



Sustainability Report- MCI

2022



Integrated Business Model - MCI



Objective: The Business Model aims to integrate the value offer of the services and products of Corficolombiana and its affiliates Fiduciaria Corficolombiana and Casa de Bolsa, under the vision of a single client.

Main Achievements 2022

+24%

Revenue growth above industry in 2022

Top 2

In share of the stock market

4.3

TRILL

Average balances in FICs

21K

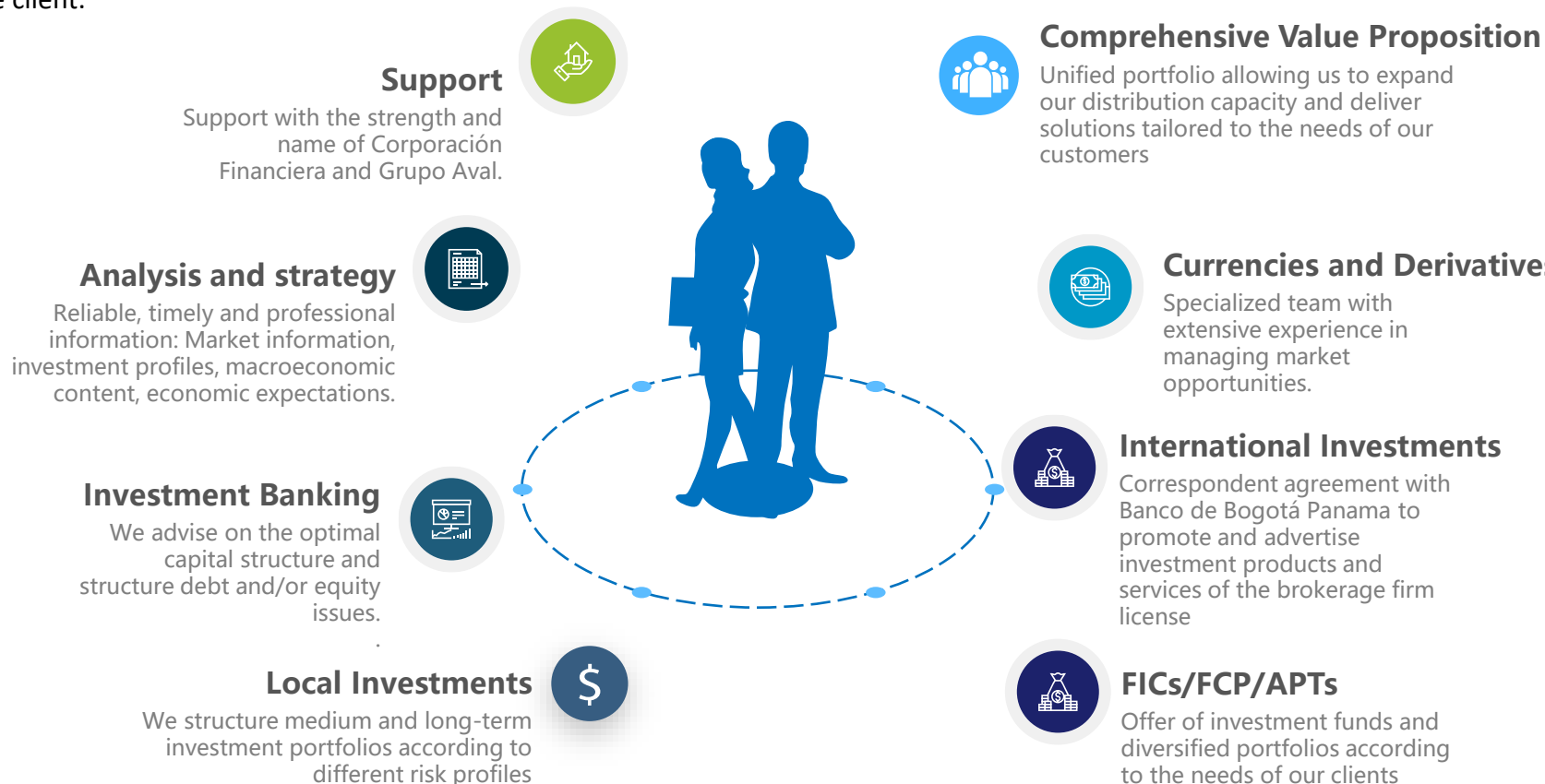
Institutional, corporate, business and individual clients

81%

Net Promoter Score 2022 Indicator (*)
Target 2022 65%

(*) The measurement of the NPS indicator was carried out with the different clients of the integrated business model in segments such as Institutional, Corporate and Private Banking where variables such as: Relationship with the advisor, customer service, agility in processes, rates and profitability, communication channels and product offer were measured.

Integrated Business Model



CasadeBolsa

