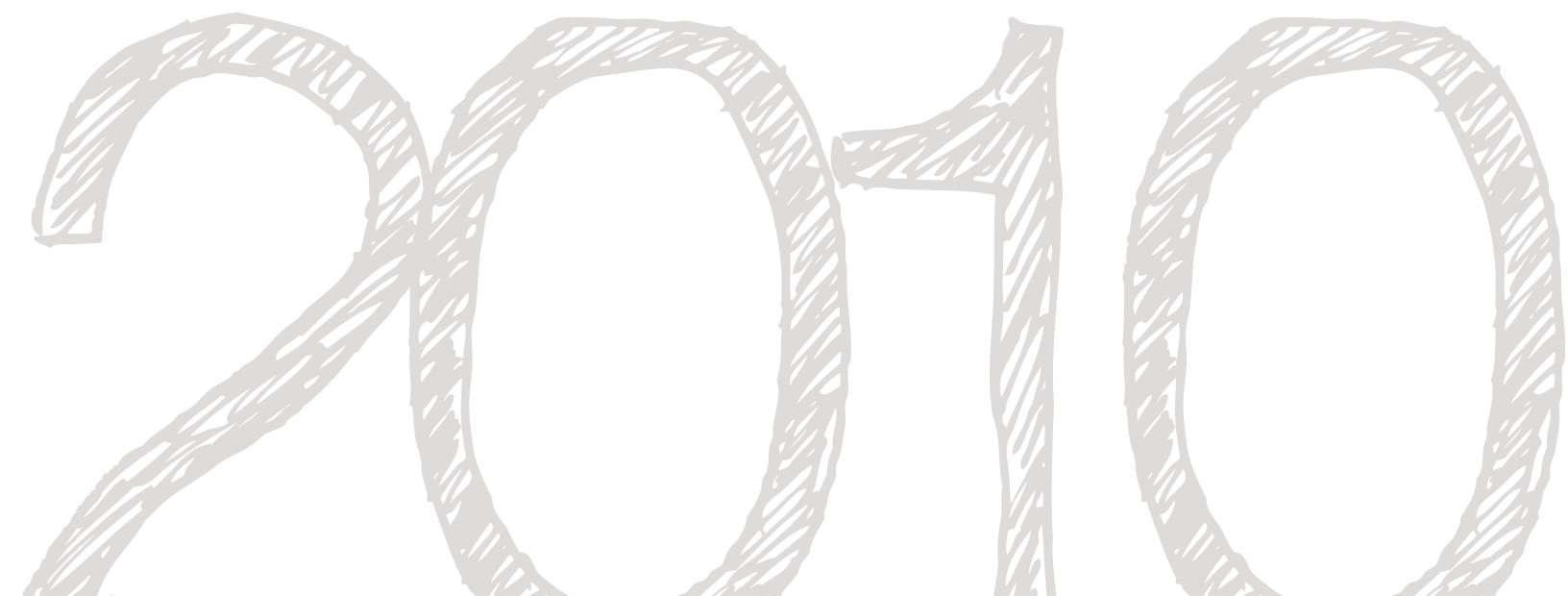


Corporate Governance
and Corporate Social
Responsibility Report Bci
2010



{ Our Mission

Bci defines itself as a Financial Solutions Corporation which participates in all of the financial activities and transactions that the General Banking Law permits. It offers the community products and services with highly efficient operating processes and excellence in quality, with constant technological innovation, prudent risk-management policies and demanding ethical standards which must be followed by each team member working in its companies. Within this framework, and in order to meet its objectives and policies, the Corporation promises to ensure that these are met, with special emphasis on what it considers to be its four fundamental pillars:

Shareholders

Business policies and decisions should always be designed to increase the capital that the shareholders have invested in the company, striving to ensure that the return on their investment is higher than average for the banking sector, accompanied by normal levels of risk for the Corporation's businesses and with a maximum possible level of transparency in its conduct in line with the prevailing laws, regulations and ethical framework.

Customers and Providers

The products and services that the Bci companies offer their customers should be of optimum quality, at competitive prices, innovative and meet their needs properly and timely. It must always be remembered that the customers are the basis of the institution's success and commercial relations with them must therefore be maintained with a long-term perspective.

Relationships of mutual benefit, loyalty over time and high standards for quality, performance and transparency must be kept.

Team Members and their Families

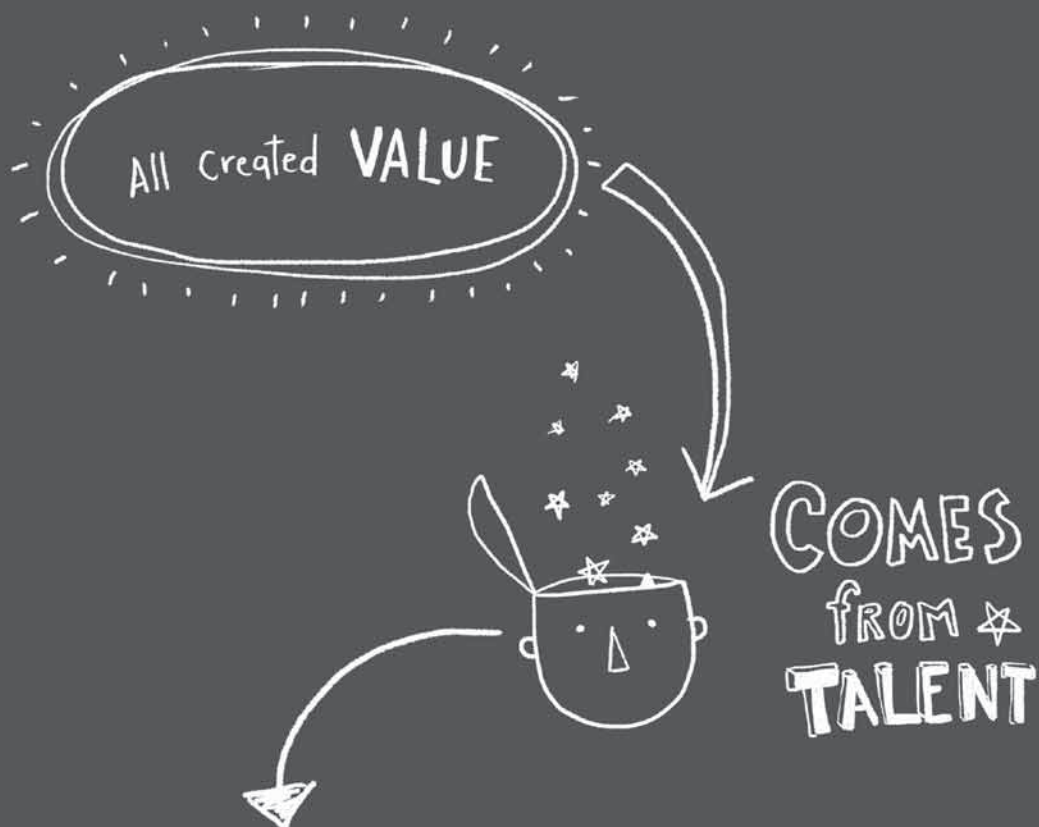
The Corporation must endeavor to ensure that all its team members have a dignified standard of living, stable work and possibilities for personal, professional and family development, properly motivating and rewarding good performance and individual and team effort, while providing the guidelines and regulations for maintaining a working atmosphere of excellence and demanding professional and ethical behavior.

The Corporation is defined as a family-responsible company in terms of its commitment to strive to ensure that staff work is carried out in conditions compatible with a proper personal and family life.

Society

The Corporation's commitment is to develop its businesses and activities within the governing laws in this country and in all of the places where it conducts business. It will abide in full by the ethical principles that ensure respect for the rights and interests of others, according to the guidelines established and accepted by society. As a company, it is also interested in contributing effectively to maintaining a healthy environment and enhancing the country's social, cultural and economic heritage by supporting relevant initiatives.





IN **BCI** WE POSITION OURSELVES



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You can review this entire document on the website www.bci.cl/empresas. Hold your mobile phone to the QR code using a compatible scanner and scan the image.

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Our Vision

We aspire to be leaders
in innovation, approachability
and customer satisfaction
and be recognized as the
best company to
work for and for
self development.





CHAIRMAN'S REPORT

In 2010 we made important progress in fundamental areas of corporate governance, ethics, quality of work life, customers, suppliers, community commitment and the environment.

The Corporate Governance and Corporate Social Responsibility Report you have in your hands reflects the challenges that 2010 presented us. At the same time, it describes how we faced these challenges, always seeking coherence with our history, values and corporate mission.

2010 was complex and affected all of us equally, but in Bci we were able to break some paradigms and we turned a difficult year into a prosperous period, full of opportunities.

Facing the catastrophe the country suffered on February 27th, 2010, the priority was to help our affected team members, not only economically but also in human, psychological and health matters.

In order to support our customers, we created a contingency plan of more than Ch\$1.8 billion which included diverse benefits and easy payment options and programs that were especially focused on the communities most affected by the earthquake.

At a national level, Bci made a large effort in favor of the reconstruction with contributions of around Ch\$1 billion. These contributions went to help the downtown merchants of Concepción, the "Chile ayuda Chile" campaign, the Fundación Las Rosas and the reconstruction of the cathedral in Linares.

On the other hand, in 2010 we made important progress in fundamental areas of corporate governance, ethics, quality of work life, customers, suppliers, community commitment and the environment. We brought together all this progress in this 7th edition of the

Corporate Governance and Corporate Social Responsibility Report, which is also in line with our constant challenge towards higher transparency.

With respect to corporate governance, we continue to deepen Bci's adaptation to the matters dealt with in Law N°20.382. Together with this work, four of the nine members of the Board of Directors were newly elected and we implemented the new organizational structure aiming to privilege the Bank's preferred business.

During the year, we updated our Ethics Code incorporating to this document all of the aspects related with the new support structure to ethics management and we aligned its contents to the new regulations on penal responsibility for legal entities.

At an internal level, we increased by 11% our trained team members, 600 team members joined the Academia Líder Bci and, as a result, the working environment improved from 79% to 81% and the execution index from 82% to 84%.

Likewise, we reinforced the internal communication channels, creating the "Comunicándonos" spaces, Contacto OnLine and BciTwitter. In this manner we offer our team members the possibility to exchange viewpoints directly with the CEO and participate as correspondents.

In regards to our customers, we strengthened our Nace (for those just starting) and Renace (for those that need a second opportunity) programs. Through these programs we

1- Law N° 20.382 became law in January of 2010.

2- www.maydaynetwork.cl

3- www.passiv.de



deliver financing and management tools to help solidify the business plans of a total of 2,150 entrepreneurs.

For the emergent small-business owners and mini-grocers we created a pioneering financing model in Latin America with the support of Banco Interamericano del Desarrollo. Through Bci Nova's alliances with supplier companies, a continuous financing tool is delivered that allows its beneficiaries to rely on stock levels necessary to satisfy the needs of their customers, increase sales and expand their businesses.

Because we want to give our customers more and better information, we created new communication channels, highlighting a text messaging system and a direct number so that they can follow the status of their problem resolution.

In addition, we deepened our commitment to the environment through the creation of innovative products, like the Carbon Neutral Checking Plan and Carbon Neutral Bci Card. Both are especially directed to a new generation of customers that seek to generate a real contribution through the reduction of their own carbon footprint. In terms of our participation in the May Day network – a worldwide program presided over by the Prince of Wales – we started measuring our carbon footprint with

our corporate headquarters and we created the CO2 Reduction and Neutralization Program of those emission produced by the Tbank team members' use of radio taxis. Likewise, we maintained the efforts in the "Despierta: El medio ambiente está en tus manos Program", through which we have promoted environmentally friendly habits among team members over the last 4 years. Also, we built the first bank branch office in the country in the process of LEED Certification and the German PassivHaus Standards.

Conscious of the importance of suppliers in our value chain, we continued having breakfast encounters and satisfaction surveys which allowed us to introduce substantial improvements in payment processing and price quote generation. For the second straight year, we awarded the Bci Outstanding Supplier Award and, in order to share best practices, we organized a CSR Encounter Program in which 31 companies participated.

I am convinced that the achievements made until now are a consequence of the work done in strict alignment to our internal culture, management style and the manner that we relate to our stakeholders, with a seal of Integrity, Excellence and Respect. Due to this, we are proud of the many awards received this year, which cover all the pillars of our Mission

statement: Shareholders, Customers and Suppliers, Team Members and their Families and the Communities with whom we relate.

We are here to build a profitable company for our shareholders. We are here to continue making a company of which we can feel proud and be a part of a transcendent Bank. For this, we hope that this Corporate Governance and CSR Report interests you and we invite you to contribute your ideas, comments and suggestions to allow us to keep advancing each day on the path to social, environmental and economic sustainability in a manner that makes Chile a better country.

LUIS ENRIQUE YARUR REY
BCI CHAIRMAN



SCOPE

During six years we have published the Corporate Governance and Corporate Social Responsibility Report (CSR), where, in a balanced manner, we cover our economic, social and environmental performance. This time we cover the period between January 1st and December 31st, 2010 and previous years in order to guarantee the comparability principle. In 2007, we adhered to the principles of the UN's Global Pact⁴, the reason for which this document is our third Communication on Progress, or COP.

In keeping with last year's report, we used the Global Reporting Initiative's (GRI) G3 Guidelines, including the new Financial Services Sector Supplement. To define the material nature of the information, we conducted interviews with the company's main executives and the jury's comments from the 2010 AcciónRSE Best Report Prize. Likewise, customer complaints and suggestions and press information associated with the bank and the sector which appeared the management year.

In order to guarantee the information's transparency and traceability, this document has been prepared by an external consultant specializing in GRI guidelines. In Appendix 2, we list all of the written sources of information used for the document's preparation, as well as the people related to the issue and validation of the indicators.

The technical data and calculations done in the preparation of each quantitative economic, social and environmental performance indicator correspond, in general, to the entire Corporación Bci and are based on procedures recognized by internal regulations

Bci's financial and economic information is given in Chilean Pesos, except where indicated. This information is exhaustively covered in the Annual Report, which has been delivered together with this Report for the last seven years

In accordance with the requirements of our stakeholders and as a reflection of our commitment to the environment, we will only print 1,000 copies in Spanish. The English version will be delivered in PDF format via E-mail to the stakeholders that require it. Plus, in order to guarantee access to the information, this report as well as the previous versions can be reviewed at the company website (www.bci.cl).

4- The Global Compact's principles can be seen in Annex 1, page 114.

5- www.accionrse.cl



The technical data and calculations done in the preparation of each quantitative economic, social and environmental performance indicator correspond, in general, to the entire Corporación Bci.



2010 GOALS AND 2011 COMMITMENTS

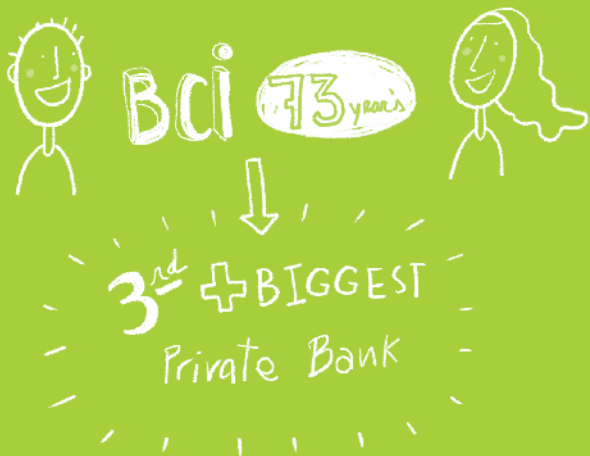
Area	2010 Target
Corporate Governance	Strengthen the application of new corporate governance regulations and oversight organization recommendations.
Corporate Ethics	Strengthen the ethical content in daily decisions through reflection periods during team meetings.
Quality of Work Life	<p>Generate the improvement of the organizational climate in the areas that have the lowest indices. Improve the execution index.</p> <p>Continue the work of having 630 leaders that participated in the Academia Líder Bci and train 600 more team members.</p> <p>Continue with the CSR empowerment program.</p> <p>Keep the corporation's occupational accident rate under 1.2% and the occupational loss rate under 18 days absence.</p>
Customers	<p>Develop a segmented and innovative offer of value with the best multi channel service experience.</p> <p>Bring the Financial Literacy Program to more people.</p> <p>Increase the development of innovative products and services.</p> <p>Position the Renace and Nace programs.</p>
Suppliers	<p>Begin to apply the CSR criteria in the supplier evaluation and selection process.</p> <p>Process the Supplier Meetings Program results.</p> <p>Position the Outstanding Supplier Recognition.</p> <p>Improve the overall supplier satisfaction in 5%.</p>
Community	<p>Focus the Fundación Las Rosas Alliance on the capturing of resources and making society aware of the elderly.</p> <p>Implement a working and communications plan for the Enseña Chile Alliance.</p> <p>Maintain the Corporate Volunteer Program with a focus on Team Member Leaders.</p>
The Environment	<p>Have the energy consumption measurements in 40 to 50 branches and buildings. Maintain savings in water and energy.</p> <p>Implement four of the six promises for May Day.</p> <p>Implement a hot water and heating system with solar energy in the corporate headquarters.</p> <p>Measure the carbon footprint in 4 bank buildings and branches including the corporate headquarters and develop action plans to mitigate CO2 emissions.</p>

Performance

2011 Commitment

<p>✓ During the year, all of the necessary measures and changed to comply with Law 18.046 were made.</p> <p>→ The strategy and case studies were pushed by area but the plan will be implemented by March 2011.</p>	<p>Strengthen the transparency plan directed towards Bci's different objective groups.</p> <p>Implement a communication plan to strengthen the ethical content in daily decisions, through reflection time in team meetings.</p>
<p>✓ The execution index increased from 82% to 83.7%.</p> <p>✓ 90% of account executives were in charge of personnel and 600 team members were trained.</p> <p>✓ 600 Team members participated in the 2010 Academia Líder Bci</p> <p>✓ The accident rate was the same at 1.27%.</p>	<p>Develop, produce and implement an integration program for people with disabilities.</p> <p>Strengthen leadership according to Bci's values.</p> <p>Make the recruitment, training and retention plans for high performing team members more robust.</p> <p>Position the new internal communication channel.</p>
<p>✓ The bank's structure was modified to better satisfy the customer's needs, new contact channels were implemented and the existing ones were strengthened.</p> <p>✓ The Program for small business loans "A la Puerta de tu Almacén" was implemented.</p> <p>✓ New products with environmental value were created like the Carbon-neutral Bci Card and the Carbon-neutral checking account.</p> <p>✓ The number of total customers in Nace program reached 1,525, of which 705 are new.</p>	<p>Create and strengthen new segments according to the public's tendencies.</p> <p>Expand the financial literacy programs for the C3 and D segments.</p> <p>Strengthen the Nace and Renace programs.</p> <p>Develop and implement innovations in products and services.</p> <p>Generate simple and friendly memorable experiences for our customers.</p>
<p>✓ A supplier management and administration position was created in order to empower the relationships with them. The application of RSE criteria in their evaluation and selection began.</p> <p>✓ Six breakfasts with approximately 45 supplier companies in attendance and 45 supplier inspection visits. The suppliers are listened to and their improvement suggestions are reviewed.</p> <p>✓ Five suppliers were given awards.</p> <p>→ Supplier satisfaction stayed at 75% with respect to 2009.</p>	<p>Implement CSR criteria for supplier evaluations.</p> <p>Develop and implement supplier CSR encounters.</p> <p>Improve overall supplier satisfaction by 5%.</p>
<p>✓ Both a family walk and a massive campaign were organized. Also, Bci volunteers made 25 visits and there were 305 total volunteers.</p> <p>✓ Bci made an annual money donation, participates in its Steering Committee and some of its leaders gave their testimonies and collaborated with volunteers.</p> <p>→ A survey to determine the volunteer activities that the team members want to do was taken.</p>	<p>Generate and develop a community sensitivity plan with respect to seniors and their vulnerable situation.</p> <p>Strengthen the existing cultural programs in order to generate larger impact and familiarity.</p> <p>Implement a corporate volunteer plan</p>
<p>✓ Although water and energy consumption increased, it was due to the opening of 10 new branch offices and 300 new positions.</p> <p>→ Three of the four promises were met and supplier training was left for 2011.</p> <p>→ The corporate headquarters' carbon footprint was measured and a branch office was built under the LEED parameters.</p>	<p>Develop a Carbon Footprint Mitigation Plan for Corporate HQ.</p> <p>Implement an internal recycling plan for the garbage generated.</p> <p>Implement 4 of the 6 May Day promises.</p>

- ✓ Met 100%
- ✗ Not met
- Met in progress



CORPORATE PROFILE

Founded in 1937, Bci has managed to become the third largest private bank in Chile in its 73 years with consolidated assets on December 31st, 2010 of Ch\$ 13,228,089 million.

On June 10th, 1937, after being authorized by Ministry of Finance Decree N° 1683 Bci opened its doors as a banking corporation. From its beginnings, its main objective was to attend to the productive sector of the country, focusing mainly on small and medium sized businesses and individuals.

Oriented to satisfying the financial services necessities of individuals and companies, Bci now has 370 branch offices and contact points throughout the country; a branch in Miami (USA); representative offices in Mexico, Peru Brazil and China, and a business agent in Madrid with its strategic alliance with the Banco Popular de España.

For better and more immediate service, the bank provides the website www.bci.cl, a telephone platform, mobile banking and other remote channels.

As of December 2010 there are 9,290 team members working for Bci: 7,013 work for the bank, 2,227 in its subsidiary businesses and 56 professionals work in other countries for the corporation. On the same date, the total number of Retail (current accounts), Commercial and Finance and Investment Banking customers was 425,233.

Bci Contact Points in Chile:

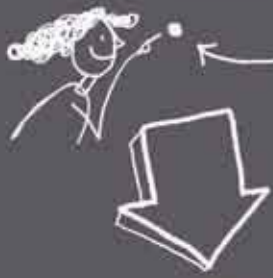
We have the following business units to serve our clientele:

- Corporate, Business and Real Estate Banking
- Consumer Banking
- Private Banking
- Small Business Banking
- Entrepreneurial Banking
- Mass Market
- Emerging Markets
- Treasury and International Division
- Internet Banking
- Bci Inversiones
- Leasing

In addition, we have the following subsidiaries:

- Bci Factoring S.A.
- Bci Corredor de Bolsa S.A.
- Bci Securitizadora S.A.
- Bci Corredora de Seguro S.A.
- Bci Administradora General de Fondos S.A.
- Bci Asset Managment Administradora General de Fondos S.A.
- Bci Asesoría Financiera S.A.
- Servicios de Normalización y Cobranzas/ Normaliza S.A.
- Análisis y Servicios S.A. Proservice

Bci CONTACT POINTS IN PROVINCES



134 Bci

49 Bci Nova



365

son los puntos de
contacto de Bci a lo
largo del país.



La dirección y teléfonos de nuestros puntos de
contacto se encuentran disponibles en www.bci.cl



Bci

Bci Nova

152

30

Bci CONTACT POINTS IN THE METROPOLITAN REGION



1_Our
Company

2_CSR

3_Corp Governance
and Ethics

4_Quality of
Work Life

5_Customers
and Suppliers

6_Community

7_The
Environment

8_Economic
Performance

CORPORATE GOVERNANCE AND CSR REPORT 2010

Main products and services

Bci offers financial products to individuals, micro, small and medium sized businesses and large corporations and institutions with credit, savings, investment and asset management products.

Remote Channels

In addition to having a branch network from Arica to Antarctica, Bci makes remote channels available to attend to their customers. The most important are the website www.bci.cl, Bci Móvil with 10,000 customers, which delivers the same series as the website but from the customer's cellular phone and Telecanal which annually is reached by more than 1,800,000 requests, questions or problems. It also allows the request and evaluation of loans.

Tbanc offers financial solutions and services through the Internet and telephone. This model is unique in the Chilean market since it can solve all of the customers' financial needs without having to go to a branch office. Tbanc allows operations from anywhere, 24 hours a day, seven days a week and always with first rate security standards. In 2010, this service was in its 12th year.



International Alliances and Agreements

Alliance with Banco Popular, Spain:

This alliance reinforces Bci's promise with Chilean companies that have business in the European continent. It provides an account manager from Banco Popular in Bci offices and a Bci account manager in Banco Popular offices in Madrid. Additionally, it allows us to deepen the commercial relationship with corporate headquarters of Spanish companies that have a presence in Chile, Peru, Brazil, Mexico and the US.

Cooperative agreement with Banco Crédito del Perú, Perú:

Within this agreement, Bci develops commercial activities with this Peruvian entity oriented to operating through local financing societies. This joint effort contemplates the coordination of financial operations between both countries.

Cooperative agreement with Banco Internacional, Costa Rica:

In 2007, the cooperative agreement between the banks was resigned, whose purpose is to increase Chile's foreign trade and promote reciprocal investment. This agreement has opened large business opportunities in Central America, which is Costa Rica's Banco Internacional's sphere of influence.

Cooperative agreement with Banco Credicoop, Argentina: This agreement has allowed us to develop foreign trade between the countries, supporting Chilean businesses that operate in Argentina and also Argentine businesses that are in Chile.

Cooperative agreement with Intesa San Paolo, Italia

Correspondent Bank Network: Bci maintains commercial relations with more than a thousand correspondent banks across the globe, with whom they mainly develop foreign trade operations for their customers.

Memberships and Voluntary Agreements

Bci is present in associations, chambers of commerce and diverse organizations aiming to take advantage of this experience to improve its practices and procedures, adopting those methodologies that keep ahead of the times.

Associations

- The Chilean Association of Banks and Financial Institutions (ABIF)⁶
- Asociación de Exportadores de Manufactura y Servicios (Asexma)⁷
- Asociación de Exportadores de Chile (Asoex)⁸
- The International Confederation of Popular Banks (CIBP)⁹

Chambers of Commerce

- Santiago Chamber of Commerce (CCS)¹⁰
- Cámara Chilena de la Construcción (CChC)¹¹
- Chilean American Chamber of Commerce (*Amcham*)¹²
- Cámara Oficial Española de Comercio de Chile¹³
- Cámara Chileno-Alemana de Comercio¹⁴
- Cámara de Comercio Chileno-Argentina¹⁵
- Cámara de Comercio Chileno-Brasileña de Santiago¹⁶
- Cámara de Comercio Chileno-China¹⁷
- Cámara de Comercio Chileno-Francesa¹⁸
- Cámara de Comercio Chileno-Mexicana¹⁹
- Cámara de Comercio Chileno-Peruana²⁰

Institutes, Foundations and Organizations

- Instituto Chileno de Administración Racional de Empresas (Icare)²¹
- AcciónRSE²²
- Fundación PROhumana²³
- Fundación Generación Empresarial²⁴
- The Global Compact in Chile (Naciones Unidas)²⁵
- May Day Network Chile²⁶
- Engage Chile
- Foro de Comunicaciones Corporativas (FOCCO)

06- www.abif.cl

07- www.asexma.cl

08- www.asoex.cl

09- www.cibp.be/espanol/index.htm

10- www.ccs.cl

11- www.cchc.cl

12- www.amcham.cl

13- www.camaco.es

14- www.camchal.com

15- www.camarco.cl

16- www.camarachilenobrasileña.cl

17- www.camarachilenochina.cl

18- www.chilifrance.cl

19- www.cicmex.cl

20- www.camarachilenoperuanadecomercio.cl

21- www.icare.cl

22- www.accionrse.cl

23- www.prohumana.cl

24- www.generacionempresarial.cl

25- www.pactoglobal.cl

26- www.accionrse.cl / ver página XXX.

2010

AWARDS AND RECOGNITIONS

During 2010, Bci received diverse awards and distinctions in different areas. Among the highlights are:



First place in the “Chile’s Most Admired Companies” ranking, according to Diario Financiero and PriceWaterhouseCoopers.

Honored as “The best Bank in Chile” by The Banker magazine in association with UK Trade & Investment. Awarded for the second year in a row.



Chile’s fourth most responsible company, according to Fundación Prohumana and Revista Qué Pasa.

Chile’s thirteenth most reputable company, according to the first corporate reputation study (Merco) by the Spanish consulting firm Villafañe y Asociados.

Received the “Most efficient use of awarded funds” and the “FOGAPE Growth in earthquake affected areas” recognitions from the Small Entrepreneurs’ Security Fund (FOGAPE).

First place in the “Institutional Reports Contest” from Revista Gestión and PricewaterhouseCoopers.



Bci Corredor de Bolsa S.A, was recognized among the 40 “Best-selling companies of 2010”, according to Universidad Autónoma de Chile and Diario Financiero.



Second place in the 2010 National Consumer Satisfaction Award,

awarded by the Procalidad group and the magazine Capital, in conjunction with Universidad Adolfo Ibañez, Adimark and Praxis.

The Chilean National Safety Council award in the

“banking” category for being the financial institution with the lowest accident rates.



Fifth place in the “Best companies for working mothers and fathers”

ranking according to El Mercurio's Revista Ya and Fundación Chile Unido. Bci also received a special recognition for its support to their team members after the earthquake.

First place in the “Innovative Companies” ranking

according to the study done by Universidad del Desarrollo and Universidad de los Andes' Business School (ESE).

Cannes Lions International Festival of Creativity Bronze Lion

for the commercial “Granddaughter” benefiting Fundación Las Rosas.



The 24th spot among the 35 best companies to work for in Chile

according to Great Place to Work and Revista Capital.

Bci Asset Management obtained the distinctions in the Premios Salmón 2010, “Best Profitability” and “Best Risk-weighted Profitability” categories, awarded by Diario Financiero and Asociación de Fondos Mutuos.

Bci Asesoría Financiera S.A. received a distinction from the Financial Leaders Awards in the “Best Bond in the National Market for 2009”, according to Diario Financiero and Deloitte.

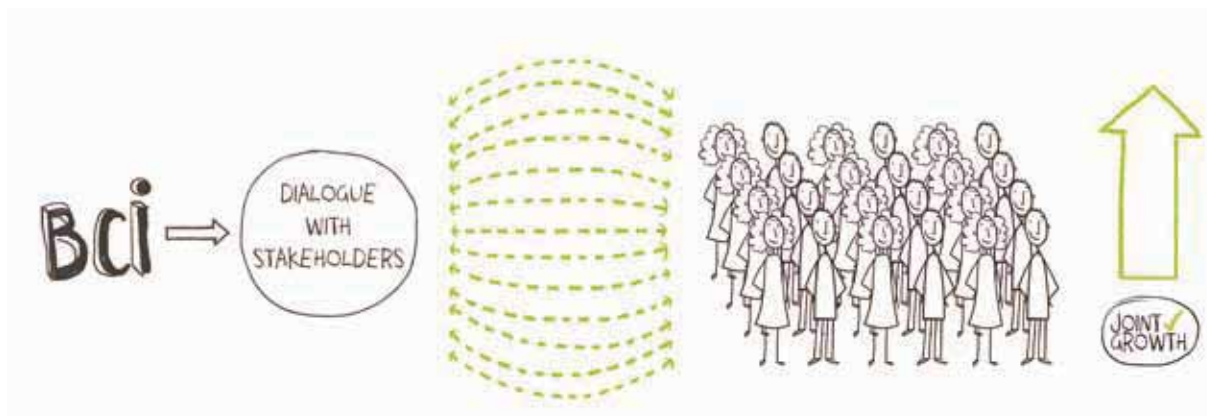
Dialogue with Stakeholders

Bci promotes permanent dialogue with its main stakeholders aiming to identify joint growth processes. For this purpose a network of platforms and instances exists which allows for direct and immediate feedback with each of these stakeholders.

Aiming to increase transparency in 2010, new information channels were created and the existing ones were improved. Among the new channels it's worth mentioning a direct email with the CEO and his personal Twitter account.

The latter is an internal communication channel that is personally answered by the CEO. Likewise, a text message (SMS) system started functioning and a number Bci Direct which delivers information on the status of requests already made. In case that requests aren't resolved satisfactorily, it's possible to email the CEO. In this period, a public announcement was made that showed all of the communication mechanisms.

	Shareholders	Team Members	
Mass Information Channels	<ul style="list-style-type: none"> Through their website www.bci.cl/accionistas/, Bci delivers to its shareholders and the public information on the financial management, liquidity and market risk. Publishing and distribution of the Annual Report. Publishing and distribution of the Corporate Governance and CSR Report Shareholder's Meeting. Quarterly Press Releases 	<ul style="list-style-type: none"> Portal / Intranet Bci. Publishing and distribution of the Annual Report. Publishing and distribution of the Corporate Governance and CSR Report Internal Magazine "Contacto" Newsletter Corporate E-mail. Corporate TV channel. - CEO's Twitter 	
Segmented Information Channels	<ul style="list-style-type: none"> Investor Relations Office, managed by the Planning and Management Control Department. E-Mail: investor_relations_bci@bci.cl where analyst and investor questions are received. 	<ul style="list-style-type: none"> Segmented Corporate E-mail Corporate television channel (segmented programs) 	
Participatory Information Channels	<ul style="list-style-type: none"> Personalized meetings with institutional shareholders and the main investors in the market. Telephone conferencing with analysts and investors. 	<ul style="list-style-type: none"> "Bci Te Escucha" Program "Te Quiero Protegido" Program Informational meetings Area Meetings Open doors Listening to Team Members Work environment questionnaires Internal service quality surveys Execution surveys 	



Aiming to increase transparency in 2010, new information channels were created and the existing ones were improved. Among the new channels it's worth mentioning a direct email with the CEO and his personal Twitter account.

Customers	Suppliers	Society
<ul style="list-style-type: none"> Website www.bci.cl/personas/ Publishing and distribution of the Annual Report. Publishing and distribution of the Corporate Governance and CSR Report Television program "Mirada Empresarial" (CNN). - CEO's Twitter. Email gerenciageneral@bci.cl 	<ul style="list-style-type: none"> Website: www.bci.cl/proveedores/ Publishing and distribution of the Annual Report. Publishing and distribution of the Corporate Governance and CSR Report 	<ul style="list-style-type: none"> Website: www.bci.cl/accionistas/ Publishing and distribution of the Annual Report. Publishing and distribution of the Corporate Governance and CSR Report
<ul style="list-style-type: none"> Segmented and mass e-mails Invitations to cultural, sporting, informational and recreational activities New SMS system for a later contact with an account representative. Bci Direct 692 8000. Customer service assistants in all branch offices. 	<ul style="list-style-type: none"> Website www.bci.cl/proveedores/ Yearly Supplier Satisfaction Study Outstanding Supplier Award. 	<ul style="list-style-type: none"> Mirada Empresarial televisión program (CNN). Invitations to cultural, sporting, informational and recreational activities
<ul style="list-style-type: none"> bciclientes@bci.cl Segmented and mass e-mails Invitations to cultural, sporting, informative and recreation activities. New SMS system for a later contact with an account representative. Bci Direct 692 8000. Customer service assistants in all branch offices. twitter@bci.cl 	<ul style="list-style-type: none"> Monthly Listening to the Supplier Meetings Quarterly Listen to the Suppliers Breakfast 	<ul style="list-style-type: none"> Corporate Reputation Ranking Most Admired Companies Ranking Most Respected Companies Ranking Corporate Image Study

Bci supports chileans affected by the earthquake and tsunami on february 27th



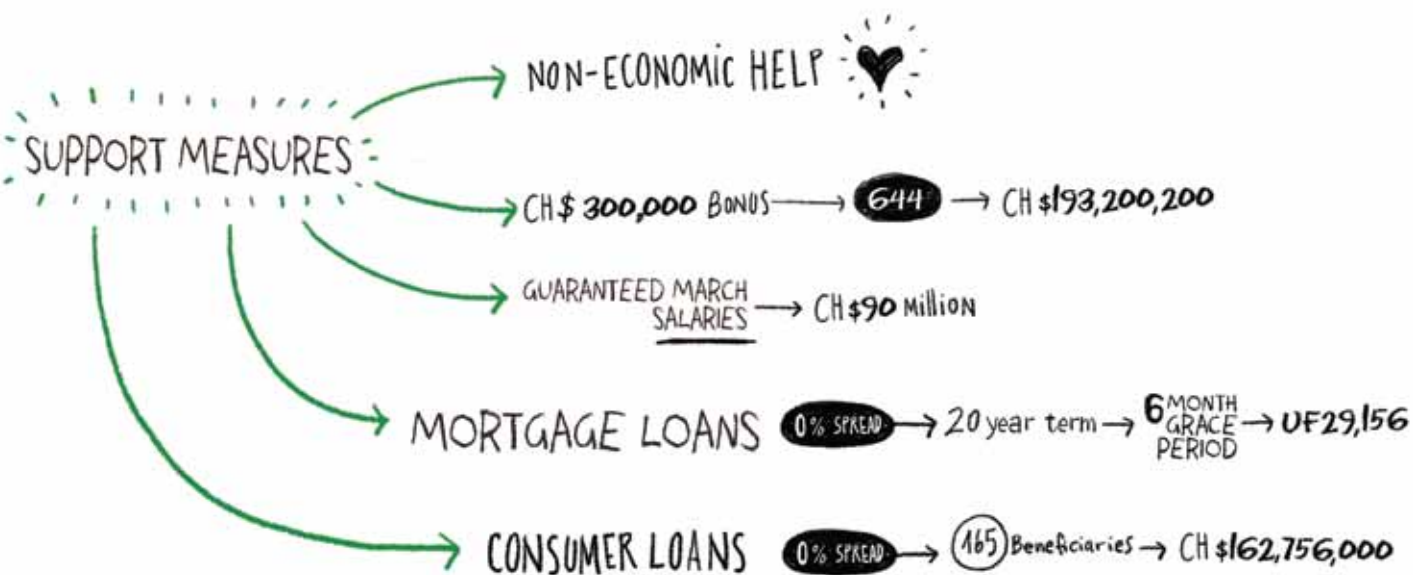
The earthquake in Chile was one of the five largest recorded cataclysms ever in the world. Its intensity at 8.8 on the Richter scale and its effects over six regions of the central and southern parts of Chile took the lives of over 500 people and left nearly two million disaster victims, in addition to the grave problems with providing services.

As a result of the disaster, Bci immediately established a Crisis Committee that defined as a first priority to find out the status and health of all team members and their families. Once this work was finished and with the satisfaction of knowing that all team members were unharmed, the attention fell to the customers, being the first bank to open its doors in the most affected areas.

Later, a team of senior management travelled to the south of Chile on a 60 hour trip that included Concepción, Talcahuano, Los Ángeles, Cabrero, Chillán, Linares, Talca and Curicó. Its objective was to accompany team members and internalize the magnitude of the damage and implement support measures which focused on four areas:

Bci immediately established a Crisis Committee that defined as a first priority to find out the status and health of all team members and their families.





Commitment to Team Members

Only a week after the earthquake and after taking a cadastre and evaluation of team members' problems, the Corporation handed over a Support Measures Package that included:

- A net bonus of Ch\$300,000 for all team members in the 7th and 8th Regions and the city of Angol (10th Region). 664 team members were given the benefit which reached Ch\$193,200,000.
- Guarantee March salaries for those team members in the 7th and 8th Region and Angol that have variable salaries. This was valued at Ch\$90 million.
- Consumer credits to cover damages given with a 0% spread which favored 165 team members, which translated into Ch\$163 million.
- Zero spread mortgages, with 20 year terms and a 6 month grace period. Each case was individually analyzed after accrediting severe structural losses or damages to homes. Eleven team members benefited and the amount associated with this benefit was UF 29,156.
- Non-economic help, which includes diagnosing the situations of team members affected by the earthquake, administration of on-site social workers, personalized attention, requirement processing and coordination with leadership, psychological and legal support through the "Te Quiero Protegido" program and psychological "crisis" intervention, among others, that saw 992 team members benefitted.

Standing by our customers

Bci supported our customers through various measures:

- Payment deferral on consumer, mortgage and commercial loans of up to three payments. In the case of the 7th and 8th Regions, this measure was automatically applied in March. In addition, fees associated with current accounts were waived during March.
- Bci and Tbank credit card customers were able to make cash advances up to Ch\$400 thousand daily, 24 hours a day, with no fees or interest, in any ATM in the country. This was in addition to the possibility to make purchases in 6, 12 or 24 months without fees or interest.
- During March, there were no minimum payments for Bci, Bci Nova or Tbank credit cards.
- Bci created a solidarity fund for consumer loans with a 0.45% monthly interest rate with a 36 month term.
- The “Paga la mitad” loan for Mortgage Loans which allowed customers to pay half of their monthly payments for the first 24 months.
- For SME and Corporate customers, solutions like “Bci Reconstruye” were developed in order to reconstruct working capital in the short term, face the deterioration of inventories or the decline in sales.
- The Fixed Asset Reconstruction Loan was made available with preferential conditions and terms of up to 12 years for SME, Corporate and Business Owner customers that were affected by the earthquake.
- With traditional Factoring, working capital was supported with preferential rates at 100% advance and without collection fees.
- Leasing at preferential conditions in order to replace machinery, equipment and/or transportation fleets was made available with grace period and terms of 5 years.

Business Continuity

The first report on business continuity was given at 10 am on March 1st on which it said that 191 of the 223 Bci branch offices were open and serving customers. Only 14% of offices located in the most affected areas weren't serving customers due to having structural damage, being flooded or not having basic services like electricity, water and telephone. Of the 79 Bci Nova offices, 64 were open. In order to replace services immediately, in Curicó, for example, service containers were installed and in the Talcahuano Naval Base, where the Tsunami destroyed everything, a Bci Móvil branch was installed.



Community Support

Corporation workers were volunteers in the Cruzada Solidaria Bci, which organized the earthquake relief efforts. The first stage was called "Programa de apoyo de emergencia" and aimed to cover the most urgent needs of those displaced through donations received at the corporate headquarters, the removal of rubble and donating what was collected in Curepto, Licantén, Chépica, Rúa and Paredones. In addition, temporary shelters were built in Guacarhue. The same support was delivered to the home of the Fundación Las Rosas in Arauco, La Reina, Recoleta and Chépica.

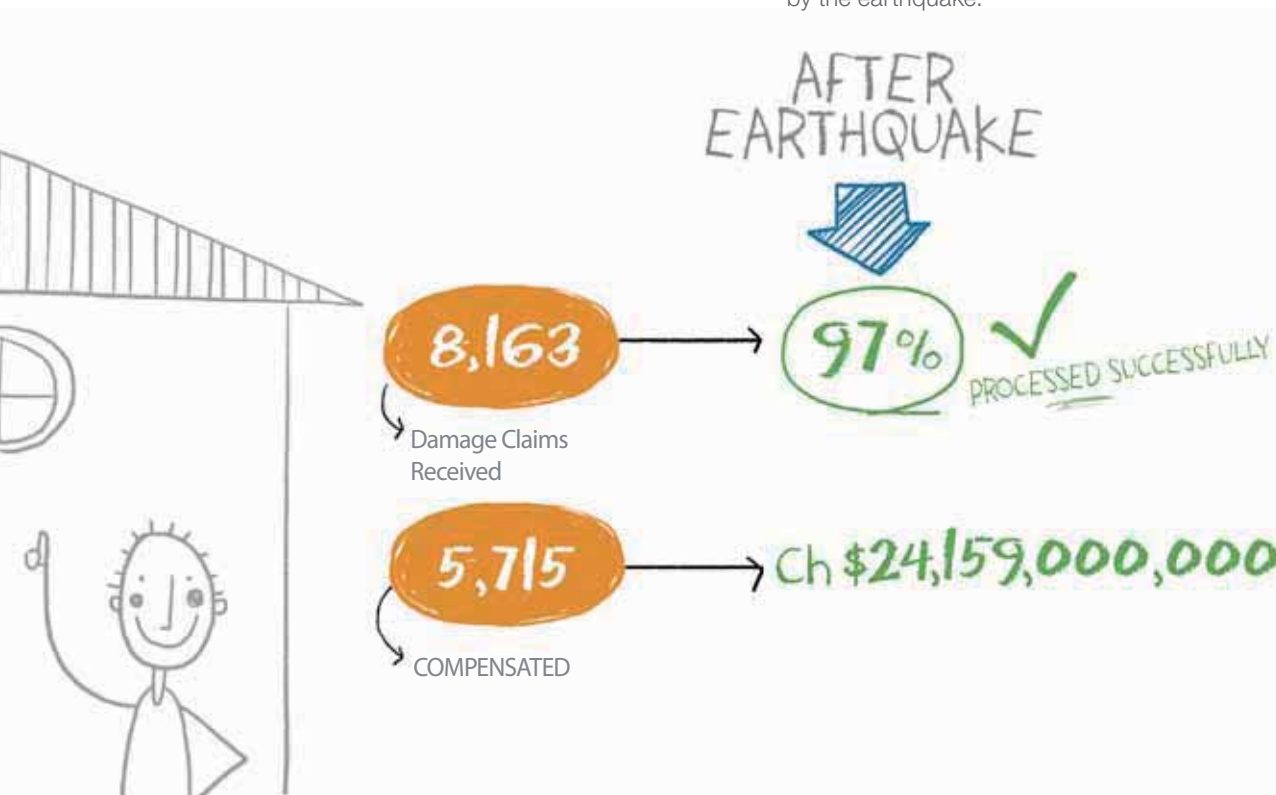
The second stage consisted of the following medium-term activities:

Fundación Las Rosas: Psychological support and materials were delivered and rubble was removed and wall rebuilt. The "Un Millón de Ladrillos" campaign was begun in order to help the homes destroyed and we collaborated to repair the foundation's home in Arauco. The total amount given was Ch\$460 million, Ch\$200 million from Bci and the rest from customers, team members and businesses.

Cathedral in Linares: Bci donated Ch\$200 million, in conjunction with other companies associated with the Grupo Yarur, in order to reconstruct the interior and exterior of the nave, the tower and the belfry of the Cathedral.

"Chile ayuda a Chile" Campaign: Bci donated Ch\$400 million.

Support to merchant affected by the earthquake: In a demonstration of the commitment towards the country's entrepreneurs which we have acquired and especially with those who need the most support, Bci decided, in the middle of 2010, to wholly finance the construction of a modular commercial center in Concepción in order to help those merchants in that city, displaced by the earthquake. The pavilion, whose cost was in upwards of Ch \$150 million, was installed in Plaza Ecuador of the Region's capital and helped some 200 families whose source of income were affected by the earthquake.



Responsibility
is the key that
strengthens the
relationship
with our
stakeholders



RESPOON



responsibility



2. CORPORATE SOCIAL RESPONSIBILITY

Sustainability Benchmarks

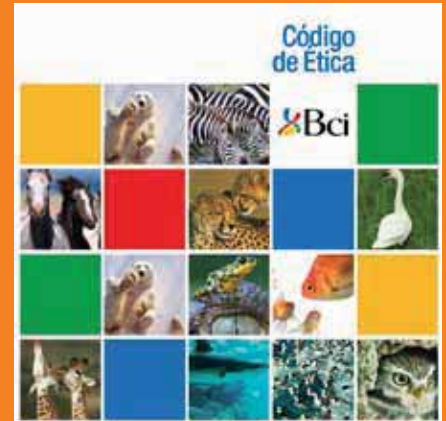
2005

Ethics

- Ethics Code update.

Corporate Governance

- Creation of the Corporate Governance and CSR Committee.
- Launch of the first Corporate Governance and CSR Report.
- Creation of the communications and CSR Director.



2007

Ethics

- Implementation of the ¿Qué hago? Communication Plan and the Corporate Ethics and Values Barometer study.

Corporate Governance

- Awarded the ISO 27.001 certification (information security).

Suppliers and Customers

- Preparation and approval of the Corporate Purchasing and Supplier Policy.

Quality of Work Life

- Launching of the “Bci Te Escucha” Program and the Listen to Team Members program.

Commitment to the Community

- Implementation of the alliance with Fundación Las Rosas.

2009

Suppliers and Customers

- The implementation of listening breakfasts and the recognition to Outstanding Suppliers.
- The creation of Puntos Bci Nova.

The Environment

- Adherence to the Mayday Network and the measurement of CO2 at Corporate Headquarters.

Quality of Work Life

- The formation of career matrices in mass areas and those connected to *core business*.
- Formalization of flexible schedules.

Compromiso con la comunidad

- The Teach Chile Alliance.



2006

Corporate Governance

- The first Corporate Governance and CSR Report under the parameters defined by the GRI.

Suppliers and Customers

- Launch of the Nace and Renace Programs.

Quality of Work Life

- Implementation of the “Te Quiero Protegido” program.

The Environment

- Implementation of the “Despierta, el medio ambiente está en tus manos”.
- Preparation of the environmental policies.



2008

Ethics

- Renovation of the Ethics courses for new Team Members.

Corporate Governance

- Publication the Manual on the management and disclosure of market information.

Suppliers and Customers

- The creation of the Financial Literacy Program for the C3 and D socioeconomic levels.

The Environment

- The establishment of energy efficiency and responsible consumption measures.

Quality of Work Life

- The creation of the Perfil Líder and Academia Líder Bci.

Commitment to the Community

- The launching of the Corporate Volunteer program.



The Environment

- The launching of the Green Credit Card and Plan.
- The construction of a branch office under the LEED parameters.

Corporate Governance

- The restructuring of the Bank's structure.

2010

Quality of Work Life

- The “Ser Humano” platform on-line contact.

Commitment to the Community

- Reconstruction support.

We dream of high goals and an inspirational vision of what we want to be in the long term.

Sustainability Map

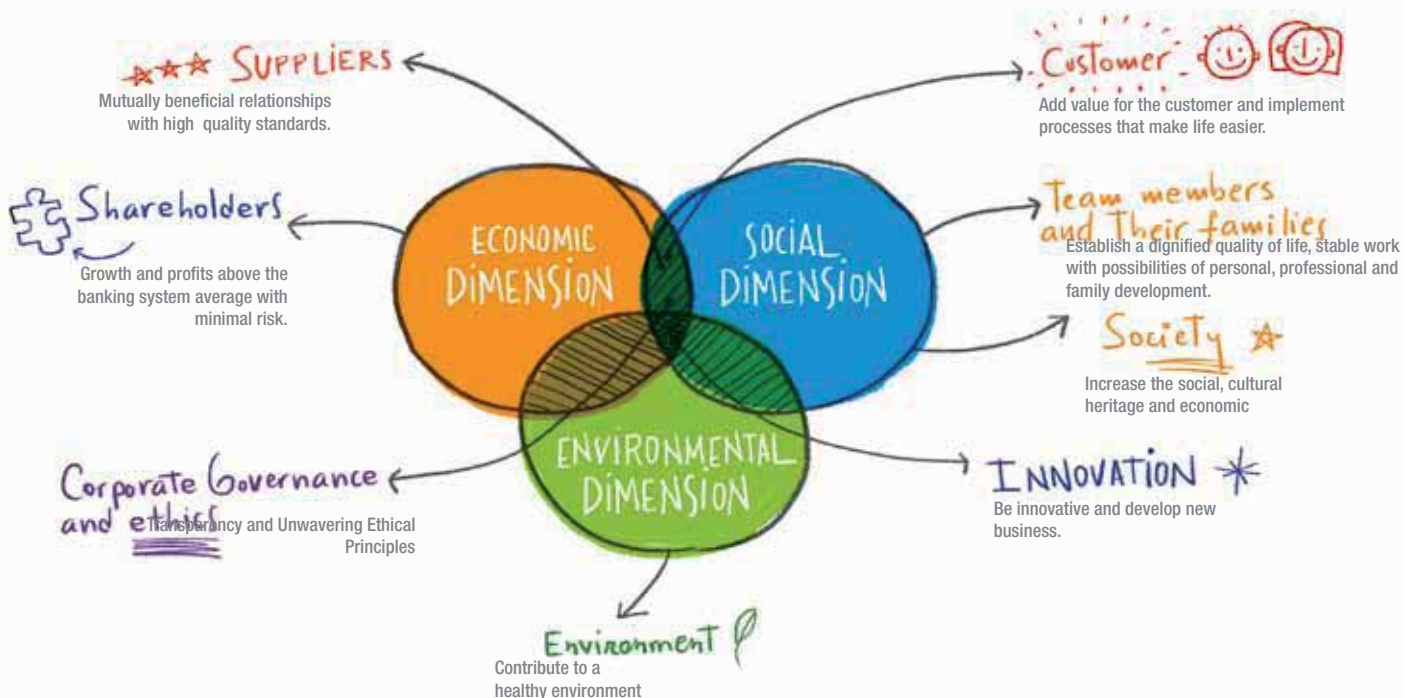
All of Bci's policies and actions have as an end to promote the economic, professional, moral and spiritual well-being of the people its activities affect, especially its shareholders, customers, suppliers and team members, as a requirement to comply with the Mission Statement.

This commitment - based on the creation of economic, social and environmental value for main interest groups – is captured in Bci's Balanced Scorecard (BSC)²⁷. Through this change management and planning program, the Bank visualizes objectives, goals and evaluation systems in which all corporate areas participate and obtain their Corporate Sustainability Model.

Strategy

The CSR strategy, whose goals and indicators are also incorporated in the BSC, are based on two main ideas:

- The company must ensure that all its actions and their effects lead to the achievement of progress, for its own shareholders and all the stakeholders.
- It is mandated that CSR be integrated in company management as the well-being of the community in which it operates influences it significantly.



²⁷- Balanced Scorecard (BSC): A management model that helps Bci to translate strategy into tactical objectives. It is a program for change management and not simply a program to measure performance.

Spheres of Action

Bci has defined six areas of influence for the development of its management model, each of which is intimately connected to the main interest groups:



2011- 2013 CSR Plan

At the end of 2010, the 2011 – 2013 CSR strategy was presented, whose implementation will be shown in the 2011 edition of this Report.

For the strategy's construction, Bci did an internal diagnostic that looked at the existing programs, analysis of economic, social and environmental impacts on the value chain, the elaboration of a SWOT sustainability analysis, among others.

In addition, a competitively analysis and the construction of an interest group map was done, which drove us to the proposal of a strategic work plan for the next three years.

This strategy maintains those main fundamentals, focusing on the spheres of influence:

- Transparency and Trust
- Sustainable Customers
- Quality of Work Life
- Commitment to the Community



We privilege
the generation
of trust and
transparency
in all our
relationships

transpo



arency



3. Corporate Governance

Corporate Governance

{ 2010 was a year of important changes in Corporate Governance, many of which were started at the end of 2009. The main focus of work was compliance with the new Law on Corporate Governance (Law No20.382)²⁸ and the Board of Directors.



Board of Directors

The Board's mission is to maximize the company's worth in the long term, protecting the shareholders, customers, suppliers, team members and their families and all of society's interests, ensuring future viability and the company's competitiveness, respecting current legislation and the ethical duties contained in Bci's Ethical Code.

On March 30th, 2010 the Ordinary Shareholder's Meeting took place in which a new Board of Director's was elected that will have a three year term. In the process of this meeting and in the election process, Bci adopted all of the instructions in the new Law on Corporate Governance, so becoming one of the first companies in the country to implement the instructions.

The new Board is formed by Luis Enrique Yarur Rey, Andrés Bianchi Larre, Alberto López-Hermida Hermida, Juan Manuel Casanueva Préndez, Daniel Yarur Elsaca, Dionisio Romero Paoletti, Ignacio Yarur Arrasate, Francisco Rosende Ramírez and Juan Edgardo Goldenberg Peñafiel. Luis Enrique Yarur Rey was again chosen as Chairman and Andrés Bianchi Larre was designated as vice-Chairman.

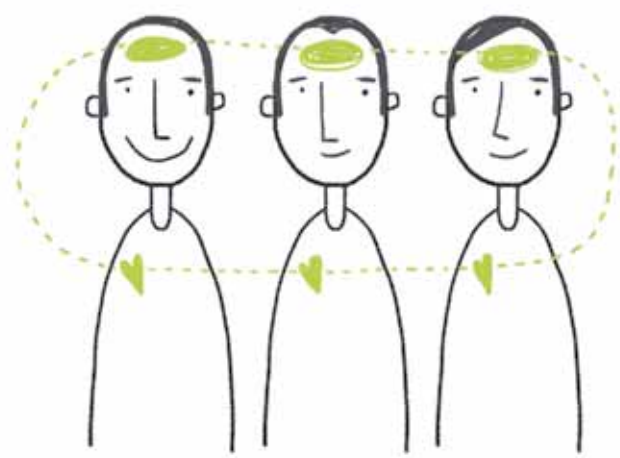
The exiting directors Jorge Cauas Lama, Pedro Corona Bozzo, Sergio de Amesti Hausser and Dionisio Romero Seminario received from the Board a special appreciation for their contributions to the Corporation.

Board of Directors

(to December 2010)

Nombre	Cargo	Fecha Elección
Luis Enrique Yarur Rey	Chairman	10.21.1991
Andrés Bianchi Larre	Vice-Chairman	04.24.2007
Juan Manuel Casanueva Préndez	Director	04.24.2007 (*)
Juan Edgardo Goldenberg Peñafiel	Director	03.30.2010
Alberto López-Hermida Hermida	Director	04.17.2001
Dionisio Romero Paoletti	Director	03.30.2010
Francisco Rosende Ramírez	Director	03.30.2010
Ignacio Yarur Arrasate	Director	03.30.2010
Daniel Yarur Elsaca	Director	04.17.2001

(*) Juan Manuel Casanueva Préndez was a Bci Director between 1995-2001.



Profile

With the purpose that the Directors make concrete contributions to the Bank's government, they are selected by virtue of their intellectual, professional and ethical attributes. In addition, they are people that have been outstanding in their respective areas of influence.

While there are no formal requirements for joining the board, over and above those established by law, the board has traditionally been made up of professionals and business people not related to the controlling agreement or the Yarur family.

On March 30th, 2010 the Ordinary Shareholder's Meeting took place in which a new Board of Director's was elected that will have a three year term.

28- Law published in the Diario Oficial on October 20th, 2009 and became law on January 1st, 2010.

DIRECTORIO



Andrés Bianchi Larre

Vice-Chairman

Degree in Legal and Social Sciences from the Universidad de Chile and Master of Arts in Economics from Yale University, United States. Number Member of the Academia de Ciencias Sociales, Políticas y Morales at the Instituto de Chile. He is currently the Chairman of the Financial Advisory Committee of the Ministry of Finance and Director at Empresas Copec S.A., the Cámara Chileno Norteamericana de Comercio and the Fullbright Commission. He has been the Chilean Ambassador to the United States; Chairman of the Central Bank of Chile, Dresdner Banque Nationale in Paris and Banco Credit Lyonnais Chile; as well as joint Executive Secretary of the Economic Commission for Latin America. He has been an Economic Professor at the Universidad de Chile and the Universidad Católica, Visiting Professor at Boston University and Visiting Researcher at Princeton University.



Juan Edgardo Goldenberg Peñafiel

Director

Lawyer from the Universidad de Chile; Comparative Law Program, Columbia University, New York; Professor of Economic and Tax Law at the Universidad Católica de Chile and of Corporate Law Master's program of the Universidad de los Andes. Partner of the "Yrarrázaval, Ruiz-Tagle, Goldenberg, Lagos & Silva" law firm. Legal counsel for national and multinational corporations. Director of public corporations. Member of the Chilean College of Lawyers and of the Tax Commission of this professional group. Member of the Chilean Tax Law Institute, of the International Section of the American Bar Association, of the ICARE legal circle and alternate member of the Chilean IRS Advisory Council.



Luis Enrique Yarur Rey

Chairman

Masters in Economics and Business Management from the Instituto de Educación Superior de Empresas (IESE), Spain, and Lawyer from the Universidad de Navarra, Spain. He is currently the Chairman of Empresas Juan Yarur S.A.C; Vice Chairman of the Asociación de Bancos e Instituciones Financieras A.G.; Director of the Santiago Stock Exchange; Member of the IESE International Advisory Board, Spain; Member of the Business Advisory Council of the Centro de Estudios Superiores de la Empresa at Universidad de los Andes (ESE); Director of Bci Seguros de Vida S.A. and of Bci Seguros Generales S.A.; Chairman Empresas Jordan S.A.; Chairman Salcobrand S.A.; Vice Chairman Empresas Lourdes S.A. and Director of the Banco de Crédito del Perú. Previous to his current position, he was CEO of Bci during 11 years.



Juan Manuel Casanueva Préndez

Director

Civil Engineering degree from the Universidad de Chile. He is the Chairman of Grupo Gtd and he presently is a Director of the Fundación Rodelillo and of the Corporación del Patrimonio Cultural. He is also a Member of the Advisory Council of the Centro de Estudios Superiores at the Universidad de los Andes (ESE) and of the Business Council of the Centro de Emprendimiento at the Universidad del Desarrollo.



Alberto López- Hermida Hermida

Director

Certified Public Accountant from the Universidad de Buenos Aires, Argentina, and from the Universidad de Chile. He was a partner at the accounting firm PriceWaterhouseCoopers, in which he performed various management duties in Argentina, England and Chile, becoming a senior partner at the firm. He currently is Director General of the Business School at Universidad de los Andes (ESE).



Dionisio Romero Paoletti

Director

Master of Business of Administration (MBA) from Stanford University, United States and a Bachelor's in Economics and International Relations from Brown University, United States. He has been a Director of the Banco de Crédito del Perú since 2003, where he has been the Chairman of the Board since April 2009. He is Chairman of the Grupo Romero group of corporations, among the biggest are Alicorp S.A.A., Compañía Universal Textil S.A., Compañía Almacenera S.A., Consorcio Naviero Peruano, Industrias del Espino S.A., Industrial Textil Piura, Ransa Comercial S.A., Multimercados Zonales S.A., Orus S.A., Palmas del Espino S.A., Santa Sofia Puertos S.A., Romero Trading S.A., Terminal Internacional del Sur S.A. and Trabajos Marítimos S.A. Likewise, he is vice-chairman of Inversiones Centenario S.A. and Director of Cementos Pacasmayo and Hermes Transportes Blindados. Since February 2009, he has been Chairman of the Board of El Pacífico Vida Insurance and Reinsurance Company, Director of Pesca Perú Refinería Ilo and Vice-Chairman of the Fundación Calixto Romero Hernández.



Francisco Rosende Ramirez

Director

He has a Business degree from Universidad de Chile, Master of Arts in Economics from the Universidad de Chicago, United States. He was Investigative Director of the Chilean Central Bank and member of the Free Competition Tribunal. He is the author of various books and numerous economics publications. Since 1995, he has been Dean of the Economic and Administrative Sciences Faculty at the Pontificia Universidad Católica de Chile and is Associate Investigator at the Public Studies Center, in addition to being a columnist for the El Mercurio and El País (Uruguay) newspapers.



Ignacio Yarur Arrasate

Director

Lawyer from the Pontificia Universidad Católica de Chile and MBA Empresas del Instituto de Estudios Superiores de la Empresa (IESE), Spain. He is currently a Director with Empresas Juan Yarur S.A.C. and Chairman of TuVes S.A. Previously, he had performed various management positions with Bci during 7 years, including Director of Private Banking, Director of Corporate Management Projects, Director of New Financing Business, Chairman of Bci Corredor de Bolsa S.A. and other responsibilities inside the Risk and Financing and International areas.



Daniel Yarur Elsaca

Director

Graduated from the Advanced Management Program at the Harvard Business School, United States, Master of Science in Finance, London School of Economics, United Kingdom and Information and Management Control degree and Public Certified Accountant degree from the Universidad de Chile. He has been President of the Council of Securities Regulators of the Americas (COSRA); Superintendent of Securities and Insurance and Economics Professor at the Universidad de Chile. He currently is Director of the Sociedad Química y Minera S.A., Antofagasta Minerals, Antofagasta Plc and President of the Fundación Chilena de Ajedrez.



Lionel Olavarría Leyton

Chief Executive Officer

Masters in Economics and Business Management from the Instituto de Educación Superior de Empresas (IESE), Spain, and Industrial Civil Engineer from the Universidad de Chile. He is President of the Chilean Association of Banks and Financial Institutions' CEO Committee; member of Visa's Latin American Consultancy Counsel; Director of Bci Seguros Generales, Bci Seguros de Vida, Bci Corredor de Bolsa, Empresas Juan Yarur S.A.C., Salcobrand S.A. and TuVes S.A. He is also Chairman of Bci Factoring and Bci Asesorías Financieras. He was previously an engineering consultant in Chile and Spain, occupying the positions of Controller of Chemical Bank, Spain and Commercial Manager of Banco Santiago. He was the founding Chairman of Redbanc S.A., Chairman of Transbank S.A., Edibank S.A., Servipag S.A., Artikos Chile S.A., Banco Conosur and Director of Parque del Sendero S.A. and Financiera Solución (Perú). He has 35 years of experience in banking and 28 years seniority at Bci, holding the position of CEO since 1993.

Functions

The Board of Directors meets monthly to analyze and resolve upon the most important matters concerning the Bank's activity. In addition, extraordinary sessions are held if the management of the business units so requires. In compliance with the established in the law, these meetings are constituted by an absolute majority of its members and the agreements that are adopted by absolute majority of the session's attending directors, there being no matters for which a larger quorum is needed for their approval.²⁹ The Chief Executive Officer is the secretary of the Board of Directors, during both ordinary and extraordinary sessions attended by the Bank's legal counsel.

As in years past, and in order to deal with specific matters that require a deeper study and thought process needed in proper corporate governance, the Board of Directors met in an ordinary session on December 15th, 2010 during one complete day to review matters like global strategy and planning, the budgets for the new year, defining priority plans for the new year, review of the year's results and the degree of compliance with the agreed upon action plans.

Board of Directors Meeting Attendance

Directors	2008	2009	2010
Luis Enrique Yarur Rey	11	12	12
Andrés Bianchi Larre	12	11	12
Alberto López-Hermida Hermida	11	12	10
Juan Manuel Casanueva Préndez	11	12	12
Ignacio Yarur Arrasate*	-	-	9
Daniel Yarur Elsaca	8	11	10
Dionisio Romero Paoletti *	-	-	6
Francisco Rosende Ramírez*	-	-	9
Juan Edgardo Goldenberg Peñañiel*	-	-	9

*New Directors were elected on March 30th, 2010.



29- More information on the Boards functions can be found in the 2007 Corporate Governance and CSR Report, pages 30 and 31. (www.bci.cl/accionistas).30- Artículo



Special powers conferred by the board on its chairman

The Chairman of the Board of Directors has special powers to act with the flexibility necessary for his position. Apart from the chairman's particular powers through the laws and bylaws, this power includes the following:

- Supervise the planning process and the annual budget, along with knowing and supervising the social activities and businesses.
- Approve the Bank's general organization.
- Designate and remove, when he sees fit, one or more managers, assistant managers or other executives except the Chief Executive Officer, who can only be named and removed by the Board of Directors.
- Determine the committees and executives' power to award credit or assume positions in national and international financial instruments with reference to the amount, characteristics, conditions and other factors, to adopt mismatching policies, accept maximum loss and carry out trading operations.
- Partially delegate the powers given to him to one or more managers.

In the Chairman's absence, these powers are exercised by the Vice Chairman.

Committees

The committees, comprised by Directors, regularly meet with different frequencies. Their nature and activities are determined by the Bank's needs as well as regulatory demands. Currently the following committees meet:

- Board's Executive Committee
- Director's Committee
- Finance and Corporate Risk Committee
- Corporate Governance and Social Responsibility Committee
- Compensations Committee



Issues dealt with by the Board's committees during 2010

Considering the necessity to examine and analyze in detail some issues, the Bank has had for several years specialized committees made up of directors that allow for flexibility and efficiency in the decision-making process. To accomplish this, the Board has delegated some of its functions to these executive bodies.

Each committee regularly reports to the Board with its analysis and results, which ensures complete information and coordination among all bodies.

The issues dealt with by the committees made by the directors during 2010 were the following:

Board's Executive Committee

Sessions twice a week. On December 31st, 2010, 83 meetings were held in which also participated senior managers, consultants and external auditors. Among others, the following issues were dealt with:

- Analyzed and approved action plans related to team members, their families, customers and suppliers after the earthquake and tsunami.
- Examined and approved large and important financial operations and loans according to their attributes.
- Approved general credit risk, operational and market policies.
- Approved necessary actions in order to implement regulatory changes, especially those related to loan risk allowances and consumer protections.
- Regularly analyzed the situation and evolution of different economic sectors of the country, and fixed the limits of credit and financial exposure in each of them.
- Analyzed previous to the Board's analysis the letters sent by the Superintendent of Banks after his annual visit, his response proposals and the actions to comply with his observations.
- Approved the annual bank branch plan and the opening, moving and closure of different offices.
- Examined and approved in a preliminary manner the monthly financial statements.
- Bestowed different special and general powers.
- Monthly approved credit write-offs and non-banking assets and determined the resources that are to be used for allowances and write-offs.
- Approved the annual non-banking asset divestment program and followed-up on the non-banking asset situation.
- Approved the internal manuals and their modifications.

- Examined and approved different transactions between related parties previous to the Director's Committee examination.
- Approved the purchase and sale of real estate.
- Approved social contributions and specific donations in line with current legislation and, especially during 2010, the reconstruction effort.

Director's Committee

Meetings at least once a month. On December 31st, 2010 there had been 19 meetings. The sessions were attended regularly by the Audit and Compliance Head, the General Counsel and the Chief Corporate Risk Officer. In addition, external consultants, auditors and risk classifiers also attended when needed. During 2010, the following actions are highlighted:

- After the Shareholders' Meeting and the election of the new Board, the committee was formally constituted under the considerations of the Corporate Government law.
- Examined the Bank's situation and that of its team members and families after the earthquake and tsunami on February 27th, 2010, as well as related action plans.
- Revised and approved the annual management report sent to the Bank's Chairman and to be presented at the Ordinary Shareholders' Meeting.
- Examined and proposed modifications to the Directors' Committee statutes, which was later approved by the Board, in order to comply with the modifications established in the Corporate Governance Law.
- Analyzed and approved the activities performed by the Compliance Department in relation with money laundering prevention, the crime prevention model in compliance with Law N°20.393 and the functions of the Prevention Chief established by this legal language.
- Examined and approved the 2010 annual operating plan for the Audit Department and whose progress was reported to them regularly during the year.

- Regularly received and analyzed the different Audit reports on different issues, especially related to risk management.
- Was informed of and approved the restructuring plan and new organizational chart for the Audit Department.
- Analyzed the progress of the plans to comply with the observations made during visits by the SBIF, external auditors and the Audit Department.
- Examined the annual report issued in January 2010 by the external auditors with recommendations to improve the administrative and accounting procedures.
- Was regularly informed as to the issues dealt with by the Finance and Corporate Risk Committee.
- Examined and proposed to the BoD the external auditing and risk rating companies that were put before the Ordinary Shareholder's Meeting.
- With the participation of a PricewaterhouseCoopers' representative, they examined the 2009 individual and consolidated Financial Statements.
- Was informed of, examined and followed up on the Operational Risk Department's 2010 plans.
- Relating to transactions between related parties, they examined different transactions that were later submitted for approval to the BoD and/or Executive Committee for having been made according to market conditions.
- Was informed about the financial risk and treasury operations from the operational viewpoint.
- Was informed about the issues dealt with by the Compensations Committee.
- With the participation of representatives of FitchRatings and Feller Rate, it was informed about the manner that the risk classifications are performed according to international and local classification scales.
- Examined legal risks per the information prepared by the Bank's Legal Counsel.

Finance and Corporate Risk Committee

By December 31st, this committee had met seven times and the following issues were dealt with:

- After the Shareholders' Meeting and the election of the new Board, the committee was formally constituted
- Examined and approved different financial risk limits, among them, the limit on the value at risk on treasury placements (VaR), and was regularly informed to its variations and effects.
- Regularly analyzed macroeconomic and market variables, inflation forecasts, monetary policy, exchange rate variations and their impacts.
- Examined and approved various modifications to the Hedge Book Manual and the Corporate, Business and Entrepreneurial Loan Manuals.
- Regularly examined the evolution of the main financial risk indicators and the balance strategy, which includes liquidity indices and strategy, financing and mismatch sources, hedge books and investments, as well as trading positions and strategies.
- Examined and approved new allowance and credit scoring calculation models for loan operations.
- Reviewed and approved institutional investment market policies.
- Examined the Financial Operations Department's functions and activities.

Corporate Governance and CSR Committee

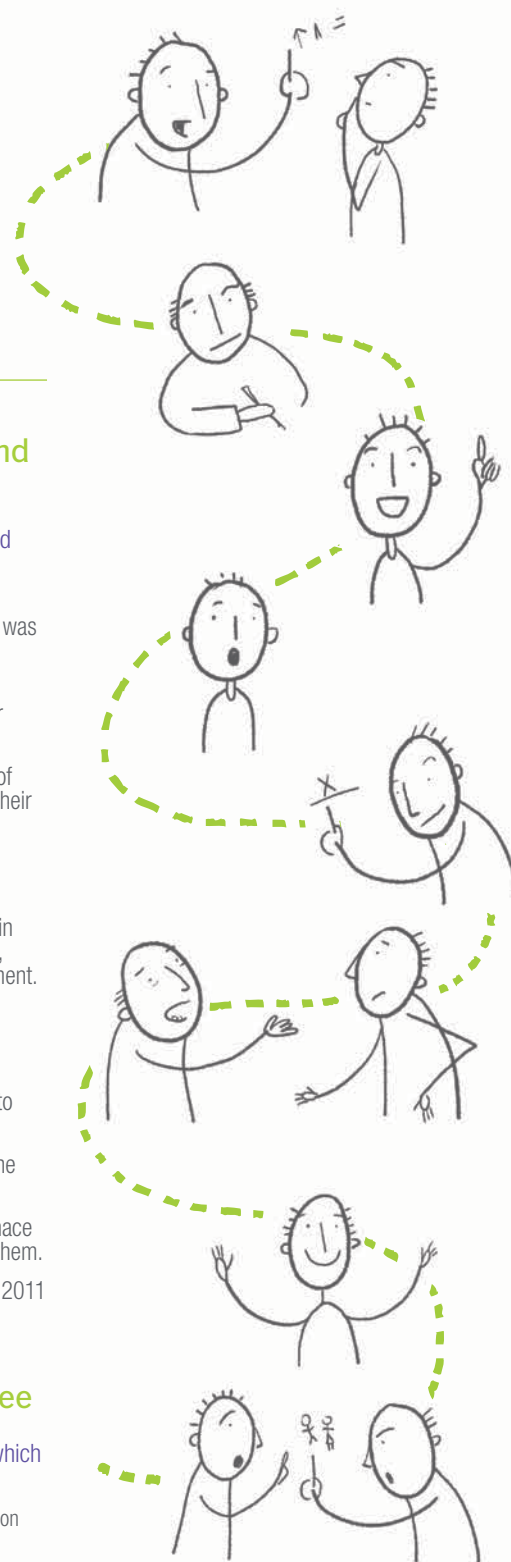
During the year, it met 4 times. It reviewed among others, the following issues:


- After the Shareholders' Meeting and the election of the new Board, the committee was formally constituted
- It analyzed the activities and plan of the Communications and CSR Department for 2010.
- Was informed on the subsidiaries' Board of Director's Self-evaluation processes and their results.
- Analyzed the management of social contributions and donations.
- Examined the progress of CSR programs in each of the areas of customers, suppliers, community commitment and the environment.
- It was informed of the contents of the Corporate Governance and Social Responsibility Report.
- Examined the CSR communications plan to opinion leaders.
- Reviewed, approved and followed up on the post-earthquake reconstruction projects.
- Evaluated the results of the Nace and Renace programs and approved modifications to them.
- Examined and approved the CSR plan for 2011 to 2014.

Compensations Committee

During the year it held two meetings, in which it examined:

- After the Shareholders' Meeting and the election of the new Board, the committee was formally constituted
- The 2010 compensation strategy was examined and approved.
- The following issues were analyzed:
 - Progress and achievements of the specific 2010 objectives.
 - Benefit Manual update.
 - 2011 Projections.



 As in the previous year, the Shareholders' Meeting held in March 2010, approved to maintain the remunerations structure.

The Board of Director's self-evaluation process

For the adequate operation of the Board of Directors, for the past five years its members have realized a self-evaluation process. In this process they review aspects such as the level of preparation that they attend the meetings, the depth of the issues dealt with, the manner that the Board's priorities and concerns reflect the Administration's actions and the manner that the directors' commitment to the Bank's management is observed.

In 2010, the main issues dealt with referred to the sessions' formalities, the aptitude and timeliness of the information supplied, the director's level of preparation on the issues being dealt with, the amount of time available to deal with the issues in the agenda, the effect of the administration's actions upon the priority items and the concerns raised by the Board. In addition, it dealt with the motivation, contributions and commitment which is observed on the part of the directors to the bank's activities, the directors' vision of the organization's future, the possibility to generate a climate favorable to the open discussion of issues and diverse opinions, its participation in the Committees made up by the directors.

As a result of this process, some measure were incorporated to improve the Board's performance, such as moving the beginning of the Board's meetings forward in order to deal with the agenda in a more adequate manner. It also set out to deliver ahead of time the largest amount of detailed information possible, in a manner that facilitates their review. Finally, it produced the agreement to generate time so that directors, according to their specialty, and other professionals connected to the Bank, can discuss issues of general interest to the banking industry during the meetings.

Board's Remunerations

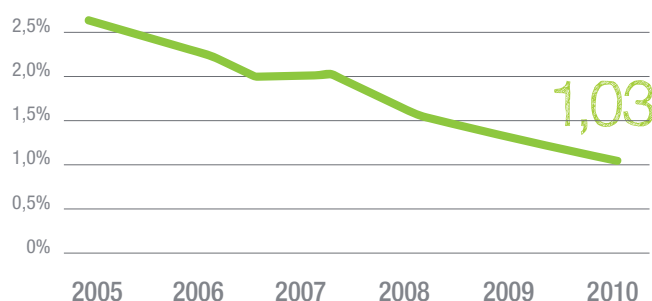
As in the previous year, the Shareholders' Meeting held in March 2010, approved to maintain the remunerations structure agreed upon in the meeting on March 17th, 2009 until the next Ordinary Shareholders' Meeting, as described below:

- **Fixed monthly remuneration:** 150 Unidades Tributarias Mensuales (UTM – an official inflation-indexed monetary unit) for each member of the board except for the Chairman, to whom a fixed remuneration of 650 UTM will be paid, according to his daily functions and those in compliance with the special mandate that the Board has placed upon him.
- **Remuneration for meeting attendance:** A monthly remuneration of 5 UTM for each board meeting, Executive Committee meeting, Corporate Governance and Corporate Social Responsibility Committee meeting, Finance and Corporate Risk Committee meeting and Compensation Committee meeting will be paid.
- **Variable Remuneration:** 0.4% of the net profit, considering the average profits over the last three fiscal years. The profit share will be divided by 10 with two tenths going to the Chairman of the Board and one tenth to the other directors
- **Director's Committee's Remuneration:** Regarding the operating expense budget for the Director's Committee and their consultants, and in consideration of the language in Article 50 bis of the Law on Corporations, the committee's expense budget cannot be below the sum of the annual remuneration of its members. The Board has deemed that the annual amount of 1,800 UTM should be budgeted.

The total amounts paid to the Board in 2010, considering fixed and variable amounts are broken down as follows:

- Allowances, fees and other expenses paid, equivalent to 0.71% of the 2010 profits.
- Profit sharing, equivalent to 0.32% of the 2010 profits.

Total Remunerations to Bci Board of Directors / Company Profits



Note: The calculation method of this type of compensation considers the average profits from the past three fiscal years.

Board's Policy concerning transactions with related parties

In accordance with the new Corporate Governance Law³⁰, which establishes a set of regulations on the operations of Public Corporations with related parties, the Board, in an extraordinary meeting held on March 30th, 2010, definitively ratified and approved the general policies on related-party transactions with regards to the corporate purpose of the Bank.

The referred-to general related-parties transaction policies allow the Bank to perform operations with related parties without previous approval from the Board, they need not be made known in the next Shareholder Meeting, nor that the directors, managers and representatives inform them to the Board.

Related Parties Transactions Policy

Transactions with Related Parties will be those between Bci and its directors, senior managers, main representatives, their spouses, relatives to the second degree of consanguinity, as well as all entities directly or indirectly controlled by any of them. These are the following:

- Have current account, sight account, credit card account, ATM card, automatic bill payment contracts, whatever be the manner in which those contracts operate.
- Receive and make deposits.
- Award and retract loans of any nature, with or without surety.
- Enter into mortgage loans of all kinds.
- Constitute all kinds of personal or real sureties.
- Discount bills of exchange, promissory notes and other payment obligation documents.
- Acquire or transfer trade-related items.
- Fund collection, payment and transfer.
- Realize international exchange operations.
- Issue credit letters.
- Guarantee exchange bills or promissory notes and award simple and joint bonds in local currency.
- Issue and receive Bank guarantee letters or deposits.
- Deliver and receive Escrow and to give and receive Safe Deposit Box rentals.
- Carry out own trust operations.
- Any bank operation similar to the previous and are regularly performed by companies in the banking industry.

In addition, and in consideration of the legal demands, the Board keeps a list of habitual suppliers of necessary goods and services for the Bank's normal functioning. In this manner, it stipulates that the acquisition of consumables or the use of services must be made at market conditions and that any transaction that isn't the habitual supply of goods or services, that doesn't correspond to banking operations or that comes from a related supplier not included on the authorized list, must be previously qualified and approved by the Board, after its examination and report by the Director's Committee.

Article 147 of Law 18.046.

List of related companies approved by the Board of Directors as providers of goods and services

Related Companies

- Archivos Credenciales e Impresos Ltda. Archivert Ltda.
- Bolsa de Comercio de Santiago
- Carnes Ñuble S.A.
- Empresas Jordan S.A.
- Galeria de Arte Patricia Ready Limitada
- Vigamil S.A.C. E I.
- Viña Morandé S.A.

Subsidiary Companies

- Análisis y Servicios S.A. (Proservice)
- Bci Administradora de Fondos Mutuos S.A.
- Bci Asset Management Administradora General de Fondos S.A.
- Bci Asesoría Financiera S.A.
- Bci Corredor de Bolsa S.A.
- Bci Factoring S.A.
- Bci Securitizadora S.A.
- Cia.de Normalización de Créditos Normaliza S.A.

Corporations that Support the Corporate Purpose

- Artikos Chile S.A.
- Centro Compensación Automatizado S.A.
- Deposito Central de Valores
- Operadora de Tarjetas de Crédito Nexus S.A.
- Redbanc S.A.
- Sociedad de Recaudación y Pagos de Servicios Ltda. (Servipag)
- Transbank S.A.



* * 2010

2010 the Board, in an extraordinary meeting held on March 30th, 2010, definitively ratified and approved the general policies on related-party transactions with regards to the corporate purpose of the Bank.



Participation in the administrations of Bci's subsidiary companies or the Empresas Juan Yarur S.A.C.

The following gives details of the positions that Bci's Board members or CEO hold in administrations of the Bank's controlling company or subsidiaries.

➤ Luis Enrique Yarur Rey

Chairman / Empresas Juan Yarur S.A.C.

Chairman / Empresas Jordan S.A.

Chairman / Salcobrand S.A.

Vice-Chairman / Empresas Lourdes S.A.

Director / Bci Seguros de Vida S.A.

Director / Bci Seguros Generales S.A.

Director / Banco de Crédito del Perú.

➤ Ignacio Yarur Arrasate

Chairman / Tu Ves S.A.

Director / Empresas Juan Yarur S.A.C.

➤ Lionel Olavarría Leyton

Chairman / Bci Factoring S.A.

Director / Bci Seguros Generales S.A.

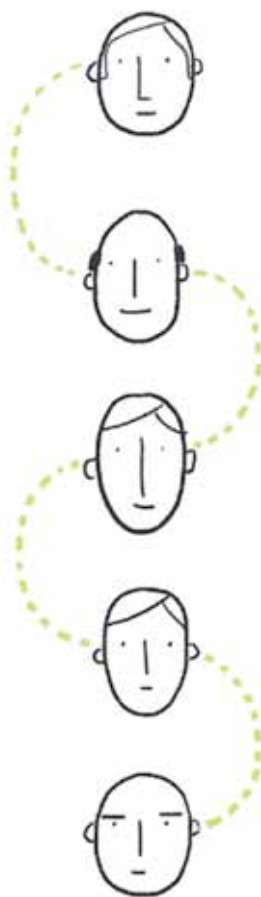
Director / Bci Seguros de Vida S.A.

Director / Empresas Juan Yarur S.A.C.

Director / Salcobrand S.A.

Chairman / Bci Asesorías Financieras S.

Director / Tu Ves S.A.



MANAGEMENT

01

Lionel Olavarria Leyton /
Chief Executive Officer

02

Mario Gaete Hörmann /
Chief Operating and Technology Officer
Pablo Jullian Grohnert /
Chief Human Resources Officer
Antonio Le Feuvre Vergara /
Corporate Risk Officer

03

Mario Gómez Dubravcic /
Chief Commercial Banking Officer
Eugenio Von Chrismar Carvajal /
Chief Finance and Investment Banking Officer
Nicolás Dibán Soto /
Chief Retail Banking Officer

04

José Luis de la Rosa Muñoz /
Chief Financial Officer
Graciela Durán Vidal /
Audit and Compliance Head
Pedro Balla Friedmann /
General Counsel



01 02



03 04



One of the characteristics of Bci's management is that it is made up of **highly qualified individuals** that have spent the better part of their careers in the organization and that have an average of 21-years of experience in banking.

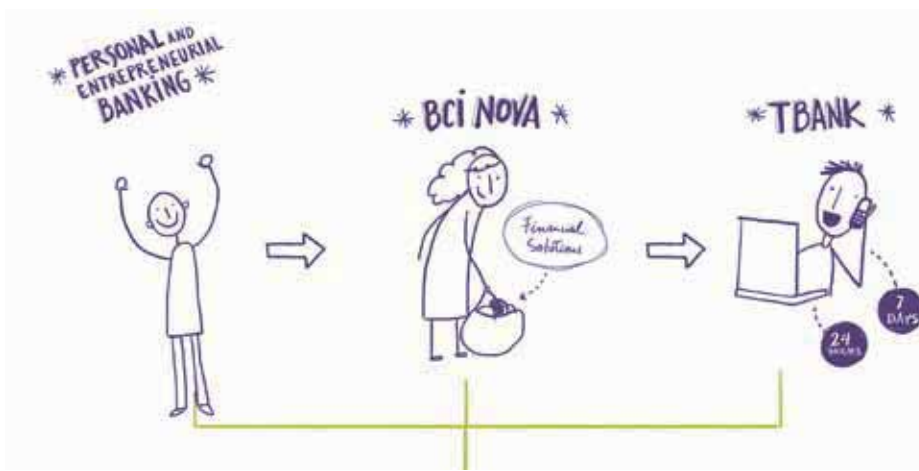
Principal Executives

Aiming to attend to the language in the new Corporate Governance Law, relating to the determination of the condition of Principal Executive, Bci's Board considered the legal definition assigned to it. In this manner, Principal Executives are those people that have the capacity to determine objectives, plan, direct or control the higher direction of the business or the strategic policy of the entity, be it by themselves or with others, without considering the quality, manner, labor capacity or contractual capacity under which the said principal executive is related to the company.

Thusly, starting January 1st, 2010, the Bank's Principal Executives will be the front line senior managers. This definition coincided with the Bank structure reorganization process whose implementation started in December of 2009 and consisted in the dividing of the Bank's operations in three areas: Retail Banking, Commercial Banking and Investment and Finance Banking.

This model doesn't only translate into a more personalized and better quality service, but also in services delivered by experts in each of the segments, by favoring the specialization of the bank's team members in specific business areas. The organizational structure of these units and of the Corporate Risk Department and Operational Support Areas is the following:

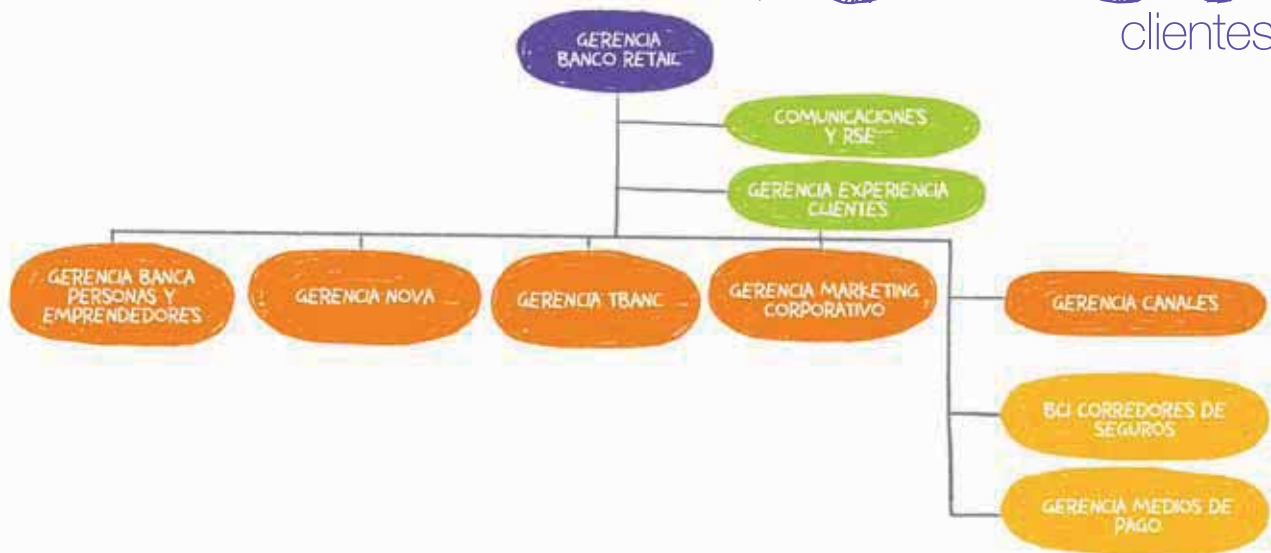




Retail Banking

It aims to cover the requirements of individuals and small businesses with products and services made for them. By December 2010, it had 367,159 customers (current accounts), between individuals, preferential customers, entrepreneurs and Tbank customers.

367.159
clientes



Investment and Finance Banking

This area seeks to quickly solve its customers' requirements in the area of finance and investment through specialized subsidiary companies that the Bank has and its international platform. By December 2010, it had 2,139 customers.

2.139
clientes



Commercial Banking

This area seeks to satisfy the needs of business owners and corporations with specially designed products. By December 2010, it had 31,516 customers (current accounts), among companies, large corporations, wholesalers and customers from Real Estate, Leasing and Business Owner areas.

31.516
clientes

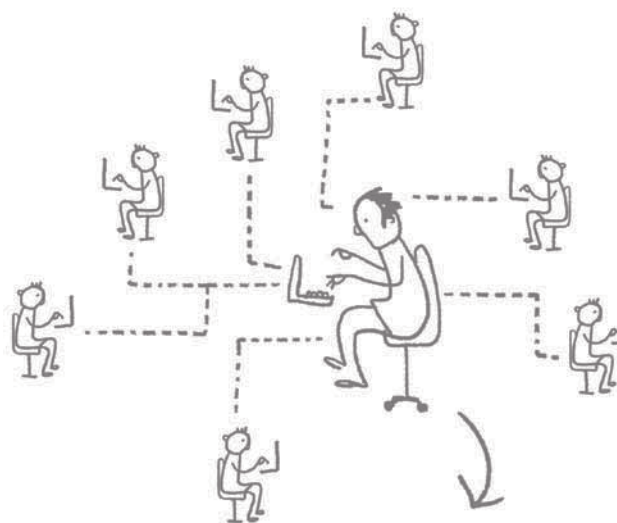


Principal managerial committees

The Administration's Managerial Committees are the most important executive management tool for discussing business operations and guaranteeing success with achieving corporate objectives. These have as their function to generate the necessary information, resolve and deliver it to the Director's Committees.

The main committees are the following³¹:

- Ethics Committee, which is overseen directly by the Chairman
- Management Steering Committee
- Strategic Planning Committee
- Assets and Liabilities Committee (ALCO)
- Operational Risk Committee
- Technology Committee
- Credit Committee
- Money Laundering Committee
- Information Security Committee
- Personnel Management Committee



³¹- To see the functions of each committee, see 2007 Corporate Governance and CSR Report on www.bci.cl/accionistas

Shareholders

The shareholders connected to the Yarur family, which on December 31st, 2010 owned 63.80% of Bci's shares, signed a shareholder's agreement with the date of December 30th, 1994, renewed in June 2008, where they reaffirmed their wish to maintain the traditional unity and control of the Bank. In addition, they reiterated their intention of preserving the principles on which the institution's administration has been based.

The relationship with the shareholders takes place through the Investor Relations Department while the New Business Development Unit links with the shareholders delivering up-to-date information. Additionally, information updated daily can be found on the website.

The Bank was the first in the industry to publish the monthly SBIF reports on its website. Thus, the Bank's results is available in the shareholders chapter within the first days of every month. This allows for the proper information to be available for decision making. Also, conference calls with foreign investors are made as well as a permanent direct communication with this stakeholder.



Main Shareholders

The following is a list of Bci's 25 main shareholders as of December 31st, 2010, together with the number of shares they hold and their stake in Bci:

Name	N° of Shares	% Stake
Empresas Juan Yarur S.A.C.	55,399,367	53.73%
Jorge Yarur Bascuñan	4,357,319	4.23%
Inversiones BCP Ltda.	3,628,986	3.52%
Soc. Financiera del Rimac S.A.	3,582,417	3.47%
AFP Provida S.A.	2,403,024	2.33%
AFP Cuprum S.A.	2,073,055	2.01%
Inversiones Jordan Dos S.A.	2,059,605	2.00%
AFP Habitat S.A.	1,871,074	1.81%
Banco Chile por cta. de terceros C.A.	1,666,230	1.62%
AFP Capital S.A.	1,535,300	1.49%
Tarascona Corporation	1,519,085	1.47%
Banco Itau por cta. de inversionistas	1,506,061	1.46%
Bci Corredor de Bolsa S.A.	1,248,253	1.21%
Inversiones Millaray S.A.	1,233,021	1.20%
Inmobiliaria e Inversiones Cerro Sombrero S.A.	1,131,277	1.10%
Luis Enrique Yarur Rey	1,007,126	0.98%
Celfin Capital S.A. Corredores de Bolsa	971,768	0.94%
Banco Santander por cta. de inv. extranjeros	756,780	0.73%
Larrain Vial S.A. Corredores de Bolsa	704,225	0.68%
Banchile Corredores de Bolsa S.A.	650,238	0.63%
Inmobiliaria y Comercial Recoleta Sur Ltda.	610,202	0.59%
Modesto Collados Núñez	595,958	0.58%
Inversiones VyR Ltda.	548,719	0.53%
Corpbanca Corredores de Bolsa S.A.	483,705	0.47%
Santander S.A. Corredores de Bolsa	465,515	0.45%
Other Shareholders*	11,097,845	10.77%
Subscribed and paid shares	103,106,155	100.00%

* Includes the Bci Team Members which together hold 613,382 shares, or 0.59% of the corporation.

Auditors and Credit-rating Agencies

As established under current legislation, issuers of securities to the public that issue debt securities must enroll in the continuous and uninterrupted classification of said securities with at least two credit-rating agencies.

As in years past, the private risk evaluators were Feller Rate y Fitch Ratings, who issued their respective reports on the Bank around the middle of the year.

Feller Rate maintained its rating of the Bank in “AA+” and classified the Bank’s perspectives as “stable”, assigning the instruments that the Bank issues the following ratings:

Feller Rate	Previous Rating	Current Rating
Short Term	N1+	N1+
Long Term	AA	AA+
Mortgages	AA+	AA+
Bonds	AA	AA+
Subordinate Bonds	AA-	AA
Shares	1ª Clase N.2	2ª Clase N.1

In turn, Fitch Ratings assigned Bci the AA+ category for long term, above 2009, N1+ category for short term and with a stable outlook. In the other risk categories from an international standpoint, which are determined under the Issuer Default Rating (IDR) concept, Bci was assigned the A- category, which is broken down as follows:

- “Individual Rating” of A to E, where Bci is in the B/C category,
- “Support Rating” from 1 to 5, where Bci is in category 2, given sovereign risk or country risk, and
- “Support Rating Floor” with a BBB rating.

The above ratings are mainly founded in the following considerations, which are found in each of the reports:

Favorable Aspects

- Continuous improvement in operational efficiency.
- Good risk control and management.
- Stability and experience in the executive staff, which allows us to take on new challenges and opportunities.
- Constant performance through the economic cycles, founded especially on its strong local brand, proper loan risk management and liquidity administration policies, as well as strict cost control and productivity management.

Eventual Future Improvements

- Eventually increase its capitalization levels.
- The greater expansion of its activities into segments more sensitive to economic variables can potentially cause an increase in portfolio risk. Said risk is eased by the Bank’s good credit evaluation processes control.



3. ETHICS

Bci's mission and values consider ethics a fundamental point. In addition, aiming to promote values, the Corporation since 1996 has had an Ethics Code and a management structure in support of its implementation. This has been updated in 2005 and 2010.

The objective of the latest update to the Code sought to recognize the structural changes to the company which supports ethics management and bring it into compliance with the new regulations on the penal liability of legal entities.

The Ethics Code's management includes trainings, analysis and follow-up with respect to the company's best practices. In addition, there is an Open Line aiming to receive complaints and comments associated with non-compliance with the Code. Its administration is the responsibility of the Ethics Committee. In 2010, there was an increase to its membership to eight members, six of which are appointed by the Chairman for a three year term. In turn, the two other spots, or rotating members, correspond to the people awarded the Jorge Yarur Banna Award and serve two year terms.

Ethics Committee Members (until 2013)

- **Luis Enrique Yarur R.** / Chairman
- **Lionel Olavarría L.** / CEO
- **Mario Gómez D.** / Director of Commercial Banking
- **Nicolás Dibán S.** / Director of Retail Banking
- **Eugenio Von Chrismar C.** / Director of Investment and Finance Banking
- **Pedro Balla F.** / Legal Counsel

Rotating Members

- **Eduardo Paulsen I.**, Channel Manager, serves until April 30th, 2011.
- **Fernando Vallejos V.**, Director of Corporate Accounting, serves until April 30th, 2012

In addition, the new Executive Secretary of the Ethics Committee was designated, replacing Pedro Balla F., who had held this position for 15 years, since the beginning of the first Corporate Ethic Code.

During 2010, three Ethics Committee meetings were held (May, October and December), in which the following issues were dealt with:

- New committee composition and Executive Secretary.
- Modifications to the Ethics Code in order to formalize the new organizational structure and bring it into compliance with the new regulations on the penal liability of legal entities.
- Inquiries and authorization requests to realize other activities outside the workplace.
- Inquiries on eventual conflicts of interest.
- Rejection of the undue use of the workday and of the equipment given to team members by the company in order to complete their functions in personal activities completely separate from their obligations as stated in their labor contract.
- Prohibit the reaching of goals by way of non-compliant procedures and that, in some cases, could constitute irregular acts.
- Encouragement of proper treatment between team members and compliance with formalities and due diligence, especially between bosses and subordinates.
- Review the results of the Ethical Values and Corporate Ethics Barometer done by the Fundación Generación Empresarial.

During the period, the "¿Qué Hago?" line and the Committee's Executive Secretary received more than 50 inquiries of an ethical nature that resulted in the review of 32 cases.

Ethics Training

Ethics training has been incorporated in the Corporate New Worker Training since 2008. During 2010, 53 workshops were conducted, 23% more than in 2009, where 1,230 workers participated, 27% more than last year. Of this number, 1,162 were new worker trainings and 68 were training to the customer service team.

	2008	2009	2010
N° of workshops	63	43	53
N° of participation	1,290	967	1,230 ³²

Ethical Values Study

For the fourth straight year, Bci participated in the Barómetro de Valores Éticos y Ética Empresarial study³³ done by the Fundación Generación Empresarial. This is a questionnaire on the perception of ethics inside the companies through its implementation to all staff. Its objective is to have systematic and time-comparable information on issues of values definitions and their knowledge, hierarchical commitment, impact on competitiveness and the main ethical conflicts. The study is separated by hierarchical levels (board of directors, middle management and organizational base) and by productive sector (financial, industrial, service). In this analysis, the financial sector is the best evaluated.



In 2010, the survey was administered to 14 thousand workers in 43 companies nationally. One of the results gathered was that the values inside Chilean companies haven't showed a big advance in relation to last year, but that they are still indispensable in all organizations. In the case of the example given by the companies' directives, the financial sector was evaluated the best.

Evaluation



Despite the recurrence levels of ethical conflicts inside organizations, only 18% of those asked report having seen non-compliance or the transgression of values and ethical behavior in their own company. This number is particularly low in the financial sector (14%).

32- La cifra de nuevos ingresos no considera los ingresos en regiones, ya que la charla de ética es sólo presencial en Santiago.

33- Available at www.generacionempresarial.cl

Among the important results, we must highlight that in Bci there is an organizational culture where the most heartfelt values are respect for the environment, honesty/integrity (93%), personal responsibility in decision making (92%) and creativity and innovation (91%). The study also signaled that the Corporation's main challenges are connected to ethical conflicts that are most prevalent in the different hierarchical levels. Among the most frequent are the abuse of medical absence, the use of resources and the abuse of power.

Money Laundering, Fraud and Corruption Prevention and Control

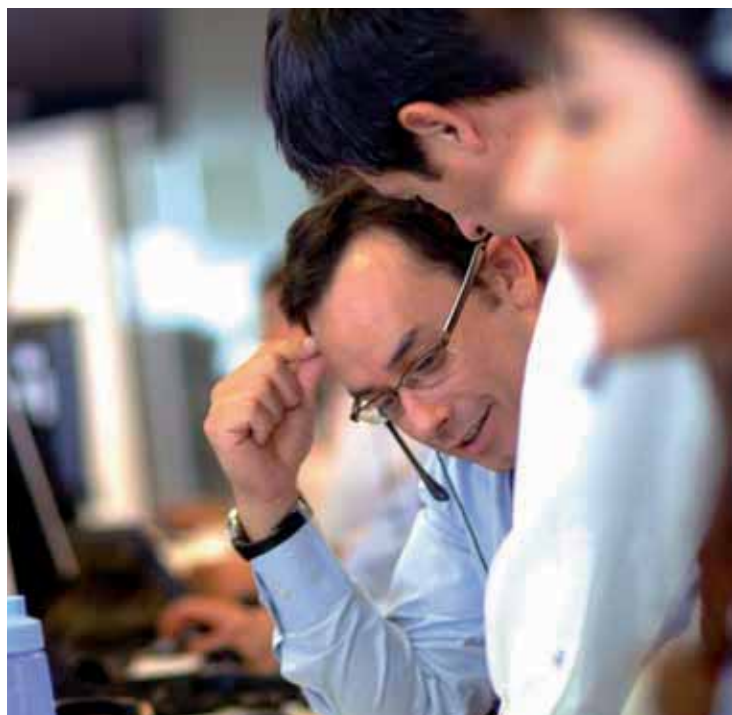
In 2010 and in concordance with the new law on penal liability of legal entities³⁴, the Compliance Department was designated by the Board as "Prevention Chief".

Among the most important achievements in 2010 are the updating and reinforcement of the set of regulations and procedures on risk prevention as it relates to money laundering, financing terrorism and bribery, which were grouped together in the new "Crime Prevention Manual". Its launch and distribution on the corporate level is set for 2011.

Also, the department worked on bringing the Bank into compliance with the future demands expected from the National Consumer Service's implementation in the financial industry and the revision of high-impact legal and regulatory standards. In this manner, the company is focused on the transparency of information to the public aiming to help customers make informed decisions. Said work is made clear by the changes to the retail banking's website (insurance and investments).

In a parallel manner, the Corporate Compliance Department implemented a training plan so that team members are made aware of the policies and ways to face the risk of money laundering, the financing of terrorism, bribery and regulatory compliance. In this manner they can assume an active participation in the work of prevention and control. The training plan is structured to reach 100% of the Corporation's new team members, the reason for which it was incorporated into the orientation process. In turn, for current team members, e-learning courses and face-to-face seminars were developed.

 **93%** of the team members perceive an organizational culture where the most felt values are respect for the environment, honesty, integrity and service.



³⁴- Law 20.393 establishes the penal liability of legal entities for Money laundering, terrorism finance and bribery crimes for national or international staff. It became law in December 2009.

Aiming to reinforce the Compliance Department's team, a training program was designed in alliance with international professional organizations so that each of the members of this team obtained a Money Laundering Prevention certificate.

At the end of 2010, 4,158 of the Corporation's team members had some part of the training and 100% of team members received written information, by e-mail, dealing with the prevention of money laundering, terrorism financing control and regulatory compliance.

Crime prevention model

During 2010, programs and tools were implemented in order to inform, on one hand, money laundering, terrorism financing and bribery crimes, and on the other, any kind of regulatory non-compliance, so that there were tools to receive, channel and resolve compliance reports. In addition, the reception of anonymous reports and confidentiality in the investigation will be under the supervision of the Compliance Head.

The report channels incorporated are two telephone lines, a non-compliance reporting portal that has an on-line form to make reports and two e-mail accounts

→ prevenciondeldelitobci@bci.cl

→ incumplimientonormativobci@bci.cl



A vocation for
service is
what moves
us and
motivates us
in each of
our actions





4. QUALITY OF WORK LIFE

{ Empower people so that they can add value and live Bci's culture through their leadership.

The focus of Personnel Management during 2010 was:

- Strengthen an organization that supports Bci's growth with productivity, efficiency and service quality.
- Empower people so that they can add value and live Bci's culture through their leadership.

In 2010, the organization restructured itself aiming to strengthen it and put more emphasis on the customer. This translated into the creation of three business units: Retail Banking, Commercial Banking and Investment and Finance Banking. In addition, executives that report to the CEO decreased from 12 to 8, looking to put more strategic emphasis on preferred business.

A year after its implementation, the outcomes of the restructuring have been positive, since the changes made allowed for better customer service, favored the coordination between areas and made decision-making more agile and efficient. In addition, the organization maintained good performance in the work environment and execution, variables that are habitually impacted by any change process. The key in this performance was that the process was managed with protocols in order to make a good transfer of responsibilities.



Employment

Bci's team members' salaries are made up of a fixed part and a variable part according to the type of position, as detailed in the following table:

Job Type	Number of Team Members	% Fixed Salary	% Variable
Senior Management	10	69	31
Managers	73	82	18
Representatives	5,749	80	20
Administration and Services	3,457	92	8
Total General	9,289	81	19

Bci minimum salary and the legal minimum salary.

The average minimum salary in Bci is 1.9 times more than the legal minimum salary in 2009. In 2010, given that the minimum salary increased to Ch\$172,000, the difference was 1.8 times.

Year	Bci minimum salary	Legal minimum salary	Variable Remunerations
2008	Ch\$260,000	Ch\$159,000	1.6
2009	Ch\$310,000	Ch\$165,000	1.9
2010	Ch\$310,000	Ch\$172,000	1.8

Women in Bci

In 2010, 54.6 % of all team members were women. Of them, 409 held supervisory positions.

Women in Supervision 2008-2010 (Number of women in supervisory positions)	2008	2009	2010
	372	359	409





Development and Training

The Organizational Development and Training Department, which reports to the Personnel Management Department, defined four training focuses in 2010:

Vive Cliente

A set of formative and communicational activities oriented to empower a service quality culture, reinforce the strategy of building a satisfying experience and empower sales through a real offer of solutions to the customer's needs and dreams. Some of the foundations are the vocation of being a banker, a shared vision between the commercial and support areas and connecting oneself with the customer's dreams. This year, 1,649 team members were trained.

Risk and Product Certifications

Its objective is to ensure that team members have the critical knowledge necessary in order to adequately accomplish the tasks associated with their position; thus achieving to standardize the level of effectiveness in product, process and associated policy management. In so doing, better advice and service to the customer is delivered and the business is supported in a strategic manner.

Career Paths

This seeks to develop professional's and executives' skills so that they improve performance and they prepare themselves for higher positions within the company. Currently there are career paths aligned with the needs of each area's business, giving a level of structure that makes it efficient and focused.

Plan SME

This program is oriented to perfect key knowledge and abilities to successfully face the demanding challenges of configuring the best value for the SME segment. To this end, the tools necessary to study the necessities and opportunities in depth are given to them and thus help the customers of this segment. Likewise, it aims to deliver an offer of value for these team members and give them a unique opportunity to receive high-level training for their professional development. This year, 152 team members were trained.

Training Indicators

	2008	2009	2010
Total Number of Hours/Team Member	54	52	49
Santiago team members trained/ Santiago workforce	86%	89%	93%
Team members in regions trained/ workforce in regions	88%	92%	93%

The total number of team members trained in 2010 was 6,550, 11% higher than the 5,910 in 2009. The slight decrease in training hours per team member was due to prioritizing classroom training instead of e-learning opportunities.

Academia Líder Bci

Integrity, respect and excellence are the guiding principles that make a Bci leader different. They also have four attributes:

- Get the best from people
- Act like the owner
- Achieve ambitious objectives
- Have passion for the customer

It is a basic objective to get the manner that things are done to stay the same in an agile and competitive industry. The Academy seeks to strengthen Bci's leadership, developing a style that, based on the internal culture, generates competitive advantages.

During 2010, the program expanded to 600 leadership positions which were divided into 24 groups under 21 trainer-managers. The Academy lasted 3 months, starting with a 360º Evaluation which identifies the attributes that must be reinforced in the Bci Leader. The rest of the program consists of forums, workshops and coaching sessions

As part of the program's continuous improvement process, two modules were redesigned and the trainer-managers' knowledge base was updated. In addition, the "11 Leadership Practices" was launched which seeks to reinforce 2009's lessons. Also, the "Bci Book", a social networking platform that maintains the ties created in the Academy and allows the sharing of leadership practices, was launched.

In 2010, the program reached 90% of executives with personnel in charge, it had a high level of satisfaction from program participants and interactions between different areas and cities was possible.

Organizational Environment and Execution Capacity

As a part of the development of organizational capacities, the Annual Organizational Climate and Execution Plan was implemented. Among its objectives are promoting and ensuring an organizational environment of excellence which impulses productivity and business results.

In the organizational environment survey done each year, we saw 81% positive responses, higher than the 79.1% obtained in 2009. The statistics that saw improvements were: image of senior management, the company's external image, training and development and compensations. Likewise, statistics like organizational clarity and challenges in the workplace maintained their high levels.

Organizational Environment Survey Results

	2009	2010
% Participation	98.8%	91%
% Positive Answers	79.1%	81%
General satisfaction with current job	90.8%	89.2%
Satisfaction with belonging to Corporation Bci	92.1%	90.8%

As a way of pushing strategy forward and ensuring its completion, organizational execution is monitored. In 2010, the Execution Index was 83.7% keeping its sustained improvement from the last few years. Among the best rated variables are: team meeting discipline and usefulness, group cooperation to reach goals and training and development.

Among the main actions taken in 2010 to reinforce organizational environment and execution are area diagnostic consultants, work environment management workshops, shadowing sessions to strengthen leadership skills for team leaders and work methods to support areas impacted by change processes.

Execution Index

2009	2010
82.0%	83.7%



The execution index measures the level of alignment that team members have with the strategic objectives of the company.



Valuing people

From a talent management point of view, a personnel management committee was implemented during 2010 oriented to administrating and taking care of talent present in Bci through encouraging its development. In order to reinforce this work, a virtual platform was launched at the end of the year that allows all of the people's information on-line so that a who's who is available to the organization.

Bci Reconoce Program

The Bci Reconoce Program seeks to develop and strengthen a recognition culture inside the Corporation, highlighting teams and team members' merit-deserving actions, be it through everyday recognition practices from leadership like congratulatory e-mails, recognition bulletin boards and feedback meetings, among others, or through recognition ceremonies that are held in every unit named Bci Reconoce.

During 2010, 23 Bci Reconoce ceremonies were held in the Corporation's departments and subsidiaries, and the Annual Awards being the most important and serious opportunity for recognition. In this last example, recognitions were given for Years of Service, for Management and Performance, the Value Awards (Jorge Yarur Banna, Juan Yarur Lolas and 10 Keys to Success) and a special recognition for team members who excelled in their leadership and support after the earthquake, specifically in three areas: Customers, Team Members and Operations. 738 team members were recognized in 2010.



{ From a talent management point of view, a personnel management committee was implemented during 2010 oriented to administrating and taking care of talent present in Bci.

Benefits and Internal Social Network

During 2010, Bci improved and delivered new benefits to team members which meant an investment of more than Ch\$12 billion. Through the Bci Reconoce Program, the Corporation delivered bonuses as recognition for loyalty and seniority in the Bank and for outstanding performance and productivity levels.

Among the benefits delivered are a tri-annual bonus that fluctuated between Ch\$800,000 and Ch\$1,500,000, the increase of the minimum guaranteed salary from Ch\$310,000 to Ch\$400,000 gross monthly, the aligning of benefits between Bci Nova and Bci, and new benefits for Bci team members. In addition, for the Bicentennial, another bonus of Ch\$300,000 gross was given to team members with more than 6 months seniority.



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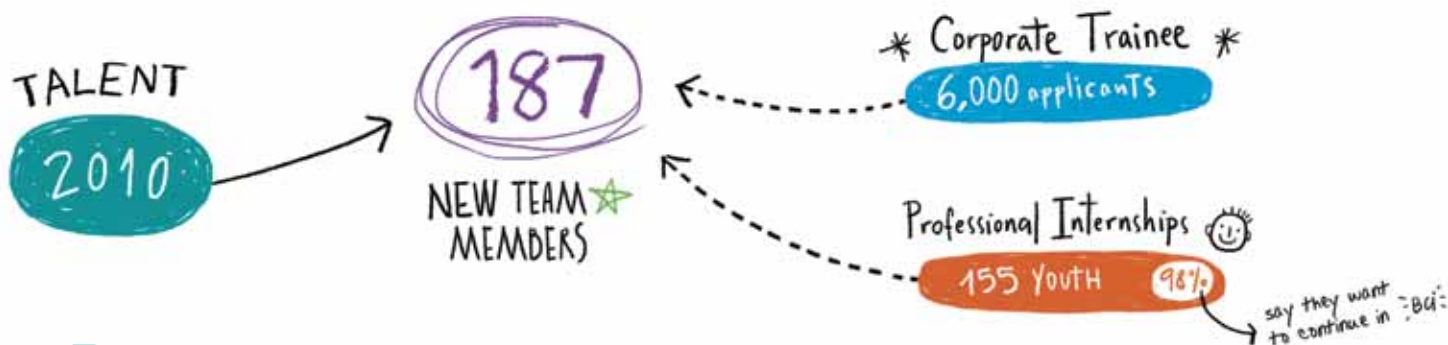
Labor Relations

At the end of 2010, there were 300 people associated with seven trade unions, or an average of 2.78% of team members associated with these entities. In order to find out and resolve the concerns of the associated members, the Labor Relations Department hold periodic meetings with their leadership. During the year, collective bargaining processes were held with five of the seven unions, which ended on good terms.

Unionized Team Members

2008	2009	2010
257	204	300





Recruitment

For Bci, having the best professionals is a key competitive advantage for its business.

Aiming to be recognized as an attractive place to work and attracting the best talent, during 2010 an monthly average of 187 team members were hired and specific programs and activities were developed:

Corporate Trainee

This program implies recruiting young people who have high potential and high academic performance, but, above all, have the soft skills that are most in line with the Bci Leader profile, since it is expected that these new professionals will be the bosses and managers of the Corporation in the mid-term. In order to select them, they are interviewed by the management of different areas. Once they enter the program, they spend time in different departments during the first year. In addition, they receive a training program and a manager-tutor. Thus program started in 2007 with 1,400 young people applying for 5 spots. During 2010, there were 6,000 applicants for 6 spots.

Trainee Program Evolution

	2007	2008	2009	2010
Nº of Applicants	1400	5000	6000	6000
Nº selected	5	5	3	6

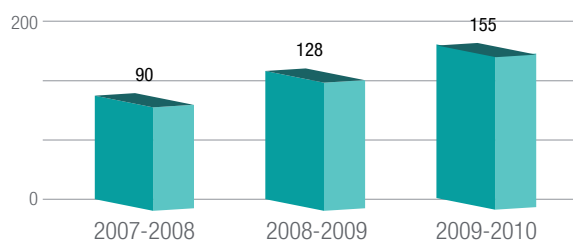
Of the 12 trainees that continue, 60% said that the program has exceeded their expectations because it gives them the opportunity to learn in different areas and work with different teams thus strengthening their contact network.

The positions that the participants that have finished the program to date work in are important to Bci's progress, of which include Desk Operators, New Business Development, Operations and Marketing.

Professional Internships

The objective of the professional internships program at Bci is to give work experience opportunities to students in their last year of study and it received 155 students in the 2009-2010 period. The participants graded the program with a 6.3 out of 7 and 98% said they wanted to continue working for Bci after their internships. In order to ensure that this is a learning experience, the students are evaluated at the mid-point and the end of their stay. Through the professional internship program, Bci generates synergies with the social responsibility programs. In 2010, four students from the Nosedal School and two from the Corporación Crédito al Menor, organizations supported by Bci, were selected to have internships.

Evolución de las prácticas profesionales



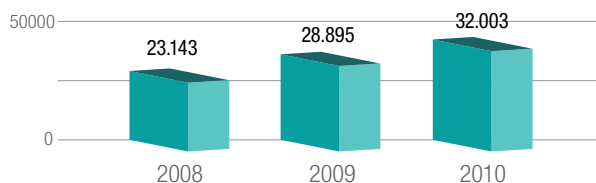


In September 2010, the social networks Facebook, Twitter and LinkedIn were added as recruitment strategies. New job offers are published daily on them and we let our followers know the reasons that Bci is considered one of the best companies to work for in Chile. In only 4 months, the Corporation has more than 2,000 followers.

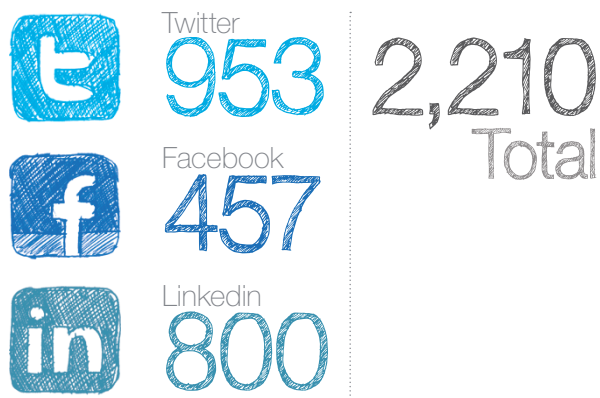
Social Networks and Job Fairs

During 2010, Bci was the most applied to company at the biggest job fairs in the country, which confirms the position that it has reached as an attractive place to work for the new generations. The job fairs allow the company to present itself to young people, mainly university students and that these youth enter the job force.

Postulación en ferias laborales



Followers on Social Networks



Flexible Work

Since 2003, the Corporation has been putting emphasis in developing flexible work options for their team members. These are work formats that are designed to offer scheduling alternatives or non-traditional locations, aiming to respond to the people's new interests, motivations and necessities and thus increase to commitment to the organization, a key variable for the Corporation's growth.

The kinds of flexible work implemented by Bci are:

- **Part Time:** a reduced schedule.
- **Telework:** Allows workers to work some days from home, according to the characteristics of their functions, so that they work 100% from home.
- **Flexitime:** Fluctuations in the start time and end time.

The number of team members working on a flexible schedule type increased from 780 in 2009 to 1,181 in 2010.

Flexible Work Alternatives	2009	2010
Part Time	690	761
Telework	8	20
Flexitime	82	400
TOTAL	780	1.181

Since 2003, the Corporation has been putting emphasis in developing flexible work options for their team members.

Occupational Health and Safety

The earthquake at the beginning of the year reoriented the management of the Corporate Health, safety and Environment Department, focusing more on the creation of safety brigades in branch offices throughout Chile and reinforcing training. This work was done with the support of the Mutual de Seguridad. Between La Serena and Concepción 5,608 people were trained. Likewise, emergency teams were established in 11 central buildings in Santiago and in the main city hubs in each region.

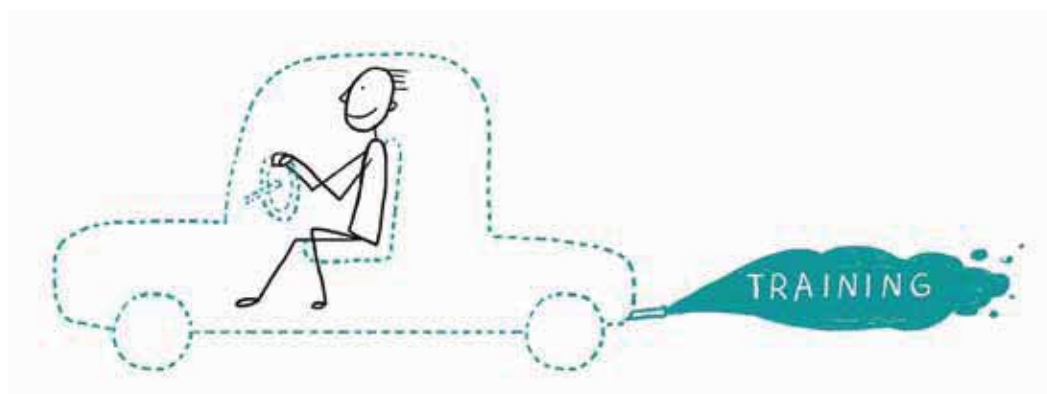
Seminars in Arica, Antofagasta, La Serena, Viña, Rancagua and Concepción were held for the emergency brigades, instance in which protocols of alliance with the Mutual de Seguridad were signed, aiming to receive support for the continuous improvement of emergency plans in the branch offices. The Corporation also adhered to the regional emergency simulation plans in Arica, Iquique, Antofagasta, La Serena and Pucón, organized by the National Emergency Office (ONEMI).

In order to reinforce the workers' health and safety, in 2010 Bci's Previene Program was conducted with an emphasis on taking care of oneself, thus diminishing levels of being sedentary, obesity and the accident rate. Awakening your senses, Developing happiness and Choose your happy food were some of the 2010 campaigns.

The Personal Health Risk Program was also reinforced emphasizing the diagnosis of cardiovascular risk, integrating year after year more regions from Arica to Coyhaique.

Personal Risk Program Participants

2008	2009	2010
384	810	1.454



100%
of the workforce trained
in Health, Safety and
Environment

In relation to the occurrence of robberies, aggressions or harm caused to third parties or team members, be it in public or the workplace, the Corporation has an alliance with the Mutual de Seguridad throughout the entire country. This organization handles immediate and on-site services, ambulance and psychological services through the Immediate Response to Critical Incidents Team Plan (ERIC).

A seminar was developed for SME suppliers, where 70% of them participated, and where the subcontractor's law and Bci policies were discussed. Also for TBanc and Telecanal held trainings to update the OHSAS 18001 certifications.

Health, Safety and Environmental Training

(% of the workforce)

2008	2009	2010
36%	100%	100%

Safety Performance

Accident Rate

2008	2009	2010
1.35	1.13	1.27

Frequency Rate

2008	2009	2010
6.15	5.20	4.95

Likewise, during 2010, the Third National Joint Committees Encounter was held. At the end of the period, there are 20 joint committees with the participation of 36% of the workers.


Joint Committees

	2008	2009	2010
N° of Committees	11	19	20
% workers associated with committees	27%	34%	36%

Diversity

Aiming to integrate into the local communities and its customers, Bci implemented an initiative that consists in modifying the design of the safety signage to include information in English and native languages, like Mapudungún and Aymará. We expect that in 2011 these signs are present in more than 60 branch offices.





Familiar,
agile and
trustworthy
is what
makes
us different

slay

5. CUSTOMERS

Clientes

Bci's new organizational structure is in line with its corporate mission and vision statements which highlight the customer as the center of its activity.

The customer is the center of Bci's activities. In line with the Corporate Vision and Mission Statements, the Bank didn't only effectuate organizational restructuring, but also it has permanently sought to construct long-term relationships with the different segments based on mutual trust. One of the key elements in this relation is transparency, an area that Bci has worked on since its beginnings.

In the last five years, Bci has made large changes in customer access to all the Bank's information through different channels.



Currently, the Corporation has informational service which can be accessed 24 a day and seven days a week through Bci direct, telephone representatives, the website and the Bci Mobile services. The above translates into the customer being able to contact the Bank at any moment from anyplace they may be. In addition, in 2007, Bci launched a formal document that is available at our website, called "Our promise to you, Bci at the service of our customers", which regulated the way to operate with them at the moment of delivering financial solutions.



In 2010, Bci continued the effort to increase transparency in the delivery of information to customers. Some of these initiatives were:

- In our websites, we expanded the information on our financial products and services, as well as including material related to the associated conditions. For this, a more attractive and easy-to-understand format was used through tutorial videos and clear language.
- In the branch network, the Bank incorporated new devices which allow us to maintain updated information on line for our customers. The Bank has 50 branches which have the digital support dual view, namely, screens that permanently update the conditions for investment products.
- The Bank developed instruments so that customers could make their requirements and inquiries known to the Bank in a faster, more efficient and more effective way. For this, on-line channels were created like a direct e-mail to the CEO, SMS messages via cell phone and also the Bank's Twitter account (See page 73). In some 27% of cases the customer congratulated Bci for the responses given through these methods.

- One of the main themes on which Bci has worked and that's associated with one of society's requirements, is the clarity of the conditions with which the Corporation operates. In 2010, e-mails were sent with the account summaries for current account products, credit lines and credit cards. In these e-mails, that are sent monthly, the fees charged for the contracted services are clearly stated as are the interest rates for the credit products. In the case that the conditions change, customers were informed timely by letter. Additionally, safeguards were taken so that the customers were absolutely clear on the conditions when contracting a new service, especially with new customers.
- All contracts were modified to facilitate their reading and to ensure a clear understanding of the agreed-upon conditions
- The Financial Education Program was implemented aiming to bring the Bank closer to the community that makes up the C3 and D socio-economic levels. This project promotes responsible debt acquisition and delivers tools to deliver products and financial services in an informed manner (see page 76).
- Bci strengthened its communication with its customers in order to clarify the benefits of the optional products package, their conditions and their proper use. For example, the association of the mortgage credit with the checking account makes paying the monthly payments easier and gives the customer a preferential price. Since its existence, Bci has never modified its interest rates if the customer has ceased having a checking account with the Bank.

 The Corporation has informational service which can be accessed 24 a day and seven days a week



The Customer Experience

A commitment to our customers has been with Bci for our entire history, but in 2010 it was greatly deepened and reinforced.

Transparency in relation to customers, in addition to being a key factor to building confidence, also forms part of one of the differentiating elements of Bci's proposal, which is service quality.

Since the Bank's founding, the strategic focus has been to attract lifetime loyal customers who prefer Bci over other options, who are immune to the competitions offer and who recommend its products and services.

Aware that trust, familiarity and agile service are fundamental attributes for this goal, Bci has always had a special concern for strengthening customer loyalty to the Bank and for establishing long-term relationships.

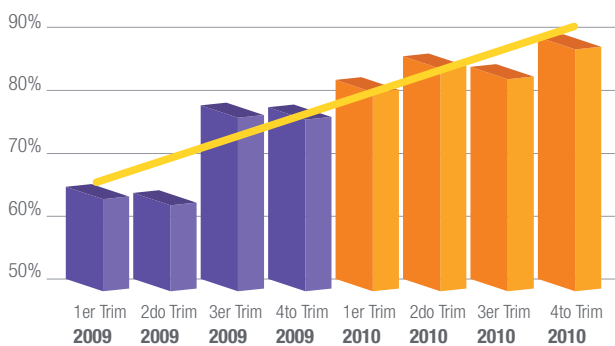
In 2010, Bci modified the customer service area name, calling it "The customer experience", in order to transmit, to customers as well as team members that the bank seeks to deliver the best service and exceed expectations. In addition, the role of this area inside the Bank was reinforced and every business manager was converted into their own Customer Experience Manager.



The Bank also reviewed all the credit processes for the different Bank segments, aiming to improve sale and post-sale response times. The results of this evaluation are reflected in the following graph, which shows that the customers' general satisfaction went from 64% in 1Q09 to 89% in 4Q2010.

Satisfacción general de clientes en operaciones de crédito

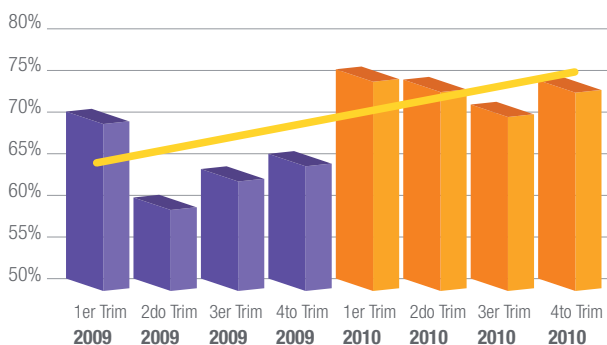
2009 - 2010



During 2010, Bci created more customer segmentation in order to respond to their needs with personalized solutions and thus deliver a better service experience. The next graph shows a significant improvement in the service to the business owners and entrepreneurs segment, one of the bank's most important areas. This survey was taken by 5,000 customers, who evaluated from 1 to 7 their level of satisfaction with the service delivered by Bci. The following graph shows the evolution of the total satisfaction levels.

Calidad de servicio: Opinión de Empresarios y Emprendedores

2009 - 2010



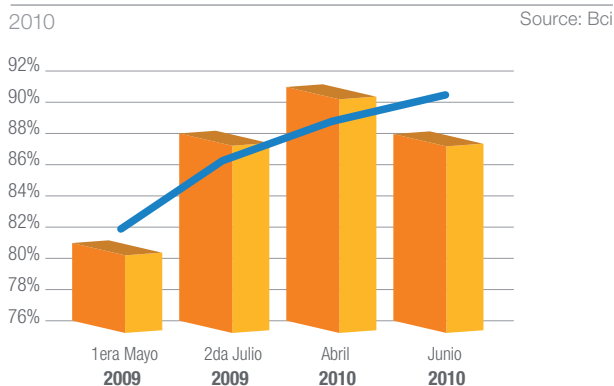
In order to improve the customer experience, Bci transformed the telecanal process, also known as call center. It was thus how integration processes were established with the bank branches aiming to resolve client concerns at the moment they come about. The Bank also incorporated on line service quality surveys so that customers can indicate their level of satisfaction when their being served.

The Bank also created the “customer service representative” position, unique to the Chilean banking sector. This person greets and guides customers when they arrive to a branch office, resolves their concerns and solves their banking needs. If it is necessary, they advise them so that they can receive the next level of help in a more efficient manner. In this manner, customers feel comfortable and well served.

Currently, Bci has more than 233 customer service representatives, which have allowed it to strengthen their familiarity with their customers and be leaders in this area.

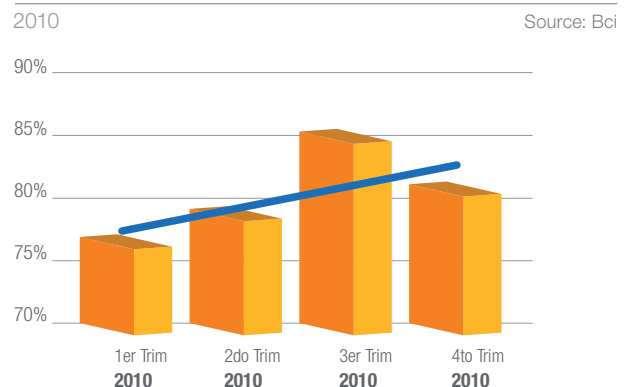
In the search for innovative solutions for customers and non-customers, the Bank developed in 2008 the channel Bci Full, a new automated branch concept that has all the main transaction found at the service desk and tellers. Customers can access this 24 hours a day 7 days a week. During 2010, Bci Full became stronger due to the constant improvement in transaction flow and navigation, to the development of new functions and the incorporation of new devices. Customers evaluated this service with an average general satisfaction of 87% in the period from May 2009 to June 2010.

BCI Full Service Quality



Another important initiative was the implementation of the program “Puesta de Sol”, oriented so that Bci representatives returned customer calls during the same day. As the following graph indicates, the percentage of same-day returned customer phone calls increased significantly in the second semester of 2010.

Devolución de llamadas en el mismo día



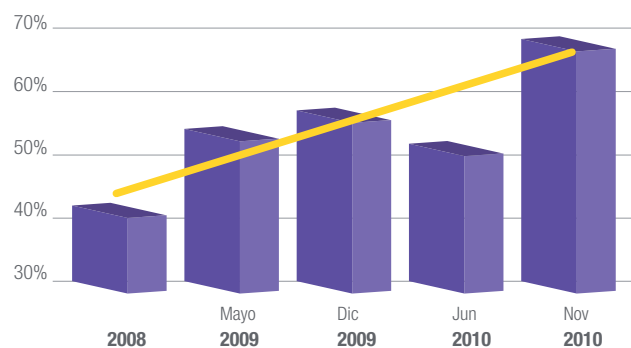
Since 2000, Bci has done an internal survey where team members are asked their level of satisfaction with their colleagues who serve them or give them information. This allows us to detect and evaluate the service quality between different departments or units in the Corporation. The survey – taken by close to 80% of the employees in 2010 – measures various parameters, like quality, response times, agility and friendliness. The results allow us to improve service between the different areas and guarantee all of them deliver excellent service. In addition to improving the internal working conditions, this initiative allows us to deliver a more agile and efficient service to all Bci’s customers. Namely, the improvements reached in the different areas translate to a better final service for the end-users.

The following graph shows an important improvement in the service quality during the last two years according to the results of this survey.

Evaluación de la calidad de servicio interno

2008 - 2010

Source: Internal Bci survey, ImageMaker



Bci implemented in 2010 a strategy to reduce the number of customer complaints inside the same Bank and with external associations, like the Superintendence of Banks and Financial Institutions (SBIF), the National Consumer Service (Sernac) and the Association of Banks and Financial Institutions (ABIF). With this aim, an “open door” culture was promoted and had an excellent reception allowing us to increase the level of satisfaction and decrease the number of complaints.

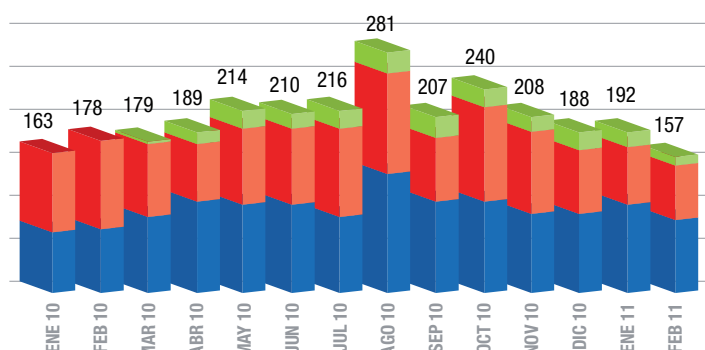
The following graph shows the evolution of complaints presented to Sernac, Sbif and Abif.

Complaints to Sernac, Sbif and Abif

Period between January 2010 and February 2011

Fuente: Sernac, Sbif y Abif

Abif Sbif Sernac



Sustainable products

Together with the opening of 33 branch offices in 2010, those which increased our customer service options, we developed innovative products, mainly associated with the new global tendencies with respect to climate change and environmental protection.

Carbon-Neutral Checking Account

In 2010 a product was developed in conjunction with Fundación Chile, who advised the bank in measuring its Carbon Footprint associated with the manufacturing process involved in the production of checking account products. Later, the way to neutralize their impact through the purchase of carbon offsets will be defined. The neutralization will be done with the advice of Fundación Mi Parque, and for each account opened, a tree will be planted in a vulnerable area.

Carbon Neutral Bci Card – I Neutralize Program

The new Carbon Neutral Bci Card has an exclusive design, made with recycled PVC and it is the first card in Chile that helps to reduce and neutralize, through the I Neutralize Program, CO₂-equivalent³⁵ emissions, which produce Greenhouse Gases.

This initiative operates on the platform developed by Fundación Chile, under the Carbon Neutral moniker and allows our customers to generate international emission reduction certificates, making a contribution to projects based on solar energy, wind, energy efficiency and reforestation, among others. When acquiring this card, our customers can know, reduce and neutralize their own emissions derived from their lifestyle.

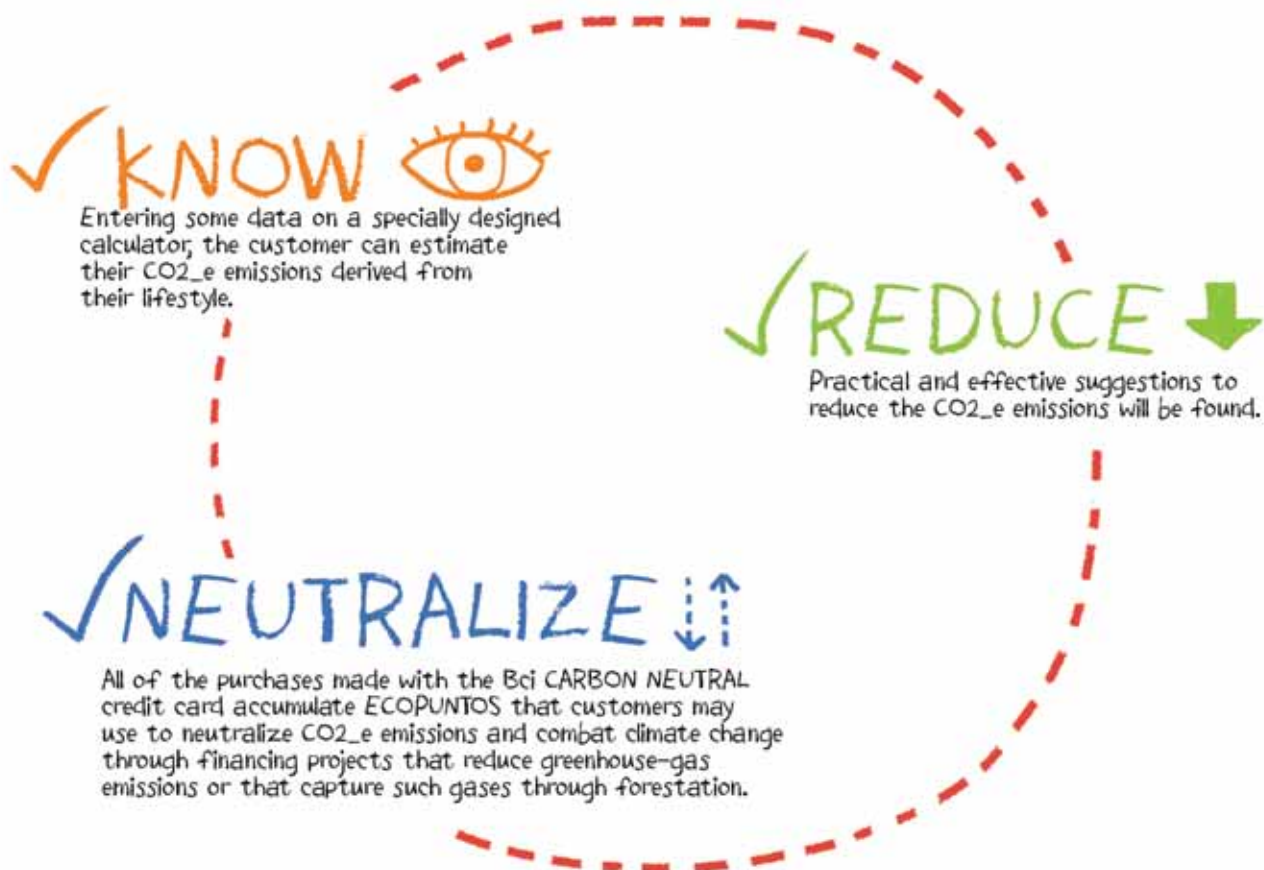
Carbon Neutral Checking Account

- ➔ Credit cards and debit cards are made from recycled materials.
- ➔ The paper used comes from sustainable forests and that are certified under the Programme for the Endorsement of Forest Certification (PEFC).
- ➔ All of the supplier of the associated products are certified as environmentally sustainable.
- ➔ Doesn't include traditional checks.



33
new branch
offices in 2010

Each time a customer makes a purchase over Ch\$10,000 in Chile or US\$100 abroad with the Bci Carbon Neutral credit card, they will accumulate 100 points. Afterward, the customer may exchange them for neutralization packs. To do this, they have to enter the Bci website and select the project they wish to finance. Later, they can download the certificate that says they have neutralized their emissions.



Financia Inclusion

Contributing to the bancarization of new social sectors, mainly located in the base of the pyramid, is part of the strategic plans for growth for Bci Nova, which seeks to be a leader in the financial services industry for these segments. Bci Nova reinforces its presence in the C3-D segment and seeks options that allow for a better familiarity with them.

“Microcréditos a la Puerta de tu Almacén”

Bci Nova together with the Banco Interamericano de Desarrollo (BID), launched the model “Microcréditos a la Puerta de tu Almacén” (Mini loans at your Grocer’s door). This is a pioneering project for South America that aims to contribute to the development and penetration of the microfinancial market in Chile.

The purpose of the program is to develop and implement a new sustainable business model to offer microfinancing services, called Alliances, which are consolidated through the coordinated work between small grocery owners, large and medium-sized suppliers and Bci.

The capital involved is in upwards of US\$2 million spent in conjunction between Bci Nova and the BID’s Multilateral Investment Fund or FOMIN. The model has considered three main factors: Satisfy the needs of the Micro-business owner; do business in conjunction with the alliance company; and transfer the technological development that Bci currently possesses to the beneficiaries of this project.

In turn, the small grocers have access to continuous and direct financing with each of its suppliers; they receive commercial and financial training; and they have exclusive benefits with each of their suppliers without the necessity of having to commute to have access to them. The alliance partners increase their sales, improve relations with their customers and their possible loyalty and lastly, manage less cash in their distribution channels. This is a virtuous model since by growing the grocer’s business, necessarily the supplier’s sales will grow and in the same manner the financial services provided by Bci will increase in new segments.



At the end of 2010, alliances with eight large corporations have been made, who all are completely active, Coca Cola – Embonor, Rabie and Arcor, which allows us to deliver support to more than 1,700 grocers. The project considers a 36 month execution period and expects to generate alliances with the main companies of Chile and reach at least 10,000 micro business owners.

Financial Education Program

The objective of the Financial Education Program is to familiarize the bank to a group that is currently unfamiliar with financial products and services, generating a situation where the community that makes up the C3-D socio-economic level, corresponding to 60% of the population, may receive free advice on financial matters.

With this program, Bci Nova is bringing people closer to the bank with a inclusive approach, which permits us to find out more about the perceptions and needs of this segment. The project consists in the promotion of responsible indebtedness and the delivery of tools that allow people to be the most informed possible and the ability to make the best decisions when choosing financial products and services. To date, more than 1,200 people have been trained by free banking seminars and clinics open to the entire community.

The challenges for 2011 seek to deal with 12 key municipalities and make improvements like the location and focus of trainings, incorporate the project into mass communication mediums in order to increase attendance and have online support that allows us to reinforce content and publish related issues of interest.

Also, maintaining Bci’s spirit of sharing their experience with other actors in the industry, we expect that this initiative be replicated by other companies.





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Bci Nova has reinforced its presence among the C3 and D segments.

Support to Entrepreneurs and SMEs

Another important segment to CSR for the Bank are SMEs. Bci has implemented initiatives that have allowed it to reinforce its ties with them through the delivery of innovative commercial and financial tools.

Nace and Renace Programs

The Nace and Renace programs began in 2006 aiming to give financial support and advice to those entrepreneurs that start a new company like those SME business owners who are customers and ex-Bci customers that need to reincorporate themselves to the financial system after difficulties in developing their businesses.

During 2010, the total number of customers in the Nace Program reached 1,525, of which 705 were new customers. Likewise, loans for Ch\$9.145 billion were approved in the period.

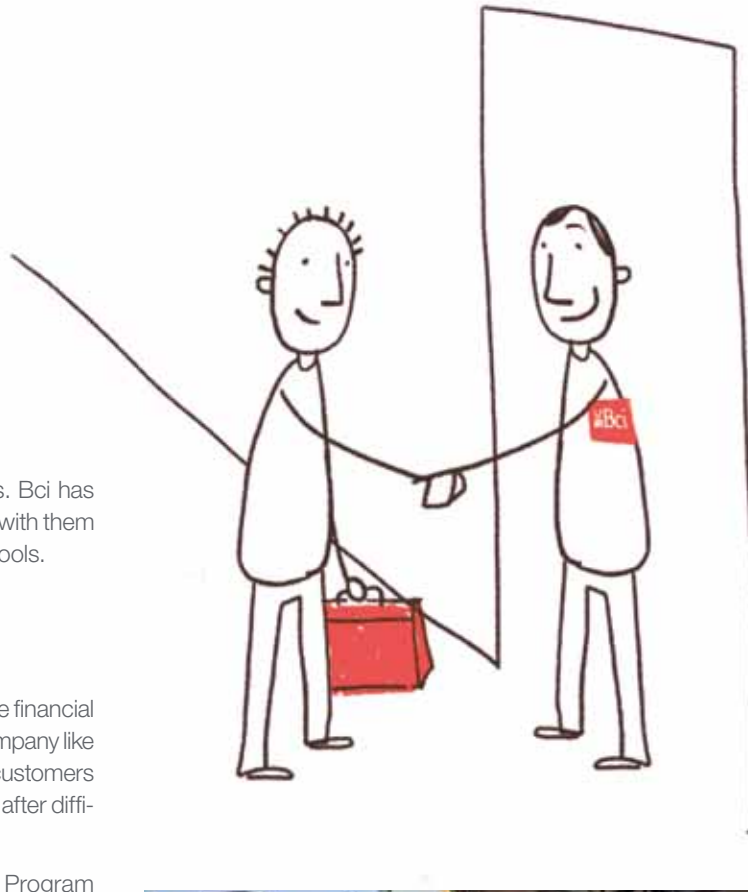
In the Renace Program, the total number of customers was 620, with 189 new customers and a total of Ch\$9.051 billion in approved loans.

In 2010, the main initiatives were oriented to give support to customers affected by the earthquake in the 7th and 8th Regions, to generate opportunities to bring customers closer and to create strategic alliances with municipalities and universities.

Emprende UC Program

For the seventh straight year and along the lines of the Nace program, the Bank sponsored the Emprende UC program from the Pontificia Universidad Católica de Chile, which has as an objective to promote the entrepreneurial spirit and action in a transversal manner with the UC community. For this, the program delivers services and articulates and strengthens the skills of the different faculties and academic units of the university in order to facilitate the creation of high socio-economic impact entrepreneurs.

In 2010, activities like the Emprende UC 2010 New Business Contest", entrepreneurial workshops, expert symposiums and faculty support were held. More than 70 projects applied to the contests categories with a total of 125 participants.



Keeping Bci's commitment to the SMEs, Bci's Business Encounter took place for the fourth straight year.

A Second Opportunity: Program Nuevamente

This is a pilot project that seeks to prevent business failure and reduce the social stigma associated with it, as well as encourage second opportunities for those business owners in risky situations or that didn't have success in an entrepreneurial effort. The final objective is to create a more favorable environment for business activity in the country.

The idea was born in 2008, thanks to the association between the Chamber of Production and Commerce (CPC)³⁶, the Sociedad de Fomento Fabril (SOFOFA)³⁷, the Ministry of the Economy³⁸, CORFO's Innova Chile³⁹, the Innovation Forum⁴⁰, the business services company Octantis⁴¹ and Bci. It allows for the testing, for the first time in Latin America, of the most adequate instruments to prevent business failure, support reinsertion in business channels, take advantage of the social capital of the entrepreneur that hasn't had success but wants to try again and formulate the necessary public policies in order to facilitate this reinsertion.

- 120,000 visits to the nuevamente.org website
- 3,600 diagnostics done with the online diagnostic tool.
- 1,100 entrepreneurs signed up to the Nuevamente community.
- 1,890 entrepreneurs signed into Facebook.
- 980 followers in Twitter.
- Start-up of the Rescue Network in the Metropolitan and Valparaíso Regions.
- Nine companies in process, four in the diagnostic stage and five in the selection stage.
- The design and implementation of the expansion of the Rescue network in Talca, Concepción and Puerto Montt
- 6 companies in Restart stage.

UC Small and Medium Sized Business Program

For the second consecutive year, Bci sponsored and supported the UC Small and Medium Mentoring Program, in addition to a class on SME Management, in which more than 120 graduated students participated.

The objective of this program is to support business owners through advice from professionals with business experience focused on doing a competitive analysis of the company and the development of a business plan. This is complemented by a SME management course taught by professors from the Administration and MBA School at the UC.

Business Encounter

Keeping Bci's commitment to the SMEs, Bci's Business Encounter took place for the fourth straight year. It provides opportunities to generate business between large purchasing companies and smaller supplier companies. This version had the participation of International Chambers Of Commerce which offered the option of accessing new markets.

In this Third Encounter, visitors could see more than 200 stands, while business owners signed up for more than 3,200 business meetings. During the second day, the Business Happy Hour was held, an innovation which allows attendants to meet in a casual environment to deal with issues like "I'm looking for partners", "I want to export", "I'm looking for a distributor" and "Project financing."

In 2010, for the first time the encounter was held in the provinces as a part of the support program emanating from the effects of the earthquake in February of the same year. More than 2,000 business owners came together and more than 1,000 business meetings were held, generating opportunities that equaled some Ch\$17 billion.

The four encounters held to 2010 have gathered more than 1,500 companies, 18,000 business owners, nine International Chambers of Commerce, and have solidified more than 10,000 business meetings.

36- www.cpc.cl

37- www.sofofa.cl

38- www.economia.cl

39- www.corfo.cl

40- www.foroinnovacion.cl

41- www.octantis.cl

Suppliers

{ Bci has always sought to build relationships with suppliers that are of mutual benefit, long term and based on high quality standards.

Starting with the creation of the Procurement and Supplier Department in 2007, the area has worked to comply with this Corporate mandate found in its Mission Statement.

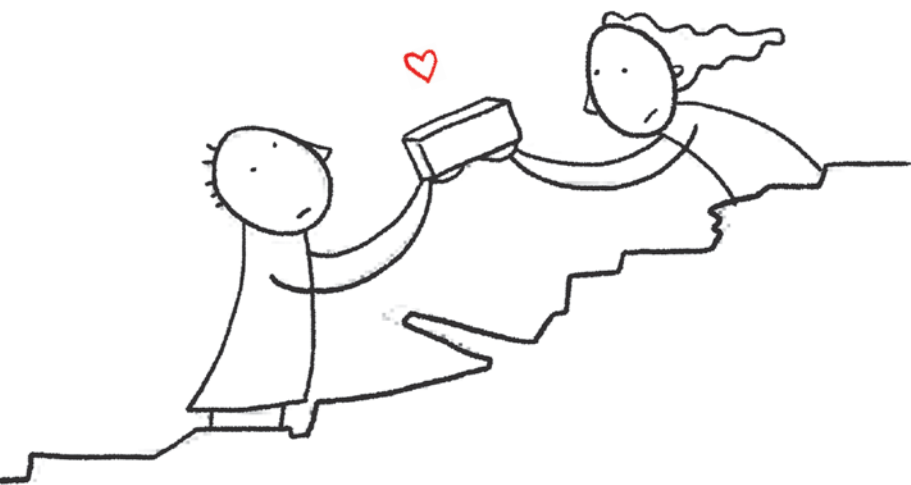
The institutionalization of the relationship with suppliers through a specialized department affirms a change in that acquisition relationship. It is based on responsible provisioning for which in is fundamental to have a policy, objectives and measurable indicators for the development of this relationship.

To date, the Procurement and Supplier Department has written and disseminated a policy dealing with the relationship with suppliers and

the segmenting of the supplier portfolio in such a way as to focus on the different actions that are made with them and toward them. It has developed a visitation plan, listening breakfast sessions, encounters and recognitions. All this is to help develop and support their suppliers.

During 2010, the Procurement and Supplier Department created the Supplier Management and Administration position aiming to strengthen this relationship through a correct segmentation of the portfolio in order to be clear with respect to the suppliers it is necessary to monitor, control and follow-up on, according to their profile.





Supplier Evaluation Criteria

The following improvements were made with relation to the supplier evaluation and monitoring criteria in 2010:

- The review of recurring suppliers, which was done every six months, was complemented with a monthly evaluation that is applied to the supplier segment that represents or justifies the payment of 80% of that invoiced to suppliers.
- The supplier base to which an analysis of their financial statements is done through the Risk Analysis Department was increased.
- An incident and complaint control system was started aiming to monitor the quality of products and/or service from suppliers.
- We expect that during the first semester 2011 we will begin to incorporate CSR criteria to the supplier evaluation process through self-evaluation forms.

Supplier Dialogues

The supplier dialogues program by the Procurement and Suppliers Department has an objective to achieve a better knowledge of the suppliers, improve relations and support their development

In this context, during 2010 six breakfasts were held with approximately 45 supplier companies. In each breakfast suppliers were invited by industry so as to have smaller groups which allowed for a more fluid dialogue.

The issues discussed were:

- Bci experience as a customer.
- Bci's need to rely more and more on innovative suppliers.
- Different forms of work and sustainable growth.
- Service quality, contracts and purchase orders.
- Invoice payment time cycles.
- Bidding process improvements.
- Efficiency initiatives to lower costs and generate savings.

In addition, in order to complement the breakfasts, a supplier visitation program was carried out which was structured around measurable compliance objectives and indicators. During the year, 45 supplier site visitations were done.

Through these activities, the department hasn't only seen an improvement in the relationship with suppliers, but also has been able to see it transform into a space for dialogue and feedback.

In the second semester of the year, a CSR Encounters for Suppliers Program was launched centered on delivering, transferring and sharing the benefits of implementing CSR practices in their companies.


The first encounter, held in October, had ethics and corporate government as its focus and had 31 suppliers attend. We hope to continue this cycle of encounters during 2011.

Supplier Satisfaction Survey

The Supplier Satisfaction Survey aims to measure the perception of and the satisfaction with Bci's service. In its fourth version, the following results should be highlighted:

- The overall Bci supplier satisfaction stayed at those registered a year ago, 75%. As a consequence, supplier relations maintained good satisfaction levels, even showing some improvements in some areas like Payment Process and Purchase Procedure. However, certain striking differences must be analyzed at the segment level that may stimulate yet more Bci Supplier satisfaction.
- Payment Process stands out as the most improved satisfaction aspect, passing the 68% reached in 2009 to a 78% in 2010. This positive movement is stimulated by improvements in "Expedited and timely payments" and "Upholding payment deadlines."
- Regarding CSR, a trend of improvement is seen since 2008, with two main aspects standing out. The first is connected to the perception that suppliers have with respect to Bci maintaining ethical behavior in their relations. The second refers to Bci ensuring that the working conditions of subcontracted personnel are legal.
- The Purchasing Procedures stayed statistically at the same levels as 2009. The aspect that experienced the largest satisfaction increase, at 14 points, was "Estimate/bidding processes are clear, objective and transparent."
- The team of representatives that deals with suppliers, statistically maintained their satisfaction levels with respect to years past.

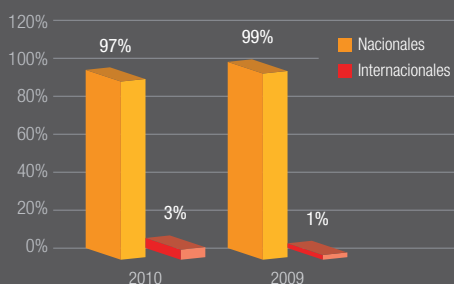
Supplier Distribution

 Due to higher portfolio segmentation, during 2010 an increase in the number of international suppliers was registered with relation to the national suppliers from last year.

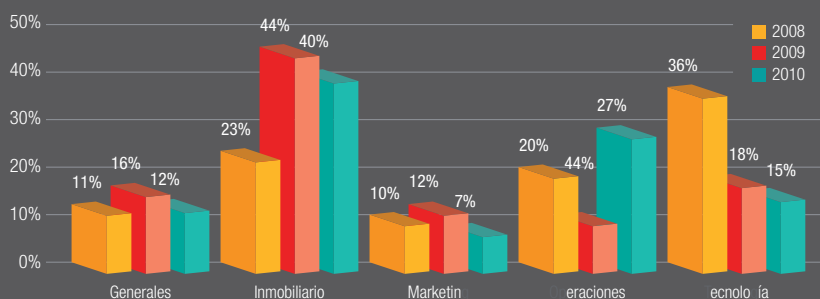
The main variations in the number of accredited recurring suppliers between 2009 and 2010 are from the real estate industry and the technology industry. This responds to a larger segmentation of the supplier portfolio and having more precisely differentiated the recurring suppliers from the occasional ones, rentals and others. This new segmentation caused a decrease in real estate suppliers since the rental providers previously belonged to that industry. On the other hand, dealing with technology, the increase in recurring suppliers is a product of the reclassification of occasional suppliers as recurring suppliers and also the increase of technology suppliers related to the area of innovation.

The following is the 2008-2010 breakdown of the supplier distribution by industry:

Supplier Distribution by Origen



Distribución proveedores por rubro



Outstanding Supplier Recognition

For the second straight year, Bci recognized our most outstanding suppliers aiming to reaffirm the importance they have in our value chain and, at the same time, highlighting good management, work life quality and customer service practices.

In this edition, 65 suppliers applied and 23 were preselected for five categories:

- Outstanding Track Record: NOTARIA PEDRO SADA
- Innovation: SERVICIOS COMPUTACIONALES PIXART LTDA
- Service Quality: ARQUITECTURA DISEÑO Y CONSTRUCCION KIT CORP S.A.
- CSR: FYRMA GRAFICA LTDA.
- Entrepreneurship: DISEÑO Y CONSTRUCCION Q LTDA



We are committed a
to support
them in
pursuit of
their dreams



6. COMMUNITY



The objective of the Communications and CSR Department is to contribute to Bci's corporate reputation through designing programs that are aligned with their strategic objectives and that generate value for their stakeholders and complete our mission and vision.

The social work Bci takes on is focused in three action areas: supporting education, supporting cultural activities and protecting senior citizens and at-risk youth.





Supporting Senior Citizens and At-risk Youth

Fundación Las Rosas

In the framework of the charitable alliance that Bci has held with Fundación Las Rosas since 2007, the Bank organized support initiative during 2010. A family walk held in October stands out among them that aimed to raise awareness with respect to the value that seniors have and their contributions to the community. Close to 800 seniors participated in the event with their families.

There was also a massive campaign directed toward customers, internal team members and the public in general, with outreach in different methods and in alliance with Channel 13. Bci managed to collect Ch\$480.761.260. To this amount another Ch\$105.600.000 was added through additional donations. A part of these resources were allocated to the reconstruction of six senior homes that were affected by the earthquake in February.

Between January and December 2010, an additional 25 visits to four Foundation homes in Santiago and the Bio-Bio Region were made. Some 186 team members participated in the visit and together with the 119 that helped with the national collection in November, the total number of active volunteers in 2010 was 305 people.

Likewise, dinners and gift exchanges in the Santiago, Viña del Mar, Concepción, La Serena and Linares homes were organized as well as a presentation of the Senior Citizen Awareness Plan.

1_Our Company

2_CSR

3_Corp. Governance and Ethics

4_Quality of Work Life

5_Customers and Suppliers

6_Comunidad

7_The Environment

8_Economic Performance

CORPORATE GOVERNANCE AND CSR REPORT 2010



Corporación de Crédito al Menor (CCM)

The Corporación Crédito al Menor (CCM – Youth Credit Corporation) was created in 1990 by a group of Bci team members in order to care for girls that have had their rights gravely violated upon The organization has two homes, one in La Pintana in Santiago and another in Temuco. These homes give shelter, education, food, health, recreation to 90 at-risk girls, 66 in Santiago and 24 in Temuco. Of this total, 15 entered the Santiago home in 2010 and 5 in Temuco.

In 2010, thanks to a campaign held between July and August, the company incorporated 532 Bci and Bci Nova team members as new partners to the institution. The resources contributed covered part of the annual cost in school supplies for the girls and the health and education programs provided.

During 2010, Children's Day was held. In Santiago, the little ones from the home in La Pintana enjoyed the day at the amusement park, Fantasilandia, with 36 team members-volunteers who acted as "Caretakers for the day." The girls in Temuco went to the movies with Bci volunteers to see the opening of the children's movie "Cats and Dogs 2".

As a part of the orientation program, starting in 2010 a visit to the Villa Jorge Yarur Banna for new team members was incorporated to raise awareness and bring them closer to the work done there, as well as invite them to be corporate volunteers.

Santiago Home	Temuco Home
58% of the girls are over 11 years old.	63% of the girls are over 12 years old.
39% enter the home for "sexual abuse" problems and 35% for being in "physical and moral danger."	42% enter for being in "physical and moral danger."
The average stay in the institution is 3.9 years.	The average stay in the home is 5 years.





Corporate Volunteering

In 2010, Bci began to work on the corporate volunteering plan with the objective of improving its effectiveness and organize the help the Team members give to the different organizations.

In order to advance toward this objective, an inventory of the specific voluntary needs for three institutions that count on Bci's support was taken during the second half of the year: Fundación Las Rosas, Corporación de Crédito al Menor and Fundación Mi Parque.

This work translated into a final report where a proposed work program was detailed with these three institutions for 2011 and projects and programs were proposed to be developed in each of them.

On December 12th, a survey was given to 9,000 Bci team members aiming to find out their experiences, interests and expectations with volunteering. The survey compiled 2,009 responses with 1,636 completed surveys. Among their main conclusions were:

- 66% of those surveyed confirm wanting to participate in some volunteer activity organized by Bci.
- With respect to the manner that the activity is held: 28% prefer to visit children; 21% for activities related to green areas and 9% to work with senior citizens.
- As for the social organizations with which we will work in 2011, 34% of those surveyed preferred to collaborate with the Corporación de Crédito al Menor; 25% in Fundación Mi Parque, and 12% in Fundación Las Rosas.

The results of both initiatives will allow us to make a new Corporate Volunteering Plan which will be launched in March 2011.



Commitment to Education

Alliance with Enseña Chile

The Enseña Chile program seeks to reduce inequality in education by selecting, training and accompanying professionals of excellence in various disciplines so that they work for two years teaching in vulnerable schools.

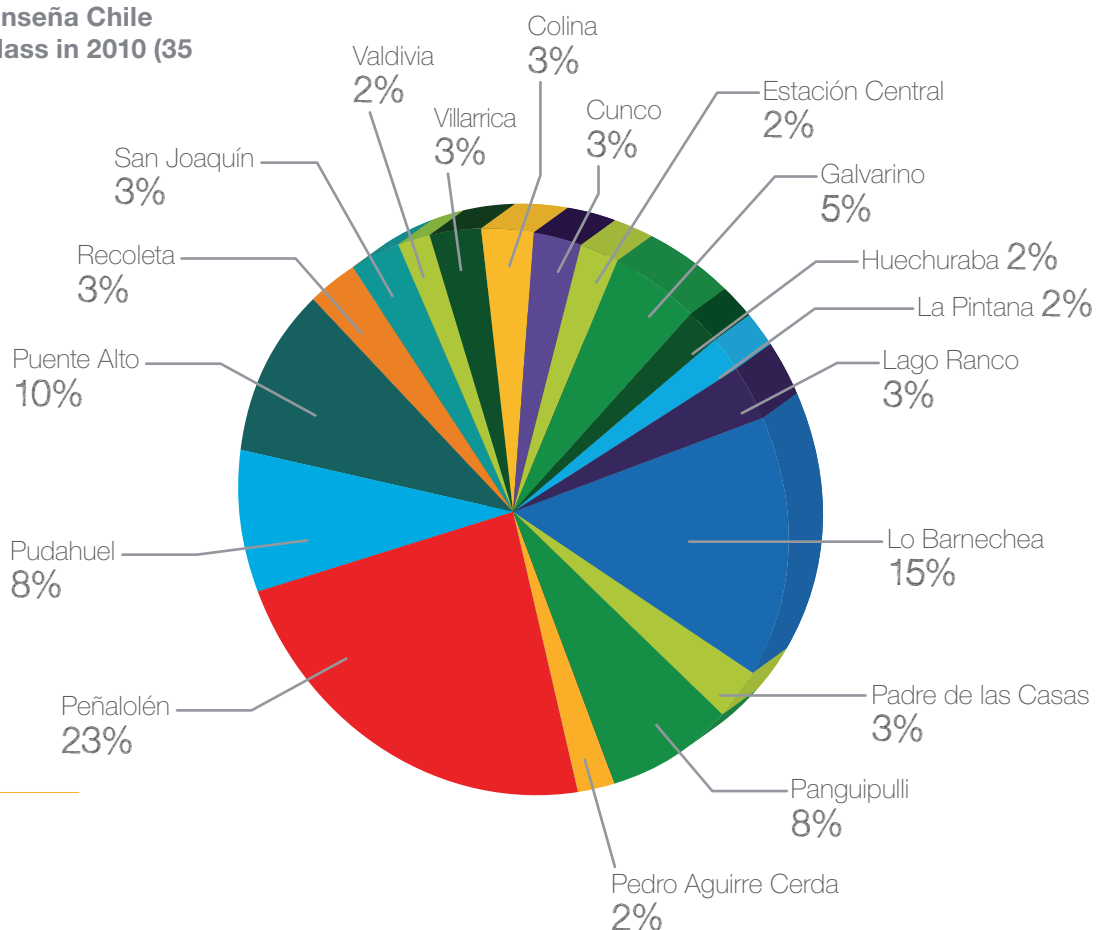
The initiative, which is a replica of Teach For America⁴², one of the main providers of teachers for low-income sectors in the United States, has operated in our country since 2009 and has as its goals to construct a movement of leaders committed to the quality of education.

Bci collaborates with this project from different areas: we make an annual monetary donation; we participate in the Steering Committee; some of our leaders give testimonials and collaborate with volunteers, especially with the program's school improvement tasks and program outreach.

In 2010, the program operated in 35 schools throughout the country – 22 public schools and 13 private subsidized schools – benefiting 9,500 students.



Municipalities where Enseña Chile professionals taught class in 2010 (35 establishments)



⁴² www.teachforamerica.org

In 2010, the Enseña Chile program benefitted 9,500 students.



Of these establishments, 22 belong to the Metropolitan Region, 6 to the Araucanía Region and seven to the Ríos Region. For the 2011-12 period, 61 new professionals were selected, 85% of them coming from universities that are considered a priority for the program.

One of the benchmarks in the alliance between Bci and Enseña Chile in 2010 was the meeting bank officials had with Teach for America's founder, Wendy Koop, during her visit to the country. In the meeting, those in attendance commented on the characteristics of the American educational system and analyzed the model applied by Enseña Chile.

Agreement with the Universidad de Chile

In the context of our commitment to education and the development of knowledge that allows for the formation of the country's professionals, Bci signed a cooperation agreement in 2010 with the Math and Physical Science School's Industrial Engineering Department at the Universidad de Chile for the creation of an innovative Financial Studies Center.

The initiative with strengthen the scientific, technological and academic capacity that exists in Chile to generate advanced content in economic study, which will translate into a better quality pre-graduate and postgraduate education.

University Scholarships

In line with our policy of support to talented students, in 2010 Bci awarded 13 scholarships for advanced studies in universities and technical colleges. The students awarded these scholarships, some of whom renewed support, are studying careers like Civil Engineering, Education, Medicine, Philosophy and Music. They received their scholarships through foundations, educational establishments and social corporations. These contributions equaled more than Ch\$42 million.

EmprendeUC

Emprende UC is a program from the Pontificia Universidad Católica de Chile whose mission is to promote the entrepreneurial spirit and action in a transversal manner in their school's community. To achieve this, the program delivers services and articulates and strengthens the capacities of its distinct schools and academic units. It's objective is to facilitate and support the creation of high economic and social impact entrepreneurs.

In 2010, and as a part of our Nace program, Bci sponsored this initiative for the seventh time.

Among the program's most important activities during the year there was the new edition of the EmprendeUC New Business Contest. In this edition 70 projects were entered into 4 categories.

It is also noteworthy the production of two entrepreneurial workshop cycles and three round-table discussions with international experts.

Cultura diferente

Nocedal Orchestra

This musical group, comprised of 67 students from Second to Twelfth Grades from school from La Pintana and 10 teachers, has counted on Bci's financing since 2002. This contribution pays for the individual classes these young musicians receive once a week as well as the rehearsals and performances as a group.

In 2010, the orchestra held 17 concerts, among which it is noteworthy to announce the concert held on May 17th in the Corporate Headquarters on El Golf.

In total, between March and December, 2,194 class hours were held, while there were 108 rehearsals between the large and small orchestras.


Community Concert

On December 19th in Parque Araucano, close to 3,000 people enjoyed a free symphony organized by Bci to celebrate Christmas.

The activity was held for the fourth straight year under the Cultura Diferente theme, through which Bci makes different artistic disciplines available to the community.

The musical program was headed by the Santiago Philharmonic Orchestra and the Municipal Theater's Chorus and included a selection of "Great Opera Choruses." Some of the pieces interpreted by the orchestra was the overture of "The Barber of Seville" by Rossini; the "Fausto" waltz by Gounod, and the Gypsy and Bullfighter chorus from "La Traviata" by Verdi.



 Close to 3,000 people enjoyed a free symphony in Parque Araucano.



Guided Art Tours

A total of 11 guided art tours were organized by Bci between June and December 2010 to give people the opportunity to see the collection of 60 Chilean paintings, 47 pieces of silver and 24 ceremonial Mapuche stones that are housed in the Corporate Headquarters.

140 people participated in the tours, between customers, team members, suppliers and the public in general. The visitors gave the tour an "outstanding" grade.

Bci's artwork, a large part of which is at the El Golf building, is composed of around 190 works from national artists, plus an invaluable set of indigenous art craft.

Social Contributions

A significant increase was seen in Bci's social contributions in 2010 when compared with 2009. This increase was due to, among other factors, the contributions made to the campaigns to help those affected by the earthquake.

Social Contributions 2010 (in millions of pesos)

Donation	2008	2009	2010
Education	\$ 558	\$ 183	\$ 361
Cultural	\$ 370	\$ 764	\$ 807
Social	\$ 356	\$ 466	\$ 480
Total	\$ 1,284	\$ 1,413	\$ 1,648

To be
conscience
of the
environmental
impact that,
we all create is
a big step





7. THE ENVIRONMENT

Environmental management is coordinated by the Administrative Department

In line with the environmental care and respect criteria, Bci introduced the “Sustainable Construction” concept. In this manner, new projects must incorporate environmentally-friendly technologies as well as environmental protection criteria, thus offering a more comfortable service experience for customers and team members. Inside this model, Bci’s interest in creating the first LEED Certified branch office was born. In 2010, the Vitacura Oriente office was built and was designed under international eco-efficiency

and sustainability standards and aspires to obtain the LEED⁴³ (Leadership in Energy and Environmental Design) Certification in March 2011 and the German standard PassivHaus⁴⁴.

The LEED Certification system has been proposed by the U.S. Green Building Council⁴⁵, and corresponds to a worldwide sustainable edification standard which, through a points system, evaluates the construction and activity in a building based on sustainability criteria.

Sustainability Criteria

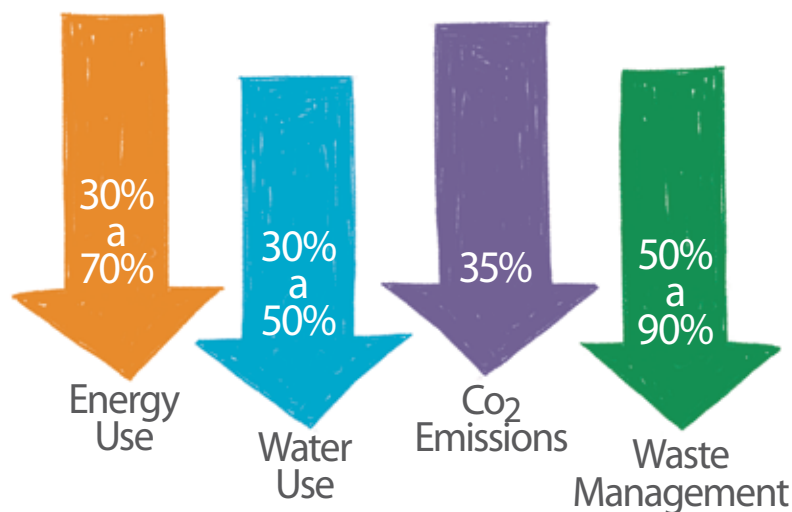




Also oriented towards the good use of energy, PassivHaus seeks to obtain buildings that have very low energy demands for their functioning, minimizing the use of traditional heating and cooling systems.

The planning of the new branch office construction considered the project site, its orientation, the material and the recycling of the site's own waste. Aiming to comply with standards associated with the building's activities, a 4.86 kW solar photovoltaic system was incorporated that injects energy produced to a low consumption, energy efficient lighting system. In addition, it has water efficient sanitary systems, energy efficient generators, an efficient air-conditioning system, a waste recycling area and a bicycle parking area. Although the use of sustainable technologies and materials implies a greater cost than a conventional structure, the savings is reflected in consumption costs, which are reduced by 30 to 90%.

* SAVINGS EXPECTED IN THE LEED BRANCH OFFICE



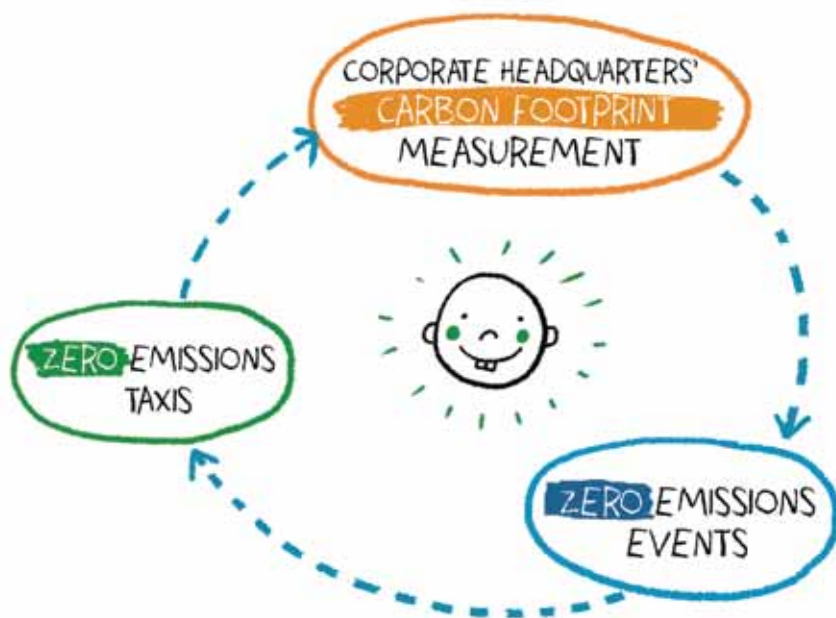
43- Leadership in Energy & Environmental Design
(Liderazgo en Diseño de Energía y Medio Ambiente)

44- www.passiv.de

45- www.usgbc.org

Carbon Footprint

Conscience of the problem caused by climate change and the importance of knowing the emissions produced in the Corporation's activities, Bci implemented during 2010 initiatives designed to measure its Carbon Footprint and define a Green House Gases (GHG) reduction and mitigation strategy. These initiatives are part of the commitment assumed in 2009 under the May Day Network⁴⁶. This initiative seeks the reduction of corporate emissions by way of a campaign that is presided worldwide by the Prince of Wales and locally by AcciónRSE.



Corporate Headquarters' Management

The principal initiative associated with compensating and decreasing GHGs was the measurement of the Carbon Footprint (CF) for the activities in the Corporate Headquarters. This action is oriented to define a sustainable management system over time and in conjunction with a GHG reduction and mitigation strategy that can be reproduced in other corporate buildings.

With Deuman's consultancy, between June and October of 2010, a Carbon Footprint evaluation process was undertaken following the The Greenhouse Gas Protocol (GHG Protocol)⁴⁷ which seeks to establish the company's yearly direct and indirect emissions and is focused on management. The objectives of the consultancy were: to establish organizational and operational limits; identify the buildings emission sources or sources related to its activities and processes; quantify material and energy entrances and exits for the identified emission sources; elaborate an emissions inventory for scopes 1, 2 and 3⁴⁸ of the corporate headquarters; and an emissions baseline.

Based on the evaluation, in 2009 the evaluation established 1,892 ton CO₂e as the baseline.

The next challenges will be to undertake an energy diagnostic in order to evaluate opportunities for energy efficiency and recovery, substitute low-performing vehicles with high-efficiency models, prefer suppliers that manage and mitigate their GHG emissions and implement a waste management system that maximizes reduction opportunities, among others.

Looking at the total tonnage of CO₂, only taking as a reference the branch offices and buildings' energy consumption, there was an increase from 7,138 tons in 2009 to 7,636 tons in 2010. This was due to the increase in the number of branch offices.

⁴⁶- www.maydaynetwork.cl

⁴⁷- www.ghgprotocol.org/

⁴⁸- Scope 1: Direct, incorporate CO₂ measurements of all direct sources on company property or controlled by the company.

Scope 2: Indirect, incorporate indirect sources in the measurement originating for electricity or vapor purchases.t

Scope 3: Other indirect sources derived from the company's activities

Zero Emission Events

Bci implemented a program to compensate the CO₂ emission produced by our large events. In each meeting organized by Bci with more than 300 people, the Carbon Footprint was calculated in order to subsequently compensate said emissions by planting trees. We expect to continue this initiative during the coming years.

During 2010, the emissions calculations were done by the consulting firm Deuman in three events: in the Bci Convention, the 2010 Awards Ceremony and in the Santiago and Concepción Business Encounters. The measurement process considered GHGs caused by vehicle and other transportation emissions of the attendees, waste management and the electric energy used in the events.

504
trees planted
compensating
events held at Bci.

The sum of Convention, Awards Ceremony and Business Encounter was a total of 100 tons of CO₂e that were mitigated by planting 504 trees in the municipality of Colina to the North of Santiago. The planting was done with the support of Fundación Mi Parque. The planting not only allowed us to mitigate the Carbon Footprint, but it will also help to improve the quality of life by way of creating and improving our green areas.

Bci implemented a program to compensate the CO₂ emission produced by our large events.





Zero Emissions Movement

{ Another project initiated in 2010 is the CO₂ Emissions Reduction and Neutralization Program for those emissions produced by taxi rides taken by Tbank team members.

Using the services offered by Taxigo⁴⁹, it will be possible to reduce emissions through the utilization of hybrid vehicles and measure the Carbon Footprint under the GHG Protocol regulations to, subsequently, neutralize its impact.

The initiative began in September, a month in which some 5,082.8 km were driven and some 738 kg of CO₂ were emitted. The emissions will be neutralized through vouchers coming from biomass and hydroelectric renewable energy projects, among others. All of these projects are certified by Voluntary Carbon Standard (VCS)⁵⁰ and registered in the Markit Environmental Registry⁵¹.



49- www.taxigo.cl

50- www.v-c-s.org

51- www.markit.com

“Despierta: El medio ambiente está en tus manos” Program

El Programa “Despierta: el medio ambiente está en tus manos” is an initiative that started four years ago and aims to promote new habits in taking care of the environment among the Corporation’s team members. The results have translated into energy, water and paper recycling savings.

During 2010, Bci recycled 49.6 tons of paper, an amount that has been stable over the last three years. As in years past, the paper was delivered to Fundación San José, benefitting the newborns at Casa Belén.

Main Consolidated Consumption Indicators

	2008	2009	2010
Paper consumption (millions of sheets)	43	42,3	48,4
Drinkable water consumption (in thousands of cubic meters)	178	195,5	205
Energy Consumption (in megawatts)	16,7	18,6	19,9

The increase in water and energy consumption is in response to beginning operations in 10 new branch offices, the incorporation of 300 new jobs and an increase in the data processing center capacity.

Currently, testing on two pilot programs within the “Despierta el Medio Ambiente está en tus manos” program are being done, that should be operational at the beginning of 2011. The first aims to reduce the energy consumption of 7,000 computers through the use of software which centrally detects machine inactivity over time then send the signal to hibernate. In the pilot phase, it save us 710,000 kW during 2010, equivalent to 1,392 tons of CO2.


The second project is an energy control and management project whose pilot phase will be implemented in the Vitacura branch office to later be replicated in other buildings. The objective is to control the energy line used inside the building, delivering information in kW consumed and CO2 emissions. This on-line system, which will replace the manual one, will be more effective because it will allow us to take immediate management and control actions.

49,6

tons of paper
were recycled by Bci,
a number that has stay
stable for the last three
years.



for CIO



We seek
to add value
to our actions
in an efficient
and effective
manner.

enov

9. ECONOMIC PERFORMANCE

In Bci, the group of managers that make up the Management Steering Committee is responsible to deliver the strategic alignments that guide the Corporation's economic performance, to deliver its implementation and the administration of its processes.

During 2010, the global economy began a slow recovery from the financial crisis that greatly affected it since the second semester 2008. In Chile, the recovery has been more visible, due, in part, to the healthy foundations of our economy and, in part, that Government authorities and the Central Bank took adequate measures to face the crisis.

The Chilean financial system performed an important role in the recovery since it faced the crisis with a solid financial position. 2010 was positive for the sector since it was able to increase its solvency as well as its effective equity which on November 30th, was at almost CH\$11.8 trillion, equivalent to 14.1% of the system's risk-weighted assets.

In addition, at the beginning of 2010, Bci began working under its new organizational structure aiming to privilege the Bank's preferred business. As a result, it managed to increase efficiency as well as strengthen growth and market share.

During 2010, interest rates and the UF (a monetary unit used in Chile that is based on the CPI increased while the exchange rate decreased. In this scenario, Bci obtained net income for Ch\$222.075 billion, some 38% more than last year. Bci subsidiary companies contributed greatly to this result, who jointly contributed Ch\$56.337 billion, equivalent to 25.4% of the total income and some 19.4% more than the income obtained by these companies in 2009.

Operational results increased by 34.9% between 2009 and 2010, managing to take advantage of certain cost decreases and a lowering in loan portfolio allowances. In addition, increased income from interest rate margins were seen mainly a product of the positive variations in the UF price, which implied that the loan portfolio in this denomination earned at historic levels.



Generated and Distributed Economic Value

The following is the information on Bci's contribution to the value added to the Chilean economy and how this value has been distributed between the stakeholders that it relates with.

	2010	2009
GENERATED EVA ¹		
a) Operating Income	970,176	807,756
Operating Income	963,125	804,780
Results from Investment in Corporations	7,051	2,976
DISTRIBUTED EVA		
a) Operational Expenses	(195,025)	(140,332)
Administrative Expenses and others ²	(158,309)	(113,435)
Depreciation and amortization	(36,716)	(26,897)
c) Team Member Salaries and benefits	(177,282)	(160,666)
d) Payment to investors	(330,806)	(284,560)
Shareholders (dividends)	(50,695)	(46,464)
Financial resource providers ³	(280,111)	(238,096)
e) Payment to Government (income taxes)⁴	(39,204)	(30,647)
f) Superintendent of Banks contribution⁵	(3,639)	(3,492)
g) Community contributions⁶	(3,427)	(2,109)
h) Retained EVA⁷	220,793	185,950

1. The values have been rounded in order to have a feasible text.

2. Value added tax and territorial tax are included.

3. It refers to the liabilities for which Bci pays interest like time deposits and loans.

4. It refers to the tax on income on taxable profits.

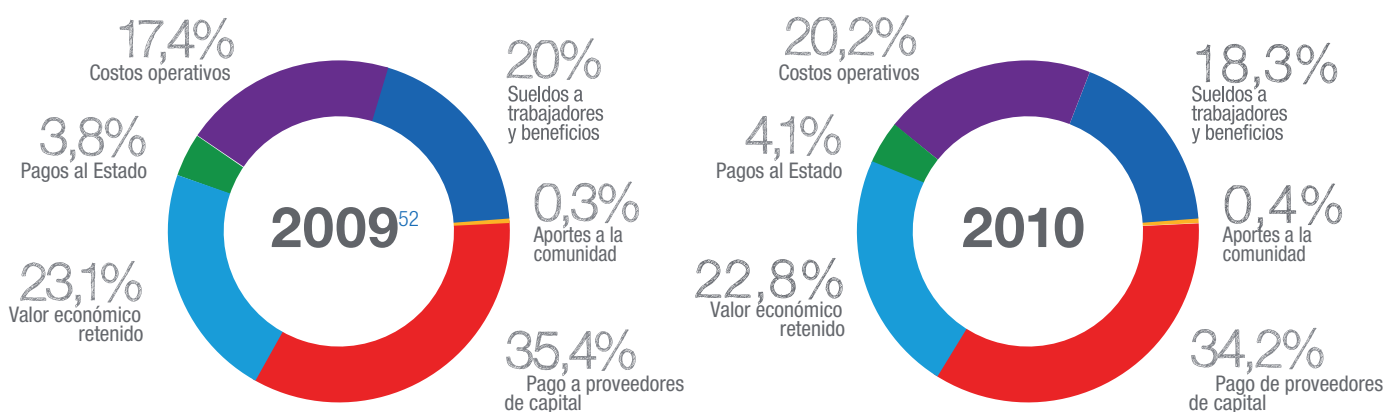
5. Corresponds to the resources contributed to the Superintendent of Banks and Financial Institutions according to Article 8 of the General Banking Law.

6. They are the donations given to different entities.

7. This is the net profit from the fiscal year (2010 \$222,075 million and 2009 \$160,774 million)

Distributed EVA

(in millions of pesos)



52- The graph on distributed EVA corresponding to 2009 doesn't coincide with what was shown in last year's report since the methodology to calculate them has changed.

53- www.sence.gob.cl

Despite the economic crisis, the Bank's commitment to its workers, the community and the State was maintained through larger contributions to these stakeholders. Only the payment to shareholders and capital providers decreased.

Financial help received from the State

The main financial assistance that Bci receives from the Chilean government are tax breaks that help encourage training and employment (Sence), income tax deductions and fiscal credits due to donation to the community.

Credit 2008-2009 (In millions of pesos)*

Concepts	2010	2009	2008
Credit for training expenses	915	678	687
Credit for donations	881	489	651
Credit for Fixed Asset Acquisition	24	24	24
Total State Contribution	1.820	1.191	1.362

*Total Donaciones entregadas por Tributaria menos Gastos por auspicios varios - Gastos por cuotas de afiliación

FINANCIAL SUMMARY



Consolidated Balance Sheet	2004	2005	2006	2007	2008	Under new regulations ¹			Change
						2008	2009	2010	2009/ 2010
NUMBERS IN MILLIONS OF PESOS						Balances of operations at the end of each year			
Commercial loans and due from Banks	3,108,239	3,777,833	4,629,372	5,464,776	6,835,561	6,835,939	6,159,662	6,544,543	384,881
Mortgage loans	728,912	872,823	963,071	1,324,409	1,690,214	1,693,924	1,736,465	1,913,547	177,082
Consumer loans	538,278	655,298	799,983	911,749	1,003,813	1,008,781	1,041,979	1,174,581	132,602
Total loans	4,375,429	5,305,954	6,392,427	7,700,934	9,529,588	9,538,644	8,938,106	9,632,671	694,565
Allowances for credit risk	(78,432)	(73,477)	(66,850)	(85,650)	(131,820)	(131,984)	(194,334)	(240,495)	(46,161)
Total net loans	4,296,997	5,232,477	6,325,576	7,615,284	9,397,768	9,406,660	8,743,772	9,392,176	648,404
Financial Investments	938,207	1,125,289	845,762	1,019,781	1,452,092	1,458,519	1,960,558	1,346,687	(613,871)
Other assets	4,826,704	4,297,511	1,595,236	1,394,074	1,946,512	1,897,758	2,417,192	2,465,311	48,119
Total assets	10,061,908	10,655,277	8,766,574	10,029,139	12,796,372	12,762,937	13,121,522	13,204,174	82,652
NIBDs	1,326,725	1,307,176	1,543,020	1,776,766	2,021,931	2,021,931	2,400,959	2,844,029	443,070
Term deposits	2,591,555	3,445,464	4,026,275	4,772,001	6,071,804	6,071,804	5,491,152	5,467,545	(23,607)
Other obligations	5,717,741	5,401,761	2,609,680	2,776,436	3,912,386	3,902,204	4,333,258	3,853,434	(479,824)
Capital and reserves	337,190	395,190	467,446	568,559	683,811	620,411	783,608	883,708	100,100
Allowances for minimum dividends	-	-	-	-	(45,617)	(45,617)	(48,232)	(66,623)	(18,391)
Net income	88,696	105,684	120,153	135,376	152,057	192,203	160,774	222,075	61,301
Minority Interest	1	1	1	1	1	1	3	6	3
Total liabilities	10,061,908	10,655,277	8,766,574	10,029,139	12,796,372	12,762,937	13,121,522	13,204,174	82,652



¹ As of January 1, 2009 as instructed by the Superintendency of Banks and financial Institutions, the Bank applied new accounting standards which affected its shareholders' equity and results of 2009. For more information on accounting standards and its impact YoY, go to Notes 1 and 2 of the Bank's Financial Statements.

Financial Indicators	2004	2005	2006	2007	2008	Bajo nuevas normas				Variación
						2008	2009	2010	2009/2010	
Bci Shares										
Price (nominal)	12,500	12,829	15,852	14,950	10,841	10,841	16,576	33,058	16,482	
Earning per share (nominal)	897.61	1,069.52	1,215.38	1,369.36	1,538.10	1,944.20	1,585.70	2,153.85	568	
Market price / book value (times)	3.66	3.21	3.35	2.60	1.57	1.70	2.14	3.86	1.72	
Market price / earning per share (times)	13.93	12.00	13.04	10.92	7.05	5.58	10.45	15.35	4.9	
Shareholders equity (Thousand of dollars)	2,206,351	2,465,319	2,932,346	2,968,689	1,636,886	1,636,886	3,309,979	7,294,306	3,984,327	
Profitability and efficiency										
Return of equity	26.30%	26.74%	25.70%	23.81%	23.82%	33.44%	21.86%	21.37%	(0.49) pp	
Capitalized earnings of previous year	54.41%	53.21%	53.23%	54.75%	54.72%	54.72%	69.44%	68.47%	(0.97) pp	
Return on assets	0.88%	0.99%	1.37%	1.35%	1.19%	1.50%	1.22%	1.68%	0.46 pp	
Efficiency (backstopping costs / operating income)	51.60%	50.46%	50.35%	49.64%	44.76%	48.25%	44.71%	45.42%	0.71 pp	
Assets per employ (millions of pesos)	1,427	1,362	983	1,051	1,393	1,389	1,482	1,420	(62)	
Market Share										
Loans	11.77%	12.49%	12.51%	12.38%	13.30%	13.30%	12.76%	12.72%	(0.04) pp	
Risk										
Allowance expenses / total loans	1.00%	0.78%	0.85%	1.00%	1.32%	1.32%	1.95%	1.53%	(0.42) pp	
Activity Indicator (number)										
Employees (Bci Corporation)	7,053	7,823	8,918	9,541	9,185	9,185	8,848	9,299	451	
Branches and contact points	198	221	233	282	326	326	332	365	33	
Checking accounts	289,014	299,125	313,748	345,820	373,043	373,043	397,764	425,233	27,469	
Electronic checkbooks	590,194	806,430	855,115	893,961	959,580	959,580	1,107,366	1,115,633	8,267	
ATMs	506	512	628	815	990	990	1,013	1,111	98	
ATM transactions (december each year)	3,836,141	3,054,729	3,218,465	3,214,591	3,777,608	3,777,608	4,037,717	5,455,584	1,417,867	
Internet transactions (december each year) ²	7,851,970	11,263,330	8,984,343	11,792,742	18,510,037	18,510,037	24,827,278	12,925,182	(11,902,096)	
Customers with internet access passwords		213,615	242,641	280,324	297,239	297,239	333,379	404,956	71,577	



² Transactions made with and without authentication codes were counted until 2009. Starting in 2010 only transaction made with an authentication code were counted.

GRI INDEX AND THE PRINCIPLES OF THE GLOBAL PACT

Profile

Number	Indicator	Page	Global Compact Principle
1.	STRATEGY & ANALYSIS		
1.1.	Letter from ceo or top executives of the organization	6 and 7	
1.2.	Description of the principal impacts, risks & opportunities	6 and 7	
2.	PROFILE OF THE ORGANIZATION		
2.1.	Name of the organization	10	
2.2.	Principal brands, products & /or services	14	
2.3.	Operative structure of the organization, including the main divisions, operative entities, subsidiaries & joint ventures	10 and 11	
2.4.	Location of the head office of the organization	10 and 11	
2.5.	Number of countries in which the organization operates	10	
2.6.	Nature of ownership & legal structure	10	
2.7.	Markets served	10 and 11	
2.8.	Size of the organization	10 and 11	
2.9.	Significant changes during the period covered by the annual report	8	
2.10.	Prizes & distinctions received during year	16 and 17	
3.	PARAMETER OF THE ANNUAL REPORT		
	<i>REPORT PROFILE</i>		
3.1.	Period covered by the information in the annual report	8	
3.2.	Date of the most recent previous annual report	8	
3.3.	Annual report presentation cycles	8	
3.4.	Contact point for questions about the annual report or its content cover	Solapa	
	<i>REPORT SCOPE AND COVERAGE</i>		
3.5.	Definition process of the contents of the annual report	8	
3.6.	Coverage of the annual report	8	
3.7.	Indicate any limitations on the scope or coverage of the annual report	8	
3.8.	Basis for including information on joint ventures, subsidiaries, leased	8	
3.9.	Measurement techniques of data & bases for their calculation	8	
3.10.	Description of the possible effect of re-expression of information contained in previous annual reports	8	
3.11.	Significant changes relating to previous periods	8	
3.12.	Table of basic contents	108 - 113	
3.13.	Verification	Bci decided not to have to have this report externally verified by a third party.	

Número	Indicador	Página	Principio del pacto global
4.	GOVERNANCE, COMMITMENTS AND STAKEHOLDER PARTICIPATION		
4.1.	Organization's governance structure	33	
4.2.	Function of the top executive	33	
4.3.	Number of independent executives	33	
4.4.	Shareholder and staff participation	18 and 19	
4.5.	Relationship between compensation and organizational performance for the highest-serving members of corporate government, board of directors and senior executives.	The directors have fixed & variable income dependant on the company's earnings. The compensations of the senior management are related to compliance with the bsc targets which include social and environmental factors	
4.6.	Procedures followed to avoid conflicts of interest at the top level of governance	33, 41	
4.7.	Procedure for determination of the training & experience required at the top level of governance	33	
4.8.	Declaration of mission, vision & values	Solapa	
4.9.	Procedure of the top level of governance for supervising the identification & management by the organization of economic, social and environmental performance	The corporate governance & csr committee is responsible for identifying risks & opportunities in relation to the bank's economic, social and environmental performance, and how to supervise its performance	
4.10.	Procedures for evaluating the performance of top level of governance	40	
	PROMISES TO EXTERNAL INITIATIVES		
4.11.	Description of how the organization has adopted a precaution statement or principle	Bci, regarding its commercial & financial activities, is not susceptible to generating Significant direct material impacts on the environment. However, through financing projects, it may indirectly affect ecosystems. The entity therefore requests the eia for projects whose investment is over uf 300.000 Prior to the approval of financing, also making it a condition the submission of environmental certificates by the pertinent authorities during the project's progress, thus maintaining a preventive focus that benefits The environment.	P7
4.12.	Social, environmental & economic principles or programs developed	Throughout the report	
4.13.	Principal associations belonged to	14 and 15	
	STAKEHOLDER PARTICIPATION		
4.14.	Relation of stakeholders which the organization has included	For the writing of the current report, bci didn't realize a stakeholder engagement process.	
4.15.	Basis for the identification & selection of stakeholders to whom the organization is committed	18 and 19	
4.16.	Focus on the participation of different stakeholders, including the frequency of their participation by types & groups	18 and 19	
4.17.	Principal concerns & aspects of interest that have arisen through the participation of stakeholders	18 and 19	

Economic Dimension

Number	Indicator	Page	Global compact principle
DMA	Management focus	104	
ECONOMIC PERFORMANCE			
EC1	Economic value generated & Distributed	105	
EC2	Financial implications of climate change	Making of studies on this matter have not been considered But this will be evaluated	
EC4	Financial assistance received from the government	105	
MARKET PRESENCE			
EC5*	Starting salary compared to the local minimum wage	57	P6
EC6	Practices & proportion of expenses in local suppliers	83	
EC7	Procedures for the local recruitment & proportion of senior management	All senior management positions are filled by chilean Professionals	P6

Environmental Dimension

Number	Indicator	Page	Global compact principle
DMA	Management focus	96	
ENERGY			
EN3	Direct consumption of energy shown by primary energy source	101	P8
EN5*	Energy saving due to conservation & To improvements in Efficiency	101	P8, P9
EMISSIONS AND WASTE			
EN16	Total direct & indirect emissions of greenhouse-effect gases	98, 99 and 101	P8
EN22	Total weight of waste managed, by type & treatment method	101	P8
EN28	Cost of fines and number of non- monetary solutions for non- compliance of the environmental regulations	There were no fines or sanctions due to environmental Non-compliance	

Social Dimension

MANAGEMENT FOCUS (DMA) Labor Practices and Ethics

Number	Indicator	Page	Global compact principle
DMA	Management focus	56	
EMPLOYMENT			
LA1	Detail of staff unions	57	
LA2	Total average workforce & turnover	57	P6
LA3*	Social benefits for full-time staff	60 - 61	
COMPANY/STAFF RELATIONS			
LA4	Percentage staff represented by unions	61	P1, P3
LA5	Minimum prior notice of organizational changes	Bci doesn't have a policy to this effect	P3
OCCUPATIONAL HEALTH AND SAFETY			
LA6*	Percentage of staff represented on health & safety committees	65	
LA7	Rates of absenteeism, accidents & work damages, days lost & number of fatal victims related to work.	65	
LA8	Education programs related to hiv or other serious contagious illnesses.	Not relevant	
FORMATION AND EDUCATION			
LA10	Average hours of formation per year per employee	58	
LA11*	Management skills & continual formation programs that motivate the continual recruitment of staff & support them in the management of retirement programs	59	
LA12*	Percentage of staff who receive regular reviews of performance and professional development	100% Of the workers	
DIVERSITY AND EQUALITY OF OPPORTUNITIES			
LA13	Composition of senior management & corporate governance departments by gender.	35, 57	P1, P6
LA14	Average comparison of remuneration for men & women	Bci doesn't make distinctions between the genders. Therefore, the relationship between the minimum wage and the company's starting salary is published.	P6

MANAGEMENT FOCUS (DMA) Human Rights

Number	Indicator	Availability/Condition	Global compact principle
dMA	Management focus	Bci has different groups & channels for protecting the rights stated by law & its ethics code, such as the ethics committee, and "¿qué hago? " Telephone and e-mail channel.	
INVESTMENT & PROCUREMENT PRACTICES			
HR1	Percentage of significant investment agreements containing human rights clauses.	100% Of all suppliers, as indicated in the suppliers policy	P2
HR2	Percentage of the principal distributors & contractors that received a human-rights observation	There were no observations	P2, P6
NON-DISCRIMINATION			
HR4	Total incidents of discrimination & Actions taken	The ethics committee is responsible for knowing a series of situations that involve faults or breaches of the ethics code, adopting in each case the measures for correcting the situations & proposing the disciplinary measures when considered necessary.	P1, P6
FREEDOM OF ASSOCIATION AND COLLECTIVE AGREEMENTS			
HR5	Incidents of violations of the freedom of association & of resorting to collective agreements	Bci recorded no incident during 2010.	P1, P3
CHILD EXPLOITATION			
HR6	Incidents of infant exploitation & Actions taken to contribute to their elimination	Bci recorded no incident during 2010. Bci does not have among its staff anyone who does not comply with the legislation contained in the labor code, chapter ii, clauses 13 to 18.	P1, P5
FORCED LABOR			
HR7	Forced labor risks or incidents & Actions taken to contribute to their elimination	Bci complies with the labor and civil laws	P1, P4

GRI INDEX AND GLOBAL PACT

MANAGEMENT FOCUS (DMA) Society

Number	Indicator	Page	Global compact principle
DMA	Management focus	86	
	COMMUNITY		
S01	Nature, scope & effectiveness of programs & practices for evaluating & Managing the impacts of operations in the communities, including the entry, operation & exit	87 - 93	P1
	CORRUPTION		
S02	Percentage & total number of business units analyzed with respect to corruption-related risks	50, 53	P10
S03	Percentage of staff trained in the organization's anticorruption policies & procedures	50, 51, 53	P10
S04	Measures taken in response to corruption incidents	50	P10
	PUBLIC POLICY		
S05	Position in public policies & participation in their development & Lobbying activities	The ethic code gives all the positions that must be observed in relation to bci and the government	P10
S06*	Total amount of financial & other contributions to political parties or related institutions, by country	Bci doesn't make these kind of contributions	P10
	UNFAIR COMPETITION BEHAVIOR		
S07*	Total number of actions for causes related to monopoly practices and those against free competition, and their results	No incidents of this kind were recorded during 2010.	
	COMPLIANCE WITH REGULATIONS		
S08	Monetary value of sanctions & significant fines & total number of non-monetary sanctions deriving from noncompliance with laws & regulations,	No incidents of this kind were recorded during 2010	

FINANCIAL SUPPLEMENT

PERFORMANCE WITH RESPECT TO SOCIETY

Number	Indicator	Page	Global compact principle
FS13	Points of access to disadvantaged or low-intensity population areas by type	76 - 79	
FS14	Initiatives to improve financial services access for the disadvantaged population.	76 - 79	

Responsibility for the Product


Number	Indicator	Availability/ condition	Global compact principle
DMA	Management focus	68 - 69	
	CUSTOMER HEALTH AND SAFETY		
PR1	Phases in the life cycle of products & services in which their impacts are evaluated on the health & safety of customers, and percentage of categories of significant products & services subject to such evaluation procedures	Not relevant	
	LABELLING OF PRODUCTS AND SERVICES		
PR3	Types of information on the products & services that are required by current procedures & regulations, and percentage of products & services subject to such informative requirements.	Bci complies with all voluntary regulations and codes in reference to this item	
PR4*	Total number of incidents arising from non-compliance with the voluntary regulation and codes relating to information and product labeling, distributed as a function of the type of results from said incidents.	During 2010, there were no instances of non-compliance	
PR5*	Practices with respect to customer satisfaction, including the results of measurements of customer satisfaction	68 - 73	
	MARKETING COMMUNICATIONS		
PR6	Programs of compliance with laws, standards and voluntary codes related to marketing communications, including advertising, promotions & sponsorships.	Bci complies with all voluntary regulations and codes in reference to this item	
PR7*	Total number of incidents arising from non-compliance with regulations relating to marketing communications, including advertising, promotions & sponsorships.	There were no incidents reported in 2010.	
	CUSTOMER PRIVACY		
PR8*	Total number of duly-founded complaints relating to respect for privacy & the loss of personal data.	There were no incidents reported in 2010.	
	REGULATORY COMPLIANCE		
PR9	Cost of significant fines as a result of non-compliance with regulations with respect to the supply & use of the organization's products & services	There were no incidents reported in 2010.	

FINANCIAL SUPPLEMENT

Product Portfolio

Number	Indicator	Page	Global compact principle
FS1	Policies with specific environmental and social components applied to the business lines	See Indicator 4.11	
FS2	Procedures to fix and protect business lines from possible environmental and social risks.	See Indicator 4.11	
FS3	Processes to monitor the implementation and consent from the customers on the social and environmental requirements included in transactional agreements.	See Indicator 4.11	
FS4	Process(es) to improve the personnel's capacities to implement social and environmental policies and procedures, as it applies to the business lines.	There Are No Formal Training Processes In This Policy.	
FS5	Interaction with the customers/investors/ business partners with relation to the social and environmental risks and opportunities.	16 y 17	

Report Application Levels

		2002 In Accordance	C	C+	B	B+	A	A+
MANDATORY	Self Declared							
OPTIONAL	Third Party Checked			Report Externally Assured		Report Externally Assured		Report Externally Assured
	GRI Checked							

{ Appendices

Appendix 1. Principles of the Global Pact

Officially launched at UN headquarters in 2000, the Global Pact calls on companies to adopt ten universal principles related with human rights, labor regulations, the environment and anti-corruption measures.

This initiative aspires to contribute to the emergence of shared values and principles that give a human face to the global market. To this end, through the association with companies, Un organizations, workers, NGOs and other actors, the initiative seeks to build a more inclusive and more equal global market.

The companies that participate in the Global Pact are diverse and represent different industries and geographic regions. But they have two common characteristics: all are in leadership positions and all aspire to manage global growth in a responsible manner that is considerate of the interests of a wide spectrum of interest groups, including workers, investors, customers, social groups, industries and the community.

Currently, more than 6,200 participants worldwide have signed the Global Pact and it is becoming the premier international forum on issues related to globalization.

PRINCIPLES

Human Rights

Principle 1: Businesses should support and respect the protection of internationally proclaimed human rights; and

Principle 2: make sure that they are not complicit in human rights abuses.

Labor

Principle 3: Businesses should uphold the freedom of association and the effective recognition of the right to collective bargaining;

Principle 4: the elimination of all forms of forced and compulsory labor;

Principle 5: the effective abolition of child labor; and

Principle 6: the elimination of discrimination in respect of employment and occupation.

Environment

Principle 7: Businesses should support a precautionary approach to environmental challenges;

Principle 8: undertake initiatives to promote greater environmental responsibility; and

Principle 9: encourage the development and diffusion of environmentally friendly technologies.

Anti-Corruption

Principle 10: Businesses should work against corruption in all its forms, including extortion and bribery.

Appendix 2. Information Sources

In order to comply with the principles of clarity, precision and reliability proposed by the Global Reporting Initiative (GRI) and, at the same time, make the manner in which the information was gathered transparent, the sources of information are presented. Some of them were the bank's professional sources and others were documents written and distributed in the organization.

INTERVIEWS AND INFORMATION DISSEMINATION

Alejandra Gandasegui, Product Manager Senior.
 Alfredo Guerrero, Head of Bci Branch Offices and Central Units.
 Andrea Barria, Director of Organizational Development and Learning.
 Andrea Parra, Corporate Purchasing Process Chief.
 Andrés Riquelme, Support Representative
 Arturo Acevedo, Administration Subdirector.
 Carlos Andonaegui, Secretary General.
 Carlos Gutierrez, Assistant Director of Liability Products.
 Daniel Mendoza, Training Chief.
 Daniela Valenzuela, Personnel Development Management Support Executive.
 Felipe Grohnert, Strategic Recruitment Specialist.
 Fernando Vallejos, Accounting Director.
 Francisco López, Director of Marketing, Commercial Banking
 Guillermo Gallardo, Labor Relations Director
 Javiera Verdugo, Strategic Recruitment Specialist
 José Manuel Izquierdo, Customer Experience Director.
 Julián Bastidas, Corporate Compliance Director
 Luis Acuña, Safety and the Environment
 Luis Felipe Hirane, CEO Banco Nova.
 Marco Antonio Marín, Labor Relations Executive.
 Oscar Navarro, Assistant Director of Innovation, Marketing Department.
 Pablo Jullían, Chief Human Resources Officer
 Paola Alvano, CSR Assistant Director
 Rafael Zúñiga, Chief of Operational Risk Regulatory Compliance

WRITTEN SOURCES

- 2010 Corporate Values and Ethics Barometer Report of Bci results, September 2010. (PPT)
- Bci Market Information Disclosure and Management Manual Manual, March 2010.
- Act N° 529 from Bci's BoD meeting held on January 26th, 2010.
- Act N° 531 from Bci's BoD meeting held on March 23rd, 2010.
- Act N° 26 from Bci's BoD extraordinary meeting held March 30th, 2010.
- Act from Bci's Ordinary Shareholder's Meeting held in Santiago on March 30th, 2010.
- Act N° 528 from Bci's BoD meeting held on December 15th, 2009.
- Session N° 126, Bci's Director's Committee held on September 21st, 2010.
- Magazine "Contacto", N°69/ May 2010.
- Magazine "Contacto", N°71/ November 2010.
- 2011-2013 CSR Plan (PPT).
- Bci's Ethics Code.
- 2010 Bci Annual Report (Draft).
- Taxigo's Greenhouse Gas neutralization and reduction report.
- Evaluation of Bci's Corporate Headquarters' Carbon Footprint. Final report and presentation, both documents prepared by Deuman.
- Zero Emission Events internal presentations
- Flexible work alternatives presentation.
- Corporate Trainee Presentation.
- Strategic Recruitment Presentation
- Emprande UC Report.
- Nace and Renace Report.
- 2010 Financial Literacy Program Proposal, prepared by Surmedia.
- Financial Literacy Program presentation of results.
- UC Pyme Presentation.
- Carbon Neutral and Green Card Ecological Plans Presentation.
- BID-Bci Nova Project and Program Review.
- Complaint Registry.
- Magazine "Contacto", Earthquake special edition.

⌘Bci





Help us improve with your opinion.

Aiming to improve our report for next year, we would like to know your opinion and because of this we invite you to complete this questionnaire:

1. What stakeholder group do you belong to?

(Mark with an X the option that best describes you)

- ☐ a) Shareholder
- ☐ b) Supplier
- ☐ c) Customer
- ☐ d) Team Member
- ☐ e) Community in General
- ☐ f) Other

2. What is your opinion of the 2010 Bci Corporate Governance and Corporate Social Responsibility Report?

(Mark with an X the option that best describes you)

- ☐ a) The information is disseminated in an understandable manner and with an organized structure.
- ☐ b) The information is disseminated in an understandable manner, but unorganized.
- ☐ c) The information is disseminated in an incomprehensible manner, but organized.
- ☐ d) The information is disseminated in an incomprehensible and unorganized manner.

3. With respect to the content

(Mark with an X the option that best describes you)

- ☐ a) I consider that all the information I need is included.
- ☐ b) I consider that the information delivered isn't what I need.
- ☐ c) I consider that the information is delivered in an impartial manner.
- ☐ d) I consider that the information is delivered in a partial manner.

4. With respect to the format, how do you evaluate the Bci Corporate Governance and Corporate Social Responsibility Report? (Mark only one option)

Clarity (Readability)

- ☐ Very Good
- ☐ Good
- ☐ Regular
- ☐ Bad

Extent (precision and depth of the issues dealt with)

- ☐ Very Good
- ☐ Good
- ☐ Regular
- ☐ Bad

Design(format, graphics, photos)

- ☐ Very Good
- ☐ Good
- ☐ Regular
- ☐ Bad

5. Si consideró que la información entregada no es la que necesita, ayúdenos a mejorar nuestro próximo Reporte diciendo qué tipo de información le gustaría leer

6. Comentarios o sugerencias

Muchas gracias por su tiempo. Por favor enviar este cuestionario a: Av. El Golf 125, Piso 10. Las Condes o al e-mail: ccorpor@bci.cl





Contact

In case you want more
information, contact us:

CSR and Communications Department

address

Av. el Golf 125, piso 10, Las Condes, Santiago de Chile.

telephone

540 4676

e-mail

ccorpor@bci.cl - www.bci.cl

Executive Producer

Gerencia de Comunicaciones y RSE

Composition, editing and GRI guideline consultancy

Yasmina Zabib

Composition

Beatriz Calderón y Sandra Bustos

Design

Grupo Oxígeno

Photography

Thomas Wedderville

Illustrations

Bernardita Ojeda

Printing

Fyrma Gráfica

