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

As established in General Regulation Nº435 and Circular Letter Nº1.141 issued by the Financial Market Commission (CMF, according to the Spanish acronym), it is informed that the ordinary and extraordinary shareholders' meetings (hereinafter referred to as the shareholders' meetings) of Banco de Crédito e Inversiones (Bci) to be held on April 7, 2022 at 09:00 hours will be carried our remotely by using technological means.

Such technology will allow for the remote participation of shareholders, along with distance voting systems, 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.

SHAREHOLDERS' REGISTRY AND 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 Wednesday, April 6, 2022**, attaching the information indicated below:

1) Shareholders who are natural persons acting on their own behalf:

- ✓ Full name of the shareholder.
- ✓ A copy of both sides of the current identity card of the shareholder, and
- ✓ Email address.

2) Shareholders who are natural persons and will act by means of proxies or representatives:

- ✓ Full name of the shareholder.
- ✓ A copy of both sides of the current identity card of the shareholder, the proxy and the representative who will participate 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.
- ✓ Email address.

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

- ✓ Name or company name of the shareholder.
- ✓ A copy of both sides of the current identity card of the or those legal representatives of the corporation, with the power to delegate his representation for attendance of shareholders' meetings, and a copy of both sides of the current identity card of the proxy or representative who 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 a right to speak and vote in the shareholders' meeting. If the person attending the shareholders' meeting is not such legal representative of the shareholder, he must have sufficient power of 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.
- ✓ Email of the shareholder or his proxy.

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 **no later than 12:00 hours on Wednesday, April 6, 2022**. The company will 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 **will confirm this by sending an email to the email address used for sending the mentioned information.**

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 used for sending the mentioned information (hereinafter referred to as the Confirmation of Registry).

ACCESS, PARTICIPATION AND VOTING IN SHAREHOLDERS' MEETING

To participate remotely in shareholders' meetings, shareholders or their representatives, accordingly, shall enter the meeting website at www.juntasbci.evoting.cl (click the button "Enter here") and validate their identity by entering their taxpayer ID number and the document or series number of their identity card. After entering this information, they shall click the button "Verify Identity."

The system will require the shareholder or representative to verify their identity by means of four personal questions that must be answered correctly. If one or more questions is answered incorrectly, four further questions will be displayed, which must be answered correctly. If once again a question is answered incorrectly, the system will block the shareholder who shall have to request assistance from the Help Desk calling the following telephone number: +562 xxxx, or sending an email to the following email address: consulta@evoting.cl

Foreign shareholders, excluding those who have their shares through a custodian, who opt to participate remotely in the shareholders' meeting shall make contact by sending an email to juntasbci@bci.cl at least two days before and accredit their participation. After this procedure, they will be sent the credentials by email for access on the day of the shareholders' meeting.

After verifying the identity of the shareholder or representative, the website of the shareholders' meeting will be displayed, showing the user name of the shareholder or representative, the registry of the name of the person, his identity card number and the number of shares for which he is entitled to vote.

The number of total shares of the Bank and the number of shares present in the shareholders' meeting will also be displayed. Details of the shareholders represented by the user will be at the bottom of the screen.

Once the shareholders' meeting has started, the matters to be addressed therein will be displayed.

The website will also contain a button "Enter the videoconference" with a link to connect to and interact in the shareholders' meeting. This link is unique for the user, does not permit two simultaneous accesses and it will be registered in the videoconference with the corresponding name.

If any shareholder tries to participate remotely in the shareholders' meeting when it has already started and the digital doors are closed, the system will prevent such participation in the meeting. This is why access will be open one hour before the start, and it is recommended that shareholders enter the meeting early to test their connectivity.

In the voting undertaken in the shareholders' meeting, and unless voting by acclamation has been approved, whenever shareholders are asked to give their vote, the corresponding voting will be implemented so shareholders can mark their preferences. In this case, the voting underway will be automatically displayed and the shareholder or representative may vote for their total number of shares. Voting will be open for a certain time indicated by means of a timer on the same voting page.

If the voting is closed, open or completed will be displayed on the right.

In the case of the voting of custodians, they may distribute their vote under law according to the number of shares and percentage, indicating at all times the number of shares being voted and how many are left to vote, and preventing voting for more shares than they own or represent. Once the voting has ended, they may ask to speak to indicate their form of voting so this is recorded in the respective minutes.

When a shareholder or the representative have made their vote, the system will display the vote made, it will receive and save it until the general voting has ended. The process will end when all shareholders have voted on the matter or when the voting time has elapsed. If there are shareholders or their representatives who participate in-person in the shareholders' meetings, when all the votes have been made or the voting time has elapsed, the general result of the voting will be informed. Once the voting undertaken as such is complete, the results will be released immediately.

During the development of the shareholders' meetings, the microphones of participants will remain muted, except for voting undertaken by acclamation. If any shareholders participating remotely decide to make use of their right to speak in the shareholders' meeting, they shall request the right to speak using the procedure informed at the start of the shareholders' meeting. When the right to speak is granted, the microphone of this person will be turned on to participate. After this, the microphone of this person will once again be muted.

GENERAL CONSIDERATIONS

Minimum requirements: a device with Internet access, web camera, speakers and duly activated microphone will be needed to participate in the shareholders' meeting. If shareholders do not have these, they run the risk of not being able to participate in the shareholders' meetings, or not see their development or be prevented from exercising their right to speak. It is suggested that personal headphones and a microphone be used to improve the experience of the development of the shareholders' meeting.

Internet access: it is necessary to have an Internet connection to participate in the shareholders' meeting. Since it is a streaming service that requires high capacity and stability, it is suggested to have sufficient broadband for uninterrupted participation and suitable participation experience in shareholders' meetings. If shareholders do not have a good connection, their experience could be affected or they could exit the shareholders' meeting. It is also suggested that shareholders have the Google Chrome browser for access to the platform.

Likewise, if shareholders have a limited data plan, the streaming nature could use up all or a large part of their data.

Place: for a better participation experience in the shareholders' meeting, it is suggested that shareholders have a quiet place that is free of distractions.

TESTING OF THE SYSTEM

The company will conduct an open test of the complete platform, so that whoever so wishes can test the operation of the application. Such test will be conducted on ____________________ at _________ hours, and shareholders shall enter the website at www.juntasbci.evoting.cl.

IMPORTANT: to access the mentioned test, representatives must have sent their powers of attorney before the start of the test.

AS A SAFEGUARD AND TO PREVENT PROBLEMS AND DELAYS, SHAREHOLDERS WHO PARTICIPATE REMOTELY MAY CONNECT AS OF 08:15 HOURS ON APRIL 7, 2022, SO ALL SHAREHOLDERS ARE DULY CONNECTED AND OPERATIVE AT THE TIME OF THE START OF THE SHAREHOLDERS' MEETINGS.

HELP DESK: THE TECHNICAL SUPPORT OF THE HELP DESK WILL BE AVAILABLE AT ALL TIMES FOR SHAREHOLDERS. THIS IS ACCESSIBLE BY TELEPHONE AT +56xxxxx AND THE EMAIL ADDRESS CONSULTA@EVOTING.CL FOR PROBLEMS OF ACCESS TO THE VIDEOCONFERENCE AND THE PLATFORM OF THE SHAREHOLDERS' MEETING.