

2015

SUSTAINABILITY
REPORT

BANCO GALICIA

TARJETA NARANJA

TARJETA NEVADA

GALICIA SEGUROS

EFFECTIVO SÍ



Grupo Financiero Galicia

Galicia

ESTIMO



Nevada

Naranja

Galicia Seguros

2015

SUSTAINABILITY
REPORT

W

WE ARE A DOMESTIC FINANCIAL GROUP THAT WORKS SO THAT THE COMPANIES THAT CONSTITUTE IT CAN GO BEYOND THE OFFER OF FINANCIAL PRODUCTS AND SERVICES AND GENERATE A POSITIVE IMPACT ON THE QUALITY OF LIFE OF THE PEOPLE WE ARE RELATED TO.

TOGETHER WITH SHAREHOLDERS, CUSTOMERS, EMPLOYEES, SUPPLIERS AND THE ENTIRE COMMUNITY, WE BUILT A RESPONSIBLE FINANCIAL GROUP THAT IS COMMITTED TO THE DEVELOPMENT OF ARGENTINA.

THIS REPORT SHOWS OUR VALUES AND THE WAY IN WHICH WE IMPLEMENT THEM BY TRANSLATING THEM INTO CONCRETE ACTIONS.

WE ARE TAKING OUR FIRST STEPS. YEARS OF HISTORY SPEAK FOR THEMSELVES. THERE'S A FUTURE AHEAD OF US.



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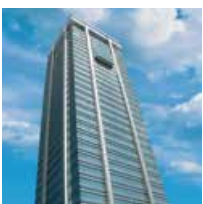
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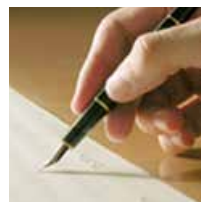
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This Report contains the main issues related to the sustainability management of Grupo Financiero Galicia's main companies in 2015, selected by stakeholders jointly with the Company's senior officers.

This way, Grupo Financiero Galicia starts its accountability work at the core application level pursuant to the GRI G4 Guidelines. To learn more about the sustainability management of the Group's companies, please visit our websites gfgsa.com or galiciasustentable.com/IS2015, where detailed information can be found.

To get more information about Banco Galicia's accountability work at the comprehensive application level pursuant to the GRI G4 Guidelines, please visit our website galiciasustentable.com/IS2015/IA.



EDUARDO ESCASANY
CHAIRMAN
GRUPO FINANCIERO GALICIA

I AM PLEASED TO ADDRESS YOU IN ORDER TO SUBMIT THE FIRST SUSTAINABILITY REPORT WHERE GRUPO FINANCIERO GALICIA INFORMS THE RESULTS OF THE ECONOMIC, SOCIAL AND ENVIRONMENTAL MANAGEMENT THROUGHOUT 2015 FOR BANCO GALICIA, GALICIA SEGUROS, TARJETA NARANJA, TARJETA NEVADA AND EFECTIVO SÍ ALL TOGETHER.

THE PREPARATION OF THIS REPORT REPRESENTS THE COMMENCEMENT OF A NEW STAGE IN THE ONGOING COMMUNICATION AND DIALOGUE WITH THE COMPANIES' STAKEHOLDERS. FURTHERMORE, THIS REPORT IS AN ESSENTIAL TOOL FOR THE IDENTIFICATION OF ASPECTS PERTAINING TO THE COMPREHENSIVE BUSINESS MANAGEMENT THAT WILL ALLOW THE IMPLEMENTATION OF A COORDINATED AND JOINT WORK STRATEGY WITH REGARD TO SUSTAINABLE DEVELOPMENT.

THIS REPORT HAS BEEN PREPARED WITH THE VALUABLE HELP OF AN INTERDISCIPLINARY GROUP OF EMPLOYEES, AS WELL AS THE FEEDBACK RECEIVED FROM STAKEHOLDERS THROUGH DIFFERENT COMMUNICATION CHANNELS.

IN 2015, THE INTERNATIONAL ENVIRONMENT WAS CHARACTERIZED BY A SIGNIFICANT DECLINE IN THE PRICES OF FINANCIAL ASSETS, COMMODITIES AND CURRENCIES, WHICH ADVERSELY AFFECTED THE EMERGING ECONOMIES. THE MARKET VOLATILITY AND THE SLOWER PACE OF GROWTH OF THE GLOBAL ACTIVITY INCREASED THE INVESTORS' RISK AVERSION AND CAUSED A TURNAROUND OF CAPITAL FLOWS FROM THE EMERGING WORLD.

DESPITE THIS ENVIRONMENT, THE ARGENTINE MARKET MANAGED TO DIFFERENTIATE ITSELF DUE TO THE POSITIVE EXPECTATIONS CHARACTERIZED BY A YEAR MARKED BY POLITICS AND PRESIDENTIAL ELECTIONS.

SINCE THE NEW ADMINISTRATION TOOK OFFICE, IT DEFINED THREE GREAT AND CHALLENGING GOALS: ZERO POVERTY, TO PUT AN END TO DRUG TRAFFICKING AND UNITE ARGENTINA. IN THESE FIRST THREE MONTHS OF ADMINISTRATION, WE MAY NOTE A GOVERNMENT THAT SEEKS TO BUILD CONSENSUSES AND WANTS TO MAKE ARGENTINA REENTER THE WORLD.

IN FISCAL YEAR 2015, GRUPO FINANCIERO GALICIA RECORDED PROFITS FOR PS. 4,338 MILLION, 30% HIGHER THAN THE PROFITS OBTAINED IN FISCAL YEAR 2014.

THE CREDIT EXPOSURE TO THE PRIVATE SECTOR REACHED PS. 115,000 MILLION, SHOWING A 45.5% INCREASE DURING FISCAL YEAR 2015. MEANWHILE, DEPOSITS AMOUNTED TO PS. 100,270 MILLION, SHOWING A 54.4% INCREASE.

Eduardo J. Escasany: He obtained a degree in Economics at Universidad Católica Argentina. He was appointed to the Bank's Board of Directors in 1975. In 1979, he was elected as the vice chairman and from 1989 to 2002 he was the chairman of the Bank's Board of Directors. He was also the first chairman of Grupo Financiero Galicia's Board of Directors in 1999, position that was renewed and holds since 2010. He is father of five and grandfather of three.

THE BANK'S ESTIMATED MARKET SHARE AS OF DECEMBER 31, 2015 WAS 9.6% IN LOANS AND 9.4% IN DEPOSITS, CONSIDERING THE INTERMEDIATION WITH THE PRIVATE SECTOR.

THESE RESULTS EXCEEDED OUR FORECASTS MADE ONE YEAR AGO, TAKING INTO ACCOUNT THAT 2015 WAS A YEAR CHARACTERIZED BY AN INTENSE ELECTORAL SCHEDULE, WHICH CAUSED UNCERTAINTY AS TO THE ACTIVITY, THE TAX AND MONETARY ASPECTS, AS WELL AS INFLATION LEVELS. HOWEVER, DESPITE THE CHALLENGING ECONOMIC ENVIRONMENT AND AN INCREASINGLY COMPLEX REGULATORY ENVIRONMENT REGARDING THE FINANCIAL SYSTEM, THE BANK KEPT FOCUS ON MEETING THE CUSTOMERS' NEEDS WITH PASSION AND DEDICATION.

THE GREATEST CHALLENGE FOR THE ARGENTINE FINANCIAL SYSTEM FOR THE COMING YEARS WILL BE TO KEEP PROFITABILITY LEVELS THAT ALLOW INCREASING THE REGULATORY CAPITAL TO FACE THE EXPECTED GROWTH OF LOANS IN AN ENVIRONMENT OF INCREASED ECONOMIC ACTIVITY, ESPECIALLY IF SUCH GROWTH IS ACCOMPANIED BY A DEEPENING OF THE FINANCIAL MARKET AT THE LEVELS OF COMPARABLE COUNTRIES IN OUR REGION.

BY MEANS OF AN INTEGRATED SUSTAINABLE VISION, WE WILL SEEK TO IMPROVE THE MANAGEMENT OF EACH COMPANY, THROUGH THE STRENGTHENING OF STRATEGIC ALLIANCES WITH THE DIFFERENT SECTORS AND THE INCREASE OF THE IMPACT THE INITIATIVES CURRENTLY BEING IMPLEMENTED HAVE.

THIS DOCUMENT DESCRIBES THE ACTIVITIES REGARDING THE MOST IMPORTANT ASPECTS, IDENTIFIED AND VALIDATED IN THE MATERIALITY ANALYSIS, FOLLOWING THE GRI G4 GUIDELINES AND OTHER INTERNATIONAL STANDARDS. THUS, WE COMPLY WITH THE "IN ACCORDANCE" CRITERIA AND THE CORE OPTION OF THE GRI G4 GUIDELINES AS WELL AS WITH THE 10 PRINCIPLES OF THE UNITED NATIONS GLOBAL COMPACT, INCLUDING, IN TURN, COMMUNICATION REGARDING BANCO GALICIA'S PROGRESS. IT IS WORTH NOTING IN THIS REPORT WE CONTEMPLATED THE 17 SUSTAINABLE DEVELOPMENT GOALS, AN INTEGRATED SET OF WORLDWIDE SUSTAINABLE PRIORITIES BY 2030, LAUNCHED AT THE 2015 UNITED NATIONS SUMMIT.

I WOULD LIKE TO THANK THE SHAREHOLDERS FOR THEIR ONGOING TRUST, OVER 12,000 EMPLOYEES FOR THEIR DEDICATION, COMMITMENT AND ENTHUSIASM, THE SUPPLIERS FOR THEIR SUPPORT, AND CUSTOMERS, THE FOCUS OF OUR DECISIONS, FOR CHOOSING US EVERY DAY.







Daniel Llambías. National Public Accountant graduated from Universidad de Buenos Aires. He has been working at the Bank for 50 years. He started at the Foreign Trade Division. Then he held positions in different areas until he was appointed Regular Director in September 2001. In 2009 he was appointed Chief Executive Officer of the Bank, position he currently holds. He is married and proud of being a father and a grandfather.

DANIEL LLAMBÍAS
CHIEF EXECUTIVE OFFICER



Fabián Kon. National Public Accountant graduated from Universidad de Buenos Aires, graduated from Escuela de Negocios, CEO's Program at Kellogs School of Business in Spain and Líderes Sociales at Universidad Torcuato Di Tella. He was CEO and Chairman of Galicia Seguros from 2006 to 2014, when he was appointed Retail Banking Manager. At the end of 2015 he was appointed Banco Galicia's CEO, position he will hold since the beginning of April 2016. He is married, father of two daughters and a fan of tennis in his spare time.

FABIÁN KON
FUTURE CHIEF EXECUTIVE OFFICER

“

THIS REPORT WE ARE SUBMITTING TODAY IS THE FIRST ONE PREPARED UNDER GRUPO FINANCIERO GALICIA'S UMBRELLA, MAINLY COMPOSED OF BANCO GALICIA, TARJETA NARANJA, TARJETA NEVADA, GALICIA SEGUROS AND EFECTIVO SÍ. WE DO THIS WITH THE UNDERSTANDING THAT ALL OF US ARE GALICIA, AND THAT, THANKS TO THE SYNERGY, WE COMPLEMENT AND STRENGTHEN TO RENDER BETTER SERVICES AND OFFER A WIDER RANGE OF PRODUCTS TO MORE PEOPLE IN MORE AREAS IN ARGENTINA.

AFTER HAVING ACCOMPANIED THE SUBMISSION OF BANCO GALICIA'S SUSTAINABILITY REPORT FOR 10 YEARS, AND AFTER MORE THAN 50 YEARS AS OFFICER AT THE BANK, THIS IS MY LAST REPORT AS CEO. I AM PROUD OF SUBMITTING OUR FIRST COMPREHENSIVE SUSTAINABILITY REPORT, WHERE WE SHOW THE ONGOING EVOLUTION OF MANAGEMENT THAT HAS PLACED US IN A LEADING POSITION REGARDING THE IMPLEMENTATION OF SOCIAL AND ENVIRONMENTAL PRACTICES IN LINE WITH THE BUSINESS STRATEGY.

I GIVE WAY TO FABIÁN KON, WHO WILL START IN HIS POSITION AS CEO IN APRIL 2016. HE WILL CONTINUE PROMOTING AN ORGANIZATIONAL CULTURE THAT INTEGRATES SUSTAINABILITY, UNDERSTANDING MANAGEMENT COMPREHENSIVELY, FROM THE POLICIES TO EVERYDAY PRACTICES.

”

INCREASING COMMITMENT, HIGHER ACCOUNTABILITY

G4-2, G4-3, G4-4, G4-7, G4-8, G4-9, G4-18,
G4-21, G4-26, G4-DMA

At Grupo Financiero Galicia (the Group), the companies that are part of it work under a business vision that integrates, in a balanced manner, business strategy, respect and ethical values, together with the community and the environment. Within this action framework, we commit to transparency in the communication of our actions and the ongoing dialogue with stakeholders.

This first consolidated Sustainability Report describes the management of the Group's main companies: Banco Galicia, Galicia Seguros, Tarjeta Naranja, Tarjeta Nevada and Efectivo Sí. These companies were chosen based on their relative share in the Group's business volume.

With this new vision, the materiality analysis turned into an essential tool to identify key actions and aspects related to sustainability management for the companies that are part of the Group and their stakeholders.

The Report was prepared based on the internationally widely renowned guidelines and standards: the Social Balance directives issued by IBASE¹, the AA1000SES² Accountability Standard, the Social Responsibility ISO 26000³ Standard, the 10 principles of the United Nations Global Compact and the G4 Guidelines of the Global Reporting Initiative ("GRI")⁴ and its Financial Services Sector Supplement. With regard to this last tool, this Report complies with the 'In accordance' criteria and the 'Core' option.

It is worth noting in this Report we took into consideration the 17 Sustainable Development Goals, an integrated set of worldwide sustainable priorities by 2030, launched at the 2015 United Nations Summit.



1. ibase.br/es

2. accountability.org/aa1000ses

3. Grupo Financiero Galicia acknowledges the ISO 26000 standard as a reference document that provides guidance with regard to Social Responsibility. ISO 26000 iso.org/iso/

4. globalreporting.org

MATERIALITY ANALYSIS

G4-18, G4-19, G4-21, G4-26, G4-DMA

The selection of Report contents is based on the identification of aspects in common to the sustainability strategy of each of the companies and their respective stakeholders⁵.

These aspects in common constitute the strategic issues managed by the Group through its companies together with stakeholders. It is necessary to get a clear understanding of these priority aspects so that the Group and its companies are able to develop and manage their business within a sustainable framework that allows a positive impact on three aspects: economic, social and environmental.

Based on the best practices and in line with the methodology suggested by the GRI G4 Guidelines, the materiality process was developed in four stages: identification, prioritization, validation and assurance.

IDENTIFICATION

The selection of the most relevant aspects was assessed based on specific internal and external documents. These include strategic plans, Annual Reports, codes on corporate governance and regulations, sustainability reports from past years, sustainability strategies, and surveys to stakeholders. The economic, social and environmental situation in Argentina was also taken into consideration.

PRIORITIZATION

Based on the identification of the most relevant issues for the Group's companies, we defined the material aspects pursuant to the analysis performed by the companies' leading employees and Banco Galicia's Operational Group at different work meetings.



ASSURANCE

Finally, the contents of the Report were assured: the internal assurance was carried out by the Group's Board of Directors and the CEOs of the different companies that constitute the Group, and the external assurance was performed by the consulting company PwC in Argentina.

VALIDATION

Surveys to the main stakeholders were carried out in order to validate the issues to be included in the Report and add comments and expectations, what contributed to strengthen the materiality analysis.

⁵ Employees, corporate customers, individual customers and the community—represented by civil society organizations and the press.

MATERIALITY: STRATEGIC ISSUES IDENTIFIED

G4-DMA, G4-18, G4-19, G4-21, G4-26

Once the materiality analysis has been performed, we identified the strategic approach for the Group’s sustainable management. Then, we identified the related GRI aspects and the indicator to be reported, complying with the requirements of the “In accordance” criteria pursuant to the Core option of the GRI G4 Guidelines.

This first Report is the starting point of a path where we will identify areas of improvement in management, establishing synergies and priorities among the Group’s companies with the purpose of progressing, in a coordinated manner, towards the Comprehensive option.

The following chart relates the strategic focal points that were prioritized to the GRI material aspects and the 17 Sustainable Development Goals recently presented publicly at the United Nations Summit.

Coordination with the Sustainable Development Goals

The Sustainable Development Goals define the priorities with regard to development and offer an outstanding opportunity for companies to implement processes, develop products and take advantage of the opportunities offered by new technologies in order to deal with the most dramatic, important and urgent problems the world faces.

These goals challenge the entire world to focus on issues from eliminating extreme poverty to matters related to access to quality education, reduction of inequality and climate change.

For the first time, an interdisciplinary and cross-sector team took part in the preparation of these principles. Representatives of all sectors engaged in the definition thereof: Government, companies, civil society and education. The preparation process was inclusive, and its success depends on the engagement and actions of all the actors.



STAKEHOLDERS

SHAREHOLDERS



CUSTOMERS



EMPLOYEES



COMMUNITY



SUPPLIERS



ENVIRONMENT



DESCRIPTION	STRATEGIC FOCAL POINTS FOR THE GROUP	RELATED GRI MATERIAL ASPECTS
Grupo Financiero Galicia	<ul style="list-style-type: none"> • We believe the economic activity is essential for the growth of the Group. Every year, we disclose the Group's results and business strategy in the Annual Report. • We strengthen our presence in the market through local hiring and competitive salaries, what favors the development and well-being of the community. • We are committed to managing risk in a comprehensive manner, complying with regulations. With regard to corruption prevention, we develop mechanisms aimed at ensuring ethical business behavior. 	<p>Economic performance</p> <p>Market presence</p> <p>Fight against corruption</p>
Individuals, families, students, professionals, entrepreneurs, small and medium-sized companies, commercial stores, public and private institutions, and social organizations.	<ul style="list-style-type: none"> • As a financial services holding company, we do not conduct transactions of our own, but we offer, through our subsidiary companies, financial products and services for any type of customer, location and economic sector. • We work to render the best customer service possible, with quality management programs and mechanisms to deal with claims and complaints, as well as the creation of satisfaction surveys. • Customers' information security is a priority aspect at the time of developing our business strategy. We implement the best practices and standards with regard to privacy and confidentiality of our customers' information, electronic banking products and credit cards. 	<p>Product portfolio</p> <p>Information and management of products and services.</p> <p>Customers' health and safety</p>
Recruited without regard to their race, color, religion, origin, nationality, age, sex or marital status.	<ul style="list-style-type: none"> • We acknowledge the importance of employees with regard to the fulfillment of the business strategy, and we strive to achieve an excellent work environment, which is evidenced by selection programs, benefits and the results of satisfaction surveys. • We have different communication and dialogue channels between employees and managers, aimed at communicating successfully the values, policies and business strategies. • We implement employees' training and development programs, and we assess performance based on goals and expected behavior for each position. • The respect for human rights and labor rights is a key factor in the relationship with employees, what is expressed through the freedom of union association, the prohibition of child and forced labor, and respect for gender diversity. 	<p>Employment</p> <p>Labor/management relations</p> <p>Training and education</p> <p>Freedom of association and collective bargaining, child labor and forced labor.</p>
Civil Society Organizations, beneficiaries of social programs, international agencies, public organizations, academic institutions, business organizations and the media.	<ul style="list-style-type: none"> • We seek to achieve the well-being and development of communities through the administration of different social investment programs focused on education, work promotion and health. The impact of our actions is measured in terms of number of beneficiaries and the participation of employees in corporate volunteering initiatives. 	<p>Development of local communities</p>
Small, medium-sized and large companies that supply products and services.	<ul style="list-style-type: none"> • We seek to include the Group's companies in the value chain by developing policies and regulations and being in contact with suppliers to foster the addition of different sustainable practices to their processes. 	<p>Procurement practices Assessment of labor practices Human rights assessment</p>
International and environmental agencies. Researchers and the academic world. Employees, customers, suppliers and the community.	<ul style="list-style-type: none"> • Due to the characteristics of the financial industry, the most important materials are office supplies, mainly paper. That is why we develop programs aimed at making the consumption thereof more efficient. • Electric power is the source of energy for all the companies in the Group. In order to optimize the use and consumption thereof, we implement different infrastructure and maintenance programs and plans. • Our environmental management system promotes environmental responsibility in the processes, products and services the Group's companies offer, through recycling and awareness programs, waste management, resource optimization, audits and indirect risk assessments. 	<p>Materials: Paper</p> <p>Energy</p> <p>Mitigation of the impact of products and services.</p>

GRUPO FINANCIERO GALICIA

G4-3, G4-4, G4-7, G4-8, G4-9, G4-17, G4-18, G4-19, G4-24, G4-25, G4-56

FIVE COMPANIES THAT SHARE THE SAME VALUE: ETHICS

On September 14, 1999, the members of the Escasany, Ayerza and Braun families, Banco Galicia Foundation, and Banco de Galicia y Buenos Aires S.A.'s controlling shareholders formed Grupo Financiero Galicia.

Grupo Financiero Galicia has an exclusive financial and investment purpose; and its main activity consists in managing its equity investments, assets and resources. As a financial services holding company, it does not carry out transactions of its own, but it conducts operations through its subsidiaries.

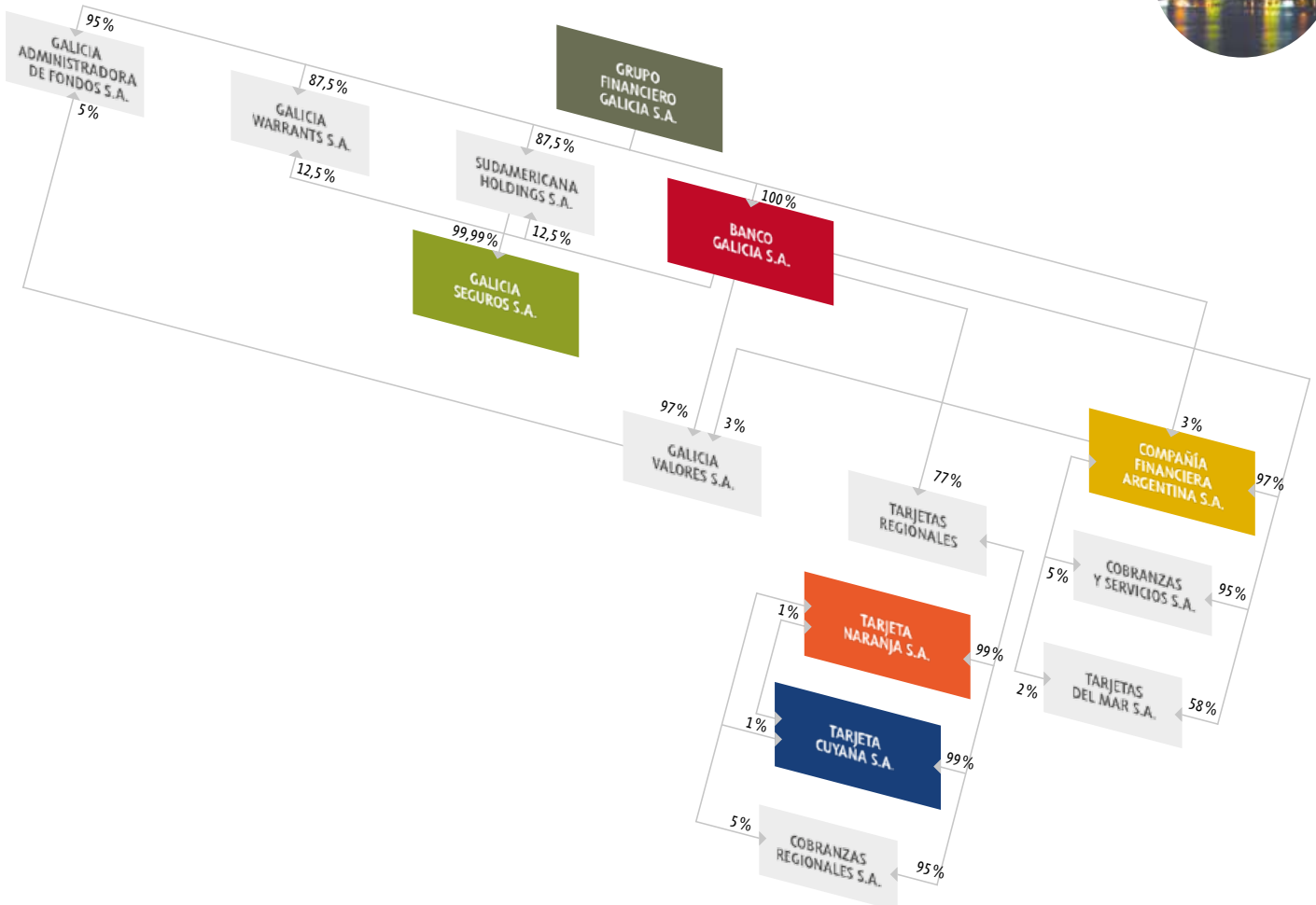
This way, it renders financial services through Banco Galicia. In turn, Banco Galicia, through its subsidiary Tarjetas Regionales, has equity investments in Tarjeta Naranja and Tarjeta Cuyana, the issuing company of Tarjeta Nevada. Compañía Financiera Argentina (CFA), financial company that grants personal loans and which trade name is Efectivo Sí, is also a subsidiary of Banco Galicia. In addition, the Group is the majority shareholder of Galicia Seguros, being Banco Galicia the second shareholder in importance.

Grupo Financiero Galicia has a Code of Ethics⁶, which is signed by the members of the company, who commit to carrying out business with honesty, responsibility and transparency.

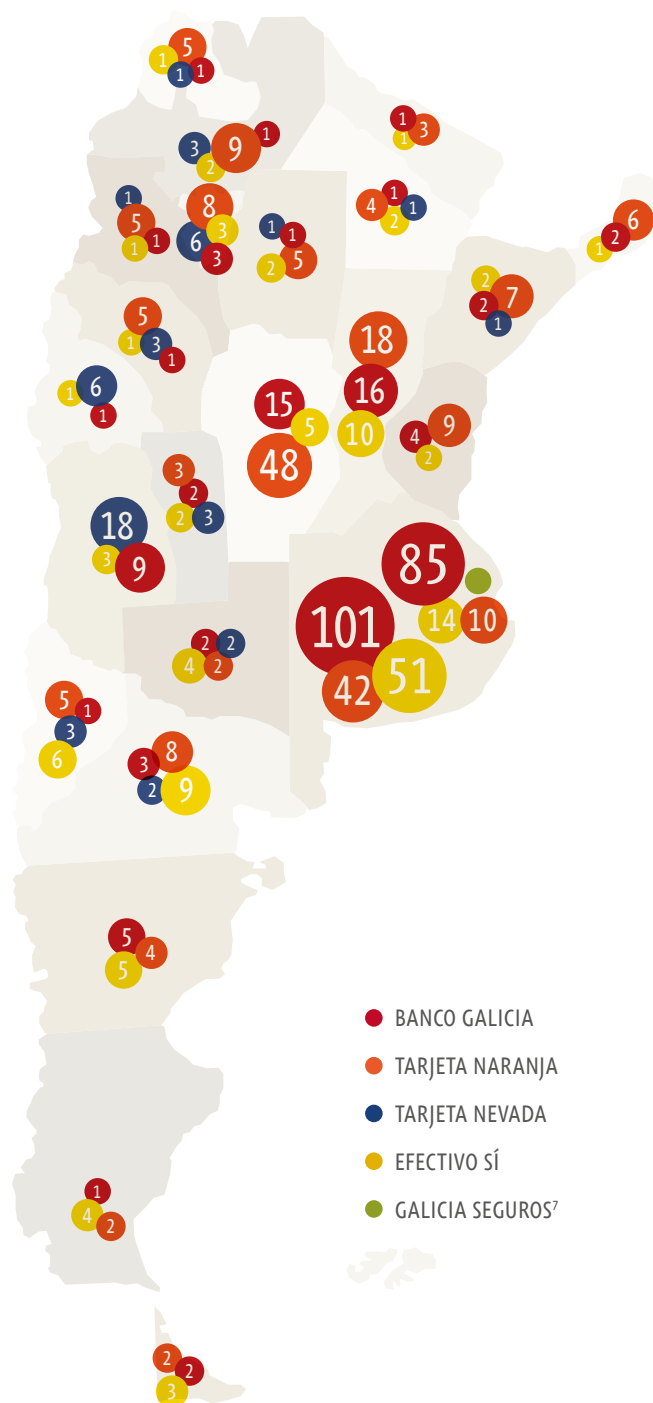
The companies that constitute the Group trust in the fact that success depends on the reputation they build up every day. The Principles and Practices of Ethical Conduct are aimed at strengthening and enhancing the Group's goodwill, and employee adherence to them is mandatory.

The six ethical values promoted by the Group, which supplement each company's own values, are responsibility, safety, confidentiality of information, respect for the laws, business loyalty and honesty.

Compliance with Human Rights is shown in each of the Group's actions and is reflected in its values and codes, as well as in Banco Galicia's adherence to the United Nations Global Compact and the Equator Principles.



PRESENCE THROUGHOUT ARGENTINA



GRUPO FINANCIERO GALICIA

UNIT

2015

Personnel

Employees	Number	11,993
Investment in Personnel ⁸	Millions of Pesos	4,863
Customers	Number	8,548,541
- Individuals	Number	8,462,195
- Companies	Number	86,346

Products and Services

Total Loans	Millions of Pesos	98,345
Loans to the Non-Financial Private Sector ⁹	Millions of Pesos	97,339
- Individuals	Millions of Pesos	58,267
- Companies	Millions of Pesos	13,619
- Credit Cards Managed	Number	13,119,619

Market Share¹⁰

- Total Deposits	%	7.44
- Deposits from the Private Sector	%	9.41
- Total Loans	%	8.89
- Loans to the Private Sector	%	9.60

Distribution Platform

Branches, Points of Contact and Points of Sale in Argentina	Number	656
- Autonomous City of Buenos Aires and Greater Buenos -	Number	267
Provinces	Number	389

Alternative Channels¹¹

- ATMs	Number	857
- Self-Service Terminals	Number	857
- E-Banking Transactions	Number	356,054,514
- Telephone Banking Transactions	Number	7,352,363

National, Provincial and Municipal Taxes

The Bank's Total Contribution	Millions of Pesos	9,219.24
Taxes on Account of Third Parties	Millions of Pesos	248,770.02
- Withholdings	Millions of Pesos	31,968.25
- Collections	Millions of Pesos	216,802

Financial Information

Net Operating Income ¹²	Millions of Pesos	20,279
Net Income for the Fiscal Year	Millions of Pesos	4,338
Investment in Fixed Assets and Others	Millions of Pesos	1,907
Capital Stock	Millions of Pesos	1,300
Net Debt (Liabilities)	Millions of Pesos	147,263
Shareholders' Equity	Millions of Pesos	14,485

6. The Code is public and can be read on gfgsa.com.

7. Galicia Seguro's Head Office is located at Maipú 241, Autonomous City of Buenos Aires. Even though it does not have branches of its own, it has customer service officers at Banco Galicia's Corporate Banking Centers throughout Argentina.

8. Compensation, social security contributions, catering services, other benefits (medical assistance, uniforms and equipment, training and others).

9. Including residents abroad.

10. Only Banco de Galicia y Buenos Aires in Argentina. Based on the daily information published by the Argentine Central Bank.

11. This information corresponds to Banco Galicia only.

12. Net financial income plus net income from services. It also includes the result related to margin requirements of repurchase agreement transactions recorded under miscellaneous profits in utilidades diversas.

GRUPO FINANCIERO GALICIA'S FIGURES

BANCO GALICIA

29%

INCREASE IN SALES WITH
GALICIA RURAL CARD

16%

DECREASE IN PAPER
CONSUMPTION

1,041

EMPLOYEES TAKING PART IN
INNOVATION ACTIVITIES

TARJETA NARANJA

+8

MILLION CARDS ISSUED

+90,000

SUBSCRIBED MERCHANTS
(COMERCIOS AMIGOS)

43%

INCREASE IN COLLECTIONS
THROUGH SOLIDARITY DEBIT
(DÉBITO SOLIDARIO)

TARJETA NEVADA

768,148

CUSTOMERS

78.7%

GROWTH IN THE NUMBER
OF ONLINE VIEWS

+26

MILLION CREDIT CARD
TRANSACTIONS

GALICIA SEGUROS

95%

CUSTOMER SATISFACTION LEVEL

+4

MILLION CURRENT
INSURANCE POLICIES

30.64%

INCREASE IN STAFF

EFFECTIVO SÍ

341,600

FINANCIAL SOLUTIONS
FOR CUSTOMERS

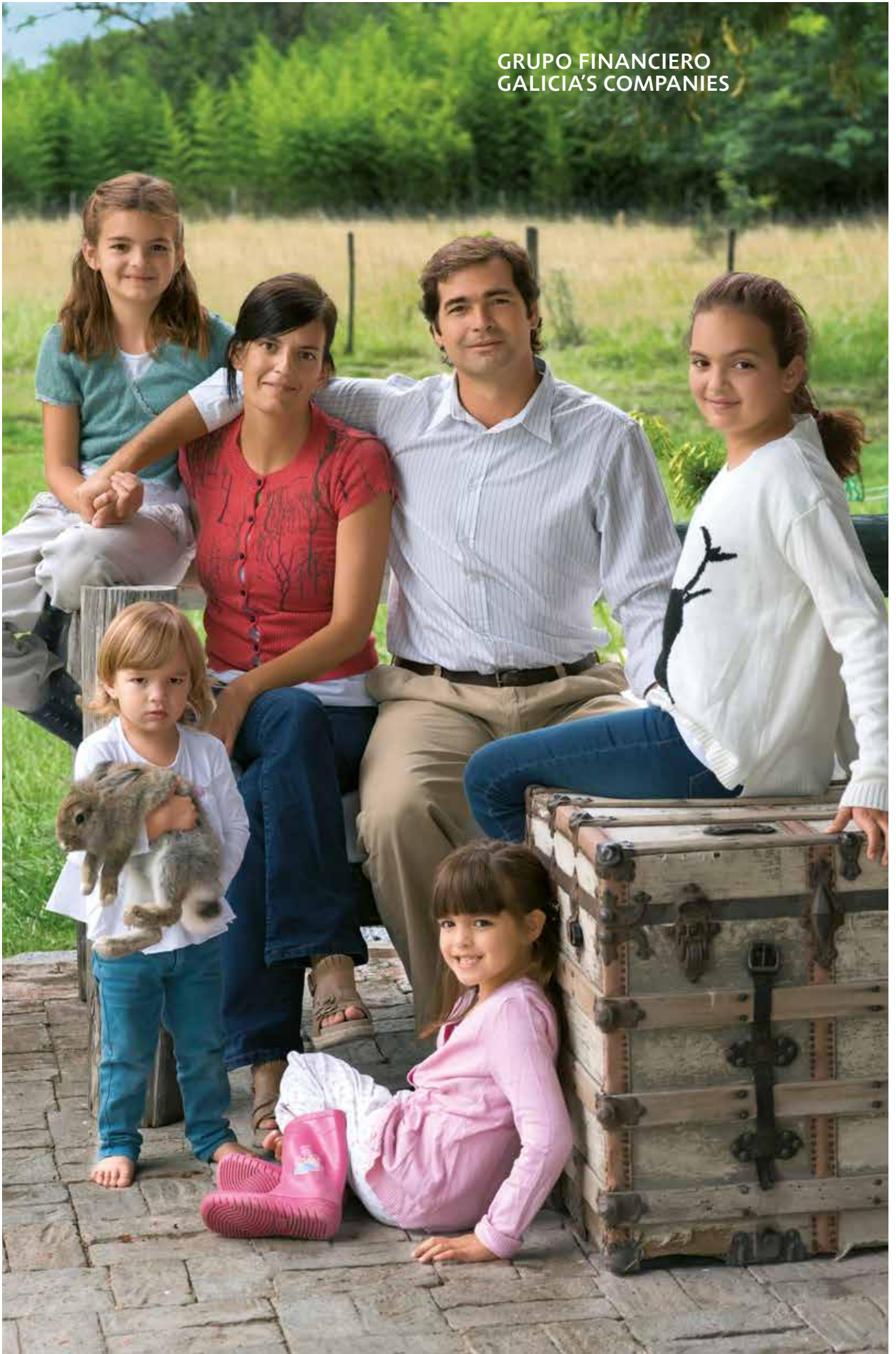
20.75

AVERAGE HOURS OF TRAINING
PER EMPLOYEE

60,788

ACCOUNTS WITH SERVICES AND
BENEFITS FOR RETIRED PEOPLE

GRUPO FINANCIERO
GALICIA'S COMPANIES





Banco Galicia's history of over 110 years has a social and economic relevance rooted in the development of Argentina.

Identified as one of the largest private-sector banks in the Argentine financial system, its name represents closeness and ongoing innovation, as well as experience and important decisions.

One of the most significant aspects has to do with the relationship with the community. Employees and customers joined over time a track record of performance and trust, making it possible to think of a strong bank, with a conscious sustainability policy.

Galicia is always aware of stakeholders, so as to meet their needs and render universal services. Therefore, it builds up alliances with different organizations, companies and institutions, in an effort to find solutions that can lead to progress throughout the community and would allow the rendering of comprehensive and excellent financial services.

Thinking in the long-term, training employees and listening to every customer are three characteristics that have defined this domestic Bank's style throughout its history.

FOCUS ON THE CUSTOMER'S EXPERIENCE

With the purpose of achieving all of these goals, the Bank continuously works to improve the customer's experience, as focal point of its sustainable policy.

It broadens the knowledge of financial needs, seeks profitability to give advice in a responsible manner, and takes into consideration the global growth of Argentina.

Four values are evidenced in the Company's strategic management: enthusiasm, innovation, closeness and commitment, based on the main principles of ethics and honesty.

Galicia believes Sustainability is a management model; and the daily challenge is that it holds a transversal position in all of the Bank's management, so as to be always loyal to its values and track record.





In 1969, David Ruda and Gerardo Asrin created Salto 96, a pioneer sports store in Córdoba, which in 1985 launched an orange card: Tarjeta Naranja, which nowadays is the main credit card issuer in Argentina and a credit leader for end consumers in the provinces. The founders were two physical education teachers who achieved to consolidate a leading company with a sound track record, based on the abilities of its staff and on a work philosophy where innovation is an irreplaceable premise.

In 1995, Banco Galicia turned into its shareholder, thus favoring the expansion of the company throughout Argentina, together with new financial plans and services for customers. This confidence in Tarjeta Naranja accelerated and strengthened its growth, until reaching an unquestioned leadership as the first independent issuer in Argentina, an attribute it currently possesses.



TARJETA NARANJA'S CULTURE, SOURCE OF INSPIRATION

The company's Vision is to be the leading credit card issuer in Argentina, being present throughout the country, expanding the business to other countries and rendering consumer-oriented financial services. These goals can only be attained through a team of capable, cheerful and motivated employees who can develop a strong emotional attachment with customers.



Furthermore, the values that inspire Tarjeta Naranja's actions are those of a company that works with happiness (being happy in the job position, thus generating positive experiences), with an open door approach (always willing to listen), seeking ongoing improvement (ability to improve), and with an inverted pyramid approach (all the organization serving the customer).





Tarjeta Nevada was founded in 1996 thanks to the initiative of Banco Galicia and Angulo Inversora, company that owned SuperVea, a supermarket chain. Since the beginning, the company's goal was to put on the market a service card more than a purchase and credit instrument, one that could render services to the population of the Cuyo Region, later including the Northwest of Argentina and some provinces in the central region and Patagonia. In 2004, Banco Galicia and Visa Argentina issued the Nevada-Visa card, increasing benefits for customers and enlarging the number of subscribed stores both locally and internationally.



SENSE OF BELONGING

Since its beginnings, the company has invited its public to participate, generating strong support in the coverage area and an important sense of closeness in the population. Its Vision is to be a company committed to quality, based on services that meet the needs of the regional market and its customers, offering professional development opportunities for its employees. Furthermore, two of its goals are to generate added value for its partners and to help Merchants (Comercios Amigos) be successful in the market. With 720,000 current cards and 22 million transactions carried out, its area of influence includes the provinces of Mendoza, San Juan, San Luis, La Rioja, Catamarca, La Pampa, Neuquén, Tucumán, Jujuy, Santiago del Estero, Río Negro and Salta; while with Nevada Visa the company includes every corner of Argentina and has worldwide coverage.

Its differential attributes are based on its people's warmth and the promotion of its values: joy, respect and order with regard to every task carried out.





The company started conducting business activities in 1996, as a subsidiary of Grupo Financiero Galicia. In the beginning, the focus was on personal insurance, and later it diversified its transactions to include property insurance for stores and companies. Nowadays, it is one of the leading companies in the home and theft insurance sector, with over two million five thousand insured.

CERTIFIED QUALITY

The goal is to stand out due to service quality and to build long-term relationships with customers through the development of highly valued insurance products and services, achieving appropriate profitability and contributing to the professional and personal development of the company’s employees. To a great extent, quality is defined by having obtained the ISO 9001 certification for the process related to the reception of reports, settlement of claims, payment of benefits, collections, processing of queries and complaints received through the available means at the Customer Service Center and underwriting of life and property risks. Also, the organization’s pillars are the values communicated through every action taken by the company: customer-oriented approach, adaptation to change, professionalism, integrity and team work.





Efectivo Sí was created in 1982 as a product particularly devised to meet the financial needs of the sector that is not user of banking services. In 2010 the company was purchased by Banco Galicia. Today, with over 30 years of experience, it has a broad array of customers and is a non-banking financial institution leader in the consumer personal loans segment. The company has strongly developed business in the areas of credit and debit cards, insurance and microinsurance, savings accounts and time deposits.

THE POWER OF SIMPLICITY

The company built its reputation on creativity and flexibility. In its capacity as a financial institution, its goal is to be ahead of the market dynamics while maintaining those three attributes in order to be a leader in the sector. The values on which its business vision is based are respect, responsibility, integrity and customer focus, which combine with an activity that makes simple something that seems to be difficult: granting loans in cash.



STRONG CORPORATE GOVERNANCE AS THE BASIS OF MANAGEMENT

G4-34, G4-F56

Grupo Financiero Galicia S.A.'s Board of Directors is the highest management body, and it is in charge of receiving the business plans of controlled companies to prepare a consolidated business plan that takes into consideration the goals set, the context and the budgets determined.

Also, the Board of Directors monitors the application of the corporate governance policies within the framework of the regulations in force, through its participation in different Committees.

The Board of Directors meets formally four times a month and each time circumstances so require it.

BOARD OF DIRECTORS

EDUARDO J. ESCASANY	CHAIRMAN
PABLO GUTIÉRREZ	VICE CHAIRMAN
ABEL AYERZA	DIRECTOR
FEDERICO BRAUN	DIRECTOR
SILVESTRE VILA MORET	DIRECTOR
ANTONIO R. GARCÉS	DIRECTOR
C. ENRIQUE MARTIN	DIRECTOR
LUIS O. ODDONE	DIRECTOR

GRUPO FINANCIERO GALICIA'S STRATEGIC MANAGEMENT

In its capacity as a holding company, Grupo Financiero Galicia has a reduced structure, and its main asset is its controlling equity interest in Banco Galicia.

The Bank's strategic management is in charge of making comprehensive business decisions, and its governance body is composed of a Board of Directors, chaired by Sergio Grinenco in its capacity as Chairman, which defines the economic, social and environmental policies; the Chief Executive Officer, who is responsible for the implementation of the corporate strategy and takes part in the Board of Directors of subsidiaries; and the Executive Committee, composed of eleven Division Managers who attain the companies' strategic goals.

Aimed at strengthening the Bank's customer satisfaction-oriented approach, in 2015 we created a new Division: Customer's Experience Division, led by Flavio Dogliolo (former Branch Manager).

BGBA'S CEO
(UNTIL APRIL 2016)
DANIEL LLAMBIÁS



BGBA'S CEO
(SINCE APRIL 2016)
FABIÁN KON



PLANNING
BRUNO FOLINO



FINANCIAL DIVISION
PABLO LEÓN CASTRO



CONSUMPTION DIVISION
MIGUEL PEÑA



**CUSTOMER'S
EXPERIENCE**
FLAVIO DOGLIOLO



WHOLESALE BANKING
SEBASTIÁN PUJATO



RETAIL BANKING
GERMÁN GHISONI



**COMPREHENSIVE
CORPORATE
SERVICES**
GASTÓN BOURDIEU



CHAIRMAN
SEBASTIÁN GUTIÉRREZ



**ORGANIZATIONAL
DEVELOPMENT AND
HUMAN RESOURCES**
RAFAEL BERGÉS



RISK MANAGEMENT
DIEGO RIVAS



CREDIT
MARCELO PONCINI

**CHIEF EXECUTIVE
OFFICER**
PABLO CAPUTTO



CHIEF EXECUTIVE
PABLO KEMEÇ



GENERAL DIRECTOR
JULIÁN BRAVO

COMPLIANCE WITH STANDARDS AND REGULATIONS

GRUPO FINANCIERO GALICIA COMPLIES WITH THE APPLICABLE DOMESTIC REGULATIONS AND, IN ITS CAPACITY AS A LISTED COMPANY ON THE MARKETS OF THE UNITED STATES OF AMERICA, IT COMPLIES WITH THE SARBANES- OXLEY ACT.

CONFLICT OF INTERESTS

THE AUDIT COMMITTEE SHALL INTERVENE IN CASES OF TRANSACTIONS WHERE THERE ARE OR MAY BE CONFLICTS OF INTERESTS, PURSUANT TO WHAT IS SET FORTH IN ITS RULES AND REGULATIONS. THIS ISSUE IS DEALT WITH IN THE CODE OF ETHICS.

TRAINING

TRAINING TO GRUPO FINANCIERO GALICIA'S DIRECTORS AND MANAGERS IS CONDUCTED ACCORDING TO THE NEEDS ANALYZED BY THE BOARD OF DIRECTORS. DIRECTORS AND MANAGERS TAKE PART IN DIFFERENT SPECIFIC FORUMS AND CONGRESSES, AS WELL AS IN ACTIVITIES RELATED TO THE PROMOTION OF SUSTAINABILITY PRINCIPLES.

ASSESSMENT

THE BOARD OF DIRECTORS IS ASSESSED BY SHAREHOLDERS AT THE SHAREHOLDERS' MEETING, TAKING AS WELL INTO CONSIDERATION THE INFORMED OPINION OF THE SUPERVISORY SYNDICS' COMMITTEE. THE BOARD OF DIRECTORS PROVIDES THOROUGH EXPLANATIONS IN ITS ANNUAL REPORT AND ANSWERS ALL THE QUESTIONS ASKED AT THE SHAREHOLDERS' MEETING.

MANAGEMENT OVERSIGHT

THE BOARD OF DIRECTORS STRICTLY COMPLIES WITH THE VERIFICATION OF THE IMPLEMENTATION OF STRATEGIES AND POLICIES, AND OF COMPLIANCE WITH THE BUDGET AND OPERATIONS PLAN, APART FROM MONITORING, ON A MONTHLY BASIS, THE DIVISIONS IN ALL THE ASPECTS PROVIDED FOR IN THE REGULATIONS.

COMPENSATION

THE POLICY FOR COMPENSATION APPLIED BY THE GROUP CONSISTS IN ARRANGING SALARY LEVELS IN ORDER OF IMPORTANCE BASED ON A SYSTEM THAT DESCRIBES AND ASSESSES TASKS BY FACTORS. THE AIM IS TO PAY COMPENSATION AMOUNTS SIMILAR TO THOSE OBSERVED IN THE DOMESTIC MARKET FOR SIMILAR BUSINESSES AND FUNCTIONS WITH THE SAME HIERARCHY AND RESPONSIBILITIES.

TRANSPARENCY

THROUGH THE COMPANIES AND THEIR COMMUNICATION CHANNELS, ACCURATE AND EFFECTIVE COMMUNICATION WITH STAKEHOLDERS IS ENSURED.

COMPREHENSIVE RISK MANAGEMENT

G4-14, G4-504 – ODS 16.5.

Grupo Financiero Galicia, through its Board of Directors, is committed to managing risk in a comprehensive manner, complying with all regulations set forth. It creates mechanisms that ensure the ethical behavior of business, and it has updated policies in line with the best practices on the issue.

The Audit Committee and the Disclosure Committee oversee and monitor information submitted.

Tasks related to the controlled companies' risk information and internal control are rigorously defined and carried out. Banco Galicia has the following Divisions: Prevention and Control of Money Laundering and Funding of Terrorist Activities, Risk Management and Compliance.

Risk management division

This Division monitors compliance with standards, policies, regulations and codes in all aspects:

Financial Risks: To keep adequate liquidity and financial standing levels.

Operational Risks: To minimize the risk deriving from noncompliance or failures in the internal processes, or the performance of employees or systems, as well as the risks resulting from external events.

Credit Risks: To minimize the risks of total noncompliance with the financial obligations assumed by customers or their counterparts.

Reputational and Strategic Risks: To achieve the highest level of confidence and clear perception of quality among target audiences.

Environmental and Social Risks: For the administration thereof in decisions related to credit transactions, in line with the best international practices and the ongoing improvement of environmental and social risk management processes.

In 2015, we started working on a project that will make it possible to use risk-adjusted returns when allocating assets and resources to businesses.

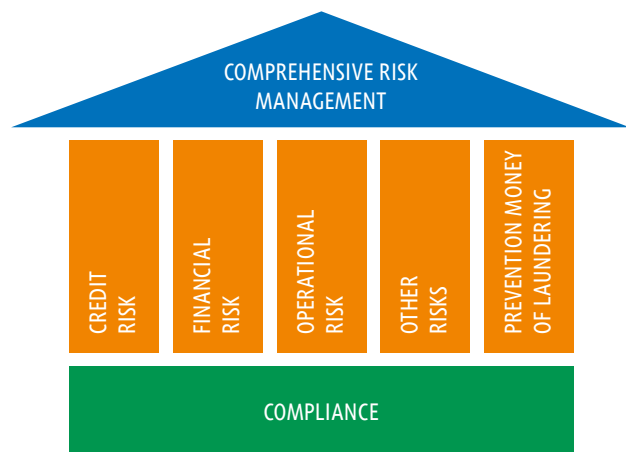
Compliance Division

G4-14, G4-504

This Division monitors compliance with the laws, regulations and internal policies applicable to the Bank, its affiliated companies and individuals, in order to prevent financial and/or criminal penalties and minimize operating errors that might have an impact on the Bank's results.

For that purpose, we are working on a Program that is based on the Code on Corporate Governance and is focused on essential aspects that leverage Governance management.

All the members of this Division have achieved the Ethics and Compliance International Certification granted by Asociación Argentina de Compliance (Argentine Compliance Association).





PREVENTION AND CONTROL OF MONEY LAUNDERING AND FUNDING OF TERRORIST ACTIVITIES

G4-PR1

Through this Division, we set forth policies, procedures and control structures in place related to the features of the various products offered, which help monitor transactions in order to identify unusual or suspicious transactions and report them.

As a means of supporting this risk management, Banco Galicia has appointed a Director to be in charge of this risk and has created a Committee responsible for planning and coordinating the policies set forth by the Board of Directors, as well as enforcing compliance therewith. The basic principle on which the regulations regarding prevention and control of money laundering are based is in line with the “know your customer” policy in force worldwide, which serves as the framework for the Argentine Central Bank regulations.

TRAINING IN PREVENTION OF MONEY LAUNDERING ISSUES					
	BANCO GALICIA	TARJETA NARANJA	TARJETA NEVADA	GALICIA SEGUROS	EFFECTIVO SÍ
Participants	1,764	3,575	60	302	1,144
Training Hours	3,459	7,090	240	258	763

CUSTOMERS

+8

MILLION
CUSTOMERS

45.5%

CREDIT
EXPOSURE

1ST

POSITION
REGARDING
CARD ISSUANCE



COMMITMENT TO CUSTOMER SATISFACTION

WE WORK TO KNOW OUR CUSTOMERS INCREASINGLY BETTER AND OFFER THEM A WIDE RANGE OF PRODUCTS AND SERVICES TO MEET THEIR NEEDS. WE AIM AT BUILDING LONG-TERM RELATIONSHIPS, DEVELOPING A BUSINESS STRATEGY THAT SUPPORTS THE GROWTH OF YOUNG PEOPLE, FAMILIES, PROFESSIONALS, ENTREPRENEURS AND BUSINESSMEN.

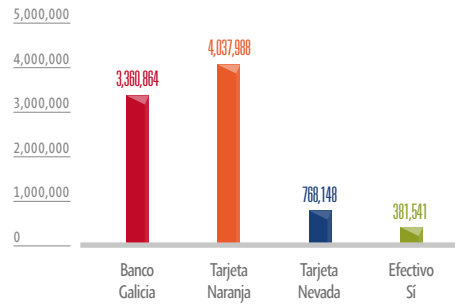
ONE OF OUR MAIN STRENGTHS IS UNIVERSALITY FOR SERVING CUSTOMERS. THIS MEANS WE REACH ALL TYPES OF CUSTOMERS WITH A DISTINCTIVE SOLUTIONS OFFER PURSUANT TO THE REQUIREMENTS AND EXPECTATIONS OF EACH OF THEM.



OUR CUSTOMERS' PROFILE

G4-4, G4-8, G4-F56

Number of Customers per Company¹³



INDIVIDUALS			COMPANIES			
BANCO GALICIA			BANCO GALICIA			
<p>MASSIVE INCOME Medium-and low-income individuals who use the Bank's products and services for personal purposes.</p> <p>HIGH INCOME AND PRIVATE BANKING Higher-income individuals who enjoy a special service model, where priority is given to direct and dedicated contact and special products and services.</p> <p>BUSINESS AND SMEs Personas físicas con actividad comercial (Business and Professionals) and SMEs.</p>			<p>CORPORATIONS Economic groups and/or multinational and/or national companies that list their shares. They carry out foreign trade transactions and are active players in the capital market.</p> <p>COMPANIES Companies that use short-, mid- and long-term financial products, our transactional services, and carry out foreign trade transactions.</p> <p>AGRICULTURAL SECTOR Legal entities and individuals devoted to agricultural production and/or related activities.</p> <p>GOVERNMENT SECTOR Municipal, provincial and national government entities.</p> <p>Through its financial area, the Bank provides services to insurance companies, mutual funds, financial institutions and multilateral agencies.</p>			
PRODUCTS AND SERVICES						
<p>Credit Cards Banco Galicia and Tarjeta Naranja: Visa, Amex, Mastercard. Efectivo Sí: Visa and Mastercard. Tarjeta Nevada: Visa. Tarjeta Naranja, Tarjeta Nevada and La Anónima.</p>	<p>Loans Banco Galicia, Efectivo Sí, Tarjeta Naranja and Tarjeta Nevada.</p>	<p>Insurance Galicia Seguros</p>	<p>Tarjeta Galicia Rural Banco Galicia</p>	<p>Insurance for the assets of businesses and SMEs Galicia Seguros</p>	<p>Financing and Agreements Banco Galicia</p>	<p>Foreign Trade Banco Galicia</p>
PROMOTIONS AND BENEFITS			BENEFITS: TRAINING TO BUSINESSES			
MULTICHANNEL MARKETING: CUSTOMER SERVICE AND COMMUNICATION WITH CUSTOMERS						
QUALITY MANAGEMENT: COMPLAINT MECHANISMS AND CUSTOMER SATISFACTION						



13. The information shows each company's customers, taking into consideration the same customer can be accounted for in more than one company.



Business Presence by Geographic Area

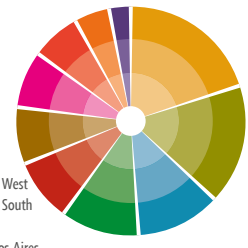
Banco Galicia

- 11% South
- 10% Mediterranean
- 10% West
- 9% Metro I
- 8% Metro II
- 7% Metro III
- 7% Metro IV
- 7% Andean
- 7% Mar del Plata/Patagonia
- 7% North
- 7% Santa Fe
- 6% Northeast
- 4% Province of Buenos Aires



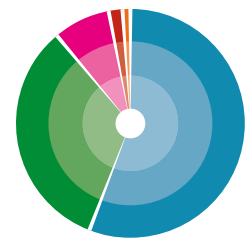
Tarjeta Naranja

- 20% Northeast
- 17% Northeast
- 12% City of Córdoba
- 11% Center (Rest of the provinces of Córdoba, San Luis and La Pampa)
- 9% Gold Region
- 8% Patagonia
- 8% Province of Buenos Aires - West
- 7% Province of Buenos Aires - South
- 5% Interior of Buenos Aires
- 3% Autonomous City of Buenos Aires



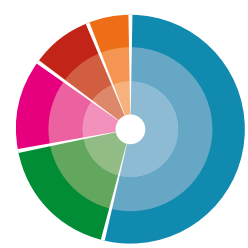
Tarjeta Nevada*

- 56% Cuyo Region
- 33% Northwest
- 8% Patagonia
- 2% Central Area
- 1% Northeast



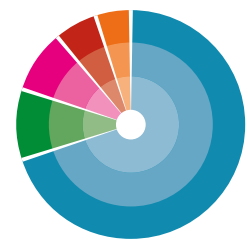
Galicia Seguros*

- 54% Central Area
- 18% Northwest
- 13% Northwest
- 9% Patagonia
- 6% Cuyo Region



Efectivo Sí*

- 70% Central Area
- 10% Northeast
- 9% Northeast
- 6% Cuyo Region
- 5% Patagonia



Juan Manuel Fangio
Industrial Center, Mercedes-Benz Argentina,
located at Virrey del Píno, La Matanza

* Although the companies do not have a specific defined area by region, data were grouped in order to make the above graphics as follows:
Northwest Area: Jujuy, Salta, Tucumán, Santiago del Estero, Catamarca and La Rioja.
Northeast Area: Formosa, Chaco, Misiones, Corrientes and Entre Ríos. Central Area: Córdoba, Santa Fe, La Pampa and Buenos Aires. Cuyo Region: San Juan, Mendoza and San Luis. Patagonia: Neuquén, Río Negro, Chubut, Santa Cruz, Tierra del Fuego, Antarctica and South Atlantic Islands.

INDIVIDUALS

WE VALUE OUR CUSTOMERS' TRUST AND THE RELATIONSHIP WE BUILD WITH CUSTOMERS THROUGH OUR COMPANIES, OFFERING EXCELLENT FINANCIAL PRODUCTS AND SERVICES THAT CONTRIBUTE TO THEIR PERSONAL GROWTH AND WELL-BEING AND THOSE OF THEIR FAMILIES.

Banco Galicia has a business strategy differentiated by segments: Massive Income, High Income and Business and SMEs.

Massive Income

This segment is composed of individuals with different profiles, from medium- and low-income young people to medium- and high-income professionals, with a distinctive service called Galicia Prefer.

High Income

This is a segment composed of higher-income individuals who enjoy a special service model, Éminent, and a Private Banking service. The Bank offers this segment a proposal that includes special products and services and dedicated customer service.

Éminent Service

160,658 CUSTOMERS

270 ÉMINENT OFFICERS

Galicia Éminent is a service aimed at meeting the needs of the most demanding customers with special products and exclusive benefits. This service has exclusive officers and spaces to give priority to the personalized relationship and the requirements of each customer.

In 2015, the Bank launched a new digital service model under the concept: "Your Most Exclusive Bank is Where You Are" ("tu Banco más exclusivo está donde vos estás"), that offers customers convenience and reduction in waiting times. It as well makes it possible to decrease paper use and transportation of documents.



Business and SMEs

G4-F514

Galicia's Business and SMEs segment encourages stores', professionals' and companies' growth by offering products and services according to their activity and development stage. Therefore, it has dedicated officers for the personalized and specialized service at branches. In order to promote the growth of its customers' businesses, the Bank offers them relationship forums such as "Encuentros de Buenos Negocios" (Good Business Meetings) and the website < buenosnegocios.com > .

Also, through alliances with organizations and academic institutions, the Bank offers this segment courses to support the development of its customers' projects.

This year, six "Encuentros de Buenos Negocios" meetings were carried out in different locations throughout Argentina: Mendoza, Rosario, Córdoba, Mar del Plata, Autonomous City of Buenos Aires and Resistencia; where 3,477 attendants got to know cases of successful SMEs and attended conferences and workshops about business management issues.

BUENOSNEGOCIOS.COM

26,142 USERS

10,860 REGISTERED COMPANIES

ONLINE PLATFORM WHERE USERS, BOTH CUSTOMERS AND NON-CUSTOMERS OF BANCO GALICIA, CAN SHARE THEIR EXPERIENCES AND DEVELOP COMMERCIAL RELATIONSHIPS. THANKS TO THIS FORUM, THEY CAN ALSO TAKE TRAINING COURSES, GET INFORMATION REGARDING THE SEGMENT'S TRENDS, REGISTER TO ATTEND MEETINGS AND GET EXCLUSIVE BENEFITS.

PRODUCTS AND SERVICES

Credit Cards

46% INCREASE IN THE
CREDIT CARD
LOAN PORTFOLIO

Through our companies, we accompany our customers by financing purchases and offering more benefits every day, focusing on the regional particular characteristics. Our credit card offer, which includes Visa cards issued by Tarjeta Naranja, Tarjeta Nevada, Banco Galicia and Efectivo Sí; American Express cards issued by Tarjeta Naranja and Banco Galicia; Mastercard cards issued by Tarjeta Naranja, Banco Galicia and Efectivo Sí; Naranja Clásica and Naranja Oro cards, Nevada card and La Anónima card, positions us as the main credit card issuer in Argentina, thus consolidating our leadership in this market.

The credit card business continued growing strongly during 2015, with an increase in purchases higher than 46%, as compared to the prior year.

In order to meet the needs and expectations of our customers throughout Argentina, we devised an offer that stands out due to its services, benefits and customer service according to each customer profile.

In this regard, we support the financial independence of the youngest customers through an innovative offer that contributes to their personal and professional development.

- **Banco Galicia's Move card:** This is a proposal targeted at university students¹⁴ between 18 and 27 years, including a credit card, a debit card and access to

credit with no need to show proof of income, with a virtual customer service model.

To ease the process of making purchases for customers, **Tarjeta Naranja** included in its E-commerce website a dynamic and safe purchase with credit card experience through Naranja View. This innovative tool makes it possible to make a virtual visit to subscribed stores, turning Tienda Naranja into the first E-commerce website in Argentina.

CREDIT CARDS	2015
Number of Customers	8,548,541
Purchases in Stores in Millions of Pesos	155,719
Basic Cards Issued	6,752,526
Additional Cards Issued	3,186,844
Transactions Conducted in Millions of Pesos	204,154



¹⁴ Universidad del Salvador, Universidad Torcuato Di Tella, Universidad de Belgrano, Universidad de Ciencias Empresarias y Sociales (UCES), Universidad Nacional de Tucumán, Universidad de Flores, Faculty of Medicine and Dentistry of the UBA and Universidad Nacional del Centro (Tandil).

Personal Loans

+10,000 MILLION PESOS
IN LOANS GRANTED

Based on an ongoing improvement philosophy, we offer loans according to each customer's income, profile and need. In 2015, **Banco Galicia** continued consolidating the development of alternative channels, mainly Online Banking, achieving successful results with regard to Branches, Telephone Channels and ATMs:

- The personal loans portfolio increased by Ps. 1,100 million, as compared to 2014.
- 80% of loans were granted immediately within 24 hours of the application thereof.
- 71% increase in the amounts of the loans granted through online banking.

Also, **Efectivo Sí** implemented promotions and special offers for bimonthly or quarterly periods aimed at encouraging the granting of Primary Loans and Cash Advances.

In turn, **Tarjeta Nevada** and **Tarjeta Naranja** offer their customers personal loans with minimum requirements, thanks to which credit card holders can get cash in any branch and later pay such loan in fixed installments in Pesos.

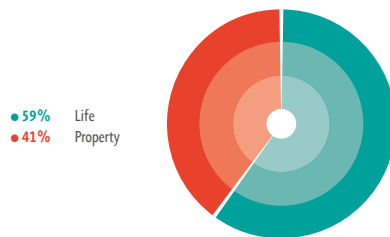
Insurance

4,888,175 CURRENT POLICIES

Through **Galicia Seguros** we meet the market demands and offer a wide range of property and life insurance to protect our customers and their families, as well as their assets. In 2015, additional services were included, such as coverage for pets, protection for employees who work at private homes, Mobile Technology Protection Insurance, Cell Phone Insurance, additional coverage for bicycles within Home Insurance, and a new unemployment insurance marketed through **Efectivo Sí**.

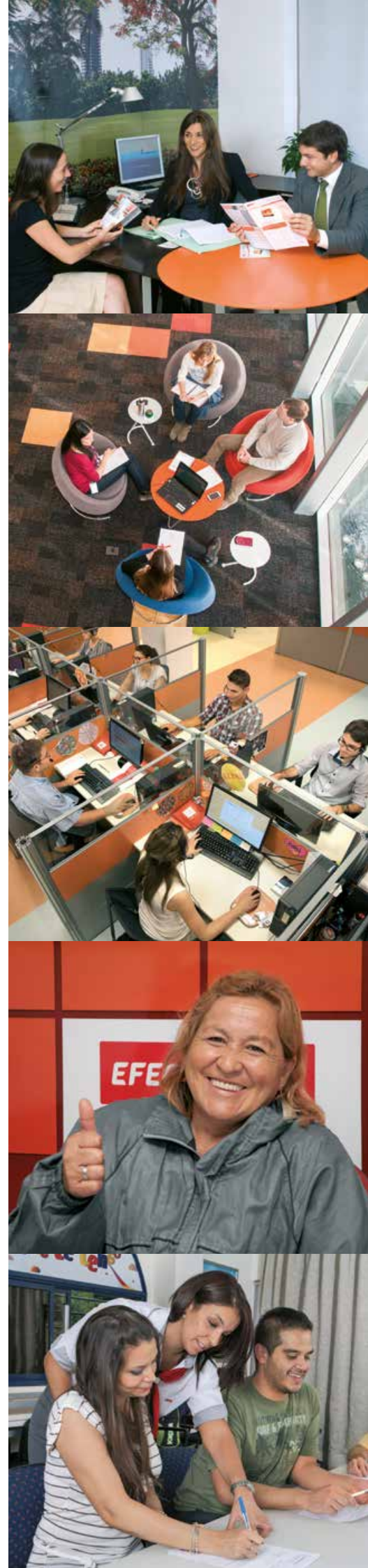
In turn, both **Tarjeta Nevada** and **Tarjeta Naranja** offer, together with leading companies, the Protected Sale Insurance, a solution that covers purchases against theft or accident.

Distribution by Type of Policy



Investments

At **Banco Galicia** we offer comprehensive advice on all the products marketed in the Investments area: Time Deposits in Pesos and US Dollars, Securities and Shares, Purchase and Sale of Foreign Currency, and Mutual Funds (FIMA); according to each customer's needs.



PROMOTIONS AND BENEFITS

WE ENTER INTO AGREEMENTS WITH DIFFERENT COMPANIES AND STORES, OFFERING SPECIAL PROMOTIONS IN KEY AREAS OF HOME ECONOMY. WE CAN MENTION TARJETA NARANJA'S PLAN Z AND TARJETA NEVADA'S NEVAPLAN, WITH DISCOUNTS IN SUPERMARKETS AND GAS STATIONS; AS WELL AS THE SIGNIFICANT DISCOUNTS IN CLOTHING OFFERED BY BANCO GALICIA'S ¡VAMOS LOS JUEVES! (LET'S GO ON THURSDAYS!) PROGRAM.

Quiero! (I Want!) Benefits Program

836,180 CUSTOMERS SUBSCRIBED

339,115 CUSTOMERS WHO REDEEM POINTS

Quiero!, the universal benefits program offered by **Banco Galicia**, allows using points accumulated for conducting transactions at the Bank in exchange for savings pursuant to consumers' needs and preferences. Customers have discounts in over 400 brands, with savings from 10% to 40%, which can be used together with other current promotions, for instance *¡Vamos los Jueves!* (Let's Go on Thursdays!), *Sábados Especiales* (Special Saturdays), *among others*. This program also offers the possibility of exchanging points for products, movie tickets and tickets for shows.

In 2015, *Quiero!* (I Want!) included new benefits for customers. The first and important change was the repositioning of *Quiero! Viajes* (I Want Trips!), offering a new way of travelling only with points. There are 16 outstanding destinations and, to date, 5,000 customers have already exchanged points for a ticket.

MERCHANTS (COMERCIOS AMIGOS)¹⁵

134,352 SUBSCRIBED STORES

TARJETA NARANJA HAS THE WELL-KNOWN "SMARTES" PROGRAM IN PLACE, OFFERING CUSTOMERS DISCOUNTS ON TUESDAYS AND ON SPECIAL DATES. ALSO, CUSTOMERS FOR OVER 10 YEARS HAVE AN ADDITIONAL DISCOUNT.

TARJETA NEVADA'S LUNES DE SHOPPING (SHOPPING ON MONDAYS) PROGRAM OFFERS DISCOUNTS AND INTEREST-FREE INSTALLMENTS.

"Entre Amigas" (Among Friends) Program and "Calor Naranja" (Naranja's Heat) Campaign

"Entre Amigas" (Among Friends): **Tarjeta Nevada** offers benefits and exclusive promotions for women, mainly on important dates.

"Calor Naranja" (Naranja's Heat): **Tarjeta Naranja** offers promotions and discounts in over 2,000 hotels, restaurants and entertainment venues.

FINANCIAL EDUCATION

THIS YEAR, EFECTIVO SÍ STARTED IMPLEMENTING A FINANCIAL EDUCATION PILOT PROGRAM AIMED AT PROMOTING THE BANKING CULTURE AMONG THE ELDER. WHILE OPTIMIZING RETIRED INDIVIDUALS' WAITING TIMES AT PAYMENT CENTERS, WE OFFER PLAY AND EDUCATIONAL ACTIVITIES THAT PROVIDE INFORMATION ON THE APPROPRIATE USE OF DEBIT AND CREDIT CARDS.

IN TURN, IN 2015 TARJETA NEVADA ORGANIZED FINANCIAL TRAINING SESSIONS FOR CUSTOMERS, WHERE THE COMPANY'S EMPLOYEES VOLUNTARILY SHARED THEIR PROFESSIONAL AND/OR TECHNICAL KNOWLEDGE, GENERATING SHARED VALUE FOR ALL.

¹⁵ Tarjeta Naranja and Tarjeta Nevada consider Merchants (Comercios Amigos) as part of the Customers Interest Group.

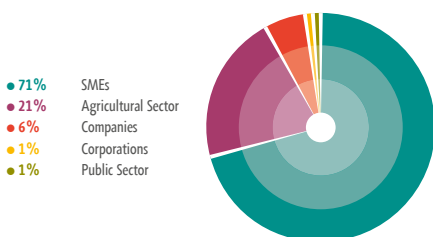
COMPANIES

Banco Galicia supports the growth of more than 86,346 companies, consolidating its customer service model by means of three stages:

- Needs for each segment are identified, and the response strategy and value proposal are defined.
- The offer of products and services is developed pursuant to the strategy defined.
- The business plans that the Corporate Banking Centers shall implement are defined.

In 2015, the Bank created the new Agricultural Segment Division and Companies Segment Division, which implement this service model through specialized officers located at the 21 Corporate Banking Centers throughout Argentina.

Corporate Customers by Segment



Corporate Segment

This customer segment is composed of legal entities with revenues over Ps. 1,000 million, and we nowadays have approximately 1,000 customers in this segment throughout Argentina.

The following are some of the products the Bank offers to this segment: Short-, mid- and long-term loans, check discount transactions, invoices, financing, foreign trade services, commercial credit cards and comprehensive treasury solutions for customers. Also, customers have available a digital platform for financial and foreign trade transactions.

Nowadays, Banco Galicia is a leader in the arrangement and placement of corporate bonds and financial trusts.

Companies Segment

This segment is made up of 4,600 customer companies throughout Argentina whose revenues range from Ps. 100 million to Ps. 1,000 million, which are engaged in any activity except for agricultural activities.

Products used by this segment are similar to those offered to the corporate segment, and the following are the most valued: e-banking transactions, direct payroll deposits, deposits, investments, payment to suppliers, credit card, loans, collections and foreign trade.

Public Sector

Customers in this segment are municipal and provincial government entities that demand tailored products and services, especially electronic services, to contribute to community development by building bridges between the State and the people.



G4-16

+ 7,700

MILLION PESOS IN SALES
VOLUME WITH TARJETA GALICIA
RURAL (TGR)

10,152

STORES SUBSCRIBED TO TARJETA
GALICIA RURAL (TGR)

Banco Galicia supports the development of the agricultural sector through a broad offer of products and services tailored to meet the needs of customers whose commercial activity is the agricultural production.

The specific product for this segment is *Tarjeta Galicia Rural*, a credit card designed for the purchase and financing of supplies, seeds, agrochemicals, fuel, cattle, machinery and services for the rural sector, widely covering its agricultural or livestock productive cycle.

The benefits most valued by customers are the adjustment of the minimum payment to their productive cycle, preferential rates and terms in their purchases through special agreements, and the extensive network of subscribed stores.

AGREEMENTS

Through different agreements, training sessions and business actions, we support agriculture and livestock organizations and offer benefits to their members, thus helping fostering the activities they carry out.

Agreement with AACREA (Asociación

Argentina de Consorcios Regionales de Experimentación Agrícola – Argentine Association of Agricultural Experimentation Regional Consortiums):

In 2015, we continued strengthening this agreement through the support of training initiatives:

We made contributions to support the development of *Líderes* and *Educrea* programs, whose goals are to strengthen the social framework and to promote access to higher education for young people, respectively.

We sponsored the National Advisors Congress, and we continued working together with advisors at work tables.

We supported 8 regional congresses that included 10 CREA areas, where we took part as sponsors and members of the Bank had an active participation.

Agreement with AAPRESID (Asociación Argentina de Productores en Siembra Directa – Argentine Association of No-till Farming):

The Bank made contributions to *Aula Aapresid* program, which main purpose is to spread a sustainable agricultural production model based on the appropriate application of the No-till Seeding system and Good Agricultural Practices, as well as on the application of biotechnology.

Agreement with Producir Conservando Foundation: The Bank, in its capacity as founding partner of this Foundation, supports the spreading of sustainable techniques for production.

Agreement with CRA (Confederaciones

Rurales Argentinas – Argentine Rural Confederations): Through this agreement we are in contact with over 240 local rural societies and representative entities in the sector. Apart from financial contributions, the Bank carries out training sessions and commercial activities, and gives talks about the economic situation, which help the development and promotion of the activities these institutions carry out in the civil society.

Agreement with SRA (Sociedad Rural Argentina): This agreement celebrated its tenth anniversary and, by means of it, benefits are offered both to its members and to the institution, in order to continue carrying out activities aimed at the development of the agricultural sector.

BUENAS PRÁCTICAS AGROPECUARIAS

EL BANCO DESARROLLÓ JUNTO A REFERENTES DE LA INDUSTRIA AGROPECUARIA UN DECÁLOGO DE "PRÁCTICAS AGROPECUARIAS SUSTENTABLES" CON EL FIN DE PROMOVER UN SISTEMA DE PRODUCCIÓN SUSTENTABLE A LO LARGO DE LA CADENA AGROINDUSTRIAL, HACIENDO FOCO EN LA GENERACIÓN DE CONCIENCIA SOBRE EL MANEJO DEL SUELO, LA GESTIÓN DEL AGUA, LA APLICACIÓN DE FERTILIZANTES Y FITOSANITARIOS, LA ACTIVIDAD GANADERA Y SIEMBRA DIRECTA, ENTRE OTRAS. ADEMÁS APOYÓ EL "PROYECTO AMBIENTE" DE AACREA, A TRAVÉS DE DISTINTAS INICIATIVAS RELACIONADAS CON ESTA TEMÁTICA.





PRODUCTS AND SERVICES

Property Insurance for Businesses and SMEs

Through **Galicia Seguros** we offer insurance policies for operational risks, transportation of goods, automobile fleets and machinery, surety, protection for Chairmen and senior executives against claims from former employees, shareholders, control bodies or third parties. We also offer comprehensive insurance coverage against fire, theft and civil liability, and a complete agricultural insurance program.

Financing Granted to Companies

Banco Galicia seeks to support the growth of its corporate customers by means of different credit lines to finance investment projects targeted at each of its segments. In 2015, Ps. 11,000,000,000 were granted through a productive line, recording a 121 % growth when compared to loans granted in 2014.

FINANCING GRANTED TO COMPANIES BY TYPE OF ACTIVITY	2015
Agriculture and Livestock	11,341
Trade	8,721
Construction	1,034
Manufacturing Industry	12,997
Services	6,261
Fishing, Forestry and Mining	1,956
Financial Public Sector	851
Total Loans	43,161

Financing Agreement with Fondo Tecnológico Argentino (Argentine Technological Fund - FONTAR)

It finances technological innovation projects carried out by companies from the manufacturing/industrial sector, the revenues of which do not exceed USD 250 million.

Credit Programs between the Inter-American Development Bank and the Provinces

Since 2007, we have been offering our SMEs customers from all the economic sectors different credit lines from the IDB to finance the development of long-term investment projects.

BICE (Banco de Inversión y Comercio Exterior - Bank for Investment and Foreign Trade) – Galicia Line

Credit line aimed at financing the acquisition of capital goods or medium- and long-term investment projects with a social impact.

Calidad San Juan Financing Program (Green Credit Line)

Credit line devised for drip irrigation systems, taking into account each activity's sustainability.

Regional Economies Program (PROCER)

Financing to SMEs customers devoted to primary production, manufacturing of supplies and equipment, carrying out of improvements in logistics infrastructure and supply of complementary services.

Credit Line with the Instituto Nacional de la Yerba Mate (National Institute of the Yerba Mate - INYM)

Credit line in Pesos at a fixed rate, subsidized by the INYM, to help yerba mills purchase and sell raw material (*yerba mate*).



Foreign Trade

With the purpose of enhancing the experience of customers who require Foreign Trade services, **Banco Galicia** included a set of improvements throughout 2015:

- It added the specialization of foreign trade officers, implemented updating tools such as videoconferences every two weeks, forum for queries through email; library and sharepoint comex, as well as face-to-face training courses at the schools of Corporate Officers and Managers.
- It adjusted the service model with the purpose of modifying the settlement times of these transactions and targeting service to meet the specific needs of each segment.
- It updated the e-platform, including all the AFIP anticipated tax returns and exceptions, what allows the provision of a dynamic, fast and safe tool.

TRAINING TO BUSINESSES

Banco Galicia provides businesses with training sessions on issues that contribute to the improvement of their business and create new opportunities, with technical knowledge and innovative business management strategies. Together with Universidad Austral, the Bank supports the Agribusiness Project that promotes investigation on the issue. Also, the Bank continues favoring training sessions at the Centro de Estudios e Investigación para la Dirigencia Agroindustrial (Study and Research Center for Agro-industry Management) (CEIDA), targeted at leaders related to the agro-industrial chain. In turn, the Bank helps the Instituto Vasco Argentino de Formación Tecnológica (Argentine Basque Institute of Technology Formation) promote training for workers, technicians and professionals.

With regard to Foreign Trade, the Bank offers seminars on exchange regulations at different markets in Argentina, where customers from all the segments attend. This allows us to be closer and provide customized advisory services.

Through the Office Banking e-platform, the Bank makes available tutorial videos to promote customers' training in the use of this tool.

MULTICHANNEL MARKETING

OUR PRIORITY IS TO HAVE ONGOING DIALOGUE AND COMMUNICATION WITH CUSTOMERS, AND FOR THAT PURPOSE WE CONSIDER NEW TECHNOLOGIES OUR MAIN ALLIES. THEIR MASSIVE NATURE AND IMPORTANCE ARE LEADING ACTORS OF A MULTICHANNEL ENVIRONMENT WHERE FACE-TO-FACE AND ONLINE OPTIONS COEXIST TO PROVIDE DEDICATED SERVICE AND COMMUNICATION.

Communication and Customer Service Channels

Each of the Group's companies creates different channels to inform each customer segment about the business news and to answer particular queries and concerns. In 2015 we continued adding new resources, more benefits and innovative technology.

At **Banco Galicia** RTD (Real Time Decision) was implemented.

This is a tool for Online Banking that allows getting to know customers better and reaching them with accurate communication at the right time thanks to daily information and a real-time analysis of what other consumers with a similar profile do.

We have a strong presence in social networks, a key space for conversation with customers in order to provide quality service in a warm manner.



1,003,555 FACEBOOK/BANCOGALICIA FOLLOWERS
 25,760 FACEBOOK / BANCOGALICIASUSTENTABLE FOLLOWERS
 12,914 SEGUIDORES DE FACEBOOK.COM/GALICIASEGUROS FOLLOWERS
 1,484,329 SEGUIDORES DE FACEBOOK.COM/TARJETANARANJA FOLLOWERS
 266,174 FACEBOOK.COM/TARJETANEVADA.SITIOOFICIAL FOLLOWERS
 82,202 FACEBOOK.COM/EFECTIVOSI FOLLOWERS



89,927 FOLLOWERS ON @BANCOGALICIA
 4,472 @GALICIARSC FOLLOWERS
 26,289 @GALICIARESPONDE FOLLOWERS
 128,659 @TARJETANARANJA FOLLOWERS
 2,234 @TARJETA_NEVADA FOLLOWERS



7,524 SUBSCRIBERS ON YOUTUBE.COM/BANCOGALICIA
 2,681,729 VIEWS.
 44 SUBSCRIBERS ON YOUTUBE.COM/VOSYEFECTIVOSI
 6,000 SUBSCRIBERS ON YOUTUBE.COM/TARJETANARANJA
 254 SUBSCRIBERS ON YOUTUBE.COM/TARJETANEVADA



164,297 FOLLOWERS ON BANCO GALICIA'S GOOGLE PLUS
 87 FOLLOWERS ON TARJETA NARANJA'S GOOGLE PLUS



38,928 FOLLOWERS ON BANCO GALICIA'S LINKEDIN
 13,697 FOLLOWERS ON NARANJA'S LINKEDIN
 753 FOLLOWERS ON TARJETA NEVADA'S LINKEDIN



20,305 FOLLOWERS ON INSTAGRAM.COM/TARJETANARANJA

Apart from the dedicated service at each branch of the Group's companies, our main service channels are the free telephone assistance lines and e-mail of each company, managed from the Customer Contact Center. In the different corporate websites we show safety tips, tutorial videos, information on our products, and we as well answer online questions.

Digital Bank

Both globally and locally, the trend towards digitalization made **Banco Galicia** consolidate its digital area strategy. That is why in 2015 the Digital Department Division was created, aimed at positioning the Bank as the best digital bank in Argentina, thus gearing the company towards a dynamics that allows competing in this area with a 100% customer-oriented approach.

At Banco Galicia, about 90% of customers' interactions take place through digital devices, mainly through Online Banking and Office Banking. These channels are supplemented by the mobile application.

Naranja Online

This channel offers different features that allow customers' self-service regarding applications for credit cards, creation of PIN and subscription to the digital account statement, among others.

This year, this channel experienced an 83% growth in the number of visits, reaching 2.2 million active users.



A Publication for the Whole Family

We seek to be close to our customers, maintaining a close and friendly communication through different channels. Thus, **Tarjeta Naranja**, **Tarjeta Nevada** y **Efectivo Sí** issue a monthly publication customers can purchase through a subscription and receive at their home.

These magazines advertise each company's products and services and the current promotions and discounts. They also deal with current issues.

The contents of the publications are selected based on the audience's tastes, with articles on health, sports, news, fashion, decoration, automobiles, cooking, interviews and entertainment, among others.

This publication is another communication channel for customers to send suggestions, opinions and queries.

Tarjeta Naranja's Convivimos magazine is a nationwide publication that stands out for being modern, current and different, and for being devised for customers and their whole family. With over 630,000 monthly copies issued in 6,000 locations throughout Argentina, this publication strengthens its leading position among the publications under subscription in Argentina.

Tarjeta Nevada's Cima magazine reflects the cultural and social activities of each of the provinces it covers. Having more than 180 issues, it reaches on average 423,000 homes and more than 1.4 million readers.

Efectivo Sí's Ahora Más magazine is a general interest magazine for the family, with dynamic content and entertainment sections for all ages. Nowadays, one year and a half after its launch, we issue 40,000 copies every month.

QUALITY MANAGEMENT

G4-26, G4-27, G4-PR5

WE WORK TO HAVE A THOROUGH KNOWLEDGE OF OUR CUSTOMERS' NEEDS, SO AS TO BE ABLE TO PROVIDE THEM WITH SOLUTIONS WHILE BEING FOCUSED ON SERVICE QUALITY AND CLOSENESS.

Customer Satisfaction

Customer satisfaction is essential for the management of our business, and we work on improving the customer's experience through the development of ongoing improvement programs, certifications and mechanisms for the resolution of claims and complaints. We also monitor these processes through satisfaction surveys.

As part of the strategy for the following five years, in 2015 the Customer's Experience Division was created at **Banco Galicia**, with the purpose of providing service that combines the best digital experience with dedicated customer service and excellent professional advice. For such purpose, we started working on four challenges:

- Build, along with all the Bank's sectors, a customer-oriented culture.
- Lead priority and cross-section projects to improve the Customer's Experience.
- Design and manage a sound and integrated ongoing improvement system, with NPS, LEAN and Innovation methodologies.
- Lead the learning cycle to share the best practices.



Customer's Experience Division:
José Borrajo, Flavio Dogliolo, Santiago Lacasia,
Ariel González y Agustín Aráoz.

In this regard, **Banco Galicia**, **Galicia Seguros** and **Tarjeta Naranja** use the Net Promoter Score (NPS) methodology, a tool that enables us to listen to the opinions of all the customers, understand their needs and be able to take prompt action to arrive at solutions.

NPS RESULTS AT COMPANIES			
2015	BANCO GALICIA	GALICIA SEGUROS	TARJETA NARANJA
NPS	27%	37%	68%

In order to supplement this process, **Tarjeta Naranja** uses another measuring tool, "The Customer's Voice" (*La voz del cliente*), which enables the company to identify customers' expectations and needs in order to improve their experience. During the year, we listened to 6,129 customers, reaching a 68% satisfaction level.

Also, **Banco Galicia** undertook a market research, with the result that it was the most recommended bank in 7 out of the 8 customer segments assessed.

Galicia Seguros strengthened this process as well thanks to the carrying out of 3,400 effective satisfaction surveys, divided in goals by products, what represented around 300 surveys per segment.

METRICS	2015
Service Level: incoming calls answered before a specified term.	70.35%
Abandonment Rate: abandoned calls.	10.08%
Average Speed of Answer (ASA): average minutes the customer waits before the call is answered.	29 sec.
Customer Satisfaction:	94%

In turn, **Tarjeta Nevada** has not implemented the NPS tool yet, but it carries out a monthly satisfaction survey to 1,000 customers. The results obtained in 2015 were as follows:

- 50% service quality
- 50% reliability with regard to the provision of products





Lean Methodology for Process Improvement

G4-26, G4-27, G4-PR5

Lean methodology seeks to meet the needs of customers, streamlining key processes and implementing an ongoing improvement system with management through indicators

Banco Galicia has been implementing this methodology since 2011, improving processes in different sectors, contributing both to the customer's experience and to the improvement of the work environment, commitment and synergy among employees.

In 2015, the Lean model was implemented in the following areas of the Bank: Anti-Money Laundering Unit, Organization and Systems and Purchases and Contracts. Pilot stages were implemented in the Organizational Development and Human Resources Division and the Financial Area Process, to continue broadening this methodology's scope. For that

purpose, the teams of the different areas engaged worked on the customer's experience with the services offered by the Bank, communication and quality, through online courses and face-to-face workshops.

Tarjeta Naranja introduced the Lean methodology in 2013. This year, the company worked hard on Merchants (*Comercios Amigos*), mainly aimed at improving service coverage and efficiency. Among the improvements implemented, the following are outstanding: new stores segmentation, a new service model and the availability of other tools for the efficient management of promoters and leaders. Both **Tarjeta Nevada** and **Galicia Seguros** started working under the Lean methodology in 2015, with regard to the request and claims processes, as well as the origination processes.



ACCESSIBILITY IN BRANCH OFFICES¹⁶

G4-FS14 – ODS 1.4., 8.10., 10.2.

We take care of the physical safety of each customer who visits our branch network, understanding accessibility as the right of every individual to enter, be around and stay in our service areas comfortably, safely and on its own.

We are committed to providing appropriate facilities that allow individuals with reduced mobility to be around, whether they are confined to a wheelchair, users of crutches or else old, pregnant, women with strollers or carrying kids, and young children.

TARJETA NARANJA AND TARJETA NEVADA HAVE DOCUMENTS AND CARD STATEMENTS IN BRAILLE

ACCESSIBILITY CRITERIA	BANCO GALICIA	TARJETA NARANJA	TARJETA NEVADA	EFFECTIVO SÍ
Branches with Ramps	251	142	30	11
Percentage of Branches with Ramps with Regard to Total Number of Branches	96% ¹⁷	87%	59% ¹⁷	12%
Branches with Elevators for Disabled People	53	1 ¹⁷	Not applicable	1
Percentage of Branches with Elevators for Disabled People with Regard to Total Number of Branches	20%	0.61% ¹⁸	Not applicable	1%
Branches with Special Bathrooms	146	80	7	19
Percentage of Branches with Special Bathrooms with Regard to Total Number of Branches	56%	49%	14%	20%

16. Galicia Seguros is not included in the accessibility chart since it does not have branches of its own.

17. The rest of the branches do not need ramps since the main entrance is at the ground level.

18. Only when necessary and they provide the service. (Store at the subway)

CUSTOMERS' SECURITY

G4-PR1, G4-DMA

The protection of customers' personal information is a priority aspect, which we guarantee through the implementation of different policies, tools and processes at every Group's company, focused on the following:

- Ongoing controls for the early identification of actual or potential risks.
- Training to employees.
- Authentication of access to avoid loss of information.

With regard to our management in 2015, the following is worth noting:

- Compliance with the 27001 standard on information security at **Galicia Seguros**, **Tarjeta Nevada** and **Tarjeta Naranja**.
- **Tarjeta Naranja's** compliance with the BS ISO/IEC 27005 Standard on "Risk Management with regard to Information Security", which includes the implementation of a "Safety Awareness Plan" focused on the new cybercrime methods.
- **Efectivo Sí** carries out an annual Training Plan to make all employees aware of the need to follow good safety practices.

At "*Aula Efectiva*" (Effective Classroom), a training and awareness course on information security principles was offered.

- **Banco Galicia** adheres to the Code of Banking Practices to contribute to guaranteeing the rights of users of financial services and products, and to the Advertising Self-Regulation Code of Ethics (*Código de ética de autorregulación publicitaria*, CONARP), with the purpose of promoting responsible communication with its customers.

With regard to safety at branches, we work in compliance with the regulations in force, which include oversight, ambulance services, hygiene controls, evacuation drills and mechanisms for the prevention of fire at all our points of contact with customers.

TARJETA NEVADA'S SEISMIC PLAN

SINCE TARJETA NEVADA CONDUCTS TRANSACTIONS MAINLY IN A SEISMIC AREA, THE SAFETY AND HYGIENE COMMITTEE HAS A SPECIAL EMERGENCY PROCESS, WHERE A GROUP OF TRAINED EMPLOYEES COORDINATES THE SEQUENCE OF ACTIVITIES FOR THE APPROPRIATE EVACUATION OF BRANCHES.

LEGAL ASPECTS: FINES AND CLAIMS

G4-PR1, G4-PR2, G4-PR4

In 2015, no reports were filed with the Argentine Ministry of Labor, Employment and Social Security¹⁹. Also, no request for analysis of Banco Galicia's advertising messages was received by the Consejo de Autorregulación Publicitaria (Advertising Self-regulation National Council) (CONARP).

At the Bureau of Consumer Protection and Consumer Arbitration, 220 reports were filed against **Banco Galicia** in the Autonomous City of Buenos Aires and 853 in the provinces; while 1,391 reports were filed against **Tarjeta Naranja** and 278 against **Tarjeta Nevada**. Reports and complaints are related to unawareness of charges, purchase of insurance policies and granting of pre-embossed credit cards.

Galicia Seguros recorded 29 incidents related to information technology.

¹⁹ None of the Group's companies has learnt of formal complaints filed with the Argentine Ministry of Labor, Employment and Social Security with regard to workplace bullying, discrimination and human rights.



Safety protective partitions in Banco Galicia, Branch No. 391 - Cañuelas

EMPLOYEES

33,75

AVERAGE HOURS
OF TRAINING PER
EMPLOYEE

11,993

EMPLOYEES

3

COMPANIES AMONG
THE TOP 10 IN THE
GPTW RANKING



COMMITMENT TO GROWTH

AT GRUPO FINANCIERO GALICIA WE ACKNOWLEDGE THE IMPORTANCE OF EMPLOYEES WITH REGARD TO THE SUCCESS OF THE BUSINESS STRATEGY. THROUGH THE BENEFITS PROGRAMS AND TRAINING AND PROFESSIONAL DEVELOPMENT OPPORTUNITIES, WE STRIVE TO ACHIEVE AN EXCELLENT WORK ENVIRONMENT, WHICH IS EVIDENCED BY THE RESULTS OF SATISFACTION SURVEYS.

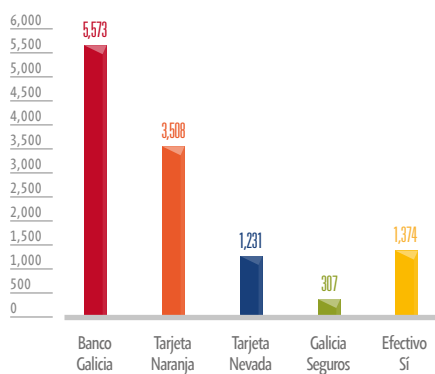




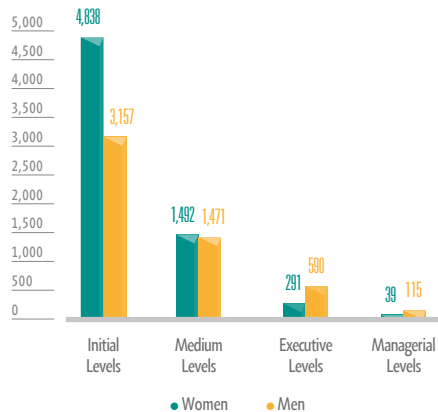
OUR EMPLOYEES' PROFILE

G4-10, G4-LA1

Distribution of Employees by Company



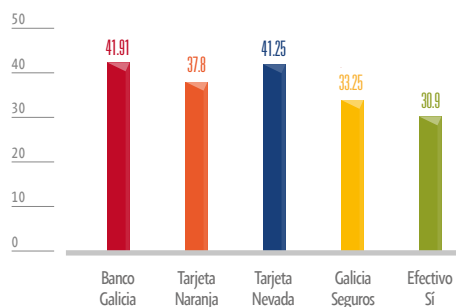
Distribution of Employees by Gender and Position



TURNOVER RATE²⁰

	GRUPO FINANCIERO GALICIA
Below 30 years old	21%
Between 31 and 50 years old	7%
Over 50 years old	6%
Headquarters	10%
Points of contact with customers (branches, minibranches, others)	14%
Total average turnover	12%

Employee's Average Age by Company



WORK ENVIRONMENT MANAGEMENT

G4-26, G4-27

Every year, thanks to Great Place to Work (GPTW) global consulting firm, we get to know the – anonymous- opinion of our employees with regard to the work environment. The GPTW methodology measures and assesses companies in 5 areas: credibility, respect, fairness, pride and camaraderie. Pursuant to this model, each of the leaders of the best companies to work for establishes a trust relationship with employees, what determines the organization's success. In order to ensure the maintenance of this practice in time, we establish policies and initiatives that support this relationship and that are defined within the Giftwork²¹ conceptual model.

2015 GPTW Results

4 th POSITION	BANCO GALICIA (+1,000 EMPLOYEES)
5 th POSITION	TARJETA NARANJA (+1,000 EMPLOYEES)
7 th POSITION	GALICIA SEGUROS (FROM 251 TO 1,000 EMPLOYEES)

We are the only business group in Argentina that succeeded in including three companies in the ranking of the 10 top companies of the Great Place to Work list. This is an unprecedented achievement in Argentina with regard to the management of policies targeted at employees.

At **Tarjeta Nevada** we carry out the internal work environment survey every two years. The last survey was conducted in 2014, where we achieved the 16th place in the ranking for companies with over 1,000 employees.

20. Calculation method: the turnover rate is calculated as an average of the number of employees recruited and those leaving the company over the total number of employees at the end of the reporting period.

21. The Giftwork model covers the 9 key areas for the creation and maintenance of an excellent workplace: Select and Welcome, Inspire, Talk, Listen, Thank, Develop, Take Care, Celebrate and Share.

TARJETA NARANJA OPENS CASA NARANJA

THE NEW CORPORATE HEADQUARTERS IN CÓRDOBA ACCOMMODATES 700 EMPLOYEES IN THE SAME PLACE AND CREATES A DIFFERENT WORK EXPERIENCE, A SYNONYM OF UNION AND TEAM SPIRIT. THE BUILDING OCCUPIES AN AREA OF 18,800 M² THAT INTEGRATES – THROUGH COMMON SPACES – INTO OTHER TARJETA NARANJA'S BUILDINGS LOCATED AT THE SAME BLOCK, THUS RESULTING IN A HUGE COMPLEX THAT ACCOMMODATES 1,400 EMPLOYEES.



WE ACKNOWLEDGE WHICH ARE THE PRACTICES THAT ALLOW AN OPEN AND SMOOTH COMMUNICATION BETWEEN EMPLOYEES AND THEIR BOSSES, THE ABILITY OF LEADERS TO COORDINATE AND DELEGATE TASKS AND THEIR CAPACITY TO TRANSMIT THE COMPANY'S VISION WITH INTEGRITY.

Steps: Select and Welcome and Inspire.



SELECT AND WELCOME

G4-DMA, G4-LA1 – ODS 5.1., 8.5., 8.6.



Recruitment Processes

At the Group's companies, the recruitment and selection mechanisms are clear and transparent, and are based on the respect for diversity. As a general employment policy, local hiring is preferred, as well as the internal transfer of employees, provided for the requirements for the position are met.

With regard to external hiring, apart from the traditional interviews we carry out psycho-technical assessments that allow finding the profiles that better adapt to the competencies required and to each company's culture.

For leadership positions, **Banco Galicia**, **Galicia Seguros** and **Tarjeta Naranja** thoroughly assess the management competencies and other skills necessary for the position.

2.0 Search Mechanisms

Thanks to their penetration in the labor market, social networks turned into a priority communication channel with regard to job postings published by the Group's companies. Therefore, apart from the corporate websites and other Internet sites, we included Facebook, Twitter and LinkedIn for the mass spreading of job postings to get new talent.

The following are some other channels we use to share job opportunities with future applicants:

- Job websites, for instance www.postularse.com or www.trabajando.com.

- Bulletin boards at universities (**Efectivo Si**).
- Both face-to-face and virtual job fairs at universities, targeted at a young audience (**Banco Galicia**).
- Referrals from our employees (friends, extended family members or acquaintances).

THE SEARCH PROCESS AT TARJETA NEVADA IS MAINLY BASED ON REFERRALS FROM EMPLOYEES, SUPPLIERS AND CUSTOMERS. AS AN INNOVATIVE TECHNIQUE, THE COMPANY INVITES APPLICANTS TO RECORD A VIDEO TO INTRODUCE THEMSELVES AND EXPLAIN WHY THEY CHOSE THE COMPANY.



Internal Job Postings

481 JOB POSTINGS PUBLISHED

3,010 EMPLOYEES WHO APPLIED

19.34% INTERNAL TRANSFER²²



Banco Galicia publishes open positions and the requirements applicants shall comply with on *Oportunidades Galicia* portal, enabling the possibility of career development and internal transfer as well as transfer among Grupo Financiero Galicia's companies.

In case there are no spontaneous applicants, we carry out targeted searches where we specifically invite those employees who have the desired profile to apply for the position. At this point, searches are shared with **Galicia Seguros** and **Efectivo Sí** so that these companies can also introduce applicants. If no applicant with a profile that meets the requirements is found, an external search begins.

This same method applies to our community of leaders, to occupy managerial positions at any of the affiliated companies, what allows ensuring the traceability of better practices.



FOR INTERNAL JOB POSTINGS, TARJETA NARANJA USES A SELECTION PROCESS OPEN TO ALL THE ORGANIZATION. APPLICANTS WHO COMPLY WITH THE REQUIREMENTS OF THE JOB SEARCH SHALL CARRY OUT DIFFERENT ACTIVITIES RELATED TO CASE RESOLUTION GROUP ASSESSMENT, DRAFTING AND PRESENTATION OF WORK AND PSYCHO-TECHNICAL ASSESSMENT, THE RESULTS OF WHICH ARE ANALYZED BY THE HUMAN RESOURCES DEPARTMENT AND THE AREA THAT HAS THE VACANT POSITION.

ONCE THE APPLICANT HAS BEEN CHOSEN, THE CORRESPONDING TALKS ARE HELD AND THE SELECTED INDIVIDUAL IS OFFICIALLY INFORMED HE/SHE HAS BEEN CHOSEN FOR THE POSITION. THIS WAY, ALL THE EMPLOYEES HAVE THE SAME CAREER DEVELOPMENT POSSIBILITIES.



LABOR INCLUSION INITIATIVES

AIMED AT PROVIDING EQUAL EMPLOYMENT OPPORTUNITIES, THE GROUP'S COMPANIES FOSTER LABOR INCLUSION INITIATIVES.

BANCO GALICIA AND TARJETA NARANJA OFFER SPECIFIC LABOR INCLUSION OPPORTUNITIES TO INDIVIDUALS WITH DISABILITIES. TO UNDERTAKE THIS INITIATIVE, THE BANK FORGES ALLIANCES WITH SPECIALIZED ORGANIZATIONS THAT HELP INDIVIDUALS WITH DISABILITIES REGARDING THE DEVELOPMENT OF SKILLS AND COMPETENCIES THAT EASE THEIR INCLUSION IN THE LABOR MARKET.

BOTH BANCO GALICIA AND TARJETA NARANJA SHARE EXCHANGE FORUMS WHERE LABOR INCLUSION IS PROMOTED, SUCH AS CLUB DE EMPRESAS COMPROMETIDAS (CEC) (COMMITTED COMPANIES CLUB).

INSPIRE



56 INNOVATION LEADERS

For the Group's companies, the leader role is considered the main source of inspiration for employees. In this regard, specialized programs are implemented for the development of management skills and to support leaders in their mission to motivate their teams so that these deliver their best.

Banco Galicia has innovation leaders and drivers who, through exclusive spaces, work on finding different and innovative solutions to the problems faced, thus adding value to the business strategy.

²² This percentage corresponds only to Banco Galicia.



WE MEASURE THE ORGANIZATION'S ACKNOWLEDGEMENT AND SUPPORT PRACTICES WITH REGARD TO THE DEVELOPMENT OF EMPLOYEES, HOW EMPLOYEES FEEL RESPECTED WHEN ENGAGED TO TAKE PART IN SIGNIFICANT DECISION-MAKING, AND HOW EMPLOYEES ARE TAKEN CARE OF AS INDIVIDUALS, MAINTAINING A BALANCE BETWEEN THEIR WORK AND PERSONAL LIFE.

Steps: Talk, Listen, Develop and Take Care.



TALK: Communication with Employees

519 EMPLOYEES PARTICIPATED IN FACE-TO-FACE MEETINGS.

Each of the Group's companies has different communication channels through which information is shared with employees, pursuing a common goal: To create a forum to communicate news, listen to their concerns and give an answer to them.

For that purpose, online channels are available, such as newsletters and Intranet, as well as face-to-face options where team members interact with their leaders, and printed communications that reach all the employees throughout Argentina.

Outstanding Communication Channels during our Management in 2015

- *Banco al Día TV* is an innovative audiovisual communication tool **Banco Galicia** uses to convey the Chief Executive Officer's message about the most relevant company's issues in a clear and close manner. In 2015, we added to this channel the synergy with different companies that belong to Grupo Financiero Galicia. The first experience was with Galicia Seguros, by carrying out a *Banco al Día TV* issue at its headquarters, which was later included in the company's Intranet.
- *Líder al Día* (Up-to-Date Leader): Considering the need to reduce the number of e-mails branch managers receive and, in turn, for the purpose of providing them with key information so that they may share with their teams, Red al Día consolidates in a single weekly e-mail the most important business and Human Resources matters.
- *Red Naranja*: this is **Tarjeta Naranja's** Intranet that connects employees throughout Argentina and allows exchanging good practices and streamlining communications.
- *Red Naranja Móvil*: This is a tool created so that all employees are able to access the website from their Smartphone or tablet.
- **Galicia Seguros** carried out a focus group with employees to listen to their opinions, and, consequently, new features were implemented at the corporate Intranet.
- *Equipo al día* (Up-to-date Team): This is a 10-minute face-to-face encounter promoted by **Efectivo Sí** so that employees receive the same information as their leaders in a dynamic and close manner. Furthermore, breakfast meetings are held with the General Division to know the actions being developed by the company and deal with the issues of interest directly.





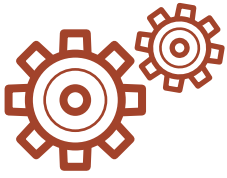
LISTEN

Procedures for Employees to Make Anonymous Reports

G4-56

Banco Galicia has a channel so that all employees can anonymously report on any abnormal situation or non-compliance with the standards of conduct set forth in the Code of Ethics at work, whether they are issues related to the business, individuals and/or the Bank's affiliated companies. This channel is of restricted and reserved access and belongs to the Labor Relations Manager. No reports were received in 2015.





DEVELOP

G4-LA10, G4-DMA – ODS 5.1, 8.5

With the conviction that the employees' individual growth strengthens the results of our business and increases the sense of belonging, we promote different training programs that cover the identified needs, and we implement assessment processes that aim at ongoing improvement.

Performance Assessment

G4-LA11

90% OF EMPLOYEES WERE ASSESSED

The Group's companies have performance assessment processes through which the responsibilities and goals allocated are analyzed during a one-year period, while improvement actions are agreed upon between the employee and the leader.

This process is divided into three stages: The first one corresponds to goal and competencies setting, the second one has to do with the semiannual review and the third one is the annual assessment. At each stage, employees have a face-to-face feedback session with their leaders, and approval is made through electronic means.

DEMOCRATIC ASSESSMENT AT TARJETA NARANJA

THANKS TO THIS TOOL, EMPLOYEES ASSESS THEIR DIRECT BOSSES, THUS CONTRIBUTING TO STRENGTHENING THEIR ROLE AS LEADERS.

Banco Galicia's New Competencies Model

In 2015, a new competencies model was designed, with competencies in line with Galicia's strategy and culture. This model seeks to simplify the process for the allocation and understanding of competencies, be aimed at high performance through more challenging competencies and support employees' behavior to leverage the new business strategy.

For that purpose, different training sessions were carried out with leaders to support this new model's implementation process.

386 LEADERS TRAINED



PERSONAL	I want movement! 	Committed to my development 	With entrepreneurial spirit 	I choose to do things right
BUSINESS	I seek to make things differently 	Passion for the customer 	With Galicia Style 	
LEADERSHIP	Leading individuals 	Leading the business 		
RELATIONAL	I am decided to have a conversation 	Building with others 		

Training and Development

G4-LA9, G4-LA10 – ODS 4.3., 4.4., 4.5., 5.1., 8.5.

We seek to support professional growth and the development of skills for the employees' performance of tasks for the position, with different face-to-face and virtual training tools. Each company assesses and coordinates its own annual training plans aligned under the same focal points: new employees' orientation session, development of technical skills necessary for the position, and training of leaders.

SCOPE	COMPANY	PROGRAM	NUMBER OF PARTICIPANTS	TRAINING HOURS
NEWLY-HIRED EMPLOYEES	Grupo Financiero Galicia's Companies	Orientation Sessions	1,317 ²³	22,841
DEVELOPMENT OF TECHNICAL SKILLS	Banco Galicia	Training Schools for Branches	1,192 ²⁴	77,201 ²⁴
		Training Schools for Central Areas	7,120 ²⁴	42,516 ²⁴
		Foreign Language Programs	2,054	20,643
		External Courses	504	7,776
		Projects and Special Initiatives	28,263	45,621
		Sustainability Training	1,077	1,655
	Tarjeta Naranja	Training for the development of technical skills (it includes position-specific training, development plans and training programs for future leaders and training on communication and expression techniques, and office tools, conflict management and financial and organizational management workshops)	7,641	45,100
	Galicia Seguros	Online and face-to-face Soft training sessions on communication, finance and service quality, among others.	182	2,382
	Efectivo Sí	Workshops on negotiation, time management, effective communication, feedback and selection of employees. Annual training plan concerning computer and information security.	105	916
	Tarjeta Nevada	Training in soft skills, among which the following are worth noting: service quality, LEAN, delinquency and effective relationships.	747	2,984
	TRAINING OF LEADERS	Banco Galicia	Leadership and Management School	2,859
Professional Development School			908	12,164
Integration Programs			219	1,872
Scholarships for postgraduate education and master's degrees programs			776	23,816
Tarjeta Naranja		Project management, courses on leadership and negotiation	662	5,296
Galicia Seguros		Project management, courses on leadership and negotiation	134	1,964
Efectivo Sí		Leadership workshop	81	3,240
Tarjeta Nevada		Coaching and Middle Management Program	127	4,196

23. Participants

24. Central areas and branches: Commercial + Operating – Face-to-face and E-learning

Banco Galicia's Talent Programs

G4-LA10

The Bank offers training targeted at each stage in the employees' work career.

Jóvenes profesionales (Young Professionals), *Futuro Galicia* (Galicia Future), *Talento Galicia* (Galicia Talent) and *Desarrollar T* programs are aimed at developing key competencies, incorporating self-knowledge tools, and achieving a comprehensive vision of the banking business.

Co-participative Leadership Program

Through this initiative, **Tarjeta Naranja** seeks to provide spaces for reflection to exchange perspectives on the company's leadership model. Furthermore, it fosters new conversation and development styles as "facilitators", in order to co-create answers to the company's challenges together with their teams.

Management Development

The Community of Leaders is made up of the senior managers of Grupo Financiero Galicia's companies, who take part in exclusive spaces of integration, exchange and training for the purpose of strengthening the managerial team on their leadership skills. We seek to arouse passion in them for rendering the best customer service possible, make them achieve their development, improve their performance and align them to the business strategy.



1 Recreation, Sports and Cultural Activities

2 Health

G4-LA2 – ODS 8.5



TAKE CARE: Benefits Programs

G4-EC2, G4-LA2 – ODS 8.5., 13.1.

We build relationships based on trust with our work teams, acknowledging their efforts through an attractive benefits system aimed at ensuring a better quality of life. The proposals we offer are in line with the needs and interests of each company, and are organized based on four categories:



We offer special discounts on shows, gyms and stores, and we organize different leisure activities and sports tournaments that contribute to employees' integration.

2015 + BIP BENEFICIARIES

Activity	Participants
Our Kids Visit the Bank	212
Private Theatre Performances	271
Soccer Tournaments	1,579
Rugby Tournaments	21
Tennis and Squash Tournament	86
Activities (theater, cooking, dance, chorus, running team)	18
After Offices throughout Argentina	29

240 TICKETS FOR CONCERTS, EVENTS AND SOCCER MATCHES RAFFLED BY TARJETA NARANJA

We organized the Healthcare Week, with activities and talks aimed at raising awareness about healthy habits; and we implemented nutrition, vaccination and voluntary blood donation campaigns. Beyond the health insurance coverage, Tarjeta Nevada offers professional psychological help in an ethical and confidential manner.

2015 + HEALTH BENEFICIARIES

Activity	Participants
Semana de la Salud (Healthcare Week):	
- Visits to the Doctors' Offices	1,193
- Massages and Reflexology	1,681
- Several Activities	496
First Aid and Cardiopulmonary Resuscitation Courses	268
Voluntary Blood Donation	54
Vaccination Campaign	588
+Salud Space (Monthly average visits)	1,003

THE FLU VACCINATION CAMPAIGN ALSO REACHED 1,589 TARJETA NARANJA'S EMPLOYEES AND 136 GALICIA SEGUROS' EMPLOYEES



3 Future

G4-EC2, G4-EC3, G4-LA2 – ODS 8.5.

4 Well-beinn

G4-EC2, G4-LA4 – ODS 8.8.



We have a package with benefits that have an impact on the personal and professional development of our employees. It consists of educational support, discounts on different individual insurance policies and banking products such as mortgage loans and personal loans at a preferential rate, and free credit cards. Banco Galicia Foundation has graduate scholarship programs for employees. **Efectivo Sí** and **Tarjeta Nevada** also have a program offered from the Human Resources area: management of proceedings before the Anses.

LOANS TO EMPLOYEES SETTLED IN 2015

Type of Loan	Number of Loans	Total Amount (in Pesos)
Personal Loans	1,548	121,475,530
Mortgage Loans	96	49,738,148
Leasing	1	344,699.74
Total Loans	1,645	171,558,377.92

1,322 TARJETA NARANJA'S EMPLOYEES RECEIVED TAX ADVISE

TARJETA NARANJA OFFERS THE STUDY TIME PACK! (¡PACK DE HORAS DE ESTUDIO! IN SPANISH) FOR EMPLOYEES WHO ARE UNDERGRADUATE AND POSTGRADUATE STUDENTS.

We undertake several initiatives to improve the quality of life of our employees, for instance yoga classes and massage sessions. Also, we foster flexible working days on special occasions. School kits and gifts are delivered on special days. We also offer maternity-related benefits, both before and after birth, through reduced working days, gradual return to work, lactation room and additional hour for lactation purposes, among others.

Tarjeta Nevada has entered into an agreement with OSDE to deliver free milk to all babies during their first year.

2015 +BIENESTAR BENEFICIARIES

Activity	Participants
Breastfeeding Kits Delivered	78
Mejor en Bici (Better by Bike) Program	96
Yoga Workshop	63
Family Workshop	130

1,714 TARJETA NARANJA'S EMPLOYEES USED THE HOURS OFF BENEFIT ON THE DATE OF THEIR CHILDREN'S BIRTHDAY.



GIFTS DELIVERED ON SPECIAL OCCASIONS

COMPANY	CELEBRATION	CELEBRATION
Tarjeta Naranja	Christmas	3,685
	Friendship Day	3,690
	Birth	317
Tarjeta Nevada	Mother's Day	1,208
	Labor Day	1,238
	Friendship Day	1,228
	Easter	1,241
	Children's Day	1,019
	Spring	1,230



Support to NGOs that Foster Employability

Galicia Seguros has entered into an agreement with "En Buenas Manos", a social organization that works with individuals with visual impairment and offers massage services. In 2015, 175 employees took advantage of this benefit.

COMMUNITY

+1.6

MILLION
BENEFICIARIES

121

ALLIED
ORGANIZATIONS

+ 30

MILLION PESOS IN
SOCIAL INVESTMENT



COMMITMENT TO PROGRESS AND SOCIAL FAIRNESS

THE COMPANIES' COMMITMENT TO SUSTAINABLE DEVELOPMENT ENTAILS RECOGNIZING THEMSELVES AS SIGNIFICANT SOCIAL PLAYERS AND MANAGING THE BUSINESS TAKING INTO CONSIDERATION THE RECIPROCAL IMPACTS GENERATED UPON INTERACTING WITH THE DIFFERENT STAKEHOLDERS, WITH THE PURPOSE OF PROMOTING IMPROVEMENTS IN THE QUALITY OF LIFE OF INDIVIDUALS, A KEY FACTOR FOR ECONOMIC AND SOCIAL DEVELOPMENT.

GRUPO FINANCIERO GALICIA WORKS SEEKING SYNERGY AMONG THE PUBLIC AND PRIVATE SECTORS AND CIVIL SOCIETY. BANCO GALICIA, HAVING BEEN PRESENT THROUGHOUT ARGENTINA FOR 110 YEARS, HAS COME A LONG WAY WITH REGARD TO THIS MATTER; EACH OF THE GROUP'S COMPANIES SUPPLEMENTS THIS WORK ACCORDING TO THE ISSUES THAT ARE MOST RELATED TO ITS BUSINESS IN ITS AREAS OF INFLUENCE, ORGANIZING, IN TURN, CORPORATE VOLUNTEERING ACTIVITIES.



PROGRAM MANAGEMENT

The Group's companies have a social investment strategy based on major focal points with regard to work with the community:

- EDUCATION
- WORK PROMOTION
- HEALTH

These focal points are key pillars to social integration and to build a fair society.

At each of the programs, the Group's companies work with Civil Society Organizations (CSOs) or volunteers that carry out field work, adding specialization and professionalism.

We forge alliances based upon the understanding that a strategic social investment shall take the following into consideration:

EFFICIENCY:

When addressing significant issues and avoiding the scattering of resources.

ARTICULATION:

With specialists in the issues to make the intervention professional.

INFLUENCE:

To cause real transformation with scalability.

Program Management Cycle

Banco Galicia manages the initiatives based on the identification and assessment of the needs and potential of each population. This analysis is used to determine how to address the problems, and to set the goals and the intervention method. During the implementation of each program, the follow up of the activity's progress and the subsequent level of compliance of the plans determined is essential. Once in the final stage, an assessment is carried out to determine whether the implemented actions achieved the proposed goals, both regarding reach and impact. These stages make up a cycle that continuously receives feedback in its search for an ongoing management improvement.

Banco Galicia has three types of approaches related to its work with the community: [Insignia Programs](#), [Strategic Alliances](#) and [Institutional Support](#).



Social Investment Analysis Matrix

G4-S01, G4-DMA

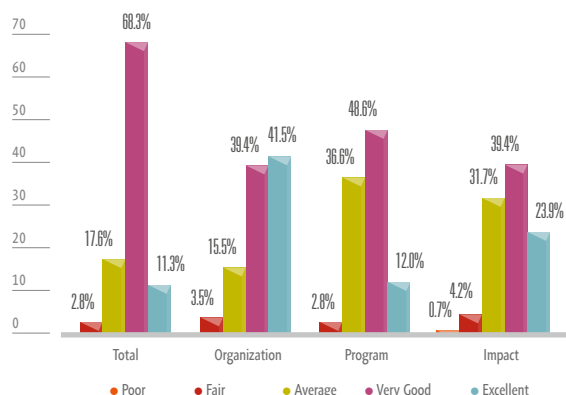
100% OF CSOS WERE ASSESSED

40% INCREASE IN THE ASSESSED CSOS THAT PROGRESSED FROM AN AVERAGE TO A VERY GOOD PERFORMANCE LEVEL WHEN COMPARED TO 2014

The assessment and measurement of programs are essential aspects of the sustainable management promoted by **Banco Galicia**. This allows managing social investment in an efficient manner, identifying the best strategic partners for each initiative, reaching a higher transformational impact and also identifying the expectations and needs of CSOs with regard to the work carried out.

For this purpose, the Social Investment Analysis Matrix (MAIS, as per its initials in Spanish) has been used since 2011. This is a tool specially created by Banco Galicia in compliance with the international standards on Social Return on Investment (SROI) and the Impact Reporting and Investment Standards (IRIS), which allows the Bank to carry out a comprehensive assessment of projects regarding three key areas (Organization, Program and Beneficiaries) through 70 indicators. Results obtained make it easier to have a more in-depth knowledge of allied organizations, apart from supplying qualitative and quantitative information on the scope of the social investment.

Assessment under MAIS (%)



Institutional Strengthening of CSOs

Using the Matrix allows us to identify actual needs of the CSOs we work with and offer them training and institutional strengthening forums.

Throughout the year, we supported CSOs with scholarships and specific training in fund development, networking, coordination between the public and private areas, strategic planning and communication together with AEDROS, Aportes de Gestión para el Tercer Sector, Potenciar Solidario and Comunia.

QUANTITATIVE INDICATORS

	TOTAL		EDUCATION		WORK PROMOTION		HEALTH	
	2014	2015	2014	2015	2014	2015	2014	2015
	Banco Galicia	GFG	Banco Galicia	GFG	Banco Galicia	GFG	Banco Galicia	GFG
Presence in the Provinces	24	24	24	24	24	24	24	24
Programs	36	34	15	14	11	11	10	9
Alliances with Organizations	123	121	48	57	34	26	41	39
Support to CSOs	63	65	0	0	0	0	0	0
Beneficiaries								
Institutions	833	541	384	77	61	73	388	391
Schools	610	1,048	582	1,042	7	6	21	0
Students	106,711	75,708	58,002	21,472	165	1,051	48,544	53,185
Teachers	243,315	139,107	241,855	137,260	258	258	1,476	1,589
Entrepreneurs	6,193	3,836	0	0	6,193	3,836	0	0
Unemployed	742	1,170	0	0	742	1,170	0	0
Patients	720,946	1,513,909	0	0	0	0	720,946	1,513,909

EDUCATION

THE GROUP'S COMPANIES AND STAKEHOLDERS BELIEVE EDUCATION IS A MAJOR FOCAL POINT OF THE GROUP'S PRIVATE SOCIAL INVESTMENT STRATEGY. THE DEVELOPMENT OF INITIATIVES THAT PROMOTE AND EASE ACCESS TO EDUCATION IS UNDERSTOOD AS A CRITICAL VARIABLE TO BREAK THE POVERTY CIRCLE AND IMPROVE THE QUALITY OF LIFE OF INDIVIDUALS. THE INVESTMENT IN PROGRAMS THAT FOSTER EQUAL AND QUALITY EDUCATION TRANSLATES INTO A RELEVANT FACTOR THAT FAVORS THE SOCIAL, CULTURAL AND ECONOMIC DEVELOPMENT OF ARGENTINA.

THROUGH DIFFERENT INITIATIVES, WE PROMOTE ACTIONS THAT INCLUDE THE WHOLE EDUCATION CYCLE: PRIMARY, SECONDARY AND UNIVERSITY EDUCATION.



PRIMARY, SECONDARY AND UNIVERSITY EDUCATION

School Support

115 SCHOLARSHIP HOLDERS

6,383 SCHOOL KITS DELIVERED

In order to contribute to education quality for children and young people, **Tarjeta Naranja** promotes different initiatives under a participative mode which, apart from the contribution from the company, also receives contributions from Sponsor Merchants (“*Comercios Amigos Padrinos*”) and volunteer employees. Thus, the following programs are carried out:

Apadrinando Escuelas (Support for Schools) Program:

Tarjeta Naranja has been running this program since 1999, providing a monthly financial contribution so that school authorities of public primary schools throughout Argentina can meet the needs of students and institutions. Sponsor Merchants (“*Comercios Amigos Padrinos*”) have been participating in the initiative since the beginning, making a financial contribution as well.

School Kits Delivery Program:

To support the beginning of the school year and the return to school after winter holidays, school kits are delivered to children who attend sponsored soup kitchens. A high percentage of the money invested derives from the sale of paper no longer used. This year, 6,383 school kits were delivered.

Primary and Secondary School Scholarships:

Together with Fundación Fondo de Becas (FONBEC) and Liga Solidaria, Tarjeta Naranja implements the Primary and Secondary School Scholarship Program to ease school completion for students in social underprivileged situation. Both the company and a sponsor employee make a monthly contribution to allied social organizations, where 80% of the contribution is paid by Tarjeta Naranja and 20% is contributed by the sponsor employee. In 2015, scholarships were granted to 115 students, both children and young individuals.

Financial Education

+14,000 STUDENTS TRAINED SINCE 2007

438 PARTICIPATING INSTITUTIONS SINCE 2007

The financial services rendered by the banking market have been included as the major instruments consumers have for the purchase of goods and services, through access to different products such as credit cards, loans and other financial alternatives. That is why the relationship between consumers and the financial world must be not only informed but educated, so as to ensure consumers can make decisions being sure and having knowledge.

Since 2007, **Banco Galicia** has been carrying out the Financial Education Workshop targeted at high-school senior students both from public and state-subsidized private schools so that they learn concepts related to personal economic planning, get to know the role of banking institutions and of the financial system in society and strengthen their citizenship values such as responsibility, solidarity, respect and cooperation. During three sessions, young individuals are guided through the identification of the way to attain personal goals so that they can apply such knowledge to their reality and that of their surroundings.

This program is offered in alliance with Asociación Conciencia.



University Scholarships

318 UNIVERSITY SCHOLARSHIP HOLDERS

20 ALLIED ORGANIZATIONS

Since 2008, **Banco Galicia** has been running a University Scholarship Program implemented under two intervention methodologies, aimed at helping young people aged 17-24 with a high potential and from low-income sectors attend university.

Through the “Potenciamos tu Talento” (Boosting your Talent) program, we focus on supporting young students who attend public universities both financially and with regard to follow up through their university studies. For the selection of students, we build up alliances with 13 CSOs specialized in the area throughout Argentina, which are in charge of introducing the applicants and appointing a mentor for their mentoring.

In turn, the Bank makes “*Aportes a Fondo de Becas*”, i.e. Contributions to the Scholarship Funds of the universities with which it has forged alliances: ITBA, UDESA, Di Tella and UCA.

The Bank as well promotes exchange forums with them to strengthen their professional training, and invites them to take part in the different work promotion programs.



SPORTS ARE ESSENTIAL FOR THE COMPREHENSIVE DEVELOPMENT OF CHILDREN, SINCE THEY HAVE A POSITIVE INFLUENCE ON BOTH THEIR PHYSICAL AND MENTAL HEALTH. EDUCATION THROUGH SPORTS ALLOWS CONVEYING AND PUTTING INTO PRACTICE VALUES THAT ARE ESSENTIAL FOR CHILDREN'S EDUCATION. IN THE CASE OF CHILDREN FROM SOCIAL UNDERPRIVILEGED NEIGHBORHOODS, PLAY AND RECREATION AREAS ARE SUPPORT AND SOCIAL ADAPTATION SPACES THAT KEEP CHILDREN FAR FROM UNHEALTHY PRACTICES, AND ALLOW THEM TO BE PART OF A FAVORABLE ENVIRONMENT FOR THEIR DEVELOPMENT.

Un Gol, un Potrero (One Goal, One Soccer Field) Program

242 SOCCER FIELDS DELIVERED SINCE 2011

+20,000 CHILDREN WERE BENEFITED

Within this environment, and being the official sponsor of Argentina's National Soccer Team, **Tarjeta Naranja** launched in 2011 the program named "*Un Gol, un Potrero*" (One Goal, One Soccer Field), with the purpose of promoting this sport.

This initiative sets forth that, for each official goal made by Argentina's National Soccer Team, the company conditions the sports area of public schools, neighborhood clubs or community centers and provides the equipment necessary to play sports. This program also contributes to strengthening values such as team work, respect and friendship, which are the mainstays on which Tarjeta Naranja's culture is based.

Before Copa América (American Soccer Cup) in 2015, we invited the 210 soccer fields to take part in a contest to have access to the last training session of Argentina's National Soccer Team before the start of the competition. The two prize winners were able to be in the same soccer field than the team's players and watch the goals and receive tactical advice. The benefited organizations were Centro Educativo José María Paz (Oncativo) and Encuentro de Fútbol para Integrar (Colonia Caroya).

This year, Tarjeta Naranja renewed its agreement with Asociación de Fútbol Argentino (AFA) to continue being the official sponsor of Argentina's National Soccer Team until 2019, extending its support to important sports events, among which the following are worth noting: Copa América Chile 2015, the Olympic Games to be held in Río de Janeiro in 2016 and the 2018 World Cup to be held in Russia. In 2015, we delivered 34 soccer fields, benefiting 3,000 children.



EDUCATION-RELATED INITIATIVES

BANCO GALICIA INITIATIVES	PROGRAM NAME	ORGANIZATION	DESCRIPTION	BENEFICIARIES	UBICACIÓN
SUPPORT TO HIGHER EDUCATION	Boosting your Talent	Marista, Demos, Fonbec, Forge, Agrupar, Anpuy, Brazos Abiertos, León, Integrar, Reciduca, Puentes, Liga Solidaria, Reiventar	Promotes the development of higher education for underprivileged young people, through scholarships and personalized tutor assistance.	262 students	Santa Fe, Mendoza, Buenos Aires, Córdoba, La Pampa, Entre Ríos, Jujuy, Neuquén, Chaco, Corrientes, Misiones, Salta, Tucumán.
	Contributions to the Scholarship Funds	UTDT, UDESA, UCA, ITBA, UMET, Cascos Verdes, Conciencia	Support to low-income young students in their higher education through contributions to University/Social Organizations Scholarship Funds.	56 students	Autonomous City of Buenos Aires, Province of Buenos Aires.
FINANCIAL EDUCATION	Finacial Education Program	Conciencia	Training in the importance of personal planning, finance and the banking system, adopting and strengthening citizenship values.	71 schools 2,835 students 60 teachers	National.
SCHOOL PERMANENCE	School Scholarship Program	Cimientos, Conciencia, Reciduca, Asociación Argentina de Cultura Inglesa, Voy con vos	Support to secondary school students through scholarships. Free service to open and maintain savings accounts to manage grants.	2,919 students 120 teachers	National.
TRAINING ACTIVITIES	School Competition	FADAM, Fundación La Nación	Support to competitions aimed at supporting the work of teachers and the efforts of schools, awakening students' interest and the performance of participatory projects.	412 schools 1,750 students 110 teachers	National.
	Approach to Art	AAMNBA, Fundación Teatro Colón	Promotion of art among children and young people through workshops and specialization scholarships.	1,410 students	National.
	Educational Sessions	Fundación Lúminis, Museo del Holocausto, Misiones Rurales Argentinas	Support to face-to-face teacher's and institutions' advance course and training sessions. Publication of pedagogical videos in the Internet regarding the educational sessions carried out at the Book Fair.	12 schools 4,616 teachers	National.
	Education with regard to Values	Fundación Horacio Zorraquín, Ruta 40, Valores para Crecer, Manos Abiertas	Aimed at making the educational community aware of the importance of educating with regard to the values as focal point for the comprehensive education of the individual and the society.	6 schools 761 students 19 teachers	San Juan, Salta, Tucumán, La Rioja.
INSTITUTIONAL STRENGTHENING	The 400 Classes	CIPPEC	Publication in the Internet of high-quality videos, both from the conceptual and didactical points of view, to strengthen the teachers' resume and to inspire teaching. Teachers receive training in the use of the videos.	132,049 teachers	National.
	Ongoing Training and Support for Professionals	Enseñá por Argentina	Training for young professionals selected by Enseñá por Argentina, who are prepared to lead at schools and classrooms in social vulnerability environments.	25 schools 2,500 students 20 teachers	Province of Buenos Aires, Autonomous City of Buenos Aires.
	12th Reading Marathon	Fundación Leer	Aimed at making people aware of the importance of reading for personal development and the growth of societies. Winners are trained, reading spaces are created, and winning institutions are offered distance pedagogical advice.	16 schools 3,200 teachers 16 teachers	National.
	Sustainability and Public Policies	CIPPEC, Fundación RAP, Confederación General de la Sociedad Civil, CIAS, Universidad Austral, Educar 2050, Fores, Conferencia Episcopal Argentina - Comisión de Pastoral Social, Foro del Sector Social	Aimed at coordinating with civil society organizations and public and private sectors in order to promote public policies encouraging equity, growth and sustainable development.	9 organizaciones 30 teachers	Province of Buenos Aires, Autonomous City of Buenos Aires.
	Infrastructure and Equipment	Asociación Cristiana de Jóvenes, UCA (Escuela de Educación), Cimientos, Fe y Alegría, Ford, Obra de Don Bosco, Arzobispado de Buenos Aires	Aimed at improving building and equipment conditions, online platform and supplies of schools and universities.	78 schools 5,645 students 250 teachers	National.
STRENGTHENING OF CAPACITIES FOR CSOS	Training for CSOs	AEDROS, Los Grobo, Aportes de Gestión para el Tercer Sector, Potenciar Solidario, Oprenar, Comunia	Strengthening and establishment of capacities at CSOs with respect to fund development, networking, strategic planning, institutional communication and good practices manual for CSOs.	68 organizaciones 104 students	National.



WORK PROMOTION

G4-FS14 – ODS 1.4., 8.10., 10.2.

THE GROUP'S COMPANIES UNDERTAKE INITIATIVES THAT SUPPORT THE DEVELOPMENT OF ARGENTINA, WITH INITIATIVES THAT FOSTER EMPLOYABILITY; FROM INTERNSHIPS, TRAINING TO ENTREPRENEURS, PROMOTION OF MICROFINANCE AND MEZZO FINANCE, TO LABOR TRAINING.

Labor Market Integration for Young People

156 STUDENTS TOOK PART IN THE PROGRAM

39 SCHOOLS

With the purpose of easing the labor market integration of young students who are about to finish secondary school, **Tarjeta Naranja** offers 21-day internships, from April to October, to senior students from public and private secondary schools. This initiative is aimed at accompanying the transition from the school environment to the work environment, offering young people the possibility of carrying out tasks both at branches and internal areas of the company.

Labor Training

600 PEOPLE REGISTERED

15 VOLUNTEER EMPLOYEES

Since 2007, **Tarjeta Nevada** has been carrying out the “Centro de Formación Nevada” (Nevada Training Center – CFN as per its initials in Spanish), through which employees perform the role as trainers and spread their knowledge about the positions they hold to the members of the community to ease their integration to the labor market. In order to supplement these training sessions, and in alliance with Adecco, motivational workshops are offered with the purpose of strengthening employment skills. In 2015, 470 hours of training were completed.



Training Offered to Entrepreneurs

G4-FS14 - ODS 1.4., 8.10., 10.2.

3,951 ENTREPRENEURS REGISTERED SINCE THE FIRST EDITION

38,870 TRAINING HOURS

This year, and in alliance with Fundes, **Banco Galicia** carried out the 5th edition of “*Del Emprendimiento a la Pyme*” (From the Business to SMEs) Program, targeted at entrepreneurs who have an existing project, with the purpose of providing them with tools for business growth, increasing their competitiveness and supporting the process to make the activity formal.

This is a nationwide program that lasts two years, and entrepreneurs take part in four stages.

The first stage envisages a plan with five monthly face-to-face training sessions where the following contents are dealt with: strategic planning, business plan, marketing, digital communication and 2.0 tools, accounting, tax and legal aspects and Human Resources.

The second stage consists in virtual mentoring with a consultant from Fundes for the creation of the business plan. Afterwards, the third stage starts, where entrepreneurs who are willing to formalize their undertakings pursuant to the laws are offered advice and support for the submission of documents.

At the fourth stage, entrepreneurs who have gone through the previous stages can apply for a loan with special terms and conditions.

In 2015, training sessions were held in 11 locations throughout Argentina, where 860 entrepreneurs took part.

Efectivo Sí joined this initiative, disseminating the activity and suggesting candidates for the 5th edition of the program.

860 entrepreneurs from 19 provinces of Argentina took part in the first stage of the 5th edition, and 1,390 hours of training were delivered.

Promotion of Microfinance

+25 MILLION PESOS IN TOTAL IN FUNDS TO MICROFINANCE INSTITUTIONS

Banco Galicia has a program for the promotion of microfinance, through a credit line for microfinance institutions. The Bank made an alliance with Red Argentina de Instituciones de Microcrédito (Radim), which is renewed every year, for the purpose of strengthening the work done with these institutions.



FUNDACION Pro Vivienda Social

THIS YEAR, BANCO GALICIA GRANTED FINANCIAL ASSISTANCE FOR PS. 3,000,000 TO THE TRUST FUND CREATED BY FUNDACIÓN PROVIVIENDA SOCIAL IN ORDER TO FINANCE A COMPREHENSIVE GAS INFRASTRUCTURE PROJECT. THIS PROJECT ENTAILS THE CONSTRUCTION OF THE GAS SUPPLY NETWORK FOR 3,600 PLOTS OF LAND IN UNIÓN AND FUTURO NEIGHBORHOODS IN MORENO, PROVINCE OF BUENOS AIRES.

Launch of the Mezzofinanzas Credit Line

G4-FS14 – ODS 1.4., 8.10., 10.2.

10 PROJECTS FUNDED

5,000,000 PESOS INVESTED IN HIGH SOCIAL AND ENVIRONMENTAL IMPACT INITIATIVES



The *Mezzofinanzas* credit line is an answer to the scarce credit offer for the segment made up of the recipients of microcredit and SMEs already consolidated. This credit line, launched in 2015, provides funding to sustainable and innovative undertakings and projects aimed at enlarging, which seek solutions to social and/or environmental problems with a market approach, and which comply with sustainability criteria previously determined by the Bank. Recipients are individuals, legal entities or Civil Society Organizations (CSOs), and shall be able to get access to a maximum amount of Ps. 1,000,000 to be used both for productive investment and working capital.

Since the credit line was launched in May, we received more than 50 queries from interested parties and we granted credit from Ps. 150,000 to Ps. 1,000,000 to 9 applicants. We are as well progressing in the granting of credit to other 7 applicants.

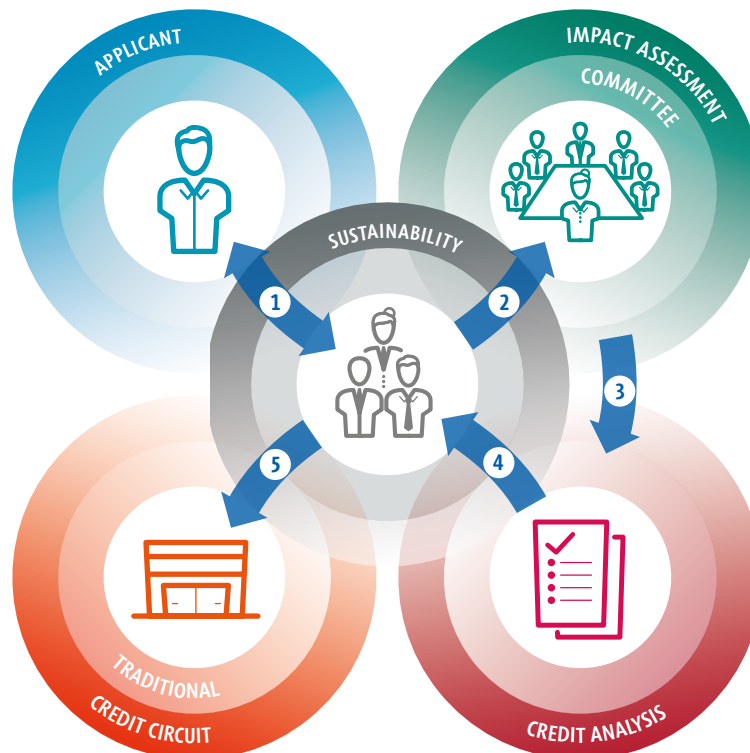
CASES WE ACCOMPANIED:

- GOOD ENERGY SRL - RENEWABLE ENERGY
- MAGGACUP – SILICON REUSABLE MENSTRUAL CUPS
- JARVA – SUSTAINABLE CRAFT BEER
- GOGREEN – ECOLOGIC DIAPERS AND PADS
- VERDE TEXTIL – ORGANIC COTTON FABRIC
- MUBMI – ALL-TERRAIN WHEELCHAIRS
- DIAGNÓSTICO GOYA – THE ONLY IMAGING DIAGNOSIS CENTER IN MORE THAN 300 KM
- QÜEM – RECYCLABLE BAGS FOR THE TRANSPORTATION OF FROZEN ELEMENTS
- ENERGIE S.A. - DEVELOPMENT, MANUFACTURE AND DESIGN OF SOLAR POWER SYSTEMS FOR HOME AND INDUSTRIAL USES

SOCIAL

- Provides social value through a product or service that offers solutions or improvements as regards social, housing, health, education, travel and transport matters in highly-vulnerable populations.
- Creates job positions in areas of low employment offer.
- Hires people or suppliers focused on people integration (disability, gender, native peoples).
- Contributes to reducing poverty.
- Fosters honesty, cooperation, work ethics values.
- Encourages associativity.
- Improves education, training and ranking of the current labor market.
- Recovers local trades, and moral and cultural values.
- Generates local social and cultural capital linking work and production to cultural heritage and local knowledge.
- Produces or certifies under fair trade standards.
- Facilitates access to public goods and services – water, transport, health, education – and markets.

Program Circuit



ENVIRONMENTAL

- Offers services or products that promote the three Rs: reduce, reuse and recycle.
- Introduces the concept of clean production using lower carbon or water footprint supplies and processes.
- Implements the internal three Rs program: reduce, reuse and recycle.
- Offers services, technologies or products that foster the restoration of ecosystems, courses of water, forests or pastureland.
- Markets or produces products with organic or biodynamic certification.
- Fosters environmental protection.

WORK PROMOTION INITIATIVES

G4-15, G4-S01

BANCO GALICIA INITIATIVES	PROGRAM NAME	ORGANIZATION	DESCRIPTION	BENEFICIARIES	LOCATION
SUPPORT TO ENTREPRENEURS	From the Business to SMEs	Fundes	Training is offered to entrepreneurs to enhance the management of their businesses, creating perspectives for the future formalization of their businesses. Support is provided to those entrepreneurs who decide to formalize their undertakings.	860 entrepreneurs	National.
	Financing to Microfinance Institutions - IMFs	RADIM	Strengthening of microfinance institutions so that these can perform their microcredit-related activities, through a credit line and technical training sessions.	64 organizations 228 social leaders 14 students	Salta, Jujuy, Santa Fe, Misiones, Mendoza, Province of Buenos Aires, Autonomous City of Buenos Aires.
PROMOTION OF MICROFINANCE	Mezzofinanzas	Contribuir	Strengthening of sustainable and innovative undertakings and projects which seek solutions to social and environmental problems with a market approach, through a Mezzofinanzas credit line.	9 organizations	Autonomous City of Buenos Aires, Province of Buenos Aires, Mendoza.
	Support for Entrepreneurs	Fundación Junior Achievement, Fundación Simoca, Fundación Marzano, De todos para todos, Impulsar, Contribuir, Obra	Training of entrepreneurs in enterprise management, with financial assistance and mentoring. Purchase of products made by entrepreneurs for the Bank's activities and for corporate gifts.	828 organizations	Province of Buenos Aires, Neuquén, Chubut, Santa Cruz, Córdoba, Jujuy, Mendoza, Autonomous City of Buenos Aires, Tucumán.
PROMOTION OF ENTREPRENEURS	Social Economy	Cáritas Argentina	In socially-excluded communities, it develops a model of economy based on associative and solidarity relationships, promoting capabilities, creating income sources and strengthening social links.	20 entrepreneurs	Río Negro
	Employment Services	AMIA, Fundación Pescar	Support to workshops aimed at increasing work opportunities and employability conditions.	767 unemployed	Autonomous City of Buenos Aires.
TRAINING FOR EMPLOYABILITY	Labor Training Workshops	Media Pila, Manos Abiertas, Pilares, Fundación Oficios	Training offered to low-income women, young people and adults, with the purpose of providing them with tools and a comprehensive training that will allow them to be better individuals and possibly entrepreneurs. Technical training to facilitate access to employment.	785 organizations	Province of Buenos Aires, Autonomous City of Buenos Aires.
	Work Training for Young People	Reciduca, Colegio Madre Teresa	Support to young people so that they complete their education, thus favoring the transition from the school stage to the labor stage.	20 unemployed	Province of Buenos Aires.
LABOR INTEGRATION OF INDIVIDUALS WITH DISABILITIES	Education and Support for Employment	Fundación PAR, Discar	Development of a work profile for individuals with disabilities, according to market requirements, in order to facilitate the job searching process, and follow-up by trained professionals.	383 unemployed	Autonomous City of Buenos Aires.
RURAL DEVELOPMENT	Recovery of Towns that are at Risk of Disappearing	Responde	Promotion of the social and economic development of small towns, surveying their social and economic profile and their natural and cultural resources, and making their history known. Training sessions on the undertakings are carried out, and support is offered to promote and advertise the towns and their undertakings.	312 inhabitants	Entre Ríos
	Strengthening of Rural Communities	Cruzada Patagónica, Fundación Bunge y Born, Profesorado Ciencias Agrarias y Protección Ambiental (PROCAYPA), Niwok	Promotion of development opportunities for families from rural communities, fostering sustainable family agriculture through diversification and productive improvements, as well as technical and legal training.	1,031 entrepreneurs 6 schools 1,037 students 30 teachers	Province of Buenos Aires, Córdoba, Misiones, Formosa, Neuquén, Río Negro, Chubut. Chubut.

INSIGNIA PROGRAMS

STRATEGIC ALLIANCES



HEALTH

CONTRIBUTING TO THE HEALTH AND WELL-BEING OF INDIVIDUALS IS ANOTHER PRIORITY DETERMINED IN GRUPO FINANCIERO GALICIA'S SOCIAL INVESTMENT STRATEGY. BASED ON ENSURING A HEALTHY LIFESTYLE AND PROMOTING WELL-BEING, WE SEEK TO CONTRIBUTE TO THE REDUCTION OF CHILD MORTALITY AND TO PROMOTE UNIVERSAL ACCESS TO ESSENTIAL AND QUALITY HEALTH SERVICES.



WITHIN THIS ENVIRONMENT, BANCO GALICIA PROMOTES THE PROGRAM ENTITLED "MEJORAS EN HOSPITALES Y CENTROS DE SALUD" (HOSPITALS AND HEALTH CENTERS IMPROVEMENT) AND THE PROGRAM FOR THE PREVENTION OF CHILDREN MALNUTRITION.

Mejoras de Hospitales y Centros de Salud (Hospitals and Health Centers Improvement)



76 HOSPITALS AND HEALTH CENTERS HAVE BEEN BENEFITED

+2,700,000 DIRECT BENEFICIARIES

Since 2009, the Bank has been implementing this Program, which seeks to contribute to the improvement of the quality of care of health system's users in Argentina, to strengthen the work of doctors and to contribute to improving the quality of care of patients.

Proposals for improvement include the purchase of equipment and hospital resources and improvements in infrastructure for public health institutions throughout Argentina.

In order to implement this program, the Bank's branch manager collaborates by identifying priority needs in the area, choosing the beneficiary institution and receiving the specific requests for help. Also, the Bank has forged an alliance with Cáritas, institution that offers non-binding advice, assessing the identified needs pursuant to sustainability and urgency criteria.

In 2015, the Bank helped 10 hospitals in different areas throughout Argentina, thus directly benefiting 1,434,138 individuals.



Programa de Prevención de la Desnutrición Infantil (Children Malnutrition Prevention Program)

189 TRAINING SESSIONS

5,967 SOCIAL LEADERS TRAINED

11 PROVINCES THROUGHOUT ARGENTINA

Aimed at contributing to the promotion of good nutrition habits and healthy development regarding children and pregnant women, **Banco Galicia** carries out this nationwide program in alliance with CONIN. This initiative's goal is to train local social leaders (teachers, sanitary agents, representatives of intermediate associations and neighborhood referents) so that they act as agents with regard to matters related to the prevention of children malnutrition.

Face-to-face training and materials are offered, which include contents related to eating habits, affective development, early stimulation and the growth of children.

This year, as an addition to this program, the Bank delivered water treatment filters at institutions in Tres Isletas and Pampa del Indio, province of Chaco, where a training session had been previously carried out targeted at the social leaders of the area.

These actions are in line with the Sustainable Development Goals recently set forth by the United Nations.



HEALTH INITIATIVES

G4-15, G4-S01

BANCO GALICIA INITIATIVES	PROGRAM NAME	ORGANIZATION	DESCRIPTION	BENEFICIARIES	LOCATION	
INSIGNIA PROGRAMS	INFRAStructure AND EQUIPMENT	Hospitals and Health Centers Improvement	Cáritas Argentina, Fundación Los Grobo, Asoc. Coop. del Hospital Gutiérrez, COAS, Damas Rosadas, Fundación del Hospital de Clínicas, Fundación Dr. Juan A. Fernández, Fundación Policía Federal Argentina, Lalcec, Ayres de Esperanza, Fundación Trauma	Seeks to improve the health care provided to patients in public health institutions through contributions of equipment, hospital resources and infrastructure remodeling. Contributions are made directly or else through civil society organizations.	21 health centers 1,500,749 patients	National.
	MALNUTRITION PREVENTION	Children Malnutrition Prevention	CONIN, Hacienda Camino, Redinfa	Training for social leaders so that they can share what they learned at their areas of influence. Training, care and on-site follow up for women and children at social and nutritional risk.	748 social leaders 226 organizations 2,408 patients	Entre Ríos, Salta, Province of Buenos Aires, Santa Fe, Tucumán, Mendoza, Formosa, San Luis, Corrientes, Chaco, Córdoba, Santiago del Estero.
STRATEGIC ALLIANCES		Support and Training Networks	Solidagro	Support to networks for the distribution of food, medications, equipment, clothing and knowledge.	125 social leaders 600 patients 1 organizations	Santa Fe, Chaco, Formosa, Corrientes, San Juan, Autonomous City of Buenos Aires.
	SUPPORT TO THE RESEARCH, TRAINING, AWARENESS AND TREATMENT OF DISEASES	Training for the Treatment of Diseases	Sociedad Argentina de Diabetes (SAD), Fleni, Cesni	Training and equipment for health and research professionals in order to enhance their knowledge and skills.	1 organizations 3 students 5 researchers	Province of Buenos Aires, Corrientes.
		Social Action	ALPI, Fundaler, Asociación Distrofia Muscular (ADM), Fundaleu, Esclerosis Múltiple Argentina (EMA), Aciapo, Fundación Natalí Dafne Flexer, Hospice Buen Samaritano, Hospice San Camilo, Ineco, Asociación Argentina de Esclerosis Lateral Amiotrófica (ELA)	Support for the treatment of patients suffering neuro-orthotic pathologies, oncologic, cardiologic, ophthalmologic, neurologic diseases, asthma, multiple sclerosis, muscular dystrophy, amyotrophic lateral sclerosis and terminal diseases.	51 organizations 9,321 patients 641 social leaders	National.
PROMOTION OF THE WELL-BEING OF INDIVIDUALS WITH DISABILITIES	Zoonotic Diseases	FABA	This program fosters the prevention of diseases transmitted by pets, as well as the responsible care of animals.	49,020 students	Province of Buenos Aires.	
	Early Stimulation	Las Lomas Oral Asociación Civil, Comisión para las Personas con Discapacidad	Therapeutic care and comprehensive education for children who have development problems.	5 patients	Province of Buenos Aires, Autonomous City of Buenos Aires	
	Integration Through Sports	Fundación Baccigalupo, Nuevas Olimpiadas Especiales, CILSA	Support to sports activities that promote integration through national and international tournaments.	50 organizations 700 athletes 70 teachers	Autonomous City of Buenos Aires, Province of Buenos Aires, Salta, Santa Cruz, Córdoba, Misiones, Santa Fe.	
INTEGRATION OF VULNERABLE GROUPS	Integration through Personalized Support Forums	Padres de Schoenstatt, Fundación Tzedaká, Parroquia Santa María del Camino, Fundación Amigos de Comunidades del Arca	Creation of art forums, labor training workshops, and school support. Promotion of non-formal education, with psychological, psychopedagogical, health and feeding support.	126 patients 1 organizations	Province of Buenos Aires, Autonomous City of Buenos Aires.	

CORPORATE VOLUNTEERING

The Group's companies believe volunteering is a specific and tangible possibility of promoting improvements in society, complying with employees' wishes regarding social contribution and addressing local development needs. The institutional support provided to volunteering initiatives allows the Group's companies to strengthen their

organizational values of commitment, closeness and enthusiasm.

In turn, volunteering actions seek to establish capacities in non-profit institutions with needs related to education, work promotion and health.



Tarjeta Naranja

Through the “Apadrinando Comedores” (Support for Soup Kitchens) Program fostered by volunteers, this year 3,290 children and 40 soup kitchens were benefited, with a contribution of Ps. 485,373.

Solidarity Missions are concrete actions carried out by employees throughout Argentina. The purpose is to meet specific needs in the communities where Tarjeta Naranja is present. Three groups of volunteers have been working on different initiatives for several years. These initiatives are aimed at meeting sanitary needs through “Una Gota de Salud” (A Health Drop) program; meeting the food-related needs of soup kitchens, schools and other institutions through “Directo al Corazón” (Right to the Heart) program; and carrying out entertainment activities at different institutions to cheer up and surprise both children and adults through “Circo Pocoloco” (Pocoloco Circus).

As an addition to the aforementioned actions, on certain holidays such as the Three Wise Men’s Day, Children’s Day and Christmas, internal campaigns are organized to gather toys that are later delivered to the institutions the company helps.

Throughout 2015, 600 Tarjeta Naranja’s employees took part in volunteering activities.

DE COLABORADOR A COLABORADOR (FROM EMPLOYEE TO EMPLOYEE)

DUE TO THE FLOODS THAT TOOK PLACE IN FEBRUARY IN DIFFERENT PROVINCES OF ARGENTINA, VOLUNTEERS ORGANIZED A FUNDRAISING CAMPAIGN AMONG EMPLOYEES TO HELP AFFECTED EMPLOYEES AND THEIR FAMILY MEMBERS. APART FROM THE MONEY RAISED AND DELIVERED, TOGETHER WITH THE CONTRIBUTION MADE BY THE COMPANY, ALL THE EMPLOYEES OFFERED SUPPORT AND HELP TO THEIR COLLEAGUES.



Tarjeta Nevada

Tarjeta Nevada’s volunteering actions are targeted at families, with special focus on children and the elder. Volunteers vote on the dates to carry out the activities, take part in the selection of the beneficiary community and organize the work session.

In 2015, 94 Tarjeta Nevada’s employees took part in these activities.

Also, each september 21 the international peace day is celebrated. Tarjeta nevada’s volunteers visit schools, soup kitchens and other civil society organizations in different provinces, such as mendoza, san juan and jujuy, where volunteering reading and improvement of infrastructure and equipment activities were carried out.

ORGAN DONATION CAMPAIGN

VOLUNTEERS FROM MENDOZA, SALTA, CATAMARCA, SAN JUAN, SAN LUIS AND SAN RAFAEL ORGANIZED A CAMPAIGN AIMED AT RAISING AWARENESS AMONG PASSERS-BY IN THE AFOREMENTIONED AREAS ABOUT THE IMPORTANCE OF ORGAN DONATION TO SAVE A LIFE.



Banco Galicia

206 PROJECTS IMPLEMENTED
SINCE THE PRIAR'S INCEPTION

63,247 BENEFICIARIES SINCE THE
PRIAR'S INCEPTION



Since its creation in 2002, PRIAR, the Bank's corporate volunteering program, has promoted 206 solidarity projects. This program was created as an initiative of the Bank's employees, within the framework of Ayudando a Ayudar Civil Association, and its mission is to offer sustainable solutions to the most vulnerable sectors of society.

With the purpose of establishing capacities, PRIAR's volunteers promote projects related to infrastructure and equipment improvements and training in soup kitchens, schools, children's homes and hospitals throughout Argentina. In 2015, 17 new projects started in the following locations: Salta, Province of Buenos Aires, Mendoza, Córdoba, Santa Fe, Autonomous City of Buenos Aires, San Juan, Formosa, Chubut, Neuquén.

Volunteers also carry out nine activities under the name "*Todos Somos Protagonistas*" (We Are All Main Players). These are initiatives that are carried out in only one day, with certain tasks completed before that specific date. Volunteers read stories in primary schools, built houses in vulnerable neighborhoods, planted trees in public areas, created toys, painted and equipped non-profit organizations and classified medications together with Fundación Leer, TECHO, Fundación Sí, Fundación SUMA and Fundación Tzedaká.



SOLIDARITY PROJECTS CONTEST

ON AUGUST 26, DUE TO THE SOLIDARITY DAY, MORE THAN 1,300 EMPLOYEES VOTED FOR THEIR PREFERRED PRIAR PROJECT. THE WINNING PROJECT WAS ONE PROMOTED BY VOLUNTEERS FROM THE STRATEGIC PLANNING AND MANAGEMENT CONTROL DIVISION FOR THE BENEFIT OF "MANITOS DE COLORES" KINDERGARTEN, LOCATED IN LOMAS DE MARILÓ NEIGHBORHOOD IN MORENO, PROVINCE OF BUENOS AIRES. THE INFRASTRUCTURE AND EQUIPMENT IMPROVEMENT INITIATIVE WAS AWARDED A CASH PRIZE THANKS TO THE MONEY COLLECTED THROUGH THE SALE OF FILING PAPER, AS PART OF THE BANK'S ENVIRONMENTAL STRATEGY.





Galicia Seguros

Since 2011, Galicia Seguros' volunteers joined the PRIAR, both regarding the mid- and long-term projects and the "Todos Somos Protagonistas" (We Are All Main Players) sessions. Since then, Banco Galicia and Galicia Seguros share the volunteering program and get together volunteers from both companies to carry out common activities, and they as well collaborate with each other regarding volunteer management, donation campaigns, contacts with civil society organizations, fundraising events and assessment of solidarity activities.

Efectivo Sí

Efectivo Sí's volunteers participated in two building actions under TECHO. In 2015, 39 employees took part in these activities.

Débito Solidario (Solidarity Debit)

For the past 20 years, **Tarjeta Naranja** has been easing their customers' donations through the automatic debit of contributions to non-profit organizations. In 2015, Ps. 76,024,091 were collected, corresponding to 354 organizations throughout Argentina, what represented a 43% increase when compared to the previous year.

Redondeo Solidario (Solidarity Rounding Up)

45 OSCs WERE SUPPORTED SINCE THE BEGINNING OF THE PROGRAM

46,690 ADHERENT CUSTOMERS

Through this program, **Banco Galicia** invites its customers to support non-profit organizations' projects by donating the amount resulting from the rounding up of their credit card payments up to Ps. 5.

At the 10th Campaign, corresponding to 2014/2015, the projects of the following foundations were benefited: Fundación Tzedaká, Fundación Cuerpo y Alma and Asociación Argentina de Fibrosis Quística (FIPAN)

Ps. 485,942 were raised between the contribution of customers and the Bank's contribution, which were allocated in equal parts.

For this 11th campaign, corresponding to 2015/2016, funds will be distributed among the following institutions: Fundación Garrahan, Fundación para la Lucha contra las Infecciones Nosocomiales (FLIN), Fundación Franciscana and Voy con Vos Asociación Civil por la Educación.



SUPPLIERS

10,510

ACTIVE
SUPPLIERS

+10,000

MILLION ARGENTINE
PESOS IN PAYMENTS
TO SUPPLIERS

2,220

PRODUCTS
PURCHASED FROM
SUSTAINABLE
SUPPLIERS



COMMITMENT TO TRANSPARENCY

IN ORDER TO FORGE LONG-LASTING BONDS, BASED ON TRANSPARENCY, RESPECT AND MUTUAL TRUST, WE CONTINUE DEEPENING OUR WORK WITH THE VALUE CHAIN. EACH INITIATIVE WE DEVELOP IS FOCUSED ON RESPONSIBLY IMPROVING THE EFFICIENCY OF OUR USUAL PURCHASE PRACTICES, KEEPING QUALITY AND CUTTING DOWN UNNECESSARY COSTS.

BASED ON THE PRINCIPLES AND ETHICS, WE DRAW UP A CODE OF CONDUCT WHERE WE LAY DOWN COMMON CRITERIA AND BASES WITH OUR SUPPLIERS TO CONTRIBUTE JOINTLY TO SUSTAINABLE DEVELOPMENT. ACCORDINGLY, WE INVITE YOU TO ADHERE TO THIS CODE AND COMMIT YOURSELVES TO WORKING BY RESPECTING BUSINESS INTEGRITY, JOB QUALITY, HUMAN RIGHTS, HEALTH AND SAFETY AND ENVIRONMENT PROTECTION, AMONG OTHER ASPECTS.





OUR SUPPLIERS' PROFILE

G4-12, G4-EC9 – ODS 12.7.

We consider our suppliers as an important part of our management's success and, therefore, we seek to generate a true exchange that allows us to know their internal processes more thoroughly and share our principles and values as a company.

GRUPO FINANCIERO GALICIA'S SUPPLIERS PROFILE

	BANCO GALICIA	TARJETA NARANJA	TARJETA NEVADA	EFFECTIVO SÍ	GALICIA SEGUROS
Number of Active Suppliers	3,204	4,625	1,138	943	600
Payments to Suppliers 2015 (Expense in Ps.)	5,861,472,025	2,370,353,351	578,000,000	545,888,963	1,617,545,437

DISTRIBUTION OF PAYMENTS TO SUPPLIERS BY REGION

	BANCO GALICIA	TARJETA NARANJA	TARJETA NEVADA	EFFECTIVO SÍ	GALICIA SEGUROS
City and Province of Buenos Aires	75.49%	66.40%	48.50%	87.17%	N/D
Central Area	11.98%	26.84%	12.12%	5.41%	N/D
Patagonia	4.01%	1.77%	1.52%	1.34%	N/D
Cuyo Region	3.55%	1.12%	32.33%	1.11%	N/D
Northeast	3.13%	1.43%	0.42%	0.58%	N/D
Northwest	1.84%	2.44%	5.03%	4.39%	N/D

PRACTICES FOR THE SELECTION, HIRING AND ASSESSMENT OF SUPPLIERS

G4-56, G4-LA14, G4-LA15, G4-HR4, G4-HR5, G4-HR6, G4-HR10, G4-HR11, G4-DMA – ODS 5.2, 8.8, 16.1, 16.2

We have different tools to ensure the transparency of processes for the selection and hiring of suppliers, providing them with equal possibilities. At the same time, we seek that local suppliers support the main branches in each province of the national territory. This is reflected both in the number of suppliers per province and in their distribution by purchase item.

The process for the selection of a supplier includes policies and guidelines that ensure compliance with our rules, principles and values. Particularly, many of our suppliers should undergo a process of assessment based on different mechanisms that allow us to know their business conduct²⁵

At **Banco Galicia**, the following instruments to assess and choose suppliers should be highlighted:

1. Internal and external audits in the process of purchases, hiring and monitoring.
2. The Purchase manual, which specifies the procedures to acquire products and services, and includes a Purchase Code of Ethics, the administrative procedures and the Commercial Policy on the Treatment Given to Suppliers. The employees who make purchases are under the obligation to know said manual and act under the guidelines thereof.

3. The Code of Conduct, which shall be signed by Suppliers when they are added, along with the Company's Environmental Policy. This entails a commitment to complying with Banco Galicia's principles and values, respect for the law, fight against corruption, the principles of the United Nations Global Compact and the natural resources care as part of its operations. Suppliers should also submit a sworn statement attesting their compliance with the law and effective labor regulations.

663 NEW SUPPLIERS SIGNED THE CODE OF CONDUCT AND ENVIRONMENTAL POLICY IN 2015

4. Visits to suppliers: To ensure compliance with the agreement signed with the Bank, visits are made to suppliers considering aspects related to social and environmental standards.

Galicia Seguros also coordinates meetings with certain suppliers to know their operations, analyze the economic and financial information, delivery conditions and compliance with product requirements.

Tarjeta Naranja began a process to work with suppliers accompanied by IARSE²⁶ specialists in order to improve management and reinforce communication with this public. The company organized the first workshop of Corporate Social Responsibility awareness aimed at the Company's strategic suppliers.

LEAN PURCHASES AT BANCO GALICIA

IN LINE WITH THE EFFICIENCY POLICY IN MANAGING RESOURCES, DURING THE YEAR, BANCO GALICIA BEGAN A TRANSFORMATION PROGRAM CALLED LEAN PURCHASES. THE PURPOSE WAS TO ESTABLISH A STANDARD METHODOLOGY FOR THE WHOLE ORGANIZATION REGARDING SUPPLY, WITH CLEAR ROLES AND PROCESSES.

TO SUCH END, THE STRATEGIC SUPPLY DIVISION WAS CREATED TO FACILITATE ATTAINING THESE GOALS. THIS NEW TEAM WAS RESPONSIBLE FOR EVALUATING HOW THE PURCHASE AREA OPERATED AND IDENTIFYING TIME WASTE IN PROCESSES AND SYSTEMS TO THEN WORK ON THE IMPROVEMENTS TO BE IMPLEMENTED. FINALLY, A COMMITTEE IN CHARGE OF PERIODICALLY CONTROLLING COMPLIANCE WITH THIS METHODOLOGY WAS CREATED.

TARJETA NARANJA'S DEVELOPMENT PLAN FOR SUPPLIERS

IN THE COURSE OF 2015, TARJETA NARANJA BEGAN A SUPPLIERS MAPPING PROCESS AS THE FIRST STEP TO PREPARE A DEVELOPMENT PLAN FOR SUPPLIERS AS REGARDS SUSTAINABILITY IN THE COMING YEARS.

THE WORK CONSISTED IN DEEPENING THE ASSESSMENT OF ETHICAL, HUMAN RIGHTS CRITERIA, LABOR AND ENVIRONMENTAL RIGHTS TO BE INCLUDED IN THE GENERAL MANAGEMENT OF SUPPLIERS AS FROM 2016. ALSO, IT COMPRISED THE COMPARATIVE ANALYSIS WITH OTHER SUSTAINABLE MANAGEMENT COMPANIES OF THE VALUE CHAIN, HIRING AND SELECTION PROCESSES, AS WELL AS THE FORMS USED TO ADD, FOLLOW UP AND ASSESS SUPPLIERS.

²⁵ Although suppliers were not subject to a formal and thorough analysis of labor and human rights practices, none of the Group companies has become aware of a material negative impact with respect to these matters on the supply chain.

²⁶ Instituto Argentino de Responsabilidad Social Empresaria.





We aim at strengthening relationships with our suppliers by means of a fluid, regular and peer-to-peer dialogue that allows us to forge long-term business bonds. At the same time, we generate different training sessions to increase our value chain's productivity. Some examples are Banco Galicia's remarkable participation in the *Valor* Program, and the training sessions carried out by Tarjeta Nevada to help develop its suppliers' competitiveness, and implement improvements in its production processes.

BANCO GALICIA'S VALOR PROGRAM

IT IS A PROGRAM EXECUTED BY THE AMIA AND SPONSORED BY THE IDB THROUGH FOMIN TO ENCOURAGE SUSTAINABLE MANAGEMENT IN THE VALUE CHAIN AND FOSTER ITS DEVELOPMENT.

THROUGH THIS PROGRAM, WE PROPOSE OURSELVES TO WORK ON SUSTAINABILITY MATTERS WITH SUPPLIERS AND CUSTOMERS FOR THE PURPOSE OF SHARING THE BANK'S VALUES, STRENGTHENING THE BONDS, INCREASING OPERATING EFFICIENCY AND BUILDING LONG-TERM RELATIONSHIPS BASED ON TRUST, TRANSPARENCY AND RESPECT.

THREE TRAINING WORKSHOPS FOR THE BANK'S VALUE CHAIN COMPANIES WERE CARRIED OUT IN ROSARIO IN 2015. UNIVERSIDAD AUSTRAL, NZR S.A. COMUNICACIONES AND MOVEVERSE JOINED THIS INITIATIVE AS ALLIED PARTIES.

TWENTY-FIVE REPRESENTATIVES FROM 19 COMPANIES PARTICIPATED AND THE FOLLOWING MATTERS WERE ADDRESSED:

- CORPORATE GOVERNANCE AND CORPORATE SOCIAL RESPONSIBILITY MANAGEMENT
- MATERIALITY MATRIX
- MANAGEMENT OF STAKEHOLDERS
- LABOR PRACTICES / ENVIRONMENTAL MANAGEMENT
- VALUE CHAIN (CUSTOMERS/SUPPLIERS)
- COMMUNICATION AND REPORTING

THE PROGRAM CONTINUES IN 2016 AT SIX ENTITIES THAT TOOK PART IN THE TRAINING, WHICH WILL TAKE CONSULTING SERVICES TO ADOPT THE BEST PRACTICES FOR THE COMPANY'S SUSTAINABLE MANAGEMENT.



RESPONSIBLE PURCHASES

G4-56

2,220 SUSTAINABLE PRODUCTS PURCHASED IN 2015

Over the last few years, we have begun a process that encourages responsible consumption. This means choosing products manufactured with some sustainability criteria or causing a positive impact from the economic, social and environmental standpoint.

This year, we bought products from the following organizations, among others:

- En Buenas Manos
- Fundación Pro Yungas
- Fundación Marzano
- Obra
- Ondulé
- San José Providente
- Ludiedro

DIRECTORY OF SUSTAINABLE SUPPLIERS²⁷

Since 2013, **Banco Galicia** encourages responsible consumption through the Directory of Sustainable Suppliers. This publication offers both the Bank and the external public a list of social companies, individual entrepreneurship, social organizations and Pymes (SMEs) that provide products and services with social and/or environmental sustainability criteria.

The policies for the selection and assessment of suppliers included in the Directory are available for the rest of the Group's companies as a reference tool in the path to gradually consolidate a sustainable model of suppliers' management.

27. For more information, please visit: www.galiciasustentable.com/home/GS_Guia_Proveedores_Sustentables.pdf

ENVIRONMENT

110,170

KILOS OF TECHNOLOGICAL
WASTE ENVIRONMENTALLY
DISPOSED OF

510

510 TONS OF
RECYCLED PAPER

3%

DECREASE IN ENERGY
CONSUMPTION AT
BANCO GALICIA'S
MAIN BUILDINGS



OUR COMMITMENT TO THE ENVIRONMENT

THE PROTECTION OF NATURAL RESOURCES IS PART OF OUR COMMITMENT, WHICH IS REFLECTED IN THE STRATEGIC GOALS OF SUSTAINABLE MANAGEMENT. WE WORK ON THE DIRECT AND INDIRECT IMPACTS, IDENTIFYING THE RISKS THAT OUR BUSINESS CAUSES FOCUSED ON PREVENTING AND MITIGATING THEM.

IN RESPONSE TO THE INCREASING NEEDS OF MAKING A MORE EFFICIENT USE OF ENERGY AND DECREASING PAPER CONSUMPTION, CRITICAL RESOURCES USED BY COMPANIES THAT ARE PART OF THE GROUP, INITIATIVES AIMED AT TAKING EFFECTIVE ACTION FOR THE ENVIRONMENTAL MANAGEMENT OF SUCH CONSUMPTION HAVE BEEN STARTED UP.



ENVIRONMENTAL MANAGEMENT AT OUR COMPANIES

THE GROUP COMPANIES HAVE MADE DIFFERENT PROGRESS AS REGARDS ENVIRONMENTAL MANAGEMENT, SEEKING TO BUILD A SHARED VISION THAT INCREASES THE RESULTS OF THE GROUP IN GENERAL.

IN THIS RESPECT, UNDER THE FRAMEWORK OF ITS ENVIRONMENTAL POLICY, SINCE 2009, BANCO GALICIA HAS AN ENVIRONMENTAL MANAGEMENT SYSTEM (SGA AS PER ITS INITIALS IN SPANISH), WHEREAS THE OTHER COMPANIES CARRY OUT ACTIONS RELATED TO RESOURCES CARE, WHICH WILL DEEPEN IN THE COMING YEARS.

ENVIRONMENTAL MANAGEMENT (SGA)

G4-14, G4-DMA - ODS 1.4., 5.1., 8.3.

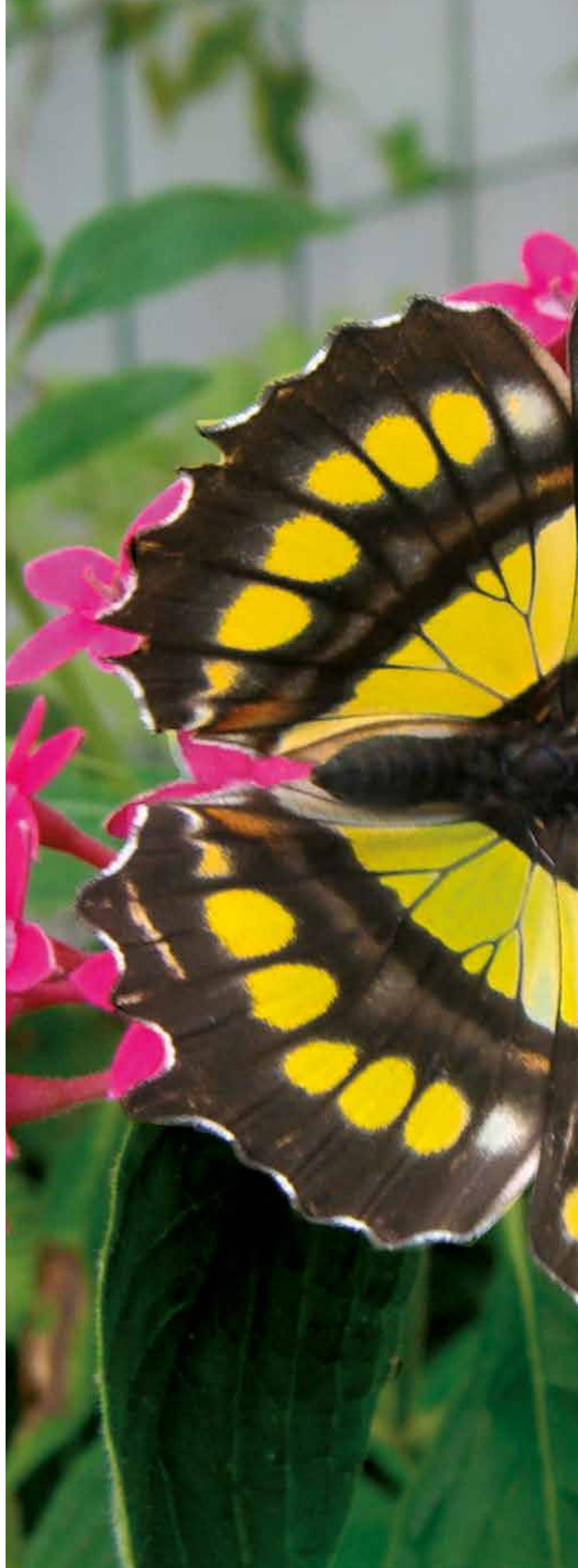
Banco Galicia's environmental management system comprises the whole organization and is managed through four programs:

- Rational use of energy, water and gas
- Resource optimization
- Environmental awareness
- Indirect risks

Throughout 2015, awareness actions and the follow-up to environmental management system activities were given priority in order to strengthen its operating and employees' commitment aspects.

ISO 14001 RECERTIFICATION

THIS YEAR BANCO GALICIA OBTAINED THE SECOND RECERTIFICATION OF THE ENVIRONMENTAL MANAGEMENT SYSTEM FOR THE CORPORATE TOWER UNDER ISO 14001:2004 STANDARD, GRANTED BY BUREAU VERITAS.



Rational Use of Energy, Water and Gas

G4-EN3, G4-EN6 – ODS 7.2., 7.3., 8.4., 12.2., 13.1.

Through the Rational Use of Energy, Water and Natural Gas Program, Banco Galicia manages different consumptions, such as electric power.

3% IMPROVEMENT IN THE EFFICIENCY OF ELECTRIC POWER CONSUMPTION AT BANCO GALICIA'S MAIN BUILDINGS

In 2015, we improved the electric power measurement reporting consumption of 99% of branches, which entails a significant progress, as compared to the data surveyed in 2014, which covered only 86% of total actual consumption in branches.

Although the other Group's companies do not have energy and water consumption saving goals, some awareness actions are carried out for the consumption of these resources.

GRUPO FINANCIERO GALICIA'S SUPPLIES MANAGEMENT – 2015 CONSUMPTION

Unit.	BANCO GALICIA ²⁸	TARJETA NARANJA ²⁹	TARJETA NEVADA ²⁸	EFFECTIVO SI ³⁰	GALICIA SEGUROS
NATURAL GAS⁽ⁱ⁾					
m ³	180,429.37	15,272.94	0 ³¹	Not available data	2,111
GJ	7,036.75	595.64	0 ³¹	Not available data	82.33
ELECTRICITY⁽ⁱⁱ⁾					
MWh	54,014.35	5,494.00	3,042.62	Not available data	1,301.68
GJ	194,451.64	19,778.40	10,953.40	Not available data	4,686.05
GAS OIL⁽ⁱⁱⁱ⁾					
Liters	8,906	10,870.00	60	Not available data	7,551
GJ	324.18	395.70	2.18	Not available data	274.86
GASOLINE^(iv)					
Liters	2,332	40	0	Not available data	0
GJ	76.96	1.30	0	Not available data	0

(i) 1 m³ of natural gas = 0.0390 GJ, (ii) 1 MWh = 3.6 GJ, (iii) 1 liter of gas oil = 0.0364 GJ, (iv) 1 liter of gasoline = 0.0330 GJ.

28. Scope: Main buildings and branches.

29. Scope: Main buildings.

30. Efectivo Si has no available data to report.

31. Buildings have no gas connection or there are no devices requiring gas consumption at buildings.

BANCO GALICIA'S ENERGY SAVING PROJECT

G4-EN3, G4-EN6

IN ANALYZING BANCO GALICIA'S CORPORATE CARBON FOOTPRINT, WE IDENTIFIED THAT THE MAJOR SOURCE OF EMISSION RELATES TO ELECTRIC POWER CONSUMPTION. ACCORDINGLY, IN 2015 WE CONTINUED DEEPENING THE ENERGY SAVING PROJECT.

The energy saving project that began in 2013 introduced different actions to generate energy savings and reduce greenhouse gas emissions. Since then, the results of the energy saving project were based on reducing the general average of energy intensity³², by implementing actions to improve the impact of use of electric power both at branches and main buildings. These are the results reached during 2015:



Branches

Out of a total of 258 branches surveyed, representing 99% of Banco Galicia's total branches, a consumption of 30,944,025 kWh during the year was recorded.

ENERGY EFFICIENCY		
2014 Average Energy Intensity	211	kW/m ² /year
2015 Average Energy Intensity	232	kW/m ² /year

Main Buildings³³

In 2015, the energy efficiency reduction was improved by 3% at main buildings, achieving a total improvement of 4% since the beginning of the project.

ENERGY EFFICIENCY		
2014 Average Energy Intensity	311	kW/m ² /year
2015 Average Energy Intensity	302	kW/m ² /year

Actions Implemented at Branches

- Development of a new maintenance plan, jointly with the Group.
- Reinforcement of the measures implemented in 2014: Regulation of the set point of air-conditioning equipment at 24 °C.
- Programmed switch off and on of outdoor signs, with different time according to the period of the year.
- Switch off of IT equipment at the end of the workday.
- Regulation regarding the cleaning of sidewalks and courtyards.
- Water use awareness.
- Adjustment of institutional signs with LED lighting.
- Replacement of air-conditioning equipment with ecological gas.
- Implementation of LED lamps lighting.

³². Energy intensity is an average energy measurement, reflecting energy consumption according to the activity level or area. Banco Galicia considers its activity in terms of kW/m²/year.

³³. All main buildings were included.

- Reduction of solar incidence by using solar control film or curtains.

Actions Implemented at Main Buildings

- Optimization of occupation/vacancy times at the Corporate Tower.
- Systematic monitoring of the temperatures of the air-conditioning equipment set point at the Corporate Tower.

CASA NARANJA: SUSTAINABLE INTELLIGENCE

OPENED IN 2015, CASA NARANJA'S BUILDING HAS A SET OF INTEGRATED SYSTEMS INTO A MAINFRAME COMPUTER THAT IS IN CHARGE OF RECORDING THE CONSUMPTION OF RESOURCES IN DIFFERENT SECTORS:

- RESPONSIBLE WATER MANAGEMENT: WATER FROM DRIPPING OF AIR-CONDITIONING EQUIPMENT, SINKS, RAIN DROPS OR UNDERGROUND WATER IS REUSED FOR TOILETS AND WATERING OF COURTYARDS AND GARDENS. IN ADDITION, IT HAS DUAL-FLUSH TOILETS AND FAUCET AERATORS, WHICH SAVE 40% OF WATER WITH RESPECT TO TRADITIONAL SYSTEMS.
- EFFICIENT USE OF ELECTRIC POWER: AIR QUALITY IS MEASURED AT OFFICES AND THE NECESSARY AMOUNT OF OUTDOOR AIR IS INJECTED, WHICH ALLOWS WORKING BETTER. REGARDING LIGHTING, THE 4,800 FITTINGS OF THE BUILDING ARE LOW-CONSUMPTION FLUORESCENT TUBES AND LED LAMPS. ITS ELEVATOR SYSTEM IS ALSO EFFICIENT BECAUSE IT GROUPS EMPLOYEES WHO GO TO THE SAME FLOOR, PREVENTING EACH ELEVATOR FROM STOPPING SENSELESSLY AND WASTING ENERGY IN OPERATING AGAIN.
- VENTILATED FACADE: CONSUMPTION OF THE BUILDING'S AIR CONDITIONING IS REDUCED BY 30%.
- SMART HEATING SYSTEM: 95% OF THE YEAR'S DAYS HAVE HEATING FOR FREE SINCE THE HOT AIR THAT AIR-CONDITIONING EQUIPMENT BLOWS OUT IS REUSED CONCENTRATING IT THROUGH HOT-WATER RADIATORS.



RESOURCE OPTIMIZATION

Through the Resource Optimization Program, Banco Galicia manages waste treatment, and the use of significant office supplies from the environmental standpoint.

IN 2015, BANCO GALICIA REDUCED PAPER CONSUMPTION BY 16%

The Group's remaining companies do not currently have saving goals in this regard, but they make different management efforts as to waste reduction and disposal, as well as awareness actions among employees regarding the responsible use of paper.

EFFECTIVO SÍ DONATED TECHNOLOGICAL ASSETS TO THE CIVIL ASSOCIATION MARÍA DE LAS CÁRCELES, WHICH, BY MEANS OF THE SECOND POSSIBILITY PROGRAM (PROGRAMA 2º POSIBILIDAD), TRAINS INMATES OF PRISON NO. 32 IN FLORENCIA VARELA IN REPAIRING TO DONATE TO NEEDY SCHOOLS.

TARJETA NARANJA DONATED 32 TECHNOLOGICAL PIECES OF EQUIPMENT TO UNIVERSIDAD TECNOLÓGICA NACIONAL DE CÓRDOBA AND OTHER INSTITUTIONS.

Waste Management

- **Plastic Recycling:** Through a plastic bottle caps collection campaign, **Banco Galicia** collected 830 kg of bottle caps in 2015 for Fundación Garrahan's Recycling Program. **Tarjeta Naranja** and **Efectivo Sí** also cooperate with the Foundation by donating 460 kg and 112 kg, respectively.
- **(Recyclable) dry material recycling and separation:** **Efectivo Sí** and **Banco Galicia** comply with the Zero Waste Law enacted by the Government of the City. Registered with the Registry of Special Generators of the Ministry of Environment and Public Space (MAYEP, as per its initials in Spanish), they control waste separation and sorting to then deliver it to Cooperatives.
- **Electronic Waste:** **Banco Galicia** disposed of 104,014 kg of electronic waste through a specialized supplier and donated 8,421 assets to social organizations through Fundación Banco Galicia. **Tarjeta Nevada** recycled 1,086 kg of technological waste, whereas **Tarjeta Naranja** recycled 5,070 kg of electronic waste.
- **Special Waste:** 659 kg of lamps and fluorescent tubes, one ton of special waste of the Corporate Tower, Head Office and building located at Perón 518 were disposed of at the Bank, and 320 liters of vegetal oils used were delivered for their treatment and final disposal to specialized companies. In addition, **Tarjeta Naranja** and the Bank made the proper final disposal of unused plastic cards that were held by the Company due to printing errors or that were not withdrawn by customers.
- **Toner Cartridges Waste:** This year 1,595 cartridges were returned to the Bank's suppliers, who reused them to manufacture new cartridges, avoiding the consumption of more resources. The amount of 1,710 remanufactured cartridges that once used were returned to the Supplier were purchased at **Tarjeta Naranja**. At **Tarjeta Nevada** 2,132 cartridges used were delivered to the supplier, who is in charge of reusing them.

INDICATOR	UNIT	2015 ANNUAL CONSUMPTION				
		BANCO GALICIA	GALICIA SEGUROS	TARJETA NARANJA	TARJETA NEVADA	EFFECTIVO SÍ
Printer Cartridges	Units	5,857	114	4,669	2,132	19



Banco Galicia: Gestión de residuos, reciclado de tapitas.



For many years, **Tarjeta Nevada** has been recycling paper, magazines and cardboard, delivering them to Papelera Favorable, which is in charge of granting the related money to Fundación CONIN, according to the paper kilos withdrawn. In 2015, 40,207 kilos were delivered, which meant Ps. 44,601.

34. In 2015, measurement was broadened to white paper consumption (A4, Letter, Legal format and Reels) and letterhead paper (Reel preprinted and Letter). Accordingly, the 2014 consumption was recalculated in order to keep the information traceability.

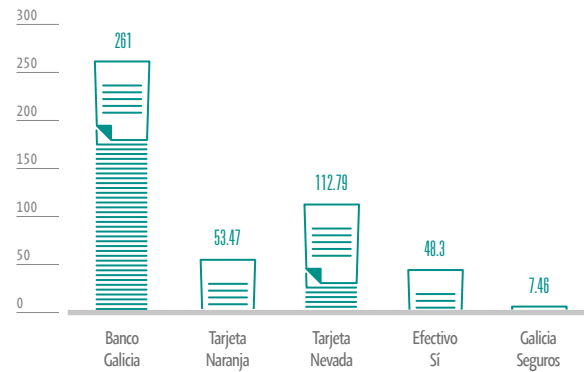
MANAGEMENT OF OFFICE SUPPLIES

G4-EN1, G4-EN2 – ODS 8.4., 12.2., 12.5.

Paper and printer cartridges are office materials mostly used in our daily activities. To minimize the consumption of both resources and dispose of them responsibly, we implemented different initiatives in 2015:

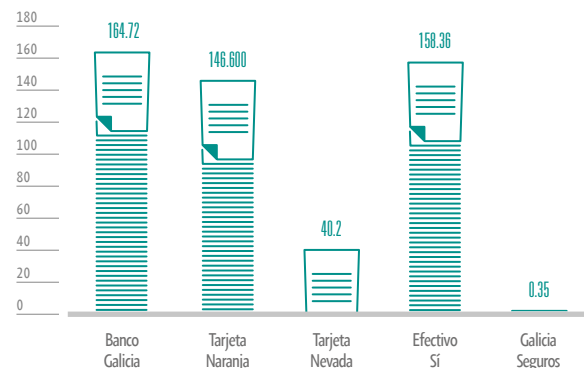
- **Certified Paper and Printer Cartridges Consumption:** All the Group companies use FSC certified paper or sugarcane bagasse both for internal use and for credit card statements and self-service terminals.

Paper Consumption³⁴ - 2015 - Tons



- **Reusable Envelope Consumption:** At Banco Galicia 252,050 envelopes were reused and, in order to increase their reuse capacity, the format was changed from 4 to 6 boxes.
- **Paper Recycling:** At the companies, we encourage paper recycling at all offices and branches. At Banco Galicia and Tarjeta Naranja, file paper is recycled reaching 123.36 recycled tons during the year.

Recycled Paper - 2015 - Tons



- **Bag Consumption:** The Bank used 430,330 oxo-biodegradable polyethylene bags for internal use in 2015 to carry internal documentation, and Tarjeta Naranja used institutional ecological interfacing bags to replace paper bags.



ENVIRONMENTAL AWARENESS

Through its Environmental Awareness Program, Banco Galicia encourages among employees' initiatives and activities related to the efficient use of natural resources to improve the Company's environmental performance.

ACCORDING TO THE RESULTS OBTAINED IN THE GREAT PLACE TO WORK SURVEY, 89% OF THE BANK'S EMPLOYEES ARE AWARE OF ENVIRONMENTAL POLICY ASPECTS.

The main initiatives carried out during 2015 at the Group companies were as follows:

- **Visits to Banco Galicia's Corporate Tower:** We made 6 visits to the Corporate Tower, where 104 employees of the Bank participated, thus fostering greater awareness of the environmental aspects and impacts of our activity.
- **7th Edition of the Environmental Drawing Contest:** order to make children aware of environmental matters, the children of the Bank's employees and schoolchildren from PRIAR (*PROGRAMA INTERACTIVO DE AYUDA POR REGIONES – REGION - BASED INTERACTIVE ASSISTANCE PROGRAM*) were invited to participate in the drawing contest. This year 464 kids participated in this contest.
- **Environmental Management Online Courses:** Over the last three years, 522 employees learnt more about ISO 14001 Standard application.
- **Reduction of the Use of Plastic Glasses:** Banco Galicia carried out an eco-glass campaign, where reusable glasses were distributed to all employees of the main buildings, managing to decrease by 8.54% the amount of plastic glasses used in coffee machines at the Corporate Tower. The use of plastic glass is also managed at Galicia Seguros and Tarjeta Naranja. Galicia Seguros uses 19,500 units of plastic glasses per month.

- **Natural Resources Protection Awareness Campaign at Banco Galicia:** Like every year, on the International Environment Day all employees were invited to take part in an in-house Trivia aimed at knowing the environment protection.
- **Banco Galicia's Volunteering Activity along with PRIAR:** This year we took part in the *Limpiá el aire, plantá un árbol* (Clear the Air, Plant a Tree) campaign at the Early Childhood Center "Semillitas de Esperanza". This initiative is organized by the Secretariat of Habitat and Inclusion of the City of Buenos Aires, jointly with Fundación Suma, whose mission is to promote the forestation of vulnerable areas under unified management.

IN-HOUSE COMPOST PROGRAM AT EFECTIVO SÍ

IT CONSISTS IN THE SEPARATION OF ORGANIC WASTE BY HEAD OFFICE'S EMPLOYEES IN COMPOST BINS LOCATED AT THE BUILDING'S TERRACE FOR ITS LATER RECYCLING AND REUSE AS FERTILE SOIL.

- Employees at **Tarjeta Nevada** are made aware of reducing energy consumption by switching off monitors, CPU, cash registers, lights, printers and every consumption-related device.

TRAINING AND RESPONSIVENESS UPON EMERGENCIES

IN ORDER TO KEEP EMPLOYEES TRAINED, ALL THE GROUP COMPANIES COMPLY WITH EVACUATION DRILL PLANS UPON EMERGENCIES. FURTHERMORE, BANCO GALICIA AND GALICIA SEGUROS HAVE DIFFERENT TRAINING COURSES FOR THEIR EMPLOYEES AND HIRED CLEANING STAFF AIMED AT SUSTAINABLE MANAGEMENT.

INDIRECT RISKS MANAGEMENT AT BANCO GALICIA

G4-EN27, G4-DMA – ODS 6.4., 8.4., 12.2., 12.4., 12.5., 13.1., 14.3., 15.2.

Throughout 2015, **Banco Galicia** continued analyzing the environmental risk in its customers' credit transactions.

For this risk management, the “Environmental Assessment System” application operating at all the Bank's branches, as well as in central areas, continued being used. The process is thus optimized, reducing the analysis, evaluation and final diagnosis time with more efficiency.

Se ha realizado el Análisis de Riesgo Ambiental a un total de 107 operaciones de crédito, por un monto total de \$1.176,30 millones de pesos.

EVOLUTION IN NUMBER AND AMOUNT OF PROJECTS			
	2013	2014	2015
Amount (In Millions of Pesos)	1,714.73	817.15	1,176.30
Number of Projects	368	156	107

SHARE BY AMOUNT AND NUMBER						
	SHARE - AMOUNT			SHARE - NUMBER		
	2013	2014	2015	2013	2014	2015
Primary Production	24%	22%	14,23%	33%	32,05%	20,56%
Manu- facturing Industry	37%	37,23%	32,05%	27%	26,92%	33,64%
Construction	7%	5,12%	7,78%	6%	6,41%	5,61%
Wholesalers	7%	3,95%	6,42%	9%	7,69%	4,67%
Retailers	8%	11,26%	9,71%	7%	5,13%	11,21%
Services	17%	20,45%	29,81%	18%	21,79%	24,30%

Equator Principles

Banco Galicia is the only Argentine bank adhered to this international initiative. Since 2007, the Bank has taken part in this voluntary association, which proposes guidelines for the environmental risk management in “Project Finance” transactions, when the investment amount is equal to or higher than ten million dollars, as well as corporate loans related to investment projects. In this case, Galicia applies these parameters when the amount requested is equal to or higher than one hundred million pesos. There has been no “Project Finance” case during 2015.

CREDITS UNDER THE EQUATOR PRINCIPLES			
EQUATOR PRINCIPLE CATEGORY	NUMBER OF PROJECTS ASSESSED		
	2013	2014	2015
A (High)	0	0	0
B (Medium)	1	0	0
C (Low)	4	5	1
Total	5	5	1

DISTRIBUTION OF PROJECTS ASSESSED BY 2015 ECONOMIC ACTIVITY		
EQUATOR PRINCIPLES CATEGORY	SHARE BY NUMBER OF PROJECTS	SHARE BY AMOUNT
Manufacturing Industry	0%	0%
Retailers	0%	0%
Services	100%	100%

ENVIRONMENT PRESERVATION FUND (FOCA AS PER INITIALS IN SPANISH) - SIXTH CALL FOR "SUSTAINABLE AGRICULTURAL PRACTICES"

G4-EN27

121 PROJECTS RECEIVED

16 PROVINCES REPRESENTED
THROUGH THE PARTICIPATING
INSTITUTIONS

5 WELL-KNOWN SPECIALISTS WERE
APPOINTED AS PANEL OF JUDGES

The Environment Preservation Fund (FOCA) was created in 2010 to finance research projects to preserve the environment, thus contributing to a real scientific development and directly to global sustainability.

This year we launched the sixth edition of FOCA, where researchers and civil society organizations presented their projects on "Sustainable Agricultural Practices". We received 121 projects from different researchers and organizations from all over the country. Since 2012, this initiative has had the institutional support from the Argentine Secretariat of Environmental and Sustainable Development and the National Parks Administration.

For the Sixth Edition of this Fund, Banco Galicia proposed the subject "Sustainable Agricultural Practices" supporting the United Nations Declaration: "2015 – The International Year of Soils". Promoting the sustainable management of soils and land is critical to a productive food system, better rural life means and a healthy environment.

Due to the growing need of producing food, the areas intended for farming and livestock are increasing. This territorial management causes significant environmental changes that may be partially mitigated with adequate practices and conservation measures.



In 2015, Banco Galicia also launched the analysis of the 2013 fourth edition and main results of the projects funded through FOCA under the topic *Fuentes renovables de energía* (Renewable Energy Sources). This is the fourth volume of a series of collectable volumes that will be launched as from the second year of the granting of the funds, when the Projects of each edition are concluded, with the results of the work done.

Winning Projects:

"Alternativas tecnológicas para la mitigación del impacto ambiental provocado por los residuos y efluentes de la cría intensiva de cerdos". (Technological Alternatives for Mitigating the Environmental Impact Caused by Waste and Effluents of the Intensive Pig Breeding)
by M. Ignacio Roberto Huerga

"Hacia paisajes multifuncionales: El turismo rural como integrador de servicios ecosistémicos de producción de alimentos, recreación y provisión de hábitat para vida silvestre". (Towards Multifunctional Landscapes: the Rural Tourism as Integration of Ecosystem Services of Food Production, Recreation and Provision of Wild Life Habitat)
by Dr. Federico Weyland

"Evaluación del impacto diferencial de herbívoros nativos y domésticos en bosques de ñire (Nothofagus antarctica) destinados a ganadería en Tierra del Fuego". (Evaluation of the Different Impact of Native and Domestic Herbivores in Nothofagus Antarctica Forests Intended for Livestock in Tierra del Fuego)
by Dr. Rosina Soler

"El rol de los bordes de cultivo en la conservación de la biodiversidad en agroecosistemas. Un enfoque estructural y funcional". (Preservation of Patagonian "Mallin" Wetland Meadows: Variation of Fodder Productivity and Invasion by Exotic Plants)
by Dr. Mariano Devoto

"Conservación de los mallines patagónicos: Variación de la productividad forrajera y de la invasión por plantas exóticas". (Preservation of Patagonian "Mallin" Wetland Meadows: Variation of Fodder Productivity and Invasion by Exotic Plants)
by Dr. Gonzalo Irisarri

PRIMARY PERFORMANCE INDICATORS (IBASE)

G4-9, G4-11, G4-22, G4-EC1, G4-EC3, G4-LA12, G4-HR1, G4-FS6 - ODS 5.4., 7.A., 7.B., 8.1., 9.1., 9.4., 9.5., 9.A.

		2015		
Basis for the Calculation		Monto (pesos)		
Net Income (NI)		4,338,000,000.00		
Net Operating Income (NOI)		20,279,000,000.00		
Gross Payroll (GP)		3,759,193,545.14		
Internal Social Indicators		Amount (in Pesos)	% of GP	% of NOI
Mandatory Social Security Contributions		1,171,123,465.30	31.15	5.78
Health		34,120,383.61	0.91	0.01
Education		1,536,000.00	0.04	0.01
Culture		13,579,768.11	0.36	0.07
Professional Development and Training		29,796,186.24	0.79	0.15
Child Care Centers and Assistance for Child Care		20,924,548.20	0.56	0.10
Total Internal Indicators		1,271,080,351.46	33.81	6.27
External Social Indicators		Amount (in Pesos)	% de NPB	% de ION
Education		13,818,601.42	0.37	0.07
Labor Promotion		5,009,596.15	0.13	0.02
Health and Social Inclusion		8,270,714.21	0.22	0.04
Corporate Volunteering		856,727.69	0.02	0.00
Restoration of Cultural Heritage		679,000.30	0.02	0.00
Institutional Support		1,635,907.75	0.04	0.01
Total Contribution to the Society		30,270,547.52	0.81	0.15
Taxes (Excluding Social Security Contributions)		9,219,243,853.77	245.25	45.46
Total External Indicators		9,249,514,401.29	246.05	45.61
Environmental Indicators		Amount (in Pesos)	% de NPB	% de ION
Total Investments in the Environment		3,907,874.39	0.10	0.02
Indicators Regarding Staff				
Number of Employees at the End of the Fiscal Year		11,993		
Number of Admissions During the Fiscal Year		1,511		
Turnover Ratio (%)		12.13		
Number of Employees of More than 45 Years		1,428		
Number of Women Employees		6,660		
Percentage of Managerial Positions Filled by Women		23		
Relevant Information Regarding CSR				
Total Work-related Accidents		194		
Social and/or Environmental Projects Were Defined by (Areas Involved in the Definition)		Sustainability Division, CSR Division and Human Resources Division of the Companies		
The Standards Regarding Health and Safety in the Workplace Were Defined by (Areas Involved in the Definition)		Board of Directors and Managers		
As Regards Union-related Issues and Collective Bargaining, the Group...		ILO		
Days Away from Work Due to Strikes		0		
Number of Union Representatives		140		
When Choosing Suppliers, the Same Standards regarding Ethical, Environmental and Social Responsibility as the Group's:		Are Required in Different Degrees Depending on the Company		
In the Case of Employees Involved in Voluntary Activities, the Group...		Provides Support and Encouragement		
Total Added Value (Figures Stated in Thousands of Pesos)³⁷				
Total Added Value		12,849,588.00		
Value Obtained by Shareholders Reinvested in the Company		0.00		
Net Added Value		12,849,588.00		
Added Value Distributed				
-Government (Taxes)		6,452,480.00		
-Shareholders' Dividends		0.00		
-Reinvestment of Income ³⁸		800,588.00		
-Employees ³⁹		7,197,696.00		

37. The total added value represents, in monetary terms, the wealth created by the Group which is distributed among the different stakeholders. Thus, employees receive part of the added value through the compensation they are paid, social security contributions and benefits granted; the State receives part of it through taxes, assessments and rates received; and shareholders through the distribution of profits. The Group reinvests part of the added

value it created, allocating it to maintain and/or increase the ability to create wealth and investing in the community

38. It includes the reinvestment of income and fiscal year gains and losses net of cash dividends.

39. It includes Administrative Services Hired.

GRI CONTENT INDEX

G4-32

We prepared the following Content Index of Global Reporting Initiative (GRI) G4 Guidelines, together with the Sector Supplements for the Financial Industry, based on the information published in this document.

This Sustainability Report was prepared pursuant to the "In accordance" comprehensive option requirements established by G4 Guidelines of the Global Reporting Initiative, assured by PWC Argentina. Furthermore, GRI performed an assurance on the Content Index of GRI G4 Guidelines based on G4-32 General Standard Disclosure through its service "The GRI Content Index Service"⁴⁰. In addition, it submits the 2015 Communication on Progress (COP) in compliance with the ten principles of the United Nations Global Compact.

40. GRI does not assure these Indicators' content but their proper inclusion into the GRI Content Index Service and into this Sustainability Report.



GRI G4 Guidelines – General Standard Disclosures

General Standard Disclosures	Page/ Answer	Sustainable Development Goals (SDG)	Omissions	External Assurance
Strategy and Analysis				
G4-1	Provide a statement from the most senior decision-maker of the organization (such as CEO, chair or equivalent senior position) about the relevance of sustainability to the organization and the organization's strategy for addressing sustainability.	4, 5		-
G4-2	Provide a description of key impacts, risks and opportunities.	7, 8, 11		-
Organization Profile				
G4-3	Report the name of the organization.	8, 12		-
G4-4	Report the primary brands, products, and services.	8, 11, 12, 13, 14, 15, 27, 28		-
G4-5	Report the location of the organization's headquarters.	Buenos Aires, Argentina		-
G4-6	Report the number of countries where the organization operates, and names of countries where either the organization has significant operations or that are specifically relevant to the sustainability topics covered in the report.	GFG, through its companies, does not carry out significant activities abroad.		-
G4-7	Report the nature of ownership and legal form.	8, 12		-
G4-8	Report the markets served (including geographic breakdown, sectors served, and types of customers and beneficiaries).	8, 12, 13, 14, 15, 27, 28		-
G4-9	Report the scale of the organization, including: • total number of employees, • total number of operations, • net sales (for private sector organizations) or net revenues (for public sector organizations), • total capitalization broken down in terms of debt and equity (for private sector organizations), and • quantity of products or services provided.	8, 12, 13, 14, 15, 91		-
G4-10	a. Report the total number of employees by employment contract and gender. b. Report the total number of permanent employees by employment type and gender. c. Report the total workforce by employees and supervised workers and by gender. d. Report the total workforce by region and gender. e. Report whether a substantial portion of the organization's work is performed by workers who are legally recognized as self-employed, or by individuals other than employees or supervised workers, including employees and supervised employees of contractors. f. Report any significant variations in employment numbers (such as seasonal variations in employment in the tourism or agricultural industries).	45, 46	8.5	-
G4-11	Report the percentage of total employees covered by collective bargaining agreements.	91 95.17% of employees are covered by collective bargaining agreements.	8.8	-
G4-12	Describe the organization's supply chain.	76 See pages 18 - 19 of Banco Galicia's 2013 Sustainability Report and page 45 of Tarjeta Naranja's 2014 Sustainability Report.		-
G4-13	Report any significant changes during the reporting period regarding the organization's size, structure, ownership, or its supply chain, including: • Changes in the location of, or changes in, operations, including facility openings, closings, and expansions; changes in the share capital structure and other capital formation, maintenance, and alteration operations (for private sector organizations); and • Changes in the location of suppliers, the structure of the supply chain, or in relationships with suppliers, including selection and termination.	No significant changes were made.		-
G4-14	Report whether and how the precautionary approach or principle is addressed by the organization.	24, 82		-
G4-15	List externally developed economic, environmental and social charters, principles, or other initiatives to which the organization subscribes or which it endorses.	63, 67, 69		-
G4-16	List memberships of associations (such as industry associations) and national or international advocacy organizations in which the organization: • holds a position on the governance body; • participates in projects or committees; • provides substantive funding beyond routine membership dues; • views membership as strategic.	35		-
Identified Material Aspects and Boundaries				
G4-17	List all entities included in the organization's consolidated financial statements or equivalent documents. Report whether any entity included in the organization's consolidated financial statements or equivalent documents is not covered by the report.	12, 17-21 Banco Galicia's 2015 Sustainability Report, as well as its Annual Report and Financial Statements, include the main companies that form part of GFG: Banco Galicia, Galicia Seguros, Tarjeta Naranja, Tarjeta Nevada and Efectivo Si.		-
G4-18	Explain the process for defining the report content and the Aspect Boundaries. Explain how the organization has implemented the Reporting Principles for Defining Report Content.	8-12		-
G4-19	List all the material Aspects identified in the process for defining report content.	9-12		-
G4-20	For each material Aspect, report the Aspect Boundary within the organization, as follows: • Report whether the Aspect is material within the organization. • If the Aspect is not material for all entities within the organization (as described in G4-17), select one of the following two approaches and report either: - The list of entities or groups of entities included in G4-17 for which the Aspect is not material; - or the list of entities or groups of entities included in G4-17 for which the Aspects is material. • Report any specific limitation regarding the Aspect Boundary within the organization.	The Materiality Analysis covers the main companies that form part of GFG: Banco Galicia, Galicia Seguros, Tarjeta Naranja, Tarjeta Nevada and Efectivo Si.		-
G4-21	For each material Aspect, report the Aspect Boundary, as follows: • Report whether the Aspect is material outside of the organization. • If the Aspect is material outside of the organization, identify the entities, groups of entities or elements for which the Aspect is material. In addition, describe the geographical location where the Aspect is material for the entities identified. • Report any specific limitation regarding the Aspect Boundary outside the organization.	8, 10, 11		-
G4-22	Report the effect of any restatements of information provided in previous reports, and the reasons for such restatements	In every case where the restatement of information affected the inter-annual comparison in the tables presented, the modification thereof is included in a footnote.		-
G4-23	Report significant changes from previous reporting periods in the Scope and Aspect Boundaries.	No significant changes were made.		-
Stakeholder Engagement				
G4-24	Provide a list of stakeholder groups engaged by the organization.	11, 12		-
G4-25	Report the basis for identification and selection of stakeholders with whom to engage.	11, 12		-



Banco Galicia's Indicators in Agreement with the Principles of the United Nations Global Compact.

G4-32



Red Pacto Mundial Argentina

General Standard Disclosures		Page/ Answer	Sustainable Development Goals (SDG)	Omissions	External Assurance
G4-26	Report the organization's approach to stakeholder engagement, including frequency of engagement by type and by stakeholder group, and an indication of whether any of the engagement was undertaken specifically as part of the report preparation process.	8-11, 40, 47			-
G4-27	Report key topics and concerns that have been raised through stakeholder engagement, and how the organization has responded to those key topics and concerns, including through its reporting. Report the stakeholder groups that raised each of the key topics and concerns.	11, 40			-
Report Profile					
G4-28	Reporting period (such as fiscal or calendar year).	2015			-
G4-29	Date of most recent previous report (if any).	This is the first Sustainability Report prepared by GFG			-
G4-30	Reporting cycle (such as annual, biennial).	Annual			-
G4-31	Provide the contact point for questions regarding the report or its contents.	96			-
G4-32	a. Report the 'In accordance' option the organization has chosen. b. Report the GRI Content Index for the chosen option. c. Report the reference to the External Assurance Report, if the report has been externally assured. GRI recommends the use of external assurance but it is not a requirement to be 'In accordance' with the Guidelines.	92-95			-
		This Sustainability Report was prepared pursuant to the "In accordance" comprehensive option requirements established by G4 Guidelines of the Global Reporting Initiative (GRI) and the Financial Services Sector Supplement.			
G4-33	Report the organization's policy and current practice with regard to seeking external assurance for the report. If not included in the assurance report accompanying the sustainability report, report the scope and basis of any external assurance provided. Report the relationship between the organization and the assurance providers. Report whether the highest governance body or senior executives are involved in seeking assurance for the organization's sustainability report.	95		Assurance Report by PWC Argentina	-
Governance					
G4-34	Report the governance structure of the organization, including committees of the highest governance body. Identify any committees responsible for decision-making on economic, environmental and social impacts.	22, 23			-
Ethics and Integrity					
G4-56	Describe the organization's values, principles, standards and norms of behavior such as codes of conduct and codes of ethics.	12, 16-21, 51, 75, 77-79	16.3		-

GRI G4 Guidelines – Specific Standard Disclosures

Material Aspects	DMA and Indicators	Page/ Answer	Sustainable Development Goals (SDG)	Omissions	External Assurance
ECONOMIC					
Economic Performance	G4-DMA	a. Report why the Aspect is material. Report the impacts that make this Aspect material. b. Report how the organization manages the material Aspect or its impacts. c. Report the evaluation of the management approach, including: • The mechanisms for evaluating the effectiveness of the management approach; • the results of the evaluation of the management approach; and • any related adjustments to the management approach.	8-11, 26, 48, 52, 58, 77		
	G4-EC1	Direct Economic Value Generated and Distributed	13-15, 91	5.4. - 7.a. - 7.b. - 8.1. - 9.1. - 9.4. - 9.5. - 9.a.	✓ p. 95
	G4-EC2	Economic Implications and Other Risks and Opportunities for the Organization's Activities due to Climate Change	54, 55	13.1.	✓ p. 95
	G4-EC3	Coverage of the Organization's Defined Benefit Plan Obligations	55	8.5.	✓ p. 95
Market Presence	G4-DMA		8-11, 26, 48, 52, 58, 77		
	G4-EC5	Ratios of Standard Entry Level Wage by Gender Compared to Local Minimum Wage at Significant Locations of Operation	All the salaries paid to the GFG's employees are above the adjustable minimum living wage in Argentina. The standard entry level wage is 87% higher than the adjustable minimum living wage.	1.1.- 5.1.	✓ p. 95
	G4-EC6	Proportion of Senior Management Hired from the Local Community at Significant Locations of Operation	GFG's companies have an employment policy where local hiring is preferred, provided that the requirements for the position are met.	8.5.	✓ p. 95
Procurement Practices	G4-DMA		8-11, 26, 48, 52, 58, 77		
	G4-EC9	Proportion of Spending on Local Suppliers at Significant Locations of Operation	76	12.7.	✓ p. 95
ENVIRONMENTAL					
Materials	G4-DMA		8-11, 26, 48, 52, 58, 77		
	G4-EN1	Materials Used by Weight or Volume	86	8.4. - 12.2.	✓ p. 95
	G4-EN2	Percentage of Materials Used That Are Recycled Input Materials	86	8.4. - 12.2. - 12.5.	✓ p. 95
Energy	G4-DMA		8-11, 26, 48, 52, 58, 77		
	G4-EN3	Energy Consumption within the Organization	83, 84	7.2. - 7.3. - 8.4. - 12.2. - 13.1.	✓ p. 95
	G4-EN6	Reduction of Energy Consumption	83, 84	7.3. - 8.4. - 12.2. - 13.1.	✓ p. 95

Material Aspects	DMA and Indicators	Page/ Answer	Sustainable Development Goals (SDG)	Omissions	External Assurance
Products and Services	G4-DMA G4-EN27 Extent of Impact Mitigation of Environmental Impacts of Products and Services	8-11, 26, 48, 52, 58, 77 88, 90	6.4. - 8.4. - 12.2. - 12.4. - 12.5. - 13.1. - 14.3. - 15.2.		✓ p. 95
CATEGORY: SOCIAL LABOR PRACTICES AND DECENT WORK					
Employment	G4-DMA G4-LA1 Number and Rates of New Employee Hires and Employee Turnover by Age Group, Gender and Region G4-LA2 Benefits Provided to Full-Time Employees That Are not Provided to Temporary or Part-Time Employees, by Significant Locations of Operation.	8-11, 26, 48, 52, 58, 77 45, 46, 48 54, 55	5.1. - 8.5. - 8.6. 8.5.		✓ p. 95 ✓ p. 95
Labor/ Management Relations	G4-DMA G4-LA4 Minimum Notice Periods Regarding Operational Changes, Including Whether These Are Specified in Collective Agreements	8-11, 26, 48, 52, 58, 77 Notice periods are pursuant to Argentine labor laws and correspond with the change level of the person in relation to his/her new job position and location.	8.8.		✓ p. 95
Training and Education	G4-DMA G4-LA9 Average Hours of Training per Year per Employee by Gender, and by Employee Category G4-LA10 Programs for Skills Management and Lifelong Learning That Support the Continued Employability of Employees and Assist Them in Managing Career Endings G4-LA11 Percentage of Employees Receiving Regular Performance and Career Development Reviews, by Gender and by Employee Category	8-11, 26, 48, 52, 58, 77 53 52, 53 52 - 89% of employees received their performance and career development review.	4.3. - 4.4. - 4.5. - 5.1. - 8.5. 5.1. - 8.5.		✓ p. 95 ✓ p. 95
Supplier Assessment for Labor Practices	G4-DMA G4-LA14 Percentage of New Suppliers That Were Screened Using Labor Practices Criteria G4-LA15 Significant Actual and Potential Negative Impacts for Labor Practices in the Supply Chain and Actions Taken.	8-11, 26, 48, 52, 58, 77 77 77	5.2. - 8.8. - 16.1.a 5.2. - 8.8. - 16.1.		✓ p. 95 ✓ p. 95
CATEGORY: SOCIAL HUMAN RIGHTS					
Freedom of Association and Collective Bargaining	G4-DMA G4-HR4 Operations and suppliers identified in which the rights to exercise freedom of association or collective bargaining may be violated or at significant risk, and measures taken by the organization intended to support these rights.	8-11, 26, 48, 52, 58, 77 Las compañías de GFG no han tenido conocimiento respecto a este tema.	8.8.		✓ p. 95
Child Labor	G4-DMA G4-HR5 Operations and suppliers identified as having significant risk for incidents of child labor, and measures taken to contribute to the effective abolition of child labor.	8-11, 26, 48, 52, 58, 77 GFG's companies were not aware of any of these issues.	8.7. - 16.2.		✓ p. 95
Forced or Compulsory Labor	G4-DMA G4-HR6 Operations and suppliers identified as having significant risk for incidents of forced or compulsory labor, and measures to contribute to the elimination of all forms of forced or compulsory labor.	8-11, 26, 48, 52, 58, 77 GFG's companies were not aware of any of these issues.	8.7.		✓ p. 95
Supplier Human Rights Assessment	G4-DMA G4-HR10 Percentage of New Suppliers That Were Screened Using Human Rights Criteria. G4-HR11 Significant Actual and Potential Negative Human Rights Impacts in the Supply Chain and Actions Taken	8-11, 26, 48, 52, 58, 77 77 77			✓ p. 95 ✓ p. 95
CATEGORY: SOCIAL SOCIETY					
Local Communities	G4-DMA G4-SO1 Percentage of Operations with Implemented Local Community Engagement, Impact Assessments, and Development Programs G4-FS14 Initiatives to Improve Access to Financial Services for Disadvantaged People	8-11, 26, 48, 52, 58, 77 58 30, 42, 64-66	1.4. - 8.10. - 10.2.		✓ p. 95 ✓ p. 95
Anti-corruption	G4-DMA G4-SO4 Communication and Training on Anti-Corruption Policies and Procedures G4-SO5 Confirmed Incidents of Corruption and Actions Taken.	8-11, 26, 48, 52, 58, 77 24 During 2015 there were no cases related to incidents of corruption regarding the GFG companies' transactions.	16.5.		✓ p. 95 ✓ p. 95
CATEGORY: SOCIAL PRODUCT RESPONSIBILITY					
Customer Health and Safety	G4-DMA G4-PR1 Percentage of Significant Product and Service Categories for Which Health and Safety Impacts Are Assessed for Improvement G4-PR2 Total Number of Incidents of Non-Compliance with Regulations and Voluntary Codes Concerning the Health and Safety Impacts of Products and Services During Their Life Cycle, by Type of Outcomes	8-11, 26, 48, 52, 58, 77 25, 43 43	16.3		✓ p. 95 ✓ p. 95
Product and Service Labeling	G4-DMA G4-PR4 Total Number of Incidents of Non-Compliance with Regulations and Voluntary Codes Concerning Product and Service Information and Labeling, by Type of Outcomes G4-PRS Results of Surveys Measuring Customer Satisfaction	8-11, 26, 48, 52, 58, 77 43 40, 41			✓ p. 95 ✓ p. 95
Customer Privacy	G4-DMA G4-PR8 Total Number of Substantiated Complaints Regarding Breaches of Customer Privacy and Losses of Customer Data.	8-11, 26, 48, 52, 58, 77 No incidents were reported.	16.3. - 16.10		✓ p. 95
Products	G4-DMA FS6 Report the percentage of the portfolio for business lines by specific region, size, and by sector.	8-11, 26, 48, 52, 58, 77 14, 15, 22, 27-29, 91			✓ p. 95



Independent Assurance Report

To the Chairman and Directors of
Grupo Financiero Galicia S.A.
Tte. Gral. Juan D. Perón 456
Autonomous City of Buenos Aires, Argentina

Introduction

We have been engaged by Grupo Financiero Galicia S.A.'s directors to perform a limited assurance work on certain information included in the "2015 Sustainability Report" (hereinafter the "Sustainability Report") for the fiscal year ended December 31, 2015. The preparation of the Sustainability Report is the responsibility of the Company's Board of Directors. Our responsibility is to issue an independent and limited assurance report on the Sustainability Report, with the scope described in detail herein.

Information Subject to Analysis

Our limited assurance work consisted in reviewing the following information included in the Sustainability Report:

- Key indicators detailed in the Table of GRI Indicators, identified with the symbol √;
- The self-statement made by Grupo Financiero Galicia S.A. regarding compliance with the basic contents recommended by the Sustainability Reporting Guidelines of the "Global Reporting Initiative", G4 version (hereinafter "GRI G4") for the "In accordance" Core option.

Board of Directors' Responsibilities

- The contents of the Sustainability Report;
- Having set as reporting criterion the GRI G4 Guidelines and those included in the Sustainability Report;
- Assessing performance based on GRI G4 Guidelines;
- Designing, implementing and maintaining internal controls for the preparation of the information subject to analysis to be free from material misstatements, either due to fraud or error; and
- Keeping appropriate records to support the reporting process.

Responsibility of the Professional Involved

Our responsibility consists in expressing an independent conclusion, based on our limited assurance procedures, about whether there is any matter that has called our attention to indicate that the sustainability information, identified in the "Information Subject to Analysis" section, included in the Sustainability Report, has not been stated, in all material respects, in conformity with the reporting criteria.

We conducted our work in accordance with Technical Resolution No. 35 of the Argentine Federation of Professional Councils in Economic Sciences (FACPCE) as regards the International Standards on Assurance Engagements 3000 (ISAE 3000) "Assurance Engagements Other Than an Audit or Review of Historical Financial Information". This standard requires that we plan and perform our work to obtain limited assurance on the sustainability information covered by our report.

Independence and Quality Control

Our work was performed in accordance with the independence standards required by the Code of Ethics of the International Federation of Accountants (IFAC).

Our firm performs, pursuant to the International Standard on Quality Control 1 (1 (ISQC 1)), a global quality control system including documented policies and procedures in regard to the compliance with ethical requirements, professional standards and applicable regulations on the sustainability information assessed in our report.

Summary of the Work Performed

Our procedures include examining, based on selective tests, evidence related to the sustainability information covered by our report. It also includes assessing the significant estimates or judgments made by the Board of Directors to prepare that information. The procedures to obtain information were more limited than an audit and, accordingly, the assurance level is lesser than the one that would have been reached in an audit or reasonable assurance work.

Among other procedures, our work consisted in:

- evaluating the design of key processes and controls to monitor, record and report the information selected. Our work does not include testing the effectiveness of operating controls for the period under analysis;
- performing tests, on selective bases, to verify the accuracy of the information submitted;
- conducting interviews with management and senior managers to assess the application of GRI G4 Guidelines;
- inspecting, on selective bases, the documentation to verify management's and senior managers' statements in our interviews;
- reviewing the summary GRI table to consider management's assertion regarding the application of GRI G4 Guidelines.

We believe that the evidence we obtained is sufficient and adequate to provide us with a basis for our limited assurance conclusion.

The non-financial information is subject to inherent limitations other than those of financial information, given the nature thereof and the methods used to determine, calculate, select samples or estimate values. The qualitative interpretations of importance, materiality and accuracy of data are subject to individual criteria and assumptions.

We have not carried out any work on the information submitted for prior periods or in relation to future goals and projections. We have not performed any work beyond the agreed-upon scope and, therefore, our conclusion is limited solely to the sustainability information identified and reviewed.

Conclusion

Based on the work described in this report, nothing called our attention that made us think that the information subject to analysis, included in Grupo Financiero Galicia S.A.'s 2015 Sustainability Report for the fiscal year ended December 31, 2015, has not been prepared, in all material respects, in conformity with the GRI G4 Guidelines, or the records and files that were used as a basis for the preparation thereof.

Autonomous City of Buenos Aires, April 8th, 2016.

PRICE WATERHOUSE & CO.
ASESORES DE EMPRESAS S.R.L.

(Partner)

C.P.C.E.C.A.B.A. T° 1 F° 18

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Public Accountant (UBA)

C.P.C.E.C.A.B.A. T° 87 F° 233

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WE WOULD LIKE TO THANK THE COOPERATION OF ALL REPRESENTATIVES OF EACH COMPANY THAT FORMS PART OF THE GROUP. FROM LEFT TO RIGHT: IVANA CÓRDOBA, ALEJANDRA GONZÁLEZ, MARÍA JULIA ZAPATA, PAZ GÓMEZ CENTURIÓN, ALDANA SÁNCHEZ, CECILIA ORTEGA, TULIO MARTILOTTI, SUSANA BERGERO, CONSTANZA GORLERI, MARCELA SERROVALLE, LUCIANA JUVE, MÓNICA PARODI, MARÍA LAURA TORTORELLA, EUGENIA PATIÑO AND MARÍA BELÉN ALONSO.

G4-31

This publication was prepared by Banco Galicia's Sustainability Division together with Tarjeta Naranja, Tarjeta Nevada, Galicia Seguros and Efectivo Sí.

Constanza Gorleri
Banco Galicia's Sustainability Manager

YOUR COMMENTS AND SUGGESTIONS ON THE 2015 SUSTAINABILITY REPORT HELP US TO CONTINUE IMPROVING THE ACCOUNTABILITY WITH REGARD TO OUR SOCIAL AND ENVIRONMENTAL ACTIVITIES.

FOR SUCH PURPOSE PLEASE FILL IN A SURVEY ON GALICIASUSTENTABLE.COM/IS2015.

YOU MAY ALSO E-MAIL US TO GALICIASUSTENTABLE@BANCOGALICIA.COM.AR, OR BY REGULAR MAIL TO TTE. GRAL. J. D. PERÓN 430, 10° PISO - C1038AAI BUENOS AIRES - ARGENTINA

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April 2016





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