However, a Chilean bank may invest in securities up to an additional amount of 70% of the bank s Regulatory Capital without having to establish an additional allowance, if such securities have a minimum rating of:

Rating Agency	Short Term	Long Term
Moody s Investor Service (Moody s)	P1	Aa3
Standard and Poor s (S&P)	A1+	AA
Fitch Rating Service (Fitch)	F1+	AA
Dominion Bond Rating Service (DBRS)	R1(high)	AA(low)

Subject to specific conditions, a bank may grant loans in U.S. dollars to subsidiaries or branches of Chilean companies located abroad, to companies listed on foreign stock exchanges located in countries with an international risk rating no less than BB- or its equivalent and, in general, to individuals and entities residing or domiciled abroad.

Procedures for the Management of Information of Interest to the Market

In order to ensure compliance with the provisions of the *Ley de Mercado de Valores* No. 18,045 (the Chilean Securities Market Law) and regulations, issued by the CMF and the SBIF, our board of directors approved, on January 29, 2010, the Manual for the Management of Information of Interest to the Market (the Manual).

The Manual s main objective is to provide timely disclosure of our policies and internal regulations in connection with the disclosure of information to the public and the systems that have been implemented by us.

In addition, these policies and internal regulations establish codes of conduct that our employees and other persons with access to certain information must comply with in order to protect information related to us.

The Manual is available to the general public on our web page at www.bancochile.cl.

Prevention of Money Laundering and the Financing of Terrorism

On December, 18, 2003, Law No. 19,913 created the Financial Analysis Unit and enacted new rules regarding money laundering. On March 6, 2006, the SBIF issued regulations governing the requirements applicable to banks with respect to prevention of money laundering and terrorism financing. The regulations, as amended, are aimed at incorporating international anti-money laundering (AML) and terrorism financing laws to the Chilean banking industry. Pursuant to these regulations, the SBIF requires that banks implement an Anti-Money Laundering and Terrorism Financing system based mainly on the know your customer and source of wealth concepts. Moreover, these policies and procedures must be approved by the board of directors of each bank and must take into account the volume and complexity of its operations and other related parties.

Based on these requirements, a Customer Identification Program (as part of the Anti-Money Laundering and Terrorism Financing system) is needed to enable a bank to establish the reasonable belief that it knows the true identity of its customers. In general, the program includes controls and procedures to:

- properly identifying customers, including their background, source and amount of funds, country of origin and other risk factors;

Table of Contents

- identifying and monitoring what the SBIF has defined as politically exposed persons (PEPs) both within Chile and abroad; and

- ensuring a safe and suitable account opening process, with different documentation requirements needed for different types of accounts and products.

The Anti-Money Laundering and Terrorism Financing system required by local regulations must also include the following components:

- AML policies and procedures aimed at preventing a bank from being used as an intermediary to carry out money laundering operations;

- appointment of a compliance officer on a senior management level who is responsible for coordinating and monitoring day-to-day AML compliance;

- establishment of an AML Committee for the purposes of planning and coordinating compliance with AML policies and procedures;

- use of software tools to detect, monitor and report unusual operations related to transactions made by customers on different products;

- implementation of personnel selection policies and a training program, in order to prevent money laundering;

- establishment of a Code of Conduct in order to, among other things, guide employee behavior and prevent possible conflicts of interest; and

- independent testing by the compliance department, which must be conducted by a bank s internal audit department.

On December 1, 2015, the SBIF introduced a new set of rules regarding the PEPs. These new sets of rules relate to the bank s obligation to keep specific PEPs policy and procedures in place to grant certain loans to PEPs, as well as to carry out controls procedures associated with service providers when PEPs are involved therewith.

Consumer-Oriented Regulation

On December 5, 2011, Law No. 20,555 was published in the Diario Oficial, amending the Chilean Consumer Protection Law. The most significant changes enacted by Law No. 20,555 were:

- new agreements entered into by banks and consumer must fully disclose the costs that the consumer assumes, as well as the periodicity, and the mechanisms to modify them. In addition, new agreements must fully disclose all terms, events of default, events of early termination, and automatic payments;

- banks must inform consumers periodically as to the complete, detailed cost of the banking product, as well as of the cost of the services rendered. The information must include the cost that the consumer will assume if he terminates the agreement before the end of its term;

- before rendering a service or delivering a product, banks must give the consumer a quote, which must include costs, rates, and conditions;

- if the consumer so wishes banks must terminate the rendering of a service;

- banks must inform guarantors as to their rights and obligations before they assume the role of guarantor;

- irrevocable mandates and mandates in blank are prohibited by the law;

- when consumers execute standard form contracts, banks must explain, in writing, the main provisions of the agreement; and

Table of Contents

- banks may only modify fees and costs of services and banking products if the mechanisms to modify them are based on objective and verifiable factors previously agreed to in the agreement. In addition, the cost of banking services and products may not be modified without the consent of the consumer.

This amendment became effective on March 5, 2012; however, with regards to banking product agreements entered into before such date, the amendment does not affect the substantive rights acquired by the parties in those agreements. This amendment created a new legal framework, Sernac Financiero , whose purpose is to monitor and oversee the relationship between customers and financial institutions, with a particular focus on lending activities and contracts.

In July 2012, the government enacted the regulations that implement Law No. 20,555, which address mortgage loans, consumer loans, credit cards, the *Sello Sernac* (Sernac Seal), and other financial products and services. The new regulations govern, among other matters, the form and content of communications that financial institutions must periodically provide to their customers. Likewise, the new regulations implement the so-called *Hoja Resumen* (Summary Sheet)), which must precede the contracts that consumers enter into with financial institutions. The Summary Sheet is intended to provide a clear and understandable summary of the terms and conditions that govern financial products and services.

The Sernac Seal is a new concept introduced by Law No. 20,555 and consists of a non-mandatory certification granted by the Chilean government agency in charge of consumer protection (*Servicio Nacional del Consumidor,* Sernac), by which that agency confirms that the contracts used by a financial institution when providing products and services comply with the Consumer Protection Act. In this regard, the new regulation establishes the specific requirements for financial institutions to obtain such certification as well as the events that may lead to its termination. Among the requirements to obtain the certification, financial institutions must provide a consumer service and adopt a dispute resolution procedure as defined by Law No. 20,555 and its regulation.

All of these regulations are already implemented by Banco de Chile, except Sernac Seal, which is not mandatory.

On December 19, 2013, the Ministry of Economy published a regulation for the manner and conditions under which consumers validly express their consent to financial contracts. Additionally, this regulation established the effects of a customer s rejection or non-acceptance of an amendment proposed by the bank or other supplier. However, this regulation was revoked on March 26, 2014.

On March 17, 2015, the SBIF released Circular No. 3,578, which provides a new set of minimum standards for the availability of banks ATM networks. These rules impose minimum levels of uptime for ATMs belonging to each institution in order to ensure desired levels of performance and service quality. Also, the SBIF has urged local banks to include the management of their ATM networks within their service policies and has required that they report relevant information periodically.

No material new rules related to consumer protection were established in 2017.

For more information, see Item 3. Key Information Risk Factors Risks Relating to our Operations and the Chilean Banking Industry Restrictions imposed by banking regulations may constrain our operations and thereby adversely affect our financial condition and results.

Table of Contents

Insurance Brokerage Regulations

On December 1, 2013, a new regulation affecting all insurance brokerage businesses in Chile became effective. This regulation is a result of Law No. 20,667 that was enacted on May 9, 2013 and Circular No. 2114 issued by the SVS (the predecessor to the CMF) on July 26, 2013. This regulation establishes that, in the case of early termination of an insurance policy paid for in advance (for example, because of the early repayment of the related loan), all unearned premiums must be refunded to the customer by the company that issued the policy. This refund obligation includes both the unearned premiums and commissions relating to the remaining policy period, such as brokerage fees (e.g., the fees of our subsidiary Banchile Corredores de Seguros Limitada) and any other commissions. The premiums and commissions subject to refund will be calculated in proportion to the unlapsed period. This refund obligation applies with respect to insurance policies issued after this regulation became effective. Prior to this regulation, unearned premiums were refunded only if the early termination took place within the later of 45 days after the issuance of the insurance policy, or one-tenth of the total term of the insurance policy (from the date of issuance). These refund obligations did not have a material effect on our results of operations in 2016 and 2017.

Maximum Legal Interest Rates

On December 13, 2013, Law No. 20,715 regulating maximum interest rates became effective upon publication in the Chilean Official Gazette. This legislation affects all Chilean businesses that charge interests (including all banks, department stores and any other commerce or financial provider) on loans up to UF 200 (approximately U.S.$8,709), including installment loans, credit cards and credit lines related loans, as well as overdue loans. This regulation established among other things, a new methodology for calculating the maximum legal interest rate for loans not indexed to inflation longer than a 90-day term, which resulted in a reduction of the maximum legal interest rate applicable to such debtors. This law did not have a material effect on our results of operations during the transition or implementation period (from 2014 to 2015).

Credit Risk Provisioning

On December 18, 2013, the SBIF published for comments a set of amendments to the regulations on allowances for loan losses and credit risk matters. A revised and final version of these guidelines was published on December 30, 2014 by the SBIF (Circular No. 3,573).

The final version of the guidelines established a standardized method for calculating provisions for loan losses for residential mortgage loans, including the effects of past due behavior and loan-to-value ratios, while providing new and more precise definitions for impaired loans and new requirements to remove loans from such portfolio. In addition, this set of rules addressed the possibility of implementing standardized credit risk provisioning models for consumer and commercial loan portfolios, evaluated on a grouped basis, in the future. However, the circular clarified that standardized methods for evaluating commercial and consumer loans on a group basis, as well as the requirements for banks internally developed models, would be discussed and analyzed afterwards.

Lastly, the new guidelines also introduced changes for the treatment of factoring loans from the provisioning point of view, by taking into account the credit risk associated with the billed company.

On June 22, 2015, the SBIF published a set of amendments to existing rules on loan provisioning and treatment of impaired loans to explain and ensure the right application of the rules released on December 30, 2014, which went into effect on January 1, 2016.

On December 24, 2015, the SBIF published new guidelines (Circular No. 3,598) regulating the use of internally-developed credit risk models by Chilean banks. These guidelines enclosed in two appendices that complement the existing credit risk provisioning rules establish a framework and requirements that all Chilean banks must comply to shift from standardized credit risk provisioning models to internally-developed credit risk models. The new framework establishes general and specific requirements. Regarding general requirements, the SBIF states that banks should: (i) have independent and specialized areas in charge of developing, validating and monitoring internally-developed methodologies, (ii) have adequate control procedures for technological platforms and systems to ensure stability and reliability of processes supporting internally-developed methodologies, (iii) maintain backup of information, variables, validation and monitoring activities associated with modeling internally-developed methodologies to enable counterparties to replicate the developed methodologies, if necessary and (iv) generate detailed technical documentation of analysis and decisions made in the process of building internal methodologies. In addition, the SBIF requires specific requirements for setting-up internally-developed methodologies, which will depend on the type of method chosen by each bank, as disclosed in Circular No. 3,598.

It is important to mention that the implementation of standardized credit risk provisioning models would only have an effect, if any, on our results of operations or financial condition prepared under Chilean GAAP. The adoption of these guidelines will not have any impact on our results of operations or financial condition under IFRS.

Table of Contents

On March 29, 2016, the SBIF published an amendment (Circular No. 3,604) to Chapter B-3 of *Compendio de Normas Contables*, modifying the credit conversion or credit exposure factors for certain contingent loans. In particular, the aforesaid circular established a decrease in the conversion factor for fully available lines of credit, from 50% to 35%, when the borrower maintains non-performing loans with the banking institution. This rule did not have a material impact on our results of operations.

New Rules on Liquidity Standards

In 2014, the Central Bank released a proposal for new liquidity standards for local banks based on Basel III guidelines. After receiving comments, the Central Bank published a final version in January 2015. The SBIF is the institution empowered to put these guidelines into practice and monitor them on an ongoing basis. Accordingly, in February 2015, the SBIF introduced a draft of these rules for comment and discussion. On July 31, 2015, the SBIF released a new set of liquidity requirements for banks (Circular No. 3,585) establishing reporting requirements for local banks with respect to management and measurement of each bank s liquidity position. The guidelines require local banks to provide certain financial information to regulators as well as the general public, including but not limited to disclosures regarding liquid assets, liabilities, maturity dates and concentration of financial instruments by type of liability and counterparty. Also, aligned with Basel III, these new rules require banks to report and monitor liquidity ratios such as Liquidity Coverage Ratio (LCR) and Net Stable Funding Ratio (NSFR).

The first stage of these requirements is intended to improve the information in quantity and quality about the actual status of banks without imposing specific limits for LCR and NSFR, except cash flows, mismatches for 30-day and 90-days periods. Under these limits, which existed before the new guidelines, mismatches between modeled cash inflows and cash outflows over 30-day and 90-day periods must not exceed one time and two times the amount of Basic Capital (or Tier 1 capital) held by any bank, respectively.

In March 2016, the Chilean regulator began to require banks to issue reports C47 and C48. The C47 report focuses on liabilities analysis from the concentration, maturity and renewal points of view. On the other hand, the C48 report gauges LCR and NSFR ratios. So far, however, the regulator has not established any limits related to these reports. Even though there is no certainty as to when or how these limits will be imposed, we reasonably expect that they could be defined by the second half of 2018. Accordingly, this new rule did not affect our operations and results for the year ended December 31, 2017.

Amendments to the Reform that Modified the Chilean Tax System

In September 2014, the Chilean congress approved a law reforming the Chilean tax system. This tax reform (Law No. 20,780) gradually increases the first category tax or corporate tax rate between 2014 and 2018 while establishing two alternative tax regimes from 2017 onwards: (i) the Semi-Integrated Regime and (ii) the Attribution Regime. The tax reform increases the statutory corporate tax rate from 20.0% in 2013 to 21.0% in 2014, 22.5% in 2015 and 24.0% in 2016. From 2017 onwards, the statutory corporate tax rate will depend on the tax regime chosen by the owners of the taxpayer (the company). If the Semi-Integrated Regime is selected, the company will be subject to a statutory corporate tax rate of 25.5% in 2017 and 27.0% from 2018 onwards. If, instead, the Attribution Regime is selected, the company will be subject to a statutory corporate tax rate of 25.0% from 2017 onwards.

Notwithstanding the above, in February 2016, a new tax law was enacted (Law No. 20,899), which simplified the previously mentioned reform by limiting the possibility of choosing between the two alternative tax regimes. In fact, according to this new amendment to the Chilean tax system, publicly-traded companies will only be subject to the Semi-Integrated Regime. Consequently, the statutory corporate tax rate for Banco de Chile will be 25.5% in 2017 and 27.0% from 2018 onwards.

The tax reform also affects the taxes levied on dividends received by investors that hold shares of common stock or ADS from 2017 onwards. Under the Semi-Integrated Regime, holders of shares or ADS will pay taxes on the dividends effectively received from the company (withholding tax of 35% for foreign investors and a general regime tax for local investors). Foreign investors from Double Taxation Avoidance Treaty (DTAT) countries will be able to use 100% of the corporate tax paid by the company as a tax credit. However, local investors and holders from non-DTAT countries will be permitted to use only 65% of the corporate tax paid by the company as a tax credit.

Table of Contents

However, in order to provide evidence of their tax residence, foreign holders of our ADSs or of our shares of common stock must send to Banco de Chile a certificate of residence issued by their local tax authority. This certificate must be legalized or apostilled and valid at the moment of the distribution of dividends, otherwise the Tax credit will be 65%.

In addition, Law No. 20,899 enacted on February 8, 2016, permits investors to use 100% of the corporate tax paid by the company as a tax credit, if investors reside in countries that were part of DTAT before January 1, 2017, even though the DTAT was not in force from 2017 onwards. However, this special treatment will only apply until December 31, 2019.

Consequently, Law No. 21,047 enacted on November 23, 2017 extended the previously mentioned exemption until December 31, 2021, with regard to double taxations treaties signed through January 1, 2019 and pending to enter into force as of December 31, 2021.

Based on the above, the effective tax rate paid by local (individual) investors or foreign holders from non-DTAT countries would increase up to 44.45%. This would be the effect of adding together both taxes paid by the company on earnings before distributing dividends and taxes paid by this type of investor when receiving those dividends, given the inability to use 100% of the corporate tax expense as tax credit.

Lastly, under the new amendments to the Chilean tax system, stock dividends (distributions on fully paid-in shares) are tax exempt when distributed. Furthermore, the new tax income law introduces certain changes to the treatment of capital gains associated with the sale of shares received as stock dividends.

For more information, see Item 10. Additional Information Taxation Chilean Tax Considerations.

Law Regulating the Release of Mortgages and Pledges without Conveyance (Law No. 20,855)

Law No. 20,855 was enacted on September 25, 2015 and went into effect on January 23, 2016. This law seeks to regulate the release of mortgages used as collateral for loans granted to individuals or SMEs customers. This regulation supplements the Consumer Protection Act (Law No. 19,496) or the SERNAC Act. In addition, Law No. 20,855 regulates the release of *prendas sin desplazamiento* (pledges without conveyance) used as collateral for loans granted to individuals, SMEs or any type of company as defined by Law No. 20,190.

For loans paid-off after January 23, 2016, Law No. 20,855 establishes requirements and time limits for banks to release mortgages (within 45 days) and inform customers of such release (within 30 days). On the other hand, for loans paid-off before January 23, 2016, Law No. 20,855 requires banks to release the mortgages within a 3-year period for loans paid-off up to six years before this law becomes effective and to release the pledges without conveyance within an 18-month period for loans paid-off up to four years before this law becomes effective. Notwithstanding the aforementioned, for loans paid-off before January 23, 2016, customers may also require the release of mortgages or pledges without conveyance, which should be executed by the bank within 45 days. Also, the bank should provide the customer with this information within a 30-day period. Costs associated with this process will be incurred by banks.

In addition, for monitoring purposes, the bank must inform the SERNAC, on a semi-annual basis, about: (i) the criteria used to comply with Law No. 20,855, (ii) the progress in implementing the proposed changes, (iii) the efforts taken to release mortgages used as collateral on already paid-off loans and (iv) the advertising used to inform customers about their rights regarding the release of mortgages once the related loan has been paid-off.

Table of Contents

Bankruptcy Law

On October 10, 2014, a new Bankruptcy Law that aims to promote agreements and avoid liquidations became effective. Among the main changes introduced by this law is Article 57, which is intended to protect debtors and provides that, during a 30-day term beginning on the date of the appointment of observers:

(i) the creditors of a debtor may not request its liquidation;

(ii) no proceeding seeking the issuance of a warrant of attachment, execution or similar process may be initiated against a debtor;

(iii) no proceeding seeking the restitution of leased assets may be initiated against a debtor;

(iv) all proceedings referred to in (ii) and (iii) directly above will be suspended, as well as the term of the statute of limitations;

(v) all the agreements entered into by a debtor will remain valid and effective and its payments terms and conditions will remain in force. Consequently, these agreements may not be early terminated without the consent of the debtor nor be enforced, even if the commencement of a reorganization proceeding under the Bankruptcy Law constitutes an event of default under such agreement. Thus, any guarantees granted to secure the obligations of the debtor may not be enforced; and

(vi) if a debtor forms part of a public registry as a contractor or service provider, and it is in compliance with its obligations with the relevant principal, it cannot be excluded from such public registry and may not be prohibited from participating in any relevant bidding process.

Reporting of Operational Incidents

On March 23, 2015, the SBIF issued a new regulation on the reporting of operational incidents (Circular No. 3,579). According to this regulation, banks must report immediately to the SBIF certain types of significant operational incidents in order to keep the regulator properly informed. For purposes of the regulation, an operational incident is deemed significant if the event affects the business continuity, information security or reputation of the bank.

Volcker Rule

The Volcker Rule became effective during 2015 in the United States as part of the Dodd Frank Wall Street Reform and Consumer Protection Act. Among other topics, the Volcker Rule limits proprietary trading and positions taken by banks in covered funds by establishing specific conditions for carrying out these activities. Also, this regulation establishes specific corporate governance measures for conducting these businesses to avoid conflict of interest and high-risk trading strategies by banks.

Section No. 619 of the Volcker Rule is applicable to Citigroup. Since we and our subsidiaries are considered as Citigroup s subsidiaries, during 2015, we comprehensively revised our internal policies and procedures to establish, maintain, enforce, test and modify our Volcker Rule Compliance Program to enable Citigroup to comply with its regulatory requirements.

Auditor Review of Interim Financial Statements

On December 12, 2016 the SBIF published an amendment (Circular No. 3,615) to Chapter C-2 of *Compendio de Normas Contables*. Through this document, the SBIF required local banks to include in mid-year financial statements (as of June 30 of every fiscal year) an auditor s review statement in accordance with GAAP. Whereas the financial statements with notes must be sent to the SBIF on the same date they are released to the market, the auditor s report on such financials must be sent to the regulator before August 15.

Table of Contents

ORGANIZATIONAL STRUCTURE

The following diagram presents our current corporate structure, including our subsidiaries and their respective direct ownership interests, as of April 20, 2018:

All of the subsidiaries presented above have their jurisdiction of incorporation in the Republic of Chile. See Business Overview Principal Business Activities Operations through Subsidiaries for more information on our subsidiaries.

In 2014, we began a voluntary dissolution process for Banchile Trade Services Limited in Hong Kong, which was formally declared dissolved as of July 5, 2016

On December 19, 2016, Banco de Chile acquired all of the shares of the Promarket S.A. and that subsidiary was dissolved.

PROPERTY, PLANT AND EQUIPMENT

We are based in Chile and own the building located at Paseo Ahumada 251, Santiago, Chile, that is approximately 77,500 square meters and serves as the headquarters for the Bank and its subsidiaries. In addition, we own both office and parking space in four other buildings located at Huerfanos 740, Agustinas 733, Andrés Bello 2687 and El Bosque 500, Santiago, Chile where the remainder of our executive offices are located. The total area we own in these buildings is equivalent to approximately 46,300 square meters.

As of December 31, 2017, we owned the properties on which 172 of our full-service branches and other points of sale are located (approximately 112,200 square meters of office space). Also, as of December 31, 2017, we had leased office space for 215 of our full-service branches with office space of approximately 62,900 square meters. Lastly, the 14 remaining branches and other points of sale were managed through a combined model by which part of the branch surface is owned and the remaining branch surface is under a leasing contract. Also, in some cases, we entered into special partnership agreements with the property s owners.

We also own properties throughout Chile for back office and administrative operations, as well as for storage of documents and other purposes. We believe that our facilities are adequate for our present needs and suitable for their intended purposes.

As of December 31, 2017, we also owned approximately 134,250 square meters in mainly recreational physical facilities in Chile, which we use to assist our employees in maintaining a healthy work and life balance and which we use for incentive and integration activities.

Our 2018 budget for infrastructure expenditures amounts to approximately Ch$14,850 million. This is intended to finance disbursements associated with renovation and restoration of our main buildings (35.6%), implementation of branches (32.1%), general maintenance for buildings and distribution network (24.8%), among other disbursements (7.9%).

Table of Contents

SELECTED STATISTICAL INFORMATION

The following information is included for analytical purposes and should be read in conjunction with our audited consolidated financial statements as of and for the year ended December 31, 2017 appearing elsewhere in this annual report and Item 5. Operating and Financial Review and Prospects.

Average Balance Sheets, Interest Earned on Interest Earning Assets and Interest Paid on Interest Bearing Liabilities

The average balances for interest-earning assets and interest-bearing liabilities, including interest and readjustments received and paid, were calculated on the basis of our daily balances and on the basis of monthly balances for our subsidiaries. These average balances are presented in Chilean pesos (Ch$), in UF and in foreign currencies (principally the U.S. dollar). The UF is an inflation-indexed Chilean monetary unit of account with a value in Chilean pesos which is linked to, and which is adjusted daily to reflect changes in, the CPI of the Chilean National Institute of Statistics.

The nominal interest rate has been calculated by dividing the amount of interest and inflation adjustment gain or loss during the period by the related average balance, both amounts expressed in Chilean pesos.

Foreign exchange gains or losses on foreign currency-denominated assets and liabilities have not been included in interest revenue or expense. Interest received on past due loans includes interest on such loans from the original maturity date. For our impaired portfolio and high risk loans, we apply a conservative approach of discontinuing accrual-basis recognition of interest revenue in the income statement and they are only recorded once received.

Included in cash and due from banks are current accounts maintained in the Central Bank and overseas banks. Such assets have a distorting effect on the average interest rate earned on total interest earning assets because of balances maintained in:

- the Central Bank, only the portion that is legally required to be held for liquidity purposes earns interest; and
- overseas banks earn interest on certain accounts in certain countries.

Consequently, the average interest earned on such assets is comparatively low. These deposits are maintained by us in these accounts to comply with statutory requirements and to facilitate international business, rather than to earn income.

Table of Contents

The following tables set forth, by currency of denomination, average balances and, where applicable, interest amounts and nominal rate for our assets and liabilities under IFRS for the years ended December 31, 2015, 2016 and 2017:

	For the Year Ended December 31,							
	2015			2016			2017	
	Average Balance	Interest Earned(1)	Average Nominal Rate	Average Balance	Interest Earned(1)	Average Nominal Rate	Average Balance	Interest Earned(1)
	(In millions of Ch$, except percentages)							
IFRS:								
Assets								
Interest earning assets								
Financial Investments								
Ch$	1,201,558	43,807	3.65	1,221,189	47,963	3.93	1,943,209	67,330
UF	505,870	28,615	5.66	430,986	21,770	5.05	474,719	15,070
Foreign currency	237,805	9,222	3.88	227,665	10,138	4.45	119,414	5,792
Total	**1,945,233**	**81,644**	**4.20**	**1,879,840**	**79,871**	**4.25**	**2,537,342**	**88,192**
Loans in advance to Banks								
Ch$	1,099,698	28,267	2.57	974,059	32,280	3.31	535,050	15,024
UF								
Foreign currency								
Total	**1,099,698**	**28,267**	**2.57**	**974,059**	**32,280**	**3.31**	**535,050**	**15,024**
Commercial loans								
Ch$	6,353,016	412,854	6.50	6,638,123	447,116	6.74	6,854,249	471,849
UF	4,786,721	294,792	6.16	5,123,123	270,624	5.28	5,227,029	274,522
Foreign currency	2,503,652	53,937	2.15	2,524,203	62,054	2.46	2,146,715	61,145
Total	**13,643,389**	**761,583**	**5.58**	**14,285,449**	**779,794**	**5.46**	**14,227,993**	**807,516**
Consumer Loans								
Ch$	3,336,722	565,089	16.94	3,717,567	609,175	16.39	3,820,048	609,017
UF	83,464	8,217	9.84	55,514	4,787	8.62	70,103	5,376
Foreign currency	24,649			29,913			32,691	
Total	**3,444,835**	**573,306**	**16.64**	**3,802,994**	**613,962**	**16.14**	**3,922,842**	**614,393**
Residential mortgage loans								
Ch$								
UF	5,826,928	469,633	8.06	6,634,968	447,582	6.75	7,220,433	401,862
Foreign currency								
Total	**5,826,928**	**469,633**	**8.06**	**6,634,968**	**447,582**	**6.75**	**7,220,433**	**401,862**
Repurchase agreements								
Ch$	36,844	1,367	3.71	43,583	1,690	3.88	60,319	1,714
UF								

Foreign currency								
Total	**36,844**	**1,367**	**3.71**	**43,583**	**1,690**	**3.88**	**60,319**	**1,714**
Other Assets								
Ch$	61,200	2,701	4.41	54,383	1,951	3.59	32,072	1,194
UF								
Foreign currency	172,686	224	0.13	171,209	674	0.39	164,289	1,656
Total	**233,886**	**2,925**	**1.25**	**225,592**	**2,625**	**1.16**	**196,361**	**2,850**
Total interest earning assets								
Ch$	12,089,038	1,054,085	8.72	12,648,904	1,140,175	9.01	13,244,947	1,166,128
UF	11,202,983	801,257	7.15	12,244,591	744,763	6.08	12,992,284	696,830
Foreign currency	2,938,792	63,383	2.16	2,952,990	72,866	2.47	2,463,109	68,593
Total	**Ch$ 26,230,813**	**Ch$ 1,918,725**	**7.31%**	**Ch$ 27,846,485**	**Ch$ 1,957,804**	**7.03%**	**Ch$ 28,700,340**	**Ch$ 1,931,551**

(1) Interest earned includes interest accrued on trading securities.

Table of Contents

	For the Year Ended December 31,								
	2015			2016			2017		
	Average Balance	Interest Earned	Average Nominal Rate	Average Balance	Interest Earned	Average Nominal Rate	Average Balance	Interest Earned	Average Nominal Rate
	(In millions of Ch$, except percentages)								
IFRS:									
Assets									
Non-interest earning assets									
Cash and due from banks									
Ch$	762,703			791,357			857,485		
UF	53								
Foreign currency	533,414			523,866			532,728		
Total	**1,296,170**			**1,315,223**			**1,390,213**		
Transactions in the course of collection									
Ch$	327,091			357,625			373,471		
UF									
Foreign currency	208,630			200,034			201,466		
Total	**535,721**			**557,659**			**574,937**		
Allowances for loan losses									
Ch$	(493,583)			(539,032)			(521,280)		
UF									
Foreign currency									
Total	**(493,583)**			**(539,032)**			**(521,280)**		
Derivatives									
Ch$	1,022,877			921,775			981,436		
UF									
Foreign currency	84,612			153,811			95,960		
Total	**1,107,489**			**1,075,586**			**1,077,396**		
Investments in Other Companies									
Ch$	26,286			34,537			41,771		
UF									
Foreign currency	53			55			53		
Total	**26,339**			**34,592**			**41,824**		
Intangible assets									
Ch$	64,706			63,422			65,804		
UF									
Foreign currency									
Total	**64,706**			**63,422**			**65,804**		
Fixed assets									
Ch$	208,804			217,220			217,357		

UF			
Foreign currency			
Total	**208,804**	**217,220**	**217,357**
Current tax assets			
Ch$		2,233	21,956
UF			
Foreign currency			
Total		**2,233**	**21,956**
Deferred tax assets			
Ch$	94,626	139,195	165,707
UF			
Foreign currency			
Total	**94,626**	**139,195**	**165,707**

Table of Contents

	For the Year Ended December 31,								
	2015			2016			2017		
	Average Balance	Interest Earned	Average Nominal Rate	Average Balance	Interest Earned	Average Nominal Rate	Average Balance	Interest Earned	Average Nominal Ra
	(In millions of Ch$, except percentages)								
IFRS:									
Other assets									
Ch$	136,703			139,741			250,413		
UF	61,970			61,297			9,530		
Foreign currency	8,621			10,500			13,097		
Total	**207,294**			**211,538**			**273,040**		
Total non-interest earning assets									
Ch$	2,150,213			2,128,073			2,454,120		
UF	62,023			61,297			9,530		
Foreign currency	835,330			888,266			843,304		
Total	**3,047,566**			**3,077,636**			**3,306,954**		
Total Assets									
Ch$	14,239,251	1,054,085		14,776,977	1,140,175		15,699,067	1,166,128	
UF	11,265,006	801,257		12,305,888	744,763		13,001,814	696,830	
Foreign currency	3,774,122	63,383		3,841,256	72,866		3,306,413	68,593	
Total	**Ch$ 29,278,379**	**Ch$ 1,918,725**		**Ch$ 30,924,121**	**Ch$ 1,957,804**		**Ch$ 32,007,294**	**Ch$ 1,931,551**	

Table of Contents

	For the Year Ended December 31,								
	2015			2016			2017		
	Average Balance	Interest paid	Average Nominal Rate	Average Balance	Interest paid	Average Nominal Rate	Average Balance	Interest paid	Average Nominal Rate
	(In millions of Ch$, except percentages)								
IFRS:									
Liabilities									
Interest bearing liabilities									
Savings accounts									
Ch$	7,122,450	236,628	3.32%	7,500,508	270,387	3.60%	7,485,981	293,848	3,93
UF	1,747,270	91,302	5.23	2,070,071	83,277	4.02	1,743,278	52,943	3.04
Foreign currency	946,815	2,427	0.26	964,997	4,928	0.51	1,094,613	10,670	0.97
Total	**9,816,535**	**330,357**	**3.37**	**10,535,576**	**358,592**	**3.40**	**10,323,872**	**357,461**	**3.46**
Repurchase agreements									
Ch$	229,496	6,947	3.03	190,464	6,211	3.26	193,497	5,177	2.68
UF	3,950	268	6.78	167	10	5.99			
Foreign currency	5,068	1	0.02	2,137	2	0.09	4,645	16	0.34
Total	**238,514**	**7,216**	**3.03**	**192,768**	**6,223**	**3.23**	**198,142**	**5,193**	**2.62**
Borrowings from financial institutions									
Ch$	45,340	595	1.31	38,395	848	2.21	98,092	2,397	2.44
UF	7	1	14.29	5			1		
Foreign currency	1,315,459	9,575	0.73	1,182,072	12,656	1.07	1,056,238	16,858	1.60
Total	**1,360,806**	**10,171**	**0.75**	**1,220,472**	**13,504**	**1.11**	**1,154,331**	**19,255**	**1.67**
Debt issued									
Ch$									
UF	3,904,943	302,669	7.75	4,538,941	282,620	6.23	4,935,458	239,794	4.86
Foreign currency	1,741,176	26,442	1.52	1,524,902	26,969	1.77	1,549,535	28,409	1.83
Total	**5,646,119**	**329,111**	**5.83**	**6,063,843**	**309,589**	**5.11**	**6,484,993**	**268,203**	**4.14**
Other financial obligations									
Ch$	121,817	1,448	1.19	124,419	1,424	1.14	95,602	1,382	1.45
UF	13,498	1,774	13.14	12,716	872	6.86	16,444	481	2.93
Foreign currency	44,407	92	0.21	28,386	55	0.19	29,786	30	0.10
Total	**179,722**	**3,314**	**1.84**	**165,521**	**2,351**	**1.42**	**141,832**	**1,893**	**1.33**
Total interest bearing liabilities									
Ch$	7,519,103	245,618	3.27	7,853,786	278,870	3.55	7,873,172	302,804	3.85
UF	5,669,668	396,014	6.98	6,621,900	366,779	5.54	6,695,181	293,218	4.38
Foreign currency	4,052,925	38,537	0.95	3,702,494	44,610	1.20	3,734,817	55,983	1.50
Total	**Ch$ 17,241,696**	**Ch$ 680,169**	**3.94%**	**Ch$ 18,178,180**	**Ch$ 690,259**	**3.80%**	**Ch$ 18,303,170**	**Ch$ 652,005**	**3.56**

91

Table of Contents

	For the Year Ended December 31,								
	2015			2016			2017		
	Average Balance	Interest paid	Average Nominal Rate	Average Balance	Interest paid	Average Nominal Rate	Average Balance	Interest paid	Average Nomi Rate
	(In millions of Ch$, except percentages)								
IFRS:									
Liabilities									
Non-interest bearing liabilities									
Current account and demand deposits									
Ch$	5,727,221			6,089,301			6,552,864		
UF	285,412			223,395			279,690		
Foreign currency	1,116,853			1,348,922			1,341,644		
Total	**7,129,486**			**7,661,618**			**8,174,198**		
Transactions in the course of payment									
Ch$	171,724			195,806			255,226		
UF									
Foreign currency	206,378			209,656			185,723		
Total	**378,102**			**405,462**			**440,949**		
Derivatives									
Ch$	941,672			896,551			1,048,935		
UF									
Foreign currency	95,387			151,409			87,799		
Total	**1,037,059**			**1,047,960**			**1,136,734**		
Current tax liabilities									
Ch$	11,461								
UF									
Foreign currency									
Total	**11,461**								
Deferred tax liabilities									
Ch$									
UF									
Foreign currency									
Total									
Provisions									
Ch$	126,682			154,399			128,353		
UF									
Foreign currency									
Total	**126,682**			**154,399**			**128,353**		
Other liabilities									
Ch$	212,265			255,935			256,415		
UF	17,226			16,023			2,679		

Foreign currency	12,007	10,410	8,898
Total	**241,498**	**282,368**	**267,992**
Equity			
Ch$	3,112,395	3,194,134	3,555,898
UF			
Foreign currency			
Total	**3,112,395**	**3,194,134**	**3,555,898**
Total non-interest bearing liabilities and equity			
Ch$	10,303,420	10,786,126	11,797,691
UF	302,638	239,418	282,369
Foreign currency	1,430,625	1,720,397	1,624,064
Total	**12,036,683**	**12,745,941**	**13,704,124**

Table of Contents

	For the Year Ended December 31,								
	2015			2016			2017		
	Average Balance	Interest paid	Average Nominal Rate	Average Balance	Interest paid	Average Nominal Rate	Average Balance	Interest paid	Average Nominal Rate
	(In millions of Ch$, except percentages)								
IFRS:									
Total liabilities and equity									
Ch$	17,822,523	245,618		18,639,912	278,870		19,670,863	302,804	
UF	5,972,306	396,014		6,861,318	366,779		6,977,550	293,218	
Foreign currency	5,483,550	38,537		5,422,891	44,610		5,358,881	55,983	
Total	**29,278,379**	**680,169**		**30,924,121**	**690,259**		**32,007,294**	**652,005**	

Table of Contents

Interest Earning Assets and Net Interest Margin

The following table sets forth, by currency of denomination, the levels of our average interest earning assets and net interest, and illustrates the comparative margins obtained, for the years ended December 31, 2015, 2016 and 2017:

	For the Year Ended December 31,		
	2015	2016	2017
IFRS:			
Total average interest earning assets			
Ch$	Ch$ 12,089,038	Ch$ 12,684,904	Ch$ 13,244,947
UF	11,202,983	12,244,591	12,992,284
Foreign currency	2,938,792	2,952,990	2,463,109
Total	**26,230,813**	**27,846,485**	**28,700,340**
Net interest earned (including interest earned on trading securities)(1)			
Ch$	808,467	861,305	863,324
UF	405,243	377,984	403,612
Foreign currency	24,846	28,256	12,610
Total	**Ch$ 1,238,556**	**Ch$ 1,267,545**	**Ch$ 1,279,546**
Net interest margin, nominal basis(2)			
Ch$	6.69%	6.81%	6.52%
UF	3.62	3.09	3.11
Foreign currency	0.85	0.96	0.51
Total	**4.72%**	**4.55%**	**4.46%**

(1) Net interest earned is defined as interest revenue earned less interest expense incurred.

(2) Net interest margin, nominal basis is defined as net interest earned divided by average interest earning assets.

Table of Contents

Changes in Net Interest Income Volume and Rate Analysis

The following tables compare, by currency of denomination, changes in our net interest revenue between 2015 and 2016, as well as 2016 and 2017, caused by (i) changes in the average volume of interest earning assets and interest bearing liabilities and (ii) changes in their respective nominal interest rates. Volume and rate variances were calculated based on movements in average balances over the period and changes in nominal interest rate, average interest earning assets and average interest bearing liabilities. The net change attributable to changes in both volume and rate has been allocated proportionately to the change in volume and the change in rate.

	Increase (Decrease) from 2015 to 2016 due to changes in		Net Change from 2015 to 2016	Increase (Decrease) from 2016 to 2017 due to changes in		Net Change from 2016 to 2017
	Volume	Rate		Volume	Rate	
			(in millions of Ch$)			
IFRS:						
Assets						
Interest earning assets						
Financial investments						
Ch$	725	3,431	4,156	25,572	(6,205)	19,367
UF	(3,973)	(2,872)	(6,845)	2,033	(8,733)	(6,700)
Foreign currency	(406)	1,322	916	(5,183)	837	(4,346)
Total	**(3,654)**	**1,881**	**(1,773)**	**22,422**	**(14,101)**	**8,321**
Loans in advance to bank						
Ch$	(3,494)	7,507	4,013	(12,889)	(4,367)	(17,256)
UF						
Foreign currency						
Total	**(3,494)**	**7,507**	**4,013**	**(12,889)**	**(4,367)**	**(17,256)**
Commercial loans						
Ch$	18,901	15,361	34,262	14,749	9,984	24,733
UF	19,743	(43,911)	(24,168)	5,464	(1,566)	3,898
Foreign currency	446	7,671	8,117	(9,994)	9,085	(909)
Total	**39,090**	**(20,879)**	**18,211**	**10,219**	**17,503**	**27,722**
Consumer loans						
Ch$	62,869	(18,783)	44,086	16,564	(16,722)	(158)
UF	(2,502)	(928)	(3,430)	1,160	(571)	589
Foreign currency						
Total	**60,367**	**(19,711)**	**40,656**	**17,724**	**(17,293)**	**431**
Residential mortgage loans						
Ch$						
UF	60,246	(82,297)	(22,051)	37,178	(82,898)	(45,720)
Foreign currency						
Total	**60,246**	**(82,297)**	**(22,051)**	**37,178**	**(82,898)**	**(45,720)**
Repurchase agreement						
Ch$	259	64	323	547	(523)	24
UF						
Foreign currency						
Total	**259**	**64**	**323**	**547**	**(523)**	**24**
Other Assets						
Ch$	(280)	(470)	(750)	(828)	71	(757)
UF						
Foreign currency	(2)	452	450	(28)	1,010	982
Total	**(282)**	**(18)**	**(300)**	**(856)**	**1,081**	**225**
Total interest earning assets						
Ch$	78,980	7,110	86,090	43,715	(17,762)	25,953

UF	73,514	(130,008)	(56,494)	45,835	(93,768)	(47,933)
Foreign currency	38	9,445	9,483	(15,205)	10,932	(4,273)
Total	**152,532**	**(113,453)**	**39,079**	**74,345**	**(100,598)**	**(26,253)**

Table of Contents

	Increase (Decrease) from 2015 to 2016 due to changes in Volume	Rate	Net Change from 2015 to 2016	Increase (Decrease) from 2016 to 2017 due to changes in Volume	Rate	Net Change from 2016 to 2017
			(in millions of Ch$)			
IFRS:						
Liabilities						
Interest bearing liabilities						
Savings accounts and time deposits						
Ch$	12,971	20,788	33,759	(525)	23,986	23,461
UF	15,139	(23,164)	(8,025)	(11,884)	(18,450)	(30,334)
Foreign currency	47	2,454	2,501	739	5,003	5,742
Total	**28,157**	**78**	**28,235**	**(11,670)**	**10,539**	**(1,131)**
Repurchase agreements						
Ch$	(1,244)	508	(736)	97	(1,131)	(1,034)
UF	(230)	(28)	(258)	(5)	(5)	(10)
Foreign currency	(1)	2	1	4	10	14
Total	**(1,475)**	**482**	**(993)**	**96**	**(1,126)**	**(1,030)**
Borrowing from financial institutions						
Ch$	(103)	356	253	1,450	99	1,549
UF		(1)	(1)			
Foreign currency	(1,052)	4,133	3,081	(1,465)	5,667	4,202
Total	**(1,155)**	**4,488**	**3,333**	**(15)**	**5,766**	**5,751**
Debt issued						
Ch$						
UF	44,770	(64,819)	(20,049)	23,146	(65,972)	(42,826)
Foreign currency	(3,517)	4,044	527	441	999	1,440
Total	**41,253**	**(60,775)**	**(19,522)**	**23,587**	**(64,973)**	**(41,386)**
Other financial obligation						
Ch$	31	(55)	(24)	(370)	328	(42)
UF	(97)	(805)	(902)	206	(597)	(391)
Foreign currency	(31)	(6)	(37)	3	(28)	(25)
Total	**(97)**	**(866)**	**(963)**	**(161)**	**(297)**	**(458)**
Total interest bearing liabilities						
Ch$	11,655	21,597	33,252	652	23,282	23,934
UF	59,582	(88,817)	(29,235)	11,463	(85,024)	(73,561)
Foreign currency	(4,554)	10,627	6,073	(278)	11,651	11,373
Total	**66,683**	**(56,593)**	**10,090**	**11,837**	**(50,091)**	**(38,254)**

Table of Contents

Financial Investments

Financial assets held for trading:

The following table sets forth a breakdown of instruments classified as financial assets held for trading, included in our investment portfolio:

	As of December 31, (in millions of Ch$)						Weighted Average Nominal Rate as of December 31, 2017
		2015		2016		2017	%
IFRS:							
Instruments issued by the Chilean Government and the Central Bank:							
Central Bank bonds	Ch$	46,068	Ch$	30,546	Ch$	400,368	2.72%
Central Bank promissory notes		103,832		393,019		662,190	2.39
Other instruments issued by the Chilean Government and the Central Bank		100,016		58,781		254,606	2.72
Other securities issued in Chile:							
Mortgage bonds from domestic banks							
Bonds from domestic banks		21		21		2,070	4.52
Deposits in domestic banks		583,217		896,534		218,307	2.50
Bonds from other Chilean companies							
Other instruments issued in Chile		10,420		672		715	
Instruments issued by foreign institutions:							
Instruments from foreign governments or central banks							
Other instruments issued abroad				385		322	
Total	**Ch$**	**843,574**	**Ch$**	**1,379,958**	**Ch$**	**1,538,578**	**2.55%**

Other securities issued in Chile includes instruments sold under repurchase agreements with customers and financial instruments, amounting to Ch$149,333 million as of December 31, 2015, Ch$159,803 million as of December 31, 2016 and Ch$158,731 million as of December 31, 2017. Instruments issued by the Chilean government and the Central Bank include instruments sold under agreements to repurchase to customers and financial institutions. For these instruments, there was a total balance of Ch$9,244 million as of December 31, 2015, Ch$21,789 million for the year ended December 31, 2016 and Ch$5,096 million for the year ended December 31, 2017.

Investment Portfolio:

The detail of instruments classified as financial assets available-for-sale and as financial assets held-to-maturity is as follows:

Table of Contents

Financial assets available-for-sale

	2015		As of December 31, 2016 (in millions of Ch$)		2017		Weighted average nominal rate as of December 31, 2017 %
IFRS:							
Instruments issued by the Chilean Government and the Central Bank:							
Bonds issued by the Chilean Government and the Central Bank	Ch$	36,258	Ch$	20,944	Ch$	204,128	3.44%
Promissory notes issued by the Chilean Government and the Central Bank						3,346	2.35
Other instruments		50,250		38,256		148,894	3.15
Other instruments issued in Chile:							
Equity instruments valued at fair value		6,896		5,258		9,218	
Mortgage bonds from domestic banks		87,610		108,933		99,572	2.88
Bonds from domestic banks		83,960		7,973		5,415	4.37
Deposits from domestic banks		450,976		24,032		956,733	2.75
Bonds from other Chilean companies		17,766		29,525		14,969	3.82
Other instruments		191,537		138,322		83,006	5.31
Instruments issued by Foreign Institutions:							
Instruments from foreign governments or central banks							
Equity instruments valued at cost		366		54		50	
Equity instruments valued at fair value		81,644		1,173		984	
Total	**Ch$**	**1,007,263**	**Ch$**	**374,470**	**Ch$**	**1,526,315**	**3.02%**

The portfolio of financial assets available-for-sale included net unrealized gains of Ch$45,815 million, Ch$6,045 million and Ch$9,520 million as of December 31, 2015, 2016, and 2017, respectively. These unrealized gains are accounted in equity under other comprehensive income.

Financial assets held to maturity

There were no securities reported under this category as of December 31, 2015, 2016 and 2017.

Table of Contents

Maturity of Financial Investments:

The maturities of financial assets held for trading and financial assets available-for-sale as of December 31, 2015, 2016 and 2017 were as follows:

	As of December 31, 2015	
	Due within 1 year	**Weighted Average**