4Q21 EARNINGS RELEASE
COMPLEMENTARY Q&A

To supplement our 4Q21 Earnings release, the below Q&A is designed to provide additional context around our announcements and key takeaways. The Company will continue sharing information as there are more updates on our progress. Of course, if you have questions about how this news affects you or your agreements with the Company, please contact your own financial and legal advisors. Financial stakeholders can reach out to creal@fticonsulting.com with any further questions. To view our recent Relevant Events, please visit www.creal.mx/es/financiera/eventos.

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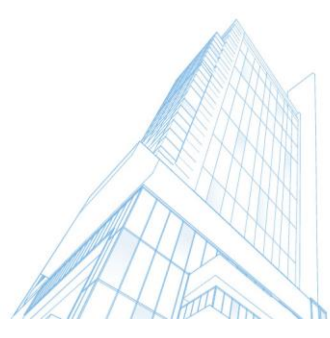

1. **Since the Company's last quarterly earnings report, Crédito Real communicated to investors that it was diligently working to secure a structured credit facility and exploring other ways to meet the February 9 maturity for the Swiss Bond. What happened?**

   Crédito Real explored options over the course of the past few months in order to address the Swiss bond maturity and overall capital structure. As the bond refinancing structures became increasingly complex, impacting among other areas liquidity and financial strength, options that would not compromise the Company's long-term business viability did not materialize. At Crédito Real, we firmly believe that the Company has substantial value that must be preserved. For this reason, the Board of Directors and top management continue to work together on comprehensive solutions that will strengthen our liquidity and the business's underlying capital structure on both a short- and long-term basis.

2. **What next steps is the Company exploring to address the Swiss bond maturity and other upcoming bond maturities payments?**

   The Company is working collaboratively with all financial stakeholders to ensure an orderly restructuring process that is transparent and allows Crédito Real to preserve value for all and to continue operating, as it has done. To this end, Crédito Real has engaged DLA Piper, FTI Consulting and Jefferies to help the Company create a restructuring plan that will ensure the Company is able to balance its financial obligations and lay the groundwork for business viability in the future.

   Crédito Real continues to engage all financial stakeholders and analyze alternatives to fulfill its financial obligations. By leveraging a close and transparent dialogue with the parties involved and their advisors, Crédito Real seeks to achieve an orderly restructuring process that avoids burdensome legal proceedings, preserving the Company's value for all stakeholders.

   Meanwhile, the Company is focused on finding a comprehensive and integral solution to its challenges by enacting previously announced plans to focus origination on best-performing segments and sell non-core assets, strengthening its liquidity, and creating an organized path forward for the capital structure.

   Together, our management and advisors agree that business continuity is in the best interest of all stakeholders, including bondholders and secured and unsecured lenders, and key to ensuring the long-term viability of our business.

3. **Given the default, what conversations has Crédito Real had with its stakeholders regarding next steps?**

   Crédito Real is proactively engaging financial stakeholders to identify solutions that preserve the value of the Company for all stakeholders and ensure the Company's long-term viability. On February 16, the Company held a positive meeting with over 100 national and international banking lenders to communicate Crédito Real's efforts to find a solution and to emphasize our commitment to working collaboratively and transparently with stakeholders.

As was communicated in this meeting, our legal and restructuring advisors continue to evaluate the best options for Crédito Real. While a definite timeline depends on several factors, including creditors' organization, the Company will continue operating normally to the best of our abilities. In 2021, collection levels remained stable, in line with average levels observed since the beginning of the pandemic, totaling Ps. 8,288.7 million. We will continue with the collection and origination procedures that underpin our business throughout the restructuring period.

4. What steps is Crédito Real taking to strengthen its liquidity position in the near-term and long-term?

Management is working diligently alongside its advisors and financial stakeholders to explore different avenues to strengthen the financial position of the Company. At the same time, Crédito Real continues to analyze other financing alternatives with its advisors and continues with our plans to refocus on our best performing business segments and plans to monetize non-core assets.

These include the Company's intention to continue with the previously announced sale of a portion of its SMEs Loan Portfolio in Mexico, the sale of Crédito Real USA Finance LLC, the monetization of the assets received in lieu of payment for the past due Nuncio Accipiens S.A. de C.V. loan of Ps. 695 million, and the sale of non-core SME's assets in the U.S. This latter sale in the U.S. is moving forward, as the Company has received four offers in phase two and will soon vet those offers to finalize an agreement.

Crédito Real will continue to operate as close to normal as possible, continuing with collection and origination processes that underpin the stability of the business.

5. According to the quarterly report, non-core assets are performing better than your Payroll business and yet there are plans to sell these assets. What is the rationale for this?

Interest income reached Ps. $2,808.6 million during 4Q21, representing an increase of 12.4% compared to Ps. $2,499.2 million of interest income reported in 4Q20 (an increase of Ps. $309.3 million). This was mainly due to the revenue growth generated by the payroll and auto businesses.

The Company's Used Car segment benefitted from a global shortage in semiconductors and driven collection levels to previously unseen figures. However, looking ahead at the future of Crédito Real, we remain focused on long-term growth and are analyzing financing alternatives and strategic transactions that we believe will generate liquidity. Most importantly, we are continuing with the transactions that we had previously disclosed. This is a testament to our commitment to business continuity – we are, and will continue to, operate as usual.

Crédito Real will continue with the sale of Crédito Real USA Finance which was approved by the General Shareholders Assembly in September 2021. These current market conditions further strengthen the valuation fundamentals that will maximize the monetization of Crédito Real USA. Several of the offers that Crédito Real received are above the minimum threshold set forth by the shareholders' meeting.

Additionally, in line with the Company's long-term strategy to decrease the weight of non-core assets within the Company's total portfolio, on December 20, Crédito Real announced the sale of a portion of its SMEs loan portfolio of Camino Financial. Similarly, the Company intends to proceed with the sale of a portion of its SMEs portfolio in Mexico.

These sales, in addition to providing the Company with additional liquidity, will allow the Company to focus on Payroll lending and other core aspects of its business, which have ample opportunity to grow and increase value creation once resources previously allocated to other non-core, volatile and historically high-risk businesses such as Used Cars and SMEs are redistributed. Crédito Real is confident that these strategic divestitures will position the Company for future success.

6. **What is the involvement of the Company's Founders at this stage? What options are they exploring to improve the Company's liquidity position?**

The Company's Founders are working with the Company's advisors to identify the best ways to support the Company in this phase. They support the action plan already set in motion, which focuses on originating through our best-performing assets like Payroll, which have proven their cash generation capacity. This strategy is intended to improve the Company's liquidity position by shifting the mix of the loan portfolio to better performing sectors.

Crédito Real will continue to direct our efforts towards the origination of our best-performing assets. In the meantime, the ongoing non-core asset sales could materialize in the short-term and provide the Company with the extra liquidity needed at this time.

7. **Crédito Real has emphasized that its business remains profitable. How has the recent default affected the Company's long-term plans and growth prospects?**

Crédito Real's main source of funding comes from payment collection itself, not external funding. During 4Q21, collection stabilized due to improvements in origination standards and remained relatively within the average levels since the pandemic began totaling Ps. 8,288.7 million compared to origination of Ps. 6,196.1 million during the same period. With that in mind, the Company is no longer pursuing growth at a double-digit rate. Last year, we changed our focus towards maximizing capital allocation, which means divesting from non-core assets and reallocating resources to the best performing products to improve performance.

Part of our plan to address the prevailing environment is to limit the origination for more volatile and capital-intensive businesses such as leasing. Pre-pandemic levels of origination amounted Ps. ~1,300 million per quarter on average within our core business, payroll.

With regards to our NPL ratio, it is important to highlight that this quarter the Company lowered its mark to 2.5%, compared to 3.3% or as of 4Q20. This reduction in the NPL ratio was the result of the proactive management on the past due loan that affected the performance of the SMEs portfolio during 2021.

8. **For payroll loans, Crédito Real partners with distributors. How will Crédito Real continue to maintain these partnerships during its restructuring? Will Crédito Real be able to continue to offer payroll loans?**

Indeed, Crédito Real's broad distribution network, expertise, and strong sales force are key differentiators, allowing it to better capitalize on the great opportunity it currently sees in the market to consolidate its leadership, given the low level of competition (mostly comprised by small local players who struggle to fund their operation by their own).

As highlighted in the Earnings Release, going forward we will prioritize the origination of this segment. Following CRUSAFin's and Instacredit's successful efforts to become autonomous businesses, which has contributed considerably to the improvement of their cost of funds, Crédito Real will seek to replicate this strategy for its distributors that make up its credit platform in the coming periods. This funding improvement will provide a financial buffer for the Company as the distributors complete their transformation into autonomous businesses.

Crédito Real is committed to continuing to operate as closely as normal throughout this restructuring process, which means an emphasis in continuity in new loans origination. Crédito Real has built long-term relationships with distributors and will continue to partner with them to increase financial inclusion in the markets in which it operates.

9. **The earnings release highlights a write-off this quarter that corresponds to the Honduras loan portfolio. Could you provide more context on this update?**

As part of Crédito Real's efforts to preserve the value of the Company, we are proactively resolving outstanding issues. Such is the case with the write-off related to the Honduras loan portfolio. After the company stopped receiving collection amounts from its distributors, the company made the prudent decision to halt originations and immediately initiate litigation procedures to recover these funds, which are still in course.

Given this situation, in line with international best accounting practices, in this quarter Crédito Real took a one-time right off Ps. 587 million corresponding to the Honduras loan portfolio to provide investors with a clearer picture of our finances. While this is a small loan portfolio compared to our total portfolio, we remain committed to providing our investors with a simpler understanding of our numbers.

Importantly, this write-off positively contributed to the 40 base point decrease in Payroll segment's NPL ratio from 1.7% in 4Q20 to 1.3% in 4Q21 and also explains the increase in Cost of Risk which stood at 10.4% in 4Q21 vs. 6.3% in 4Q20.

In line with the strategy, the Company will continue to take proactive measures to simplify its balance sheet and communicate transparently with investors.

10. Crédito Real has announced significant changes to its Board of Directors over the last year, what is motivating these changes?

Throughout last year, Crédito Real has taken decisive steps to strengthen its corporate governance including increasing the number of independent directors on the Board of Directors in line with international best practices. Further, with regards to recent changes in its Board of Directors and the reasons that motivated them, the Company conveyed to the markets recently that José Luis Berrondo, Eduardo Berrondo, and Juan Carlos Benavides, as proprietary directors, resigned for discrepancies in values and visions; while Enrique Castillo, and Iser Rabinovitz, as independent directors, resigned for unspecified personal reasons.

Following these resignations, on February 9, Crédito Real announced the appointment of five new directors, subject to ratification by the General Shareholders' Meeting, four of which are independent. We believe that these appointments, and the subsequent reconfiguration of the Board, will further improve governance and the transparency framework of the Company.

Crédito Real's Board of Directors is in constant contact with management. The Board and management are working hand-in-glove to support the Company's restructuring and to implement improvements in this new landscape.

About Crédito Real, S.A.B. de C.V., SOFOM, E.N.R.

Crédito Real is a leading specialty finance company in Mexico with a growing presence in the United States and in Central America that, for over 27 years, has devoted itself to provide innovative financial solutions, tailored to the needs of the low- and middle-income segments of the population that are generally underserved by the traditional banking system – all this, through a solid, scalable and well-diversified platform that includes the following main lines of business: payroll loans, small business loans, used car loans and consumer loans. Crédito Real shares are listed on the Mexican Stock Exchange under the ticker symbol and series "CREAL*". (Bloomberg identification number is CREAL* MM).

This document may contain certain forward-looking statements. These statements are non-historical facts, and they are based on the current vision of the Management of Crédito Real, S.A.B. de C.V., SOFOM, E.N.R. for future economic circumstances, the conditions of the industry, the performance of the Company and its financial results. The terms "anticipated", "believe", "estimate", "expect", "plan" and other similar terms related to the Company, are solely intended to identify estimates or predictions. The statements relating to the declaration or the payment of dividends, the implementation of the main operational and financial strategies and plans of investment of equity, the direction of future operations and the factors or trends that affect the financial condition, the liquidity or the operating results of the Company are examples of such statements. Such statements reflect the current expectations of the management and are subject to various risks and uncertainties. There is no guarantee that the expected events, trends or results will occur. The statements are based on several suppositions and factors, including economic general conditions and market conditions, industry conditions and various factors of operation. Any change in such assumptions or factors may cause the actual results to differ from expectations.