INSTRUCTIONS FOR REMOTE PARTICIPATION IN THE ORDINARY AND EXTRAORDINARY SHAREHOLDERS' MEETINGS OF BANCO DE CRÉDITO E INVERSIONES

As established in General Regulation Nº435 of the Financial Market Commission (CMF, according to the Spanish acronym), the Board of BANCO DE CRÉDITO E INVERSIONES (hereinafter referred to as the "Company" or "Bci") has approved the use of technology allowing for remote participation and voting of shareholders in the Ordinary and Extraordinary Shareholders' Meetings to be held on April 6, 2021, as of 09:00 hours (hereinafter referred to as the "Shareholders' Meetings").

Such technology will allow for the participation of shareholders that are not physically present in the place where the Shareholders' Meetings are held, which shall guarantee the identity of the shareholders who participate in the Shareholders' Meetings and safeguard the principle of simultaneousness and secrecy of the voting undertaken therein.

Company shareholders may thereby attend Shareholders' Meetings in person, or participate remotely and simultaneously.

I. QUALIFICATION OF POWERS OF ATTORNEY

To participate in Shareholders' Meetings, shareholders shall send an email to juntasbci@bci.cl informing of their interest in participating in the Shareholders' Meetings **no later than 14:00 hours on Monday, April 5, 2021**, attaching the information indicated below:

1) Shareholders who are natural persons acting on their own behalf:
- ✓ A copy of both sides of the current identity card of the shareholder, and
- ✓ The Participation Application Form duly signed, which is available at https://www.bci.cl/investor-relations/junta-de-accionistas/

2) Shareholders who are natural persons and will act by means of proxies or representatives:
- ✓ A copy of both sides of the current identity cards of the shareholder and the proxy or representative who will act in the Shareholders' Meetings.
- ✓ Power of attorney to attend Shareholders' Meetings duly signed by the shareholder, whose format was sent jointly with the summons to the Shareholders' Meetings and which is also available for download from the website https://www.bci.cl/investor-relations/junta-de-accionistas/. In the case of representing more than one shareholder, the proxy shall attach a power of attorney for each shareholder he represents.
- ✓ The Participation Application Form duly signed, which is available at https://www.bci.cl/investor-relations/junta-de-accionistas/

3) Shareholders that are corporations, which will act by means of proxies or representatives, shall send the following:

- A copy of both sides of the current identity card of the proxy or representative that will participate in the Shareholders' Meetings on behalf of the shareholder that is a corporation.
- A copy of the public deed indicating the current legal capacity of the or those legal representatives of the shareholder that is a corporation, with sufficient power of attorney to represent the shareholder with the right to vote in the Shareholders' Meeting. If the person attending the Shareholders' Meetings is not such legal representative of the shareholder, sufficient power to attorney to delegate his faculty to another person to represent the shareholder in the Shareholders' Meeting.

- Complete power of attorney to attend the Shareholders' Meetings, and duly signed by the or those legal representatives of the shareholder that is a corporation, whose format was sent to each shareholder jointly with the summons to the Shareholders' Meetings and which is also available for download from the website https://www.bci.cl/investor-relations/junta-de-accionistas/. This is if the person attending the Shareholders' Meetings is not the legal representative of the shareholder that is a corporation. In the case of representing more than one shareholder, the proxy shall attach a power of attorney for each shareholder he represents. If he is the custodian, he shall also indicate how many of the shares with which he is attending have a voting instruction.
- The Participation Application Form duly signed, which is available at https://www.bci.cl/investor-relations/junta-de-accionistas/

Failure to comply with the above formalities will enable the company to reject the registry requested, with the applicant not entitled to make any subsequent complaint.

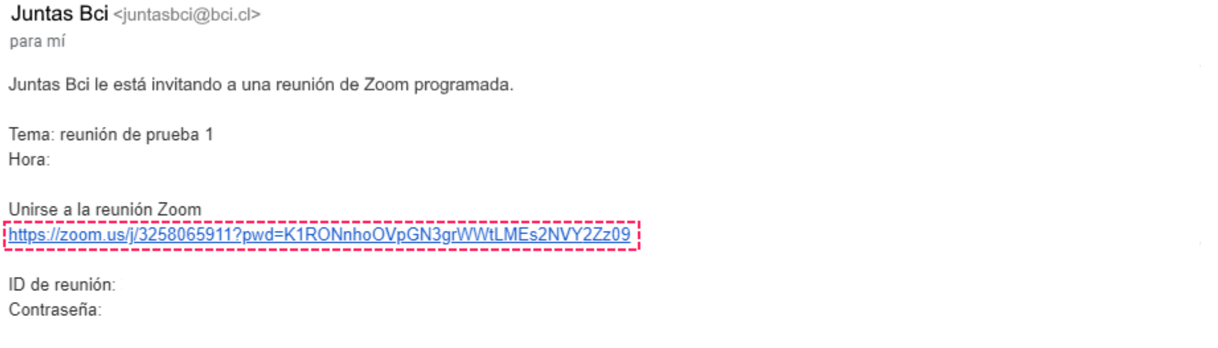
Due to the need of verifying the identity of shareholders, qualify the adequacy of the powers of attorney submitted, and have a registry of shareholders who will attend the Shareholders' Meetings before they start, shareholders are requested to enter the information and data mentioned above by **no later than 12:00 hours on Monday, April 5, 2021**. The company shall process the registry of shareholders who have entered the information and data requested after the date and time indicated, subject to the information presented being complete.

After receiving the above-mentioned information and checking its integrity, the company **shall confirm this by sending an email to the email address used for sending the mentioned information**.

II. INSTRUCTIONS FOR REMOTE CONNECTION

After receiving the information indicated in section I above and checking it is complete and true, the company will confirm the registry of the shareholder or its proxy, accordingly, by email sent from juntasbci@bci.cl to the email address entered on the corresponding Form ("Confirmation of Registry").

The shareholder or its representative, accordingly, will receive an email with an invitation to participate in the Shareholders' Meetings, and it must enter the meeting via the link sent.


Juntas Bci <juntasbci@bci.cl>
para mí

Juntas Bci le está invitando a una reunión de Zoom programada.

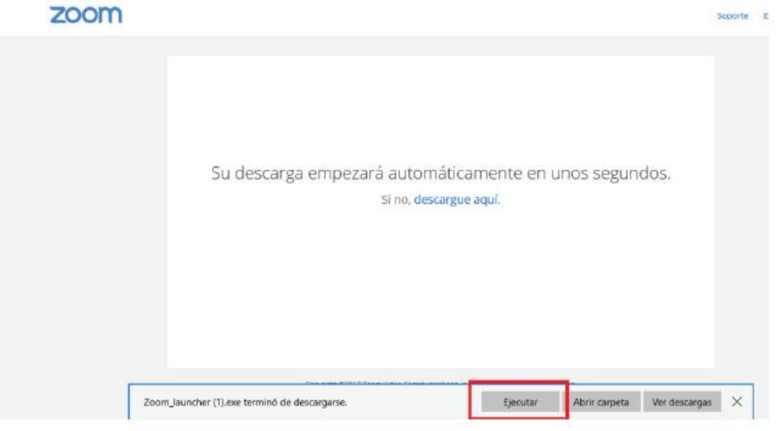
Tema: reunión de prueba 1
Hora:

Unirse a la reunión Zoom
https://zoom.us/j/3258065911?pwd=K1RONnhoOVpGN3grWWtLMEs2NVY2Zz09

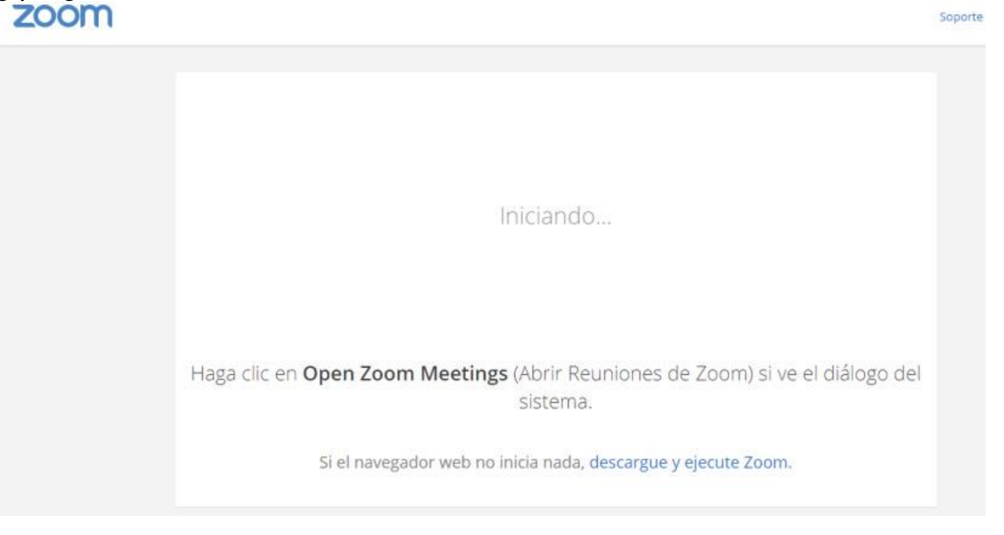
ID de reunión:
Contraseña:

If this is the first time that you use this, the program needed to connect will be downloaded to your computer.

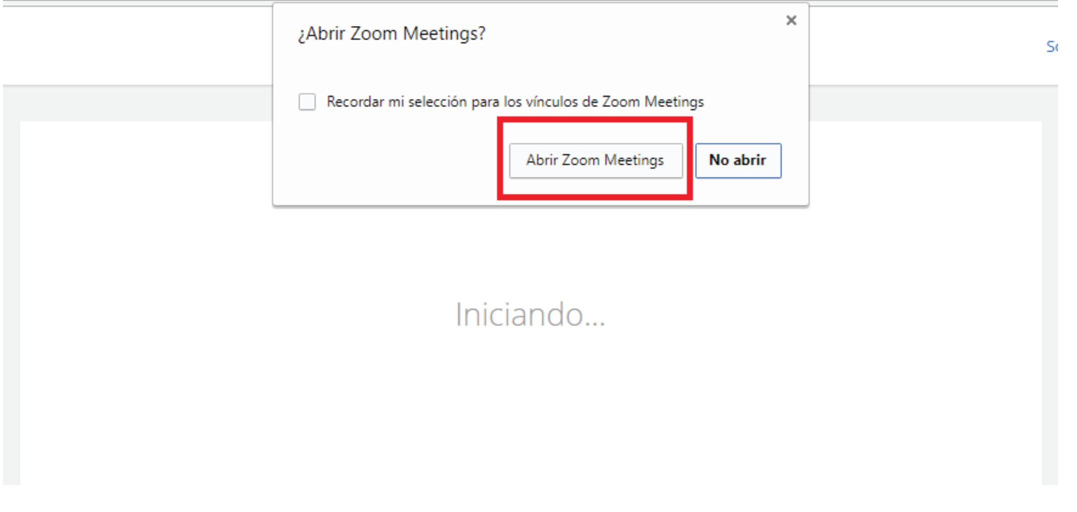
When the download ends, click "Ejecutar" (Run).



If the software was installed previously, you will be asked for confirmation to open the video conferencing program.

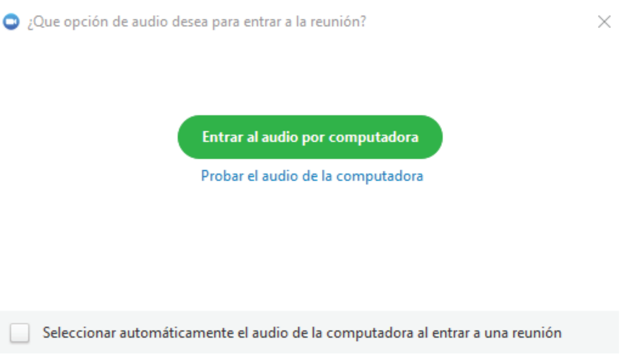


Click “Abrir Zoom Meetings” (Open Zoom Meetings)



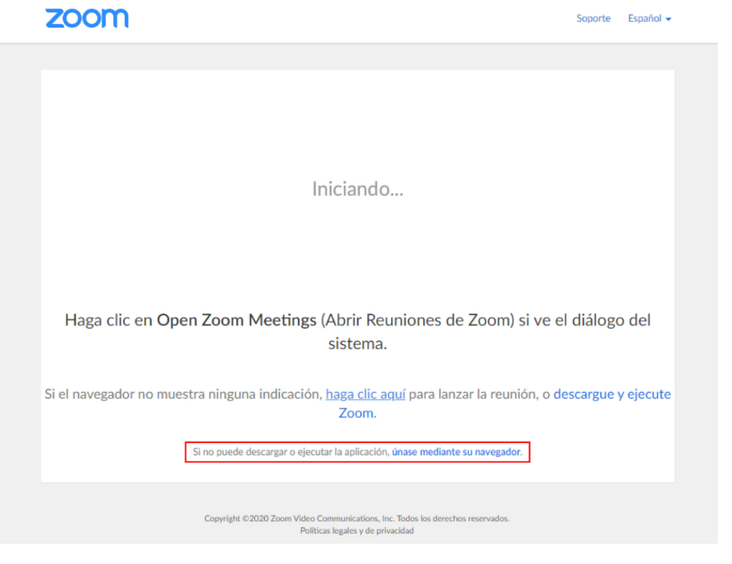
When Zoom Meetings has opened, click “Entrar al audio por computadora” (join audio by computer).

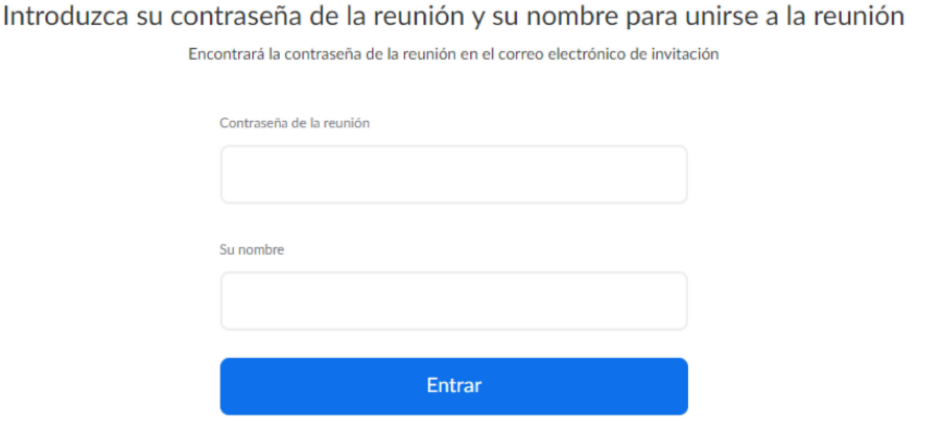
With this last step you will have entered the meeting and must wait to be validated by the system administrator.



After being validated by the system administrator, you will be participating in the Shareholders' Meetings

If you are unable to download the application, the website will automatically offer a web alternative, as shown in the following images:





You will receive the password required in the email sent with the invitation to connect to the Shareholders' Meetings.

Juntas Bci <juntasbci@bci.cl>
para mí

Juntas Bci le está invitando a una reunión de Zoom programada.

Tema: reunión de prueba 1
Hora: 25 mar 2020 05:00 PM Santiago

Unirse a la reunión Zoom
https://zoom.us/j/3258065911?pwd=K1RONnhoOVpGN3grWWtLMEs2NVY2Zz09

ID de reunión: 325 806 5911
Contraseña: BciPrueba1

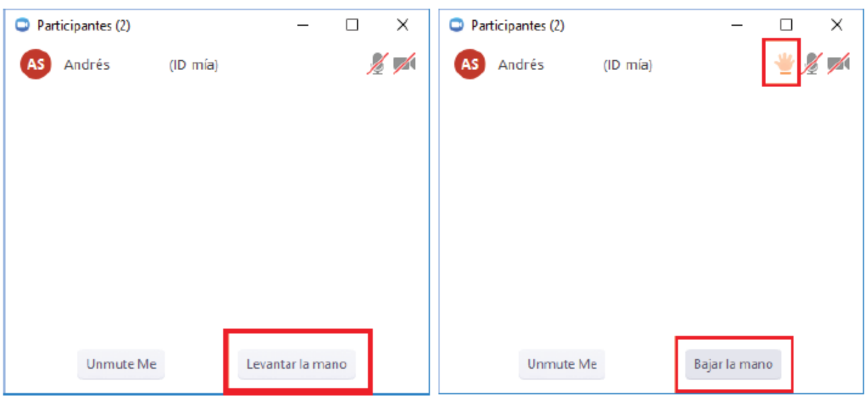
III. ACCESS, PARTICIPATION AND VOTING IN THE SHAREHOLDERS' MEETING

Access and participation in the Shareholders' Meetings:

a) Entry to the Shareholders' Meetings will be available as of 08:15 hours on April 6, 2021.
b) At exactly 09:00 hours, the system will block access of registered shareholders or proxies from participating in the Ordinary Shareholders' Meeting. The same will occur when the Extraordinary Shareholders' Meeting is about to start and which will be held after the Ordinary Shareholders' Meeting. The constitution and voting quorums will be calculated with those shareholders who are connected at the start of each of these meetings.
c) During the course of the Shareholders' Meetings, only the microphones of the Chairman, the CEO, and corporate attorney who will act as the Secretary to the Shareholders' Meeting, will be on. All the other attendees of the Shareholders' Meetings will have their cameras turned on and their microphones turned off.
d) To make a query or ask to speak, attendees shall press the "hand" icon of the platform, and their microphone will be turned on.

   The application has a " **raise your hand**" function, which will enable the shareholder or its proxy to ask the administrator to speak, if so desired.

   To raise your hand and thereby ask to speak, click on "Participants" and then on "Raise your Hand." If you want to lower your hand, on the list of participants click on "Lower your Hand."



   In this case, you must wait for your microphone to be turned on and you will be allowed to speak to participate in the Shareholders' Meetings.

   Whenever a shareholder is allowed to speak who has asked to do so, it will be necessary for it to state its full name at the start of its intervention.

Voting:

a) The Chairman will propose that if the majority of shareholders present with voting power so decide, there shall be voting by acclamation on all the issues put to the approval of the Shareholders' Meetings.

   Hence, whenever the Chairman of the Shareholders' Meetings puts a proposal for voting, all the microphones of those connected remotely will be turned on and they may indicate if they "approve" or "reject" the proposal. In the case of shareholders who due to legal regulation must give their opinion aloud on a certain issue addressed in the Shareholders' Meetings, they shall "raise their hand" in the application and they will be allowed to cast their vote aloud.

   This shall be notwithstanding the fact that shareholders who so wish may ask for their vote to be duly recorded in the minutes of the Shareholders' Meeting.

b) If no agreement is reached to vote by acclamation, the following remote voting system shall be used:
   (i) Upon the indication of the Chairman, registered shareholders or their proxies, accordingly, shall be sent an email by juntasbci@bci.cl with a slip that shall contain each of the issues for the consideration of the Shareholders' Meeting.
   (ii) Shareholders shall exercise their voting right by sending the mentioned slip with their votes by email to juntasbci@bci.cl, indicating whether they approve, abstain from or reject each issue under voting.
   (iii) Shareholders shall send the email with the voting slip within 10 minutes after the call for voting.
   (iv) After this time, the Secretary shall inform of the emails received and give shareholders the possibility of calling any of the telephone numbers indicated in section IV below, if their votes were not reported. In this case, shareholders shall have a further 10 minutes to make contact and once again send the slip with their vote.
   (v) At the end of the Shareholders' Meeting, the votes shall be counted according to each issue put to the approval of the Shareholders' Meeting. To such effect, the Secretary shall read the votes on the slips aloud. Up to the time of the counting of votes, the votes cast for each issue shall be kept confidential.

For any cases in which shareholders by law must cast their votes aloud, they shall identify themselves when requested by the Chairman or Secretary to leave this on record in the minutes for each issue put to voting. To such effect, the microphones of such shareholders shall be turned on as indicated by the Chairman.

General Recommendations

- It is recommendable to use headphones with a microphone instead of a microphone and speakers built in to a PC or notebook.
- It is recommended to use a cable connection to connect to the Internet. Although it is possible to use WiFi, due to how this kind of connection works it is possible that the audio and video quality drops.
- Choose a quiet place with no noise to participate in the video conference.
- Enter a few minutes before the start to check that everything is working correctly.
- Mute your microphone if you are not going to participate orally.
- Raise your hand to ask to speak.
- **The chat of the system will not be used** during the course of the Shareholders' Meetings, so a shareholder who wishes to intervene shall do so using the "raise your hand" option of the application.

IV. QUERIES

If you have any doubts or queries about registry, the accreditation process, participation and/or voting system, please don't hesitate to contact the following people:

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Isabel Scheuch email isabel.scheuch@bci.cl, phone +56227204568
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