



This version of our limited assurance report was carried out based on the Spanish version of the Responsible Banking Report. This is a translation from the original in Spanish, in the event of a discrepancy in this version, the Spanish language version prevails.

Independent practitioner’s limited assurance report on the Identified Sustainability Information of Banco Santander México, S.A., Institución de Banca Múltiple, Banco Santander México.

To the management of Banco Santander Mexico.

We have undertaken a limited assurance engagement in respect of the selected sustainability indicators listed below and identified within the “GRI Content index” of the 2019 Responsible Banking Report (hereinafter, “the identified sustainability indicators”) which were prepared by Banco Santander Mexico, S.A., Institución de Banca Múltiple, Banco Santander Mexico Mexico (hereinafter Banco Santander Mexico) for the year ended December 31st, 2019, in accordance with the Core option proposed in the Universal Standard, of the economic, environmental and social Standards, as well as the “Financial Services” Sector Disclosures of the Sustainability Reporting Standards of the Global Reporting Initiative (GRI) 2016 and the Financial Services G4 Sector Disclosures.

Identified sustainability indicators subject to limited assurance

The following chart describes the reviewed GRI Contents in accordance with the Core option proposed in the Universal Standard, of the economic, environmental and social Standards, as well as the “Financial Services” Sector Disclosures of the Sustainability Reporting Standards of the *Global Reporting Initiative* (GRI) 2016 and the Financial Services G4 Sector Disclosures.

102-1	102-11	102-41	102-51	302-1	FS16
102-2	102-12	102-42	102-52	303-1	
102-3	102-13	102-43	102-53	305-1	
102-4	102-14	102-44	102-54	305-2	
102-5	102-15	102-45	102-55	401-1	
102-6	102-16	102-46	102-56	403-7	
102-7	102-17	102-47	103-1	404-1	
102-8	102-18	102-48	201-1	405-1	
102-9	102-22	102-49	205-2	412-3	
102-10	102-40	102-50	301-1	FS13	

Our limited assurance procedures were carried out with respect to the specific information related to such Contents included in the Responsible Banking Report for the year ended December 31st, 2019,



and we have not performed any procedures with respect to earlier periods or any other elements included in the 2019 Responsible Banking Report and, therefore, do not express any conclusion thereon.

Criteria

The criteria used by Banco Santander Mexico to prepare the sustainability indicators correspond to the specific content proposed in the Universal Standard, of the economic, environmental and social Standards, as well as the “Financial Services” Sector Disclosures of the Sustainability Reporting Standards of the *Global Reporting Initiative (GRI) 2016* and the Financial Services G4 Sector Disclosures in accordance with the Core Option, as mentioned in the GRI Content index of the 2019 Responsible Banking Report (hereinafter “the Criteria”).

Banco Santander Mexico’s Responsibility on the Sustainability Indicators

Management of Banco Santander Mexico is responsible for the preparation, contents and presentation of the 2019 Responsible Banking Report as well as the preparation of the sustainability indicators subject to limited assurance procedures in accordance with the Core option of the GRI Standards and Financial Services Sector Disclosures, referenced in the GRI Content Index of the 2019 Responsible Banking Report. This responsibility includes the design, implementation and maintenance of relevant internal controls in order for the indicators to be free of material misstatement due to fraud or error.

Management of Banco Santander Mexico is also responsible for defining, implementing, adapting and maintaining the management systems from which the information required to prepare the indicators is obtained.

Inherent limitations

The absence of a generally accepted practice for the evaluation and measurement of non-financial information allows for the use of acceptable practices and measurement techniques that can be different to others and can affect comparability between entities

Our Independence and Quality Control

We have complied with the independence and other ethical requirements of the Code of Ethics for Professional Accountants issued by the International Ethics Standards Board for Accountants, which is founded on fundamental principles of integrity, objectivity, professional competence and due care, confidentiality and professional behavior.

Our firm applies International Standard on Quality Control 1 and, accordingly, maintains a comprehensive system of quality control including documented policies and procedures regarding compliance with ethical requirements, professional standards and applicable legal and regulatory requirements.



Our Responsibility

Our responsibility is to express a limited assurance conclusion on the Identified Sustainability indicators based on the procedures we have performed and the evidence we have obtained. We conducted our limited assurance engagement in accordance with International Standard on Assurance Engagements 3000, *Assurance Engagements other than Audits or Reviews of Historical Financial Information*, issued by the International Auditing and Assurance Standards Board. This standard requires that we plan and perform this engagement to obtain limited assurance about whether the Identified Sustainability Information is free from material misstatement.

A limited assurance engagement involves assessing the suitability in Banco Santander Mexico's use of the Criteria as the basis for the preparation of the Identified Sustainability Information, assessing the risks of material misstatement of the Identified Sustainability indicators whether due to fraud or error, responding to the assessed risks as necessary in the circumstances, and evaluating the overall presentation of the identified sustainability indicators. A limited assurance engagement is substantially less in scope than a reasonable assurance engagement in relation to both the risk assessment procedures, including an understanding of internal control, and the procedures performed in response to the assessed risks.

The procedures we performed were based on our professional judgment and included inquiries, observation of processes performed, inspection of documents, analytical procedures, evaluating the appropriateness of quantification methods and reporting policies, and agreeing or reconciling with underlying records. Given the circumstances of the engagement, in performing the procedures we:

- Made inquiries of the persons responsible for the Identified Sustainability Information;
- Carried out an understanding of the process for collecting and reporting the Identified Sustainability indicators. Performed limited substantive testing on a selective basis of the identified sustainability indicators at corporate head office to check that data had been appropriately measured, recorded, collated and reported; and
- Considered the disclosure and presentation of the identified sustainability indicators.

The procedures performed in a limited assurance engagement vary in nature and timing from, and are less in extent than for a reasonable assurance engagement. Consequently, the level of assurance obtained in a limited assurance engagement is substantially lower than the assurance that would have been obtained had we performed a reasonable assurance engagement. Accordingly, we do not express a reasonable assurance opinion about whether Banco Santander Mexico's identified sustainability indicators have been prepared, in all material respects, in accordance with the Criteria.

Limited Assurance Conclusion

Based on the procedures we have performed and the evidence we have obtained, nothing has come to our attention that causes us to believe that Banco Santander Mexico Identified Sustainability Indicators for the year ended December 31st, 2019 is not prepared, in all material respects, in accordance with the Criteria.



Use and distribution restriction

This report, including the conclusion, has been prepared solely for the management of Banco Santander México, S. A. to assist them in reporting of sustainable development performance and activities. We allow the inclusion of this report within the 2019 Responsible Banking Report. We do not assume any responsibility to third parties other than the management of Banco Santander Mexico. we do not accept responsibility for any changes that may have occurred to the reported subject matter information or criteria since they were initially presented on the website.

PricewaterhouseCoopers, S. C.

A handwritten signature in blue ink, appearing to read 'Gaytan', with a horizontal line drawn through it.

Eng. Carlos Gaytan Chavez
Mexico City
April 30th, 2020.